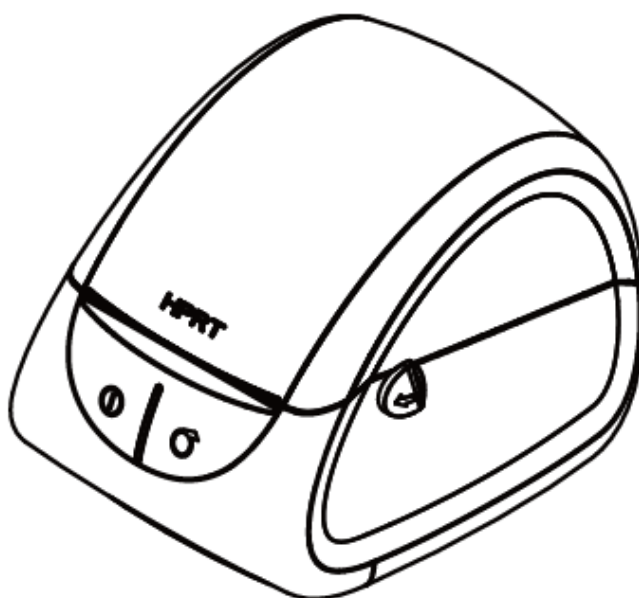

Label Printer

User Manual

LPQ118



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■ Manual Information

This user manual contains basic information for product usage as well as for emergency measures that may be required.

※ The following separate manuals provide more detailed content on various technological issues and areas.

1.Windows Driver Manual

This manual provides information on the installation instructions and main functions of the Windows Driver.

2.Printer Utility Tool Manual

This manual provides information on the usage of software for function selection of this product, operating condition modification, etc.

3.Programming Manual

This manual provides information on label printer commands.

■ Important Safety Instructions

Before using the present appliance, please carefully read the following safety regulations in order to prevent any hazard or material damage.

1. Safety Warning



Warning: The print head will become very hot during printing, avoid contact with the print head after printing has finished.



Warnings: Do not touch the printer head and connector in case static damage the printer head.

2. Instructions



Warnings: Violating following instructions can cause serious injury or death.

- 1) Do not plug several products in one multi-outlet.
 - This can provoke over-heating and a fire.
 - If the plug is wet or dirty, dry or wipe it before usage.
 - If the plug does not fit perfectly with the outlet, do not plug in.
 - Be sure to use only standardized multi-outlets.
- 2) You must use only the supplied adapter.
 - It is dangerous to use other adapters.
- 3) Do not pull the cable to unplug.
 - This can damage the cable, which is the origin of a fire or a breakdown of the printer.
- 4) Do not plug in or unplug with your wet hands .
 - You can be electrocuted.
- 5) Do not bend the cable by force or leave it under any heavy object.
 - A damaged cable can cause a fire.



Caution: Violating following instructions can cause slight wound or damage the appliance.

- 1) If you observe a strange smoke, odour or noise from the printer, unplug it before taking following measures.
 - Switch off the printer and unplug the set from the mains.
 - After the disappearance of the smoke, call your dealer to repair it.
- 2) Install the printer on the stable surface.
 - If the printer falls down, it can be broken and you can hurt yourself.
- 3) Use only approved accessories and do not try to disassemble, repair or remodel it for yourself.
 - Call your dealer when you need these services.
 - Do not touch the blade of auto cutter.
- 4) Do not let water or other foreign objects drop into the printer.
 - If this happened, switch off and unplug the printer before calling your dealer.
- 5) Do not use the printer when it is out of order. This can cause a fire or an electrocution.
 - Switch off and unplug the printer before calling your dealer.
- 6) Other considerations:
 - Place the printer on a solid and even base so that it cannot fall.
 - Leave enough space around printer for operation and maintenance.
 - Keep all liquids away from the printer.
 - Do not expose the printer to high temperatures, direct sunlight or dust.
 - Ensure the printer is connected to a socket with the correct mains voltage.
 - Switch off the printer **【POWER】** supply when it's not in use for a long time.
 - To ensure the printing quality and reliability, suggest use the same quality or recommend paper supplier.
 - Pls. switch off the **【POWER】** supply when connect/disconnect all the ports or it will cause damage to the printer control circuit.
 - Never carry out maintenance or repair work yourself. Always contact a qualified service technician.
 - Keep this User Manual in a place which is easily accessible at all times.

Due to continuous update of product, please regard the real machine as priority, such as accessories, programs etc.

3. Other Precautions

The copyright for this user manual and various other manuals is property of HPRT. Any copying or conversion into electronic form and saving of this material without the express written permission is strictly prohibited. Use of the information contained in this manual is not subject to any patent liability. This manual has been prepared with utmost care and attention to detail but may contain certain errors and/or omissions. HPRT is not legally liable for any damages resulting from the use of the information in this manual. Our company and its affiliates are not legally liable (United States excluded) for any damages, loss, costs, and/or expenses that result from the breakdown, malfunction, and/or misuse of the product due to violation or neglect of the operation and maintenance information and instructions provided by our company, as well as from the unauthorized alteration, repair, and/or modification of the product by the user and/or third party. We are not legally liable for any damages and/or issues resulting from the use of options and/or parts that are not authentic or authorized products.

4. WEEE (Waste Electrical and Electric Equipment)



This mark shown on the product or its literature indicates that the corresponding item should not be discarded at the end of its working life with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate marked items from other types of waste and recycle them responsibly to promote the sustained reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office for details of where and how they can conduct environmentally safe recycling of such items. Commercial users should contact their suppliers and check the terms and conditions of purchase contracts. This product should not be combined with other commercial waste for disposal.

Chapter1 Introduction

1.1Packing List



Notes:

1. Unpack the printer and keep the packing material in case you need to ship the printer in the future.
2. Make sure you own all parts as follows, if not, do contact the seller.

