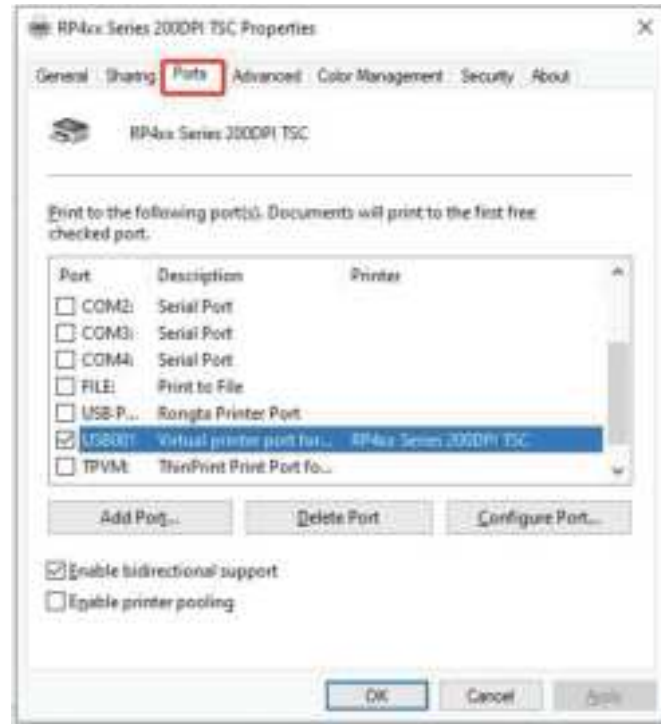


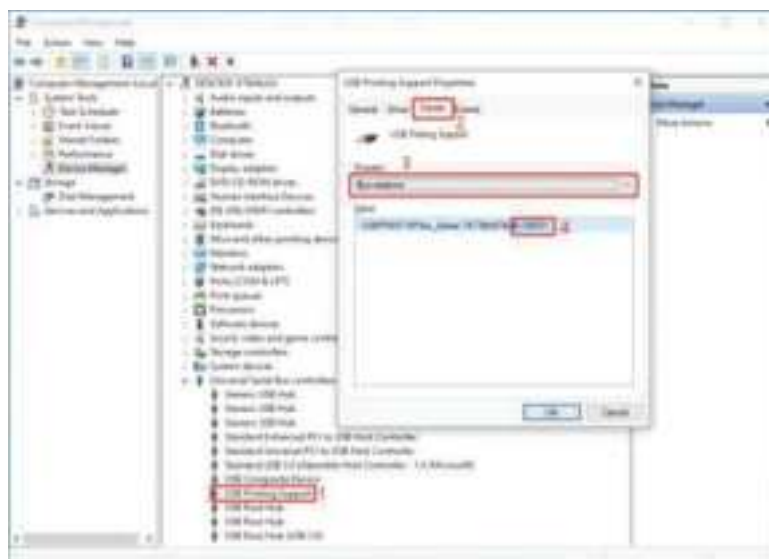
c. Click "Ports", select the corresponding port, click " ✓ ", and then click to confirm the setting.

