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right by our customers.

Frequently Asked Questions

Introducing the New RL4 Portable Label Printer

Q1. What is the RL4 printer?

A1. Datamax-O'Neil's RL4 is the industry's most rugged 4-inch portable direct thermal label printer. An entirely new printer, the RL4 builds upon Datamax-O'Neil's reputation for rugged and reliable portable printers.

Q2. In what applications will the RL4 be most applicable?

A2. The RL4 is designed for rugged environments typically found in manufacturing, transportation and logistics applications. It will be particularly important in warehouse-type environments, where portable printing has been proven to increase productivity and reduce errors by allowing workers to print and apply labels at the point of application

Q3. Datamax-O'Neil has an extensive portfolio of portable receipt printers, why did they decide to now offer a portable label printer?

A3. Datamax-O'Neil conducted extensive market research and concluded that customers needed a portable label printer that could withstand the rugged environments typically found in manufacturing and warehouse environments. Up until now, they have had to primarily rely on stationary label printers, because portable printers couldn't withstand the rigors of these environments.

Q4. What kind of testing has been conducted to prove the RL4's ruggedness?

A4. The RL4 is the only portable label printer to achieve MIL-STD 810F, which requires 26 consecutive drops at 6 feet to concrete. In addition, Datamax-O'Neil has conducted additional tests in extreme temperature environments and punishing handling conditions, and the RL4 continued to operate without interruption.



Q5. What kind of accessories are available for the RL4 and can I purchase them immediately?

A5. The RL4 comes complete with many different ways to charge the printer and its batteries. In addition, vehicle mounting system accessories allow the RL4 to be mounted on a forklift truck or in vehicles. A belt loop system is available that allows the printer to be worn comfortably on a belt. You should check with your Datamax-O'Neil sales representative for additional accessories or visit our website at www.datamax-oneil.com. While some of the accessories are not immediately available, we will send regular updates that list of available accessories.

Q6. What kind of warranty comes with the RL4?

A6. The RL4 comes with a standard two year warranty that includes the platen roller, printhead and installed options, when used with approved supplies. Extended warranties and service options are available as well. You should check with your Datamax-O'Neil sales representative for details.

Q7. Is the RL4 compatible with the popular Warehouse Management Systems?

A7. Yes, Datamax-O'Neil is ensuring that the RL4 is compatible with the major ERP WMS, including SAP and Oracle.

Q8. What printer languages can the RL4 emulate? Is it easily integrated?

A8. The RL4 can be easily integrated into the following language environments: ZPL, CPCL, IPL, DPL, XML and EZ Print.

Q9. My application requires me to be in the field for considerable lengths of time. How long is the the battery life for RL4 printers before recharging is necessary?

A9. The battery in the RL4 printer can last up to 16 hours before requiring a recharge. Recharging generally requires 4 to 6 hours.