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SP310

User Manual

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Important Safety Instructions

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

1. Safety Warning

Warning: The print head will become very hot during printing, avoid contact with the print head after printing has finished.

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

2. Instructions

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

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

2) You must use only 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.

Caution: Violating following instructions can cause a slight wound or damage to 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 down, it can be broken and you can hurt yourself.

3) Use only approved accessories and do not try to disassemble, repair or remodel them for yourself.

- Call your dealer when you need these services.
- Do not touch the blade of auto cutter.

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 electrocution.

- Switch off and unplug the printer before calling your dealer.

6) Other considerations:

- Place the printer on a solid and even base so that it cannot fall.
- Leave enough space around the printer for operation and maintenance.
- Keep all liquids away from the printer.
- Do not expose the printer to high temperatures, direct sunlight or dust.
- Ensure the printer is connected to a socket with the correct mains 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.
- Never carry out maintenance or repair work yourself. Always contact a qualified service technician.
- Keep this User Manual in a place which is easily accessible at all times.

3. Other Precautions

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Due to continuous update of our product, the description of printer specification, accessories, design in this manual may slightly different, please in kind prevail.

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 other 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 case the user may be required to take adequate measures.***

5. FCC

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.

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

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

-- 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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

Chapter1 Introduction

1.1 Packing List

Notes:

1. Unpack the printer and keep the packing material in case you need to ship the printer in the future.
2. Make sure you own all parts as follows, if not, do contact the seller.

■ Standard Accessories

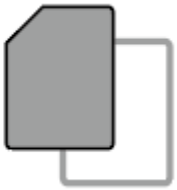
Printer

Power Adapter

Power cord

Cables fastener

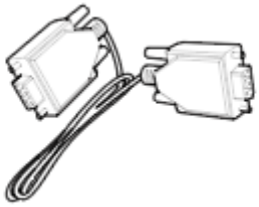
CD



User Guide

■ Optional Accessories

USB Cable

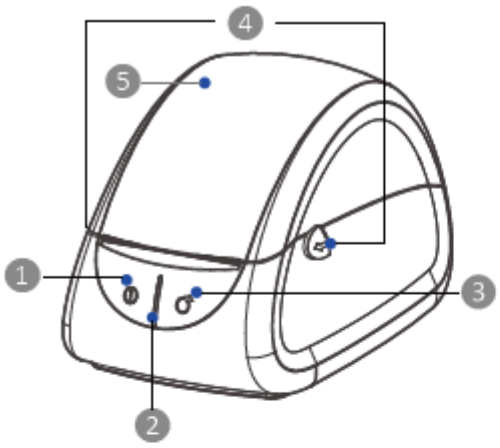


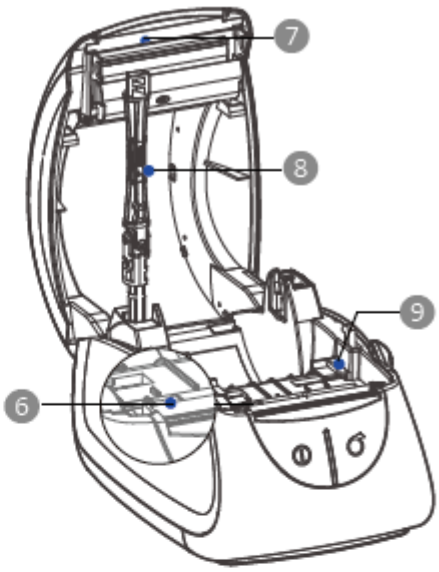
Serial Cable

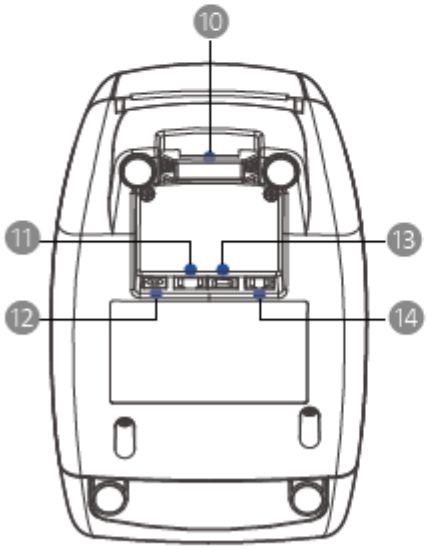
Paper Roll

Note: The type of power cord varies by local or region.

1.2 Appearances and Components

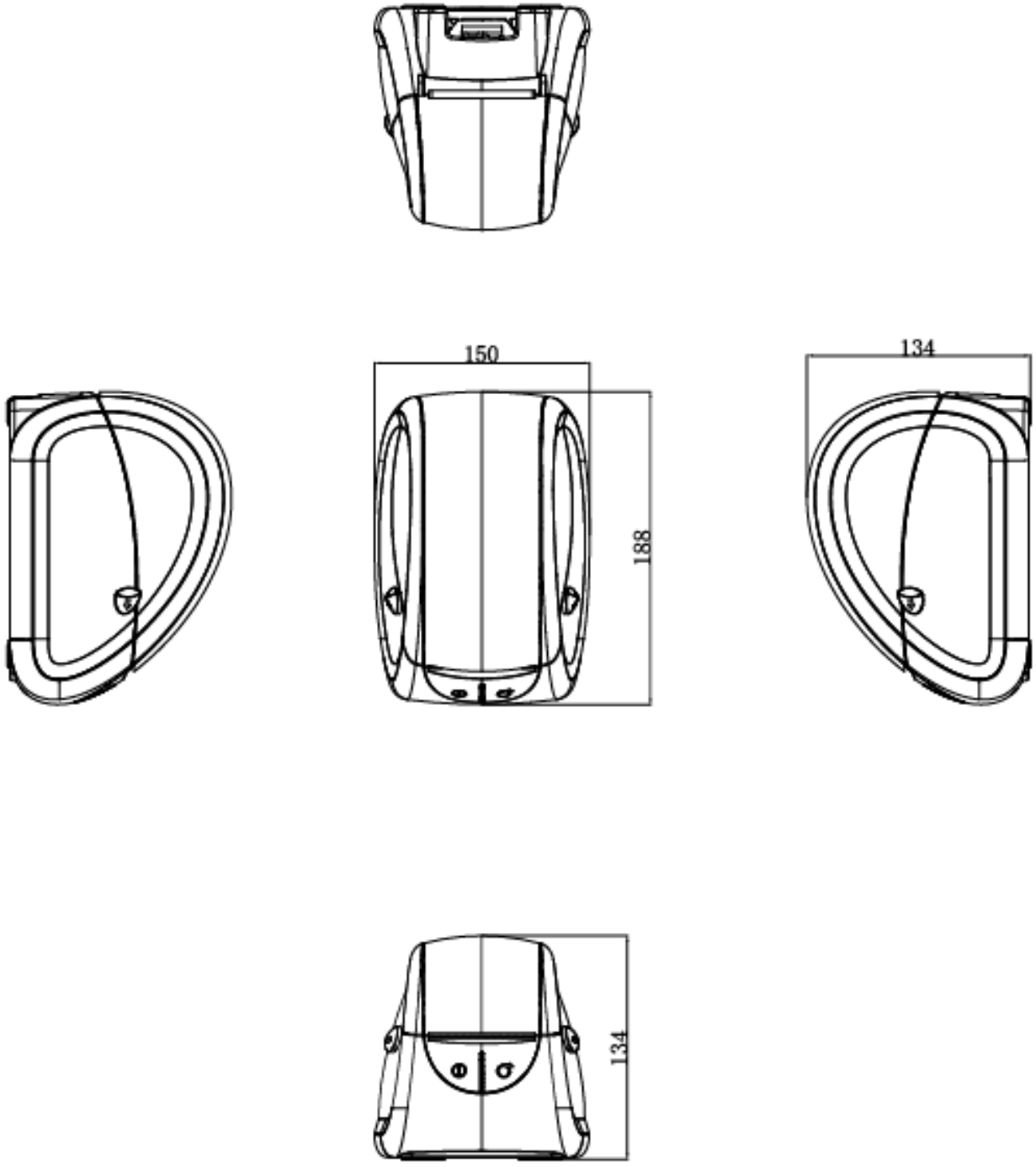






1. Power Button
2. LED Indicator
3. Feed Button
4. Cover Open Lever
5. Top Cover
6. Paper Sensor (Movable)
7. Thermal Printer Head
8. Paper Roll Shaft
9. Paper Guides (Movable)
10. Cables Fastener
11. Cash Draw Interface
12. Power Interface
13. USB Interface
14. Serial Interface

1.3 Dimension



Chapter 2 Specification

Table 2-1 General Specifications

(1/2)

Items		Parameters
Printing	Printing method	Direct Thermal Line Printing
	Resolution	203dpi(8dots/mm)
	Printing width	Max. 3.54 inches (80mm)
	Printing speed	75mm/s
	Printing Length	0.59 inch (15mm) ~ 11.8 inches (300mm)
	Interface	USB, Serial
Page mode		Support
Memory	RAM	2M Byte
	Flash	2M Byte
Character	Chinese	GB1803016x16,24×24dots
	Alphanumeric	ASCII 8×16dots,12×24dots
	User-defined	Yes
	Codepage	CP437, KataKan, aCP850, CP860, CP863, CP865, WCP1251, CP866, MIK, CP755, Iran, CP862, WCP1252, WCP1253, CP852, CP858, ranII, Latvian, CP864, ISO-8859-1, CP737, WCP1257, Thai, CP720, CP855, CP857, WCP1250, CP775, WCP1254, WCP1255, WCP1256, WCP1258, ISO-8859-2, ISO-8859-3, ISO-8859-4, ISO-8859-5, ISO-8859-6, ISO-8859-7, ISO-8859-8, ISO-8859-9, ISO-8859-15, Thai2, CP856, CP874
Barcode	1D	UPC-A,UPC-E,EAN8,EAN13,CODE39,ITF,CODEBAR,CODE 128,CODE93
	2D	PDF417,QR code
Software	Driver	Windows 2000/XP/Vista/7/8/8.1/10, Linux, macOS

Table 2-1 General Specifications (Continued)

(2/2)

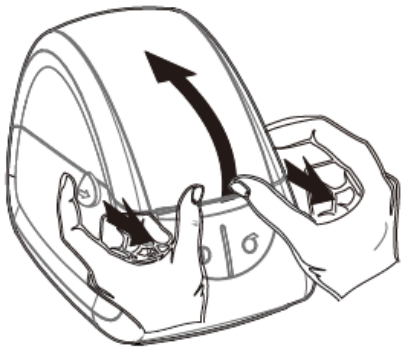
Items		Parameter
Detection	Sensors	Cover open detection，out of paper detection, label gap detection and black mark detection
LED indicator	[POWER] indicator	Blue
	Normal working indicator	Green
	No paper/Error indicator	Red
[POWER]supply	Input	AC 100~240V, 50/60Hz, 1.5A
	Output	DC 12V, 2A
Media	Paper type	Receipt, Label (Folded paper or roll paper, die-cut)
	Paper width	1 inch (25 mm) ~ 3.35 inches (85 mm)
	Paper thickness	0.06~ 0.25mm
	Outside Diameter	3.54 inches (90 mm)
	Core Diameter	0.5 inch (12.7 mm) / 1 inch (25.4 mm) / 1.5 inches (38.1 mm)
Command		TSPL, ESC/POS (optional)
Physical characteristics	Working condition	5～50℃/25%～85%RH (No-condensing)
	Storage condition	-40℃~60℃/10%~90%RH (No-condensing)
	Dimension	188(L)*150(W)*134(H)mm
	Weight	1.94 lbs (880 grams)
Reliability	TPH	30km
Driver		Win7/Win8/Win10/Windows Vista/XP

Chapter 3 Installation & Usage

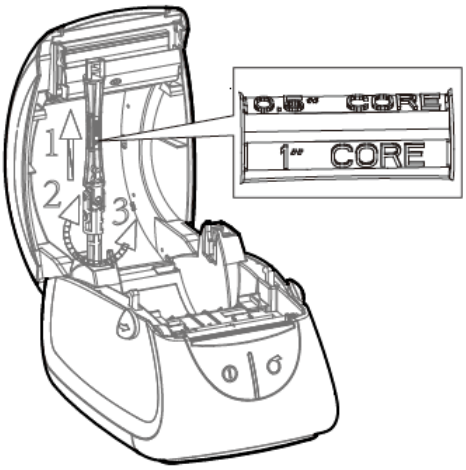
3.1 Media Loading

3.1.1 Paper Roll Loading

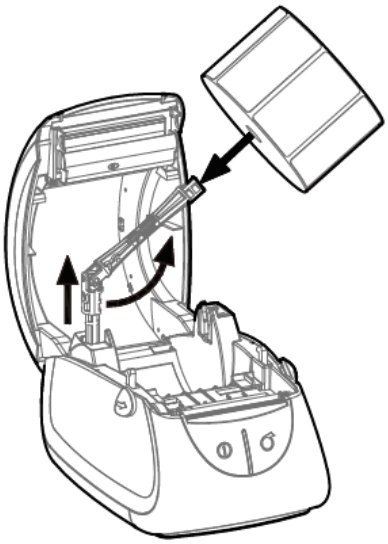
1. Use fingers to push the buttons towards front to open the top cover.



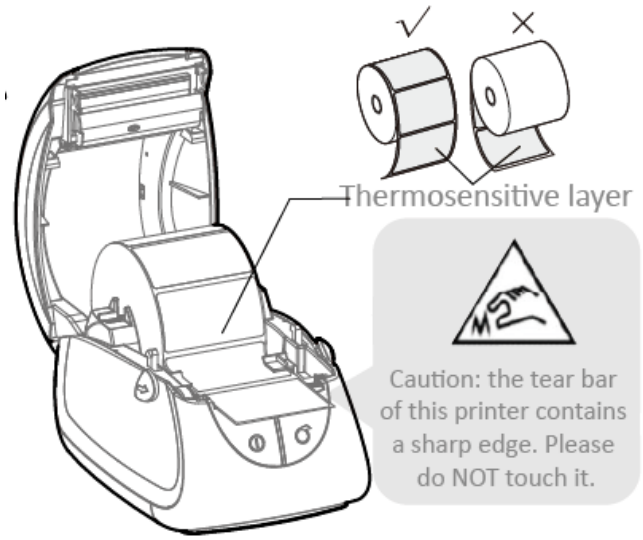
2. Pull out the paper roll holder, 0.5/1.0/1.5 inch of core is accessible.



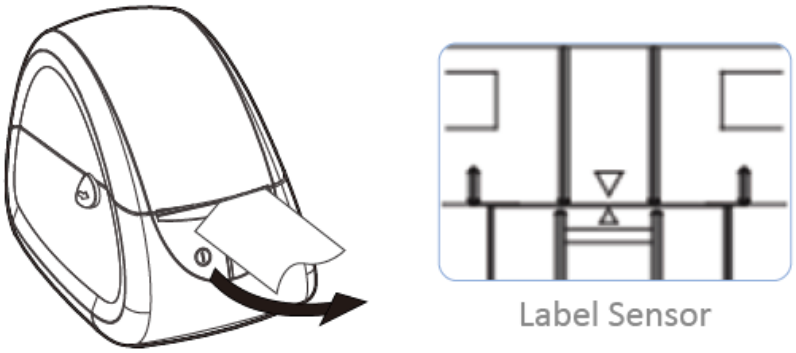
3. Insert the paper roll into the holder, and then lock the holder.



4. Pull some paper out, adjust the paper guide to fix the paper.



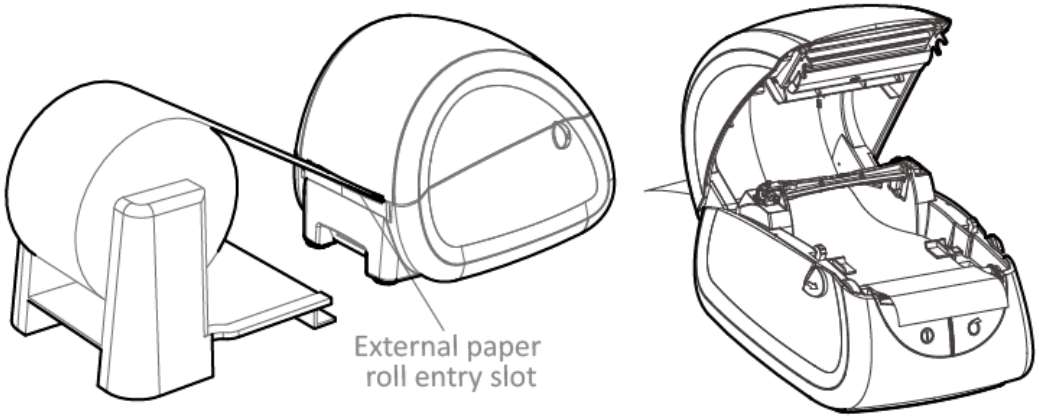
5. Close the cover and tear off the excess paper.



Note: When the printer is not printing on black mark label, please position the sensor in the middle.

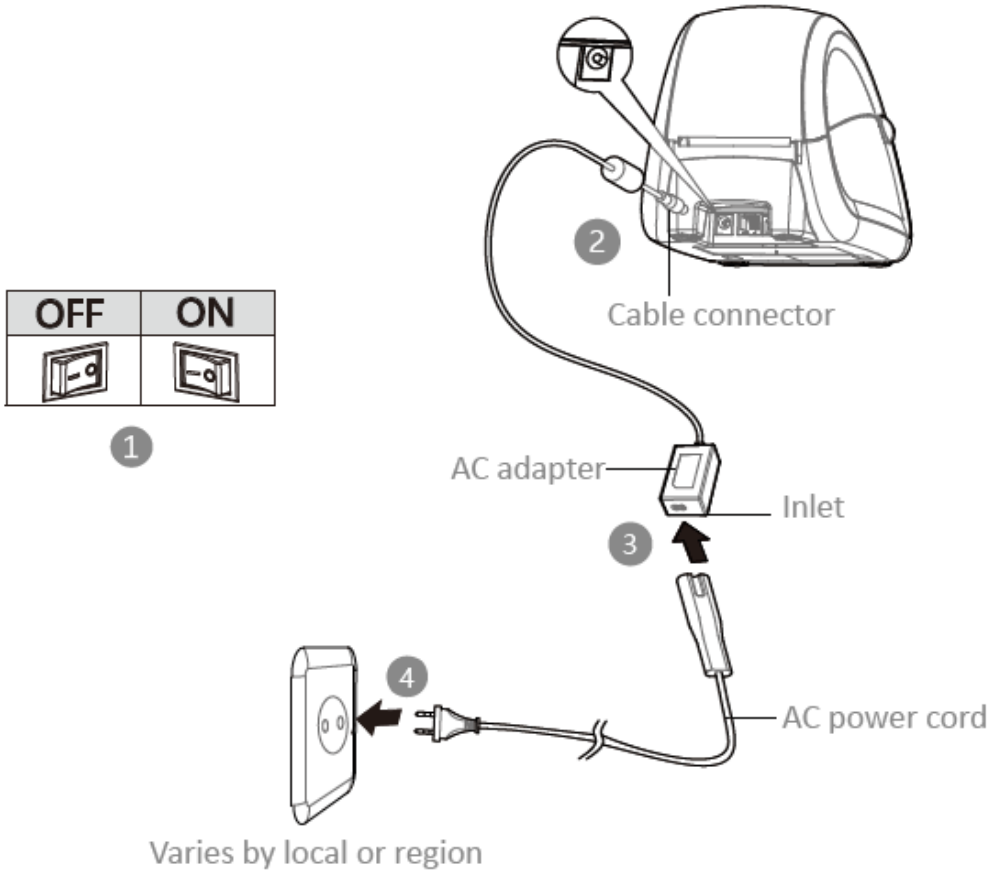
3.1.2 External Paper Roll

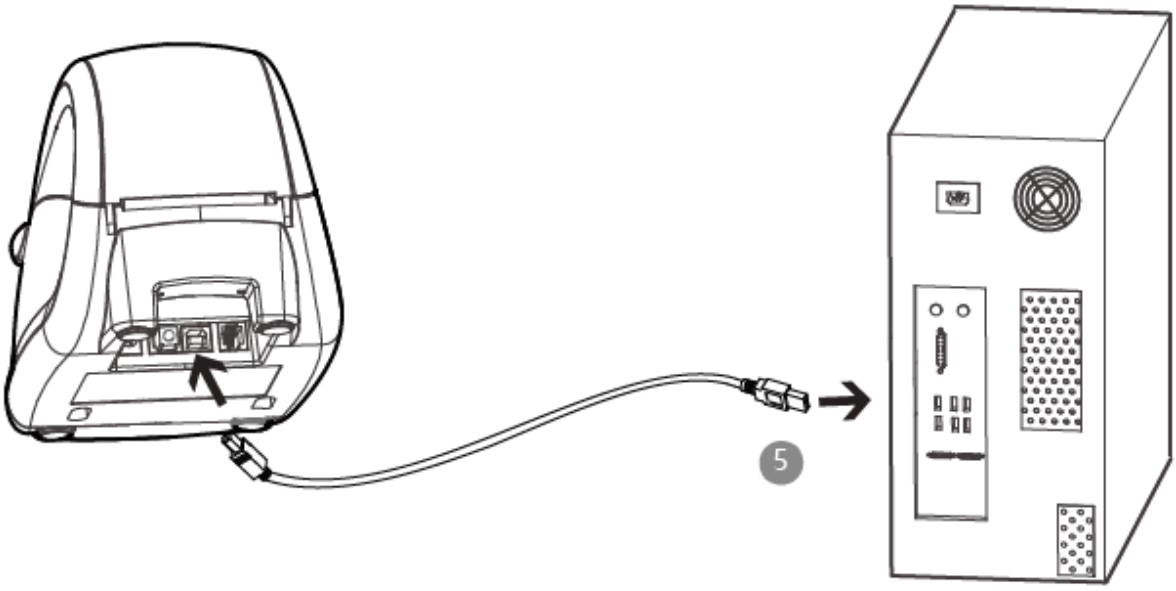
When you use fanfold paper or big roll paper, please refer to the graph below to assemble the external roll mount and adjust the paper guide to fix the paper.



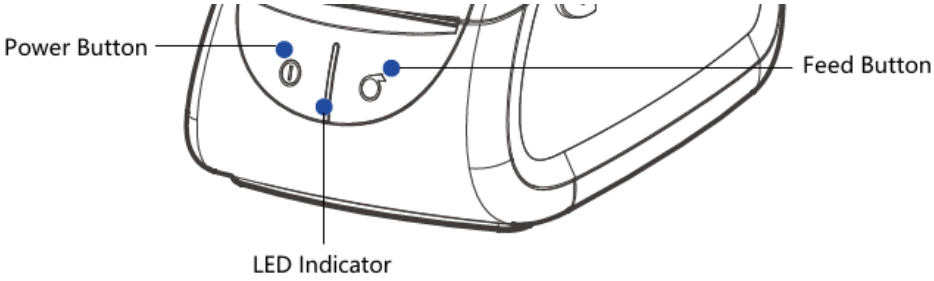
3.2 Power/USB Connection

1. Make sure the printer is in the “Off”.
2. Connect the AC adapter to the cable connector.
3. Connect the AC power cord to the outlet.
4. Connect the other end of the AC power cord into the socket outlet.
5. Connect the USB cable to the printer and PC.





3.3 Operation Panel



● Power Button

This button is used to turn the printer on/off.
If you want to power on the printer, please hold and press the power button for approx. 1.25s and the LED indicator turns blue. If you want to power off the printer, please press and hold the power button for approx. 1.25s. When the printer works normally, the LED indicator is green. When paper out or abnormal working, the LED indicator is red.

● Feed Button

This button is used to feed paper manually and self-test printing.
When the printer is ready, press the feed button to send the paper out to the exit according to the type of paper used. When using continuous paper, press the feed button once to send out the paper with a fixed length; when using label paper, press the feed button once to send out a whole label.
Print Self-test Page：
1) Make sure the paper is loading properly.
2) Make sure the printer is power off and the top cover closes properly.
3) Press the feed button and power on the printer simultaneously, the printer will print the self-test page.

● Settings Button

1) Finish the following two steps within 2s after power on, it will put the printer into Setting Mode.
① Press the power button three times.
② Press the feed button once.
2) In setting mode, press the feed button to switch the setting item, then press the feed button to confirm the change and enter to next setting item.

3.4 LED indicators:

LED Indicators		Remarks
Color	Status	
BLUE	ON	The printer is ready
	FLASH	Do not pass the RAM test
GREEN	ON	The paper is feeding/under printing
RED	ON	Limit switch not in place
CYAN	ON	The printer is ready to print with continuous media
	FLASH	Out of paper
YELLOW	ON	The printer is ready to print with continuous paper
PURPLR	ON	The thermal printer head is overheated
WHITE	ON	The printer is ready to print with black mark label

Chapter 4 Interface

4.1 USB Interface

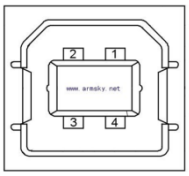
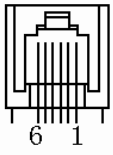


Figure 4-1

PIN No.	Signal name
1	VBUS
2	D-
3	D+
4	GND

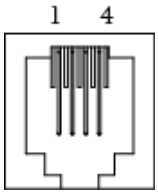
4.2 Cashdrawer



Pin No.	Signal	Function
1	FG	Frame Ground
2	DRAWER1	Drawer kick-out drive signal 1
3	DRSW	Drawer open/close signal
4	VDR	Drawer driving source
5	DRAWER2	Drawer kick-out drive signal 2
6	GND	GND

Voltage: 9V DC
Current:2A max.
Signal:“L” = 0～0.5 V ;“H” = 2.4～3.3 V

4.3 Serial Interface



PIN No.	Signal name
1	RTS
2	RXD
3	GND
4	TXD

Chapter 5 Cleaning

Adhesives and coatings of the media can transfer onto the printer parts over time along the media path including the thermal print head and media sensor. This build-up can accumulate dust and debris. Failure to clean the print head, media path, and media sensor could result in print quality, worst more of inadvertent loss of labels, label jams and possible damage to the printer.

※ CAUTION

- Make sure to turn the printer off prior to cleaning.
- As the print head gets very hot during printing, if intending to clean the print head, turn the printer off and wait approximately 2~3 minutes before commencement.
- When cleaning the print head, take care not to touch the heated portion of the print head.
  → The printer head is susceptible to damage from static electricity, etc.
- Take care not to allow the print head to become scratched and/or damaged in any way.

5.1 Cleaning Media Sensor

Debris or dirt on the paper sensor can cause a miss-read or unstable detection of the label gap. Clean with a cotton bud dampened with alcohol.

5.2 Cleaning Thermal Print Head

Thermal Paper stock on the print head, which degrades print quality. Clean the print head with methanol or isopropyl alcohol and a cotton bud. Do not touch the heating elements with your fingers.

1) Open the Printer Cover and then use the cleaning pen to clean the head in the direction from the center of the head to two sides.

2) After cleaning the head, do not use the printer until the alcohol used for cleaning evaporates completely (1~2 min) and the printer has completely dried.

※ Perform the cleaning process each time the paper roll is replaced to prevent print quality deterioration.

5.3 Cleaning Roller or Paper path

1) Open the printer cover and then remove the paper.

2) Remove any dust or foreign substance-using a dry cloth or cotton swab.

3) Soak the cloth or cotton swab in alcohol for medical use and use it to remove adhesive foreign substances or other pollution materials.

4) After cleaning the parts, do not use the printer until the alcohol evaporates completely (1~2 min) and the printer has completely dried

※ Clean the parts when there is a degradation of print quality or paper detection.

Chapter 6 Label Printer Utility Installation

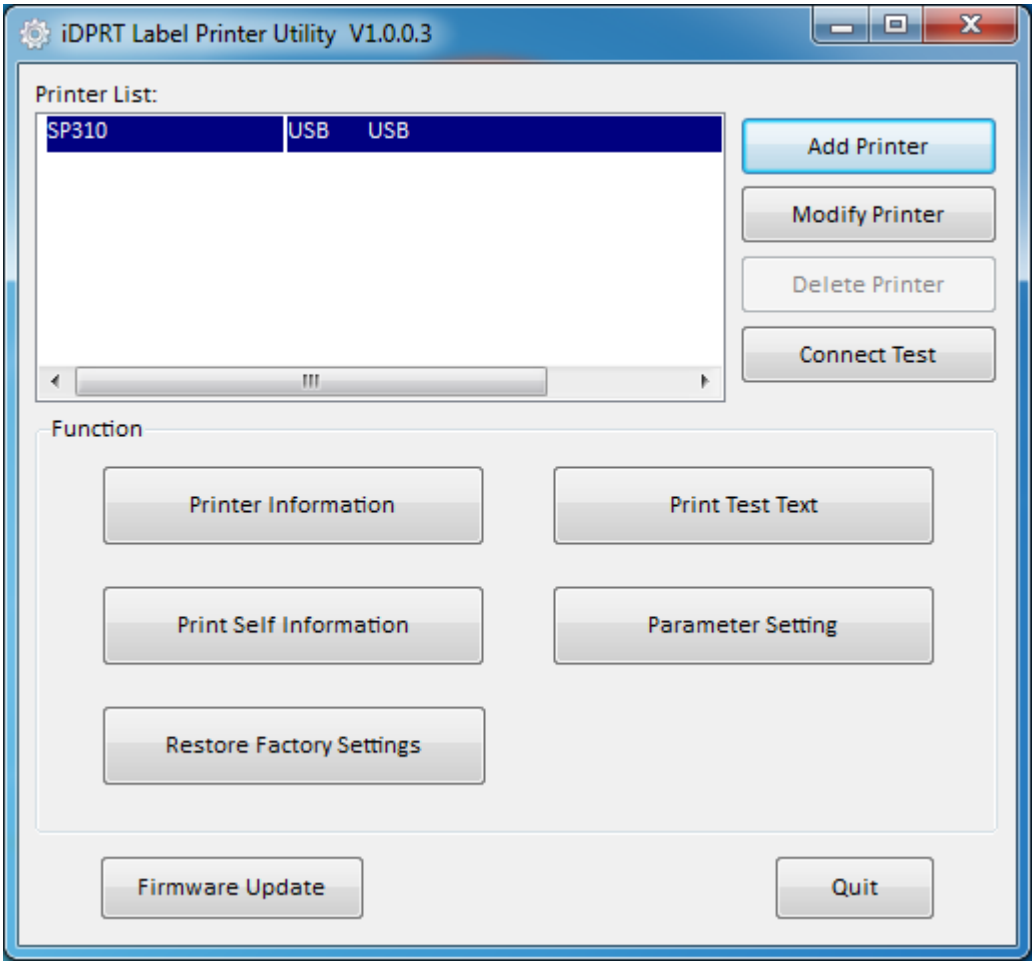
6.1 Installation Preparation

Download the Label Printer Utility application program in CD.

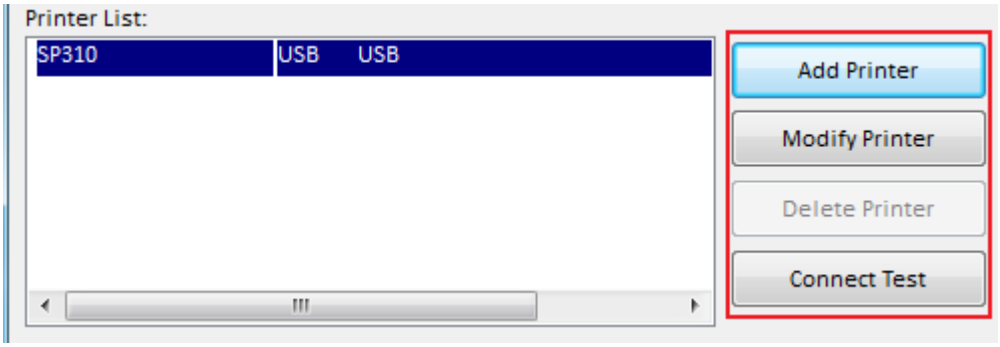
6.2 Usage

Note: The screen has a slightly different by operating systems and models. Following takes SP310 (Windows 7) for an example.

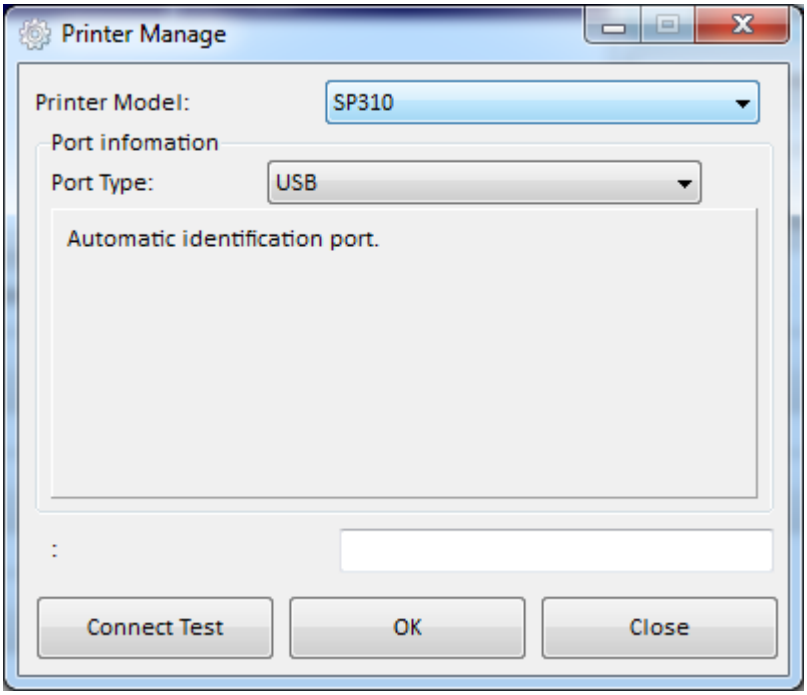
1.Install “SP310 Label Printer Utility.exe” and then open the “SP310 Label Printer Utility”.



