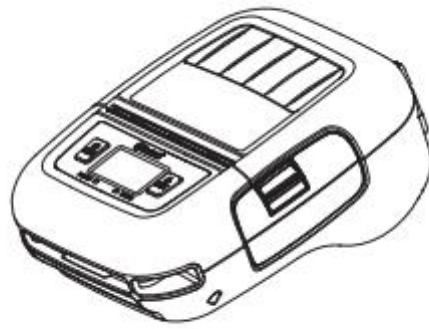


Mobile Printer
HM-T300 PRO
USER MANUAL



Rev.1.3

Manufacturer: Xiamen Hanin Co.,Ltd.

Address: No.96, Rongyuan Road, Tong'an District, Xiamen, China 361100

E-mail: support@hpert.com

Web: www.hpert.com

Caution Symbol



Never touch the thermal head immediately after the printer has been used. Let the thermal head cool for a few minutes before touching it.



This symbol is indicate that it is easily damaged. Observe the precautions for handling electrostatic sensitive devices.

Safety Precautions

Please be sure to read

To use this product in safety, please follow the precautions given below.

WARNING

- ✓ If you notice smoke, a strange smell, or a strange sound, turn off the power immediately, and remove the USB cable and/or battery pack. Then contact the dealer.
 - ✓ If any foreign material (metal scraps, water, or other fluid) enters the printer, immediately turn off the printer and remove the USB cable and/or battery pack. Then, contact your dealer for advice. Continued use of the printer could result in a fire.
 - ✓ Never attempt to repair the printer yourself. Also do not disassemble or modify the product. Doing so could lead to injury, fire, or electric shock.
 - ✓ Do not touch the tear bar.
 - There is a tear bar inside the paper outlet slot. Neither put your hand in the paper outlet slot while printing is in progress, or put your hand into the outlet even when printing is not in progress.
 - The printer cover can be opened when replacing the paper. However, since the tear bar is on the inside of the printer cover, be careful not to place your face or hands too close to the tear bar.
 - ✓ During and immediately after printing, the area around the thermal head is very hot. Do not touch it, as you could be burned.
 - ✓ If any battery fluid gets on your skin or clothing, immediately wash the affected area with fresh water. Otherwise, skin damage may result.
 - ✓ The battery pack may be hot immediately after the product has been used.
-

■ Using the Printer

- ✓ Some semiconductors can be damaged by static electricity. Be sure to turn off the printer when inserting or removing the battery pack.
- ✓ Do not drop the printer or hit it against a hard object.
- ✓ Do not open the printer cover while the printer is printing.
- ✓ Before you open the printer cover, make sure that printing data is not being sent to the printer.
- ✓ Do not unplug or plug in a USB cable while the printer is printing or during communication.
- ✓ Do not touch a USB connector while the printer is printing.
- ✓ Turn off the printer when you are not using it.
- ✓ When the printer is used in a low temperature environment, the battery's performance will be diminished, and the amount of time that you can use the printer for may be reduced.
- ✓ Do not pull out paper while the printer cover is closed.
- ✓ The heating element and the driver IC of the thermal head are easily damaged. Do not touch them with metal objects, sandpaper, etc.
- ✓ Printing quality may suffer if the thermal head heating element becomes soiled by being touched with your hands. Do not touch the thermal head heating element.
- ✓ There is a risk of damage to the driver IC of the thermal head from static electricity. Never directly touch the IC.
- ✓ Do not operate the printer if there is moisture on the front surface of the head from condensation, etc.

■ Thermal Paper Handling

- ✓ Only use thermal paper with the designated specifications. The printing quality and working life of the thermal head cannot be guaranteed if any paper other than that recommended is used. In particular, if ion concentration of [Na⁺, K⁺, Cl⁻] is high, it may drastically reduce the working life of the thermal head. Please exercise caution.
 - ✓ Store the thermal paper in a cool, dry, dark location.
 - ✓ Do not rub the thermal paper with a hard object.
 - ✓ Do not leave the thermal paper in contact with plastic film, an eraser, or adhesive tape for a long period of time.
 - ✓ Do not stack the thermal paper on fresh diazo copies or wet-type copies.
 - ✓ Do not use chemical glue on the thermal paper.
 - ✓ Do not use thermal paper that has been stored for a long period .
-

■ Operating Environment for the Printer

Before actually unpacking the printer, remember the following points when doing this.

- ✓ Do not use the printer in an environment in which it will be subject to strong shaking while it is printing.
- ✓ Be careful to ensure that the printer is not exposed to direct sunlight.

The appropriate environment for using the printer is described below.

Temperature: -2°C to 52°C

Humidity: 30% RH to 85% RH (no condensation)

- ✓ Do not place the printer near a copying machine or other device that produces a strong electromagnetic field.
- ✓ Keep the printer sufficiently removed from heaters and other sources of heat.
- ✓ Use the printer in a clean, low-humidity environment that is free from dust.
- ✓ Avoid using the printer in high-humidity rooms.

■ Printer Maintenance

Please perform the following maintenance every 6 months.

- ✓ Thermal head

Dip a cotton swab in an alcohol solvent (ethanol, methanol, or isopropyl alcohol), and clean the heating area of the head.

- ✓ Platen

While turning the platen, use a soft dry cloth to lightly rub the entire surface of the platen and remove any foreign objects.

- ✓ Paper storage unit and the surrounding area

Remove any dirt, dust, pieces of paper, etc., from the paper storage unit.

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1. Product Overview

This printer is perfect for mobile banking systems, retail, POS (point of sale) terminals and other forms of mobile computing.

The characteristics of this printer are listed below:

- Light (150x120x70mm)
- Extremely light and mobile (630g including Battery pack)
- Very silent printing thru direct thermal printing method
- Print speed Max.80mm/s
- Support Bluetooth 4.0 BLE/2.1+EDR (Dual Mode)
- Belt Clip as a standard accessory
- Support text and graphic printing
- Drop-in design that makes it easy to load paper
- A printer cover that can be opened with the touch of a button
- Printer cover open detection, Paper-out detection, Label gap detection(Transmission, fixed, middle), Black mark detection (Reflective, print back to the right, 2~3groups), Temperature detection

1.1 Printer & Accessories

The printer is packaged with the following accessories.

If any of these accessories is broken or missing, please contact the dealer that you bought the product.



Printer



USB Cable



AC Adapter



Battery



Roll Paper



Belt Clip



Quick Start Guide

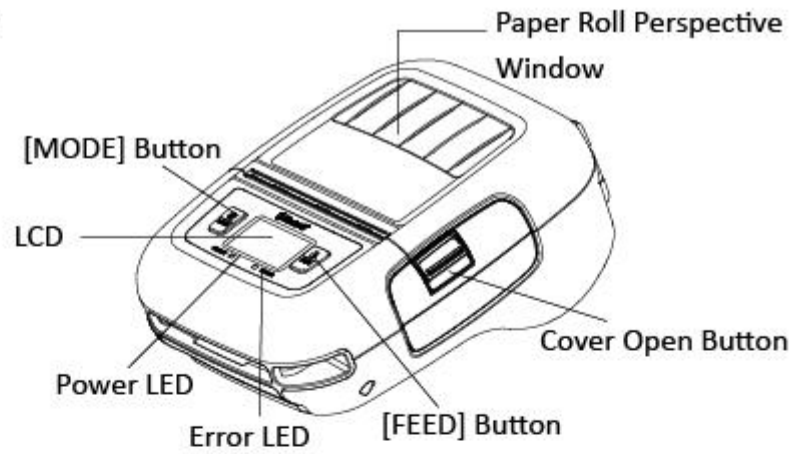
Note:

1) The AC adapter varies by country and region.

2) The packing items are actually dependent on the order.

1.2 Appearance and Components

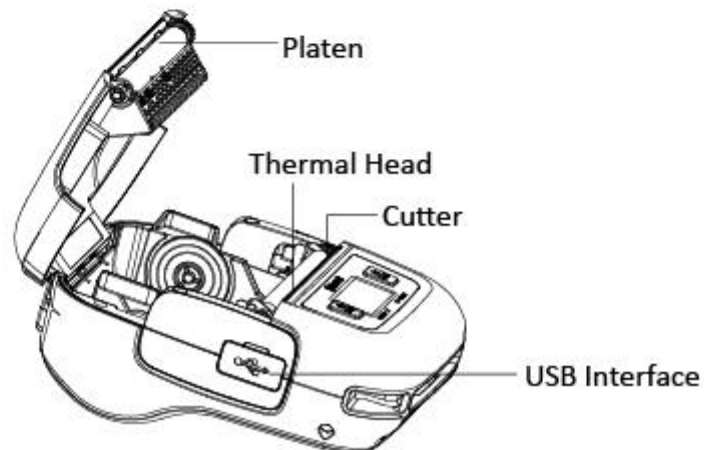
▪ Front



▪ Back



▪ Inside

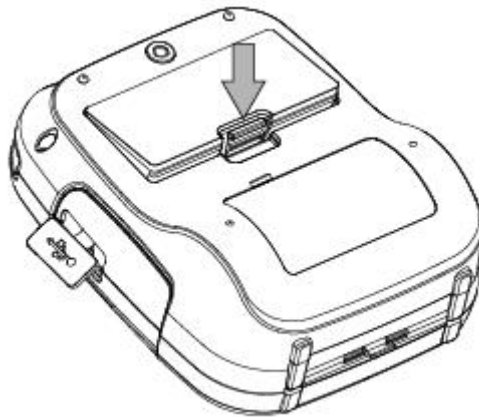


2. Setup

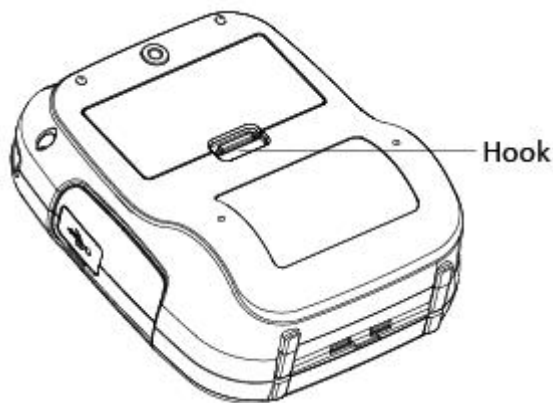
2.1 Battery Pack

2.1.1 Inserting into the Printer

1. Make sure that the printer has been turned off before you insert or remove the battery pack.
2. Insert the battery pack into the back of the printer as in the figure shown below, following the direction of the arrow. Press down on the battery pack until the hook click into place.



3. To remove the battery back, pull back the hook, and use the opposite procedure from the one you used to insert the battery pack.



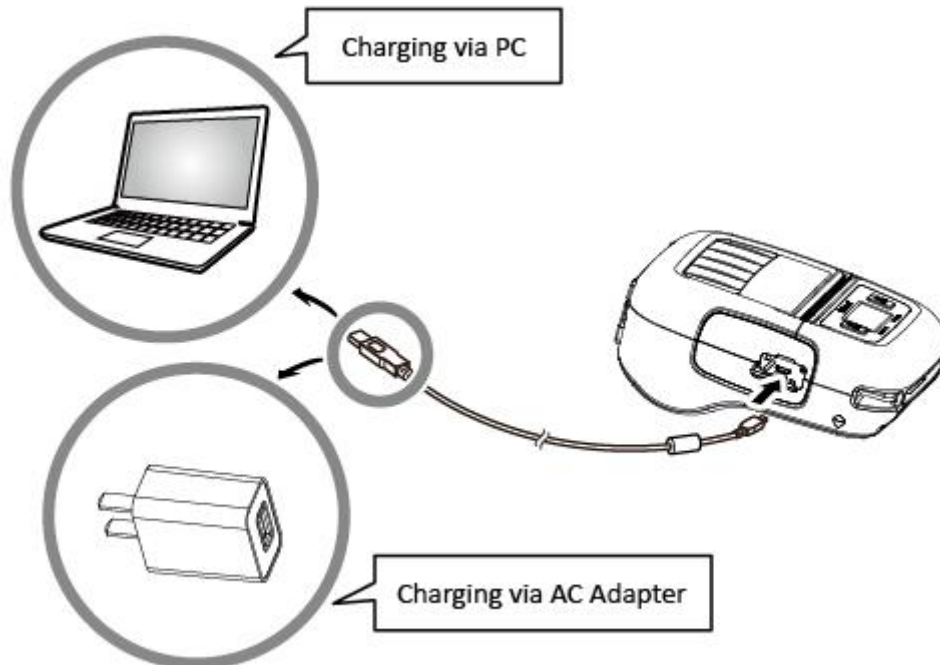
 **NOTES:**

This printer can only use the company's original equipment or approved special battery, otherwise, it may cause damage to the product, battery leakage, fire or explosion.

2.1.2 Charging the Battery

Insert the battery pack into the printer to charge it.

Plug in socket with USB charging.



When battery pack runs out of power, the battery icon will flash. It powers off automatically when continues printing. If you want to go on, please charge it.

Battery charging

- ◆ POWER lamp will always flash in green color and goes off when fully charged.
- ◆ Charging the printer when it is on, even if battery icon on the LCD shows fully charged, turn off the printer and let the battery charge until the POWER lamp goes off for fully charge.



Notes about the Battery Pack

◆ General Battery Characteristics

- The battery is a consumable and its performance over time gradually decreases.
- While not in use, the battery will slowly discharge itself.
Prepare a battery pack that has been charged relatively recently (1 to 2 days earlier).
- To ensure that the battery lasts for a long time, we recommend that you turn off the printer whenever possible.
- When used at low temperatures, battery performance will temporarily decline. Be sure to have a fully-charged spare battery standing by if the printer will operate in a cold environment.

◆ Charging the Battery Pack

- The battery pack can be charged at ambient temperatures between 0 and 40°C.
- The time required to charge the battery pack varies depending on the voltage and the ambient temperature.
Normally, it takes 3 to 4 hours to charge the battery pack.
- It will take longer to charge the battery pack if you print while charging the battery pack.
- Do not remove the battery pack while it is being charged.
- Fully charge the battery prior to using the printer. Otherwise, the performance of the battery may be affected.
- There is no need to completely discharge or use up a rechargeable Lithium-ion battery before recharge it.
- It is normal for the battery pack to be hot after it has finished charging or been used.

◆ Notes about Using the Battery Pack

- Only use a designated battery pack.
- Only use the designated battery charging method.
You cannot use a USB cable other than the designated USB cable.
- Do not throw the battery into a fire, place it near a flame or heating device, or leave it in a hot environment (under direct sunlight, in a car, etc.).
- Do not use a battery pack that has been dropped or subjected to a shock in some other way.
- Do not disassemble or modify the battery pack.
- Do not short the terminals of the battery pack or get it wet.
- Do not place the battery pack in a bag with a small metal object (such as a key).
- If any battery fluid gets on your skin or clothing, immediately wash the affected area with fresh water. Otherwise, skin damage may result.

◆ Notes about Storing the Battery Pack

- If you do not intend to use the battery pack for a long time, be sure to remove it from the printer.
- Keep the battery out of the reach of children. In addition, be careful that children do not remove the battery.
- Store the battery pack in a cool place.
 - * We recommend that you store the battery pack in a dry area with an ambient temperature of 15 to 25 °C.
 - * Avoid storing the battery in locations with high or extremely low temperatures.

◆ Battery Disposal and Recycling

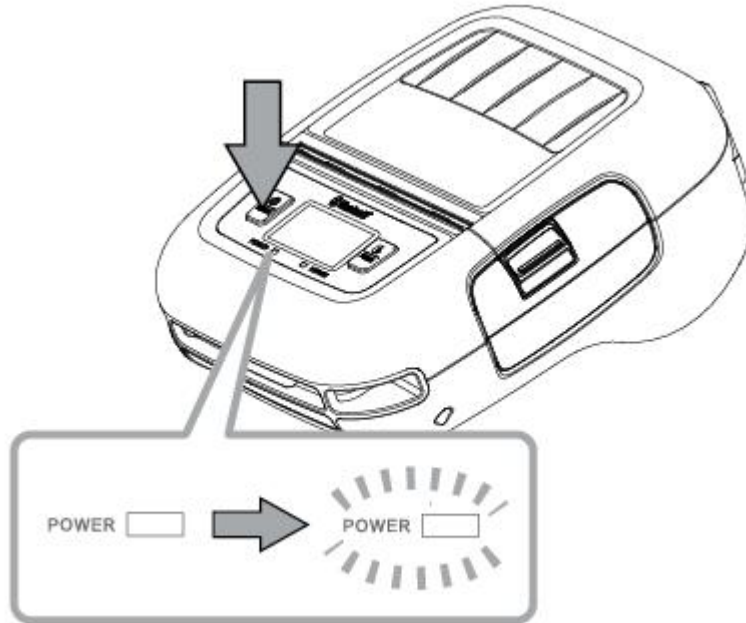
A battery pack is used to power this device. Since the disposal process of batteries varies from country to country, refer to the appropriate measures mandating the disposal method of the country in which this device is used.

If battery pack is not in use for a long time, please remove it after fully charged. And it should be recharged every 3 months.

When power is low, battery should be charged in time. If the printer automatically power down because of low power, be sure to charge the battery in 15 days. Otherwise, it will cause permanent damage to the battery.

2.2 Bluetooth And Wi-Fi

1. Press and hold MODE button for approx. 2 seconds, and printer is turned on.
Then, it is ready to pair with another Bluetooth device.



2. If necessary, enter the following information into the terminal that you are using.

PIN: 1234 (default)

Device name: "HM-T300 PRO -XXXXX" (default)

(XXXXX is the last digits of the Product Serial Number)

3. Printer WiFi factory default is AP mode, which IP address is "192.168.1.1" and SSID "T300PRO_WiFi".
After the PC or mobile phone be connected to printer successfully, users can click below link and some parameter settings.

Link: <http://192.168.1.1/>

Access password: 12345678

Notes:

- 1.HM-T300 PRO has two Bluetooth modes:

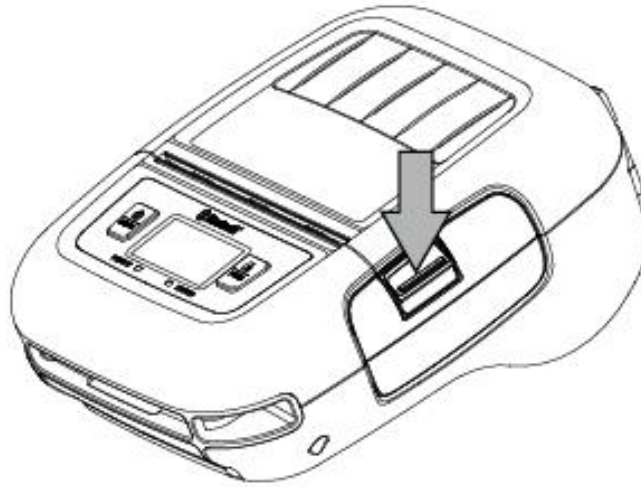
- a) One is Bluetooth Ver3.0 with PIN for Android or Windows system. PIN and Device name can be changed through Star Utility. To obtain this utility, please contact with your dealer.
- b) Another is Bluetooth 4.0(BLE) without PIN for iOS system.

- 2.HM-T300 PRO changes the Bluetooth mode automatically by host system.

