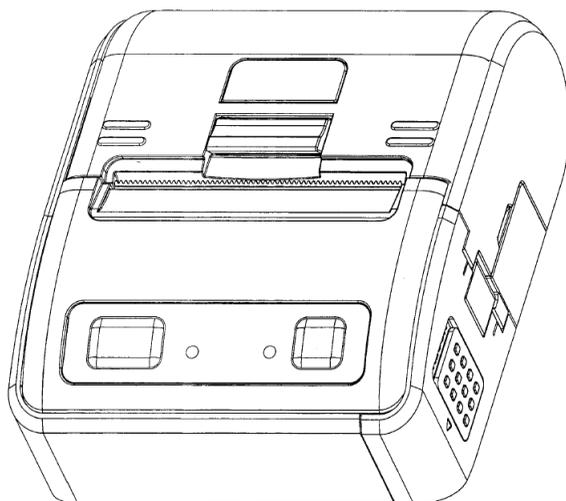


FCL Components Thermal Printer

Mobile Printer

FTP-62HWSL001 Series

User's Guide



FCL COMPONENTS LIMITED

Introduction

Thank you for purchasing the FTP-62HWSL001 Series Mobile Printer (hereafter referred to as “this product”).

This User's Guide (hereafter referred to as “this guide”) contains precautions to use it safely and correctly.

Before using this product, please read the complete this guide.

In addition, please keep this guide handy for future reference.

If you have any suggestions or comments about this guide, please do not hesitate to contact us.

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Android is trademarks of Google Inc.

All other product names and service names are trademarks or registered trademarks of their respective companies.

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Cautions

■ Change of content

The contents of this guide and this product are subject to change without prior notice.

■ Use in high safety applications

This product is designed, developed and manufactured for general use, such as standard industrial, general, personal and household use. This product is not designed, developed and manufactured for “high safety applications”, such as an application which requires extremely high safety, which may have a serious effect on society, expose individuals to serious danger (death, personal injury, severe physical damage or other loss), if extremely high safety is not assured (including, without limitation, nuclear reaction control in a nuclear facility, aircraft automatic flight control, air traffic control, transport control in a mass transport system, medical equipment for life support, missile launch control of a weapons system), or an application which requires extremely high reliability (including, without limitation, submarine relay, space satellite).

If you wish to use this product in an environment that requires high safety, please consult with our sales representatives.

■ Copyright

This product and this guide are copyrighted works of
FCL COMPONENTS LIMITED.

This product and this manual must not be reproduced, duplicated, used, or modified, partially or in full, without permission.

■ Export

This device may contain commodities, technology or software subject to export laws and regulations from the US and other countries. Diversion contrary to the country law is prohibited.

■ Warranty

We shall not be responsible for any failure caused by wrong operation or usage in the wrong environment.

Moreover, we cannot be responsible for the loss, the passive damages or the claim by a third party, even if it is caused by use or failure of this product.

In addition, this product's range of failure will never exceed the amount of money paid for it.

■ For EU



This symbol means:

Do not dispose of this product together with your household waste!

 Please refer to your local community or contact our dealers to properly handle the end-of-life of electric and electronic equipment. Recycling this product will help to conserve natural resources and prevent potential negative impact on the environment and human health caused by inappropriate handling.

■ For USA

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Statement

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Caution!

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

■For CANADA

This device complies with Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions:

- (1) This device may not cause interference; and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) l'appareil ne doit pas produire de brouillage;
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS-102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

Le dispositif rencontre l'exemption des limites courantes d'évaluation dans la section 2.5 de RSS 102 et la conformité à l'exposition de RSS-102 rf, utilisateurs peut obtenir l'information canadienne sur l'exposition et la conformité de rf.

■For Thailand

เครื่องโทรคมนาคมและอุปกรณ์นี้ มีความสอดคล้องตามข้อกำหนดของ กทช.

(This telecommunication equipments is in compliance with NTC requirements.)

Safety Cautions

■ Explanation of Symbols

The following symbols are used in this guide. Please read and understand the meaning of each symbol in this guide.

If this product should malfunction, immediately stop using it, and contact your sales representative.

 Danger	Indicates an imminent risk of causing severe personal injury or death if not used properly. This level is not described in this document.
 Warning	Indicates possibility of causing severe personal injury or death if not used properly.
 Caution	Indicates that a minor or some personal injury may occur or that the product itself or other user's property may be damaged.
	Indicates an action that must not be performed. Detailed description is on the side of this symbol.
	Indicates danger, warning and caution. Detailed description is on the side of this symbol.
	Indicates an action that must be performed. Detailed description is on the side of this symbol.
 Important	Indicates important points by using this product.