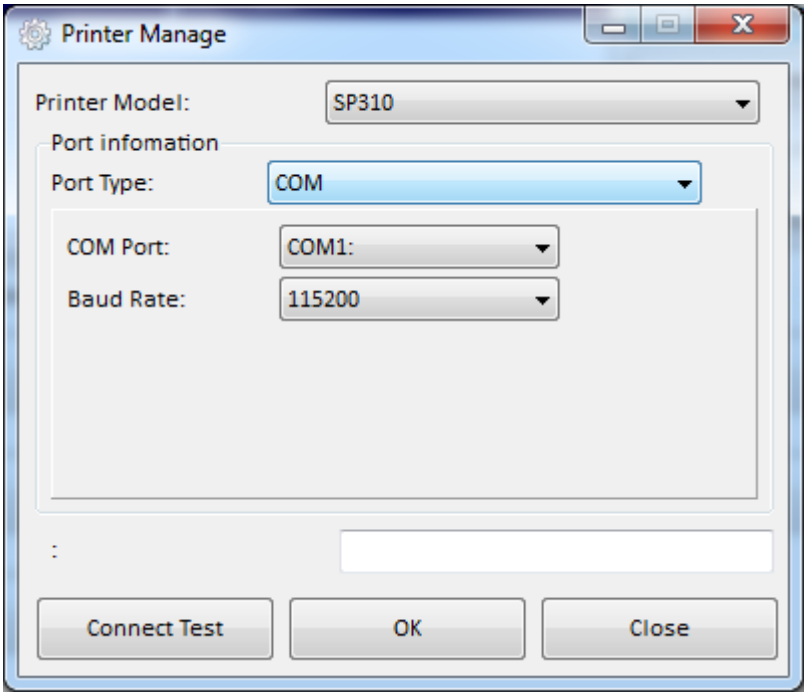
(2) Select Add/Modify/Delete Printer/Connect Test.

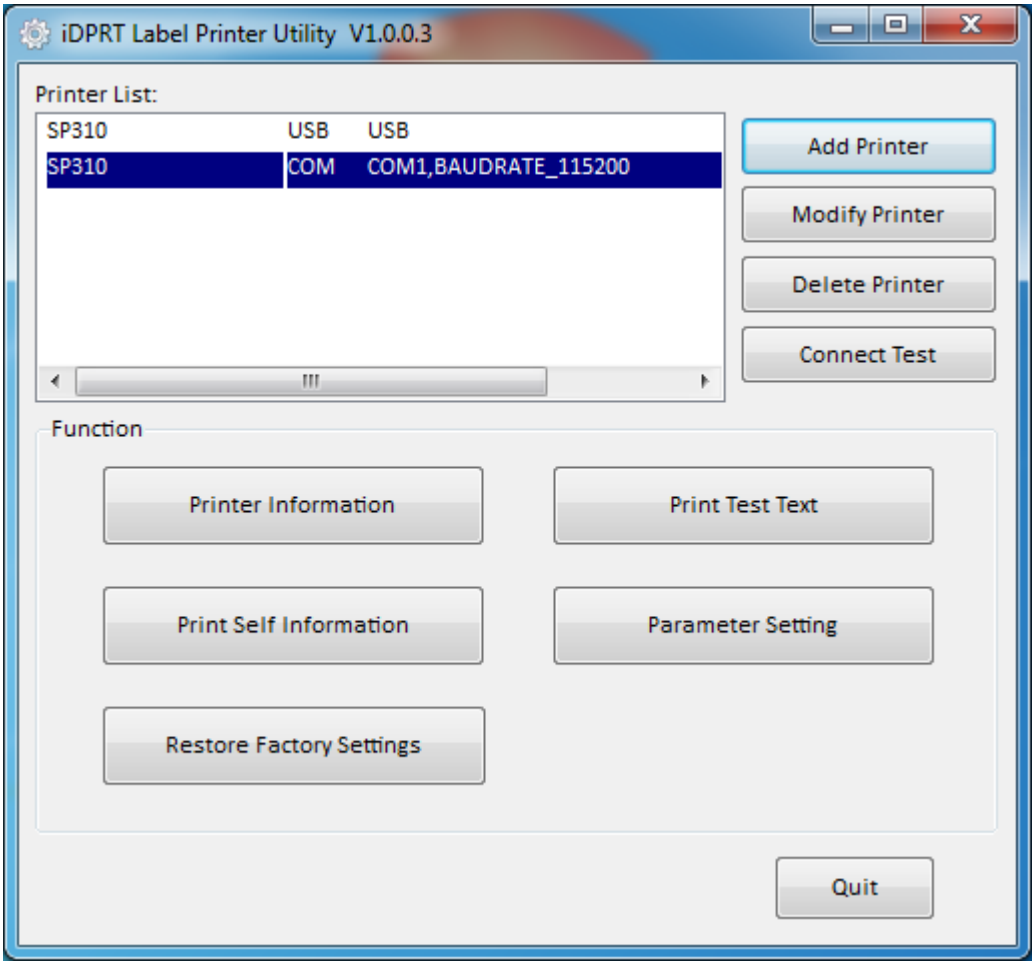


●Click “Add Printer” to select the printer and the port type (take USB as an example), click “OK”, check in “Printer List”.

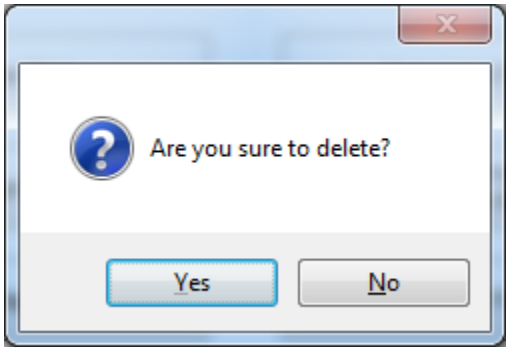


●Click “Modify Printer” to select the printer and the port type (take COM1 as an example), click “OK”, check in “Printer List”.



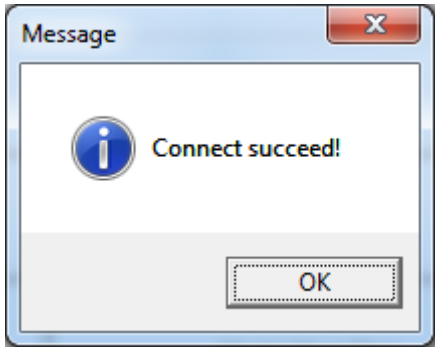


●Click “Delete Printer”, click “Yes” to delete the printer, click “No” to cancel delete printer.

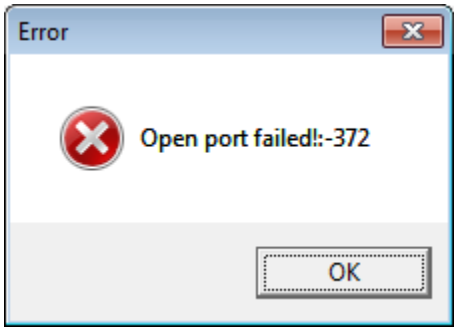


●Select the printer you currently use and connect it to the computer; Click “Connect Test” to test if the is connected.

If connection is OK, the icon below will come out.



If connection fails, normally shows following icon.

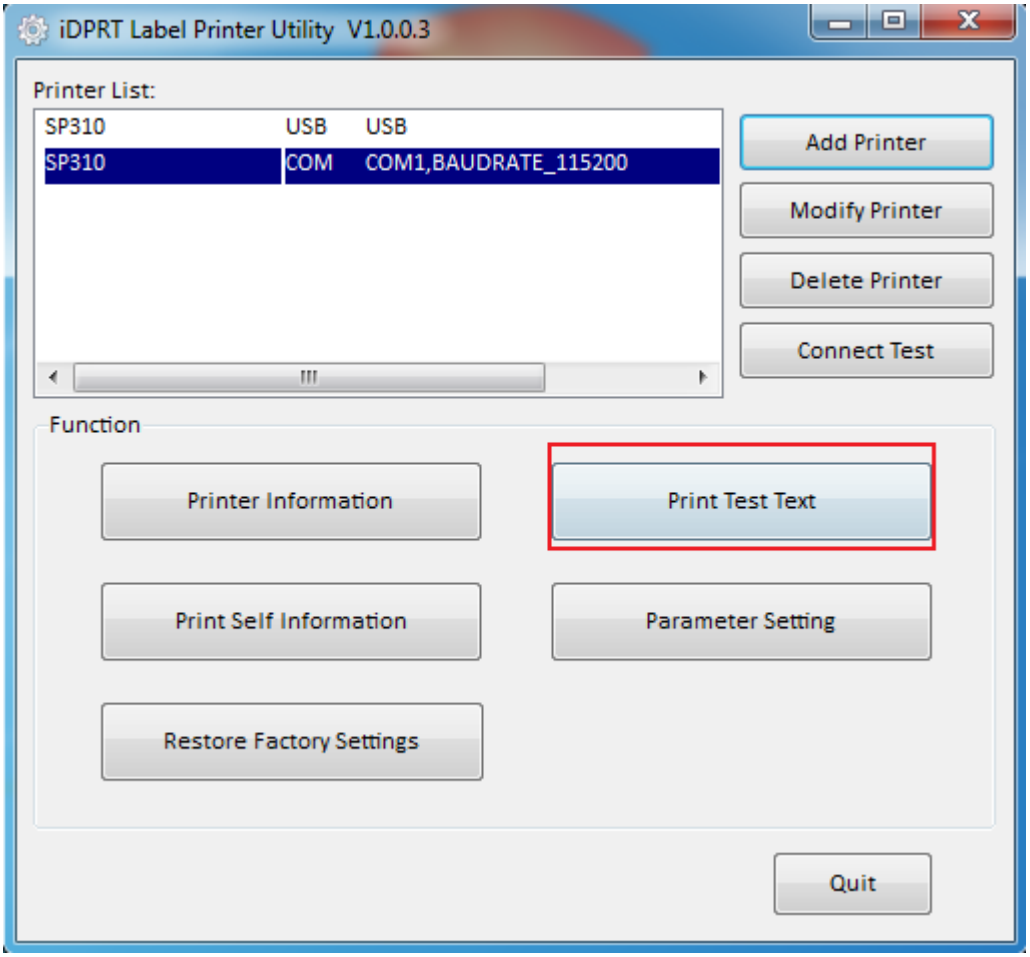


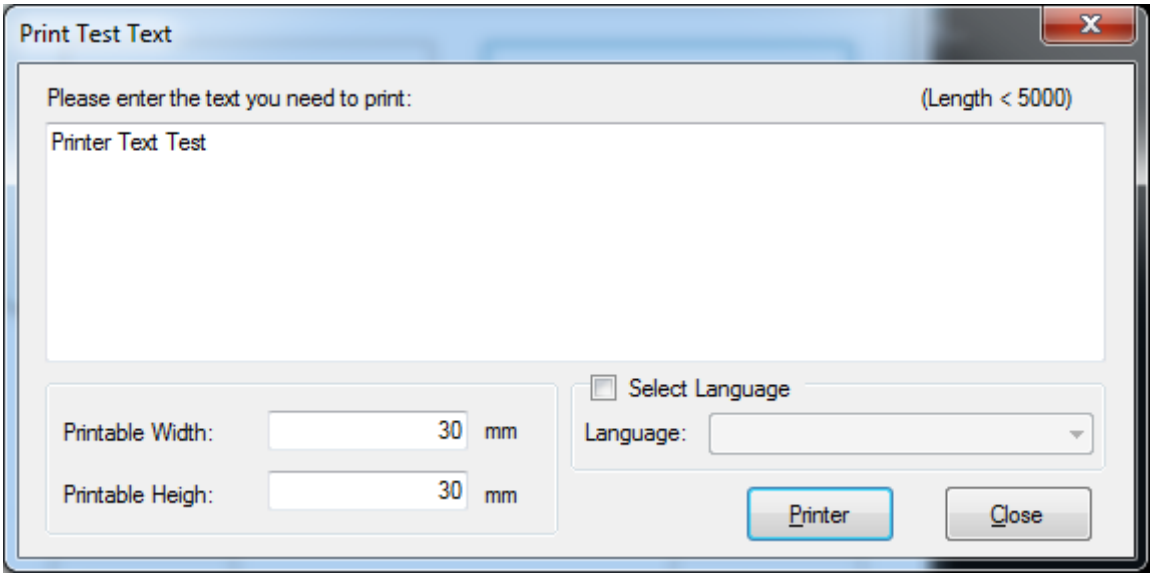
1) Turn on the printer firstly, then select one port (depended on the printer you bought) to connect to the PC. Much more information of connecting method is contained in “*3.3 Peripherals Connection*”.

2) When connection fail, please check if the connection and the port are matched. (When USB port is used, it is better to make sure only one printer is connected)

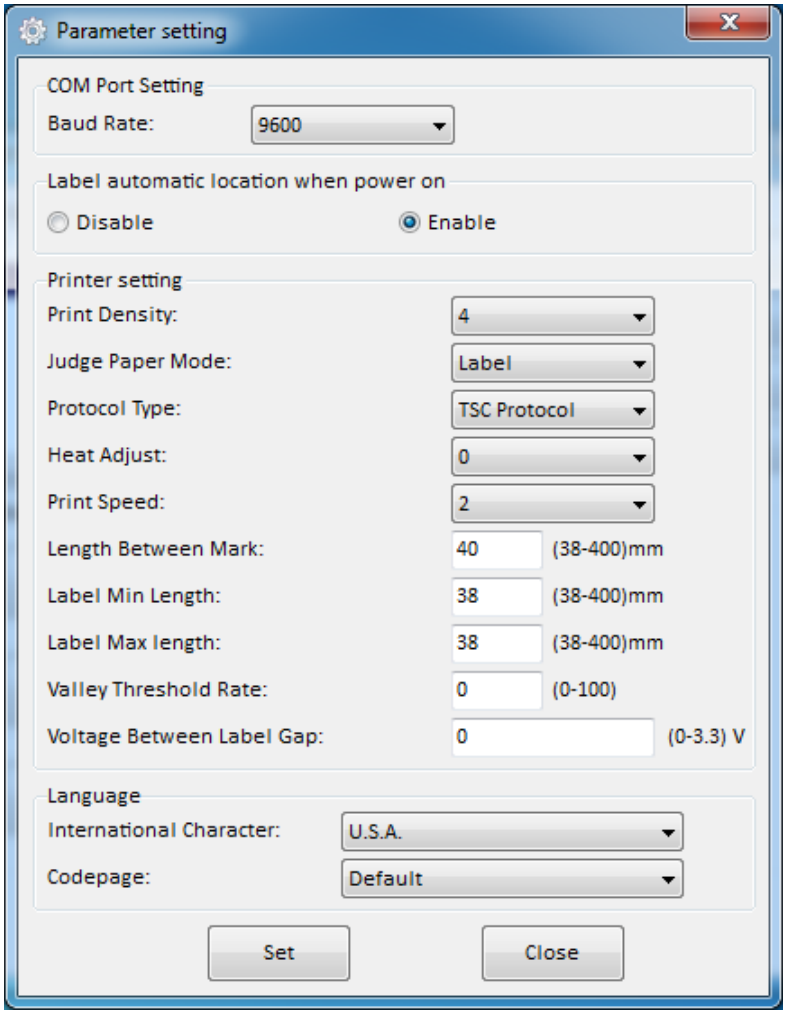
(3) Function.

● Click “Print Test Text”, edit the text→ Set up the printing range (printable width & height) →Click “Print” printer start to print printer test text.

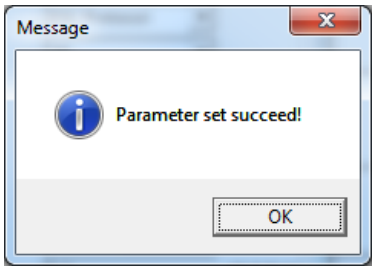




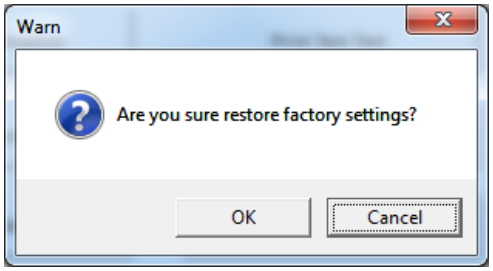
●Click “Parameter Setting” to set the interface, language, and print according to your needs.



●Click “Set” save all the above settings, then click “ok” back to the main menu.



(5) Click “Restore Factory Settings”, click “OK” to restore factory settings, click “Cancel” to cancel restore factory settings.



Chapter 7 Windows Driver Installation

7.1 Introduction

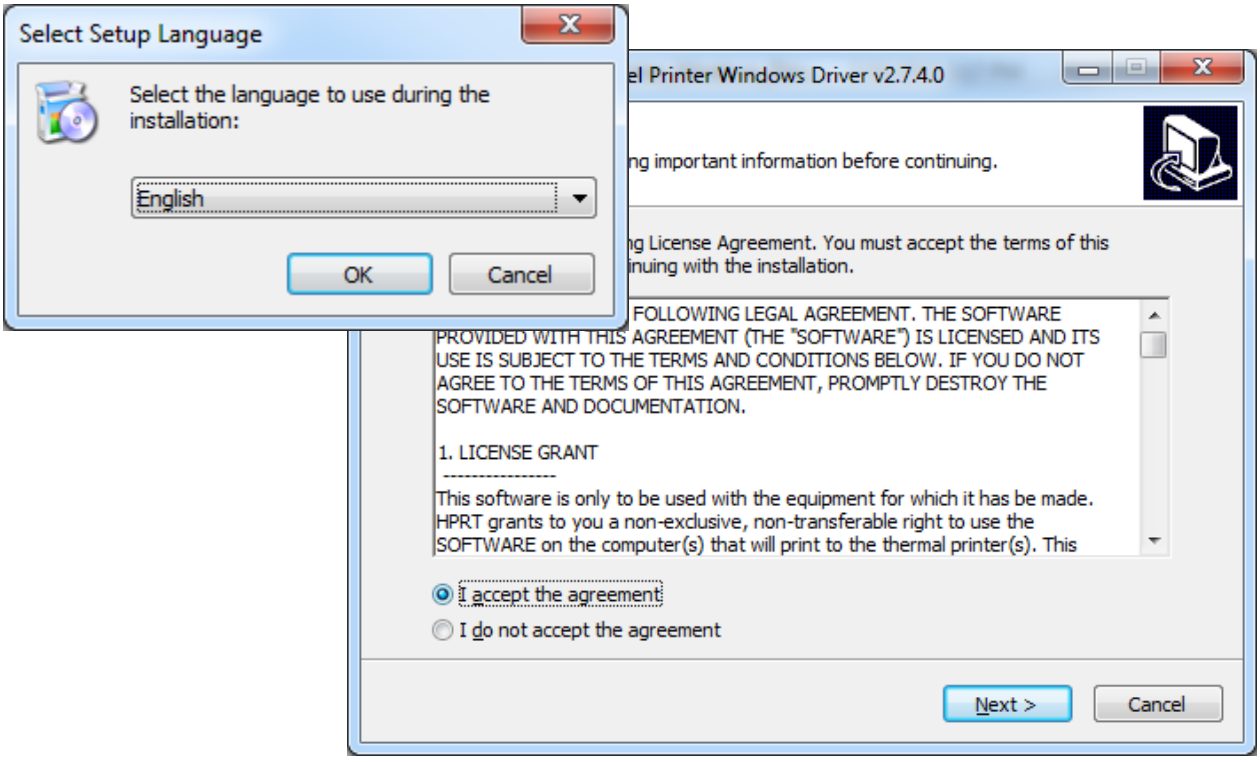
This chapter provides information on installation according to the PC operating system (OS).
This driver support for these following operating systems:

Microsoft Windows 10 (32 bit/64 bit)
Microsoft Windows 8 (32 bit/64 bit)
Microsoft Windows 7 SP1 (32 bit/64 bit)
Microsoft Windows Vista SP2 (32 bit/64 bit)
Microsoft Windows Server 2012(64 bit)
Microsoft Windows Server 2008 R2
Microsoft Windows Server 2008 SP2 (32 bit/64 bit)
Microsoft Windows Server 2003 R2 SP2 (32 bit/64 bit)

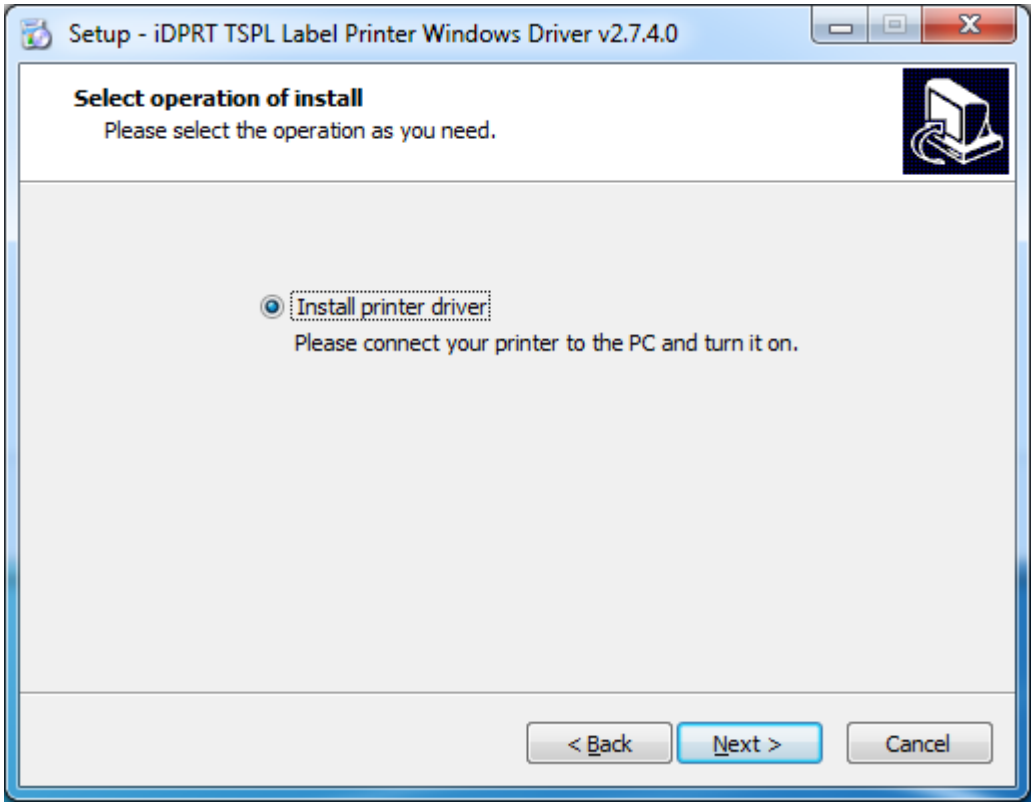
7.2 Installation

Note: Under different operating systems, the screen has a slight difference. Please operate it according to the tips. Take SP310 (Windows 7) for an example. Recommend to close the security software before installation in case of preventing installation.

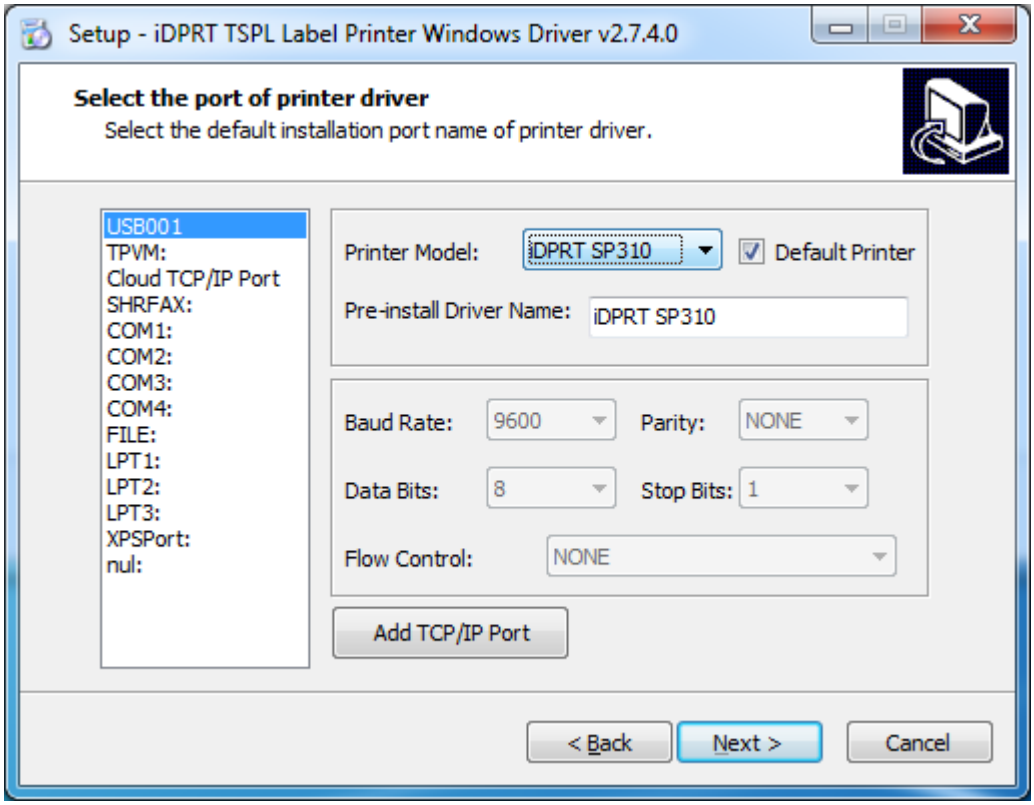
1. Select one interface to connect your printer to the computer.
2. Turn on the printer check if it is connected successfully.
3. Double-click Seagull Driver.
4. Read and agree with the EULA, click “Next”.



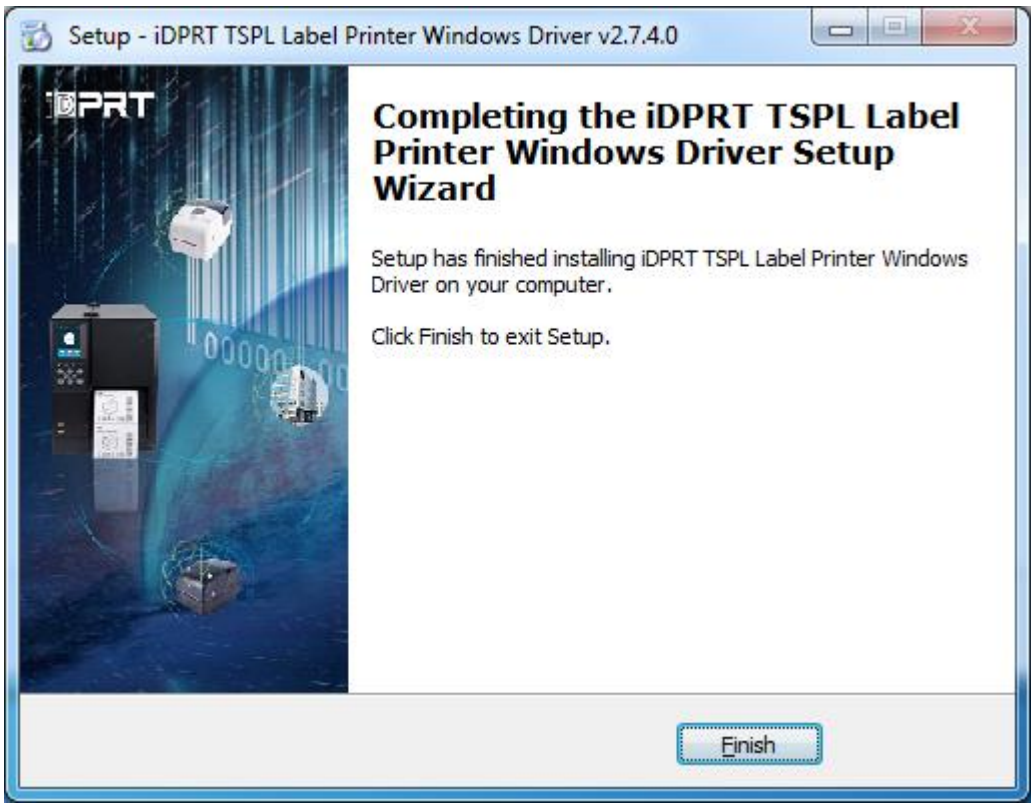
5.Click “Next”.



6. Select the default installation port name of the printer driver, then click “Next”.



7.Click “Finish”.



8.After installation, view the icon in “Start” → “Devices and Printers”.

Note:

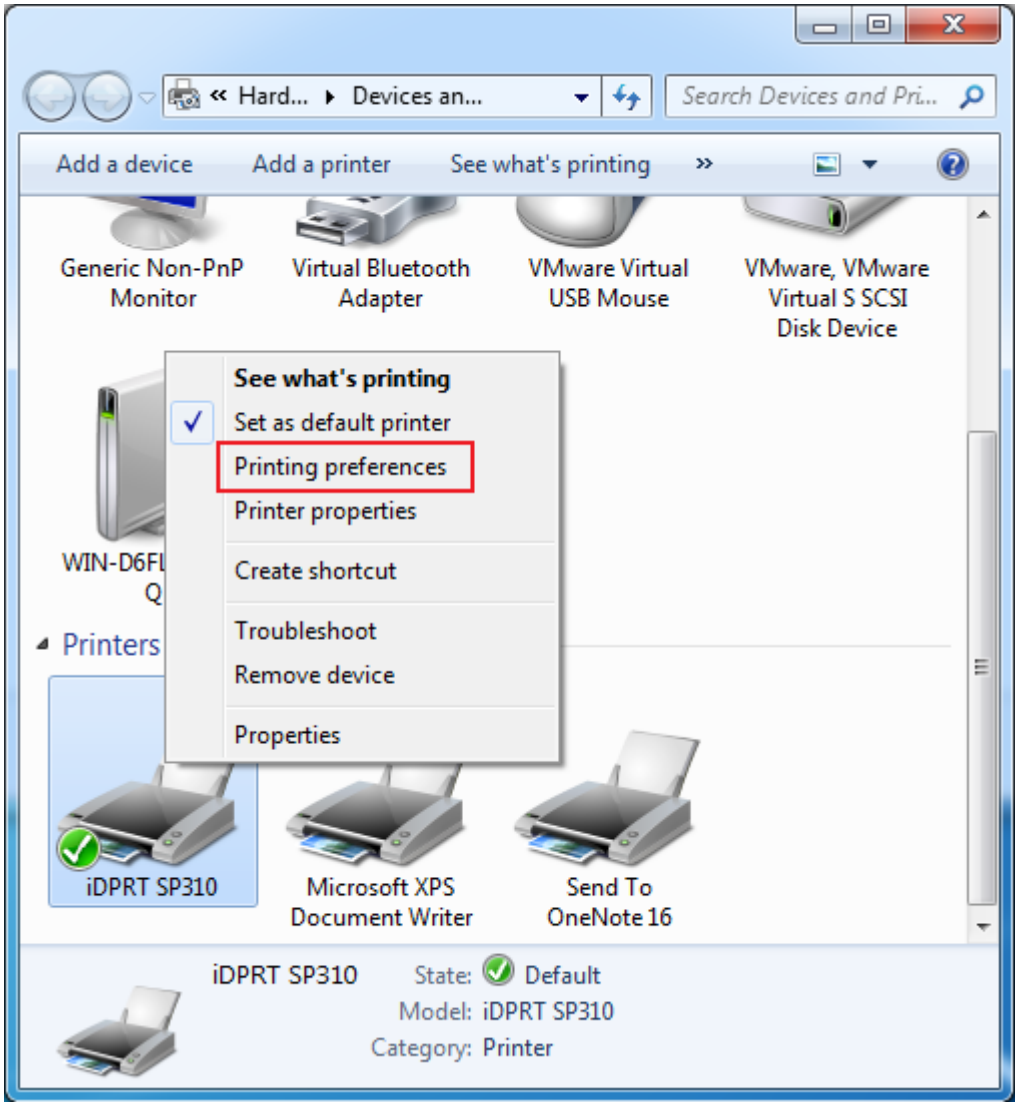
1) If you have already installed the driver (No matter what kind of ports), it will generate a USB port automatically when connecting the printer to the computer.

2) Any problems exist, please use our utility tool in CD.

