

User Manual

DPP-255 Printer

2-inch Mobile Printer





Contact Information

Mobility Sales/ Technical Support Center

Infinite Peripherals, Inc. 17681 Mitchell N Irvine, CA 92614

Toll-Free: (877) 278-7860 Office: (949) 222-0300 Website: ipcmobile.com

Headquarters/Main Warehouse

Infinite Peripherals, Inc. 2312 Touhy Avenue Elk Grove Village, IL 60007

Toll-Free: (800) 278-7860 Office: (847) 818-1260 Fax: (847) 818-1287

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Overview

With the DPP-255 mobile printer you can print data from your smart phone via Bluetooth. Before using the printer, ensure the battery is fully charged.

Guidelines for Use

Environmental

To prevent printer failure and/or serious personal injury, avoid using the mobile printer under these conditions:

- Anywhere the printer may be exposed to dust, moisture, or direct sunlight/heat.
- Slanted surfaces or surfaces subject to shocks or vibrations.
- Temperatures exceeding 60 degrees C or less than -20 degrees C, or with relative humidity of 85% or more.
- Areas subject to electromagnetic noise or corrosive gas.
- If condensation exists on the mobile head, turn the power off until the condensation evaporates completely.

Mechanical

To prevent the heating elements and driver's integrated circuit (IC) from exposure to static electricity, use caution when handling the mobile head.

To prevent damage and/or contamination, avoid the following:

- Touching the dot line on the mobile head/driver IC with metal, sandpaper, or your fingers.
- Volatile chemicals, such as thinners or benzene for maintenance work.
- Opening the paper during printing.
- Pulling the paper out of the printer forcibly when the printer cover is closed.
- Loose paper or paper blocking exit tray may cause the paper to iam.

Note

If the paper jams in the paper exit tray, turn off the power to the printer. $% \left(1\right) =\left(1\right) \left(1\right) +\left(1\right) \left(1\right) \left(1\right) +\left(1\right) \left(1\right) \left(1\right) \left(1\right) +\left(1\right) \left(1\right) \left(1\right) \left(1\right) \left(1\right) +\left(1\right) \left(1\right)$

 Do not attempt to disassemble or repair the printer, AC adapter, or power cord yourself. Contact Infinite Peripherals at https://ipcmobile.com/support/support-form



Electrical

Turn off the printer and disconnect the AC adapter from the power outlet when/IF these happen:

- Smoke, odd smells, or unusual noises are emitted by the printer.
- Metallic objects are dropped, or any liquid is spilled inside the printer.
- Printer is not in use.

Important: Do Not

- Connect or disconnect the AC adapter with wet hands as this can result in electric shock, short circuit, and failure.
- Use any AC adapter or power cord or place heavy objects on top of the printer as this may cause damage to the cord and/or create a fire or electric shock.
- Bend the power cord or place heavy objects on top of it as this can cause damage the cord and/or cause fire or electric shock.
- Drop any metallic objects or spill liquids such as coffee, water into the printer.
- Do not touch the head as it is hot after printing. Ensure the thermal head is cool before replacing the paper or cleaning the printer head.
- Remove the cable or adapter from the connector or the receptacle by gripping the connector or the plug. In addition, never pull the cable itself since this may cause damage to the cable and/or adapter.

Operational

Use only specified paper or equivalent in your printer. Other paper can reduce the life of the printer head and decrease the printing quality. Store the paper in a cool, dry, and dark location.

Note

Any substances with Sodium (Na+), Potassium (K=), or chlorine (CI-) can reduce the life of the printer head remarkably.

Ensure the paper is stored in a cool, dry, dark place. We recommend you do not expose the paper to bright light for extended periods of time, organic solvents, or vinyl chloride film, erasers, or adhesive tapes. In addition, do not store the paper in high temperature or humidity environments, damp areas or areas with exposure to direct sunlight. If pasting printed pages, only use water-based glue, that is starch glue, synthetic glue, and so forth.

Important: Do Not

- Store the paper on diazo print paper or on wet, freshly made paper copies.
- Handle the paper with wet hands or hard objects since it can cause tears, fingerprints, or smudges.
- Expose the paper
 - * To bright light or extended periods of time.
 - * To organic solvents.
 - * To vinyl chloride film erasers, or adhesive tapes.
- Store the paper
 - * In high temperatures, high humidity, damp areas.

