PR2|PR3

Mobile Receipt Printer

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Document Change Record

This page records changes to this document. The document was originally released as Revision 001.

Version Number	Date	Description of Change
002	6/2012	Revised to support firmware release 2.1. Included information about the Wi-Fi radio, IrDA radio, printer web page, Bluetooth passkey, and additional accessories. Also added Appendix B, **"Printer Settings."**

Contents

Contents

Before You Begin

This section provides you with safety information, technical support information, and sources for additional product information.

Safety Information

Your safety is extremely important. Read and follow all warnings and cautions in this document before handling and operating Intermec equipment. You can be seriously injured, and equipment and data can be damaged if you do not follow the safety warnings and cautions.

This section explains how to identify and understand warnings, cautions, and notes that are in this document.

Warning: A warning alerts you of an operating procedure, practice, condition, or statement that must be strictly observed to avoid death or serious injury to the persons working on the equipment.

Caution: A caution alerts you to an operating procedure, practice, condition, or statement that must be strictly observed to prevent equipment damage or destruction, or corruption or loss of data.

Note: Notes either provide extra information about a topic or contain special instructions for handling a particular condition or set of circumstances.

Safety Precautions

- Read and review this manual carefully before connecting the printer.

- Because moving parts are exposed when the cover is open, make sure the cover is closed before you operate the printer.

- Do not spray the printer with water. If you are using a hose to clean the premises in an industrial environment, remove the printer or carefully protect it from spray and moisture.

- You must implement both hardware and software safety precautions to prevent the possibility of undefined system states.

- You must make sure that dangerous conditions cannot occur under any circumstances, even for a brief period of time.

- Observe all safety and accident prevention regulations applicable to your specific region and application.

- The fuse must only be replaced with the same type of fuse with the same rating to ensure continued protection against the risk fire.

Warning: Do not put your fingers inside the print mechanism when the power is on.

Caution: The battery pack used with this product may ignite, create a chemical burn hazard, explode, or release toxic materials if mistreated. Do not incinerate, disassemble, or heat above 80 °C (176 °F). Do not short circuit; may cause burns. Keep away from children.

Use of incorrect battery pack may present risk of fire or explosion. Promptly dispose of used battery pack according to the instructions.

Product Identification

The machine labels are attached to the underside of the printer and contain information on type, model, serial number, and AC voltage. This document provides warnings regarding personal safety during operation of the printer.

Global Services and Support

Warranty Information
To understand the warranty for your Intermec product, visit the Intermec website at **www.intermec.com** and click **Support** > **Returns and Repairs** > **Warranty**.

Disclaimer of warranties: The sample code included in this document is presented for reference only. The code does not necessarily represent complete, tested programs. The code is provided "as is with all faults." All warranties are expressly disclaimed, including the implied warranties of merchantability and fitness for a particular purpose.

Web Support

Visit the Intermec website at **www.intermec.com** to download our current manuals (in PDF).

Visit the Intermec technical knowledge base (Knowledge Central) at **www.intermec.com** and click **Support** > **Knowledge Central** to review technical information or to request technical support for your Intermec product.

Send Feedback

Your feedback is crucial to the continual improvement of our documentation. To provide feedback about this manual, please contact the Intermec Technical Communications department directly at **TechnicalCommunications@intermec.com**.

Telephone Support

In the U.S.A. and Canada, call **1-800-755-5505**.

Outside the U.S.A. and Canada, contact your local Intermec representative. To search for your local representative, from the Intermec website, click **About Us** > **Contact Us**.

Who Should Read This Manual

This user manual is for the person who is responsible for configuring, operating, and maintaining the PR2 and PR3 printers.

This document provides you with information about the features of the printer, and how to configure, operate, maintain, and troubleshoot it.

Before you work with the printer, you should be familiar with your printer command language and general printing setup. If you are going to use the printer in a Wi-Fi network, you should be familiar with your network and general networking terms, such as IP address.

Related Documents

The Intermec website at **www.intermec.com** contains our documents (as .pdf files) that you can download for free.

To download documents

1 Visit the Intermec website at **www.intermec.com**.

2 Click the **Products** tab.

3 Using the **Products** menu, navigate to your product page. For example, to find the PM43 printer product page, click **Printers and Media** > **Industrial Printers** > **PM43 Mid-Range Printer**.

4 Click the **Manuals** tab.

If your product does not have its own product page, click **Support** > **Manuals**. Use the **Product Category**, the **Product Family**, and the **Product** fields to find your documentation.

Patent Information

Product is covered by one or more of the following patents:

5,110,226; 5,180,232; 5,186,558; 5,206,662; 5,473,984; 5,484,991; 5,488,223; 5,542,487; 5,5486,88; 5,562,034; 5,564,841; 5,581,293; 5,593,238; 5,601,373; 5,623,297; 5,625,399; 5,625,401; 5,638,106; 5,693,931; 5,714,995; 5,746,521; 5,751,330; 5,781,708; 5,803,635; 5,841,954; 5,853,252; 5,859,656; 5,890,817; 5,897,255; 5,915,864; 5,915,865; 5,927,876; 5,940,107; 5,946,020; 5,988,898; 6,015,241; 6,023,284; 6,025,861; 6,042,279; 6,068,418; 6,068,420; 6,088,049; 6,092,940; 6,099,176; 6,126,348; 6,146,030; 6,151,055; 6,175,376; 6,189,788; 6,203,131; 6,210,054; 6,232,994; 6,283,651; 6,345,920; 6,350,071; 6,462,765; 6,505,982; 6,585,437; 6,618,162; 6,665,089; 6,685,371; 6,732,451; 6,791,591; 6,802,659; 7,245,227; 7,274,384; 7,324,125; 7,329,449; 7,338,914; 7,450,265.

There may be other U.S. and foreign patents pending.

1

About the Printers

This chapter introduces the PR2 and PR3 printers and includes descriptions of printer features and basic tasks.

About the PR2 and PR3

The PR2 and PR3 are small, durable mobile receipt printers that fit easily into your work environment. You can connect the printers to mobile computers, scanners, or desktop PCs.

Both printers are available with an optional integrated PCI-compatible Magnetic Stripe Reader (MSR) to securely capture payments and immediately provide receipts.

Additional features include:

- Print speeds of up to 3 ips (203 dpi)
- Multiple, selectable printer languages including CSim, XSim, and ESC/P
- Bluetooth, Wi-Fi, or IrDA radio
- Full-speed USB device port
- A wide range of printer accessories

What's New?

This version of the user manual supports the latest firmware release and describes new printer features:

- How to connect the printer to a Wi-Fi network and configure wireless communications settings.
- How to configure IrDA communications settings.
- How to configure the printer from the printer web page.
- Added the printer Bluetooth Passkey.
- Added descriptions for new accessories.

