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● Windows BT Setting Guide & FQA

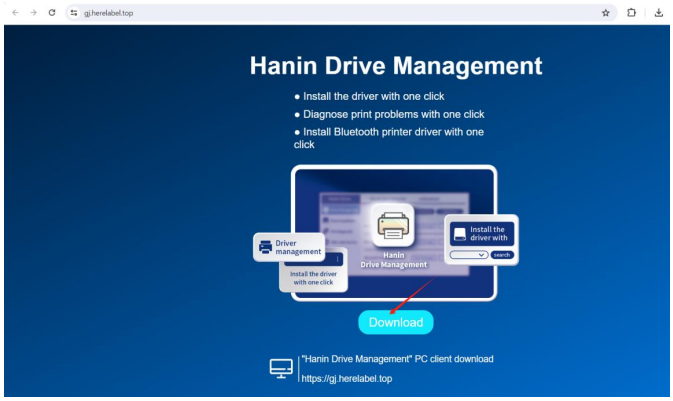
1. How to setting BT printing on Windows?

(1) Step1- Start the printer and turn on the Bluetooth

(2) Step2- Download the Software from the website https://gj.herelabel.top/

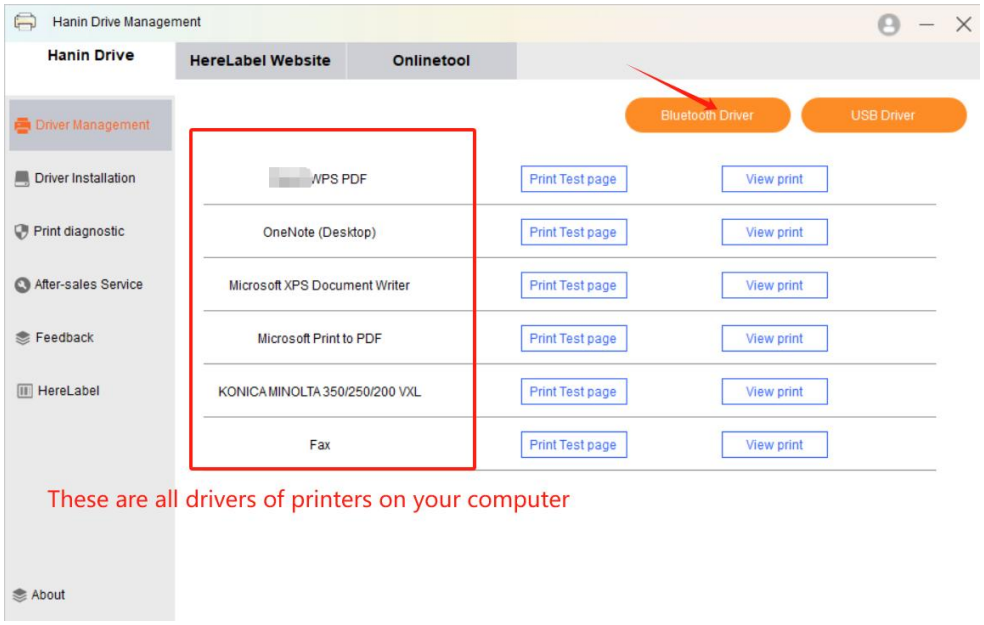
① **Before downloading**- Please ensure that the network is normal and **turn off the anti-virus software to avoid errors**. This is because there are many different types of antivirus software, and we can't guarantee that we have submitted our security reports to every antivirus software. Don't worry, our software and drivers don't carry any computer viruses.

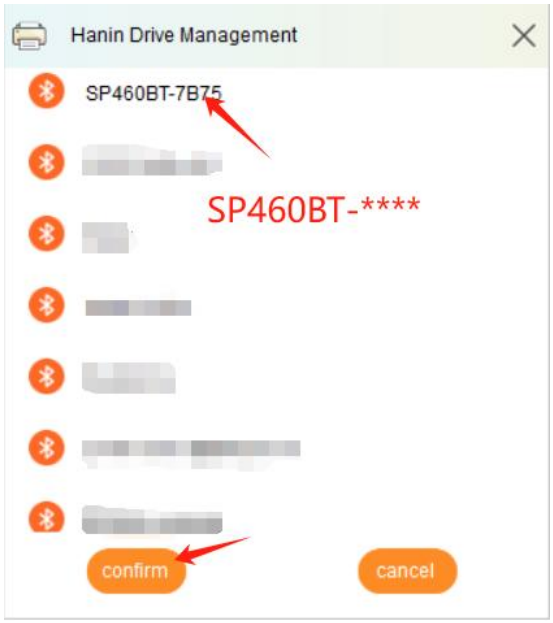
② **Download & Install**- Click here to go to the software official website to download the **latest version** of the software (The version is newer than the USB flash drive, and the new version solves the problem of Bluetooth being easily disconnected)



(3) Step3- Setting on the software

① If you want to **print via BT**, please **click "Bluetooth Driver"** to search the printer "SP460BT-****" to install the driver for BT Printing. At the same time, the software will automatically match the Bluetooth port on the computer to make printing successful.





NOTE: If you can't search for the printer here: SP460BT-**, please check as follows:**

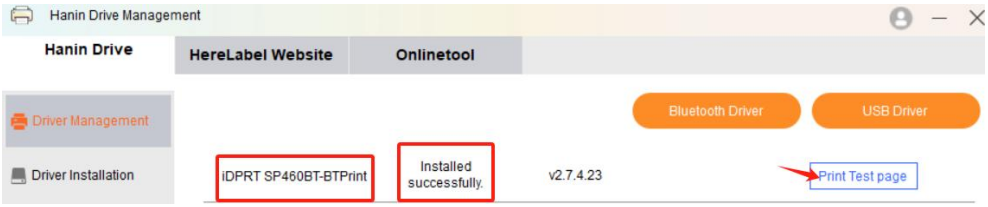
Step 1- Make sure the Bluetooth is turned on,

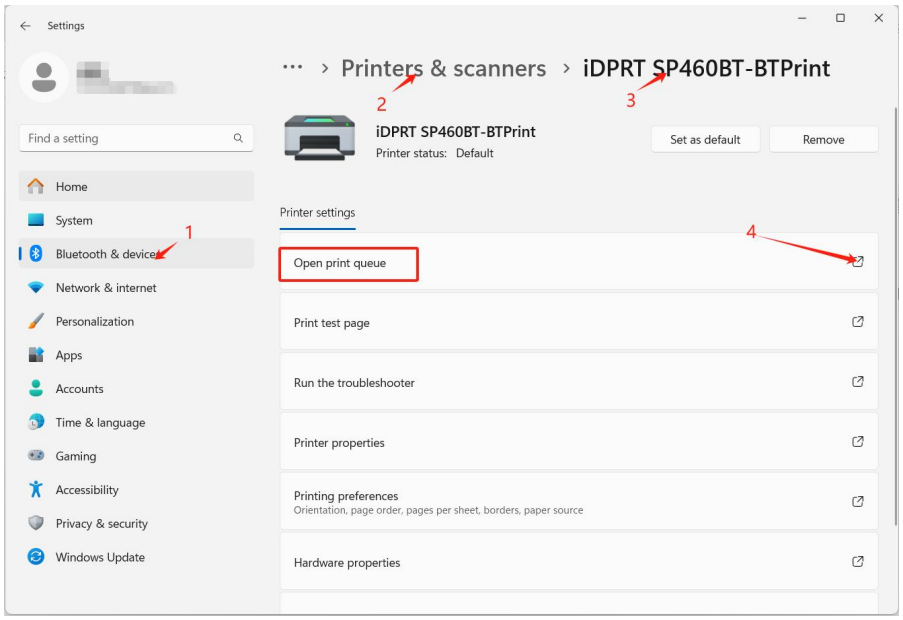
Step 2- Make sure no other device is automatically connected to the printer. Because the Bluetooth printers can't be connected and used by multiple devices at the same time, if other devices are connected to the printer, please disconnect them.

