CHANGE MOORE

RP421A Label Printer

USER GUIDE

Safe Notices

Thank you for purchasing RP421A Label Printer!

Please read the following notes carefully before using the printer to avoid personal injury or equipment damage.

1. Safety Warnings

Warning: As the print head is heat-generated component,Do not touch it and its peripheral parts when printing is in progress or just finished.

Warning: Do not touch the surface of the thermal-printing head and its connecting parts to protect it from the damage of static.

2. Safety Precautions

1) Do not plug several plugs into a multiple outlet at the same time.
2) Only the adapters supplied in this packaging can be used.
3) Do not unplug by pulling the cable.
4) Do not plug or unplug power plugs when your hands are wet.
5) Do not bend the cable or place it under a heavy weight.
6) Install the printer on a stable surface.
7) Only the approved accessories could be used and do not attempt to dismantle, repair, or refit them by yourself.
8) Do not pour water or other items into the printer.
9) Leave enough space around the printer for operation and maintenance .
10)The printer should be kept away from water sources and out of exposure from sunlight, hard light and heat sources.
11) Do not use or store the printer in the atmosphere of high temperature, humidity or heavy pollution.
12)The printer should be placed in a stable place without shock and vibration.
13)The power adapter of printer should be connected to a proper grounded receptacle and it should be avoid to share the same socket with other large electronic machines or the equipment which may cause the mains voltage fluctuation.
14)Please cut off power supply of power adapter if unused for quite a long time.
15)In order to ensure the printing quality and extend the life of printer, please use the recommendatory label or the one which has the same quality.
16)When plugging or unplugging each interface, the power must be turned off, otherwise it may cause damage to the printer control circuit.
17)Keep the printer out of the reach of children.
18)Please properly keep the user guide for your reference when needed.

Product Introduction

RP421A Label Printer is worth the investment.

First ,It delivers 203DPI resolution for high quality print, whether you want to print barcodes, texts or graphics in high quality, this machine will address your needs. Secondly,It will save you money since it is equipped with advanced thermal technology. No ink or toner or ribbon are required. All you buy is the printer itself and the labels. It works with most direct thermal labels and print labels up to 4" width including 4"x6"/4"x4"/4"x3"/4"x2"/4"x1"/3"x3"/3"x2"/3"x1"/2.25"x1.25"/2"x1" main labels. Moving on. It comes with a unique USB disk which has included drivers software(for Windows and Mac),setting guide and quick start video. It's easy to get you start and set up.

RP421A Label Printer works like a regular printer, it will show " RP421A printer" in your computer after installing the driver and it will print anything you send. Just make sure that your page size matches your label size. The right equipment for any business who needs a handy, high quality print and economical label printer. Great for barcodes, labeling, mailing, filing, shipping and more.

Applications:

Barcodes
Address labels/Postage labels
Multipurpose labels
4"x6" Shipping Labels
Amazon FNSKU labels/carton labels
Retail marketing price labels/product labels
Warehouse labels
Home item marker
……

Project		Parameters
Printer parameters	Printing method	Thermal printing
	Resolution ration	203dpi
	Effective printing width	104mm
	Printing speed	Max150mm/s
	Communication Interface	USB2.0
Storage	RAM	4M
	Flash	2M
Barcode code	1D	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
	2D	QRCODE、PDF417
Detection function	Sensor	Gap sensor, Paper End Sensor, uncover sensor, black mark sensor, paper rollback sensor
Power supply	External power supply	Specification： 24V　2.5A Peak Value： 8A
LED indicator	Unit Key	Monochrome light
Paper	Types	Label paper, continuous paper, black label paper
	Label width	min 38mm　max 112mm
	Label height	min 30mm　max 250mm
Printing command		ZPL
Physical property	Operating condition	0~45℃
	Stock environment	-10℃-60℃
	Dimensions	8.66*4.13*3.62 inches
	Weight	3.48 pounds
Accessories		User guide , Labels , Power Adapter , Power Cable , USB Cable , USB
Reliability parameter	TPH life	50KM (label paper) 150KM (continuous paper)
Software function	Driver	XP,Win7,Win8,Win10 and Mac

Check that the package contains the following items before using the Label Printer. If any item missed or damaged, please contact Change Moore.

