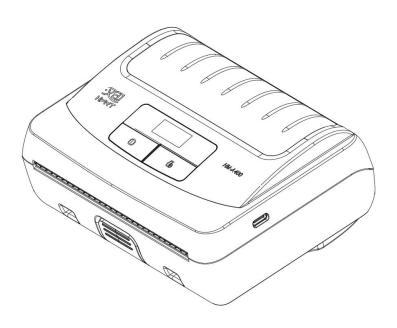
Mobile Printer

HM-A400 USER MANUAL



Rev.1.2

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REVISION RECORDS

REV.	DATE	DESCRIPTION	DRAWN	CHECKED	APPROVED
1.0	2019.12.05	First Version	Jiang Liping	Hong Rui	Lin Yang
1.1	2019.12.30	A.Delete the descriptions of "Notes about battery pack" B.Modify "Density" (P8) C.Modify "Wi-Fi connection status" (P11)	Chen Hua	Hong Rui	Lin Yang
1.2	2020.04.07	A. Modify "Menu Settings" (P8) B. Add "2.5 WiFi Settings (P9)	Chen Hua	Hong Rui	Lin Yang

Caution Symbol



Never touch the thermal head immediately after the printer has been used. Let the thermal head cool for a few minutes before touching it.



This symbol is indicate that it is easily damaged. Observe the precautions for handling electrostatic sensitive devices.

Safety Precautions



To use this product in safety, please follow the precautions given below.

MWARNING

- ✓ If you notice smoke, a strange smell, or a strange sound, turn off the power immediately, and remove the USB cable and/or battery pack. Then contact the dealer.
- ✓ If any foreign material (metal scraps, water, or other fluid) enters the printer, immediately turn off the printer and remove the USB cable and/or battery pack. Then, contact your dealer for advice. Continued use of the printer could result in a fire.
- ✓ Never attempt to repair the printer yourself. Also do not disassemble or modify the product.

 Doing so could lead to injury, fire, or electric shock.
- ✓ Do not touch the tear bar.
 - ←There is a tear bar inside the paper outlet slot. Neither put your hand in the paper outlet slot while printing is in progress, or put your hand into the outlet even when printing is not in progress.
 - ←The printer cover can be opened when replacing the paper. However, since the tear bar is on the inside of the printer cover, be careful not to place your face or hands too close to the tear bar.
- ✓ During and immediately after printing, the area around the thermal head is very hot.Do not touch it, as you could be burned.
- ✓ If any battery fluid gets on your skin or clothing, immediately wash the affected area with fresh water. Otherwise, skin damage may result.
- ✓ The battery pack may be hot immediately after the product has been used.

Using the Printer

- ✓ Some semiconductors can be damaged by static electricity. Be sure to turn off the printer when inserting or removing the battery pack.
- ✓ Do not drop the printer or hit it against a hard object.
- ✓ Do not open the printer cover while the printer is printing.
- ✓ Before you open the printer cover, make sure that printing data is not being sent to the printer.
- ✓ Do not unplug or plug in a USB cable while the printer is printing or during communication.
- ✓ Do not touch a USB connector while the printer is printing.
- ✓ Turn off the printer when you are not using it.
- ✓ When the printer is used in a low temperature environment, the battery's performance will be diminished, and the amount of time that you can use the printer for may be reduced.
- ✓ Do not pull out paper while the printer cover is closed.
- √The heating element and the driver IC of the thermal head are easily damaged. Do not touch them with metal objects, sandpaper, etc.
- ✓ Printing quality may suffer if the thermal head heating element becomes soiled by being touched with your hands. Do not touch the thermal head heating element.
- ✓ There is a risk of damage to the driver IC of the thermal head from static electricity. Never directly touch the IC.
- ✓ Do not operate the printer if there is moisture on the front surface of the head from condensation, etc.

■ Thermal Paper Handling

- ✓Only use thermal paper with the designated specifications. The printing quality and working life of the thermal head cannot be guaranteed if any paper other than that recommended is used. In particular, if ion concentration of [Na+, K+, Cl-] is high, it may drastically reduce the working life of the thermal head. Please exercise caution.
- ✓ Store the thermal paper in a cool, dry, dark location.
- ✓ Do not rub the thermal paper with a hard object.
- ✓ Do not leave the thermal paper in contact with plastic film, an eraser, or adhesive tape for a long period of time.
- ✓ Do not stack the thermal paper on fresh diazo copies or wet-type copies.
- ✓ Do not use chemical glue on the thermal paper.
- ✓ Do not use thermal paper that has been stored for a long period.

Operating Environment for the Printer

Before actually unpacking the printer, remember the following points when doing this.

- ✓ Do not use the printer in an environment in which it will be subject to strong shaking while it is printing.
- ✓ Be careful to ensure that the printer is not exposed to direct sunlight.

The appropriate environment for using the printer is described below.

Temperature: -10°C to 52°C

Humidity: 10% RH to 85% RH (no condensation)

- ✓ Do not place the printer near a copying machine or other device that produces a strong electromagnetic field.
- ✓ Keep the printer sufficiently removed from heaters and other sources of heat.
- ✓ Use the printer in a clean, low-humidity environment that is free from dust.
- ✓ Avoid using the printer in high-humidity rooms.

Printer Maintenance

Please perform the following maintenance every 6 months.

√ Thermal head

Dip a cotton swab in an alcohol solvent (ethanol, methanol, or isopropyl alcohol), and clean the heating area of the head.

✓ Platen

While turning the platen, use a soft dry cloth to lightly rub the entire surface of the platen and remove any foreign objects.

✓ Paper storage unit and the surrounding area

Remove any dirt, dust, pieces of paper, etc., from the paper storage unit.

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1. Product Overview

HM-A400 printer is compatible with the APP and Wechat Applets of main express delivery companies, applying to waybill printing in packet collection.

The features are as follows:

- 1.2-meter drop proof
- Compatible with main delivery company APP
- Support to charge by power bank
- Printing is more clearly because of built-in vector font
- Support to print through Wechat applets
- Paper width adjustable block to support more types of paper

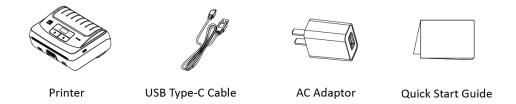
1



1.1 Printer & Accessories

The printer is packaged with the following accessories.

If any of these accessories is broken or missing, please contact the dealer that you bought the product.



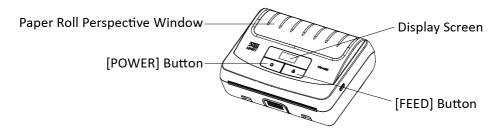
Note:

- 1) The AC adapter varies by local or region.
- 2) The packing materials are actually dependent on the order.