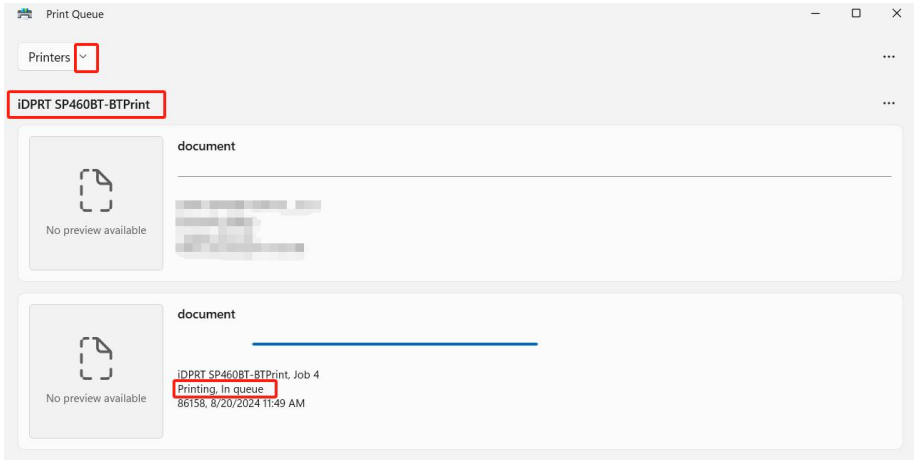
Step 3- If 1 and 2 are checked, please try to click "Bluetooth Driver" again to search the printer.

After installing, please click “Print Test Page” **We can check the printing status in the system's print queue: Printing / Error**

NOTE: It takes about 2 seconds to receive the Bluetooth signal. When you select Bluetooth printing (Need to select the correct printer name), the green light on the printer flashes, indicating that it is receiving the Bluetooth printing instruction. Please wait.



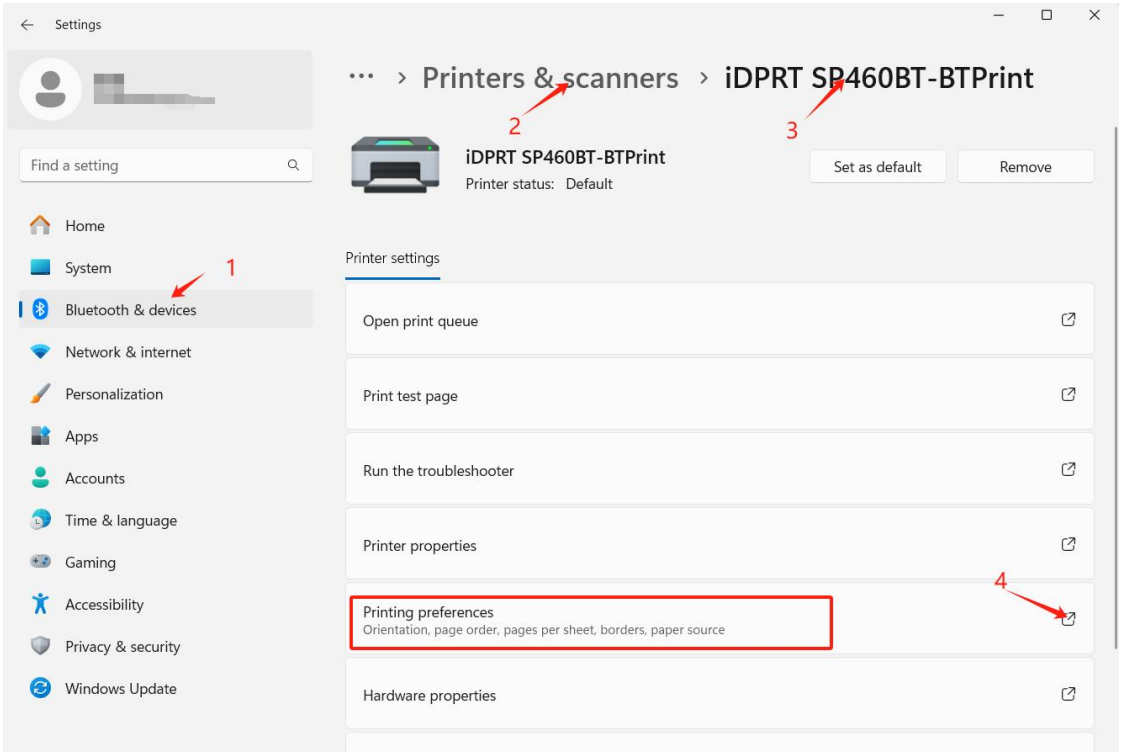




If a print error is displayed in the print queue, it means that the printing has failed. Please cancel the error printing for all printers. And then try to print again.

2. Setting the Printing Preference-setiing “ Paper Size”

Go to “Bluetooth & device” - “Printers & scanners” - “iDPRT SP460BT-BTPrint” - “Printing preference”

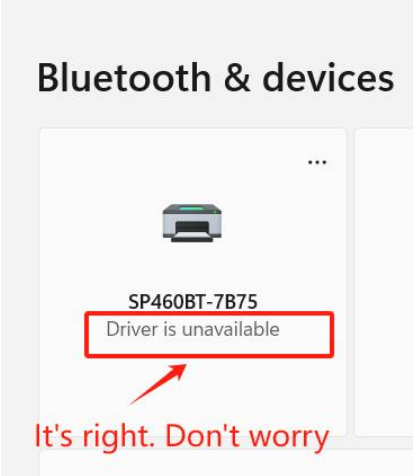


3. FQA

(1) -The driver is unavailable in “Bleutooth & Devices”? Print fail?

-This is normal, please follow our steps to complete the setup.

In addition, **whether the print is successful is determined by the status of the print queue.**



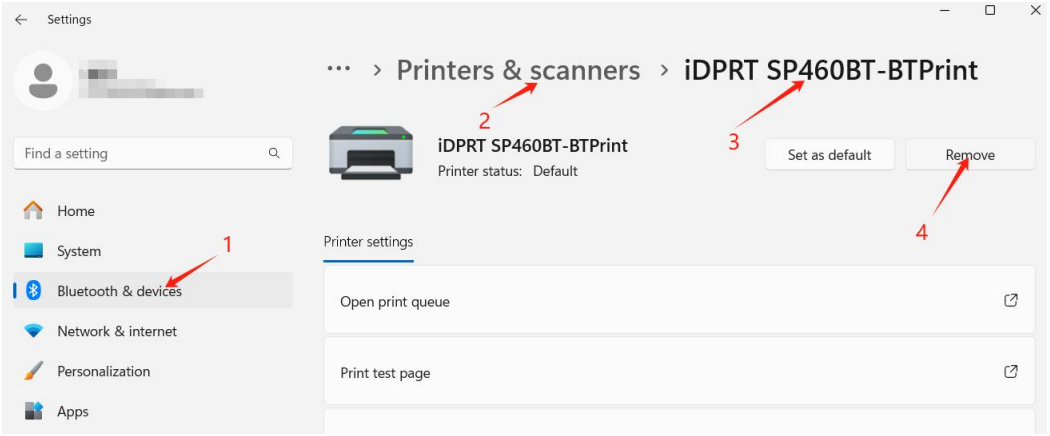
(2) -After completing all settings, when I printing, the print queue shows that the printing error?

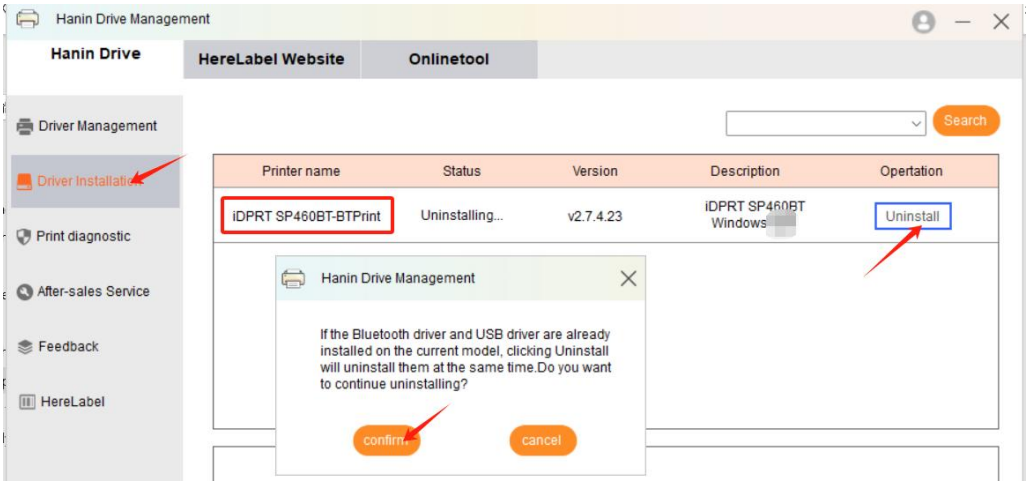
-Please follow the steps below:

Step1- “Error” means printing failed. Please cancel the error printing for all printers.

