

# LABEL PRINTER

## Instruction Manual



Print Label  
Android editing software



Print Label  
IOS editing software

Install Password : 1234

Version : September 2021

### Notes on safety

This section presents important information intended to ensure safety and effective use of the printer. Please read carefully.

#### Notes on safety

- ▲ Be sure to use the specified battery and power source provided by our company. Connection to an improper power source may cause fire, explosion or damage to the printer.
- ▲ Please don't open the paper room cover when it is printing or just when printing is over, do not touch the print head with hand or body, overheat may cause scald.

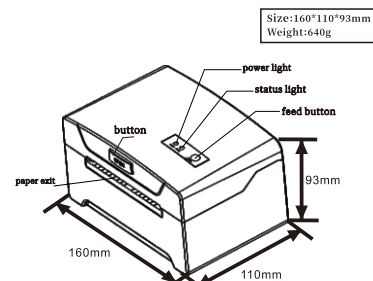
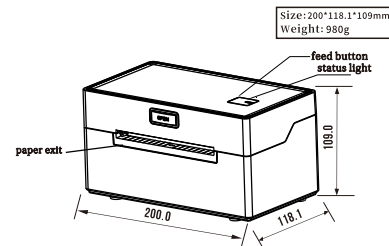
#### Notes:

1. Do not store the printer in hot and humid area.
2. The printer's adapter needs a stable power 110~220 Volts. Please do not use other devices on the same power socket, to avoid voltage fluctuations.
3. Avoid water or conductive material (for example: metal). If water is present on the surface please turn off the power immediately.
4. Please ensure that a paper roll is always inserted in the printer to avoid damaging the printing roller and the printer head.
5. Please ensure that your printer is serviced and repaired by a qualified technician. No responsibility is taken for misuse and/or non-qualified servicing.
6. In order to ensure print quality and longevity of your printer, please ensure that only good quality paper rolls are used.
7. Please keep this manual in a safe place, where it can be accessed easily and used for your reference.

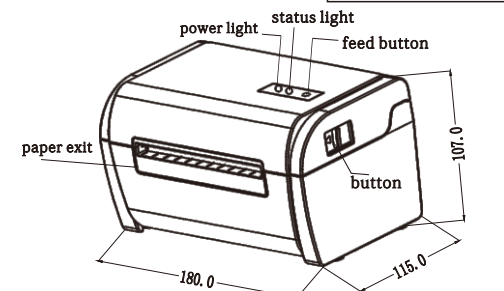
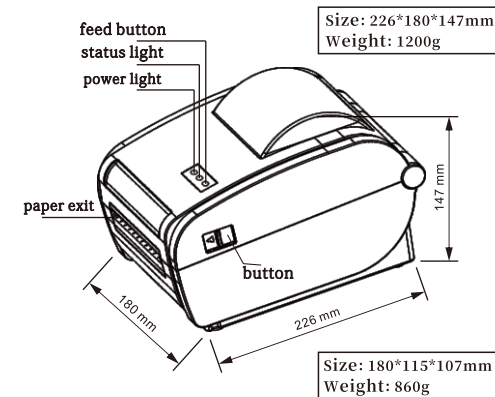
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### 1.Appearance

⚠ Note: Interfaces varies by customer choice, the interface shown below is for reference only.



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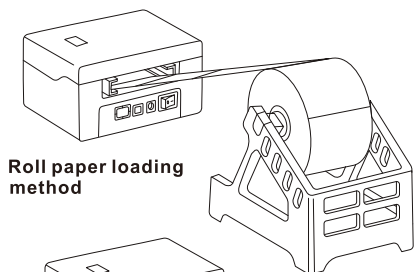
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### 2. The installation of the paper roll

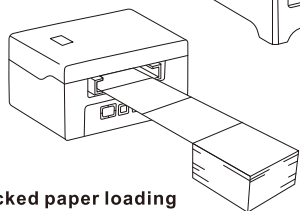
The printer uses a thermal label paper and adapt for easy paper loading. So, the paper is very convenient to install. It also supports various paper specifications for printing.

