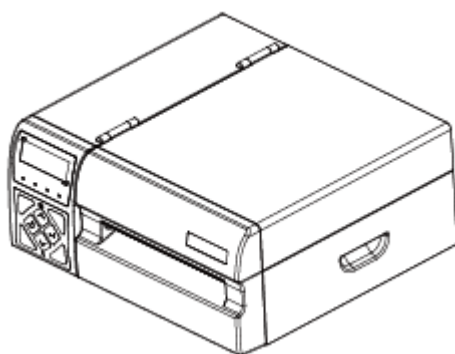


Label Printer

HD2000

User Manual



Xiamen Hanin Electronic Technology Co.,Ltd

ADD: Room 305A,Angye Building,Pioneering Park,
Torch High-tech Zone,Xiamen,China.

Tel.: +86-(0)592-5885993

Fax: +86-(0)592-5885992

Web: www.hpvt.com

Contents

MANUAL INFORMATION	1
IMPORTANT SAFETY INSTRUCTIONS.....	2
CHAPTER 1 INTRODUCTION	5
1.1 Packing List.....	5
1.2 Appearance and Components.....	6
CHAPTER 2 SPECIFICATIONS.....	7
CHAPTER 3 INSTALLATION & USAGE.....	9
3.1 Media Loading	9
3.2 Paper Jam	11
3.3 Power Connection	13
3.4 Interface Cable Connection	14
3.5 Control Panel.....	15
3.6 Parameter Setting	17
3.7 Print Test	23
CHAPTER 4 INTERFACE	25
4.1 USB Interface	25
4.2 Other Optional Interfaces.....	26
CHAPTER 5 PRINTER CLEANING.....	28
5.1 Cleaning Head.....	28
5.2 Cleaning Sensors, Roller and/or Paper Path.....	28
CHAPTER 6 TROUBLESHOOTING	29
6.1 LED Display.....	29
6.2 Printing Problem	30
6.3 Communication Problem	32
6.4 Other Problem	33
CHAPTER 7 LABEL PRINTER UTILITY INSTRUCTIONS.....	35
6.1 Installation Preparation	35
6.2 Usage	35
CHAPTER 8 SEAGULL WINDOWS DRIVER INSTRUCTIONS	41
7.1 Introduction	41
7.2 Installation Preparation	41
7.3 Installation	42
7.4 Usage	47

7.5 Label's Width58

CHAPTER 9 BARTENDER ULTRALITE INSTRUCTIONS59

8.1 Introduction59

8.2 Installation Preparation59

8.3 Installation60

8.4 Usage64

■ Statement

This manual content shall not be changed without permission and our company reserve the rights to make changes in technology, spare parts, hardware and software of the products. Please contact our company, if the user need further information about the products. Without any written permission from our company, any section of this manual is prohibited to be copied or transferred in any form.

■ Copyright

This manual is printed in 2018, the copyright belongs to Xiamen Hanin Electronic Technology Co. Ltd.

Printed in China

1.0 Version

■ Warnings



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.

Thanks for purchasing our products. Please fill out the product warranty to get a better after-sale services.

Due to continuous improvement of the products, the manual of the specifications, accessories and procedures for the main machine. Please pay attention to the changes.

Manual Information

This manual contains the basic information of usage and installation for product.

*The following manual gives more detailed description of various technical issues and so on.

1.Windows Driver Manual

This manual contains the information of Windows Driver loading and main function.

2.Utility Manual

This manual contains the information of the use of software and the modification of operating conditions.

3.Programming Manual

This manual contains the information of the command of label printer.

IMPORTANT SAFETY INSTRUCTIONS

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

1.Safety warning



Warnings: This must be complied with, in case of bodily injury or equipment damage.



Notice: the important information for printer operations.

2.Instructions



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

- 1) Do not plug several products in one porous power outlet.
 - This can cause over-heating 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 it into the power supply.
 - Be sure to use only standardized porous power outlet.
- 2) You can only use the adapters supplied in this package.
 - It is dangerous to use other adapters.
- 3) Do not unplug the cable by pulling.
 - This can damage the cable or cause a fire.
- 4) Do not plug in or unplug with your wet hands.
 - This can be lead to an electric shock.
- 5) Do not bend the cable by force or leave it under any heavy object.
 - A damaged cable can cause a fire.



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

- 1) Please pull the plug off and take steps, if you observe the printer smokes, smells, or makes noises for unexpected reasons.
 - Switch off the printer and pull off the plug from the printer.
 - After the smoke disappears, call the dealer to repair it.
- 2) Place the printer on a stable surface.
 - If the printer falls down, it can be broken and cause someone to be injured.
- 3) Use the approved accessories only and do not try to disassemble, repair or remodel it by yourself.
 - Call the dealer when you need these services.
 - Do not touch the blade of auto cutter.
- 4) Do not let water or other foreign objects drop into the printer.
 - If it happened, switch off the power and unplug 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 the dealer.
- 6) Other considerations:
 - Leave enough space around printer for operation and maintenance.
 - Avoid placing the printer where there is vibration and shock.
 - Keep all liquids away from the printer.
 - Do not expose the printer to high temperatures, direct sunlight or dust.
 - Connect the power adapter of the printer to a suitable grounding socket to avoid using the same outlet with large motors or devices that can cause fluctuations in the power supply voltage.
 - Switch off the printer POWER supply when it's not used for a long time.
 - To ensure the printing quality and reliability, suggest use the same quality.
 - Pls. switch off the POWER supply when connect/disconnect all the ports or it will cause damage to the printer control circuit.
 - Keep this User Manual in a place which is easily accessible at all times.
 - Do not carry out maintenance or repair work by yourself. Always contact a qualified service Technician.

3.Other Precautions

The copyright for this user manual and various other manuals is property of our company. Any copying or conversion into electronic form and saving of this material without the express written permission is strictly prohibited. Use of the information contained in this manual is not subject to any patent liability. 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 others 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.



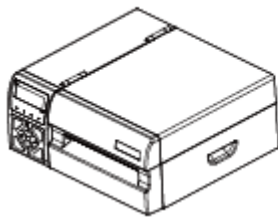
Caution: This is a Class A product. In a domestic environment this product may cause radio interference in which the user may be required to take adequate measures.

Chapter 1 Introduction

1.1 Packing List

**Note:**

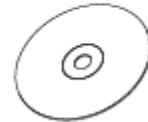
1. Unpack the printer and keep the packing material in case you need to ship the printer in the future.
2. Any damages exist, please contact the local dealer.



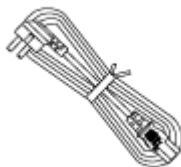
Printer



Quick Start Guide



CD



Power Cord

(Varies by local or region)



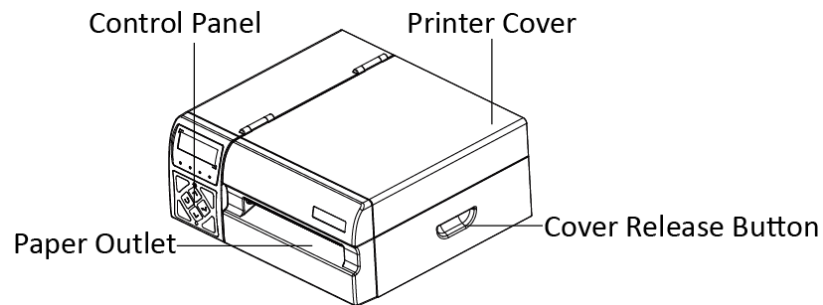
USB Cable



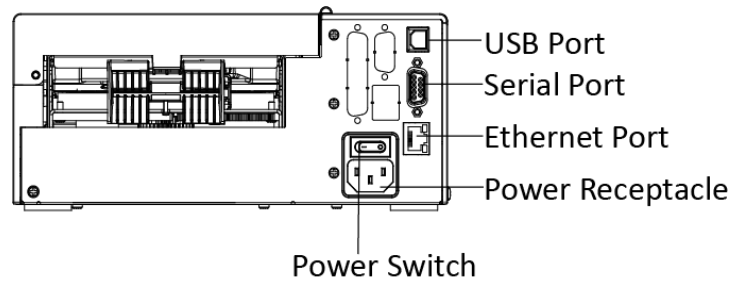
Note: The packing materials are actually based on the order.

1.2 Appearance and Components

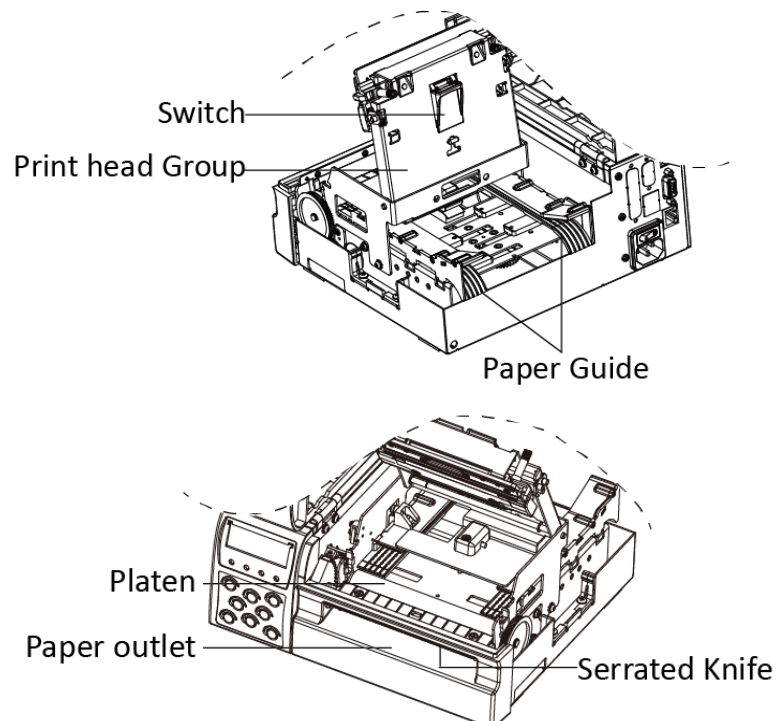
■ Front View



■ Rear View



■ Inside View



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

Chapter 2 Specifications

(2/1)

Items		Parameter
Printing	Printing method	Direct Thermal printing
	Resolution	203dpi(8dots/mm)
	Printing speed	180mm/s Max.
	Printing width	104mm Max.
	Printing length	30 to 1200mm
Processor		32 bits RISC CPU
Memory	RAM	32MB
	Flash	16MB
Detection	Sensors	Out of paper detection, Gap detection, Notch detection, Black mark detection, TPH temperature detection
Media	Types	Fan-fed or Roll-fed, Die-cut or continuous label
	Width	2.28"(58mm) – 4.64"(118mm)
	Thickness	0.003"(60um) – 0.01"(250um)
	External Label roll diameter	8"(200mm) Max.
	Core diameter	1"(25.4mm) Min.
Programming Language		TSPL, ZPL
Software	Label design	HPRT Bartender Ultralite
	Driver	Windows 2000; Vista,8,10; Windows Server 2008,2012,2016
Resident Fonts	Bitmap fonts	ZPL: A-H,GS,P-V; TSPL: Font 1-8, ROMAN. TTF Monotype CG Triumvirate™. ZPL/TSPL: Font 0
Barcode	1D	Code 39, Code 93, Code 128UCC, Code 128 subsets A.B.C, Codabar, Interleave 2 of 5, EAN-8, EAN-13, EAN-128, UPC-A, UPC-E, EAN and UPC 2(5) digits add-on, MSI, PLESSEY, POSTNET, China POST, GS1 DataBar, Code 11
	2D	PDF-417, Maxicode, DataMatrix, QR code, Aztec

Items		Parameter
Interfaces	Standard	USB port, Ethernet port, Serial port
	Optional	WiFi, Bluetooth
Control Panel	Display	LCD
	Status LED	Standby, Paper-out, Error, Power
	Button	Up, Down, Return, Enter, Menu, Pause, Feed and Backfeed
Power	Power input	AC 100-240V ,75W, 50/60Hz
Environment	Operation	41 °F - 104 °F (5 °C -40 °C),30% - 85% no condensing
	Storage	-4 °F - 122 °F (-20 °C -50 °C),10% - 90% no condensing
Physical Characteristics	Dimension(L*H*W)	227mm*211.6mm*99.7mm
	Weight	3.54kg, exclude consumables
Options & Accessories		External label roll holder for 8" OD label rolls Fan-fed Storage
Agency Approvals		CCC, FCC, CE

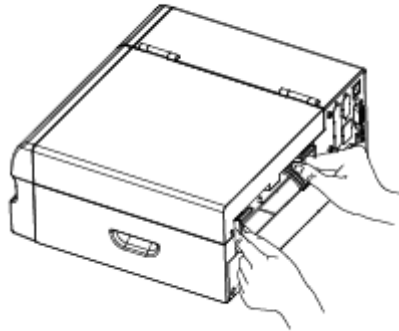
*Please refer to the attachment for the detailed information of CE & FCC.

CHAPTER 3 INSTALLATION & USAGE

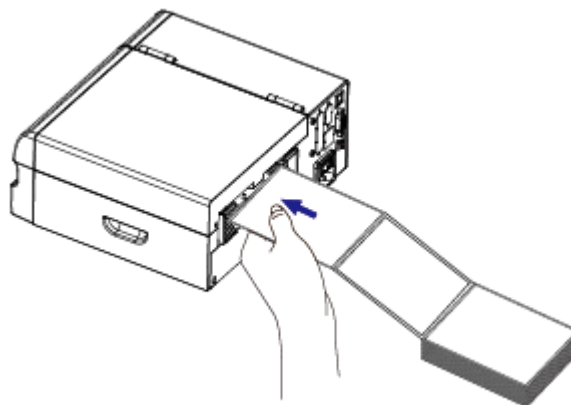
3.1 Media Loading

3.1.1 Fanfold Media

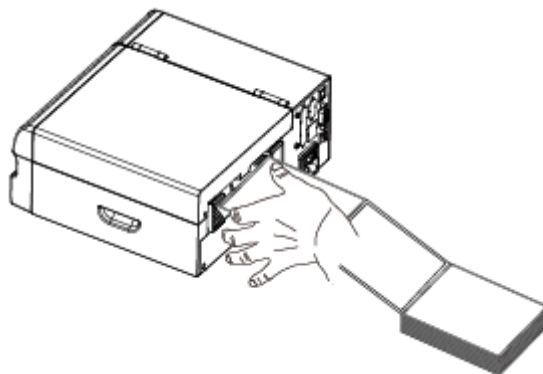
1. According to the width of paper, adjust the paper guides.



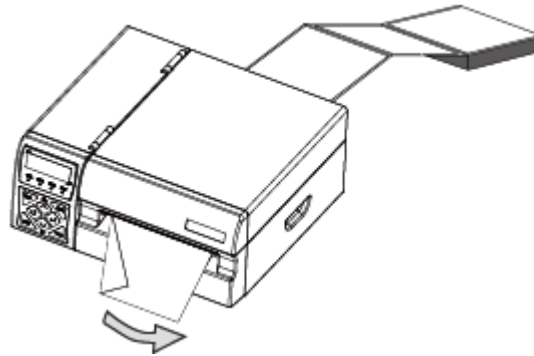
2. Insert the paper into the entry slot.



3. Then the paper will be automatically sucked by the printer.

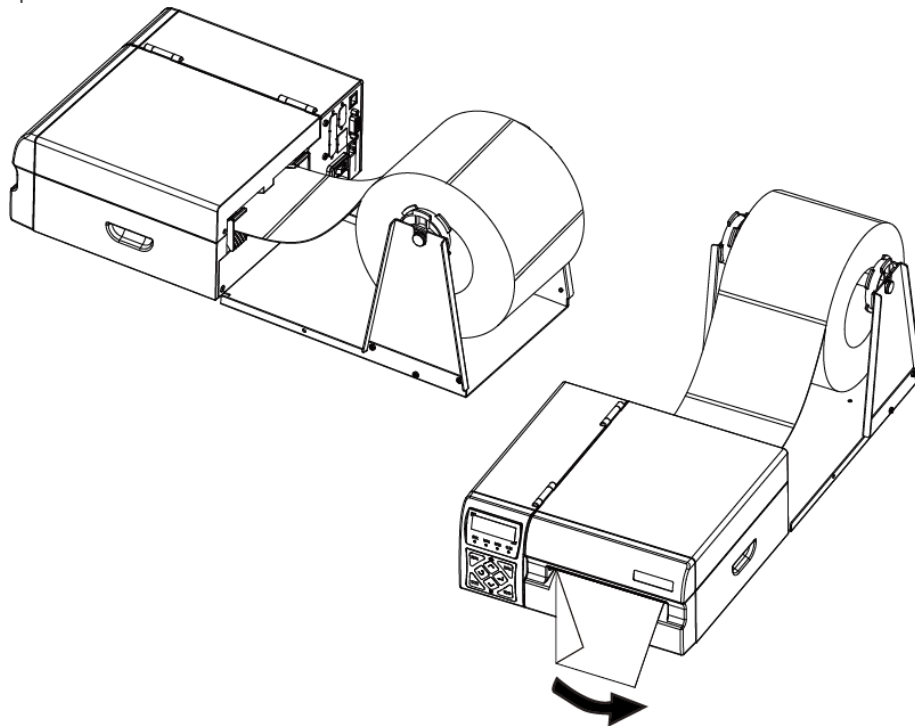


4. Tear off the paper by hands.



Note: The media should be put in position, so that printer could automatically feed the paper.

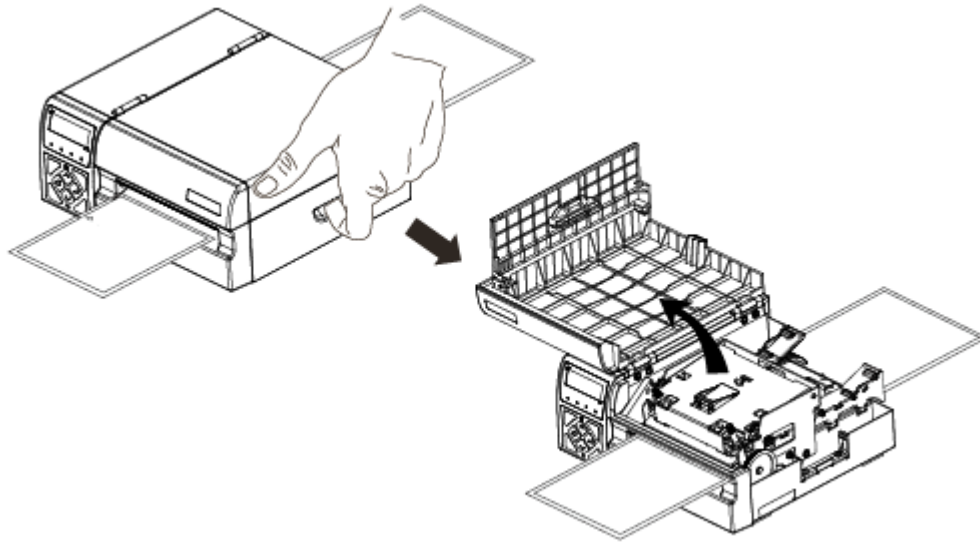
3.1.2 External Paper Roll



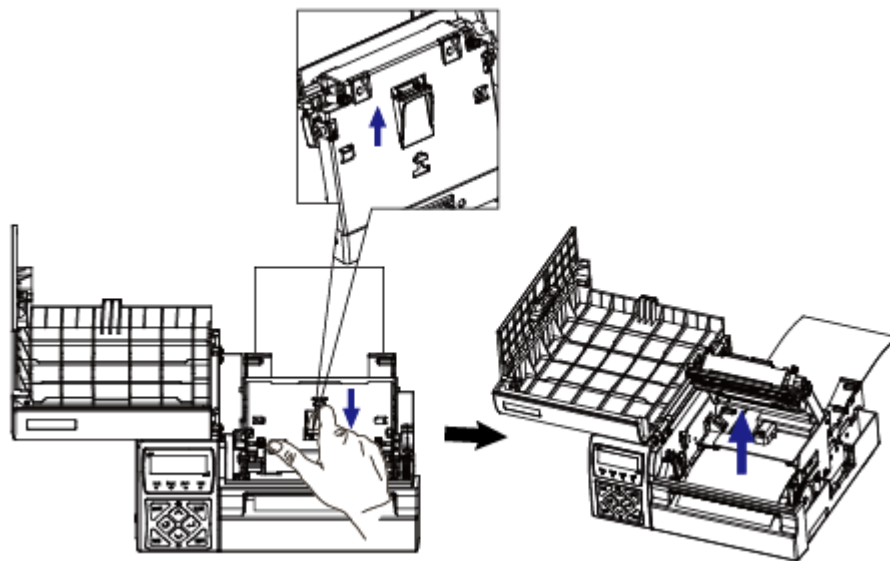
If the paper roll is extremely large, users can load the paper roll outside (See the graph at right). Pass the paper through the external feed slot and then through the paper guides. Adjust the paper guides according to the paper width.

3.2 Paper Jam

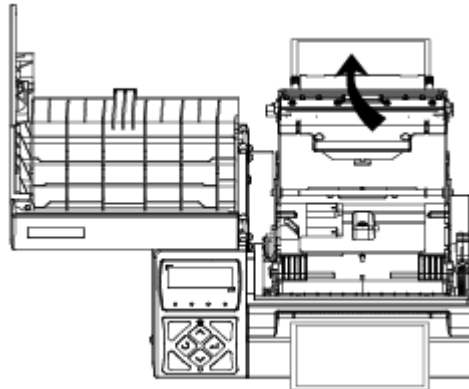
1. Press the cover open button and hold upwards to open the printer cover.



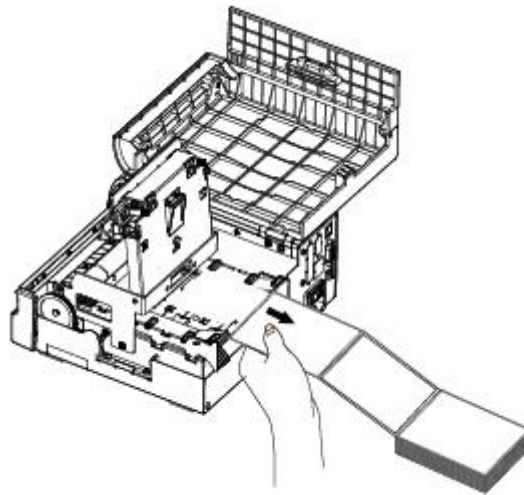
2. Press the printing group switch.



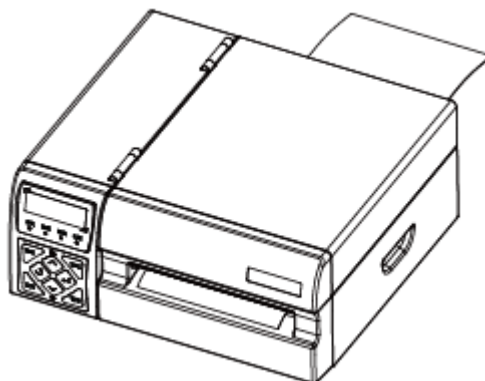
3. Hold the printing group upwards.