Step2- Please **check if there are other devices automatically connected to the printer,** such as apps, other nearby computers. If so, please disconnect them, because the Bluetooth printer cannot be connected and used by multiple devices at the same time. **Then, select the correct printer name and try printing again.**

Step3- If steps 1 and 2 don’t solve the printing failure problem, please remove the printer from Printers and Devices and uninstall the driver in the software (please note that for the same model, if both the Bluetooth driver and the USB driver exist, they will be uninstalled at the same time) **And then, click "Bluetooth Driver" again to restart the download setup.**


Settings
Printers & scanners
iDPRT SP460BT-BTPrint
Find a setting
Home
System
Bluetooth & devices
Network & internet
Personalization
Apps
iDPRT SP460BT-BTPrint
Printer status: Default
Set as default
Remove
Printer settings
Open print queue
Print test page
1
2
3
4


Hanin Drive Management
Hanin Drive
HereLabel Website
Onlinetool
Driver Management
Driver Installation
Print diagnostic
After-sales Service
Feedback
HereLabel
Search
Printer name
Status
Version
Description
Opertation
iDPRT SP460BT-BTPrint
Uninstalling...
v2.7.4.23
iDPRT SP460BT
Windows
Uninstall
Hanin Drive Management
If the Bluetooth driver and USB driver are already installed on the current model, clicking Uninstall will uninstall them at the same time.Do you want to continue uninstalling?
confirm
cancel

(3) -What should I do if it prints incorrectly?

-Please follow the steps below:

Step1- The most likely reason is that label is not 4x6 inch format, Please back to where you download the labels (eBay, Shopify, Etsy etc.), change format from 8.5x11 inch to 4x6 inch, then download and print again.

Step2- If you switch the label, please recalibrate the printer when switching label paper and set the right paper size on computer before printing.

Method of set the right paper size: Go to “Bluetooth & device” - “Printers & scanners” - “iDPRT SP460BT-BTPrint” - “ Printing preference”

Method of recalibrating the printer: Load at least 5 consecutive sheets of labels into the printer. Press and hold the feed button until the light flashes 2 times, then release the button.When the printer prints several blank labels and intelligently returns the labels, the calibration is complete.

●Windows USB Setting Guide & FQA

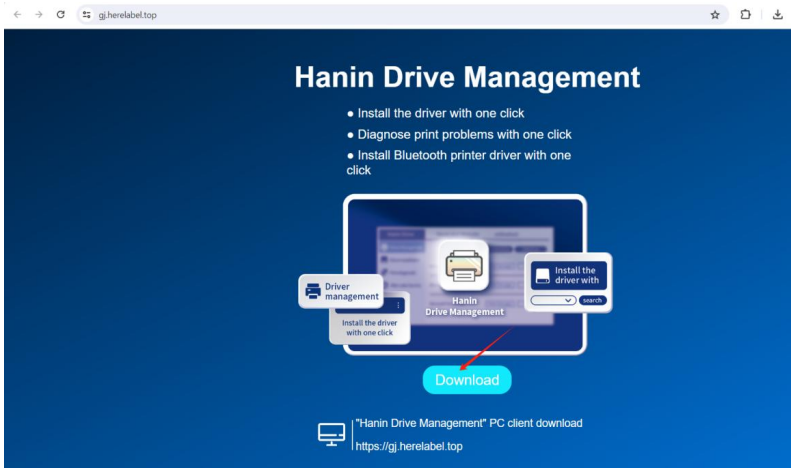
1. How to setting USB printing on Windows?

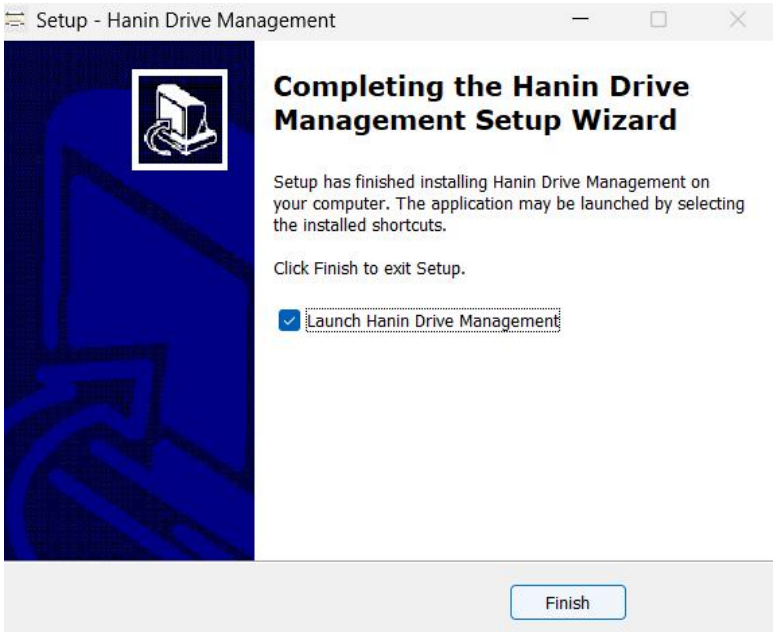
(1) Step1- Start the printer and connect to the computer with USB cable.

(2) Step2- Download the Software from the website https://gj.herelabel.top/ (Through this software you can directly download the driver and edit the label)

① **Before downloading-** Please ensure that the network is normal and **turn off the anti-virus software to avoid errors**. This is because there are many different types of antivirus software, and we can't guarantee that we have submitted our security reports to every antivirus software. Don't worry, our software and drivers don't carry any computer viruses.

② **Download & Install**- Click here to go to the software official website to download the **latest version** of the software (The version is newer than the USB flash drive, and the new version solves the problem of Bluetooth being easily disconnected)

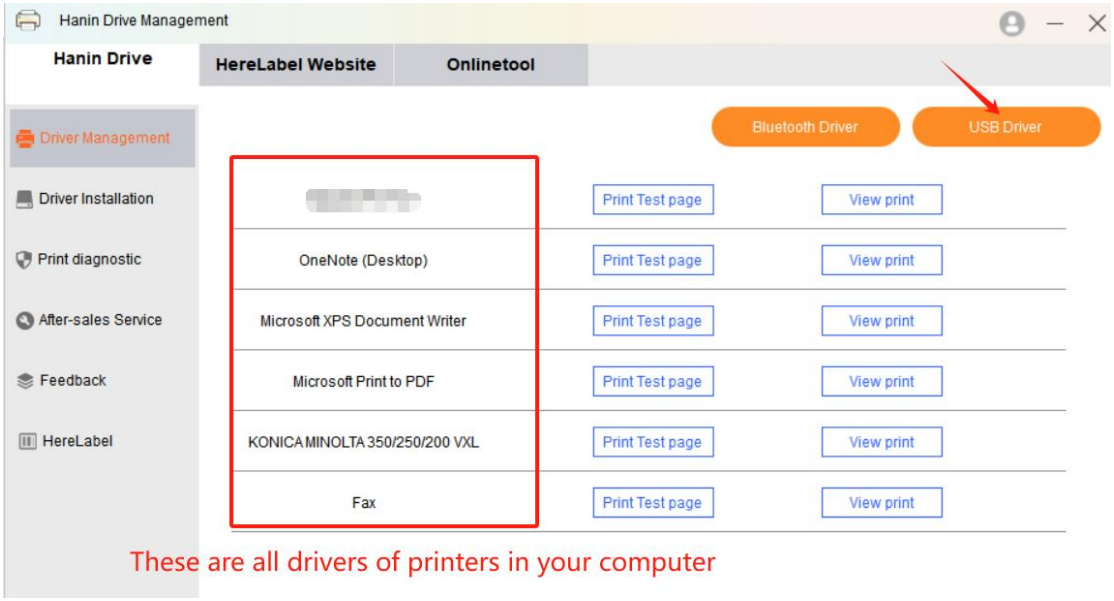

gj.herelabel.top
Hanin Drive Management
• Install the driver with one click
• Diagnose print problems with one click
• Install Bluetooth printer driver with one click
Driver management
Install the driver with one click
Hanin Drive Management
Install the driver with
search
Download
"Hanin Drive Management" PC client download
https://gj.herelabel.top

