

RP415 LABEL PRINTER



Catalogue

- Introduction2
- Safety Instructions.....3
- I. Product Introduction.....4
 - 1.1 Product Specifications4
 - 1.2 Unpacking List5
 - 1.3 Appearance and Structure6
 - 1.4 Product size7
- II. Installation and use8
 - 2.1 Power Connection8
 - 2.2 Port USB cable connection8
 - 2.3 Loading Paper9
 - 2.4 Basic Functions11
- III. Drive installation instructions14
 - 3.1 Driver Introduction14
 - 3.2 Driver Download14
 - 3.3 Drive installation15
 - 3.4 Driver Usage17
 - 3.5 Uninstalling the Driver25
- IV. Barcode label editing software installation and use27
 - 4.1 Software Download27
 - 4.2 Software Installation27
 - 4.3 Tag editing software used28
- V. Label printer setup tool instructions31
 - 5.1 Uses of the Label Tool31
 - 5.2 Tool Download31
 - 5.3 Usage Instructions31
 - 5.4 Tool instructions31
 - 5.5 Tool setup34
- VI. Daily cleaning and maintenance.....42
 - 6.1 Clean print head42
 - 6.2 Cleaning Sensors.....42
 - 6.3 Clean the printing roller.....43
- VII. Troubleshooting44
- VIII. FCC WARNING45
- Appendix I Bluetooth usage instructions.....46

Introduction

Thank you for purchasing our electronic sheet printer. This electronic single-sheet printer gives you safe, reliable and efficient printing quality at an affordable price. The super function and easy operation of the printer are widely used in express logistics, warehouse management, shopping malls, supermarkets, catering industry, clothing industry and other fields.

This manual explains in detail how to install and use the printer, describes in detail how to set up and maintain the printer, and provides solutions to common printer failures.

Symbolic convention

Symbol	Instructions
	Note Provides additional information to emphasize or supplement important points in the main text.
	Indicates a warm reminder

Version record

Version number	Release date	Instructions
V1.0	2024.04	This is the first official release
V1.1	2025.04	1. Update the P5 Product Specifications. 2. Add an email address to the back cover

 The illustrations and descriptions used in this manual may differ from the actual ones.

Safety Instructions

Before operating and using the printer, please carefully read the following items and strictly observe the use rules.

- ① Please install the printer on a stable surface to avoid printer suffered from any vibration and shocks.
- ② Stop using keeping the product in any case of unusual circumstances such as the presence of high temperature, high humidity and serious pollution.
- ③ Connect the printer's power adapter to an appropriate grounding socket. Avoid using the same socket with large motors or other equipment that may cause voltage fluctuation of power supply.
- ④ Do not get the product wet. Do not insert foreign objects(e.g. metal) into the product, and once it occurs, immediately turn off the power supply.
- ⑤ Never use the printer without paper, otherwise it will seriously damage the printing rubber roller and thermal head.
- ⑥ Unplug the product from the power outlet if the printer is idle for a long time.
- ⑦ Do not disassemble or modify the product personally.
- ⑧ Use only the power adapter specified in this instruction.
- ⑨ In order to ensure the printing quality and prolong the service life of the product, it is recommended to use the recommended or equivalent thermal printing paper.
- ⑩ Do not plug/unplug the product with the product powered on.
- ⑪ When plugging and unplugging the printer power cord, please hold the arrow position of the printer power connector with your hand, not the cord of the printer power cord.
- ⑫ Please keep this manual for the future use and reference.

Safety warning

-  **Note:** The tearing blade has a sharp edge, please be careful not to touch to prevent cuts.
-  **Warning:** The print head is a hot part, during the printing process or just after printing, Do not touch the print head and surrounding parts, children must use it under adult supervision.
-  **Warning:** Do not touch thermal print head surfaces and connectors. Avoid electrostatic damage to the print head.

I. Product Introduction

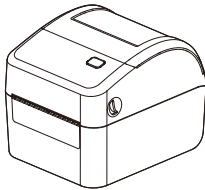
1.1 Product Specifications

Item		Product specification
Print	Printing mode	Thermal sensitive
	Resolution	203dpi
	Maximum print width	4.23"(108mm)
	Maximum print speed	6 ips(150mm/s)
	Print length	0.79"-9.84"(20-250mm)
Sensor		Seam label detection, black label detection, paper shortage detection, rollback detection, lid opening detection, head piece temperature detection
Medium	Type	Label paper, black label paper (lower black label), continuous paper, folding paper
	Width	1.06"-4.41"(27mm~112mm)
	Thickness	0.0023"-0.0071"(0.06mm~0.18mm)
	Maximum roll diameter	φ5.12"(φ130mm)
	Reel bore	φ1"(φ25.4mm), φ1.50"(φ38mm)
Tearing mode		Manual tearing of paper
Processor		32bit ARM MCU
Store	RAM/FLASH	64/32MB
Feature	Key	Boat-shaped switch, Feed key, paper silo lid opening key
	Pilot lamp	There are
	Buzzer	Buzzer tone
	Other	Automatic paper recognition, reprinting due to paper shortage, return of the first sheet, and defect detection
Communication interface		U/BU/USE
Programming language		TSPL+ZPL+ESC
Built-in font		ASCII font: 6x7, 8x12, 10x12, 12x24, 14x19, 14x20, 14x25, 16x24, 21x27, 24x32, 36x48 GB18030, 24x24, 16x16
Code page	Extended character list	CP437, CP850, CP852, CP860, CP863, CP865, CP866, WPC1250, WPC1251, WPC1252, WPC1253, WPC1254
Bar code	1D	Code39, Code39C, I25, Code93, ITF25, EAN128, Code128, Codabar, EAN-8, EAN8+2, EAN8+5, EAN-13, EAN13+2, EAN13+5, UPC-A, UPCA+2, UPCA+5, UPC-E, UPCE+2, UPCE+5MSIC, ITF14, EAN14, Code11
	2D	QRCODE, PDF417(Optional)
Software	Actuate	XP, Win7, Win8, Win10, Win11, ios, Android, Linux, MacOS, HarmonyOS
	SDK	Android, ios, windows
	Label design	Barcode label editing software(PC), APP
Power adapter		Input: AC 100-240V,50/60Hz
		Output: DC 24V/2.5A
Environmental parameter	Professional	Temperature: 32-104°F(0-40°C); Humidity: 20-90%(no condensation)
	Store	Temperature: 14-140°F(-10-60°C); Humidity: 5-95%(no condensation)
Physical parameter	Dimensions	218mm*185mm*175.6mm
	Weight	1.3kg

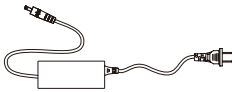
1.2 Unpacking List

Once you receive the printer, first check to see if the printer was damaged during shipping. You can check the packing box, The appearance of the printer and whether the accessories are damaged. In the event of damage to the carriage, file a written claim with the carrier immediately. Next, please check the accessories according to the "Quick Installation Guide" provided with the product. If any accessories are missing, Please contact the seller immediately.

