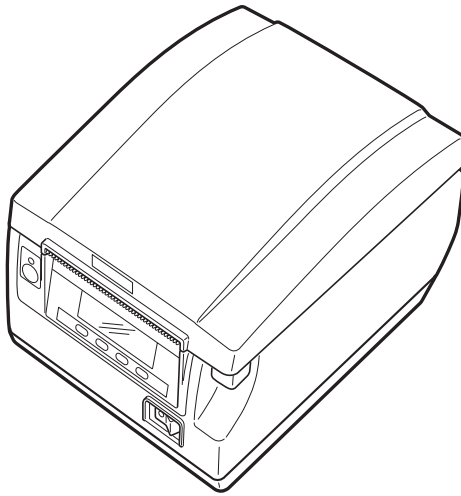


**CITIZEN**

# **LINE THERMAL PRINTER**

## **MODEL CT-S851**

### **User's Manual**



**CITIZEN SYSTEMS JAPAN CO., LTD.**

# WEEE MARK

**En** If you want to dispose of this product, do not mix it with general household waste. There is a separate collection systems for used electronics products in accordance with legislation under the WEEE Directive (Directive 2002/96/EC) and is effective only within European Union.

**Ge** Wenn Sie dieses Produkt entsorgen wollen, dann tun Sie dies bitte nicht zusammen mit dem Haushaltsmüll. Es gibt im Rahmen der WEEE-Direktive innerhalb der Europäischen Union (Direktive 2002/96/EC) gesetzliche Bestimmungen für separate Sammelsysteme für gebrauchte elektronische Geräte und Produkte.

**Fr** Si vous souhaitez vous débarrasser de cet appareil, ne le mettez pas à la poubelle avec vos ordures ménagères. Il existe un système de récupération distinct pour les vieux appareils électroniques conformément à la législation WEEE sur le recyclage des déchets des équipements électriques et électroniques (Directive 2002/96/EC) qui est uniquement valable dans les pays de l'Union européenne.

Les appareils et les machines électriques et électroniques contiennent souvent des matières dangereuses pour l'homme et l'environnement si vous les utilisez et vous vous en débarrassez de façon inappropriée.

**Sp** Si desea deshacerse de este producto, no lo mezcle con residuos domésticos de carácter general. Existe un sistema de recogida selectiva de aparatos electrónicos usados, según establece la legislación prevista por la Directiva 2002/96/CE sobre residuos de aparatos eléctricos y electrónicos (RAEE), vigente únicamente en la Unión Europea.

**It** Se desiderate gettare via questo prodotto, non mescolatelo ai rifiuti generici di casa. Esiste un sistema di raccolta separato per i prodotti elettronici usati in conformità alla legislazione RAEE (Direttiva 2002/96/CE), valida solo all'interno dell'Unione Europea.

**Du** Deponeer dit product niet bij het gewone huishoudelijk afval wanneer u het wilt verwijderen. Er bestaat ingevolge de WEEE-richtlijn (Richtlijn 2002/96/EG) een speciaal wettelijk voorgeschreven verzamelstelsel voor gebruikte elektronische producten, welk alleen geldt binnen de Europese Unie.

**Da** Hvis du vil skille dig af med dette produkt, må du ikke smide det ud sammen med dit almindelige husholdningsaffald. Der findes et separat indsamlingsssystem for udtjente elektroniske produkter i overensstemmelse med lovgivningen under WEEE-direktivet (direktiv 2002/96/EC), som kun er gældende i den Europæiske Union.

**Por** Se quiser deitar fora este produto, não o misture com o lixo comum. De acordo com a legislação que decorre da Directiva REEE – Resíduos de Equipamentos Eléctricos e Electrónicos (2002/96/CE), existe um sistema de recolha separado para os equipamentos electrónicos fora de uso, em vigor apenas na União Europeia.

**Pol** Jeżeli zamierzasz pozbyć się tego produktu, nie wyrzucaj go razem ze zwykłymi domowymi odpadkami. Według dyrektywy WEEE (Dyrektywa 2002/96/EC) obowiązującej w Unii Europejskiej dla używanych produktów elektronicznych należy stosować oddzielne sposoby utylizacji.



# Declaration of Conformity

This printer conforms to the following Standards:

The Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC, the RoHS Directive 2002/95/EC, and the WEEE Directive 2002/96/EC.

LVD : EN60950-1

EMC: EN55022                      Class A  
EN61000-3-2  
EN61000-3-3  
EN55024

This declaration applies only to the 230-V model.

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

**CAUTION: Use shielded cable for this equipment.**

## Sicherheitshinweis

Die Steckdose zum Anschluß dieses Druckers muß nahe dem Gerät angebracht und leicht zugänglich sein.

## For Uses in Canada

This Class A digital apparatus complies with Canadian ICES-003.

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus, as set out in the radio interference regulations of the Canadian department of communications.

## Pour L'utilisateurs Canadiens

Cet appareil numérique de la Classe A est conforme à la norme NMB-003 du Canada. Cet appareil numérique ne dépasse pas les limites de catégorie A pour les émissions de bruit radio émanant d'appareils numériques, tel que prévu dans les règlements sur l'interférence radio du département Canadien des communications.

## GENERAL PRECAUTIONS

- Before using this product, be sure to read through this manual. After having read this manual, keep it in a safe, readily accessible place for future reference.
- The information contained herein is subject to change without prior notice.
- Reproduction or transfer of part or all of this document in any means is prohibited without permission from Citizen Systems.
- Note that Citizen Systems is not responsible for any operation results regardless of omissions, errors, or misprints in this manual.
- Note that Citizen Systems is not responsible for any trouble caused as a result of using options or consumables that are not specified in this manual.
- Except explained elsewhere in this manual, do not attempt to service, disassemble, or repair this product.
- Note that Citizen Systems is not responsible for any damage attributable to incorrect operation/handling or improper operating environments that are not specified in this manual.
- Data is basically for temporary use and not stored for an extended period of time or permanently. Please note that Citizen Systems is not responsible for damage or lost profit resulting from the loss of data caused by accidents, repairs, tests or other occurrences.
- If you find omissions, errors, or have questions, please contact your Citizen Systems dealer.
- If you find any pages missing or out of order, contact your Citizen Systems dealer for a replacement.

CITIZEN is a registered trade mark of Citizen Watch Co., Ltd, Japan

CITIZEN es una marca registrada de Citizen Watch Co., Ltd, Japón

**Company names and product names in this manual are trademarks or registered trademarks of relevant companies.**

Copyright© 2018 by CITIZEN SYSTEMS JAPAN CO., LTD.

# SAFETY PRECAUTIONS ...WHICH SHOULD BE STRICTLY OBSERVED

Before using this product for the first time, carefully read these SAFETY PRECAUTIONS. Improper handling may result in accidents (fire, electric shock or injury).

In order to prevent injury to operators, third parties, or damage to property, special warning symbols are used in the User's Manual to indicate important items to be strictly observed.

- After having read this Manual, keep it in a safe, readily accessible place for future reference.
- Some of the descriptions contained in this manual may not be relevant to some printer models.

The following describes the degree of hazard and damage that could occur if the printer is improperly operated by ignoring the instructions indicated by the warning symbols.



## WARNING

Neglecting precautions indicated by this symbol may result in fatal or serious injury.



## CAUTION

Neglecting precautions indicated by this symbol may result in injury or damage to property.



This symbol is used to alert your attention to important items.



This symbol is used to alert you to the danger of electric shock or electrostatic damage.



This symbol denotes a request to unplug the printer from the wall outlet.



This symbol is used to indicate that the power supply must be grounded.



This symbol is used to indicate useful information, such as procedures, instructions or the like.



This symbol is used to indicate prohibited actions.

# PRECAUTIONS ON PRINTER INSTALLATION

## WARNING

- Do not use or store this product in a place where it will be exposed to:
  - \* Flames or moist air.
  - \* Direct sunlight.
  - \* Hot airflow or radiation from a heating device.
  - \* Salty air or corrosive gases.
  - \* Ill-ventilated atmosphere.
  - \* Chemical reactions in a laboratory.
  - \* Airborne oil, steel particles, or dust.
  - \* Static electricity or strong magnetic fields.
- **Neglecting these warnings may result in printer failure, overheating, emission of smoke, fire, or electric shock.**



- Do not drop any foreign object nor spill liquid into the printer. Do not place any object on the printer either.
- Do not drop any metallic object such as paper clips, pins or screws into the printer.
- Do not place a flower vase, pot, or anything containing water on the printer.
- Do not spill coffee, soft drinks, or any other liquid into the printer.
- Do not spray insecticide or any other chemical liquid over the printer.
- **Dropping a metallic foreign object into the printer, may cause printer failure, fire, or electric shock. Should it occur, immediately turn the printer off, unplug it from the supply outlet, and call your local Citizen Systems Dealer.**



Do not handle the printer in the following ways:

- Do not subject the printer to strong impacts or hard jolts (e.g., being stepped on, dropped or struck).
- Never attempt to disassemble or modify the printer.
- **Neglecting to handle properly may result in printer failure, overheating, emission of smoke, fire, or electric shock.**



- Install, use, or store the printer out of the reach of children.
- **Electric appliances could cause an unexpected injury or accident if they are handled or used improperly.**
- **Keep the power cord and signal cables out of the reach of children. Also children should not be allowed to gain access to any internal part of the printer.**
- **The plastic bag the printer came in must be disposed of properly or kept away from children. Wearing it over the head may lead to suffocation.**



## **CAUTION**

Do not use the printer under the following conditions.

