



Shipping Label Printer User Guide

Website: www.hpert.com
Customer Service E-mail: tech@hpert.com

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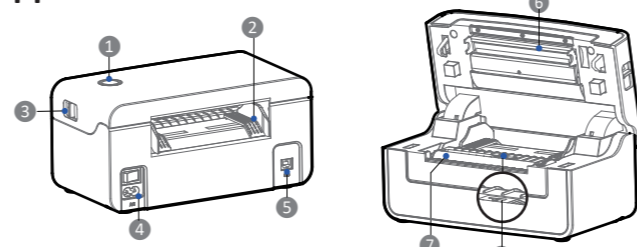
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(<https://www.hpert.com/Downloads/>)

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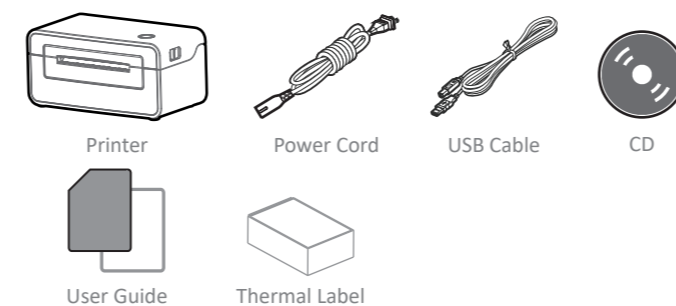
Appearance



- 1 Feed Button(Status Indicator)
- 2 Paper Guide
- 3 Cover Open Levers
- 4 Power Receptacle
- 5 USB Port
- 6 Print Head Module
- 7 Platen
- 8 Movable Paper Sensor

Packing List

- Unpack the printer and keep the packing materials in case you need to ship the printer in the future.
- Any damages exist, please contact the local dealer.

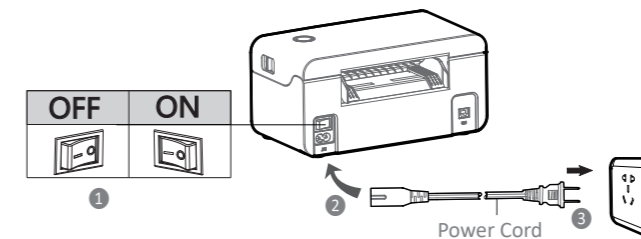


Note: The packing materials are based on the order.

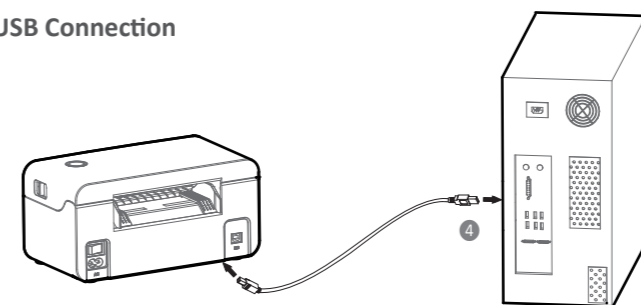
Printer Connection

Power Connection

1. Make sure the printer's power switch is in the off position.
2. Connect the power cord to printer.
3. Connect the other end of power cord to the outlet.
4. Connect the USB cable to the printer and PC.



USB Connection



Note:

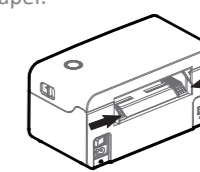
- Use the original power adapter only, in case the damage caused by charging improperly.
- Please unplug the printer power cord if it is not in use for a long time.

Label Loading

Paper Loading

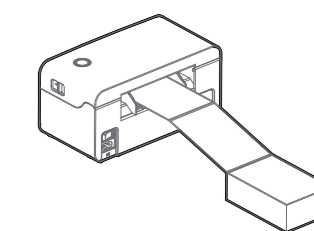
01

Turn the power on, adjust the paper guide to fit the width of paper.



