

## QUICK START GUIDE

# DPP-255

## 2-Inch Mobile Printer



### Getting Started

The mobile thermal printer captures data from personal computers and other host systems through serial (RS232C), USB, or Bluetooth (MFi or SPP) connectivity.

The versatile functionality built-in the printer allows you to use the data output application of your choice.

### Charging Your DPP-255

Before operating the DPP-255 printer, install the Lithium Ion rechargeable battery. A fully depleted battery, ensure the battery pack is charged for at least 4 hours.

#### Note

Ensure the input cord is connected to the AC adapter before charging the battery.

To prevent electrical damage to your printer and/or battery pack, only use the approved AC charger provided with the printer.

1. Pull the DC jack port tab backwards.
2. Insert the AC adapter into the port.
3. Introduce the AC adapter plug into an appropriate power outlet to begin charging.

#### Note

LED status during charging is displayed.

### Installing a Paper Roll

Before replacing the paper roll or closing the cover, ensure the mobile head is cool. The mobile head may be very hot immediately after printing.

#### Note

Do not touch the mobile head if it's hot. Burn injuries may result.

1. Open the paper cover by pressing the Open button. If desired, turn the knob with your finger to set the width of the paper guide.
2. Insert the new paper roll so it unfolds from the bottom. Remove the paper core when empty.
3. After the paper is inserted, adjust the paper guide so it's wider than the width of the paper, and then pull it out.
4. Press the Feed button until a small amount of paper appears.

#### Note

At least 12mm or more of the media should be seen above the top of the printer before closing the printer cover.

5. Use both hands to close the paper cover to ensure it is closed completely.

### Charging LED Status

Battery LED indicators display the modes of operation such as connection status and charging and/or low battery conditions.

Color	LED Status	Action
<b>Solid Red</b>	Paper is out or stopped printing.	Turns green once paper is replaced.
<b>Flashes Red</b>	Printer head is over heating.	Turn off printer.
<b>Solid Green</b>	Battery charging complete. Power is on.	N/A
<b>Flashes Green</b>	Battery is low.	Charge battery.
<b>Flashes Blue</b>	Bluetooth paired.	N/A



## Troubleshooting

After issuing a print job, the paper feeds correctly, but printed text does not appear on the paper.

- Ensure the paper roll and/or paper cover are installed properly.

LED blinks **red** continuously.

- Battery voltage is too low.
- Printer is out of printer.
- Paper is not properly loaded.

Printed text and/or images are too light.

- Battery voltage is too low.
- Thermal media is not imaging correctly.

Printer stops responding to both print and paper feed commands.

- Reset the printer.

## Warnings & Cautions

Please observe the following precautions:

- Do not immerse the printer in water.
- The printer is intended for use indoors. When not in use, store it in a cool, dry place.
- Do not place the printer near a heat source.
- Keep both the power supply and printer away from direct sunlight and/or heat.
- Do not use any power adapter other than the one provided with this printer. Using any other adapter could damage the printer and will void your warranty.
- This printer should only be repaired by Infinite Peripherals. See <https://ipcmobile.com/support>

## Developing Applications

Software is not provided with your mobile printer. Please contact your reseller or Infinite Peripherals for Third Party software solutions.

Integrating the printer with your mobile application requires the use of the Infinite Peripherals Software Developers Kit (SDK). The SDK incorporates an API specifically for developing applications to use the magnetic strip functionalities of the mobile printer.

To download the InfineaSDK or IPCMPPrinterSDK, access our Development Portal at <https://developer.ipcmobile.com/>

## Product Returns

Use the link in step 1 to create an account and gain access to our Knowledge Base and online support services. Through our online support center, you'll be able to download files, open a Support Ticket, manage your RMAs, view your account Profile and subscribe to Alerts.

To request a RMA

1. Create a user account in the RMA Support Portal at <http://ipcmobile.com/support/rma/>
2. Login to your user account and then click Create RMA Request.
3. Read the instructions provided and complete the online request form.
4. Note the assigned RMA number and write it clearly on your shipping carton.
5. Ship your equipment to us using the address provided.

## Warranty

Infinite Peripherals does not warrant, and is not responsible for, any damage to the DPP-255 Mobile Printer ("Product") as a result of liquid or solid particle intrusion into the Product or damage caused by dropping the Product. If a material or workmanship defect arises with regard to any Infinite Peripherals product, and a valid claim is received within the Warranty Period, Infinite Peripherals (at Infinite Peripherals' sole discretion) will (1) repair the Product using new or refurbished parts, or (2) replace the Product with a new or refurbished Product. For purposes of this limited warranty, "refurbished" means a product or part that has been substantially returned to its original specifications. In the event of a defect, these are your exclusive remedies.

## Accessories

For current and future offerings go to our website, <https://ipcmobile.com/devices/dpp-255>

Or

Contact your Infinite Peripherals account representative for complete details.

## Additional Information

Contact your Infinite Peripherals account representative for any additional product documentation.

## Contact Information

### Mobility Sales / Technical Support Center

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