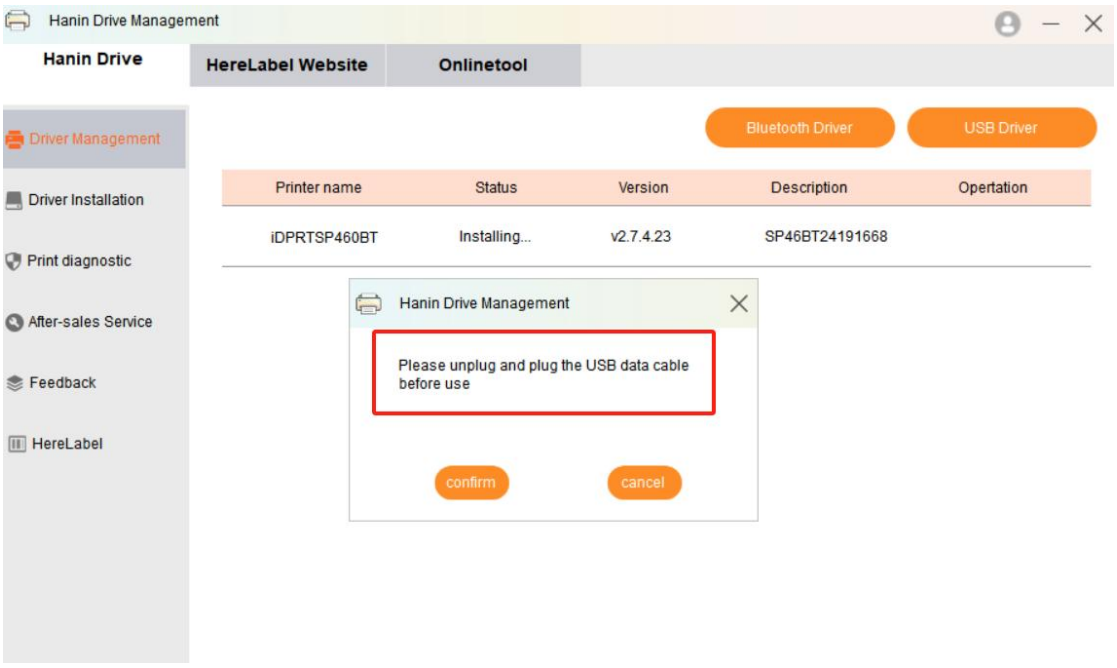

Setup - Hanin Drive Management
Completing the Hanin Drive Management Setup Wizard
Setup has finished installing Hanin Drive Management on your computer. The application may be launched by selecting the installed shortcuts.
Click Finish to exit Setup.
Launch Hanin Drive Management
Finish

(3) Step3- Setting on the software

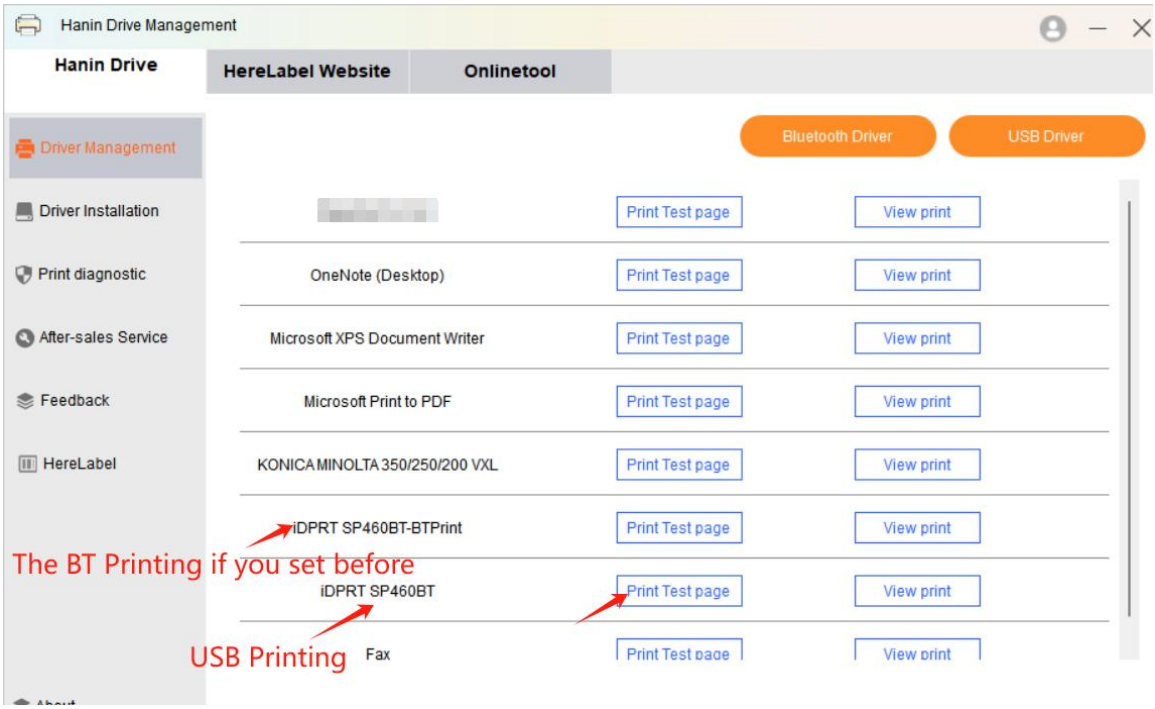
If you want to **print via USB**, please **click "USB Driver"** to install the driver for USB Printing.

At the same time, in order to match the computer with the correct USB port, **please unplug and plug in the USB cable as prompted.**



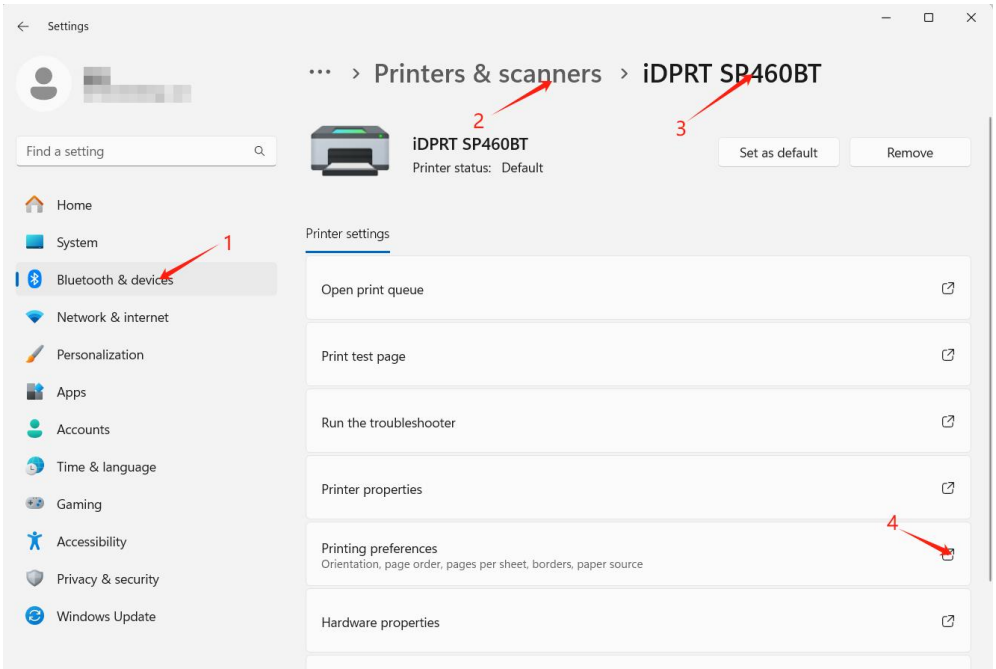


After installing, please **click to print test page (If you have set up both Bluetooth printing and USB printing,** please select the right printing name before printing each time.)



