HPRT

SK41
Direct thermal label printer
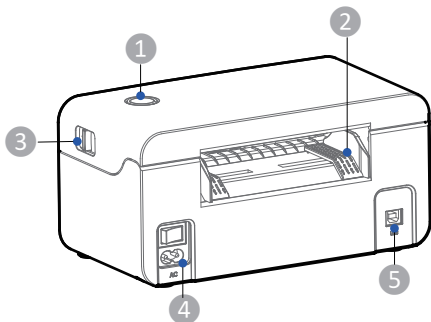
Direct thermal label printer
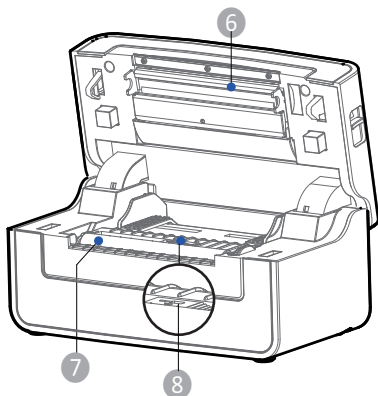## User Guide

Website: http://www.hprt.group
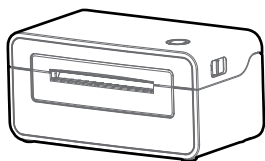Customer Service Email: sk@hprt.com

Appearance

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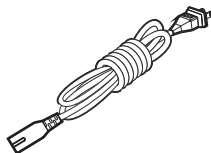2. Paper Guide
3. Cover Open Levers
4. Power Receptacle
5. USB Port
6. Print Head Module
7. Platen
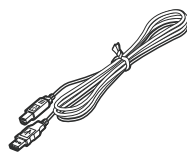8. Movable Paper Sensor

Packing List

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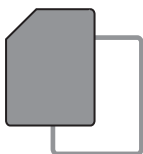- Any damages exist, please contact us online.
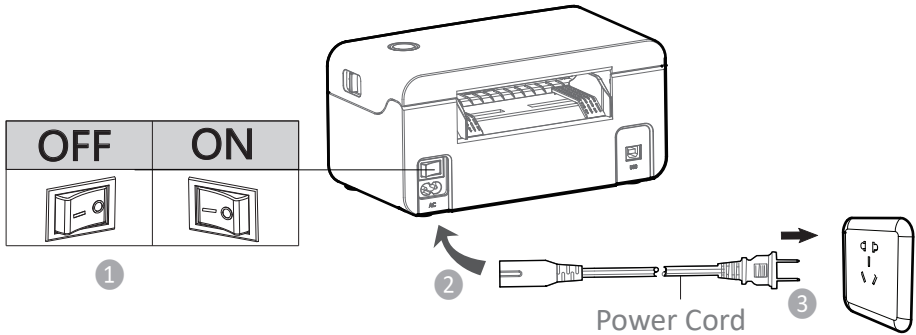

Printer

Power Cord

USB Cable

User Guide

Afterservice Card

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

Printer Connection

Power Connection

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

OFF	ON

Power Cord

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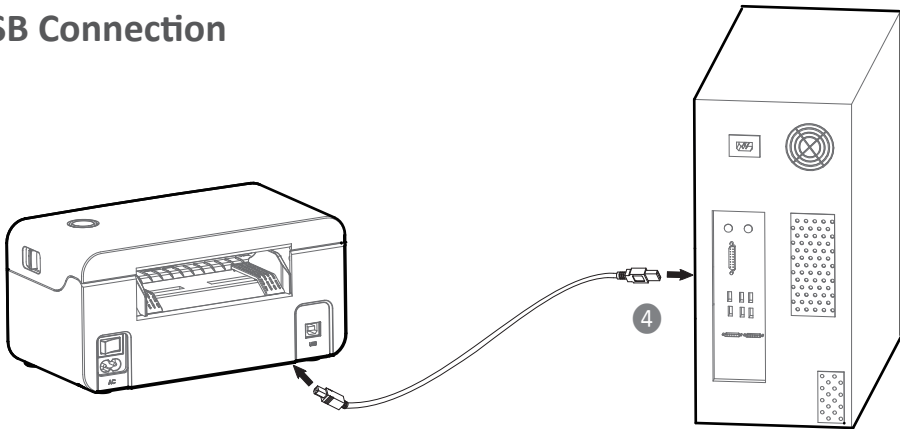
⚠ Note:
- ● Use the original power adapter only, in case the damage caused by charging improperly.
- ● Please unplug the printer power cord if it is not in use for a long time.

