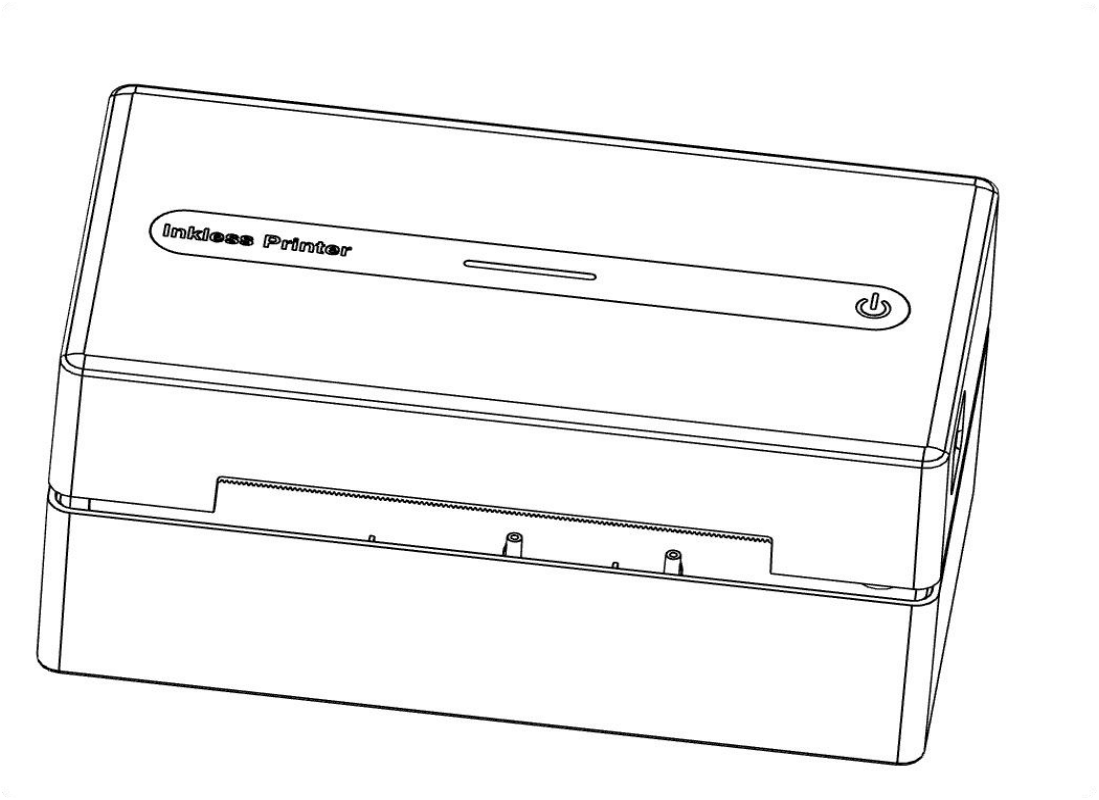
HS-K38 Series

Label Printer Quick Start Manual

For the HS-K38 Series (actual interfaces and communication options may vary by version)



HS-K38 Series appearance

Please read before use This manual helps you unpack, load media, connect the printer, install the driver/app, and complete your first print. Keep this manual for future reference. Interfaces, included accessories, and app screens may vary by version. Follow the actual product, package, and download page.

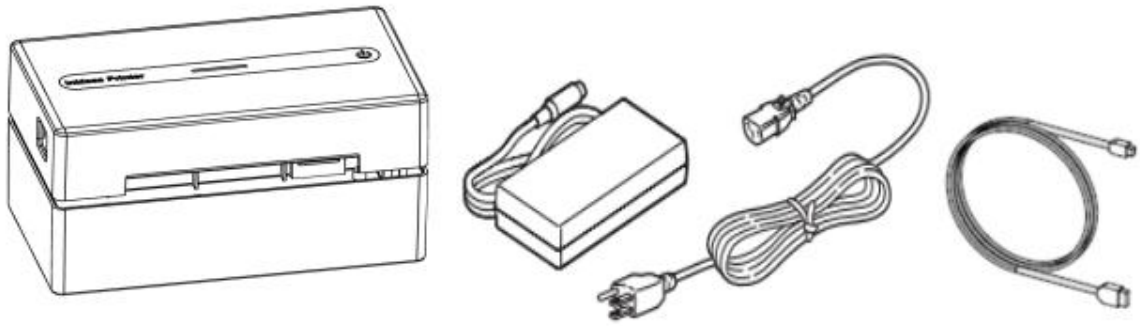
Quick start: Check the package → Connect power → Load media → Install the driver/app → Configure media → Print a test page

1. Unpacking and Safety

1.1 Package contents

Check each item after opening the package. Actual accessories depend on the order and shipping version.

