



HP Label Printer

User Manual



Table of contents

Safety precautions	3
Package contents	4
Product overview	4
Setup instructions	5 - 7
Feed button action guide	7
Care and maintenance	9 - 10
Pro tips	10
Troubleshooting	11
For more information	11
Specifications	12
Warranty	13 - 14
FCC Statement	15



HP Label

Printer

User Manual

Thank you for purchasing the HP Label Printer. This User Guide is intended to provide you with guidelines to ensure that operation of this product is safe and does not pose risk to the user. Any use that does not conform to the guidelines described in this User Guide may void the limited warranty.

Please read all directions before using the product and retain this guide for reference.

This product is covered by a limited two-year warranty. Coverage is subject to limits and exclusions. See warranty for details.



Safety precautions

WARNING! Please read all safety precautions and instructions carefully before using this product. Failure to properly follow the guidelines established here could result in serious injury or damage to the product. Keep this manual for reference.

- Please turn off and unplug the printer when it is not in use for long periods of time.
- Do not bend the power cord excessively or place objects on the cord.
- **CAUTION:** The print head can become very hot after printing labels.
- Do not touch the print head.
- Keep the printer out of reach of children and pets.
- Do not use the printer if any parts are missing or damaged.
- Do not attempt to disassemble or repair the printer yourself.
- Do not let the printer near water or moisture.
- Do not touch the power cord with wet hands.
- Set up the printer in a well-ventilated place by keeping it a certain distance away from the wall or other objects.
- Make sure the printer is placed on a flat, level surface.
- Do not attempt to modify or alter this printer.
- Do not open the cover while the printer is printing.
- Do not connect the printer to a loose power outlet. Connect the power cord only to a grounded power outlet.
- Use only official parts and components provided by the manufacturer for this product.
- Keep small accessories or packaging material away from children.
- Handle with care. Mishandling this printer may result in injury or damage to the product.
- If the printer emits a strange sound, burning smell, or smoke, turn off the power immediately and unplug the power cord. If the printer is dropped or its exterior is damaged, turn off the power immediately and unplug the power cord.
- Do not let any foreign substances enter the product. Do not place heavy objects, liquids, or metals on the product.



Caution

Electronics, such as printers, are prone to damage by static electricity. Therefore, to protect the printer from static electricity, be sure to turn off the printer before connecting or disconnecting the cable to the rear of the printer. If the printer is damaged by static electricity, contact your local dealer.

This equipment is not suitable for use in locations where children are likely to be present. When the printer is operating with the cover open, do not wear anything that can touch the drive, such as clothing, necklaces, rings, watches, or employee certificates close to it. Also, keep yourself away from the printer as it is dangerous for some parts of the body to come into contact with it. If an object or part of your body touches the drive, immediately disconnect the power cord or turn off the power switch on the back of the product.



