



# - RX416 - Logistics Thermal Label Printer

**User Guide**



 RAYCLOUD (China) Stock Symbol 688365

<http://www.kcomer.com>



## Warm Tip:

Do you meet any question or concern? Most issues can be resolved very quickly. Comer service support is available by E-mail.

Highly recommended: Watch the Quick Setup Video in the U disk for your package or our

Website: <http://www.kcomer.com>

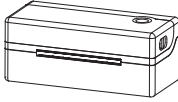
Our new item RX416 with fashionable shape and best quality, can work with any thermal direct label including express waybill, logistics labels, commodity price tags, and various sizes of barcode labels and so on. Help save time and money on label costs.

For the convenience of using the Comer printer, please read the following user guide carefully. If operated with an incorrect way may result in damage to your printer or injury.

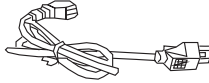
# Package contents

 **COMER / RX416**

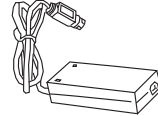
## 1 Standard Accessories:



Printer



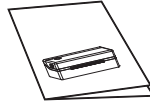
Power Cable



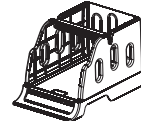
Adapter



USB Line



Quick Installation Guide



Label Roll Holder

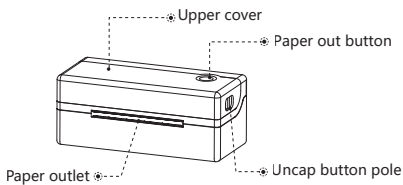


USB drive

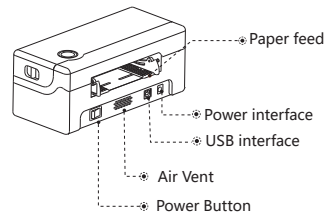
☺ The pictures are for reference only, please subject to practicality

## 2 Appearance and Components:

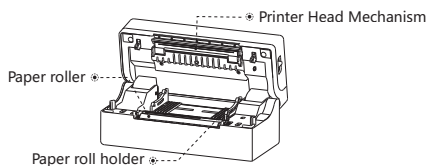
### ■ Front View



### ■ Rear View



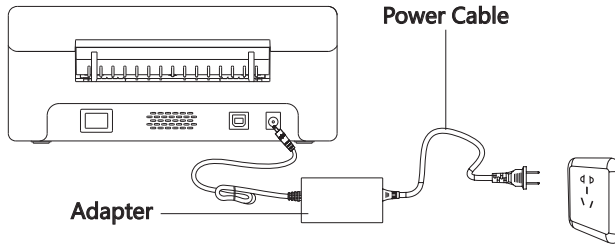
### ■ Inner View



# Quick Printer Installation

 **COMER / RX416**

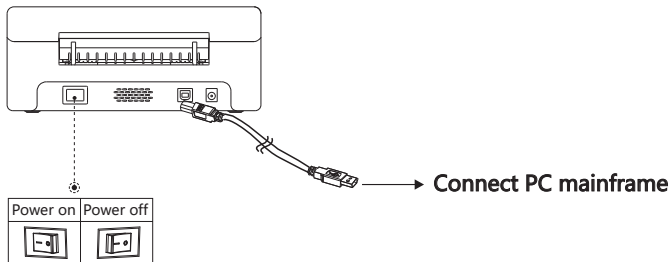
## 1 Cable Connection



### Power Connection

1. Confirm the printer is Power-off (0);
2. Connect the adapter to the printer;
3. Connect the adapter to one end of the power line;
4. Connect the other end of Power line to the socket.

