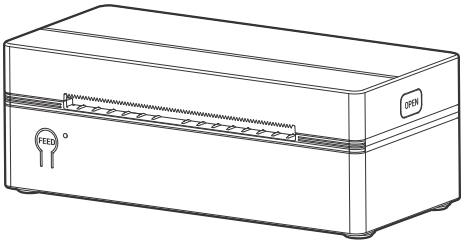
RONGTA



Label Printer

RP425 Series

User Manual

Version:1.4

Thanks for choosing Rongta

Customer Support

Please kindly contact us if you have Any questions or concerns when installing and using.

Email: support@rongtatech.com

WhatsApp: +86 18150368963
Available time:
Mon-Fri 9AM-5PM (EST)

Scan the below QR code to talk with us

WhatsApp:



Customer Support

Scan or upload this QR Code using the WhatsApp Camera to add us

Extended Warranty

Please contact **support@rongtatech.com** to extend the warranty to 1 years with your order No.

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1. Connection

1.1 Smartphone:

Download the **"RONGTA"** APP.

Method 1: 1) iOS: Search and download **"RONGTA"** from App store.
2) Android: Search and download **"RONGTA"** from Google Play.



Method 2: Scan the QR code below.

RONGTA APP

Smartphone/Tablet Setup
(Bluetooth)

Bluetooth pairing request for Android Smartphones:
JUST Click **"Pair"** or **"Confirm"** to connect directly.
(NO need allow access option need.)
Supported Bluetooth devices: iOS, Android, iPad, macOS
(limited to M series chips)

Note: For more printing operations demo videos of App, please refer to the **URL:"www.rongtaglobal.com/rp425"**

1.2 Laptop/PC Drivers Installtion Demo Video

Windows:

Windows Setup
(USB&Bluetooth)

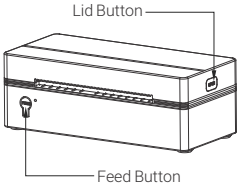
Mac:

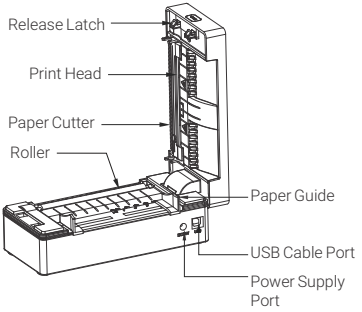
Mac Setup
(USB)

Bluetooth pairing request : JUST Click 'Pair' or 'Confirm' to connect directly.
(NO need allow access option need.)
If you have any questions, please feel free to contact us at
support@rongtatech.com

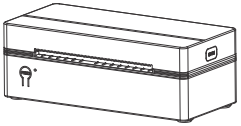
Note: For more printer connection operations demo videos of computers, please refer to the **URL:"www.rongtaglobal.com/rp425"**

2. Appearance

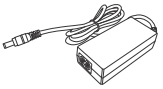




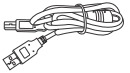
3. Packing List



Printer



Adapter



USB Cable



Power Cord



User Manual



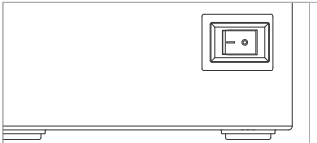
Type-C Adapter

If any accessories missing, please contact us: **support@rongtatech.com**

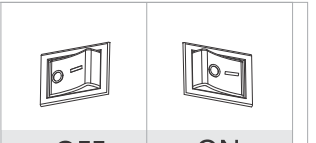
4. Printer Connection

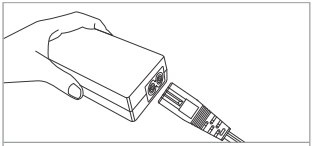
Note:

- Ensure the printer is OFF.
- Use original power adapter only in case harm or injure.
- Unplug if no use in a long time.