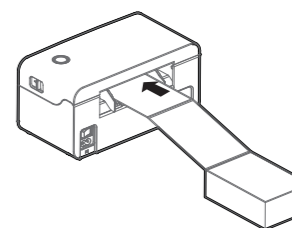
02

Insert the paper into the entry slot.

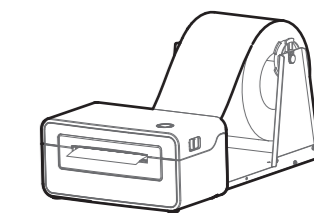


03

The paper will be sucked into the paper guide automatically.



Roll Type Label Loading



NOTE:

- When the printer is power on, the paper will be sucked into the paper guide automatically.
- The roll type label holder needs to be aligned with the hooks at the bottom of the printer.

Feed Button

• Turn on

In the shutdown state, turn on the power switch behind the printer, then the indicator will be light on.

• Turn off

When the power switch is turned off, the printer shuts down and the indicator light is off. In the power-on state, turn off the power switch behind the printer, then the indicator will be light off.

• Feed Button

1) Press the feed button, the printer sends the paper out to the specified position depending on the type of paper used. When using continuous paper, long press the feed button to send a fixed length of paper. If using label paper, press the feed button once that will send out a whole label.

2) When the printer is printing, press the feed button to pause the current printing and the light is green. Press the button again to print the unfinished print task.

Windows Driver Instruction

Driver Preparation for windows

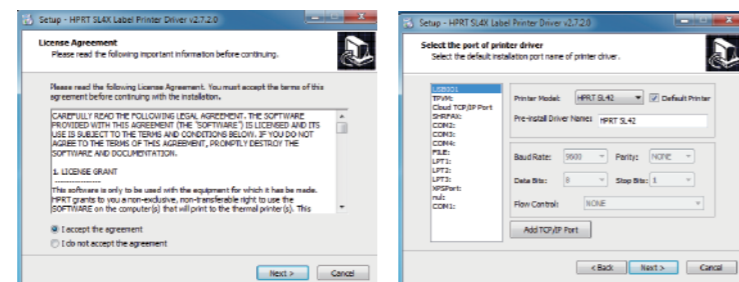
Download Windows Driver application program in <https://www.hpert.com/Downloads/>

Driver Installation for Windows

Warning:

Recommend to close security software before installation in case of preventing installation.

1. Select one interface to connect your printer to computer.
2. Turn on the printer and check if it is connected successfully.
3. Double click Windows Driver.
4. Read and agree the license agreement and click "Next", figure (1).
5. Select the port name of printer driver and click "Next", figure (2).



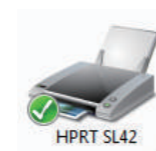
(1)

(2)

6. Then click "Finish", figure (3).
7. After installation, view the icon in "Start" → "Devices and Printers", figure (4)



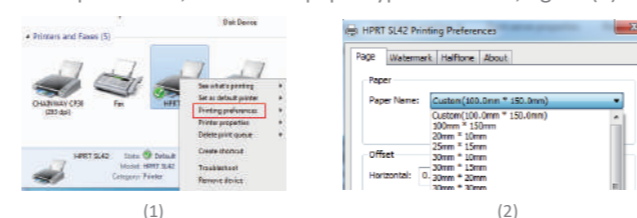
(3)



(4)

Printing Preferences

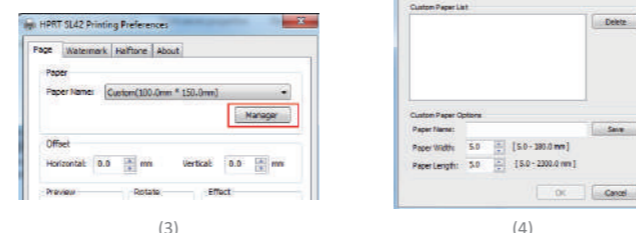
1. Click "Start" → "Devices and Printers". Right click the icon and choose "Printing preferences", figure (1).
2. Click "Paper Name", choose the paper type as needed, figure (2).



