

# USER'S MANUAL

## Removable Printer BTP-P36



Shandong New Beiyang Information Technology Co., Ltd.

# Contents

- 1 Introduction..... - 1 -
  - 1.1 Outline..... - 1 -
  - 1.2 Main features..... - 2 -
- 2 Main technical specification..... - 3 -
  - 2.1 Technical specification..... - 3 -
  - 2.2 Paper specification..... - 6 -
    - 2.2.1 Parameters of label paper..... - 6 -
    - 2.2.2 Parameters of black label paper..... - 6 -
  - 2.3 Print and tear-off position..... - 8 -
    - 2.3.1 Print position..... - 8 -
    - 2.3.2 Tear off position..... - 9 -
- 3 Appearance and components..... - 10 -
  - 3.1 Appearance and components..... - 10 -
  - 3.2 Accessories introduction..... - 11 -
- 4 System function and settings..... - 16 -
  - 4.1 Explanation of panel..... - 16 -
    - 4.1.1 Appearance panel..... - 16 -
    - 4.1.2 Button function..... - 16 -
  - 4.2 System menu:..... - 17 -
  - 4.3 Main parameter setup..... - 21 -
    - 4.3.1 Starting up display..... - 21 -
    - 4.3.2 Main parameter setup..... - 21 -
  - 4.4 Buzzer function..... - 26 -
  - 4.5 Peel-off function..... - 26 -
- 5 Printer communication interface..... - 27 -
  - 5.1 USB interface..... - 27 -

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5.2 Bluetooth 4.0 interface.....	- 28 -
<b>6 Installation printer.....</b>	<b>- 29 -</b>
6.1 The host accessories.....	- 29 -
6.2 Precautions for using the printer.....	- 29 -
6.3 Paper roll installation.....	- 31 -
6.3.1 Confirmation of printing paper.....	- 31 -
6.3.2 Install / replace the paper roll.....	- 32 -
6.4 Printer connecting installation.....	- 33 -
6.4.1 Printer belt clip installation.....	- 33 -
6.5 Printer power on and self-test.....	- 34 -
6.5.1 Power on the printer.....	- 34 -
6.5.2 Print the self-test page.....	- 34 -
6.6 Connect the communication interface.....	- 35 -
6.6.1 USB interface connection.....	- 35 -
6.6.2 Bluetooth connection.....	- 36 -
<b>7 Routine maintenance.....</b>	<b>- 37 -</b>
7.1 Cleaning print head and platen roller.....	- 37 -
7.2 Cleaning marked sensor.....	- 38 -
7.3 Remove paper jam.....	- 38 -
<b>8 Troubleshooting.....</b>	<b>- 40 -</b>
8.1 Printer doesn't work.....	- 40 -
8.2 LCD alarm and buzzer alarm.....	- 40 -
8.3 Problems during printing.....	- 41 -
<b>9 Appendix.....</b>	<b>- 42 -</b>
9.1 Printer driver installation on windows.....	- 42 -
9.2 Bluetooth connection.....	- 42 -
9.3 FCC STATEMENT :.....	- 48 -

## Declaration

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## Trademark

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## Warning and caution

 Warning: Items shall be strictly followed to avoid any damages to body and equipment;

 Caution: Items with important information and prompts for operating the printer.

**SNBC has passed the following certifications:**

ISO9001 Quality Control System Certification

ISO14001 Environmental Management System Certification

OHSAS18001 Occupational Health and Safety Management System Certification

IECQ QC 080000 Hazardous Substance Process Management System Certification

**BTP-P36 has passed the following certifications:****Warning**

This is class A product. The product may cause radio interference in the working environment. Users need to take feasible measures

## General Safety Information

Before installing and using the printer, please read the following items carefully.

### ➤ Safety instructions



**Warning:** Don't touch the tear bar of printer.



**Warning:**The print head is a thermal element and it is at high temperature during printing or just after operation. Therefore please do not touch it and its peripherals for safety reasons.



**Warning:** To prevent static electricity damages print head, do not touch either print head or connecting parts.

### ➤ Caution

- 1) Do not disassemble the printer by yourself. Before using the printer, please read the manual carefully.
- 2) Keep the printer away from water source, and avoid direct exposure to sun light, strong light and heat of fire.
- 3) Do not use or store the printer in a place exposed to high temperature, moisture and serious pollution.
- 4) Do not place the printer on a place exposed to vibration or impact.
- 5) No dew condensation is allowed to the printer. In case of such condensation, do not turn on the power until it has completely evaporated.
- 6) Connect the power adapter to an appropriate grounding outlet. Avoid sharing a single electrical with large power motors and other devices that may cause the fluctuation in voltage.

- 7) Do not let the water or the electric materials (like metal) go into the printer. If this happen, turn off the power.
- 8) The printer cannot print in the state without paper, otherwise it will seriously damage the print head.
- 9) In order to ensure the print quality and lifetime, you should use recommended paper or its equivalents.
- 10) When inserting or disconnecting each interface, you must turn off the power, otherwise it may cause damage to the printer control circuit.
- 11) The printer should only be disassembled or repaired by a technician, who is certified by the manufacturer.
- 12) Do not use the battery soaking in water. Do not disassemble squeezing, strike or put it into the fire. In case of serious bulging, do not continue to use. Do not put it in high temperature environment.
- 13) Keep this manual safe and at hand for ready reference.



# 1 Introduction

## 1.1 Outline

BTP-P36 is a thermal removable label printer with high quality, fast speed, stable performance, long standby time and small portability. It is widely used in retail, government, law enforcement, insurance, logistics and other fields.

The product is removable printer supporting for POS, BPLC, BPLE / BPLZ and other command sets, and provide characters, graphics, barcode and other printing functions. The printer supports label paper, black marked paper (you need to configure with optional reflective sensor) and other consumables. The width of consumables is 25.4-80mm (the consumables are continuous and adjustable). The printer supports automatic calibration, standard configuration USB interface, peel-off mode. You can select two kinds of communication interfaces like Bluetooth4.0. We provide man-machine interaction interface composed of LCD screen, four buttons and buzzer. The printer supports firmware updating. Software supports Windows drivers, Linux drivers, Windows SDK, Android SDK and IOS SDK and other system applications.

This product provides 2600mAh large capacity lithium battery, and have power-saving mode. This product supports automatic sleep, wake-up and auto power off function.

