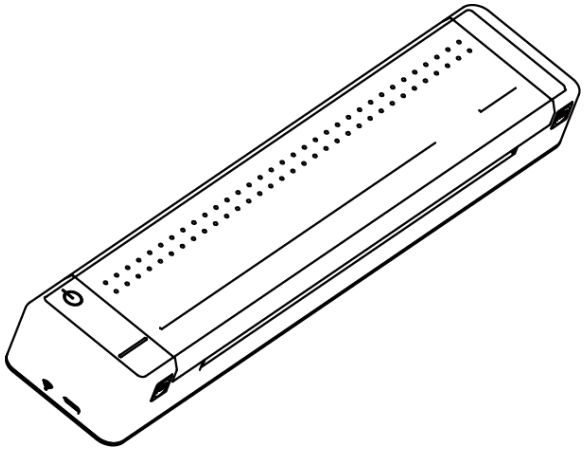
Mobile Printer

MT800

User Manual



(Rev.2.2)

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Statement

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Warnings

This must be complied with in order to avoid any damage to the human body and to the equipment.

This shows the important information and tips for the printer operating.

Important Safety Instructions

Please read this chapter carefully before using the printer!

Using the Printer

1. Water or other liquid should not spill into the printer, also the printer should not be expose to the rain, or else may cause printer damage.
2. Do not open the printer cover while the printer is printing, otherwise the printer may work improperly.
3. Too high(40℃)or too low(0℃) temperature will lead to the decrease of print quality.
4. too high (85%)or too low (20%)relative humidity will lead to the decrease of print quality
5. The print paper in poor quality or stored for too long time also may reduce the print quality even damage the printer.
6. Please do not open the printer cover when it is printing or just when printing is over, do not touch the print head with hand or body, overheat may cause scald.

Storage Precautions

1. The printer should be placed in such an environment that the temperature is between -20℃ and 70℃, and the relative humidity is between 5% and 90%.
2. Normal thermal paper can’t be kept too long, if you need to keep the receipt for a long period, please select long term effective thermal paper.
3. Do not store printing paper in high temperature or direct sunlight, please keep it in a place to avoid the light.

Battery Safety Precautions

Ignore the following instructions may cause battery overheating, fire, explosion, damage and/or performance, and reduced product life.

1. Be sure to use the specified battery and power charger provided by our company, do not disassemble the printer to replace the non-official battery, or may cause fire, explosion or damage to the printer.

2. Do not allow water, sea water from entering or leaking into the battery. If the batteries internal safety device burn, when charging it, it may produce abnormal current and/or voltage, or abnormal chemical reaction when charging it, then may cause the battery overheating, fire and/or explosion.

3. Do not use or place the battery nearby the stove or other high temperature places. Excessive heat maybe damage the resin shell and/or the insulation materials, thereby cause short-circuit inside the battery, then the battery may be overheated, burning and/or explosion.

4. When charging, use a specified USB Type-C cable. Other conditions (high temperature, high pressure/high current, using the modified battery charger, etc.) excluded here may result in over-charging the battery and abnormal current and/or voltage, cause abnormal chemical reaction, and may cause the battery overheat, light and/or explosion.

5. Do not heat the battery or put the battery into fire. This may melt insulation material and/ or damage safety devices or safety equipment, then ignite electrolytic solution, and cause the battery overheat, burning and/or explosion.

6. Do not throw or attack the battery heavily. If internal safety device of the batteries burn, the battery charging may cause any abnormal current and/or voltage, and abnormal chemical reaction, and lead to the battery overheat, ignite, and/or explosion.

7. The liquid in the battery is corrosive, if improper operation causes battery leak, and the liquid is spattered on the skin or clothes, please wash it with water, if spattered into the eyes, please rinse them with water thoroughly and see a doctor.

Other Precautions

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1. WEEE (Waste Electrical and Electric Equipment)

This mark shown on the product or its literature indicates that the corresponding item should not be discarded at the end of its working life with other household waste. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate marked items from other types of waste and recycle them responsibly to promote the sustained reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office for details of where and how they can conduct environmentally safe recycling of such items. Commercial users should contact their suppliers and check the terms and conditions of purchase contracts. This product should not be combined with other commercial waste for disposal.

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1. Product Introduction

1.1 Introduction

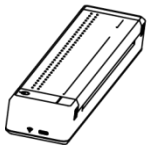
HPRT A4 Mobile Printer, print anytime and anywhere. Virtual will be transformed into reality, making mobile office a new trend. The distance between home and office will be shortened, and the working place will no longer be limited. MT800 supports ribbon with RFID authentication to ensure HPRT's original high quality supplies. HPRT, print your beautiful world.

1.2 The main Features

1.Perfectly portable for quality A4 printing
2.Large capacity battery and long standby
3.User-friendly design, easy paper replacement
4.High reliability
5.Various interfaces for option

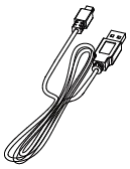
1.3 Packing List

The printer is packaged with the following accessories.
If any of these accessories is broken or missing, please contact the dealer that you purchased the product.



Printer

Ribbon Module



USB Type-C Cable

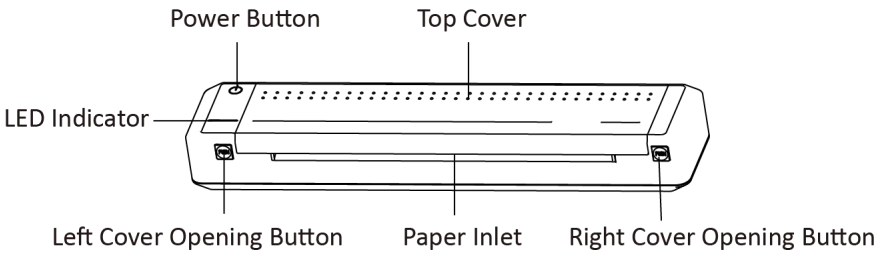
Quick Start Guide

Note:

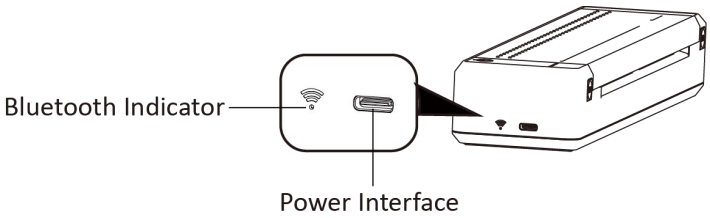
1) The packing materials are actually dependent on the order.
2) The ribbon module is embedded in the printer.
3) Operating Environment of Ribbon: 5℃~35℃, 20%~85%RH
4) Storage Environment of Ribbon: -5℃~45℃, 20%~85%RH

1.4 Appearance and Component

Front

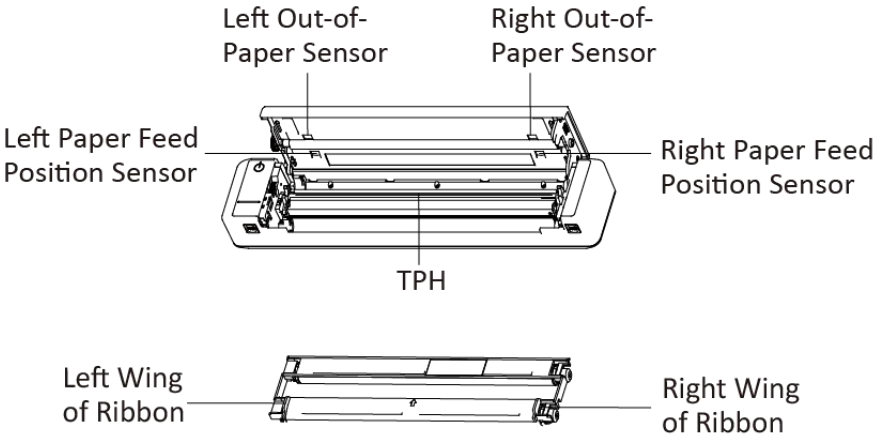


Left



Note: indicates Bluetooth function.

Inner



Note:

Out-of-paper sensor and paper feed position sensor:
Detecting whether there is paper or not and whether the paper offset occurs during the paper feeding process.

2. General Specification

2.1 Printer Specification

Table 2-1 General Specification

Item		Parameter
Printing Parameter	Printing Method	Direct thermal/Thermal transfer printing
	Printing Speed	MAX.15 mm/s
	Printing Width	198mm
	Printing Density	3 levels adjustable
	Printing protocol	Dot matrix bitmap printing
Paper	Type	A4 paper
	Width	210mm
	Thickness	60-90μm
	Ribbon Specification	Width 215mm, Length 14m, Diameter 14.5mm
Sensors		Cover open detection, out-of-paper detection, paper feed positioning detection, ribbon detection, paper offset detection, TPH temperature detection
Communication Interface	Standard	USB Type C (support USB charging)
		Bluetooth 4.0
Battery	Type	Rechargeable Li-ion battery
	Voltage	7.4V
	Capacity	2000mAh
Power	Input	AC 100~240V, 50/61Hz
	Output	DC 5V, 2A
Reliability	TPH life	50km
Memory	RAM	8MB
	Flash	2MB
Dimension (L×W×H, mm)		310.5×63.5×40.73
Weight		766g(with ribbon), 694g(without ribbon)
Certificates		CCC, CE, MFI

2.2 Media Specification

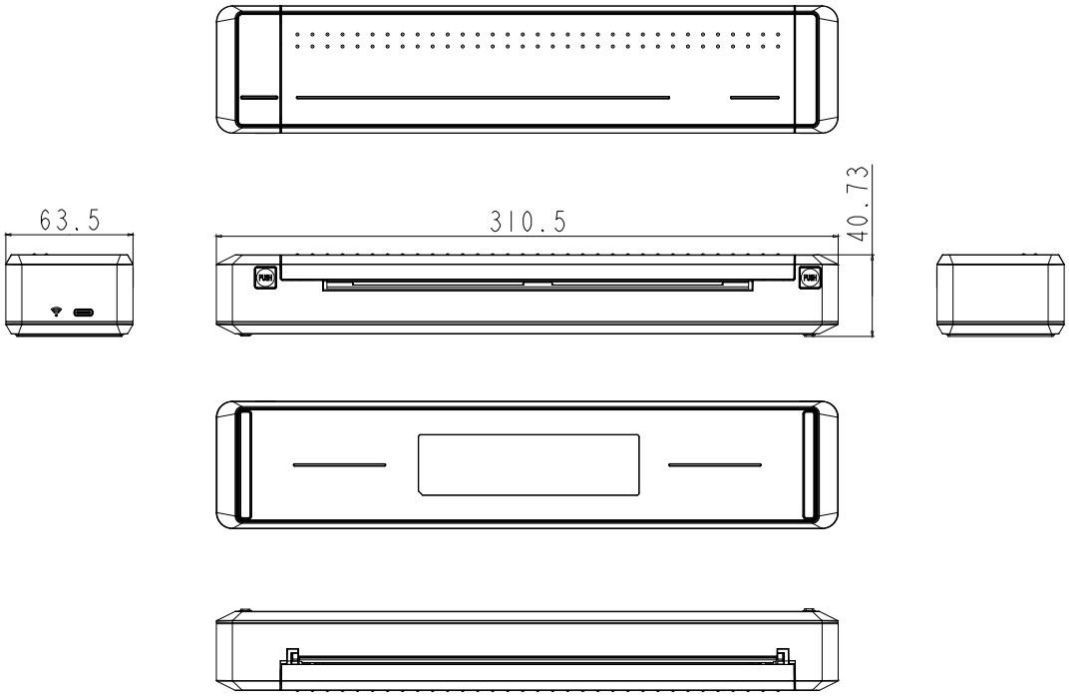
Paper type	Paper width	Paper thickness
A4 paper	210mm	60-90μm

2.3 Ribbon Specification

Ribbon	Parameter
Width	215mm
Length	14m
Diameter	14.5mm

2.4 Dimension

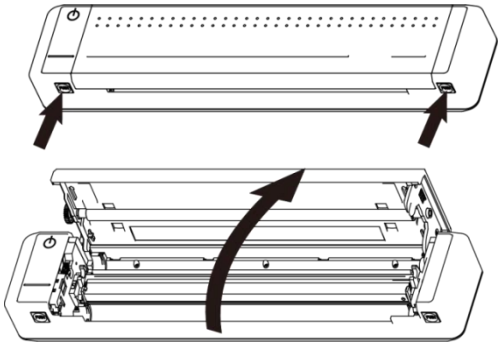
- Dimension: 310.5(L)×63.5(W)×40.73(H)mm
- Weight: 766g (including ribbon)



3. Installation and Use of Printer

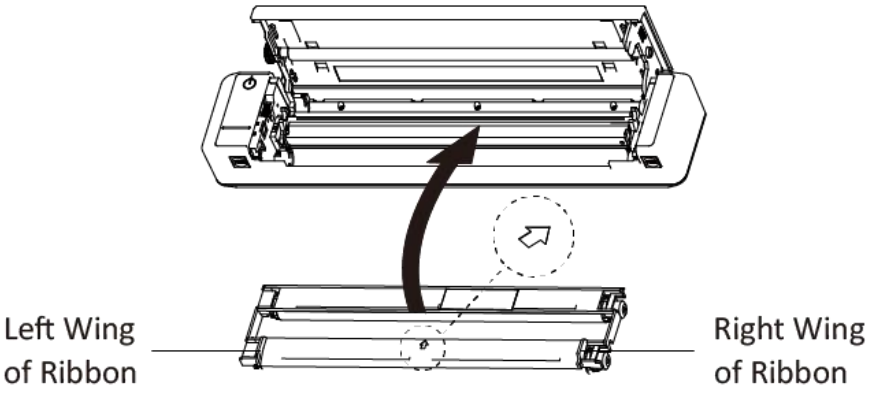
3.1 Open Top Cover

1. Press the [PUSH] button of both sides at the same time, then lift the printer cover upward.



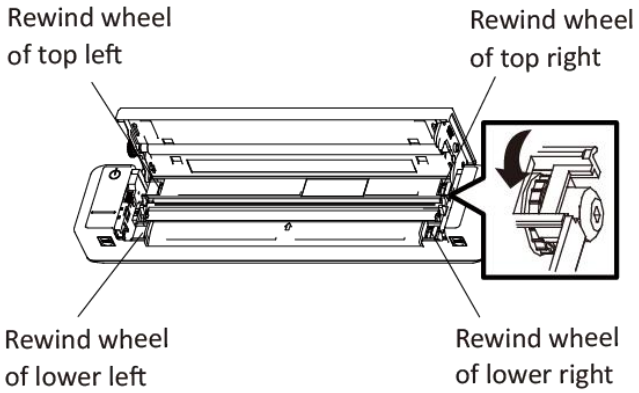
3.2 Loading Ribbon

1. Hold the left and right wings of the ribbon by your hands, then align it to the printer per the arrow direction and press it down.

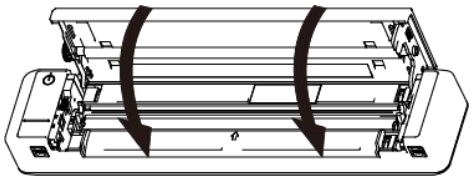


Note: To avoid errors when loading the ribbon, please make sure that the arrow direction marked on the ribbon module align to the printer.

2. Rotate the ribbon rewind wheels of both left top and lower right (or right top and lower left) towards the center simultaneously to make it smooth.

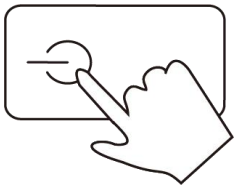


3. Press down the cover by hands until it clicks into place.

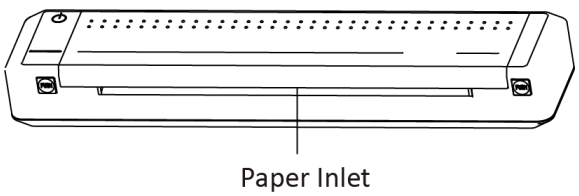


3.3 Loading Paper

1. Make sure the ribbon is properly loaded, hold down the power button for a few seconds, and then release it when the printer is turned on.



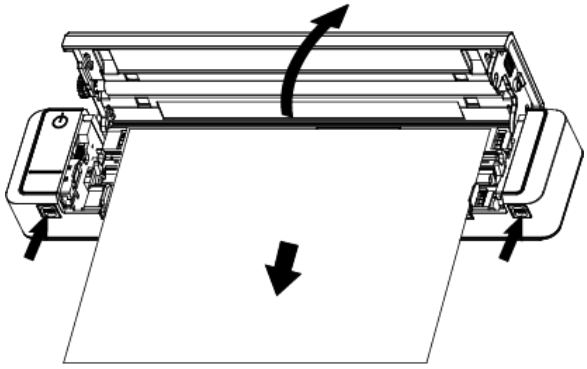
2. Put the paper into the paper inlet in parallel. Printer will feed a distance automatically after it detects the paper. If the buzzer sounds once after paper feeding is stopped, it shows that the paper is loaded successfully and the printer is ready.



3.4 Removing Paper

Note: Don't pull the paper out forcefully while the printer cover is closed, or it may damage the printer. Please remove the paper as follows.

1. Press the [PUSH] button of both sides at the same time, then lift the printer cover upward.
2. Remove the paper.



3.5 Printing Operation

Please make sure that the printer is powered on, and has loaded ribbon and paper. (Refer to 3.2 and 3.3)

3.5.1 From Mobile Phone

1. Download "H-Print" APP: Scan the QR code below to download "H-Print" APP.

(http://hprint.hprt.com/app_en)

Note: You can also scan the QR code on the outer box of the package to download APP.

2. Connect to the printer:

1) Turn on Bluetooth on the mobile phone, choose "MT800-XXXX" (XXXX are last four digits of Bluetooth address) in the device list;
2) Open APP, choose "Device Management" on the right top corner;

3. Print:

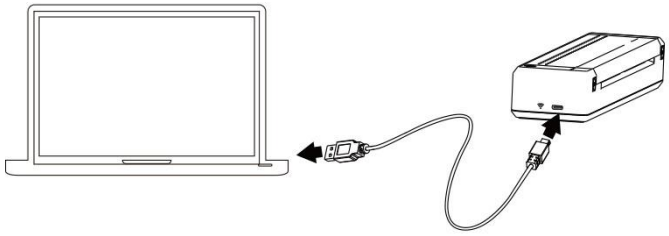
1) Choose the file to print, and copy it to the "H-Print" APP;
2) Click the print icon on the right top, then the printer will conduct printing.

Note: For APP operation, please subject to the actual situation.

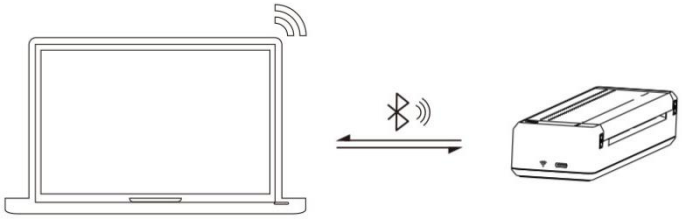
3.5.2 From Computer

1. Connect the printer to the computer via Bluetooth/USB, then install the printer driver on the computer.
The driver download address: http://www.hprt.com/Downloads.html

USB connection



Bluetooth connection



2. Install the driver: please refer to “7. Windows Driver” and install the printer driver for MT800 on the computer.

3. Print: Open the file to print, choose “MT800” for printer device, click “print”.

Note: PC Bluetooth connection only support with Windows system currently.

3.6 Instruction for Sleep(Standby) Mode

In order to save power and prolong the service time, MT800 printer adopts automatic sleep and automatic wake-up technology. After the printer is turned on, if there is no operation on the printer within 5 minutes, the printer will enter standby mode. Note in particular that the printer will automatically turn off after 60 minutes of free time in the case of a Bluetooth connection.

When the printer enters standby mode, the power consumption will be greatly reduced, and it will not affect the use. The printer will wake up automatically when receiving the print data without manual intervention to wake it up.

4. Partial Component Description

4.1 Button

1. Power Button

①Turn On

In the sate of power off, hold down the power button for about 3 seconds and the printer will be on.

②Turn Off

In the state of power on, hold down the power button for about 3 seconds and the printer will be off.

③Print Self Test

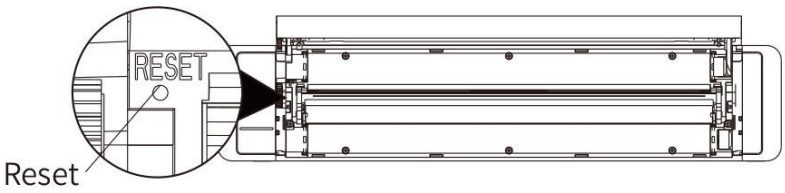
In the sate of power on, continuously press the power button for 3 times, the printer will print the self-check page.

2. Cover Open Button

Press the cover open button of both sides at the same time, then lift the printer cover upward.

3. Reset Button

When the button fails to respond or Bluetooth fails to connect, please remove the ribbon, lightly press the [Reset] button with toothpick or pin for 2 seconds, then restart the printer.



4.2 LED Indicator and Buzzer

MT800 has two LED indicators, which are front strip lamp and side pinhole lamp.

1. Front Strip Lamp

The front strip lamp indicates the status of printer. The status is divided into four categories: behavior indication (red, green, white), charging indication (green), abnormal indication (red), and printing indication (white).

①Abnormal Status

Status	LED (Red)	Buzzer
Low-voltage	Flash	“Beep-Beep-Beep-”
TPH temperature overheated	Flash	“Beep-Beep Beep-”
Paper jam/paper loading abnormal	Slowly Flash	“Beep Beep Beep-”
Open the cover of printer	Lighting	——
Ribbon runs out	Slowly Flash	——

②Charging Status

Status	LED (Green)
Power too low	Flash
Printer charging	Lighting
Charging full in power-on status	Green light turns to white light
Charging full in power-off status	Off
Enter	Lighting 3 seconds

③Printing Status

Status	LED (White)
Standby	Lighting
Wake up the printer	Lighting
Printing	Slowly Flash

④Behavior status

Status	LED (Red, Green, White)
Turn on	Flash a round
Firmware upgrade	Alternating flash
Turn off	Flash a round

2. Side Pinhole Lamp

The side pinhole lamp is a blue monochrome lamp, indicating the connection status of the printer.

①Connection status

Status	LED (Blue)
Data receiving	Flash
Bluetooth is not connected	Off
Bluetooth is connecting	Lighting

5. Troubleshooting

Your printer is very reliable, but occasionally problems may occur. This chapter provides information on some common problems you may encounter and how to solve them. If you encounter problems that you can not resolve, contact your dealer for assistance.

5.1 Printer Not Working

Problem Description	Problem Reason	Solution
LED not light, printer not working	Printer no power	Please use the exclusive charging cable to charge
	Printer consumables do not match	Please replace the consumables immediately and continue printing with the official consumables
	Circuit board damage	Contact with the dealer

5.2 Troubles Occur During Printing

Problem Description	Problem Reason	Solution
Printing process stops printing	Battery power is too low	Please use the exclusive charging cable to charge
Paper jam occurs during printing	When the paper is automatically fed, there is a deviation, resulting in paper jam	Please open the cover, remove the jammed paper, and place the paper in parallel into the paper inlet
The ribbon is taken out when printing	The ribbon is loose before printing.	Please roll the ribbon to a flat state by rewind wheel
Print font missing, with white lines	Ribbon with folds, damaged	Please roll the ribbon to a flat state and print with a good ribbon
	Uneven paper	Please print with flat paper
The printer cannot automatically absorb paper	The cover is not properly closed.	Please check that both sides of the cover are in place

6. Clean Printer

6.1 Cleaning Head

Printing 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:

※ Notes:

1. Make sure to turn the printer power off prior to cleaning.
2. Open the paper cover and ribbon assembly, and remove the paper and ribbon.
3. As the print head gets very hot during printing, if intending to clean the print head, turn the printer power off and wait approximately 2~3 minutes before commencement.
4. Use the cloth to clean the head. When cleaning the print head, take care not to touch the heated portion of the print head. Printer Head is susceptible to damage from static electricity, etc.
5. Take care not to allow the print head to become scratched and/or damaged in anyway.

6.2 Cleaning Sensor, Platen and Paper Path

※ Clean the parts when there is a degradation of performance in printing quality or paper detection.

1. Open the paper cover and ribbon assembly, and remove the paper and ribbon.
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.

