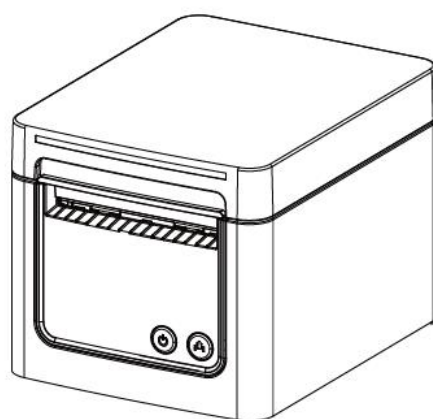




Desktop POS Printer TP809 User Manual



Rev.1.2

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Content

| | |
|---|----|
| Statement..... | 1 |
| Important Safety Instructions..... | 2 |
| 1 OVERVIEW..... | 4 |
| 1.1 Introductions..... | 4 |
| 1.2 The Main Features..... | 4 |
| 2 GETTING STARTED..... | 5 |
| 2.1 Packing List..... | 5 |
| 2.2 Appearance and Components..... | 6 |
| 3 SPECIFICATION..... | 7 |
| 3.1 Printer Specification..... | 7 |
| 3.2 Printing Media Specification..... | 9 |
| 3.2.1 Continuous Thermal Paper Specification..... | 9 |
| 3.2.2 Notices..... | 9 |
| 3.3 Printing and Cutting Position..... | 10 |
| 3.3.1 Printing position..... | 10 |
| 3.3.2 Cutting Position..... | 11 |
| 4 INSTALLATION AND USAGE..... | 12 |
| 4.1 Media Loading..... | 12 |
| 4.1.1 Paper Confirmation..... | 12 |
| 4.1.2 Paper Installation..... | 12 |
| 4.2 LED Indication and Beeper..... | 14 |
| 4.3 Power Connection..... | 15 |
| 4.4 Interface Cable Connection..... | 17 |
| 4.5 Cash Drawer Connection..... | 17 |
| 4.6 Print Test..... | 17 |
| 4.6.1 Print Self-Test..... | 17 |
| 4.6.2 Printing of Windows Driver Program..... | 17 |
| 5 INTERFACES..... | 18 |
| 5.1 USB..... | 18 |
| 5.2 Serial Interface..... | 18 |
| 5.3 Ethernet Interface..... | 19 |
| 5.4 Cash Drawer Interface..... | 19 |
| 5.5 Power Supply Interface..... | 20 |
| 6 TROUBLESHOOTING..... | 21 |
| 6.1 Printer Not Working..... | 21 |
| 6.2 LED Indicator and Beeper..... | 21 |
| 6.3 Troubles Occur During Printing..... | 21 |
| 6.4 Problems Emerge During The Paper Cutting..... | 22 |
| 6.5 Removing Jammed Paper..... | 22 |
| 7 PRINTER CLEANING AND MAINTENANCE..... | 23 |
| 7.1 Cleaning Head..... | 23 |
| 7.2 Cleaning Sensors, Roller and/or Paper Path..... | 23 |

Statement

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Version 1.2

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 the continuous improvement of the product, the specifications, fittings, parts, designs and procedures described in the manual are subject to the actual machine without prior notice.

Important Safety Instructions

1. Safety Warning



Warnings: The print head will become very hot during printing; avoid contact with the print head after printing has finished.



Warnings: Do not touch the printer head and connector in case static damage the printer head.

2. 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.

3. Other Precautions

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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.

1 OVERVIEW

1.1 Introductions

TP809 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.

TP809 can connect with other equipment through serial, USB, cash drawer and Ethernet interfaces. And the printer drivers are available for the WINDOWS XP/WINDOWS 7/WINDOWS 8/WINDOWS 10/Linux operating system.