## 2 Cable Connection



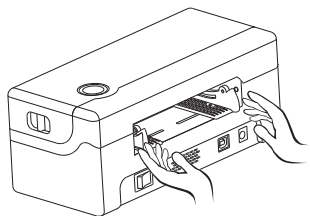
### USB Connection

1. Connect USB to the printer;
2. Connect USB to the PC mainframe;
3. Turn on the printer power to be Power- on (I).



# Consumables Installation

 **COMER / RX416**

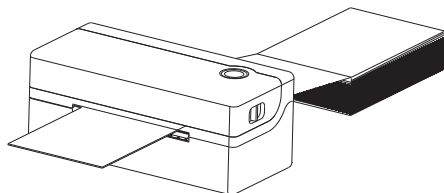
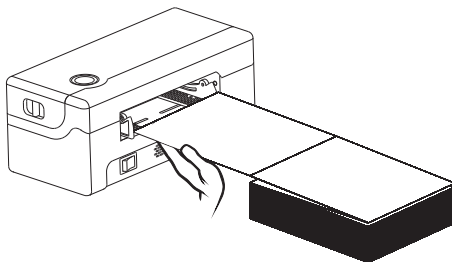


**1**

Face the back of the printer, hold down the paper guide with both hands to adjust the guide space according to the paper size.

**2**

Insert the thermal paper into the paper guide.



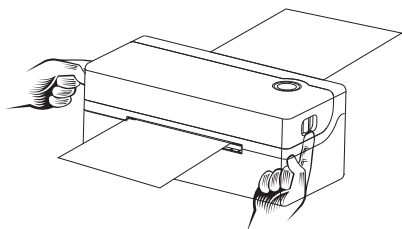
**3**

Feed the thermal label into the paper channel slowly, and the paper will automatically be absorbed by the detector.

# Paper Jam

---

 **COMER / RX416**

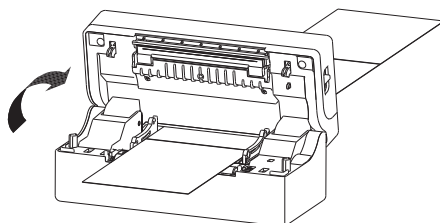


**1**

Facing the machine, press and hold the cover keys on both sides to open the top cover.

**2**

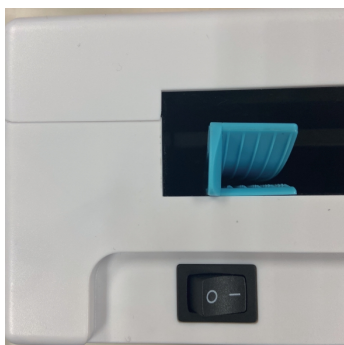
After pulling the stuck paper out of the feed channel, replace it with a new paper, Normal media installation can be carried out after the stuck paper is extracted.



# PRINTER SETUP

---

 **COMER / RX416**



**1**

Ensure the printer is OFF.

2

Find the USB and Power port.



3

Connect the power cable and USB cable.

4

Turn the power ON.



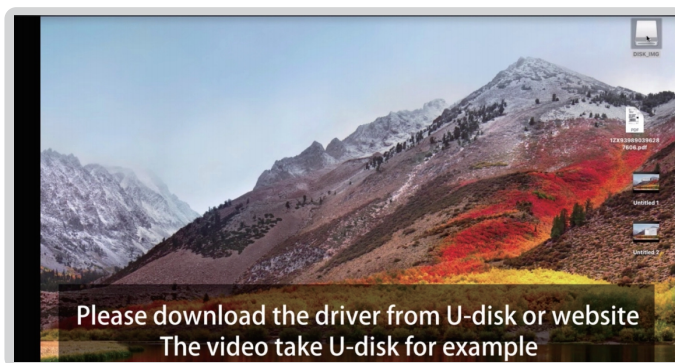
# Driver Installation&Print Test



Pls ensure the printer ON, download the Mac driver and run the downloaded software, prompt to complete installation.



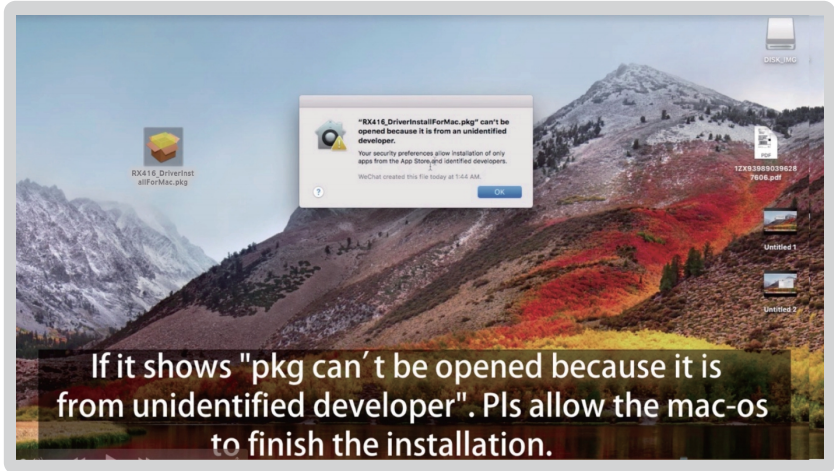
1. Please download driver in USB disk or website, take U Disk for example.