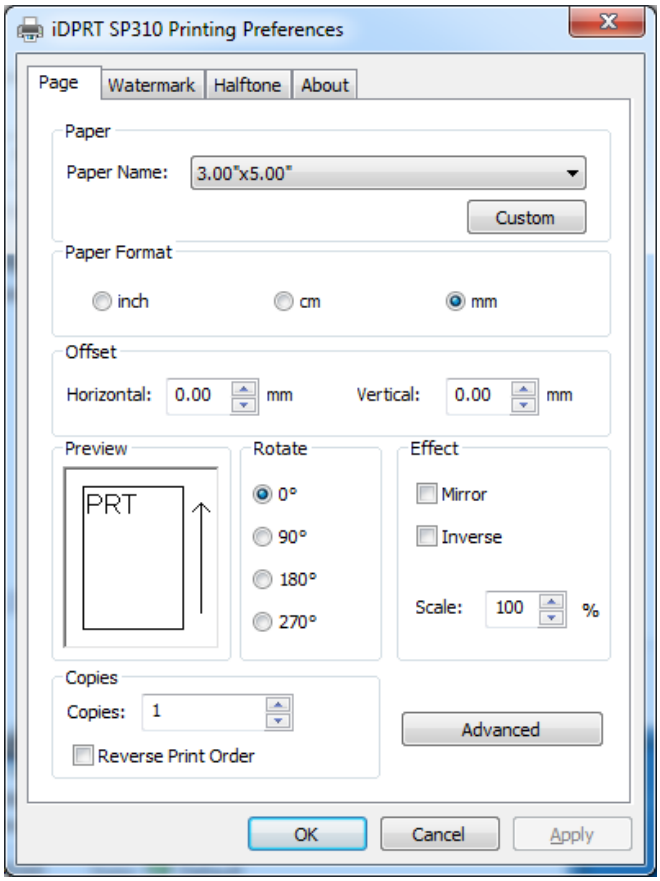
7.4 Usage

7.4.1 Printing Preferences

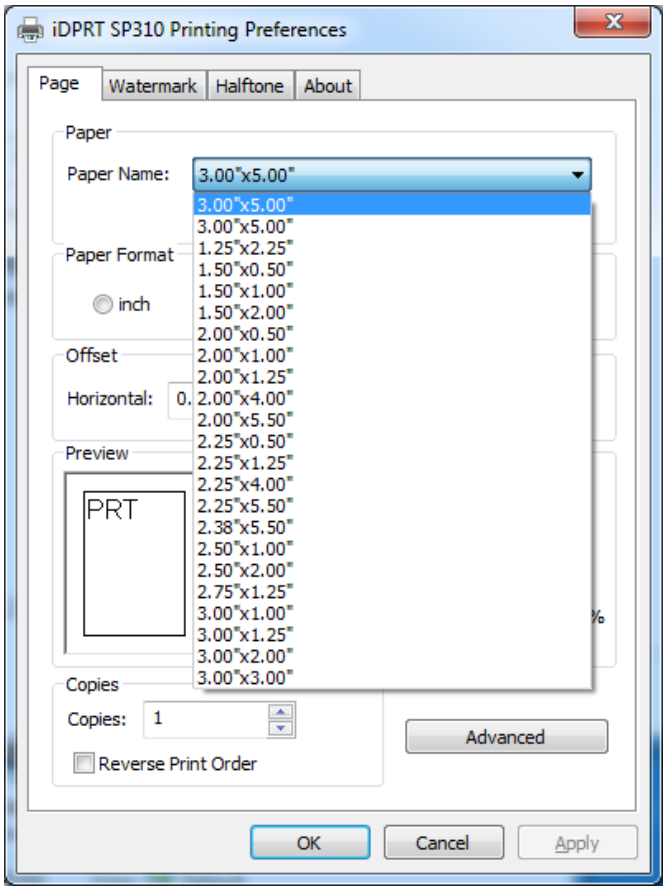
1.Click “Start” → “Devices and Printers”. Right-click the icon and select “Printing preferences”.



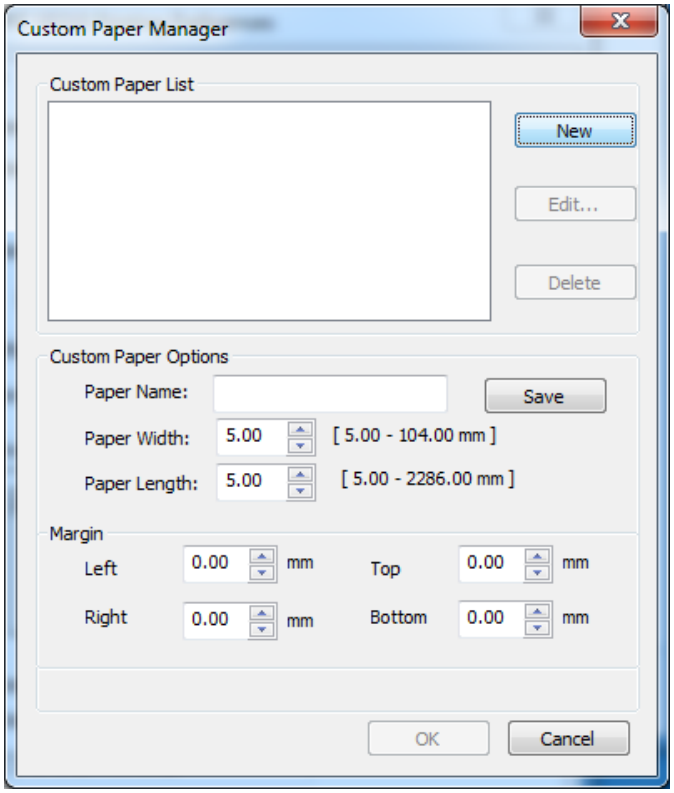
2.According to different needs, set the page.



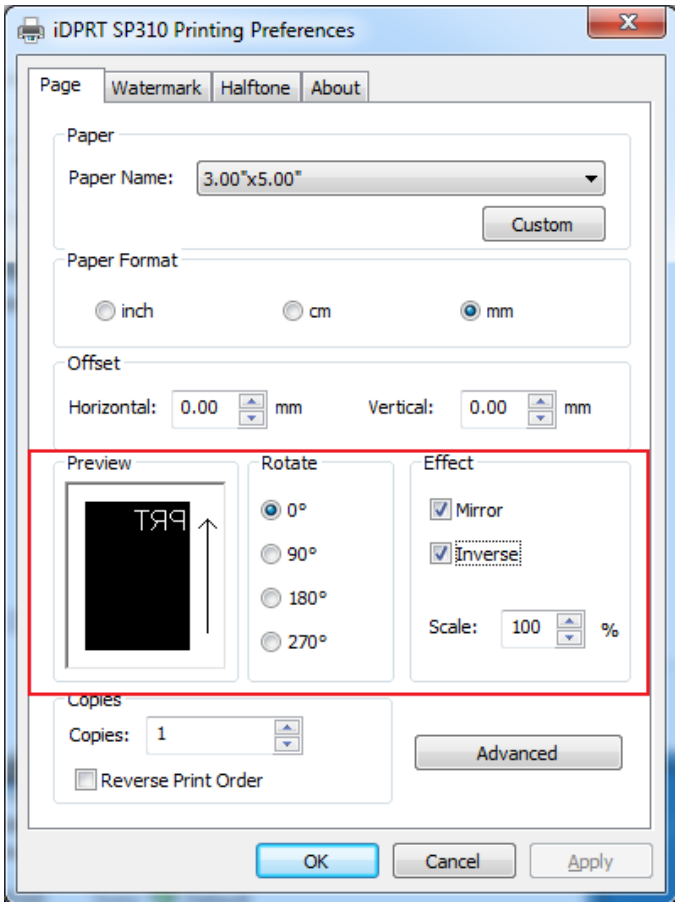
●Click “Paper Name”, then select the paper type.



●Click “Custom” to add a new stock.

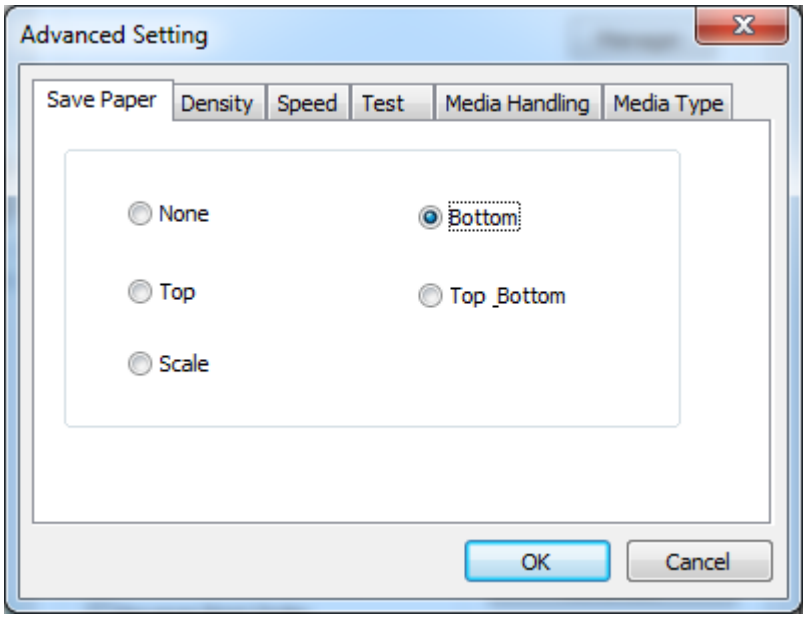


●Select “Rotate” or “Effect”, it will be shown in the “Preview”.

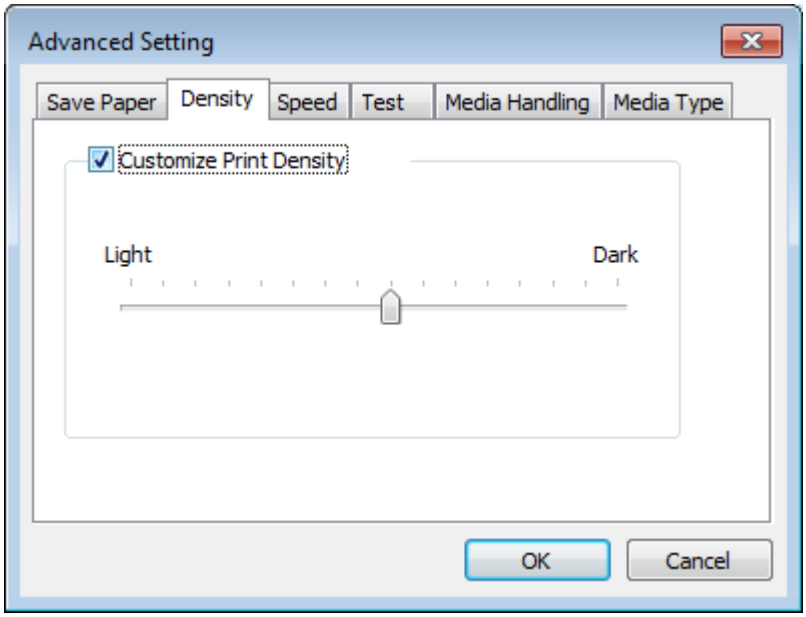


●Click “Advanced” to set “Save Paper”, “Density”, “Speed”, “Test”, “Media Handling” and “Media Type”.

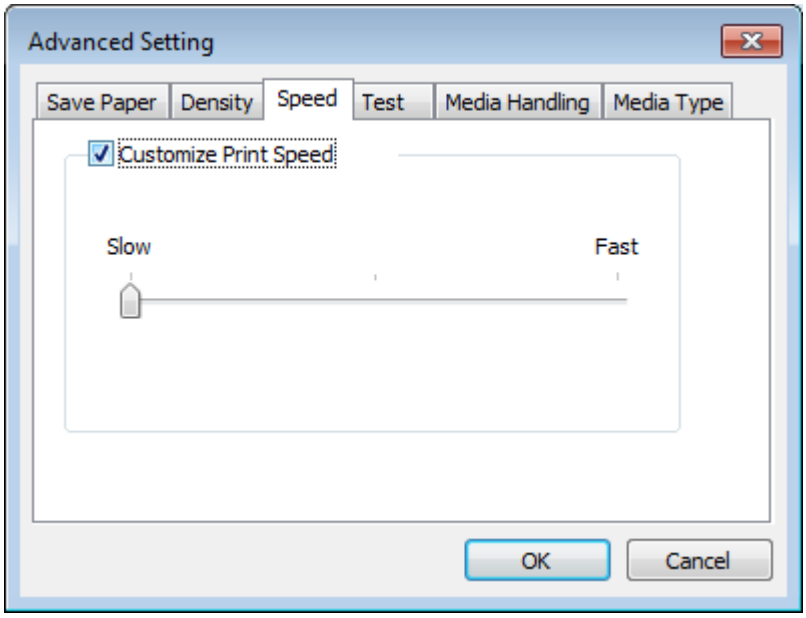
1) Save Paper



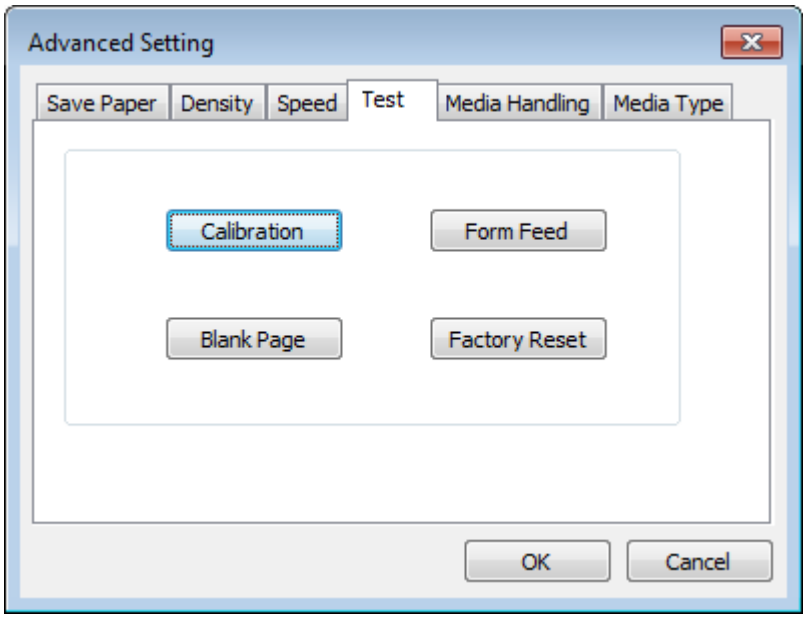
2) Density



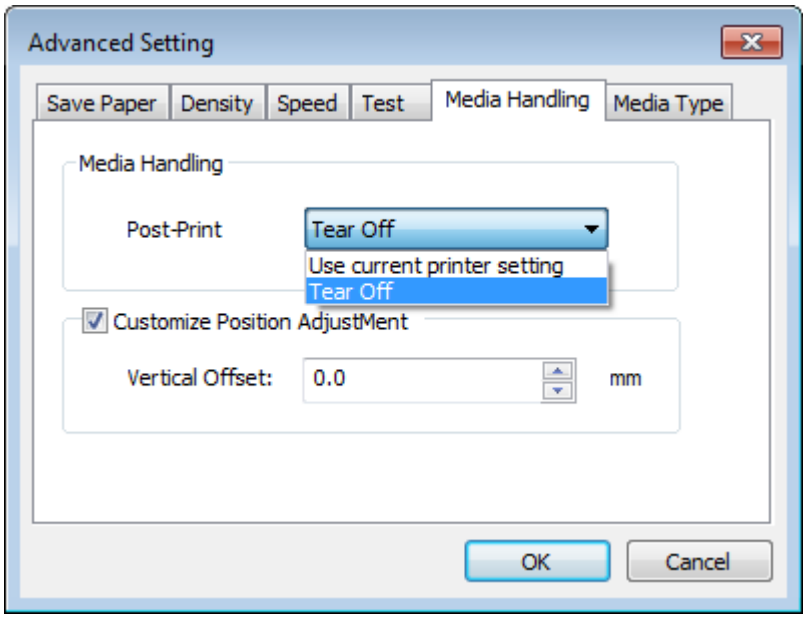
3) Speed



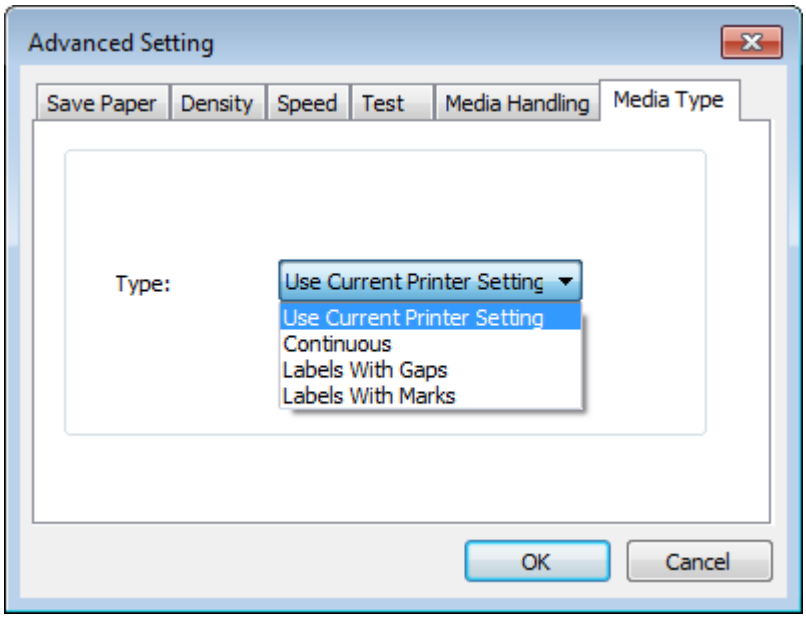
4) Test



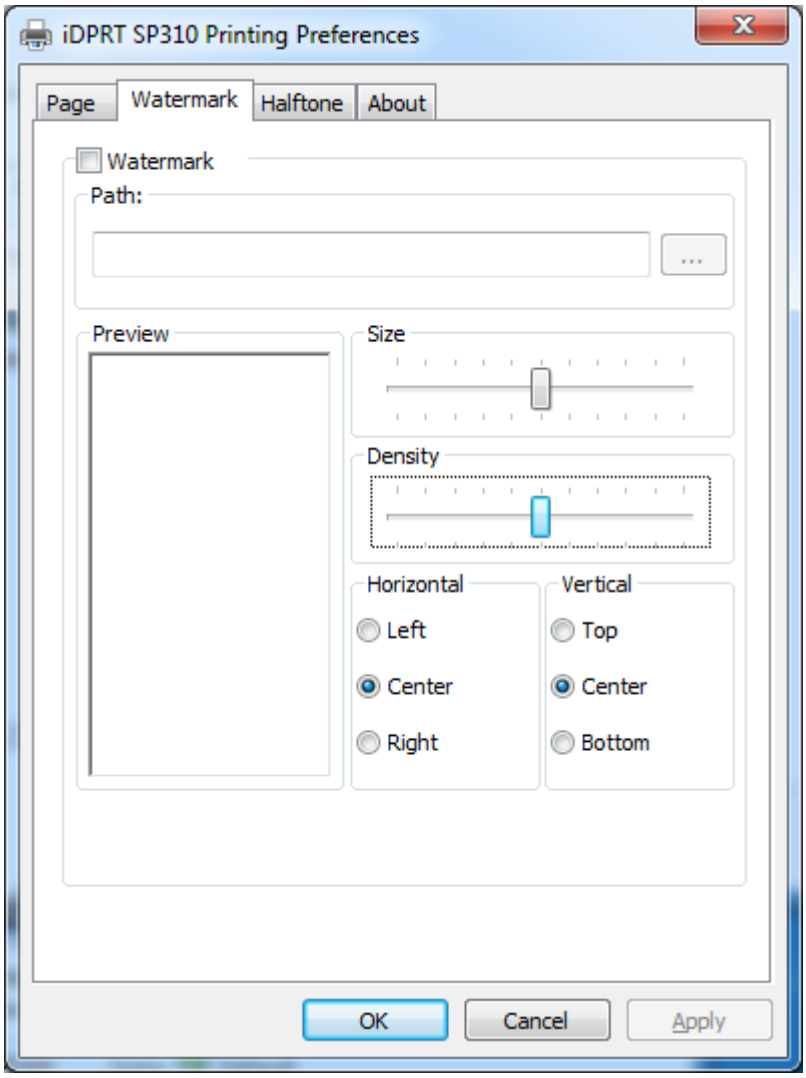
5) Media Handling



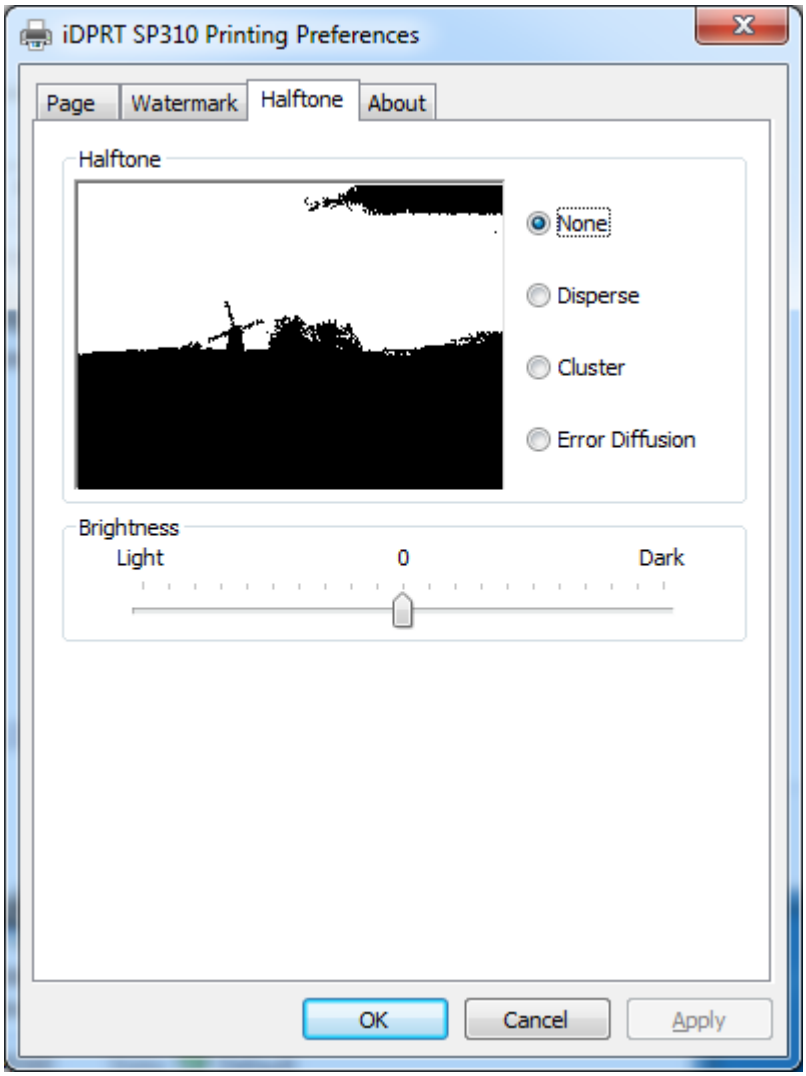
6) Media Type



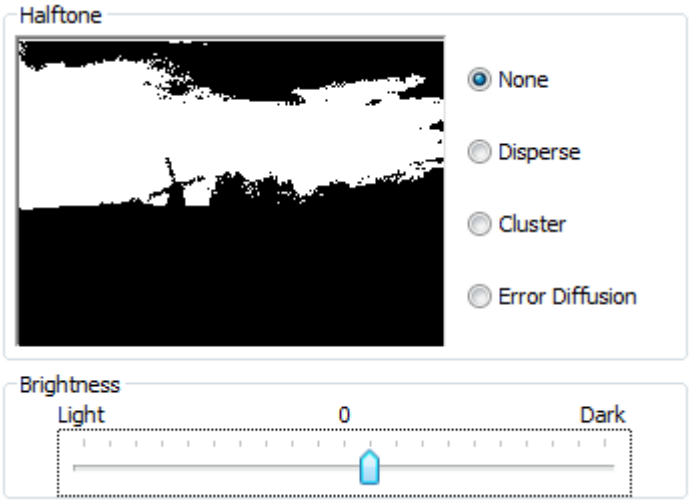
3.Click “Watermark”, it recommends to use BMP format.



4.Click “Halftone”.

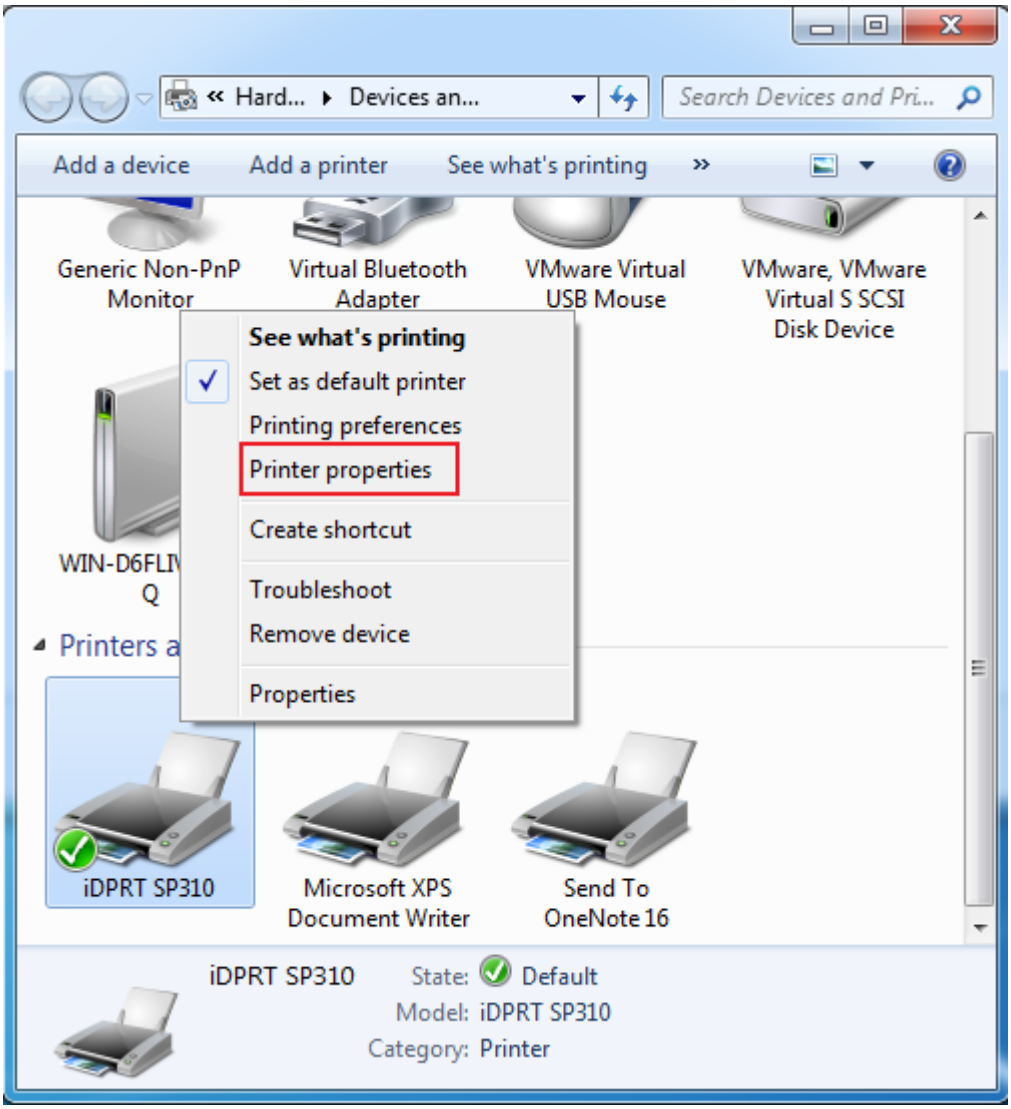


- Click “Brightness” to adjust the brightness.

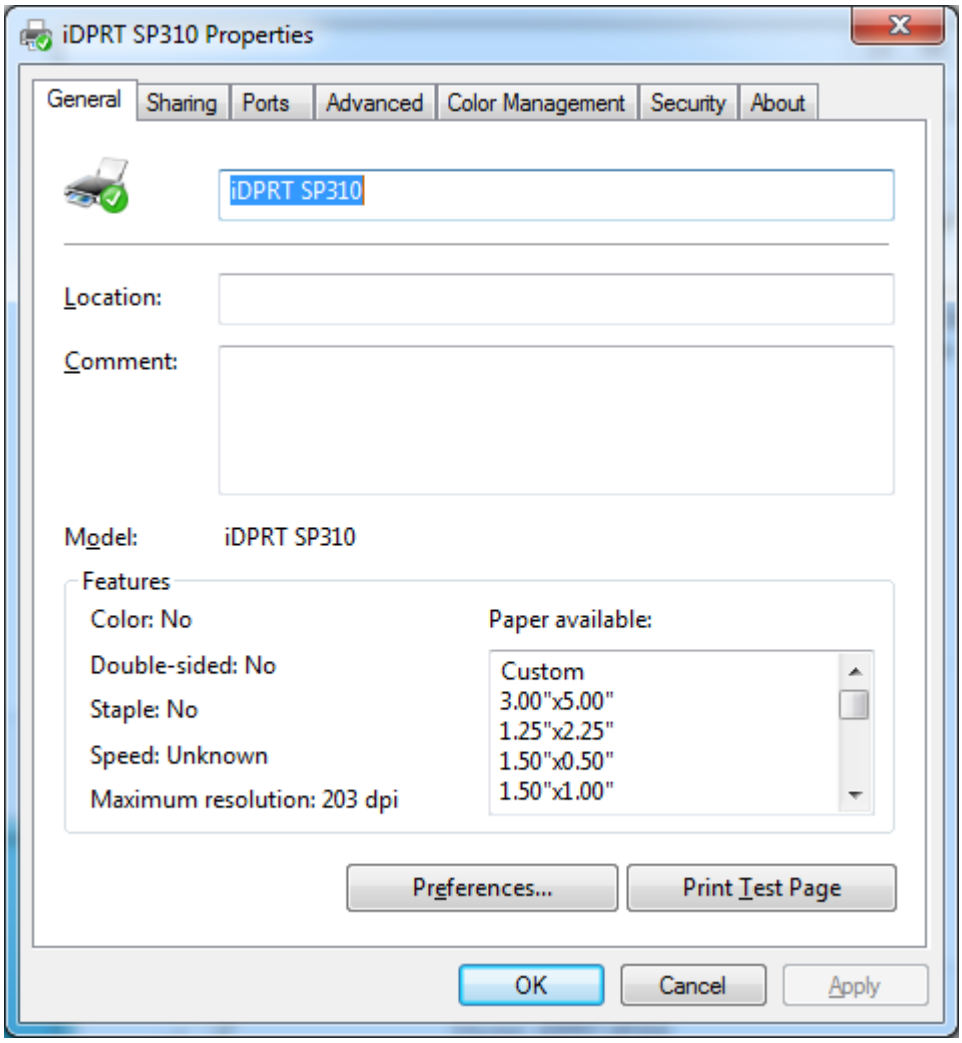


7.4.2 Printer Properties

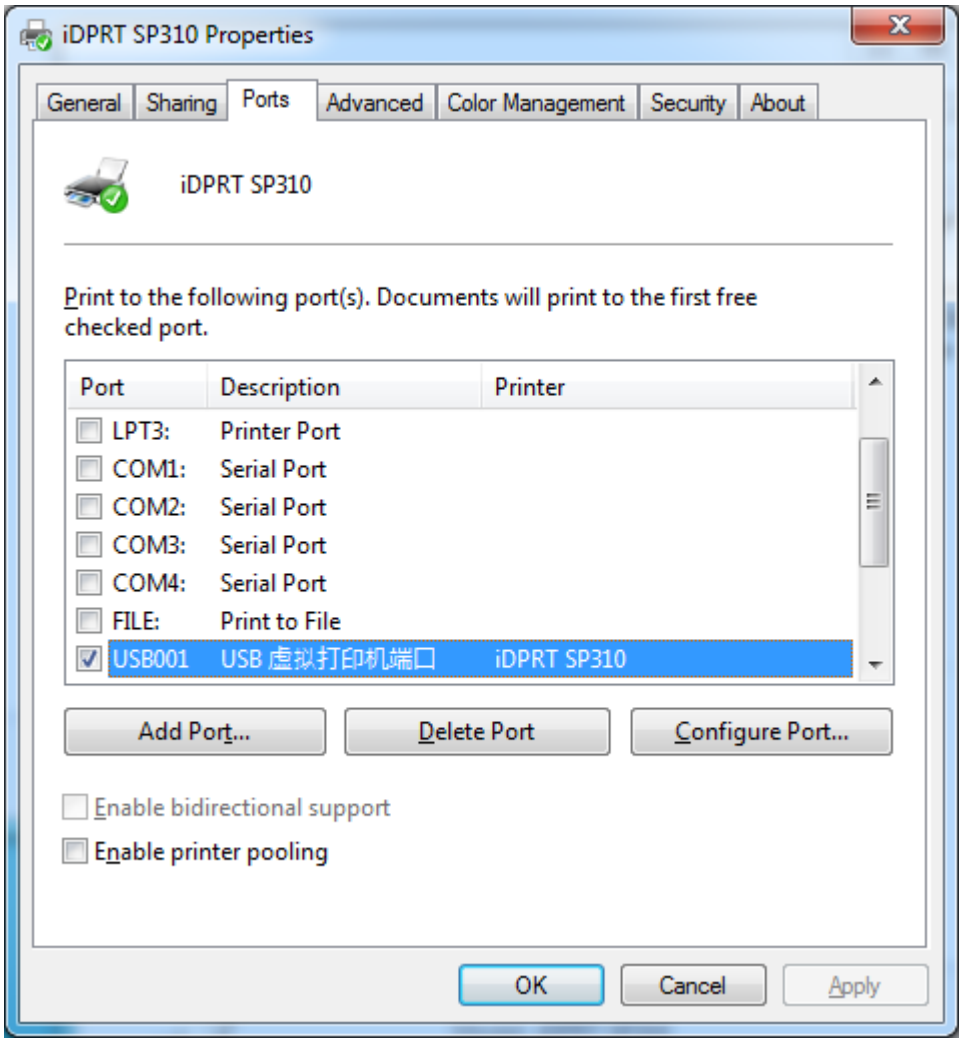
1.Click “Start” → “Devices and Printers”. Right-click the icon and select “Printer properties”.



