

# VehiclePro 400

## Operator's Manual



**PRINTEKMOBILE™**

Printek LLC  
1517 Townline Road  
Benton Harbor, MI 49022  
269-925-3200  
[www.printek.com](http://www.printek.com)

## **FCC Part 15 Class B**

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.

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 the 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.

This equipment complies with Canadian and FCC radiation exposure limits set forth for an uncontrolled environment. This equipment is in direct contact with the body of the user under normal operating conditions. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Part 15.21 Caution: Changes or modifications not expressly approved by Printek, Inc. could void the user's authority to operate the equipment.

### Bluetooth Equipped Models:

For units equipped with a Printek, Inc. Bluetooth module, reference FCC ID: B9J-0213900444.

## **Canadian Department of Communications Radio Interference Statement**

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: 1) this device may not cause interference; 2) this device must accept any interference, including interference that may cause undesired operation of the device. Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication. Maximum power output plus maximum antenna gain of the EUT is:  $4.5W/m^2$ , Limit is  $10W/m^2$ .

*Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement. Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada.*

*Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante. La puissance de sortie maximale plus gain d'antenne maximal du EUT est :  $4.5W/m^2$  Limite est  $10W/m^2$*

## Acknowledgments:

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Wi-Fi is a registered trademark of the Wi-Fi Alliance

Windows is a registered trademark of Microsoft Corporation

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Read all set up and operating instructions before proceeding with operation. Do not operate in an enclosure unless properly ventilated. Do not operate near a heat source.



Lesen Sie vor der Inbetriebnahme die Aufbau- und Bedienungsanleitung. Betreiben Sie den Drucker nicht in einem kleinen, geschlossenen Raum, es sei denn dieser wird ordnungsgemäß belüftet. Nehmen Sie den Drucker nicht in der Nähe einer Wärmequelle in Betrieb.



No user-serviceable parts inside. Refer service or repairs to a qualified service professional. Use of genuine Printek replacement parts is required to warrant proper, safe operation. Any alteration or modification of this device voids the user warranty and may make the product unsafe to operate. The print head and motors get hot during use. Wait until they cool before touching them. Make certain the printer is disconnected from AC power before removing any covers or performing any required cleaning or maintenance. Connecting this printer to an ungrounded receptacle can result in electrical shock. Never place the printer near inflammable or explosive substances. Do not operate near liquid or spill liquid into the printer at any time.



Enthält keine Teile, die vom Bediener instandgesetzt werden können. Bitte wenden Sie sich bei Instandsetzung oder Reparatur an qualifiziertes Kundendienstpersonal. Die Verwendung von echten Printek Ersatzteilen ist notwendig, um ordnungsgemäßen, sicheren Betrieb zu gewährleisten. Änderungen oder Modifikationen dieses Geräts machen die Garantie ungültig und können den sicheren Betrieb des Produkts gefährden. Während des Druckens werden Druckerkopf und Motoren heiß. Warten Sie, bis sich die Teile abgekühlt haben, bevor Sie sie berühren. Vergewissern Sie sich, dass der Drucker nicht mehr an die Stromquelle angeschlossen ist, bevor Sie Abdeckungen abnehmen oder das Gerät reinigen bzw. warten. Schließen Sie diesen Drucker nicht an eine ungeerdete Steckdose an; dies kann zum Elektroschock führen. Setzen Sie den Drucker niemals in die Nähe von feuer- oder explosionsgefährlichen Stoffen. Betreiben Sie den Drucker nicht in der Nähe von Flüssigkeiten und lassen Sie keine Flüssigkeiten in den Drucker gelangen.

**Specifications are subject to change without notice.**

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# Introduction

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Thank you for purchasing a Printek VehiclePro 400 Model Series mobile thermal printer. Each printer is shipped with a Quick Start Guide, and one roll of receipt paper.

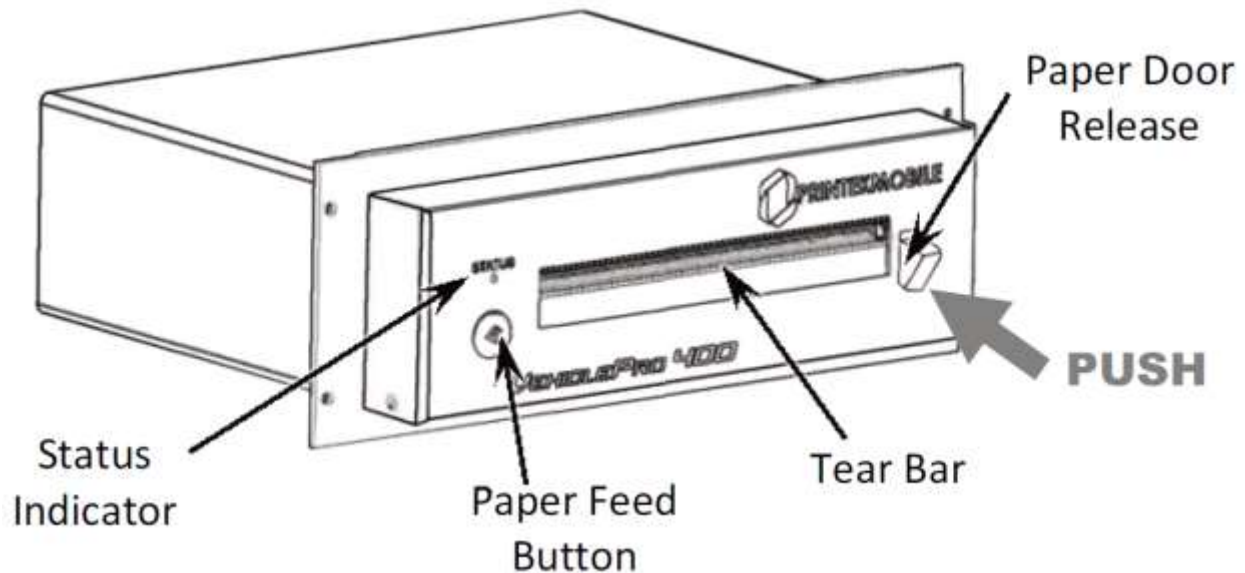
The VehiclePro series offers a variety of configurations to suit any printing environment. The 400 Model prints on receipt paper supplied in roll form up to 4.125 inches wide and includes “black mark” sensing capabilities on the printed side of the media. Serial communications using an optional RS-232 or USB cable. All models also support an optional internal Bluetooth interface. Complete specifications may be found in [Appendix A – VehiclePro 400 Printer Specifications](#).