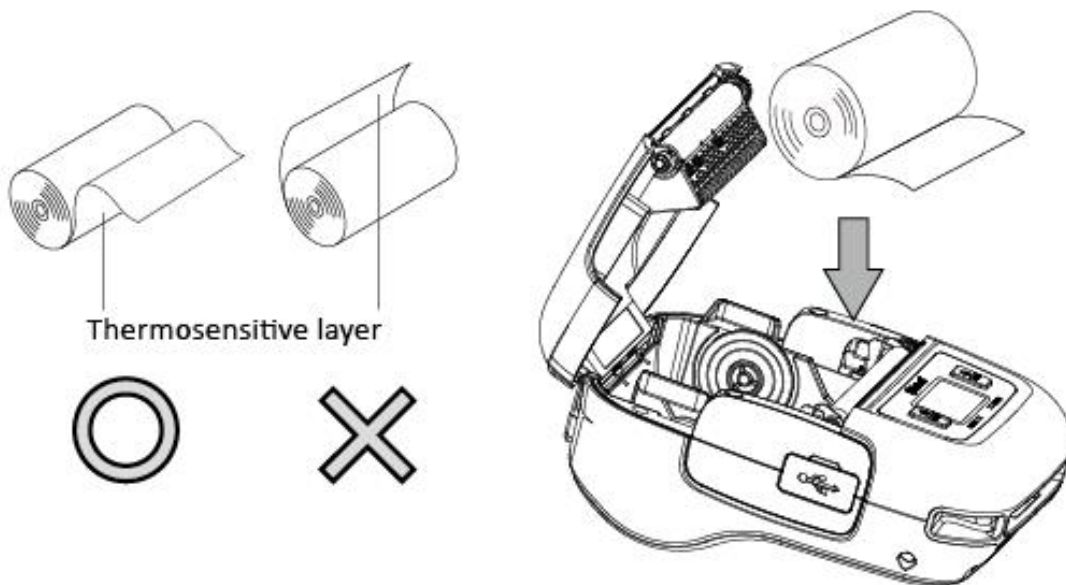
- 3.Pairing sets one by one in order, otherwise it can't figure out which one succeeds in pairing.

2.3 Loading Paper

1) Press the cover open button to open the paper cover.



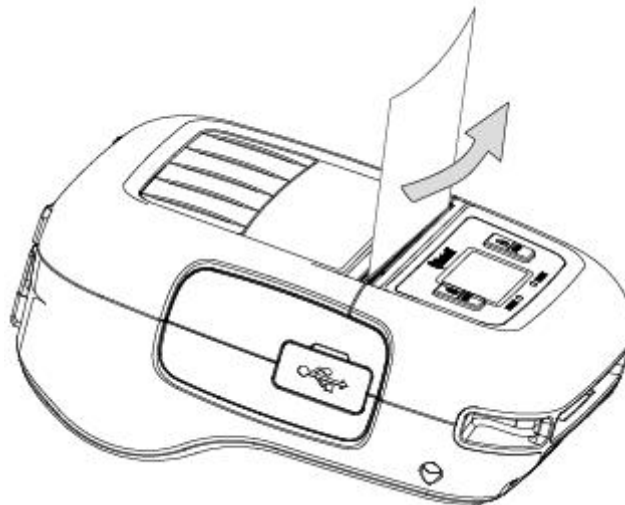
2) Load the roll paper in the orientation shown in the figure below.



3) Pull the end of the roll straight toward you. Then press down on both sides of the printer cover to close it firmly. When you close the printer cover, make sure that it is closed on both sides.



4) Use the tear bar to cut the extra paper.



⚠ CAUTION

When ERROR lamp is flashing, please make sure the cover is closed correctly. If it's not, open the cover and close it correctly.

When the paper is jammed, be sure to open the printer cover before removing the jammed paper.

Do not under any circumstances try to pull out the jammed paper forcefully while the printer cover is closed, doing so may damage parts of the printer.

Caution Symbol



Never touch the thermal head immediately after the printer has been used.

Also, even when the thermal head is not hot, do not touch it, because static electricity can damage the devices inside the thermal head.

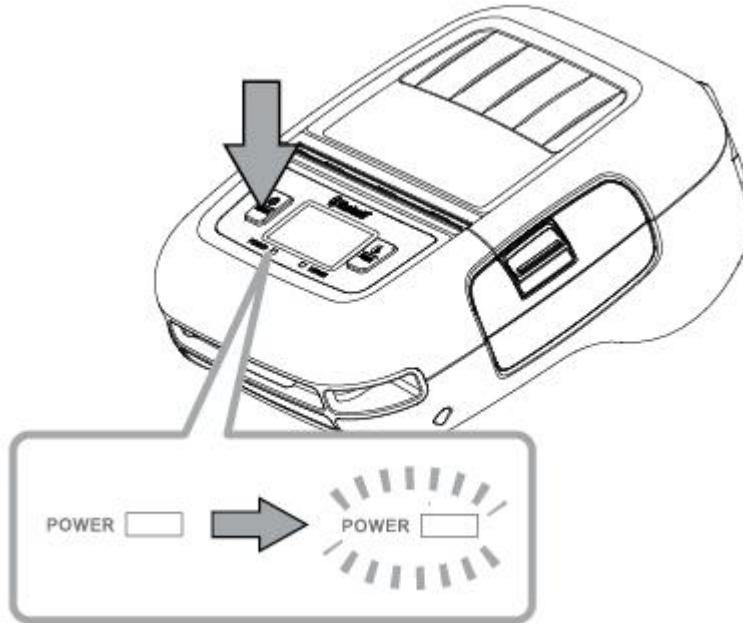
WARNING

- 1) Do not touch the tear bar.
 - There is a tear bar inside the paper outlet slot. You could neither put your hand in the paper outlet slot while printing is in progress nor put your hand into the outlet even when printing is not in progress.
 - The paper cover can be opened when replacing the paper, be careful not to place your face or hands too close to the tear bar.
- 2) During and immediately after printing, the area around the thermal head is very hot. Do not touch it, as you could be burned.

2.4 Menu Settings

Change the Menu settings by following operations.

1. Press and hold the MODE button for approx. 2 seconds, and printer is turned on.



2. Press and hold both the MODE & FEED. Release the buttons after printer displays “Enter Menu Mode”, then you can configure the settings.



3. To switch the Menu and option parameter , or return to the previous menu, press MODE button.
4. To move the cursor(“_”), entry the printer mode, or confirm the new setting, press FEED button.

⚠ CAUTION

Before changing the menu setting, make sure that the communication with a host device is disconnected. When the printer is under the Bluetooth communication with a host device, it cannot enter the Menu Settings mode.

Example

When you want to change the settings of the printer mode as shown below,

Item	Factory Setting	Configuration Example
1 Density	0(Medium)	1(Low)
2 Standby Time	0060(Sec)	0080(Sec)
3 Auto Off Time	0120(Min)	1120(Min)
4 Paper Type	4(Label)	1(BM(3inch))
5 Set Language	0(EN)	0(EN)
6 Factory Reset	0(Cancel)	0(Cancel)

Press and hold the MODE & FEED buttons for 5 seconds.

→You will see present “Enter Menu Mode” in the LCD.

Press the MODE button once to switch the menu item.

Display: 1 Self Test →2 System Setting

→Press the FEED button to get into the menu.

Display: 1 Density
 2 Standby Time
 3 Auto Off Time
 4 Paper Type
 5 Set Language
 6 Factory Reset
 7 Previous Menu

➤ You can press MODE button to switch the menu item, press the FEED button once to enter the menu.

→Press the FEED button once to get into the Density menu.

Display: Density:
 0-Medium 1-Low
 2-High 0
 3-Special

→Press the MODE button once to input the number 1, then press and hold FEED button to confirm the new setting and return to the previous menu.

0(Medium) → 1(Low)

Please use at a room temperature if you want to set the density to '3 Special'.
Some type of the paper are not suitable for use in low temperature environment.

➤ Press the MODE button once to switch the menu item--Standby Time.

→Press the FEED button once to get into the menu.

Display: Standby Time:
 [0010-9999(Sec)]
 0060

→Press the FEED button twice to move cursor(" - "), then press the MODE button twice to input the number: 8, finally press and hold FEED button to confirm the new setting and return to the previous menu.

(The standby time has set to 80 seconds)

0060(Sec) →0080(Sec)

When set the parameter to 0000, the standby time becomes invalid.
If set the parameter to 0001~ 0009, it will return to the previous setting, so do not set it.

➤ Press the MODE button twice to switch the menu item--Auto Off Time.

→Press the FEED button once to get into the menu.

Display: Auto Off Time:
 [0000-9999(Min)]
 0120

→Press the MODE button once to input the number on : 1, then press and hold FEED button to confirm the new setting and return to previous menu.

(The auto off time has set to 1120 minutes)

0120(Min) →1120(Min)

When set the parameter to 0000, the auto off time becomes invalid.

➤ Press the MODE button 3 times to switch the menu item--Paper Type.

→Press the FEED button once to get into the menu.

Display: 0-Receipt
 1-BM(3inch)
 2-BM(2inch)
 3-BM(Center)
 4-Label

→Press the MODE button twice to input the number:1, then press and hold FEED button to confirm the new setting and return to the previous menu.

(The paper type has set to BM(3inch))

4(Label) →1(BM(3inch))

➤ Press the MODE button 4 times to switch the menu item--Set Language.

→Press the FEED button once to get into the menu.

Display: Language
 0-EN 1-CH

0

➤ Press the MODE button 5 times to switch the menu item--Factory Reset.

→Press the FEED button once to get into the menu.

Display: 0-Cancel
 1-Factory Reset

0

→When the setting does not need to be reset, press and hold FEED button to return to the previous menu.

➤ Press the MODE button 6 times to switch the menu item--Previous Menu.

→Press the FEED button once to return to the previous menu.

Display: 1 Self Test
 2 System Setting
 3 Exit Menu

➤ Press the FEED button once to enter the menu item--Self Test

Display: 1 Print
 2 Calibrate
 3 Hex Dump Mode
 4 Previous Menu

→Press the FEED button once, you will see present "Press Feed To Print" in the LCD, press FEED button, the new settings will be printed.

If the settings were not configured correctly, follow the above procedure to configure the settings again.

Menu Setting Table

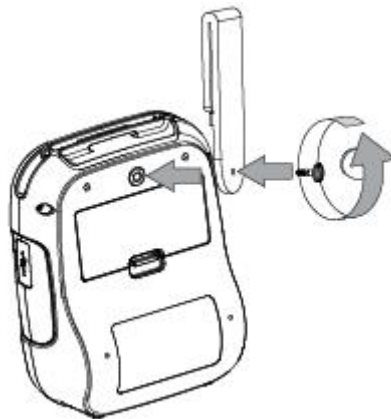
First-level menu	Second-level menu	Third-level menu	Default
1 Self Test	1 Print	Press Feed To Print	--
	2 Calibrate	Please press feed key to calibrate...	--
	3 Hex Dump Mode	Hex Dump Mode	--
	4 Previous Menu	--	--
2 System Setting	1 Density	0-Medium 1-Low 2-High 3-Special	Medium
	2 Standby Time	Standby Time: [0010-9999(Sec)]	60 Sec
	3 Power Off Time	Auto Off Time:[0000-9999(Min)]	120 Min
	4 Paper Type	0-Receipt 1-BM(3inch) 2-BM(2inch) 3-BM(Center) 4-Label	4-Label
	5 Language	0-EN 1-CH	0
	6 Factory Reset	0-Cancel 1-Factory Reset	Cancel
	7 Previous Menu	--	--
3 Exit Menu		--	--

2.5 Belt Clip

2.5.1 Install the Belt Clip

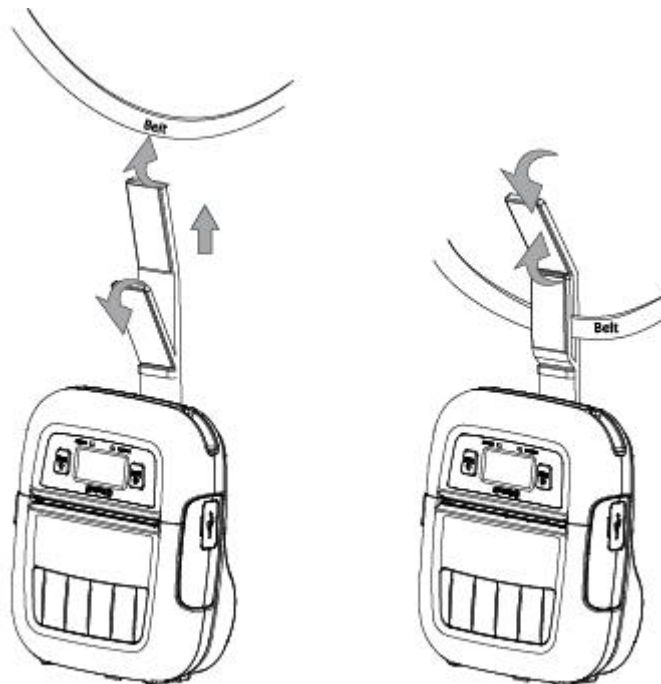
Follow the procedure below to attach the belt clip to the printer.

1. Make sure that you are attaching the belt clip in the right orientation, then screw the screw that comes with the belt clip into the designated screw hole to attach the belt clip to the printer.
2. Use a coin to firmly screw in the screw.



2.5.2 Using the Belt Clip

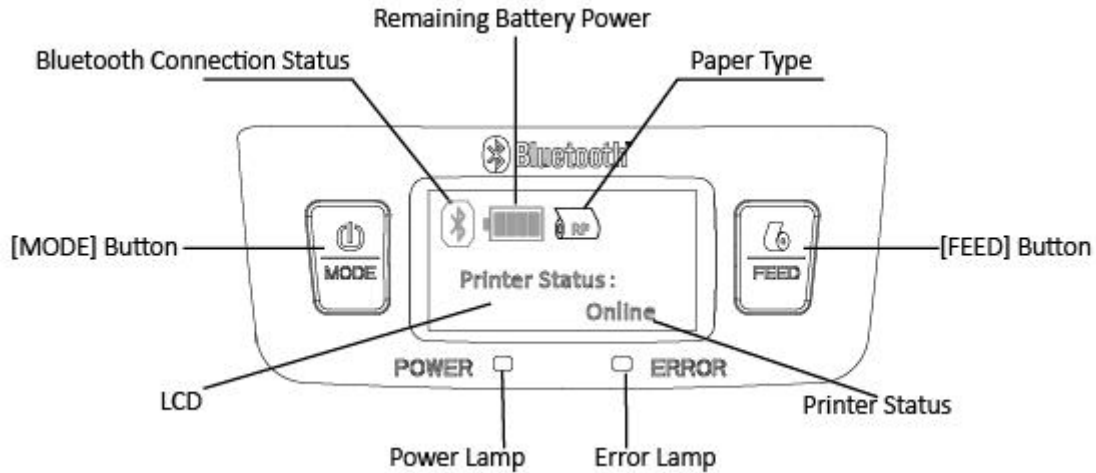
When the printer is attached to your belt, you can use it like the picture below.



Note: Be careful not to drop when use a belt clip. Velcro be securely fixed.

3. Printer Features

3.1 Control Panel



3.1.1 Button

1) MODE Button:

- ① Pressing and holding the MODE button for 2 seconds or more will turn the power on or off.
- ② Pressing and holding MODE & FEED buttons for 5 seconds will put the printer into Menu Setting mode. The MODE button can now be used to change Printer MODE status visible on the LCD screen for fast configuration.

(Refer to 2.4 Memory Switch Settings for details about mode conversion)

2) FEED Button :

- ① When the printer is on, paper can be fed manually by pressing and holding the FEED button for more than one second.
- ② In Menu Setting mode, the FEED button can be used to move cursor(“_”) and confirm the new setting.

3.1.2 Panel Lamp

- 1) **POWER (Green):** Printer is ON and ready to receive data.
- 2) **ERROR (Red):** Indicates an error has occurred. (Eg: Paper Out, Cover Open, etc)

Status	Lamp	Display Screen	Buzzer
Printer Ready (Voltage normal)	Power (Green, ON)	Display battery icon and power	
Printer Ready (Low power, less than 20%)	Power (Green, ON)	Battery icon slow flash	Short beep twice
During Charging (Shutdown status)	Power (Green, ON)		
During Charging (Shutdown status)	Power (Green, ON)	Charge icon retention	Access charge short beep once
Charge Complete (Shutdown status)	Power (OFF)		
Cover Open	Status (Red, ON)	Text prompt: Cover open	The buzzer will give a beep for a second.
Paper Out	Status (Red, ON)	Text prompt: Paper out	The buzzer will make a beep twice, and after a pause of 500ms, there will be another beep.
Thermal Head Overheating	Status (Red, Slow Flash)	Text prompt: Thermal head overheating	The buzzer will keep beep, and after 1 second pause, there will be another beep.
Wi-Fi Try to Connect (If Wi-Fi module is available)		Wi-Fi icon is flashing, the signal indication is full	
Wi-Fi Connection Succeeds (If Wi-Fi module is available)		Wi-Fi icon is always ON, the signal indication is full	
Wi-Fi is not Configured (If Wi-Fi module is available)		Wi-Fi icon is always ON, the single indication is nothing	

Status	Lamp	Display Screen	Buzzer
Bluetooth Try to Connect		Bluetooth icon is flashing	
Bluetooth Connection Succeeds		Bluetooth icon is always ON	
Bluetooth is not Configured		No display	

3.1.3 LCD Indication

LCD will display most of the printer status.

Content

Mode/Status: Indicates the currently specified printer mode or error status.

Remaining battery power:



There is sufficient remaining battery power.



The remaining battery power is low. Please charge the battery pack.



The remaining battery power is extremely low.

Flashing Stop using the printer immediately, and charge the battery pack.

Note: If you continue printing at the low remaining battery power status, the printer cannot feed paper properly and may print with condensed (narrow) line spacing.

Bluetooth connection status:



The mark on the left indicates that there is no Bluetooth connection.



The mark on the left indicates that there is a Bluetooth connection.

Paper type



Receipt



Black mark (Front)



Black mark (Back)



Out of paper

3.1.4 Buzzer Description

Buzzer	Status
No ring	Low battery
Once	Begin charging/Press button/Cover close
Twice	Paper out/Cover open
Three	USB disconnected

3.2 Self Test

You can use self test to check the printer's settings.

Before you start the self test, make sure that roll paper has been properly loaded into the printer.

Self Test Procedure:

- 1) Turn on the power while holding down FEED button.
- 2) The printer will print the current printer status, including the firmware version, communication mode.
- 3) The self test will finish automatically. The printer will be ready to receive data after the self test finishes.

```
HPRT Technologies
HM-T300 PRO

Serial Number : XXXXXXXXX
Density : MID(MID SPEED)
Paper Type : Receipt
Top Margin : 0 mm

Program :
Firmware : V1.00.04 CPCL
Build Date : 2016.11.15
Build Time : 18:46:18

Power Management :
Standby Time : 60 s
Power Off Time : 120 min

Bluetooth :
Name : HM-T300 PRO
Baud : 9600
Address : 8C : DE : 52 : 99 : 2E : EB
Password : 1234
```



Note: Please subject to the actual self-test page, this self-test page is only for reference.