4. Take out the jammed paper.

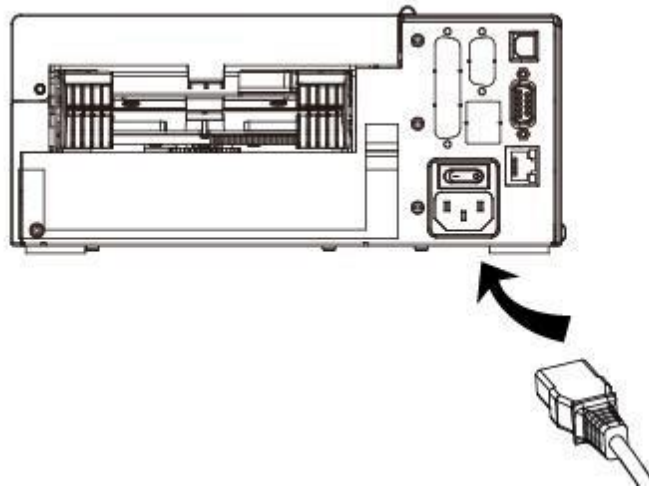


5. After removing the jammed paper, reinstall the media.

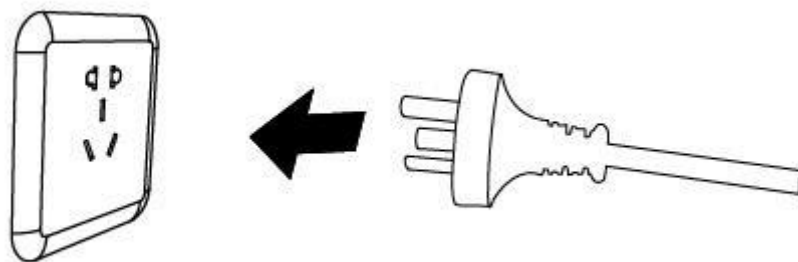


3.3 Power Connection

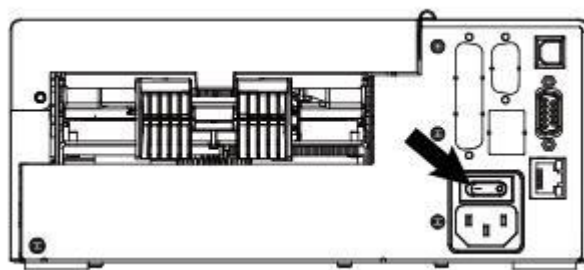
1. Make sure the printer's power switch is in the off position.



2. Connect the power cord to power receptacle.



3. Connect the other end of power cord to the outlet.



Note: please refer to **6.1 LED Meaning** for the status of the printer.

3.4 Interface Cable Connection

The standard for the printer's interface cable is below:

- USB B-Type cable
- RS-232C cable
- RJ45 cable

Please follow the instructions to connect the cable.

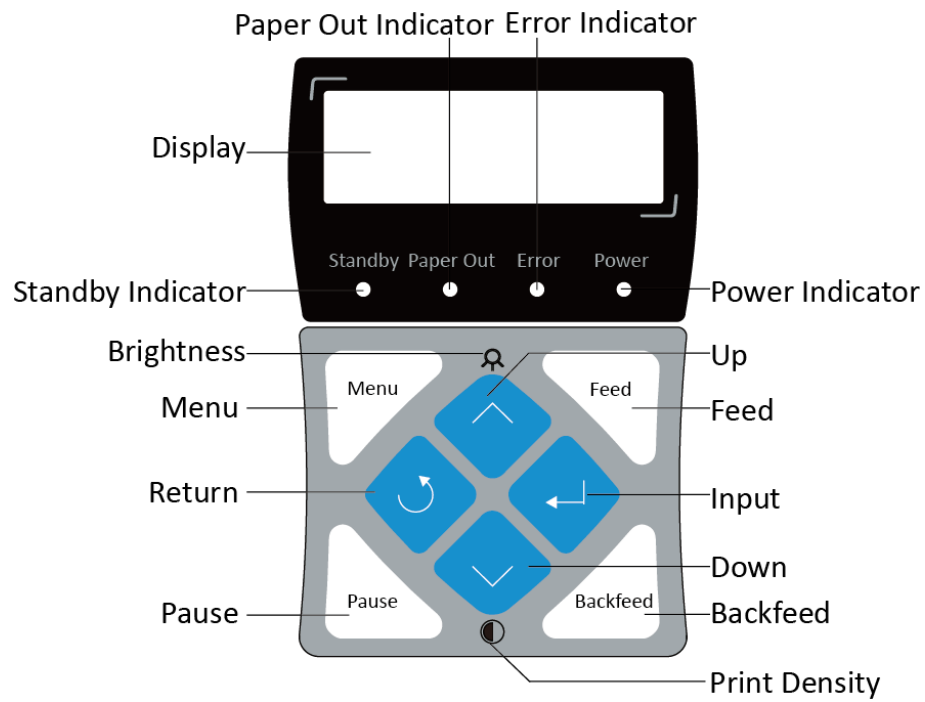
1. Make sure the printer is off.
2. Please plug in the cables

Insert the RS232 cable into serial port.

Insert the USB B-Type cable into the USB port

Insert the RJ45 cable into the ethernet port.

3.5 Control Panel



3.5.1 Button Function

Menu	Enter the menu when standing by.
Feed	<p>① When use continuous label media, printer will automatically feed a standard distance;</p> <p>② Long press the Feed Button to starting up, then release the button after hearing the buzzer sound and printer configuration is printed out.</p>
Pause	Press this button when printer is working, the printing job stops and the stands by light flash; repeat this button, the printing continues.
Backfeed	When the paper exit has an extra label, press the Backfeed to return a label.
Up	<p>① Long press this button to enter the Brightness Sub-menu to set up the screen brightness;</p> <p>② Choosing items when in "Menu".</p> <p>③ Choosing items when in "Parameter Setting".</p>
Down	<p>① In the standby mode, long press this button to enter the Darkness Sub-menu to set up the darkness; keep press this button can reduce the current density. When you hear a long buzzer means the density is too low.</p> <p>② Choosing items when in "Menu".</p> <p>③ Choosing items when in "Parameter Setting".</p>
Enter	<p>① Confirm the current setting/choice.</p> <p>② Move the cursor under "Parameter Setting"</p> <p>③ In the standby mode, long press this button can do label calibration operation.</p>
Return	Return to previous menu.

3.5.2 LED Indicators

LED	Status LED	Status
Standby	On	The printer in on standby and can print at any time
Out of Paper	Flash	The printer is out of paper.
Error	Flash	An error occurs, the speed/times of flash indicates different error status.
Power	ON	The power is normal.
	Flash/off	The power is abnormal or there is a problem of circuit.

3.6 Parameter Setting

Users are able to set up parameters via two methods below, such as baud rate, paper type, print density, print width etc.

3.6.1 Utility Tool

There is a utility tool software that allows users to set up basic parameters, such as codepage, self-test print, please refer to ***Chapter 7. Utility Tool Manual.***

3.6.2 Setting Manually

■ Menu Structure

Main Menu	Sub-menu	Description
1. Print Parameter	1.1 Print Speed	Set up printing speed
	1.2 Darkness	Set up printing density
	1.3 position Detection	Set up transmissive sensor's location
	1.4 Print X Offs	Adjust the start point horizontally
	1.5 Print Y Offs	Adjust start point vertically
	1.6 Back Y Offs	Locate regular, tear and cut position
2.User Setup	2.1 Language	Change system language
	2.2 Brightness	Change brightness of back-light
	2.3 Buzzer	Change the tone of buzzer
	2.4 Default	Recover to default factory setting
	2.5 Password	Set the password of Menu Setting
	2.6 Update Firmware	Upgrade the version of firmware
3.Calibration	3.1 Label Learning	Label learning
4.Test	4.1 Print configuration	Print the printer configuration
	4.2 Print test	Print the self-test page
	4.3 Debug Mode	Print the original font of printer in order to look into the error.
5.Interface	5.1 RS-232	Serial interface setting
6.Information	6.1 Serial NO.	The maximum 12 bits printer serial number
	6.2 Model Name	The model name of printer
	6.3 Firmware	The firmware version of printer
	6.4 TPH Printed Length	The already printed length of printer
	6.5 Date	The produce date of printer

■ Parameter Settings

1. Print Parameter

Parameter	Description	Default
1.1 Print Speed	Adjust the printing speed Options: (2-8) ips	8ips
1.2 Darkness	Adjust the print density Change print quality through change of printer heat. Options:(ZPL:0-31; TPSL:0-15) level	ZPL:15; TPSL:8 level
1.3 Gap Sensor	Adjust the photoelectrical location Options: Central Gap	Transmissive detection
1.4 Print X Offs	Adjust the start point horizontally Options: (+00~ +89) dots	00
1.5 Print Y Offs	Adjust the start point vertically Options: (+00~ +89) dots	00
1.6 Back Y Offs	Set stop position of label Options: -89~+89dots	00

2. User Setup

Parameter	Description	Default
2.1 Language	Change menu language (Language: English, Chinese Simplified)	English
2.2 Brightness	Adjust the brightness of back-light Options: 0~3("0"means close)	1
2.3 Buzzer	Adjust the buzzer volume Value: 0~3	1
2.4 Default	Set the parameters to factory default	None
2.5 Password	Set the password to protect the parameters Password value range: 0000~9999	1001
2.6 Update Firmware	Upgrade the version of firmware	None

3. Calibration

Parameter	Description
3.1 Label learning	Label calibration

4. Test

Parameter	Description
4.1 Print configuration	Print the printer configuration
4.2 Print test	Print out the pre-download test page to check if the printer can work normally.
4.3 Debug Mode	Print the original font of printer in order to check the error.

5. Interface

Parameter	Description	Default
5.1Serial Interface	Baud Rate	9600
	Options: 9600~115200	
	Parity	None
	Options: None, Odd, Even	
	Data bits	8 bits
	Option: 7,8 bits	
	Stop bits	1
	Options: 1,2	

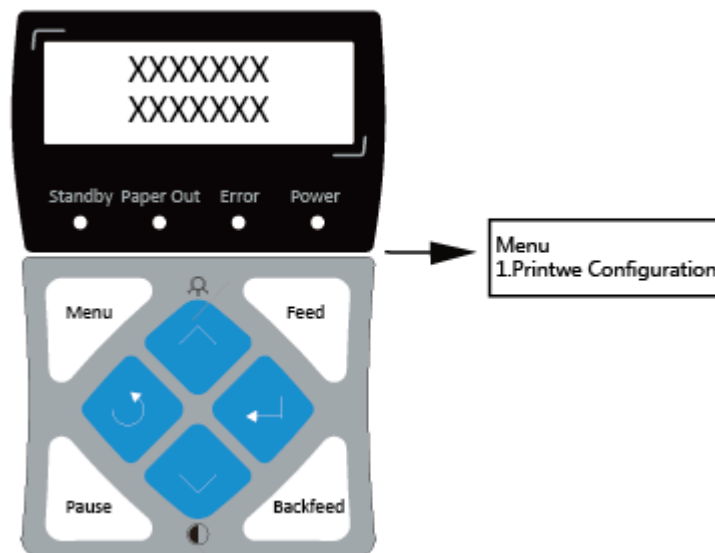
6. Information

Parameter	Description
6.1 Serial NO.	The serial number depends on the factory version of the printer what you purchase
6.2 Model Name	HD2000
6.3 Firmware	Depends on the printer what you purchase
6.4 TPH Printed Length	The printed length of printer
6.5 Date	The produce date

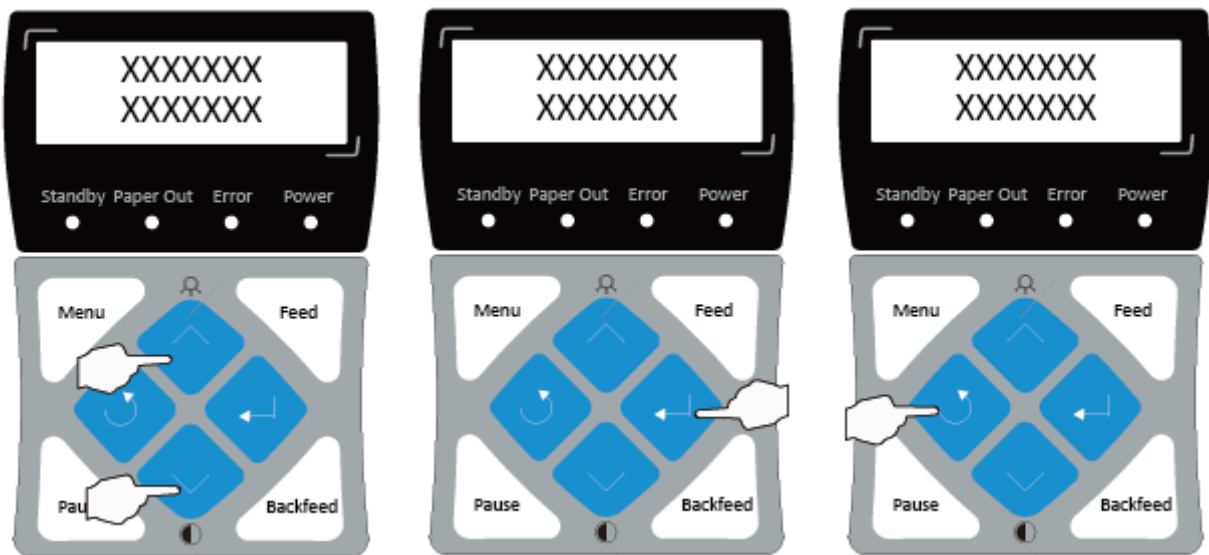
■ Screen

There is a screen within the control panel, you can view the printer status or change its printing parameter. In follow, you will have a quick study of menu browsing and how to change the single parameter.

Main Menu Printer handling and parameter setting



Enter the main menu when standing by



Press Up/Down button to
change selection

Enter the sub-menu when
press 'Enter'

Back to last menu with
once; two times to back
standby display.

3.7 Print Test

3.7.1 Print Self-Test

When there is any problem with the printer or printer originally installed, you can perform a self-test to confirm the following status:

Firmware version, printer parameter settings status, print quality and external equipment related settings information.

1.Manually print self-test pages

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

2.Use Windows Driver to print

- 1) Install the Windows Driver.
- 2) Set the Windows Driver "port" to the corresponding interface for using.
- 3) Use the function of Windows Driver to do a print test.



Note: please refer to *Chapter 8* for the detail of driver.

3.Use BarTender Ultralite to print

- 1) Install BarTender Ultralite.
- 2) Create a new file, then edit it.




Note: please refer to *Chapter 9* for the detail of BarTender.

3.7.2 Label Learning

Users must carry out the calibration under those conditions below:

- The first time to use the printer since installation;
- The first time to use the printer since the sensor to be cleaned;
- Reuse the printer that has been laid aside for a long time;
- Change a new type of media;
- Printer cannot recognize the mark during printing;
- Huge change of operating environment;

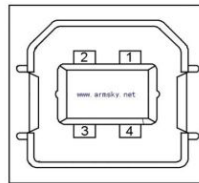
When printer is ready, hold down  'Enter Button' for about 2s and then release the button, printer starts to do the calibration and feeding 3 labels which means 2gaps; Users could also do the calibration via menu operation.



Note: After the calibration, users could open the printer cover to pull back the learned paper to avoid of paper wasting.

CHAPTER 4 INTERFACE

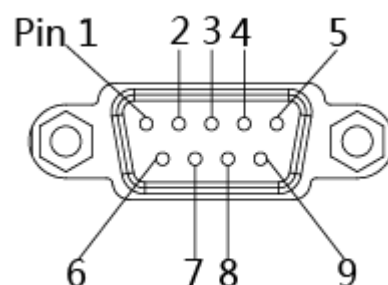
4.1 USB Interface



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

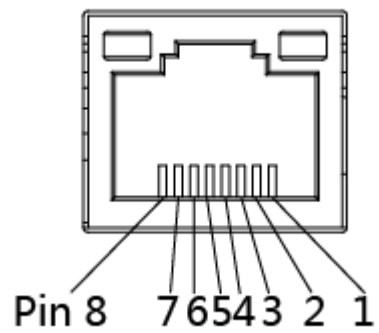
4.2 Other Optional Interfaces

■ Serial Port



PIN	SIGNAL NAME
1	+5VDC
2	TXD
3	RXD
4	-
5	GND
6	DSR
7	CTS
8	RTS
9	-

■ Ethernet Port



PIN	SIGNAL NAME
1	TX+
2	TX-
3	RX+
4	-
5	-
6	RX-
7	-
8	-

Chapter 5 printer Cleaning

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:



Note:

- Make sure to turn off the printer prior to cleaning.
- As the print head gets hot during printing, intending to clean the print head, turn the printer off and wait approximately 2~3 minute before commencement.
- 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.

5.1 Cleaning Head

- 1) Open the Printer Cover and then use the cleaning pen 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 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



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

Chapter 6 Troubleshooting

6.1 LED Display

Standby	Paper out	Error	Power	Description
On	-	-	On	The printer is ready to print
-	Flash	-	On	Out of paper
-	-	-	On	Power is normal
-	-	Flash	On	Print head opens

6.2 Printing Problem

Problem	Cause	Solution
1. Common quality problem of print	Error speed setting.	Set minimum printing speed by control panel, drivers and software to attain best printing quality.
	Chose incorrectly media for appliance.	You can get information and suggestion by contracting with dealer.
	Incorrect print density setting.	To obtain the best print quality, the print depth should be set to the minimum set value for your application.
	The print head is dirty.	Clean print head and platen.
2. The print alignment mark on the label is lost and the vertical offset of the top alignment marks on the form is too large.	The rubber shaft is too dirty.	Clean print head and rubber.
	The position of the medium guide plate is not correct.	Ensure the correct orientation of the medium guide plate.
	The media type is not set correctly.	Set the printer for the correct medium type.
	The loading of the medium is incorrect.	Load the medium correctly.
3. Have a longer trace tags on the labels.	The printing element is damaged.	Call the service engineer.
4. Misalignment / skip label	The printer is uncalibrated.	Calibrate the printer.
	The tag format is incorrect	Check your label format and correct it as needed.
5. One to three tags misaligned or printed	The platen is too dirty.	Clean print head and platen.
	The media does not conform to the specifications.	Use the media that meets the specifications.

6. The top position of label is shift-excursion vertically.	Printer uncalibrated	Calibrate the printer.
	The platen is too dirty.	Clean print head and platen.
7. The label and image are shift-excursion vertically.	The printer uses a discontinuous label, but it is configured to work in a continuous mode.	Set the printer as the correct medium type.
	The calibration of the medium sensor is incorrect.	Calibrate the printer.
	The platen is too dirty.	Clean print head and platen.
	The loading of the media is incorrect.	Ensure that the media is properly loaded.
	The media is incompatible.	The media that meets the technical specifications of the printer must be used.
8. The bar code printed on the label does not be scanned.	Because the printing is too deep or too shallow, the bar code does not conform to the specifications.	Adjust the concentration or print speed as required.
	There is not enough blank area around the bar code.	At least 3.2 millimeters (1/8 inches) between bar code and other print areas and between bar code and label edge are left on the label.
9. Automatic calibration failed.	The loading of the media is incorrect.	Ensure that the media is properly loaded.
	The sensor does not detect the media.	Calibrating printer
	The sensor is too dirty or incorrect to locate.	Ensure clean and correct positioning of the sensor.
	The media type is not set correctly.	Set the printer for the correct medium type.

6.3 Communication Problem

Problem	Cause	Solution
<p>1. The label format has been sent to the printer, but it has not been identified.</p> <p>2. The DATA light did not flash.</p>	The communication parameters are not correct.	Check printer driver or software communication settings
		If serial communication is used, the serial communication setup should be checked.
		If serial communication is to be used, an air-conditioner demodulator cable or an air-conditioner demodulator adapter should be used.
		Check the handshake protocol setting for the printer and the settings used must be able to match the settings used by the computer host
<p>3. The label format has been sent to the printer.</p> <p>4. After printing multiple labels, the printer jumps on the label, puts it wrong, loses images, or distorts the image.</p>	The serial communication is not set correctly	If the driver is used, the driver communication settings related to the connection should be checked.
		The flow control settings should be matched.
		Check the length of the communication cable.
<p>5. The label format has been sent to the printer, but it has not been identified.</p> <p>6. The DATA lights flash, but not print.</p>	The prefix and the separated character set in the printer do not match the character set in the label format.	Check printer driver or software communication settings
	The incorrect data is being sent to the printer.	Check prefix and separate characters.
		Check the communication settings on the computer to ensure that these settings match the settings on the printer's printer.
		If the fault still exists, the label format should be checked.

6.4 Other Problem

Problem	Cause	Solution
The LCD panel on the control panel displays the unknown language	Change the language parameters by the control panel or firmware commands.	On the control panel display, scroll to the LANGUAGE menu. Looking at the item in this menu by OK. Use UP or DOWN to choose in the language options. The option of this parameter is displayed in a real language to make it easier for users to find the language they know.
The character of liquid crystal screen and partial character are loss.	There may be a need to replace the display screen.	Call Service Engineer
Changes in parameter settings does not take effect	Some parameters are not set correctly.	Check the parameters and change or reset according to the needs. Turn off the printer power (O), then turn on the printer power (I) .
	The firmware command closes the function of changing the parameters.	See a programming manual or call Service Engineer
	The firmware command has changed the parameters back to the previous set value.	
	If the problem still exists, it may be the failure of the main logic circuit board.	Call Service Engineer

Discontinuous labels are treated as continuous labels.	The printer is not calibrated for the media to be used.	Calibrating Printer
	Configuring a printer to use a continuous media.	The printer is set to use the correct medium type (crevice / cut, continuous or marked).
If the printer has a display screen, all the lights are lit, the screen does not display the content, and the printer is locked.	Internal electrical parts or firmware failures.	Call Service Engineer
When running, the printer is locked.	Main logic circuit board failure.	Call Service Engineer
The printer cannot identify the USB device or does not read the files on the USB device that inserts the port of the USB host.	The printer currently supports only a USB device with a memory of up to 1 TB.	Please use a USB device that is equal to or less than 1 TB.
	The USB device may need an external power supply.	If the USB equipment needs an external power supply, make sure that it is connected to a working power.

Chapter 7 Label Printer Utility Instructions

6.1 Installation Preparation

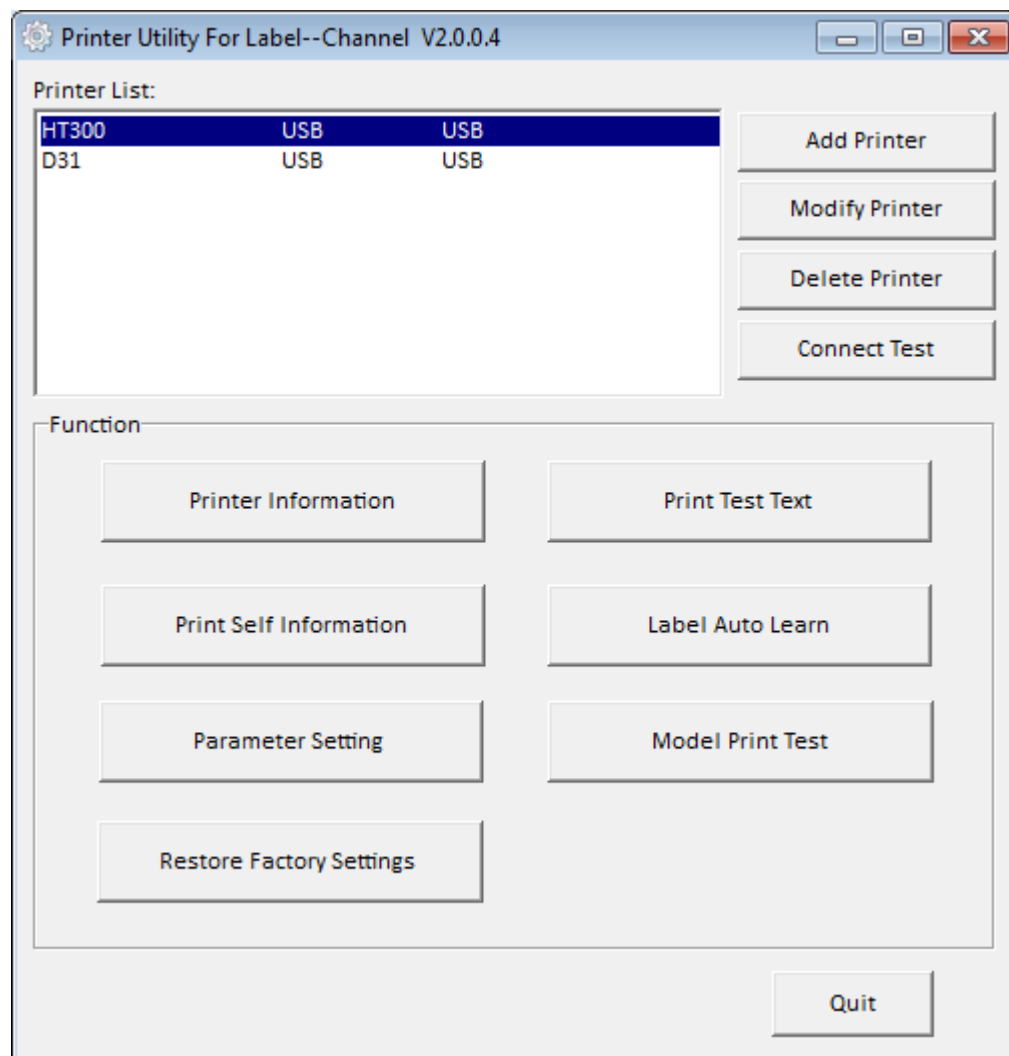
Download the application program in CD. eg: HPRTUtilityForLabel_Channel V2.0.0.4.

