

### Overview

### HP Engage One Serial USB Thermal Printer



### Model

HP Engage One Serial USB Thermal Printer (Black)

1RL96AA

HP Engage One Serial USB Thermal Printer (White)

3GS19AA

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### Introduction

Redefine your perception of retail printing with the HP Engage One Serial USB Thermal Printer, an eye-catching, compact, cubist printer designed to dazzle alongside your HP Engage One AiO System at the point of sale.

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### Key Features and Benefits

- Print quickly with 114 mm per second print speed and 8 MB of integrated memory. Add your logo, special offers or coupons to receipts with 203 DPI and fonts that include Unicode, Arabic, and Asian.
- Connect to your retail system with an optional USB, PUSB or Serial cable kit (sold separately), and drive up to two optional cash drawers through connections on the printer.
- Place the ultra-compact printer where you need it with the assurance that the internal steel frame can withstand the everyday wear and tear of retail environments.

### Overview

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#### Compatibility

The HP Engage One Serial USB Thermal Printer is compatible with the HP Engage One AiO Systems.

**NOTE:** Not all Point of Sale system models are available in all regions. Not all HP Cash Drawer models are available in all regions. This printer does not comply with fiscalization requirements that may be required in certain countries.

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#### Service and Support

Three (3) year limited warranty with advance exchange when purchased from HP. Additional HP Care Pack Services options are available to extend warranty coverage.

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### Technical Specifications

#### General

#### Supported Character Sets Resident Code Pages:

437 (US)  
720(Arabic)  
737 (Greek)  
775(Lithuanian)  
850(Multilingual)  
852 (Slavic)  
857(Turkish)  
858 (with Eurosymbol)  
860(Portuguese)  
862(Hebrew)  
863 (French Canadian)  
864(Arabic)  
865(Nordic)  
866(Cyrillic)  
874(Thai)  
932(Kanji)  
936(Simplified Chinese)  
949(Korean - Hangul)  
950(Traditional Chinese)  
KZ\_1048 (Kazakh)  
1250(Latin)  
1251(Cyrillic)  
1252 (Windows Latin I)  
1254  
(Turkish)  
1255  
(Hebrew)  
1256(Arabic)  
1257(Baltic)  
Katakana  
28591 (ISO8859-1, Latin 1)  
28592 (ISO8859-2, Latin 2)  
28594 (ISO8859-4, Latin 4)  
28596(ISO8859-6, Latin/Arabic)  
28599(ISO8859-5, Latin 5/Turkish)  
28605 (ISO8859-15, Latin 9)  
Unicode UTF-8 encoding for listed code pages

#### Bar Codes

**1D:** UPC-A, UPC-E, EAN8, EAN13, Code 39, Code 93, Interleaved 2 of 5  
Codabar, Code 128, Code 128, EAN 128, GS1 Databar  
**2D:** Datamatrix, QR code, PDF 417

#### Print Method

Direct Thermal

#### Printing Speed

114 mm/sec (33.75 LPS)

