

MUNBYN

ITPP941 Label Printer

Frequently Asked Questions



2.0.4

SUPPORT

MUNBYN has served more than 10,826,402 customers worldwide with reliable products and professional support of our technical team.

If you have any issues, please contact our engineers directly to get a prompt solution within 1 hour. MUNBYN support is available via phone, email, and remote desktop assistance.

- **Email:** support@munbyn.com
- **Tel:** +1 650 206 2250 8:00 - 17:00 (PT)
- **WhatsApp:** +86 133 5295 0490 (Working day - 24 hours)

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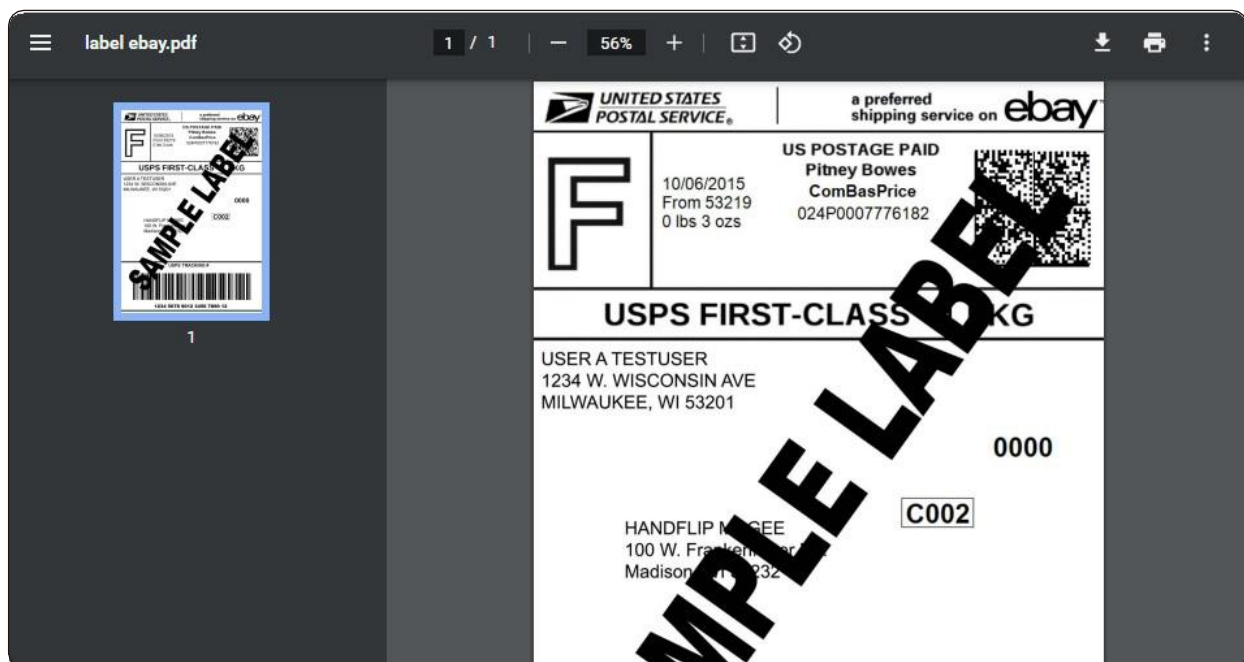
1.0. Installation Issue

1.1. Driver Installation Issue

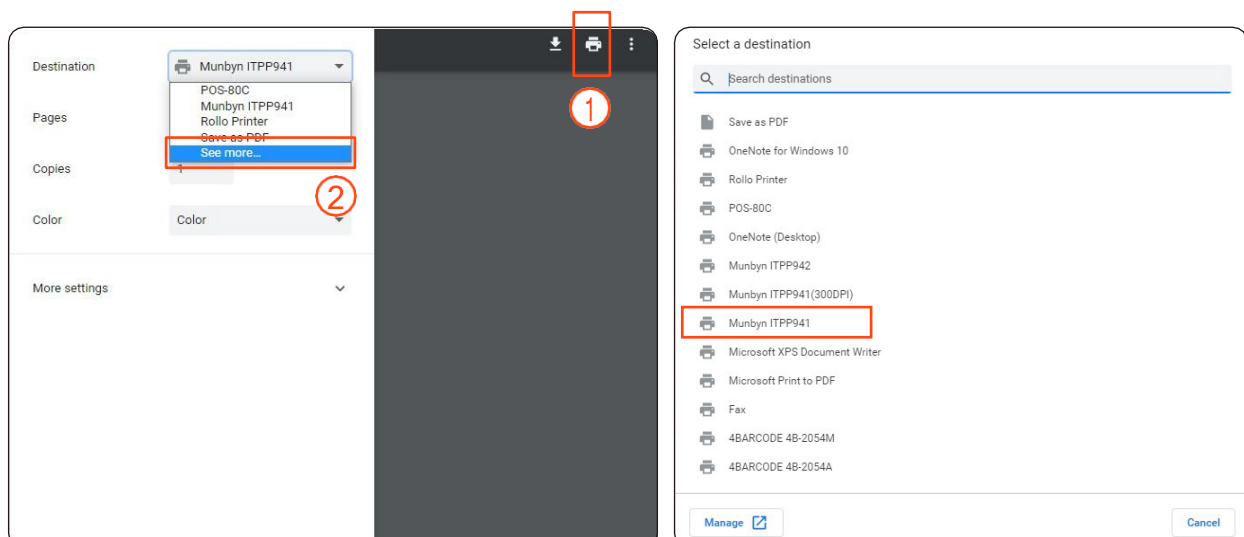
1.1.1. How to check the USB connection after driver successful installed?

- 1 Please click the link below to download and open the 4×6 label document. (It is recommended to use Google Chrome to open)

► **Sample label:** www.munbyn.biz/label



- 2 Click the printer icon as shown below, then select in "**Destination**" -> "**See more**" -> "**Munbyn ITPP941**".



3 Follow the steps below to set up the printer.

Make sure the printer is selected as "Munbyn ITPP941"



Open "More settings"

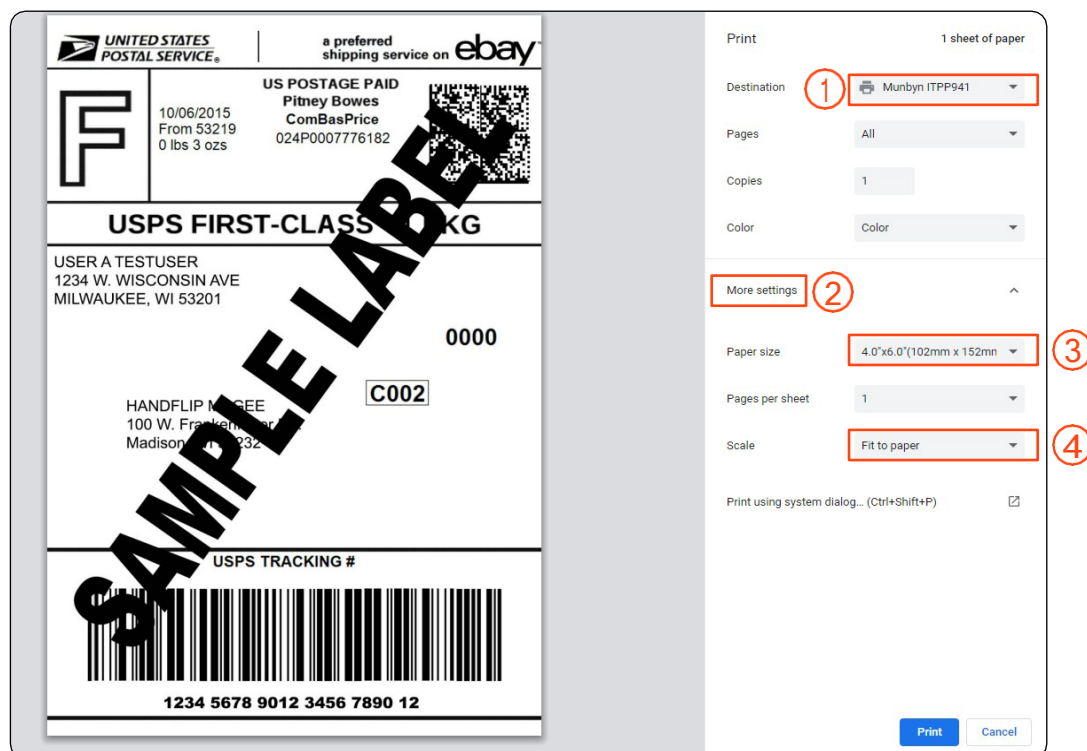


Select "4x6 inch" in "Paper size"

Select "Fit to printable area" in "Scale"



Click "Print"



4 Check whether the printed label is consistent with the PDF document.



1.2. Mac Driver Installation Issue

1.2.1. Why is my printer not showing up on my desktop?

- 1 If your Mac shows Munbyn States "**Offline**" or not display in "**Printers&Scanners**", it means that Mac did not recognize the printer.

