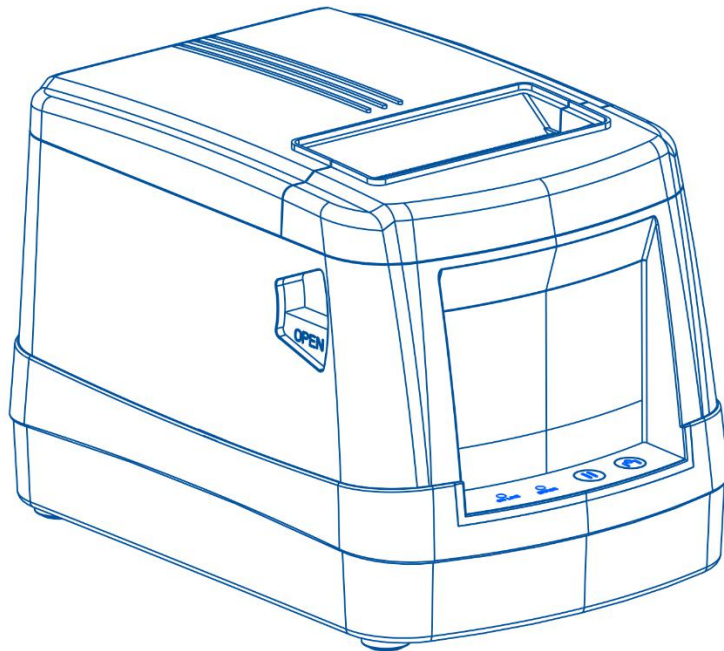
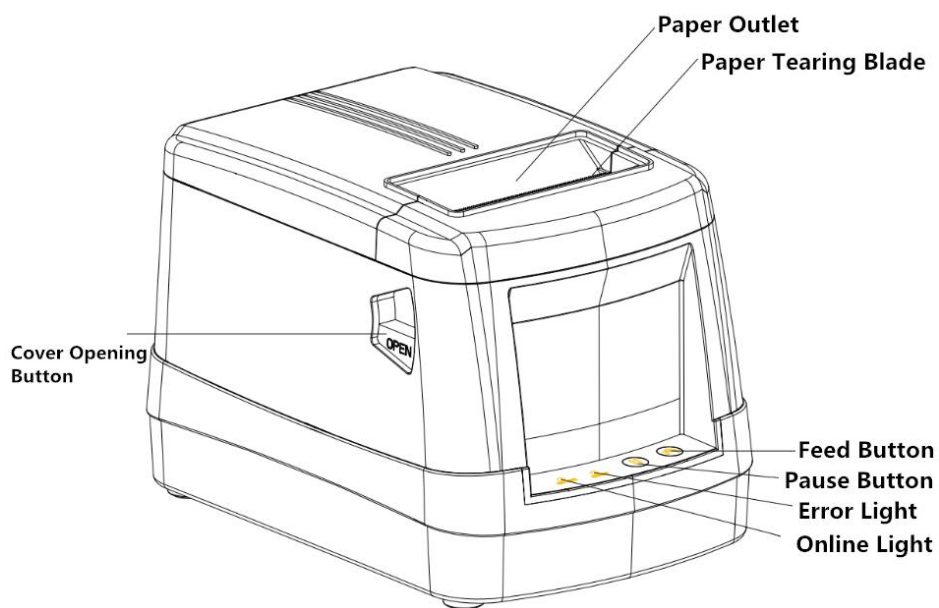