This product loads paper easily on structure design, the appearance of modules using double material injection molding process. The housing is rubberization for resisting vibration and dropping.

This product configures with power adapter, belt clip, USB cable and

other accessories, and optional battery charger, car-mounted charger, IP54 protective cover, shoulder strap, pocket and other accessories.

## 1.2 Main features

- The method to load the paper is convenient
- Simple operation and easy maintenance
- Printing supports label paper and marked paper
- Compatible with a variety of width paper
- Communication interface is optional
- The printer firmware program can be upgraded online
- Equipped with 2600mAh large capacity lithium battery, the use is safe and stable
- The housing is rubberization (double material injection molding process) for resisting 1.5m dropping

## 2 Main technical specification

### 2.1 Technical specification

The parameters are under the standard test paper conditions.

Model	BTP-P36 removable printer
Print method	Thermal, position in the middle
Print resolution	203dpi
Print width (Max.)	72mm
Print speed	Max102mm/s. Factory default value is 76.2mm/s
Print length	10-1000mm
Paper out method	Tear-off mode, peel-off mode (Present)
Memory	64MB RAM, 16MBFlash
Communication interface	Standard configuration : USB 2.0 (12Mbit/s) Optional configuration: Two modes (4.0/2.1) Bluetooth (10 meters)
CPU	RISC CPU of 32 bits
Anomaly detection	Paper end detection, power shortage detection, open cover detection, print head high temperature protection
Electricity saving mode	Automatic sleep mode, automatic wake-up mode
Operation panel	4 buttons, standard configuration LCD screen, buzzer
Character support (ESC/POS command)	Character Set (ESC/POS): built-in standard ASCII character (9X17,12X24), user-defined characters, standard configuration of Chinese (24 × 24) supports simplified Chinese (2312), English (ASCII), optional configuration supports simplified Chinese (18030 or GBK), traditional Chinese, the United States, Britain, Japan and Korea. Users can download fonts to FLASH or RAM

1D barcode (ESC/POS command)		UPC-A, UPC-E, JAN13 (EAN13), JAN 8 (EAN8), CODE39, ITF, CODABAR, CODE93, CODE128
2D barcode (ESC/POS command)		PDF417, QRCODE, MAXICODE, GS1
Character support (BPLZ/BPLE command)		Built-in standard ASCII character (fontA~H,P~V,0,GS); Built-in scalable character set; user-defined dots or scalable character set; Users download user-defined character set, supports English (ASCII), simplified Chinese (18030 or GBK), traditional Chinese, the United States, Britain, Japan and Korea. Users can download user-defined fonts to the printer.
1D barcode (BPLZ/BPLE command)		Interleaved 2 of 5 Bar、Code 39、Planet Code、EAN-8、UPC-E、Code 93、Code 128、EAN-13、Industrial 2 of 5 Bar、Standard 2 of 5 Bar、ANSI Codebar、LOGMARS、UPC/EAN、UPC-A
2D barcode (BPLZ/BPLE command)		PDF417、MicroPDF417、QRCODE、UPS MaxiCode、DATAMATRIX、GS1 Databar
Graphic format		Plain bitmap in binary system. HEX, PCX, BMP and IMG. Image files can be downloaded to FLASH, RAM
Command set		ESC/POS, BPLC, BPLE/BPLZ
Application software	Driver	Windows, Linux CUPS
	DLL	Windows, Android, iOS
	Tool	Printer configuration tool, supports Windows system, POS command, Bluetooth /USB
Paper specification	Paper type	black marked paper, label paper, perforated paper
	Paper thickness	0.06mm ~ 0.16mm

	paper roll ID	12.5mm~19.1mm
	paper roll OD	Max 67mm
	Paper width	25.4-80mm(Continuous and adjustable)
Battery	Battery capacity	2600mAh, lithium battery
	Charging method	Can be charged without take out the battery
	Charging time	3.5 hours
	Continuous printing time	85mins
	Full-power printing distance	260 meters
Power adapter	Input voltage	AC100-240VAC/50~60Hz
	Output voltage	12VDC±5%, 2.0A
Environmental condition	Working temperature	Temperature:-20~50℃, Humidity:10~90% non-condensation
	Storage temperature	Temperature:-20~60℃, Humidity: 10~90% non-condensation
Accessory	Standard configuration	Battery, power adapter, operation guide, test paper roll, USB data cable, belt bag
	Optional configuration	Single battery charger, car charger, sheath, shoulder strap and so on
Protection standard	Ratings dust and water resistance	IP54( add protective bush)

	Ratings dropping resistance	1.5 meters
	ESD	Air discharge 10KV, pass Contact discharge 8KV, pass
	Vibration resistance	can work normally under vibration condition (carry-on or vehicle travel may have vibration)
Physical features	Reference Size	186.5mm×117mm×81.5mm(width x length x height)
	Reference weight	About 638g (contain battery)

## 2.2 Paper specification

### 2.2.1 Parameters of label paper

- Mount paper width: 80±0.5mm/
- Label width: 72+0.5mm
- Single paper thickness: total thickness. ≤0.16 mm
- Label gap: 2mm—5mm
- Label length: 10mm—1000mm

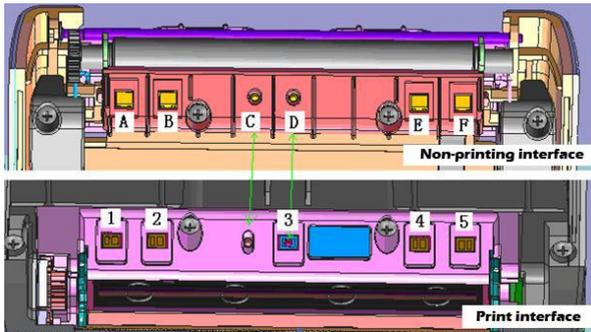
### 2.2.2 Parameters of black label pape

The marked paper should meet the following requirements:

#### 1) Mark position

- There are nine positions installed mark sensors which can detect the mark on the front or back of the paper. A to F position of sensor to detect the inner mark of the paper roll. 1 to 5 position of sensor detect the outer mark of the paper roll. The position of the sensor is shown in the figure.

