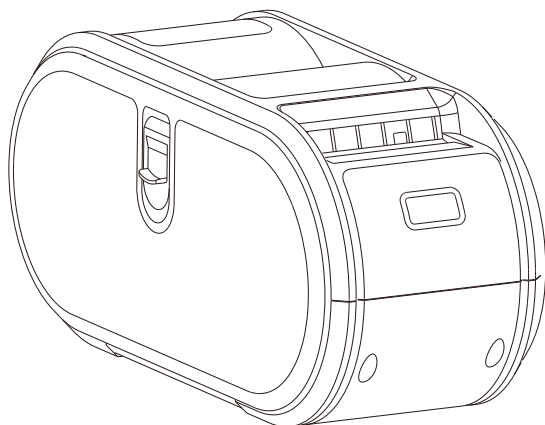


RONGTA USER MANUAL

RP56 THERMAL LABEL PRINTER



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I. Product Introduction

Thank you for purchasing thermal label printer produced by our company. This printer provides you with safe, reliable and efficient printing quality at a reasonable economic price. At the same time, RP56 is widely used in supermarkets, Catering industry, clothing industry, warehousing industry, etc. due to its super functions and easy operation.

1.1 Safety Warnings

- ⚠ Warning:** The print head is a heating component. Do not touch the print head and its surrounding components when the printer is still warm in temperature.
- ⚠ Warning:** Do not touch the surface of the thermal print head and connectors, to avoid electrostatic damage to the print head.

1.2 Main Features

- High printing quality
- Low noise
- The attractive appearance
- Reasonable structure, simple use and maintenance
- Intelligent detection and positioning
- Simple operation
- Automatic label peeling
- Fast printing, saving time
- Superior heat dissipation, can handle heavy printing workload

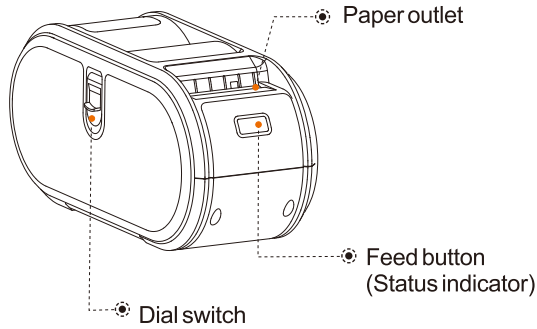
II. Safety Instructions

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

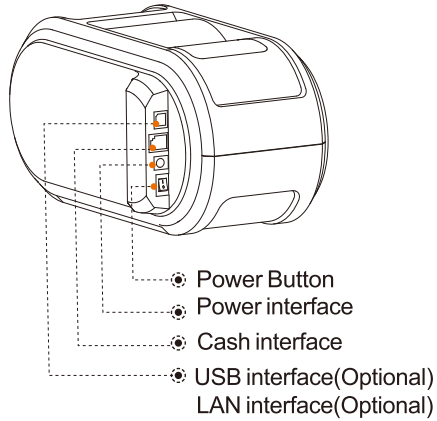
- ① Please install the printer on a stable surface to avoid printer suffered from any vibration and shocks.
- ② Do not use and store the printer in places with high temperature, high humidity and high pollution.
- ③ Connect the printer's power adapter to an appropriate grounding socket. Avoid using the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

III. Appearance and Components

□ Front View



□ Rear View




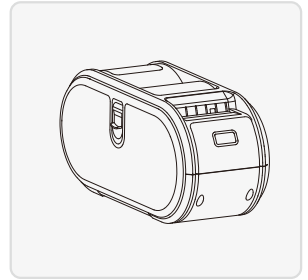
Application Field

- Cashier system of supermarkets
- Cashier system of Catering industry,
- Cashier system of clothing industry
- Cashier system of warehousing industry

IV. Technical Parameters

4.1 Printing Parameters

| | |
|-----------------------------------|---|
| Model | RP56 |
| Printing method | Thermal line printer |
| Paper loading method | Easy paper loading/auto paper feeding |
| Printing speed | MAX 127mm/s |
| Print width | 56mm |
| Effective resolution | 203 dpi |
| Paper type | Continuous paper, label paper |
| Thickness of printing paper | 0.06-0.18mm |
| Paper roll diameter | Maximum outer diameter 100mm, minimum inner diameter 28mm |
| Character size | ASCII Font A: 12x24 ASCII Font B: 9x17 Chinese character 24x24 |
| Interface type | USB |
| Print character | |
| Type of bar code | One-dimensional code: Code 39, 39C, I25, Code 93, ITF25, EAN128, Code 128, Codabar, EAN-8, EAN8+2, EAN8+5, EAN-13, EAN13+2, EAN13+5, UPC-A, UPCA+2, UPCA+5, UPC-E, UPCE+2, UPCE+5 MSIC, ITF14, EAN14, CODE11, POST QR code: PDF417(optional) |
| Extended character table | CP437, CP850, CP852, CP860, CP863, CP865, CP866 WPC1250, WPC1251, WPC1252, WPC1253, WPC1254 |
| Power supply | |
| Power adapter | DC 12V  2A |
| Environmental requirements | |
| Working environment | Operating temperature: 0~ 45°C, Operating humidity: 20~90% |
| Storage environment | Storage temperature:-10 ~ 60°C, Storage humidity: 10~90% |
| Environmental conditions | |
| Drive | XP,Win7,Win8,Win10 |
| Print command | TSPL/CPCL(optional)/ZPL(optional) |
| Character printing | It supports double width and double height printing of AN K characters, custom characters and Chinese characters; adjusts dot patterns of character spacing for printing; |