1.2 The Main Features

- 1) Low noise
- 2) High print speed
- 3) Easy paper loading
- 4) Support page mode printing
- 5) Compatible with various width paper
- 6) Cash drawer interface

2 GETTING STARTED

2.1 Packing List

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

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



Printer



USB Cable



Power Cord



Serial Cable



Power Adapter



Paper Roll



CD



Quick Start Guide

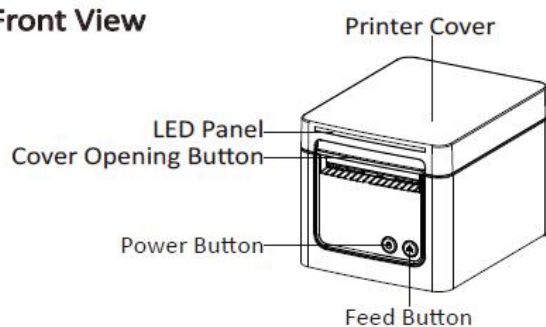


Notes:

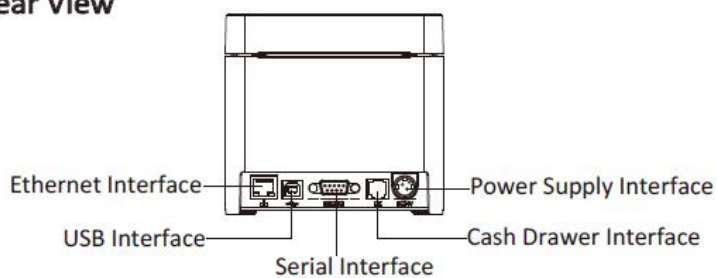
- 1) The power cord varies by region.
- 2) The items in the package depend on the actual order.

2.2 Appearance and Components

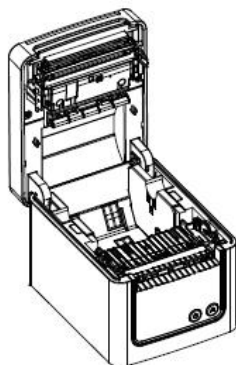
■ Front View



■ Rear View



■ Inside View



3 SPECIFICATION

3.1 Printer Specification

Table3-1 General Specification

(1/2)

| Item | | Parameter |
|--------------------|-----------------|--|
| Printing Parameter | Printing Method | Direct thermal line printing |
| | Resolution | 203dpi, 8dots/mm |
| | Printing Width | 72mm |
| | Print Speed | 260mm/s |
| | Interface | USB, Serial, Ethernet, Cash drawer |
| | Print density | Adjustable from level 1 to level 4 |
| Page Mode | | Support |
| Memory | RAM | 16MB |
| | Flash | 16MB |
| Fonts | Chinese | GBK 24×24 |
| | Alphanumeric | ASC II 9×17,12×24. |
| | User-defined | Support |
| | Code page | Optional character sets: 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 |
| Barcode | 1D | UPC-A, UPC-E, EAN8, EAN13, CODE39, CODE93, ITF, CODEBAR, CODE128 |
| | 2D | PDF417, QR code |
| Graphics | | Support varied density bitmap as and download bitmap printing , and the total size of bitmap is 256K. |
| Detection | Sensors | Paper end detection, paper near end and cover open detection |
| LED Indicator | | Multi-color LED |

Table3-1 General Specification(Continued)

(2/2)

| Item | | Parameter |
|----------------|---------------------|---|
| Power Supply | Input | AC100V-240V |
| | Output | 24V \pm 2.5A |
| Paper | Paper type | Specified Thermal Paper |
| | Paper width | 58 $^{+0}_{-1}$ mm/80 $^{+0}_{-1}$ mm/83 $^{+0}_{-1}$ mm |
| | Paper thickness | 0.056 ~ 0.13mm |
| | Roll paper diameter | Max. OD ϕ 83mm |
| | Paper load | Easy-loading structure of upward open cover |
| | Paper cut | Partial cut or full cut |
| Physical Spec. | Operating condition | 0℃ ~ 50℃ , 20% ~ 85%RH |
| | Storage condition | -20℃ ~ 70℃ , 5% ~ 95%RH |
| | Dimensions | 165.4(L)*130(W)*119.3(H)mm |
| | Weight | 1.35kg |
| Command | | ESC/POS |
| 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 : Specified Thermal Paper
Paper Width : 58^{+0}_{-1} mm / 80^{+0}_{-1} mm / 83^{+0}_{-1} mm
Paper Outer Diameter : Max. 83 mm
Paper Thickness : 0.056 ~ 0.13mm

| Paper Type | Manufacturer |
|---------------------|--------------------|
| FD210,PD150R,PD160R | OJI Paper CO.,LTD. |