The remainder of this manual focuses on preparing the printer for initial use and tasks that will be encountered during everyday use. Maintenance and Troubleshooting describes how to maintain the printer for optimal performance and has information on how to diagnose any problems that may occur.

Printek recommends using genuine Printek supplied media and accessories. For detailed lists and contact information, please see [Appendix B – Supplies and Accessories](#) , [Appendix C – Console Mounting Plates](#), and [Appendix D – Media](#).

## Printer Features

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Your VehiclePro 400 features:

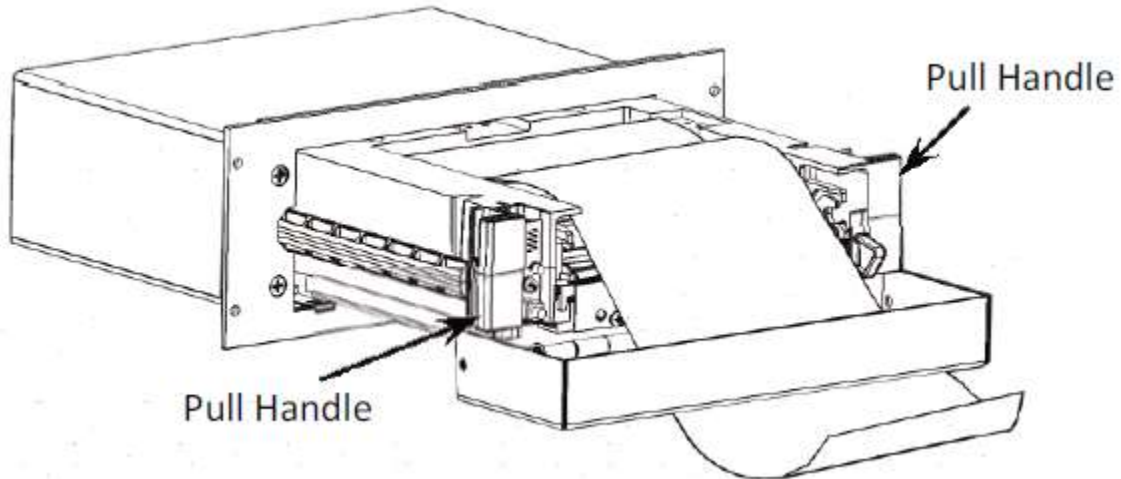
- Easy-to-read control face and simple drop-in paper loading
- Quickly prints a wide variety of tickets, and receipts
- IP45 rated for water and dust resistance
- Print speeds up to 2.8 ips
- Extensive fonts, character sets, barcodes, and graphic capabilities
- Compatible with Windows, WindowsMobile, Apple iOS, and Android
- Emulations that allow the printer to be a drop-in replacement for nearly any mobile printer

For detailed specifications reference [Appendix A – VehiclePro 400 Printer Specifications](#).

## Quick Start Instructions

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### A. Paper Load



Push paper door release, pull out drawer using pull handles, drop in paper roll and route through door as show.

**Note:** Always use pull handles to open the drawer.

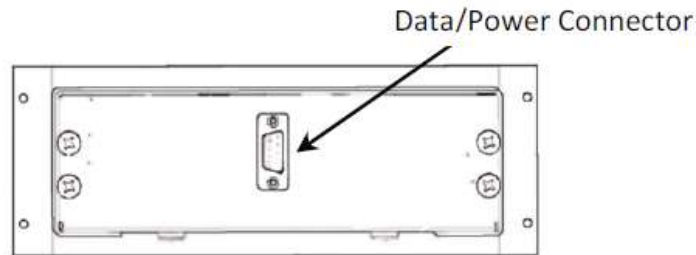
Printouts can be torn off in either direction.

## B. Cable Installation

Printek provides two optional cables to assist in installation – an RS-232 cable to be connected to a standard 9-pin serial connection on a PC, or a USB cable. Each cable also provides a pigtail connection for power.

When using Printek cables, the Red labeled wire in the power cable may be connected to a 12-24 VDC source and the Black wire is to be connected to vehicle ground. The printer's power input is internally fused, but may be connected to a fused circuit that is capable of providing at least 5A.

If not using a Printek cable, the printer connections are defined in the following table.

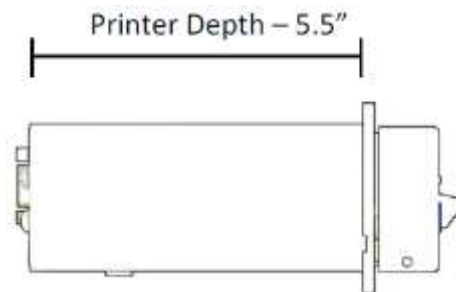


**Data/Power Connector Pin Assignments**

Pin	Signal Direction	Description
1	–	NC
2	From Host	Receive Data
3	From Printer	Transmit Data
4	–	NC
5	–	Ground (Data & Power)
6	From Host	Clear To Send
7	From Printer	Request To Send
8	–	Power (8-32 VDC)
9	–	NC

For a list of Printek supplied cables, please see [Appendix B – Supplies and Accessories](#).

