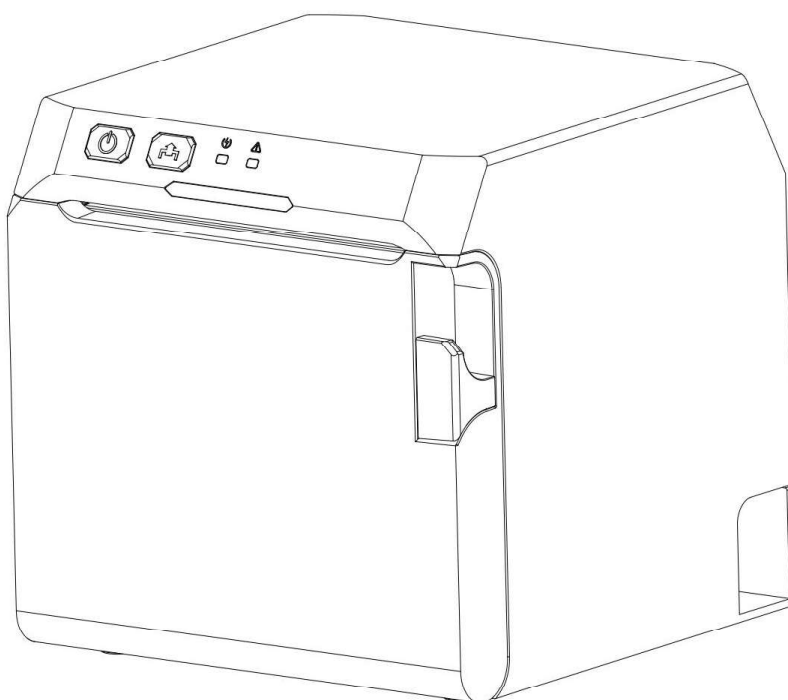




POS Thermal Receipt Printer

AO-PR-3260UEW User's Manual (Ver 1.01)



<https://aonhome.com/business/>

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Precautions

Please carefully read this chapter before using the printer

Safety Precautions

- Do not touch the print head or its connected components to avoid burns or damage caused by static electricity.
- If the printer emits smoke, unusual odors, or abnormal noises, immediately turn off the printer and disconnect the power. Continuing use may cause a fire. Contact your dealer or AON Customer Service Center for assistance.
- Do not attempt to disassemble the printer yourself. Unauthorized repairs are dangerous and may void the warranty provided by the supplier.
- Use only the power adapter supplied or one that meets the specified standards. An improper power adapter may damage the printer and cause a fire.
- Prevent foreign objects from entering the printer to avoid damage to internal components, which could result in severe consequences like fire or accidents.
- If water or other liquids enter the printer, immediately disconnect the power and contact your dealer or AON Customer Service Center for assistance. Continuing use may result in a fire.

Operational Precautions

- Do not submerge the printer in water or expose it to rain, as this may cause damage.
- Do not open the paper cover during printing, as this may disrupt the printer's operation.
- When using the USB interface, do not disconnect the USB cable during printing, as this may result in incomplete print data.
- Although the printer can operate steadily between 0°C and 50°C, excessively high temperatures (above 45°C) or low temperatures (below 5°C) may reduce print quality.
- High humidity (above 85% relative humidity) or low humidity (below 20% relative humidity) may degrade print quality.
- Using low-quality or expired thermal paper may reduce print quality and even damage the printer.

- When printing labels, ensure that the label dimensions do not exceed the printer's design specifications, as this may cause malfunctions.

Storage Precautions

- Store the printer in an environment with a temperature of -20°C to 60°C and relative humidity of 10% to 90%.

This is a Class A product

Warning: Operating this equipment in a residential environment may cause radio interference.

