CUSTOM®

VKP80III product information

THE STATE OF THE ART OF
# SELF-SERVICE THERMAL PRINTERS

VKP80III takes self-service kiosks to a level of ease, quality and convenience that has never been seen in the kiosk market.

Inspired by the VKP80, it maintains its basic compatibility by perfectly combining **30 years of experience** in the self-service industry.

TARGET MARKET

VKP80III has the possibility to be integrated in a large number of environments.
Compared to other competitors it can manage LARGER paper roll,
has SMALLER footprint, offers ADVANCED ticket management.
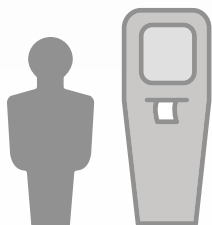
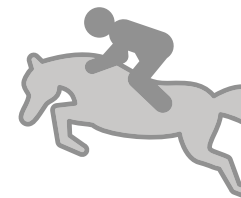KIOSK,
SELF-SERVICE

AUTOMATIC
VENDING MACHINE

QUEUING MANAGEMENT
SOLUTIONS

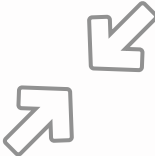SELF-PAYMENT

PARKING

BETTING & GAMING

BENEFITS

Here's how **VKP80III** can improve your business and make your workflow more efficient.

TOP SELLER
The best kiosk printer of all time
with its unique green paper mouth

COMPACT
Extremely compact and flexible way
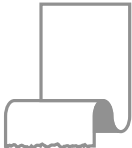to answer of customer needs

ECOGREEN
Print head with auto-diagnostic function and
EcoGreen mode useful to reduce consumption

LOWEST TCO
Reliable and robust
with less than 0.5 %
of faultiness.

ADVANCED PAPER MANAGEMENT
Present/eject/retract full capability.
Automatic anti-jamming system.
Adjustable paper width.

FLEXIBILITY
Setup the printer or draw up a ticket layout
with our apps. Expand the functionality with
the many accessories available

KIOSK THERMAL LINE UP

KPM216HIII   Tickets in A4 and US letter format

KPM862   High range printer

(Multibin, Veriprint, stock control, RFID,

selector, ejector)

KPM302III   Top performance

(Multibin, stacker, RFID, selector, ejector)

KPM180H   The most compact ticket printer

VKP80III   **Presenter, ejecter, collect mode**

MODUS3   Ultracompact

TG2480HIII   Mechanical antijam 80mm

TG2460HIII   Mechanical antijam 60mm

TL60III   The low-priced reliable 60mm printer

KPM216HIII

KPM862

KPM302III

KPM180H

VKP80III

MODUS3

TG2480HIII

TG2460HIII

TL60III

Price/Performance
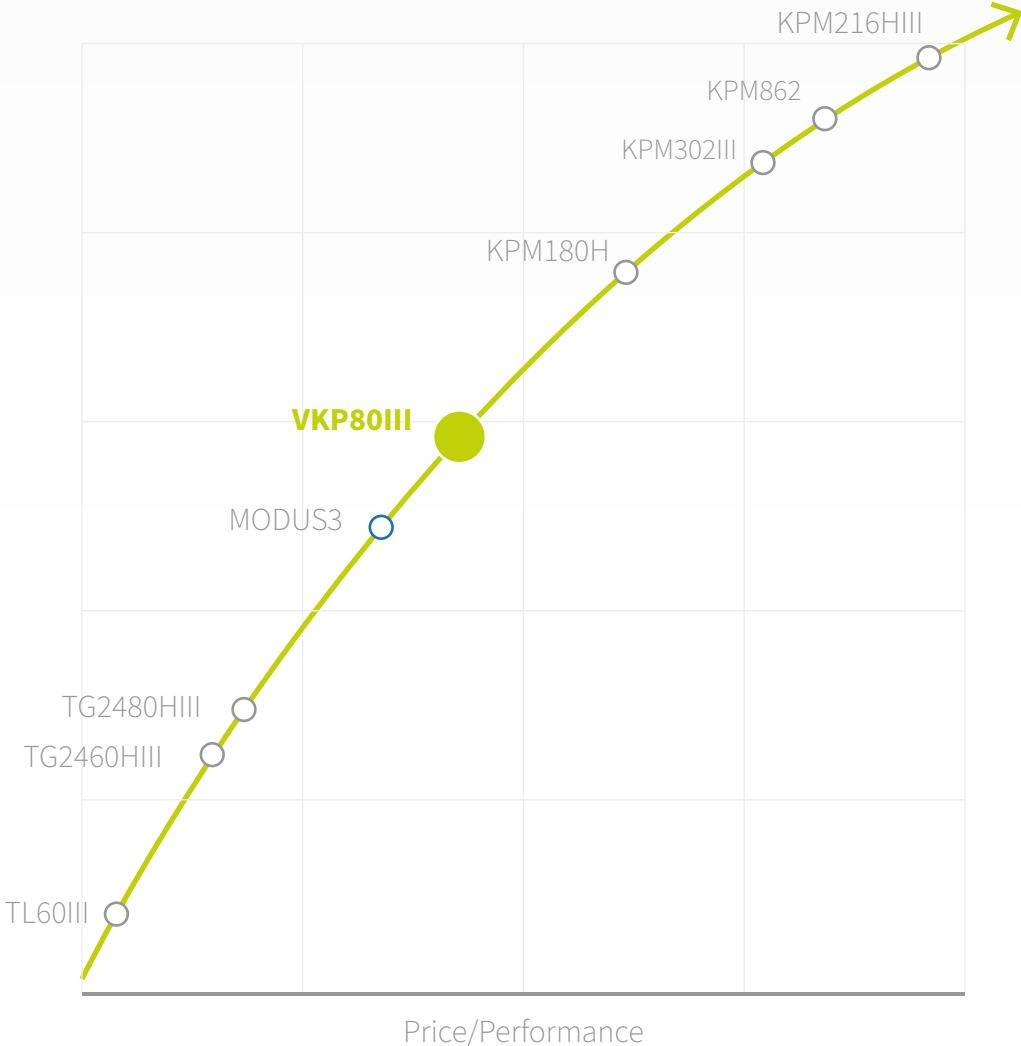
IN THE BOX

The printer comes with the installation/instruction sheet included.
Power supply unit, cables, and other accessories and consumable can be purchased from your dealer
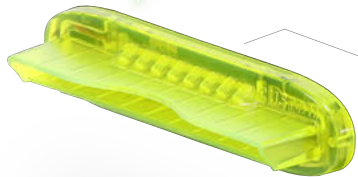
120 mm

