

Portable Label Printer

M/N: P20A

User Manual

Pinsheng technologies Co., Ltd

Table of Contents

Statement	3
Safety Instructions	4
1. General	6
1.1 Introduction	6
1.2 Main Features	6
2. Main Technical Parameters	7
2.1 Specifications	7
3. Appearance and Components	8
3.1 Appearance and Components	8
3.2 Functions of Main Components	9
4. Printer Setting	10
4.1 Printer Unpacking	10
4.2 Charging (TYPE-C USB)	10
4.3 Connecting Interface Cable (TYPE-C USB)	10
4.4 Consumables Installation/Replacement	10
4.5 Installation / Un-installation of Printer Driver	11
5. Starting and Printing of Printer	11
5.1 Starting	11
5.2 Printing	12
6. Printer's Daily Maintenance	12
6.1 Printer Head's Cleaning:	12
7. Common Fault Handling and Maintenance	13

Statement

The User Manual shall not be modified without permission, and Chongqing Pinsheng Technology Co., Ltd. (hereinafter referred to as Chongqing Pinsheng) reserves the right to change the technology, spare parts, software and hardware of the printer. For any more details related to products, please contact with Chongqing Pinsheng or its agent.

Any chapters of the User Manual shall not be copied or transmitted by any means or manners without written permission from Chongqing Pinsheng.

Copyright

The User Manual was printed in 2018, and its copyright is held by Chongqing Pinsheng Technology Co., Ltd.

Printed in China

Version 1.0

Trademark

Chongqing Pinsheng's registered trademark is:

WEWIN

Warnings & Notes



Warnings are mandatory to prevent from damaging persons or devices.



Notes are important and useful for operating printer.

Chongqing Pinsheng's management system passes the following certification:

ISO9001:2015 Quality Management System

ISO14001:2015 Environmental Management System

Safety Instructions

Please read through the following before using printer:

1. Safety Warnings



Warning: printer head is heating part, so please don't touch it and its surrounding parts during and after printing.



Warning: don't touch the printer head and connector to avoid damaging it due to static electricity.

2. Notes

- 1) Reserve enough space around the printer for the convenience of operation and maintenance.
- 2) Keep the printer away from water.
- 3) Don't use and save the printer in the high-temperature, high-humidity and seriously polluted place. Moreover, avoid direct exposure to sunlight, glare and heat sources.
- 4) Avoid placing the printer at the place where there is vibration and impact.
- 5) Don't allow moist air to form condensation on the printer's surface. If any, don't turn on the printer until the dew has disappeared.
- 6) Connect the printer's power adapter to an appropriate grounded socket. Don't share the same socket with a large motor or other devices that can cause fluctuation in the power supply voltage.
- 7) If you do not use the printer for a long time, please disconnect its power supply.
- 8) Please turn off the power if water or any conductive material (such as metal) gets into the printer.
- 9) Don't use the printer if no card, otherwise it will seriously damage the rubber roller and printer head.
- 10) For connecting or disconnecting ports, turn off the power, otherwise damage the control circuit of the printer.
- 11) If the printing effect meets operating requirements, you are recommended to set a low printing density as far as possible to avoid affecting service life of printer head.
- 12) Don't disassemble the printer by yourself for repairing.
- 13) The User Manual shall be kept properly for reference.

FCC COMPLIANCE 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.

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.

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

FCC Radiation Exposure Statement

The device has been evaluated to meet general RF exposure requirement.

The device can be used in portable exposure condition without restriction.

1. General

1.1 Introduction

P20 series portable label printer is capable of printing several specifications of labels and of paper cutting function; and it can be connected to PC and mobile devices for editing and printing and meet the personalized demands.

It also provides the driver available for WINDOWS XP /WIN 7 /WIN 10.