Chapter 1 Feature and Performance

1.1 Printing performance

- ✧ Printing method: Line thermal printing
- ✧ Printing Width: 79.5±0.5mm, 57.5±0.5mm
- ✧ Print density: 8dots/mm(203dpi), 576dots/line
- ✧ Printing Speed: Max printing speed 260mm/s(25% printing density)
- ✧ Reliability: 1. TPH:150Km

Using Condition :

* Print 12 × 24 ASCII characters, print 50 lines each time, intermittent print repeatedly

* Use specified thermal paper

2. Cutter Life: 1,500,000 times

3. Effective printing width: 72mm

1.2 Print Paper

- ✧ Thermal paper roll model: TF50KS—E(Japan paper co.ltd)
AF50KS-E(JUJO THERMAL)
- ✧ Thermal Paper Roll: Paper Type ----- Normal Thermal Paper 80xφ83mm(max), 58xφ83mm(max)
Paper Thickness ----- 0.06mm~0.08mm

1.3 Print Font

- ✧ English character sets:
12×24 dots, 1.5(width)×3.00(height)mm
- ✧ Chinese Character:
24×24 dots, 3.00(width)×3.00(height)mm

1.4 Interface Type

- ✧ RS—232, serial port, PS/2 port

- ✧ Ethernet port
- ✧ USB port, Type-C
- ✧ Bluetooth, BTMM and BTDM
- ✧ Cash Drawer Interface, DC24V, 1A, 6pin RJ-11 Socket.

1.5 Print Control Commands

- ✧ Character print commands: support double-width, double height print of ANK characters, user-defined characters and Chinese characters, the character line spacing is adjustable.
- ✧ Graphics print commands: support the print of bit-map graphics and download 3 bit-map graphics with different density.
- ✧ 1D Bar code: UPC-A、UPC-E、EAN-13、EAN-8、CODE39、ITF25、CODABAR、CODE93、CODE128
- ✧ 2D Barcode:PDF417、QR Code、DATA Matrix

1.6 Power Supply

- ✧ DC24V, 1.5A, A-1009-3P

1.7 Operation Environment

- ✧ Operation temperature: 0~50℃; Relative humidity: 10%~85%
- ✧ Storage temperature: -20~60℃; Relative humidity: 10%~90%