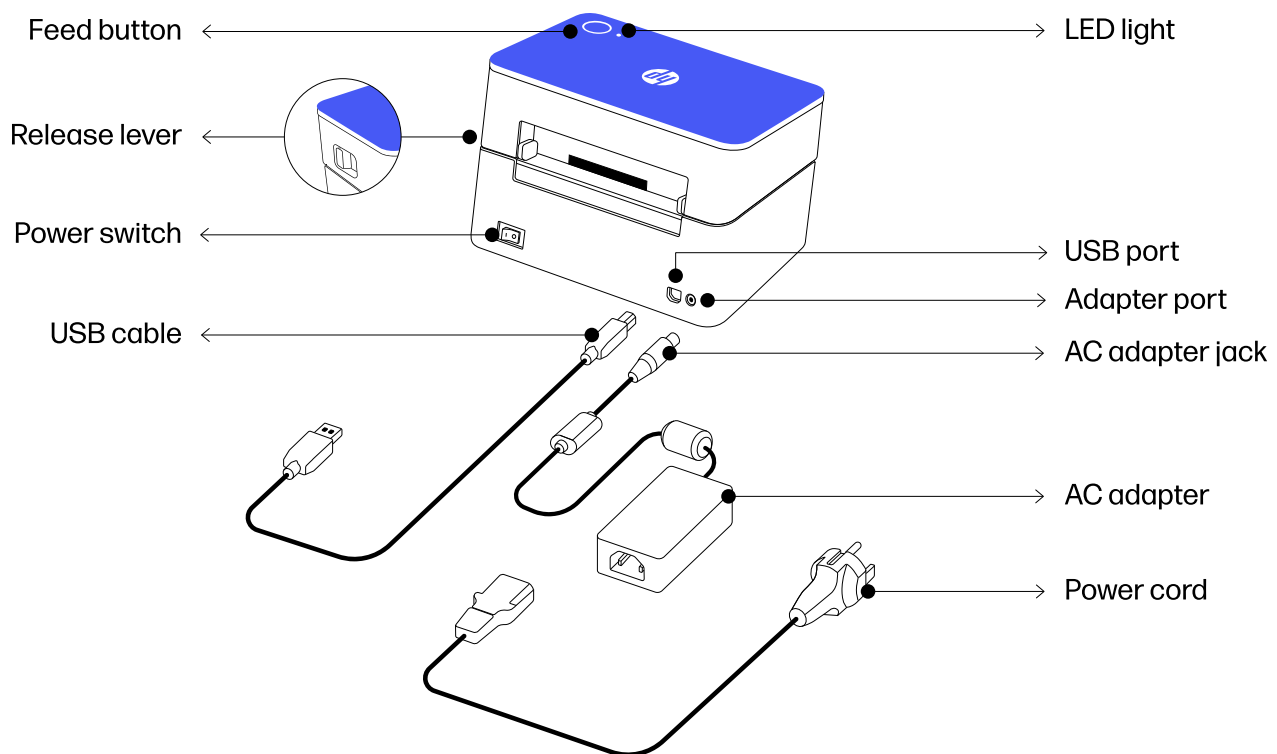
Waste electrical and electric equipment (WEEE)

This marking shown on the product or its literature indicates that it should not be disposed of with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of waste and recycle it responsibly to promote the sustainable 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 take this item for environmentally safe recycling. Business users should contact their suppliers and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

Package contents

- Label printer
- USB cable
- AC adapter
- Power cord
- Quick start guide
- Starter pack of 10 4" x 6" fanfold labels

Product overview



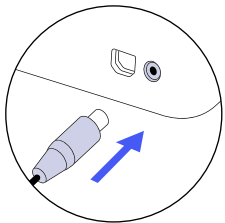
Set up instructions

Placing the printer

Install the printer in a location that meets the following conditions:

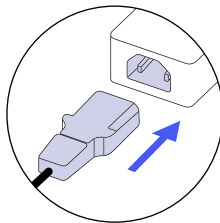
- Allow sufficient space around the printer for proper ventilation.
- Do not place objects close to the back or bottom of the printer, which may hinder air circulation.
- Install the printer on a flat and level surface.
- Avoid humid, dusty environments.

Powering the printer



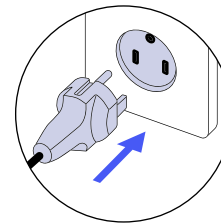
1

First, connect the AC adapter jack to the printer adapter port.



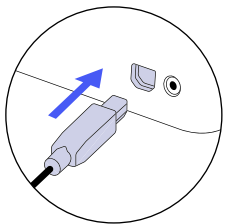
2

Connect the power cord to the AC adapter.



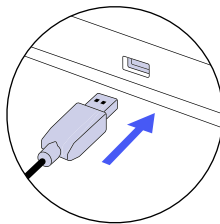
3

Connect the power cord to a power source or outlet.



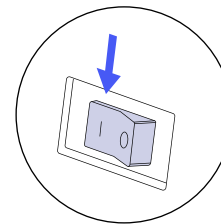
4

Connect the USB cable to the back of the label printer.



5

Connect the other end of the USB cable to a PC or Mac computer.



6

Turn on the printer with the power switch.



