#### TROUBLESHOOTING COMMON ISSUES



# PM-245-BT Troubleshooting

Here are some tips for troubleshooting common issues.

Windows & MacOS

# Content

1. Feed Button LED Status issues	4
1.1 Red flashing quickly (twice per second)	4
1.2 Click print, the label backwards and exits the roller	6
1.3 Red flashing slowly (once per second)	7
1.4 Solid red	7
1.5 Click Print, the printer blinks blue	7
1.6 Blue flashing quickly	8
1.7 Click print, the printer lights purple and keeps going back and forth	9
2. Printing issues	10
2.1 Printing blank labels	10
2.2 Barely see a shadow of anything printed	13
2.3 Poor printing quality / ink is blurry	14
2.4 Barcode or QR code would not scan	17
2.5 Kept getting paper jam error notifications from mobile device	20
2.6 Print halfway or the first third of the label then stop or jam up	21
2.7 Prints only the left/right half of the label	24
2.8 Doesn't calibrate properly / labels are cut off / Skipping labels	24
2.9 It wouldn't feed the label	28
2.10 Click print, the printer keeps going back and forth	29
2.11 Prints too small	30
2.12 Doesn't line up and prints crooked / Doesn't align well / Never stays center	
3. Bluetooth Troubleshooting	38

3.1 Bluetooth disconnects frequently
3.2 Click Print, Bluetooth disconnected
3.3 Not compatible with iPhone / The official Bluetooth standard is not supported
3.4 PC or macOS Bluetooth not supported? 40
4. Labels issues40
4.1 Printer comes with a small quantity labels40
4.2 Labels folded inside the printer and stuck together 40
4.3 Hard to position the sticker roll feed correctly / it doesn't have a roll holder40
4.4 Printer does not print color40

# **1. Feed Button LED Status issues**

# 1.1 Red flashing quickly (twice per second)

Reason 1: Paper Shortage:

Straightly and smoothly insert label, printer will automatically feed it. Hold Feed Button until the blue light

flashes 2 times for label calibration.



Reason 2: Label paper detection error, paper state is determined by the printer as no paper state:

(1)Transparent Label with black mark?

Learn the label with black mark:

Open the cover and put the label in, then close the cover. Hold the Feed button til the blue light flashes 3

times, then release the Feed button.



Video(Learn Black Mark Labels): https://www.youtube.com/watch?v=1F26Q3EvT1U&list=PLkFsmMLq8\_heJ

#### Wd4-IKWMfWz0Dj1a-M6y&index=4(2)Gap label (Includes round / circular label)?

Run the Sensor Calibration:

Open the cover and put the label in, then close the cover. Hold the Feed button til the blue light flashes 2

times, then release the Feed button.



Video(Learn Gap Labels): https://www.youtube.com/watch?v=vj2GJkR6yaw&list=PLkFsmMLq8\_heJWd4-IK

WMfWz0Dj1a-M6y&index=3

#### Still flashing red lights?

Contact us:

Tel:+1 833-940-3818

Office Hours: Mon-Fri 9AM-5PM(US EST)

Email: support@labelife.net

Could you please take some video of the problem for us to check?

We will provide faster and better solutions for you.

# 1.2 Click print, the label backwards and exits the roller

The discrimination threshold of the front sensor can change during daily use. We recommend: upgrade

firmware to solve the problem.

#### (1)Firmware upgrades with mobile device

Click Firmware Upgrade in the App to check whether it is the latest firmware version



(2)Firmware upgrades with computer

Download Labelife PC Software and complete install:

https://www.labelife.net/#/download

Connect the printer to computer via USB cable. Go Help -> Firmware, click Firmware Upgrade. If Labelife is no response after Firmware Upgrade, please wait a moment: the network speed may be slow. After upgrading the firmware, please restart the printer and try to print again to check whether it can print properly.



## 1.3 Red flashing slowly (once per second)

Reason: Cover is not closed:

Operation: Please install the label paper, check whether the printer cover is tightly closed. When the cover is closed, the indicator light will always be blue, that is, the print ready state, you can carry out normal printing.

# 1.4 Solid red

Printer head is over-heated:

Leave the printer alone for 15-30 minutes to resume printing.

## 1.5 Click Print, the printer blinks blue

Reason: Paper jam

Operation: Turn off the printer and open the top cover of the printer to remove the label paper. The label will

be intact again loaded, close the cover. Turn on the printer, the indicator light is always blue, the printer can

print normally.

Note: If there is any adhesive residue, please clean the print head before loading the label paper.

Video(Cleaning the print head):<u>https://youtu.be/P2uwHWfHZBY</u>

(2)Label detection error:

Measure the label length and width Dimensions to check that they match the dimensions of the labels

created and sent to printer from your mobile device or computer.

# 1.6 Blue flashing quickly

Reason: Wrong media tracking

Operation: Check your label type

(1)Gap Label?

