

Mobile Barcode Printer

RE300 Series

Direct Thermal

Series Models

RE300



User Manual

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1 Introduction

Thank you very much for purchasing TSC barcode printer.

The RE300 Mobile Barcode Printer offers the perfect blend of value and simplicity for on-the-go receipt and label printing, ideal for daily mobile operations.

The palm-sized RE300 has an IP54-rated dust and water resistant protective case that withstands a 1.5 m drop. It features simple charging by connecting to a vehicle's USB port or power bank, and an efficient battery for a full-shift of uninterrupted operations. In addition, it also offers seamless communication with users' devices for optimal fieldwork using USB 2.0 or internal Bluetooth.

The printer language emulation automatically identifies major printer languages for immediate printing. Our TSC console software, SDK, and professional technical support facilitate integration, enhance development, and streamline system and device communication for smooth operations. The RE300 ensures seamless system compatibility for smooth operations.

It's further enhanced with eco-friendly packaging that reduces environmental impact and ensures sustainability.

This document provides an easy reference for operating this printer. TSC printers include the Windows labeling software for creating your label template. For system integration, the TSPL/TSPL2 printer programming manual or SDKs can be found on TSC website at:

<https://www.tscprinters.com>.

1.1 Specifications

Model	RE300
Resolution	8 dots/mm (203 dpi)
Printing Method	Direct Thermal
Max. Print Speed	Up to 102mm (4")/second
Max. Print Width	72 mm (2.83")
Max. Print Length	2,794 mm (110")
Enclosure	Plastic
Physical Dimension	112mm (W) x 122mm (H) x 62mm (D) 4.41" (W) x 4.80" (H) x 2.44" (D)
Weight (including battery)	355g (0.78lbs)
Drop Specification	1.5m (5ft)
IP Rating	IP54 (with case)
Max. Roll Capacity	50mm (1.96") OD
Processor	32-bit RISC CPU
Memory	▪ 16 MB Flash memory ▪ 64 MB SDRAM
Interface	▪ USB 2.0 ▪ Bluetooth 4.2
Power	▪ 7.4V DC, 2000mAh Li-ion rechargeable battery
Operation Button	▪ 3 buttons (On/off, pause/feed, and cover-open)
User Interface	▪ OLED mono-LCD, 128 x 32 pixels

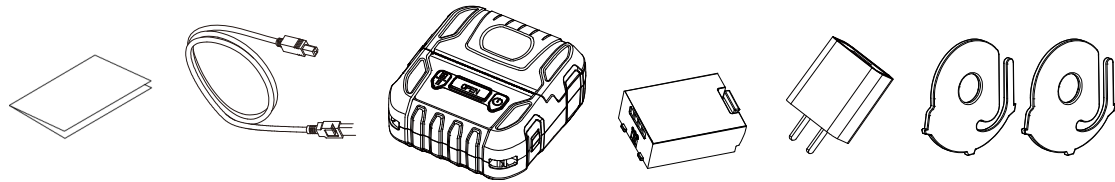
Model	RE300
Sensors	▪ Reflective sensor ▪ Transmissive sensor ▪ Head open sensor
Internal Fonts	▪ 8 alpha-numeric bitmap fonts ▪ Monotype Imaging® true type font engine with one CG Triumvirate Bold Condensed scalable font
Barcode	▪ 1D Barcode Code128UCC, Code128 subsets A, B, C, EAN128, Interleaved 2 of 5, Interleaved 2 of 5 with check digit, Standard 2 of 5, Industrial 2 of 5, Code39, Code39 with check digit, Code93, EAN13, EAN8, UPCA, UPCE, EAN and UPC 2 (5) digits add-on, Codabar, Postnet, MSI, MSI with check digit, PLESSEY, China post, ITF14, EAN14, Code11, TELEPEN, TELEPEN number, PLANET, Code49, Deutsche Post Identcode, Deutsche Post Leitcode, LOGMARS ▪ 2D Barcode CODABLOCK F mode, GS1 DataBar, GS1 DataMatrix, Maxicode, AZTEC, PDF417, QR Code, Micro PDF417, TLC39, rMQR
Printer Language	TSPL-EZC (EPL2, ZPL2, CPCL), or ESC-POS
Media Type	Receipt paper, receipt paper with black mark in printing side or backside, label
Media Width	25.4mm - 80mm (1" - 3.15") with liner
Media Thickness	0.06mm - 0.20mm (2.36mil - 7.87mil)
Media Height	15mm (0.59")
Media Core Diameter	12.7mm (0.5")
Environment Condition	▪ Operation: 0°C - 40°C (32°F - 104°F), 10% - 85% non-condensing ▪ Storage: -20°C - 60°C (-4°F - 140°F), 5% - 90% non-condensing
Environmental Concern	Comply with RoHS, WEEE, REACH, China RoHS
Factory Options	Media sensor position (default center, right, or left side)

Model	RE300
User Options	▪ Micro-B USB 2.0 cable ▪ USB-A Power Adaptor ▪ IP54-rated protective case with shoulder strap ▪ Li-ion battery ▪ Media spacer kit

2 Unpacking and Inspecting

The printer has been specially packaged to withstand damage during shipment. Retaining the packaging materials is recommended in case you need to ship the printer. When unpacking, ensure that you have received all the following items:

- One printer unit
- One Li-ion battery
- One quick installation guide
- One USB cable
- One USB power adapter
- Two Media spacers



Note: If anything is missing or damaged, please contact the customer service department of your reseller or distributor.

3 Getting to Know Your Printer

3.1 Top View



3.2 Interior View



1. Tear edge
2. Printhead
3. Media sensor (printhead side)
4. Platen roller
5. Media sensor (roller side)
6. Media spacer

3.3 Rear/ Side View



- 1. Li-ion Battery
- 2. Battery latch
- 3. micro USB interface/ Power jack
- 4. Interface cover

3.4 Operator control

▪ LCD Indication and Keys



- 1. Power on/ off button
- 2. Media cover release button
- 3. Feed/ Pause button
- 4. LCD screen (indicates battery status/ media type/ firmware version/ BT MAC address/ error messages)

Keys	Function
	- Press and hold for 2-3 seconds to turn on the printer. - Press and hold for 2-3 seconds to turn off the printer.
	- Ready status: Feed one label - Printing status: Pause the print job
LCD monitor	
Media type F/W version Cont. B1.00 Bluetooth D148 Battery level BT MAC address	

3.5 Battery Charging Cycle

■ Charging the battery when the printer turns ON:

When charging at power on, the following battery diagram will appear in the upper right corner of the printer screen.

