RONGTA

LABEL PRINTER

RP420

User Manual

Catalogue

Introduction

Thank you for purchasing our label 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
V1.4	2025.12	Update layout

☺ 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.

❶ Please install the printer on a stable surface to avoid printer suffered from any vibration and shocks.

❷ Stop using keeping the product in any case of unusual circumstances such as the presence of high tempreture, high humidity and serious pollution.

❸ 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.

❹ 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.

❺ Never use the printer without paper, otherwise it will seriously damage the printing rubber roller and thermal head.

❻ Unplug the product from the power outlet if the printer is idle for a long time.

❼ Do not disassemble or modify the product personally.

❽ Use only the power adapter specified in this instruction.

❾ 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.

❿ Do not plug/unplug the product with the product powered on.

⓫ 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.

⓬ 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	5 ips(127mm/s)
	Print length	0.79"-9.84"(20mm-250mm)
Sensor		Seam label detection, black label detection, paper shortage detection, first sheet retraction detection, lid opening detection, head sheet temperature detection
Medium	Type	Label paper, black label paper (lower black label), continuous paper, folding paper
	Width	1.50 " 4.72" '(38-120 - mm)
	Thickness	0.0023 "0.0071" (0.06 mm to 0.18 mm)
	Maximum roll diameter	NA
	Reel bore	NA
Tearing mode		Manual tearing of paper
Processor		32bit ARM MCU
Store	RAM/FLASH	RAM: 2MB(U) / 4MB(BU) FLASH: 4MB
Feature	Key	Boat-shaped switch, Feed key, paper silo lid opening key
	Pilot lamp	have
	Buzzer	Buzzer alert sound
	Other	Automatic paper recognition, reprinting due to paper shortage, return of the first sheet, and defect detection
Communication interface		U/BU
Programming language		TSPL+ESC
Built-in font		ASCII Font: 10x12, 14x20, 16x24, 24x32, 36x48, 14x19, 21x27, 14x25, 12x24
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,Linux, MacOS,
	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℉(0-40℃); Humidity: 20-90%(no condensation)
	Store	Temperature: 14-140℉(-10-60℃); Humidity: 5-95%(no condensation)
Physical parameter	Dimensions	220x105x92mm
	Weight	1.32kg

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
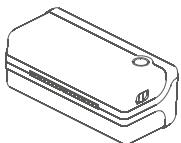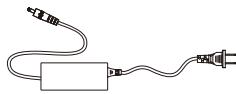
Printer   Power cord   USB cable   Quick installation Guide

Select Accessories
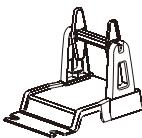
External roll holder A   External roll holder B
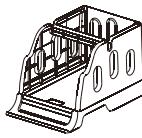
☺ The pictures are for reference only, please subject to practicality.

1.3 Appearance and Structure

Top cover

FEED button

Feed guide

Power interface

USB interface

Power switch

Heat sink

Exit hole

Open cover lever

Print head set

Sensor (seam mark detection)

Rubber roll

Feed guide

Sensor (back paper detection)

Sensor
(Black label detection,
continuous paper detection)
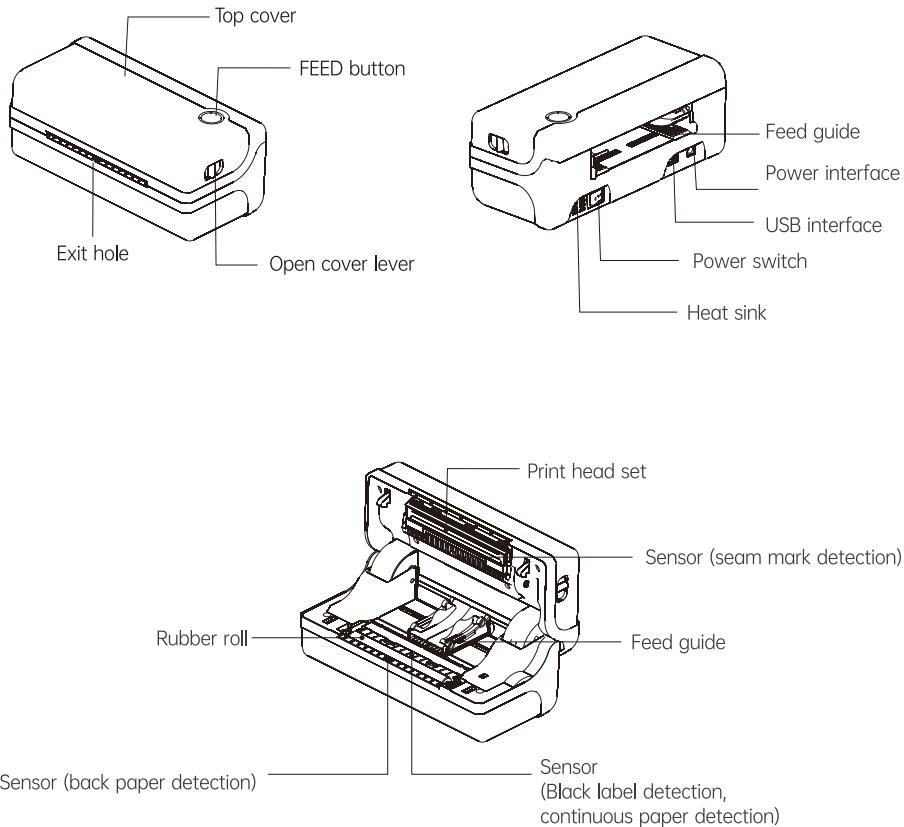
☺ **Note:** The interface is optional or customized. The specific interface is subject to the actual object.

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1.4 Product size
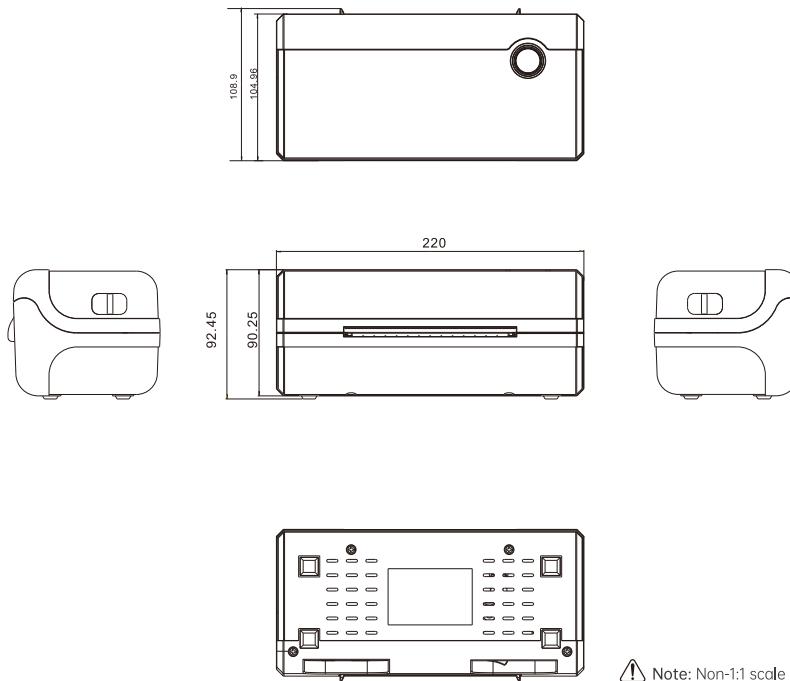
Note: Non-1:1 scale drawing

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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:
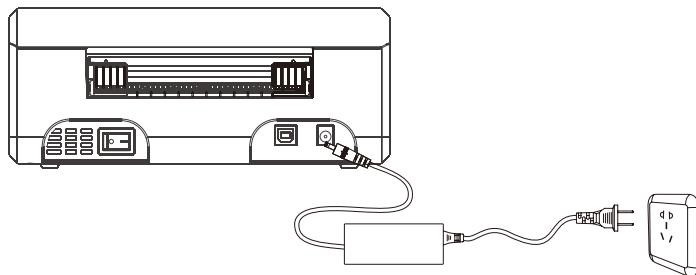
2.2 Port USB cable connection

(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.