7. Windows Driver

7.1 Operating System (OS) Environment

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 SP1 (32 bit/64 bit)
- Microsoft Windows Vista SP2 (32 bit/64 bit)
- Microsoft Windows XP Professional SP3 (32 bit)
- Microsoft Windows Server 2012(64 bit)

7.2 Windows Driver Preparation

Driver download URL: http://www.hprt.com/Downloads.html

The installation file name is HPRT MT800 Series Mobile Printer Windows Driver vX.X.X.X.exe

As follows: HPRT MT800 Series Mobile Printer Windows Driver v2.7.2.2.exe

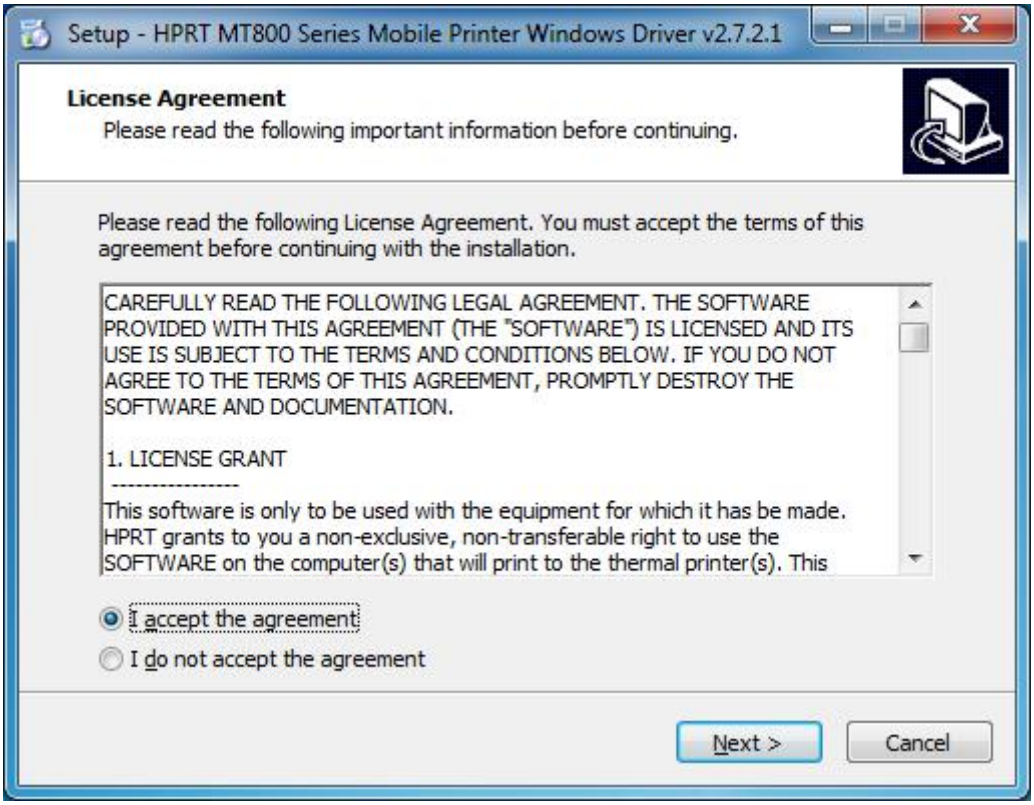
7.3 Windows Driver Installation

Notes:

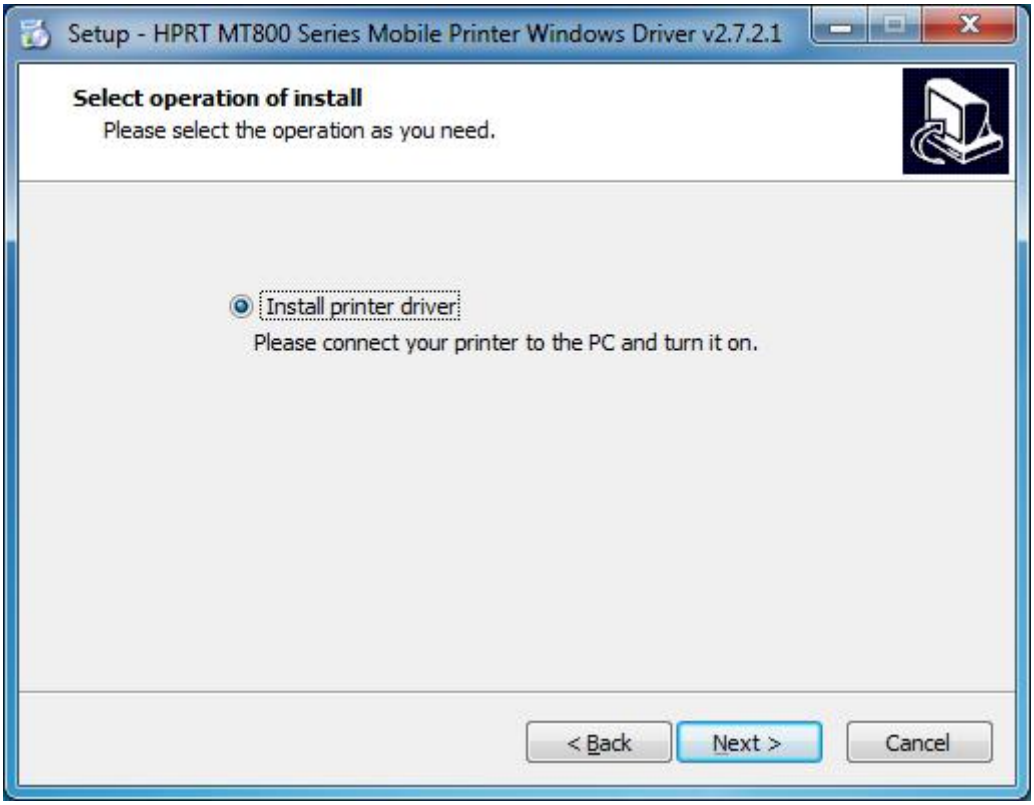
Under different operating system and different type of driver, the screen has slight difference. Please operate it according to the tips. Take HPRT MT800 (Windows 7) as example.

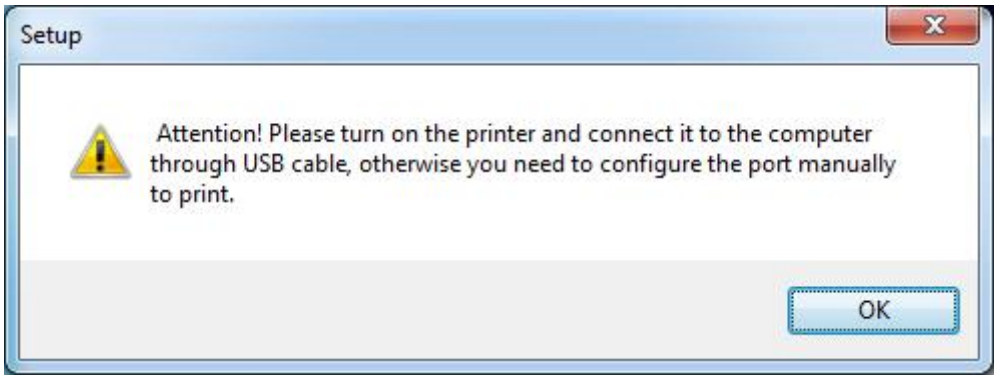
1. Double click Windows Driver.
2. Choose “English” and click “OK”.

3. Choose “I accept the agreement”, then click “Next”.



4. Click “Next”.

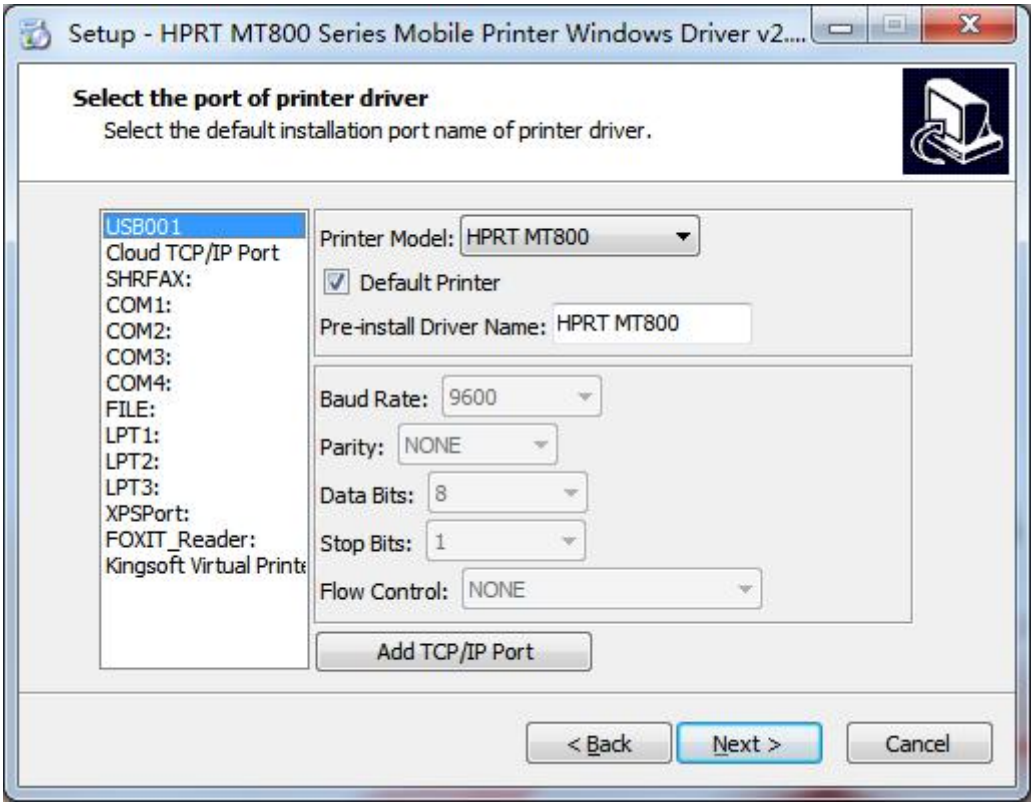




Note:

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.

5. Choose the matched type and port (USBxxx is for USB port, COMx is for serial port, LPTx is for parallel port). Choose the type of driver, port, such as “MT800”, “USB” as port. Click “Next”.



6. Click “Finish”, the driver is installed successfully.

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

Special Instructions:

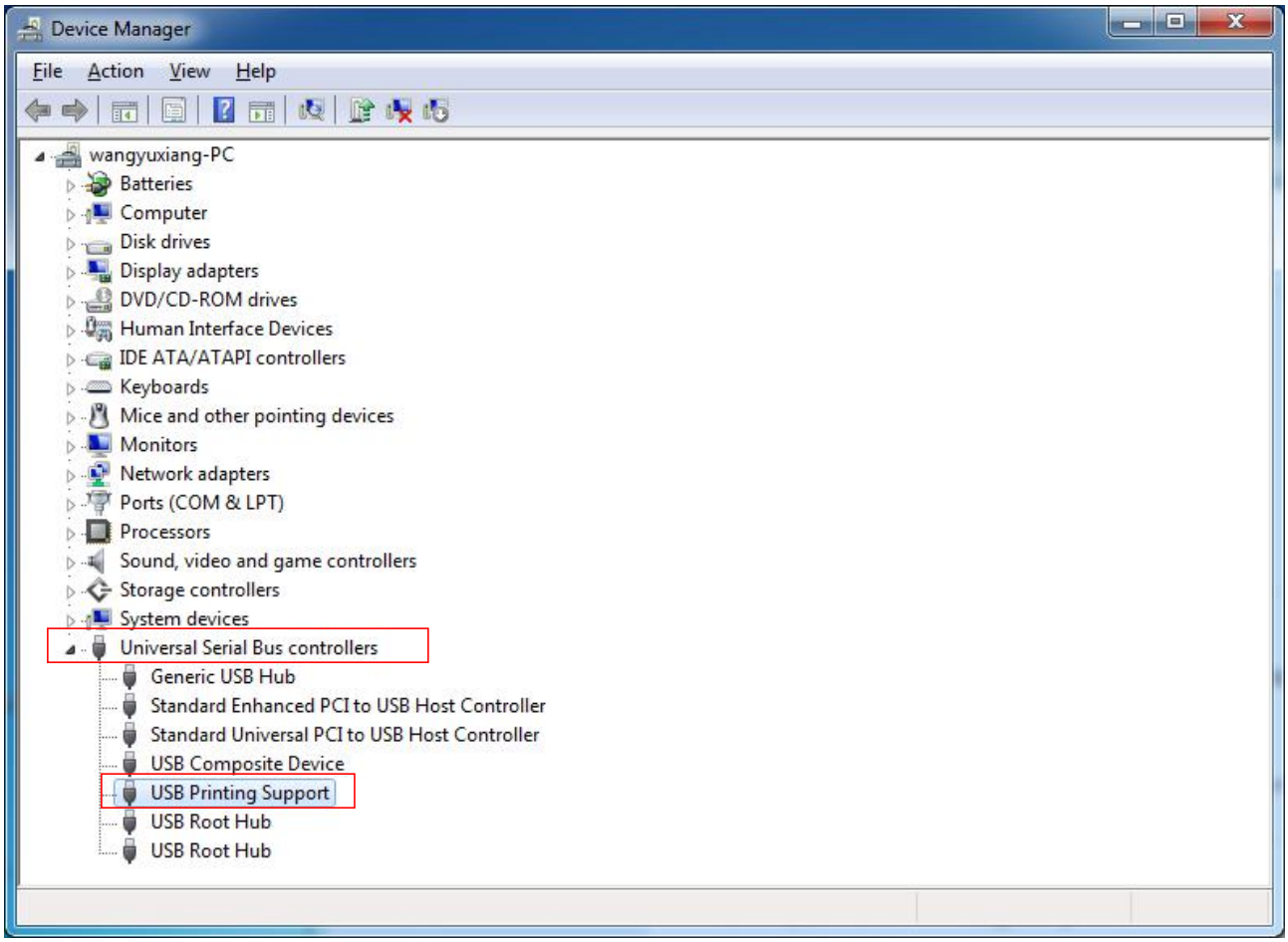
If the driver has been installed before connecting USB cable, the port may be inconsistent, solve it by the following steps.

Method One:

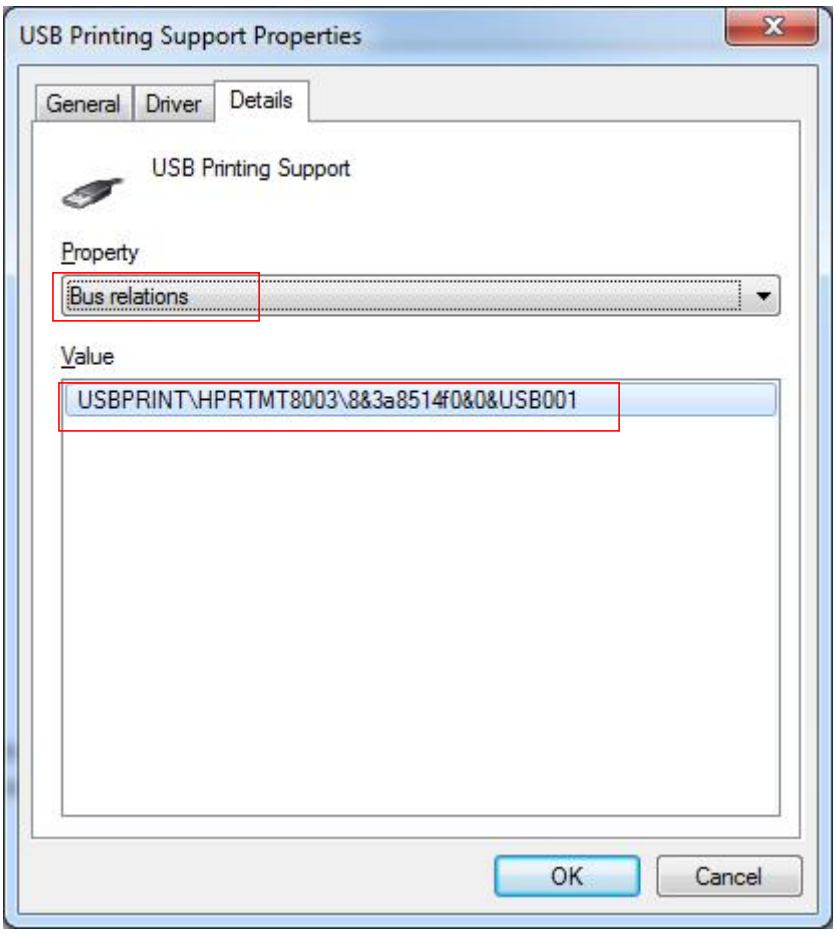
Connect the printer to the computer via USB cable, and install the driver again.

Method Two:

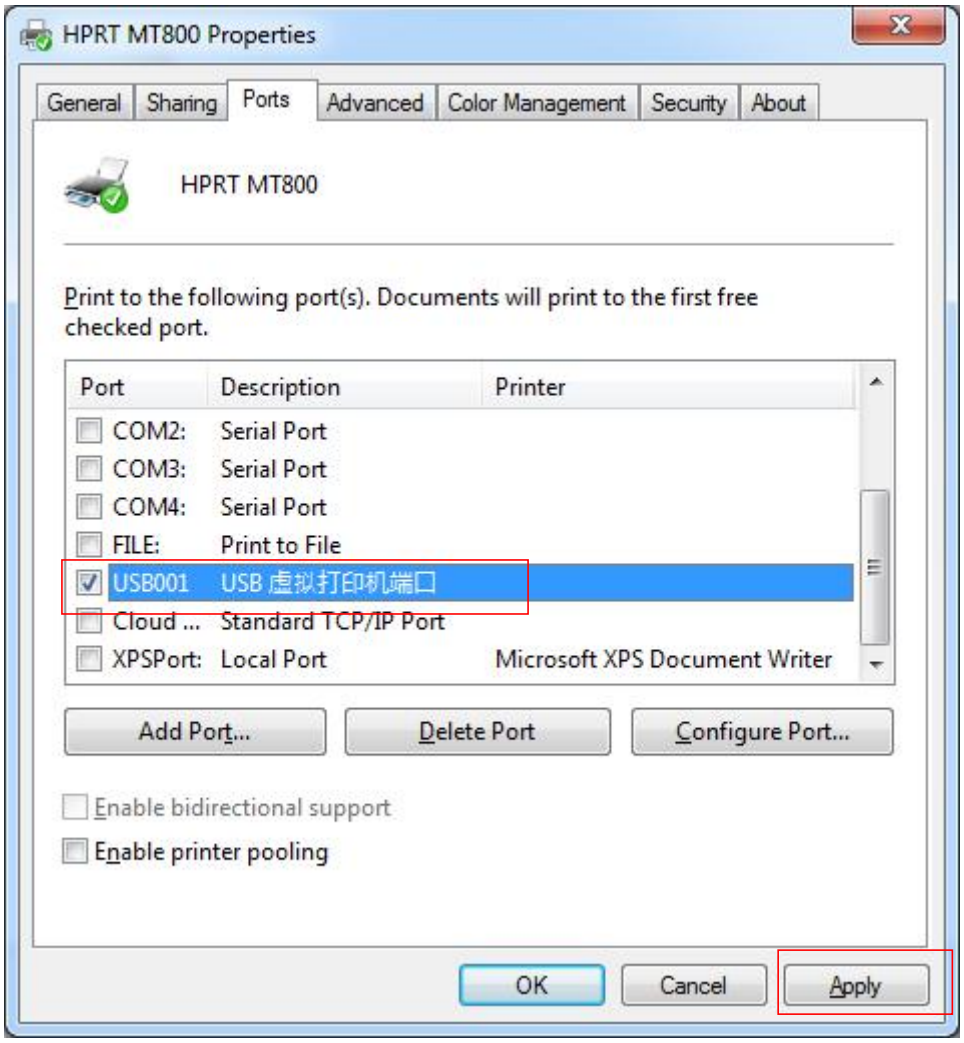
1) Right click the computer icon, choose “Properties” --- “Device Manager” --- “Universal Serial Bus controllers” --- “USB Printing Support ”, as shown below.



2) Double click “USB Printing Support”, then click “Details”, choose “Bus relations” for property to see the port number. It is “USB001” as shown below.



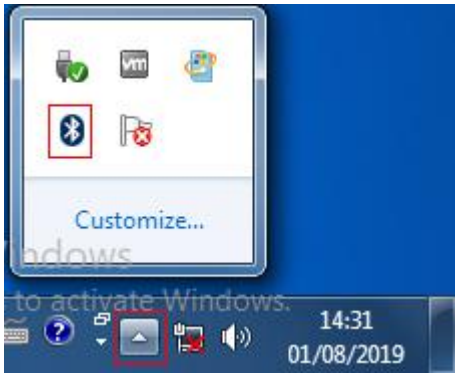
3) Click “Start" → “Devices and Printers”. Right click “HPRT MT800” and choose “Printing properties”. Click “Ports”, select “USB001” and click “Apply”. Then the port will be modified.



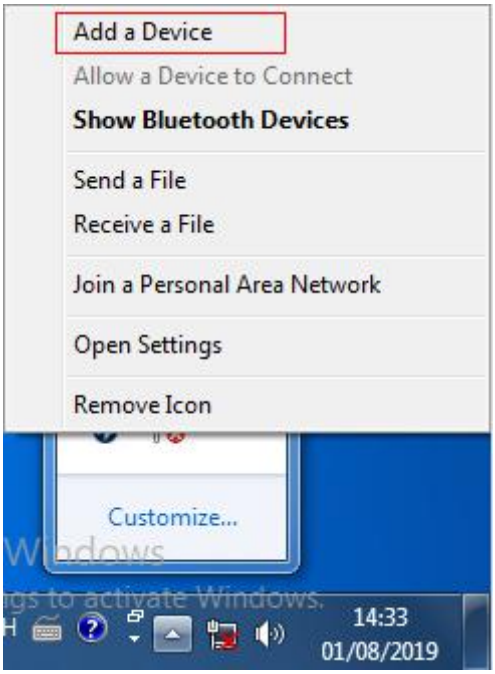
7.4 Using Driver via Bluetooth

Note: PC Bluetooth connection only support with Windows system currently, take Windows 7 for example below.

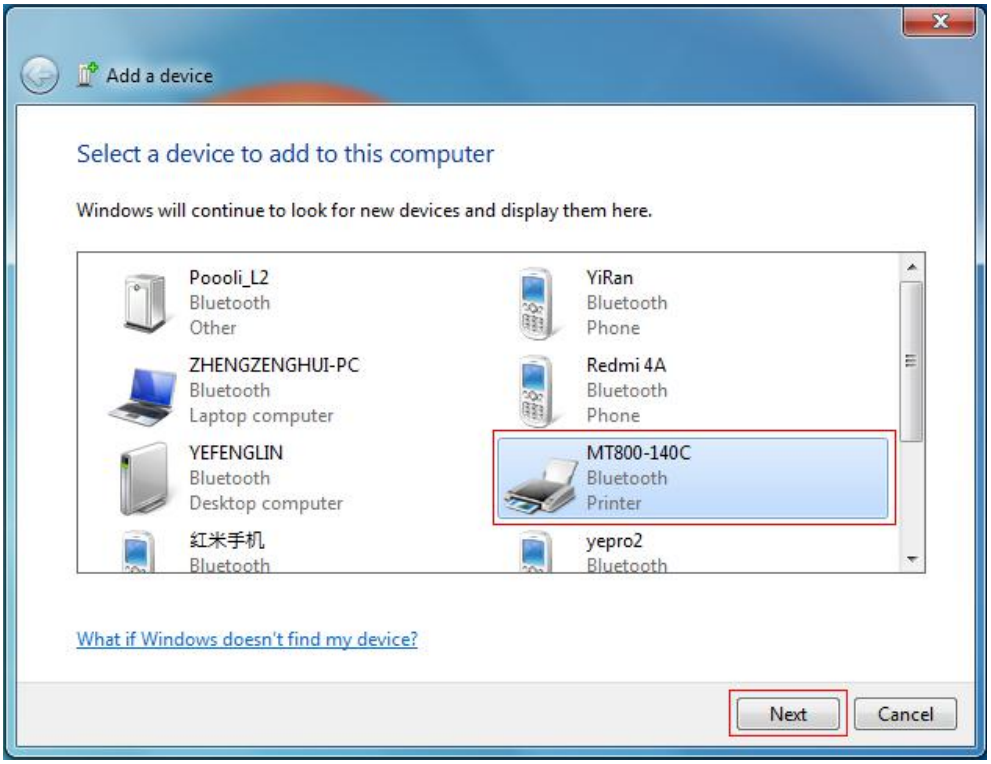
1. Turn on the printer.
2. Turn on the computer. The Bluetooth icon will show at the lower right of the screen. If the computer is not configured with Bluetooth function, you need to insert a Bluetooth Dongle into its USB connector.