1.8 Physical parameters

- ✧ Dimension:126.5(L)X125(W)X125(H)mm
- ✧ Weight: 800g without paper roll

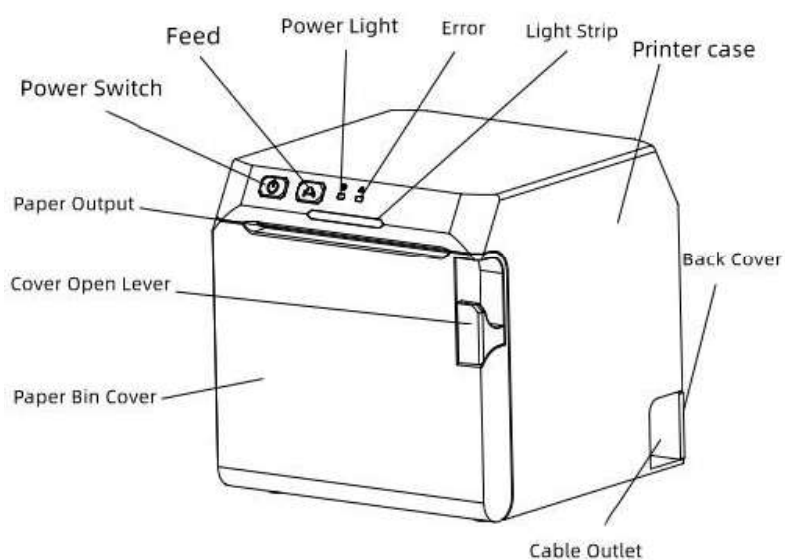
1.9 Model

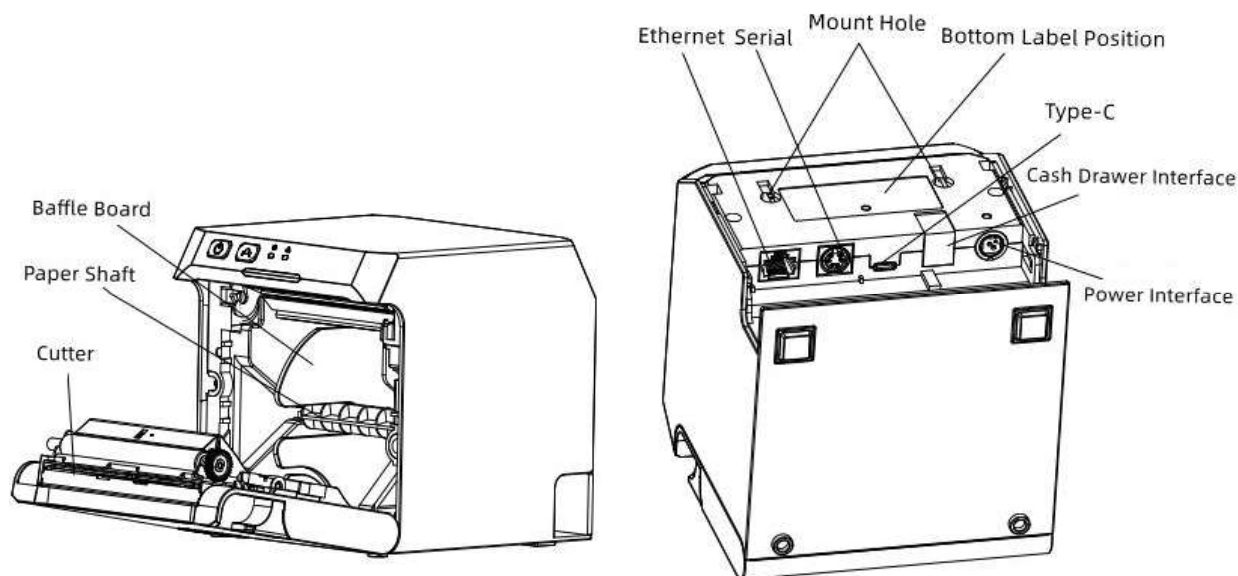
Model	Model Description	Printing Resolution
AO-PR-3260UE	USB, Ethernet, Cash Drawer	8dots/mm

AO-PR-3260M	USB, Serial, Ethernet, Cash Drawer	(203dpi)
AO-PR-3260BT	USB, Ethernet, Bluetooth, Cash Drawer	
AO-PR-3260UEW	USB, Ethernet, WIFI, Cash Drawer	

Chapter 2 Operation Specification

2.1 Printer Appearance





Note: Remove the back cover to access the various connectors. Pull the wires out through the cable outlet. The wall-mounting holes on the product are 70mm apart.

Figure 2-1 Printer Part Name

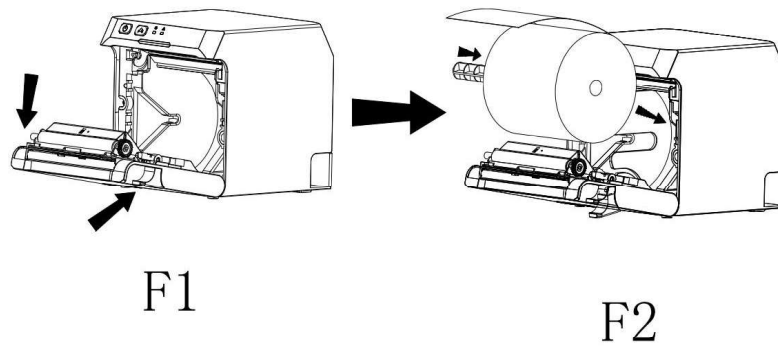
2.2 Paper Installation

2.2.1 Paper Loading

The steps as follows:

- (1) Pull the door opener on the right to open the paper bin cover, as shown in Figure F1.
- (2) Insert the paper shaft into the paper roll core and place the paper roll into the paper bin, locking the paper shaft into the slot, as shown in Figure F2.
- (3) Pull out a section of the paper roll and place the end of the paper on the printer head, making sure the thermal side of the paper faces the print head.

Close the paper bin cover and press it down gently. Be careful not to pull the paper forward or backward by hand.



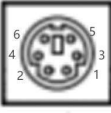
2.2.2 Solution to Paper Jam

If the cutter is stuck, turn off the power switch and then turn it back on, the cutter will return to its original position. If paper is stuck, open the roll paper cover and take out the paper.

2.3 Interface Type

2.3.1 Serial Interface

Insert the dedicated DB9-PS/2 cable and set the serial interface according to the prompts on the self-test page.

		
Pin No.	Definition	Description
1	RX	Serial data reception
2	TX	Serial data transmission
3	RTS	Request to send (low active)
4	CTS	Allow to send (low active)
5	GND	
6	GND	

2.3.2 Ethernet Interface

Models equipped with a network port use an RJ45 network socket; the appearance is shown in Figure 2-2.