3.3 Instruction for Standby(Sleep) Mode

The printer in the Standby(Sleep) Mode will recover to the Print Ready Mode when receiving print data or button operations.

Press the FEED button or the MODE button and confirm that the LCD is turned on. When the LCD is not turned on, it is possible that the printer is turned off by the Power OFF mode. In this case, turn the printer on manually.

4. General Specification

Product Model		HM-T300 PRO
Print	Print Method	Direct thermal printing
	Resolution	203dpi
	Print Width	Max.72mm/576 dots
	Print Speed	Max.80mm/s
	Programming Language	ZPL, CPCL
Paper	Paper Type	Thermal receipt paper (including black mark), thermal receipt paper
	Paper Width	55mm to 80mm (or 37mm to 63mm)
	Paper Thickness	0.06mm to 0.16mm
	Paper Compartment Capacity	Max. Diameter 57mm
Communication Interface	Standard	1 × micro-USB Bluetooth 4.0 BLE/2.1+EDR (Dual Mode)
	Optional	Wi-Fi (802.11b/g/n)
Sensors	Standard	Printer cover open detection Out-of-paper detection Gap detection (transmission, fixed, middle) Black mark detection (reflective, right side of print back, 2~3groups) TPH Temperature detection
Hardware Configuration	Processor	ARMv7E-M Cortex-M7 32-bit RISC Processor
	RAM	32MB
	Flash	256MB NAND FLASH
Power	Type	Detachable lithium polymer rechargeable battery
	Voltage	7.4 V
	Capacity	1800mAh
Electrical Parameters	Input	AC 100~240V, 50/60Hz
	Output	DC 5V, 1A
Software	Driver	Windows 7/8/8.1/10, Server 2008/2012/2016 Linux
	Utility Tool	HPRT Mobile Printer Utility(TBD)
Certification		CCC, SRRC, RoHS, CE, FCC

Reliability	TPH Life	50km
	Levels of Protection	IP42, IEC60529 specification
	Drop Test Standard	1.5m machine drop test, follow GB/T 2423.8
Environmental Parameters	Operation	0°C to 55°C, 10% to 85%RH, non-condensing
	Storage	-10°C to 65°C, 5% to 90%RH, non-condensing
Certification		CCC, SRRC, RoHS, MFi, CE, FCC, CB

⚠ WARNING:

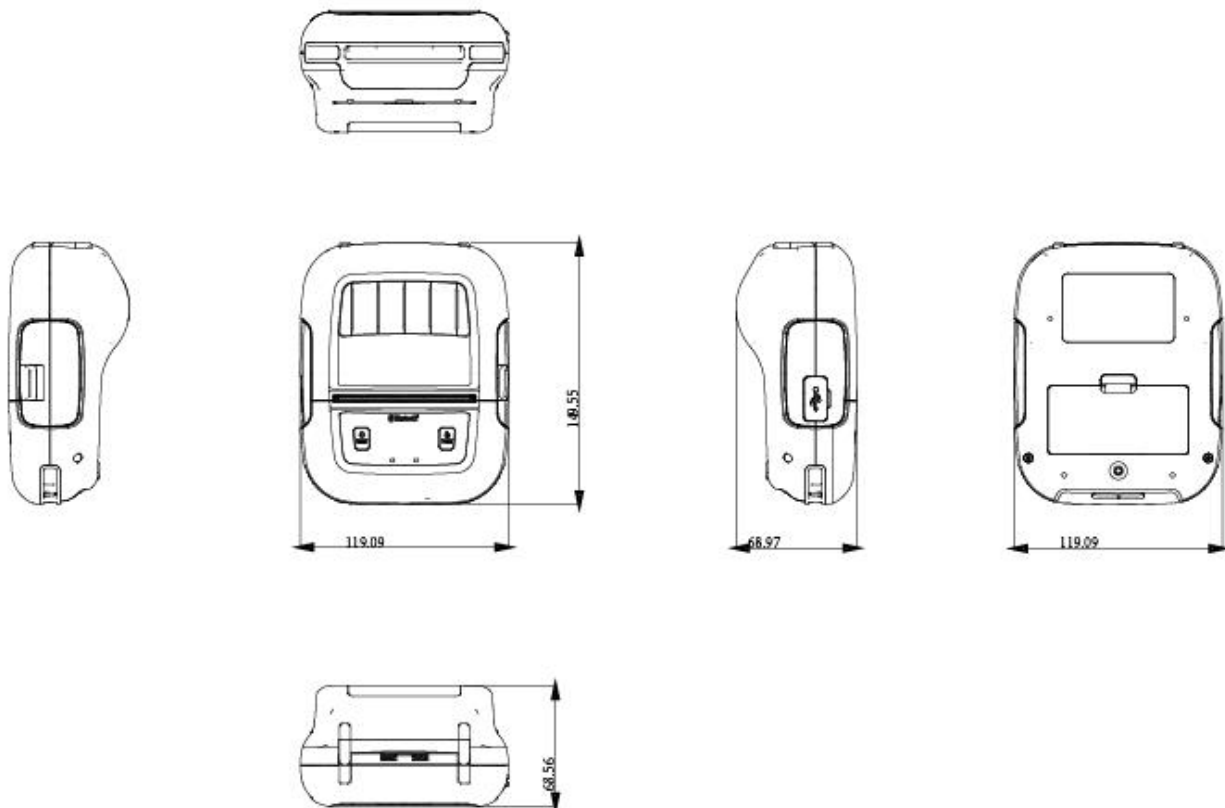
Please use the recommended thermal paper or same quality paper, otherwise it will influence the printing quality and decrease the thermal print head life.

Please use at a room temperature if you want to set the print density to “Special”.

Some types of the paper are not suitable for use in low-temperature environment.

■ Dimensions

- External Dimension: 150mm (W) x 70mm(D) x 120mm (H)
- Weight : 630g(including battery pack)

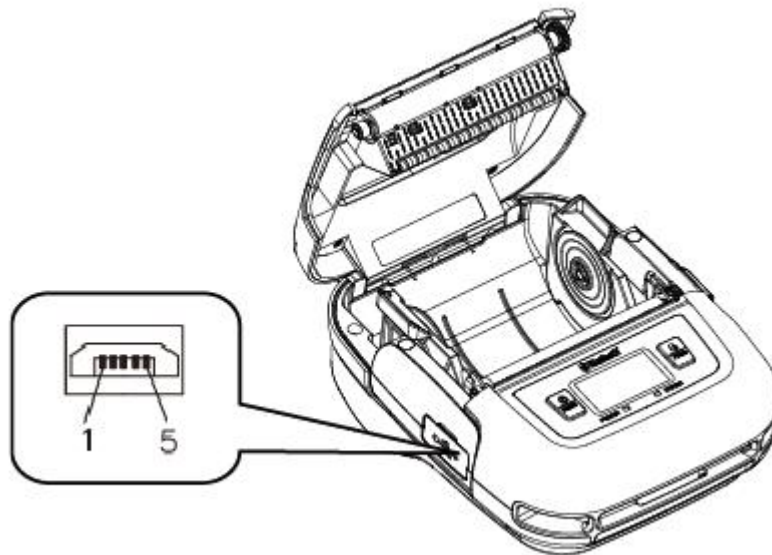


5. Detailed Specification

Item	Specification
Hardware specification	MCU: 32bits RISC, FLASH : 256K bytes, RAM: 48K Bytes
Bluetooth highest frequencies	2.4 GHz
Bluetooth module basic clocking	26MHz
Bluetooth output	2.34mW (3.7dBm)

6. Interface

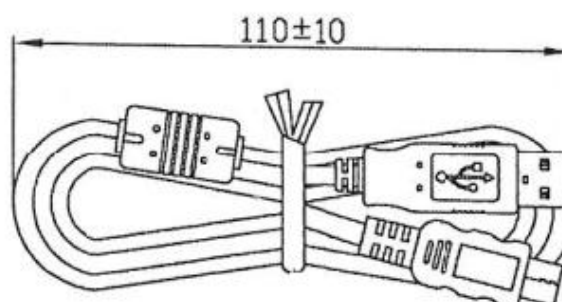
6.1 USB for Battery Charge



HM-T300 PRO printer has a USB interface for Battery charging and is connected by means of 5pin micro USB socket. In the following table, the signals present on the micro USB socket are listed.

Pin No.	SIGNAL
1	VBUS
2	D-
3	D+
4	NC
5	GND

- USB cable



6.2 Bluetooth

Category	Specification
Bluetooth Spec.	Bluetooth 4.0 BLE/2.1+EDR(Dual Mode)
Frequency Range	2.4GHz ISM band
Data Transmission Rate	115200bps adjustable
Data Bit	8 data bit fixed
Parity Bit	No parity fixed
Stop Bit	1 stop bit fixed
SSP	Compatible

PIN code: 1234 as default

Device Name: HM-T300 PRO -XXXXX

(XXXXX is the last 5 digits of the Product Serial Number)

7. Specifications of Accessories

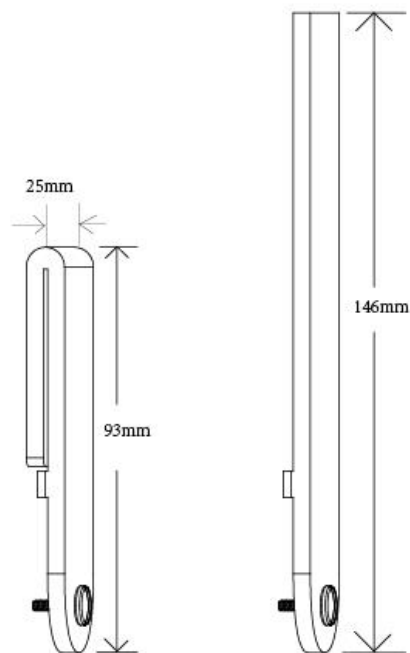
7.1 Battery Pack

7.4V, 1800mAh

Rechargeable Lithium-ion

Safety Approvals: PSE

7.2 Belt Clip



8. Troubleshooting Procedure

When a trouble occurs, confirm its phenomenon, locate a defective part in accordance with "8.1 Troubleshooting Guide", and troubleshoot as described below.

Phenomenon:

Find a trouble phenomenon in this column. If there are multiple phenomena, take all the corresponding items into consideration. This allows you to specify a hidden defective part.

Cause:

Lists as many possible causes as possible. Guess a trouble cause out of them and take its check method to specify the trouble cause.

Check Method:

Describes a check method to specify a trouble cause.

Remedy:

Troubleshoot by taking a remedy described in this column.

By troubleshooting in accordance with the above-mentioned procedure, you can troubleshoot efficiently with fewer misjudgments.

8.1 Troubleshooting Guide

8.1.1 Power Supply Failure

Phenomenon	Cause	Check Method	Remedy
No Power	The battery is not connected		Connect the specified battery
	The battery is discharged	Battery level ≤ 7.4V	Charge the battery

8.1.2 Printing Failure

Phenomenon	Cause	Check Method	Remedy
No printing	The roll paper is loaded upside down.		Install the roll paper properly.
	Faulty Main Logic Board Unit.		Replace the Main Logic Board Unit.
	Faulty connection of the thermal head connector.	Check connection of the thermal head connector.	Connect the thermal head cable to connector properly.
	Faulty thermal head.		Replace the Mechanism Unit.
Partly not printed	Faulty connection of the thermal head connector.	Check connection of the thermal head connector.	Connect the thermal head cable to connector properly.
	Printer cover one side close.		Close printer cover correctly.
	Faulty thermal head.		Replace the Mechanism Unit.
Faint printout or uneven printout	Level of battery voltage is low.	Check the battery lamp on the LCD.	Charge the battery.
	Printer cover one side close		Close printer cover correctly
	Faulty thermal head.		Replace the Mechanism Unit.
	Foreign substance is adhered to the thermal head.	Check whether any foreign substance are adhered to the thermal head.	Dip a cotton swab or soft cloth in ethyl alcohol and wipe the foreign substance with them.
	Non-recommended paper is used.	Check whether the paper being used meets the specification.	Replace it with the specified paper.
	Faulty mounting of the platen.	Check mounting condition of the platen.	Mount the platen properly.

8.1.3 Faulty Sensor

Phenomenon	Cause	Check Method	Remedy
Does not detect presence of paper.	Faulty paper sensor.	Check whether the ERROR lamp flickers when paper is out.	Replace the Mechanism Unit.
	Foreign substance is attached the paper sensor.	Check whether any foreign substance are adhered to the paper sensor.	Remove the foreign substance.
	Faulty connection of the paper sensor connector.	Check connection of the paper sensor connector.	Connect the paper sensor cable to connector correctly.

8.1.4 Paper Feed Failure

Phenomenon	Cause	Check Method	Remedy
Paper is not feed or feed irregularly	The printer cover is not closed properly.		Close the printer cover properly.
	Faulty connection of the motor connector.	Check connection of the motor connector.	Connect the motor cable to connector correctly.
	Defective motor.		Replace the Mechanism Unit.
	Battery voltage drop.	Check the battery display of the LCD.	Charge the battery.
	Faulty Main Logic Board Unit.		Replace the Main Logic Board Unit.
	Faulty mounting of the platen.	Check mounting condition of the platen.	Mount the platen properly.
	Paper feed failure	Check whether or not the paper is jamming or torn and caught in the paper path.	Eliminate unnecessary paper in the paper path and set paper properly.
	Foreign substance in the gear.		Eliminate the foreign substance.
Broken gear		If the gear is broken, replace the Mechanism Unit.	

8.1.5 Error Message(Printer Status indication on the LCD)

Message	Description of failure message	Remark
Cover Open	Printer cover is not closed properly.	Close printer cover properly.
Out of Paper	Empty paper	Replace the roll paper.
High Temperature	Thermal Head is overheat.	Is recovered with the automatic which comes to be cool.

9. Windows Driver

9.1 Operating System

The following operating systems are supported for usage.


- Microsoft Windows 10 (32 bit/64 bit)
- Microsoft Windows 8 (32 bit/64 bit)
- Microsoft Windows 7 SPI (32 bit/64 bit)
- Microsoft Windows Vista SP2 (32 bit/64 bit)
- Microsoft Windows XP Professional SP3 (32 bit)
- Microsoft Windows Server 2012(64 bit)

9.2 Windows Driver Preparation

The installation file name is HPRT Mobile Printer Driver(LOG) vX.X.X.X.exe

E.g. HPRT Mobile Printer Driver(LOG) v2.7.2.0.exe

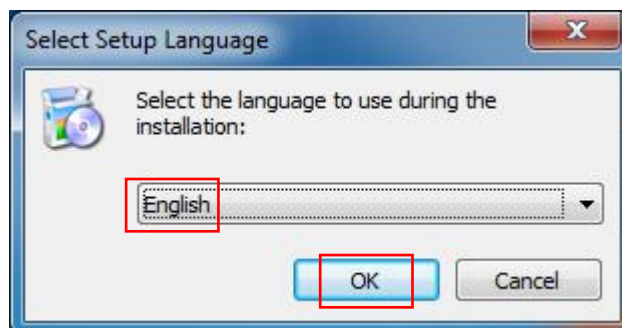
9.3 Windows Driver Installation

 **Warning: Under different operating system, the screen has slight difference.**

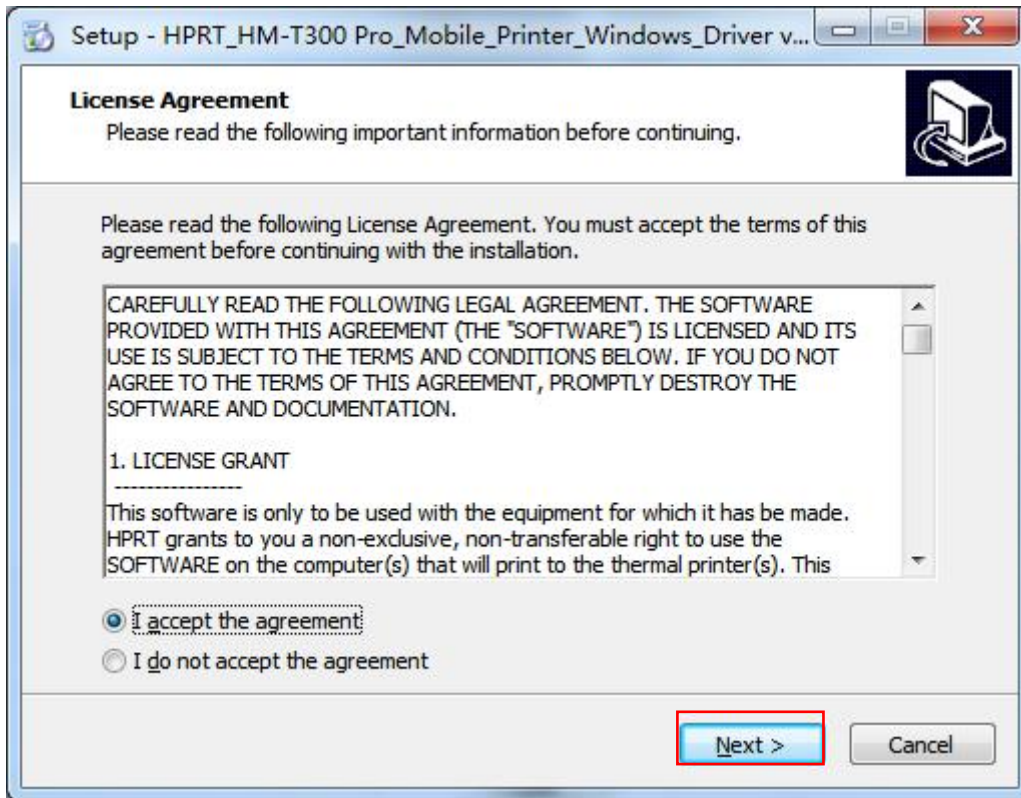
Please operate it according to the tips. Take Windows 7 as example.

