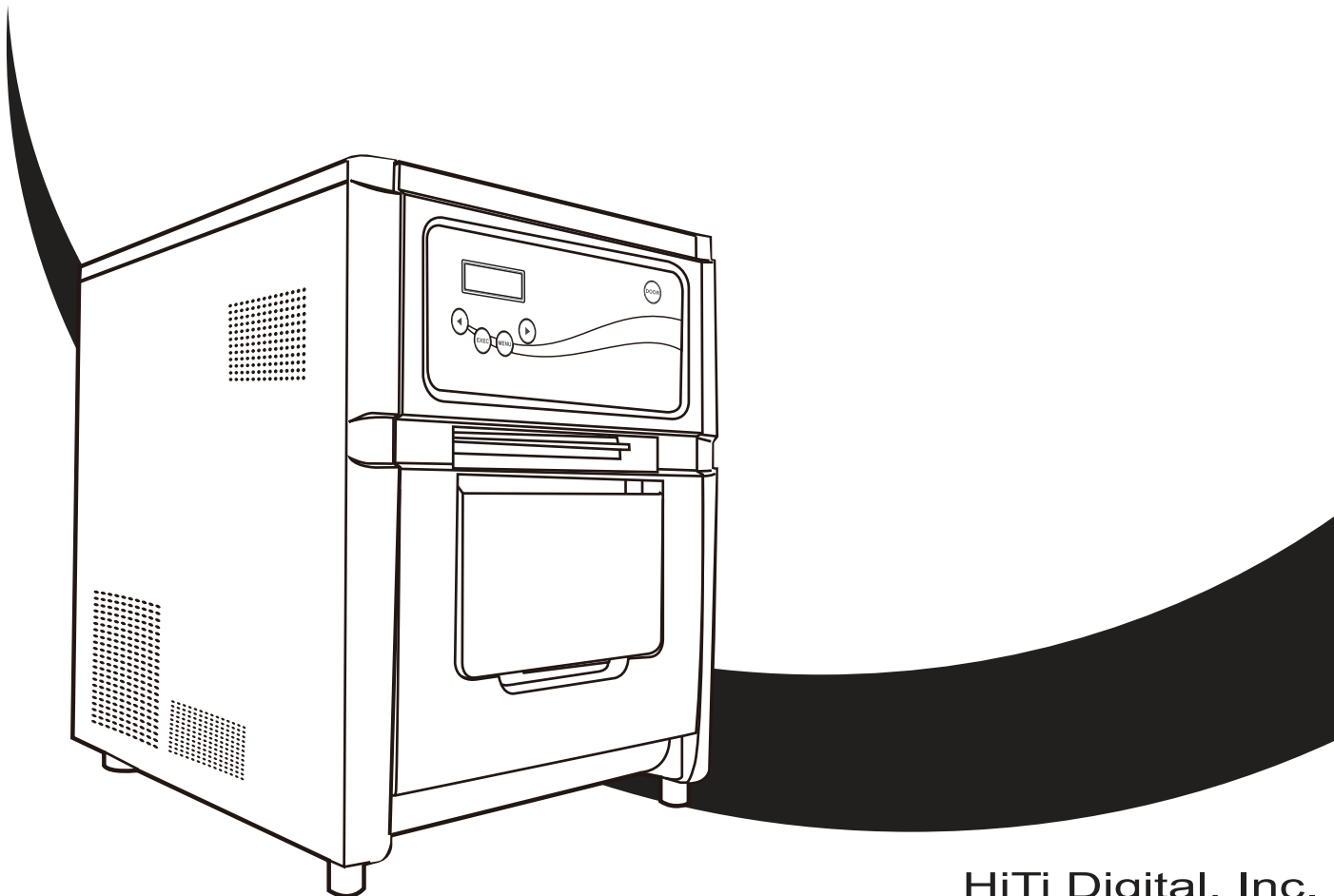


# HiTi P750L

## users manual



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## Regulatory compliance statements

### American Users

FCC Part 15

For a Class A digital device or peripheral, the instructions furnished the user shall include the following or similar statement, placed in a prominent location in the text of the manual.

This equipment has been tested and found to comply with the limits of a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of the equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his (or her own) expense.

### FCC ID: (To be specified)

### European Users

Class A ITE is a category of all other ITE which satisfies the class A ITE limits but not the class B ITE limits. Such equipment should not be restricted in its sale but the following warning shall be included in the instructions for use.



**Warning:** This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measurement.

### European Union Regulatory Notice

The device bearing the CE marking is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. This device complies with the following harmonized European standards.

Health: EN 62311:2008

Safety: EN 60950-1:2006 + A1: 2010 + A11:2009 + A12:2011

EMC: EN301 489-1 v1.9.2:2011, EN301 489-3 v1.6.1:2013

Radio: EN302 291-1-2: V1.1.1:2005

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EMC: EN301 489-1 v1.9.2:2011, EN301 489-3 v1.6.1:2013

Radio: EN302 291-1-2: V1.1.1:2005

### Federal Communications Commission (FCC) Statement

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the 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 of the device.

# Chapter 1. Important Safety Instruction

This manual explains the handling and operation required for use of printer.

Please read the manual carefully before use and keep it in a safe place for further use or re-read.

Symbols listed below are to ensure proper use of the printer, to prevent physical injury to users, and to prevent property damage. Please pay special attention to each of them.



**Warning:** Inappropriate handling can cause fatal injury.



**Caution:** Inappropriate handling can cause wounds and/or physical damage to the users.

**Attention:** Explanation about the cause of the trouble and the environmental condition.

- ◆ It is difficult to forecast all the danger in setting and use of the printer.  
Therefore, warnings in this manual and other documents cannot cover all cases.  
In case of performing the operation or maintenance which is not described in this manual, all the concern for the safety have to be taken care of at the customer side.
- ◆ Operation and the notification for the maintenance described in this manual and other documents are for the proper use of the printer.  
In case of using the printer for the other purpose, all the concern for the safety has to be taken care of at the customer side.
- ◆ Do not perform the operation which is prohibited in this manual and other documents.
- ◆ The contents that cannot be printed due to a failure while using the use of this printer are not guaranteed.

## ▪ Operating Environment

To use the printer safely, please pay attention to the followings:



**Caution:** Do not let children touch the printer or the cables.  
It may cause accidents or electric shock.



**Caution:** Do not place the printer in a wet or dusty environment such as a bath tub, hot spring pool or on the street. It can cause fire, electric shock or printer problem.



**Caution:** Do not place the printer on an unstable surface.  
Printer may fall down or tumble and it can cause serious injury.

**Attention:** Do not place the printer under extremely low or hot temperature such as ski yard, skating rink or under direct sunlight.



**Warning:** Do not put vase, flowerpot, and cup or anything contents liquids or metallic objects on the printer. Liquids or metallic objects spilling or falling into the printer may cause fire and electric shock. In such case, please turn off the printer power immediately.



**Warning:** Do not block the openings of the printer. In case the opening is blocked, the heat will remain inside and it can cause fire.



**Warning:** Do not insert or fall the metallic or flammable items into the printer through the openings of the printer, it can cause fire or electric shock.

