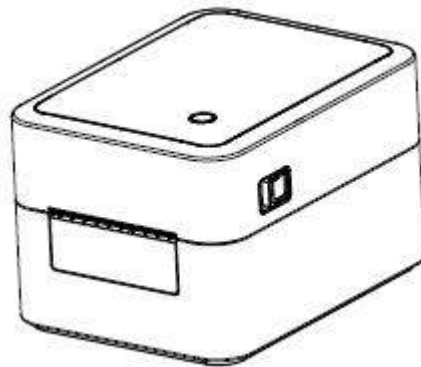




D35



User Manual

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Rev 1.0

Change Record

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■ Statement

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Printed in China

1.0 Version

■ Warnings



Warning: The print head is a heating part. Do not touch the print head and surrounding parts during and just after printing.



Warning: Do not touch the print head and connection plug-in to avoid damage to the print head due to static electricity.

■ Special Reminder

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

Before using the printer, please read carefully the following safety consideration in case of bodily injury or equipment damage.

1.Safety warning



Warning—It must be observed to avoid injury to human body and damage to equipment.



Note—It gives important information and tips for printer operation.

2.Instructions



Warnings: Violating following instructions may cause serious injury or death.

1) Do not plug several products in one porous power outlet.

- This may cause over-heat and a fire.
- If the plug is wet or dirty, dry or wipe it before using.
- If the plug does not fit perfectly to the outlet, do not plug in.
- Be sure to use only standardized porous power outlet.

2) You must use the supplied adapter.

- It is dangerous to use other adapters.

3) Do not pull the cable by pulling.

- This may damage the cable or cause a fire.

4) Do not plug in or unplug with your wet hands.

- You may be electrocuted.

5) Do not bend the cable by force or leave it under any heavy object.

- A damaged cable may cause a fire.



Note: Violating following instructions may cause slight damage of the appliance.

1) If you observe a strange smoke, odour or noise from the printer, unplug it before taking following measures.

- Switch off the printer and unplug the set from the mains.
- After the disappearance of the smoke, call your dealer to repair it.

Install the printer on the stable surface.

- If the printer falls down, it may be broken and you may hurt yourself.

3) Use the approved accessories only and do not try to disassemble, repair or remodel it by yourself.

- Call your dealer when you need these services.
- Do not touch the blade of auto cutter.
- If this happened, switch off and unplug the printer before calling your dealer.

Do not let water or other foreign objects drop into the printer.

5) Do not use the printer when it is out of order. This can cause a fire or an electrocution.

- Switch off and unplug the printer before calling your dealer.

6) Other considerations:

- Place the printer on a solid and even base so that it cannot fall.
- Leave enough space around printer for operation and maintenance.
- Keep all liquids away from the printer.
- Do not expose the printer to high temperatures, direct sunlight or dust.
- Ensure the printer is connected to a socket with the correct mains voltage.
- Switch off the printer POWER supply when it's not in use for a long time.
- To ensure the printing quality and reliability, suggest use the same quality or recommend paper supplier.
- Please switch off the POWER supply when connect/disconnect all the ports or it will cause damage to the printer control circuit.
- Never carry out maintenance or repair work yourself. Always contact a qualified service Technician.
- Keep this User Manual in a place which is easily accessible at all times.

3.Other Precautions

This manual has been prepared with utmost care and attention to detail but may contain certain errors and/or omissions. Our company is not legally liable for any damages resulting from the use of the information in this manual. Our company and its affiliates are not legally liable (United States excluded) for any damages, loss, costs, and/or expenses that result from the breakdown, malfunction, and/or misuse of the product due to violation or neglect of the operation and maintenance information and instructions provided by our company, as well as from the unauthorized alteration, repair, and/or modification of the product by the user and/or third party. We are not legally liable for any damages and/or issues resulting from the use of options and/or parts that are not authentic or authorized products.

4.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.

Chapter 1 Introduction

1.1 Packing List



Note:

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



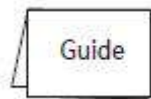
Printer



USB Cable



Power Cord



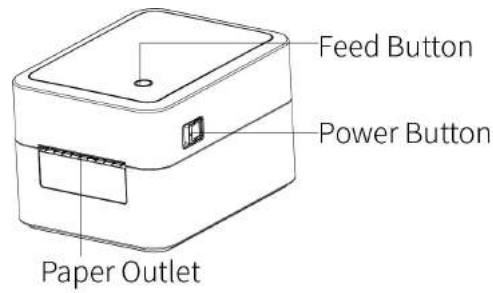
Quick Start Guide



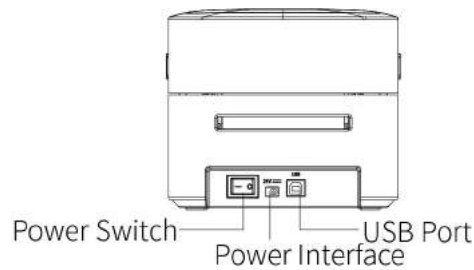
Note: The packing items are based on the order. The power cord varies by country and region.

1.2 Appearance and Components

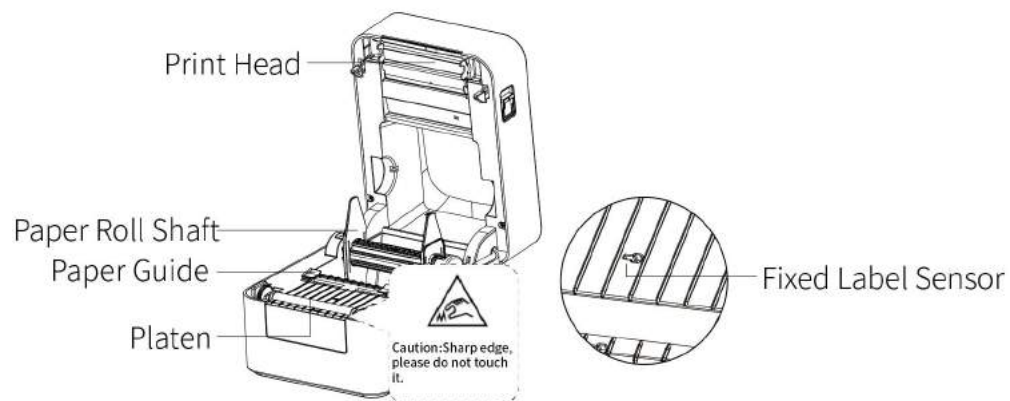
■ Front View



■ Rear View

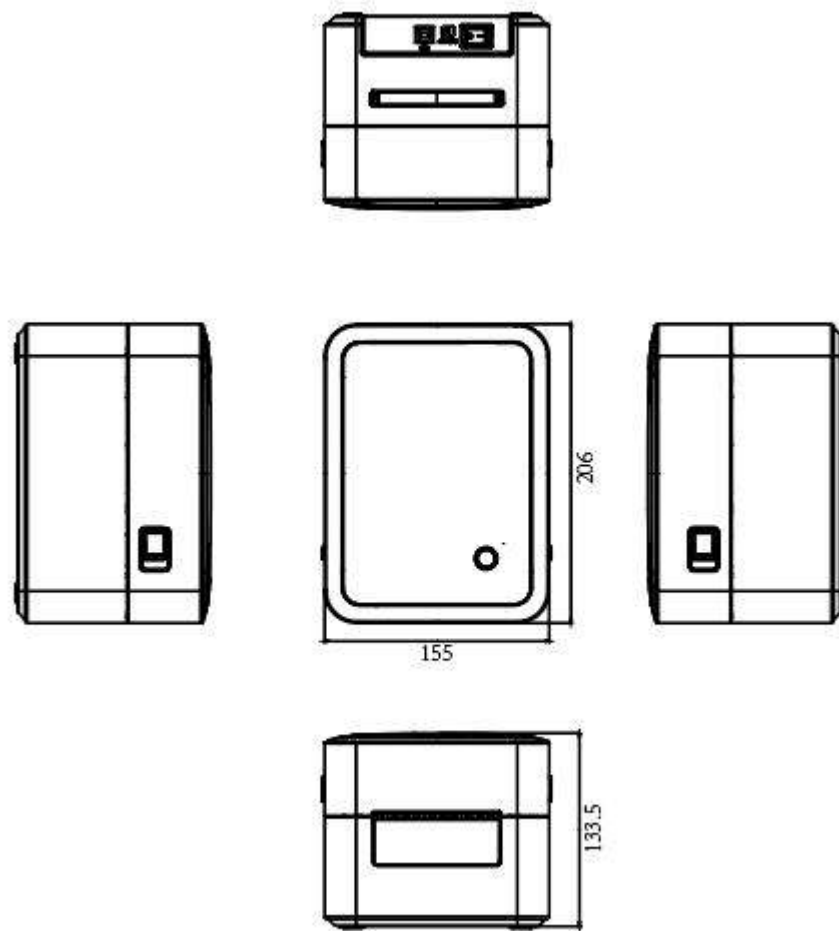


■ Inside View



Note: The views above are for your reference. Ports vary by your choice.

1.3 Dimension



Chapter 2 Specifications

Items		Parameter
Printing	Printing	Direct thermal
	Resolution	203dot/inch (8dot/mm)
	Printing Speed	4 levels,Max 180 mm/s
	Printing Width	80mm
	Printing Length	25mm-300mm
CPU		32-Bit RISC CPU
Memory	RAM	≥ 2MB
	Flash	≥ 2MB
Detection	Sensor	Out-of-paper detection, gap detection, black mark detection, cover opening detection
Supplies	Types	Fold paper or roll paper, die cut or continuous paper
	Width	25mm– 80mm
	Thickness	0.003 inch (80 μ m) – 0.0087 inch (220 μ m)
	Label Roll Diameter	100 mm
	Core Diameter	1 inch (25.4mm), 1.5 inches (38.1mm)
	Ext. Label	Max outer diameter(127mm)
Programming Language		TSPL
Software	Label Design Software	BarTender Ultralite
	Driver	Windows 2000,Win7,8,10
Resident Fonts		Chinese: GBK FontA 12x12dots, FontB 24x24dots English: ASCII 8×16, 12×24dots
Barcodes	1D	Code 39, Code 93, Code 128UCC, Code 128 subsets A, B, C, Codabar, Interleaved 2 of 5, EAN-8,EAN-13,EAN-128, UPC-A, UPC-E
	2D	PDF-417,QR code
Interfaces		USB,Extensible Bluetooth (support mini program)
Control Panel		FEED button with 3 indicating LEDs, paper tearing operation, paper guide, cover automatic positioning, fixed black label detection
Cutter Module		Support external cutter module (structure)
Power Supply	Adapter	Input:AC 220V Output:DC24V/1.5A
Environment	Operation	41°F (5°C)-104°F (40°C), 30%-85%, non-condensing
	Storage	-4°F (-20°C)-122°F (70°C), 10%-90%, non-condensing
Physical Characteristic	Dimension	206*155*133.5(L*H*W)
	Weight	1.04kg
Reliability		TPH 30 KM
Options &Accessory		Quick start guide, USB cable, power cord, external fold paper holder, external paper roll holder
Agency Approval		CCC

Chapter 3 Installation & Usage

3.1 Paper Roll Loading

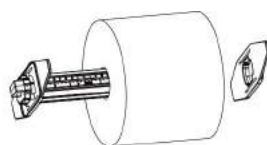
1. Facing the front of the printer, move the top cover opening button forward with both hands at the same time, and lift the top cover upward.