1. Double click Windows Driver .

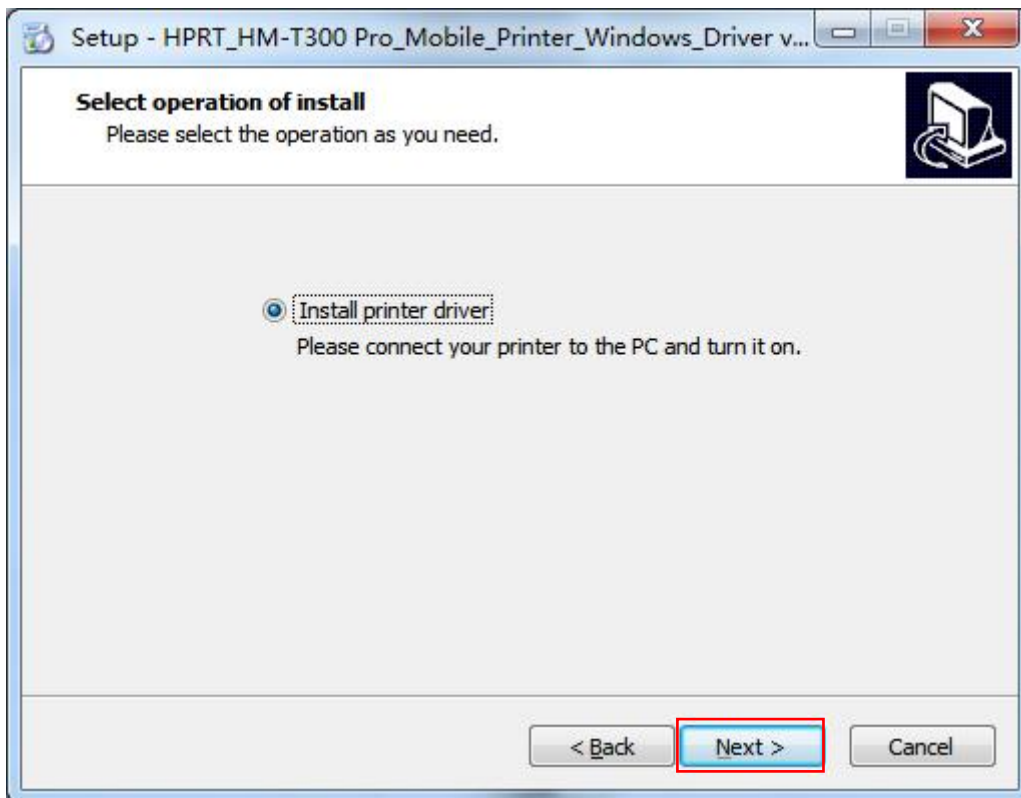
2. Choose "English" and click "OK".



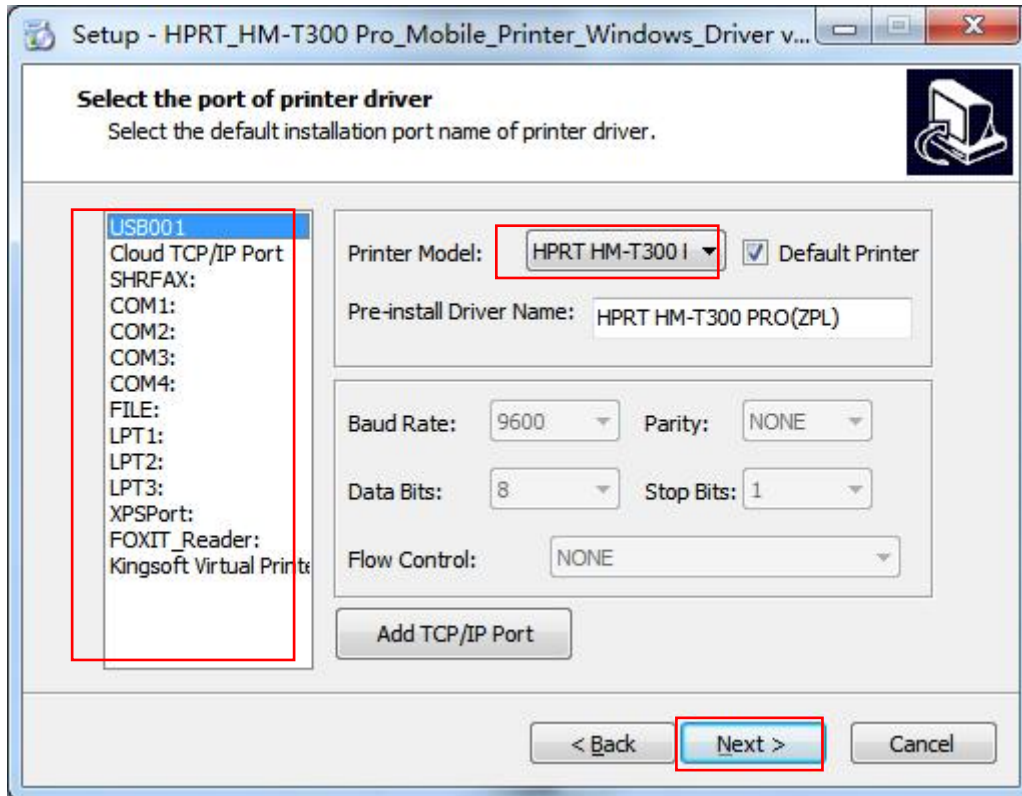
3. Choose “I accept the agreement” and click “Next”.



4. Click “Next”.



5. Choose the printer model, then choose the matched type of port (USBxxx is for USB port, COMx is for serial port, LPTx is for parallel port), and click “Next”.



NOTE: If printer is already connected with computer by USB port, it only needs to click “Install”, then it will be installed automatically. Otherwise, proceed to the next step.

6. Finish the installation.



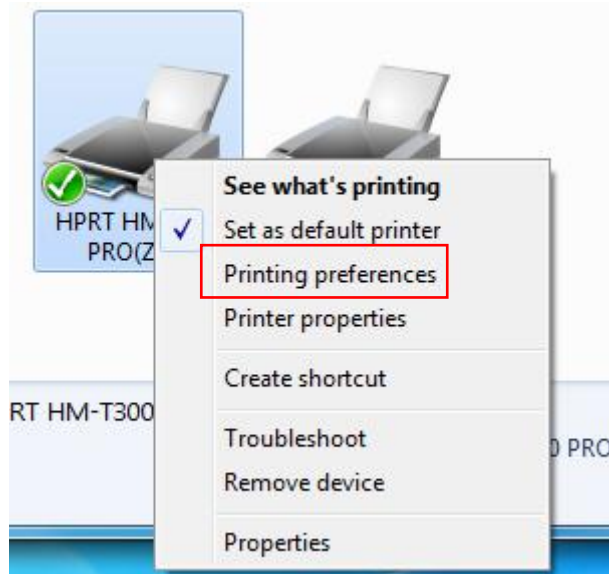
7. After installation, the icon will be found in “Start” → “Devices and Printers”.

NOTE: If you already installed the driver (No matter what kind of port), when you connect the printer with computer, it will create a USB port automatically.

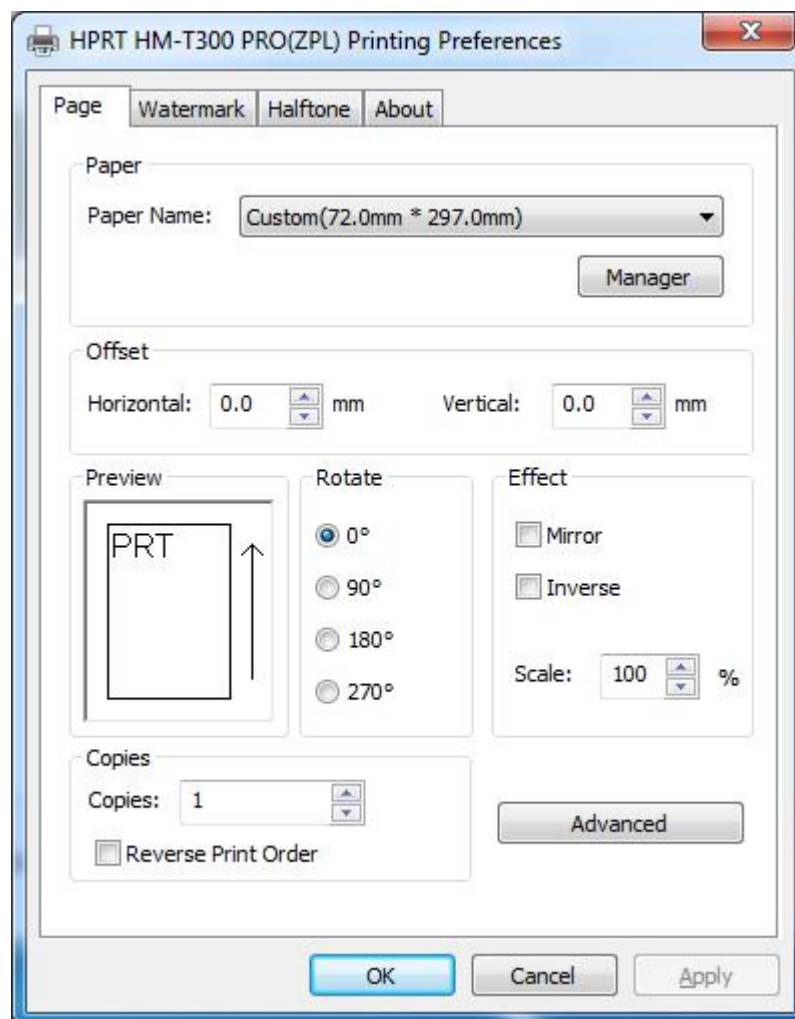
9.4 Detailed Windows Driver Setting

9.4.1 Printing Preferences

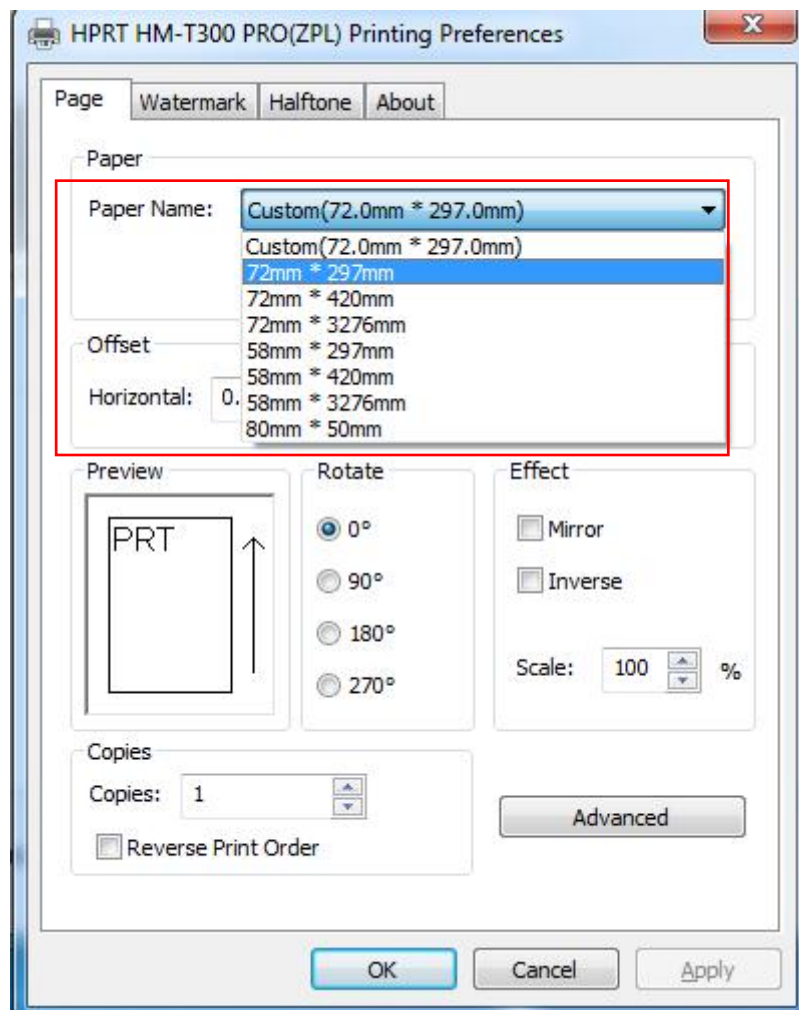
1. Click "Start" → "Devices and Printers". Right click "HPRT HM-T300 PRO" and choose "Printing preferences".



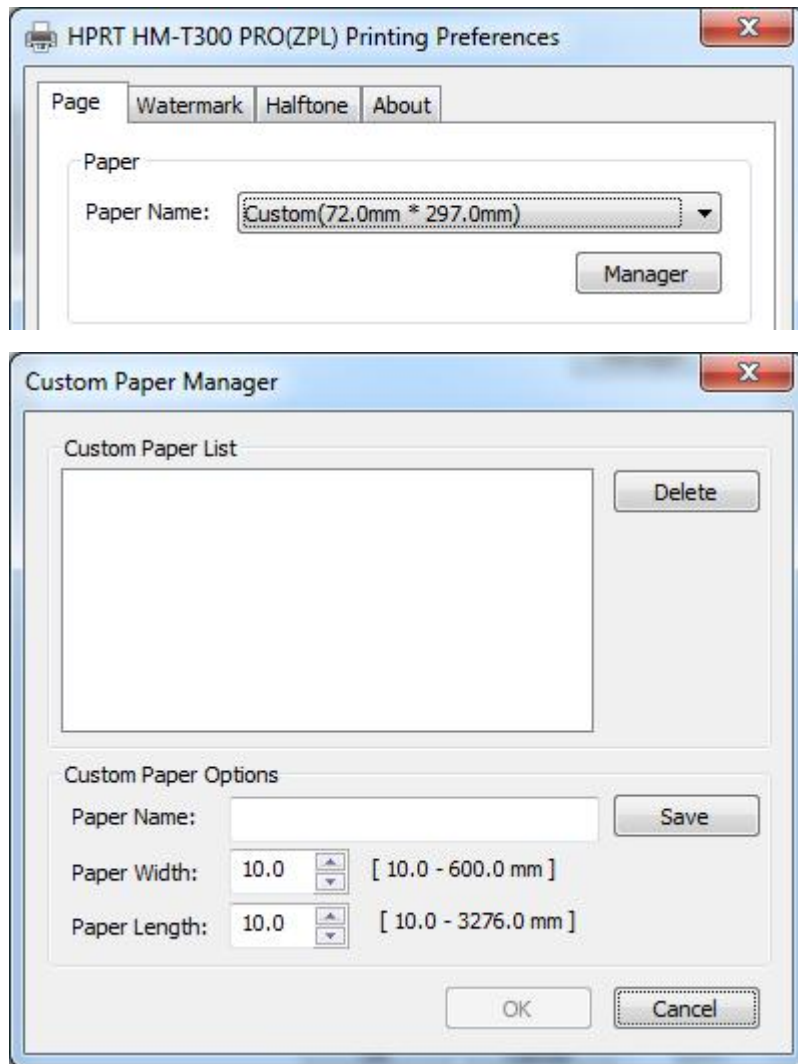
2. According to different needs, set up the paper.



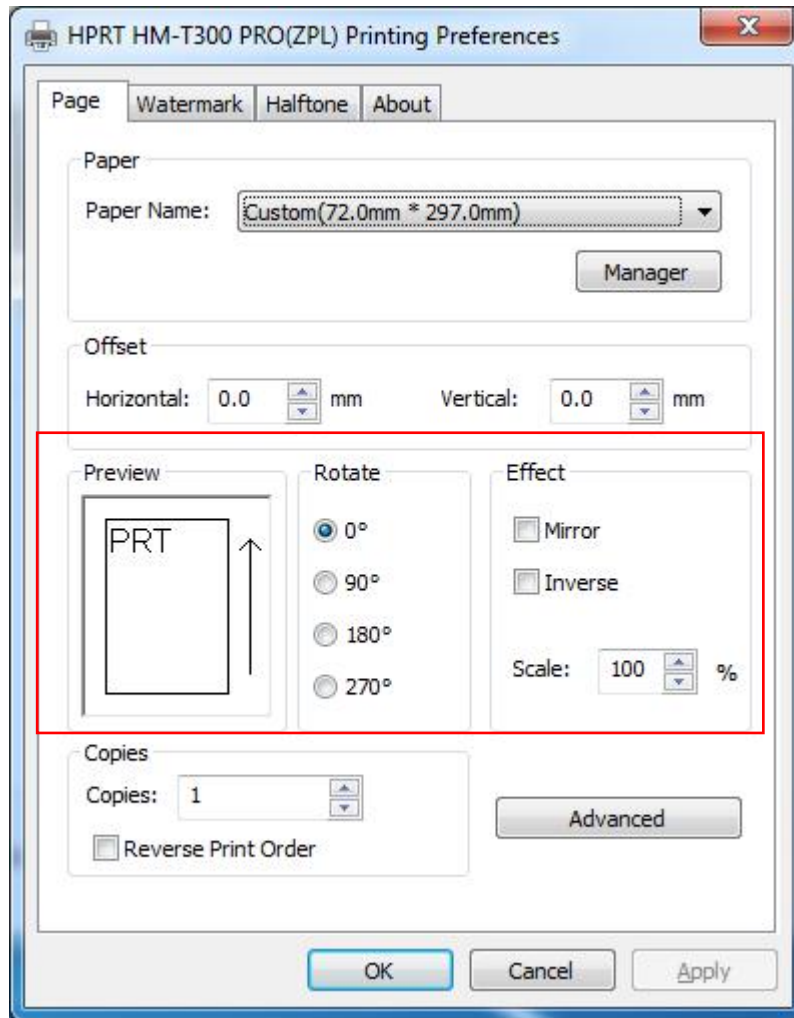
- Click “Paper Name”, and choose the paper type.



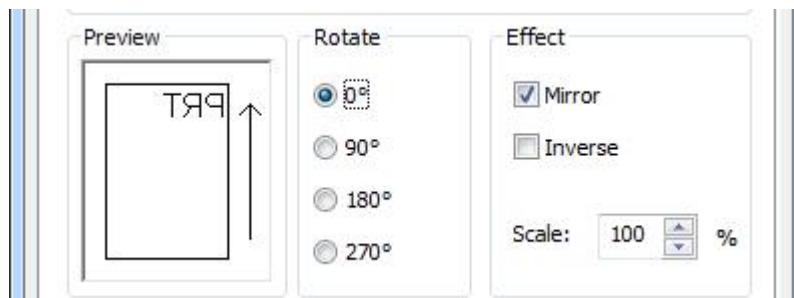
- Click “Manager”. Set up the custom paper.



- Choose “Rotate” or “Effect”, showed in the “Preview”.

