

## Overview

**HP Engage Thermal Receipt Printer****Model**

HP Engage Serial Ethernet USB Thermal Receipt Printer (Black Ebony)

299U7AA

HP Engage PUSB Thermal Receipt Printer (Black Ebony)

299V0AA

**Introduction**

Redefine your perception of retail printing with the HP Engage Thermal Receipt Printer, an eye-catching, compact, cubist printer.

**Key Features and Benefits**

- Boasts a sleek and ultra-compact, yet functional ID.
- Allows for front- and top- paper-loading.
- Prints quickly, at up to 250 mm per second, to complete transactions more quickly and improve the efficiency of the check-out process.
- Allows for both 58 mm- and 80 mm- sized receipt paper to accommodate customer's preference
- Supports both full and partial cuts.
- Features 8 MB of integrated (flash) memory which allows customers to add their logos, special offers or coupons to receipts and the 203 DPI ensures optimal printing quality.
- Features anti-jam feature which assists in jam recovery, to enable associates to return to their duties more quickly and preventing damage to the platen roller and to the auto-cutter.
- Offers flexibility of connecting to your retail system with an optional Serial, Ethernet, or USB cable (Serial/ Ethernet/ USB model), or PUSB cable (PUSB model) (cables sold separately) and driving up to two optional cash drawers through connections on the printer.
- Features an internal steel frame that can withstand the everyday wear and tear of retail environments and a cutter life of 1 million cuts for maximum durability.
- Usage of ocean-bound plastics, in addition to protecting the oceans and the planet, creates new opportunities for economic advancement and education in local communities.

### Overview

- USB Type A pass-through port enables the addition of another USB device, e.g. keyboard or scanner, to the configuration without using a hub

### Compatibility

The HP Engage Serial Ethernet USB Thermal Receipt Printer is compatible with all HP point of sale systems.

The HP Engage PUSB Thermal Receipt Printer is compatible with HP point of sale systems with a 24V powered USB (PUSB) port. System connectivity requirements for this printer are as follows:

- The HP Engage Essential requires the Advanced Stand, the Advanced Swivel Stand, or the HP Engage Pro VESA Hub.
- The HP Engage One, HP Engage Go, and HP Engage Go 10 all require the Advanced I/O Connectivity Base.
- The HP Engage One Pro requires the HP Engage One Pro Column Hub, HP Engage One Pro VESA Hub, or the HP Engage One Pro Advanced Fanless Hub.
- The HP Engage Flex Pro and Engage HP Flex Pro-C systems must be ordered with the optional PUSB port.
- The Engage Flex Mini requires the HP Engage One Retail Advanced I/O Connectivity Base.

**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 as is 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.

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## Technical Specifications

### General

#### Supported Character Set/ Resident Code Pages:

290 Japanese/ Katakana  
437 US  
720 Arabic  
737 Greek  
850 Multi-lingual  
852 Slavic  
855 Cyrillic  
857 Turkish  
858 with Eurosymbol  
860 Portuguese  
862 Hebrew  
863 French Canadian  
864 Arabic  
865 Nordic  
866 Cyrillic  
932 Shift JIS  
949 Korean - Hangul  
1125 Ukrainian  
1250 Latin  
1251 Cyrillic  
1252 Windows Latin I  
1253 Greek  
1254 Turkish  
1255 Hebrew  
1256 Arabic  
1257 Baltic  
1258 Vietnamese  
GB18030 Chinese (Simplified & Traditional)  
ISO8859-2 Latin 2  
KU42 Thai (Not available at product launch.)  
Unicode support for resident fonts/ Code Pages

#### Bar Codes

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

#### Print Method

Direct Thermal

#### Printing Speed

Up to 250 mm/sec throughput monochrome

#### Printer Sensor

Paper presence, Low paper, Anti-jam

#### Resolution

203 DPI

#### Roll Width

80 mm or 58 mm

#### Print Width

72 mm with 80 mm paper roll  
52.5 mm with 58 mm paper roll

#### Flash Memory

8 MB

#### RAM

8 MB

#### Knife

Full and partial cuts supported

#### Receipt-Columns

44/56 (80mm paper roll) or 32/41 (58mm paper roll)

