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> Rongta Thermal Receipt Printer, 80mm High-Speed POS Printer with Auto Cutter, 250mm/s, Ideal for Kitchen & Small Business, Compatible with Windows, Linux, MacOS

Rongta

Rongta Thermal Receipt Printer Instruction Manual

Model: RP331

Brand: Rongta

1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your Rongta Thermal Receipt Printer (Model RP331). This high-speed POS printer is designed for efficiency and reliability in various business environments, including kitchens, restaurants, and retail shops. It features multiple connectivity options and an auto-cutter for seamless operation.

2. PRODUCT OVERVIEW AND COMPONENTS

The Rongta RP331 is a compact and efficient thermal receipt printer. Familiarize yourself with its components and interfaces.



Figure 2.1: Front view of the Rongta Thermal Receipt Printer with a sample receipt.

Wide Compatibility



SERIAL PORT



USB PORT



LAN PORT



**CASH DRAWER
PORT**



POWER PORT



Figure 2.2: Rear view of the printer displaying the Serial, USB, LAN, Cash Drawer, and Power ports.

2.1 Included Components:

- Rongta Thermal Receipt Printer (RP331)
- USB Cable
- Serial Port Cable
- Power Adapter
- Power Cable
- USB Drive (containing drivers and software)
- Receipt Paper Roll (initial roll)

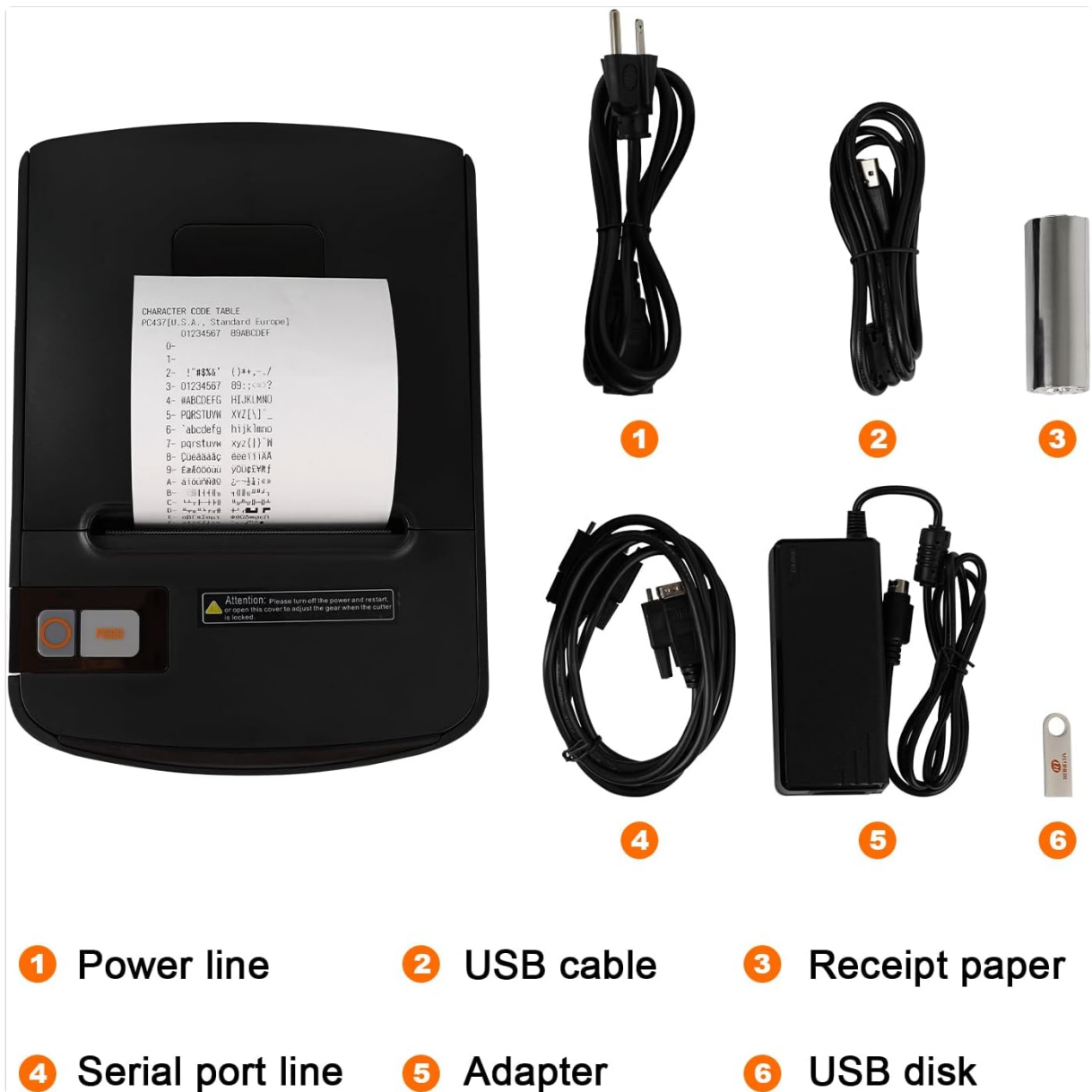


Figure 2.3: Contents of the printer package, including cables, power adapter, USB drive, and paper.

3. SETUP GUIDE

3.1 Connecting the Printer

The RP331 printer offers multiple connectivity options: USB, LAN (Ethernet), and Serial. Choose the connection method suitable for your system.

1. **Power Connection:** Connect the power adapter to the printer's power port and then plug it into a power outlet.
2. **Data Connection (Choose One):**
 - **USB:** Connect the USB cable from the printer's USB port to an available USB port on your computer.
 - **LAN (Ethernet):** Connect an Ethernet cable from the printer's LAN port to your network router or switch.
 - **Serial:** Connect the serial cable from the printer's serial port to the serial port on your computer or POS system.
3. **Cash Drawer Connection (Optional):** If using a cash drawer, connect its RJ11/RJ12 cable to the cash drawer port on the printer.