Note

If the printer is used continuously under improper conditions can lead to failure, fire, and/or electric shock. This may void your warranty. If a fault condition continues, contact https://ipcmobile.com/support



Technical Specifications

	Printing
Printing Method	Direct line thermal printing
Printing Speed	100mms/s maximum standard 62.5mm/s Peeler DC7.4 printing ratio 12.%% Standard paper
Print Width	48mm/384 dots per line
Resolution	203 x 203dpi (8 x 8 dot/mm)
Dot Pitch	Horizontal and vertical: 0.125mm (8 dots/mm)
Printable Font Sizes	A: 48 characters per line B: 64 characters per line
Loadable Font Sizes	C: 48 characters per line D: 48 characters per line
Logo Registration	One black and white with 384 x 248 dots
Input Buffer	30 Kbytes
Resident Barcodes	1D: EAN13, EAN8, UPC-A, UPC-E, Code 39 /93/128, Codabar, 2 of 5 interleaved 2D: PDF417, QR Code
Emulation	ESC/POS, Eltron, ZPL
Thermal Paper	25.4mm to 58mm +0/-1mm x 45mm diameter 60um thickness
Reliability	Thermal head: 50 km/31 miles Mechanism MCBF: 15,000,000 lines
	Physical
Compatibility	Apple iOS, Window O/S, Win CE, Window Mobile, Windows Phone 8.x, Android O/S
Dimensions L x W x H	88mm x 120mm x 64mm (3.46" x 4.72" x 2.52")
Weight	420 grams (14.8 oz) with battery
	Electrical
Battery Capacity	User-replaceable, rechargeable Li-ion battery
	7.4V / 110mAH
Battery Life	
Battery Life Power Supply	7.4V / 110mAH ~3 hours charging time
ŕ	7.4V / 110mAH ~3 hours charging time ~20,000 lines per fully charged battery AC adapter: DC 9V, 1A
Power Supply	7.4V / 110mAH ~3 hours charging time ~20,000 lines per fully charged battery AC adapter: DC 9V, 1A AC 100-240V 13.A, 50/60 Hz
Power Supply Magnetic Stripe Reader	7.4V / 110mAH -3 hours charging time -20,000 lines per fully charged battery AC adapter: DC 9V, 1A AC 100-240V 13.A, 50/60 Hz (Optional) 3-track unencrypted read head, ISO7811 Bluetooth MFi/SPP mini USB 2.0 portRS232C port / maximum 115200b (Optional) Bluetooth 2.0 class 2 SPP (Optional) Bluetooth 3.0 class 2 SPP, iPod accessory protocol
Power Supply Magnetic Stripe Reader Connectivity Operating Temperature	7.4V / 110mAH -3 hours charging time -20,000 lines per fully charged battery AC adapter: DC 9V, 1A AC 100-240V 13.A, 50/60 Hz (Optional) 3-track unencrypted read head, ISO7811 Bluetooth MFi/SPP mini USB 2.0 portRS232C port / maximum 115200b (Optional) Bluetooth 2.0 class 2 SPP (Optional) Bluetooth 3.0 class 2 SPP, iPod accessory protocol (Optional) Wireless LAN 802.1b
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Power Supply Magnetic Stripe Reader Connectivity Operating Temperature Relative Humidity Storage Temperature	7.4V / 110mAH -3 hours charging time -20,000 lines per fully charged battery AC adapter: DC 9V, 1A AC 100-240V 13.A, 50/60 Hz (Optional) 3-track unencrypted read head, IS07811 Bluetooth MFi/SPP mini USB 2.0 portRS232C port / maximum 115200b (Optional) Bluetooth 2.0 class 2 SPP (Optional) Bluetooth 3.0 class 2 SPP, iPod accessory protocol (Optional) Wireless LAN 802.1b Environmental +10°C to +50°C (14°F to +122°F)
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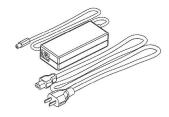
Box Contents

- Before using your DPP-255 printer, remove the printer and all included accessories from the shipping carton and verify the contents against the packing list.
- Retain all packing materials, invoice, and bill of lading. This may be required to return the unit for servicing later, or to process a claim with the shipping carrier.
- Inspect carefully the contents inside the box carefully for any signs of damage. Do not use if any sign of damage. Notify your Infinite Peripherals account executive or contact technical support at https://ipcmobile.com/support/technical-services
- Ensure the battery pack is fully charged before first use.