- When the printer leave the factory, can add sensor

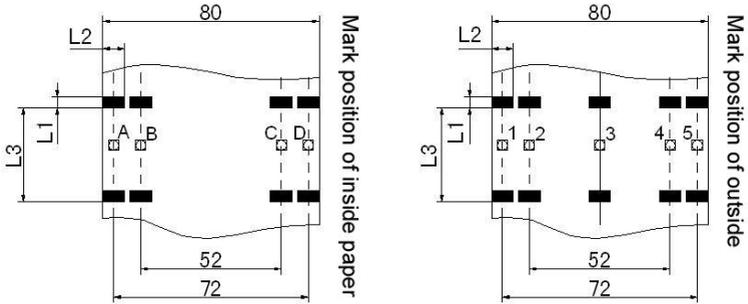


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position configuration according to the requirement. The mark sensor is located on the left side (paper feed direction) of the paper by default, and is used to detect the mark of paper front with width of 80 mm, Figure 1 shows the position.

2) When select the mark paper, we recommended following paramether:

- L1 mark height:  $2\text{mm} \leq L1 \leq 8\text{mm}$
- L2mark width:  $8\text{mm} \leq L2 \leq \text{paper width}$
- L3 space between marks:  $10\text{mm} \leq L3 \leq 1000\text{mm}$



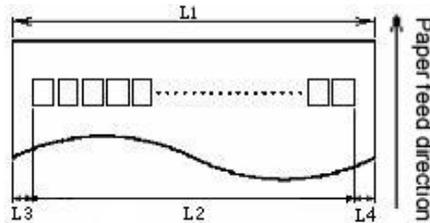
3)

The

reflectivity of the mark part is less or equal to 15%, and the reflectivity of the other part of the paper in the direction of the paper mark width is more than or equal to 85%. There should be no any pattern in the area between the two marks like advertisement.

### 2.3 Print and tear-off position

#### 2.3.1 Print position



L1: Paper width

L2: Print width

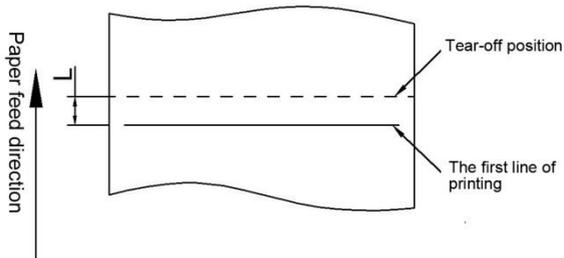
L3: Distance from the print content to the left edge

L4: Distance from the print content to the right edge

For different paper width (L1), the print width(L2) and the distance from print content to left and right edges L3 / L4) will change according to the following table:

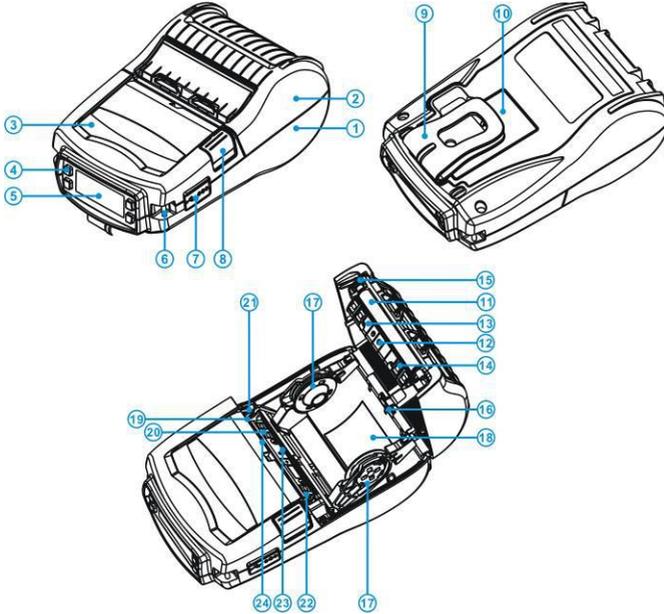
Paper width (L1)	Print width (L2)	Distance from the print content to the left edge(L3)	Distance from the print content to the right edge(L4)
80mm	72mm	4mm	4mm
25.4mm	25.4mm	//	//

**2.3.2 Tear off position**



### 3 Appearance and components

#### 3.1 Appearance and components



- |  |                              |                          |
|--|------------------------------|--------------------------|
| 1—Bottom cover                         | 2—Top cover of paper cabinet | 3—Top cover              |
| 4—Liquid crystal button                | 5—LCD                        | 6—Shoulder strap         |
| 7—Communication interface sealed cover | 8—Paper cabinet button       | 9—Belt clip              |
| 10—Battery                             | 11—Print platen roller       | 12—Transmissivesensor1   |
| 13—Print channel board                 | 14—Reflective sensor1        | 15—Gear of Platen roller |
| 16—Paper cabinet torque spring         | 17—Paper guide               | 18—Paper cabinet         |

- 19—Tear-off bar
- 20—Reflective sensor
- 21—Mechanism bracket
- 22—Platen roller pothook
- 23—Transmissive2
- 24—Print head

**⚠ Caution:**

✧ Paper guide centering 25.4mm ~ 80mm continuously adjustable to adapt to a variety of printer paper width

**3.2 Accessories introduction**

The following contents are introduction and pictures of accessories like battery, power cable, power adapter, battery charger, car charger, IP54 protective cover, shoulder strap.

Name	Picture	Explanation
Lithium battery		Power supply
2A Power adapter (Chinese standard)		<ol style="list-style-type: none"> <li>1. Chinese standard area use</li> <li>2. Charge the printer</li> <li>3. Match up a lithium battery charging cradle to charge a single lithium battery</li> </ol>

<p>2APower adapter (American standard)</p>		<ol style="list-style-type: none"> <li>1.American Standard area use</li> <li>2.Charge the printer</li> <li>3.Match up a lithium battery charging stand to charge a single lithium battery</li> </ol>
<p>2APower adapter (British standard)</p>		<ol style="list-style-type: none"> <li>1.British standard areas use</li> <li>2.Charge the printer</li> <li>3.Match up a lithium battery charging cradle to charge a single lithium battery</li> </ol>
<p>2APower adapter (European standard)</p>		<ol style="list-style-type: none"> <li>1.European standard area use</li> <li>2.Charge the printer</li> <li>3.Match up a lithium battery charging cradle to charge a single</li> </ol>

		lithium battery
Lithium battery charging cradle		Use for charging a lithium battery
5APower adapter		Connect patch cord and lithium battery charging cradle and charge four lithium battery at the same time
AC power cord (Chinese standard)		1.Chinese standard area use 2. 5APower adapterAC power cord
AC power cord (American standard)		1. American standard area use 2. 5A Power adapter AC power cord