■ General Cautions

Warning



Break-down

- **Do not use in the environment with corrosive gas or salt wind is present.**

Failure to observe this may cause failure.



Modify

- **Do not modify or disassemble.**

Failure to observe this may cause fire, explosion or breakdown.



Fire

- **Do not burn or heat.**

Failure to observe this may cause smoke, fire or breakdown.



Fire

- **Do not pour water.**

This equipment is not waterproof. Failure to observe this may cause fire, explosion or breakdown.



Fire

- **Do not use or store the equipment in a hot environment.**

Failure to observe this may cause smoke, fire or breakdown.



Fire

- **Do not throw or drop.**

Failure to observe this may cause fire, explosion or breakdown.



Fire

- **Do not use with wet hands. Do not drip or drop liquid such as drinking water, clips or other foreign matter.**

Failure to observe this may cause fire or electric shock.



Fire

- **In the event of heat, unusual smells, smoke or excessive noise while using the product, please stop using it immediately. Unplug the power cable, remove the battery.**

Failure to observe this may cause fire.

 **Caution**



Injury

- **Do not use while driving a vehicle or walking.**

Failure to observe this may cause traffic accidents and injuries.



Break-down

- **Do not use the printer near the equipment that generates large radiation noise, such as a high voltage device and a large motor.**

Failure to observe this may cause malfunction or breakdown.



Fire

- **Do not use under direct sunlight or dusty environment that contains the oil and iron.**

Failure to observe this may cause heat, fire or failure.



Fire

- **If charging is not completed within the specified time, unplug the charger and stop charging.**

The battery may leak by overcharging.



Fire

- **Do not apply force to the cable.**

Failure to observe this may cause fire or electric shock.



Break-down

- **Keep the power line away from other devices which generate noise. (Large motor etc.)**

Failure to observe this may cause malfunction or breakdown.



Failure

- **Before using this product, be sure to read complete user's guide.**

It may cause the failure by incorrect use.

Caution - Risk of explosion if battery is replaced by an incorrect type.

Dispose of used batteries according to the instructions.

■ Printer

Warning



Accident

- **Do not use the printer in a location where radio wave generation is prohibited.**

Might cause accidentally a malfunction of the instrument.



Burn

- **During or immediately after operation, do not touch the print head, the support plate and the motor. Heat is not immediately discharged.**

Failure to observe this may cause burn injury.



Fire

- **Do not put metal objects or flammable objects into the gaps of the case.**

Failure to observe this may cause fire or electric shock.



Burn

- **Surely turn off the printer's power and confirm that the printer head is sufficiently cooled down before cleaning.**

Failure to observe this may cause burn injury.

Caution



Injury

- **Never insert fingers or metal into the paper insertion and/or eject slots of the paper cutter.**

Failure to observe this may cause equipment failure or injury.



Injury

- **Be careful not to get a hand or hair caught in moving parts.**

Failure to observe this may cause burn injury.

■ Battery

Warning



Break-down

- **Do not use the battery for other device or purpose.**
Failure to observe this may cause destruction.



Modify

- **Do not disassemble the battery.**
Failure to observe this may cause heat, fire or destruction.



Fire

- **Only use the specified battery.**
Failure to observe this may cause fire or electric shock.



Fire

- **Only charge the battery with the charger specified.**
Failure to observe this may cause fire or destruction.



Fire

- **Do not short-circuit the electrode of the battery.**
Failure to observe this may cause heat, fire or destruction.



Fire

- **Do not solder the terminal of battery.**
Failure to observe this may cause heat, fire or destruction.



Fire

- **Do not make impact or pressure on battery.**
Failure to observe this may cause heat, fire or destruction.

Caution



Break-down

- **Remove the battery if the printer is not expected to be used for long period.**
Failure to observe this may cause deterioration of the battery and over-discharge state.



Break-down

- **Turn off the power of the printer before removing the battery.**
Failure to observe this may cause destruction.

■ AC Adapter

Warning



Break-down

- **Do not use the AC adapter for any other devices or purposes.**
Failure to observe this may cause damage to the printer and/or battery.



Fire

- **Only connect the AC adapter to the specified voltage and/or frequency.**
Failure to observe this may cause fire or electric shock due to cable disconnection.



Fire

- **Only use the specified AC adapter.**
Failure to observe this may cause heat, fire or destruction.

