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OVERVIEW

Congratulations on your purchase of Jiose Printer. Jiose is your loyal business partner offering commercial solutions to batch label printing.

Please take a moment to follow this user guide, as incorrect operation may result in unsatisfactory print quality, a poorer user experience, or even damage to your printer or injury.



Highly Recommended: Watch the Quick Setup Video!

In the USB drive included with this label printer, there are short videos. It will guide you on how to set up the printer in a way that best suits your needs. You may also visit our website www.jioseprinter.com, which offers FAQs, live chat, and phone calls to help solve some problems quickly.

PACKAGE CONTENTS

Check that the package contains the following items before using the label printer. If any item is missing or damaged, please contact us.



Label Printer



Fan-fold Labels



User Manual



Power Adapter



USB Cable



USB Drive



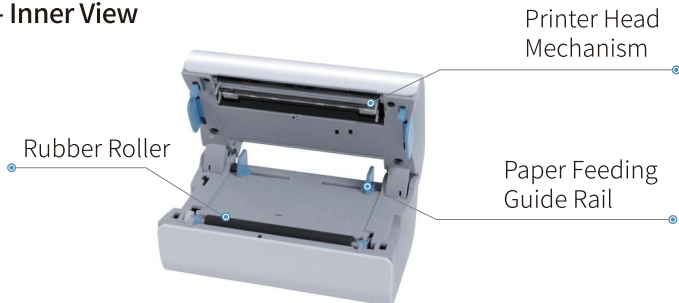
USB Type-C Adapter

► Note

Installation drivers and setup guides for Windows/MacOS can be downloaded from the Jiose official website or found on the provided Jiose USB drive.

MACHINE COMPONENTS

- Inner View



▶ How-to Open:

Press the both **Push Buttons** on the side at the same time to open the printer.

- Rear View



PRINTER CONNECTION



► Warning

Make sure the printer is OFF (O=OFF) before plugging in the power cable. Otherwise, it will affect the service life.



1. Ensure the printer power is OFF (O=OFF)



2. Connect the power cable
(Make sure your adapter is connected to the power cable tightly.)



3. Connect the USB cable
(If your computer has only Type-C interface, please use a Type-C USB cable or USB-C to USB Adapter.)



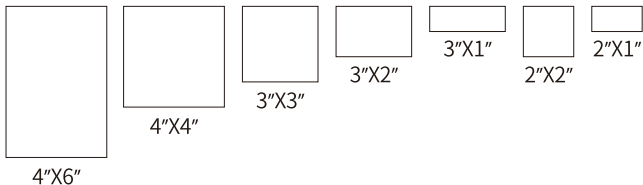
4. Turn the power ON (I=ON)

LED LIGHT INDICATOR

Light	Description	Troubleshoot
Solid Blue	Normal operation	
Flashing Blue	Printer head is overheated	The printer job will resume itself after cooling.
Flashing Red (once per second)	Paper shortage	Reload label to check if label is loaded correctly.
Flashing Red (twice every second)	Lid is not closed	Close the lid properly.
Solid Purple (or white)	Firmware upgrade mode	Restart the printer to restore normal.
Flashing Purple (or White) with beeps	Wrong power adapter	Use original power adapter or contact customer service.

LABEL SETUP

Label Standard Size



1. Automatic Label Identification

(Load label without opening the printer)

- ① Connect the printer to the power and turn it on.
- ② Adjust the guide rail (refer to picture a).
- ③ Insert the label deeply and straightly along the guide rail with no gaps or deviations (refer to picture b).
- ④ Once the printer detects the label, it will automatically catch the label and roll it back and forth. When finished, the label will be positioned at the tear-off point.



(a)



(b)

2. Run the Intelligent Label Study

- ① After the Automatic Label Identification, **press the Feed Button until you hear one beep**, then release it (refer to picture c)
- ② The printer will move the label back and forth at the previous 2 joints of the label, to study the label size, thickness, and gap size of your label (refer to picture d).
- ③ After studying the label, the printer will be positioned at the tear-off point so that not a single sheet of paper is wasted.
- ④ Then the printing can begin.



(c)



(d)

► Note

When loading the printer with labels of different sizes, please run the Intelligent Label Study process before printing.