Fanfold Label Loading

Folding Paper Loading

01

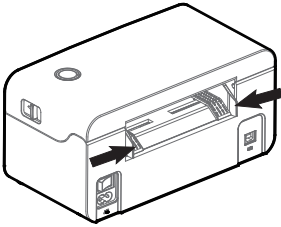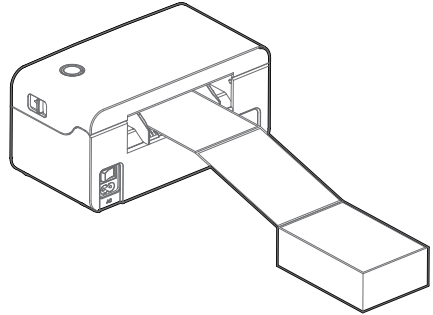Turn the power on, adjust the paper guide to fit the width of paper.
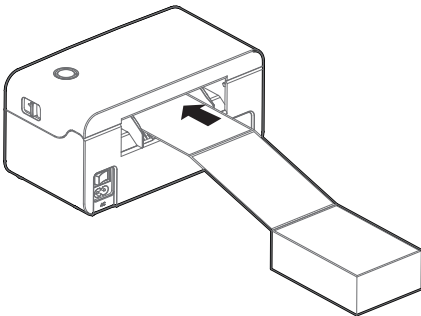
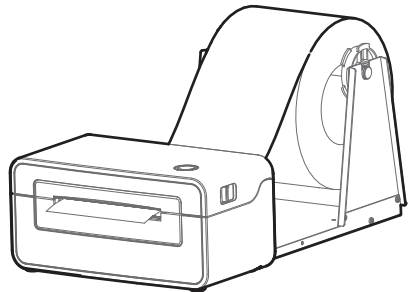## 02

Insert the paper into the entry slot.

03

The paper will be sucked into the paper guide automatically.

Roll Type Label Loading

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

Feed Button

● **Turn on**

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

● **Turn off**

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

● **Feed Button**

1) Press the feed button, the printer sends the paper out to the specified position depending on the type of paper used. When using continuous paper, long press the feed button to send a fixed length of paper. If using label paper, press the feed button once that will send out a whole label.
2) When the printer is printing, press the feed button to pause the current printing and the light is green. Press the button again to print the unfinished print task.

Windows Driver Instruction

Driver Preparation for windows ⊞

Download Windows Driver application program in http://www.hprt.group.

## Driver Installation for Windows ⊞

> ⚠️ Warning:
>
> Recommend to close security software before installation in case of preventing installation.

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

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

3. Double click Windows Driver.

4. Read and agree the license agreement and click "Next", figure (1).

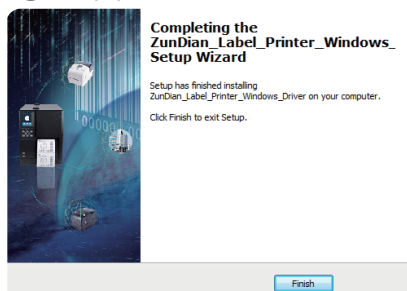5. Select the port name of printer driver and click "Next", figure (2).
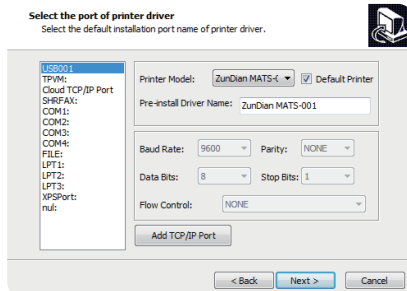
(1)　　　　　　　　　　　(2)

6. Then click"Finish", figure (3).

7. After installation, view the icon in "Start" → "Devices and Printers", figure (4)

SK41

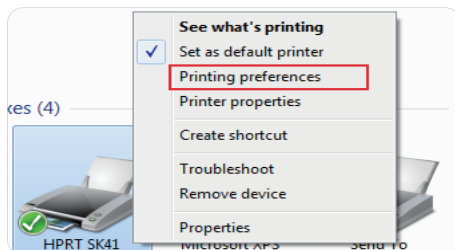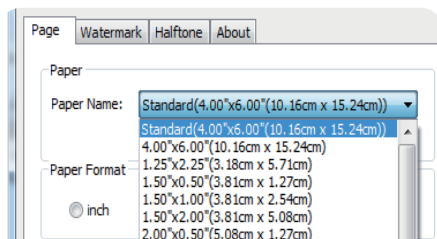(3)　　　　　　　　　　　(4)