■ Standard Accessories



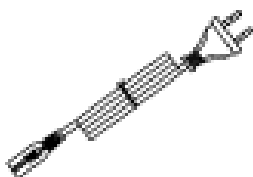
Printer



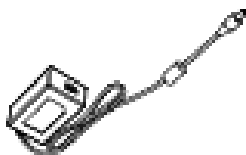
Quick Start Guide



CD



Power Cord



Power Adapter

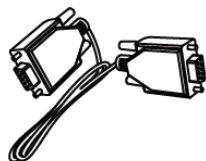


Cables Fastener

■ Optional Accessories



USB Cable

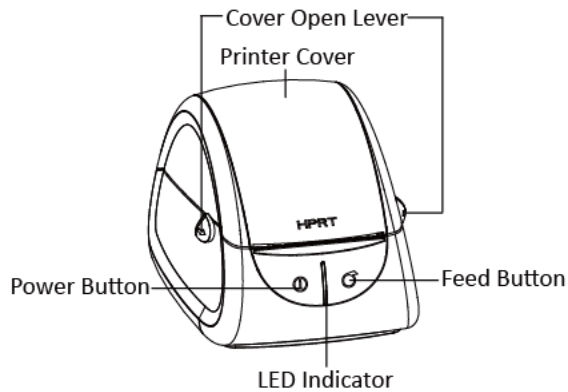


Serial Cable

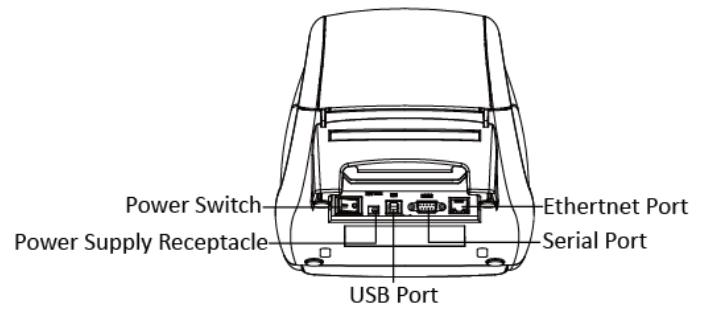
Note: The type of power cord varies by local or region.

1.2 Appearance and Components

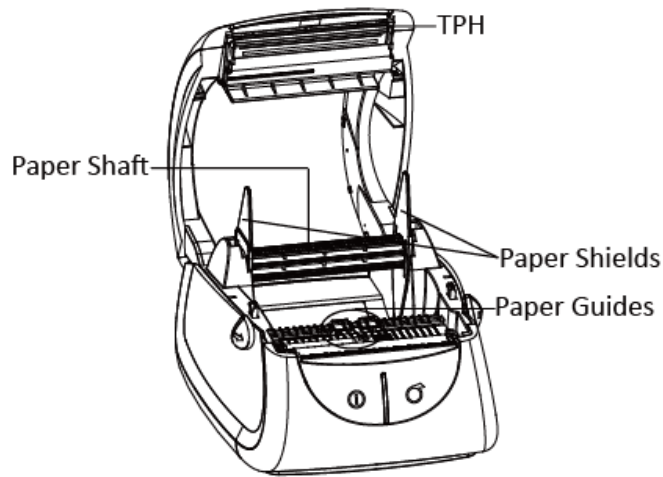
■ Front



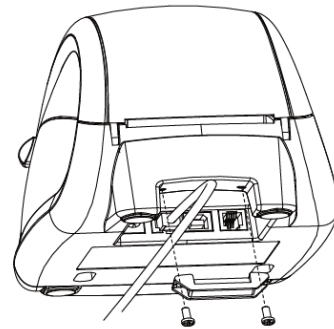
■ Rear



■ Insight

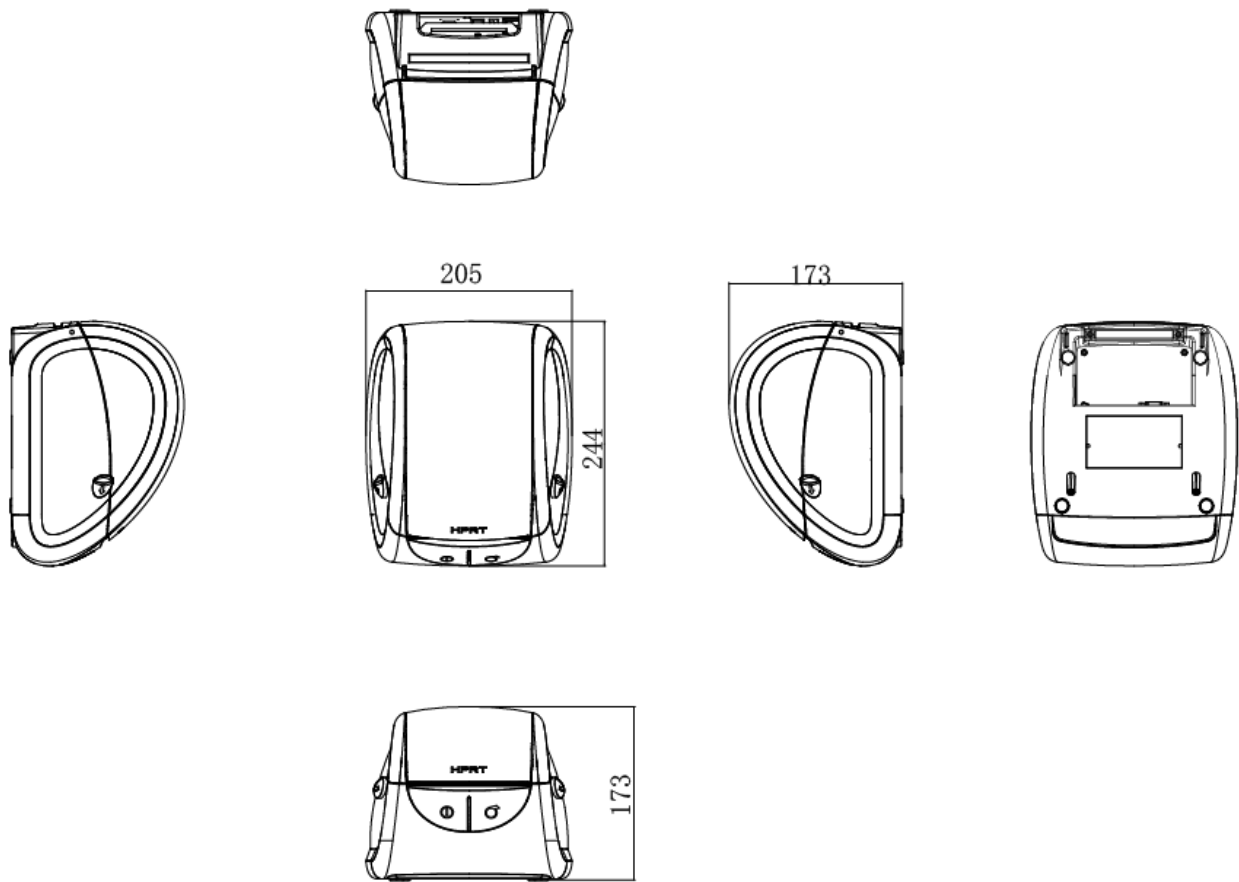


■ Install the Cables Fastener



Note: The Interfaces illustrated above are for reference only. It would be different under models.

