



# NuPrint 330

## Network Thermal Receipt Printer



# QuickGuide

## English

www.adesso.com

### LIMITED WARRANTY

Adesso® provides a one year limited warranty for all of its products against defects in materials and workmanship.

During this period, Adesso® will repair or replace any product which proves to be defective. However, Adesso® will not warrant any product which has been subject to improper handling, abuse, negligence, improper installation or unauthorized repair. The warranty will not cover products installed with components not approved by Adesso® and products where the sealed assembly trace has been broken.

If you discover a defect, Adesso® will, at its option, repair or replace the product free of charge, provided you return it during the warranty period with freight charges pre-paid to Adesso®. Before returning any product, you must obtain a Return Merchandise Authorization number (RMA). This RMA # must be clearly marked on the outside of the package you are returning for warranty service. Be certain to also include your name, shipping address (no PO Boxes), telephone number, and a copy of the invoice showing proof of purchase in the package.

### SUPPORT

We have listed most of our FAQ's (Frequently Asked Questions) at: <http://www.adesso.com/faqs.asp>. Please visit our FAQ Service & Support pages before you contact our E-mail or Telephone Support.

#### Email Support:

If our FAQ's do not help you resolve your issues, please email [support@adesso.com](mailto:support@adesso.com)

#### Telephone Support:

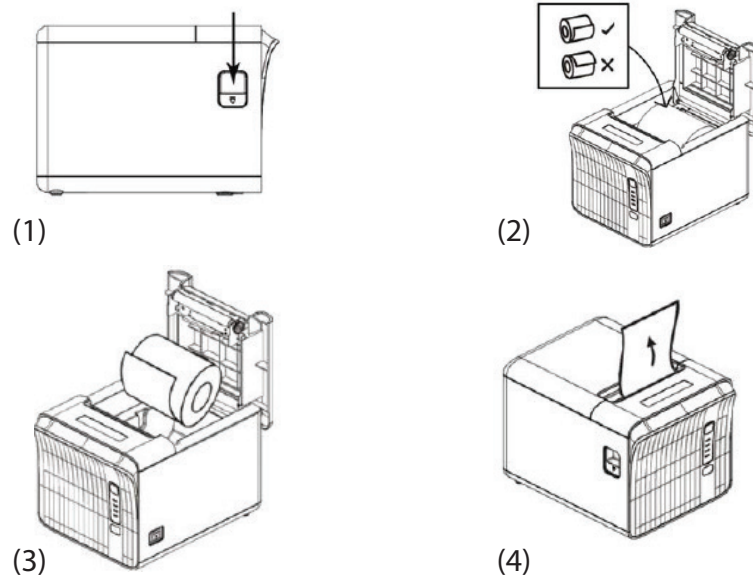
Toll Free: (800) 795-6788  
9:00AM to 5:00PM PST Monday - Friday

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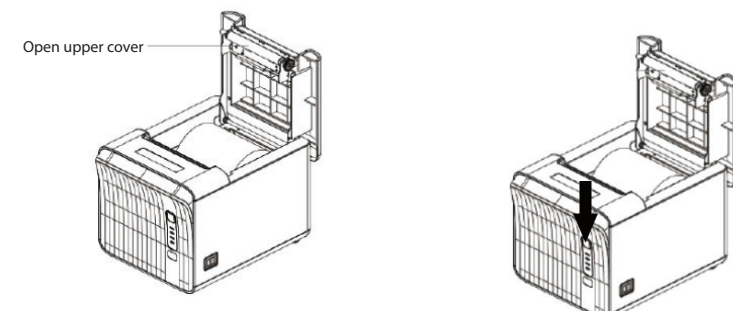
### Installing The Paper Roll

1. Open the printer cover (image 1)
2. Put the paper into the paper bin, pay attention to the correct orientation of the paper roll (image 2)
3. Pull the thermal paper out to the outside of the body, and close the cover (image 3)
4. Tear off the excess paper roll with the knife edge of the machine (image 4)