6.2 Usage



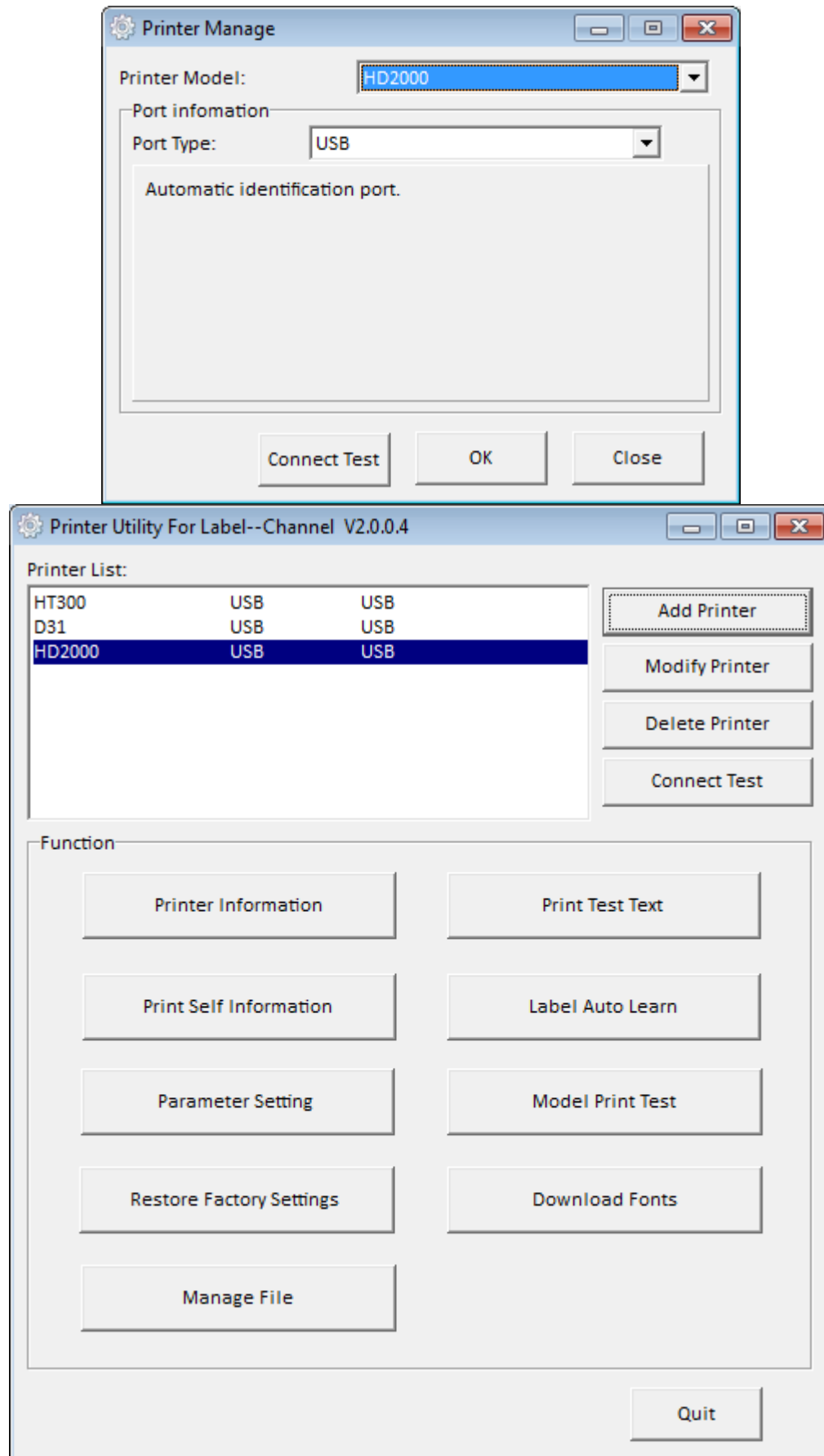
Note: The screen may vary slightly by different operating systems and models.

- (1) Download “HPRTUtilityForLabel_Channel V2.0.0.4” in CD.
- (2) Then open the “HPRTUtilityForLabel_Channel.exe”.

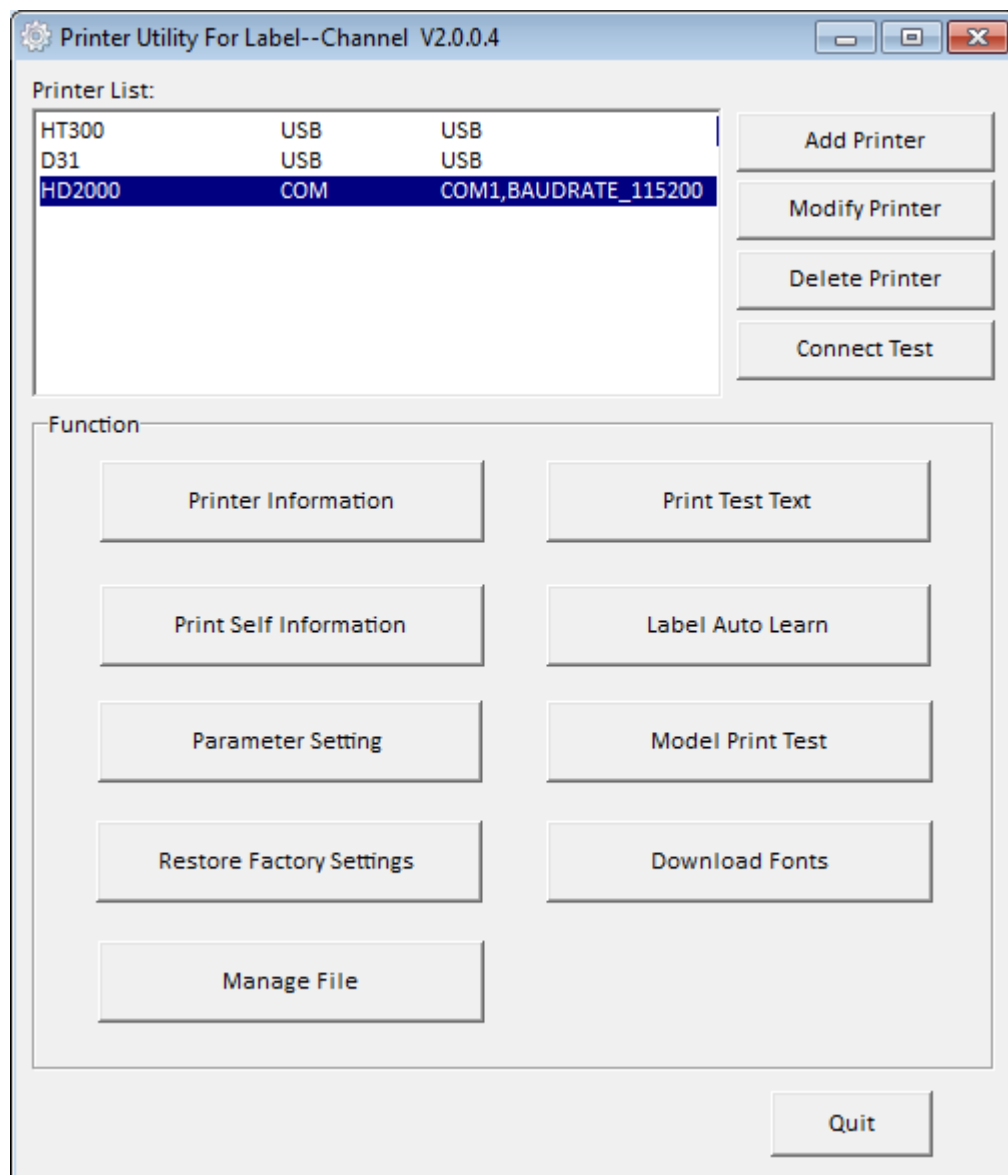
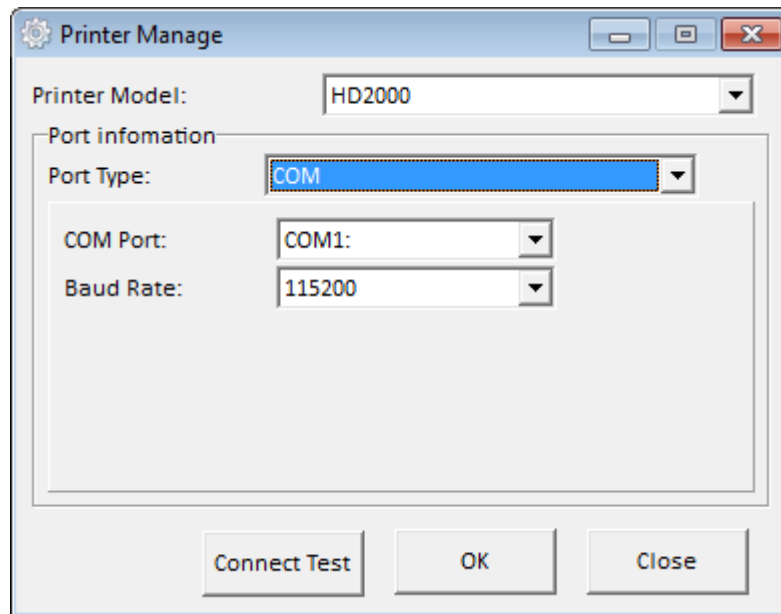


(2) Add/Modify/Delete Printer, Connect Test.

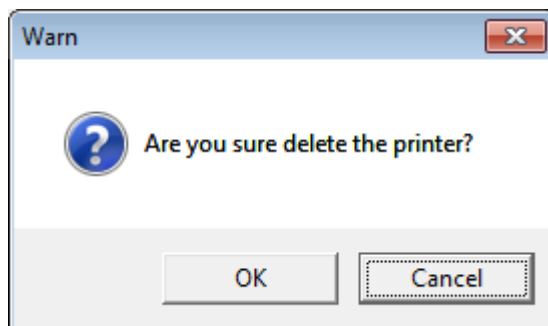
● Click “Add Printer”. Choose the printer and port (eg: USB), then click “OK”, showed in “Printer List”.



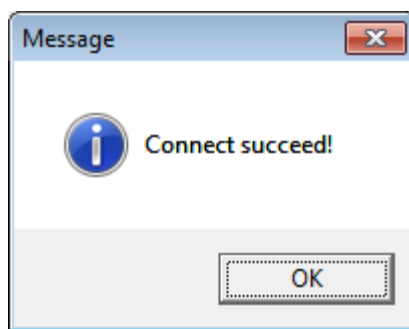
- Click "Modify Printer". Choose the printer and port (eg: COM1), then click "OK", showed in "Printer List".



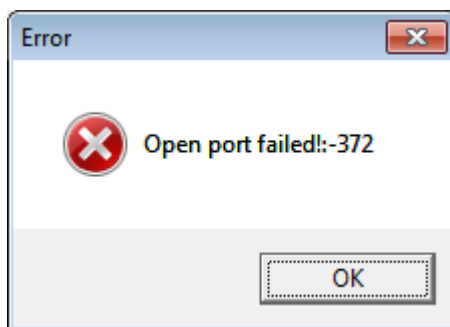
- Click "Delete Printer". Click "OK" to delete the printer and click "Cancel" to cancel the command.



- 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.

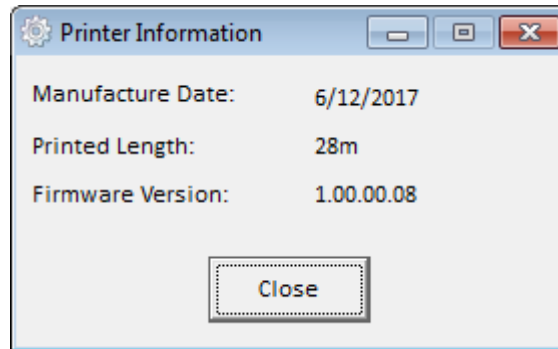


Note:

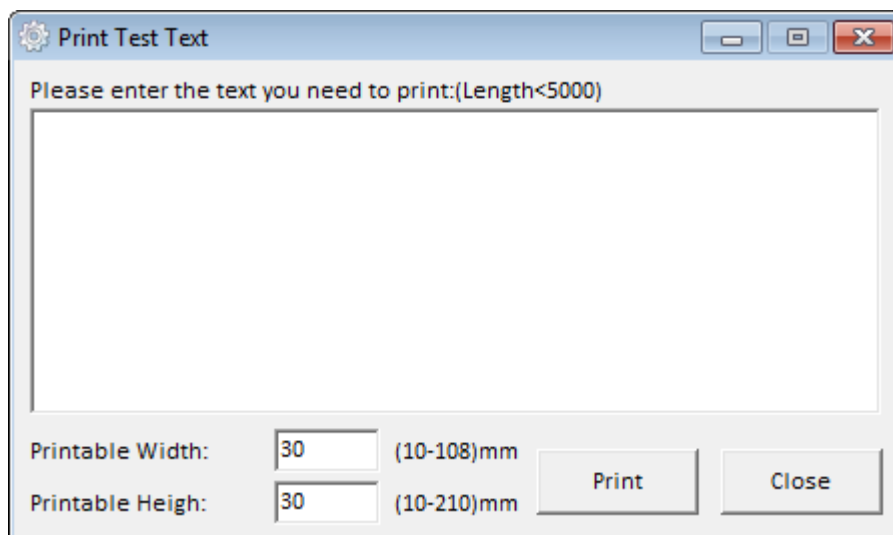
1. Connect printer to power first, then choose one port (depended on the printer you bought) to connect to the PC. Much more information of connecting method is contained in "3.3 Peripherals Connection".
2. When connection fails, please check the connection and whether it matches or not. (When USB port is used, it is better to connect one printer only.)

(3) Function.

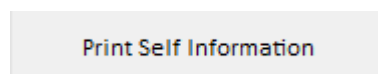
- Click "Printer Information", showing printer information. (varies by different printers)



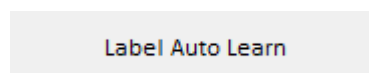
- Click "Print Test Text". Type the text and set up the printing range. Click "Print", then printer starts to print the test text.



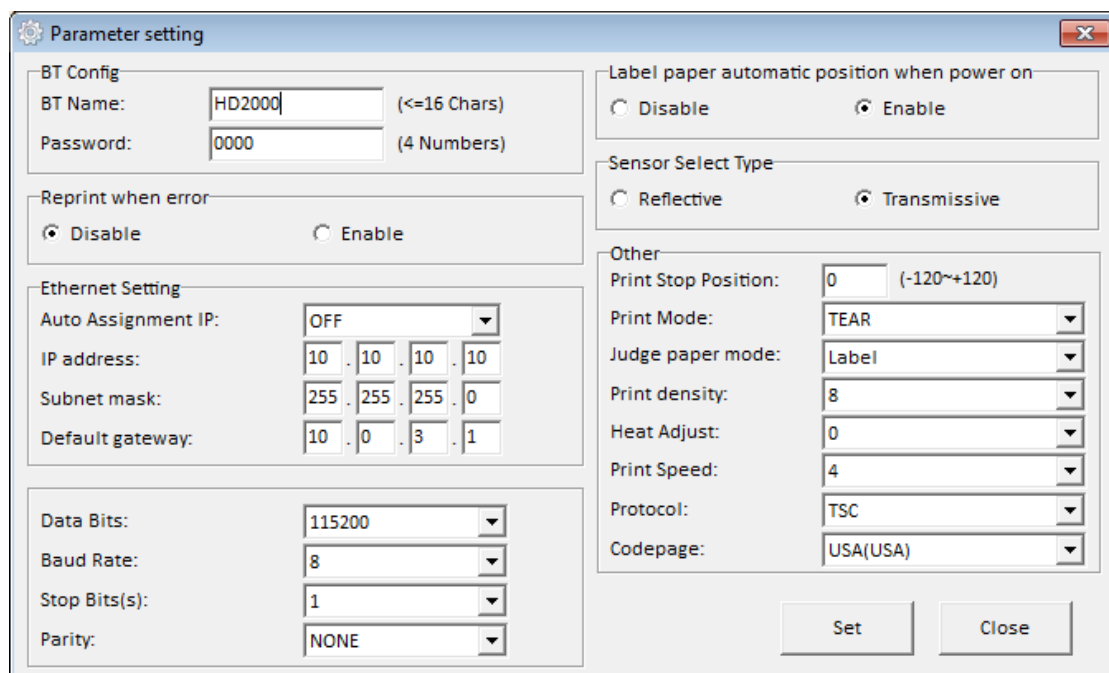
- Click "Print Self Information", then printer starts to print self-test page.



- Click "Label Auto Learn", then printer will carry out the calibration.



- Click "Parameter Setting". User can set up the BT config, print type, paper mode and so on.



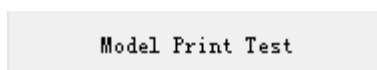
The "Parameter setting" dialog box contains the following sections and controls:

- BT Config:**
 - BT Name: (<=16 Chars)
 - Password: (4 Numbers)
- Reprint when error:**
 - ☒ Disable ☐ Enable
- Ethernet Setting:**
 - Auto Assignment IP: (dropdown)
 - IP address: . . .
 - Subnet mask: . . .
 - Default gateway: . . .
- Data Bits:** (dropdown)
- Baud Rate:** (dropdown)
- Stop Bits(s):** (dropdown)
- Parity:** (dropdown)
- Label paper automatic position when power on:**
 - ☐ Disable ☒ Enable
- Sensor Select Type:**
 - ☐ Reflective ☒ Transmissive
- Other:**
 - Print Stop Position: (-120~+120)
 - Print Mode: (dropdown)
 - Judge paper mode: (dropdown)
 - Print density: (dropdown)
 - Heat Adjust: (dropdown)
 - Print Speed: (dropdown)
 - Protocol: (dropdown)
 - Codepage: (dropdown)

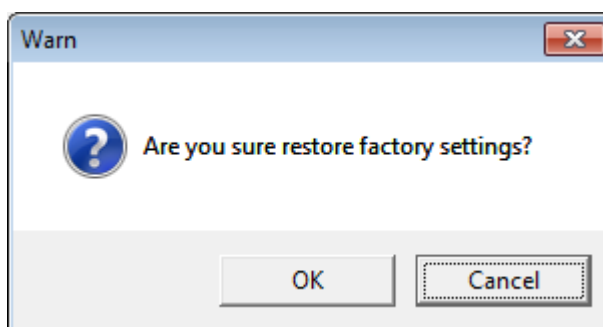
Buttons:

Click "Set", and back to the main menu.

- Click "Model Print Test", then printer starts to print models.



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



- (4) Click "Quit", and finish printer settings.

CHAPTER 8 SEAGULL WINDOWS DRIVER INSTRUCTIONS

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 SPI (32 bit/64 bit)
- Microsoft Windows Vista SP2 (32 bit/64 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 Seagull Windows Driver application program in CD.

7.3 Installation



Note:

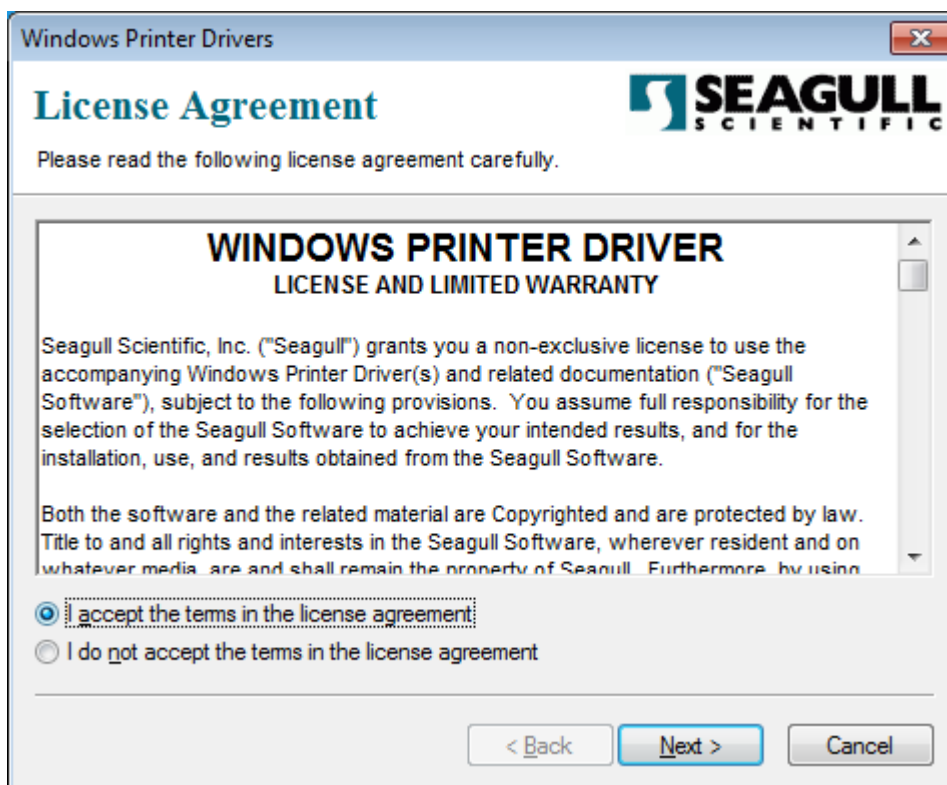
- Under different operating systems, the screen may be slightly different. Take Windows 7 as example.
- To avoid the prevention, recommend to close the security software before installation.

