

# Thermal Label Printer

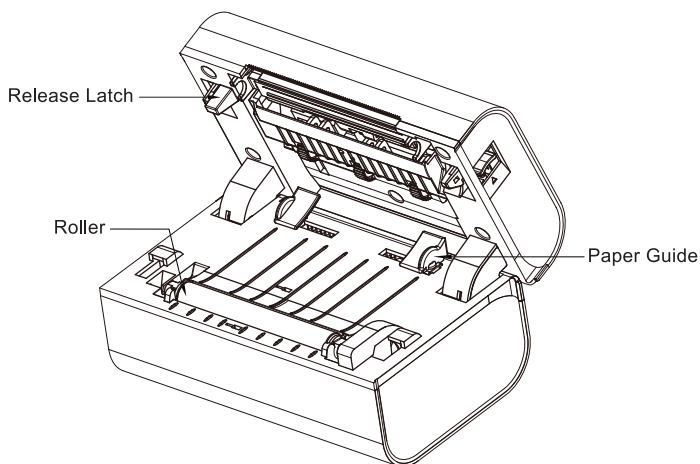
**JD-328BT**

# User Manual

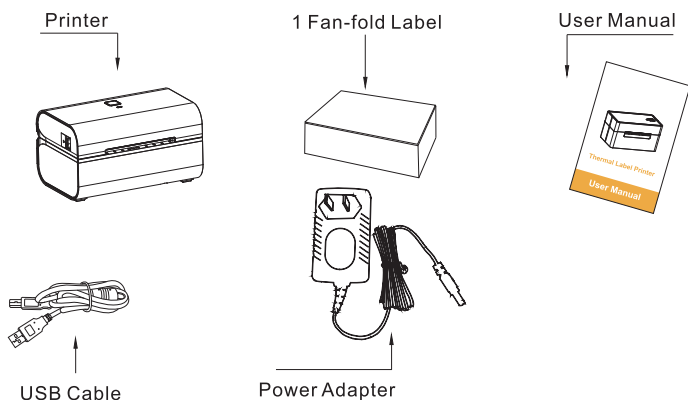
# Content

1. Appearance .....	1
2. Packing list .....	1
3. Printer connection .....	2
4. The suitable label size .....	3
5. How to feed label .....	3
6. Installation for Windows .....	4
Step1: Install the driver .....	4
Step2: Add the Bluetooth of printer (Only for Bluetooth version) .....	7
Step3: Match the COM port (Only for Bluetooth version) .....	9
7. Installation for Mac .....	11
8. Printer preference setting .....	17
9. Frequently asked question .....	22
10. Maintenance .....	25
11. Pro tips .....	25
12. LED indicator .....	26
13. Safety tips .....	26
14. Driver removal .....	27

# 1.Appearance



## 2. Packing list



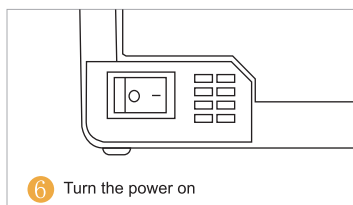
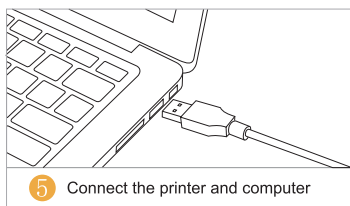
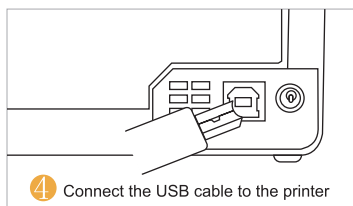
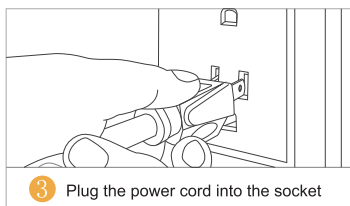
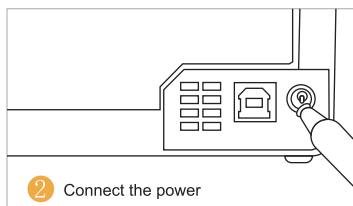
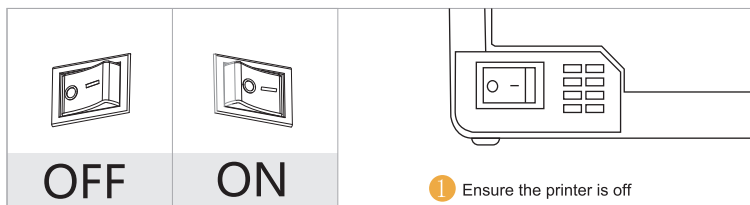
### Note:

If any accessories missing, please contact us to get support.