Charging cycle	LCD version	
	1 block blinking	Charging level: 0 - 25%
	2 blocks blinking	Charging level: 25 - 50%
	3 blocks blinking	Charging level: 50 - 75%
	4 blocks blinking	Charging level: 75 - 100%
	Solid 4 blocks	Charging level: 100%

Note:

If the printer has not been operated for more than 120 seconds, it will enter standby mode and the screen will turn off automatically; press any key to wake up the printer.

■ Charging the battery when the printer turns OFF:

When charging with the power off, the printer screen will show the battery diagram as follows.

Charging cycle	LCD version	
	1 block blinking	Charging level: 0 - 25%
	2 blocks blinking	Charging level: 25 - 50%
	3 blocks blinking	Charging level: 50 - 75%
	4 blocks blinking	Charging level: 75 - 100%
	Solid 4 blocks	Charging level: 100%

4 Setting up the Printer

4.1 Installing the Battery

1. Insert the battery to the left side of battery slot on the rear of the printer.



2. Push the right side of the battery down.



3. Pull the battery latch to lock the battery.



Battery safety warning:

DO NOT throw the battery in fire. DO NOT short circuit the contacts.
DO NOT disassemble the battery. DO NOT throw the battery in municipal waste.



The symbol of the crossed out wheeled bin () indicates that the battery should not be placed in municipal waste.

4.2 Charging the Battery

Allow 1.5 to 2 hours to fully charge the battery before first use. The lifetime of the battery is 300 times for charge/discharge cycles.

1. Install the battery. Open the interface cover and plug the power cord to the power jack.



2. Plug the power cord into a properly power outlet. (or device has a powered USB port.)



Or



Note:

Please refer to chapter [Battery Charging Cycle](#) for more information.

Charging Warning

Do not print (discharge) while the battery is charging. Otherwise, it will harm the battery life and cause other adverse effects.

The battery normal working condition is from 0°C to 40°C (32 °F to 104 °F). The device or battery charger always perform battery charging in a safe and optimum manner. At higher temperatures (e.g., approximately +40 °C (+104 °F) or charging when turning on the printers), the printer or battery charger may stop charging for a period of time to keep the battery at acceptable temperatures.

4.3 Communication

USB to USB Cable

Open the interface cover and connect the printer to the computer with USB cable.



Connecting with Bluetooth

Turn on the printer and make sure the Bluetooth device opened.

Default	
Name	Model name + last 4 digits of Mac Address
PIN	0000

Note:

Refer to the chapter [Setting Bluetooth by TSC Console](#) to change the default name and PIN code.

4.4 Loading the Media

1. Open the printer media cover by pressing the media cover release button.



2. Place the media roll at the correct side, and pull out enough paper over the tear edge. For narrow paper roll (1/ 1.5/ 2/ 2.5 inches width of media roll), see chapter Installing the Media Spacers to installing the media spacers first.



3. Press the media cover closed on both sides and make sure the media cover is properly closed.



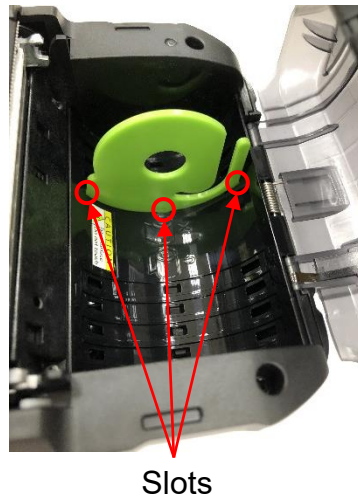
4. Perform a media calibration for the media in use.
For how to perform a media calibration, see chapter [Media Sensor Calibration](#) or chapter [Calibrating Media Sensor by TSC Console](#) to calibrate the media sensor.

4.5 Installing the Media Spacers

1. Open the printer media cover by pressing the media cover release button.

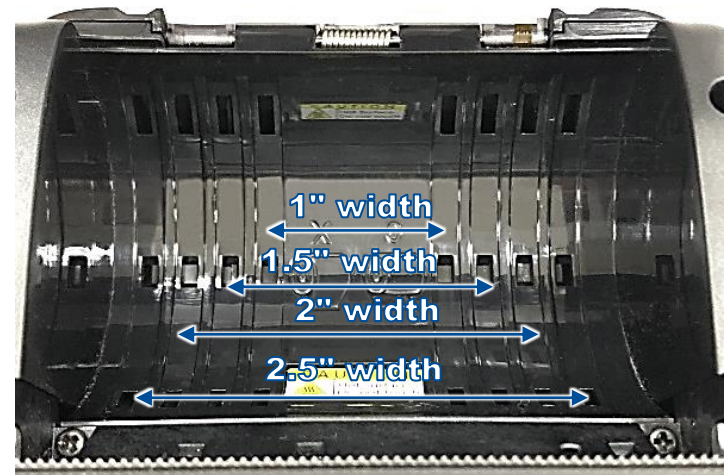


2. Fix the media spacer in the slots on printer inner mechanism as indicated.

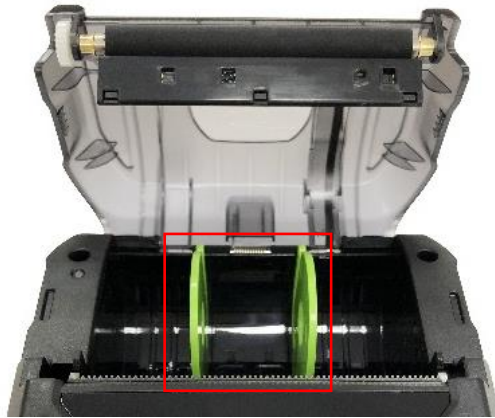


Note:

Users can install the media spacers on the different slots as picture shown to fit the label width.