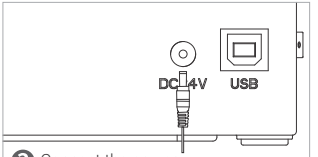


1 Ensure the printer is OFF

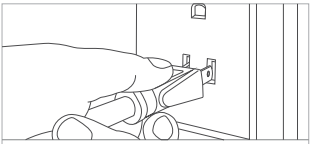




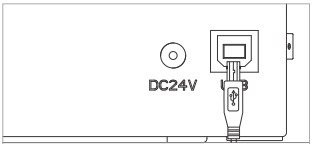
2 Attach the power cord to the adapter



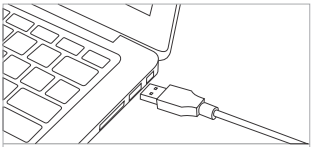
3 Connect the power



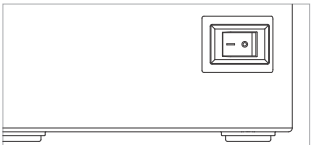
4 Plug the power cord into the socket



5 Connect the computer with a USB cable



6 Connect the printer to the computer

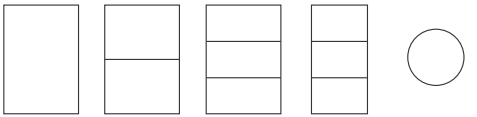


7 Turn the power on

5. The suitable label size

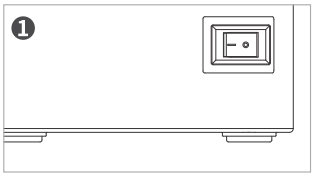
Label Printer works with any Direct Thermal Label, and compatible with a width range from 1.57" to 4.1" and length over 0.79"

Label standard size

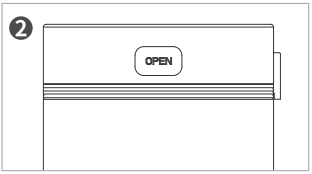


For better print quality, please use the labels provided (sold) by Rongta.

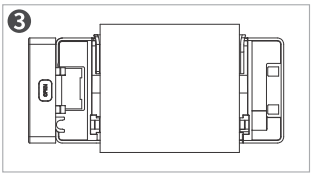
6. How to feed label



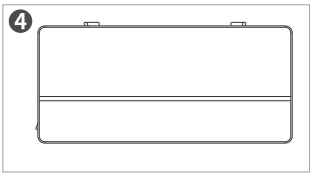
Ensure the printer is OFF



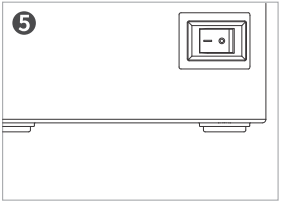
Press to open the top cover



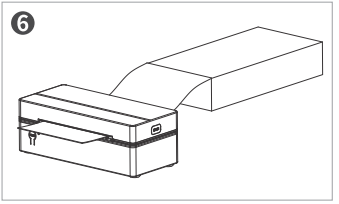
Load the label and adjust the paper guide to fit the width of paper.
The label you peel off should be facing up (toward the ceiling)



Carefully close the cover



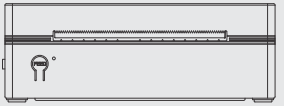
Turn the power on

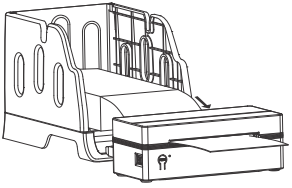


Label will be automatically positioned at the tear-off point.
Rongta Printer is ready to print.

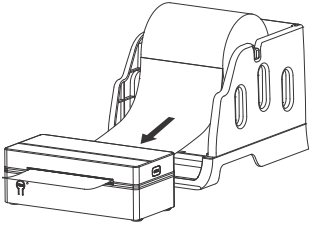
Note:

After closing the upper cover or performing the rear paper feeding operation, the printer will automatically complete the label learning process, eliminating the need for manual label learning operation.





Fan-fold Type Label Loading
(Label holder not included)



Roll Type Label Loading
(Label holder not included)

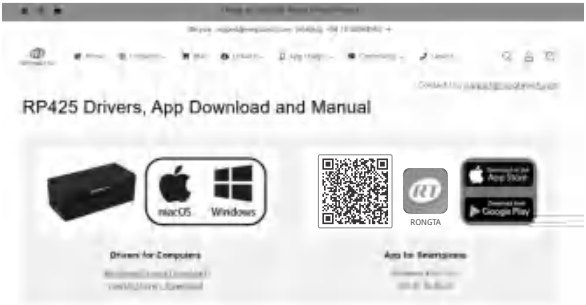
7. Driver

7.1 Mac: Driver Installation -USB

7.1.1 Driver download

Before using the printer with your computer, you will need to install our driver software on your computer.