1 x Label Printer

1 x Power Cable +1 x Power Adapter + 1 x USB 2.0 Cable

1 x User Guide

1 x Change Moore USB disk (Includes Windows and Mac driver software + Tool software

+ Setup manual + Video)

Label Printer　　　　Power Adapter　　　　Power Cable

User Guide　　　　USB Cable　　　　USB Disk
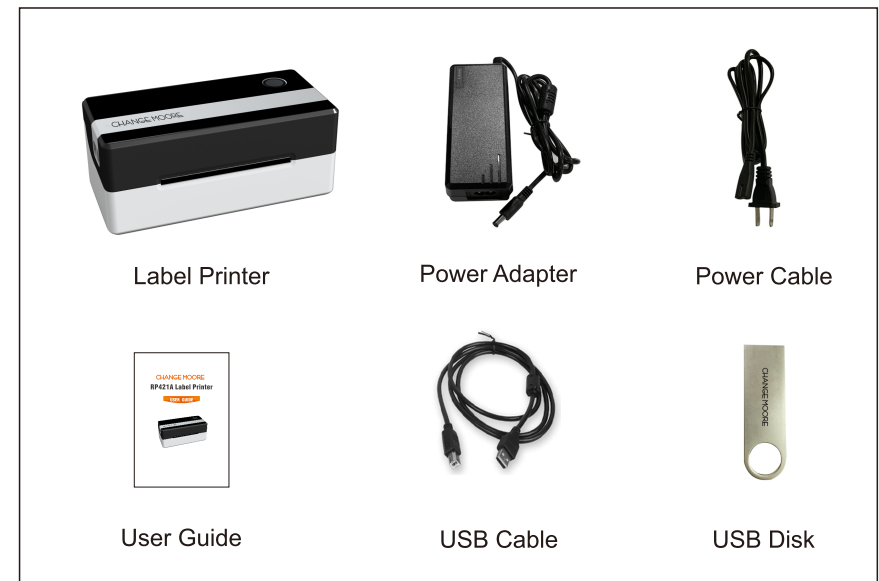
☺ The pictures are for reference only, please subject to practicality.

Note 1 : Pls keep the packaging materials in case you need to reship the printer, thanks for your understanding.
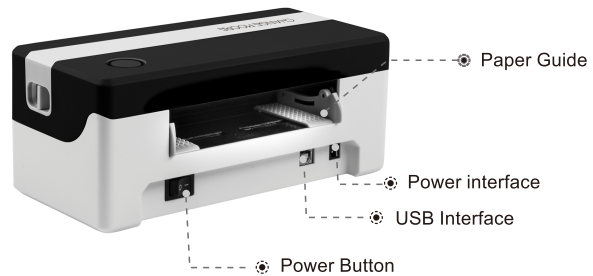
Note 2 : If USB disk unavailable , pls go to https://www.changemoorestore.com to download the latest driver software or pls leave message to email consumer@changemoore.com for support, thank you.
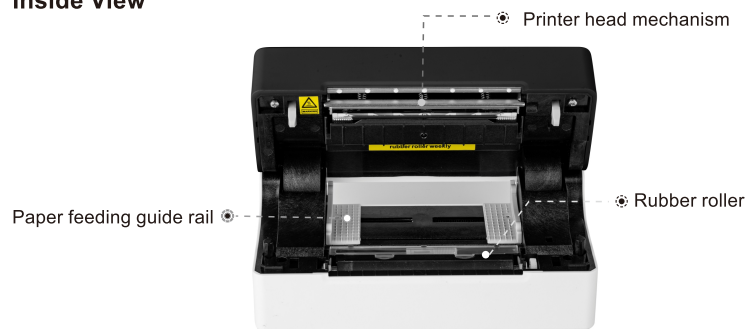
Label Printer Parts Description

❏ **Front View**

Paper feed button

Top Cover

Cover Opening Key

Paper outlet

❏ **Rear View**

Paper Guide

Power interface

USB Interface

Power Button

❏ **Inside View**

Printer head mechanism

Rubber roller

Paper feeding guide rail

You can connect the Label Printer to a Windows or Mac using a USB cable!

1. Ensure the printer is OFF (O=OFF)

2. Connect the power cable to the printer and plug the other end into a wall socket.Pls make sure that the adapter has connected to the power cable with tighter, no loosing.