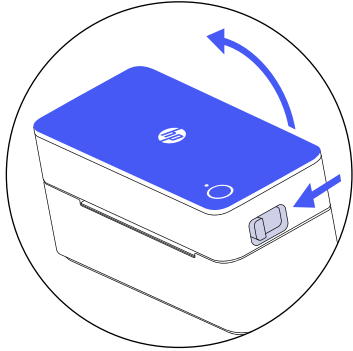
ATTENTION

- For the safety of people and equipment, please use the appropriate power cord for your country or region.
- Be sure to turn off the printer before connecting the power cord to the printer. This can cause serious electrical damage and bodily injury.
- Do not operate the printer and power supply in a humid environment. This can cause serious electrical damage and bodily injury.
- Do not connect an input voltage beyond the specifications of the power supply. This may result in product damage and fire.
- Shielded cables must be used to prevent radiation and the reception of electrical noise. Use the shortest possible USB cable to minimize the detection of electrical noise in the cable.
 - USB B-Type Cable (1.8 m or less recommended)
- Connecting unshielded USB cables are in violation of EMC standards. Use the cable approved by us.
- Do not bundle the USB cable with objects that may cause electrical noise and interference. The printer may be damaged.
- After turning off the power switch of the printer, connecting and disconnecting the USB cable repeatedly can cause serious electrical damage and bodily injury.
- Be aware that the product's electronic components may be damaged due to discharging of electrostatic energy that accumulates on the surface of the body or other objects.

Set up instructions (Continued)

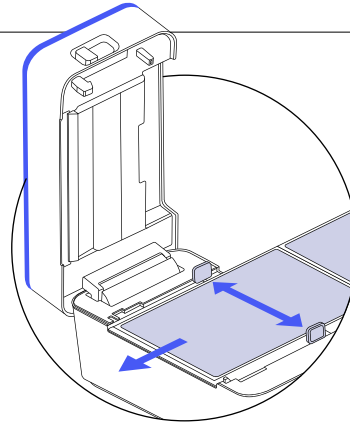
Loading the labels

This label printer is compatible with fanfold labels and label rolls.



1

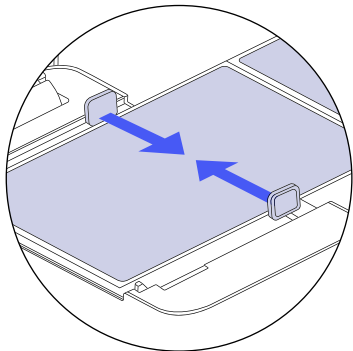
Press on the release lever on the side of the printer to unlock the printer cover.



2

Lift the printer cover and place the label (or media) between the media holder guides.

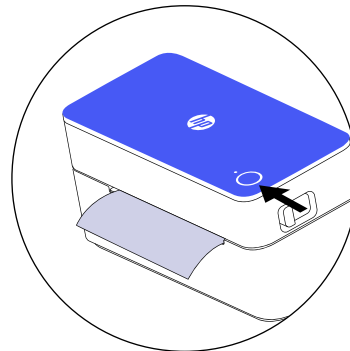
NOTE: Make sure the printing side of the label is facing up when placing the label.



3

Adjust the media holder guides to hold the type of label you have in place.

NOTE: Once the media holders guides are set, you can continue to load labels through the back of the printer without opening the cover.



4

Close the printer cover. Once printer cover is closed, label should align on its own. If it doesn't, press the feed button on top of the printer to align the label and make sure the label feeds through the printer properly.

NOTE: By default, some platforms are preset to 8.5" x 11" labels. Make sure to adjust your label size in the printer settings on your computer accordingly based on your printing needs.

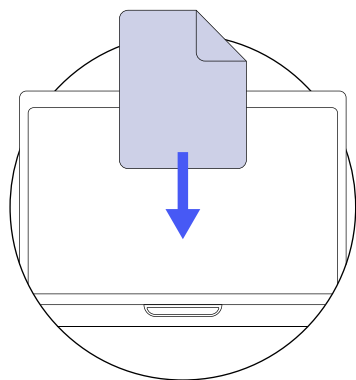


ATTENTION

- When opening or closing the cover, be careful not to pinch your fingers.
- Do not open the cover while the printer is printing. The printer may be damaged.
- Change the media when the printer is not receiving data, or data may be lost.
- While the printer is operating, the print head gets very hot, so turn off the power and let it cool down completely. The hot print head can cause serious burns.