<p>AC power cord (British standard)</p>		<ol style="list-style-type: none"> <li>1. British standard areas use</li> <li>2. 5A Power adapter AC power cord</li> </ol>
<p>AC power cord (European standard)</p>		<ol style="list-style-type: none"> <li>1. European standard area use</li> <li>2. 5A Power adapter AC power cord</li> </ol>
<p>One pin transfers into four pins patch cord</p>		<p>Connect 5A power adapter and lithium battery charging cradle and charge four lithium batteries at the same time</p>
<p>Car charger</p>		<ol style="list-style-type: none"> <li>1. Charge the printer</li> <li>2. Match up a lithium battery charging stand to charge a single lithium battery</li> </ol>

<p>Pocket</p>		<p>This is optional accessory used for BTP-P36 removable printer</p>
<p>Shoulder strap</p>		<p>This is optional accessory used for BTP-P36</p>

## 4 System function and settings

### 4.1 Explanation of panel

#### 4.1.1 Appearance panel



#### 4.1.2 Button function

Button	Function	Explanation
 Power button	<ol style="list-style-type: none"> <li>1. On / off</li> <li>2. Sleep / wake-up state</li> </ol>	In the power on state, press [Power] button for a long time to turn off the printer. In the power off state, press the [Power] button for a long time to turn on the printer. In the working stat, press [Power] button for a short time to enter the sleep mode. In the sleep state, press the [Power] button for a short time to exit the sleep mode. In the power off state, press the [Power] button for a short time for no response.
 Configuration button	<ol style="list-style-type: none"> <li>1. Enter the configuration</li> </ol>	Press [Configuration] button in the idle or pause state The printer enters the configuration state and allows menu configuration
	<ol style="list-style-type: none"> <li>1. Go to the submenu</li> <li>2. Enter parameter configuration</li> <li>3. Switch the parameter position</li> <li>4. Confirm the configuration</li> <li>5. Execute menu operation</li> </ol>	Press [Configuration] button in configuration state <ol style="list-style-type: none"> <li>1. When the current menu has sub-menu, select it and enter the current sub-menu</li> <li>2. The current menu has no sub-menu but there is parameter adjustment, enter the parameter configuration</li> <li>3. You need to adjust the cursor position when the parameters to be adjusted have many bits</li> <li>4. Confirm the current parameter configuration and return to the parent menu</li> <li>5. When the current menu has no submenu and no parameter adjustment,</li> </ol>

		the current menu operation is selected and executed
 Paper feed button/ up button	Paper feed	Press the [paper feed] button in the idle state: paper feed
	Pause printing	Press the [paper feed] button in the working state: pause printing
	Resume printing	Press the [paper feed] button in the pause state: 1. If you paused a print job before, resume printing 2. If there is no pause print job, return to the main page
	1.Page up 2.Ajust parameter up	Press the [UP] button in the configuration state: 1. Select the previous menu 2.Increase the adjustment parameter by degree when the parameter is adjusted
 Pause button/Down button	Pause	Press the [Pause] button in the non-configuration state The printer enters pause state
	1.Page down 2. The parameter is adjusted downward.	Press the [Down] button in the configuration state 1.Select the next menu when select the menu 2.Decrease the adjustment parameter by degree when the parameter is adjusted

**4.2 System menu:**

First class menu		Second class menu		Third class menu		Fourth class menu
Number	Content	Number	Content	Number	Content	Content
1	Setup	1	Print setup	1	Print mode	Rewind mode, tear-off mode, peel-off mode
				2	Sensor selection	Optional reflective sensor, optional transmissive sensor ,standard transmissive

						sensor
				3	Print darkness	00~30
				4	Print speed	02~04 IPS
				5	Paper feed when start up	No feeding.Start calibration. Fix position to label
				6	Close cover and feed paper	No feeding. Start calibration. Fix position to label
				7	retract paper setup	POS command can be optional. Able;Unable
				8	Back to previous level	
		2	Paper setup	1	Paper type	Marked paper;Label paper;Punched paper
				2	Left margin	0~49mm
				3	Right margin	0~49mm
				4	Label length	0~8000
				5	Label width	0~5000
				6	Horizontal	0~800

					offset	
				7	Vertical offset	0~199
				8	Tear-off position	0~199
				9	Detect paper when idle	Able; Unable
				10	Back to previous level	
		3	Sensor setup Code setup	1	Paper sensor threshold	0~255
				2	Mark sensor threshold	0~255
				3	Label light strength	0~255
				4	Mark light strength	0~255
				5	Sensor information	Display the information of sensor
				6	Back to previous level	
		4	WLAN configuration	1	IP address	IP address
				2	Subnet mask	Subnet mask

				3	Gateway	Gateway		
				4	IP protocol	TCP UDP		
				5	WLAN port	WLAN port setup		
				6	WLAN information	Port information		
				7	BT code			
				8	BI information			
				9	Back to previous level			
				5	Other configurations	1	Sleep time	Not sleep 10s 20s 30s 60s3min 5min
						2	The time of automatic power off	Not power off automatically5min, 10min, 15min, 20min, 30min, 40min
	3	RTC time setup	00:00					
	4	RTC date setup	01/01/00					
	5	Language setup	Chinese ENGLISH					
	6	Command language	ESC/POS BPLZ/BPLE					
				7	Buzzer volume	HighLow		
				8	Button	On Off		

					buzzer	
				9	USB mode	API modeClass mode
				10	Back to previous level	
		6	Factory reset	Factory reset Yes/No		
		7	Save exit	Save exit Save /Neglect		
2	Print self-test	Printer information output				
3	Print calibration	Calibrate the current light strength of sensor				
4	Cancel print	Cancel caching data of printing				
5	Exit	Exit menu				

### 4.3 Main parameter setup

#### 4.3.1 Starting up display



Indicating the printer is ready for task

#### 4.3.2 Main parameter setup

When the printer is ready for task, please press [setup] button, the interface will display:



1. SETUP  
2. SELFTEST  
3. CALIBRATION  
4. CANCEL

Use the “UP / DOWN” button to select the “SETUP” menu item.

➤ Print mode

Set the print mode in the "Setup / Print setup / Print mode Setup" menu item.