Standard Accessories



Printer



Power cord

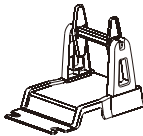


USB cable

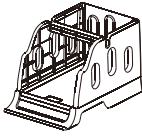


Quick installation Guide

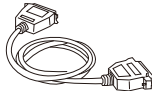
Select Accessories



External roll holder A



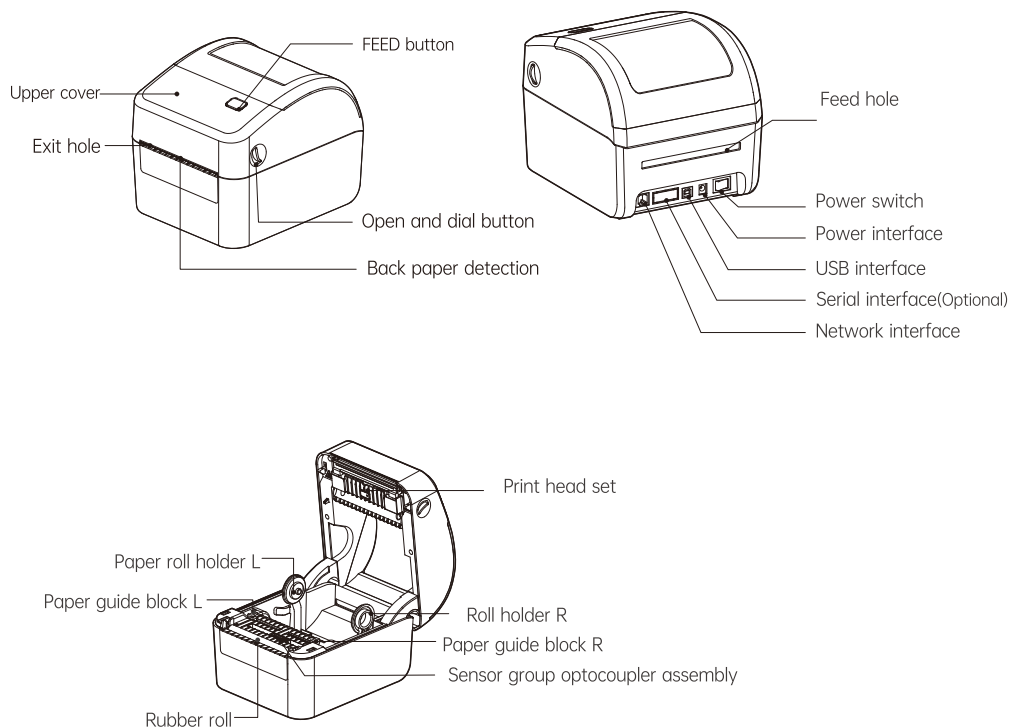
External roll holder B



Serial cable

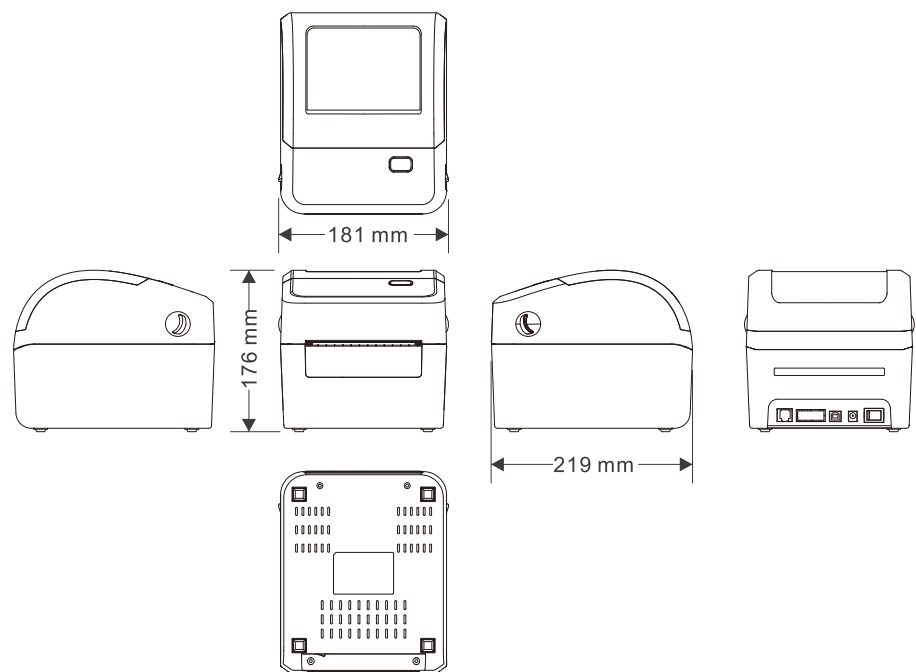
☺ The pictures are for reference only, please subject to practicality.

1.3 Appearance and Structure



☺ **Note:** The interface is optional or customized. The specific interface is subject to the actual object.

1.4 Product size

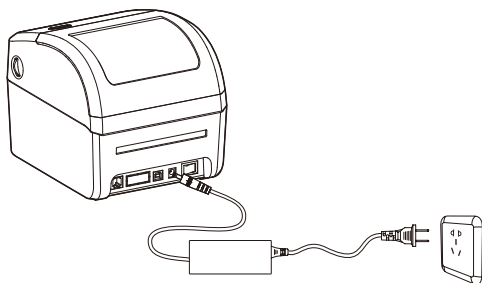


II. Installation and use

2.1 Power Connection

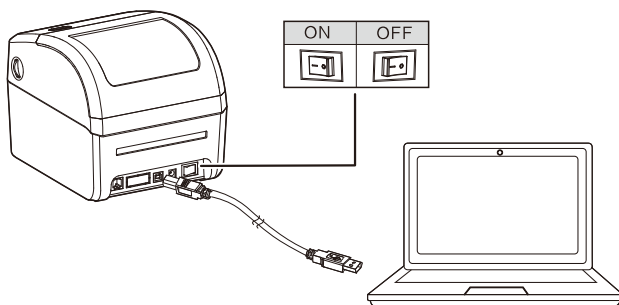
- (1) Confirm that the printer [power switch] is in the off (O) state;
- (2) Connect the power adapter to the printer;
- (3) Connect the other end of the power cord to a nearby socket.

Please use the included special power cord, connect as shown below:



2.2 Port USB cable connection

- (1) Connect the USB cable to the printer;
- (2) Connect the USB cable to the PC host;
- (3) Turn the printer [power switch] to the power on (I) state.



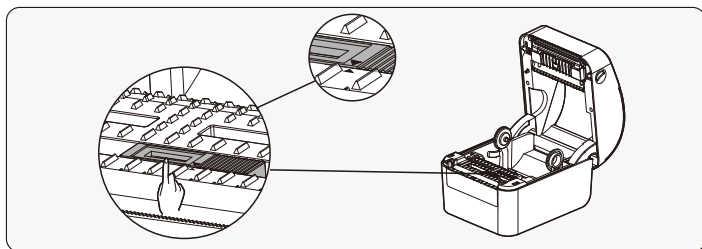
2.3 Loading Paper

 **Important:** Check that the sensor assembly is in the correct position before installing the roll

The confirmation steps are as follows:

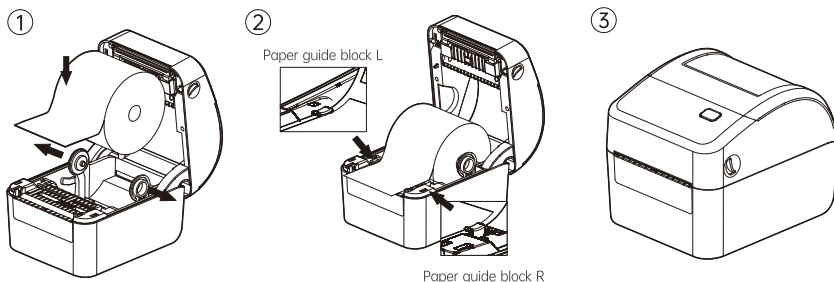
Open the cover to confirm whether the position of the sensor component is offset; Slide the optocoupler of the sensor component to the right under the label or continuous paper until it cannot slide, and ensure that the optocoupler of the sensor component is aligned with the small triangle on the printer (as shown in the following figure).

Black label paper: Move the seam mark detection assembly according to the position of the black label, so that the detection optocoupler can detect the black label.



(1) The installation method of thermal paper internal roll is as follows:

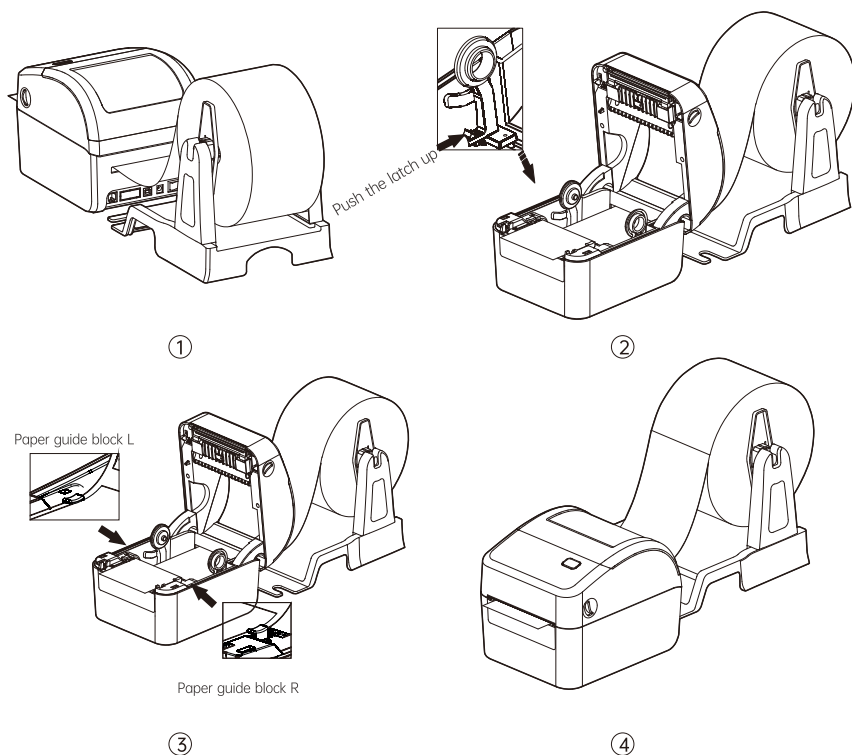
- a. Make sure that the printing side of the paper roll is up, pull the paper roll fixing base apart (as shown in Figure 1), put the paper roll, connect the inner hole of the paper roll core to the left and right side of the paper roll fixing base, and set the paper roll up;
- b. Put the front end of the paper roll through the paper guide block and pull out the rubber roller. Close the paper guide block according to the width of the paper to fix both sides of the paper;
- c. Close the upper cover of the printer and press down until the upper cover clicks to lock.



(2) The installation method of thermal paper external roll is as follows:

 Note: External roll holder is optional.

- a. Make sure the print side of the roll is up and pass the roll end through the paper inlet on the back of the printer;
- b. After pulling away the paper roll fixing seat, push up the lock on the paper roll fixing seat L to lock it, as shown in Figure 2 below;
- c. Pass the paper roll through the paper guide block and pull out the rubber roller. Close the paper guide block according to the width of the paper to fix both sides of the paper;
- d. Close the upper cover of the printer and press down until the upper cover clicks to lock.



2.4 Basic Functions

(1) Power on/off

[Power switch] Used to switch the printer power. The power switch of the printer is located at the rear of the printer. When the "-" of the switch is pressed, the printer is turned on; When the "O" of the switch is pressed, the printer shuts down.

 **Note:** Turn on the switch only after the power is connected.

(2) Buttons and indicators

● Key function description

Situational model	Key operation	Corresponding function
Power Off	Press and hold + to power on	Self-test printing
Bide one's time	Long press 3S	Enter the sheet specification learning mode
Uncap	Long press 10S	factory data reset.
Bide one's time	Short press	Automatically feed a blank sheet
Continuous printing process	Short press	Print pause
Print pause	Short press	Continue to print

● Indicator description

 **Note:** There are multiple versions of the indicator, please refer to the actual model.

Monochromatic lamp definition

Indicator status	Status description	Simple Troubleshooting
The green indicator is always on	Normal standby	/
The blue indicator flashes	RAM detection error	Contact the nearest service center
The pink indicator is always on	Print head is overheating	Automatically resume work after the printer cools down.
The red indicator is always on	Upper cover is not closed	Check whether the top cover is properly closed.
The red indicator flashes	No paper detected	Check whether paper has been loaded
The Yellow indicator is always on	Low input voltage	Replace the power adapter
The white indicator is always on	Pause printing	Press [FEED button] to print normally
The yellow indicator flashes	Paper jam	Open the cover to remove the jammed paper
The green indicator flashes slowly	Printer is working	/

(3) Label learning



Note: In the following cases, the user can learn the label positioning so that the printer can better locate the label:

- Paper identification error
- Paper misalignment
- Install and use the printer for the first time;
- First use of printer after sensor cleaning;
- Re-use the printer after a long period of unused;
- Replace the new type of paper roll;
- During the printing process, the printer cannot effectively recognize the mark.