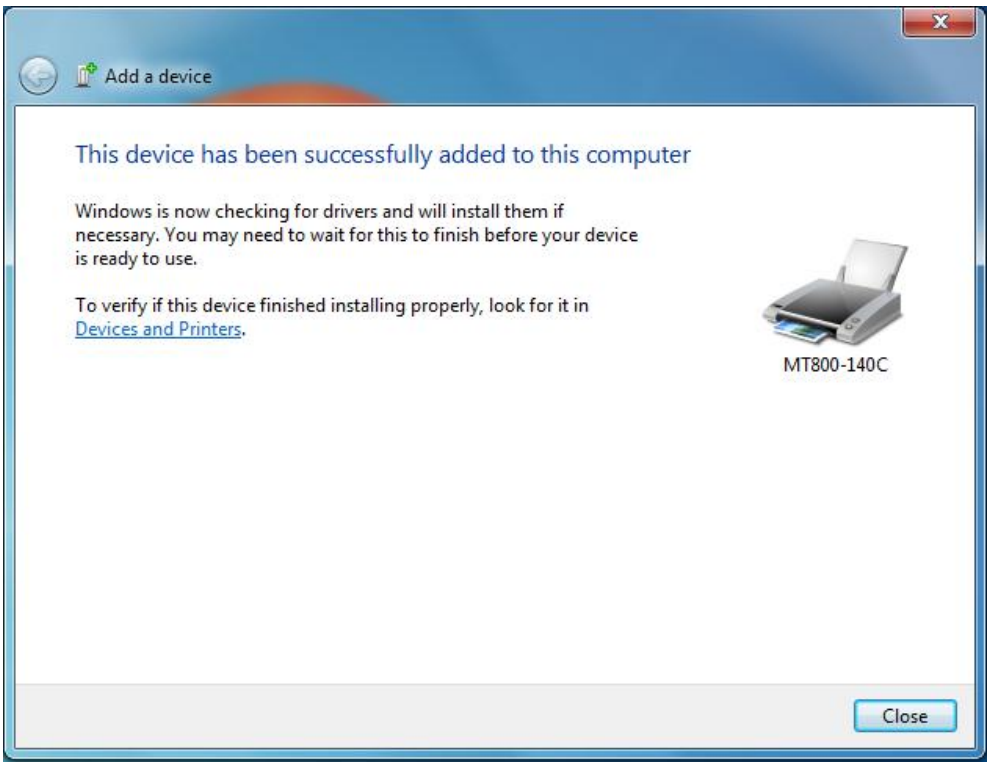
3. Right click the icon, choose "Add a Device".



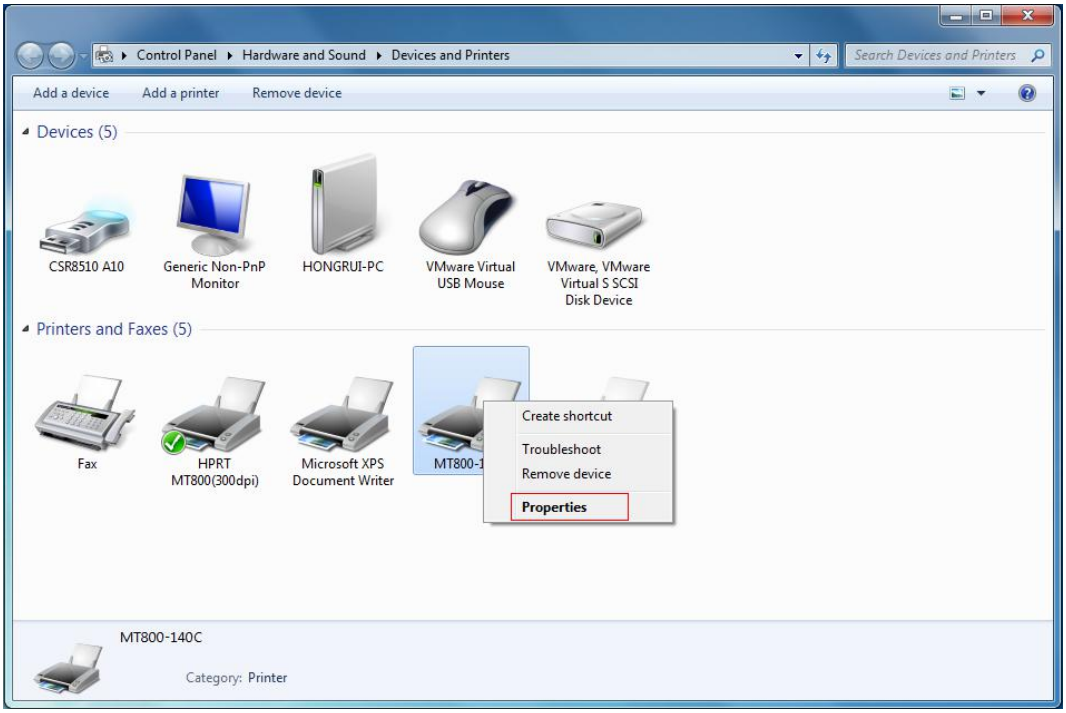
4. Find the corresponding printer, click “Next”.



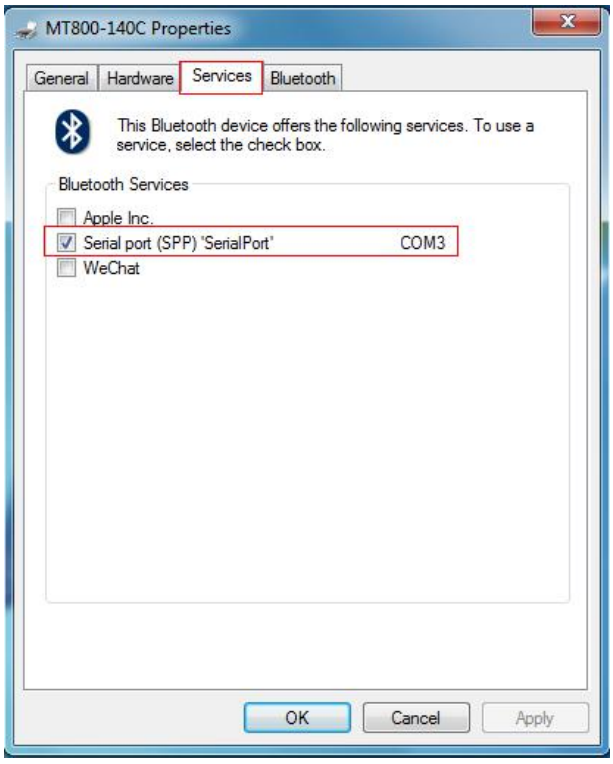
5. Add a printer successfully as shown in the figure. The printer takes MT800-140C for an example.



6. Click “Start" → “Devices and Printers”. Right click “MT800-140C” and choose “Properties”.

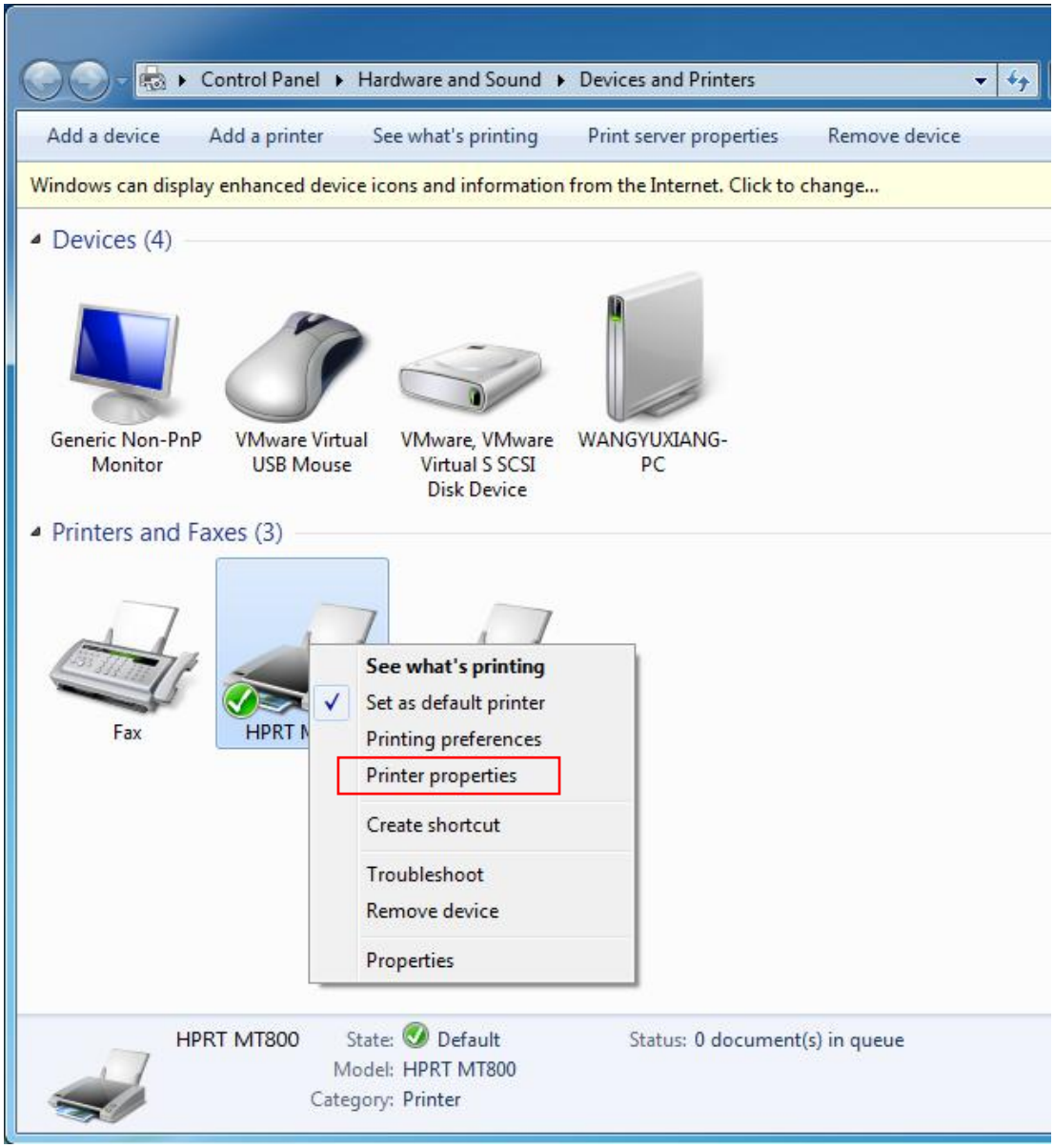


7. In “MT800-140C Properties”, choose“Services” and find the corresponding port. As shown in the figure, the port of MT800-140C is COM3.

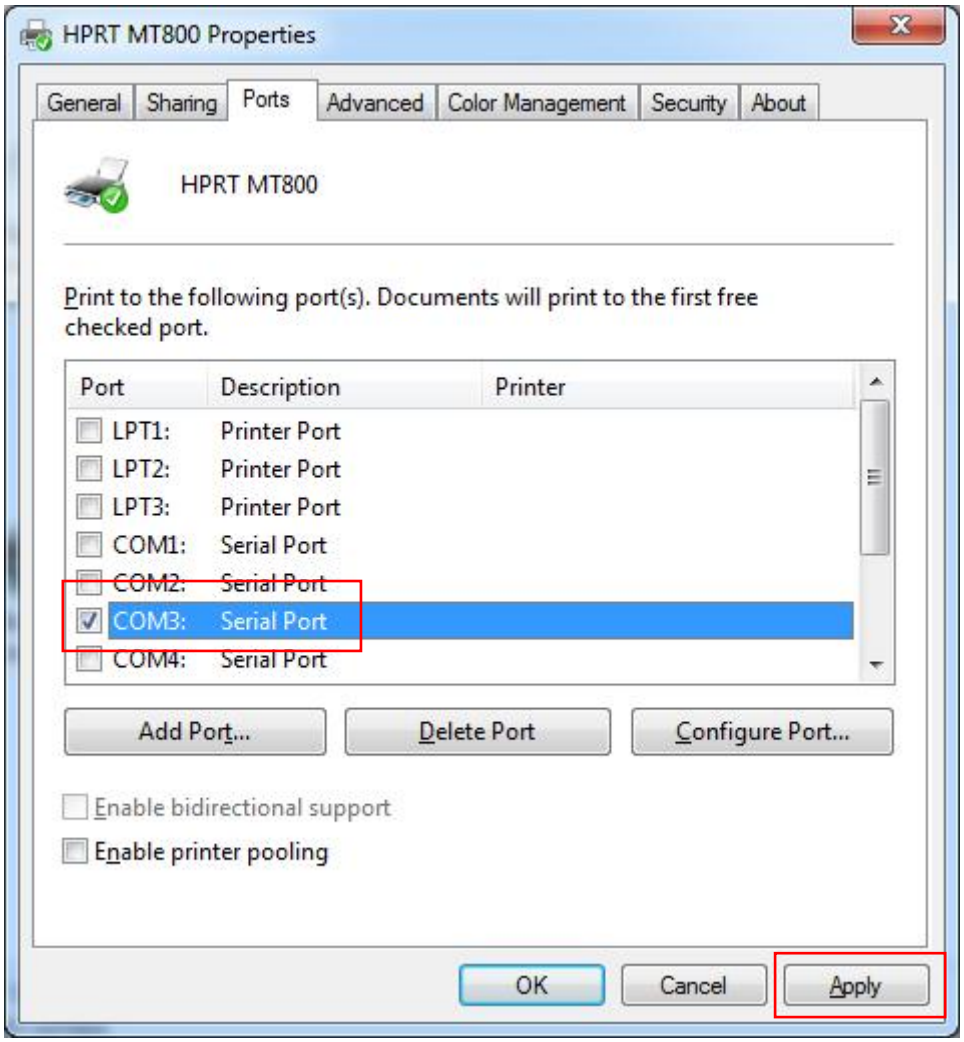


8. Install MT800 Windows driver program on the computer (please refer to “7.3 Windows Driver Installation).

9. After installing the driver, find the icon of “HPRT MT800” in “Devices and Printers”, right click “Printer properties”.

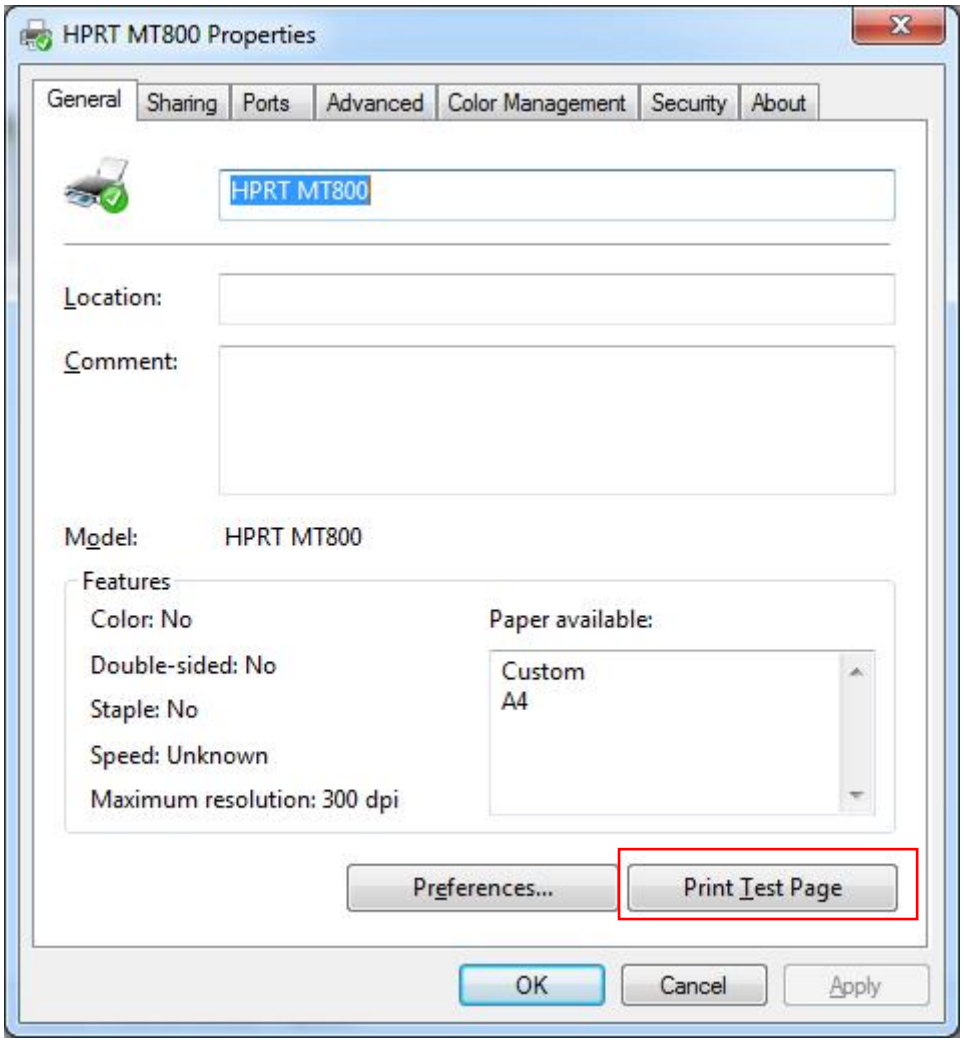


10. Click “Ports” , choose “COM3” as driver port, click “Apply”.

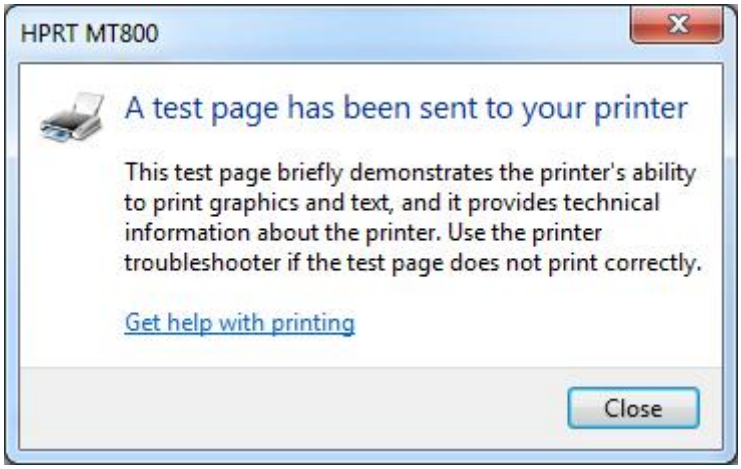


Note: If “COM3” has been selected as printer driver port during the driver installation, ignore this step.

11. Click “Print Test Page”.



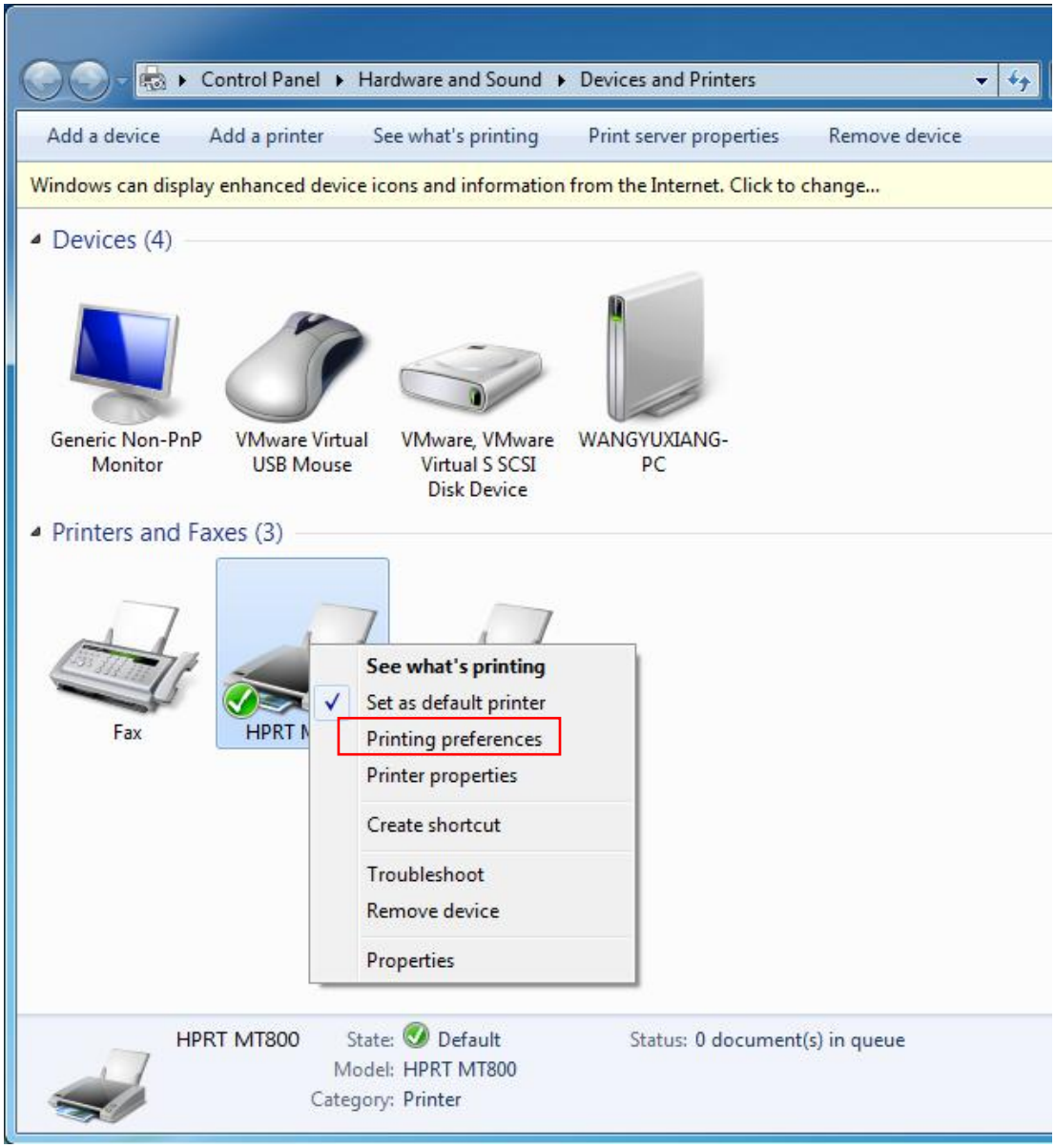
12. If the printer can print the test page, it will pop up the dialog box below. If it failed to print, please check if Bluetooth is connected or Bluetooth connection port is occupied.



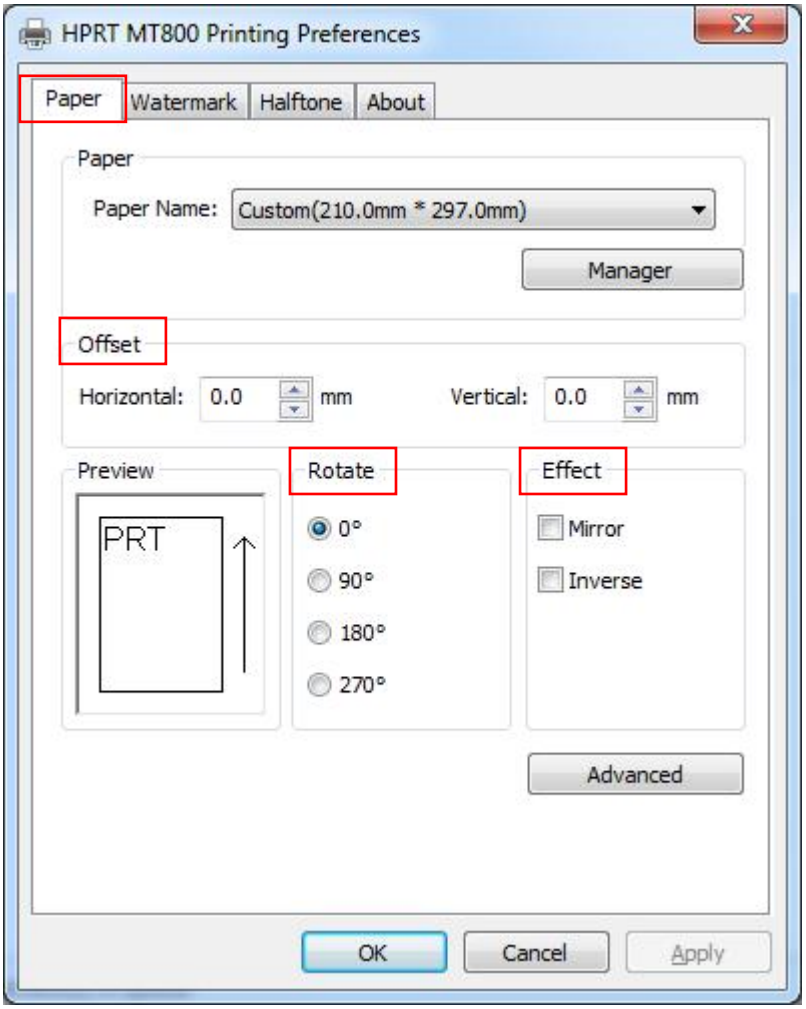
7.5 Detailed Windows Driver Setting

7.5.1 Printing Preferences

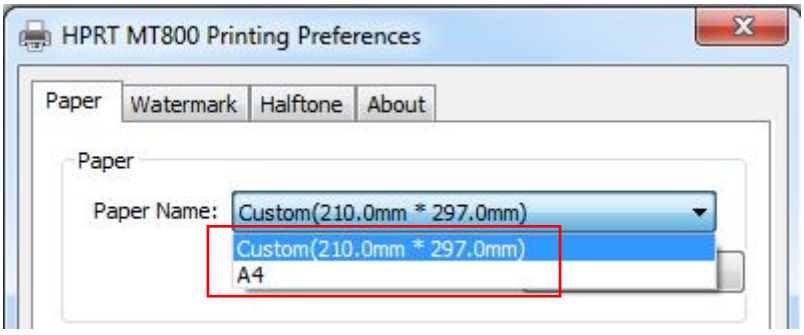
1. Click “Start" → “Devices and Printers”. Right click “HPRT MT800” and choose “Printing preferences”.