Caution



Fire

- **Please connect or remove the AC adapter after the power is turned off.**
Failure to observe this may cause breakdown.



Break-down

- **If you do not use the AC adapter for a long time, please unplug the power cable.**
Failure to observe this may cause electric shock or fire due to dust and moisture.

■ Warning Label of Product

This product comes with the following warning label.

This label must not be peeled off or erased from the display.

Moreover, please contact the distributor when the label is difficult to see due to dirt, scratching etc.

Warning display	Content
HEAD ヘッド 	Do not touch the printer head and its support plate directly, because it becomes hot during printing.
GEAR & HOOK ギア・フック 	Pay attention that fingers and hair do not get caught in moving parts such as a gear or hook.
CAUTION 注意 	Please do not touch the cutter blade when you exchange the paper roll because it may cause an injury.

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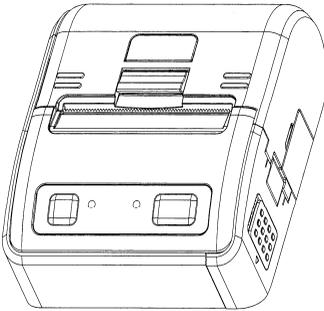
1 Preparation to Print

1.1 Packaging

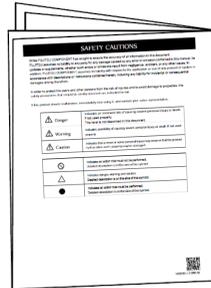
The following items are included.

There may be attachment of optional parts depending on a product type.

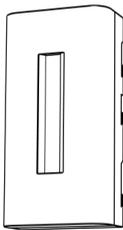
If anything is missing, please contact the distributor.



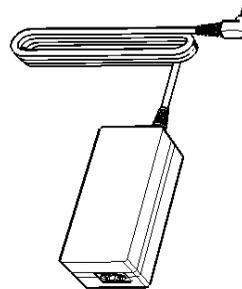
Printer



Safety Caution



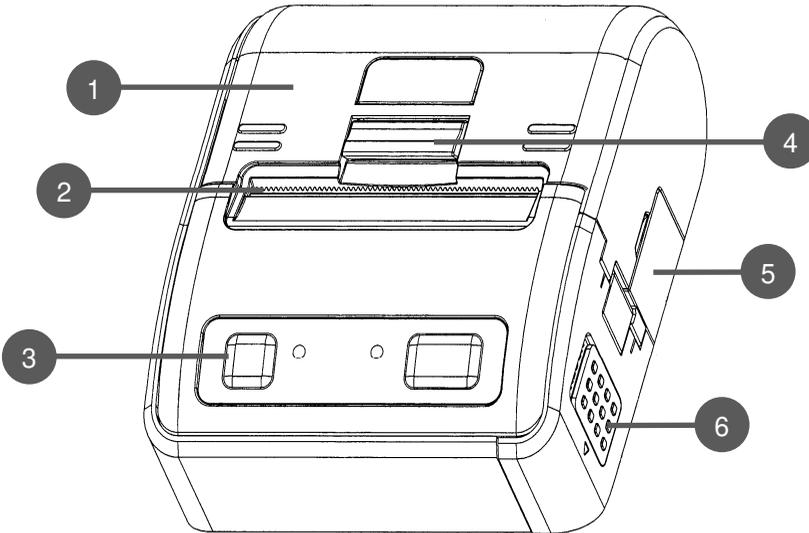
Battery



AC adapter

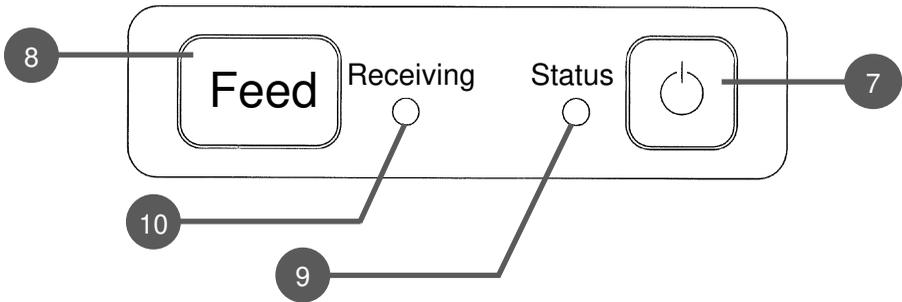
1.2 Getting to Know the Printer

■ Front Side (Cover Closed)



