PTT-00AH

User Manual

Rev. 1.0

Change Record

Rev.	Date	Change Contents	Verifier
1.0		--	

Content

■ Statement

This manual content may be altered without permission, and our company reserves the rights to make changes without notice in technology, spare parts, hardware and software of the products. If more information is needed about the products, please contact our company. Without any written permission from the company, any section of this manual is prohibited to be copied or transferred in any form.

■ Copyright

This manual is printed in 2022.

Printed in China.

1.0 Version.

■ Warning

Warnings: The print head will become very hot during printing. Avoid contact with the print head after printing has finished.

Warnings: Do not touch the printer head and connector in case static damage the printer head.

■ Note

1．Dear users, thank you for choosing and purchasing our products, in order to protect your right of after-sales service, please fill in the attached product warranty card carefully. If you do not fill in the warranty card, our company will not provide after-sales warranty service.

2．Due to continuous update of product, please take in kind of real machine, such as accessories, programs etc.

Important Safety Instructions

Before using the appliance, please carefully read the following safety regulations in order to prevent any hazard or material damage.

1.Safety warning

This must be complied with in order to avoid any damage to the human body and the equipment.。

This is showing the important information and tips for the printer operation.

2. Instructions

Warnings: Violating following instructions can cause serious injury or death.

1) Do not plug several products in one multiperture 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 multiperture outlet.

2) You must use the supplied adapter.

• It is dangerous to use other adapters.

3) 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.

4) Do not plug in or unplug with your wet hands.

• You can be electrocuted.

5) Do not bend the cable by force or leave it under any heavy object.

• A damaged cable can cause a fire.

⚠️ Note: Violating following instructions may cause slight damage of the appliance.

1) If you observe a strange smoke, odour 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.

2) Install the printer on the stable surface.

· If the printer falls, it can be broken and you can hurt yourself.

3) Use the approved accessories only and do not try to disassemble, repair or remodel it by yourself.

· Call your dealer when you need these services.

4) Do not let water or other foreign objects drop into the printer.

· If this happened, switch off and unplug the printer before calling your dealer.

5) 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.

6) Other considerations:

● Leave enough space around printer for operation and maintenance.

● Keep the printer away from all liquids and out of direct sunlight, bright light and heat sources.

● Do not expose the printer to high temperatures, direct sunlight or dust.

● Avoid placing the printer in areas where there is vibration and shock.

● Ensure the printer is connected to a socket with the correct mains voltage and avoid using the same outlet with large motors or devices that can cause fluctuations in power supply voltage.

● Switch off the printer POWER supply when it's not in use for a long time.

● To ensure the printing quality and reliability, suggest use the same quality or recommend paper supplier.

● Pls. switch off the POWER supply when connect/disconnect all the ports or it will cause damage to the printer control circuit.

● Keep this User Manual in a place which is easily accessible for all times.

3. Other Precautions

This manual has been prepared with utmost care and attention to detail but may contain certain errors and/or omissions. Our company is not legally liable for any damages resulting from the use of the information in this manual. Our company and its affiliates are not legally liable (United States excluded) for any damages, loss, costs, and/or expenses that result from the breakdown, malfunction, and/or misuse of the product due to violation or neglect of the operation and maintenance information and instructions provided by our company, as well as from the unauthorized alteration, repair, and/or modification of the product by the user and/or third party. We are not legally liable for any damages and/or issues resulting from the use of options and/or parts that are not authentic or authorized products.

4.WEEE (Waste Electrical and Electric Equipment)

This mark shown on the product or its literature indicates that the corresponding item should not be discarded at the end of its working life with others household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate marked items from other types of waste and recycle them responsibly to promote the sustained 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 conduct environmentally safe recycling of such items. Commercial users should contact their suppliers and check the terms and conditions of purchase contracts. This product should not be combined with other commercial waste for disposal.

Caution: This is a Class A product. In a domestic environment this product may cause radio interference in which the user may be required to take adequate measures.
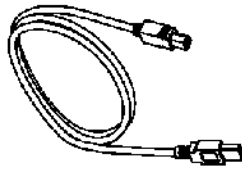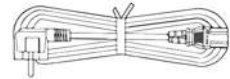
1. Product Review

1.1 Packing List

⚠️ **Note:**

1) Open the printer packaging and retain the packaging materials for future transport (the ribbon and label box must be taken out when shipping the printer).

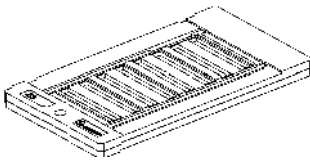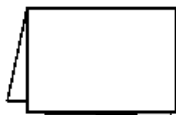2) If any items are damaged or missing, please contact the dealer where this product was sold.
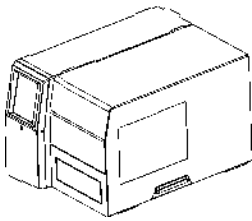
Printer	USB Cable	Power Cord X3
Label Box X2	Ribbon	Empty Axis
Quick Start Guide	CD	
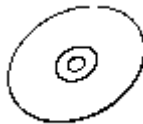
Note: The packing materials are actually based on the order.

1.2 Unlocking Transport Protection

To prevent the pallet from slipping out during transportation, use screws to fix it.

⚠️Note：Be sure to remove this screw before starting the printer, otherwise the printer will be damaged.

Transport
Protection Screw
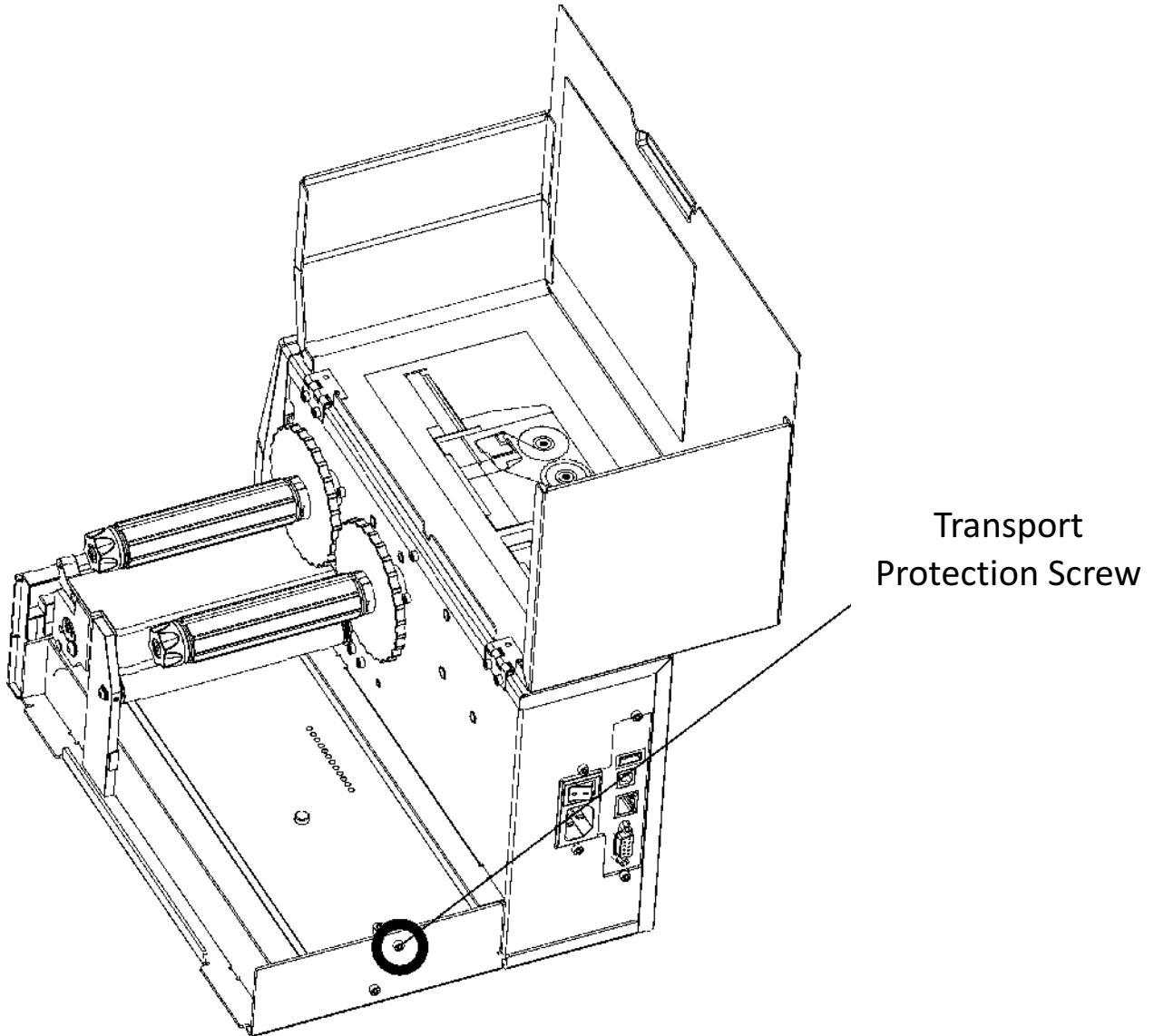
1.3 Appearance and Components

■ **Front View**

Rewind Spindle

Supply Spindle

Printing Equipment

Pallet
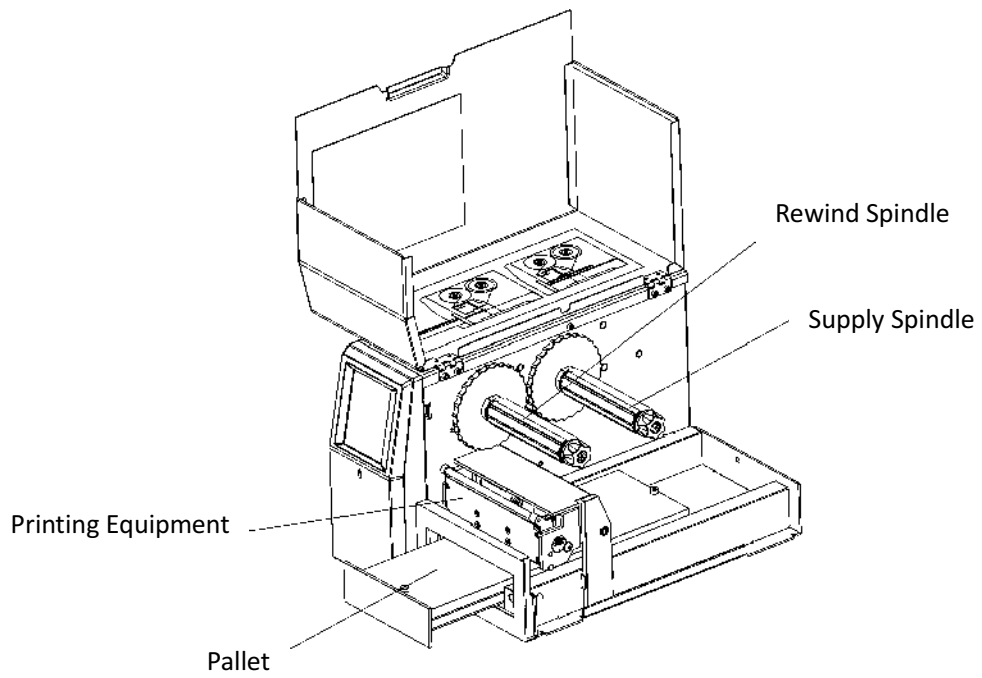
■ **Rear View**
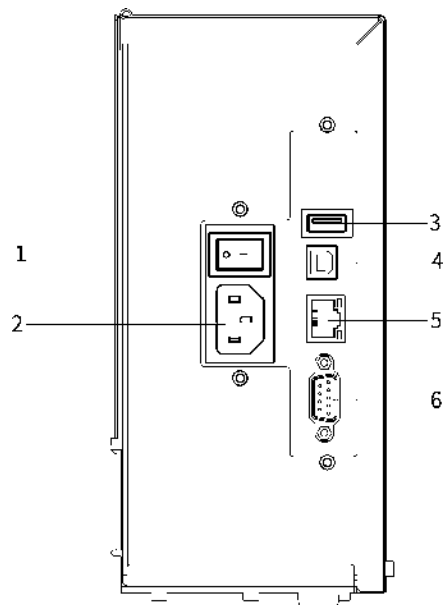
1 Power Switch 2 AC Power Port 3 USB Host

4 Type-B Interface 5 Ethernet Port 6 RS-232 Interface

1.4 Dimensions

■ **Axonometric projection**
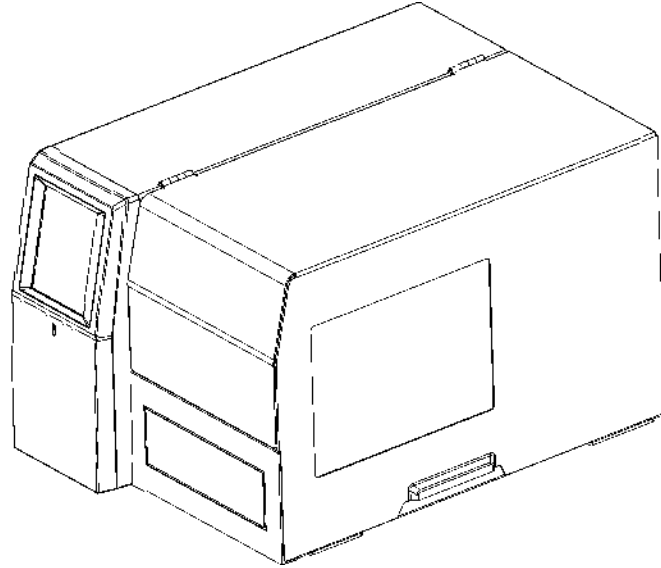
■ **Six Views**(Unit: mm)
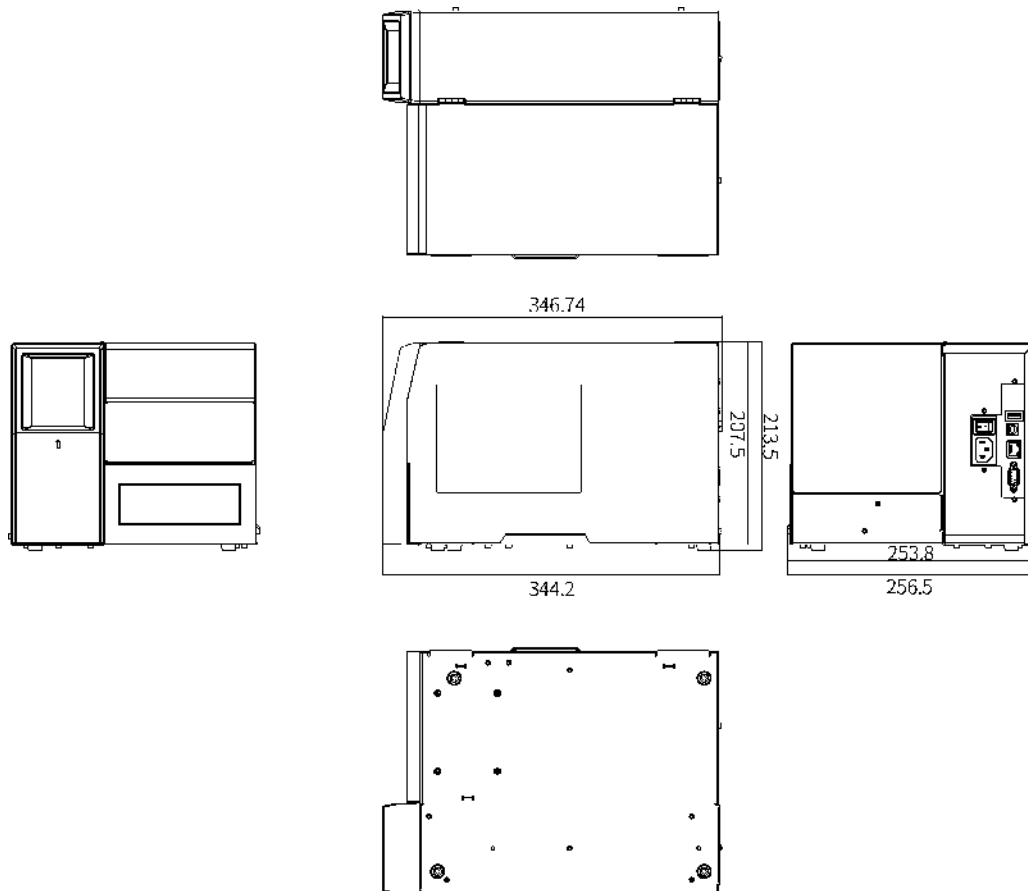
2. Installation

2.1 Connecting the power

Connect the power as shown in the figure below:

Power Cord   Varies by regions
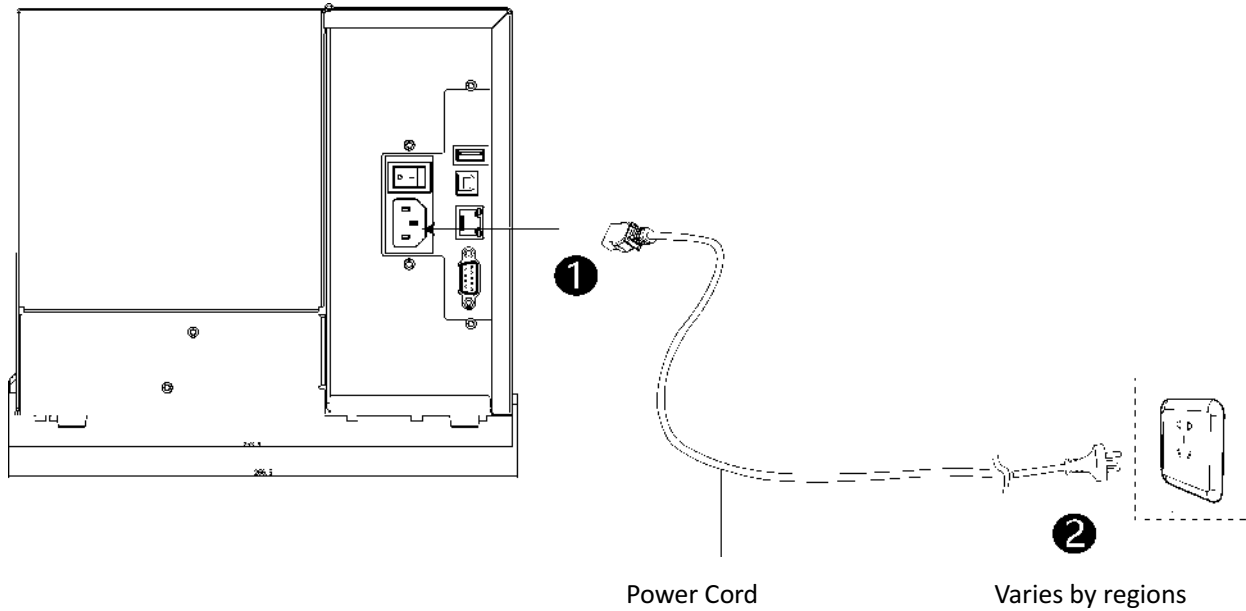
⚠**Note:**

● Please use our original power cord to avoid danger and damage to the product.

● Please select the standard power cord according to your region.

● Switch off the printer POWER supply when it's not in use for a long time.

● Pls. switch off the POWER supply when connect/disconnect all the ports.

2.2 Loading the Ribbon

⚠ **Note: To prevent the print head from being worn, use a ribbon wider than the media.**

Rewind Spindle   Supply Spindle

Ribbon coating on the outside
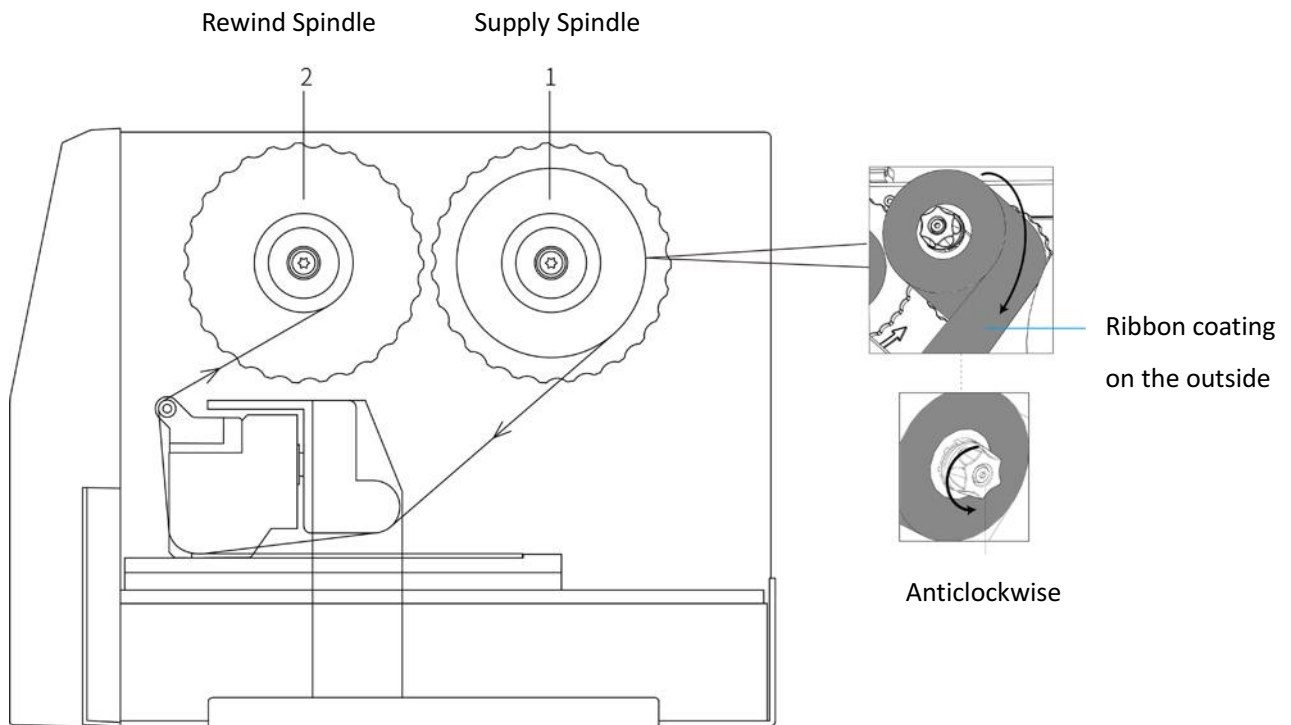
Anticlockwise

1. Push the ribbon reel onto the supply spindle(1) so that the coating of ribbon is facing dowen when unwinding；Tighten the screw of ribbon supply spindle anticlockwise to fix the ribbon.

*The coating of the ribbon of this printer is outside the winding.Pay attention to the unwinding direction shown in the figure.If the position of the colored coating layer is incorrect, the ribbon film may stick to the print head.

2.Push an empty ribbon reel core onto the ribbon rewind spindle(2).

3.Guide the ribbon through the print unit as shown.

4.Center and fix the starting end of the ribbon on the empty ribbon reel core with tape.Note that the direction of rotation of the winder is anticlockwise.

*Turn the ribbon rewind weel anticlockwise to make it roll back smoothly.

2.3 Loading Material Box

⚠️**Note：Pinch wound is dangerous.**

When moving in and out of the compartment, please ensure that no part of your body or other objects are within the working range of the compartment.

1.Move out of the compartment.To do this, touch the appropriate Pallet Control button on the display.

2.Put the material box in the positioner in the compartment.

3.Move the material box down so that it is stuck by the pin and stops on the compartment.

4.Close the compartment using the Pallet Control button on the display.

Material box

model display
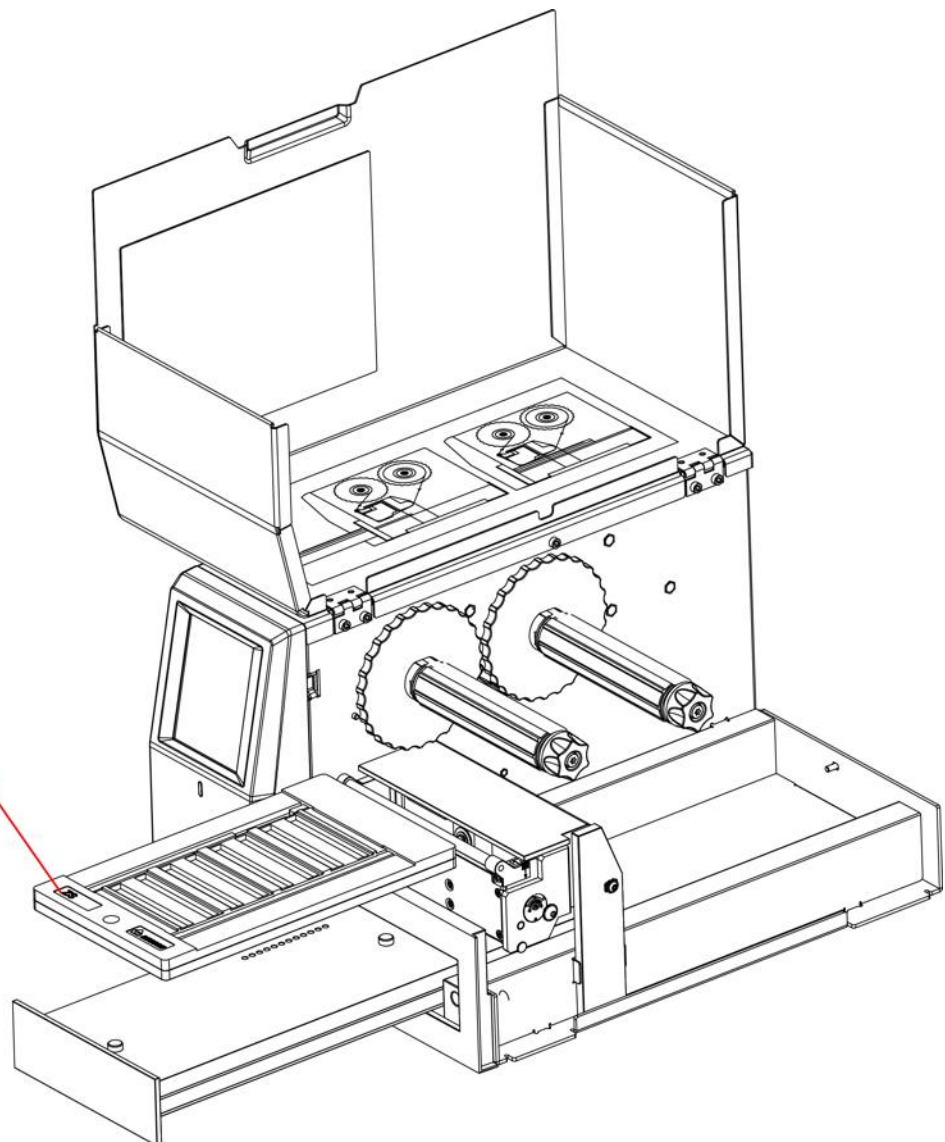
2.4 Start Printing

1.Connect printer to PC via USB

2.Install the printer driver

　　*Please refer to 4.1 for driver installation and operation.

3.Create print jobs with editing software

　　*Please refer to 4.2 for installation and operation of the editing software.

4.Sending print jobs to the printer

　　*Please insert the appropriate material box and materials for this print job.

　　*Material box and materials correspondence refer to the Annex I.

2.5 Insert Materials

⚠️**Note: Print head damage**

Make sure that the material will not be contaminated in any way. The material must be free of grease, fingerprints and dust and it must be in a dry condition.

Ensure that the material is complete. The material must not be missing or torn, or printing will be affected.

1.Insert the material into the material box. Pay attention to the orientation of the material, with the logo facing forward.

2.Use the button [Tray control] on the display to close the compartment. The printer will check the material.

3.If the material has been inserted correctly, it will start printing. The compartment will then move out again once the printing is completed.

4.Take out the material.

5.Insert the new material until the print job is completed.

Place of Logo

Material type display
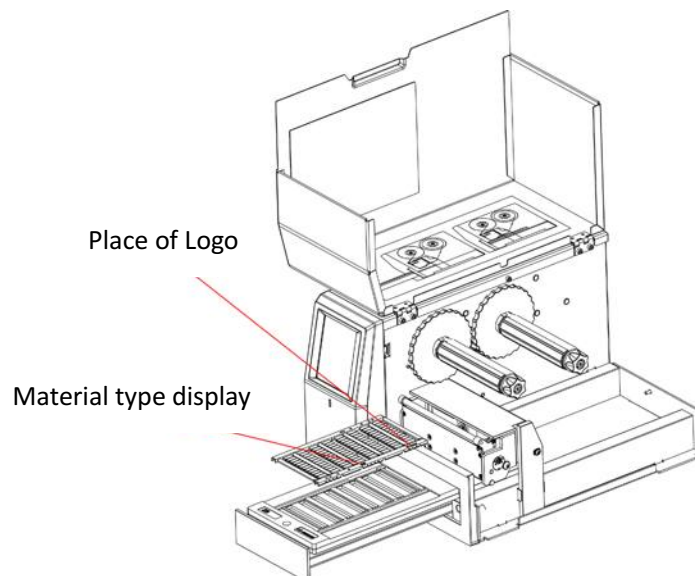
3. Operating panel

3.1 Indicator Definition

- ✧ Light off: Power off / No power supply

- ✧ Green light lighting: Normal operation / Available

- ✧ Green light flashes quickly: Receiving data

- ✧ Green light flashes slowly: Printing

- ✧ Yellow light flashes slowly: Ribbon is running out

- ✧ Red light lighting: Lack of ribbon/ print head overheating / over voltage / low voltage

- ✧ Red light flashes slowly: Inconsistent with the selected template / pallet is not in place / print head is not in place for downward lift

- ✧ Red light flashing quickly: Print head malfunction

3.2 Display operation

1. Function definition
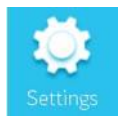
 : Enter the setting menu

 : Select Label Template for printing (see 4.3-3 for template upload operation)
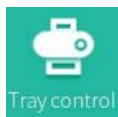
 : Tray access and printing control

 : Cancel all print jobs that have been distributed to the printer

2. System setting menu

	Menu	Setting Options	Numerical value
Settings			
Print Settings	Density	Set print density 1-5	Default: 3
	Horizontal print position	Setting range ±30dot	Default: 0
	Vertical Print Position	Setting range ±30dot	Default: 0
	Ribbon Parameter	0 Off / 1 On (Ribbon out warning switch)	Default: On (Ribbon leftover of about 30m)
Advanced Settings	Firmware Update	Select the category of firmware update. The firmware file will be listed automatically. After selecting the file, please check whether to read the firmware specified in the USB flash drive for update? 0: Printer firmware 1: Display firmware 2: Display package	
	Restore factory defaults	Confirm to restore printer defaults? Y/N 0: NO 1: YES	
Screen Settings	Setting language	0: English 1: Español 2: Français 3: Deutsch 4: Руская 5: 日本语 6: 한국의 7: 中文简体 8: 中文繁体	Default: 8
	Screen Saver	0: No hibernation 1: 10s-9: 90s	Default: 0

		Screen brightness	0-9	Default: 4
		Buzzer	0-3	Default: 2
		Setting the date	Format: DD.MM.YY	
		Setting the time	Format: HH:MM:SS	
		Screen Password	NNNN	Default: 0000 N: 0-9 NNNN: 0000 indicates no password function
		Standby display	READY Date/Time	Default: ready
Port Settings		Serial interface settings		
		Baud rate	0: 9600, 1: 14400, 2: 19200, 3: 38400, 4: 57600, 5: 115200	Default: 0
		Data Length	0: 7-bit, 1: 8-bit	Default: 1
		Parity Check	0: None, 1:Odd, 2: Even	Default: 0
		Flow Control	0: None 1: XON/XOFF 2: Hardware	Default: 2
		Ethernet interface settings		
		Addressing mode	0: DHCP 1: Static	Default: 0
		IP Address	NNN.NNN.NNN.NNN	Default: 192.168.1.1 N: 0-9; NNN: 0-255
		Default Gateway	NNN.NNN.NNN.NNN	Default: 192.168.1.0 N: 0-9; NNN: 0-255

		Subnet Mask		NNN.NNN.NNN.NNN	Default: 255.255.255.0 N: 0-9; NNN: 0-255
	WiFi Settings				
		Networking Mode		0: AP mode 1: Station mode	Default: AP (Default password: 12345678)
		SSID		English numeric characters	AP Default: Printer Model ST Default: (Blank)
Storage Media		External USB disk		Formatting 0: NO 1: YES	Default: 0
		Document Managem ent	Internal FLASH (A:)	Label Format	The list of label templates is automatically listed, and once a label template is selected, you can: 0: Delete the file. 1: Copy it from (A:) to (B:) / Copy it from (B:) to (A:). 2: Running the tag template.	
			External USB flash drive (B:)			
Screen Calibration		Follow the on-screen prompts and click			

4. Software Function Statement

4.1Driver Installation

1. Connect the printer to the PC via USB and double-click the driver from the supplied CD to install the software.

DEGSON_PTT-00AH_Label_Printer_Windows_Driver_v2.7.2.2.exe

2. Select the language you want to use when installing the printer and click "OK".
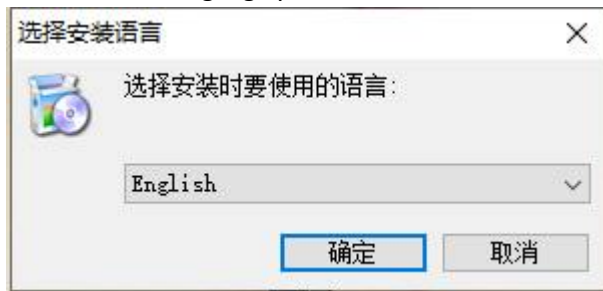
3. Choose "I accept the agreement" and click "Next".
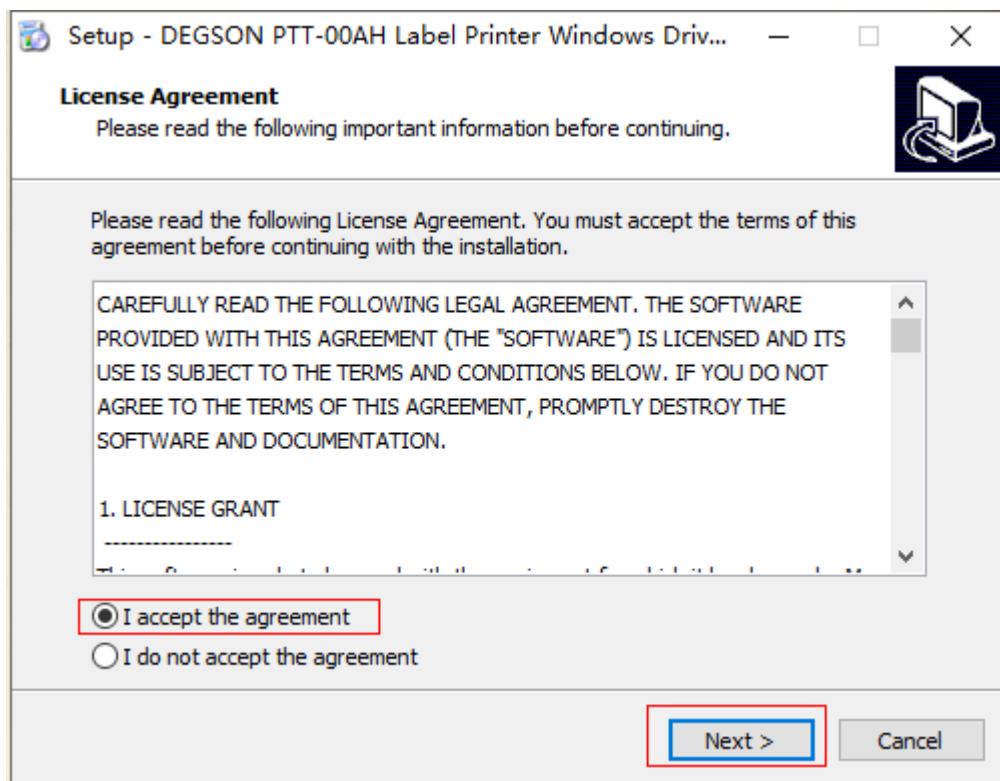
4. Choose "Install printer driver" and click "Next".
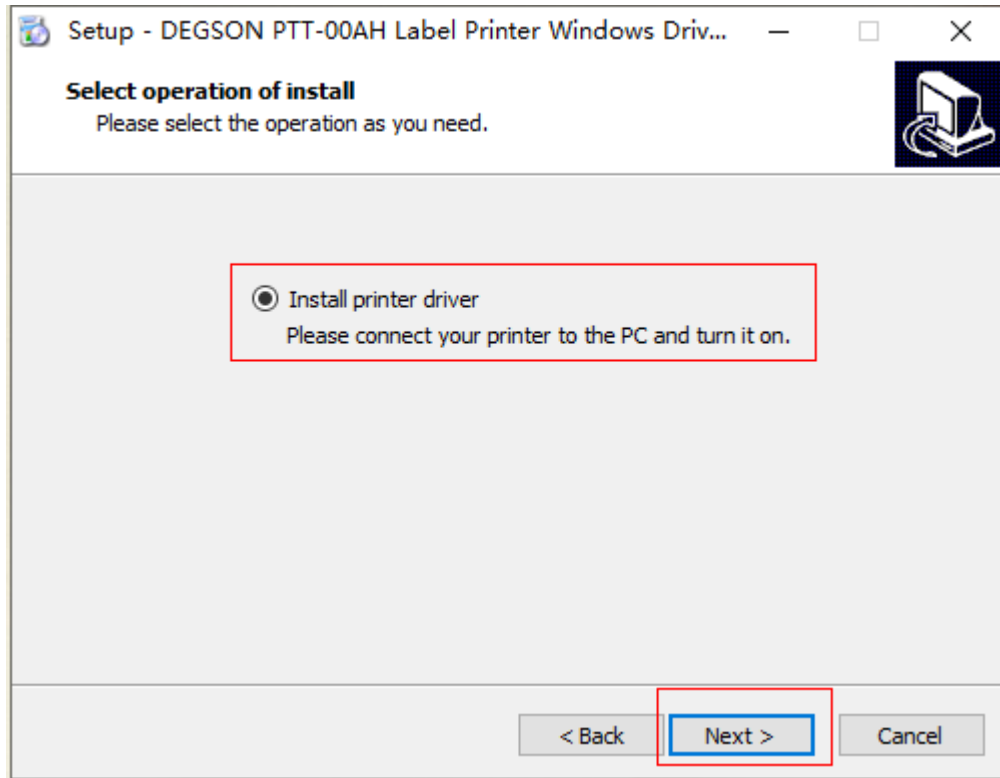
5. Choose "USB001" and click "Next".
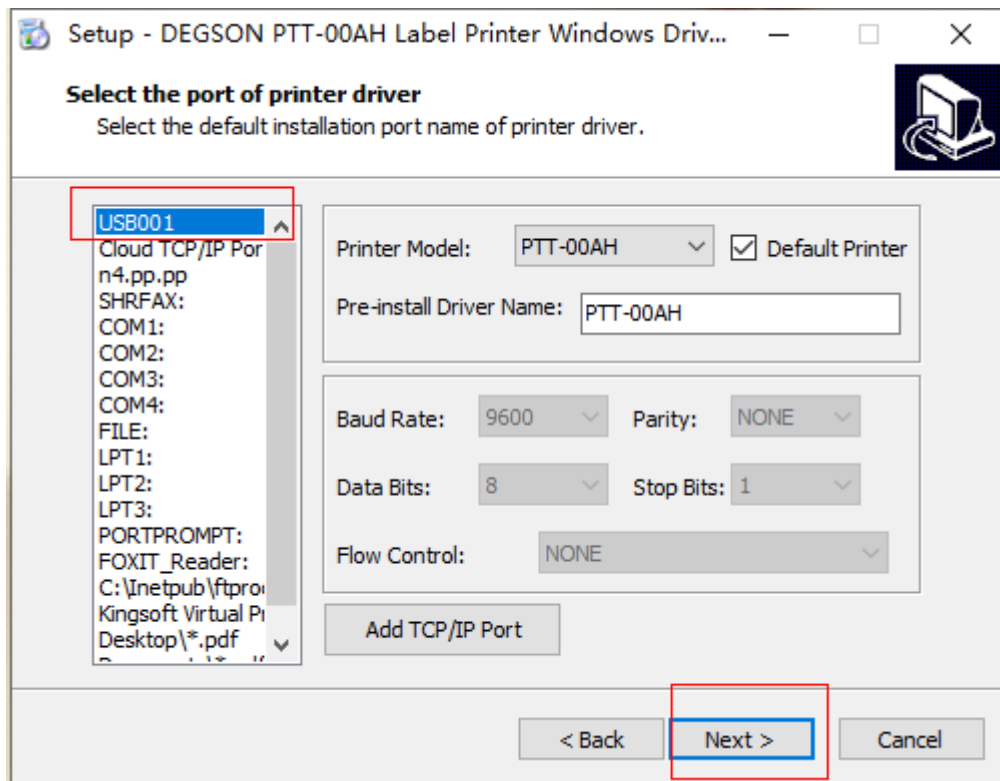
6. Driver installing.
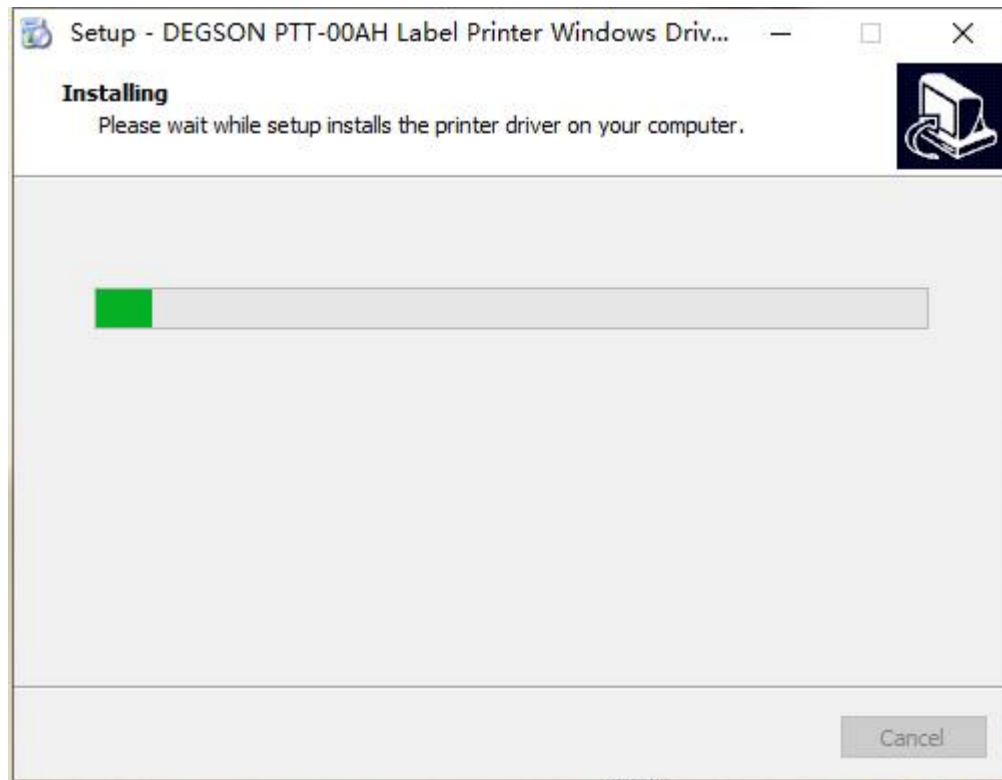
7. Click "Finish", the driver is installed successfully.
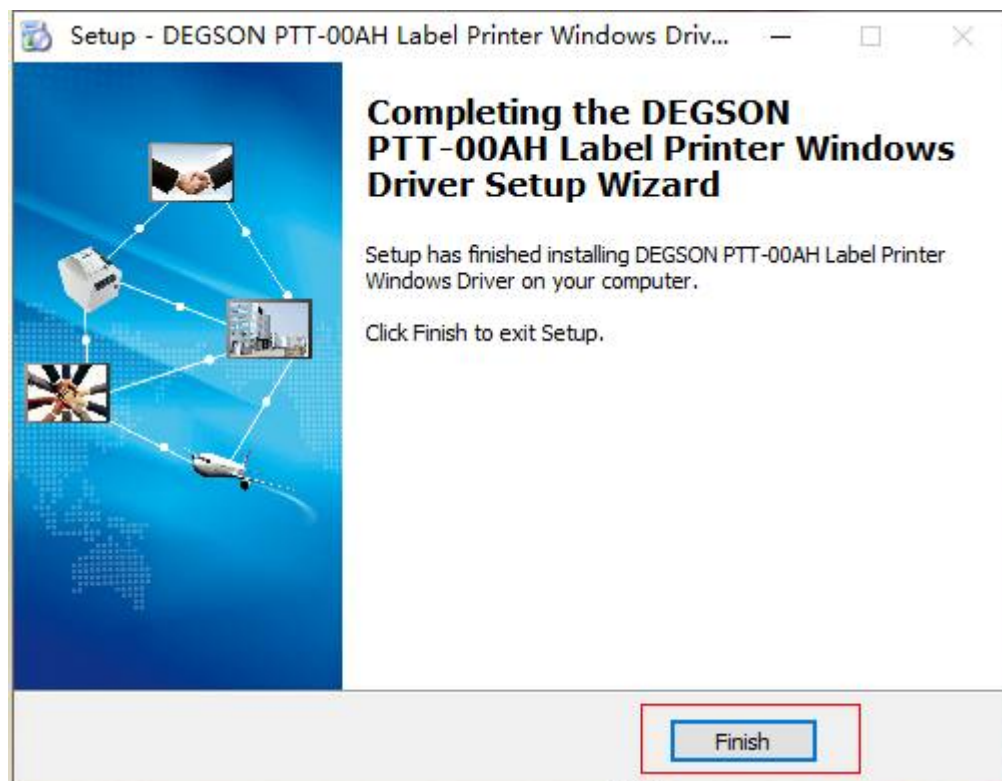
4.2 Editing software installation and operation

1. Double-click the editing software setup program from the supplied CD.

PTT-00AH V1.01.03.exe

2. Select the desired language for the installation and click "OK".
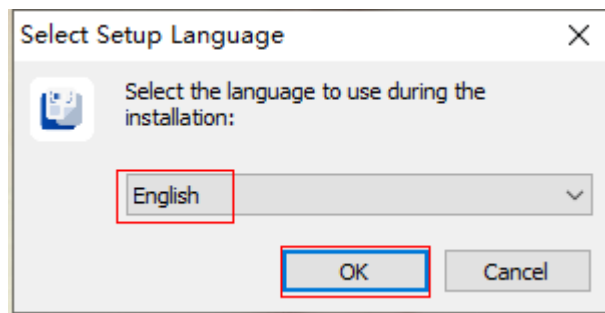
3. Click "Next".
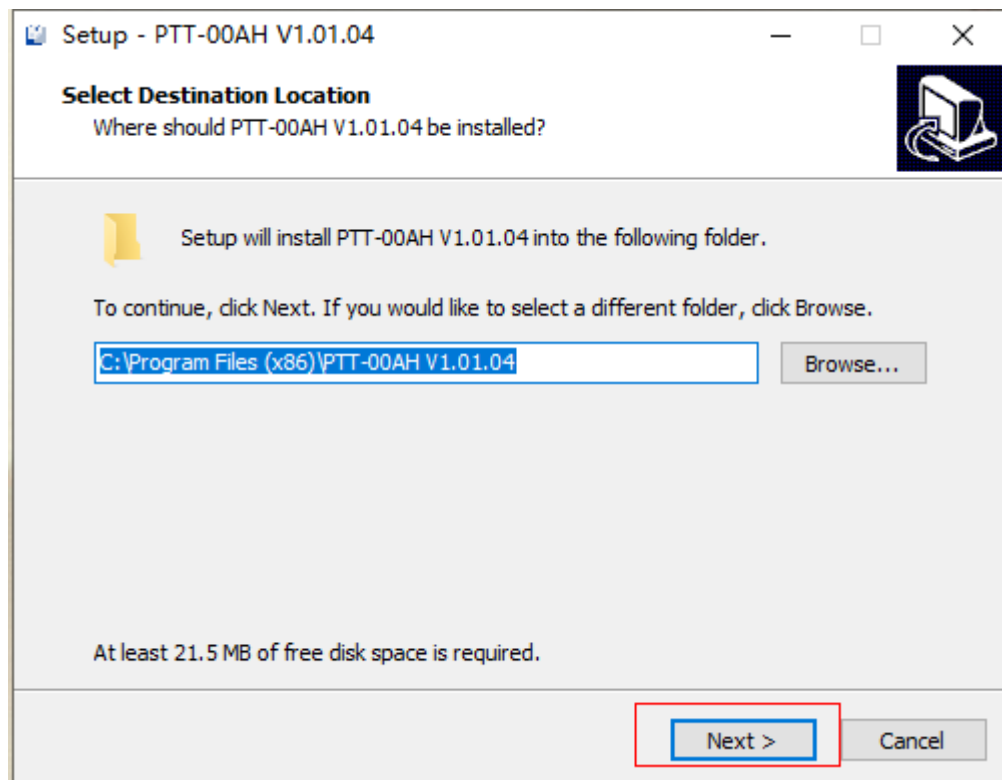
4. Choose "Create a desktop shortcut" and click "Next".
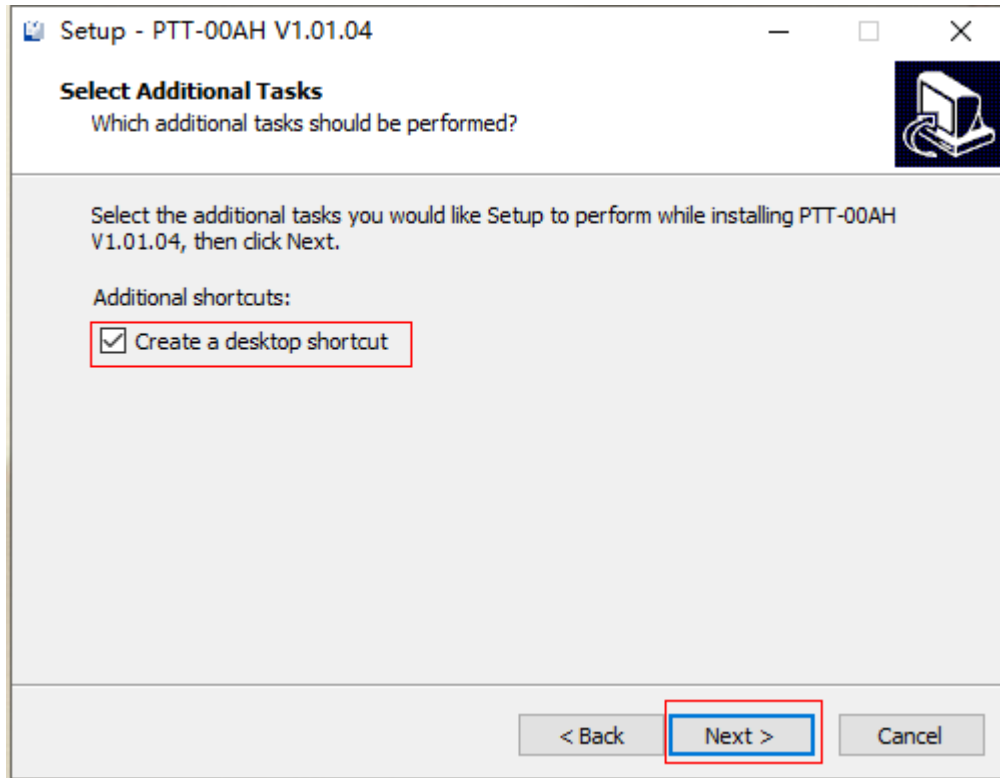
5. Click "Next".
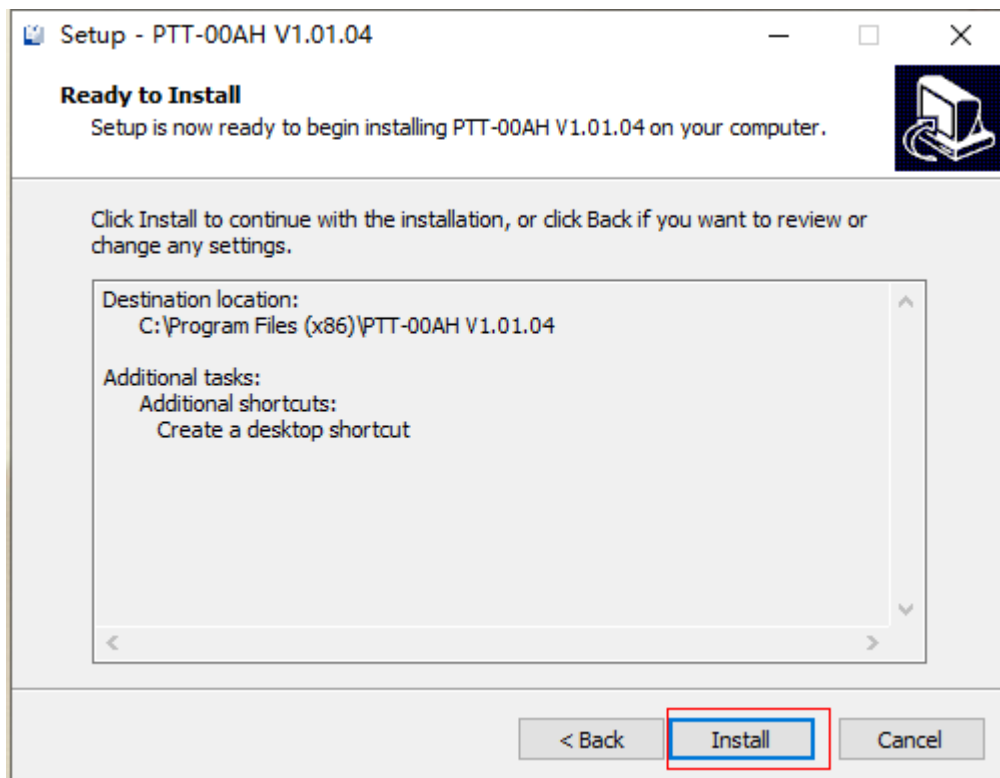
6. Click "Finish", the editing software is installed successfully.
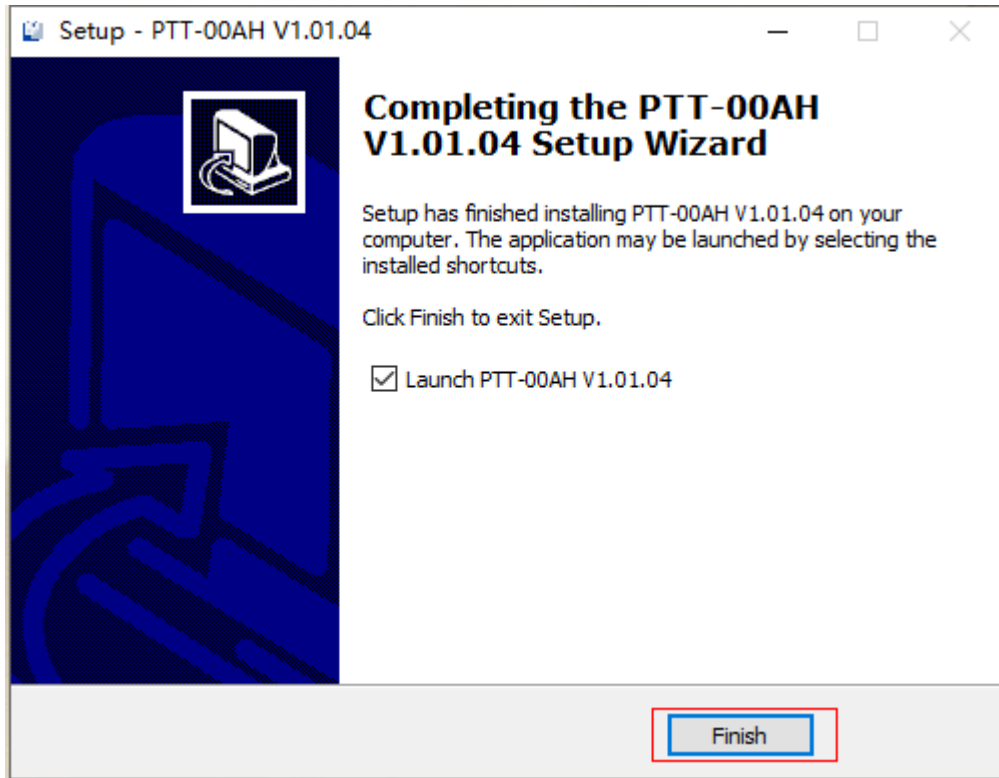
7. Click on "New", select the desired material from the list and click on "Confirm".
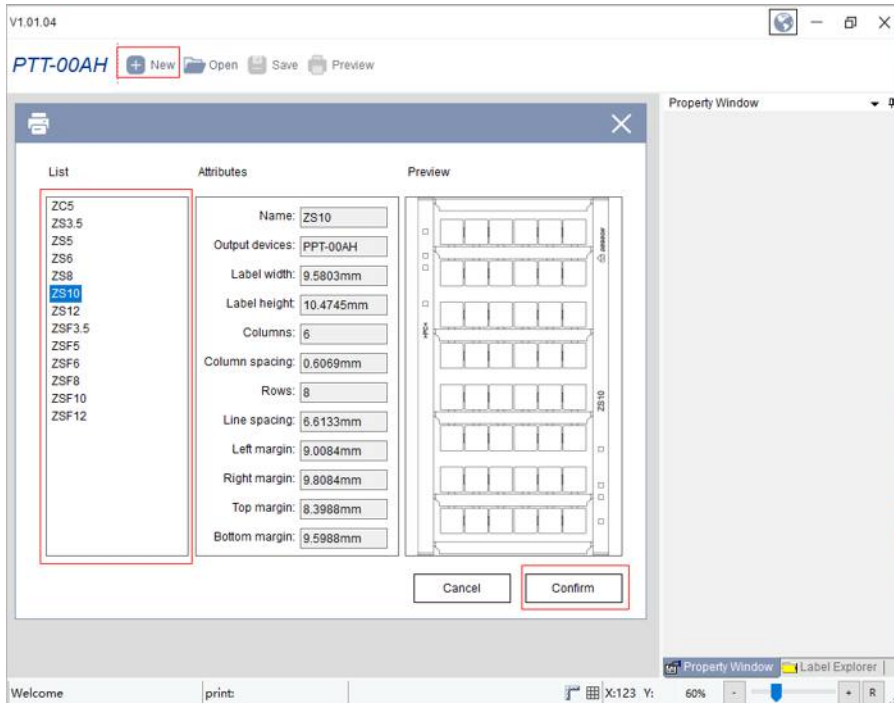
8.   Double-click to edit the text, and select "Database Text / Serialized Text / Special font" to fill in the properties window on the right. (The Database Text / Serialized Text / Special font insertion instructions and picture insertion function instructions please refer to Annex II)

Style 1 allows you to select alignment, set font, change width and height, and rotate the filled text.
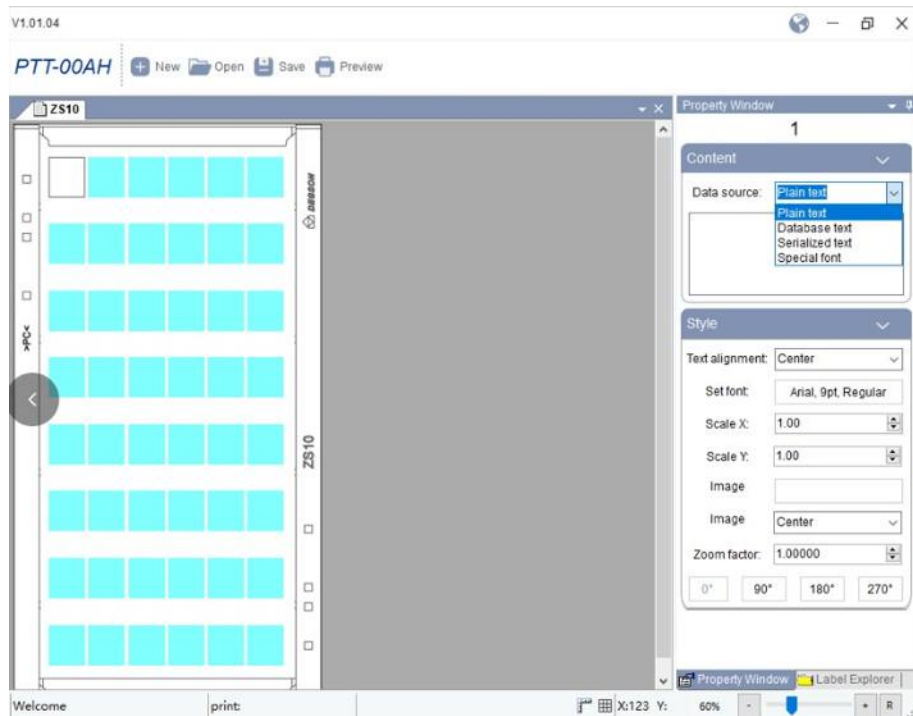
9. Edit the print content, click "Preview", choose the corresponding driver, and click "Print" to send the print job to the printer.
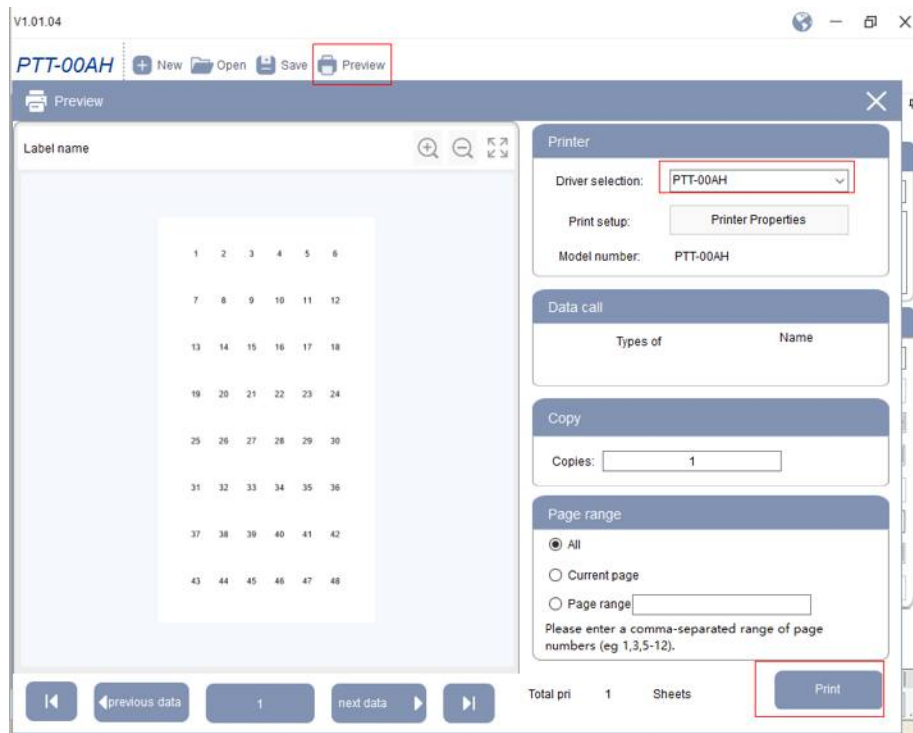
10. Language Switching
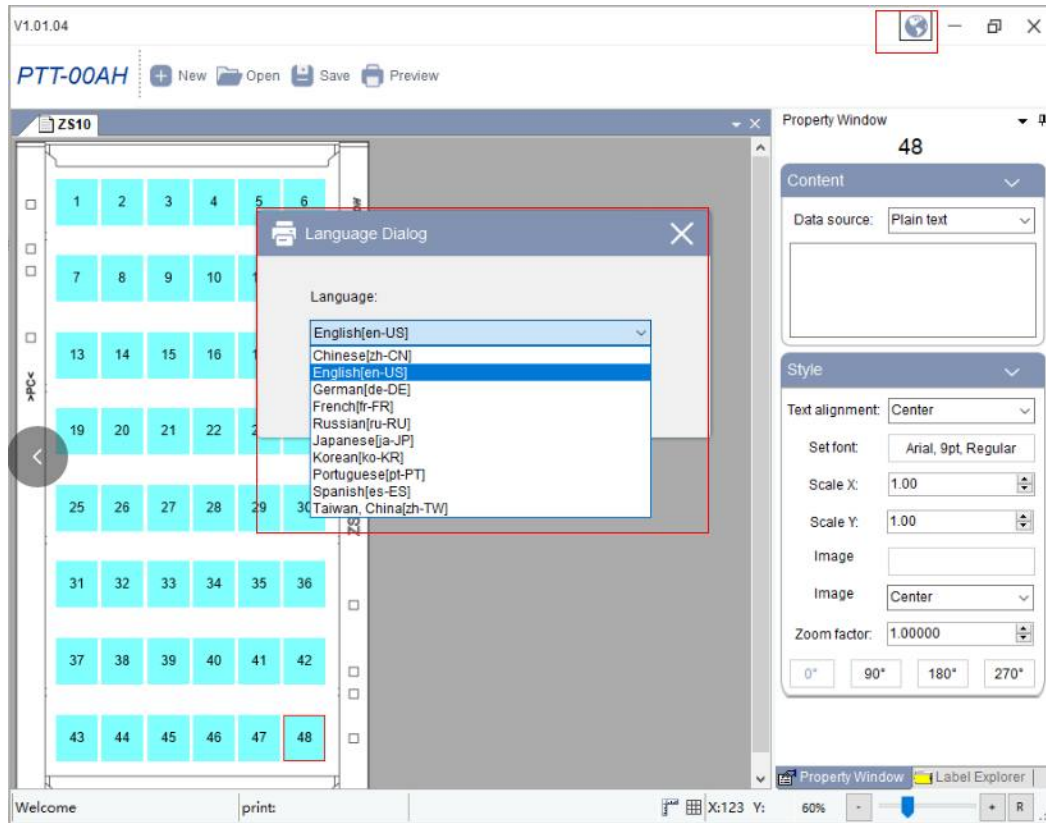
11. Print to file, and generate a print template

①Edit the print content, click "Preview"

②Select the corresponding driver

③Click "Printer Properties"

④Check the "Print to file" box

⑤Click "OK"

⑥Click "Print"

⑦Select the save path

⑧Enter the file name (only support English or numbers)

⑨Click "Save" to output the .prn file
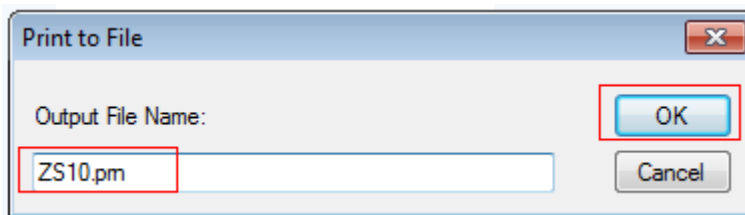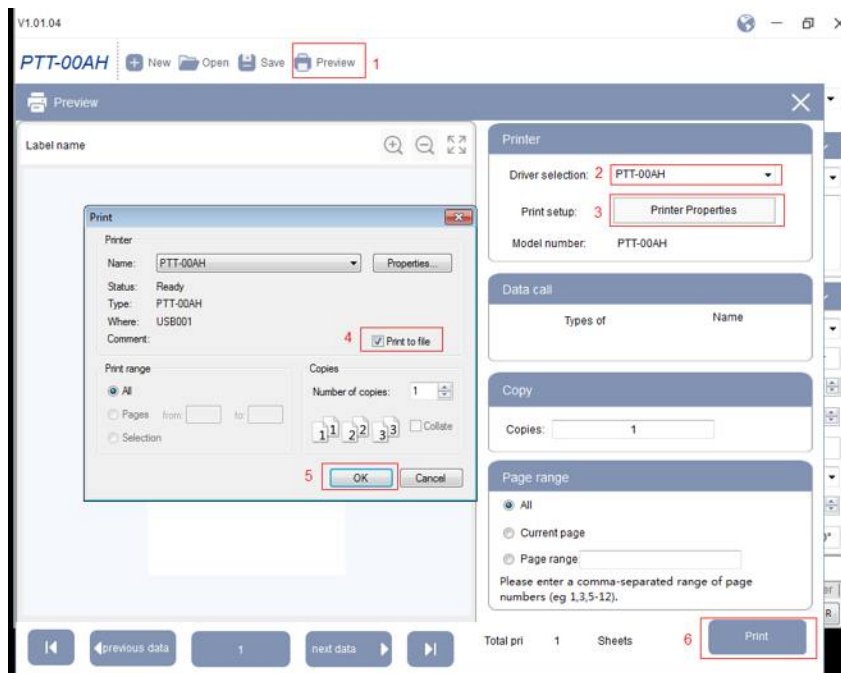
Note: Due to different operating systems, Win7 will not have a choice of save path, that is, after entering the file name, you need to enter ".prn" at the end of the file name to ensure the correct file format. The file will save in the editor software installation path by default. You can find the .prn file in the installation path according to the file name.

4.3 Printer tool installation and operation

1. Connect the printer to the PC via USB. Extract the toolkit from the supplied CD to the computer, and run the "DEGSONUtility.exe" file.

 DEGSONUtility.rar   DEGSONUtility.exe
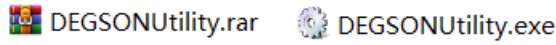
2. Settings

1）Select the corresponding printer model and choose the interface type.
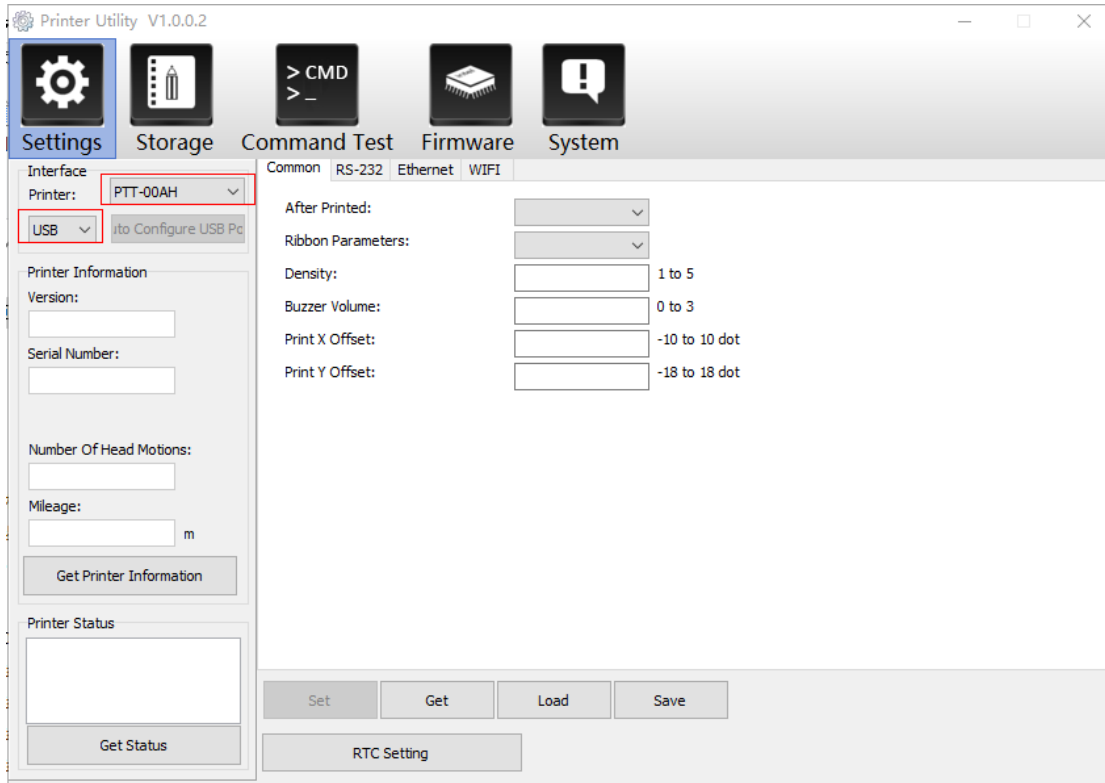
2）Click "Get Printer Information" to get information about the printer.
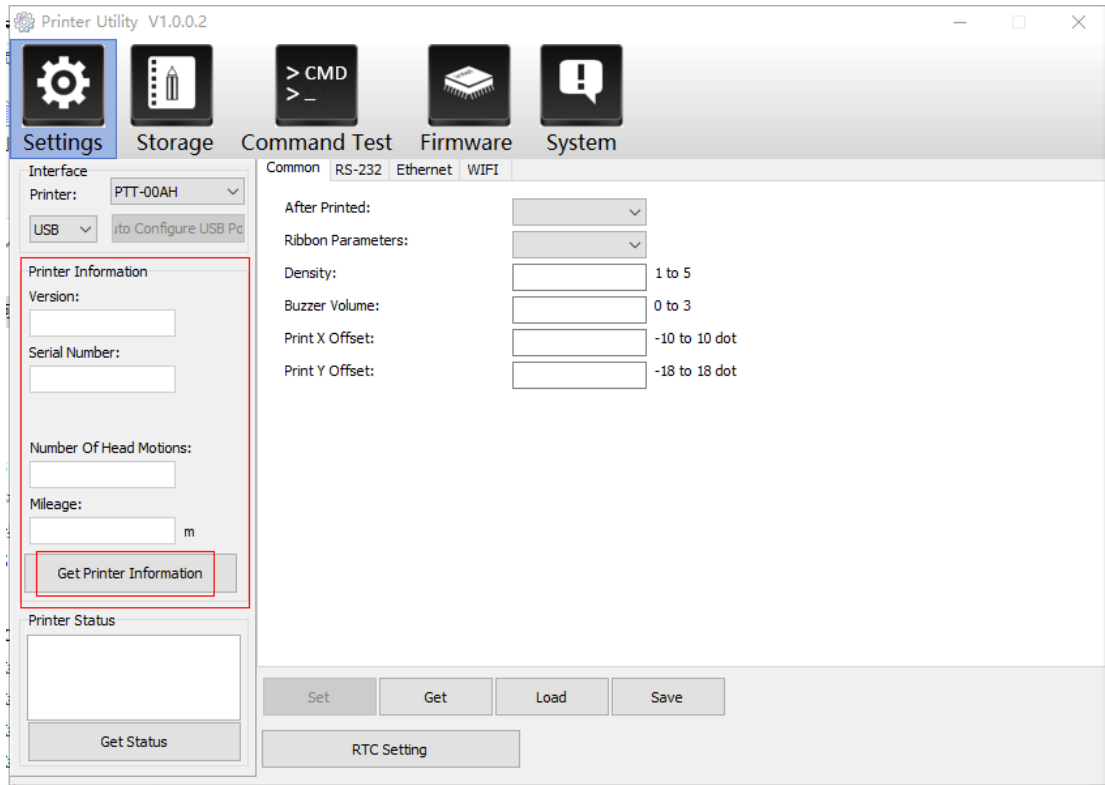
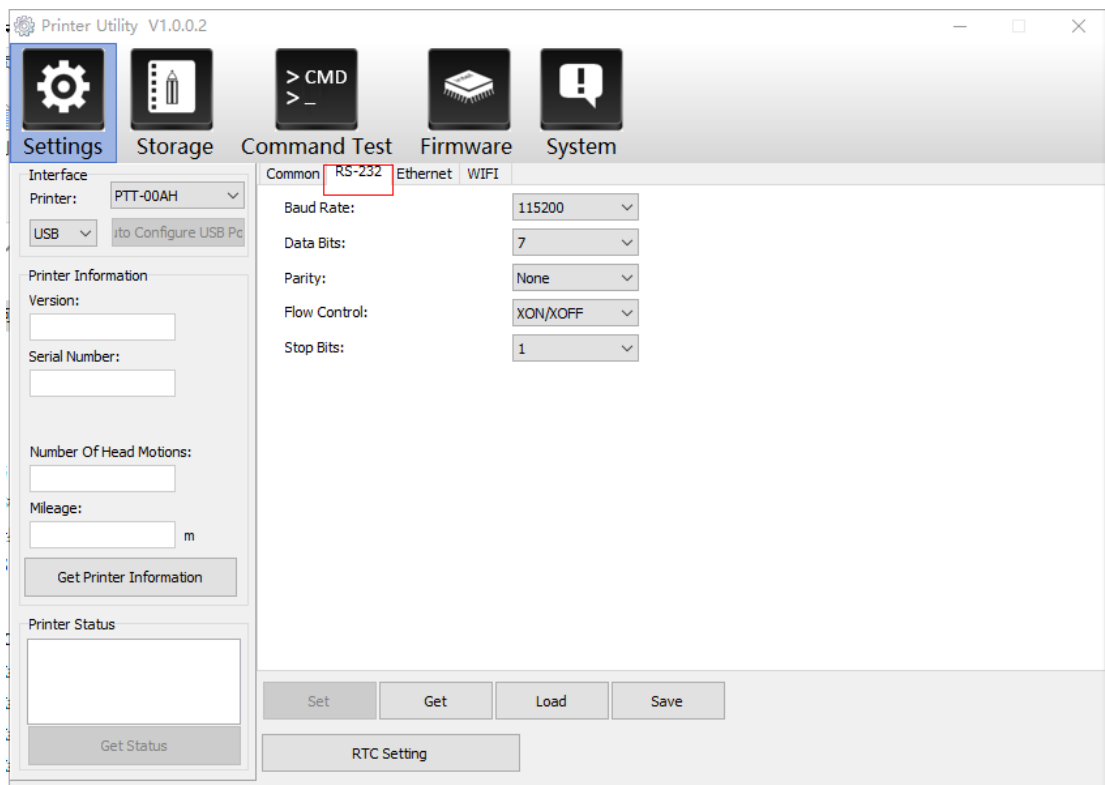
3）Click "Get Status" to get the current status of the printer.
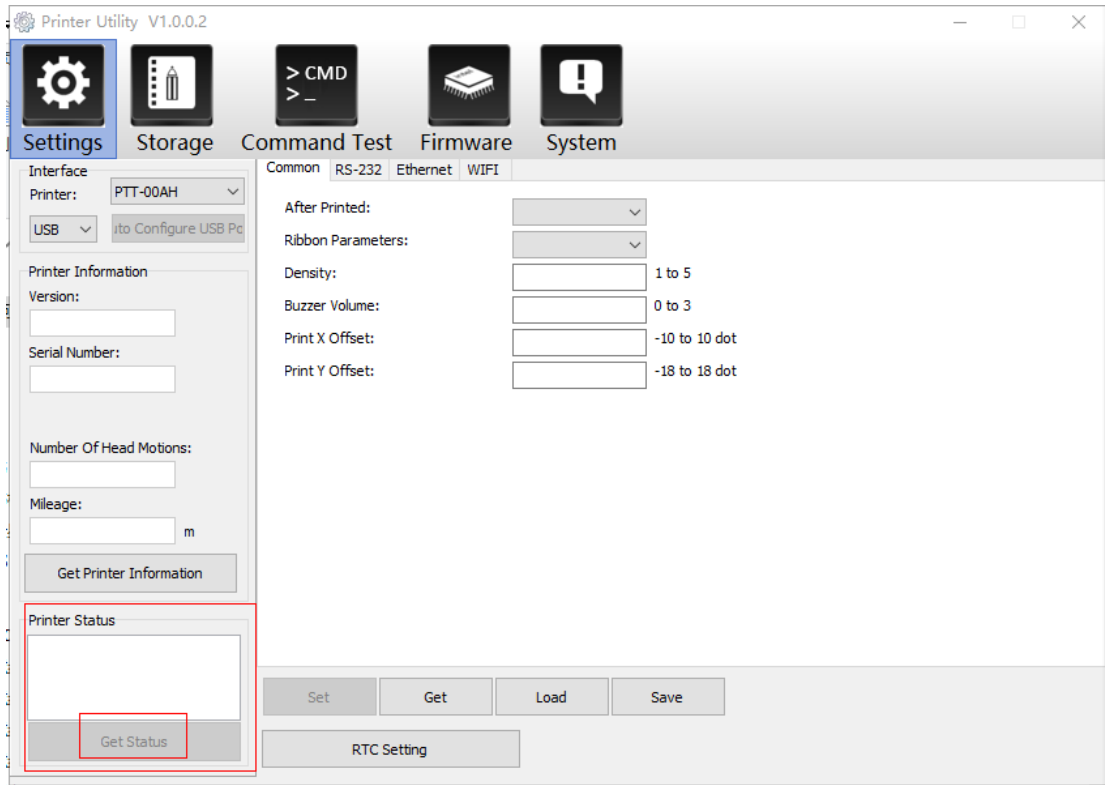
4）Select "Common" and then click "Get", you can get the current printer basic settings information. You can change the print mode, ribbon parameters and density, click "Set" to restart printer to complete the custom settings.
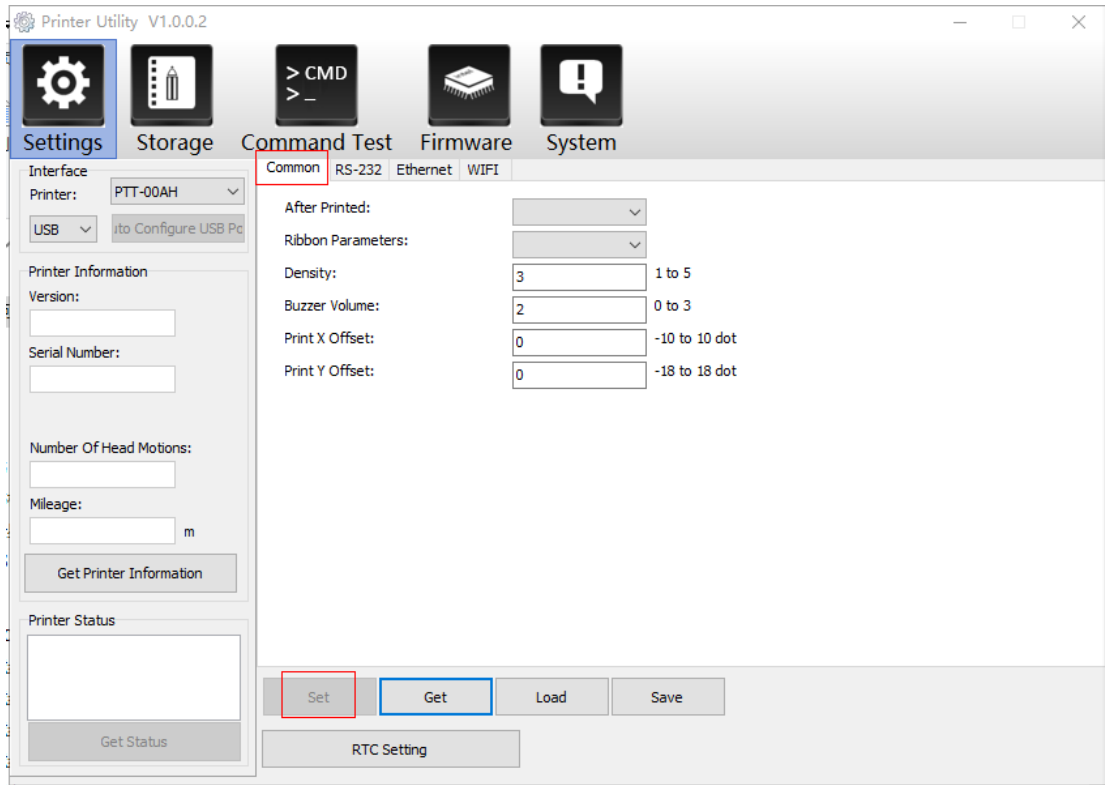
5）Click "RS-232" to set baud rate, data bits and etc.

6）Click "Ethernet"to get Ethernet information or set Ethernet.
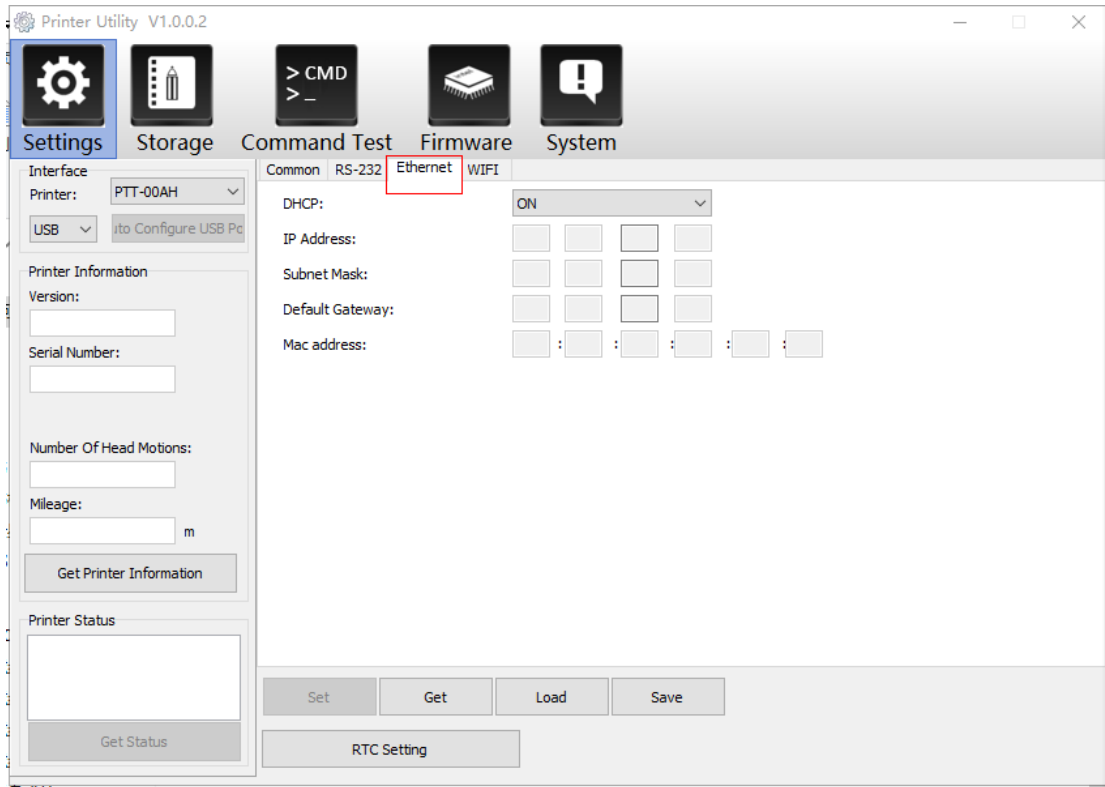
7） Click "WIFI" to set the wireless SSID and password, etc. (The WIFI is optional for the printer, please contact the dealer to confirm whether the WIFI function is supported)
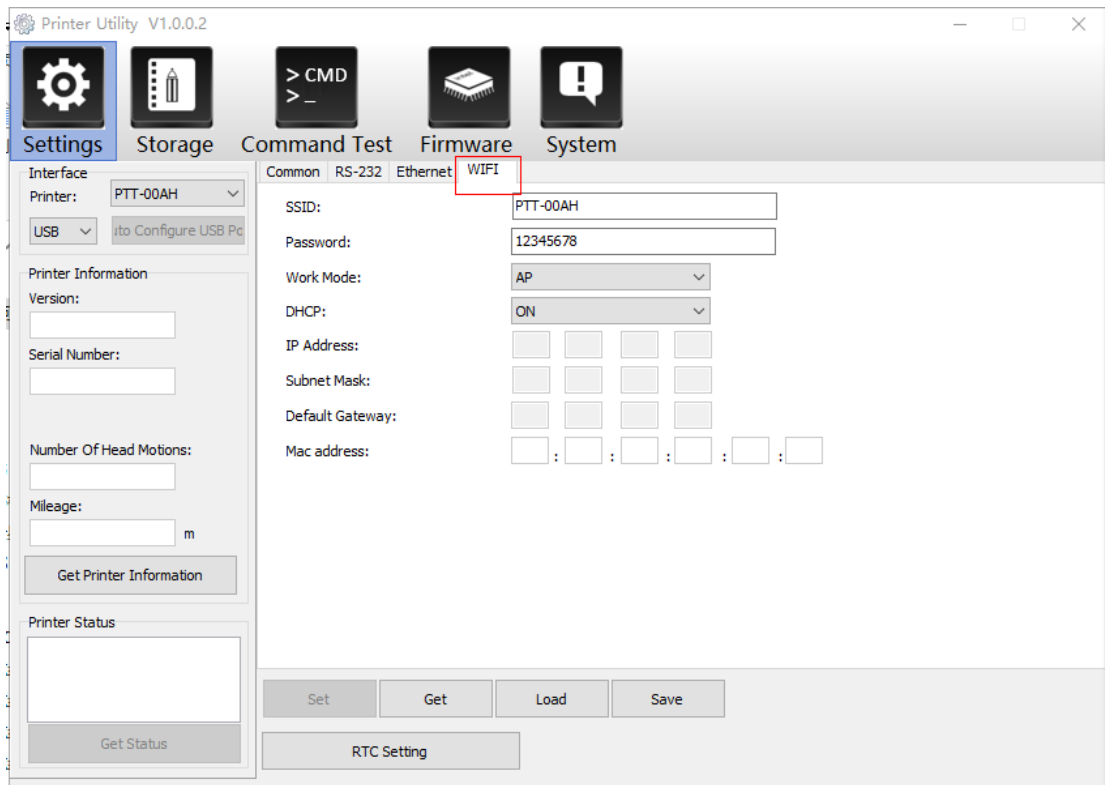
3. Storage

① Select the .prn file path

② Select the desired .prn file (.prn file generation operation see 4.2-10)

③ Click "Download" to upload the print template to the "Test Print" list in the printer.
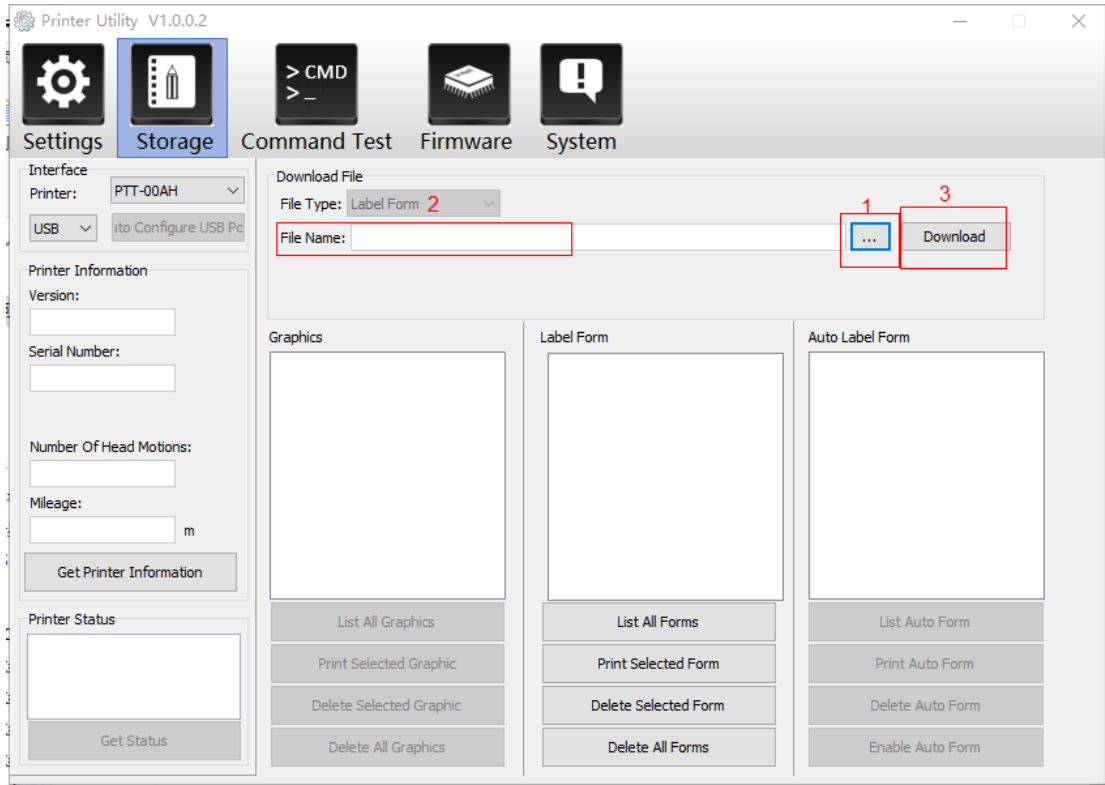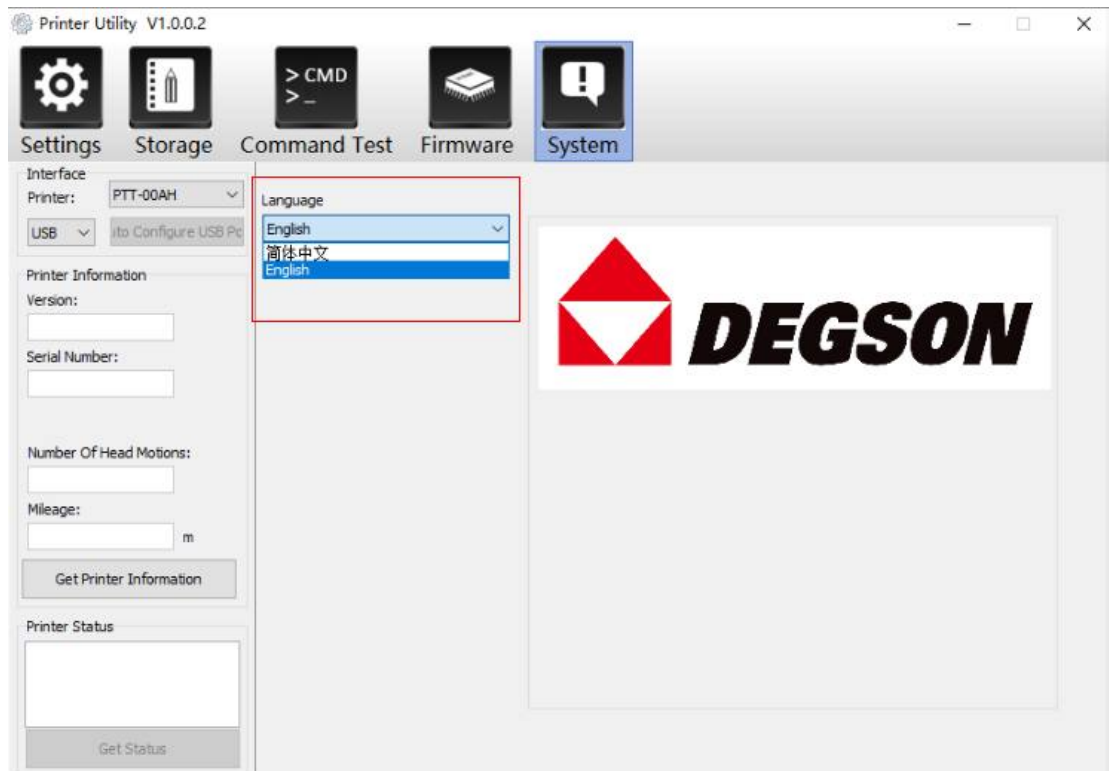

4. Command Test

Used by dealers for trouble-shooting.

5. Firmware

Used by dealers to update printer firmware.

6. System

Switching the Language

## Annex I   Material box and material correspondence

Material box	Materials
ZC	ZC5
ZS	ZS3.5
	ZS5
	ZS6
	ZS8
	ZS10
	ZS12
ZSF	ZSF3.5
	ZSF5
	ZSF6
	ZSF8
	ZSF10
	ZSF12

Please contact the dealer for purchase if you need it.

# Annex II Editing software operation instructions

Instructions for importing database text

1. Select the starting position of the text to be inserted, then select "Database text", click "Connect to database", and then click "Reconnect Data".
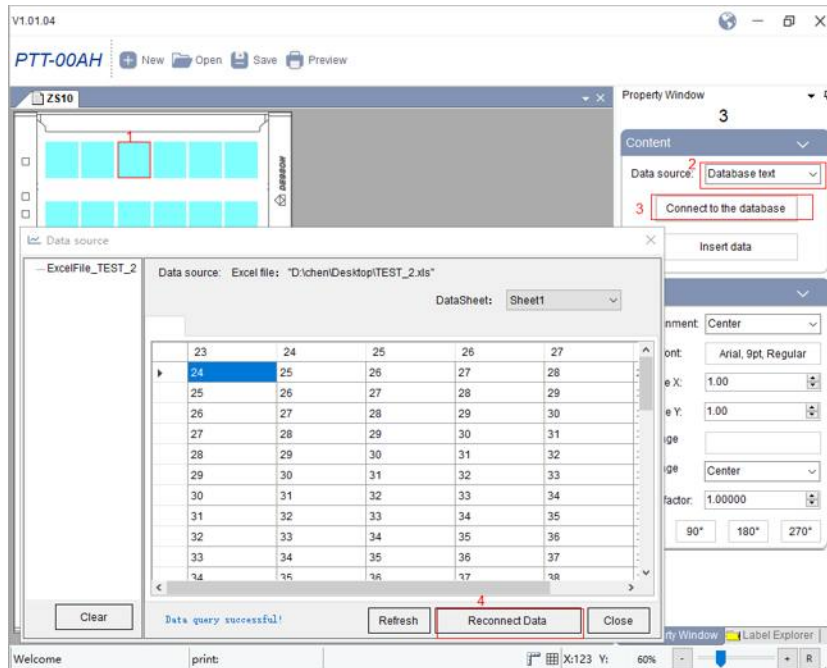
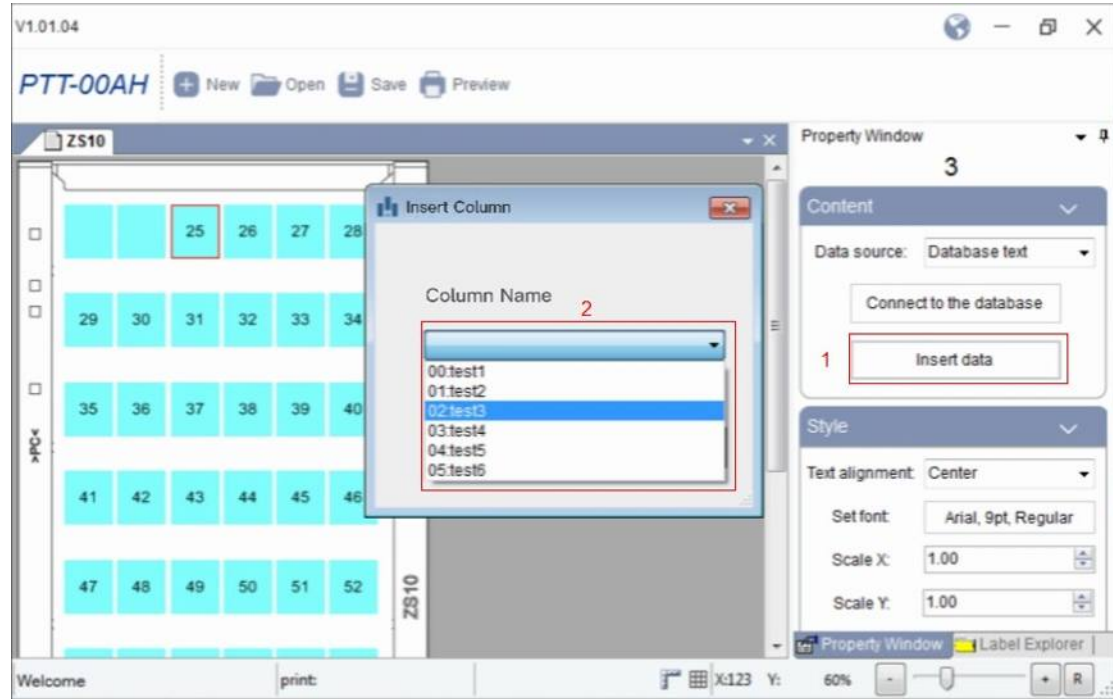2. Select the database type, taking excel as an example
1) Click "Browse", select the file to be imported, click " Connect", it will show that the connection succeeded, click "OK" and then click " Confirm".
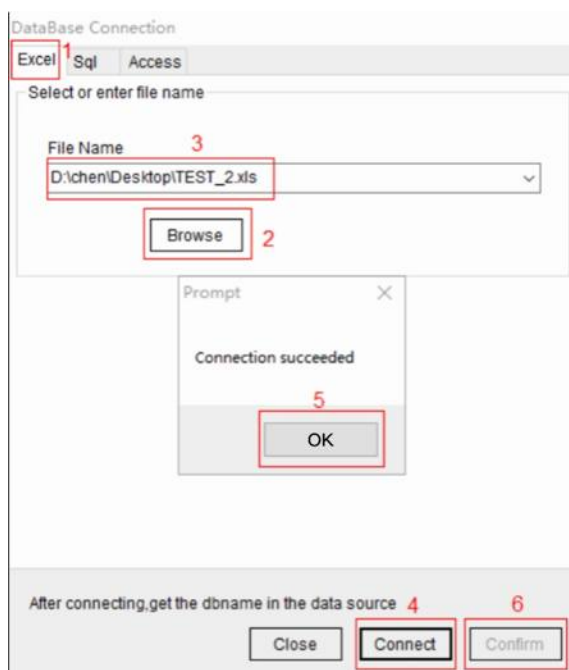
2) Select the desired data table. The following display box will show the contents of the data table, and the first line of the data table automatically identified as the column identifiers. Click "Close". (Identifiers are not printed as content and can not be repeated or empty. You can add identifiers in the first line of the excel table for recognition.)
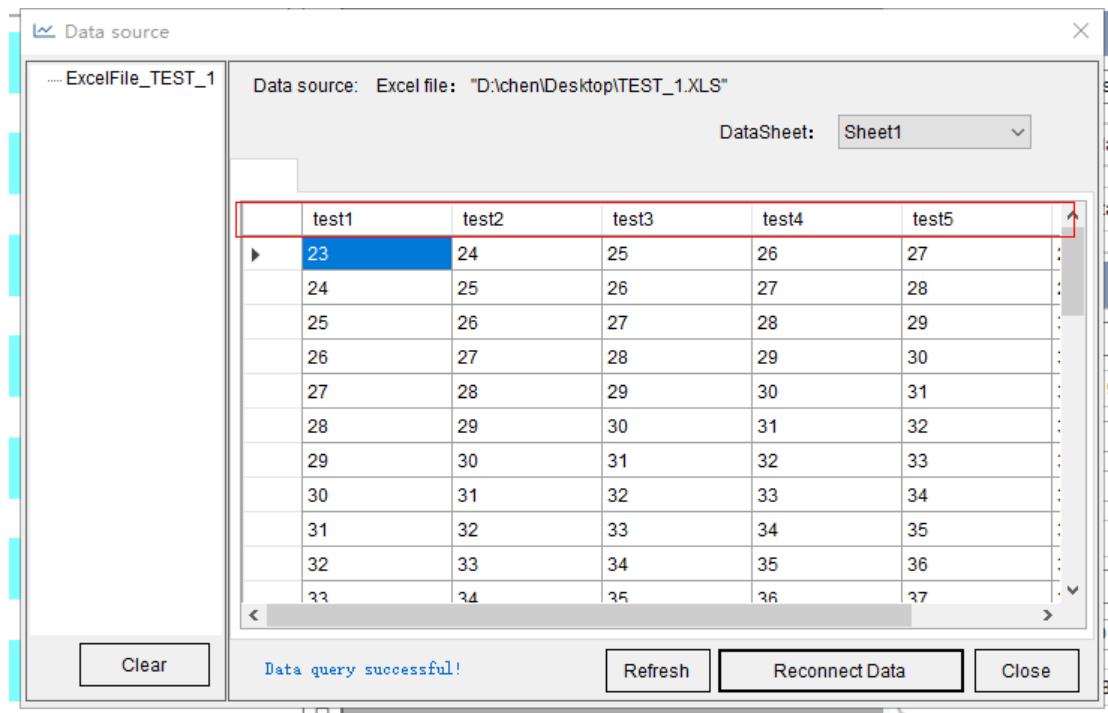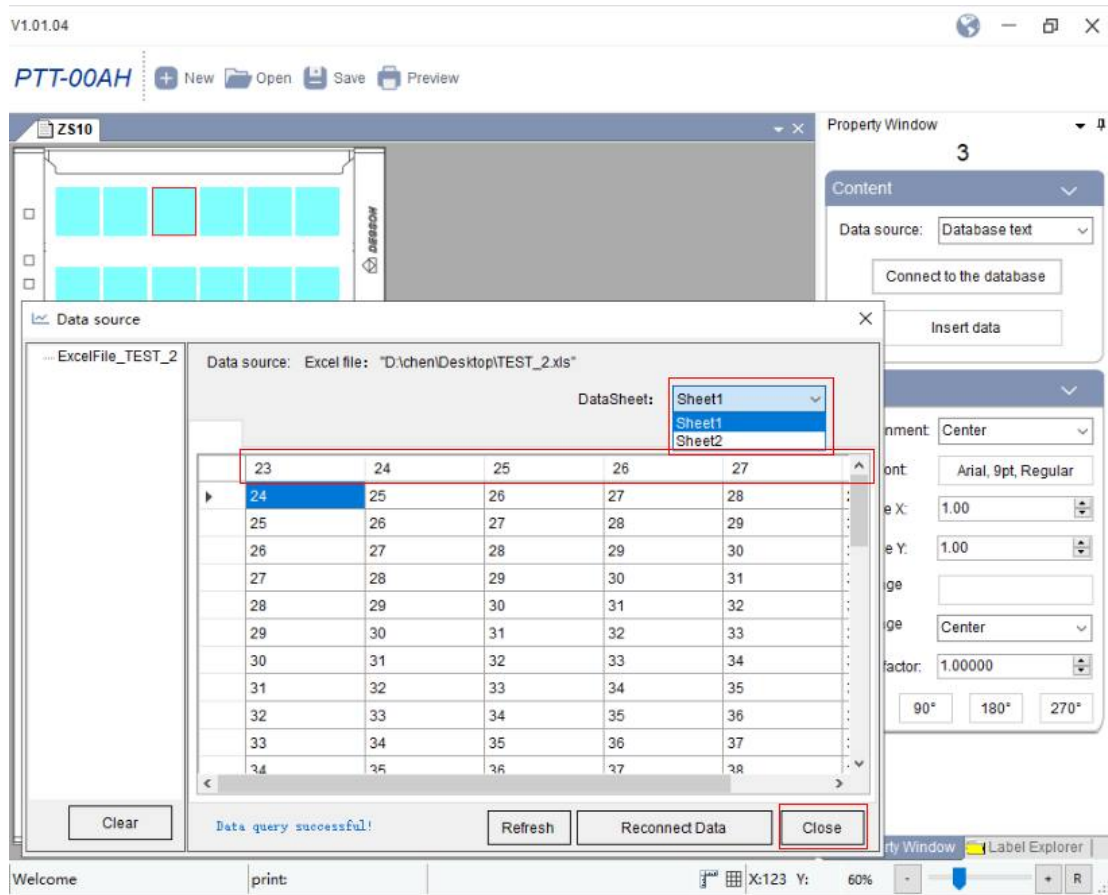
3) Click "Insert data", then click "OK" to insert data after choosing the desired data column according to the column identifier.

3. Select the database type, taking sql as an example.

1) Enter the server name, check Use Windows Authentication (or enter the account and password), and click "Connect".

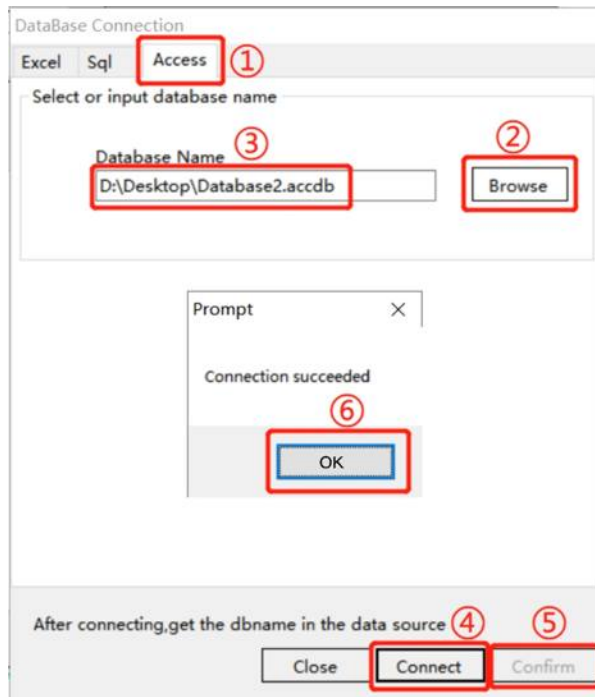2) After successful connection, select "Database Name" and click " Confirm".

3) Select the data sheet. The data will display in the table. Click "Close".
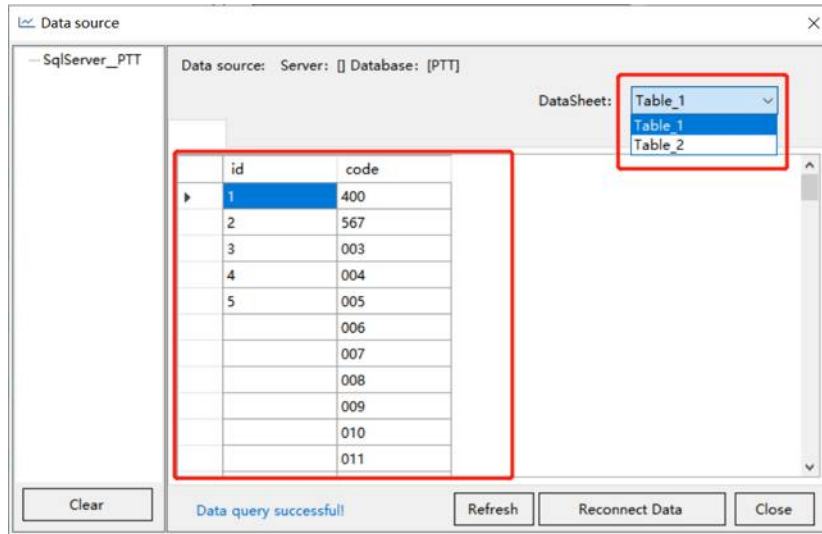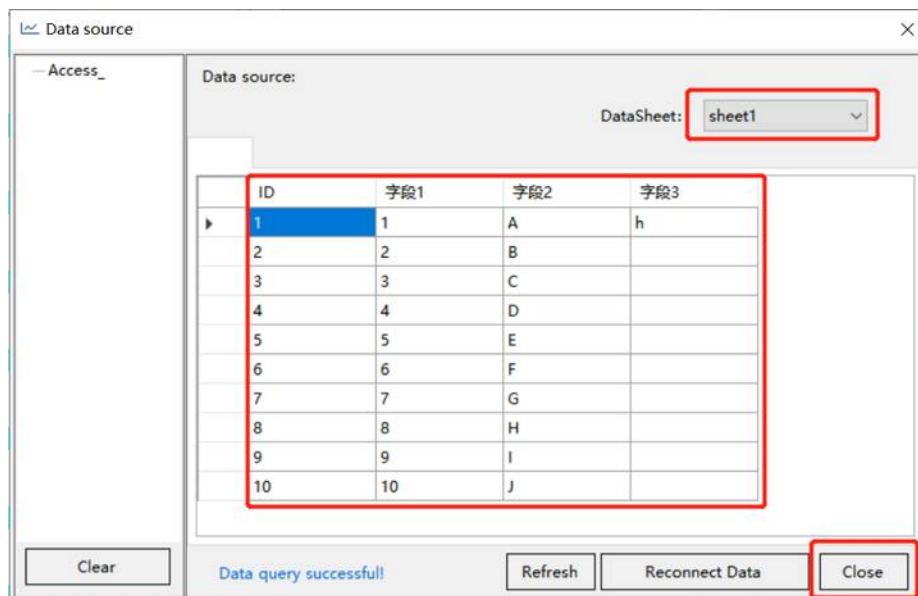

4) Insert data operation is the same as that of excel.

4. Select the database type, taking Access as an example.

1) Click "Browse", select the file to be imported, click " Connect", it will show that the connection succeeded, click "OK" and then click " Confirm".

2) Select the data sheet. The data will display in the table. Click "Close".

3) Insert data operation is the same as that of excel.

Serialized fill function instructions

1. Sequence Option: (Decimal by Default)

   Decimal 0~9

   Binary 0~1

   Hex 0~9，A~F

   Twenty hex A~Z
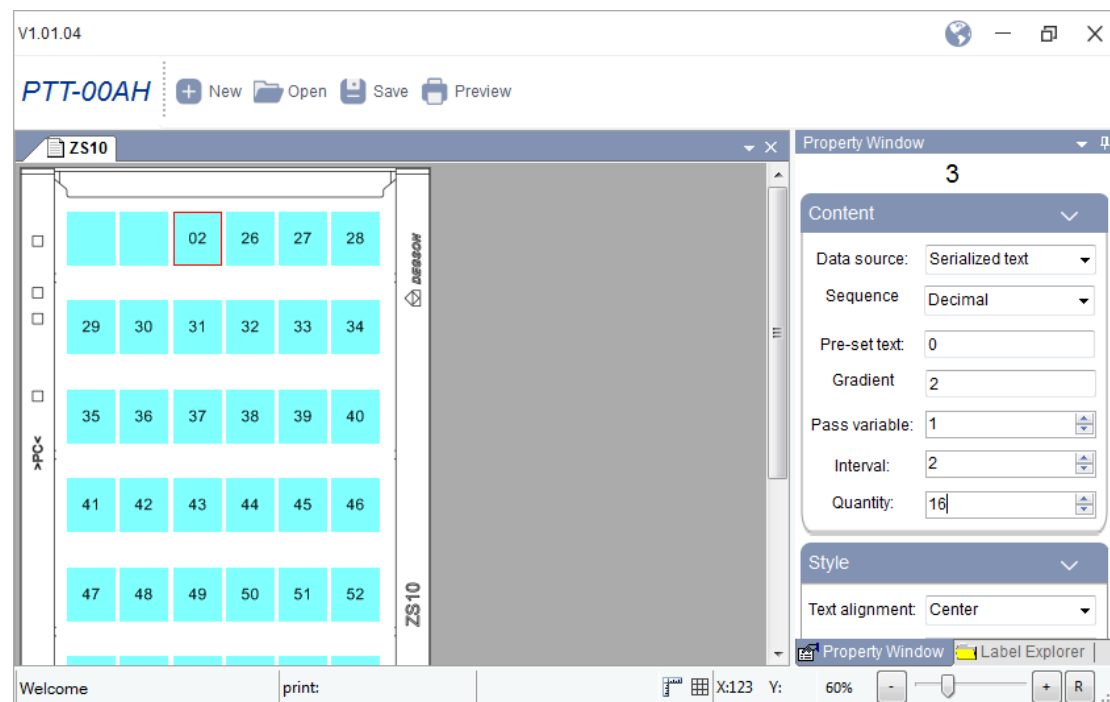
   Twenty hex a~z

   Thirty hex 0~9，A~Z

2. Pre-set text: indicates fixed content

3. Gradient: indicates the starting value

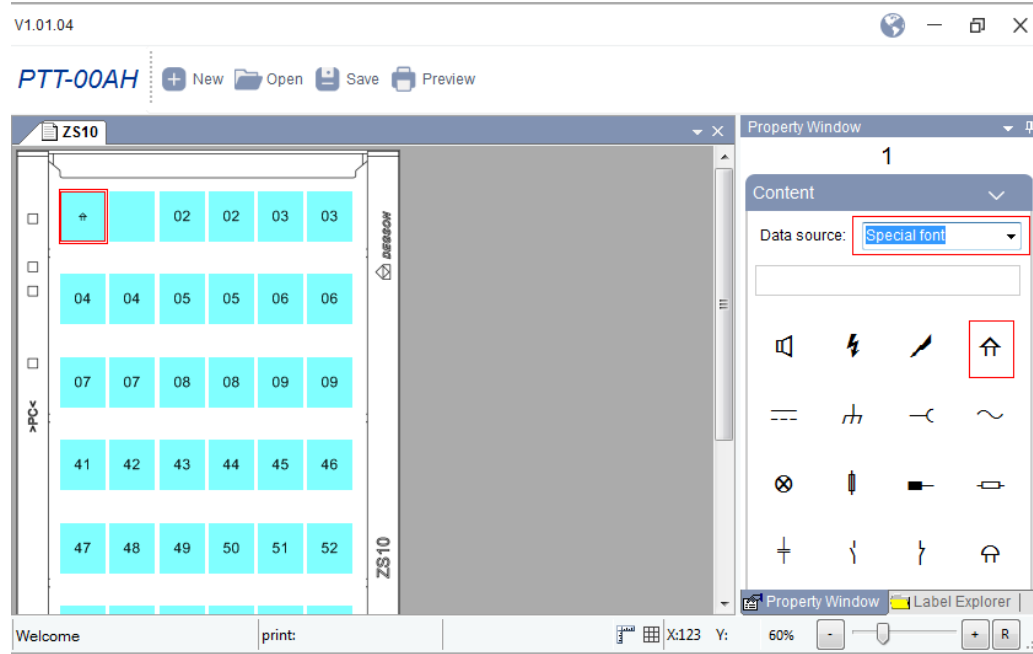4. Pass variable: support negative values, indicating decreasing; support zero, indicating duplication

5. Interval: indicates the number of repetitions of each value
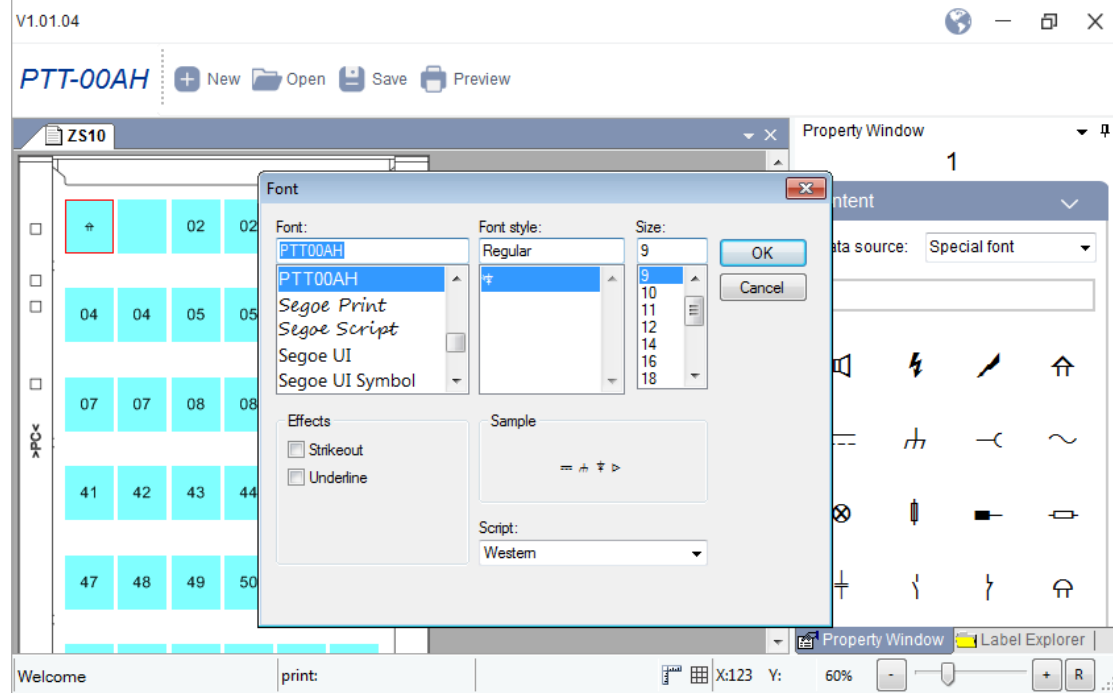
6. Quantity: the total number of filling
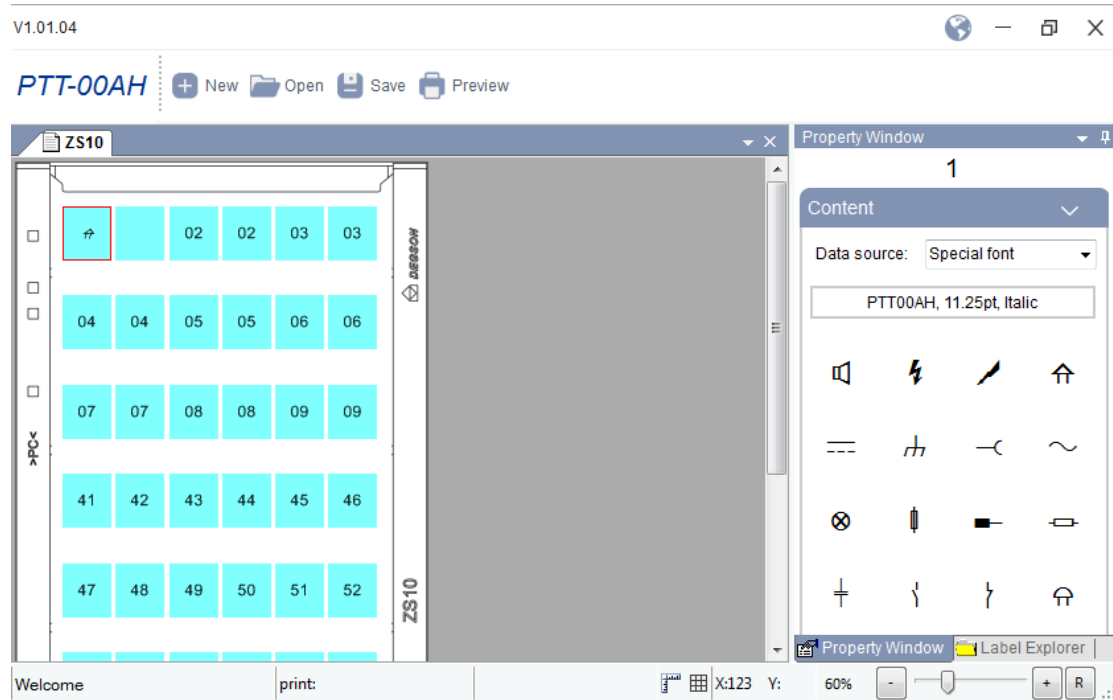
Special font insertion instructions

1. Check the insertion position, and select the special font, click to insert the desired special characters.

2. Click the box to set the font shape and size of the special font.

3. Click OK to set up successfully.

4. Select the special characters that have been inserted, you can change the alignment, word width and height, rotation and other settings in Style.
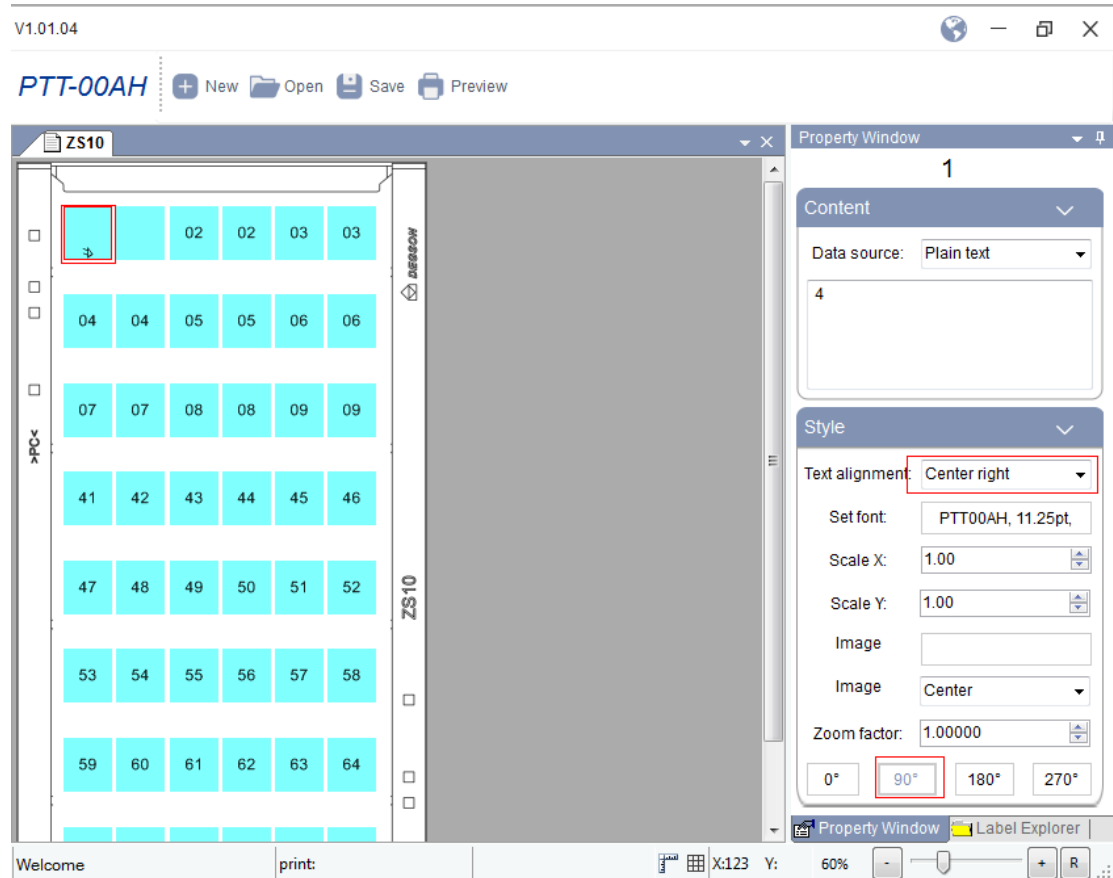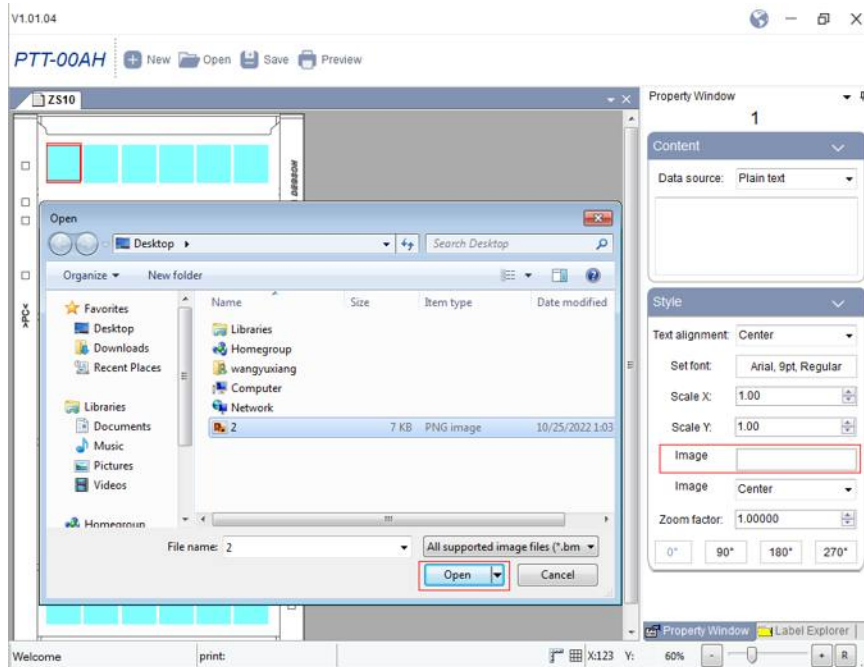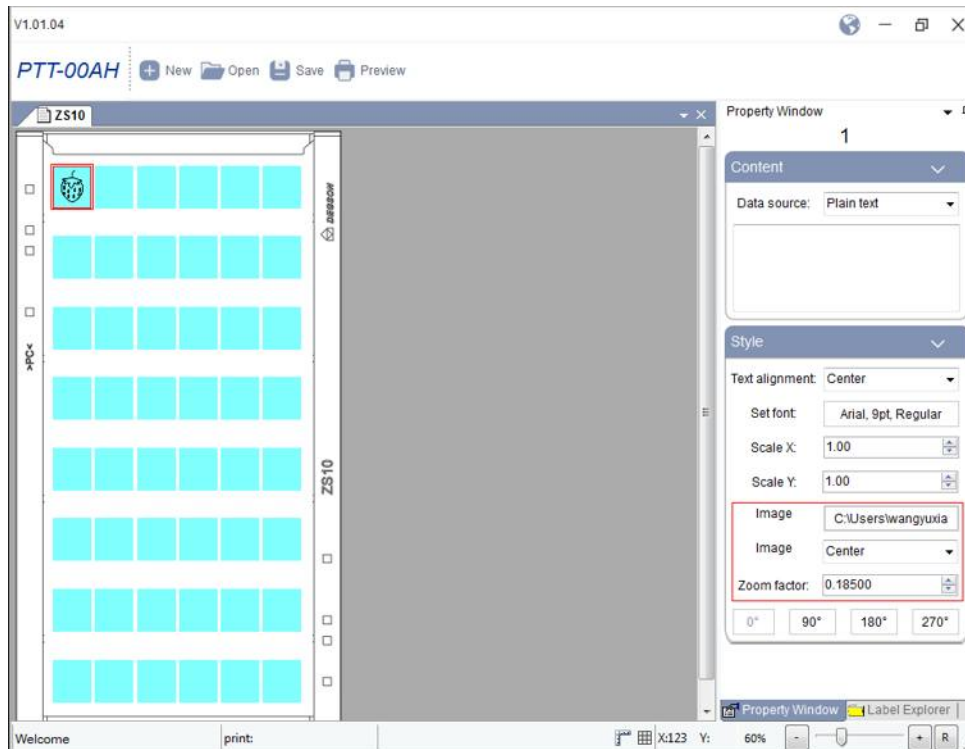
Image insertion function instructions

1. Select the insertion location, click on the "Image", select the image to be inserted, then click "Open".

2. The image will adapt to the border size automatically. You can choose the image alignment in Style, readjust the zoom multiplier, rotation and other settings.

Annex III   USB flash drive operation instructions

1. For the first time to use the USB flash drive, you need to insert the USB flash drive into the printer for formatting. (No effect on other files in the flash drive)
Through the screen operation "System Settings" --> "Storage Media" --> "External USB Flash Drive Format" --> "YES " for formatting
2. After formatting is completed, a master folder named "DEGSON" will be automatically created in the USB flash drive.
Insert the USB flash drive into the computer , and store the printer firmware into the "Firmware" folder, .prn files into the "RecallForms" folder for printer recognition.
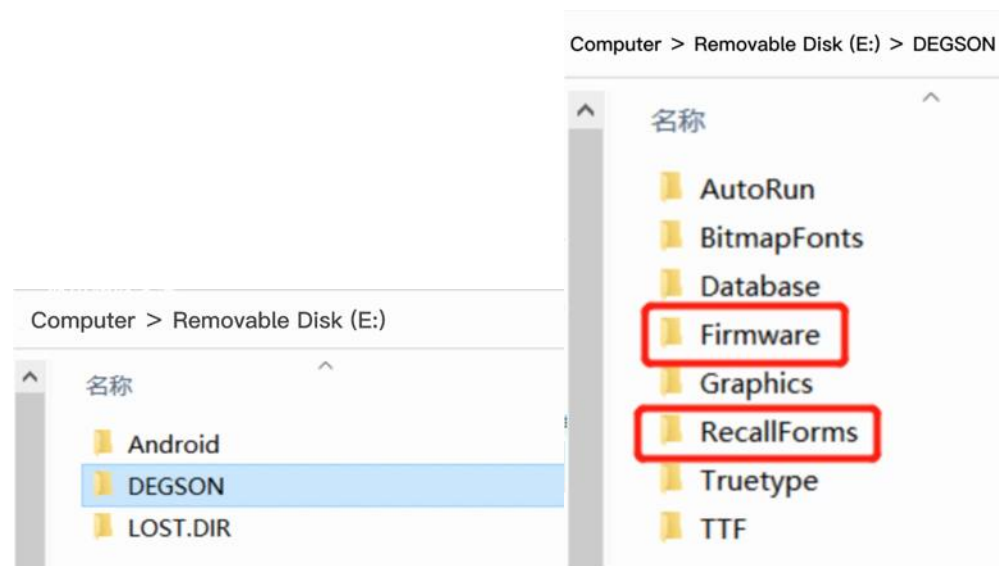
3. After the files are stored, the USB flash drive can be inserted into the printer through the screen "System Settings"--> "Storage Media"--> "External USB flash drive (A:)"--> select Template for copy/delete/run operation.

   Copy: Copy from (A:) to (B:), i.e. copy the .prn file template from the USB flash drive to the list of test templates
   Delete: i.e. delete the template
   Run: i.e. run the template for printing