2. Setting the Printing Preference-setiing “ Paper Size”

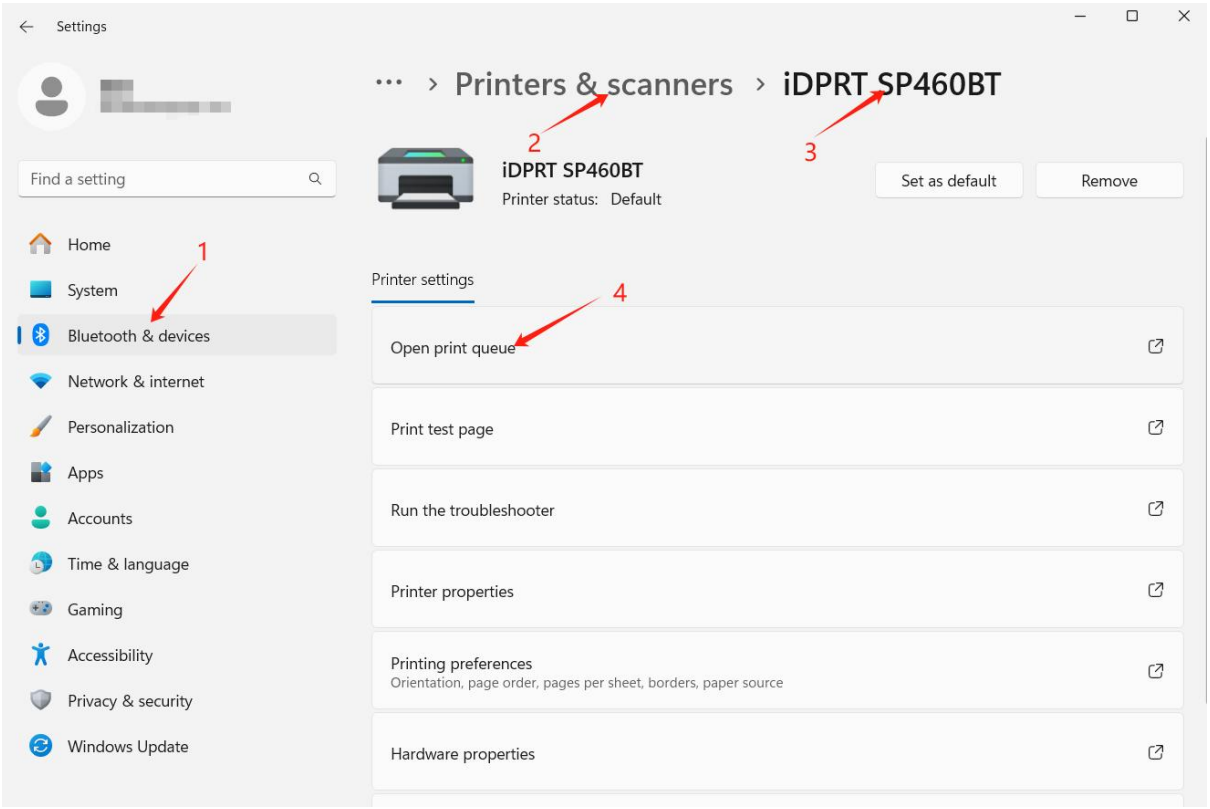
Go to “Bluetooth & device” - “Printers & scanners” - “iDPRT SP460BT” - “Printing preference”



3. FQA

(1) -How to determine if USB printing fails?

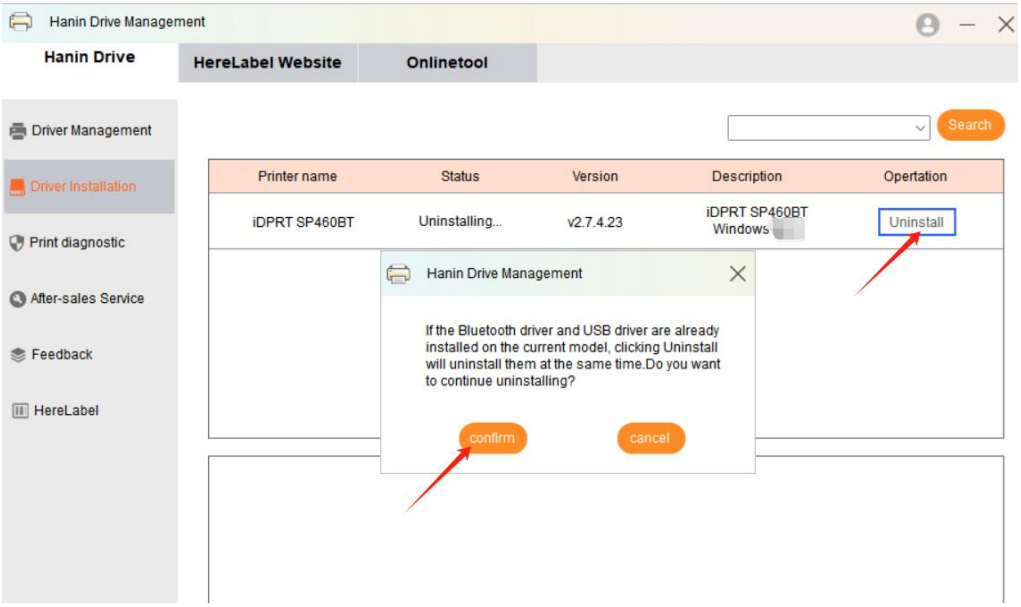
-whether the print is successful is determined by the status of the print queue.

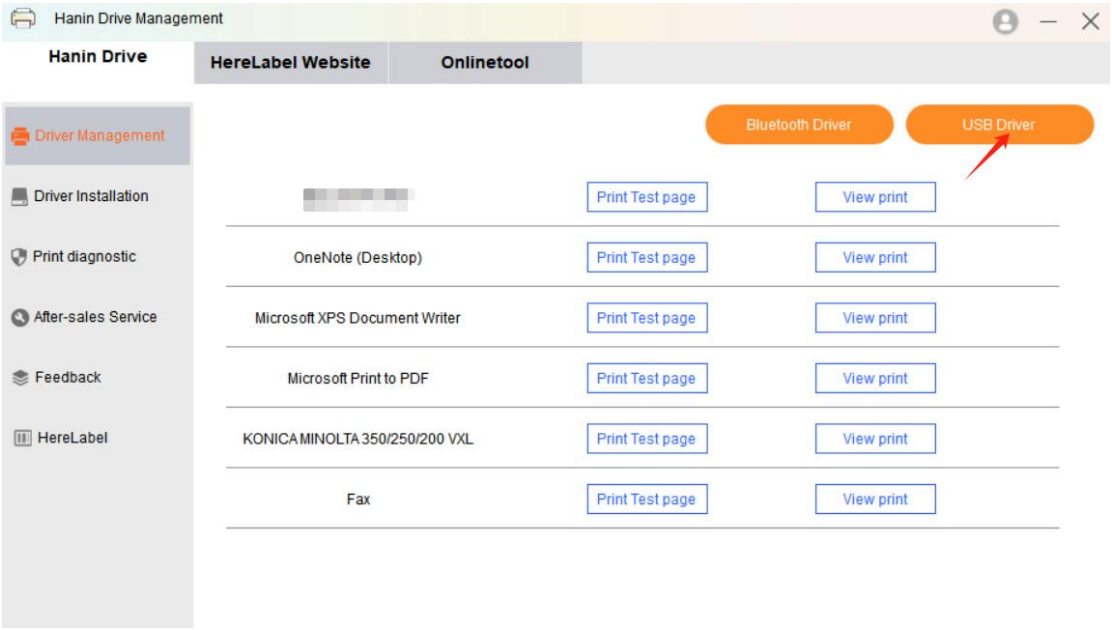


(2) -After completing all settings, when I printing, the print queue shows that the printing error?