2. Hold the paper roll shaft, and take it out upward.

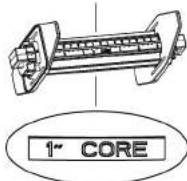


3. Fit the inner diameter of the paper roll into the paper roll shaft.

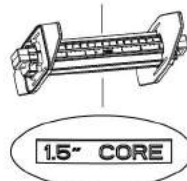


① Roll Shaft Installation ② Roll Shaft Installation

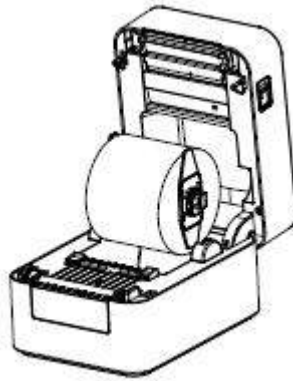
1 inch



1.5 inches

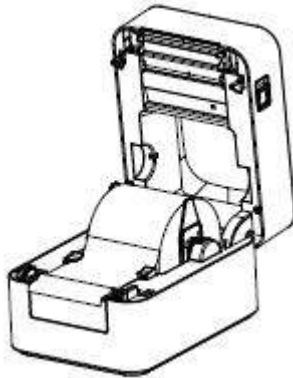


4. Load the paper roll group into the printer from top to bottom.

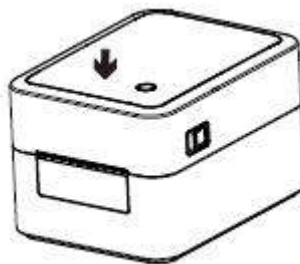


Note: Close the guide clip to the extent to which the label paper is fixed. Make sure the label paper is fixed, otherwise it will cause the handwriting offset when printing.

5. Pull the paper through paper guides and adjust the guides to fix the paper.

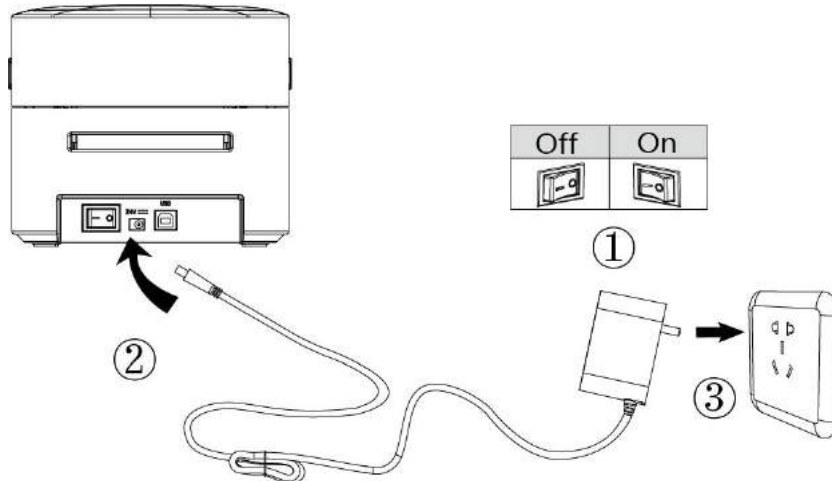


6. Close the top cover until it clicks into place, and confirm that it is locked.



3.2 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.



Caution:

Please use the specified AC adapter in case of product damage or injury.

Please unplug the power cord if the printer would not use for long term.

3.3 Interface Connection

3.3.1 Interface Cable Connection

1.The printer supports the following communication interface standards:

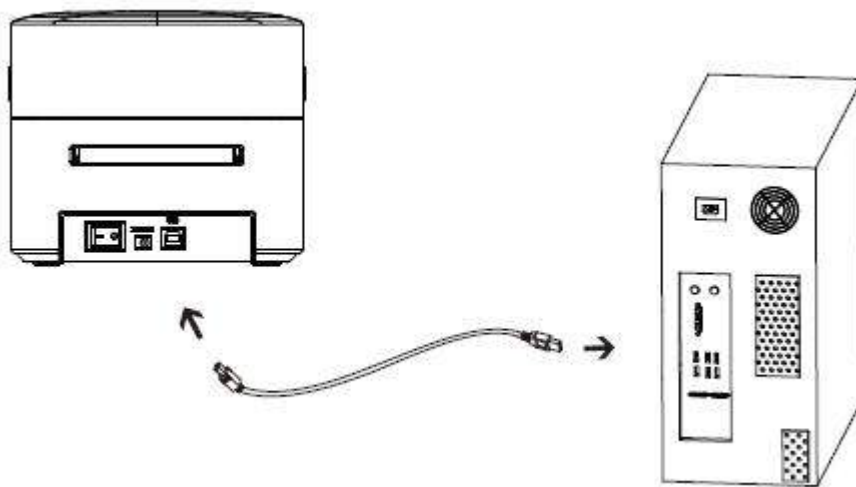
--USB B-Type Cable

2.Installation steps:

Turn off the power switch.

Connect the communication cable to the printer communication port to be used.

-- Connect USB B-Type cable to the USB port.



3.4 Operation Panel

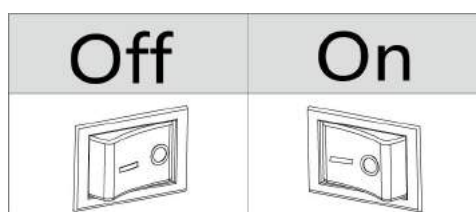
3.4.1 Button Operation

■ Power On

When power off, turn on the power switch at the back of printer, then the indicator will light on.

■ Power Off

When power on, turn off the power switch at the back of printer, then the indicator will light off.



3.4.2 Indicator

Color	Action	Indication State
Blue	Always On	Printer is ready
Blue	Flash Slowly	Dump mode
Purple	Always On	The print head is hot
Red	Always On	The upper cover is not closed
Red	Flash Slowly	Out of paper
Red	Flash Rapidly	Abnormal label learning
Orange	Always On	Printer is not ready
Orange	Flash Slowly	Paper jam, off label, abnormal label position
Green	Always On	Printing
Green	Flash Slowly	Printing is paused
Green	Flash Slowly	Receiving data

3.4.3 Feed Button

■ **When the printer is turned on:**

- 1) Short press Feed button (about 0.5 seconds), release Feed button, then the printer sends out a blank label;
- 2) Press Feed button (about 1.5 seconds) until the blue or orange light flashes once, release the Feed button, then the printer will print the self-test page
- 3) Press Feed button (about 3 seconds) until the blue or orange light flashes twice, release the Feed button, then the printer will learn the seam label mode;
- 4) Press Feed button (about 4.5 seconds) until the blue or orange light flashes twice, release the Feed button, then the printer will learn the black label mode.

■ **When the printer is in the state of printing**

Short press Feed button (about 0.5 second), then release Feed button and the printer will pause printing.

■ **When the printer is in the state of pausing:**

Short press Feed button (about 0.5 second), then release Feed button and the printer will continue to print.

3.4.4 Label learning

In the following cases, users can learn label location so that printers can better locate labels:

- The printer is installed and used for the first time;
- The printer is used for the first time after the sensor is cleaned;
- Re-use the printer after it has not been in use for a long time;
- Replacement of new types of roll paper;
- In the process of printing, the printer can not effectively identify the mark;
- The use environment of printer has changed greatly.

Label location learning method:

1.Manual label location learning:

When the printer is ready, press Feed button until the blue light flashes for the second time,release Feed button, then the printer will learn the seam label mode; until the blue light flashes for the third time,release Feed button, then the printer will learn the black label mode.

When the printer learns in continuous paper mode, the learning is invalid.

2.Complete the learning through the printer Utility tool software:

Users can complete the learning through the printer Utility tool software,see the details in"Chapter 6 Label Printer Utility Instructions".



Note:

After the learning is completed, you can reopen the printer cover and re-place the blank label paper that you have just learned in case of the cost of paper.

3.4.5 Printer test

When you initially install the printer or have any problems with the printer, you can execute the self-test program and confirm the following status. Firmware version, printer parameter setting status, print quality and external equipment related setting information, after self-check to confirm that there is no problem with the printer, please check other devices or software. This function runs independently from other devices or software.

1.Printing Manually

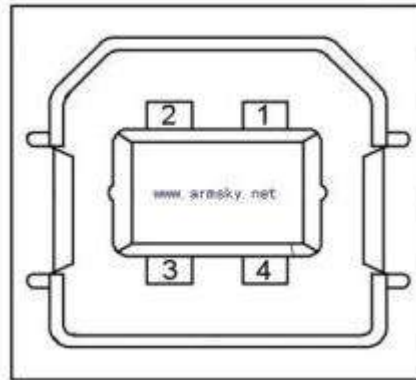
- 1) Make sure the power is connected and that the roll paper is loaded properly.
- 2) Make sure the top cover and mechanism of the printer are closed properly. Then turn on the printer.
- 3) When the printer is ready, press the feed button. As soon as the indicator flashes (green) once, loosen the button. Then the printer starts to print the self-test page.

2.Printing by Windows Driver Program

- 1) Install the Windows Driver program.
- 2) Please set the "Interface" as the type you use.
- 3) Use the Windows Driver Program to print out the "Self-test page".

Please refer to "Chapter 7 Windows Driver Instructions" for more detailed information.

Chapter 4 USB Interface



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

Chapter 5 Printer Cleaning

Dust, foreign matter, viscous substances, or other contaminants adhering to the print head or printer may reduce print quality. When dirty, clean the print head as follows.

**Caution:**

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

5.1 Cleaning Thermal Print Head

- 1) Open the Printer Cover and then use the cleaning pen(or cotton swab with diluted alcohol or isopropanol) to clean the head in the direction from the center of the head to two sides.
- 2) After cleaning the head, do not use the printer until the alcohol used for cleaning evaporates completely (1~2 min) and the printer has completely dried.

5.2 Cleaning Sensor, Platen and Paper Path

- 1) Open the printer cover and then 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 has completely dried.

**Note:** Clean the parts whenever print quality or paper detection degraded.

Chapter 6 Label Printer Utility Instructions

6.1 Installation Preparation

Download HPRTUtilityLabel application program in www.hpert.com.

Eg:D35HPRTUtilityForLabel_N31V1.0.0.3.Test02

6.2 Usage

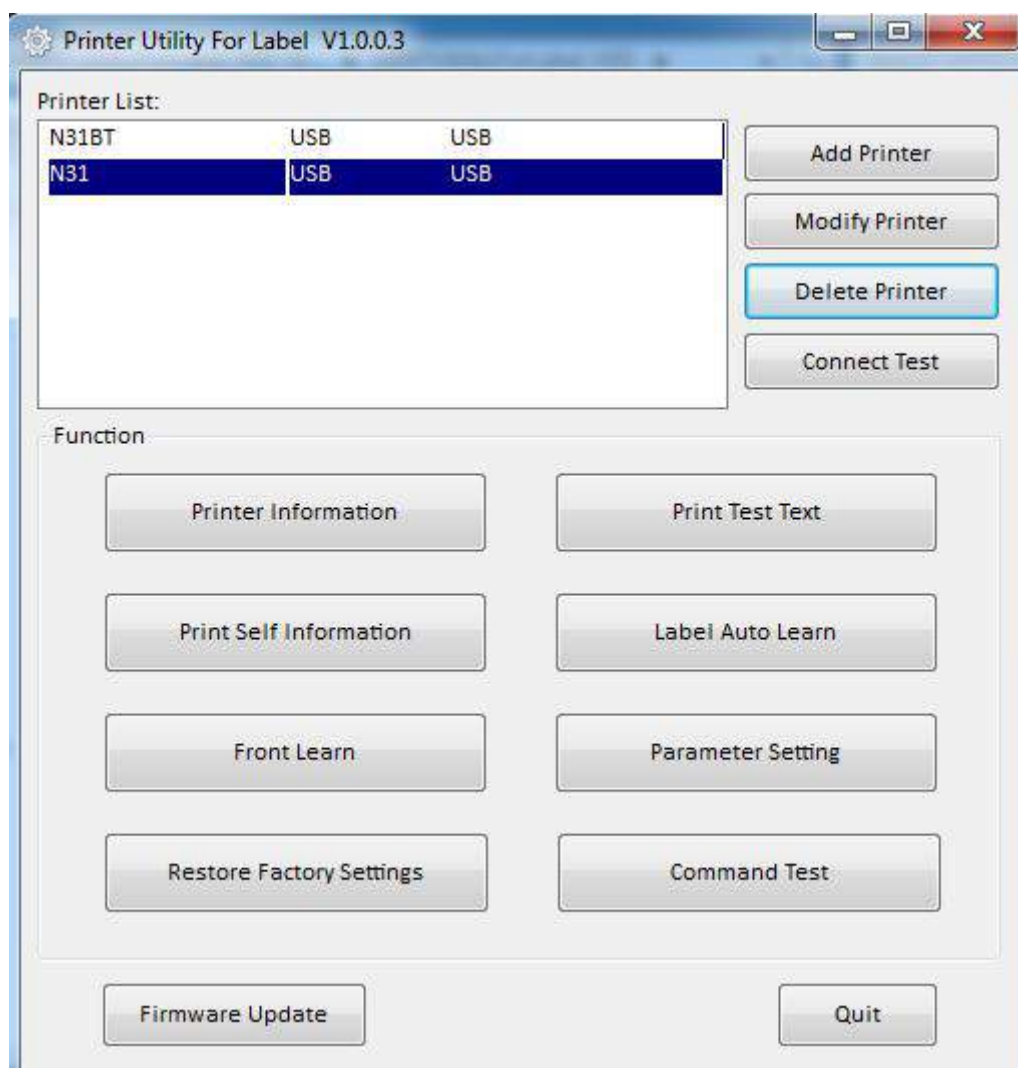


Note:

The screen may vary slightly by different operating systems and models. Take Windows 7 as example.