1. Select one interface to connect your printer to computer.

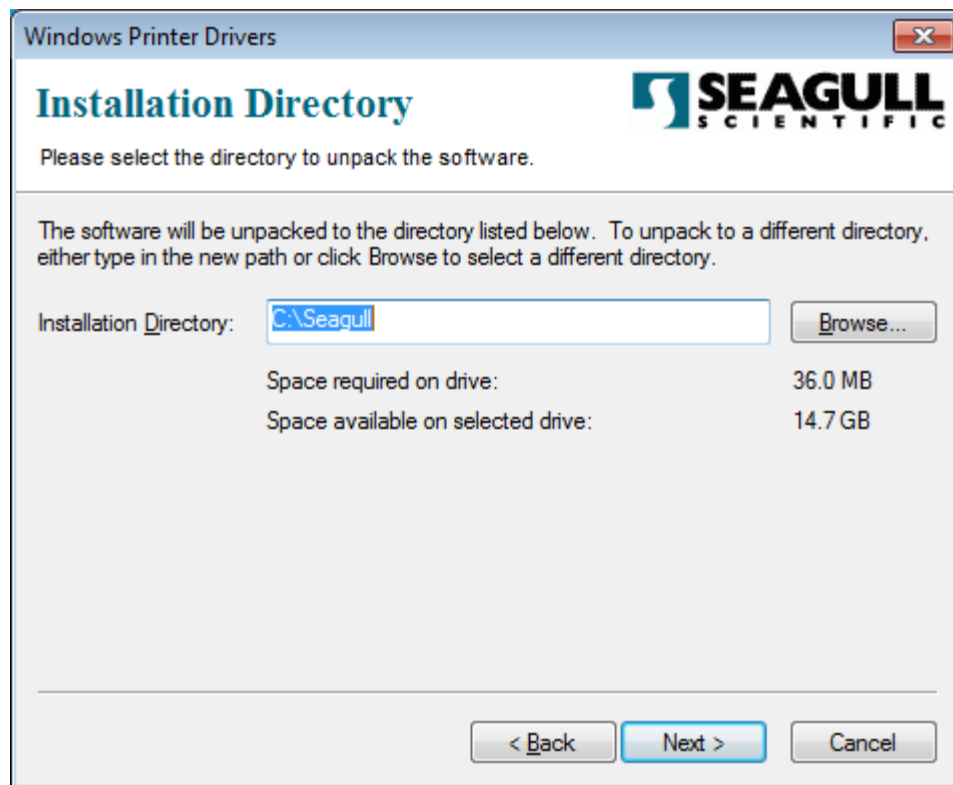
2. Turn on the printer and check if it is connected to computer successfully.

3. Double click Seagull Windows Driver .

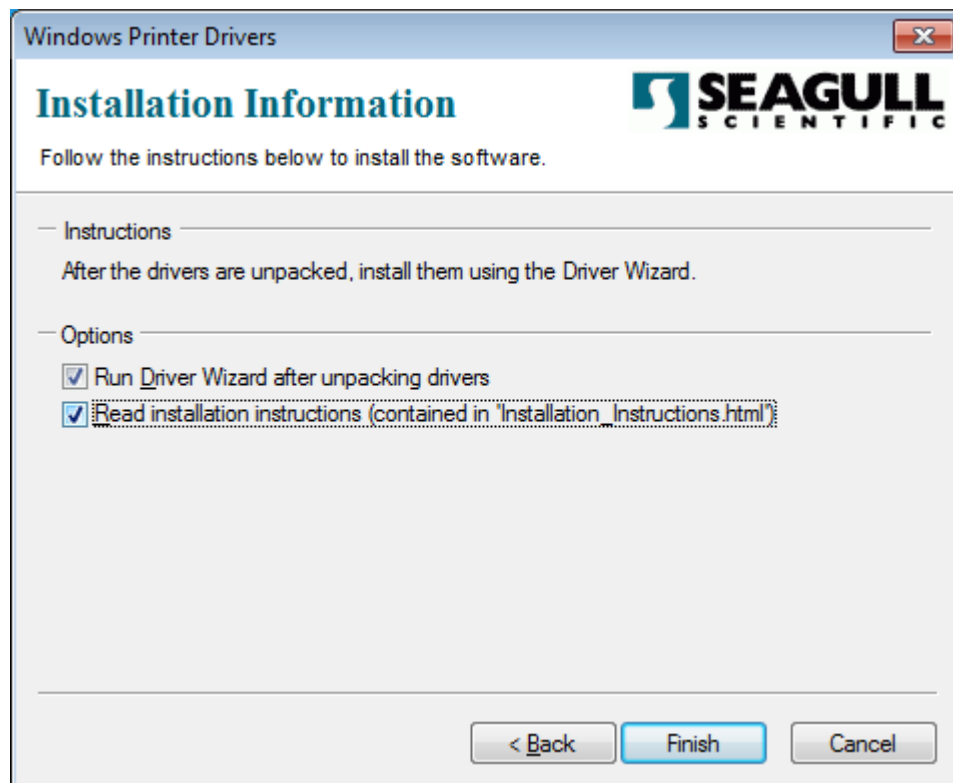
4. Read and agree the license agreement. Then click "Next".



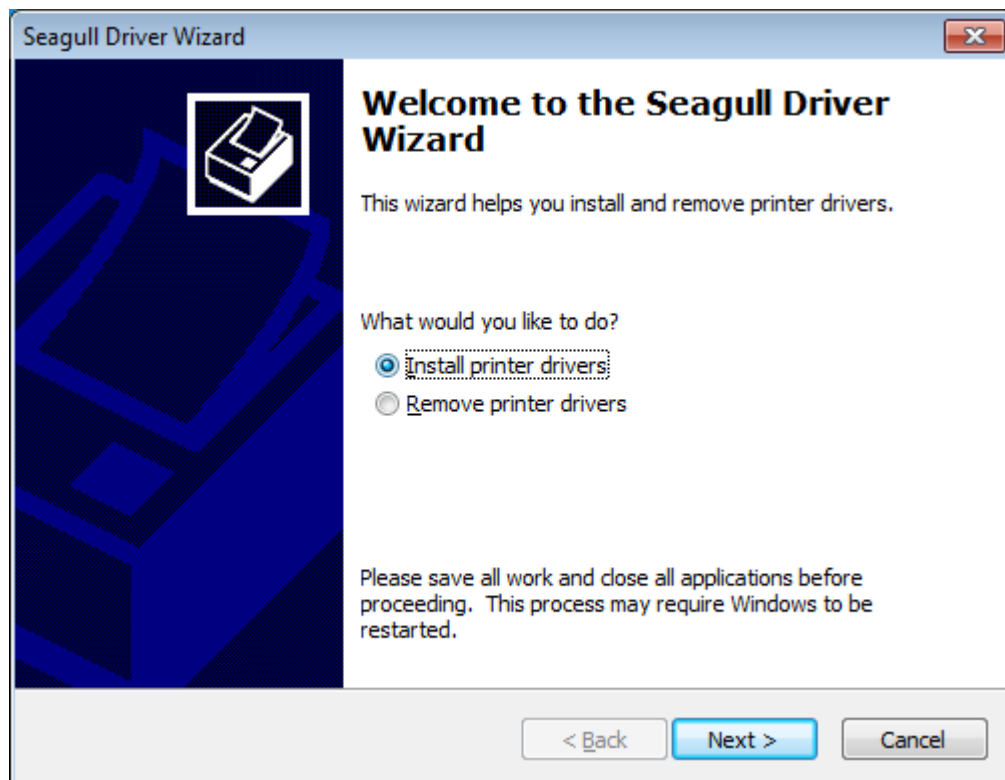
5. Choose the installation directory, then click "Next".



6. Click "Finish".

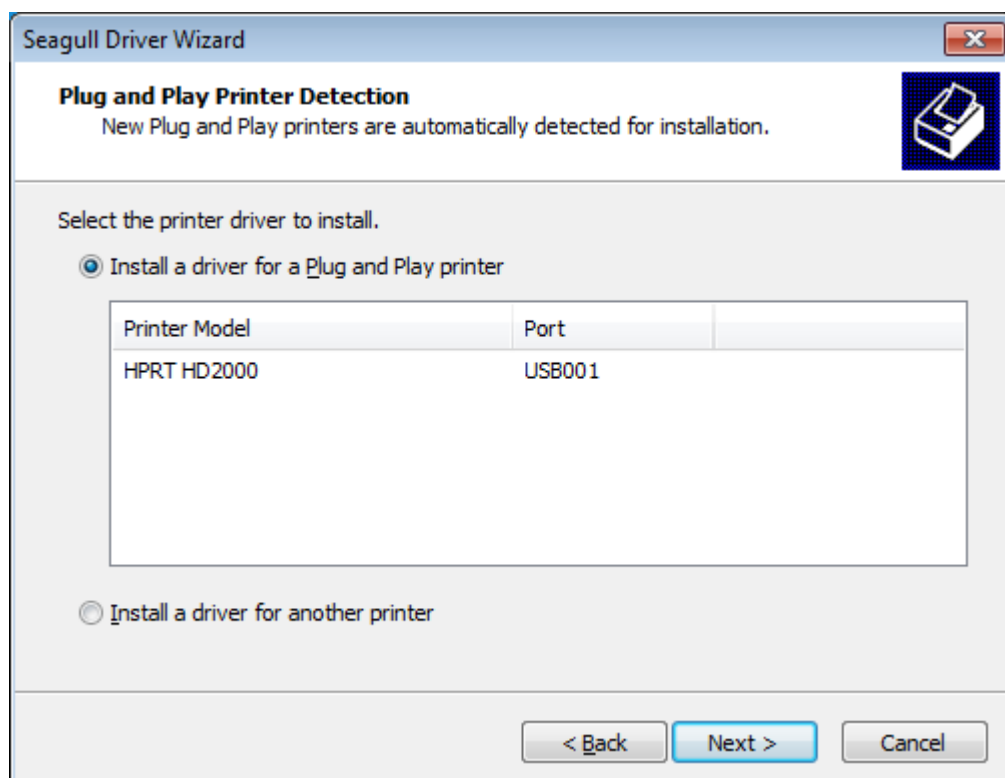


7. Select "Install printer drivers", then click "Next".

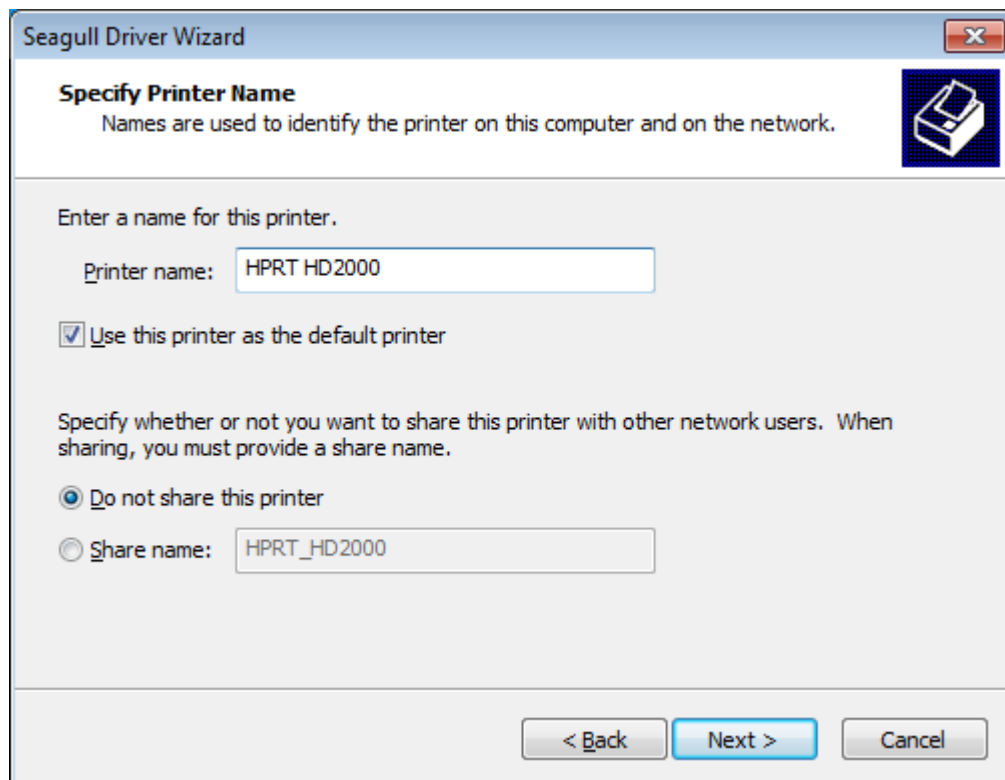


Note: If you have connected the printer to computer, it will detect and install the driver automatically. (eg.: USB port)

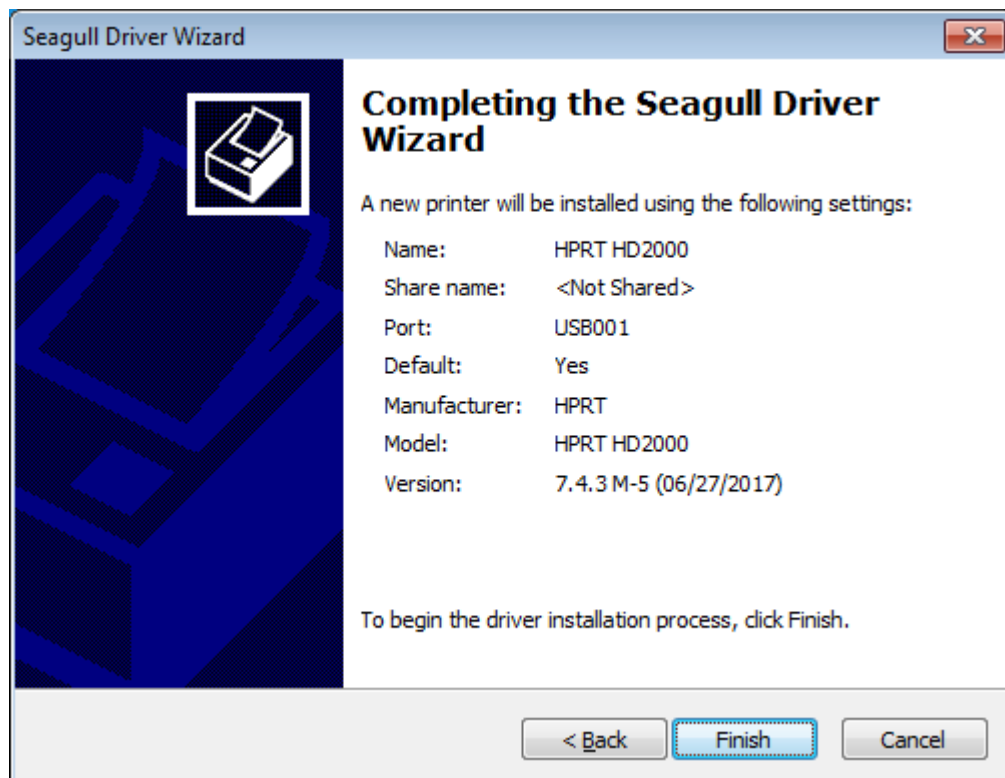
8. Select "Install a driver for a Plug and Play printer", then click "Next".



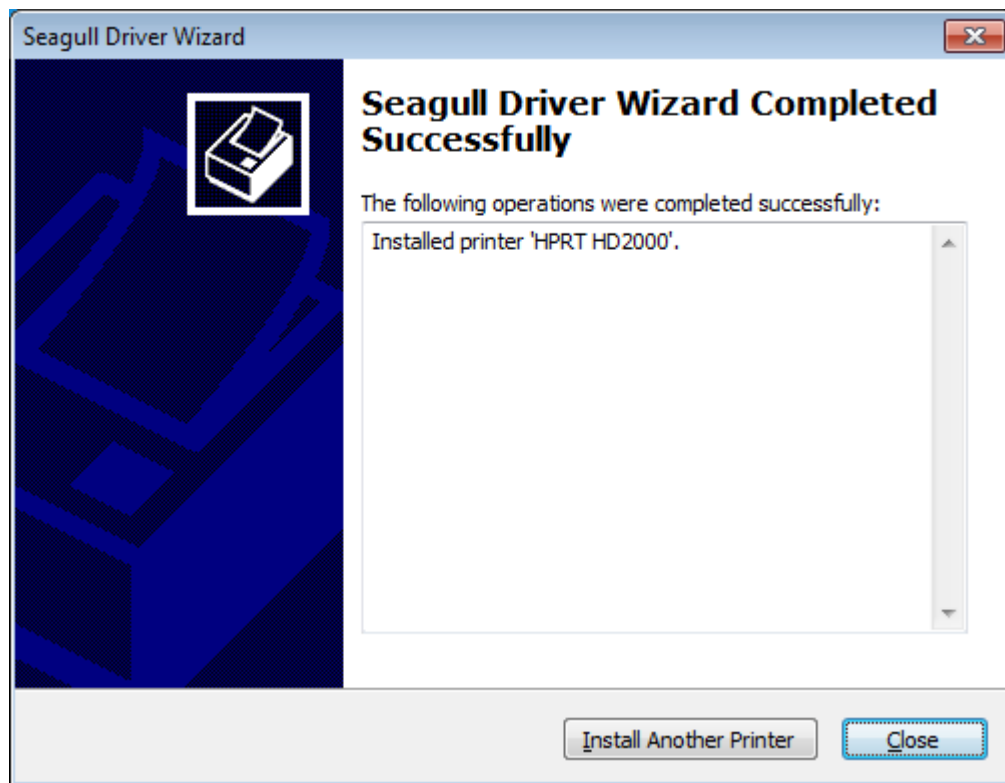
9. Enter a name for this printer, then click "Next".



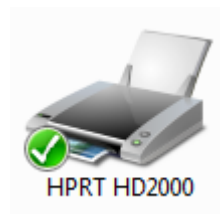
10. Click "Finish".



11. Click "Close", and the printer driver is installed successfully.



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



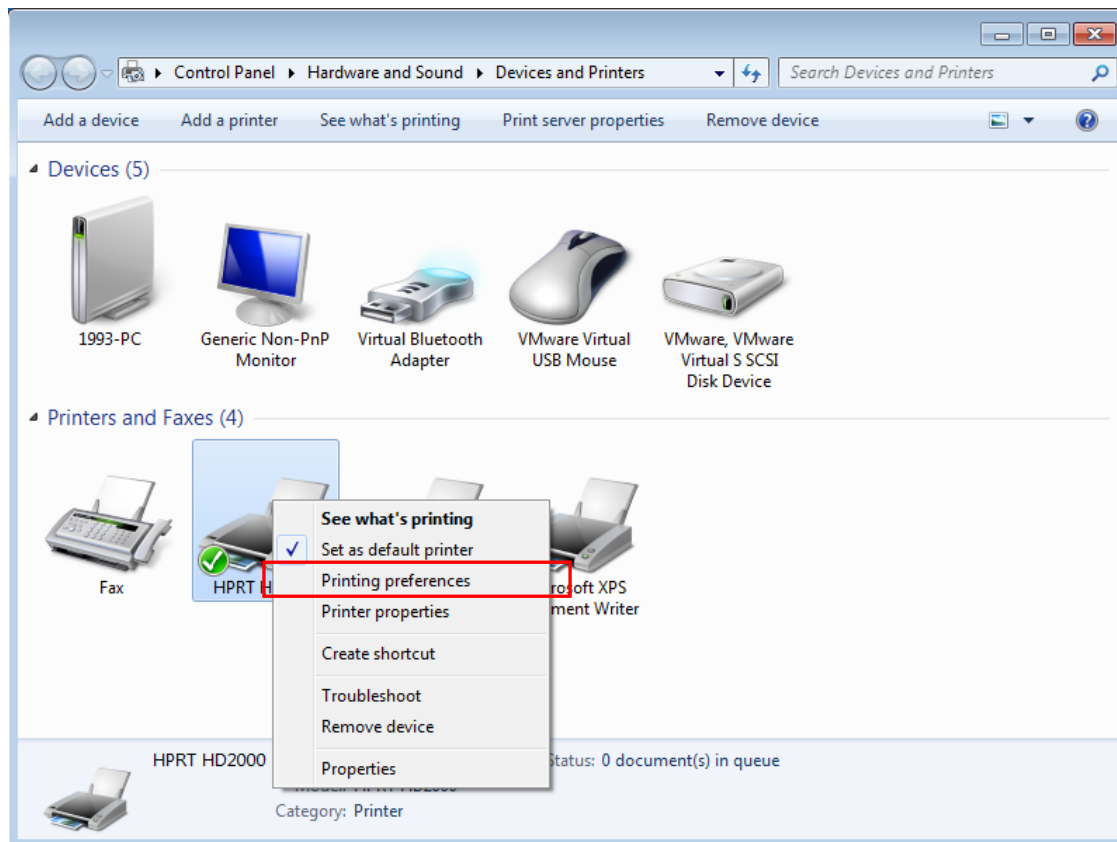
Note:

1. 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.
2. Any problems exist, please use our utility tool in CD.

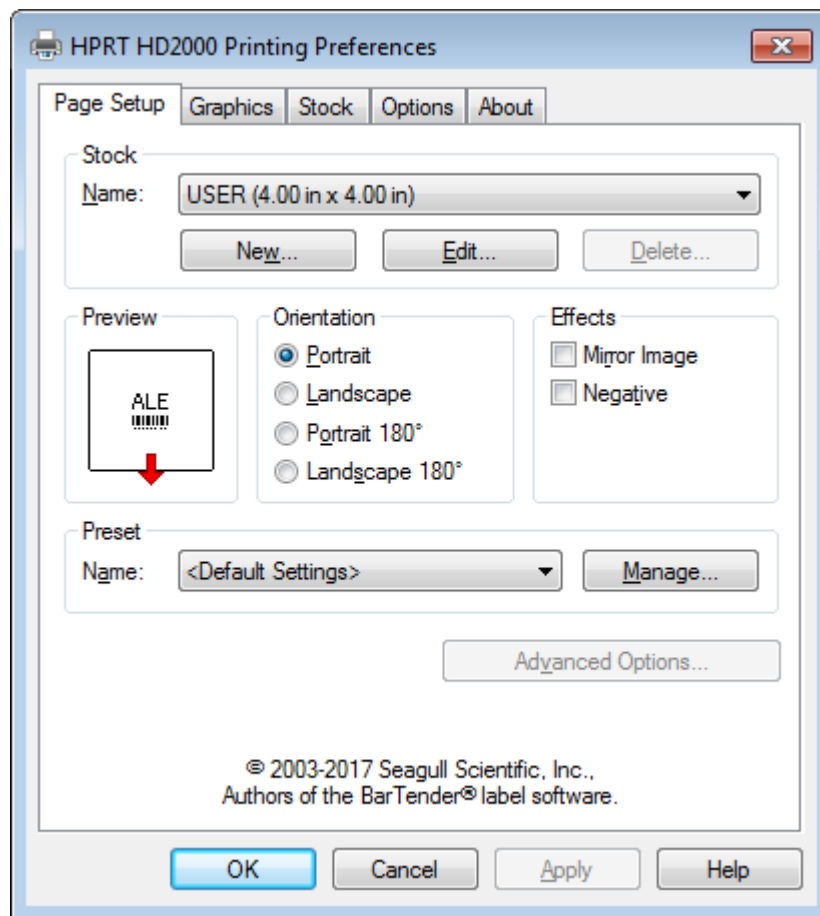
7.4 Usage

7.4.1 Printing Preferences

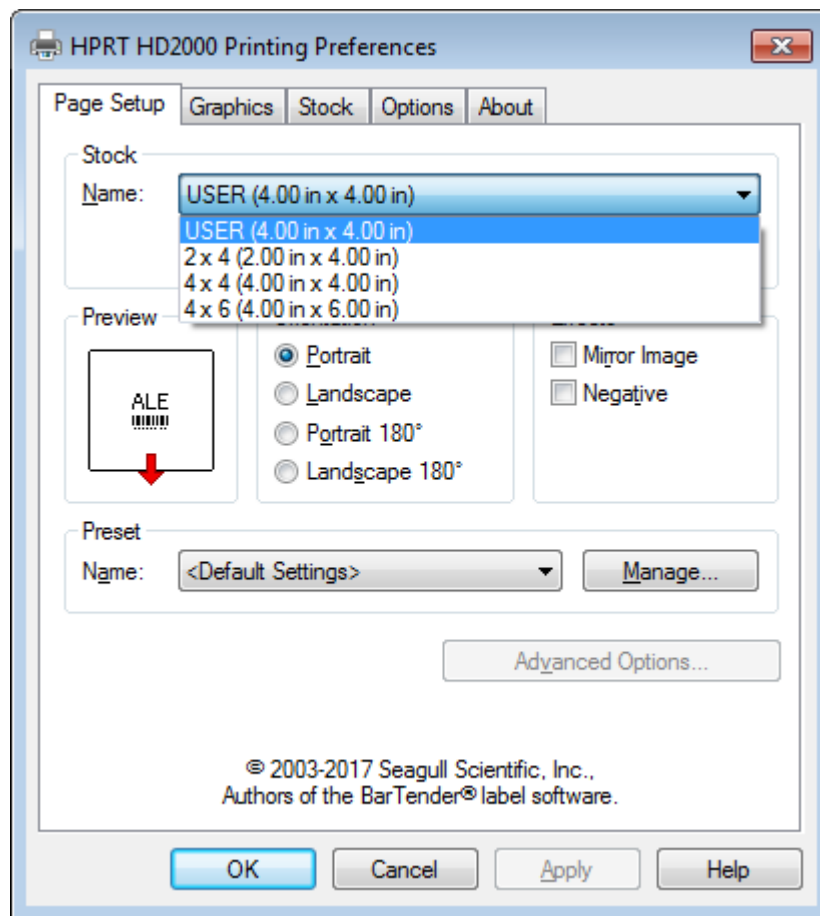
1. Click "Start" → "Devices and Printers". Right click the icon and choose "Printing preferences".



