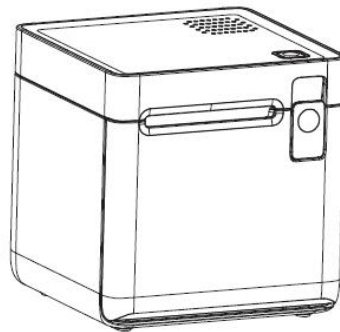




TP585

User Manual



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Statement

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Version 1.1

Warnings



This must be complied with in order to avoid any damage to the human body and to the equipment.



This is showing the important information and tips for the printer operating.



Note:

Due to continuous improvement of the products, the specifications, accessories and procedures described in the manual are based on actual machines. And it may be changed without prior notice

Important Safety Instructions

◆ Safety Warning



The print head will become very hot during printing, please do not touch the print-head and peripheral parts during printing and printing just finished.



Please do not touch the print-head and connectors, in case that static damages the printer head.

◆ Instructions

Carefully read the installation and operating instructions provided with the printer before starting up your printer.

- 1) Place the printer on a flat and stable surface.
- 2) Leave enough space around printer for operation and maintenance.
- 3) Do not place the printer on or near a heat source.
- 4) Do not use the printer near water. Never spill liquid into the printer.
- 5) Do not expose the printer to high temperatures, direct sunlight or dust.
- 6) Protect the printer from shock, impact and vibration.
- 7) Be certain the power source is within the voltage rating and frequency listed for the printer.
- 8) Switch off the printer power supply when won't use it for a long time.
- 9) Do not place the power cord where it can be stepped on. If the power cord becomes damaged or frayed, replace it immediately.
- 10) To ensure the print quality and reliability, you are suggested to use the recommended paper or the same quality paper.
- 11) Please switch off the power supply when connect/disconnect all the ports or it will cause damage to the printer control circuit.
- 12) Never carry out maintenance or repair work yourself. Always contact a qualified service technician.
- 13) Keep this User Manual in a place which is easily accessible at all times.

◆ Other Precautions

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◆ WEEE (Waste Electrical and Electric Equipment)

This mark shown on the product or its literature indicates that the corresponding item should not be discarded at the end of its working life with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate marked items from other types of waste and recycle them responsibly to promote the sustained reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office for details of where and how they can conduct environmentally safe recycling of such items. Commercial users should contact their suppliers and check the terms and conditions of purchase contracts. This product should not be combined with other commercial waste for disposal.



Caution: This is a Class A product. In a domestic environment this product may cause radio interference in which the user may be required to take adequate measures.

1 OVERVIEW

1.1 Introductions

TP585 is a thermal receipt printer, featured by high print quality, high print speed, high stability, etc. It can be used in commercial POS system, food industry and occasions which need real-time field print receipts.

TP585 can connect with other equipment through cash drawer, USB and Bluetooth(optional) interfaces. And the printer drivers are available for the WINDOWS XP/7/8/10/Vista operating system.

1.2 The Main Features

- 1) Low noise
- 2) High print speed
- 3) Easy paper loading
- 4) Easy using and maintenance
- 5) Cash drawer interface
- 6) Paper saving function
- 7) Compact and light
- 8) Bluetooth communication (optional)

2 GETTING STARTED

2.1 Packing List

After receiving your printer, please check for possible shipping damage:

1. Check the outside of the box and the printer for possible damage.
2. Check whether you have received the following accessories together with the printer, if there are any items missing, please contact your local dealer.



Printer



Power Cord



USB Cable



Power Adapter



Paper Roll



Quick Start Guide



CD

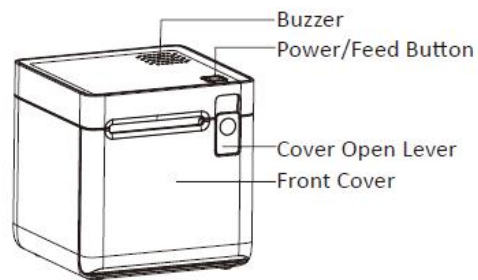


Notes:

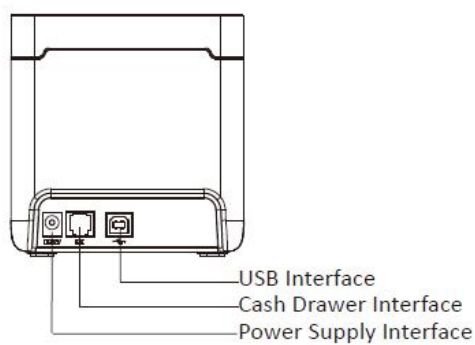
- 1) The power cord varies by region.**
- 2) The items in the package are actually dependent on the order.**

2.2 Appearance

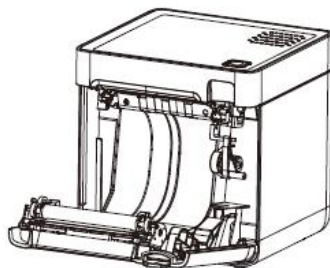
■ Front



■ Back



■ Inside



Power/Feed Button Function

- Long press the power button about 3s to turn on/off the printer.
- When the printer is on, short press the feed button once to feed one line of paper.
- When the printer is off, long press the power button about 3s to turn on the printer and hold it until about 6s to print self-test page.
- When the printer is off, open the front cover, long press the power button to turn on the printer and hold it for another 6s to enter into debug mode.

3 SPECIFICATIONS

3.1 Printer Specification

Item		Parameter
Printing Parameter	Printing Method	Direct thermal line printing
	Resolution	203 dpi,8 dots/mm
	Printing Width	48mm
	Printing Speed	Max. 100mm/s
	Printing density	Adjustable from degree 1 to degree 4 (default degree 2)
	Printing Direction	Vertical and horizontal
Interface	Default	USB-B, cash drawer 24V
	Optional	Serial Interface, Dual-mode Bluetooth (3.0/4.0)
Auto cutter		Partial cut
Page mode		Yes
Memory	RAM	2 MB
	Flash	4 MB
Character set	Font	Font A: 12*24 Font B: 9*17 CHN: 24*24, 16×16
	User defined	Support
	Code page	PC437(std.Europe), Katakana, PC850(Multilingual), PC860(Portuguese), PC863(Canadian), PC865(Nordic), PC857(Turkish), PC737(Greek), ISO08859-7(Greek), WPC1252, PC866(Cyrillic #2), PC852(Latin 2), PC858(Euro), KU42(Thai), TIS11(Thai), TIS18(Thai), PC720(Arabic), WPC775(Baltic Rim), PC855(Cyrillic), PC862(Hebrew), PC864(Arabic), ISO8859-2(Latin2), ISO8859-15(Latin9), WPC1250(Latin 2), WPC1251(Cyrillic), WPC1253(Greek), WPC1254(Turkish), WPC1255(Hebrew), WPC1256(Arabic), WPC1257(Baltic Rim), WPC1258(Vietnamese), MIK(Cyrillic), PC755(Latin 2), Iran, Iran II, Latvian, ISO-8859-1(WestEur), ISO-8859-3(Latin 3), ISO-8859-4(Baltic), ISO-8859-5(Cyrillic), ISO-8859-6(Arabic), ISO-8859-8(Hebrew), ISO-8859-9(Turkish), PC856, PC3848(ABICOMP), MONGOLIAN, VISCII
Graphics		Support bitmap printing with different density and user defined bitmap printing (Max.40K for per bitmap, and Max. 556K for total)
Barcode	1D	UPC-A, UPC-E, EAN8, EAN13, CODE39, ITF, CODEBAR, CODE128, CODE93
	2D	QR code, PDF417
Detection	Sensor	Paper end, cover open, over-temperature, over-voltage
Power supply	Input	AC100V-240V, 50-60HZ
	Output	DC 12V, 2A
LED Indicator	One LED light	Green/blue/red (The color of LED light depends on different status of printer)

Item		Parameter
Paper	Paper Loading	Front loading, Easy loading
	Paper Type	Standard thermal paper
	Paper Width	58 ⁺⁰ ₋₁ mm
	Paper Thickness	0.05 ~ 0.08mm
	Paper Roll Diameter	60mm Max.
Condition	Operating	0~40℃/20~85%RH
	Storage	-20~60℃/5~95%RH
Reliability	TPH Life	100 KM
	Cutter Life	500,000 times
Emulation		ESC/POS
Packing Information	Dimensions	110mm*105mm*114mm (W*D*H)
	Weight	500g
	Accessories	Power adaptor, power cord, Quick Start Guide, USB cable, paper roll, CD
Software	Driver	Windows2000/XP/Vista/Win7/Win8/Win10/POSReady/Linux CUPS/OPOS/JavaPOS
	SDK	WinCE, Win Mobile, Android, iOS

3.2 Printing Media Specification

3.2.1 Continuous Thermal Paper Specification

Paper Type : Standard thermal paper

Paper Width : 58^{+0}_{-1} mm

Paper Outer Diameter : Max. 60 mm

Paper Thickness : 0.05 ~ 0.08mm

Recommended paper:

Paper Type	Manufacturer
FD210, PD150R, PD160R	OJI Paper CO.,

3.2.2 Notices

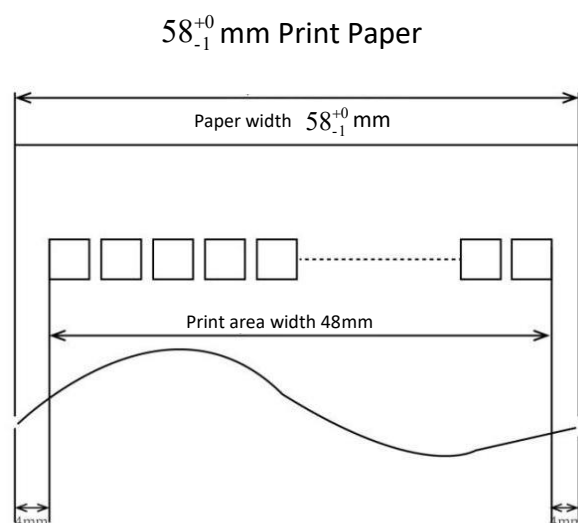


Notes:

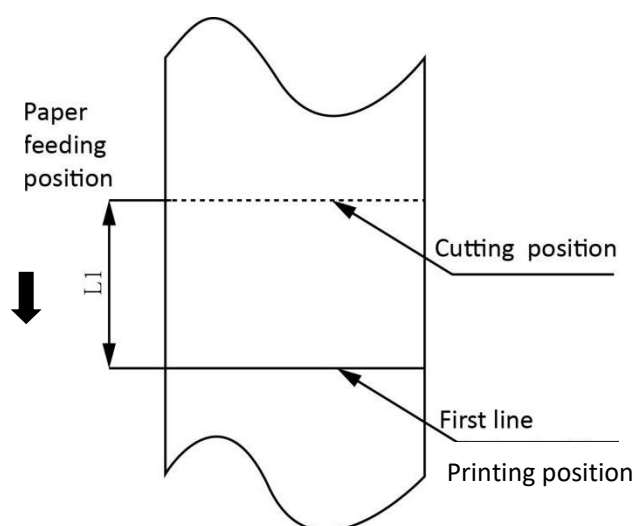
- *Please use the recommended thermal paper or same quality paper, otherwise it will influence the printing quality and decrease the thermal printer head life.*
- *Do not stick the paper on the paper roll mandrill.*
- *If the thermal paper is polluted by chemical or oil, the thermal paper heat sensibility decreases, which will influence the printing quality.*
- *Do not use finger nail or hard articles to touch the surface of thermal paper, otherwise it will cause color fading.*
- *When the environment temperature is higher than 70°C, the thermal paper color will fade, so pay attention to the influence of temperature, humidity and sunlight.*

3.3 Printing and Cutting Position

3.3.1 Printing position



3.3.2 Cutting Position

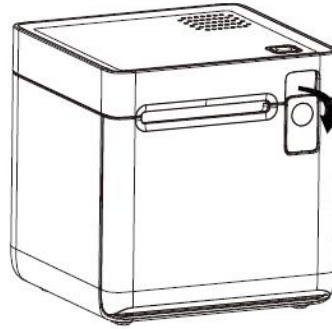


Type	Paper Cutting Position(L1)
TP585	11.6mm

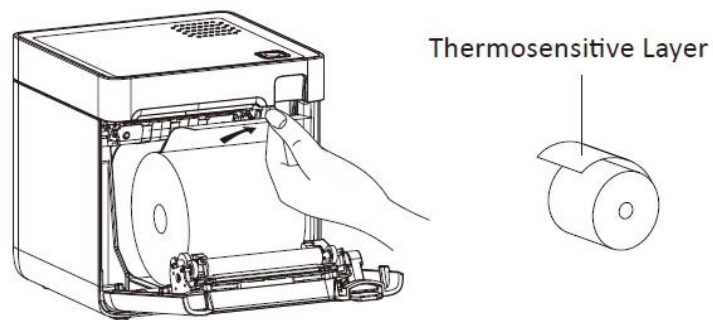
4 INSTALLATION AND USAGE

4.1 Media Loading

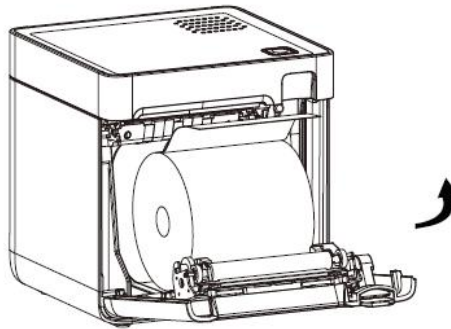
- 1) Pull the cover opening lever to open the front cover.



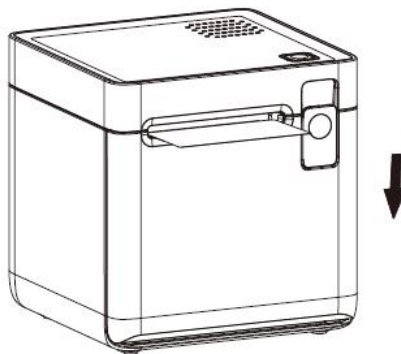
- 2) Load the paper roll in the correct direction as shown below.



- 3) Pull out some paper, and close the printer cover.



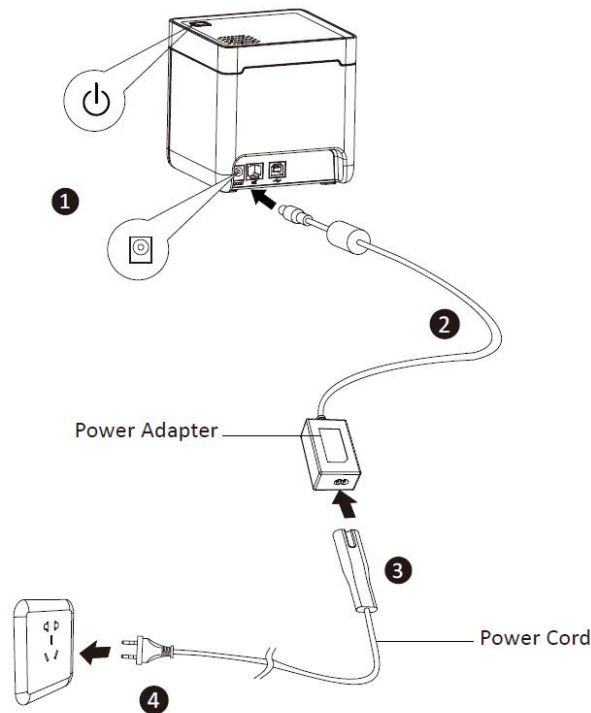
- 4) Tear the extra paper.



Note: make sure the paper roll is entangled, otherwise it may cause paper jam or other failures.

4.2 Power Connection

- 1) Make sure the printer power is turned off.
- 2) Connect power adapter to printer
- 3) Connect power adapter to power cord.
- 4) Plug the other side of power cord into the socket outlet.



Notes:

- 1) Please only use the power adapter recommended by supplier or equivalent products.
- 2) When disconnecting the power adapter plug, handhold plug connector housing, to avoid the pulling on the cable in force.
- 3) Avoid dragging the power adapter cable, otherwise it will damage the cables, causing fire and shock.
- 4) Avoid putting power adapter around a heating device, otherwise the cable may melt, causing fire and shock.
- 5) If you do not use the printer in a long time, disconnect the power supply of printer power adapter.

4.3 Cash Drawer Connection

- 1) Make sure the printer's power switch is turned off.
- 2) Connect the cash drawer cable into the cash drawer interface on the rear side of the printer.



Warning:

Cash drawer interface can only be connected to a voltage of 24V cash drawer device (can't connect to the phone line, etc.)

4.4 LED Indicator and Buzzer

Function specification of indicated light and buzzer

LED Indicator		Printer Status	Buzzer Status
Color	Status		
Green	On	On stand-by	---
		Paper sufficient	
Blue	On	Busy	---
Red	On	Paper end	"Beep, Beep, Beep"
	Flash	Cover open	"Beep, Beep-, Beep"
		Cutter jam	" Beep-, Beep-"
		TPH over-temperature	"Beep, Beep, Beep"



Notes:

The printer uses a thermistor to detect the temperature of the print head. If the temperature of print head is higher than 65° C, printer will send a warning. If the temperature of print head is higher than 80° C, printer will stop working until the temperature is lower than 60° C.

4.5 Print Test

4.5.1 Print Self-Test

The self-test checks the printer's current settings, status and whether the printer has any problem.

- 1) Make sure the power is connected and paper is loaded properly.
- 2) Make sure the printer is off and top cover closes properly.
- 3) Press the paper feed button and power button simultaneously to turn the printer on. The printer is ready to receive data as soon as it completes the self-test.

4.5.2 Printing of Windows Driver Program

- 1) Install the Windows Driver program. (Please refer to Chapter 9)
- 2) Please set the "Interface" as the type you use.
- 3) Use the Windows Driver Program to print out the "Print Test Page".

5 INTERFACES

TP585 supports cash drawer interface, USB interface and Bluetooth Interface (optional).

5.1 USB

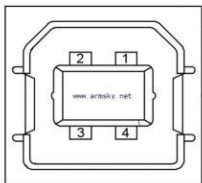


Figure 5-1

PIN	SIGNAL NAME
1	VBUS
2	D-
3	D+
4	GND

5.2 Cash Drawer Interface

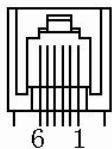


Figure 5-2

PIN	SIGNAL NAME
1	FG
2	Drawer 1
3	DRSW
4	VDR
5	Drawer 2
6	GND

Electrical characteristics

- Driving voltage: DC 24V
- Driving current: Maximum 0.8 A (In 510 ms)

Detection signal for drawer status: "L" = 0 ~ 0.5 V "H" = 3 ~ 5 V

5.3 Bluetooth

Default name: BT Printer-XXXX

Default password: 1234

For Bluetooth Setting details, please scan the QR code below:



POS Printer BT Connection Manual



Note: The Bluetooth setting is only valid for the devices with Bluetooth functionality.

6 TROUBLESHOOTING

Your printer is very reliable, but occasionally problems may occur. This chapter provides information on some common problems you may encounter and how to solve them. If you encounter problems that you can not resolve, contact your dealer for assistance.

6.1 Printer Not Working

Problem Description	Probable Reason	Solution
LED indicator is off, printer is not working	Printer has no power	Connect printer to power supply
	Printer is not on	Turn on the printer
	Circuit board is broken	Contact with the dealer

6.2 LED Indicator and Beeper Alarm

Problem Description	Probable Reason	Solution
LED indicator is on with red color and buzzer alarms	Paper end	Reload the paper roll
LED indicator is on with red color and flashing, buzzer alarms	Printer cover is open	Close the printer cover
	Thermal print head is over-heated	Turn the printer off and resume when it cools
	Over-voltage	Print with specified voltage
	Low-voltage	Print with specified voltage
	Cutter jam	Restart the printer

6.3 Troubles Occur During Printing

Problem Description	Probable Reason	Solution
Blurred printing or spot	Incorrect paper roll loading	Check if the paper roll is loaded
	Unqualified paper roll	Use recommended thermal paper roll
	Dirty thermal head or print roller	Clean the thermal head or print roller
	Low print density	Increase the print density level
Paper is not feeding normally	Paper jam	Open the printer cover, check the paper path and remove jammed paper
Vertical print words are missing	Dirty thermal head or print roller	Clean the thermal head or print roller
	Thermal head is damaged	Contact with your dealer for assistance

6.4 Problems Emerge During the Paper Cutting

Problem Description	Probable Reason	Resolution
Cutter jam, the movable cutter cannot go back	Cutter abrasion, insufficient cutting	Replace the cutter
	Worm gear and worm wheel abrasion	Replace the worm gear and worm wheel
	Motor is burnt	Replace the motor
	Paper scraps	Clean the paper scraps on the transmission system
Insufficient cutting	Cutter edge abrasion, paper is too thick	Replace the cutter
Paper jam	Thermal printer head is over-heated	Reduce the density of printing
	Driving is too fast	Reduce the printer speed to the limit of thermal printer head
	Wrong paper feeding position	Put the paper parallel with the paper mount and insert into the space between platen roller and the thermal printer head.



Note: about the density setting, please refer to Chapter 8.

7 PRINTER CLEANING AND MAINTENANCE

Print quality might be degraded by dust, foreign substance, adhesive substance, or other pollution materials stuck in the printer head or inside the printer.

When dirty, clean the print head as follows:

※ CAUTION

- Make sure to turn off the printer prior to cleaning.
- As the print head gets hot during printing, turn the printer off and wait approximately 2~3 minutes before starting to clean.
- When cleaning the print head, take care not to touch the heated portion of the print head.
Print Head is susceptible to damage from static electricity, etc.
- Take care not to allow the print head become scratched and/or damaged in any way.

7.1 Cleaning Head

- 1) Open the Printer Cover and then use a cotton stick with medical use alcohol to clean the print head in the direction from the center of the head to the edges.
- 2) After cleaning the print head, do not use the printer until the alcohol used for cleaning evaporates completely (1~2 min.) and the printer is completely dry.

7.2 Cleaning Sensors, Roller and/or Paper Path

- 1) Open the printer cover and remove the paper.
- 2) Remove any dust or foreign substance using dry cloth or cotton swab.
- 3) Soak the cloth or cotton swab in alcohol for medical use and use it to remove adhesive foreign substances or other pollution materials.
- 4) After cleaning the parts, do not use the printer until the alcohol evaporates completely (1~2 min.) and the printer is completely dry.

※ Clean the parts whenever print quality or paper detection degraded.

8 UTILITY TOOL FOR POS INSTRUCTION

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 SP1 (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)
- Microsoft Windows Server 2008 R2

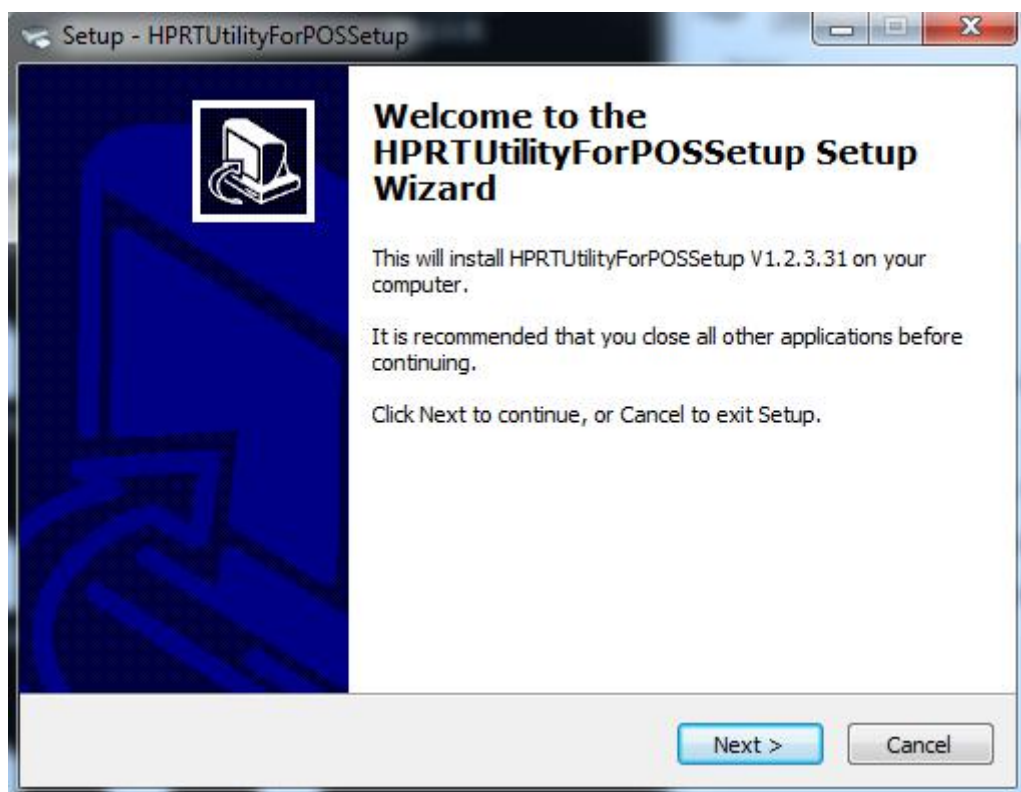
8.1 Utility Tool Installation

The following screens take Win 7 for example.

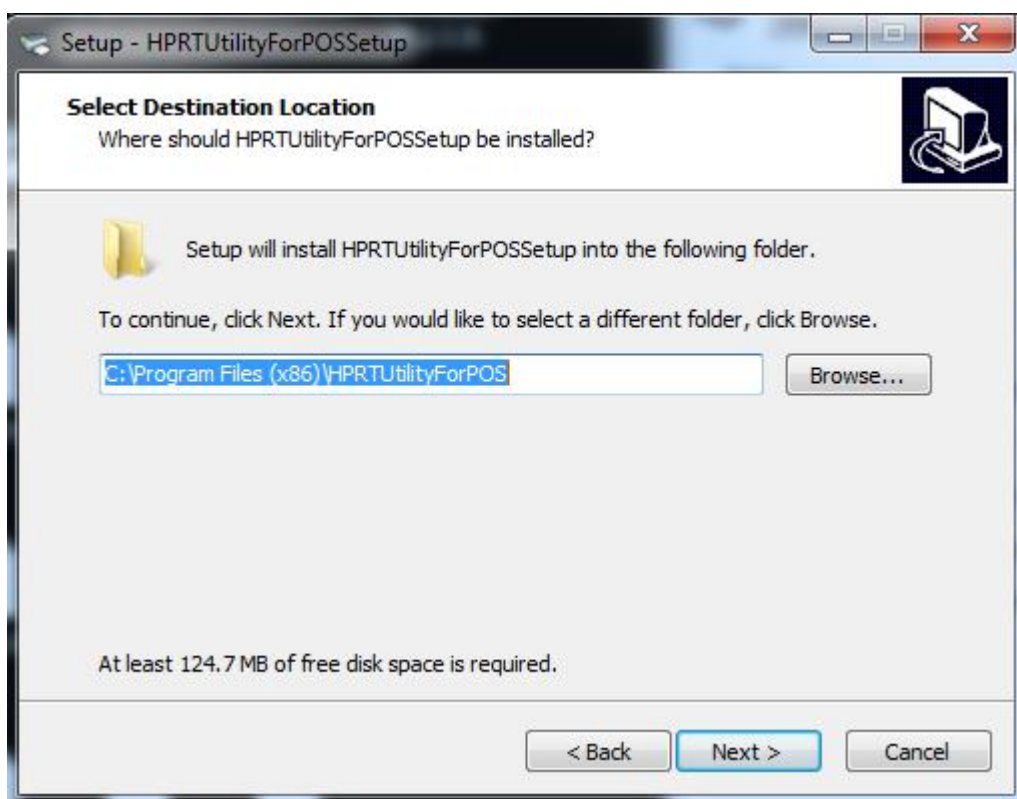
- 1) Open the installation package.
- 2) Choose “English” and click “OK”.



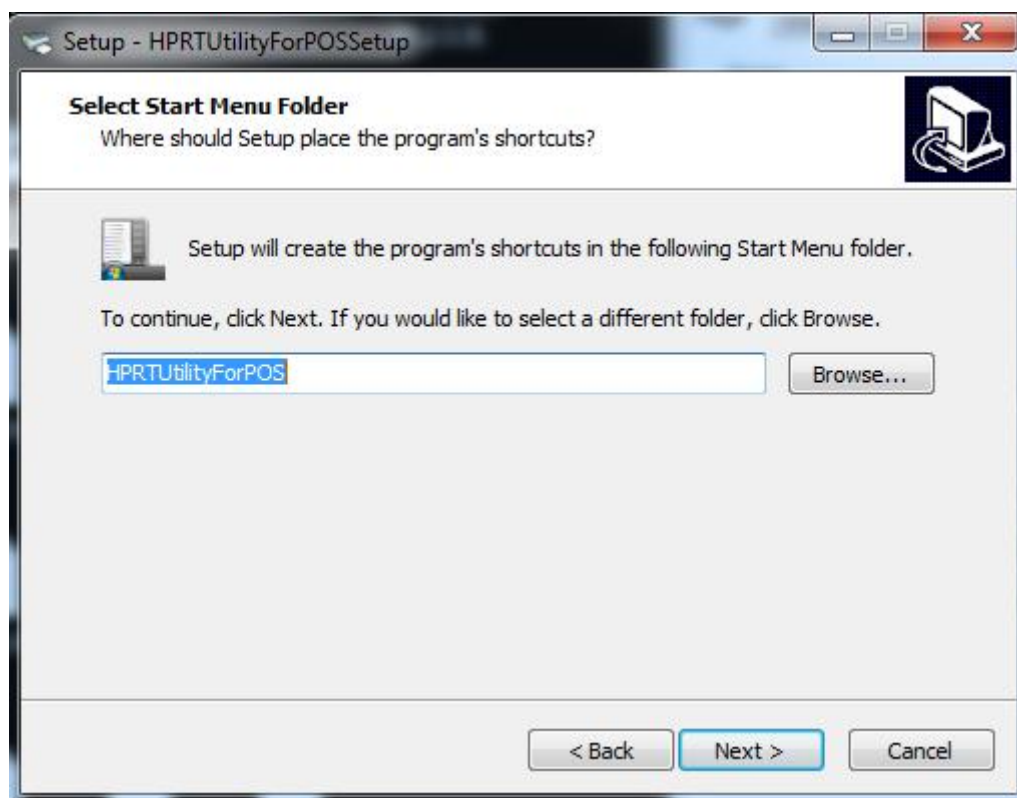
- 3) Choose “I accept the agreement”, then click “Next”.