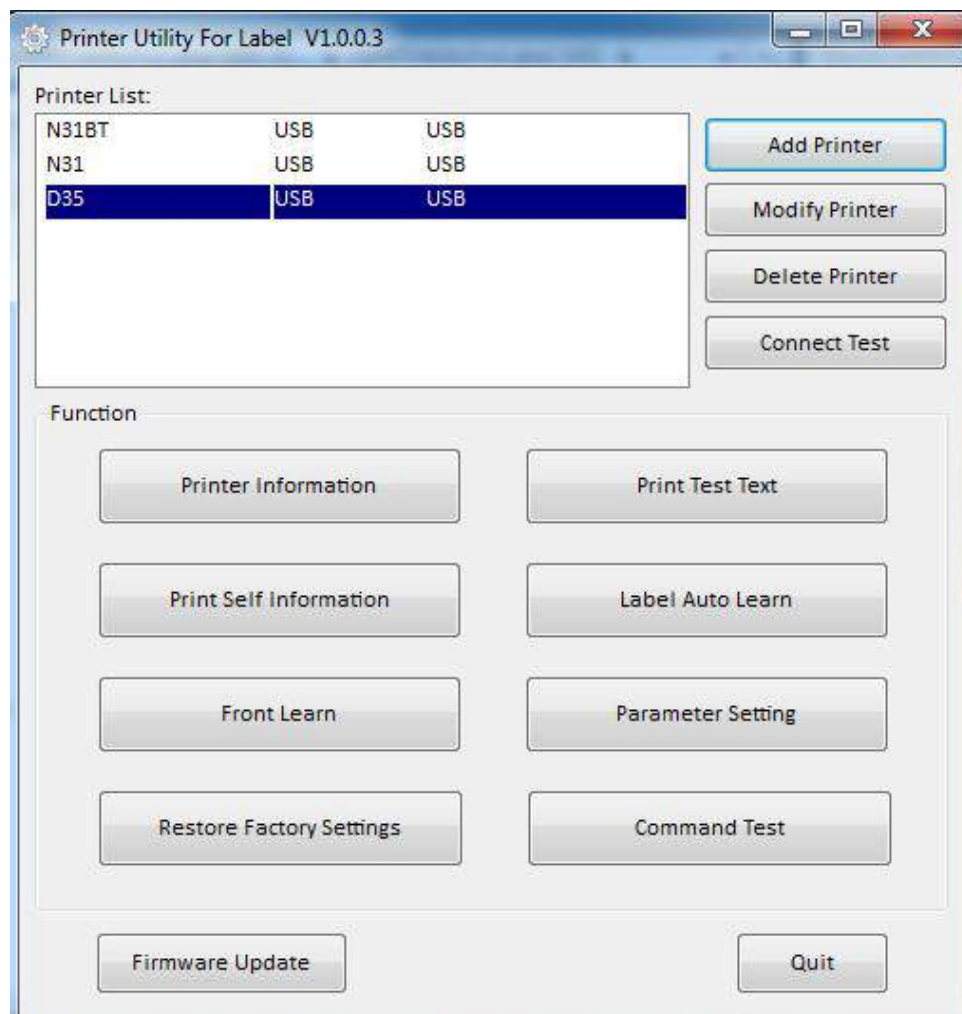
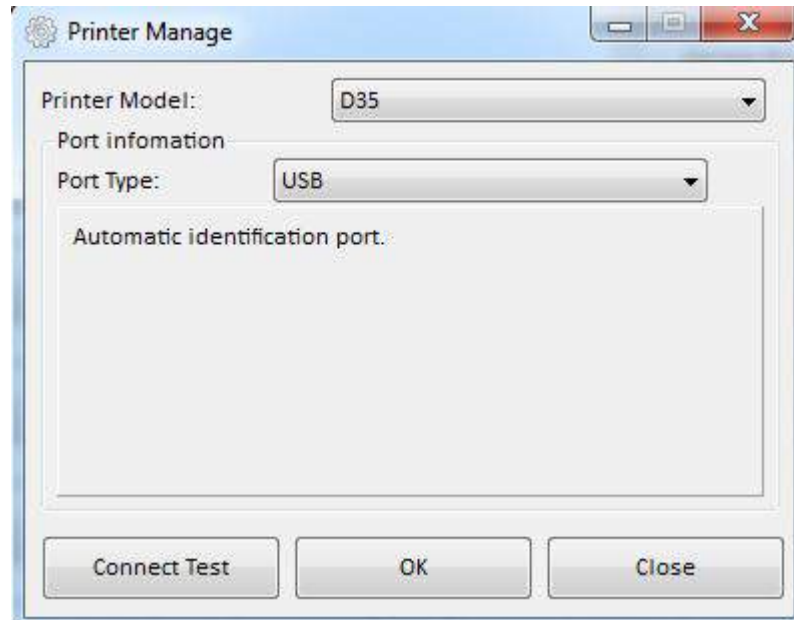
6.2.1 Add/Modify/Delete Printer

- (1) Install “HPRTUtilityLabel.exe”, then open it.

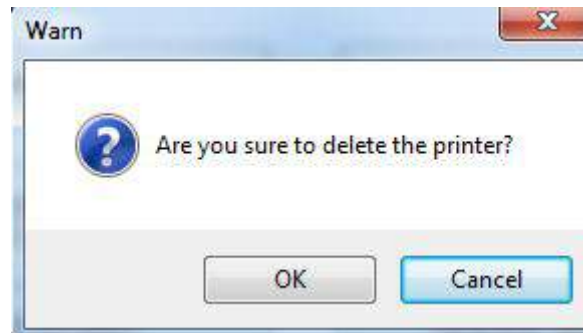


(2) Add/Modify/Delete Printer, Connect Test.

- Click “Add Printer”. Choose the printer and port (eg: USB), then click “OK”, showed in “Printer List”.

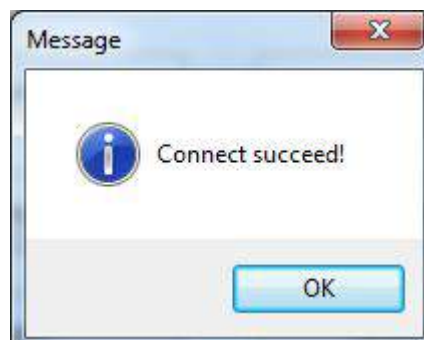


- Click “Delete Printer”. Click “OK” to delete the printer and The deleted printers are not displayed in “Printer List”.

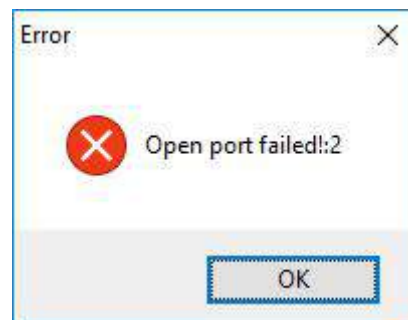


- Click “Connect Test” to test whether the connection is successful or not.

If connection succeeds, it shows as follows.



If connection fails, it shows as follows.

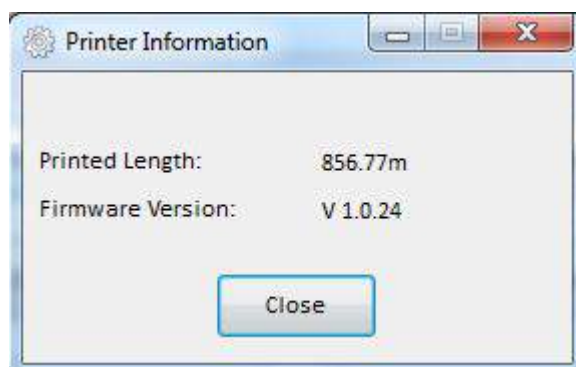


Note: 1.Connect printer to power first, then choose one port (depended on the printer you bought) to connect to the PC. Much more information of connecting method is contained in “3.3 Peripherals Connection”.

2.When connection fails, please check the connection and whether it matches or not. (When USB port is used, it is better to connect one printer only.)

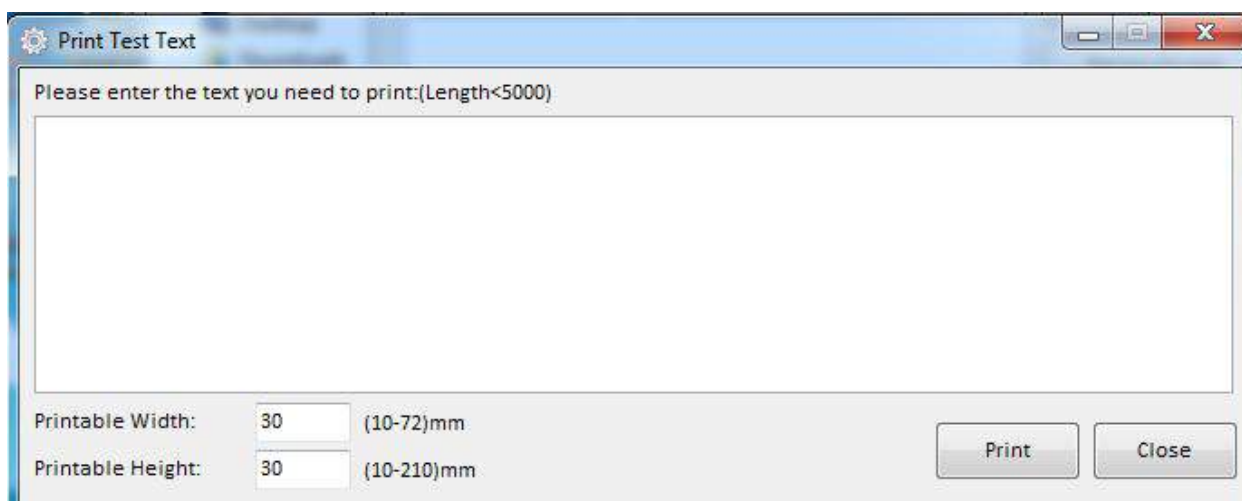
(3) Function.

