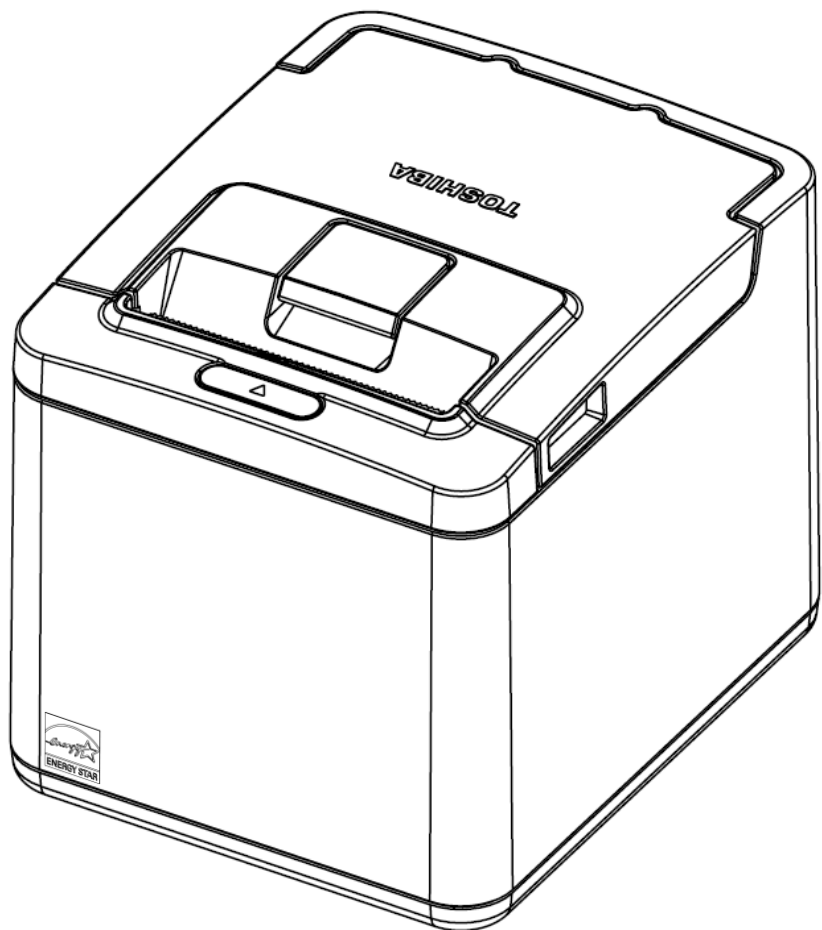


# **TOSHIBA**

## **Quick Installation Manual**

# **HSP100 & HSP150 POS PRINTER**

POS PRINTER Model (TRST-P2 & TRST-P1)



# Introduction to the Manuals

This sheet contains only the quick installation procedures. Please be sure to read the Owner's Manual in the web site for further information about this printer.

<http://business.toshiba.com/support/#downloads>

## Important Information to the User

In order to ensure compliance with the Product Safety, FCC marking requirements, you must use the power supply, power cord, and interface cable which were shipped with this product or which meet the following parameters:

### Power Adapter

The power adapter is required to comply with the Safety and/or EMC requirements depending on the country where the equipment is used, and to have the following electrical characteristics, Class 1 power adapter with SELV (Secondary Extra Low Voltage) and L.P.S (Limited Power Source), non-energy hazard output, input rated 100-240 Vac, 1.8A Max, 50/60 Hz, output rated 24 Vdc, 2.5A. For the finest, please use TOSHIBA TEC recommended power adapter.

### Interface Cable

You are advised to use a shielded (360 degree) interface cable with this product. The shield must be connected to the frame or earth ground connection or earth ground reference at BOTH ends of the cable. If another cable is used than described above you will need to test this cable with the TOSHIBA TEC printer and your system for local EMC requirements where the equipment is used.

### Power Cord





For this product a UL listed, detachable power cord is required. When the power supply is mounted on the floor, a power cord with Type SJT marking is required. If a power cord is used different from described above, you might violate safety certifications which are in force in the country of use. The socket-outlet needs to be installed near the equipment and must be easily accessible.

## Password Registration for Ethernet Interface

To enable printing via Ethernet interface, printer requires password registration. Please refer to Owner's Manual in the web site for step by step instructions.

### About The Symbols on TOSHIBA TEC Products

On TOSHIBA TEC products, there are symbols that represents safety and to ensure proper use of the product, and to warn and prevent users and other persons about possible hazards or danger as well as property damage. Below table indicates the meaning of the symbols. Be sure that you completely understand the meaning of the symbols on the product before using it.

|   |                |   |                       |
|---|----------------|---|-----------------------|
|  | USB            |  | Caution (Hot surface) |
|  | Direct Current |  | Caution (Sharp edges) |

#### **WARNING!**

This is a Class A product. In domestic environment, this product may cause radio interference in which user may be required to take adequate measures.

#### **Supplier's Declaration of Conformity**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operations of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

#### **WARNING!**

Changes or modifications made to this equipment, not expressly approved by TOSHIBA TEC or parties authorized by TOSHIBA TEC, could void the user's authority to operate the equipment.

Toshiba America Business Solutions, Inc.  
25530 Commercentre Drive  
Lake Forest, CA 92630  
Tel: 949-462-6000

(For USA only)

Changes or modifications not expressly approved by the manufacturer for compliance could void the user's authority to operate the equipment.

# Safety Summary

Personal safety in handling or maintaining the equipment is extremely important. Warnings and Cautions necessary for safe handling are included in this manual. All warnings and cautions contained in this manual should be read and understood before handling or maintaining the equipment.

Do not attempt to effect repairs or modifications to this equipment. If a fault occurs that cannot be rectified using the procedures described in this manual, turn off the power supply, unplug the machine, and then contact your authorized TOSHIBA TEC representative for assistance.

## Meanings of Each Symbol



This symbol indicates warning items (including cautions).  
Specific warning contents are drawn inside the △ symbol.  
(The symbol on the left indicates a general caution.)



This symbol indicates prohibited actions (prohibited items).  
Specific prohibited contents are drawn inside or near the ⊘ symbol.  
(The symbol on the left indicates “no disassembling”.)



This symbol indicates actions which must be performed.  
Specific instructions are drawn inside or near the ● symbol.  
(The symbol on the left indicates “disconnect the power cord plug from the outlet”.)

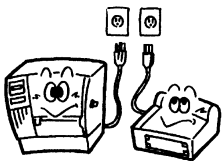


## WARNING!

This indicates that there is the risk of **death** or **serious injury** if the machines are improperly handled contrary to this indication.



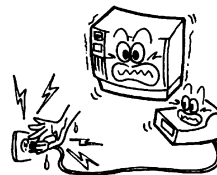
**Any other than the specified AC voltage is prohibited.**



Do not use voltages other than the voltage (AC) specified on the rating plate, as this may cause **fire** or **electric shock**.



**Prohibited**



Do not plug in or unplug the power cord plug with wet hands as this may cause **electric shock**.



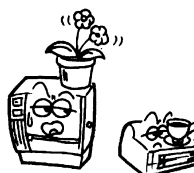
**Prohibited**



If the machines share the same outlet with any other electrical appliances which consume large amounts of power, the voltage will fluctuate widely each time these appliances operate. Be sure to provide an exclusive outlet for the machine as this may cause the machines to **malfunction**.



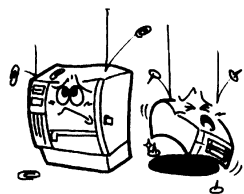
**Prohibited**



Do not place metal objects or water-filled containers such as flower vases, flower pots or mugs, etc. on top of the machines. If metal objects or spilled liquid enter the machines, this may cause **fire** or **electric shock**.



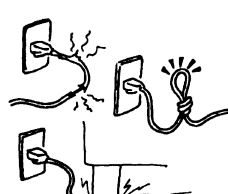
### Prohibited



Do not insert or drop metal, flammable or other foreign objects into the machines through the ventilation slits, as this may cause **fire** or **electric shock**.



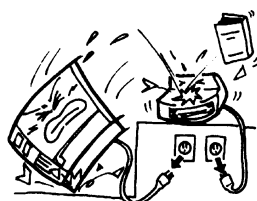
### Prohibited



Do not scratch, damage or modify the power cords. Also, do not place heavy objects on, pull on, or excessively bend the cords, as this may cause **fire** or **electrical shock**.



### Disconnect the plug.



If the machines are dropped or their cabinets damaged, first turn off the power switches and disconnect the power cord plugs from the outlet, and then contact your authorized TOSHIBA TEC representative for assistance. Continued use of the machine in that condition may cause **fire** or **electric shock**.



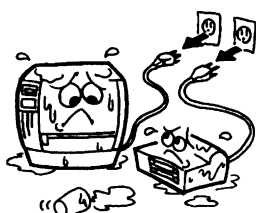
### Disconnect the plug.



Continued use of the machines in an abnormal condition such as when the machines are producing smoke or strange smells may cause **fire** or **electric shock**. In these cases, immediately turn off the power switches and disconnect the power cord plugs from the outlet. Then, contact authorized TOSHIBA TEC representative for assistance.



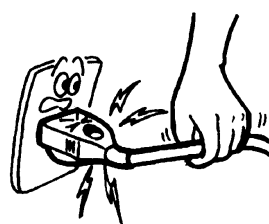
### Disconnect the plug.



If foreign objects (metal fragments, water, liquids) enter the machines, first turn off the power switches and disconnect the power cord plugs from the outlet, and then contact authorised TOSHIBA TEC representative for assistance. Continued use of the machine in that condition may cause fire or electric shock.



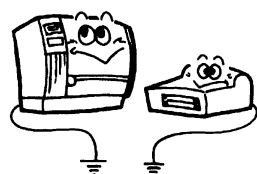
### Disconnect the plug.



When unplugging the power cords, be sure to hold and pull on the plug portion. Pulling on the cord portion may cut or expose the internal wires and cause fire or electric shock.



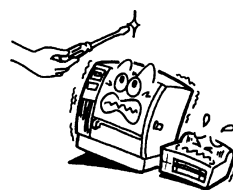
### Connect a grounding wire.



Ensure that the equipment is properly grounded. Extension cables should also be grounded. Fire or electric shock could occur on improperly grounded equipment.



### No disassembling.



Do not remove covers, repair or modify the machine by yourself. You may be injured by high voltage, very hot parts or sharp edges inside the machine.



## **CAUTION!**

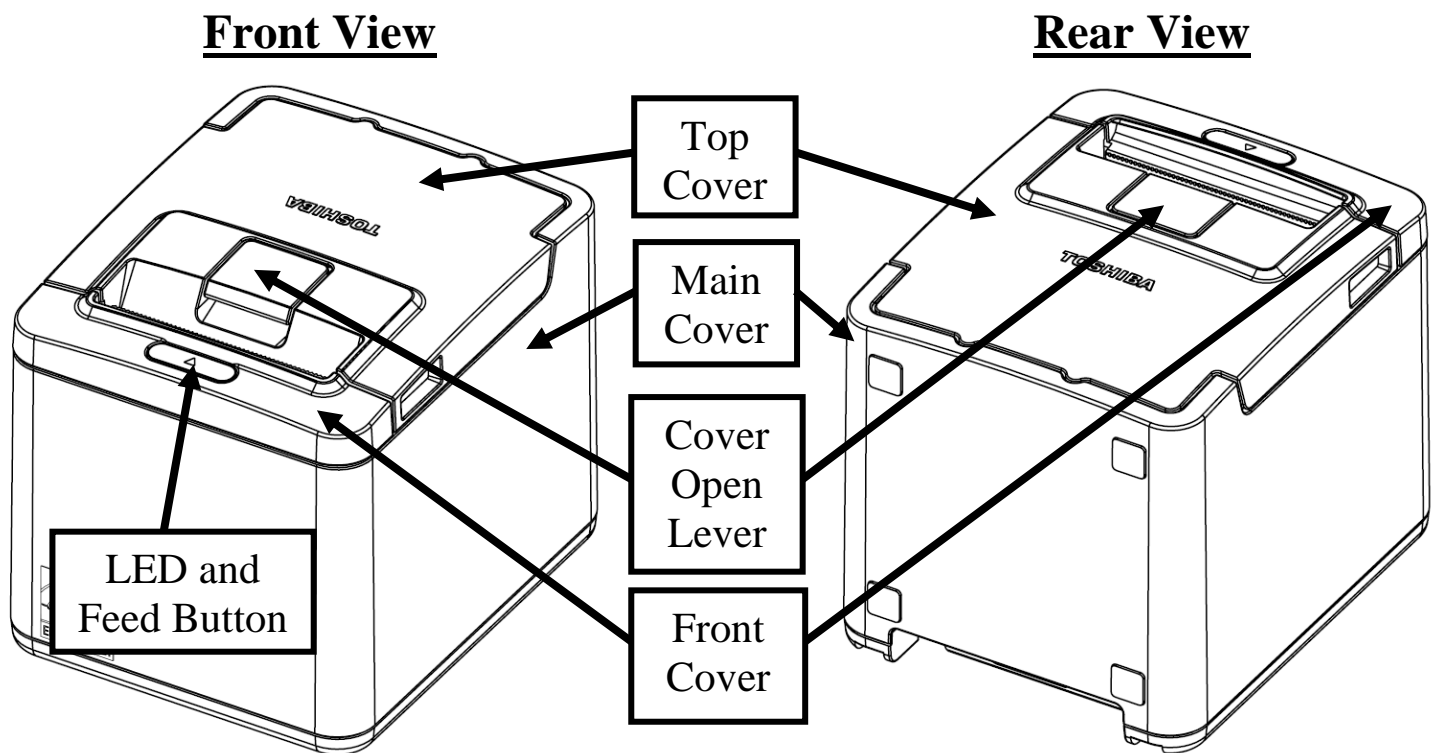
This indicates that there is the risk of personal **injury** or **damage** to objects if the machines are improperly handled contrary to this indication.

### **Precautions**

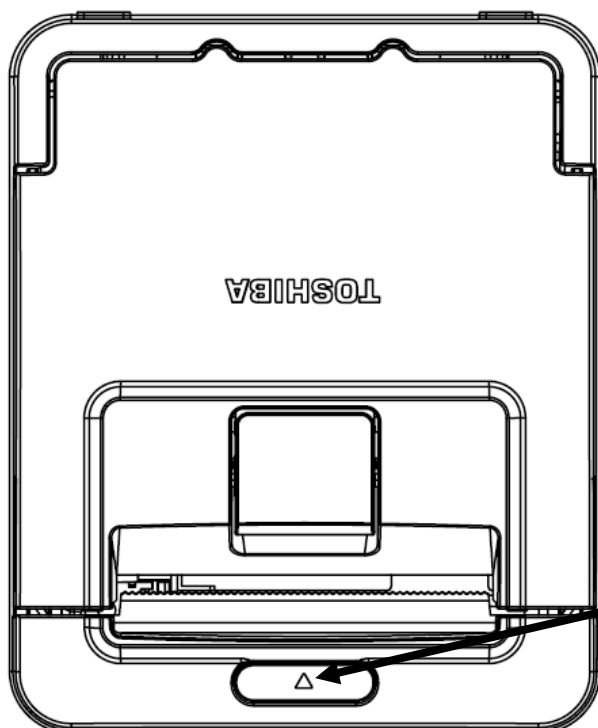
The following precautions will help to ensure that this machine will continue to function correctly.

- Try to avoid locations that have the following adverse conditions:
  - \* Temperatures out of the specification    \* Direct sunlight    \* High humidity
  - \* Shared power source    \* Excessive vibration    \* Dust/Gas
- The cover should be cleaned by wiping with a dry cloth or a cloth slightly dampened with a mild detergent solution. **NEVER USE THINNER OR ANY OTHER VOLATILE SOLVENT** on the plastic covers.
- **USE ONLY TOSHIBA TEC SPECIFIED** paper.
- **DO NOT STORE** the paper where they might be exposed to direct sunlight, high temperatures, high humidity, dust, or gas.
- Ensure the printer is operated on a level surface.
- Any data stored in the memory of the printer could be lost during a printer fault.
- Try to avoid using this equipment on the same power supply as high voltage equipment or equipment likely to cause mains interference.
- Unplug the machine whenever you are working inside it or cleaning it.
- Keep your work environment static free.
- Do not place heavy objects on top of the machines, as these items may become unbalanced and fall causing **injury**.
- Do not lean against the machine. It may fall on you and could cause **injury**.
- Care must be taken not to injure yourself with the printer paper cutter.
- Unplug the machine when it is not used for a long period of time.

## 1. Front/Rear View



## 2. LED and Feed Button



### **POWERED LED (Blue)**

Light up when the power is turned on.

### **ERROR LED (Amber)**

The Error LED indicates an error by Amber color.

### **FEED BUTTON**

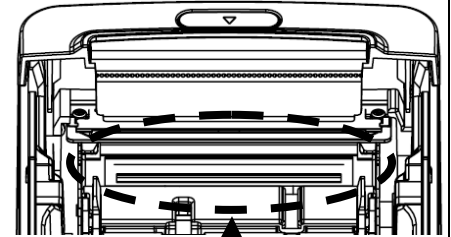
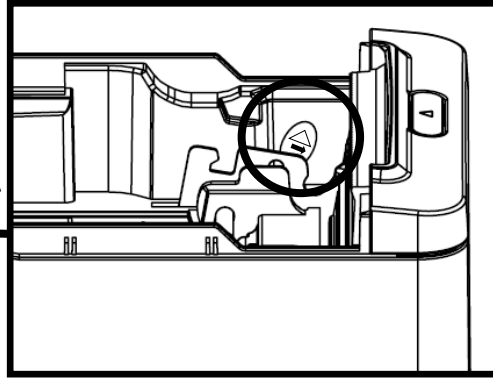
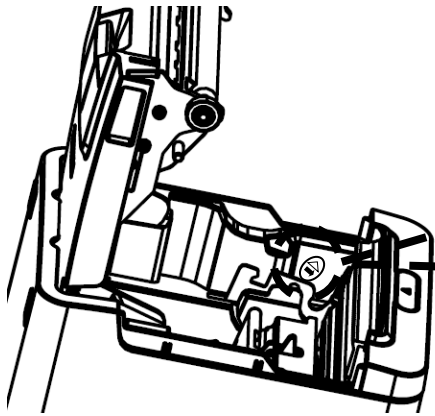
Used to feed receipt paper. A press on this button causes one line feed. Pressing and holding it feeds the paper continuously. While the printer cover is open, press and hold the feed button until the printer beeps once. Close the cover and the printer print the configuration form. Press feed button by a short press to enters offline diagnostic mode or press it long to exit to online mode.

### 3. Loading the Receipt Roll

When you use this printer for the first time or when the receipt paper has been used up, load a receipt roll in the following procedures while the printer power is set to ON.

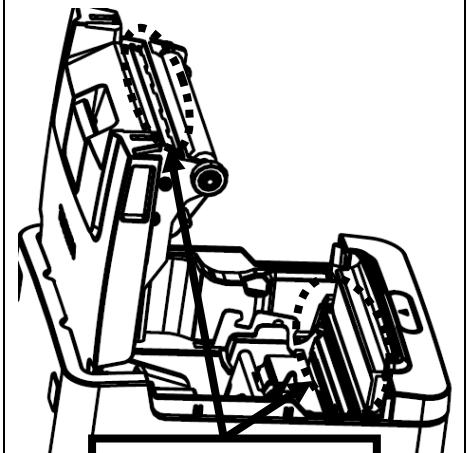
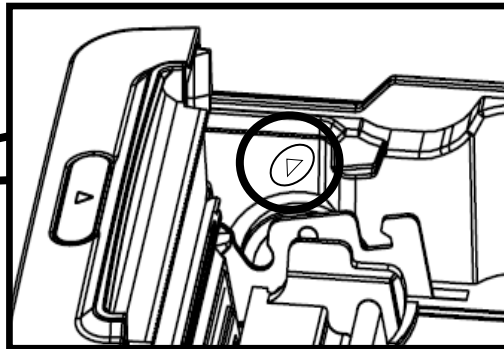
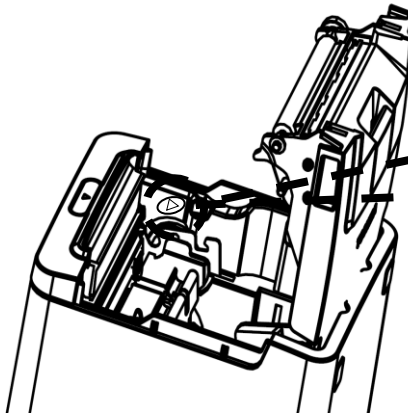
A thermal printer prints thermal receipt paper by applying heat to the paper to react with the chemicals on the paper surface. A red line which appears on the either both side of the receipt paper indicates that the paper is almost used up.

#### ⚠ WARNING!



Print Head

The print head becomes very hot while printing. Never touch the print head to avoid getting burned. Standard operating temperature of printer is 5°C to 50°C. Please do not operate out of range for safe operation.

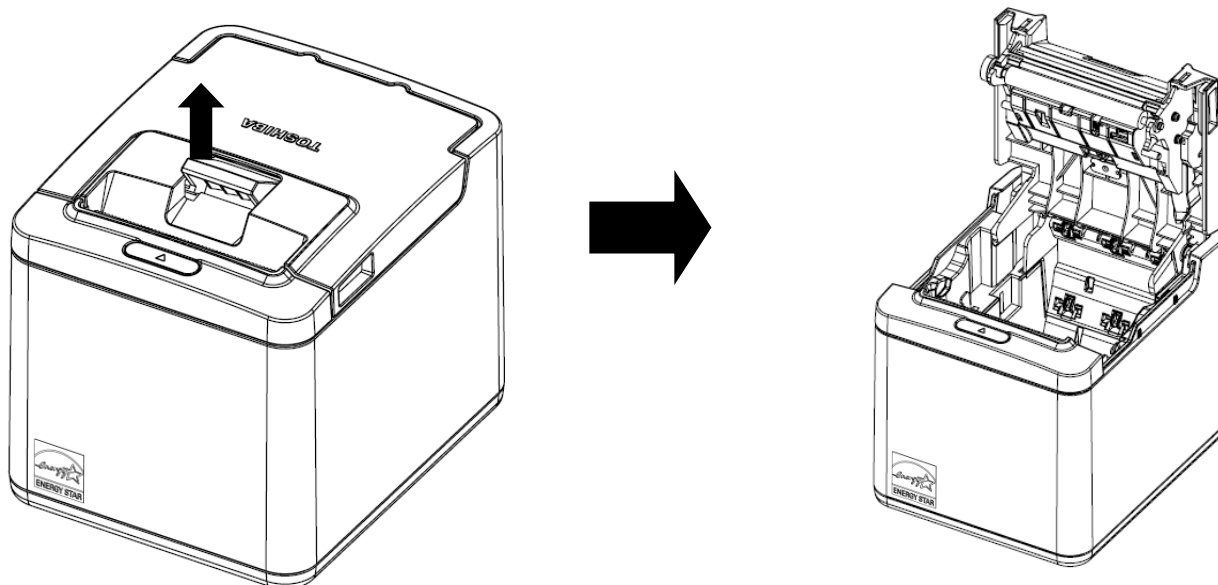


Cutter Blades

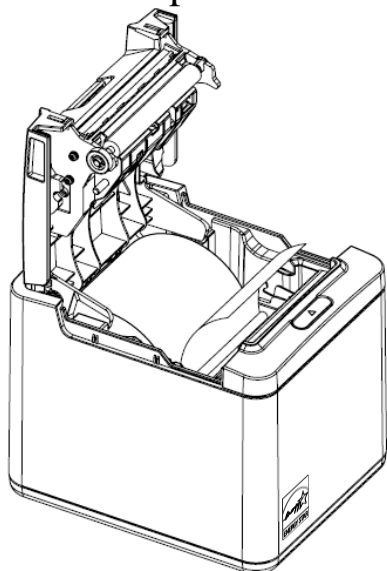
Hazardous moving cutter. Keep fingers and other body parts away.



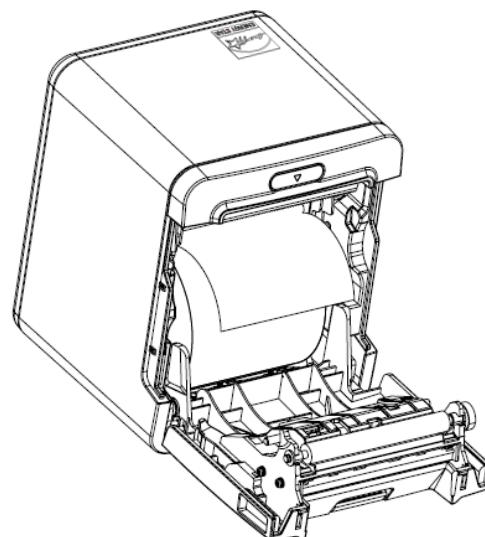
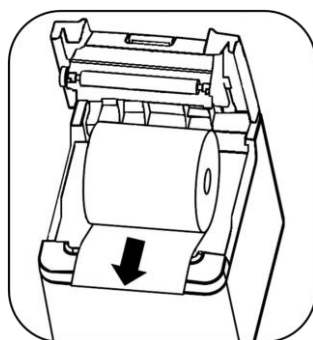
- 1) Turn the printer power ON by connecting to the power supply.
- 2) Pull up the Cover Open Lever to open the printer cover.



- 3) Check for the correct orientation of the receipt roll, and put it into the paper
- 4) Pull the receipt until it extends past the paper outlet for about 5 cm.

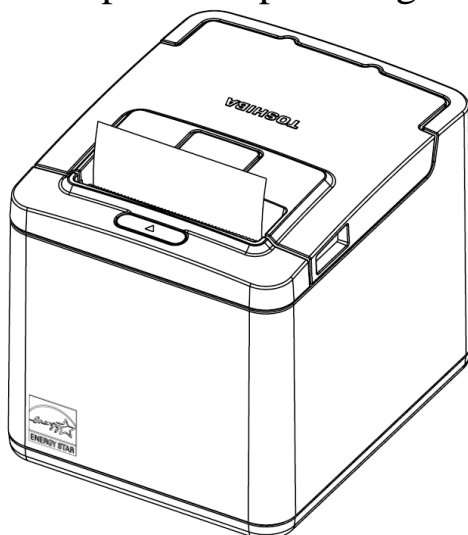


Horizontal Orientation

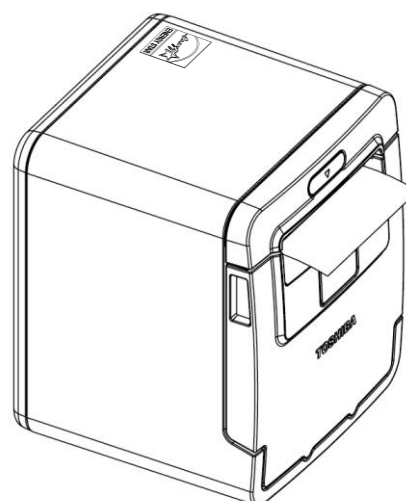


Vertical Orientation

- 5) Close the printer top cover gently and printer will automatically perform auto cut.



Horizontal Orientation



Vertical Orientation

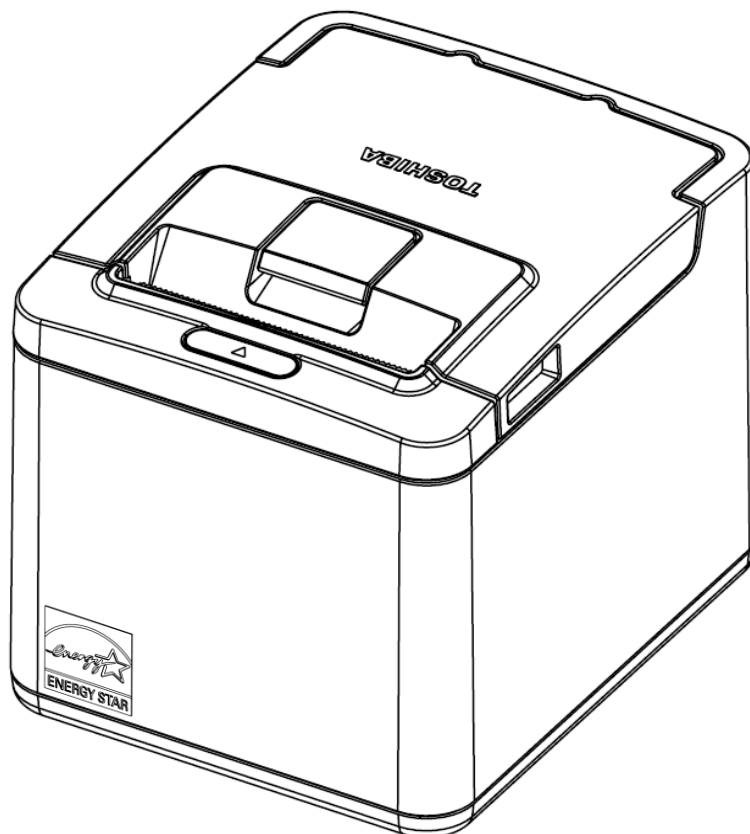
## **⚠ CAUTION!**

1. Use only TOSHIBA TEC specified paper. Use of non-specified paper may shorten the print head life resulting in problems with print quality, paper feed failure, or shorten the cutter life.
2. Do not subject the thermal receipt roll to water, oil, or heat source as this will darken the paper.
3. Load the receipt roll in the correct orientation. Failure to do this may cause a paper jam error.
4. Care must be taken not to damage the print head and platen when the printer cover is opened as this may cause a poor print or a printer failure.
5. Do not open the printer cover while the printer is printing.
6. Do not hold the receipt while the printer is printing. Doing so may cause a paper jam.
7. When closing the printer cover, do not press it down too hard.
8. Do not put anything on the printer cover or push the cover too strongly. Doing so may cause a print failure.

## **4. Choosing a Location**

### **i. Table Top – Horizontal orientation**

The POS Printer takes up relatively little counter space and may be set on or near the POS terminal. Make sure that there is enough room to open the receipt cover for changing the paper roll. The paper will be presented in the top exit direction.



## ii. Table Top/Under Counter – Vertical orientation

The POS Printer can also be mounted in vertical manner as shown below. The paper will be presented in the front exit direction. Hence it is also suitable to be placed under the counter.

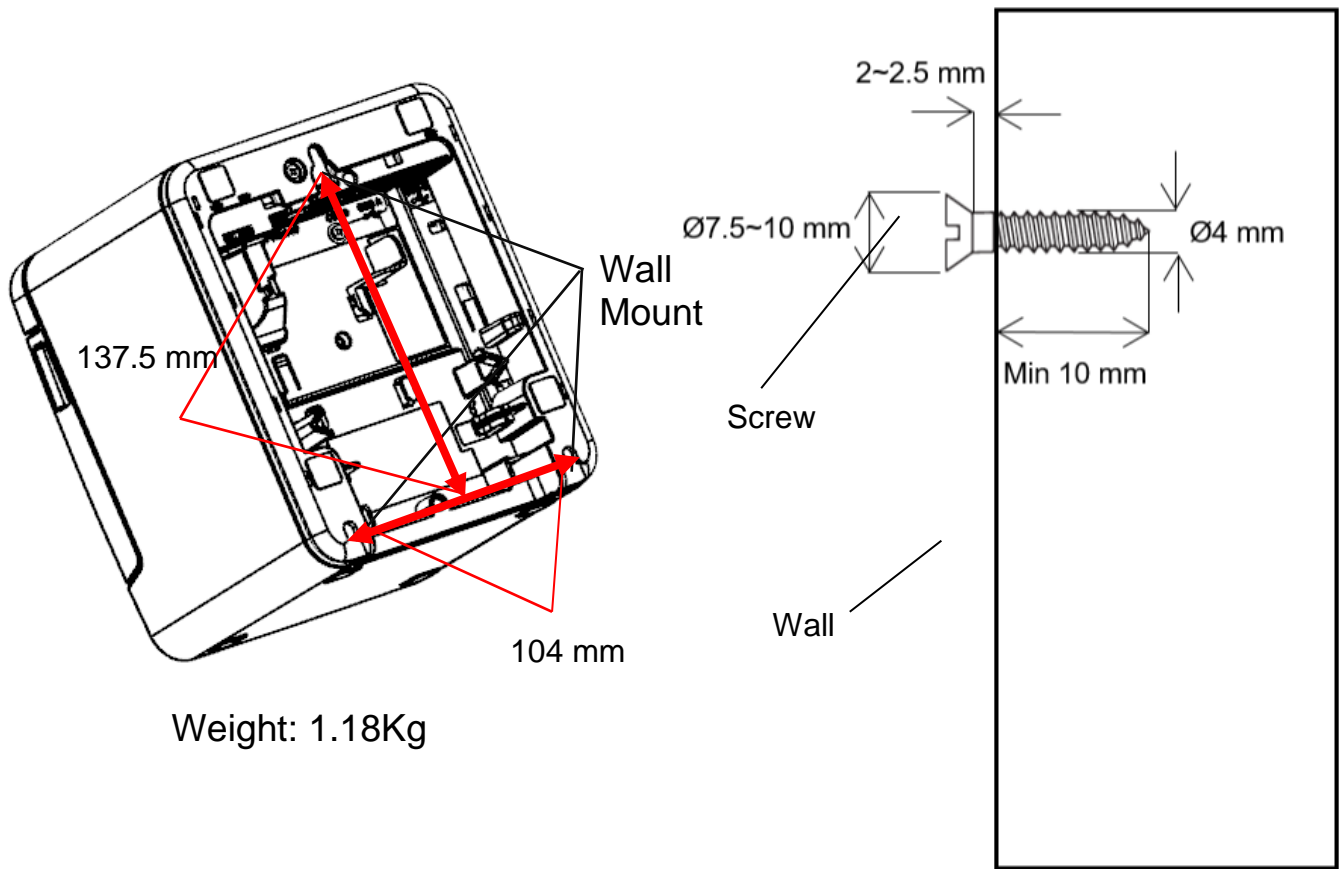


## iii. Wall Mounted

### ⚠ CAUTION!

1. The wall mounting printer must be installed by a **qualified and professional installer** who is familiar with building construction methods, building materials, building codes, electrical codes, fire codes, and local laws governing public access areas.
2. There is a wide variety of types of wall construction, age and condition. After reviewing the conditions onsite, the installer must make the final judgment as to the suitability of the existing wall material to determine if additional bracing or supports are required. Attaching the screws involve making minor modifications to the building construction. Be sure to observe proper safety precautions to prevent injury. Unforeseen hazards, for example, natural gas and power lines, can exist when drilling and cutting into walls.
3. Screws are not included with the printer and must be supplied by the installer. The type of screws required are flat head metallic screws. Screw sizes can be referred at the figure below.
4. Mount the printer to a flat, sturdy, structurally sound column or wall surface. Before installing the wall mounting printer, ensure that all applicable building and electrical codes and accessibility requirements and guidelines are followed. Compliance with local building codes, electrical codes, and governing laws should take precedence over this set of instructions.

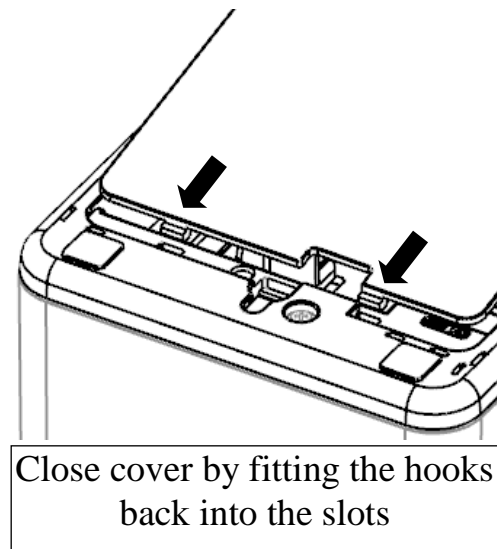
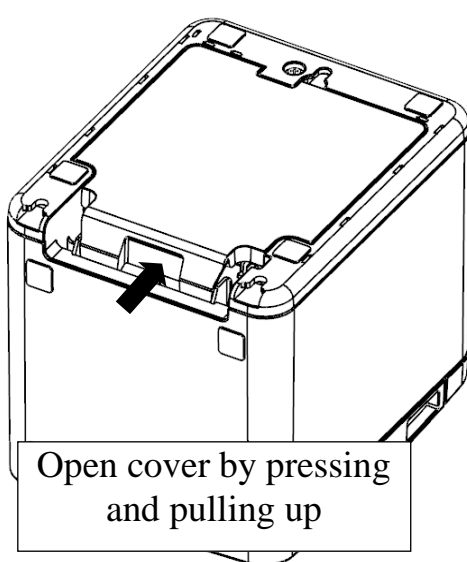
The POS printer may be mounted on vertical wall. Make sure there is enough room to open the receipt cover to change the paper. Mount the screws on the wall using the following recommended mount dimensions. To fix the printer securely, install the screws on the wall made of **wood, concrete, or metal**. The thickness of the wall should be **10 mm (0.4")** or more. Be sure to use **flat head metallic tapping screws**. Make sure that the POS printer fix on the mounting heights of **2 meters and below**.



## 5. Connecting the Power Cord and Interface Cable

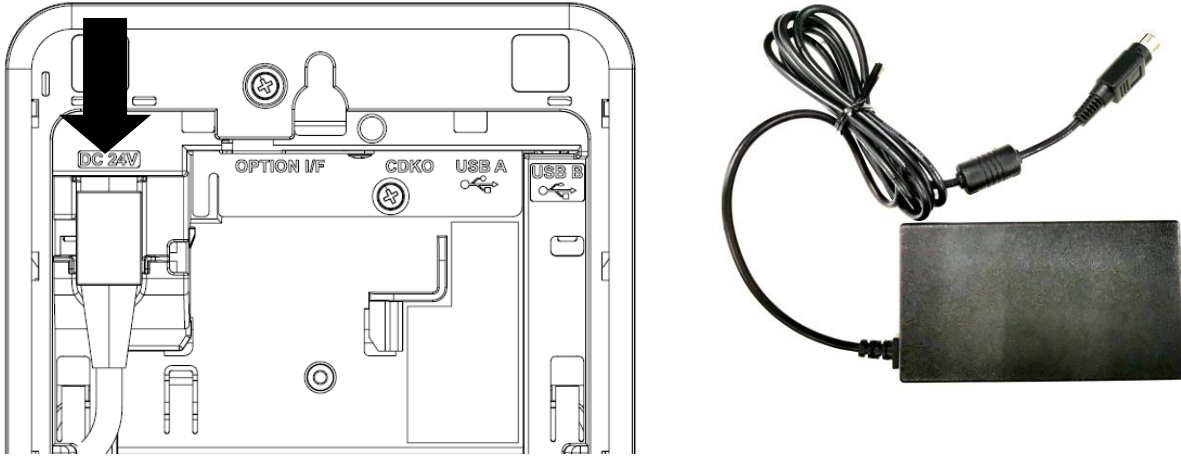
### A. Remove and attach Cable Cover

Remove the cable cover before connecting all the interface cables. Attach back by fitting the hooks back into the slotted openings.



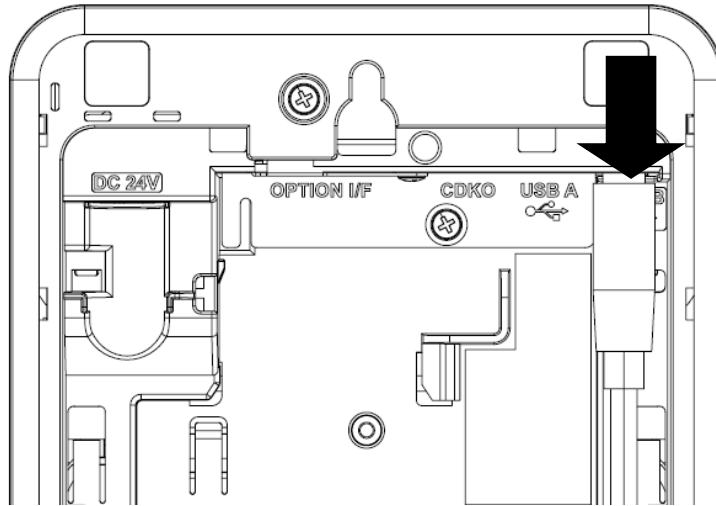
## B. Connect to Power Supply

Insert the power cable into the power connector.



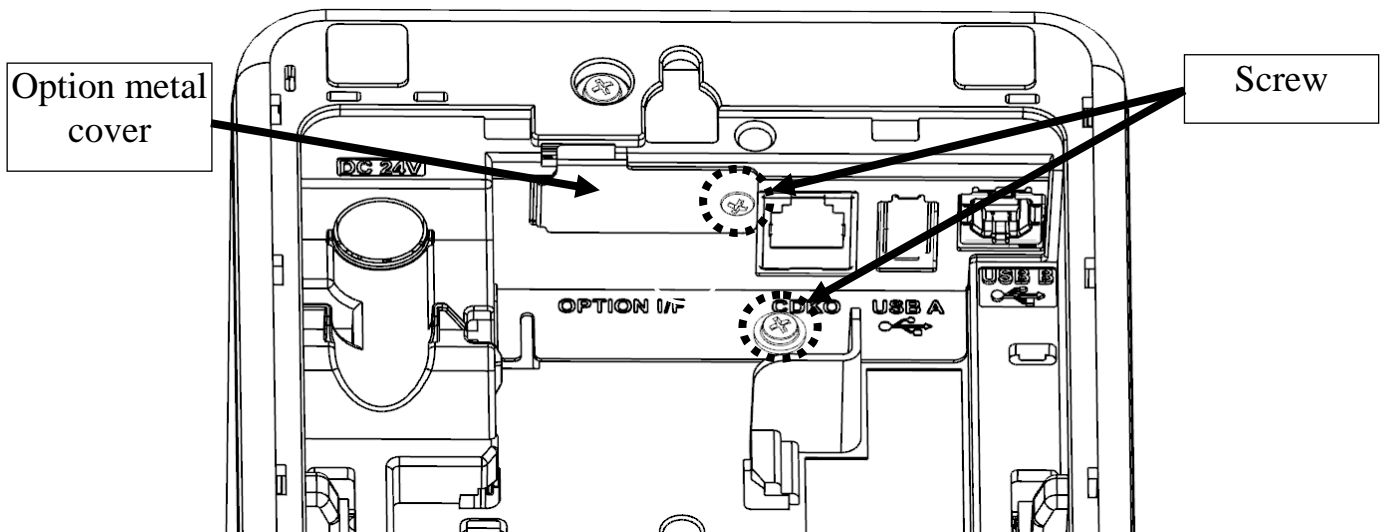
## C. Connect via standard USB Type-B cable

Connect USB Type-B is to link the printer to the POS Terminal

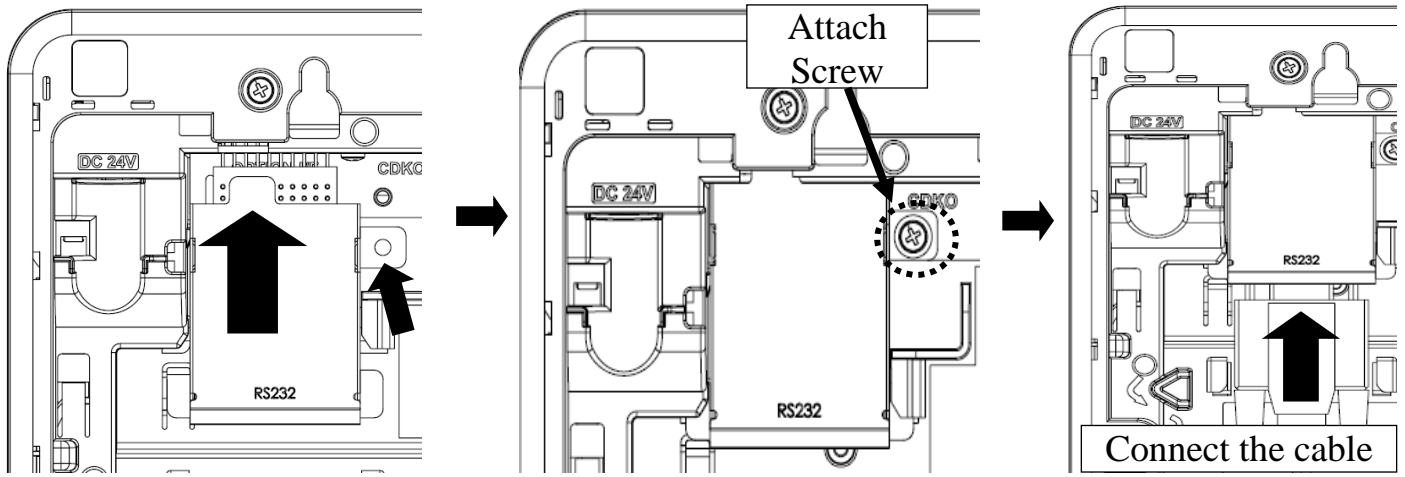


## D. Connect via Option Card (RS232 & LAN)

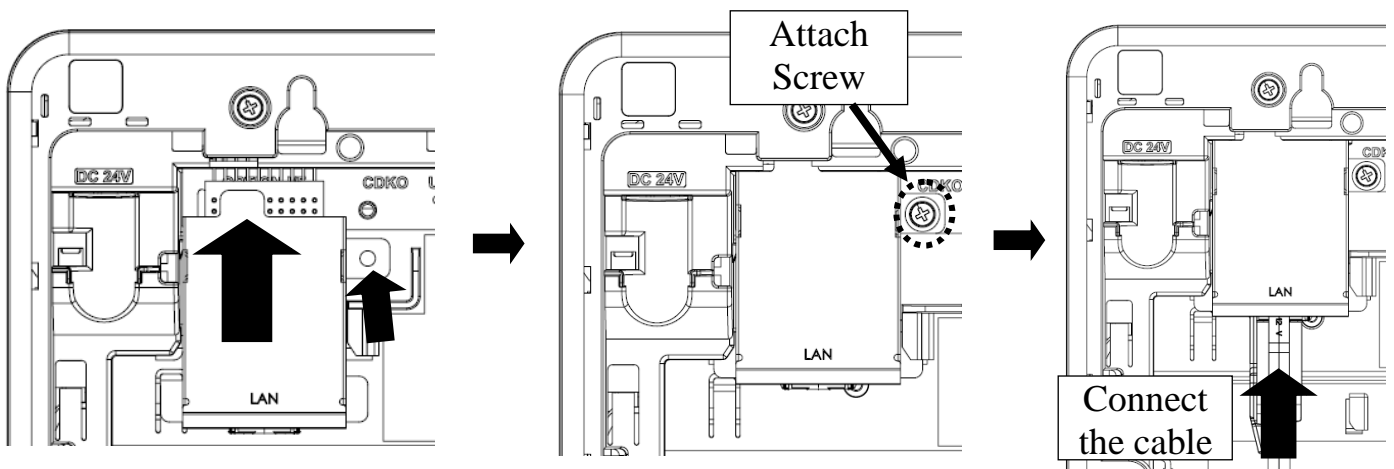
Remove both screws and option metal cover to install the option card.



## E. Serial Interface (RS232) Option:

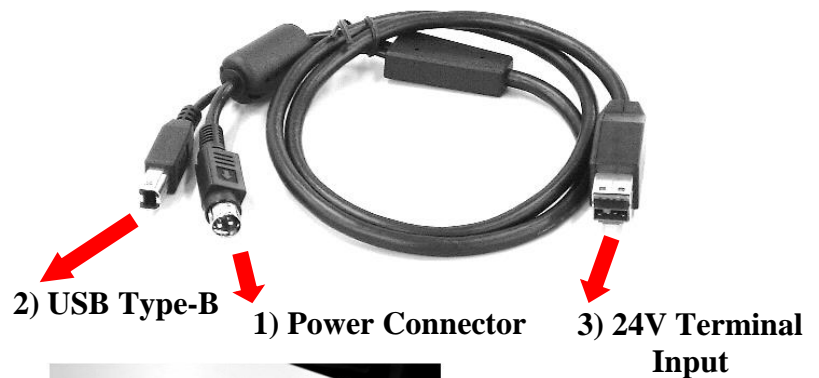
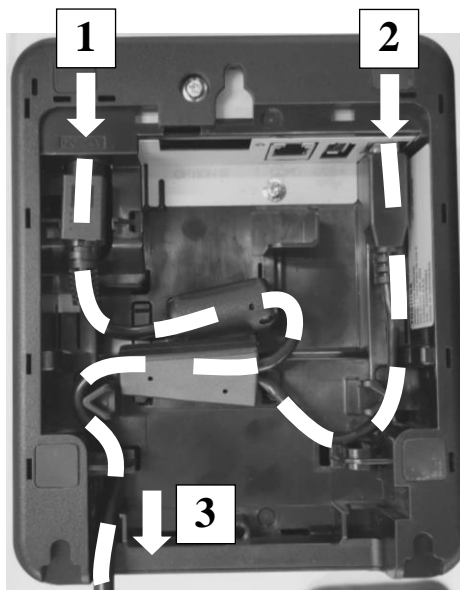


## F. Ethernet Interface (LAN) Option



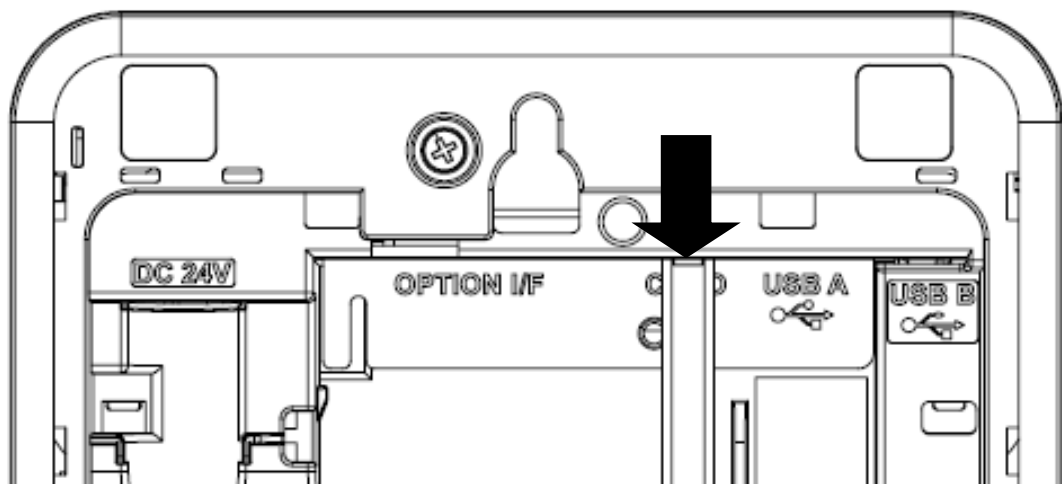
## G. Connect via Y-Cable

Y-cable is an option to connect power connector and USB Type-B connector to POS terminal.

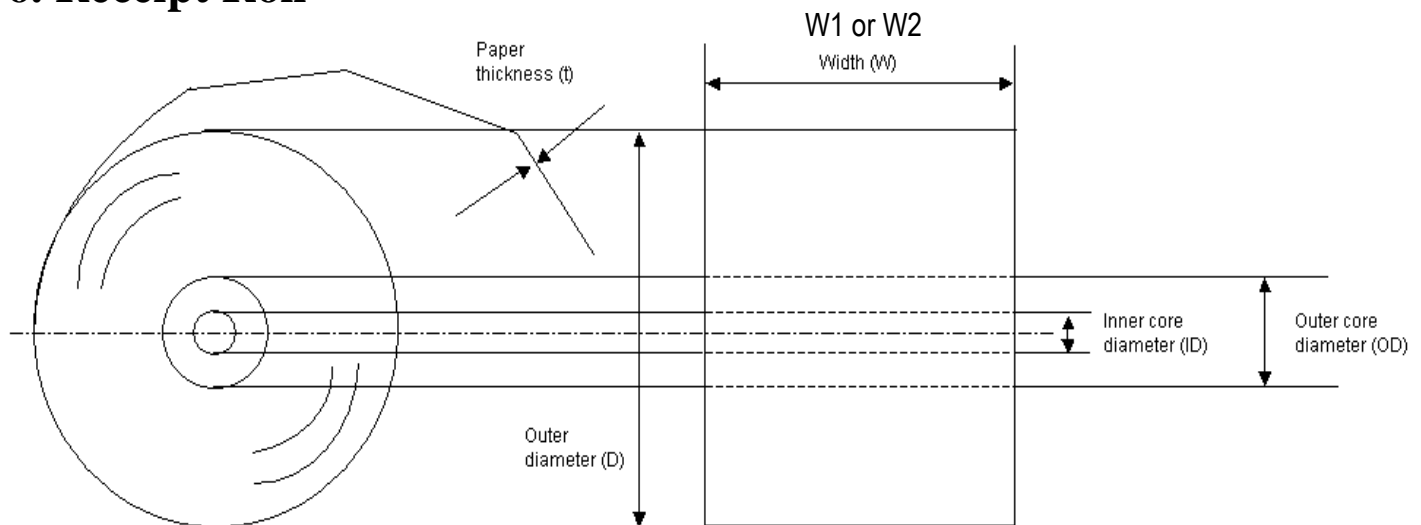


## H. Connecting via Cash Drawer

- 1) Make sure that the printer does not connect to any power supply.
- 2) Connect the drawer cable to the drawer interface connector in the correct orientation as shown in the figure on the right.



## 6. Receipt Roll



|                           |  |
|---------------------------|--|
| Paper type                | Thermal paper rolled with the print side facing outside  |
| Width (W1)                | 80 +0.5/ -1.2 mm   |
| Width (W2)                | 58 +0/ -1.0 mm (With optional 58 mm paper guide)   |
| Outer diameter (D)        | 83mm max   |
| Paper thickness (T)       | 0.050 ~0.070 mm  |
| Weight                    | 50~70 g/m2   |
| Outer core diameter       | 18 mm  |
| Inner core diameter       | 12.5 +/- 0.5 mm  |
| Recommended thermal paper | Only paper rolled onto a core is acceptable, however, the paper end should not be pasted to the core.<br>TOSHIBA TEC recommends using the following thermal paper for this product.<br>Manufacturer : NIPPON PAPER<br>Type : TF50KS-EY |

For further information please contact your authorized TOSHIBA TEC representative or authorized paper manufacturer.



## 7. LED Indication Table

| Printer Status   | Color | Control                     | What to Do   |
|--|-------|-----------------------------|--|
| Boot Up  | BLUE  | ON                          |  |
| Idle   | BLUE  | ON                          |  |
| Printing   | BLUE  | ON                          |  |
| Firmware Update (Online / Offline / IPL)               | BLUE  | Constant Blink              |  |
| Offline Diagnostics                                    | BLUE  | Constant Blink              |  |
| Unrecoverable error: Thermal Head Abnormal Temperature | AMBER | 3 Blinks<br>Pause 5 seconds | Turn off the printer for 5 minutes to cool down the printer.   |
| Unrecoverable error: Memory Error                      | AMBER | 4 Blinks<br>Pause 5 seconds | Power cycle to check if the printer recovers   |
| Recoverable error: Paper End                           | AMBER | ON                          | Change the paper now. Do not run a transaction without paper as the data may be lost.  |
| Recoverable error: Cover Open                          | AMBER | ON                          | Close the cover. The printer will not operate with the cover open.   |
| Recoverable error: Paper Jam                           | AMBER | 1 Blinks<br>Pause 5 seconds | Open the receipt cover, clear any jammed paper. Place the paper properly and restart the printer.  |
| Recoverable error: Thermal Head Over Heat              | AMBER | Constant Blink              | Wait for 10 seconds and the printer will resume printing   |
| Recoverable error: Cutter Jam                          | AMBER | 2 Blinks<br>Pause 5 seconds | Open the receipt front cover first, then follow by top cover and check for the cutter. Clear any jammed paper you can see. Tear off any excess paper against the tear-off blade.   |
| Warning: Paper Low                                     | BLUE  | Constant Blink              | There are about 4.5 meters, $\pm$ 3 meters (15 feet, $\pm$ 10 feet) and 8 meters, $\pm$ 3 meters (25 feet, $\pm$ 10 feet) of paper left. Change the paper soon to avoid running out of paper part way through a transaction. |

**NOTE:** If other LED status except for the above occurs, turn the power supply off, and then reopen. If this does not restore the LED, contact your nearest TOSHIBA TEC representative for assistance.

### Toshiba Tec Corporation

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