# Fast Installation Guide

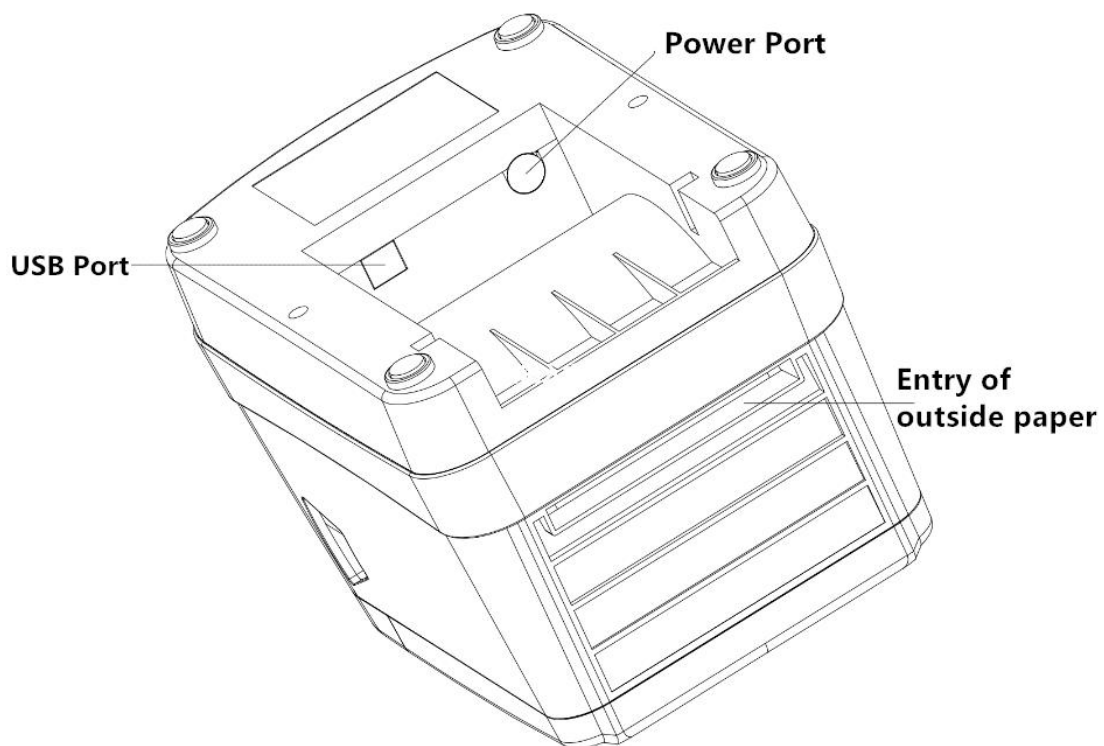
## HOP-HL80 Thermal Barcode Printer



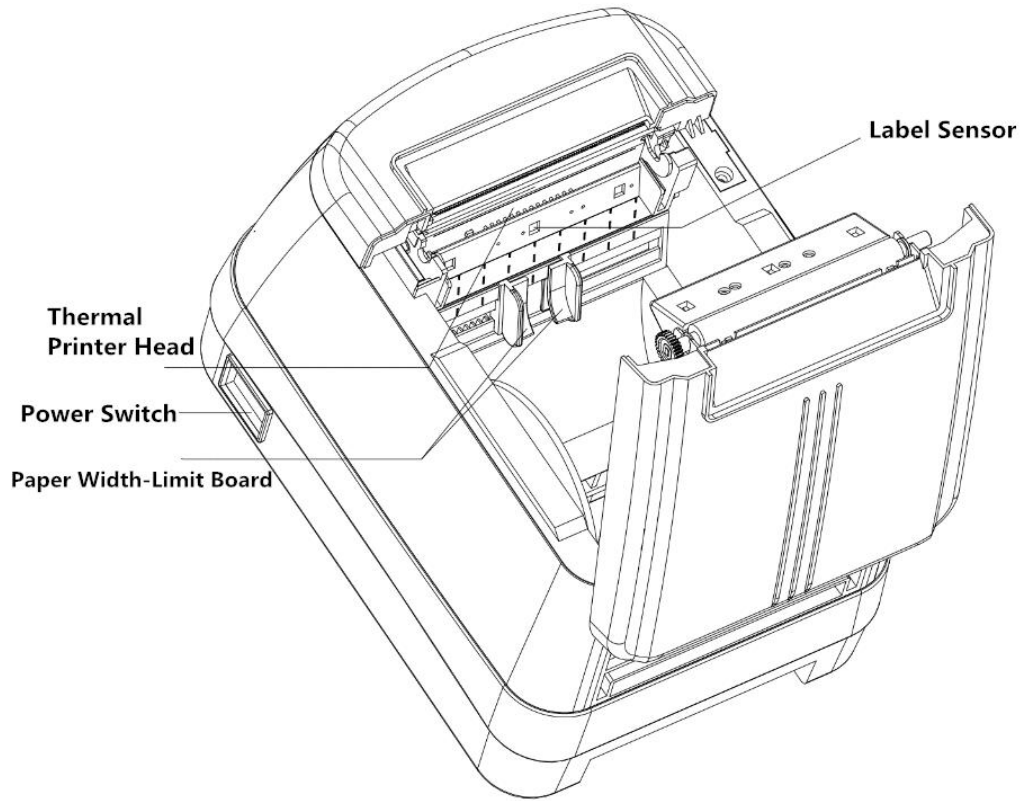
## Appearance and components



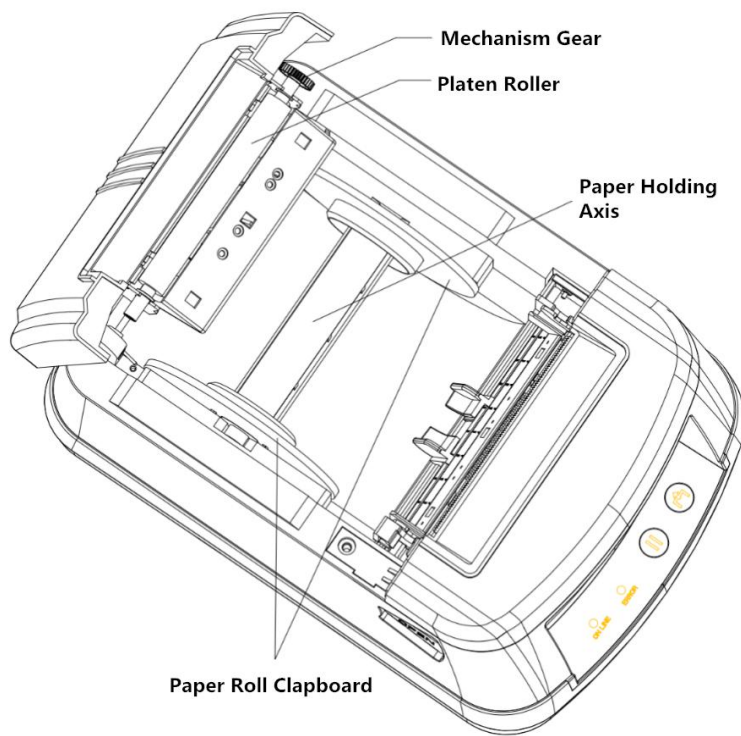
Picture 1



Picture 2



Picture 3



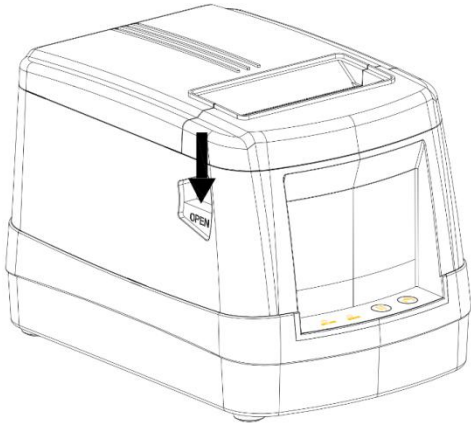
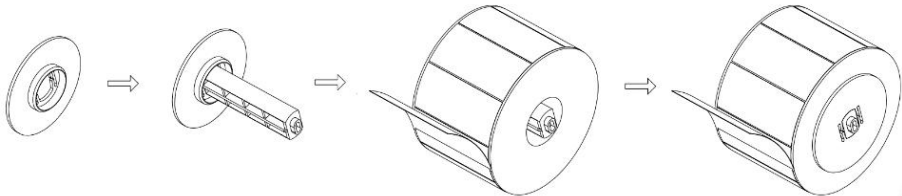
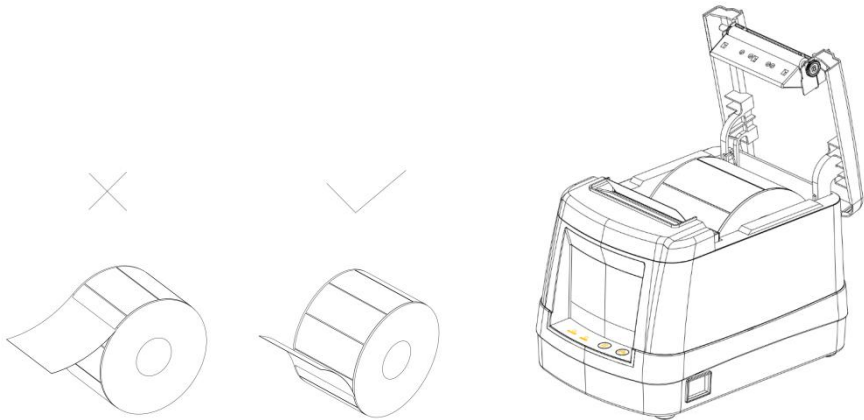
Picture 4

**Main features**

- Maximum printing speed 5 inch/sec;
- Support TSPL, ZPL, EPL, DPL multiple command sets;
- Support different sizes of thermal label paper;
- At the same time meet the medium at different range 20mm -82mm, easy to operate;
- Automatic paper detection and positioning function;
- Temperature self-adaption control;

**Paper roll installation**

Put long plastic shaft into the paper roll, and then fix it with two side board . The protruding part of the shaft board needs to be inserted into the slot until the position of the loading shaft board and the loading slot is well matched.

| Step   | Diagrams   |
|--|--|
| <p>①press down the opening button to open the top cover</p>  |   |
| <p>②As steps show on the right, Put long plastic shaft into the paper roll, and then fix it with two side boards</p>                         |  |
| <p>③put the well matched paper roll and its loading sticker board into the printer slot, pls pay attention to the label paper direction.</p> |  |