- Please try to unplug and plug the USB cable the mac computer side and the printer side.
- Then restart the printer(power off then on).

- 2 If it is still not display in "**Printers&Scanners**", we need to check the USB connection.

- Connecting the flash drive by using the USB adapter and check whether the computer can read the data.
- Unplug the flash drive and replace it with the USB cable of the printer. normally if the flash drive can be read on the Mac , that USB adapter can provide a stable data connection for the printer.

► **Demo video:** <https://munbyn.biz/macoffline>

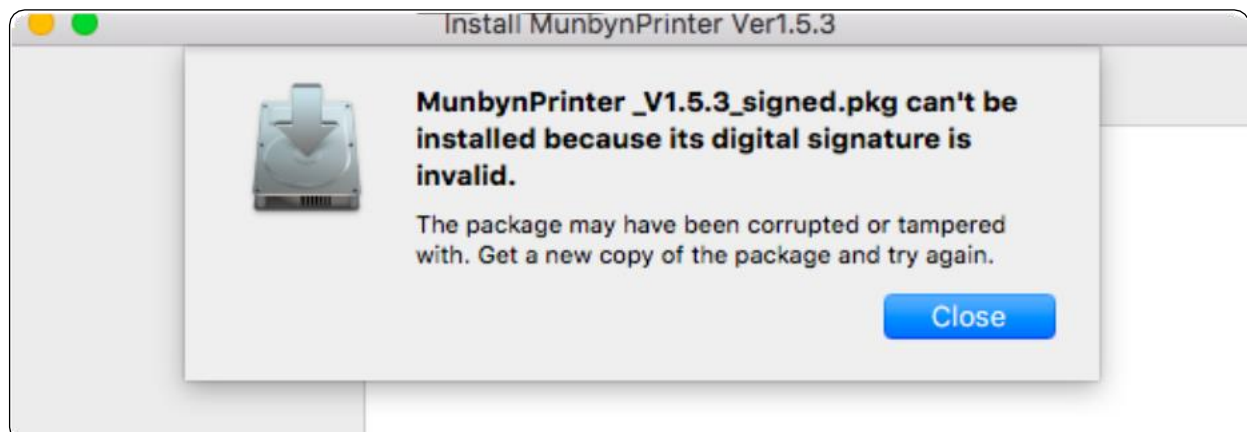
- 3 If it is still not display in "**Printers&Scanners**", please contact our after-sales service.

1.2.2. How do I fix an invalid digital signature?

This is because you are using an older version of the driver whose signature has expired. Please click the link below to download the latest version of the driver, then follow the Demo video to reinstall the driver.

► **Mac driver:** <https://munbyn.biz/941macd>

► **Demo video:** https://youtu.be/WSh-LWIA8_8



1.3. Windows Driver Installation Issue

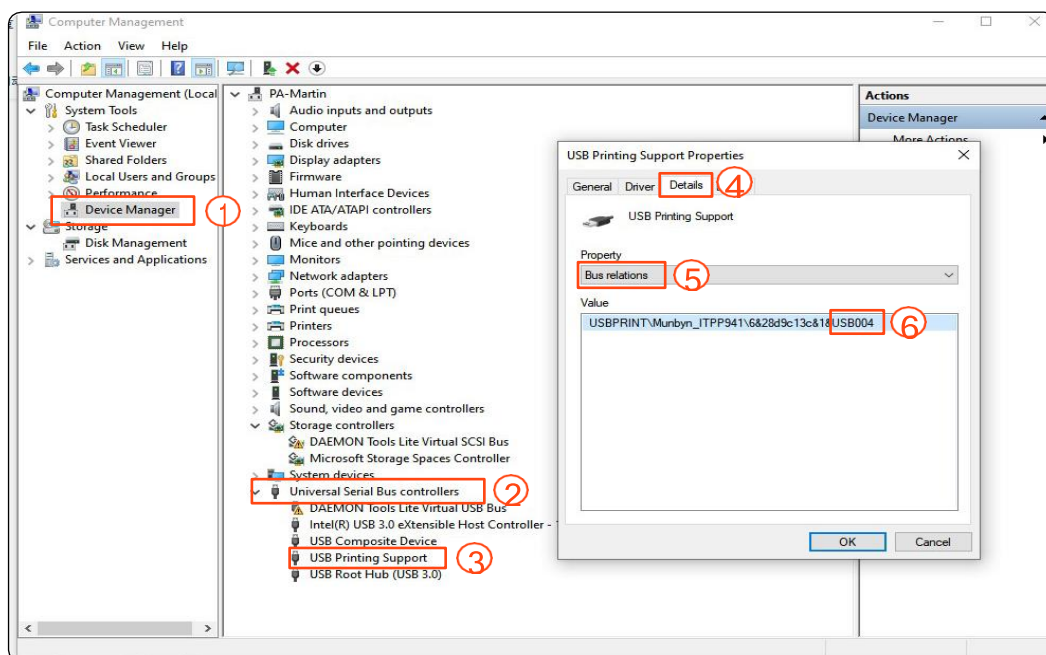
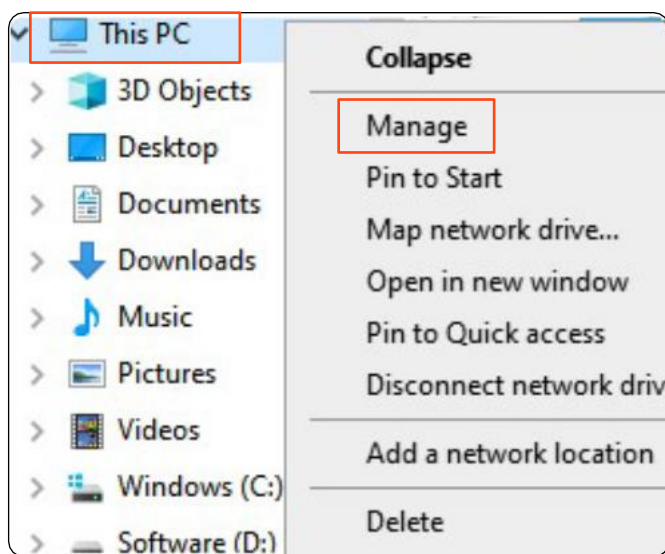
1.3.1. Why does my windows display the printer status as Error?

Because the printer USB port number is incorrect at the Windows configuration. You can modify the port by following the steps below.

- 1 Please find the correct port first, and refer to the following steps

Steps:

This PC (right-click)->Manage->Device Manager->Universal Serial Bus controllers->USB Printing Support->Details->Bus relations->USB00*.