# 3.Printer Connection

## ! Note:

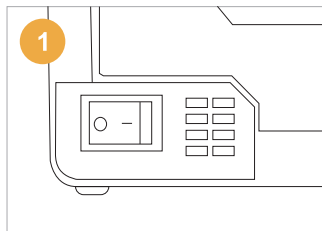
- Make sure the printer's power switch is in the OFF position before connecting the power cord to printer.
- Use the original power adapter only in case the damage caused by charging improperly.
- Please unplug the printer power cord if it is not in use for a long time.



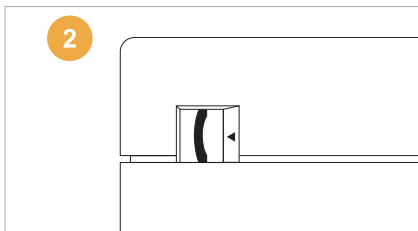
## 4.The suitable label size

- Shipping label printer works with any Thermal Direct with a width range from 40" to 80", length over 20".Normal paper is not applicable! Must be THERMAL LABEL!

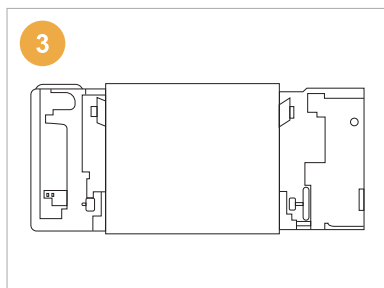
## 5.How to feed label



Ensure the printer is off



Pull the release latch to open the cover

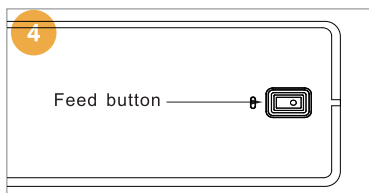


Insert the fan-fold label or roll label from outside, adjust the paper guide to fit the width of paper



**Note:**

Ensure the print layer of label face up in case print out blank labels.



Close the cover, switch on the printer and wait 5 seconds for the printer to initialize. Long press the feed button until you hear one beep, release your finger, the label calibrates automatically and will be positioned at the tear-off point, then ready to print.

### Note:

- Each time you change the label, please follow the above steps 5.1~5.4. Otherwise, it may cause printing out misaligned or blank.
- Everytime you open the label cover even you never change the paper, you'd better to press the feed button once to load one sheet paper.

## 6. Installation for Windows

### Note:

Recommend to close security software before installation in case of preventing installation

- Thermal label printer is compatible with windows 7 or later, not compatible with Chrome book, Linux, windows ARM.
- Installation guide video in our website.

### Step1: Install the driver

a. Connect power and computer (Please skip this step if you have finished it before.)

- 1) Connect the power to the printer through power cord.
- 2) Connect the printer to your computer through USB cord.

### Note:

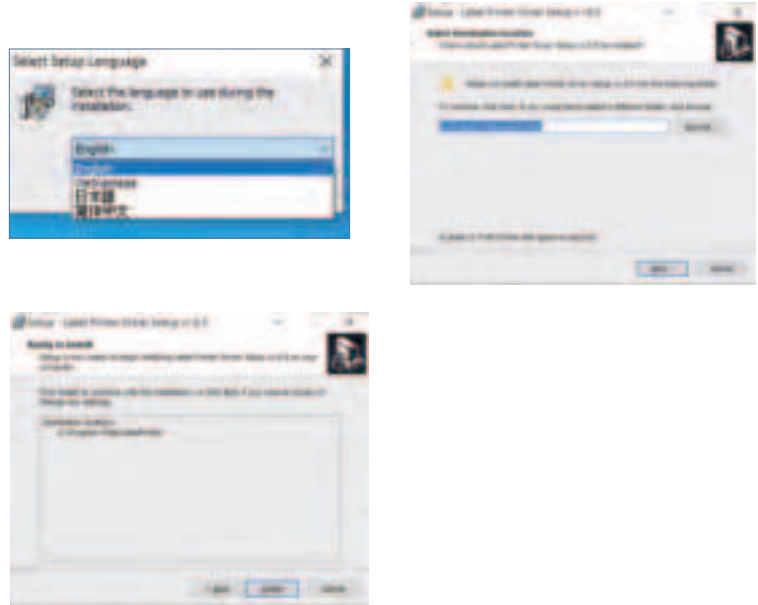
Each time you connect USB port, make sure this connection with a same port, otherwise a printer copy will appear.

