Frequently Asked Questions

PR2/3 frequently asked questions

General Questions

Q: What Intermec products are replaced by the PR2/3?

A: The PR2/3 will ultimately replace the PB2/3 mobile receipt printers. It is also expected that the PR2 will replace the PB20 which has been discontinued.

Q: What is the difference between the PR2/3 and the PB21/31?

A: While both print 2" and 3" width receipts and tickets, the PR2/3 is considered a durable class of mobile printer whereas the PB21/31 is a feature-rich rugged class of mobile printer. Generally speaking, durable mobile printers are designed with small size and light weight as primary attributes. In comparison, rugged mobile printers are designed to hold more media, to print at faster speeds and to be mounted in vehicles.

Q: What print command languages are supported on the PR2/3?

A: ESC/P, CPCL (CSim) and XSIM.

Q: What comes in the box with a PR2/3 mobile printer?

A:
- Printer
- Standard or smart battery
- Universal AC charger with six socket adapter plugs
- Plastic belt clip
- One roll of media (either 2" or 3")
- Quick Start users guide
- Select configurations can be ordered without AC Charger. Refer to your regional Intermec Price Guide for details.

Q: Why is there more than one drop height specification for the PR2/3?

A: The PR2/3 was designed with size and weight as key product attributes, so we chose to keep the base design as compact as possible. Intermec recognizes that some customers will forgo size and weight in an effort to add additional drop protection. Therefore, the PR2/3's base drop specification of 4 feet (1.2m) to concrete can be increased to 5 feet (1.5m) to concrete by adding an optional, field-installable protective boot or protective case. Refer to your regional Intermec price guide for pricing detail of each option.

Q: Why is there more than one environmental sealing specification for the PR2/3?

A: The PR2/3 was designed with size and weight as key product attributes, so we chose to keep the base design as compact as possible. Intermec recognizes that some customers will forgo size and weight in an effort to add additional sealing protection. Therefore, the PR2/3's base sealing specification of IP42 can be increased to IP54 by adding an optional, field-installable protective case. The protective case also increases the PR2/3's base drop specification of 4 feet (1.2m) to concrete to 5 feet (1.5m) to concrete. Refer to your regional Intermec Price Guide for pricing details for each option.

Q: With the same 4 foot drop spec and same IP42 seal rating as the Zebra MZ220/320 and Datamax O'Neil Apex2/3, what makes the PR2/3 more rugged?

A: Ambient (or room) temperature is the range in which the product is used in about 90% of use cases. Drop testing is more difficult at temperature extremes due to component parts becoming more rigid and less forgiving, particularly at lower temperatures. The PR2/3 is tested by dropping units 26 times to concrete (all sides and all faces) across the operating temperature. Further, the PR2/3 is tested to withstand 500 tumbles in accordance with the IEC60068-2-32 standard. No other durable class mobile printer in the industry meets the PR2/3's tumble spec and 4ft (1.2m) drop spec across operating temperature extremes.

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Q: What is the difference between the standard battery and smart battery options for the PR2/3?

A: While both battery options have identical capacity (1620 mAh), the smart battery option includes an integrated fuel gauge that tracks impedance, voltage, number of charge cycles and serial number of the pack. This data can then be reported to the host computer through either Bluetooth or 802.11 communication interfaces.

Q: Can a standard PR2/3 be upgraded to a smart battery configuration?

A: Yes. Each PR2/3 printer supports either the standard or smart battery without any change to the printer firmware. The upgrade simply requires a battery swap.

Q: What other health and management attributes are available for the PR2/3?

A: Along with battery health and serial number (requires smart battery option), the printer reports memory status, firmware configuration, printer serial number, active command language, fonts loaded, Bluetooth configuration details and print error messages.

Q: How are the PR2/3 heath and management attributes reported?

A: These attributes are reported differently depending on the printer's connection method.

- Bluetooth versions report via Intermec Settings to Intermec mobile computers. If the mobile computer has a SmartSystems health monitoring license, the printer appears in the SmartSystems console as well.
- Wi-Fi versions report directly to the SmartSystems console.
- IrDA versions do not report health and management information.

Connectivity

Q: What communication interfaces are available with the PR2/3?

A: Order the printer with either Bluetooth (v2.0, Class II), IrDA or 802.11b/g connectivity. With all of these, USB full-speed v2.0 (mini-B connector) is standard.

Q: What is the wireless security offered on the PR2/3?

A: **The PR2/3 with Wi-Fi supports:**

- Static WEP (64- & 128-bit)
- Dynamic WEP with EAP
- WPA/TKIP (Preshared key & Enterprise with EAP)
- WPA2/AES-CCMP (Pre-shared key & Enterprise with EAP)

EAP Options:

- PEAP/MSCHAPv2
- PEAP/GTC
- TTLS/ MSCHAPv2
- TTLS/PAP
- LEAP
- EAP-FAST

Q: Does the PR2/3 have a credit card reader?

A: The PR2/3 have an optional PCI-DSS compliant integrated magnetic strip reader.