3. Complete the installation of media spacers.



4. Place the paper roll between the media spacers.



Note:

1. The media spacers could support 1/ 1.5/ 2/ 2.5 inches width of media roll.
2. When removing the media spacers, please follow the removal direction as pictured.



4.6 Installing the Shoulder Strap (Option)

1. Install the shoulder strap on the both sides of the pillars as indicated. The printer can be hung on the shoulder strap.



5 Power-on Utilities

There are three power-on utilities to set up and test printer hardware. These utilities are activated by pressing FEED button () then turning on the printer power simultaneously and release the button at different positions of LCD indicator.

Please follow the steps below for different power-on utilities.

1. Turn off the printer power switch ().
2. Hold on the FEED button () then turn on the power switch ().
3. Release the button () when LCD indicates with different positions for different functions.

Power on utilities	The LCD monitor will be changed as following pattern:			
LCD monitor Functions	Calibrate.....	Self Test.....	Initialize.....	Cont.  
	(5 blinks)	(5 blinks)	(5 blinks)	B1.00 D148
1. Media sensor calibration	Release			(Ready)
2. Self-test and enter dump mode		Release		
3. Printer initialization			Release	

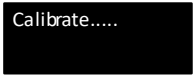
5.1 Media Sensor Calibration

Please follow the steps below to calibrate the media sensor.

1. Turn off the power switch (🔌).

2. Please check if the media roll has installed correctly.

3. Hold on the FEED button (📄) then turn on the power switch (🔌).

4. Release the FEED button (📄) when the indicator becomes  and blinking five times (Any blink will do during the 5 blinks).

5. Printer will calibrate the media sensor sensitivity.

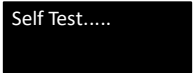
5.2 Self-test and Dump Mode

Please follow the steps below.

1. Please check if the media roll has installed correctly.

2. Turn off the power switch ()

3. Hold on the FEED button () then turn on the power switch ()

4. Release the FEED button () when the indicator becomes  and blinking (Any blink will do during the 5 blinks).

5. It calibrates the sensor and measures the media length and prints internal settings then enter the dump mode.

Note: Turn off / on the power to resume printer for normal printing mode.

■ Self-test

Printer will print the printer configuration after media sensor calibration. Self-test printout can be used to check if there is any dot damage on the heater element, printer configurations and available memory space.

Self-test Printout

SYSTEM INFORMATION

MODEL: RE300
FIRMWARE: B1.12 EZC
CHECKSUM: 079808F7
S/N: RE300
TCF: NO
DATE: 2007/01/01
TIME: 00:01:24
NON-RESET: 0 m (TPH)
RESET: 0 m (TPH)
NON-RESET: 0 (CUT)
RESET: 0 (CUT)

Model name
F/W version
Firmware checksum
Printer S/N
Configuration file
System date
System time
Printed mileage (meter)
Cutting counter

PRINTING SETTING

SPEED: 2 IPS
DENSITY: 14.0
WIDTH: 2.84 INCH
HEIGHT: 4.00 INCH
GAP: 0.00 INCH
INTENSION: 7
CODEPAGE: 850
COUNTRY: 001
STANDBY TIME: 120 Seconds
SLEEP TIME: OFF

Printing setting information
Print speed (inch/sec)
Print darkness
Label size (inch)
Gap height (inch)
Gap/black mark sensor intension
Code page
Country code
Standby mode
Sleep mode

Note:
If there is no operation for more than 120 seconds, the printer will enter standby mode, press any key to wake up the printer.

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Self-test Printout

Z SETTING

DARKNESS: 16.0
SPEED: 2 IPS
WIDTH: 2.84 INCH
TILDE: 7EH (~)
CARET: 5EH (^)
DELIMITER: 2CH (,)
POWER UP: NO MOTION
HEAD CLOSE: NO MOTION

ZPL setting information

Print darkness

Print speed (inch/sec)

Label size

Control prefix

Format prefix

Delimiter prefix

Printer power up motion

Printer head close motion

Note: ZPL is emulating for Zebra® language.

BT SETTING

MAC ADDR: DC:0D:30:F8:C6:8E
NAME: RE300-C68E
PIN CODE: 0000

Bluetooth setting information

BATTERY INFORMATION

VOLTAGE: 8.2 V

Battery voltage

DRAM FILE (0 FILES)

PHYSICAL 65536 KBYTES
AVAILABLE 2048 KBYTES

FLASH FILE (0 FILES)

PHYSICAL 16384 KBYTES
AVAILABLE 13032 KBYTES

Numbers of download files

Total & available memory space

Printhead check pattern

■ Dump mode

Printer will enter dump mode after printing printer configuration. In the dump mode, all characters will be printed in 2 columns as following. The left side characters are received from your system and right side data are the corresponding hexadecimal value of the characters. It allows users or engineers to verify and debug the program.