Open the cover and insert the label, then close the cover. Press and hold the paper feed button until the blue

light blinks 2 times, then release the paper feed button and calibrate the paper to finish.



Video(Learn Gap Labels): <u>https://youtu.be/zrbjjwWpFV4</u>

(2)Label with black mark?

Open the cover and insert the label, then close the cover. Press and hold the paper feed button until the blue

light blinks 3 times, then release the paper feed button and calibrate the paper to finish.



Video(Learn Black Mark Labels): <u>https://youtu.be/OuCeCyjlbK4</u>

#### (3) Continuous paper?

Straightly and smoothly insert paper, printer will automatically feed it and feed 300mm (Printer factory defaults is gap label. Printer will feed 300mm to detect gap position.). Set the paper type to continuous on your mobile device or computer and print the first task. The parameter of printer paper type will be overridden to continuous paper.

# **1.7 Click print, the printer lights purple and keeps going back and forth.**

Reason:The probability is that the computer has placed a print job that the printer cannot recognize and parse.

Operation: 1、Turn off the printer,Remove the printer USB cable, and turn on the printer. To restore factory settings: Hold the Feed Button til the blue light blinks 4 times,then release.

2、Clear the print job on the computer or mobile device. Check the printer model when clicking Print:

confirm that it is the current printer model.

Video(restore the factory settings): https://youtu.be/4APXUAhG4\_c

# 2. Printing issues

# 2.1 Printing blank labels

1.Please ensure your labels are "Direct Thermal" labels and properly loaded (The print side is facing up).



2.Ensure you are using the factory-supplied(24V 2.5A) power adapter



3.Please try to restore the factory settings and restart the printer several times: When the printer is in

standby, press and hold the feed button for about 10 seconds after the blue light blinks 4 times, release the

feed button.

Video(restore the factory settings): https://youtu.be/4APXUAhG4\_c

4.Try to print out test page

-> Press the Feed Button and hold it until blue light flashes 1 time, then release. Printer will print a test page.

If test print looks good, please try to print your label again.

Video(Print out test page): https://youtu.be/3J\_HfVoYa\_w

#### Problem not solved? Try to reset the printer parameters

(1)Printing from computer

#### **Windows**

1.Go to "Control panel": Click on "This PC", input "Control panel"-> "Devices and Printers" -> Right click on your Label Printer -> choose "Printer Preferences" -> Go to "Option". Reset the printer parameters as shown

#### below

2.Try to print the Labels-Sample PDF, you can get it from pm245.labelife.cc-> Manuals

💻   🖓 📃 🖛   This PC	
File Computer View	
<ul> <li>← → ∨ ↑ ⊆ con ∨ →</li> <li>Contacts control panel</li> <li>③ 3D Objects</li> <li>Decision</li> </ul>	
Documents     Downloads     Music     Pictures     Videos	Hardware and Sound View devices and printers Add a device Adjust commonly used
	Layout Page Setup Graphics Option Command Study gap label Adjust the sensor Settings Print Speed: 5 V Print Density: 8 V
PM-241       See what's printing         V       Set as default printer         Printing preferences       Notes	Adjustment Horizontal: 0.00 in Vertical: 0.00 in Media Handling Post-Print: None ~
Printer properties Create shortcut Remove device Troubleshoot	Occurrence:     After Every Page       After-print:     0.00       Size units         Image: matrix in the second se
Properties	OK Cancel Apply

#### ②macOS

1.Open a desired file, File->Print->Page Option, Reset the printer parameters as shown below

#### 2.Try to print the Labels-Sample PDF, you can get it from pm245.labelife.cc-> Manuals

	Feature	Sets:	Page Options	:	
Horizontal Offset:	0mm	0			
Vertical Offset:	0mm	0	*		
Rotate:	180 📀				
Feed Offset:	0mm (	0			
RoundLabel:	No 📀				

#### ③Not your computer system?

Contact us: Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email: support@labelife.net Could you please take some video of the problem for us to check? We will provide faster and better solutions for you.

#### (2)Printing from mobile device

1.Please upgrade Labelife APP to the latest version! Reset the printer parameters as shown below

#### 2.Try to print the Labels-Sample PDF, you can get it from home page

	Labelife	8 🖨	<	Device connec	ction	<	PM-241-BT
	0.07.002.004					Name	PM-241-BT
Open PDF			My Device	S		Bluetooth Address	60:6E:41:DB:FA:3E
Crop and print P	DF files	PDF	★ PM- 60:6	• <b>241-BT</b> E:41:DB:FA:3E	Connected	SN	Q233000000000
						Firmware Version	V2.5.6
Print Images	es		Available c	levices nearby		Connection Status	Connected
						Print Offset	(0.0 mm , 0.0 mm ) >
My Documer Saved aml and P	n <b>ts</b> DF files						
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New Label Create a new lab	el	Ð		Q			
💂 Tutorial Vi	deos	>		Searching			Disconnect 3 Reset Printer

#### Problem not solved?

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We will provide faster and better solutions for you.