FEED BUTTON MODE

Desired Action	Execution
Run the Intelligent Label Study	Insert label, press and hold the Feed Button until hearing one "beep" sound. ※ Each time you change your label, run the Intelligent Label Study process.
Print a technical test page	Load the paper, press and hold the Feed Button until you hear a sequence of two beep sounds (one short "beep" followed by "beep beep").
Restore factory setting	Press and hold the Feed Button until you hear three beep sounds. (a single "beep", followed by "beep beep", and concluding with "beep beep beep".)
Skip a label	One Click the Feed Button while the printer is on standby. (i.e. nothing is being printed)
Pause printing	One Click the Feed Button while printing many sheets.
Resume printing	One Click the Feed Button again to resume printing from a pause.

DRIVER INSTALLATION FOR MACOS & WINDOWS

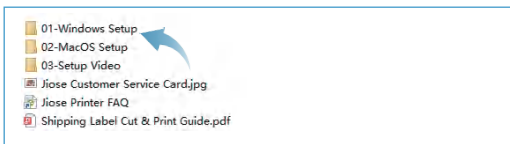
Thermal Label Printer Driver Installation for Windows

The following is a picture example of the installation steps of the thermal printer J500/J500BT.

- I. Insert the USB drive that came with the package to computer.



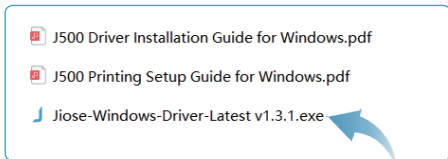
- II. Open the Windows Driver folder to get the driver file and install it with the following steps (or visit website: www.jioseprinter.com to get it).



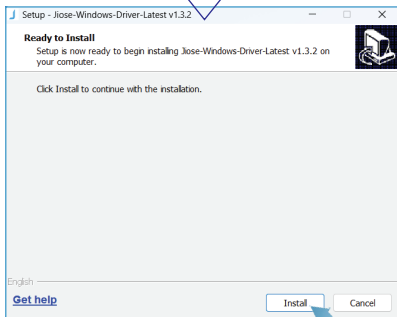
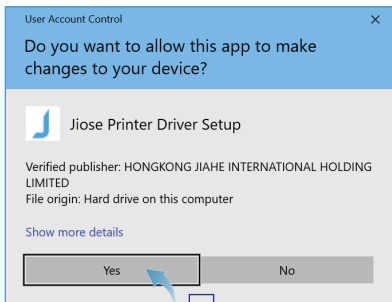
► Note

Make sure the label printer is connected to your computer with the USB cable and turn it ON (I=ON) before installation.

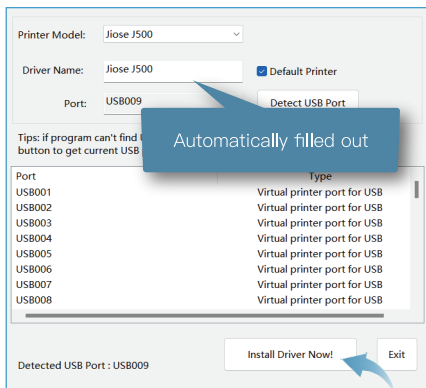
01. Double click the Windows driver file to install it.



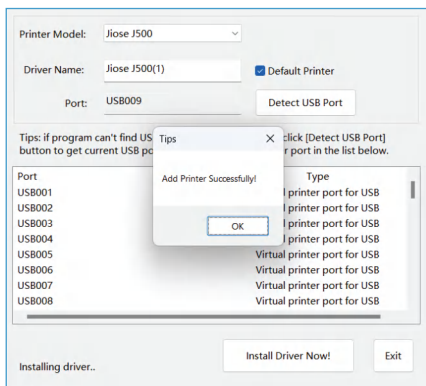
02. Click "Yes" to allow the installation.



03. Then, it will show as below, (The Port should be automatically filled out by USB001 or USB002, USB003,...). Click the "Install Driver Now" as the arrow pointed.



04. Finally, the page will display "Add Printer Successfully!" (Tips: If you do not see the successful dialog box, please proceed with the following troubleshooting steps.)

