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The Most Reliable Portable Printers®

OC-2 SERIES OF PRINTERS

User's Guide

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OC-2 Printer Views

Front View

Figure X

Back View

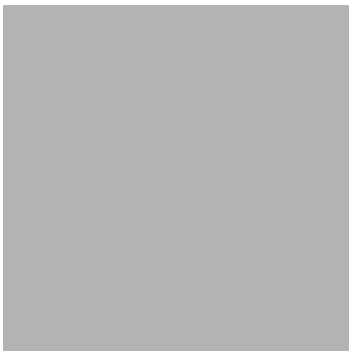

Figure X

Right Side View

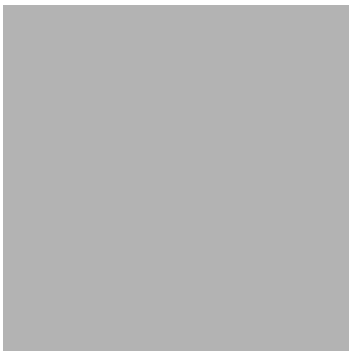

Figure X

Left Side View

Figure X

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Setting Up Your Printer

Use the following information to set up your printer:

- Unpacking Your Printer on page 8
- Installing Batteries on page 8
- Loading Printable Media on page 11
- Printing a Self-Test on page 13
- Connecting the Printer on page 13
- Configuring the Printer on page 15

In addition to the steps outlined in each section, additional information may be included if it applies to, or expands upon, the step being discussed.

Unpacking Your Printer

Before using the printer, remove all packaging material and inspect the printer for possible shipping damage.

If the printer has been damaged:

- Contact the shipping company and file a damage report.
- Contact O'Neil Product Development, Inc.
- Keep all shipping materials.

Installing Batteries

1. Remove any packaging material (if applicable).
2. Position the battery with its contacts facing toward the battery cavity as shown in Figure X.

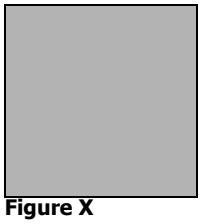

Figure X

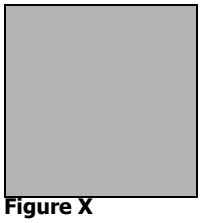

Figure X

3. Slide the battery into the battery cavity so that the edge of the battery hits the battery stop as shown in Figure X. The printer beeps one time when the first battery is installed.

   Do not force the battery into the battery cavity. When inserted properly, the battery easily slides and locks into place. If the battery does not easily slide into place, re-insert the battery.

4. Close the printer's cover.
5. Charge the batteries (batteries are shipped uncharged). For more information, see *Charging the Batteries on page 9*.

Removing Batteries

1. Lift the battery up and out of the battery cavity while sliding it to the left (Figure X).
2. Remove the battery from the battery cavity.

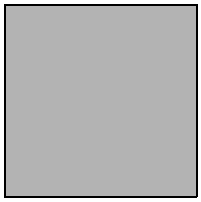

Figure X

Charging the Batteries

If the batteries are low when the printer turns on, the battery status LED displays red. For more information, see *Using the Control Panel on page 17*. Perform the following procedure to charge the batteries:

1. Verify the battery is installed correctly.
2. Plug the AC adapter into the printer's power port (Figure X).

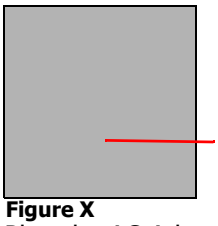

Figure X

3. Plug the AC Adapter's power cord into an appropriate power source.
4. Charge the batteries. The Battery Status LED turns red while the batteries are charging and turns green when the batteries are fully charged. One complete charge takes 4 to 5 hours.

Determining the Batteries' Condition

The battery status LED displays the batteries' condition. When the battery status LED is solid red, the batteries must be charged; when solid orange, the batteries are at low power; when solid green, the batteries are charged. The batteries' voltage varies between 6.2 and 8.4 volts.

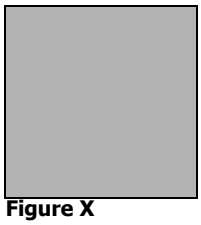

Figure X

For information on battery error conditions, see *Using the Control Panel on page 17*.

Loading Printable Media

Media Guidelines	
Media width	Receipt Paper: 2.25” Label Media:
Roll capacity diameter	Receipt Paper: 2.25” Label Media:
Media types	Receipt paper media, thermal paper, hang tag stock. * Depending on the type of media used, you may need to configure your printer. For more information, see *Configuring the Printer on page 15*.

Use the following procedure to load printable media:

1. Position the printer so that the O'Neil logo is facing you (Figure X).
2. Press and hold the printhead release button (Figure X).