- 3) Put the labels in, switch on the printer, Long press the feed button until it beep once, labels will keep forward and back for several times and then be positioned at the tear-off point, it means the printer is ready to print.

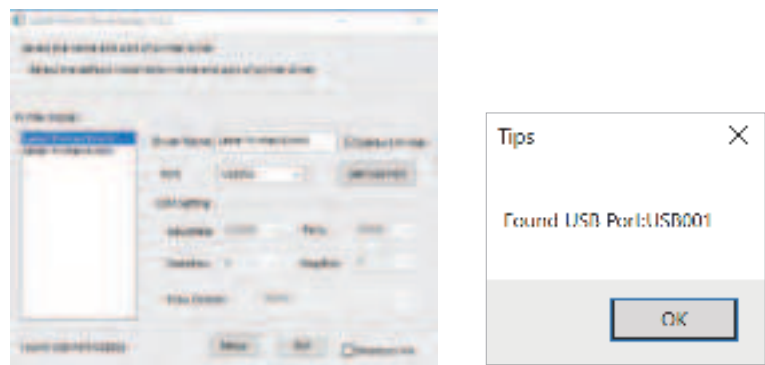
(Make sure these three steps are completed before installation in case of failure to install the printer driver)

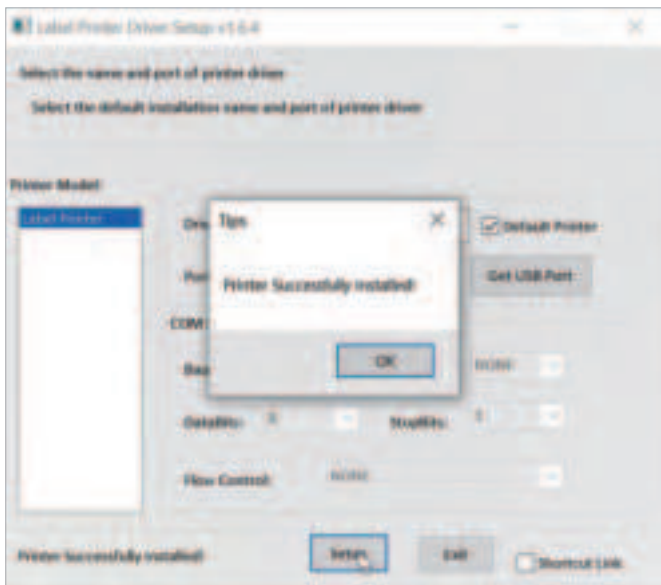
**b. Install the driver and printer for Windows**

Please download the driver from website and install it , then follow the guide to install printer .

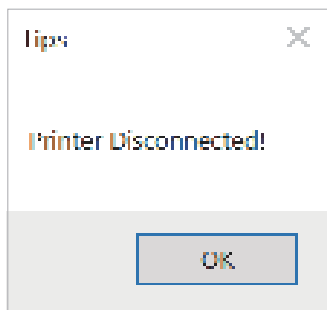


Click “Get USB Port” to get the USB port which your computer connect to the Label Printer(3inch). and then click “Setup”. The printer will be successfully set up.





If you get the tips “Printer Disconnected”, that means your computer and printer didn’t connected via USB port, please connect them, then install the driver.



c. After setting up the printer, check your computer if the printer has installed or not.

Go to the “control panel”> click “Device”>click “Printer & scanners”, and then you will find the printer “Label Printer”, if you can find “label printer ” and print labels successfully, that means you have set up the printer successfully.



**Note:**

If you can't print successfully, please restart your computer and try again.



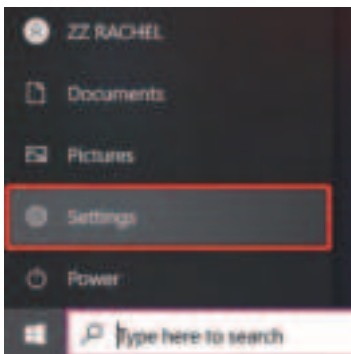
### Note:

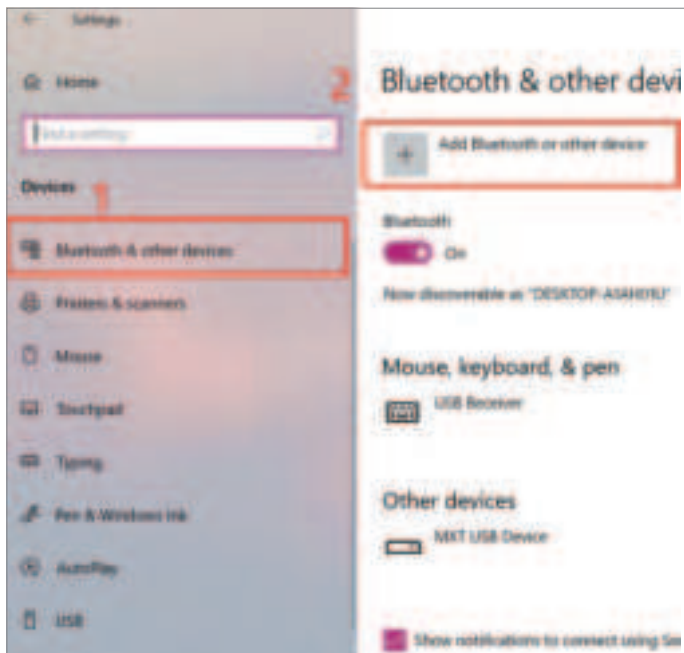
Now you can print directly via USB, if you want to print via Bluetooth, please follow the steps below. But if your printer type is Label Printer (non-Bluetooth) please skip Step 2 and Step 3.

## Step2: Add the Bluetooth of printer (Only for Bluetooth version)

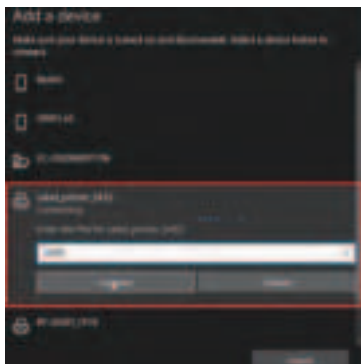
a.(Keep the printer and computer connected with USB cable).

Click "Setting"> "Devices"> "Bluetooth & other devices"> "Add Bluetooth or other device".



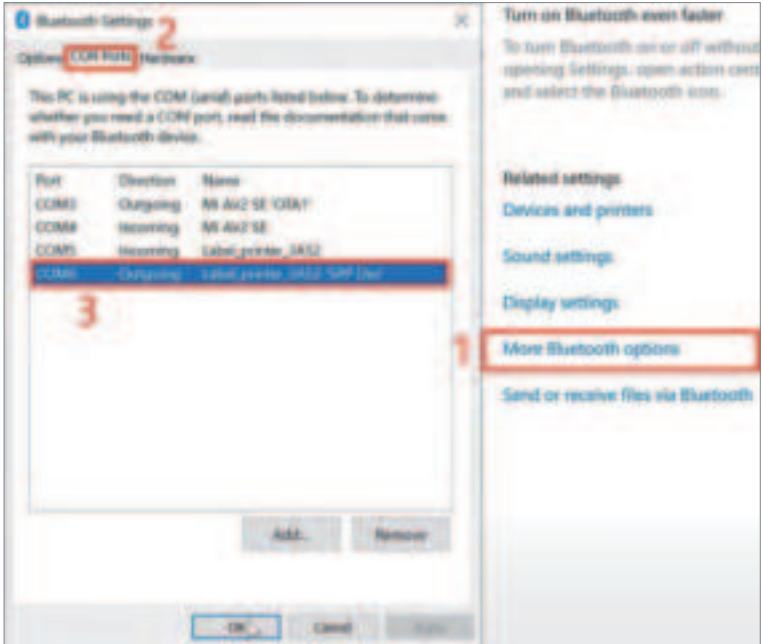


- b. Find Bluetooth printer named "Label-printer\_XXXX" (XXXX are suffixes, which will vary depending on the different printer) and then input PIN 0000, Bluetooth will be connected successfully.



## Step 3: Match the COM port ( Only for Bluetooth version )

- a. Click "Bluetooth & other device"> "More Bluetooth options"> "COM Ports"> Check OUTGOING port of the Bluetooth "Label-printer\_XXXX" (XXXX are suffixes, which will vary depending on the different printer) and mark down the COM number (For example, here is COM6).



- b. Change printer's port to the COM that matches to the Bluetooth.

Click "Printer & Scanners" > Find "Label Printer" > "Manage" > "Printer properties" > "Ports" > Check ☒ in the Ports match to your Bluetooth Port (For example, here is COM6) > Click "OK".



Please ignore the message "Driver is unavailable" shown in picture below, for it is normal and won't affect the printing.