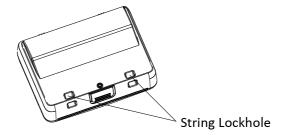


1.2 Appearance and Components

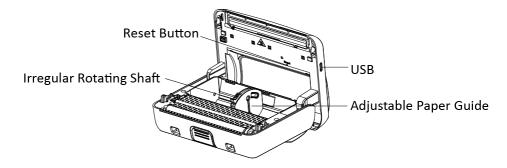
■ Front



■ Back



■ Open the Top Cover



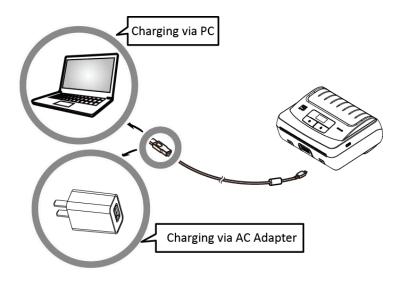


2. Setup

2.1 Battery Pack

2.1.1 Charging the Battery

Plug in socket with USB charging. When the power of battery pack is 15%, there will be low power warning " us shown on the screen. It powers off automatically when continues printing. If you want to go on, please charge it.





2.2 Bluetooth

1. Press and hold [POWER] button for approx. 2 seconds, and printer is turned on.

Then, it is ready to pair with another Bluetooth device.





2. If necessary, enter the following information into the terminal that you are using.

PIN: 1234 (default)

Device name: "HM-A400-XXXX" (default)

(XXXX is the last 4 digits of the Bluetooth address)

Notes:

- 1. HM-A400 has two Bluetooth modes:
 - a) One is Bluetooth Ver3.0 with PIN for Android or Windows system. PIN and Device name can be changed through Star Utility. To obtain this utility, please contact with your dealer.
 - b) Another is Bluetooth 4.0(BLE) without PIN for iOS system.
- 2. HM-A400 changes the Bluetooth mode automatically by host system.
- 3. Pairing sets one by one in order, otherwise it can't figure out which one succeeds in pairing.

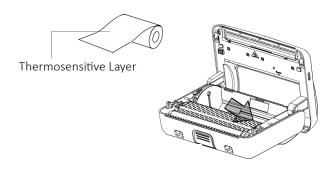


2.3 Loading Paper

1. Press down the cover open button to open the paper cover.

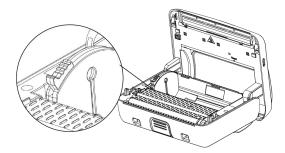


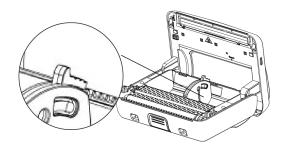
2. Load the paper roll as the orientation shown below.



Note:

- 1) The paper guide is adjustable, which can hold the paper roll of different specifications.
- 2) When the irregular rotating shaft faces down, the paper guide is adjustable. When the irregular rotating shaft faces up, the paper guide is locked.





3. Pull the end of roll straight toward you. Then press down on both sides of the printer cover to close it firmly.







4. Tear up the extra paper.



MWARNING

- 1) Do not touch the tear bar.
- There is a tear bar inside the paper outlet slot. You could neither put your hand in the paper outlet slot while printing is in progress nor put your hand into the outlet even when printing is not in progress.
- The paper cover can be opened when replacing the paper, be careful not to place your face or hands too close to the tear bar.
- 2) During and immediately after printing, the area around the thermal head is very hot. Do not touch it, as you could be burned.



2.4 Menu Settings

Change the Menu settings by following operations.

1. Press and hold the [POWER] button for approx. 2 seconds, and printer is turned on.





2. Press and hold both [POWER button and [FEED] button, the main menu is displayed on the screen,

followed by:

Density: 1(Highest)/2/3/4(Lowest)

Paper: Receipt/Back Black Mark/Label/Black Mark 2"/Black Mark 3"/Black Mark 4"

Feed with closed cover: On/Off

Standby time Power-off time

Self-test page printing

Port information printing

Label learning

Wi-Fi: Off/STA/AP

Bluetooth: Off/On

Command set: CPCL/ESC Factory Setting: Yes/No

Quit the menu

- 3. Press [POWER] button to change the option.
- 4. Press [FEED] button to change the category of sub-option; long press [FEED] button to confirm the current setting.



- Before changing the menu setting, make sure that the communication with a host device is disconnected.
- When the printer is under the Bluetooth communication with a host device, it cannot enter the Menu Settings mode.



2.5 Wi-Fi Settings

Printer Wi-Fi factory default is Off, and it needs to be turned on through menu before use.

In AP mode, the IP address is 192.168.1.1, SSID is HM-A400_AP-xxxx (last four digits of WiFi Mac). After the PC or other mobile device has been connected to the printer successfully, users can click below link or scan the QR code on the self-test sheet to enter parameter settings.

Link: http://192.168.1.1/

User Name: admin
Password: 123456

Note: This setting is only available for models with Wi-Fi.



3. Printer Features

3.1 Control Panel

3.1.1 Button

- 1) [POWER] Button:
 - 1) Pressing and holding [POWER] button for 2 seconds or more will turn the power on or off.
 - 2) Pressing and holding [POWER] & [FEED] buttons for 3 seconds will put the printer into Menu Setting mode. The [POWER] button can now be used to change Printer MODE status visible on the LCD screen for fast configuration.
- 2) [FEED] Button:
 - ①When the printer is on, paper can be fed manually by pressing and holding [FEED] button for more than one second.
 - ②In Menu Setting mode, the [FEED] button can be used to switch and confirm the current setting.

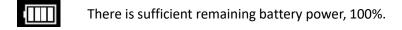
3.1.2 LCD Indication

LCD will display most of the printer status.

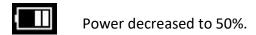
Content

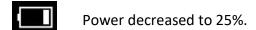
Mode/Status: Indicates the currently specified printer mode or error status.

1 Remaining battery power :









- Power decreased to 15%, low power warning.
- Please connect with USB to charge.
- It is charging.



②Bluetooth connection status:



Bluetooth unconnected



Bluetooth connected successfully

③Wi-Fi connection status:



Wi-Fi is turned off



Wi-Fi AP mode



Wi-Fi STA mode



STA mode connection failed or singal lost



3.1.3 Buzzer Description

Buzzer	Printer Status
Short beeping thrice	Printer is on/off
Long beeping once, interval once, cycle	The top cover is opened
Short beeping thrice, interval once, cycle	The paper runs out
Long beeping once, short beeping once, cycle	TPH is over temperature
Short beeping twice	Enter/quit the menu
Long beeping once	Bluetooth/Wi-Fi is connected successfully
Short beeping thrice	Bluetooth/Wi-Fi failed to connect or Bluetooth/Wi-Fi is missing
Long beeping twice	Low power warning
Short beeping four times	Start charging
Long beeping thrice	Finish charging



3.2 Self Test

You can use self test to check the printer's settings.

Before you start the self test, make sure that roll paper has been properly loaded into the printer.

Self Test Procedure:

- 1)Turn on the power while holding down [FEED] button.
- 2)The printer will print the current printer status, including the firmware version, communication mode.
- 3)The self test will finish automatically. The printer will be ready to receive data after the self test finishes.

3.3 Instruction for Standby(Sleep) Mode

The printer in the Standby(Sleep) Mode will recover to the Print Ready Mode when receiving print data or pressing the button. Press [FEED] button or [POWER] button and confirm that the LCD is turned on. When the LCD is not turned on, it is possible that the printer is turned off by the Power OFF mode. In this case, turn the printer on manually.



