HP Engage Thermal Column Printer G2 user guide

HP Engage Go G2 Column Thermal Printer

HP Engage One G2 Column Thermal Printer

SUMMARY

This guide provides technical specifications and information about product features, setting up the printer, and using the printer.

Legal information

Product notice

This guide describes features that are common to most models. Some features may not be available on your product. To access the latest user guide, go to http://www.hp.com/support, and follow the instructions to find your product. Then select **Manuals**.

About this guide

This guide provides technical specifications and information about product features, setting up the printer, and using the printer.

⚠ **WARNING!** Indicates a hazardous situation that, if not avoided, **could** result in serious injury or death.

⚠ **CAUTION:** Indicates a hazardous situation that, if not avoided, **could** result in minor or moderate injury.

📝 **IMPORTANT:** Indicates information considered important but not hazard-related (for example, messages related to property damage). Warns the user that failure to follow a procedure exactly as described could result in loss of data or in damage to hardware or software. Also contains essential information to explain a concept or to complete a task.

📝 **NOTE:** Contains additional information to emphasize or supplement important points of the main text.

💡 **TIP:** Provides helpful hints for completing a task.

Table of contents

1   Getting started

Read this chapter to learn about safety information and where to find additional HP resources.

Important safety information

An AC adapter and power cord might be included with the product. If you use another cord, use only a power source and connection appropriate for this product.

For information about the correct power cord set to use with the product, see the *Product Notices* located at http://www.hp.com/go/regulatory.

⚠ **WARNING!**   To reduce the risk of electric shock or damage to the equipment:

- Plug the power cord into an AC outlet that is easily accessible at all times.

- If the power cord has a three-pin attachment plug, plug the cord into a grounded (earthed) three-pin outlet.

- Disconnect power from the computer by unplugging the power cord from the AC outlet. When unplugging the power cord from the AC outlet, grasp the cord by the plug.

To reduce the risk of serious injury, read the *Safety & Comfort Guide* provided with your user guides. It describes proper workstation setup and proper posture, health, and work habits for product users. The *Safety & Comfort Guide* also provides important electrical and mechanical safety information. The *Safety & Comfort Guide* is also available on the web at http://www.hp.com/ergo.

📝 **IMPORTANT:**   For the protection of the product, connect all power cords for the product and its peripheral devices to a surge protection device such as a power strip or uninterruptible power supply (UPS). Not all power strips provide surge protection; the power strip must be specifically labeled as having this capability. Use a power strip whose manufacturer offers a damage replacement policy so that you can replace the equipment if surge protection fails.

Use the appropriate and correctly sized furniture designed to properly support your product.

⚠ **WARNING!**   Products that are inappropriately placed on dressers, bookcases, shelves, desks, speakers, chests, or carts could fall over and cause personal injury.

⚠ **WARNING!**   **Stability hazard:** The device might fall, causing serious personal injury or death. To prevent injury, securely attach the monitor to the floor or wall in accordance with the installation instructions.

⚠ **WARNING!**   This equipment is not suitable for use in locations where children are likely to be present.

More HP resources

Use this table to locate resources that provide product details, how-to information, and more.

Table 1-1 Additional information

Resource	Contents
Setup Instructions	Overview of product setup and features
HP support	For HP support or to resolve a hardware or software problem, go to http://www.hp.com/support, and follow the instructions to find your product. – or – Select the **Search** icon in the taskbar, type `support` in the search box, and then select **HP Support Assistant**. – or – Select the question mark icon in the taskbar.

NOTE: Contact customer support to replace the power cord, the AC adapter (select products only), or any other cables that shipped with your product.

Getting to know your printer

Your printer has top-rated features. This section provides details about your components, where they are located, and how they work.

Features

The HP Engage Thermal Printer is designed to work with point of sale system hardware and program applications.
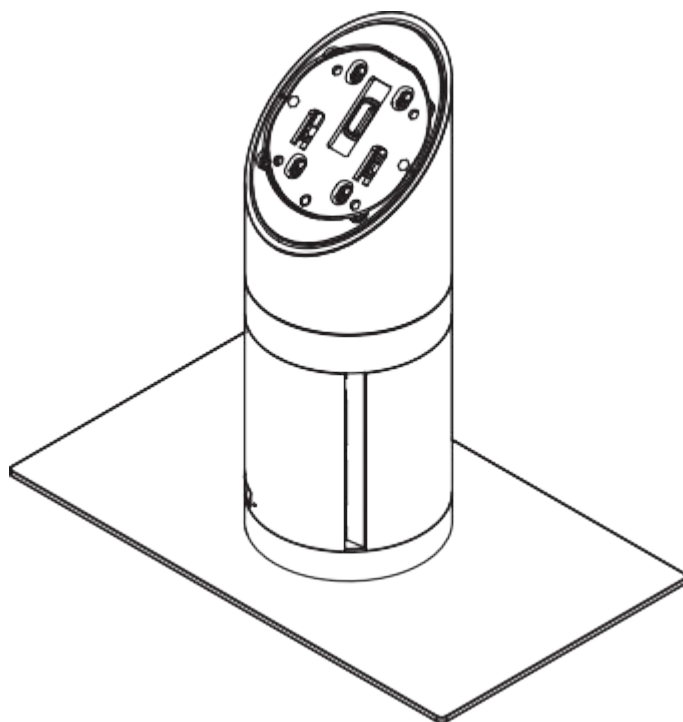
Standard features

- **Interface**: USB 2.0

- **Resident character sets**: PC Code pages

  290 (Japanese Katakana Extended)

  437 (US)

  720 (Arabic)

  737 (Greek)

  850 (Multilingual Latin I)

  852 (Latin II)

  855 (Cyrillic)

  857 (Turkish) (with Eurosymbol)

  860 (Portuguese)

  862 (Hebrew)

  863 (French Canadian)

  864 (Arabic)

  865 (Nordic)

  866 (Russian)

  932 (Kanji)

  936 (Simplified Chinese)

  949 (Korean- Hangul)

  950 (Traditional Chinese)

  1098 (Farsi)

  1125 (Ukrainian)

  1250 (Latin)

  1251 (Cyrillic)

  1252 (Windows Latin I)

  1253 (Greek)

  1254 (Turkish)

  1255 (Hebrew)

  1256 (Arabic)

  1257 (Baltic)

1258 (Vietnamese)

ISO8859-2 (Latin 2)

KU42 (Thai)

Unicode support limited to all characters resident on the printer.

- **Integrated bar codes**: UPC-A,UPC-E, EAN8, EAN13, Code 39, Code 93, Interaleaved 2 of 5, Codabar, Code 128, EAN 128, GS1 Data- bar, Datamatrix, QR code and PDF 417

- **Print**: 72mm on 80 mm wide thermal paper

- **Paper path**: 80 mm

- **Print resolution**: 203 dpi (8-dots/mm)

- **Speed**: Up to 200 mm/second throughput (monochrome)

- **Paper sensing**: Paper presence

- **Cash drawer driver**: Connector for one or two cash drawers (Obtain a Y-cable for two drawers.)