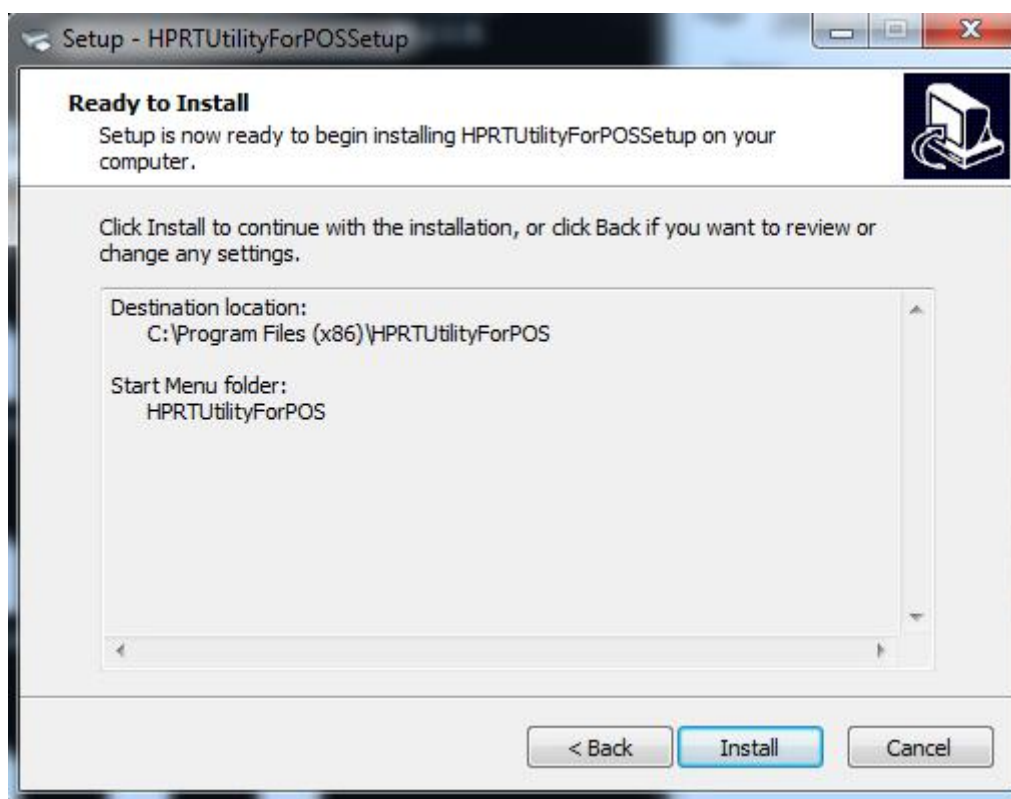
4) Click "Next".



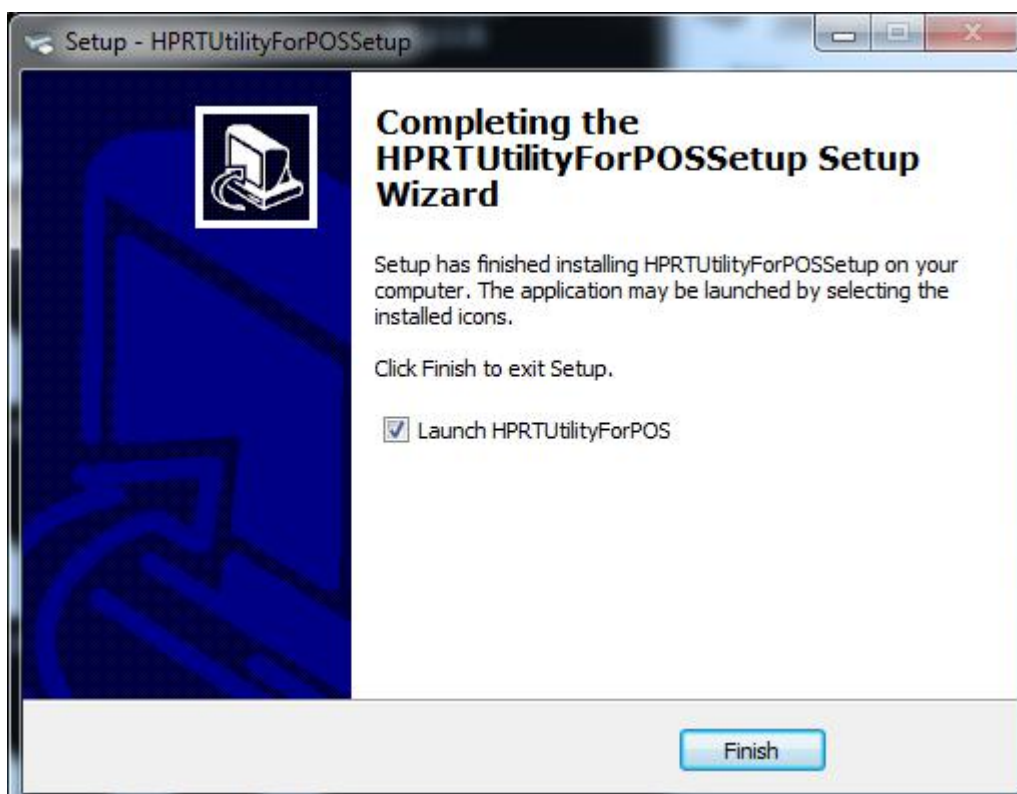
5) Select start menu folder. Click "Next".



6) Click "Install".



7) Click "Finish". Utility is installed successfully.



8.2 Using Utility Tool

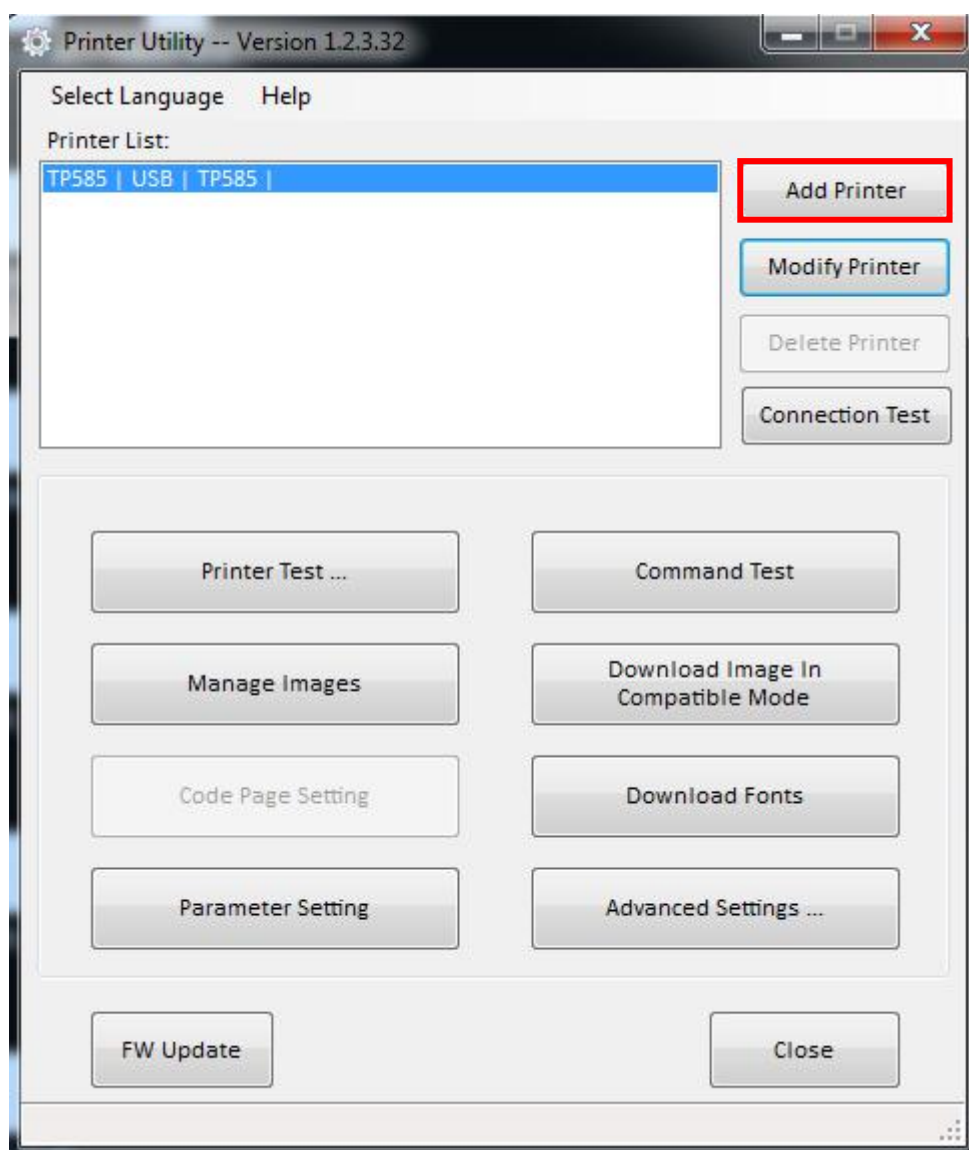


Warning: In different operating system, screen has a slight difference. Please operate it according to the tips. Take TP585 (Windows 7) for example.

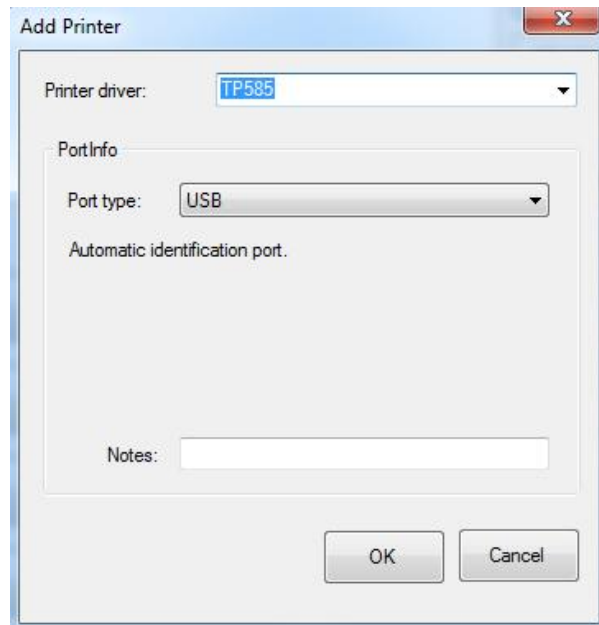
8.2.1 Add/Modify/Delete/Connect Printer

8.2.1.1 Add printer

- 1) Click "Add Printer".

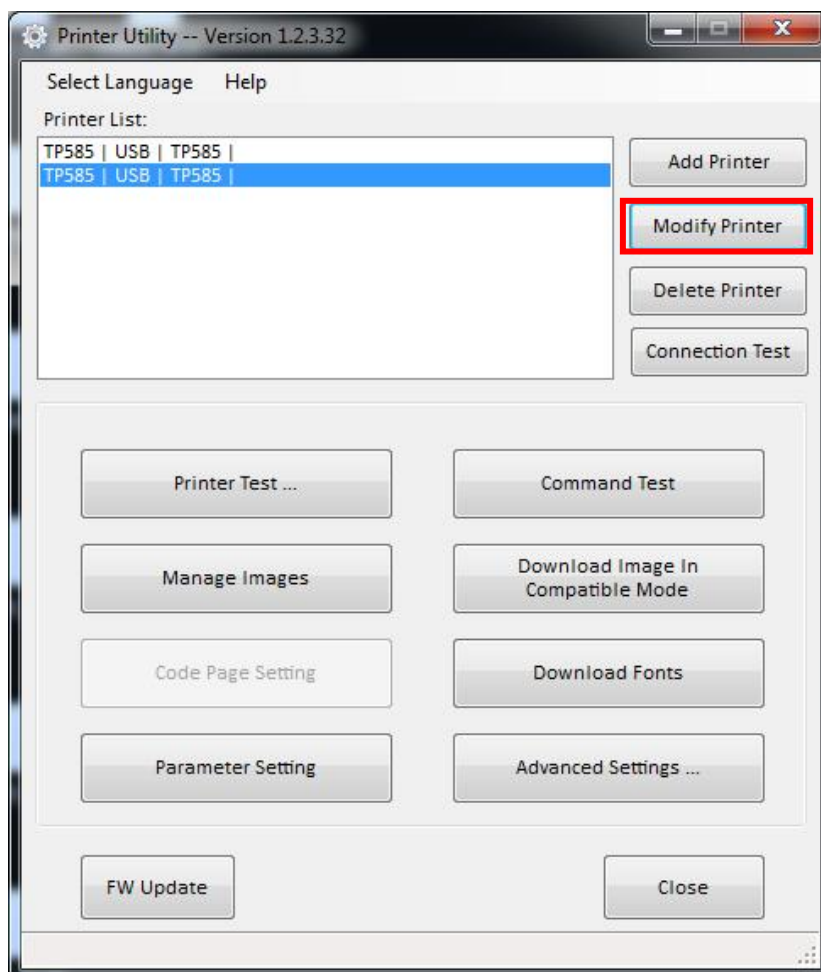


- 2) Choose the appropriate printer type and port. Then click “OK”. (Take TP585 for example.)

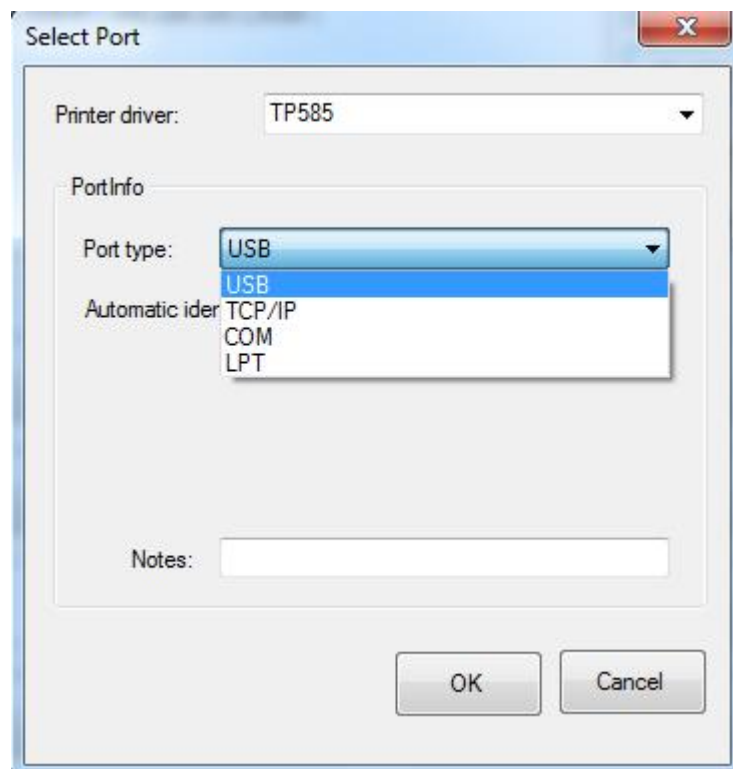


8.2.1.2 Modify printer

- 1) Choose the printer you want to modify in the list. Click “Modify Printer”.



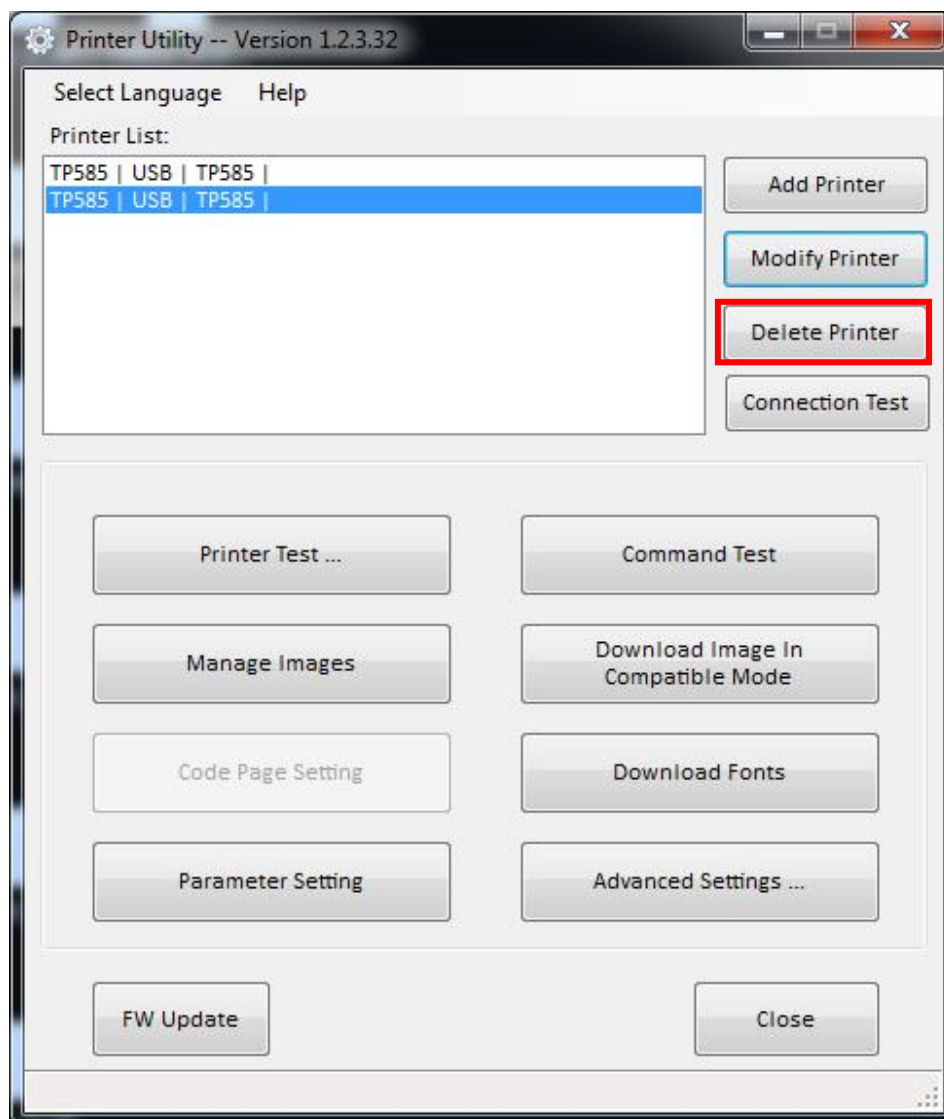
2) Choose the new printer and new port. Then click “OK”.



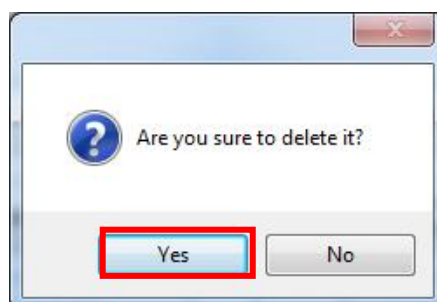
3) The new printer is added successfully.

8.2.1.3 Delete printer

- 1) Choose the printer you want to delete in the list and click “Delete Printer”.

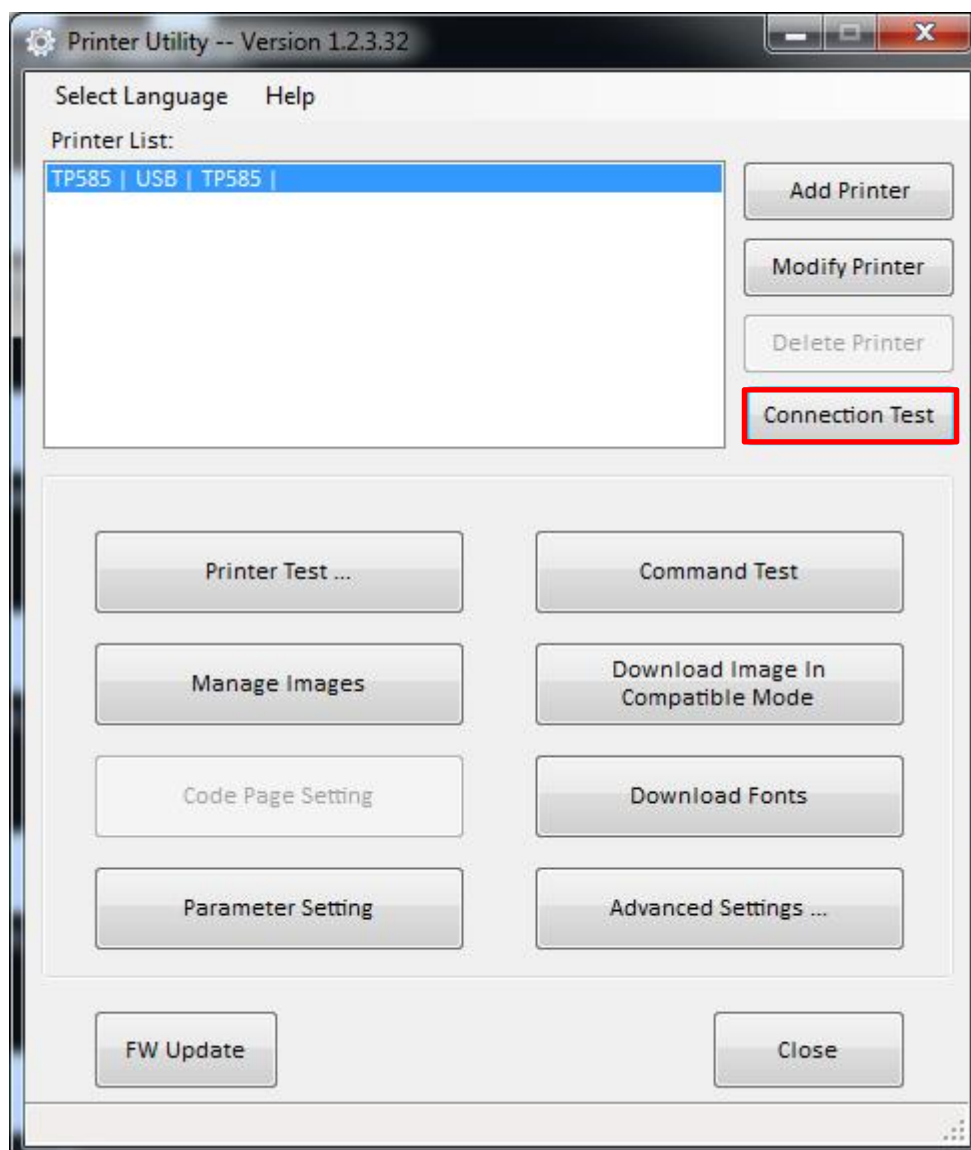


- 2) Click “Yes”, then the printer is deleted.



8.2.1.4 Connection Test

1) Choose the printer. Click “Connection Test”.



2) If the connection is successful, it will appear the following window. If the connection is unsuccessful, please connect the printer with computer.



Notes:

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

8.2.2 Functions

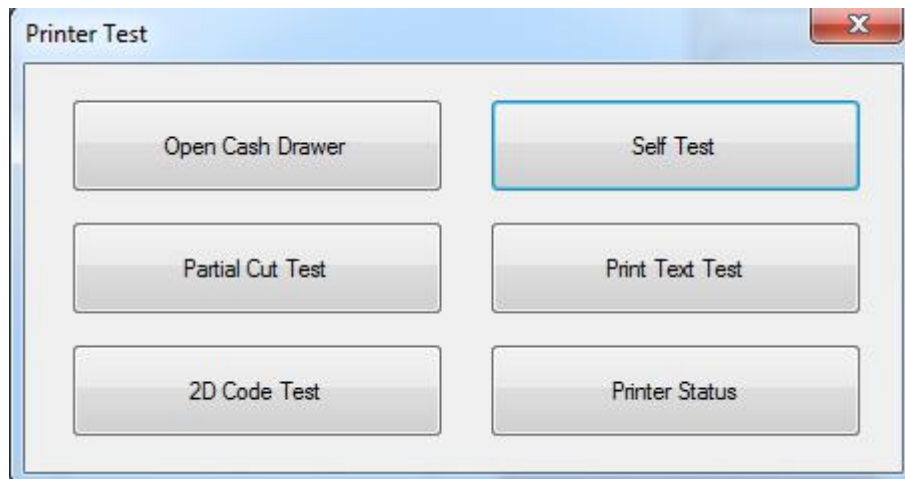
The utility function contains the following items:

- Printer Test
- Command Test
- Manage Images
- Download Image in Compatible Mode
- Download Fonts
- Parameter Setting
- Advanced Settings

8.2.2.1 Printer Test

1) Self Test

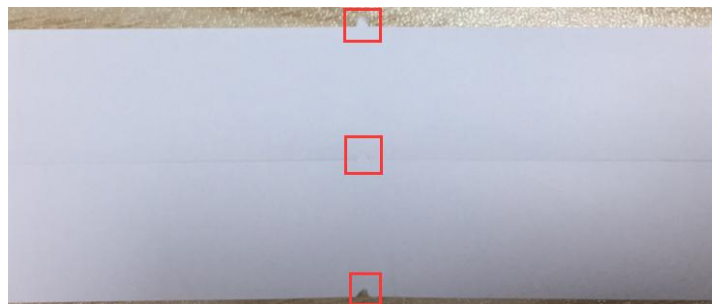
Click "Self Test" to see if the printer will print properly.



2) Partial Cut Test

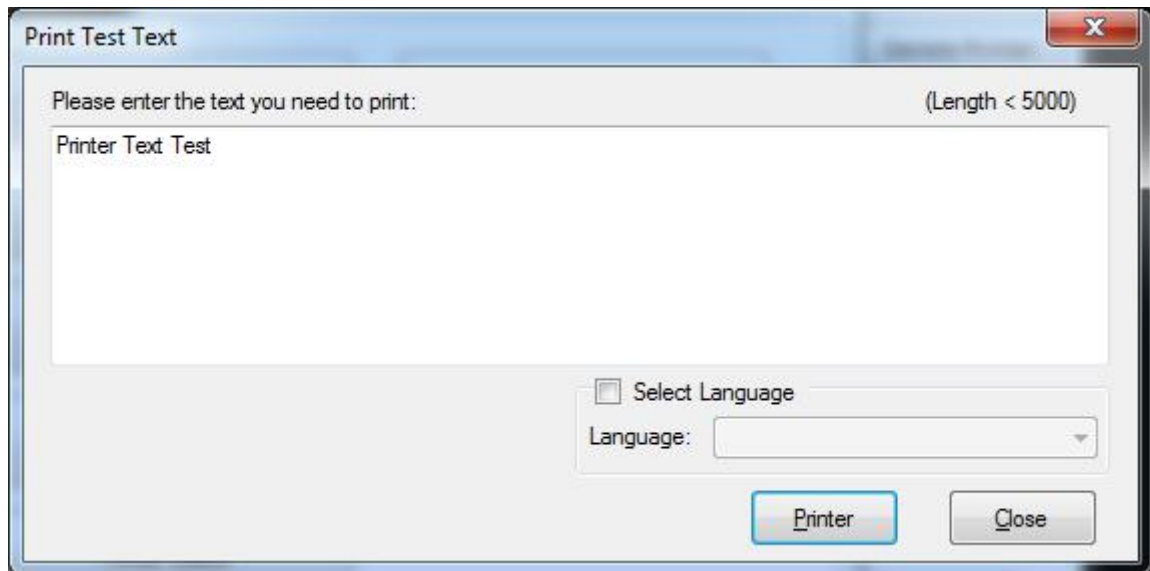
Click the cutter test and the paper will be cut automatically. Cutting method is partial cut (Partial cut: Not all cut off, between the two sheets of paper to leave a connection point).

As shown in the figure:



3) Print Test Text

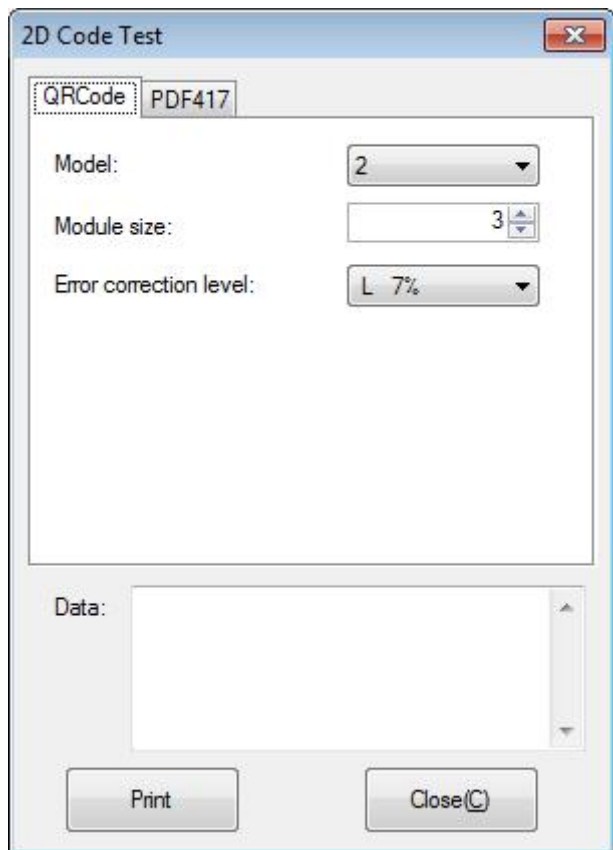
Click "Print Test Text", input the text you want to print. When you click "Print", the printer starts printing text content. Such as: Print Text Test.

**Note:**

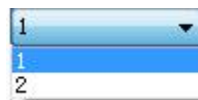
The language option in the lower right corner is checked according to the input text. (For example: The input is Simplified Chinese, the language is checked for Simplified Chinese, the printer prints the input text according to the setting options, and if you check other languages, the printer does not print the text)

4) 2D Code

Click the QRCode mode.



▲ Model: 1~2

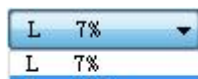


▲ Module size: 1~16

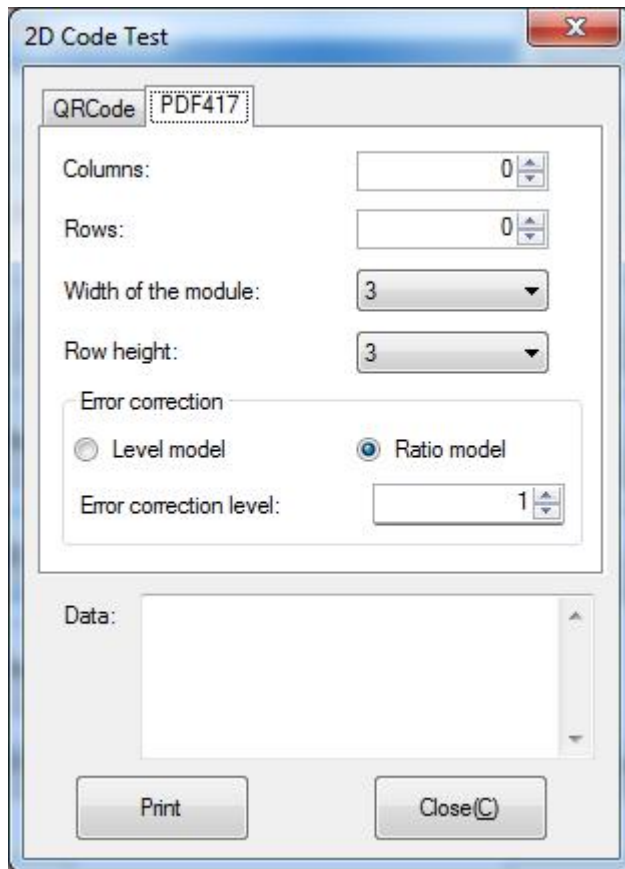
The larger the module value, the larger the printed QR code is, and the smaller the opposite.