200 mm

150 mm
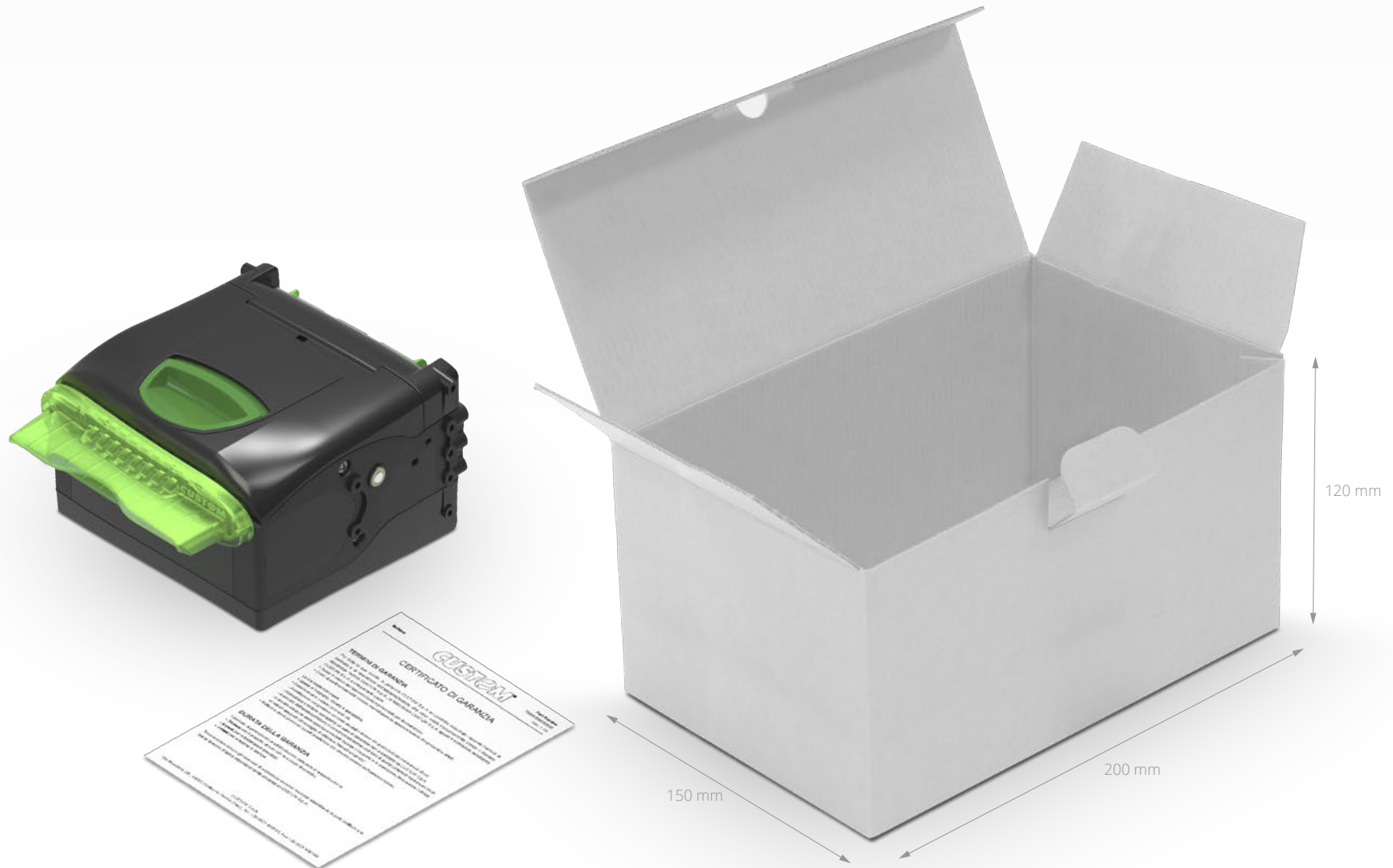
VKP80III AT A GLANCE

TICKET INPUT
(WITH ADJUSTABLE PAPER WIDTH)
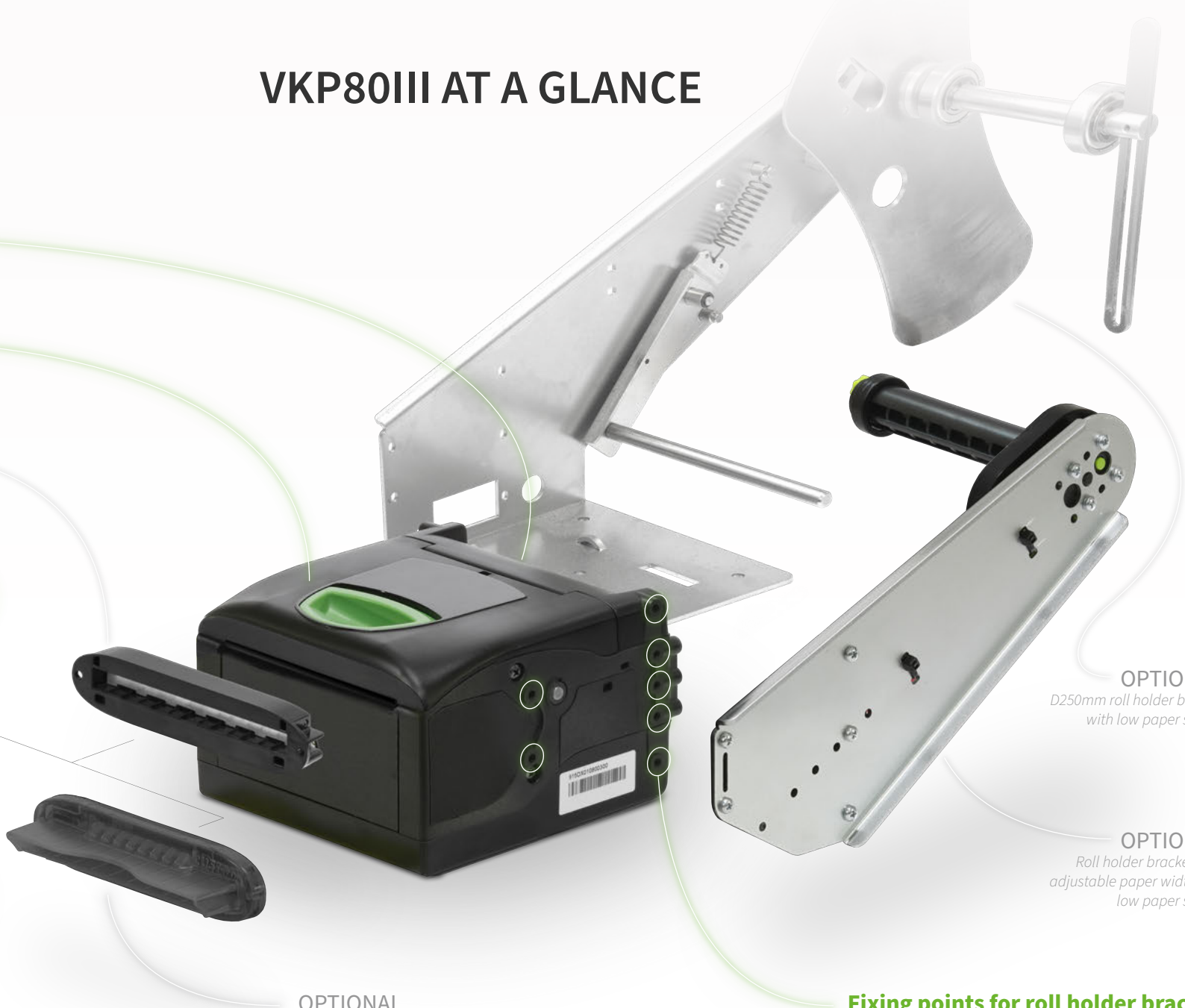
PRINTER OPENING

OPTIONAL
anti-intrusion shutter

**ILLUMINATED
PRINTER BEZEL**

OPTIONAL
*D250mm roll holder bracket
with low paper sensor*

OPTIONAL
*Roll holder bracket with
adjustable paper width and
low paper sensor*

OPTIONAL
Illuminated printer bezel (Black)

Fixing points for roll holder bracket
(three positions on the right, three positions on the left)

VKP80III AT A GLANCE

VKP80III is sold in three different configurations with USB, RS232 or Ethernet connectors arranged on the side or on the rear.
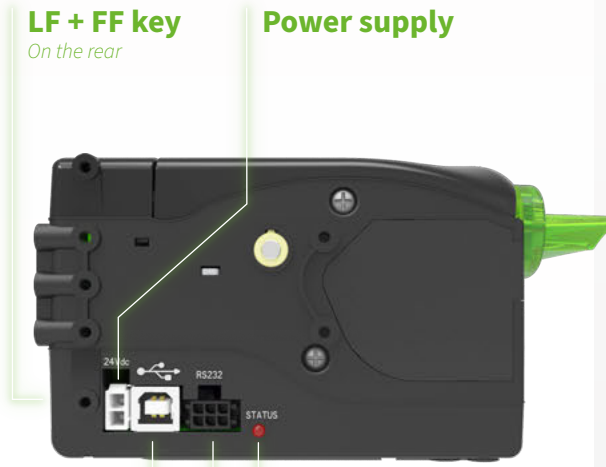
MODEL WITH CONNECTORS ON THE REAR	USB / RS232 MODEL	USB / ETHERNET MODEL

Power supply

Status LED

RS232
6-pin Industrial connector with self-retention

USB
2.0 full speed

LF + FF key
On the rear

Power supply

Status LED

USB
2.0 full speed

RS232
6-pin Industrial connector with self-retention
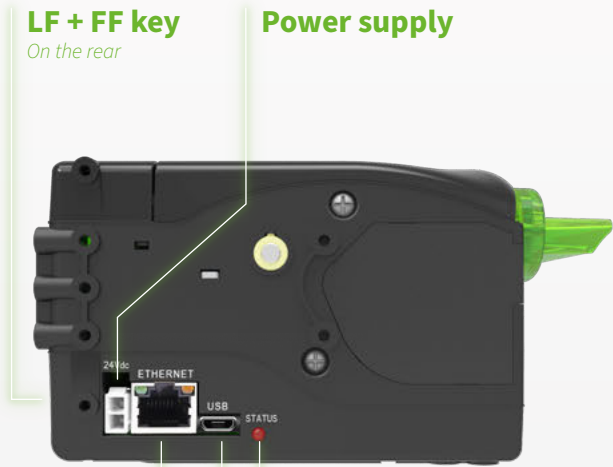
LF + FF key
On the rear

Power supply

Status LED

ETHERNET
10-100 Mbit/s

USB
2.0 full speed

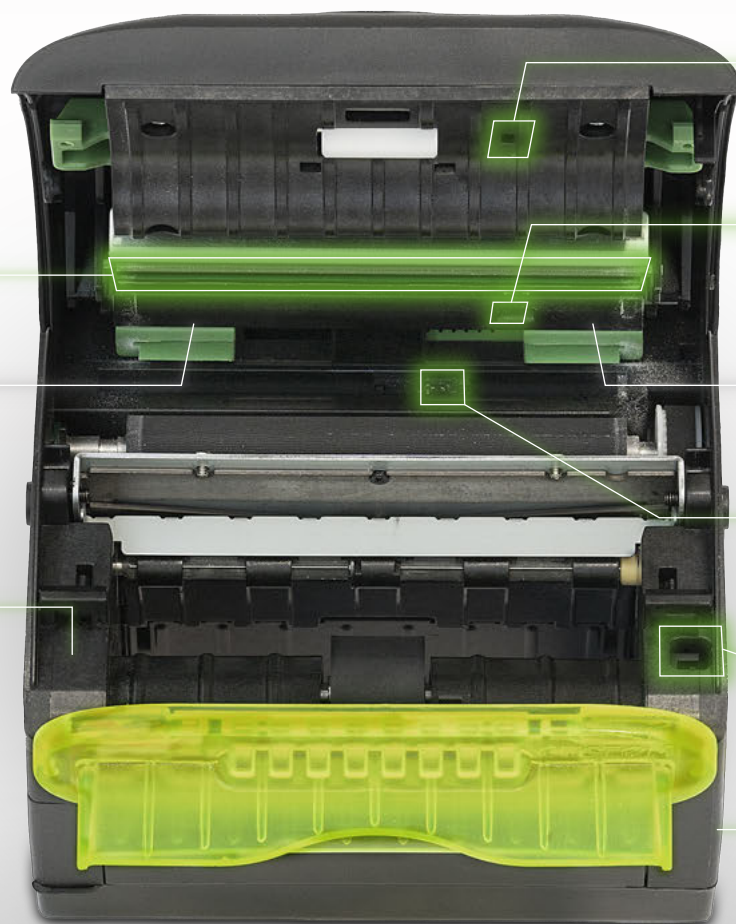# ALWAYS UNDER CONTROL

Seven sensors plus three optional allows to control the proper functionality of the device in any moment.

"TICKET OUT"

"TICKET IN"

"PRINTHEAD TEMPERATURE"

OPTIONAL
"Black mark" on thermal side

OPTIONAL
"Black mark" on thermal side

**ADJUSTABLE "BLACK MARK"
ON NON THERMAL SIDE**

"EJECTOR POSITION"

"COVER OPEN"

"TILTING BULKHEAD POSITION"

THE HEIR OF THE QUEEN

VKP80III perfectly combines 20 years of experience in the self-service industry and represents the state of the art of thermal printers.
It is directly inspired by the VKP80II, the "best seller" of the kiosk division with 320,000 units worldwide,
maintaining the basic compatibility but adding more features than the VKP80II.