### Factory Reset

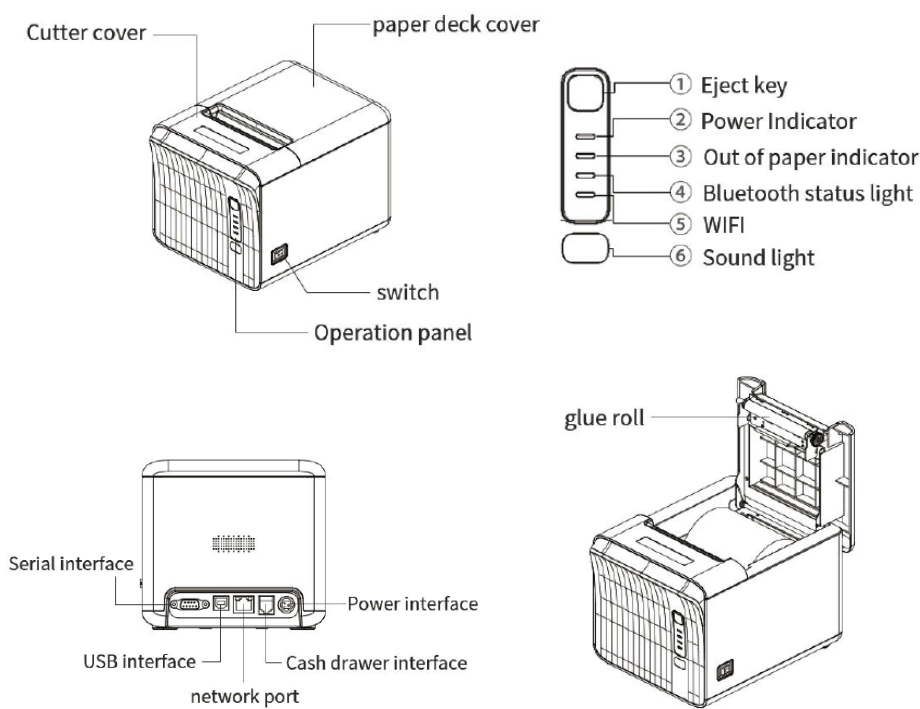
1. Open the upper cover of the printer (network cable should be unplugged)
2. Long press the printer's paper feed key (keep holding the key)
3. Power on the printer
4. The printer buzzer will ring three times then will have a long sound
5. You can let go of the button now and the printer has returned to factory default settings
6. The printer's factory default IP address is 192.168.1.168



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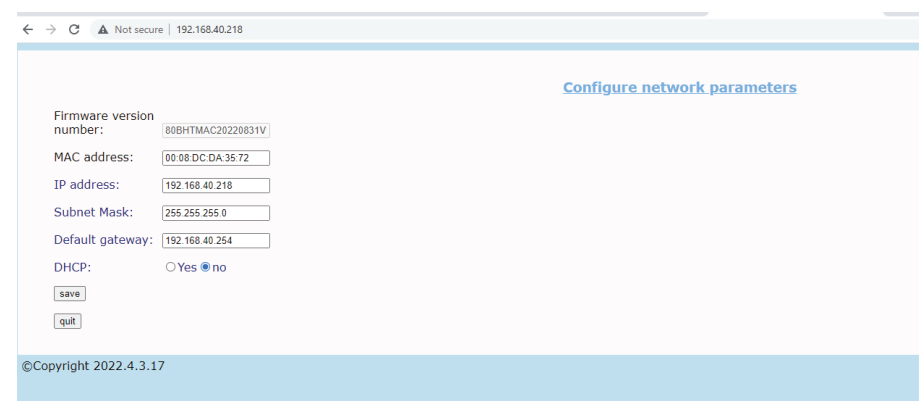
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### DESCRIPTION



### Network Interface

1. By default the printer will have DHCP turned on (Printer automatically obtains an IP address when internet cable is plugged in)
2. To find the IP address you can print a self-test page
3. Once the printer obtains an IP address, DHCP is turned off and the IP address is stored within the printer
4. If you wish to specify the IP address you can set it when DHCP is turned off



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### INTRODUCTION

The NuPrint 330 is an industrial, oil splash and dust proof, multiple interface printer designed to simplify your work and increase productivity.

### SPECIFICATION

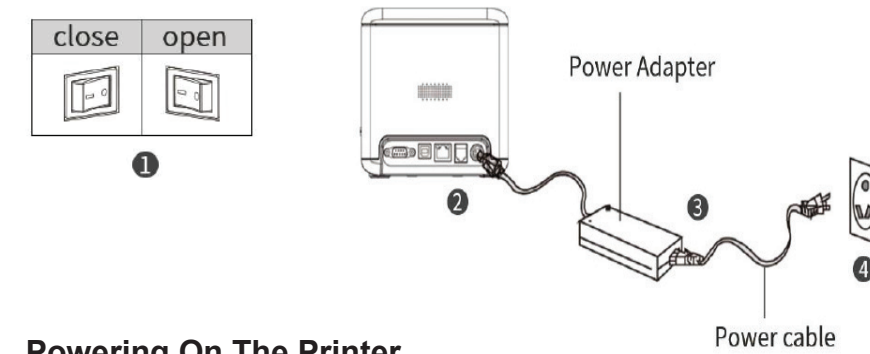
|                      |  |
|----------------------|--|
| Printing Method      | Direct Thermal   |
| Printing Speed       | 250mm/s  |
| Paper Width          | 3.13"±0.2" (79.5±0.5mm)  |
| Paper Diameter       | 3.15" (80mm)   |
| Paper Thickness      | 0.06-0.08mm  |
| Column Capacity      | 576 dots/line 384 dots/line  |
| Line Speed           | 3.75mm (customizable with commands)  |
| Character Size       | ANK, Font A: 12x24 dots; Font B: 9x17 dots   |
| Barcode Printing     | 1D: UPC-A/E, JAN13 (EAN13), JAN8, (EAN8), Code 39, Code 128, Code 93, Codabar; 2D: PDF417, QR  |
| Data Buffer          | 4KBytes (off page mode)<br>1M Input Buffer (page mode)   |
| Autocutter           | Half cut   |
| Cutter Life          | 1 million cuts   |
| Reliability:         |  |
| Printing Head Life:  | Up to 150KM  |
| Power:               |  |
| Power Supply:        | AC110V/220V - 50-60Hz, DC 24V±2.5A   |
| Cash Drawer Control: | DC 24V±1A  |
| Interface:           |  |
| Interface:           | LAN + Serial RS232 + USB   |
| Environmental        |  |
| Working Environment: | -4°~122°F (0°~45°C) Humidity (20-90%)  |
| Storage Environment: | -14°~140°F (-10~60°C) Humidity (10-90%)  |
| Physical             |  |
| Dimensions:          | 7.6" x 5.7" x 5.6" (194 x 138 x 135 mm)  |
| Weight:              | 3.75 lbs (1.70 kg)   |
| Supports Characters  |  |
|                      | 95 Alphanumeric, 19 International, 128x43 Graphics (including user-defined page), Traditional/Simple Chinese, Thai, Japanese, Korean |