Item	Description
Printer	One HS-K38 Series printer
Power adapter and power cord	Use only the supplied or specification-matched adapter; input: DC 24V / 2.5A
USB cable	For USB versions or computer connections only



Package contents illustration; actual accessories may vary by shipment

1.2 Safety information

Place the printer on a stable, dry, and well-ventilated surface. Keep it away from direct sunlight, moisture, dust, and heat sources.

Turn off the printer before connecting or disconnecting the power cord. Keep the adapter and outlet accessible for quick power disconnection.

Use only a power adapter compatible with this printer. If the adapter or cable is damaged, smells unusual, emits smoke, or becomes abnormally hot, disconnect power immediately and contact support.

The print head may become hot during printing. Turn off the printer and wait for the print head to cool before opening the cover, cleaning, or clearing a jam.

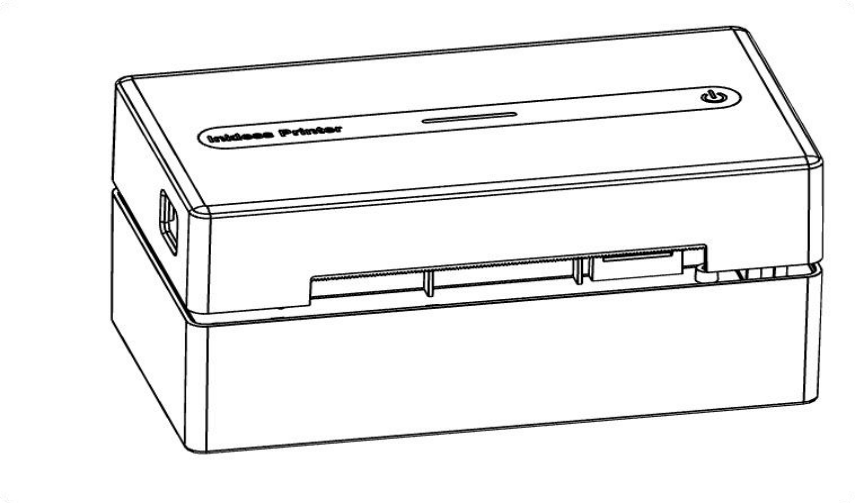
Do not scratch the print head with metal objects or apply grease, unapproved liquids, or cleaners. Follow the manufacturer’s maintenance requirements for cleaning.

2. Printer overview and interfaces

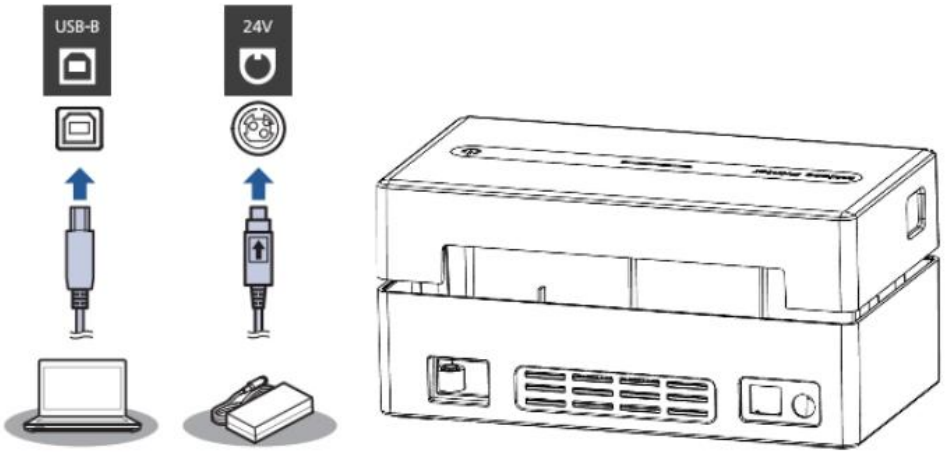
Buttons, indicators, and interfaces may vary slightly by version. Follow the labels on the actual product.