■ VKP80II   **320,000 units worldwide**   ■ VKP80III   **125,000 units worldwide**
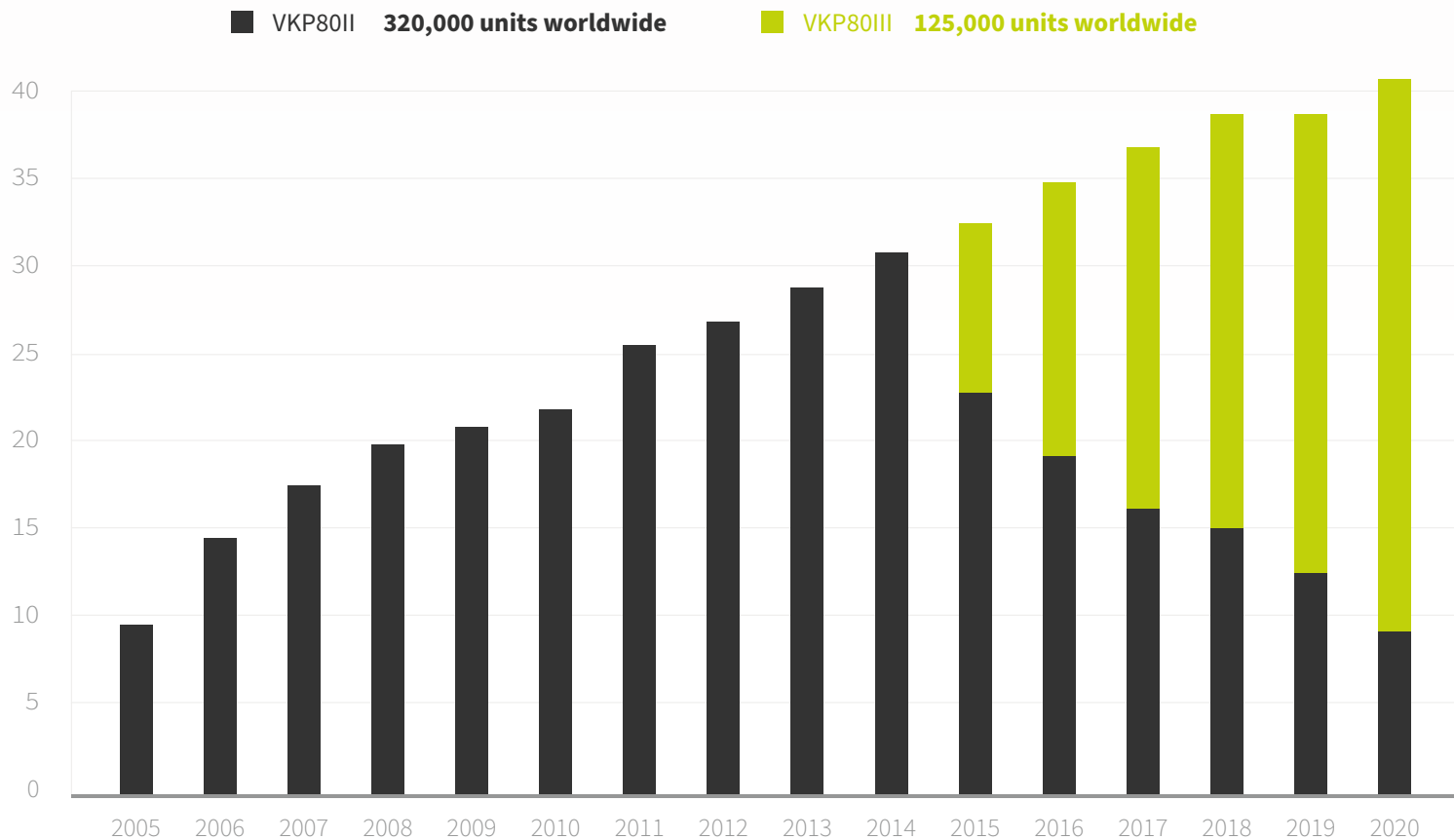
COSTS CUT

At Custom, we know how much the maintenance cost of a printer affects a company's budget.
For this reason, every detail of VKP80III is designed to maximize its operation without the need for interventions on site.

√ *Its reliability is unmatched. Less than 0.5 % of faultiness.*

√ *The shutter kit prevents damage from vandalism.*

√ *Predisposition for large paper rolls reduce replacement interventions.*

√ *The remote monitoring allows to have the printer always under control and operate remotely on them.*

ADJUSTABLE PAPER WIDTH

VKP80III has been designed with a system of adjustable paper guides that allows the use of paper of different formats to meet every need.

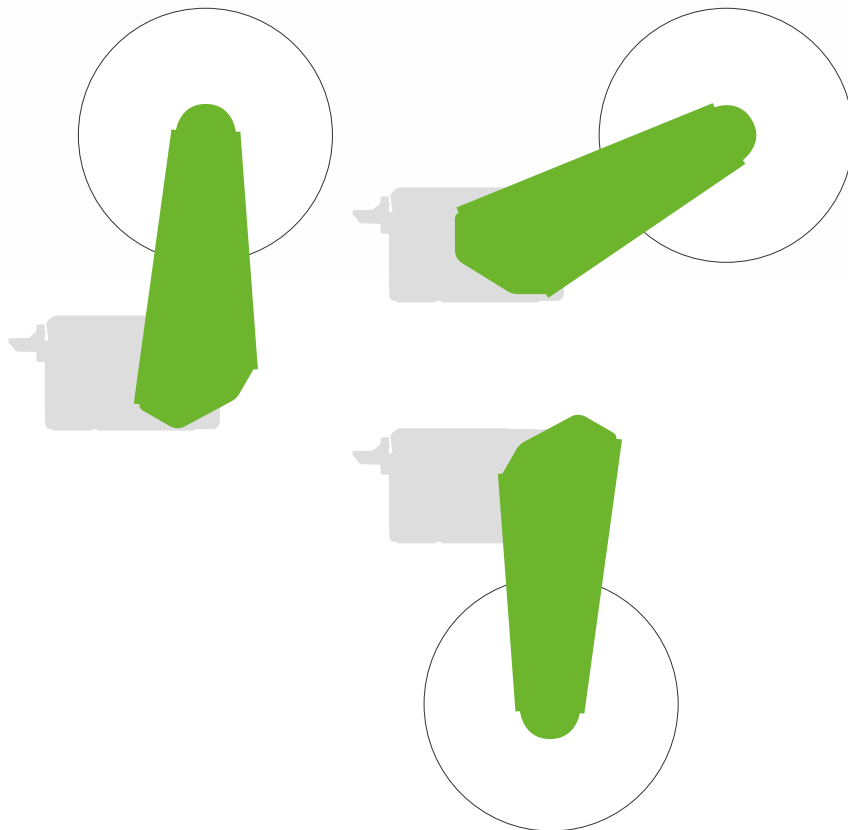*Input from 50 to 82.5 mm*

NO
TOOLS
NEEDED

EASY TO BE INTEGRATED INTO THE KIOSK
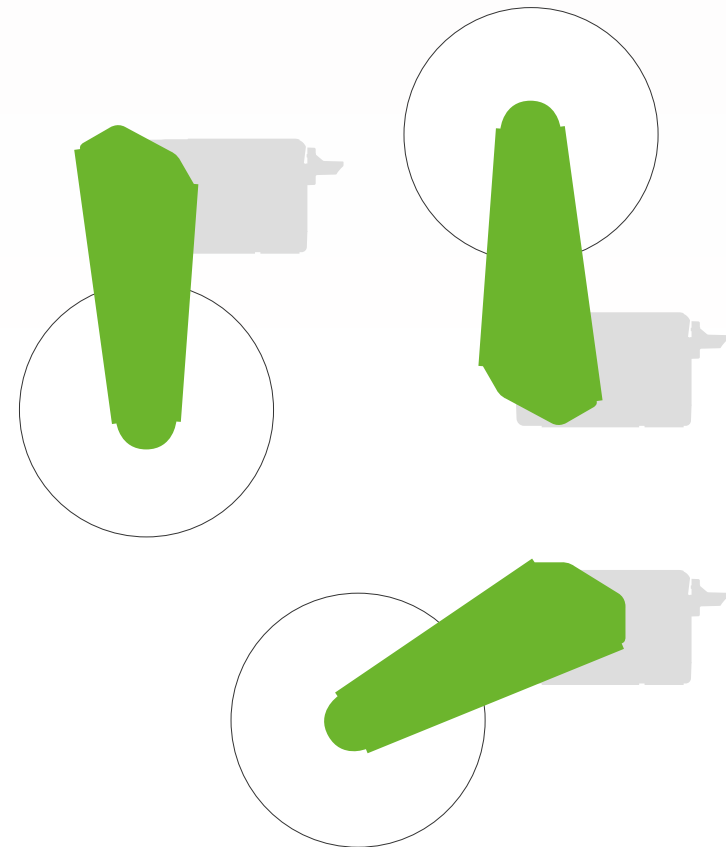
Mount the roll holder bracket in one of the three positions available on each side.

If this is not enough, then we provide you with the kit to integrate the low paper end sensor in your bracket.
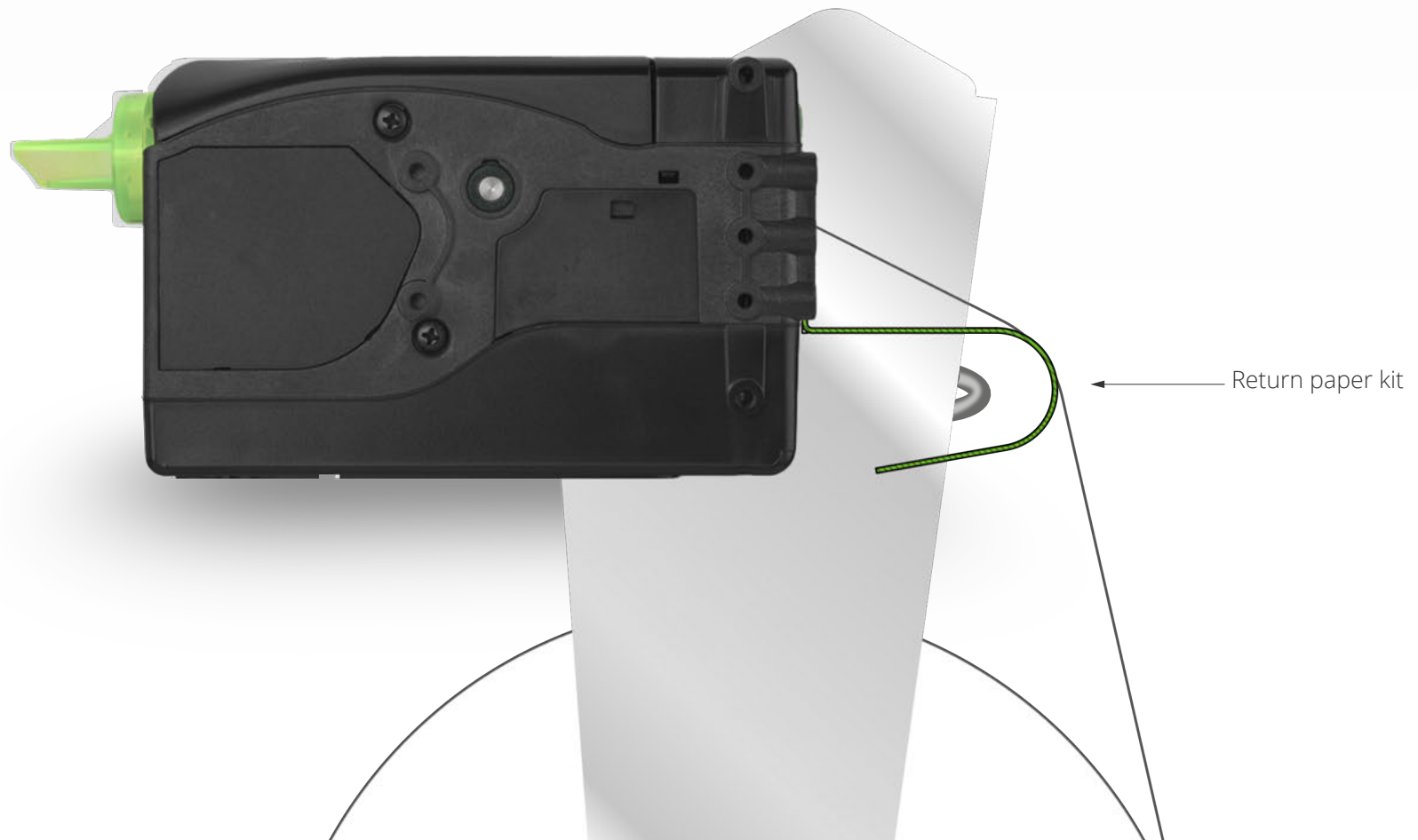
RIGHT SIDE

LIFT SIDE

LOWER MOUNT

For mounting the bracket downwards, we recommend mounting the return
paper kit to better guide the paper and protect the connectors

Return paper kit

EXTRAORDINARY TICKET MANAGEMENT

Thanks to the motorized collection compartment (PATENTED) it is possible to operate with different issuing modes.