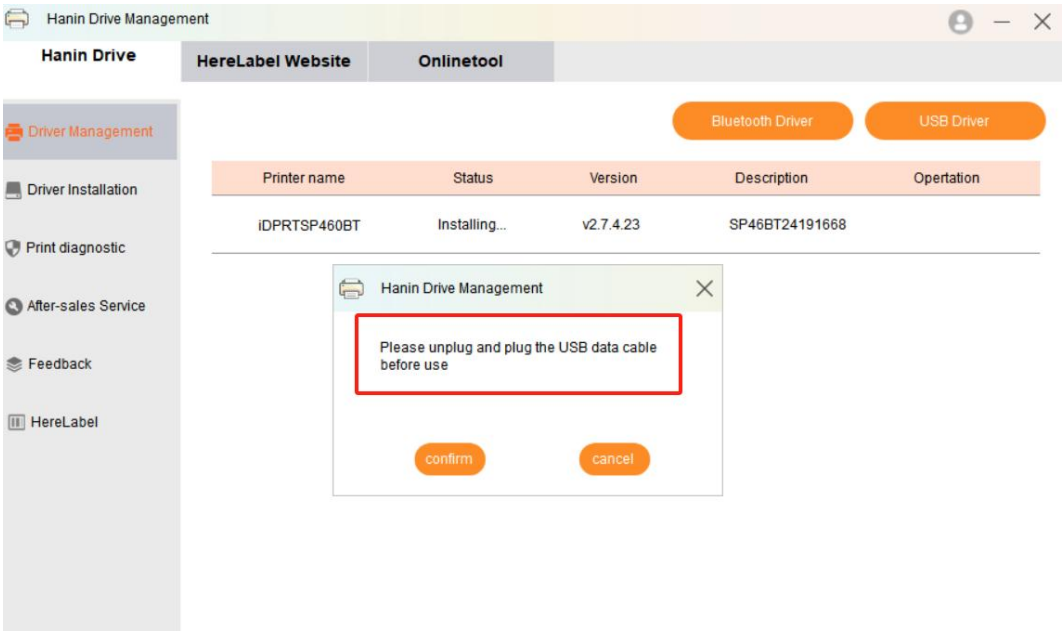
Step1- “Error” means printing failed. Please cancel the error printing for all printers. Then, unplug and replug the USB cable to allow the system to re-match the USB port. Next, select the correct printer name and try printing again.

Step2- If it still fails, please uninstall the USB driver and then install again (**NOTE:** If the SP460BT Bluetooth driver was previously installed, it will also be uninstalled at this time)





At the same time, in order to match the computer with the correct USB port, **please unplug and plug in the USB cable as prompted.**



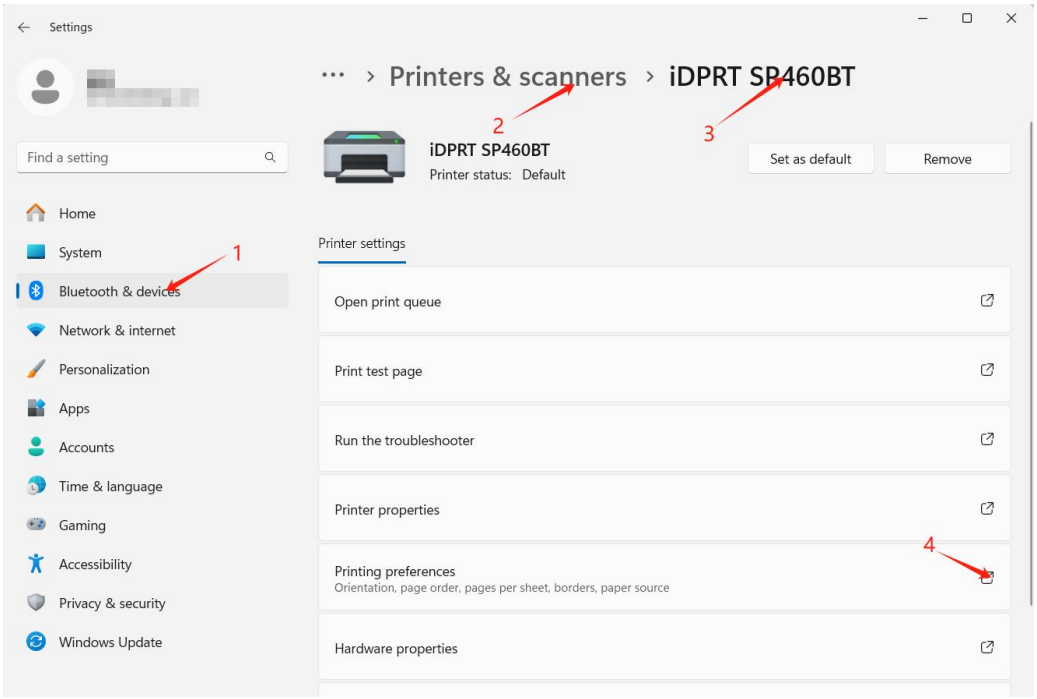
(3) -What should I do if it prints incorrectly?

-Please follow the steps below:

Step1- The most likely reason is that label is not 4x6 inch format, Please back to where you download the labels (eBay, Shopify, Etsy etc.), change format from 8.5x11 inch to 4x6 inch, then download and print again.

Step2- If you switch the label, please recalibrate the printer when switching label paper and set the right paper size on computer before printing.

Method of set the right paper size: Go to “Bluetooth & device” - “Printers & scanners” - “iDPRT SP460BT” - “Printing preference”



Method of recalibrating the printer: Load at least 5 consecutive sheets of labels into the printer. Press and hold the feed button until the light flashes 2 times, then release the button.When the printer prints several blank labels and intelligently returns the labels, the calibration is complete.

(4) -Why did the printer automatically print a label when it was not the first time printing?

-This is because your computer has used this printer before and some of the print files were not printed due to insufficient thermal paper or printer power off. Therefore, if you turn on the printer and it prints automatically, it means that the content has not been printed yet. If you don't want to continue printing, you can cancel it in the print queue.

● Mac OS BT Setting Guide & FQA

1. How to setting BT printing on mac OS?

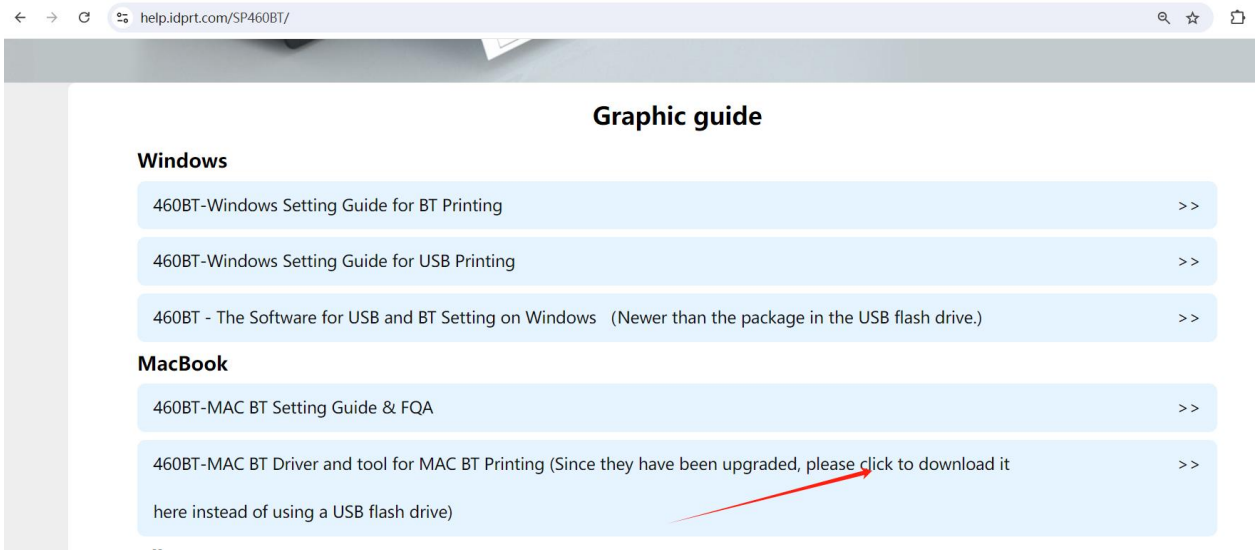
(1) Step1- Start the printer and turn on the Bluetooth