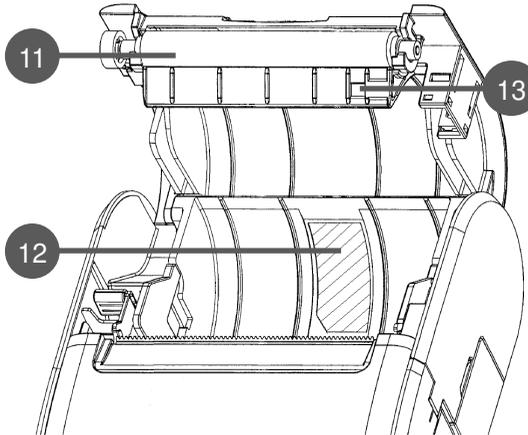
- 1 **Paper Cover** : Cover to open and load paper.
- 2 **Paper Cutter** : To cut paper.
- 3 **Operation Panel** : Operates and Displays status of the printer.
- 4 **Cover Open Lever** : To open the cover.
- 5 **AC Adapter Jack,
USB Connector** : Open and connect AC adapter and USB Cable
- 6 **Battery cover** : Cover to open and insert the battery.

■ Operation Panel



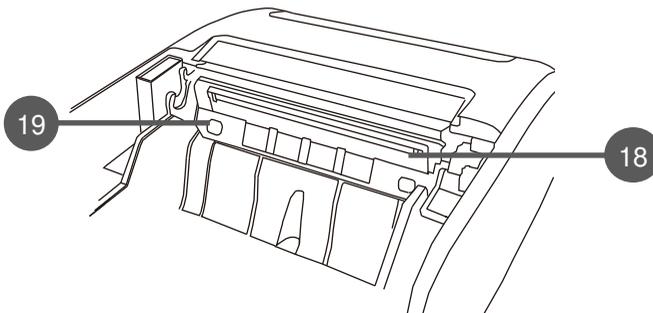
- 7 **Power Switch** : To turn the power supply ON or OFF.
- 8 **Feed switch** : To Feed paper.
- 9 **Status LED** : Displays printer status.
- 10 **Communication LED** : Displays Communication status.

■ Front Side (Cover Open)



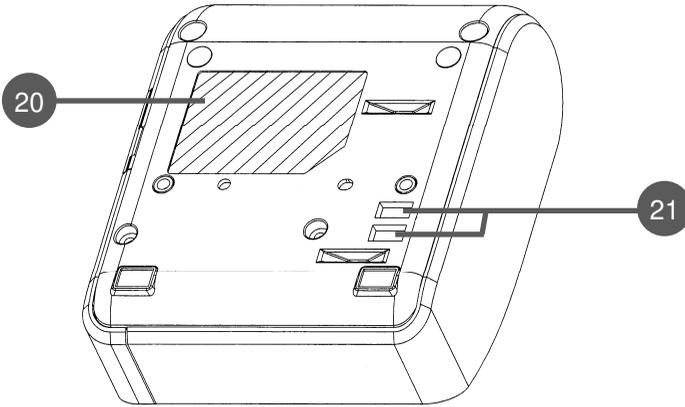
- 11 Platen Roller** : To feed paper.
- 12 Warning Label** : This shows warning when using printer.
- 13 Paper Sensor** : This sensor detects the status of paper.
(Opposite face of print sensor model)

■ Back view (Cover Open)



- 18 Thermal Head** : This applies heat to paper.
- 19 Paper Sensor** : This sensor detects the status of paper.
(Opposite face of print sensor model)

■ Rear Side



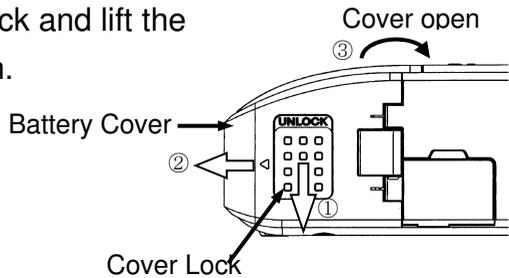
- 20 Product Label** : Displays printer type and other product information.
- 21 Charge Terminal** : Charge with the Cradle (Optional)

1.3 Inserting the Battery

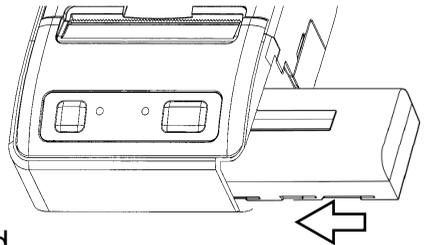
Caution

Life of the battery is about 500 charges. (At the normal temperature)
If an old battery is used, not only the equipment malfunctions and this might cause destruction.

