设计	王 玉 英
日期	2025.12.29
版本	V1.0版 本

F11系列-快安指南(电商定制英文)-V1.0版本

成品单页尺寸：80x100mm （公差：±4mm）

材质：80g双胶纸 工艺：正反面单黑印刷+不覆膜+对折后3折页(风琴页)

注：蓝色线仅示意尺寸，不印刷

80 mm +4mm -4mm

100 mm ±4mm

100 mm ±4mm

封面

RONGTA

Portable Thermal Printer

Quick Installation Guide

F11 Series

Please keep this guide for your reference

Thanks for choosing us!

Customer Support

Please kindly contact us if you have Any questions or concerns when installing and using.

Email: support@rongtatech.com

WhatsApp: +86 18150368963

Available time:
Mon-Fri 9AM-5PM (EST)

Scan the below QR code to talk with us

WhatsApp:

Customer Support
Scan or upload this QR Code using the WhatsApp Camera to add us

Extended Warranty

Please contact **support@rongtatech.com** to extend the warranty to 1 year with your order No.

Accessories

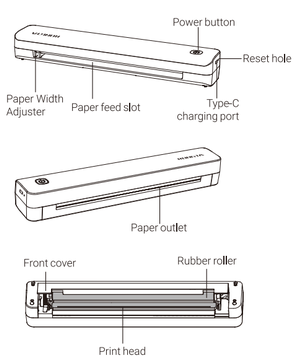
Printer

Thermal Paper | Quick Installation Guide | USB cable

Type C adapter

Note:
The product and accessory images in this guide are for illustrative purposes only. The actual appearance of the F11 series products may vary, and the real products may differ from the illustrations after updates or upgrades. Please refer to the physical product as the final standard.

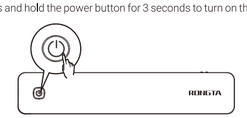
Product Introduction



Instruction for use

1. Boot up

Press and hold the power button for 3 seconds to turn on the printer;

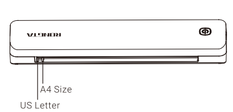


Note:

When power on state, press and hold the power button for 3 seconds to power off.

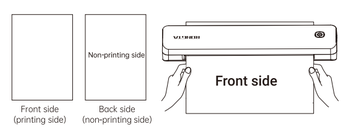
2. Install Paper

1) Paper Width Adjuster



2) Thermal sheet paper

1. Turn on the printer and ensure the front cover is closed.
2. Align the thermal sheet paper with the paper feed slot and insert it, making sure the thermal printing side faces upward. Hold the paper straight with both hands and keep inserting until it is pulled in and cannot be pulled back out.



Note:

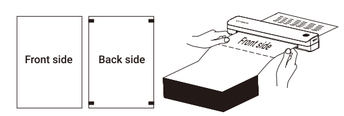
1) Please place the paper with the side marked **"Non-printing side"** facing down.
2) For the best printing results, please use Rongta thermal paper
3) The short side of the paper must be parallel to the paper inlet notch.

封底

正面

3) Folding Paper Installation

1. **Paper Recognition:** The front side is the thermal coating layer, and the back side is the black mark recognition surface.
2. **Paper Loading:** While the device is powered on, ensure the front cover is closed. Take the top folded paper from the stack, making sure the front side (thermal coating) faces up and the black mark side faces down. Hold the paper flat with both hands, align it with the paper feed slot, and insert it until it is pulled in and cannot be removed.
3. **Paper Tearing:** Tear along the dotted line.



Note:

1) **Thermal sheet paper:** With black mark positioning for flat printing.
2) **Fan-Folded Thermal Paper:** Quick-drying, BPA-free.
3) After placing the printing paper, select the type of consumable currently being used on the APP consumables selection interface.
4) It is recommended to use dedicated printing paper to ensure the printing quality.

Mobile phone

1. APP download

Search and download "SoPrint" from Google Play or App store.

GET IT ON Google Play

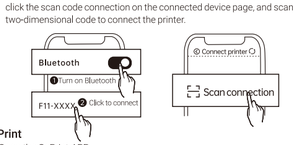
Download on the APP Store

2. Connect the printer

Open the APP, click "⊕" in the upper right corner, and the system will automatically search and display the printer name.
When the first time connection, there will be coming with "Connect via Bluetooth", please select the connection method according to the needs.