- Click "Printer Information", showing printer information. (varies by different printers)



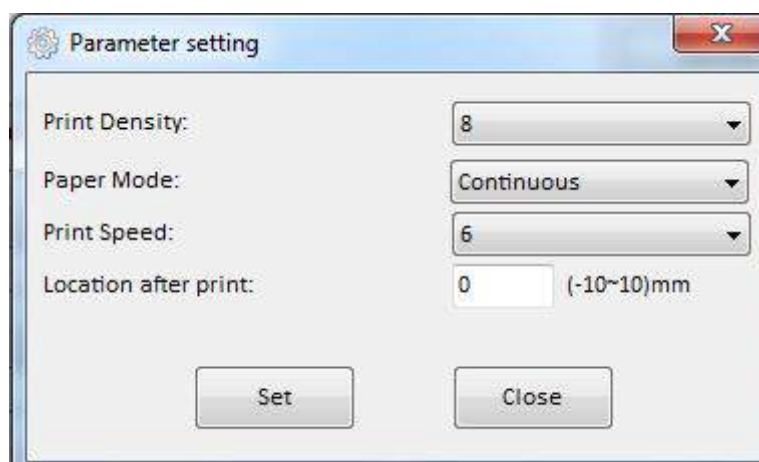
6.2.2 Print Test Text

- Click "Print Test Text". Type the text. Set the printing range (printable width and height). Click "Print", then printer starts to print the test text.

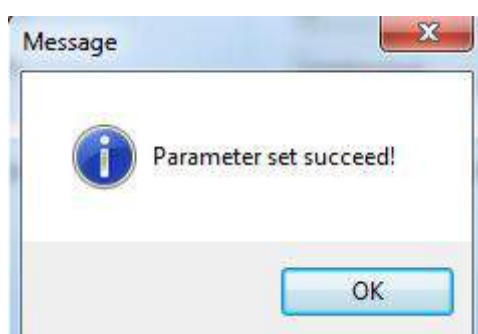


6.2.3 Parameter Setting

- Click “Parameter Setting”. User can set up the density, paper mode ,speed and so on.

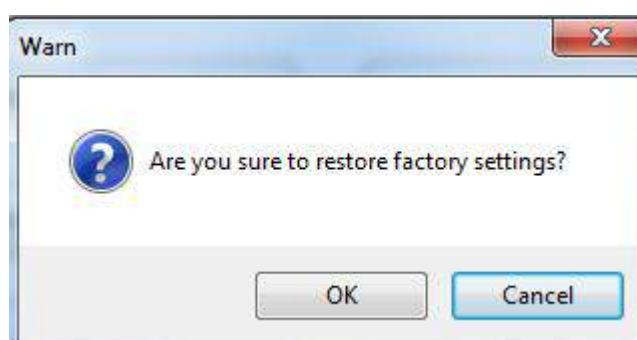


Click “Set” to save all the above settings.



Click “OK” and back to the main menu.

- Click “Restore Factory Settings”. Click “OK” to restore factory settings and click “Cancel” to cancel the command.



- (4) Click “Quit” to complete all the above settings.

Chapter 7 Windows Driver Instruction

7.1 Introduction

The following operating systems are supported:

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

Microsoft Windows Server 2008 SP2(32 bit/64 bit)

Microsoft Windows Server 2003 R2 SP2(32 bit/64 bit)

7.2 Installation Preparation

Download Windows Driver application program in www.hpert.com.

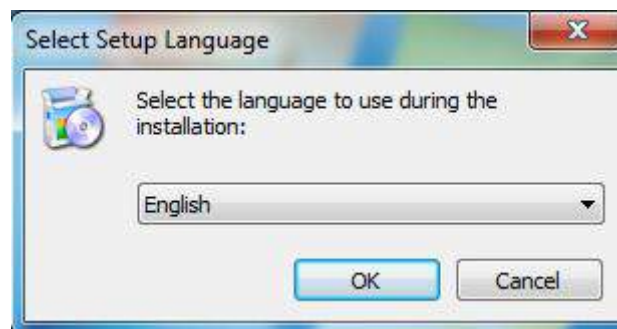
7.3 Installation



Note:

- Under different operating systems, the screen may be slightly different. Take Windows 7 as example.
- To avoid the prevention, recommend to close the security software before installation.

1. Select one interface to connect your printer to computer.
2. Turn on the printer and check if it is connected to computer successfully.
3. Double click Seagull Windows Driver
4. Select the language, then click "OK".



5. Read and agree the license agreement. Then click "Next".

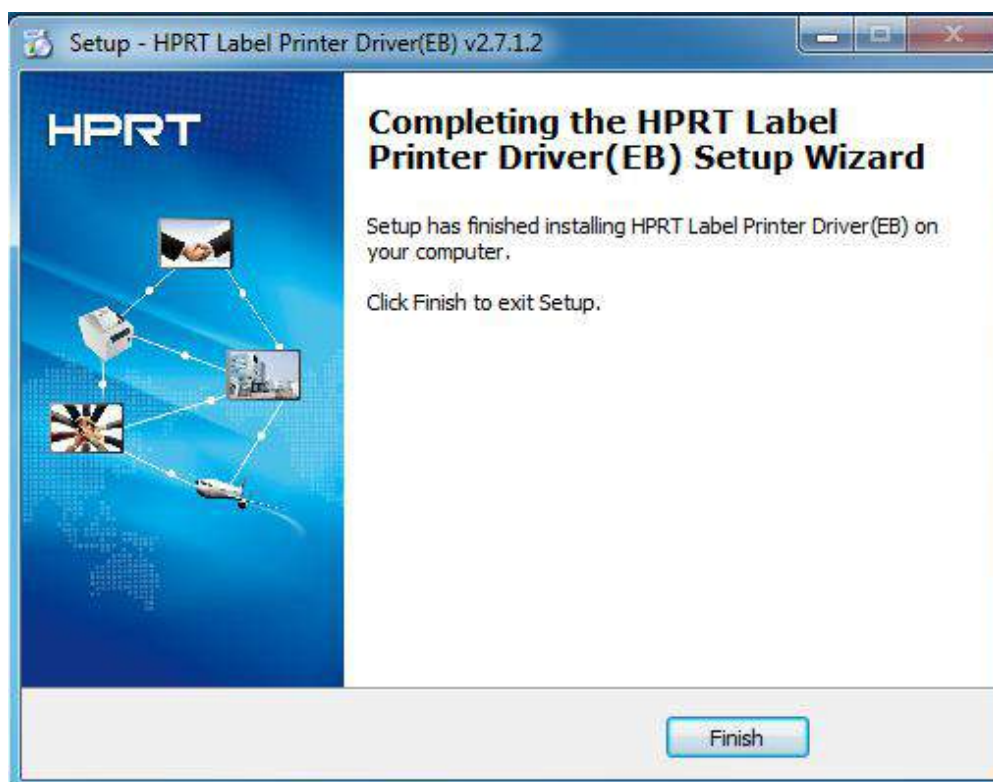


6. Select "Install printer driver", then click "Next".



Note: If you have connected the printer to computer, it will detect and install the driver automatically. (eg.: USB port)

7. Click "Finish".



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

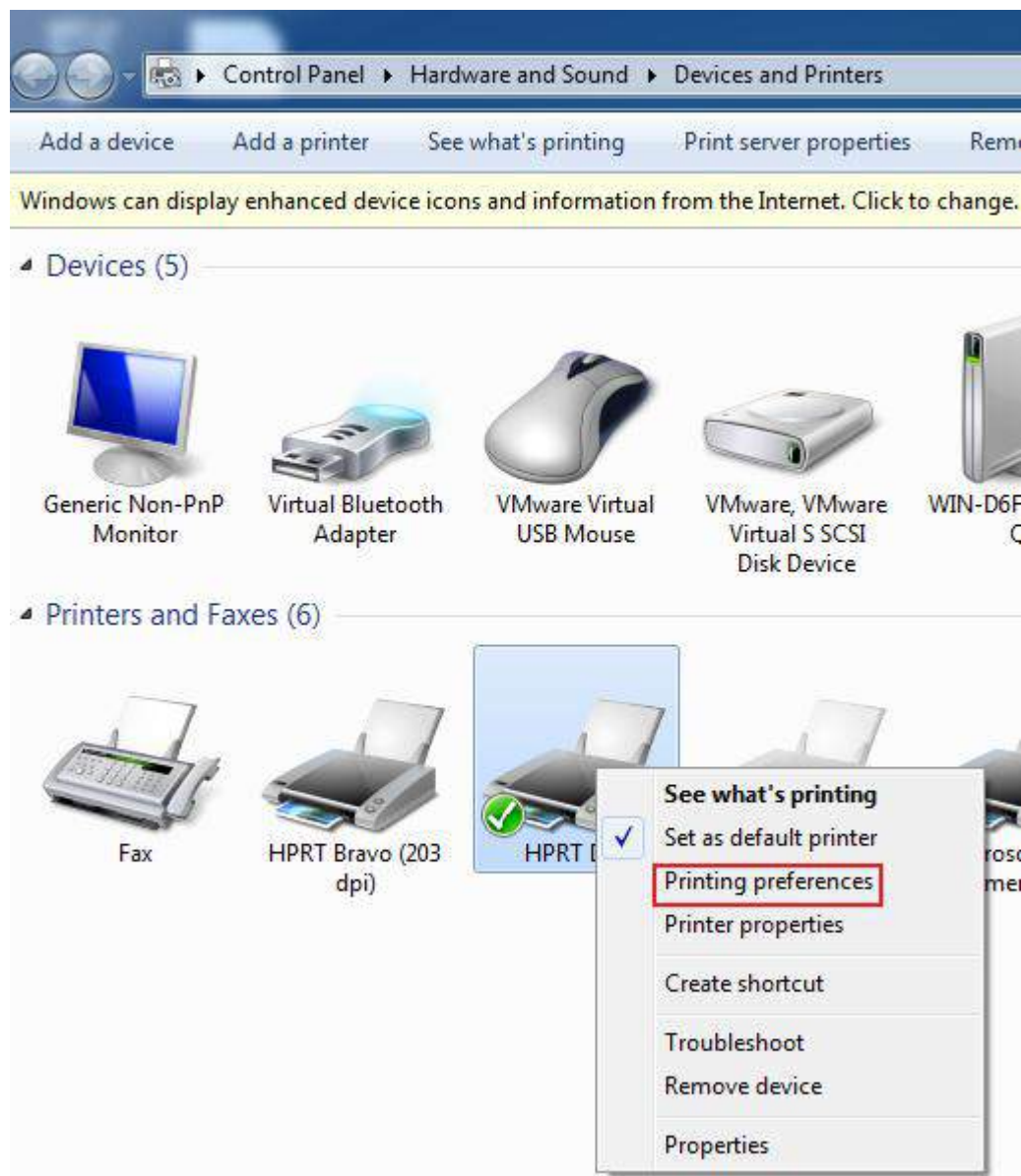


Note: If you have already installed the driver (No matter what kind of ports), it will generate a USB port automatically when connecting the printer to computer. Any problems exist, please use our utility tool.