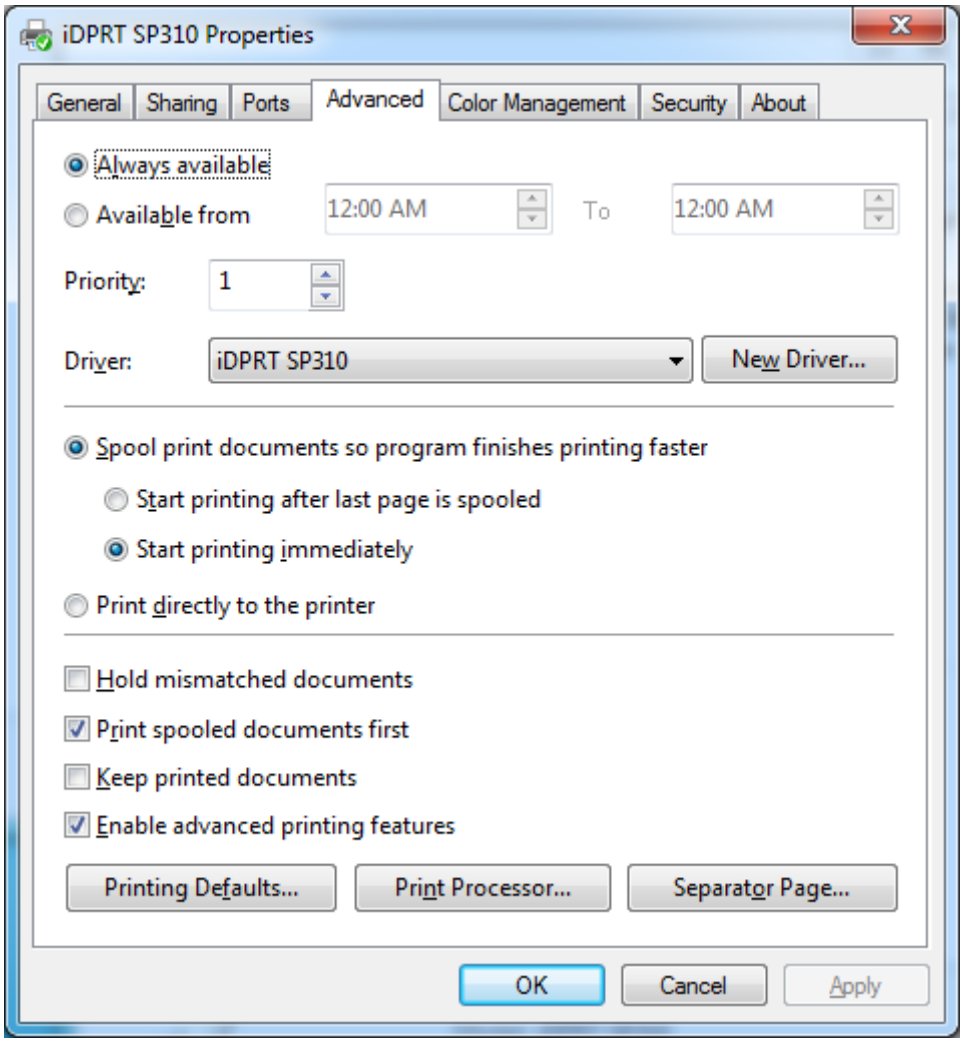
2.Click “General” → “Print Test Page”, and the printer will print label with current settings.



3.Click “Ports”, then select the port according to your needs.



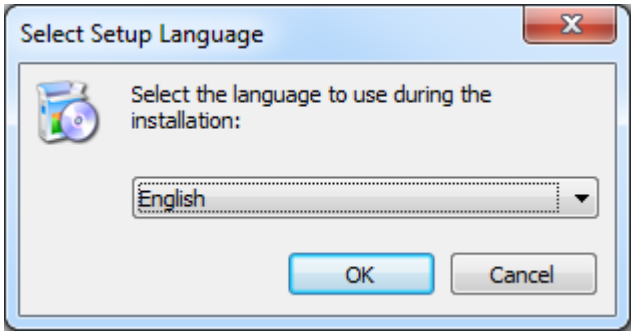
4.Click “Advanced” to set the available time for the printer.



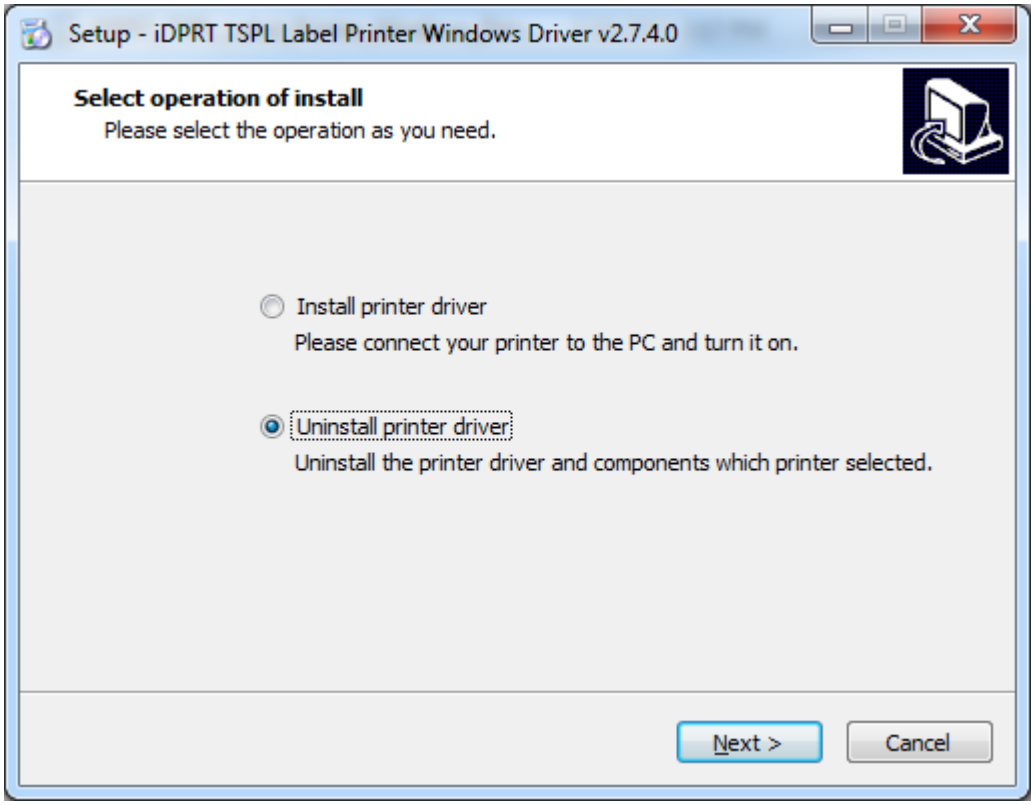
7.5 Removing

Note: Please turn off the printer or unplug the USB cable before removing the driver.

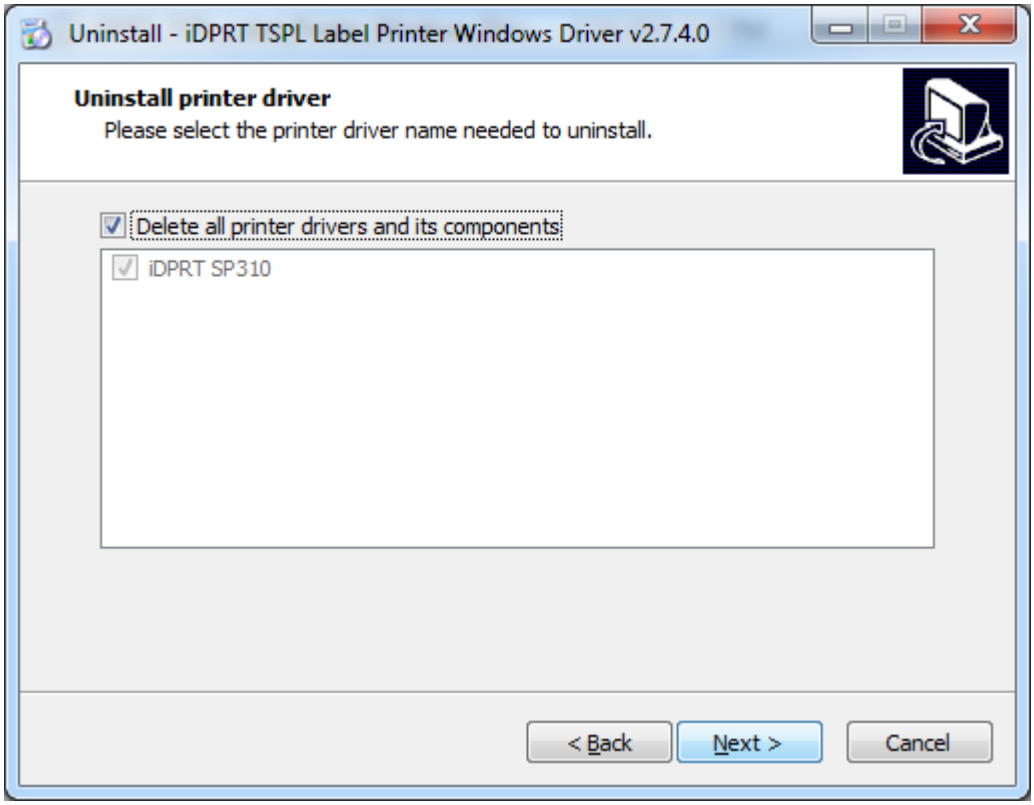
1.Double-click Windows Driver.



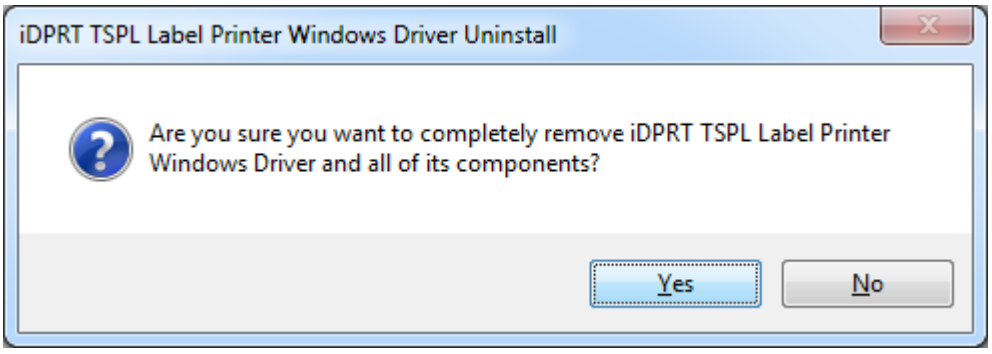
2.Select “Uninstall printer driver”, then click “Next”.

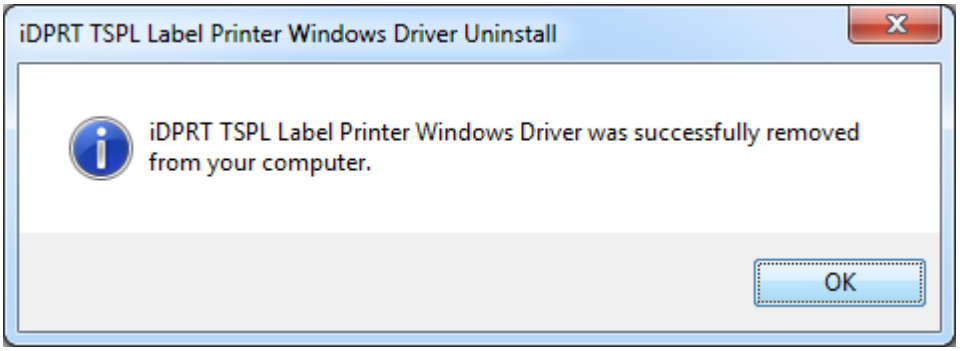


3.Select the name of the printer driver needed to be uninstalled, then click “Next”.



4.Click"Yes" → “OK”.





Chapter 8 Mac Driver Installation

8.1 Manual Information

This Driver Installation Manual provides information on installation in macOS operation system.

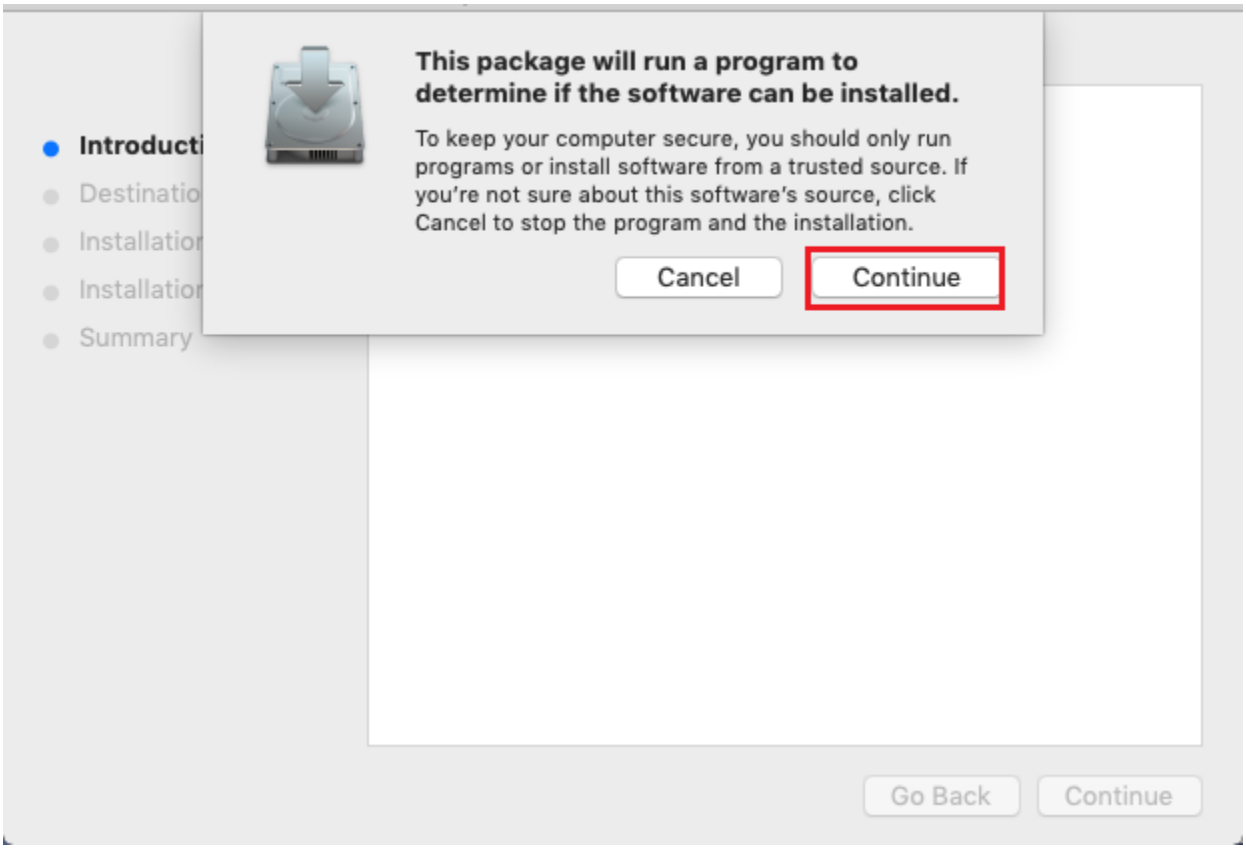
8.2 Driver Preparation for macOS

The driver of the installation file name is “iDPRT-SP310-printer-driver-v1.3.4”

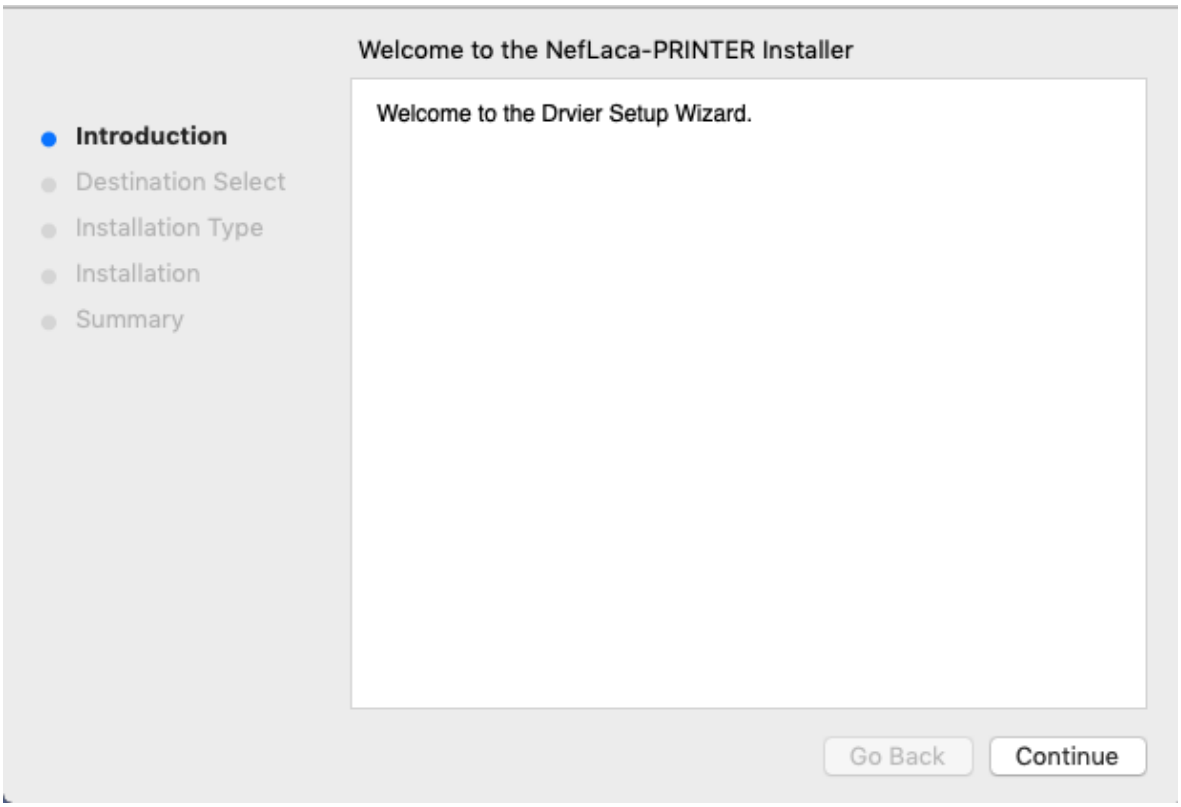
8.3 Driver Installation for macOS

Warning: Under different operating system, the screen has a slight difference. Please operate it according to the tips. Take SP310 (macOS 10.15) as an example.

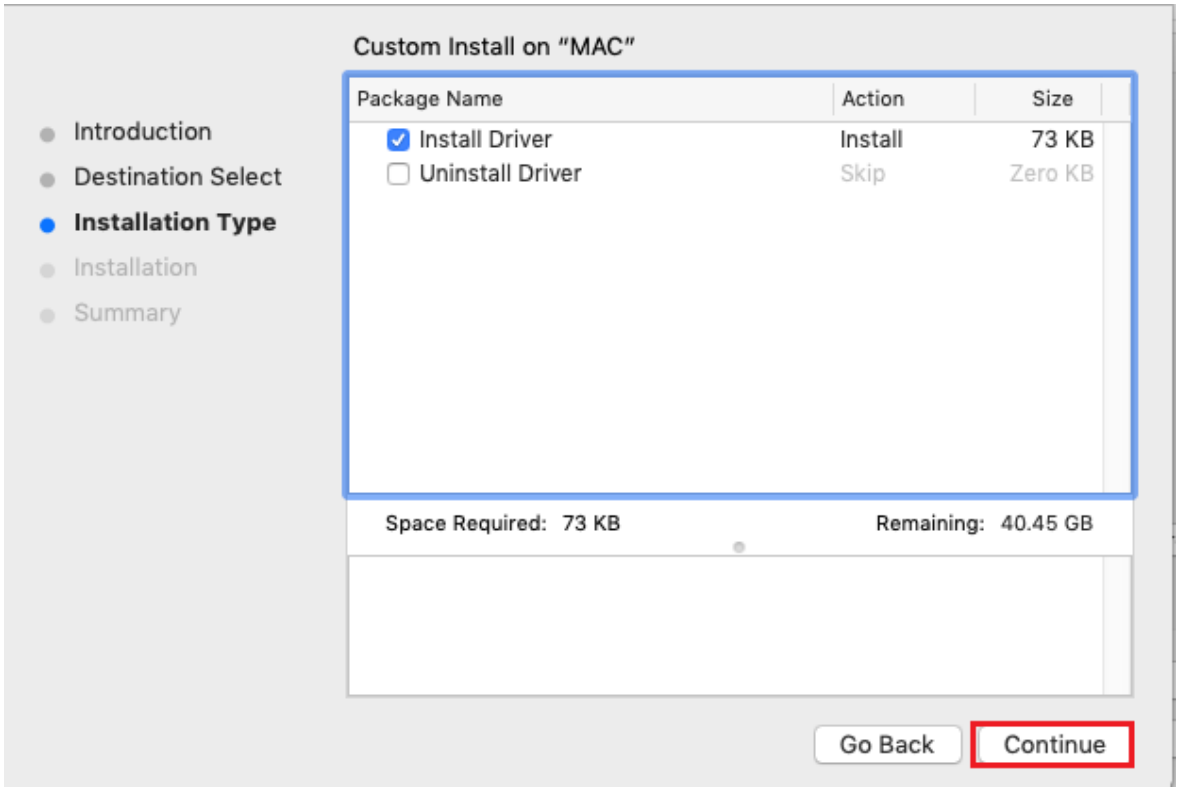
1.Double-click the Driver, click “Continue”.

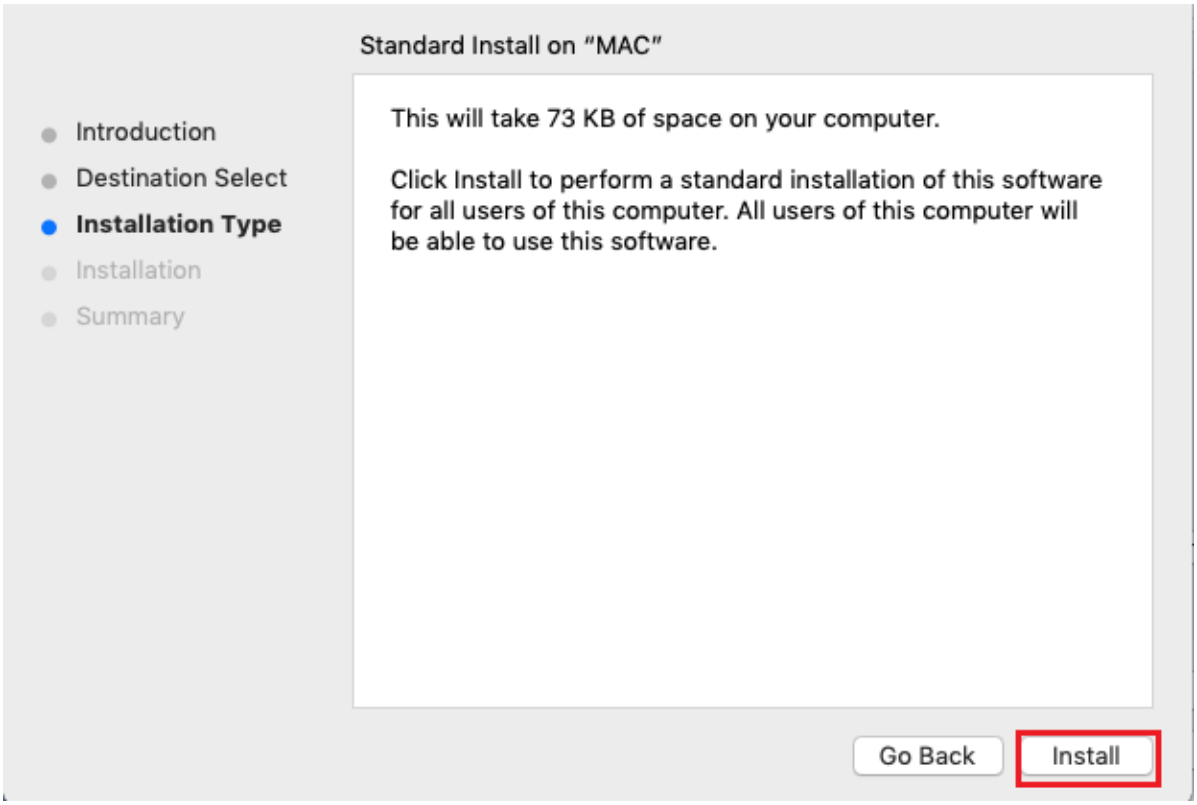


2.Select a destination and click “Continue”.

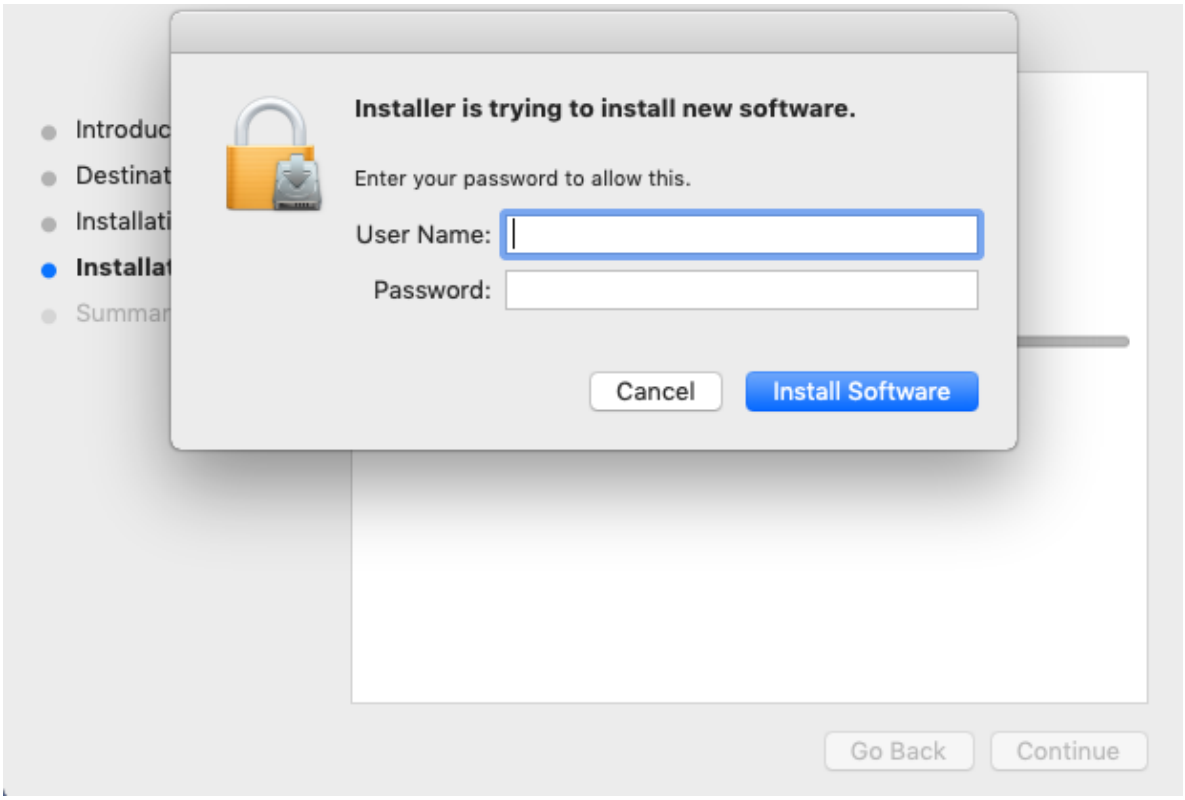


3.Select “Installation Type” and click “Continue”-> “Install”.

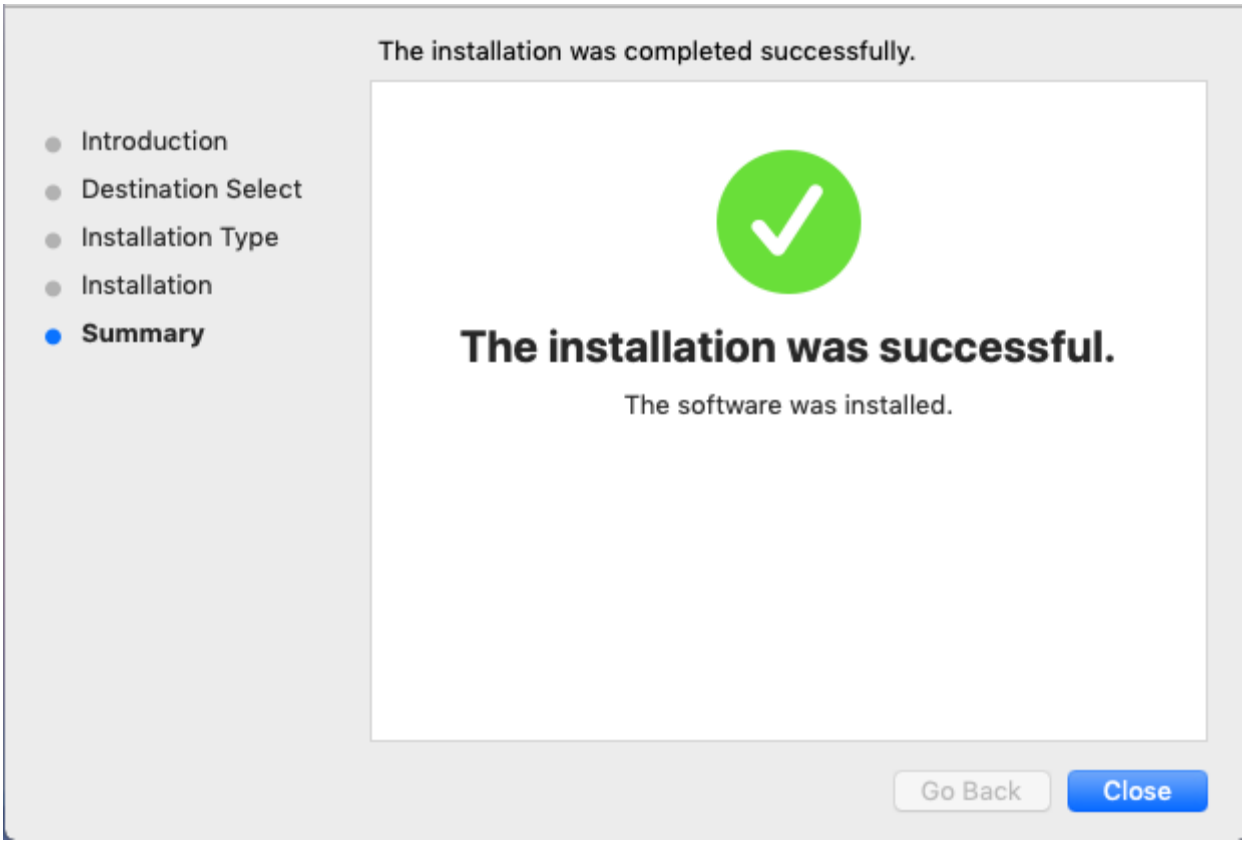




4.Type in the password of your computer.



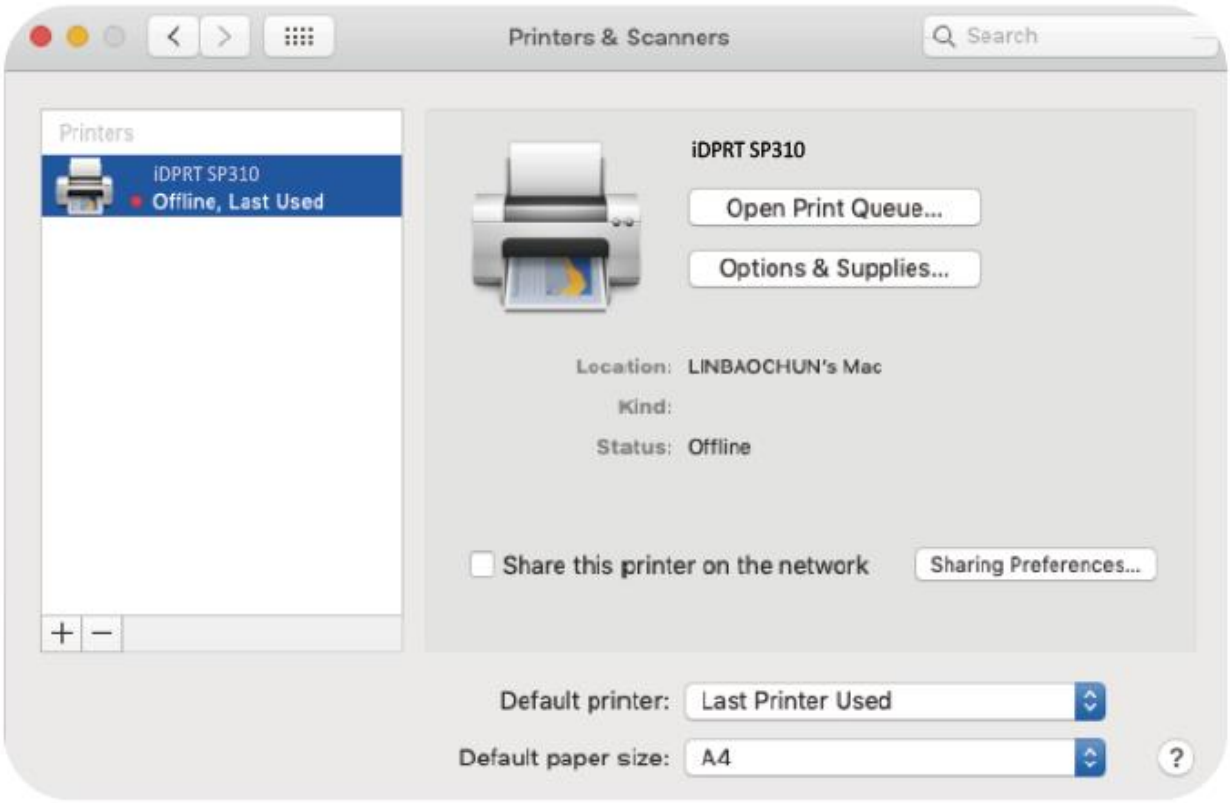
5.The installation was successful.



6.Turn on the printer (for example: SP310) and connect it to your computer (for example: via USB cable).

7.Click: Launchpad -> System Preferences -> Printers & Scanners.

8.Under “Printer & Scanner”, printer SP310 is available.



Chapter 9 Linux Driver Installation

9.1 Manual Information

This Linux Driver Installation Manual provides information on installation and usage of the printer's Linux Driver according to PC operating system (OS).

We maintain ongoing efforts to enhance and upgrade the functions and quality of all our products. As follows, product specifications and/or user manual content may be changed without prior notice.