Printing Preferences

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

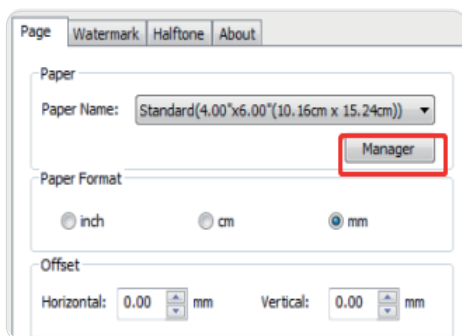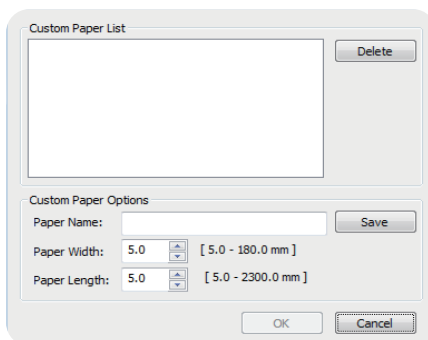2. Click "Paper Name", choose the paper type as needed, figure (2).

(1)

(2)

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

(3)

(4)

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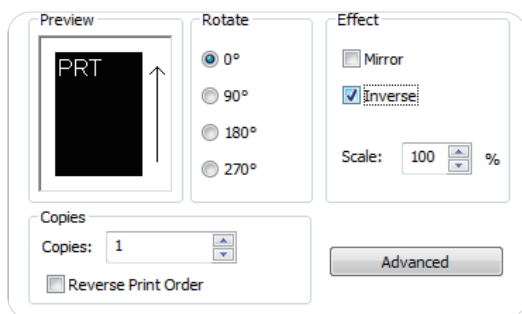
(5)

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

1) Save Paper
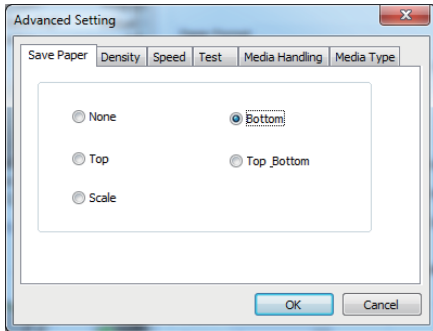
2) Density
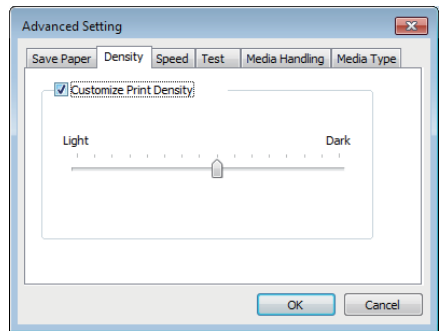
3) Speed
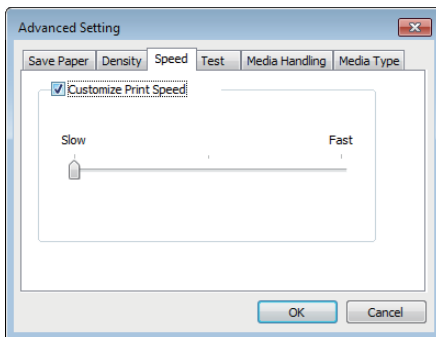
4) Test
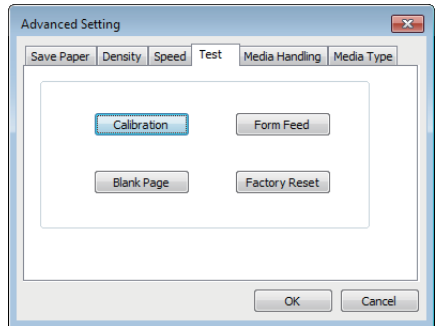
5) Media Handling
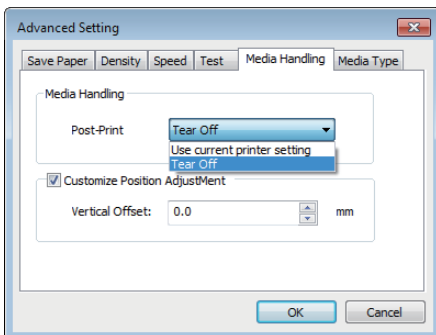
6) Media type
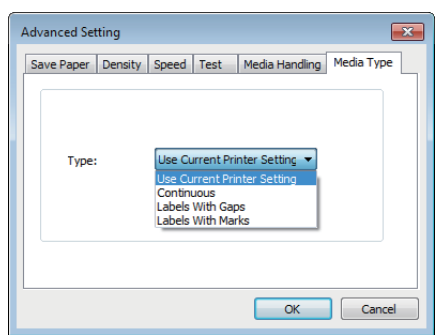
4. Click "Watermark" (Recommends BMP format).
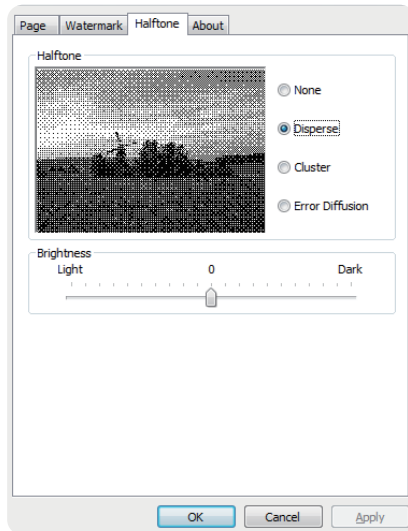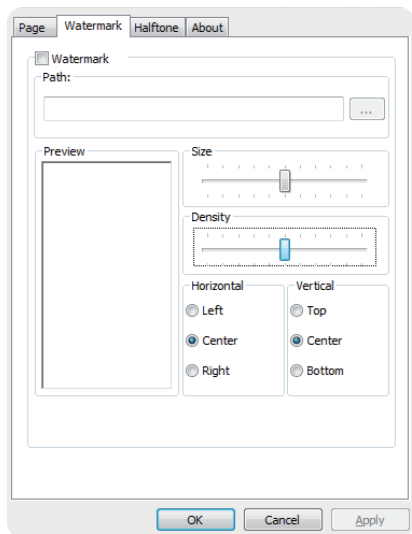
5. Click "Halftone".