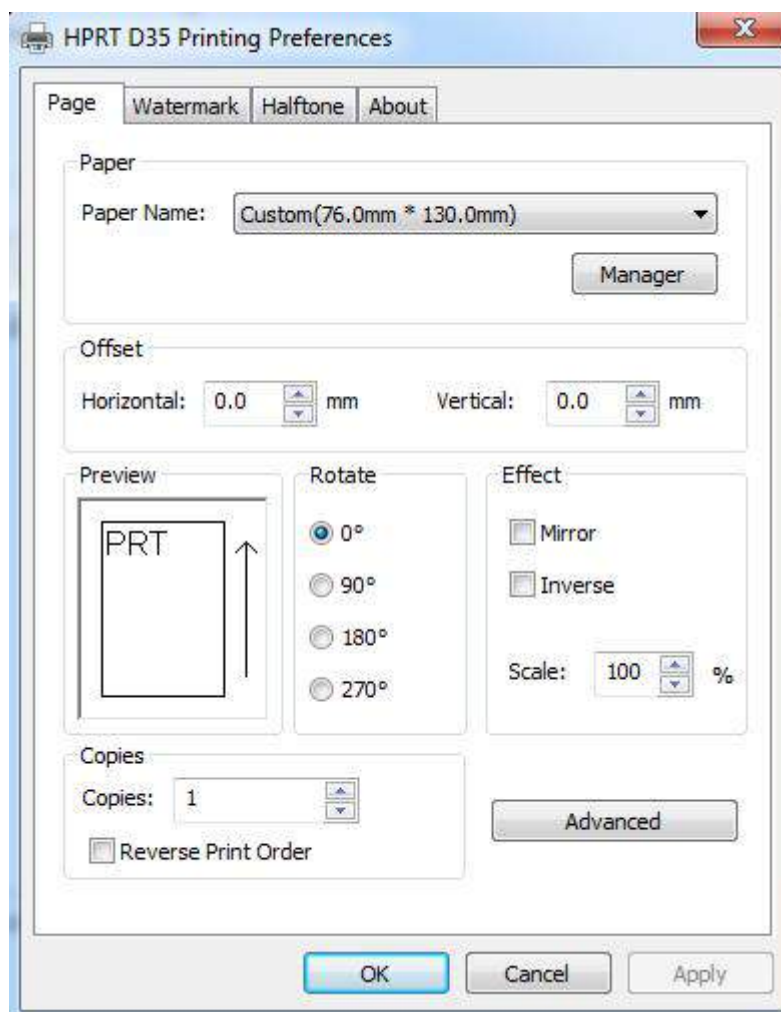
7.4 Usage

7.4.1 Printing Preferences

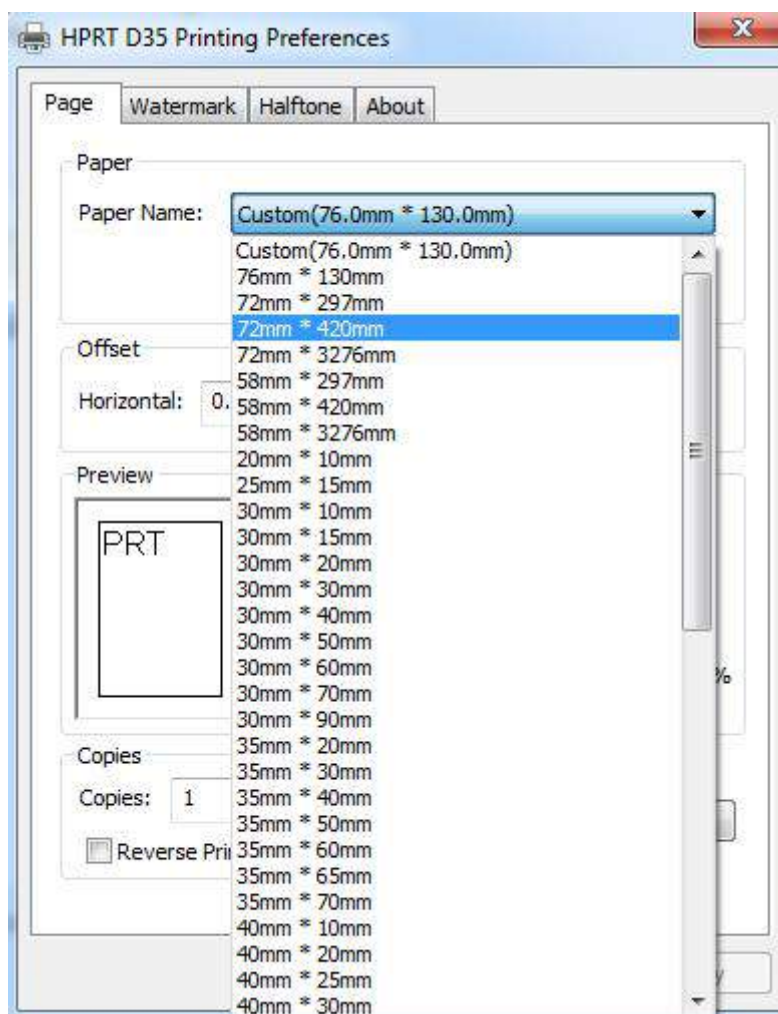
1. Click "Start" → "Devices and Printers". Right click the icon and choose "Printing preferences".



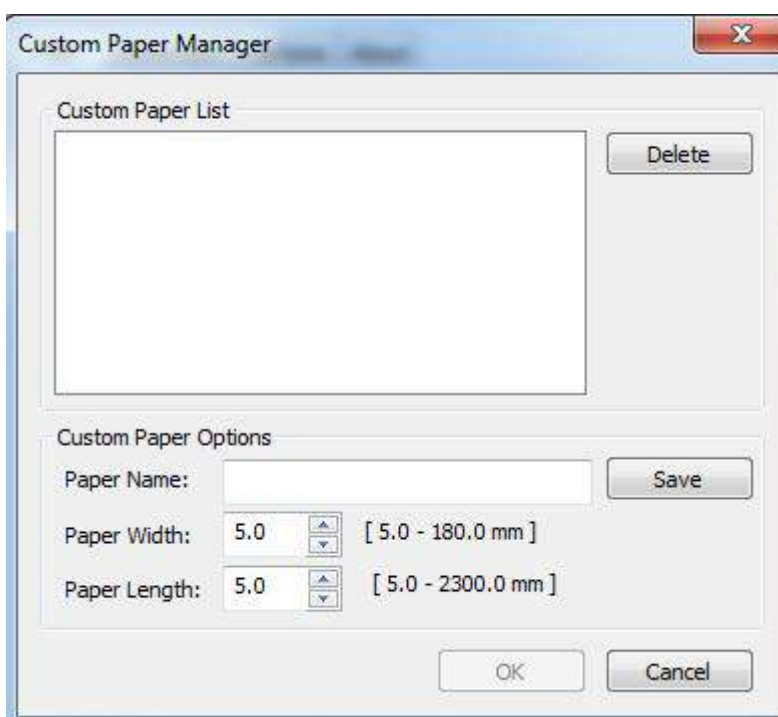
2. According to different needs, set up the page.



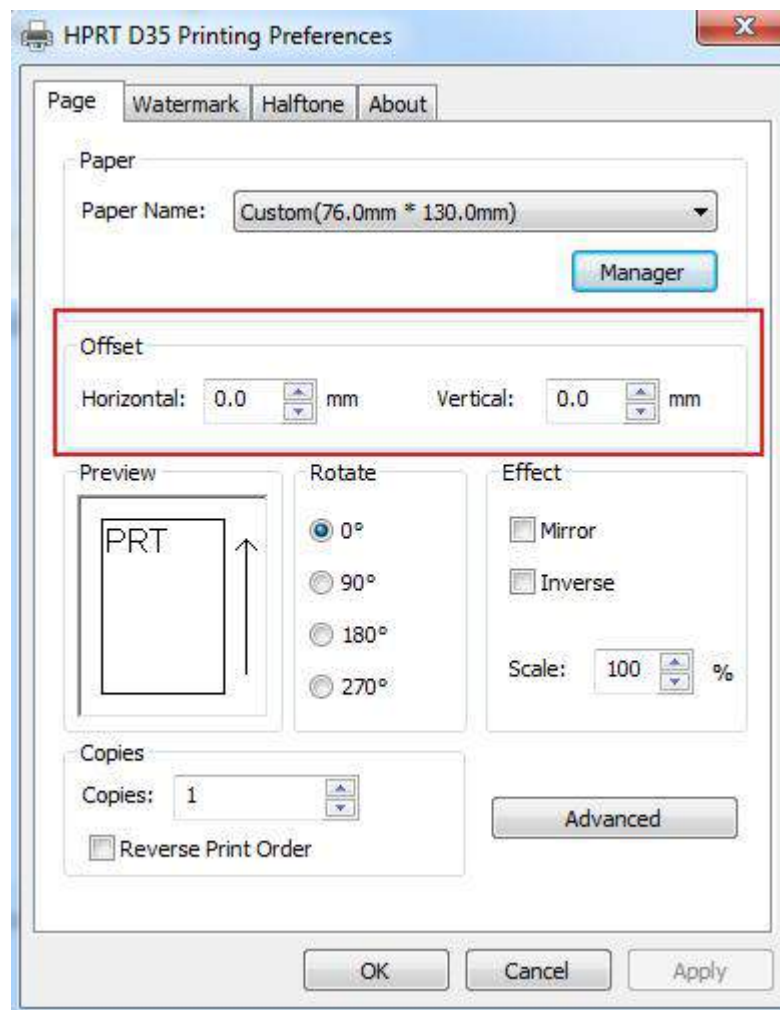
- Click “Paper” → “Name”, and choose the paper type.



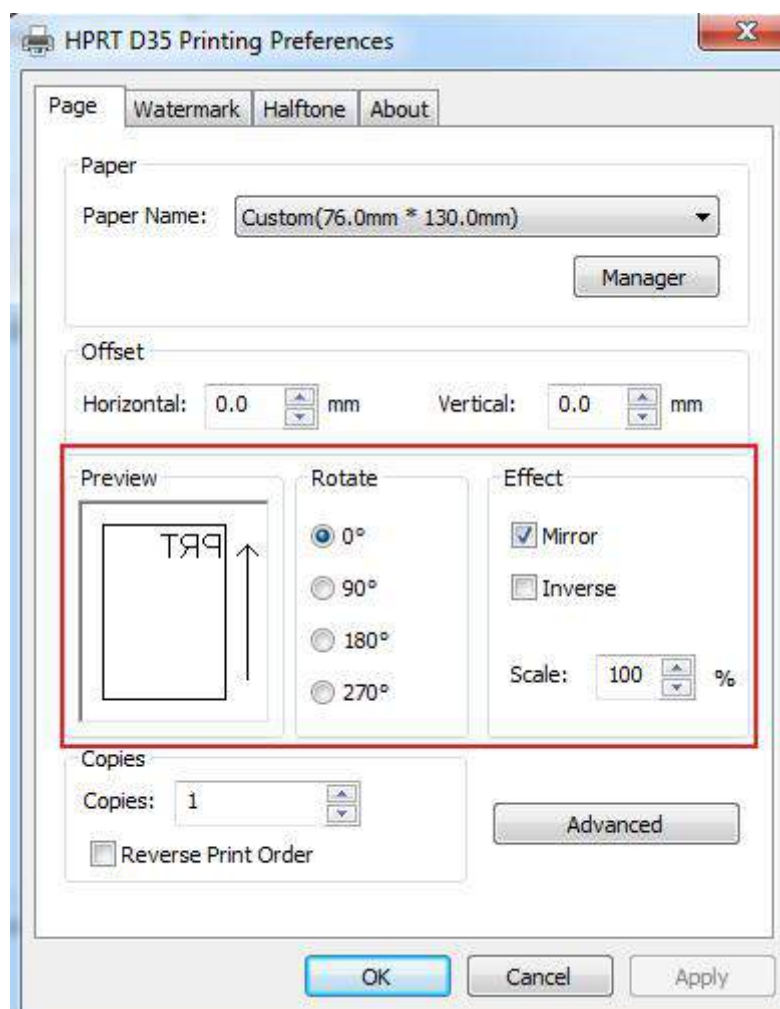
- Click “Manager”, and set up a new stock.



- Set “Horizontal” or “Vertical”, edit offset effect.

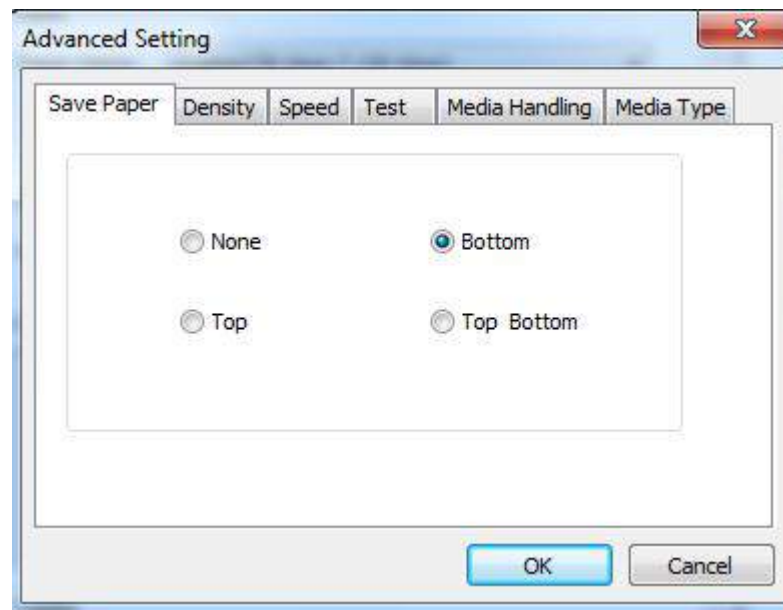


Choose “Orientation” or “Effects”, showed in the “Preview”.