If you can't find the COM port match Bluetooth port, please restart your computer and try again.

c. Now you can unplug the USB cable from computer, and then Open PDF file (It's better to use Adobe) > Choose printer named "Label Printer" > You may set up printer preference like darkness, speed, size, then click "Print" (via Bluetooth).



**Note:**

If you can't print successfully, please restart your computer and try again.

## 7. Installation for Mac



**Note:**

- Shipping label printer is only compatible with MAC OS X v 10.9 or later.
- Installation guide video in our website.
- Ensure the printer and your MAC has been connected with USB cable before installing the driver.

### Step1: Install the driver for Mac

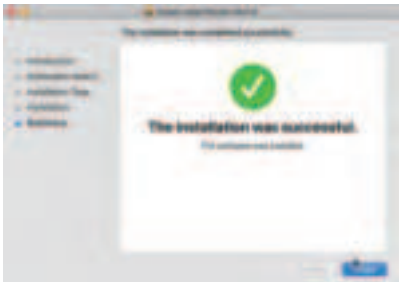
#### a. Connect power and computer

- 1) Connect the power to the printer through power cord.
- 2) Connect the printer to your computer through USB cord.
- 3) Put the labels in, switch on the printer. Long press the feed button until it beep once, labels will keep forward and back for several times and then hold on one place, it means the printer is ready to print.

(Make sure these three steps are completed before printing in case failing to install the printer driver.)

- b. You can also download the driver “Driver for Mac (Label Printer)” from our website.
- c. Open “System Preferences”, and click on “Security & Privacy”.(If you don’t see the warning , you can skip this step)

- d. Click on "Open AnyWay"button. (If you don't see the warning, you can skip this step)
- e. Click on "open" and continue to install the printer. Follow the installation steps until you see " The installation was successful" window.



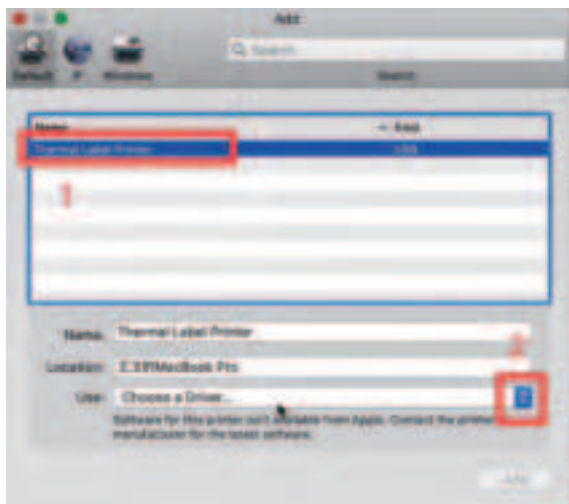
f. Open "System Preferences">>click on "Printer and Scanners".



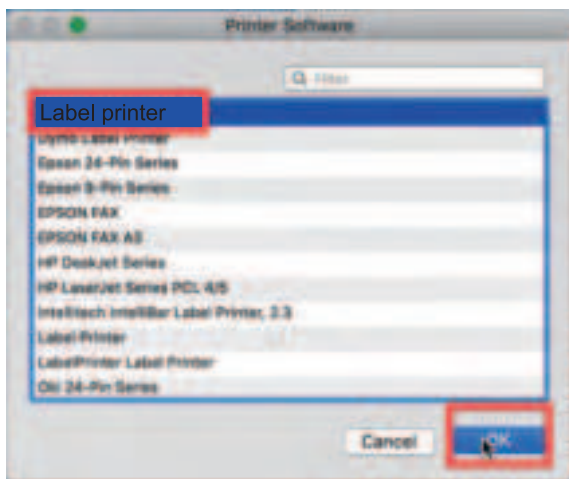
g. Click "+" to add a new printer.



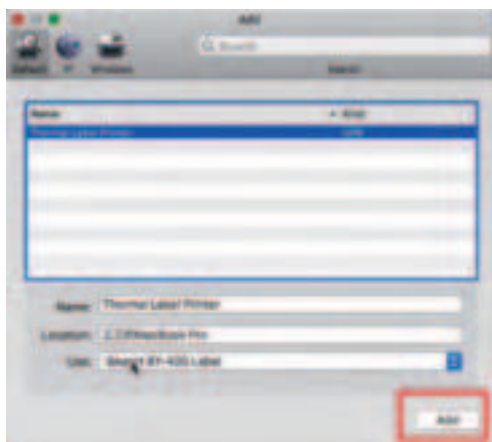
- h. Click on Thermal Label Printer, and choose "Select Software" in the drop down menu.