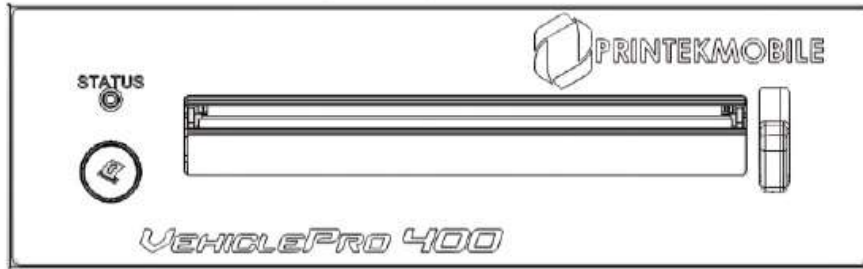
## C. Printer Installation



To complete the installation, secure the data/power cable connector to the back of the printer, insert the printer into the dash/console, and fasten with four provided screws.



## D. Status Indications – Patterns & Meanings



○		Printer is Off.
●	Green	Printer is On.*
⊗	Green	Printer is in Standby. (Will wake on receipt of data.)
☀	Green	Printer is receiving data and/or printing, or is in Setup mode.
☀	Green/Orange Without Alarm	Paper out or Paper Door is open.
☀	Green/Orange With Alarm	Paper out. (Load paper and press Paper Feed to clear).

○ = Off   ● = On   ⊗ = Slow Blink   ☀ = Fast Blink

\*Note: Automatic power on depends on printer installation.

## E. Performing a Printer Self-Test

To perform a self-test, turn off printer power. If the printer is installed in a vehicle, this may mean turning off vehicle power. While pressing and holding the Paper Feed Button, turn on power. Printer will make two quick beeps. Release Paper Feed Button and configuration page will print.

# Integrating the Printer into your Business Applications Step by Step – Creating a Link from Host to Printer

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## A. Windows Laptop/Desktop

### I. USB

- a) USB cable driver and printer driver are available for download from our web site, <http://www.printek.com/mobile-printers/mobile-printers-service-and-support/mobile-printer-drivers-and-software.html>
- b) Download and run the 32-bit or 64-bit USB Cable and Printer Driver.

The USB cable and printer drivers can also be downloaded and installed separately:

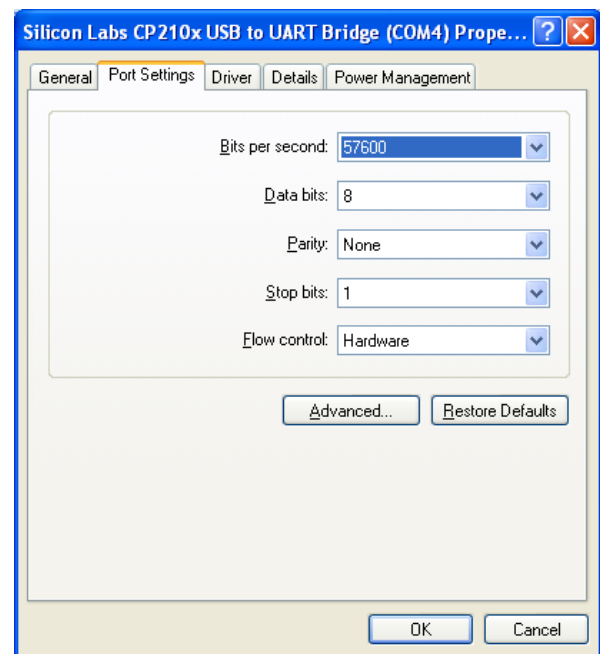
#### USB CABLE DRIVER:

Run the appropriate setup program for your operating system.

#### 32 bit operating system:

CP210xVCPInstaller-x86.exe for 32 bit O.S.

- a) After the installation is complete, open the Device Manager.
- b) Under Ports(COM and LPT) you will see CP210x USB to UART bridge (COMx). x will be the virtual com port number assigned to the cable.
- c) Right click on the device and select Properties.
- d) Select the Port Settings tab.
- e) Set the Bits per second to 57600.
- f) Set the Flow Control to Hardware.
- g) Click OK when finished.
- h) Close the Device Manager.

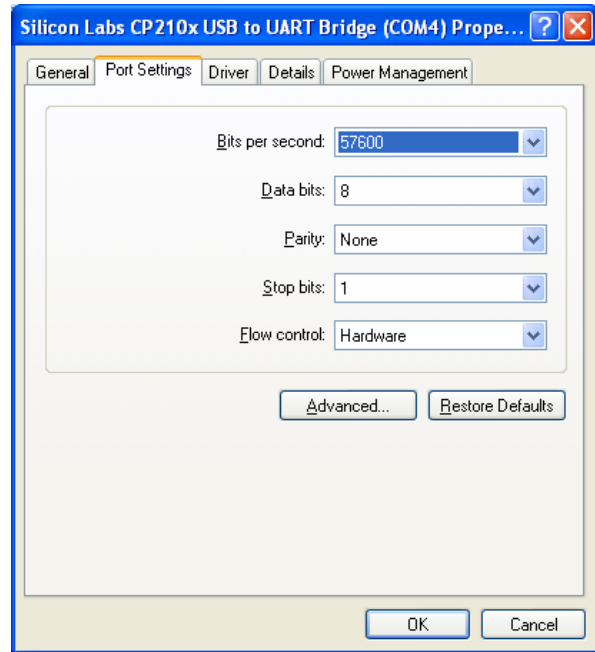


#### 64 bit operating system:

CP210xVCPInstaller-x64.exe for 64 bit O.S.