**⚠ 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.

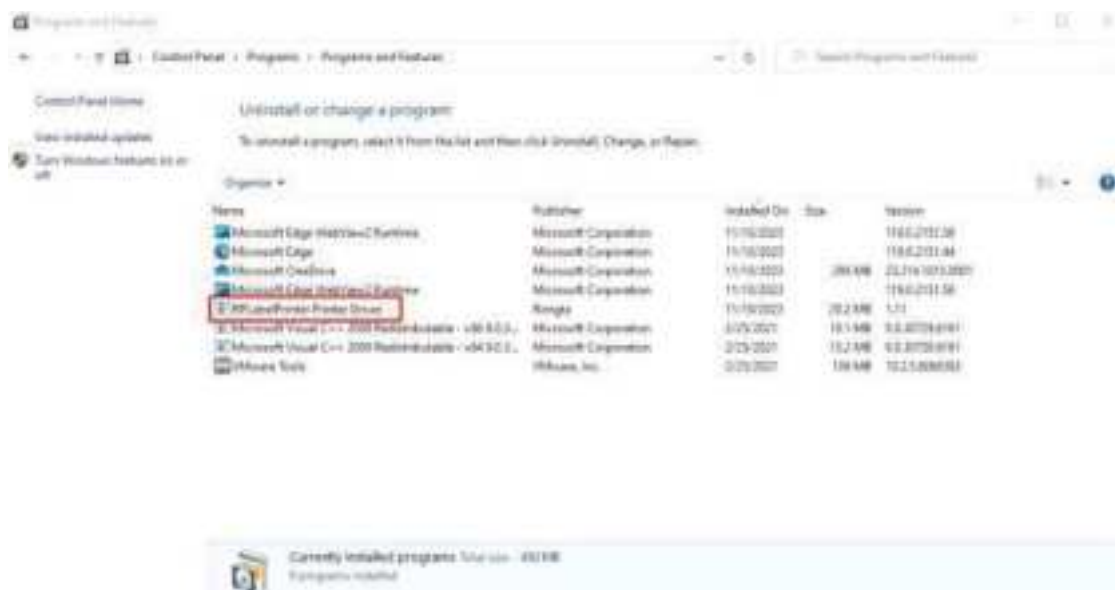


## 3.5 Uninstalling the Driver

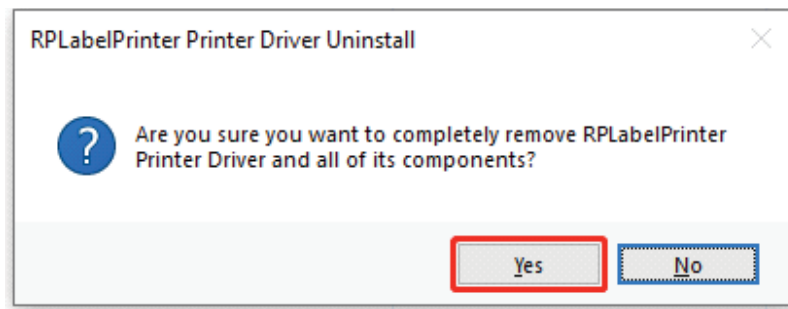
(1) Open "Control Panel" - "Programs";



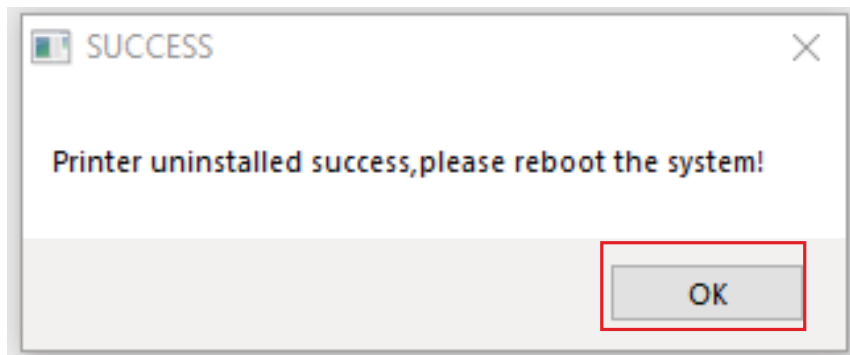
(2) Select "RPLabelPrinter Printer Driver" and right-click Uninstall.



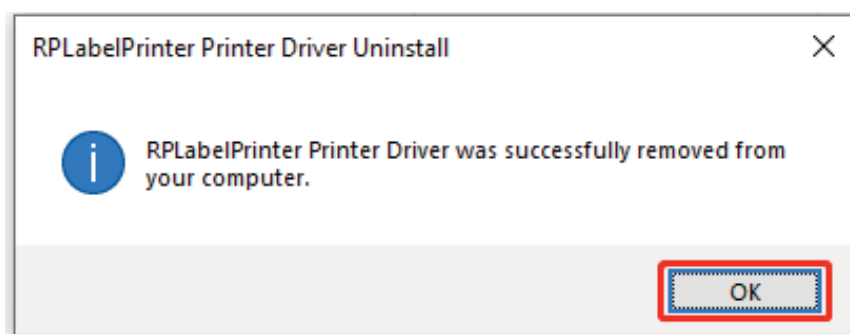
(3) Click "Yes";



(4) Click "OK";



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



## IV. Barcode label editing software installation and use

### 4.1 Software Download

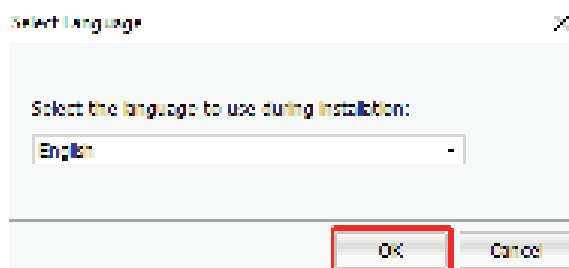
- (1) Visit the official website of Rongta University at [www.rongtatech.com](http://www.rongtatech.com);
- (2) Click "SUPPORT", find the driver to download "barcode label editing software" and click "DOWNLOAD".

### 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 "



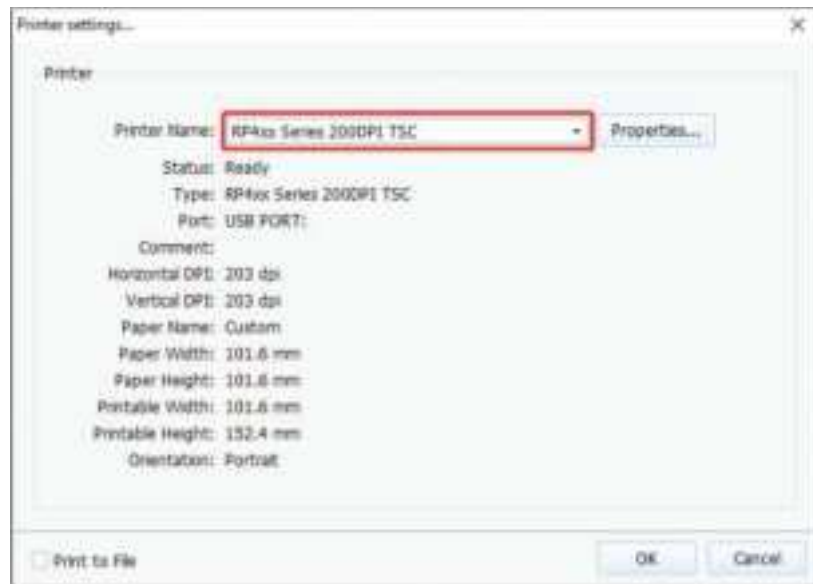
- (4) Click Experience Now to complete the installation.