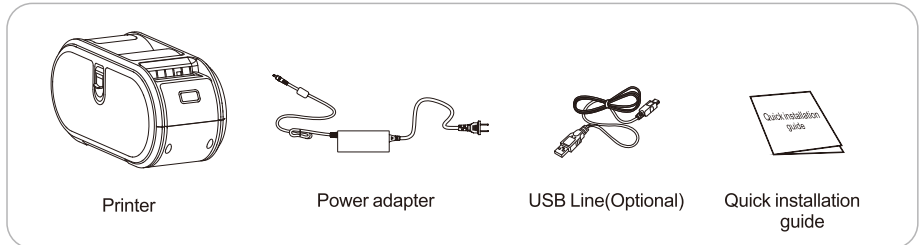
☺ Remark: The interface is optional or customized, and the specific interface is subject to the actual object.

V. Installation and Operation of Printer

5.1 Printer Unpacking

Check the parts:

Before use, make sure the accessories are included in the package(the following picture is an example). If any thing is missing, contact the supplier or manufacturer. The specific accessories may not be included depending on the printer model.



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

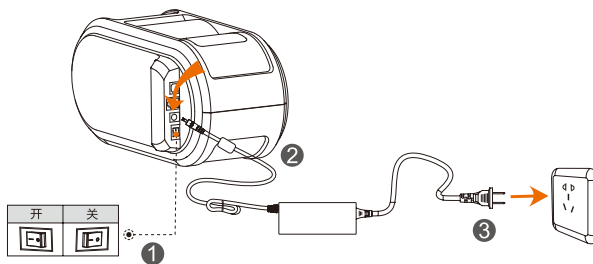
5.2 Connecting the Printer

☐ Connect the power line

- (1) Confirm that the power switch is in off (0) state.
- (2) Connect the power adapter to the printer.
- (3) Connect the other end of the power line to a nearby socket.

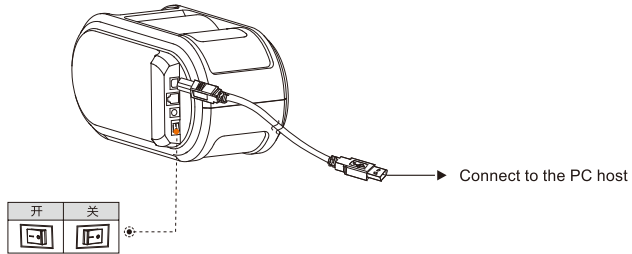
Use the special power adapter for the printer.

The connection diagram is as follows:



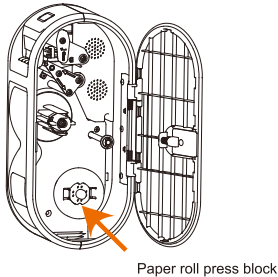
❑ Connect the USB cable

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

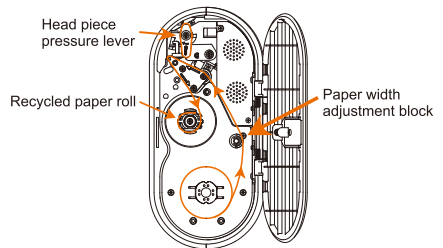


5.3 Folded Paper Loading

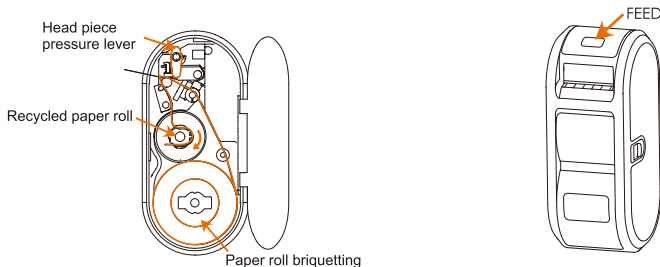
1. Open the side cover, remove the paper roll press block



2. Unscrew the head piece pressure lever and load paper as shown in the figure. Roll the paper roll onto the recycled paper shaft, and then adjust the paper width adjustment block to a suitable position;



3. Close the paper roll press block, tighten the paper winding shaft, screw the head piece pressure lever, close the side cover of printer, then long press FEED button to roll the paper



VI. The Switch, Key and Indicator Light of Printer

6.1 Precautions for power switch/use

- (1) Turn the printer power switch to on (1) state, and the printer will be turned on.
- (2) Turn the printer power switch to on (O) state, and the printer will be turned off.
- (3) Turn off the printer with power switch. If you pull the power plug directly, it is easy to damage the internal circuit of the printer and cause print data loss.
- (4) After power-off, wait for a while (not more than 5 seconds) before turning on the printer again □ otherwise it is likely to cause a failure.
- (5) Please use the original battery of this machine, otherwise it may lead low print quality or damage to the printer.



