

## QUICK START GUIDE

# MP22

## 2-Inch Mobile Printer



### Installing the Battery

Before using your MP22 printer, install the Lithium-Ion rechargeable battery.

1. Turn the printer off and open the DC jack cover.
2. Insert the DC jack into the printer gently.

### Charging the Battery

You can charge the battery with the approved AC adapter cables provided with your printer. Charge the battery for at least 3 hours and 30 minutes.

1. Ensure the printer is turned off and not turned on when charging the battery.
2. Open the DC jack cover, and then connect the jack to the printer.
3. Plug the power cord into an appropriate power source.
4. Once the battery is fully charged you can turn on the printer and begin printing.

### LED Status

Red	Printer is charging.
Solid Green	Charging is complete.
Blinking Green	Printer is not charging properly.

### Button Functionality

Power	<ul style="list-style-type: none"> <li>• Turn the printer On/Off.</li> <li>• When the printer is off, press Power for at least three seconds to turn on.</li> </ul>
Feed	<ul style="list-style-type: none"> <li>• Feed the paper manually into the printer, perform self tests and hexadecimal dumps.</li> </ul>
Error	<ul style="list-style-type: none"> <li>• Red light indicates paper tray is empty or paper cover is open.</li> </ul>
Link	<ul style="list-style-type: none"> <li>• LED blinks</li> <li>• Power On/charging complete - Green</li> <li>• Power Off - No LED</li> </ul>

### Installing a Standard Paper Roll

Before replacing a paper roll or closing the printer cover, ensure the thermal head is cool since it may be very hot immediately after printing. Touching a hot thermal head may result in burn injuries.

1. To open the paper cover, press the Open button.
2. Turn the knob with your fingers to set the width of the paper guide, if needed.
3. Once the new paper is inserted, adjust the paper guide to make it wider than the width of the paper.
4. Press the Feed button until a small amount of paper appears, and then tear off the extra paper against tear bar.
5. Use both hands to close the cover to ensure it's closed securely.

### Diagnostic Self Test

After installation follow these guidelines to print out the status of the printer. This self test provides information about the control circuit, mechanism, print quality and ROM version.

#### Note:

To protect the motor from overheating, stop the printer for 30 seconds after continuous printing of 1.5 meters (4.92 ft).

1. Turn off the printer by holding the Power button down for three seconds.
2. Press both the Feed and Power buttons at the same time. The self-test printout appears automatically.

### Connect Peripherals

You can connect your printer to other iOS devices via Bluetooth, Wi-Fi, for Near-Field Communication (NFC) using the USB cable from the printer to a PDA, computer, and so on.

#### Note:

A NFC connection is only compatible with Bluetooth.

1. Plug the USB cable into the printer connector on the back of the connector cover.
2. Plug the other end of the cable into the USB port on the device.



## Troubleshooting

Printer does not turn on.

- Ensure the battery is fully charged.
- Check the printer cover is completely closed.

Paper feeds after issuing a print job but no printed text visible on paper.

- Paper roll and/or paper cover not installed properly.

Printed text and/or graphics are very light.

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

Non-standard characters are printing.

- Battery voltage is low.

Printer stops responding to print and paper feed commands.

- Printer needs to be reset.

Printing is light or missing only on half of the print width.

- Paper cover not properly installed.
- Printer components are loose.

## Warnings & Cautions

Please observe the following precautions:

- Keep the printer away from liquids. Do not immerse the printer in water.
- The printer is intended for indoor use only. When not in use, place the printer in a cool, dry place.
- Do not place the printer near a heat source. Keep both the power supply and printer away from direct sunlight and/or heat.
- Printer should only be repaired by Infinite Peripherals.
- Do not use any power adapter other than the one provided with this printer. The use of any other adapter may damage the printer and will void the warranty.

## Warranty

Infinite Peripherals does not warrant, and is not responsible for, any damage to the MP22 ("Product") as a result of liquid or solid particle intrusion into the Product or damage caused by dropping the Product. If a material or workmanship defect arises with regard to any Infinite Peripherals product, and a valid claim is received within the Warranty Period, Infinite Peripherals (at Infinite Peripherals' sole discretion) will (1) repair the Product using new or refurbished parts, or (2) replace the Product with a new or refurbished Product. For purposes of this limited warranty, "refurbished" means a product or part that has been substantially returned to its original specifications. In the event of a defect, these are your exclusive remedies.

### Note:

Continuous use of the mobile printer under improper conditions could lead to printer failure, fire, and/or electric shock and may void the warranty. If a fault condition continues, contact Infinite Peripherals.

## Product Returns

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

To request a RMA

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

## Additional Information

Contact your Infinite Peripherals sales representative for technical specifications and additional product documentation.

## Contact Information

### Mobility Sales/ Technical Support Center

Infinite Peripherals, Inc.

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Irvine, CA 92614

Toll-Free: (877) 278-7860

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### Headquarters/ Main Warehouse

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