ON   OFF
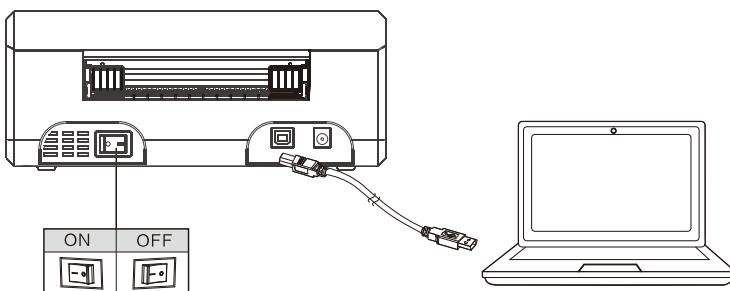
2.3 Folded Paper Loading

(1) Facing the back of the machine, hold the paper guide with both hands, and
     adjust the distance between the left and right guides according to the folded
     paper size.
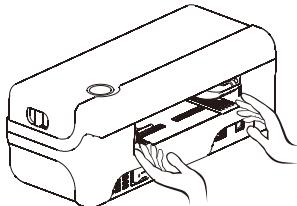
(2) Insert the folded paper into the paper guide
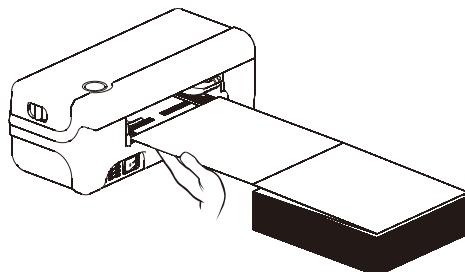
(3) Confirm that the printer has detected paper feeding, automatically feeds paper
     and delivers paper normally
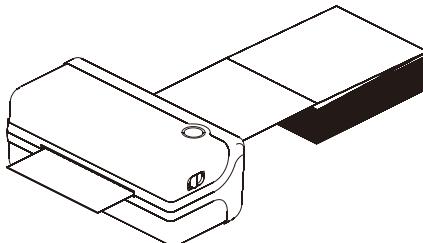
2.4 Paper Sensor

When printing, the paper needs to be detected by a label detector. Using different kinds of paper, the detector is located in a different position. If the detector is in an incorrect position that will cause the printer to fail to detect properly, resulting in an abnormal phenomenon of jumping paper. In order to avoid the above situation, the following is a description of different kinds of paper and the location of printer.

(1) Label
When using label paper (figure 1), the detector should be aligned to the triangle below (figure 2),
where the detector is ir
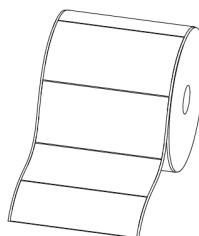
Figure1
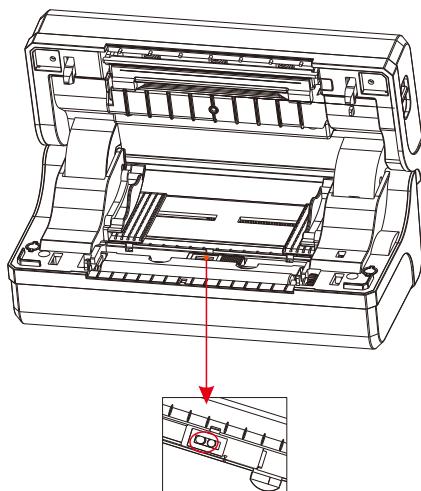
Figure2

(2) Black label

When using Black Label paper (figure 3), move the detector to detect the black label paper until it is positioned at the location of the Black label (figure 4).
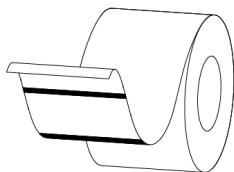
Figure 3
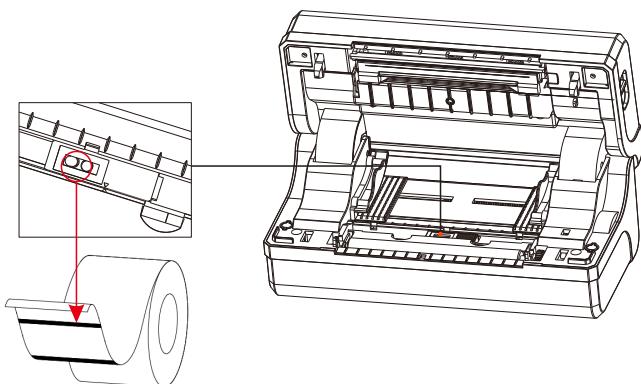
Figure 4

2.5 Loading the external paper roll
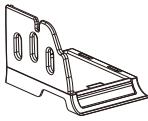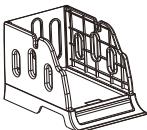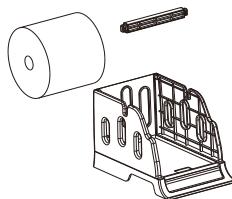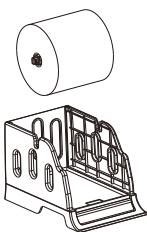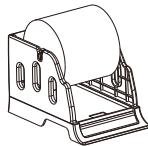
2.6 Handling of Paper Jam

(1) Move the top cover lever forward with both hands and lift the top cover.
(2) Remove the jammed paper from the feeding channel, and check whether the print head has adhesive or carbon deposition. If yes, clean it with an alcohol cloth, remove the wrinkled paper and replace it with new paper.
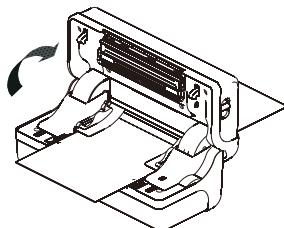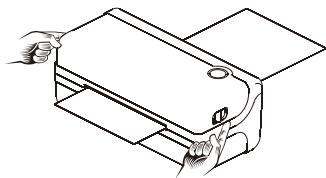
2.7 Basic Functions

(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

Scenarios	Button operation	Corresponding functions
Switch off	Long press [FEED button] + [Power switch]	Do label paper learning
Standby	Long press [FEED button] for 3S	Enter label specification learning mode
Open the cover	Long press [FEED button] for 10S	Restore factory settings
Standby	Press [FEED button]	Take a blank piece of paper
Continuous printing process	Press [FEED button]	Pause printing
Pause printing	Press [FEED button]	Continue printing

● Indicator description

Indicator status	Status description	
Indicator light is on	Normal standby	
Indicator blinking	Buzzer alarm	
Buzzer alarm (common)	2 Sounds	Abnormal alarm for print head connection
	3 Sounds	Paper shortage alarm
	5 Sounds	Overheating alarm of the head piece
	6 Sounds	Alarm when the cover is opened
	7 Sounds	No seam mark alarm was detected

(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 34).