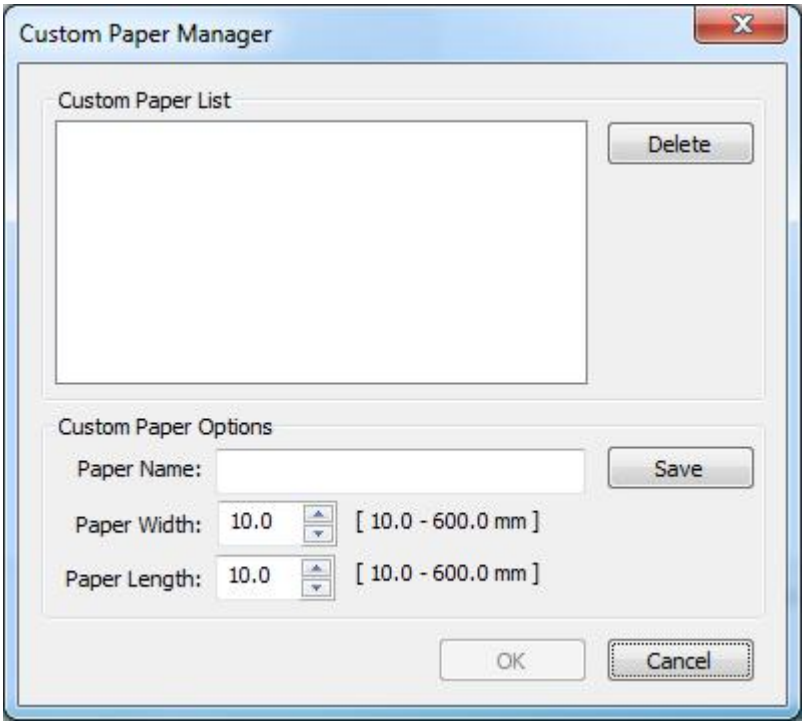
2. According to the different needs, choose “Paper”/“Offset”/“Rotate”/“Effect”.



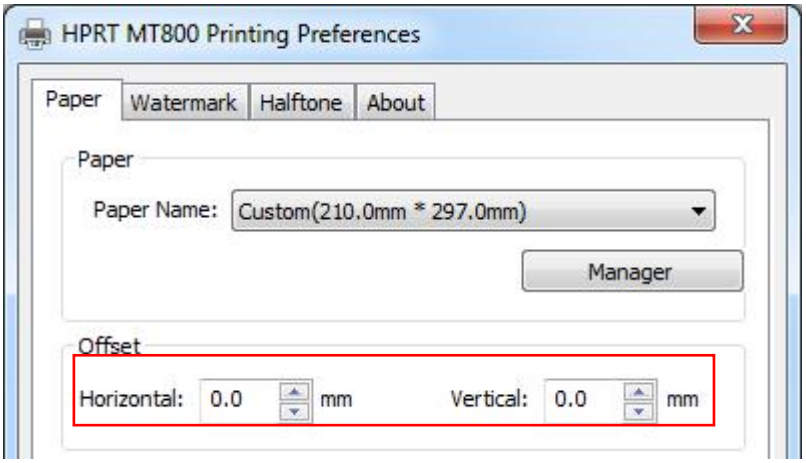
• Select “Paper Name”



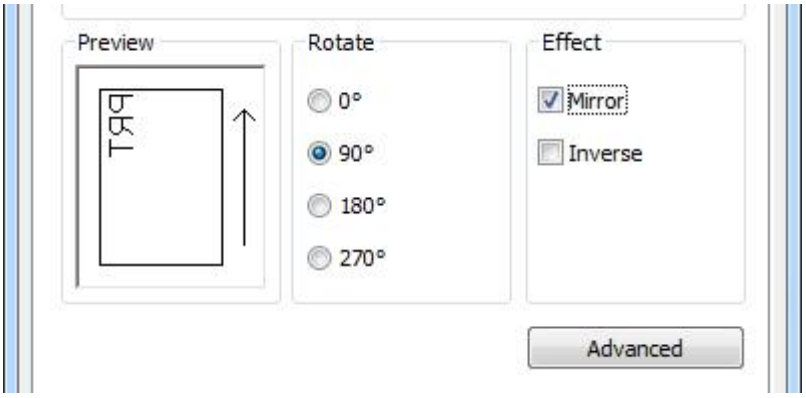
• Click “Manager”, add or delete paper:



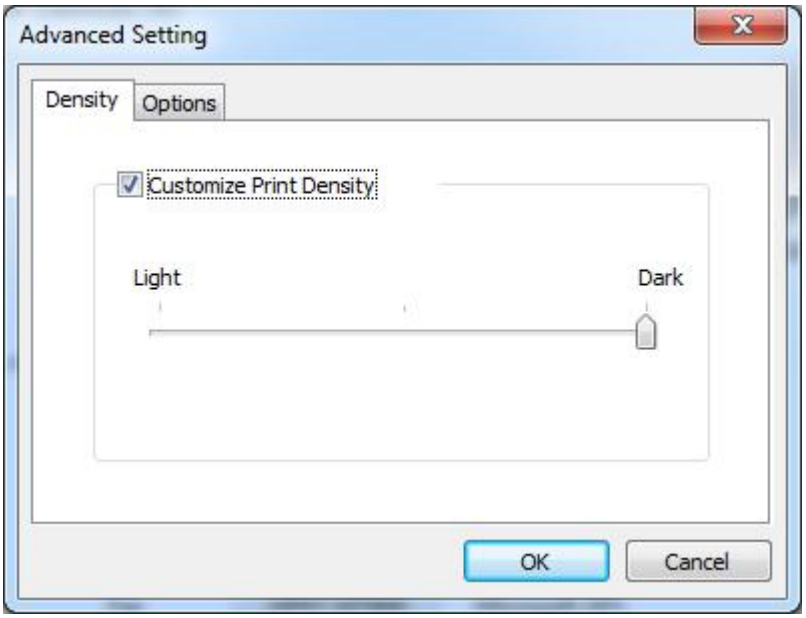
• Set “Horizontal” or “Vertical” offset:



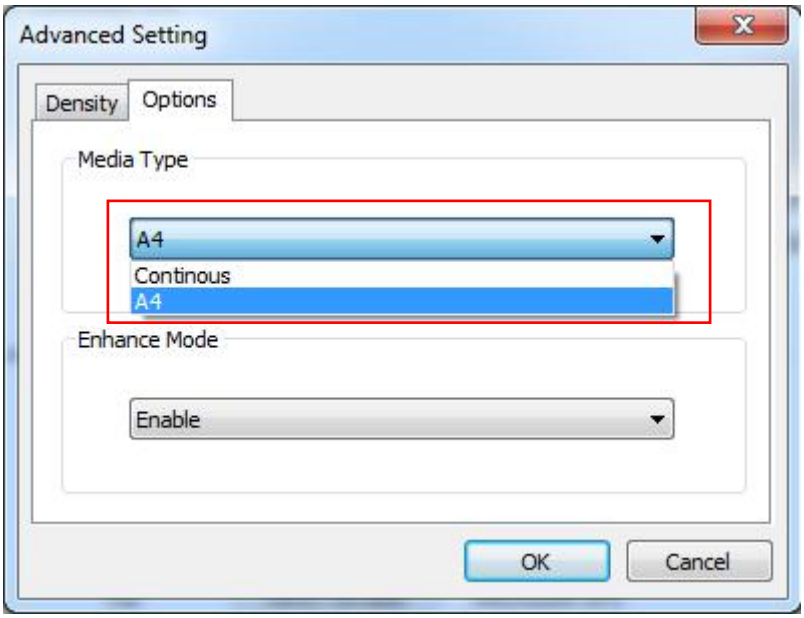
• Set “Rotate”, “Effect”, e.g. rotate “90°”, select “Mirror” effect, shown as below:



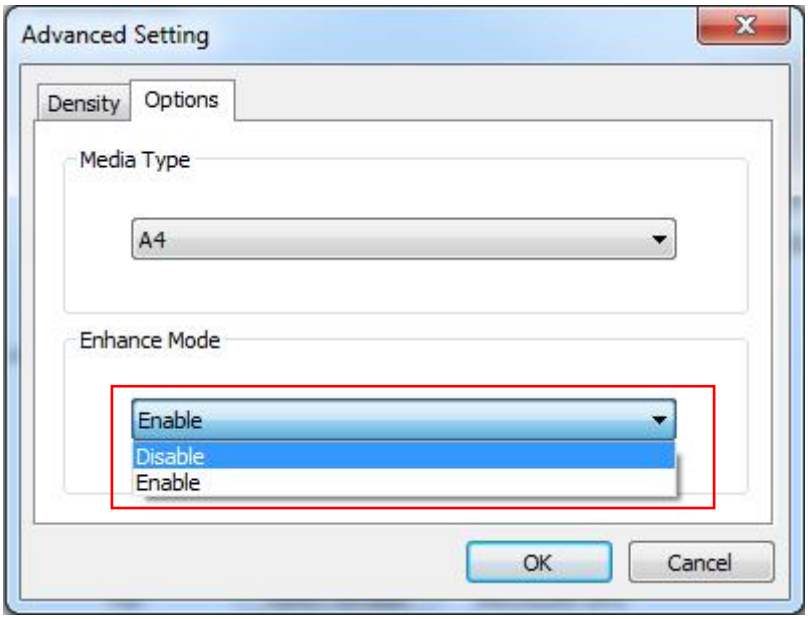
• Click “Advanced”, set “Density”:



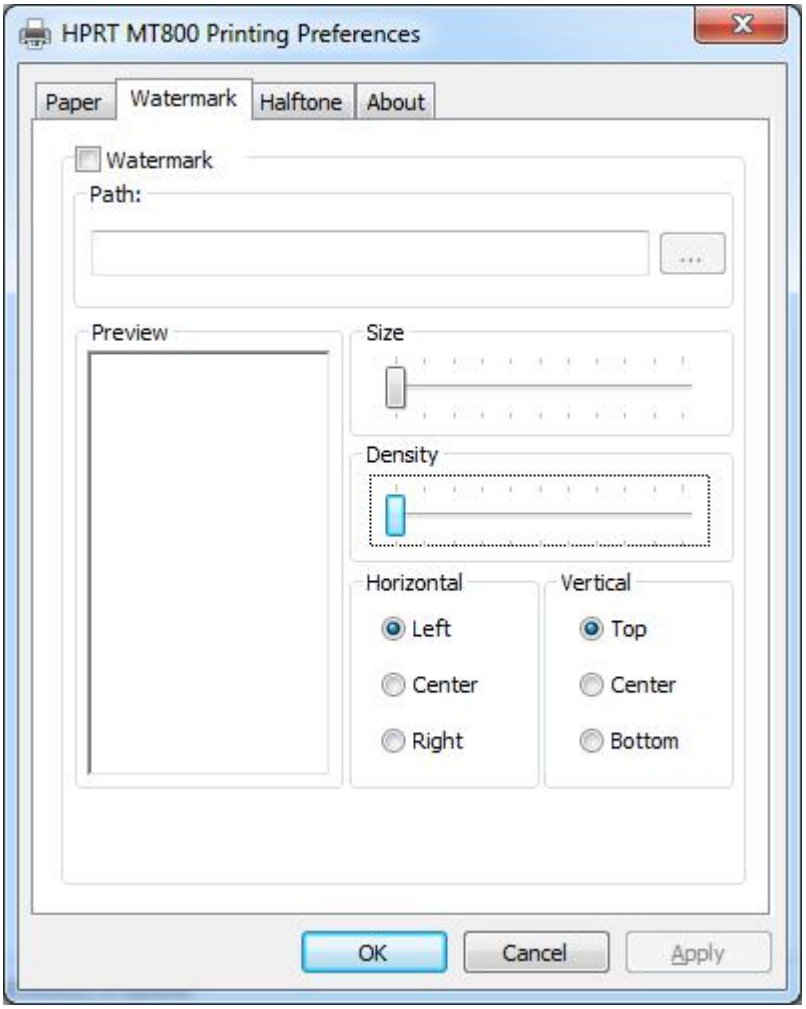
• Set “Media Type”:



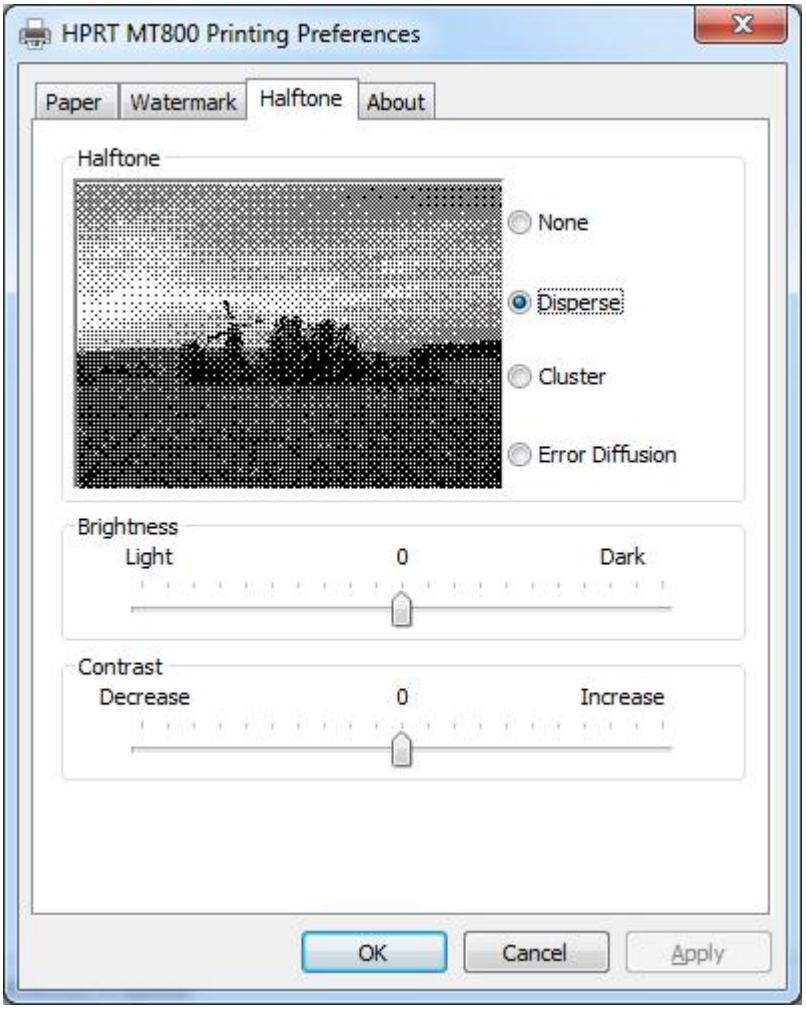
• Set “Enhance Mode”:



3. Click “Watermark”. Set watermark to print.



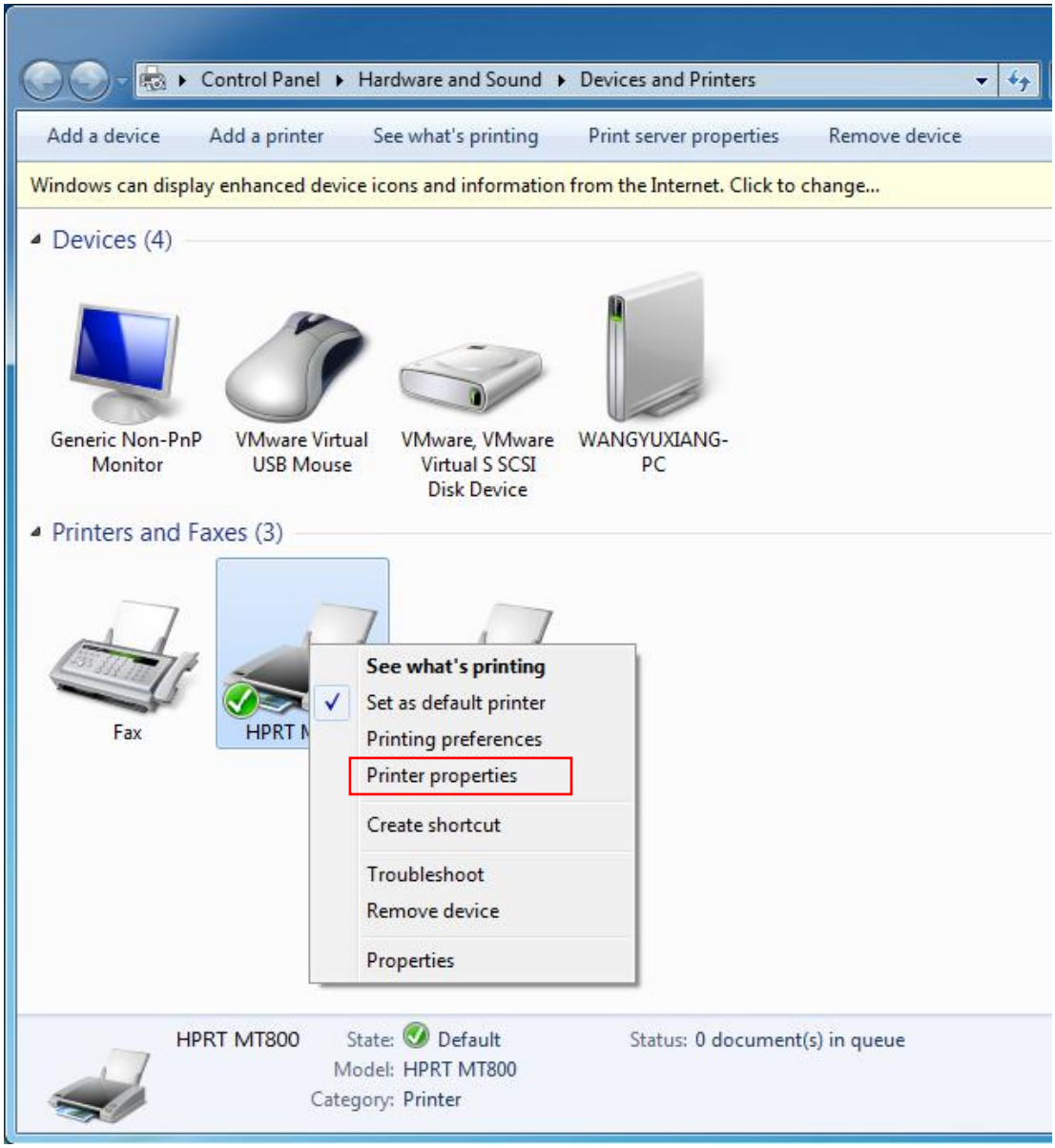
4. Click “Halftone” to set the halftone.



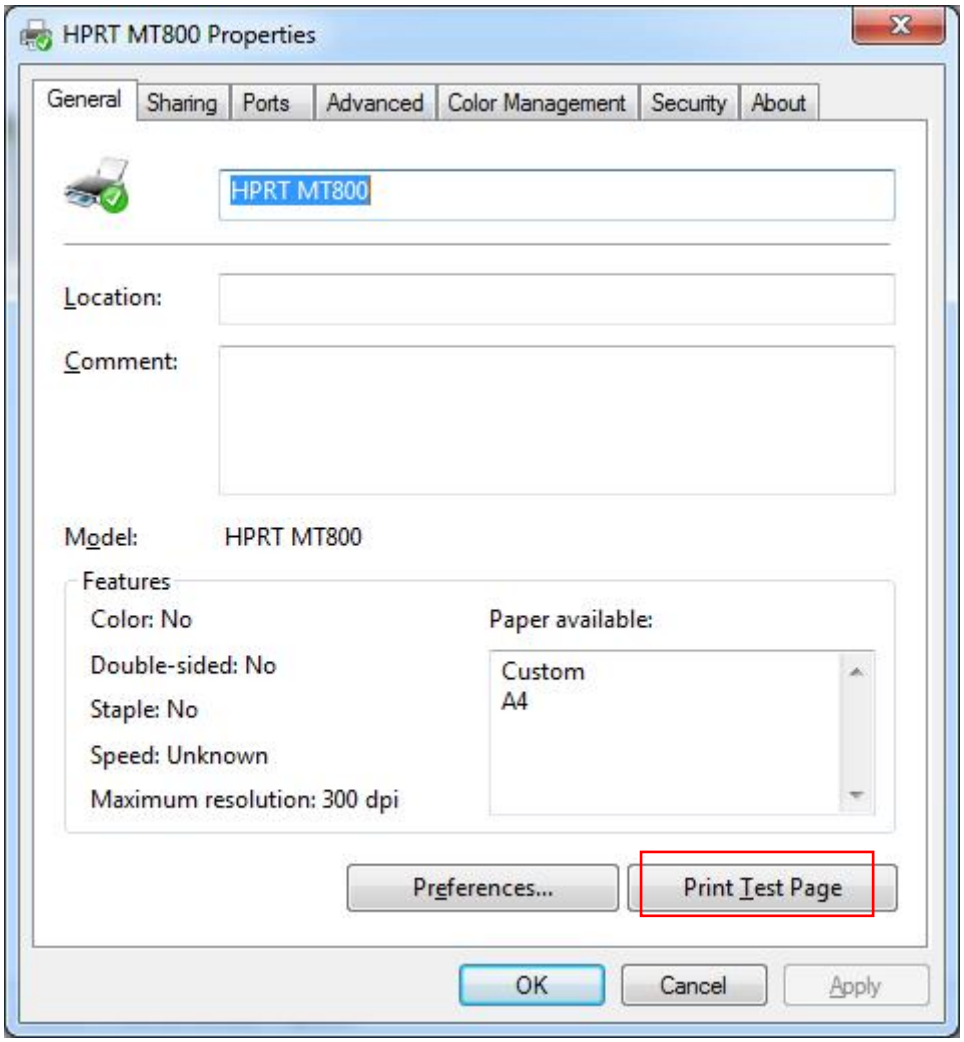
5. After setting, click “OK” to save it.

7.5.2 Printer properties

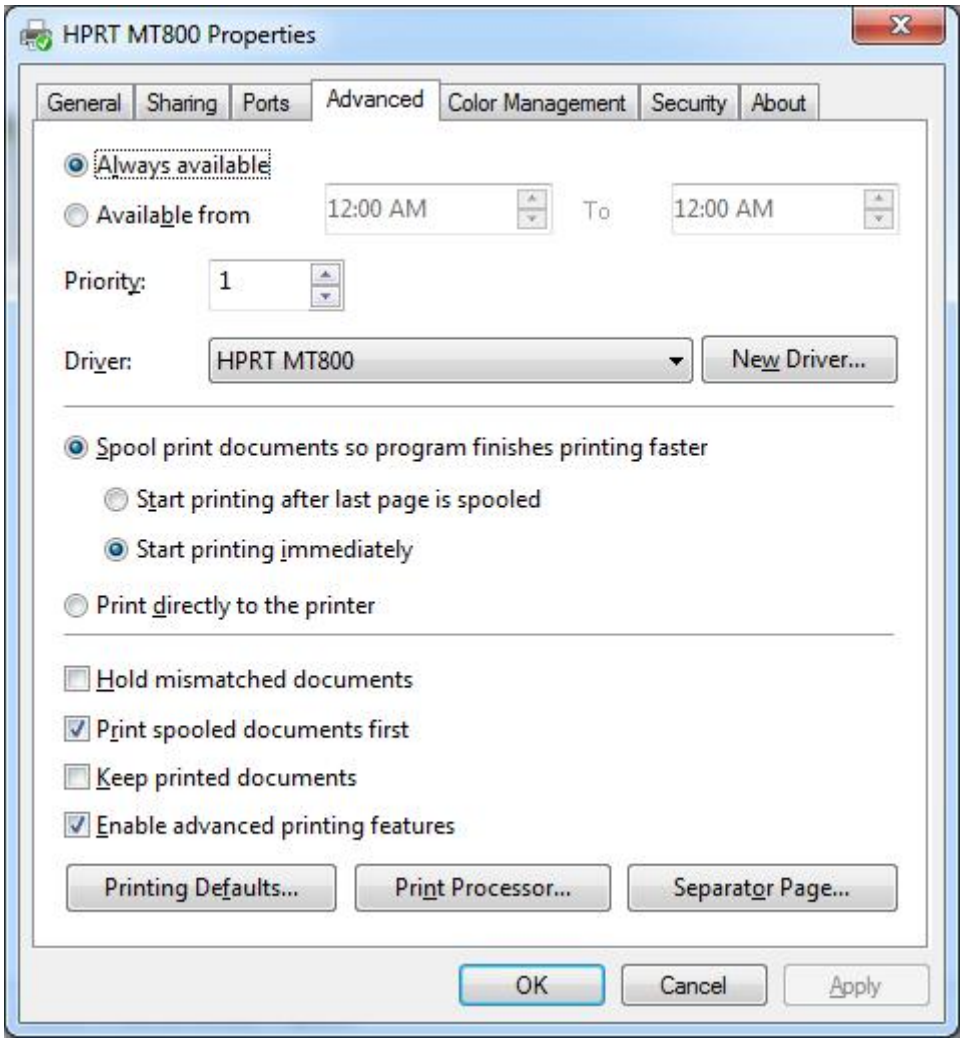
1. Click “Start” → “Devices and Printers”. Right click “HPRT MT800” and choose “Printer properties”.