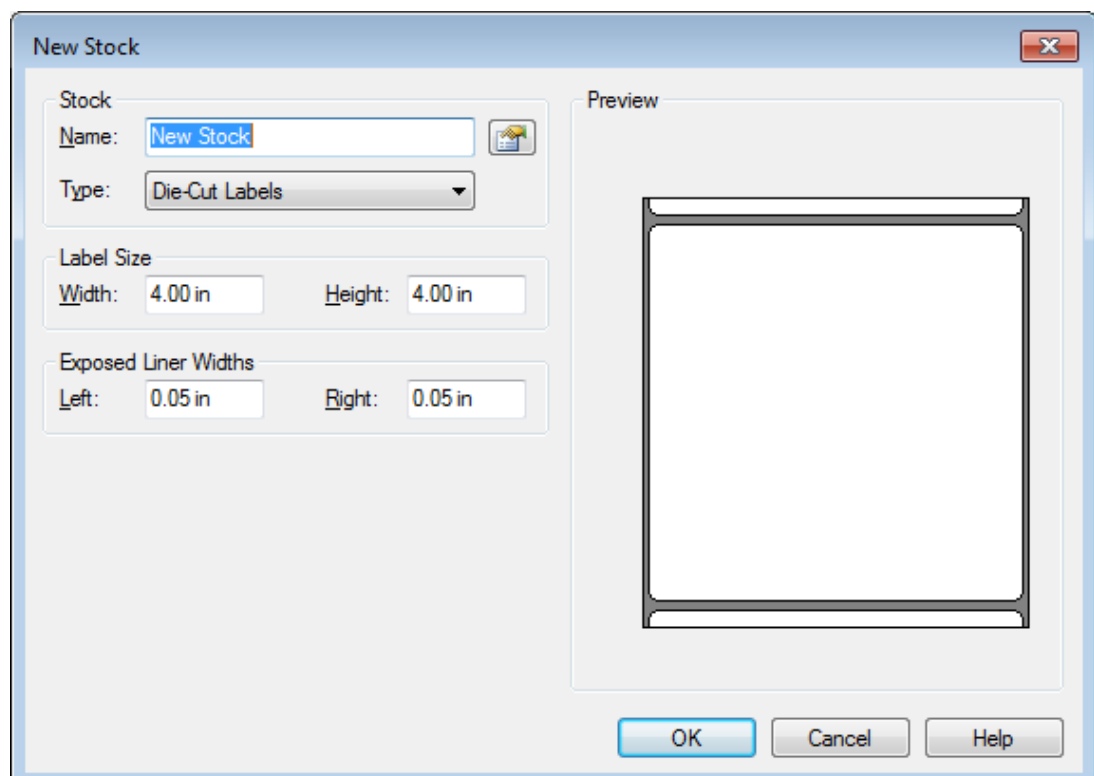
2. According to different needs, set up the page.



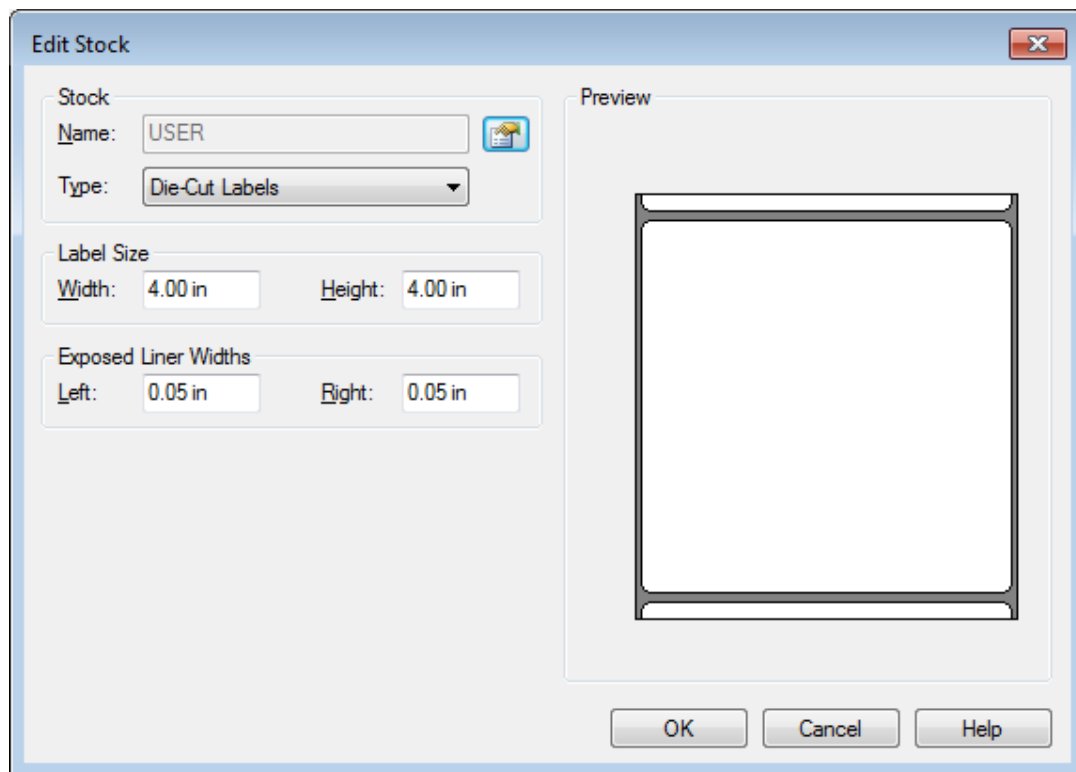
- Click “Stock”→”Name”, and choose the paper type.



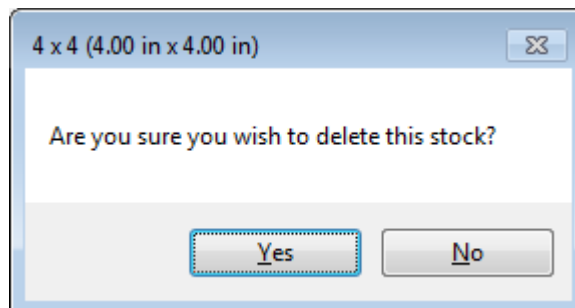
- Click “New Stock”, and set up a new stock.



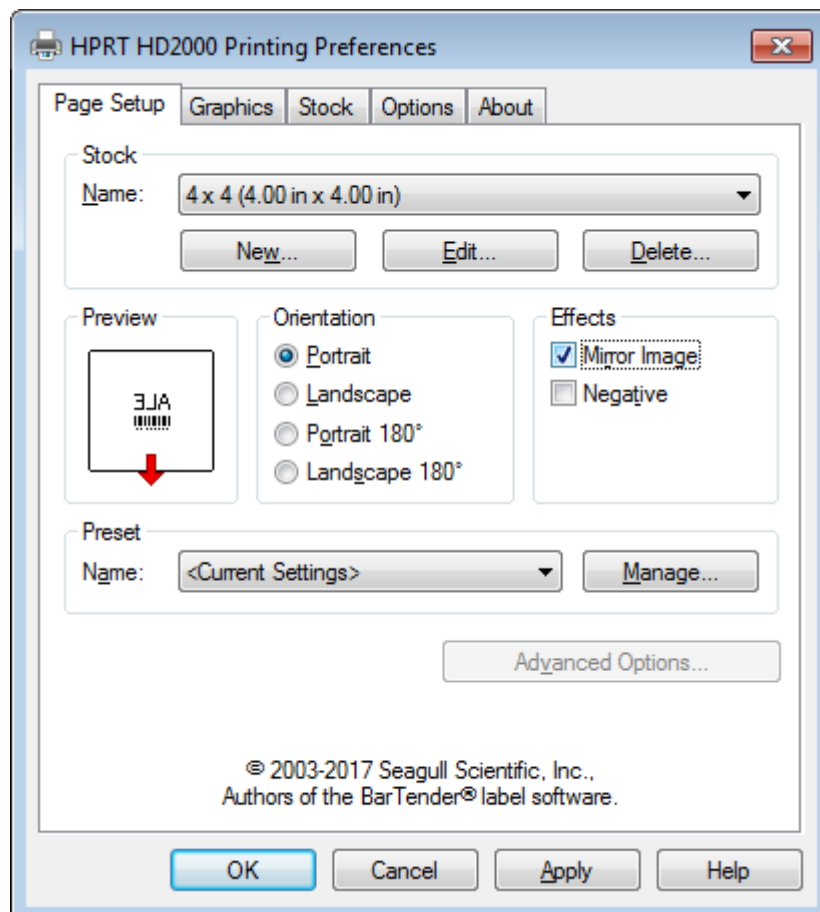
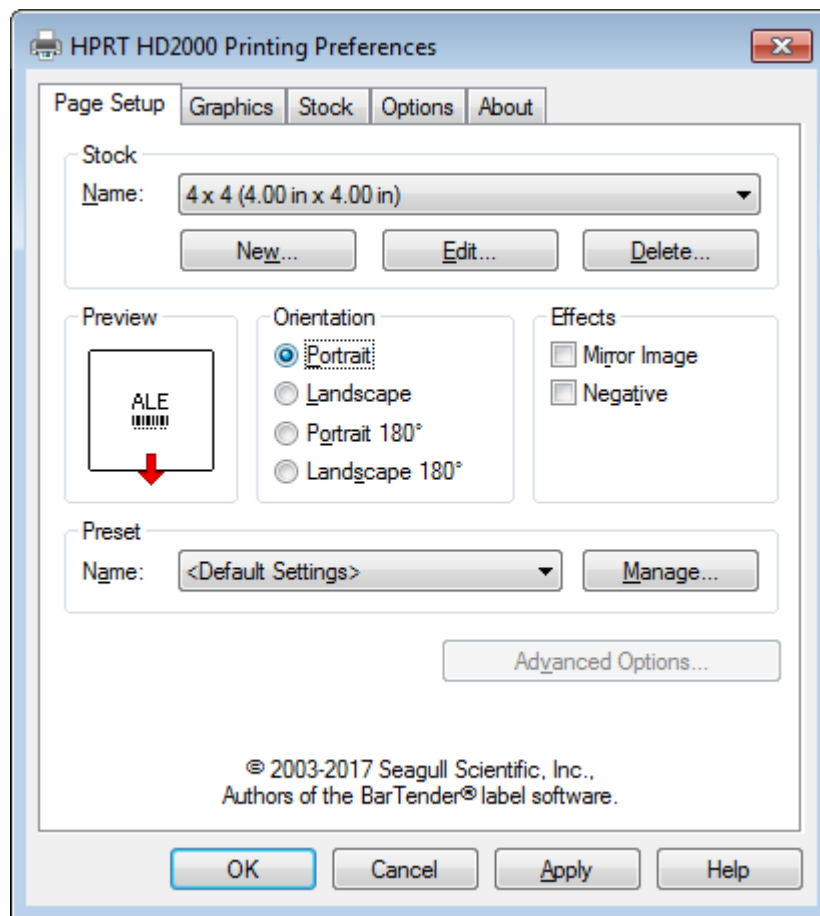
- Click “Edit Stock”, and edit the stock.



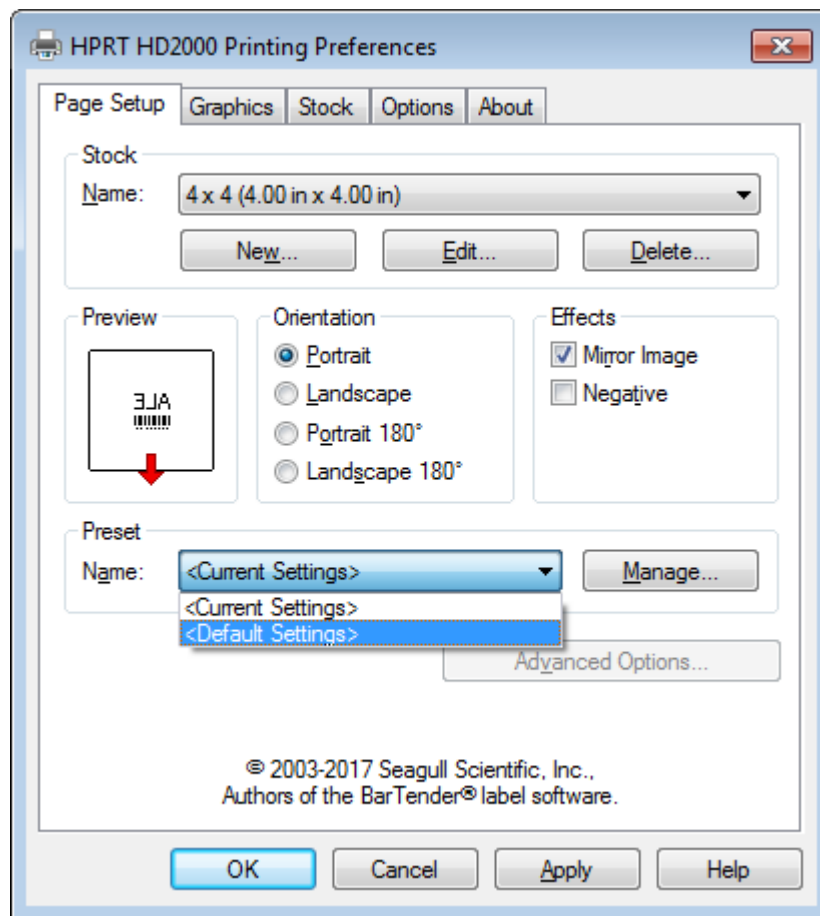
- Click “Delete Stock”, and delete the stock.



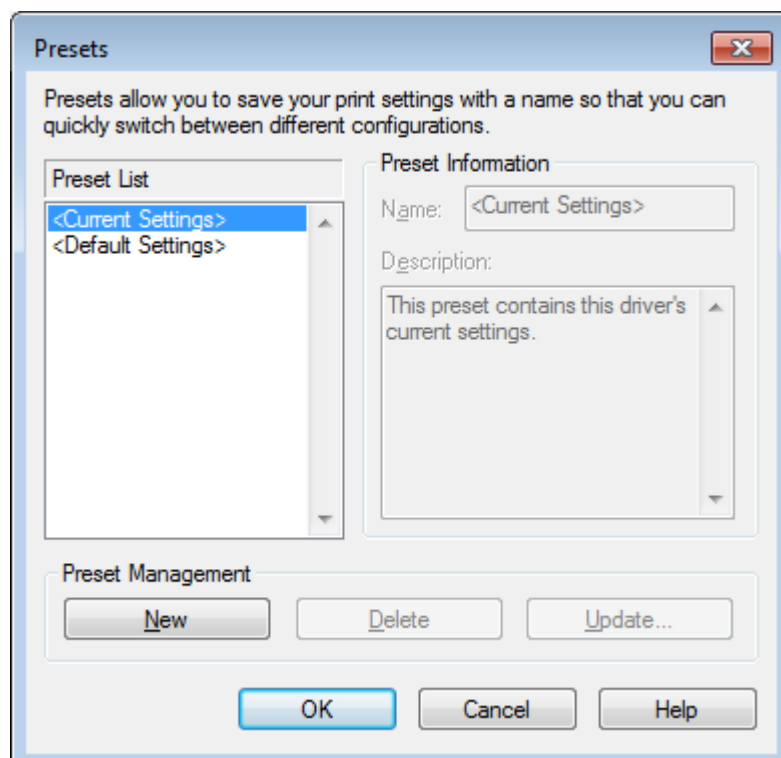
- Choose “Orientation” or “Effects”, showed in the “Preview”.



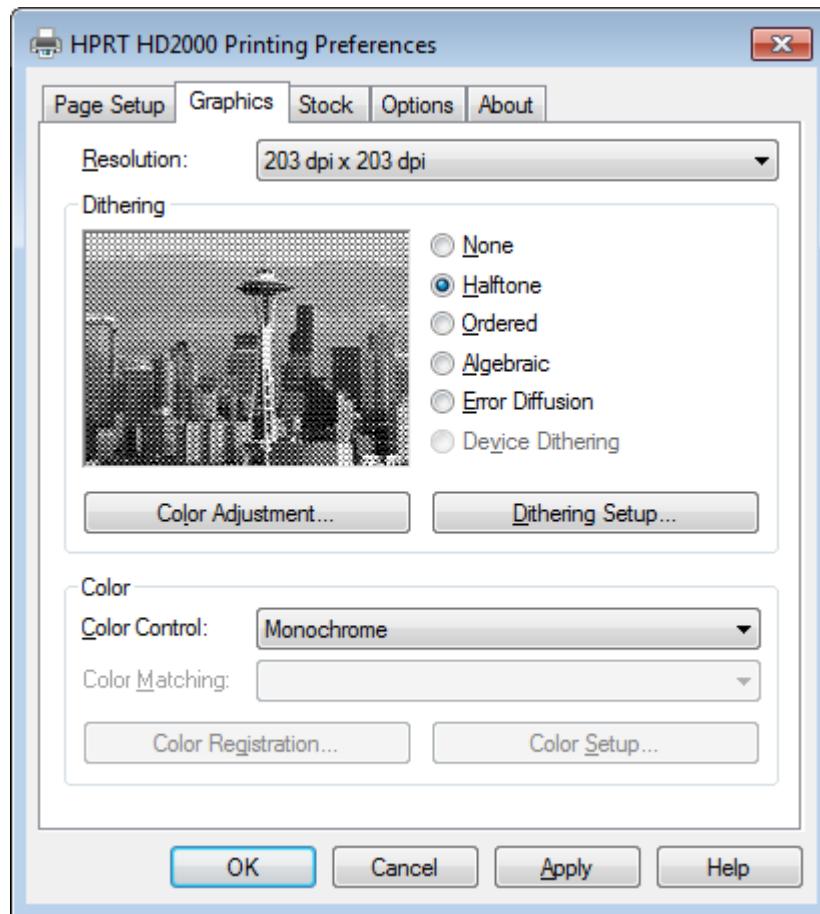
- Click “Preset”→“Name”, and back to the default settings.



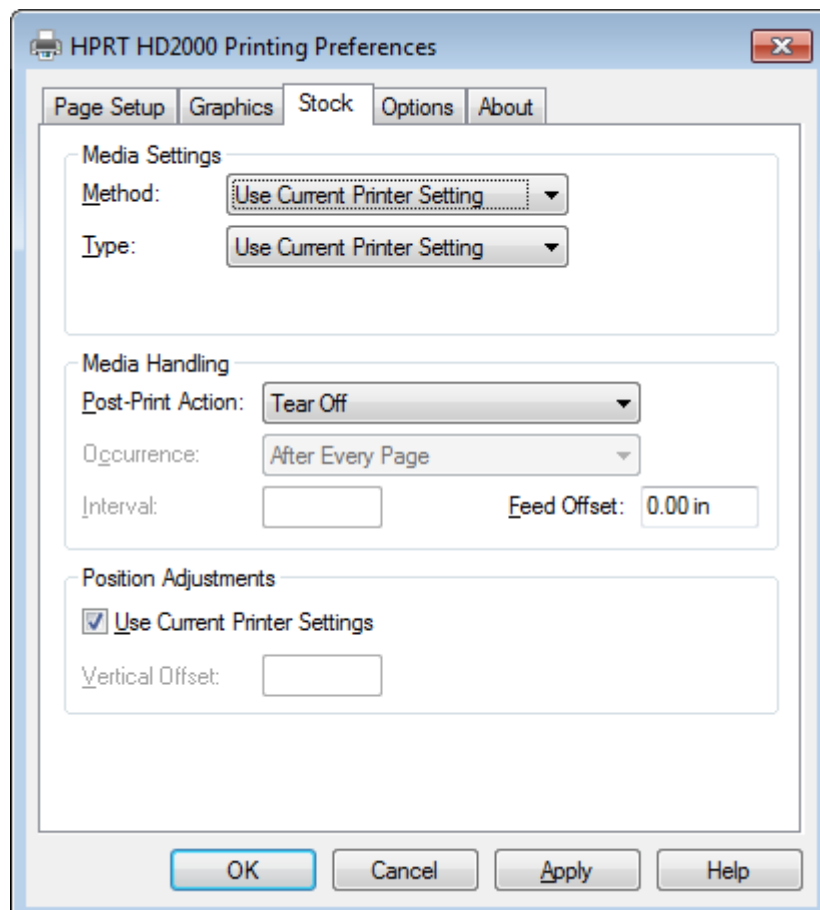
- Click “Manage”, and change the settings.



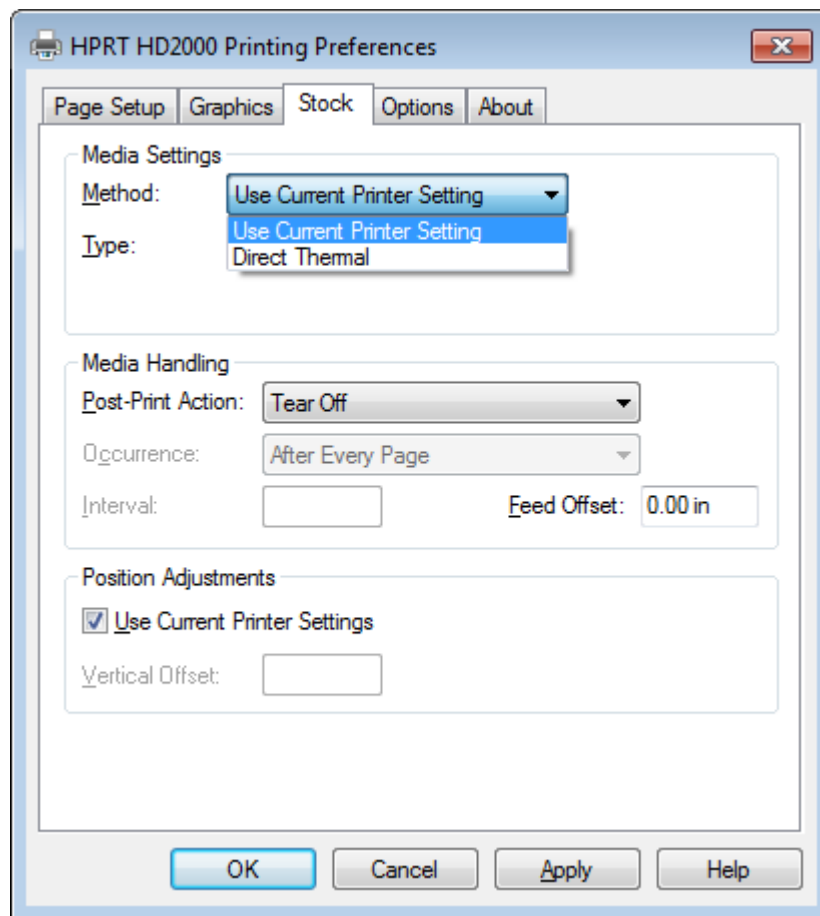
3. Click "Graphics" and edit the pictures.