(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:

1) Ensure that the power supply is connected and the rolls are properly installed.
2) Ensure that the printer is powered off and the top cover is closed.
3) 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: RP420
VERSION:A43B0C2D1F1_V1.11 2023-09-26
SN:..........................................
Command mode:......................TSPL
Interface:.................................USB
...............................................Serial 19200,N,8,1
...............................................Ethernet(10Base/100Base)
DHCP:.......................................Disabled
[WIFI Configure]:
IP:.............................................192.168.1.87
Port:.........................................9100
SSID:.........................................RT
CODE PAGE:.............................  CP427[U.S.A.，Standard Europe
SPEED:.......................................7
DENSITY 1:............................ ......8
DENSITY 2:................................8
Media Type:...............................label
Dpi:...........................................203
Size:.........................................50 mm ， 30 mm
Reference:.................................0 mm ， 0 mm
Shift:.........................................0 mm
Offset:.......................................0 mm
Milage(m):................................3.339997
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.

# III. Driver installation instructions

3.1 Driver Introduction

This driver is applicable to the following operating systems:

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 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) RTLabelPrinterDriverInstall Double-click the driver, the dialog box as shown below pops up, select the installation language, click "OK", as shown below;
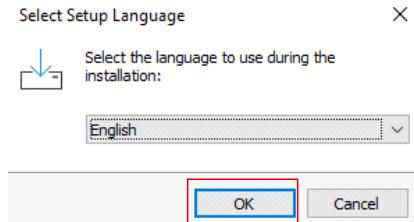
(2) Pop up the dialog box as shown below, select "Install";
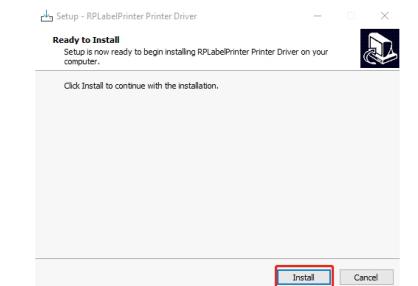
(3) Click "OK";
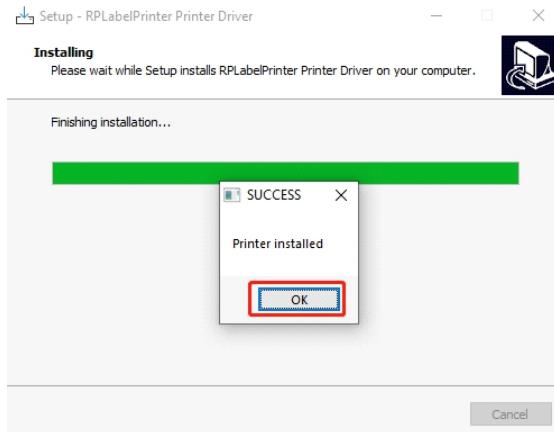
(4) Click "Finish" to complete the driver installation;
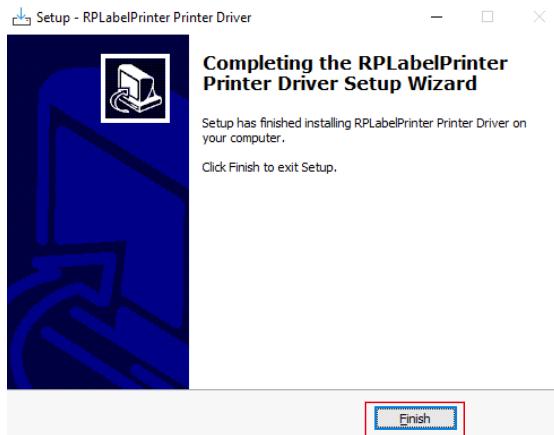
(5) You can find the installed printer icon in Control Panel ---- Devices and Printers.

RP4xx Series
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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:

(1) Click "Control Panel" -- "Devices and Printers", right click the printer icon, select "Print Preferences"
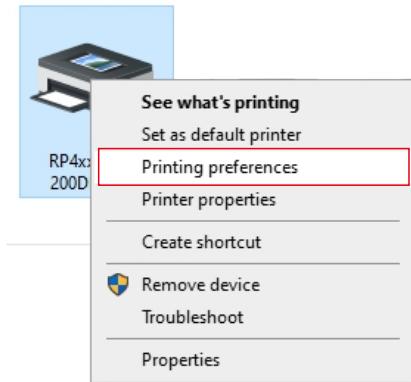
1) Paper

In the "Paper" option, you can set the paper, offset, effect, etc.
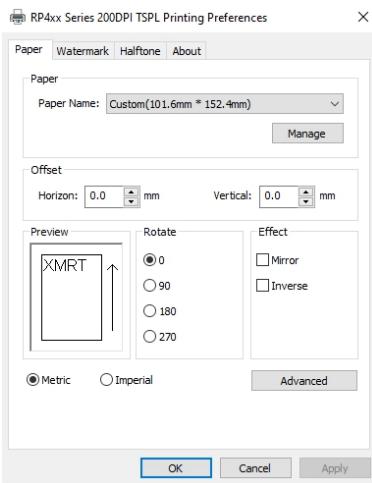
● Drop down "Paper Name" and select the paper size according to the actual paper size. Default size (101.6mm*152.4mm)
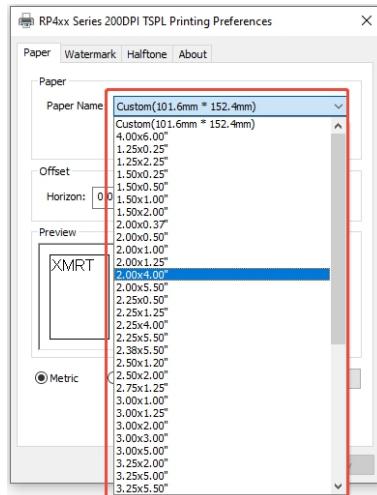
● Click "Paper Manage" to customize the paper size Settings.
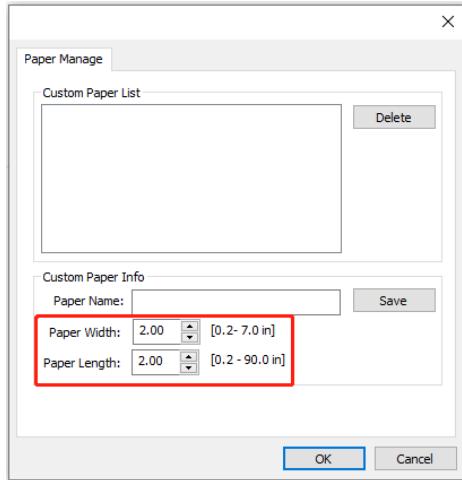
● Click "Horizon" or "Vertical" to set the horizontal and vertical printing margins.
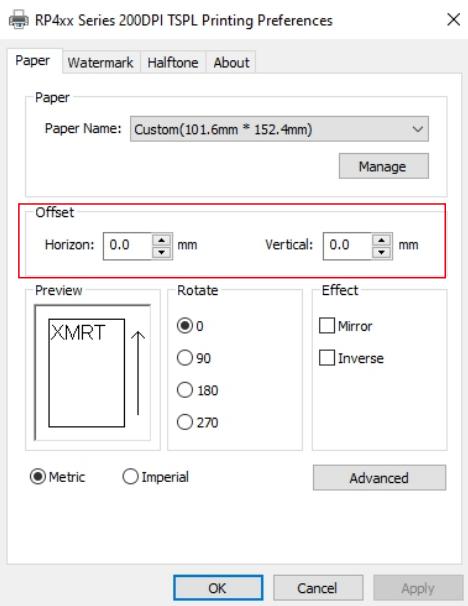
● Click "Rotate" or "Effect". The left preview shows the print position

   Rotate: Printing in different directions can be set.