1.3 Dimension



Chapter 2 Specification

(2/1)

Items		Parameter
Printing	Printing Method	Direct Thermal Printing
	Resolution	203dpi(8dots/mm)
	Printing Speed	102mm/s Max.
	Printing Width	108mm Max.
	Printing Length	300mm
Processor		32 bit RISC CPU
Memory	RAM	32MB
	Flash	16MB
Detection	Sensors	Out of paper detection, Gap detection, Punchhole detection, Black mark detection, TPH temperature detection
Media	Types	Fan-fed or Roll-fed, Die-cut or continuous label
	Width	1"(25mm) – 4.64"(118mm)
	Thickness	0.003"(60um) – 0.007"(180um)
	Label Roll Diameter	5"(127mm) Max.
	Core Diameter	1"(25.4mm), 1.5"(38.1mm), 3"(76.2mm)
Programming Language		TSPL
Software	Label Design	Bartender Ultralite
	Driver	Windows 2000, XP, Vista, 8, 10
Resident Fonts	Bitmap Fonts	8, 12, 16, 24, 32 and OCR A & B 90° , 180° , 270° rotatable. 10 times maximum expandable in horizontal and vertical directions.
	TTF Fonts	Monotype CG Triumvirate™ scalable true type font
Download Fonts	Bitmap Fonts	90° , 180° , 270° rotatable, single characters 90° , 180° , 270° rotatable
	TTF Fonts	90° , 180° , 270° rotatable
	Asian Fonts	16x16, 24x24. Traditional Chinese, Simplified Chinese, Japanese , Korean
Code Pages		DOS437, 720, 737, 755, 775, 850, 852, 855, 856, 857, 858, 860, 862, 863, 864, 865, 866, Windows 1250, 1251, 1252, 1253, 1254, 1255, 1256, 1257, 1258 ISO8859-1, -2, -3, -4, -5, -6, -8, -9, -15 DBCS 932 (JIS), 936 (GBK), 949 (Korean), 950 (BIG5)
Barcode Symbolologies	1D	Code 39, Code 93, Code 128UCC, Code 128 subset A, B, C, Codabar, Interleave 2 of 5, EAN-8, EAN-13, EAN-128, UPC-A, UPC-E, EAN and UPC 2 (5) digits add-on, MSI, PLESSEY, POSTNET, RSS-Stacked, GS1 DataBar, Code 11
	2D	PDF417, Maxicode, DataMatrix, QR Code, Aztec

(2/2)

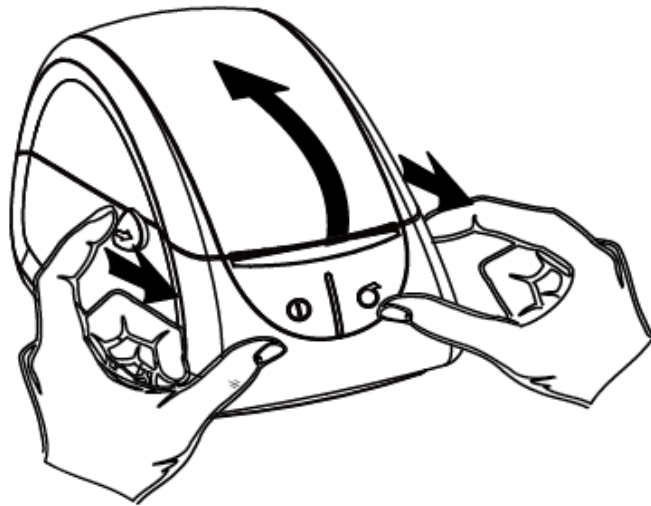
Items		Parameter
Interfaces	Standard	USB,RS232C,Ethernet
	Optional	Bluetooth, WiFi
Control Panel	Display	2.4" TFT LCD
	Button	Touch: Menu, Up, Down, Enter
		Mechanical: Power, Feed
	Status LED	Tri-color
Power Adapter	Power Input	AC 100-240V ~ 50/60Hz
	Power Output	DC 24V 2A
Environment	Operation	41°F - 104°F (5°C-40°C),30% - 85% (no condensing)
	Storage	-4°F - 122°F (-20°C-50°C),10% - 50% (no condensing)
Physical Characteristics	Dimension(L*H*W)	244*205*173mm
	Weight	1.5kg(excluding consumables)
Options & Accessories		External Label Roll Holder for 8" OD label rolls
Agency Approvals		CCC,FCC,CE

Chapter 3 Installation & Usage

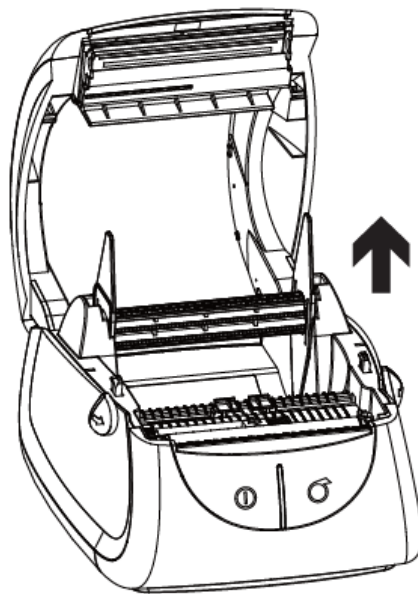
3.1 Media Loading

3.1.1 Paper Roll Loading

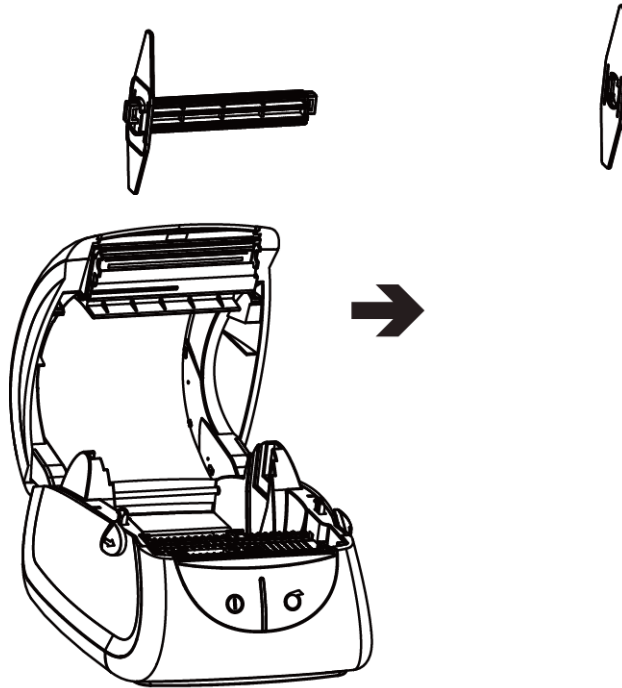
1. Press the cover open lever simultaneously and lift up the printer cover.