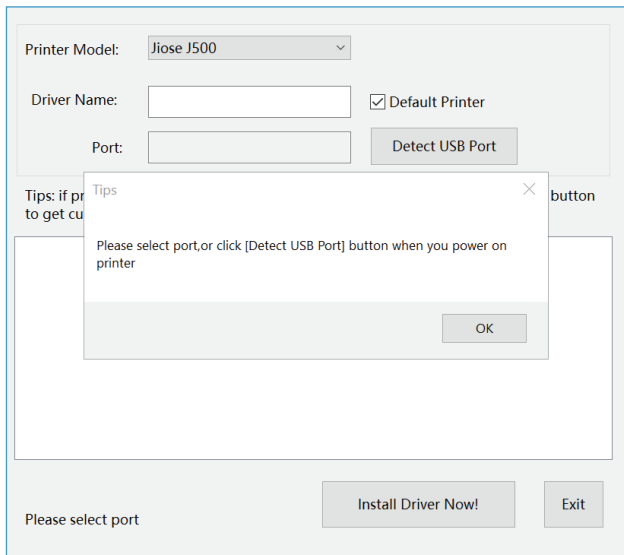


05. OK, the driver installation has been completed if you see the "Add Printer Successfully!" dialog. You may close the dialog now and try to print a sample shipping label.

Otherwise, you may need to follow the troubleshooting steps to install the printer properly.

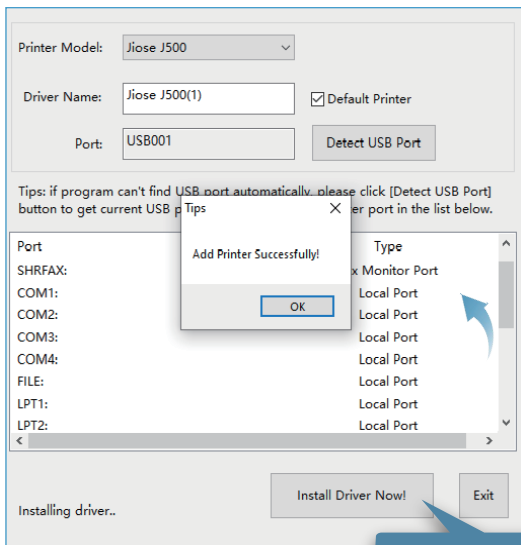
► Note

If the printer is not connected to the computer and power on, the driver wizard will be unable to detect the port. In addition, it will display a error message with tips when you click "Install Driver Now".



At this point, connect the printer to your computer using the USB cable and turn it on.

Then, click "Detect USB Port" again and the USB port should be able to be detected normally. You can click the "Install Driver Now!" button now to install the printer.



► Tips

The driver is designed to be compatible with different versions of Windows system currently available in the market (Win 7 or newer). The installation process should be simple, similar to installing other softwares. If you encounter any challenges and need assistance, feel free to reach out to our customer service for guidance.

Thermal Label Printer Driver Installation for Mac

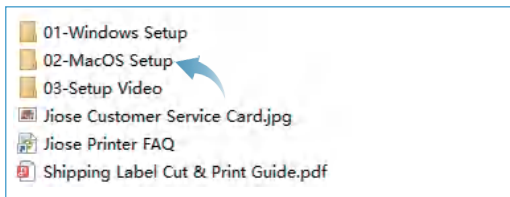
The following is a picture example of the installation steps of the thermal printer J500/J500BT.

I. MacOS Driver installation

01. Insert the USB drive that came with the package to computer.



02. Open the MacOS Driver folder to get the driver file and install it with the following steps (or visit website: www.jioseprinter.com to get it).



► Note

Before installation, make sure that the label printer is connected to your computer with the USB cable and power on. This will allow the driver wizard to automatically identify the printer model.

03. Double-click on the *.dmg driver file to open the file.



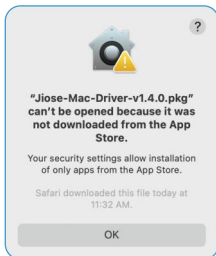
04. It will show as below. Double-click on the *.pkg file to run the installation wizard.



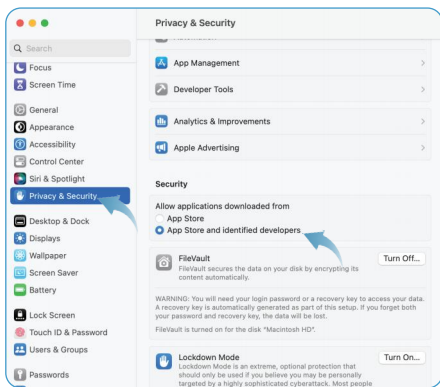
► Note

It may display a message that the file can't be opened because of security settings. Don't worry, you just need to perform the following steps to grant access.

(Tips: You can skip this step if you don't see this message or if you already know how to install a third-party software on MacOS and prefer to do it in your own way.)