2. Find the RX416 driver in the USB flash drive and save it to the desktop.



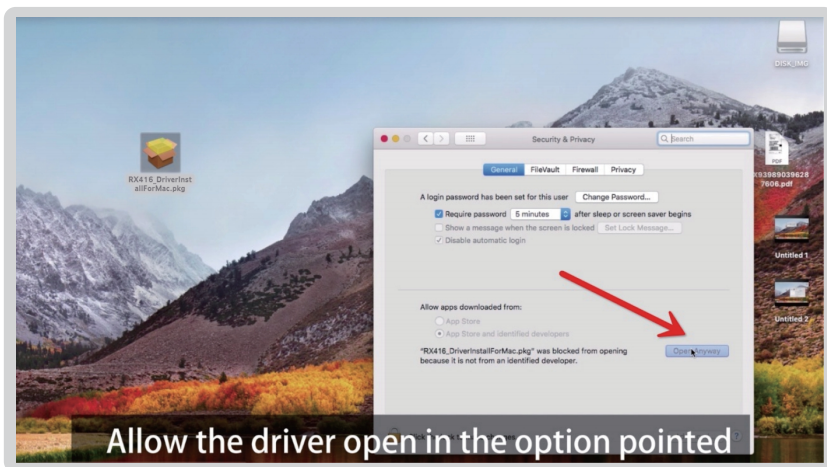
3. If it shows "pkg can't be opened because it is from unidentified developer". Pls allow the Mac to finish the installation.



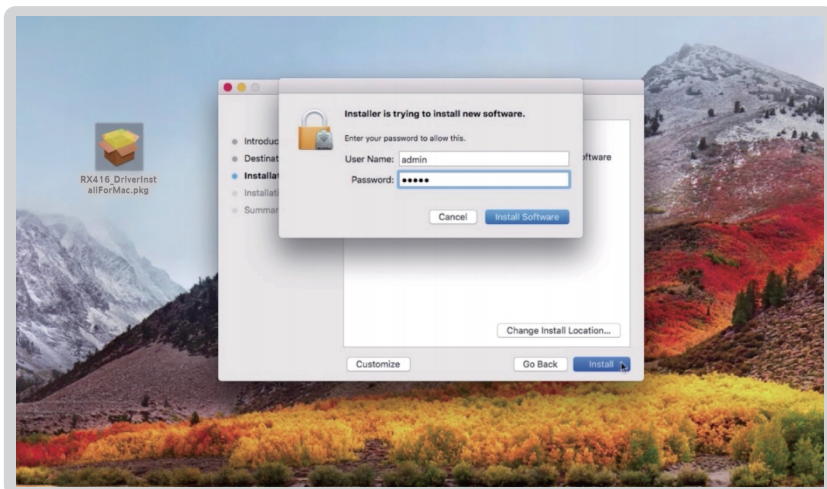
4. Go to the [Security&Privacy].