- **Knife**: Full and partial cuts supported

Printer components

To install, use and maintain the receipt printer, snap open the receipt cover and drop the paper roll in place. You never need to change a printer ribbon or cartridge because it uses thermal print technology.
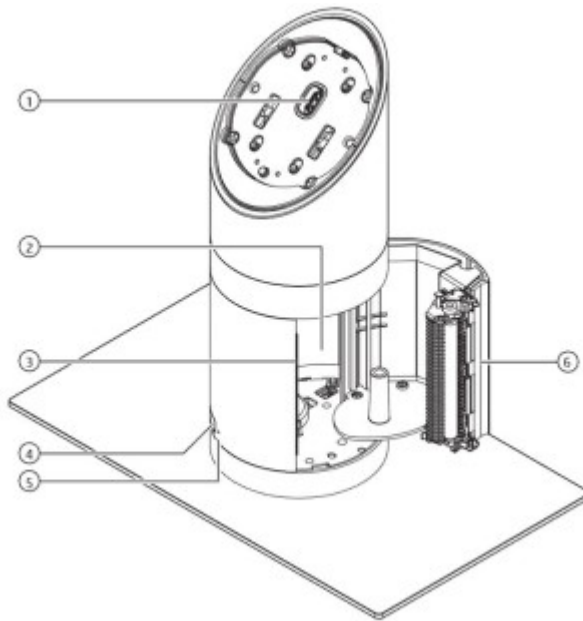
Table 1-2 Printer components and their descriptions

Component	Description
(1) Display connector	Connects the display directly or via cable.
(2) Receipt paper bucket	Prints receipts using thermal print technology.

Table 1-2 Printer components and their descriptions (continued)

Component		Description
(3)	Tear bar	Tears the paper.
(4)	Paper feed button	During normal use, the button advances the paper. Each time you press the feed button, the paper advances a distance equal to a printing line. When you press and hold the feed button, the paper advances continuously. You can also access the configuration menu with the paper feed button.
(5)	Status LED	• On: The printer is on and operating normally. • Blinking: The printer needs operator assistance. The cover might not be fully shut.
(6)	Receipt cover	Snaps open so that you can easily drop the paper roll in place.

Indicators

The printer communicates various conditions with the light status. To identify the indicators, use this table.

Table 1-3 Indicators, sequences, and their conditions

Indicator	Sequence	Condition
Green	ON	Device on: no error
Green Slow Blink	x1	Receive data
	x2	Printhead overheated
	x3	Paper end
	x4	Voltage error
	x5	Cover open
Green Fast Blink	x1	RAM error (*)
	x1	EEPROM error (*)
	x1	Auto cutter error (*) (**)
	x1	Command not recognized
	x1	Command reception time out

* A buzzer beep is also associated with this indicator.

** When auto cutter error is present, before printing a recover error procedure is performed (only one time). When auto cutter error, holding the feed button a recover procedure is performed.

Setting up the printer

This section describes checking the packing list, connecting the cables, turning on the printer, installing the driver, the options for opening your printer, how to load or change the receipt paper, and when to change the receipt paper.

WARNING! To reduce the risk of serious injury, read the *Safety & Comfort Guide*. It describes proper workstation setup and proper posture, health, and work habits for printer users. The *Safety & Comfort Guide* also provides important electrical and mechanical safety information. The *Safety & Comfort Guide* is available on the web at http://www.hp.com/ergo.

Checking the packing list

Save the packing materials in case you need to repack the printer for shipping or storage. Before installation, confirm that all listed items below have been shipped.

- Printer

- Test printout

- Sample paper roll

Turning on the printer

Use one of the following procedures to turn on the printer.

After connecting the cables to the printer, turn on the printer. The green LED will light up initializing the printer. There is no power switch for the printer. Use one of the following procedures to turn on the printer.

- Turn on your printer by connecting it to the power adapter.

  or

- Turn on your printer by powering it from the PUSB port on the hub.

Installing the driver

Use this procedure to install the driver.

1. Go to http://www.hp.com to download and install the driver.

2. Select and install the OPOS driver or the JPOS driver for your POS computer's operating system.

Loading or changing the receipt paper

Use this procedure to load the paper during installation. You can use the same procedure to change the receipt paper. The minor difference is noted in the directions.

IMPORTANT: You must use qualified paper rolls with HP printers. See Qualified paper grades on page 29. Using unqualified paper may void the warranty.

1. Open the receipt cover by pushing up evenly on each side of the cover until it unsnaps **(1)**.

2. If you are loading paper for the first time, remove the test printout **(2)**. Retain the test printout until the printer is successfully installed.

   If you are changing the paper roll, remove the paper roll.
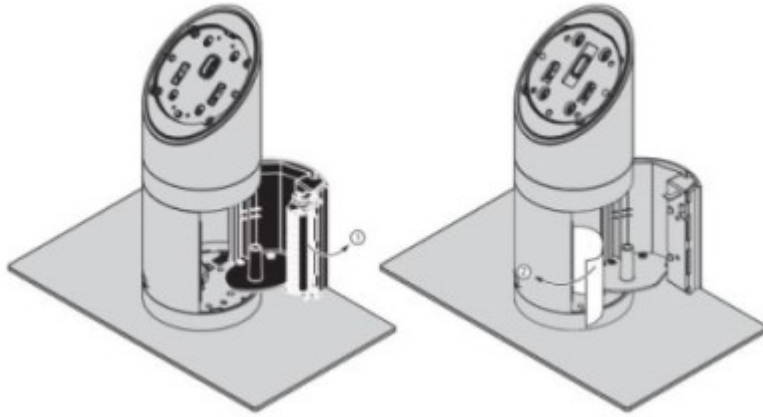
3. Tear a clean edge on the new receipt paper roll, making sure the tape has been completely removed.

4. Place the receipt paper into the paper compartment on the spindle so that it unrolls from the inside **(1)**. Leave a few inches of paper sticking out of the printer. To prevent jamming, make sure the paper is between the guidelines.