1. PRINT MODE  
PEEL OFF

Use the “Up / Down” button to select the mode. Optional modes are “peel-off mode”, “tear-off mode”, “rewind mode”.

➤ Print darkness setup

Set the print darkness in the "Setup / Print Setup / Print darkness" item.



3. DARKNESS  
30

Use the "Setup" button to select the ones place and the tens place. The Up / Down button to increases or decreases the darkness value. The maximum value is 30 and the minimum value is 0.

➤ Print speed setup

Set the print speed in the "Setup / Print Setup / Print Speed" menu item



4. PRINT SPEED  
03 IPS

Optional speed: 2 IPS~4IPS

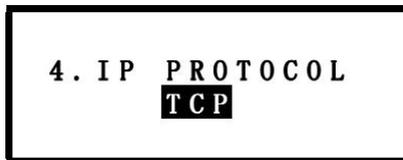
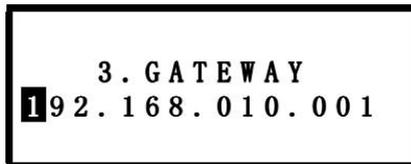
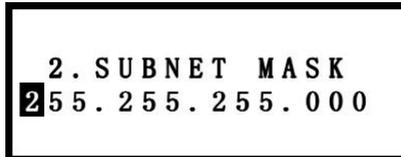
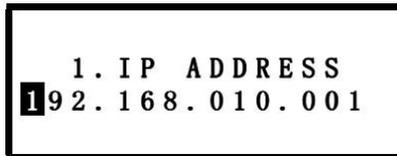
➤ Paper type selection

In the menu "Setup / Paper setup / Paper type", set the current paper type. The optional type: "label paper", "marked paper" and "punched paper".



➤ Wireless configuration

In the "Setup" menu item, select "Setup / Wireless configuration", you can set the printer's network configuration. Such as a protocol type, IP address configuration, gateway configuration, and port configuration.



➤ System language type setup

In the "Configuration / Other Configuration / Language Setup" menu item, set the system language type



- Command set type selection

In the "Configuration / Other Configuration / Command Language" menu item, set the command language type



- System sleep time setup

In the "Configuration / Other configuration / Sleep time" menu item, set sleep status. When enabling sleep, enter the sleep delay time. Delay time is optional.



- Print self-test

Press "Setup" button to enter the first level menu, select "Print self-test", you can print out the system configuration information.



- Print calibration

When the paper roll is loaded in the paper cabinet, a print calibration is made. The paper and sensor calibration are made.

Press the "Setup" button to enter the first level menu, and select "print calibration" to set.



➤ Status explanation of the printer

Status explanation	LCD
Print status	
Charging status	
Open the paper cabinet	

Paper end status	
NO print head	

#### 4.4 Buzzer function

Status	Explanation
Music when starts up	Prompt music of on and off
Ring for a long time	The printer has a fatal error.
Ring for a short time	1. The printer has a general error or an alert 2. The button prompt sound

#### 4.5 Peel-off function

The peel-off function is used when the paper type is label paper. When using the peel-off function, you should select the "Peel-off mode" first. After the label is peeled off, the LCD will display "the label is peeled off".

 Caution:

- ✧ The printer uses a thermal resistance to detect the print head temperature. If the print head temperature is too high, the printer will stop printing.
- ✧ When the printer is loading 10mm punched paper, in the POS command mode, the retract paper setting needs to be set to enable (the retract paper setting default is not enabled)

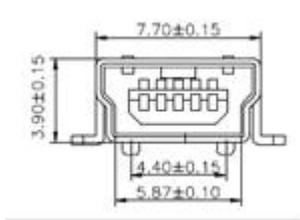
## 5 Printer communication interface

This printer can be connected via USB, Bluetooth4.0 interface and other devices.

### 5.1 USB interface

USB interface supports USB2.0 protocol.

The interface socket using MINI USB B-type standard socket:



Interface signal definition:

Pin	Cable
1	VCC
2	DATA-
3	DADA+
4	ID
5	GND

## **5.2 Bluetooth 4.0 interface**

### 1) Features

- Compatible with Bluetooth3.0 / 4.0 + EDR
- 1.8V or 3.3V operating voltage
- UART interface
- Support parameter configuration

### 2) Support protocols

- BLE data communication protocol.
- 3.0 SPP.

## 6 Installation printer

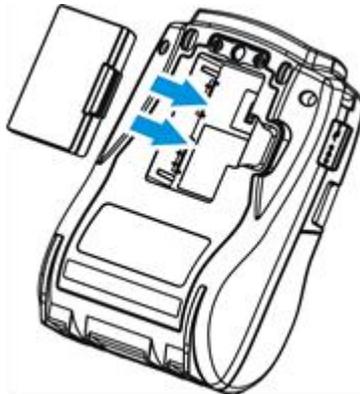
### 6.1 The host accessories

This product configures with standard power adapter, belt clip, USB cable and other accessories, and optional configuration is battery charger, car charger, IP54 protective cover, shoulder strap and other accessories.

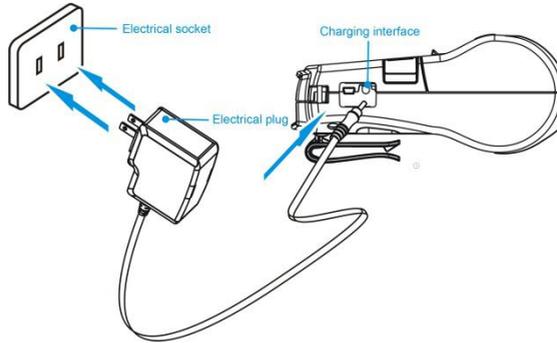
When unpacking, check the packing list whether has the missing or damaged items. If any of the above phenomena occurs, please contact your dealer or manufacturers.

### 6.2 Precautions for using the printer

- When the battery leave factory, the battery is not installed in the printer. Please insert the battery into the battery cabinet as shown below.
- For the first time, it needs to be fully charged.
- After long-term storage of the battery, it needs to be fully charged. And the battery will achieve the best results.