1) Ensure the printer is **"ON"**, and the label paper was loaded properly.
2) Connect the USB cable from your computer to the printer.
3) Please visit **URL: rongtaglobal.com/rp425** > find **"macOS Drivers Download"** and download it to your Mac.



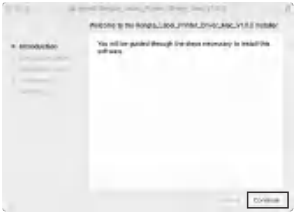
Ensure the printer is **"ON"** and the USB cable is connected with your computer the printer.

Double-click the downloaded driver **"Rongta_Label_Printer_Driver_Mac.pkg"** and follow the prompts to complete the installation.

Note:
If you are unable to download the driver software from our website, please contact our service team: **support@rongtatech.com**

7.1.2. Driver installation

Double-click the driver software and follow the prompts to complete the installation. Click **"Continue"** --> click **"Install"** and follow the prompt to complete the installation.









When the driver is installed, connect the Printer USB to your computer and go to **Settings** --> **Printer & Scanners**, you can see the **RP425 printer**.



Note:

1: After installation, the printer model (command, resolution) will be automatically recognized.

2: After the USB driver is successfully installed, select the corresponding printer in the application software's printing menu to achieve printing.

7.2 Windows: Installation of BarTender Driver

7.2.1 Driver download

Before installation, please download BarTender driver installation package on **URL: "rongtaglobal.com/rp425"**

7.2.2 Install the driver by connecting the USB port

When installing the BarTender driver for the first time
Make sure that the USB is connected to the printer and the computer, and the printer is power on.

1) Run the installation package ,Click and check **"I accept the terms in the license agreement"**, and click **"Next"**.



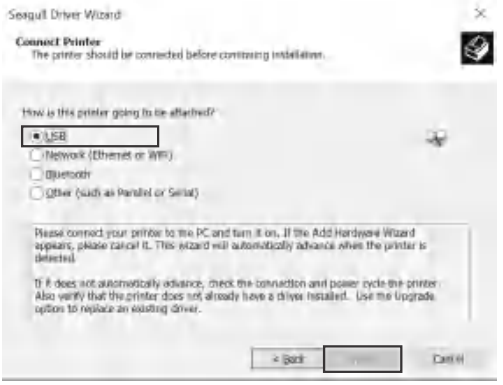
2) Click **"Browse"** to select the decompression path of the driver, and then click **"Next"**.
3) Check **"Run Driver Wizard after unpacking drivers"** in the interface, Click **"Finish"**.
4) Click **"Yes"**.

Note: BarTender Driver System support: Win7,Win8,Win8.1,Win10,Win11,Windows Server2022,2019,2016,2012 R2,2012,2008 R2.32 and 64 bit versions.

5) Select **"Install printer drivers"**, and then click **"Next "**.



6) Select the **"USB"** connection and click **"Next"**.



Note: If you have previously connected the printer to the computer with a USB cable, this step will be automatically skipped and not displayed.

7) Click **"Next"**.

8) Set the printer name and whether to set the printer as the default printer.
Click **"Next "** to complete the driver installation.

9) Click **"Finish"**.



10) Click **"Close"**.

Installation completed. Check whether the printer has been installed successfully: Click the Microsoft icon at the lower left corner of the computer, select **"Control Panel"** --> **"View Devices and Printers"**.
After the USB driver is successfully installed, you can select the corresponding printer name in the application software to achieve printing.