- Avoid locations subject to vibration or instability.
- Avoid locations where the printer is not level.
- **The printer may fall and cause an injury.**
- **The quality of printing may deteriorate.**
- Do not obstruct the printer's air vents.
- Do not place anything on the printer.
- Do not cover or wrap the printer in cloth or blankets.
- **Doing so could cause heat to build up and deform the case or start a fire.**
- Avoid using the printer near a radio or TV set or from supplying it from the same electric outlet as these appliances.
- Avoid using the printer interconnected with a cable or cord that has no protection against noise. (For interconnections, use shielded or a twisted pair of cables and ferrite cores, or other anti-noise devices.)
- Avoid using the printer with a device that is a strong source of noise.
- **The printer may have an adverse effect on nearby radio or TV transmissions. There may also be cases when nearby electrical appliances adversely influence the printer, causing data errors or malfunction.**
- Installed in any orientation other than those specified.
- **Malfunction, failure, or electric shock may result.**



- Connect the printer to a ground.
- **Electric leakage may cause an electric shock.**
- Do not connect the printer's ground to any of the following:
  - \* Gas piping
    - **A gas explosion could result.**
  - \* Telephone line ground
  - \* Lightning rod
    - **If lightning strikes a large surge of current may cause fire or shock.**
  - \* Water pipes
    - **Plastic water pipes should not be used for grounding. (Those approved by a Waterworks Department may be used.)**
- Before connecting or disconnecting the grounding lead to or from the printer, always unplug it from the electric outlet.



# PRECAUTIONS IN HANDLING THE PRINTER

## WARNING

Please observe the following precautions for power source and power cord:

- Do not plug or unplug the power cord with a wet hand.
- Use the printer only at the specified supply voltage and frequency.
- Use only the specified AC adapter with the printer.
- Check to make sure that the supply outlet from which the printer is powered has a sufficient capacity.
- Do not supply the printer from a power strip or current tap shared with other appliances.
- Do not plug the power cord into an electric outlet with dust or debris left on the plug.
- Do not use a deformed or damaged power cord.
- Do not move the printer while its power is on.
- **Neglecting to handle it properly may result in printer failure, emission of smoke, fire, or electric shock.**
- **An overload may cause the power cord to overheat, catch fire, or the circuit breaker to trip.**
- Do not allow anything to rest on the power cord. Do not place the printer where the power cord may be stepped on.
- Do not use or carry the printer with its power cord bent, twisted, or pulled.
- Do not attempt to modify the power cord unnecessarily.
- Do not place the power cord near any heating device.
- **Neglecting these cautions may cause wires or insulation to break, which could result in electric leakage, electric shock, or printer failure. If the power cord sustains damage, contact your Citizen Systems dealer.**
- Do not leave things around the electric outlet.
- Supply power to the printer from a convenient electric outlet, readily accessible in an emergency.
- **Pull the plug to immediately shut it down in an emergency.**
- Insert the power plug fully into the outlet.
- If the printer will not be used for a long time, disconnect it from its electric outlet.
- Hold the plug and connector when plugging or unplugging the power cord or signal cable after turning off the printer and the appliance connected to it.

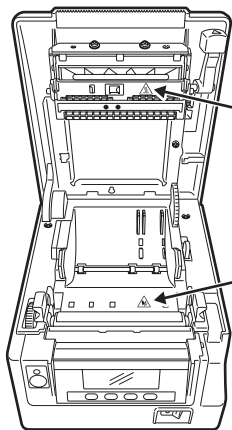






## CAUTION

Caution label is attached in the position shown in the following figure. Carefully read the handling precautions before using the printer.



THIS LABEL INDICATES THE RISK OF BURNS DUE TO THE HIGH TEMPERATURE OF THE PRINT HEAD AND A RISK OF BEING CUT BY THE MANUAL AND AUTO CUTTERS WHILE THE PAPER COVER IS OPEN.

- Do not transport this printer with the paper roll inside.
- **Printer failure or damage may occur.**

To prevent possible malfunction or failure observe the following.

- Do not open the paper cover during printing.
- Avoid operating the printer without paper properly loaded.
- Avoid the use of paper not complying with specifications.
- **May result in poor print quality.**
- Avoid using torn pieces of paper or paper spliced with plastic adhesive tape.
- Avoid forcibly pulling already loaded paper by hand.
- Avoid using a sharp pointed device to operate panel buttons.



- Be sure to firmly insert the cable plugs into their mating sockets.
- **A cross connection may damage the printer's internal electronics or the host system's hardware.**
- Only use the printer with devices that have designated solenoid specifications for the cash drawer interface connector.
- **Neglecting this caution may result in malfunction or failure.**



## CAUTION

To prevent injury and printer failures from worsening, observe the following:

- While the paper cover is open, be careful to not touch the manual cutter that is in the paper eject slot.
- Do not touch the printing surface of the thermal head.
- Do not touch any of the moving parts (e.g., paper cutter, gears, active electric parts) while the printer is working.
- In case of trouble do not attempt to repair the printer. Ask Citizen Systems service for repair.
- Be careful that the covers do not pinch your hands or fingers.
- Be careful of the sharp edges on the printer. Do not allow them to injure you or damage property.
- **May result in electric shock, burn, or injury.**



**If the printer emits smoke, an odd smell, or unusual noise while printing, immediately abort the current print session and unplug the printer from the electric outlet.**

## DAILY MAINTENANCE

Observe the following precautions for daily maintenance.

- When cleaning the printer, always turn it off and unplug it from the electric outlet.
- Use a soft, dry cloth for cleaning the surface of the printer case.  
For severe stains, use a soft cloth slightly dampened with water.  
Never use organic cleaning solvent such as alcohol, paint thinner, trichloroethylene, benzene, or ketone. Never use a chemically processed cleaning cloth.
- To remove paper dust, use a soft brush.



## CAUTION

- **The thermal head is at a dangerously high temperature immediately after printing. Allow it to cool off before starting maintenance work.**

Visit the following site to get documentation, drivers, utilities, and other information.

<http://www.citizen-systems.co.jp/english/support/index.html>

# THE TABLE OF CONTENTS

<b>1. GENERAL OUTLINE .....</b>	<b>9</b>
1.1 Features.....	9
1.2 Unpacking.....	10
1.3 Model Classification .....	10
1.4 Basic Specifications.....	11
<b>2. EXPLANATION OF PRINTER PARTS .....</b>	<b>13</b>
2.1 Printer Appearance .....	13
2.2 Inside the Paper Cover .....	16
2.3 Other Built-in Functions.....	17
<b>3. SETUP.....</b>	<b>18</b>
3.1 Connecting the AC Power Cord .....	18
3.2 Connecting Interface Cables .....	19
3.3 Connecting the Cash Drawer .....	21
3.4 Connecting an External Device.....	23
3.5 Precautions for Installing the Printer .....	24
3.6 Partition for Paper Roll.....	25
3.7 Setting the DIP Switch on the Serial Interface Board.....	26
3.8 Adjusting the Paper Near-end Sensor .....	27
3.9 Loading Paper .....	28
3.10 Attaching the Power Switch Cover.....	29
3.11 Attaching the Interface Cover.....	30
3.12 Removing the Interface Cover.....	30
<b>4. MAINTENANCE AND TROUBLESHOOTING.....</b>	<b>31</b>
4.1 Periodic Cleaning .....	31
4.2 Clearing a Cutter Lock (1) .....	32
4.3 Clearing a Cutter Lock (2) .....	32
4.4 Function Test Mode .....	34
4.5 Key Lock Function .....	36
4.6 Hexadecimal Dump Printing .....	37
4.7 Error Messages .....	38
<b>5. OTHER .....</b>	<b>40</b>
5.1 External Views and Dimensions .....	40
5.2 Printing Paper .....	41
5.3 Manual Setting of Memory Switches .....	42

# 1. GENERAL OUTLINE

The CT-S851 line thermal printer series is designed for use with a broad array of terminal equipment including data, POS, and kitchen terminals. These printers have extensive features so they can be used in a wide range of applications.

## 1.1 Features

- High-speed (300 mm/s) printing
- Design so compact it can be installed anywhere (maximum 3-inch (83-mm) paper roll size)
- Waterproof construction prevents water from entering through the top
- Paper is output from the front so the printer can be placed in restricted spaces
- Choose from two models with either 3-inch (83/80 mm) or 2-inch (60/58 mm) wide paper rolls
- Built-in power supply or AC adapter types available
- Printer status and errors indicated by LCD, LED, and a buzzer
- LCD and five buttons make it easy to change settings
- Equipped with a fast and quiet cutter
- Easy to clear cutter jams
- Interchangeable interface
- Built-in cash drawer kick-out interface
- Equipped with a serial interface for external devices
- Memory switches make customization possible
- Store user-defined characters and logos on user memory
- Barcode and 2D barcode printing supported
- 2-color printing supported (when specified paper used)
- Driver and utility software included

## 1.2 Unpacking

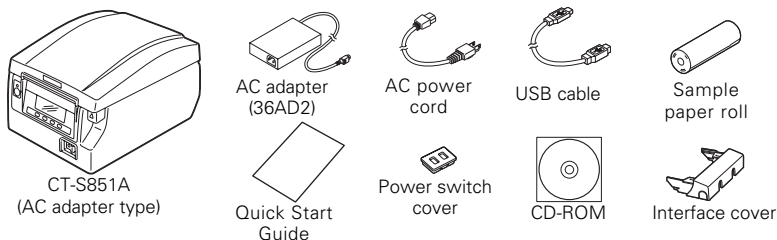
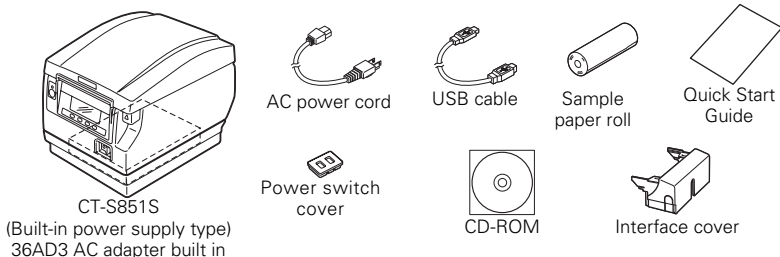
Make sure the following items are included with your printer.