When the printer is ready, install the label roll, Long press [FEED button] for 3S , wait for the status indicator to blink for two times, release the [FEED button] , and the printer begins to learn and feed. When the printer is learning in continuous paper mode, the learning is invalid. The user can also complete the learning through the printer tool Settings (see "Label tool Instructions" on page 32).

(4) Print the self-test page

When the printer is installed for the first time or there is any problem with the printer, you can perform the self-check program to confirm the following status. Firmware version, printer parameter setting status, print quality and related Settings of external devices, etc. If you confirm that the printer does not have problems after self-testing, please check other devices or software. This function operates independently of other devices or software.

The self-test method is as follows:

- Ensure that the power supply is connected and the rolls are properly installed.
- Ensure that the printer is powered off and the top cover is closed.
- Press and hold [paper key], then press [power switch] to turn on the printer, and release the button after the printer is turned on.

Selftest Page	
MODEL:RP415	
VERSION:A43B0C2D1F1_V1.11	2024-02-26
Command :	ZPL
SN:	
INTERFACE:	USB
	Ethernet(10Base/100Base)
DHCP:	Disabled
Ethernet ID:	a8-17-54-4a-6b-18
Ip address:	192.168.1.87
Port:	9100
Net mask:	255.255.255.0
Gateway:	192.168.1.1
SPEED:	5
DENSITY 1:	8
DENSITY 2:	8
MEDIA TYPE:	label
Dpi:	203
Size:	103 mm , 120mm
Reference:	0 mm , 0 mm
Shift:	0 mm
Offset:	0 mm
Milage(m):	16.930292
Direction:	0,0
Set Tear:	ON

Self test page sample schematic

 **Note:** Each printer self-test page parameters are different, "self-test page sample" only indicates the actual parameter information.

3.1 Driver Introduction

Microsoft Windows 11 (32 bit/64 bit)

Microsoft Windows 10 (32 bit/64 bit)

Microsoft Windows 8 (32 bit/64 bit)

Microsoft Windows 7 SPI (32 bit/64 bit)

Microsoft Windows Vista SP2 (32 bit/64 bit)

Microsoft Windows XP Professional SP3 (32 bit)

Microsoft Windows Server 2012(64 bit)

Microsoft Windows Server 2008 R2

Microsoft Windows Server 2008 SP2(32 bit/64 bit)

Microsoft Windows Server 2003 R2 SP2(32 bit/64 bit)

3.2 Driver Download

- (1) Visit the official website of Rongta University, www.rongtatech.com
- (2)Click "SUPPORT"---"Driver Download" find the appropriate driver click "DOWNLOAD."

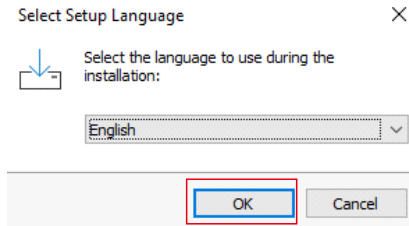


3.3 Drive installation

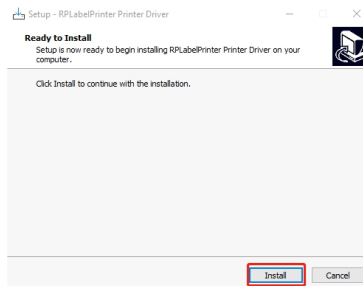


Note: Before installing the driver, make sure the power supply is connected and the USB cable is connected to the computer. The following images may vary depending on the operating system on your computer. The following example is based on the Windows 10 operating system. You are advised to close related security protection software before installing the driver. Drivers are integrated drivers that automatically install drivers that match the printer instruction language.

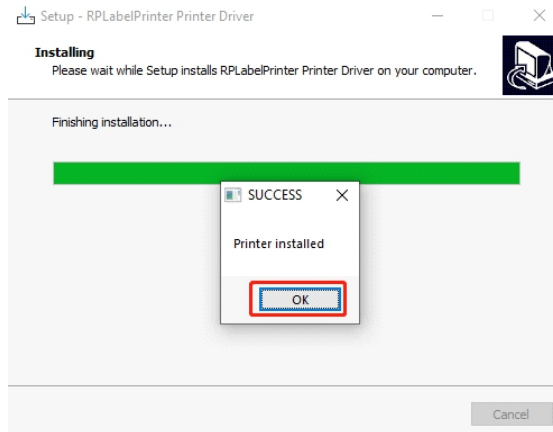
- (1)  Double-click the driver, the dialog box as shown below pops up, select the installation language, click "OK", as shown below;



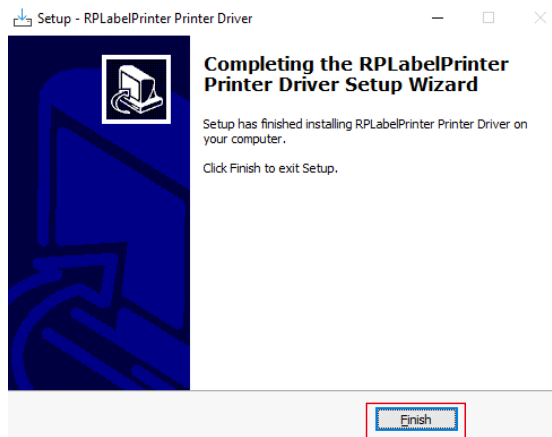
- (2) Pop up the dialog box as shown below, select "Install";



(3) Click "OK";



(4) Click "Finish" to complete the driver installation;



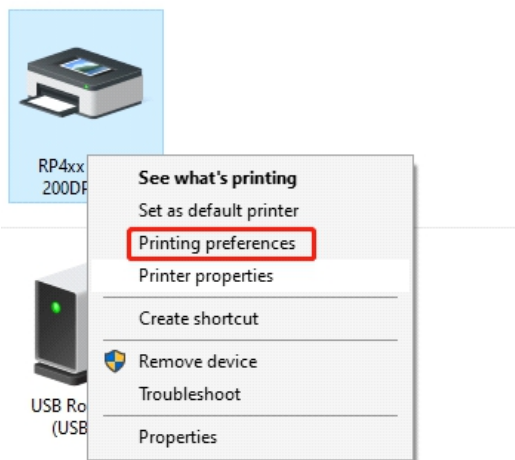
(5) You can find the installed printer icon in Control Panel ---- Devices and Printers.



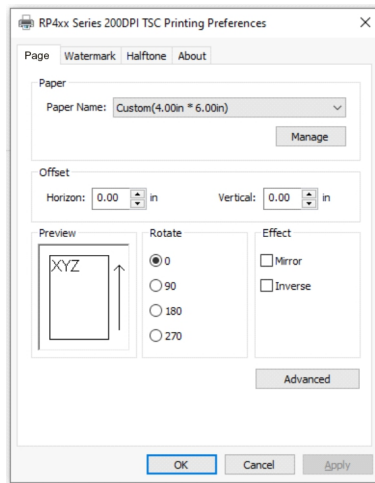
3.4 Driver Usage

Under normal circumstances, the driver can be used after installation, the default printing paper size of the driver: 101.6mm*152.4mm, if the user's printing paper size is inconsistent with the default paper size, it needs to be reset, if not reset, the print may be missing or cannot be printed normally, the specific setting method is as follows:

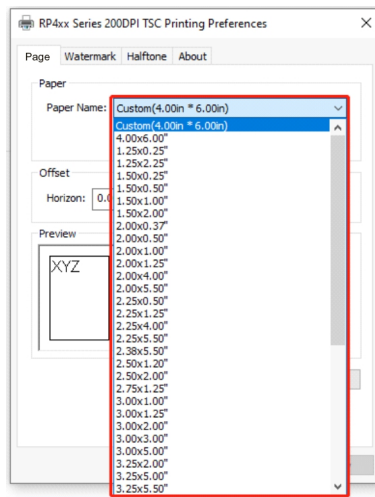
- a. Click "Control Panel" -- "Devices and Printers", right click the printer icon, select "Print Preferences"



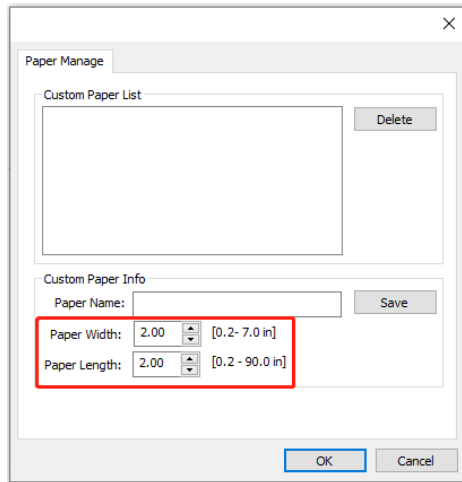
b. In the "Page" option, you can set the paper, offset, effect, etc.



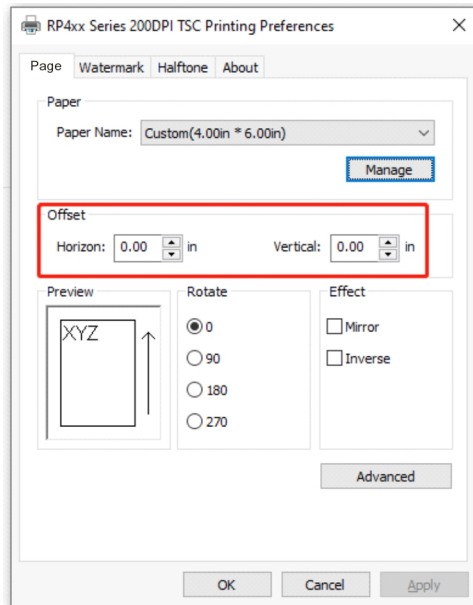
- Drop down "Paper Name" and select the paper size according to the actual paper size. Default size (101.6mm*152.4mm)



- Click "Paper Manage" to customize the paper size Settings.



