

rollo



Logistics Label Printer ➤ **USER GUIDE**



QUICK SETUP VIDEO



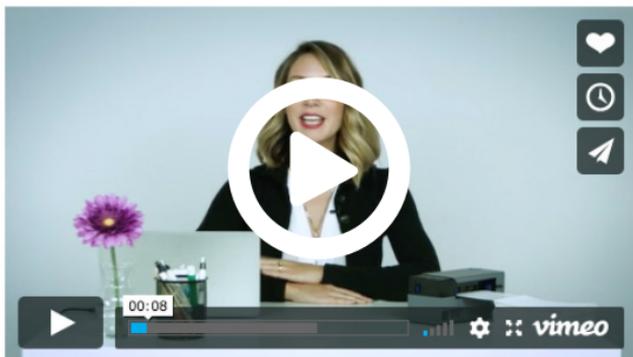
Strongly Recommended:

Watch the short setup video at:

www.Rollo.com/setup

Rollo is an extremely capable printer. You can create barcodes, shipping labels, name badges, and labels of all sizes.

Please take a few short moments to review this video. It will guide you on how to set up Rollo in the way that best suits your needs.



OVERVIEW

Congratulations on your Rollo purchase.

Rollo is engineered for real-time and batch label printing to streamline your shipping process.

Rollo is a thermal printer and does not require any ink or toner. Prints will be made by instantly heating compatible labels.

- **Please take a moment to thoroughly review this user guide** as incorrect operation may result in property damage or injury.

WARNING

Printer head (TPH) may be very hot.

Please do not touch the printer head or parts around it after printing.

See additional safety notices on Page 10.

QUICK START



1. Ensure the printer is OFF



2. Connect the power cable



3. Connect the USB cable



4. Turn the power ON

> Continue to Driver Installation

DRIVER INSTALLATION

LATEST DRIVER

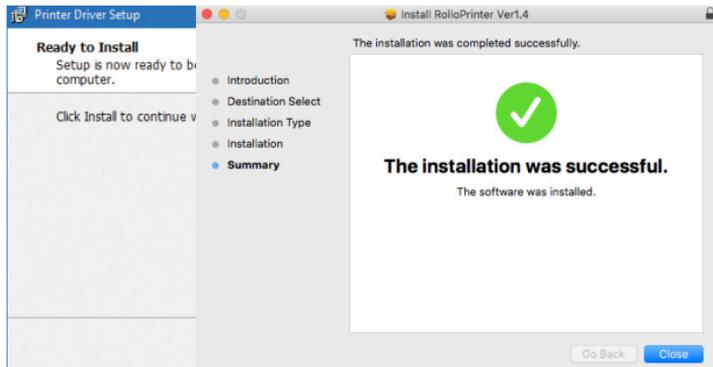


For the latest driver, please visit
www.Rollo.com/driver

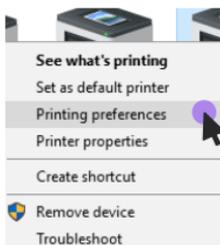
- **Please run the downloaded software from the web address** indicated above and follow the prompt to complete installation.

» Windows

» Mac

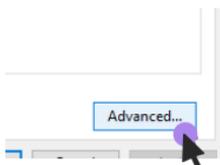


WINDOWS SETUP PRINTING



> 1. Open Your Printer Page

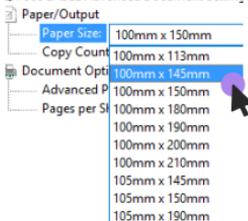
In your control panel, open the printer page, and right click on your newly installed printer "Rollo Printer" and choose "Printing Preferences."



> 2. Go to the Advanced Setting

Click on the "Advanced..." button.

2R-588 LABEL Advanced Document Setting

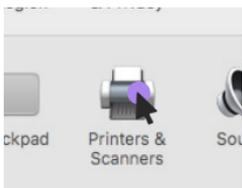


> 3. Set the Paper Size

Choose the size of your label from the drop down menu.

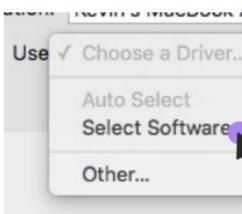
Save your settings and continue to the label setup.

MAC SETUP PRINTING



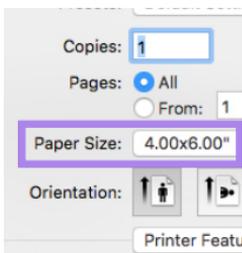
> 1. Open Your Printers

In System Preferences, open Printers & Scanners, and click on the "+" button to add a new printer.