# Chapter 1. Important Safety Instruction

## · Handling Instruction

When handling the printer, please pay attention to the followings:



**Warning:** Lift the printer from its box and put it onto a flat and firm table or desk.



**Warning:** The printer alone (without paper and ribbon installed) is weighted around 27Kgs. Please handle the printer carefully to prevent personal injury and damage of the printer.



**Warning:** When moving the printer, hold the bottom edge of the printer. It is strongly recommended to handle the printer by at least two persons during the transportation.



**Warning:** Please take caution when transporting the printer on the slippery floor.



**Warning:** Please make sure the power is off and the power cord is removed from the printer before transportation.



**Warning:** In case of dropping the printer during transportation, contact HiTi dealers or service center for inspection of the printer. Using the printer with possible damage without proper inspection may cause fire or electric shock.



**Warning:** Do not dismantle or remodel the printer. Some sections of the printer are charged with high voltage power and could become very hot. Ignoring this warning may cause electric shock, fire, or burns.



**Warning:** Secure the power cable firmly while using.



**Warning:** The thermal head reaches high temperature during operation but it is normal. Do not touch the thermal head in any case. Touching the thermal head may cause personal injury or damage of the printer.

**Attention:** Touching the surface of the thermal head directly may cause damage to the thermal head. Hard object getting into the printer may also cause the damage to the printer mechanism. In such case, please do not use the printer while any obstacle inside the printer.



**Warning:** Do not attempt to service the printer beyond the instructions specified in this document. In case of irrecoverable problem, please contact HiTi dealers or service center.



**Warning:** This product must be grounded at all time during operation, and always used with the specified power cables accompanying this product only. If the product is used without grounding, and current leakage occurs, fire or electrical shock may occur, and may also cause interference to radio, television, and any other similar electric appliances signal receiving. If the proper grounding connection is not available, please contact HiTi dealers or service center.

# Chapter 1. Important Safety Instruction

## • Handling Instruction for Consumable and Printed Outputs

In handling the ink ribbon, paper and printed outputs, please pay attention to the followings;

### **Attention:** Paper Handling

- Use only the paper specified by HiTi.
- Store the paper flat.
- Store the paper in a dry and dark place to avoid direct sunlight.  
(Temperature less than 35°C, Humidity: less than 60%).
- Do not touch the paper surface before printing to avoid fingerprints.

### **Attention:** Ink Ribbon Handling

- Use the ink ribbon specified by HiTi.
- Store the ink ribbon in cool place to avoid sunlight.  
(Temperature less than 35°C, Humidity: less than 60%).

### **Attention:** Printed Output Handling

- Store the printed outputs in a cool place to avoid direct sunlight.
- Store the printed outputs away from the organic solvent/fluid such as benzene, thinner or alcohol which may change or deteriorate the colors.



**Caution:** When abandon the ink ribbon, please handle it as harmful industrial waste.

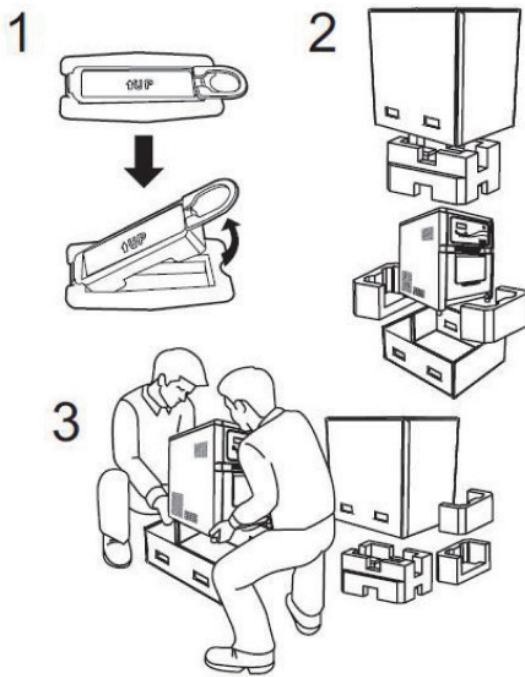


**Caution:** Please take caution while handling the paper to prevent injure to the hands or paper-cut.

## Chapter 2. Installing and Set Up

This chapter describes the unpacking and set up of the printer. Before proceeding to this chapter, please make sure the Chapter 1. Important Safety Instruction is acknowledged carefully.

### • Unpacking and checking the accessories



1. Please loosen carton holder on both sides first.

2. Open the box and remove the box containing the accessories and protection materials.

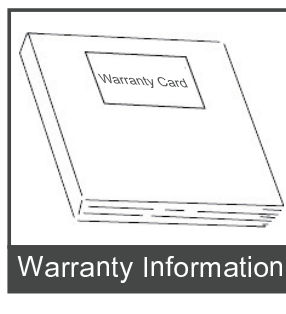
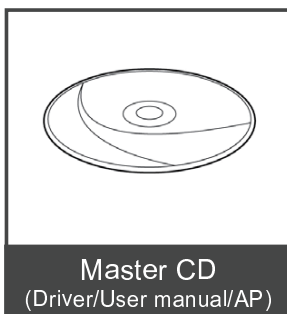
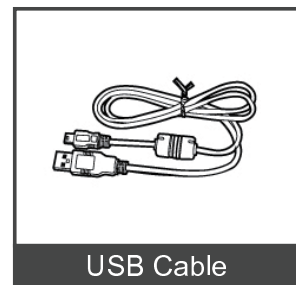
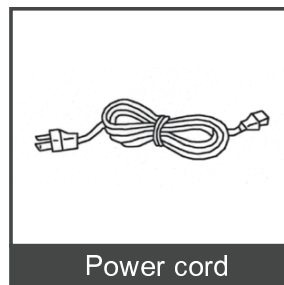
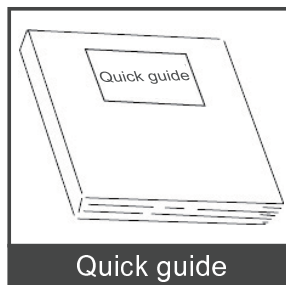
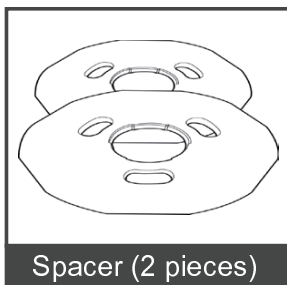
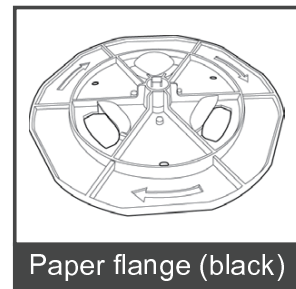
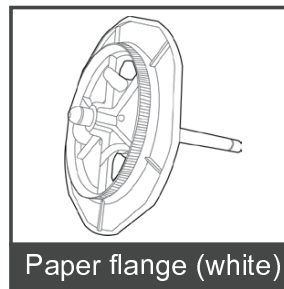
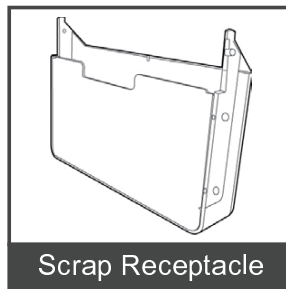
Attention: Please retain the box and packaging materials for the transportation of the printer when necessary