# 2.2 Barely see a shadow of anything printed

1.Clean print head:

Turn off the printer. Open cover and use the alcohol pads to wipe the print head and roller clean. (Any 75%

Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the cover and turn label

printer back on.

Video(Cleaning the print head): <u>https://youtu.be/P2uwHWfHZBY</u>

2.Ensure you are using the factory-supplied(24V 2.5A) power adapter

Туре I

Type II



3.Try to print out test page

-> Press the Feed Button and hold it until blue light flashes 1 time, then release. Printer will print a test page.

If test print looks good, please try to print your label again.

#### Video(Print out test page): <u>https://youtu.be/3J\_HfVoYa\_w</u>

#### Problem not solved?

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(2)Could you please provide a photo of the adaptor?
(3)Could you please provide the model and system version of your computer or mobile device?
(4)Could you please provide a photo of the serial number beginning with Q on the bottom of the printer?
(5)Could you please provide a photo of your printer's test page?
(How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.)
(6)Your order number and the date and platform of purchase.
We will provide faster and better solutions for you.

# 2.3 Poor printing quality / ink is blurry

1.Clean print head:

Turn off the printer. Open cover and use the alcohol pads to wipe the print head and roller clean. (Any 75%

Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the cover and turn label

printer back on.

Video(Cleaning the print head): <u>https://youtu.be/P2uwHWfHZB</u>

2.Please reduce the print speed and increase density

(1)Printing from computer

#### **<u>①Windows</u>**

Go to "Control panel": Click on "This PC", input "Control panel"-> "Devices and Printers" -> Right click on

your Label Printer -> choose "Printer Preferences" -> Go to "Option".

You can change the Speed and Density of your printing (Larger number means faster print speeds and

higher Density)

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File Computer View	
$\leftrightarrow \rightarrow \checkmark \uparrow \square con \checkmark$	$\rightarrow$
This PC control panel	
3D Objects Search for "con"	
Desktop	
Documents Desktop	Hardware and Sound
Downloads	View devices and printers
Pictures     Documents	Add a device
Videos	Adjust commonly used
	Layout Page Setup Graphics Option
	Command
	Study gap label Adjust the sensor
	Settings
	Print Speed: 5 V Print Density: 8 V
See what's printing	Adjustment
PM-241  ✓ Set as default printer	
Printing preferences	Horizontal: 0.00 in Vertical: 0.00 in
Printing preferences	Media Handling
Printer properties	Post-Print: None V
Create shortcut	Occurrence: After Every Page
	After-print: 0.00 in
Kemove device	Size units
Troubleshoot	● inch ◯ mm
Properties	OK Cancel Apoly

#### ②macOS

Open a desired file, File->Print->Page Option. You can change the Speed and Density of your printing

(Larger number means faster print speeds and higher Density)

Printer Features		G
Featu	ire Sets: Printer Settings 📀	
Media Tracking	Gap 📀	
Gap or Mark Height	3mm 📀	
Gap or Mark Offset	Omm 📀	
Darkness	Printer Default 📀	
Print Speed	4	
ColorOption	None 💿	
DegreeOfBlackRecognition	2 😳	
DegreeOfGrayRecognition	4 💿	
DegreeOfBlackRecognition: DegreeOfGrayRecognition:	2 😳	

#### ③Not your computer system?

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 $i\,$  . Could you please take some video of the problem for us to check?

 $\mathrm{ii}$  . Could you please provide Screenshots or videos of the print darkness and speed settings?

iii.Could you please provide the model and system version of your computer or mobile device?

 $\operatorname{iv}$  . Could you please provide the file you are using to print for testing?

 ${\rm v}$  . Could you please provide a photo of the serial number beginning with Q on the bottom of the printer?

vi.Could you please provide a photo of your printer's test page?

(How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.)

 $v \ddot{i}$  . Your order number and the date and platform of purchase. We will provide faster and better solutions for you.

(2)Printing from mobile device

Open Labelife -> Click Print. You can change the Speed and Density of your printing (Larger number means

#### faster print speeds and higher Density)

< Process PDF		< Print	Settings
Crop PDF LTL/F	Product		Mirror
Label Type		PM-241-BT	Collate 🕥
Gap Label Black	Mark Label	Copies	⊝ 1 🕀
Width/Height		Print quality	11(Recommend) >
4*4 in 4*6 in 4*8 in	Custom		
Label Orientation		Printing speed	4(Standard) >
		Print range	All pages
Content Orientation			
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K Back Print	1 4	1	Print

#### Problem not solved?

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## 2.4 Barcode or QR code would not scan

1.For DHL: Try to reduce the print density to 5, reduce the print speed to 2, and then try to print your label

again.

2.For others: Try to reduce the print density to 6, reduce the print speed to 3, and then try to print your label

again.

How to Reduce Print Speed and Density?