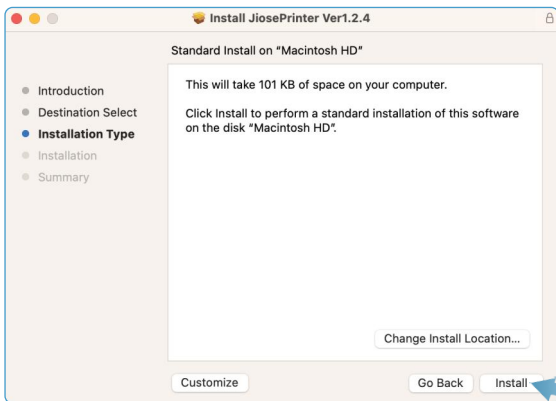
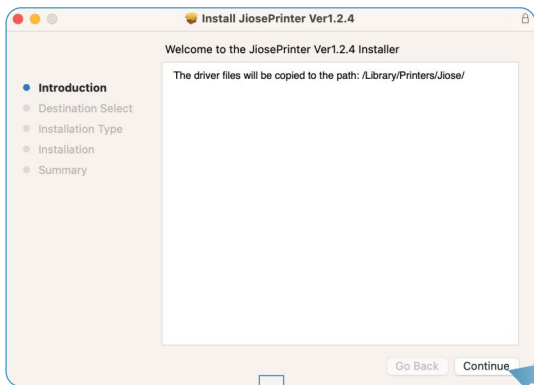
1. Open "System Preferences" on Mac from the Apple menu.
2. Click the "Privacy & Security" tab as the arrow pointed. Then scroll down to find "Security", select "APP Store and identified developers". Then try again to install the driver.



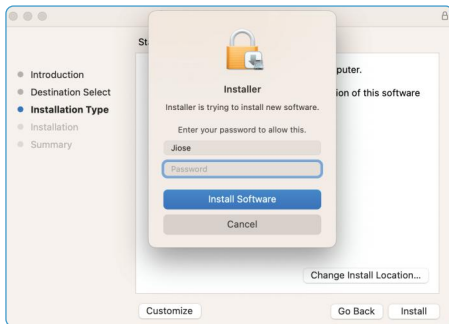
► Note

As MacOS updates its security policies periodically, if you are using an older version of MacOS, or encounter other difficulties, please contact our customer service for assistance.

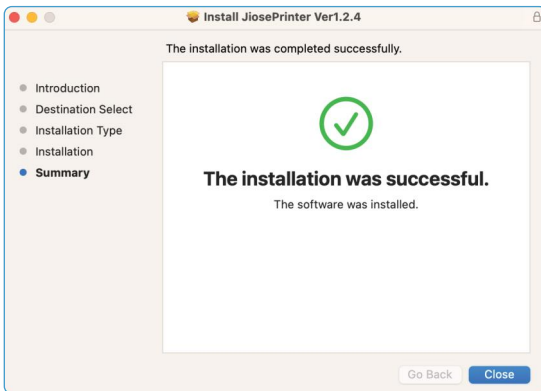
05. Double-click on the *.pkg file to start the installation wizard, then click "Continue" and follow the onscreen instructions.



06. Please grant authorization with account password, depending on your Mac's security Settings.



Finally, it shows the driver is installed successfully. Please click "Close" to finish the installation.

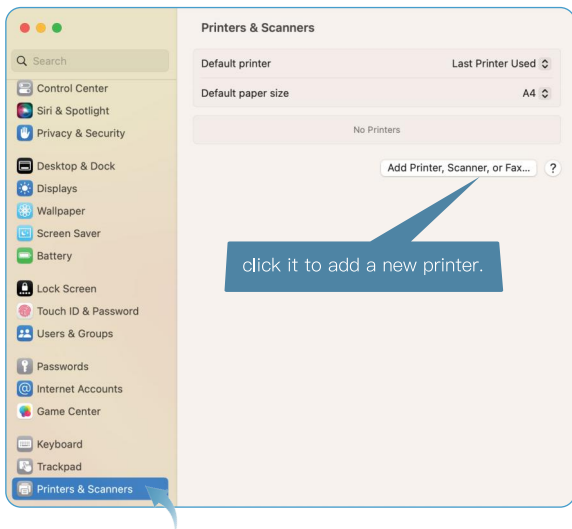


At this moment, the driver has been installed. In addition, you still need to add the printer to your Mac.