Part/label	Function
Cover release button	Open the top cover to load or replace media
Feed button / status light	Feeds media and shows operating status; for long-press or key-combination functions, follow the

	product labels or software instructions
Power switch	Turns the printer on or off
Media outlet	Printed media exits here; keep the outlet clear
Print head	Heats thermal media to create the image; it is a consumable part and must not be touched with hard objects
USB / Bluetooth and other interfaces	Connect to a computer, phone, or other device according to the actual version



Printer appearance and button locations



Interface illustration: interfaces may vary by version; follow the labels on the actual product

Important Do not mix up interfaces with different functions. Connect the power cord to the port marked with the power symbol and connect the data cable to the corresponding data port.

3. Loading media

3.1 Supported media

Media type	Specifications/requirements
Continuous, label, and fanfold media	Supported; select the matching media type in the driver or app before printing
Media width	25–110 mm (based on the original specification)
Media thickness	0.058–0.22 mm (based on the original specification)
Labels	The label gap, black-mark direction, and dimensions must match the print settings

3.2 Loading steps

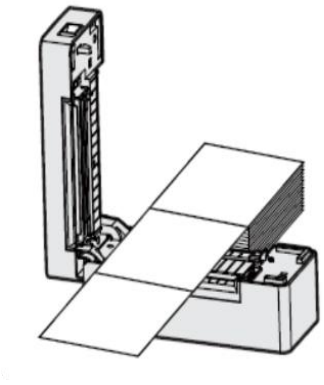
Turn off the printer, press the cover release button, and lift the top cover.

Adjust the left and right media guides to match the media width so the media feeds smoothly. Do not clamp it too tightly or allow excessive side-to-side movement.

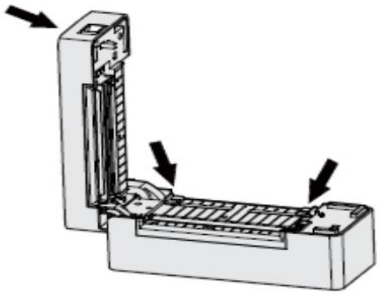
Place the roll or fanfold media in the feed position in the correct feed direction, with the printable side facing the print head. Keep labels flat and aligned.

Insert the leading edge into the feed guide and close the cover. If the printer supports automatic feeding, it will draw the media in automatically.

Turn on the printer and press the feed button once to check that the media feeds straight. If labels skip or alignment is incorrect, check the media type, gap/black-mark settings, and guide positions.



Media loading path illustration



Opening the cover and loading media

Media direction The feed direction may vary by media construction. Follow the printer's media path and the thermal side of the media. Standard direct thermal media does not require an ink cartridge or ribbon.

4. Connecting power and a computer

Connect the power adapter to the printer's power port, then connect it to a power outlet.

For a USB computer connection, turn on the printer first, then connect the USB cable to the printer and computer.

For Bluetooth or another wireless method, enable the printer's communication function and select the printer name shown in the phone app or system settings. Pairing screens may vary by version.

Connection recommendation For the first installation, use USB to install the driver and run a

test. Use Bluetooth or the mobile app after printing has been confirmed to work.

5. Windows driver installation and first print

Driver download: Download the driver compatible with the HS-K38 and your computer system from www.hsprinter.com before starting the installation.