- a) After the installation is complete, the USB cable driver will be listed under the Unspecified Devices as Silicon Labs CP210x USB to UART Bridge Controller(COMx). x will be the virtual com port assigned to the cable.
- b) Right click on the device and select Properties.

- c) Select the Hardware tab.
- d) Select the Properties button.
- e) Select to Port Settings tab.
- f) Set the Bits per second to 57600.
- g) Set the Flow Control to Hardware.
- h) Select OK.
- i) Select OK.
- j) This will bring you back the Devices and Printers folder.



## II. Bluetooth

- a) Using the Bluetooth Manager on your PC, the printer discover name will be VP-XXXxxxxx (XXXxxxxx is the serial number of the printer).
- b) The default passkey is 0 (zero).
- c) The Bluetooth Manager will assign a virtual com port number to the connection. Use this COM port number in the Windows driver.

## Print Drivers

Printer drivers can be downloaded from our web site; <http://www.printek.com/mobile-printers/mobile-printers-service-and-support/mobile-printer-drivers-and-software.html>

- a) Select the driver that is appropriate for your operating system:
  - 32-bit drivers are for Windows XP/Vista
  - Windows 8 drivers are for Win 7/Win 8, Vista, Server 2003/2008, 32 or 64 bit OS
- b) The drivers are downloaded as .zip files. Unzip the file into a folder. For best results do not unzip the files to your desktop.
- c) Use the Add Printer Wizard to install the correct driver.
- d) Follow the prompt until you get to the Manufacturer Type and Model screen.
- e) Select the Have Disk button and browser to the folder where you unzipped the files.
- f) Windows will display the PrintekMtP.inf file.
- g) Select that file to continue the driver installation.

## B. Android Tablets and Smartphones

### I. USB

Refer to <http://www.silabs.com/Support%20Documents/TechnicalDocs/an809.pdf> for integrating your USB device into the Android platform.

### II. Bluetooth

- a) Using the Bluetooth Manager on your Android device, scan for available Bluetooth devices.
- b) The printer discover name will be VP- XXXxxxxx (XXXxxxxx is the serial number of the printer).
- c) The default passkey is 0 (zero).

**NOTE:** The device will pair to the printer but does not connect until a print job is sent to the printer.

## C. Apple Tablets and Smartphones

This feature and/or specific directions for use were not available as of this printing.

## D. Windows Tablets and Smartphones

### I. USB

Drivers for USB connection can be downloaded from:  
<http://www.silabs.com/products/mcu/Pages/USBtoUARTBridgeVCPDrivers.aspx>

The default port settings for the printer are:

Baud: 57600  
Data Bits: 8  
Parity: none  
Stop Bit: 1  
Flow Control: Hardware

### II. Bluetooth

- a) Using the Bluetooth Manager on your PC, the printer discover name will be VP- XXXxxxxx (XXXxxxxx is the serial number of the printer).
- b) The default passkey is 0(zero).
- c) The Bluetooth Manager will assign a virtual com port number to the connection. Use this COM port number in application when printing to the printer.

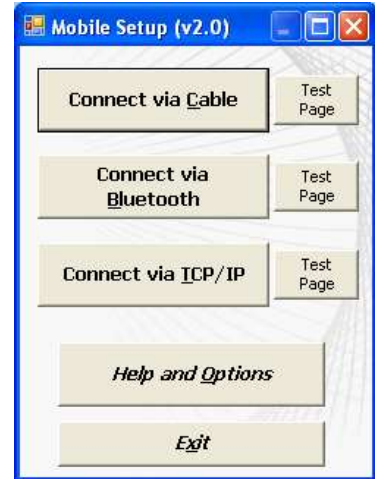
# Printek Mobile Setup Program

The Mobile Setup program can be downloaded from our web site, [www.printek.com](http://www.printek.com).

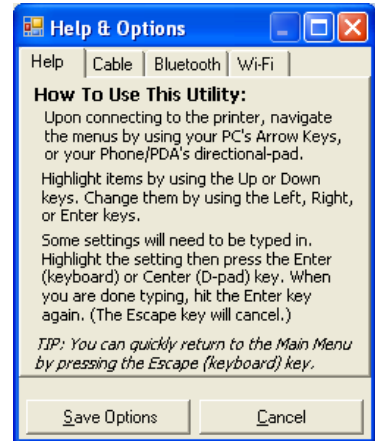
There are two ways to navigate through the Mobile Setup program:

1. Using the mouse to control the pointer and select options.
2. Using the left, right, up, and down arrow keys and the Return key on the keyboard.

To use the Mobile Setup program you must configure the program. Open the Mobile Setup program. Select *Help and Options*.

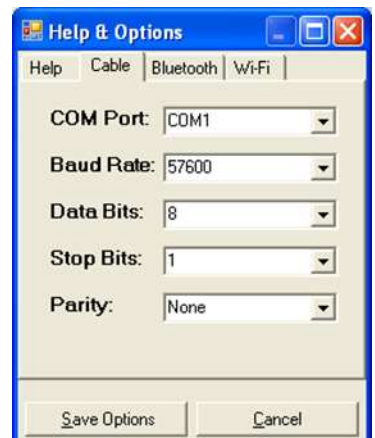


Select the type of connection you will be using. This example is using the cable connection. If you are using a USB connection, it is considered a cable connect.