1. Please slide cover lock and lift the battery cover to open.

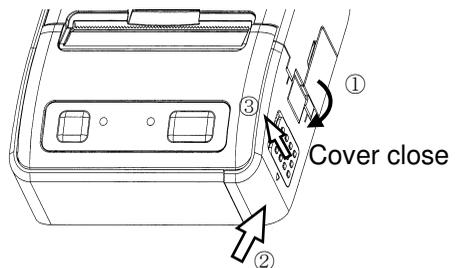


2. Insert the battery and battery locking.



3. Please close battery cover and push inside.

Cover lock slide 「LOCK」
direction.



1.4 Connecting AC Adapter (Charging)

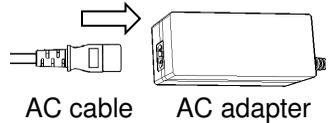
The battery is charged by the printer's built-in charger.



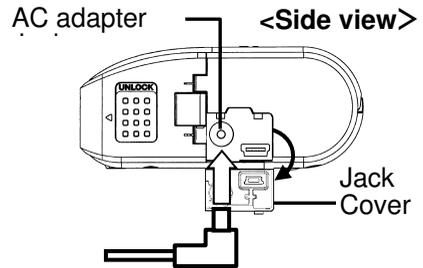
Caution

Please stop charging immediately if an abnormal charge is generated.

1. Please connect the AC cable with the AC adapter, and connect the AC plug to an outlet.

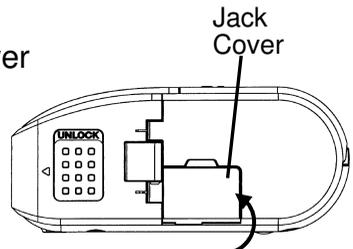


2. Please open the jack cover.
Insert DC output terminal of AC adapter into the AC adapter jack.



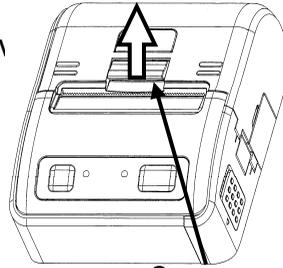
3. When the charge starts, the LED turns orange, and when the battery is fully charged, the LED turns off. Please refer to chapter 3.3 for the LED display of charging status.

4. Please hang the hook of the jack cover to the hole of AC jack, and push cent of the jack cover to close.



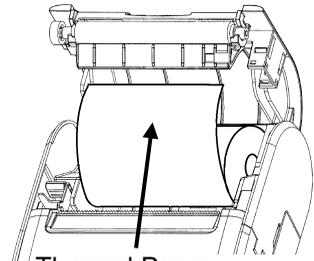
1.5 Inserting the Paper

1. Please push up the cover open lever to open the paper cover.



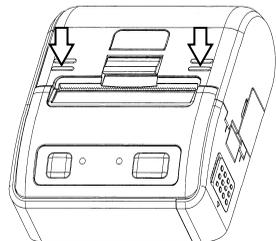
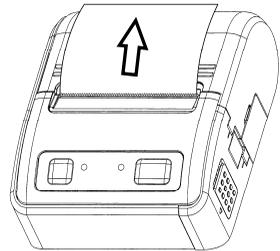
Cover open lever

2. Please insert the paper in the printer.



Thermal Paper
(Thermosensitive Side)

2. Please put out the edge of the paper and close the paper cover. Push two points of the paper cover firmly when closing.



2 Operating Procedures

2.1 Power On

1. Please push the POWER Switch until the LED light turns green.
2. It is possible to turn the power off by pushing the POWER Switch until the LED turns off.

2.2 Test Print

This product has a test print function.