3. Take out the printer by holding the bottom of the printer.

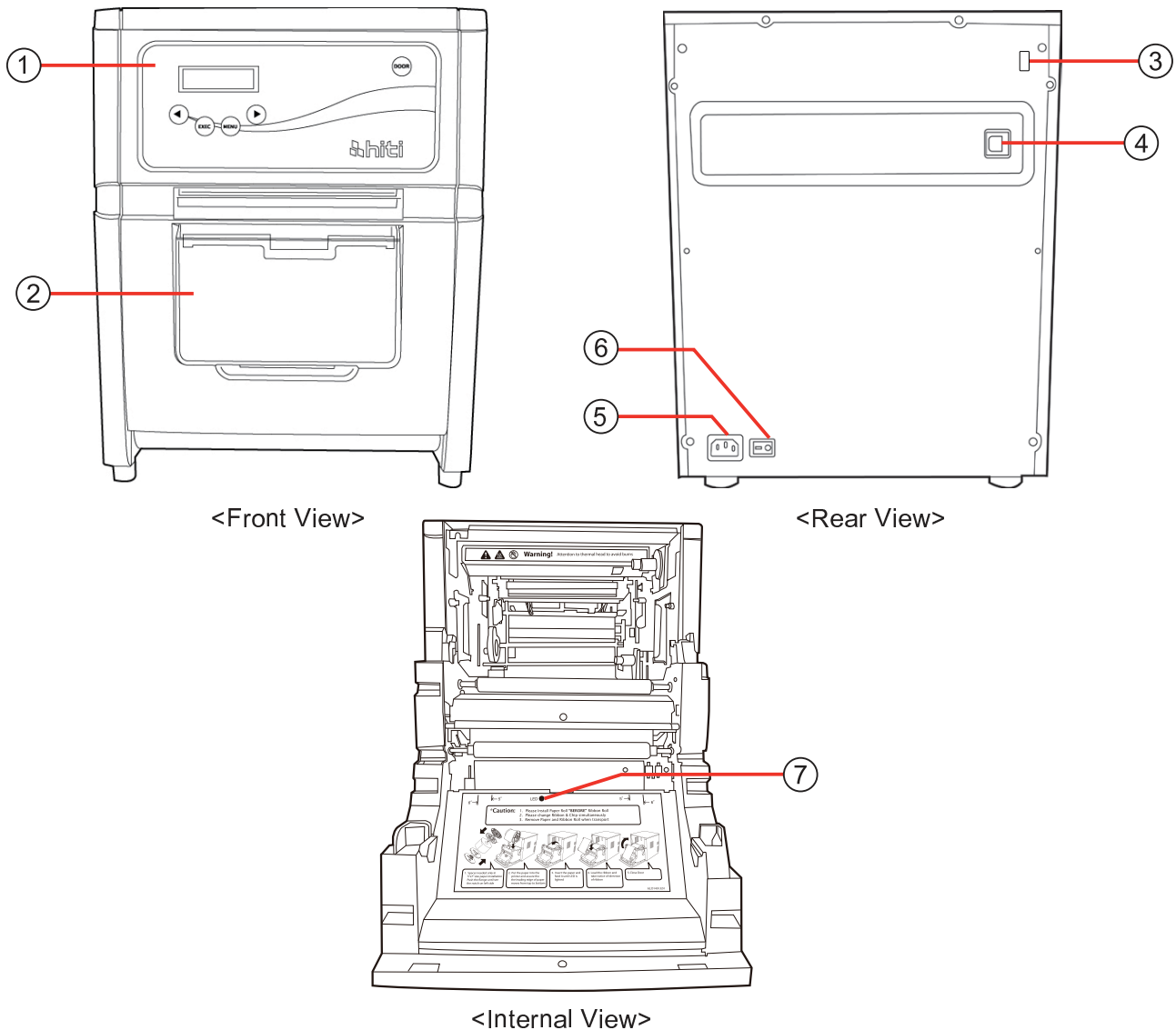


**Caution:** The printer alone (without paper and ribbon installed) is weighted around 27Kgs. Please handle the printer carefully to prevent personal injury and damage of the printer.

4. Take out the accessories from the accessory box and check the contents.



## Chapter 2. Installing and Set Up



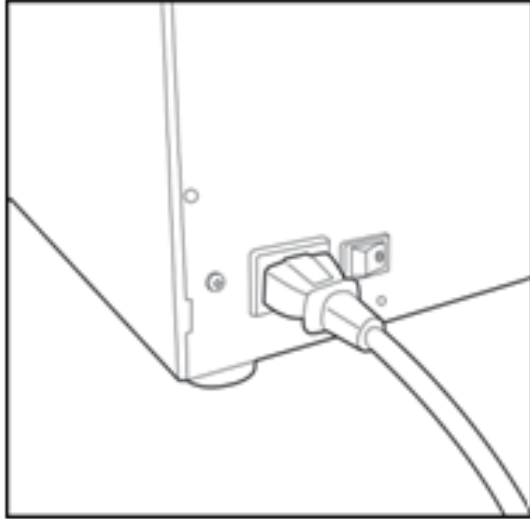
NO.	Name	Function
①	Operation Panel	Control buttons, LCD and printer status display lamps are located on the panel.
②	Front Cover	Open the front cover when replacing an ink ribbon or paper, or when performing maintenance.
③	USB Slot (Type A)	For use of FW upgrade. DO NOT charge hand-held devices.
④	USB Slot (Type B)	To be used to connect the USB cable.
⑤	Power Connector	To be used to connect the power cord.
⑥	Power Switch	This switch turns on/off the power of the printer. When the “I” marked side of the switch is pressed, the power is turned on. When the “o” marked side of the switch is pressed, the power is turned off. <Caution>Once the printer is turned off, wait at least 3 seconds before turning it on again.
⑦	Paper Setting Lamp	When setting the paper, insert the paper until the lamp is lit.



## Chapter 2. Installing and Set Up

### · Connecting the Power Cord

Connect the power cord according to the safety instructions below.



Connect the printer power cord to the rear side of printer body and then plug it into the power outlet.



**Warning:** Make sure to turn off the power of the printer before inserting the power cord.



**Warning:** Make sure to insert the power cord correctly. Incorrect insertion may cause the fire or the printer problem.



**Warning:** Do not insert or remove the power cord with wet hands. It may cause electric leakage.



**Warning:** Do not damage or make any modification to the power cord. Misusing, such as putting the heavy items on the power cord, giving a strong pull to the power cord and twist the power cord may cause the fire and electric shock.



**Warning:** When moving the printer, make sure to turn off the power of the printer, remove the power cord in order to have no connection with other devices. Otherwise, the power cord might be damaged and it can cause the fire and electric shock. Also there is a possibility to fall down caught by the cord.