Thermal paper installation method is as follows:

- (1) Open the printer's top cover.
- (2) Adjust the guide space according to paper size.
- (3) Insert the thermal paper into the paper guide.
- (4) Pull out a little portion of the paper from the printer and close the top cover.



Roll paper loading method



Stacked paper loading method

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### Instruction of LED and Buttons :

ERROR (RED light)	POWER (BLUE light)	PRINTER STATUS
OFF	OFF	PRINTER OFF
OFF	OFF/DISPLAY ON	PRINTER IS ON AND HAVE PAPER
Flash	OFF/DISPLAY ON	PRINTER IS ON AND NO PAPER
Press the power button about 3S		Printer power ON/OFF
When printer power on, press the FEED button		Paper out / Label positioning detection
Hold down the FEED button in the shutdown state, and then press and hold the POWER button to power on, when you see the "ERROR" Red right is ON, then release the FEED button.		Printer self-test page
Hold down the FEED button in the shutdown state, and then press and hold the POWER button to power on, when you see the "ERROR" Red right is ON and OFF, then release the FEED button.		HEX mode (press FEED button two times to exit HEX mode)
Hold down the FEED button in the shutdown state, and then press and hold the POWER button to power on, when you see the "ERROR" Red right is ON-OFF-ON then release the FEED button.		Switch the command between TSPL, CPCL and ESC/POS

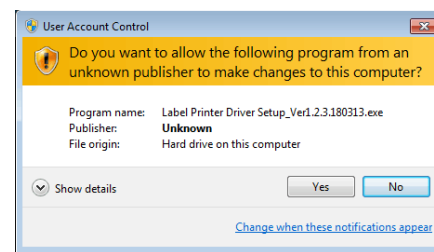
### 3. Printer Driver Installation

**Note: A printing software is required to be used with this driver**

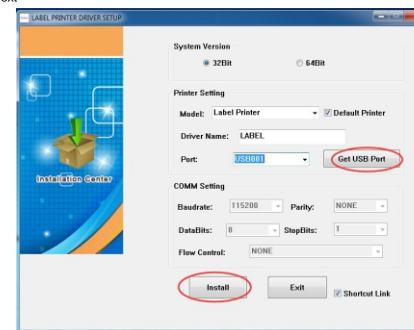
Each machine has a factory equipped with a CD, open the CD and find the label printer driver - WINDOWS, then click it to install the driver.

1. The label printer driver is beginning to be installed. The first step is as below:

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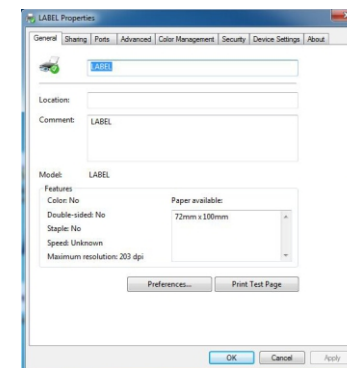
2. Please read the related terms carefully, and install it as agreement as below, then click "Next"



3. If the printer is USB interface, click the "Get USB Port" to automatically identify the USB port, other interfaces, click "Install Driver"

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4. If Label printer driver installation is successful, it will automatically pop up printer properties interface as shown below:



Click "Print Test Page", if the printer prints a normal page, it indicates that the installation was successful.

Note: If the printer prompts "Printing Error", return to the "Port" option, select USB0001, or USB002, or USB003... and test it again.