1.2 Main Features

- ◆ 180DPI high-precision printer head;
- ◆ 3/4 in. printing width;
- ◆ Available for die-cutting and continuous labels;
- ◆ USB, WIFI / Bluetooth
- ◆ Available for APP/PC

2. Main Technical Parameters

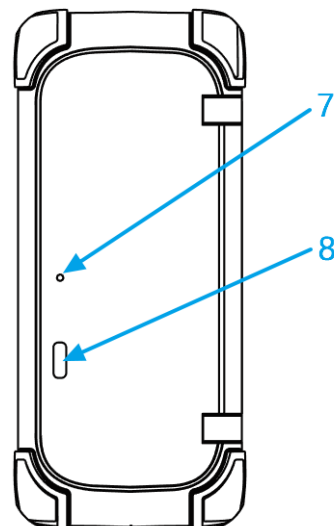
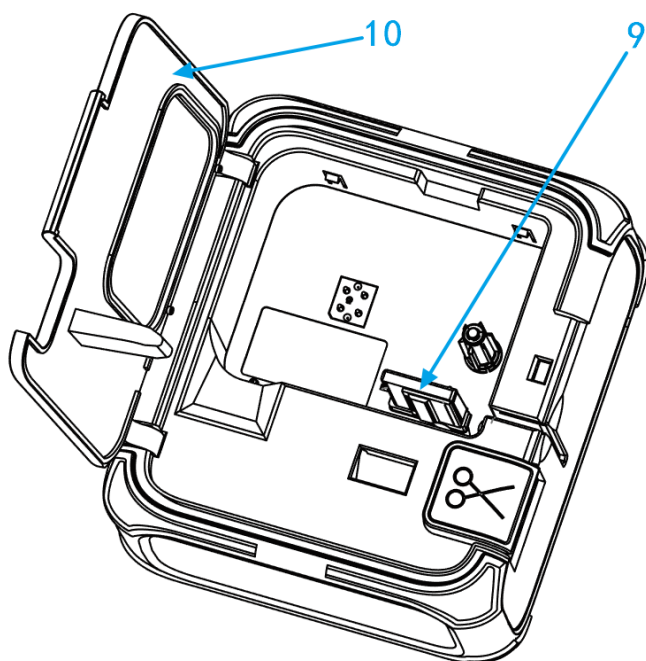
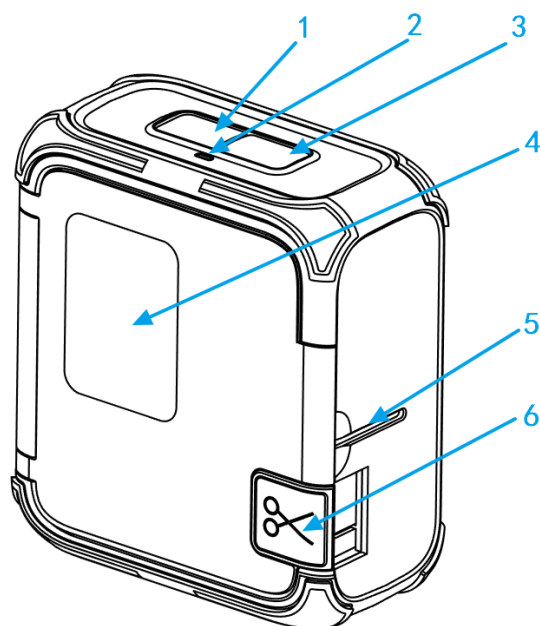
2.1 Specifications

Item		Parameter
Printing	Printing method	Thermal transfer printing
	Resolution	180DPI
	Printing width	18mm
	Printing speed	20mm/s
	Paper detection	Photoelectric sensor
	Communication interface	USB, Bluetooth/WiFi (optional)
	Paper cutting	Manually
Bar code	Bar code	Code39/128, Codebar, EAN13/8/128, UCC-128, PDF417, QR Code2
Medium	Medium type	Die-cutting label, continuous label
	Max. capacity	10m
	Length of ribbon	10m
Power supply	Input	DC 5V 2.0A
Environmental requirements	Operating	0~40°C, relative humidity at 5~85%, without condensation
	Storage	-20~60°C, humidity at 5%~90 %, without condensation
Physical property	Dimension	Length*Width*Thickness: 125mm×113mm×57mm
	Weight	About 0.6kg