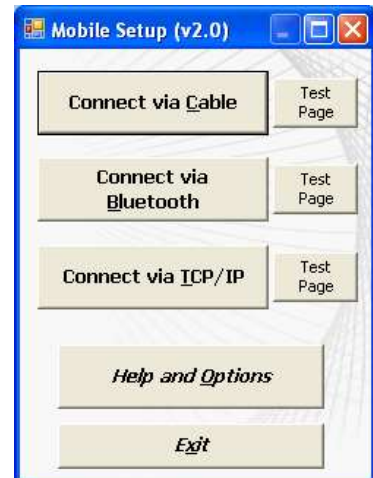
Select the COM Port you are using for the cabled connection. The default printer settings are:  
Baud Rate = 57600  
Data Bits = 8  
Stop Bits = 1  
Parity = None

Click on Save Options when done setting the configuration this will return you to the Main Menu.



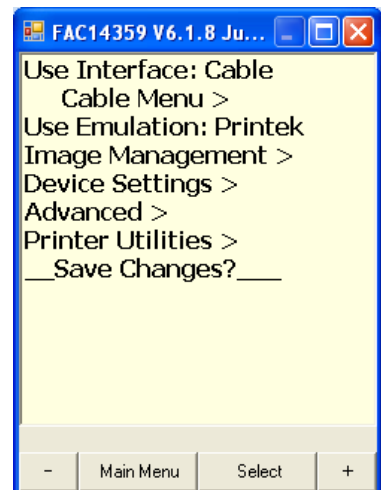
Select the connection type you are using to communicate to the printer.

When accessing any of the sub-menus values marked with an asterisk (\*) are the printer default settings.



This will open the configuration menu.

**NOTE:** The title bar will display the printer serial number and firmware version of the printer that is connected.

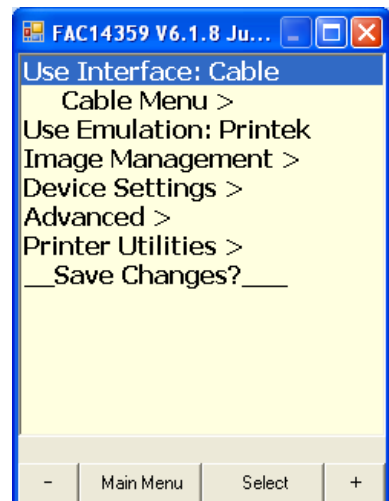


Use the UP/DOWN arrow keys to highlight the menu you would like to access or click on the menu you would like to access.

Use the LEFT/RIGHT arrow keys or the +/- buttons to change a selection that does not have a greater than sign (>).

Use the RETURN key or Select button to select a menu with a greater than sign (>).

**NOTE:** The Use Interface selection selected when exiting the program will be the active interface when the printer resets.



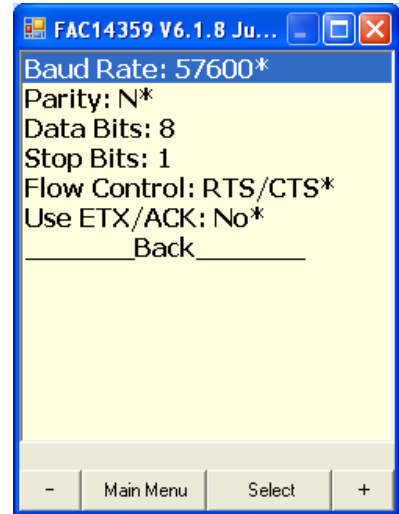
## MENUS

### Use Interface:

Depending on the interface selected, you will have additional menus displayed below the selection.

### Cable – Cable Menu

The cable options must match the settings of the host serial port.



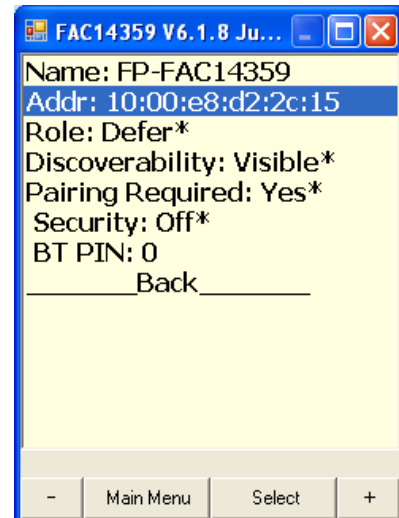
### Bluetooth –

#### BT Menu -

Name and Addr: values cannot be changed.

#### BT Utilities -

Sets printer to pass-through mode for diagnostic testing.



### Wi-Fi –

#### Wi-Fi Menu -

**SSID:** Use the RETURN key to open a window to type in the SSID of your network.

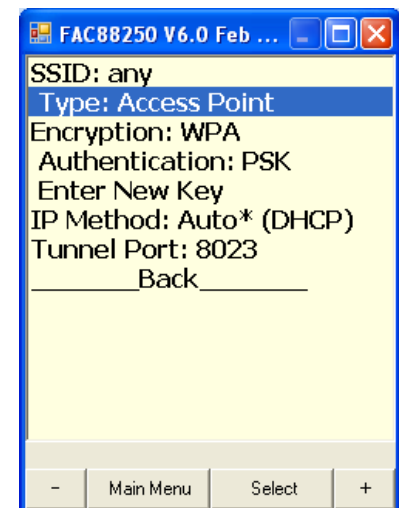
**Type:** Use the LEFT/RIGHT arrow keys to select the type of network.

**Encryption:** Use the LEFT/RIGHT arrow keys to select the type of encryption used.

**Authentication:** Use the LEFT/RIGHT arrow keys to select the type of authentication used. Depending on the authentication selected, you may see additional options.