During printing the ticket is taken between the ejection rollers (FIG.1).

In this moment the tilting bulkhead is lowered to allow the ticket to be collected in the ejection channel while the device continues printing (FIG.2).

Once the printing is finished and the cut has been done, the ticket can be ejected, presented, retracted or collected without presentation.

FIG.1   FIRST PHASE OF PRINTING

FIG.2   PRINTING AND COLLECTION

Ejection rollers

Tilting bulkhead lowered

Ticket collected while printing
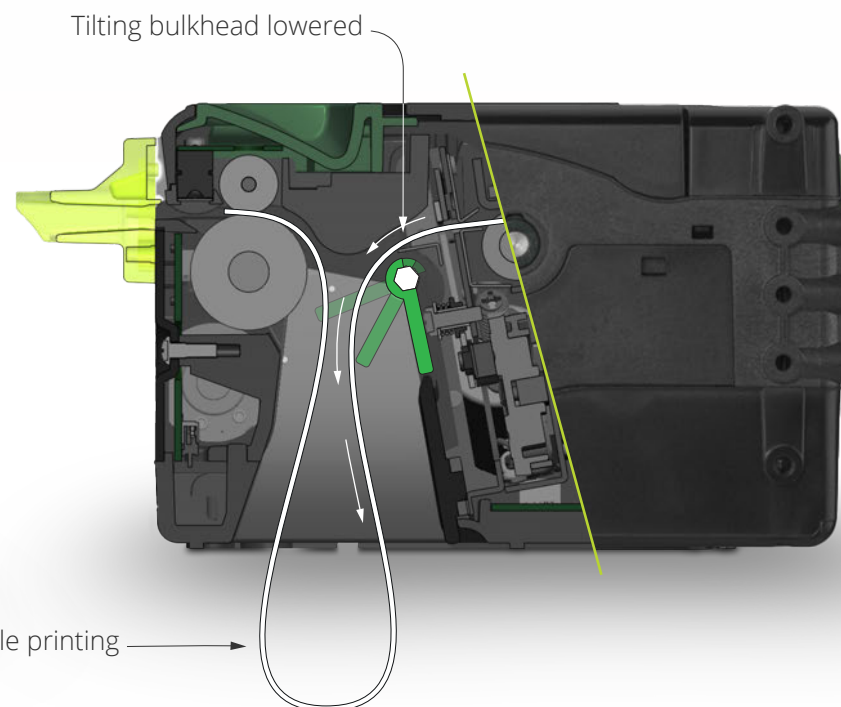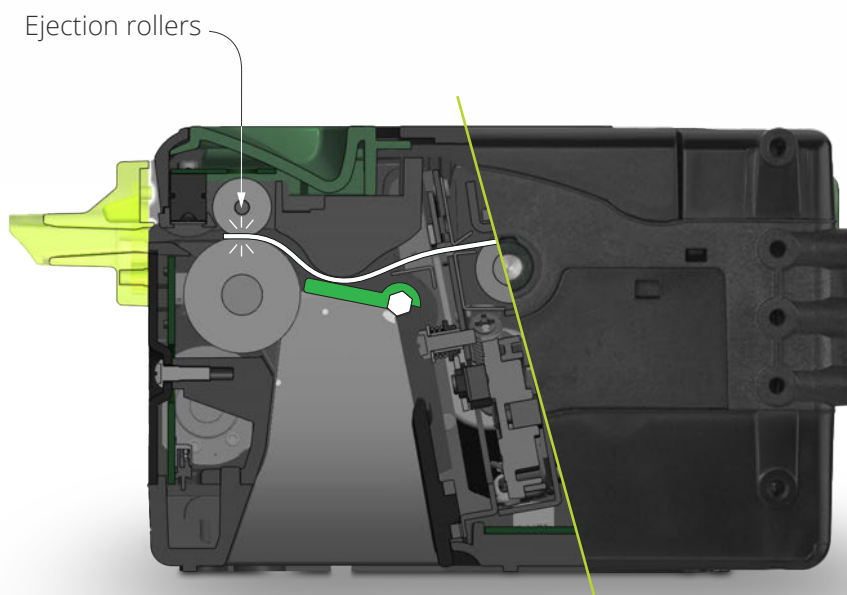
INTELLIGENT ANTI JAM

During the ticket issuing phase, the printer is able to understand if a foreign body is blocking the paper exit.

The ejection of the paper is interrupted, a slight retract is performed and the ejection is then attempted at reduced speed.

In **95%** of cases this trick solves the problem.

Motor torque

obstruction

EJECTION

LOW SPEED

0

RETRACT
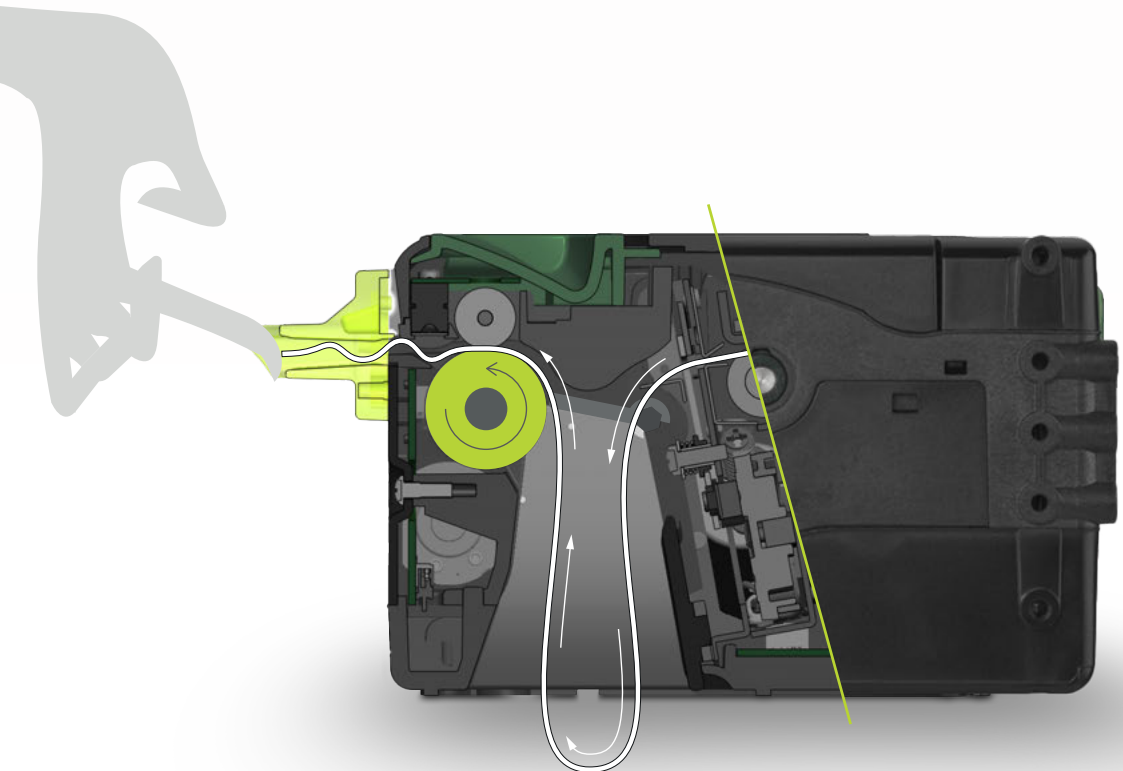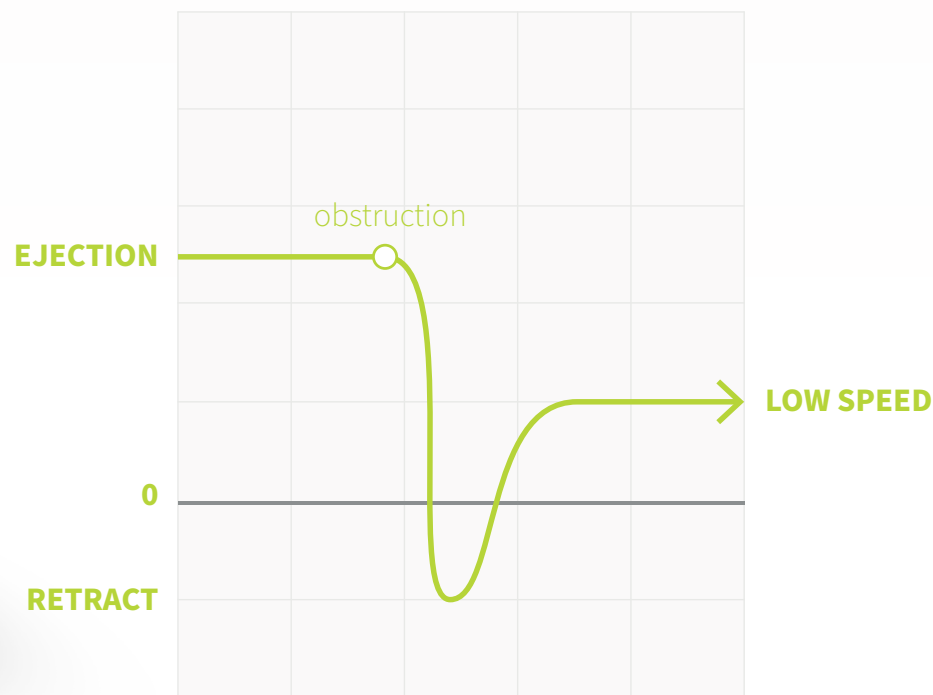
SHUTTER FOR OUTDOOR

Prevents the accidental introduction of objects in the printer bezel and provides high protection against dust, dirt and sand,

significantly increasing the life of internal components and reducing the costs of on-site technical assistance.

Easy to install and no need any firmware update!