3. Appearance and Components

3.1 Appearance and Components

- 1 — Power button
- 2 — Status indicator
- 3 — Paper feeding/pause
- 4 — Window
- 5 — Paper outlet
- 6 — Cutter
- 7 — Reset
- 8 — USB TYPE-C interface
- 9 — Printer head
- 10 — Cover



3.2 Functions of Main Components

A ---- Power button (1): press and hold it for 3 seconds to turn on or off the printer;

B ---- Paper feeding/pause (3):

When the printer is on but not printing, press it to deliver a discontinuous label paper or continuous label paper, and then pause;

When the printer is printing, press it to finish printing the current label paper and then pause, and re-press it to continue printing.

C ---- Status indicator (2):

Different colors indicate different states:

The blue indicator turns on and flashes continuously when charging and is constant on after the charging is finished.

When the green indicator is constant on when the printer is on, it means normal state; and if the red indicator flashes, it means exception which shall be solved as per APP/PC software prompts;

When the yellow indicator is constant on, it means pause state.

D ----USB TYPE-C interface (8)

It can be used for transmitting data and charging, and compatible for mobile phone, tablet PC and other charging devices;

E ---- Cutter (6)

Press it to cut label paper.

4. Printer Setting

4.1 Printer Unpacking

Unpack the printer to check if there is missing or damaged part against the packing list. If any, please contact the agent or manufacturer.

4.2 Charging (TYPE-C USB)

- 1) Connect TYPE-C USB cable and power adapter, and the power plug in the TYPE-C interface on the back of the printer;
- 2) Connect the input power of the power line.



Notes:

- ☆ When handling the plug, hold its connector shell and do not pull at the cable.
- ☆ Don't drug the power line, otherwise damage the cable and cause fire and electric shock.
- ☆ Don't place the power around the overheating device, otherwise the cable surface will be molten and accordingly cause fire and electric shock.
- ☆ If you do not use the adapter for a long time, please disconnect the power line.

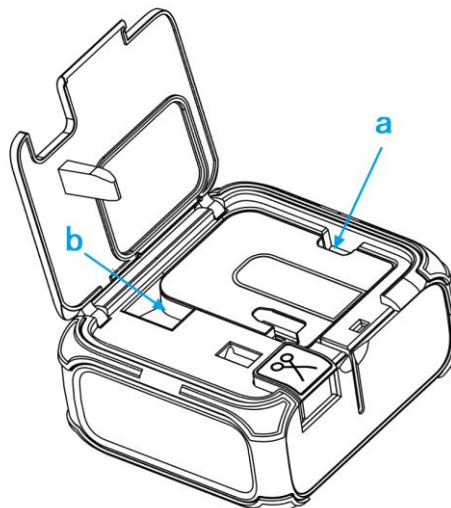
4.3 Connecting Interface Cable (TYPE-C USB)

- 1) Confirm that the printer is on;
- 2) Insert the interface cable into the matching interface;
- 3) Connect the other end of the interface cable to the computer host.

4.4 Consumables Installation/Replacement

For replacing consumables, firstly open the cover of printer, take out the label box from point a and point b (as shown below), and put the new box into the printer and press it to the bottom.

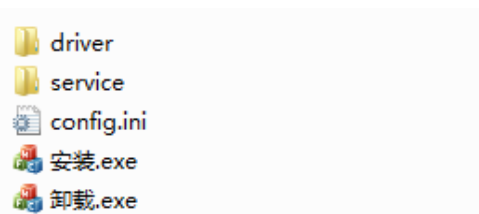
Note: when putting the box, keep one side of the box toward the paper outlet.



