

# PrintPAD Dolphin 99EX

User Guide ■■■

right by our customers. ■■■



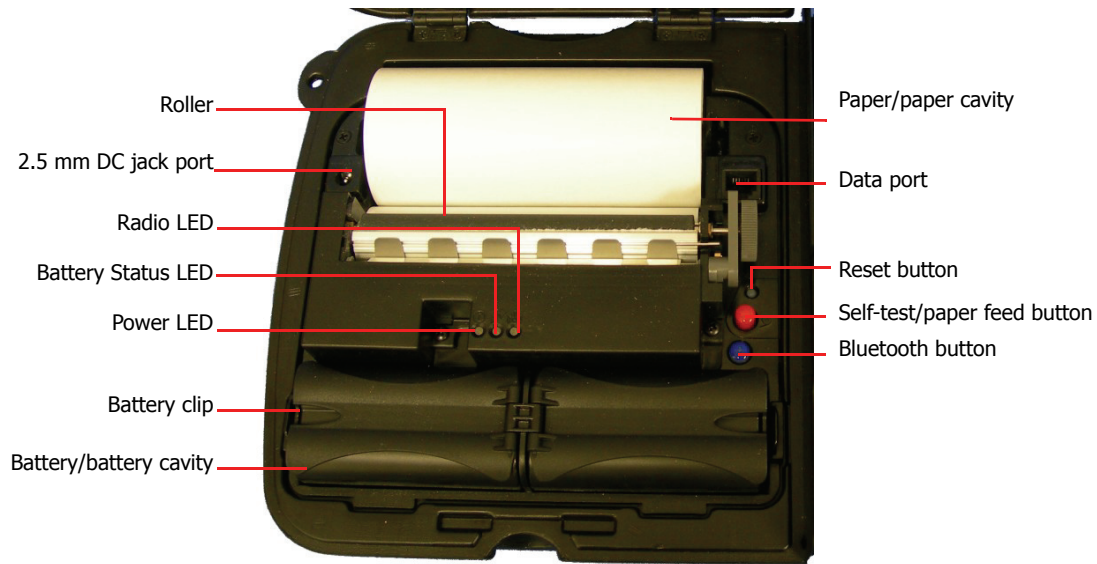
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<b>PrintPAD Dolphin 99EX Printer Views</b> .....	1
Open View.....	1
Closed View.....	1
<b>Using Batteries: General Guidelines</b> .....	1
Installing and/or Replacing Batteries .....	2
<b>Charging the Batteries and Handheld Computer</b> .....	2
<b>Determining Battery Condition</b> .....	3
<b>Using a Handheld Computer (HHC)</b> .....	3
Compatible Handheld Computers .....	3
Installing the Battery Spacers .....	3
<b>Loading Paper</b> .....	5
<b>Printing a Self-Test</b> .....	6
<b>Configuring the Printer</b> .....	6
<b>Using the Printer Data Cables</b> .....	6
<b>Using Bluetooth</b> .....	7
Bluetooth Parameters.....	7
<b>PrintPAD Dolphin 99EX LEDs and Indicators</b> .....	7
Power LEDs .....	7
Audio Indicators.....	8
Radio LED .....	8
Power LED.....	8
CardReader Audio Indicators.....	8
<b>Using DEX/UCS Capabilities</b> .....	8
<b>Using a CardReader</b> .....	9
General Guidelines .....	9
CardReader Indicators.....	9
<b>Using External Charging</b> .....	9
Overview.....	9
<b>Trademarks</b> .....	12
<b>Media Supplies</b> .....	12