II. Add the Label Printer

01. Select "System Preferences" and open it.

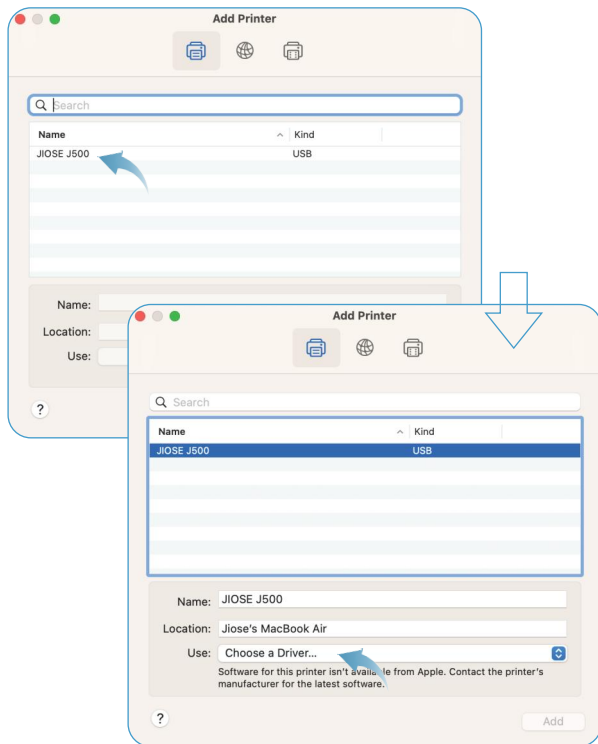
02. Select "Printers & Scanners" as the arrow pointed, then click "Add Printer".



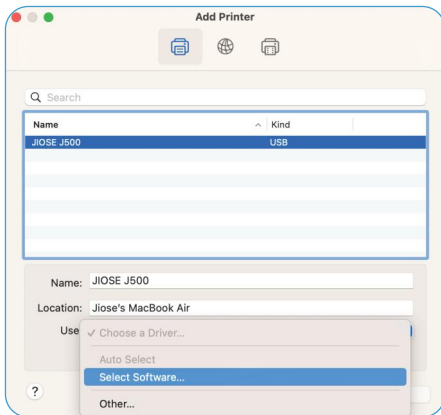
► Note

Before adding printer, make sure that the printer is connected to your computer with the USB cable and turned on. This will allow the driver wizard to automatically identify the printer model.

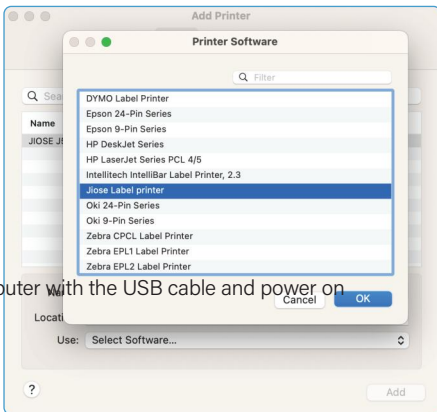
03. The JIOSE J500 will appear automatically, just click on it to continue. It will show as below. (If the printer is not listed here, check if the printer is connected to the computer and turned on.)



05. Then, click the "Select Software" in the "Use" drop-down box.

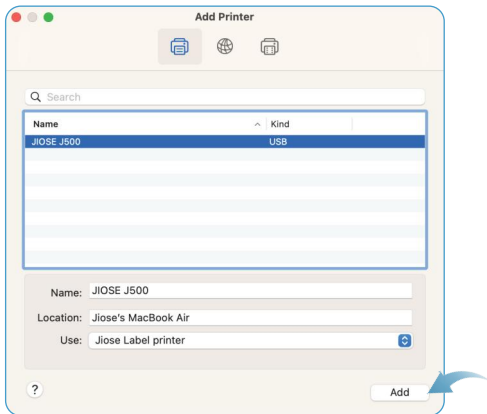


06. Select the "Jiose Label Printer" and click "OK" to continue.

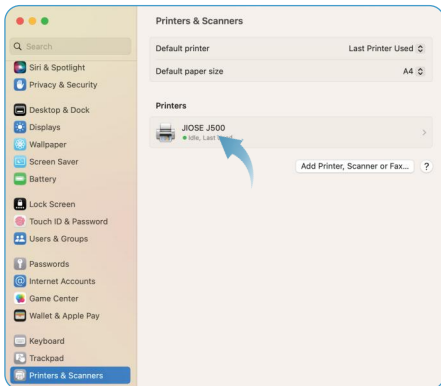


to your computer with the USB cable and power on

07. Click "Add", and the JIOSE J500 printer is added to your computer successfully.

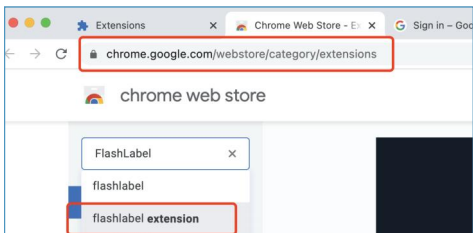


08. Ok, the driver installation has been completed. You may now close the window and learn how to set the parameters for your most commonly used settings or try printing a sample shipping label.