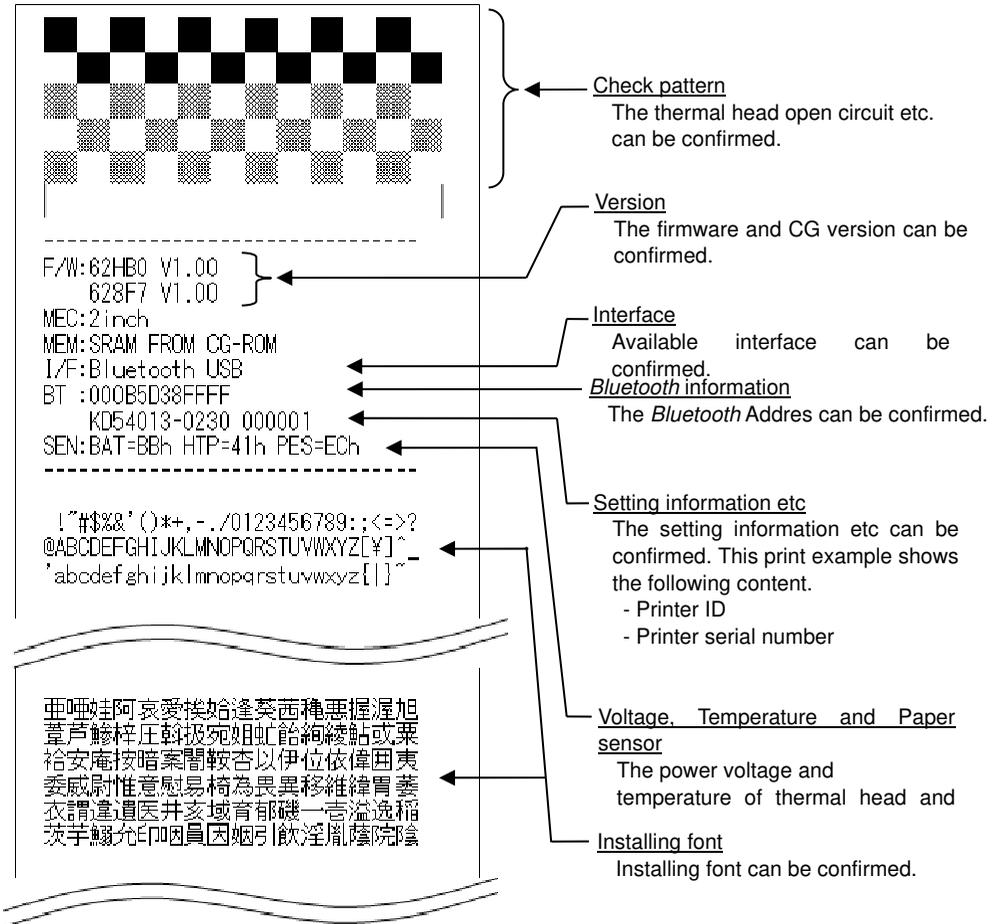
The setting of the printer can be confirmed by this test print.

1. Please turn the power off and push the Feed switch.
2. Please turn the power on while holding with the Feed switch down. Then, the test print starts.
3. Please refer to the next page for a detailed description of the test print. (The content of the test print is different for each model)



Important

The test print fails if a printer error such as "Paper End" or "Paper Cover Open" etc. occurs.
Please retry after resolving the error.



2.3 *Bluetooth* Communication

Explanation of how to communicate and print with a *Bluetooth* device from a terminal such as a personal computer:

1. Please turn the printer on.
2. Please find the *Bluetooth* device in the host terminal.
3. The device name of the connected printer is displayed. Then, please select the device and connect it.
4. The LED display shows the status of the *Bluetooth* connection.

Here are how to connect with the general tablet PC.

(1) Android Terminal

1. Please turn on the power of printer.
2. Please open "Settings" - " WIRELESS & NETWORKS" from the menu of terminal, and turn on *Bluetooth*.
3. Please open the "*Bluetooth*", and tap "FTP-62HWSL...".
(Please tap "SEARCH FOR DEVICES", if it does not appear)
4. When the connection with the printer is successful, it is displayed in "FTP-62HWS..." in "PAIRED DEVICES".
5. Please connect and print by using the application.

(2) iOS Terminal

1. Please turn on the power of printer.
2. Please open "Settings" - "*Bluetooth*" from the menu of terminal, and turn on *Bluetooth*.
3. Please tap "FTP-62HWS..." from "Devices".
4. When the connection with the printer succeeds, "Connected" is displayed to "FTP-62HWS...".
5. Please connect and print by using the application.



Important

- When other interfaces are used, it is not possible to connect it.

2.4 Printer Error

The error occurs when the printer cannot print/work normally. The type of error is shown by the LED when the error is occurring.

Please reset the status when the error occurs.

The following example explains reasons and solutions for problems.

Error	Cause	Solution
Paper End	<ul style="list-style-type: none"> - There is no paper in the paper cover. - It is not correctly set though there is paper - Particles have collected on the paper sensor. 	<ul style="list-style-type: none"> - Please correctly set the paper, refer to chapter 1.5. - Please clean the paper sensor, refer to chapter 4.3.
Paper Cover Open	<ul style="list-style-type: none"> - The paper cover is open. 	<ul style="list-style-type: none"> - Please correctly close the paper cover, refer to chapter 1.5
Thermal Head Temperature Error	<ul style="list-style-type: none"> - The thermal head is too hot. 	<ul style="list-style-type: none"> - Please do not print for a while. Once the thermal head cools down, the error disappears.