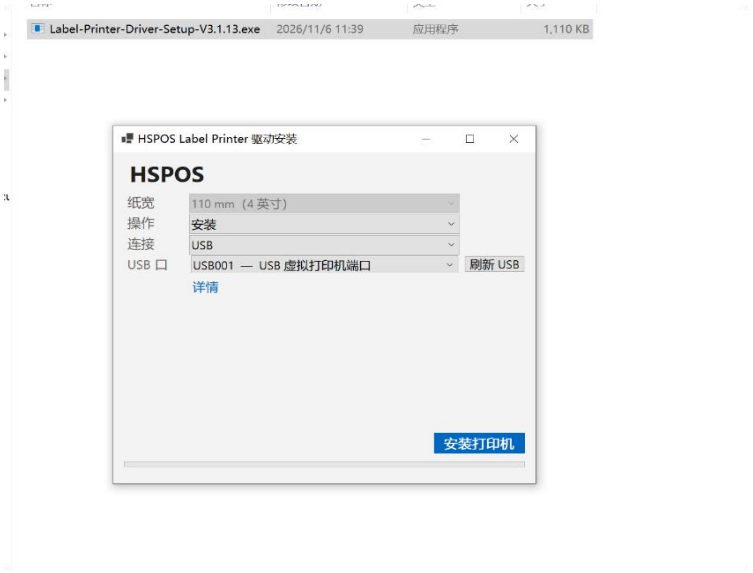
5.1 Installation steps

Connect the USB cable and turn on the printer first.

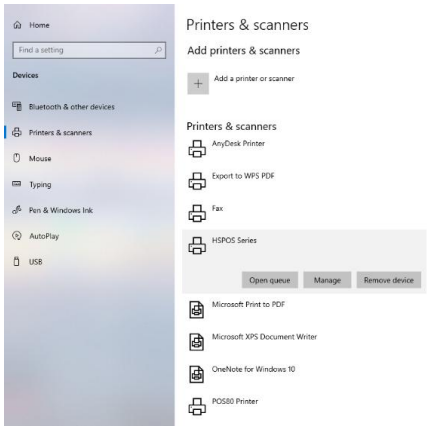
Run the driver installer and select the matching media width/model. Select USB as the connection method and refresh the USB port if the installer provides that option.

Follow the installer prompts to complete the installation.

Open Windows “Settings → Bluetooth & devices → Printers & scanners” (older systems may show “Devices and Printers”) and confirm that HS-K38 or the corresponding HSPOS/HS Series printer appears in the list.



Windows driver installation screen



The driver has been added when the printer appears in Windows “Printers & scanners”

5.2 Print settings and test

In the printer preferences, set the media width, label height/length, media type, and print orientation.

For labels, select the mode matching the label gap/black mark. For continuous media, select continuous mode. Option names may vary by driver version.

Print one test page first to confirm text, barcode position, and media alignment before printing production files.

When printing a PDF or document, set the page size to match the actual media. Do not default to a large size such as A4, or scaling, offset, or multiple-label feeding may occur.

6. macOS driver installation and first print

Download the PKG driver installer for macOS from www.hsprinter.com.

Connect the printer by USB and turn it on. Double-click the PKG file and follow the installer prompts. If macOS requests authorization, follow the system instructions.

Open “System Settings → Printers & Scanners” and add or confirm the HS-K38/corresponding HSPOS printer.

In the print dialog, select the correct media size, media type, orientation, and scale, then print a test page.



macOS driver package



macOS driver installer



7. Connecting and printing with the Android / iOS app

This section applies to versions that support mobile printing. Scan the appropriate QR code on the package or in this manual and download the app for your phone system. If your version does not support mobile communication, use USB or the computer driver.

Mobile system	Steps
Android	Scan the Android QR code or follow the package instructions to install the app → Open the app → Add/connect the printer → Select the actual model/device → Select TSPL → Configure media and print a test
iOS	Scan the iOS QR code or follow the package instructions to install the app → Open the app → Connect the printer as prompted → Select TSPL → Configure media and print a test

Android app download QR code

iOS app download QR code

Important When connecting the printer in the mobile app, select TSPL command mode. Selecting the wrong command mode may cause printing failure, garbled output, or layout problems.

Before the first mobile print, confirm that the printer is on, Bluetooth/wireless permissions are allowed, media is loaded, and the media width, label height, and gap/black-mark settings are correct.

8. Troubleshooting

Symptom	Checks and actions
No power	Check that both ends of the power adapter are firmly connected, the outlet has power, and the switch is on. Do not continue using a damaged or abnormally hot adapter.
Computer cannot find the printer	Make sure the printer is on; reconnect the USB cable; try another USB port; run the matching driver