3.2 Driver Installation

Proper driver installation is crucial for the printer to function correctly with your operating system. The printer supports Windows, Linux CUPS, and MacOS.

1. Insert the provided USB drive into your computer.
2. Locate and run the driver installation program.
3. Follow the on-screen instructions to complete the driver installation. Select "Thermal Receipt Printer" and the appropriate series (80mm Series) during the process.
4. After installation, you may need to restart your computer.
5. Verify installation by checking "Devices and Printers" (Windows) or equivalent system settings.

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Video 3.1: A step-by-step guide on how to download and install the 80mm Receipt Printer Driver for Windows operating systems.

3.3 Loading Receipt Paper

The RP331 uses 80mm wide thermal paper. Its "clamshell" design allows for easy paper loading.

1. Open the printer cover by pressing the release button or lifting the lid.
2. Insert the new thermal paper roll with the paper feeding from the bottom of the roll, ensuring the leading edge is straight.
3. Pull a small amount of paper out past the cutter.
4. Close the printer cover firmly until it clicks into place.

Friendly Design

Easy Start-up

- Quick Setup
- Easy Paper Loading
- Space-Saving Design
- Fit 58/80mm paper



Figure 3.1: Illustration of the easy paper loading mechanism for the RP331 printer.

4. OPERATING THE PRINTER

4.1 Basic Printing

Once the printer is connected and drivers are installed, you can initiate printing from your application (e.g., POS software, word processor).

1. Ensure the printer is powered on and connected to your device.
2. Open the document or application from which you wish to print.
3. Select "Print" from the application's menu.
4. Choose "Rongta 80mm Series Printer" (or similar name) from the list of available printers.
5. Confirm print settings and click "Print". The printer will automatically feed and cut the receipt.

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Video 4.1: Demonstration of the Rongta RP331 Thermal Receipt Printer in operation, showcasing its high-speed printing and auto-cutter function.

4.2 Auto-Cutter Function

The RP331 is equipped with an automatic cutter for clean and efficient receipt separation after each print job. This feature is enabled by default and requires no manual intervention during operation.



Figure 4.1: Key features of the RP331 printer, emphasizing the auto-cutter and high-speed capabilities.

4.3 Compatibility

The printer is compatible with a wide range of operating systems and is suitable for various business applications.

- **Operating Systems:** Windows (WIN2003/WINXP/WIN7/WIN8/WIN10), Linux Cups, MacOS, JavaPos, OPOS.
- **Ideal Uses:** Retail, Restaurant, Kitchen, Small Business.

NOTE: This thermal receipt printer is NOT compatible with Square, Uber eats, Grubhub, Doordash, Lightspeed, Postmates, Chromebook, or Clover. It does not support WiFi or Bluetooth connectivity.

Receipt Printer RP331



Figure 4.2: Visual representation of the printer's dimensions and broad operating system compatibility via USB.

5. MAINTENANCE

Regular maintenance ensures optimal performance and extends the lifespan of your printer.

5.1 Cleaning the Printer

- **Exterior:** Wipe the exterior with a soft, damp cloth. Avoid abrasive cleaners.
- **Print Head:** Use a thermal printer cleaning pen or isopropyl alcohol on a cotton swab to gently clean the print head. Ensure the printer is off and cooled down before cleaning.
- **Cutter:** Remove any paper dust or debris from the auto-cutter mechanism using a soft brush.

5.2 Paper Replacement

Replace the thermal paper roll as described in Section 3.3 when the "Paper End" indicator light illuminates or print quality degrades.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Rongta RP331 printer.

Problem	Possible Cause	Solution
Printer not responding / No print	Power off Incorrect cable connection Driver not installed or corrupted Incorrect port selected	Ensure power is on. Check USB, LAN, or Serial cable connections. Reinstall drivers (refer to Section 3.2). Verify the correct printer port is selected in your system settings.
Poor print quality / Faded prints	Low thermal paper quality Print head dirty Thermal paper loaded incorrectly	Use high-quality thermal paper. Clean the print head (refer to Section 5.1). Ensure thermal paper is loaded with the thermal side facing the print head (refer to Section 3.3).
Paper jam	Improper paper loading Foreign objects in paper path	Open the cover and carefully remove any jammed paper. Reload paper correctly (Section 3.3). Inspect the paper path for any obstructions and remove them.
Auto-cutter not working	Debris in cutter mechanism Cutter worn out (less common)	Clean the cutter (Section 5.1). If the issue persists after cleaning, contact customer support.

7. SPECIFICATIONS

Feature	Detail
Model Name	Thermal Receipt Printer (RP331)
Printing Technology	Thermal
Print Speed	250mm/s (Max Printspeed Monochrome: 120 ppm)
Print Resolution	203 x 203 DPI
Paper Width	80mm
Connectivity	USB, Serial, Ethernet (LAN)
Special Feature	Auto Cutter
Compatible OS	Windows, Linux Cups, MacOS, JavaPos, OPOS
Dimensions (L x W x H)	8 x 5.7 x 5.35 inches (Product Dimensions) / 5.67"D x 5.71"W x 5.67"H (Product Dimensions)
Item Weight	2.6 pounds
Power Input	24V
Cash Drawer Output	24V

8. WARRANTY AND SUPPORT

Rongta provides a standard warranty for this product. For specific warranty terms and conditions, please refer to the documentation included with your purchase or contact Rongta customer support.

For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact Rongta customer support through their official channels. Details can typically be found on the manufacturer's website or the product packaging.