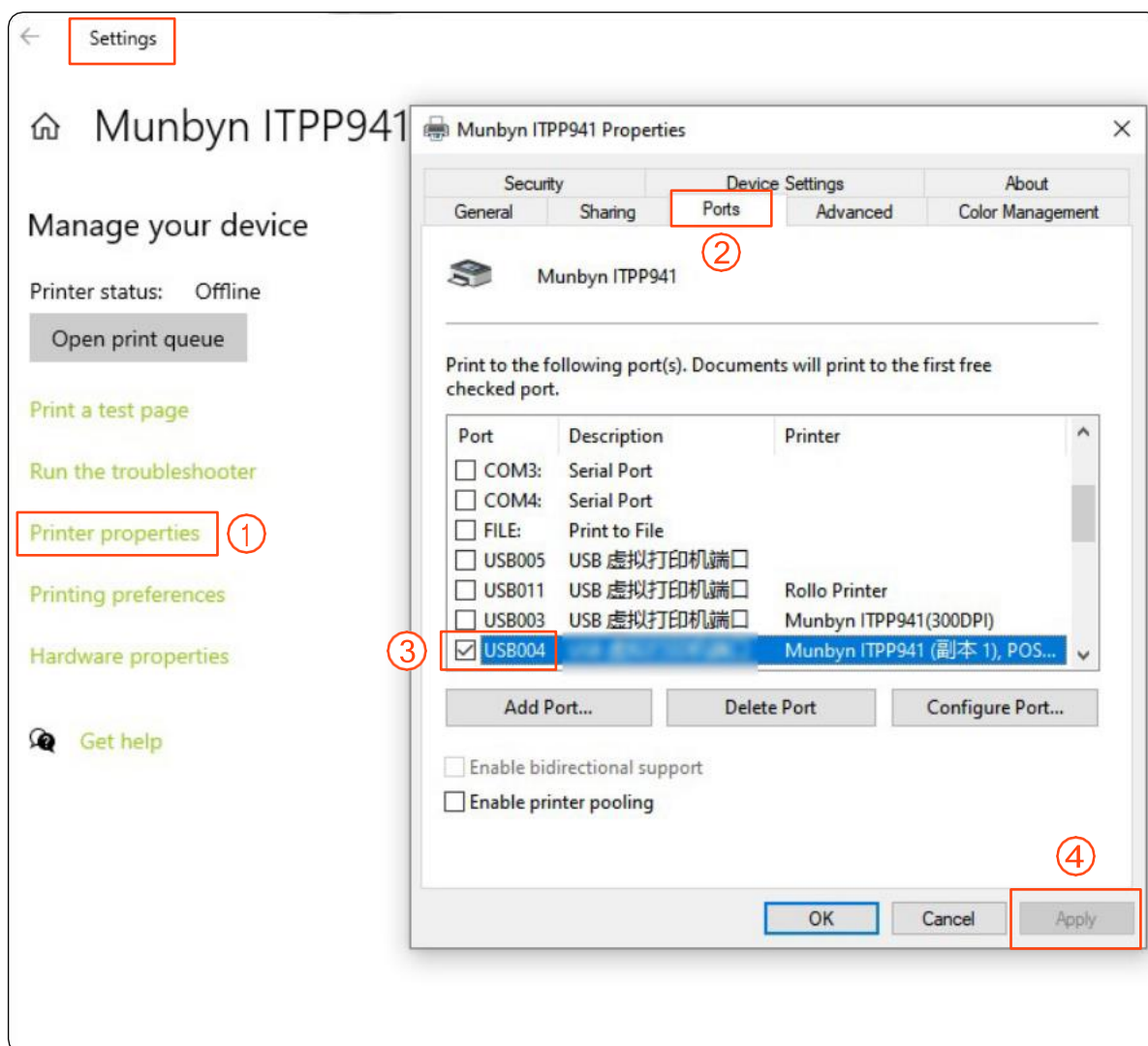


At this point, you will see that the USB port assigned to the printer by Windows is USB00*.

- 2 Please follow the steps below to modify it to the correct port USB00*

Steps:

Setting->Device->Printers&Scanners->ITPP941->Manage->Printer properties->Ports->USB00*->Apply.



1.3.2. Why does my windows display the printer status as offline?

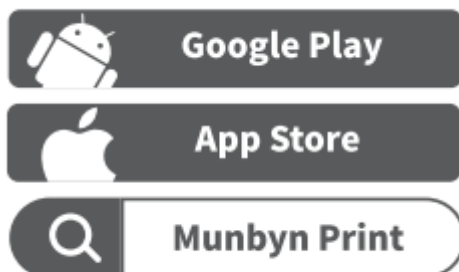
If the status of the printer is offline, it means that windows did not recognize the printer, please replug the USB cable and restart the printer. The status will be online (Idle).

- If it still shows offline, please reinstall the driver, at this time it may show as "ITPP941 (Copy 1)"

1.4. Bluetooth Connection(Only for Bluetooth version)

1.4.1. How to connect the printer to my phone

1 Search for "Munbyn Print" in the App Store or Google Play on your phone to get the app



Or please scan the QR code to download the app.



2 Open the Munbyn Print APP and connect to the printer.

Scan the QR code to get the video tutorial



3 If your mobile needs a PIN password, please enter "0000".

Note: Due to the mobile phone system requirements, the app needs to access your location services information, you'll get a notification requesting permission. You need to enable GPS and confirm authorization (Android only)

2.0. Printing Issue

2.1. Label Issue

2.1.1. Why doesn't my label print correctly?

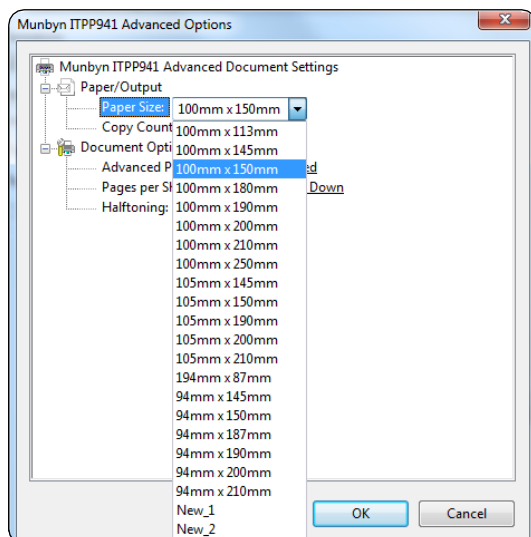
There are three situations:

- 1 The main reason is that the size of your shipping label file is not 4x6 inches. At this time, you need to set the correct label size. This needs to be set on the shipping platform or online store, depending on your file source. This part will be listed step by step in the [platform setup](#).
- 2 It is not set correctly when switching to print labels of different sizes. Please see the settings below.

Please select the size that corresponds to your shipping label. The following is an example of the most common 4x6 inch shipping label.

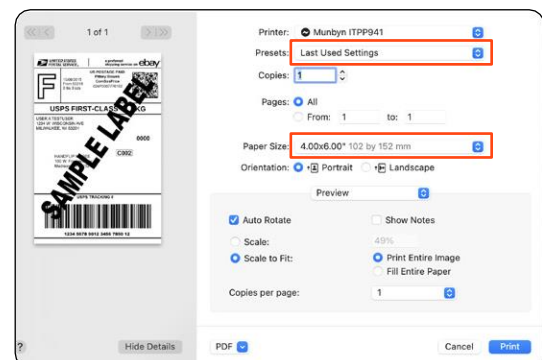
For Windows:

Go to the "printer preferences" -> "advanced" -> "paper size", select the correct size for the printer (please select the 4x6 inch or 100*150mm)



For Windows:

If you print a 4x6 size page. In the print dialogue, please be sure to select your "Paper Size" appropriately (for example 4 x 6")



- In the presets settings, you can permanently save the settings for this printing to avoid repeated settings.

3 If your file size is correct, only a small part is missing, for example, the barcode is not printed, and the consignee's information is not printed.

First of all, you can check if your adapter is included in the package. The picture of the adapter can be seen in the sixth point. If the adapter is correct, follow the steps to **calibrate** the paper.

1

Load no less than 4 consecutive sheets of paper into the printer.

2

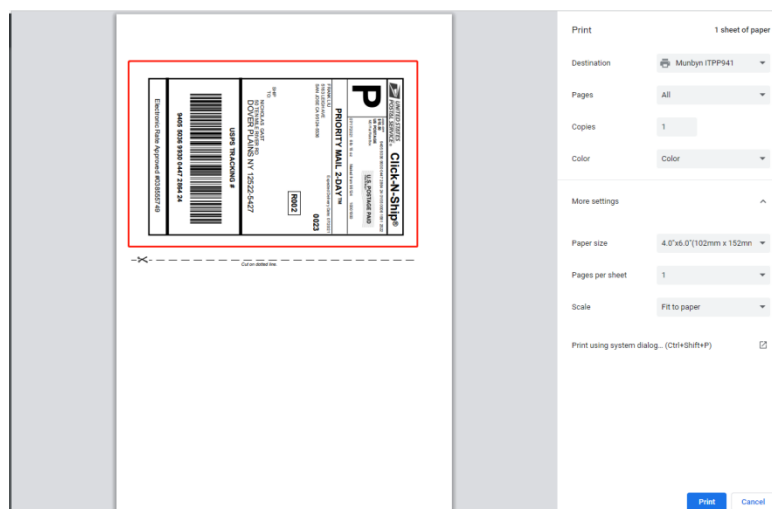
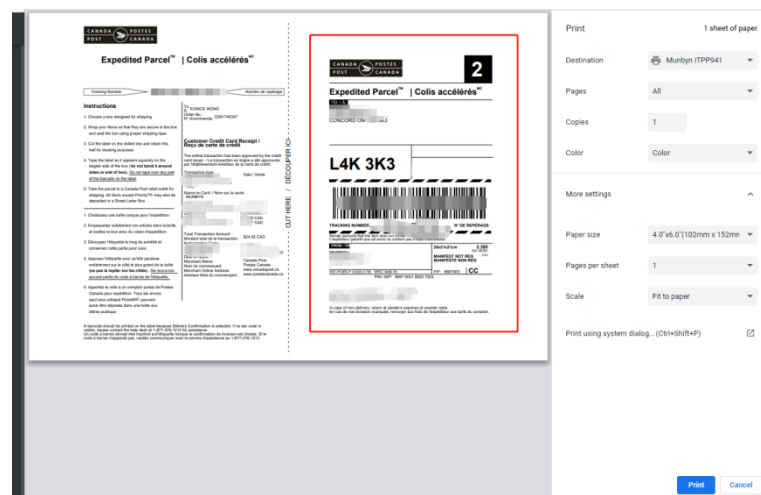
After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed.