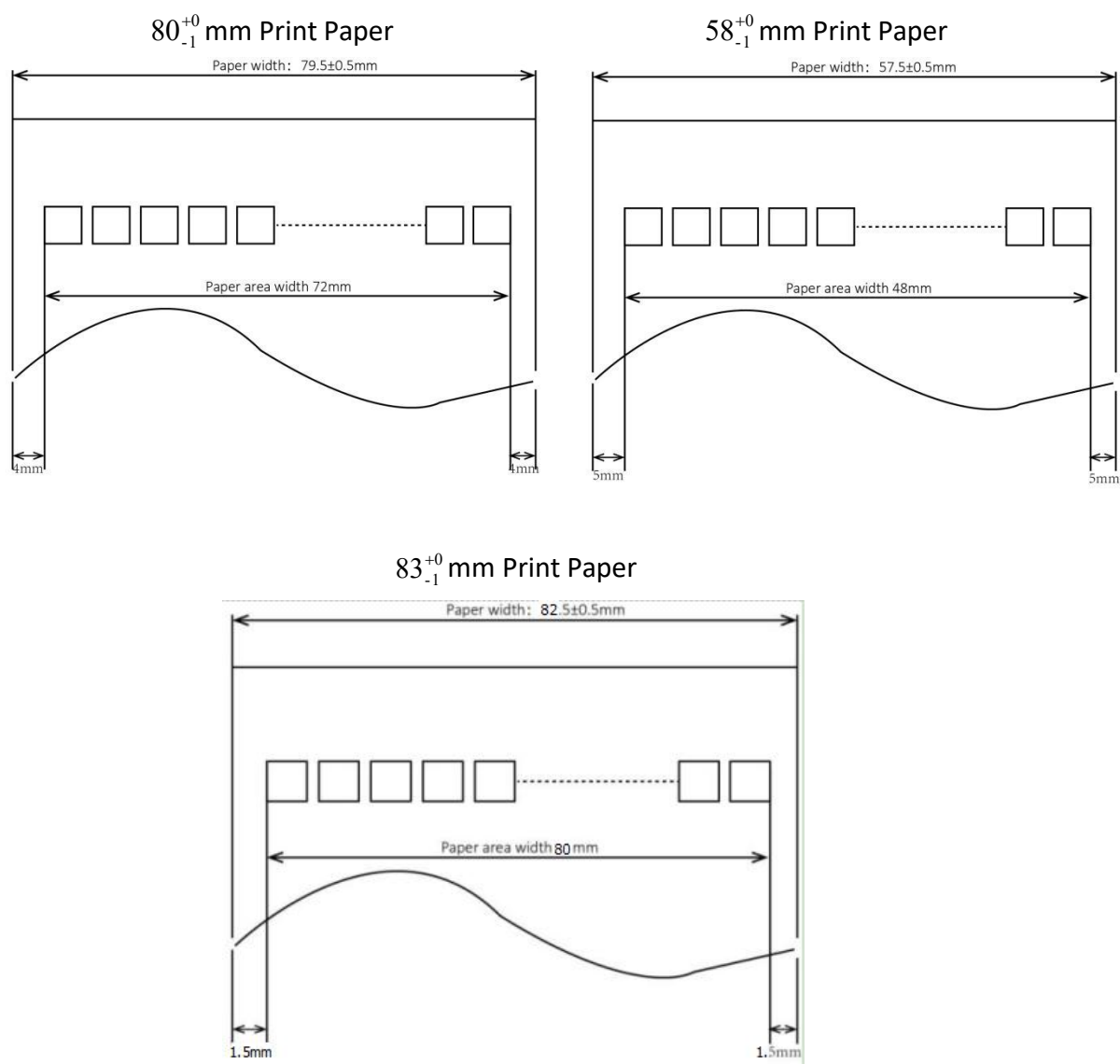
3.2.2 Notices

**Notes:**

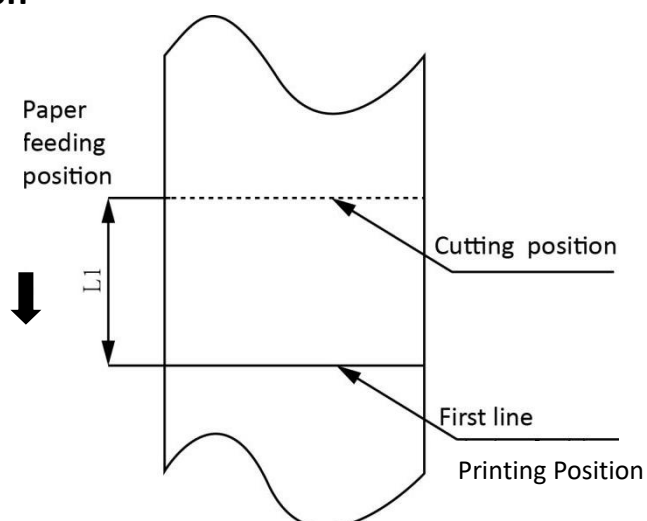
- Please use the recommended thermal paper or same quality paper, otherwise it will influence the printing quality and decrease the thermal printer head life;
- Don't stick the paper on the core of paper roll;
- If the thermal paper is polluted by chemical or oil, the thermal paper heat sensibility decreases, which will influence the printing quality;
- Don't 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) |
|-------|----------------------------|
| TP809 | 11.5±1mm |

4 INSTALLATION AND USAGE