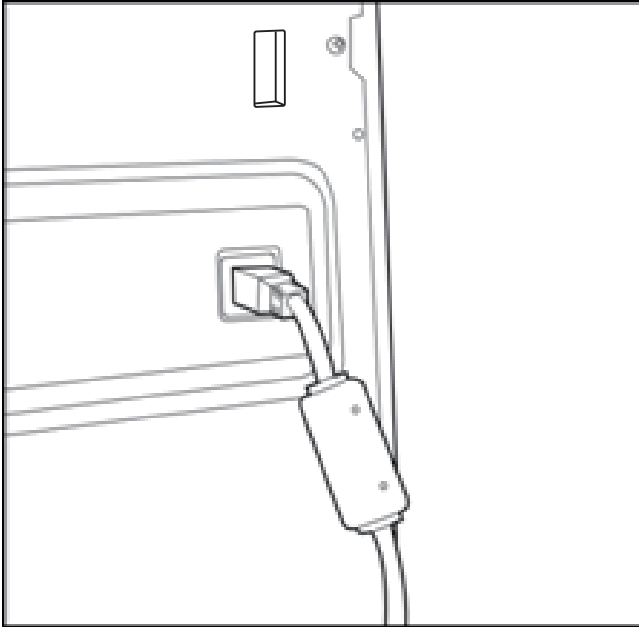
**Warning:** For the safety consideration, please remove the power cord from the printer if the printer is not to be used for long time.



**Warning:** Please avoid “piled up” connection which may cause the fire and electric shock.

## Chapter 2. Installing and Set Up

- Connect the USB cable

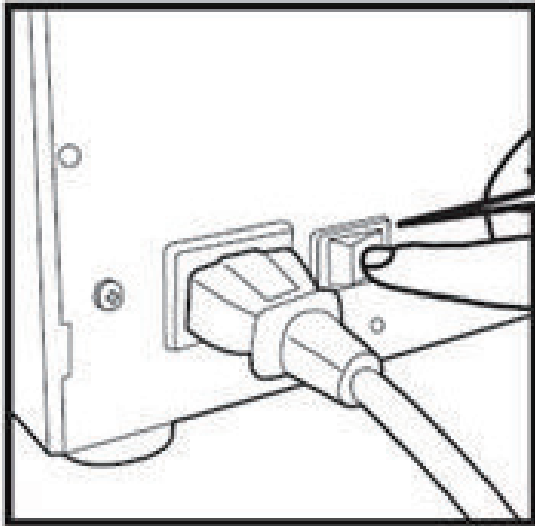


Connect the USB cable from the personal computer to the USB connector located on the right rear side of the printer.  
Be sure to insert the USB cable all the way.

**Attention:** To remove the USB cable, make sure that the printer is in the waiting status.  
Removing the USB cable during data transfer may not be able to print data correctly and cause waste.

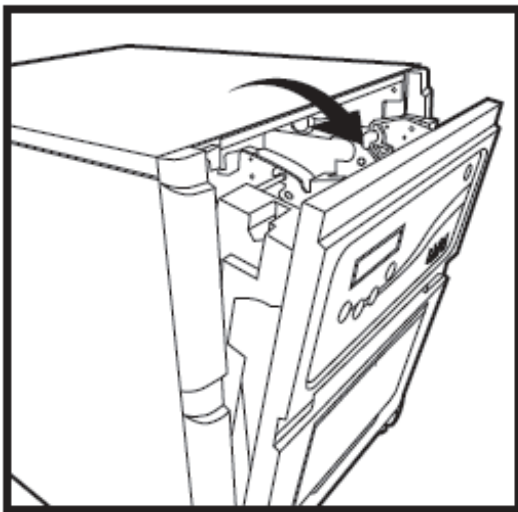
## Chapter 2. Installing and Set Up

### · Opening the Front Cover



1. Turn on the power by pressing "I" on the power switch
2. Press the OPEN button on the operation panel.

**Attention:** Do not apply pressure on the front cover when opening the front cover. Otherwise, damage may be caused to the printer.



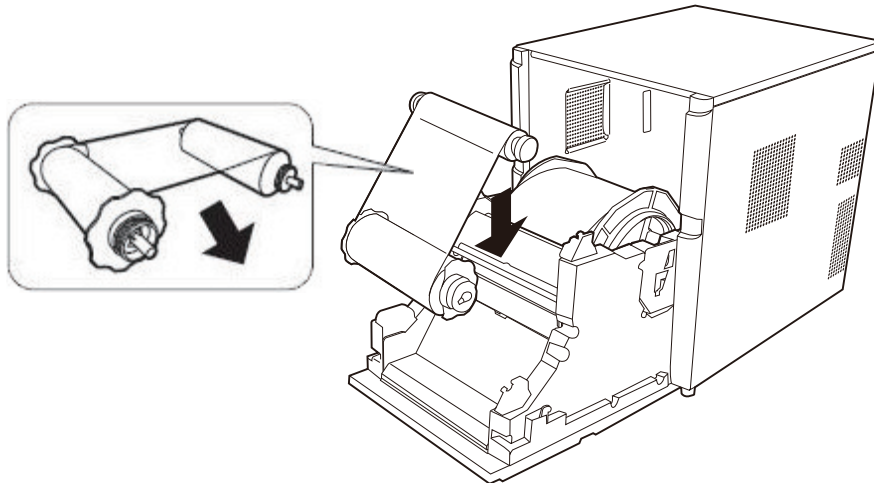
3. Open the front cover by holding the upper section of the front cover.

**Attention:** Do not open the front cover with excessive speed or with unnecessary force. Do not press the front cover or place a heavy object other than paper after opening the front cover.

## Chapter 2. Installing and Set Up

### ▪ Loading Ink Ribbon

Stretch the ink ribbon and put the ink ribbon in the holder. Insert the ribbon until it clicks into the position.

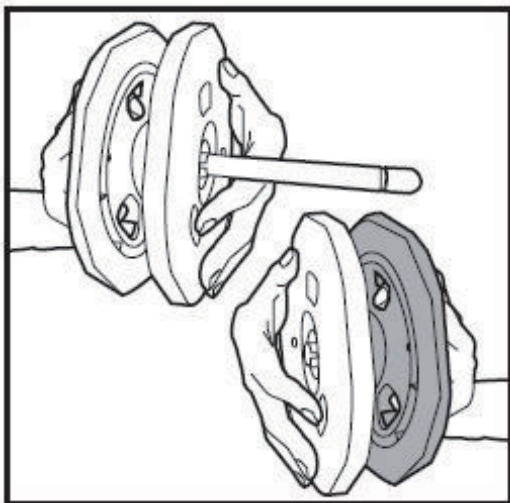


**Attention:** Please make sure match the color between ribbon core and dock on both sides.

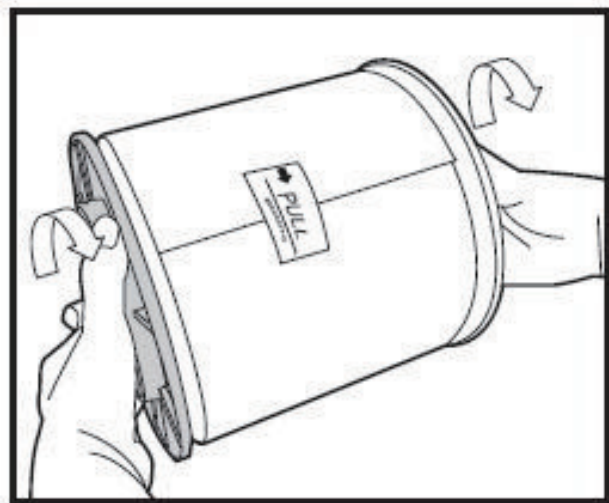
### ▪ Loading Paper

Install spacers in the paper flanges first when using 5x7 size paper. When using 4x6 size paper or 6 x 8 size paper, spacers are not needed.