The bulkhead does not rotate inward

The bulkhead design ensures
an almost hermetic seal

ICECREAM

CREDIT CARD
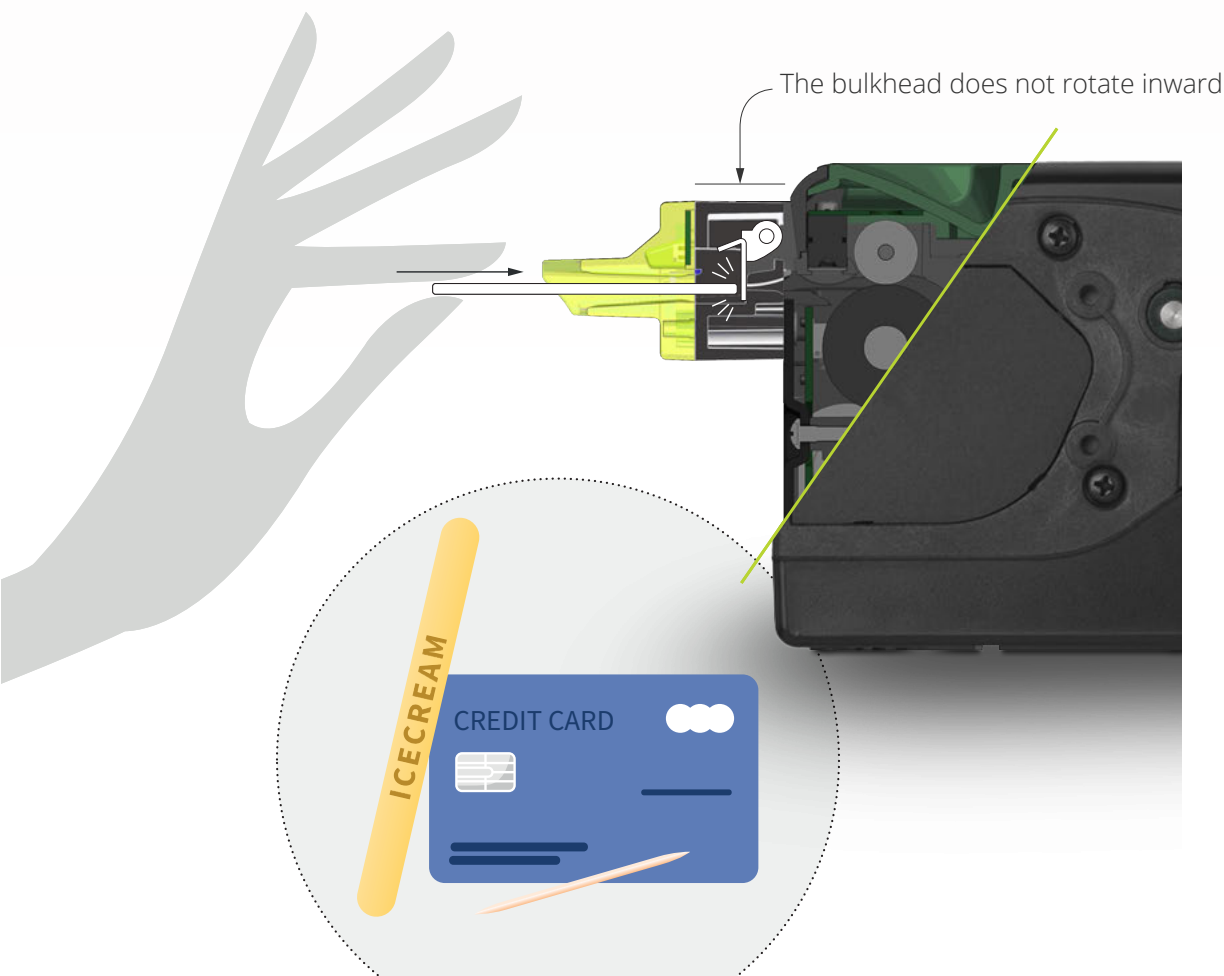
NEED A COPY OF THE TICKET?

The printer can issue the ticket and print a copy which will be collected in the kiosk without presenting it to the customer.

This guarantees a copy of the ticket / transaction for datalogging or tax recovery.

Don't you want to print a copy? The printer save the receipt data in the flash memory in text or image format.

Data can be simply read via USB (mass storage).

ORIGINAL
TICKET

Virtual
COPY

FLASH

COPY
Collected
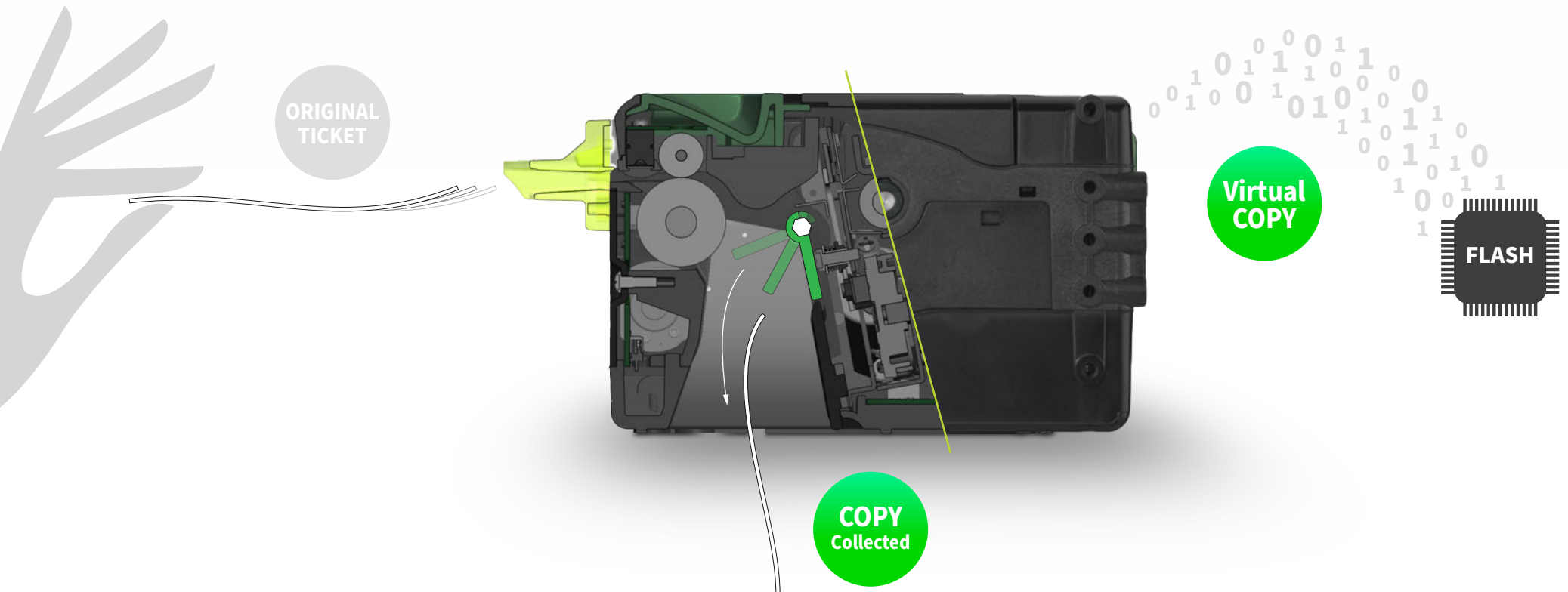
VKP80III vs OTHERS

Even at a glance you can see the compactness of our printer **VKP80III**.

A huge step forward has been made compared to the VKP80II.

PYRAMID RELIANCE

VKP80II

EXTREMELY
COMPACT

NIPPON PRIMEX NP-G30D
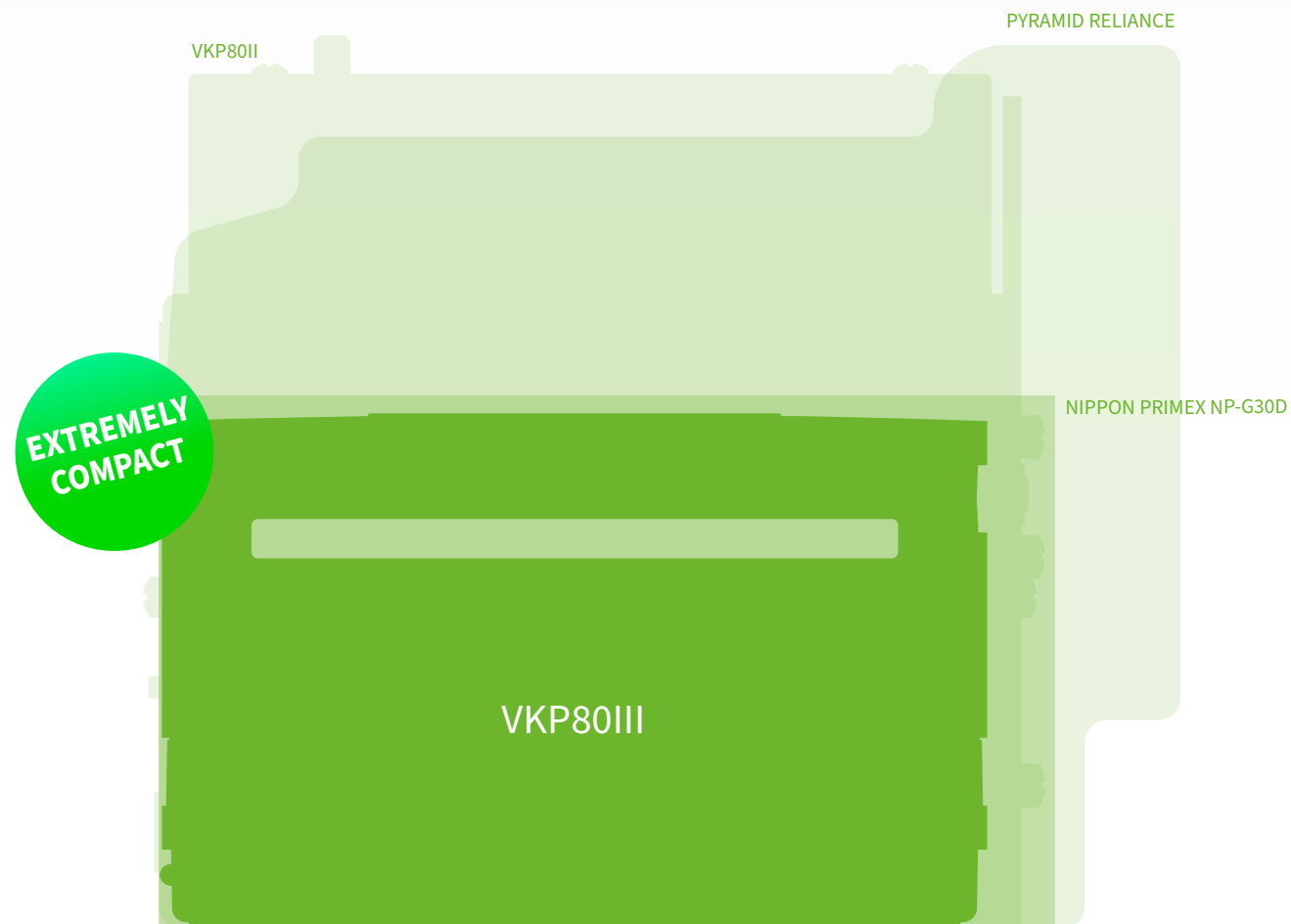
VKP80III

FISCAL READY

The VKP80III-F model is the version designed specifically for the fiscal markets.