4. General Specification

Item		Specifications	
	Printing Method	Direct line thermal printing	
	Resolution	203dpi (8dots/mm)	
Drinting	Drinting Cood	Max. 60mm/s (waybills, 20% printing rate)	
Printing	Printing Speed	Max. 80mm/s (receipts, 12.5% printing rate)	
	Printing Width	Max. 104mm	
	Programming Language	CPCL, ESC/POS	
	Paper Type	Thermal receipt paper (with black mark), thermal label	
		paper	
Donos	Paper Width	42~110mm	
Paper	Paper Thickness	0.06mm~0.20mm	
	Roll Paper Diameter	Max. 50mm	
	Paper Direction	Upward	
Communication	Standard	USB Type-C,Bluetooth 4.0 BLE/2.1+EDR	
Interface	Optional	Wi-Fi (802.11 b/g/n)	
Detection	Sensors	Cover open sensor, out-of-paper sensor, black mark	
Detection		sensor, gap sensor, TPH temperature sensor	
Memory	RAM	32MB	
Welliory	Flash	16MB	
	Built-in font of English	Standard CPCL built-in font (7 fonts, 25 font sizes)	
Character	and Number	Standard CPCL Built-in Tont (7 Tonts, 25 Tont sizes)	
	Chinese	Support Chinese vector GBK font	
	1D	UPC-A, UPC-E, EAN8, EAN13, CODE39, ITF,	
Barcode		CODEBAR, CODE128,CODE93	
	2D	PDF417, QR code	
	Adaptor	Input: AC 100~240V, 50/60Hz	
Power		Output: DC 5V, Max.2A	
	Battery	Built-in rechargeable Li-ion battery, 7.4V, 2500mAh	
Software	Driver	Windows 7/8/8.1/10	
Joitwale	SDK	iOS,Android	



	ТРН	50km
Poliobility	Platen	10000km
Reliability	Drop Test	1.2m
	IP Protection Level	IP54 (with protective sleeve)
Environmental	Operation condition	0°C to 45°C, 10% to 85%RH, non-condensing
Characteristics	Storage condition	-20°C to 60°C, 10% to 90%RH, non-condensing
Physical	Dimension (L×W×H)	144×105×58.5mm
Characteristics	Weight	0.48kg
Certification		CCC, SRRC, CE, FCC, MFi

MWARNING:

Please use the recommended thermal paper or same quality paper, otherwise it will influence the printing quality and decrease the thermal print head life.

Please Use at a room temperature if you want to set the print density to "Highest".

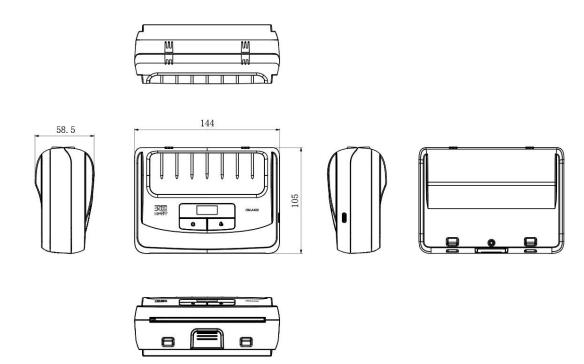
Some types of the paper are not suitable for use in low-temperature environment.



■ Dimensions

• External Dimension: 144(L)×105(W)×58.5(H)mm

• Weight: 0.48kg





5. Troubleshooting Guide

5.1 Printer Failure

Problem	Cause	Remedy
	Printer is in sleeping mode	Press [POWER] button once to
		check if display screen /LED is
		lighting up
Display screen	Printer is in power-off state	Hold down [POWER] button for 3
is dark, LED is		seconds to check if display screen
off, the printer		/LED is lighting up
is not in	Printer cannot be turned on because	Please use exclusive power cable
working state	of low battery power	and adapter to charge
	Printer firmware is broken/Printer	Please contact the customer service
	battery is over discharged and cannot	staff and return the printer with its
	be activated	package

5.2 Printing Failure

Problem	Cause	Remedy	
No printing	The roll paper is loaded upside	Install the roll paper properly	
No printing	down		
Darthy not printed	Printer cover is not closed	Close the printer cover correctly	
Partly not printed	normally		
	Printer battery power is low	Charge the battery	
	Printer cover is not closed	Close the printer cover correctly	
	normally		
Faint printout or	Foreign substance is adhered to	Dip a cotton swab or soft cloth in	
uneven printout	the thermal head	ethyl alcohol and wipe the foreign	
		substance with them	
	Non-recommended paper is	Replace it with the specified paper	
	used		
Printer is turned on	Printer is out of the paper/TPH is	Out of paper: load the paper	
and in standby	over temperature, etc.	TPH over temperature: wait to	
state, not printed		recover automatically	
when sending data			

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6. Cleaning the Printer

6.1 Cleaning Thermal Print Head

Dust, foreign substance, adhesives or other pollutant materials attached to the thermal print head or printer will decrease the printing quality. Please clean the thermal print head when it is dirty as follows.

% Note

- (1) Make sure to turn off the printer prior to cleaning.
- (2) Open the top cover of the printer and remove the paper.
- (3) As the print head gets hot during printing, if intending to clean the print head, turn the printer off and wait approximately 2~3 minutes before commencement.
- (4) 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. So it is strongly recommended to wear hand gloves during cleaning progress.
- (5) Take care not to allow the print head become scratched and/or damaged in any way.

6.2 Cleaning Sensor and Platen

- ★ When print quality or paper performance decreased, clean the components.
- (1) Open the top cover of the printer and remove the paper.
- (2) Use dry cloth or cotton swab to remove any dust or foreign substance.
- (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.



7. Windows Driver

7.1 Operating System

The following operating systems are supported for usage.

- Microsoft Windows 10 (32 bit/64 bit)
- Microsoft Windows 8 (32 bit/64 bit)
- Microsoft Windows 7 SPI (32 bit/64 bit)
- Microsoft Windows Vista SP2 (32 bit/64 bit)
- Microsoft Windows XP Professional SP3 (32 bit)
- Microsoft Windows Server 2012(64 bit)

7.2 Windows Driver Preparation

The installation file name is HPRT Mobile Printer Driver(LOG) vX.X.X.X.exe

E.g. HPRT Mobile Printer Driver(LOG) v2.7.0.0.exe

7.3 Windows Driver Installation



Warning: Under different operating system, the screen has slight difference.

Please operate it according to the tips. Take Windows 7 as example.