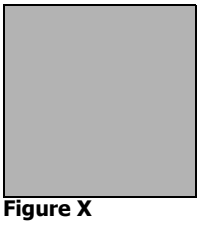

Figure X

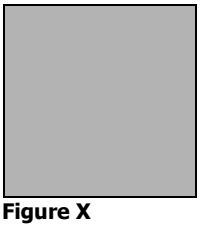

Figure X

3. Lift the printer's cover.
4. Place the paper roll between the metal paper roll holders as shown in Figure X. Make sure the paper exits “over” the roll and is firmly in place.
5. Unroll enough paper so that paper exits the printer (Figure X).

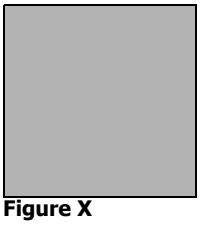

Figure X

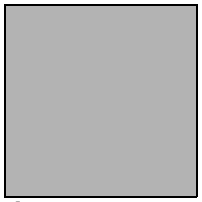

Figure X

6. Close the printer's printhead cover. The printer's printhead cover "snaps" into place when completely closed.
7. Verify the media exits straight.
8. Push the Media Function button one time to advance the media (Figure X).

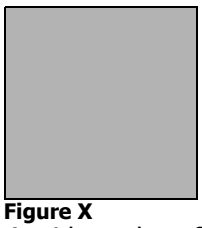

Figure X

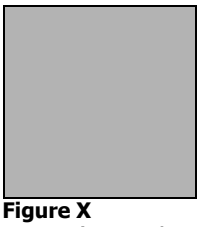

Figure X

9. At either edge of the printer's printhead cover are serrated corners. Tear the media by pulling up and away from the printer's (Figure X).

Warning: The tear bar and printhead cover's surface may be hot and/or sharp. Use caution when handling the printhead and tear bar.

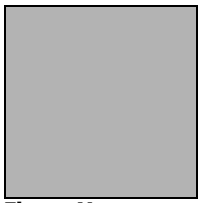

Figure X

Printing a Self-Test

1. Press and hold the power button for approximately three (3) seconds until printing begins. For information on button functions, see *Using the Control Panel on page 17*.
2. After printing begins, release the power button.

Connecting the Printer

The OC-2 printer is designed to transmit and receive data from a host terminal. The host terminal may be your computer, handheld, or laptop. Communication can occur using one of the following methods:

- Using a data cable to connect the printer and the host terminal (*this page*), or

Installing a Data Cable

1. Before connecting your printer to a host terminal, verify your printer's settings. For more information, see *Printing a Self-Test on page 13*.
2. Turn off the printer.
3. Insert the data cable's plug into your printer's data port (Figure 29).

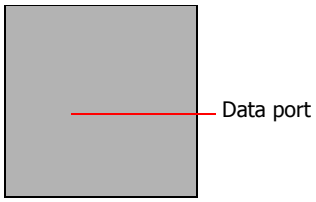

Figure X

4. Connect the data cable to the host and/or device you are using.

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Removing a Data Cable

1. Tilt the printer on its side so that the printer's data port is visible (Figure 30).
2. Lift the cable connector's lever and remove the cable.

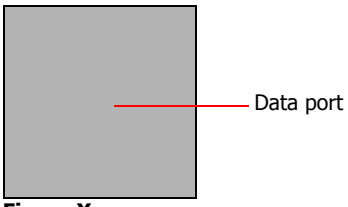

Figure X

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Bluetooth and/or 802.11b Parameters

Your printer is configured with default factory settings. To determine your printer's radio configuration, print a self-test (For more information, see *Printing a Self-Test on page 13*). If you have multiple printers, configure them specifically for use in your environment.

For proper system operation, set the following parameters on your printer and host computer:

802.11b Parameters

- ESS ID
- IP Address (if not DHCP)
- DHCP
- Sub Net Mask
- WEP Encryption
- Port
- Network Type

Bluetooth Parameters

- Device Name
- Authentication
- Bondable
- Discoverable
- Connectable
- Encryption

For information on setting parameters, see *Configuring the Printer on this page*. Contact your network administrator to verify the proper radio settings for your environment.

Configuring the Printer

To configure or upgrade firmware, download the Windows configuration program at www.oneilprinters/support.com.

Using the Belt Clip

Installing the Belt Clip

1. Place the belt clip's head over the printer's swivel mount block (Figure X).
2. Rotate the belt clip clockwise and/or counter-clockwise 180 degrees to lock the belt clip into place (Figure X).