▲ Error correction level: 7%~30%

The higher the error correction level, the more intensive the module graphics.



Click the PDF417 mode.

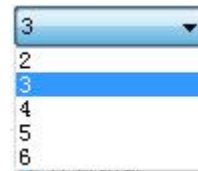


▲ Columns: 0~30

▲ Rows: 0~90

▲ Width of the module: 2~6

The larger the module value, the wider the width of the printed PDF417 barcode, and the smaller the opposite.



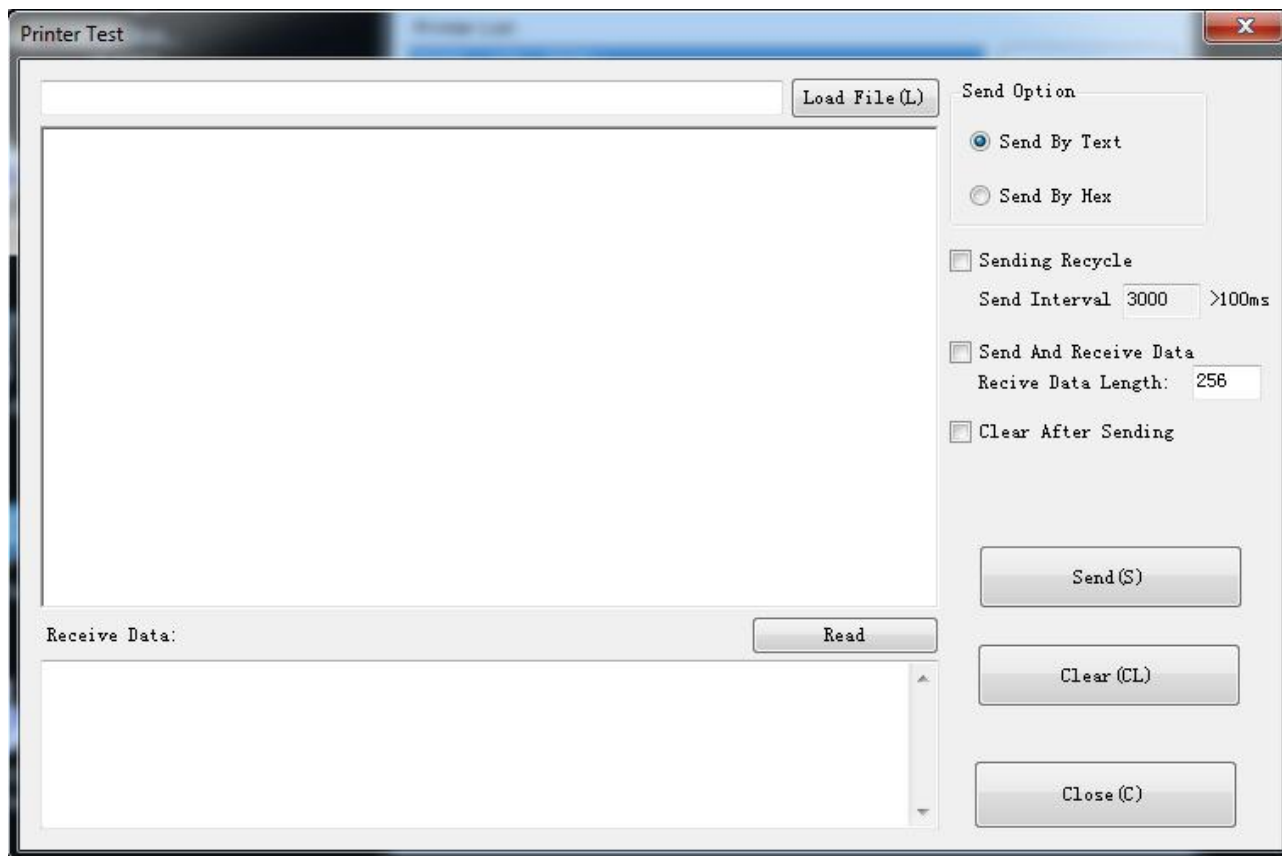
▲ Row height: 2~8

The larger the module value, the longer the printed PDF417 barcode, and the smaller the opposite.

8.2.2.2 Command Test

In the command test, you can send command to the printer. Input text or hexadecimal data. Select a file or enter a command in the input box.

- 1) Click “Send by Text”, input text content.



▲Sending Recycle:

When the interval is set to 3000ms (you can set the interval as needed), then click “Send”, the printer starts to recycle printing. Click “Stop” to stop the recycle printing.

Send Option

☒ Send By Text

☐ Send By Hex

☒ Sending Recycle

Send Interval 3000 >100ms

☐ Send And Receive Data

Recv Data Length: 256

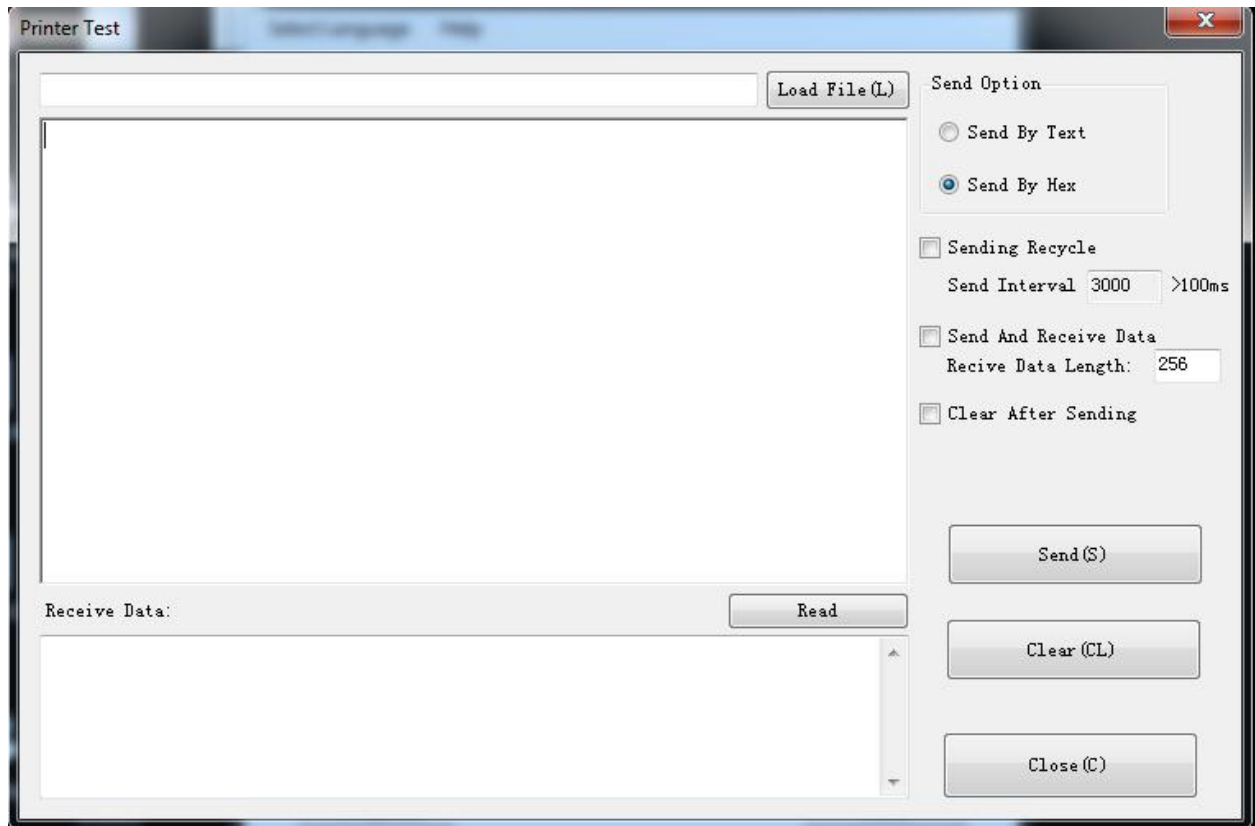
☐ Clear After Sending

Send(S)

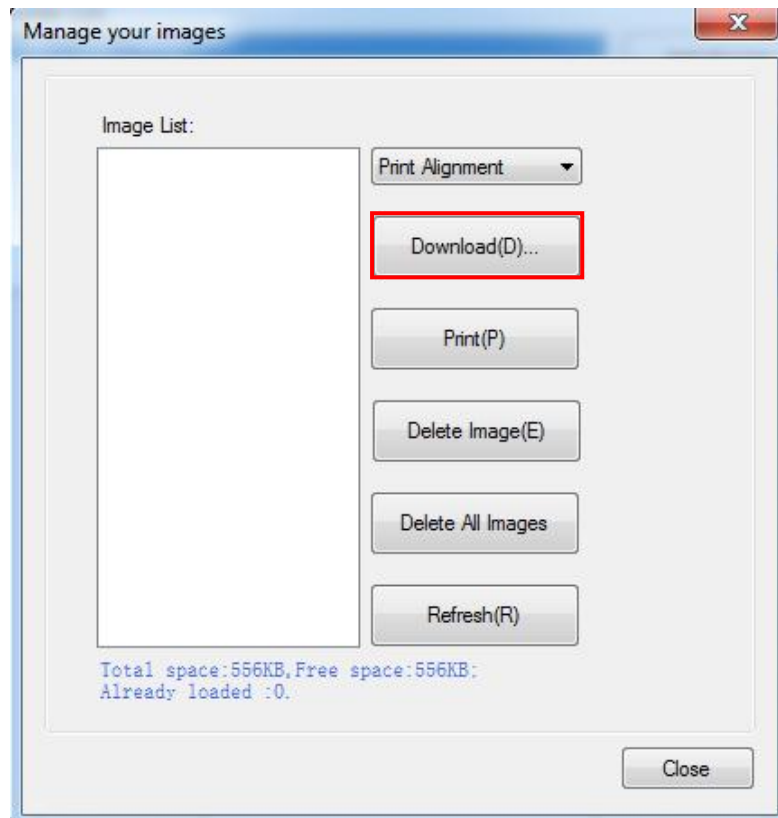
Clear (CL)

Close (C)

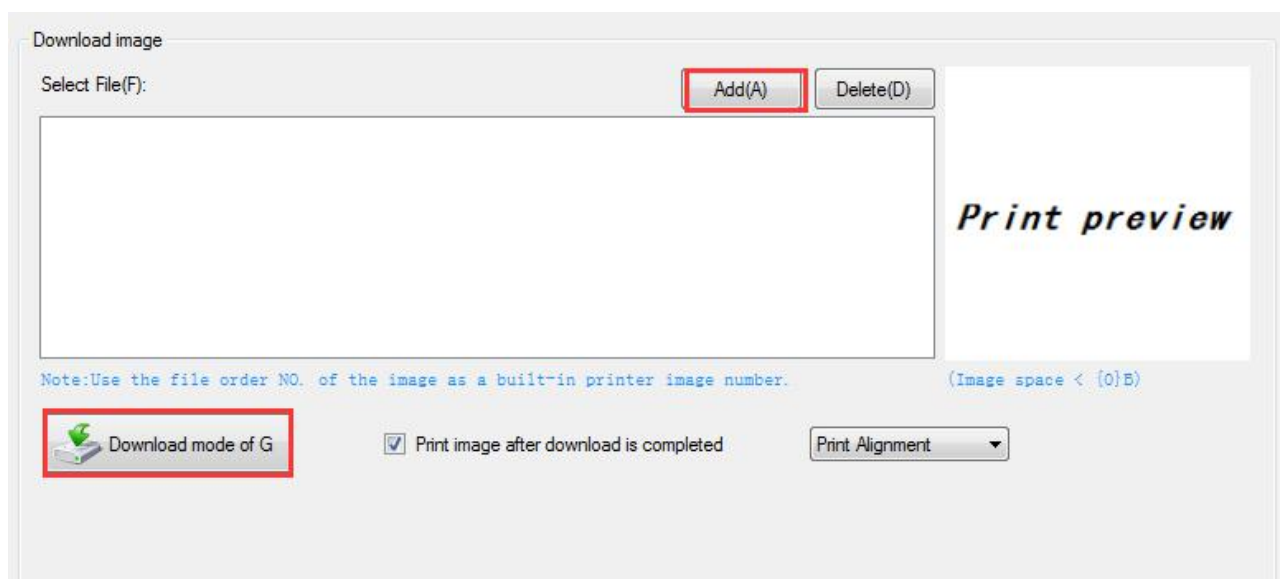
2) Click “Send by Hex”, input the content. (Convert text to HEX or send ESC command)



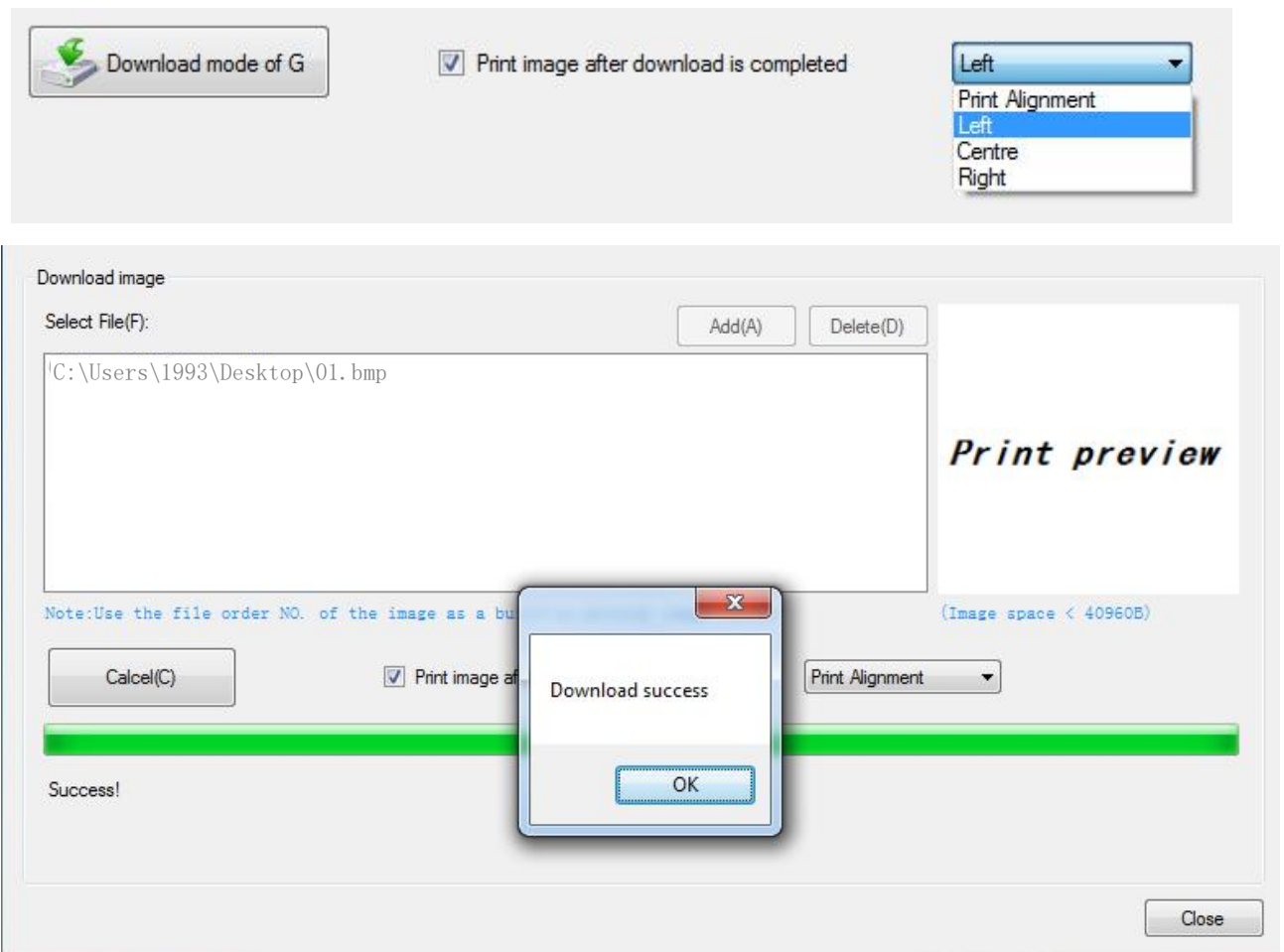
8.2.2.3 Manage Images



1) Click "Download" to add the image, if you want to print the picture, set the print location before clicking "Download mode of G" to print the picture. (It is recommended to use a picture in BMP format)



2) Select the print location, center, left, and right. (Such as, left print).

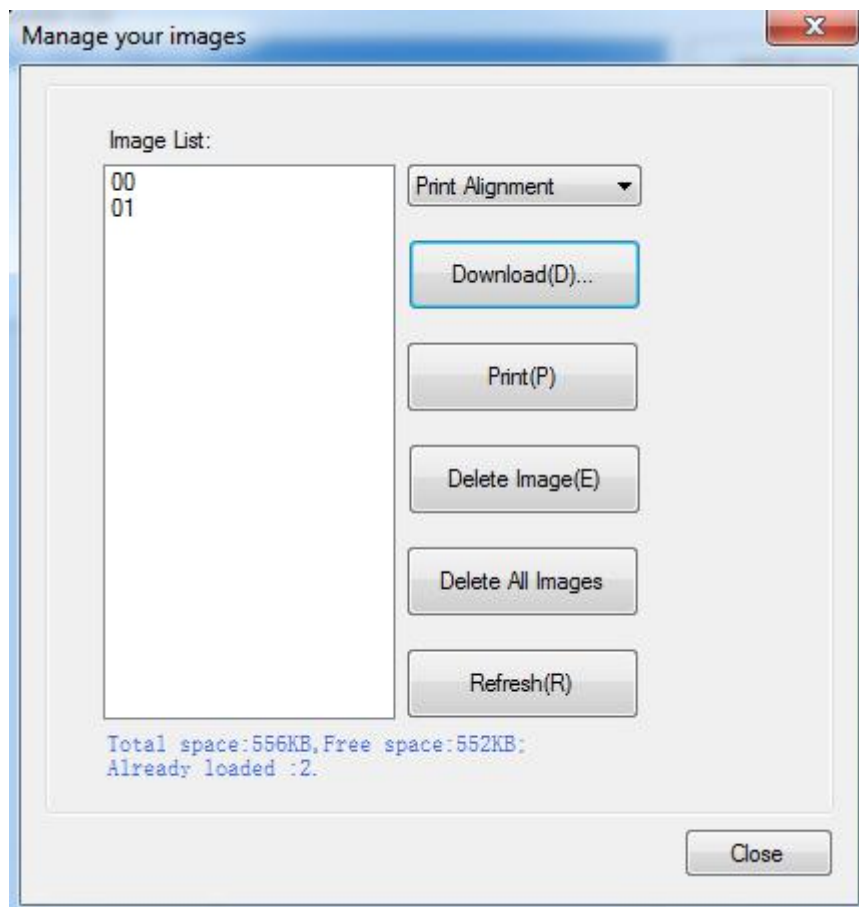


⚠ Note: Total memory 556K, each bitmap should be below 40K.

3) Delete Image.



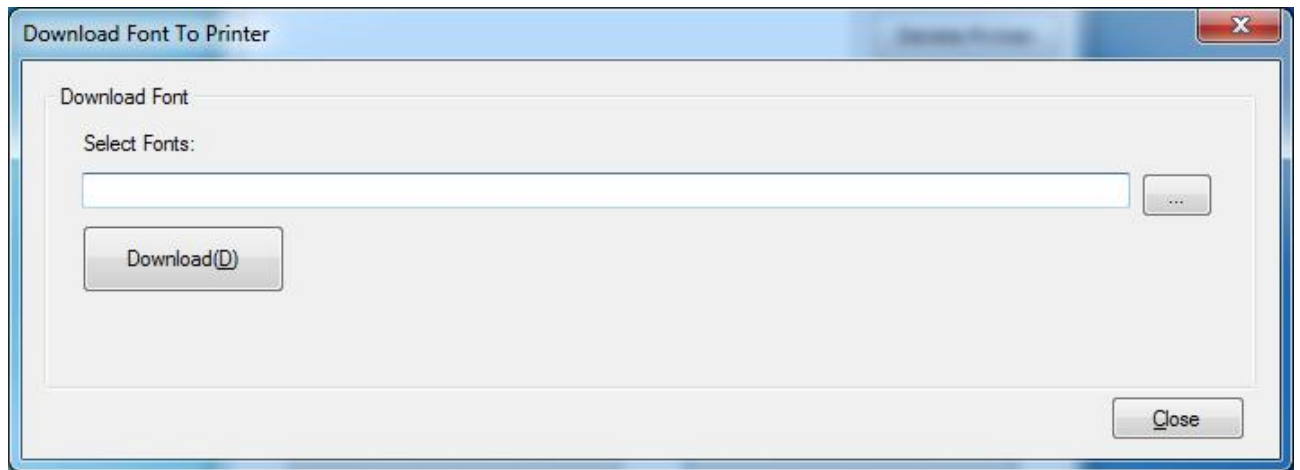
Note: Each time click "Download mode of G", an image list number will be generated.



Click the image list, select "Delete selected image" will delete the image, click "Delete all Images", without clicking the list option to delete all the images in the list.

8.2.2.4 Download Fonts

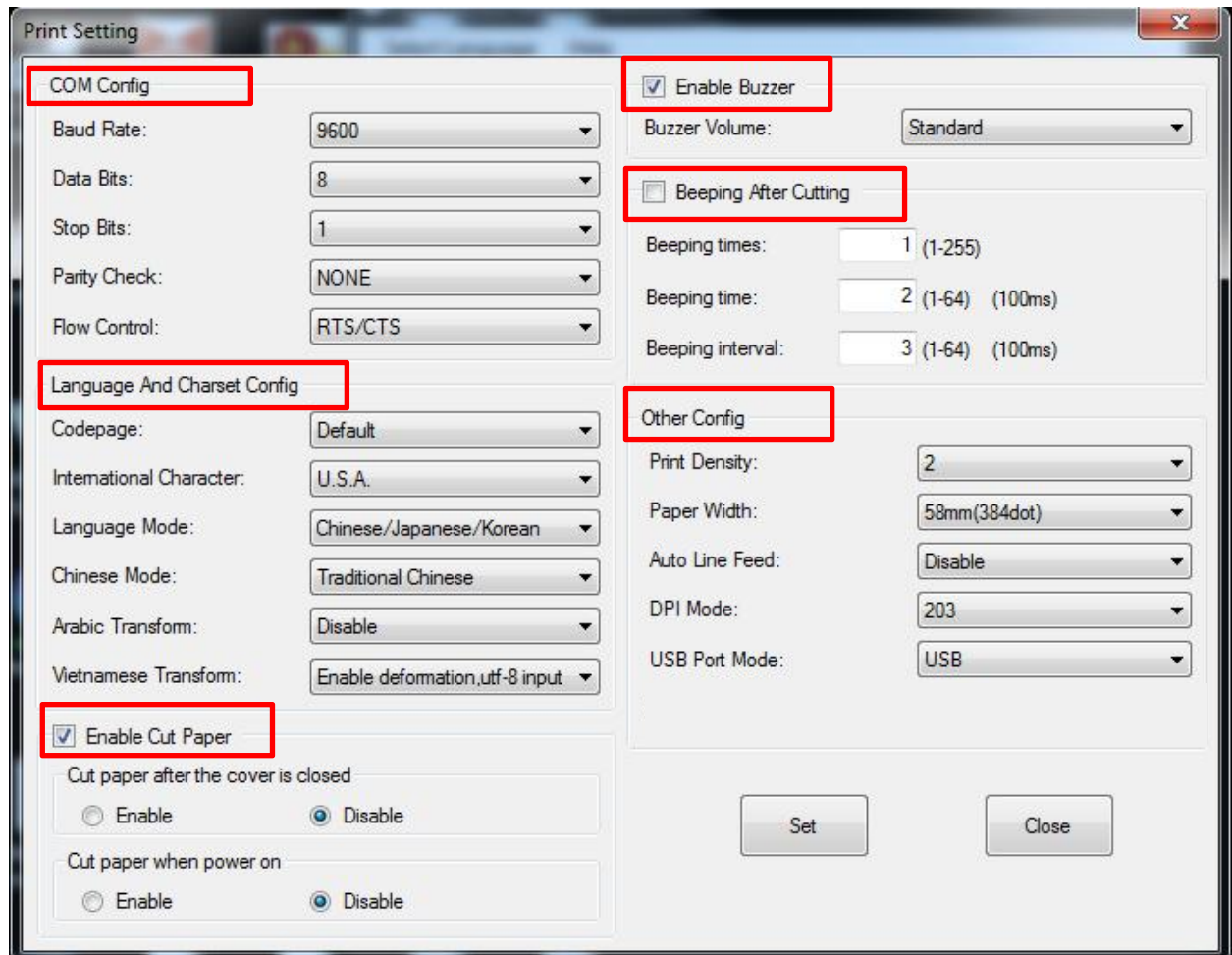
Select the font from the existing file and click "Download".



Note: After downloading the font successfully, you need to restart the printer to take effect.

8.2.2.5 Parameter Setting

1) Click “Parameter Setting” to set “COM Config” (Only support the printers configured with serial interface), “Language And Charset Config”, “Cut Paper”, “Buzzer” and “Other Config”.



◆ COM Config

Click the items to set “Baud Rate”, “Data Bits”, “Stop Bits”, “Parity Check”, and “Flow Control”.

• Baud Rate

COM Config

Baud Rate: 9600

Data Bits: 2400

Stop Bits: 4800

Parity Check: 9600

Flow Control: 19200

RTS_CTS

• Data Bits

COM Config

Baud Rate: 9600

Data Bits: 8

Stop Bits: 8

Parity Check: NONE

Flow Control: 7

RTS_CTS

• Stop Bits

COM Config

Baud Rate: 9600

Data Bits: 8

Stop Bits: 1

Parity Check: 0.5

Flow Control: 1

1.5

2

• Parity Check

COM Config

Baud Rate: 9600

Data Bits: 8

Stop Bits: 1

Parity Check: NONE

Flow Control: NONE

EVEN

ODD

• Flow Control

COM Config

Baud Rate: 9600

Data Bits: 8

Stop Bits: 1

Parity Check: NONE

Flow Control: RTS_CTS

Language And Charset Config



Notes:

- 1) "COM Config" setting only supports the printers configured with serial port.
- 2) The value of the serial port parameter can be obtained according to the value of the Self-test page information.

◆ Language And Charset Config

Click the items to set "Codepage", "International Character", "Language Mode", "Chinese Mode", "Arabic Transform" and "Vietnamese transform".

• Codepage

Language And Charset Config

Codepage: Default

International Character: Default

Language Mode: PC437(USA:Standard Europe)

Chinese Mode: Katakana

Arabic Transform: PC850(Multilingual)

Vietnamese Transform: PC860(Portuguese)

PC863(Canadian-French)

PC865(Nordic)

PC857(Turkish)

PC737(Greek)

ISO8859-7(Greek)

WPC1252

PC866(Cyrillic #2)

PC852(Latin 2)

PC858(Euro)

KU42

TIS11(Thai)

TIS18(Thai)

PC720

WPC775

PC855(Cyrillic)

PC862(Hebrew)

PC864(Arabic)

ISO8859-2(Latin2)

☒ Enable Cut Paper

Cut paper after the cover is closed

☐ Enable

Cut paper when power on

☐ Enable

- International Character

Language And Charset Config

Codepage: Default

International Character: U.S.A.

Language Mode: U.S.A.

Chinese Mode: France

Arabic Transform: Germany

Vietnamese Transform: U.K.

Denmark I

Sweden

Italy

Spain I

Japan

Norway

Denmark II

Spain II

Latin

Korea

Slovenia/Croatia

China

☒ Enable Cut Paper

Cut paper after the cover is closed

☐ Enable

☐ Cut paper when power on

- Language Mode (The default mode is “Chinese/Japanese/Korean”)

Language And Charset Config

Codepage: Default

International Character: U.S.A.

Language Mode: Chinese/Japanese/Korean

Chinese Mode: Chinese/Japanese/Korean

Arabic Transform: Multi language

Disable

Vietnamese Transform: Enable deformation,utf-8 input

- Chinese Mode

Language And Charset Config

Codepage: Default

International Character: U.S.A.

Language Mode: Chinese/Japanese/Korean

Chinese Mode: Traditional Chinese

Arabic Transform: Simplified Chinese

Vietnamese Transform: Traditional Chinese

Enable deformation,utf-8 input

- Arabic Transform

Language And Charset Config

Codepage: Default

International Character: U.S.A.

Language Mode: Chinese/Japanese/Korean

Chinese Mode: Traditional Chinese

Arabic Transform: Disable

Vietnamese Transform: Disable

☒ Enable Cut Paper

Enable deformation, per Voc

Enable deformation, per phrase

Enable Arabic rule

- Vietnamese transform

Language And Charset Config

Codepage: Default

International Character: U.S.A.

Language Mode: Chinese/Japanese/Korean

Chinese Mode: Traditional Chinese

Arabic Transform: Disable

Vietnamese Transform: Enable deformation, utf-8 input

☒ Enable Cut Paper

Disable

Enable deformation, ascii input

Enable deformation, utf-8 input

◆ Cut Paper

Enable or disable “Cut paper after the cover is closed” / “Cut paper when power on”.



☒ Enable Cut Paper

Cut paper after the cover is closed

☐ Enable ☒ Disable

Cut paper when power on

☐ Enable ☒ Disable

Enable “Cut paper after the cover is closed”:

When the printer closes the cover, it will automatically cut the paper.

Disable “Cut paper after the cover is closed”:

The printer does not cut the paper automatically after closing the cover.

Enable “Cut paper when power on”:

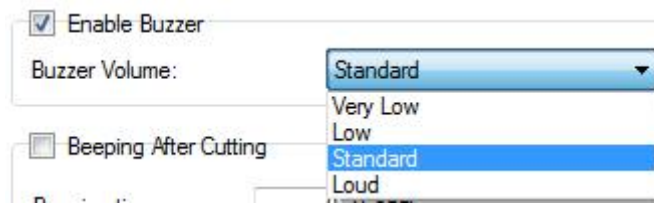
The printer will automatically cut paper when it is powered on.

Disable “Cut paper when power on”:

The printer does not cut paper automatically after it is powered on.