Printer Properties

1. Click "Start" → "Devices and Printers". Right click the icon and choose "Printer properties", figure (A).

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

(A)

(B)
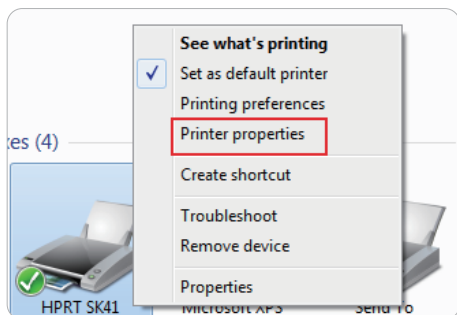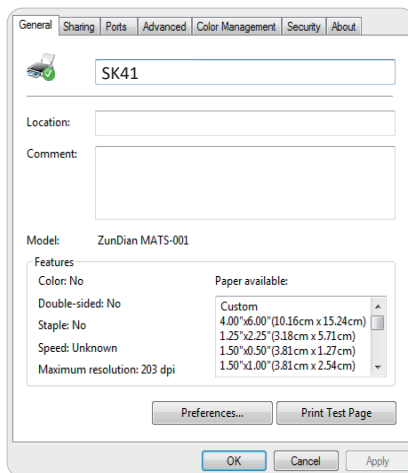
3. Click "Ports", then choose the port needed, figure (C).

4. Click "Advanced" to set the available time for the printer, figure (D).
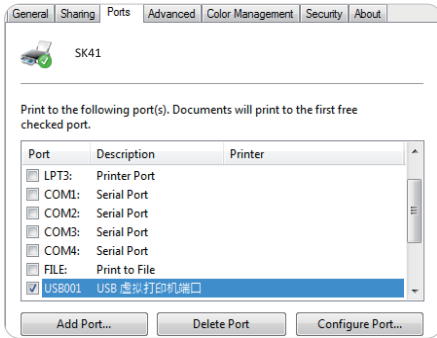
(C)
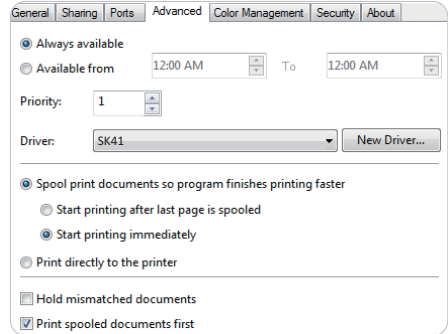
(D)