- i. Choose "Label printer", click "OK".



- j. Click “Add”, now the printer has been installed in your Mac book successfully.



**⚠ Note:**

1. Now you can print directly, if you want to adjust the printing density, printing speed or other parameter, please refer to “part 8 Printer preference setting”.
2. If you can't print seccessfully, please restart your computer and try again.

# 8. Printer preference setting

## 1-1.Printer preference setting for windows

Go to the “control panel”>> click “Device”>>click “Printer & scanners”>>find the printer “Label Printer”>>Click “manage”>> click “Printer Preference”. In this part, you can set the print page size and print speed and density of the label.

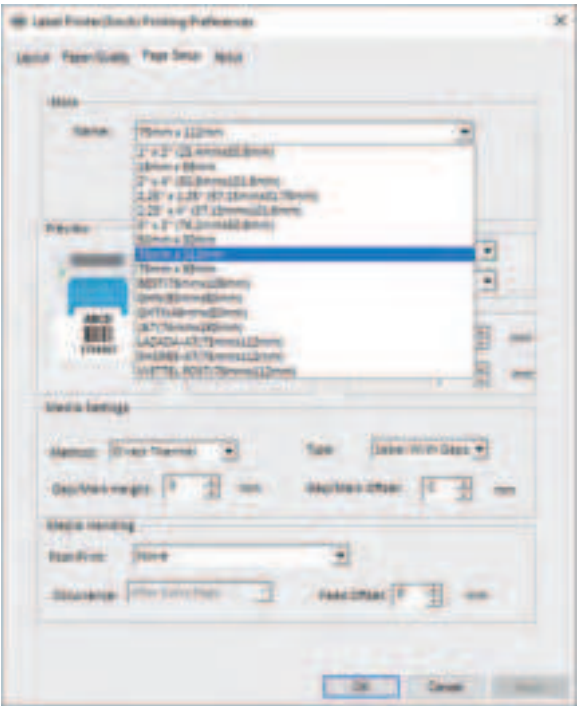
### (1)Setting the paper quality

a. Go to “Page Setup”, according to the label size, choose the corresponding page size.



#### Note:

before printing, please make sure the size loaded thermal labels, the print settings on devices, and the source file are completely the same.



b. In the “Page Quality”, you can change the printing speed and printing darkness.

(Especially for density, if the labels print out light or not clear, you can change the density to larger number, it will help. The larger number you choose, the darker the label will be. 8-12 is recommended)



## 1-2. Printer preference setting for MAC

In this step, we will show you how to set the print preference helping you print out well.

a. Open a sample PDF file , click print.

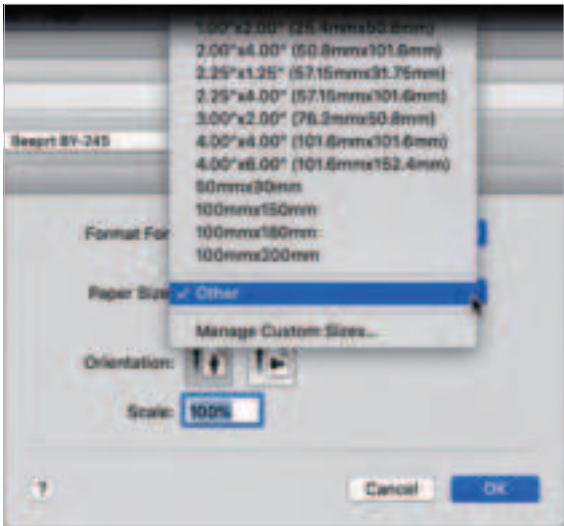


b. Click “page setup”, you can select the page size you want to print.



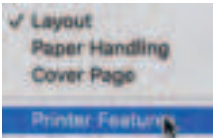
**Note:**

No matter what size you choose, Please make sure that the size of the oaded thermal abels, the print settings on devices, and the source file are completely the same.



If there is no suitable size for click “manage custom sizes”, input the width and height, then click “ok”.

- c. Click “printer preference”>> Choose” printer feature”>> set up the “Darkness” and “Print speed”.





Tips: For the darkness, large number means higher darkness, if labels print out light, you can adjust it to large value, 8-14 is recommended.

d. After set up, click "Print"



## 9. Frequently asked question

### 1.Problem: Print over label or print blanks

**Cause1:** Incorrect position of printing

**Cause2:** Incorrect page size and print density setting

**Solution:**



**Note:**

Before printing, please make sure the size loaded thermal labels, the print settings on devices, and the source file are completely the same, to ensure the best print, you had better to choose the right format when download the labels from the shipping platform or market platform.