Set up instructions (Continued)

Installing the driver



1





To install the driver for Mac or PC and view installation video, go to hpworksolutions.com/ke100-series/ to start using your printer.



ATTENTION

- For more information on PC installation, please refer to the Windows driver installation manual. This manual provides information on the installation instructions and main functions of the windows driver.
- For more information on Mac installation, please refer to the Mac driver installation manual. This manual provides information on the installation instructions and main functions of the Mac driver.

Feed button action guide

Function	Action	LED color
Label Feed Test/ Label Alignment	Press the feed button once to align the label and make sure label feeds through the printer.	When complete, light will be solid green 
Configuration Page Printing	Press & hold the feed button for 1- 3 second(s) until the LED starts blinking green slowly to print out a configuration page that will give you information about the printer.	Slow blinking green light 
Manual Printer Calibration (if needed)	Press & hold the feed button for 4 - 6 seconds until the LED starts blinking green quickly to calibrate the printer.	Fast blinking green light 
Factory Reset	Press & hold the feed button for 7 - 9 seconds until the LED starts blinking red slowly and then release to reset the device back to factory settings.	Slow blinking red light 

Operating instructions

Self-test

The self-test checks whether the printer has any problems.

1. Make sure that the label has been installed properly.
2. Press and hold the Feed button for 1 - 3 seconds. The self-test will then begin.
3. The self-test will print the current printer configuration information.
4. After the self-test results are printed, the printer will enter print-ready mode.

Manual calibration

Manual calibration is used when the printer does not detect the label media correctly.

In case, an issue occurs where the printer prints on multiple labels or the printer does not print on the label properly, a manual calibration must be performed to get proper detection.

1. Make sure that the label roll or media has been installed properly.
2. Press and hold the Feed button for 4 - 6 seconds.
3. When the LED light is fast flashing green, release the button and the calibration will start.
The printer will feed multiple labels until it finishes calibrating.

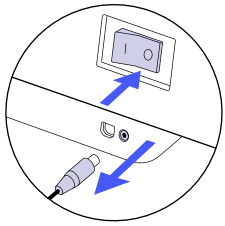
Factory reset

This function is used to factory reset the printer settings.

1. Press and hold the Feed button for 7 - 9 seconds.
2. When the LED light is slow flashing red, release the button to conduct the "factory reset."
3. The printer will be rebooted automatically.

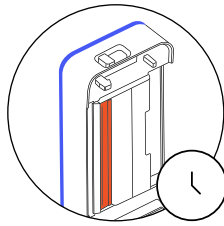
Care and maintenance

Cleaning the print head



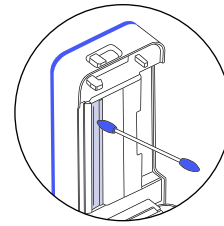
1

Turn the printer off, remove the power cord and AC adapter, and open the cover.



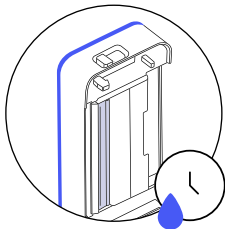
2

Wait until print head cools down.



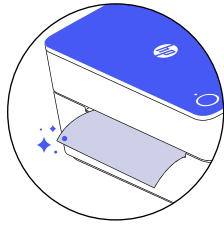
3

Clean print head using alcohol swab.



4

Wait until alcohol completely dries before closing the cover.



5

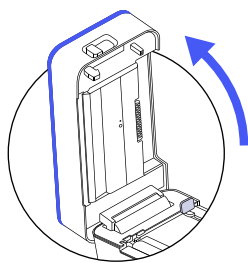
Connect the AC adapter and power cord to the printer and print a test page to check that printer head is clean.