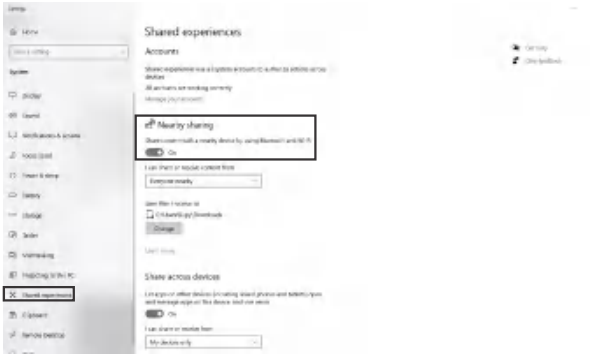
7.2.3. Install the Driver by Bluetooth Connecting

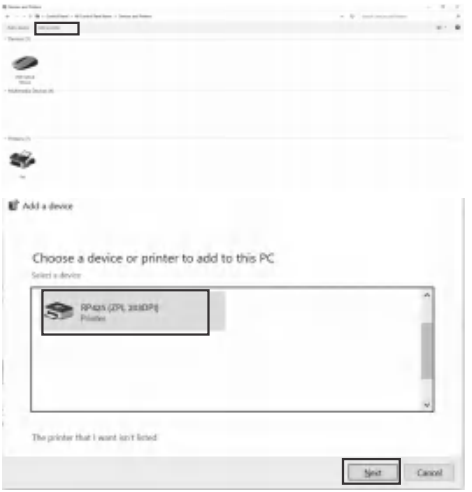
Make sure the Windows computer is Build in Bluetooth, and the Bluetooth is Actived. Make sure the printer is turned on normally. (there is no need to connect the printer and the computer with a USB cable.)

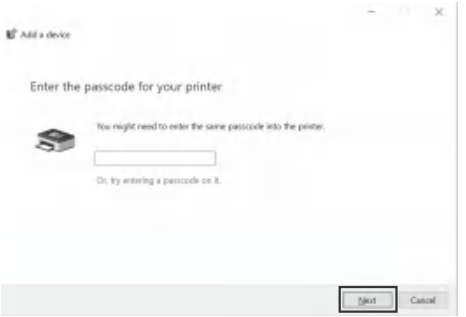
1) Pair the printer with the PC via Bluetooth

Note: Connect the computer and printer first, and then install the driver.

Follow the guiding steps below to connect to Bluetooth.
Settings --> **Shared experiences**--> **Nearby Sharing** --> **On**
Control Panel --> **Devices and Printers** --> **Add a Printer** --> **Add a Device**

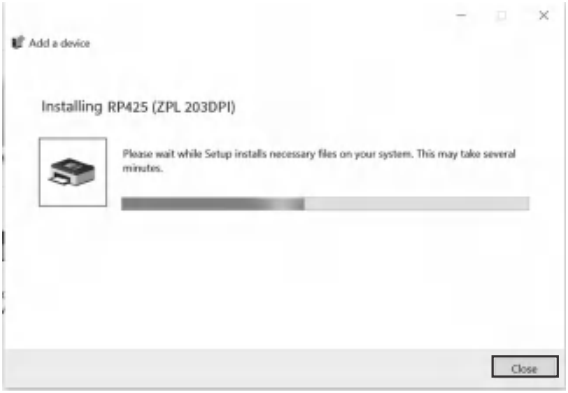






Note: Bluetooth pairing request : JUST Click "Next" to connect directly. (NO need allow access option need.)

The method for printing the self-test page: Hold down the FEED button and turn on the power switch at the same time. After hearing a **"beep"** sound, print out the self-test page.





The printer pairing is completed.

Continue to install the Bluetooth driver.

2) Bluetooth driver installation

The first 5 steps are the same as installing the driver on the USB port (refer to P11-P12). The starting steps of Step 6 are different as follows:

- Click to select "**Bluetooth**" connection, and then click "**Next**".

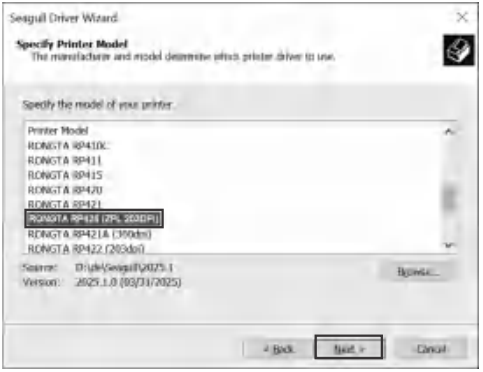


- Locate the target printer for installation and click "**OK**".



- Select the target printer model and click "**Next**".