   Effect: The image can be mirrored or reversed printed.
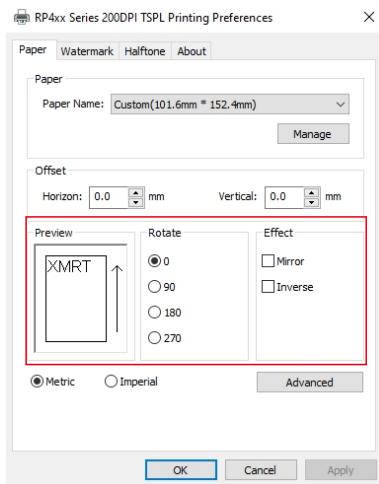
● Select Advanced Settings.

   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.
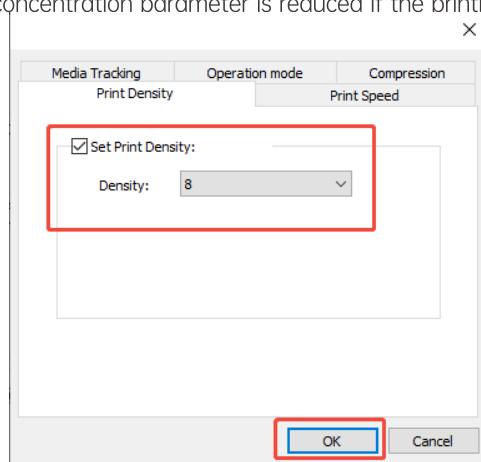
Set Print Speed: the general default speed "7", according to the printing needs to adjust the printing speed.
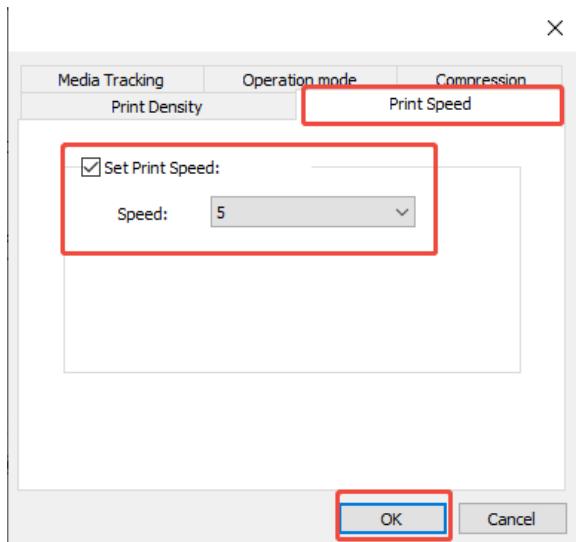
Media Tracking: You can select the type of paper currently used to select "Continuous ", "Label With Gaps", "Label With Marks".
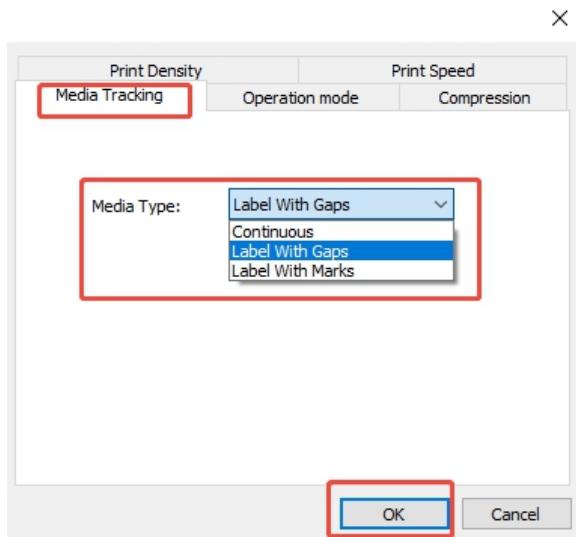
Operation mode: You can set the operation mode: **Tear-off, Peel-off, Cutter**

Tear-off: Use this mode when the cutter is not installed.

**Cutter:** Use this mode when the cutter is installed.

Paper Offset、Label Offset

Adjust the parameters here, modify the offset, and debug until it is satisfactory.
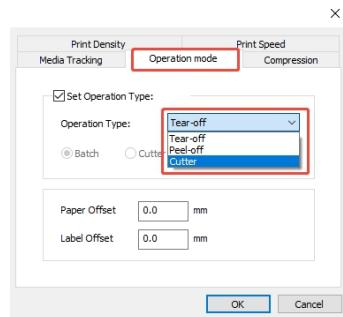
Compression

"Compression" can reduce the amount of data transmission, alleviating the problem of slow printing and lagging caused by excessive data volume. If the printing is not smooth, check whether the option is selected (it is already selected by default).
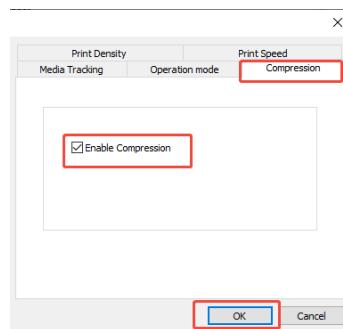
2) **Watermark**

Watermarks can be added to the labels here.
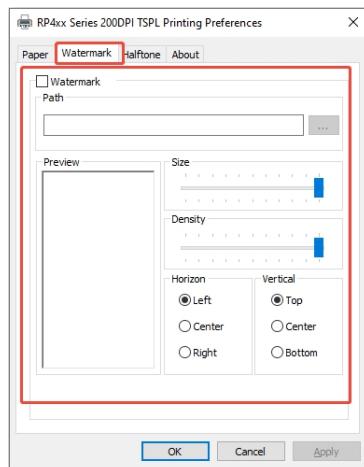
3) **Halftone**

Adjustable picture printing effect.
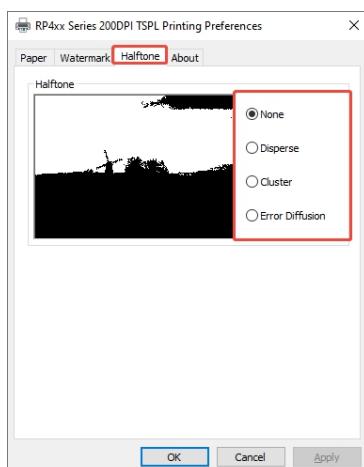
(2) Printer properties

1) Click "Control Panel" -- "Device and Printer", right-click the printer icon, and choose
   "Printer properties"
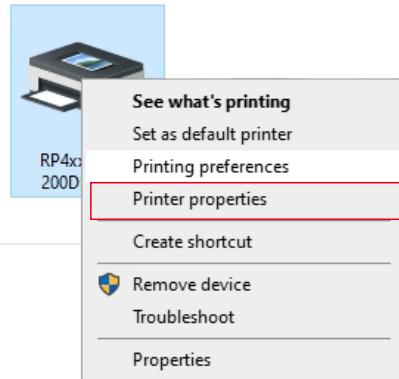
2) Select General and click Print Test Page. The printer starts to print the current
   configuration.
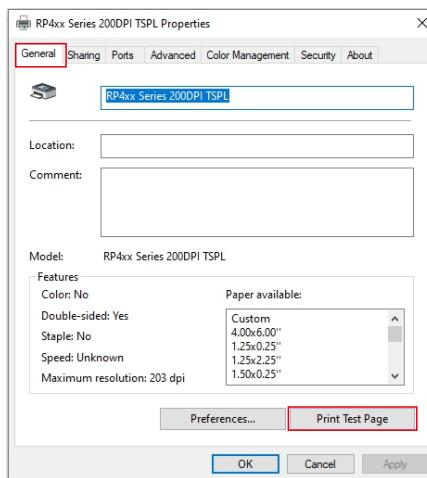
Select "Print Test page ", if the test page can be printed normally, it indicates that the
printer is correctly connected to the PC and configured, and the printer can be used
normally.