(1)

(2)

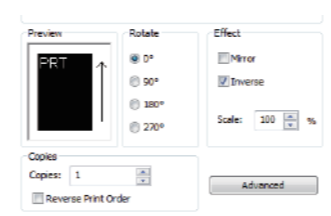
- Click "Manager" to add a new stock, figure (3)(4).



(3)

(4)

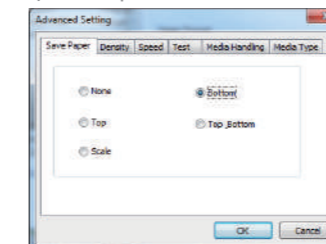
- Choose "Rotate" or "Effect", it will be showed in the "Preview", figure (5).



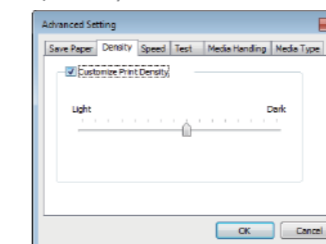
(5)

3. Click "Advanced" to set "Save Paper", "Density", "Speed", "Test", "Media Handling", "Media Type".

1) Save Paper



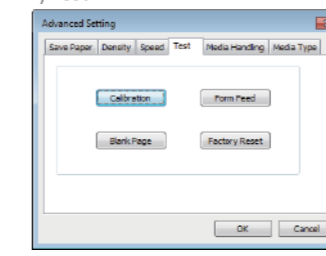
2) Density



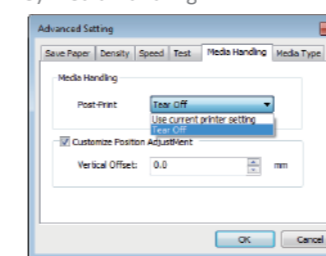
3) Speed



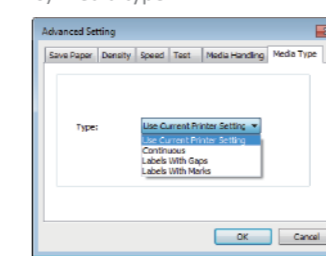
4) Test



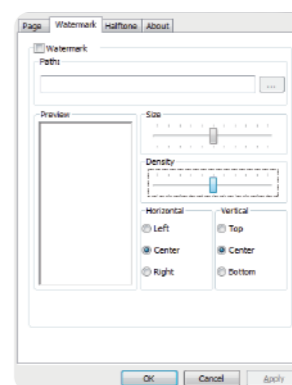
5) Media Handling



6) Media type

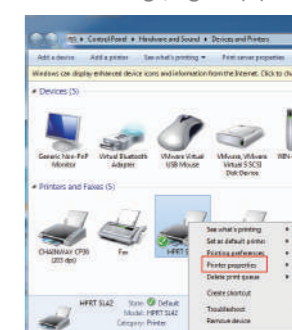


4. Click "Watermark" (Recommends BMP format).
5. Click "Halftone".

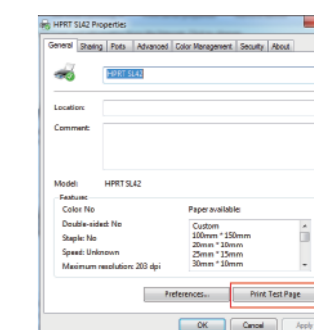


Printer Properties

1. Click "Start" → "Devices and Printers". Right click the icon and choose "Printer properties", figure (A).
2. Click "General" → "Print Test Page", and printer will print labels with current settings, figure (B).