9.2 Operating System (OS) Environment

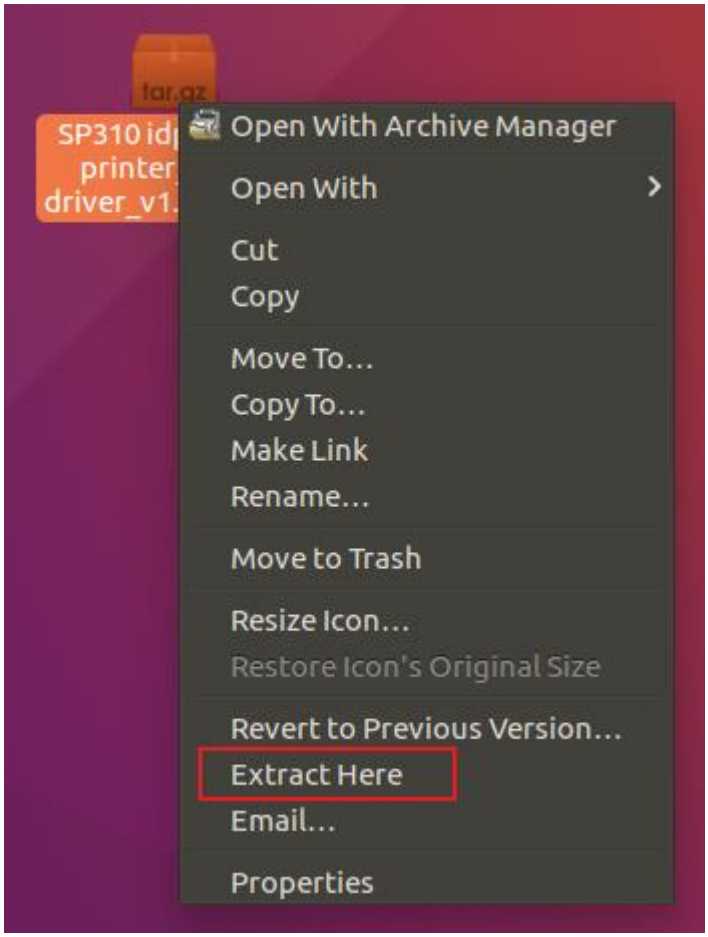
The following operating systems are supported for usage:

- Linux (64bit/32bit)

9.3 Linux Driver Installation

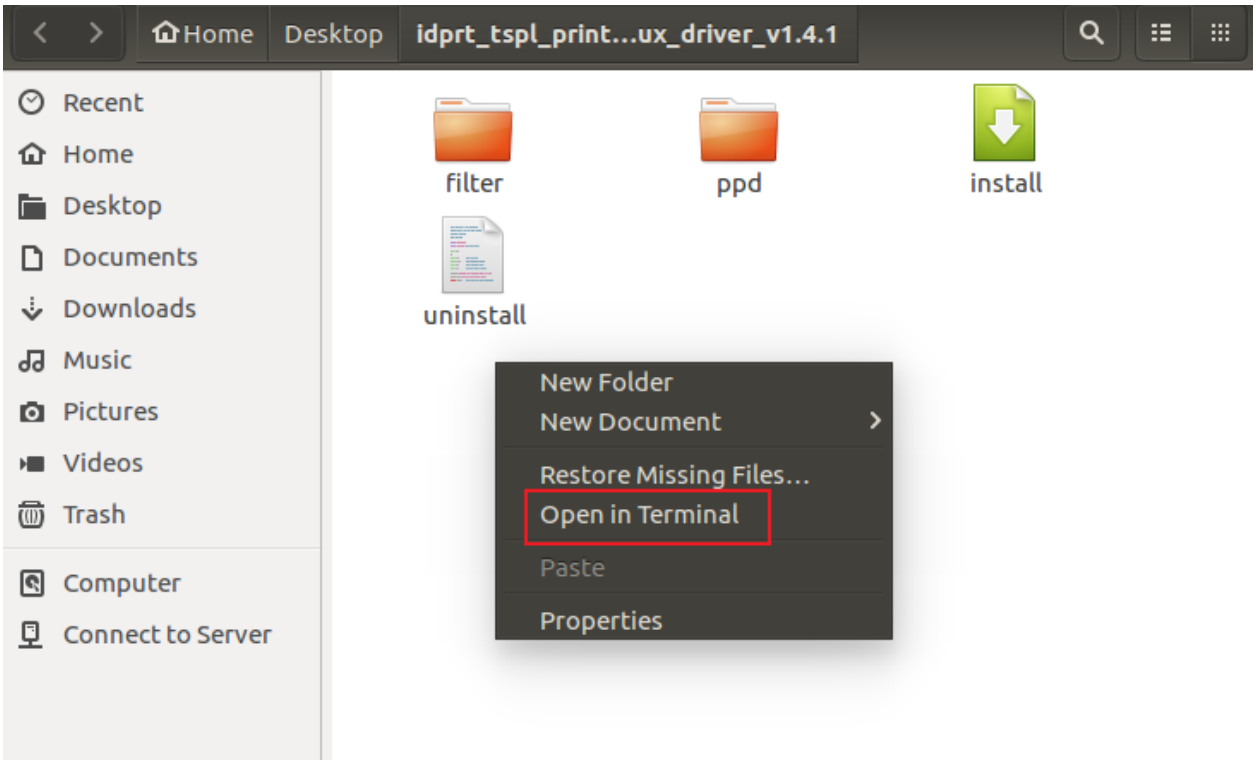
Warning: Under different operating systems, the screen has slight difference. Please operate it according to the tips. Take Linux (64 bit) as example.

1.Unzip the installation package, right-click and select "Extract Here".

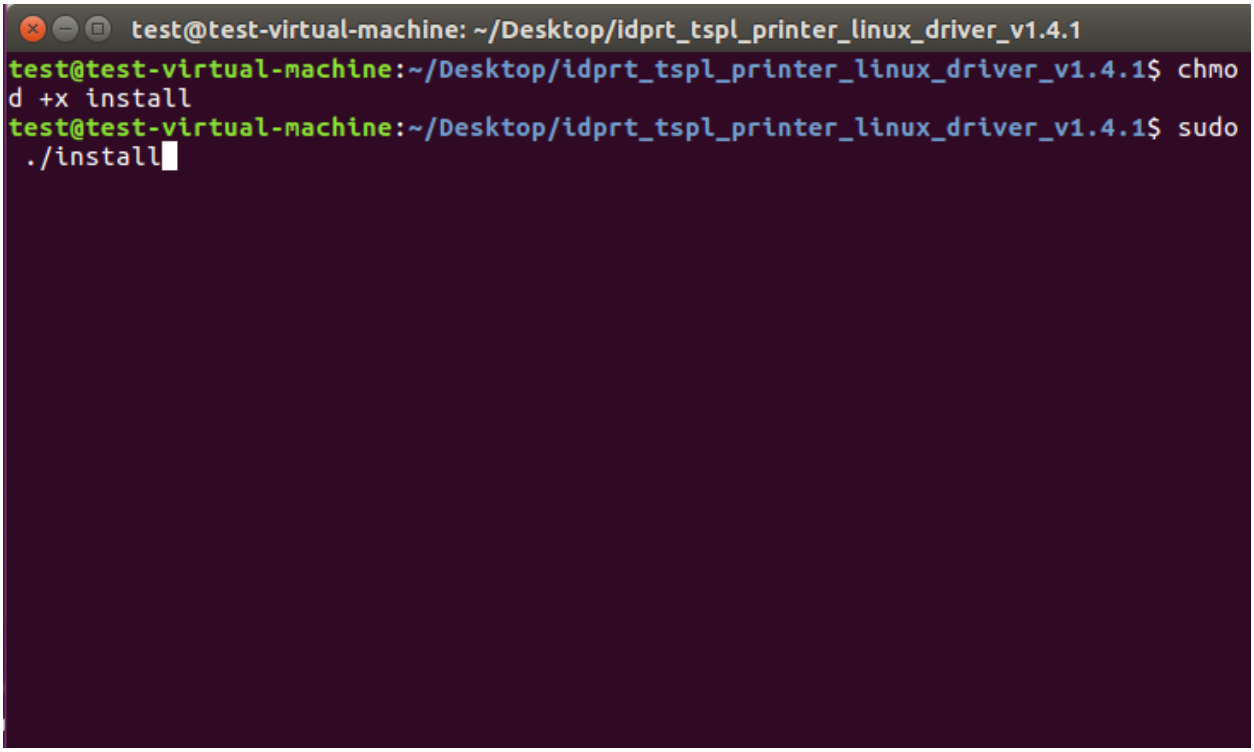


2.Double-click the file.

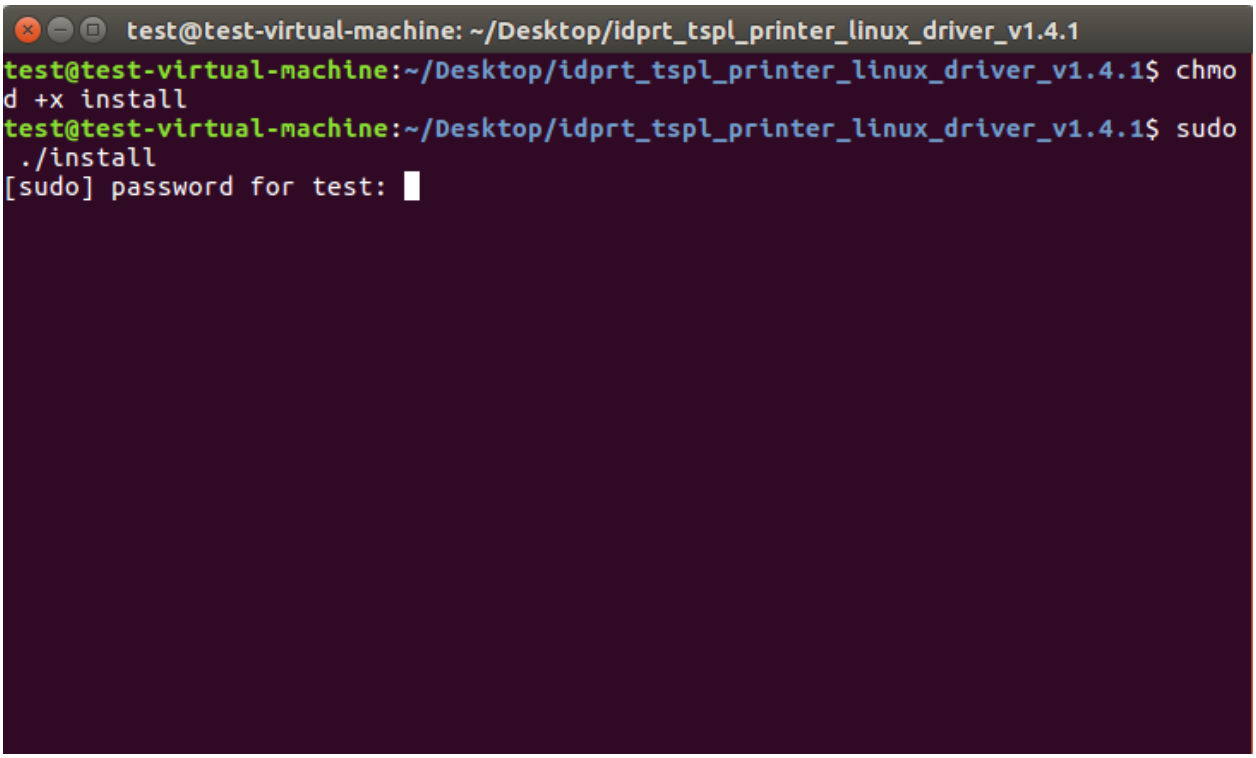
3.Right-click in the blank, select the “Open in Terminal”.



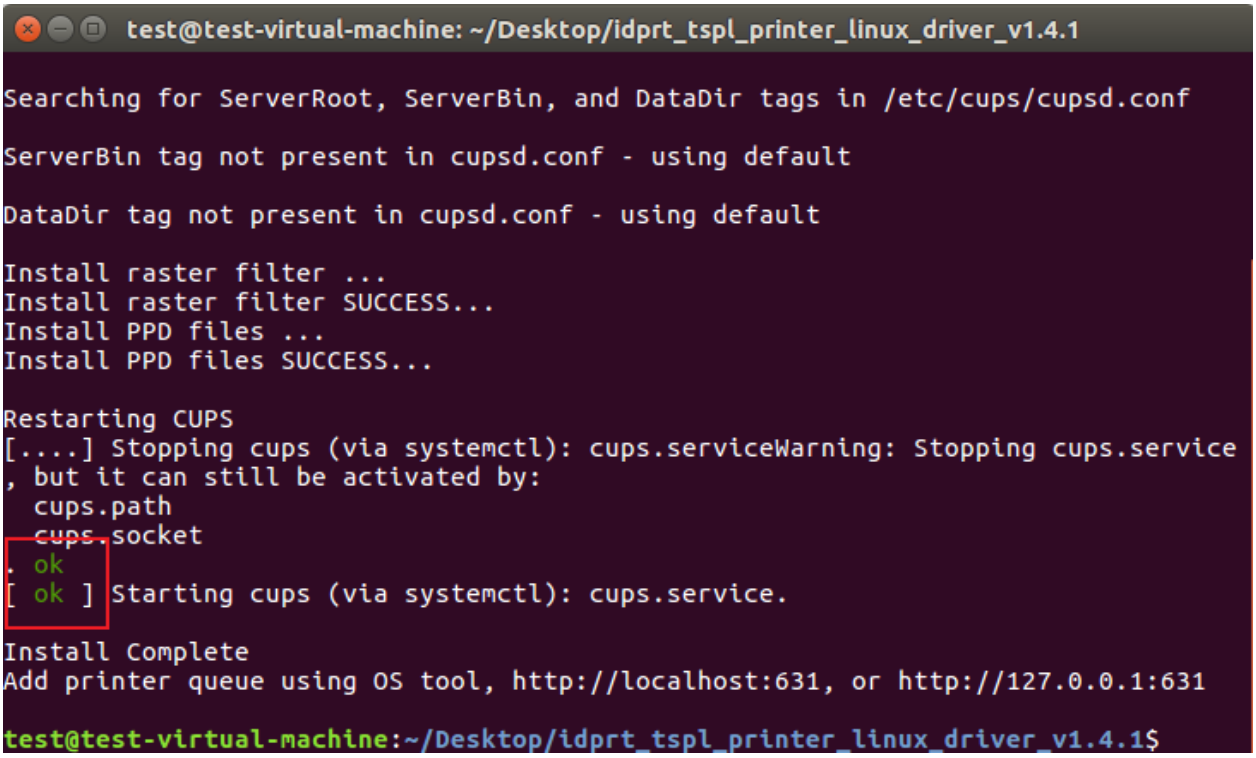
4.Open the terminal and Input: chmod +x install and press Enter key. Then input sudo ./install and press Enter key.



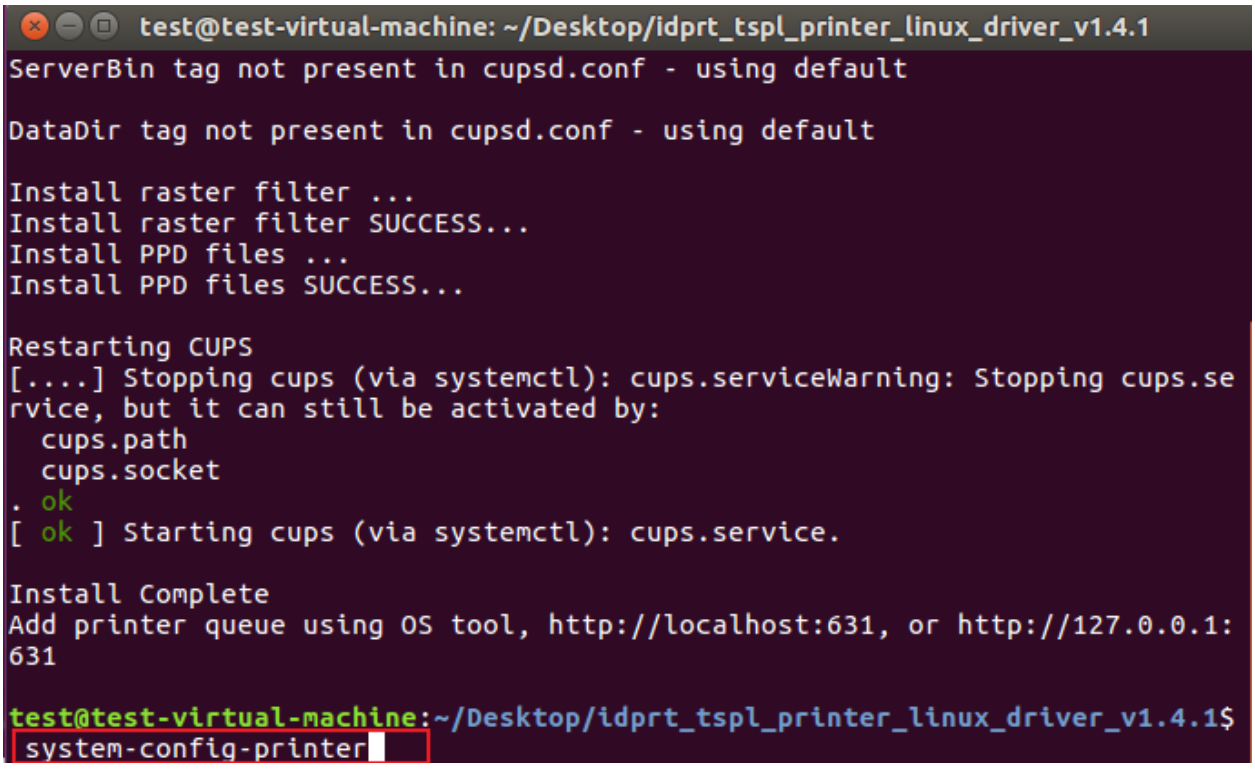
5.Input the password for test and press the Enter key.



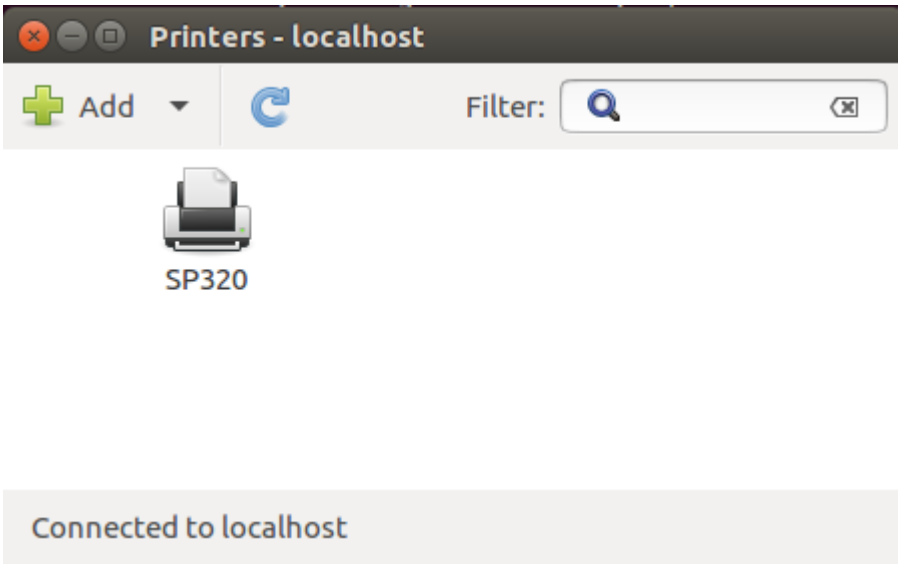
6. Installation completed; the terminal shows the following information:



7.Input “system-config-printer” to open the printer.

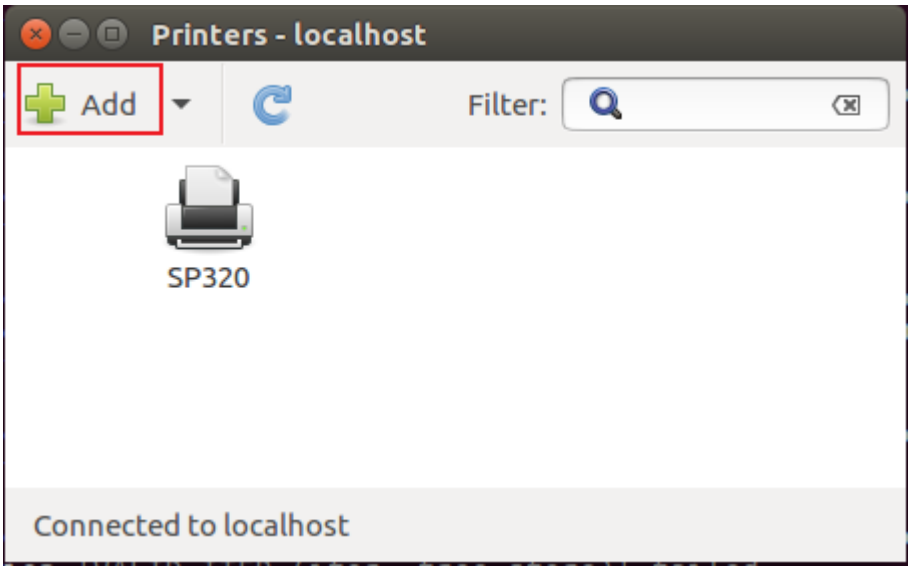


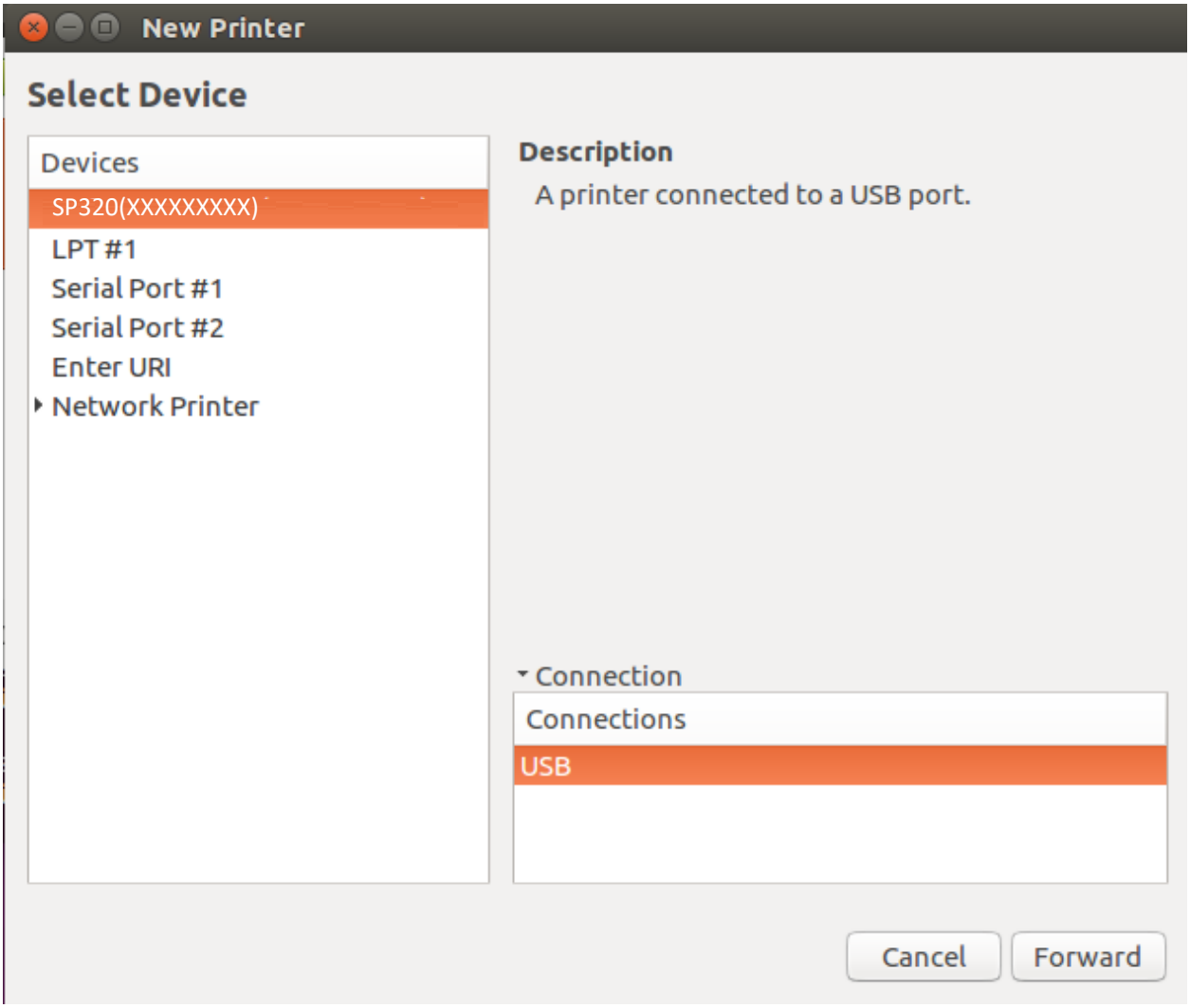
8.Connect the printer to the PC, the printer will be generated automatically.



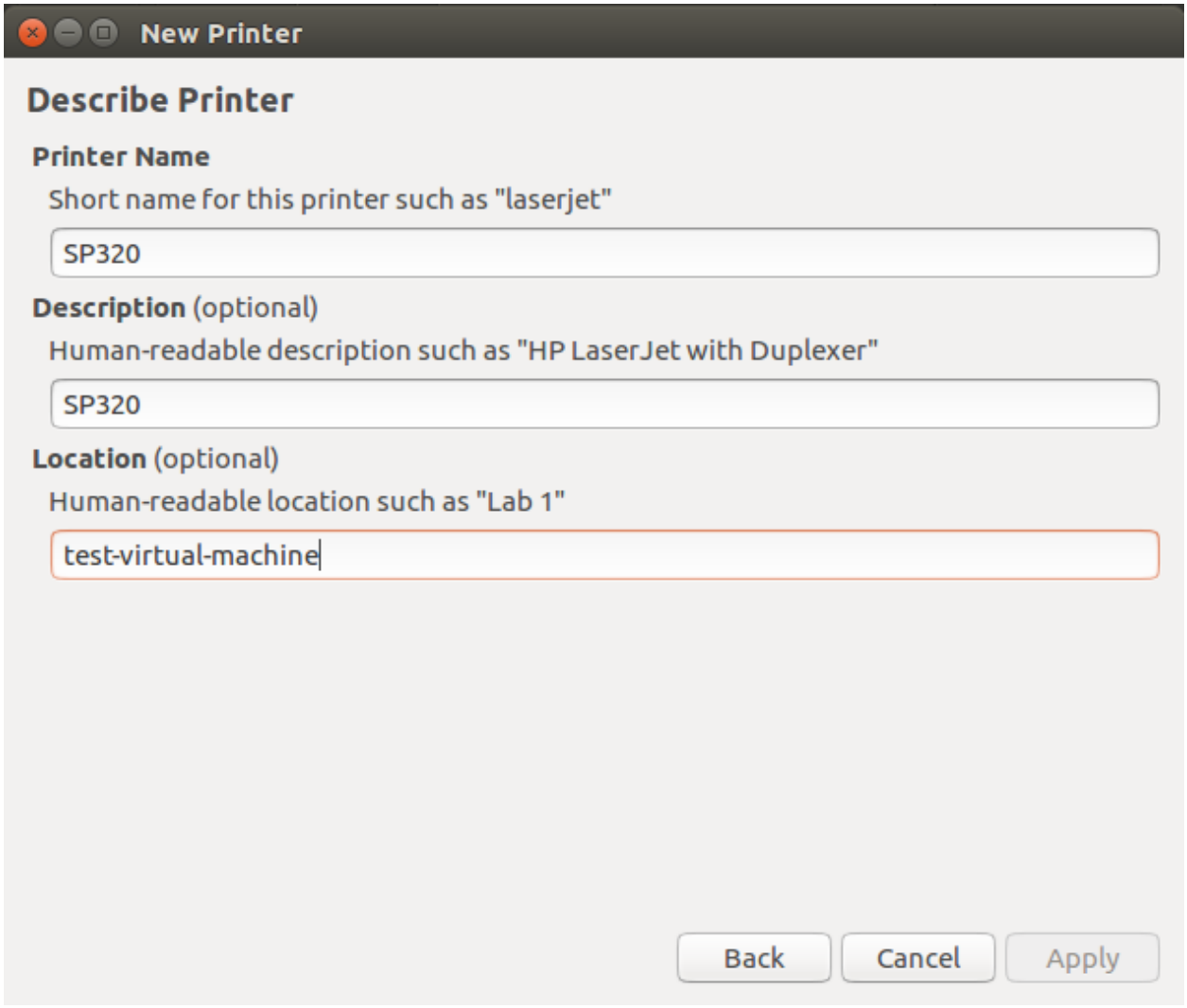
9.4 Detailed Linux Driver Settings

1.Add the printer and select the port of the device, then click “Forward”.

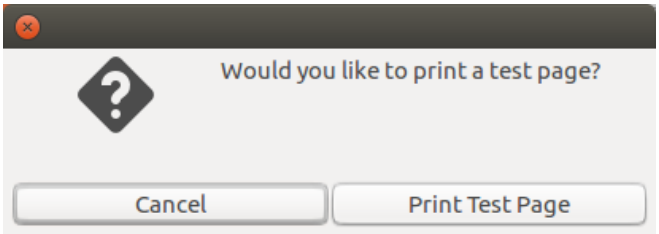




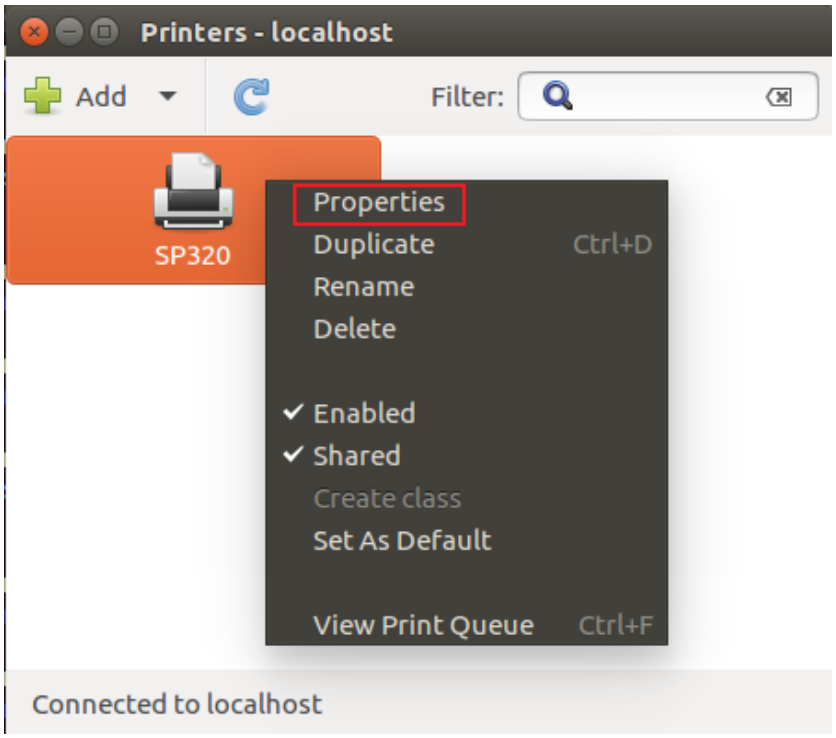
2.Describe printer, then click “Apply”.



3.Select whether to print a test page.

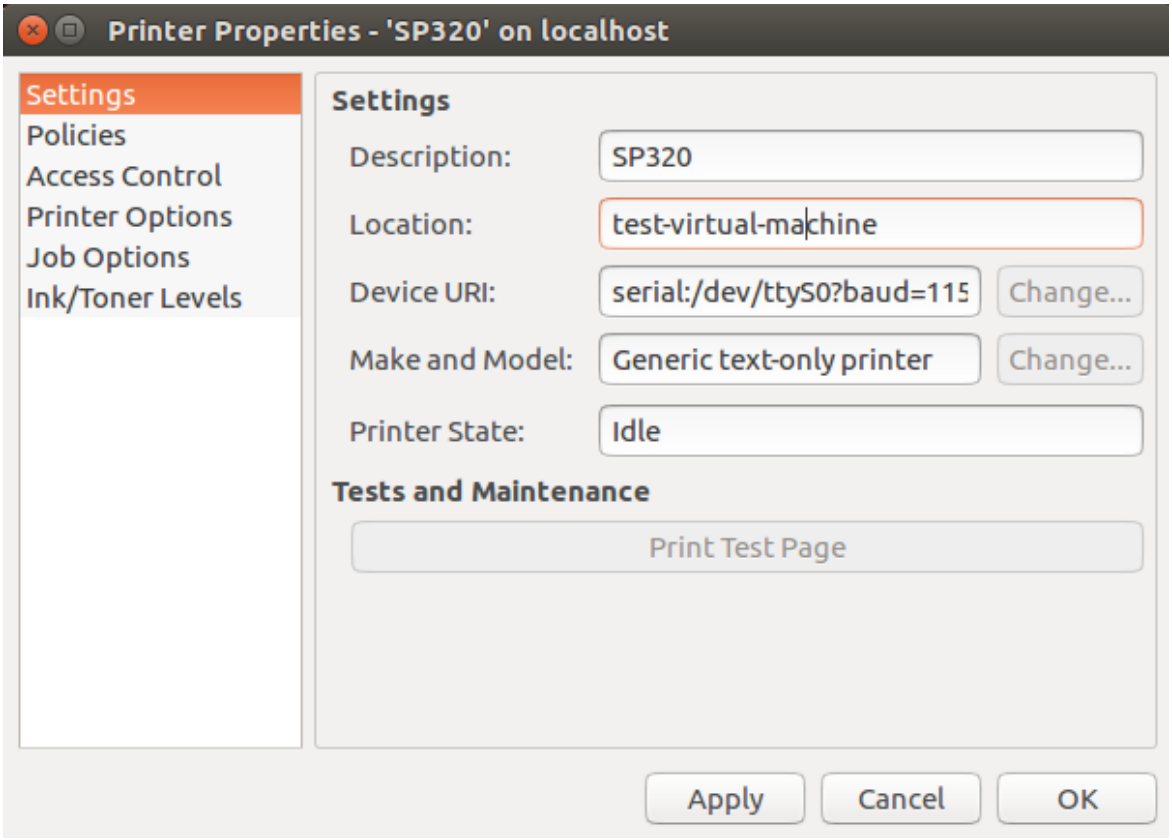


4.Right-click the “SP310”, select the “Properties”.