Important

- It is normal that the temperature goes up because this printer prints by heating the thermal head.
- The Thermal Head Temperature Error is generated easily by the high ambient temperature.

Error	Cause	Solution
Supply Voltage Error	- The battery charge is low.	- Please charge the battery.
Mark Undetection	- The mark of paper is not correctly printed. - Particles have collected on the paper sensor.	- Please use the paper on which the mark is correctly printed. - Please clean the paper sensor, refer to chapter 4.3.
Hardware Error MCU Operation Error RAM Error <i>Bluetooth Error</i>	- The printer is broken.	- Please send this printer in for repair.
Charge Error	• The battery is broken. • The AC adapter used for the charge is broken. • The printer control board is broken.	- Please exchange the battery. - Please exchange the AC adapter. - Please send this printer in for repair.



Important

The battery may need to be replaced when it has been fully recharged and the Supply Voltage Error or Low Battery sign appear. Please stop using this battery, and exchange it for a new battery.

3 Indicator Lights

The LED displays printer error status.



Important

It may be difficult to see the LED display in a bright place such as in direct sunshine etc.

3.1 Normal Operation

Printer Status	Lighting Pattern	
	Status LED	Communication LED
Power ON	G (about 5sec)	-
Power OFF	G (about 1sec)	G (about 1sec)
Standby	G (Lighting)	-
Communicating	X	G (Blinking)

3.2 Charging

Printer Status	Lighting Pattern	
	Status LED	Communication LED
Charging	O (Lighting)	-
Full Charge	-	-
Charge Error (Over Charge, Over discharge, Over time)	O (Blinking)	-

G :Green , R:Red ,O:Orange, -:OFF, X: It varies depending on operating mode.

3.3 Printer Error

Printer Status	Lighting Pattern	
	Status LED	Communication LED
Low Battery	O (Lighting)	X
Supply Voltage Error	R (Lighting)	X
MCU Operation Error / RAM Error	R (Blinking)	X
Hardware Error	R (Blinking)	X
Bluetooth Error	R (Blinking)	X
Paper Cover Open	R (Blinking)	X
Paper End	R (Blinking)	X
Thermal Head Temperature Error	R (Blinking)	X

3.4 Maintenance Mode

Printer Status	Lighting Pattern	
	Status LED	Communication LED
Printer Firmware Downloading	G,O (Blinking)	G (Blinking)

G :Green , R:Red ,O:Orange, -:OFF, X: It varies depending on operating mode.

4 Maintenance

Please service this printer regularly.



Caution

- Do not service the printer while the battery is inserted or the AC adapter connected.
- Do not completely service, disassemble and repair any parts that are not explained in this chapter.

4.1 Thermal Head

Please service the thermal head once a month.

1. Please open the paper cover. (Refer to chapter 1.5)
2. Soak a cotton ball with some alcohol and wipe the thermal head gently until it is clean. Please use isopropyl alcohol.
3. With a soft cloth completely wipe off the thermal head and only close the paper cover when it is completely dry.

4.2 Platen Roller

Please service the platen roller once a month.

1. Please open the paper cover. (Refer to chapter 1.5)
2. Soak a cotton ball with some alcohol and wipe the platen roller gently until it is clean. Please use isopropyl alcohol.
3. With a soft cloth completely wipe off the platen roller and only close the cover when it is completely dry.

4.3 Paper Sensor

Please service the paper sensor once a month.

1. Please open the paper cover. (Refer to chapter 1.5)
2. Please remove the dust particles with a soft nylon brush etc.



Important

The paper sensor is an optical sensor. This lens might scratch if too much pressure is applied to it when cleaning. As a result the printer might not detect the paper correctly.

5 Troubleshooting

■ Power

Problem	Cause	Solution
Printer does not turn on	Is a battery inserted? or Is it inserted reversed?	Please insert the battery correctly. (C. 1.3)
	Is the battery fully charged?	Please charge the battery. (C. 1.4)
	Is the POWER Switch correctly pushed?	Please push the POWER Switch correctly. (C. 2.1)
	Is the battery old?	Please exchange it for a new battery.
Battery does not charge or Charging error occurs	Is a battery inserted? or Is it inserted reversed?	Please insert the battery correctly. (C. 1.3)
	Is the battery old?	Please exchange it for a new battery.
	Is the AC adapter correctly connected?	Please connect the AC adapter correctly. (C. 1.4)
	Has the battery already been fully charged?	The charge is unnecessary.
	Is the printer used at an incorrect operating temperature?	Please charge it at a correct operating temperature. (C. 6.1)
Power supply cuts suddenly	Is the battery charge low?	Please charge the battery. (C. 1.4)
	Does an error occur?	Please troubleshoot the error. (C. 3)
Battery charge does not hold	Is the battery old?	Please exchange it for a new battery.