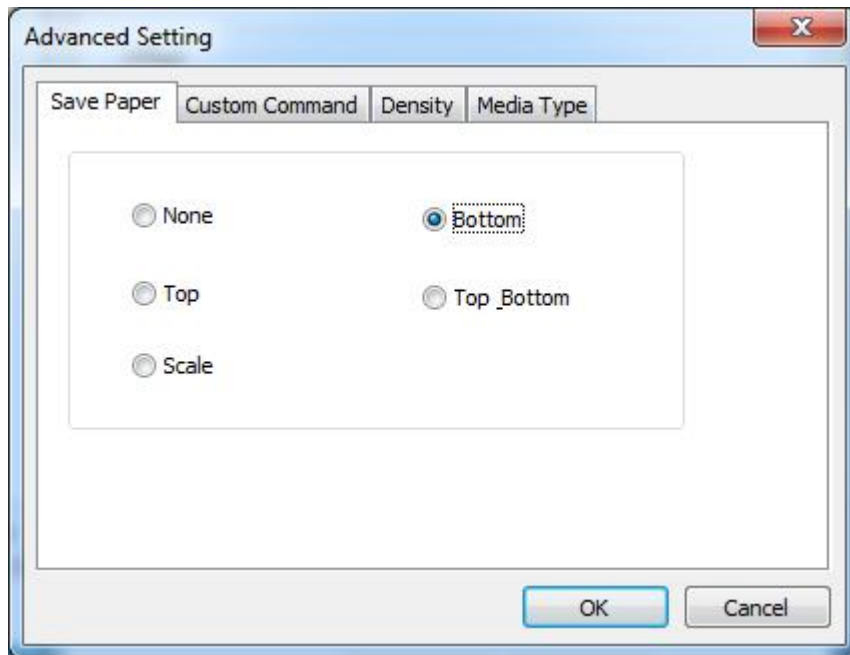


For example, choose “Mirror” effect, showed as below:

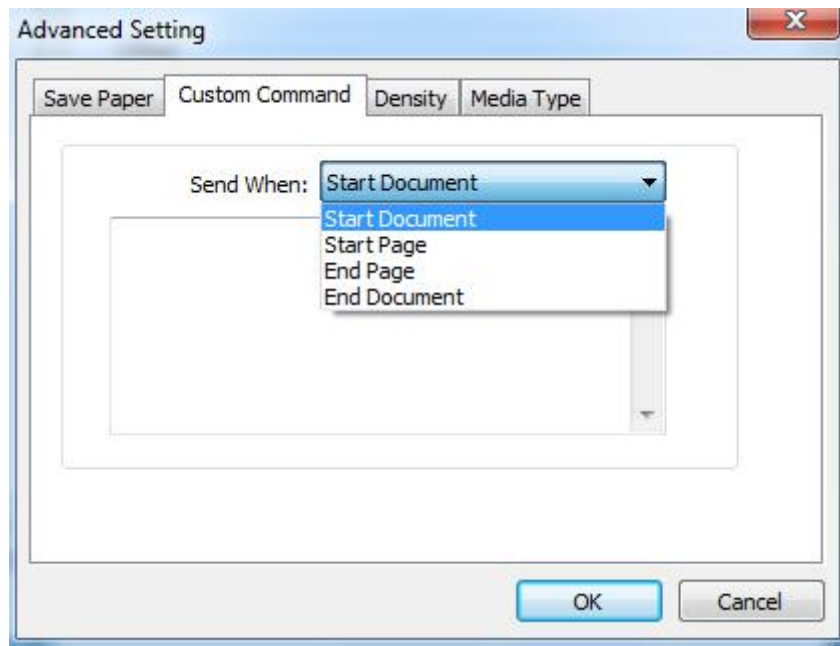


- Click “Advanced” to set up “Save Paper”, “Custom Command”, “Density” and “Media Type”.

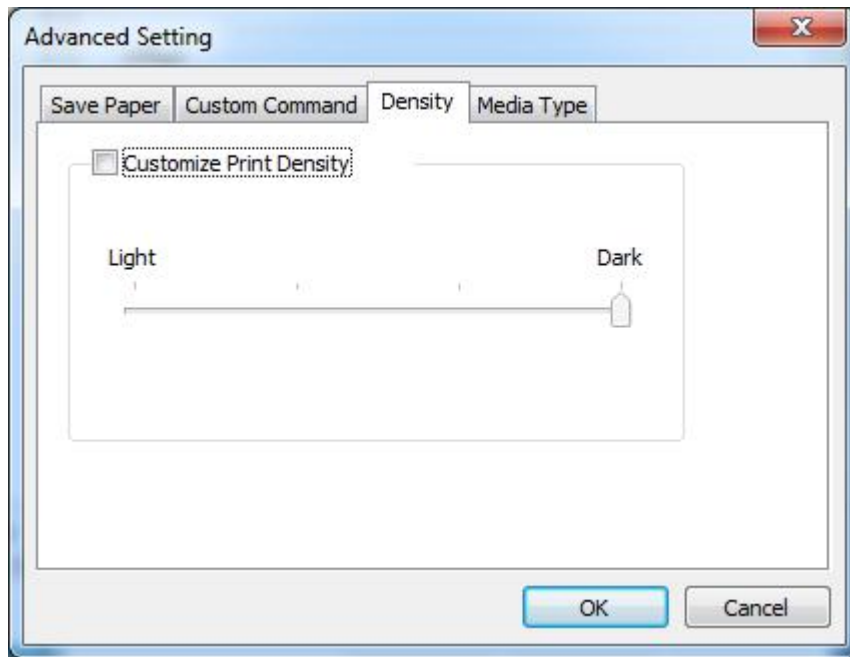
Save Paper:



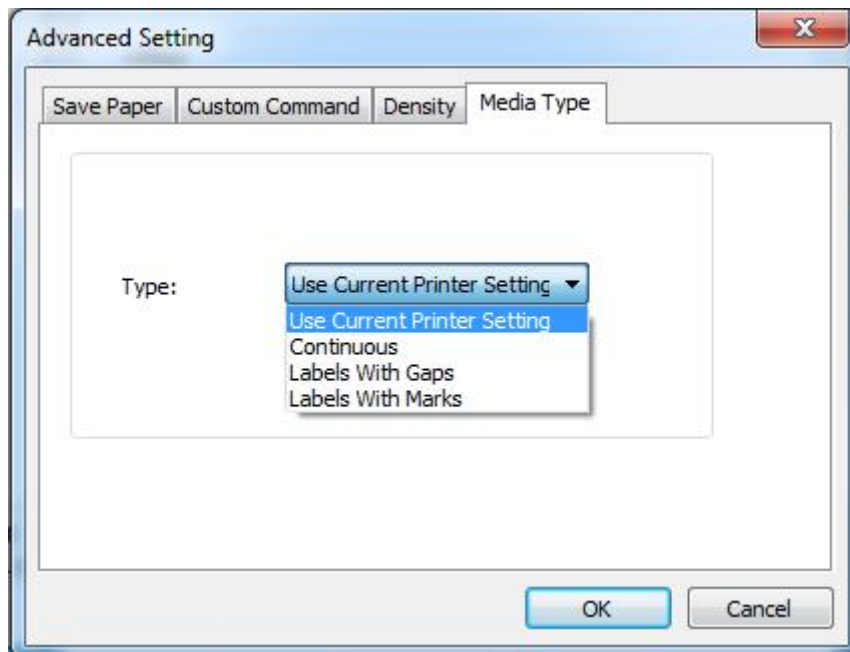
Custom Command:



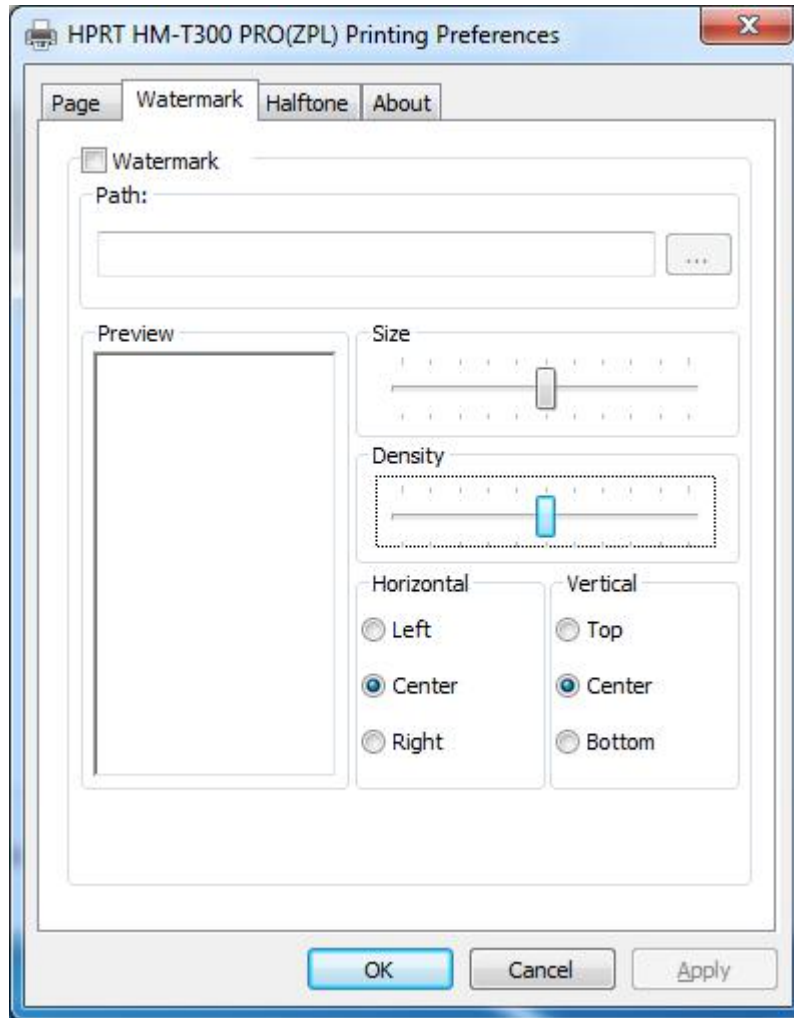
Density:



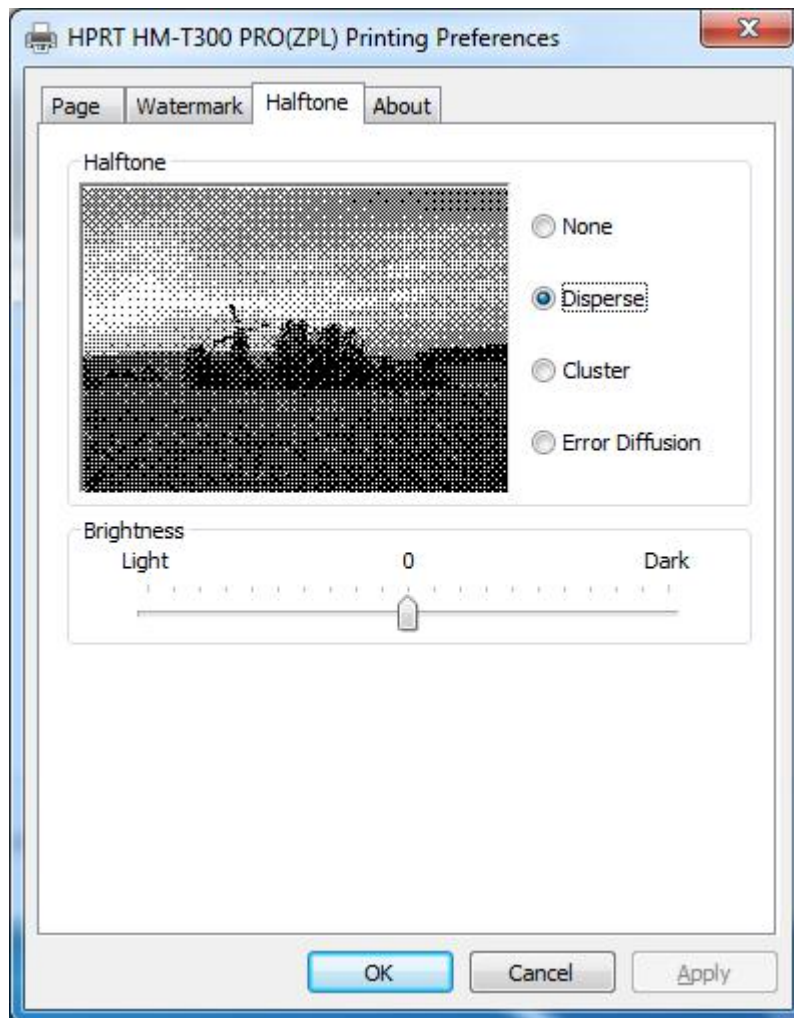
Media Type:



3. Set up the watermark.



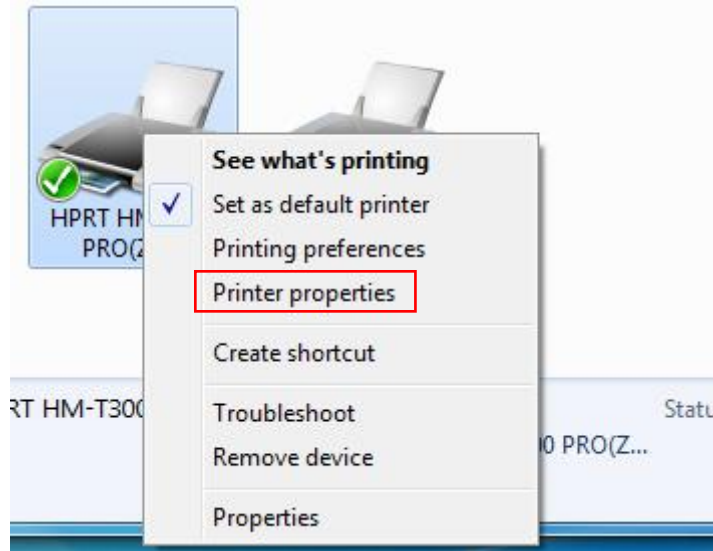
4. Set up halftone.



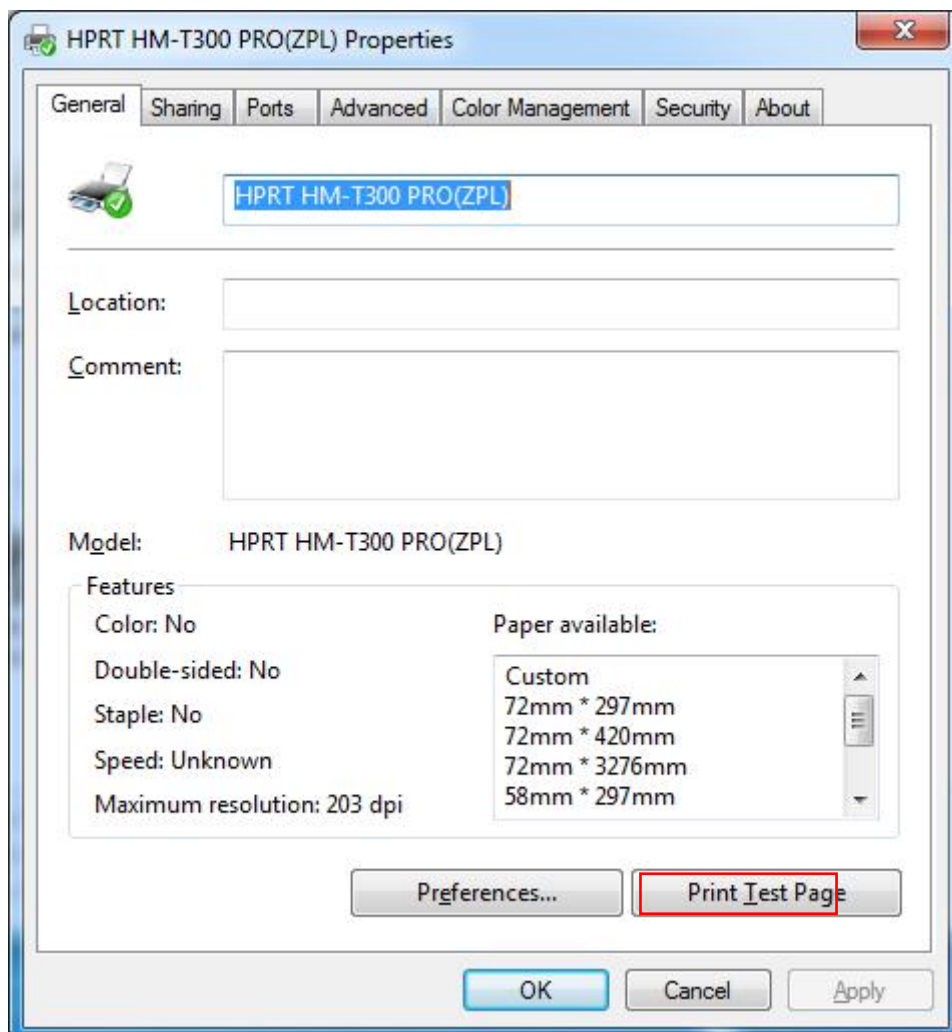
5. After finishing all the settings of printing preferences, click "OK" to save it.

9.4.2 Other Settings

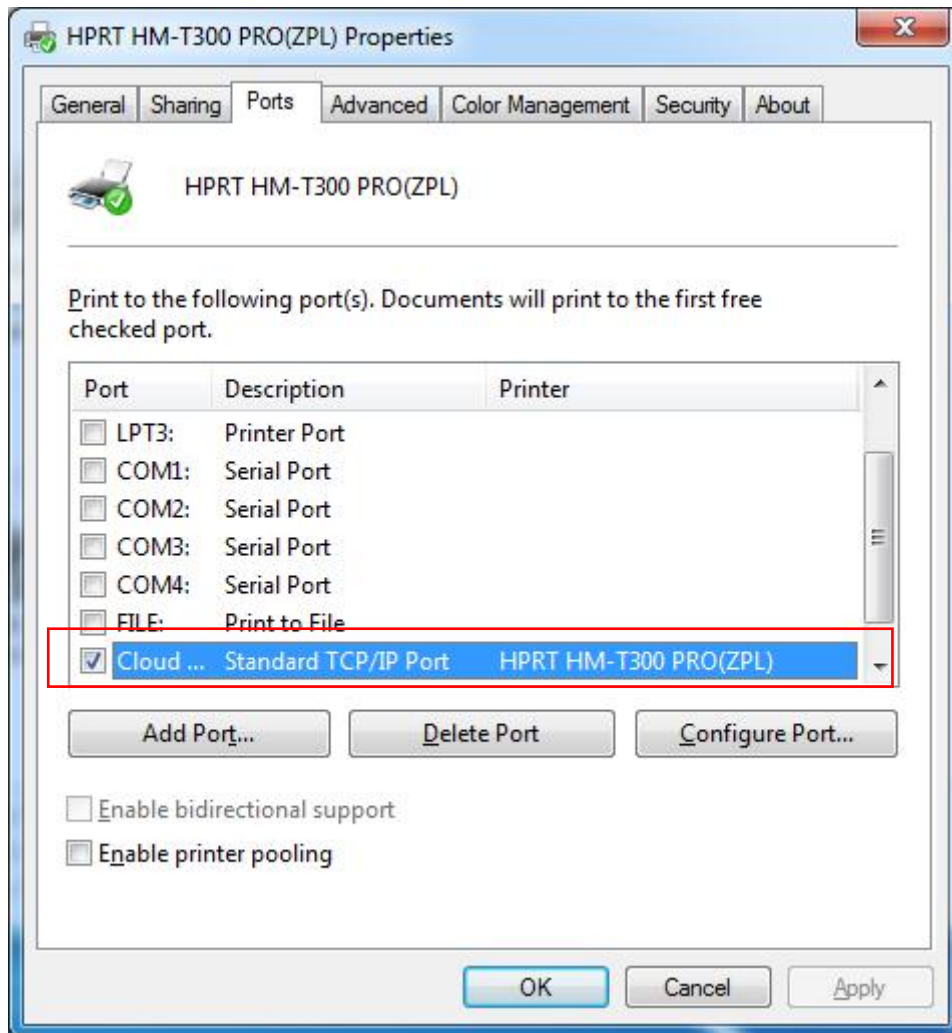
1. Click “Start” → “Devices and Printers”. Right click “HPRT HM-T300 PRO” and choose “Printer properties”.