3. Connect the USB cable to your printer and plug the other end into your computer's USB port.
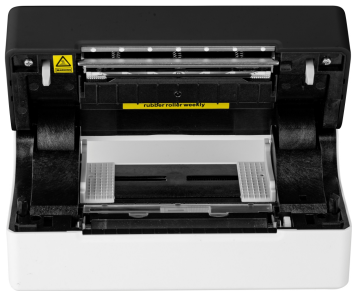
Continue to load the label paper

Pls ensure your labels are properly loaded.
Pls make sure that you are using direct
thermal label paper for printing, otherwise,
it will print blank.

1. Press grey release buttons from two sides to open the cover.

2. Load your label from back and make sure the guides are flush against the label with no gap. Otherwise, it will not print correctly.

3. Carefully close the cover and then turn the power ON (I=ON) and RP421A Printer will start automatic label identification. Or you can press and hold the paper feed button until you hear a beep voice and then release, it will learn the label, too.

Note : If you use fan-fold labels, you can just put it back of the printer and if you use roll labels, you will need a label holder and Rongta also supply it in Amazon and it comes with a pretty reasonable price.

Continue to install the driver software

Please make sure the Label Printer turns on before installing the driver.
Please note our driver software was loaded in the USB disk.

Installing RP421A Printer Driver on Windows

Pls insert USB disk -> Windows -> RP421APrinterWindowsDriver-> RPLabelPrinterDriverInstall_V1.01.exe (pls double click the software and follow the prompt to complete the installation.)
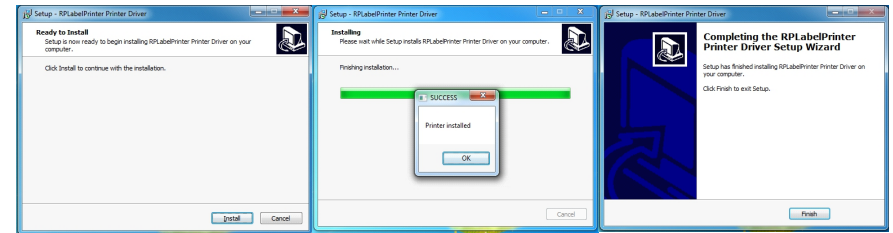
After installation, pls go to your Start menu and select Settings icon, select "Devices" ->select " Printers and scanners"->you will find the "RP4xx Series 200DPI ZPL"

Installing RP421A Printer Driver on Mac

Pls insert USB disk-> Mac ->RP421ALabelPrinterForZPLDriverInstaller-> RP421ALabelPrinterForZPLDriverInstaller_V1.0.pkg(pls double click the software and follow the prompt to complete the installation.)
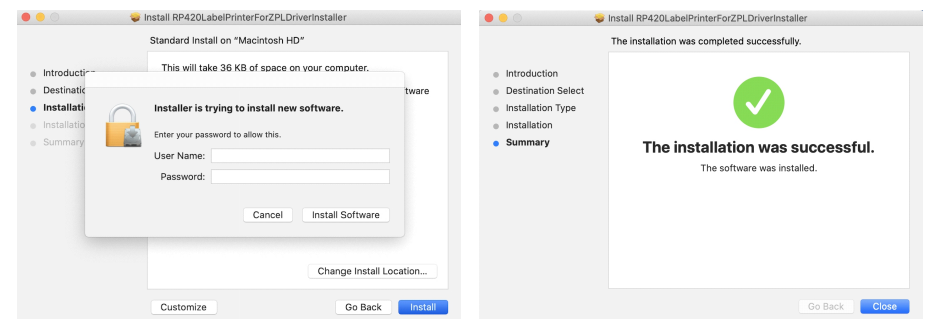
After installation, please go to your Mac's Settings-> click "Printers and Scanners"->pls click "+" and select "RP4xx SeriesB2" and Click "Add", the RP421A Printer will be added.