5. Allow the driver open in the option pointed.

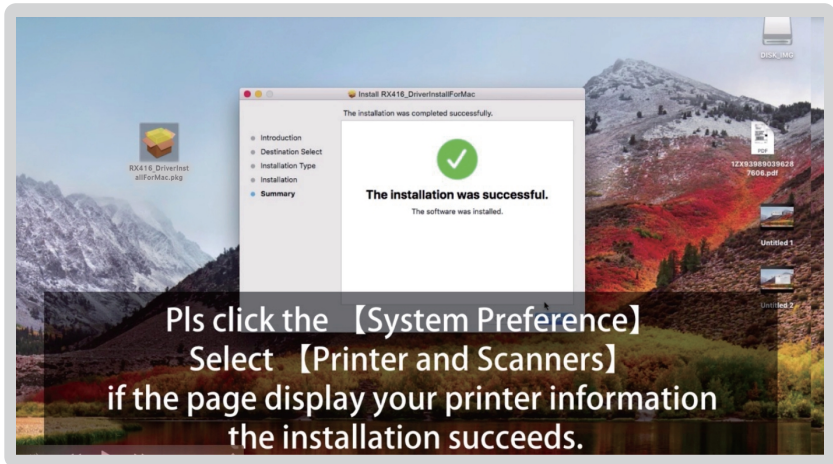


6. Installer is trying to install new software.





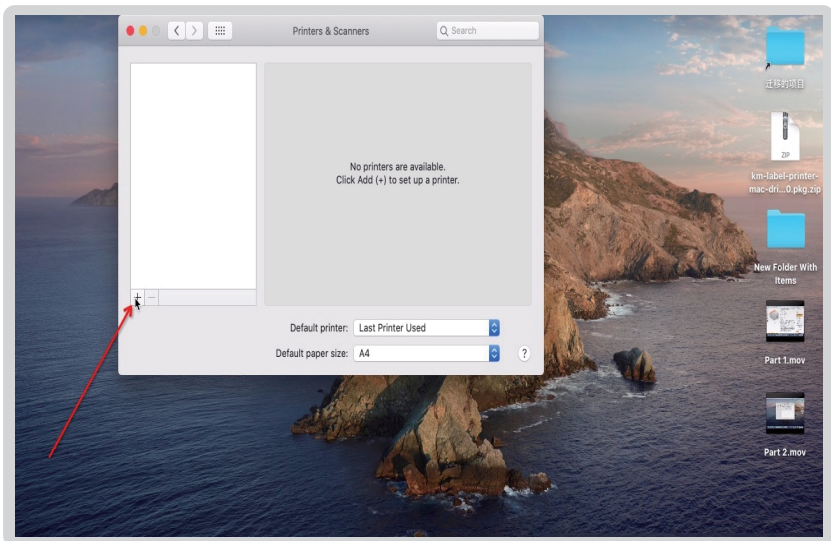
7. Pls click the [System Preference], if the page display your information “the installation succeeds”.



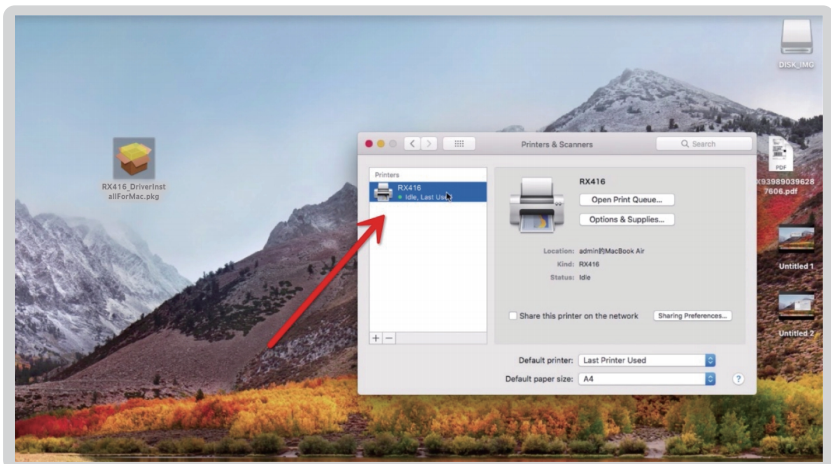
8. Click [Printer&Scanners].