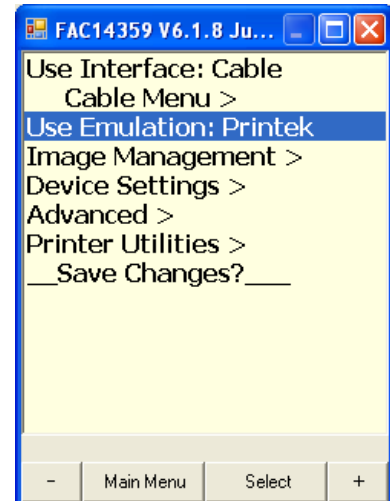
**IP Method:** Auto or Manual. Selecting Manual will display three selections for IP, Subnet, and Gateway address.

**Tunnel Port:** Enter the port address you want to use.



## Use Emulation:

Use the LEFT/RIGHT arrow keys to select the printer emulation mode to use.



## Image Management:

These menu items are used to configure how the print is displayed on the page.

**Print Contrast:** Set to a higher value if the image is light on the page.

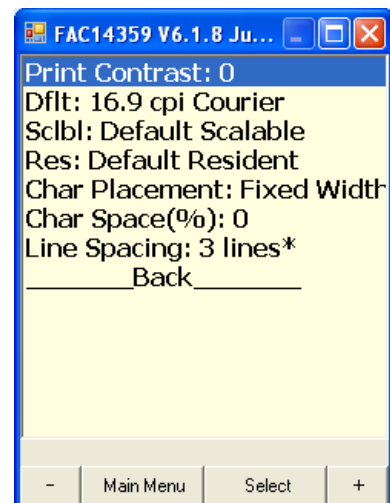
**Dflt:** Sets the default font used in the printer.

**Res:** Selects the resident font set to use.

**Char Placement:** Select to use Fixed Width or Fixed Space.

**Char Space (%):** Sets the spacing of the characters.

**Line Spacing:** Sets the line spacing in dot rows.



## Device Settings:

These menu items control how the printer behaves.

**Left Margin:** Sets the left margin for printing.

**Right Margin:** Sets the right margin for printing.

**Max Paper Speed:** Sets the speed at which the paper moves through the printer.

**Form Feed Ctrl:** This setting tells the printer to move the paper a certain distance or seek a front mark on the paper after printing.

a. Selecting **Distance** will display:

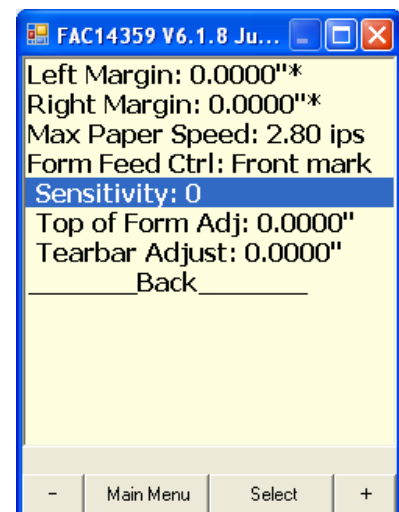
i. **Distance:** Sets the amount of paper that will feed after the print job.

b. Selecting **Front Mark** will display:

i. **Sensitivity:** Adjust the sensor setting.

ii. **Top of Form Adj:** Adjust location for the first line of print.

iii. **Tearbar Adjust:** Adjust the tear position.





## Printer Utilities:

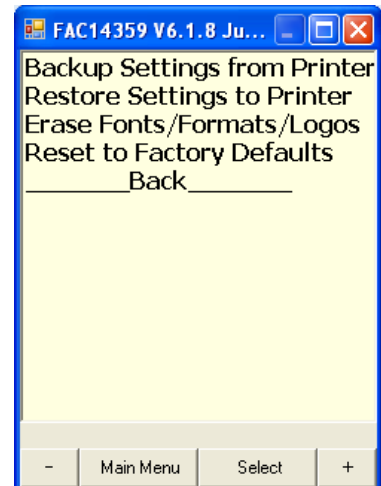
This menu contains helpful utilities.

**Backup Settings from Printer:** Allows you to save the printer configuration.

**Restore Settings to Printer:** Allows you to send a configuration file to the printer.

**Erase Fonts/Formats/Logos:** Allows you to clear printer memory.

**Reset to Factory Defaults:** Sets printer to factory default settings.



# Media

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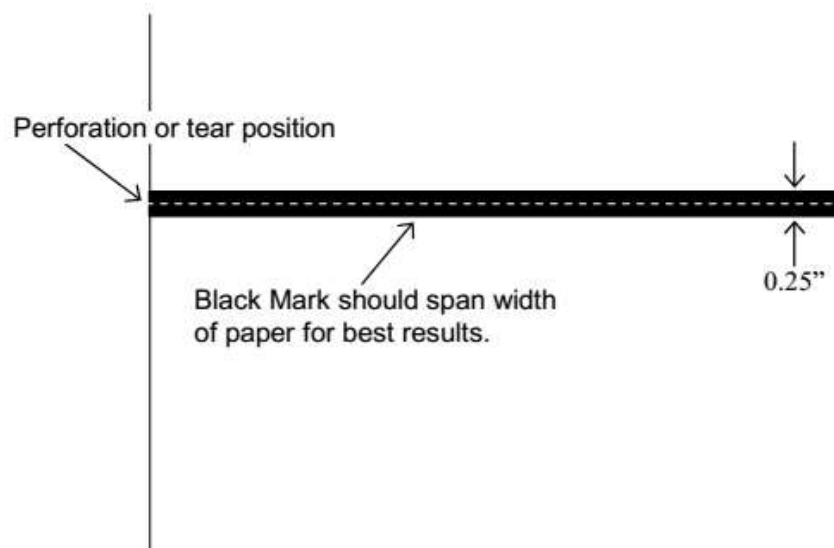
## A. Standard Media

Printek offers a variety of media types. See [Appendix D](#) for detailed descriptions and ordering information. You may also visit our website, or contact your PrintekMobile sales representative for a complete and up to date description of our consumables and accessory products.