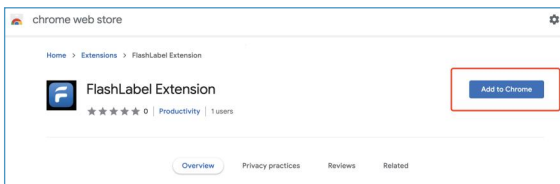


ChromeOS Installation


1. Go to Chrome Web Store, search for "Flashlabel Extension".
(<https://chrome.google.com/webstore/category/extensions>)



2. Add FlashLabel Extension to Chrome.




3. Click on the FlashLabel Extension to open the setting page and click Add.



chrome.google.com/webstore/detail/flashlabel-extension/hgcmpliohmfakfdjpmniedggtemhg/related

chrome web store

Home > Extensions > FlashLabel Extension

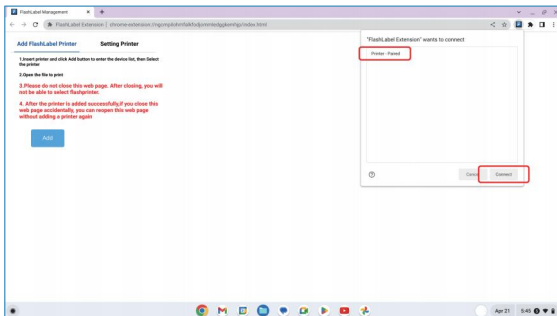
 **FlashLabel Extension**
★★★★☆ 0 | Productivity | 1 users

Add FlashLabel Printer **Setting Printer**

1. Insert printer and click Add button to enter the device list, then Select the printer
2. Open the file to print
3. Please do not close this web page. After closing, you will not be able to select flashprinter.
4. After the printer is added successfully, if you close this web page accidentally, you can reopen this web page without adding a printer again

Add

4. Select "Printer" (or shown as "Unknown device from Memory Corp") and click on Connect (Remember to connect the printer to your computer with the USB cable and power on).



FlashLabel Management

chrome.google.com/webstore/detail/flashlabel-extension/hgcmpliohmfakfdjpmniedggtemhg/related

Add FlashLabel Printer **Setting Printer**

1. Insert printer and click Add button to enter the device list, then Select the printer
2. Open the file to print
3. Please do not close this web page. After closing, you will not be able to select flashprinter.
4. After the printer is added successfully, if you close this web page accidentally, you can reopen this web page without adding a printer again

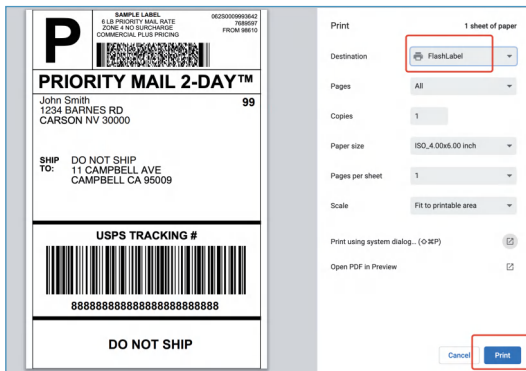
Add

"FlashLabel Extension" wants to connect

Printer - Pajet

Cancel **Connect**

5. You are all set now, please choose Flashlabel as destination and print the labels you need!



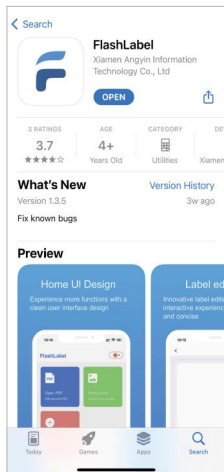
► Notes

1. There is no need to configure the printer when the configuration notification pop-up after setting up since we are using the extension to add printer to Chromebook;
2. Please open the extension page and keep the page active when printing;
3. The Flashlabel Extension is developed for ChromeOS, not for Chrome Browser in Windows or MacOS.