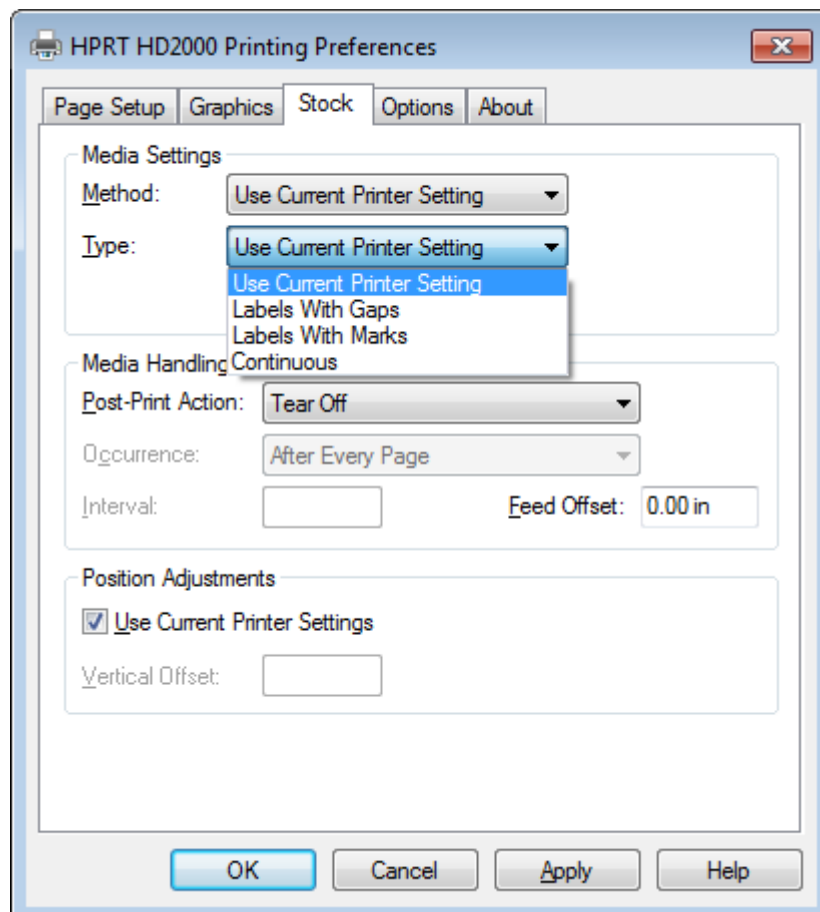
4. Click "Stock".



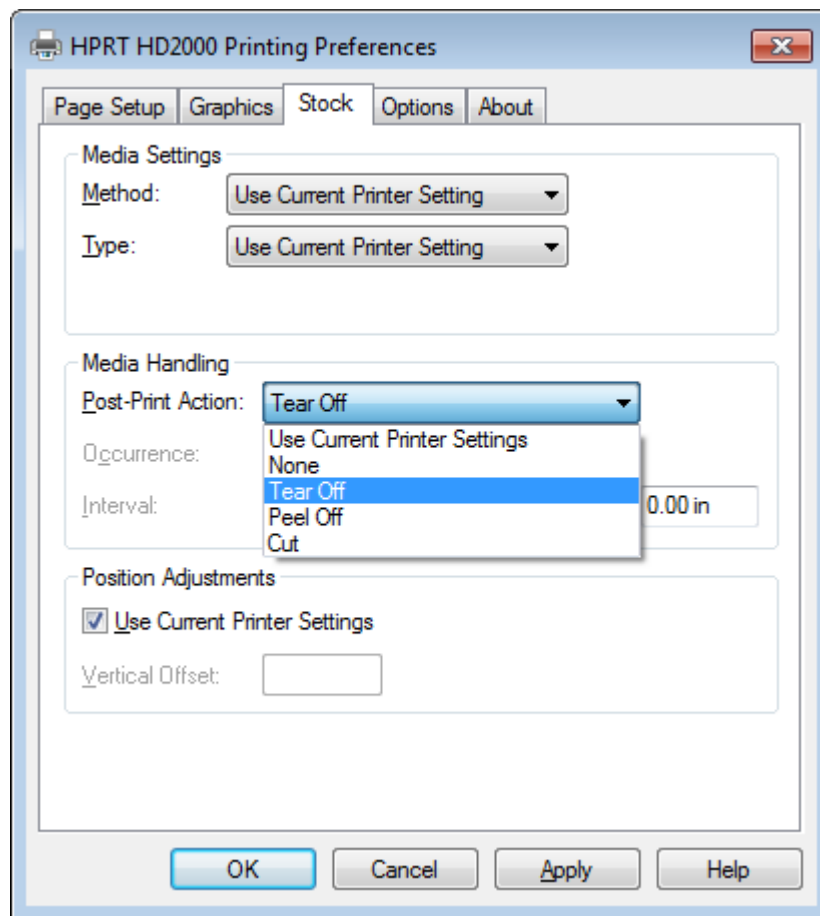
- Click "Method" and choose the printing method.



- Click "Type" and choose the printing type.

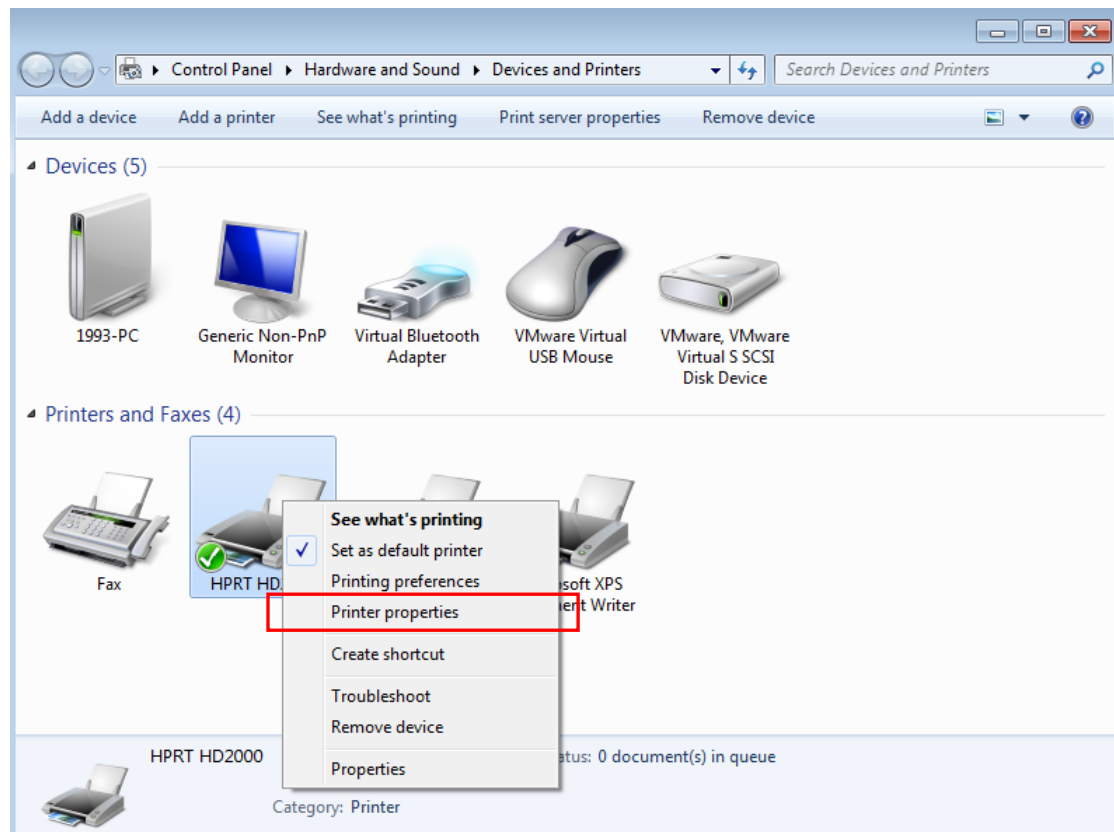


- Click “Post-Print Action” and choose the method of media handling.

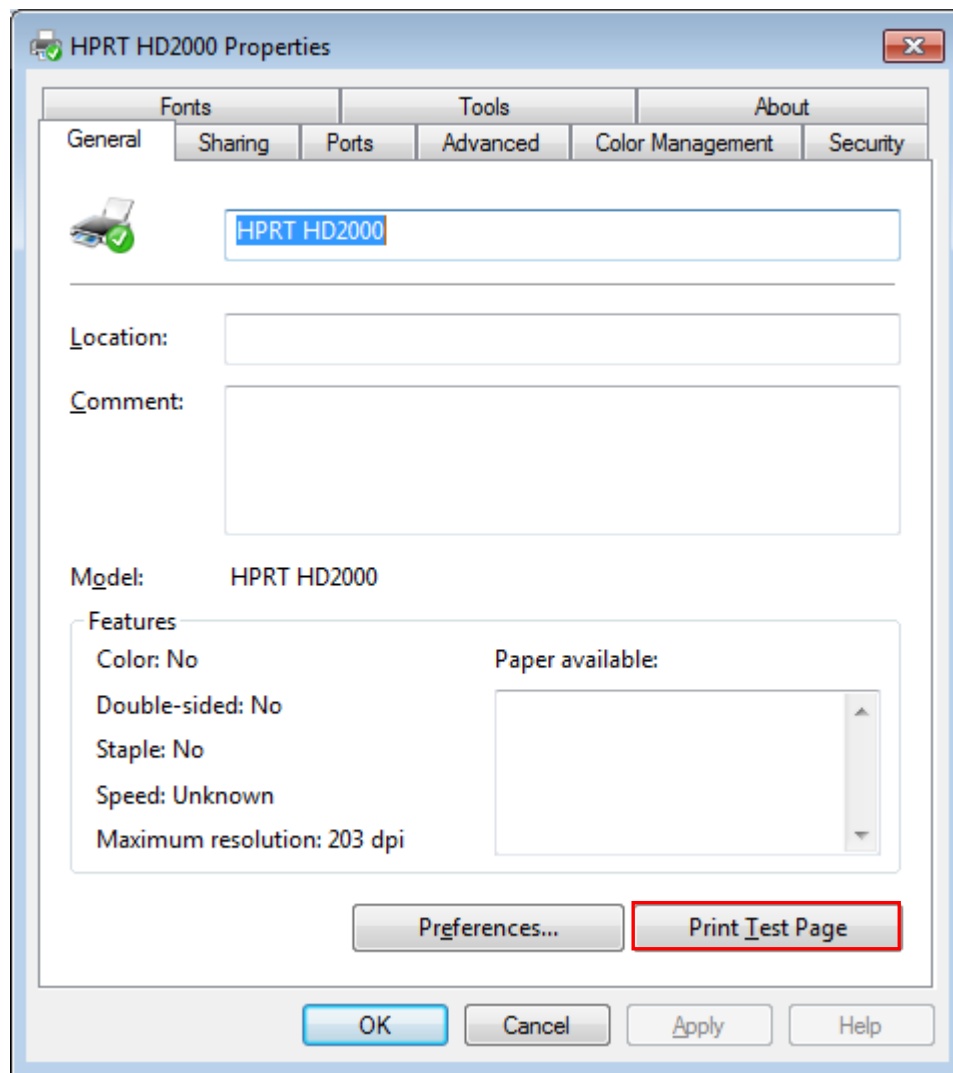


7.4.2 Printer Properties

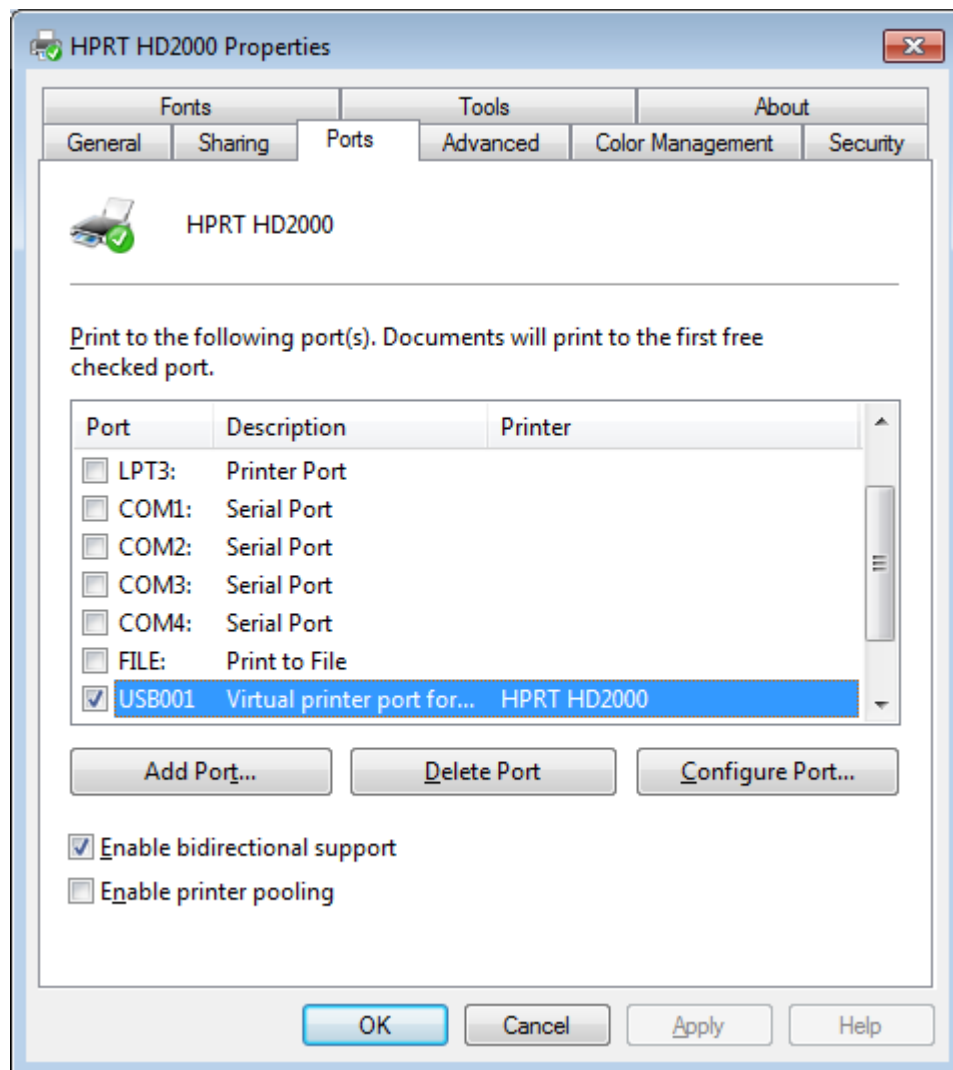
1. Click "Start" → "Devices and Printers". Right click the icon and choose "Printer properties".



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



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



7.5 Label's Width

USER(4.00 in×4.00 in)

2×4(2.00 in×4.00 in)

4×4(4.00 in×4.00 in)

4×6(4.00 in×6.00 in)

CHAPTER 9 BARTENDER ULTRALITE INSTRUCTIONS

8.1 Introduction

This chapter provides instructions on BarTender Ultralite program according to PC operating systems(OS).

The followings are supported.

- Microsoft Windows 10 (32 bit/64 bit)
- Microsoft Windows 8 (32 bit/64 bit)
- Microsoft Windows 7 SPI (32 bit/64 bit)
- Microsoft Windows Vista SP2 (32 bit/64 bit)
- Microsoft Windows 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)

8.2 Installation Preparation

Download BarTender Ultralite application program in CD.

8.3 Installation

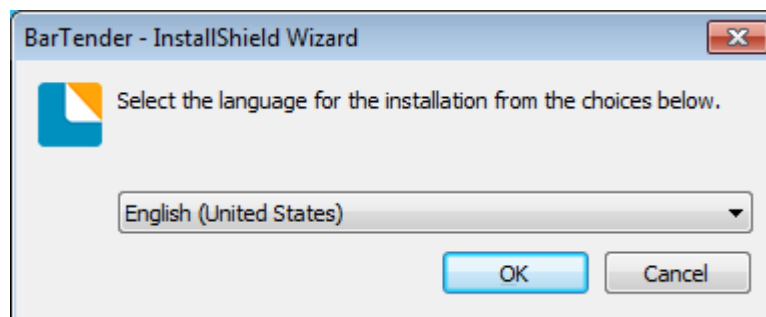


Note :

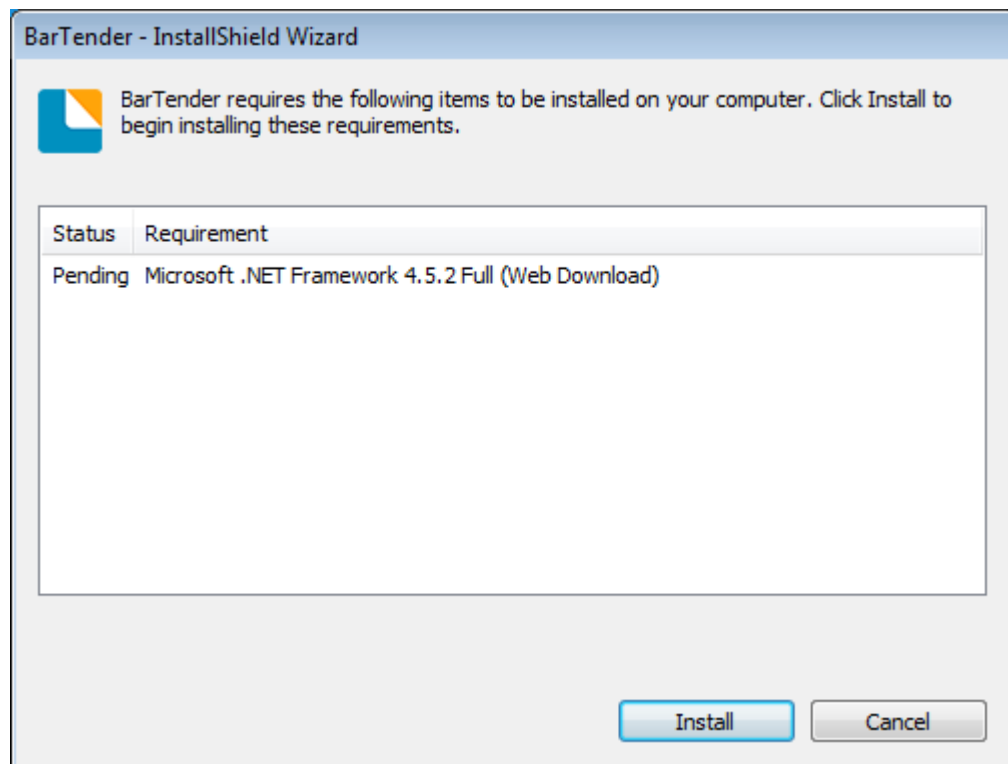
- Under different operating systems, the screen may be slightly different. Take Windows 7 as example.
- To avoid the prevention, recommend to close the security software before installation.

1.Double click application program.

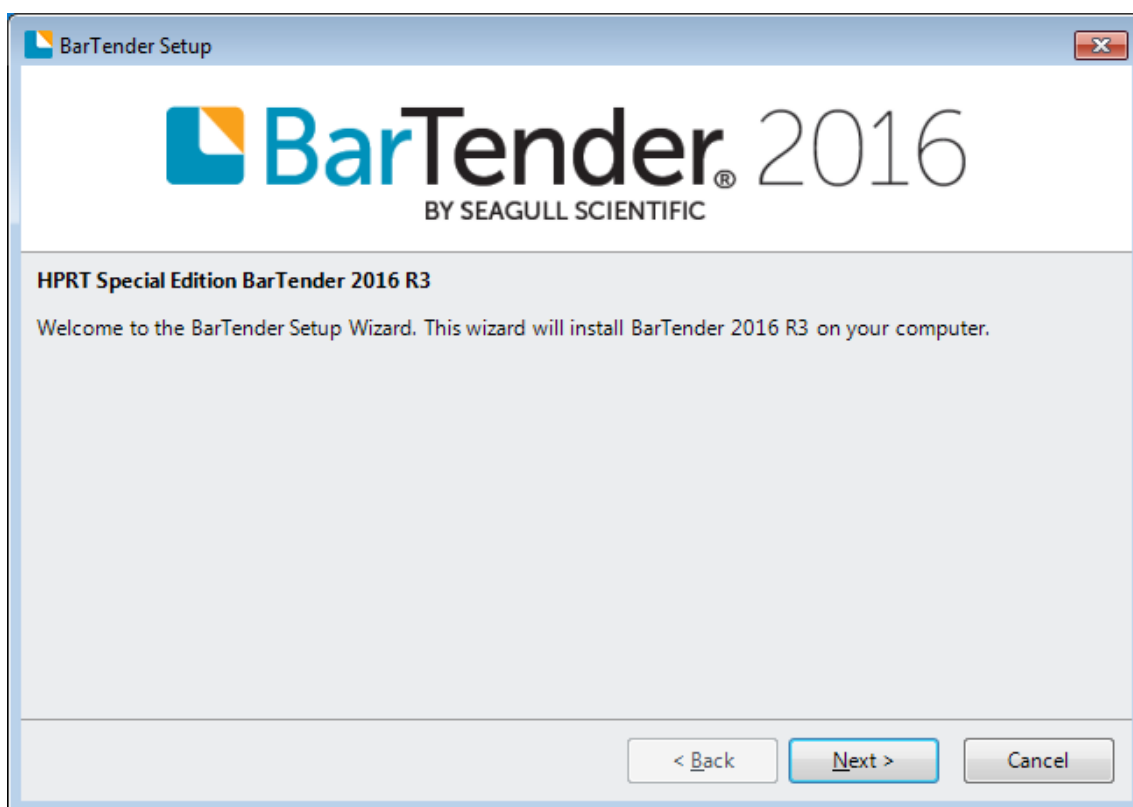
2.Select language, then click "OK".



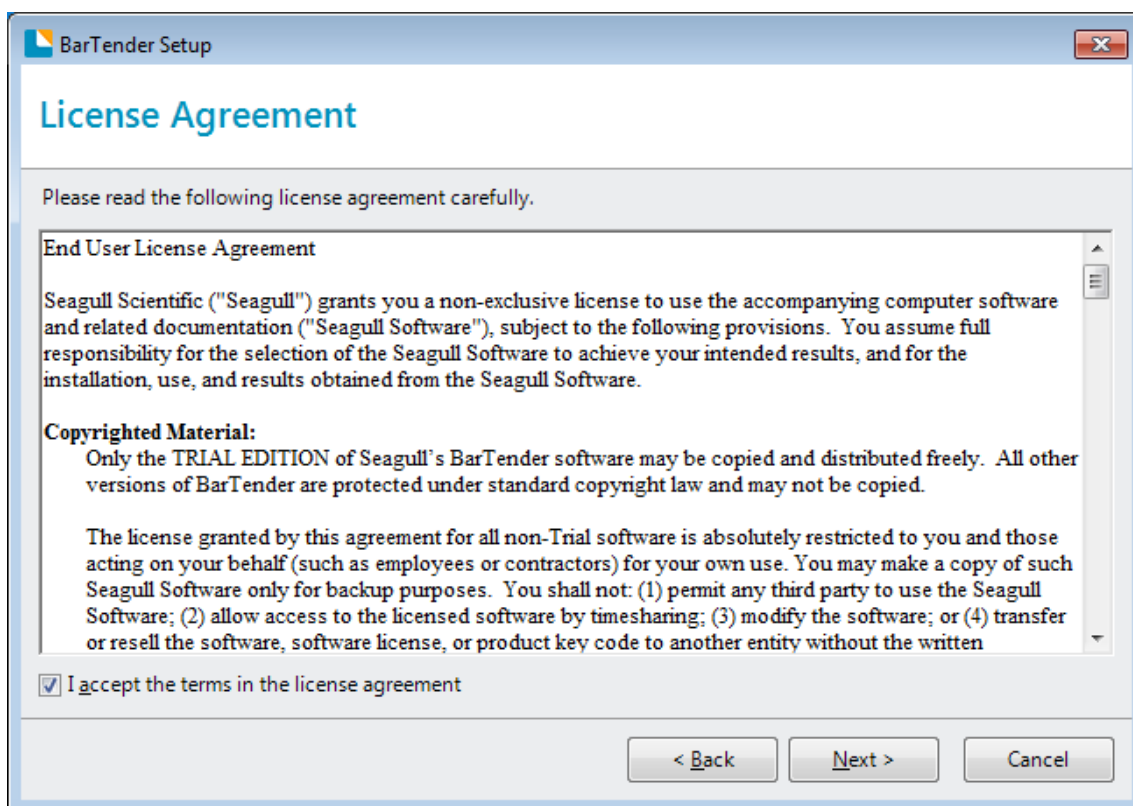
3.Click "Install".