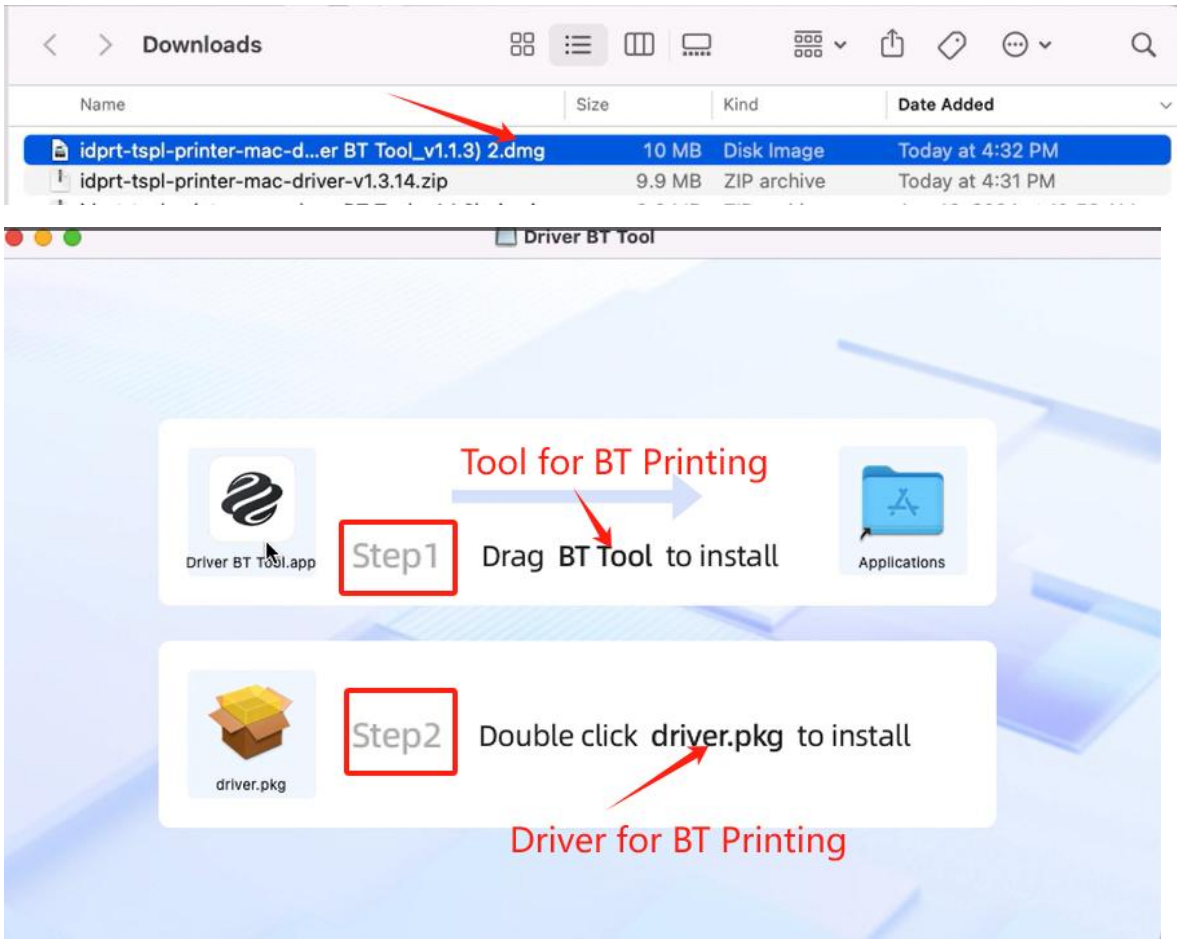
(2) Step2- Download the BT Driver & Tool from the website

https://help.idprt.com/SP460BT/

① **Before downloading-** Please ensure that the network is normal and turn off the anti-virus software to avoid errors. Don't worry, our software and drivers don't carry any computer viruses.

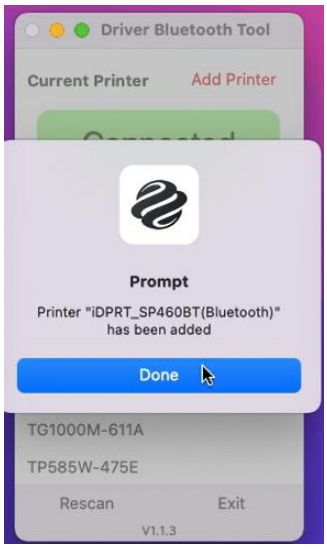
② **Download & Install**- Click here to find and download the **latest version** of MAC Bluetooth driver and BT printing tool (The version is newer than the USB flash drive, and the new version solves the problem of Bluetooth being easily disconnected)





(3) Step3- Setting on the Tool

① When using for the **first time**, please choose “iDPRT SP460BT” to add the printer on the tool and then connect it. (As shown in the figure below)

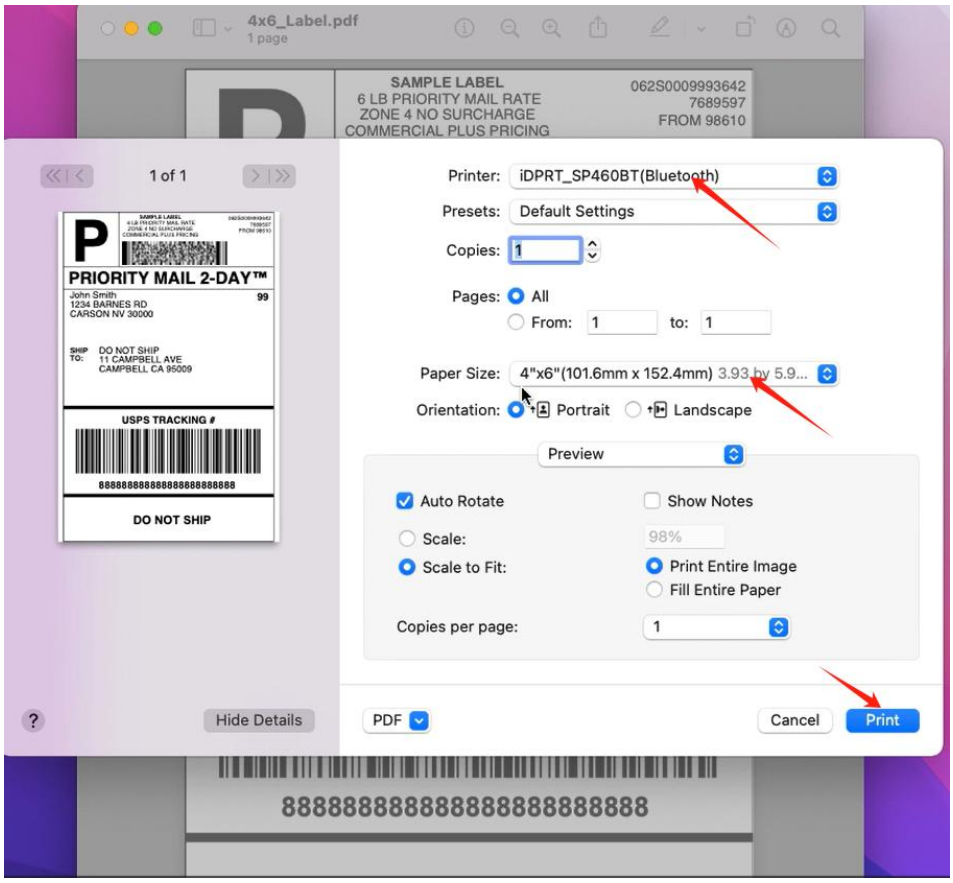


② Click the “SP460BT-****” on the printer list on the tool to connect it.