(1)Printing from computer

**<u>①Windows</u>** 

Go to "Control panel": Click on "This PC", input "Control panel"-> "Devices and Printers" -> Right click on

your Label Printer -> choose "Printer Preferences" -> Go to "Option". You can change the Speed and Density

of your printing (Smaller number means slower print speeds and lower Density)



		Layout Page Setup Graphics Option Command Study gap label Adjust the sensor
PM-241	See what's printing ✓ Set as default printer	Settings Print Speed: 5 V Print Density: 8 V Adjustment
	Printing preferences Printer properties	Horizontal: 0.00 in Vertical: 0.00 in Media Handling Post-Print: None
Ū.	Remove device Troubleshoot	Occurrence: After Every Page After-print: 0.00 in Size units  () inch () mm
	Properties	OK Cancel Apply

#### 2macOS

Open a desired file, File->Print->Page Option. You can change the Speed and Density of your printing

(Smaller number means slower print speeds and lower Density)

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Fea	ure Sets: Printer Settings 🧿	
Media Tracking	g: Gap 🜍	
Gap or Mark Heigh	t: 3mm 📀	
Gap or Mark Offse	t: Omm 📀	
Darknes	: Printer Default 📀	
Print Spee	i: 4 🜍	
ColorOptio	n: None 📀	
DegreeOfBlackRecognitio	n: 2 📀	
DegreeOfGrayRecognitio	n: 4 😒	

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vii . Your order number and the date and platform of purchase. We will provide faster and better solutions for you.

(2)Printing from mobile device

Open Labelife -> Click Print.

You can change the Speed and Density of your printing (Smaller number means slower print speeds and

lower Density)

< Process P	DF 🖪	< Print S	Settings
Crop PDF	LTL/Product		Mirror
Label Type		PM-241-BT	Collate
Gap Label	Black Mark Label	Copies	⊝ 1 ⊕
Width/Height		Print quality	11(Recommend) >
4*4 in 4*6 in	4*8 in Custom		((Standard) )
Label Orientation		Frinting speed	4(Standard) /
ABC		Print range	All pages
Content Orientation			
	নি		
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PRIORITY MAIL	2-DAY <sup>TM</sup>		
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K Back Print	1 🛱	P	rint

#### Problem not solved?

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 ${\rm v}$  . Could you please provide a photo of the serial number beginning with Q on the bottom of the printer?

vi.Could you please provide a photo of your printer's test page?

(How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.)

vii.Your order number and the date and platform of purchase.We will provide faster and better solutions for you.

# 2.5 Kept getting paper jam error notifications from mobile device

1. Clean print head: Turn off the printer. Open cover and use the alcohol pads to wipe the print head and

roller clean. (Any 75% Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the

cover and turn label printer back on.

Video(Cleaning the print head): https://youtu.be/P2uwHWfHZB)

2.Label size detection error:

Measure the label length and width Dimensions to check that they match the dimensions of the labels

created and sent to printer from your mobile device or computer.

3.Learn the label:

(1)with gap:

Open the cover and insert the label, then close the cover. Press and hold the paper feed button until the blue

light blinks 2 times, then release the paper feed button and calibrate the paper to finish.

Video(Learn Gap Labels): <u>https://youtu.be/zrbjjwWpFV4</u>

(2) with black mark:

Open the cover and insert the label, then close the cover. Press and hold the paper feed button until the blue

light blinks 3 times, then release the paper feed button and calibrate the paper to finish.

Video(Learn Black Mark Labels): <u>https://youtu.be/OuCeCyjlbK4</u>

4. Please reinstall the Labelife App and reconnect the printer.

#### Problem not solved?

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m iv}$  .Could you please provide a photo of the serial number beginning with Q on the bottom of the printer?

 $v \mbox{ Could you please provide a photo of your printer's test page?$ 

(How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.)

 $vi.\ensuremath{\text{Your}}$  order number and the date and platform of purchase.

We will provide faster and better solutions for you.

# 2.6 Print halfway or the first third of the label then stop or jam up

1.Ensure power connection

A. Ensure the wall plug has electricity by plugging another device into that same plug.

B. Follow the power cable to the adapter and check that the cable that goes to printer is plugged in all the

way into the power adapter.

C. Ensure the plug that goes into printer is fully inserted.

2. Please check whether the adapter works normally during printing. (Observe whether the indicator light

will go out.) And if you have another 24V 2.5A adapter, please try to use it to see if it can solve the problem.

Type II

Туре I



3.Try to reduce the print density to 6, reduce the print speed to 3, and then try to print your label again.

How to Reduce Print Speed and Density?