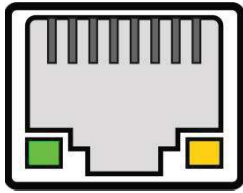
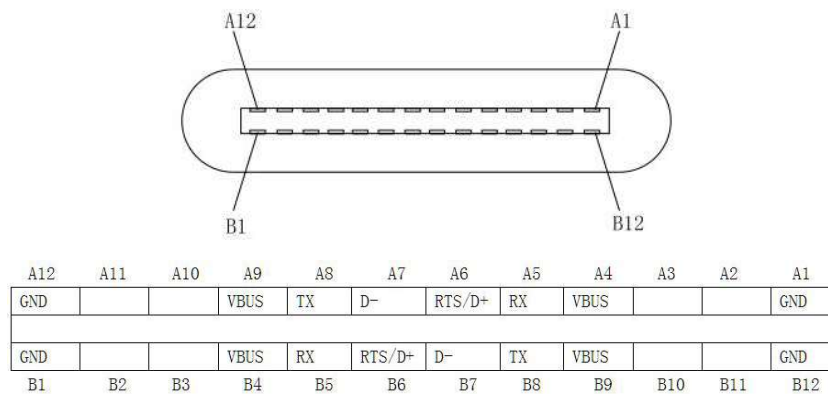


Figure 2-2 Ethernet Interface

2.3.3 USB Interface

The AO-PR-3260 printer comes standard with a Type-C cable for connecting the printer to a host device. The printer's USB port is a slave device (DEVICE). The outline and pin definition are shown in the following figure:



Type-C interface and pin definition

2.3.4 Bluetooth Interface

Handheld devices, laptops, or other information terminals with Bluetooth interfaces can drive AO-PR-3260 to print through the Bluetooth interface. The Bluetooth of the AO-PR-3260 printer is compatible with the Bluetooth 5.0 Bluetooth specification, with an effective distance of 10m. The printer's Bluetooth is a slave device. The initial device name is AO-PR-3260 + the last four digits of the Bluetooth MAC address (in uppercase), and the initial password is "1234". Users can use the "AO-PR-3260 Setting Tool Software" to modify the device name and password as needed. For details on how to change the device name and password, see the help file of the "AO-PR-3260 Setting Tool Software".

Before the AO-PR-3260 printer works, it needs to be paired with the Bluetooth host device that controls the printer. The pairing is initiated by the host device. The usual pairing process is as follows:

- 1、Switch on the printer;
- 2、Host device searches for the outer Bluetooth;

- 3、 If there are multiple external Bluetooth devices, select AO-PR-3260+the last four digits of the Bluetooth MAC address (uppercase) (the Bluetooth name can be checked by printing a self-test page)
- 4、 Enter the password “1234”;
- 5、 Pairing finished.

Note: The Bluetooth of AO-PR-3260 printer is divided into dual-mode Bluetooth and one-to-many Bluetooth. Dual-mode Bluetooth supports Android devices and Apple 4.0 devices, and only one device can be connected to the printer at the same time. One-to-many Bluetooth supports 4 Android devices and 1 Apple device to connect to the printer at the same time.

2.3.5 Cash Drawer Interface

The cash drawer interface adopts RJ-11-6 wire socket, as shown in Figure 2-3.

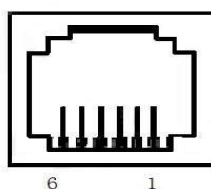


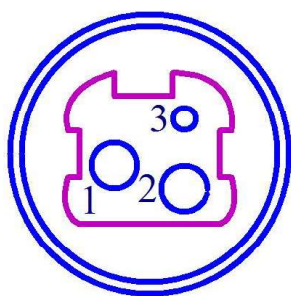
Figure 2-3

The pin definitions are as follows:

Pin Number	Signal	Flow direction
1	Ground	---
2	Cash drawer drive signal	Output
3	Cash drawer open/close status signal	Input
4	+24VDC	Output
5	N.C	---
6	Cash drawer open/close status signal ground	---

2.3.6 Power Connection

The rated supply voltage is DC 24V±10%, the rated current is 1.5A, and the socket is A-1009-3P. The appearance and pin definition are shown in Figure 2-4.



Pin Number	Signal
1	+24VDC
2	Ground
3	NC

Figure 2-4 Power socket and pin definition

2.4 Indicator Light Description

AO-PR-3260 has two status lights (Power and Error) and a light strip.