(Note: The availability of some consumable packages may vary in different regions. Please contact your local dealer for the availability of the consumable packages.)

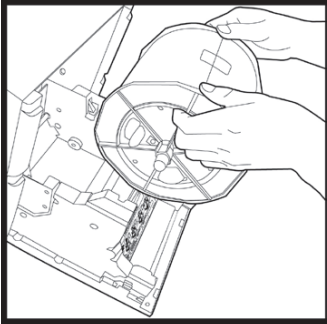


1. Install the spacers in the paper flange (green & black). Two spacers are identical.

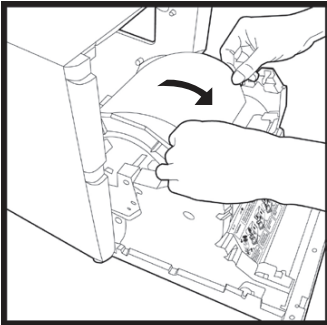


2. Push the flange until see the notch on left side on paper core. Do not remove the seal attached onto the paper until the paper is set in the printer.

## Chapter 2. Installing and Set Up



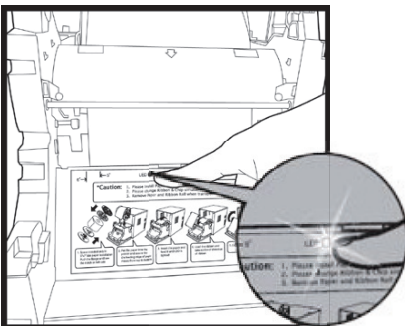
3. Set the paper in the printer.  
Set the paper by matching the color of the flange and holder. After setting the paper, remove the seal from the paper.



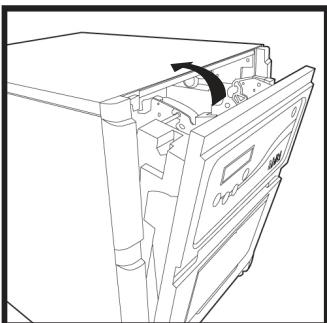
4. Insert the edge of paper under the roller by rotating the paper flanges.



5. Match both ends of the paper to the line of the seal.



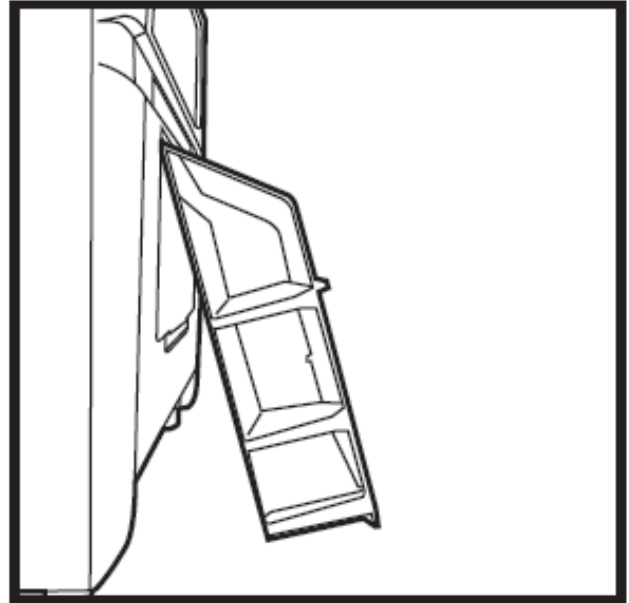
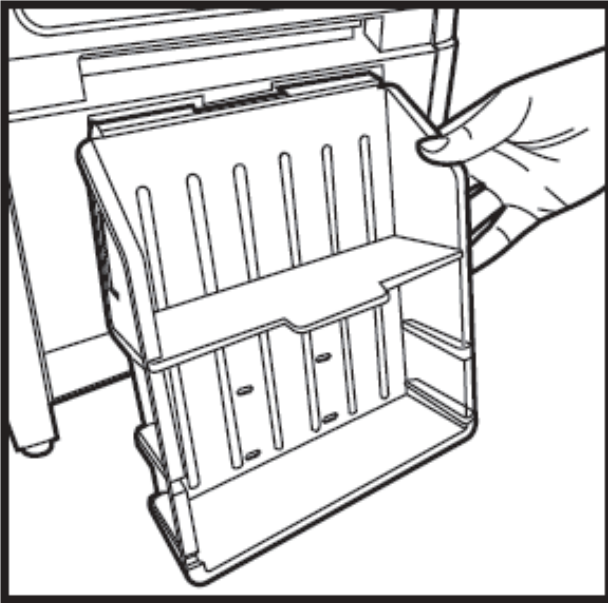
6. Insert the paper until the paper setting lamp is lit.



7. Close the front cover.  
After each paper roll is loaded/replaced, 4 sheets of paper will automatically be ejected to prevent dust and fingerprint.

## Chapter 2. Installing and Set Up

### · Loading Paper Tray



**Attention:** When you use 10x15 (4x6")-size paper, you may stack about 50 prints on this paper tray. When using the print paper of 15x20 (6x8"), it is recommended not to install the paper tray. It is recommended to remove the prints stacked on the paper tray frequently. If the prints are not removed frequently, a paper jam may occur.

### Transporting the Printer

The following cautions are necessary in transportation of the printer.

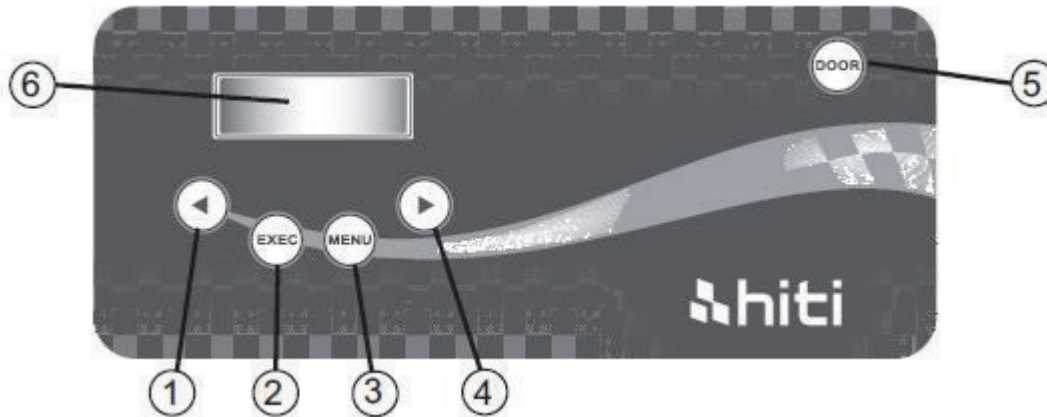
As an incorrect transportation method may cause a printer fault, please follow the below correct instructions.