4.1 Media Loading

4.1.1 Paper Confirmation

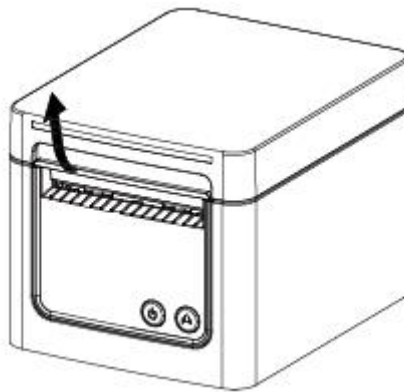
- 1) When using 83mm(width) roll paper, take down the paper guide of both sides.
- 2) When using 80mm(width) roll paper, insert the paper guide to both sides.
- 3) When using 58mm(width) roll paper, insert the paper guide to both sides. (by the middle position)



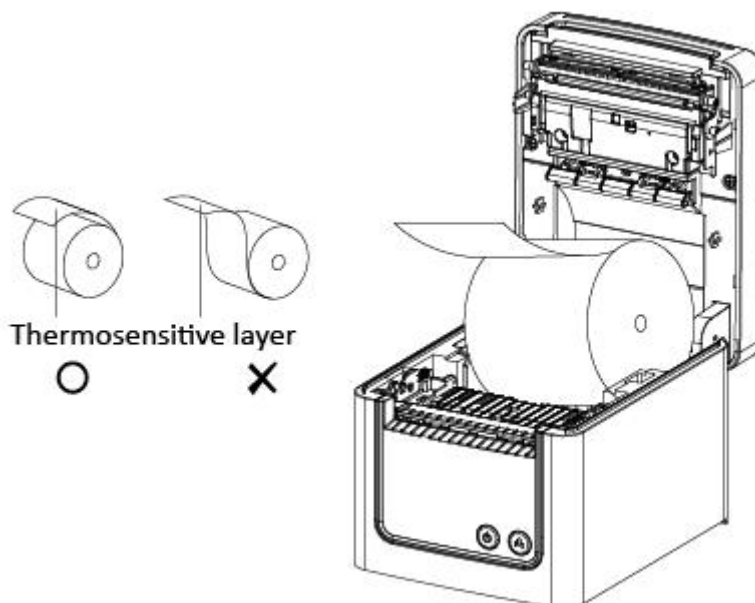
Note: Roll paper should be placed in the middle.

4.1.2 Paper Installation

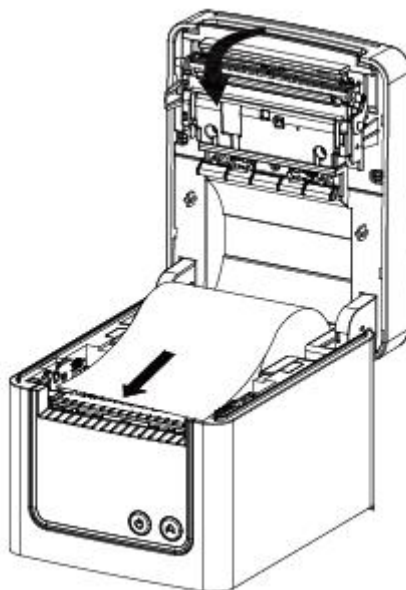
- 1) Press the cover opening button to open the printer cover.
- 2) Remove the used roll paper core, if any.