Printer Features

Use this illustration to familiarize yourself with the PR2 and PR3 printers. Most of the illustrations in this manual show the PR3 printer, but the information is the same for the PR2 printer unless otherwise noted.
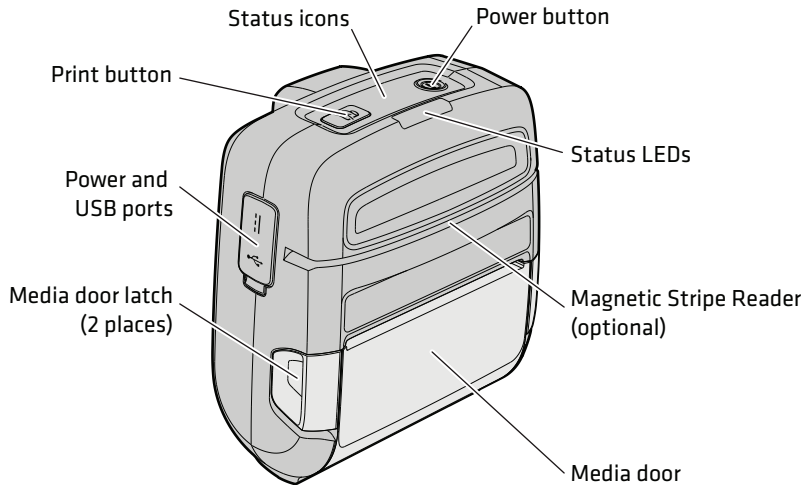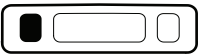
Printer Features

About the Status LEDs and Icons
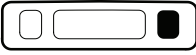
The printer has three LEDs and two icons to communicate status.
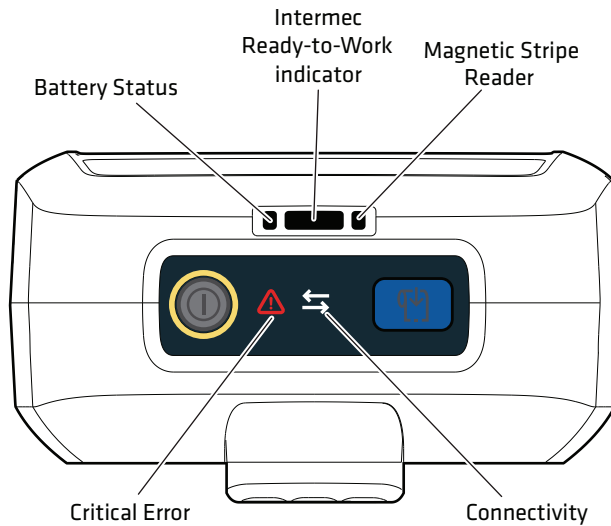
Status LEDs and Icons

LED or Icon	Name	Status
	Battery Status	Indicates battery charging: • Steady green: More than 95% charged • Blinking green: 60% to 95% charged • Steady red: 0% to 60% charged • Blinking amber: Battery error • Steady amber: Battery is out of charging temperature range • Blinking red (not charging): Low battery

Status LEDs and Icons (Continued)

LED or Icon	Name	Status
	Intermec Ready-to-Work™ indicator	Indicates if the printer is ready to print: • Steady blue: Printer is ready • Blinking blue: Printer is on but not ready (connected to a power source but no battery installed, or there is a critical error) • Off: Printer is not ready (Off or in Deep Sleep mode)
	Magnetic Stripe Reader	Indicates if a card was successfully read: • Blinks green three times: card successfully read • Blinks red one time: card not successfully read
	Connectivity	Indicates data transfer: • Blinking white: Sending or receiving data • Off: Not sending or receiving data
	Critical Error	Indicates an error state or upgrade process: • Steady red: Out of media, next label not found, test feed not done, test feed failed, door open, printhead not detected, printhead too hot, or motor too hot • Off: Printer is operating normally

Note: While you use the printer, the LEDs and icons also turn on, turn off, or blink in different combinations to indicate additional status information, such as Power Mode or firmware upgrade status.

About the Buttons

The printer has two buttons that control how the printer operates.

Power button   Print button
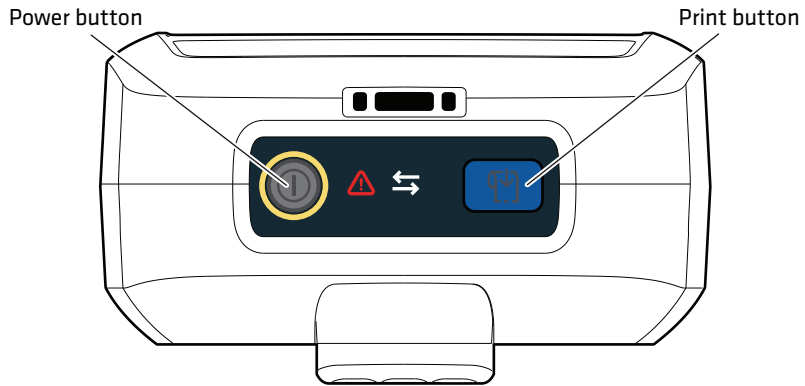
Power Button and Print Button

Button	Operations
Power	• Turns the printer on and off • Moves the printer in and out of different power modes
Print	• Feeds media • Pauses printing • Prints a receipt

Note: The exact behavior of the Print button is determined by the printer command language.

You can also press and release the buttons in different sequences for different durations to perform additional printer operations, such as change power mode or print a test label.

About the Battery

The printer uses a rechargeable lithium-ion battery (Model 1013AB01 or 1013AB02) for power. You must fully charge the battery before you can use the printer.

For the printer to work, a battery must always be installed in the printer.

Caution: Use Intermec Model 1013AB01 or 1013AB02 battery only. Use of another battery may present a risk of fire or explosion. The Model 1013AB01 or 1013AB02 battery may present a fire or chemical burn hazard if mistreated. Do not disassemble, heat above 80 °C (176 °F), or incinerate. Dispose of used batteries promptly. Keep away from children.

Install the Battery

1 Swing the belt clip so it does not block the battery compartment.
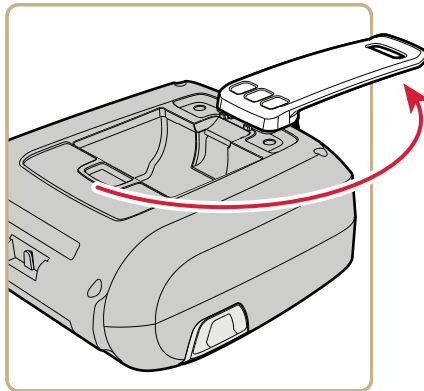
2 Insert the battery into the battery compartment and push down on the battery until it snaps into place.
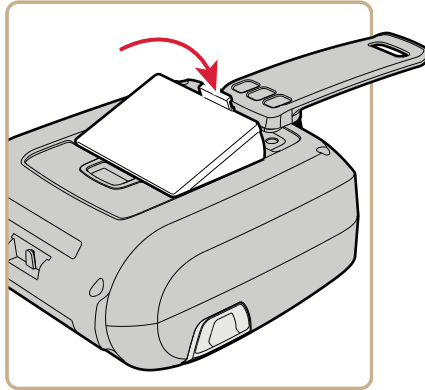
How to Charge the Battery

You can charge a battery after a partial discharge without affecting the original battery capacity. Depending on which accessory you use, you charge the battery installed in the printer or just charge the battery.