DPP-255 Printer with Belt Clip (1)



AC Adapter (1)



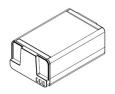
Fixing Screws (2)



Note

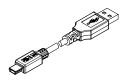
Box contents and SKUs vary based on your order configuration.

Battery Pack (installed)



USB Cable (1)

Data Cable (1)





Roll of Thermal Paper(installed)





Getting Started

Refer to these sections to help you get the DPP-255 printer ready for use:

What to do	Section
Charge the DPP-255 Lithium-ion battery pack fully before first use.	Charging Your DPP-255
Load DPP-255 print media, that is thermal paper.	Using Your DPP-255
Install software from the SDK onto your mobile device to use the features of the printer.	Developing Applications
Set-up Bluetooth pairing to communicate with the printer.	Bluetooth Pairing

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 printer.

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

Accessories

Visit our website at https://ipcmobile.com or contact your Infinite Peripherals account representative for additional information about our current and future product accessories.

DPP-255 Printer Features

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.

Key Features

- Maximum 100mm per second, high-speed (standard unit)
- Maximum 62.5mm per second (peeler unit)
- Water and dust resistant with case (IP54)
- Drop 'n load design
- Multiple settings: adjustable line spacing, variable paper guide, paper feed, print density
- Print capability for barcode and 2-dimensional code printing HEX-dump and test printing, large characters, graphic by bit image, downloaded and user-defined characters, table layout
- Page mode for portrait/inverse images, clockwise 90 degrees/counter-clockwise, 90 degrees, and overlapping printing
- Registered graphic data
- Command system for ESC/POS
- Different character codes supported

Physical Features

Buttons

- Power press to turn power On/Off
- Feed press to feed paper through the printer
- Print press to configure printer settings
- Paper cover release press to open the paper cover

LED Indicators

- Power status of the printer and battery pack
- Status operational printer status
- Air Bluetooth connection status

Covers

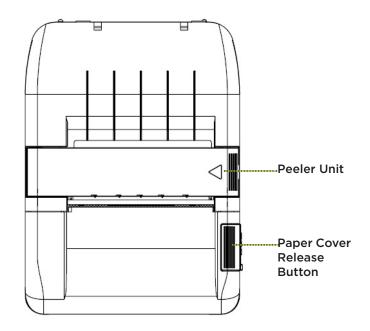
- USB/Serial wired interface cover
- Battery cover for battery compartment
- DC adapter and DC jack cover

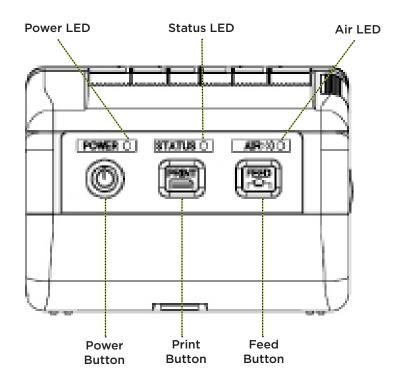
Misc

- Paper Guide adjustment for width of paper
- Stopper paper guide lid
- Peeler unit use to remove the label from a label roll