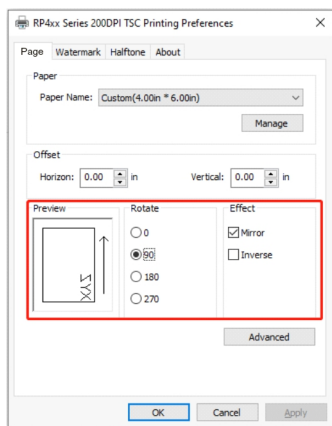
- Click "Horizon" or "Vertical" to set the horizontal and vertical printing margins.



- Click "Rotate" or "Effect". The left preview shows the print position

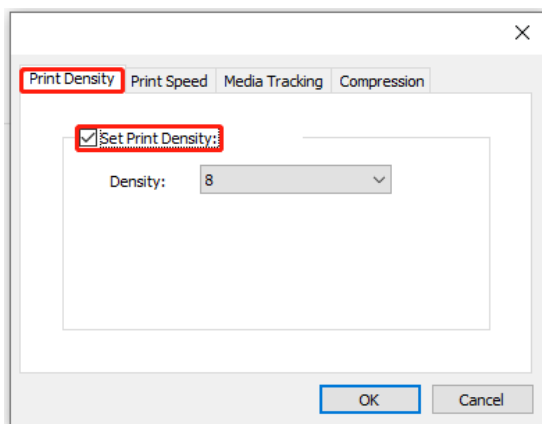
Rotate: Printing in different directions can be set.

Effect: The image can be mirrored or reversed printed.

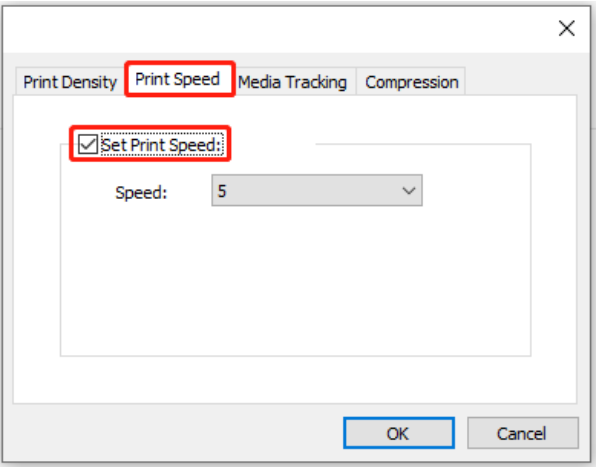


- Select Advanced Settings.

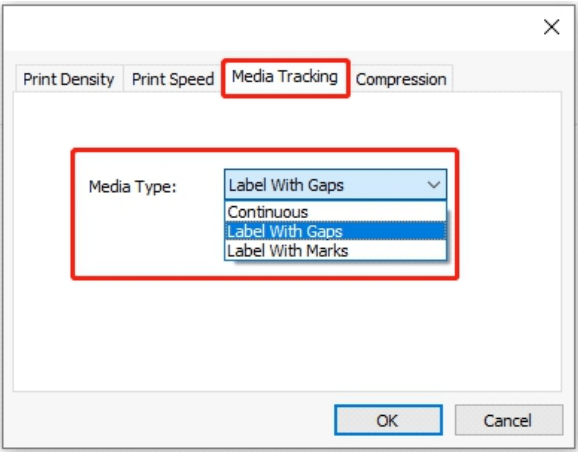
Set print Density: due to the inconsistency of the color degree of the paper, the printing concentration parameter is increased if the printing effect is light, and the printing concentration parameter is reduced if the printing is strong.



Set Print Speed: the general default speed "7", according to the printing needs to adjust the printing speed.

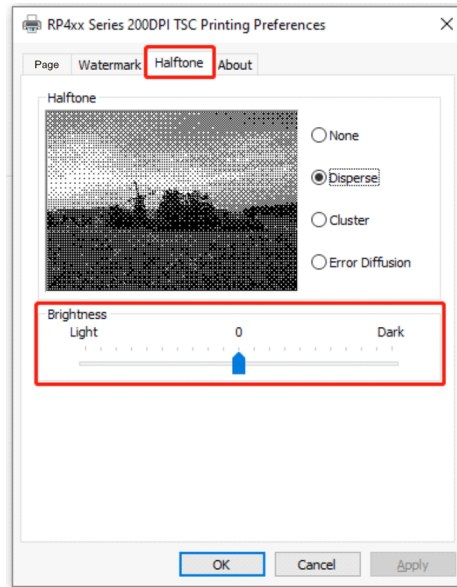


Media Tracking: You can select the type of paper currently used to select "Continuous ", "Label With Gaps", "Label With Marks".



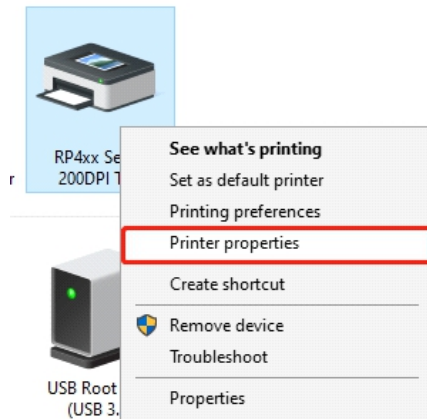
c. Halftone.

Adjustable picture printing effect.

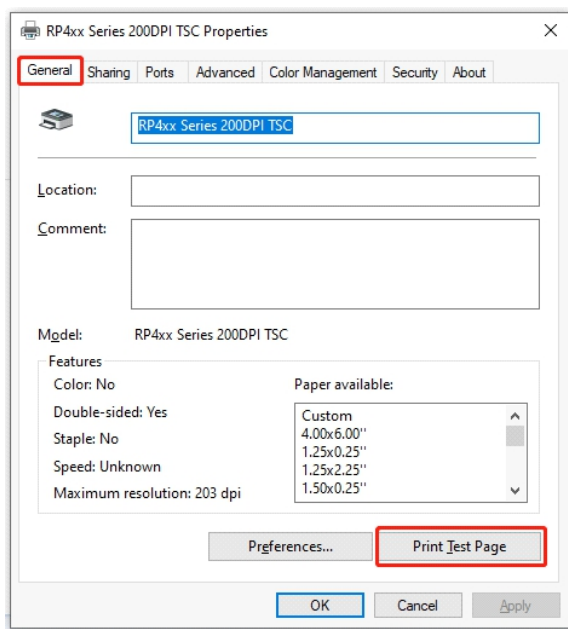


(2) Printer properties

a. Click "Control Panel" -- "Device and Printer", right-click the printer icon, and choose "Printer properties"



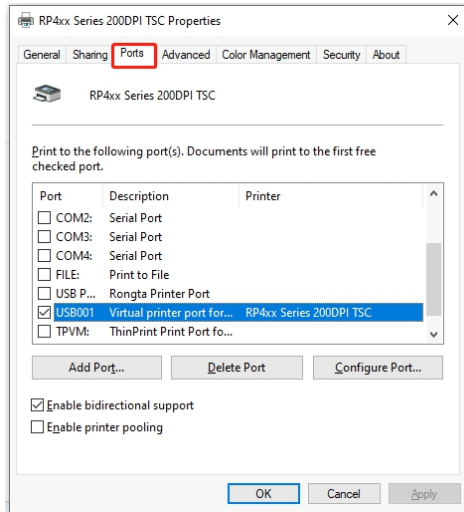
- b. Select General and click Print Test Page. The printer starts to print the current configuration.



Select "Print Test page ", if the test page can be printed normally, it indicates that the printer is correctly connected to the PC and configured, and the printer can be used normally.

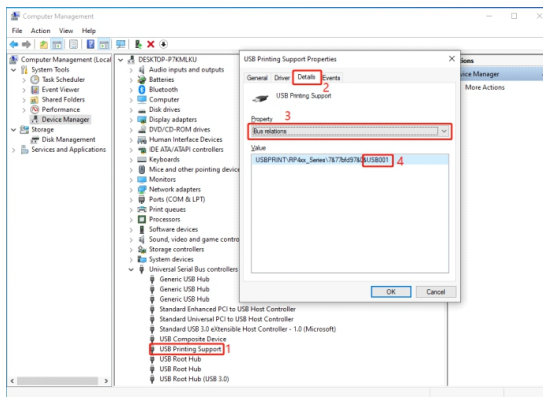
c. Click "Ports", select the corresponding port, click " ✓ ", and then click to confirm the setting.

⚠️ Note: A printable test page is available to confirm that the setup is successful.



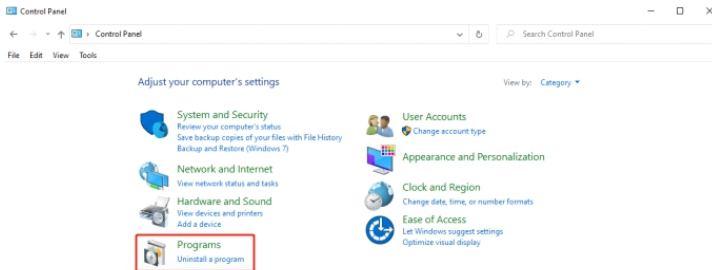
Steps to find the port type:

Desktop: "the computer", right click on the "management", open the "device manager"
USB print support "----" right click "properties" option to port.