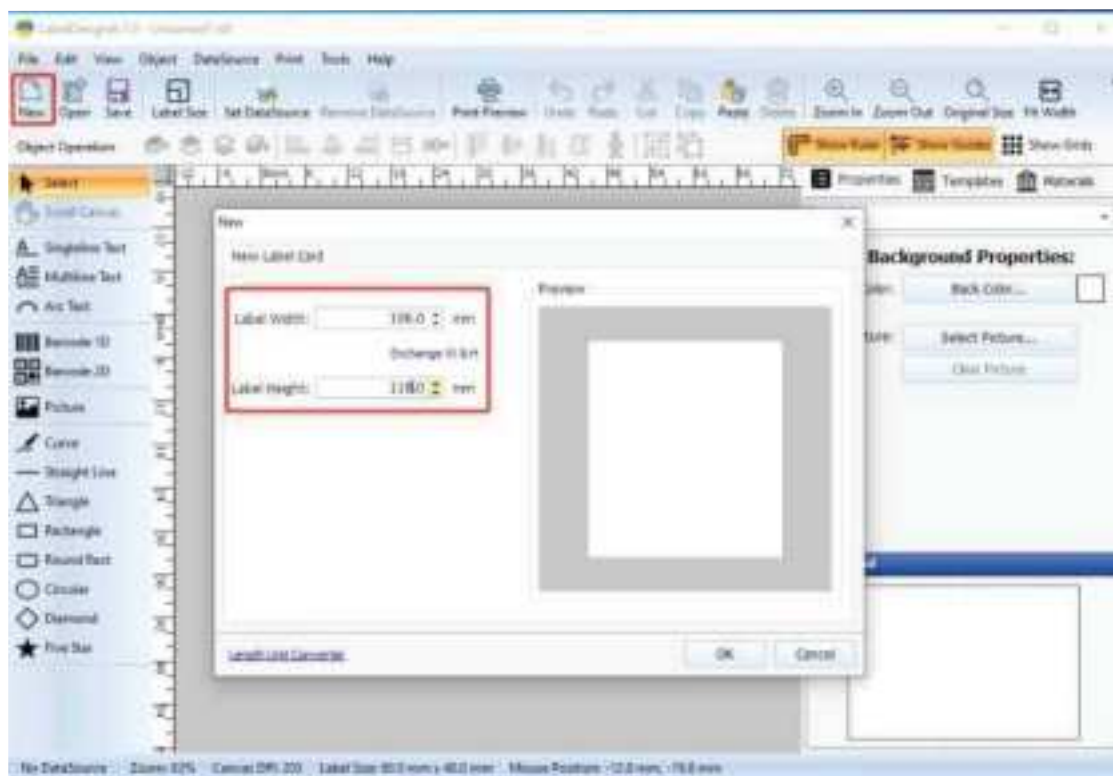
## 4.3 Tag editing software used

- 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".



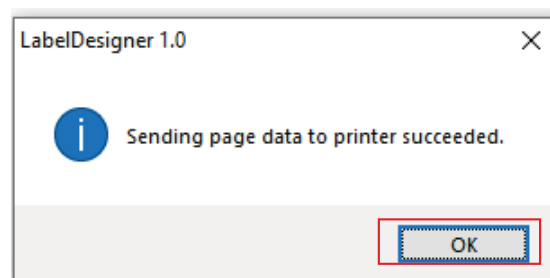
- c. Edit text or draw graphics according to the left toolbar, and change parameter information in the right property bar, as shown in the following figure.



- 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 bar. As 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

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### 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](http://www.rongtatech.com)
- (2) Click on "SUPPORT", find "TOOL DOWNLOAD", find "Label Printer Tool" and click "DOWNLOAD".

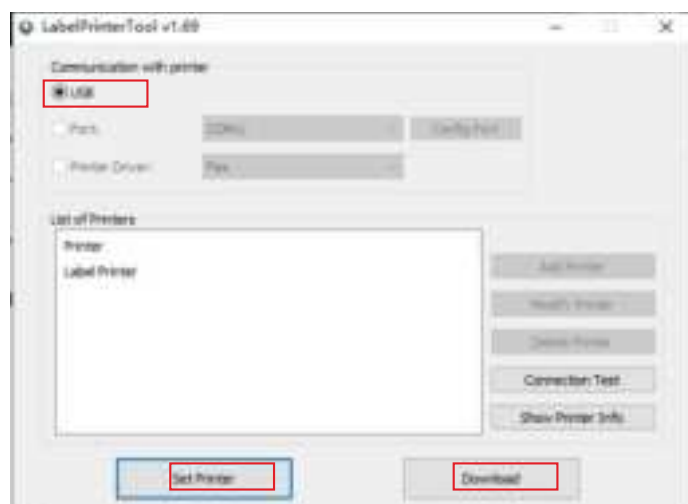
### 5.3 Tool instructions

#### 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].

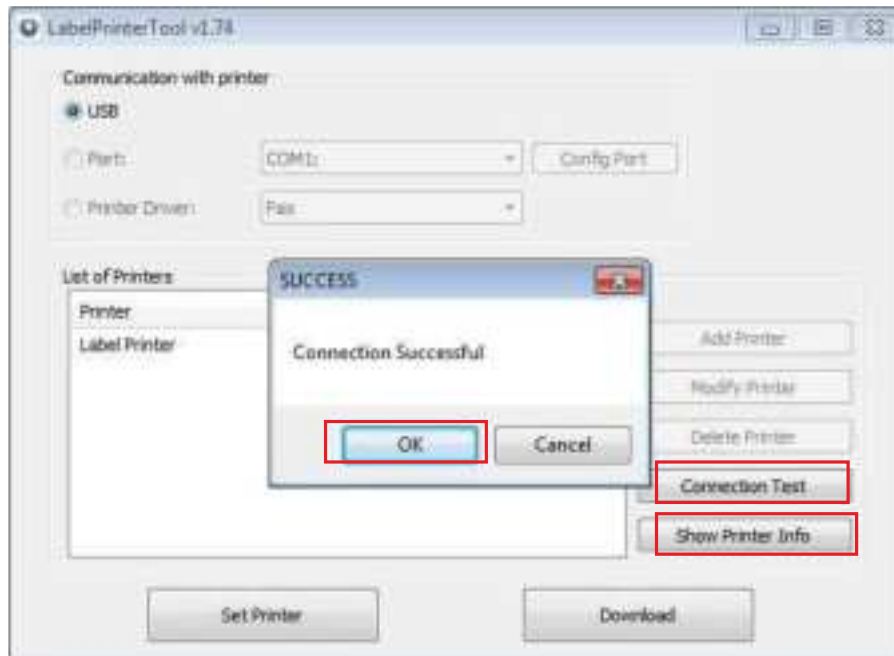
- (1)  Double-click the tool to appear the following interface, as shown in the following picture

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).





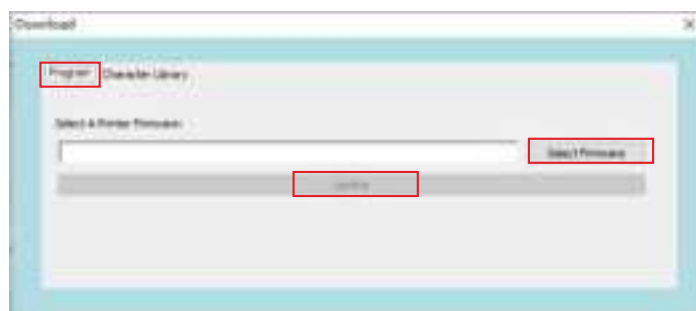
Select USB and click "Connection Test". If the following figure shows success, it means that the printer has been connected (if the connection is unsuccessful, please reinstall the communication cable and test the communication Settings).



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.



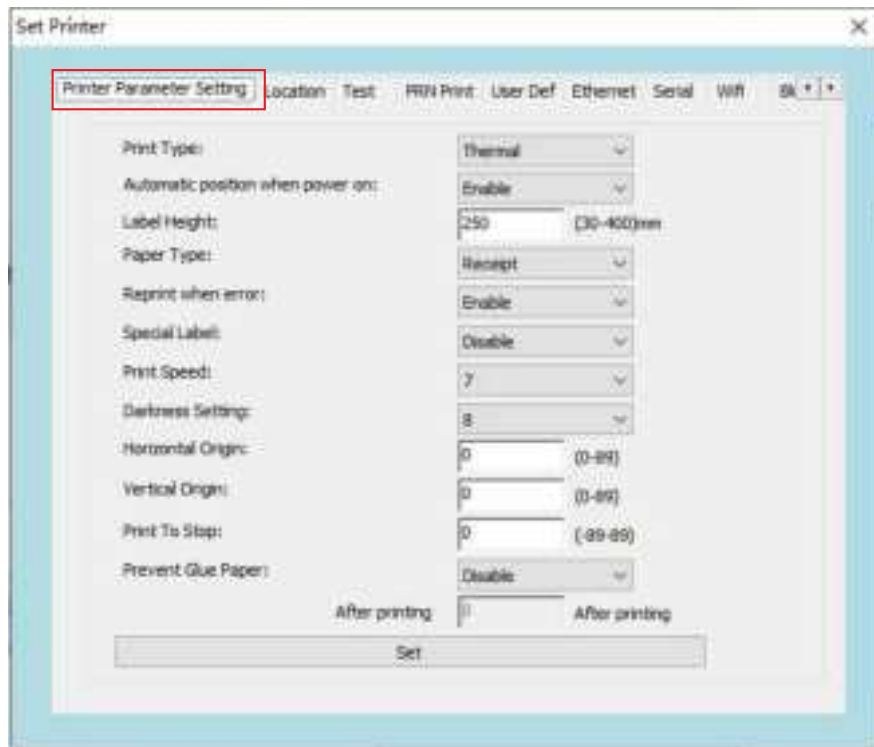
If the user wants to change the font by himself, he can select "Character Library", click "Select Font" to select the font, and then click "Update". When the interface address pops up: the default address is "0", after clicking OK, the update progress will be displayed until the update is successful,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



## 5.4 Tool setup

### a. Print setup

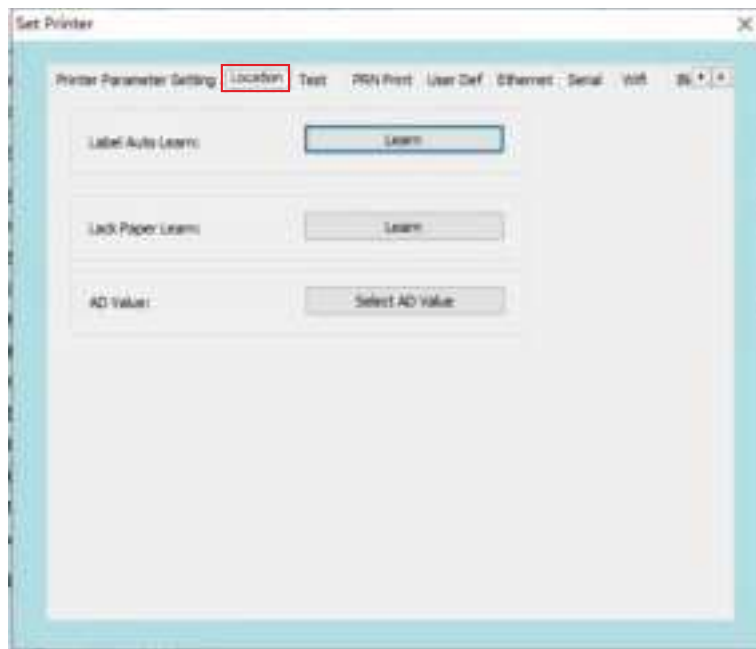
Click "Set printer" to pop up the following window, you can change the basic parameters in the print setting interface.



## b. Label calibration

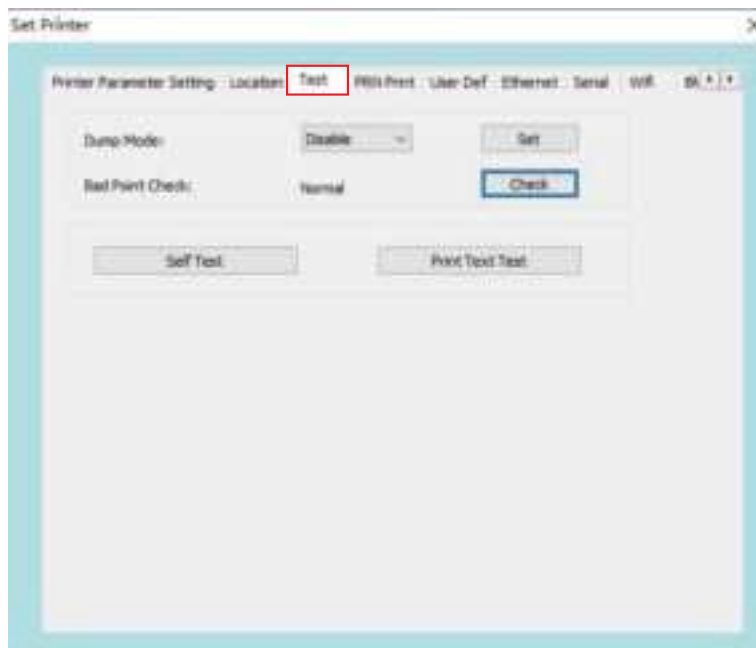
When the printer is ready, switch to the label calibration interface (as shown in the figure below) :

- 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.

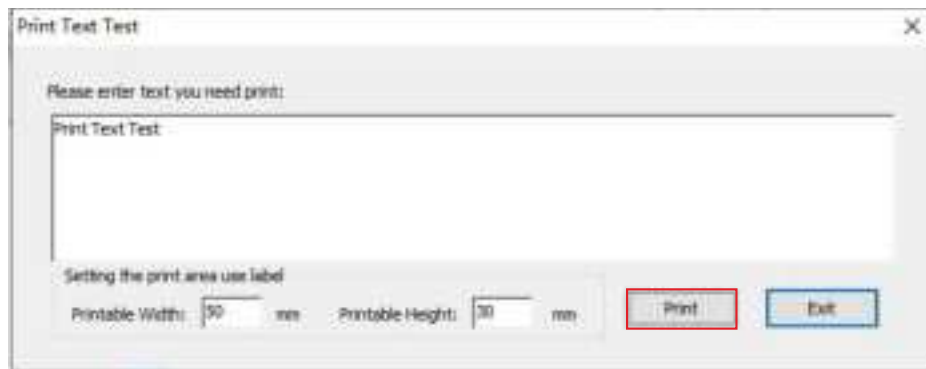


## c. Print test

Print the test interface as shown in the figure below.

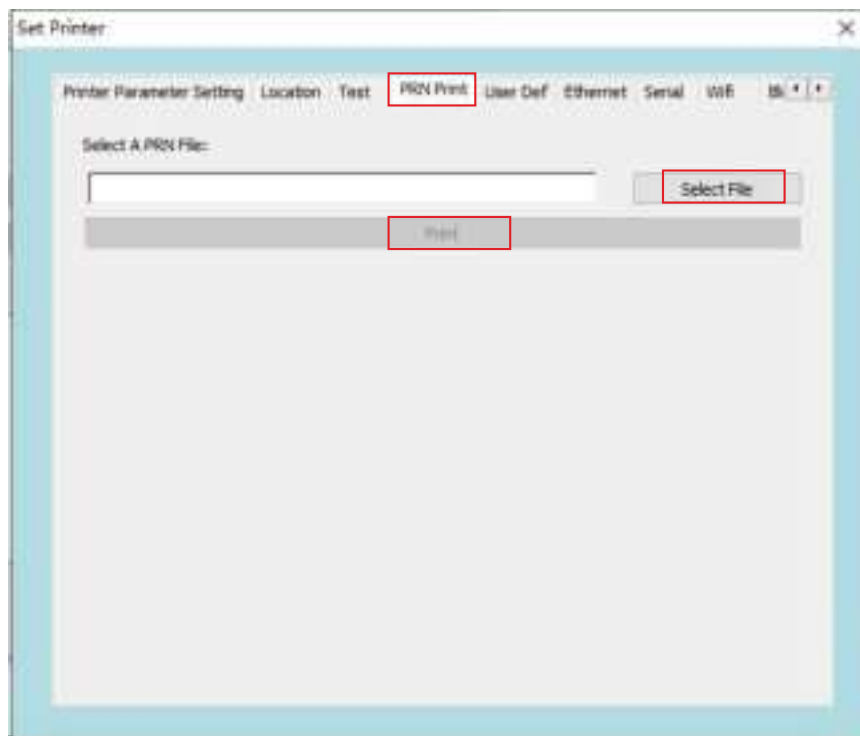


- **Dump Mode:** Default off, on the printer to print the original data sent, convenient for us to find errors.
- **Print head bad spot detection:** When the printer is ready, click "Detect" to check whether the print head is normal
- **Print self-test page:** When the printer is initially installed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



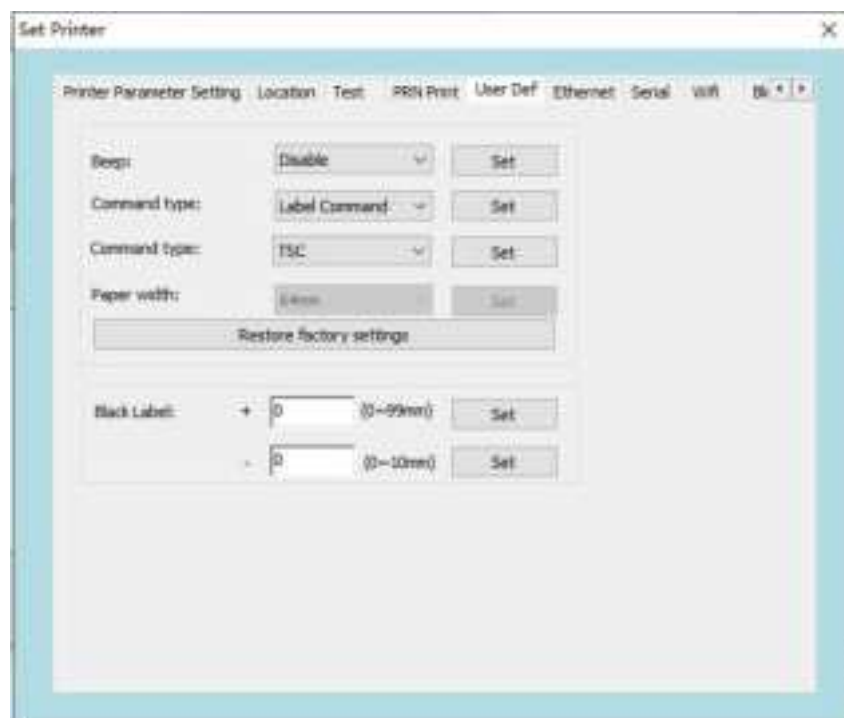
#### d. PRN print

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".

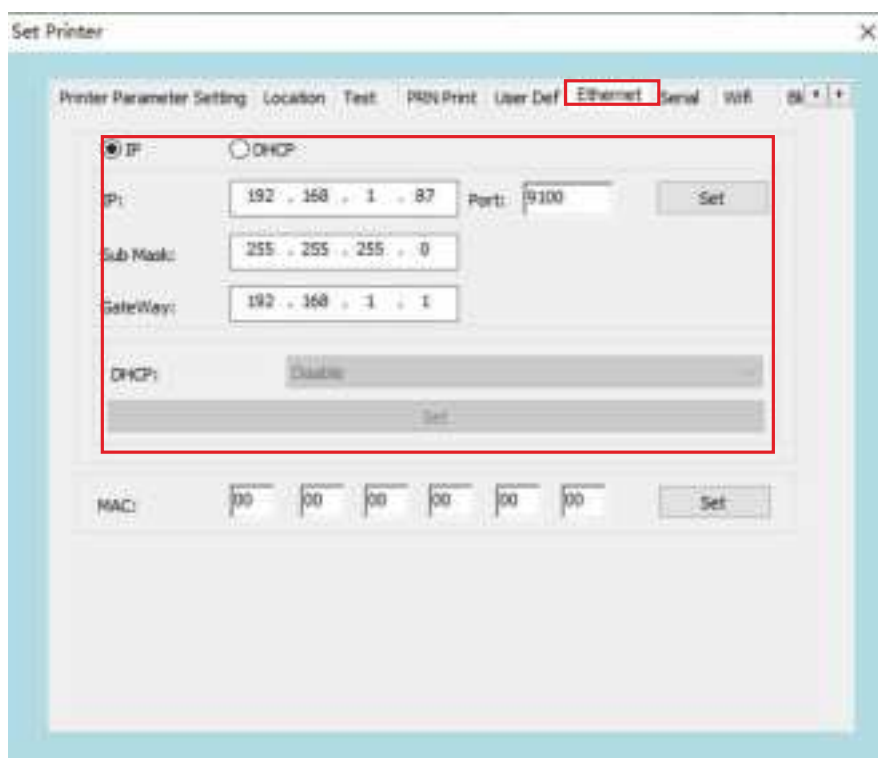


## f. Ethernet Settings

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.



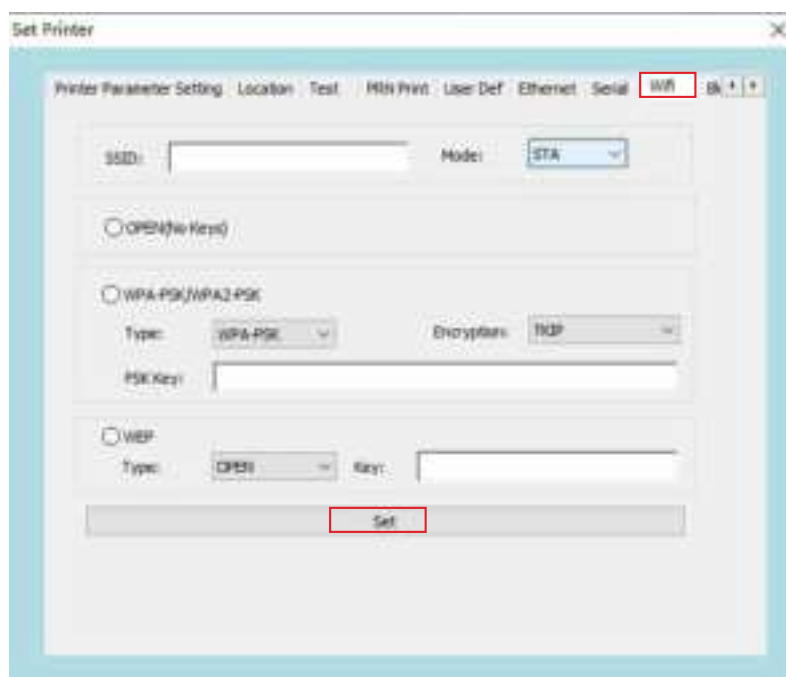


## g. WiFi Settings

### Printer WiFi parameter Settings

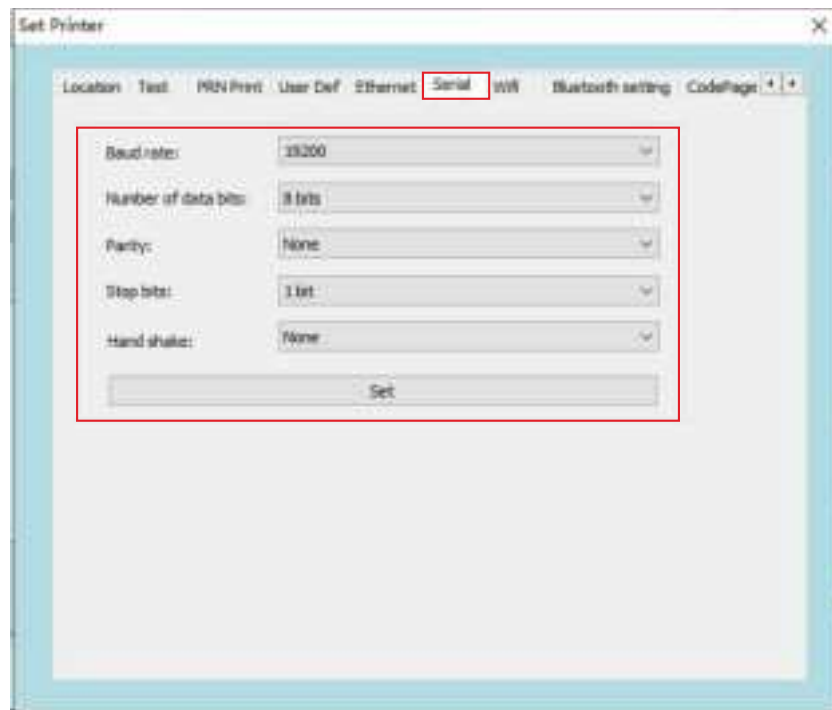
- Open the downloaded "Label printer Tool" "RTLabelPrinterTool";
- According to this setup tool manual, first make sure to connect the printer;
- Open the setup tool and select "WiFi Settings";
- Enter the SSID (the name of the wireless) to which the printer is to connect, and the corresponding mode;
- 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.



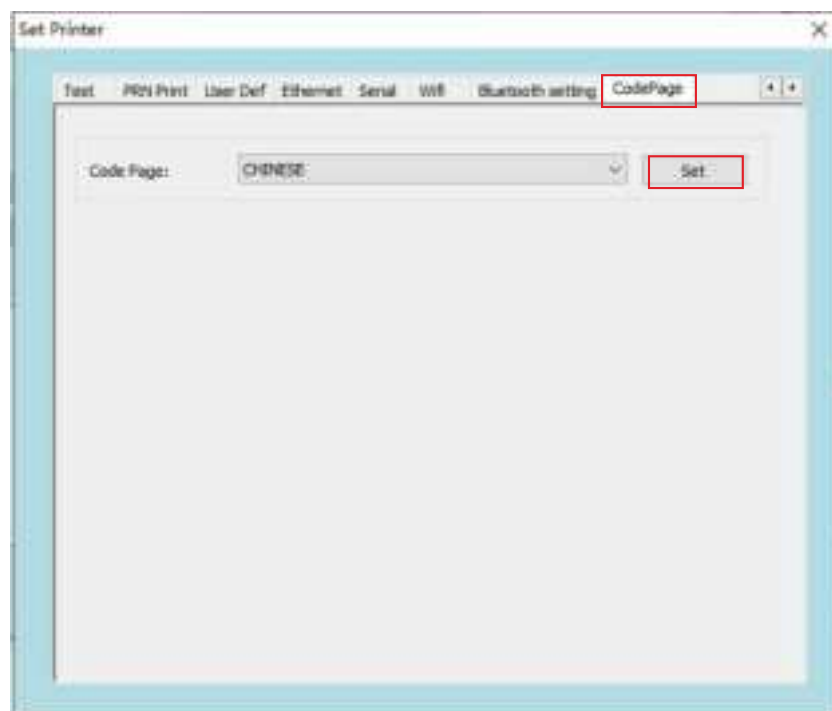
## h. Serial port Settings

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".

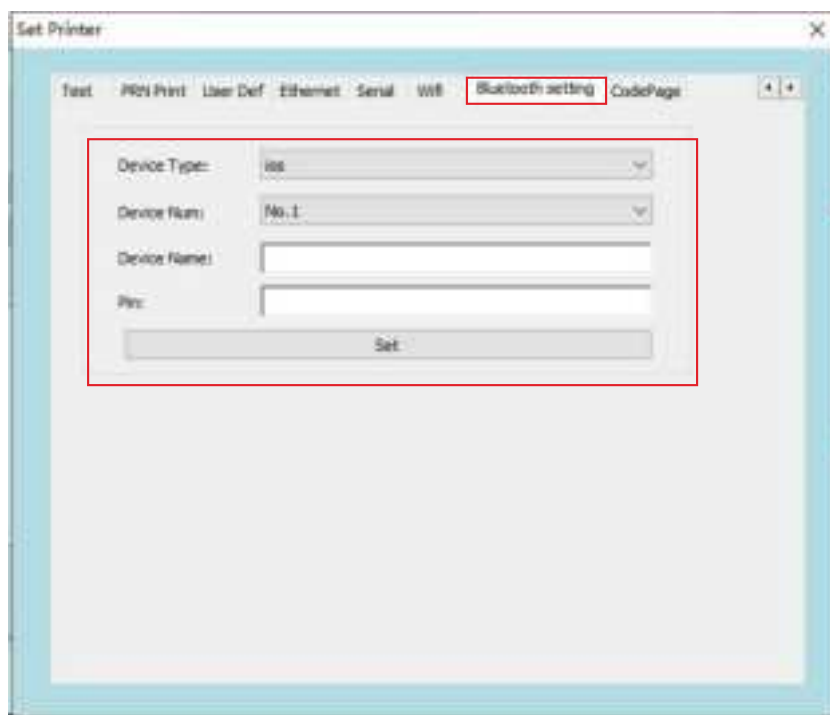


## j. Bluetooth Settings

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

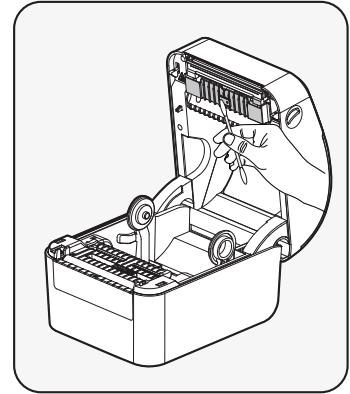
### 6.1 Clean print head

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

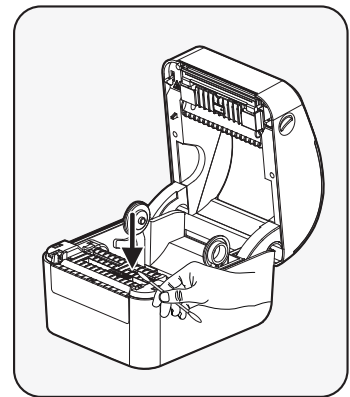
### 6.2 Cleaning sensor

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.

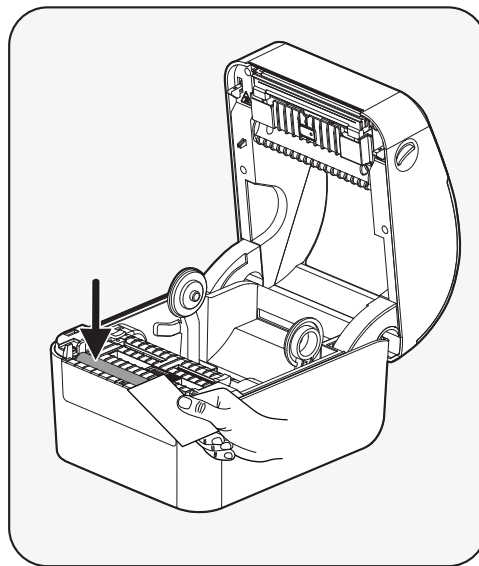
## 6.3 Clean the printer roller

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

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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

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## 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.



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FAX: 0086-592-5659169