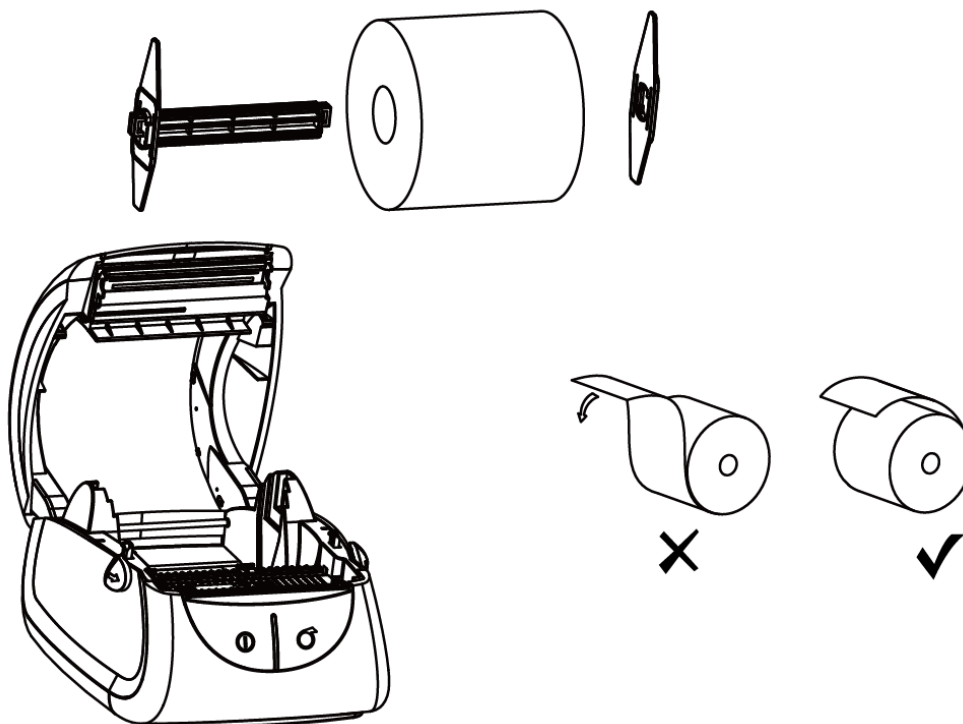
2. Hold the center of paper shaft, and slide upwards to pull out.



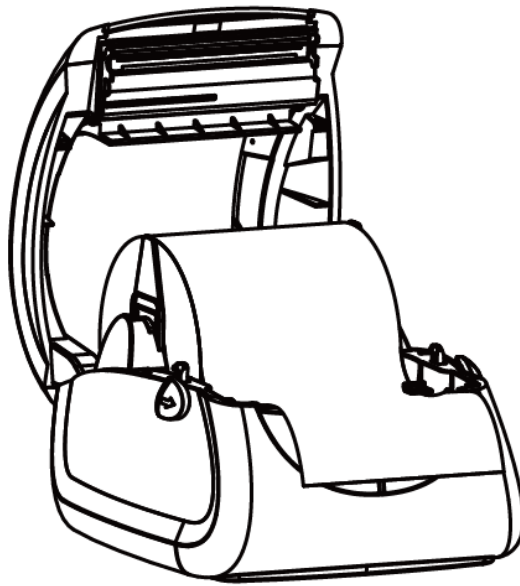
3. Pull out the paper shield.



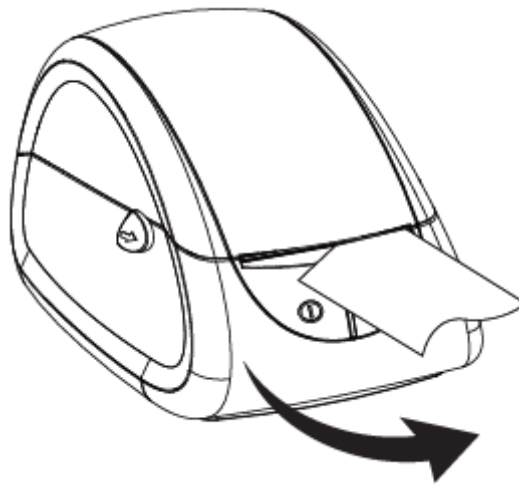
4. Insert the media and attention that thermo sensitive layer should face TPH.