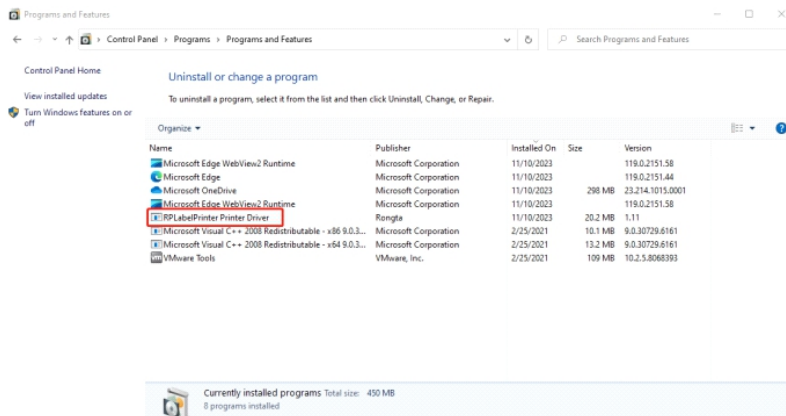


3.5 Uninstalling the Driver

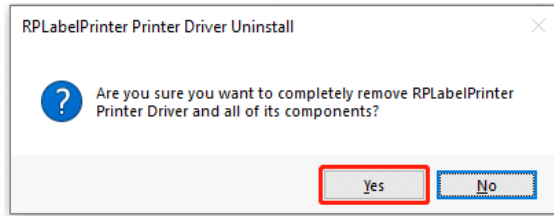
(1) Open "Control Panel" - "Programs";



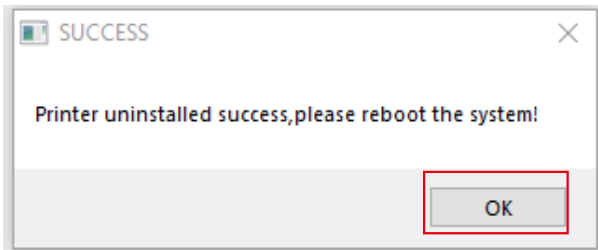
(2) Select "RPLabelPrinter Printer Driver" and right-click Uninstall.



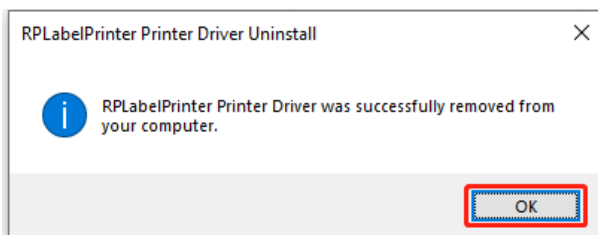
(3) Click "Yes";



(4) Click "OK";



(5) Click "OK" .The driver is uninstalled successfully.



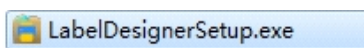
IV. Barcode label editing software installation and use

4.1 Software Download

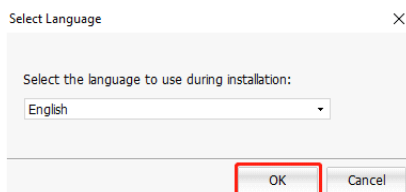
- (1) Visit the official website of Rongta University at www.rongtatech.com;
- (2) Click "SUPPORT", find the driver to download "barcode label editing software" and click "DOWNLOAD".

4.2 Software Installation

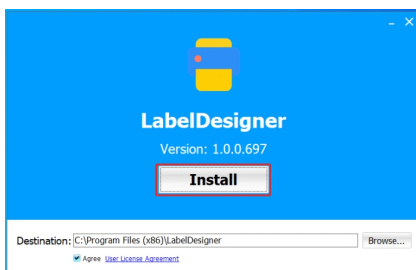
- (1) Double-click the label editing software;



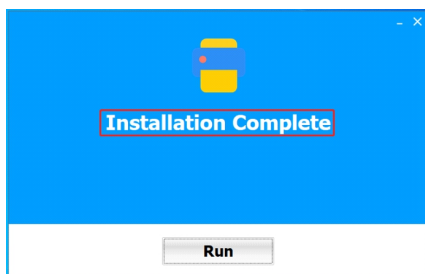
- (2) Select the language you want to use and click "OK"



- (3) Click "Install "



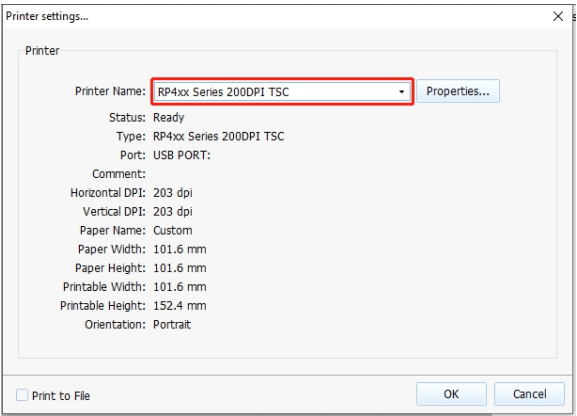
- (4) Click Experience Now to complete the installation.



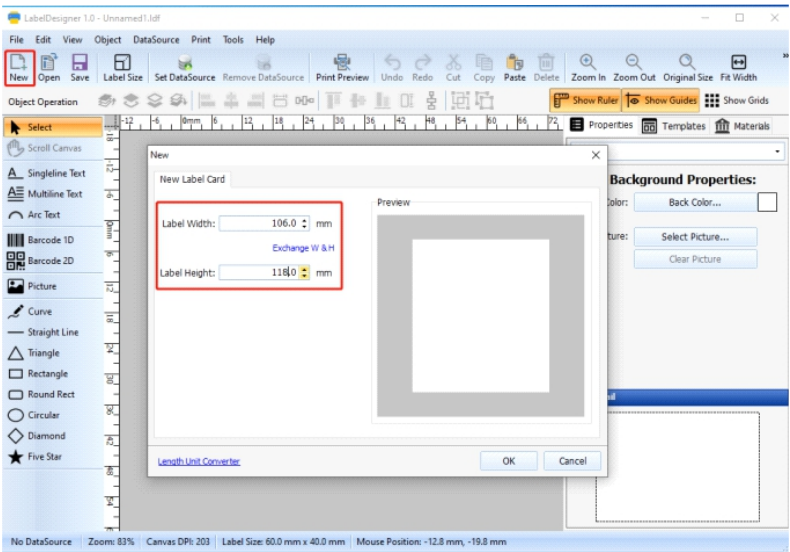
4.3 Tag editing software used

a. Double-click Barcode Label Printing System.

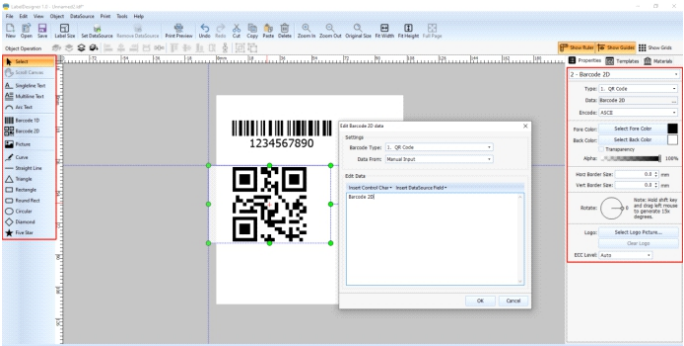
The following dialog box is displayed. Select the installed printer driver and click OK.



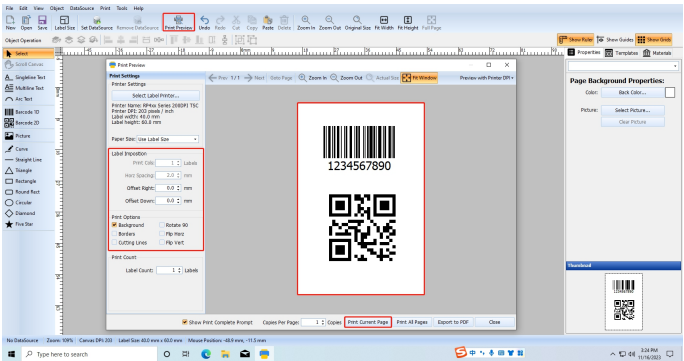
b. Select "New" in the upper left corner of the title bar, enter the actual label size, and click "OK".



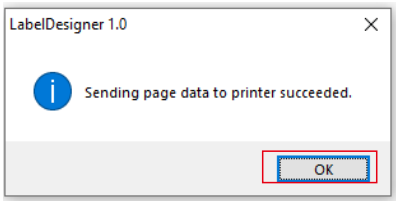
c. Edit text or draw graphics according to the left toolbar, and change parameter information in the right property bar, as shown in the following figure.



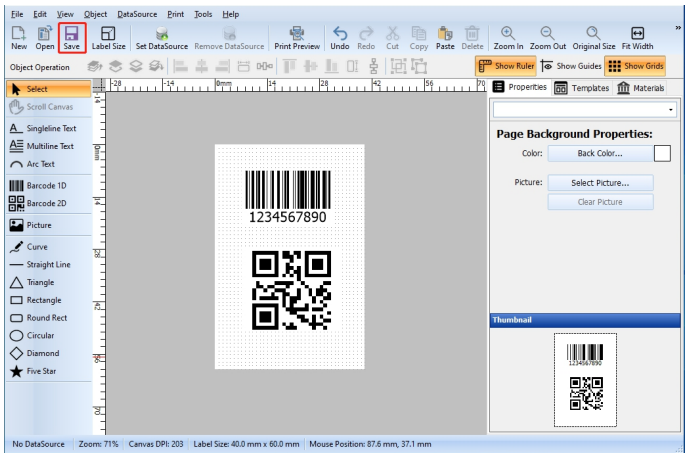
d. If the content information is edited well, select "Print preview" in the title bar -- select "Print current page"; if the preview print effect is not satisfactory, you can set it by "label layout" and "Print options" in the left setting bar of the preview interface.



