

# Troubleshooting- iDPRT SP460BT

## 1. Bluetooth can't be connected?

**Step1**-Please make sure that the Bluetooth of the printer and device is turned on (Note:Don't connect directly to the Bluetooth)

**Step2**-Please make sure the software for your Bluetooth connection is up to date.

**Windows-** Download the Software "Hanin Drive Management" from <https://gj.herelabel.top/> (This software is used to download USB and BT driver, Bluetooth printing settings)

**Mac OS-** Download the application "Driver BT Tool" from <https://help.idprt.com/SP460BT/> (This application is used to download Bluetooth drivers, Bluetooth connections and printer settings)

**iphone or Android-** Download the APP "HereLabel" from APP Store or Google Play, then connect to Bluetooth in the APP.

**Step3**-Since Bluetooth printers can't be connected to multiple devices at the same time, if you find that you can't connect or Bluetooth can't search for the corresponding printer model "SP460BT-\*\*\*\*", please check whether the Bluetooth of other devices has automatically connected to the printer. If others has been automatically connected, please disconnect them.

## 2. Print Blank?

**Step1**-Please check whether the front and back of the thermal paper are right. The thermal coating side should face up.

**Step2**-Please make sure you have followed the “Graphic guide” to set up (<https://help.idprt.com/SP460BT/>)

**Step3**-If you are using a PC to print and the labels are blank, open the “Print Queue” and check if there are any failed jobs. If so, cancel them.

**Step4**-If you are using Bluetooth printing, please make sure no other devices have automatically connected to the printer Bluetooth. Since Bluetooth printers can’t be connected to multiple devices at the same time. If others has been automatically connected, please disconnect them.

### **3. The printed content is in the wrong position?**

**Step1**-If the printed content is small or one-sided, it is most likely because your document is not 4X6. Please return to the location where you downloaded the PDF document, select 4X6, and re-download the PDF.

**Step2**-Please make sure the printer's paper size, document size, and thermal paper size are consistent.