ATTENTION

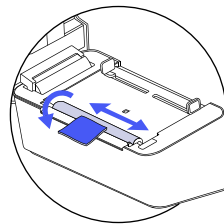
- Be sure to clean the print head after turning the printer off.
- Be careful not to leave scratches on the print head. The printer may get damaged as a result.
- The print head is very hot while the printer is printing, so clean the printer after cooling it sufficiently with power off.
- Do not touch the heated area of the print head when cleaning. Personal injury may occur from static electricity as a result.

Cleaning the platen roller



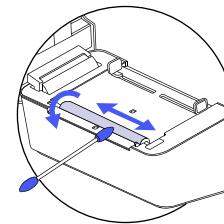
1

Open the cover and remove the label.



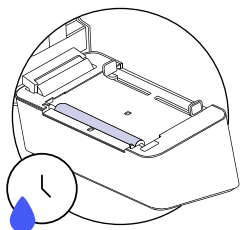
2

Rotate the roller and remove dust and debris with a dry cloth.



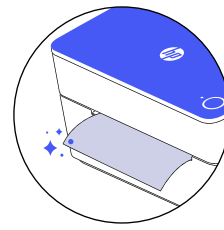
3

For deeper cleaning, rotate the roller and clean it with an alcohol swab.



4

Wait until the alcohol completely dries before closing the cover.



5

Connect the AC adapter and power cord to the printer and print a test page to check that the print head is clean.

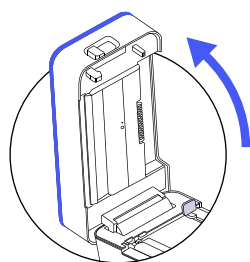
Care and maintenance (Continued)

Cleaning the platen roller (Continued)

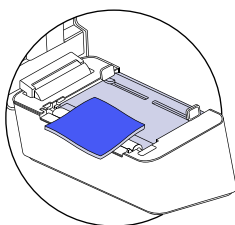
ATTENTION

- Be sure to clean the platen roller after turning the printer off.
- Be careful not to leave scratches on the platen roller. The printer may get damaged as a result.

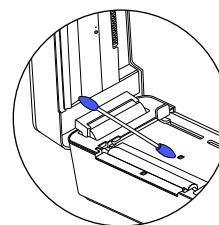
Cleaning the sensors and media path



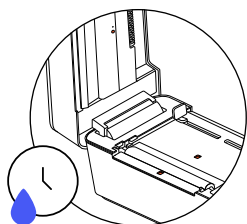
1
Open the cover and remove the label.



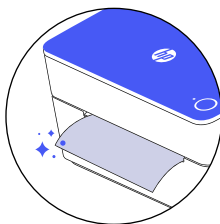
2
Remove dust and debris with a dry cloth.



3
Use an alcohol swab or cloth dipped in alcohol to clean the printer's interior.



4
Wait until the alcohol completely dries before closing the cover.









5
Connect the AC adapter and power cord to the printer and print a test page to check that the print head is clean.

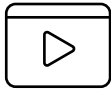
Pro tips

- Avoid using poor-quality labels as they can damage the printer.
- Regularly clean the print head.
- Press the feed button on the printer to skip a blank label.
- If paper is jammed, turn off the printer and allow the print head to cool down.
- Open the cover and ensure that the rubber is clean. For cleaning, use an alcohol swab then wait for the area to dry before turning on the printer. Refer to the "Cleaning the print head" section for more information.

Troubleshooting

LED color	Problem	Solution
Yellow solid light 	N/A	Printer is getting ready.
Green solid light 	N/A	No solution needed. The printer is ready to print.
Slow blinking yellow light 	Printer is having trouble recognizing the labels and/or label gaps.	Remove the labels from the printer. Then, carefully insert the labels back into the printer. Make sure the labels are properly installed in the printer. If the problem persists, refer to the "Manual calibration" section.
Fast blinking yellow light 	Firmware is updating.	Wait for the printer to finish updating. Please do not turn off or disconnect the printer during the firmware update.
Red solid light 	Printer cover is open.	Make sure the printer cover is closed fully before you start to print.
Slow blinking red light 	Label is jammed or labels are running low.	Open the printer cover and adjust the labels if there is a jam or refill the printer with paper if labels are running low.