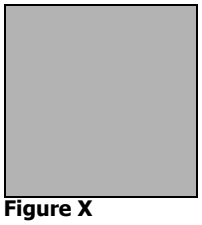

Figure X

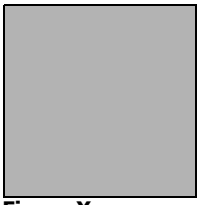

Figure X

Removing the Belt Clip

1. Rotate the belt clip so that the belt clip is in the "Up" position as shown Figure X.

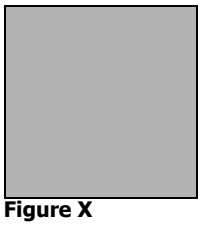

Figure X

2. Lift the belt clip off the printer. Do not force the belt clip off the printer. When positioned properly, the belt clip easily lifts off the printer. If the belt clip does not easily lift off, re-position the belt clip.

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Using the Control Panel

The tables on the following pages document the following:

- Audio Indicators on page 17
- Battery Status LED on page 18
- Power Button/LED on page 19
- Media Function Button/LED on page 19
- Radio Button/LED on page 20
- Reset Button/LED on page 20

Audio Indicators

Beep(s)	Description	Action
1 short	Printer wakes up.	None.
2 short	Out of paper.	Install paper.
3 short	Low battery.	Charge battery.
1 very short	RF power is on. *Note:* This beep occurs when you press the RF power button and the RF power was off.	None.
2 very short	RF power is off. *Note:* This beep occurs when you press the RF power button and the RF power was on.	None.
1 long	Boot code is starting or restarting.	Redownload firmware.
5 short	Error writing comm controller firmware from application.	Redownload comm controller after printer resets.
8 short	CRC error in firmware.	Redownload firmware.
10 short	Error writing communication controller firmware from boot code.	Redownload firmware.

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Battery Status LED

Battery Status LED	Description	Action
Red (solid): The batteries have less than 5% power.	• If A/C power is plugged in, charging is in progress. • If A/C power is not plugged in, the printer will soon turn off.	• None. Wait for the charge LED to turn green. • Charge batteries.
Orange (solid): The batteries have less than 25% power.	• If A/C power is plugged in, charging is in progress. • If A/C power is not plugged in, indicates the batteries are low.	• None. Wait for the charge LED to turn green. • Charge batteries.
Green (solid): The batteries are near, or at, full capacity.	• If A/C power is plugged in, charging complete. • If A/C power is not plugged in, batteries are well charged.	None.
Red to orange flash - fast	Battery voltage is too high.	Replace battery.
Orange flash - slow	Charge has timed out.	Restart battery charge (battery may be bad).
Orange flash - fast	Internal code error.	Remove batteries, then re-connect A/C power.
Orange, red, or green flash - fast	When the AC adapter is plugged into the printer's power port, the battery status LED flashes orange, red, or green (depending on the battery status LED color that is initially displayed) to indicate the AC adapter is plugged in.	None.

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Power Button/LED

Power Button	
Short press	If printer is off, turns printer on; if printer is on, turns printer off.
Long press (press and hold for three to five seconds)	Prints a self-test.

Power LED	
Green	Power is on.
Off	Printer is asleep.

Media Function Button/LED

Media Function Button	
Short press	If printer is asleep, wakes up printer. If printer is awake, feeds one (1) label.

Media Function LED	
Red flash	Media is out; reload media.
Red flash - slow (if the printer is configured with the presenter ON)	Media is in the presenter.
Off	Media is present.

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Radio Button/LED

Radio Button	
Short press	Toggles radio power off and on.

Radio LED*	
Blue flash - slow*	RF power is on and printer is awake.
Blue flash - fast*	RF power is on and printer is asleep.
Blue flash to solid red	The printer is out of range of the access point and/or infrastructure.
Blue flash to red flash	The printer is not correctly configured for the radio it recognizes.
Off	RF power is off.

* If the signal quality option is on (default) and the printer is awake, the amount of time the blue radio LED is on indicates the signal strength. For example, if the blue LED is on 90% of the time, the printer has a very strong signal; however, if the blue LED is on only 10% of the time, the printer has a very weak signal. When the signal quality option is turned on, the blue radio LED indicates signal strength only; it does not indicate whether the printer is awake or asleep as described in the table above.

Reset Button/LED

Radio Button	
Short press	Re-boots printer and turns power off and on.

Using a CardReader

Note: The following information applies to printers installed with the CardReader option.

Figure X

General Guidelines

- To wake up the CardReader, insert a card into the CardReader slot. One short beep indicates the CardReader/ printer is awake.
- If you are using a Smart CardReader, insert a card with the gold contacts facing away from the printer and leave the card in CardReader slot.
- If you are using a Magnetic CardReader, insert a card with the stripe facing toward the printer, then slowly remove the card from the CardReader slot.
- For information on CardReader LED indicators and audio indicators, see *Using the Control Panel on page 17*.

