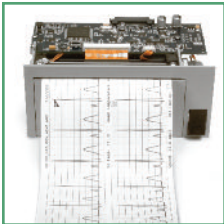


Thermal Printer Products

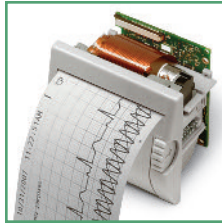
General FAQs



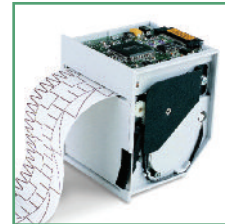
XE-100



XE-100P



MR-58



XE-50



XE-50P

QUESTION

ANSWER

1. How do thermal printers print the image on paper?
2. Do I need paper with a pre-printed grid?
3. Does General Scanning have a thermal printer/chart recorder with its own power source?

1. Thermal printers print the image using a special thermal print head and heat sensitive thermal paper.
2. All of our Thermal Printer Products print standard grids included in the software or custom grids programmed by the user. Thermal paper with pre-printed grid can also be used if preferred.
3. The XE-50P is a self-contained version of our XE-50 50mm printer. It accepts a 90-240 VAC power source and has an RS-232 serial input.

The XE-50 USB is a stand-alone version of our XE-50 printer with a USB 2.0 interface and is powered by an external medical grade "brick" power supply.

The XE-100P is a stand-alone version of our XE-100 100mm printer that is powered by an external medical grade "brick" power supply.

Thermal Printer Products

General FAQs Continued

QUESTION

ANSWER

4. Does General Scanning support, sell parts or entire printer modules directly to end users such as hospitals or health care organizations?
 4. It is General Scanning policy to deal only through its OEM customers. Hospitals, health care organizations, distributors and other companies who have purchased medical or scientific equipment that includes a General Scanning printer or chart recorder must contact the equipment manufacturer for support. General Scanning offers repair services and provides spare parts only to its OEM customers.
5. Does General Scanning provide Windows™ drivers and software for the thermal printers?
 5. General Scanning Thermal Printers require a unique software and hardware interface available only from the company.

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