Battery Charging Methods

Accessory	Battery Installed?	Maximum Charge Time
AC Adapter	Yes	4 hours
DX2 Dual Dock or DX4 Quad Dock	Yes	6 hours
DX2 Dual Dock or DX4 Quad Dock	No	6 hours
AE38 Vehicle Power Adapter	Yes	4 hours

For more information, see the charging accessory instructions.

About Printer Power Modes

The printer moves between different power modes to conserve battery power. The printer must be in Normal mode to move to another power mode.

Printer Power Modes

Power Mode	Description	How to Move to This Mode
Off	All electronics are off, and the printer is not consuming any power.	From Normal mode, press and hold the **Power** button for 5 seconds. After 2 seconds, the three LEDs blink once, and after 5 seconds the three LEDs blink three times.
Normal	The printer and the radio are on. If the printer is idle for certain configurable amount of time, the printer moves to: • Deep Sleep mode if you have a Wi-Fi or IrDA radio. • Power Save mode if you have a Bluetooth radio.	From any other mode, press the **Power** button. The printer automatically moves to Normal mode from any other mode if you connect it to an external power supply.
Power Save (Bluetooth radio only)	The radio is on and the printer is off. If the printer receives a print command, the printer moves to Normal mode.	The printer automatically moves to Power Save mode after being idle for a certain configurable amount of time.
Deep Sleep	The printer is in a low power consumption mode, and the radio is off.	From Normal mode, press and hold the **Power** button for 2 seconds. The three LEDs blink once.

About Printer Command Languages

The printer supports these command languages:

- ESC/P (Epson Standard Code for Printers command language) (default)
- CSim (CPCL command language simulator)
- XSim (ExPCL command language simulator)

You can change the printer command language from the printer web page or by using PrintSet version 5.2 or later.

Set the Command Language Using PrintSet

You can connect your printer to a desktop PC through a USB connection and use PrintSet 5.2 or later to set the command language.

1 Connect your printer to a desktop PC with a USB cable.

2 Download and install Intermec PrintSet 5.2 or later from the Intermec website at **www.intermec.com**.

3 Use PrintSet to add your printer to PrintSet and set the command language.

Load Media

The printers support easy drop-in media loading.

1 Lift both media release latches to open the media door.
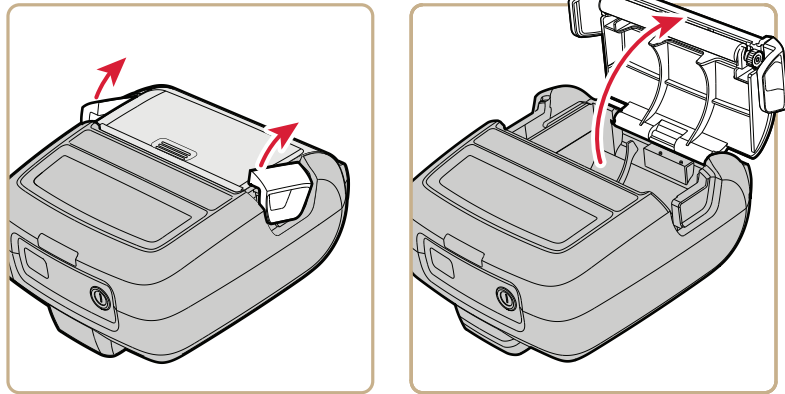
2 If necessary, remove the empty media core from the media compartment.

3 Drop in a new roll of media. Make sure to orient the media roll so that the media curls toward the media door.
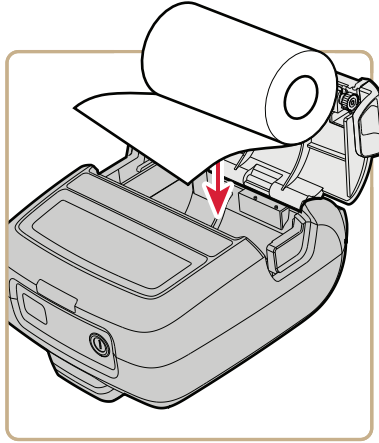
4 Close the media door. Make sure you press down on the door until it snaps shut.
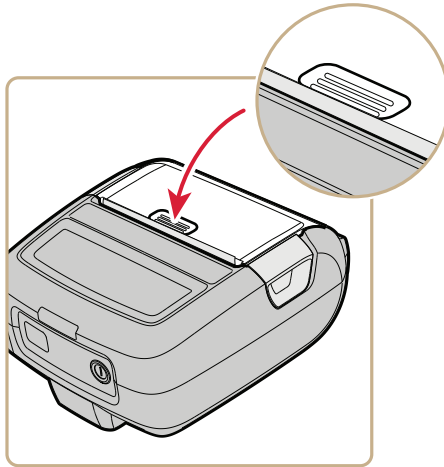
Read Magnetic Stripe Information

Use the integrated PCI-compatible Magnetic Stripe Reader (MSR) option to securely capture payments and immediately provide receipts.

Note: To read data from a card, you need an application running on your host PC.

1 Position the card so that the magnetic stripe faces the media door.
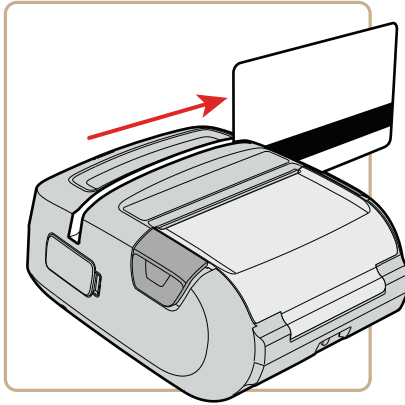
2 Quickly slide the card through the MSR, in either direction.

When the card is successfully read, the MSR LED blinks green three times. The Connectivity icon blinks white while the data is transferred.

Printer Options and Accessories

Some printer configurations do not support all accessories. For more information, contact your local Intermec representative.

Printer Options and Accessories

Accessory or Option	Description
Magnetic Stripe Reader (MSR)	Reads magnetic stripe information from a card.
Battery	Rechargeable standard battery (Model 1013AB01) and smart battery (Model 1013AB02) provide power to the printer.
AC Adapter	Provides power to the printer and charges the battery installed in the printer from an AC power source.
Vehicle Power Adapter (VPA)	The AE38 VPA provides power to the printer and charges the battery installed in the printer from a vehicle power source.
DX2 Dual Dock and DX4 Quad Dock	Use these modular charging bases with the: • PR2 or PR3 printer cup to charge batteries when they are installed in the printer. • printer battery cup to charge one or two batteries.
Belt Clip	Replaceable standard or metal belt clip provides a convenient way to carry the printer when you are not using it.
Belt Loop	Provides a convenient way to carry the printer when you are not using it and allows you to quickly release the printer for easy accessibility.
Protective Case	The protective case comes with a belt clip and shoulder strap and provides you with a convenient way to transport and store your printer. The protective case keeps the printer free of dust, dirt, and moisture and still provides easy access to the printer for printing.