#### Resolution

203 DPI

#### Flash Memory

8 MB

#### RAM

8 MB

#### Knife

Full and Partial cuts supported

### Technical Specifications

	<b>Receipt-Columns</b>	44/56
	<b>Paper Type</b>	Direct Thermal Monochrome POS Grade(s)
	<b>Paper Roll Size (W x D)</b>	3.1 in. X 3.26 in. (80 mm X 83 mm)
	<b>Paper Thickness Range</b>	2.3 – 3.2 mil
	<b>Cash Drawers</b>	1 connector can drive 2 cash drawers with separately purchased splitter cable (default configuration is connection to 1 cash drawer)
<b>Mechanical</b>	<b>Dimensions (WxDxH)</b>	4.4 in. X 5.2 in. X 4.06 in. (111.8 mm X 131.6 mm X 103 mm)
	<b>Weight</b>	1.75lbs. (.793 kg) (printer only)
	<b>Color</b>	Ebony Black or Ceramic White
<b>Interface/Connection</b>	<b>Interface</b>	RS232 (9-Pin Female to 9-Pin Female NULL modem cable) or standard USB 2.0 cable. 24V Cash Drawers support with RJ 12 interface
<b>Power</b>	<b>External Power Supply</b>	48 w
	<b>Operating Voltage</b>	24 V
	<b>Full Load Current</b>	2 A w/active power management system
	<b>Idle Current</b>	25mA
	<b>Idle Power</b>	0.6 W
<b>Temperature Range</b>	<b>Operating</b>	41°F to 95°F (5°C to 35°C) at 5% to 90% humidity 95°F to 122°F (35°C to 50°C) at 5% to 40% humidity
	<b>Non-operating</b>	Transit range: -40°F to 140°F (-40°C to 60°C) 5% to 95% humidity Storage range: 14°F to 122°F (35°C to 50°C) at 5% to 90% humidity
<b>Drivers</b>	Windows, OPOS, JPOS	
<b>Operating Systems</b>	<b>Windows</b>	<ul style="list-style-type: none"> <li>• Windows 10 IoT Enterprise for Retail (64-bit)</li> <li>• Windows 10 Pro (64-bit)</li> </ul>
	<b>Linux</b>	<ul style="list-style-type: none"> <li>• Red Hat/CentOS 6 and 7 (32-bit and 64 bit)</li> <li>• Suse Linux® Enterprise POS 11 and 12 (32-bit and 64-bit)</li> <li>• Ubuntu 14.04 LTS (32-bit and 64-bit)</li> </ul>
<b>Reliability</b>	MCBF Print Mechanism: 29-million lines MCBF Knife Cuts: 1-million Print Head Life: 100 km	
<b>Agency Certifications</b>	<b>Flammability:</b> UL 94V-0	
	<b>Safety:</b> UL 60950-1 2nd edition 2014-10-14; UL 62382-1 CAN/CSA C22.2 No. 60950-1-07, 2nd Edition, 2014-10 EN 60950-1:2006 + A1:2010+ A2:2013 IEC/EN 62382-1 2ND Edition CB Report: IEC 60950-1:2005 + A1:2009 +A2:2013 GB4943.1-2011-China IS 13252-1 (2010)/A1:2013/A2:2015	

### Technical Specifications

**Radiated Emissions:** FCC 47CFR, Part 15, Class B

ICES-003: 2012, Issue 6, Class B

EN 55032:2015 Class B

CISPR22 Class B

VCCI: V-3/2015.04 Class B

AS/NZS 3548

**Immunity:** EN55024: 2010

EN61000-4-2 Level 4 (8kV direct, 15kV air discharge)

EN61000-4-3: Level 3 (10V/m)

EN61000-4-6 Level 3 (10V rms)

EN61000-4-4: Level 3 (2kV mains, 1kV data lines)

RoHS, WEEE

**Option kit contents**

HP Engage One Serial USB Thermal Printer, Starter paper roll

**NOTE:** This printer does not comply with fiscalization requirements that may be required in certain countries.

Cable kits sold separately:

1RM02AA – HP Engage One USB + Pwr Adapter

1RM03AA – HP Engage One Serial + Pwr Adapter

BM477AA – HP PUSB Y Cable

1RM05AA – HP Engage One PUSB Pw only

3WV53AA – HP Engage One W Printer USB + Pwr Adppter

3WV54AA – HP Engage One W Printer Serial + Pwr Adptr

3WV55AA – HP Engage One W Printer PUSB Y Cable

5FW23AA – HP Engage One W Printer Serial + PUSB Pw only

**NOTE:** For cable routing configuration information refer to HP Engage One AiO System quick specs.

Date of change:	Version History:		Description of change:
October 19, 2017	From v1 to v2	Added	Cable kits and note to refer to system quick specs for cable routing note
January 14, 2018	From v2 to v3	Added	New part number and model colors
August 1, 2018	From v3 to v4	Changed	Product name
September 12, 2018	From v4 to v5	Added	Cable kits available for the HP Engage One Serial USB Thermal Printer (White)

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