2. Choose "English" and click "OK".

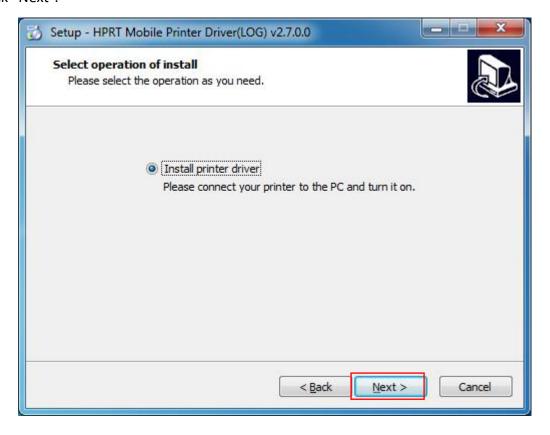




3. Choose "I accept the agreement" and click "Next".

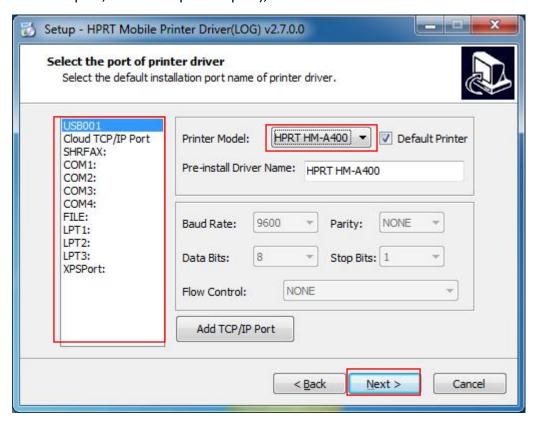


4. Click "Next".





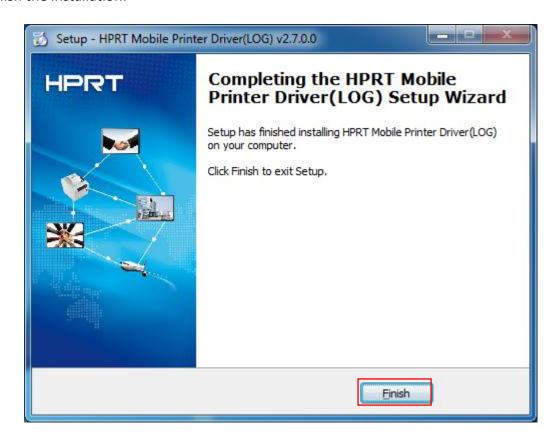
5. Choose the printer model, then choose the matched type of port (USBxxx is for USB port, COMx is for serial port, LPTx is for parallel port), and click "Next".



NOTE: If printer is already connected with computer by USB port, it only needs to click "Install", then it will be installed automatically. Otherwise, proceed to the next step.



6. Finish the installation.



7. After installation, the icon will be found in "Start" \rightarrow "Devices and Printers".



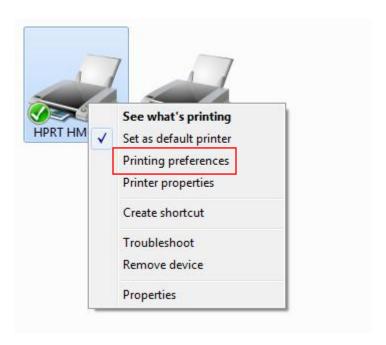
NOTE: If you already installed the driver (No matter what kind of port), when you connect the printer with computer, it will create a USB port automatically.



7.4 Detailed Windows Driver Setting

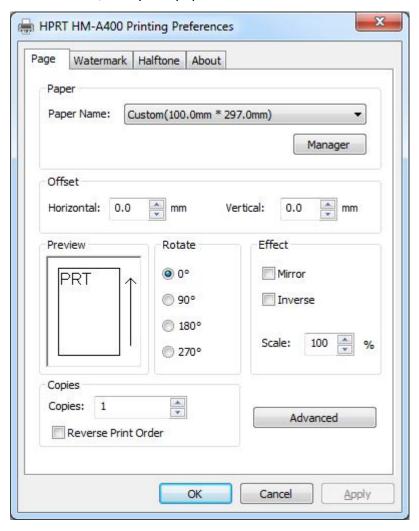
7.4.1 Printing Preferences

1. Click "Start" \rightarrow "Devices and Printers". Right click "HM-A400" and choose "Printing preferences".



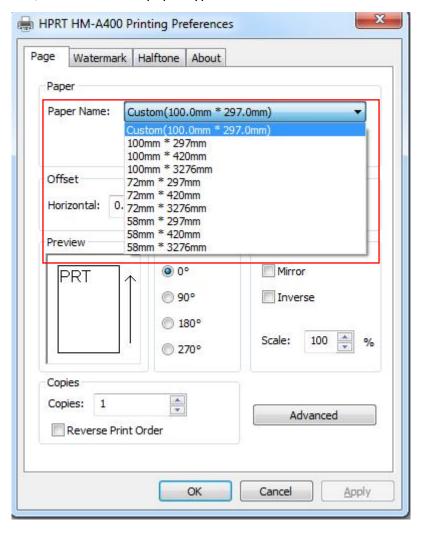


2. According to different needs, set up the paper.



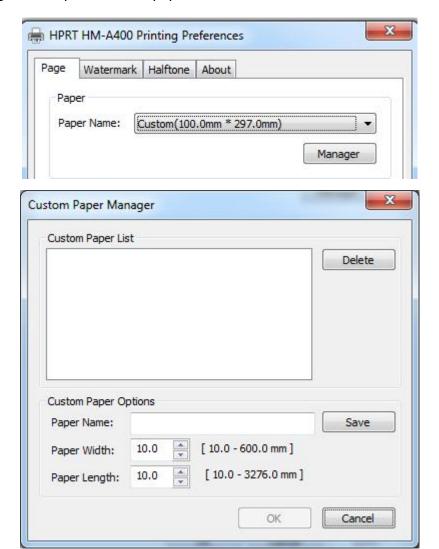


• Click "Paper Name", and choose the paper type.



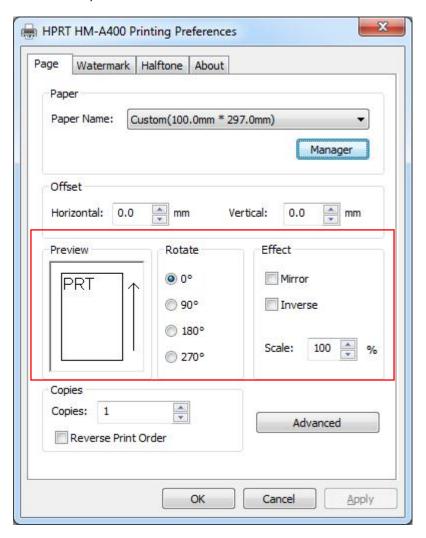


• Click "Manager". Set up the custom paper.

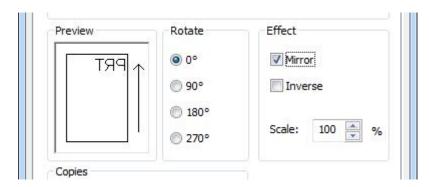




• Choose "Rotate" or "Effect", showed in the "Preview".