Note: If **"RP4xx SeriesB2"** not show up in your windows or Mac after installed the driver. It is not No work. Pls re-connect the USB cable for trying again or Pls contact Rongta for quickly solve,thank you.
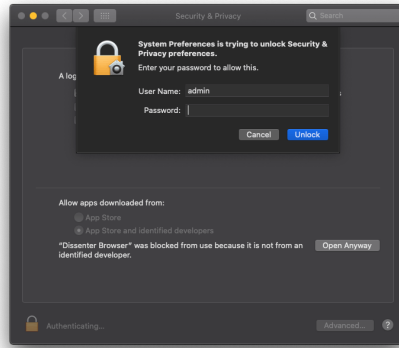
Step 4 : NOTE

**Mac OS cannot verify that this App does not contain malware?
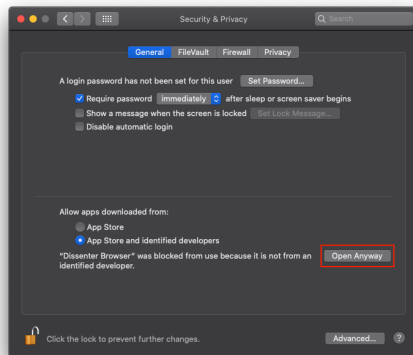How to do?**

Method

- Head to System Preferences and select Security & Privacy as illustrated below.

- Select the General tab, click the padlock icon at the bottom left, enter your admin password, and click Unlock to enable changes.

- Spot the section saying that the app you want to open "was blocked from use because it is not from an identified developer". Click the Open Anyway button and confirm your intentions on a follow-up prompt.
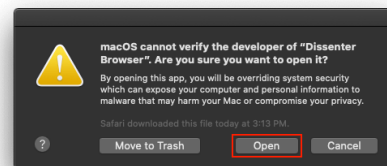

- The system will now display one more dialog you should read carefully before taking further action. It emphasizes that by opening the unverified app you may expose your Mac and sensitive data to malware. Click Open if you acknowledge the risk and are okay with it.

Setup Printing

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

1. Learn the label identification. RP421A 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.

2. Set proper label settings on your computer and please make sure your page size to match your label size.

Windows setup printing
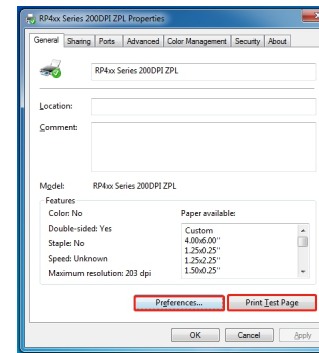
Pls click "RP4xx Series 200DPI ZPL " and select " Manage" , select " Printer properties", it will show left icon:
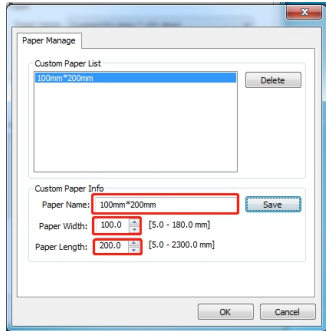Check to ensure the driver has installed properly by click the " Print Test Page" to printing the test page.

Set printing preferences by click " Preferences " , it will show right icon:
You can select the size of the paper through the "Paper Name" column.
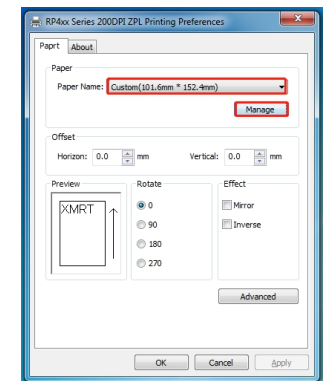
If there is no paper size to match your label size, you can click "Manage" to make custom size, Then, it will show left icon:
After selecting the size in the "Paper Width" and "Paper Length" boxes, enter the length and width in "Paper Name",Click "Save", Select "OK"，Then 100mm*200mm paper size will be added.

Click "Advanced" to set your Print Density and Print Speed.
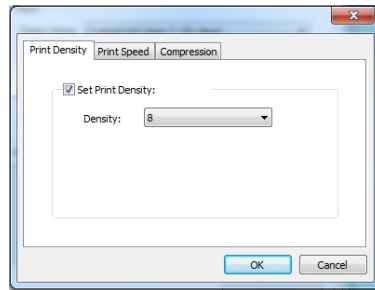
Mac setup printing