#### (1)Printing from computer

#### 1 Windows

Go to "Control panel": Click on "This PC", input "Control panel"-> "Devices and Printers" -> Right click on your Label Printer -> choose "Printer Preferences" -> Go to "Option". You can change the Speed and Density of your printing (Smaller number means slower print speeds and lower Density)

💻   📝 📗 🗢   This PC	
File Computer View	
$\leftrightarrow \rightarrow \checkmark \uparrow \blacksquare con \land \rightarrow$	
This PC control panel	
3D Objects Search for "con"	
Desktop	Hardware and Sound
Documents     Desktop	That dware and Sound
Downloads	Sal View devices and printers
Music     Documents	Add a device
Videos	Adjust commonly used
	Layout Page Setup Graphics Option
	Command
	Shudu and label Adjust the pagage
	Study gap label Adjust the sensor
Consultation minister	Setungs
See what's printing	Print Speed: 5 V Print Density: 8 V
PM-241  V Set as default printer	Adjustment
Printing preferences	Horizontal: 0.00 in Vertical: 0.00 in
Printer properties	Media Handling
	Post-Print: None ~
Create shortcut	Occurrence: After Every Page 🗸
Remove device	After-print: 0.00 in
Therefore	Size units
Iroubleshoot	inch     Omm
Properties	
	OK Cancel Apply

#### ②macOS

Open a desired file, File->Print->Printer Option. You can change the Speed and Density of your printing

(Smaller number means slower print speeds and lower Density)

Printer Features		4
Featu	re Sets: Printer Settings 🜍	
Media Tracking:	Gap 📀	
Gap or Mark Height:	3mm 📀	
Gap or Mark Offset:	0mm 📀	
Darkness:	Printer Default 📀	
Print Speed:	4	
ColorOption:	None 📀	
DegreeOfBlackRecognition:	2 😳	
DegreeOfGrayRecognition:	4 😒	

③Not your computer system?

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vi.Could you please provide a photo of your printer's test page?(How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.)

vii . Your order number and the date and platform of purchase. We will provide faster and better solutions for you.

(2)Printing from mobile device

Open Labelife -> Click Print.

You can change the Speed and Density of your printing (Smaller number means slower print speeds and

#### lower Density)

<	Process PDF	8	< Print	Settings
Crop PDF	LTL/P	Product		Mirror
Label Type	_		PM-241-BT	Collate
Gap Label	Black	Mark Label	Copies	⊝ 1 🕀
Width/Height			Print quality	11(Recommend) >
4*4 in 4	*6 in 4*8 in	Custom		
Label Orientation			Printing speed	4(Standard) >
ABC			Print range	All pages
Content Orientatio	on			
Preview	SAMPLE LARG. 00(50000004)			
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John 123 CAB	I Smith 99 4 BARNES RD 89 RSCN NV 30000		P	
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	DO NOT SHIP	× .	<b>S</b>	Page 1/1
K Back	Print	(1) 🛱	1	Print

Problem not solved?

Contact us:Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net

 $i\,$  . Could you please take some video of the problem for us to check?

 ${
m ii}$  .Could you please provide Screenshots or videos of the print darkness and speed settings?

iii.Could you please provide the model and system version of your computer or mobile device?

 $\operatorname{iv}$  . Could you please provide the file you are using to print for testing?

 ${\rm v}$  . Could you please provide a photo of the serial number beginning with Q on the bottom of the printer?

vi.Could you please provide a photo of your printer's test page?

(How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.)

vii.Your order number and the date and platform of purchase.We will provide faster and better solutions for you.

# 2.7 Prints only the left/right half of the label

1. Cover is not completely closed

Operation: Firmly press the cover to confirm that it has been completely closed.

2.Loose print head socket

Please check if the print head socket is tightly plugged



# 2.8 Doesn't calibrate properly / labels are cut off / Skipping labels

1.Try to restore the factory settings: When the printer is in standby, press and hold the feed button for about

10 seconds after the blue light flashes 4 times, release the feed button.

Video(restore the factory settings): https://youtu.be/4APXUAhG4\_c

2.Learn the label:

(1)with gap:

Open the cover and put the label in, then close the cover. Hold the Feed button til the blue light flashes 2

times, then release the Feed button.

Video(Learn Gap Labels):

https://www.youtube.com/watch?v=vj2GJkR6yaw&list=PLkFsmMLq8\_heJWd4-lKWMfWz0Dj1a-M6y&index

(2) with black mark:

Open the cover and put the label in, then close the cover. Hold the Feed button til the blue light flashes 3

times, then release the Feed button.

Video(Learn Black Mark Labels):

https://www.youtube.com/watch?v=1F26Q3EvT1U&list=PLkFsmMLq8\_heJWd4-lKWMfWz0Dj1a-M6y&ind

ex=4

=3

3.Make sure your printer's print size is the same as the label's size:

Measure the label length and width Dimensions to check that they match the dimensions of the labels

created and sent to printer from your mobile device or computer.

4.Try to reduce the print speed to 3, and then try to print your label again.

How to Reduce Print Speed and Density?