Equipped with mechanical seal and electronic journal on MicroSD card it adapts perfectly to any need.
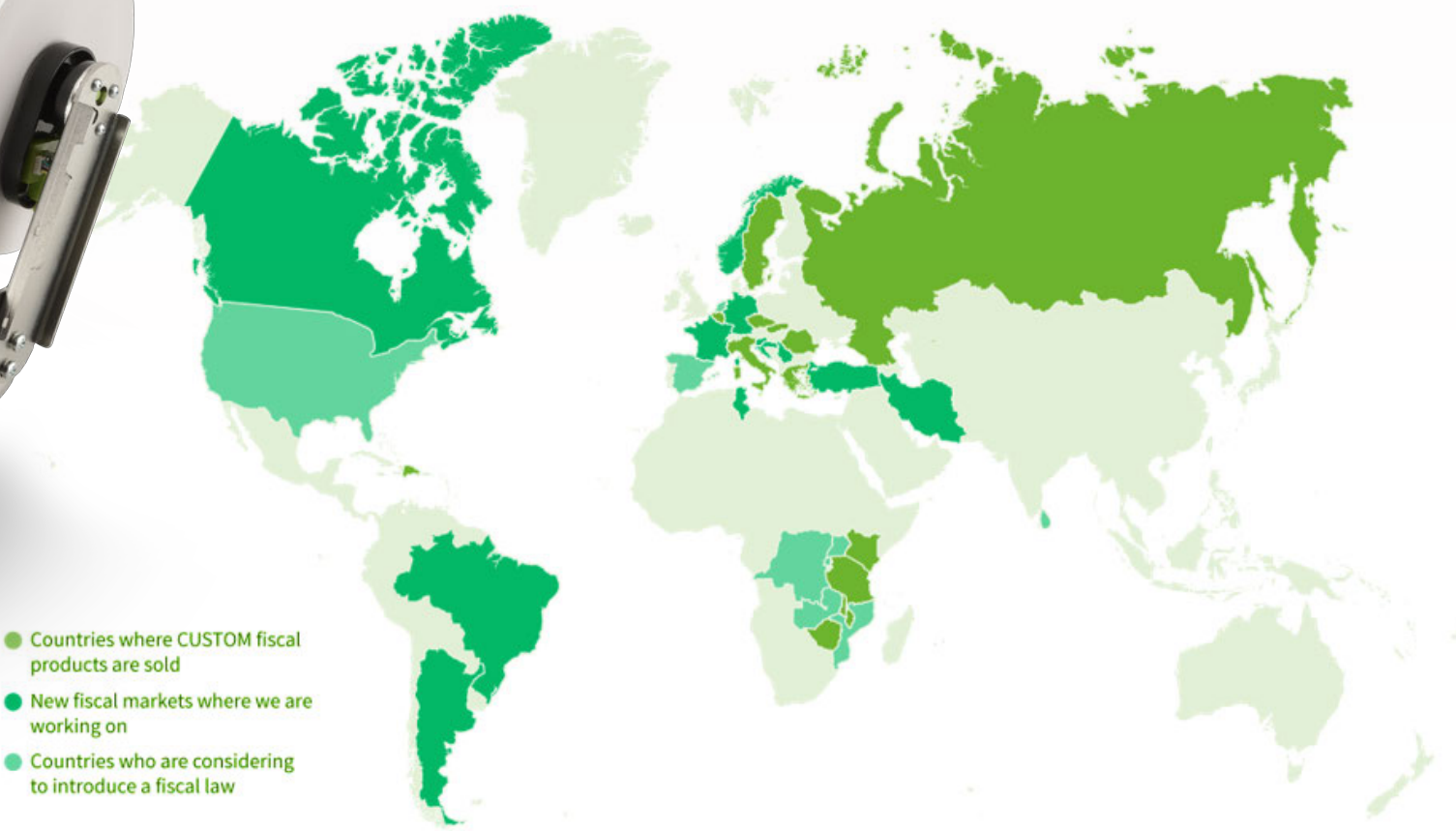
● Countries where CUSTOM fiscal products are sold

● New fiscal markets where we are working on

● Countries who are considering to introduce a fiscal law

FROM EXTREME HEAT TO THE POLAR COLD

VKP80III has been designed to withstand even extreme temperatures.

+70℃　　-20℃

EASY PC OR MOBILE PRINTER SETUP

Custom PrinterSet is a powerful tool for a complete, easy and quick management of your printer.

For example Custom PrinterSet allows you to clone printer configuration by reading and saving printer setup.

Easily configure your printer with an intuitive user interface. Connect the printer to the **PC** or **Android mobile** via USB and launch the app.
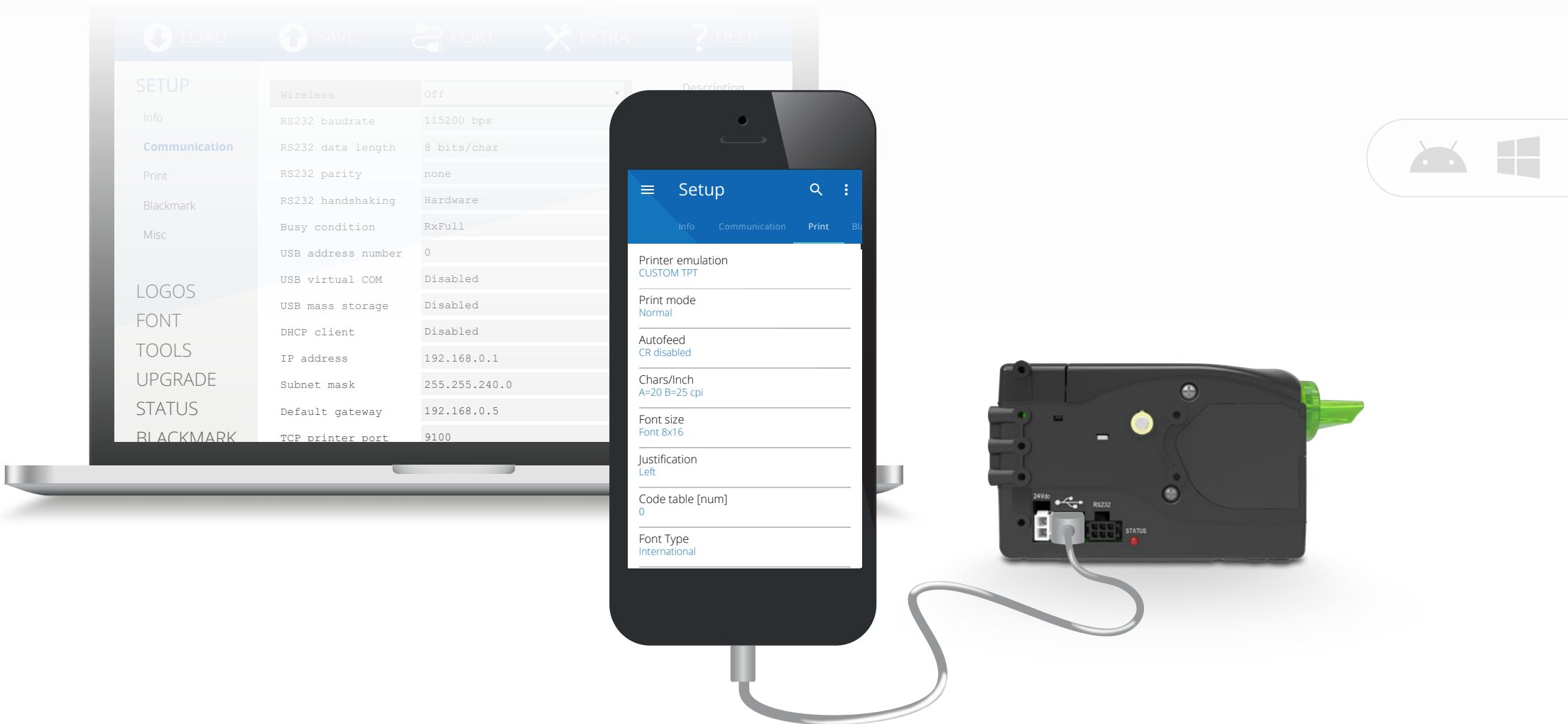
EASY PC OR MOBILE PRINTER SETUP

... you can also manage configuration and upgrade tasks with **command line mode** in batch files.

Useful for remotely configuring or updating a fleet of machines

Batch

Batch

Batch
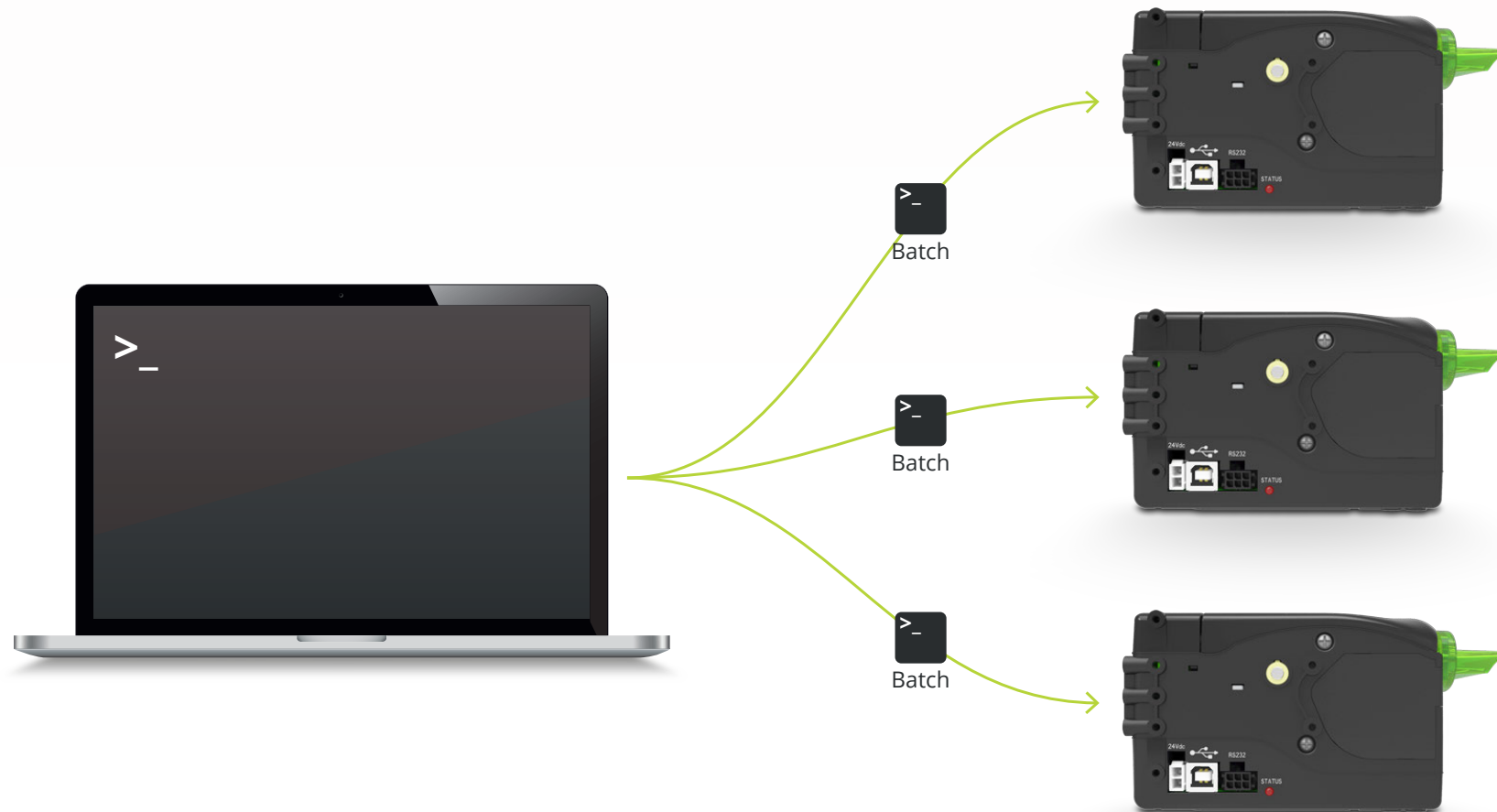
STATUS MONITORING

Custom S.p.A. provides a service for windows operating systems that can monitor the status of printers connected to the network.