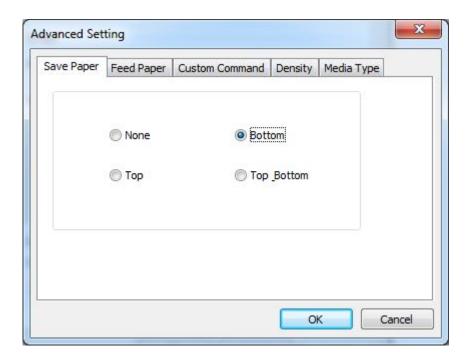
For example, choose "Mirror" effect, showed as below:



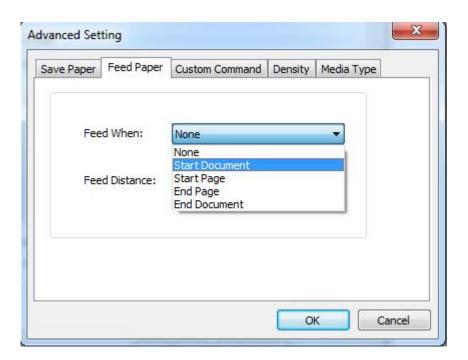


• Click "Advanced" to set up "Save Paper", "Feed Paper", "Custom Command", "Density" and "Media Type".

Save Paper:

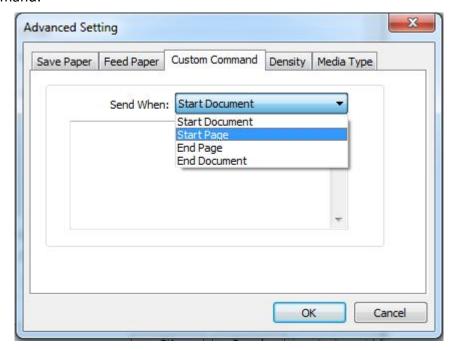


Feed Paper:

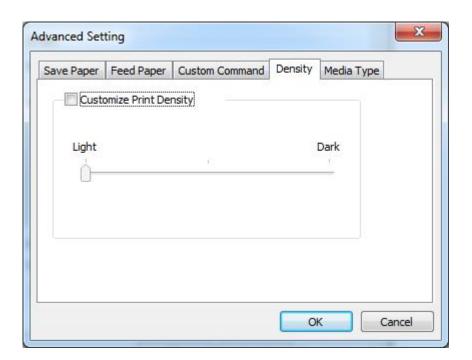




Custom Command:

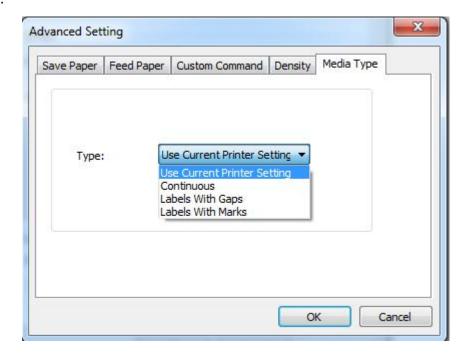


Density:

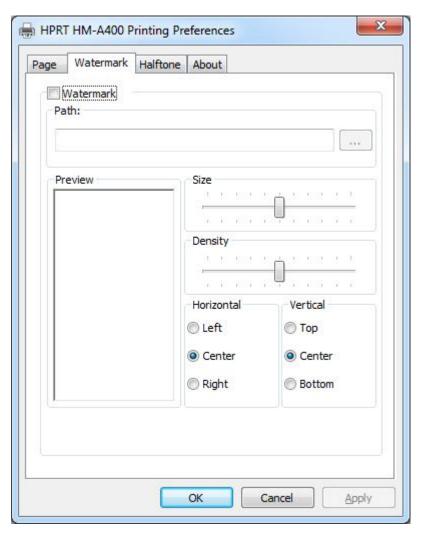




Media Type:

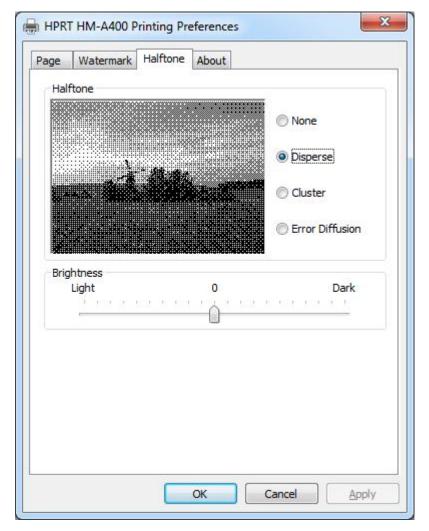


3. Set up the watermark.





4. Set up halftone.

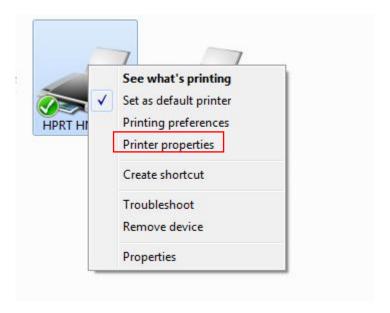


5. After finishing all the settings of printing preferences, click "OK" to save it.

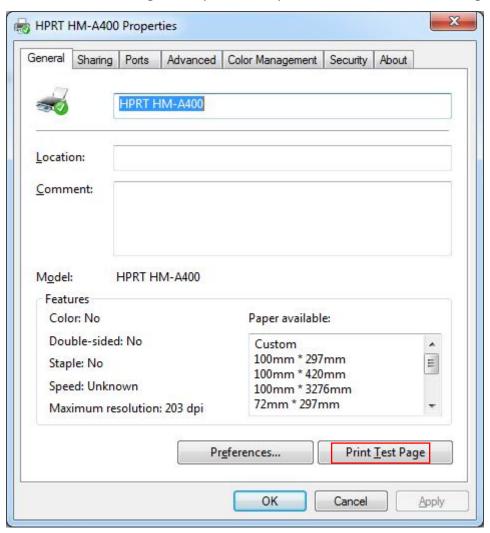


7.4.2 Other Settings

1. Click "Start" → "Devices and Printers". Right click "HM-A400" and choose "Printer properties".

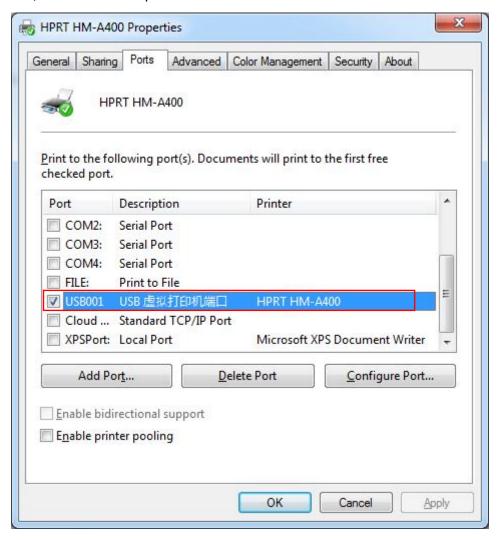


2. Click "General"→"Print Test Page", and printer will print labels with current settings.



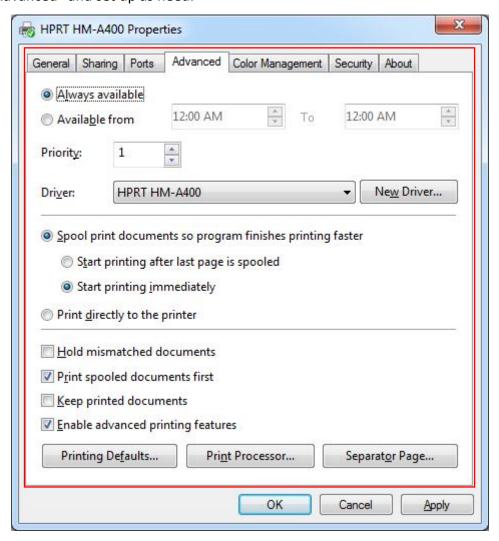


3. Click "Ports", and choose the port needed.





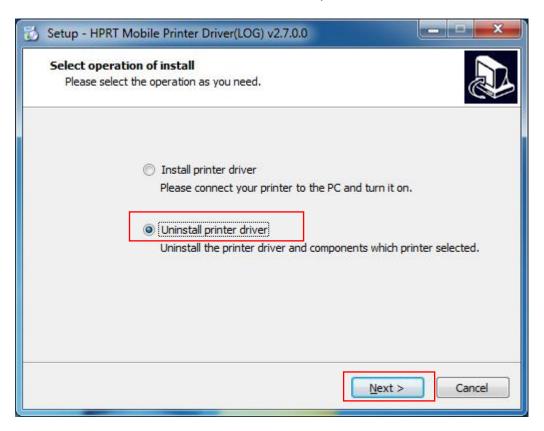
4. Click "Advanced" and set up as need.



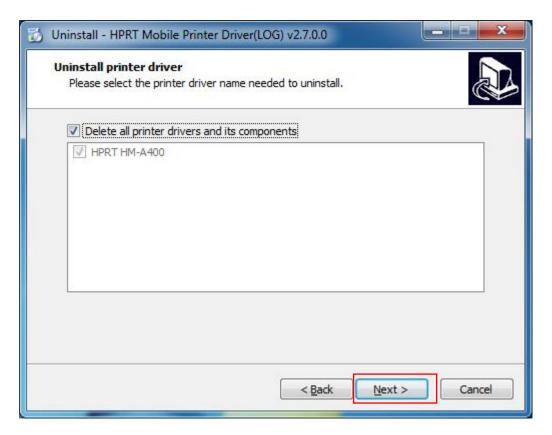


7.5 Uninstalling the Driver

1. Double click the driver icon , choose "Uninstall printer driver" and click "Next".



2. Click "Next".

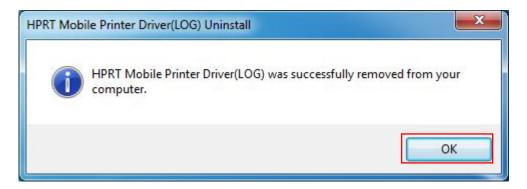




3. Choose "Yes".



4. Click "OK" to finish uninstalling.





8. Utility Tool Instruction

8.1 Operating System (OS) Environment

HM-A400 Utility Tool is applicable to the following operating system:

- Microsoft Windows 10 (32 bit/64 bit)
- Microsoft Windows 8 (32 bit/64 bit)
- Microsoft Windows 7 SPI (32 bit/64 bit)
- Microsoft Windows Vista SP2 (32 bit/64 bit)
- Microsoft Windows XP Professional SP3 (32 bit)
- Microsoft Windows Server 2012(64 bit)

8.2 Utility Tool Preparation

The installation file name is ${\sf HPRTUtilityForMobile_Logistics}\ {\sf VX.X.X.X}$

E.g. HPRTUtilityForMobile_Logistics V2.0.0.8



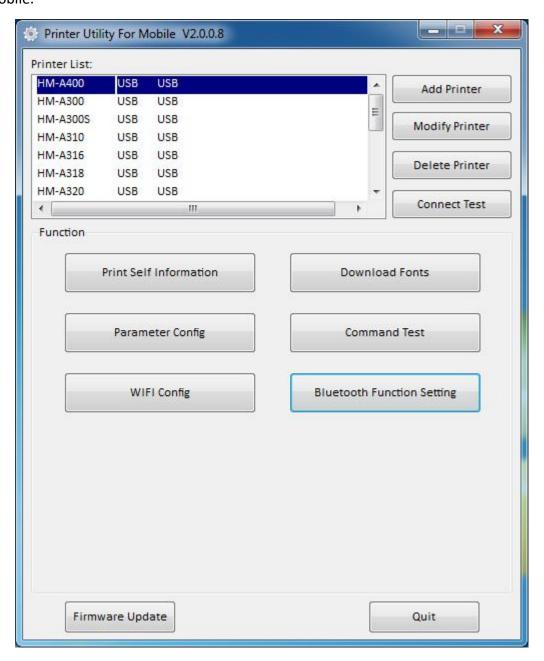
8.3 Using Utility Tool

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

Unzip the compressed package file, then open the folder, click For Mobile.



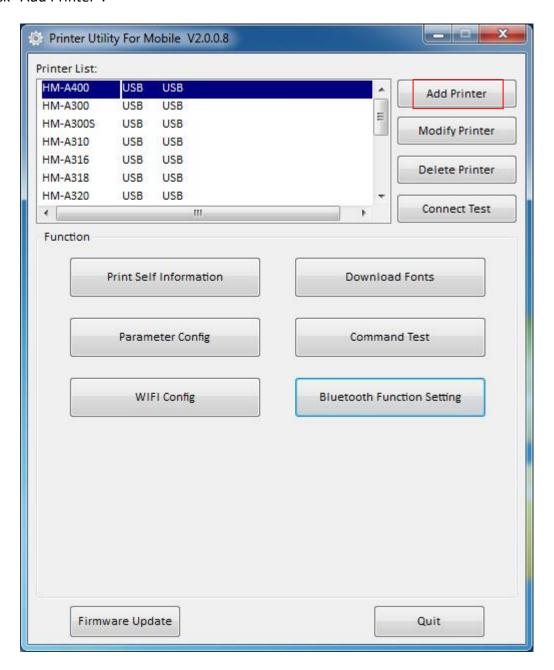
to open the Printer Utility





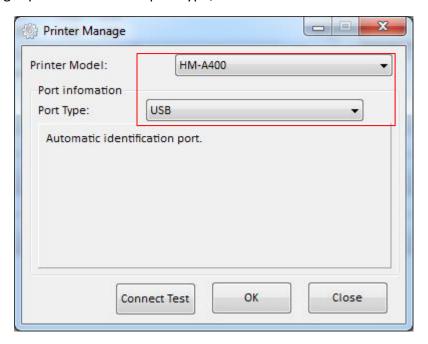
8.3.1 Add Printer

1. Click "Add Printer".





2. Choose the right printer model and port type, then click "OK".

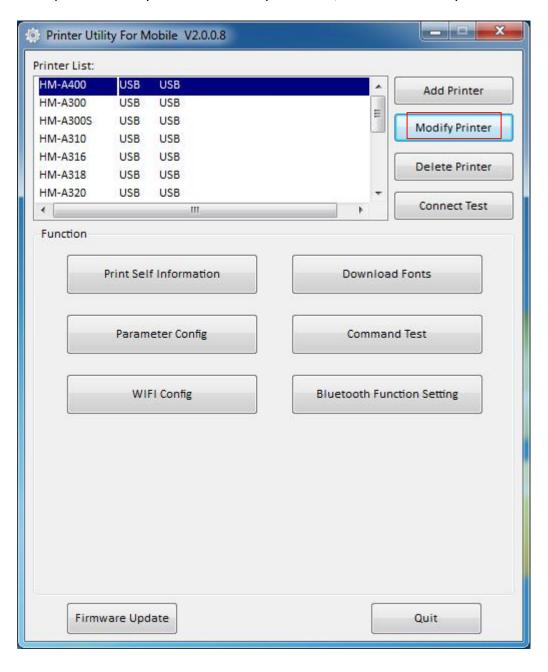


3. "Add printer" is finished.