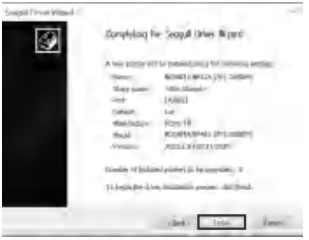
> **Note:** The model name shown here is the model of the printer and does not come with a Bluetooth code.



- Click "**Next**".



- Click **"Finish"**.



- Click **"Close"**.

Installation completed. Check whether the printer has been installed successfully: Click the Microsoft icon at the lower left corner of the computer, select **"Control Panel"** --> **"View Devices and Printers"**.

7.3 Google Chrome, Chrome OS installation: USB & Bluetooth

7.3.1 Extention Download

Before installing and connect, please be sure the printer is Power ON, and the computers are Build-in Bluetooth, or USB cable connecting

1) Go to Google Chrome Web Store, Search "Rongta"

2) For more operation demo video please vist: "rongtaglobal.com/chrome"



Note: If you are unable to download the driver software from our website, please contact our service team: **support@rongtatech.com**

8. BarTender Designer

8.1 Windows: Installation of BarTender software

Before installation, Both please download BarTender software installation package on "**www.rongtaglobal.com/bartender**".

8.1.1 Double-click to install the software --> **"Yes"** --> **"Finish"** --> **"Install"** --> enter your product key code **"Next"** --> **"Finish"**.





Note: System support: Windows 11 (32-bit and 64-bit), Windows 10 (32-bit and 64-bit) Windows Server 2022, Windows Server 2019, Windows Server 2016.



Note: Key code: **Z0HB-E2CL-E9BB-72H9**



8.2 BarTender: Introduction to Basic Operations of the software interface

8.2.1 For oprations of BarTender Designer usage demo video, please kindly visit:
"www.rongtaglobal.com/bartender"

9. Setup Printing

There are two steps that need to do when you printing the labels.

- Learn the label identification. RP425 printer will start automatic label identification when you load the label. Or you can press and hold the paper feed button until you hear one beep and then release, it will learn the label too.
- Set proper label settings on your computer and please make sure your page size to match your label size.

9.1 Windows setup printing



Pls click "RP425 (ZPL 203DPI) " select **" Printer properties"**, it will show left icon:
Check to ensure the driver has installed properly by click the **" Print Test Page"** to printing the test page.



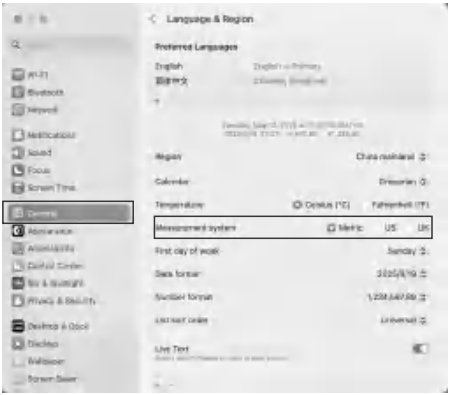
Set printing preferences by click **" Preferences "** ,it will show right icon: You can select the size of the paper through the **" Name"** column. If there is no paper size to match your label size, you can click **"Edit"** to make custom size.

Click "**Options**" to set your print **“Darkness”** and **“Speed Settings”**.



9.2 Mac setup printing

Unit Switching -- > "**General**" -- > **“Measurement system”**.



Open the sample label to print, select **“RP425 Printer”** ,and choose the paper size you want to print. For other sizes not listed, click paper size --> select **“Manage Custom Sizes...”** --> click “+” to add a new size. If you want to add a 100x64mm size, enter 100 for the width and 64 for the height. Double-click **“Untitled”** to rename it to 100x64mm > click **“OK”**.



Select **“Printer Options”** --> click the drop-down icon --> click **“Printer Features”** --> here you can adjust the print speed, density and media settings.