Printer Options and Accessories (Continued)

Accessory or Option	Description
Protective Boot	The protective boot provides added protection to the printer.
Thermal Printhead Cleaning Swab	The protective boot enhances the ruggedness and durability of the printer.

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Connect and Configure the Printer

This chapter explains how to connect the printer to a desktop PC, wireless network, or USB device. This chapter also describes how to configure printer settings.

About Printer Drivers

Before you can use your printer with a Microsoft® Windows® PC, you need to install printer driver software on your PC. Drivers enable the printer to communicate with your PC and with software applications such as Intermec PrintSet.

To install printer drivers, you need to download and unpack the printer driver files, connect your printer to your PC with USB, and then install your printer. The procedure you follow to install your printer depends on whether you want to connect to a PC running Microsoft Windows 7 or Microsoft Windows XP.

Download and Unpack Printer Driver Files

Use InterDriver to install printer driver software on your PC. InterDriver is available for free from the Intermec website.

Caution: Do not connect your printer to your PC with the USB cable before you install the printer driver software.

Caution: After you download and unpack the printer driver files, do not run the Driver Wizard. On the last page of the installation wizard, make sure you clear the Run Driver Wizard after unpacking drivers check box.

1 Open a web browser and go to **www.intermec.com**.

2 Select **Support** > **Downloads**.

3 Select **InterDriver**:

    a In the **Product Category** list, select **Printers**.

    b In the **Product Family** list, select **Printer Software**.

    c In the **Product** list, select **InterDriver**, and then click **Submit**.

4 On the InterDriver downloads page, click **Windows Driver ver. X.XX**, and then click **Run**. If a Security Warning dialog box appears, click **Run**.

5 Select **I accept the terms in the license agreement**, and then click **Next** twice.

6 Clear the **Run Driver Wizard after unpacking drivers** check box and the **Read installation instructions check box**, and then click **Finish**. If a User Account control dialog box appears, click **Yes** to continue. By default, InterDriver extracts the installation files to C:\Intermec\InterDriver7\ on your PC.

Connect the Printer with USB

The printer supports USB connections to a desktop PC.

Caution: Before you connect your printer to your PC for the first time, you must install the appropriate printer driver software on your PC.

1 Connect your printer to your PC with a USB cable.

2 Turn on the printer.

The first time you connect your printer to your PC, Microsoft® Windows® detects your printer. You need to install your printer.

Install the Printer on a PC with Microsoft Windows 7

Before you install your printer, you need to download and unpack the printer driver software and connect your printer to your PC with USB.

Note: The first time you connect your printer to your PC, Microsoft® Windows® detects your printer and displays a message, "Device driver software was not successfully installed."

1 To navigate to the location of the InterDriver installation files, click **Browse**. The default location is C:\Intermec\InterDriver7.

2 Click **Next**.

3 When the Hardware Installation window appears, click **Continue Anyway**.

4 When the process is complete, click **Finish**.

Install the Printer on a PC with Microsoft Windows XP

Before you install your printer, you need to download and unpack the printer driver software and connect your printer to your PC with USB.

Note: The first time you connect your printer to your PC, Microsoft® Windows® detects your printer and starts the Found New Hardware Wizard.

1 On the welcome page, select **No, not this time**, and click **Next**.

2 Select **Install from a list or specific location**, and click **Next**.

3 Navigate to the location of the InterDriver installation files. The default location is C:\Intermec\InterDriver7.

4 Enter a **Printer name**, and click **Next**.

5 To install the driver, click **Finish**.

6 When the process is complete, click **Close**.

About Wi-Fi Communications

Printers with the 802.11 b/g radio option support Wi-Fi communications. You can configure Wi-Fi communications:

• from the printer web page. You need to know the printer IP address.

• using Intermec PrintSet 5.2 or later through a USB connection to the printer.

Configure Wi-Fi Communications from the Web Page

To configure the printer from the printer web page, you need to turn on the printer and connect to your Wi-Fi network.

Note: If you are not using a DHCP network and you do not know your printer IP address, you must configure Wi-Fi settings using Intermec PrintSet 5.2 or later with a USB connection.

1 On your desktop PC, open a web browser.

2 In the **Location** or **Address** bar, type the printer IP address and press **Enter**. The printer web page appears.

3 Click **Configuration**.

4 When prompted, type your **Username** and **Password**. The default username is admin and the default password is pass.

5 Click **Login**.

6 Select **Network Admin > Wireless 802.11**.

7 Change the necessary settings.

8 When you are done, click **Submit**.

Configure Wi-Fi Communications Using PrintSet

Before connecting to a wireless network, make sure you know the settings you need for your network.

If you are not using a DHCP network and you do not know your printer IP address, you must configure Wi-Fi settings using Intermec PrintSet 5.2 or later with a USB connection.

Note: The first time you create a USB connection to a desktop PC, you must use Intermec InterDriver to install the appropriate driver software on your PC.

1 Connect your printer to a desktop PC with USB.

2 Download and install Intermec PrintSet 5.2 or later from the Intermec website at **www.intermec.com**.

3 Use the PrintSet online help to add your printer to PrintSet and configure the necessary wireless communications settings.

About Bluetooth Communications

Printers with the Bluetooth radio option support Bluetooth communications.When Bluetooth is enabled, you can connect the printer to other Bluetooth devices, such as bar code scanners. You can also make the printer discoverable by Bluetooth-enabled devices such as mobile computers. You configure Bluetooth communications using PrintSet 5.2 or later through a USB connection to your host PC.

Configure Bluetooth Communications Using PrintSet

You connect your printer to a desktop PC through a USB connection and use PrintSet 5.2 or later to configure Bluetooth communications.

Note: The first time you create a USB connection to a desktop PC, you must use Intermec InterDriver to install the appropriate driver software on your PC.

1 Connect your printer to a desktop PC with a USB cable.

2 Download and install Intermec PrintSet 5.2 or later from the Intermec website at **www.intermec.com**.

3 Use PrintSet to add your printer to PrintSet and configure Bluetooth communications.

Connect to a Bluetooth Scanner by Reading a Bar Code

The easiest way to connect a Bluetooth-enabled bar code scanner to your printer is to use the scanner to read the Bluetooth Device Address (BDA) bar code label on the bottom of your printer.

Note: If the bar code is not readable, you can use the Intermec EasySet™ Configuration Utility to create a scannable bar code from your printer BDA. The BDA is included in the Bluetooth Configuration section of the test label.

1 Turn on your printer.

2 Turn on your Bluetooth scanner, and make sure that it is discoverable and within range of the printer.

3 Use the scanner to read the BDA bar code label on the bottom of your printer. The printer attempts to connect to the scanner.

Connect to a Bluetooth Mobile Computer

To connect to the printer from a Bluetooth-enabled mobile computer, you may need to configure Bluetooth settings on the printer.

1 Turn on your printer.

2 Turn on your mobile computer.

3 Use the Bluetooth application on your mobile computer to discover and connect to your printer.

4 When prompted, enter the Bluetooth Passkey. The default passkey is 1234.

About IrDA Communications

Printers with the IrDA radio option support IrDA communications. To send print jobs from the host computer to the printer, you need to install a custom application on the host computer. For more information, see your computer user manual.