Please open the "4x6"sample label " from USB and then print :
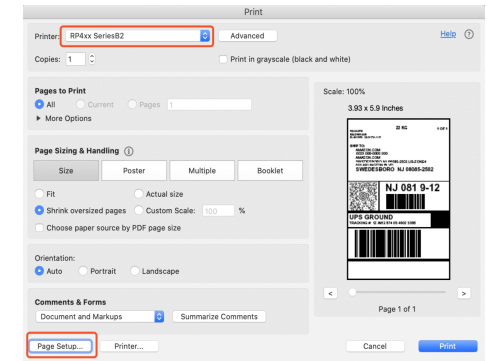
Pls select "RP4xx SeriesB2" and click "Page Setup…",it will show left picture:
Pls select "RP4xx SeriesB2" and select the correct "Paper Size" to match your label size.
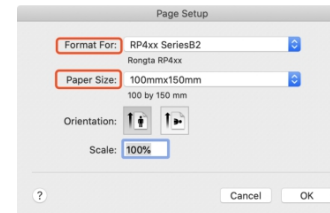
You can also make custom size and pls click "Manage Custom Sizes…"and it will show as right :
Click "+" and input the size ,pls noted it is inch size.
Then rename it and click "ok"
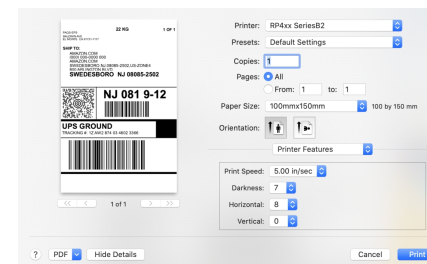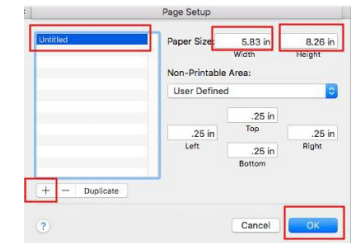
Click " Printer…" and it will show as left :
Pls change the "Layout"or others into "Printer Features".You can set the Print Speed and Darkness when needed.

Pro Tips

1. Please note there are two types of labels: Direct thermal and Thermal transfer.
   RP421A Label Printer works with most direct thermal labels, not thermal transfer label.

2. Label size required: width from 1.5"(38mm) to 4.72"(120mm) and height from 1"
   (25mm) to 9.84"(250mm).   Including
   4"x6"/4"x4"/4"x3"/4"x2"/4"x1"/3"x3"/3"x2"/3"x1"/2.25"x1.25"/2"x1" main labels.

3. For best performance, please use high quality labels for printing always.

4. Do not leave any printed labels in the Label Printer since it will cause the labels to jam.

5. When not in use, remove the labels from the Label Printer and close the cover.

6. If RP421A printer suddenly stopped automatic label identification before it starts printing. You
   can press and hold the paper feed button until you hear one beep and then release, it will
   start automatic label identification too.

7. Press the feed button on the printer to skip a blank label.

8. If paper is jammed, turn the power off and allow the printer head to cool down. Open
   the cover and get out of the jammed label and if printer head dirty, use alcohol to
   clean. Allow the area to dry off before turn on the printer.

9. To run a self test: Ensure the power is off. Press and hold the paper feed button and turn
   the power on. Release the feed button after the printer startup.

Troubleshooting

The contents in following table are the frequently asked problems and solutions: Please

contact Rongta for further assistance if the printer still not workable under your

proper operation to clear faults corresponding to our brief guide.

Problem	Reason	Recommended solution
Not found the driver software to install;	USB disk unavailable;	Pls go to www.rongtatech.com to download the driver software;
RP421A printer not show up in computer after installed; Computer not recognized it as a priner after installed; Not compatible with your computer;	A. Install the driver software by wrong steps ; B. Printer power is off when you install the driver software; C. The USB cable and power cable not connected properly; D. The computer's USB interface unable to connect; E. The systems is Chrome book or Ipad / Iphone;	A. Pls see the install video from USB stick B. Turn the power on and re-install the driver software; C. Re-connect the USB cable!!!!! (very important) D. Pls change a USB interface to connect; E. RP421A printer only compatible with Windows (XP and newer) or Mac (10.9 and newer) systems;
Print blank ;	A. The label was loaded incorrect; B. The label type is wrong; C. Wrong settings;	A. The label paper which will print need facing the ceiling; B. RP421A printer only works with direct thermal label type, Not work with thermal transfer label; C. Pls do the Restore factory settings via tool software, pls see the setting steps from USB disk .Just 2clicks (very important);
Incorrect printing; (Label cut off) Imcomplete printing; (Label too small or tiny or large)	A. No label learning; B. Incorrect paper loaded; C. Incorrect label size setting; D. Incorrect label settings from business platforms or shipping platforms like Ebay, Paypal, Shopify, Etsy Shipstation, Shippo...	A. Pls press and hold the top paper feed button until hear one beep and then release; It will learn the label type; B. Pls make sure the grey guides are flush against the label with no gap; C. Pls make sure that your page size matches our label size. For example, if your label size is 4x6''size,then pls choose 4x6'' paper size for printing; D. Pls change the label format to 4x6'' and pls select 4x6'' or 100x150mm paper size for printing; pls contact Change Moore to correct the settings from these platforms, thank you;