◆ Buzzer

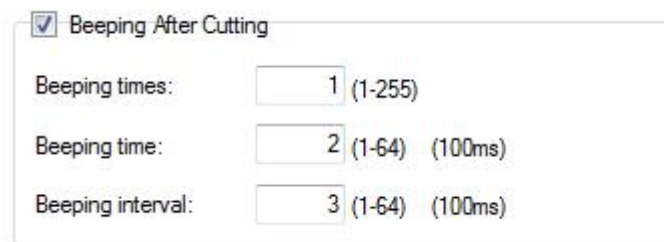
Buzzer Volume: Very Low/Low/Standard/loud



Tick “Beeping after cutting” (The beeping time, times and interval time can be set for what you want, such as 1 milliseconds, 2 milliseconds or 3 milliseconds, etc.):

The following setting is set as an example:

When cutting one piece of paper each time, the printer will emit the “Beep” for one time, and the beeping time is two milliseconds and beeping interval is three milliseconds.

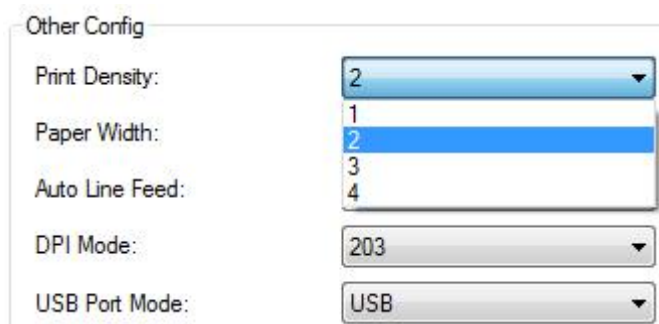


◆ Other Config

Click the items to set “Print Density”, “Paper Width”, “Auto Line Feed”, “DPI Mode”, and “USB Port Mode”

- Print Density (default “level 2”)

The print density value varies according to the paper material and it can be adjusted to suit your needs.



Other Config

Print Density: 2

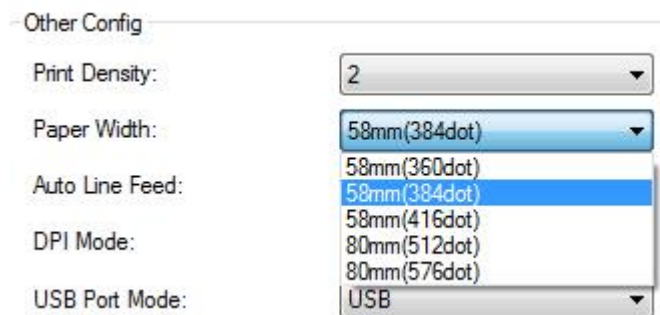
Paper Width: 1, 2, 3, 4

Auto Line Feed:

DPI Mode: 203

USB Port Mode: USB

- Paper Width Setting



Other Config

Print Density: 2

Paper Width: 58mm(384dot), 58mm(360dot), 58mm(384dot), 58mm(416dot), 80mm(512dot), 80mm(576dot)

Auto Line Feed:

DPI Mode:

USB Port Mode: USB



Note: Select the paper width above according to the paper print width.

- Auto Line Feed



Other Config

Print Density: 2

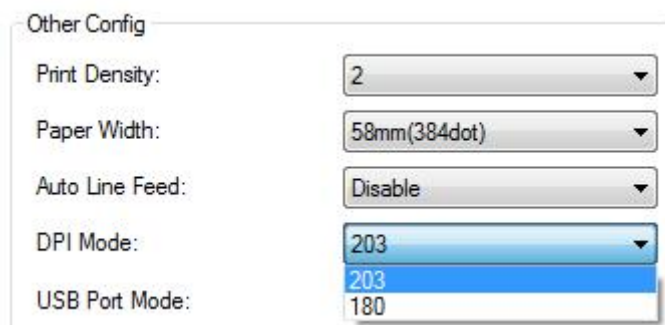
Paper Width: 58mm(384dot)

Auto Line Feed: Disable, Enable

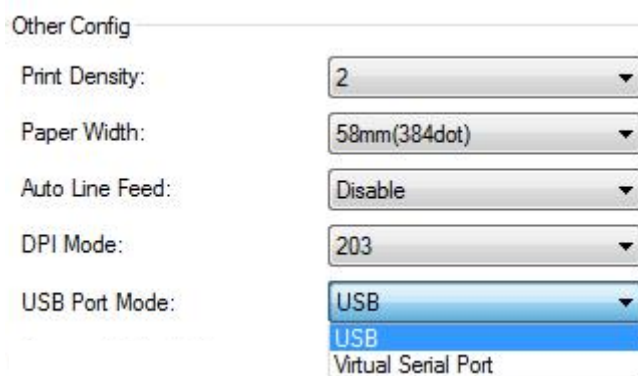
DPI Mode:

USB Port Mode: USB

- DPI Mode (Default “203DPI”)

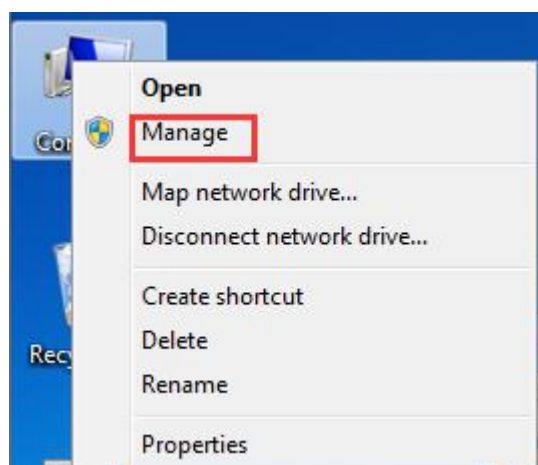


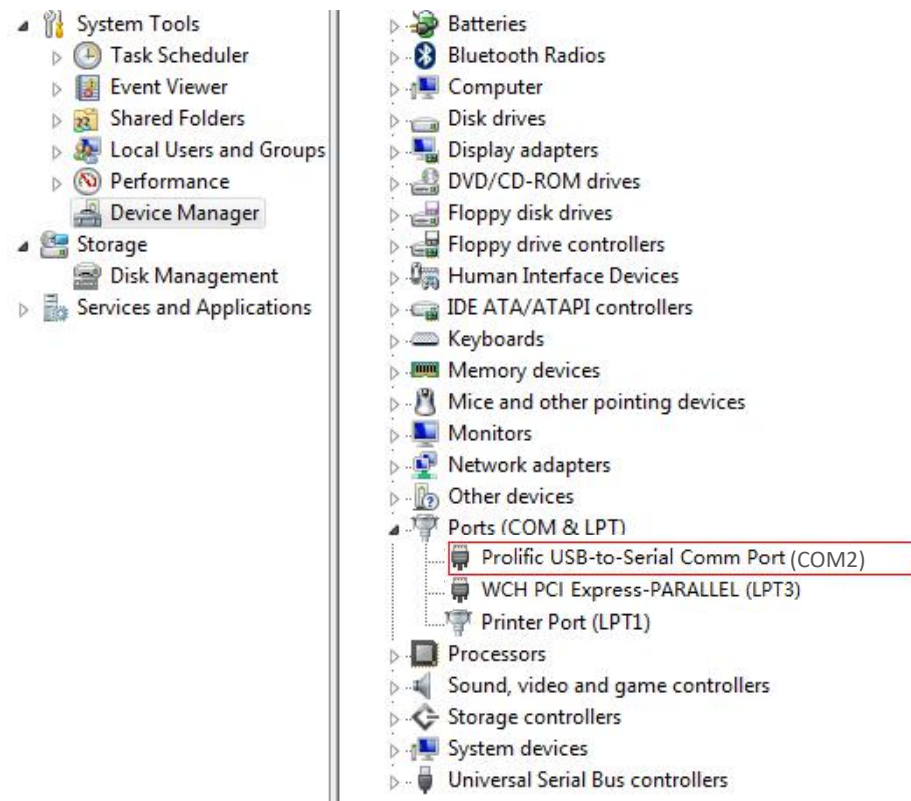
- USB Port Mode



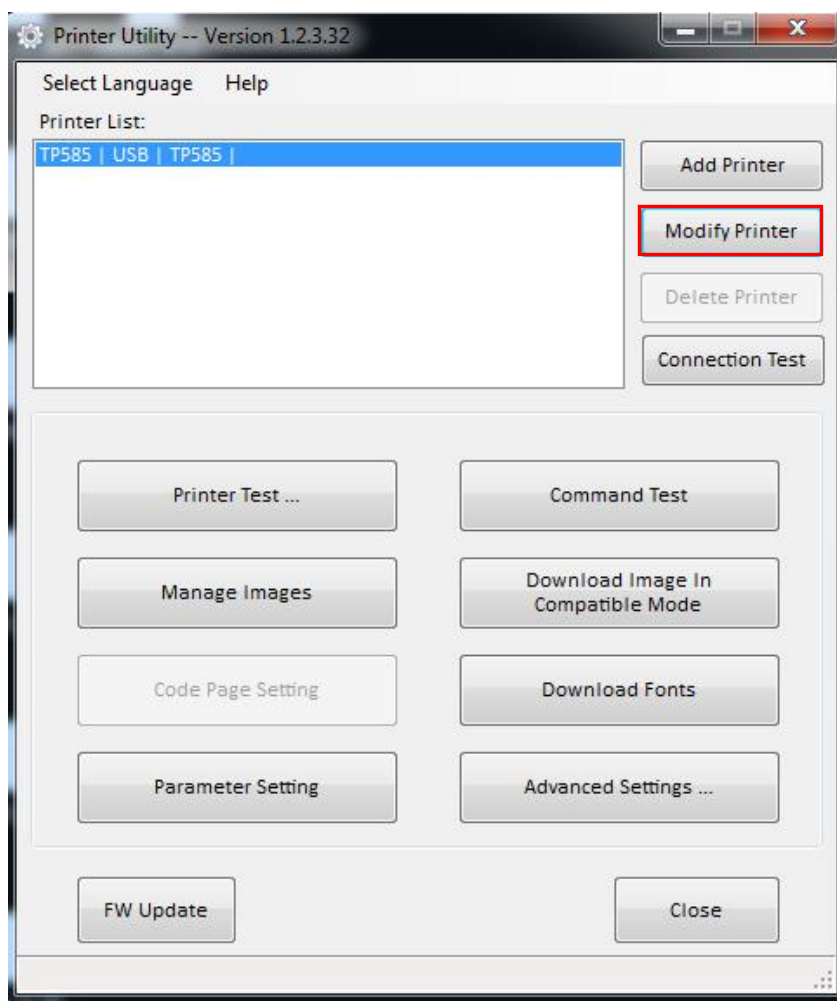
- Check the Virtual Serial Port

- ① Right-click the computer and select “Manage”.
- ② Click "Device Manager" to view the virtual port. (such as: COM2).





- ③ Return to the printer utility and click "Modify Printer".



- ④ Change the port to "COM2".

PortInfo

Port type: COM

System Port: COM2

Baud rate: COM2

Parity: None

Stop Bits: 1

Notes:

PortInfo

Port type: COM

System Port: COM2

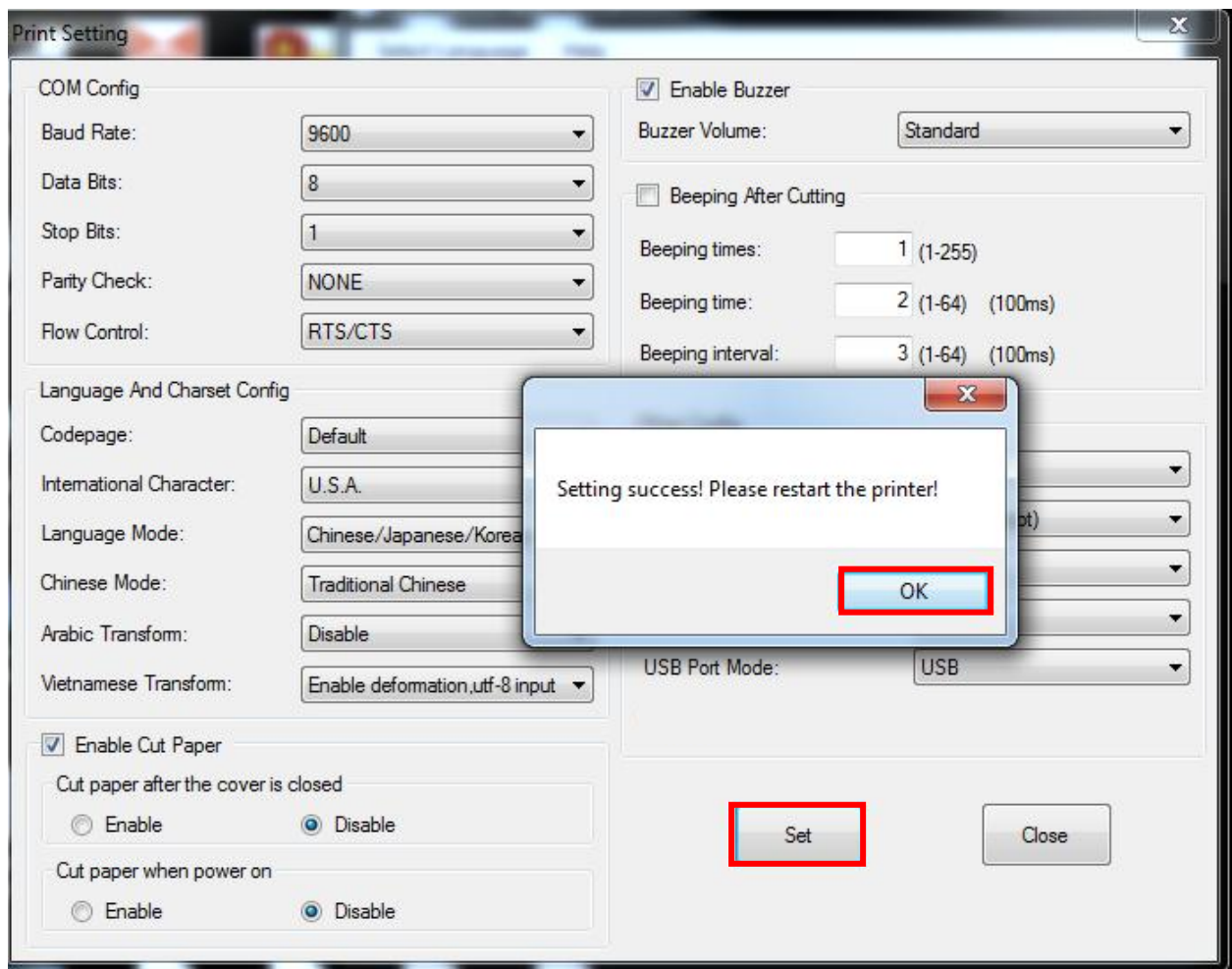
Baud rate: 19200

Parity: None

Stop Bits: 1

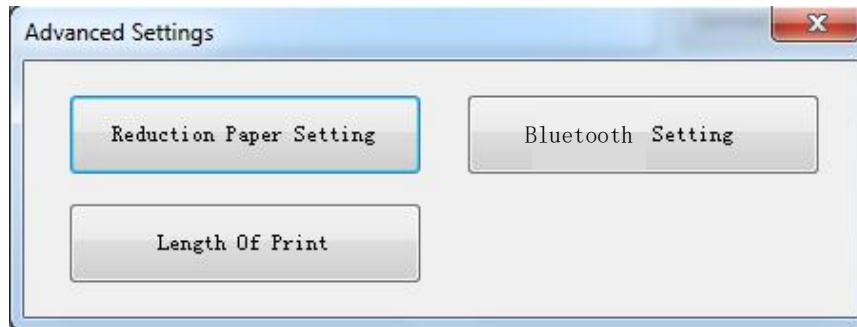
Notes:

2) After finishing setting all the above parameters, click "Set", and restart the printer, then the setting would take effect.



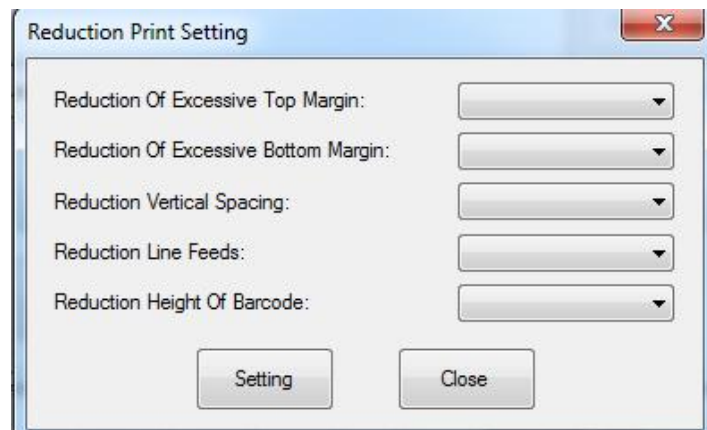
8.2.2.7 Advanced Setting

Advanced Settings contain following items. Click the button and printer will execute the appropriate action. The change will take into effect after restarting the printer.



◆ Reduction Paper Setting

Choose the item and click "Setting".



① Reduction Of Excessive Top Margin:

When the printer is in the "off" state, the blank part at the top of the printed paper is larger than the blank part at the top of the paper printed in the "on" state.

② Reduction Of Excessive Bottom Margin:

When the printer is in the "off" state, the blank part of the bottom of the printed paper is larger than the blank part of the bottom of the paper printed in the "on" state.

③ Reduction Vertical Spacing: 25%~75%

The bigger the reduction vertical spacing, the narrower the interval between two lines of characters.

④ Reduction Line Feeds: 25%~75%

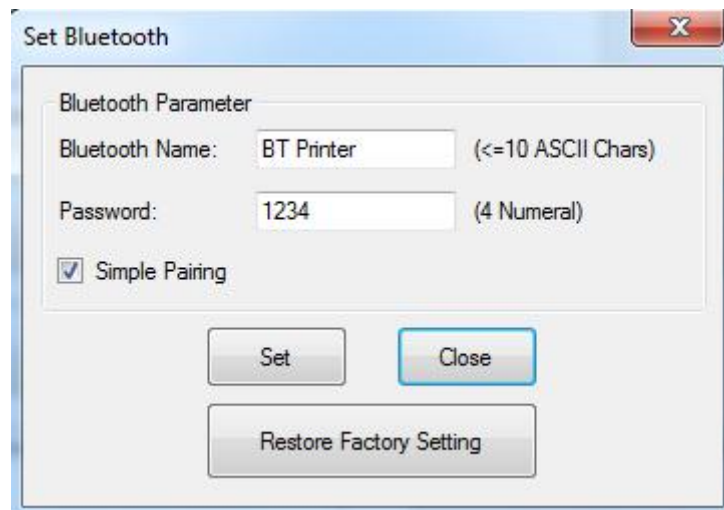
The higher the reduction line feeds, the narrower the interval between two lines of characters.

⑤ Reduction Height of Barcode: 25%~75%

The bigger the reduction height of barcode, the smaller the height of the barcode.

◆ **Bluetooth Setting**

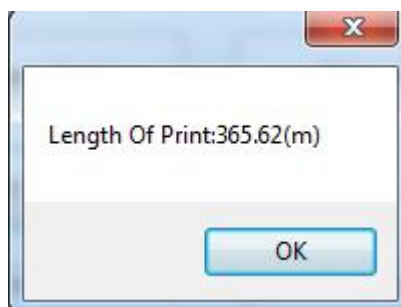
User can type a new Bluetooth name and password in the following window, click "set", and restart the printer to take effect of the setting.



Notes:

- 1) This setting is only effective for the printers with Bluetooth function.**
- 2) When the "simple pairing" is checked, the printer does not need to enter the Bluetooth password to connect, when the "simple pairing" is not checked, the printer needs to enter a Bluetooth password to connect.**

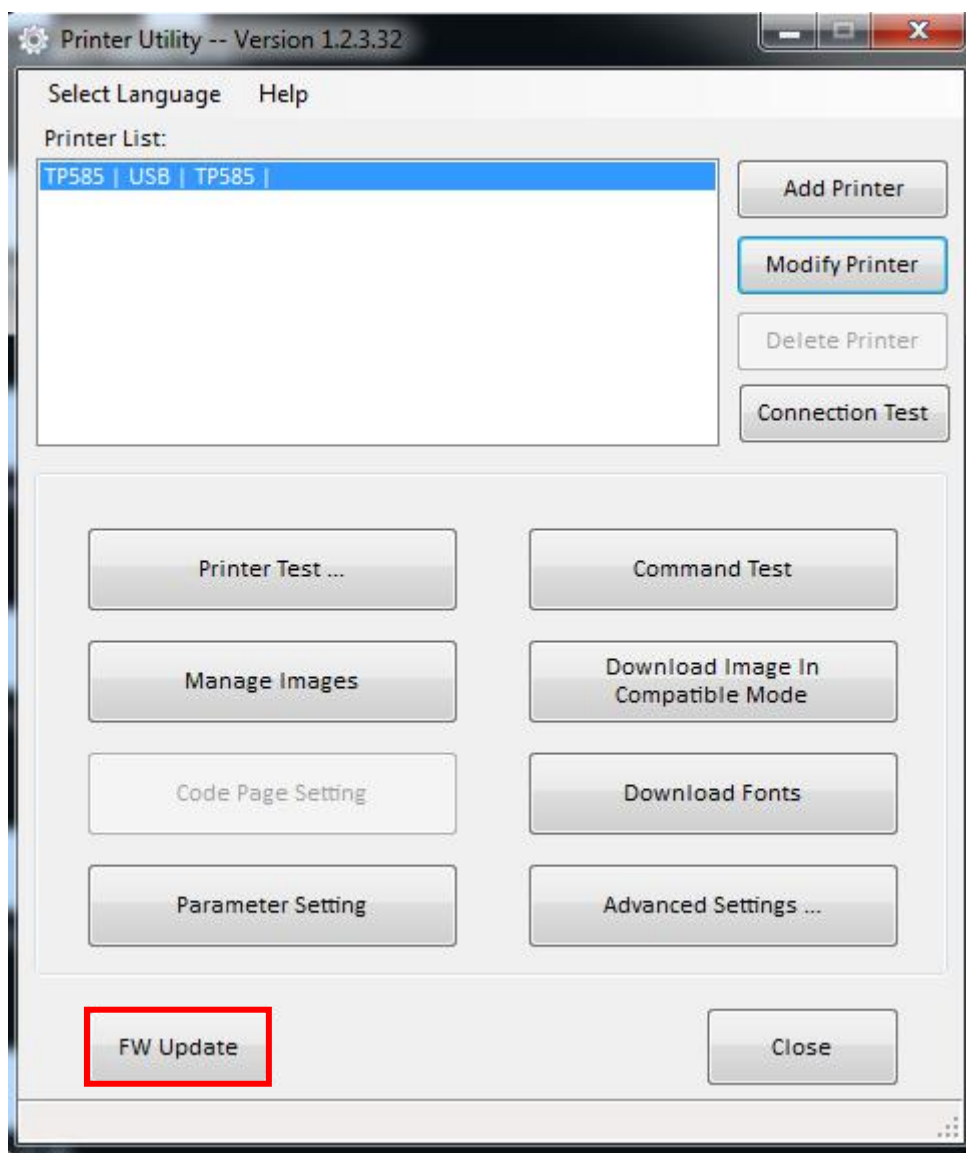
◆ **Length of Print**



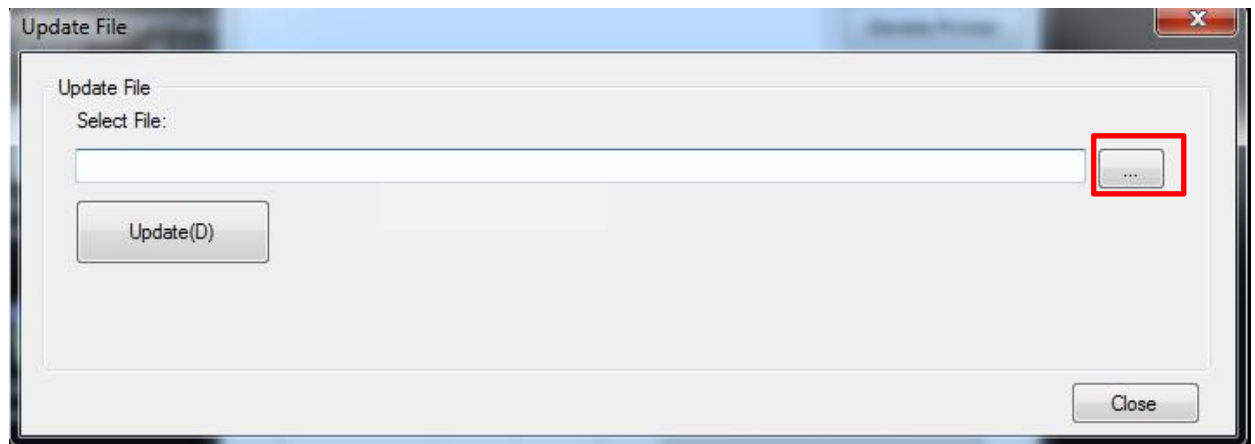
Click “Length of Print” to obtain the length of the paper that the printer has printed.

8.3 Firmware Update

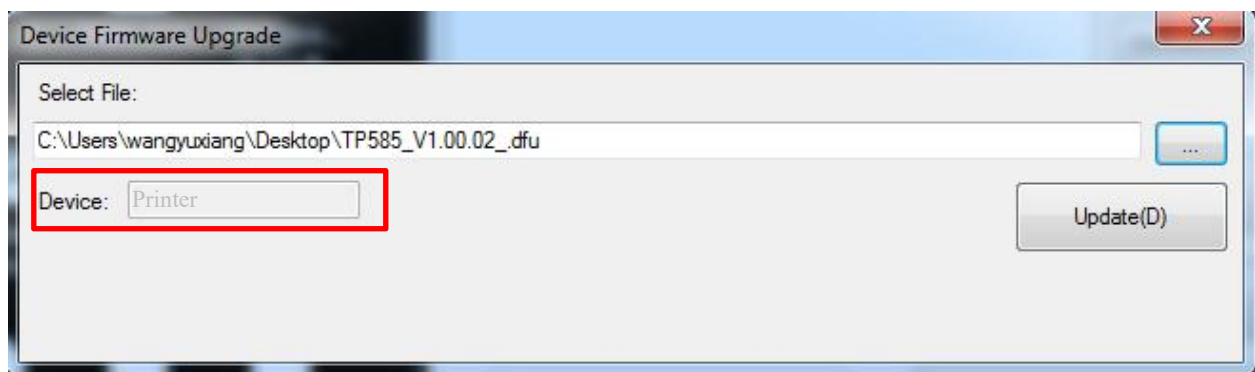
1) Click “FW Update”.



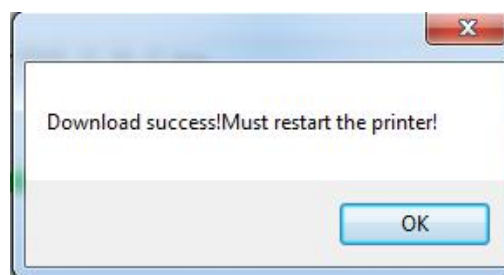
2) Select the dfu file.



3) When the "Device" appears "Printer", click "Update".



4) Update success.



5) Restart the printer to take the update into effect.

9 WINDOWS DRIVER

9.1 Information

This Windows Driver Installation Instruction provides information on installation, detailed specifications, and usage of the printer's Windows Driver according to PC operating system (OS).

We maintain ongoing efforts to enhance and upgrade the functions and quality of all our products. As follows, product specifications and/or user manual content may be changed without prior notice.

9.2 Operating System (OS) Environment

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 SP1 (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)
- Microsoft Windows Server 2008 R2

9.3 Windows Driver Preparation

The installation file name is HPRT POS Printer Driver-v-X.X.X.X.exe

eg. : HPRT POS Printer Driver-v-2.7.1.8.exe

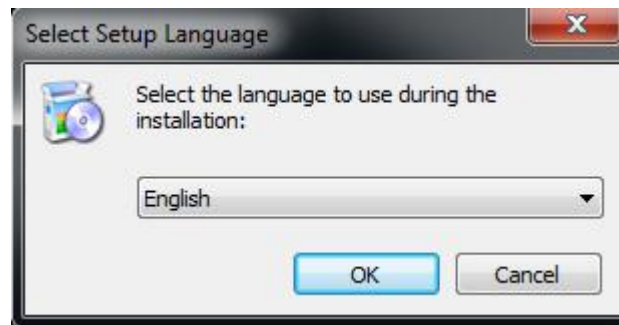
9.4 Windows Driver Installation



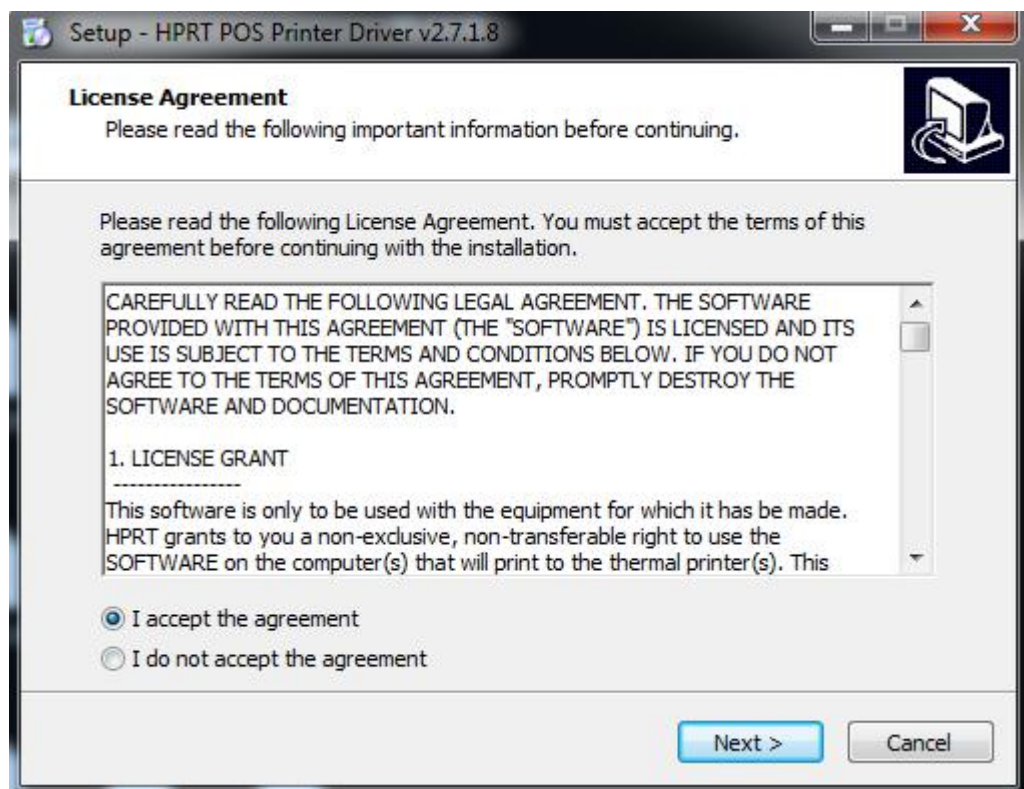
Warning:

Under different operating system, the screen has slight difference. Please operate it according to the tips. Take TP585 (Windows 7) as example.