- |                       |        |                      |   |
|-----------------------|--------|----------------------|---|
| ● Printer:            | 1      | ● Quick Start Guide: | 1 |
| ● Interface cover:    | 1      | ● AC adapter*1:      | 1 |
| ● AC power cord:      | 1      | ● USB cable*2:       | 1 |
| ● Power switch cover: | 1      |                      |   |
| ● Sample paper roll:  | 1 roll |                      |   |
| ● CD-ROM:             | 1      |                      |   |

Notes:

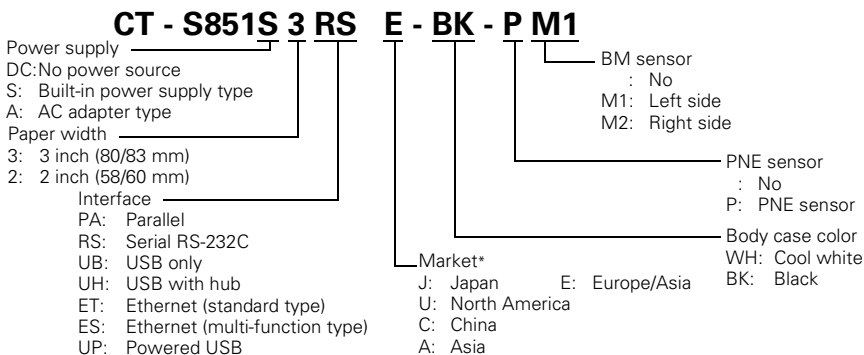
\*1: CT-S851A only

\*2: USB interface types only  
In designated markets



## 1.3 Model Classification

Model numbers indicate printer features according to the following system.



Note:

\*: AC power cord, serial I/F screw, firmware and other specifications vary according to markets.

## 1.4 Basic Specifications

Item	Specifications					
Model	CT-S851					
Print method	Line thermal dot print method					
Print width *1	80 mm/640 dots, 72 mm/576 dots, 64 mm/512 dots, 54.5 mm/436 dots, 54 mm/432 dots, 52.5 mm/420 dots, 48 mm/384 dots, 45 mm/360 dots, 48.75 mm/390 dots, 68.25 mm/546 dots					
Dot density	8 × 8 dots/mm (203 dpi)					
Print speed	300 mm/s (fastest, print density 100%), 2400 dot-lines/s					
Number of print columns *2	—	Maximum number of characters (columns)				Dot configuration (dots)
	Paper width	83 mm	80 mm	60 mm	58 mm	
	Font					
	Font A	53	48	36	35	12 × 24
	Font B	71	64	48	46	9 × 17
	Font C	80	72	54	52	8 × 16
Character size*3	Font A: 1.50 × 3.00 mm Font B: 1.13 × 2.13 mm Font C: 1.00 × 2.00 mm					
Character type	Alphanumeric, international, PC437/850/852/857/858/860/863/864/865/866/WPC1252/katakana/Thai code 18					
Liquid crystal display (LCD)	128 × 32 dots STN liquid crystal, white/red LED backlight					
User memory	384 KB (capable of storing user-defined characters and logos)					
Bar code types	UPC-A/E, JAN (EAN) 13/8 columns, ITF, CODE39, CODE128, CODABAR (NW-7), CODE93, PDF417, QR Code					
Line spacing	4.23 mm (1/6 inch) (changeable using commands)					
Paper roll	Paper roll: 83 <sup>+0</sup> <sub>-1</sub> mm/80 <sup>+0</sup> <sub>-1</sub> mm/60 <sup>+0</sup> <sub>-1</sub> mm/58 <sup>+0</sup> <sub>-1</sub> mm × maximum φ83 mm Paper thickness: 65 to 75 μm (core tube diameter: inner 12 mm/outer 18 mm) 75 to 85 μm (core tube diameter: inner 25.4 mm/outer 32 mm) 85 to 150 μm (core tube diameter: inner 25.4 mm/outer 32 mm: supported by thick-paper models only)					
Interface	Serial (RS-232C compliant), parallel (IEEE 1284 compliant), USB, USB with hub, Ethernet, Powered USB					
Cash drawer kick-out	Supports 2 cash drawers					
External device port	RJ-45, 8-pin connector					
Buffer size	4 k bytes/45 bytes					
Supply voltage	DC 24 V ±5%					
Power consumption	Approximately 45 W (normal printing), 3 W (standby)					
AC adapter *4 (36AD2, 36AD3)	Rated input: AC 100 to 240 V, 50/60 Hz, 150 VA Rated output: DC 24 V, 2.1 A					

Item	Specifications
Weight	CT-S851S: Approx. 1.9 kg, CT-S851A: Approx. 1.5 kg
Outside dimensions	CT-S851S: 145 (W) × 192 (D) × 142 (H) mm CT-S851A: 145 (W) × 192 (D) × 114 (H) mm
Operating temperature and humidity	5 to 45°C, 10 to 90% RH (no condensation)
Storage temperature and humidity	-20 to 60°C, 10 to 90% RH (no condensation)
Reliability	Print head life: 150 km, 200 million pulses (at normal temperature and humidity using recommended paper) Auto cutter life: 2 million cuts (full cut), 1.6 million cuts (partial cut) (at normal temperature/humidity, using recommended paper and paper thickness)
Safety standard *5	UL, C-UL, FCC Class A, TÜV-Bauart, CE Marking

Notes:

\*1: When paper width is 83, 80, 60, or 58 mm.

\*2: The number of printable columns is selected using a memory switch.

The numbers of columns noted in this table refer to typical models. The number of columns varies depending on specifications.

\*3: Characters appear small because the dimensions include a blank area surrounding each character.

\*4: The 36AD2 is the AC adapter packaged as an accessory with the CT-S851A.

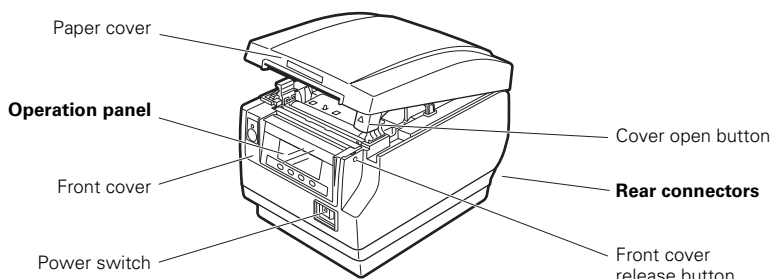
The 36AD3 is the AC adapter built in to the CT-S851S.

\*5: Compliant if the Citizen Systems AC adapter (36AD2/36AD3) is used.

## 2. EXPLANATION OF PRINTER PARTS

### 2.1 Printer Appearance

#### Names of parts



- Paper cover  
Open to load paper.
- Cover open button  
Use this button to open the paper cover.
- Front cover  
Open and close this cover to clear a cutter lock.

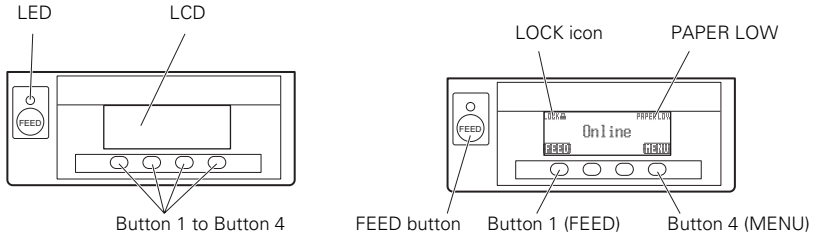


Refer to 4.3 Clearing a Cutter Lock (2)

- Front cover release button  
Press this button to open the front cover.
- Power switch  
Press this switch to turn the power on or off.



## Operation panel



Examples are shown in the diagram of the LCD above on the right.

- **LCD**  
Indicates the printer's status, button names, types of errors, and messages.
- **LED**  
Lights green when the power is on, turns off when the power is off.  
Flashes green when receiving data.  
Lights red in special modes and in case of errors.  
Lights orange when paper is low (paper near-end) or the print head is hot.
- **Button 1 to Button 4**  
Functions assigned to these buttons vary depending on the active mode. The buttons below the LCD are called button 1, button 2, button 3, and button 4 in order from left to right.
- **FEED button**  
Press this button to feed paper.  
To release a cutter lock, remove the cause of the lock, close the paper cover, and then press the FEED button.



Refer to 4.7 Error Messages

- **MENU button**  
Press and hold this button (for at least two seconds) to access the memory switch setting mode.



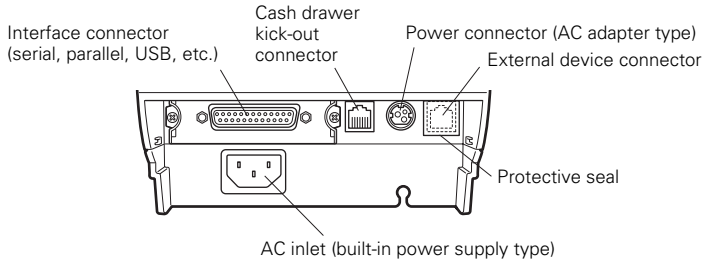
Refer to 5.3 Manual Setting of Memory Switches

- **PAPER LOW**  
Appears when the paper roll is near its end.
- **LOCK icon**  
This icon indicates that the MENU button is inoperative.



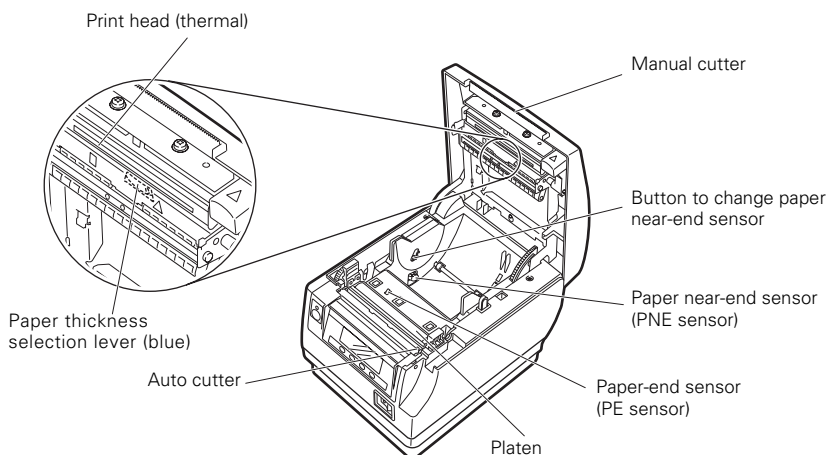
Refer to 4.5 Key Lock Function

## **Rear connectors**



- Interface connector (serial, parallel, USB, etc.)  
Connects to the interface cable.  
The serial interface board is equipped with a DIP switch.
- Cash drawer kick-out connector  
Connects to the cable from the cash drawer.
- Power connector (AC adapter type)  
Connects to the AC adapter cable.
- External device connector  
Connects to the cable from an external device.  
\*Remove the protective seal from the external device connector to use it.
- AC inlet (built-in power supply type)  
Connects to the AC power cord.