When you **print via Bluetooth on MAC**, please **always keep** the printer, Bluetooth, and the application “ **Driver BT tool ” turned on**.

2. Setting the Printing Preference-setiing “ Paper Size”

Open any PDF with preview - Click “ File-Print ” to set the printing preference



3. FQA

(1) -Why is there **no add the printer** interface on my tool interface?

-Since we have updated the new version to improve some usage issues, please don't download the installation package from the USB flash drive, but click here to download.

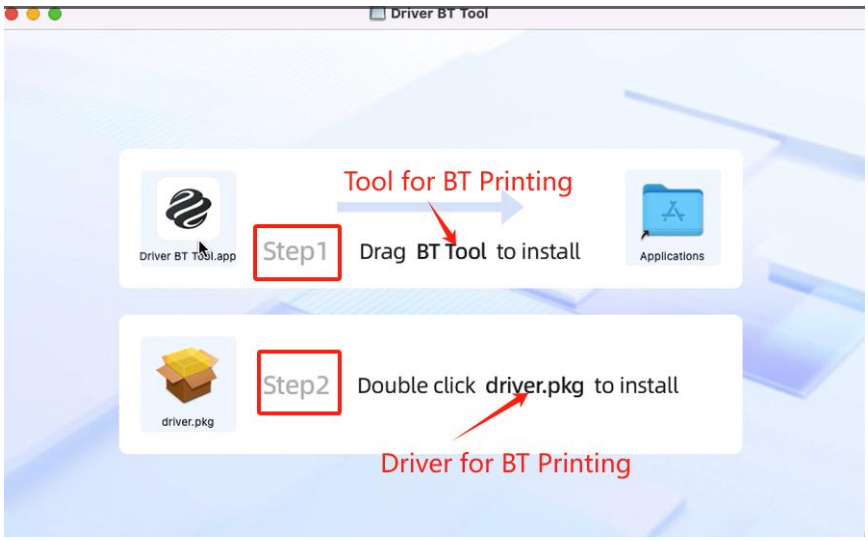
(2) -What should I do if I **can't find** my printer "iDPRT SP460BT-****" in the printer list or **can't connect it** on the tool?

Step1-Make sure the computer Bluetooth and printer are turned on.

Step2-Make sure the printer isn't automatically connected by other devices. If so, please disconnect it. Because a Bluetooth printer can't be connected and used by multiple devices at the same time.

(3) -I have completed all the settings for the **first time use**, why does **printing still fail**?

-Please follow the instructions in the installation package downloaded from the web page to install the tool first, and then install the driver. This is to ensure that the tool can capture the installed driver normally.



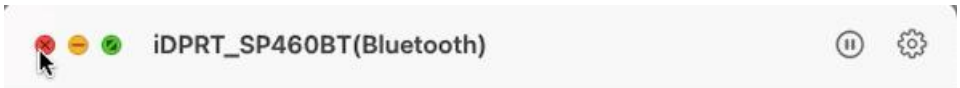
(4) -**Successful printing the first time**, but **failed the next time**?

Step1- Please ensure that the network environment is normal

Step2- Check if there are other devices connected to the printer automatically. If so, please disconnect the other devices.(Because Bluetooth printers can’t be connected and used by multiple devices at the same time)

Step3- Make sure that Bluetooth and the application “**Driver BT tool**” are **turned on every time** you use Bluetooth printing on MacBook.

Step4- If a printing error occurs, please cancel the error printing in the print queue first, then troubleshoot according to step 1-3, and then print again.



(5) -What should I do if it **prints incorrectly**?

Step1- The most likely reason is **that label is not 4x6 inch format**, Please back to where you download the labels (eBay, Shopify, Etsy etc.), change format from 8.5x11 inch to 4x6 inch, then download and print again.

Step2- If you switch the label, please **recalibrate the printer** when switching label paper and **set the right paper size** on computer before printing.

Method of recalibration: Load at least 5 consecutive sheets of labels into the printer. Press and hold the feed button until the light flashes 2 times, then release the button.When the printer prints several blank labels and intelligently returns the labels, the calibration is complete.

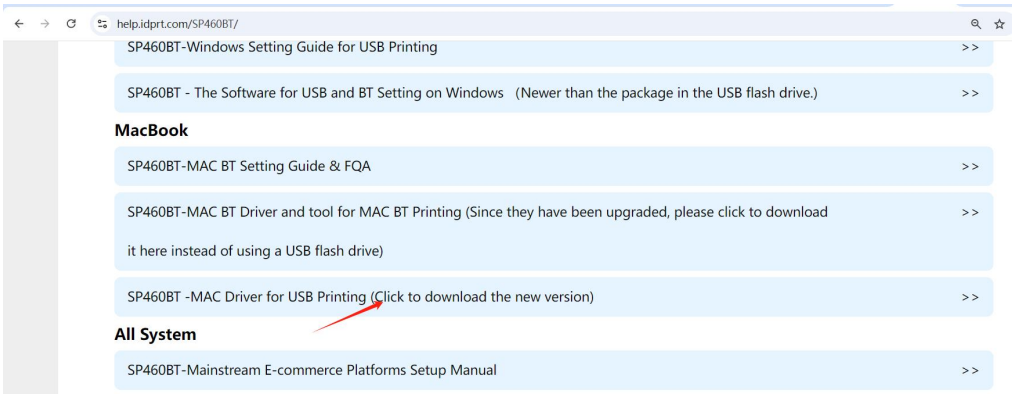
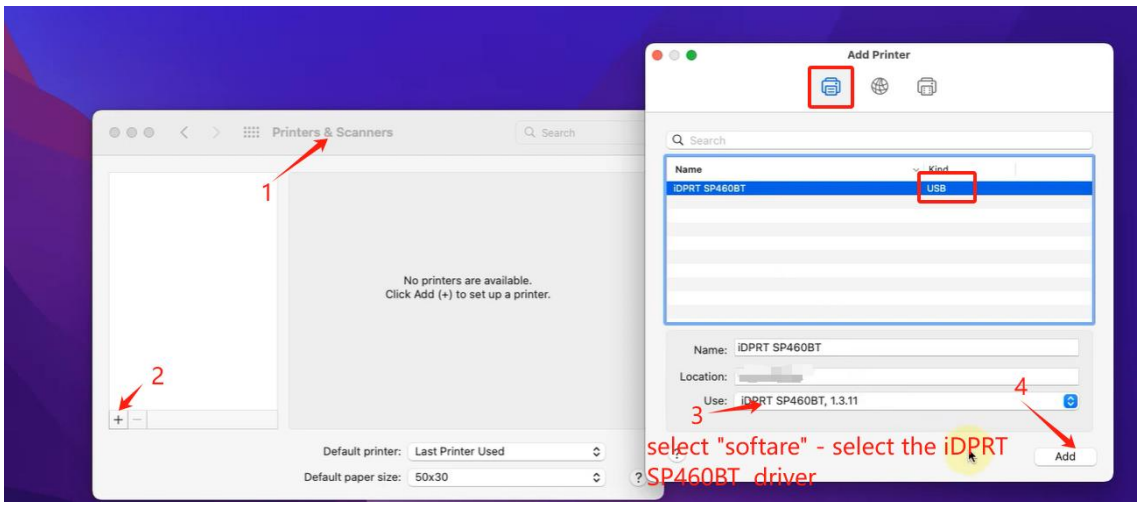
Method of setting paper size: Open any PDF with preview - Click " File-Print " to set the printing preference.

● Mac OS USB Setting Guide

1. How to setting USB printing on Mac OS?

(1) Step1- Start the printer and connect with USB cable

(2) Step2-Download the latest version of the driver from the website help.idprt.com/SP460BT/



(3) After install the driver, add the printer for USB printing