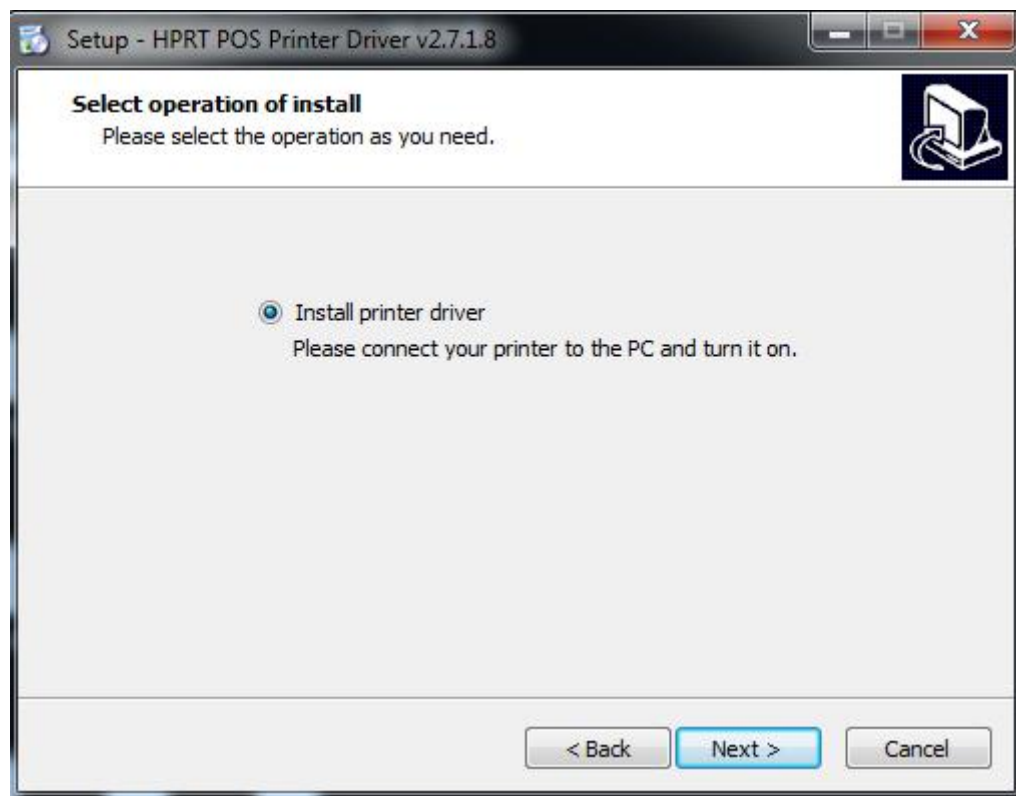
1) Double click Windows Driver, and choose language.



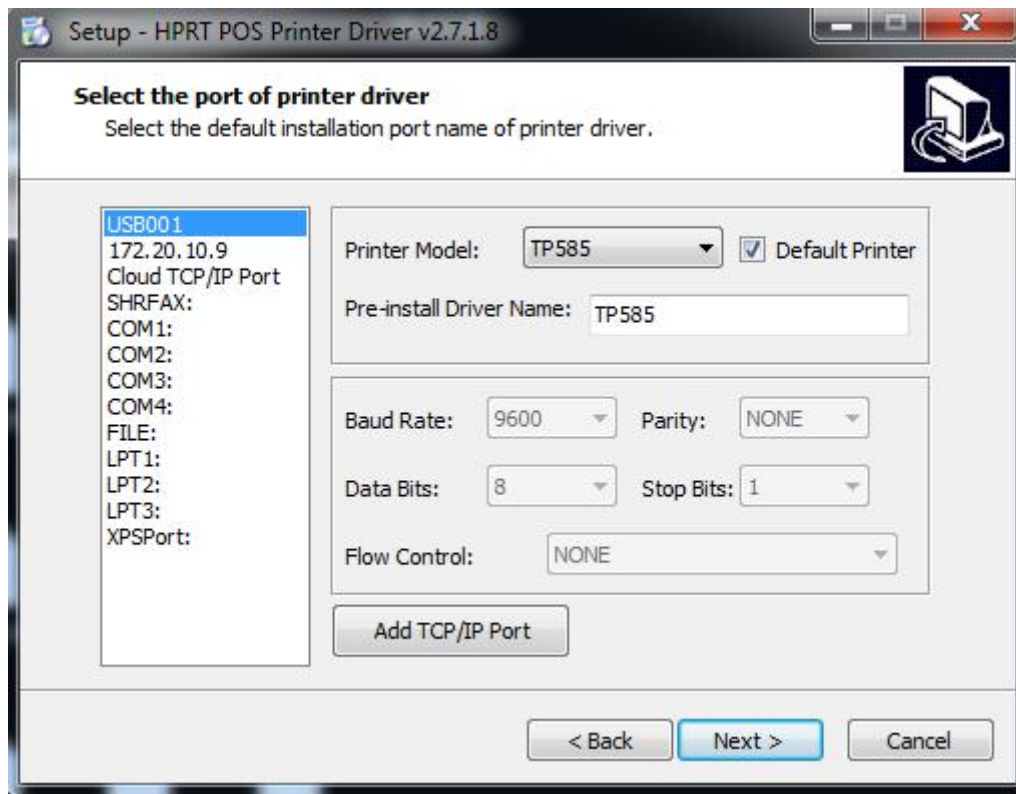
2) Choose "I accept the agreement" and click "Next".




3) Click "Next".

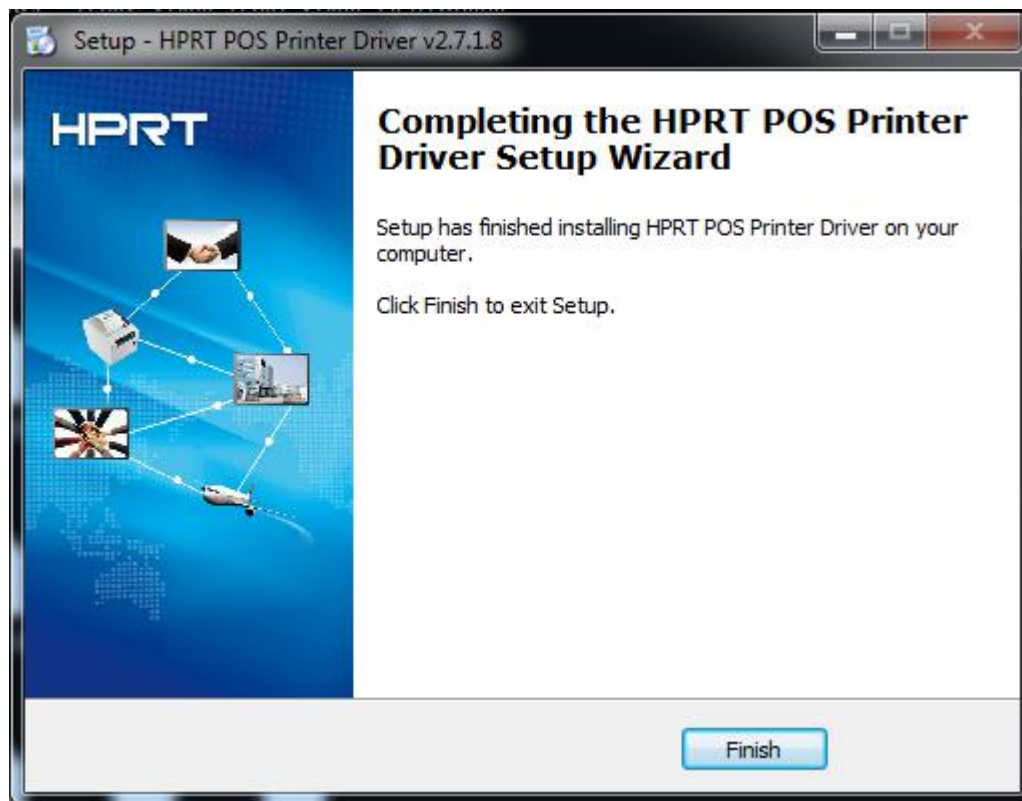


4) Choose the matched type and port (USBxxx is for USB port, COMx is for serial port, LPTx is for parallel port). Choose the type and port of driver, such as "TP585", "COM1". Click "Next".



 **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.

5) Click "Finish". POS printer driver is installed successfully.



6) After installation, the icon will be found in "Start"→"Devices and Printers".

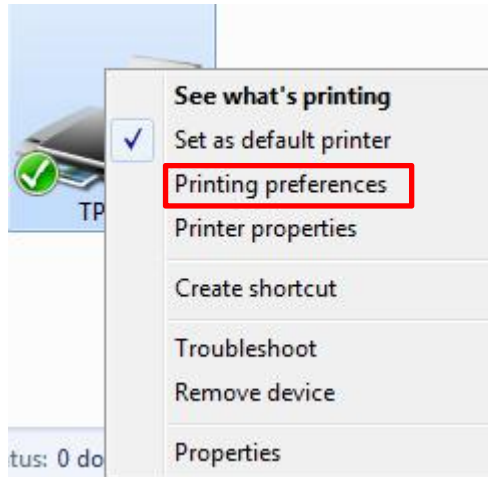


Note: *If you already installed the driver (No matter what kind of port), when you connect the printer with computer, it will create a USB port automatically.*

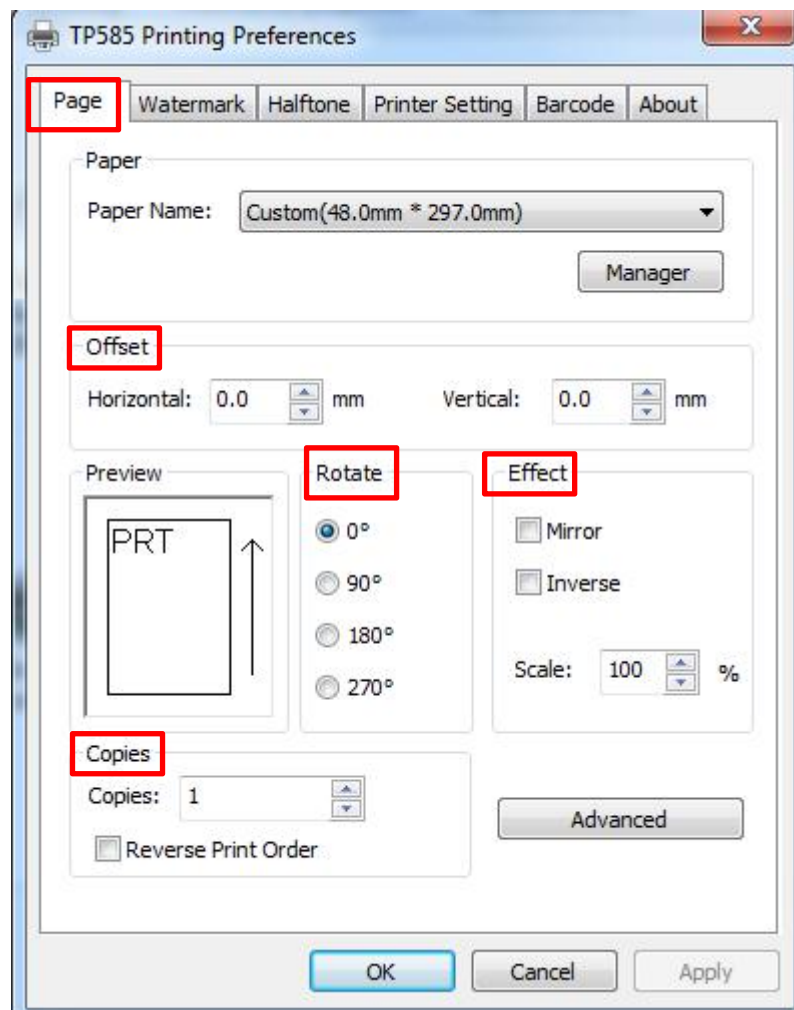
9.5 Detailed Windows Driver Setting

9.5.1 Printing Preferences

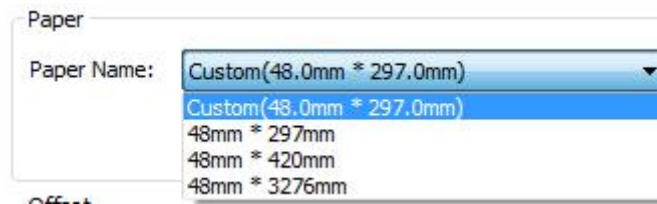
1) Click "Start"→"Devices and Printers". Right click "TP585" and choose "Printing preferences".



2) According to the different needs, choose "Paper"\ "Offset"\ "Rotate"\ "Effect"\ "Copies" in "Page".



- Click on "Paper Name".



Paper

Paper Name: Custom(48.0mm * 297.0mm)

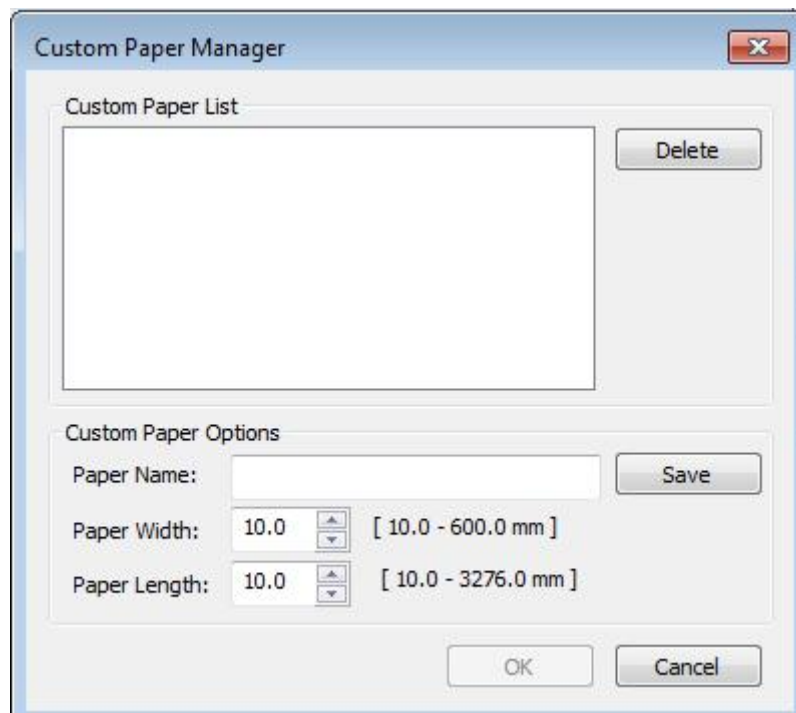
Custom(48.0mm * 297.0mm)

48mm * 297mm

48mm * 420mm

48mm * 3276mm

- Click on "Manager", add or delete paper.



Custom Paper Manager

Custom Paper List

Delete

Custom Paper Options

Paper Name: [Text Box] Save

Paper Width: 10.0 [Spin Box] [10.0 - 600.0 mm]

Paper Length: 10.0 [Spin Box] [10.0 - 3276.0 mm]

OK Cancel

- Set direction of paper

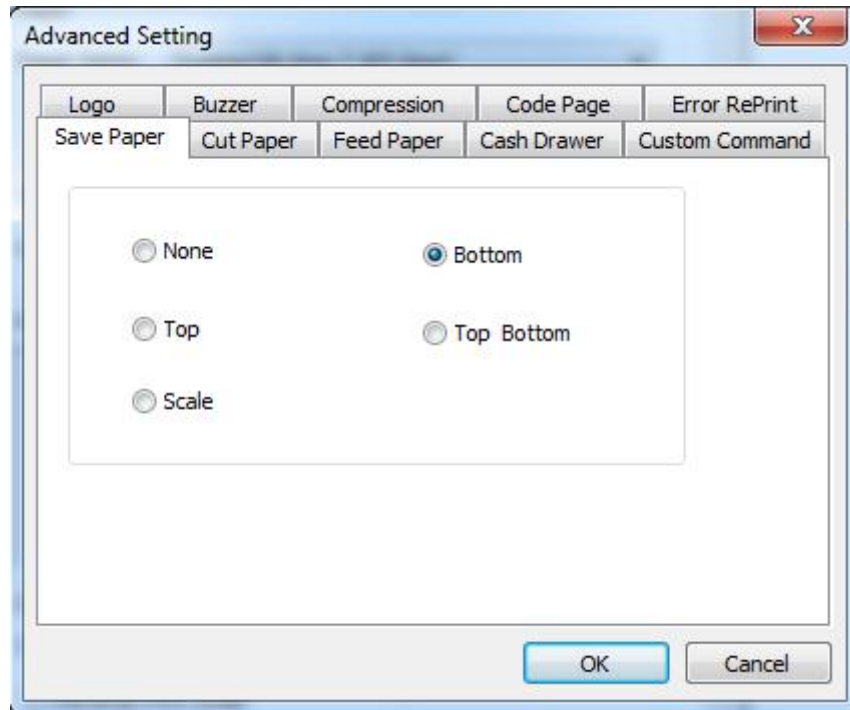


Offset

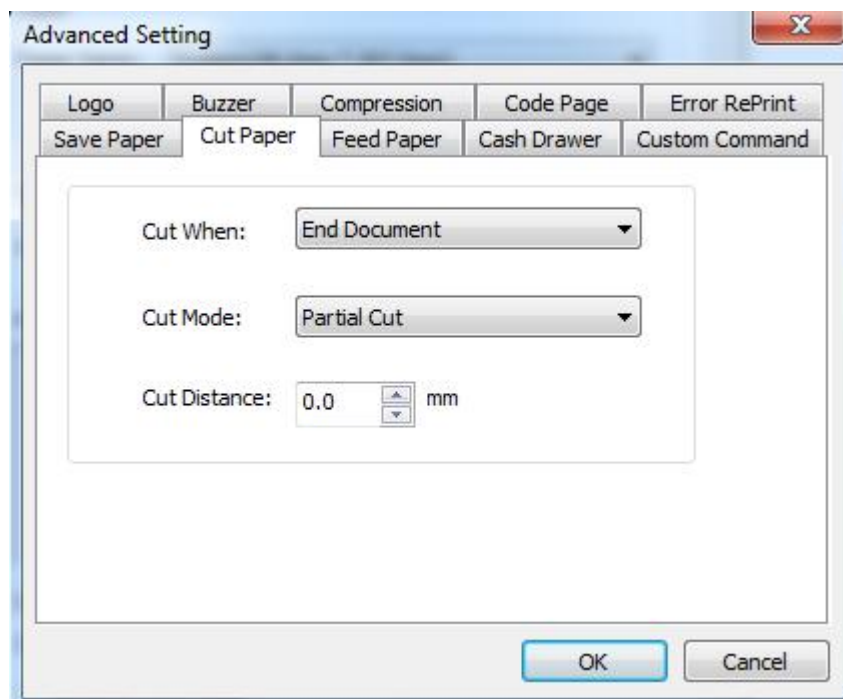
Horizontal: 0.0 [Spin Box] mm Vertical: 0.0 [Spin Box] mm

- Click on "Advanced" to set "Save Paper", "Cut Paper", "Feed Paper", "Cash Drawer", "Custom Command", "Logo", "Buzzer", "compression", "Code Page" and "Error Reprint".

- Save Paper

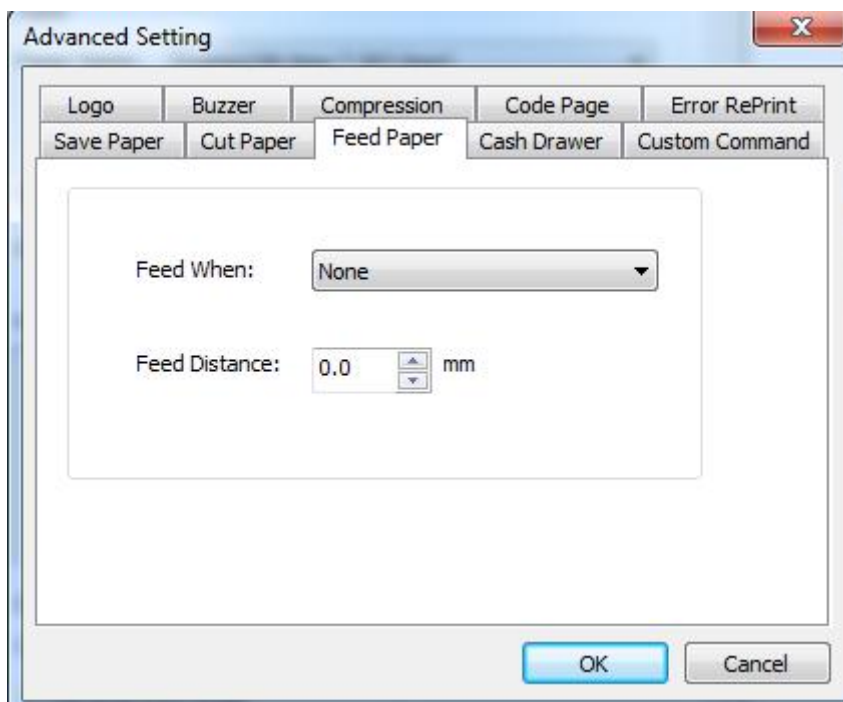


■ Cut Paper



Cut Distance: 0/5/10/15/20mm (End Document)

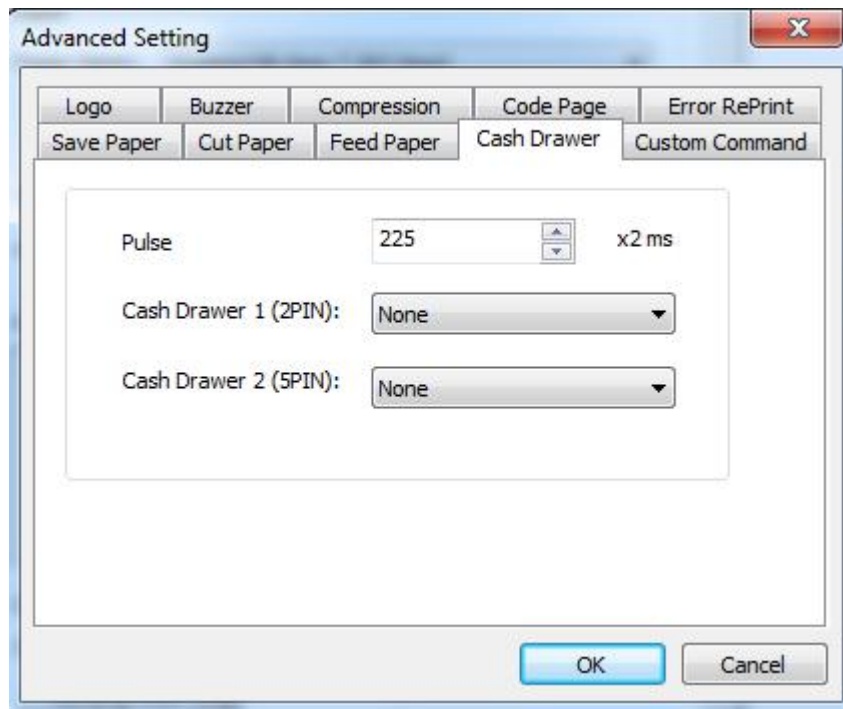
■ Feed Paper



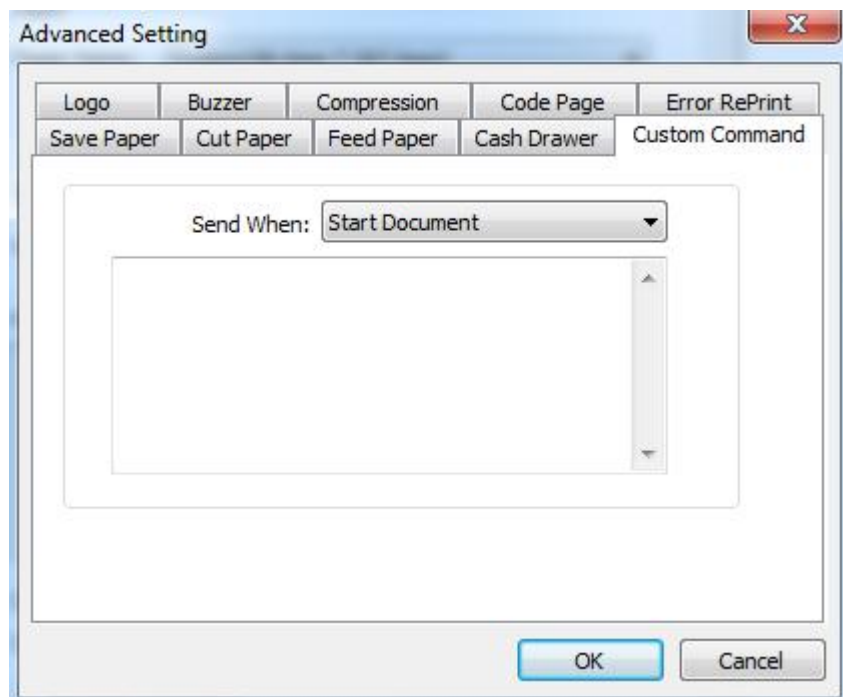
Feed Mode: Feed Automatically/Cut Automatically/Cut Automatically PerPage/None

Feed Distance: 0/5/10/15/20mm (End Document)

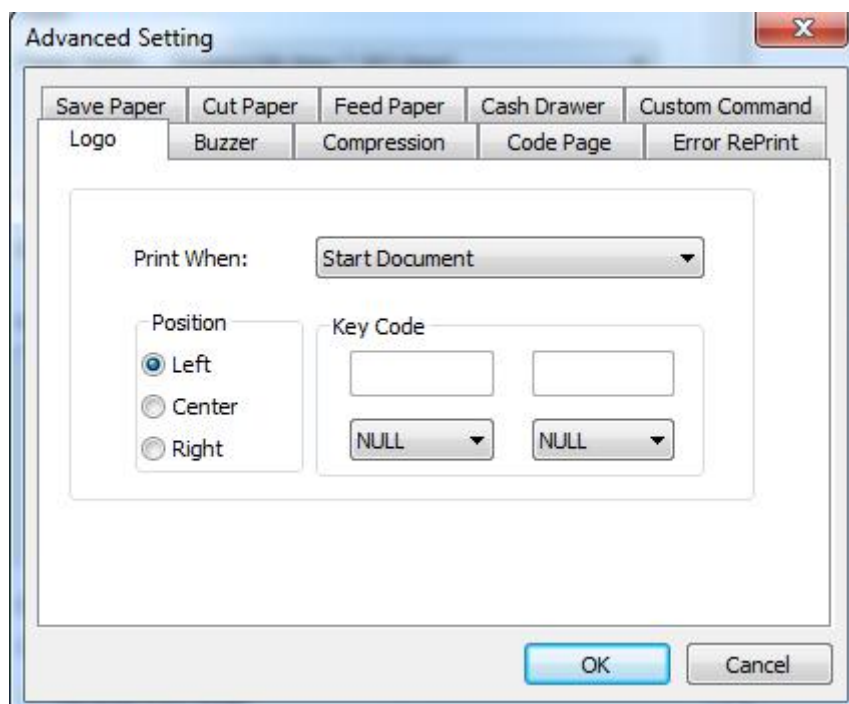
- Cash Drawer



- Custom Command

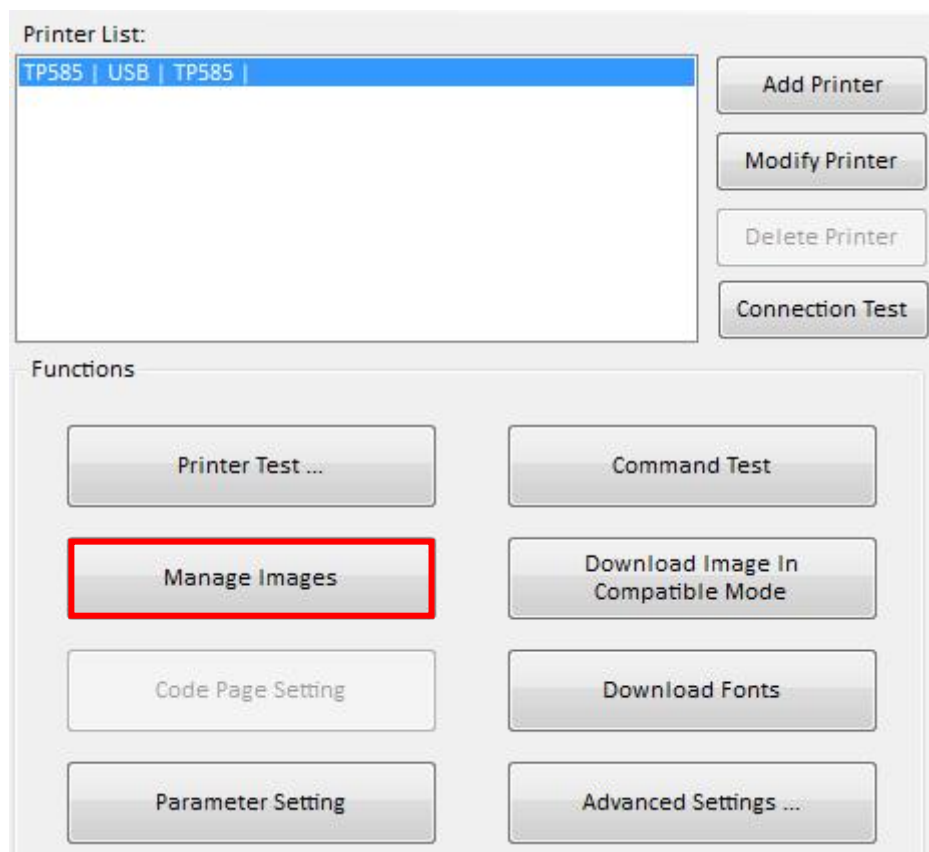


Logo

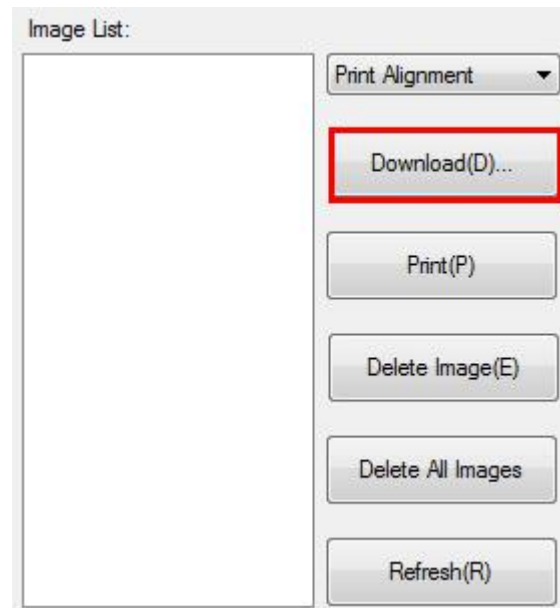


Note: this setting need to be set in utility, here are the steps.