3) 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.
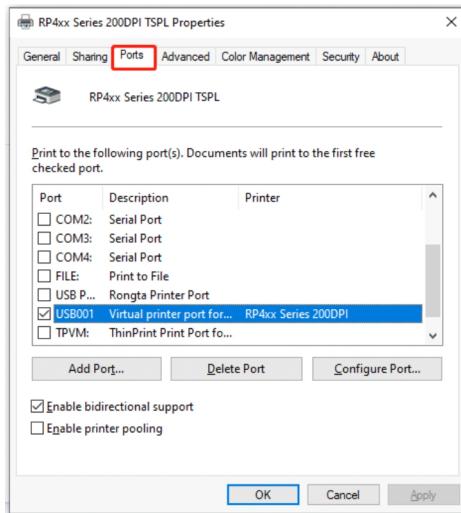
Steps to find the port type:

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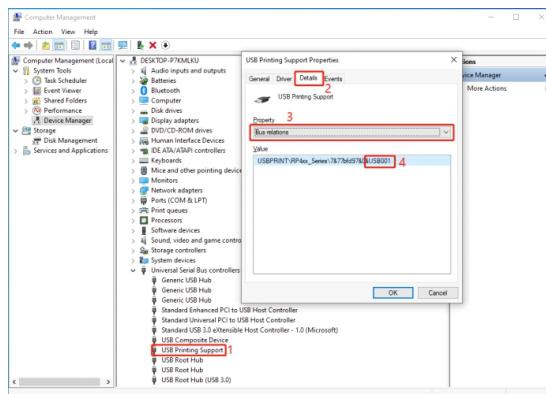
3.5 Uninstalling the Driver

(1) Open "Control Panel" - "Programs";
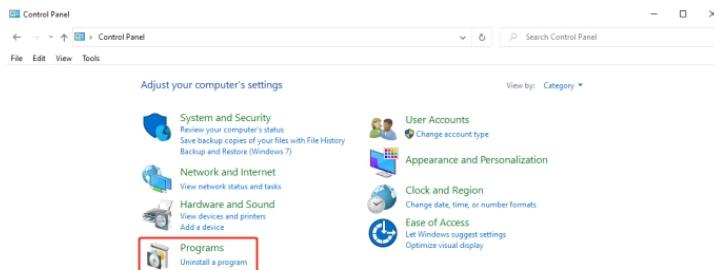
(2) Select "RPLabelPrinter Printer Driver" and right-click Uninstall.
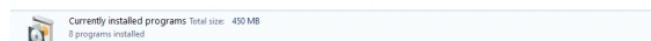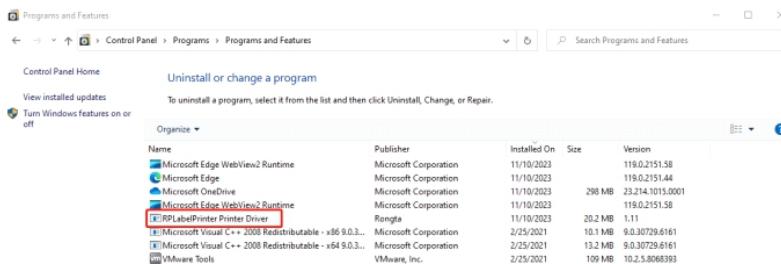
(3) Click "Yes";
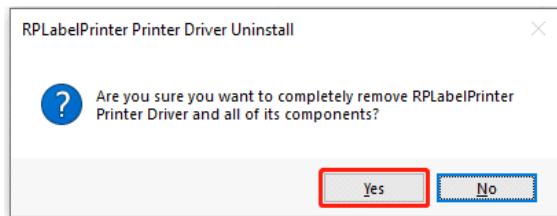
(4) Click "OK";
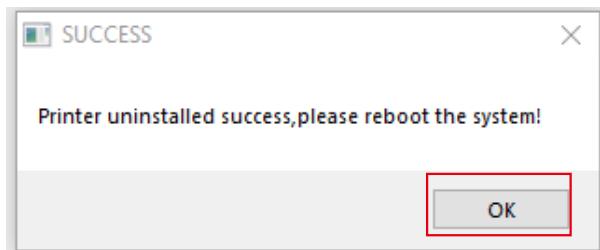
(5) Click "OK" .The driver is uninstalled successfully.
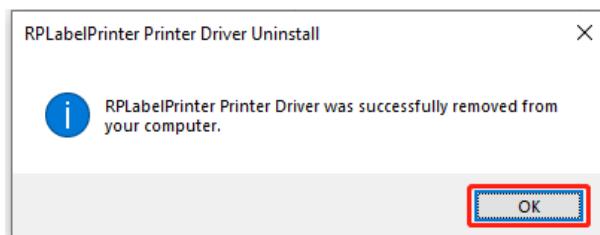
# IV. Barcode label editing software installation and use

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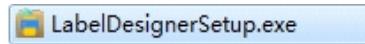
(2) Select the language you want to use and click "OK"
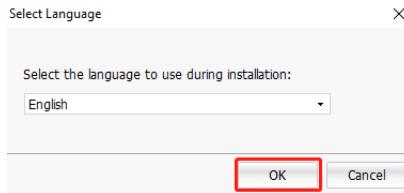

(3)Click "Install "

