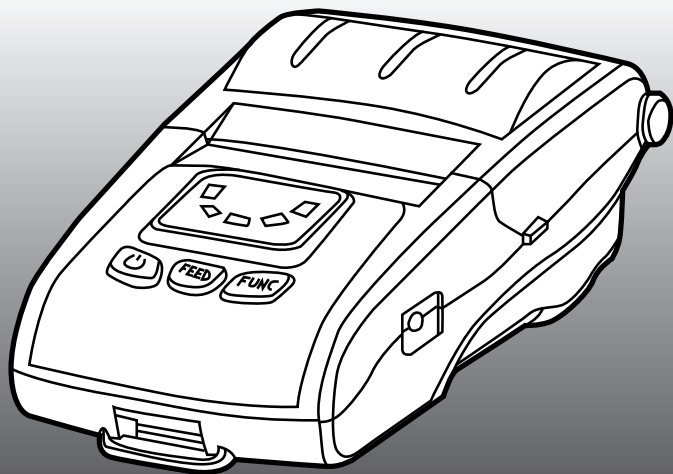


ROYAL[®]

Thermal Printer PT-300

USER MANUAL



Please contact the
ROYAL CONSUMER PRODUCT SUPPORT HOTLINE
for operational assistance and problem resolution. Call toll-free.

Customer Service:

1-800-832-6522 (USA)

52-559-138-3300 (in Mexico)

Monday through Friday during normal business hours.

To Order Supplies:

1-888-261-4555

INDEX

\\ INTRODUCTION	2
Safety warning	2
Safety notice	2
Unpacking	3
Printer parts	3
\\ MAIN FEATURES	4
Technical specifications	4
\\ SET UP	5
Battery installation	5
Paper roll installation	5
Battery charging	6
Indicator, beeper and buttons	7
\\ DRIVER / APP	8
USB	8
BLUETOOTH	9
WIFI	10
\\ FIRMWARE	14
\\ PARTS LIST	14
Paper Roll	14
Battery	14

Safety warning

Only use the supplied AC power adapter and lithium battery. Using another product will damage the device.

Keep the battery away from heat to avoid damage to the device.

DO NOT disassemble the battery. It will damage the unit and void the warranty.

The battery's liquid is corrosive. If there is leakage, wash with plenty of soap and water. If it gets into your eyes, immediately rinse your eyes with warm water and seek medical advice.

Safety notice

DO NOT touch the paper tear-off knife.

DO NOT touch the print head or the parts around it during or after printing since that area will be hot.

DO NOT open the top cover when printing. Doing so may cause printer failure.

DO NOT print when it's out of paper. This could damage the print head and rubber roller.

Keep all liquids away from the unit. If liquid should get into the unit, turn the power off immediately.

Make sure to charge the battery a minimum of 60%. Then remove the battery from the printer and store it away if the printer will not be used for a long period of time.

Please save this manual for future reference.

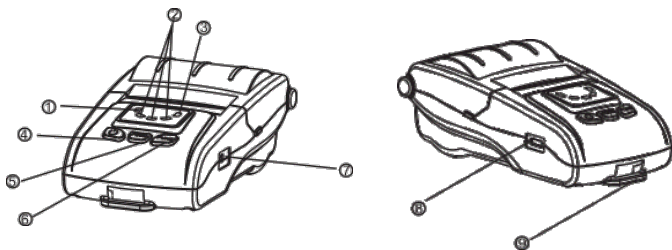
In order to maintain a high print quality and extend the life of the product, we recommend using ROYAL brand 2 1/4" (57mm) thermal paper roll, **Part # 013127**.

Unpacking

After unpacking the unit, please check that all the necessary accessories are included in the package.

- 1X User's manual
- 1X Printer
- 1X Lithium battery
- 1X USB cable
- 1X Power adapter

Printer parts



1. Error indicator (red)
2. Battery status indicator (Green)
3. Status indicator (Blue)
4. Power button
5. Feed button
6. Function key button
7. Power port
8. USB port
9. Hook

MAIN FEATURES

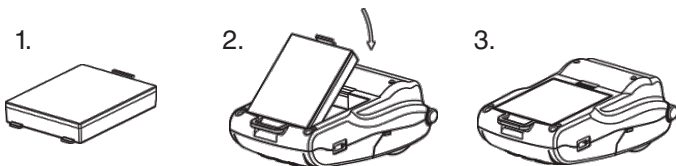
- Streamlined design: Small and lightweight
- Auto paper loading structure, easy to use and maintain
- High print quality
- Low-noise and high-speed printing
- Low power consumption
- Low operating costs (no ribbons, ink cartridges): thermal printing technology

Technical specifications

Printing	Print method	Direct thermal line	
	Print width	48mm / 1 ⁷⁵ / ₆₄ in	
	Dot density	384dot/line	
	Print speed	60mm/s (max) / 2 ²⁵ / ₆₄ in (max)	
	Interface		USB
			Bluetooth3.0/BLE4.0 (support Android and iOS)
			WiFi (AP/STA/AP+STA mode to set up the networks)
			Support USB virtual COM port for developing and testing by developer
	Paper width	58mm / 2 ⁵ / ₁₆ in	
	Paper diameter	50mm (max) / 1 ³¹ / ₃₂ in (max)	
Paper thickness	0.06-0.08mm		
Print commands	Compatible with ESC/POS		
Other features	Support NV logo download printing		
Barcode	Fonts	GB18030, Big5, Korean	
	Character size	ANK Font: Font A: 12*24dots	
		Font B: 9*17dots	
	Barcode	Simplified/Traditional Chinese Character, Korean: 24*24dots	
UPC-A/UPC-E/EAN (JAN) 13/EAN (JAN) 8/ CODE39/CODABAR/ITF/CODE93/ CODE128/QR code			
Buffer	Data	4K bytes	
	NV Flash	60K bytes	
Physical Properties	Dimension	148.5*86*58.5mm/ 5 ⁷ / ₃₂ *3 ²⁵ / ₆₄ *2 ¹⁹ / ₆₄ in	
	Weight (including battery)	288g/ 10.16oz	
Power	Power adapter	Input: AC100-220V output: DC 9V/1A	
	Lithium battery	2200mAh/7.4V	
	Charge period	2.5h-3.5h	
	Other features	Automatic sleep mode function	
Environment	Work Environment	Temperature: 5-45°C, Humidity: 10-80%	
	Storage Environment	Temperature: -10-45°C, Humidity: 10-90%	
Reliability	Mechanism	50km/ 31miles	

SET UP

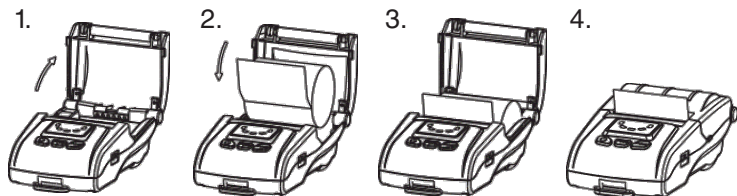
Battery installation



1. Unpack the battery.
2. Install the battery as pictured, following the direction of the arrow.
3. Push the battery into the slot until it snaps into place.

NOTE: The printer cannot print without the battery.

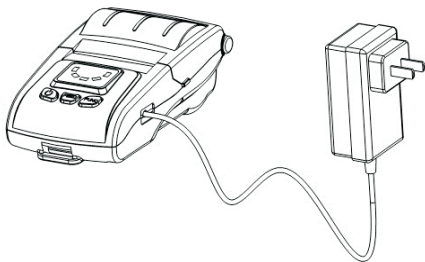
Paper roll installation



1. Open the top cover as shown in the picture.
2. Install the paper roll as shown in the picture, following the direction of the arrow.
3. Pull the edge of the paper 5mm through the outside of the slot.
4. Close the top cover.

NOTE: In order to maintain a high print quality and extend the life of the device, we recommend using ROYAL brand 2 1/4" (57mm) paper roll, **Part # 013127**.

Battery charging



1. Turn off the printer power.
2. Plug the supplied power adapter into the printer's power input socket and connect the adapter to an AC outlet.
3. Turn on the printer power. The battery will start to charge.

NOTE: To charge the battery, the printer must be turned on.

Indicator, beeper and buttons

ERROR Indicator (Red)	BATTERY STATUS Indicator (Green)	STATUS Indicator (Blue)	Beeper	Status
OFF	OFF	OFF	No	Printer power off.
Blinking	ON	OFF	Yes	Printer power on, but out of paper.
OFF	ON	OFF	No	Printer is powered on and in normal print mode.
OFF	ON	ON	No	Bluetooth/Wi-Fi connected.
Long press the power button for 3 seconds.				Printer power ON/OFF.
Press the POWER button and FUNC button simultaneously, wait for the green lights light in turn, then release the POWER button firstly. The red light and blue light lights up in turn, after the blue light is off, release the FUNC button; red light is off, the printer motor will vibrate.				Factory data reset
To feed paper manually, press the FEED button.				Paper feed
Press the FEED button and the POWER button simultaneously, wait for all the lights are bright, then release the POWER button firstly, wait for STATUS indicator (blue light) is off, then release the FEED button.				Print Self-test page
Press the FEED button and the POWER button simultaneously, wait for all the lights are bright, then release the POWER button firstly; after the blue light and red light is off in turn, then release the FEED button, meanwhile the printer prints out "Hexadecimal Dump" page, then printer is changed to Dump mode.				Hexadecimal Dumping
Turn on the printer, press the function button.				Interface information

If you want to know more details about the printer's driver, you can download online manual in www.royal.com in section Support/Drivers and Manuals.

USB

Android / iOS

To set up the printer through Royal POS software follow the next steps:

1. Connect the printer with USB interface to POS and go to Setup/Peripherals from the Main menu in Royal POS software.
2. Choose a USB port in the "Connection type" field to add a new kitchen printer.
3. Make sure the following information appears in the following fields:

FIELD	INFO
Device	USB 2"/57mm Thermal Printer
Port	Vendor Gprinter
Speed	9600 bps

When finished, press the "SELF-CHECK" button. A notice asking if you would allow the Royal system's app to access the USB device will appear. Answer "OK".

BLUETOOTH

Android / iOS

To set up the printer through Royal POS software follow the next steps:

1. Connect the PT-300 to the hardware. If you are using an android device, go to Settings/Wireless & Networks/Bluetooth from the Main menu. If you are using an iOS device, go to Settings/Bluetooth.

NOTE: If you are not sure of the printer's name, check by pressing the FUNC button. In the interface information, the BLUETOOTH NAME and BLUETOOTH PIN are listed, though you may have to enter the password.

2. Enter to Royal POS software and go to Setup/Peripherals from the Main menu
3. Add a new kitchen printer and choose BLUETOOTH in the "Connection type" field.
4. Make sure the information below appears in the following fields:

FIELD	INFO
Device	USB 2"/57mm Thermal Bluetooth Printer
Port	(the BLUETOOTH NAME of the printer)

5. When finished, press the "SELF-CHECK" button and the printer will print a test page.

WIFI

Android

1. To change the IP via the Royal PT-300 App:
 - a. Download the Royal PT-300 App from Google Play and install it.
 - b. Connect the POS to the printer through the Wi-Fi interface.
 - c. Open the Royal PT-300 App and enter “Connect to printer”.
 - d. Choose “Printer 001” and write the IP address and port number.

NOTE: Check the interface information to see if you can print by pressing the “FUNC” button in the printer.

- e. Click “Connect”.
- f. Once the printer is connected, go back to the Main menu and press the “WIFI settings”.
- g. Refresh and then click on the device.
- h. Enter the wireless router details, set the static IP address and then click “Setup”. When setting the IP address, make sure the following information is entered:

FIELD (in STA MODE)	INFO
SSID	The name of the Wi-Fi network that the POS usually connects to
Password	The SSID Wi-Fi used earlier
IP address	Write an IP address that is similar to the router's address (but not the same IP)
IP Gateway	You can set any Gateway IP but avoid conflict to any current computer's IP

- i. Restart the printer and AP/STA setting is successful.
2. Connect the printer to the POS (these steps depend on what software you are using. In this example, we will describe how to connect the PT-300 to the Royal POS software).
- j. Go to Setup/Peripherals from the Main menu.
 - k. To add a new kitchen printer, choose WiFi/Network in the “Connection type” field.
 - l. Write the IP address (the new one) followed by the port number in the “Port” field. Example: 192.168.x.x:xxxx. The port number is usually 9100 (you can verify this in the Interface information).
 - m. Make sure the information below appears in the following fields:

FIELD	INFO
Device	Thermal LAN/WIFI Printer 80mm / 3"

- n. Press the “SELF-CHECK” button and the printer will print a test page.

NOTE: If you don't remember the printer's name, check by pressing the FUNC button. In the interface information, the IP ADDRESS is listed.

iOS

1. To change the IP via the Royal PT-300 App:
 - a. Download the Royal PT-300 App from AppStore and install it. F
 - b. Connect the POS to the printer though the Wi-Fi interface.
 - c. Open the Royal PT-300 App and enter the ip address and port of the printer. Then click in “Connect”

NOTE: Check the interface information to see if you can print by pressing the “FUNC” button in the printer.

- d. Once the printer is connected, go the “WIFI settings”
- e. Enter current IP address and press “connect”, later “done”, “Wmode” and “Query info”.
- f. Choose STA mode and enter the wireless router details, set the static IP address and then click “Do it”. When setting the IP address, make sure the following information is entered:

FIELD (in STA MODE)	INFO
SSID	The name of the Wi-Fi network that the POS usually connects to
Password	The SSID WI-FI used earlier
IP address	Write an IP address that is similar to the router's address (but not the same IP)
IP Gateway	You can set any Gateway IP but avoid conflict to any current computer's IP

- i. Restart the printer and AP/STA setting is successful.
2. Connect the printer to the POS (these steps depend on what software you are using. In this example, we will describe how to connect the PT-300 to the Royal POS software).
- j. Go to Setup/Peripherals from the Main menu.
 - k. To add a new kitchen printer, choose WiFi/Network in the “Connection type” field.
 - l. Write the IP address (the new one) followed by the port number in the “Port” field. Example: 192.168.x.x:xxxx. The port number is usually 9100 (you can verify this in the Interface information).
 - m. Make sure the information below appears in the following fields:

FIELD	INFO
Device	Thermal LAN/WIFI Printer 80mm / 3"

- n. Press the “SELF-CHECK” button and the printer will print a test page.

NOTE: If you don't remember the printer's name, check by pressing the FUNC button. In the interface information, the IP ADDRESS is listed.

FIRMWARE

PT-300 firmware can be upgraded, you have to download the driver from *www.royal.com* in section Support/Drivers and Manuals.

PARTS LIST

Paper Roll

This printer uses a standard 2 ¼ inch (57mm) paper roll for customer receipts.

NOTE: It is recommended to use ROYAL brand 2 1/4" (57mm) paper, which will help prevent dust deposits on the printer mechanism caused by inexpensive paper rolls. Replace with standard bond quality calculator paper, **ROYAL Part # 013127**.

To order, call the Royal Supply Center toll free at: **1-888-261-4555**.

Battery

To order, call the Royal Supply Center toll free at: **1-888-261-4555**.

WARRANTY, REGISTRATION & TECHNICAL SUPPORT

PLEASE FILL OUT AND RETURN THE PRODUCT REGISTRATION CARD INCLUDED WITH YOUR NEW ROYAL PRODUCT OR FILL OUT THE PRODUCT REGISTRATION FORM ON THE ROYAL WEB PAGE AT: [http:// www.royal.com](http://www.royal.com).

BE SURE TO KEEP A COPY OF YOUR SALES RECEIPT!

STANDARD WARRANTY

ROYAL CONSUMER INFORMATION PRODUCTS, INC. ("Royal"), at 1160 U.S. Highway 22 East, Suite 301 Bridgewater, NJ 08807 USA WARRANTS that your NEW Product is free of defects of workmanship and materials. If there is a defect or malfunction of this product, Royal will repair it free of charge as follows:

- PARTS:** New or comparable rebuilt parts in exchange for defective parts for ONE (1) YEAR from date of customer purchase.
- LABOR:** Royal provides labor warranty for ONE (1) YEAR from date of end-user purchase. Product must be sent postage prepaid and insured to Royal in accordance with the warranty procedures outlined below. At completion of the repair, the consumer will be responsible for return shipping charges from Royal, and for any parts or services no longer covered under warranty.

This warranty does not apply to persons who purchased this product second-hand or used.

This warranty does not include adjustments, parts and/or repairs required by circumstances beyond the control of Royal, including but not limited to fire or other casualty, accident, neglect, abuse, misuse, abnormal use or battery leakage damages.

THERE ARE NO OTHER EXPRESSED WARRANTIES EXCEPT AS STATED HEREIN. AFTER THE PERIOD OF EXPRESSED WARRANTY SET FORTH HEREIN, THERE ARE NO EXPRESSED OR IMPLIED WARRANTIES AND THOSE EXCLUDED INCLUDE THOSE OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. Royal shall NOT be held liable for CONSEQUENTIAL DAMAGES resulting from any failure, defect or malfunction of this product. Some States do not allow limitations on how long an implied warranty lasts and some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

WARRANTY PROCEDURES

TO OBTAIN SERVICE UNDER THE TERMS OF THIS WARRANTY:

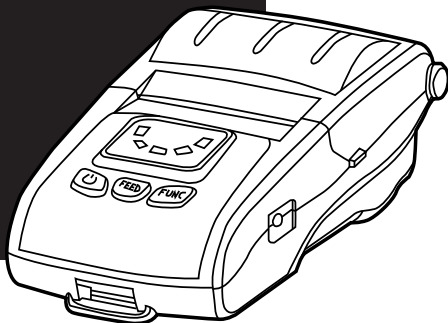
Please do the following:

1. Send a copy of your original sales receipt showing original purchase date along with your mailing address and a note describing the nature of the problem to:
Royal Consumer Information Products, Inc.
Warranty Processing
50 Hilton Street
Easton, PA 18042-7391 USA

Do Not Return the Product to This Address!

2. You will receive a return authorization number within 7-12 business days from the date your return request is received if it is determined that there is a basis for a replacement product. The return authorization form you receive will list the return procedures, applicable charges, if any, and the correct shipping address for the returned product.

Thermal Printer PT-300



ROYAL Consumer Information Products

Product Registration Information

PT-300

Register Your Product online at:
www.royal.com

Date of Purchase: _____ Model: _____

Place of Purchase: _____

Lot / Serial Number: _____

Customer Support: 1-800-832-6522 {US}
1-888-266-9380 {Canada}
01-800-849-4826 {Mexico}

PLEASE KEEP THIS INFORMATION FOR YOUR RECORDS.

**FEDERAL COMMUNICATIONS COMMISSION (FCC) RADIO FREQUENCY INTERFERENCE
STATEMENT INFORMATION TO THE USER:**

CAUTION: Changes or modifications to this unit 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:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. If applicable, 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 assistance.

Connection of peripherals to this unit requires the use of grounded, shielded cables to ensure compliance with the Class B FCC limits.

IN CANADA:

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatuses set forth in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la Class B prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère de Communications du Canada.

State of California Proposition 65 Warning

The following statement is required by the State of California.

Warning: This product may contain chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm. Wash hands after handling

Thermal Printer
PT-300

ROYAL[®]
Consumer Information Products, Inc.

1160 U.S. Highway 22 East
Suite 301
Bridgewater, NJ 08807

Made in China

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