## Technical datas

|                           |   |
|---------------------------|---|
| Resolution                | 203 DPI   |
| Print Method              | Thermal Print   |
| Print Speed(Max)          | 127 mm (5") / s ,   |
| Print Width(Max)          | 80mm(3")  |
| Print Length(Max)         | 1770 mm (70")   |
| Printer Size              | 225 mm (D) x151 mm (W) x151 mm (H)  |
| Printer Weight            | 1.08kg  |
| Label Paper Roll Diameter | 25-120mm  |
| Paper Direction           | Paper Up  |
| Processor                 | 32-bit CPU  |
| Memory                    | <ul style="list-style-type: none"> <li>■ 8M Flash memory</li> <li>■ 8M SDRAM</li> </ul>   |
| Interface                 | <ul style="list-style-type: none"> <li>■ USB (Standard)</li> <li>■ Bluetooth (Optional)</li> </ul>  |
| Power                     | <p>Adaptor</p> <ul style="list-style-type: none"> <li>■ Input: AC 100-240V</li> <li>■ Output: DC 24V-2.5A</li> </ul>  |
| User Indicator            | <ul style="list-style-type: none"> <li>■ 2 Press Buttons</li> <li>■ 1 LED Blue Light, 1 LED Red Light</li> </ul>  |
| Sensor                    | <ul style="list-style-type: none"> <li>■ Gap Sensor</li> <li>■ Cover Opening Sensor</li> <li>■ Printer Head Temperature Sensor</li> </ul>   |
| Paper Type                | Thermal Label paper, Thermal adhesive paper, etc  |
| Media Type                | Continuous,Gap  |
| Media Width               | 20 mm ~ 82 mm   |
| Media Thickness           | 0.06 mm ~ 0.25 mm   |
| Label Length              | 10 mm ~ 1770 mm   |
| Paper off type            | Tear off  |
| Gap Height                | Minimum 2 mm  |
| Bar Code                  | <p><b>1D bar code</b></p> <p>Code128 subsets A.B.C,Code128UCC, EAN128, Interleave 2 of 5,Code 39,Code 93, EAN-13, EAN-8, Codabar, POSTNET, UPC-A, UPC-E, EAN and UPC 2(5) digits, MSI, PLESSEY, China Post, ITF14, EAN14, Code 11, TELPEN, PLANET, Code 49, Deutsche Post Identcode, Deutsche Post Leitcode, LOGMARS</p> <p><b>2D bar code</b></p> <p>CODABLOCK F mode, DataMatrix, Maxicode, PDF-417, Aztec, MicroPDF417, QR code, RSS Barcode (GS1 Databar)</p> |

|                           |                               |
|---------------------------|-------------------------------|
| Rotation on font,Bar code | 0°, 90°, 180°, 270°           |
| Command                   | TSPL-EZ,EPL,ZPL,DPL emulation |

## Printer connection

### Connect the power cable

- Make sure the printer power switch is off;
- Connect well the power adapter and the power cable,Then let one of its side match the printer port, and other side connect with the socket, and then turn on the power switch;

### Connect USB cable

- ① Confirm that the printer's power switch is off;
- ② Connect the USB data cable into the related interface;
- ③ Connect the other side of the USB data cable to the host computer.

**⚠ note:** Do not plug or unplug the USB data cable with power on.

### Get Printer information

We can get the printer information by the self-test page printed through following steps:

- ① Turn off the printer.
- ② Make sure the printer has loaded paper, and close the printer cover.
- ③ Press the FEED button, and turn on the printer, **keep pressing the Feed button until you see the ONLINE and ERROR indicators both flash, ONLINE indicator flash alone, and ONLINE and ERROR indicators both flash again, then release the FEED button. At this time, the printer will first calibrate the paper by coming out some blank label and then print out the self-test page as shown.**

The self-test page is shown below:

PRINTER INFO.

```

////////////////////////////////////
////////////////////////////////////
////////////////////////////////////
////////////////////////////////////
////////////////////////////////////
////////////////////////////////////
////////////////////////////////////

```

Printer Version: 1.006 EZ  
 SERIAL NO:  
 MILAGE(m): 24  
 CHECKSUN:EA2914C5  
 SERIAL PORT:9600,N,8,1  
 CODE PAGE: 850  
 COUNTRY CODE: 001  
 SPEED: 3 INCH  
 DENSITY: 8.0  
 SIZE: 3.15, 1.90  
 GAP: 0.14, 0.00  
 TRANSPARENCE: 13

**Printer Details**

BT: YES  
 BT NAME: Printer  
 BT PIN: 0000  
 BT MAC: xx-xx-xx-xx-xx-xx  
 BT VERSION: xxxxxxxx

**Bluetooth Info.**

FILE LIST:  
 DRAM FILE: 0 FILE(S)  
 PHYSICAL DRAM: 2048 KBYTES  
 AVAILABLE DRAM: 256 KBYTES FREE  
 PHYSICAL FLASH: 0 KBYTES  
 AVAILABLE FLASH: 0 KBYTES FREE

**Download Data Info.**

\*\*\*\*\*

**Indicator Light:**

There are two lights on the printer [a blue **online** light and a red error light].