(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.
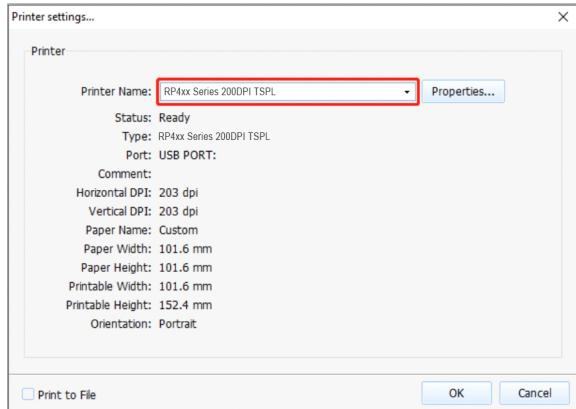
b. Select "New" in the upper left corner of the title bar, enter the actual label size, and click "OK".
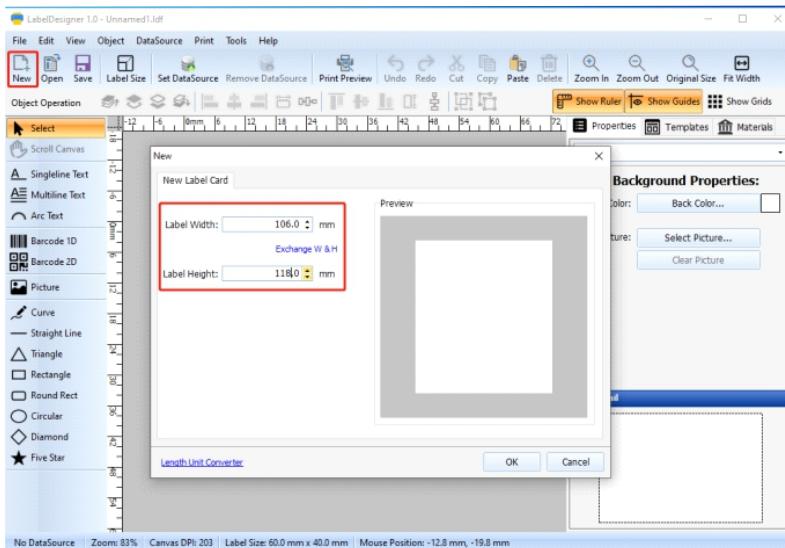
c. Edit text or draw graphics according to the left toolbar, and change parameter information in the right property bar, as shown in the following figure.
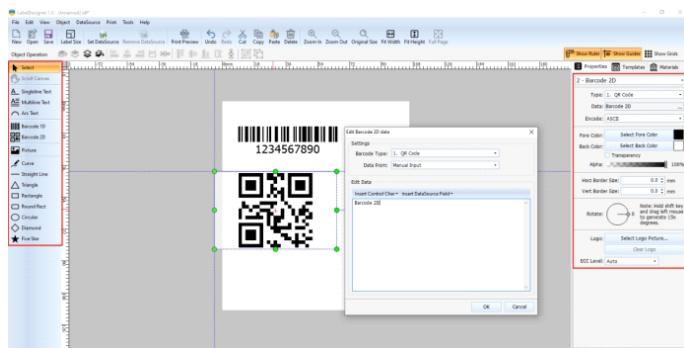
d. If the content information is edited well, select "Print preview" in the title bar -- select "Print current page";If the preview print effect is not satisfactory, you can set it by "label layout" and "Print options" in the left setting bar of the preview interface.

e. If the following screen is displayed, the printing succeeds.
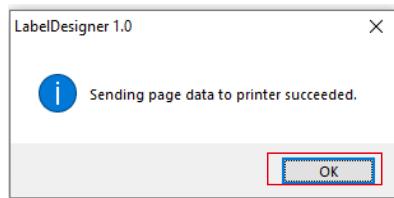
g. To save the current edit tag template, select "Save" in the title bar to save it to your computer.
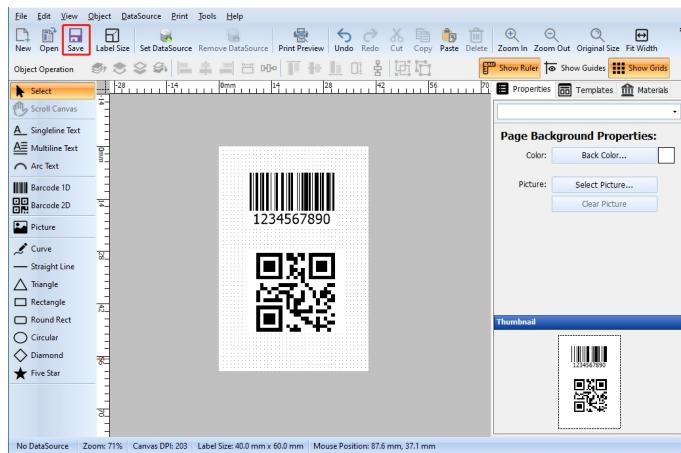
h. To open the previously saved file, open the Barcode Label Printing System software first. Then select "Open" in the title barAs shown in the following figure, find the previously saved LDF file and select "Open" to open the previously saved label template.
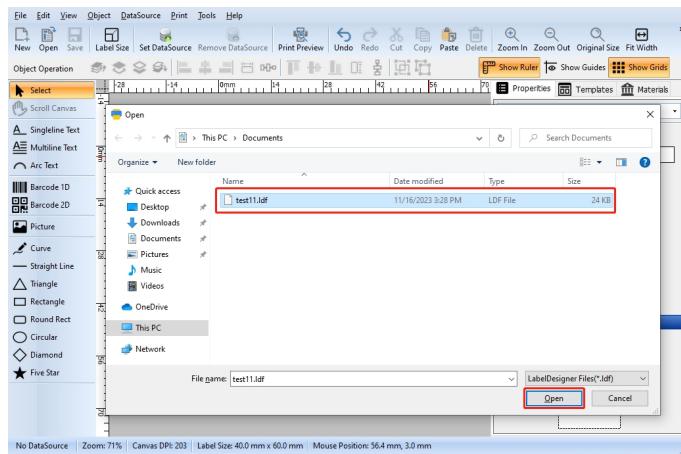
V. Label printer setup tool instructions

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).
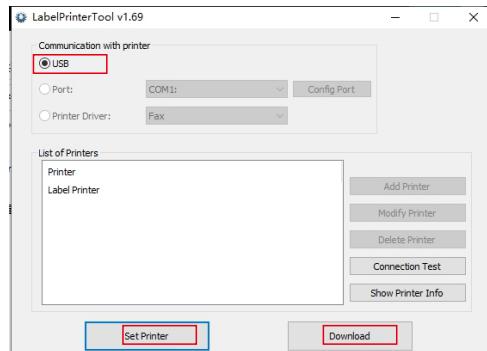
Select USB and click "Connection Test". If the following figure shows success, it means that the printer has been connected (if the connection is unsuccessful, please reinstall the communication cable and test the communication Settings).
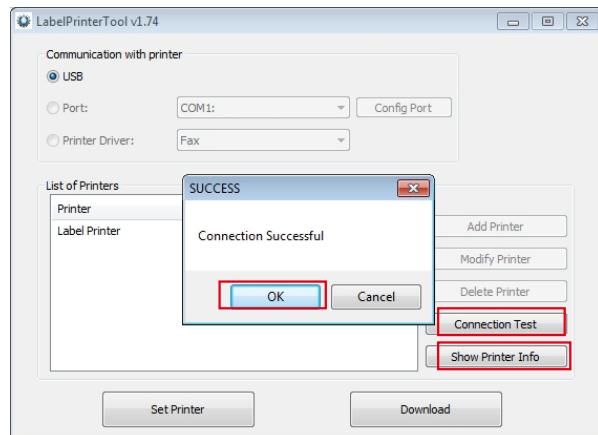
Click "Show Printer Info" to view the basic information of the current printer, as shown in the figure below.
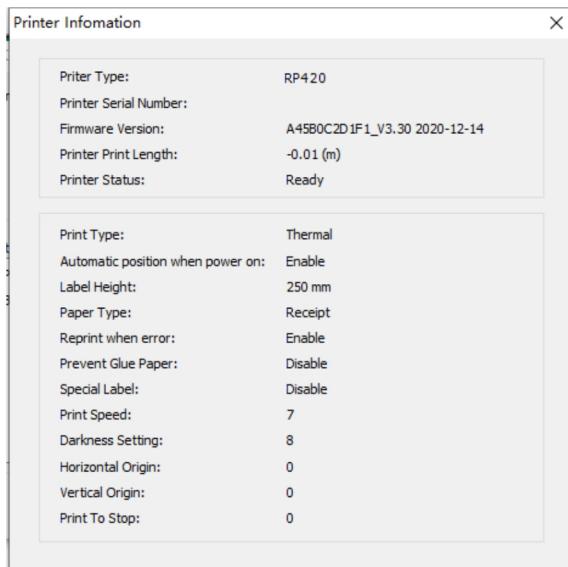
⚠ Note: The information of each printer is different. Please refer to the actual Settings.