#### (1)Printing from computer

#### **Windows**

Go to "Control panel": Click on "This PC", input "Control panel"-> "Devices and Printers" -> Right click on your Label Printer -> choose "Printer Preferences" -> Go to "Option". You can change the Speed and Density of your printing (Smaller number means slower print speeds and lower Density)

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File Computer	View	
← → ∽ ↑ 💻	con v →	
This PC	Control panel	
🧊 3D Objects	Search for "con"	
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Documents	Desktop	Hardware and Sound
Uownloads		View devices and printers
P Music     Dictures	Documents	Add a device
Videos		Adjust commonly used
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		Command
		Study gap label Adjust the sensor
		Settings
	See what's printing	Print Speed: 5 V Print Density: 8 V
PM-241	✓ Set as default printer	Adjustment
	Printing preferences	
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	Printer properties	Media Handling
	Create shortcut	
		After Every Page
	Remove device	After-print: 0.00 in
	Troubleshoot	inch     Omm
	Properties	
		OK Cancel Apply

#### ②macOS

Open a desired file, File->Print->Page Option. You can change the Speed and Density of your printing

(Smaller number means slower print speeds and lower Density)

Printer Features		G
Featur	e Sets: Printer Settings 📀	
Media Tracking:	Gap 🜔	
Gap or Mark Height:	3mm 📀	
Gap or Mark Offset:	Omm 📀	
Darkness:	Printer Default 📀	
Print Speed:	4	
ColorOption:	None 📀	
DegreeOfBlackRecognition:	2 📀	
DegreeOfGrayRecognition:	4 💿	
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#### ③Not your computer system?

Contact us: Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net i .Could you please take some video of the problem for us to check? ii .Could you please provide Screenshots or videos of the print darkness and speed settings? iii.Could you please provide the model and system version of your computer or mobile device?

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vii . Your order number and the date and platform of purchase. We will provide faster and better solutions for you.

(2)Printing from mobile device

Open Labelife -> Click Print.

You can change the Speed and Density of your printing (Smaller number means slower print speeds and

lower Density)

< Process PDF		< Print	t Settings
Crop PDF LTL//	Product		Mirror
Label Type		PM-241-BT	Collate O
Gap Label Black	Mark Label	Copies	⊖ 1 🕀
Width/Height		Print quality	11(Pecommend)
4*4 in 4*6 in 4*8 in	Custom		Triffecommenta/ 2
Label Orientation		Printing speed	4(Standard) >
ABC		Print range	All pages
Content Orientation			
Preview			
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SHIP DO NOT SHIP TO: 11 CAMPBELL AVE CAMPBELL CA 85009		PRIOR	TTY MAIL 2-DAY <sup>TH</sup>
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Back     Print	(1) 🛱		Print

Problem not solved?

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(How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.)

 $v \ddot{i}$  . Your order number and the date and platform of purchase. We will provide faster and better solutions for you.

# 2.9 It wouldn't feed the label

1.Clean Sensors: Turn off the printer. Open cover and use the alcohol pads to wipe the print head, roller and

sensors clean. (Any 75% Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the

cover and turn label printer back on.

Video(Cleaning the print head):<u>https://youtu.be/P2uwHWfHZBY</u>

2.Manually turn the Paper Feed Roller to see if it can be turned.

3.Ensure you are using the factory-supplied(24V 2.5A) power adapter

Type I



Type II

4.Try to print out test page

-> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page. If

test print looks good, please try to print your label again.

Video(Print out test page): <u>https://youtu.be/3J\_HfVoYa\_w</u>

#### Problem not solved?

Contact us: Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net (1)Could you please take some video of the problem for us to check? (2)Could you please provide a photo of the serial number beginning with Q on the bottom of the printer? (3)Could you please provide a photo of your printer's test page? (How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.) (4)Your order number and the date and platform of purchase.

We will provide faster and better solutions for you.

# 2.10 Click print, the printer keeps going back and forth.

Reason: The probability is that the computer or mobile device has placed a print job that the printer cannot

recognize and parse.

Operation: Turn off the printer, remove the printer cable, and turn on the printer. To restore factory settings:

Hold the Feed Button til the blue light blinks 4 times, then release.

Video(restore the factory settings): https://youtu.be/4APXUAhG4\_c

Clear the print job on the computer or mobile device. Check the printer model when clicking Print: confirm

that it is the current printer model.

#### Problem not solved?

Contact us: Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net (1)Could you please take some video of the problem for us to check? (2)Could you please provide a photo of the serial number beginning with Q on the bottom of the printer? (3)Could you please provide a photo of your printer's test page? (How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.) (4)Your order number and the date and platform of purchase. We will provide faster and better solutions for you.

## 2.11 Prints too small

(1)Printing from computer with Driver ?