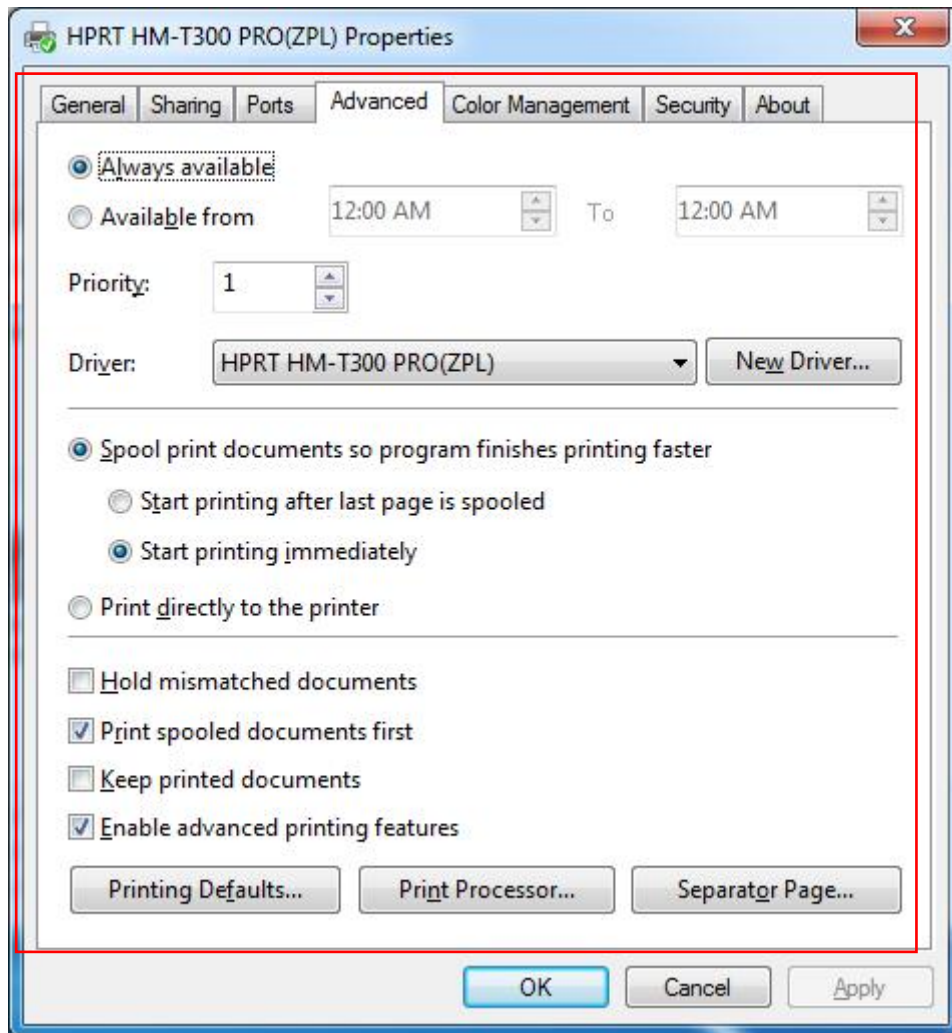
2. Click “General” → “Print Test Page”, and printer will print labels with current settings.




3. Click “Ports”, and choose the port needed.

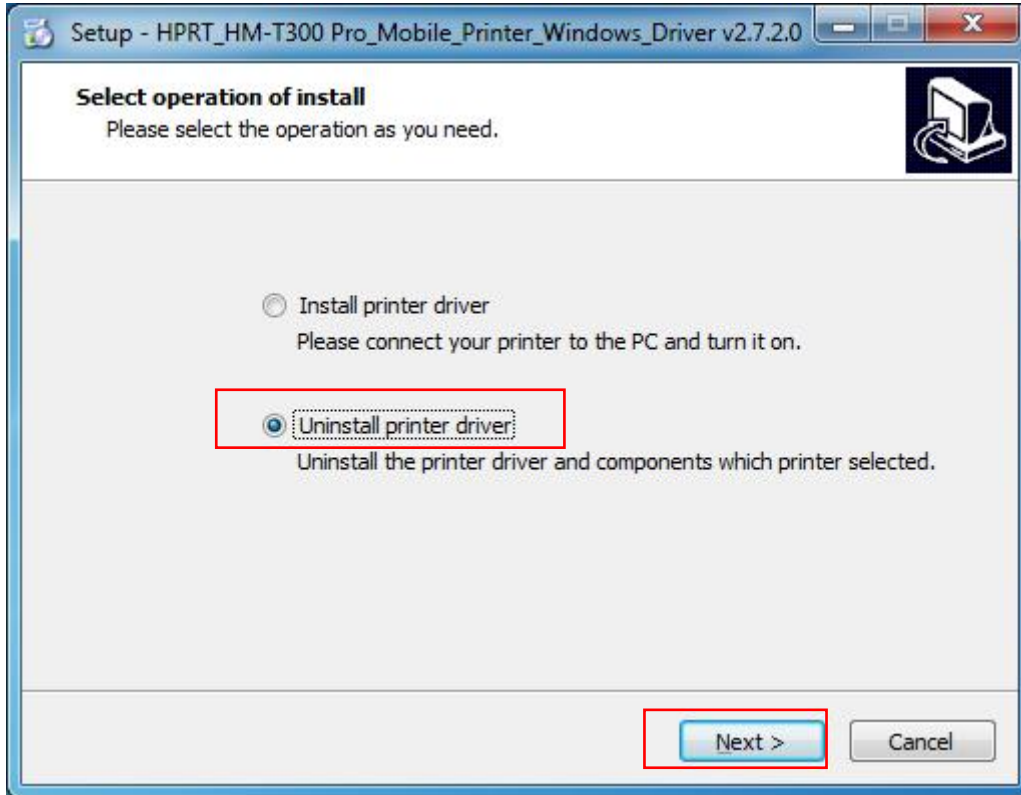


4. Click “Advanced” and set up as need.

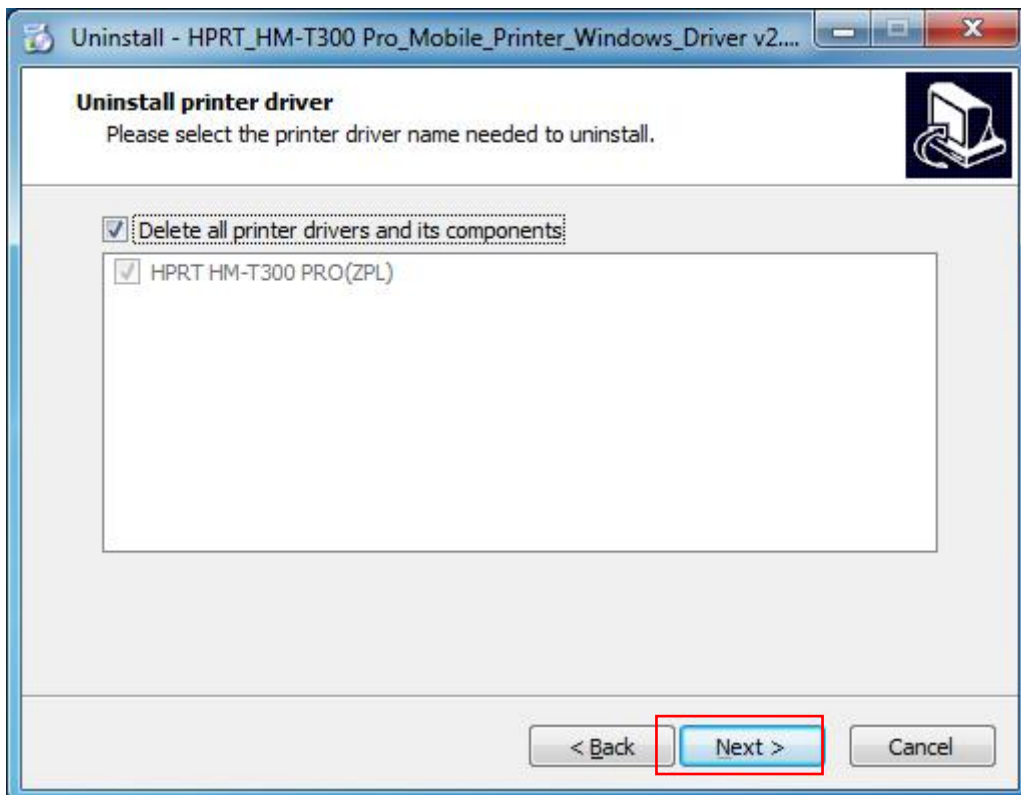


9.5 Uninstalling the Driver

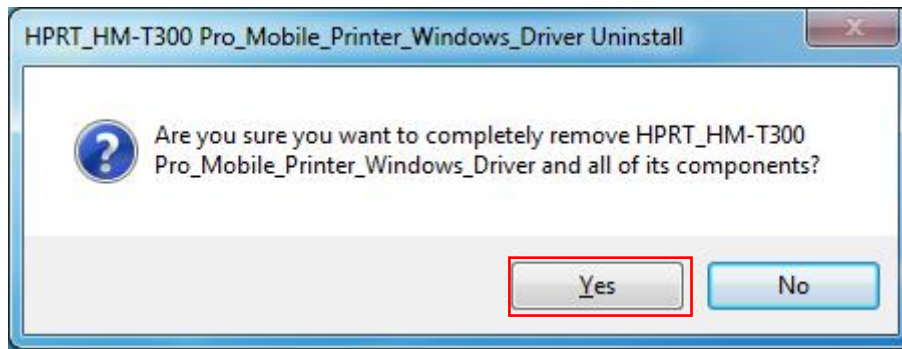
1. Double click the driver icon  , choose “Uninstall printer driver” and click “Next”.



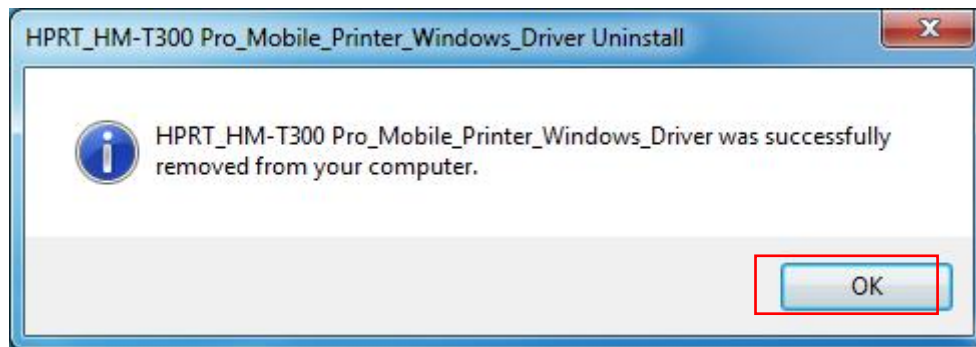
2. Click “Next”.



3. Choose "Yes".



4. Click "OK" to finish uninstalling.



10. Utility Tool Instruction

10.1 Operating System (OS) Environment

HM-A400 Utility Tool is applicable to the following operating system:


- Microsoft Windows 10 (32 bit/64 bit)
- Microsoft Windows 8 (32 bit/64 bit)
- Microsoft Windows 7 SPI (32 bit/64 bit)
- Microsoft Windows Vista SP2 (32 bit/64 bit)
- Microsoft Windows XP Professional SP3 (32 bit)
- Microsoft Windows Server 2012(64 bit)


10.2 Utility Tool Preparation

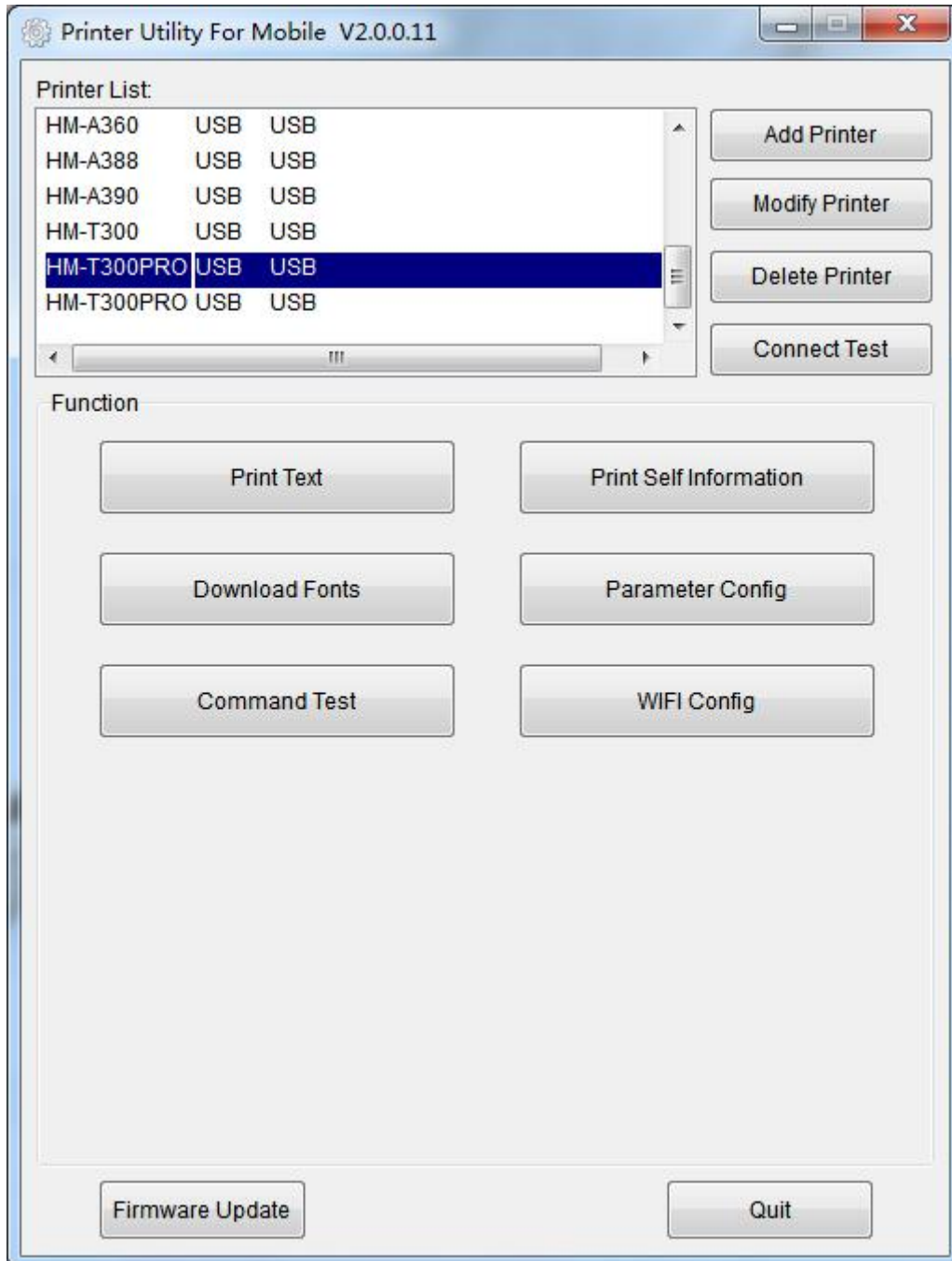
The installation file name is HPRTUtilityForMobile_Logistics VX.X.X.X

E.g. HPRTUtilityForMobile_Logistics V2.0.0.8

10.3 Using Utility Tool

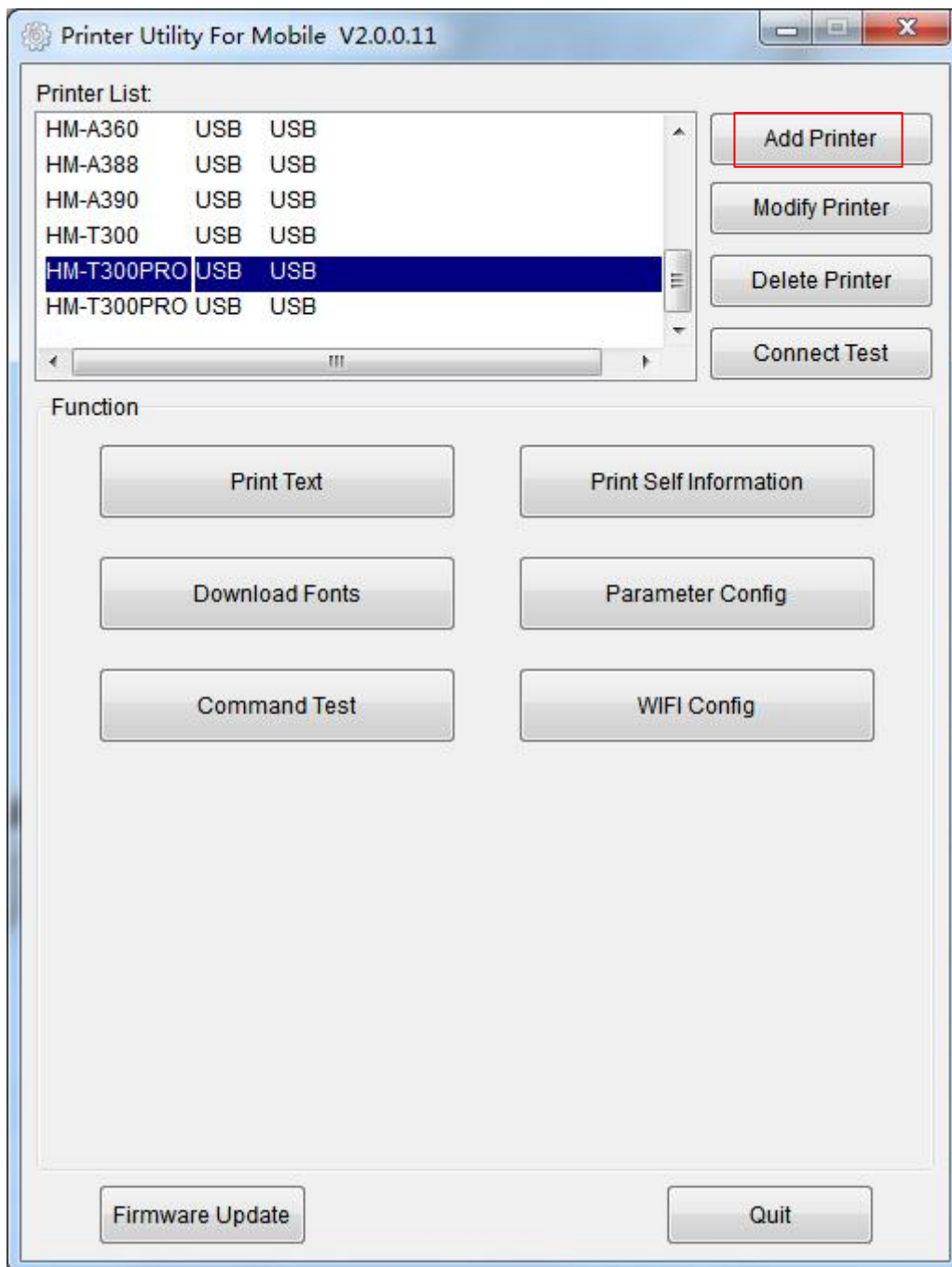
 Warning: Under different operating system, the screen has slight difference. Please operate it according to the tips. Take Windows 7 as example.

Unzip the compressed package file, then open the folder, click  to open the Printer Utility For Mobile.