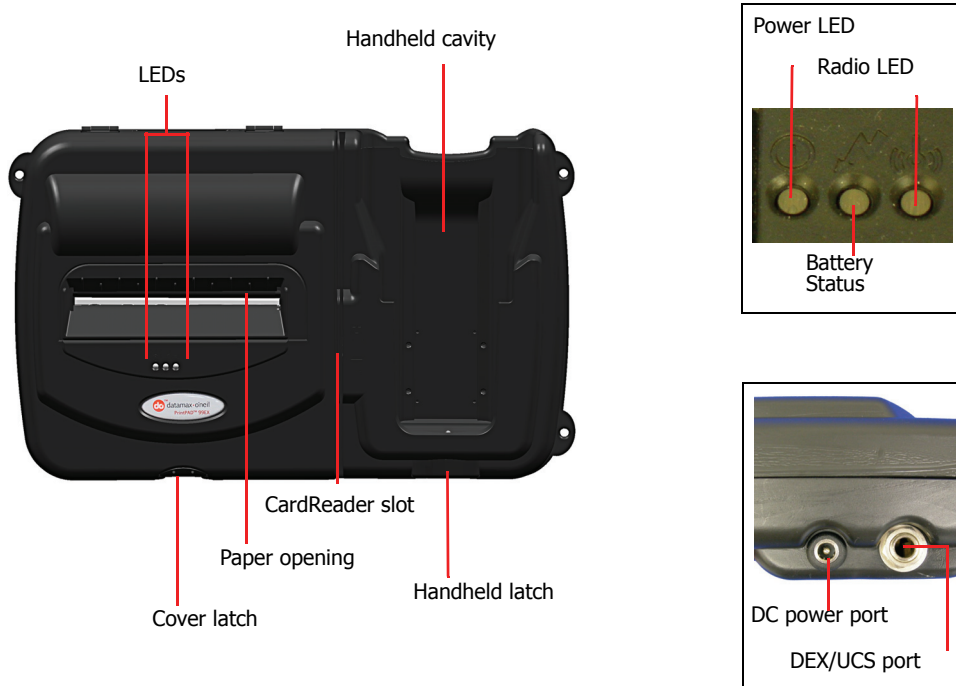
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## PrintPAD Dolphin 99EX Printer Views

### Open View



### Closed View



### Using Batteries: General Guidelines

- The printer ships with two batteries installed, but they are not operational. Before operating the printer, remove the two red, battery isolator labels either by gently pulling the labels out, or by lifting the batteries up.
- If you are storing your printer for a long period of time or shipping it, reinstall the battery isolator labels.
- Both batteries must be installed for your printer to operate properly.

## Installing and/or Replacing Batteries

1. Open the printer by unsnapping the latch on the front of the case (Figure 1).
2. Lift the battery cover up by pushing the retainer clip inward with your finger (Figure 2).



Figure 1



Figure 2

3. Lift up the outside end of the battery to remove it.
4. Insert the new batteries. Verify the battery contacts are facing down and are facing the outside edge of the printer (Figure 3).



Figure 3

Contacts



5. Close the battery cover by snapping it into place.

## Charging the Batteries and Handheld Computer

If the battery is low when the printer "wakes up," the printer sounds three short beeps.

1. Remove the red battery isolator labels, if necessary.
2. Plug the power supply connector into the printer's external DC port. The DC port is located on the side of the printer's case (Figure 4).

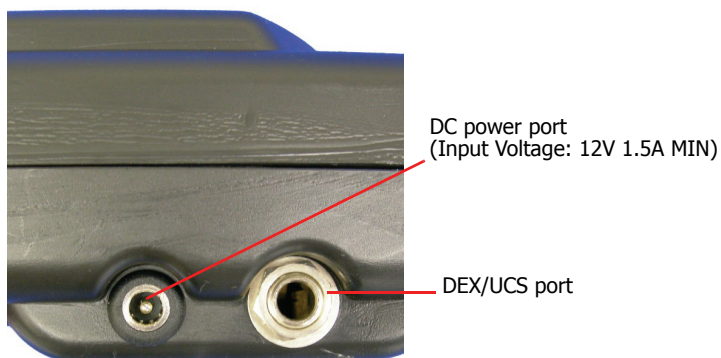


Figure 4

3. Plug the adapter in an appropriate power source.

The Charge LED flashes red when charging and flashes green when fully charged. The Charge LED is visible when the printer's lid is open or closed. A complete charge takes approximately 7-9 hours. For more information on the Charge

LEDs, see PrintPAD Dolphin 99EX LEDs and Indicators on page 7.

**Note:** To obtain full battery capacity, a new battery must cycle through two to three charges. To restart a charge, unplug the power cord. Wait 30 seconds, then replug the power cord.

The Dolphin 99EX Handheld Computer will charge while power is plugged into the DC power port.

**Caution:** Do not plug DC power into the internal and external power ports at the same time.

Do not plug the DC power supply into the printer if the printer is being charged by means of external charge contacts.

## Determining Battery Condition

You can determine the relative battery condition by printing a self-test. For more information, see *Printing a Self-Test on page 6*. On the printout, "Battery Volt" varies between 6.8 and 8.4 volts.