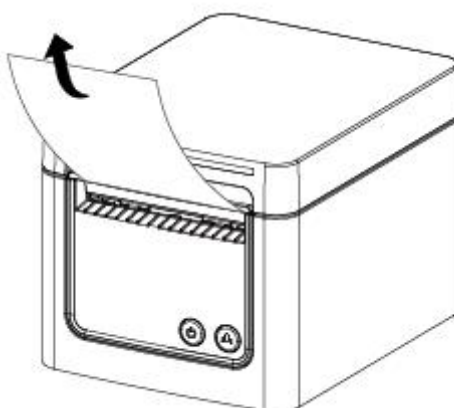
- 3) Load the paper roll in the correct direction as shown below.



4) Pull out some roll paper, and close the printer cover.



5) Tear the extra paper in the direction as shown below.



Notes:

- 1) Adjust the paper guide according to the paper size.
- 2) Make sure the paper inside is at tight status, or it will cause paper jam or other fault.

4.2 LED Indication and Beeper

Function specification of indicated light and beeper.

| Status LED | | Description |
|------------|----------|---|
| Red | ON | The printer is in paper end status |
| | Flashing | Wrong status(cutter jam, over temperature, and so on) |
| Purple | | Paper near end / printer is working normally |
| Blue | | Printer is busy |
| Green | | Printer is ready and in idle condition |

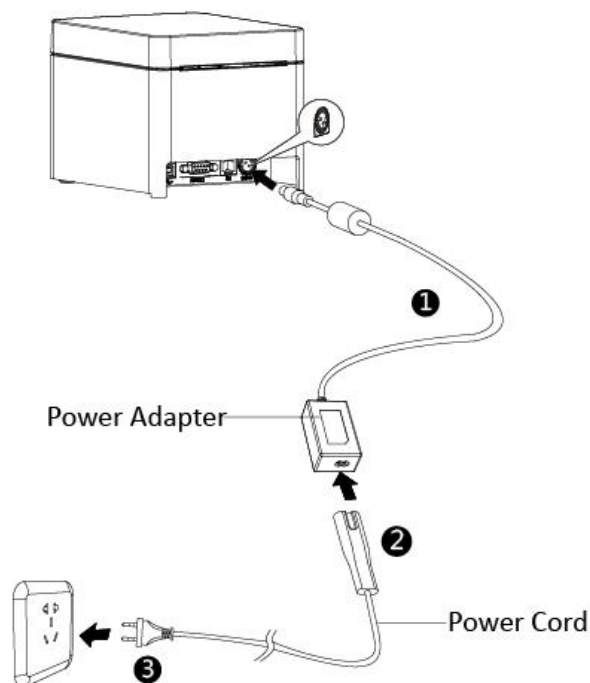
| Description | POWER LED | Beeper |
|---------------------------|----------------|---------------------|
| Open the cover of printer | Red (flashing) | "Beep, Beep—, Beep" |
| Paper sufficient | Green | Silent |
| No paper | Red (ON) | "Beep Beep Beep". |
| Cutter jam | Red (flashing) | "Beep—, Beep—" |



Notes: The printer use 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 then 60°C.

4.3 Power Connection

- 1) Connect power adapter to printer.
- 2) Connect power adapter to the power cord.
- 3) Plug the other side of power cord into the socket outlet.



Notes:

- 1) The power cord varies by region.
- 2) Disconnect or connect the power adapter by correct method, or damage may be caused.

When pulling out the adapter, please pinch the shell of power adapter and pull the switch up, when the switch is fully opened then pull out the power adapter.

Don't put forth your strength to pull the plug by squeezing any place of power adapter. Because it is more difficult to pull it out and easy to damage the cable.



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 and avoid 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.

4.4 Interface Cable Connection

- 1) Make sure the printer's power switch is turned off;
- 2) Put the interface cable into the matched interface and fixed with screws (or spring) on the plug;
- 3) Connect the other end of the interface cable to the host.

4.5 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.)

4.6 Print Test

4.6.1 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 power off and top cover is closed 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.

4.6.2 Printing of Windows Driver Program

- 1) Install the Windows Driver program. (Please refer to the Windows Driver Manual)
- 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

TP809 supports cash drawer interface and many other various communicate interfaces, such as Serial interface, USB interface, Ethernet interface.