For more information



To watch a quick setup video or to learn more about your HP Label Printer, please visit www.hpworksolutions.com/setup or scan the QR code:



Need help?

Get in touch with our knowledgeable customer service team by accessing our live chat at www.hpworksolutions.com, emailing us at support@hpworksolutions.com, or calling 1-877-424-9746.

Specifications

General specifications

Product type: Label printer
Printing method: Direct thermal
Supported operating systems: macOS, Windows
Connectivity method: USB
Operating environment temperature: 32 °F - 104 °F (0 °C - 40 °C)
Operating environment humidity: 10% - 80% RH
Storage environment temperature: -4 °F - 140 °F (-20 °C - 60 °C)
Storage environment humidity: 10% - 90% RH
Installation required: Yes
Location: Indoor use only
Country of origin: Korea
Warranty included: Yes
Warranty length: 2 years

HPKE100 Specifications

Resolution: 203 dpi
Print speed: 150 mm/s (6 ips)
Power adapter: 24 V / 2.5 A
Max. paper width: Prints labels up to 4"
Max. Paper length: 78.74" / 2000 mm
Paper thickness: 0.002" - 0.008" / 0.06 ~ 0.2 mm
Dimensions (W x H x D): 7.9" x 4.6" x 4.7"
Weight: 2.6 lbs. / 1.2 kg

HPKE103 Specifications

Resolution: 300 dpi
Print speed: 127 mm/s (5 ips)
Power adapter: 24 V / 2.5 A
Max. paper width: Prints labels up to 4"
Max. Paper length: 78.74" / 2000 mm
Paper thickness: 0.002" - 0.008" / 0.06 ~ 0.2 mm
Dimensions (W x H x D): 7.9" x 4.6" x 4.7"
Weight: 2.6 lbs. / 1.2 kg

Warranty

LIMITED WARRANTY TO ORIGINAL CONSUMER

This HP Label Printer (“Product”), including any accessories included in the original packaging, as supplied and distributed new by an authorized retailer is warranted by C&A Marketing, Inc. (the “Company”) to the original consumer purchaser only, against certain defects in material and workmanship (“Warranty”) as follows:

To receive Warranty service, the original consumer purchaser must contact the Company or its authorized service provider for problem determination and service procedures. Proof of purchase in the form of a bill of sale or receipted invoice, evidencing that the Product is within the applicable Warranty period(s), MUST be presented to the Company or its authorized service provider in order to obtain the requested service.

Service options, parts availability, and response times may vary and may change at any time. In accordance with applicable law, the Company may require that you furnish additional documents and/or comply with registration requirements before receiving warranty service. Please contact our customer service for details on obtaining warranty service:

Email: support@hpworksolutions.com
Phone: +1 (877) 424-9746

Shipping expenses to the Company’s Return Facility are not covered by this warranty, and must be paid by the consumer. The consumer likewise bears all risk of loss or further damage to the Product until delivery to said facility.

EXCLUSIONS AND LIMITATIONS The Company warrants the Product against defects in materials and workmanship under normal use for a period of TWO (2) YEARS from the date of retail purchase by the original end-user purchaser (“Warranty Period”). If a hardware defect arises and a valid claim is received within the Warranty Period, the Company, at its sole option and to the extent permitted by law, will either (1) repair the Product defect at no charge, using new or refurbished replacement parts, (2) exchange the Product with a Product that is new or which has been manufactured from new or serviceable used parts and is at least functionally equivalent to the original device, or (3) refund the purchase price of the Product.

A replacement Product or part thereof shall enjoy the warranty of the original Product for the remainder of the Warranty Period, or ninety (90) days from the date of replacement or repair, whichever provides you longer protection. When a Product or part is exchanged, any replacement item becomes your property, while the replaced item becomes the Company’s property. Refunds can only be given if the original Product is returned.