3

The printer will learn the size of the paper at this time. After the process is complete, the printer is back to normal.

2.1.2. Why is my label printing too small

If the document size is not in 4*6 inches, or there is a large blank area around the shipping label(may on the right or left), or the label prompts "cut on dotted line"(please refer to the picture).we need to cut off the blank area to print correctly



Solutions:**①** Use the MunbynPrinter program to crop

MunbynPrinter program does not support all 8×11 inch label PDF files. Currently, it only supports processing 8×11 inch label PDF files from UPS official website / USPS official website / DHL / FedEx / Canada Post / Collissimo La Poste.
Download: <http://munbyn.biz/PDFMP>

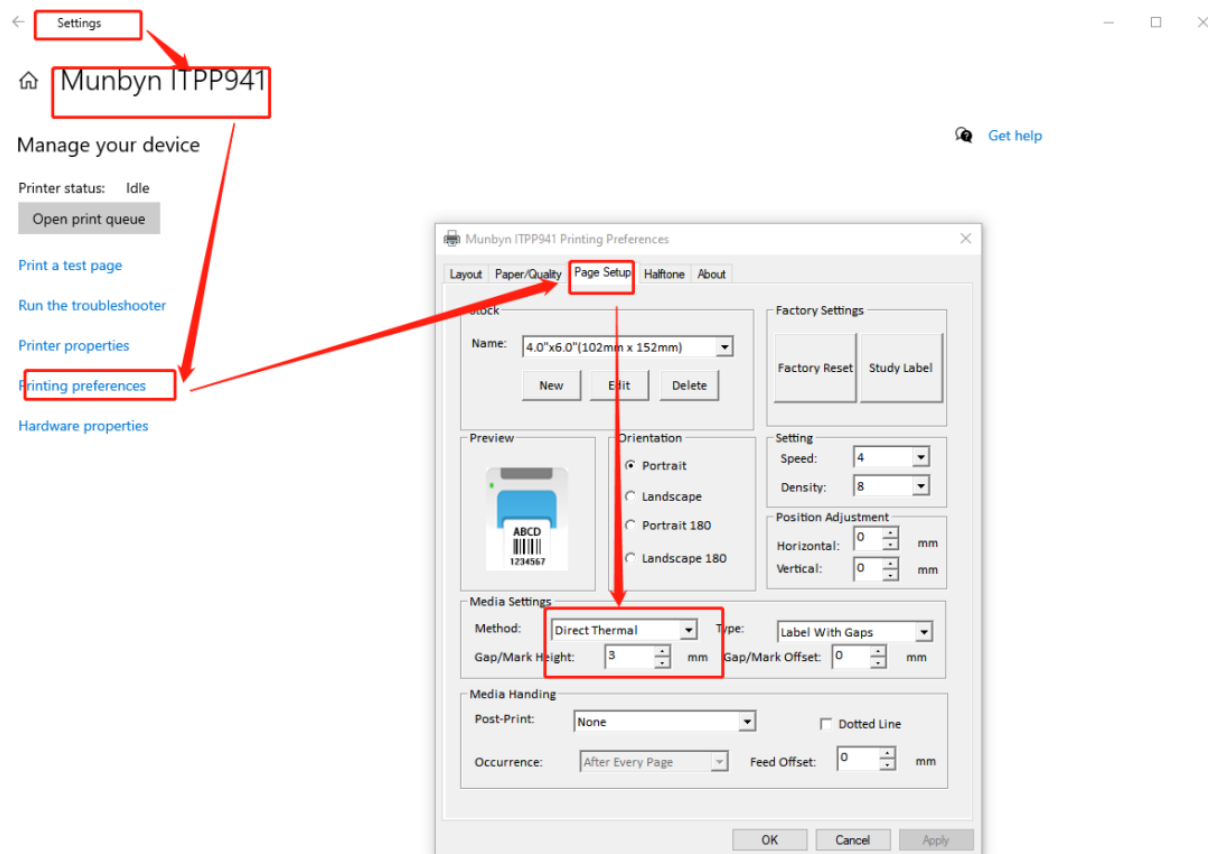
② Crop blank area with Adobe Acrobat Reader

This video is about how to operate it: <https://youtu.be/ucBS9epBnnU>
The Adobe Acrobat Reader free download link (it's a free version, not Pro DC)
Download: <https://acrobat.adobe.com/us/en/acrobat/pdf-reader.html>

2.1.3. Why are my stickers slowly moving off center

This is because we are using a thermal printer and thermal stickers, there are gaps in the stickers, we need to set these values in the printer to ensure that the stickers can be printed continuously

For Windows :



For Mac :

When these settings are saved, follow the steps to calibrate the label:

- ① Load no less than 4 consecutive sheets of label into the printer.
- ② After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed.
- ③ The printer will learn the size of the paper at this time. After the process is complete, the printer is back to normal.

2.1.4. Why is the printer only printing blank?

- ① The most common reason is that the labels were loaded upside down. Please ensure your labels are properly loaded, the tearable side up.
- ② Ensure your labels are "Direct Thermal" labels, The paper enclosed in the package meets this condition.

- 3 If the above are correct, but the printer still print blank labels or the label cannot be prints completely printed.

Please print the self-test page:

1

Press the feeder (green/red light) button and hold on.

2

Release after you hear two consecutive beeps.

The printer will print a self-test page.

If the issue has not been solved , please contact us.

2.1.5. Why is the red light blinking on the printer?

There are three situations:

- 1 Your printer is not loaded with label paper

The solution is that the light will turn green when the label paper is loaded into the printer.

- 2 Your printer does not identify the size of the paper. There are two manifestations.

A. After the printer successfully prints a label, it outputs a few blank sheets of paper and cannot print continuously, and then the printer appears red.

B. The printer only prints a small part of the text and the paper is jammed, and then the printer shows a red light.

Solutions for the above two situations:

1

Load no less than 4 consecutive sheets of paper into the printer

2

After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed.

3

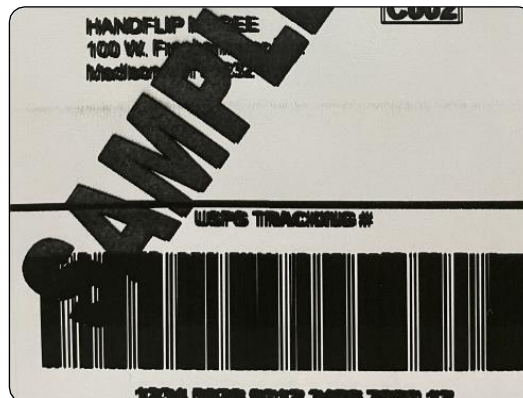
The printer will learn the size of the paper at this time, and the top of the printer will light up in green when it stops. After the process is complete, the printer is back to normal.

- 3 The label does not feed properly. There may be some abnormal noise at the situation.

2.2. Print Quality Issue

2.2.1. Why is the printed label too dark and cannot be scanned?

- 1 Try to choose PDF file format for printing instead of PNG, PIG, and other image formats, when the barcode you print out is very fuzzy (please refer to the picture).
- 2 If the barcode still cannot be scanned, The reason is that the printer's density and speed settings are not suitable for the current shipping label, we need to adjust it in the printer settings please try to reduce the density and increase the speed (Please refer to [2.2.5](#) for specific operation steps).



2.2.2. Why is the printed label not clear?

- 1 Try to choose PDF file format for printing instead of PNG, PIG, and other image formats, when the barcode you print out is light (please refer to the picture).
- 2 If the font is still not clear, please try to increase the density and reduce the speed. (Please refer to [2.2.5](#) for specific operation steps).
- 3 If it is still not clear for the label, you can wipe the print head with alcohol wipes or wet tissues. Please refer to the [2.2.4](#) to clean the print head.



