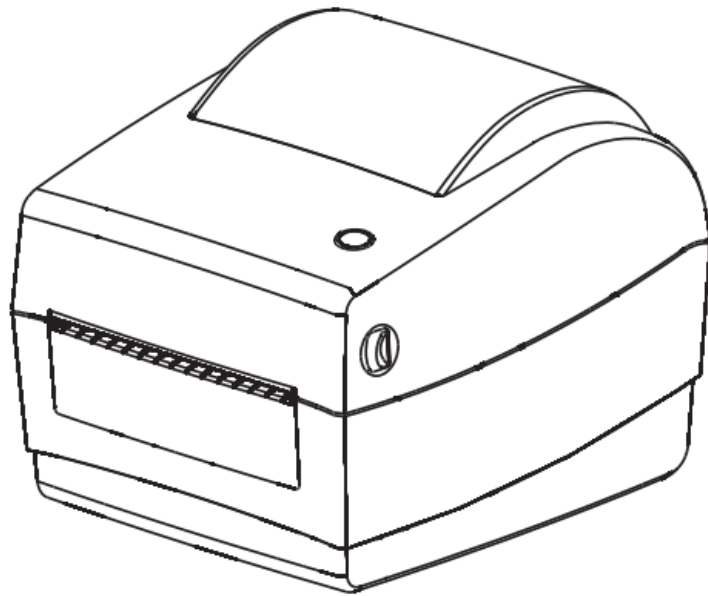


XIAMEN RONGTA TECHNOLOGY CO., LTD.

# USER MANUAL

**RP410**



# Catalogue

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## **Manual information**

This manual includes product user, installation, etc.

Please refer to the below details for all kinds of technical issues and territory.

### **1. Manual for driver and program.**

This manual includes information such as windows instruction for driver and program and main function.

### **2. Printer practical tools manual**

This manual includes usage method of option of product function, amendment of operating conditions, etc.

### **3. Program Manual**

This manual includes information of command of label printer.

## Safety Instruction

Please read the following precautions to avoid personal injury or equipment damage before installing and using the printer.

### 1. Safety warning



Warning: The print head is heating component, during printing and immediately after printing; do not touch the print head and peripheral components.



Warning: Do not touch the print head and the connection plug, so as to avoid electrostatic damage to the print head.

### 2. Safety Precautions

1. Do not plug several products in one multi-outlet
2. You can only use this package supplied adapter.
3. Do not pull the plug by pulling the cable way
4. Do not plug or unplug the power cord when your hands wet.
5. Do not bend the cable, or place it under heavy objects.
6. Install the printer on a stable surface.
7. Use only approved accessories, do not try to disassemble, repair, or modification the printer.
8. Do not let water or other objects in the printer.
9. Leave enough space for operation and maintenance around the printer.
10. The printer should be away from water, keep out of sunlight and heat.
11. Don not USE or preserve the printer in a high temperature, humidity or Severe pollution place.
12. Avoid to place the printer in a vibration and impact environment.
13. Connect the power adapter to a proper grounding socket, and avoid

to use same power socket with large electrical machine or other can cause the power supply voltage fluctuation device.

14. Please disconnect the power of the printer power adapter, If a long time do not use the printer.
15. In order to keep good quality of printing and long life of the product, suggest to use recommended by the same quality of paper.
16. Plug or disconnect each interface, must turn off the power, Otherwise it may cause the printer control electrical damage of the road.
17. Keep this manual for reference.

**Alarm: This is a class a product, in the living environment, this product may cause radio interference. In such cases, may require the user to take practical measures to interference.**

# 1. Product introduction

## 1.1 Box list

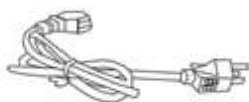
### Caution :

1. open the printer packaging, keep the packaging materials, to facilitate the future of packaging and transportation
2. if there is any damage or loss of goods, please contact the dealer who sell the product