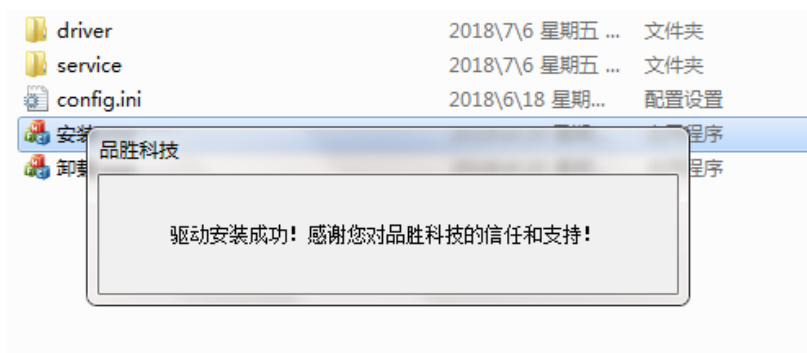
4.5 Installation / Un-installation of Printer Driver

The driver V1.0.1 is applicable for: Xp, Win7 32bit and 64bit, Win10 32bit and 64bit, Win2003 32bit and 64bit, and Win2008 32bit and 64bit

1. Double click the driver folder
2. Double click the installation (un-installation) file



3. Finish installation (un-installation)




Note: if installation failed, restart your computer, run un-installation file, and then run installation file again.

5. Starting and Printing of Printer

5.1 Starting

Confirm that the printer is full of power, press and hold the power button for 3 seconds, and the green indicator is on and gives prompt tone. Such means that the printer is ready.

 **Note:** if the printer cannot be started or cannot work normally after started, please contact the agent or manufacturer in time.

5.2 Printing

The printer can be connected to PC or mobile devices. Before printing, use professional editing software/APP to edit the contents to be printed.

- PC: connect the printer and PC with a USB cable, select a template in editing software or set the label specification, edit the label page and then print.
- Mobile devices: install “Wewin” APP, click to enter it, download a template, edit the contents to be printed, connect to the printer and then print.

Note: set the printing blackness and others in Setting.

6. Printer's Daily Maintenance

6.1 Printer Head's Cleaning:

The printer head should be cleaned in case of any one of the following:

1. When the printed pages are unclear;
2. Where a vertical column of the printed page is not clear;
3. When a box of consumables are used up;

The steps to clean printer head are as follows:

1. Turn off the printer, open the cover and take out the consumables box;
2. If the printer has just finished printing just now, wait for the printer head to cool completely;
3. Use a soft (dry) cotton cloth dipped in anhydrous ethanol to wipe the dust or contaminations from the printer head's surface.
4. Wait for 3-5 minutes and that the anhydrous ethanol completely evaporates, install the label box.



Notes:

1. For the printer's daily maintenance, make sure that the power is off;
2. Neither touch the surface of the printer head with hands or metal objects nor scratch the surface of the printer head, printing rubber roll and sensors with tweezers or other tools.
3. Do not use gasoline, acetone and other organic solvents;
4. Wait for anhydrous ethanol to evaporate completely, then turn on the power to continue printing.

7. Common Fault Handling and Maintenance

Notes:

In case of fault, the following method may be used for handling. If you still can't troubleshoot it, please contact the agent or manufacturer.

Where the state indicator is red, it means that the printer is abnormal, so please troubleshoot according to the error state from PC/mobile devices.

Indicator State	Prompt State	Handling
Red indicator flashes	Open the cover	Close the cover again
	Label exception	Re-install label box and close the cover
	Label cannot be recognized	Please replace with genuine consumables / return to depot
	Cutter jam	Please remove the paper and reset the cutter
Yellow indicator is constant on.	The printer head is overheated	Keep printing when it is cool.
	Printer is paused	Click pause/cancel button again to exit