ASCII Data	<pre> SPEED 2.0 DENSITY 8 SET PEEL OFF DIRE CTION 0 G AP 3.00 mm .0.00 mm REFERENCE 0.0 SET C UTTER OFF SIZE 100. 02 mm.65.0 4 mm CLS BARCODE 1 44,149,"39 ".120,1,0. 2.6."57114 38T" PRIN T 1.1 SPE ED 2.0 DE NSITY 8 S ET PEEL OF F DIRECTI ON 0 GAP 3.00 mm.0. 00 mm REF ERENCE 0.0 SET CUTT ER OFF SI ZE 100.02 mm.65.04 m m CLS BA RCODE 144. 149,"39".1 20,1,0,2.0 ."5711438T " PRINT 1 .1 </pre>	<pre> 53 50 45 45 44 20 32 2E 30 0D 0A 44 45 4E 53 49 54 59 20 38 0D 0A 53 45 54 20 50 45 45 4C 20 4F 46 46 0D 0A 44 49 52 45 43 54 49 4F 4E 20 30 0D 0A 47 41 50 20 33 2E 30 30 20 6D 6D 2C 30 2E 30 30 20 6D 6D 0D 0A 52 45 46 45 52 45 4E 43 45 20 30 2C 30 0D 0A 53 45 54 20 43 55 54 54 45 52 20 4F 46 46 0D 0A 53 49 5A 45 20 31 30 30 2E 30 32 20 6D 6D 2C 36 35 2E 30 34 20 6D 6D 0D 0A 43 4C 53 0D 0A 42 41 52 43 4F 44 45 20 31 34 34 2C 31 34 39 2C 22 33 39 22 2C 31 32 30 2C 31 2C 30 2C 32 2C 36 2C 22 35 37 31 31 34 33 38 54 22 0D 0A 50 52 49 4E 54 20 31 2C 31 0D 0A 53 50 45 45 44 20 32 2E 30 0D 0A 44 45 4E 53 49 54 59 20 38 0D 0A 53 45 54 20 50 45 45 4C 20 4F 46 46 0D 0A 44 49 52 45 43 54 49 4F 4E 20 30 0D 0A 47 41 50 20 33 2E 30 30 20 6D 6D 2C 30 2E 30 30 20 6D 6D 0A 52 45 46 45 52 45 4E 43 45 20 30 2C 30 0D 0A 53 45 54 20 43 55 54 54 45 52 20 4F 46 46 0D 0A 53 49 5A 45 20 31 30 30 2E 30 32 20 8D 6D 2C 36 35 2E 30 34 20 6D 8D 0D 0A 43 4C 53 0D 0A 42 41 52 43 4F 44 45 20 31 34 34 2C 31 34 39 2C 22 33 39 22 2C 31 32 30 2C 31 2C 30 2C 32 2C 36 2C 22 35 37 31 31 34 33 38 54 22 0D 0A 50 52 49 4E 54 20 31 2C 31 0D 0A </pre>	Hex decimal data related to left column of ASCII data
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Note:

1. Dump mode requires a paper width of 2 inches or more.
2. Turn off / on the power to resume printer for normal printing.

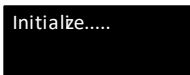
5.3 Printer Initialization

Printer initialization is used to clear DRAM and restore printer settings to defaults.

Printer initialization is activated by the following procedures.

1. Turn off the power switch ().

2. Hold on the FEED button () then turn on the power switch ().

3. Release the FEED button () when the indicator becomes  and blinking. (Any blink will do during the 5 blinks).

Printer configuration will be restored to defaults as below after initialization.

Parameter	Default setting
Speed	50.8 mm/sec (2 ips)
Density	8
Media Width	2.84" (72 mm)
Media Height	4" (101.5 mm)
Print Direction	0
Reference Point	0,0 (upper left corner)
Offset	0
Code Page	850
Clear Flash Memory	No

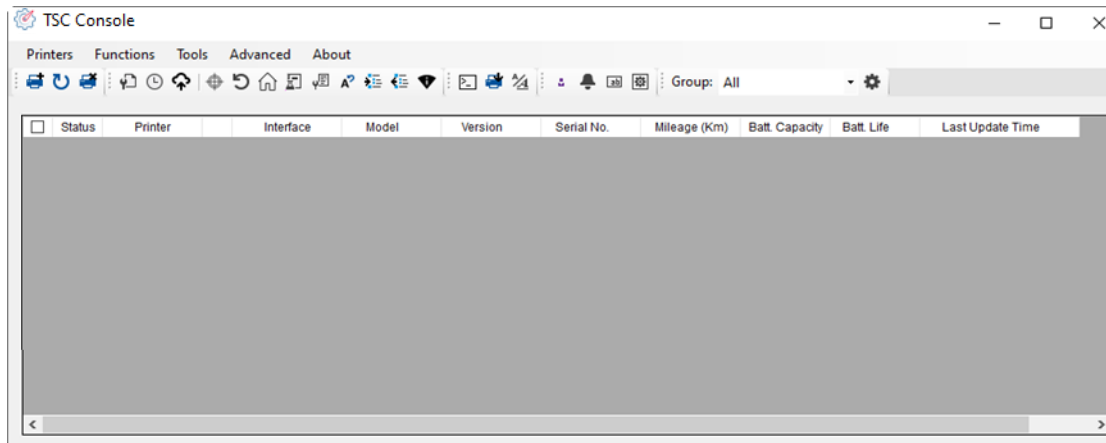
6 TSC Console

Designed especially for the TSC printers, **TSC Console** enables users to deploy, manage, monitor, and troubleshoot both wired or wireless connections to one or a group of printers. **TSC Console** lowers IT costs and increases printer uptime with convenient out-of-the-box installation and a simplified Windows graphical user interface. It enhances robustness through integrated management capabilities and ensures that printers are available, reliable, and serviceable at all times.

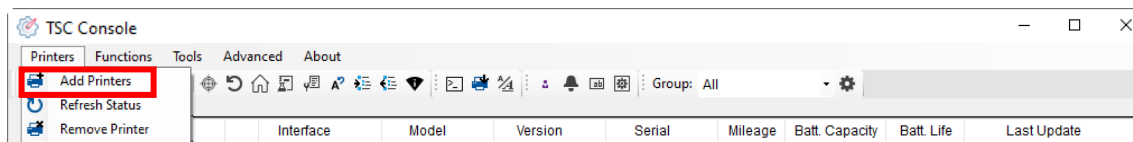
6.1 Launching TSC Console

Follow the steps below to launch **TSC Console**:

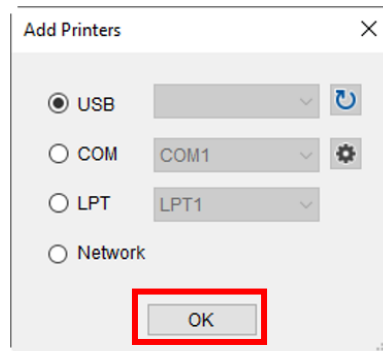
1. Connect the USC cable with PC and printer. Turn on the printer.
2. Double click the **TSC Console** icon on the desktop of your computer to launch **TSC Console**. After launching **TSC Console**, the following screen will appear.