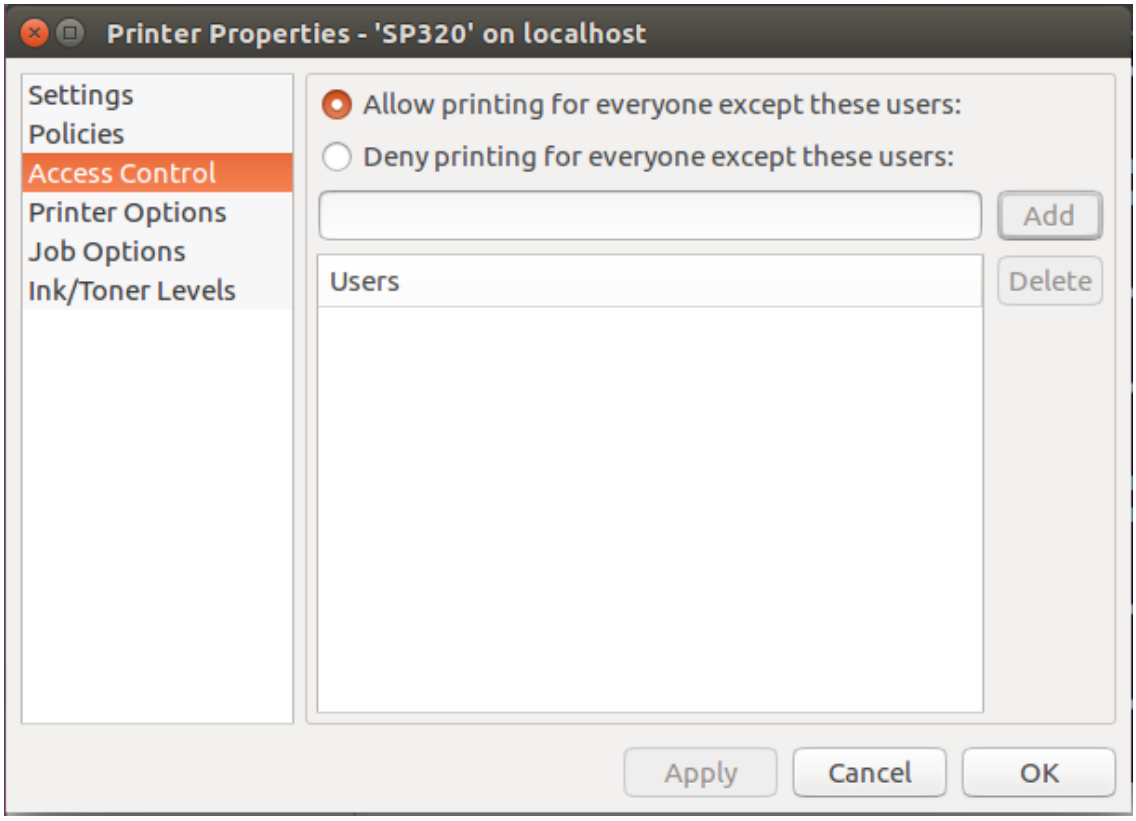
- Settings

Select the item for detailed setting, then click “Apply”.



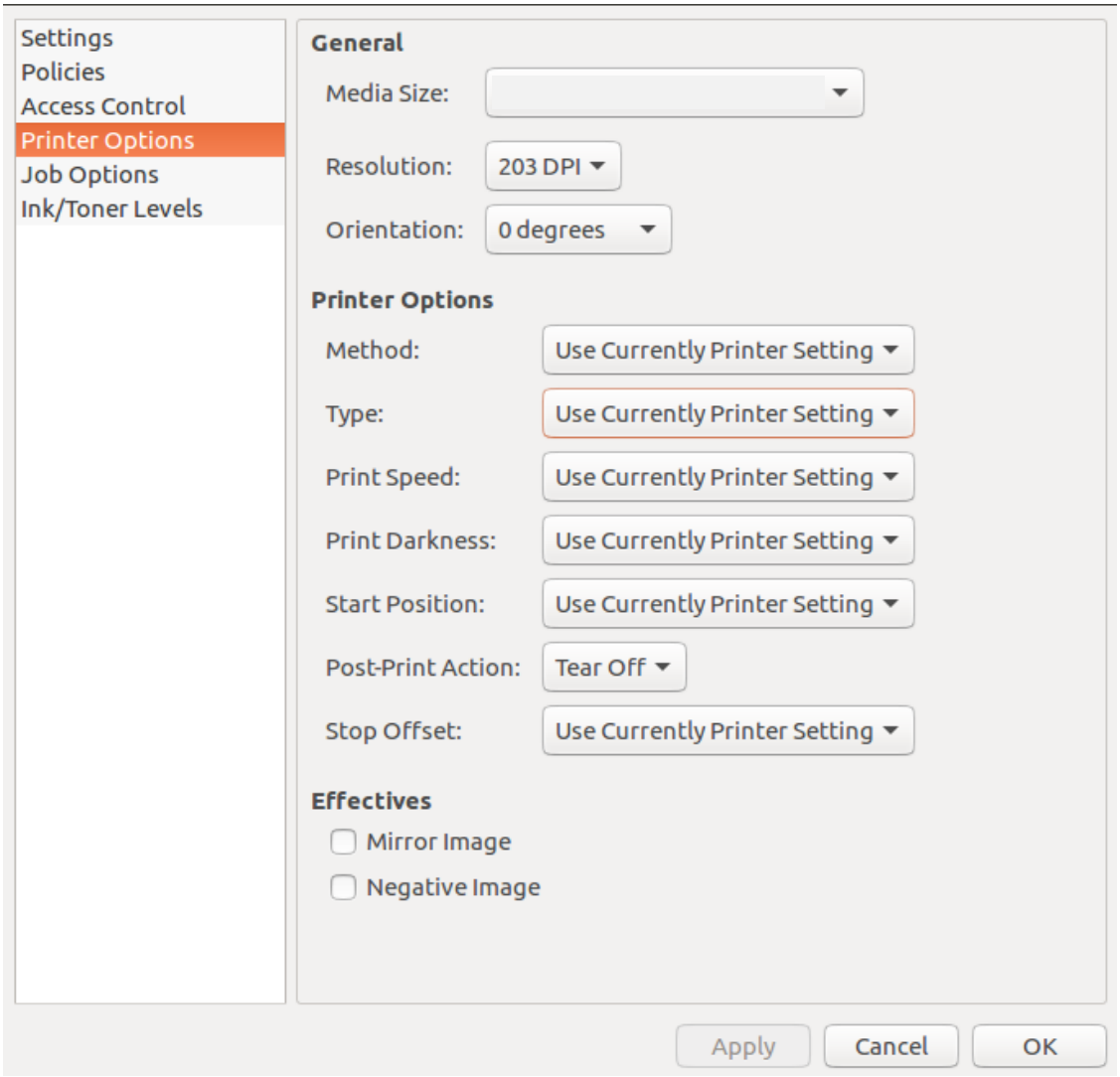
- Access Control

Select the item for detailed setting.



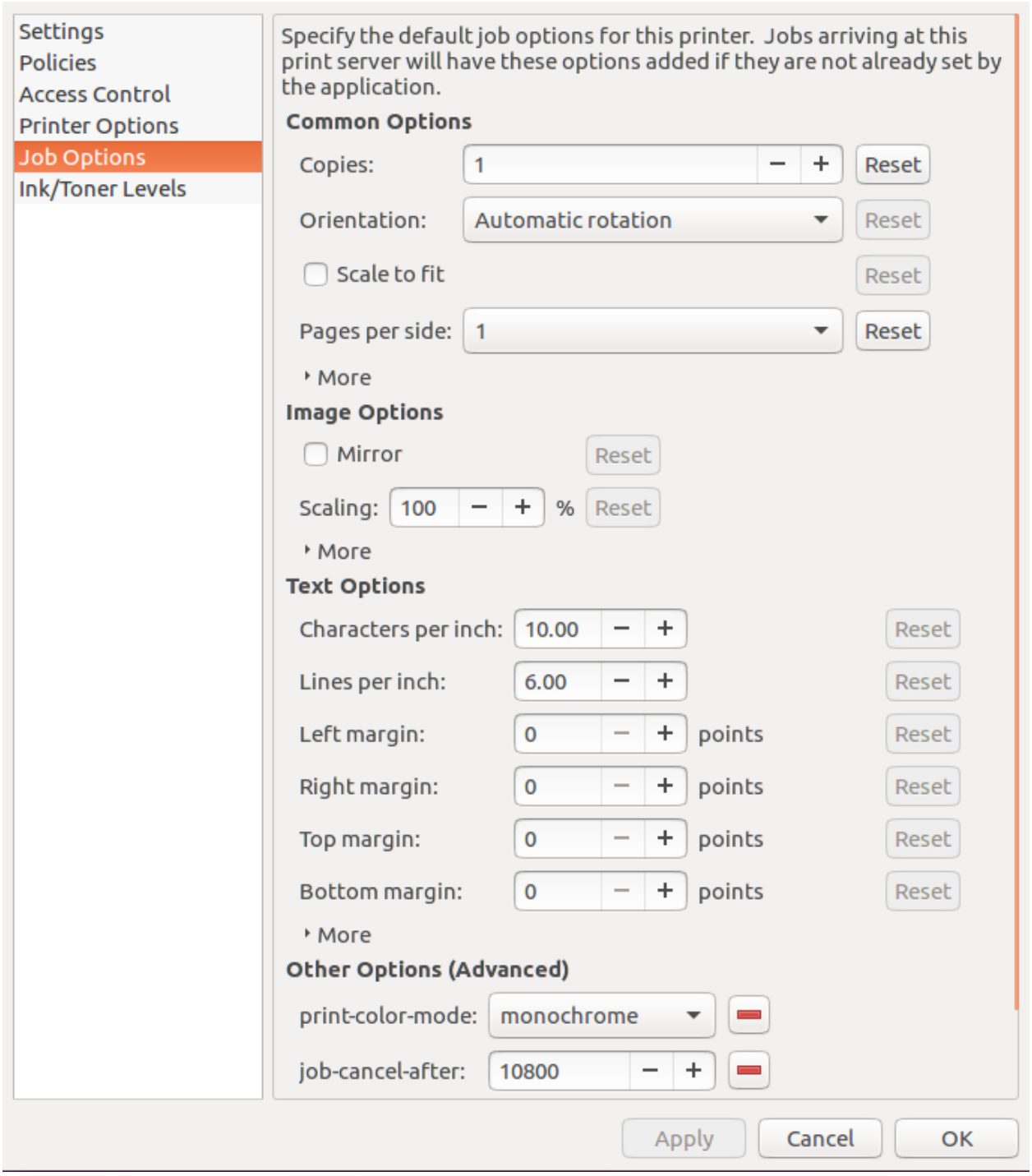
- Printer Options

Select “General”, “Printer Options”, “Effectives” for detailed setting, then the printer will execute appropriate action according to the settings.

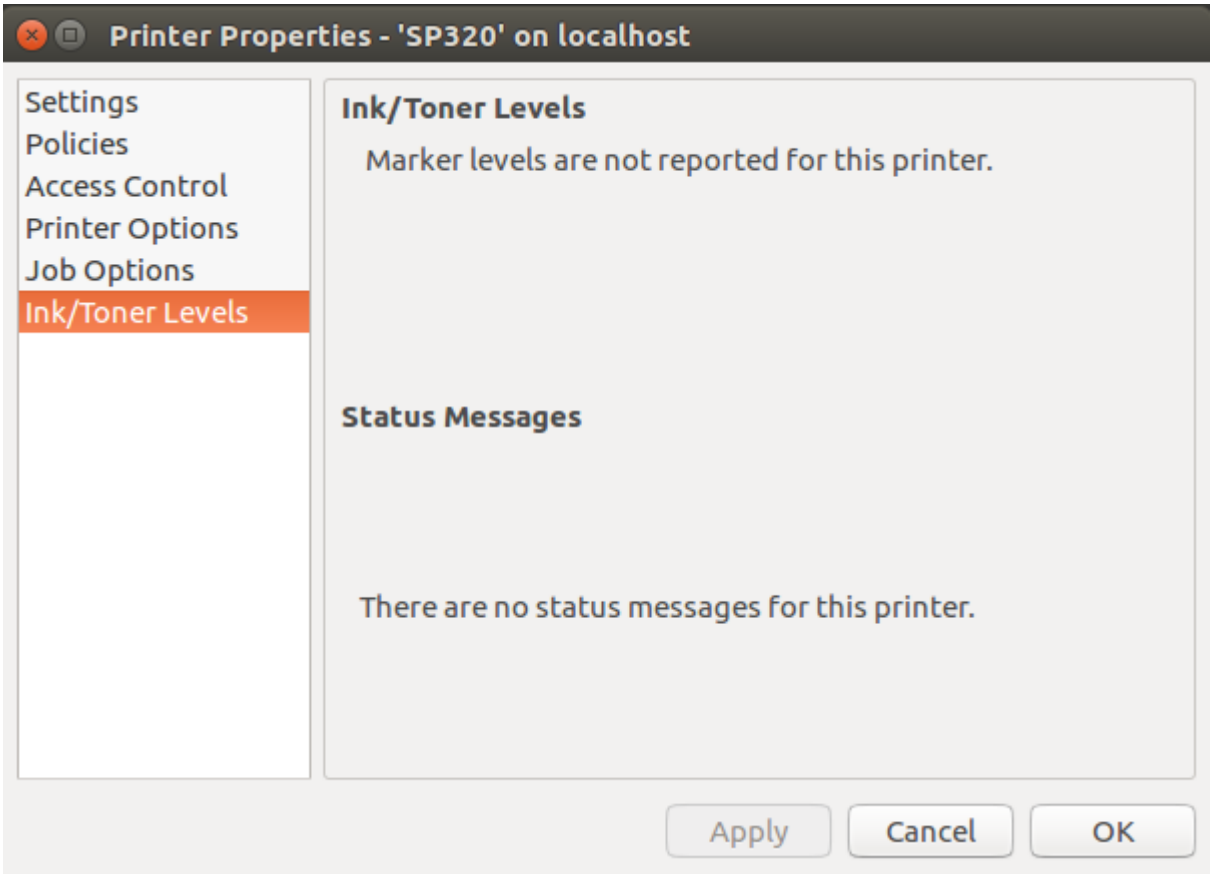


- Job Options

Select the item and the printer will execute appropriate action.



- Ink/Toner Levels



Chapter 10 BarTender Ultralite Installation

10.1 Introduction

This chapter provides instructions on BarTender Ultralite program according to the PC operating systems (OS).

The followings are supported.

- Windows 10, 8.1, 8, 7 and Vista.
- Windows Server 2016，Server 2012 and 2012 R2，Server 2008 and 2008 R2.
- Includes all 32-bit and 64-bit (x64) editions.

10.2 Installation Preparation

Download BarTender Ultralite application program in CD.

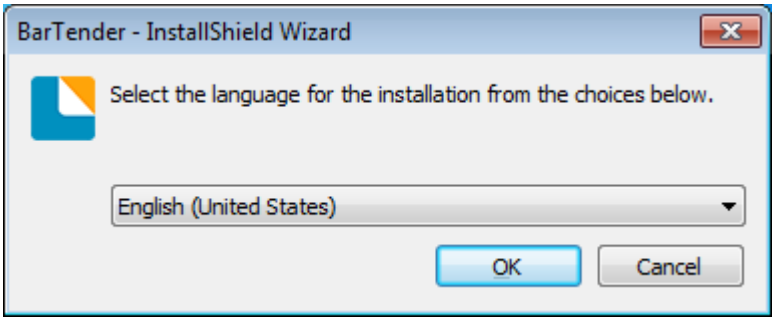
10.3 Installation

Note：

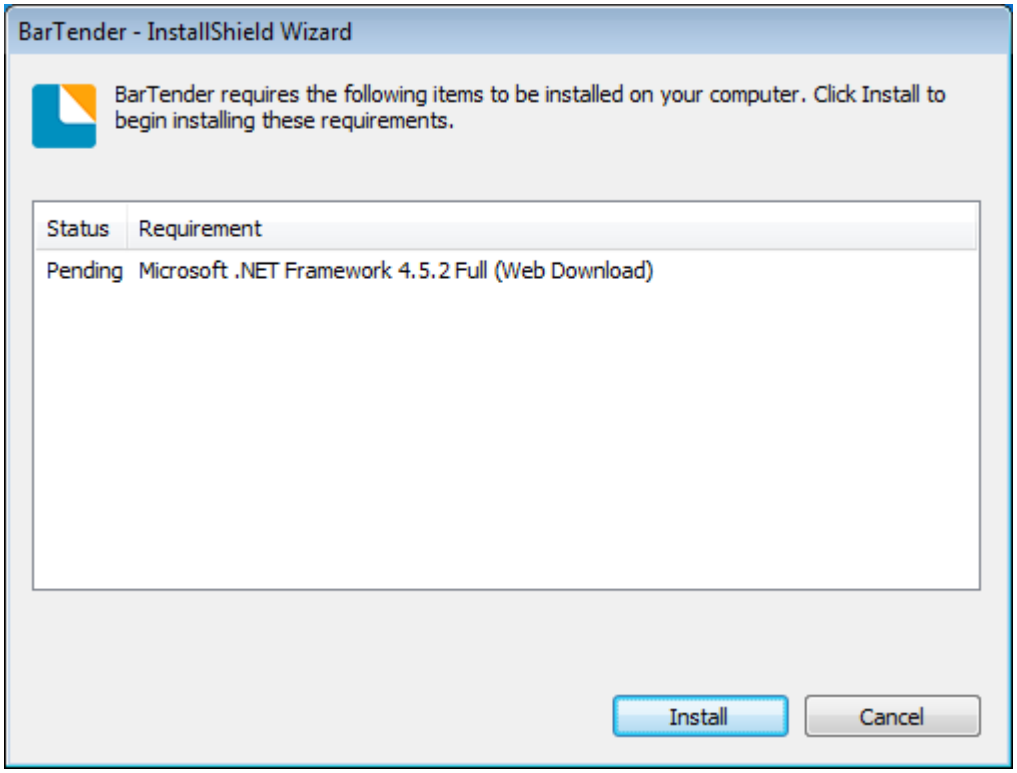
Under different operating systems, the screen has a slightly different. Take Windows 7 as an example. To avoid the prevention, recommend to close the security software before installation.

1.Double-click the application program .

2.Select language, then click "OK".

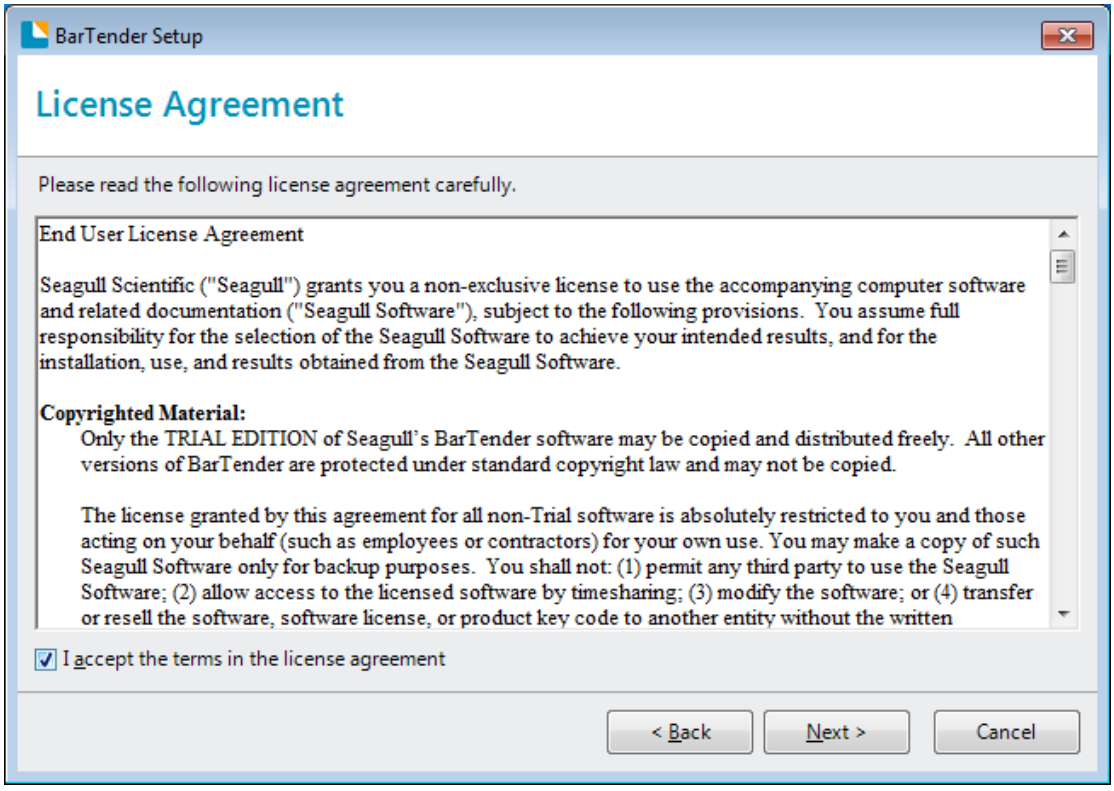


3.Click "Install".

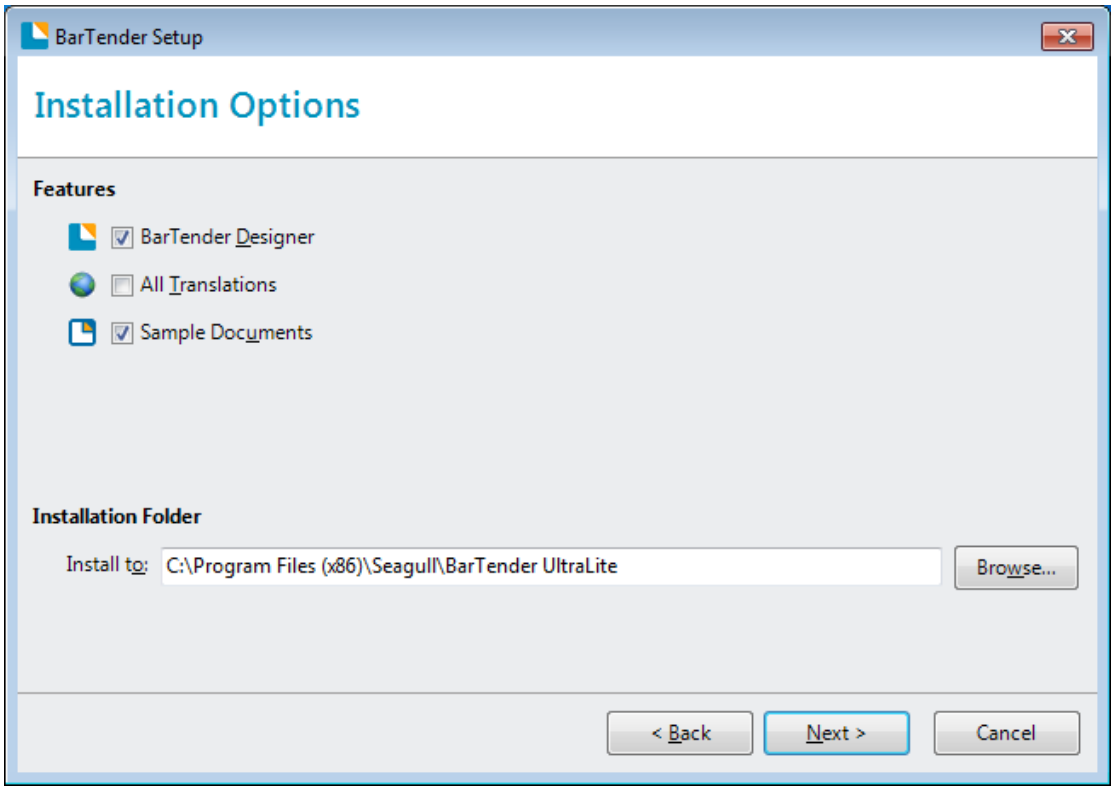


4.Click “Next”.

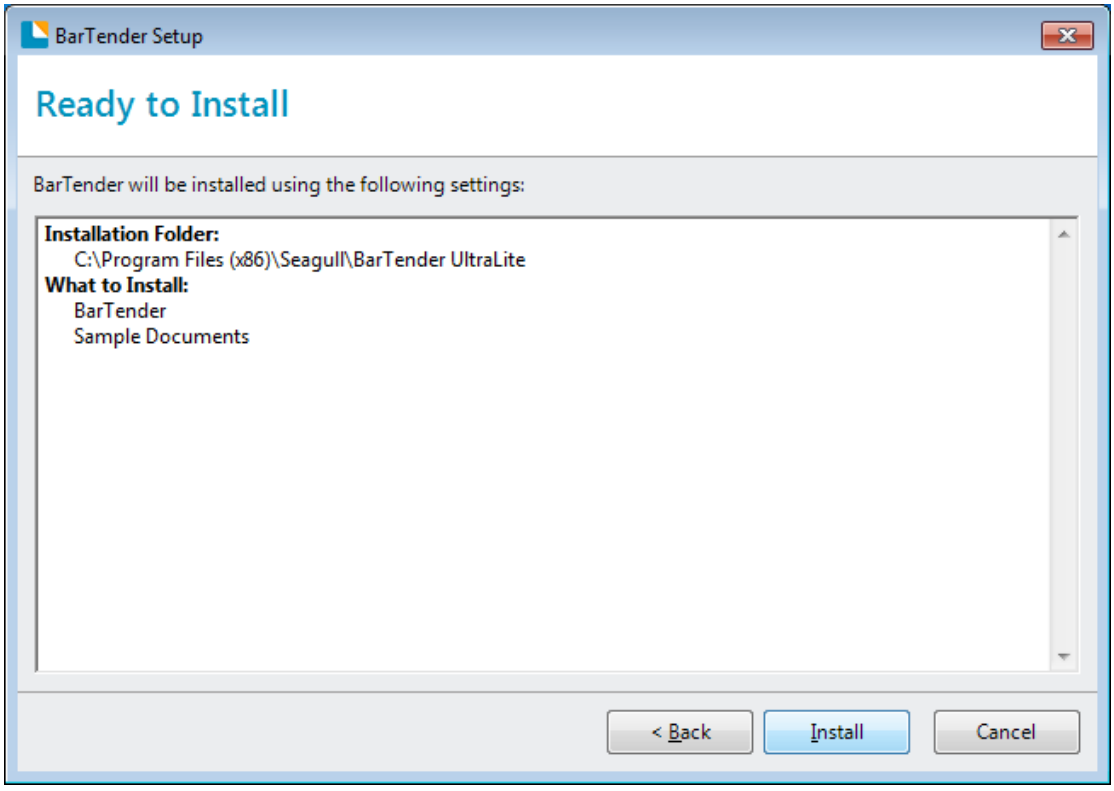
5.Read and accept the license agreement, then click "Next".

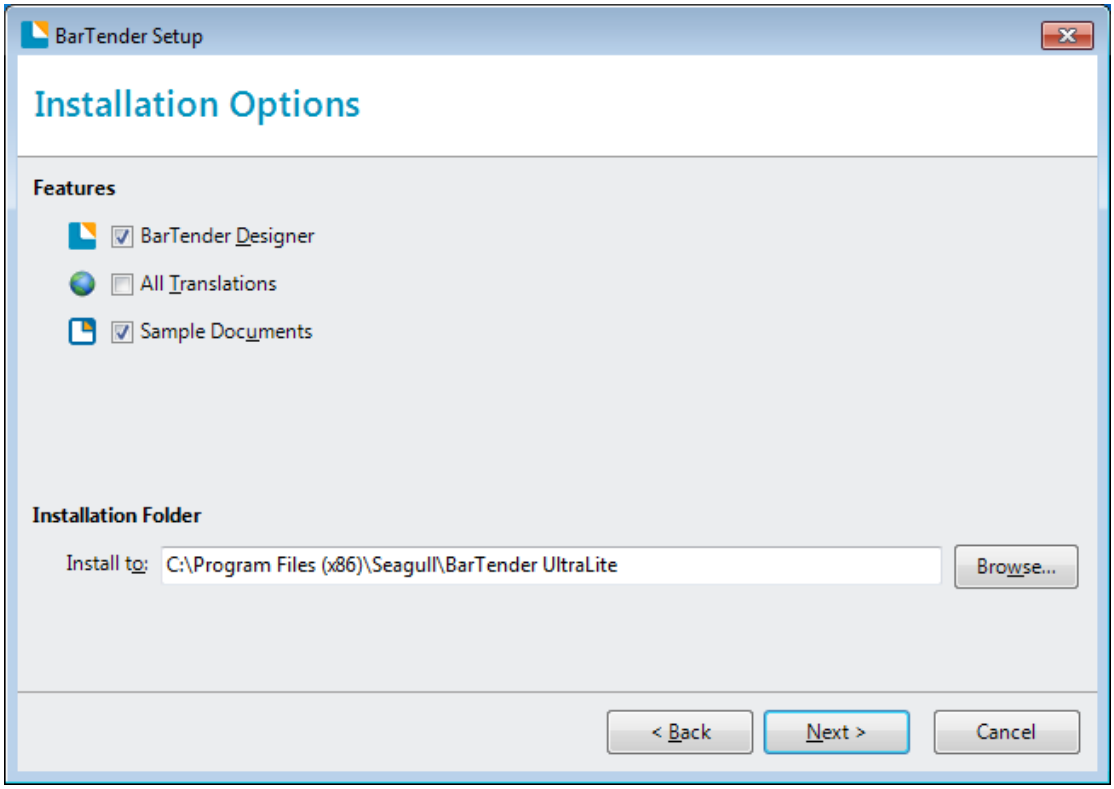


6.Select "Features" and installation location, then click "Next".

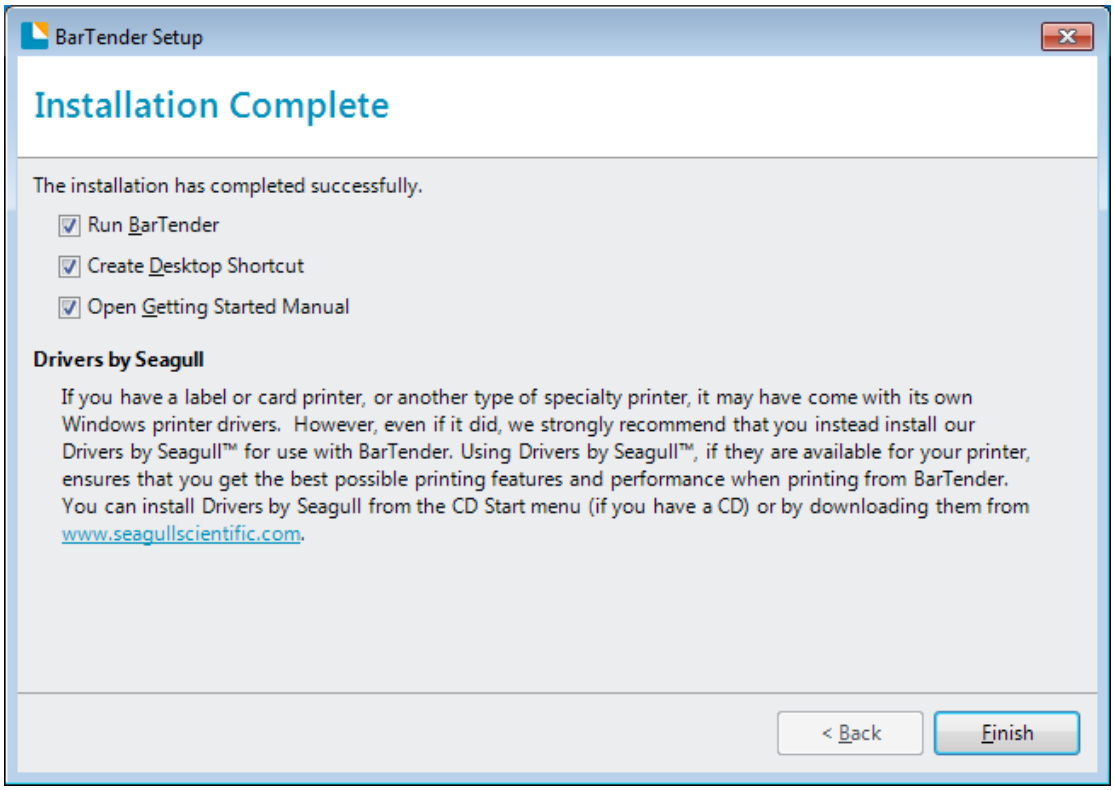


7.Click "Install".

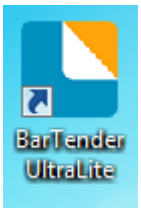




8.Click "Finish".



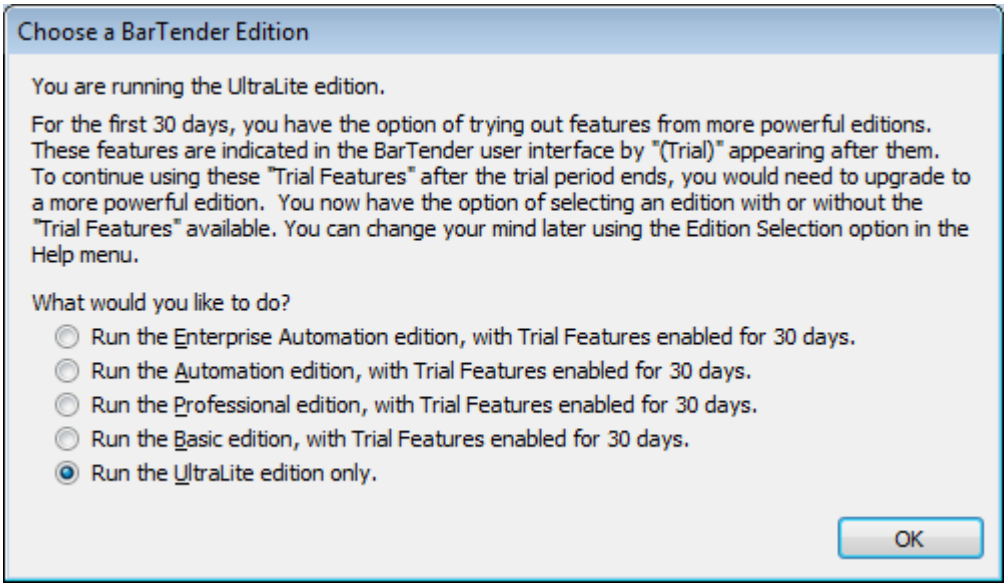
9.Back to desktop, and you will see the icon of BarTender Ultralite. Double-click it and get down to use.