5. Put back the paper shield and then shaft, and pull some extra paper out through the paper guides.

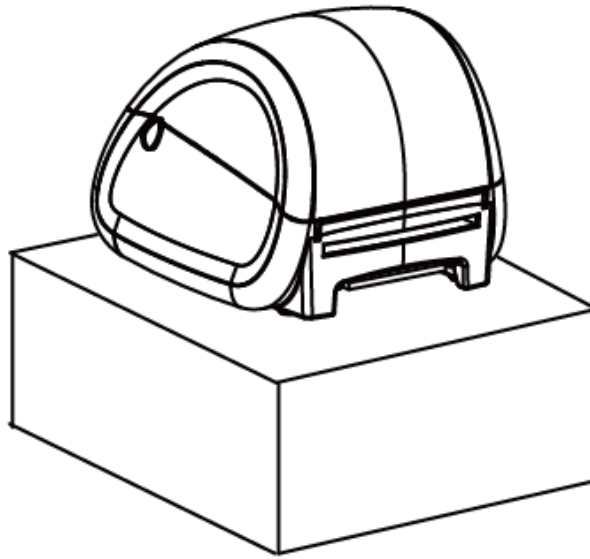


6. Close the cover and tear off the excess paper.

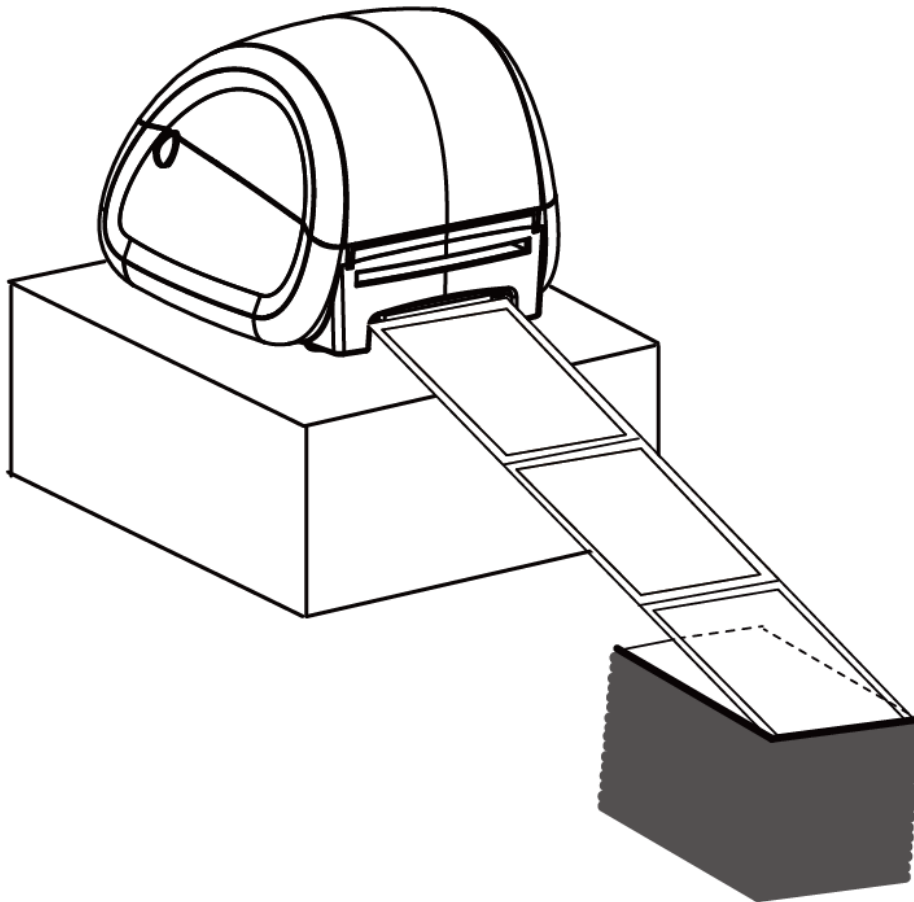


3.1.2 Fan-fold Media Loading

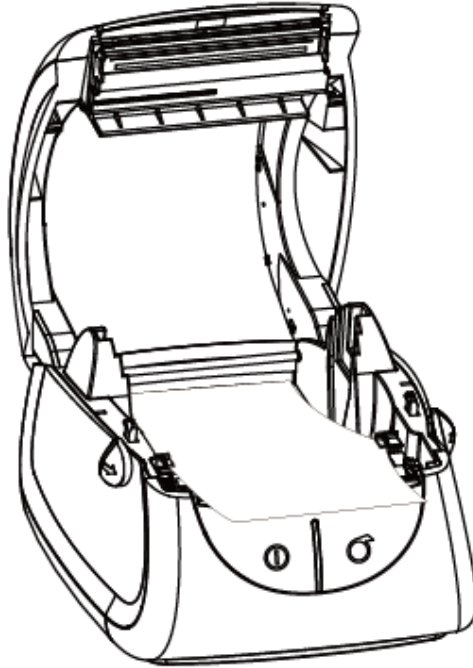
1. Place the printer on a even and solid surface.



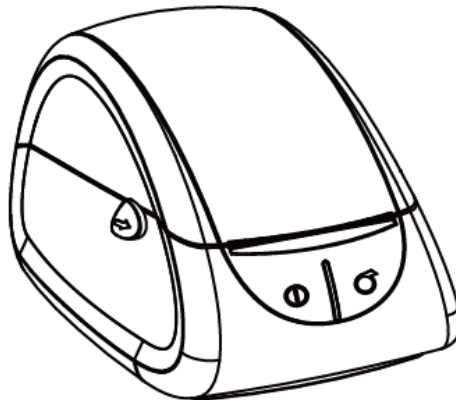
2. Put the fan-fold media at the rear of printer with the thermo sensitive layer upside, and pass it through the external paper feed slot.



3. Pull the media so that it extends out the front of the printer, adjusted the paper guides based on the paper width. Make sure the guide is just touch, but not restrict, the edges of the media.

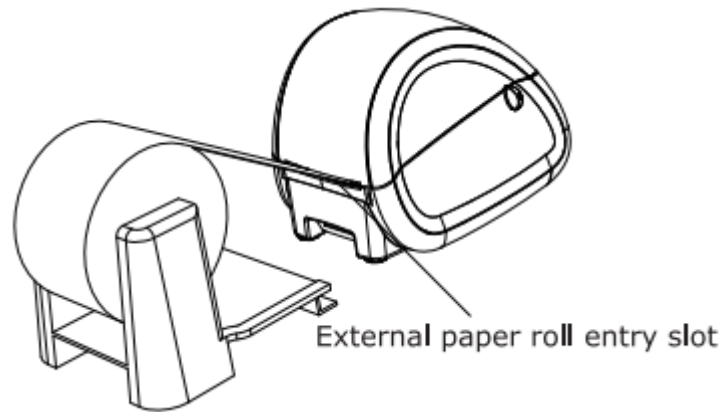


4. Close the printer cover.

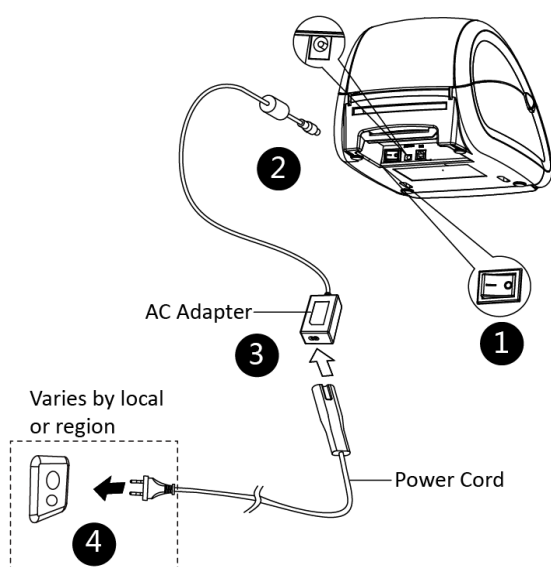


3.1.3 External Roll Paper Loading

When use big roll paper, please refer to the graph below to assemble the external roll mount and adjust the paper guide to fix the paper. (Please refer to the External Roll Mount Instruction for more detail)



3.2 Power Connection



1) Turn off the printer **【POWER】** switch.

2) Check that the AC adapter voltage matches that of the **【POWER】** source and connect the AC adapter to the printer **【POWER】** interface.

3) Connect the **【POWER】** cord to the AC adapter.