1)Windows

Video(Win10: Crop Pages With Adobe): https://youtu.be/UKgOdE47kks

Video(Win10: Take A Snapshot With Adobe): https://youtu.be/zECjUrwSab0

@macOS

Video(Mac: Crop Pages With Adobe): https://youtu.be/IdaqRI0uUCs

Video(Take A Snapshot With Adobe): https://youtu.be/ol0VU6ZVy6s

#### ③Chrome

Video: <u>https://www.youtube.com/watch?v=8pJdxf-Xuhs&t=3s</u>

#### ③Not your computer system?

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Email:support@labelife.net

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# 2.12 Doesn't line up and prints crooked / Doesn't align well / Never stays center

#### 2.12.1 Round / Circular labels?

#### **<u>①Windows</u>**

Refer to the video below.

https://www.youtube.com/watch?v=ThHr7eZRzCl&list=PLVhZS7j4F8-LKpWhPw3zTjLVInpBhMlqq&index=9

#### ②macOS

Refer to the video below.

https://www.youtube.com/watch?v=hAEvvwq\_OYk&list=PLVhZS7j4F8-LKpWhPw3zTjLVInpBhMlqq&index=8

#### **③Labelife PC and macOS**



#### <u>(a)mobile device</u>

Q Search	<b>a</b>	Q Search	<b>a</b>	< Create a blank label
PDF printing Image File My templates	Scan ⊘	PDF printing Image File	Scan	Label
		My templates		LabType 🔊
				Gap Label     Black Mark Label     Continuous Paper       Label size     Unit: mm ≠       Diameter     3.94
Click the "+" icon to create a new to	ag	Create a label		Label Shape
		Create a new label by selecting a label	abel >	Label Orientation
Home Settion	5	Create a blank label Create a new label by customizing label size	the >	Create

#### **5Not your system?**

Contact us: Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net i .Could you please take some video of the problem for us to check? ii .Could you please provide Screenshots or videos of the print darkness and speed settings? iii.Could you please provide the model and system version of your computer? iv .Could you please provide the file you are using to print for testing?

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 $v \ddot{i}$  . Your order number and the date and platform of purchase. We will provide faster and better solutions for you.

#### 2.12.2 Upper and lower misalignment?

1.Learn the label:

(1)with gap:

Open the cover and put the label in, then close the cover. Hold the Feed button til the blue light flashes 2

times, then release the Feed button.

Video(Learn Gap Labels):

https://www.youtube.com/watch?v=vj2GJkR6yaw&list=PLkFsmMLq8\_heJWd4-lKWMfWz0Dj1a-M6y&index



#### (2) with black mark:

Open the cover and put the label in, then close the cover. Hold the Feed button til the blue light flashes 3

times, then release the Feed button.

Video(Learn Black Mark Labels):

https://www.youtube.com/watch?v=1F26Q3EvT1U&list=PLkFsmMLq8\_heJWd4-lKWMfWz0Dj1a-M6y&inde

x=4

2.Try to reduce the print speed to 3, and then try to print your label again.

How to Reduce Print Speed and Density?

(1)Printing from computer

**<u>①Windows</u>** 

Go to "Control panel": Click on "This PC", input "Control panel"-> "Devices and Printers" -> Right click on

your Label Printer -> choose "Printer Preferences" -> Go to "Option". You can change the Speed and Density

of your printing (Smaller number means slower print speeds and lower Density)



		Layout Page Setup Graphics Option Command Study gap label Adjust the sensor
PM-241	See what's printing ✓ Set as default printer	Settings Print Speed: 5 V Print Density: 8 V Adjustment
	Printing preferences Printer properties	Horizontal: 0.00 in Vertical: 0.00 in Media Handling Post-Print: None
Ū.	Remove device Troubleshoot	Occurrence:     After Every Page       After-print:     0.00       Size units     in       Image: Size units     Image: Size units
	Properties	OK Cancel Apply

#### 2macOS

Open a desired file, File->Print->Page Option. You can change the Speed and Density of your printing

(Smaller number means slower print speeds and lower Density)

		,
Feat	ure Sets: Printer Settings 📀	
Media Tracking	: Gap 📀	
Gap or Mark Heigh	t: 3mm 📀	
Gap or Mark Offse	t: Omm 📀	
Darkness	: Printer Default 📀	
Print Speed	i: 4 💿	
ColorOption	: None 📀	
DegreeOfBlackRecognition	n: 2 😳	
DegreeOfGrayRecognition	н: <b>4 </b>	

#### ③Not your computer system?

Contact us: Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net

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(2)Printing from mobile device

Open Labelife -> Click Print.

You can change the Speed and Density of your printing (Smaller number means slower print speeds and

lower Density)

< Process P	DF 🖪	< Print S	Settings
Crop PDF	LTL/Product		Mirror
Label Type		PM-241-BT	Collate
Gap Label	Black Mark Label	Copies	⊝ 1 ⊕
Width/Height		Print quality	11(Recommend) >
4*4 in 4*6 in	4*8 in Custom	Drinting should	((Standard) )
Label Orientation		Finding speed	4(Standard) /
ABC		Print range	All pages
Content Orientation			
	নি		
Preview	00000000000 Name Picce many		
PRIORITY MAIL	2-DAY <sup>TM</sup>		
1234 BARNES RD CARSON NY SOOO BUP DO NOT SHIP	.37	PRIORITY	
CAMPOELL CA 9500		Charlen and Charle	
States and sales	9893888 IP	<b>⊘</b> P	age 1/1
K Back Print	1 🛱	P	rint

#### Problem not solved?

Contact us:Tel:+1 833-940-3818

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(How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.)