2.4.1 Power indicator light description

Device Status	Indicator light display	Remark
The device is powered on	Green light is always on	

2.4.2 Error indicator light description

Device Status	Indicator light display	Remark
The device status is normal and the paper is normal	Light off	
The device is out of paper. The paper cover is open. The print head is overheated.	The light flashes red at intervals of 1s. The buzzer sounds at the same frequency. The fault is eliminated and the status is restored.	When the paper runs out halfway through printing, the printer can record the complete data of the order. After reloading paper, the first order will print the complete backlog of bills in the memory. Maximum support 45K.
Cutter failure	The light flashes red once: the cutter position is wrong.	

	The buzzer sounds at the same frequency. The fault is eliminated and the status is restored.	
Unrecoverable Error	The light flashes three times: undervoltage	
	The light flashes four times: CPU execution error (wrong address)	

2.4.3 Light Strip Description

Device Status	Indicator light display	Remark
Device Idle	Breathing light. Flashing interval 10s/cycle	
Receipt Printing	The green light is always on, following the printing time	
Order not picked up	If the order is not picked up for more than 30 seconds, the light strip will flash at high speed with an interval of 0.2 seconds and maximum brightness. The buzzer will sound at the same frequency. Repeat 5 times. Wait for 180 seconds before reminding again. Restore silence after picking up the order.	

2.5 Buzzer Description

AO-PR-3260 printer has a built-in buzzer.

The buzzer is used to indicate the error status type, and can be set to enable or disable the error alarm through parameter settings. The error status type is the same as the error indicator.

2.6 Upgrade Program

Connect the USB cable to your computer, and ensure the printer is powered on and error-free. You can now upgrade using the PC-based upgrade tool.

Open the "Update Firmware.exe" upgrade tool.

Select the USB port, open the port, select the firmware file to be upgraded, and click "Start Upgrade."

Wait until the data is updated, and the printer will automatically enter upgrade mode.

After the upgrade is completed, the printer will automatically print a self-test receipt and enter normal operating mode.

2.7 Button operation description

AO-PR-3260 has two buttons: the power button and the paper feed button.

2.7.1 Power button description

Press and hold the power button for 2 to 3 seconds. After the error indicator flashes twice, the printer enters normal working mode. Similarly, press and hold the power button for 2 to 3 seconds to shut down the printer.

2.7.2 Paper feed button description

The print command can be used to allow or prohibit the button switch function. When the button control is allowed, single-click the button to eject paper. Long-press the button to feed paper continuously, and release it to stop.

2.7.3 Combination button description

button Operation	Execution	Remark
Paper cover open + long press the paper feed button	When DHCP is off: turn on DHCP mode and print out successful turn on and current IP address When DHCP is on: turn off DHCP mode	
The paper cover is open	The following three lines are printed at this	

+ double-click the paper feed button (with an interval of 0.5 second) + close the paper bin, and the device detects that there is paper.	time: Hexadecimal Dump To terminate hexadecimal dump, Press FEED button three times. This means that the printer has entered the hexadecimal mode. In this mode, all inputs will be printed as hexadecimal data. Press the feed button three times in a row (with an interval of 0.5 second) to exit the hexadecimal mode.	
Press and hold the paper feed button and the power button at the same time, and release the paper feed button within 200ms.	Enter BOOT upgrade mode. The error indicator flashes slowly, with an interval of 1S.	
With the paper cover open, press the power button five times (within 0.5 seconds) and close the paper cover, then print reminder: Restore system parameters to default values. Press the Feed button once to confirm. Cancel by directly turning off the power or shutting down the machine.	Restore factory settings	
The paper compartment	The printer enters parameter setting mode	For detailed setting

cover is open + double-click the power button (within 0.5 seconds) + close the paper bin, and the device detects that there is paper.	and prints out the first configurable parameter and its current setting value.	methods, please refer to Appendix A.
When the device is in the parameter setting state. The paper bin cover is open + double-click the power button (within 0.5 seconds) + close the paper bin, and the device detects that there is paper.	Exit parameter setting mode. Save the set parameter values and enter normal working mode.	Save successfully, the device automatically restarts.

2.8 Self-Test

Self-test can detect whether the printer is working properly. If the self-test page can be printed correctly, it means that the printer is normal except for the interface with the host. Otherwise, it needs to be repaired.

