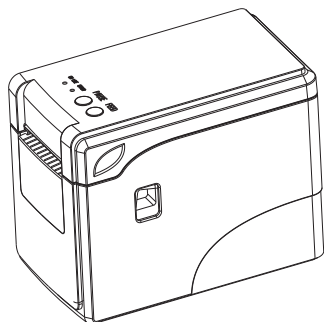# *User Manual Specification*
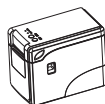### Line Thermal Printer

2-inch Desktop Thermal Barcode printer series

ⓈⒺ This product is only suitable for safe use in non-tropical climate conditions

Mobile phone APP download

Zhuhai Howbest Label Printer Co., Ltd.
Service Hotline: 400-038-0088
Website: www.howbest.cn

Foreword

Thank you for purchasing the 2-inch thermal paper barcode printer produced by our company. This manual will guide you how to operate this product. Please read it carefully before use and keep this manual for reference.

Precautions

- The printer should be installed in a flat and stable place;
- Leave enough space around the printer for operation and maintenance;
- The printer should be kept away from water sources and avoid direct sunlight, strong light and heat sources;
- Do not use and store the printer in places with high temperature, high humidity and serious pollution;
- Avoid placing the printer where there are vibrations and shocks;
- Do not allow humid air to condense on the surface of the printer. If it has formed, do not turn on the power of the printer before the dew disappears;
- Connect the power adapter of the printer to an appropriate grounded socket, avoid using the same socket with a large motor or other equipment that can cause power supply voltage fluctuations;
- If the printer will not be used for a long time, please disconnect the power supply of the printer; Avoid water or conductive substances (such as metal) entering the interior of the printer, once it occurs, the power should be turned off immediately;
- The printer must not print in a paperless state, otherwise it will seriously damage the printer roller and print head;
- When connecting or disconnecting each interface, you must first turn off the power to avoid damage to the printer control circuit;
- In the case that the printing effect meets the requirements for use, it is recommended that the user set the low-level printing density as much as possible to avoid affecting the service life of the print head;
- Users are not allowed to disassemble the printer for maintenance.

Main Feature

- Support thermal paper roll, thermal label paper and stick paper.
- Support printing media width from 25mm to 60mm.
- Auto label calibration function.
- 2-in-1 printer for combining barcode printer and receipt printer.
- Built-in USB disk stored driver software and driver installation manual inside.
- Optional Interfaces : USB+Bluetooth 4.0, USB+WiFi
- Overheating protection function.

Packing List

Printer	1pcs
Power adapter	1pcs
USB data cable	1pcs
Power cord	1pcs
Instructions	1pcs

⚠ **Disclaimer :** This product is a Class A product. This product can only be used safely in non-tropical areas. In the living environment, this product may cause radio interference. In this case, the user may be required to take practical measures against interference.
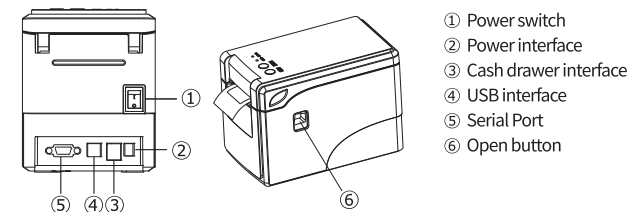
Technical Parameter

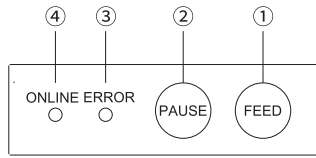| Property	Label mode	Receipt mode
Print Method	Direct thermal line	Direct thermal line
Resolution	203DPI	203DPI
Print Width	56mm(max)	48mm(max)
Print Speed	127mm/s(max)	90mm/s(max)
Memory	FLASH:60K	
Print head temperature detect	Thermistor	
Print Head Position detect	Mircoswitch	
Paper sensor	Photoelectric sensor	
Interface	(Standard) USB (Optional) USB+ Bluetooth / USB+WiFi	
Barcode	CODE128 /EAN128/ITF/ CODE39/CODE93/EAN13/ EAN13+2/EAN13+5/EAN8/ EAN8+ 2/EAN8+ 5/ CODEBAR/UPC-A/ UPCA+2/UPCA+5/UPC- E/ UPCE+2/UPC-E+5/QRCode	UPCA/UPC- E/ JAN13(EAN13)/ JAN8(EAN8)/CODE39/ CODEBAR/ITF/CODE93/ CODE128/QRCode
Character enlargement/ rotation	1~10 times enlargement in both directions; 0°、90°、180°、270° rotation	1-8 times enlargement in horizontal and vertical directions; Rotation printing, inversion printing
Graphics	Single color PCX, BMP image file can be download into Flash and Dram	Support different dot density bitmap and download bitmap to print
Character set	(Standard) Simplified Chinese Gb18030 Traditional Chinese BIG5 (Optional) Japanese Korean	
Paper Type	Thermal paper roll / adhesive thermal paper	Thermal paper roll
Media Width	25-60mm(With backing paper)	57.5±0.5mm
Media Diameter	100mm(max)	
Paper feeding	Uploading, tear-off	
Power Supply	DC 12V/4A	
Cashdrawer Out	DC 12V/1A	
Work Environment	Temperature: 5 ~ 45°C(41°F~113°F), Humidity: 25 ~ 85%	
Storage Environment	Temperature: -10°C~50°C(14°F~122°F), Humidity: 10 ~ 90%	
Dimension	200mm×116mm×141mm(L×W×H)	
Weight	930g	

Radio model approval code : WIFI CMITID 2018DP1893
Bluetooth CMITID 2019DP4046

Diagram of printer interface

a: Plug the power cord into the power connector of the printer (figure note ②)
b: Broadcast the USB cable into the printer USB interface (picture note ④)
c: Connect the cash register cable to the cash drawer interface of the printer (figure note ③)

① Power switch
② Power interface
③ Cash drawer interface
④ USB interface
⑤ Serial Port
⑥ Open button

Button and indicator description

④ ③ ② ①

ONLINE ERROR | PAUSE | FEED

① FEED (Paper feed)
② PAUSE (Pause)
③ Error indicator (Red)
④ Power indicator (Blue)

Status	Reminder	Recovery method
Normal	Blue light on and red light off	/
Out of paper	Blue light off, red light flashes twice	Run out of paper, put in label paper
Open	Blue light off, red light flashes continuously	Close the cover to resume normal operation
The print head is overheated	Blue and red lights flash alternately	Pause printing and resume printing
Printer pause	Red light off blue light flashes continuously	Press the pause button again to return to normal

Printer loading instructions

Cover open button

a. Press the cover open button to open the top cover.

b. The paper roll is inserted into the paper shaft, pay attention to the direction.

c. Load the paper roll into the paper cavity and snap the paper into the limit block to fix the paper with the slide block.

d. Close the top cover.

Common problems and solutions

1. The indicator light on the control panel is off?

Answer: Check whether the adapter cable is connected to the printer, whether the power adapter is connected to the power outlet, and whether the switch is turned on. If these are normal, please contact the after-sales customer service.

2. The printer flashes red and the paper is abnormal?

Answer: First take out the paper, restart the printer, press and hold the PAUSE key (pause) for 8 seconds when the printer is turned on, then let go of the printer motor, reload the paper, restart the printer, the operation is completed, the printer can print normally, If you still can't print, please contact customer service.

3. The printer does not print clearly?

Answer: It is unclear whether the entire printing format is unclear or partially unclear.If the entire printing format is unclear, it may be that the quality of the printing paper does not meet the standard. If it is partially unclear, the print head may be too dirty. The thermal film of the head is still unclear after cleaning, please contact after-sales customer service.

4. The printer cannot find the gap?

Answer: Please try to press the paper feed key or switch in label mode. If you use label paper that is discolored, has poor quality, or has thick backing paper, it will cause the printer to be unable to find the gap. Please replace the label paper. If you still cannot detect the label paper interval according to the above method, please contact the after-sales customer service.