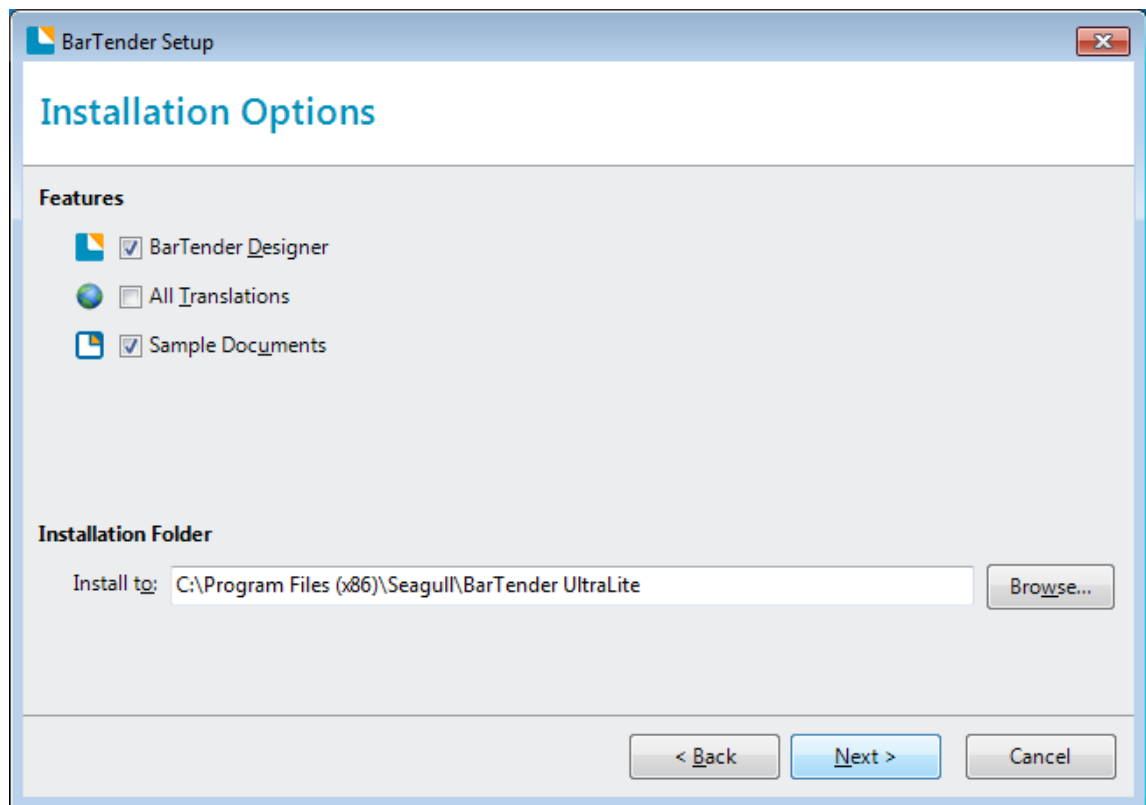
4. Click "Next".



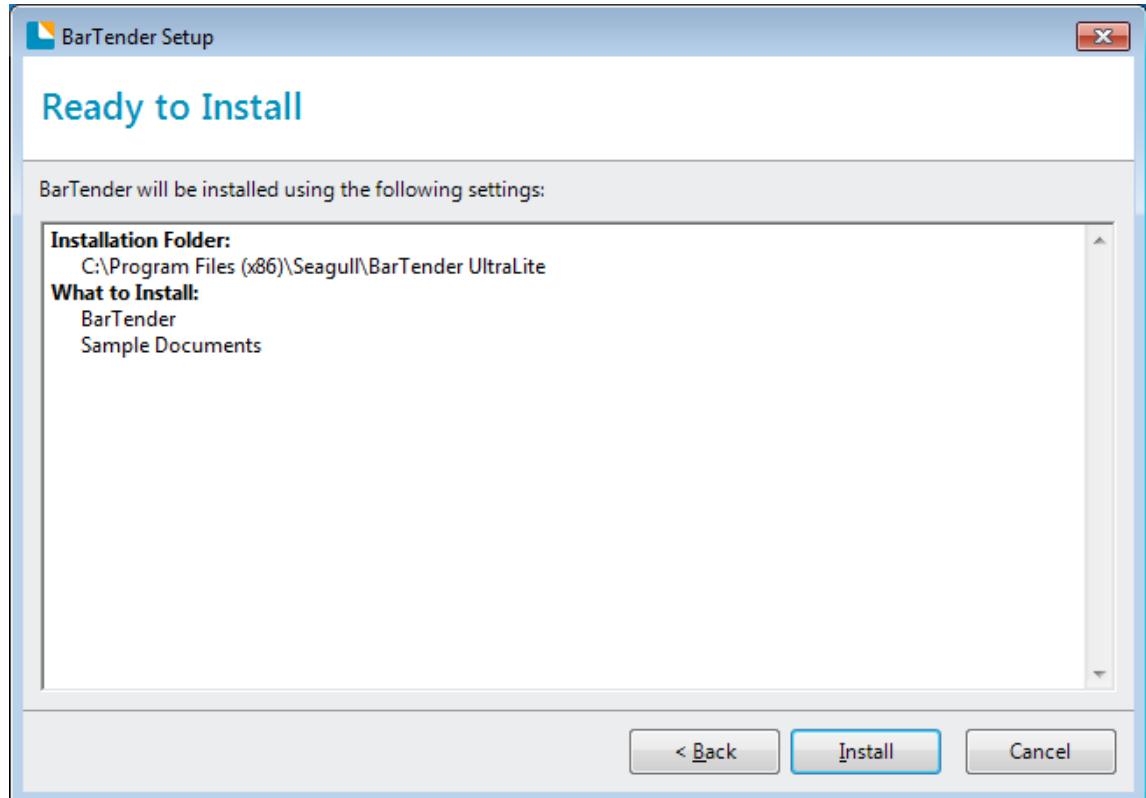
5. Read and accept the license agreement, then click "Next".



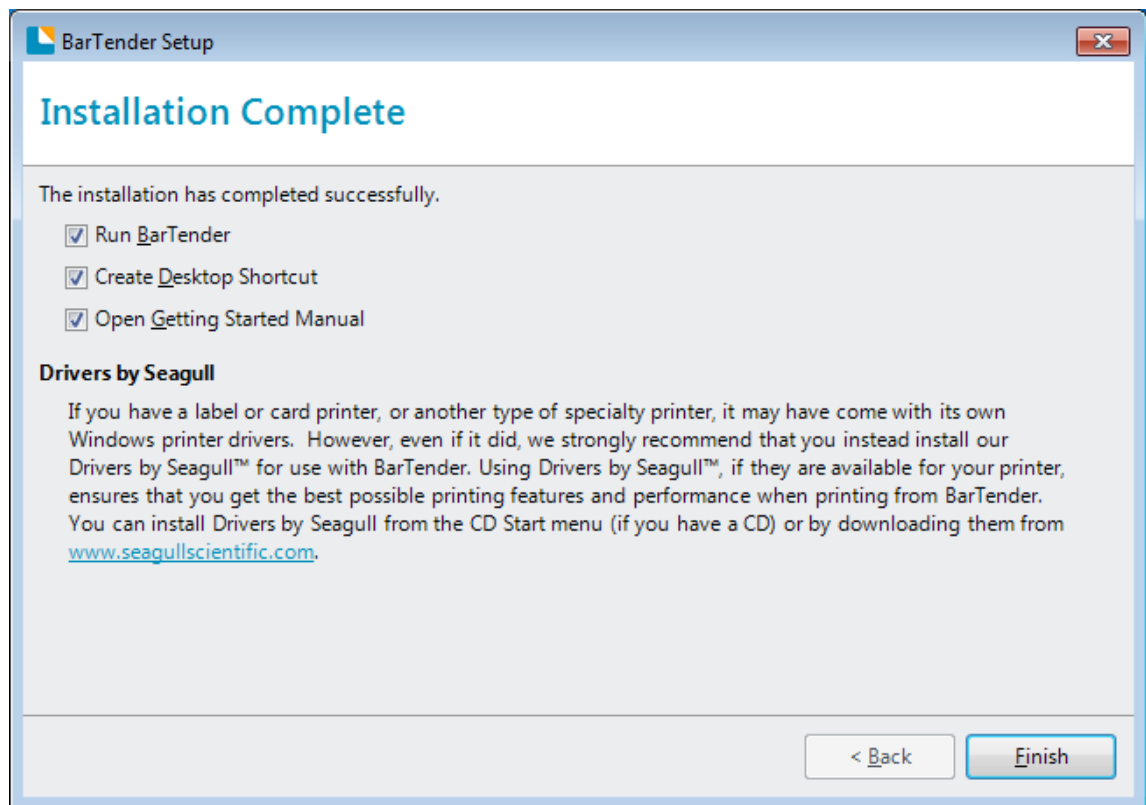
6. Select "Features" and Installation Location, then click "Next".



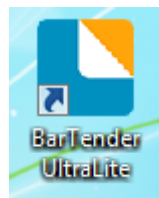
7. Click "Install".



8. Click "Finish".



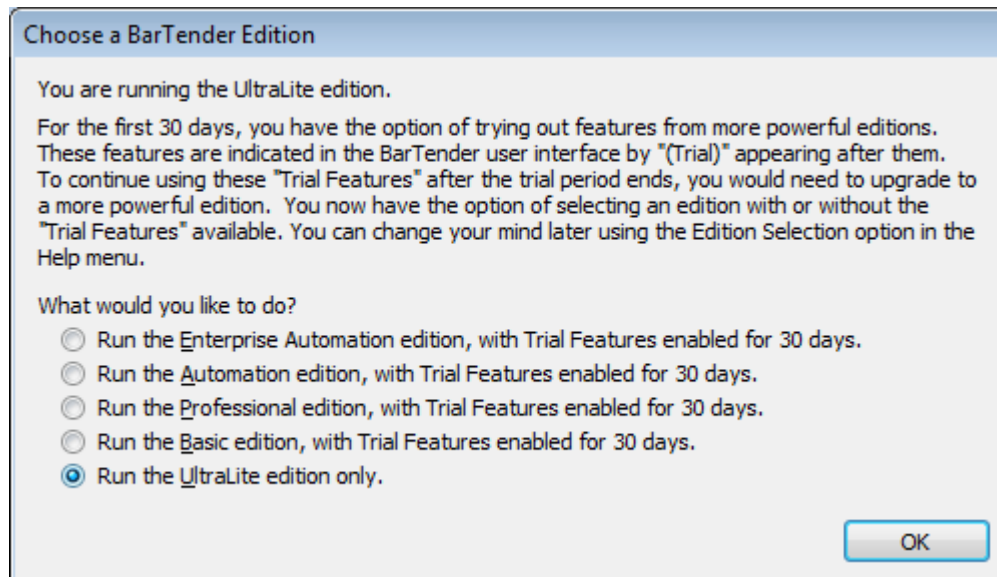
9. Back to desktop, and you will see the icon of BarTender Ultralite. Double click it and get down to use.



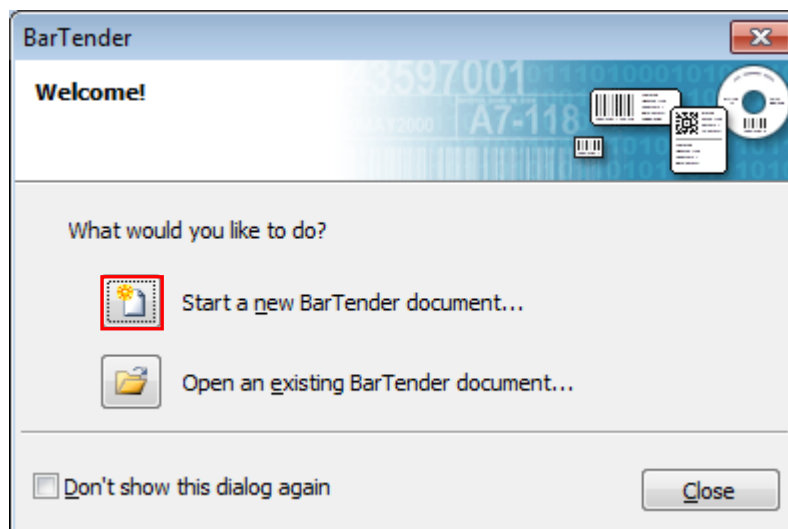
8.4 Usage

8.4.1 Page Settings

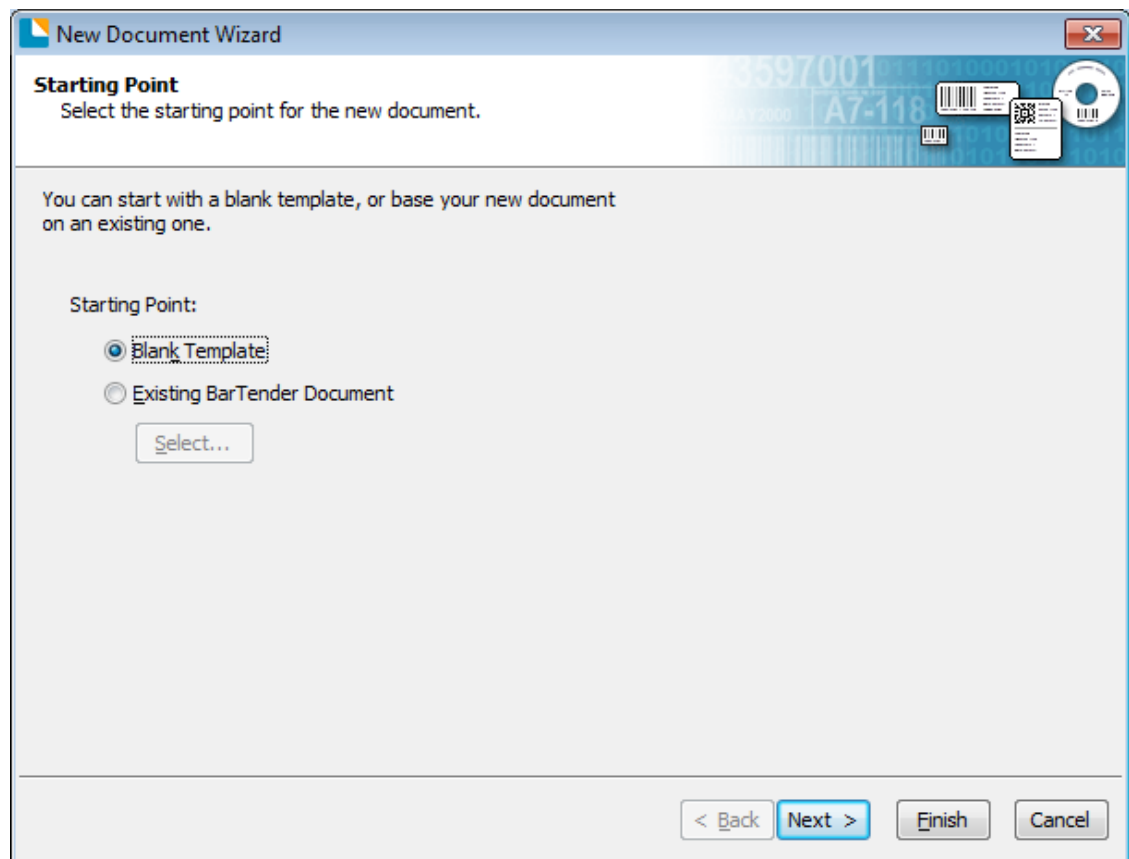
1. Double click the icon, then choose the edition. Click "OK". (The edition may be changed according to different needs.)



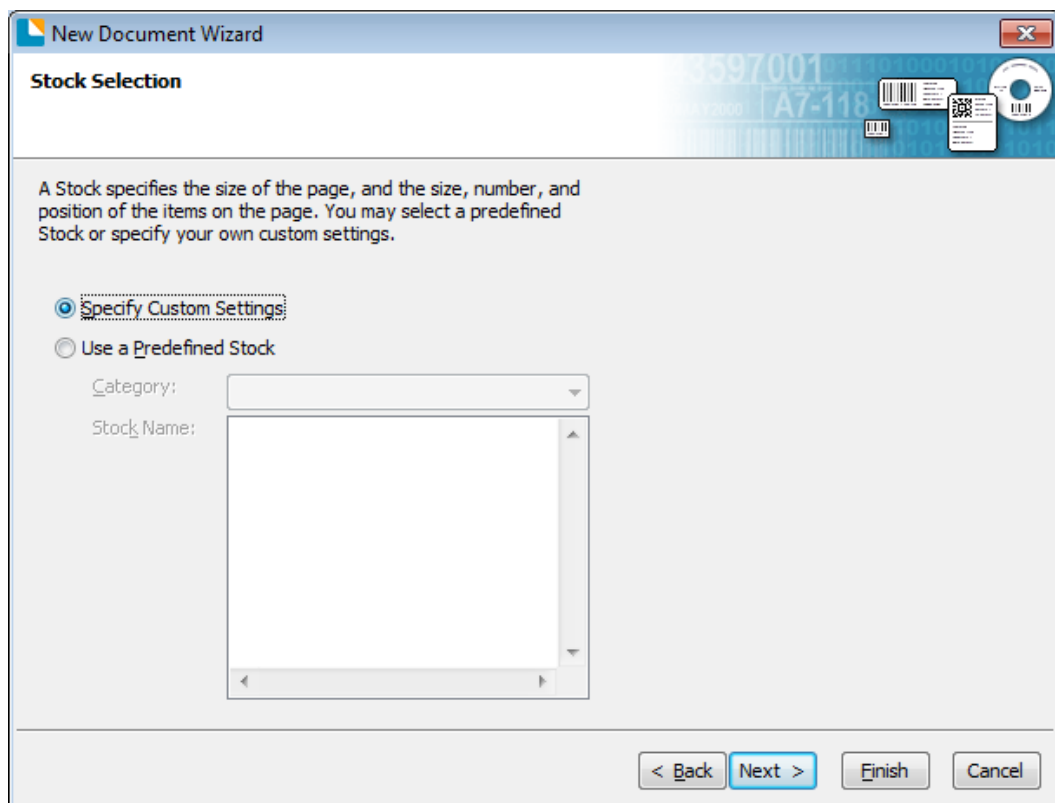
2. Click "Start a new BarTender document".



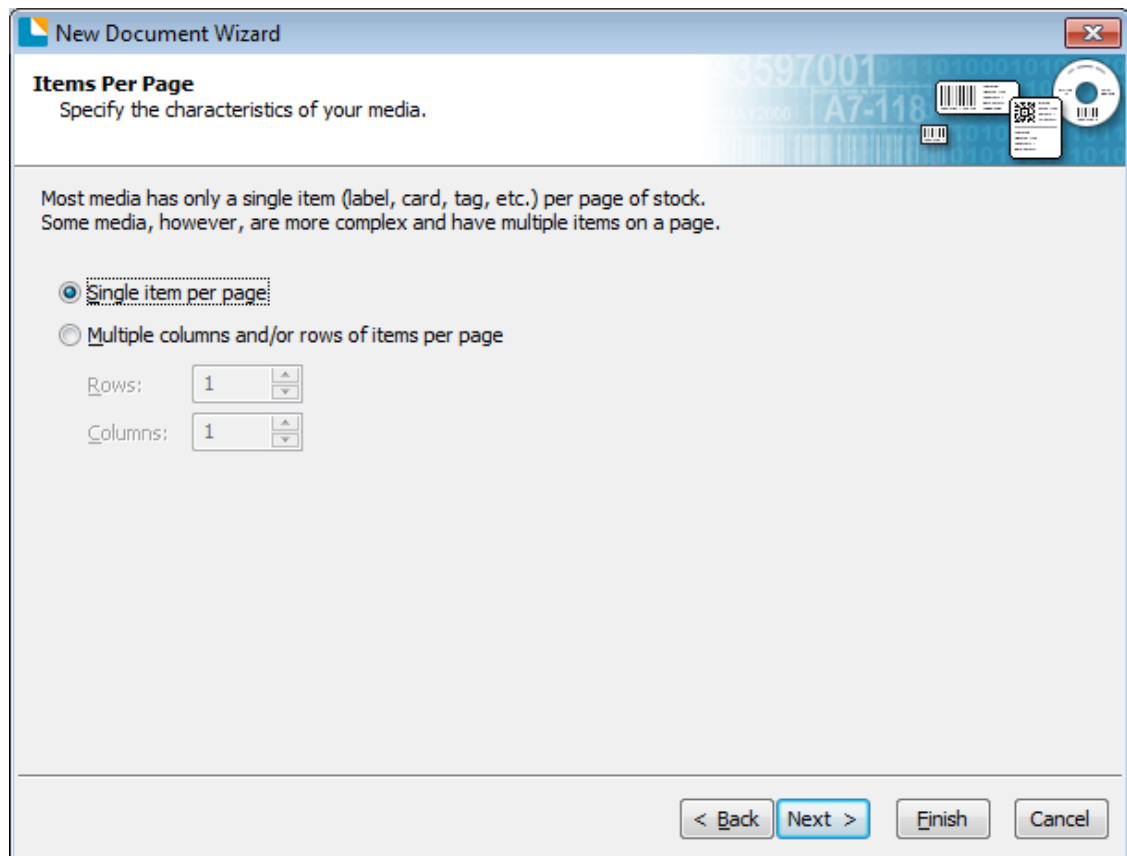
3. Choose “Blank Template”, then click “Next”.



4. If the predefined stocks don't meet your need, tick “Specify Custom Settings”. Then click “Next”.



5. Tick "Single item per page", then click "Next". (If you print multiple labels, tick "Multiple columns and/or rows of items per page".)



New Document Wizard

Items Per Page
Specify the characteristics of your media.

Most media has only a single item (label, card, tag, etc.) per page of stock.
Some media, however, are more complex and have multiple items on a page.