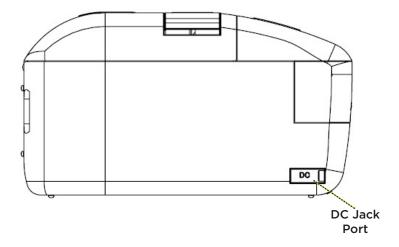
Product Overview

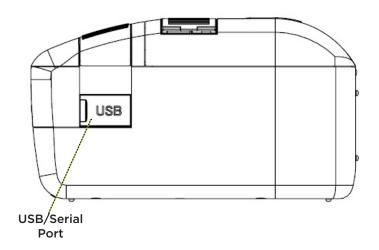




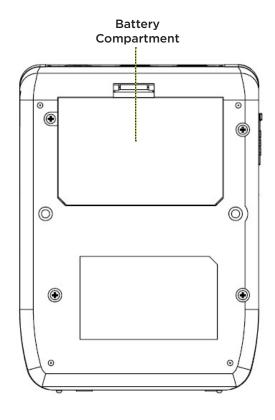
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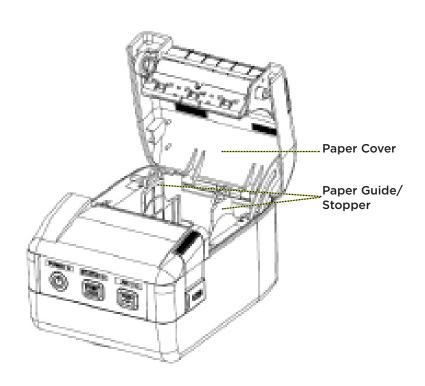














Charging Your DPP-255

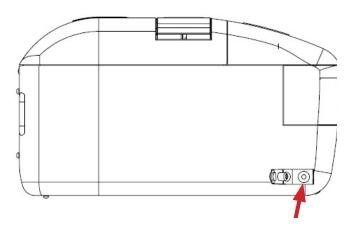
Before operating the DPP-255 printer, ensure the battery pack is charged for at least 3 hours. Monitor the battery status after the initial charge. If the battery is full charged, but the operating time is too short, replace th battery.

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.
- Introduce the AC adapter plug into an appropriate power outlet to begin charging.



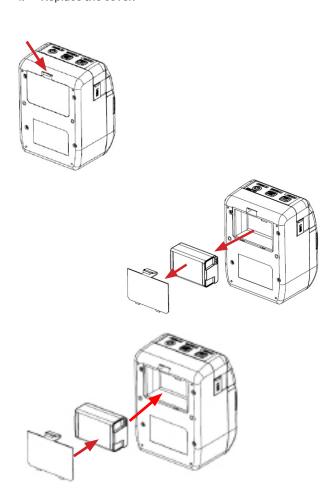
Charging LED Status

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

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

Replacing Battery

- Open the cover to the battery compartment on the bottom of the printer.
- 2. Remove the battery.
- 3. Place a new battery pack into the battery compartment.
- 4. Replace the cover.



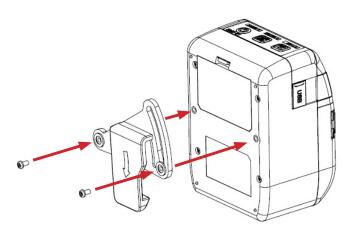
Battery Disposal

All spent batteries must be disposed of in accordance with Federal law. This includes taking the battery to a recycling center or hazardous waste collection site.



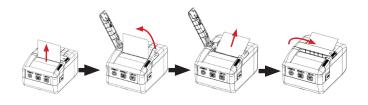
Using Your DPP-255 Attach Belt Clip

- 1. Using your fingers, insert the two screws provides through the holes on the belt clip.
- 2. Tighten the screws with an appropriate screwdriver.



Setting Peeler for Labels

- 1. Open the cover and insert the labels into the printer with the end of the roll showing 1.5 inches (40 mm) approximately.
- 2. Close the cover.
- 3. Raise the peeler arm, and then pull the label-end toward the back of the printer.
- 4. Lower the peeler to secure the label in place.
- 5. Press the Feed button on the front of the printer to set the position of the label.



Paper Feeding

Two paper feeding concepts are important to understand.

Backlash

Backlash in the paper feed mechanism and may lead to under feeding and crowding of characters on the adjacent lines.

Note

When beginning initialization, printing, and after opening and closing the thermal head, ensure to turn the paper feed motor 24 steps (3 mm).

Graphics

If there is a lag time when the printer receives data from a host computer during printing, the printer stops printing and feeding paper temporarily. Once new data is received and printing is resumed, the paper feeding for 1 to 3 lines can become irregular, especially if the graphics are 8- or 16-bits images.