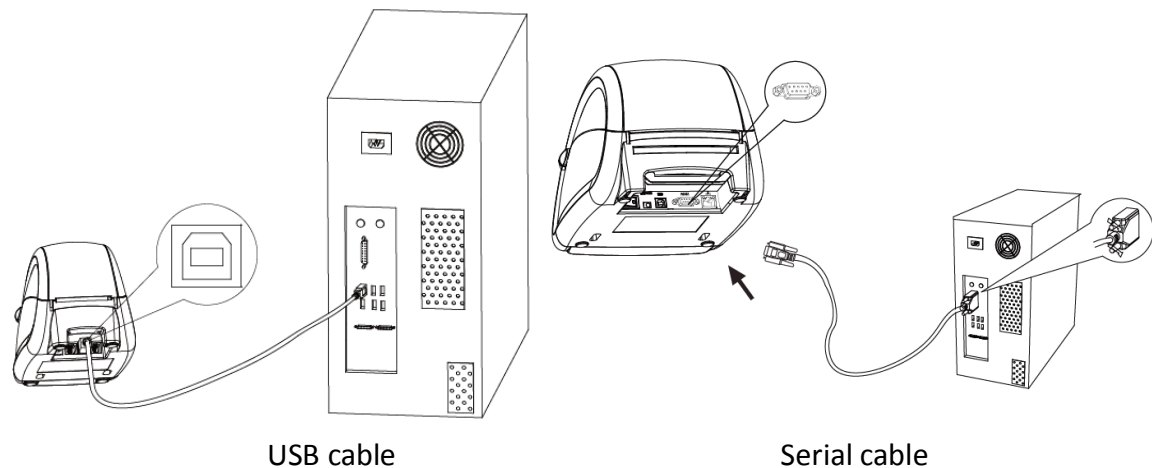
4) Connect the **【POWER】** cord to a **【POWER】** source/outlet.

3.3 Interface Cable Connection

Connect the interface cable as shown below.

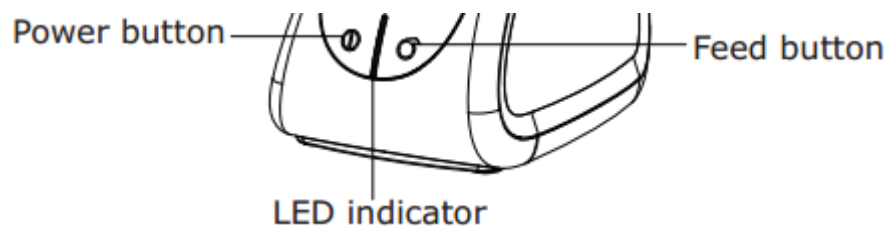
This printer supports the following communications interface standards.

- RS-232C(Serial) Cable
- USB B-Type Cable



- 1) Turn off the **【POWER】** switch.
- 2) Connect the communication cable to the printer communication port to be used.
 - Connect the RS-232C(Serial) Cable to the serial port.
 - Connect USB B-Type cable to the USB port.

3.4 Button and LED



3.4.1 Control Panel

■ **【POWER】** button

- ① Turn the printer on/off.

When the printer is off, keep pressing **【POWER】** button for about 1s, the printer is on and the LED indicator is blue. The printer work normally, the LED indicator is green;

When the printer is on, hold down the **【POWER】** button for about 1s, the printer is off and LED indicator disappear.

- ② Enter the main menu when standing by.

■ 【FEED】 button

This button is used to 【FEED】 paper manually and at the same time associate to have the self-test.

- 1) To 【FEED】 paper manually under label mode, press this button.
- 2) Under receipt mode, press this button, the printer will feed a fix or self-set distance
- 3) For information on the self-test, refer to “Test Printing”.
- 4) While printing , the printer will pause when press 【FEED】 button; printer continues to print when press this button again.

■ Button On LCD screen(when printer is on).

Note: Whether printer has LCD screen depends on the printer that users have bought.



Icon	Name	Description
	Return Button	① Return to last menu. ② Press this button to Main Menu when printer standbys.
	Left Button	① Choose the option under Menu Mode. ② Choosing items under parameter setting.
	Right Button	① Choose the option under Menu Mode. ② Choosing items under parameter setting.
	Enter Button	① Confirm current setting/choice.

■ Menu Structure

Main Menu	Sub-menu	Description
Printer Setup	Darkness	Set up the printing density of printer
	Label Type	Change the paper type of printer
Test	Print Configuration	Print the printer's configuration
	Print Test	Print out the self-test page
	Label Learning	Auto Label learning
User Setup	Backlight Time	Backlight time of printer screen
	Factory Reset	Reset to factory
	Set Menu PSW	Set the parameter password
Interface	Serial Setting	Serial interface setting
	Ethernet Setting	Enternet interface setting
Information	Series NO.	The serial NO. of printer
	Printer Name	The model name of printer
	Firmware	The firmware version

Note: When USB is the only interface of printer, the menu changes without Interface setting(Serial, Ethernet)

■ Printer Setup

Parameter	Description	Default
Darkness	Adjust the print density Options: (1-7) level	2
Label Type	Change the paper type of printer Options: Receipt, Label, Black Mark	Label

■ Test

Parameter	Description
Print Information	Print the printer's configuration
Print Test	Print out the sample to check the darkness of printer; or whether has any problem on TPH
Label Learning	Auto Label learning

■ Parameter Setting

Parameter	Description	Default
Language	Change the system's language Options: English, Chinese	English
Backlight Time	Backlight time of printer screen 1~5 minute(s)	2
Factory Reset	Reset to factory	-
Set Menu PSW	Input PSW This function allows users to lock the already set parameters, in case other users change the parameters with carelessness PSW range: 0000~9999	1001

■ Interface Setting

Parameter	Description
Serial Interface	Set up of Baud Rate, Parity, Data Bits, Stop bits
Ethernet Interface	Set up of DHCP, Subnet mask, Gateway, IP Address

■ Information

Parameter	Description
Serial NO.	XXXXXXXXXXXX
Printer Name	LPQ118
Firmware	V1.0.4 (Depends on the printer bought)

3.4.2 LED Indicators

LED Indicators					Printer's Status
Color				Status	
Blue	Green	Red	Shown Color		
✓	-	-	Blue	On	Printer is ready
✓	-		Blue	Flash	Do not pass RAM test
✓	-	✓	Pink	On	TPH overheat
-	-	✓	Red	On	The printer cover is not close properly
-	-	✓	Red	Flash	Out of paper
-	✓	✓	Yellow	On	Printer's voltage is too low or too high
-	✓	✓	Yellow	Flash	Paper jams
✓	✓	✓	White	On	Printing pause

3.5 Parameter Setting

3.5.1 Utility Tool

Various printer settings(Baud rate, Density, Paper type, Ethernet.) can be changed using the utility tool.