**Caution:** There is a risk of explosion if the battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.

The operating temperature of this portable printer is 50° C. However, the operating temperature when used with Datamax-O'Neil power supply for charging the portable printer is limited to 40° C. Charge the printer in a suitable location that meets this temperature requirement.

(For US/Canada) Use only the Datamax-O'Neil part number 220240-100 power supply with this product.

## Using a Handheld Computer (HHC)

1. Insert the handheld into the cavity by sliding it in from the top.
2. Press down until the handheld is fully latched and seated (Figure 5).



Figure 5

## Compatible Handheld Computers

**Note:** The PrintPAD 99EX series is intended for use with the UL Listed Handheld computer Honeywell, Model Dolphin 99EX.

## Installing the Battery Spacers

**Note:** If the extended battery is not being used, the battery spacers must be installed. The battery spacers do not come installed.

1. Verify the battery type being used in the Dolphin 99EX Handheld unit.
  - Standard Battery (**99EX-BTSC-1** Dolphin 99EX Standard Battery Pack (Li-Ion, 3.7V, 11.3 Watt Hour)
  - Extended Battery (**99EX-BTEC-1** Dolphin 99EX Extended Battery Pack (Li-Ion, 3.7V, 18.5 Watt Hour)



Figure 6

2. If using the Standard Battery, install the Battery Spacers using a screwdriver.

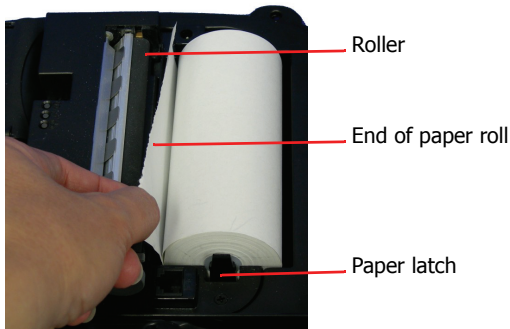


Figure 7

**Caution:** Over-torquing the screws will strip the screw holes. It is recommended that the screws be tightened by hand.

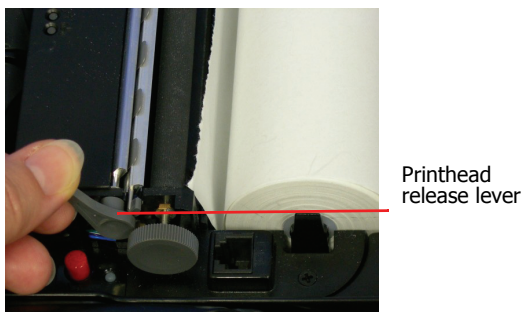
## Loading Paper

1. Press a new roll of paper into the paper cavity. The end of the roll should exit from the bottom of the paper cavity and face the printer's roller (Figure 8). When properly installed, the roll of paper "latches" into place.

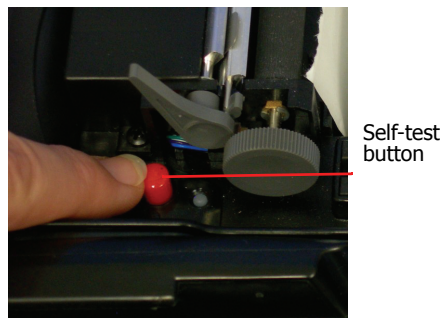


**Figure 8**

2. Raise the printhead release lever until it is fully open. The lever clicks midway at the partially open position; however, do not stop here, continue to raise the lever until it is fully open (Figure 9).
3. Wake up the printer by momentarily pressing the red self-test button (Figure 10).



**Figure 9**



**Figure 10**

4. Feed the end of the paper and center it under the roller until the paper exits from the top of the printhead (Figure 11). The printer has an auto advance feature that will aid moving the paper through the printer. Verify the paper exits straight.
5. Lower the printhead release lever (Figure 12).



**Figure 11**



**Figure 12**

6. Remove any excess paper by grasping the top corner of the paper and pulling it up and away.
7. Close and latch the printer's cover.

## Printing a Self-Test

1. Open the printer's cover.
2. Press and hold the red self-test button for 4-5 seconds, until the printer starts to print (Figure 13).

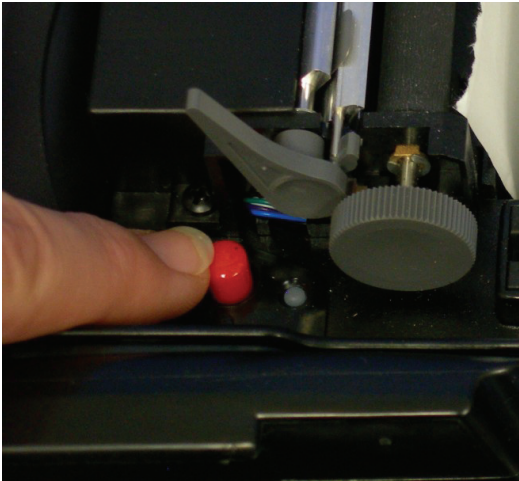


Figure 13

3. After printing starts, release the red self-test button.

## Configuring the Printer

The printer has many configurable settings. To configure or upgrade firmware, download the Windows configuration program at [www.datamax-oneil.com](http://www.datamax-oneil.com).

## Using the Printer Data Cables

1. Select the appropriate cable for use with the host and/or device you are using.
2. Insert the plug into the printer's data port (Figure 14).



Figure 14

**Note:** Do not close the lid or damage will occur to the cable. The data cable is intended only for reflashing the printer.



## Using Bluetooth

**Note:** The following information applies to printers with Bluetooth capabilities.

Radio printers are configured with default factory settings. To determine your printer's radio configuration, print a self-test. (For more information, see *Printing a Self-Test on page 6.*) If you have multiple printers, configure them specifically for use in your environment.

For proper system operation, set the following parameters on your printer and host computer:

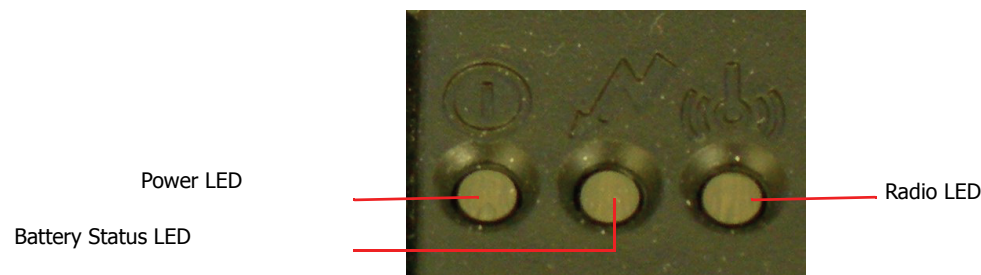
### Bluetooth Parameters

- Device Name
- Authentication
- Bondable
- Discoverable
- Connectable
- Encryption

Contact your network administrator to verify the proper radio settings for your environment.

## PrintPAD Dolphin 99EX LEDs and Indicators

### Power LEDs



Battery Status LED	Description	Action
Red (solid): The battery has less than 5% power.	<ul style="list-style-type: none"> <li>• If A/C power is not plugged in, the printer will soon turn off.</li> <li>• If A/C power is plugged in, the LED flashes and charging is in progress.</li> </ul>	<ul style="list-style-type: none"> <li>• Charge the battery.</li> <li>• None. Wait for the charge LED to turn green.</li> </ul>
Orange (solid): The battery has less than 25% power.	<ul style="list-style-type: none"> <li>• If A/C power is not plugged in, indicates the battery charge is low.</li> <li>• If A/C power is plugged in, the LED flashes and charging is in progress.</li> </ul>	<ul style="list-style-type: none"> <li>• Charge the battery.</li> <li>• None. Wait for the charge LED to turn green.</li> </ul>
Green (solid): The battery is near, or at, full capacity.	<ul style="list-style-type: none"> <li>• If A/C power is not plugged in, the battery is well charged.</li> <li>• If A/C power is plugged in, the LED is solid and charging is complete.</li> </ul>	<ul style="list-style-type: none"> <li>None.</li> <li>None.</li> </ul>
Red to orange flash - fast	Battery voltage is too high.	Replace battery.
Orange flash - slow	Charge has timed out.	Restart battery charge (battery may be bad).
Orange flash - fast	Internal code error.	Remove the battery, then re-connect A/C power.
Orange, red, or green flash - fast	When the AC adapter is plugged into the printer's power port, the battery status LED flashes orange, red, or green (depending on the battery status LED color that is initially displayed) to indicate the AC adapter is plugged in.	None.

## Audio Indicators

Beep(s)	Description	Action
1	Printer wakes up.	None.
2	Out of paper.	Install paper.
3	Low battery.	Charge battery.
1 short	RF power is on (when blue, RF power button is pressed and power was turned off).	None.
2 short	RF power is off (when blue, RF power button is pressed and power was turned on).	None.
1 long	Boot code is starting or restarting (when downloading new firmware).	Redownload firmware.
8 short	CRC error in firmware.	Redownload firmware.