5. While holding the paper in place, close the receipt cover **(2)**, making sure to apply a little more pressure after the first click to ensure that it is fully latched. When fully latched with the paper

installed, the light stops blinking. The printer will automatically feed a small amount of paper and cut to confirm that the paper is loaded correctly **(3)**.
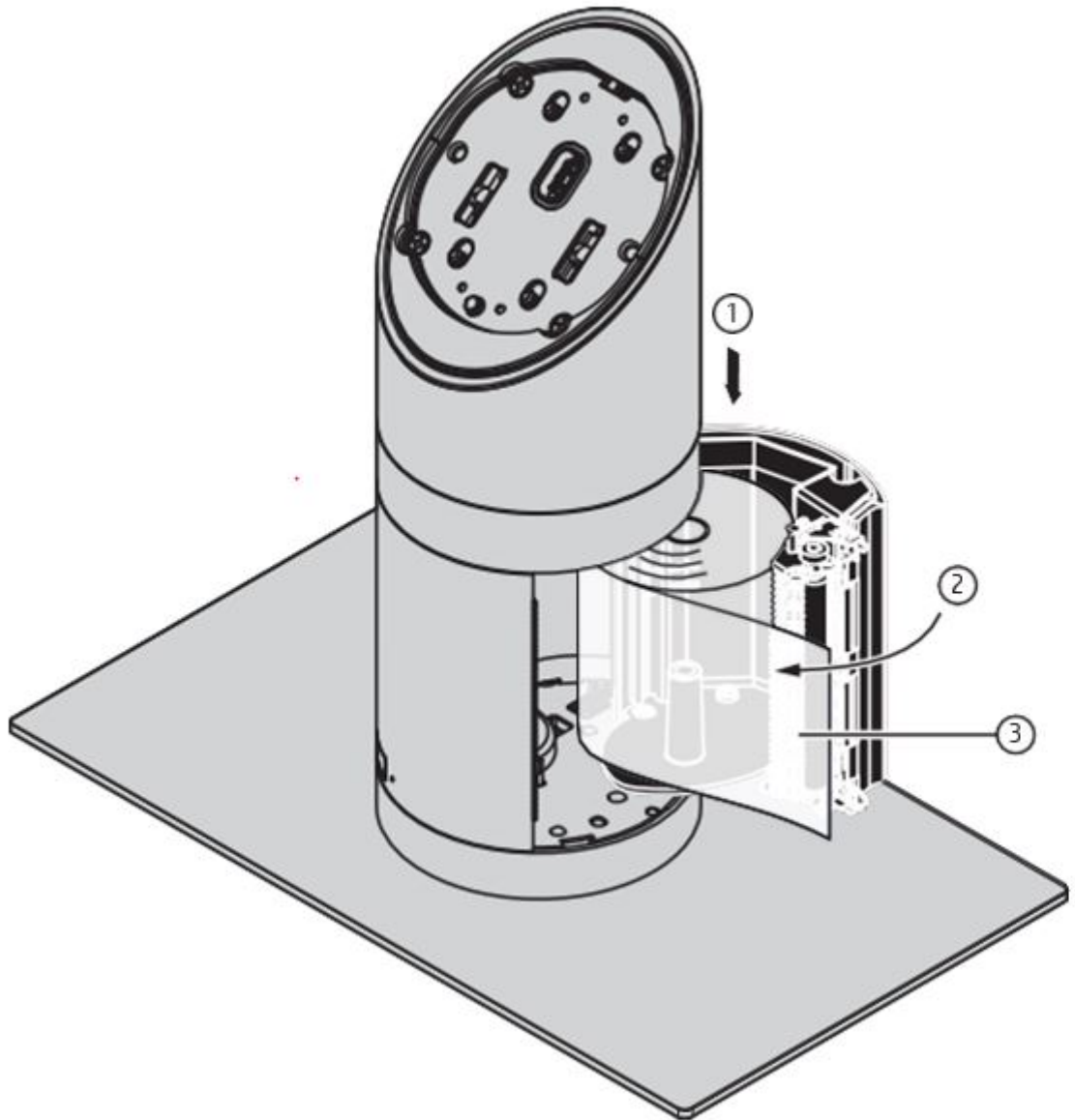
When to change the receipt paper

Change the paper when it is near the end of the roll or when the roll is empty. When the paper is low, monitor its usage to avoid running out of paper during a transaction. When there is no more paper on the roll, you must load a new roll immediately to avoid losing information.

When the paper is low:

When the paper is low, a colored stripe appears on the receipt paper (if the paper purchased has a stripe), indicating that enough paper remains for a small transaction.

When the paper is out:

When the roll is out, the green LED flashes quickly indicating the paper must be installed..

📝 **IMPORTANT:**   Do not try to operate the printer or POS computer if the printer runs out of paper. The printer might accept data from the POS computer even though it cannot print. You might lose data as a result.

2 Operating the printer

This chapter describes how to use your printer and its features.

Configuring the printer

You can see and test general printer parameters from the configuration menu. The test prints the Setup form, which details the settings for all functions.

Because the printer is usually shipped preconfigured, you should not need to change the configuration. If you adjust the configuration, be careful not to inadvertently change settings that might affect the printer's performance. HP recommends that you leave the factory-set printer configuration as received.

> **NOTE:** If you experience problems after changing the printer configuration, use the default settings.

Entering configuration mode by keys

Use this procedure to enter configuration mode by keys.

1. Power the printer on.

2. Open the cover and while holding the paper in place, be sure that the receipt paper **(1)** is loaded in the printer. For instructions about loading the receipt paper, see .

3. Close the cover **(2)** as you hold the paper feed button **(3)**.

> **NOTE:** Make sure you press the paper feed button quickly to exit setup and long press the paper feed button to enter and setup the printer.

4. Close the cover **(4)**.
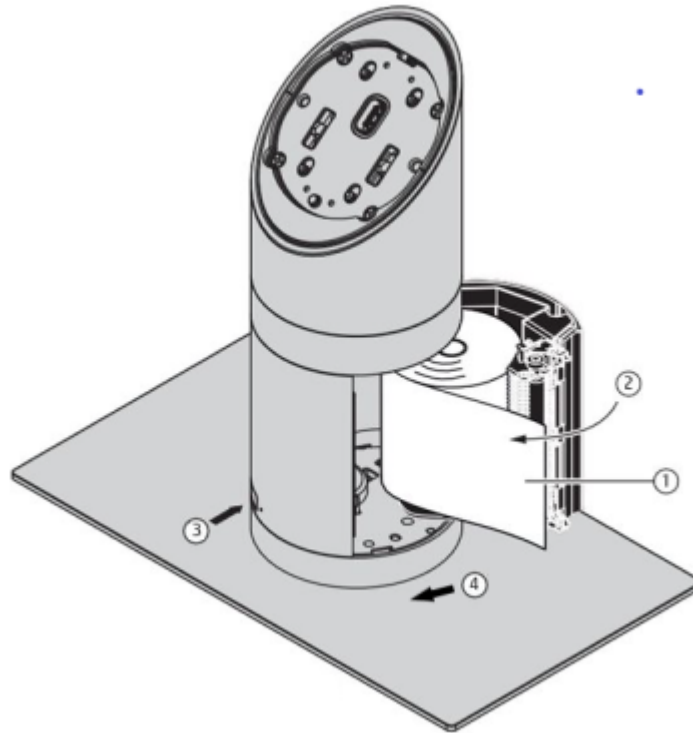
5. To communicate with the printer, press the paper feed button. Quick press the paper feed button to modify the parameter and long press the paper feed button to go to next parameter Follow the printed instructions to make selections.