Q: Is the PR2/3 PCI-DSS certified?

A: PCI-DSS certification is awarded at the solution level and includes both hardware and software components. Thus, no individual hardware component can be "certified." An MSR-equipped PR2/3 printer is PCI-DSS compliant, and when combined with appropriate software (and possibly other components) the resulting solution can be PCI-DSS certified.

Q: Can I print from my smart phone to the PR2/3?

A: Yes, if your smart phone has an application and you are able to pair with it via Wi-Fi 802.11, Bluetooth, or IrDA you can print to the PR2/3.

Q: Can I print to the PR2/3 using my iPhone or iPad?

A: Yes but only if you have an application that sends print commands and you are using a Wi-Fi printer. The iPhone and iPad have not implemented the necessary Bluetooth protocols to enable printing to ANY Bluetooth label or receipt printer.

Configuration

Q: What are the configuration tools available for the PR2/3 printer?

A: Use PrintSet 5 to configure one or more printers, one at a time. For Bluetooth versions, Intermec Settings on an Intermec handheld can be used to configure a paired printer. For Wi-Fi versions, use SmartSystems for both configuration and management.

Q: Can I use a USB cable to configure or upgrade the printer?

A: Yes, you will need to download InterDriver and PrintSet 5 or later from www.intermec.com. Install the appropriate driver, and then connect your printer to your PC using the cable. Launch PrintSet and connect to the printer. You will then be able to configure or upgrade the printer.

Media

Q: Which Intermec media is supported on the PR2/3?

A: A wide range of Intermec receipt media is available.

Receipt Media

Description	Material Number	2" Part Number	3" Part Number
Duratherm II Receipt	L2070016	E26482	E26480
Duratherm II Receipt With Black Mark	L2070016	E26537	E26536
Duratherm III Receipt	L2070024	E26458	E26516
Duratherm III Receipt	L2070050	E26600	E26601

Q: Does the PrintHead Replacement Program apply to the PR2/3?

A: No.

Accessories and Peripherals

Q: What accessories are available for the PR2/3?

Mobile Printer Accessories

ACCESSORY	PART NUMBER	PRINTER	
		PR2	PR3
4-pos Battery Charger PR2/3 NA Power Cord	DX2A2FF10	▪	▪
4-pos Battery Charger PR2/3 No Power Cord	DX2A2FF00	▪	▪
8-pos Battery Charger PR2/3 NA Power Cord	DX4A2FFFF10	▪	▪
8-pos Battery Charger PR2/3 No Power Cord	DX4A2FFFF00	▪	▪
FlexDock battery pack charging cup for use with the 4-bay or 2-bay flex dock	203-965-001	▪	▪
FlexDock mobile printer cup for PR2/3 Mobile printer. For use with the 2-bay or 4-bay flex dock	203-964-001	▪	▪
Four-bay FlexDock PR2/3 Printer Charger, NA power cord	DX4A2777710	▪	▪
Four-bay FlexDock PR2/3 Printer Charger, no power cord	DX4A2777700	▪	▪
Two-bay FlexDock PR2/3 Printer Charger, NA power cord	DX2A27710	▪	▪
Two-bay FlexDock PR2/3 Printer Charger, no power cord	DX2A27700	▪	▪
IP54 protective environmental case	825-222-001	▪	
	825-223-001		▪
Protective boot	825-230-001	▪	
	825-231-001		▪
Shoulder strap	074788-003	▪	▪
Metal belt clip	825-226-001	▪	▪
Vocollect Belt Clip	BL-701-102	▪	▪
Smart Battery	318-050-001	▪	▪
Standard Battery	318-049-001	▪	▪
Thermal Print Head Cleaning Pen	757150	▪	▪
Thermal Printhead cleaning swab	AE26034	▪	▪

Q: How much memory does the PR2/3 have?

A: **RAM:** 16 MB
Flash: 64 MB

User Interface

Q: What are the different power modes for the PR2/3?

A: Bluetooth versions of the PR2/3 have four different power modes to help conserve battery power. The modes are: Off, Normal, Power Save, and Deep Sleep. To move between the different modes you simply push the power button. In Normal mode the printer and radio are on; the printer enters Deep Sleep mode after a configurable amount of time. In Power Save mode the radio is on and the printer is off. In Deep Sleep mode the printer is in low power consumption mode and the radio is off. Wi-Fi and IrDA versions are offered with Off, Normal and Deep Sleep modes only.

Q: What do the Icons mean on the PR2/3?

Icons

LED or Icon	Name
	Battery LED
	Intermec Ready-to-Work indicator
	Magnetic Srip Reader LED
	Connectivity icon
	Critical Error icon

Physical Characteristics

Key Specifications

Specification	PR2	PR3
Width	103.23 mm (4.06 in)	127.20 mm (5.01 in)
Height	60.96 mm (2.40 in)	57.69 mm (2.27 in)
Length	138.58 mm (5.46 in)	156.10 mm (6.14 in)
Weight – with battery, excluding media	309 g (10.9 oz)	349 g (12.3 oz)

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612185-B 06/14