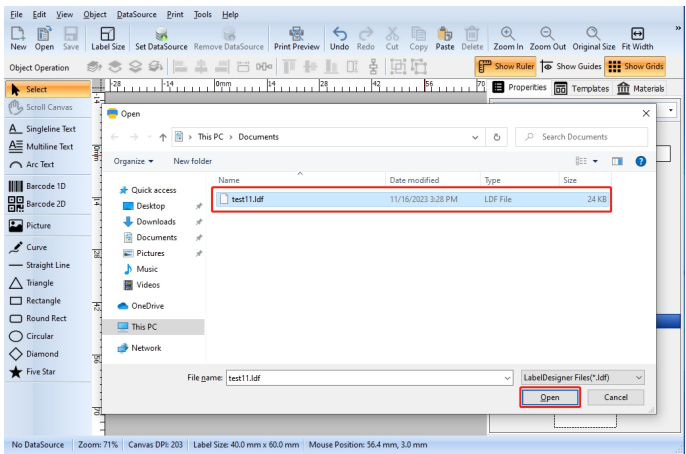
e. If the following screen is displayed, the printing succeeds.



- g. To save the current edit tag template, select "Save" in the title bar to save it to your computer.



- h. To open the previously saved file, open the Barcode Label Printing System software first. Then select "Open" in the title barAs shown in the following figure, find the previously saved LDF file and select "Open" to open the previously saved label template.



V. Label printer setup tool instructions

5.1 Uses of the Label Tool

- (1) Query or configure basic printer information.
- (2) Set Ethernet, WiFi, serial port, Bluetooth, and character set parameters.
- (3) Update the printer firmware and font library.
- (4) Provide relevant shortcuts (for example, print a self-test page).
- (5) You can use the tool to send data.

5.2 Tool Download

- (1) Visit the official website of Rongta University at www.rongtatech.com
- (2) Click on "SUPPORT", find "TOOL DOWNLOAD", find "Label Printer Tool" and click "DOWNLOAD".

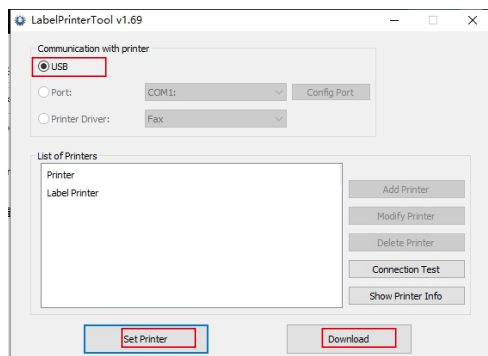
5.3 Tool instructions

Printer ready to use tool:

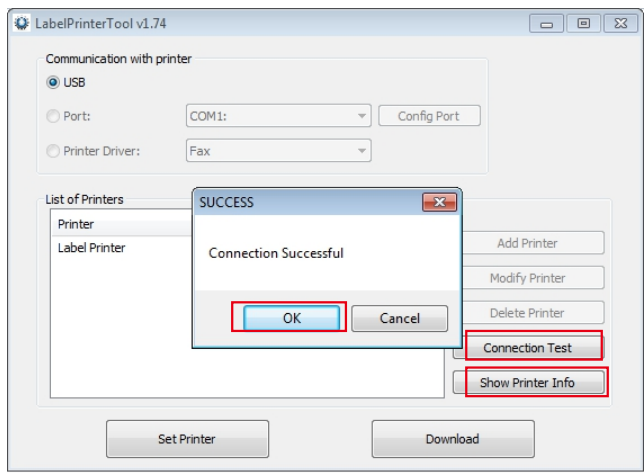
- (1) Make sure that the printer is connected to the power supply and is in the shutdown state;
- (2) The communication cable used is inserted into the communication connection plug of the corresponding printer;
- (3) Confirm that the printer has installed the paper roll;(4) Turn on [power switch].

- (1)  **RTLabelPrinterTool.exe** Double-click the tool to appear the following interface, as shown in the following picture

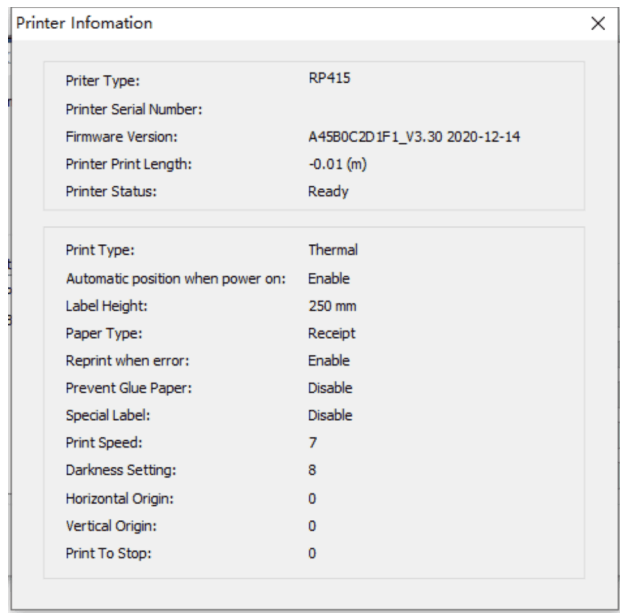
If the printer is connected to USB, directly default the USB option, and then "set the printer" or "download" the program (if the printer is connected to USB, then USB can be selected, if not, then the USB option is gray, can not be selected, as shown in the following picture).



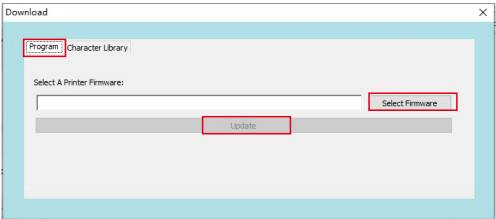
Select USB and click "Connection Test". If the following figure shows success, it means that the printer has been connected (if the connection is unsuccessful, please reinstall the communication cable and test the communication Settings).



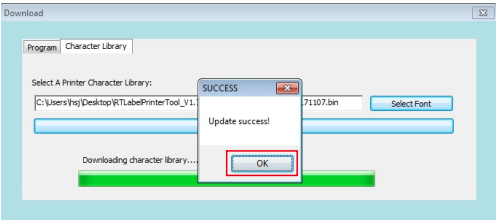
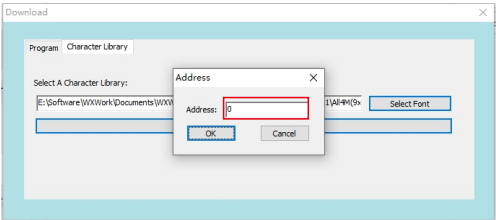
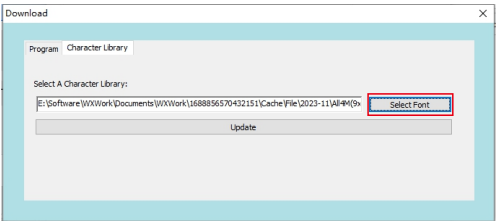
Click "Show Printer Info" to view the basic information of the current printer, as shown in the figure below.



When the firmware version of the printer is low or non-ideal, you can click "Download". The following dialog box is displayed, click "Program" to open the file, and then click "Update". After the interface shows that the update is successful (do not manually power off), the printer will enter the update mode (the light is off). About 5-10s later, the printer will automatically restart (the light is on). At this time, you can click "Show printer information" or "Print self-test page" to confirm whether the update is successful.



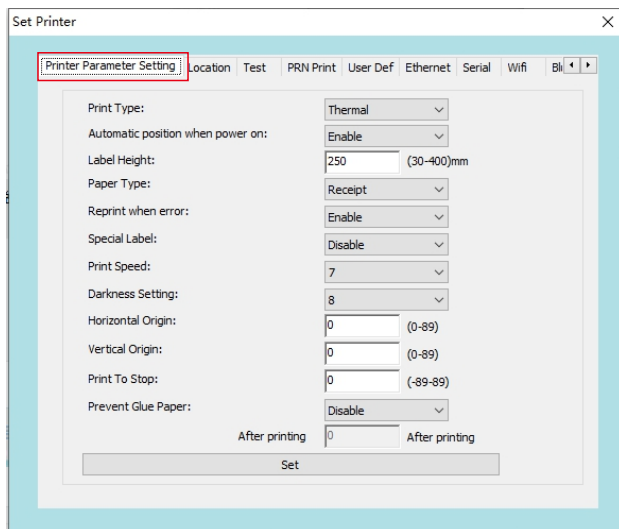
If the user wants to change the font by himself, he can select "Character Library", click "Select Font" to select the font, and then click "Update". When the interface address pops up: the default address is "0", after clicking OK, the update progress will be displayed until the update is successful, and the printer will be restarted after the font library is updated.



5.4 Tool setup

a. Print setup

Click "Set printer" to pop up the following window, you can change the basic parameters in the print setting interface.