## Radio LED

Radio LED	
Blue flash - slow	RF power is on and printer is asleep.
Blue flash - fast	RF power is on and printer is awake.
Off	RF power is off.

## Power LED

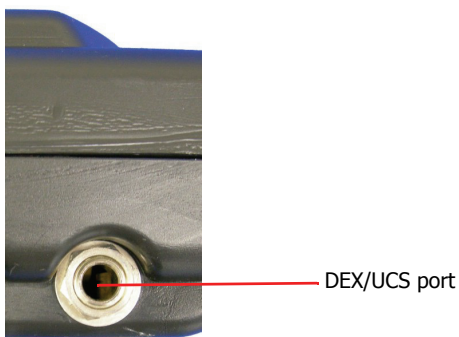
Power LED	Description
Off	Printer is asleep.
Red flash	Paper out.
Green	Unit is awake.

## CardReader Audio Indicators

### Magnetic

Beep(s)	Description	Action
1 long	Bad read.	None.
2 short	Good read.	None.

## Using DEX/UCS Capabilities



**Figure 15**

The direct exchange DEX/UCS port can only be used with the Datamax-O'Neil approved DEX cable (P/N 210237-xxx). When the DEX cable is plugged into the data port, the printer automatically turns off to allow data transfer. Remove the DEX cable to resume connection to the printer.

**Note:** Do not unplug the cable in the middle of a data transfer session.

Your application needs to be programmed to communicate in the DEX/UCS language.

## Using a CardReader

**Note:** The following information applies to printers with the CardReader option.



Figure 16

### General Guidelines

- To wake up the CardReader, insert a card into the CardReader slot. One short beep indicates the CardReader/printer is awake.
- If you are using a Magnetic CardReader, insert a card with the stripe facing away from the printer. The card can be swiped in either direction.
- For information on CardReader LED indicators and audio indicators, see *CardReader Indicators on page 9*.

### CardReader Indicators

#### Audio Indicators

Beep	Description	Action
1 long	Bad read.	Swipe card again.
2 short	Good read.	None.

## Using External Charging

**Note:** The following information applies to printers installed with external charge capabilities.



(2) Charging contact points

Figure 17

### Overview

External charge-capable printers have two charging contact points located on the back of the printer's case (Figure 17).

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External charge-capable printers can be used with various Datamax-O'Neil accessories, such as the truck mount bracket. When an external charge-capable printer is mounted to one of these accessories, the printer's batteries are automatically charged. For more information, see the instruction sheet(s) included with the accessories.

**Warning:** Use of any product not approved by Datamax-O'Neil for use with their printers could cause damage to the batteries and/or printer and will void the warranty.

DO NOT plug the DC jack power supply into the printer if the printer is being used in conjunction with an external charging bracket, mount, or stand.

Failure to observe the instructions and/or warnings specified in the documentation may result in damage to your printer. Datamax-O'Neil does not accept liability for resulting damages or injuries.

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## Agency Approvals

### FCC Notice

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, it 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 to 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.



Applicable Directive

- 2004/108/EC, 2006/95/EC

Applicable Standards

- EN55022 (2006)



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## Media Supplies

Datamax-O'Neil offers seven certified grades of paper for use in the PrintPAD series of printers. Our certified supplies are guaranteed compatible — this important qualification means that rigorous performance and image life testing have been performed. Quality supplies are key to obtaining optimal image quality and print performance. Quality supplies are also the key to extending the life of the printer. Datamax-O'Neil strongly recommends using Datamax-O'Neil Certified Supplies only.

For more information, contact Datamax-O'Neil at (949) 458-6400.

## Maintenance Supplies

We recommend that you follow a regular maintenance schedule using our cleaning card (or cleaning kit when using linerless labels). Datamax-O'Neil cleaning cards are designed to effectively remove dirt and other contaminants from the thermal printhead, rollers, and paper path...resulting in a clean, crisp image output — every time. Our cleaning kits remove any adhesive residue in addition to dirt and other contaminants.

For more information, contact Datamax-O'Neil at (949) 458-6400.

## For more information

For information about using the printer, contact Datamax-O'Neil at (949) 458-0500, or visit [www.datamax-oneil.com](http://www.datamax-oneil.com).