This Warranty does not apply to:

- (a) Any non-HP Label Printer product, hardware or software, even if packaged or sold with the Product;
- (b) Damage caused by use with non-HP Label Printer products;
- (c) Damage caused by accident, abuse, misuse, flood, fire, earthquake, or other external causes;
- (d) Damage caused by operating the Product outside the permitted or intended uses described by the Company;
- (e) Damage caused by third-party services;
- (f) A Product or part that has been modified to alter functionality or capability without the written permission of the Company;
- (g) Consumable parts, such as batteries, fuses, and bulbs;
- (h) Cosmetic damage; or
- (i) If any HP Label Printer serial number has been removed or defaced.

Warranty (Continued)

This Warranty is valid only in the country where the consumer purchased the Product, and only applies to Products purchased and serviced in that country.

The Company does not warrant that the operation of the Product will be uninterrupted or error-free. The Company is not responsible for damage arising from your failure to follow instructions relating to its use.

NOTWITHSTANDING ANYTHING TO THE CONTRARY AND TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THE COMPANY PROVIDES THE PRODUCT "AS-IS" AND "AS-AVAILABLE" FOR YOUR CONVENIENCE AND THE COMPANY AND ITS LICENSORS AND SUPPLIERS EXPRESSLY DISCLAIM ALL WARRANTIES AND CONDITIONS, WHETHER EXPRESSED, IMPLIED, OR STATUTORY, INCLUDING THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, QUIET ENJOYMENT, ACCURACY, AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS. THE COMPANY DOES NOT GUARANTEE ANY SPECIFIC RESULTS FROM THE USE OF THE PRODUCT, OR THAT THE COMPANY WILL CONTINUE TO OFFER OR MAKE AVAILABLE THE PRODUCT FOR ANY PARTICULAR LENGTH OF TIME. THE COMPANY FURTHER DISCLAIMS ALL WARRANTIES AFTER THE EXPRESS WARRANTY PERIOD STATED ABOVE.

YOU USE THE PRODUCT AT YOUR OWN DISCRETION AND RISK. YOU WILL BE SOLELY RESPONSIBLE FOR (AND THE COMPANY DISCLAIMS) ANY AND ALL LOSS, LIABILITY, OR DAMAGES RESULTING FROM YOUR USE OF THE PRODUCT.

NO ADVICE OR INFORMATION, WHETHER ORAL OR WRITTEN, OBTAINED BY YOU FROM THE COMPANY OR THROUGH ITS AUTHORIZED SERVICE PROVIDERS SHALL CREATE ANY WARRANTY.

IN NO EVENT WILL THE COMPANY'S TOTAL CUMULATIVE LIABILITY ARISING FROM OR RELATED TO THE PRODUCT, WHETHER IN CONTRACT OR TORT OR OTHERWISE EXCEED THE FEES ACTUALLY PAID BY YOU TO THE COMPANY OR ANY OF ITS AUTHORIZED RESELLERS FOR THE PRODUCT AT ISSUE IN THE LAST YEAR FROM YOUR PURCHASE. THIS LIMITATION IS CUMULATIVE AND WILL NOT BE INCREASED BY THE EXISTENCE OF MORE THAN ONE INCIDENT OR CLAIM. THE COMPANY DISCLAIMS ALL LIABILITY OF ANY KIND OF ITS LICENSORS AND SUPPLIERS. IN NO EVENT WILL THE COMPANY OR ITS LICENSORS, MANUFACTURERS, AND SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, DIRECT, INDIRECT, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES (SUCH AS, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS, BUSINESS, SAVINGS, DATA, OR RECORDS) CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THE PRODUCT.

Nothing in these terms shall attempt to exclude liability that cannot be excluded under applicable law. Some countries, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages or allow limitations on warranties, so certain limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary from state to state or province to province. Contact your authorized retailer to determine if another warranty applies.

FCC Statement

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product, HP Label Printer KE100/KE103.

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.

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.

Modifications (part 15.21)

Any changes or modifications made to this device that are not expressly approved by C&A Marketing may void the user's authority to operate the equipment.

For further information, contact:

C+A Global

114 Tivad Lane East, Edison, NJ 08837

Website: www.hpworksolutions.com

Email: support@hpworksolutions.com

Telephone: + 1 (877) 424-9746