2.2.3. Why can't I print clearly about Australia Post and Canada Post?

Due to the smaller font size of Australia Post and Canada Post, we recommend that you purchase the ITPP941P (300DPI) with higher precision for printing

2.2.4. How to maintain the print head?

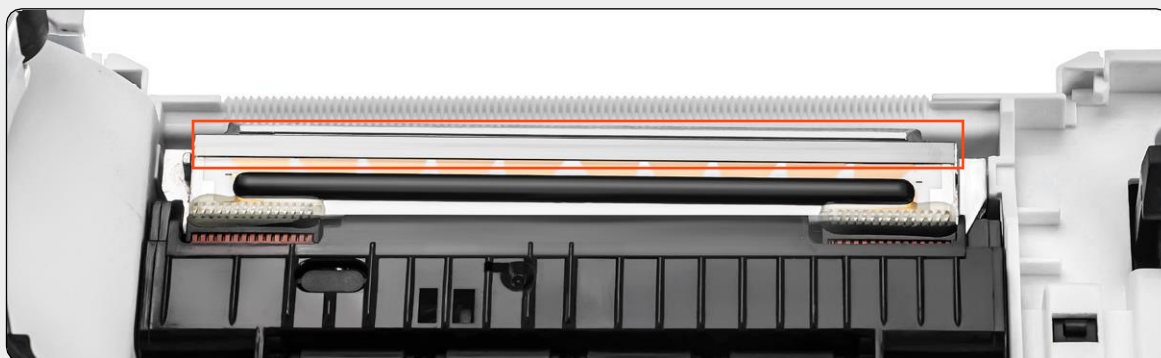
▶ Here is the video to maintain the print head:
<https://www.youtube.com/watch?v=pE6Ps-AFjEQ>

▶ Here are the steps that maintain the print head

Please turn printer off and allow it to cool down (about half a minute)



Please use alcohol wipes or wipes to clean the print head marked at the following picture.



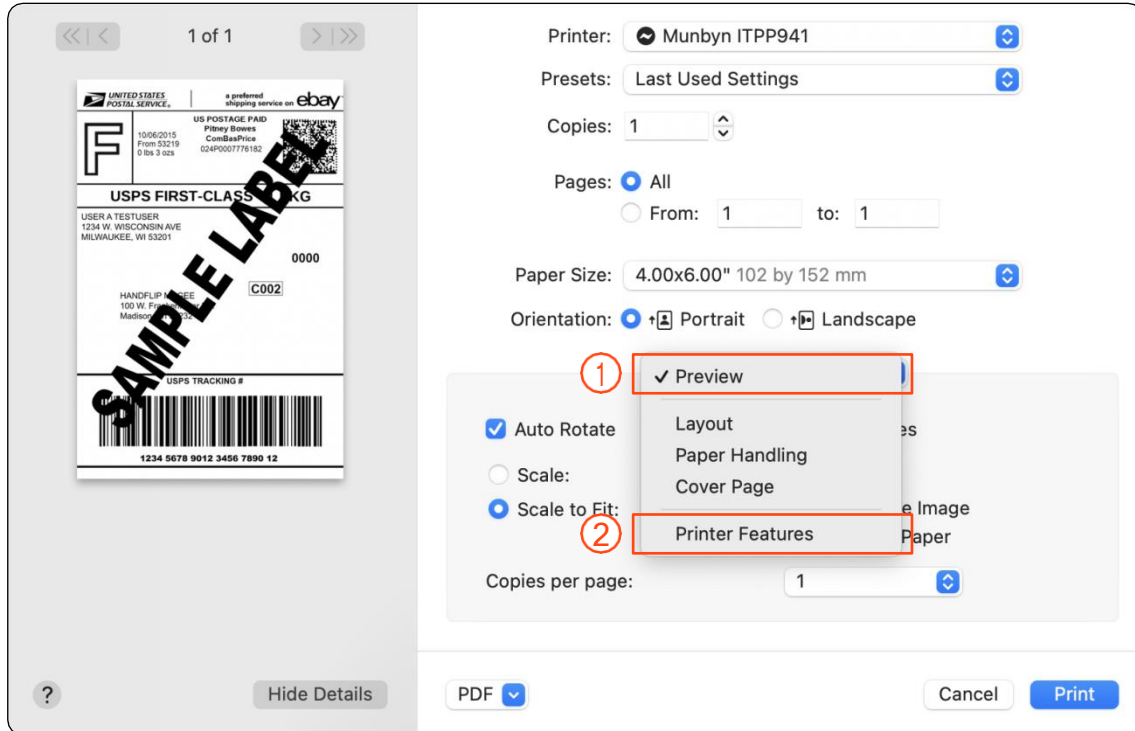
Please wait 2-5 minutes until the print head dry, then turn the printer on.

▶ Please use high-quality thermal label paper (such as Munbyn label paper) as much as possible to prevent the inferior label paper from peeling off and remaining on the print head, which will affect the life of the print head.

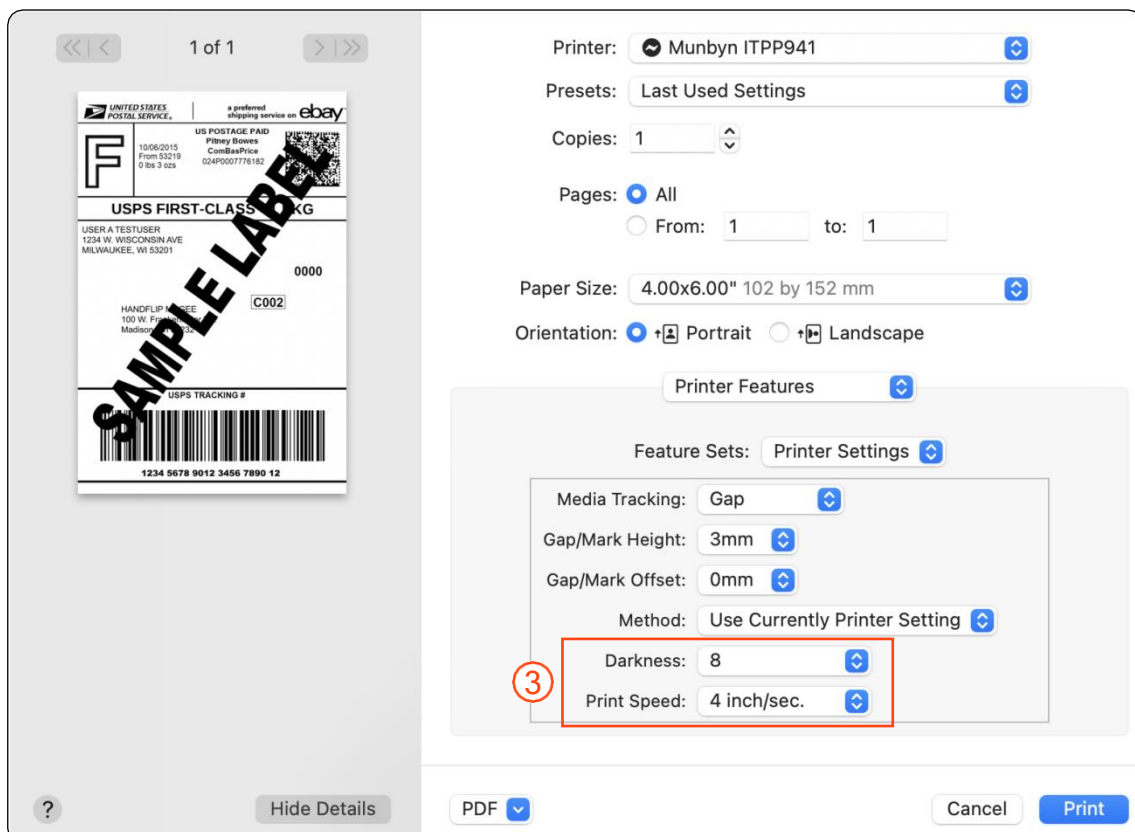
2.2.5. How to adjust the density and speed in the settings?