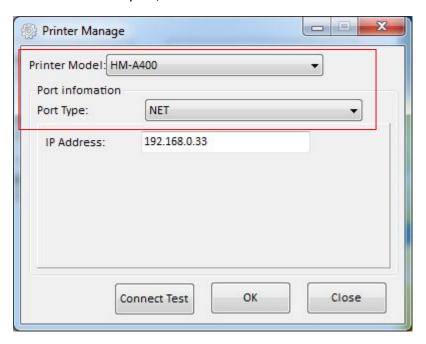
8.3.2 Modify Printer

1. Choose the printer which you want to modify in the list, then click "Modify Printer".





2. Choose the new model and new port, then click "OK".

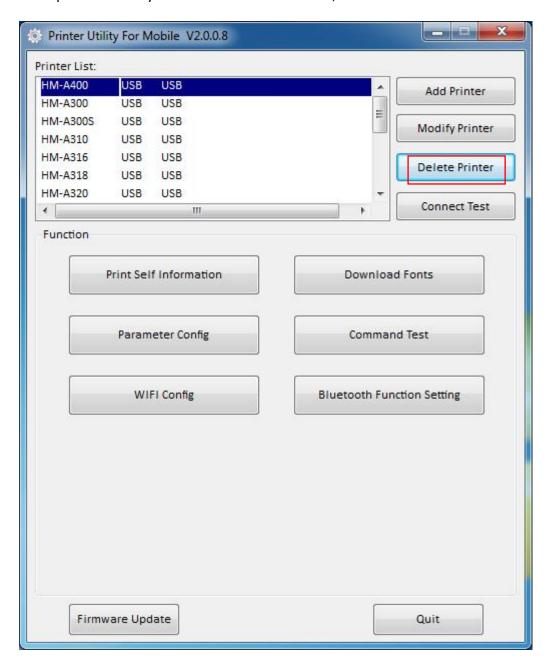


3. "Modify Printer" is finished.

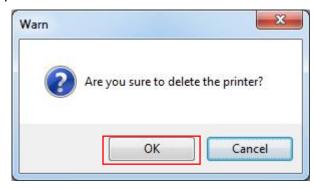


8.3.3 Delete Printer

1. Choose the printer which you want to delete in the list, then click "Delete Printer".



2. Click "OK", then the printer is deleted.





8.3.4 Connection Test

1. Click "Connection Test". If the connection is successful, it will appear the following window. If the connection is unsuccessful, please connect the printer with computer.



Note:

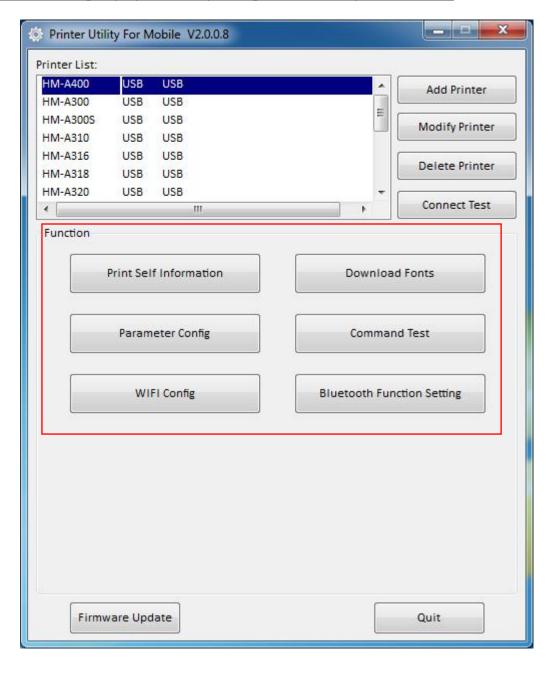
- 1) Make sure printer is connected with computer and power on.
- 2) Make sure printer is loaded paper.
- 3) Before using the following function, carry out the "Connection Test" first.



8.4 Functions

The function of this printer utility is as follows. Click the button and printer will execute the appropriate action.

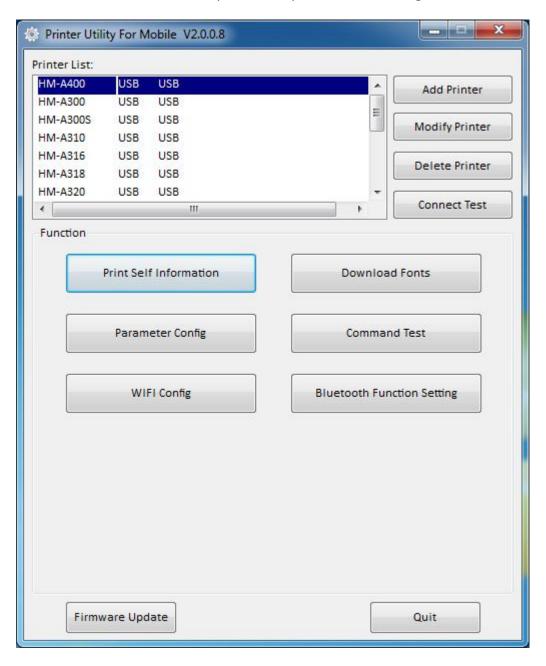
Note: The following display differs depending on the model you connected.





8.4.1 Print Self Information

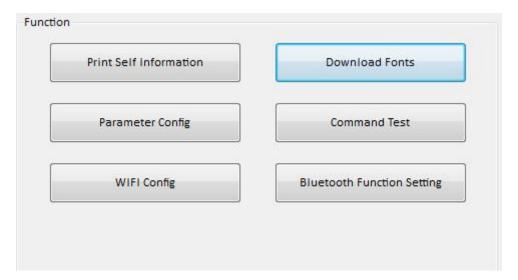
1. Click "Print Self Information" and the printer will print out the setting information.





8.4.2 Download Fonts

1. Click "Download Fonts".



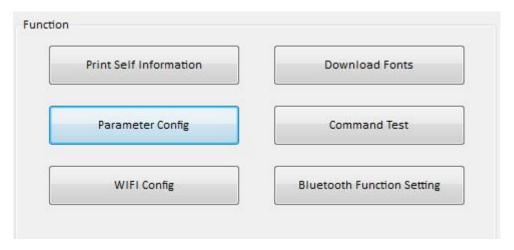
2. Click "Download Fonts", choose the font from existing files and click "Download".