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.
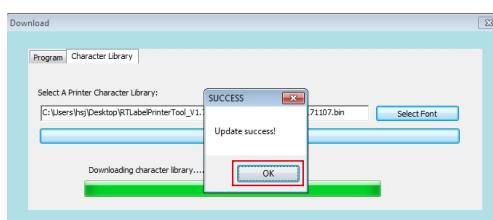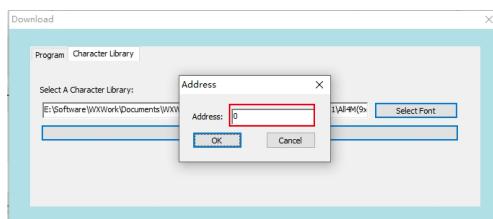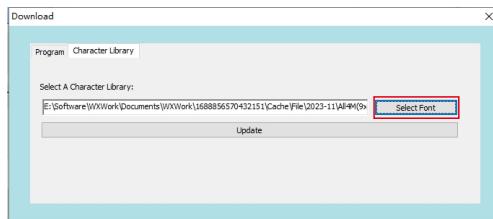
5.4 Tool setup

(1) Print setup

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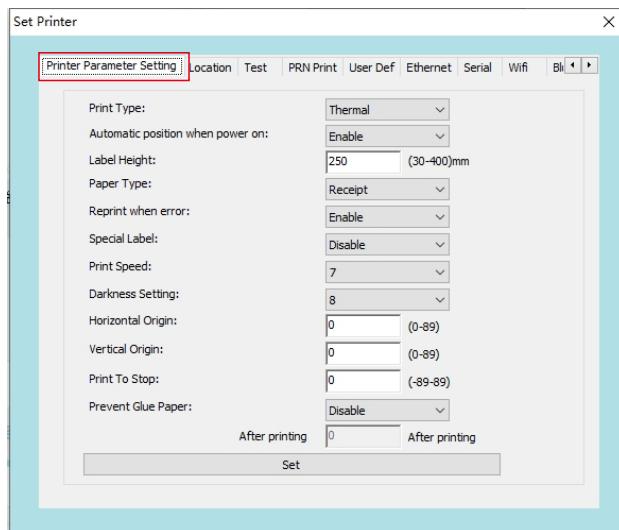
(2) Label calibration

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.
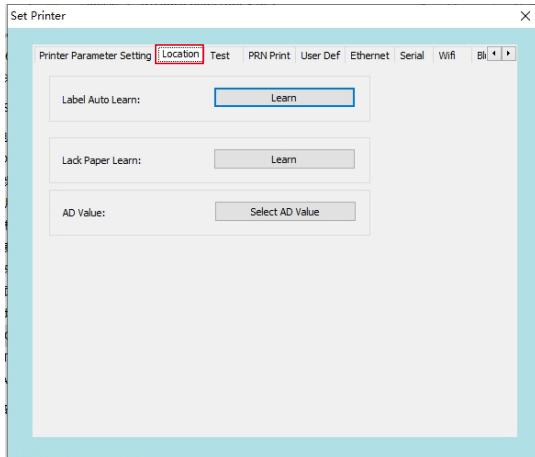
(3) Print test

Print the test interface as shown in the figure below.
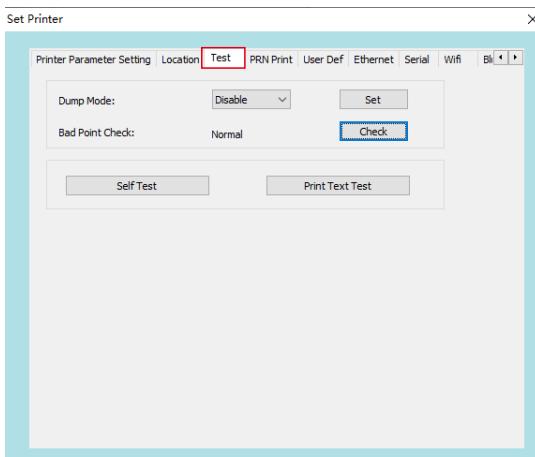
- **Dump Mode:** Default off, on the printer to print the original data sent, convenient for us to find errors.
- **Print head bad spot detection:** When the printer is ready, click "Detect" to check whether the print head is normal
- **Print self-test page:** When the printer is initially installed 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.

(4) PRN print

Click "Select File", select a PRN file and click "Print" to print the PRN file.
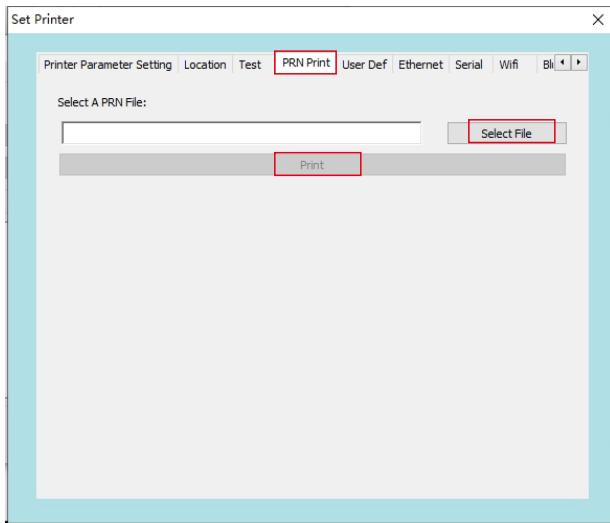
(5) User Def

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".
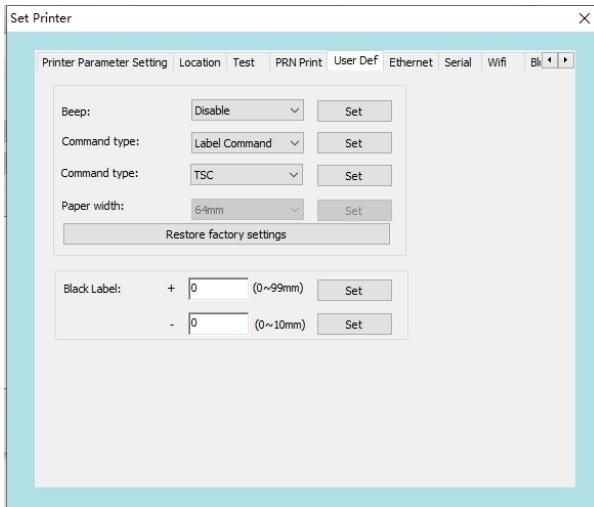
(6) Ethernet Settings

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.
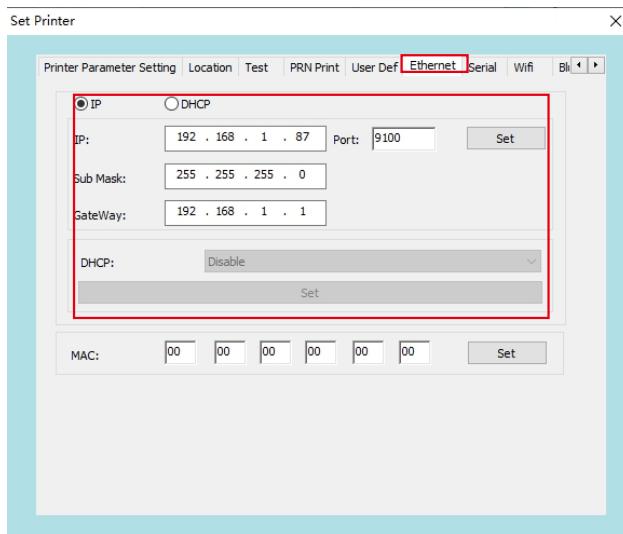
(7) WiFi Settings