For Mac

1 Choose printer features



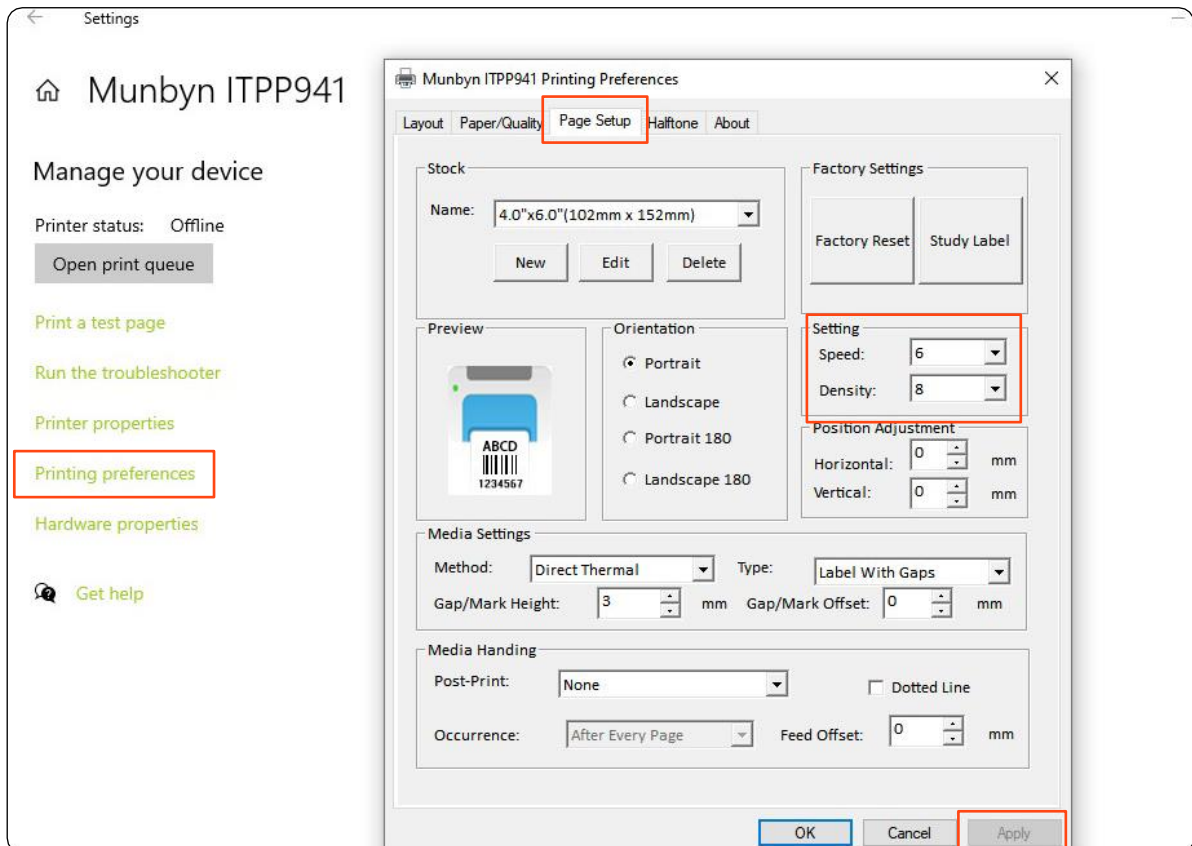
2 Adjust the darkness and speed



For Windows

You can do this by entering:

Settings -> Devices -> Printers and Scanners -> Click on 'Munbyn ITPP941' -> Manager -> Printing Preferences -> Page Setup -> Density/Speed->Apply.



2.3. Other Issue

2.3.1. Why does the printer spit out a blank label when I load paper?

This is because the label printer is set to output a sheet of paper first to ensure printing on a sheet of paper.

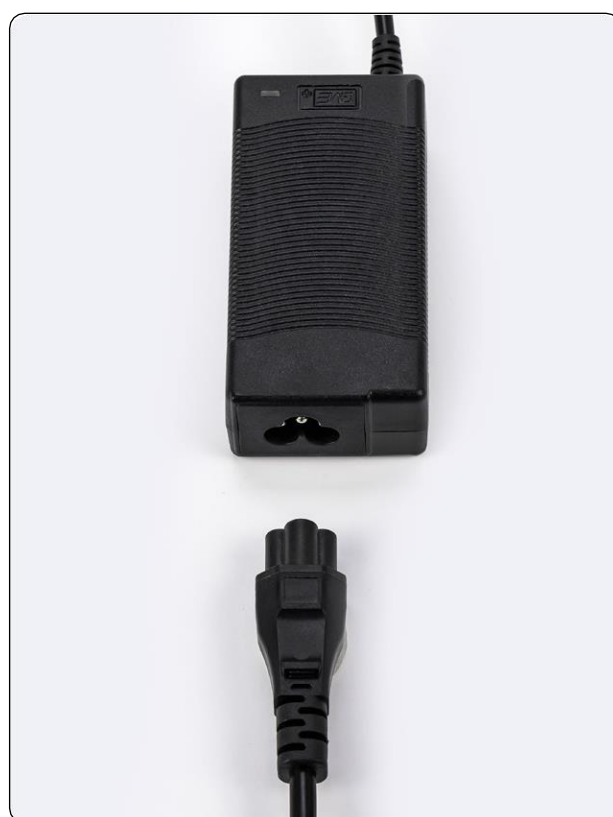
Please try to close the lid first, and then insert the paper from the back, it will not output a blank label paper.

2.3.2. Why does the printer keep beeping?

Please check if your power adapter is the one included in the package, as shown in the picture below

The power adapter specification:

| | |
|----------------|-------------------------------|
| Input: | 100-240V~50/60Hz, 2.0A |
| Output: | 24V, 2A; 48W |



2.3.3. Why can't the printer work after I update the computer system?

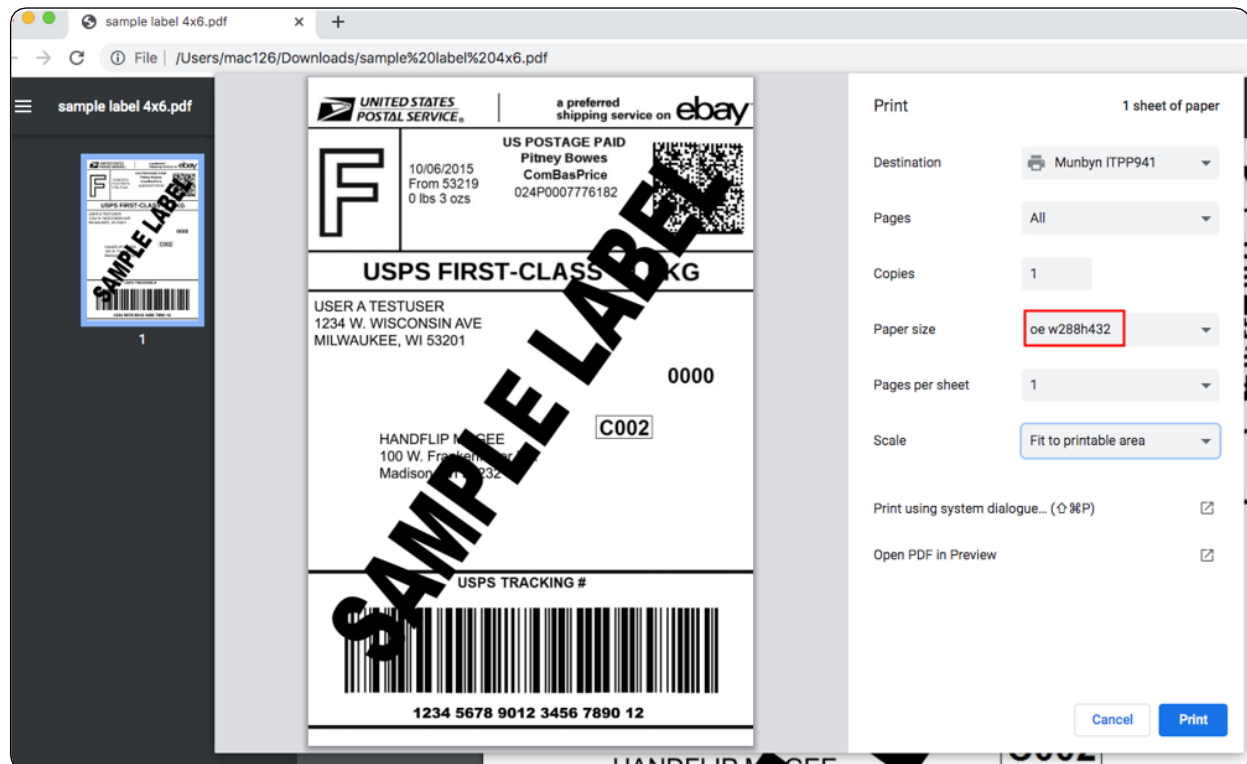
Please try to download the latest driver file and install it on your computer.

► **Latest driver:** www.munbyn.biz/941d

If the printer still does not work, please contact us.

2.3.4. Why can't I find 4x6 inches in Google Chrome?

There are other measurement methods for some Google Chrome sizes. When you need to print a 4x6 inch label file,



please select "**oe w288h432**". Or you can use other browser to print the labels.

2.3.5. Why is my printer not turning on

① Ensure power connection

- 1.Ensure the wall plug has electricity by plugging another device into that same plug.
- 2.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.
- 3.Ensure the plug that goes into printer is fully inserted.
- 4.Turn the power switch off and on (I: On; O: Off). This switch is located on the back side of printer.

② The power adapter is damaged and does not display the green light

③ Printer failure

If the power adapter or printer is broken, please contact us.