| No. | Indicator Light Status                       | Instructions  |
|-----|--|---|
| 1   | <b>Online</b> light on and error light off   | Printer power Switch on and it is Normal Status.  |
| 2   | <b>Online</b> light on and error light flash | Printer Pause   |
| 3   | <b>Online</b> light flash and error light on | Detect Label gap errors   |
| 4   | <b>Online</b> light flash and error light on | Printer lack of paper   |
| 5   | <b>Online</b> light flash and error light on | Option1):Printer cover opening      Option2):When the print head is overheated for continuous printing, the <b>online</b> light and the error light flash at the same time. After about 1 minute, the CPU will detect the temperature of the print head again. When the temperature returns to the normal temperature, the printer automatically returns to the normal printing state |

**Power on function:**

This printer has two buttons [a PAUSE button and a FEED button]. There are 6 ways to set up and test the printer. Press the button(s) while turn on the power switch,check the signal light(s), and then release the button(s) to realize these functions. Please do the follow steps to check.

| No. | Function | Instructions   |
|-----|----------|--|
| 1   | Feed     | When the power indicator is on and the error indicator is off, Press feed key, the |

|   |                        |   |
|---|------------------------|---|
|   |                        | printer will feed the paper to the front of the next label  |
| 2 | Pause                  | When the printer is printing, press the pause button, the printer work will stop  |
| 3 | Self test page         | ① Turn off the printer.<br>② Make sure the printer has loaded paper, and close the printer cover.<br>③ Press the FEED button, and turn on the printer, <b>keep pressing the Feed button until you see the ONLINE and ERROR indicators both flash, ONLINE indicator flash alone, and ONLINE and ERROR indicators both flash again, then release the FEED button. At this time, the printer will first calibrate the paper by coming out some blank label and then print out the self-test page as shown.</b> |
| 4 | Gap sensor calibration | Adjust the paper specification parameters in the drive or directly send a command to set the specification parameters, then print a label. The printer will automatically calibrate the gap sensor and print the content.   |
| 5 | Enter debug mode       | <b>Process same with self test page, at the end, you can see "NOW IN DUMP MODE" in page</b>   |
| 6 | Printer initialization | ① Turn off the printer.<br>② Simultaneously press the PAUSE button and the FEED button. When the printer's <b>online</b> (blue) light is on and the error (red) light is off, release the PAUSE button and the FEED button. At this time, the printer clears the download data in the internal memory (DRAM) and The printer parameters are restored to the factory default settings.   |

## Troubleshooting

The contents below are some common problems and their solutions for users. Usually it will be work, but if it still not work after the following suggestions, pls contact the customer service department of our dealer or manufacture to get more help.

| Problems                       | Possible Reasons  | Solutions  |
|--------------------------------|---|--|
| <b>online</b> indicator is off | <ul style="list-style-type: none"> <li>■ The cable connection is not well connected to printer port</li> <li>■ Printer Power switch is not turned on</li> </ul>             | <ul style="list-style-type: none"> <li>■ Check the socket, power cable, adaptor cable is well connected with printer.</li> <li>■ Turn on power switch</li> </ul>                             |
|                                | <ul style="list-style-type: none"> <li>■ The printer cover is not closed well</li> </ul>  | <ul style="list-style-type: none"> <li>■ Please close the cover well</li> </ul>  |
|                                | <ul style="list-style-type: none"> <li>■ Run out of Label Paper</li> <li>■ The label installation path is incorrect</li> <li>■ Incorrect detection of gap sensor</li> </ul> | <ul style="list-style-type: none"> <li>■ Put new label paper inside</li> <li>■ Please refer to label paper installation steps, re-install, re-adjust the specifications and print</li> </ul> |
|                                | <ul style="list-style-type: none"> <li>■ There may be label paper or debris stuck inside the printer</li> </ul>   | <ul style="list-style-type: none"> <li>■ Clean the inside of the machine</li> </ul>  |
| The printer cannot print       | <ul style="list-style-type: none"> <li>■ Check if the transmission line has connected to the machine</li> </ul>   | <ul style="list-style-type: none"> <li>■ Reconnect the transmission line</li> <li>■ If you are using a USB cable, please confirm that the port in the computer drive</li> </ul>              |