Refer to the Printer Utility Tool Manual for more detailed information.

3.5.2 Setting Manually

Note: Setting manually is only applicable those printer that includes LCD screen.

※Entering Setting Mode

When the power switch turns on, press **【Power】** button to enter main menu, press “Left” or “Right” to change setting.

※ Parameter Settings

■ Printer Setup

Printer Setup

Darkness

Label Type

1. Darkness

1.1: Darkness

2 (1-7)

//Enter Darkness Setting Mode;

//Current Darkness is 2;

Printer's default darkness is 2, users can change the selection via “Left” and “Right” buttons, after the new option is selected, press “Enter” to confirm, and printer will back to last menu.

2. Label Type

1.2: Label Type

Receipt

Label

Black Mark

//Enter Label type setting mode

//Current label type is Label

Printer's default label type is Label, users can change the selection via “Left” and “Right” buttons, after the new option is selected, press “Enter” to confirm, and printer will back to last menu.

Optional Label Type: Receipt, Label and Black Mark.

3.6 Test Printing

3.6.1 Self Test

The self-test checks whether the printer has any problems.

The method of self-test:

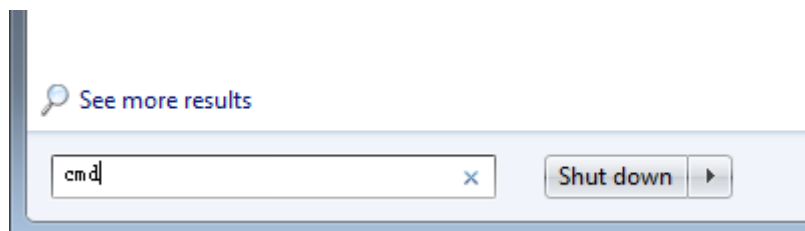
1. Turn the printer off.
2. Load roll paper, close the printer cover.
3. Press the **【FEED】** button and **【POWER】** button simultaneously turns the printer on, the printer prints 'self-test page'.

3.6.2 Printing using Windows Driver

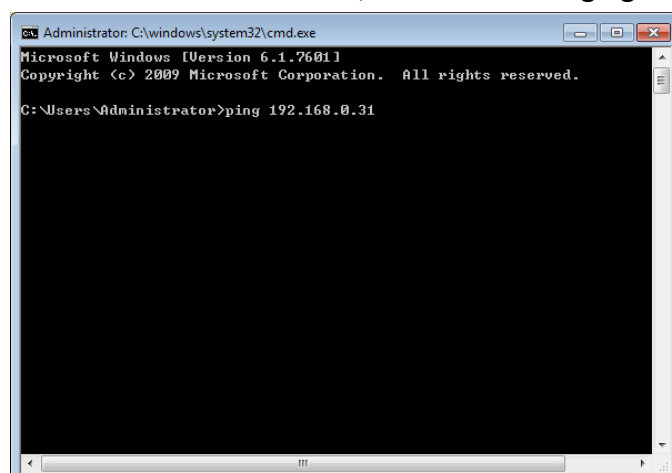
1. Install the Windows driver. Refer to the "Windows driver manual" for the installation procedure.
2. Set the "port" of Windows driver to the appropriate interface to be used.
3. Print the test page using the "Print test page" function of Windows driver.

3.7 Ethernet IP Setting

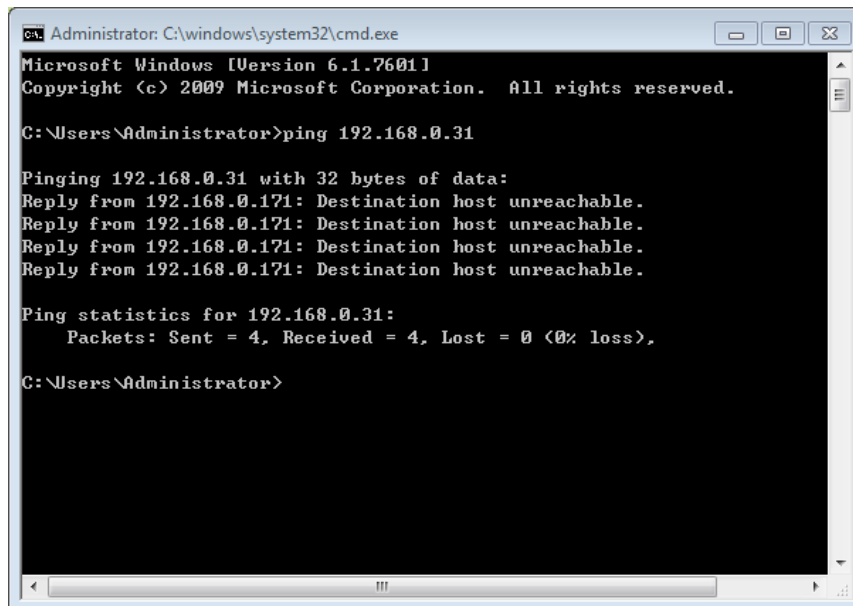
1. Ethernet IP can be set through Web page, the operating steps are followed:
2. Connect the printer to computer, please refer to peripherals connection chapter 3.3.
3. Connect Ethernet Cable to the printer.
4. Print self- test page after power on. You can find the IP information in the self-test page IP address line. IP address: 192.168.0.31 //indicates the IP address is 192.168.0.31
5. Click Start-Operate in the computer and key in "cmd" in the input box then click Enter, see the following figure:



6. Key in ping 192.168.0.31 after "Administrator>", see the following figure:



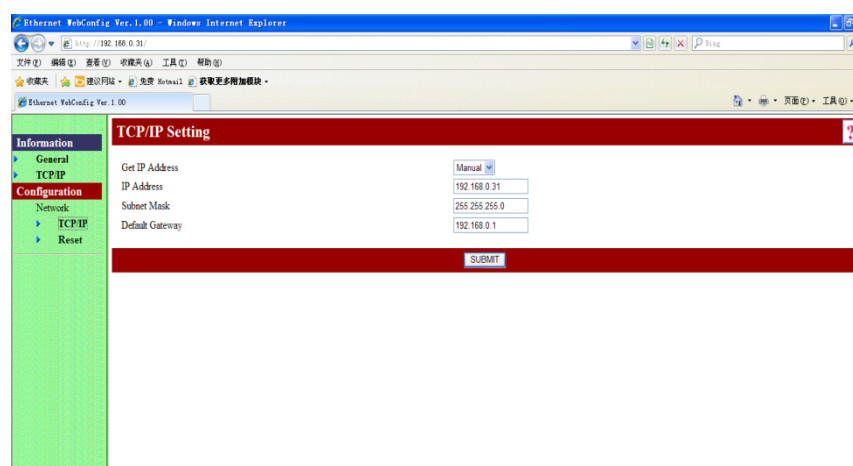
7. Click “Enter”, if the following figure is presented, you can sure that the Ethernet have been connected to the printer, if not presented, please check the connection between the Ethernet and the printer.