Attention:

Make sure the power supply is connected before turning on the printer.

6.2 Keys and Indicators

□ **Function description of buttons**

| Scene mode | Key operation | Corresponding function |
|---------------------|-------------------|--|
| Shut down | Long press + boot | Print out self test page |
| Standby | Press 3 seconds | Enter into the learn mode of cover sheet |
| Standby | Press | Feed in a blank paper automatically |
| Continuous printing | Press | Print pause |
| Print pause | Press | Resume Printing |

□ **Indicator description**

| Indicator status | Status description | |
|----------------------------|---|--------------------------|
| Indicator always lights up | Normal standby | |
| | The indicator flashes 2 times continuously | Printer mechanism error |
| | The indicator flashes 3 times continuously | Paper shortage error |
| | The indicator flashes 5 times continuously | Overheating error |
| | The indicator flashes 6 times continuously | Cover opening error |
| | The indicator flashes 7 times continuously | Seam label error |
| | The indicator flashes 9 times continuously | No SDRAM detected |
| | The indicator flashes 10 times continuously | No serial FLASH detected |

VII. Printer Test

7.1 Print Self-Test Page

When the printer is initially installed or there are any problems with the printer, you can run self-test program to confirm the following status: firmware version, printer parameter setting status, print quality, and related setting information of external devices, etc. After confirming that there is no problem with the printer after the self-test, please check other devices or software. This function runs independently of other devices or software.


The self-test method is as follows:

- (1) Confirm that the printer is connected to power supply and the paper roll is loaded correctly.
- (2) Confirm that the printer is turned off and the side cover is closed in place.
- (3) Press and hold the FEED button, then press the POWER button to turn on the printer; release the button after the printer is turned on.

7.2 Print with the Window Driver

- (1) To install Windows driver, please refer to "Driver Installation Instruction".
- (2) Set the "port" of the Windows driver as the appropriate interface to use.
Print the test page with the "Print test page" function of Windows driver.


7.3 Label Learning

 **Note: In the following cases, the user can perform label positioning learning so that the printer can better position the label:**

- Install and use the printer for the first time.
- First use of printer after sensor cleaning.
- Reuse the printer after it is not used for a long time.
- Replace with a new type of paper roll.
- The printer cannot recognize the mark effectively during printing.

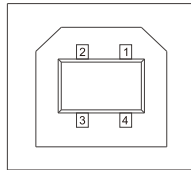
When the printer is ready, press and hold the FEED button for 3s until the standby status indicator flashes twice, release the button, and the printer will start learning and feed paper. If the printer learns under continuous paper mode, the learning is invalid.

Users can also complete the learning through the printer tool software. (refer to "Instruction for Printer Setting Tool".)

 **Note: After learning, you can re-open the top cover and place the blank label paper just fed during learning back for printing to avoid paper waste.**

VIII. USB Interface

The USB interface socket of the printer is standard USB type-B



| PIN | SIGNAL NAME |
|-----|-------------|
| 1 | VBUS |
| 2 | D- |
| 3 | D+ |
| 4 | GND |

IX. Troubleshooting

The table below shows common problems and solutions for operators.

If you have followed the simple troubleshooting methods but the printer is still not functioning properly, please contact the customer service department of your dealer for assistance.

| Fault Phenomenon | Cause | Solution |
|--------------------------|---|--|
| POWER indicator is off | a. The AC plug and the power supply plug are not properly connected to the printer socket. b. The printer power switch is not on. | a. Check the power connection and confirm that the AC plug and the power supply plug are properly connected to the printer socket. b. Turn on the printer. |
| Unable to print | a. The communication cable is not properly connected to the printer and PC host. b. Communication interface setting error. c. Print status error. | a. Reconnect the communication cable. |
| Incomplete print content | a. The paper is not centered. b. Label size setting is incorrect. | a. Adjust the paper position. b. Set the correct label size. |
| Incorrect positioning | a. Label learning is not performed. | a. Label learning is performed. |
| Poor print result | a. Paper loading error. b. Print density/speed setting error. c. Print head/rubber roller has dust or adhesive accumulation. d. The print head is damaged. | a. Reload the paper. b. Readjust the print density/speed of printer by using the setting tool or the software. Printing density can be coarsely tuned with the setting tool and finely tuned with the driver. c. Use a clean cloth and alcohol to wipe the print head and rubber roller d. Use the setting tool to detect bad point of head piece. If the print head is damaged, please contact the customer service department of your dealer for repairs. |



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