How to Configure the Printer

Configuration settings determine how the printer operates. To view and change printer settings, you can use:

• a web browser to view the printer web page through your Wi-Fi network connection. You need to know the printer IP address.

• Intermec PrintSet 5.2 or later to communicate with the printer through a USB connection.

About the Printer Web Page

An easy way to configure most printer settings is to view and change settings from the printer web page. You view the printer web page in a web browser.

Note: To use the printer web page, you need to turn on the printer and connect to your Wi-Fi network.

Printer Web Pages

Page	Description
Home	Displays current printer settings.
Configuration	Allows you to change printer configuration settings, such as wireless 802.11 communications or system settings.
Maintenance	Allows you to upgrade printer firmware.
Support	Provides general Intermec contact information.

Configure the Printer from the Web Page

To configure the printer from the printer web page, you need to turn on the printer and connect to your Wi-Fi network.

> **Note:** If you are not using a DHCP network and you do not know your printer IP address, you must configure Wi-Fi settings using Intermec PrintSet 5.2 or later with a USB connection.

1 On your desktop PC, open a web browser.

2 In the **Location** or **Address** bar, type the printer IP address and press **Enter**. The printer web page appears.

3 Click **Configuration**.

4 When prompted, type your **Username** and **Password**. The default username is admin and the default password is pass.

5 Click **Login**.

6 Change the necessary settings.

7 When you are done, click **Submit**.

Configure the Printer Using PrintSet

To configure your printer using PrintSet 5.2 or later, you connect your printer to a desktop PC through a USB connection.

> **Note:** The first time you create a USB connection to a desktop PC, you must use Intermec InterDriver to install the appropriate driver software on your PC.

1 Connect your printer to a desktop PC with a USB cable.

2 Download and install Intermec PrintSet 5.2 or later from the Intermec website at **www.intermec.com**.

3 Use PrintSet to add your printer to PrintSet and configure printer settings.

3

Troubleshoot and Maintain the Printer

This section explains how to troubleshoot and maintain the printer.

Call Product Support

If you cannot find the answer to your problem in the "Troubleshooting" section, go to the Intermec technical knowledge base (Knowledge Central) at **intermec.custhelp.com** to review technical information or to request customer support. If you still need help after visiting Knowledge Central, call Product Support.

To talk to an Intermec Product Support representative in the U.S.A. or Canada, call:

1-800-755-5505

Outside the U.S.A. and Canada, go to **www.intermec.com** and click **Contact Us** to find your local Intermec representative.

Before you call Intermec Product Support, make sure you have this information ready:

• Printer serial number
• Printer configuration number
• Firmware type and version
• Printer command language
• Wireless or serial port settings
• Installed options
• Media settings
• Ethernet settings
• Bluetooth settings

You can find all of this information on the printer web pages or on a test label.

How to Find the Printer Configuration and Serial Numbers

The printer configuration and serial numbers are on the configuration label located inside the battery compartment.

Configuration label
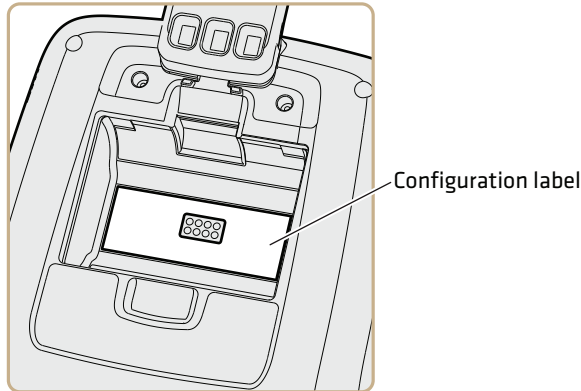
Get Printer Information from the Printer Web Page

To configure the printer from the printer web page, you need to turn on the printer and connect to your Wi-Fi network.

Note: If you are not using a DHCP network and you do not know your printer IP address, you must configure Wi-Fi settings using Intermec PrintSet 5.2 or later with a USB connection.

1 On your desktop PC, open a web browser.

2 In the **Location** or **Address** bar, type the printer IP address and press **Enter**. The printer web page appears.

3 Click **Configuration**.

4 When prompted, type your **Username** and **Password**. The default username is admin and the default password is pass.

5 Click **Login**.

6 Navigate to the appropriate page to get printer configuration and system information.

Get Printer Information Using PrintSet

To get printer information using PrintSet 5.2 or later, you connect your printer to a desktop PC through a USB connection.

Note: The first time you create a USB connection to a desktop PC, you must use Intermec InterDriver to install the appropriate driver software on your PC.

1 Connect your printer to a desktop PC with a USB cable.

2 Download and install Intermec PrintSet 5.2 or later from the Intermec website at **www.intermec.com**.

3 Use PrintSet to add your printer to PrintSet and view printer settings.

About the Printer Test Label

You can print a test label to:

• check print quality.
• get configuration settings.
• view printing statistics.

Test Label Contents

The printer test label contains a QR Code for the printer registration web page, configuration information, printing statistics, and system information.

Test Label Contents

Category	Contents
QR Code	QR Code for the Intermec printer registration web page
Media & Printing Configuration	Media Type
	Media Length
	Media Width
	Start Adjustment
	Stop Adjustment
	Font Resources

Test Label Contents (Continued)

Category	Contents
Printing Statistics	Distance Printed Total
System Information	Model
	Printer Config Number
	Printer Serial Number
	Firmware Version
	Active Command Language
	Printing Resolution
	Font Resources
	Flash Memory Total
	Flash Available
	RAM Total
	RAM Available
Hardware Installed	IrDA
	Wireless Radio
	USB Host
Wireless 802.11 Network Settings	IP Selection
	IP Address
	Netmask
	Default Router
	Name Server
	MAC Address
	SSID
	MODE
	WEP
	WPA
	WPA2
	Authentication
	Country Code
	Roaming
	Access Point
	Signal Strength
	EAP TYPE
	Inner Authentication MSCHAPV2

Test Label Contents (Continued)

Category	Contents
Bluetooth Configuration	Device Address
	Device Name
	Reserve
	Authentication
	Encryption
	Connectable
	Discoverable
Battery	Serial Number
	Charge Cycles
	Battery Voltage
Magnetic Stripe Reader	Installed

Print a Test Label

1 Turn off the printer by pressing and holding the **Power** button for 5 seconds. After 2 seconds, the three LEDs blink once, and after 5 seconds the three LEDs blink three times. The printer turns off.

2 Press and hold the **Print** button, and then press and hold the **Power** button. The blue Intermec Ready-to-Work™ indicator starts to blink.

3 Continue to hold the buttons until the Ready-to-Work indicator stays on solid (about 15 seconds). The printer prints a test label.

Problems and Possible Solutions

Use this table to understand and troubleshoot some common errors you may encounter.

Problems and Possible Solutions

Problem	Possible Solution
Printer does not feed media correctly.	Remove the media from the media compartment and reinstall the media.