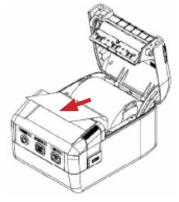
Installing a Paper Roll

You can drop and load a new paper roll into the printer easily. Ensure the paper head is cool before placing the paper roll into the printer.

- 1. Press the Paper Cover Release button.
- 2. Pull the paper guides apart gently.
- 3. Insert a paper roll with the end of the roll facing backwards and under the compartment.
- 4. Pull the end of the roll outside of the paper feed area.
- 5. Close the cover.







Print Labels

Depending on the paper width, paper position, and tolerance, the left and right margin calculated space may shift approximately +/- 1mm on the right and left sides.

(Optional) The Gap Sensor (transparent photo interrupter) and Black Mark Sensor (reflective photo interrupter) are at the top of the form.

Set-up Label Printing

- Set the paper sensor to marking detector using the FF command.
- 2. Ensure the marking height is 3mm to 6mm.

Note

If over 6mm, the marking is not detected within 360 and detects it as the end of the paper.

- 3. Once marking is selected, press the Feed button to feed the paper to the next marking position.
- 4. To adjust the sensitivity of the sensor, type the ESC CSL command.

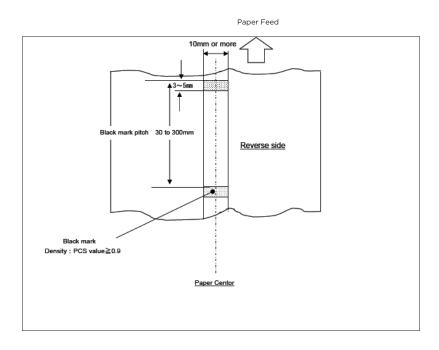
Note

Be aware of the printing position variances, \pm 2mm at the top/bottom and \pm 1mm on the left and right margins.

5. Set the end of the paper with at least 10mm excess from the cutter.

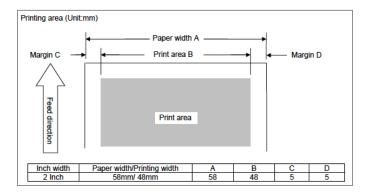


Black Mark Specifications



Print Area

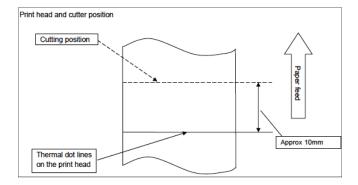
The left and right margins are the approximate distance from the paper edge. The margins shift about plus or minus 1 mm based on the paper path, paper position, and tolerances.





Print Head/Cutter Position

The numeric values are nominal center numbers. Ensure enough space is available for the cutting position, paper flex, or variability.



Diagnostic Self-Test

You can enter printer modes in your printer via the Feed button. These modes are used to help developers in debugging programming and communication issues.

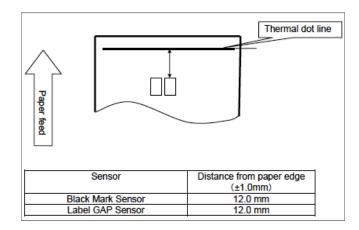
- Press the Power button and Feed button at the same time to turn on the printer, which also starts the selftest.
- 2. When the Status LED illuminates and the printer begins printing, release the Feed button.
- Once the self test is completed, the printer is in Standby mode.

Note

To prevent clearing factory preset configurations, take care when entering operating modes.

Paper Sensor Position

The black mark sensor and label GAP sensor are both 12.0 mm (plus or minus 1.0 mm) from the paper's edge.



Hex Dump Mode

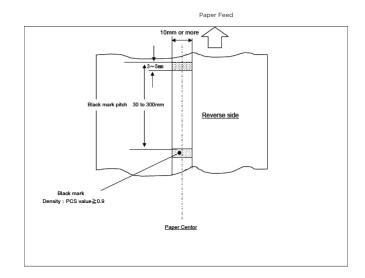
- To print computer data in hexadecimal numbers and characters, press and hold the Feed button, then press the Power button.
- When the printer beeps and the Power LED is green, release the Feed button.
- 3. Hexadecimal numbers and characters from the host system are printed in Dump mode.
- 4. Press the Power button again to cancel Hex Dump mode.



