

# User Manual

## ZKP5804

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English

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# 1 Attention

1. Install your printer on a stable surface and prevent it from any form of vibration and impact.
2. Do not use or store it in areas with high temperatures, humidity, or pollution levels.
3. Connect the power adapter to a grounded outlet. Do not share the same plug socket with a large-scale electrical motor or other motors, which may cause voltage fluctuations in the power supply.
4. Avoid getting water or other conductive materials such as metal, to get into the interface of the printer. If this happens, disconnect the AC power cable immediately.
5. Do not print it without paper, or it will damage the rubber roller and the thermal print head.
6. Unplug your printer before leaving it unused for an extended period of time.
7. Never disassemble or modify the printer for repair or reconstruction.
8. Make sure that you use the original specified power source.
9. Quality paper roll is recommended for premium printing and product maintenance.
10. Make sure that the product is turned "OFF" while plugging and unplugging.
11. This product can only be used in non-tropical climate conditions below 5000 meters above sea level.

## 2 Applications

- Cash Register and POS System Receipt Printing.
- Takeaway Ticket Printing System.
- Shopping Mall Receipt Printing System.
- Hospital Receipt Printing System.
- Sports Lottery Printing System.
- Bank Bill Printing System.

## 3 Printer Features

- Unique appearance design and acrylic panel design.
- 90mm/s low noise and high speed printing.
- Small size and light weight.
- Low-cost high-quality printing.
- Support cash drawer driver.
- Compatible with ESC/POS printing commands.
- Low power consumption and low running cost (no ribbon, ink cartridge required).
- Easy paper loading structure, easy to use and maintain.
- Applicable to all kinds of commercial retail POS systems.

## 4 Packing List

<b>58mm Thermal Receipt Printer</b>	1PC
<b>Power Adapter (with one Power Cable)</b>	1SET
<b>Data Cable</b>	1PC
<b>User Manual</b>	1PC
<b>58mm Paper Roll</b>	1ROLL
<b>Driver CD</b>	1PC

## 5 Printer Connection and Paper Roll Loading

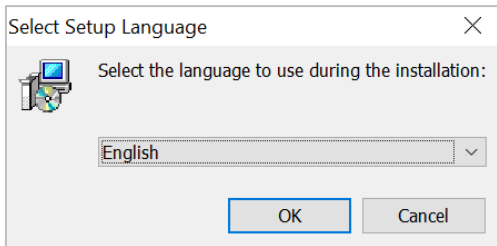
1. Connect the adapter cable to the printer power interface.
2. Connect the data cable to the printer port.
3. Connect the cash drawer to the printer.
4. Open the paper roll cover and insert the paper roll.
5. Pull out a small roll of paper and close the paper roll cover. Tear off the excess paper roll.

## 6 Printer Specification

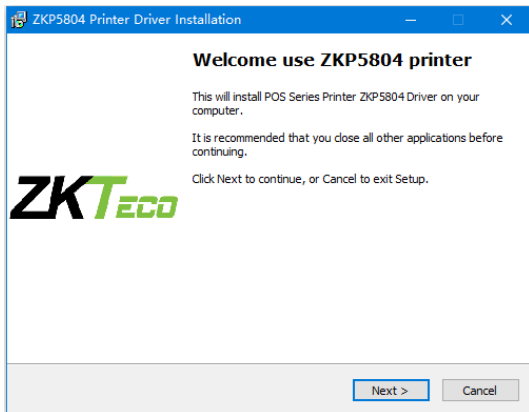
Item	Parameter
Printing Method	Direct thermal
Paper Width	57.5±0.5mm
Print Width	48mm
Paper Roll Diameter	Max 60mm
Column Capacity	384 dots / line (Adjustable by command)
Printing Speed	90 mm/s
Interface	USB
Line Spacing	3.75mm (Adjusted by command)
Character Size	ANK Font A:1.5*3.0mm (12*24 dots) Font B:1.1*2.1mm (9*17 dots)
Extension Character Sheet	PC437 (Std.Europe) / (Katakana) / PC850 (Multilingual) / PC860 (Portugal) / PC863 (Canadian) / PC865 (Nordic) / (West Europe)/ (Greek) / (Hebrew) / (East Europe) / (Iran) / (WPC1252) / PC866 (Cyrillic#2) / PC852 (Latin2) / (PC858) / (IranII) / (Latvian) / (Arabic) / (PT1511251)
Power Adapter	Input: AC 100-240V / 50-60 Hz Output: DC12V/3A
Cash Drawer	DC 12V/1A
Printer Head Life	50KM
Dimensions(D*W*H)	120*105*102mm
Net Weight	0.4 Kg
Operation Environment	Temperature (0 to 45°C), humidity (10 to 80%)
Storage Environment	Temperature (-10 to 60°C); humidity (10 to 90%)

## 7 Printer Driver Installation

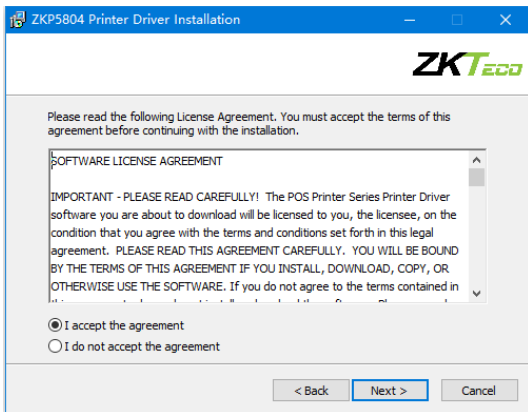
1. Insert the CD driver, then click the driver file (ZKP5804 Driver Setup) and install it. As shown in the figure below, a pop-up window will appear for you to select the language to use during the installation.



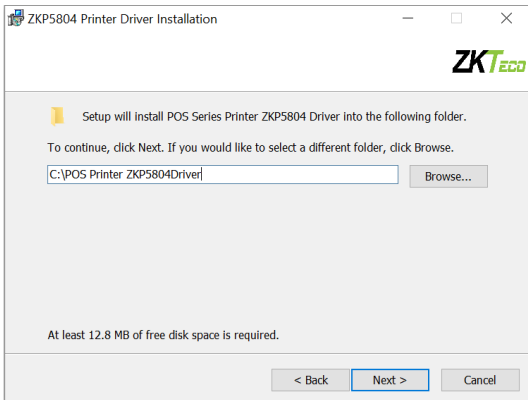
2. Select the language and click the **[OK]** button, as shown below. Then click the **[Next]**.



- Please carefully read the related terms and install it as an agreement as shown below and click **[Next]**.

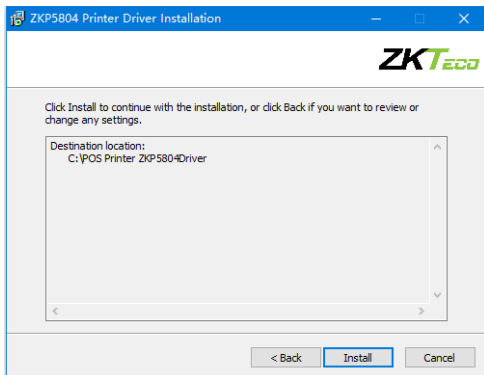


- Click the **[Next]** button. The default installation folder is as follows, or you can specify the location where the installation file should be saved.

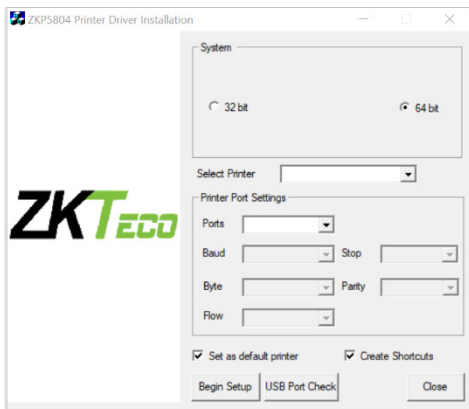




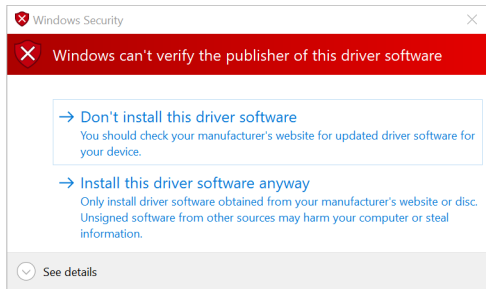
5. To install, click the **[Install]** button, as shown below.



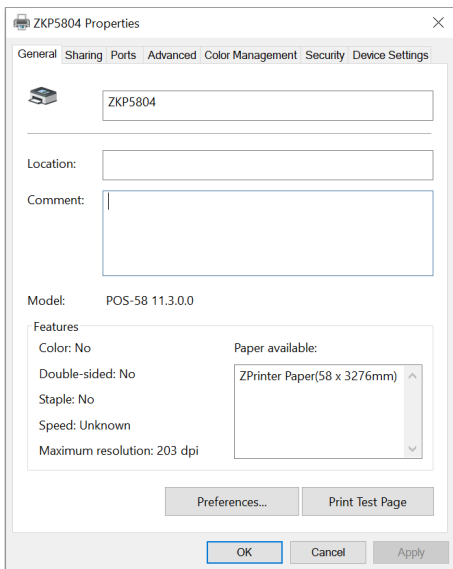
6. After installation, the related interface will appear shown as below; select your computer's operating system and printer model, then click **[USB Port Check]**, if you connect with a USB port, the computer's USB port will be automatically detected. Click the **[Next Step]** button and install it as shown below.



7. Click **[Begin Setup]** and shown as above figure and select “Install this driver software anyway”.



8. The driver installation is complete as shown below.



## 8 Basic Function Operation

### 8.1 Indicator Light and Printer Status

The printer includes two LED indications, one for power and the other for error.

- When the power is turned on, the power indicator will illuminate.
- When an error occurs, such as running out of paper, an overheated print head, or a hardware malfunction, the Error light will illuminate.
- When the power indicator light is normal, press the **[FEED]** button to test the paper feeding function.

### 8.2 Printer Operation

- **Turn on:** Make sure that the adapter is correctly connected to the printer, then press the switch to the "1" position, and the printer will turn on.
- **Turn off:** Press the "0" switch on the other side to turn off the printer.
- **Paper Feeding:** After turning on the printer, press the **[FEED]** button; the paper will continue to run until you release the button.
- **Self-test page printing:** When the printer is turned off, press and hold the **[FEED]** button. Press and hold **[POWER]** until the "Error" indication illuminates, then release the button. A printer self-test page will be printed.

## 9 Printer Cleaning and Maintenance

### 1. The print head must be cleaned if any of the following issues occur:

- Printing content is not clear but thermal paper is fine.
- Some columns on the document are unclear.
- The paper feed noise is too loud.

### 2. To clean the printer, do the following:

- Turn off the printer, open the printer cover and remove the paper roll.
- If you have just finished printing, you must wait for the print head to cool down before proceeding.
- Use a soft brush or soft cotton cloth soaked with ethanol-immersed to clean the printer head.
- After cleaning, close the cover and test it later.

### 3. Cautions

- Make sure that the power of the printer is turned off during the maintenance.
- Keep your hands or other metal tools away from the surface of the printer head, and do not use tweezers to scratch the surface of the printer head and other sensitive parts.
- Do not clean printer head with gasoline, acetone and other organic solvents.

ZKTeco Industrial Park, No. 32, Industrial Road,  
Tangxia Town, Dongguan, China.

Phone : +86 769 - 82109991

Fax : +86 755 - 89602394

[www.zkteco.com](http://www.zkteco.com)



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