## 2.2 Inside the Paper Cover



- Platen  
Feeds the paper.  
Do not remove the platen except to do maintenance.
- Paper near-end sensor (PNE sensor)  
Detects when the paper is near the end of the roll. Adjust the position of the sensor to determine when it detects the end of the paper is near.
- Button to change paper near-end sensor  
Change the position of the paper near-end sensor to match the paper being used.



Refer to 3.8 Adjusting the Paper Near-end Sensor

- Manual cutter  
For cutting the paper manually when printing is finished.
- Auto cutter  
Automatically cuts the paper when printing is finished.



Refer to 5.3 Manual Setting of Memory Switches

- Print head (thermal)  
Prints characters and graphic data on paper (paper rolls).

- Paper end sensor (PE sensor)  
Detects when there is no paper. Printing stops when this sensor detects there is no paper.
- Paper thickness selection lever (blue)  
Use this lever to select regular or thick paper according to the thickness of the paper being loaded.

## 2.3 Other Built-in Functions

- Buzzer  
Buzzes when errors occur or when operations or command operations are performed.



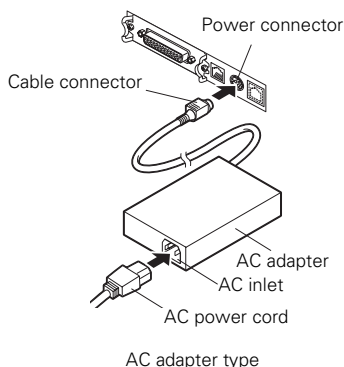
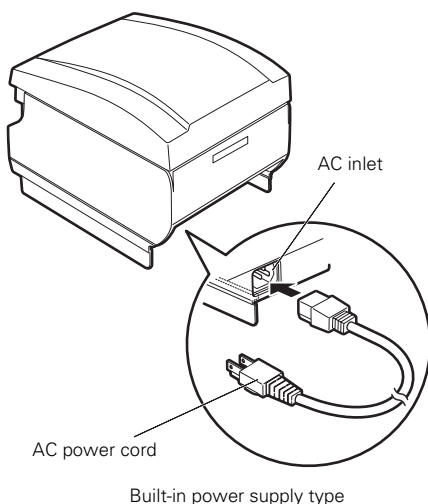
Refer to 4.7 Error Messages

- User memory  
You can save user-defined logo and character data in this memory. Data remains stored in this memory even if the printer is turned off. For information on how to save data, refer to the Command Reference.
- Memory switch  
Setting of various kinds of functions can be stored in memory. Settings remain stored in the memory even if the printer is turned off.

## 3. SETUP

### 3.1 Connecting the AC Power Cord

1. Turn off the power.
2.
  - For the built-in power type printer, connect the AC power cord to the AC inlet, and insert the plug into an electric outlet.
  - For the AC adapter type printer, connect the cable connector of the AC adapter to the power connector. Next, connect the AC power cord to the AC inlet, and insert the plug into an electric outlet.

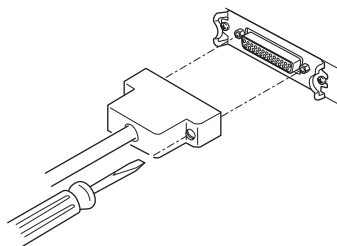


#### CAUTION

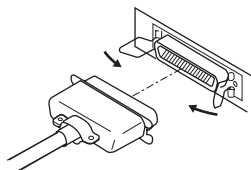
- Use only an AC adapter that complies with the specified ratings.
- Always hold the AC adapter's cable connector by the connector when removing or inserting it.
- Use an AC power source that does not also supply power to equipment that generates electromagnetic noise.
- Pulling on the AC power cord may damage it, cause a fire, electric shock, or break a wire.
- If a lightning storm is approaching, unplug the AC power cord from the electric outlet. A lightning strike may cause a fire or electric shock.
- Keep the AC power cord away from heat generating appliances. The insulation on the AC power cord may melt and cause a fire or electric shock.
- If the printer is not going to be used for a long time, unplug the AC power cord from the electric outlet.
- Place the AC power cord so that people do not trip on it.

## 3.2 Connecting Interface Cables

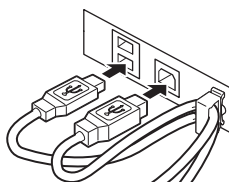
1. Turn off the power.
2. Orient the interface cable correctly and insert it into the interface connector.



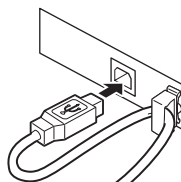
Serial interface



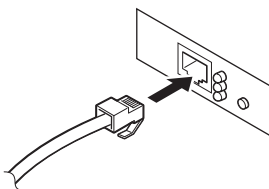
Parallel interface



USB interface (hub type)

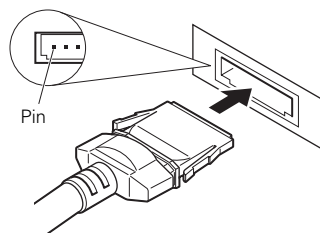


USB interface



Ethernet interface

Front view



Powered USB interface

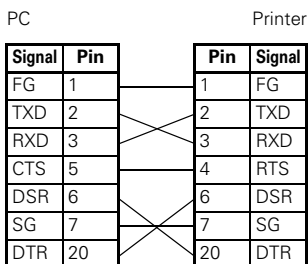


## CAUTION

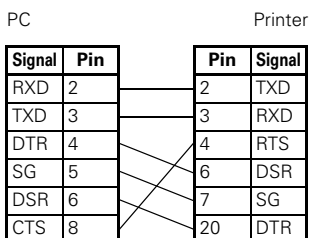
- **Always unplug the AC adapter from the printer before connecting the printer to a Powered USB interface. Failure to do so may damage the host PC. For information about installing a Powered USB interface, contact your Citizen Systems dealer.**
- Check the orientation of the Powered USB cable connector before connecting it. Insert it straight in so that the pins do not bend. Push it in until it clicks.
- When disconnecting the cable, always hold the connector.
- Be careful not to insert the USB interface cable into the cash drawer kick-out connector.
- To connect more than one printer to a single computer via a USB interface you must change the serial number of the USB interface.
- Hold the connector of the Ethernet interface cable perpendicular and straight when connecting or disconnecting it. Doing it at an angle may cause the connector to misconnect.

Use a serial interface cable with the connection layout shown below.

25-pin - 25-pin cable



9-pin - 25-pin cable

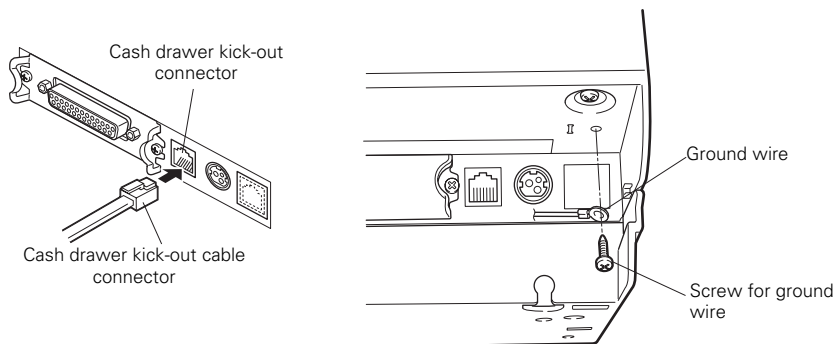


## CAUTION

Place the interface cable so people do not trip on it.

## 3.3 Connecting the Cash Drawer

1. Turn off the power.
2. Confirm the orientation of the cash drawer kick-out cable connector and connect it to the cash drawer kick-out connector at the back of the printer.
3. Remove the screw for the ground wire.
4. Screw the cash drawer's ground wire to the body of the printer.



### CAUTION

- Connect only the cash drawer kick-out cable connector to the cash drawer kick-out connector. (Do not connect a telephone line.)
- Signals cannot be output from the cash drawer kick-out connector while printing.



(1) Connector pin configuration

No.	Signal	Function
1	FG	Frame ground
2	DRAWER1	Cash drawer 1 drive signal
3	DRSW	Cash drawer switch input
4	VDR	Cash drawer drive power supply
5	DRAWER2	Cash drawer 2 drive signal
6	GND	Signal ground (common ground on circuits)

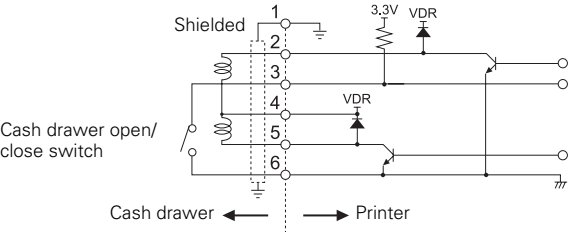


Connector used:  
TM5RJ3-66 (Hirose) or  
equivalent  
Applicable connector:  
TM3P-66P (Hirose) or  
equivalent

(2) Electric characteristics

- 1) Drive voltage: 24 VDC
  - 2) Drive current: Approx. 1 A max. (not to exceed 510 ms.)
  - 3) DRSW signal: Signal levels: "L" = 0 to 0.8 V, "H" = 2 to 3.3 V
- (3) DRSW signal  
DRSW signal status can be tested with the DLE+EOT, GS+a, or GS+r command or at pin 34 on the parallel interface port.
- (4) Drive circuit

Cash drawer kick-out connector

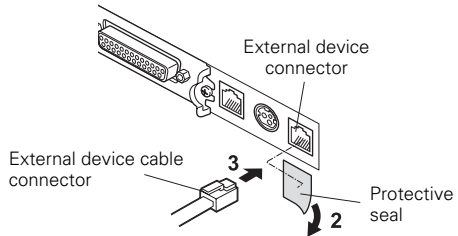


**CAUTION**

- Cash drawers 1 and 2 cannot be operated at the same time.
- The solenoid used for the cash drawer should be 24  $\Omega$  or more. Do not allow the electric current to exceed 1 A. Excessive current could damage or burn out the circuits.