6. Continue through your menu selections until the printer cuts the paper.

    The following is a sample printer configuration printout.

DEVICE NAME AND FIRMWARE MODULES RELEASE

```
                        <device name>
        SCODE: <code>                    -    <rel.>
        FCODE: <code>                    -    <rel.>
        DCODE: <code>                    -    <rel.>

                        S/N: <number>


                     PRINTER SETTINGS

                     1 •••••••• 640
        ------------------------------------------------------------
                         ----------

                  PRINTHEAD WORKING GOOD!
```

PRINTHEAD STATUS

```
        PRINTER TYPE .......................................   <device model>
        PRINTING HEAD TYPE............................   <head model>
        INTERFACE....................................................USB
        PROGRAM MEMORY TEST............................OK
        DYNAMIC RAM TEST.....................................OK
        CUTTER TEST................................................OK
        HEAD VOLTAGE                      [V]     =   24.12
        HEAD TEMPERATURE             [°C]    =   22
        POWER ON COUNTER                          =   6
        PAPER PRINTED                    [cm]    =   60
        CUT COUNTER                                    =   13
```

DEVICE STATUS

```
        Printer Emulation.....................................:   CUSTOM POS
        Print Mode...............................................:   Normal
        Busy Condition .......................................:   RxFull
        Autofeed ...............................................:   CR Disabled
        Chars / Inch ...........................................:   A=15  B=20 cpi
        Font Type ...............................................:   International
        Code Table [num]....................................:   0
        Speed / Quality .....................................:   High Speed
        Paper Threshold......................................:   40 %
        PaperEnd Buffer Clear...........................:   Disabled
        PrintHead Test PowerOn.......................:   Enabled
        USB Address Number............................:   0
        USB Class ...............................................:   Printer
        Print Density..........................................:   0%
        Power Supply..........................................:   External
        Drawer Signal.........................................:   0%
```
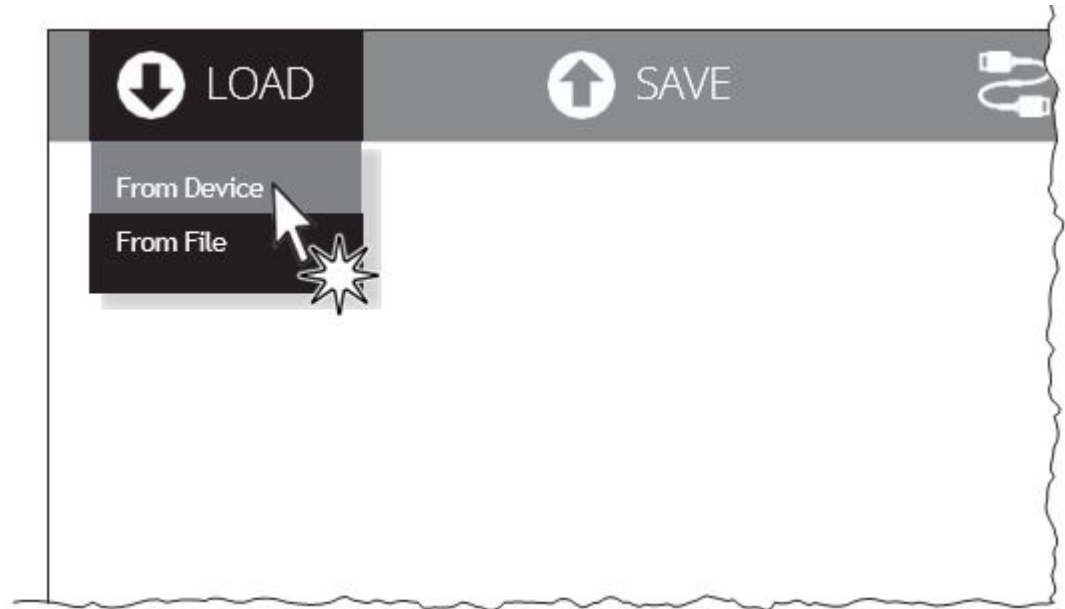
DEVICE CONFIGURATION PARAMETERS

```
        [ PUSH ] enter Printer setup
        [ FAST PUSH ] skip setup
```

KEYS FUNCTIONS

Entering the configuration mode by software

You can set parameters by using the HP Receipt Printer CA-Series Configuration Utility software tool.