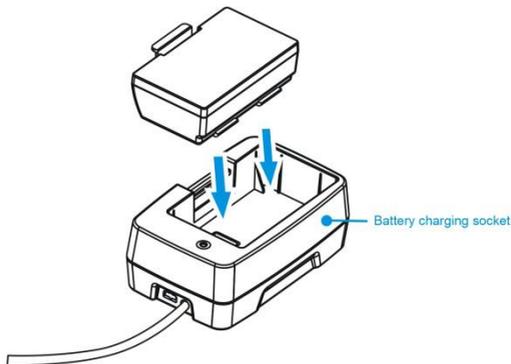


As shown in the following figure, insert the power adapter into the power socket, insert DC plug into the charging interface of printer.



Remarks

- ✧ The printer fixed with battery. It can execute printing task when charging.
- ✧ Input voltage: AC100-240VAC / 50 ~ 60Hz;  
Charging cradles as shown below, put the battery into the charging cradle, the plastic buckle on the battery will mate the sub-docking on charging cradle, and when you hear "pop", indicating that the assembly is completed waiting for charging; charging method is the same as mobile phone lithium battery charging.

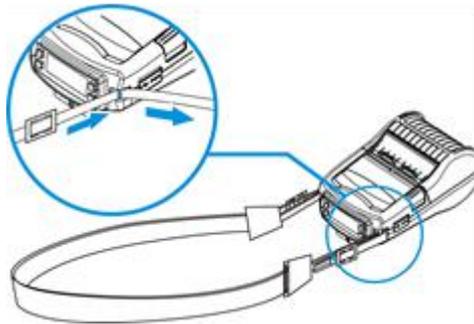


Caution:

- ✧ Do not remove the battery during charging;

- ✧ When install the battery, make sure the battery is connected in place to prevent the battery from dropping.
- ✧ Should use the manufacturer recommended power adapter or its equivalents;
- ✧ When plugging the plug of power adapter, you should hold the connector cover of the plug, do not pull the cable;
- ✧ Avoid dragging the power adapter cable, or it will damage the cable and cause fire disaster and electric shock.
- ✧ Avoid placing the power adapter around an overheated device, or the cable surface will melt causing fire disaster and electric shock.
- ✧ If the printer is not used for a long time, disconnect the printer power adapter.
  - Printer shoulder strap connection (optional)

When the printer is shipped, the belt clip is not attached to the printer, and the belt clip is attached to the printer as shown below.



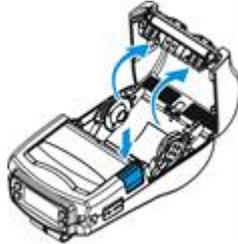
## 6.3 Paper roll installation

### 6.3.1 Confirmation of printing paper

Before installing the paper roll, you should first check the paper type used by the printer. The default paper type is continuous paper. If you need to set label paper or marked paper, please set it yourself. If you have any problem, please consult your dealer or manufacturer.

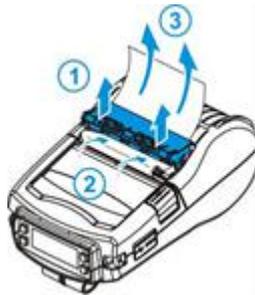
### 6.3.2 Install / replace the paper roll

1) Press the [open] button of paper top cover, open the top cover. Put the paper roll into the paper cabinet, close the top cover. When print the label paper, open the paper cabinet and open the peel-off cover.



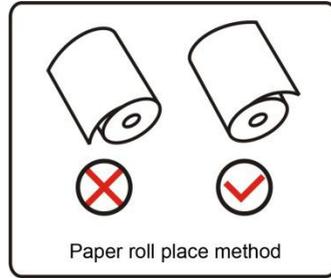
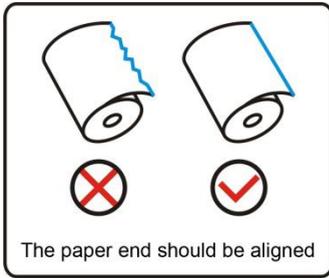
2) The printer paper guide is continuous adjustable, and the paper guide is in the middle to adapt to the smallest 25.4mm; maximum 72mm wide roll.

3) When print the label paper, open the peel-off cover as shown in the figure below. After pulling out the paper head for a distance along the paper out direction, close the topcover of the paper cabinet and tear off the excess paper head. Then the paper roll is installed.



Caution:

✧ The paper roll should meet the requirements shown below:



- ✧ The paper roll should be wrapped tightly. Otherwise, it may cause paper jam or other errors.
- ✧ The paper roll should be placed in the paper house smoothly, avoid tilt, otherwise it may affect the printing and paper feeding;
- ✧ The edge of the paper head cannot deviate from the paper out exit.

## 6.4 Printer connecting installation

When the printer is shipped from the factory, the default connection is the belt clip. If you need to attach the shoulder strap, consult your dealer or factory manufacturer.

### 6.4.1 Printer belt clip installation



- 1) Put the left belt clip cradle into the groove, refer to ① in figure above.



- 2) Put the sphere parts into the groove. Then put the right belt clip cradle into the groove, refer to ① in figure above. Finally, put the belt clip③ into the groove.
- 3) Wrest the pan head self-tapping screw into bottom cover using screwdriver. The pan head self-tapping screw is ST2.9×8-F-Hsupplied with the belt clip package.



Remarks:

- ✧ When fastening screw, rotate the belt clip to one side so as not to block the screw mounting hole.
- ✧ The mounting screws are supplied with the belt clip package.

## 6.5 Printer power on and self-test

### 6.5.1 Power on the printer

- 1) Make sure the printer battery is fully charged and install in place;
- 2) Press the [power] button for more than two seconds. The printer will turn on and initialize.

### 6.5.2 Print the self-test page

- 1) Make sure the printer battery is fully charged and installed in place, and install the paper roll;
- 2) Press the "configuration" button while the printer is idle. The printer enters the configuration menu.
- 3) Press "UP" or "DOWN" to select "2. SELFEST" or "2.SELFTEST" and press CONFIRM to confirm;

4) The printer begins printing the self-test page.