## 9. Add the RX416 printer.



## 10. Drivers Installation Succeeds.

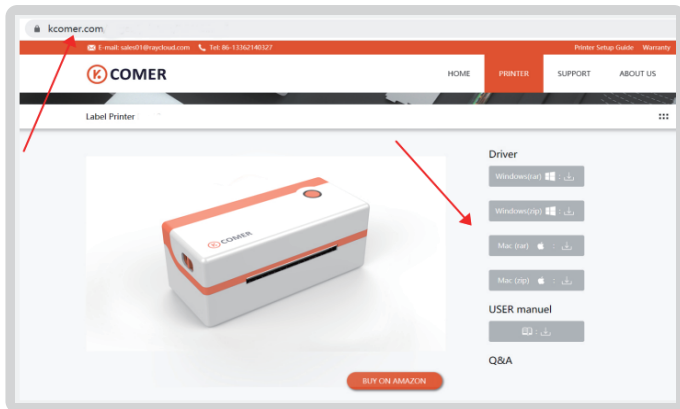




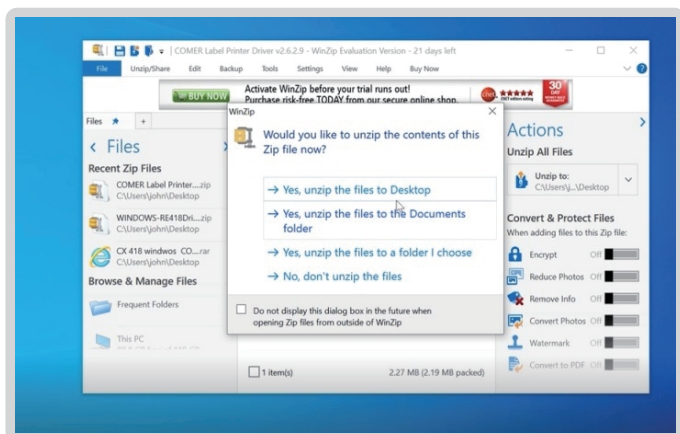


Pls ensure the printer ON, download the Windows driver and run the downloaded software, prompt to complete installation.

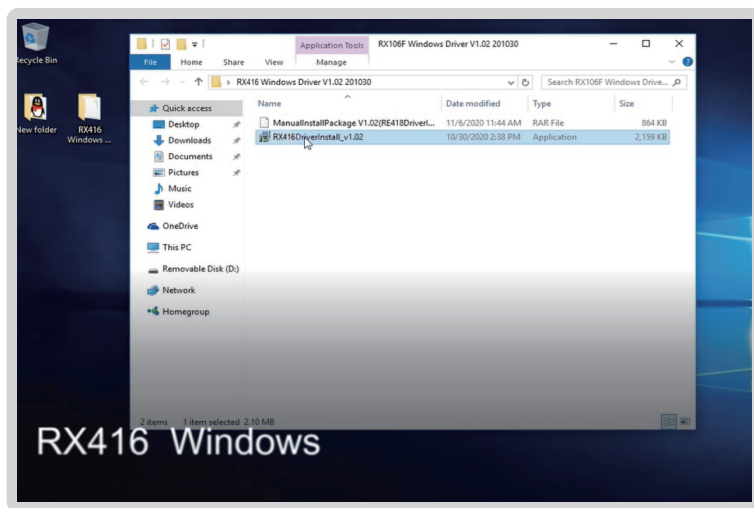
1. Please download driver in USB disk or website, here take the website way for example.



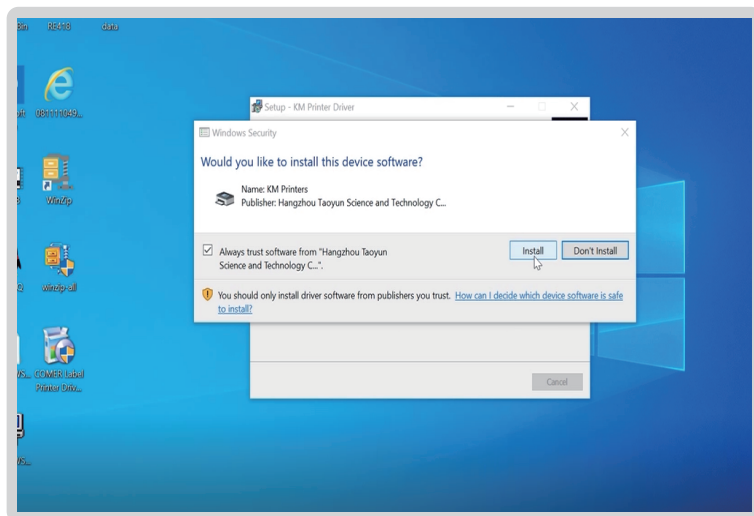
2. Use unzip tool to unzip the driver (As the pic shows) .