1. Remove the ink ribbon and paper from the printer before transporting the printer.  
If the ink ribbon or paper cannot be removed due to a fault, consult with the dealers or service center.
2. Use a genuine box.  
If the genuine box cannot be used, consult with your dealer or service center and purchase a new box.
3. Do not turn off the power while the front cover is open.  
Close the front cover while the power is ON and turn off the power when "Ribbon Missing" is displayed on the LCD of the operation panel.

## Chapter 3. Operation Panel

### • Loading ribbon:

The buttons, and LCD display on the operation panel are shown below.



Individual Operation Buttons (1) to (5) have the following functions.

NO.	Name	Function
(1)	Left button	Use this button to select preferred setting.
(2)	Exec Button	Press this button to cut 4 sheets of paper in “manual paper cutting” mode.
(3)	Menu Button	Press this button to view machine status.
(4)	Right Button	Use this button to select preferred setting.
(5)	Open Button	Press this button when opening the front cover.

### • LCD Display:

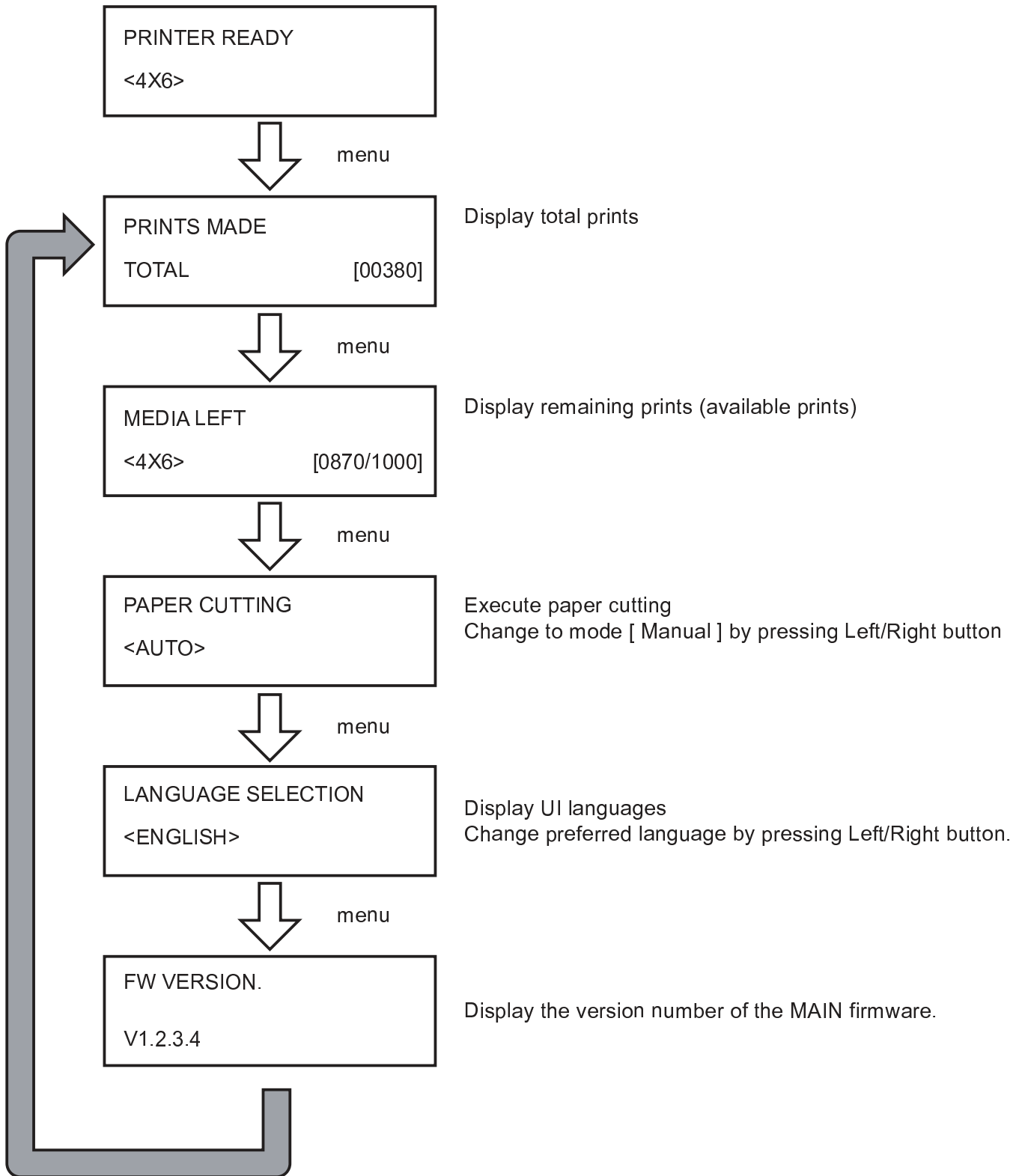
The LCD Display (6) indicates the following printer status.

LCD Display	Description
Printer Ready 4 x 6	Printable status / Display is changed depending on ink ribbon being set in the printer.
Prints Made	Display printed quantity.
Media Left	Display Media left quantity.
Paper Cutting	Execute paper cutting (4x6 paper x4 sheets) when close front door.
FW Version	Display current FW version.
Language Selection	Select preferred language.
Initializing	Printer is in initialization.
Media Checking	Checking Ribbon/ Paper status.
Data sending	Send data from PC.
Printing	Printing
System cooling	The thermal head is being cooled down. Printing is interrupted temporarily until the thermal head is cooled down.
System warm up	The thermal head is being warmed up. Printing is interrupted temporarily until the thermal head is warmed up.

# Chapter 3. Operation Panel

## ▪ User Set Up Mode

To set the User Set Up Mode, press the Menu button in standby mode. When the Menu button is pressed again, display changes as follows.