### ■ Standard accessories



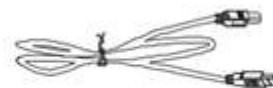
Printer



Power cable



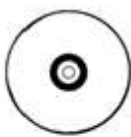
Adapter



USB Line



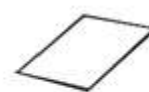
Data wire



CD



Quick installation  
guide

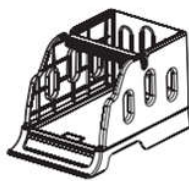


warranty card  
Certificate of compliance

### ■ Optional accessories



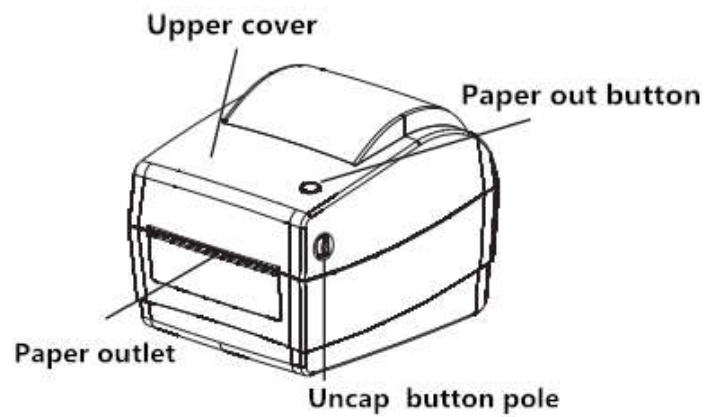
External paper  
support A



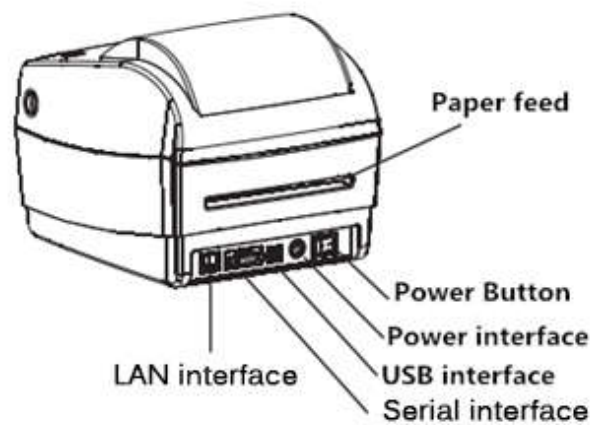
External paper  
support B

## 1.2 Appearance and components

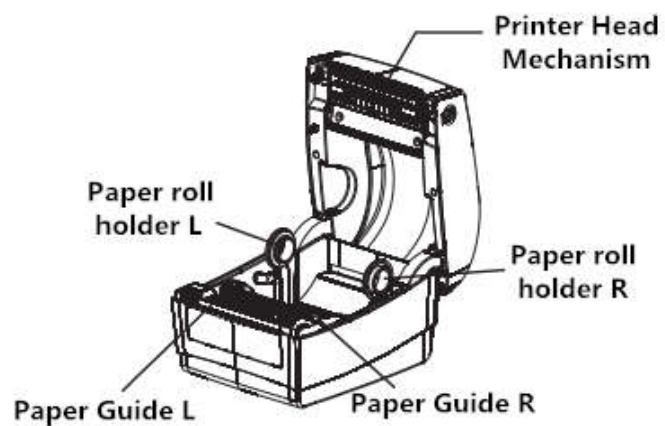
- Front view



- Rear View



- Inner View



## 2. Product Specification

### 2.1 Specification

Project		Parameters
Printing	Printing method	Thermal Transfer/Direct Thermal
	Resolution	203dpi
	Max printing width	104mm
	Printing speed	5inch/s 127mm/s (hoisting speed 150mm realizable 150mm)
	Interface	USB 2.0
Storage	RAM	8M
	Flash	4M ( expand memory 8M realizable )
Barcode type	1D	Code 39、 Code 93、 ITF、 EAN 128、 Code 128、 subsetsA、 B、 C、 Codabar、 EAN-8、 EAN-13、 UPC-A、 UPC-E、 EAN and UPC 2(5) 、 digits 、 add-on 、 MSI 、 MSIC 、 PLESSEY、 CPOST、 ITF 14、 EAN 14
	2D	QR code
Detecting Function	Sensor	Gap sensor, Paper End Sensor, uncover sensor, black mark sensor
Power supply	External Power	Specification : 24V 2.5A Peak Value : 8A
LED indicator	Unit Key	RGB LED
Paper	Type	Tagboard, Continuation paper, Black mark paper
	Label Width	Min 26.7mm max 120mm
	Label Height	Min 20mm max 300mm
Command		TSC
Character	Operation Temperature	0°C~50°C
	Storage Temperature	-10°C~60°C
	Dimension	217mm*182mm*170mm
	Net Weight	1.4kg