■ Communication

Problem	Cause	Solution
Printer does not communicate	Is the power turned off?	Please turn on the power. (C. 2.1)
	Is the application or the driver for this product used?	Please use the application or the driver for this product.
	Is the link correctly connected?	Please connect the link correctly. (C. 2.3)
	Does the transmitter correspond with the SPP profile?	Please use the transmitter that corresponds with the SPP profile.
	Is equipment too close that it causes radio interference?	Please stop the device that causes the radio interference or keep the transmitter and the printer away from the device.
	Is there a shield between the transmitter and the printer that interferes with the radio?	Please use it in a place without the shield.

■ Print

Problem	Cause	Solution
Printer does not feed the paper or Paper jam occurs	Is the power turned off?	Please turn on the power. (C. 2.1)
	Is the paper correctly inserted?	Please insert the paper correctly. (C. 1.5)
	Is the paper cover closed?	Please close the paper cover firmly. (C. 1.5)
	Does a printer error occur?	Please correct the printer error. (C. 3)
	Is the platen roller dirty?	Please clean the platen roller. (C. 4.2)
Printer does not print	Is the power turned off?	Please turn on the power. (C. 2.1)
	Is the paper correctly inserted?	Please insert the paper correctly. (C. 1.5)
	Is the paper cover closed?	Please close the paper cover firmly. (C. 1.5)
	Does a printer error occur?	Please correct the printer error. (C. 3)
	Is the thermal head dirty?	Please clean the thermal head. (C. 4.1)
Print is too light or Print is smudging	Is the paper correctly inserted?	Please insert the paper correctly. (C. 1.5)
	Is the paper cover closed?	Please close the paper cover firmly. (C. 1.5)
	Is the thermal head dirty?	Please clean the thermal head. (C. 4.1)
	Is the correct paper used?	Please use the correct paper. (C. 6.2)
	Is the battery old?	Please exchange it for a new battery.

■ Others

Problem	Cause	Solution
Printing is slow	Is the battery charge low?	Please charge the battery. (C. 1.4)
	Is the battery old?	Please exchange it for a new battery.
	Is too much black printed?	It is not a breakdown though the print slows when there is too much black printed.
	Isn't the ambient temperature low?	It is not a breakdown though the print slows when the ambient temperature is low.
Paper cover does not open or close	Does the paper cover come off?	Please set the paper cover.



Important

- Please contact technical support when problems cannot be solved by these suggestions.
- In parentheses (C. **) in the table indicates the corresponding chapter number.

6.2 Paper Specifications

Items	Contents		
Type	Thermal Roll Paper		
Width	58 ⁺⁰ ₋₁ mm		
Outer Diameter	Up to ϕ 40mm		
Inner Diameter	ϕ 12mm or more		
Thickness	60 to 115 μ m		
Specified	Type	Name	Manufacture
	Standard Paper (Label)	HW54S	Nippon Paper Group
	Normal Paper (Receipt)	PD150R	Oji Imaging Media
	Long Term Storage (Payment)	TP50KJ-R	Nippon Paper Group



Important

Thermal paper will discolor due to chemical reaction.

When handling it, pay attention to the following points:

- Do not store it in a high-temperature, high-humidity place.
- Do not store for long periods of time in places exposed to direct sun-light.
- Do not use solvent type glue for pasting.
- Do not let it touch plastic film containing plasticizer for a long time.
- Do not stick it together with diazotized copying paper.
- Do not wet and scratch paper.

7 Product Support

If you have questions about the product, please inquire with the distributor or the following.

Moreover, when you request repair, please provide the model name and the product serial number in addition to information on the actual failure etc.

Technical Support Section

FCL COMPONENTS LIMITED (Japan)
Tel: +81-3-3450-1645
E-mail: fcl-contact@cs.fcl-components.com

FCL COMPONENTS Asia Pte, Ltd. (Asia)
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Tel:+65-6375-8560

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MEMO

Mobile Printer FTP-62HWSL001 Series

User's Guide

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