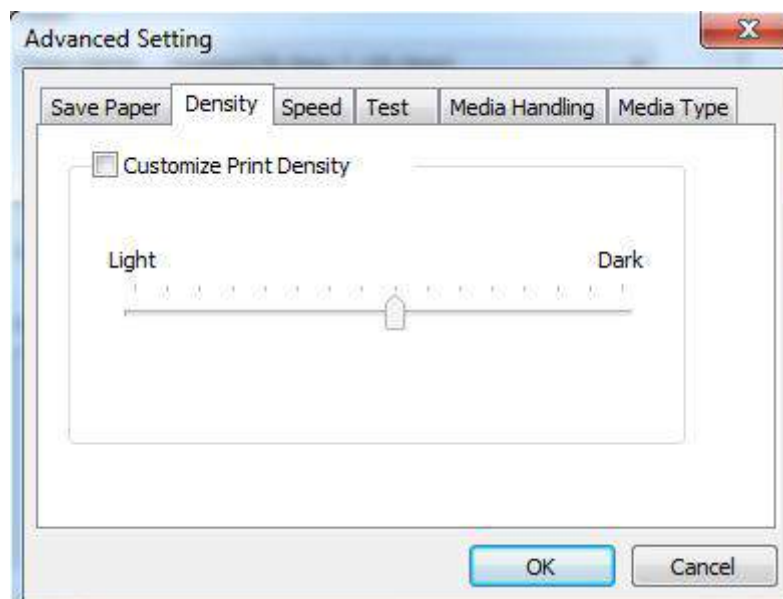


- Choose “Advanced”.

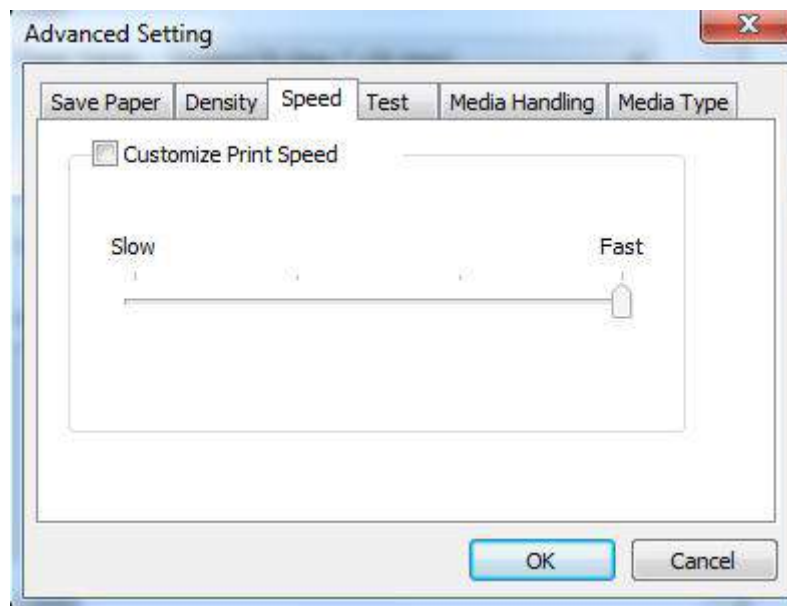
Set “Save Paper”:



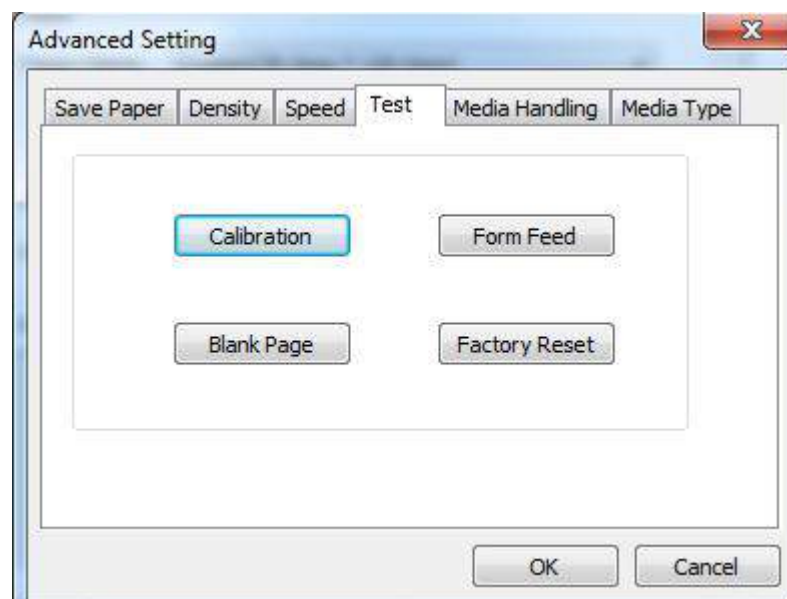
Set “Density”:



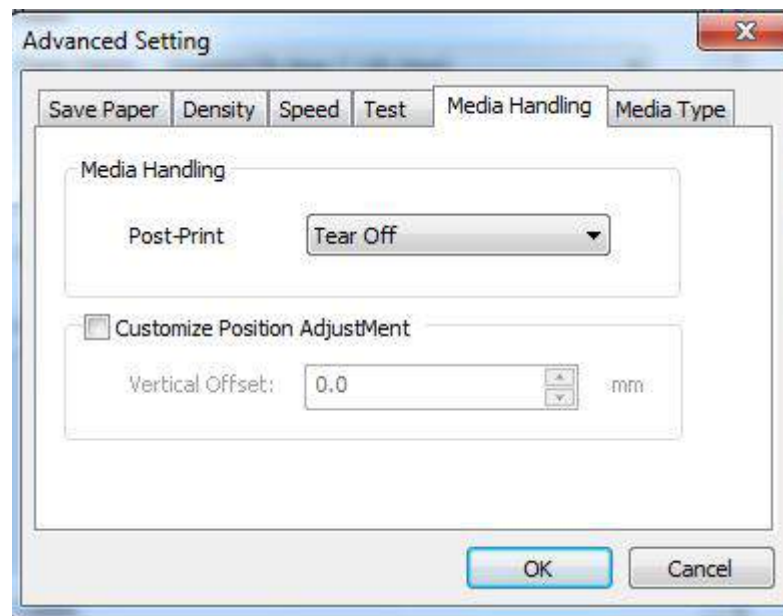
Set “Speed”:



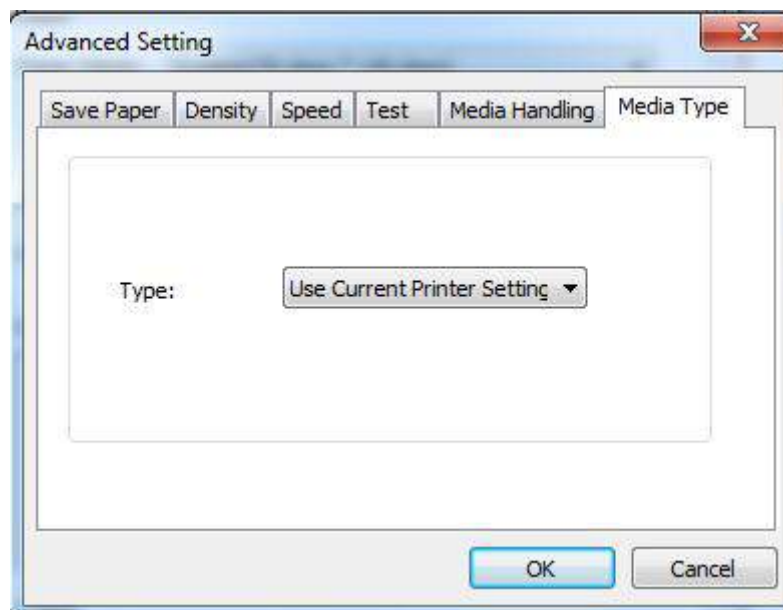
Set “Test”:



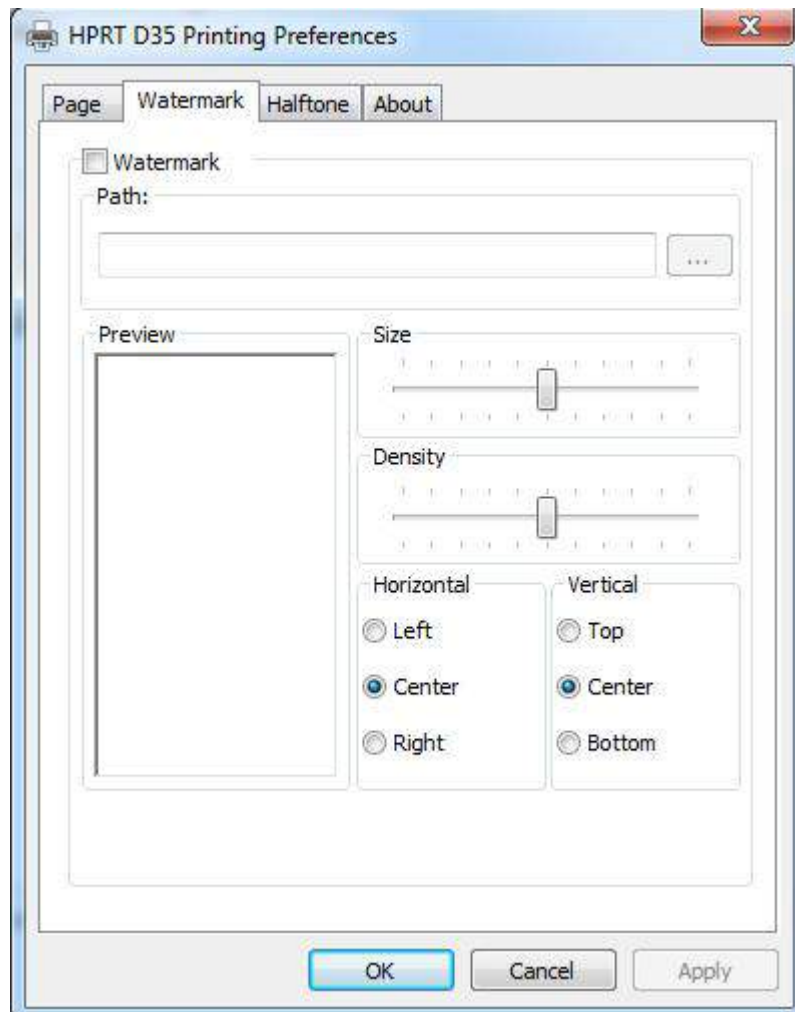
Set “Media Handling”:



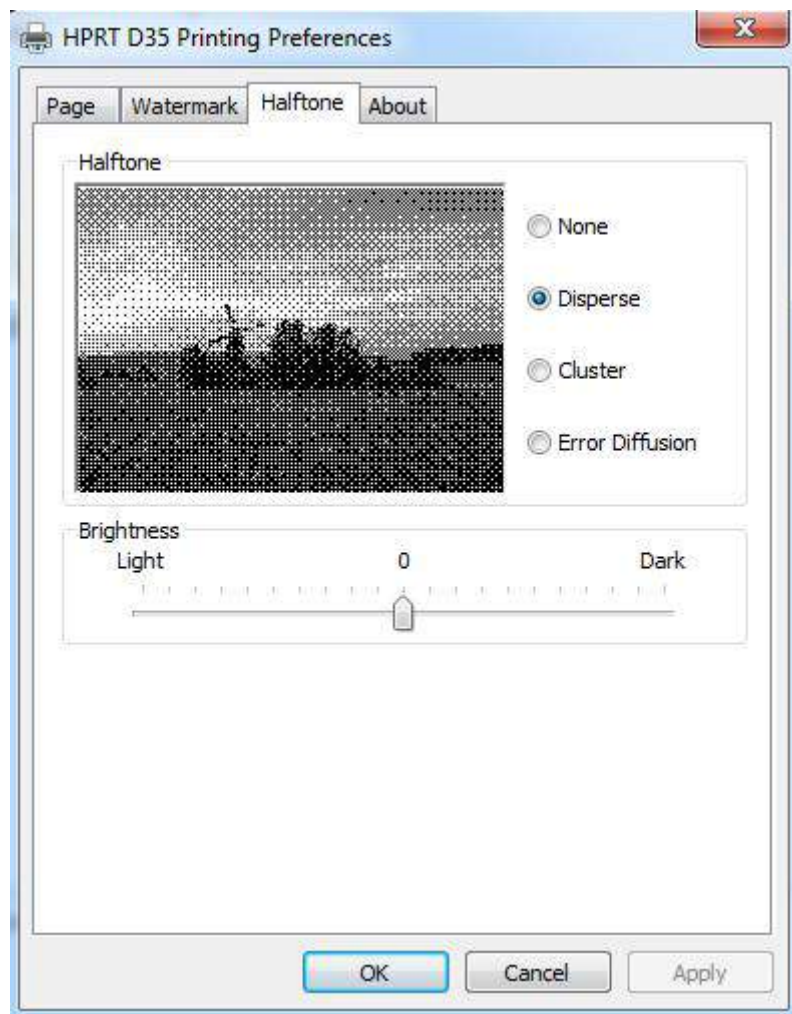
Set “Media Type”:



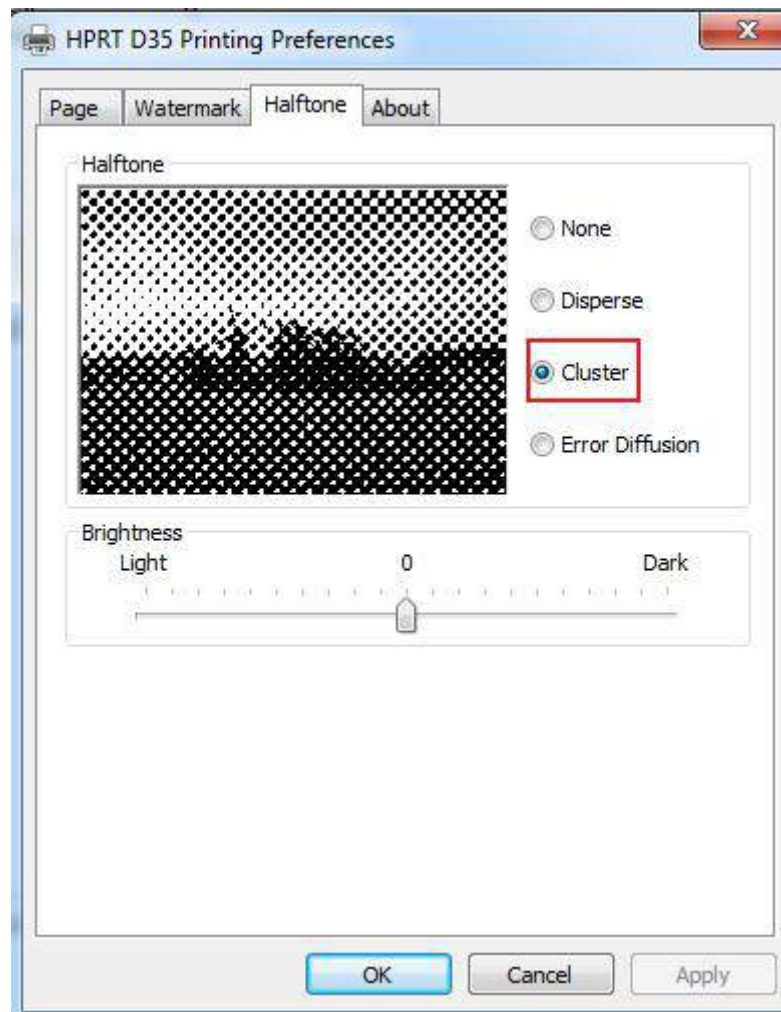
3.Set “Watermark”(BMP format file is recommended).



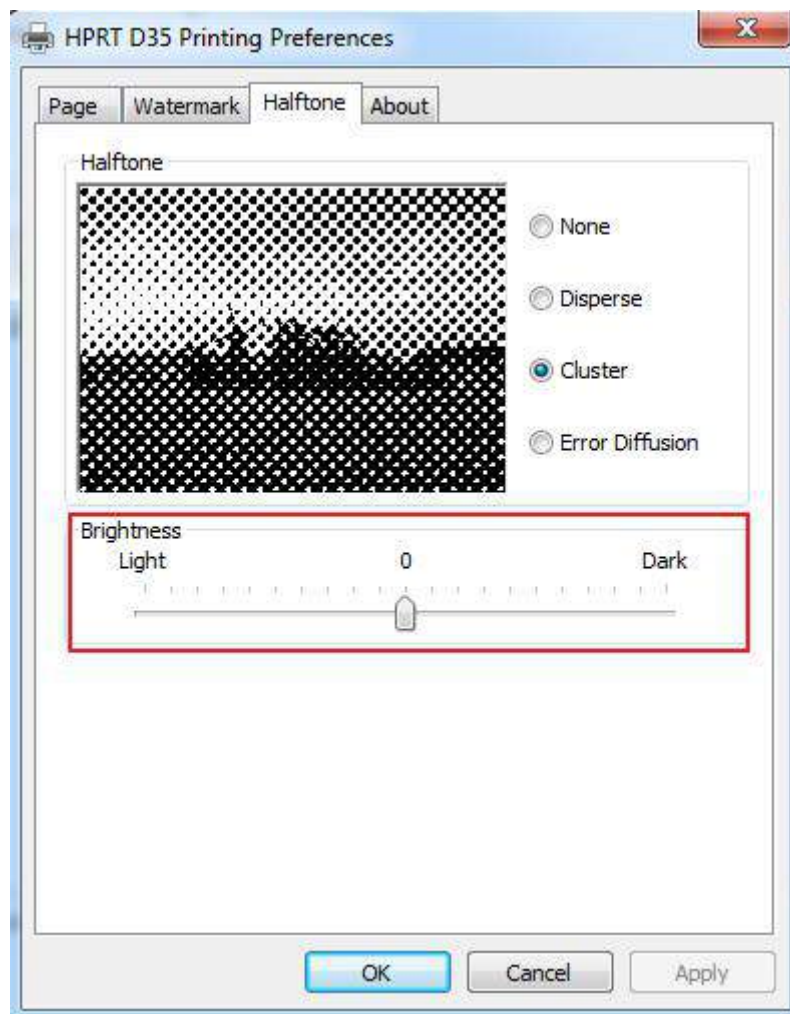
4. Click "Halftone".



- Set “Halftone”:

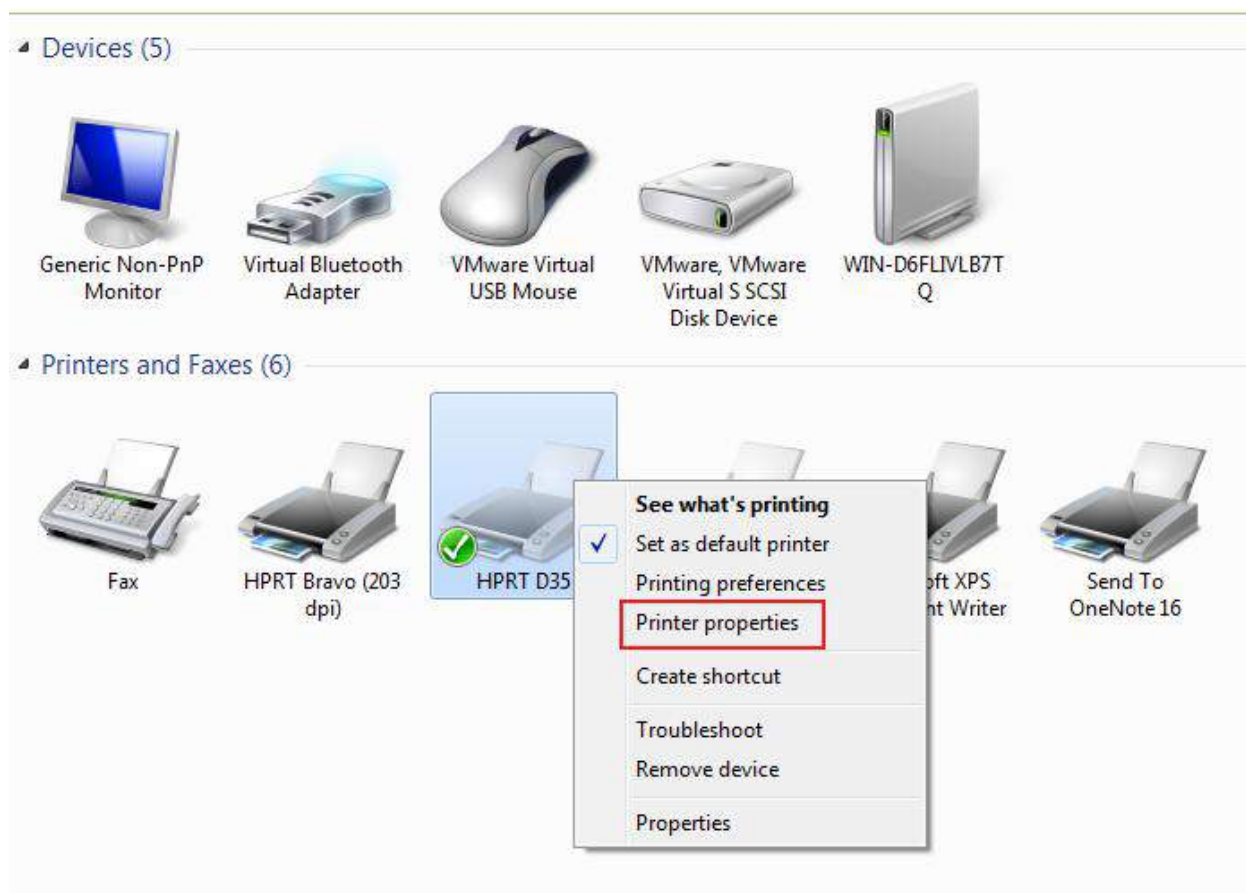


- Set “Brightness”:

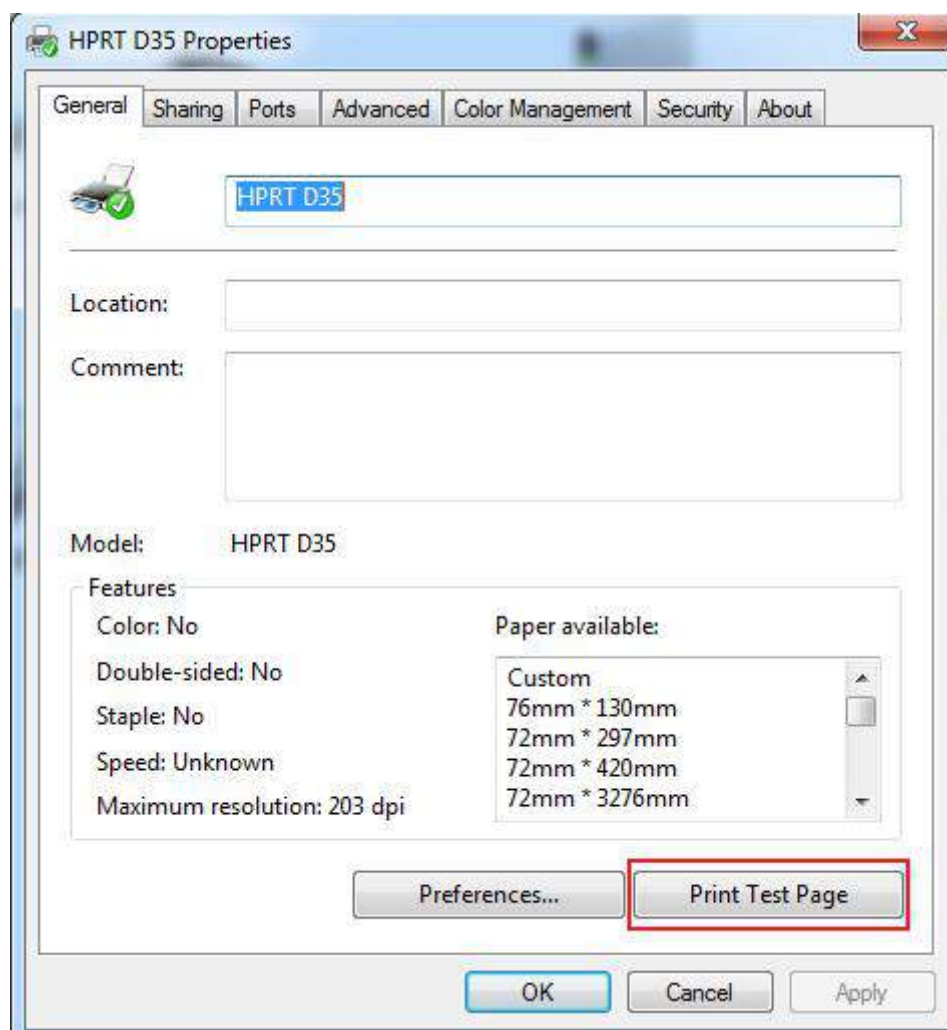


7.4.2 Printer Properties

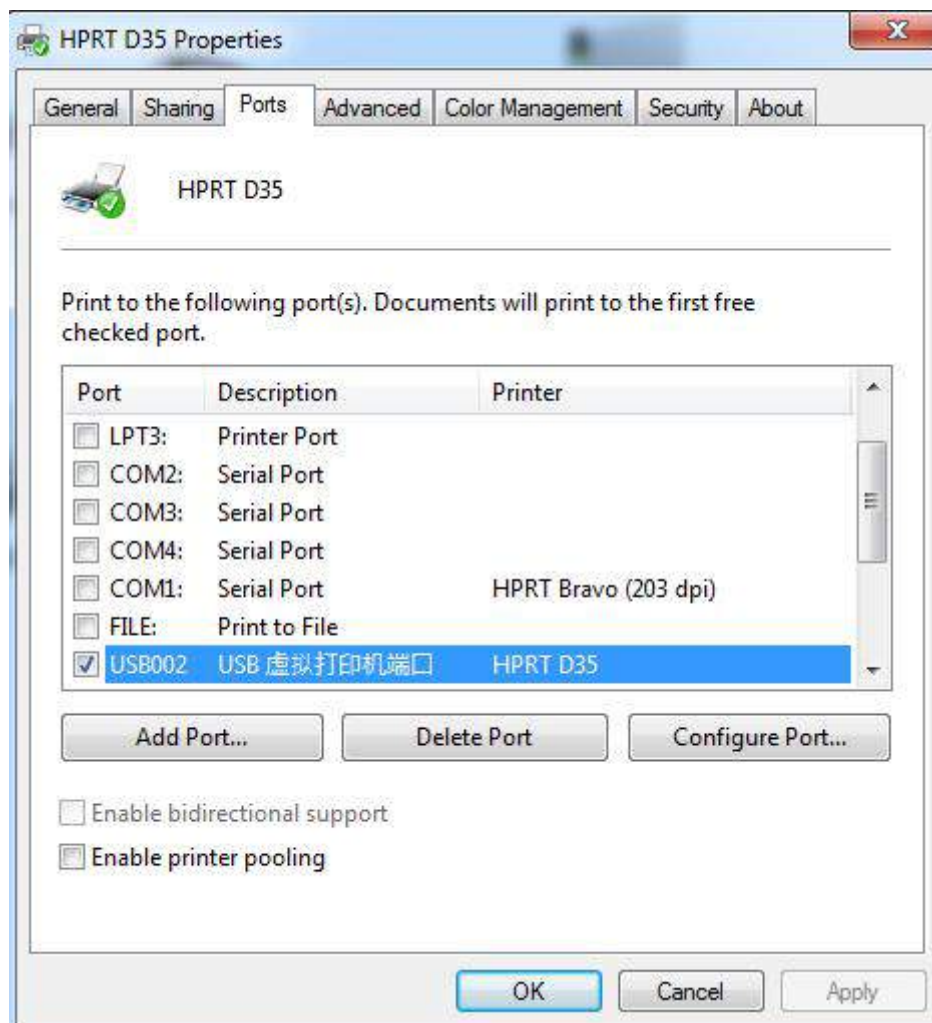
1. Click "Start" → "Devices and Printers". Right click the icon and choose "Printer properties".



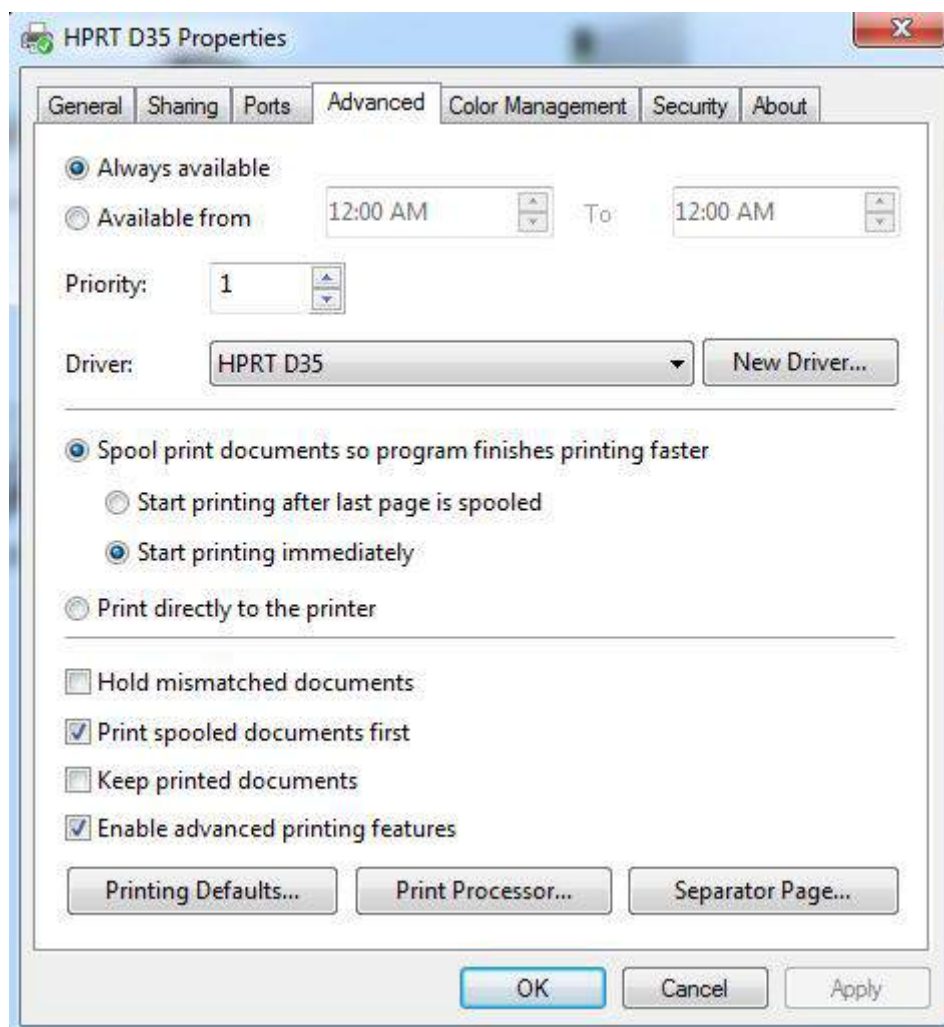
2. Click “General” → “Print Test Page”, and printer will print labels with current settings.



3. Click "Ports", then choose the port needed.

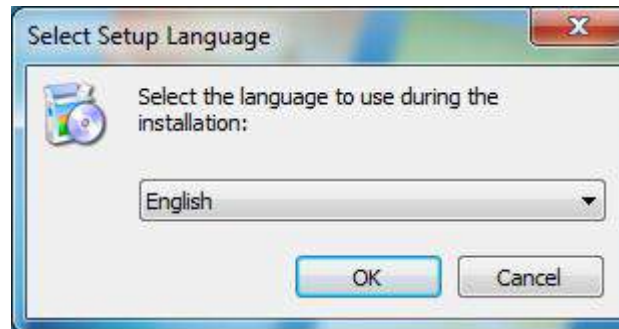


4. Click "Advanced" to set the time the printer can be used.

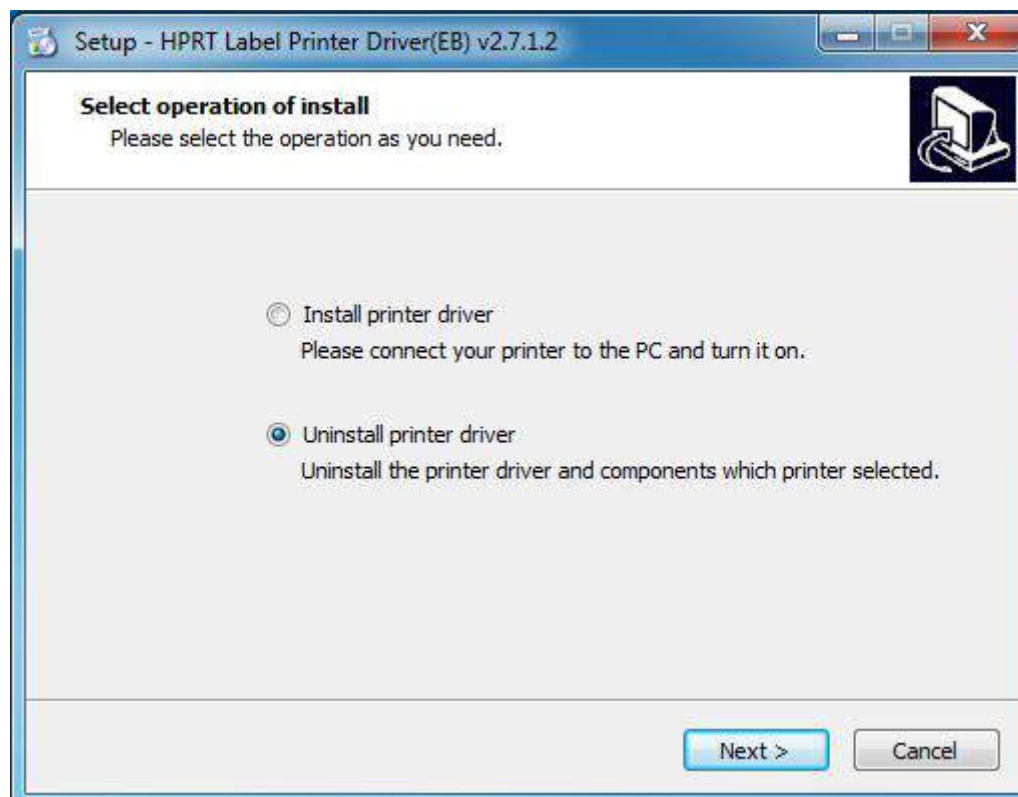


7.5 Removing

1.Double click Windows Driver,then click “OK”.



2.Select “Uninstall printer driver”, then click “Next”.



3.Choose “HPRT D35” then click “Next”.



4.Click “Yes”.



5.Click “OK”. The driver has been removed successfully.