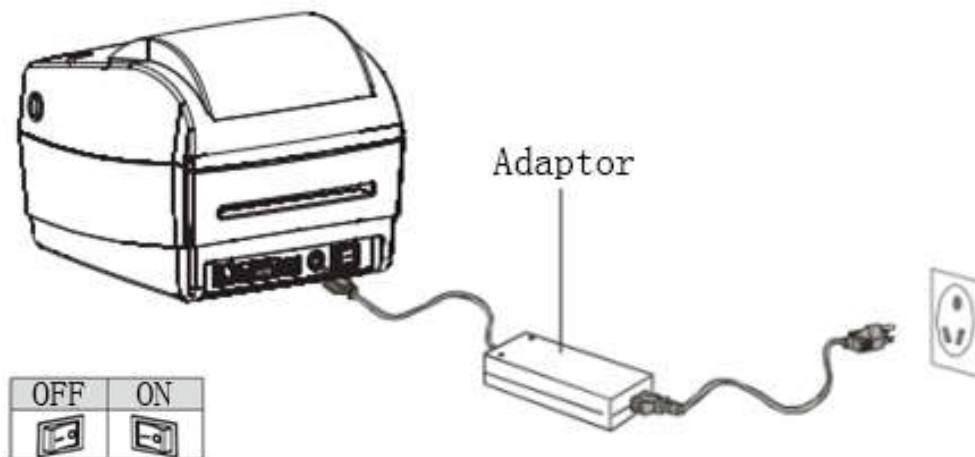


Accessories		Adaptor, USB cable, Power cable, CD, user manual, Warranty Car, Certificate, paper tray(optional)
Reliable data	TPH lifespan	50km
Software	Operation System	XP/Win7/Win8/Win10

### 3. Installation

#### 3.1 Power connection

1. PLS take attention to make confirmation if the printer power button on "off" position.
2. Connect adaptor plug with printer outlet at second step.
3. Adaptor pin plug contact with power socket.
4. PLS connect the other side of the power cable to the power plug socket.



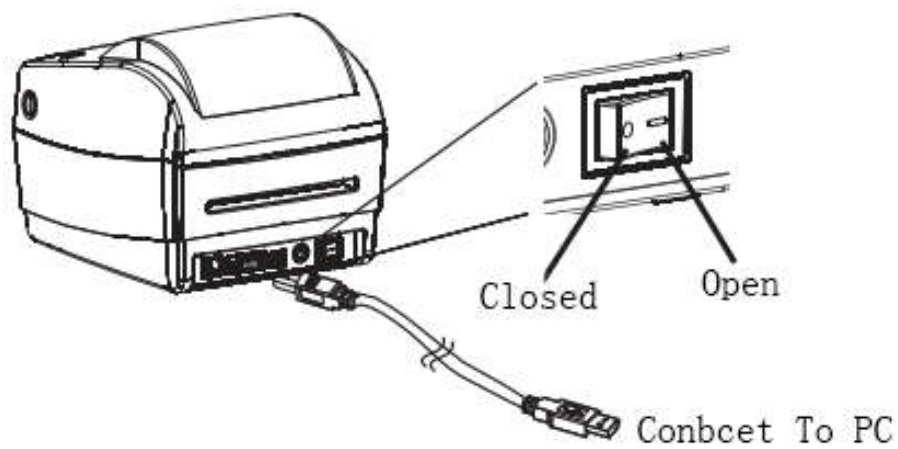
**Caution :**

- PLS make sure use our original compatible power adaptor to avoid damaging the printer.
- If do not using printer for an extended period, PLS disconnect it from power.

**3.2 How to connect printer and PC**

PLS follow up below step for connecting.

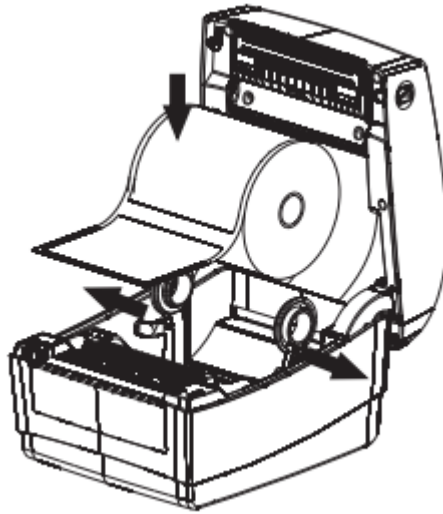
1. PLS make sure the printer is off.
2. PLS contact PC and printer with communication cable like as USB/Serial/Parallel.