## 3.4 Connecting an External Device

1. Turn off the power.
2. Remove the protective seal from the external device connector.
3. Confirm the orientation of the external device cable connector and connect it to the external device connector at the back of the printer.

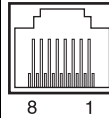


### CAUTION

Use only the specified external device cable to connect to the external device connector (do not use phone, LAN, or USB cables).

#### (1) Connector pin configuration

No.	Signal	I/O	Function
1	FG	—	Frame ground
2	RXD	Input	Data received from external device
3	TXD	Output	Data sent to printer
4	DTR	Output	Indicates that the external device can receive. MARK: External device cannot receive SPACE: External device can receive
5	DSR	Input	Indicates that the printer can receive data. MARK: Printer cannot receive SPACE: Printer can receive
6	SG	—	Signal ground (common ground on circuits)
7	PS	—	Power supply terminal (24 VDC)
8	PG	—	Flyback line for power supply

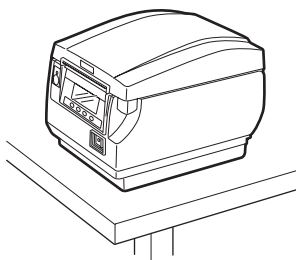


Connector used: RJ-45  
Applicable connector: RJ-45

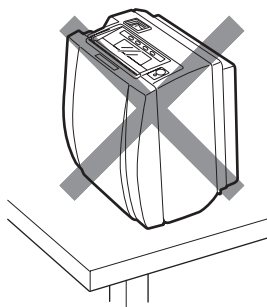
Transmission to external devices done at 19200 bps, 8-bit, no parity.

## 3.5 Precautions for Installing the Printer

This printer can only be positioned horizontally. It cannot be positioned vertically or on a wall.



Horizontal position



Vertical position



### CAUTION

**Do not use the printer under the following conditions.**

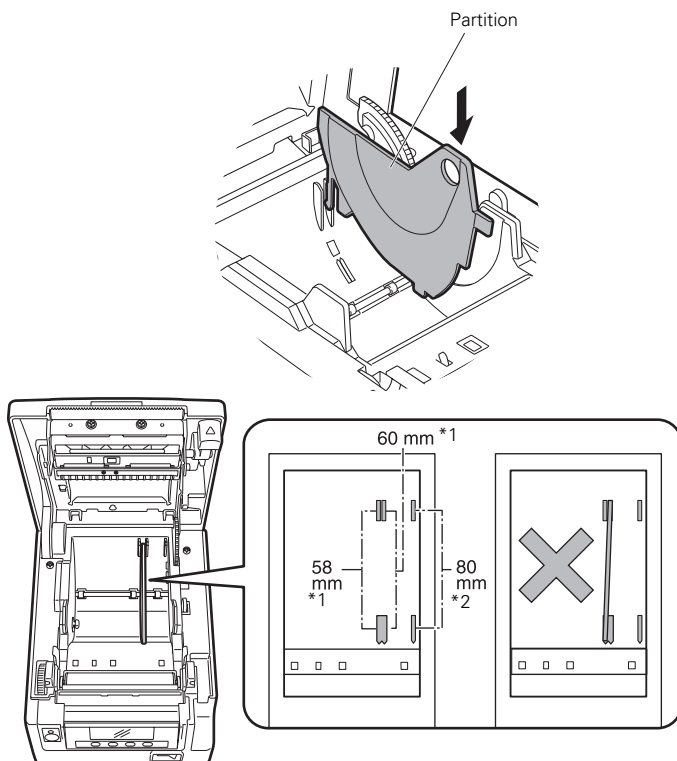
- Locations subject to vibration or instability.
- Locations that are very dirty or dusty.
- Locations where the printer is not level.
- **The printer may fall and cause an injury.**
- **The quality of printing may deteriorate.**
- Oriented other than as specified.
- **The printer may malfunction, be damaged, or cause an electric shock.**

## 3.6 Partition for Paper Roll

Set the partition to the width of the paper roll you are loading.  
The partition is set at the factory to the position shown below.

- For 3-inch type: 80-mm wide paper roll
- For 2-inch type: 58-mm wide paper roll

1. Turn off the power.
2. Press up on the cover open button to open the paper cover.
3. Press in the position shown by the arrow and set the partition in a slot that matches the width of the paper roll you are using. However, to use an 83-mm wide paper roll, remove the partition.
4. Refer to “5.3 Manual Setting of Memory Switches” to change the paper width settings.



Notes:

\*1: 2-inch type (58/60 mm)

\*2: 3-inch type (80/83 mm)

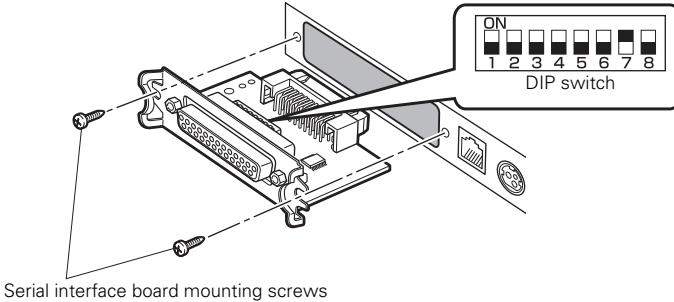


### CAUTION

Make sure the partition is not slanted when setting it for 58-mm or 60-mm paper rolls.

# 3.7 Setting the DIP Switch on the Serial Interface Board

1. Turn off the printer and unplug the power cord from the electric outlet.
2. Remove the mounting screws of the serial interface board.
3. Remove the serial interface board from the printer.
4. Set the DIP switch according to the following table.



## CAUTION

When setting the DIP switch, do not remove any screws except the serial interface board mounting screws.

The function of each switch is shown below. (Shaded values are factory settings. However, factory settings differ depending on the destination market.)

Switch no.	Function	ON	OFF
1	Communication condition setting	According to DIP switch settings	According to memory switch settings
2	Hand shake	XON/XOFF	DTR/DSR
3	Bit length	7 bits	8 bits
4	Parity check	Yes	No
5	Parity selection	Even parity	Odd parity
6	Baud rate selection	Refer to table below.	
7			
8	INIT	Reset	Invalid

## Baud rate selection

Baud rate (bps)	Switch no.	
	6	7
2400	OFF	OFF
4800	ON	OFF
9600	OFF	ON
19200	ON	ON

When switch no. 1 is set to OFF, you can use a command or a memory switch to select 1200, 38400, 57600, or 115200 bps.

# 3.8 Adjusting the Paper Near-end Sensor

Change the settings of the paper near-end sensor to set the position at which the near-end of the paper is detected.

1. Use a pointed object, such as a pen, to gently press the button to change the paper near-end sensor.
2. Press and hold down the button while moving the paper near-end sensor up, down, right and left. The sensor positions are shown below for the various diameters of the paper roll used.

(Unit: mm)

Sensor position	Diameter when detected as near end	Outer diameter of core of paper roll used
A	$\phi 31$	$\phi 18$
B*	$\phi 23$	$\phi 18$
C	Paper near-end sensor function is off	

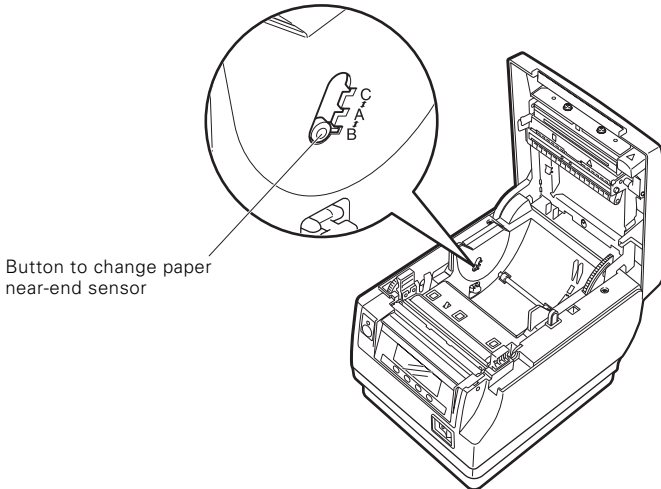
Note:

\*: Position of sensor when shipped from factory. However, factory settings differ depending on the destination market.



## CAUTION

- The amount of paper remaining on the roll (diameter of the roll) depends on the type of paper used.
- The paper roll diameters in the table are guidelines.

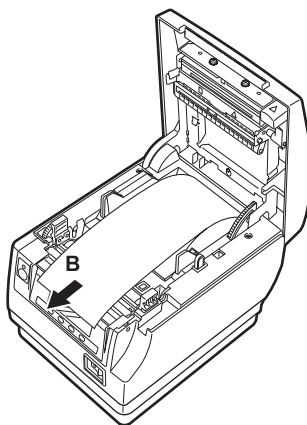
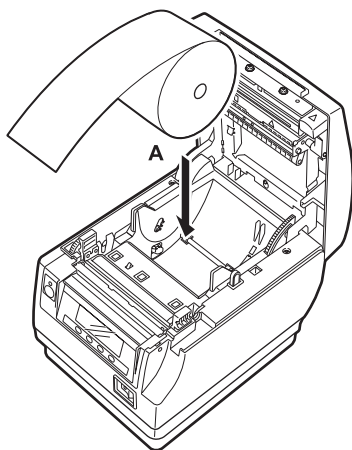
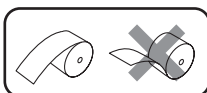


## 3.9 Loading Paper

1. Turn on the power.
2. Press up on the cover open button to open the paper cover.
3. Load the paper roll so that the printable side of the paper is facing up, as shown by arrow A.
4. Pull a few cm of paper straight out in the direction of arrow B.
5. Close the paper cover until you hear a click. Paper is fed and cut automatically (by the factory setting).



Refer to 5.3 Manual Setting of Memory Switches



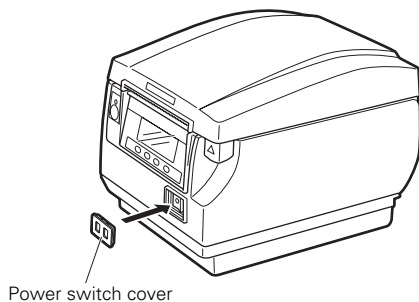
### CAUTION

- Always use the specified types of paper rolls.
- Confirm that the paper roll is set correctly.
- If the paper is skewed and not coming straight out of the paper cover, open it and straighten the paper.
- Always pull a few cm of paper straight out of the printer if you open the paper cover while paper is loaded.
- Press on the center of the paper cover to close it securely.
- Be careful of paper cuts while loading the paper.
- Do not touch the print head, manual cutter, or auto cutter while the paper cover is open. Doing so may cause a burn or cut.