Problems and Possible Solutions (Continued)

Problem	Possible Solution
Printer does not print and the Critical Error LED is off.	Try these possible solutions: • Make sure a battery is installed in the printer. The printer does not print unless a battery is installed. • If you are trying to print from a mobile computer or desktop PC, make sure you are using the correct communication settings for your connection.
Printer does not print and the Critical Error LED is on.	If the Intermec Ready-to-Work™ indicator is blinking, make sure that: • media is loaded correctly. • the media cover is closed properly. If the Ready-to-Work indicator is off, there is a problem with the printhead or motor. Make sure that the printhead and motor are within the operating temperature range.
Print quality is too light.	Try these possible solutions: • Make sure the battery is fully charged. • Adjust the print contrast.
Parts of the print out are missing.	Clean the printhead.
The Magnetic Stripe Reader LED flashes red one time.	The card was not successfully read. Try swiping the card again.

How to Restore Default Settings to the Printer

When you restore factory default settings to the printer, the printer returns to its original out-of-box state. Use one of these methods to restore default settings to the printer:

• Use the **Print** and **Power** buttons on the printer.

• Go to the printer web page through your wireless network. You need to know your printer IP address.

• Use PrintSet version 5.2 or later through a USB connection to your host PC.

Restore Default Settings Using the Printer Buttons

The easiest way to restore factory default settings to your printer is to use the Print and Power buttons.

1 Make sure the printer is off.

2 Open the media door.

3 Press and hold the **Print** button, and then press and release the **Power** button to turn on the printer.

The Intermec Ready-to-Work™ indicator starts to blink.

4 Continue to hold the **Print** button until the Ready-to-Work indicator turns on and stays on.

During this process, the Connectivity icon and Critical Error icon may turn on and off.

5 Release the **Print** button.

6 If you want the printer to print a message, make sure that media is installed in the printer.

7 Close the media door.

When the process is complete, the printer automatically restarts.

Restore Default Settings from the Printer Web Page

To restore default settings to the printer from the printer web page, you need to turn on the printer and connect to your Wi-Fi network.

Note: If you are not using a DHCP network and you do not know your printer IP address, you must configure Wi-Fi settings using Intermec PrintSet 5.2 or later with a USB connection.

1 On your desktop PC, open a web browser.

2 In the **Location** or **Address** bar, type the printer IP address and press **Enter**. The printer web page appears.

3 Click **Printer > Web Shell**.

4 When prompted, type your **Username** and **Password**. The default username is admin and the default password is pass.

5   Click **Default Setup**. The Intermec Ready-to-Work™ indicator and the Critical Error LED blink to indicate default settings are being restored.

6   When the confirmation message appears, click **Yes** to continue. The printer restarts and the settings you selected are restored to their default values.

Restore Default Settings Using PrintSet

You can connect your printer to a desktop PC through a USB connection and use PrintSet 5.2 or later to restore factory default settings to your printer.

1   Connect your printer to a desktop PC with a USB cable.

2   Download and install Intermec PrintSet 5.2 or later from the Intermec website at **www.intermec.com**.

3   Use PrintSet to add your printer to PrintSet and restore the default settings to your printer.

About Firmware Upgrades

Intermec periodically offers firmware upgrades for the printer. Before upgrading your printer, you need to download the upgrade files from the Intermec website at **www.intermec.com**.

Use one of these methods to upgrade your printer firmware:

*   Go to the printer web page through your wireless network. You need to know your printer IP address.
*   Use PrintSet version 5.2 or later through a USB connection to your host PC.

Upgrade Firmware from the Printer Web Page

To upgrade printer firmware from the printer web page, you need to turn on the printer and connect to your Wi-Fi network.

Note: If you are not using a DHCP network and you do not know your printer IP address, you must configure Wi-Fi settings using Intermec PrintSet 5.2 or later with a USB connection.

1 On your desktop PC, open a web browser.

2 In the **Location** or **Address** bar, type the printer IP address and press **Enter**. The printer web page appears.

3 Click **Maintenance**. The firmware upgrade page appears.

4 When prompted, type your **Username** and **Password**. The default username is admin and the default password is pass.

5 Click **Login**.

6 Click **Browse** to locate the upgrade file.

7 Double-click the file, and then click **Upgrade**.

On your printer, the Intermec Ready-to-Work™ indicator and Critical Error LED blink to indicate firmware is being upgraded. When the upgrade is complete, the Ready-to-Work indicator stays on.

Upgrade Firmware Using PrintSet

To upgrade your printer firmware using PrintSet 5.2 or later, you connect your printer to a desktop PC through a USB connection.

Note: The first time you create a USB connection to a desktop PC, you must use Intermec InterDriver to install the appropriate driver software on your PC.

1 Connect your printer to a desktop PC with a USB cable.

2 Download and install Intermec PrintSet 5.2 or later from the Intermec website at **www.intermec.com**.

3 Use PrintSet to add your printer to PrintSet and upgrade printer firmware.

Clean the Printer

Cleaning the printhead on a regular basis is important for the life of the printhead and for the print quality. You should clean the printhead each time you replace the media.

⚠ **Caution: Never use hard or sharp tools to peel away stuck labels or other material. The printhead is delicate and can easily be damaged.**

1 Turn the printer off.

2 If necessary, disconnect the printer from power.

3 Open the media door and remove the media.
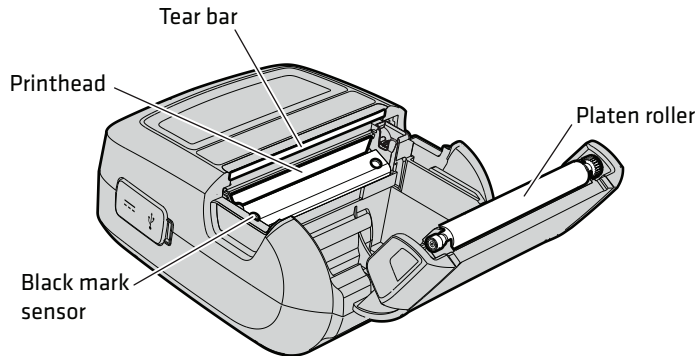
4 Use the cleaning swab to clean all parts of the printer.

5 After the parts are dry, replace the media.

6 Turn on the printer.

Replace the Platen Roller

If the platen roller becomes worn or damaged, you need to replace it.