### REQUIREMENTS

- Connectivity interface: Windows 7, 8, 10, 11, Linux, OPOS
- Interface: USB+lan+serial

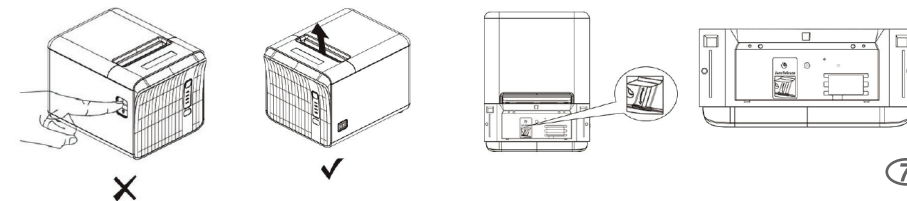
### Connecting To The Power Supply

1. Make sure the printer power switch is OFF (0)
2. Connect the power adapter to the printer
3. Connect the power cord to the power adapter
4. Connect the other end of the power cord to a outlet



### Powering On The Printer

1. When a paper jam occurs, do not open the upper cover of the paper compartment to avoid damaging the cutter
2. Push and pull upward while holding the arrow with your hand to open the upper cover of the cutter
3. Please turn the gear as shown below until the blade is fully retracted and the cutter can't be seen (Note: Please turn off the power before retracting the cutter)



### Fault Diagnosis

| Fault  | Fault Reason   | Solution   |
|--|--|--|
| When printing, the paper is feeding through, but no data is coming out | Reverse the loading of the printing paper  | Please install the printing paper in the other direction                               |
| Printer is printing out blurry data                                    | Printer has not been cleaned for a long time causing the printer head to be contaminated | Please clean the printer head  |
| Printer is printing too fast causing data to be missed or blurry       | Poor printing materials or speed and density is set incorrectly                          | Please set the printing speed and density correctly. Please use high quality materials |

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NuPrint 330



B  
Charging Cable

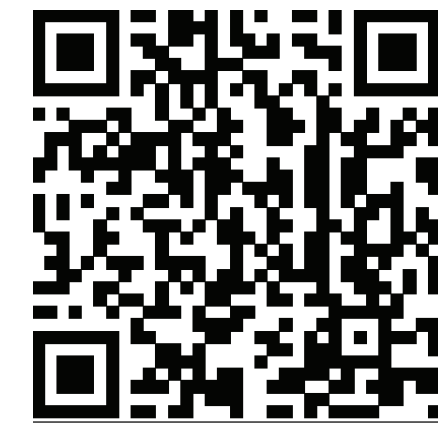


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Quick Start Guide

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### Driver Download

- Scan the below QR code to download the app



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### Common Issues

**The Printhead should be cleaned when the printer experiences one of the following conditions:**

1. The printing is not clear
2. The vertical column of the printed page is not clear
3. Paper feeding noise is loud

**The steps for cleaning the print head are as follows:**

1. Turn off the power of the printer, open the top cover
2. If you just finished printing, wait for the print head to cool down completely
3. Use a soft cotton cloth dipped in absolute ethanol (should be wrung out) to wipe off the dust on the surface of the thermal film of the print head
4. After waiting for the ethanol to evaporate, close the cover and try printing again

#### Notice:

1. Make sure the power is turned off during routine maintenance
2. Do not touch the surface of the printhead with hands/metal
3. Do not use organic solvents such as gasoline and acetone
4. Wait for the absolute ethanol to evaporate completely, then turn on the power to continue printing

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