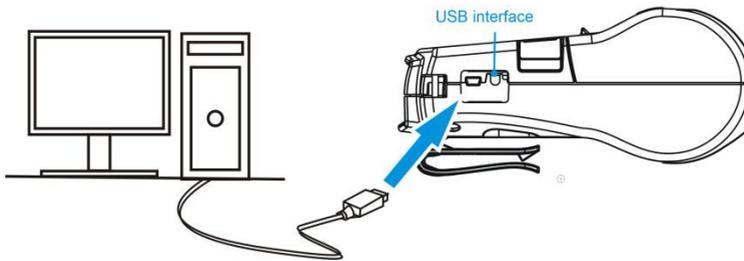
## 6.6 Connect the communication interface

BTP-P36 has two communication modes:

- Wired communication: USB interface
- Wireless communication: Bluetooth;

### 6.6.1 USB interface connection

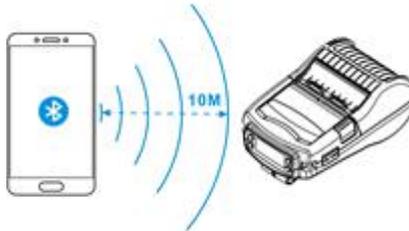
1. Insert the USB interface cable into the match interface;
- 2.



Connect the other end of the interface cable to the host, as shown below:

### 6.6.2 Bluetooth connection

- Provide Bluetooth4.0 version, communication distance  $\leq 10$  meters;
- Bluetooth pairing connection: After a Bluetooth connection between a handheld device (such as a PDA, mobile phone, tablet , etc.) or a computer and printer is successful, re-open the printer or handheld device without having to pair again, and simply disconnect the software from the upper layer and re-connect.
- For Bluetooth connection, please refer to Appendix B for detailed operation.



## 7 Routine maintenance

### **Caution:**

- ✧ Before starting routine maintenance, ensure that the battery of printer is taken out.
- ✧ Do not use organic solvents like gasoline or acetone.
- ✧ When cleaning the sensors, do not turn on the printer power until the pure alcohol has completely evaporated.
- ✧ It is recommended that the maintenance cycle should not be longer than one month.

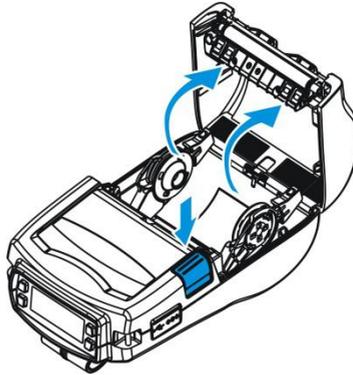
### **7.1 Cleaning print head and platen roller**

When any of the following cases occur, the print head and platen roller should be cleaned

- 1) Printout is not clear.
- 2) Paper feeds or retracts with big noises.;
- 3) Other objects on the print head and platen roller

To clean the print head and platen roller, follow steps given below.

- 1) Turn off the power
- 2) Press the cover open button to open the top cover of printer. Refer to following Figure.
- 3) Wipe off the dust and stains on the surface of the print head and platen roller with alcohol cotton ball (it should be wrung out);
- 4) Close the top cover of printer until the alcohol evaporates completely.



## 7.2 Cleaning marked sensor

When any of the following cases occur, the marked sensor should be cleaned.

- 1) The printer alarms the paper end during printing.
- 2) The printer does not alarm when paper end.
- 3) The printer can not read the mark effectively.

The cleaning steps are as follows:

- 1) Turn off the power.
- 2) Press the cover open button to open the top cover of printer.
- 3) Wipe off the dust and stains on the surface of the print head and platen roller with alcohol cotton ball (it should be wrung out);
- 4) Close the top cover of printer until the alcohol evaporates completely.

## 7.3 Remove paper jam

When any of the following cases occur, remove paper jam.

- 1) The printer cannot paper out normally.
- 2) Paper feeds with big noises

To remove paper jam manually, follow steps given below:

- 1) Turn off the power.
- 2) Press the cover open button to open the top cover of printer.
- 3) Check if there is any jammed paper in the paper path. If it exists, please remove the paper folds, and cut the paper head.
- 4) Close the paper cover of the printer and remove the jammed paper.

## 8 Troubleshooting

When the printer has any problem, refer to this chapter for solution.

If the problem still cannot be solved, please contact your local dealer or manufacturer for assistance.

### 8.1 Printer doesn't work

Problem	Possible causes	Solution
The printer does not work.	The battery has no power.	Please charge the battery or replace the battery.
	The battery does not connect well.	Take out the battery and re-install it.
	Circuit board is damaged.	Contact your local dealer or manufacturer.

### 8.2 LCD alarm and buzzer alarm

LCD prompt information	Causes	Solution
Print head voltage is abnormal	Print head voltage is abnormal	Close the printer, check the battery voltage
Print head is abnormal	The print head is too heat	Wait for the temperature of print head to come down.
Printer head bad dot	Printer head bad dot	Contact your local dealer or manufacturer.
Paper end	Paper end	Replace with new paper roll.
Paper cabinet is not closed.	Uplift the top cover	Close the top cover.
Power is low.	Power is low.	Replace with new battery or charge the battery.
Mark check failed	Cannot find the mark. Wrong paper type	Replace with matched paper roll or start the forcing calibration
Calibration fails	Calibration fails Wrong paper type	Replace with matched paper roll or start the forcing calibration
The printer is busy	The printer is busy	Wait for idle status
System updates	The printer is updating system	Wait for completing System updating
Pause	The printer is in pause status	Press the feed paper button, recover normal status

### 8.3 Problems during printing

Problem	Possible causes	Solution
Paper feed continuously when printing	Wrong paper type	Replace with matched paper roll
	Marked sensor errors	Contact your local dealer or manufacturer.
Paper cannot be sent out normally.	Paper jam	Open the top cover, check the paper feeding path and clear the jammed paper.
Vertical print content is missing.	Print head error	Contact your local dealer or manufacturer.

## 9 Appendix

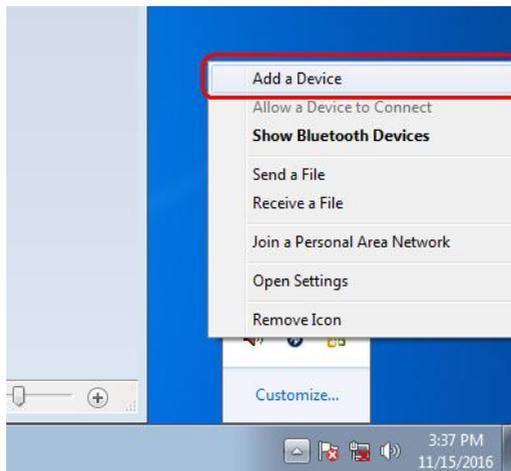
### 9.1 Printer driver installation on windows

BTP-P36 provides Windows 2000 / Windows XP / Windows Server 2003 / Windows Vista / Windows Server 2008 / Server 2012/Windows 7 / Windows 8/ Windows10 operating systems drivers.