3.0. How to print labels on the following platforms

3.1. Mac Transportation platform (logistics company)

3.1.1. FedEx

▶ <https://munbyn.biz/fedex>

3.1.2. USPS

▶ <https://munbyn.biz/usps>

3.1.3. Colissimo La poste

▶ <https://munbyn.biz/coliss>

3.1.4. DHL

▶ <https://munbyn.biz/dhl>

3.1.5. Canada Post

▶ <https://munbyn.biz/canadapost>

3.1.6. Royal Mail

▶ <https://munbyn.biz/royalmail>

3.1.7. UPS

▶ <https://munbyn.biz/ups>

3.2. E-commerce platform (online store)

3.2.1. Shopify

▶ <https://munbyn.biz/shopify>

3.2.2. Etsy

▶ <https://munbyn.biz/etsy>

3.2.3. Amazon

▶ <https://munbyn.biz/amazon>

3.2.4. eBay

▶ <https://munbyn.biz/ebay>

3.2.5. PayPal

▶ <https://munbyn.biz/paypal>

3.2.6. Poshmark

▶ <https://munbyn.biz/poshmark>

3.3. Third-party platform

3.3.1. Pirate Ship

▶ <https://munbyn.biz/pirateship>

3.3.2. Stamps

▶ <https://munbyn.biz/stamps>

3.3.3. Shipeasy

▶ <https://munbyn.biz/shipeasy>

3.3.4. Endica

▶ <https://munbyn.biz/endica>

3.3.5. XPS

▶ <https://munbyn.biz/xps>

If your platform does not appear here, please contact us

4.0. Tips

4.1. How to create a new customized label size?

Note:

You can choose to watch the video or the following text steps to guide your operation.

► **Video:** <https://munbyn.biz/printsticker>

1 Run the automatic label identification on the printer.

1

Load no less than 8 consecutive papers into the printer(When you load paper, please pull the paper out a little bit in front of the printer).

2

After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed.

3

The printer will learn the size of the paper at this time. After the process is complete, the printer is back to normal.

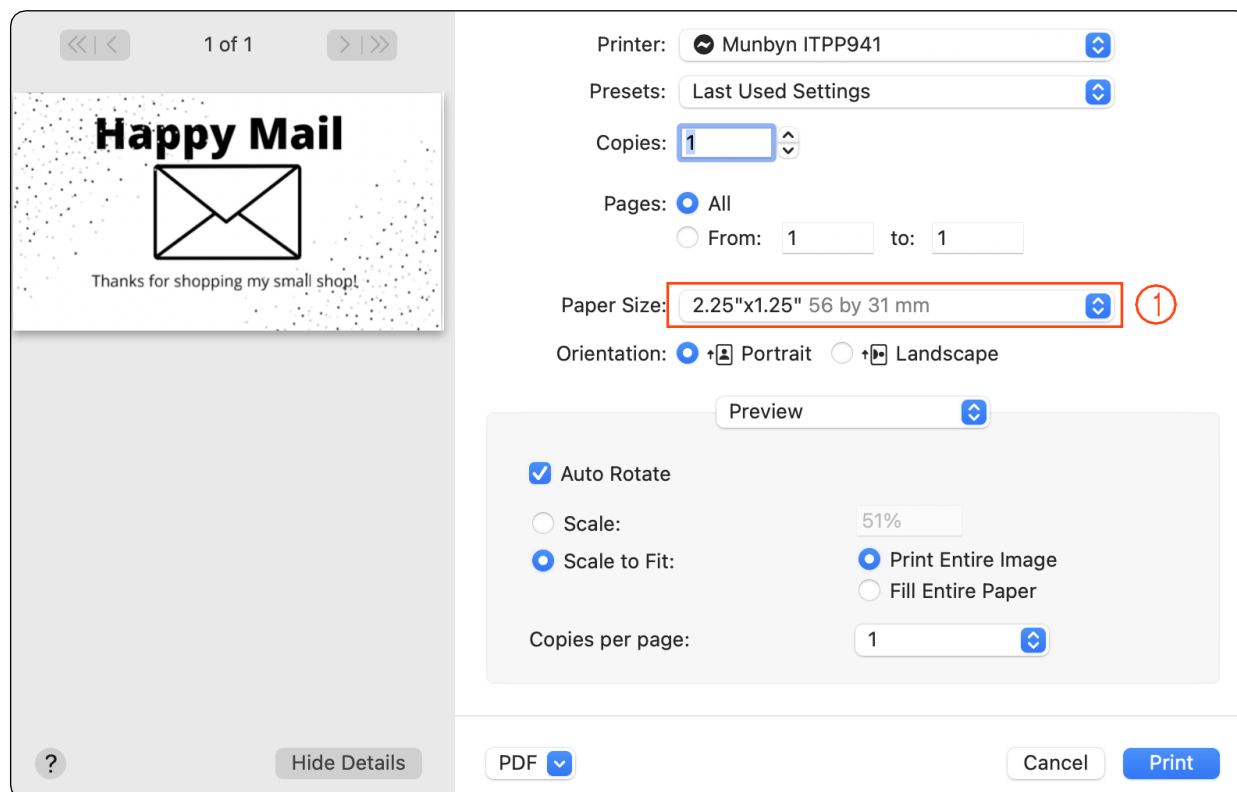
2 Please confirm the size of the paper.

3 Set the size of the paper on the computer. Please make sure that the size setting on the computer (Mac and Windows) is the same as the paper.

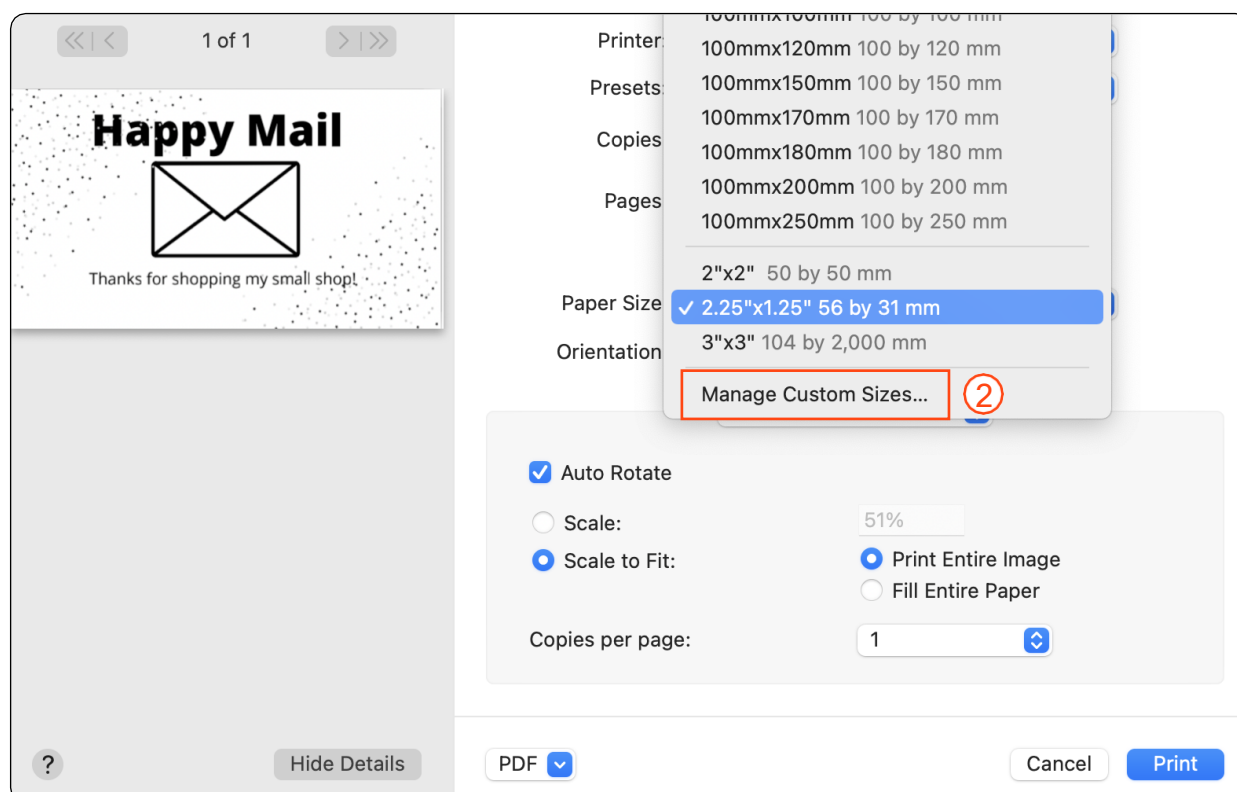
For Mac

Set your custom label size

1 In your print preview page, click on "Other".



2 Click on "Manage Custom Sizes".



- 3 Enter your paper size and margins on the next window and click OK. You can rename your new label size by double-clicking on the highlighted item on the left.