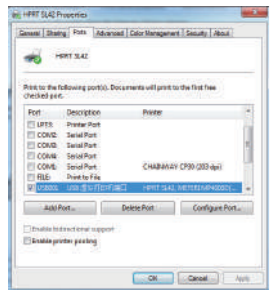


(A)

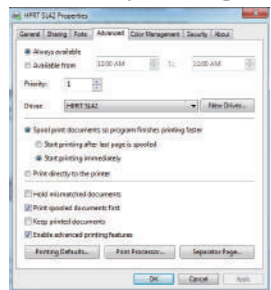


(B)

- Click "Ports", then choose the port needed, figure (C).
- Click "Advanced" to set the available time for the printer, figure (D).



(C)

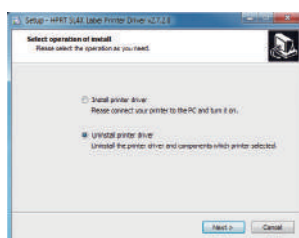


(D)

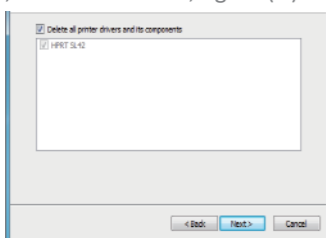
Driver Removing

Warning: Please turn off the printer or unplug the USB cable before removing the driver.

- Double click Windows Driver, figure (E).
- Choose "Uninstall printer driver", then click "Next", figure (F).
- Choose the driver to be uninstalled, then click "Next", figure (G).

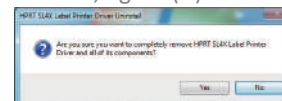


(E)

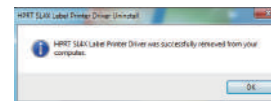


(F)

- Click "Yes", figure (H).



(G)



(H)

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Mac Driver Instruction

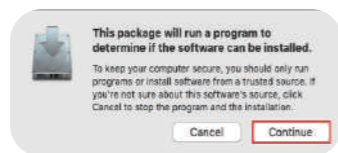
Driver Preparation for macOS

Download Mac Driver application program in <https://www.hp.com/Downloads/>

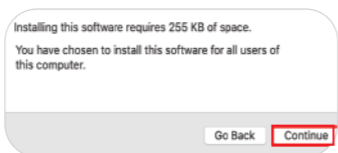
Driver Installation for macOS

Warning: Under different operating system, the screen has slight difference. Please operate it according to the tips. Take SL42 (macOS 10.15) as example.

- Double click the Driver and click "Continue", figure (a).
- Select a destination and click "Continue", figure (b).

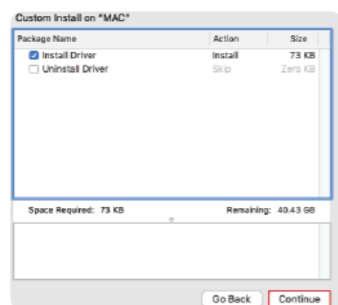


(a)



(b)

- Select "Installation Type" and click "Continue"->"Install", figure (c)(d).



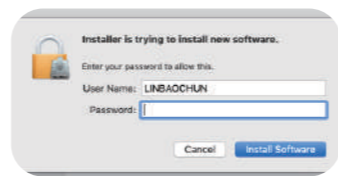
(c)



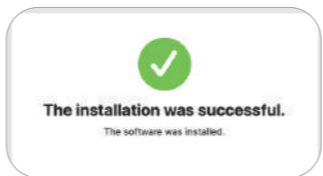
(d)

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- Type in the password of your computer, figure (e).
- The installation was successful, figure (f).