#### 2.12.3 left-right misalignment?

1.Make sure the adjustable paper guides are clamped to the labels.

Video(How to adjust paper

guides):https://www.youtube.com/watch?v=kxhWFtkXj84&list=PLkFsmMLq8\_heSe0V4VqK42qh6XlFrqB68

2.Try to reset the printer parameters

(1)Printing from computer

#### **Windows**

1.Go to "Control panel": Click on "This PC", input "Control panel"-> "Devices and Printers" -> Right click on

your Label Printer -> choose "Printer Preferences" -> Go to "Option". Reset the printer parameters as shown

#### below

2.Try to print the Labels-Sample PDF, you can get it from pm245.labelife.cc-> Manuals



	Layout Page Setup Graphics Option
	Study gap label     Adjust the sensor       Settings
See what's printing PM-241	Adjustment Horizontal: 0.00 in Vertical: 0.00 in
Printing preferences Printer properties	Post-Print: None  Occurrence: After Every Page
Create shortcut  Remove device  Troubleshoot	After-print: 0.00 in Size units
Properties	OK Cancel Apply

#### 2macOS

1.Open a desired file, File->Print->Page Option, Reset the printer parameters as shown below

2.Try to print the Labels-Sample PDF, you can get it from pm245.labelife.cc-> Manuals

	Feature Sets:	Page Options	0	
Horizontal Offset:	0mm 🜔			
Vertical Offset:	0mm 😒	ĸ		
Rotate:	180 📀			
Feed Offset:	0mm 📀			
RoundLabel:	No 📀			

#### ③Not your computer system?

Contact us: Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email: support@labelife.net Could you please take some video of the problem for us to check? We will provide faster and better solutions for you.

#### (2)Printing from mobile device

1.Please upgrade Labelife APP to the latest version! Reset the printer parameters as shown below

2.Try to print the Labels-Sample PDF, you can get it from home page



#### Problem not solved?

Contact us:

Tel:+1 833-940-3818

Office Hours: Mon-Fri 9AM-5PM(US EST)

Email:support@labelife.net

(1)Could you please take some video of the problem for us to check?

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(How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.)

(4)Your order number and the date and platform of purchase.

We will provide faster and better solutions for you.

# 3. Bluetooth Troubleshooting

## **3.1 Bluetooth disconnects frequently**

Contact us for more Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net (1)Could you please take some video of the problem for us to check?

(2)Could you please provide a photo of the serial number beginning with Q on the bottom of the printer?

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(How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.)

(4)Your order number and the date and platform of purchase.

We will provide faster and better solutions for you.

# **3.2 Click Print, Bluetooth disconnected**

Ensure you are using the factory-supplied (24V 2.5A) power adapter

Туре I

Type II



#### Problem not solved?

Contact us: Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net (1)Could you please take some video of the problem for us to check? (2)Could you please provide a photo of the serial number beginning with Q on the bottom of the printer? (3)Could you please provide a photo of your printer's test page? (How to get printer's test page? -> Press the Feed Button and hold it until blue light flashes once, then release. Printer will print a test page.) (4)Your order number and the date and platform of purchase. We will provide faster and better solutions for you.

# 3.3 Not compatible with iPhone / The official Bluetooth standard is

### not supported

Look at the bottom of the printer to confirm the SN code:

Video(Labelife App): <u>https://youtu.be/EEWxazbO2G</u>

# 3.4 PC or macOS Bluetooth not supported?

1. Printing from computer with Labelife ?

Video(Labelife PC-Bluetooth)<u>: https://youtu.be/5NN0tt423dY</u>

2.Printing from computer with Driver ?

<u> () Windows</u>

Video(Win-Bluetooth): <u>https://youtu.be/pAfOsi21fG</u>k

@macOS

Video(Mac-Bluetooth): <u>https://youtu.be/xnsfl7qXRwo</u>

# 4. Labels issues

# 4.1 Printer comes with a small quantity labels

Contact us for more labels Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net

# 4.2 Labels folded inside the printer and stuck together

Contact us for more labels Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net

# 4.3 Hard to position the sticker roll feed correctly / it doesn't have a

# roll holder

Contact us for more label holder Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net

# 4.4 Printer does not print color

Thermal technology printer can only print in black and white on thermal paper, if you want more colors,

please contact us for more color labels:

Tel:+1 833-940-3818 Office Hours: Mon-Fri 9AM-5PM(US EST) Email:support@labelife.net