5. Bluetooth can't connect?

Answer: Restart the Bluetooth of the phone, and re-enter the application software to connect the Bluetooth printer.
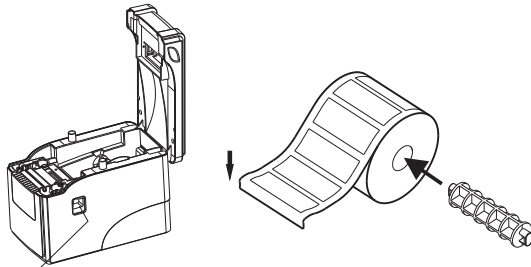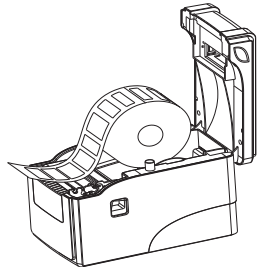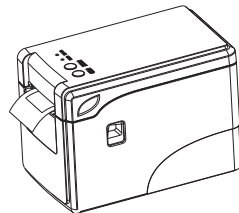
Printer driver installation instructions

Connect the printer to the computer with a USB cable, and turn on the printer power.At this time, a U disk will appear in the computer. The printer driver and driver installation instructions are included in the U disk.Please refer to the driver installation instructions

Button Description

No.	Operation steps	Printer status
1	Turn off the printer, press and hold the FEED (paper feed),and let go of the printer for 5 seconds before letting go.	Print Selftest
2	Turn off the printer, press and hold the PAUSE key (pause) without letting go, then turn on the printer until the buzzer sounds and let go; printing Hexadecimal Dump means entering hexadecimal mode.	Enter/exit Hexadecimal Mode
3	When is under label mode, long press PAUSE, the printer will detect the label, and advance and retreat the label. After stopping the advance and retreat label, the label gap should be aligned with the tearing position.	Manual Calibration Label
4	Turn off the printer, press and hold the PAUSE key (pause) without letting go, then turn on the printer until the buzzer sounds the second time; let go; the printer restores the factory default settings successfully.	Restore Factory Settings
5	Turn off the printer, press and hold the FEED button (paper feed) and PAUSE button (pause) at the same time, let go of the printer, and let go after the printer prints the current mode.	Switch Printer Mode
6	Turn off the printer, press and hold the function key without letting go, and then turn on the printer until the buzzer sounds and let go, the WiFi printer is successfully restored to factory settings.	Restore factory settings of WiFi module (for WiFi printer)
7	After booting, press the function key once, the printer prints out the interface information page.	Print interface information
8	In label mode, press and hold the PAUSE key (pause) during label printing, the printing is paused, press the FEED key (paper feed) or PAUSE key (pause) again to continue printing.	Pause printing

FCC Warnning:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection againstharmful interference in a residential installation. This equipment generates, uses and can radiateradio frequency energy and, if not installed and used in accordance with the instructions, maycause harmful interference to radio communications. However, there is no guarantee thatinterference will not occur in a particular installation. If this equipment does cause harmfulinterference to radio or television reception, which can be determined by turning the equipmentoff and on, the user is encouraged to try to correct the interference by one or more of thefollowing measures:

 • Reorient or relocate the receiving antenna.

 • Increase the separation between the equipment and receiver.

 • Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1)This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

ISED Statement

- English: This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES-3 (B)/NMB-3(B).

- French: Le présentappareilestconforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitationestautorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareildoit accepter tout brouillageradi oélectriquesubi, mêmesi le brouillageest susceptible d'encompromettre le fonctionnement.

l'appareil numérique du ciem conforme canadien peut – 3 (b) / nmb – 3 (b).

This device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS 102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

cet appareil est conforme à l'exemption des limites d'évaluation courante dans la section 2.5 du cnr - 102 et conformité avec rss 102 de l'exposition aux rf, les utilisateurs peuvent obtenir des données canadiennes sur l'exposition aux champs rf et la conformité.

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Cet équipement est conforme Canada limites d'exposition aux radiations dans un environnement non contrôlé.

Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et votre corps.