The self-test prints out in order: manufacturer name, printer model, software version, interface type, default values of various printer parameters, 96 characters in ASCII code, default code page content (language set to English) or Chinese character library name (if the language is set to Chinese), barcode type.

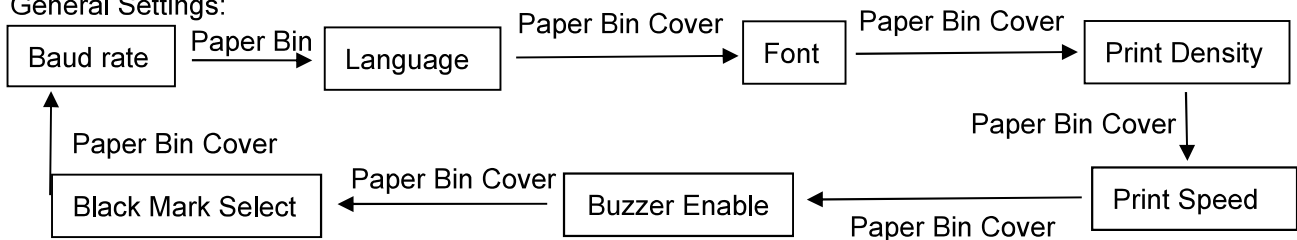
The method of self-test is to press and hold the power button and paper feed button at the same time, then the printer will immediately print out the self-test page. The parameters of the self-test pages of different models will be different.

Appendix A: Parameters Setting

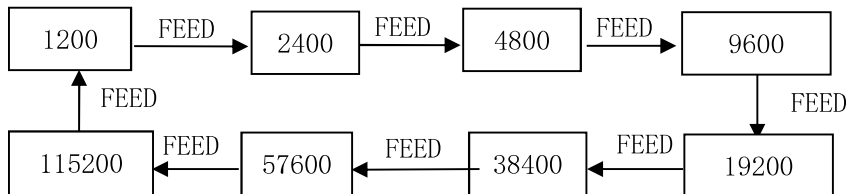
This appendix explains how to set the printer's default parameters using the buttons.

Instructions: Use the [Paper Cover] key to select a setting item. Each time you open or close the [Paper Cover] key, the setting item changes to the next one and the value is printed. Use the [FEED] key to select a setting value. Each time you press the [FEED] key, the setting value changes to the next one.

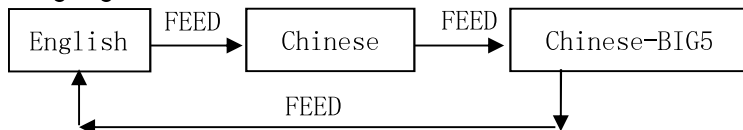
General Settings:



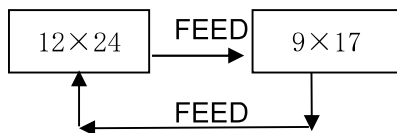
Baud Rate:



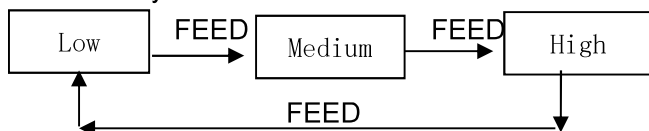
Language:



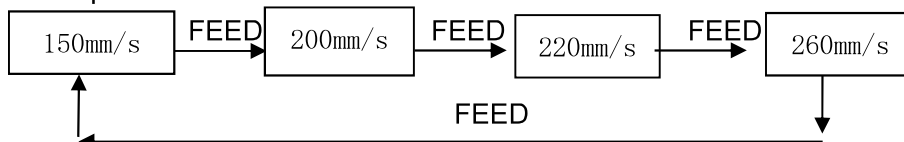
Font:



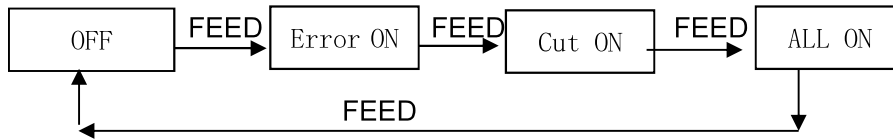
Print Density:



Print Speed:



Buzzer:



The manufacturer reserves the right to modify the contents of this manual without prior notice.

The manufacturer reserves the right of final interpretation!