1.Power off your printer and power on again.

2.Long press on feed button for around 3 seconds until printer beep one noise, release your finger, printer will automatically study the size, the label keeps back on forth several times, then hold on the correct position.

If the page size or source file is larger than the load label size, it is possible that it prints over label or print blanks.



**Note:**

If you have ensure the page size match the label size and still print over label or print blanks, please use the snapshot function to print.

### 2.Problem: Can't get it to connect computer via USB

**Cause1:** The printer is not compatible with some computer such as Chromebook, Linux.

**Solution1:** This printer is compatible with Windows 7 or later and MAC OS X v 10.9 or later. Some windows 7 doesn't work, please update your windows to higher version.

**Cause 2:** Inaccurate operation

**Solution2:** please ensure the printer and computer has been connected, and the printer is on before installing the driver, otherwise, it will cause failing to install the printer.

### **3.Problem:The solution to the problem that Printer spites out a couple of blank labels**

**Possible cause 1:** The print layer doesn't face up

**Possible cause 2:** Incorrect position of printing

#### **Solution:**

1. Please make sure that the print layer faces up before printing.
2. Long press on feed button for around 3 seconds until printer beep one noise, release your finger. Printer will automatically calibrate the place of the labels, which keeps back on forth several times, then hold on the correct position.

### **4. Problem: Bluetooth shows “driver is unavailable”**

**Solution:** If you get the message “driver is unavailable “for printer “Label-printer\_XXXX”, Please ignore it, because it is just a Bluetooth name of printer and will not affect the usage for printing via Bluetooth. Choose correct printer “Label Printer” to print.

### **5. Problem: Why Label Printer ( Label printer/Label printer Bluetooth version ) is “Offline” state?**

**Cause:**It maybe that the Port in computer or hub which you insert the USB cable into is different from the one you insert at the first time, so the printer state is Offline and could not print.

Check its status via "Settings">"Devices">"Printer & Scanner".

**Solution:**Every time you plug USB cable into the computer, make sure it's the same port.

### **6. Problem: Printer spites out Labels with words uncontrollably and automatically.**

**Cause:**It maybe that the Port in computer or hub which you insert the USB cable into is different from the one you insert at the first time, so the printer state is Offline and could not print. It will cause the printing task to pile up. Check printer's status via "Settings">"Devices">"Printer & Scanner". When you plug again the USB cable into the port which you firstly plugged, stacking up tasks will be printed at a time.

**Solution:**Every time you plug USB cable into the computer, make sure it's the same port.

**7. Problem: Barcode came out some black blocks, and serrated at both ends.**



**Cause:** The reason is that maybe you use the PDF software of Preview (MAC system). Some PDF is processed by the PDF software, and the font and barcode are deepened automatically.

**Solution 1:** Setting the Print Density value to about 4 in Preview (MAC system).

**Video link:** <https://youtu.be/i7uWzuWWGr8>

**Video Source:** Mike Richard.

**Solution 2:** Open the PDF file via Adobe reader to print.



**8.Problem: Why sparks coming from the back when plug in the power port.**

**Solution:** Please follow the correct steps to connect the power.

1. Ensure the printer is off
2. Attach the power cord to the adapter.
3. Connect the power
4. Plug the power cord into the socket
5. Connect the USB cable to the printer.
6. Connect the printer and computer
7. Turn the power on

## 10. Maintenance

### CLEANING THE PRINT HEAD

The printer head is a sensitive part of the printer and can be found on the upper part of the printer when open.

Caution: While the printer is running the printer head can be very hot.

1. Ensure that the power switch is OFF, remove the power cord, and open the cover. wait several moments to ensure that the printer head cools down.
2. Completely clean the printer head using an alcohol swab like the one provided.  
Any 70% Isopropyl Alcohol pad would work. Please do not use water.
3. Wait 2-3 minutes until the alcohol has completely dried, then close the cover.
4. Connect the power cord and print a test page to check if it is clean.

## 11. Pro tips

- Anytime you'd like to change your label size, run the automatic label identification by pressing and holding the feeder button until you hear one short beep.
- Press the green 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 as outlined above, under MAINTENANCE.
- 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 it is dirty, use alcohol pad to clean it. Allow the area to dry before turning the printer back on.
- Insert the printer's USB into the USB port on your computer every time you plug it in. This will avoid creating duplicate copies of the printer on your computer.

