

After-Sales Service



Scan the QR code or log in to the official website to download the driver.

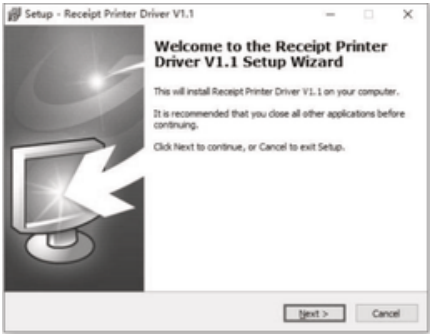
TP-3300e Thermal Receipt Printer

(This manual supports the TP-3300e and uses one model as an example.)



Driver Installation

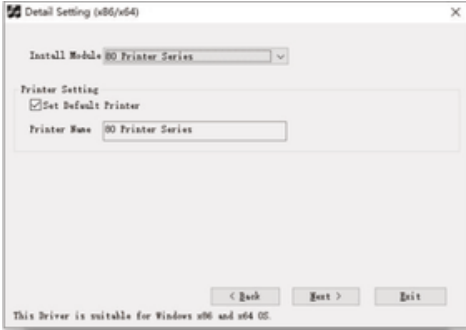
a. Double click to open the driver zip folder via download and open the printer driver click next.



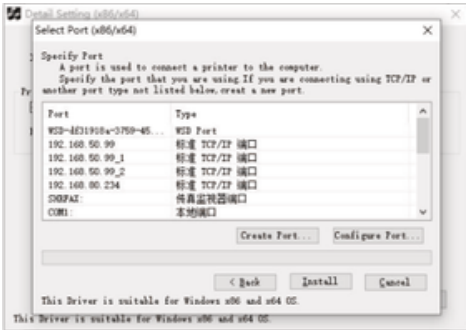
b. Select the system that matches your computer and click install Printer Driver (N) when you are done.



c. Select the corresponding printer model, select the correct one and click next.



d. Select the appropriate printer port and click Instll.



Warranty Terms

Warranty scope and period

1. The warranty covers only product failures caused by defective materials or workmanship.
2. The warranty period begins on the date of purchase (based on the purchase invoice). If the customer cannot provide an invoice, the warranty period begins on the date the product leaves the factory.
3. Warranty Period:
 - a. Printer: 15 months.
 - b. Warranty period for the first 15 months of printing or 50,000 meters of printing, whichever comes first.
 - c. Cutter: Six months.

Warranty service principles

1. Products within the warranty period and covered by the warranty will be repaired free of charge.
2. The warranty card must be presented when making a repair request.
3. Repair services outside the warranty period or not covered by the warranty will be charged according to the standard fees.
4. The warranty will be invalid if the product is disassembled or repaired without technical support.
5. The product must be packaged in its original packaging or in a sufficiently protective packaging. Damage to the shipping packaging is not covered by the warranty.

Non-warranty terms

1. The warranty card is missing or has been altered.
2. The printer is damaged due to failure to maintain the printer according to the user manual.
3. The printer is damaged due to water or foreign objects.
4. The print head is damaged due to the use of printing media that exceeds the specified thickness.
5. The print head is damaged due to the use of inferior consumables.
6. Damage caused by improper operating environment or force majeure.
7. The printer is used for purposes beyond its intended use.
8. Damage caused by repairs not performed by technical engineers.


Description of the restricted use of hazardous substances inelectrical and electronic products




1. Name and content of hazardous substances in products :

Item	Toxic and hazardous substances or elements					
	Pb	Hg	Cd	Cr6+	PBB	PBDE
Power supply / electrical components	×	○	○	○	○	○
Print head	×	○	○	○	○	○
Metal parts	×	○	○	○	○	○
Motherboard	×	○	○	○	○	○
Cable	×	○	○	○	○	○
Packaging and accessories	○	○	○	○	○	○

This table is made in compliance with SJ/T11364 regulations.
○: Indicates that this toxic or hazardous substances contained in all the homogeneous materials for this part, according to GB/T26572 is within the limit requirement.
X: Indicates that this toxic or hazardous substances contained in all the homogeneous materials for this part, according to GB/T26572 is over the limit requirement.

2. Restricted use signs for hazardous substances in electronic and electrical products :

 All electrical and electronic products sold in the People's Republic of China must be marked with this symbol, and the number used in the symbol represent the environmentally friendly use period of electronic and electrical products under normal use condition.

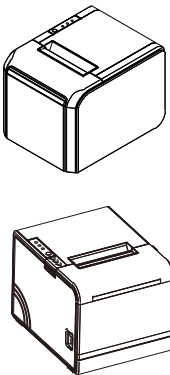
-  **Warning:** This is a Class A product. Operation of this equipment in a residential environment may cause radio interference.
-  **Warning:** There are sharp edges, do not touch.
-  **Warning:** Hot parts! Touching these parts may burn your fingers. Wait half an hour after turning off the power before touching the parts.

Quick Installation Guide

TP-3300e Thermal Receipt Printer

(This manual supports the TP-3300e and uses one model as an example.)

Product View:



This device contains radio transmitter modules with the following model approval codes:

CMIIT ID: 2021DP14290

CMIIT ID: 2021DP11268

CMIIT ID: 2020DP5109(M)

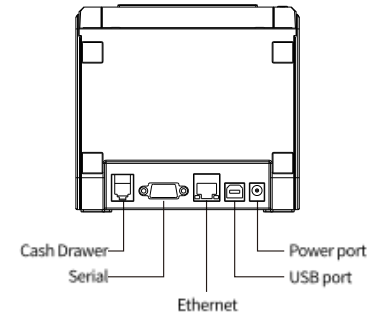
CMIIT ID: 2019DP8740

CMIIT ID: 2018DP1893

Actual product may vary.

Identifying Product Interfaces:

- a. Connect the adapter cable to the printer's power port.
- b. Connect the interface cable to the port on the back of the printer.
- c. Connect the cash drawer cable to the cash drawer port on the back of the printer.



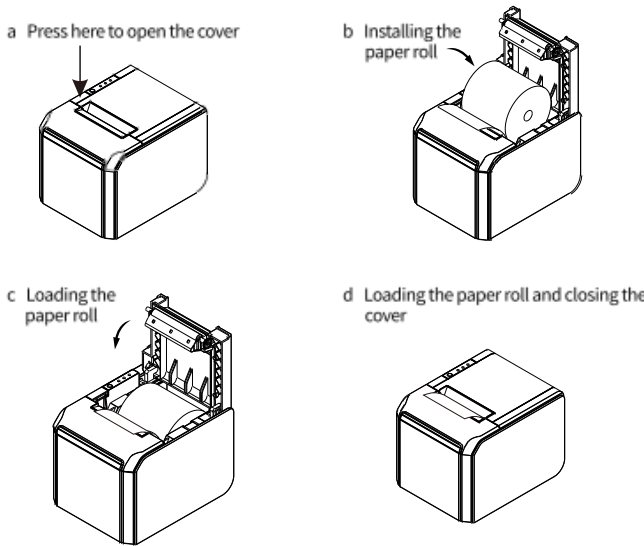
Note:

The printer's transmission interface and appearance shown in the image may vary depending on the model you purchased. Please refer to the actual product for details.

Identifying Product Interfaces:

- a. Open the printer cover as shown.
- b. Install the paper roll as shown, paying attention to the paper's orientation.
- c. Pull a section of paper out of the printer as shown, and close the cover.

Follow these steps to install the paper roll.



Note: After installing the paper, the cover must be closed tightly to prevent the printer from malfunctioning.

- Specifications, accessories, parts, and procedures are subject to actual machine and are subject to change without prior notice.
- The product nameplate is affixed to the bottom of the printer, please pay attention to the real-time information!

Bluetooth WiFi information printing reset method

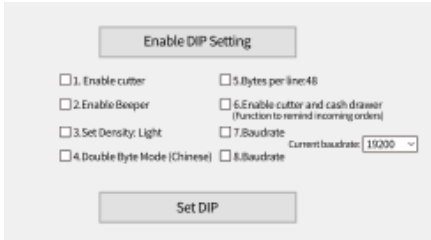
Function	Function
Print Bluetooth information	In standby mode, press and hold the [FEED] button for about 3 seconds, until the buzzer beeps once, then release the button.
Print WiFi information	In standby mode, press and hold the [FEED] button for about 6 seconds, until the buzzer beeps once, then release the button.
Reset Bluetooth information	In standby mode, press and hold the [FEED] button for about 15 seconds, until the buzzer beeps once, then release the button.
Reset WiFi information	In standby mode, press and hold the [FEED] button for about 20 seconds, until the buzzer beeps once, then release the button.

Dial switch description

Dial Switch Instructions

1. Open the downloaded printer setting tool, select Connection Port → Advanced Mode → DIP Settings

2. Enable DIP Settings → Check or uncheck as needed → Finally, click Set DIP to complete the setup.



Note: The baud rate function is only available for models with serial ports.

Technical Parameters

Print Speed		300mm/s
Print Width		72mm
Character Size		ANK Characters: Font A: 12×24 dots Font B: 9×17 dots Simplified/Traditional Chinese: 24×24 dots
Fonts Used		Simplified Chinese GB18030, Traditional Chinese BIG5, Japanese fonts, Korean KSC5601
Print Commands		Compatible with ESC/POS/STAR commands
Interface Type	Standard	USB+Serial Port+Ethernet
	Optional	USB+Bluetooth, USB+WiFi, USB+WiFi+Bluetooth
Wear Resistance		150KM
Cutter Lifespan		1.5 million times
Cutter Type		Half-cut
Barcode Type		UPC-A/UPC-E/JAN13(EAN13)/JAN8(EAN8)/ITF/CODABAR/CODE39/CODE93/CODE128/QR CODE/PDF417/Data Matrix
Paper Thickness		0.06-0.08mm
Memory		4M
Power Adapter		External
Power Input		DC 24V/2.5A
Cash Drawer Control		DC 24V/1A
Working Environment		Temperature: 0°C to 45°C, Humidity: 20% to 90%
Storage Environment		Temperature: -20°C to 55°C, Humidity: 20% to 93%

Certificate of conformity



Warranty card

User Name	
User Phone Number	
Purchase Date	
Product Model	
Product Specifications	
Machine Failure	

Note: Please keep the warranty card properly for after-sale maintenance.