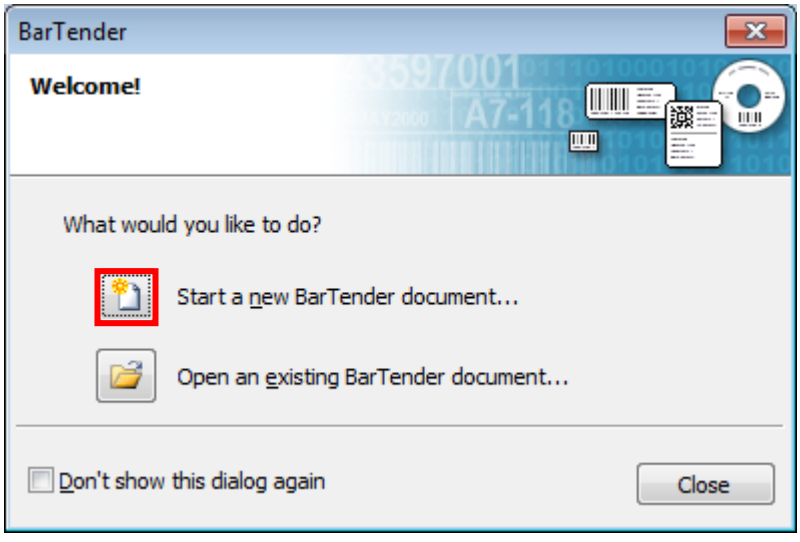
10.4 Usage

10.4.1 Page Settings

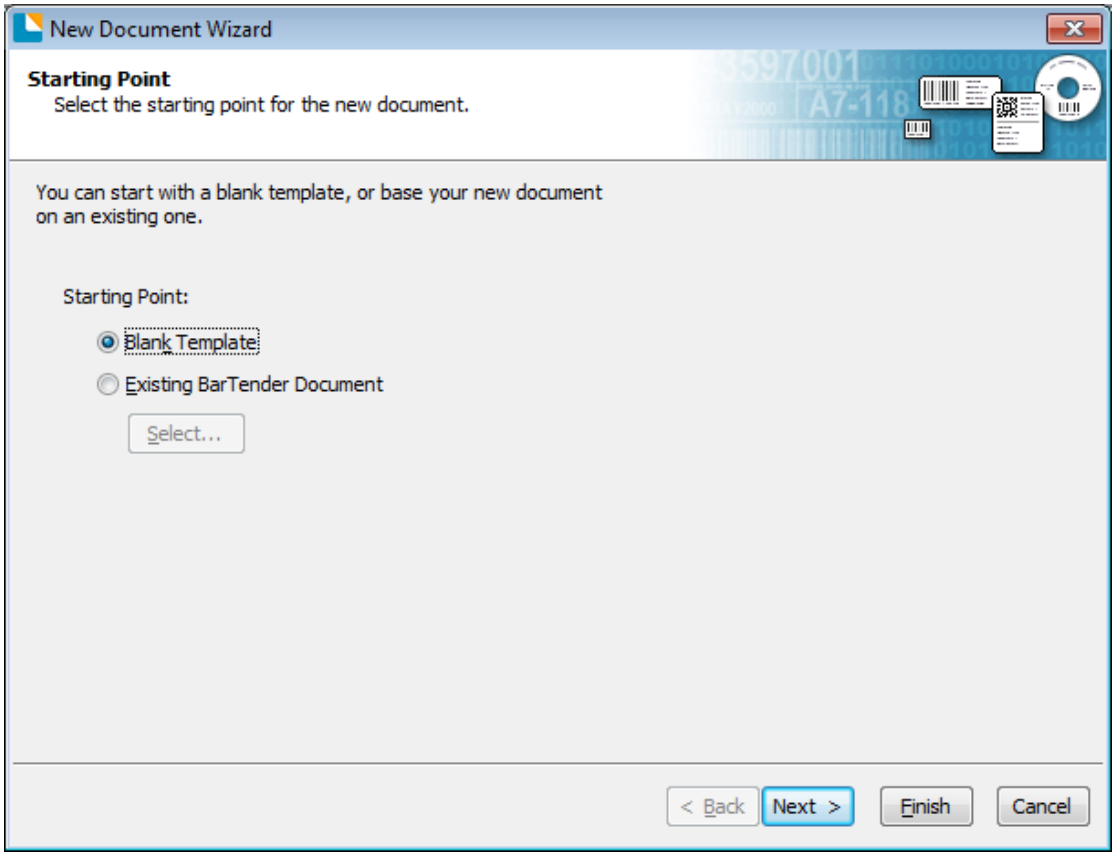
1.Double-click the icon, then select the edition. Click “OK”. (The edition may be changed according to different needs.)



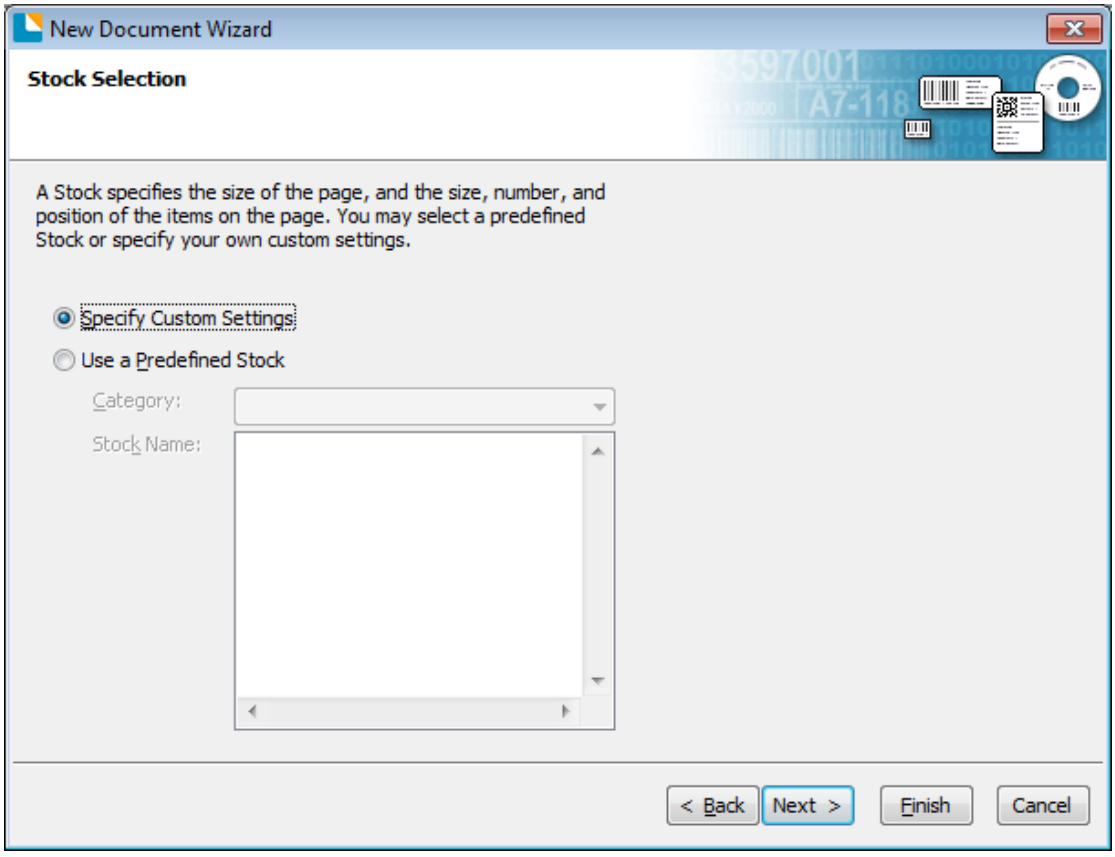
2.Click “Start a new BarTender document”.



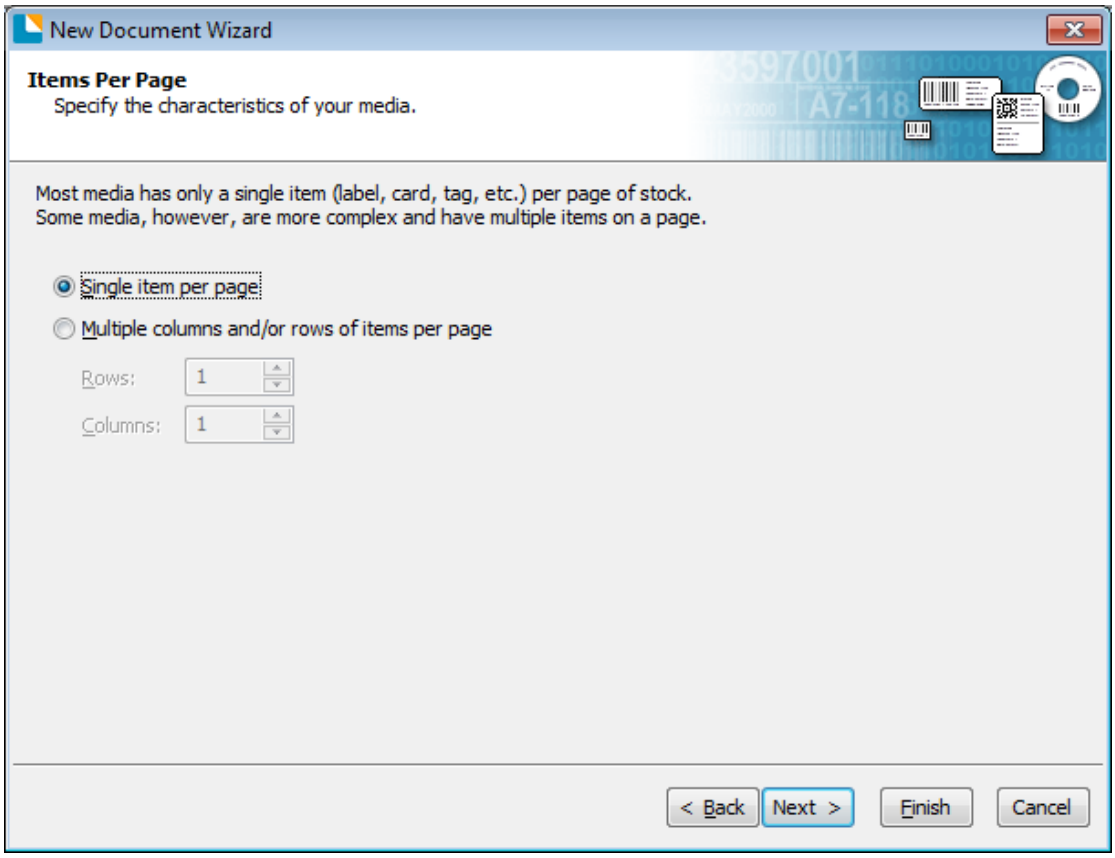
3.Select “Blank Template”, then click “Next”.



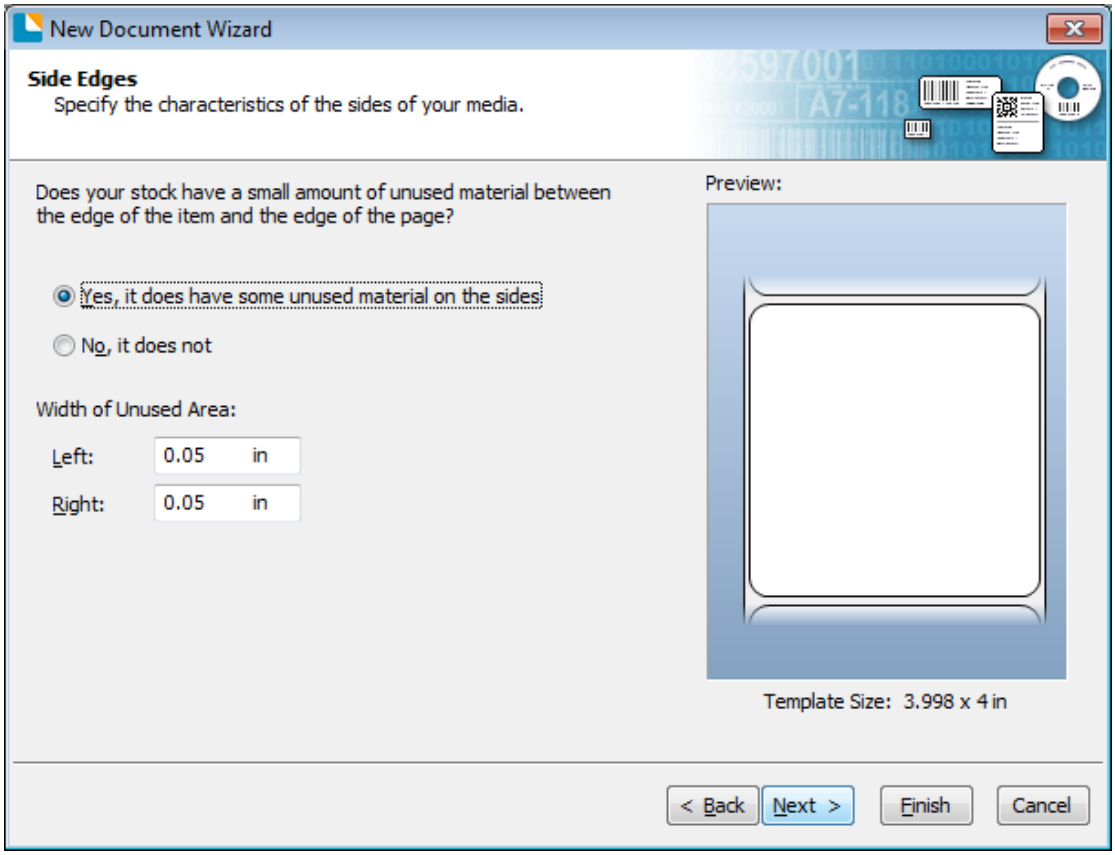
4.If the predefined stocks don’t meet your need, tick “Specify Custom Settings”. Then click “Next”.



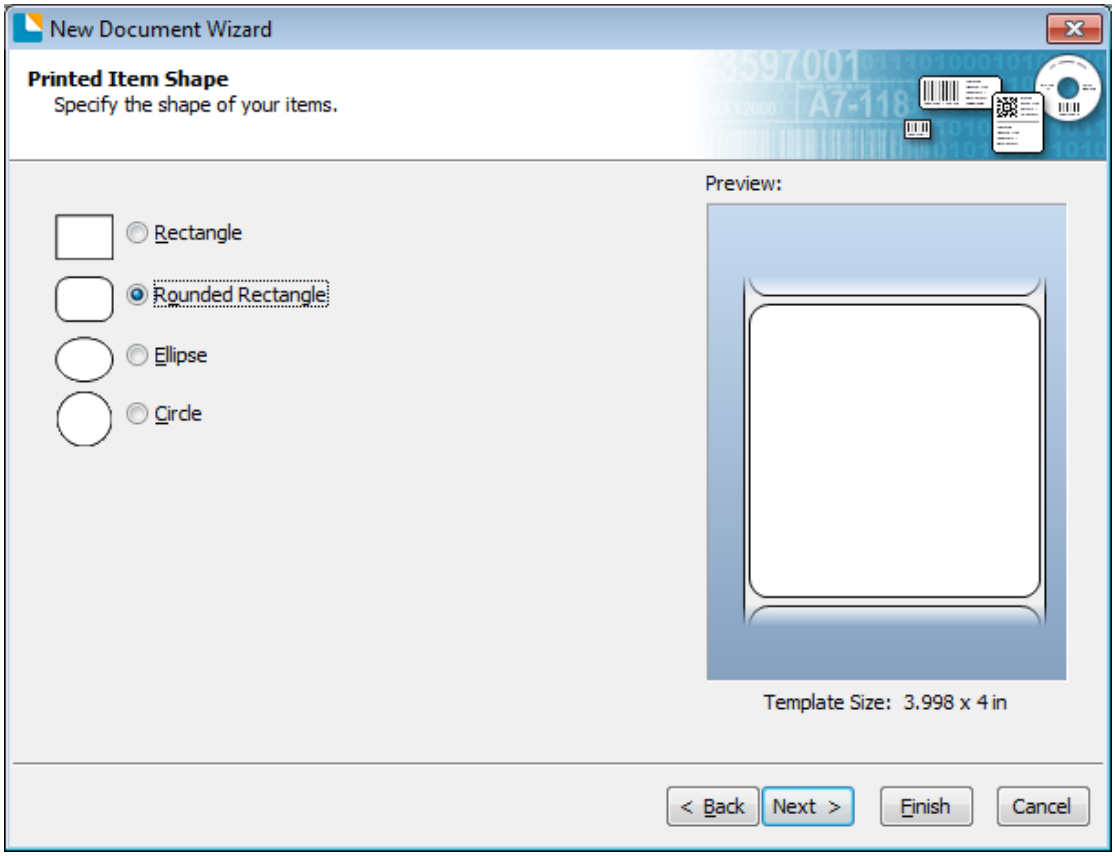
5.Tick “Single item per page”, then click “Next”. (If you print multiple labels, tick “Multiple columns and/or rows of items per page”.)



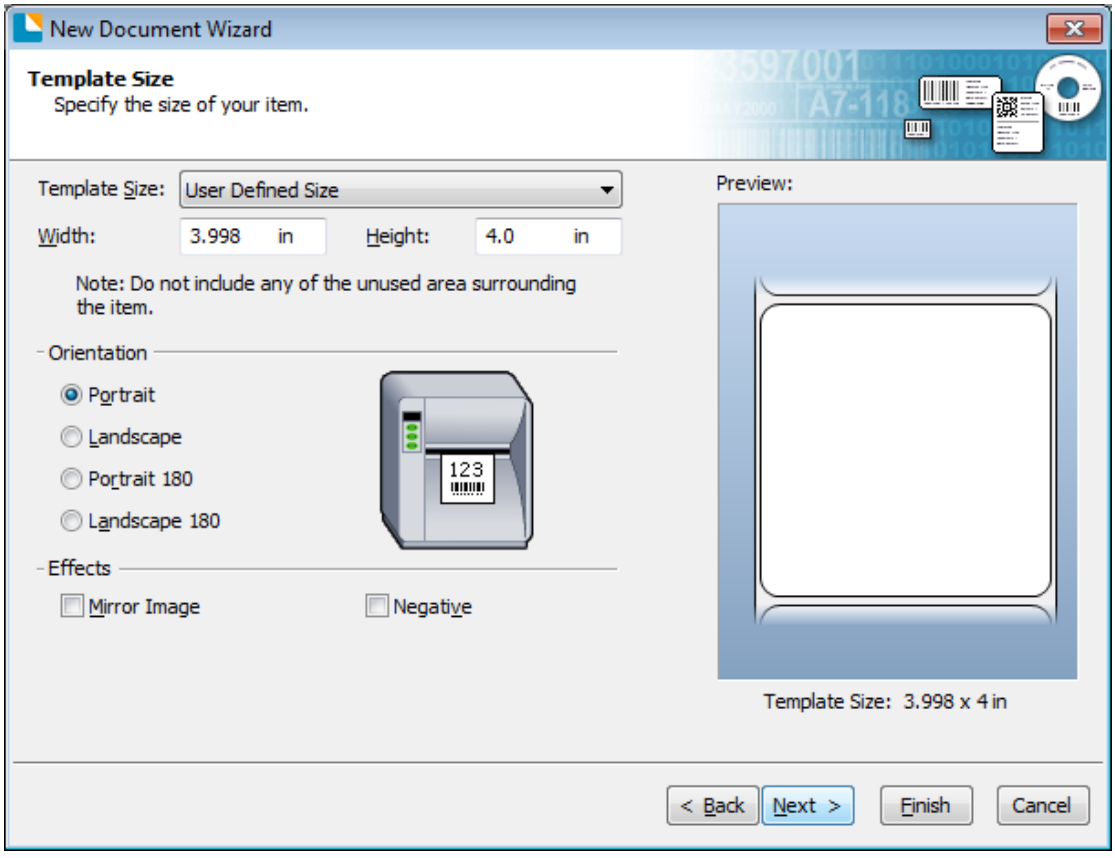
6.Edit the side edges, then click “Next”.



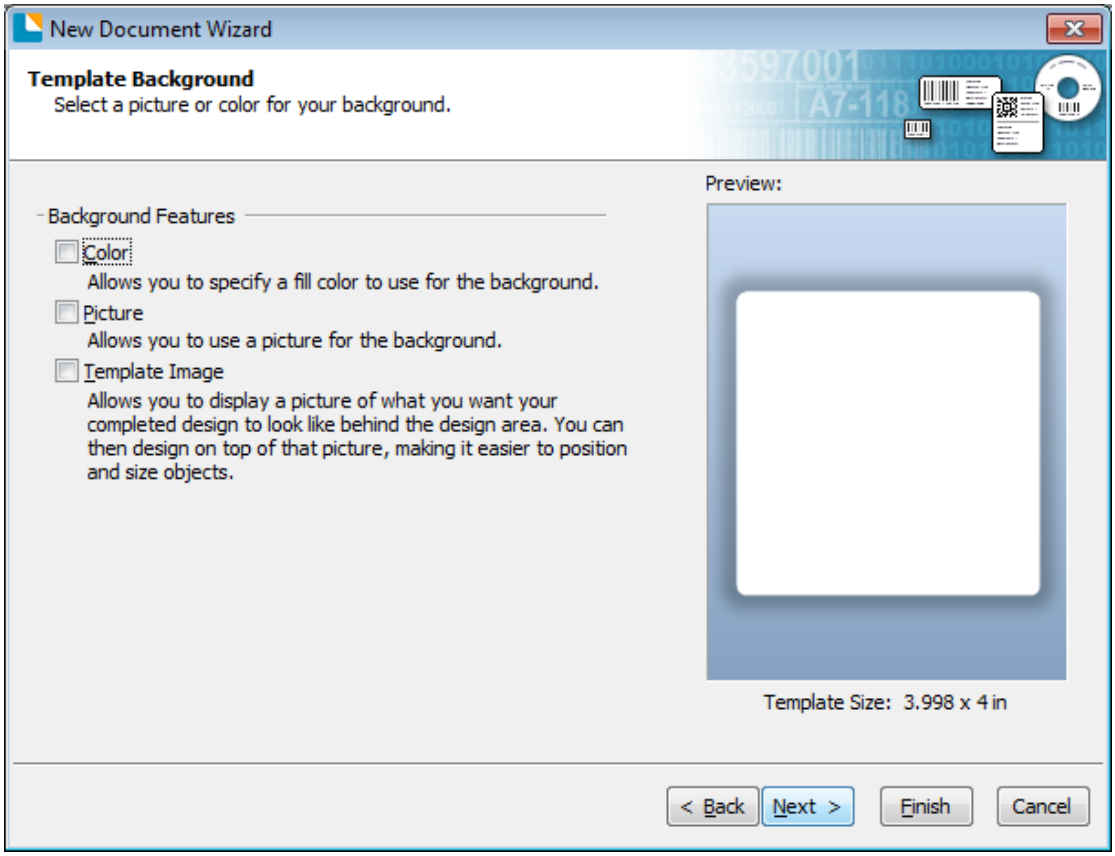
7.Select the item shape, then click “Next”.



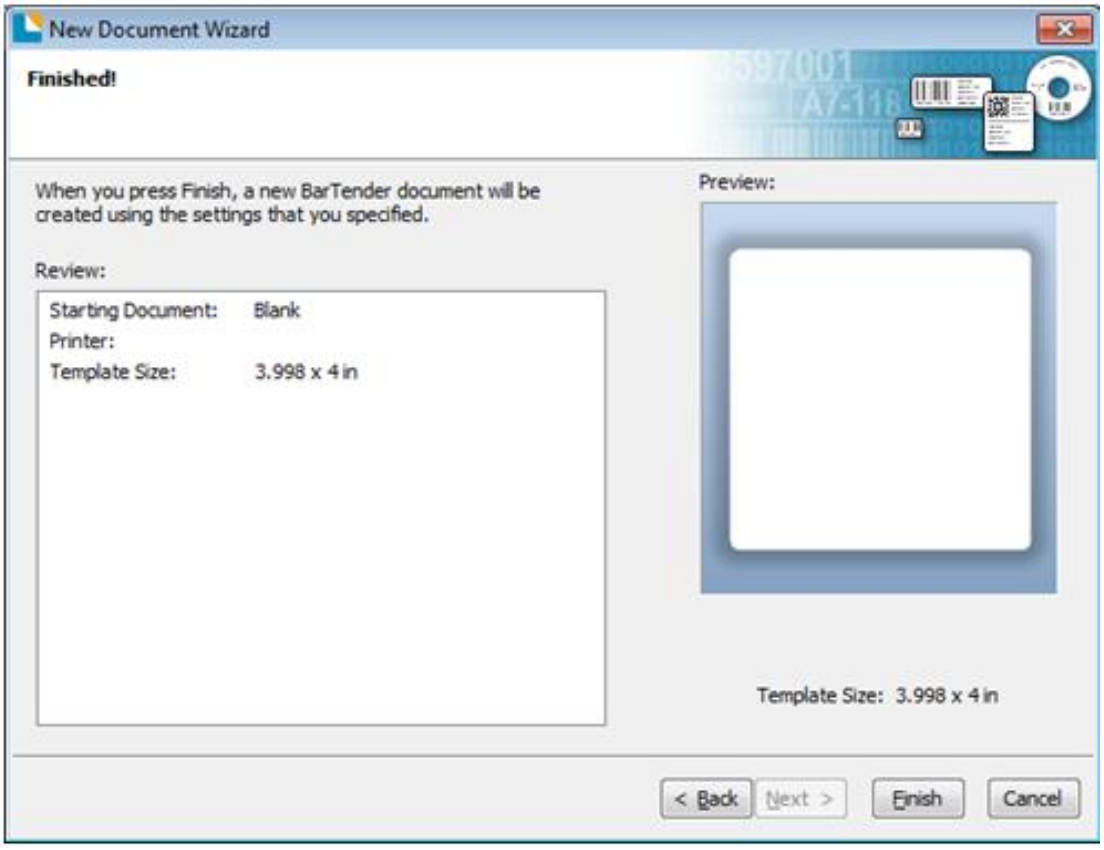
8.Edit the template size, then click “Next”.



9.Based on your need, edit the template background. Then click “Next”.



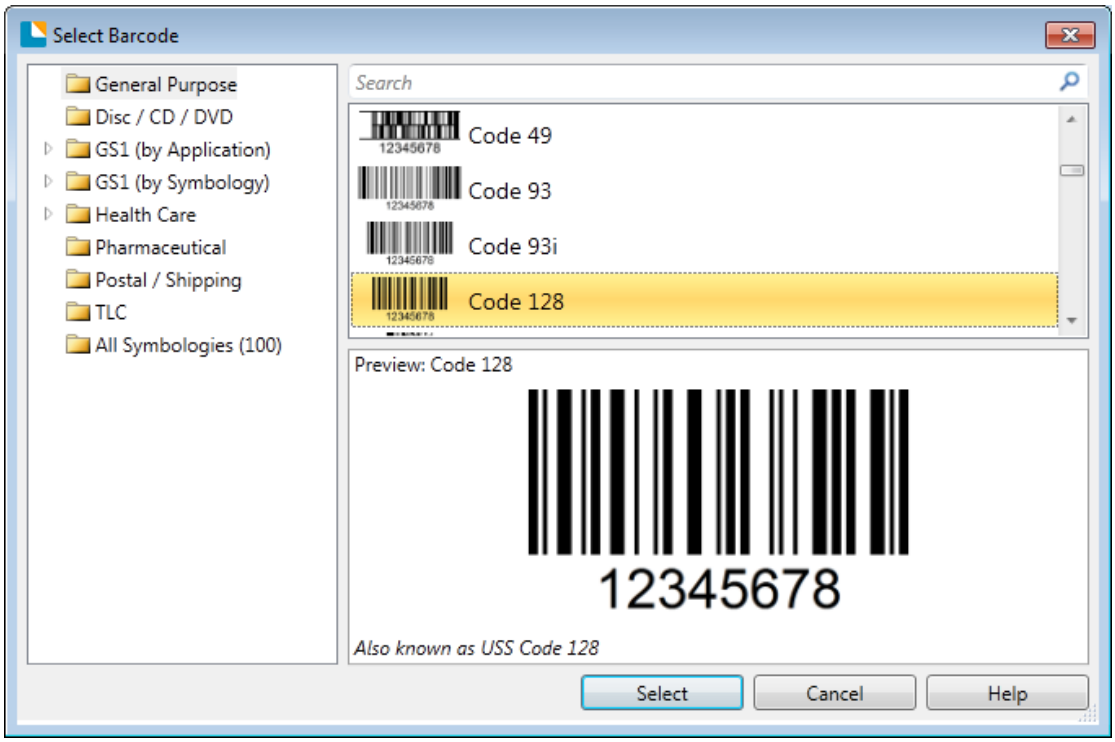
10.Finish the settings, showed in the “Review” and “Preview”. Then click “Finish”.



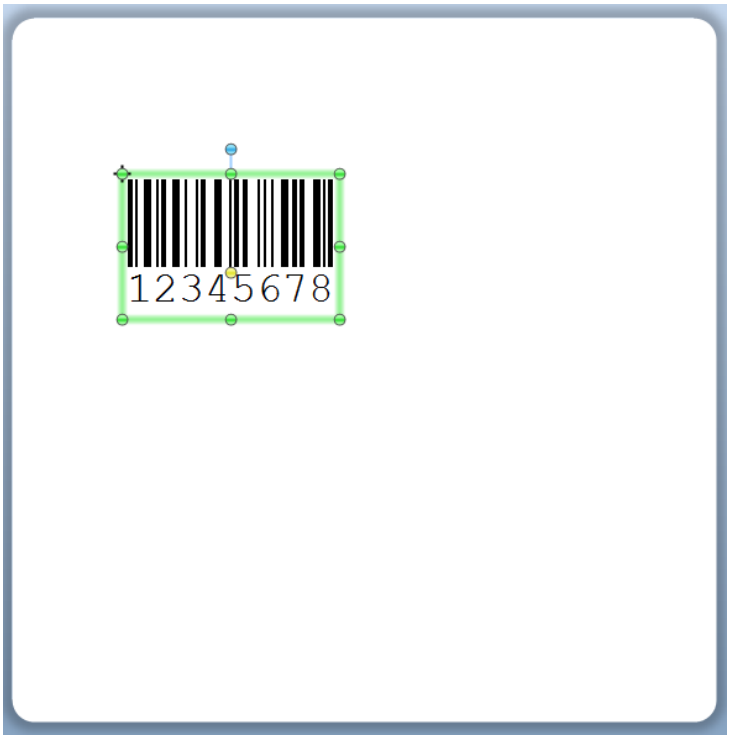
10.4.2 label Edit

1.Click the icon of code .

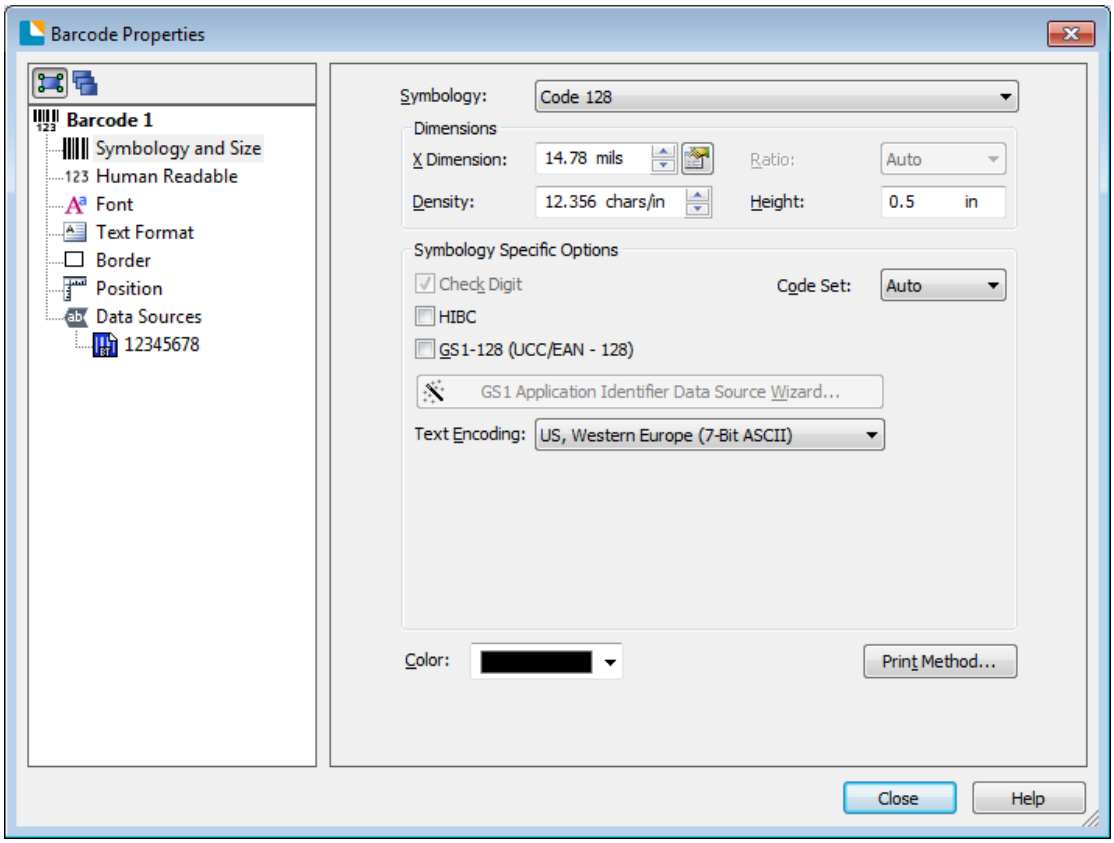
2.Select the code, then click “Select”.