- ① Open the utility and click "Manage Images".



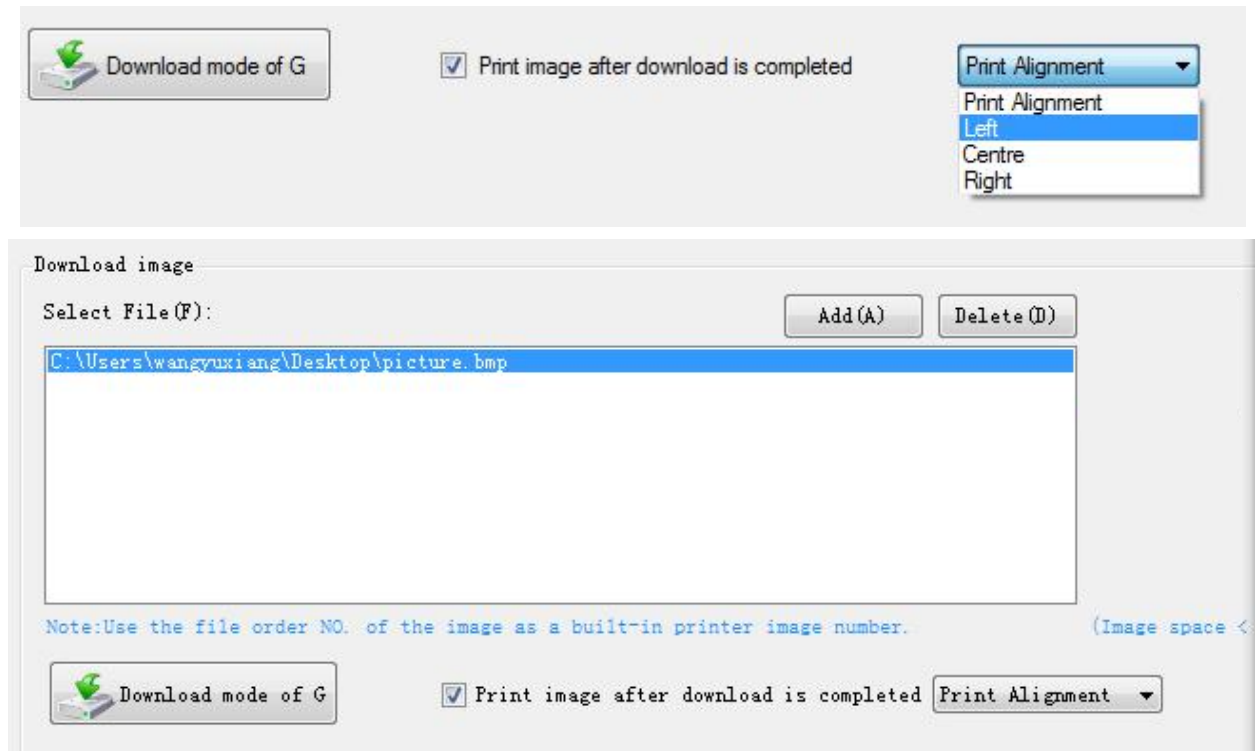
- ② Click "Download".



- ③ Click "Add" to add a logo. (BMP format is recommended)



- ④ Select the print location, and then click "Download mode of G". (Such as: left print)

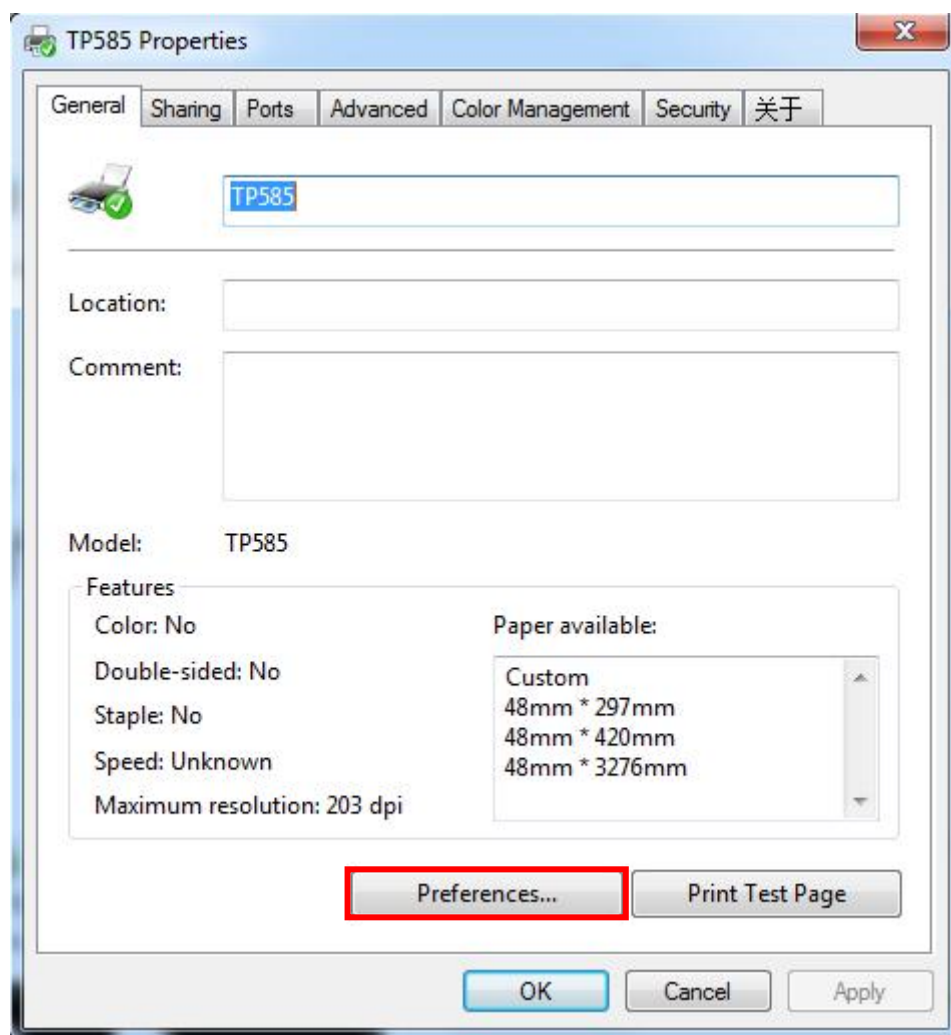
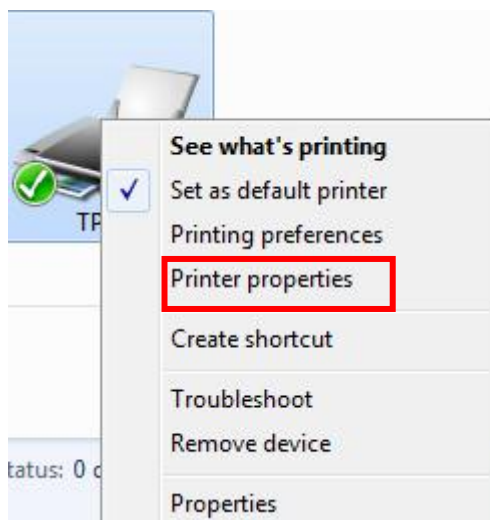


- ⑤ Return to image list to view the image number.

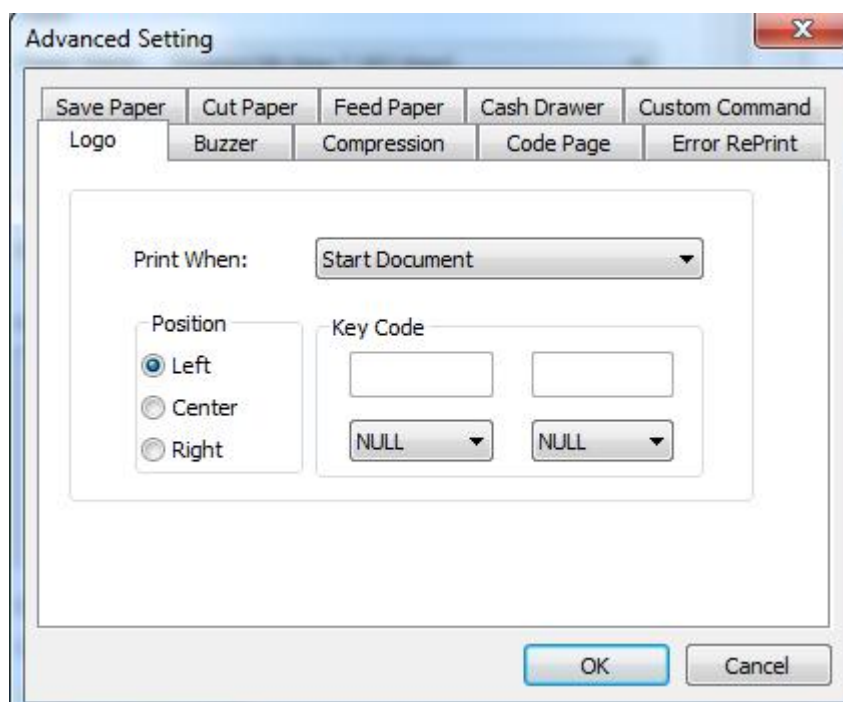
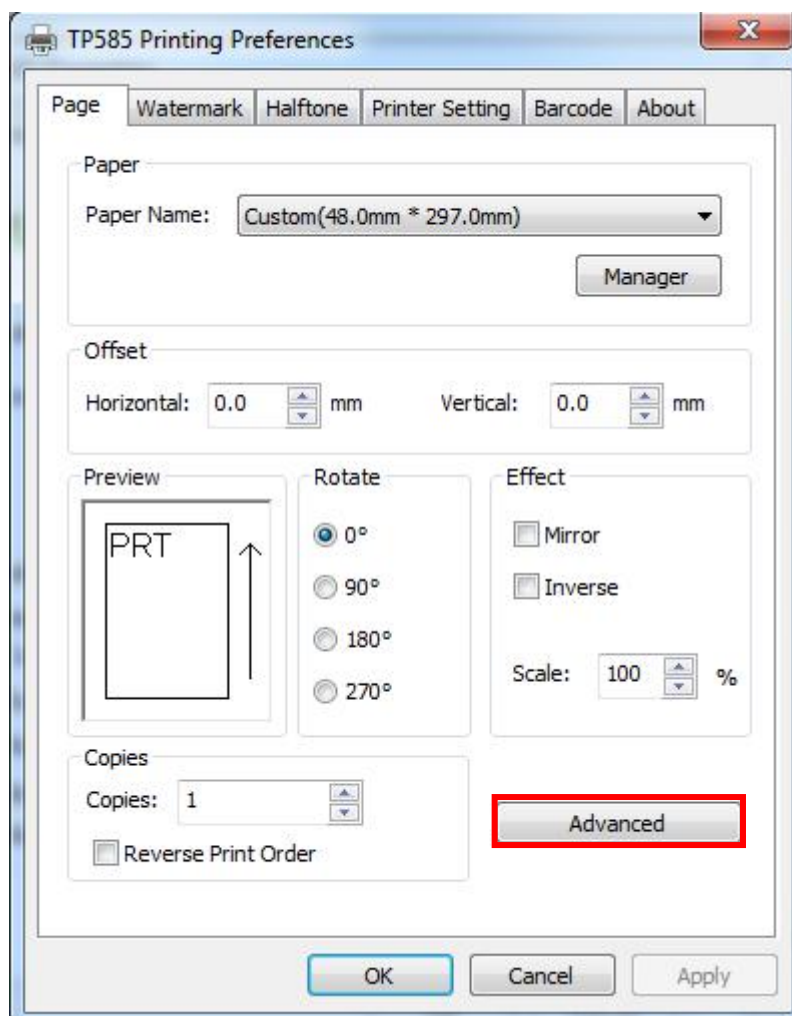
⚠ Note: each time click "Download mode of G", an image list number will be generated.



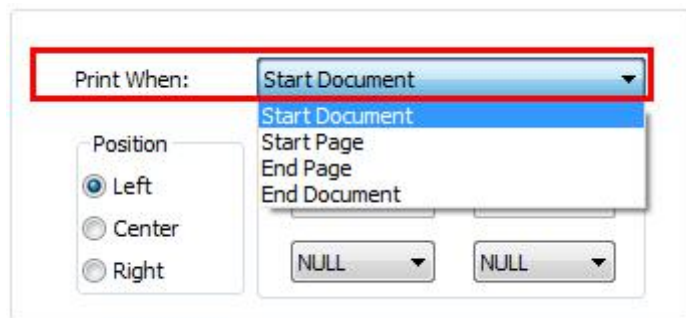
- ⑥ Select “Printer properties” in Devices and Printers, then click “Preference”.



- ⑦ Click the “Advanced”, then click “Logo”.



- ⑧ Set the printing time to print and click "OK". (Such as: Start Document)



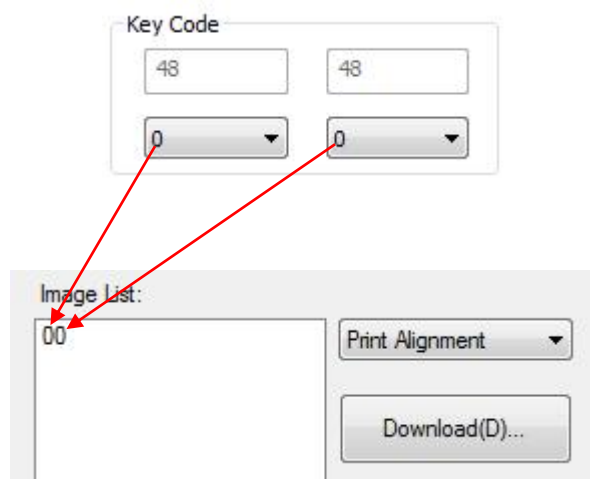
The screenshot shows a software interface with a 'Print When:' label and a dropdown menu. The dropdown menu is open, showing a list of options: 'Start Document', 'Start Page', 'End Page', and 'End Document'. The 'Start Document' option is highlighted in blue. Below the dropdown menu, there are two 'NULL' buttons with dropdown arrows. To the left of the dropdown menu, there is a 'Position' section with three radio buttons: 'Left' (selected), 'Center', and 'Right'.

- ⑨ Return to the logo setting in driver, also select "Print left".



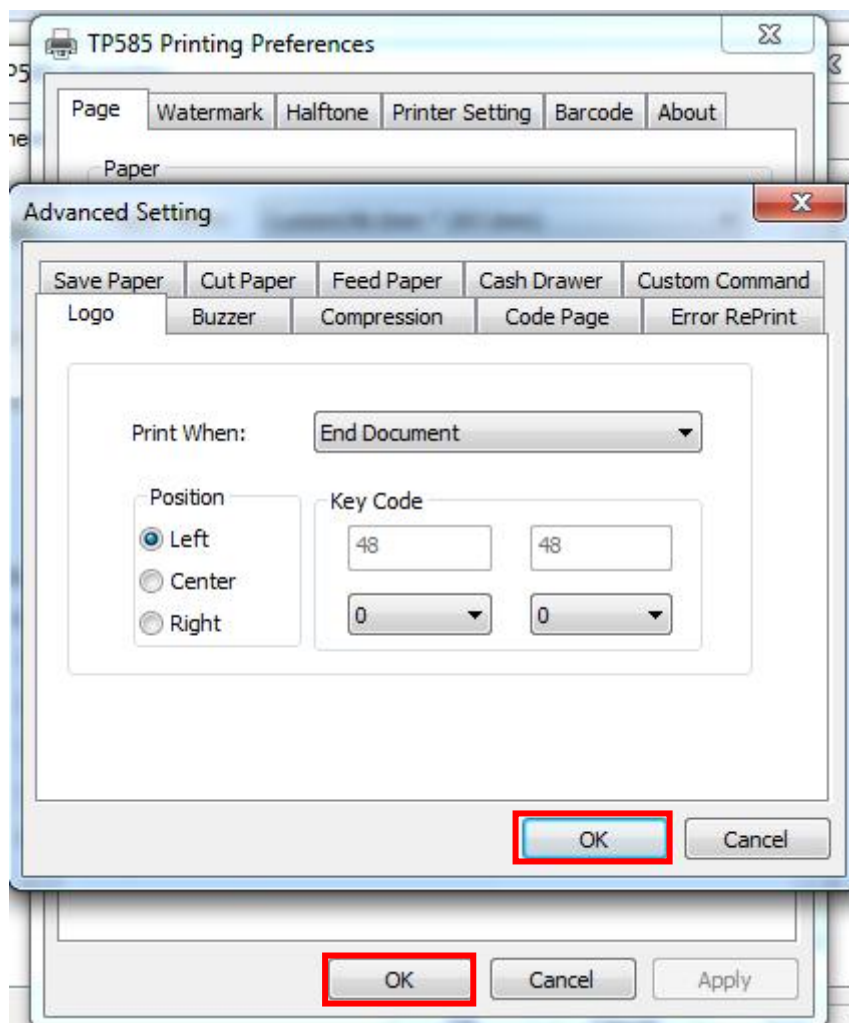
The screenshot shows a software interface with a 'Print When:' label and a dropdown menu set to 'Start Document'. Below this, there is a 'Position' section with three radio buttons: 'Left' (selected), 'Center', and 'Right'. To the right of the 'Position' section, there is a 'Key Code' section with two input fields and two 'NULL' buttons with dropdown arrows.

- ⑩ Set the key Code according to the image number. (Such as: 0 0)

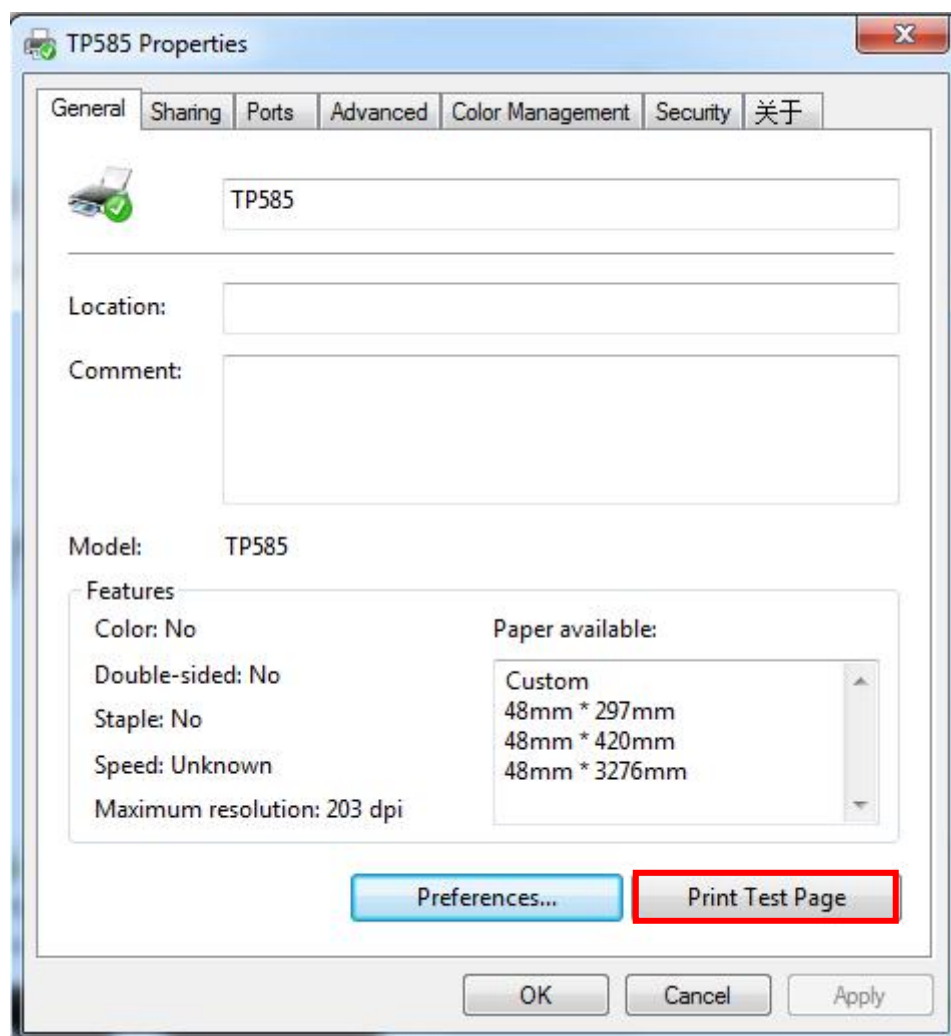


The screenshot shows a software interface with a 'Key Code' section and an 'Image List' section. The 'Key Code' section has two input fields, each containing the number '48', and two dropdown menus, each set to '0'. The 'Image List' section has a label 'Image List:' and a list box containing the number '00'. To the right of the list box, there is a 'Print Alignment' dropdown menu and a 'Download(D)...' button. Red arrows point from the '0' in the dropdown menus of the 'Key Code' section to the '00' in the 'Image List' section.

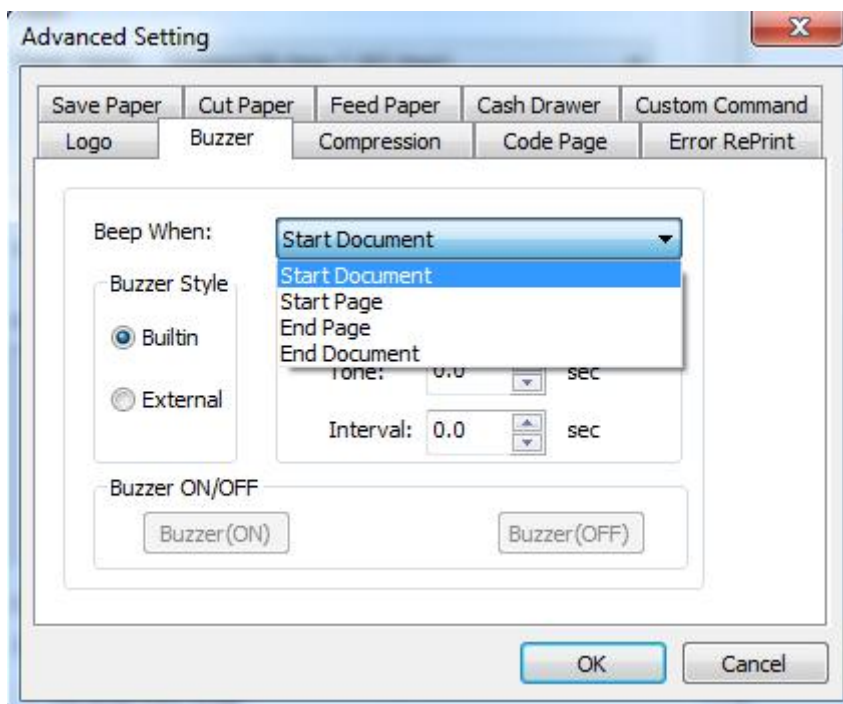
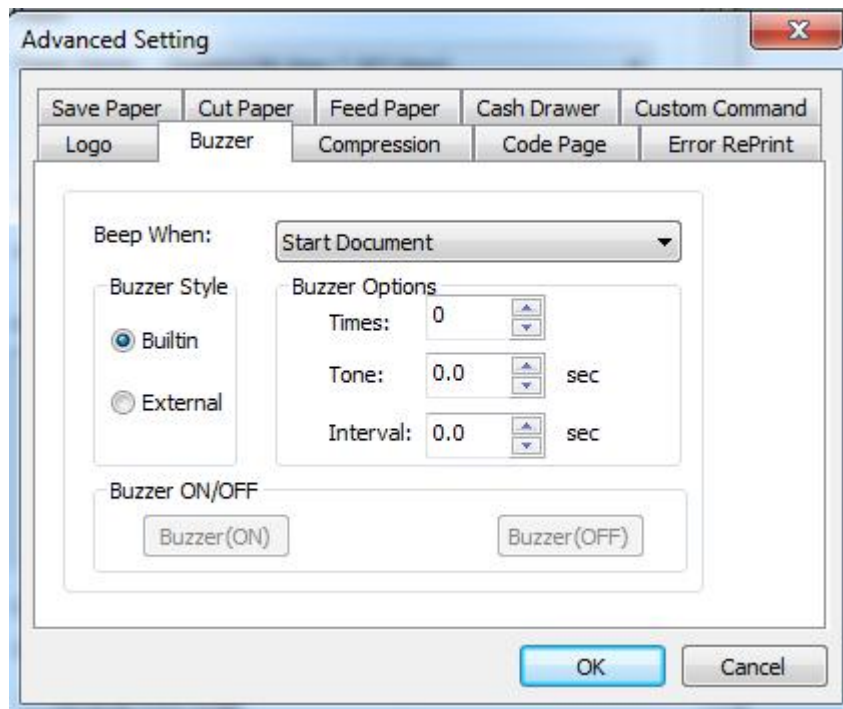
- ⑪ Then click “OK”.



- ⑫ Click “Print Test Page” to view the printing effect.



■ Buzzer



Buzzer times: 0/1/2/3/4/5

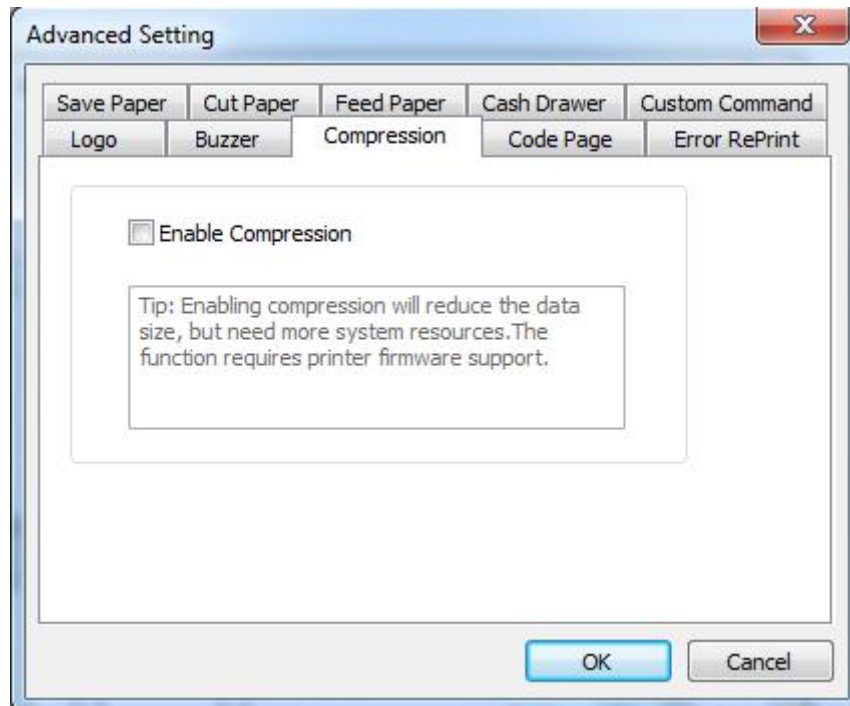
Buzzer Duration: 0.0/0.5/1/1.5/2/2.5/3.0 Sec

Buzzer Interval: 0.0/0.5/1/1.5/2/2.5/3.0 Sec

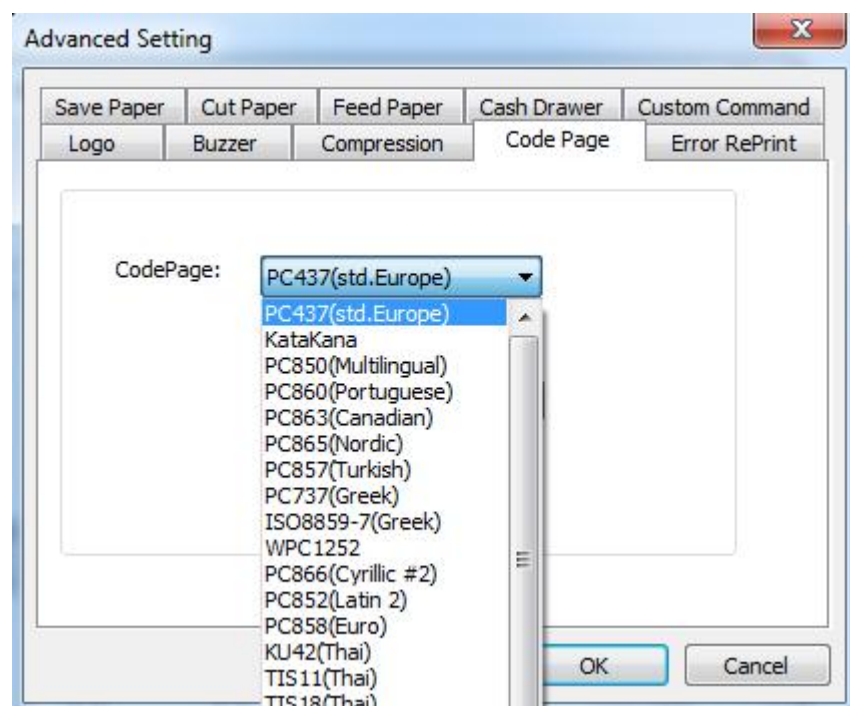


Note: This setting must be operated in Utility.