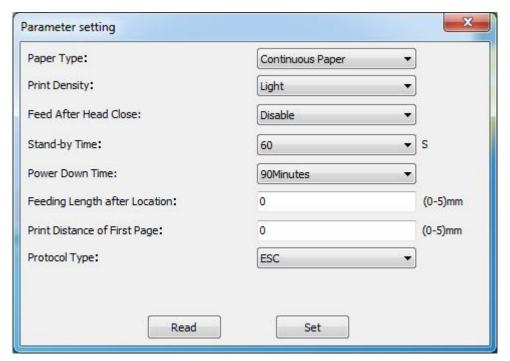


8.4.3 Parameter Configuration

1. Click "Parameter Config".



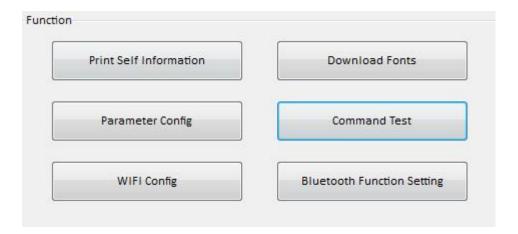
2. Set up "Paper Type", "Print Density", "Feed After Head Close", "Stand-by Time", "Power Down Time", "Feeding Length after Location", "Print Distance of First Page" and "Protocol Type" as need. After finish setting, click "Set" to save it.



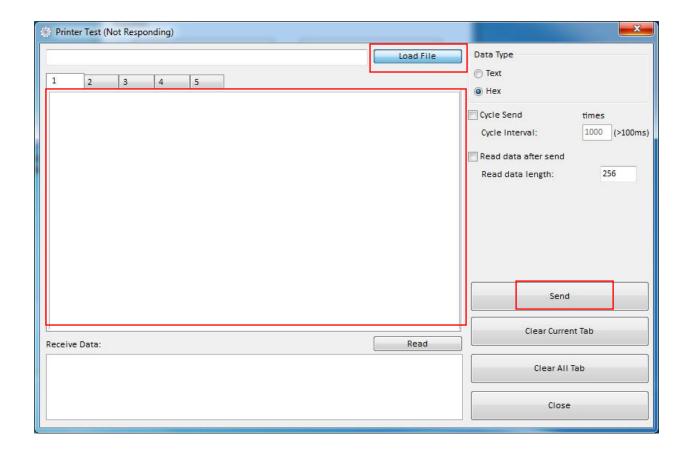


8.4.4 Command Test

1. Click "Command Test".



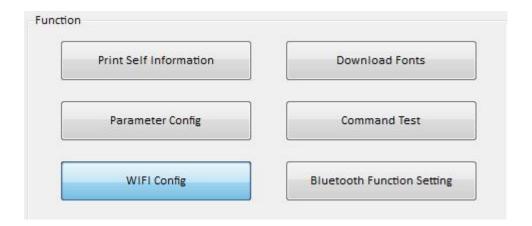
2. Load file or input the data in the input box and click "Send" to print the test text.





8.4.5 WIFI Configuration

1. Click "WIFI Config".

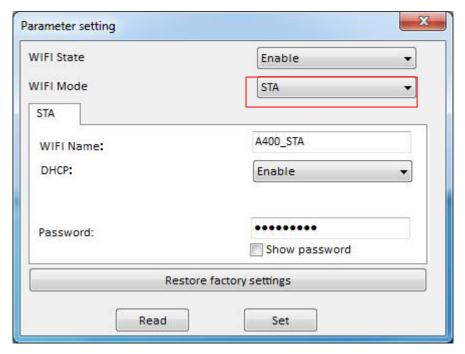


2. When choose "Enable" for "WIFI State", "AP" for "WIFI Mode", it shows as below. Set up as need.





3. When choose "Enable" for "WIFI State", "STA" for "WIFI Mode", it shows as below. Set up as need.



4. Click "Set" to save the setting, and the printer will shut down automatically and restart.

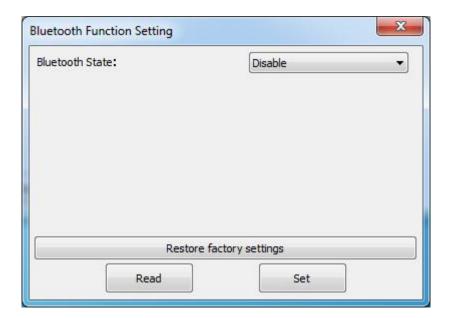


8.4.6 Bluetooth Function Setting

1. Click "Bluetooth Function Setting".

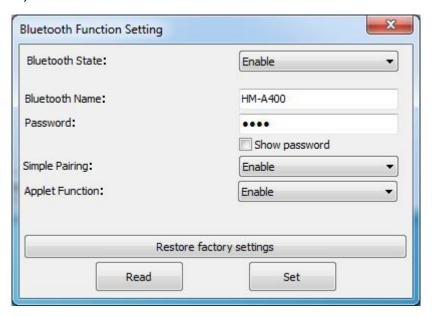


2. Click "Read" to get the current Bluetooth state. If the state is "Disable", it shows as below:





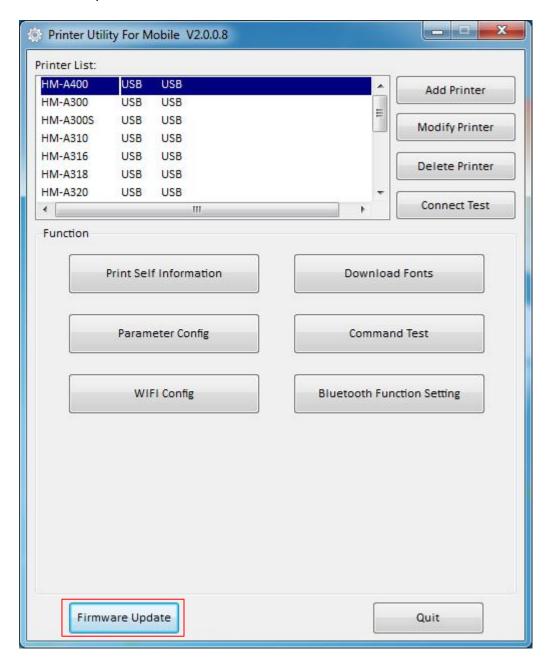
3. If the state is "Enable", you can set up "Bluetooth Name", "Password", "Simple Pairing" and "Applet Function", shown as below.





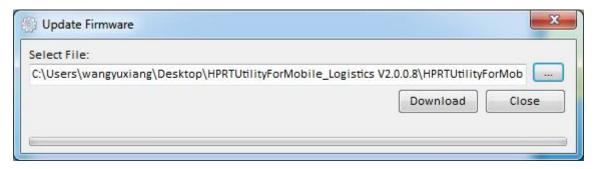
8.5 Firmware Update

1. Click "Firmware Update".





2. Select the existing file and click "Download".



3. Update succeed and the printer will be restarted.