2. Choose “General”, click “Print Test Page”, then it will print the current settings.



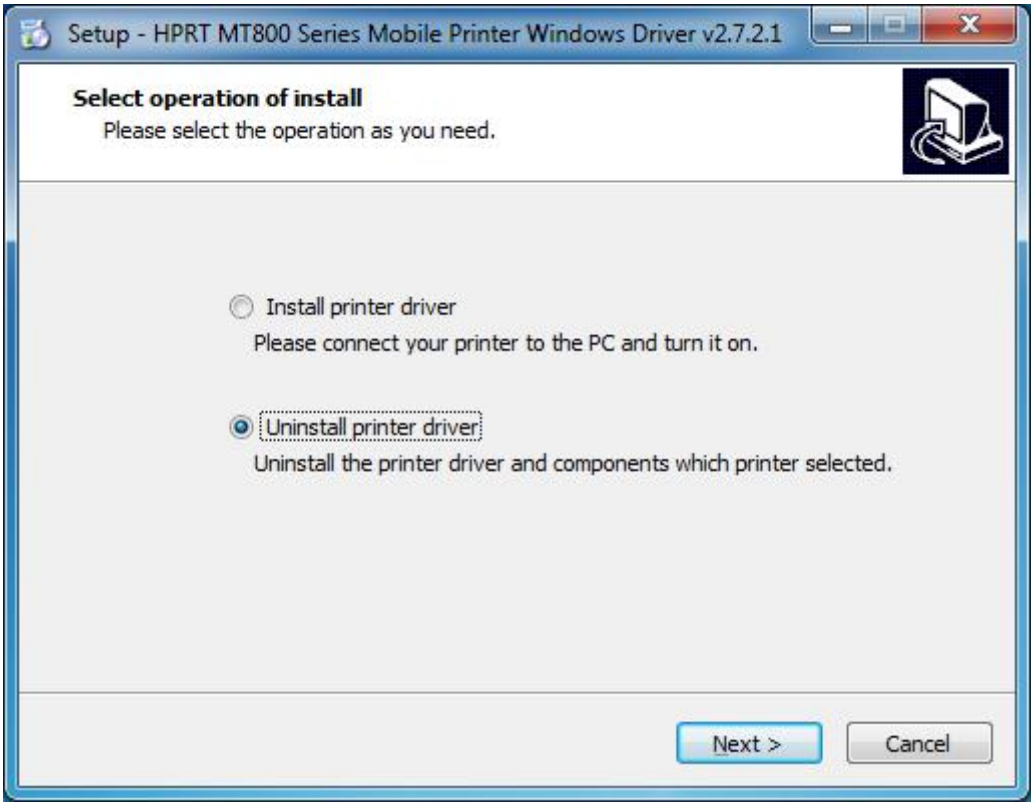
3. Click “Advanced” to set the available time for printing.



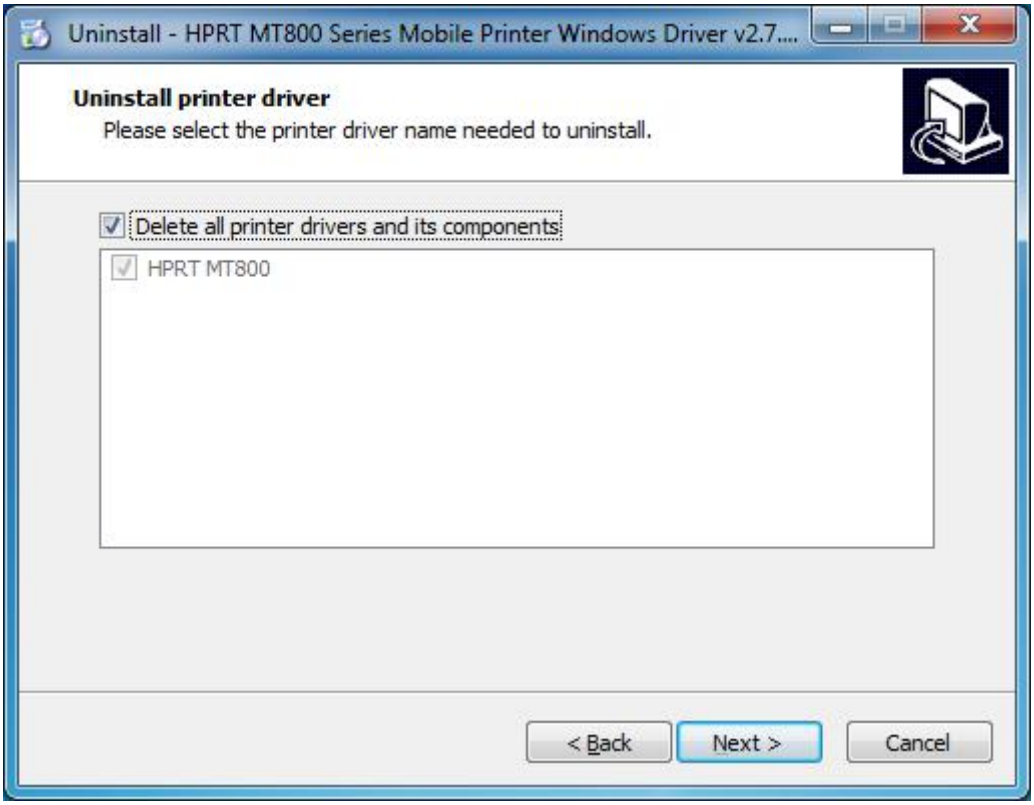
7.6 Uninstall Windows Driver

1. Double click Windows Driver.
2. Choose “English” and click “OK”.

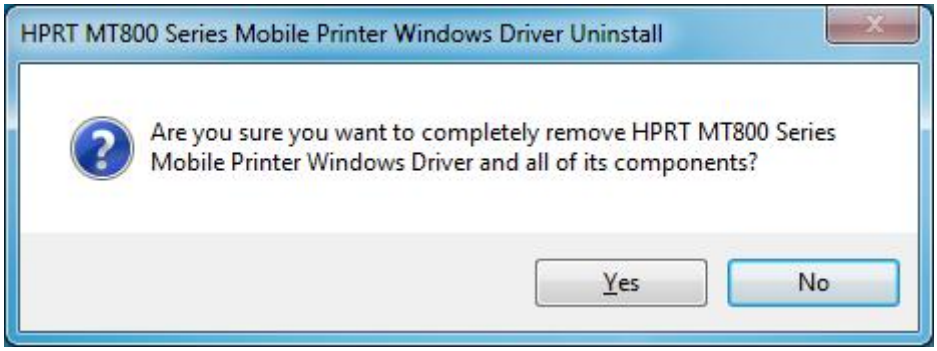
3. Choose “Uninstall printer driver”. Click “Next”.



4. Choose “HPRT MT800”, click “Next”. Then it is complete to uninstall.



5. Click “Yes” to uninstall the driver.



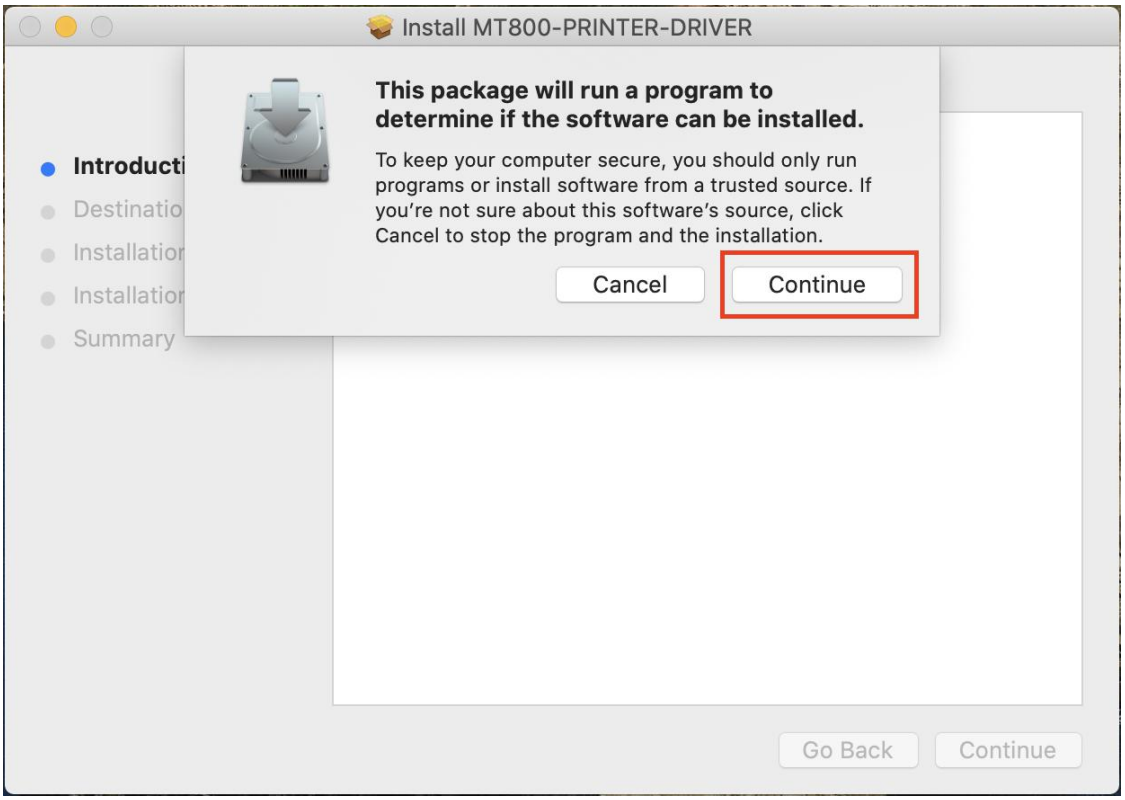
8. Mac Driver

8.1 Mac Driver Installation

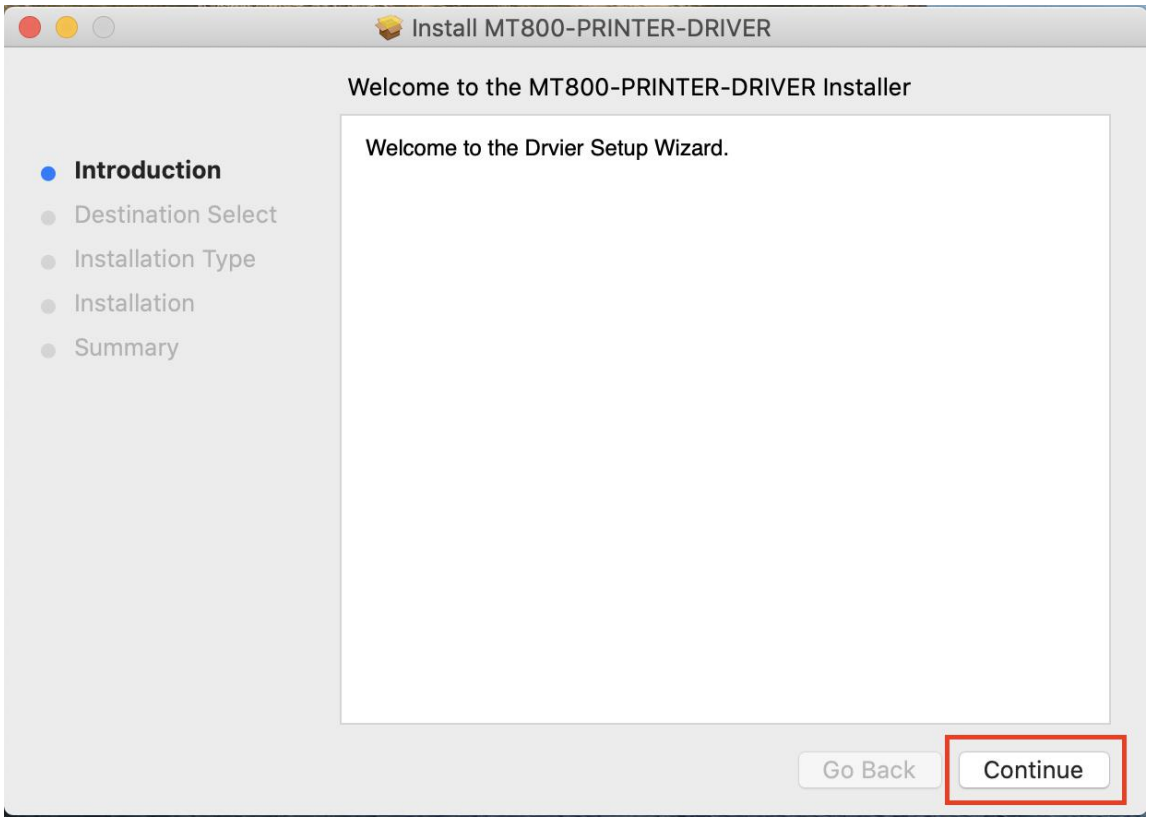
Warning: Under different operating systems, the screen has slight difference. Please operate it according to the tips. Take MacOS 10.15 as example.

1. Double click the Mac Driver of MT800.

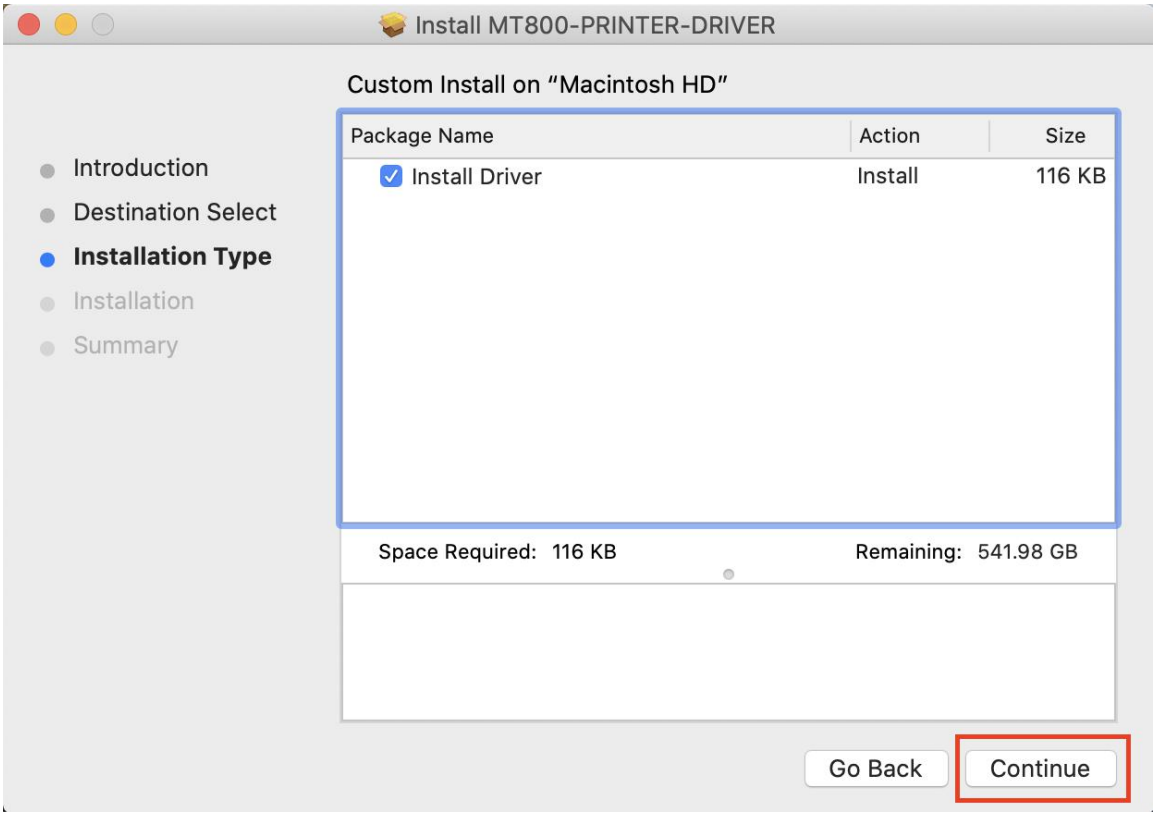
2. Click “Continue”.



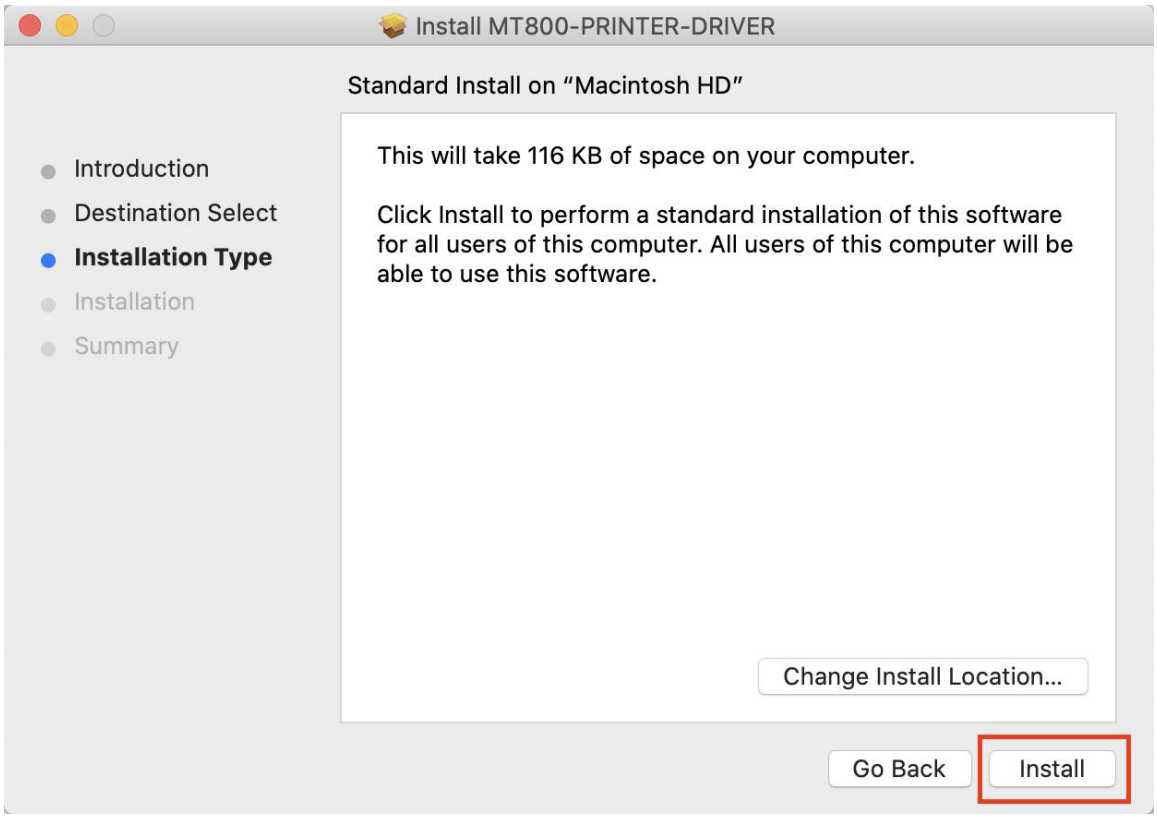
3. Click “Continue”.



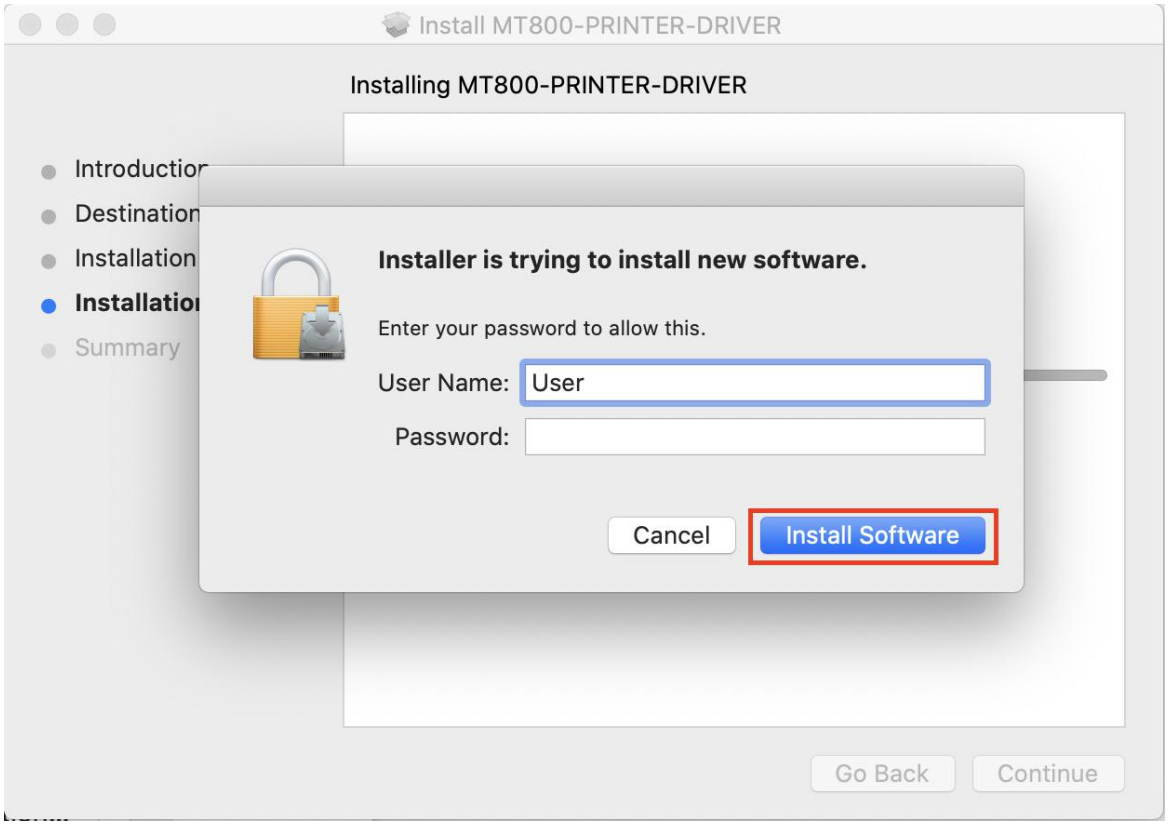
4. Click “Continue”.



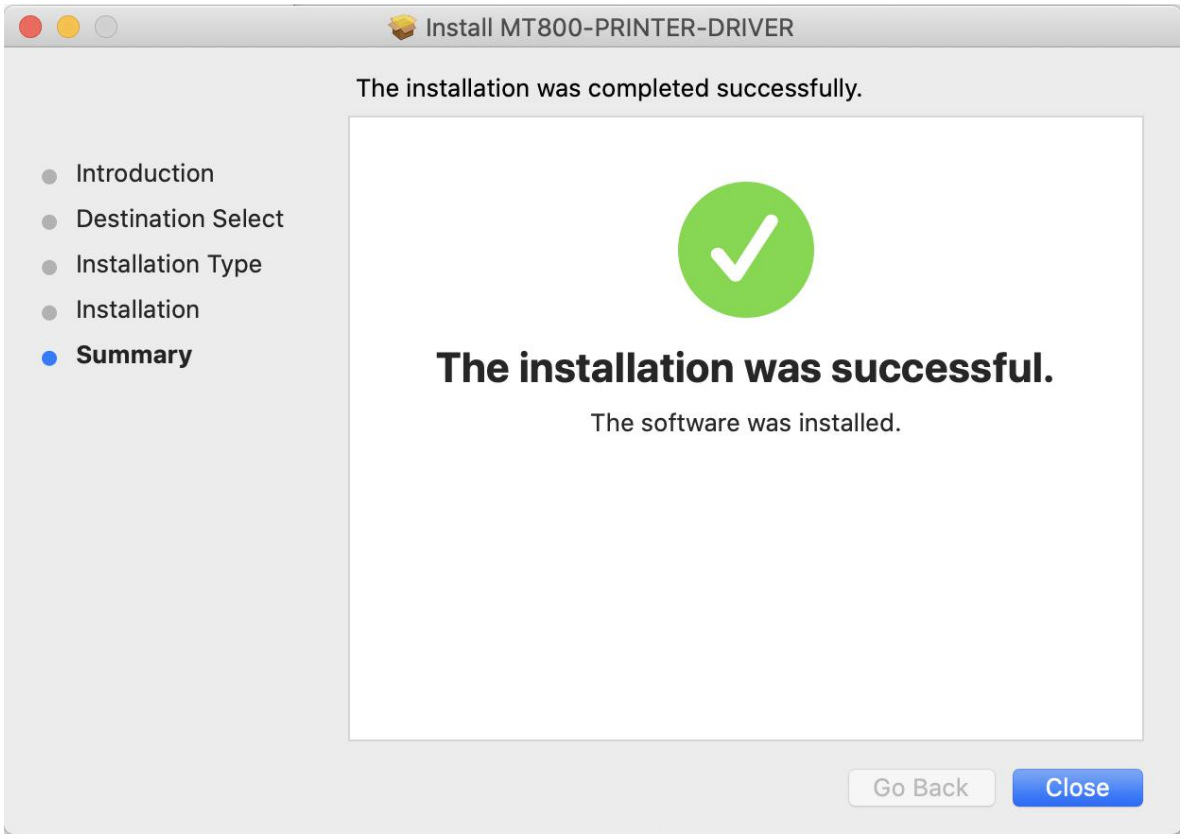
5. Click “Install”.



6. Type in the password and click “Install Software”.



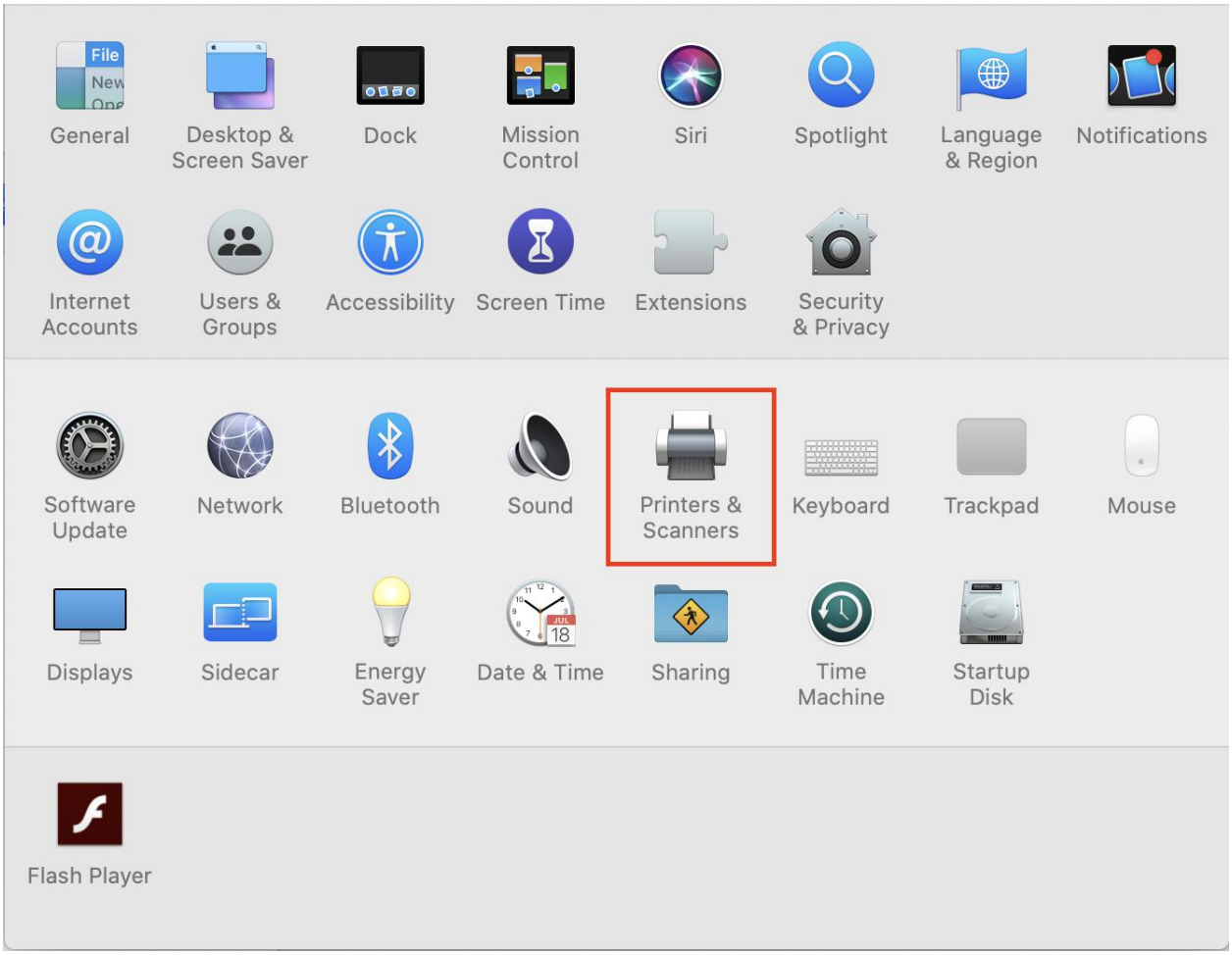
7. The installation was successful.



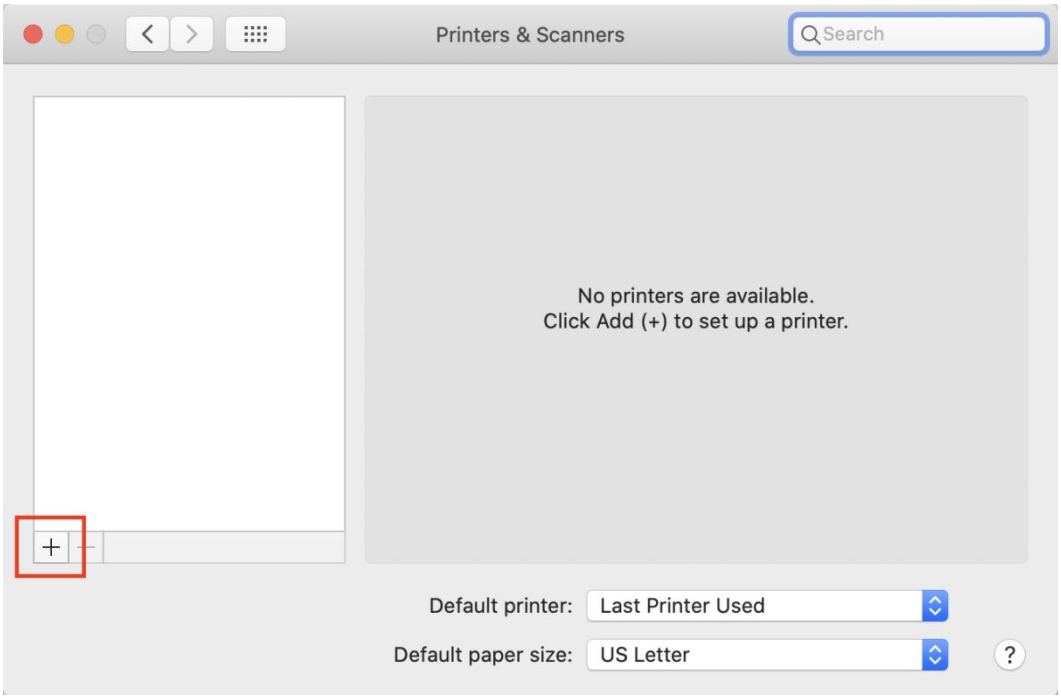
8.2 How to Print From Mac

1. Click “System Preferences”.

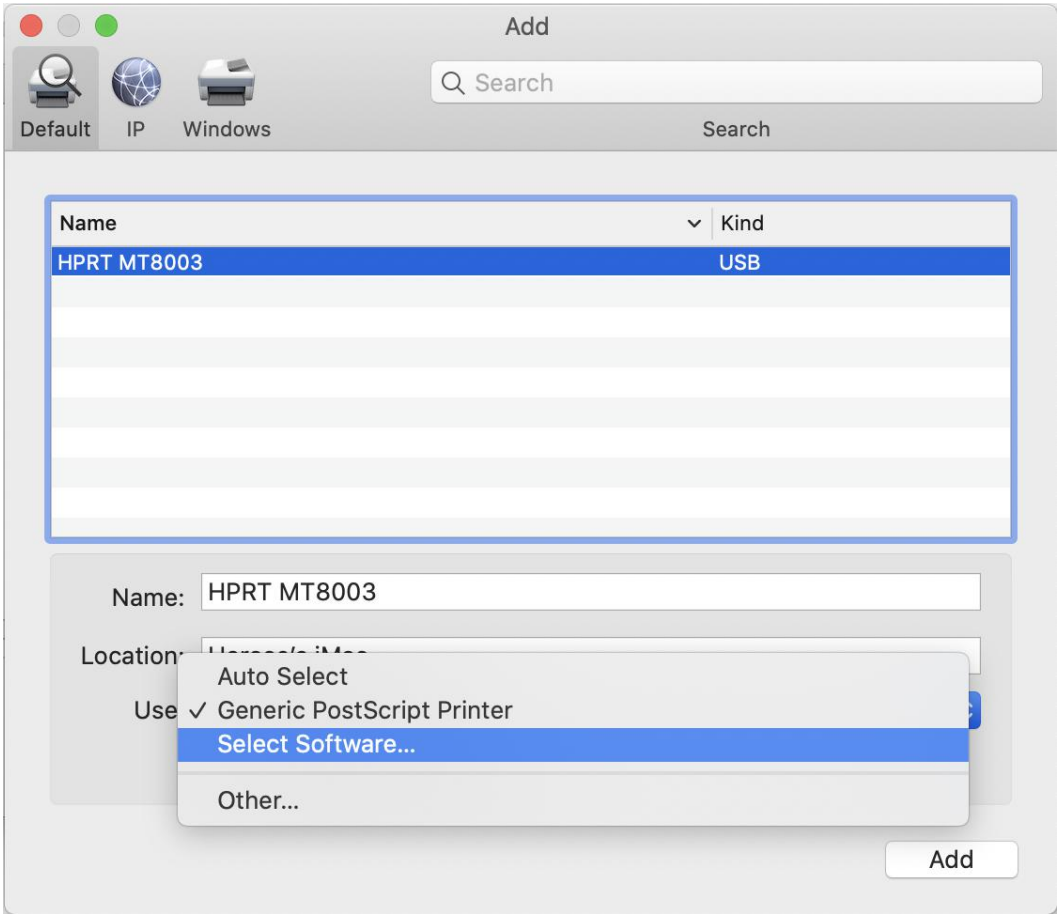
2. Choose “Printers & Scanners”.



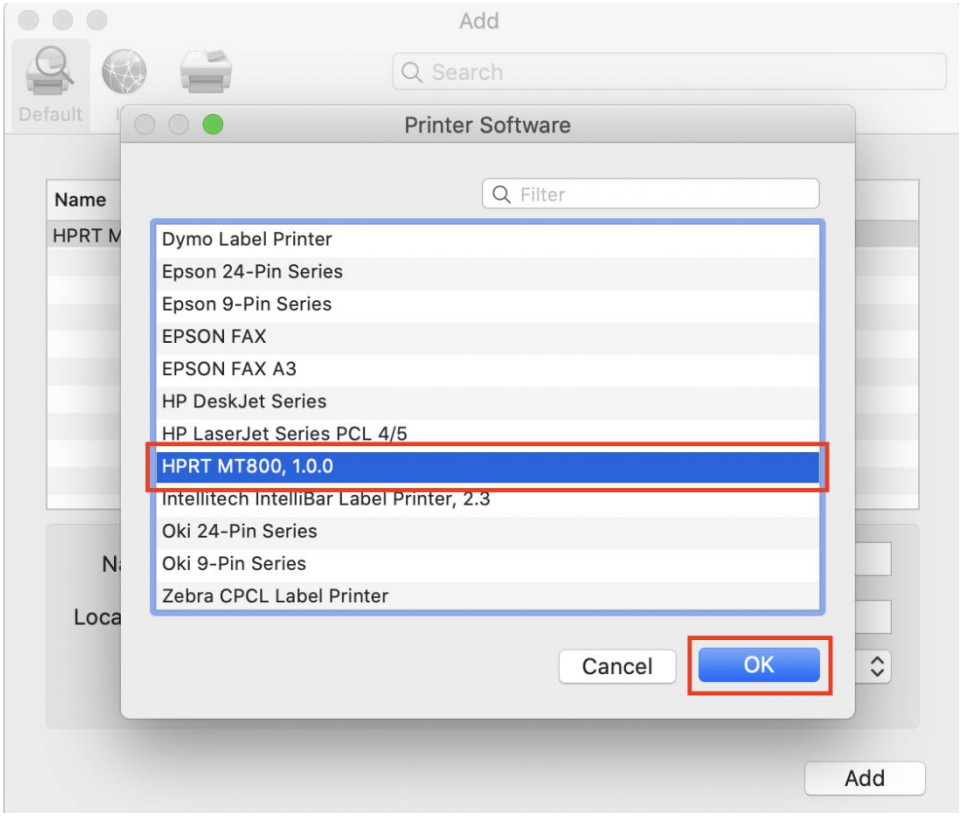
3. Click “+” to add the printer.



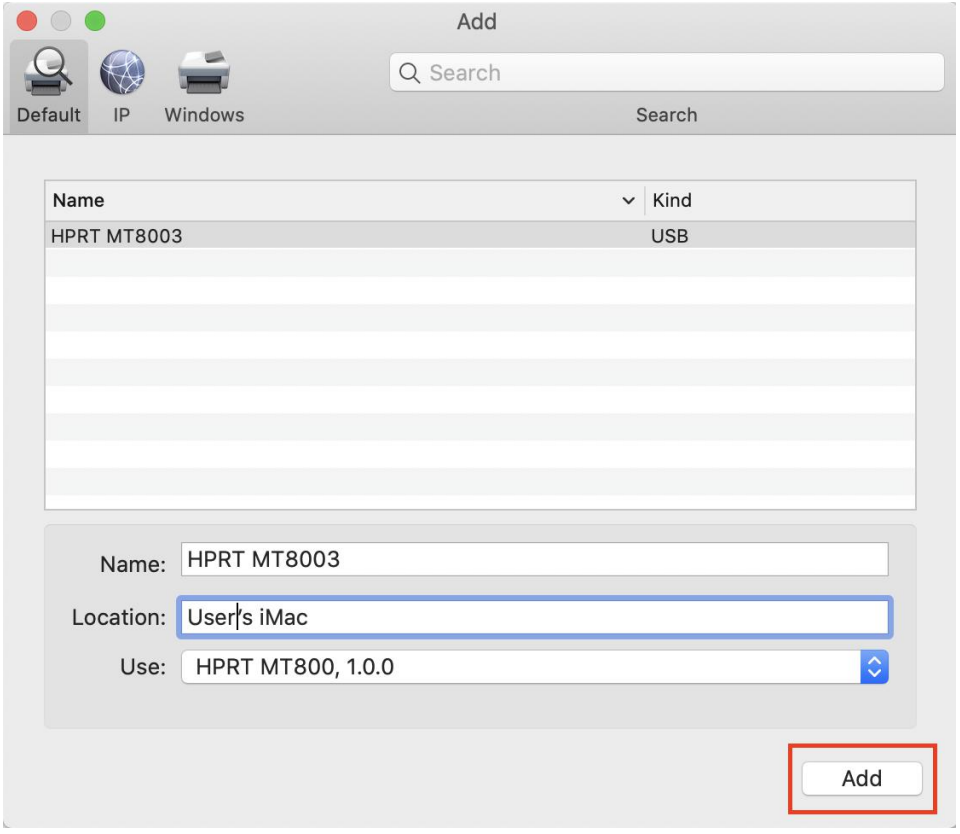
4. Choose MT800 device and click “Select Software”.



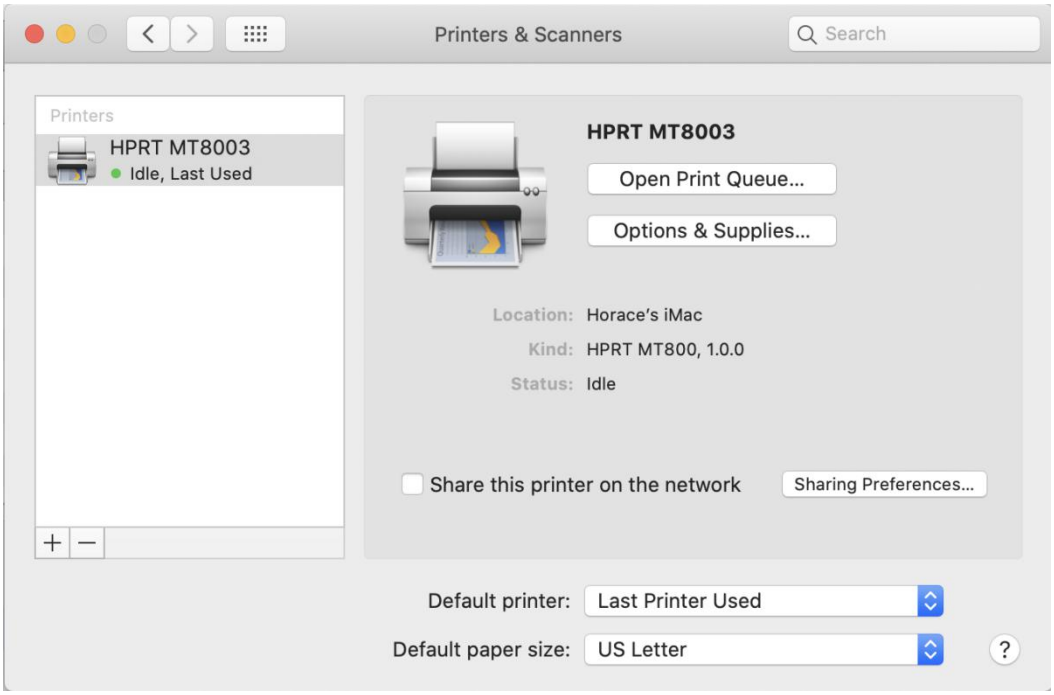
5. Choose MT800 software and click “OK”.



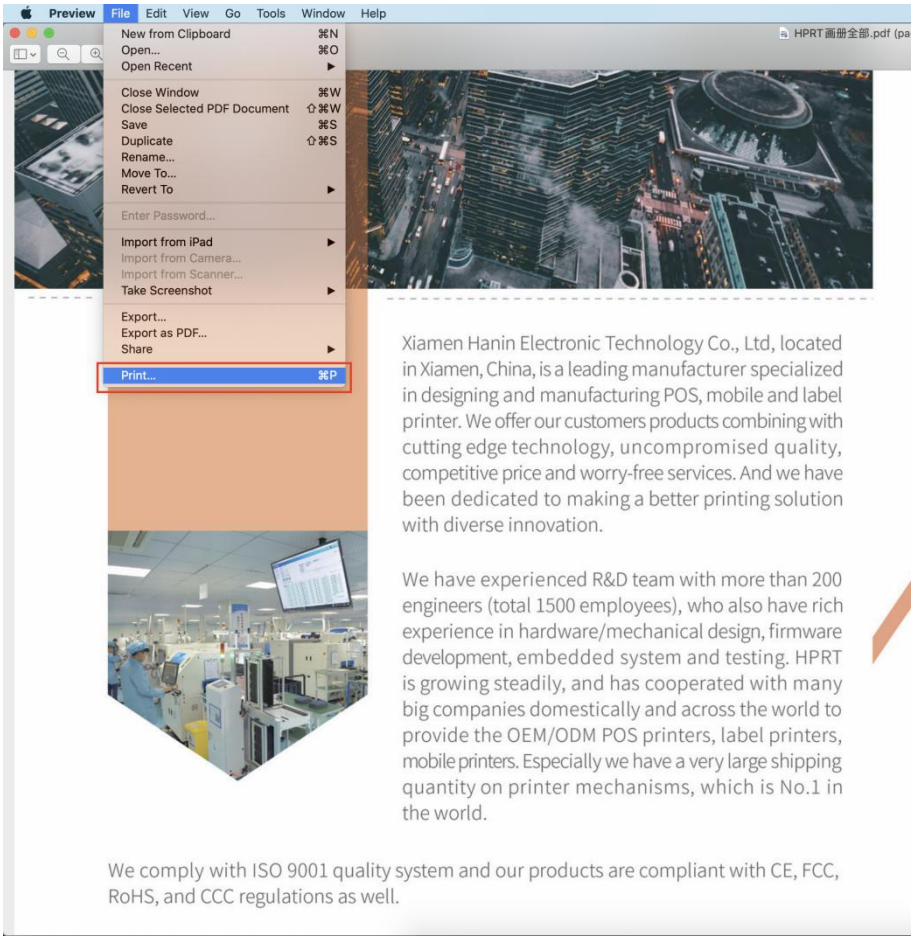
6. Click “Add”.



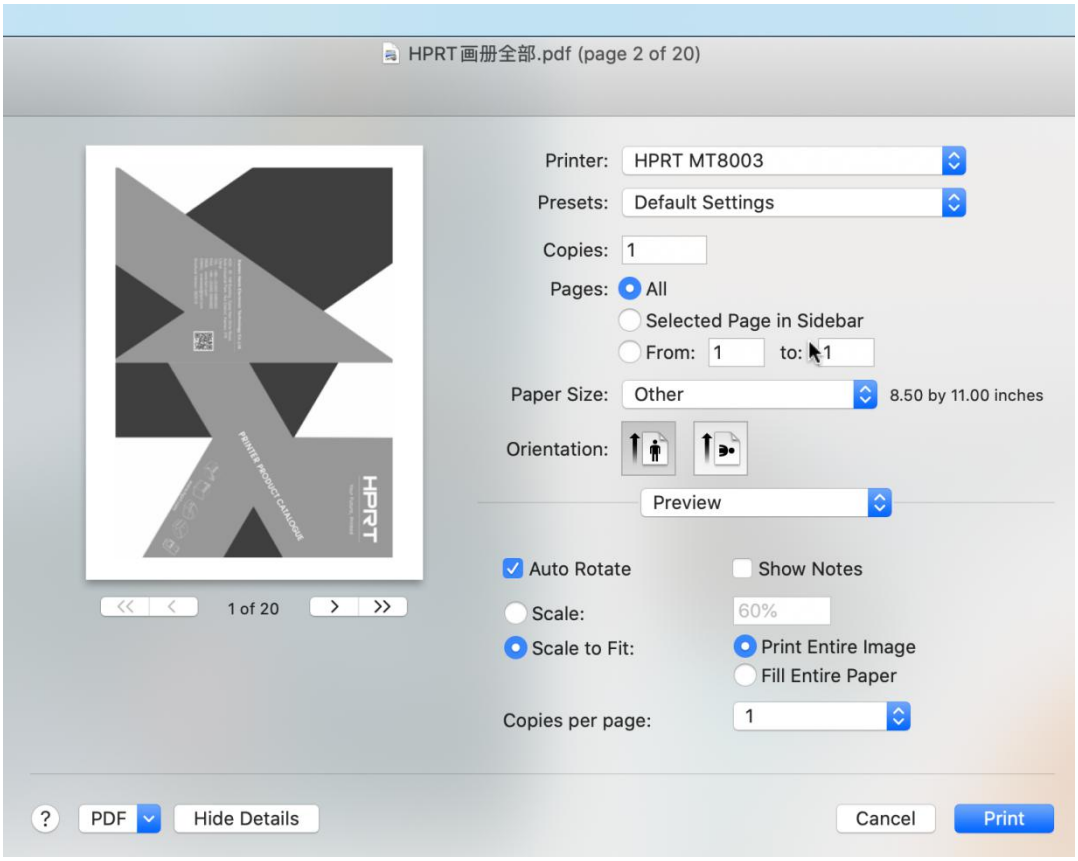
7. MT800 printer has been added.



8. Open the file to print, click “File” and select “Print”.



9. Set up as needed, then click “Print”.



9. Mobile Utility Tool

9.1 Operating System(OS) Environment

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 SP1 (32 bit/64 bit)
- Microsoft Windows Vista SP2 (32 bit/64 bit)
- Microsoft Windows XP Professional SP3 (32 bit)
- Microsoft Windows Server 2012(64 bit)

9.2 Utility Tool Preparation

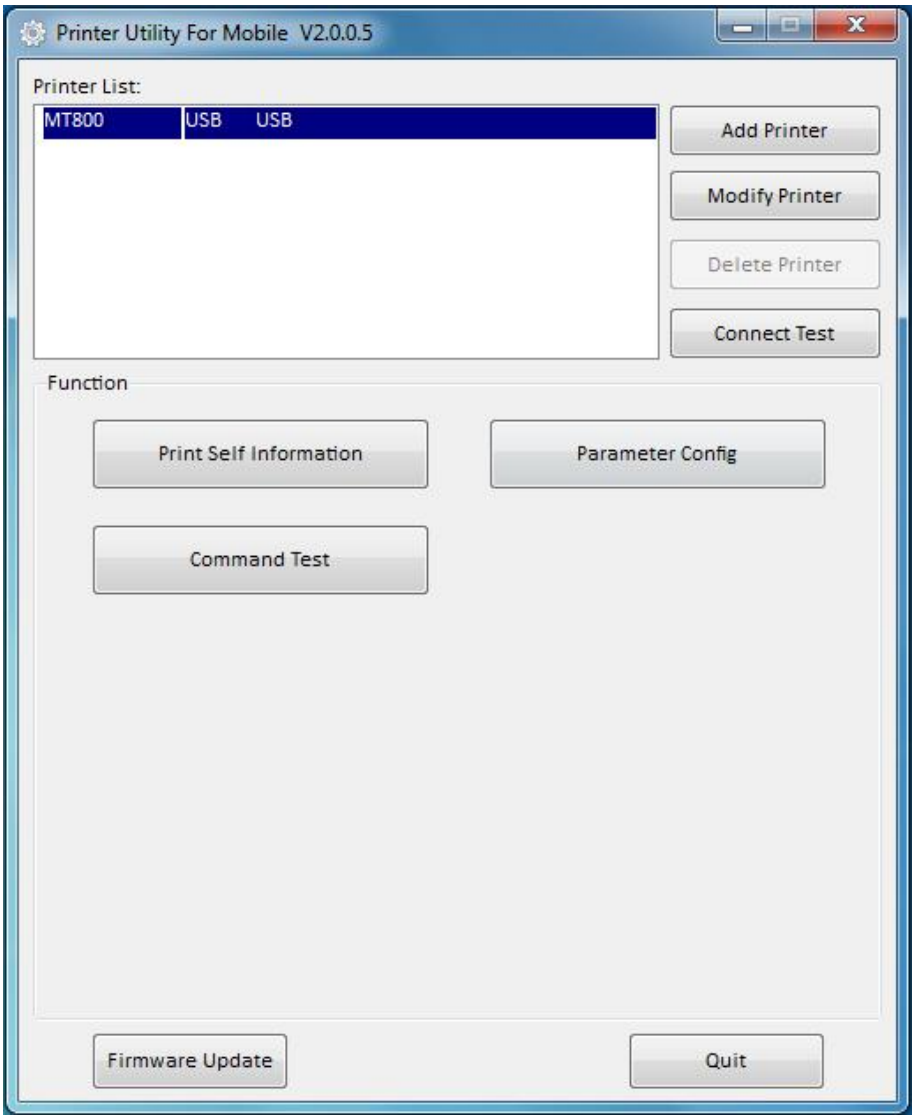
The installation file name is HPRTUtilityForMobile_Dealer VX.X.X.X

eg : HPRTUtilityForMobile_Dealer V2.0.0.5

9.3 Using Utility Tool

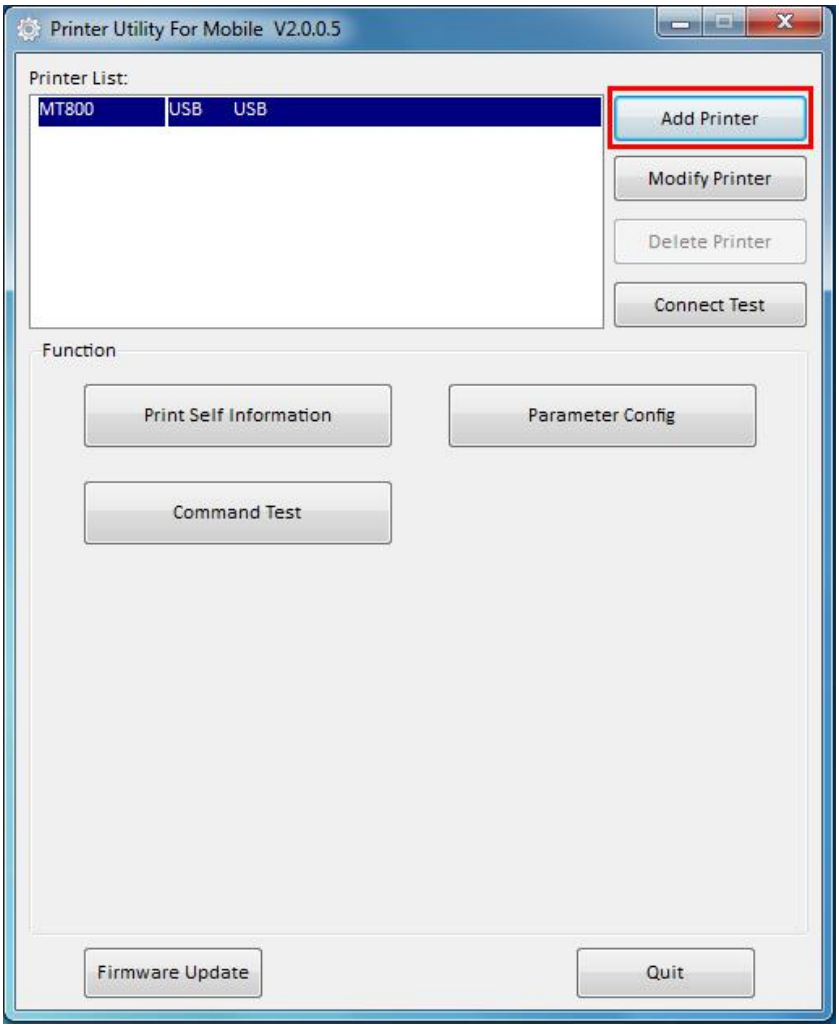
Warning: Under different operating system, the screen has slight difference. Please operate it according to the tips. Take Windows 7 as example.

1. Unzip the compressed package file, then open the folder, click to open the Printer Utility For Mobile.

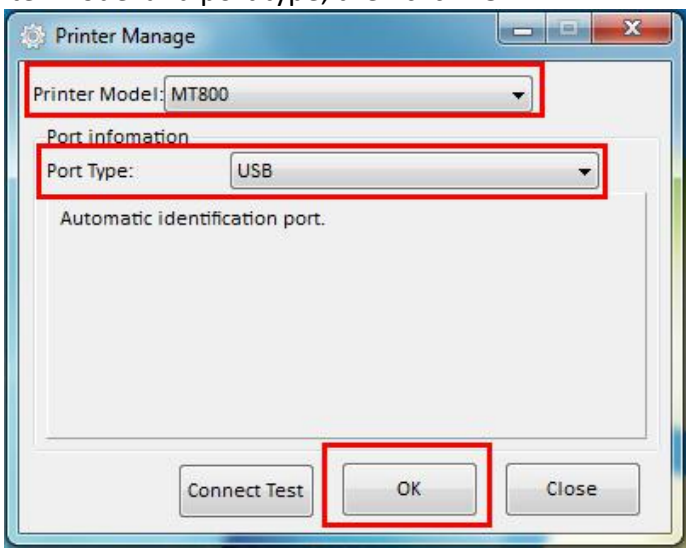


9.3.1 Add Printer

1. Click “Add Printer”.



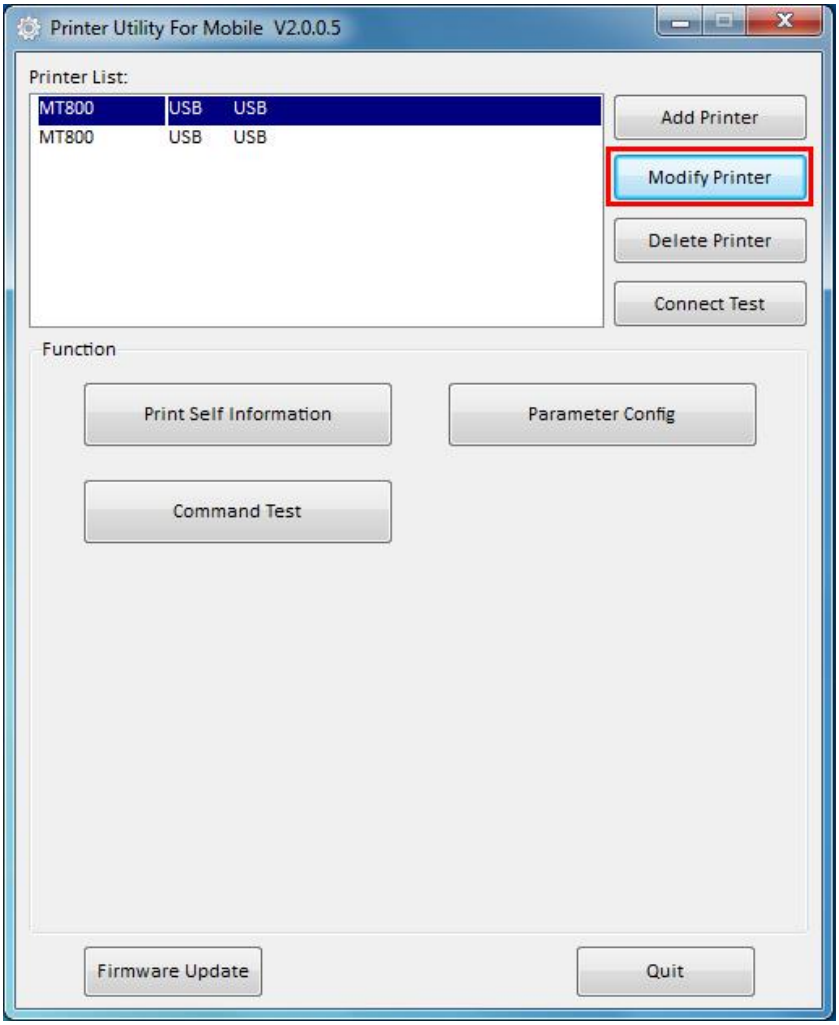
2. Choose the right printer model and port type, then click “OK”.



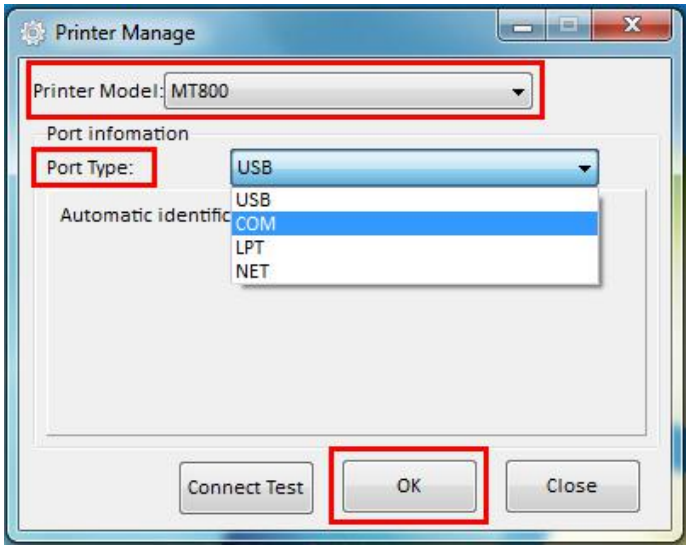
3. Add printer is finished.

9.3.2 Modify Printer

1. Choose the printer that needs to be modified. Click on "Modify Printer".



2. Choose the printer model and port type that needs to be modified, then click “OK”.

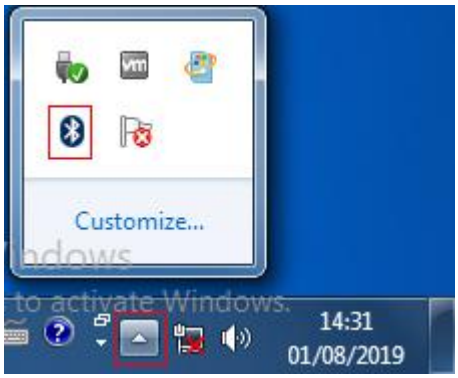


3. Modify the new printer is finished.

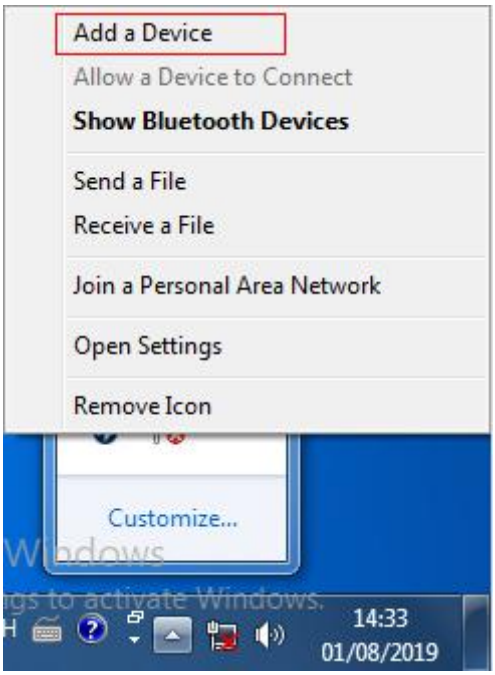
4. For example, when connecting via Bluetooth, you need to change the port to COM to connect. Please do as follows:

1) Turn on the printer.

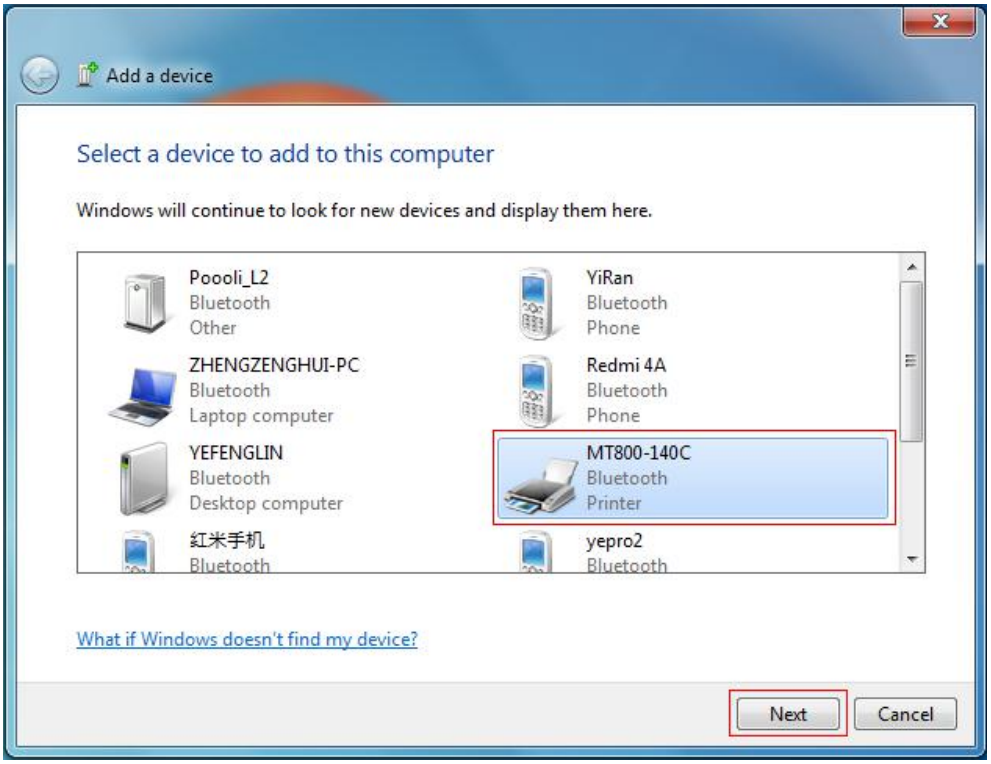
2) Turn on the computer. The Bluetooth icon will show at the lower right of the screen. If the computer is not configured with Bluetooth function, you need to insert a Bluetooth Dongle into its USB connector.



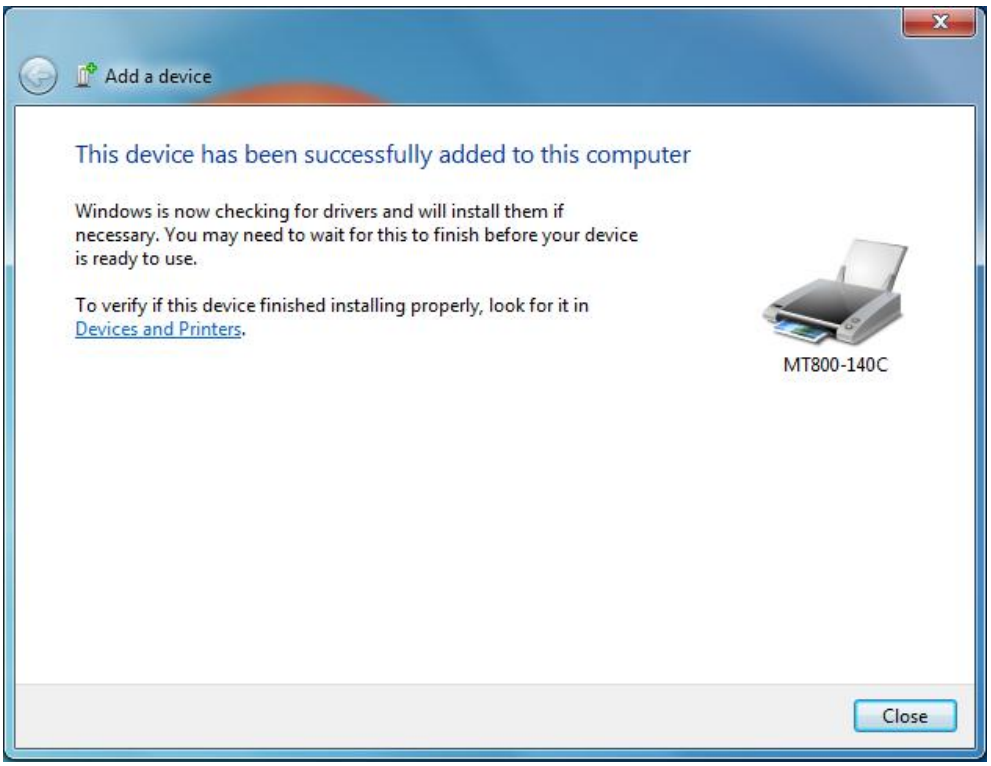
3) Right click the icon, choose "Add a Device".



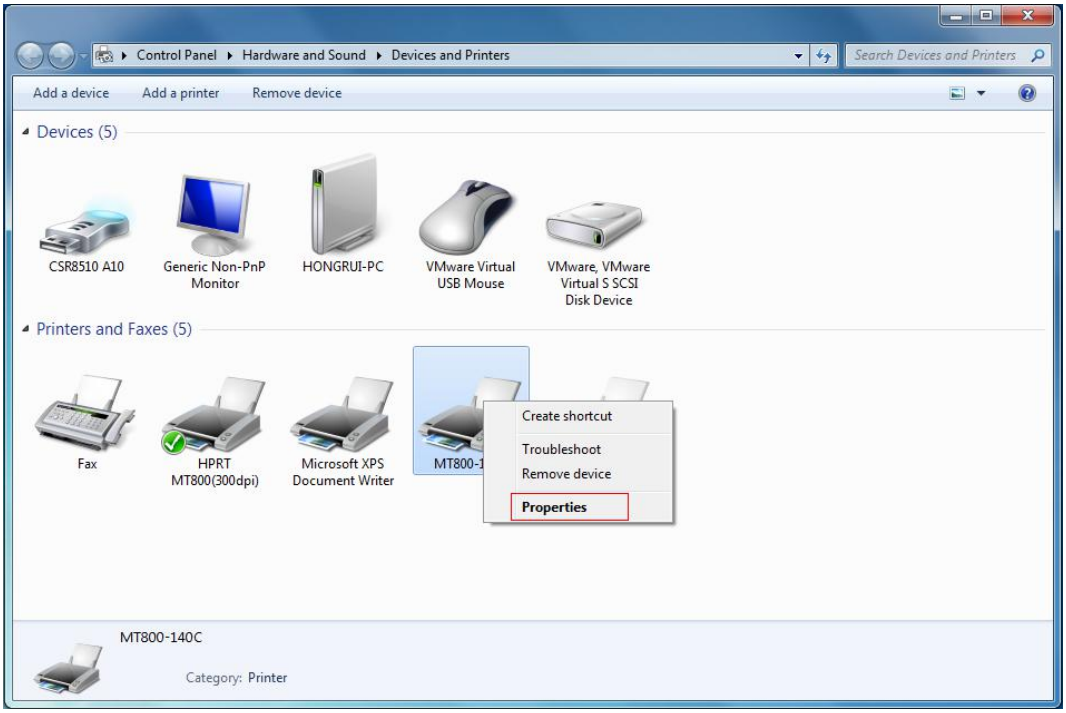
4) Find the corresponding printer, click “Next”.



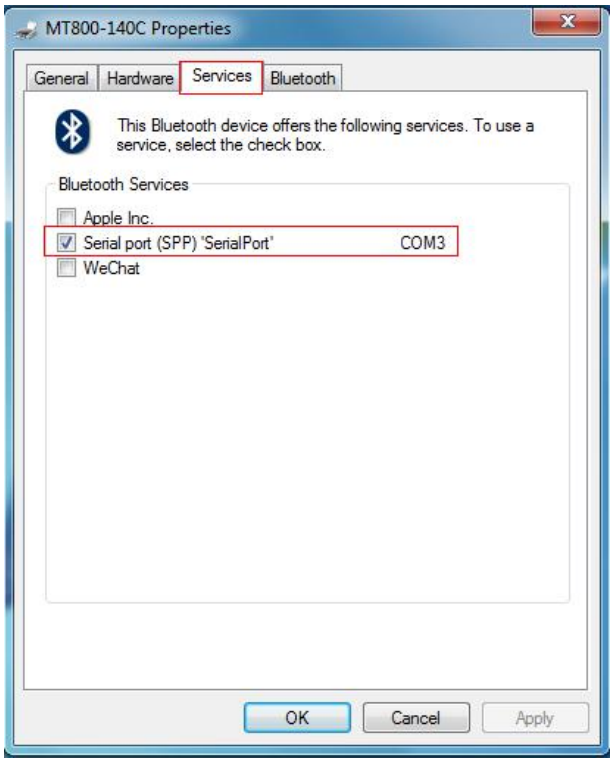
5) Add a printer successfully as shown in the figure. The printer takes MT800-140C for an example.



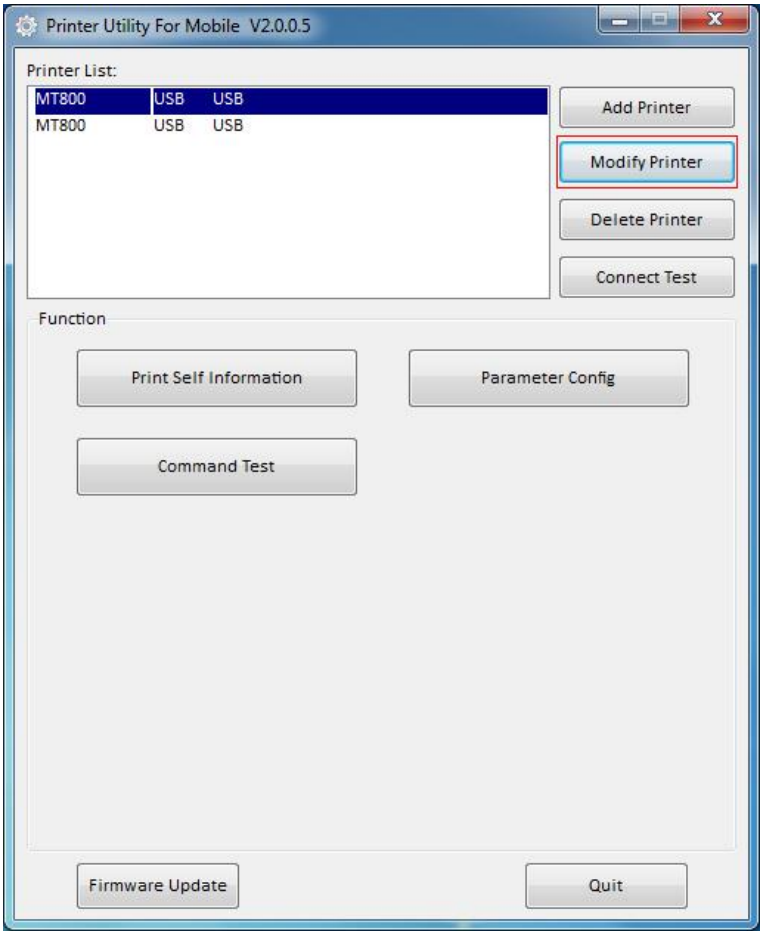
6) Click “Start" → “Devices and Printers”. Right click “MT800-140C” and choose “Properties”.