## 3.10 Attaching the Power Switch Cover

Attach this cover to prevent the power switch from being used.

1. **Press the power switch cover onto the power switch compartment until it clicks.**



Put a screwdriver or other pointed object into the grooves on the power switch cover to remove it.

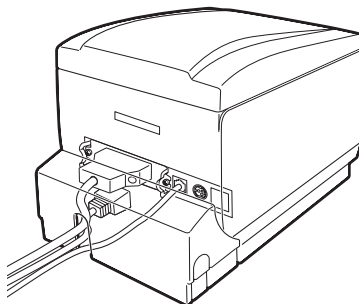
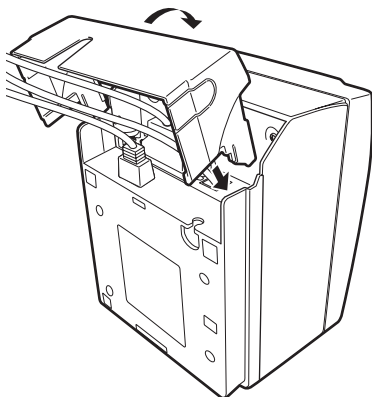


## 3.11 Attaching the Interface Cover

Attach the interface cover to the back of the printer.

The shape of the interface cover is different depending on the type of power source.

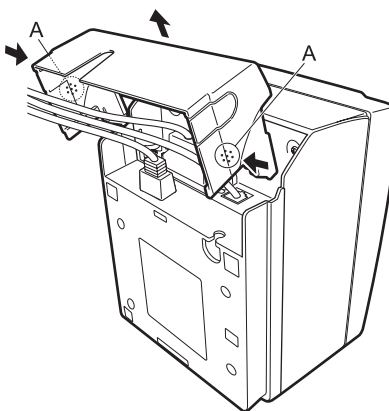
1. Press the interface cover as shown in the diagram until you hear it click.



CT-S851S

## 3.12 Removing the Interface Cover

Press in on both sides at the point indicated by A to remove the interface cover.



CT-S851S

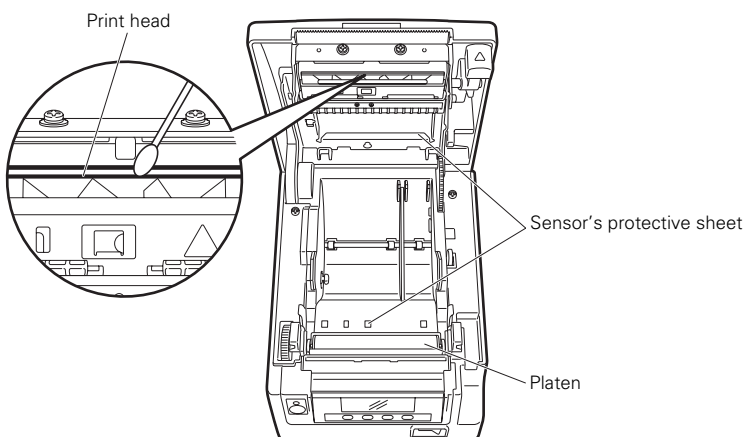
## 4. MAINTENANCE AND TROUBLESHOOTING

### 4.1 Periodic Cleaning

A dirty print head or platen may reduce printing quality or cause malfunctions. Also, if paper dust collects on the sensor's protective sheet, paper cannot be detected correctly. We recommend cleaning the printer periodically (every 2 to 3 months) as shown below.

1. **Turn off the power.**
2. **Press up on the cover open button to open the paper cover.**
3. **Wait a few minutes until the print head cools.**
4. **Use a cotton swab dampened with ethyl alcohol to wipe off any dirt and dust that is on the print head and platen.**
5. **Use a cotton swab dampened with a little water to wipe off the sensor's protective sheet.**

Make sure there are no water drops on the cotton swab before wiping.

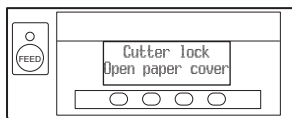


### CAUTION

- The print head is hot immediately after printing. Do not touch it.
- Do not touch the print head with bare hands or metal objects.
- Do not use alcohol or cleansers to clean the surface of the sensor's protective sheet. Doing so may fog the sensor's protective sheet.
- Paper scraps may stick to the platen when adhesive labels are full cut depending on the printer's environment, the diameter of the paper roll, and the quality of the label backing.

## 4.2 Clearing a Cutter Lock (1)

The message “Cutter lock” may appear and the auto cutter blade may remain extended because a foreign object or paper jam is obstructing it.



If “Cutter lock” is displayed, clear the locked cutter as shown below.

1. **Turn on the power.**
2. **Press up on the cover open button to open the paper cover.**
3. **Remove any jammed paper including any scraps of paper. (Remove the paper roll that is loaded in the holder also.)**
4. **Reload the paper roll and close the paper cover.**



### CAUTION

- The print head is hot immediately after printing. Do not touch it.
- Do not touch the print head with bare hands or metal objects.

After doing the procedure in “Clearing a Cutter Lock (1)” and then opening the paper cover, if the blade of the auto cutter is extended, do the procedure in “Clearing a Cutter Lock (2)”.



Refer to 4.3 Clearing a Cutter Lock (2)

## 4.3 Clearing a Cutter Lock (2)

The paper cover is designed to be opened by pressing up on the cover open button if the cutter locks. If this does not open the paper cover, use the following procedure to clear the locked cutter.

1. **Turn off the printer and unplug the power cord from the electric outlet.**
2. **Press up on the cover open button to open the paper cover.**
3. **While pressing on the front cover release button with a pen or something, slide the front cover about 10 mm upward.**
4. **Rotate the front cover forward in the direction of arrow A.**
5. **Lift the protective sheet and turn the cutter gear in the direction of arrow B to return the auto cutter to a position where the paper cover can be opened.**  
Turn the cutter gear until the auto cutter blade retracts in the direction of arrow C. If the blade of the auto cutter does not move when you turn the cutter gear in the direction of arrow B, turn it in the other direction.
6. **Remove whatever caused the cutter to lock.**

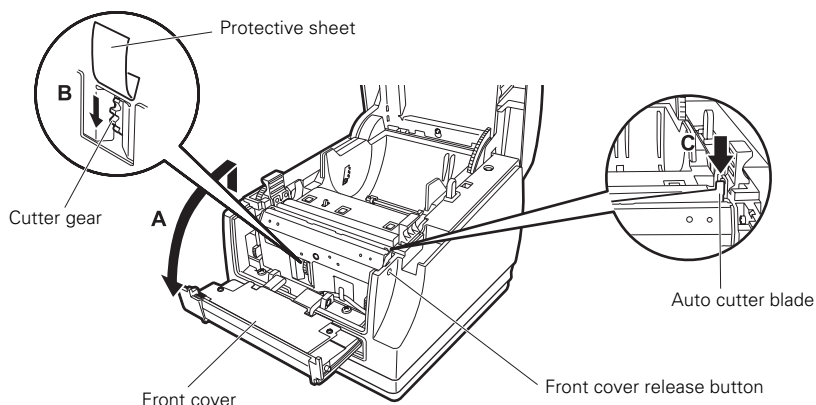
**7. Close the front cover.**

Rotate the front cover in the opposite direction of arrow A, and push on the top of the front cover until it clicks.

**8. Load a paper roll and close the paper cover.**

**9. Insert the power cord plug into an electric outlet and turn the power on.**

Check that the LED lights green.



## CAUTION

- Before starting to do maintenance work, be sure to turn off the printer and unplug the power cord from the electric outlet.
- Be careful not to touch the manual cutter while the front cover is open.
- Be careful not to touch the opening for the auto cutter while the paper cover is open.
- The print head is hot immediately after printing. Do not touch it.
- Do not touch the print head with bare hands or metal objects.
- If the above procedure does not retract the auto cutter, contact your Citizen Systems dealer.

# 4.4 Function Test Mode

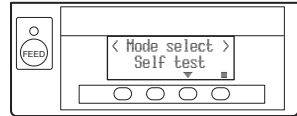
Press and hold button 1 while turning on the printer to access the function test mode.

Use button 3 (▼) to select a function, use button 4 (■) to execute the function. Except for the self test and printing memory switch settings, all functions are for service personnel only. Do not operate those functions.

## Self test

1. While paper is loaded, press and hold button 1 while turning the power on.  
The function test mode starts and “Self test” appears on the LCD.
2. Press button 4 (■).

Self test starts. The printer prints its model name, version, DIP switch settings, memory switch settings, and a list of built-in fonts.



CT-S851

DKXX-XXXX

20XX-XX-XX

PROG : BOT-XXX.XXX

FPGA : TTF-XXX.XXX

FONT : ANK-XXX.XXX

Interface Type

USB or Serial

Serial Interface

Baud rate : 9600 bps

Data bit : 8 bits

Parity : None

Handshaking : DTR/DSR

Buffer Size

4K Bytes

Dip switches

DS1

1 2 3 4 5 6 7 8

ON

OFF 0 0 0 0 0 0 0 0

Firmware version

Interface

Serial communication status  
(USB or Serial interface models only)

Buffer size

DIP switch settings\*  
(USB or Serial interface models only)

Memory switches								
SW1								
	1	2	3	4	5	6	7	8
ON								
OFF	0	0	0	0	0	0	0	0
SW2								
	1	2	3	4	5	6	7	8
ON	0	0		0				
OFF		0		0	0	0	0	0
SW3								
	1	2	3	4	5	6	7	8
ON		0						
OFF	0		0	0	0	0	0	0
SW4								
	1	2	3	4	5	6	7	8
ON			0					0
OFF	0	0		0	0	0	0	
SW5								
	1	2	3	4	5	6	7	8
ON			0					
OFF	0	0		0	0	0	0	0

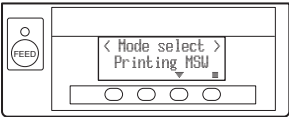
Memory switch setting

Note:

\*: Printers with a USB interface do not have DIP switches, so the DIP switches all appear off on the self-test printout.

Printing memory switch settings

- 1. While paper is loaded, press and hold button 1 while turning the power on. The function test mode starts and “Self test” appears on the LCD.
- 2. Press button 3 (▼). “Printing MSW” appears on the LCD.
- 3. Press button 4 (■). A list of the current memory switch settings starts printing.



The function test mode has the following sub modes.

Function	Description
Self test	Runs self test.
Printing MSW	Prints memory switch settings.
Quick Setting *	Sets the memory switches to be compatible with specific models.

Note:

\*: The memory switches are automatically set to their optimum settings by selecting the manufacturer and model of the printer being replaced.

Selected item

Manufacturer	Model	Paper width	Character space
CITIZEN	CBM1000	58 mm	—
		80 mm	—
	CT-S300	58 mm	—
		80 mm	—
	CT-S2000	58 mm	—
		60 mm	—
		80 mm	—
		83 mm	—
EPSON	T88	58 mm	0dot
			1dot
		80 mm	0dot
			1dot
	203dpi	58 mm	—
		60 mm	—
		80 mm	—

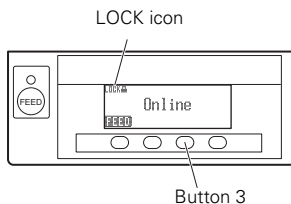


Automatic memory switch settings

MSW2-4 Full Col Print	MSW3-7 CBM1000 Mode	MSW8-1 Print Width	MSW6-2 Character Space
Auto linefeed	Valid	432dots	—
Auto linefeed	Valid	576dots	—
WaitData	Invalid	384dots	—
WaitData	Invalid	576dots	—
Auto linefeed	Valid	432dots	—
Auto linefeed	Valid	436dots	—
Auto linefeed	Valid	576dots	—
Auto linefeed	Valid	640dots	—
WaitData	Invalid	360dots	0dot
WaitData	Invalid	390dots	1dot
WaitData	Invalid	512dots	0dot
WaitData	Invalid	546dots	1dot
WaitData	Invalid	420dots	—
WaitData	Invalid	436dots	—
WaitData	Invalid	576dots	—

## 4.5 Key Lock Function

Press and hold the MENU button while the printer is running to be able to change the memory switch settings.  
Activate the key lock to prevent making changes by mistake.



### **Setting the key lock**

To set the key lock, press and hold button 3 (for at least three seconds).

MENU disappears, and the LOCK icon appears.

In this condition, it is not possible to enter the memory switch setting mode even if you press and hold the MENU button.

### **Releasing the key lock**

To release the key lock, press and hold button 3 (for at least three seconds).

The LOCK icon disappears, and MENU appears.

## 4.6 Hexadecimal Dump Printing

Print received data in hexadecimal. If problems such as missing or duplicated data occur, this function allows you to check whether or not the printer is receiving data correctly.

### How to do hexadecimal dump printing

1. **Load paper.**
2. **While the paper cover is open, press and hold button 1 while turning the power on, and then close the paper cover.**  
**Enter HEX dump print mode.**
3. **The printer prints “HEX dump print mode” followed by the received data printed in hexadecimal numbers and some characters.**

### How to stop hexadecimal dump printing

Do one of the following to stop printing.

- Press button 1 three times in a row
- Turn off the power
- Receive a reset command from an interface



## CAUTION

- The printer prints “.” if there is no character corresponding to the data.
- None of the commands function during hexadecimal dump printing.
- If print data does not cover a complete line, press button 1 to advance the paper.

Print example

HEX dump print mode

```
61 62 63 64 65 66 67 0A 0D 0D 0D 0D abcdefg.....  
0D 0D 0D                                     . . . . .
```



## 4.7 Error Messages

- Paper end

The end of the roll of paper is detected at two stages, paper near-end and paper-end.

When paper near-end is detected, "PAPER LOW" appears on the LCD and the LED lights orange. Prepare a new paper roll.

When paper-end is detected, "Paper end" appears on the LCD and the LED lights red. Load a new paper roll.

- Paper cover open

Do not open the paper cover during printing. If the paper cover is opened, the LED and LCD light red. Check the paper and always pull a few cm of paper straight out of the printer before closing the paper cover. Printing resumes. Sending a command to resume printing may be required depending on the memory switch setting.

- Cutter lock

If the auto cutter cannot move because of a paper jam or something else, the LED and LCD light red. Remove the cause of the trouble and press button 1 (FEED). If the auto cutter still does not operate and the paper cover does not open, refer to "4.3 Clearing a Cutter Lock (2)".

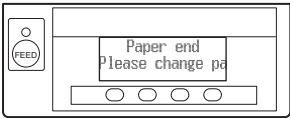


Refer to 4.3 Clearing a Cutter Lock (2)

- Head overheat

When you print dense characters, dark images, or for an extended time in a hot environment, the print head temperature increases. If the print head exceeds a specified temperature, the printer stops printing and waits for the print head to cool. When this happens, the LED and LCD light orange. Printing resumes automatically when the print head cools.

The situation during various errors is shown below.  
 The LCD's top line is the type of error, the bottom line is the remedy. Scroll through messages that are longer than 16 characters.



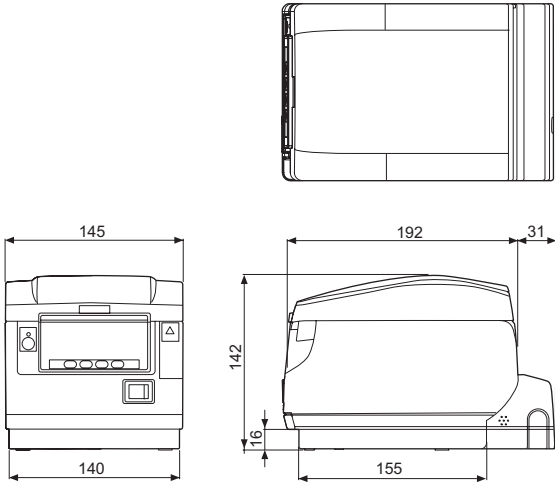
Status	Message	LED	Backlight	Buzzer*2
Paper near-end	PAPER LOW	Orange	—	—
Paper-end	Paper end Please replace paper roll.	Red	Red	Yes
Front cover open	Front cover open Please close front cover.	Red	—	Yes
Paper cover open	Paper cover open Please close paper cover.	Red	—	Yes
Cutter locked	Cutter lock Open paper cover & remove jam.	Red	Red	Yes
	Cutter lock Then close paper cover	Red	Red	Yes
Black mark error	Black mark error Please check paper	Red	Red	Yes
Print head hot	Head overheat Please wait, will continue	Orange	—	—
Memory error	Memory Error	Red	Red	Yes
Print head error	Head Error Please contact your dealer	Red	Red	Yes
Motor error	Motor Error Please contact your dealer	Red	Red	Yes
Low-voltage error	L Voltage Error Please contact your dealer	Red	Red	Yes
High-voltage error	H Voltage Error Please contact your dealer	Red	Red	Yes
Cash drawer voltage error	Drawer Error Please contact your dealer	Red	Red	Yes
Waiting for macro to execute *1	—	—	—	—

Notes:  
 \*1: LED may light while macro is executing.  
 \*2: Buzzer sounds when MSW5-1 (buzzer setting) is set to ON.

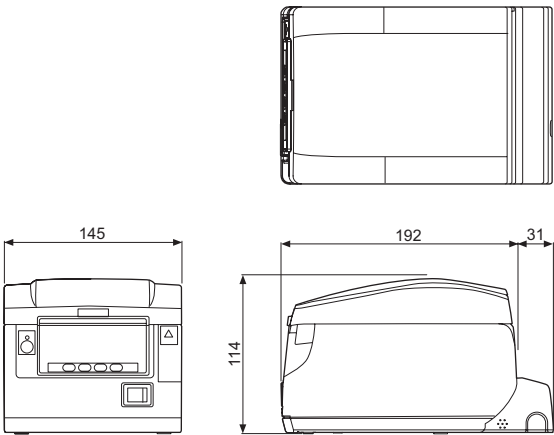
# 5. OTHER

## 5.1 External Views and Dimensions

(Unit: mm)



Built-in power supply type



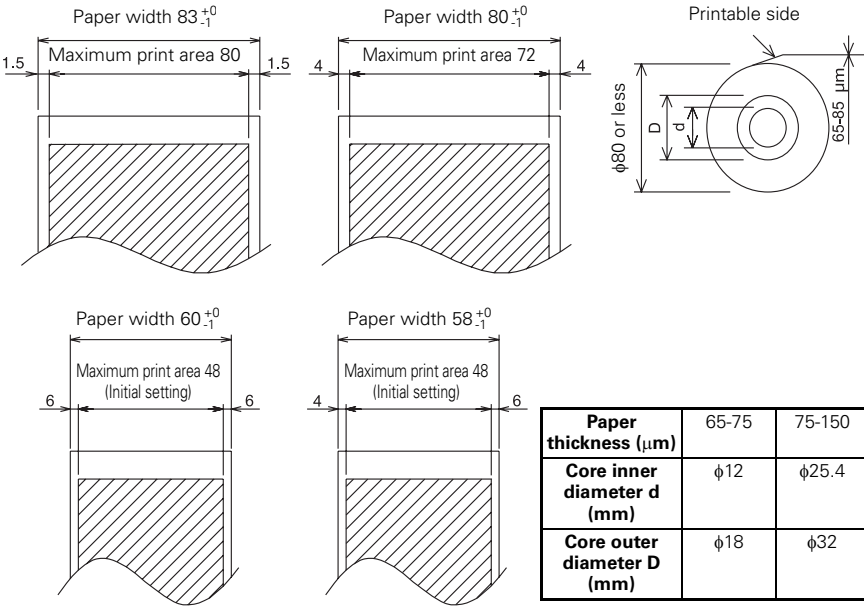
AC adapter type

# 5.2 Printing Paper

Use the paper shown in the following table or paper of the same quality.

Paper type	Product name
Recommended paper roll	TF50KS-E2D from Nippon Paper PD150R or PD160R from Ohji Paper PA220AG, HP220A, HP220AB-1, F230AA, P220AB, or PB670 (2-color paper) from Mitsubishi Paper

(Unit: mm)



## CAUTION

Use paper that is wound as follows:

- Not creased and fits tight to the core.
- Not folded.
- Not glued to the core.
- Rolled with the printable side out.

## 5.3 Manual Setting of Memory Switches

Memory switches are used to set various printer settings. The memory switches can be set manually (set by hand on the printer) or by commands. This section explains how to perform manual settings.

Memory switch settings are done in memory switch setting mode or virtual DIP switch setting mode. In the memory switch setting mode, you can set the values for MSW1 to MSW10. In the virtual DIP switch setting mode, you can set the values for MSW1 to MSW6.

For information on how to set the memory switches using commands, please refer to the Command Reference.

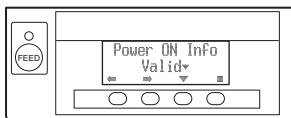
### Outline of procedure

1. **Enter memory switch setting mode or virtual DIP switch setting mode.**
2. **Change settings that need to be changed.**
3. **Go to the save settings menu.**
4. **Save settings.**

### Memory switch setting mode

While “Online” is displayed, press and hold button 4 (MENU) for at least two seconds. Or, while paper is loaded, press and hold button 3 and then turn on the power.

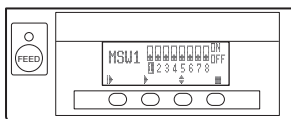
Enter memory switch setting mode.



- Press button 1 (◀) or button 2 (▶) to select items to set.
  - Press button 3 (▼) to select a value for the selected item.
  - Press button 4 (■) to go to the save settings menu.
- **To set all the memory switches to the factory settings:**  
**Press button 1 until “Factory Setting /Set” appears (after MSW10-8).**  
**Press and hold button 4 for at least two seconds. All memory switches change to the factory settings.**

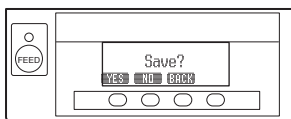
## **Virtual DIP switch setting mode**

While paper is loaded, press and hold button 2 while turning the power on. Enter virtual DIP switch setting mode.



- Press button 1 (▶) to select a memory switch number. (Switches cycle in the following order: MSW1 → MSW2 → ... → MSW6 → MSW1)
- Press button 2 (▶) to move from switch 1 towards switch 8. (The selection loops from 8 back to 1.)
- Press button 3 (◆) to change between ON and OFF.
- Press button 4 (■) to go to the save settings menu.

## **Save settings menu**



- Press button 1 (YES) to save the settings and return to the “Online” display.
- Press button 2 (NO) to not save the settings and return to the “Online” display.
- Press button 3 (BACK) to return to the previous mode.

The function of each memory switch is shown in the following table. (Shaded values are factory settings.)

Switch no.	Function	OFF	ON
MSW1-1	Power ON Info	<b>Valid</b>	Not Send
MSW1-2	Buffer Size	<b>4K bytes</b>	45 bytes
MSW1-3	Busy Condition	<b>Full/Err</b>	Full
MSW1-4	Receive Error	<b>Print“?”</b>	No Print
MSW1-5	CR Mode	<b>Ignored</b>	LF
MSW1-6	Reserved	<b>Fixed</b>	—
MSW1-7	DSR Signal	<b>Invalid</b>	Valid
MSW1-8	Init Signal	<b>Invalid</b>	Valid
MSW2-1	Reserved	—	<b>Fixed</b>
MSW2-2	Auto Cutter	Invalid	<b>Valid</b>
*1 MSW2-3	Spool Print	<b>Invalid</b>	Valid
MSW2-4	Full Col Print	LineFeed	<b>WaitData</b>
MSW2-5	Resume aft PE	<b>Next</b>	Top
MSW2-6	Reserved	<b>Fixed</b>	—
MSW2-7	Reserved	<b>Fixed</b>	—
MSW2-8	PNE Sensor	<b>Valid</b>	Invalid
MSW3-1	Resume Ctrr Err	<b>Valid</b>	Invalid
MSW3-2	PE signal by PNE	Valid	<b>Invalid</b>
MSW3-3	Parallel 31 Pin	<b>Valid</b>	Invalid
MSW3-4	Reserved	<b>Fixed</b>	—
MSW3-5	Reserved	<b>Fixed</b>	—
MSW3-6	Reserved	<b>Fixed</b>	—
MSW3-7	CBM1000 Mode	<b>Invalid</b>	Valid
MSW3-8	Resume Open Err	<b>Close</b>	Command
MSW4-1	Reserved	<b>Fixed</b>	—
MSW4-2	Reserved	<b>Fixed</b>	—
MSW4-3	Feed&Cut at TOF	Invalid	<b>Valid</b>
MSW4-4	Reserved	<b>Fixed</b>	—
MSW4-5	Reserved	<b>Fixed</b>	—
MSW4-6	Reserved	<b>Fixed</b>	—
MSW4-7	Reserved	<b>Fixed</b>	—
MSW4-8	Partial Only	Invalid	<b>Valid</b>
MSW5-1	Buzzer	<b>Valid</b>	Invalid
MSW5-2	Line Pitch	<b>1/360</b>	1/406
MSW5-3	USB Mode	Virtual COM	<b>Printer Class</b>
MSW5-4	Reserved	<b>Fixed</b>	—
MSW5-5	Reserved	<b>Fixed</b>	—
MSW5-6	Reserved	<b>Fixed</b>	—
MSW5-7	Reserved	<b>Fixed</b>	—
MSW5-8	Reserved	<b>Fixed</b>	—

Switch no.	Function	OFF	ON
MSW6-1	Act. For Driver	Invalid	Valid
MSW6-2	Character Space	Invalid	Valid
MSW6-3	Reserved	Fixed	—
MSW6-4	Reserved	Fixed	—
MSW6-5	Reserved	Fixed	—
MSW6-6	Reserved	Fixed	—
MSW6-7	Reserved	Fixed	—
MSW6-8	Reserved	Fixed	—

Switch no.	Function	Initial setting	Setting value
*2 MSW7-1	Baud Rate	9600 bps	1200 bps, 2400 bps, 4800 bps, 9600 bps, 19200 bps, 38400 bps, 57600 bps, 115200 bps
*2 MSW7-2	Data Length	8bits	7bits, 8bits
*2 MSW7-3	Stop Bit	1bit	1bit, 2bits
*2 MSW7-4	Parity	NONE	NONE, EVEN, ODD
*2 MSW7-5	Flow Control	DTR/DSR	DTR/DSR, XON/XOFF
*2 MSW7-6	DMA Control	Valid	Valid, Invalid
*2 MSW7-7	VCom Protocol	PC Setting	PC Setting, DTR/DSR, XON/XOFF
MSW8-1	Print Width	576dots (3-inch type) 384dots (2-inch type)	640dots, 576dots, 512dots, 436dots, 432dots, 420dots, 384dots, 360dots, 390dots, 546dots, 390dots, 546dots
MSW8-2	Paper Type	1 Color Normal	1 Color Normal, 2 Color Normal
*3 MSW8-3	Top Margin	11mm	3mm, 4mm, 5mm, 6mm, 7mm, 8mm, 9mm, 10mm, 11mm
*3 MSW8-4	Line Gap Reduce	Invalid	Invalid, 3/4, 2/3, 1/2, 1/3, 1/4, 1/5, ALL
*4 MSW8-7	Liner Free Mode	Invalid	Invalid, 1h, 6h, 12h, 18h, 24h, 5m, 10m, 15m, 20m, 30m
MSW9-1	Code Page	PC 437	PC 437, Katakana, PC 850,858, PC 860, PC 863, PC 865, PC 852, PC 866, PC 857, WPC1252, Space page, PC 864, Thai Code 18
MSW9-2	Int'Char Set	USA	USA, France, Germany, England, Denmark, Sweden, Italy, Spain, Japan, Norway, Denmark 2, Spain 2, Latin America, Korea, Croatia, China
MSW9-3	Kanji	OFF	ON, OFF
MSW9-4	JIS/Shift JIS	JIS	JIS, Shift JIS
MSW9-6	LCD Language	English	English, Français, Deutsch, Italiano, Español, Japanese
MSW9-7	LCD Ext Char	Valid	Invalid, Valid
MSW9-8	LCD Auto Off	Never	Never, 30seconds, 5minutes
MSW10-1	Print Density	100 %	70 %, 75 %, 80 %, 85 %, 90 %, 95 %, 100 %, 105 %, 110 %, 115 %, 120 %, 125 %, 130 %, 135 %, 140 %
MSW10-2	Print Speed	Level 9	Level 1, Level 2, Level 3, Level 4, Level 5, Level 6, Level 7, Level 8, Level 9
MSW10-3	ACK Timing	Before Busy	Before Busy, Same Period, After Busy
*5 MSW10-4	Emulation Type	ESC/POS	ESC/POS, CBM1, CBM2



Switch no.	Function	Initial setting	Setting value
MSW10-5	Reserved		
MSW10-6	Buzzer Sound	Tone 2	Tone 1, Tone 2, Tone 3, Tone 4
MSW10-7	Key Lock	Invalid	Invalid, Valid
MSW10-8	Reserved		

Notes:

\*1: If print data is very dense, the print head is hot, data transmission is slow, or some other conditions, the motor and printing may occasionally stop which causes white stripes in the printout. To print high-density data, set MSW2-3 (Spool Print) to ON to reduce striping, although this increases the time before printing starts.

For a serial interface, increase the transmission speed to prevent the motor from stopping.

\*2: The values for memory switches MSW7-X are only effective when DIP switch no. 1 is set to OFF.

\*3: Enabled for firmware version Dxxx-2500 and later.

\*4: Enabled for firmware version Dxxx-2300 and later.

\*5: Enabled for firmware version Dxxx-2200 and later.

# **CITIZEN SYSTEMS JAPAN CO., LTD.**

6-1-12, Tanashi-cho, Nishi-Tokyo-shi Tokyo, 188-8511, Japan

Tel: +81 (0) 42 468 4993 Fax: +81 (0) 42 468 4687

<http://www.citizen-systems.co.jp>

TZ74930-10F  
A35241E-1804  
April 2018