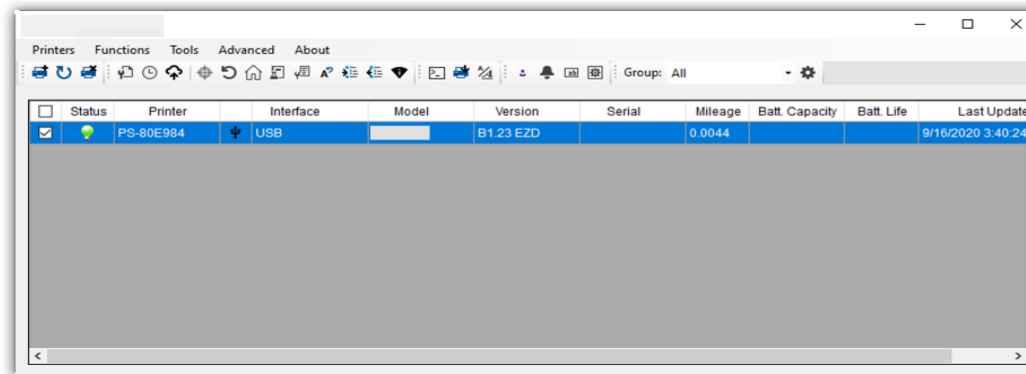
3. Select **Printers > Add Printers** to add the new printer to the **TSC Console** main page.



4. Select the **USB** and press the  button to find the printer, then select **OK** to add the printer.



5. Select and start configuring the printer.



NOTE: You may refer to **TSC Console Manual** for further information.

6.2 Printer's Main Functions

The function buttons are located on the left side of the **Printer Configuration** page. You can use the function buttons to manage and configure the printer.

The screenshot shows the 'Printer Configuration' window. On the left, a vertical list of function buttons is highlighted with a red box: Calibration, RTC Setup, Factory Default, Reset Printer, Print Test Page, Configuration Page, Dump Text, Ignore AUTO.BAS, Exit Line Mode, Enter Line Mode, Wi-Fi Default, IPv6 Setup, RFID Setup, GPIO Setup, and Wi-Fi Advanced. The main area displays various configuration parameters such as Version, Serial Number, Checksum, Ribbon Remaining, Label Count, Cutting Counter, Mileage (Km), Speed, Density, Paper Width, Paper Height, Media Sensor, Gap, Post-Print Action, Reference, Direction, Offset, Shift X, Shift Y, Code Page, Country Code, Ribbon, Ribbon Sensor, Ribbon Encoder Err, Ribbon Saver, Head-up Sensor, Reprint After Error, Maximum Length, Gap Inten., Bline Inten., Continuous Inten., Threshold Detection, Print Quality, Standby Time, and Sleep Time. At the bottom, there are 'Save', 'Load', 'Set', and 'Get' buttons.

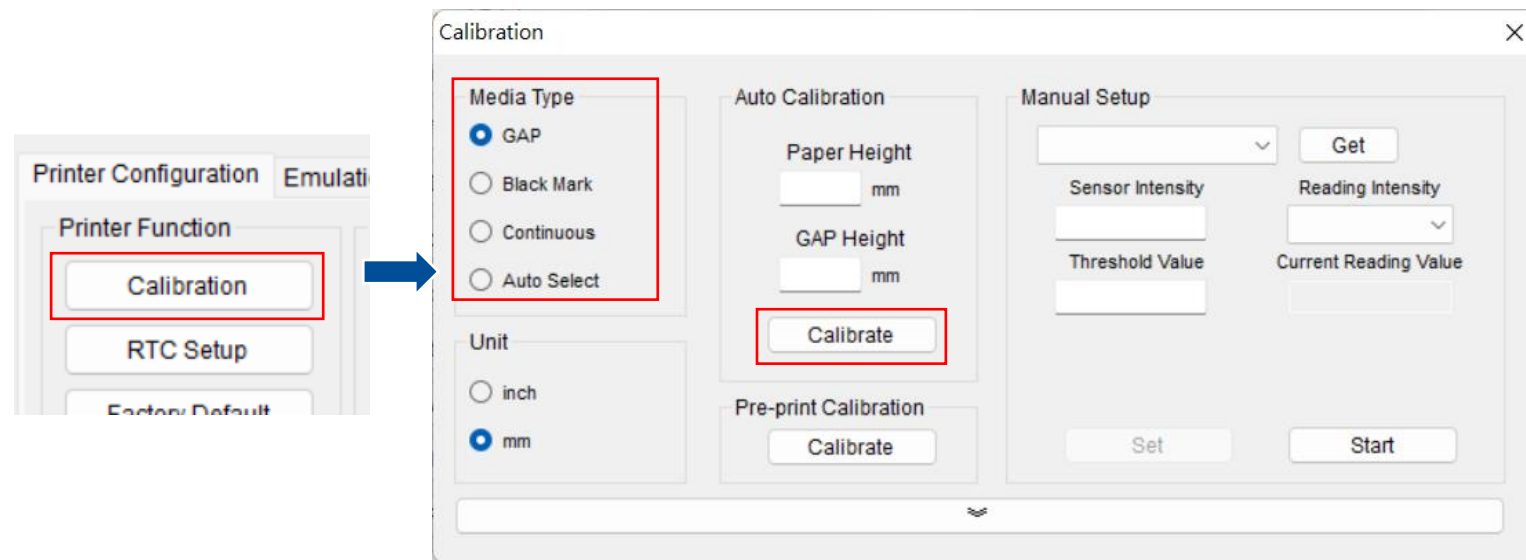
Item	Description
Calibration	Detects the media type and label size.
RTC Setup	Synchronizes the printer with the real time clock on the computer.
Factory Default	Restores the printer's settings to factory default values.
Reset Printer	Re-starts the printer.
Print Test Page	Prints test page based on the specified label size and sensor type.
Configuration Page	Prints the printer's configurations.
Dump Text	Activates Dump Mode.
Ignore AUTO BAS	Ignores the AUTO BAS file when the printer boots up.
Exit Line Mode	The printer will leave line mode and enter page mode.
Enter Line Mode	The printer will leave page mode and enter line mode.