> 2. Select Software

Highlight Thermal Printer and choose "Select Software" under the "Use" drop-down menu. Search for Rollo Printer and click on Ok / Add.



> 3. Set the Paper Size

When printing your file, please ensure "Paper Size" is set correctly for your label. The most common size is 4" x 6" (100mm x 150mm).

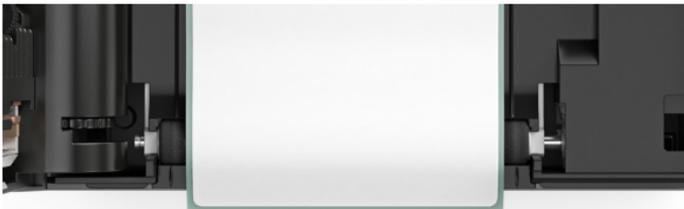
LABEL SETUP

Rollo is capable of working with many labels. Your printer must learn your label properties prior to its initial use.

- > **To initiate automatic label identification, please follow these steps:**



- > **1. Turn the printer OFF**
- > **2. Press the side release button to open the cover**



- > **3. Load your label and make sure the purple guides are flush against the label. The label that you peel off should be facing up (toward the ceiling).**

LABEL SETUP



- > **4.** Carefully close the cover.



- > **5.** Turn the power ON and wait 5 seconds until the printer has initialized.



- > **6.** Press and hold the feeder button until you hear one beep.



- > **7.** Rollo will start automatic label identification. From here on, you may simply feed in new labels from the back instead of opening the printer.

MAINTENANCE

Printer Head Cleaning Steps:

1. Turn the printer off, remove the power cord, and open the cover.
2. Wait until the printer head cools down. The printer head may be very hot after printing.
3. Completely clean printer head using an alcohol swap (not water).
4. Wait until the alcohol has completely vaporized, then close the cover.
5. Connect the power cord and print a test page to check if it is clean.

▶ NOTICE

Ensure power is off when performing maintenance.

Do not touch or scratch the printer head surface, roller, or sensors.

Avoid using gas, acetone, or other organic solvents.

PRO TIPS

- **Anytime you change your label**, run the automatic label identification.
- Press the circle feeder button on the printer to **skip a blank label**.
- **To run a self-test**, press and hold the feeder button until you hear two short beeps.
- **Avoid using poor quality labels** as they can damage the printer.
- Regularly **clean the printer head**.
- **If paper is jammed**, turn off the printer, and allow the printer **head to cool down**. Open the cover and ensure that the rubber is clean. If dirty, use **alcohol to clean**. **Allow the area to dry off** before turning the printer on.
- Insert Rollo into the **same USB port on your computer every time**. This will avoid creating duplicate copies of the printer in your operating system.

LED STATUS

Light	Description	Troubleshoot
Green	Normal operation	
Flashing Green	Printer head is overheated	Printer will automatically resume once the printer head has cooled down.
Flashing Red (every 2 seconds)	Paper shortage	Be sure that the printer paper is loaded correctly . You may need to run automatic label identification.
Flashing Red (twice every second)	Cover is not closed	Check that the cover is completely closed .

SPECIFICATIONS

Method	Direct Thermal
Resolution	203 dpi
Max Printing Speed	150 mm/s
Paper Width	48-108 mm
Paper Thickness	0.08-0.2 mm
Power Adapter	24 V / 2A
Printing Life	TPH 100 Km
Operating Environment	Temperature: -10 to 50 °C Humidity: 10-90% (non-condensing)
Storage Environment	Temperature: -40 to 80 °C Humidity: 5-95% (non-condensing)
Connection	USB
Weight	2.20 lbs / 1 kg
Dimensions	W 75 mm * D 195 mm * H 85mm

SAFETY NOTICES

- The printer head can become very hot after printing labels. **Do not touch the printer head.**
- Do not bend the power cord excessively or place objects on the cord.
- **Do not use the printer if you find any irregularities** as these could result in fire or electrocution.
- Keep the printer **out of reach of children.**
- Use only approved accessories and **do not try to disassemble or repair the unit by yourself**
- **Keep the printer away from water** and other objects that could penetrate the components.
- **Please unplug the printer when it is not in use for long periods of time.**

SUPPORT

Your Rollo printer is covered by a **one-year warranty**.

In the unlikely event that you experience any issues with your printer, **please contact Rollo priority customer service** to promptly receive troubleshooting tips or a replacement.

For any questions and/or suggestions, please email the Rollo team at **contact@rolloprinter.com**, call 702.602.8827, or visit www.Rollo.com and click on Support.

For how-to videos, parts, and full warranty details, please visit **www.Rollo.com**

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