3.Click the blank, showing the code.



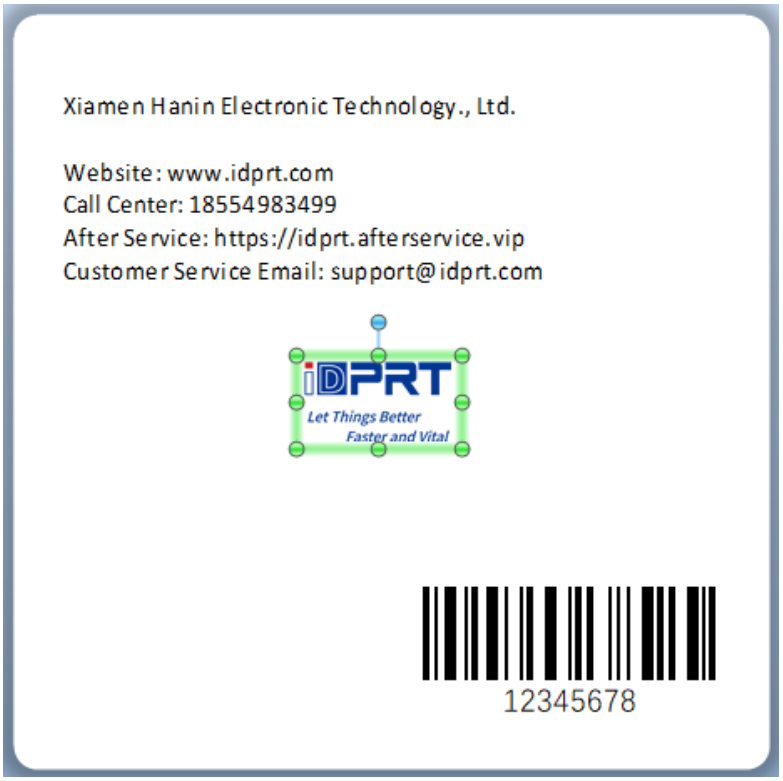
4.Double-click the code and edit it. User can set up the size, font, border and so on.



Finishing the change, click “Close”.

5.Click the icon of character , then enter the text.

6.Click the icon of picture , then edit the pictures.



Finish all the settings. Click “Print” and a new label will be printed.

Chapter 11 iDPRT Label Designer Installation

11.1 Installation Preparation

Download iDPRT Label Designer application program in CD.

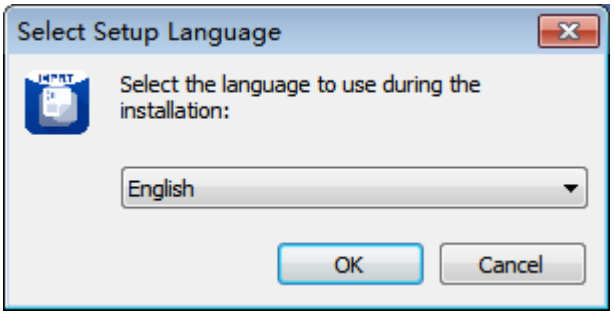
11.2 Installation

Note：

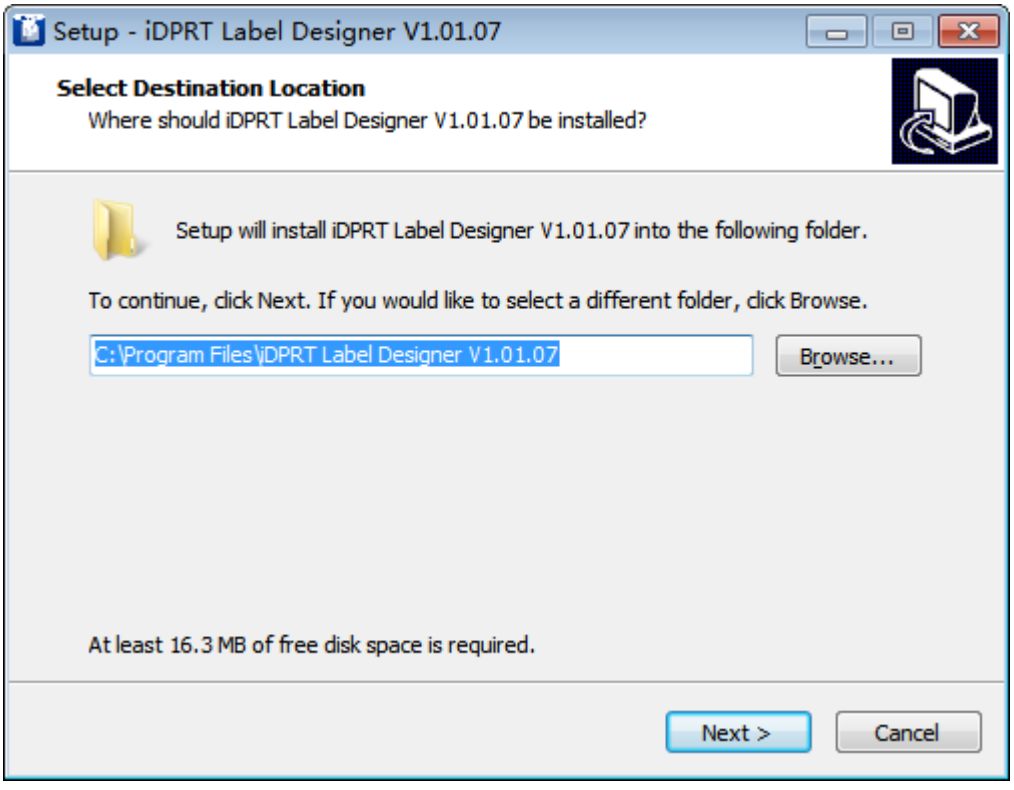
Under different operating systems, the screen has a slightly different. Take Windows 7 as an example. To avoid the prevention, recommend to close the security software before installation.

1.Double-click the application program.

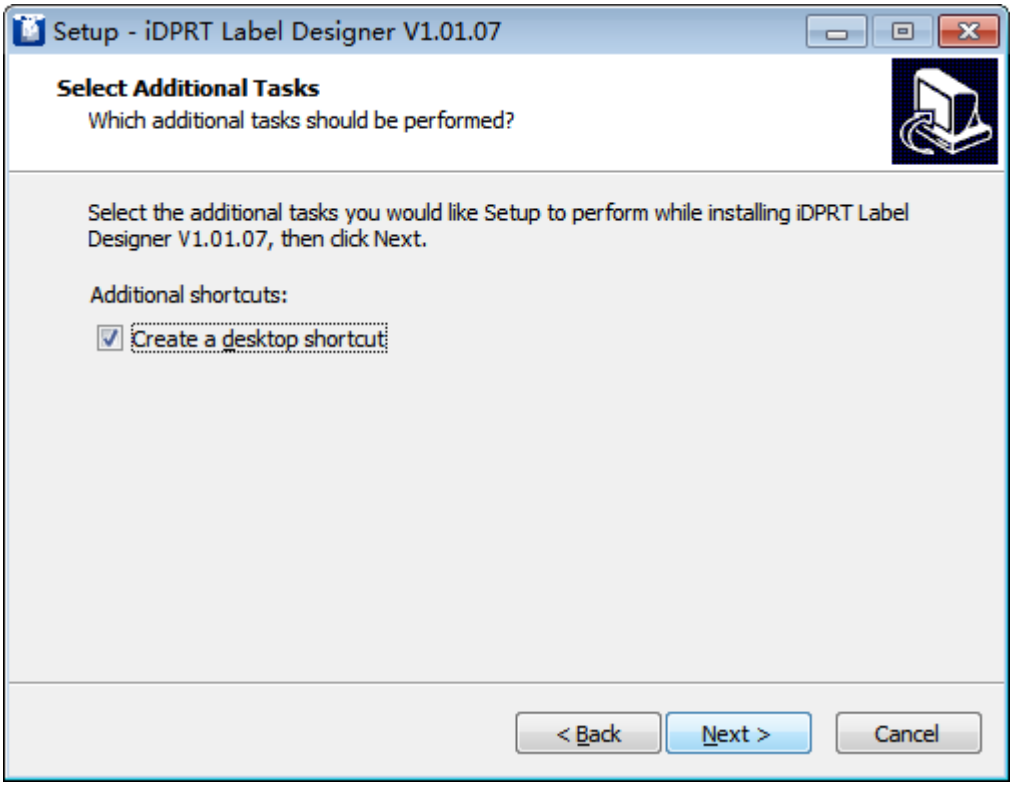
2.Select language, then click "OK".



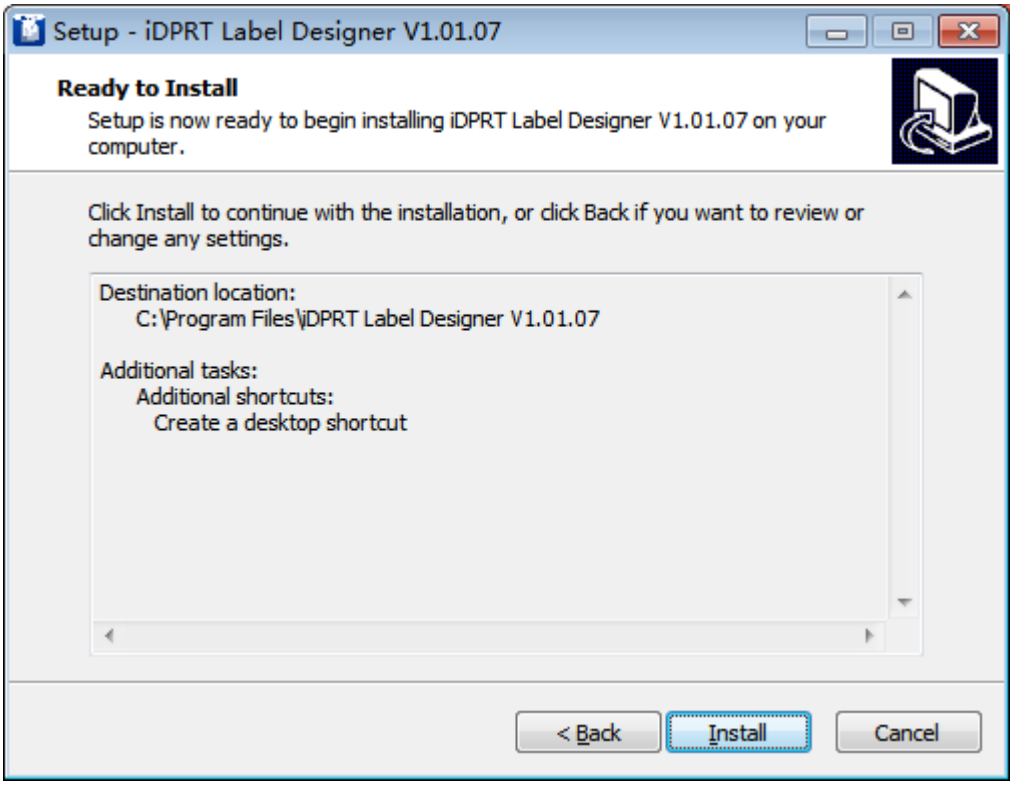
3.Select the destination location.



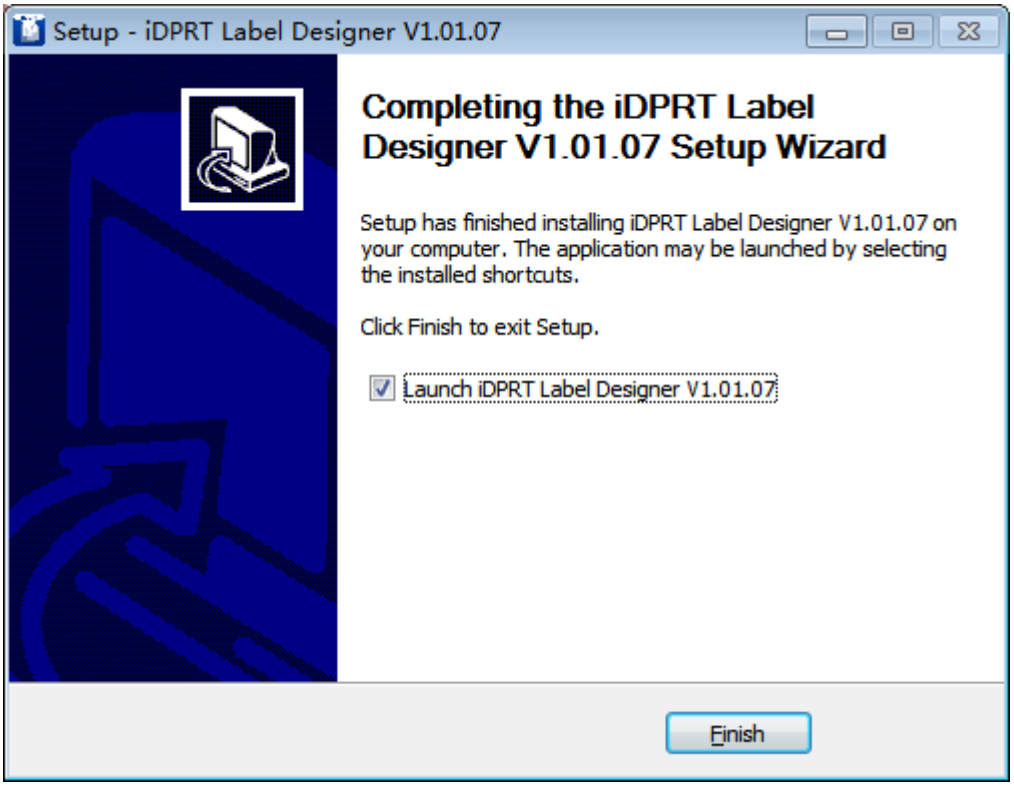
4.Click "Next".



5.Click “Install”.



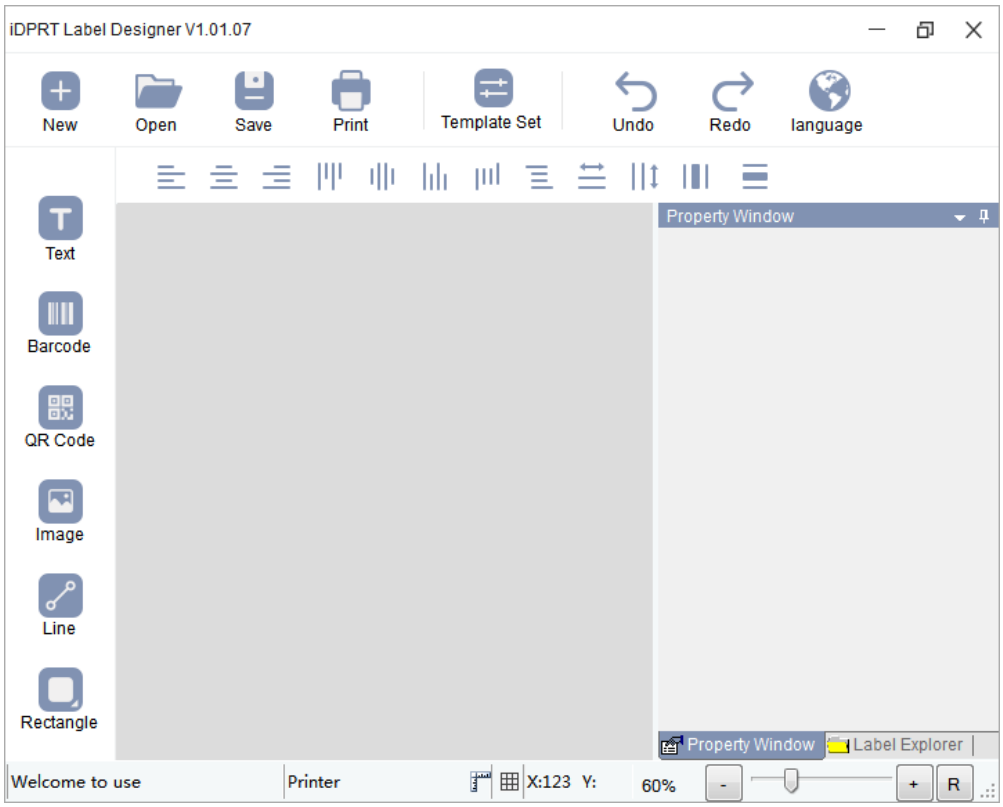
6.Click "Finish".



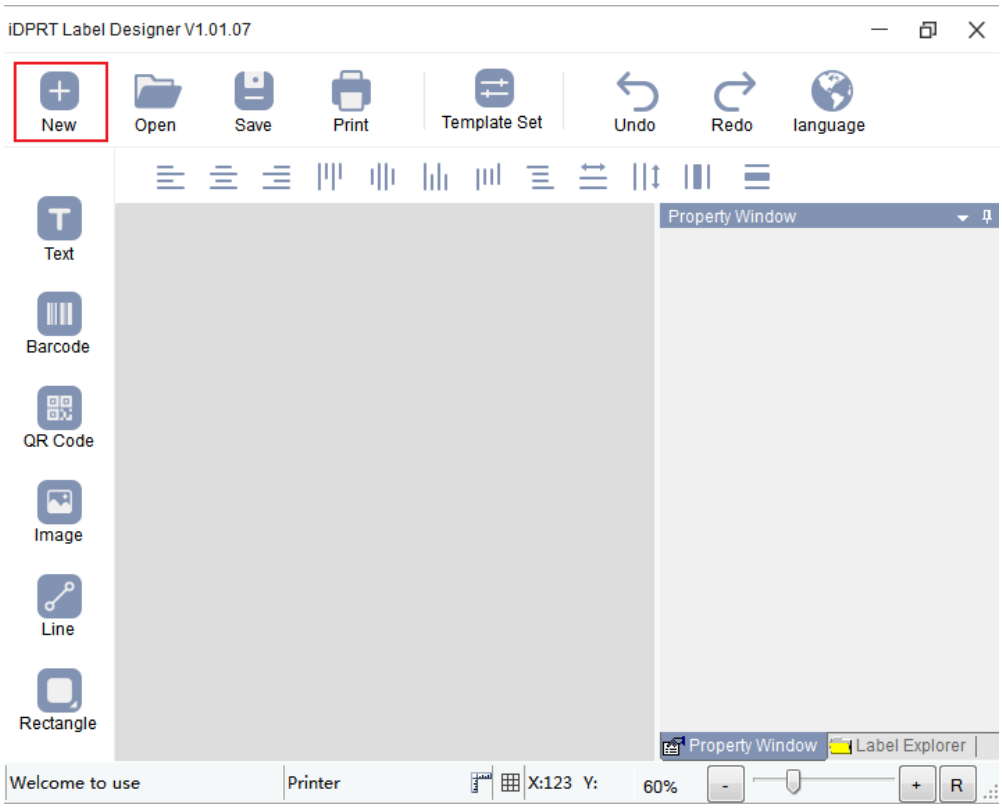
7. Back to desktop, and you will see the icon of Label Designer. Double-click it and get down to use.

11.3 Label Edit

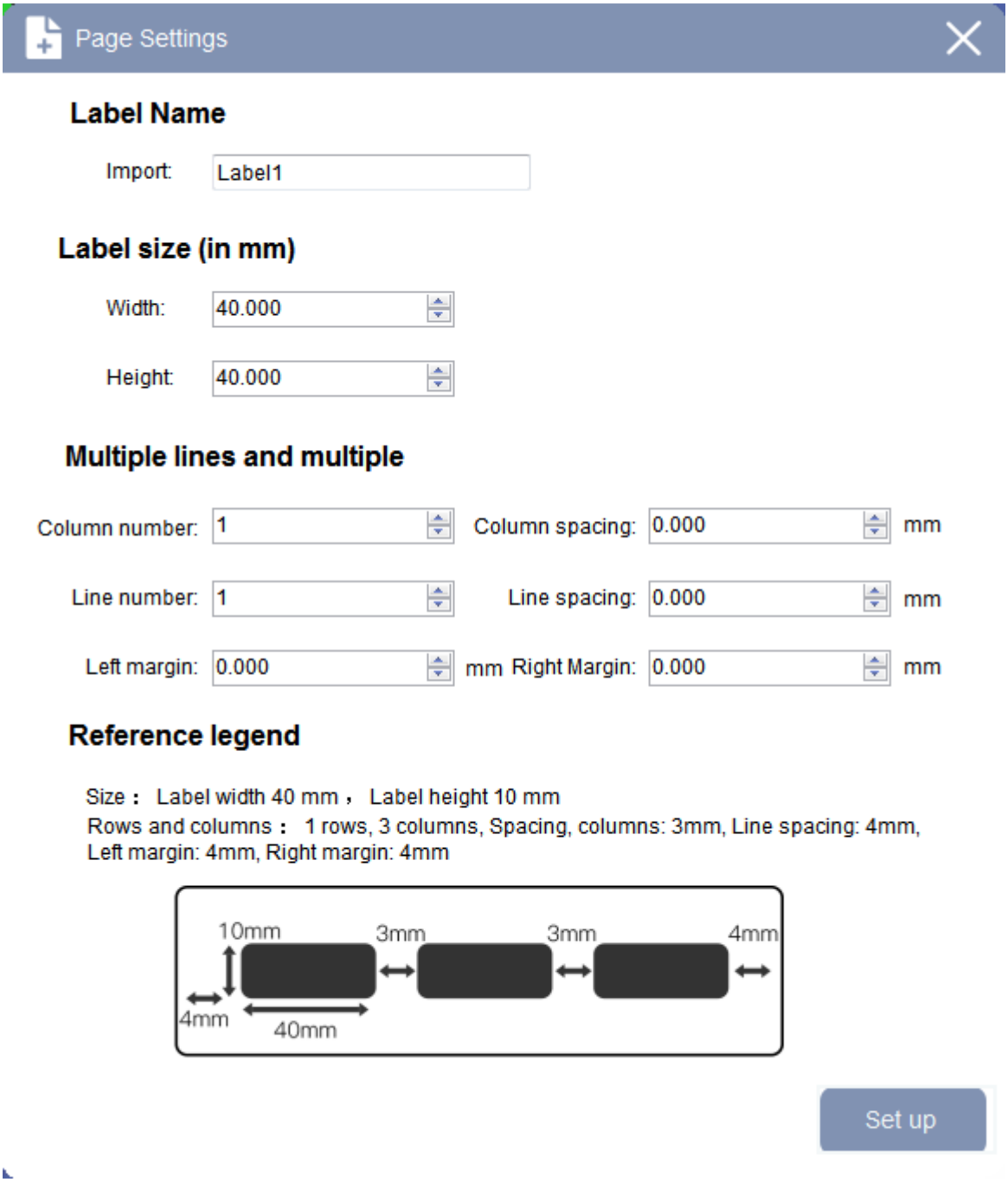
1. Double-click the icon.



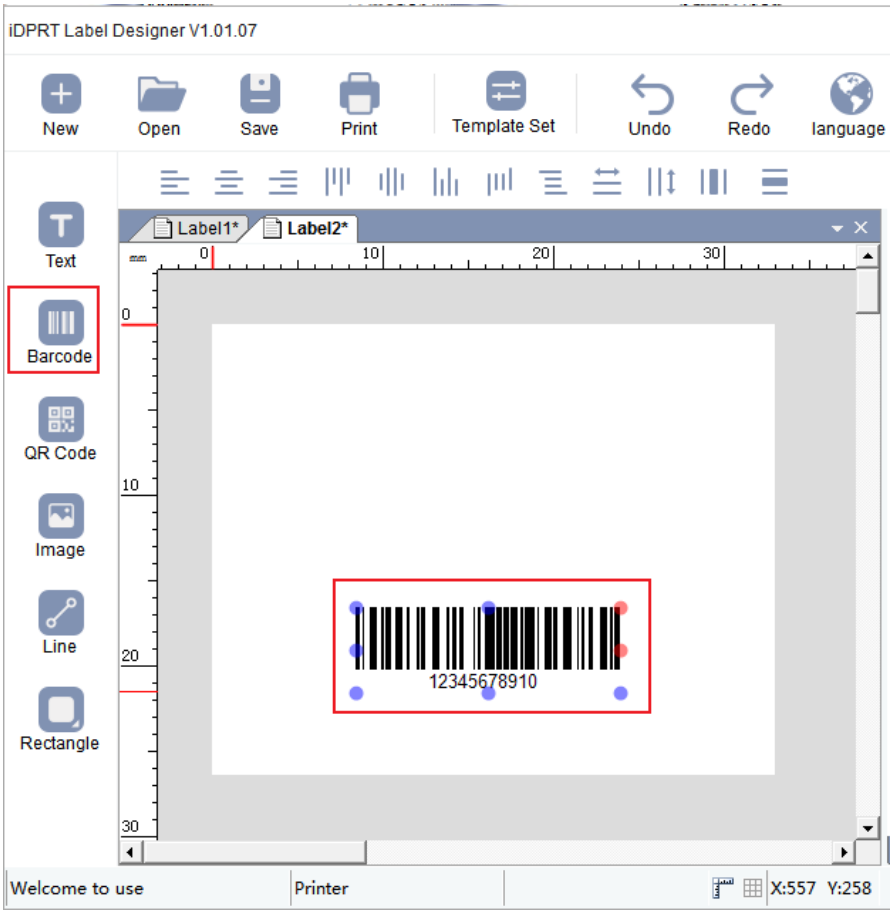
2.Click “New” to create a new template.



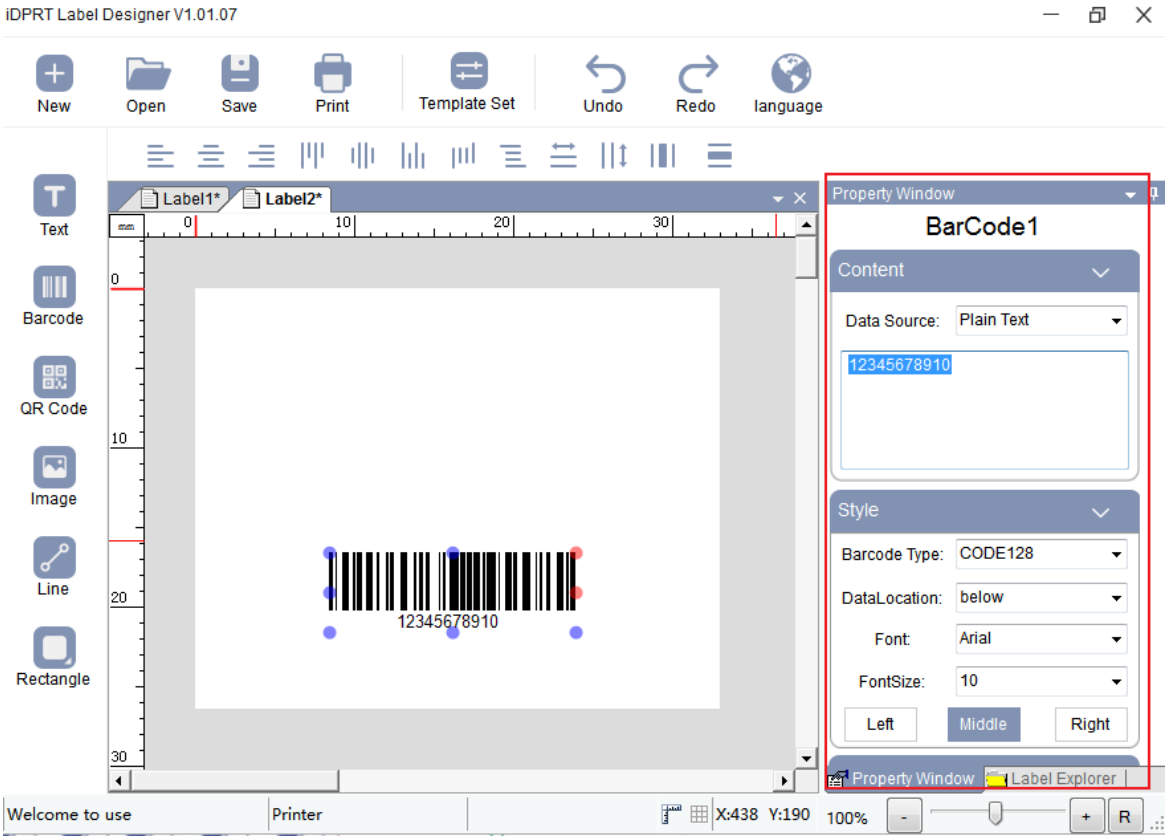
3.Set up the page according to your needs, then click “Next”.



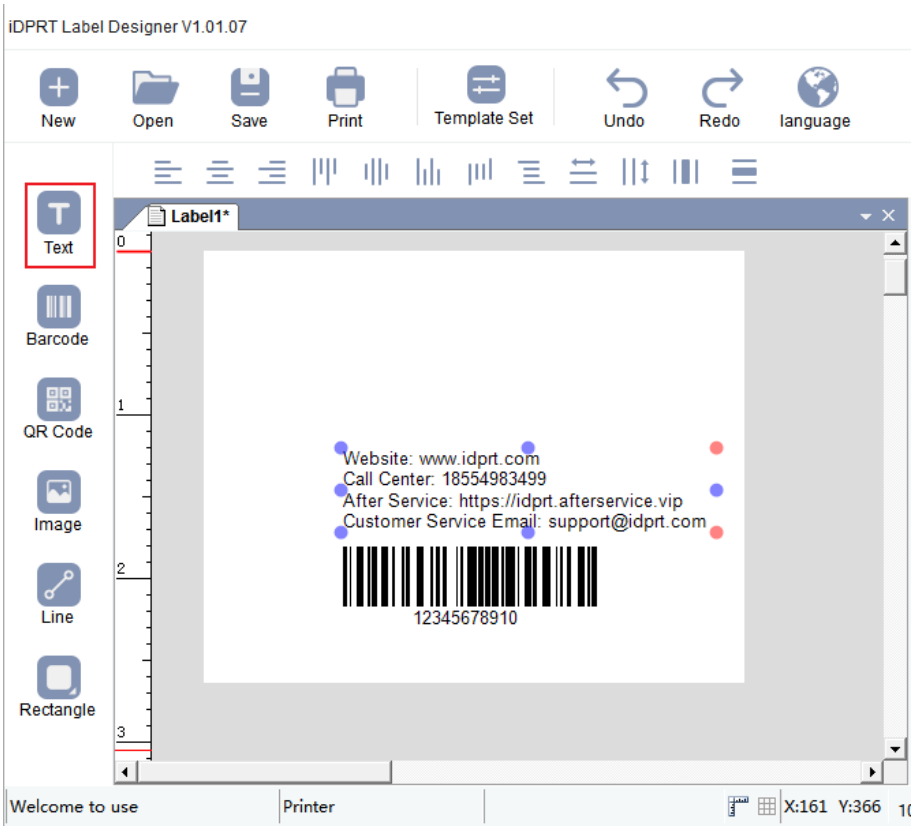
4.Select “Barcode”, then click the blank space to place the Barcode.



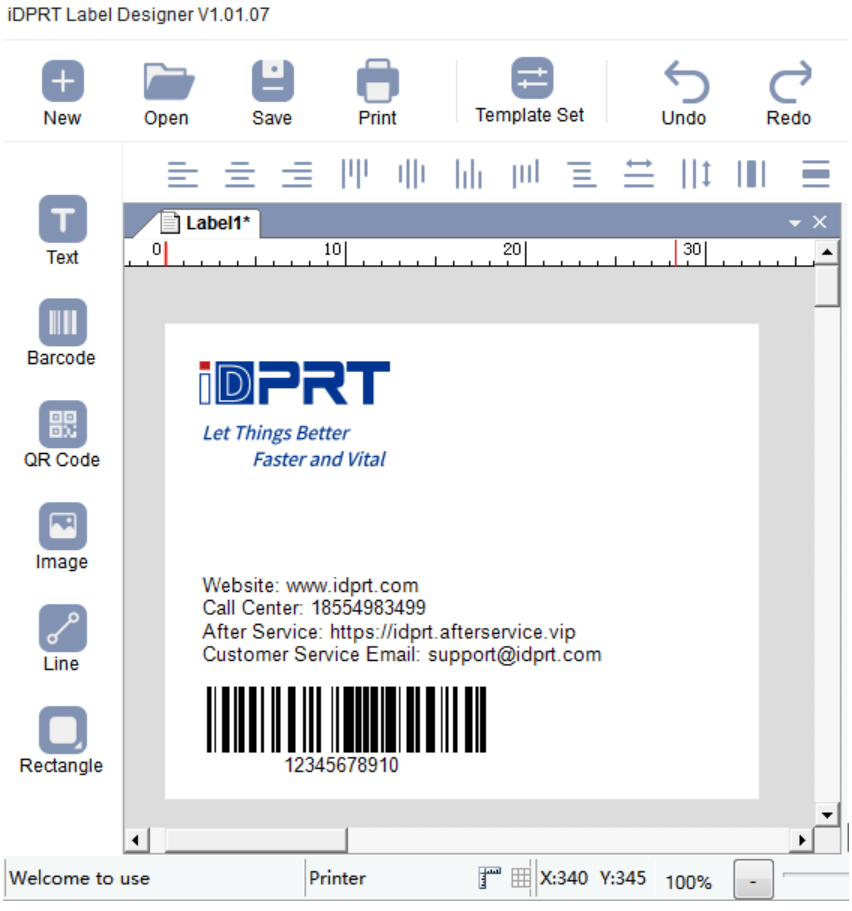
5.Double-click the code and edit it. User can set up the size, font, border and so on.



6.Click the icon of “Text”, then enter the text.



7.Click the icon of “Image”, then edit the pictures.



Finish all the settings. Click “Print” and a new label will be printed.