6.3 Calibrating Media Sensor by TSC Console

1. Make sure the media is already installed and media cover is closed. Connect the USB cable with printer and PC. Turn on the printer.
2. Launch the **TSC Console** and add the new printer to the **TSC Console** main page. (Refer to [Launching TSC Console](#))
3. Select the printer and enter the **Printer Configuration** window. (Functions > Printer Configuration)



4. Click the **Calibration** button to bring up the setup window. Select the media type and click the **Calibrate** button in **Auto Calibration** to perform the media sensor calibration.



6.4 Setting Bluetooth by TSC Console

1. Launch the **TSC Console** and add the new printer to the **TSC Console** main page. (Refer to [Launching TSC Console](#))
Select the printer and enter the **Printer Configuration** window. (Functions > Printer Configuration)



2. Select the **Bluetooth** tab. Press the **Get** button to read the Bluetooth settings currently in the printer.

The screenshot shows the 'Bluetooth' configuration page. At the top, there are tabs for 'Common', 'RS-232', 'Bluetooth', 'Wi-Fi', 'Ethernet', '802.1X', 'SMTP', and 'SNTP'. The 'Bluetooth' tab is selected and highlighted with a red box. Below the tabs, there are sections for 'Built-in Bluetooth Information', 'External Bluetooth Module', and 'xPico270 Module'. The 'Built-in Bluetooth Information' section contains fields for 'BT Name', 'BT Pair Mode', 'BT Pin Code', 'BT MAC Address', and 'BT Version'. The 'BT Name' field is highlighted with a red box and contains the text 'BT Name'. The 'BT Pair Mode' dropdown menu is also highlighted with a red box and shows 'LEGACY'. The 'BT Pin Code' field contains '0000', the 'BT MAC Address' field contains 'DC0D30F1DA88', and the 'BT Version' field contains '2.0.9'. Below these fields, there is a 'Setup' button. In the 'xPico270 Module' section, there are 'Enable BT' and 'Disable BT' buttons. At the bottom of the page, there are 'Set' and 'Get' buttons. The 'Get' button is highlighted with a red box.

3. Enter the new BT Local Name or BT PIN Code in the editor. (The editor area will turn yellow when the value is changed.)
 4. Press the **Set** button to set the new BT name or BT PIN code into the printer.
- Press the **Get** button to get the settings to confirm that the new Bluetooth module settings have been correctly set into the printer.

The image displays two side-by-side screenshots of a web-based configuration interface for a printer's Bluetooth settings. The interface has a top navigation bar with tabs: Common, RS-232, Bluetooth (selected), Wi-Fi, Ethernet, 802.1X, SMTP, and SNTP. The main content area is divided into three sections: 'Built-in Bluetooth Information', 'External Bluetooth Module', and 'xPico270 Module'. The 'Built-in Bluetooth Information' section contains five fields: 'BT Name' (RE300), 'BT Pair Mode' (LEGACY), 'BT Pin Code' (1234), 'BT MAC Address' (DC0D30F1DA88), and 'BT Version' (2.0.9). The 'External Bluetooth Module' section has a 'Setup' button. The 'xPico270 Module' section has 'Enable BT' and 'Disable BT' buttons. A blue arrow points from the left screenshot to the right one. In the left screenshot, the 'BT Name' and 'BT Pin Code' fields are highlighted in yellow. In the right screenshot, the 'Set' button at the bottom is highlighted with a red box. In the left screenshot, the 'Get' button at the bottom is highlighted with a red box.

Field	Value
BT Name	RE300
BT Pair Mode	LEGACY
BT Pin Code	1234
BT MAC Address	DC0D30F1DA88
BT Version	2.0.9

Buttons: Setup, Enable BT, Disable BT, Set, Get

7 Troubleshooting

The following guide lists the most common problems that may be encountered when operating this bar code printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased reseller or distributor for assistance.

Problem	Possible Cause	Recommended Solution
Power indicator does not illuminate	• The battery is not properly installed. • The battery metal contacts pins are with dirt. • The battery is dead.	• Clean the battery metal contacts. • Reinstall the battery. • Switch the printer on. • Charge the battery.
The printer status from TSC Console shows “Head Open” .	• The media cover is open.	• Please close the media cover.
The printer status from TSC Console shows “Out of Paper” .	• Running out of media roll. • The media is installed incorrectly. • Media sensor is not calibrated.	• Supply a new media roll. • Refer to the steps on chapter Loading the Media to reinstall the media roll. • Refer to the chapter Media Sensor Calibration or chapter Calibrating Media Sensor by TSC Console to calibrate the media sensor.
The printer status from TSC Console shows “Paper Jam” .	• Black mark sensor is not properly calibrated. • Make sure media size is set properly. • Media may be stuck inside the printer mechanism.	• Calibrate the black mark sensor. • Set media size correctly. • Clean the printer mechanism.
Memory full (FLASH / DRAM)	• The space of FLASH/DRAM is full.	• Delete unused files in the FLASH/DRAM. • Run printer self-test and check the available memory space for DRAM or FLASH. • Check the available memory space for DRAM or FLASH.

Problem	Possible Cause	Recommended Solution
Poor Print Quality	- Media cover is not fully latched. - Dust or adhesive accumulation on the printhead. - Print density is not set properly. - Print head element is damaged.	- Make sure the right/ left side of media cover is fully latched. - Clean the printhead. - Clean the platen roller. - Adjust the print density and print speed. - Run printer self-test and check the printhead test pattern if there is dot missing in the pattern. - Change proper media roll.
Missing printing on the left or right side of label	Wrong label size setup.	Set the correct label size.
Gray line on the blank label	- The print head is dirty. - The platen roller is dirty.	- Clean the print head. - Clean the platen roller.
Irregular printing	The printer is in Hex Dump mode.	Turn off and on the printer to exit the dump mode.