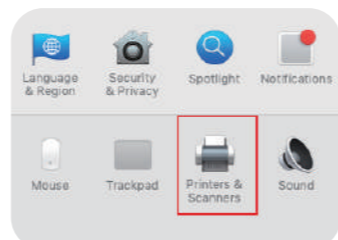


(e)



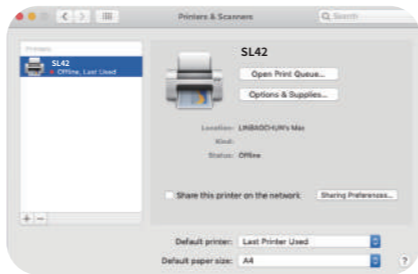
(f)

- Turn on the printer and connect it to your computer (for example: via USB cable)
- Click: Launchpad -> System Preferences -> Printers & Scanners, figure (g).



(g)

- Under "Printer & Scanner", printer SL42 is available, figure (h).



(h)

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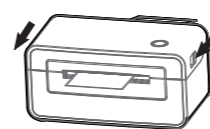
TROUBLESHOOTING

LED Display

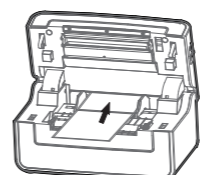
Blue	Always on	The printer is ready
Purple	Always on	The print head is over heat
Red	Always on	The cover is not closed
	Flash slowly	Paper out
Orange	Flash rapidly	Label learning is abnormal
	Always on	The printer is not ready yet
Green	Flash slowly	Paper jam, paper position is abnormal
	Flash rapidly	Printing
	Flash rapidly	Printing pause
		Receiving data

Paper Jam Handling

01
Press the cover open levers and hold upwards, then open the cover.



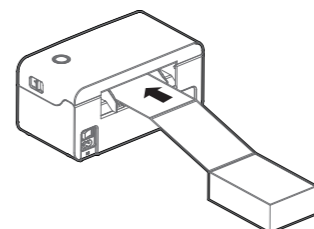
02
Take out the jammed paper, then clean up the print head and platen.



Warning: turn off the printer power when taking the above steps.

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03
Reload a new paper.



Print Problem

Problem	Cause	Solution
1. Common quality problem of print.	Error speed setting.	Set minimum printing speed by control panel, drivers and software to attain best printing quality.
	incorrect margins and paper size.	Make sure the label size is correct before printing. If the content exceeds the label size, the printer may "shrink" the size to a smaller size, causing the fade content.
	Incorrect print density setting.	To obtain the best print quality, the print depth should be set to the minimum set value for your application.
The print head is dirty.		Use a cotton swab moistened with alcohol to clean it from the center to the sides of the print head. After cleaning the print head, do not use the printer immediately. Use it after the alcohol completely evaporate (after 1 to 2 minutes) and the print head is completely dry.
	The creation quality of the source file is not satisfactory.	Print a sample label to test whether the printer is working well.
2. White spots appear on the label.	The print head is broken.	Change another print head.
	The print head is dirty.	Use a cotton swab moistened with alcohol to clean it from the center to the sides of the print head. After cleaning the print head, do not use the printer immediately. Use it after the alcohol completely evaporate (after 1 to 2 minutes) and the print head is completely dry.
3. Blank label printed.	The label is upside down/on the wrong side.	Make sure to load the label correctly, and the printing side should face up.
	The label is not a "direct thermal" label.	Make sure your label is "direct thermal" label.
	Printer system error	Restart the printer, continue to try to print if printing is still unsuccessful, please contact customer service.

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Problem	Cause	Solution
4. Misalignment / skip label.	The printer is uncalibrated.	Calibrate the printer Method 1: Tools---"Automatic label learning". Method 2: Press and hold the feed button (top button) until the blue light goes out twice and then release.
	The tag format is incorrect.	Check your label format and correct it as needed.
5. Paper jam in the printer	The paper is not placed correctly in the printer.	Open the printer cover and remove the jammed paper. Then clean the print head, paper suction port and place the new paper.
6. The paper is not sucked in by the printer.	The paper is not detected by paper sensor in the middle of the printer.	When placing paper from back entry slot, push it flat to the position of the paper sensor, and the paper sensor will trigger the automatic suction function when the paper is detected.
7. The label or image is offset during printing.	The printer uses a discontinuous label, but it is configured to work in a continuous mode.	Set the printer as the correct medium type.
	The paper does not conform to the specifications.	Use the paper that meets the specifications.
	Printer uncalibrated.	Calibrate the printer.
	The platen is too dirty.	Clean print head and platen.
	The calibration of the paper sensor is incorrect.	Calibrate the printer.
The loading of the media is incorrect.	Ensure that the media is properly loaded.	
The media is incompatible.	Must use media that meets printer specifications.	