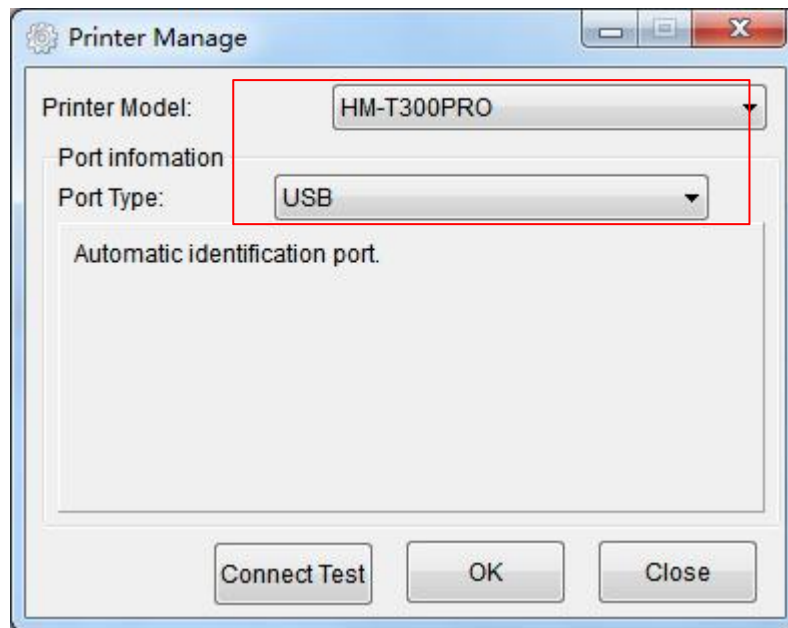


10.3.1 Add Printer

1. Click "Add Printer".



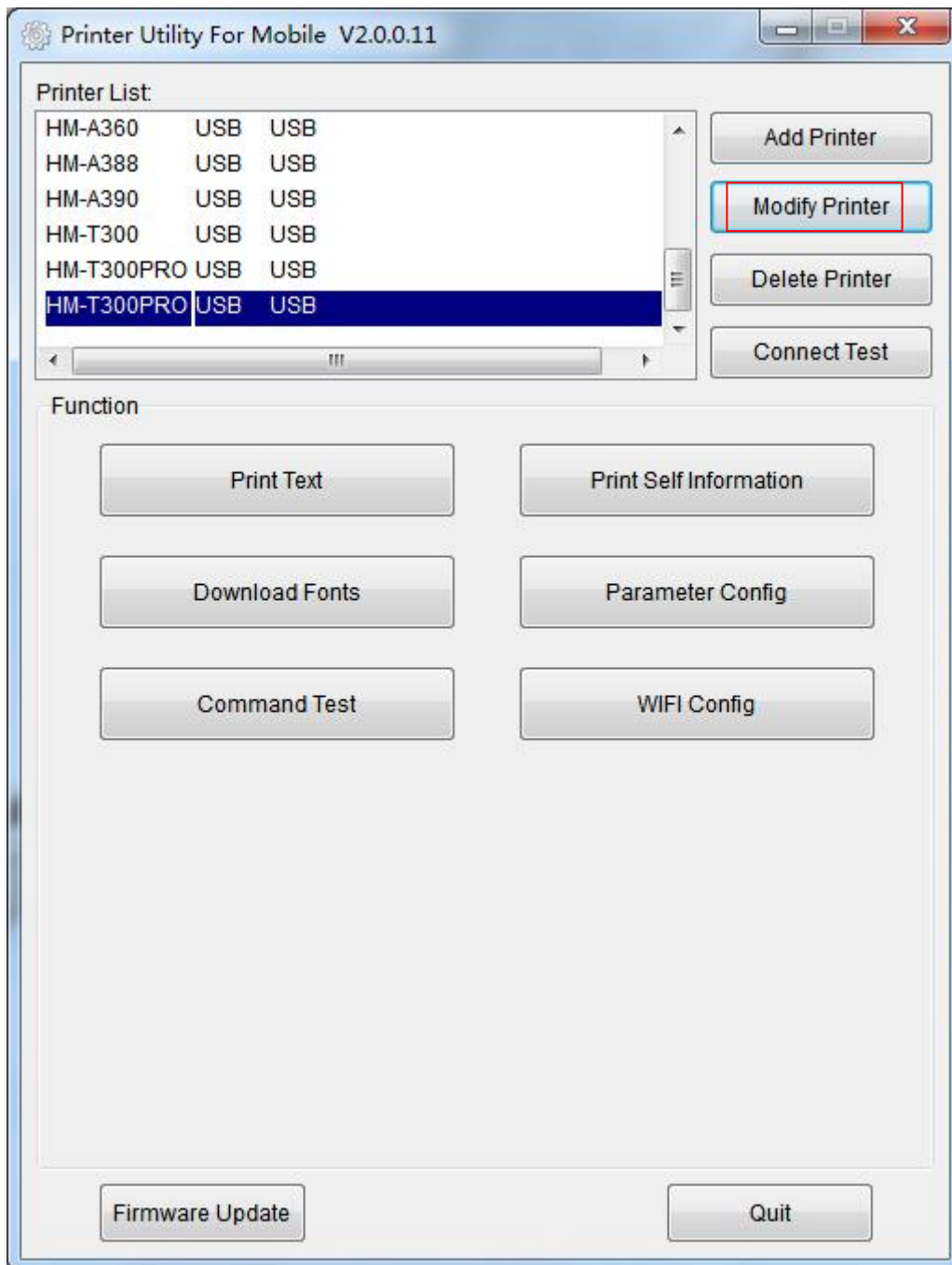
2. Choose the right printer model and port type, then click “OK”.



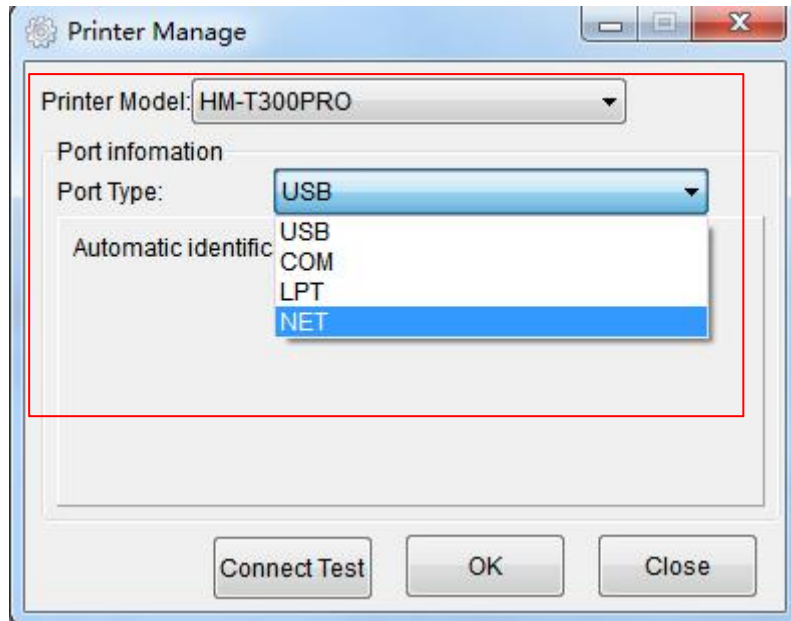
3. “Add printer” is finished.

10.3.2 Modify Printer

1. Choose the printer which you want to modify in the list, then click "Modify Printer".



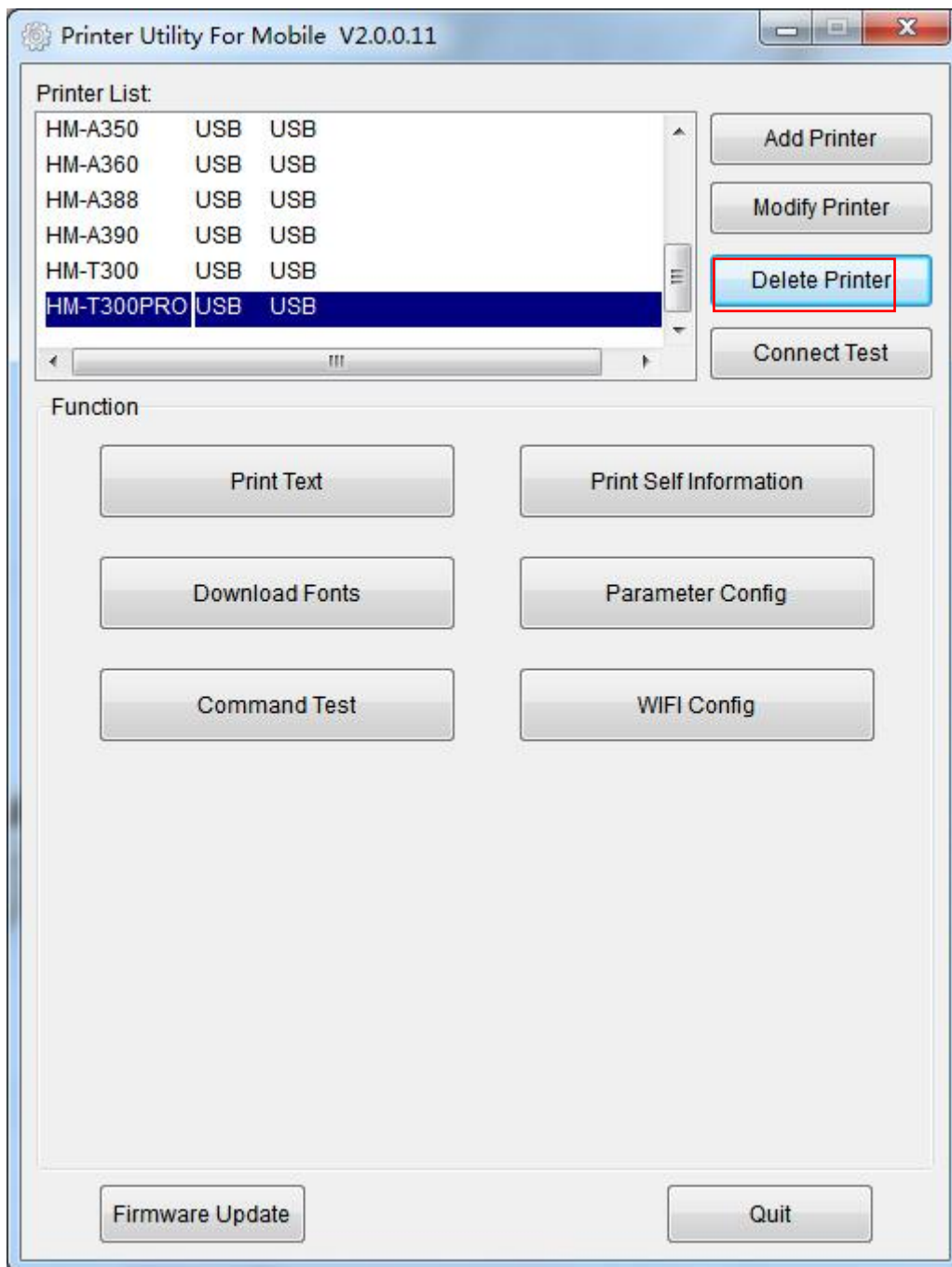
2. Choose the new model and new port, then click "OK".



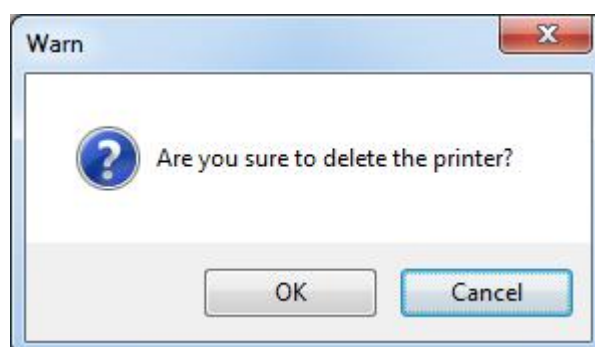
3. "Modify Printer" is finished.

10.3.3 Delete Printer

1. Choose the printer which you want to delete in the list, then click "Delete Printer".

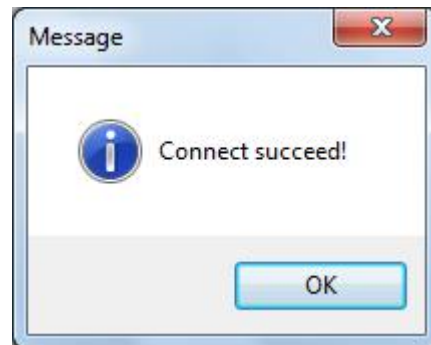


2. Click "OK", then the printer is deleted.



10.3.4 Connection Test

1. Click “Connection Test”. If the connection is successful, it will appear the following window. If the connection is unsuccessful, please connect the printer with computer.



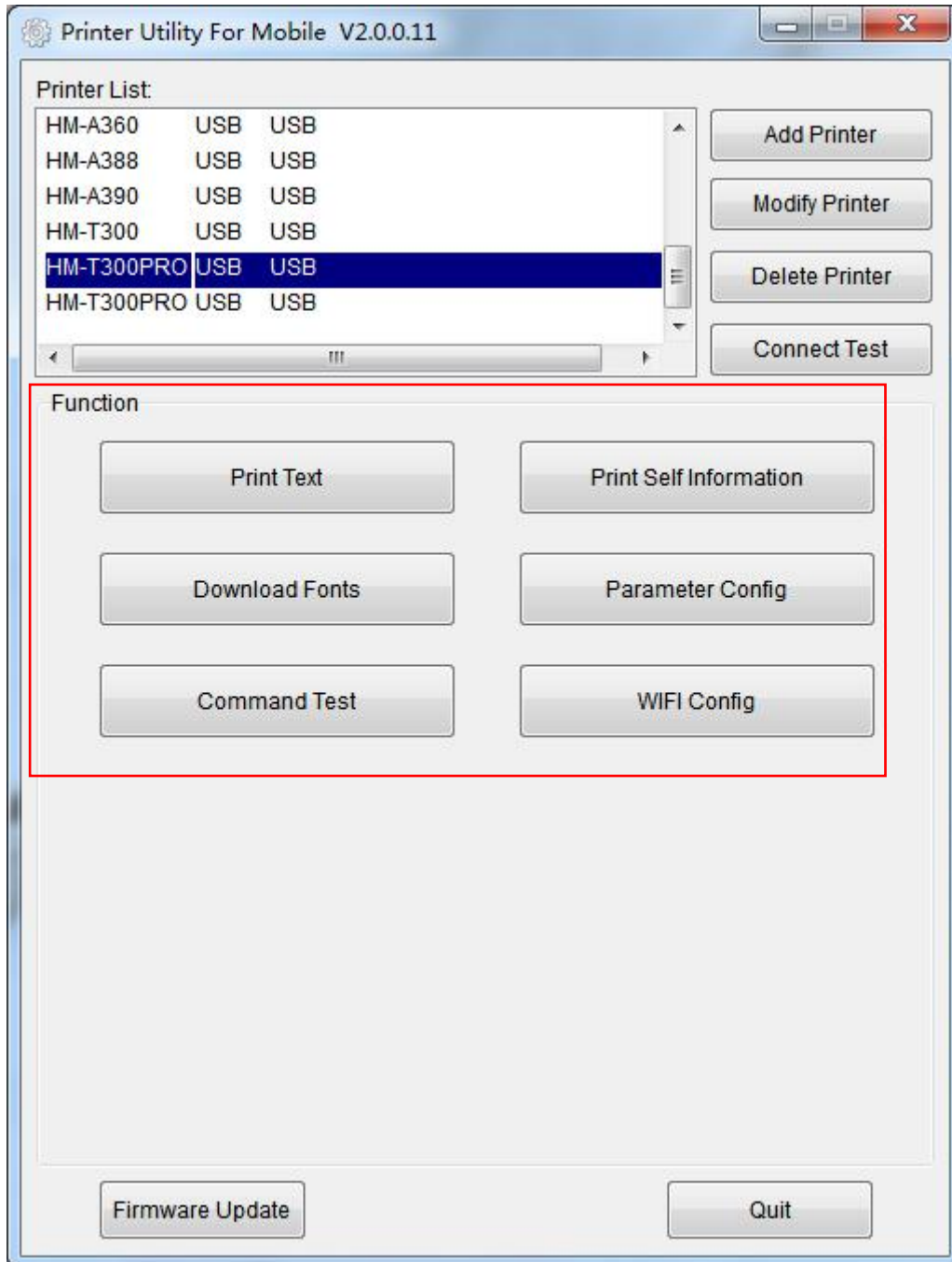
Note:

- 1) Make sure printer is connected with computer and power on.
- 2) Make sure printer is loaded paper.
- 3) Before using the following function, carry out the “Connection Test” first.

10.4 Functions

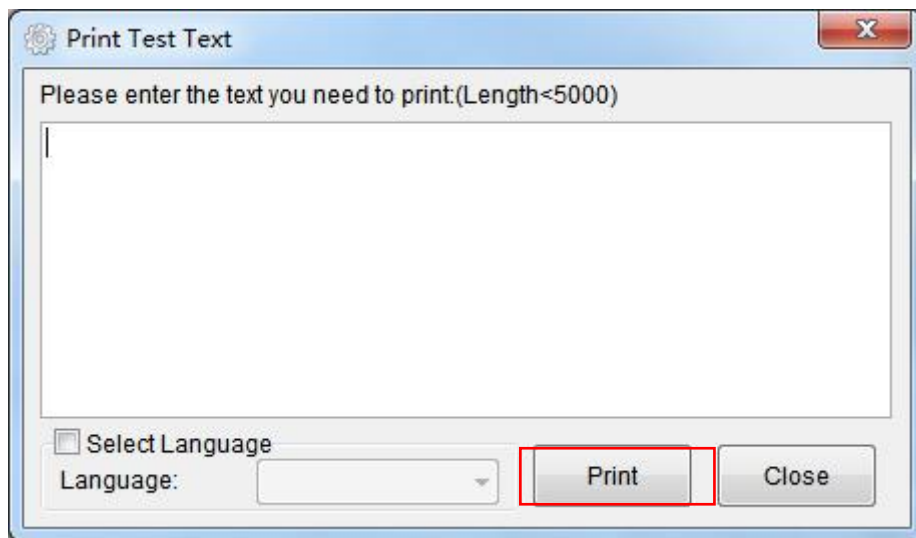
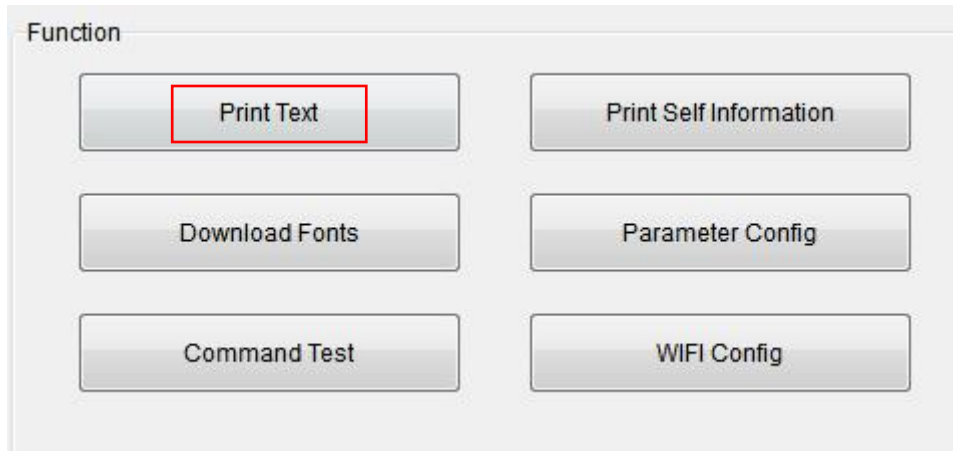
The function of this printer utility is as follows. Click the button and printer will execute the appropriate action.