8 Maintenance

This section provides cleaning and maintenance procedures.

■ **Cleaning:**

Depending on the media used, the printer may accumulate residues (media dust, adhesives, etc.) as a by-product of normal printing. To maintain the best printing quality, you should remove these residues by cleaning the printer periodically. Regularly clean the print head and supply sensors once change a new media to keep the printer at the optimized performance and extend printer life.

■ **Disinfecting:**

Disinfecting the printer helps protect yourself and other users and helps prevent virus from spreading.

IMPORTANT:

- Set the printer power switch to O (Off) prior to performing any cleaning or disinfecting tasks. Leave the power cord connected to keep the printer grounded and to reduce the risk of electrostatic damage.
- Do not wear rings or other metallic objects while cleaning any interior area of the printer.
- Use only the cleaning agents recommended in this document. Use of other agents may damage the printer and void its warranty.
- Do not spray or drip liquid cleaning solutions directly into the printer. Apply the solution on a clean lint-free cloth and then apply the dampened cloth to the printer.
- Do not use canned air in the interior of the printer as it can blow dust and debris onto sensors and other critical components.
- Only use a vacuum cleaner with a nozzle and hose that are conductive and grounded to drain off static build up.
- All reference in these procedures for use of isopropyl alcohol requires that a 99% or greater isopropyl alcohol content be used to reduce the risk of moisture corrosion to the printhead.
- Do not touch printhead by hand. If you touch it careless, please use 99% Isopropyl alcohol to clean it.
- Always taking personal precaution when using any cleaning agent.

■ Cleaning Supplies

The following supplies are recommended for cleaning the printer:

- Cotton swab
- Lint-free cloth
- Brush with soft and non-metallic bristles
- Vacuum cleaner
- 75% Ethanol used for disinfection
- 99% Isopropyl alcohol used for cleaning the printhead and platen roller
- Genuine printhead cleaning pens
- Chlorine free detergents

■ Cleaning Procedures

Component	Method	Recommended Cleaning Schedule
Printhead	1. Power off the printer before cleaning the printhead. 2. Leave the printhead to cool down for at least one minute. 3. Wet a cotton swab with the 99% Isopropyl alcohol and then wipe across the printhead head. You can also use the genuine printhead cleaning pen to clean the printhead.	Clean the printhead when you load new media.
Platen Roller	1. Power off the printer. 2. Use a piece of 99% Isopropyl alcohol saturated lint-free cloth to wipe the platen roller while rotating the platen roller.	Clean the platen roller when you load new media.
Tear Bar	Use a piece of 99% Isopropyl alcohol saturated lint-free cloth to wipe the peel bar.	Clean as needed.
Sensor	Use the brush with soft and non-metallic bristles or vacuum cleaner to remove the dust or particles in order to optimize the print quality or sensor calibration.	Clean the sensor monthly.

Component	Method	Recommended Cleaning Schedule
Exterior	Use a piece of water-dampened lint-free cloth to wipe the surface. If necessary, you can apply the chlorine free detergent. After finishing cleaning, use the 75% ethanol to disinfect the surface.	Clean as needed.
Interior	Use the brush with soft and non-metallic bristles or vacuum cleaner to remove the dust or particles. After finishing cleaning, use the 75% ethanol to disinfect the interior.	Clean as needed.

9 Agency Compliance and Approvals

	EN 55032:2015+A11:2020 EN 55035:2017+A11:2020 EN 61000-3-2: 2019+A1:2021 EN 61000-3-3:2013 EN 62368-1:2014+A11:2017 EN 50663: 2017 EN 301 489-1 V2.2.3 EN 301 489-17 V3.2.4 EN 300 328 V2.2.2
	BS EN 55032:2015+A11: 2020 BS EN 55035:2017+A11:2020 BS EN 61000-3-2: 2019+A1:2021 BS EN 61000-3-3:2013+A11:2021 ETSI EN 301 489-1 V2.2.3 ETSI EN 301 489-17 V3.2.4
	FCC part 15B, Class B ICES-003, Class 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. This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This Class B digital apparatus complies with Canadian ICES-003 Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada
	GB 4943.1 GB/T9254 GB 17625.1



IS 13252(Part 1)/
IEC 60950-1

WPC

45 (E) Dated 28-01-2005



TP TC 004
TP TC 020



KN 32
KN 35
KN 301489-1
KN 301489-17
KS X 3123:2019



CNS 13438
CNS 14336-1



LP0002

NBTC



เครื่องวิทยุคมนาคมนี้ ได้รับยกเว้น ไม่ต้องได้
รับใบอนุญาตให้มี ใช้ซึ่งเครื่องวิทยุคมนาคม
หรือตั้งสถานีวิทยุคมนาคมตามประกาศ กสทช.
เรื่อง เครื่องวิทยุคมนาคม และสถานีวิทยุ
คมนาคมที่ได้รับยกเว้นไม่ต้องได้รับใบอนุญาต
วิทยุคมนาคมตามพระราชบัญญัติวิทยุคมนาคม
พ.ศ. 2498



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กำกับดูแลเพื่อประชาชน
Call Center 1200 (Inswr)

SDPPI



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12529

Important safety instructions:

Read all of these instructions and keep them for later use.

- Follow all warnings and instructions on the product.
- Disconnect the power from the AC inlet before cleaning or if fault happened. Do not use liquid or aerosol cleaners. Using a damp cloth is suitable for cleaning.
- The mains socket shall be installed near the equipment and easily accessible.
- The unit must be protected against moisture.
- Ensure the stability when installing the device, Tipping or dropping could cause damage.
- Make sure to follow the correct power rating and power type indicated on marking label provided by manufacture.
- Please refer to user manual for maximum operation ambient temperature.



WARNING:

Hazardous moving parts, keep fingers and other body parts away.

CAUTION:

Risk of explosion if battery is replaced by an incorrect type.

Dispose of used batteries according to the Instructions as below.