☒ **Single item per page:**

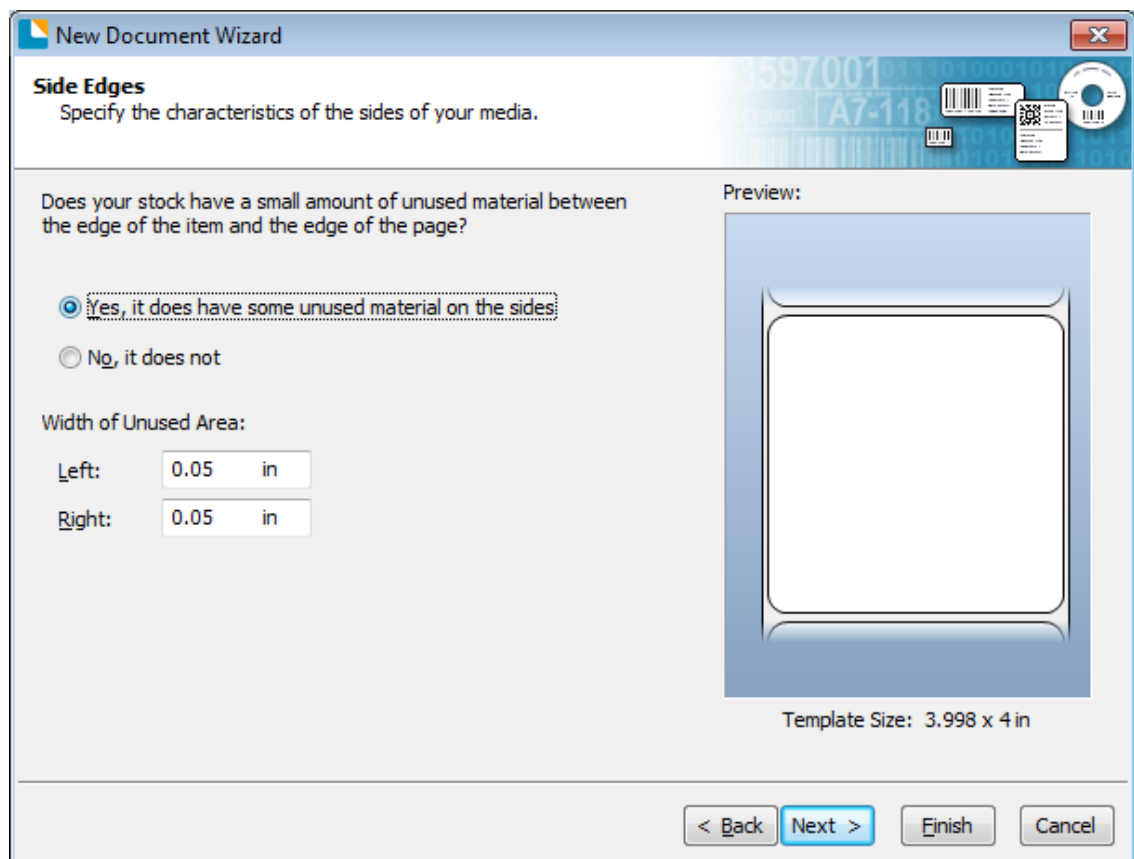
☐ **Multiple columns and/or rows of items per page**

Rows:

Columns:

< Back Next > Finish Cancel

6. Edit the side edges, then click "Next".



New Document Wizard

Side Edges
Specify the characteristics of the sides of your media.

Does your stock have a small amount of unused material between the edge of the item and the edge of the page?

☒ **Yes, it does have some unused material on the sides:**

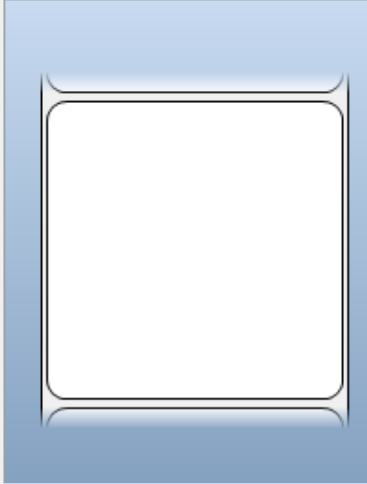
☐ **No, it does not**

Width of Unused Area:

Left: in

Right: in

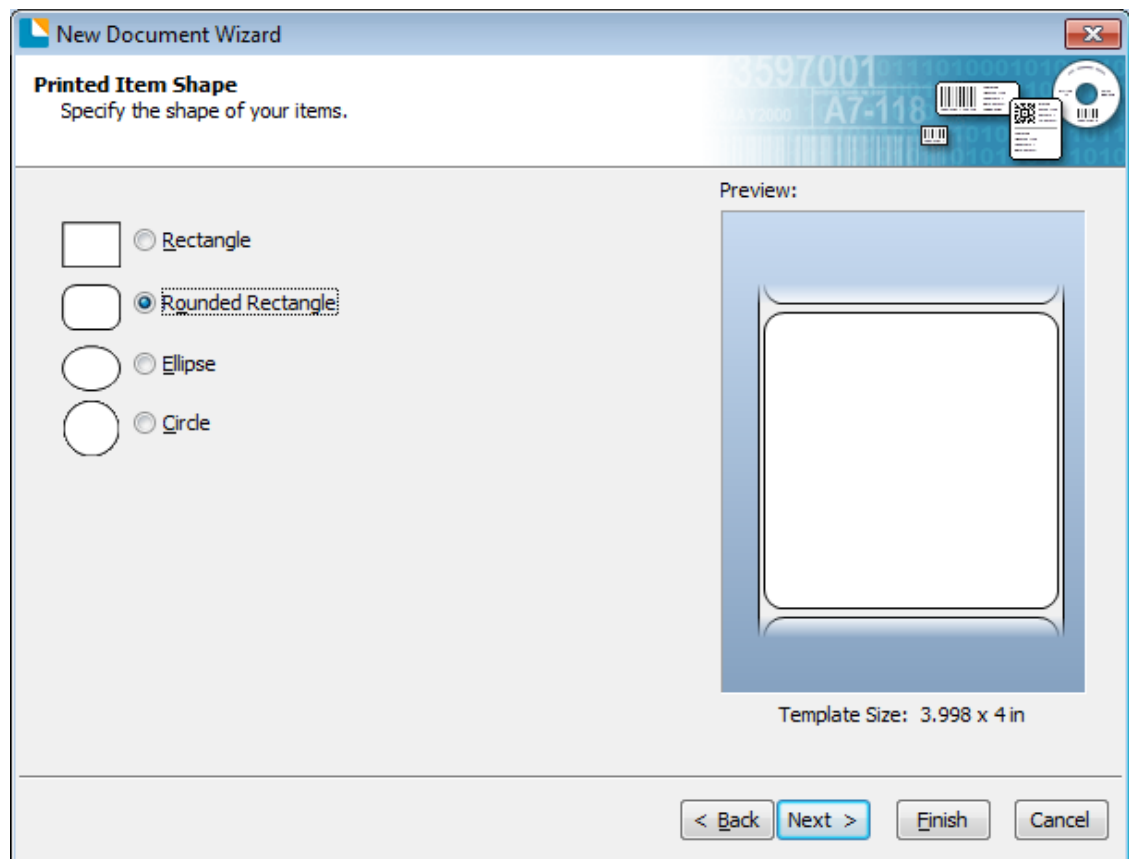
Preview:



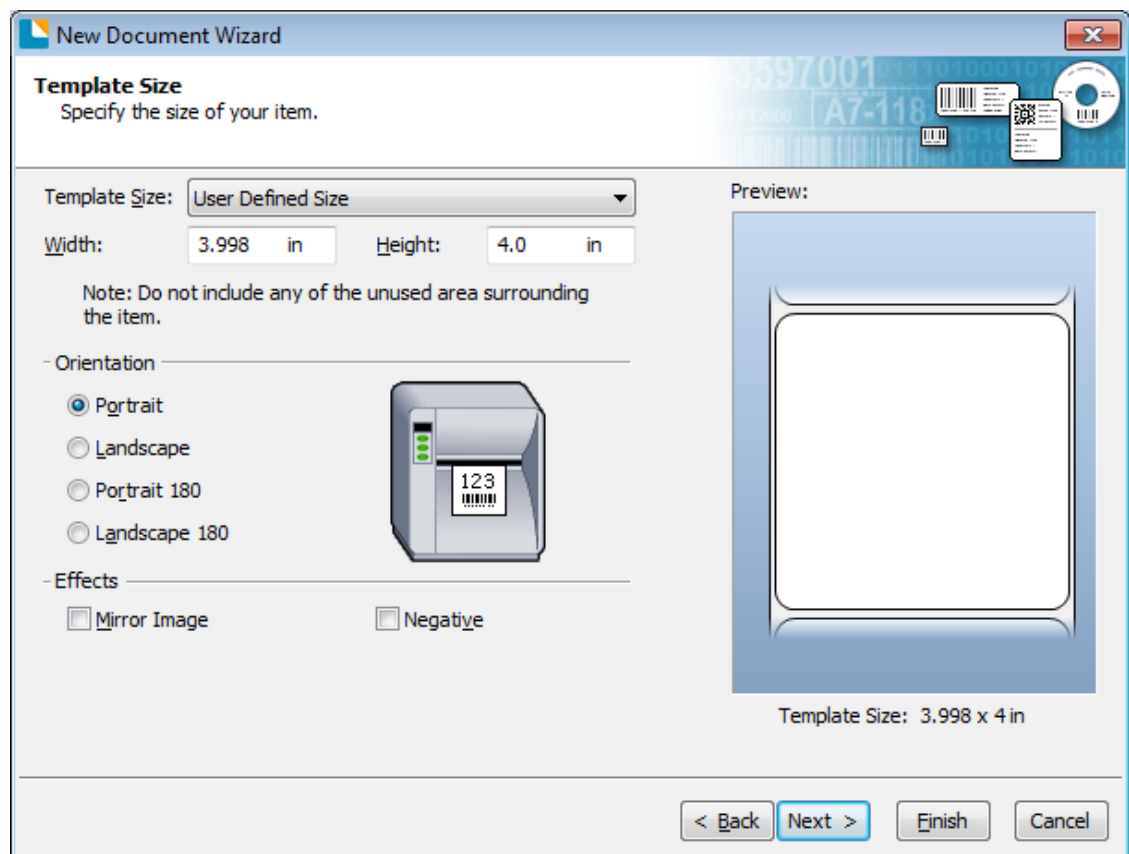
Template Size: 3.998 x 4 in

< Back Next > Finish Cancel

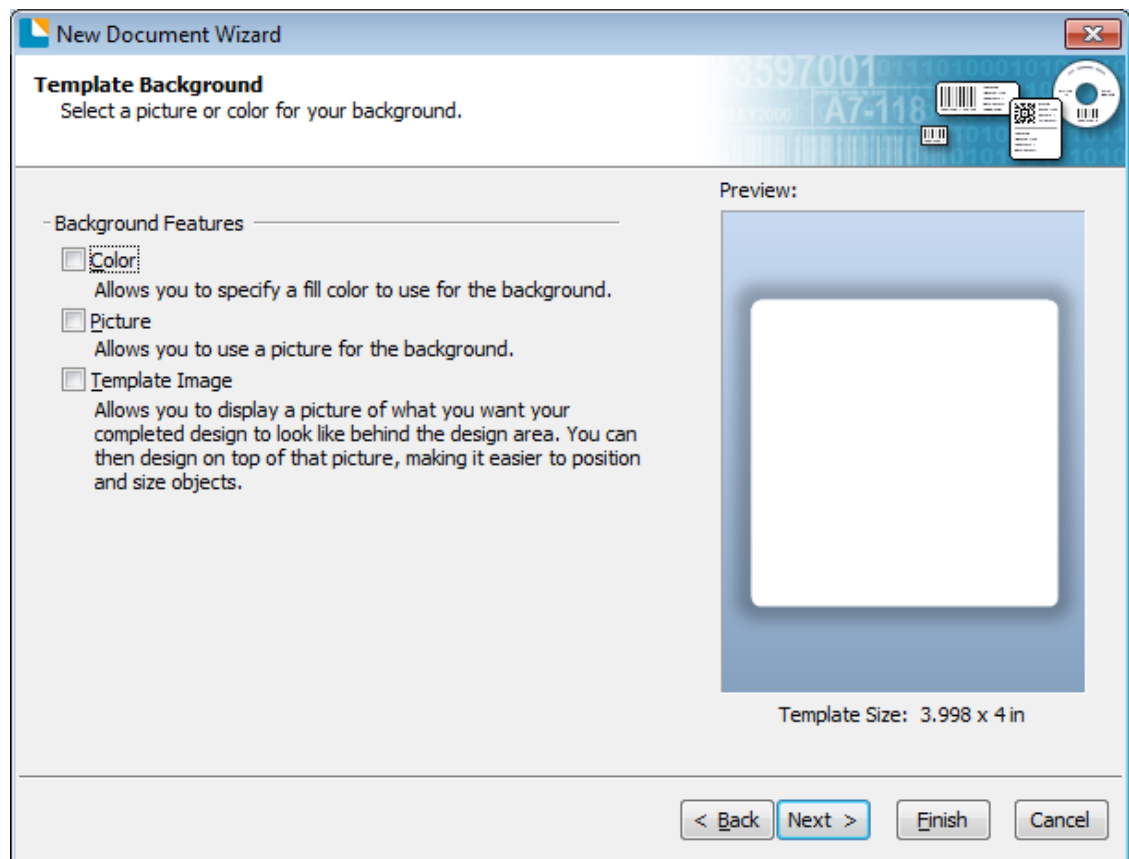
7. Choose the item shape, then click "Next".



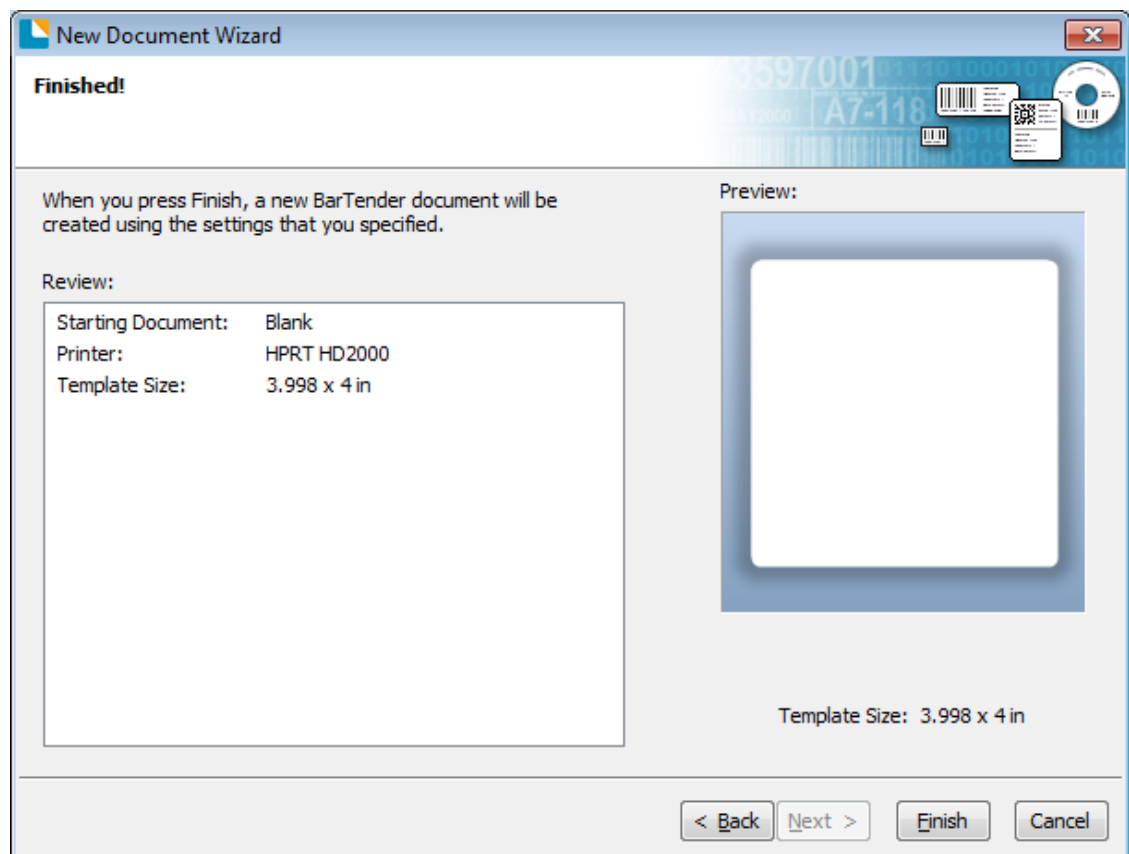
8. Edit the template size, then click "Next".




9. Based on your need, edit the template background. Then click "Next".

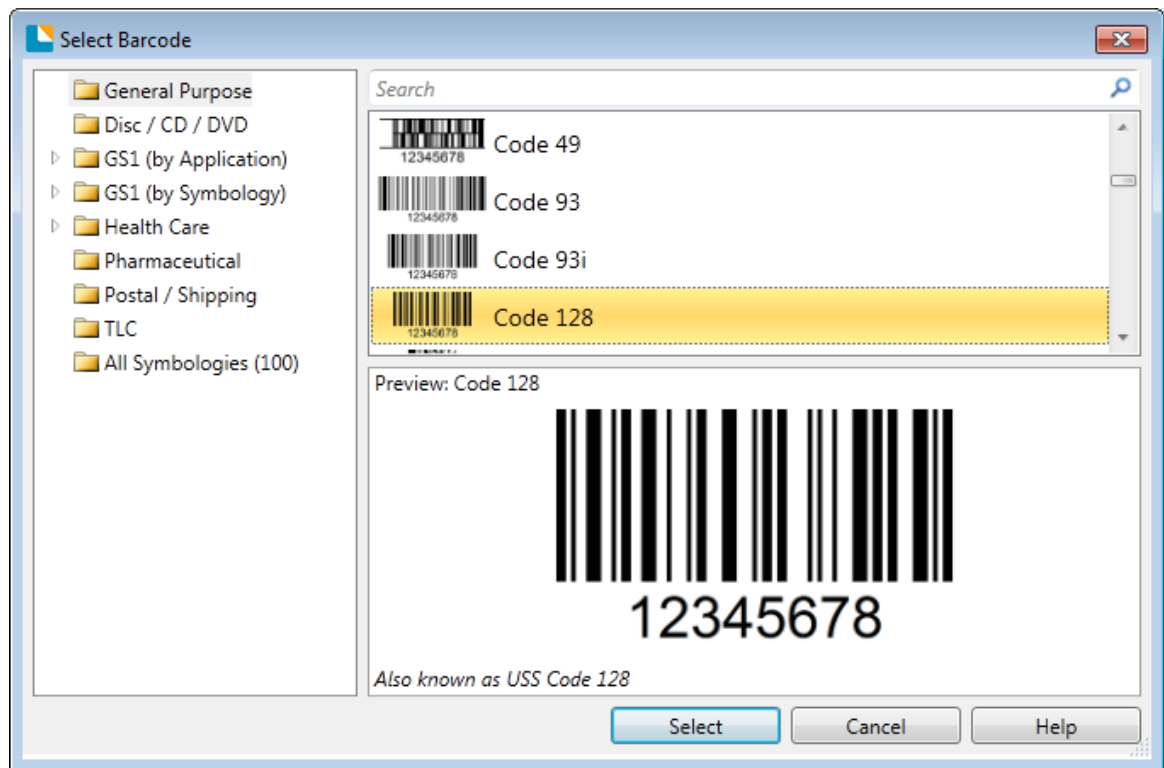


10. Finish the settings, showed in the "Review" and "Preview". Then click "Finish".



8.4.2 label Edit

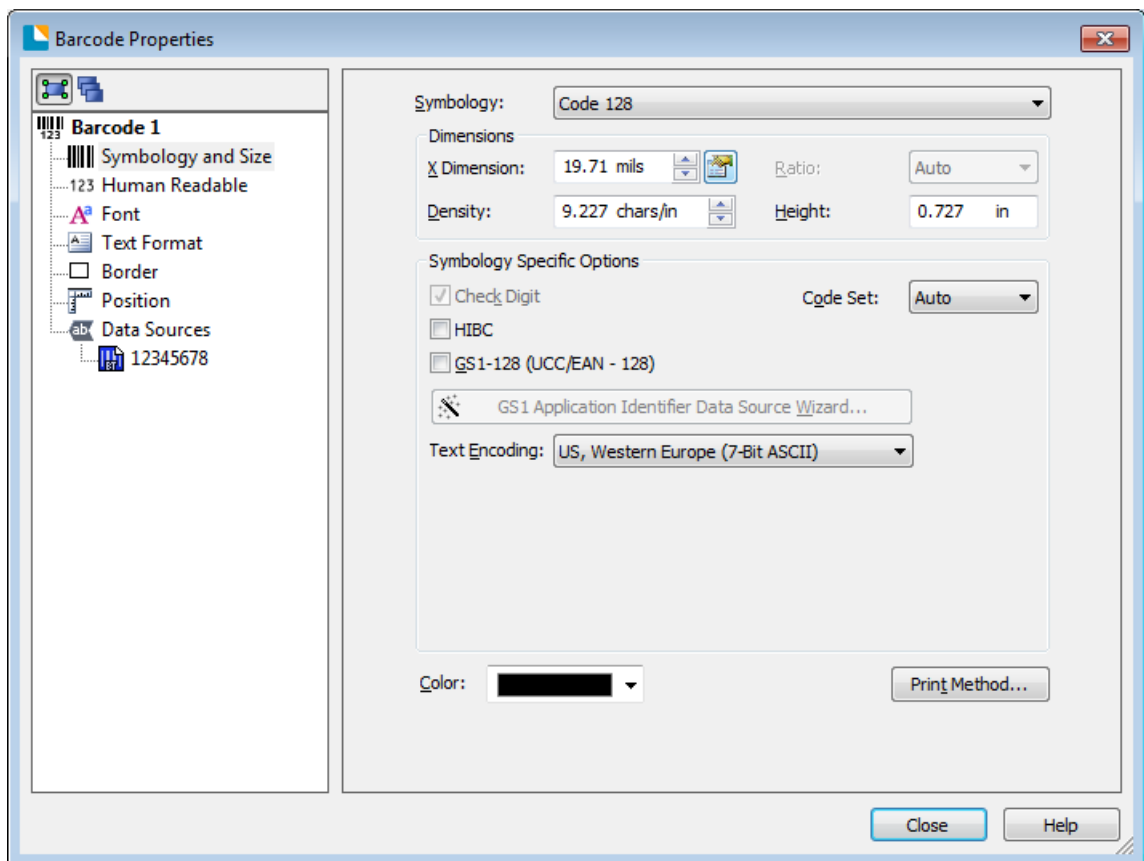
1. Click the icon of code .
2. Choose the code, then click "Select".




3. Click the blank, showing the code.



4. Double click the code and edit it. User can set up the size, font, border and so on.



Finishing the settings, click "Close".

5. Click the icon of character , then enter the text.



6. Click the icon of picture , then edit the pictures.



7.Compose the text.



8.Finish all the settings. Click "Print" and a new label will be printed.

Attachment

FCC-DECLARATION OF CONFORMITY

Product

HD2000

We, IDZOR TECHNOLOGIES CO., LTD, declare that the product conforms to the following specification: FCC Part 15, Subpart B Class A digital device.

This device complies with Part 15 of the FCC rules. Operation is subject to the following Two Conditions:

- This device may not cause harmful interference;
- This device must accept any interference received, including interference that may cause undesired operation.
- The user is cautioned that any changes or modification not expressly approved in this manual could void the user's authority to operate the equipment. To ensure compliance, this printer must be used with shielded communication cables.
- Use only power supplies listed in this manual and /or recommended and approved in this manual.

EC DECLARATION OF CONFORMITY

Manufacturer certifies that the following designated product

HD2000

Type of product

Direct Thermal Label Printer

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 60950-1:2006+A11:2009+A1:2010+A12:2011+A2:2013

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

EN 55032:2015

EN 55024:2010

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 below 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 below 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 below, this statement shall thereby be made invalid.

The declaration is sole responsibility of the manufacturer

Name of manufacturer

Xiamen Hanin Electronic Technology Co. Ltd.