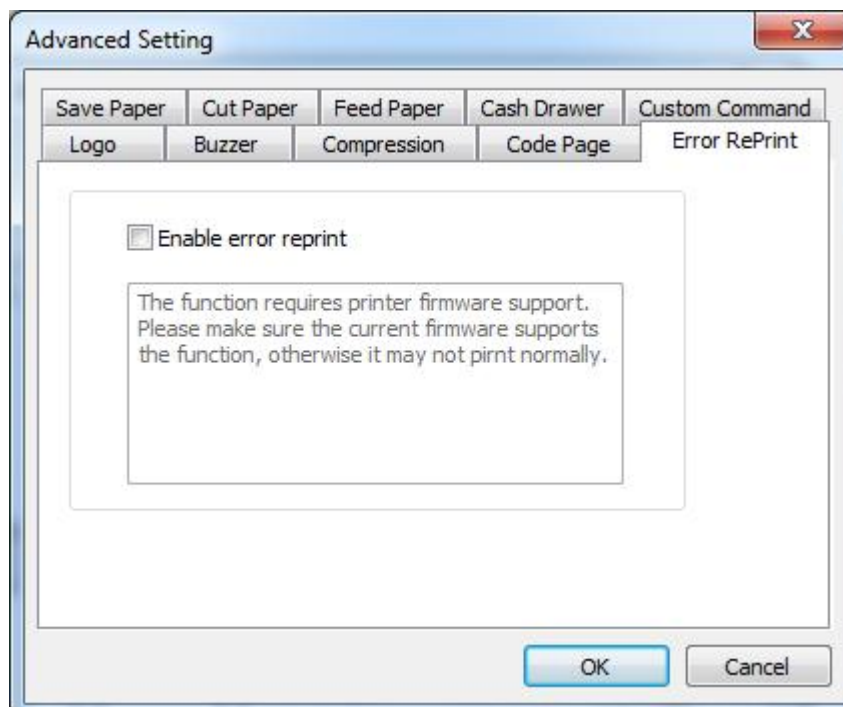
■ Compression



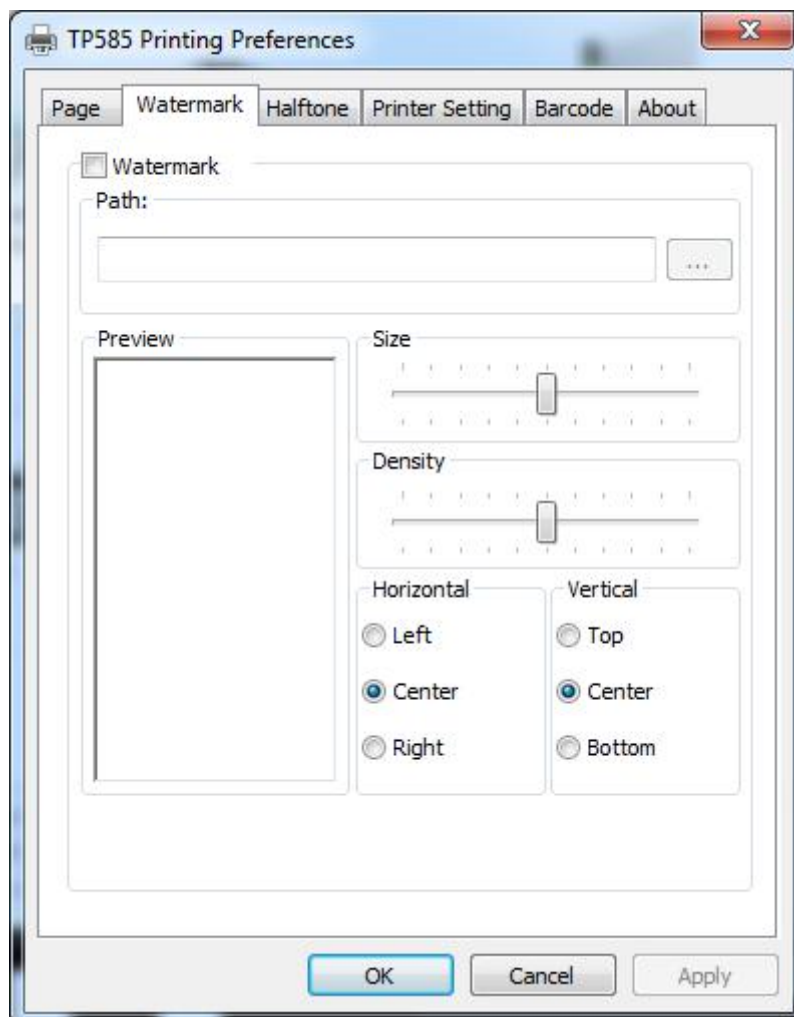
■ Code Page



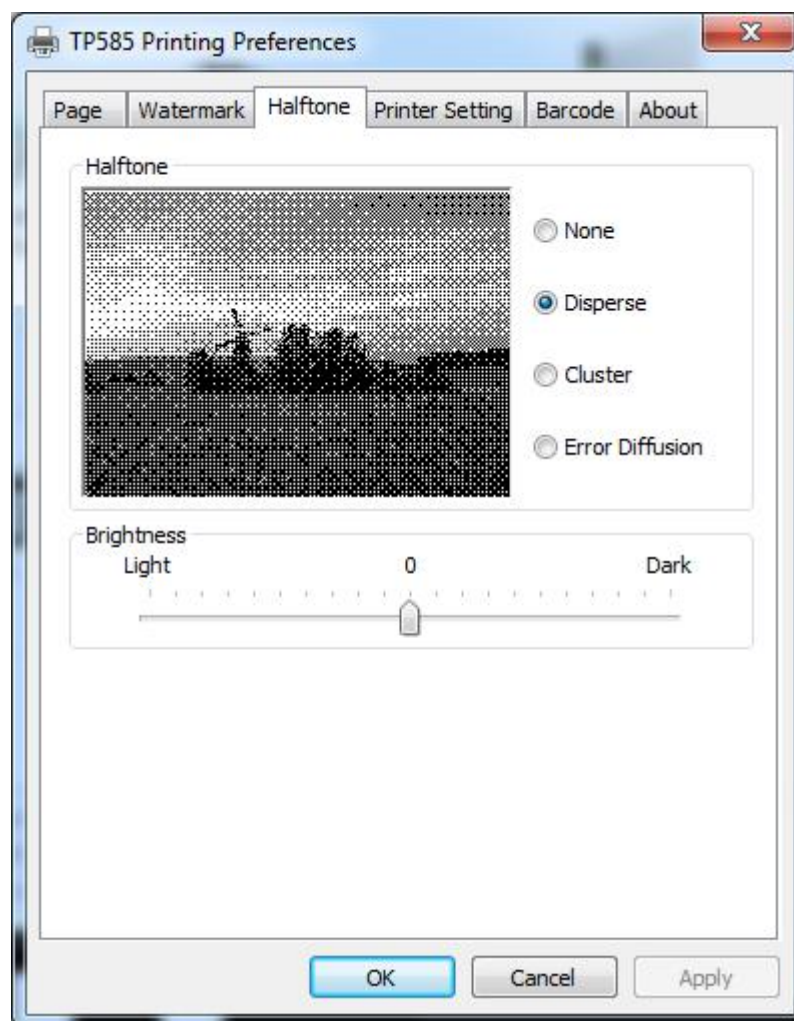
- Error Reprint



3) Click "Watermark". Set watermark to print.



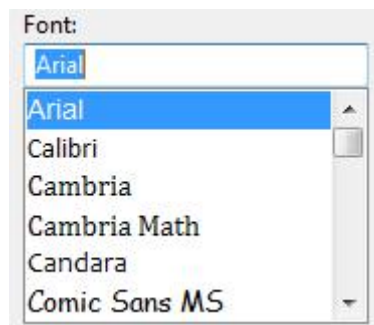
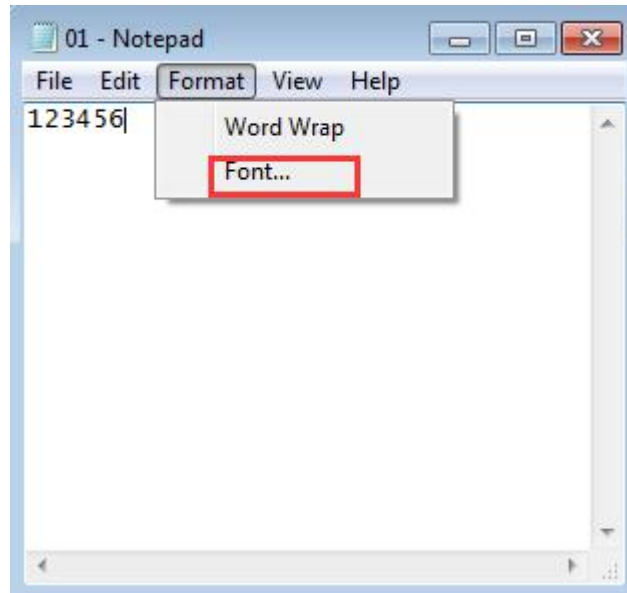
4) Click "Halftone" to set the halftone.



5) Set up the "Barcode"

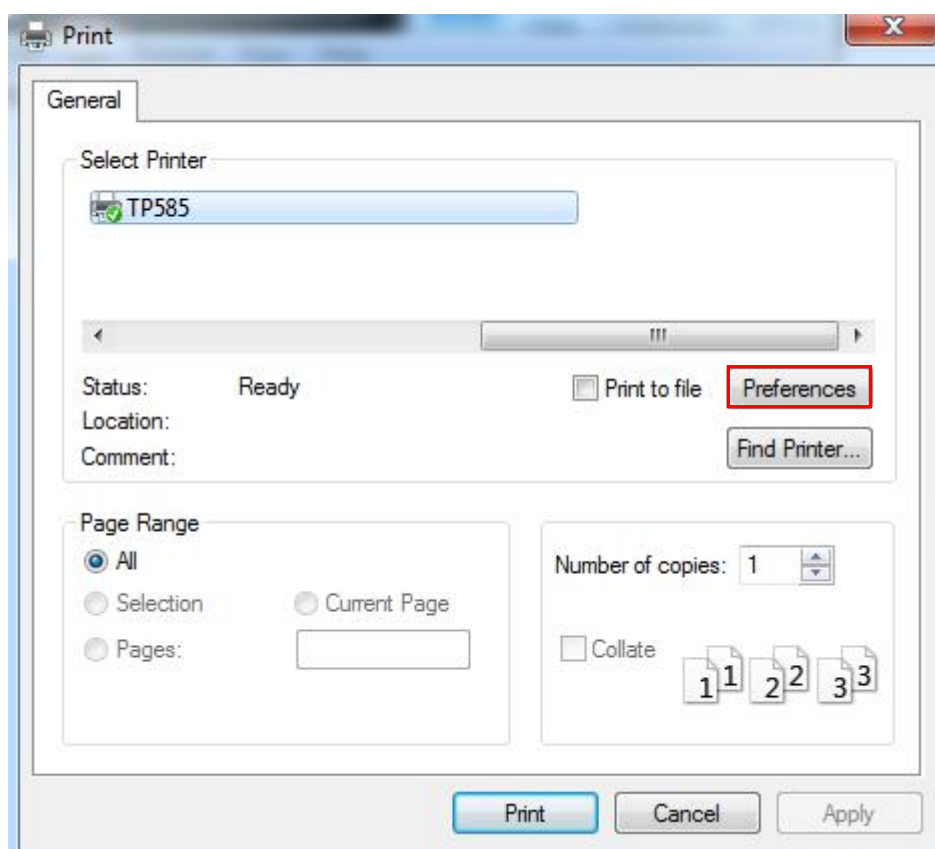
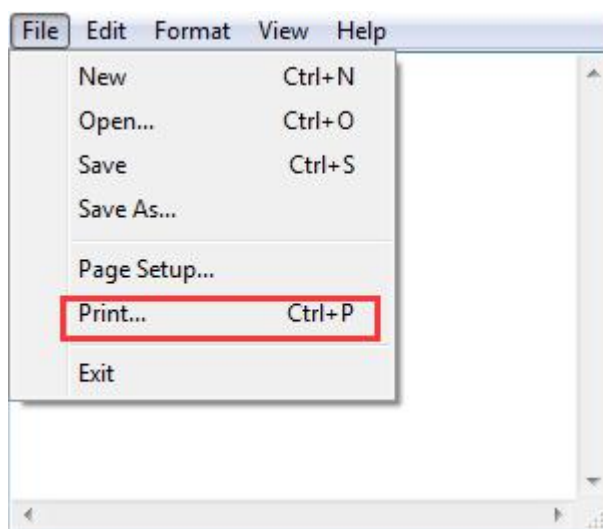
Assuming the font type of the main document is "Italics", if you want to convert the data "123456" to the barcode printing, the steps are as follows:

- Sets the data "123456" font type to a different font from the main document. Such as: Arial.

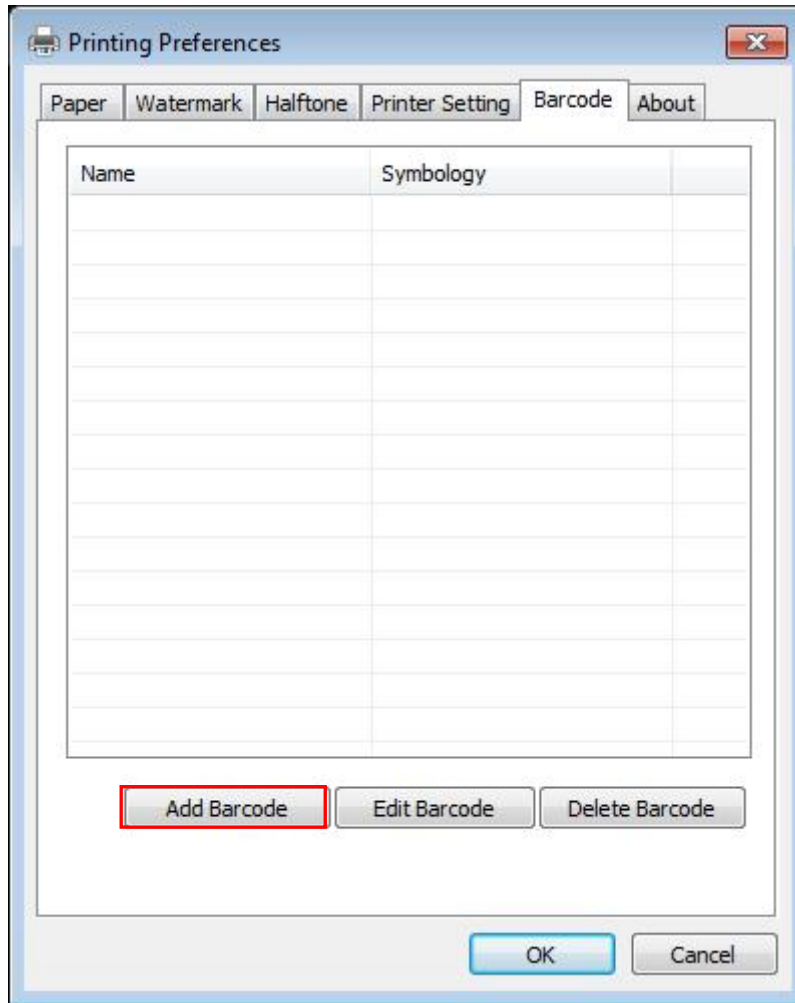


- Open the Preference.

If the document is open, you can set it in the document: file-print-preferences.



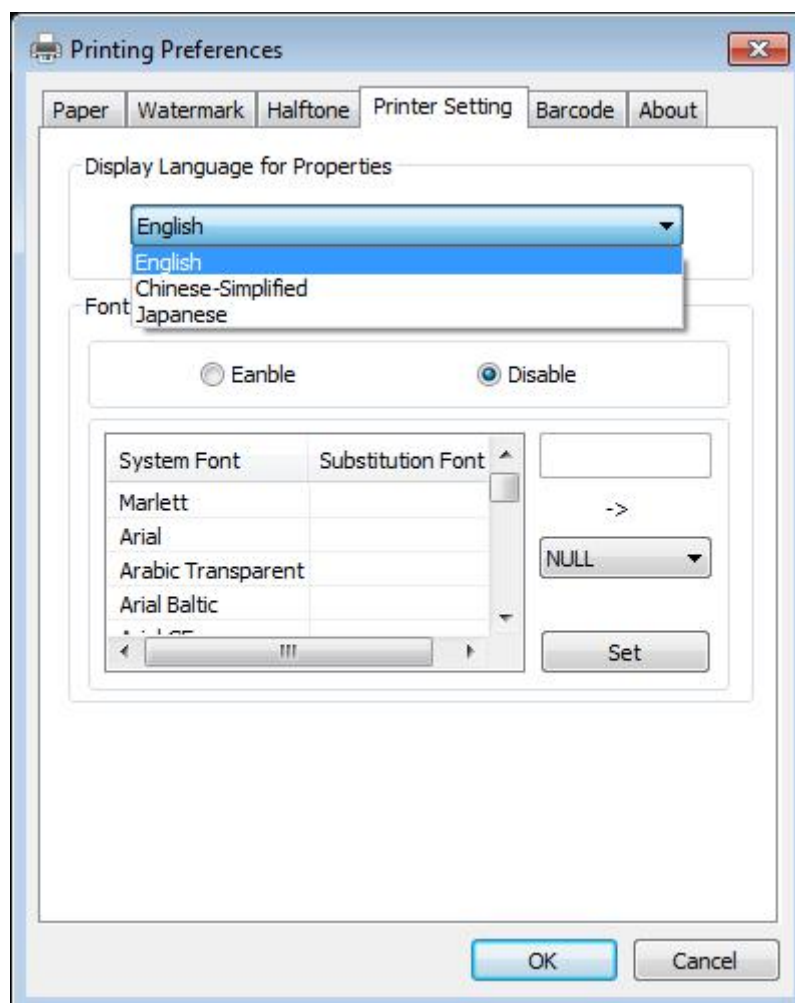
- ① Add Barcode firstly.



-
- The screenshot shows the 'Barcode Setting' dialog box with the following configuration:
- Font:** Font Name is set to '01'.
 - Barcode Options:**
 - Symbology is set to 'Code39'.
 - Width is set to 'Auto(3)'.
 - Height is set to 'Auto(162)'.
 - HRI Position is set to 'Below Bars'.
 - HRI Font is set to 'Auto'.
 - Orentation is set to '0'.
 - Symbology Options:**
 - Model is set to 'Auto'.
 - Cols is set to 'Auto(0)'.
 - Error Correction is set to 'Auto'.
 - Rows is set to 'Auto(0)'.
- Red annotations highlight the following elements:
- Font Name field.
 - Symbology dropdown.
 - A group of settings including Width, Height, HRI Position, and HRI Font.

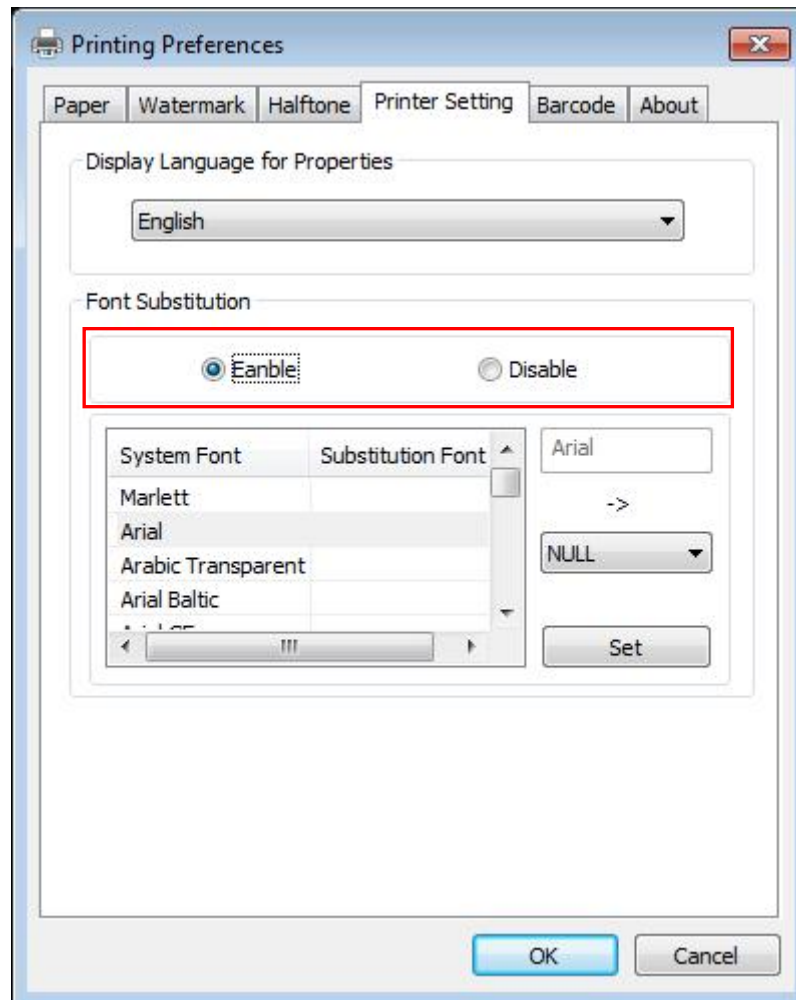
[illegible]

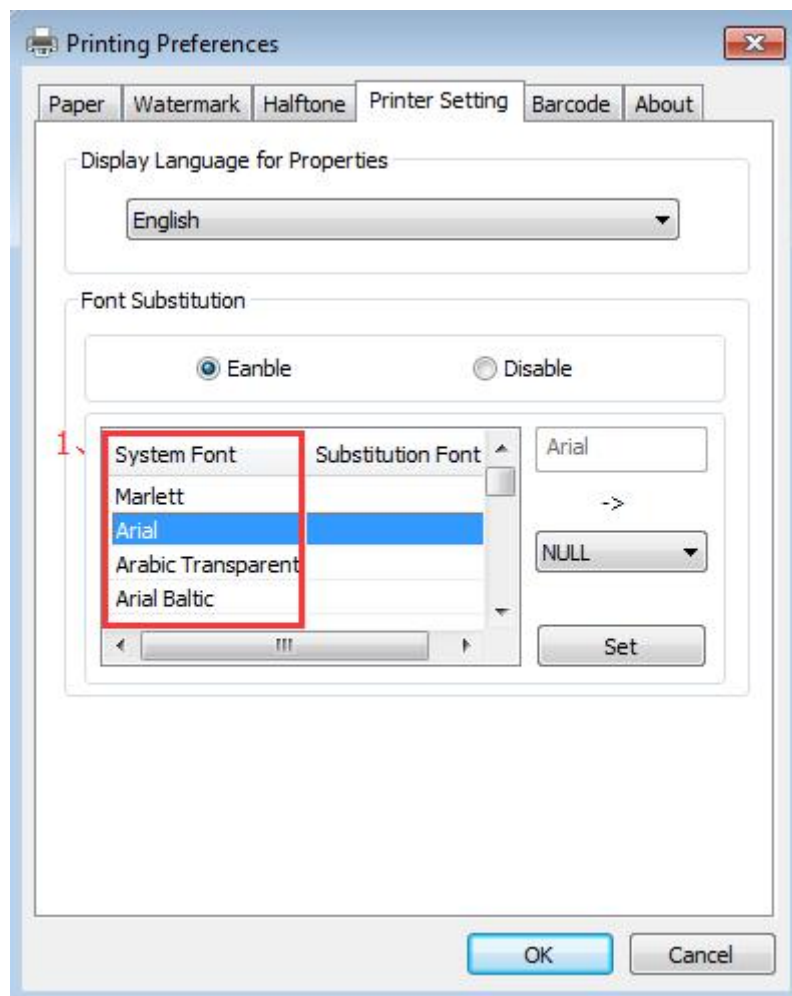
- ③ Click the "Printer Setting".
- Choose the "Display Language for Properties"

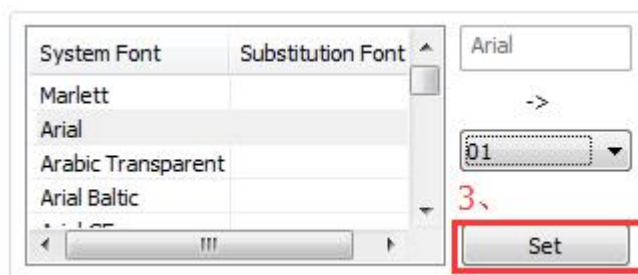
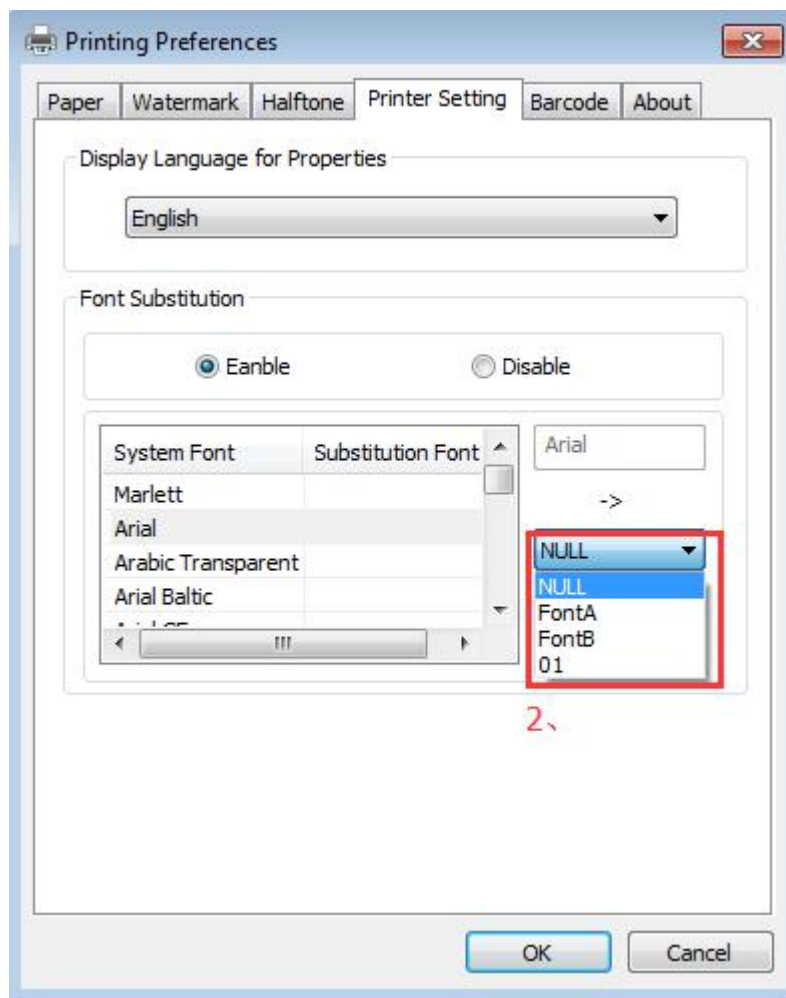


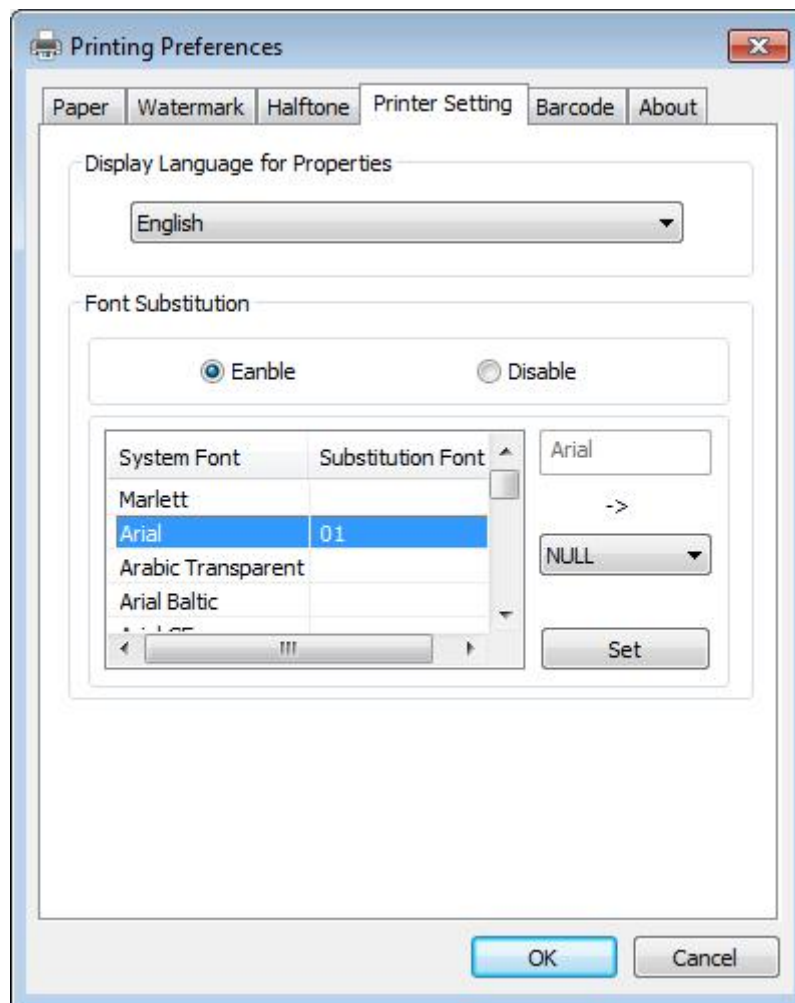
- Turn on the "Font Substitution", select the system text need to be replaced (for example, Arial), and then select the font you want to replace (for example, 01) and click Settings, and the replacement font will display "01".

the steps are as follows:



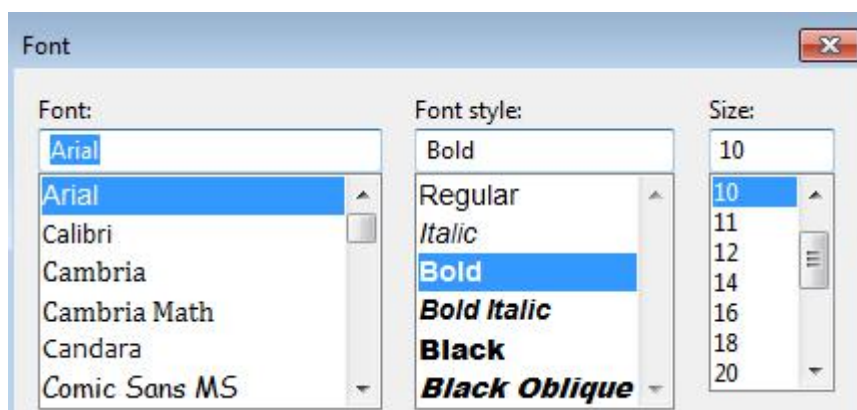




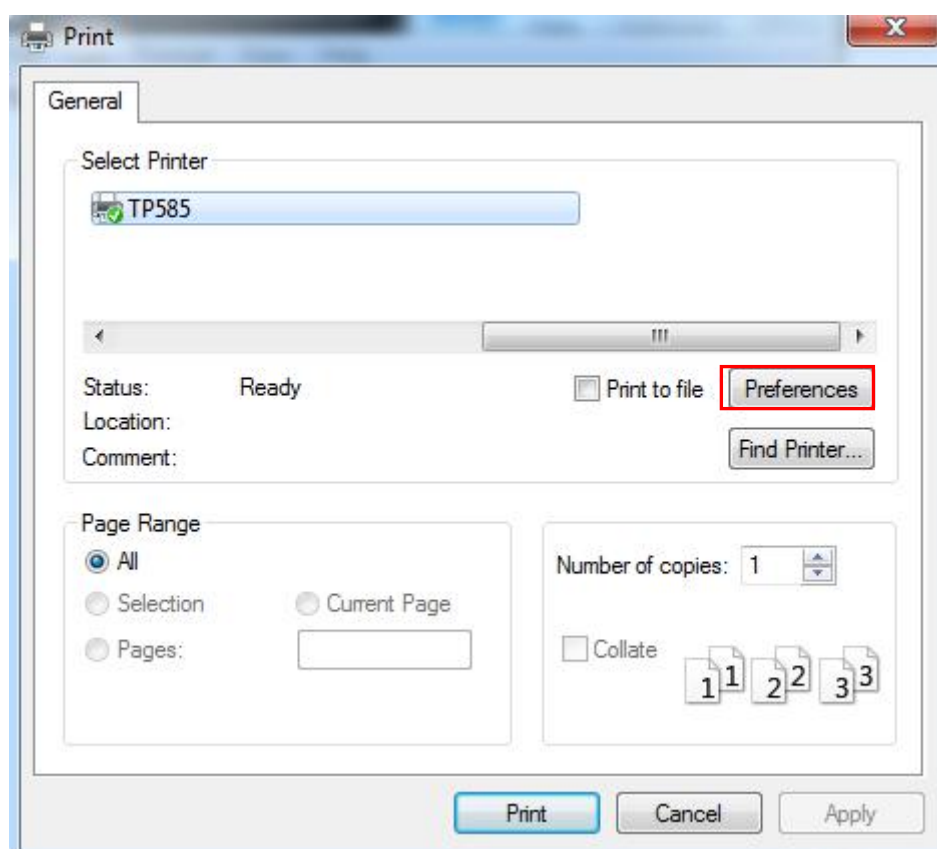


- If you do not have a barcode set, the action is as follows:

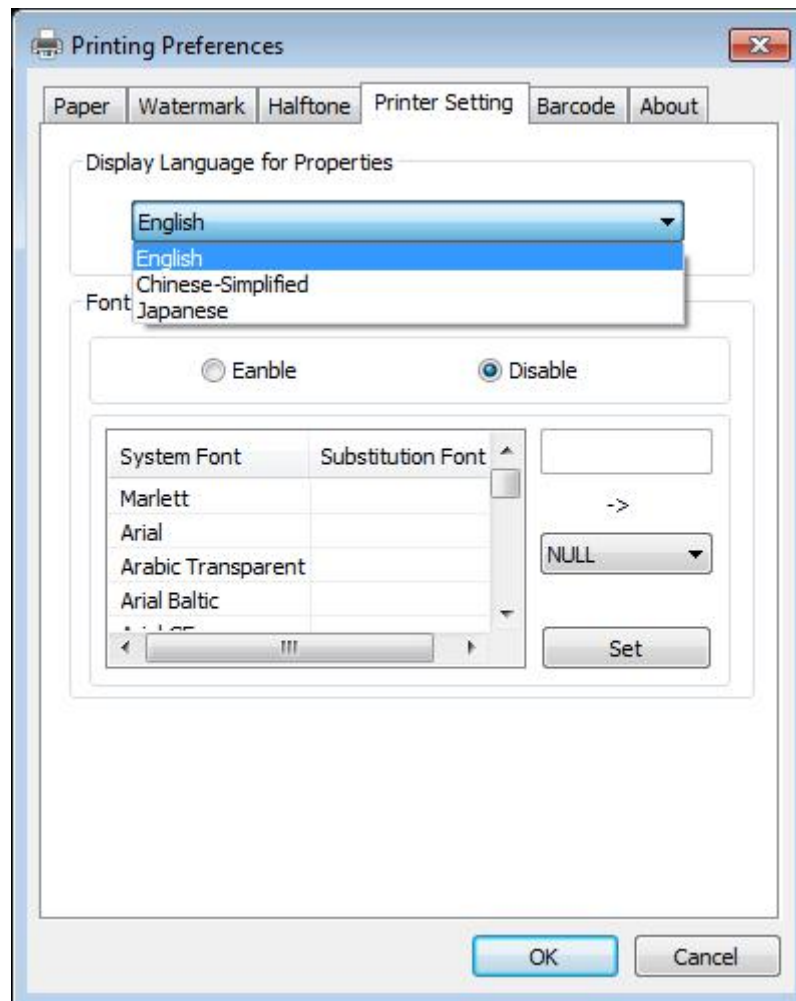
① Suppose you change the size of the data "123456", for example:



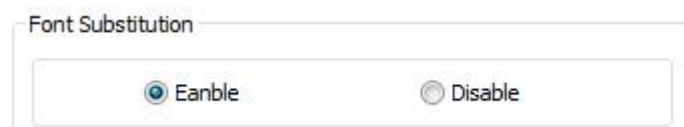
② Set the Printing preferences.