Troubleshooting

Noise;	A.Label point	A. Pls use other label paper for verify; Different quality label with different features
Poor print results;	A. Dust or adhesive accumulation on printhead/ rubber roller; B. Printer firmware point; C. Print some special codes or images;	A. Clean printhead/rubber roller; B. Pls contact Change Moore for support ; C. Pls select " print as image" under "advanced "option and the printing effect will be much better.(only Windows system);
Label jammed;	A. Density setting is high; B. Paper-lacking error;	A. Pls reduce the density, our default density is 8 and you can adjust it to 6 or 4; B. Pls do the paper-lacking setting via tool software, pls see the setting steps from USB disk.

Clean Printer Head

Dust, foreign objects, sticky materials, or other contaminants adhering to the print head or printer may reduce the print quality. Clean the print head as follows when it becomes dirty

※Notes

1. Turn off the printer power before cleaning.
2. When printing, the print head will get very hot. Therefore, if you want to clean the print head, please turn off the printer and wait for 2 to 3 minutes before starting.
3. When cleaning the print head, pay attention not to touch the heating part of the print head, so as to avoid the damage of the print head caused by static electricity. Be careful not to scratch or damage the print head.

Cleaning of the print head

1. Please open the top of the printer and clean it with a cleaning pen (or a cotton swab with diluted alcohol (alcohol or isopropyl alcohol) along the center of the print head to both sides.

2. Do not use the printer immediately after cleaning the print head. Wait until the alcohol used for cleaning evaporates completely (1 to 2 minutes) and the print head is fully dry.

Cleaning of the sensor, glue roller and paper path

1. Please open the top cover of the printer to remove the roll.
2. Remove dust or foreign objects with a dry cotton cloth or cotton swab.
3. Soak a cotton cloth or cotton swab with medical alcohol and use it to remove sticky foreign objects or other contaminants.
4. Do not use the printer immediately after cleaning the parts. Wait until the alcohol is completely evaporated (1-2 minutes) and the printer is completely dry.

※Clean parts when print quality or performance detection of paper declines

Button function setting

Scenarios	Button operation	Corresponding functions
Power Off	Press and hold + turn on the printer	Print self-test page
Standby	Press and hold 3s	Enter label specification learning mode
Open the cover	Press and hold 10s	Restore factory settings
Standby	Press	Automatically feed one blank label sheet
Continuous printing process	Press	Pause printing
Pause printing	Press	Continue printing

Indicator light status description

Indicator status	Status description	
Indicator always lights up	Normal standby	
Indicator flashes	Buzzer alarm	
Buzzer alarm (common)	2 Sounds	Printer mechanism error
	3 Sounds	Paper shortage error
	5 Sounds	Overheating error
	6 Sounds	Cover opening error
	7 Sounds	Seam label error

FCC WARNING

Any Changes expressly or modifications not approved by the party responsible for compliance could void the user's authority to operate the equipment. 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 B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.**

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.used for a long time, remove the battery and store it separately.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

– Reorient or relocate the receiving antenna.
– Increase the separation between the equipment and receiver.
– Connect the equipment into an outlet on a circuit different from that to which the
   receiver is connected.
– Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment .
This transmitter must not be co-located or operating in conjunction with any other antenna or

Support

Change Moore always stand behind our products and If you're having trouble with install and printing, we can get you back up and running!

Most issues can be solved in minutes!

Best regards

Change Moore

WEB: https://www.changemoorestore.com
Contact us E-Mail: consumer@changemoore.com