1 Turn off the printer.

2 If necessary, disconnect the printer from power.

3 Lift both media release latches to open the media door.
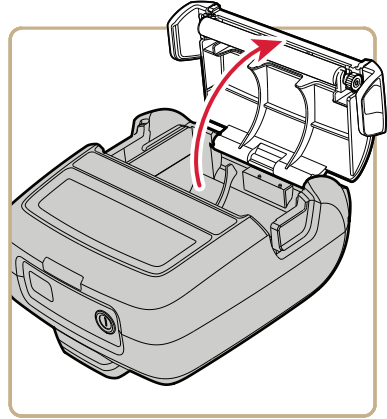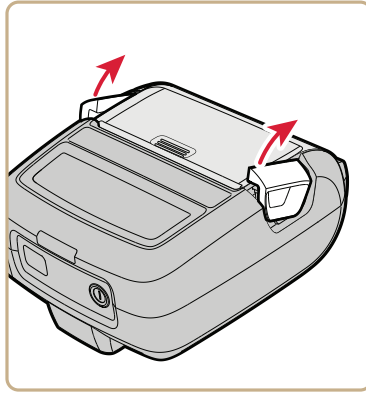
4 Carefully pry the platen roller out of the media door.
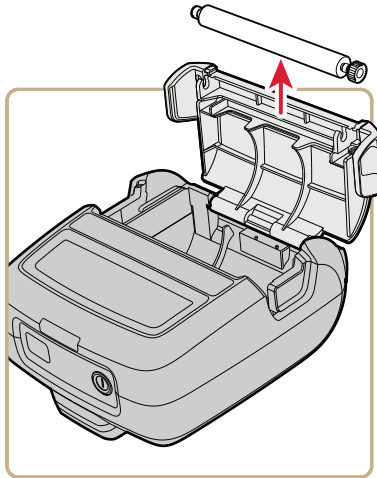
5 Install the new platen roller.

A

Specifications

This appendix lists specifications for the PR2 and PR3 printers.

Printer Specifications

Physical Specifications

PR2 Dimensions:	88 mm x 63 mm x 122.5 mm (3.46 in x 2.48 in x 4.82 in)
PR2 with Magnetic Stripe Reader Dimensions:	88 mm x 65 mm x 122.5 mm (3.46 in x 2.56 in x 4.82 in)
PR3 Dimensions:	109.5 mm x 63 mm x 122.5 mm (4.31 in x 2.48 in x 4.82 in)
PR3 with Magnetic Stripe Reader Dimensions:	109.5 mm x 65 mm x 122.5 mm (4.31 in x 2.56 in x 4.82 in)
PR2 Weight (with battery, without media):	309 g (10.9 oz)
PR3 Weight (with battery, without media):	346 g (12.3 oz)

Power Specifications

AC Power Adapter	Input: 100-240 VAC, 50/60 Hz Output: 10 VDC, 2.4 A
Printer Voltage	⎓ 10 V, 1.0 A
Operating Power	Rechargeable 7.4 V 1620 mAh (typical) lithium-ion battery

Temperature and Humidity Specifications

Operating Temperature:	-10 °C to 50 °C (14 °F to 122 °F)
Storage Temperature (without battery):	-20 °C to 60 °C (-4 °F to 140 °F)
Charging Temperature:	0 °C to 40 °C (32 °F to 104 °F)
Operating Humidity:	20% to 85% non-condensing
Storage Humidity:	5% to 95% non-condensing

Memory

- 16 MB RAM
- 64 MB Flash

Communications

- Standard: USB full speed v2.0
- Optional: Bluetooth v2.0, 802.11b/g Wi-Fi, IrDA

Media Sensors

- Black mark
- Door open
- Out of media

Print Speed and Resolution

Printhead:	Direct thermal
Print Speed:	203 dpi (8 dots/mm): up to 3 ips (76.2 mm/sec)
Maximum Print Width:	PR2: 48 mm (1.89 in)
	PR3: 72 mm (2.83 in)
Media Width:	PR2: 57 mm to 58 mm (2.244 in to 2.283 in)
	PR3: 79 mm to 80 mm (3.110 in to 3.149 in)
Media Length:	Continuous
Media Thickness:	60 μm to 100 μm (2.36 mils to 4 mils)
Core ID:	10 mm (0.4 in)
Maximum Media OD:	40.64 mm (1.6 in)

Supported Command Languages

- ESC/P
- CSim
- XSim

CSim Resident Fonts

- Andale Mono
- Andale Mono Bold
- CG Times
- OCR-A
- Prestige Elite Bold

ESC/P Resident Fonts

- Andale Mono
- Andale Mono Bold
- Univers
- Univers Bold
- Univers Condensed Bold
- Univers Extra Condensed
- Letter Gothic
- CG Times
- CG Times Bold
- OCR-A
- OCR-B
- Prestige Elite Bold

XSim Resident Fonts

- Courier Rotated
- Courier 2 - 48 columns
- Courier 3 - 57columns
- Courier 4 - 64 columns
- Courier 5 - 72 columns
- Monospace821BT - 28 columns
- Monospace821BT - 57 columns
- Monospace821BT Bold - 57 columns
- Monospace821BT Short - 57 columns
- Bold font - 12 columns
- Verin Font - 72 columns
- Verin Font - 64 columns
- Verin Font - 57 columns
- Verin Font - 48 columns
- Verin Font - 36 columns

Downloadable TrueType and Double Byte Fonts

- U.S. Standard
- Europe multilingual (Western and Eastern)
- Cyrillic
- Arabic
- Greek
- Hebrew
- Japanese
- Polish
- Thai
- Korean
- Traditional (Big 5) and Simplified (GB)
- Chinese

Supported Graphic File Type

- PCX

B

Printer Settings

This appendix describes and provides default values for PR2 and PR3 settings.

General System Settings

You can view and configure some general system settings from:

- the printer web page.
- PrintSet version 5.2 or later.

General System Settings

Setting	Description	Default
Command Language	Selects the printer command language: • ESC/P • XSim • CSim	ESC/P
System Name	Sets the network identification name (WINS name) of the printer. Maximum length is 32 characters.	Printer model number and serial number. For example, PR3-000000011
System Location	Sets the location of the printer. Maximum length is 128 characters.	None
System Contact	Sets the name of the printer administrator. Maximum length is 128 characters.	None
Unit of Measure	Selects the unit of measure (dots, inches, or millimeters) used to define several printing parameters.	Dots
Connection	Selects the way PrintSet communicates with your printer: • Wireless 802.11 • USB	N/A

General System Settings (Continued)

Setting	Description	Default
Display Language	Selects the language the printer uses to display text on the screen: • English • Simplified Chinese • Traditional Chinese • French • German • Italian • Korean • Portuguese (Brazil) • Russian • Spanish (L.A.)	English

Media and Printing Settings

You can view and configure media and printing settings from:

• the printer web page.
• PrintSet version 5.2 or later.

Media and Printing Settings

Setting	Description	Default
Contrast	Adjusts the blackness of the printing on the label in 2% increments from -10% to 10%.	0%
Media Type	Selects the type of media loaded in the printer: • Ticket with Mark • Fix Length Strip • Var Length Strip	Var Length Strip
Media Length	Sets the length of the printable area measured from one edge of the label to the edge that is closest to the printhead. Unit of measurement is defined in the Unit of Measurement parameter.	8000

Media and Printing Settings (Continued)

Setting	Description	Default
Media Width	Sets the width of the printable area measured from the media margin (X) along the printhead. Unit of measurement is defined by the Unit of Measure parameter.	PR2: 384 PR3: 576
Print Speed	Sets how fast the printer prints labels. Unit of measurement is defined by the Unit of Measure parameter.	75 mm/s
Start Adjustment	Sets the length of media the printer feeds (positive value) or retracts (negative value) before printing a label. Unit of measurement is defined by the Unit of Measure parameter.	0
Stop Adjustment	Sets the length of media the printer feeds (positive value) or retracts (negative value) after printing a label. Unit of measurement is defined by the Unit of Measure parameter.	0

Bluetooth Settings

You can view and configure Bluetooth settings from:

- the printer web page.
- PrintSet version 5.2 or later.