Note: The following display differs depending on the model you connected.



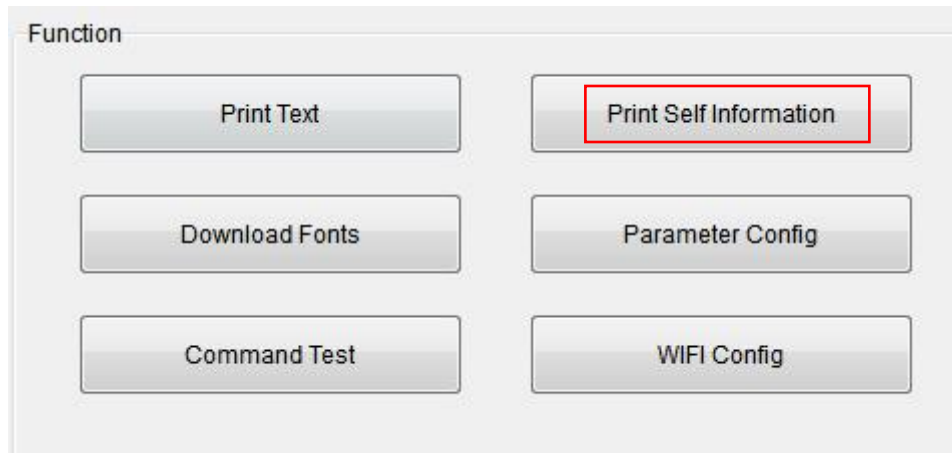
10.4.1 Print Text

1. Click “Print Text” and type in the print ext, then click “Print”.



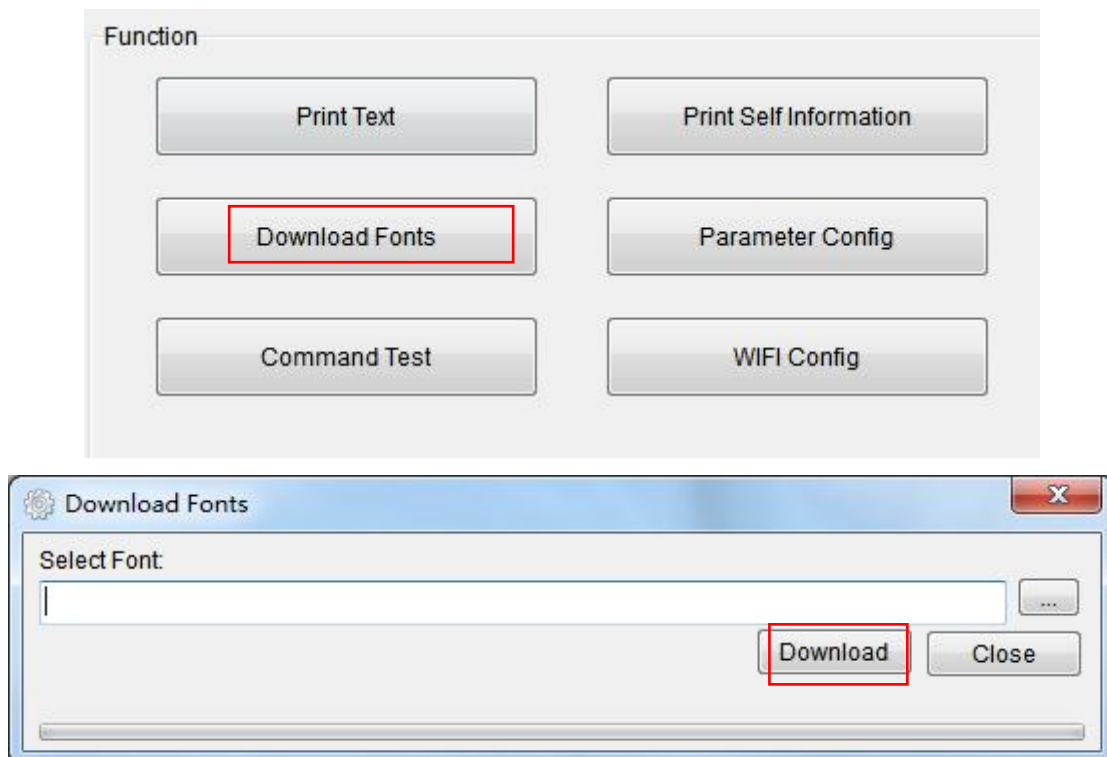
10.4.2 Print Self Information

1. Click “Print self information” to print out the printer information.



10.4.3 Download Fonts

1. Click “Download Fonts” , select the font from the local file and click “Download”.



10.4.4 Parameter Config

1. Click "Parameter Config".

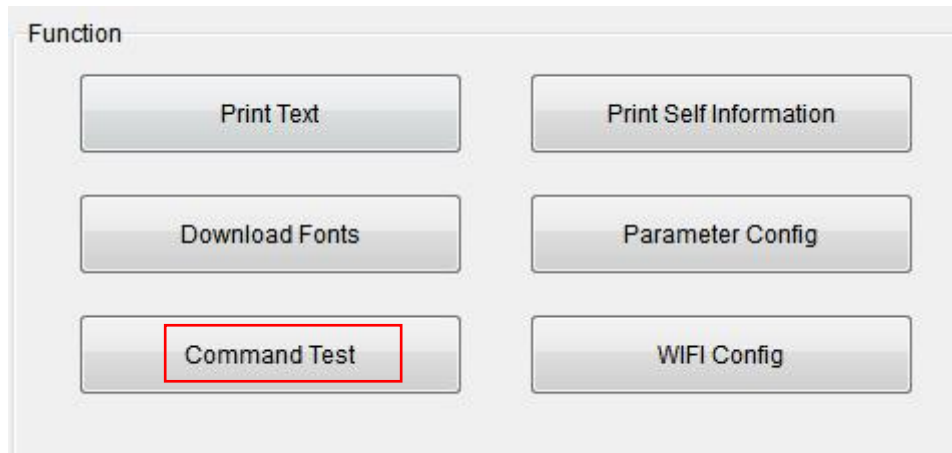


2. Set up the following items as needed, and click "Set" to save it. After resetting, please restart the printer.

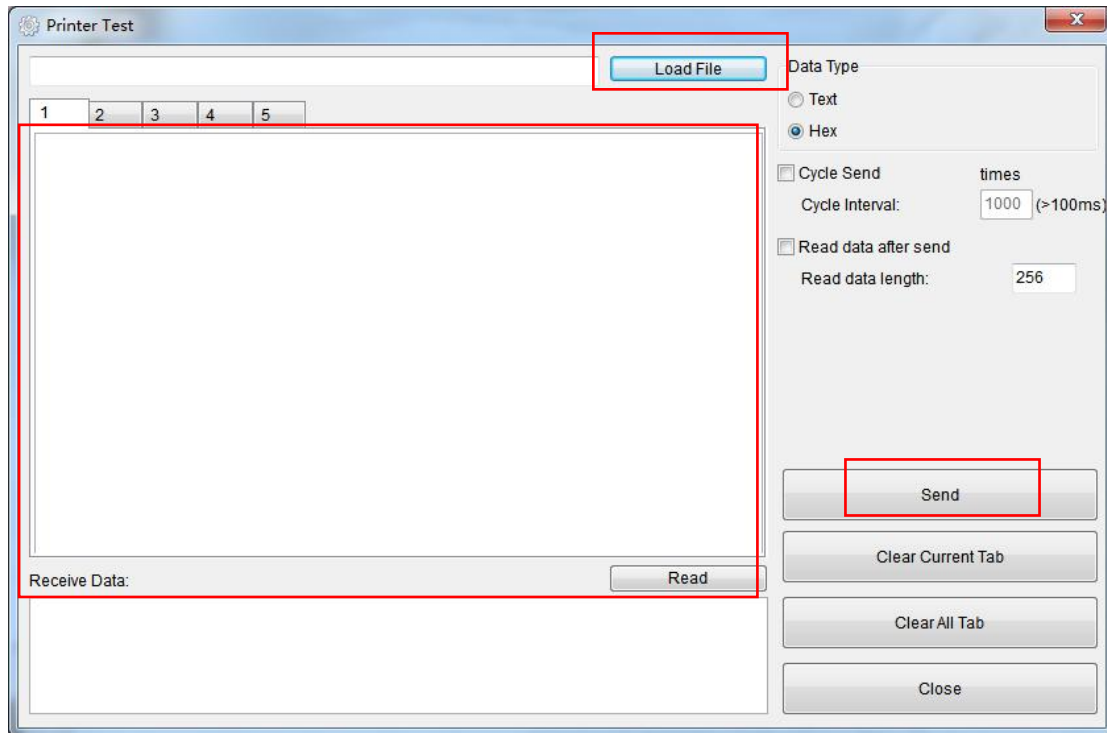


10.4.5 Command Test

1. Click "Command Test".



2. Load file or input the data in the input box and click "Send" to print the test text.

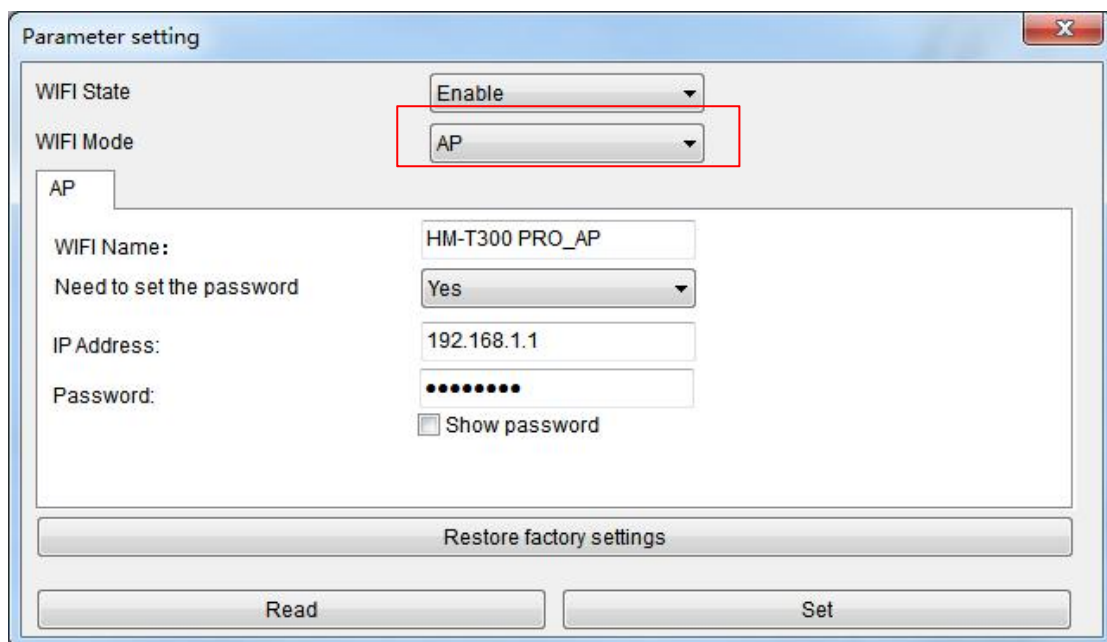


10.4.6 WIFI Configuration

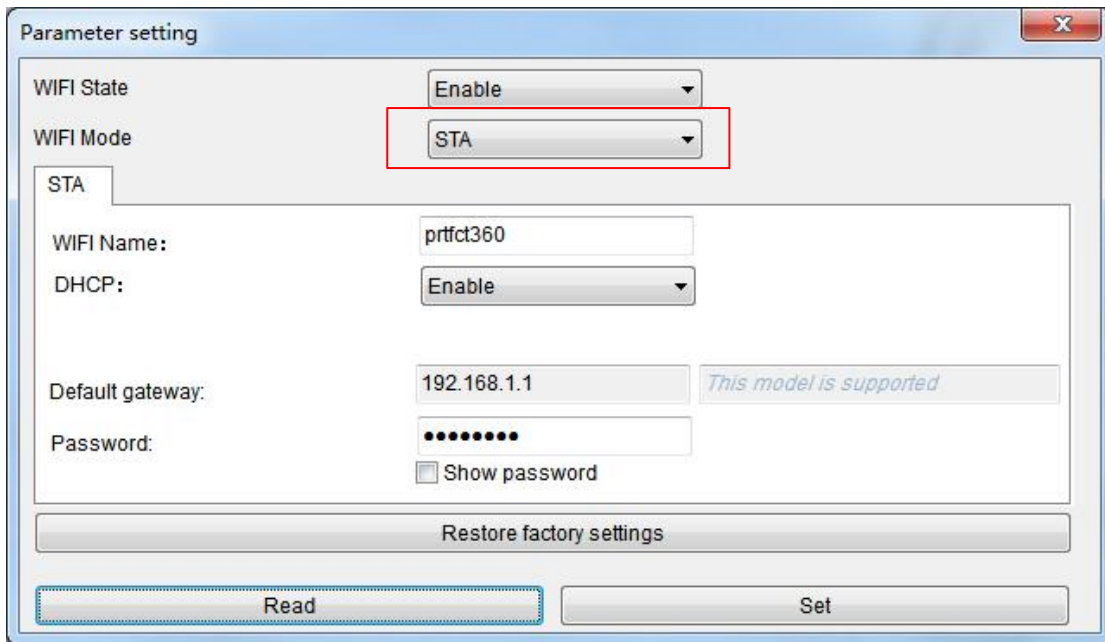
1. Click “WIFI Config”.



2. When choose “Enable” for “WIFI State”, “AP” for “WIFI Mode”, it shows as below. Set up as needed.



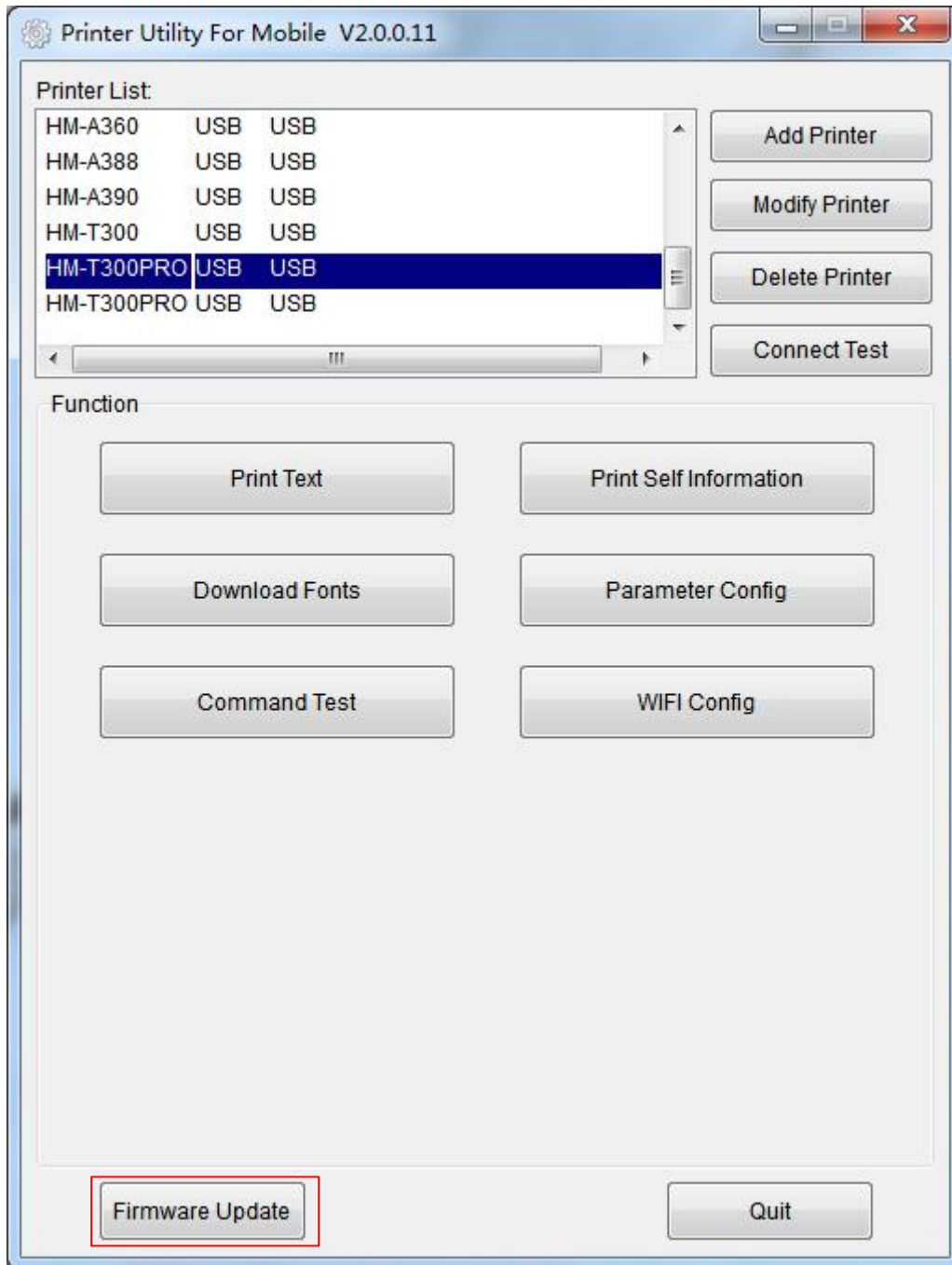
3. When choose “Enable” for “WIFI State”, “STA” for “WIFI Mode”, it shows as below. Set up as needed.



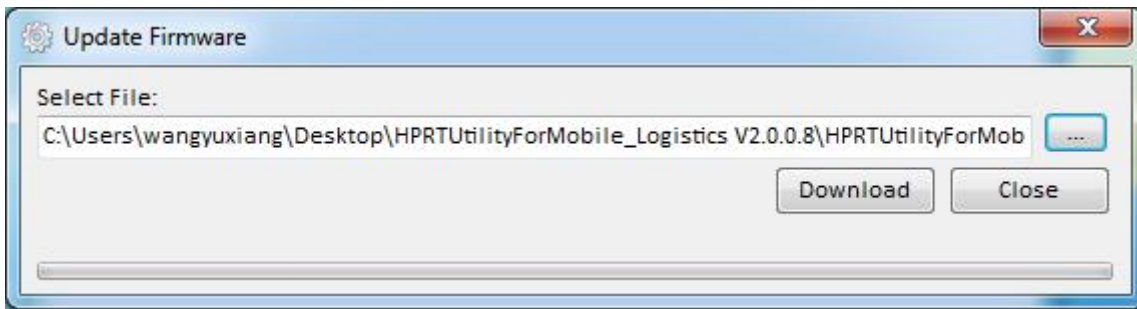
4. Click “Set” to save the setting, and the printer will shut down automatically and restart.

10.5 Firmware Update

1. Click "Firmware Update".



2. Select the existing file and click “Download”.



3. Update succeed and the printer will be restarted.