Paper Size: 3 56 mm 31 mm
Width Height

Non-Printable Area:
User Defined

0 mm 0 mm
Top
0 mm 0 mm
Left Bottom Right

+ - ⚙️

? Cancel OK

- 4 Select the size (the size of the paper) you added, and select "Scale to fit"

Printer: Munbyn ITPP941

Presets: Last Used Settings

Copies: 1

Pages: All
From: 1 to: 1

Paper Size: 2.25"x1.25" 56 by 31 mm 4

Orientation: Portrait Landscape

Preview

☒ Auto Rotate

☐ Scale: 51%

☒ Scale to Fit: 5

☒ Print Entire Image
☐ Fill Entire Paper

Copies per page: 1

? Hide Details PDF Cancel Print

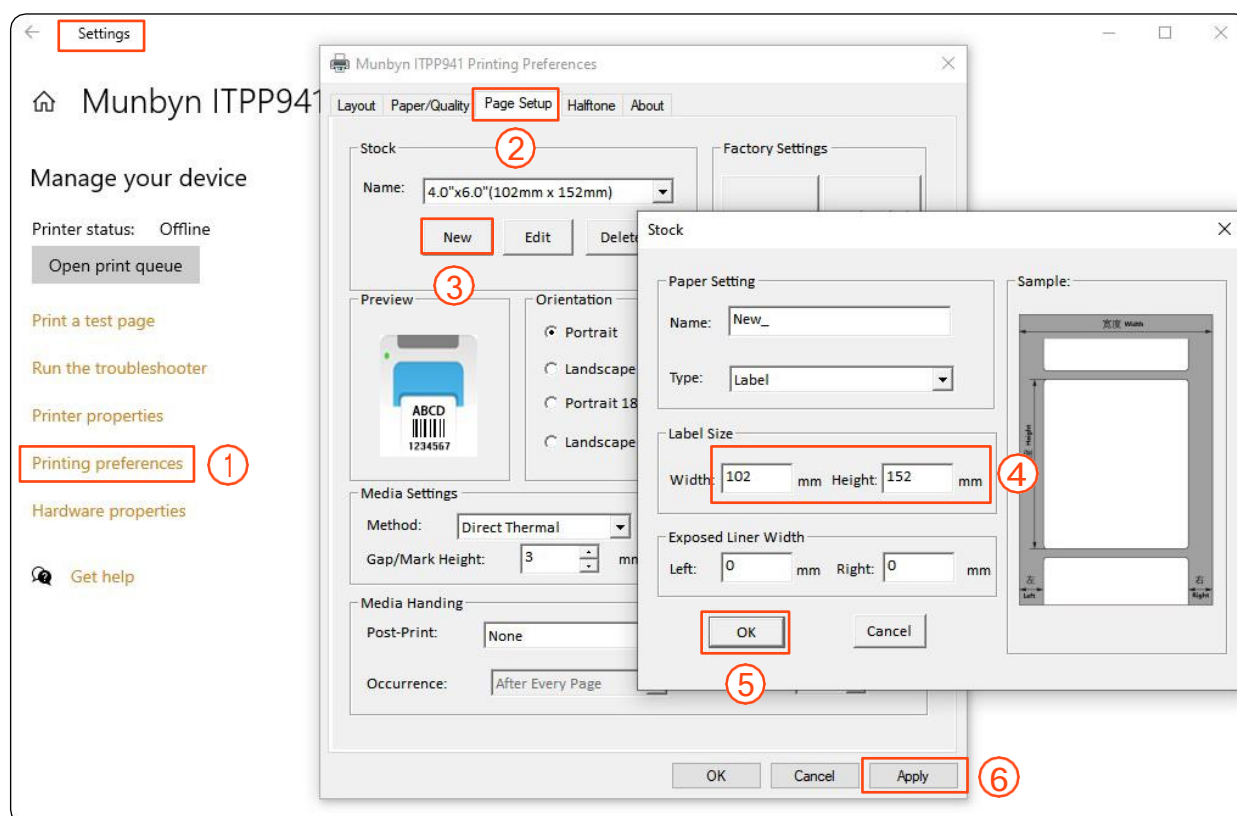
For Windows

Set your custom label size

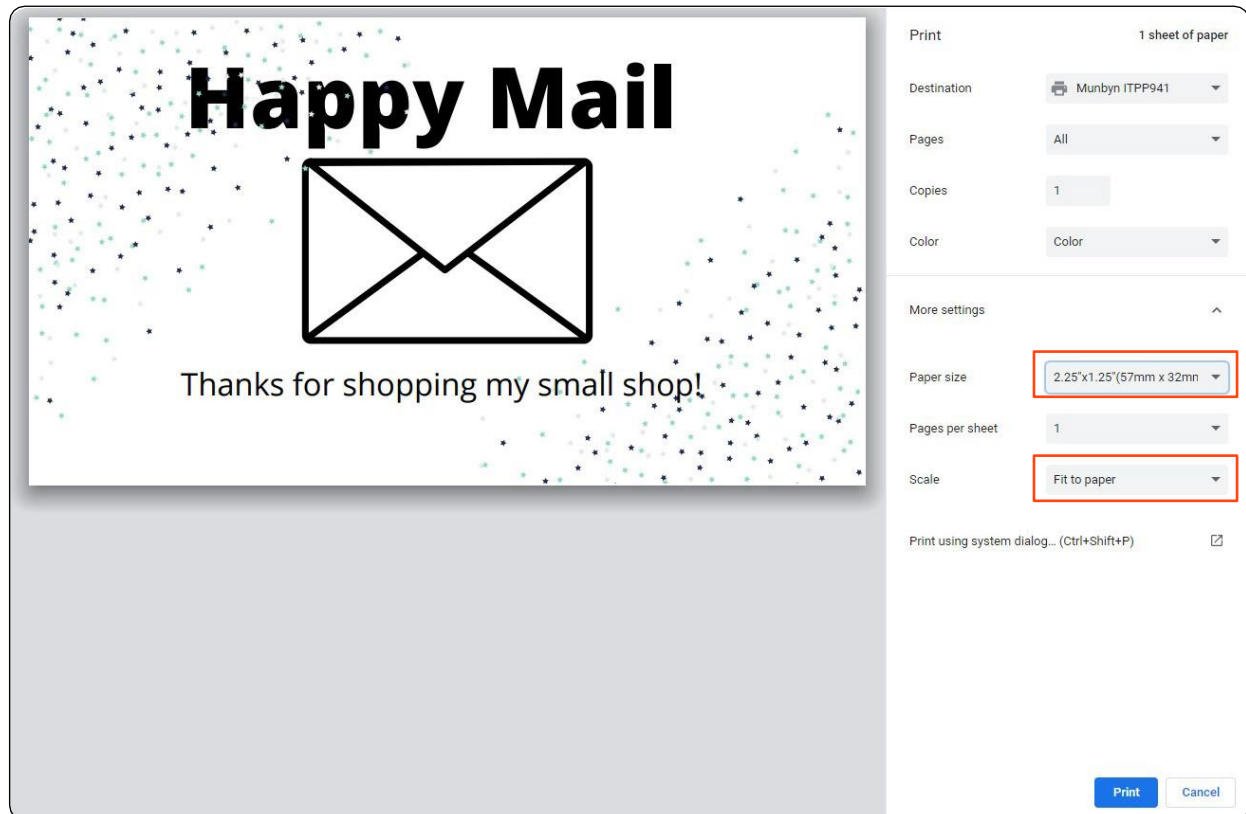
- 1 Please enter the setting interface:
Settings -> Devices -> Printers and Scanners -> Click 'Munbyn ITPP941' -> Manager -> Printing Preferences -> Page Setup -> New.

Note:

Please follow the order of numbers in the picture below to set



- 2 Munbyn recommends that you use Google Chrome to open PDF files. Select the size (the same size as the paper) you added, and select "fit to printable area"



4.2. How to print labels in non-4x6 inches size, like USPS and Amazon ASIN labels?

You can use the 'Acrobat Reader DC' to crop the shipping label to print.

► **Demo video:** <https://munbyn.biz/3kn9sul>

The self-test page can be used to determine whether the machine has a hardware failure.

4.3. How to judge whether is hardware failures in the printer?

The steps to print a self-check page are as follows:

1

Disconnect the USB connection and load paper

2

Wait for the green light to turn on (if there is no green light, please do the automatic label identification), press the FEED button and hold it down, release it after hearing two beeps.

3

It will print out the self-check label. If the self-test label prints well, the printer hardware is normal. If it can't to print a self-test page, please contact us.

- **Email:** support@munbyn.com
- **Tel:** +1 650 206 2250 8:00 - 17:00 (PT)
- **WhatsApp:** +86 133 5295 0490 (Working day - 24 hours)