The screenshot shows a window titled "Set Printer" with a close button (X) in the top right corner. The window contains a tabbed interface with the following tabs: "Printer Parameter Setting" (highlighted with a red box), "Location", "Test", "PRN Print", "User Def", "Ethernet", "Serial", "Wifi", and "Bk". The "Printer Parameter Setting" tab is active and displays the following settings:

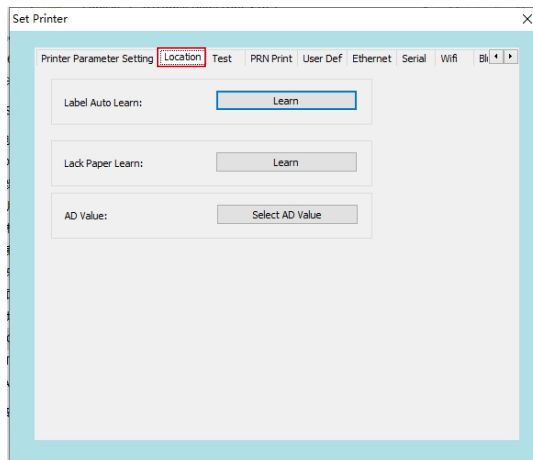
- Print Type: Thermal (dropdown menu)
- Automatic position when power on: Enable (dropdown menu)
- Label Height: 250 (text input) (30-400)mm
- Paper Type: Receipt (dropdown menu)
- Reprint when error: Enable (dropdown menu)
- Special Label: Disable (dropdown menu)
- Print Speed: 7 (dropdown menu)
- Darkness Setting: 8 (dropdown menu)
- Horizontal Origin: 0 (text input) (0-89)
- Vertical Origin: 0 (text input) (0-89)
- Print To Stop: 0 (text input) (-89-89)
- Prevent Glue Paper: Disable (dropdown menu)
- After printing: 0 (text input) After printing

At the bottom of the settings area is a "Set" button.

b. Label calibration

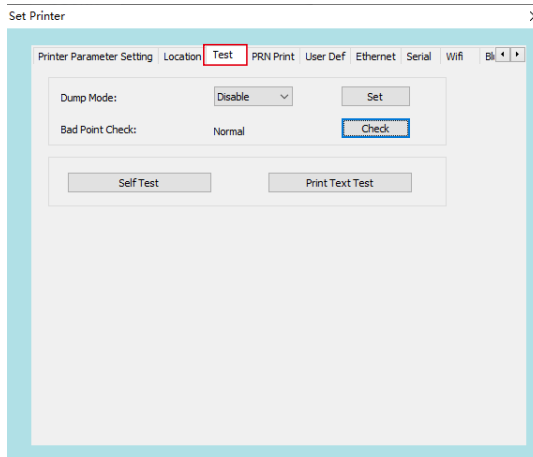
When the printer is ready, switch to the label calibration interface (as shown in the figure below) :

- Label Auto Learn: by learning to identify the size of the loaded paper;
- Lack Paper learn: It can solve the problem that when there is no paper or the learning label cannot find the seam mark, click the lack of paper learning in the case of no paper and close the cover. Finally, reload the paper for automatic label learning.



c. Print test

Print the test interface as shown in the figure below.



- **Dump Mode:** Default off, on the printer to print the original data sent, convenient for us to find errors.
- **Print head bad spot detection:** When the printer is ready, click "Detect" to check whether the print head is normal
- **Print self-test page:** When the printer is initially installed or there is any problem with the printer, you can click "Print Self-test page" to confirm the firmware version, printer parameter setting status, print quality and related Settings of external devices.
- **Print Text Test :** The following figure shows that you can enter the text you want to print in the text box, and set the printable area in label mode. Click "Print" to print the test.

Print Text Test

Please enter text you need print:

Print Text Test

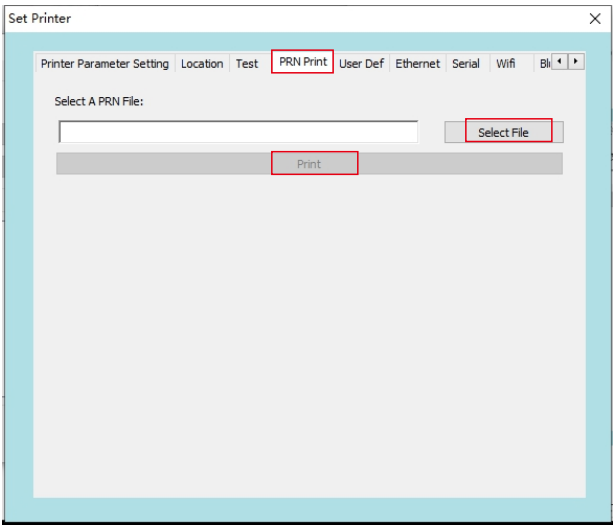
Setting the print area use label

Printable Width: 50 mm Printable Height: 30 mm

Print Exit

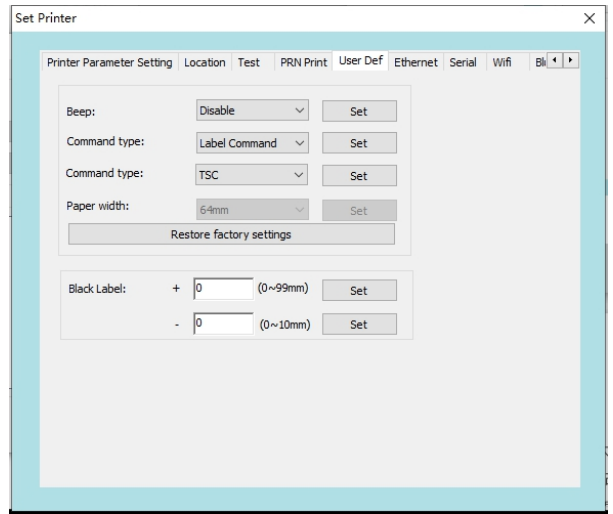
d. PRN print

Click "Select File", select a PRN file and click "Print" to print the PRN file.



e. User Def

Switch to the "User Def" interface, as shown in the following figure, you can set "Buzzer sound" on and off, "Command type", "Restore factory Settings".



f. Ethernet Settings

On the Ethernet interface, you can set Ethernet parameters.

- Set the IP address of the printer to 192.168.1.87, and set the communication port.
- Set the subnet mask of the printer to 255.255.255.0.
- Set the gateway of the printer to 192.168.1.1.
- Set the DHCP function of the printer. The DHCP function of the printer is disabled by default, and can be enabled if necessary. Let the printer automatically get the IP address.
- Set the MAC address and the network transmission rate.

⚠ Note: Before setting the URL, if the printer is connected in the following two ways: "One" uses "Network port", "two" print the IP address in the driver mode, after changing the IP address, the printer's IP address has been changed. In this case, the printer is disconnected from the tool. You need to reset the IP address of the tool to connect to the printer. Other connection methods have no effect.

The screenshot shows the 'Set Printer' dialog box with the 'Ethernet' tab selected. The 'IP' radio button is selected, and the IP address is set to 192.168.1.87. The Sub Mask is 255.255.255.0, and the GateWay is 192.168.1.1. The Port is 9100. The DHCP function is set to 'Disable'. The MAC address is 00:00:00:00:00:00. A red rectangle highlights the IP, Sub Mask, GateWay, and DHCP settings.

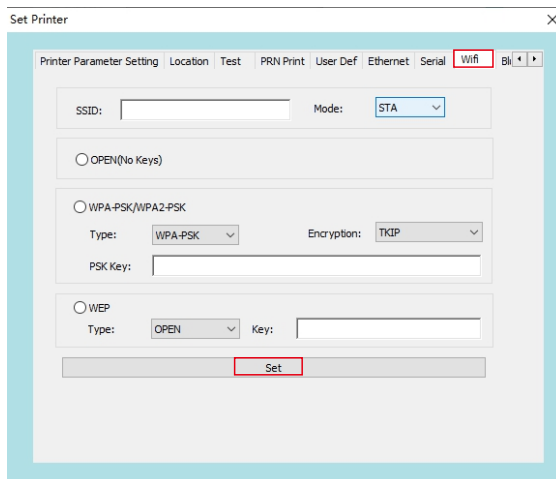
Printer Parameter Setting	Location	Test	PRN Print	User Def	Ethernet	Serial	Wifi	Bluetooth
☒ IP ☐ DHCP IP: 192 . 168 . 1 . 87 Port: 9100 Set Sub Mask: 255 . 255 . 255 . 0 GateWay: 192 . 168 . 1 . 1 DHCP: Disable Set MAC: 00 00 00 00 00 00 Set								

g. WiFi Settings

Printer WiFi parameter Settings

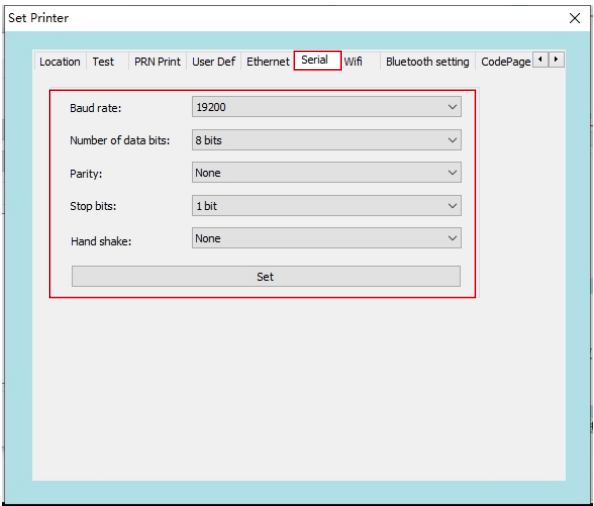
- Open the downloaded "Label printer Tool" "RTLabelPrinterTool";
- According to this setup tool manual, first make sure to connect the printer;
- Open the setup tool and select "WiFi Settings";
- Enter the SSID (the name of the wireless) to which the printer is to connect, and the corresponding mode;
- Enter the wireless encryption type, and enter the WiFi password, for example: add wireless "rdhz", password encryption type is WPA-PSK, and enter the wireless password, click "Settings";
- After clicking "Set", the printer will print out the set wireless parameters. Please print the self-test page to check the printed wireless parameters Compare with the router, if correct, please wait patiently, the printer will connect to the wireless network within 1 minute, if the printed none The line parameters are different from those on the router. Please reset them and repeat the preceding steps.

 **Note:** The default IP address of the printer is 192.168.1.87. If the IP address of the printer and the IP address of the wireless router are not in the same network segment, you need to set the IP address of the printer so that the IP address of the printer and the router are in the same network segment.