	installer again; remove duplicate or incorrect printers from “Printers & scanners” and reinstall.
Phone cannot connect	Make sure Bluetooth/wireless permissions are enabled; close and reopen the app; select the actual device; confirm that the version supports mobile connections; select TSPL in the app.
Media does not feed or is jammed	Turn off the printer and wait for the print head to cool. Remove skewed or wrinkled media, check the media width, feed path, and guides, then reload and test. Do not pry with metal tools.
Labels skip or alignment is incorrect	Confirm that the media type, label height, gap, or black-mark parameters in the driver/app match the media. Make sure it is not skewed, reload it, and press the feed button once.
Blank print	Confirm that direct thermal media is being used with the thermal side facing the print head. Check whether the media is loaded backwards, verify the media type and print settings, and contact support if it remains blank.
Light print, broken lines, or white lines	Check whether the media is damp, expired, or dusty. Clean the print head and never scratch it with hard objects. Contact support if the print head is damaged.
Content is cut off or scaled incorrectly	Make sure the page size matches the actual label size. Disable unnecessary “fit to page/scaling” options and check orientation and margins.
Garbled output or command error	Check that the computer driver matches the printer. On mobile, confirm that TSPL is selected. Do not mix incompatible command modes in the same task.

9. Cleaning, maintenance, and media storage

Regularly remove paper scraps, dust, and adhesive residue. Turn off the printer and wait for the print head to cool completely before cleaning.

Gently wipe with a soft lint-free cloth or a cleaning tool suitable for thermal print heads. Never scratch it with blades, screwdrivers, or other hard objects.

Store thermal media sealed and away from light, moisture, high temperatures, and chemicals. Dampness, aging, or surface contamination can make prints lighter.

If the printer will not be used for an extended period, remove the media, turn off the printer, and unplug the power adapter.

If repeated jams, unusual noise, a burning smell, persistent white lines, or housing damage occurs, stop using the printer and contact support. Do not disassemble it yourself.

10. Main specifications (based on the original data)

Item	Specification
Print method	Direct thermal
Resolution	203 dpi (8 dots/mm)
Effective print width	108 mm
Print speed	Up to 180 mm/s (depending on media, content, and settings)
Label/print height range	25–300 mm (the original data describes this as effective print height; confirm for the actual version)
Barcodes	1D: UPC-A/UPC-E/EAN13 (JAN13)/EAN8 (JAN8)/CODABAR/ITF/CODE39/CODE93/CODE128; 2D: QR Code, PDF417
Fonts	Chinese: GB18030 24×24 dots; English: ASCII 12×24 dots
CPU / memory	32-bit RISC CPU; RAM 2 MB; Flash 4 MB
Command languages	TSPL, JPL
Media type	Continuous, label, and fanfold media
Media width / thickness	25–110 mm; 0.058–0.22 mm
Operating systems	Windows XP/2003/7/8/10, Linux, macOS, Android, iOS (compatibility depends on the actual driver/app version)
Interfaces	USB, Bluetooth (actual shipping version prevails)
Input power	DC 24V / 2.5A
Operating environment	0–50°C; 20%–85% RH, non-condensing
Storage environment	-20–70°C; 5%–95% RH, non-condensing
Printer dimensions (L×W×H)	159×85.5×84 mm
Package dimensions (L×W×H)	240×180×130 mm
Weight	Approx. 623 g printer; approx. 1.6 kg packaged (original data)

Specification note Specifications may vary by model, interface, and firmware version. If this manual differs from the product label, package label, or shipped configuration, follow the actual product markings and configuration.

11. Warranty terms

The printer is covered for 12 months from the delivery date; the print head is covered for 3 months.

The warranty does not cover products disassembled without authorization from the company or an authorized service technician, or products whose serial-number label has been removed or become illegible.

White lines caused by solid particles scratching the thermal print head are not covered by the warranty.

Other failures caused by human factors are not covered by the warranty.

During the warranty period, replaced parts removed during repair become the property of the company.

The customer must send or take the product to the company’s after-sales service department or an authorized service center to obtain warranty service.

The company reserves the right of final interpretation of the warranty terms above.

12. First-use checklist

Check item	Done
Package and included accessories checked; power adapter is undamaged	□
Media type, width, and thermal side confirmed	□
Media loaded correctly; guides are not too tight	□
Printer is on; indicator status is normal	□
Windows/macOS driver or mobile app installed	□
Media width, length, type, gap/black mark configured	□
One test page completed; content and alignment are correct	□

Manufacturer website: www.hsprinter.com

For after-sales service, prepare the product model, serial number, purchase/delivery information, media specifications, and photos of the fault or a test print sample.