Label Specifications

Without Black Mark / With Black Mark

- Recommended Media
 - * Length: 75 micrometer
 - * Base paper thickness: 58 micrometer
 - * Base paper color: Blue or white
 - * Total thickness: 150 micrometer or less
- Roll diameter 58 mm or less
- Label core 25.4 (internal diameter) x 31.4mm (external diameter
- Base paper width 24.9mm to 57.5mm (+/-0.5mm)
- Label width 21.4mm to 54.0mm (+/-0.5mm)
- Label gap without black mark, 3.0 to 5.0mm
- Roll up direction label surface on outside of roll
- Black Mark Size With Black Mark
 - * Width 10 mm or more
 - * Length 3.0 to 5.0 mm
- Black Mark Density with Black Mark Ink reflective ratio
 7% or less





Print Current Settings

The function set mode switches register functions in memory manually.

- Once the printer is turned on, release the Power button when Hardware Setup begins printing.
- 2. To print the memory switch data, press the Feed button.

Change Settings

In the Function Setting mode, press the Feed button to select a setting. Press the Power button to move to the next setting.

- 1. In Function Setting mode, press the Feed button at the Enter Setup prompt.
- 2. Change the settings, as needed:
 - Restore factory default
 - Change Memory Switch
 - * Enable Sound
 - * Execute < CR > As < LF >
 - Change Baud Rate
 - Change Auto Off Time
 - Change Print Darkness
 - Change Character Table
 - Change Pairing Info
 - Change USB Device Class
- At the Store Setting prompt, press Feed to store the settings.

READ QUESTIONS CAREFULLY! CURRENT SETTINGS MEM. SWITCHES: 1000000011 ENABLE SOUND: VES EXECUTE (CR) AS (LF): HO DISABLE (LF) CONTAIND: HO DISABLE (LF) AFTER (CR): HO DEFAULT SMALL FONT: HO USE GAP SENSOR: MO BLACK MARK MODE: MO DISABLE DISCOVERBILLITY: MO DISABLE DISCOVERBILLITY: MO DISABLE DISCOVERBILLITY: MO AUTO DEF TIME: 115200 bps AUTO OFF TIME: 10 min PRINT DARKNESS: 100 % CHARACT. TABLE: Katakana USB DEV. CLASS: Printer Press & for "NO" Press < FEED> for "YES" Hold & longer to cancel

Set Memory Switches

If needed, you can reset the memory switches to the factory defaults.

Note

The memory switch is selected by values; 0=No or 1=Yes.

- 1. Change Memory Switches
- Enable Sound Buzzer on or off.
- Execute < CR > As < LF > Disable CR or Enable CR.
- Disable <LF> After <CR> Enable LP after CR (only the switch NO3=0) or Disable LP after CR.
- Default Small Font 0=Font A (24x12) or 1=Font B (16x9).
- Use Gap Sensor 0=BM sensor or 1=GAP sensor.
- Black Mark Mode Disable black mark detection or Enable black mark detection.
- Disable Discoverable Bluetooth discovery mode or Not Bluetooth discovery mode.
- Enable USB Interface Disable USB function or Enable USB function.
- USB in Device Mode USB not used device or USB used in device.
- 2. Change Baud Rate Select one:
- 1200 bps
- 2400 bps
- 4800 bps
- 9600 bps
- 19200 bps
- 38400 bps
- 57600 bps
- 115200 bps



DIP Switch Location

- 1. To locate the DIP switch settings, turn the printer to the back side, and then press down on the battery cover latch.
- 2. To remove the battery cover, lift it upwards, and remove the battery.
- 3. Turn the desired switch On or Off, as needed.
 - * 1st Bluetooth enable or disable
 - * 2nd Peeler Mode or Standard Mode (default)
 - * 3rd Xon/Xoff enable or disable software control
 - * 4th-Protocol Mode

Adjusting Print Density

Paper sensitivity is based on the type of thermal paper you are using. For the best print quality, select the proper print density. If the print head is overheated, it may result in poor performance and longevity.

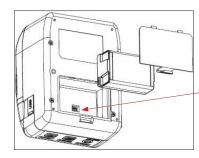
The default print density is 100%, which allows for proper print quality. You can adjust the density between 60% to 160%.