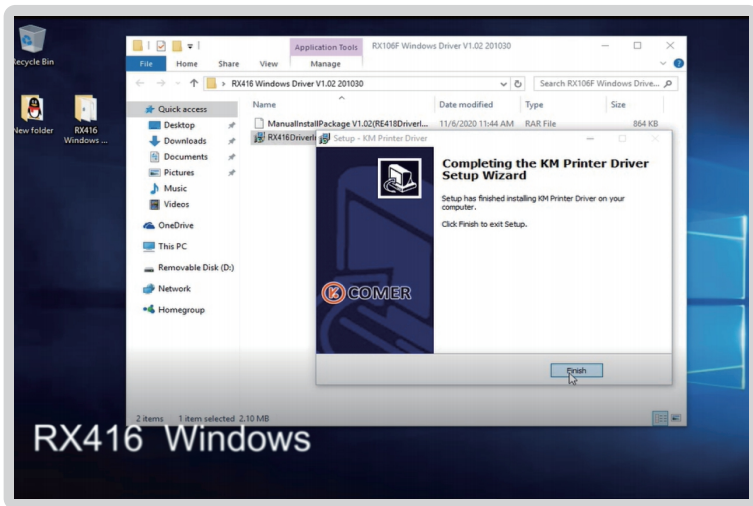
### 3. Start to install the driver.



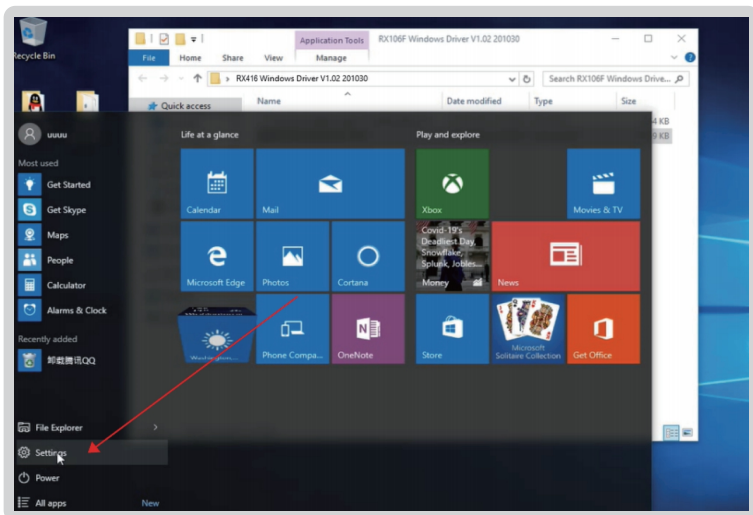
### 4. Continue to install as prompted.



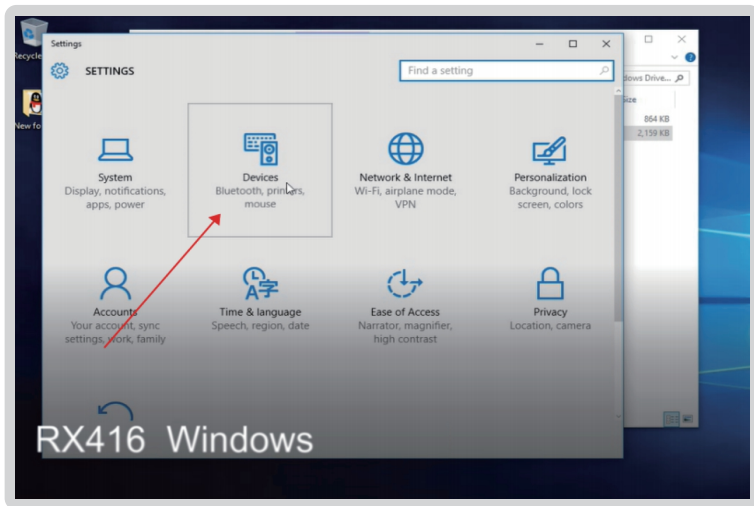
## 5. Installation Successfully.