Bluetooth connection (Note: The actual model shall prevail)

1. **Method 1:** Turn on the Bluetooth of the mobile phone, Search device in the APP and conect(Select the model name of device) and choose connecting via Bluetooth; and select the Bluetooth connection;
2. **Method 2:** Double-click the power button to print the two-dimensional code, click the scan code connection on the connected device page, and scan the two-dimensional code to connect the printer.



3. Print

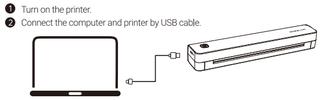
(1) Open the SoPrint APP;
(2) Select the content that needs to be printed by **"Print image"** or **"Print file"** from the home menu, set it to image format, then click the print.

Note: Please refer to the latest version APP.

Print via computer connection

Connect the printer

1. Turn on the printer.
2. Connect the computer and printer by USB cable.



Install the driver

1. Download the latest version driver from rongtaglobal.com/f11.
2. After entering the website, find the corresponding model driver, download and install it.

Button and Indicator Light Descriptions

Button operation instruction

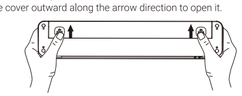
Button	Function
Power button	Press and hold 3s to power on/off, Double-click to print the self-test page
Reset button	Pinhole reset mode

Power indicator light status

Indicator light	Status
The green light is always on	Normal condition / Battery fully charged
Green light flashes slowly	Charging in progress
Green light flashes rapidly	OTA upgrade
Red light constantly on	Paper Out / Overheat
Red light flashes slowly	Low battery level

How to open the top cover

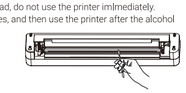
Press the left and right notches on the front cover with both thumbs, and push the cover outward along the arrow direction to open it.



Note: If you need to clear a paper jam, replace the paper, or clean the printhead/rollers, please open the front cover of the printer.

Clean the Printer Head

1. Please turn off the printer and open the printer front cover and take out the paper.
2. Dip a cotton cloth or cotton swab with medical alcohol, and wipe gently along the center to the periphery of the printer head.
3. After cleaning the printer head, do not use the printer imlmediately. Please wait for 1 to 2 minutes, and then use the printer after the alcohol has completely evaporated.



Note: The edge of paper tearing blade is sharp, please be careful not to get scratched.

Warning: During the printing or just finished printing, the print head will heat up, do not touch the print head and surrounding parts. Children must use it under adult supervision.

Warning: Do not touch the thermal print head surface and connector. Avoid electrostatic damage to the print head.

Note: Do not use or store the printer in areas with high temperature, high humidity, or severe pollution.

Charging Instructions

1. It is recommended to fully charge the printer before first use. To ensure optimal print quality, it is advised to maintain the battery level above 40%. (**Note:** When the battery is low, print results may appear faint.) Please use the dedicated power cable for charging.
2. The product does not include a power adapter. It is recommended to use a 5V-2A power adapter for charging, or it can be charged by connecting to a computer USB port.
3. If the printer remains unused for an extended period, charge it once every 3 months to prevent the lithium battery from depleting naturally and becoming unable to charge.

Note: When charging using a power adapter, ensure that the adapter complies with local regulations and certification requirements. Users are prohibited from disassembling the device. If service personnel replace the battery with an incorrect model, there is a risk of explosion. After replacement, batteries must be returned to the service center for proper disposal.

Battery Precautions

1. Using an incorrect model of battery pack poses a risk of explosion;
2. Do not dispose of the battery by throwing it into fire or a heating furnace, and avoid subjecting it to mechanical crushing or cutting;
3. Do not place the battery in extremely high-temperature environments that may cause it to explode or leak flammable liquid or gas;
4. Do not place the battery in extremely low-pressure environments that may cause it to explode or leak flammable liquid or gas.
5. Do not disassemble, impact, crush, or incinerate. If severe swelling occurs, discontinue use immediately.

FCC Warning

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.
Note: 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.
Note: The Grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. such modifications could void the user's authority to operate the equipment.
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

Rongta Technology (Xiamen) Group Co., Ltd.
ADD: No.88, Tonghui South Road, Tongan, Xiamen, China.
Email: support@rongtatech.com
WEB: www.rongtatech.com

背面