1. DO NOT throw the battery in fire.
2. DO NOT short circuit the contacts.
3. DO NOT disassemble the battery.
4. DO NOT throw the battery in municipal waste.
5. The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.

电池安全警告：

- 勿将电池扔于火中。
- 勿将电池接点短路。
- 不可拆解电池。
- 不乱将电池当成一般废弃物处理。
- 打叉的垃圾桶 符号表示电池不应该被放置到一般废弃堆中。

注意：

- 更换不正确型号类型的电池，将产生爆炸危险。
- 请根据使用说明处理用过的电池。

锂电安全使用指南：

注意：电池若未正确更换，可能会爆炸。请用原厂建议之同款或同等级的电池来更换。请依原厂指示处理废弃电池。



Caution:

The printhead may be hot and could cause severe burns. Allow the printhead to cool.

CAUTION:

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

FCC

15.19

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

Federal Communications Commission (FCC) Statement

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.

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.

FCC RF Radiation Exposure Statement:

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. For portable operation, this device has been tested and meets FCC RF exposure guidelines. When used with an accessory that contains metal may not ensure compliance with FCC RF exposure guidelines.

IC

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. l'appareil ne doit pas produire de brouillage, et
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Caution: Exposure to Radio Frequency Radiation

1. To comply with the Canadian RF exposure compliance requirements, this device and its antenna must not be co-located or operating in conjunction with any other antenna or transmitter.
2. For portable operation, this device has been tested and meets RF exposure guidelines when used with an accessory that contains no metal. Use of other accessories may not ensure compliance with RF exposure guidelines.

Attention: exposition au rayonnement radiofréquence

1. Pour se conformer aux exigences de conformité RF canadienne l'exposition, cet appareil et son antenne ne doivent pas être co-localisés ou fonctionnant en conjonction avec une autre antenne ou transmetteur.
2. Pour portable utilisation, cet appareil a été testé et respecte les directives sur l'exposition aux RF lorsqu'il est utilisé avec un accessoire sans métal. L'utilisation d'autres accessoires peut ne pas garantir la conformité aux directives d'exposition aux RF.

This radio transmitter [IC ID] has been approved by Innovation, Science and Economic Development Canada to operate with the antenna types listed below, with the maximum permissible gain indicated. Antenna types not included in this list that have a gain greater than the maximum gain indicated for any type listed are strictly prohibited for use with this device.

Le présent émetteur radio [IC ID] a été approuvé par Innovation, Sciences et Développement économique Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal. Les types d'antenne non inclus dans cette liste, et dont le gain est supérieur au gain maximal indiqué pour tout type figurant sur la liste, sont strictement interdits pour l'exploitation de l'émetteur.

CE

(a) frequency band(s) in which the radio equipment operates; 2402MHZ to 2480MHZ

(b) maximum radio-frequency power; 3.82dBm

(c) accessories;

"This product is supplied with the following accessories:

USB-C charging cable

Power adapter (5V/2A)

Mounting brackets and screws."

(d) software;

"The device is compatible with the following software versions:

Firmware version 1.0.0 or higher

Mobile app version 2.5.1 or later (available for iOS and Android)."

Hereby, TSC Auto ID Technology Co., Ltd. declares that the radio equipment type [designation] is in compliance with Directive 2014/53/EU

The full text of the EU declaration of conformity is available at the following internet address: <https://apac.tscprinters.com/en/declarations-conformity>

NCC 警語：

經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。(即低功率電波輻射性電機管理辦法第十二條)

低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。

前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。(即低功率電波輻射性電機管理辦法第十四條)

China RoHS 有害物質使用表

部件名称:	有害物质					
	铅	汞	镉	六价铬	多溴联苯	多溴二苯醚
	(Pb)	(Hg)	(Cd)	(Cr(VI))	(PBB)	(PBDE)
电线	×	○	○	○	○	○
印刷电路板	×	○	○	○	○	○
塑胶	○	○	○	○	○	○
轴・金属轴	○	○	○	○	○	○
打印机械装置	×	○	○	○	○	○
电源供应模组	×	○	○	○	○	○
其他	○	○	○	○	○	○
本表格依据 SJ/T 11364 的规定编制。 ○: 表示该有害物质在该部件所有均质材料中的含量均在 GB/T 26572 规定的限量要求以下。 ×: 表示该有害物质至少在该部件的某一均质材料中的含量超出 GB/T 26572 规定的限量要求。 This information is applicable for People's Republic of China only.						

限用物質含有情況標示聲明書 / Declaration of the Presence Condition of the Restricted Substances Marking

設備名稱(Equipment Name)：熱轉式/熱感式條碼印表機 型號(Type Designation)：TH220						
單元 Unit	限用物質及其化學符號 (Restricted substances and its chemical symbols)					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr+6)	多溴聯苯 Polybrominated biphenyls (PBB)	多溴二苯醚 Polybrominated diphenyl ethers (PBDE)
內外塑膠件	○	○	○	○	○	○
內外鐵件	-	○	○	○	○	○
滾輪	○	○	○	○	○	○
電路板	-	○	○	○	○	○
晶片電阻	-	○	○	○	○	○
積層陶瓷表面黏著電容	○	○	○	○	○	○
集成電路-IC	-	○	○	○	○	○
電源供應器	○	○	○	○	○	○
印字頭	-	○	○	○	○	○
插座	-	○	○	○	○	○
線材	-	○	○	○	○	○
備註一：“超出0.1 wt %”及“超出0.01 wt %”係指限用物質之百分比含量超出百分比含量基準值。 Note 1: “Exceeding 0.1 wt %” and “exceeding 0.01 wt %” indicate that the percentage content of the restricted substance exceeds the reference percentage value of presence condition. 備註二：“○”係指該項限用物質之百分比含量未超出百分比含量基準值。 Note 2: “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence. 備註三：“-”係指該項限用物質為排除項目。 Note 3: The “-” indicates that the restricted substance corresponds to the exemption.						

Revision History

Date	Description	Technical Writer
2024/11/26	Frist release	Camille Pao
2025/7/28	Update Trademark and Copyright Notice info. Add rMQR info.	Camille Pao



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