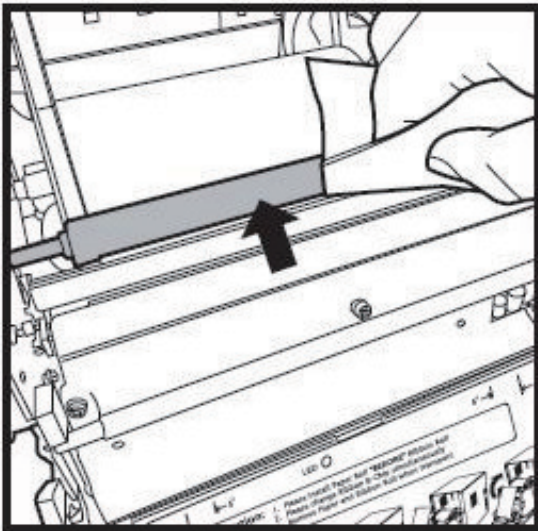
## Chapter 4. Routine Maintenance

### • Cleaning of Thermal Head, and Roller

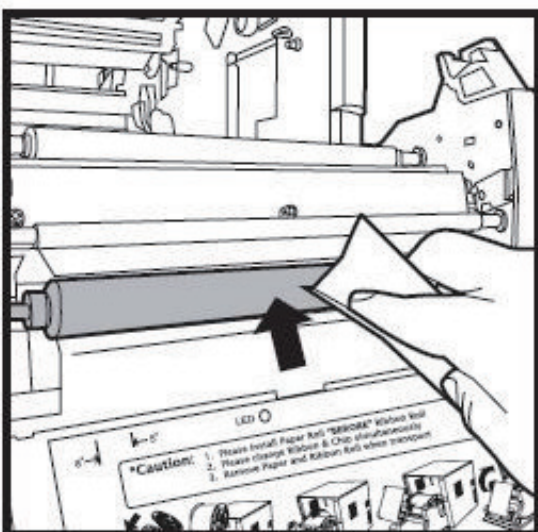
By using thermal transfer technology, daily maintenance is not really necessary if the printer has been used properly. However, in order to keep the best print quality, it is highly recommended to clean Thermal Head and Roller regularly.



**Caution:** Improper cleaning of the thermal head may damage the thermal head. Please contact HiTi dealers for cleaning and maintenance of the thermal head. Make sure the power is turned off and the thermal head has been sufficiently cooled down before cleaning rollers. Do not leave fingerprints on the heating element, it can damage the thermal head. Be careful not to hurt by the protrusions of the printer.



1. Use double side adhesive tape to clean the rubber section of the guiding roller.



2. Use double side adhesive tape to clean the rubber section of the platen roller (paper feed side).

## Chapter 4. Routine Maintenance

### • Cleaning of Outer Cabinet

Wipe the printer outer cabinet with a soft cloth.

If the stains are not removed, wet the cloth and apply weakened neutral Detergent to it.



**Warning:** In case of foreign substance get into the printer, turn off the power of printer, remove the power cord and contact the dealers or service center. Continuous use of the printer under such condition can cause the fire and electric shock.



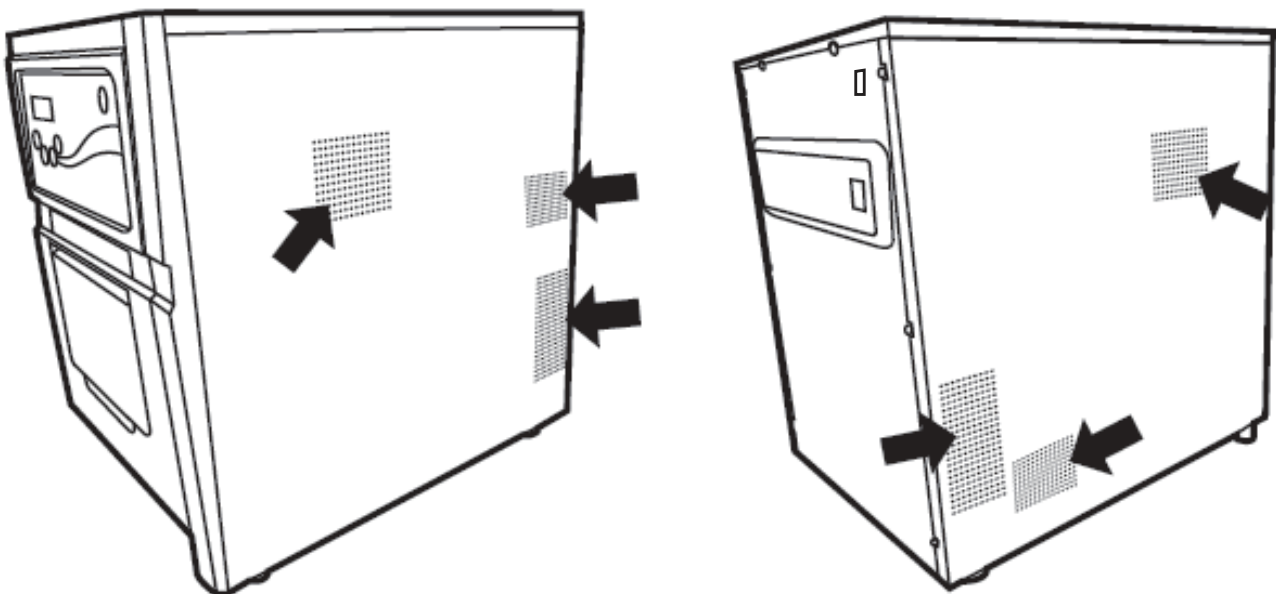
**Warning:** Continuous use under the abnormal condition such as high temperature, smoke and strange smell can cause the fire and electric shock. Turn off the power and make sure to remove the power cord, and then contact the dealers or service center.



**Caution:** Do not use volatile solvents or spray insecticide on the printer outer cabinet. Otherwise, discoloration or crack may result.

### • Cleaning of Filter

If the dust collects on the openings, clean it with vacuum cleaner.



## Chapter 5. Error Message Handling

### ▪ Error Message and Corrective Action

When the error happens, error message will be displayed on LCD of the operation panel.

LCD Message	Status	Corrective Action
0100 Cover Open	The front cover is opened	Close the front cover.
0101 Cover open fail	The front cover is not opened	Press the Open button again and reset the error
0200 IC Chip Missing	No RFID key	Make sure the RFID tag attached on the cover of the spool
0201 Ribbon Missing	No Ribbon detected	Load the ribbon spool
0202 Ribbon Mismatch	Installed ribbon does not match RFID tag	Replace the right RFID tag and adhere to ribbon spool
0203 Security Check Fail	Unsupported ribbon type	Replace the right ribbon
0300 Ribbon Out	The ribbon is empty	Replace ribbon
0400 Paper Out	Paper is not loaded	Load the paper roll
0401 Paper Out	Run out of paper	Replace the paper roll
0402 Paper Not Ready	Paper roll is installed incorrectly	Reload the paper roll in right direction
0500 Paper Jam	Paper jammed during printing	Remove jammed paper in printer.
0600 Paper Mismatch	Loaded paper roll size does not match with ribbon	Replace the right paper roll size

\* Please advice the error code number when you contact the dealers or service center if necessary.

## Chapter 5. Error Message Handling

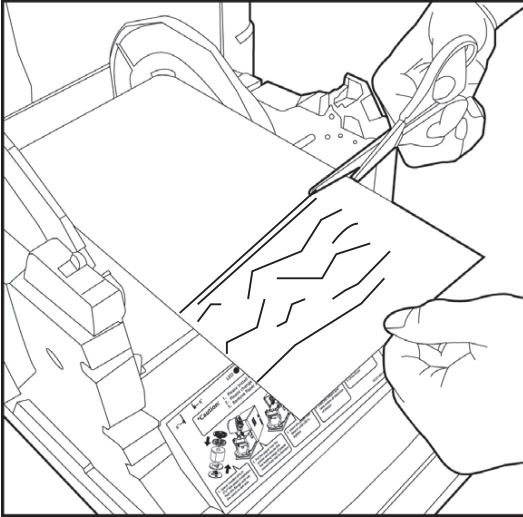
### • Failure Symptoms

When detecting a failure symptom, check the printer using the following table.