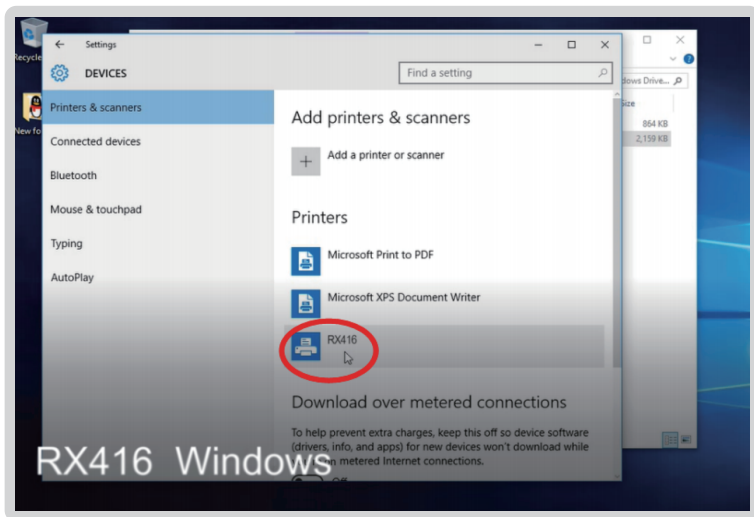
## 6. Go to [Setting] - [Devices] .



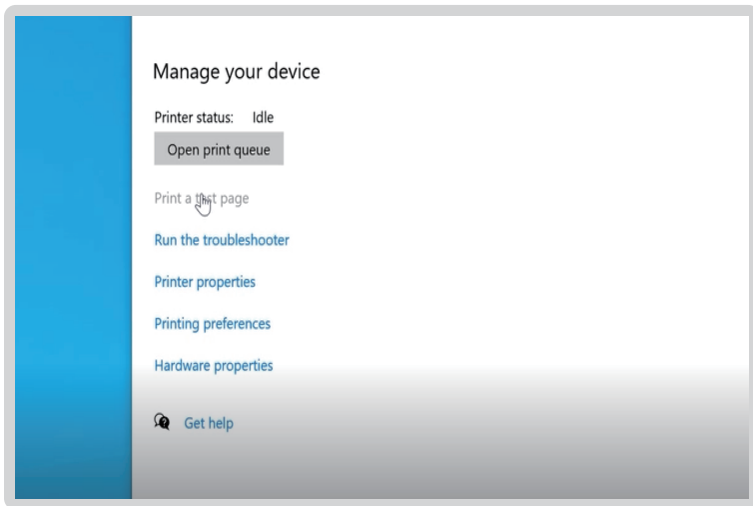
7. Click Devices.



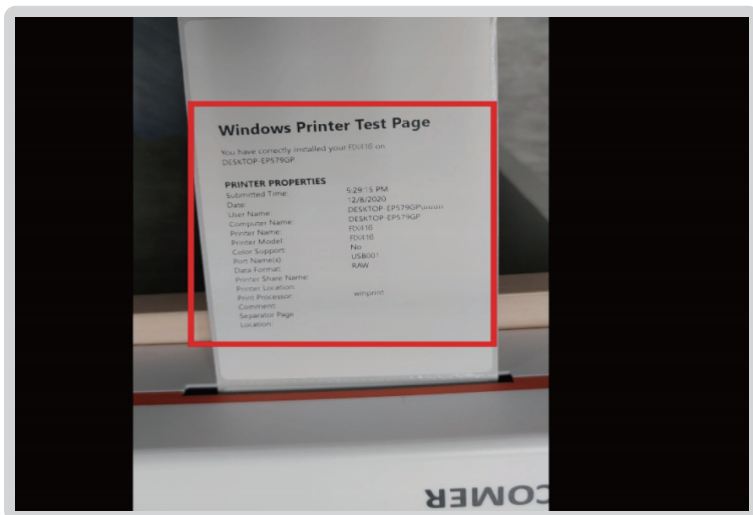
8. Click [Printers & Scanners] . Find the driver you have installed.