10. Specifications

Item		Specification
Printing	Printing Method	Direct thermal
	Resolution	203dpi
	Max.Print Width	4.23"(108mm)
	Max.Print Speed	6 ips(150mm/s)
	Print Length	0.79"-11.81"(20-300mm)
Sensors		Thread mark detection, black mark detection, paper shortage detection, lid opening detection, headplate temperature detection
Media	Types	Label paper, black label paper (lower black label), folding paper
	Width	0.98"-4.37"(25-111mm)
	Thickness	0.0023"-0.0071"(0.06mm~0.18mm)
PEEL-OFF Label Method		Manual paper tearing
Processor		32bit ARM MCU
Memory	RAM	2MB
	FLASH	4MB
Function	Button	Power Button, Feed button, Open cover button
	Pilot Light	Present
	Buzzer	Buzzer warning
Interface		Bluetooth+USB
Emulation		ZPL
Fonts		ASCII Font: 10x12, 14x20, 16x24, 24x32, 36x48, 14x19, 21x27, 14x25, 12x24
Code Pages		CP437, CP850, CP852, CP860, CP863, CP865, CP866, WPC1250, WPC1251, WPC1252, WPC1253, WPC1254
Barcode	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	Driver	XP/Win7/Win8/Win10/Win11/macOS/Chrome
	SDK	Android、ios、windows
	Label Design	APP \ BarTender Designer
Power Adopter		I/P: AC 100-240V，50/60Hz
		O/P: DC 24V/2.5A
Environment	Operation	Temp: 32-104℉(0-40℃); Humidity: 20-90%, Non-Condensing
	Storage	Temp: 14-140℉(-10-60℃); Humidity: 5-95%, Non-Condensing
Physical Characteristics	Dimension	180*83*65mm
	Weight	0.57kg

11. Button and Indicator Light Instructions

Button Function instructions

Button	Function description	Controls
Power button	Turn on	Press the power button to the **"-"** position for turn on 
	Turn off	Press the power button to the **"O"** position for turn off 
FEED button	Pause printing/ Resume printing	Press the **[FEED Button]** during the printing process, and the printer will pause the current printing task. When the **[FEED Button]** is pressed again, the printer will continue with the original printing task.
	Paper feeding	Press the **[FEED Button]** in standby mode. When the paper is not continuous, one label will be fed; when the paper is continuous, 2cm of paper will be fed.
	Label learning	In standby mode, press and hold the **[FEED Button]** for 3 seconds and you will hear a "beep" "beep" sound. Release the **[FEED Button]** and the printer will power button label learning.
	Print the self-test page	In standby mode, press and hold the **[FEED Button]** for 3 seconds and you will hear a "beep" "beep" sound. Release the **[FEED Button]** and the printer will power button label learning.
	Factory data reset	Press and hold for 10 seconds with the cover open. When the beeping sound briefly disappears, release the button and restore the factory Settings.

Indicator light instructions

Indicator light status	Status declaration	
The indicator light remains on constantly	Normal standby	
Indicator blinking	Buzzer alarm	
Buzzer alarm prompt	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

12. Safety tips

- The printer head can become very hot after printing labels. Do not touch the printer head until it has cooled.
- Do not bend the power cord excessively or place objects on the cord. This could result in fire.
- Keep the printer out of reach of children.
- Use only approved accessories and do not try to disassemble or repair the unit by yourself.
- Keep the printer away from water and other objects that may destroy or damage the device.
- Printer should remain unplugged when not in use for long periods of time.

13. Maintenance

CLEANING THE PRINT HEAD

The printer head is a sensitive part of the printer and can be found on the upper part of the printer when open.

Caution: While the printer is running, the printer head can be very hot.

1) Ensure that the power switch is OFF, remove the power cord, and open the cover. Wait several. moments to ensure that the print head cools down.
2) Completely clean the printer head using an alcohol swab. Any 70% Isopropyl Alcohol pad would work. Please do not use water.
3) Wait 2-3 minutes until the alcohol has completely dried, then close the cover.
4) Connect the power cord and print a test page to check if it is clean.

14. FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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

The device has been evaluated to meet general RF exposure requirement.
To maintain compliance with FCC's RF exposure guidelines, the distance must be at least 20 cm between the radiator and your body, and fully supported by the operating and installation

Can we help?

For further assistance please contact
Scan the below QR code to talk with us

WhatsApp

Customer Support

Scan or upload this QR Code using the WhatsApp Camera to add us

Email: support@rongtatech.com
WhatsApp: +86 18150368963
Available time:
Mon-Fri 9AM-5PM (EST)