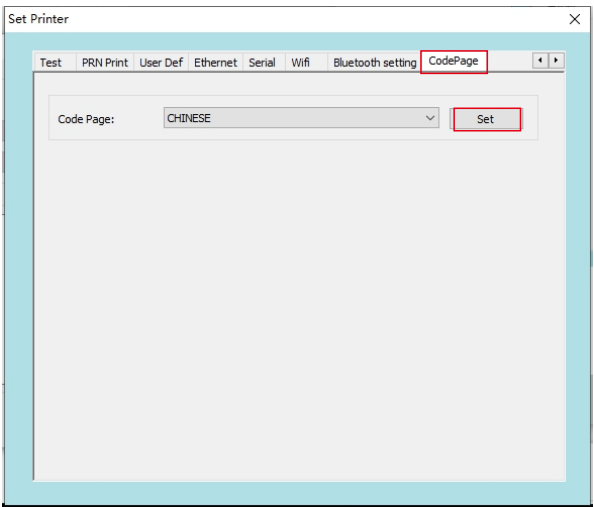
h. Serial port Settings

Serial port Settings screen allows you to set serial port parameters.



i. CodePage setting

On the "Code page " setting screen, click the drop-down key to select the desired character set and click "Set".

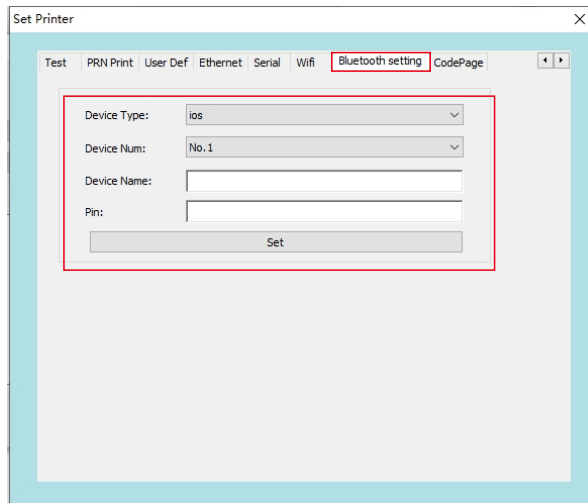


j. Bluetooth Settings

If the printer has Bluetooth function, you can set the parameters of Bluetooth.

- First press and hold the printer's [paper key], then turn on the machine, and print out the printer's self-test page. From the self-test page, find the printer's Bluetooth pairing name and password;
- If necessary, you can modify the Bluetooth pairing name and password, this time to use the "label printer tool" in the "Bluetooth Settings" function, as shown in the following figure;
- Enter the "device name" and "Pin" of the printer Bluetooth to be modified, and click "Settings". After the printer is restarted, the Settings are changed successfully.(The device type needs to select Android or IOS system, if it is IOS system Pin needs to be set to 6 characters, if it is Android system Pin set to 4 characters);Open the main device and search for external Bluetooth devices;
- Find the Bluetooth printer you just modified, enter the corresponding password, and complete the pairing. The printer must be turned on when pairing.

⚠ Note: When pairing, do not turn on multiple printers at the same time, otherwise you may not be able to determine which printer is successfully paired.



VI. Daily cleaning and maintenance

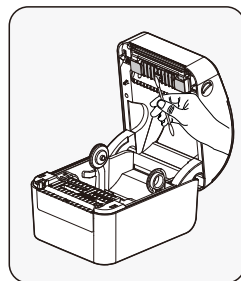
6.1 Clean print head

The print head should be cleaned when one of the following occurs in the printer:

- (1) The printing is fuzzy and unclear
- (2) A vertical column of the printed page is not clear
- (3) Large paper noise
- (4) Print hair black, carbon accumulation serious

Print head cleaning steps are as follows:

- (1) Turn off the power of the printer, open the cover, if there is paper, remove the paper;
- (2) If you have just finished printing, wait for the print head to cool completely;
- (3) Wipe the dust and stains on the surface of the print head with a soft cotton cloth dipped in alcohol;
- (4) Wait until the alcohol is completely volatilized, close the upper cover, and re-test the printing machine.



Clean print head schematic

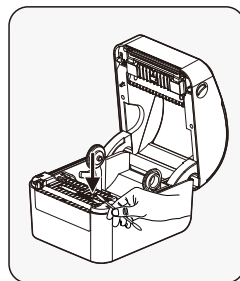
6.2 Cleaning sensor

When the printer has one of the following conditions, the paper sensor should be cleaned:

- (1) Paper identification error
- (2) Paper positioning is not allowed
- (3) Lack of paper does not alarm
- (4) Lack of paper
- (5) skip white paper, walk more paper
- (6) can not learn paper correctly
- (7) The paper is offset

Clean the sensor as follows:

- (1) Turn off the power of the printer, open the cover, if there is paper, remove the paper;
- (2) Wipe the dust and stains on the sensor surface with a soft cotton cloth dipped in neutral alcohol, as shown in the picture on the right;
- (3) Wait until the alcohol is completely volatilized, close the upper cover, and re-test the machine.



Clean sensor diagram

⚠ Note: Adjust the position of the sensor by referring to P9 of this manual.

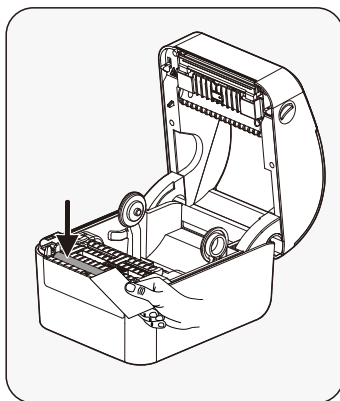
6.3 Clean the printer roller

When the printer appears one of the following conditions, the printer roller should be cleaned:

- (1) The printing is fuzzy and unclear
- (2) A vertical column of the printed page is not clear
- (3) Large paper noise
- (4) Print hair black, carbon accumulation serious

Printer roller cleaning steps are as follows:

- (1) Turn off the power of the printer and open the top cover;
- (2) Wipe the dust and stains on the surface of the printer roller with a soft cotton cloth dipped in neutral alcohol;
- (3) After the alcohol is completely volatilized, close the top cover.



Cleaning printer roller diagram

Note:

- (1) The power supply must be turned off during daily maintenance of the printer;
- (2) Do not touch the print head surface with hands and metal objects, and do not use tools such as tweezers to scratch the print head, print roller and sensor surface;
- (3) Do not use gasoline, acetone and other organic solvents;
- (4) Wait until the alcohol is completely volatilized, and then turn on the power to continue printing.

VII. Troubleshooting

The following table is a list of common problems common to the average operator and how to solve them. If you have followed the easy way to troubleshoot the situation and the printer is still not functioning properly, please contact the customer service department of the manufacturer you purchased for more assistance.

Fault phenomenon	Fault cause	Solution
The power indicator is off	a. The AC power socket plug and the power supply plug are not properly connected to the printer socket.	a. Check the power connector and ensure that the AC power socket and power supply plug are properly connected to the printer. b. Turn on [Power switch].
Unable to print	a. The communication cable is not properly connected to the printer PC host. b. The communication interface Settings are incorrect. c. The printer status is incorrect.	a. Reconnect the communication cable. b. Refer to the P11 printer indicator information in this manual. Verify that the printer is in standby state The indicator is steady on.
The print is incomplete	a. The paper is not centered, and the left and right are offset.	a. Adjust paper position. b. Set the correct label size.
Misalignment	a. Label learning is not performed. b. Seam mark detects the position deviation of the optocoupler component. c. The mode is incorrect.	a. Learn labels. b. Open the cover to check whether the seam mark detection component is offset. Black label paper: Move the seam mark detection component according to the position of the black label, so that the detection optocoupler can detect the black label. Label paper/Continuous paper: The detection optocoupler must be in the paper range. c. Use the Settings tool to open the printer information. Verify that the paper type is the same as the paper loaded in the printer, which can be changed by the Settings tool.
The print is not good	a. The paper is not installed correctly. b. The printing concentration/speed is set improperly. c. The print head/roller has dust or adhesive accumulation. d. Print head is damaged.	a. Reinstall the paper. b. Use the Settings tool or re-adjust on the software Printer printing concentration and printing speed. Set the tool adjustment concentration to coarse adjustment and the drive adjustment concentration to fine adjustment. c. Clean print heads/rollers (refer to manual 6.1 Cleaning print Heads /6.2 Cleaning Sensors /6.3 Cleaning print rollers. d. Use the setting tool to detect the bad point of the head piece. If the print head is damaged, please contact customer service.

VIII. FCC WARNING

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.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Note: The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. Such modifications could void the user's authority to operate the equipment.

The device has been evaluated to meet general RF exposure requirement.

To maintain compliance with FCC's RF exposure guidelines, the distance must be at least 20 cm between the radiator and your body, and fully supported by the operating and installation

Appendix I: Bluetooth usage instructions

1.1 Bluetooth pairing and printing (only valid for printers with Bluetooth)

Before working, the Bluetooth printer needs to be paired with the master device that drives the printer, and the pairing process is initiated by the master device.

The usual pairing method is as follows:

- (1) Turn on the printer
- (2) The master device searches for external Bluetooth devices
- (3) If there are multiple external Bluetooth devices, select the printer corresponding to the BDA address (see the self-test page)
- (4) Enter the initial password, the default is 4 "0000"
- (5) Complete the pairing.

Please refer to the main device Bluetooth function description for specific pairing methods.

When pairing, the thermal receipt printer with Bluetooth interface must be turned on.



Note: When pairing, do not turn on multiple printers at the same time, otherwise you may not be able to determine which printer is successfully paired.

After successful pairing, other master devices can still be paired with the printer, each printer can be paired with a maximum of 8 machines, if more master devices are paired with the printer, then the first master device with the printer will be automatically cleared from the pairing list, at this time if the master device needs to drive the printer to print, need to be paired again. (Only for multi-connected Bluetooth)

1.2 Print using Bluetooth interface (only valid for printers with Bluetooth)

For the main device with a virtual Bluetooth serial port (such as a SMARTPHONE, POCKET PC, PALM, notebook, computer, etc.), after pairing successfully, you can send print data to the printer through the virtual Bluetooth serial port for printing. If the master device does not have a virtual Bluetooth serial port, to drive the printer to print, please consult the master device supplier.



Rongta Technology (Xiamen) Group Co., Ltd.

ADD: No. 889 Xinmin Avenue, Tongan District, Xiamen, China

Email: service_support@rongtatech.com

WEB: www.rongtatech.com