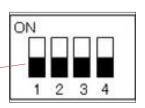
DIP Switch Settings

With the different methods of communication in the DPP-255, ensure the DIP switches remain as the factory default, unless needed. Two different operational modes, which detect current conditions differently are determined by the SW2 switch:

- Continuous Paper Mode
- Black Mark Mode Determines the proper alignment for the starting print position on indexed media with printed data.

Switch	Off	On
SW1	Enable Bluetooth	Disable Bluetooth
SW2	Continuous Paper Mode	Black Mark Mode
SW3	None	Xon / Xoff protocol
SW4	Normal operation mode	Protocol mode







Printer LEDs

No Error Detected	Description
Standby	Printer is offline.
	Power LED: None Status LED: Green
Initialization	Sets the printer's memory offline. After initialization is complete, the printer is offline.
	Power LED: Green Status LED: Red
Waiting Error Cancellation Status	Specific error conditions occur such as paper roll empty, paper cover open, and so forth. Press the Feed button for standby mode.
	Power LED: None Status LED: Red
Temperature Error	Print head temperature is increased by continuous printing. If the print head temperature exceeds 70 degrees C, the print head stops automatically to prevent overheating. The printer goes offline and only resumes printing when the print head temperature returns to 60 degrees C or below.
	Power LED: Green > No LED Off Status LED: No LED (Off) > Red
Paper Empty	When the paper roll reaches the end, the status LED illuminates.
	Power LED: Off Status LED: Red
Battery Low	Power LED: Green Status LED: No LED (Off)
Paper Cover Open	Power LED: Off Status LED: Red
Charging	Power LED: Green > Green > No LED (Off) Status LED: No LED (Off)
Charging Complete	Power LED: Green Status LED: No LED (Off)

User and Input Buffer Memory

The input buffer stores input information from the interface. Buffer size if approximately 30 KB.

User memory is for downloading bit images and macro command registration. You can manipulate the area freely and calculate memory size based on the limited amount of memory available. If memory is not available, erase the used memory for more free space. Maximum size is 16 KB.

USB Connectivity

Pin Layout

- Connector mini-B type 5-PIN
- Cable use specified serial cable

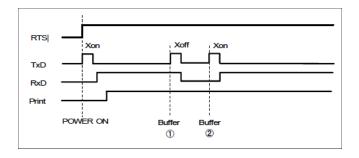
Pin	Signal	Functionality
RxD	Input	Serial data
TxD	Output	Serial data
GND	N/A	GND

Conditions

- Baud Rate 1200 to 115200 bps
- Parity None
- Bit length 8 bit
- Busy Control Software control (Xon/Xoff) / None

Software Control (Xon/Xoff)

- 1. Xon (11H) / Xoff(13H) signal controls data transmission to the host system.
- 2. Xoff signal is sent to the host if the receiving buffer is curtain level 1.
- 3. The host stops sending data if Xoff is received. If the data in the input buffer is reduced to curtain level, Xon is sent to the host. Remaining data is restarted and sent (2).





Bluetooth Connectivity

Bluetooth is available for your DPP-255 printer. With a MFi license you can communicate with your iOS device. In addition, you can use Android and Windows personal computers through SPP profiles.

Specifications

- Interface Bluetooth V2.1 + EDR
- Output Frequency 2.4GHz 2402~2480MHz
- Modulation FH-SS
- Output Level Class2
- Profile MFi and Serial Port Profile (SPP)

PIN Code (0000 is the default PIN code and should be changed immediately / **Device Name** (DPP-255

Note

To prevent the printer buffer from overloading and incorrectly printing during Bluetooth communication, data send to the printer should be 1MB or less.

Wifi Specifications W Model

Data sent to the printer that is larger than 270KB can overload the printer buffer and the printer does not print properly.

Note

WPA2 or another security setting may be configured. Refer to the communication and security setting guide for details.