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Problem	Cause	Solution
8. The bar code printed on the label can not be scanned.	The printing is too dark or too light, the barcode does not meet the specifications. There is not enough blank space around the barcode.	Adjust the concentration or print speed properly. Leave at least 3.2 mm (1/8 inch) between the barcode on the label and other printed areas and the edge of the label.
9. Auto calibration failed.	The loading of the media is incorrect.	Ensure that the media is properly loaded.
	The medium is not detected by the sensor.	Calibrate the printer.
	The sensor is dirty or incorrectly positioned.	Make sure that the sensor is clean and correctly positioned. During the calibration process, the gap mark or black mark should be aligned with the paper sensor.
	Incorrect media type setting.	Set the printer media type correctly.

Communication Problem

Problem	Cause	Solution
1. The label format has been sent to the printer, but it has not been identified.	The communication parameters are not correct.	Check printer driver or software communication settings.
	The DATA light did not flash.	Check the handshake protocol setting for the printer and the settings used must be able to match the settings used by the computer host. If the driver is used, the driver communication settings related to the connection should be checked.
3. The label format has been sent to the printer, but it has not been identified.	The prefix and the separated character set in the printer do not match the character set in the label format.	Check prefix and separate characters.
4. The DATA lights flash, but not print.	The incorrect data is being sent to the printer.	Check the communication settings on the computer to ensure that these settings match the settings on the printer's printer. If the fault still exists, the label format should be checked.

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FAQ

Q1:What can I do when printing black labels?

A1:There are two possible reasons.
First, the most common reason is that your labels are loaded upside down. Please make sure that your labels are properly loaded with the print side up. Second, you may check if the paper type is correct. Here is a quick way: Power on the printer, load paper, press and hold feed button until green indicator light flashes once to release. It will print a self-check page. If the printed label is blank, we may confirm it is not a thermal label. Please replace it with a thermal label and try again, and your problem shall be solved.

Q2:Why is my printing offset?

A2:You may check whether the paper guides have fixed the label. Pull the paper and pass it through the paper guides, and adjust the guides according to the paper width.

Q3:Why does the printer spit out few blank labels after printing successfully?

A3:If you're using shipping labels for printing, please check media type on driver settings, make sure it is "Labels with Gaps".
Go to Control Panel->Devices and Printers->Right click on "SL42 Printer"->Printer preferences->Advanced setting->Media type->select Labels with Gaps->OK

Q4:What can I do when my printing is unclear and hard to read?

A4: (1)Please confirm the settings on driver and set "Half-tone" or "Color Options" to "None".
(2)If you are printing a PDF file, it is recommended to use Adobe Acrobat software to open the PDF file to print.
(3)You can set "Darkness" and "Speed". To print more clearly, it is suggested to increase the density or darkness, or slow down the printing speed.
Note: Too high density may result in unwanted black lines or labels with high temperature, this may cause the label to be stuck to the middle of the print head.

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Q5:Why does my printer keep printing sideways?

A5:The most likely reason is that your label is not properly formatted for 4X6 label printing. SL42 prints exactly what you see on your printing file in the same orientation. So if it has a lot of white space around the label, the printing will be side-ways. Check if your shipping platform can provide 4X6 labels in the correct orientation.

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Xiamen Hanin Electronic Technology Co., Ltd.

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

E-Mail: tech@hp.com

Web: www.hp.com