The service is fully integrated into the operating system so alarms are notified directly with a pop-up.

To have more control, use the included application which allows, among other things, to set an email alert when a status changes.

Status monitor service

USING THE PRINTER WITH CPT

Custom Power Tool is an easy and versatile tool for creating and changing of the ticket layout as alternative to communication protocol.

The user-friendly interface allows you to quickly arrange data and graphic elements with simply drag and drop gesture.

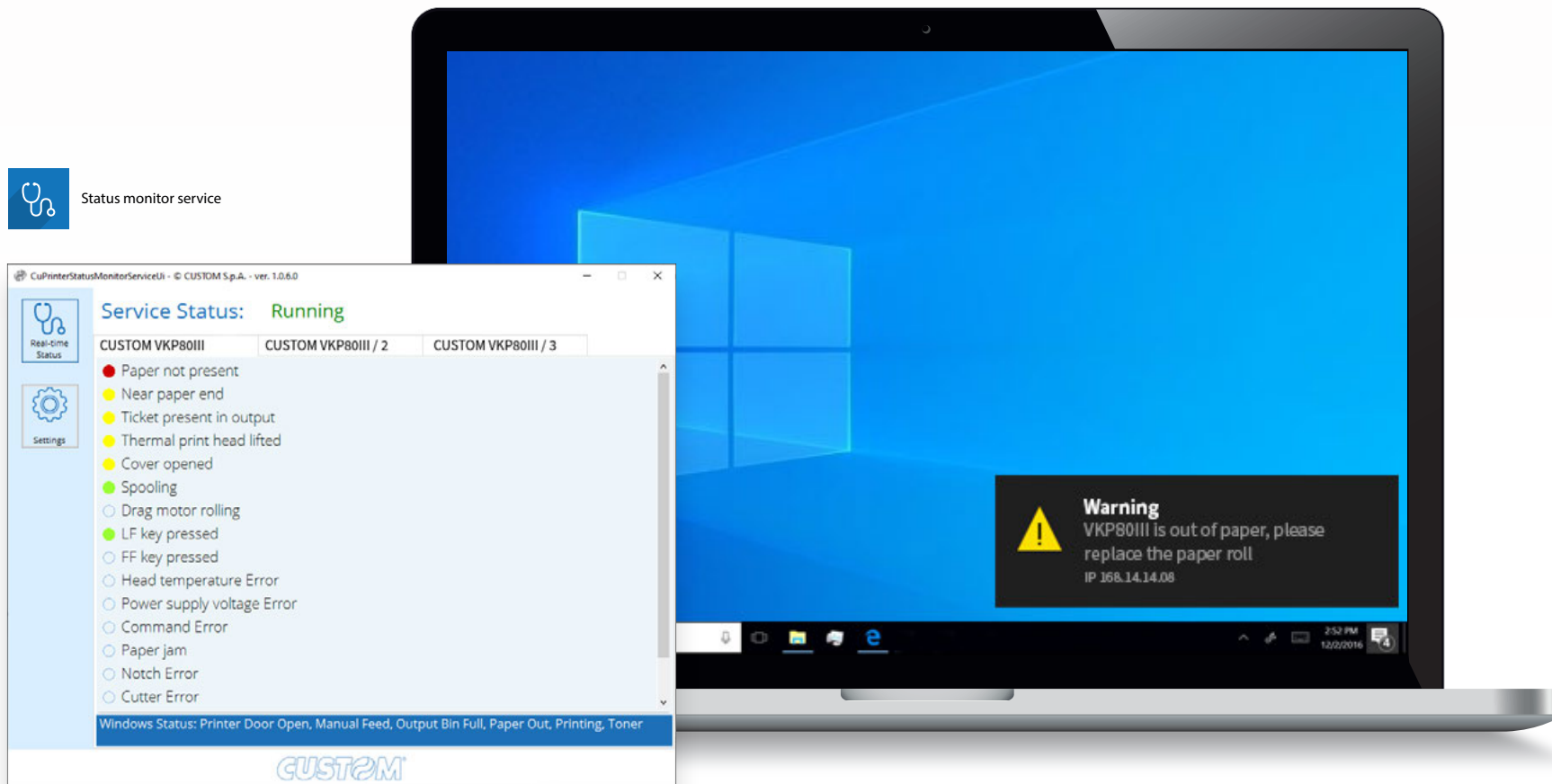The Software developer will use SDK library to manage ticket data on basically any OS: Windows, Linux, Android, iOS

The sales application will manage by driver the project created with CPT.

Check out
the cartoon

File Edit Options Help

Image

Barcode

RFID

ABC
Text

Rectangle

Ellipse

Line

PARKING

Slot no.   **52**

Date   01.01.2020

From   8:00 am
to   10:30 am

* The payment kiosk is in sector "A"*

Navigator

Textbox6
Textbox5
Barcode0
Textbox4
Textbox3
Textbox2
Textbox1
Textbox0
Picture2
Picture1
Picture0

Move up
Move down
Delete

Ticket properties

Height   1260   Auto
Width   1260   Auto
Row definitions   Modify
Column definitions   Modify
Print settings   Modify

ECOFRIENDLY 🍃

The small tricks adopted on **VKP80III** make the printer eco friendly.

For example **PRINTERSET**, the configurator for PC or smartphone, allows you to avoid the setup procedure on ticket. This reduce the waste of paper.

Or again **VKP80III** can operate in "eco mode" to reduce consumption by **65%** when the printer is not in use (standby).

Setup

Info   Communication   Print   Bla

Black Mark Position
Bottom

Black Mark Threshold
+40%

Black Mark Distance [mm]
+00.0

PaperEnd Buffer Clear
Enabled

PrintHead Test PowerOn
Disabled

Data Logger
Disabled

Sleep Time [min]
5 min

Print density
0%

Standby consumption

50 mA   Sleep time

17 mA
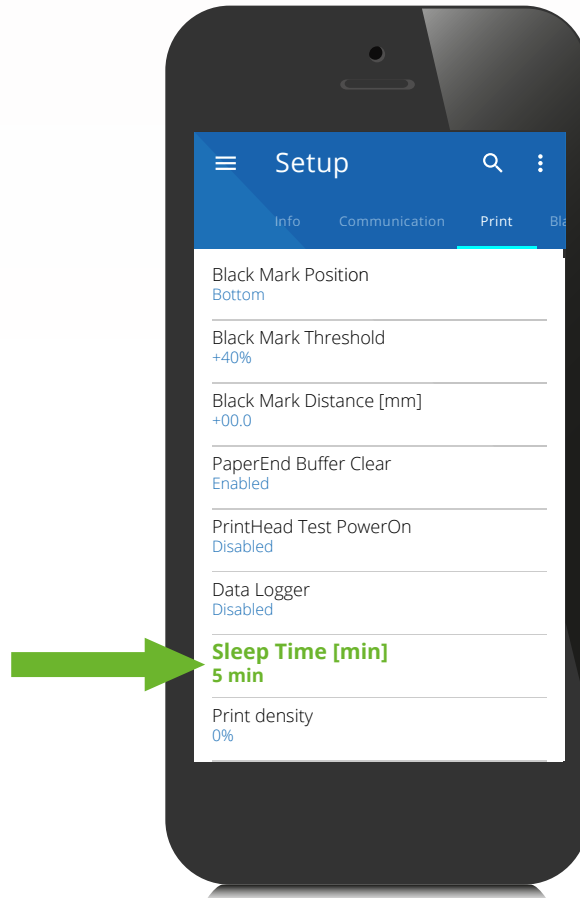
0   5   10   15   20   Min
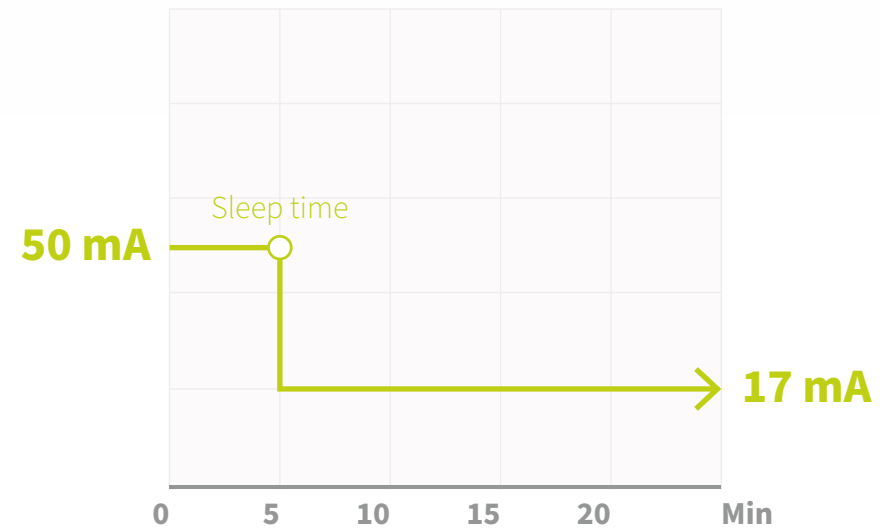
COMMUNICATION

Depending on the model purchased, it is possible to communicate via USB, serial or Ethernet port
using the Custom/POS protocol or drivers available on www.custom4u.it.