Bluetooth Settings

Setting	Description	Default
Connectable	Determines if other Bluetooth devices can connect to the printer.	Enable
Device Address	(read-only) The Bluetooth MAC address of the printer.	N/A

Bluetooth Settings (Continued)

Setting	Description	Default
Device Name	Sets the name that identifies the printer in the Bluetooth network. Maximum length is 16 characters.	Printer model number and serial number. For example, PR3-0000000001.
Discoverable	Determines if other Bluetooth devices can detect the printer.	Enable
Security	Selects the level of security that is used when pairing devices with the printer: • Disable: Security is not used when pairing devices with the printer. • Auth: You must enter a passkey. • Auth and Encrypt: You must enter a passkey, and traffic is encrypted.	Disable
Reserve	Determines if the printer is exclusively reserved for one Bluetooth device. When enabled, the first Bluetooth device that connects with the printer locks out any other connection attempts.	Disable

Wireless 802.11 General Settings

You can view and configure wireless 802.11 general settings from:

• the printer web page.

• PrintSet version 5.2 or later.

Wireless 802.11 General Settings

Setting	Description	Default
Channel	If you select Adhoc as your Network Type, specifies the channel (from 1 through 14) over which to transfer data.	1

Wireless 802.11 General Settings (Continued)

Setting	Description	Default
Network Name (SSID)	Specifies the name of the wireless network.	INTERMEC
Network Type	Specifies how the printer communicates with other devices: • Infrastructure: Devices on the network communicate with each other through access points. In Infrastructure Mode, wireless and wired devices can communicate with each other. • Adhoc: Devices on the network communicate without using access points. Ad hoc mode is useful for establishing a network where wireless infrastructure does not exist or where services are not required.	Infrastructure
Power Mode	Specifies the power management setting for the radio: • Constant Awake Mode • Fast Power Saving • Power Saving	Constant Awake Mode
Roaming	Specifies the level of wireless roaming: • Off • Level 1 • Level 2 • Level 3	Off

Wireless 802.11 Network Settings

You can view and configure wireless 802.11 network settings from:

- the printer web page.
- PrintSet version 5.2 or later.

Wireless 802.11 Network Settings

Setting	Description	Default
Default Router	Specifies the IP address of a router that is used when a device sends a packet to another subnet or to an unknown destination.	0.0.0.0
IP Assignment Method? (IPv4)	Specifies how the printer obtains its IP address: • DHCP (Dynamic Host Configuration Protocol): The printer automatically receives its settings from a DHCP server. • BOOTP (BOOTstrap Protocol): The printer automatically receives its settings from a BOOTP server. • DHCP+BOOTP: The printer probes the network to receive its settings either from a DHCP server or from a BOOTP server. • Manual: Manually configure the communications settings. If you select this option, you also need to configure IP Address, Subnet Mask, and Default Router.	DHCP
IP Address (IPv4)	Specifies the unique network level address assigned to each device in a TCP/IP network.	0.0.0.0

Wireless 802.11 Network Settings (Continued)

Setting	Description	Default
IP Assignment Method? (IPv6)	Specifies how the printer obtains its IP address: • Automatic: The printer automatically receives its settings from the network. • Automatic+DHCP: The printer automatically receives its settings from the network through a combination of automatic and DHCP. • DHCP: The printer automatically receives its settings from the network through DHCP. • Manual: Manually configure the IP Address.	Automatic
IP Address (IPv6)	Specifies the unique network level address assigned to each device in a TCP/IP network.	N/A
Subnet Mask	Specifies a number that defines the range of IP addresses that can be used in a TCP/IP network.	0.0.0.0

Wireless 802.11 Security Settings

You can view and configure wireless 802.11 security settings from:

- the printer web page.
- PrintSet version 5.2 or later.

Wireless 802.11 Security Settings

Setting	Description	Default
Security Type	Selects the protocol the radio uses to verify its identity and makes sure that it is authorized to communicate on the wireless network.	None

Wireless 802.11 Security Settings (Continued)

Setting	Description	Default
Association	Specifies the security method (depending on the security type) used to grant access to the wireless network: • Open/WEP • Shared/WEP • WPA/TKIP • WPA2/AES	Open/WEP
Pre-Shared Key	For WPA and WPA2 security, specifies the passphrase that allows the radio to authenticate over the wireless network. Range is 8 to 64 characters.	None
Network Key Index	Selects the active network key to use for WEP security. Range is 1 to 4.	None
Network Key 1, Network Key 2, Network Key 3, Network Key 4	Defines a network key that is used for WEP security. Keys are entered in ASCII or hexadecimal (preceded by 0x) format.	Empty string
Username	Sets the name that the printer uses when logging in to the network.Range is 1 to 96 characters.	None
Password	Sets the password that the printer uses when logging in to the network. Range is 1 to 96 characters.	None
Anonymous Name?	Sets the outer EAP user name that the printer uses for logging in to the network. Maximum length is 96 characters.	Anonymous
Inner Authentication	Selects the authentication method that is used when the EAP type is EAP-FAST, PEAP, or TTLS.	EAP/MSCHAPv2
CA Certificate	Sets the name of the Certificate Authority (CA) that verifies the server certificate. This CA should be the same one that was used to sign the server certificate.	intermec.pem

Wireless 802.11 Security Settings (Continued)

Setting	Description	Default
Client Certificate	Sets the name of the client certificate the printer uses to authenticate to the network using EAP-TLS. Maximum length is 128 characters.	None
Client Key	Sets the private key the printer uses for EAP-TLS. Maximum length is 128 characters. Use the certinstall.sh script to install the certificate correctly.	None
Server Common Name 1	Sets the certificate name that is on the primary authentication server. If this value is none, then the value for Server Common Name 2 is used.Range is 1 to 96 characters.	None
Server Common Name 2	Sets the certificate name that is on the secondary authentication server.If this value is none, then the value for Server Common Name 1 is used.Range is 1 to 96 characters.	None
Validate Certificate	Determines if the identity of the authentication server is verified using its certificate when using EAP-TTLS, PEAP, or EAP-TLS.Intermec recommends that you set Validate Certificate to Yes.	No
PAC	Sets the name of the Protected Access Credential (PAC) that is used for EAP-FAST authentication. The printer uses this file if Acquire PAC is on and the current installed PAC fails to authenticate the printer to the network.	eap-fast.pac
Acquire PAC	Determines if automatic PAC file provisioning is on for EAP-FAST authentication.	Off

Wireless 802.11 Security Settings (Continued)

Setting	Description	Default
Fast Roaming (CCKM)	Determines if the printer can roam from one access point to another without reauthenticating with the server. CCKM only works in wireless networks using LEAP.	Disable
Mixed Mode (Group = TKIP)	Determines if the printer can use either TKIP or AES for data encryption, depending on the configuration of the access point.	Disable

Intermec

PR2 and PR3 Mobile Receipt Printer User Manual

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P/N 935-047-002