|  |   |   |
|--|---|---|
|  |   | <p>is selected correctly</p> <ul style="list-style-type: none"> <li>■ Replace new transmission line</li> <li>■ Clean the print head</li> <li>■ The printer density setting is incorrect</li> </ul>  |
| Storage is full (FLASH/DRAM)                           | <ul style="list-style-type: none"> <li>■ FLASH/DRAM full of storage</li> </ul>  | <ul style="list-style-type: none"> <li>■ Clear unnecessary files inside FLASH/DRAM</li> <li>■ DRAM can store up to 256 files, the maximum capacity is 1024KB, the number of file is related to the content size of a single file</li> <li>■ FLASH can store up to 256 files, The maximum capacity is 1024KB, the number of file is related to the content size of a single file</li> </ul>  |
| Poor print quality                                     | <ul style="list-style-type: none"> <li>■ Incorrect label paper installation</li> <li>■ Dust or adhesive accumulation on the print head</li> <li>■ Improper setting of printing density</li> <li>■ Printer head damaged</li> </ul> | <ul style="list-style-type: none"> <li>■ Re-install the paper roll</li> <li>■ Clean the print head</li> <li>■ Clean the rubber roller</li> <li>■ Adjust the printing density and speed of the printer</li> <li>■ Print out the self-test page, check and judge whether the print head is damaged. If the print head is damaged, please return to the factory to replace</li> <li>■ Replace the appropriate label paper</li> <li>■ If the thickness of the label exceeds 0.22 mm, the printing quality may be reduced</li> <li>■ Close the printer cover in place</li> </ul> |
| Paper skipping occurs when printing                    | <ul style="list-style-type: none"> <li>■ Incorrect or incomplete label size setting</li> <li>■ The label sensor is covered by obstacle, which results in incorrect detection</li> </ul>   | <ul style="list-style-type: none"> <li>■ Re size and print</li> <li>■ Moderately reduce the gap value and print it</li> <li>■ Clean the obstacle on the sensors</li> </ul>  |
| Content on left and right sides to be printed are lost | <ul style="list-style-type: none"> <li>■ Incorrect label size setting</li> <li>■ Exceeded maximum print width</li> </ul>  | <ul style="list-style-type: none"> <li>■ Set the correct label size</li> <li>■ Change the paper roll within the maximum width</li> </ul>  |
| There are wrinkles in printing                         | <ul style="list-style-type: none"> <li>■ uneven pressure on printer head</li> <li>■ incorrect label paper installation</li> <li>■ printing density setting is incorrect</li> <li>■ incorrect label paper feed</li> </ul>          | <ul style="list-style-type: none"> <li>■ Please select the appropriate label printing density</li> <li>■ Please adjust the label width limiter to fit the current label</li> </ul>  |
| Gray lines appears                                     | <ul style="list-style-type: none"> <li>■ Printer head is dirty</li> </ul>   | <ul style="list-style-type: none"> <li>■ Please clean the print head</li> </ul>   |

|                      |  |  |
|----------------------|--|--|
| on black label paper | <ul style="list-style-type: none"> <li>■ Rubber roller is dirty</li> </ul>   | <ul style="list-style-type: none"> <li>■ please clean the rubber roller<br/>(Refer to the method recommended in Article 9 for specific operation methods and steps)</li> </ul> |
| Unstable printing    | <ul style="list-style-type: none"> <li>■ Printer in hex dump mode</li> </ul> | <ul style="list-style-type: none"> <li>■ Turn the printer off and on again, and jump out of dump mode</li> </ul>   |