5.1 USB

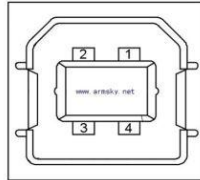


Figure 5-1

| PIN NO. | SIGNAL NAME |
|---------|-------------|
| 1 | VBUS |
| 2 | D- |
| 3 | D+ |
| 4 | GND |

5.2 Serial Interface

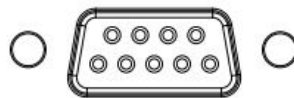
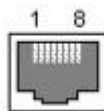


Figure 5-2

| PIN NO. | SIGNAL NAME |
|---------|-------------|
| 1 | - |
| 2 | TXD |
| 3 | RXD |
| 4 | - |
| 5 | GND |
| 6 | RTS |
| 7 | CTS |
| 8 | RTS |
| 9 | - |

5.3 Ethernet Interface



| PIN NO. | SIGNAL NAME |
|---------|-------------|
| 1 | TX+ |
| 2 | TX- |
| 3 | RX+ |
| 4 | - |
| 5 | - |
| 6 | RX- |
| 7 | - |
| 8 | - |



Note: The printer is equipped with an Ethernet interface, and use the network connection router, switch and other network communication equipment which meet RJ45 interface standard. When connecting directly with PC, it is suggested that the cross network line in accordance with RJ45 interface standard should be adopted.

5.4 Cash Drawer Interface

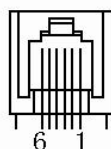


Figure 5-4

| PIN NO. | SIGNAL NAME |
|---------|-------------|
| 1 | FG |
| 2 | Drawer 1 |
| 3 | DRSW |
| 4 | VDR |
| 5 | Drawer 2 |
| 6 | GND |

Electrical characteristics

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

Drawer check signal: "L" = 0 ~ 0.5 V "H" = 3 ~ 5 V

5.5 Power Supply Interface

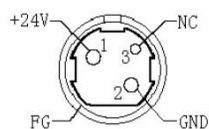


Figure 5-5

| PIN NO. | SIGNAL NAME |
|---------|-------------|
| 1 | +24V |
| 2 | GND |
| 3 | N.C |
| SHELL | F.G |

Printer end: Unetop DC-002 or similar products;

User end: Unetop DC-002 or similar products.

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 light is off, printer is not working | Printer has no power | Connect printer to power supply |
| | Printer is turned off | Turn on the printer |
| | Circuit board is broken | Contact with the dealer |

6.2 LED Indicator and Beeper

| Problem Description | Probable Reason | Solution |
|---|-------------------------------|---|
| Paper LED is always on | Paper near end | The roll paper is near end, the printer can work normally |
| Error LED is always on and beeper alarms | Printer cover is open | Close the printer cover |
| Paper LED and Error LED are always on and beeper alarms | Paper end | Reload the roll paper |
| Error LED blinks and beeper alarms | Thermal print head overheated | Turn the printer off and resume when it cools |
| | Over-voltage | Print with specified voltage |
| | Low-voltage | Print with specified voltage |

6.3 Troubles Occur During Printing

| Problem Description | Probable Reason | Solution |
|----------------------------------|------------------------------------|--|
| Coloured stripe in the paper | Paper near end | Reload the roll paper |
| Blurred printing or spot | Incorrect roll paper installation | Check if the roll paper is loaded |
| | Unqualified roll paper | 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 damaged | Contact your dealer for assistance |

6.4 Problems Emerge During The Paper Cutting

| Problem Description | Probable Reason | Solution |
|---|--|---|
| Cutter jam, the movable cutter cannot get back to its place | 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: Regarding the density of setting, please refer to Utility Tool for POS Instruction.

6.5 Removing Jammed Paper



Warning: Do not touch the thermal print head because it becomes very hot after printing.

If the printer cover can be opened, operate it according to the next steps.

- 1) Open the printer cover.
- 2) Remove jammed paper, reload the paper roll, and close the printer cover.

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 following steps:

※ CAUTION

- 1) Make sure to turn off the printer prior to cleaning.
- 2) As the print head gets hot during printing, turn the printer off and wait approximately 2~3 minutes before starting to clean.
- 3) 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.
- 4) 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 cotton stick with medical alcohol to clean the head in the direction from the center of the head to the edges.
- 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.

7.2 Cleaning Sensors, Roller and/or 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.

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