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> [Rongta RP420 Thermal Shipping Label Printer User Manual](#)

Rongta RP420

Rongta RP420 Thermal Shipping Label Printer User Manual

Model: RP420

1. INTRODUCTION

Thank you for choosing the Rongta RP420 Thermal Shipping Label Printer. This manual provides essential information for setting up, operating, and maintaining your printer to ensure optimal performance. The RP420 is designed for efficient and reliable printing of 4x6 inch thermal labels, ideal for shipping, warehousing, and various business needs.

2. PACKAGE CONTENTS

Please check the package for the following items:

- 1 x Rongta RP420 Label Printer
- 1 x Power Adapter
- 1 x Power Cable
- 1 x USB 2.0 Cable
- 1 x USB Disk (with drivers)
- 1 x USB-C to USB Adapter
- 1 x User Guide
- 1 x Operation Instruction Card
- 1 x Thermal Labels (100 sheets, 4x6 inch)

Widely support various platforms

Save as PDF file

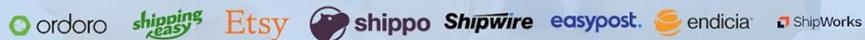


Figure 1: Rongta RP420 printer with included accessories including power adapter, cables, USB disk, and labels.

3. SETUP

3.1 Printer Overview

The Rongta RP420 features a compact design with essential ports and buttons for easy operation.

- **Front View:** Paper outlet.
- **Top View:** Paper feed button, LED indicator.
- **Rear View:** Power interface, USB interface, Power switch.

3.2 Loading Labels

1. Ensure the printer is powered off.
2. Open the top cover of the printer.
3. Adjust the paper guides to match the width of your 4x6 inch thermal labels.
4. Insert the stack of thermal labels into the rear paper slot, ensuring the printable side (adhesive side) faces upwards. The printer will automatically feed and align the first label.
5. Close the top cover securely.



Wide range of adaptation

Compatible: Windows: XP、Win7、Win8、Win10、Win11
Mac: 10.13 or later\Linux

Figure 2: Proper loading of 4x6 inch thermal labels into the printer.

3.3 Power Connection

1. Connect the power adapter to the printer's power interface.
2. Plug the power cable into a suitable power outlet.
3. Turn on the printer using the power switch located at the rear. The LED indicator on top will illuminate.

3.4 Driver Installation (for PC)

1. Insert the provided USB disk into your computer.
2. Locate and install the RP420 driver for your operating system (Windows/Mac).
3. Connect the printer to your computer using the USB cable.
4. Follow the on-screen prompts to complete the installation.

3.5 Mobile App Installation (for Phone/Tablet)

1. Download the "RTLabel" app from your device's app store (Google Play for Android, App Store for iOS).
2. Ensure Bluetooth is enabled on your phone or tablet.

3. Open the "RTElabel" app and follow the instructions to connect to the RP420 printer via Bluetooth.



Figure 3: Connection options for the RP420 printer, including USB for PC and Bluetooth for mobile devices.

4. OPERATING INSTRUCTIONS

4.1 Printing from Phone/Tablet

1. Ensure your phone/tablet is connected to the RP420 via Bluetooth using the "RTElabel" app.
2. Within the app, select "New Label", "PDF Print", or "Image Print" based on your needs.
3. Customize your label content, size, and other settings as desired.
4. Tap the "Print" button to send the label to the printer.



Figure 4: The RTElabel app interface for creating and printing labels from a smartphone.

4.2 Printing from PC

1. Ensure the printer is connected to your PC via USB and the drivers are installed.
2. Open the document or label file you wish to print on your computer.
3. Go to the print dialog (File > Print).
4. Select "RP4xx" (or similar, depending on driver installation) from the list of available printers.
5. Adjust print settings (e.g., paper size, orientation) as needed.
6. Click "Print" to send the job to the printer.

4.3 Supported Operating Systems

- **Mobile:** iOS, Android (via Bluetooth)
- **Desktop:** Windows (XP, Win7, Win8, Win10, Win11), Mac (10.13 or later), Linux (via USB cable)

Note: Laptops cannot connect via Bluetooth; only via USB cable.



Figure 5: The RP420 printer supports a wide range of operating systems for versatile use.

5. MAINTENANCE

5.1 Cleaning the Print Head

Regular cleaning of the print head ensures optimal print quality and extends the life of your printer. It is recommended to clean the print head after every 500 labels or when print quality degrades.

1. Turn off the printer and unplug the power cable.
2. Open the top cover of the printer.
3. Use a cotton swab lightly dampened with 70% isopropyl alcohol to gently wipe the print head surface.
4. Allow the print head to dry completely (approximately 2-3 minutes) before closing the cover and powering on the printer.

6. TROUBLESHOOTING

- **Printer not responding:** Ensure the power cable is securely connected and the printer is turned on. Check USB or Bluetooth connection status.
- **Poor print quality:** Clean the print head. Ensure labels are loaded correctly with the printable side up. Check label quality.
- **Labels not feeding:** Ensure labels are properly loaded and aligned with the paper guides. Check for any obstructions in the paper path.
- **Bluetooth connection issues:** For phones/tablets, ensure Bluetooth is enabled and the "RTElabel" app is used for connection. Laptops require a USB cable for connection.

7. SPECIFICATIONS

Feature	Description
Model	RP420
Printing Method	Direct Thermal
Max Print Width	4.25 inches (108mm)
Max Print Speed	127 mm/s
Label Size	4 inch x 6 inch (100mm x 152mm)
Interface	USB, Bluetooth
Supported OS	iOS, Android, Windows, Mac, Linux
ASIN	B0FYDN5RY1
Date First Available	June 13, 2025



Figure 6: Standard 4x6 inch thermal label dimensions supported by the printer.

8. WARRANTY & SUPPORT

8.1 Warranty

Rongta offers an extended warranty of 1 year with your order number. Please contact support@rongtatech.com to extend your warranty.

8.2 Customer Support

For further assistance, please contact Rongta customer support:

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

You can also scan the QR code on the operation instruction card to talk with customer support via WhatsApp.