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Using External Charging

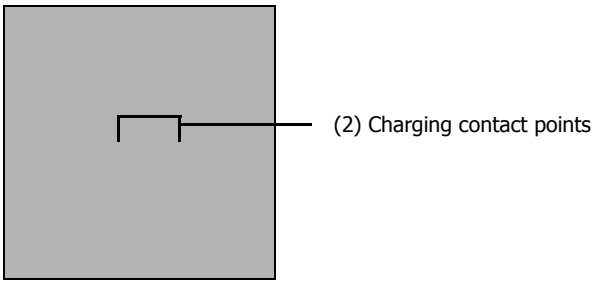

Figure X

Overview

OC-2 printers have two charging contact points located on the side of the printer's case (Figure X). OC-2 printers can be used with various O'Neil accessories such as the swivel lock bracket and the external swivel lock depot charger. When an OC-2 printer is mounted to one of these accessories, the printer's batteries are automatically charged. For more information, see the instruction sheet(s) included with the accessories.

Warning: Use of any product not approved by O'Neil Product Development, Inc. for use with their printers could cause damage to the batteries and/or printer and will void the warranty.
Failure to observe the instructions and/or warnings specified in the documentation may result in damage to your printer. O'Neil Product Development, Inc. does not accept liability for resulting damages or injuries.

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Maintenance and Troubleshooting

Maintenance Guidelines

- Keep the printer in a cool, dry place, away from direct sunlight, high temperature, and moisture.
- Do not insert foreign objects into the printer.
- Do not operate the printer if it appears damaged.
- Do not operate the printer when your hands or body are wet.
- Do not operate the printer near water.
- To reduce risk of electric shock, unplug the printer and remove the batteries before cleaning.

Preventative Maintenance

Area	Method	Interval
Printhead/ roller	Use an approved cleaning card.	After every ten (10) rolls of media.
Tear bar	Clean thoroughly with 70% isopropyl alcohol on a cotton swab.	After every five (5) rolls of media.
Exterior	Use a soft cloth and mild cleanser if necessary. Do not use abrasive cleanser, chemicals or scrubbing pads, which can mark your printer's finish.	As needed.

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Troubleshooting

Symptom(s)	Action
Printer does not print	• Verify the printer is turned on. • Recharge or replace the battery. • Verify the battery is properly installed. • Check your cable connections. (if applicable) • Check your radio card connections. If module is installed incorrectly, or configured incorrectly, data will not be transmitted from your host terminal to the printer.
Media/paper jam	• Open the printhead and reinstall media. • Verify the media is properly installed. For more information, see *Loading Printable Media on page 11*. • Clean the printhead and the media cavity.
Reduced battery capacity	• Recharge or replace battery.
Media does not feed	• Verify the printhead is closed and latched. • Verify the label sensors are not blocked.
Printer does not stop at Q Mark and/or, printer prints continuously	• Check your printer's configuration. Verify the configuration matches the type of media it is printing on.

Help Desk

If you need additional assistance, please contact O'Neil Printer Support at (949) 458-0588 ext.302 or e-mail printersupport@oneilinc.com. Please have the following information ready:

- Model number
- Serial number

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Supplies

Media Supplies

O'Neil Product Development, Inc. offers seven certified grades of paper for use in the printer. Our certified supplies are guaranteed compatible — this important qualification means that rigorous performance and image life testing have been performed. Quality supplies are key to obtaining optimal image quality and print performance. Quality supplies are also the key to extending the life of the printer. O'Neil Product Development strongly recommends using O'Neil Certified Supplies only.

For more information, contact O'Neil Printer Supplies Group at (949) 458-6400.

Maintenance Supplies

We recommend that you follow a regular maintenance schedule using our cleaning card. O'Neil's cleaning cards are designed to effectively remove dirt and other contaminants from the thermal printhead, rollers, and paper path...resulting in a clean, crisp image output — every time. Our cleaning kits remove any adhesive residue (when using linerless labels) in addition to dirt and other contaminants.

For more information, contact O'Neil Printer Supplies Group at (949) 458-6400.

General Supplies

- Use only supplies certified by the Original Equipment Manufacturer (OEM). For OEM supplies, please contact O'Neil at (949) 458-0500.

For more information

- For more information about using the printer, contact O'Neil at (949) 458-0500, or visit www.oneilprinters.com.

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Agency Approvals

FCC Notice

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 has been certified to comply with the limits for a Class B computing device, pursuant to FCC Rules. The user is catuioned that changes and modifications made to the equipment without the approval of the manufacturer could void the user's authority to operate this equipment.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, it 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 to 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.

Applicable Directive
- 89/336/EEC, 73/23/EEC

Applicable Standards
- EN55022 (1998)
- EN55024 (1998)
- EN60950 (1992)

Applicable Standards
- TS001
- AN/NZS3260

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