Symptom	Action
Power is not switch on.	<ul style="list-style-type: none"> <li>● Check if the power cable is connected to the plug socket or the printer.</li> </ul>
The personal computer does not recognize the printer.	<ul style="list-style-type: none"> <li>● Check if the USB cable is connected to the personal computer or printer.</li> </ul>
The printer does not become ready.	<ul style="list-style-type: none"> <li>● Check if the front cover is properly closed.</li> <li>● Check if paper is jammed in the printer.</li> <li>● When the paper setting lamp goes off, insert the edge of the paper until the paper setting lamp is lit.</li> </ul>
The front cover does not open.	<ul style="list-style-type: none"> <li>● Check if the printer is installed in a flat surface.</li> <li>● Check if any object is placed in front of the front cover.</li> </ul>
A straight stripe area is not printed.	<ul style="list-style-type: none"> <li>● The thermal head may be dirty. Please contact HiTi dealers for cleaning the thermal head.</li> </ul>
Dotted areas are not printed.	<ul style="list-style-type: none"> <li>● The roller may be dirty. Clean the roller as described in Chapter 4, "Routine Maintenance".</li> </ul>

## Chapter 5. Error Message Handling

### • Paper Jam



1. Open the front cover
2. Cut off the folded or printed section with scissors. When the paper is folded inside the printer, pull it out gently and slowly.



3. Pull out the paper till the paper setting lamp goes off.

#### **Attention:**

- If the paper is used without cutting off the folded or printed section, paper jam occurs again or the ink ribbon may snap during printing. Always cut off the creased or printed section of the paper.
- Cut off the paper straight and at right angles to the roll paper direction.
- If paper jam occurs frequently, a defect in the mechanical section is assumed. Consult with the service center.

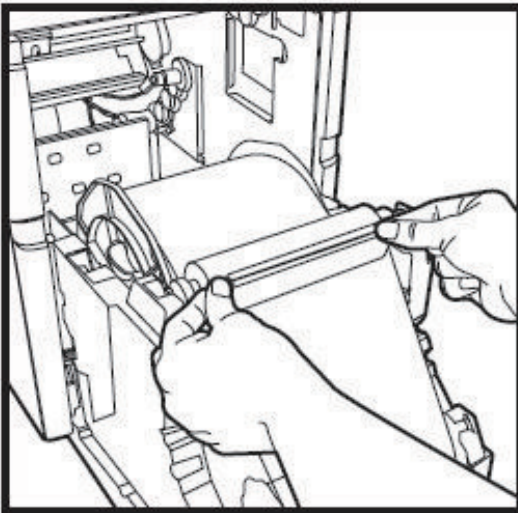
## Chapter 5. Error Message Handling

### · Power Supply Interrupted during Printing

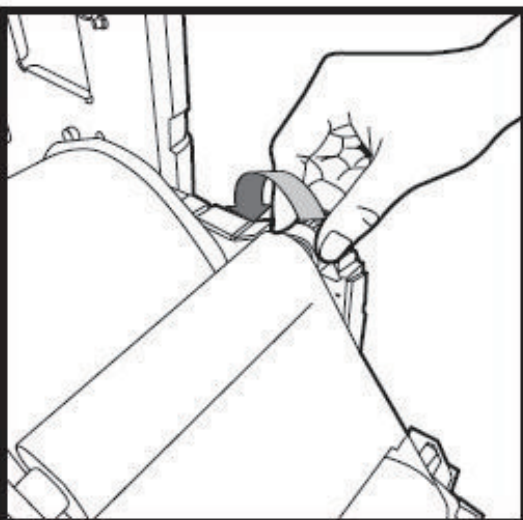
In case of power supply interrupted while printing, the Thermal Head will be kept on pushing to Platen. Leaving this situation for a long time, the shape of Platen can be warped. In order to avoid this situation, please follow the instruction below.

1. Turn off the power of the printer.
2. Turn on the power for 3 or more seconds after turning off the power.
3. Paper Jam is displayed on the LCD of the operation panel, open the front cover and take the necessary action according to the instruction provided in 5-3, "Paper Jam".

#### When the ribbon is snapped



1. Stick the broken part of the ribbon with a tape.



2. Turn the ribbon on the rewinding side and rewind the taped section completely and tightly.

## Chapter 6. After-sales Service

Contact your HiTi dealers or service center for the details about after-sales service.

### • Specification

Model Name	HiTi P750L
Printing Method	Dye Diffusion Thermal Transfer (D2T2)
Resolution	300 x 300 dpi
Printing Size & Capacity	4x6 inch (102x152mm)    1000 prints 5x7 inch (127x177mm)    600 prints 6x8 inch (152x203mm)    500 prints
Printing Speed	4" x 6" approximately: 8 seconds 5" x 7" approximately: 12 seconds 6" x 8" approximately: 15 seconds
Operation System	Windows XP / Vista / Windors 7 ; Mac OS 10.6 or above
PC Connection	USB 2.0
Power Requirement	AC 100 V ~240 V, 50-60 Hz, 6A
Operation Environment	10°C ~ 35°C (50°F ~ 95°F) 20 ~90% non-condensing
Dimension	330 x 424 x 425mm (W x H x D)
Weight	26.7 kg (ink ribbon & paper excluded)

\*Specifications subject to change without notice

## Customer Service Information

### ▪ Online Support

For further inquiries, please log on to HiTi Inc., website at [www.hiti.com](http://www.hiti.com) where users can download free updated drivers, applications, and latest e-templates.

### ▪ Global Sites

#### Headquarters-Taiwan

HiTi Digital, Inc.  
9F, No.225, Sec. 3, Beixin Rd., Xindian  
Dist., New Taipei City 231,  
Taiwan  
Tel: +886-2-29126268  
Fax: +886-2-29126118  
[Http://www.hiti.com.tw](http://www.hiti.com.tw)

#### China

HiTi Digital Suzhou, Inc.  
Room 1908, No.8, Suzhou Avenue West,  
Suzhou Industrial Park, Suzhou City, Jiangsu Province  
China  
Tel: +86-512-82281688-2310  
Fax: +86-512-82281690

#### U.S.A. (North America)

HiTi Digital America, Inc.  
675 Brea Canyon Rd., Suite 7 Walnut, CA 91789,  
U.S.A. C.P. 03100, Mexico, D. F.Mexico  
Tel: +1-909-594-0099  
Fax: +1-909-598-0011  
<http://www.hiti.com/us/>

#### Latin America

HiTi Digital, Inc. Oficina de Enlace en México  
Agustín Gonzalez de Cossio No. 1-202 Col. Del Valle,  
C.P. 03100, Mexico, D. F.Mexico  
Tel: +52-55-50253671, +52-55-50253672  
Fax: +1-925-2622375  
<http://www.hiti.com/LatinAmerica/>

#### Europe. Russia

HiTi Digital Europe B.V.  
Ekkersrijt 1331, 5692 AJ Son, The Netherlands  
Tel: +31 4.99.46.28.60  
Fax: +31 4.99.46.12.99  
<http://www.hiti.com>