## B. Black Mark Media Position

For automatic ticket printing, the black mark should be positioned as shown in the figure below. When using Mark Sensing mode, VehiclePro printers will automatically position the output for tear-off and printing following a Form Feed command or by pressing the Paper Feed button.

For non-automatic paper positioning, refer to the *VehiclePro Integrator's Manual* for sensing and positioning commands.



**Optimum Black Mark Position**

# Maintenance and Troubleshooting

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## A. Cleaning

In normal environments, the printer should be cleaned after printing a few rolls of paper or if there are voids in the printout. For optimum performance and life, you should clean the Print Head and Platen Roller whenever you load new paper.

To clean the printer areas as described below, use a Thermal Head Cleaning Pen available from Printek, or you may use cotton swabs moistened with isopropyl alcohol.

- Turn the printer off. Open the Paper Door and remove the paper.
- Using a Thermal Head Cleaning Pen, clean the surface indicated on the Print Head.  
**Caution:** Do not use sharp objects to clean the print head. This may damage the printer and require service. Such damage is not covered under warranty.
- Clean the Black Mark Sensor below the print head.
- Clean the Platen Roller. Turn the platen roller with your finger to clean the entire surface.

You may also experience a buildup of paper dust in the printer. This may be removed using a can of compressed air or by vacuuming.

To clean the exterior of the printer, turn the printer off and use a soft cloth moistened with a mild detergent.

## B. Troubleshooting

When encountering problems, the cause may be the printer or may sometimes be due to other problems with your system. Please review the following tables to solve common problems you may encounter with your printer. You may also visit [www.printek.com](http://www.printek.com) for additional “FAQ’s” that may assist you.

If you are still unable to solve your problem, please contact the company where you purchased your printer since they are most familiar with your systems. If they are unable to help you, you may contact Printek Technical Support at (800) 368-4636.

### I. Error Conditions

Whenever the printer detects an error condition, the Error Indicator will either flash or stay on. In some cases the audible alarm will also sound. Please refer to the following table for a list of what causes these conditions and how they may be corrected.

Error Indicator	Possible Cause	Solution
Flashes Green/Amber, With Alarm	Paper Out	Install paper and press the Paper Feed Button to clear the error.

Flashes Green/Amber, Without Alarm	Paper door not fully closed.	Make sure the door is fully closed by opening the door and closing it again until the door “clicks” closed. Check the platen roller for damage.
Flashes Green, Without Alarm, No Printout	Communications error.	Verify communications settings in the Interface Menu. Printer must be turned off to clear error.

## II. Other Problems

Problem	Possible Cause	Solution
Poor print quality.	Print head dirty.	Clean print head as described in <a href="#">Maintenance and Troubleshooting</a> .
	Poor quality or “old” paper.	Verify paper from approved source. Try new roll of paper.
Paper not feeding.	Obstruction in paper path or paper improperly installed.	Check paper path and reinstall paper.
	Poor quality paper.	Verify paper from approved source.
	Paper Door not fully closed.	Verify door is closed.
Paper not feeding reliably or print is compressed vertically	Poor quality paper.	Verify paper from approved source.
	Heavy or thick forms. Specialty paper with slick finish.	Lower the Max Paper Speed in Format Menu.
	Paper Door not fully closed.	Verify door is closed.
Print Garbled.	Improper Serial Interface configuration.	Verify printer and host settings match.
	Paper Door not fully closed.	Verify door is closed.
Printer will not print.	Paper not loaded correctly.	Check paper path and reinstall paper.
	Improper interface configuration.	Verify printer and host settings match. Print a self-test to verify printer settings and to verify printer is functioning properly.
Cannot print via optional interface.	Interface not configured correctly.	Print a self-test to verify printer settings. Make sure the interface is selected and make sure printer and host set ups match.

## **C. Obtaining Service**

If service is required for your printer, please contact the company where you purchased your printer. If they are unable to assist you, contact Printek Customer Service at (800) 368-4636.

If you wish to return your printer to Printek for service, please contact Printek Customer Service at (800) 368-4636 to obtain a Return Authorization Number. Units returned without a Return Authorization will not be accepted.

# APPENDIX

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## A. Appendix A – VehiclePro 400 Printer Specifications

### Printing Specifications

Printing Method: Direct thermal.  
Printing Resolution: 203 dpi (8 dots per mm).  
Printing Speed: Up to 2.8 ips  
Printing Width: Up to 4.1 inches (10.4 cm).  
Paper Width: 4.125 inches (10.8 cm).

### Fonts/Characters/Bar Codes

Fonts: A wide range of font types and sizes, from ~6 cpi to 34 cpi depending on emulation chosen, plus scaling.  
International Characters: An expanding catalog available for download.  
Bar Codes: Code 39, Code 128, Intiv 2 of 5, EAN08 & 13, PDF-17 and UPC, depending on emulation chosen.  
Downloadable fonts, graphics, logos and additional bar codes.

### Connectivity

Standard: RS232, USB (optional cable required)  
Wireless Options:

#### Bluetooth®

Complete Bluetooth® 2.0 Stack including:  
Protocols: L2CAP, RFCOMM, SDP  
Profiles: GAP, SDAP, SPP  
Class 2 Operation  
Bluetooth® SIG QD ID: B012394  
RFC2217 & EN60601 compliant

### Software

Drivers and Utilities: Drivers for XP, WIN 7, WIN 8. Compatible with Windows CE/Pocket PC, Windows Mobile, Android & iOS SDKs.

Printer Setup Program provides convenient configuration via a Windows Interface from any computer, tablet PC, or smartphone.

Emulations: Emulates many popular printer brands and languages including: O'Neil, Zebra, CPCL and ZPL, Extech, IPL, MPL, E-Sim and Printek Mt3. Can be upgraded as new emulations become available.

### Print Media

Paper Type: Direct Thermal Roll.  
Roll Size: Maximum roll diameter 1.75" (4.3 cm), roll widths from 2.9" to 4.125" (7.4 to 10.5 cm)  
Roll Capacity: Approx. 65' (19.8 m). or approx. 130 – 6" long receipts (with 2.4 mil thick media). max.  
Core Size: 0.75" Recommended (19 mm).

### Power Management

12-24 VDC in-vehicle power.  
Auto ON/OFF with vehicle power.

### Physical Specifications

Fits standard console, 3" high panel with a 5" depth.  
Weight: 36 ounces with face panel.

### Environmental Specifications

Operating Temp: -4° to 122°F (-20° to 50°C).  
Storage Temp: -4° to 140°F (-20° to 60°C).  
Humidity: 10% to 90% RH (non-condensing).  
Rated IP54 per IEC 529

### Operator Controls and Indicators

LED indicator for general status.  
Button for paper feed.  
Latch for paper compartment door.  
All located conveniently on front face.

### Memory Capacity

2MP Flash, 1MP SRAM. Standard memory supports large and graphic intensive print jobs. Data buffer: 20kb

### Durability and Reliability

Case is all metal, consistent with heavy duty Police/Fire/Rescue equipment.  
MTBF: >13 million print lines (Approx. 3,500 paper rolls)

### Regulatory Approvals

CE mark, UL listed AC adapters, E-mark

### Warranty

Two-year printer warranty on the entire printer- case and print head included. Optional extended warranty available, ask your sales rep for details.

### Options and Accessories

- Media in case quantities.

## B. Appendix B – Supplies and Accessories

<b>Part #</b>	<b>ACCESSORIES</b>
93066	RS232 6' cable VP400
93067	USB 6' cable VP400
93174	RS232 10' cable VP400
93175	USB 10' cable VP400
93438	Benchtop Evaluation Cable VP400
93439	Benchtop Evaluation Kit VP400

<b>Part #</b>	<b>SUPPLIES</b>
91393	Thermal Printhead Cleaning Pen (12/box)

## C. Appendix C – Console Mounting Plates

<b>Part #</b>	<b>ACCESSORIES</b>
93417	VP400 Havis, Inc. Console Plate
93420	VP400 Lund Industries Console Plate
93425	VP400 Gamber-Johnson Console Plate
93426	VP400 D&R Electronics Console Plate
93427	VP400 Precision Mounting Technologies Console Plate
93437	VP400 Troy Products Console Plate
93437	VP400 Jotto Desk Console Plate

## D. Appendix D – Media

<b>Part #</b>	<b>Type</b>
93306	Receipt Paper 4.125" Wide 6 rolls/case
93307	Receipt Paper 4.125" Wide 36 rolls/case
93308	Premium Paper 4.125" Wide 6 rolls/case
93309	Premium Paper 4.125" Wide 36 rolls/case

## Glossary of Terms

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802.11	Wireless networking communication standards created by IEEE.
Ad-Hoc	A Wi-Fi network consisting of only stations (no access point). Same as Peer-to-Peer.
authentication	The process a Wi-Fi station uses to identify itself to another station.
baud rate	The rate at which characters are transmitted over a serial interface. This is also often referred to as bits per second.
Bluetooth	A definition for short range radio frequency communications.
client	Any node on a network that requests services from another node (server).
character pitch	The horizontal spacing of characters. Measured in cpi.
cpi	Characters per inch.
default	Value or configuration assumed when the printer is powered on or reset.
DHCP	Dynamic Host Configuration Protocol. A method used to centrally control the assignment of IP addresses on a network.
dpi	Dots per inch. Generally used to refer to graphics density or resolution.
font	A group of characters of a given shape or style.
infrastructure	A Wi-Fi network consisting of stations connecting to a wired network or other stations via an access point.
interface	The connection between the printer and the host computer.
IP	Internet Protocol. A specification for packets, or datagrams, of data and an addressing method to allow the exchange of data with another system. Must be combined with another protocol such as TCP to create a complete connection with the other system.
LAN	Local Area Network.
LED	Light emitting diode.
lpi	Lines per inch.
margin	An area along any edge of a form where data may not be printed.
Peer-to-Peer	A network consisting of only stations (no access point or central server). Same as Ad-Hoc.



reset	Initialization of various operating features of the printer to the value or state assumed when the printer is powered on.
server	Any node on a network that provides services to another node (client).
SSID	Service Set Identifier. An identifier attached to packets on a Wi-Fi network that identify the particular network the packets are intended for.
TCP	Transmission Control Protocol. A specification that controls the connection between systems on a network.
top of form	The vertical position where the first line is printed on the paper. Also the position the paper is advanced to when a form feed (FF) character is received from the host or the Form Feed button is pressed on the printer's control panel.
USB	Universal Serial Bus.
WAN	Wide Area Network. Refers to connections that allow one LAN to communicate with another LAN(s).
WEP	Wired Equivalent Privacy. A security protocol for wireless LANs designed to provide data security similar to a wired LAN.
Wi-Fi	Refers to any of the IEEE 802.11 standards.
WLAN	Wireless Local Area Network. A LAN made up of wireless nodes.

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