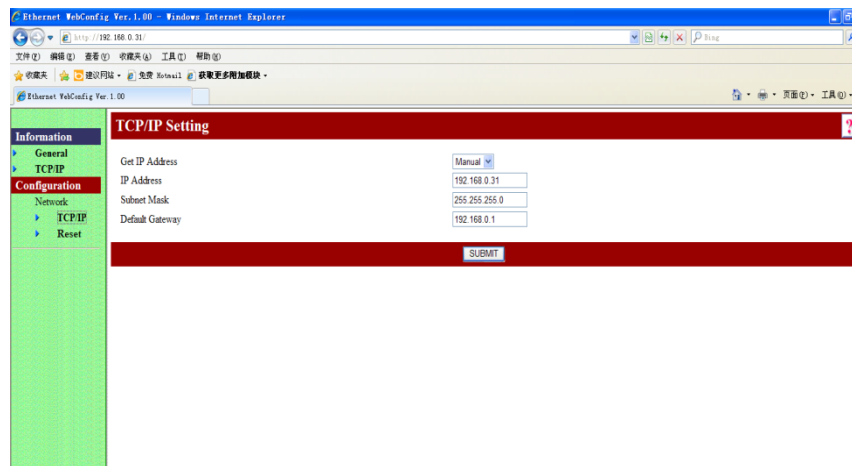
8. Then please input `http://192.168.0.31`, in the browser see the following figure:



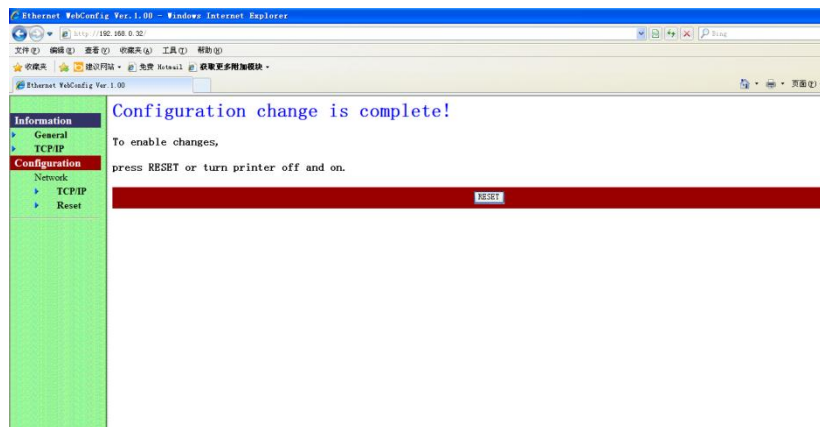
9. Press “Enter”, the browser will skip to the IP setting interface, click Configuration in the left side then enter to the address modify page, 192.168.0.31 is the current IP address, see the following figure:



10. Modify the IP in the IP Address. For example, modify the IP to 192.168.0.32, see the following figure:



11. Click SUBMIT in the middle of the upper page then enter to the following webpage:



12. Click RESET in the middle of the upper webpage then enter to the following webpage:



13. Reboot the printer to effect the new IP, then you can print self-test page and find the new IP address 192.168.xx.xx.

3.8 Quick Calibration(Label Learning)



Note: *Users must carry out the calibration under those conditions below:*

- The first time to use the printer since installation;
- The first time to use the printer since sensor cleaning;
- Reuse the printer that has not been used for a long time;
- Change a new type of media;
- Printer cannot recognize the mark;
- Huge change of operating environment;

When printer is ready, hold the **【FEED】** button for 3s until the Status Indicator(Blue) flash twice and then release the button, printer start to do the calibration and feed 2 labels that means 1 gaps under Label Mode; When printer do the Learn under Continuous Media Mode, the calibration is invalidate.

Users can do Auto Label Learn through the utility tool as well. (Please refer to the Utility Tool Instruction for more detail).



Note: After the Auto Label Learn, users could open the printer cover to pull back the learned paper in avoid of paper wasting.

Chapter 4 Interface

4.1USB interface

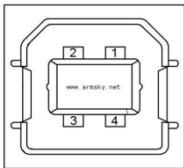
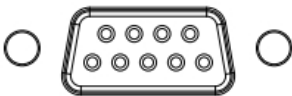


Figure 4-1

PIN No.	Signal name
1	VBUS
2	D-
3	D+
4	GND

4.2 Other Interfaces

■ Serial Interface



PIN NO.	Signal name
1	-
2	TXD
3	RXD
4	-
5	GND
6	RTS
7	-
8	RTS
9	-

■ Ethernet Interface

PIN NO.	Signal name
1	TX+
2	TX-
3	RX+
4	-
5	-
6	RX+
7	-
8	-

Chapter 5 Cleaning

Print quality might be degraded by dust, foreign substance, adhesive substance, or other pollution materials stuck in the printer head or inside the printer.

When dirty, clean the print head as follows:

※ CAUTION

- Make sure to turn the printer off prior to cleaning.
- As the print head gets very hot during printing, if intending to clean the print head, turn the printer off and wait approximately 2~3 minute before commencement.
- When cleaning the print head, take care not to touch the heated portion of the print head.
→ Printer Head is susceptible to damage from static electricity, etc.
- Take care not to allow the print head to become scratched and/or damaged in any way.

5.1 Cleaning Head

- 1) Open the printer cover and then use the cleaning pen to clean the head in the direction from the center of the head to two sides.
- 2) After cleaning the head, do not use the printer until the alcohol used for cleaning evaporates completely (1~2 min) and the printer has completely dried.

※ Perform the cleaning process each time the paper roll is replaced to prevent print quality deterioration.

5.2 Cleaning Sensors, Roller and/or Paper Path

- 1) Open the printer cover and then remove the paper.
- 2) Remove any dust or foreign substance using dry cloth or cotton swab.
- 3) Soak the cloth or cotton swab in alcohol for medical use and use it to remove adhesive foreign substances or other pollution materials.
- 4) After cleaning the parts, do not use the printer until the alcohol evaporates completely (1~2 min) and the printer has completely dried

※ Clean the parts when there is a degradation of performance in printing quality or paper detection degrades.