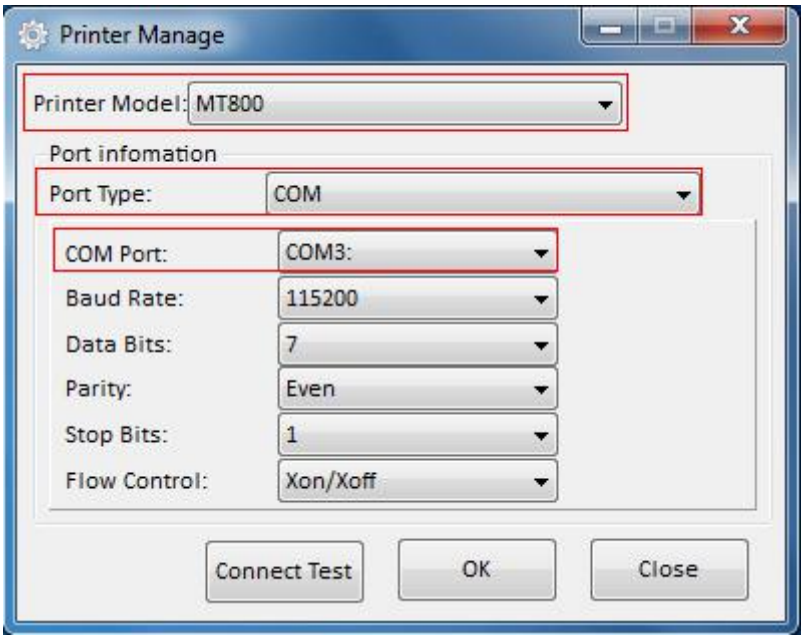
7) In “MT800-140C Properties”, choose“Services” and find the corresponding port. As shown in the figure, the port of MT800-140C is COM3.



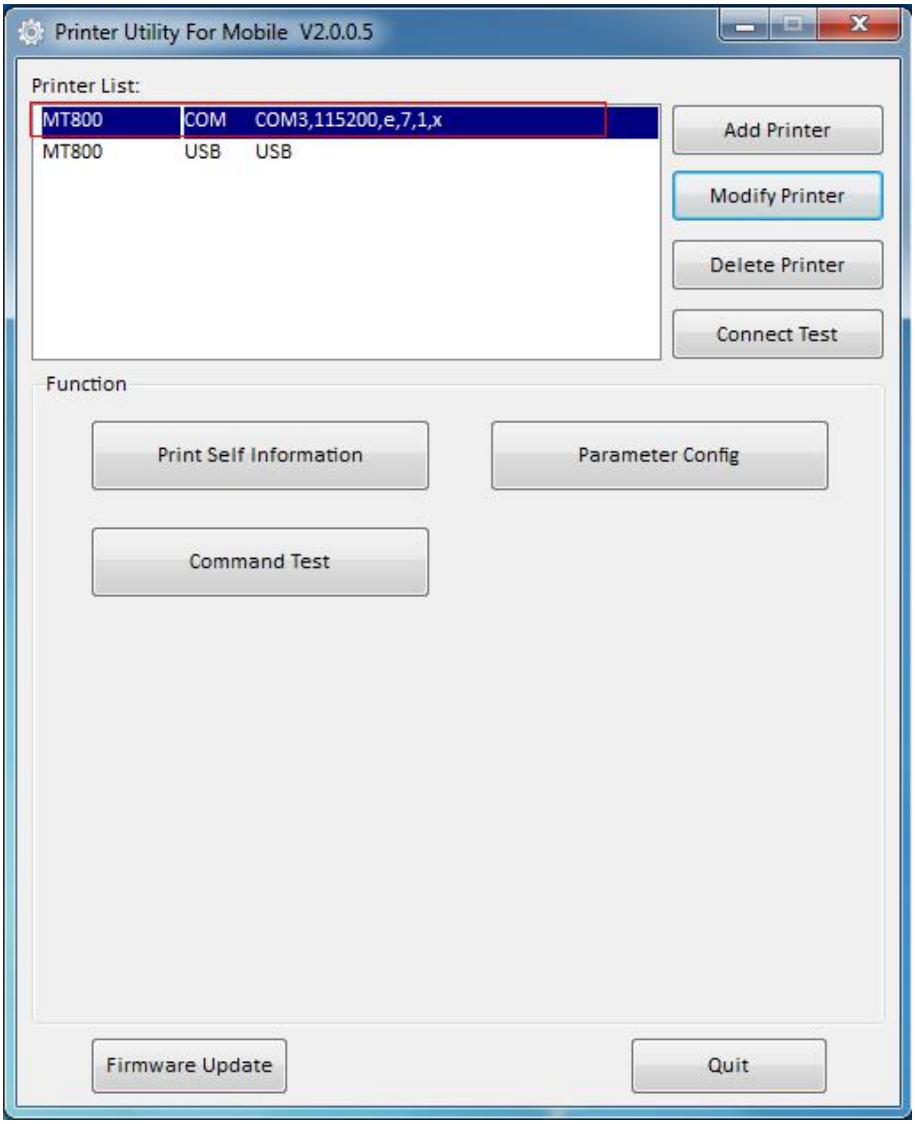
8) Open the printer utility and click “Modify Printer”.



9) Choose “Printer Model” as MT800, “Port Type” as COM, “COM Port” as COM3. Then click “OK”.

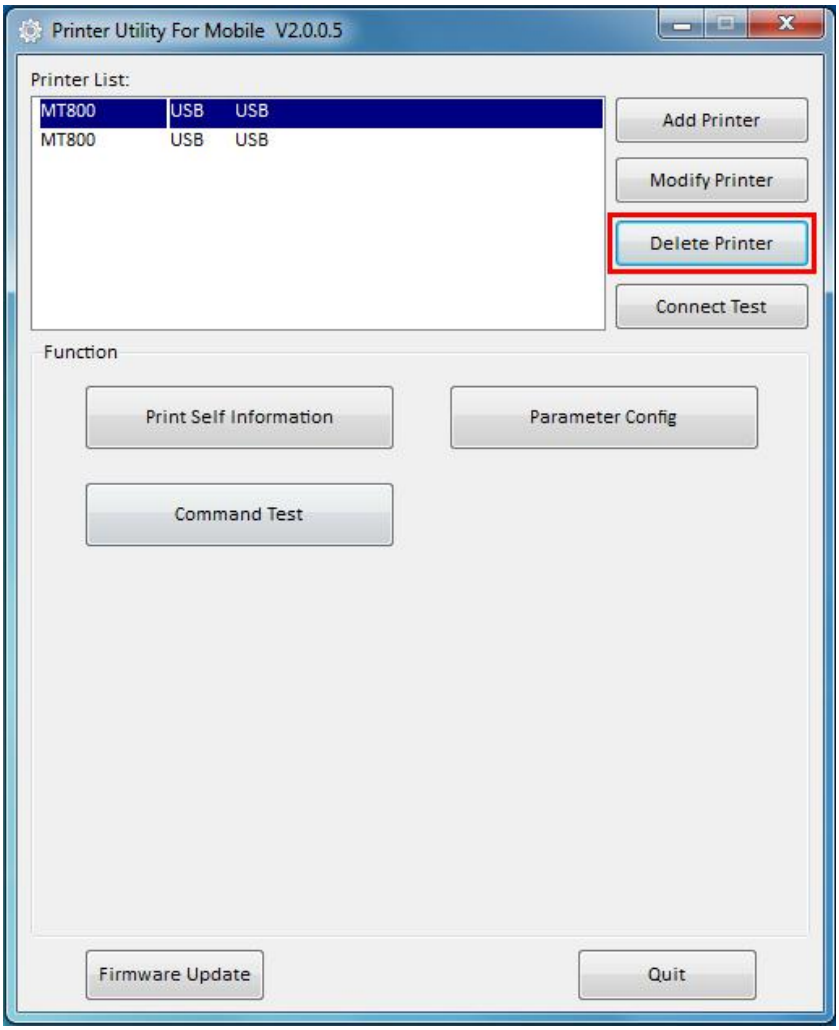


10) Modify printer successfully.

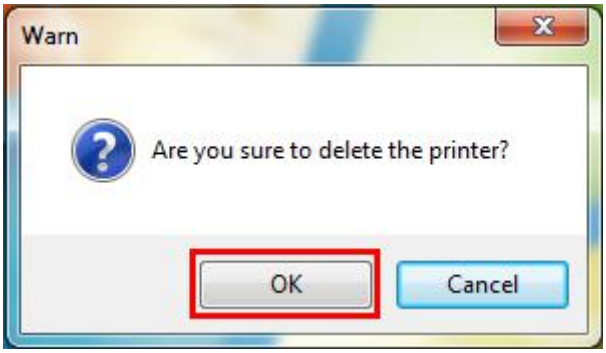


9.3.3 Delete Printer

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

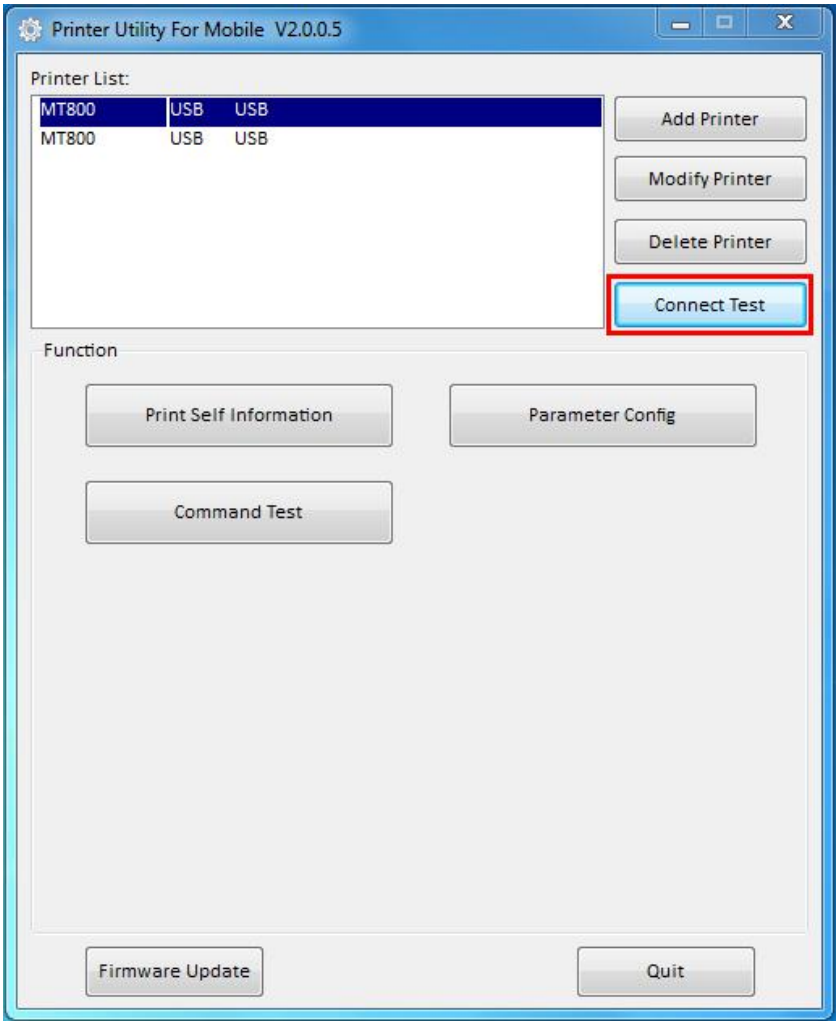


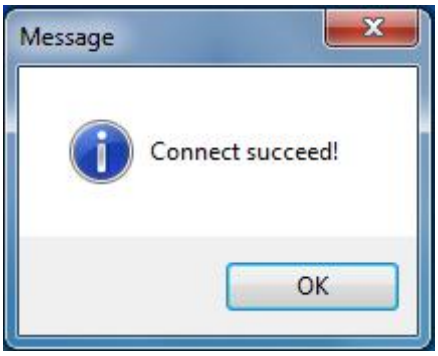
2. Click “OK ”, then the printer is deleted.



9.3.4 Connection Test

1. Click “Connection Test”. If the connection is successful, it will appear the following window.





Note:

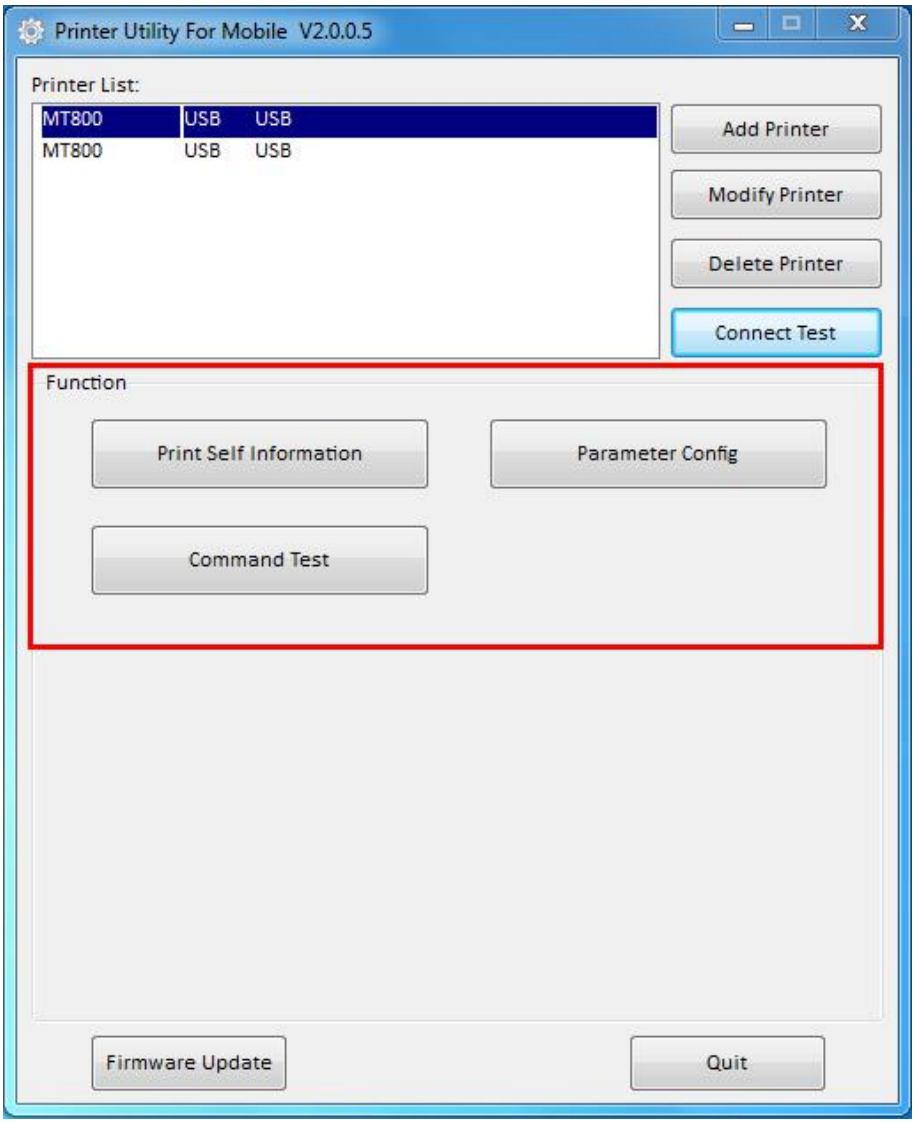
1. Make sure the printer is connected with computer and power on.
2. Before using the following functions, carry out the “Connection Test” first.

9.3.5 Functions

The function of Printer Utility For Mobile contains four items. Click the button and printer will execute the appropriate action.

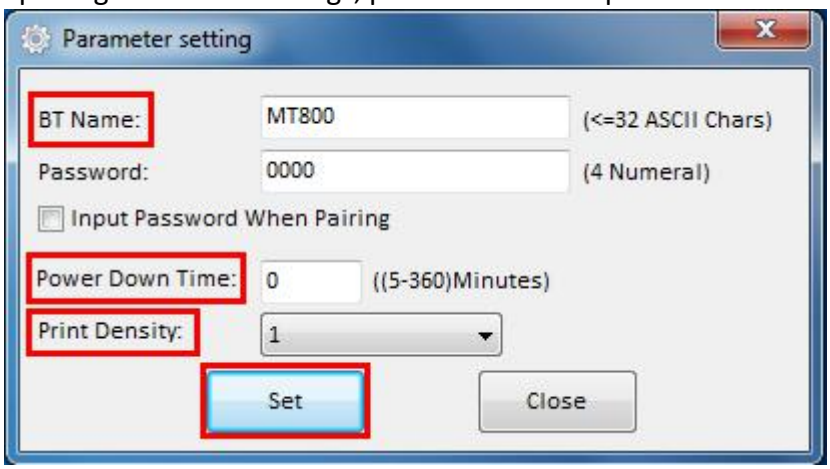
Note:

The following screen may differ depending on the device to which you connect. Please operate it according to the actual interfaces.



1. Print Self Information: the printer will print out setting information.

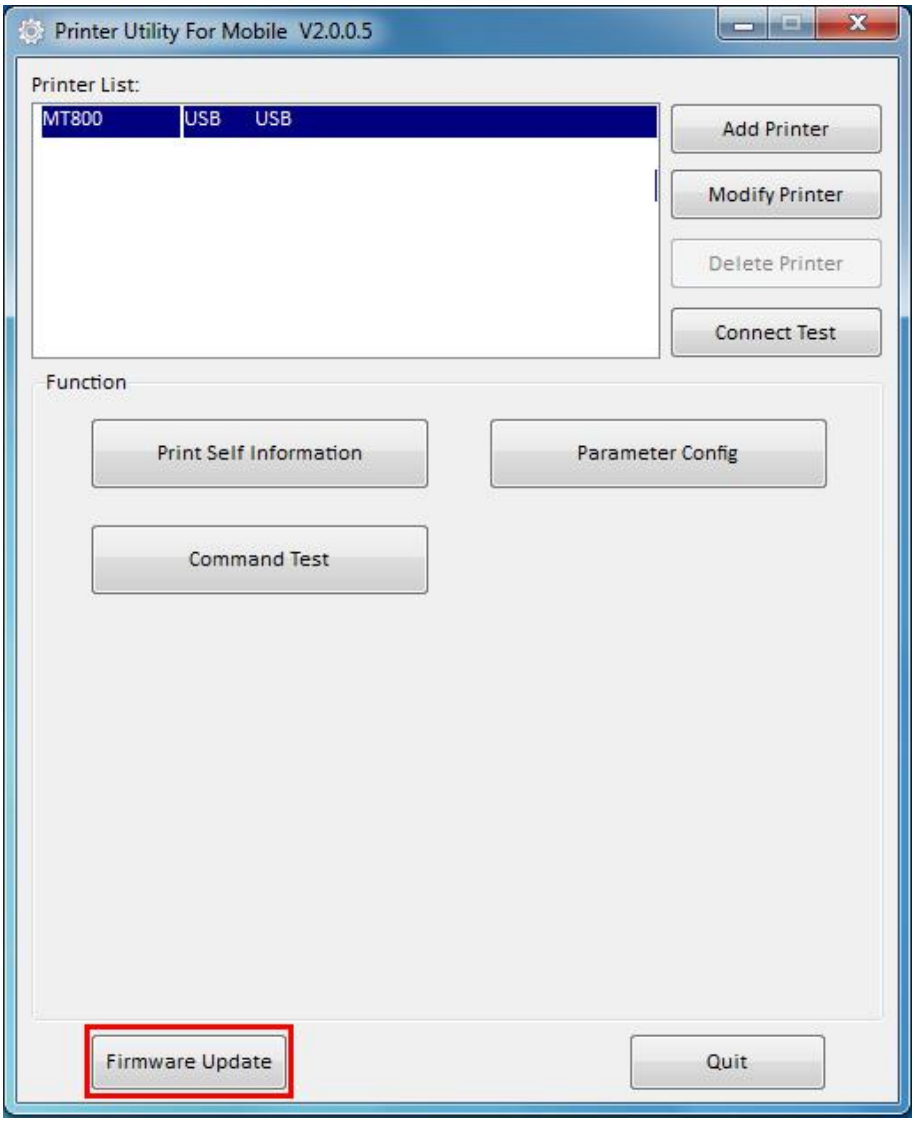
2. Parameter Config: to set “Bluetooth”, “Print Density”, “Power Down Time” in the Parameter setting. When completing the above settings, please restart the printer.



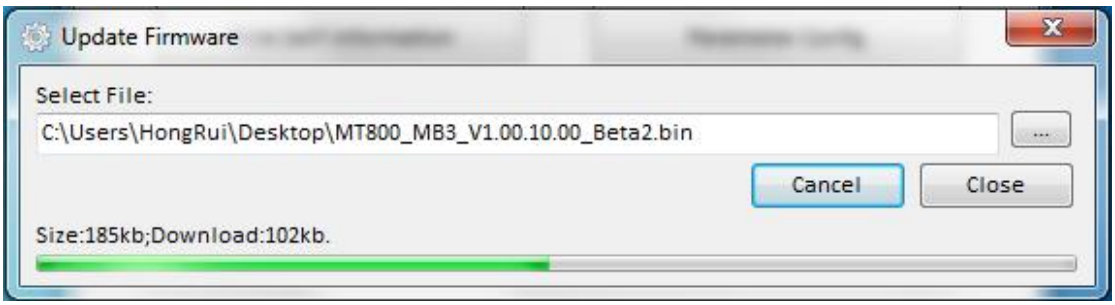
Note: Power Down Time is only valid for unconnected Bluetooth.

9.4 Firmware Update

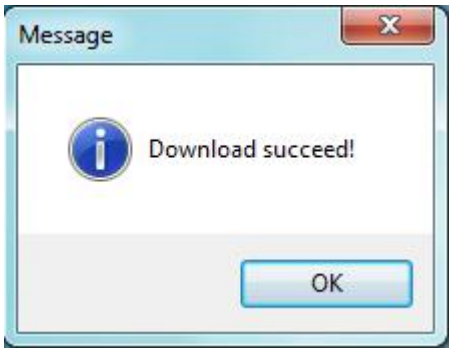
1. Click “Firmware Update”.



2. Select the appropriate upgrade file and click “Download”.



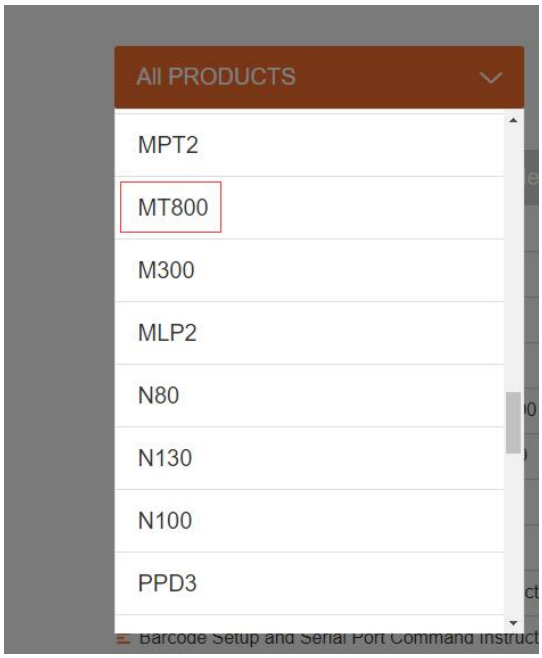
3. The firmware upgrade was successful and please restart the printer.



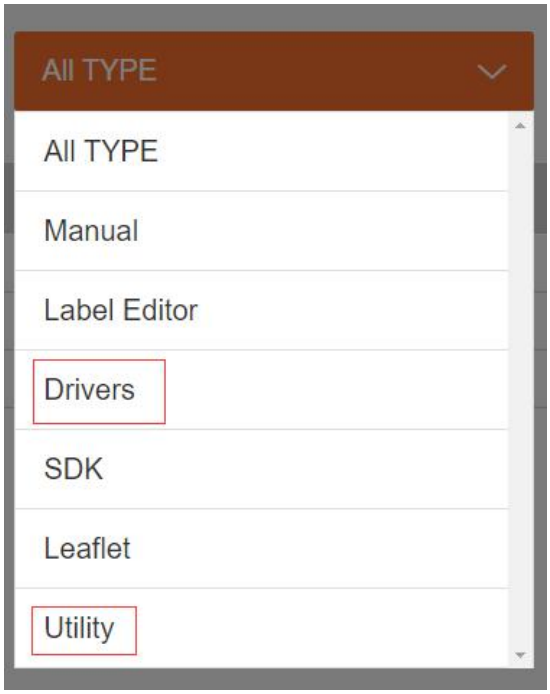
10. Software Download

1) Log in the HPRT website http://www.hprt.com/Downloads.html

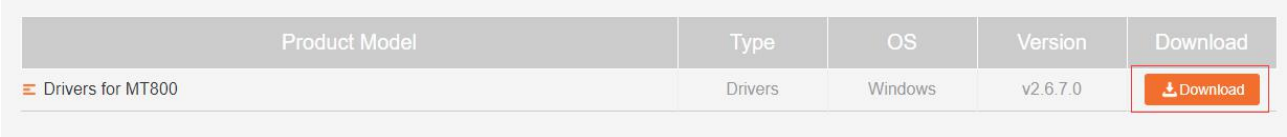
2) Choose product model “MT800”.



3) Choose “Drivers” or “Utility” as needed.



4) Click “Download”.



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.