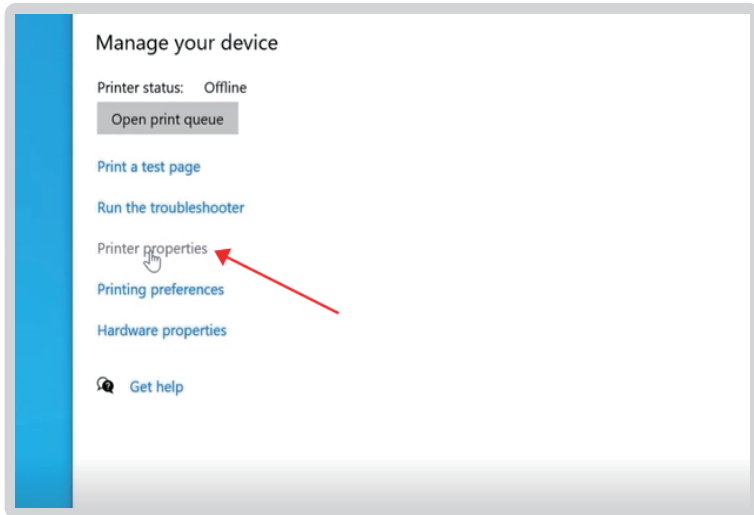
9. Click the printer and choose [Manage] , print a test page.



10. There are detailed information of the printer in the test page.



11. Please choose [Printer Properties] - [Preferences] to reset the label size and print density if needed, refer to our related video for details.



# Button 'FEED' Instruction

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 test page
Open the cover	Press 10 seconds	Factory Reset
Continuous printing	Short Press	Print pause
Print pause	Short Press	Resume Printing

# Indicator Light Instruction

Indicator Light Status	Printer Status	
Light ON	Standby	
Light Flashing	Buzzer Warning	
Buzzer Warning	Twice	Chip error
	Three times	Lack paper error
	Five times	Overheating error
	Six times	Uncap error
	Seven times	Seam standard error

# The printer uses Tips:

1. To ensure optimal print quality, use the original factory power adapter;
2. Avoid the poor quality paper which wear the printer greatly, Causing damage the heat of the printer;
3. Regularly or at the print unclear, please clean the print head, to ensure high-quality print results;
4. When replacing the paper specification(including the thickness of the paper, quality), suggest do "Automatic identification label";
5. If the poor quality of the paper, and ensure the heating has been cleaning, If print effect could still not meet the requirement, can adjust the appropriate high concentration of printing, the range of 0 to 15 levels;
6. The product have paper absorption function, please load the paper in the rear suction mode, Open cover will cause the waste of paper.

## Warranty:

The Comer thermal printer is covered by a one-year warranty.

In the unlikely event that you experience any issues with your printer, please contact Comer customer service to promptly receive troubleshooting tips or a replacement.

For any questions and/or suggestions, please email the [service1@kcomer.com](mailto:service1@kcomer.com)

Any further information please visit <https://comer-us.com>





# Printer Data Sheet

---



Brand	Comer
Method	Direct Thermal
Resolution	203 dpi
Max Printing Speed	150 mm/s
Connection	USB
Printing Width	104mm (4.09')
Paper Width	26.7mm-120 mm
Power Adapter	DC24V/2.5A
Label Media Paper Type	Continuous Paper, Label Paper, Black Mark Paper
Dimension	8.6"*3.9"*3.5"
Weight	1.23kg

# FAQ

---



**The following FAQ is about direct thermal printers, Please refer to the FAQ if you have same problems. If you need further help, please contact us to get 5 stars service.**

**Customer Service: [service1@kcomer.com](mailto:service1@kcomer.com)**

Q. Why I can't install the driver in my MAC computer?

A. If there is an error when installing the driver "pkg can't be opened because it is from unidentified developer". Please don't worry, our software is safe and you need to allow the mac-os to finish the installation.

1. Go to the Security & privacy.

2. Select to allow the 'label printer.pkg' in the option pointed.

Q. Why the printer come out blank labels?

A. Please check you have used the correct label- direct thermal label, place the thermal label correctly.

if you have used the printer for a long time, please make sure no foreign matter blocking the print head, it is necessary to clear the printer head regularly.

Q. What should I do if paper jam?

A. There are three reasons that cause paper jam: The label quality is not good or the label is not placed properly; The print head and rubber roller are dirty and sticky; The print head is overheated.

I suggest these actions to deal with:

1. Make sure the label is placed properly, 2. Clear print head and rubber if it is dirty. 3. printer need stop work if print head is overheated.