1. Start the HP Receipt Printer CA-Series Configuration Utility software tool.

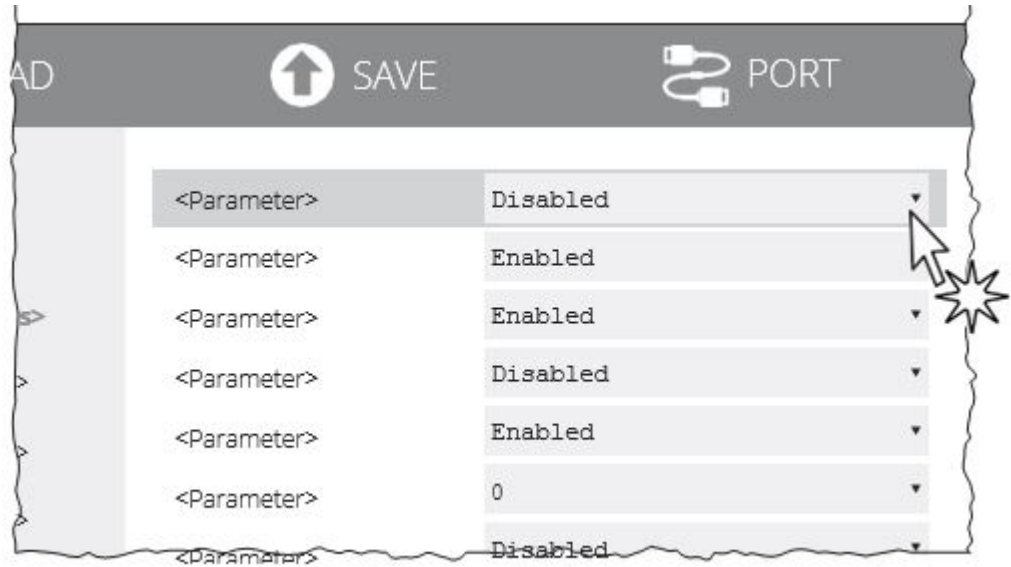2. Select **LOAD** > **From Device**, and select the device connected to the computer.
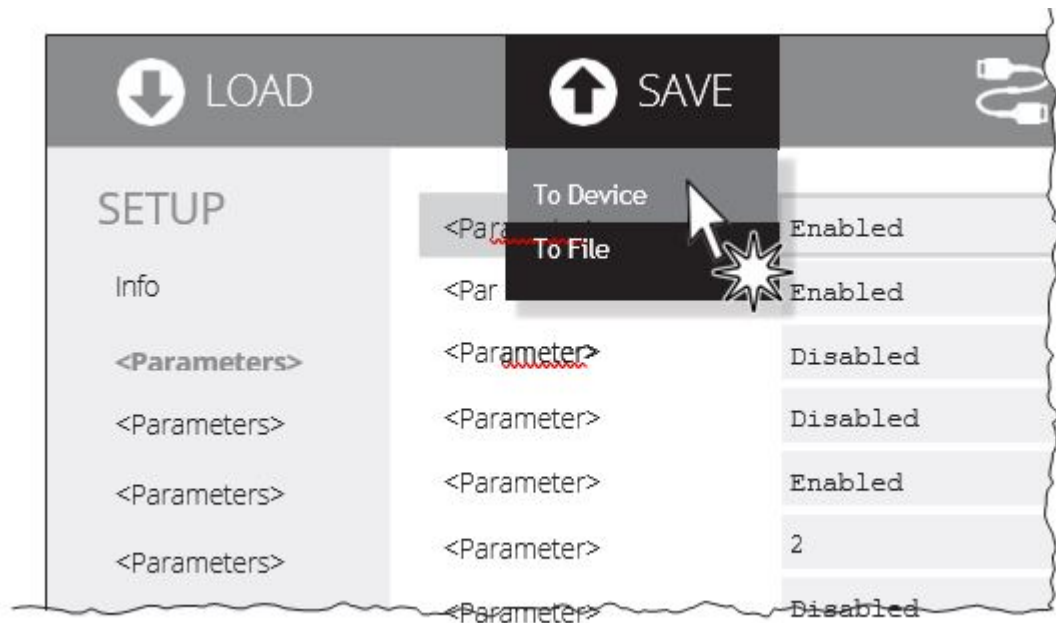

3. Select **SETUP** to access the operating parameters of the device that you want to configure.

4. Make the changes to the device operating parameters.

5. Select **SAVE** > **To Device**.

Printer status

The printer operating status is indicated in the configuration printout next to the name of the components shown.

Table 2-1 Component names and their descriptions

Component	Description
Printer type	Device model
Printing head type	Printing head model
Interface	Interface is present.
Program memory test	**OK** appears if it is functioning and **NOT OK** appears if it is malfunctioning.
Dynamic RAM test	**OK** appears if it is functioning and **NOT OK** if it is malfunctioning.
Cutter test	**OK** appears if it is functioning and **NOT OK** if it is malfunctioning.
Head voltage	Voltage of the head
Head temperature	Temperature of the head
Power On counter	Number of times that the printer turned on
Paper printed	Centimeters of paper printed
Cut counter	Number of cuts made

Communication parameters

Communication settings remain active even after the device is turned off, and they are stored in nonvolatile memory.

You can configure the parameters that are in the following table. The parameters marked with the asterisk are the default values.

Table 2-2 Components and their descriptions

Component	Description
Busy Condition	Activation mode for the Busy signal:
	OffLine/RxFull = Busy signal that is activated when the device is both in OffLine status and the buffer is full.
	RxFull* = Busy signal that is activated when the buffer is full.
	Parameter is valid only with serial interface.
USB Class	USB communication class definition.
	Printer* = setting the printer function.
	Virtual COM = setting the USB port as a serial port.
USB Address Number	Numerical address code for the unique identification of the USB device if more than one USB device is connected to the same computer:
	● 0*1 2 3 4 5 6 7 8 9

Operation parameters

Operation settings remain active even after the device is turned off and they are stored in nonvolatile memory.

You can configure the parameters listed in the following table. The parameters marked with the asterisk are the default values.

Table 2-3 Components and their descriptions

Component	Description
Print Mode	Printing mode: Normal[*] = enables printing normal writing way Reverse = enables printing rotated 180°
Autofeed	Setting of the Carriage Return character: CR disabled[*] = Carriage Return disabled CR enabled = Carriage Return enabled
Chars / Inch	Font selection: A = 11 cpi, B = 15 cpi A = 15 cpi, B = 20 cpi[*] A = 20 cpi, B = 25 cpi
Font Type	Setting of font type: International[*] = enables the use of the 256 characters font tables Chinese GB18030 = enables the use of the Chinese extended font GB18030 Korean CP949 = enables the use of the Korean font CP949
Code Table	Identifier number of the character code table to use. See Supported character sets resident code pages on page 28 to learn about the character tables that correspond to the identification numbers that you set with this parameter.
Speed / Quality	Setting of printing speed and printing quality: High Quality Normal High Speed[*]
Paper Threshold	Threshold value (in percent) for the recognition of paper presence by the paper presence sensor: 30%, 40%,[*] 50%, 60%, 70%, 80%, 90%

Table 2-3 Components and their descriptions (continued)

Component	Description
PaperEnd Buffer Clear	Cleaning mode of data in the receive buffer, if printing stops because of a lack of paper: Disabled* = data remains in the receive buffer. When the paper runs out, the device keeps the remaining data in receive buffer and prints the remaining portion of the ticket after the new paper is loaded. Enabled = when the paper runs out, all data in the receive buffer is deleted.
PrintHead Test Power On	Setting of the performing of the print head test: Disabled* = the test is performed only while printing the setup report. Enabled = the test is performed whenever the printer turns on.
Print Density	Adjusting the printing density: –25% –12% 0* +12% +25% The print quality is strongly influenced by the type of chemical treatment and the type of storage that the thermal paper is subjected to, as well as by its weight. You might have to adjust this parameter to obtain the print quality that you want.
Drawer signal	Drawer signal management: Normal* = Drawersignal active with high signal Invert = Drawer signal active with low signal

Preventing printhead overheating

The duty cycle contains restrictions because of the heat generated by the thermal printhead during solid printing (regardless of the length of the block in relation to the print line). The restrictions are ambient temperature, the length of continuous solid printing (percentage as compared to 1 minute), and the amount of coverage.

IMPORTANT: When the duty cycle exceeds the limits shown in the following table, the receipt printhead heats up and shuts down, which can damage the printhead.

To avoid this problem, do one or a combination of the tasks:

1. Reduce the amount of coverage.

2. Reduce the time of continuous solid printing.

3. Reduce the ambient temperature.

The ambient temperature can be affected by factors such as direct exposure to sun or close proximity to heating elements.

Table 2-4 Allowable duty cycle (measured over 1 minute of continuous printing)

Amount of solid coverage	Ambient temperature		
	25°C (77°F)	35°C (95°F)	50°C (122°F)
20%	100%*	50%*	20%*
40%	50%*	25%*	10%*
100%	20%*	10%*	4%*

*The duty cycle is the percentage of time that the specified amount of solid coverage can be printed during 1 minute. For example, at 20% solid coverage and 35°C temperature, use a 50% duty cycle for 30 seconds of printing and 30 seconds without printing.

For reference:

- A typical receipt with text (contains some blank spaces) is approximately 12% dot coverage.

- A full line of text characters (every cell on the line has a character in it) is approximately 25% dot coverage.

- Graphics are approximately 40% dot coverage.

- Barcodes are approximately 50% dot coverage.

- A solid black line is 100% dot coverage.

3 Maintaining the printer

Properly maintained, your printer can run for many years. These instructions provide steps you can perform to keep your printer in the best condition.

Maintenance guidelines

This chapter outlines how to enhance the performance and extend the life of the printer.

Cleaning the printer

Clean the outside of the cabinet as needed to remove dust and finger marks. Use any household cleaner made for plastics. Test it first on a small unseen area. Clean the printer paper bucket with a clean, damp cloth.

The cabinet materials and finish are durable and resistant to the following items:

- Cleaning solutions
- Cooking oils
- Lubricants
- Ultraviolet light
- Fuel

If small paper debris accumulate inside of the printer, use a can of compressed air to gently clear the debris from the printer.

Cleaning the thermal printhead

Use these instructions to clean your thermal printhead when necessary.

IMPORTANT: Do not clean the inside of the printer with any cleaner. Do not allow cleaning spray to come into contact with the thermal printhead. Damage to the internal electronics or thermal printhead can occur.

NOTE: The thermal printhead does not normally require cleaning when recommended paper grades are used. If unrecommended paper is used over an extended period, attempting to clean the printhead will have little effect on the print quality.

1. Turn off the printer and POS computer.

2. Unplug the printer from the POS computer and the cash drawer, if connected.

3. Wipe the printhead with a cotton swab moistened with rubbing alcohol.

IMPORTANT: Do not use rubbing alcohol to clean any internal parts of the printer other than the printhead. Damage will occur.

If spotty or light printing problems persist after cleaning the thermal printhead, you might have to replace the entire thermal mechanism.

IMPORTANT: Using unrecommended paper over an extended period of time can result in printhead failure. See Qualified paper grades on page 29 for paper specifications.

4 Support and troubleshooting

If your printer is not working as expected, you might be able to resolve the issue by following the instructions in this section.

Solving common issues

The table in this section lists possible issues, the possible cause of each issue, and the recommended solutions.

Table 4-1 Common issues and solutions

Issues	Possible cause	Solution
Green light (quick steady flashing)	Paper is out.	Load a new paper roll. See Loading or changing the receipt paper on page 6.
	Receipt cover is open.	Close the cover. If the problem persists, continue operating and closing the cover until the light stops blinking.
	Knife is malfunctioning.	Stop using the printer. Contact your regional HP-authorized service provider for more HP POS System products.
Green light (slow steady flashing)	Indicates problems.	Stop using the printer. Contact your regional HP-authorized service provider for more HP POS System products.
Printer beeps (two tone - low frequency, high frequency)	Printer has been turned on and is ready to operate.	No action is required.
Printer beeps and flashes green light in various combinations.	Indicates a serious condition.	Stop using the printer. Contact your regional HP-authorized service provider for more HP POS System products.
Colored stripe is on the receipt.	Paper is low.	Load a new paper roll. See Loading or changing the receipt paper on page 6.
Receipt does not come out all the way.	Paper is jammed.	Open the receipt cover, inspect the knife, and clear the jammed paper.
Printer starts to print, but stops while the receipt is being printed.	Paper is jammed.	Open the receipt cover, inspect the knife, and clear the jammed paper.
Receipt is not cut.	Paper is jammed.	Open the receipt cover, inspect the knife, and clear the jammed paper.
Print is light or spotty.	Paper roll is loaded incorrectly.	Confirm that the paper roll is loaded properly. See Loading or changing the receipt paper on page 6.
	Thermal printhead is dirty.	Use the recommended thermal print paper. See Ordering thermal paper on page 29.
	Variations in paper.	Increase the print density. See Operation parameters on page 16.
Vertical column of print is missing.	Indicates a serious condition with the printer electronics.	Stop using the printer. Contact your regional HP-authorized service provider for more HP POS System products.

Table 4-1 Common issues and solutions (continued)

Issues	Possible cause	Solution
One side of the receipt is missing.	Indicates a serious condition with the printer electronics.	Stop using the printer. Contact your regional HP-authorized service provider for more HP POS System products.
Printer does not function when it is turned on and the light is off.	The printer is not plugged in.	Confirm that the printer cables are properly connected at both ends. Confirm that the POS computer is turned on.
Printer does not function when it is turned on and the light is blinking.	Receipt cover is not fully closed.	Close and latch the receipt cover.
Printer stops functioning.	Printhead has overheated.	Allow printhead to cool down.
	Printer is in energy saving mode.	Press paper feed button to restore the printer to normal operation.
Printer does not open.	Receipt cover is stuck.	Contact your regional HP authorized service provider for HP Point of Sale System products.

Latch failsafe

In the event that the receipt cover becomes stuck, the printer has a failsafe to release the cover's latches. Using a thin pointed object, press the rectangular button adjacent to the printhead. With enough pressure, the latches should release, and the receipt cover should open.
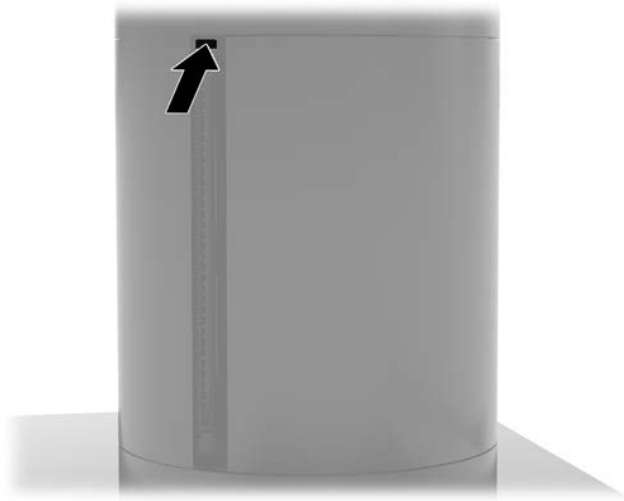
Contacting support

Use the website in this section to get more information about your product, including links to discussion forums and instructions on troubleshooting. You can also find information about how to contact HP and open a support case.

To resolve a hardware or software problem, go to http://www.hp.com/support.

Preparing to contact technical support

If you can not solve a problem by using the troubleshooting tips in this section, you might have to contact technical support.

Have the following information available when you contact:

- Printer model number

- Printer serial number

- Purchase date on invoice

- Conditions under which the problem occurred

- Error messages received

- Hardware configuration

- Name and version of the hardware and software that you are using

Ordering paper rolls

To order paper rolls, contact your vendor of choice.

See for contact information.

A Technical specifications

This section contains technical specifications for the physical aspects of your printer, such as the weight and dimensions, as well as required environmental operating conditions and power source ranges.

All specifications represent the typical specifications provided by HP component manufacturers; actual performance can vary either higher or lower.

> **NOTE:** For the latest specifications or additional specifications for this product, go to http://www.hp.com/go/quickspecs/ and search for your specific monitor model to find the model-specific QuickSpecs.

Printer specifications

This section provides specifications for your printer.

Table A-1 Technical specifications

Specification	International Measurement
Reliability	
Print Head Life	150 km
MCBF Knife Cuts	1 million
Interface	USB 2.0
Memory	8 MB flash memory, 8 MB RAM
Power requirements	
Operating voltage	24Vdc ±10%
Power consumption	1.1 Amps
Temperature	
Operating temperature	**10°C to 40°C** (50°F to 140°F)
Operating humidity	20% to 85%
Storage temperature	**-30°C to 65°C** (-22°F to 149°F)
Storage humidity	5% to 90%
Transit temperature	−40°C to 60°C
Transit humidity	5% to 95%
Condensation	Condensation can occur when the printer is moved from cold to warm areas after shipment. The printer can operate after drying and stabilizing at room temperature.
Printing specification	

Table A-1 Technical specifications (continued)

Specification	International Measurement
Speed - monochrome	High quality = 100 mm/s
	Normal = 150 mm/s
	High speed = 200 mm/s
Print width	72 mm with 80 mm paper roll
Receipt - columns	44/56 for 80 mm paper width
Paper thickness range	55 g/m^2 – 80 g/m^2 or 0.08 mm - 0.1 mm
Technical specifications	
Roll core diameter	25 mm
Paper out	Standard
Resolution	203 DPI
Knife	Full and partial cuts supported

Dimensions and weight

This section provides the dimensions and weight of your printer.

Table A-2 Engage Go dimensions and weight

Specification	Measurement
Height	Printer - 260.86 mm (10.27 in.)
	Base - 7.8 mm (0.30 in.)
Width	Printer - 96 mm (3.78 in.)
	Base - 284 mm (11.18 in.)
Depth	Printer - 96 mm (3.78 in.)
	Base -162 mm (6.37 in.)
Weight	1.32 kg
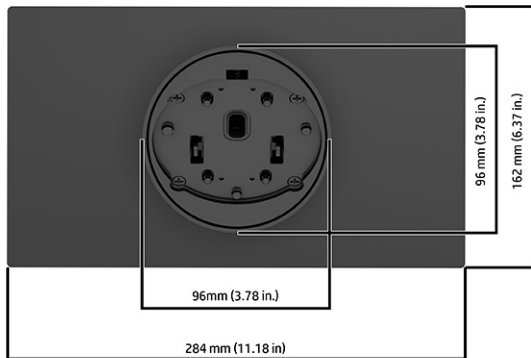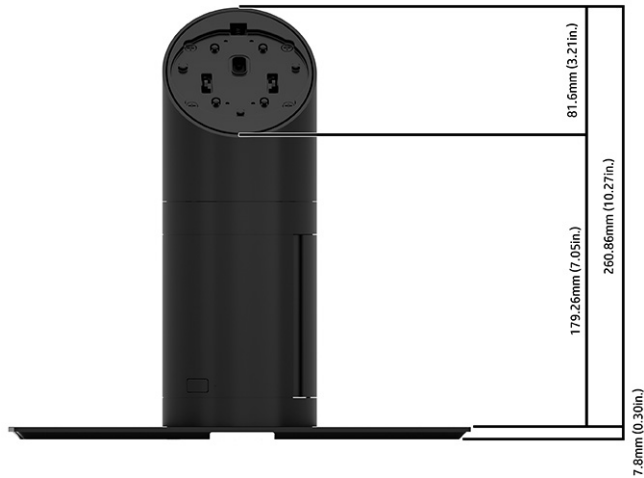
Table A-3 Engage One dimensions and weight

Specification	Measurement
Height	Printer - 260.89 mm (10.27 in.)
	Base - 7.8 mm (0.30 in.)
Width	Printer - 96 mm (3.78 in.)
	Base - 284 mm (11.18 in.)
Depth	Printer - 96 mm (3.78 in.)
	Base -162 mm (6.37 in.)
Weight	1.9 kg/2.6 kg with base
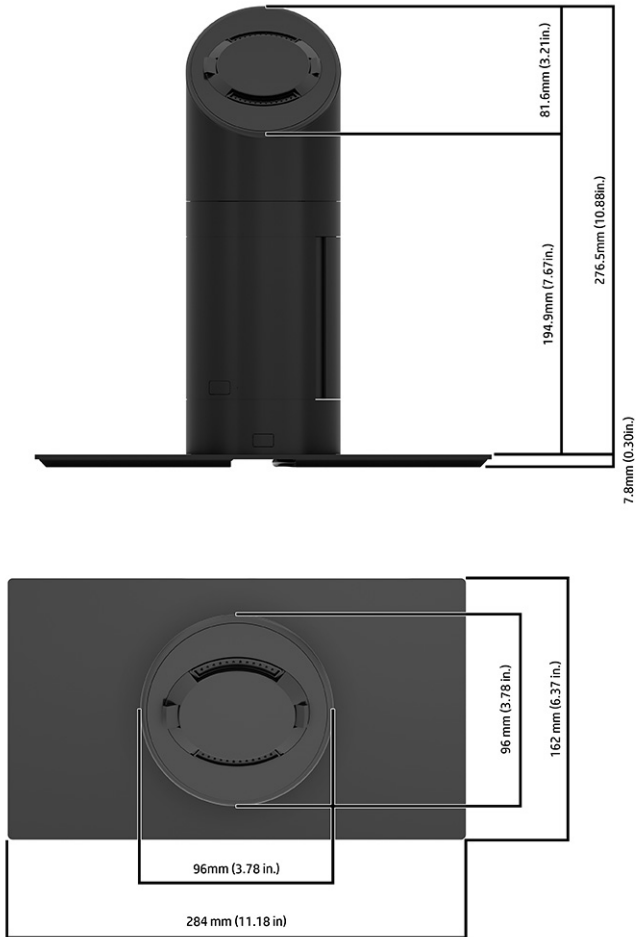
Character appearance

You can change how text looks using the following available print modes.

- Standard
- Double high
- Double wide
- Upside down
- Rotated
- Underlined
- Bold
- Reverse
- Italic

- Strike-through

Supported character sets resident code pages

This section provides information about supported character sets.

0. 437 (US, Standard Europe)

1. Katakana

2. 850 (Multilingual Latin I)

3. 860 (Portuguese)

4. 863 (Canadian/French)

5. 865 (Nordic)

13. 857 (Turkish)

14. 737 (Greek)

16. 1252 (Windows Latin I)

17. 866 (Russian)

18. 852 (Latin II)

19. 858 (Multilingual I + Euro)

20. KU42 (Thai)

32. 720 (Arabic)

34. 855 (Cyrillic)

36. 862 (Hebrew)

37. 864 (Arabic)

39. ISO8859-2 (Latin 2)

44. 1125 (Ukrainian)

45. 1250 (Central Europe)

46. 1251 (Cyrillic)

47. 1253 (Greek)

48. 1254 (Turkish)

49. 1255 (Hebrew)

50. 1256 (Arabic)

51. 1257 (Baltic)

52. 1258 (Vietnamese)

Ordering thermal paper

The printer requires qualified thermal paper with the following dimensions.

Table A-4 Thermal paper dimensions

Width	Diameter
80 +0/–0.6 mm (3.15 +0/–0.03 in)	53 mm max. (2 in)

The previous figures are based on a core diameter of 25 ±1 mm (0.98 in) outside.

The paper must not be attached at the core.

Qualified paper grades

HP recommends the following paper grades produced by their respective manufacturers. There are a number of paper converters qualified to provide this paper, provided the POS rolls are from these recommended grades.

To order paper rolls, contact your vendor of choice, and see .

Monochrome (black ink) paper

This section provides a list of qualified manufacturers to supply monochrome (black ink) paper.

Table A-5 Qualified manufacturers and their paper grades

Qualified manufacturer	Paper grade
Appvion, Inc. (USA) 825 E. Wisconsin Ave. Appleton, WI 54912	Alpha 400-2.3 (was T1030),
http://www.appvion.com	Alpha 800-2.4 (was T1012A),
Voice : (800) 922–1729	POS-Plus 600-2.4
Fax: (800) 922–1712	Alpha 900-3.4 (was Superior)
	All current Appvion papers are BPA-free
Jujo Thermal Ltd.	AF50KS–E3
P.O. Box 92 FI–27501	AP62KS–E3
27500 Kauttua, Finland	
Voice: +358 (0)10 303 200,	
Fax: +358 (0)10 303 2419	
http://www.jujothermal.com	

| Qualified manufacturer	Paper grade
Kanzaki Specialty Papers (USA) 20 Cummings St. Ware, MA 01082–2002 http://www.kanzakiusa.com/ Voice: (888) 526–9254 Fax: (413) 731–8864	P30023(was P–300), P31023 (was P–310), P35024 (was P–350), P35032 (was P–354) P39023 (BPA free, was P–390), P30521 (BPA free) P30523 (BPA free), P31523 (BPA free), P35532 (BPA free)
Koehler UK Ltd. (Great Britain) 2 White Oak Square London Roads, Swanley, Kent BR8 7AG, U.K. http://www.koehlerpaper.com/en/ Voice: (49) 7802 81-0 Fax: (49) 7802 81-4330	KT55-F20
Koehler AG Hauptstr. 2-4 D-77704 Oberkirch, Germany http://www.koehlerpaper.com/en/ Voice: (49) 7802 81-0 Fax:(49) 7802 81-4330	KT55-F20
Mitsubishi International Corp. (USA) 655 Third Ave. New York, New York 10017 http://www.mitsubishicorp.com/us/en/ Voice: (212) 605–2000 Fax: (212) 605–2597	P–5035 T–8051 TP–8065 PP–5051
OJI Paper Company Ltd. Ginza4-chome, Tokyo 104, Japan http://www.ojipaper.co.jp/english/ Voice:(81)3–3563-1111 Fax: :(81)3–3563-1135	KF–60 PD–170R PD–170R

Table A-5 Qualified manufacturers and their paper grades (continued)

Qualified manufacturer	Paper grade
Thermal Solutions Intl, Inc.	19018RDT
6740 Broadview Ave, Suite D Jacksonville, FL 32254	Features: 30% post-consumer waste, recycled/BPA free
http://thermalsolutionsinternational.com	
Voice: (800) 479-6070, (904) 860-1966	
Fax: (904) 646-4530	

Print zones for 80 mm (3.15 in) paper

This section provides specifications of print zones for 80 mm (3.15 in) paper.

- 576 dots (addressable) at 8 dots/mm, centered on 80 mm (3.15 in)

- Top margin to knife cut: 9 mm (0.35 in)
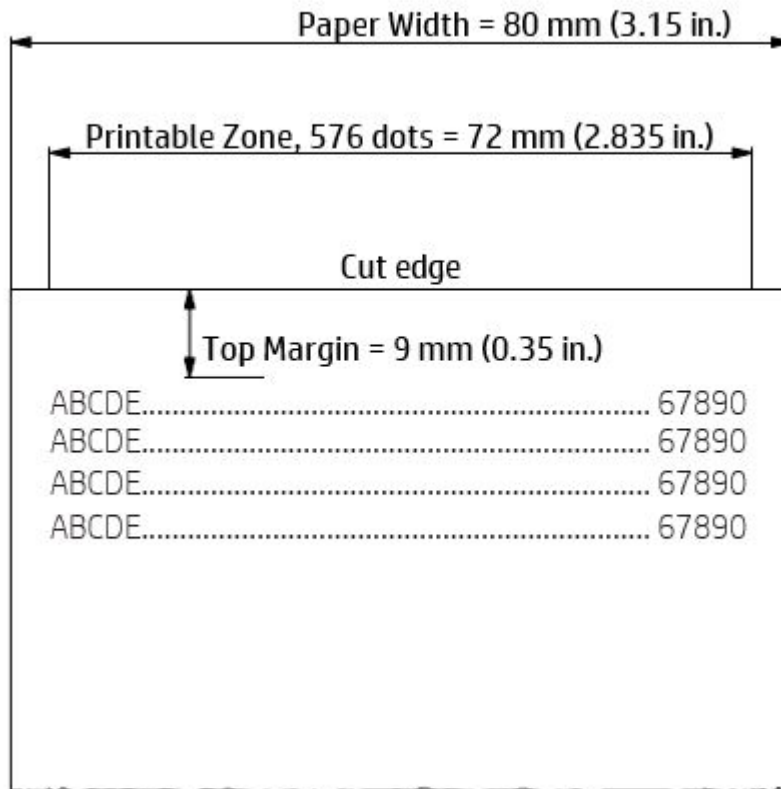
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