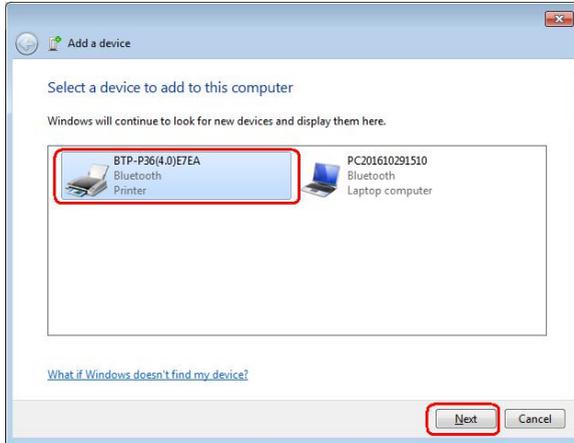
### 9.2 Bluetooth connection

1. Local printer Bluetooth interface and WINDOWS XP system connection

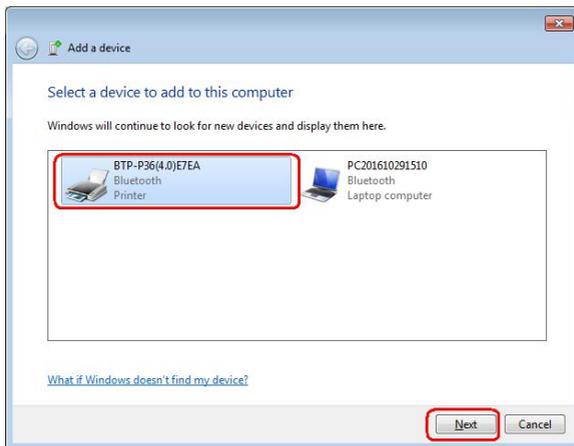
- 1) The Bluetooth receiver is plugged into the USB port on the PC and the Bluetooth icon is displayed at the bottom right of the Windows. Double click the Bluetooth icon to display the following screen:



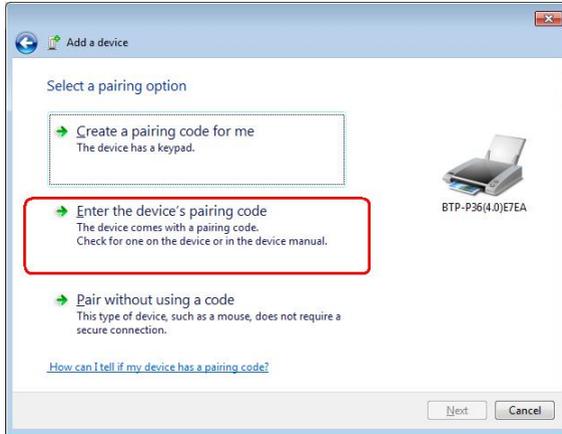
- 2) Click the “add”



3) Click “next” search the Bluetooth device



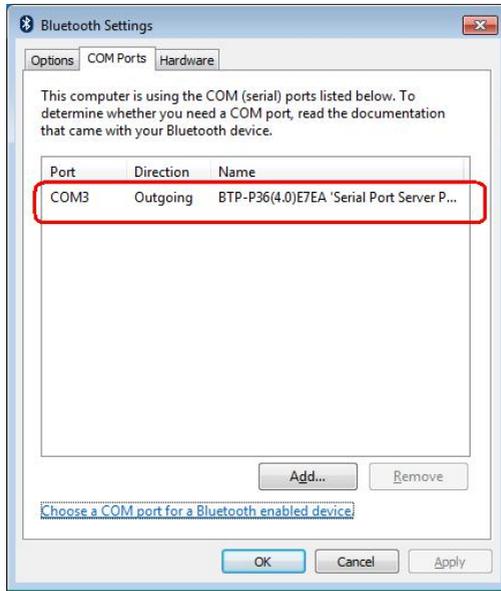
4) Click “next” ,input the code: 1234



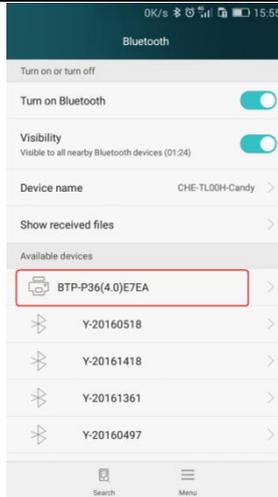
5) Next



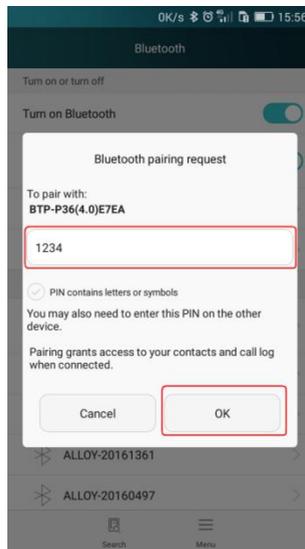
6) Complete the connection



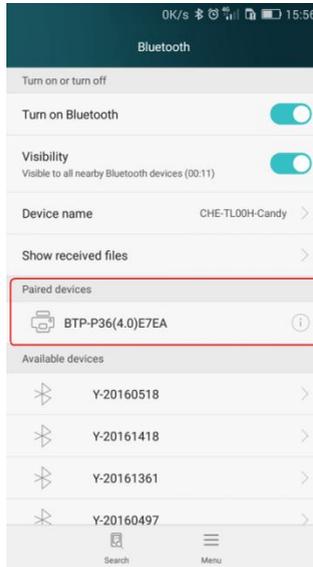
2. BTP-P36 printer Bluetooth interface and Android system connection
  - 1) Bluetooth printer is on, turn on the Bluetooth of Android system. Scan search device, select printer Bluetooth named “BTP-P36(4.0)XXXX”. “XXXX” indicates each printer is different. If you do not know the name of Bluetooth, please print the self-test page, and check the “BLUETOOTHNAME”



- 2) Match “BTP-P36-4.0”, input Bluetooth matched code. Input 1234 or 123456789



3) Match successfully



**9.3 FCC STATEMENT :**

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.

**Warning:** Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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. 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.

## **RF warning statement:**

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.