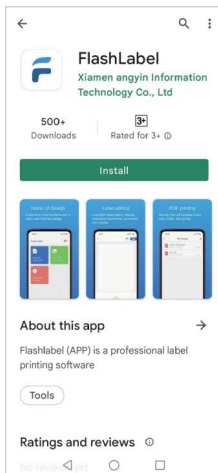
BLUETOOTH INSTALLATION

Notice: This section is specific to model J500BT equipped with a Bluetooth module and does not pertain to model J500 without the Bluetooth module.

1. Please search and download "FlashLabel" from App Store or Google Play.



IOS

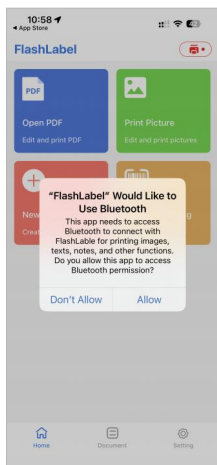


Android

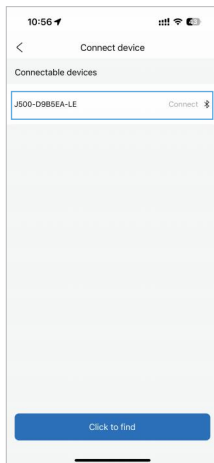
► Note

- Android phones need to use version Android 9.0 or above.
- For some Android devices, granting location permission is necessary to use the app because Bluetooth is considered a part of the location permission. It doesn't actually need the user's location information to run.

- > 2. Open "FlashLabel" to run the app and click "Allow" if the app asked for Bluetooth permission.



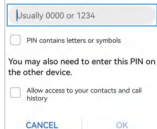
- > 3. Connect Bluetooth from the App to pair the printer. (Notice: Be sure to connect Bluetooth **only** from the APP, not from the Android/iOS system Bluetooth Settings.)



► **Note:**

When connecting to the printer via Bluetooth, Android users may be required to input a PIN code. If prompted, try using "0000" (or "1234") as the code.

Bluetooth pairing request



- > 4. Load the file that you want to print (PDFs, photos, and customized labels can be printed).

Pro Tips

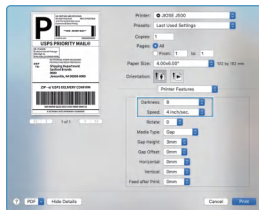
- > Each time you load the printer with another label size, run the intelligent label study to let the printer learn the label size before printing.
- > To skip a label, one-click the Feed Button while the printer is on standby. .
- > To print a technical test page, press and hold the feeder button until you hear two short beeps. The technical page helps you determine if the printer is working properly.
- > Avoid poor quality labels as they may damage the printer.
- > Regularly clean the printer head.
- > If label is jammed, turn off the printer, unplug the power cable, and allow the printer head to cool down. Open the cover and ensure that the rubber is clean. If dirty, use alcohol wipe to clean the head. Allow the area to dry off before turning the printer on.
- > Connect the printer to the same USB port on your computer every time. This will avoid creating duplicate copies of the printer in your operating system.

Printing Preferences

This section helps Windows and Mac users effortlessly locate the configuration options for customizing the page size, print speed, and density (darkness) of labels.

For Mac:

Open the Print dialog box by selecting File > Print, to access the Darkness and Speed options, you need to switch from "Preview" option to "Printer Features":

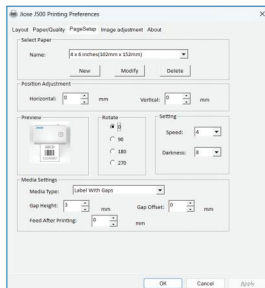


► Tips:

If the printed content is not centered enough, the Horizontal and Vertical options can be adjusted to shift the printed content accordingly.

For Windows:

Go to the "Control Panel" (or "Settings") find "Printers and Devices", right click on "Jiose J500"(or other model), select "Printing preferences" > "Page Setup".



Specifications

Method	Direct Thermal
Resolution	203 dpi, 8 dots/mm
Max Printing Speed	180 mm/s (7 inch/s)
Paper Width	40~110 mm (1.57"~4.3")
Paper Thickness	0.06~0.254 mm
Power Adapter	DC 24V/2A
Printing Life	TPH 100 KM
Connection	USB (Optional with Bluetooth)
Weight	1.59 lbs / 0.72 kg
Dimensions	176x 110x 93mm (L*W*H)
Supported System	Windows/Mac OS (Print via USB cable) iOS/Android (Print via Bluetooth)
Operating Environment	Temperature: 0 to 45°C Humidity: 10% ~ 80%
Storage Environment	Temperature:-10 to 50°C Humidity: 10% ~ 90% (Non condensing)

MAINTENANCE

Printer Head Cleaning Steps:

1. **Make sure to turn off the printer and unplug the power cable.**
2. Open the cover, wait until the printer head cools down. It can be very hot after printing.
3. Use an alcohol swap (not water) to completely clean the printer head.
4. Wait until the alcohol has completely vaporized, then close the cover.
5. Connect the power cable and print a test page to check if it is clean.

SAFETY NOTICES

1. The printer head can become very hot after printing labels. Do not touch the printer head.
2. Do not bend the power cable excessively or place objects on the cable.
3. Do not use the printer if you find any irregularities as these could result in fire or electrocution.
4. Use only approved accessories and do not try to disassemble or repair the unit by yourself.
5. Keep the printer away from water and other objects that could penetrate the components.
6. Please unplug the printer when it is not in use for long periods of time.

> Q1: Why does the printer print blank labels?

Answer: There may be several reasons for printing blank pages, please check step by step:

(1) The most common reason is that the labels are loaded upside down, especially for beginners for a thermal printer. When inserting labels into the printer, make sure the printable side is facing the upper side.

(2) Ensure that the type of your labels in use is "Direct Thermal". Another label type called "Thermal Transfer" can not be used on a direct thermal printer, although they may appear similar.

(3) Check that the printer lid is closed tight.

(4) If the above steps didn't help. Please run the "Intelligent Label Study" process. This helps if the printer is skipping blank labels.

> Q2: When the printing is not sharp or dark enough, how to adjust the density and printing speed?

Answer: Try to adjust your printing speed or increasing the darkness setting will result in a darker print. (If the printing speed is set too high, and darkness too low, labels may come out faint.)

For Windows: go to "Printer Preferences" to open the dialog, and lower the speed or increase the darkness.

For Mac: go to File > Print, to access the Darkness and Speed options, you need to switch from "Preview" to "Printer Features".

Note: The most common reason for low-quality prints is due to the low-quality source file. For example, if your original label file was designed for an 8.5"x11" size printer and you printed the label by manually taking a screenshot with low resolution, the resulting labels would have poor quality. In this case, we recommend obtaining a higher-quality source file instead of relying on screenshots. Alternatively, please contact our customer service, and we will provide appropriate advice based on your situation.

> **Q3: How to crop a full size 8.5" x 11" page to a 4" x 6" label?**

Answer: Two suggestions could help you print the 4"x6" label:

(1) Set the format to 4"x6" in the background of the platforms and regenerate the PDF before printing. Platforms, including Etsy, UPS, and others, may send you an 8.5"x11" label by default when you purchase a shipping label, you may need to change the default format to 4"x6" before purchasing.

(2) Use the snapshot function of Adobe Acrobat Reader software (which is free) to cut and print the label to 4"x6" if you already get an 8.5"x11" label in pdf format.

> **Q4: Printer is skipping labels or continuously feeding?**

Answer: There are two main reasons why this is happening:

(1) The printer has not yet learned the size of your label (most common). To fix this, manually run the "Intelligent Label Study" process (refer to page 07).

(2) The selected page size in the printer driver or your printing software does not match the actual label size in use. The printer is designed to accommodate small errors (about 2mm), but if the selected paper size is too large or too small, skipping labels is possible. Please check if you have selected the correct label size before clicking Print.

For Windows, go to "Printer Preferences" -> "Page Setup" and adjust the label size to match the actual label size. Or select the page size from the Print dialog directly, the default value is typically 4x6 inches.

For Mac, you can change the label size during the printing interface when printing labels.


Note: The software you used to print (e.g. Chrome Browser) labels can override the driver's default label size setting and send the print job in a larger / smaller size to the printer. Remember to select the right label size before printing with your software.

SUPPORT AND WARRANTY

Your Jiose printer is covered by a one-year warranty. You're welcome to visit our website: www.jioseprinter.com to get the live support, latest driver, platform setup guide and FAQs.

 Jiose Email: support@jioseprinter.com

 LiveChat: www.jioseprinter.com (Recommend)

 Jiose Tel: +1 281-236-7202

Service Hours: Weekdays from 9:00am to 18:00pm PST.

Scan QR Code below to CONTACT Jiose TECH SUPPORT Directly or email support@jioseprinter.com



Website

Jiose J500BT v4.02