Coi	ntents	Information
Hardware	WiFI standard	IEEE 802.11b
	Speed Rate	Maximum 11Mbps
	Channel	Ch 1 to 13
	Security	64/128 WEP, WPA-PSK, WPA2-PSK
Software	WiFi protocol	TCP, IP, Socket, ARP, RAPP
	Port	1 to 9999 (default 9100)
	Mode	Infrastructure / Adhoc
	SSID	Alphanumeric character, SP, -, _ Maximum 32 columns character string
	IP address setting	0.0.0.0 to 255.255.255
	IP address	
	Sub-net mask	
	Gateway	



Troubleshooting

These troubleshooting guidelines can assist you in the successful installation and configuration of the DPP-255 mobile printer. If you are having problems operating your printer, first verify that there is power to the printer and that it is powered on and sufficiently charged.

Once power and proper battery charge is confirmed, review Troubleshooting for additional information. If a problem persists or the problem is not described here, contact technical support at https://ipcmobile.com/support. Your unit may need to be returned for servicing.

Refer to Charging Your DPP-255 for additional information on charging your printer.

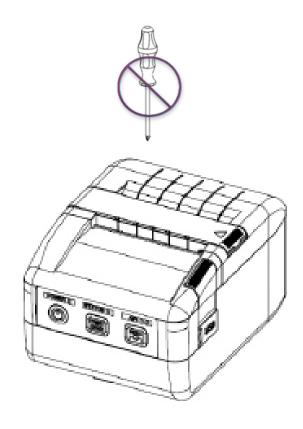
Problem	Reason / Solution
Paper feeds after print job command but text not visible on paper.	Thermal paper may not be loaded with coating on outside of the roll. Remove paper roll and then reload correctly. Refer to the Installing a Paper Roll section for details.
ERR LED blinks red continuously.	Paper cover may not be install properly. Printer may be out of paper or not loaded correctly.
Text and/or images are printed too lightly.	Battery voltage may be low. Refer to Charging Battery Pack. Verify thermal paper is the recommended media.
Non-standard characters print.	Battery voltage is low. Refer to the section, Charging Your DPP-255.
Printer does not respond to print/paper feed commands.	Reset printer: Remove battery for 5 seconds, and then reinstall battery into printer.
Text is too light to read or text is missing on half of the printed width.	Paper cover is not installed properly. Refer to the Installing a Paper Roll section for details. Printer components are loose. Contact https://ipcmobile.com/support

Servicing Your Printer

When your printer requires servicing of any type, contact your Infinite Peripherals account manager.

Important

Do not attempt to disassemble or repair your printer, AC adapter, or power cord as this can void your warranty. Refer to Product Returns and Servicing for information.





Product Returns & Servicing

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

- Create a user account in the RMA Support Portal at http://ipcmobile.com/support/rma/
- Login to your user account, and then click Create RMA Request.
- 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 back to us using the address provided.

Disclaimer

NO WARRANTY. This technical documentation is provided AS-IS. Further, the documentation does not represent a commitment on the part of. Infinite Peripherals, Inc does not warrant that it is accurate, complete or error free. Any use of the technical documentation is at the risk of the user. Infinite Peripherals, Inc reserves the right to make changes in specifications and other information contained in this document without prior notice, and the reader should in all cases consult Infinite Peripherals, Inc to determine whether any such changes have been made. Infinite Peripherals, Inc shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting from the furnishing, performance, or use of this material. Infinite Peripherals, Inc does not assume any product liability arising out of or in connection with the application or use of any product or application described herein.

Warranty

Infinite Peripherals does not warrant, and is not responsible for, any damage to the DPP-255 ("Product") as a result of liquid or solid particle intrusion into the Product, or damaged caused by dropping the Product with the assembled iOS device. 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 our sole discretion) will repair the Product using new or refurbished parts, or 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.

Symbols

Symbol	Description
i	Refer to the instructions before using this product
***	Manufacturer
	Manufacture Date
<u> </u>	Caution
SN	Serial Number
P/N	Part Number
X	Waste Electrical and Electric Equipment
Æ	Complies with part 15 of the FCC rules



Federal Communications Commission

Federal Communications Commission (FCC) Statement

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

15.105(b)

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.

Operation is subject to the following two conditions:

1. This device may not cause interference

and

This device must accept any interference, including interference that may cause undesired operation of the device.

FCC RF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be colocated or operating in conjunction with any other antenna or transmitter.