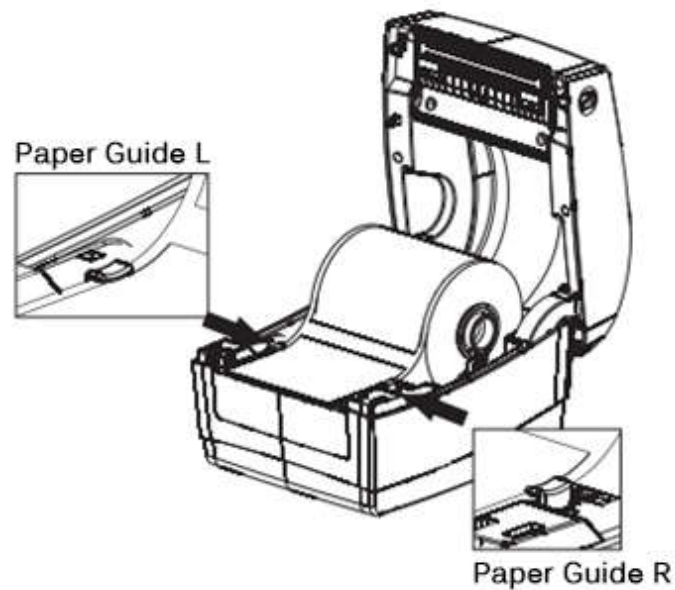
## 3.3 Install paper roll

### 3.3.1 Inside

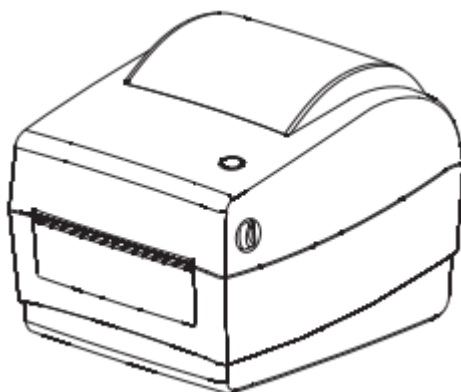
1. Open fixing seat, put in paper roll with printed face above.



2. Make paper front through paper guide, pull paper exceed rubber roller, adjust paper guide to fix the paper according to the paper width.

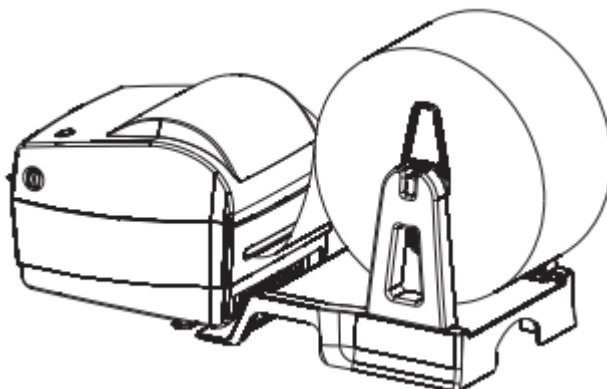


3. Close printer cover, press down to hear “ka” to lock.

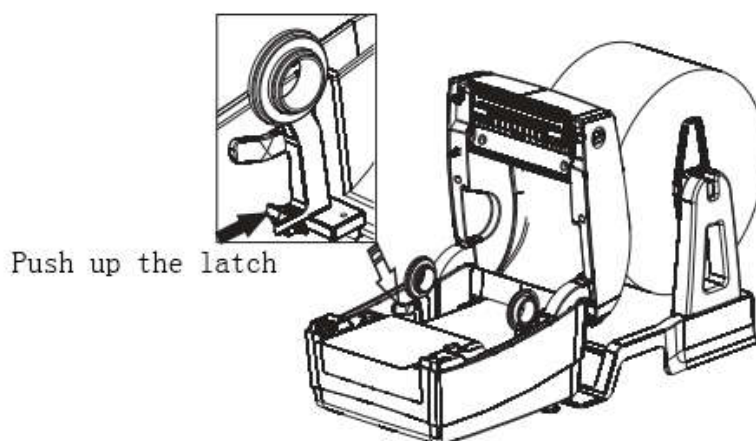


### 3.3.2 Outside

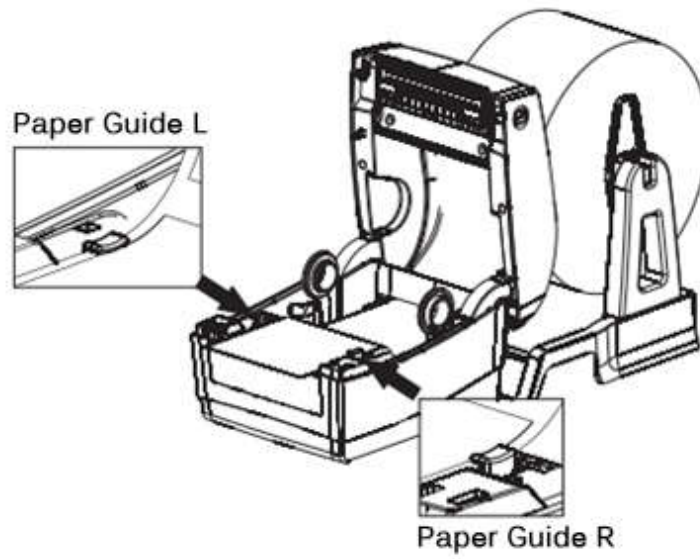
1. Make paper front through paper-feeding slot on the back of printer, confirm the printed face on above.



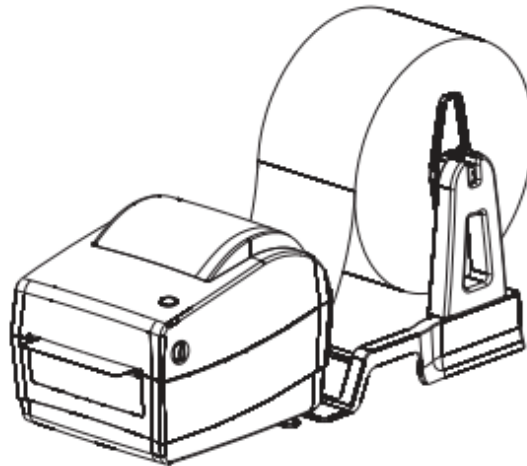
2. Open fixing seat, push up the L seat to lock.



3. Make paper front through paper guide, pull paper exceed rubber roller, adjust paper guide to fix the paper according to the paper width.



4. Close printer cover, press down to hear "ka" to lock.



### 3.4 The operator panel

#### 3.4.1 The operational method of FEED

printer status	Operation of FEED	Function
standby	press	Feed in a blank paper automatically
standby	Press(3 seconds)	Enter into the learn mode of cover sheet
Power off	Hold ( release after power on)	Print out self test page
Open the cover	Press 10 seconds	Factory Reset
Continuous printing	press	Print pause
Print pause	press	Resume Printing

#### 3.4.2 Led indication of printer status

Led status	The representative of the printer status
Green light shine	Normal standby
Green light slow flashing	Printer working
Blue light shine	RAM Test Errors
Pink light shine	Printer head over heat
Red light shine	The above cover is not covered
Red light flashing	No paper detected
Yellow light shine always	Low input voltage
Yellow light flashing	Paper jam
White light shine always	Print pause

## **3.5 Printing Test**

### **3.5.1 Print Self-test Page**

When initially install printer or any problems happen to printer, you can make a self-test page to check status of firmware version, printer parameter setting, printing quality and related setting information of external equipments etc.

Once you confirm printer does not have any problems after self-testing, please check other devices or software. Self-testing function is working independently with other devices and software.

#### **Self-test page printing methods as follow:**

1. Make sure printer is power linked, and paper roll installed properly.
2. Make sure is power off, and the cover is closed properly.
3. Hold the paper feed button, then press the power button; when printer is power on please loosen the feed button.

### **3.5.2 Use Windows Driver Programs to Print**

1. Install Windows driver, refer to "RP4xx Windows Driver manual" to finish driver installation.
2. Windows driver "port" is set to printer corresponding interface.
3. Use "print self-test page" function of Window driver to make self-testing.

## **3.6 Label Study**

**Cautions:** In the following cases, user better study some label positioning knowledge, as to better locate label position:

- First time to install and use printer;
- Use printer after first sensor clearance;
- Re-use printer after a very long time;
- Change new type of paper rolls;
- During printing, printer can not recognize mark effectively.

Under the printer ready state, long press paper feed 3s, after the status lights (blue one) flash 2 times, release feed button. But if the printer is studying under continuous feed mode, this study will be invalid Users can also make the study from the printer tool software (see "printer setup tool instructions").



**Cautions:** After the completion of the study, please open the cover, roll back the blank label paper for real printing, to avoid the waste of paper.

## 4. Clean the printer

Dust, foreign matter, sticky substance or other blocking contaminants within the printer head or within the printer may lower the print quality. Follow the following methods to clean the printer head when it is dirty.

### ※ Note

Turn off the power before cleaning the printer

The printer head will be hot after printing. PLS turn off the printer and wait for 2 to 3 minutes before cleaning the printer head.

During cleaning, DO NOT touch the heated part of the printer head to avoid damage due to static electricity to it.

DO NOT scratch or damage the printer head.

### 4.1 Clean the printer head

1. Open the printer cover, use the cleaning pen (or cotton swab moistened with diluted alcohol (ethanol or isopropanol) to clean the printer head with the direction from the center to two ends.
2. DO NOT use the printer immediately after cleaning the printer head. Need to wait for the cleaning alcohol used to dry completely (about 1-2 minutes) and the printer head is completely dry before using the printer.



## 4.2 Clean the sensor, the rubber roller and paper path

1. Open the printer cover and remove the paper roll.
2. Use a dry cloth or cotton swab to wipe off dust or foreign matter.
3. Place cloth or cotton swab dipped in alcohol for medical. And use it to remove adhesive foreign substances or other contaminants.
4. DO NOT use the printer immediately after cleaning the parts. Need to wait for the cleaning alcohol used to dry completely (about 1-2 minutes) and the printer head is completely dry before using the printer.

※ Clean the parts when the print quality or paper detection performance descends.

## 5. Troubleshooting

### 5.1 FAQ

The contents of the table below are common problems and problem-solving methods for general operators. If you are already in accordance with our easy way to troubleshooting, but the printer still not work normally, PLS contact the manufacturer's customer service department in order to get more help.

<b>Problems</b>	<b>Possible Causes</b>	<b>Recommended Solution</b>
light is off	a. AC socket and adaptor plug are not properly connected with printer plug; b. Printer power switch is off;	a. PLS double check if AC socket and adaptor plug are properly connected with printer plug or not; b. Switch on the power;
Not printing	a. Communication cable is not properly connecting printer & PC; b. Fault setting the communication	a. Reconnect communication cables; b. RS232 port: PLS check the communication settings on the PC, make sure these settings match the settings of the

	<p>interface;</p> <p>c. Printer status error;</p>	<p>printer. The RS232 baud rate can be confirmed by printing the self-test page;</p> <p>LAN port: PLS make sure the Ethernet RJ-45 green/orange light is on. The printer IP address can be confirmed by printing the self-test page, and PLS check the driver port setting is the same as the printer;</p> <p>c. 3.42 reference manual printer various states of LED indicator, confirm whether the printer in the standby state (green light normally on);</p>
<p>Incorrect positioning</p>	<p>a. No label locating learning;</p> <p>b. Seam mark detection sensor components position offset;</p> <p>c. Selection mode error;</p>	<p>a. Do label locating learning (take reference of Point 3.6);</p> <p>b. PLS open the cover to check the seam mark detection components position offset. Black mark paper: The mark detection components move according to the black mark position, so the detection sensor can detect the black mark. Label paper/continuous paper: detection sensor should be in the range of paper width;</p> <p>c. PLS use the setting tool to check the printer info, to confirm the paper type is</p>

		consistent with the paper loaded in the printer, it can be changed by setting tool;
Poor print quality	<ul style="list-style-type: none"> <li>a. Incorrect paper loading;</li> <li>b. Improper setting of printing density and speed;</li> <li>c. Printer head/rubber roller has dust or glue;</li> <li>d. Printer head damaged;</li> </ul>	<ul style="list-style-type: none"> <li>a. Reloading paper(take reference of Point 3.3 loading the media);</li> <li>b. Use setting tool or software to adjust the printer printing density and speed. Setting tool adjusting concentration for coarse adjustment, drive to adjust concentration for fine-tuning;</li> <li>c. Cleaning printer head/rubber roller(take reference of Point 4.1 cleaning printer head/Point 4.2 cleaning sensor, rubber roller and paper path);</li> <li>d. Use setting tool to check the head defect point, if the printer head damaged, PLS contact with the manufacturer's customer service department for repairing;</li> </ul>
Printing incomplete	<ul style="list-style-type: none"> <li>a. Paper is not placed centered;</li> <li>b. Label size setting incorrect;</li> </ul>	<ul style="list-style-type: none"> <li>a. Adjust paper position;</li> <li>b. Set correct label size;</li> </ul>