#### Paper Type

Thermal Paper

#### Paper Loading

Drop-in

### Technical Specifications

<b>Paper Thickness Range</b>	55 g/m <sup>2</sup> – 80 g/m <sup>2</sup> 0.08 mm – 0.1 mm (80 µm - 100 µm) 3.15 mils - 3.94 mils
<b>Roll Core Diameter</b>	25 mm
<b>External Paper Diameter</b>	80 mm max
<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>	4.52 in. X 4.52 in. X 5.11 in. (115 mm X 115 mm X 130 mm)
<b>Weight</b>	2.91 lb (1.32 kg)
<b>Color</b>	Ebony Black
<b>Interface/Connection</b>	
<b>299U7AA Interface</b>	RS232 (9-pin male) USB 2.0 type B USB 2.0 type A Ethernet 10/100 24V cash drawer support with RJ12 interface
<b>299V0AA Interface</b>	PUSB 24V USB 2.0 Type A 24V cash drawer support with RJ12 interface
<b>Power</b>	
<b>Power</b>	60W
<b>Operating Voltage</b>	24V
<b>Full Load Current</b>	1.8° Average
<b>Idle Current</b>	25 mA USB type A port will supply up to 500 mA
<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 Transit range: -40°F to 140°F (-40°C to 60°C) at 5% to 95% humidity
<b>Non-Operating</b>	Storage range: 14°F to 122°F (-10°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 11 Pro 64-bit</li> <li>Windows 10 Pro 64-bit</li> <li>Windows 10 IoT Enterprise 2019 LTSC 64-bit (RS5-based)</li> <li>Windows 10 IoT Enterprise 2016 LTSC 64-bit (RS1-based)</li> </ul>	
<b>Linux</b>	
<ul style="list-style-type: none"> <li>CentOS: 8.4.2105-x86_64</li> <li>Fedora: Workstation-Live-x86_64-34-1.2</li> <li>OpenSUSE: Leap-15.3-DVD-x86_64</li> <li>SUSE Linux: 12-SP5-Server-DVD-x86_64-GM-DVD1, SUSE Linux-15-SP2-Full-x86_64, SUSE Linux 15-SP3-Full-x86_64</li> </ul>	

## Technical Specifications

- Ubuntu: 18.04.5-desktop-amd64, ubuntu-20.04.2.0-desktop-amd64, ubuntu-mate-20.04.2.0-desktop-amd64

**Android**

- HP Android 8.1 (HP Engage One Prime, HP Engage One, HP Engage Go (12"))
- HP Android 11 and above (HP Engage One Essential, HP Engage One Pro, HP Engage Go 10)

**Reliability**

Knife Cuts: 1 million cuts

Print Head Life: 150 km

**Agency Certifications****Safety:**

UL 62368-1  
CAN/CSA- C22.2 No. 62368-1  
IEC/EN 62368-1 2nd Edition  
GB4943.1-2011-China  
IS 13252-1 (2010)/A1: 2013/A2: 2015

**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:**

EN 55035  
EN 61000-4-2 Level 4 (8kV direct, 15kV air discharge)  
EN 61000-4-3: Level 3 (10V/m)  
EN 61000-4-6 Level 3 (10V rms)  
EN 61000-4-4: Level 3 (2kV mains, 1kV data lines)  
RoHS, WEEE

**Option Kit Contents**

HP Engage Thermal Receipt Printer, starter paper roll, paper width guide

**Cabling Options****299U7AA: HP Engage Serial Ethernet USB Thermal Receipt Printer****Cables sold separately**

HP 6-ft USB cable black (5C2B7AA)  
HP 10-ft Serial DB9 to DB9 cable black (5R8R4AA)  
Requires 60W power adapter 3A2P5AA# (sold separately)

**Alternate configurations:**

HP 10-ft power-only PUSB cable black (requires serial cable for data) (5R8R5AA)

**OR**

HP PUSB Y Cable (BM477AA)

**299V0AA HP Engage PUSB Thermal Printer****Cables sold separately**

HP 6-ft PUSB cable black (5C2B8AA)

**NOTE:** For cable-routing configuration information, refer to applicable HP system QuickSpecs.



### Summary of Changes

Date of change:	Version History:		Description of change:
December 3, 2021	From v1 to v2	Changed	Interface/connection section
January 6, 2022	From v2 to v3	Changed	Compatibility section and Changed Image page 1
March 9, 2022	From v3 to v4	Changed	Supported Character Set/ Resident Code Pages, Printer Sensor and Full Load Current sections
June 17, 2022	From v4 to v5	Changed	Cabling Options section
August 19, 2022	From v5 to v6	Changed	General section
September 2, 2022	From v6 to v7	Changed	General section
January 11, 2023	From v7 to v8	Changed	General section
July 10, 2023	From v8 to v9	Changed	General section
August 1, 2024	From v9 to v10	Changed	Interface/Connection section

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