Oracle MICROS Hardware

BIXOLON®

SRP-350III Thermal Printer Installation & Safety Guide

◆ Information

This Installation Guide includes a brief outline of information necessary for product installation. For more detailed installation information, please refer to the user manual in the enclosed CD. The contents of the CD include the following.

1. Manual: User Manual, Code Chart, and Control Commands
2. Drivers: Windows Driver, OPOS Driver
3. Utility: Logo Download Tool

We at Bixolon Co., Ltd. constantly strive to improve product functions and quality. To do this, the specifications of our product and the contents of the manual may change without prior notice.

◆ Components

SRP-350/352III

Cable Cover

Paper Roll

CD

AC/DC Adaptor

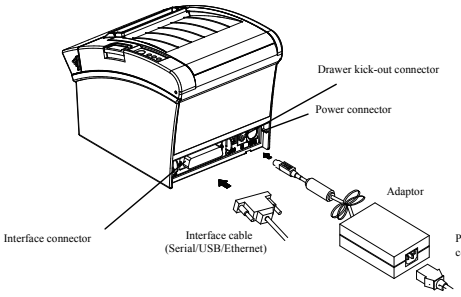
Power Cord

Installation Guide

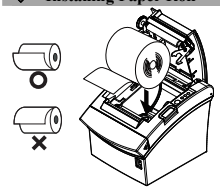
◆ Cable Connection

1. Turn off the printer and the host ECR (host computer).
2. Plug the power cord into the adaptor and then plug the adaptor into the power connector of the printer.
3. Check the interface type on the back of the printer (Serial, USB, or Ethernet), and connect the interface connector cable.

✱ Do not use an adapter that was not supplied with the printer.



◆ Installing Paper Roll



1. Open the Cover-Open button to open the cover.
2. Insert a new paper roll in the right direction.
3. Pull out a small amount of paper and then close the cover.

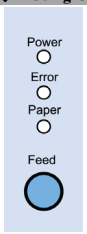
✱ Note

To make the paper tightly close to the roller when closing the cover, press the center of the cover. Printing quality may not be optimum if recommended paper is not used. (Refer to the User's Manual.)

◆ Paper Jam (Refer to 1-6 in User Manual)

1. Turn the power of the printer off or on and open the cover to remove the paper.
2. If the cover is not opened, turn off the power of the printer and separate the cover-cutter and then turn the knob of the auto cutter to open the cover.

◆ Using Control Panel



• Power (Signal Lamp)
When turning on the power, a green LED will be lit.

• Error (Signal Lamp)
When an error occurs, a red LED will be lit.
(e.g. no paper, cover ajar, etc.)

• Paper (Signal Lamp)
Red LED will be lit when the paper roll is running low. The LED blinks when the printer is in self-test standby mode or macro execution standby mode.

• Feed (Button)
Press the FEED button once to discharge extra paper. Holding down the FEED button will discharge paper continuously until the button is released.

◆ Setting DIP Switches

To change the Dip Switches settings, turn the printer power off. Any changes while the printer is on will not be processed.

1. Serial Interface Setting

• DIP Switch 1

SW	Function	ON	OFF	Default
1-1	Auto Line Feed	Enabled	Disabled	OFF
1-2	Flow Control	XON/XOFF	DTR/DSR	OFF
1-3	Data Length	7-bit	8-bit	OFF
1-4	Parity Check	Yes	No	OFF
1-5	Parity Selection	EVEN	ODD	OFF
1-6	Baud Rate Selection (bps)	Refer to the following Table 1		OFF
1-7				ON
1-8				OFF

• DIP Switch 2

SW	Function	ON	OFF	Default
2-1	Reserved	-	-	OFF
2-2	Reserved	-	-	OFF
2-3	Internal Bell Control	Disabled	Enabled	OFF
2-4	Auto Cutter Selection	Disabled	Enabled	OFF
2-5	Printing Density	Refer to the following Table 2		OFF
2-6				OFF
2-7	Near End Sensor Contorl	Disabled	Enabled	OFF
2-8	Auto External Buzz	Enabled	Disabled	OFF

2. Parallel / USB / Ethernet Interface Setting

• DIP Switch 1

SW	Function	ON	OFF	Default
1-1	Auto Line Feed	Enabled	Disabled	OFF
1-2	Reserved	-	-	OFF
1-3	Reserved	-	-	OFF
1-4	Reserved	-	-	OFF
1-5	Reserved	-	-	OFF
1-6	Reserved	-	-	OFF
1-7	Reserved	-	-	ON
1-8	Reserved	-	-	OFF

• DIP Switch 2

SW	Function	ON	OFF	Default
2-1	Reserved	-	-	OFF
2-2	Reserved	-	-	OFF
2-3	Internal Bell Control	Disabled	Enabled	OFF
2-4	Auto Cutter Selection	Disabled	Enabled	OFF
2-5	Printing Density	Refer to the following Table 2		OFF
2-6				OFF
2-7	Near End Sensor Contorl	Disabled	Enabled	OFF
2-8	Auto External Buzz	Enabled	Disabled	OFF

• Tab. 1 – Selection of Baud Rate (bps)

Transmission Speed	1-6	1-7	1-8	Default
2400	ON	OFF	OFF	9600
4800	ON	OFF	ON	
9600	OFF	ON	OFF	
19200	OFF	OFF	OFF	
38400	OFF	ON	ON	
57600	OFF	OFF	ON	
115200	ON	ON	ON	

• Tab. 2 – Selection of Printing Density

Printing Density	2-5	2-6	Default
Level 1	OFF	OFF	- Level 1 is Default - Level 4 is Darkest
Level 2	ON	OFF	
Level 3	OFF	ON	
Level 4	ON	ON	

Self-Test

1. Check that the paper is properly loaded.
2. While pressing the Feed button, turn the power off. Self-test begins.
3. Print the current state of the printer such as ROM version and DIP switch setting.
4. Print the current state of the printer and stop printing after the following phrase.
   (The paper signal lamp continues to flicker):

SELF-TEST PRINTING.
PLEASE PRESS THE FEED BUTTON.

5. Press the Feed button to continue printing. Print the printable character forms.
6. End the self-test mode automatically and print the phrase below to cut the paper.

***** COMPLETED *****

7. When the self-test mode of the printer ends, the printer turns to the normal state.

✱ Note
It is possible to check whether the printer works properly through the self-test, with which printing quality, ROM version and DIP settings can be confirmed.

Configuring the IP Address

To set the IP address when using the Ethernet interface, you must use the Bixolon *Net Configuration Tool*. You can download the Bixolon *Net Configuration Tool* and accompanying documentation from the following locations:

SRP-350/352III Downloads: https://www.bixolon.com/download_view.php?idx=24
User Guide: https://www.bixolon.com/_upload/manual/Manual_SRP-350352III_user_english_Rev_1_05.pdf

WEEE (Waste Electrical and Electric Equipment)

This marking shown on the product or its literature, indicates that is should not be disposed of with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling.
Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

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Oracle MICROS

• **Website** https://www.oracle.com/industries/micros/

• **Customer Support** https://support.oracle.com

When contacting Customer Support, please provide the following:

- Product version and program/module name
- Functional and technical description of the problem (include business impact)
- Detailed step-by-step instructions to recreate
- Exact error message received
- Screenshots of each step you take

Safety Precautions

In using the present appliance, please keep the following safety regulations in order to prevent any hazard or material damage.

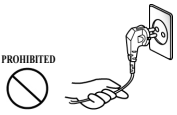
WARNING

Violating following instructions can cause serious injury or death.

Do not plug several products in one multi-outlet.
• This can provoke over-heating and a fire.
• If the plug is wet or dirty, dry or wipe it before usage.
• If the plug does not fit perfectly with the outlet, do not plug in.
• Be sure to use only standardized multi-outlets.

You must use only the supplied adapter.
• It is dangerous to use other adapters.

Do not pull the cable to unplug.
• This can damage the cable, which is the origin of a fire or a breakdown of the printer.



Keep the plastic bag out of children's reach.
• If not, a child may put the bag on his head.

Do not plug in or unplug with your hands wet.
• You can be electrocuted.

Do not bend the cable by force or leave it under any heavy object.
• A damaged cable can cause a fire.

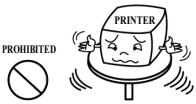
CAUTION

Violating following instructions can cause slight wound or damage the appliance.

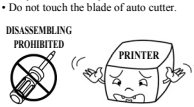
If you observe a strange smoke, odor or noise from the printer, unplug it before taking following measures.
• Switch off the printer and unplug the set from the mains.
• After the disappearance of the smoke, call your dealer to repair it.

Keep the desiccant out of children's reach.
• If not, they may eat it.

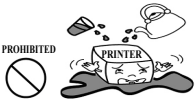
Install the printer on the stable surface.
• If the printer falls down, it can be broken and you can hurt yourself.



Use only approved accessories and do not try to disassemble, repair or remodel it for yourself.
• Call your dealer when you need these services.
• Do not touch the blade of auto cutter.



Do not let water or other foreign objects in the printer.
• If this happened, switch off and unplug the printer before calling your dealer.



Do not use the printer when it is out of order. This can cause a fire or an electrocution.
• Switch off and unplug the printer before calling your dealer.

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