Driver Removing

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

1. Double click Windows Driver, figure (E).

2. Choose "Uninstall printer driver", then click "Next", figure (F).

3. Choose the driver to be uninstalled, then click "Next", figure (G).

(E)

(F)
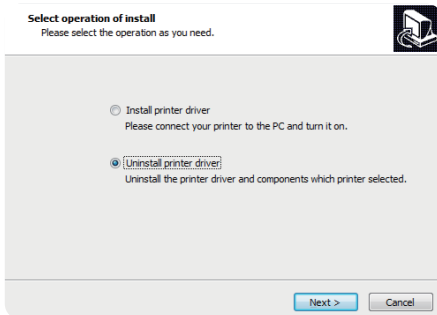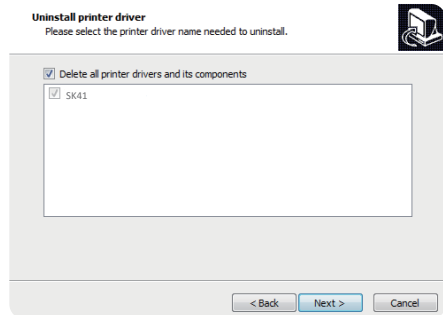
4. Click"Yes", figure (H).
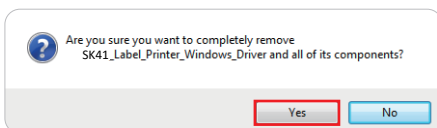
(G)
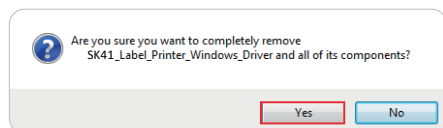
(H)

Mac Driver Instruction

Driver Preparation for macOS

Download Mac Driver application program in http://www.hprt.group.

Driver Installation for macOS

> ⚠️ Warning:
> Under different operating system, the screen has slight difference.
> Please operate it according to the tips.

1. Double click the Driver and click "Continue", figure (a).

2. Select a destination and click "Continue", figure (b).
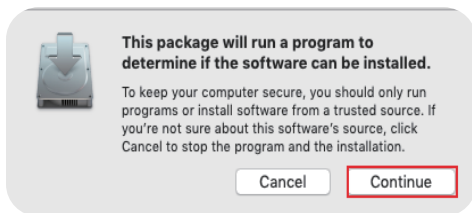
(a)
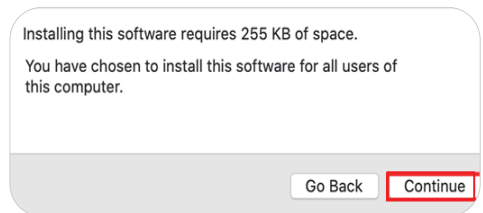
(b)

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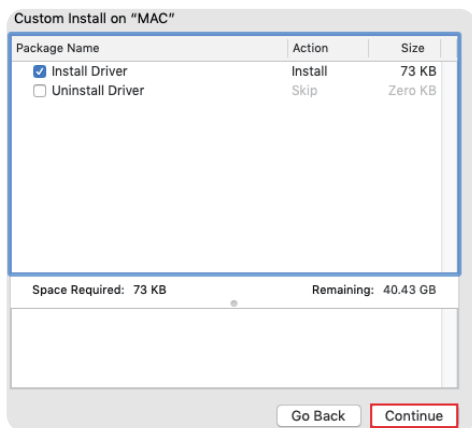
(c)
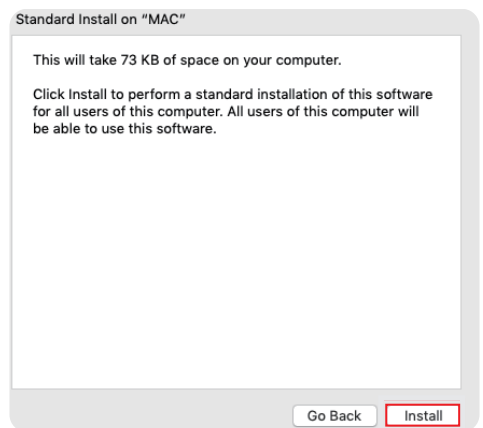
(d)