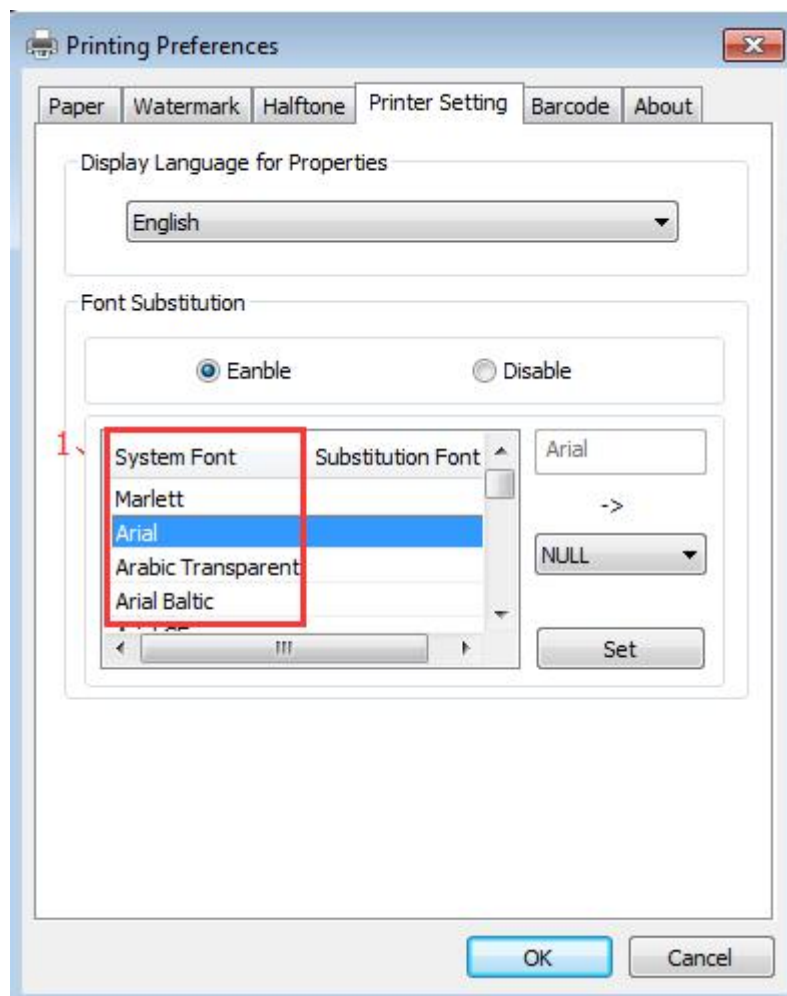
- ③ Click the "Printer Setting".
- Choose the "Display Language for Properties".



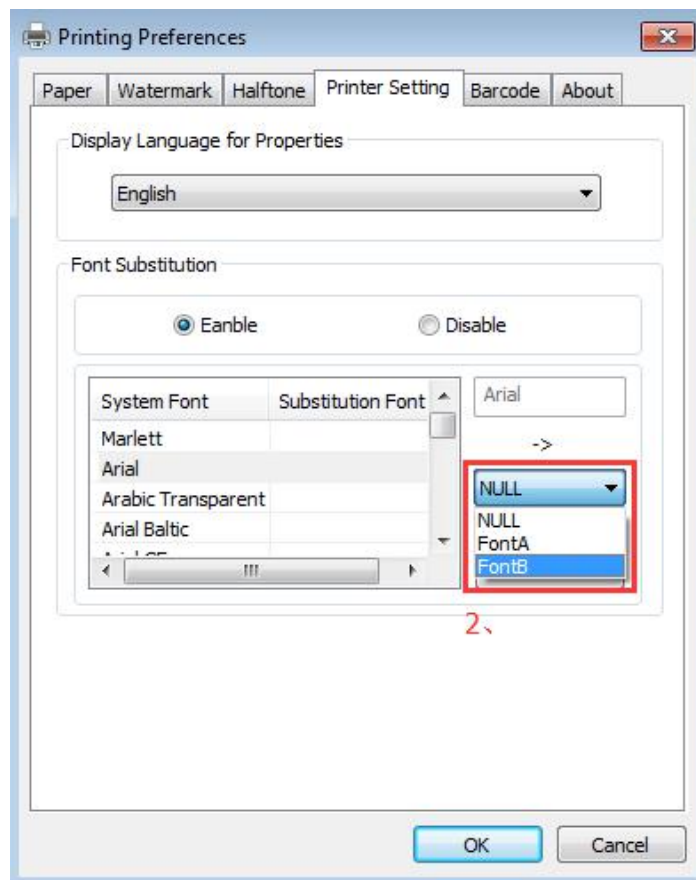
- ④ Turn on the "Font Substitution".



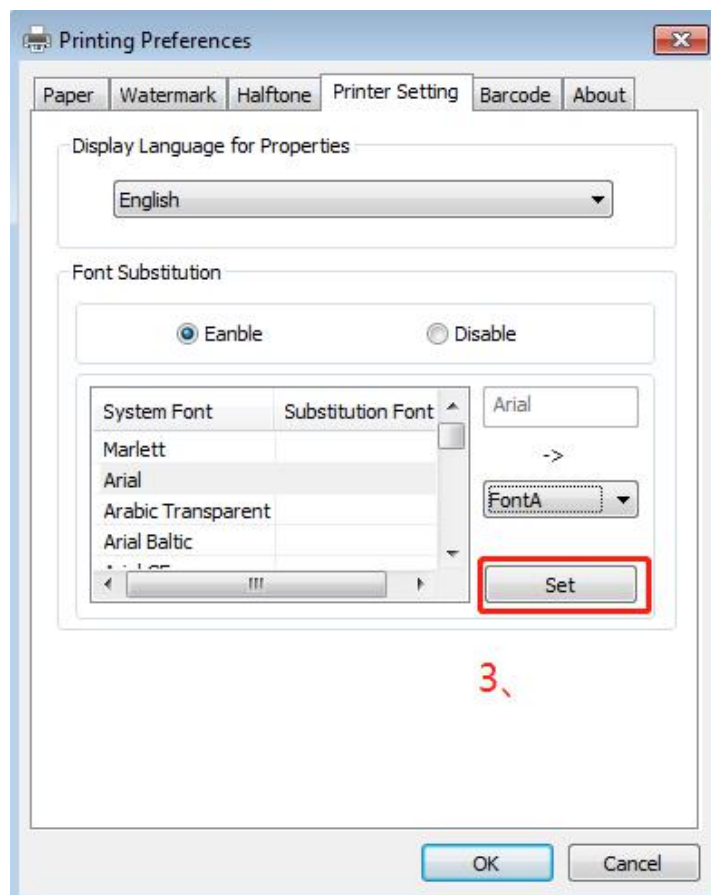
- ⑤ Select the "System Font", for example: Arial.

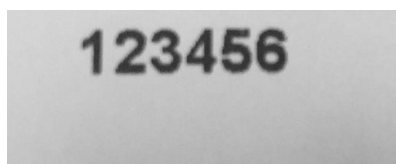
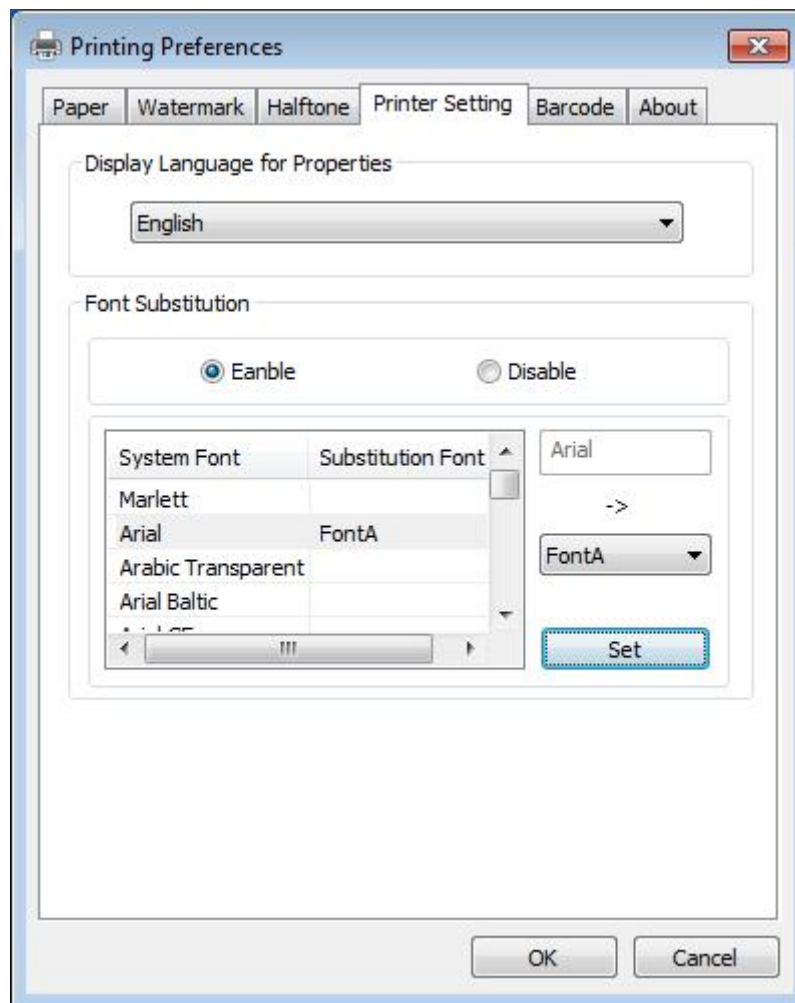


- ⑥ Select the font to that you want to replace.



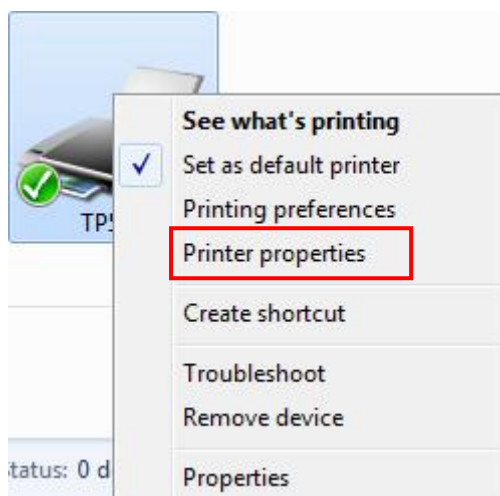
- ⑦ Click "Set".



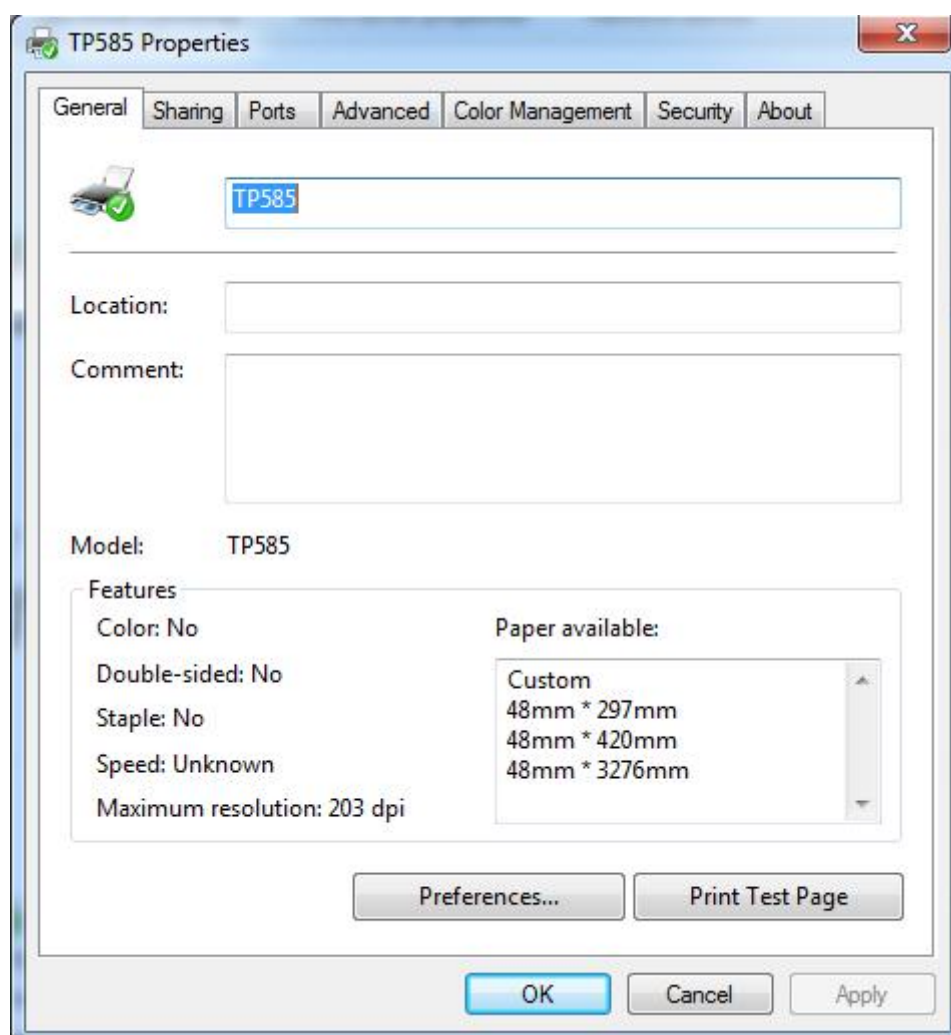


9.5.2 Printer properties

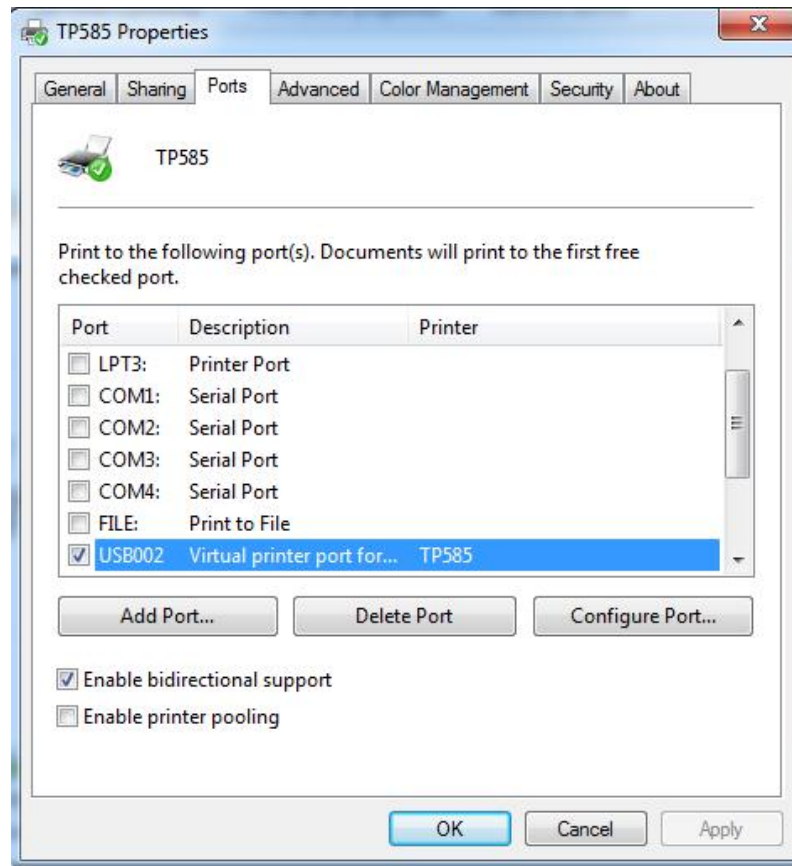
- 1) Click "Start"→"Devices and Printers". Right click "TP585" and choose "Printer properties".



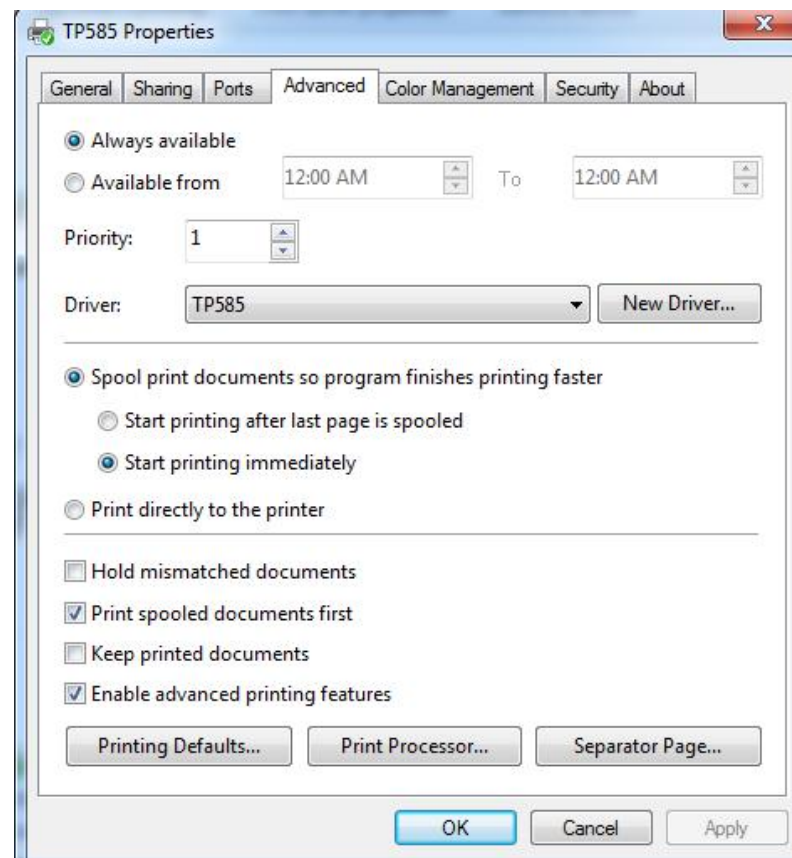
- 2) Choose "General", click on "Print Test Page", then it will print the current settings.



3) Set the "Ports"

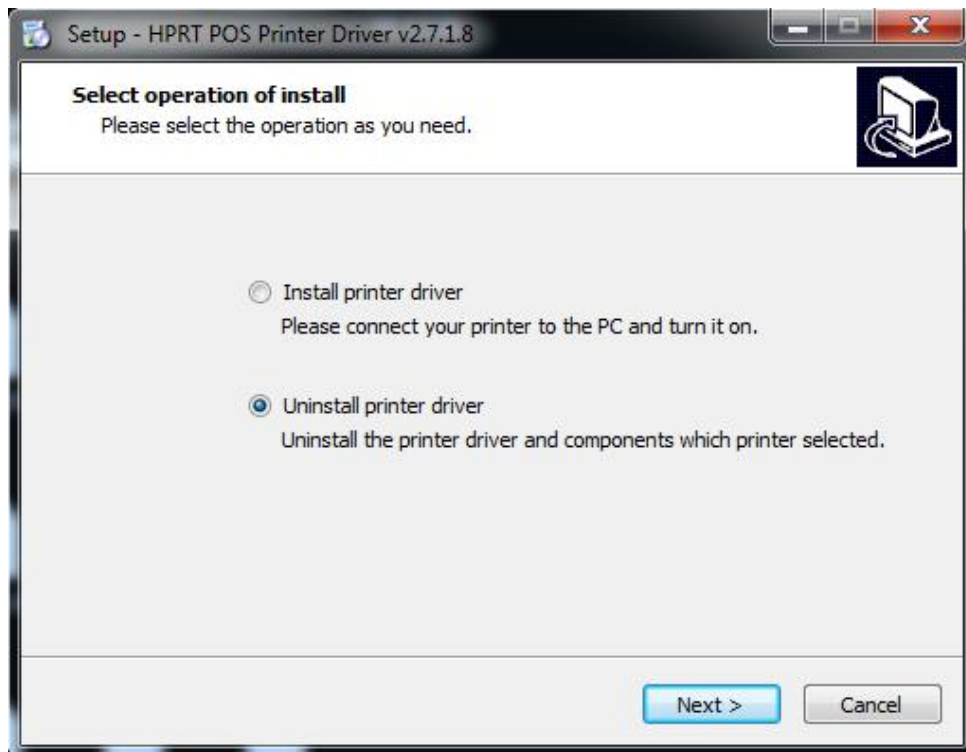


4) Click "Advanced" to set the printing time.

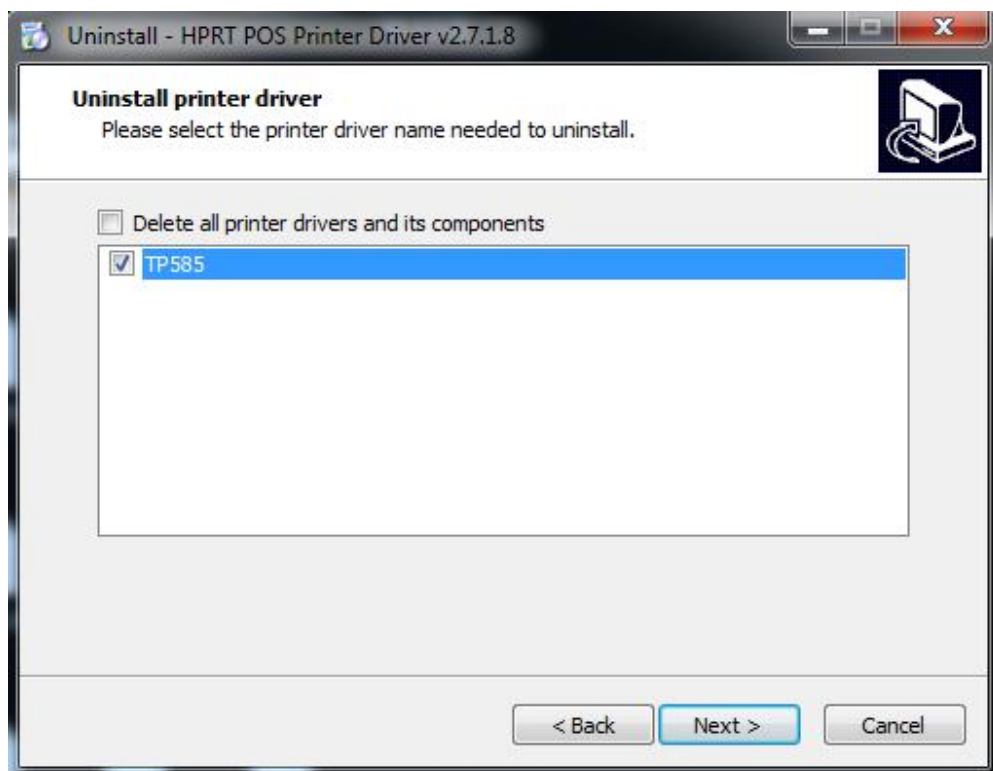


9.6 Uninstall Windows Driver

- 1) Double click Windows Driver.
- 2) Choose "Uninstall printer driver", then click "Next".

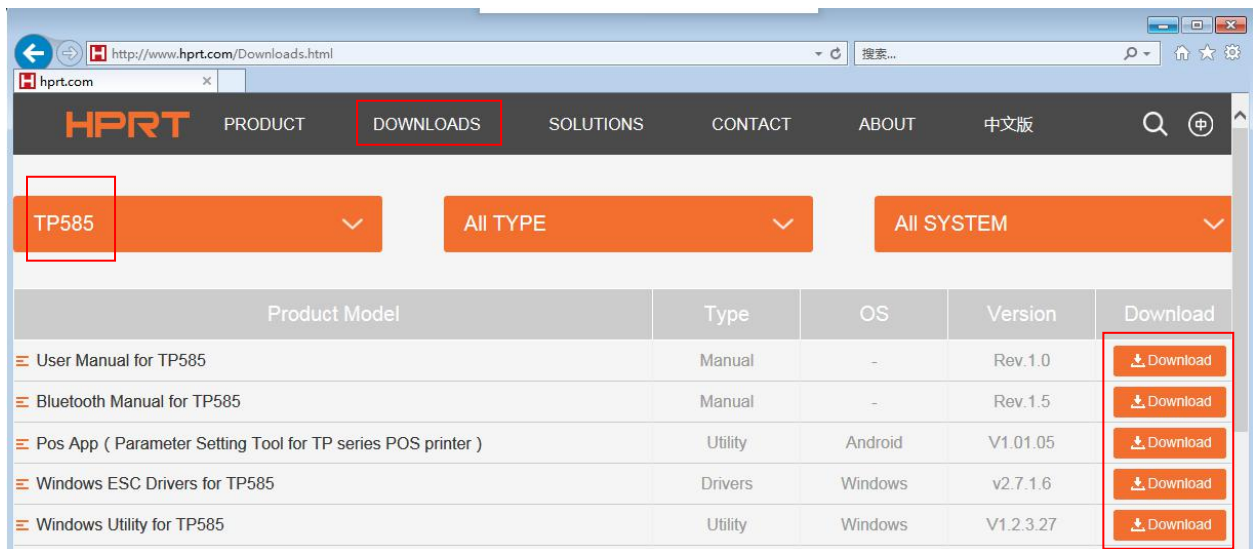


- 3) Choose "TP585", then click "Next".



10. DOWNLOADS

- 1) Open the website of HPRT: <http://www.hpert.com/>
- 2) Choose “DOWNLOADS”, and choose “TP585” for product model, then click “Download” to download what you need.



ATTACHMENT 1

EC DECLARATION OF CONFORMITY

Manufacturer certifies that the following designated product

HPRT TP585

Type of product

Direct Thermal Line Printing

It is in conformity with the standards

Test standard information

Under the Council Directive: (LVD) Directive 2014/35/EU relating to electrical equipment designed for use within Low Voltage Directive.

EN 62368-1:2014+A11:2017

Under the Council Directive: (EMC) Directive 2014/30/EU relating to Electro Magnetic Compatibility.

EN 55032: 2015+AC:2016

EN 55035: 2017

EN 61000-3-2: 2014

EN 61000-3-3: 2013

We declare herewith that as a result of the manner in which the device designated above was designed, the type of construction and the devices which, as a result have been brought on to the general market comply with the relevant fundamental regulations of the EC Rules for Safety. And we declare herewith the above mentioned model is conformity with Directive 2014/30/EU and 2014/35/EU. In the event of any alteration which has not been approved by us being made to any device as designated above, this statement shall thereby be made invalid.

The declaration is sole responsibility of the manufacturer

Name of manufacturer

HPRT

ATTACHMENT 2

FCC WARNING

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for 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 this 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 own expense.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.