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.
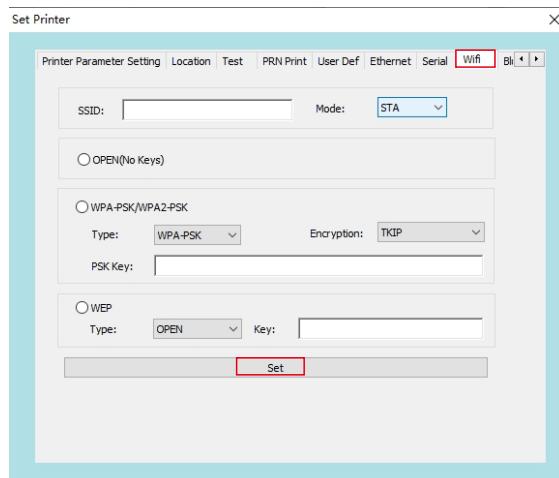
(8) Serial port Settings

Serial port Settings screen allows you to set serial port parameters.
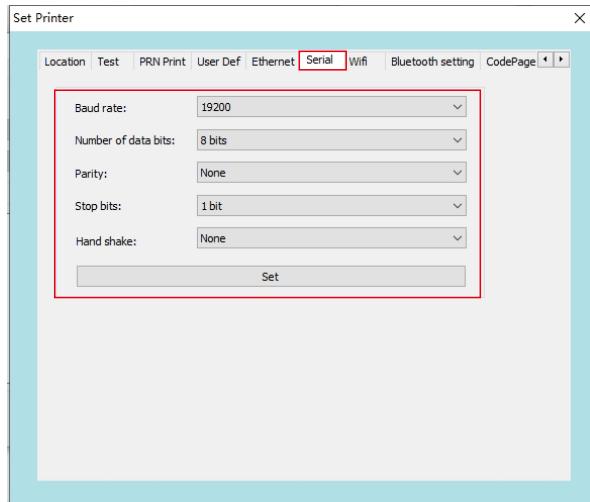
(9) CodePage setting

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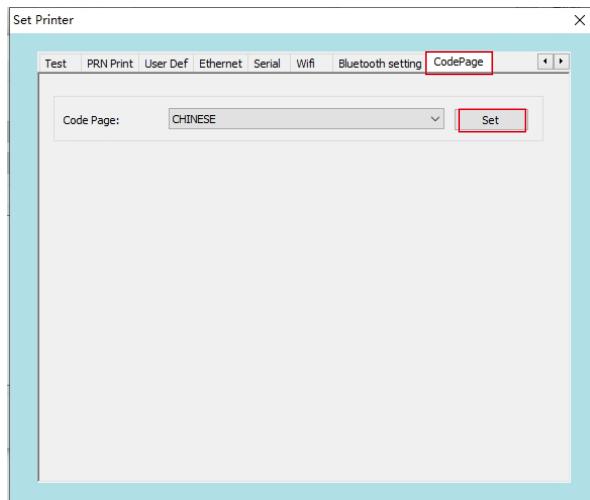
(10) Bluetooth Settings

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.
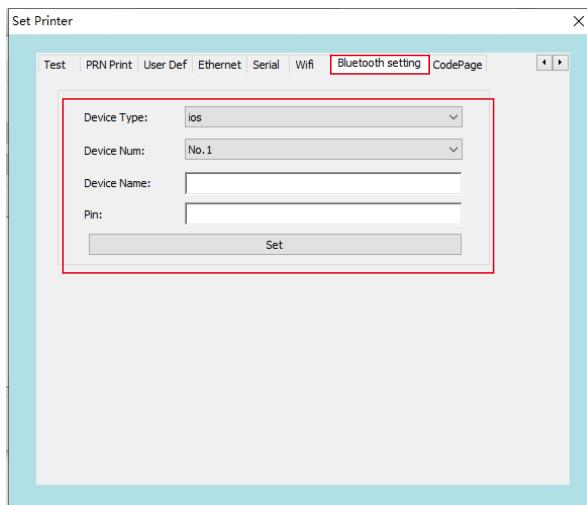
⚠ **Note:** For the interface settings in the printer setup tool, please refer to the interfaces supported by the printer. The manual only provides an introduction to the full functionality of the setup tool.

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;

Clean print head schematic

(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.

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
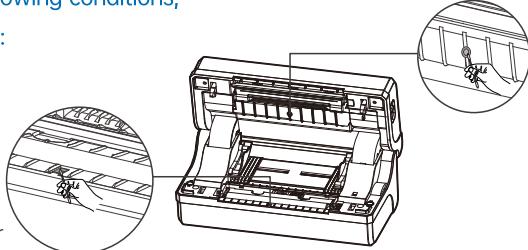
Clean sensor diagram

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.

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.
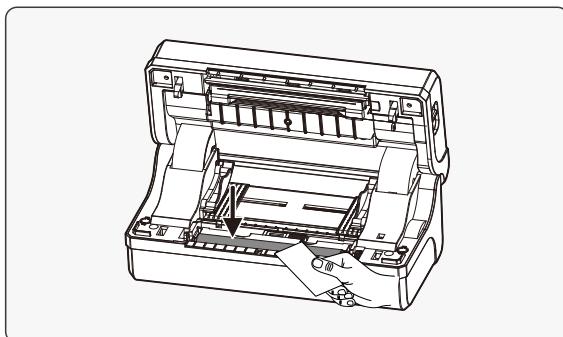
Cleaning printer roller diagram

⚠ **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 P14 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 d eviation 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.

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 successful pairing, data can be sent to the Bluetooth-enabled printer through the virtual Bluetooth serial port for printing.

The operation process is as follows: First, after the computer end completes the Bluetooth printer pairing, confirm the occupied COM port number according to the left figure below; then, in the printer property settings, select the corresponding COM port; finally, click "Apply" to save the settings. If the main device does not have a virtual Bluetooth serial port, if you need to use Bluetooth printing, please consult the customer service.
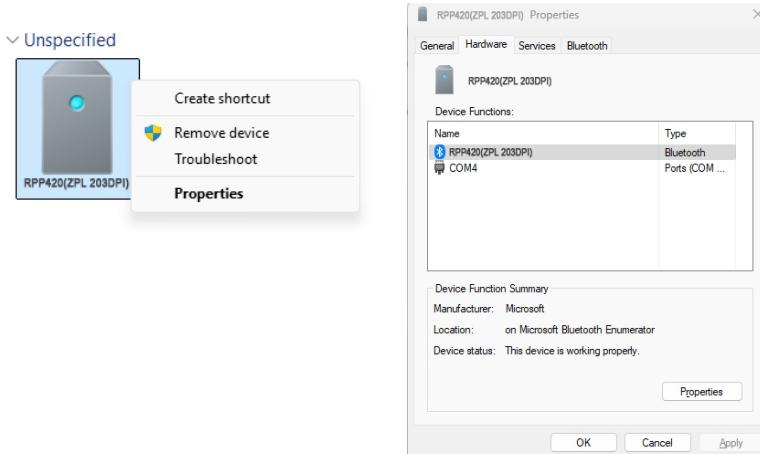
Rongta Technology (Xiamen) Group Co., Ltd.

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

Email: service_support@rongtatech.com

WEB: www.rongtatech.com