COMMUNICATION VIA PROTOCOLS
Custom/POS (VKP80II emulation)
Custom/POS (VKP80III)

COMMUNICATION VIA DRIVER
CUPS driver for linux
Linux (32/64 bit)

Android API
Android 4.4 or later

Standard driver for Windows
Windows 7 / 8 / 8.1 / 10 (32/64 bit)
Grey Scale (print 16 different shades of grey)
OPOS / OPOS.Net Driver, JavaPOS Library

Self-installing driver for VIRTUAL COM
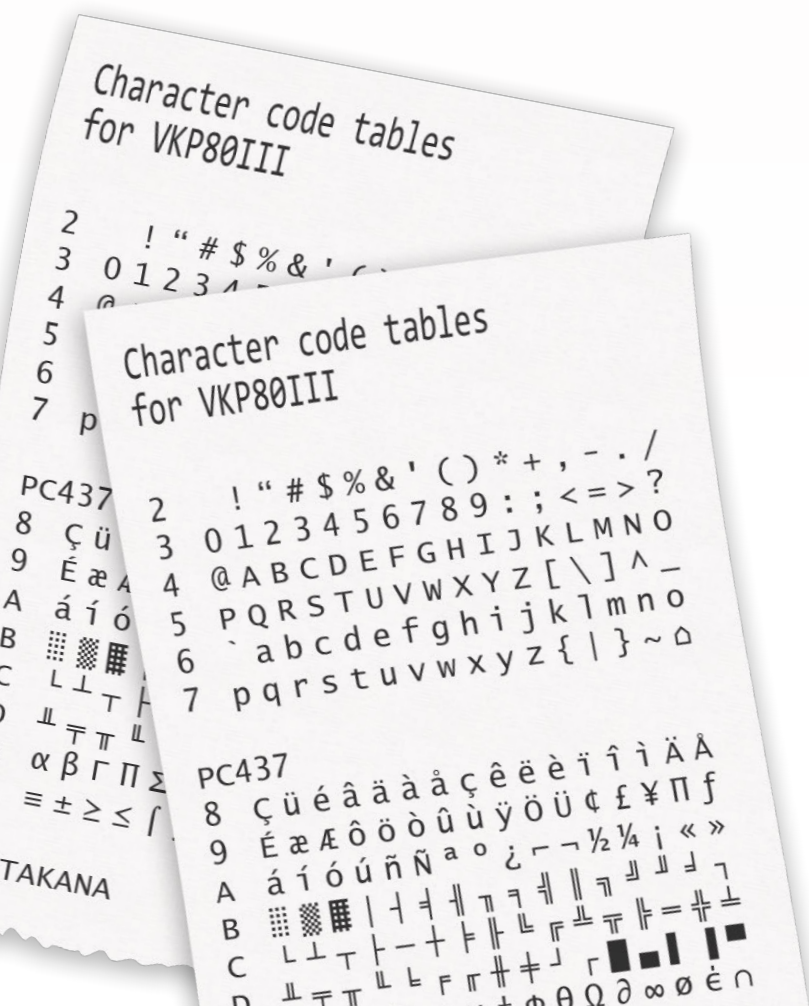Windows 7 (32/64 bit)
Windows 8 (32/64 bit)
Windows 8.1 (32/64 bit)
Windows 10 (32/64 bit)

VKP80III PRINT EVERYTHING

The three internal fonts (11, 15, 20 cpi)allow you to use a large selection of pre-installed code tables.

In addition to these, further code tables are available on request to satisfy every need.

PREINSTALLED CODE TABLES

KU42 - Thai	PC1098 - Farci
PC437 - U.S.A., Standard Europe	PC1125 - Ukrainian
PC737 - Greek	Katakana
PC850 - Multilingual	VISCII - Vietnamese Standard
PC852 - Latin 2	WPC1250 - Latin 2
PC855 - Cyrillic	WPC1251 - Cyrillic
PC857 - Turkish	WPC1253 - Greek
PC860 - Portuguese	WPC1254 - Turkish
PC862 - Hebrew	WPC1255 - Hebrew
PC863 - Canadian/French	WPC1256 - Arabic
PC864 - Arabic	WPC1257 - Baltic Rim
PC865 - Nordic	WPC1258 - Vietnamese
PC866 - Cyrillic 2	

AVAILABLE CODE TABLES

PC720 - Arabic

PC851 - Greek

PC853 - Turkish

PC861 - Icelandic

PC869 - Greek

PC1118 - Lithuanian

PC1119 - Lithuanian

ISO8859-7 - Greek

ISO8859-2 - Latin 2

ISO8859-7 - Greek

ISO8859-15 - Latin 9

KZ1048 - Kazakh

TCVN_3 - Vietnamese

TIS11 - Thai

TIS18 - Thai

WPC775 - Baltic Rim

WPC1252 - Scandinavian

PREINSTALLED CHINESE

Chinese GB18030

PERFORMANCES

With **VKP80III** you can count on a product with top performance and high reliability

Printhead life
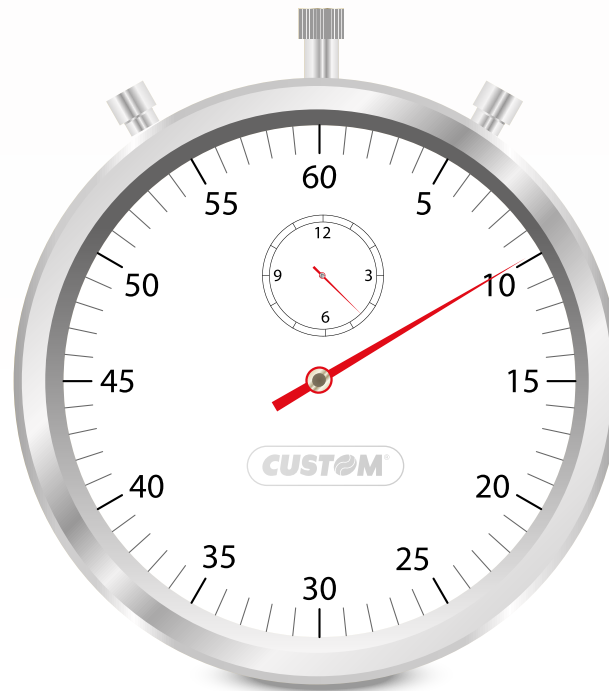**100 Km / 100M pulses**

Resolution
203 dpi

Speed
250 mm/s

Barcode
1D and 2D

Cut
Total

Autocutter life
1M cuts

Number of sensors
7 + 3 (optional)

Operating temperature
-20°C ÷ +70°C

WHY BUY VKP80III

A quick comparison with the competitors printers makes it possible to understand that
VKP80III is equivalent and in some cases better than its direct competitors

SPEED

VKP80III	250mm/s
Sanei SK1-311	250mm/s
SNBC BK-C310	230mm/s
Pyramid Reliance	220mm/s
Nippon NP-G30D	200mm/s

PAPER SENSORS

VKP80III	3 + 2 optional
Pyramid Reliance	3
Sanei SK1-311	2
SNBC BK-C310	2
Nippon NP-G30D	N.A.

WEIGHT

Sanei SK1-311	630 gr
VKP80III	800 gr
Pyramid Reliance	1220 gr
SNBC BK-C310	1500 gr
Nippon NP-G30D	N.A.

PAPER WIDTH

VKP80III	50 to 82.5 mm
Sanei SK1-311	58, 60, 80, 83 mm
SNBC BK-C310	48, 82 mm
Pyramid Reliance	58, 70, 80 mm
Nippon NP-G30D	80, 82.5 mm

MAX. PAPER DIAMETER

VKP80III	250 mm
SNBC BK-C310	250 mm
Nippon NP-G30D	200 mm
Pyramid Reliance	180 mm
Sanei SK1-311	120 mm

MODULE SIZE (W × D × H)

Sanei SK1-311	1208 cm²
VKP80III	1267 cm²
SNBC BK-C310	1.306 cm²
Nippon NP-G30D	1.356 cm²
Pyramid Reliance	2300 cm²

PAPER WEIGHT

VKP80III	60 to 110 g/m²
Sanei SK1-311	52 to 85 g/m²
Pyramid Reliance	75 to 90 g/m²
SNBC BK-C310	45 to 80 g/m²
Nippon NP-G30D	N.A.

CURRENT CONSUMPTION

VKP80III	1A (12,5% Printing), 17 mA (standby)
Pyramid Reliance	2.2A (50% printing), 150ma (standby)
Sanei SK1-311	2.5A (12,5% printing), 70mA (standby)
SNBC BK-C310	2,5 A
Nippon NP-G30D	N.A.

MAX OPERATING TEMPERATURE

VKP80III	+70℃
Pyramid Reliance	+60℃
Sanei SK1-311	+60℃
Nippon NP-G30D	+60℃
SNBC BK-C310	+50℃

ORDERING INFORMATION

DEVICES
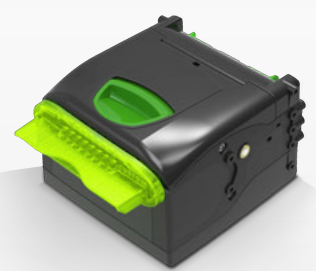
915DX010100J00
ETHERNET/USB
SIDE CONNECTORS

915DX010800300
USB/RS232
SIDE CONNECTORS

915DX010700300
USB/RS232
REAR CONNECTORS

**POWER SUPPLY
ACCESSORIES**

963GE020000053
POWER SUPPLY 60W

26900000000005
ADAPTER CABLE FOR POWER SUPPLY

26100000000313
POWER CORD
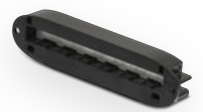UK PLUG (2MT)

26100000000311
POWER CORD
EU PLUG (2MT)

**RECOMMENDED
ACCESSORIES**

974DX010000001
KIT ROLL HOLDER BRACKET D150MM
(Includes paper low sensor and connector cable)

976DX010000002
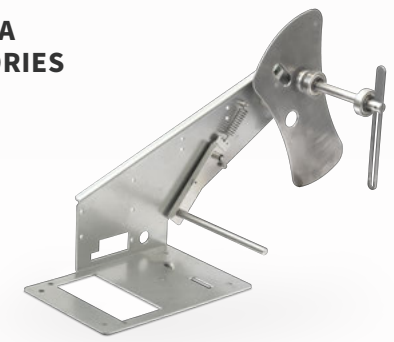POWER SUPPLY CABLE 1MT +
CABLE RS232/DB9F ADAPTER

976DX010000008
KIT SHUTTER

**EXTRA
ACCESSORIES**

26900000000335
CABLE RS232/DB9F

970DX010000001
KIT ROLL HOLDER D250MM
(Includes paper low sensor and connector cable)

26300000000579
POWER SUPPLY CABLE 1MT

81900000000017
BLACK PRINTER BEZEL WITH LED

976DX010000004
KIT LOW PAPER SENSOR

976DX010000009
RETURN PAPER KIT
*** only for 915DX010700300 ***

CUST⦾M ®