4. Type in the password of your computer, figure (e).

5. The installation was successful, figure (f).
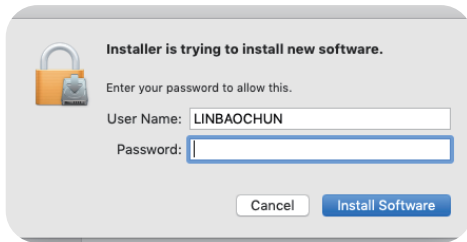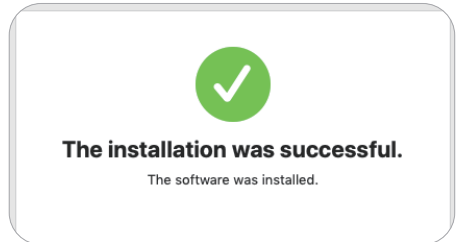
| (e) | (f) |

6. Turn on the printer and connect it to your computer (for example: via USB cable)

7. Click: Launchpad -> System Preferences -> Printers & Scanners, figure (g).
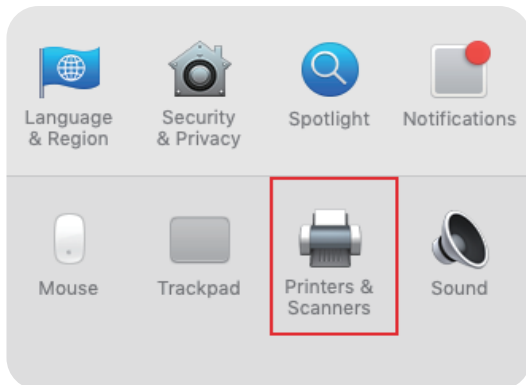
(g)

8. Under "Printer & Scanner", printer SK41 is available, figure (h).
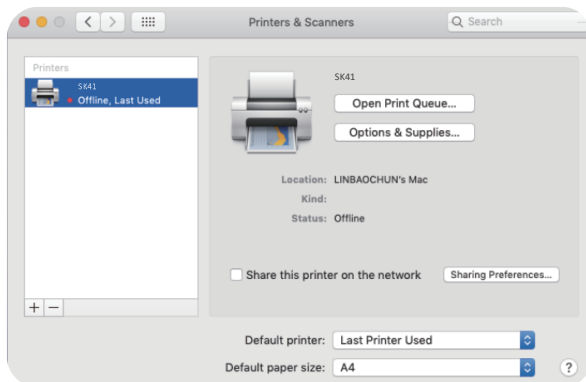
(h)

Troubleshooting

LED Display 🔔

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

Paper Jam Handling

01

Press the cover open levers and hold upwards, then open the cover.
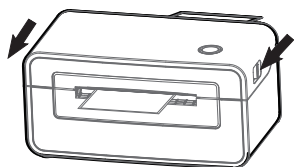
02

Take out the jammed paper, then clean up the print head and platen.
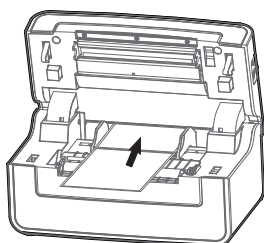
03

Reload a new paper.
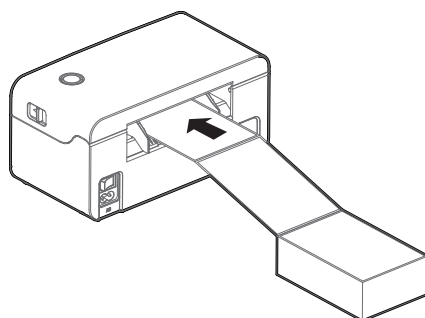
⚠ Note: turn off the printer power when taking the above steps.

Print Problem

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

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

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

Communication Problem

Problem	Cause	Solution
1. The label format has been sent to the printer, but it has not been identified. 2. The DATA light did not flash.	The communication parameters are not correct.	Check printer driver or software communication settings
		Check the handshake protocol setting for the printer and the settings used must be able to match the settings used by the computer host. If the driver is used, the driver communication settings related to the connection should be checked.
3. The label format has been sent to the printer, but it has not been identified. 4. The DATA lights flash, but not print.	The prefix and the separated character set in the printer do not match the character set in the label format.	Check prefix and separate characters.
	The incorrect data is being sent to the printer.	Check the communication settings on the computer to ensure that these settings match the settings on the printer's printer.
		If the fault still exists, the label format should be checked.

FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-- Reorient or relocate the receiving antenna.

-- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

-- Consult the dealer or an experienced radio/TV technician for help. To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

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.

Web(SK41): http://www.hprt.group

Web(HPRT): www.hprt.com

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