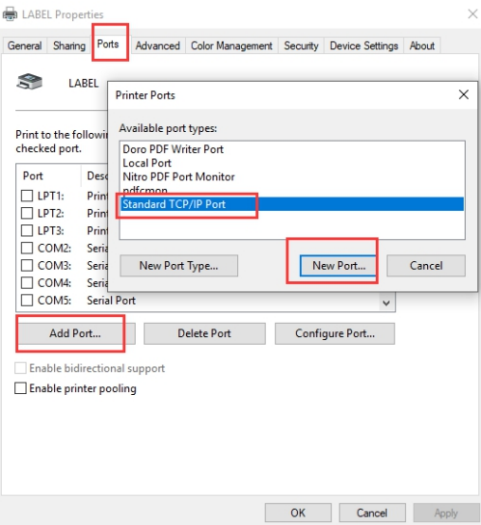
5. How to use the LAN port of printer

Get the local IP address from Self-test page. The method of printing Self-test page:

Hold down the FEED button in the shutdown state, and then press and hold the POWER button to power on, when you see the "ERROR" Red right is ON, then release the FEED button. You can get the IP address from the self-test page (Default IP address: 192.168.1.100)

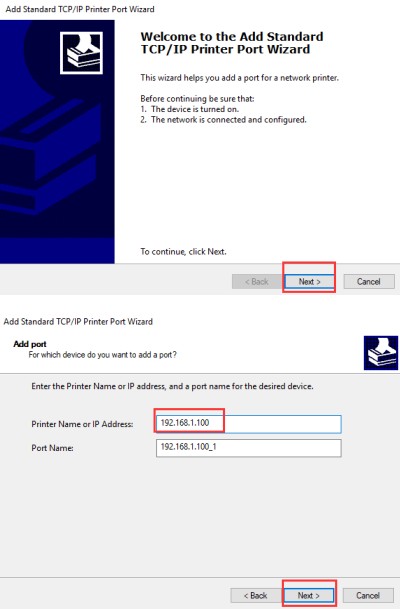
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3.1 Open the printer properties interface and select "port", as shown in the figure below:  
Select "Add Port", as shown below:



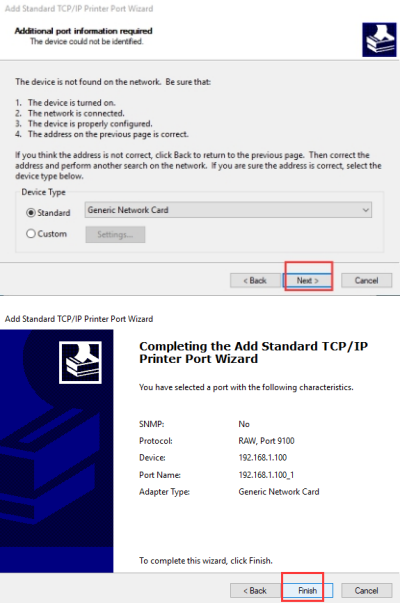
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3.2 Select "Next", show as below:



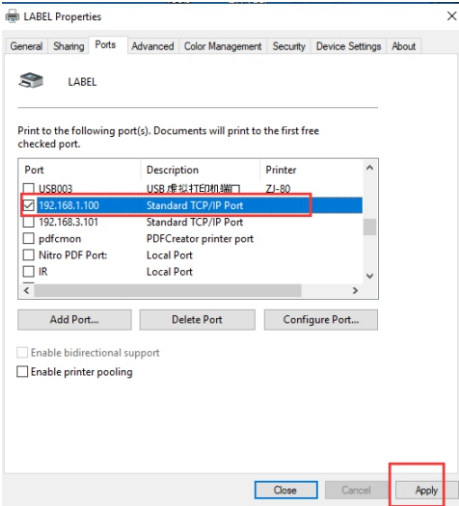
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3.3 Select Standard "Generic Network Card" and Next:



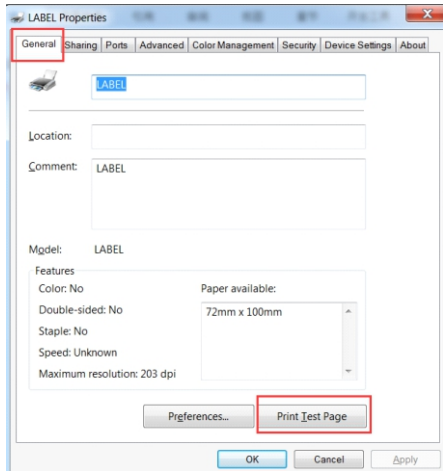
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3.4 After "Finish", and then click "Apply":



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3.5 You can click the "Print Test Page" to have a test :



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If the printer prints a normal page, that means the LAN port can be used normally.  
Note: if you need to modify the printer IP, you can refer to "CD" -- "tools" -- "Printer setting tools" file inside the IP setting method to set up; if it is a WIFI interface, you can refer to "CD" -- "tools" -- "WIFI setting tools" for relevant Settings.

#### 4. Label Editing Software For Windows system

Open the CD with the CD-ROM drive, find the label editing software, and click Install.

#### 5. Label Editing Software For Android&IOS systems

► Please make sure the printer can be supported Bluetooth connected.

5.1 If the connected device is Android system, please scan below QR code to download the Android editing software "Print Label":



Print Label  
Android editing software  
Install Password : 1234

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5.2 If the connected device is IOS system, please scan below QR code or go to App Store to download the IOS editing software "Print Label" :



Print Label  
IOS editing software

#### 6.How to clean the printer head

Printer Cleaning:

When the printer has the following conditions, you should clean the printer head:

- 1.The printer does not print clearly and the thermal paper is Ok.
- 2.The printer Print pages lengthways is not clear
- 3.It's getting too noisy while feeding paper or printing.

Printer head cleaning steps are as follows:

1. Power off the printer and open the paper room cover. Remove the thermal paper roll.
2. If the printer just finished printing, please wait for the print head to cool down.
3. With a soft cotton cloth dipped in ethanol (please make sure there is no dripping), wipe the thermal printer head gently and remove any dust or stains.
4. Wait for the complete evaporation of any ethanol, then place the thermal paper roll back in the printer and close the paper room cover, then print a test page.

Notes :

1. When the printer maintenance must ensure that the power is shut down
2. Hands or other metal tools away from the surface of the printer head, do not use tweezers to scratch the surface of the printer head and other sensitive parts.
3. Do not use gasoline, acetone and other organic solvents for printer head cleaning.

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## 7. Label Calibration and Exception Handling Methods

(PS:The methods are only for the PCB Version II and later versions.)

### ► Label Calibration Processing :

For newly assembled products (including replace the reflector tubes or upgrade procedures ), or skip the paper when changed the different size of papers, or continuous printing and never stop , the printer should be do the calibration, the method are as follows :  
**Put the paper into the printer and power on the printer, when the power light is on, press and hold the "FEED" button for 5-6 seconds, till to the led light flashes and the buzzer beeps, then release the button. After that, restart the printer and test.**

Note: The calibration operation may result in different calibration values due to different paper specifications. The calibration operation can be done according to different phenomena.

### ► If the following phenomena occur after calibration:

#### 1) With paper, but the printer reports error :

When this happens, take away the paper, power on the printer and wait for the red light to flash, then press and hold the 'FEED' button, let go when the red light flashes and the buzzer beeps, wait 2 seconds, then restart the printer and have a test.

#### 2) Without paper, but the printer don't report error :

When this happens, take away the paper, power on the printer and press and hold the 'FEED' button for 8-10 seconds, till to the red light flashes and the buzzer beeps in two times, then release the button, after that, restart the printer and have a test. (note: the red light flashing and buzzer beep in the first time is the label calibration, the red light flashing and buzzer beep in the second time is the paper out voltage calibration, the flashing frequency is different).

**Special noted : if the issue is still not solved after do the calibration, need to replace the reflector tube.**

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