## 12. LED indicator

COLOUR OR STATUS OF LED BUTTON	EXPLANATION	SOLUTION
Green	Printer is running normally	
Flashing Green	Printer Head is overheated	None. Printer will automatically resume once the printer head cools down.
Flashing Red (every 2 seconds)	1.Out of paper 2.Wrong size paper	Ensure that the labels are loaded correctly.You may need to run automatic label identification (point 6 in step4).
Flashing Red (2 times per second)	Printer cover is not fully closed	Check that the printer cover is completely closed.

## 13. Safety tips

- The printer head can become very hot after printing labels .Do not touch the printer head until it has cooled.
- Do not bend the power cord excessively or place objects on the cord. This 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 may destroy or damage the device.
- Printer should remain unplugged when not in use for long periods of time.

## 15. Driver removal

For windows:

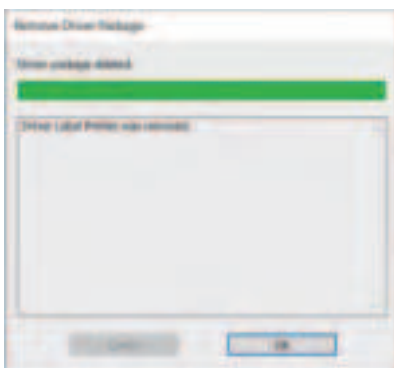
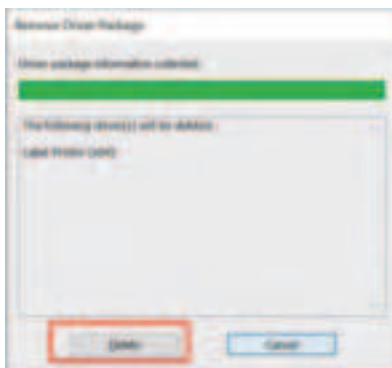
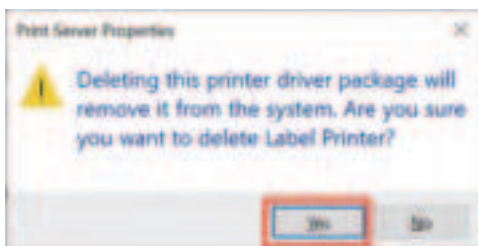
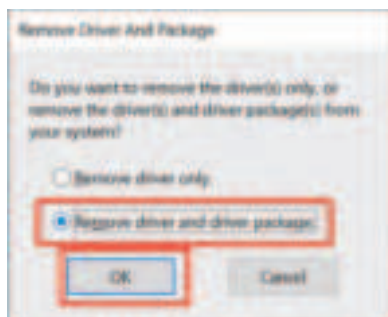
Before removing, please ensure the USB port has been removed on your computer.

1. "Settings" >> "Device " >> "Printer & Scanners" >> "Label Printer" >> "Remove device"



2. Click "Print sever properties">>Find the driver "Label printer">> "Remove driver and driver package">> Click "Delete"

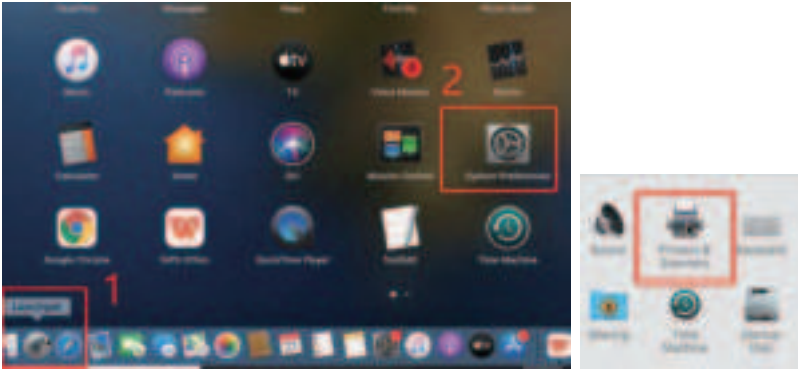




For Mac:

Before removing, please ensure the USB port has been removed on your computer.

1. "Lanuchpad" >> "System Preferences" >> "Printer & Scanners"



2. Find "Label printer" >> Click "-" >> Click "Delete Printer"



## **Thanks for choosing us!**

If you have any question or concern ,support is available by email . Problems could be resolved quickly.

## **FCC Warning**

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### **FCC Radiation Exposure statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter