

MUNBYN

RW401AP Label Printer

Frequently Asked Questions



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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 13352950490 (working day - 24 hours)

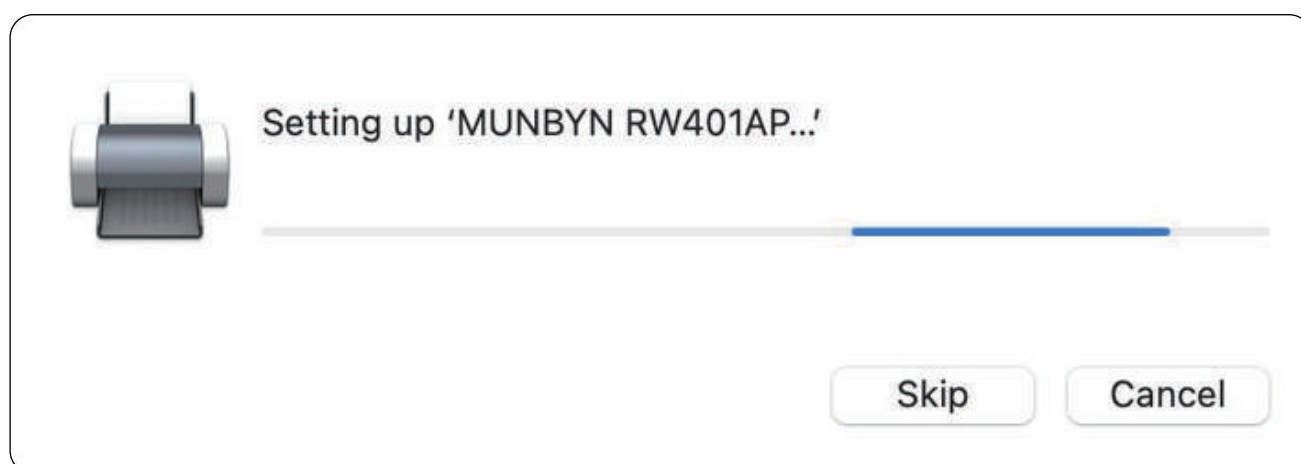
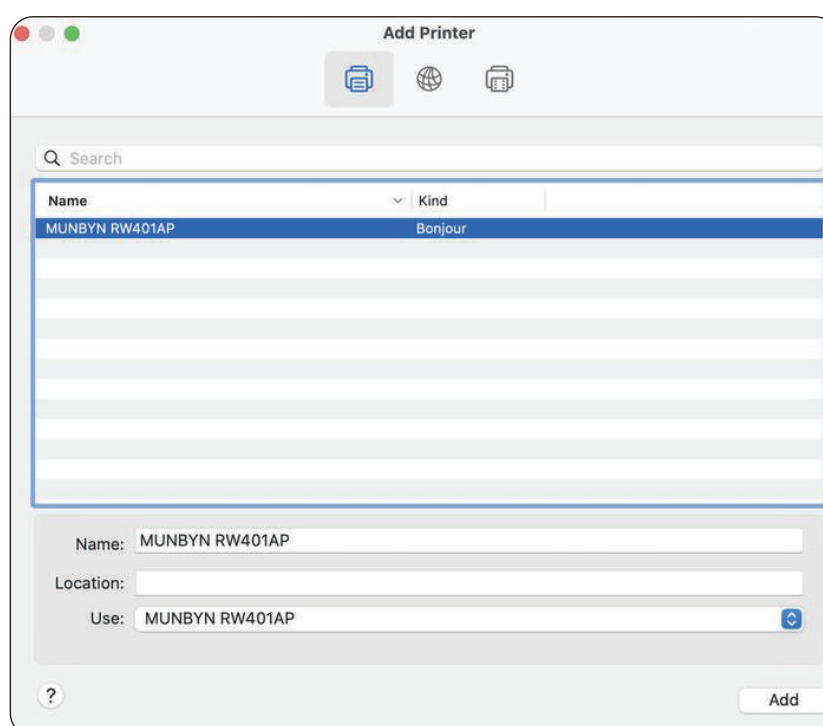
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1 Installation Issue

1.1. Why can't I find the printer on my Mac?

- 1 Make sure your computer is connected to the same WiFi network/network segment that the printer just connected to (You can print a self-check page to see which network the printer is currently connected to) .
- 2 Add the printer of the corresponding model to the printing device and wait until the system completes adding the printer.



- 3 Open the file to be printed, click the Print button, and select ITPP941AP on the Print preview page.

1.2. Does RW401AP support Windows 11?

- After installing Windows related drivers, you can connect through USB data cable.

1.3. How to use RW401AP on a Chromebook.

- Please visit the following link and refer to the operation in the video to configure the AirPrint function on Chromebook:

<https://munbyn.biz/ChromeAP>

1.4. How to use the printer via USB.

- 1 Please connect the power cable and data cable to the power supply and computer socket correctly.
- 2 Click the website below to download the corresponding driver:
<https://munbyn.biz/3WNmdmW>
- 3 After downloading, follow the driver icon to install it.
- 4 When the installation is complete, you can use USB to print.

2 AirPrint Issue

2.1. What connection modes does the RW401AP support? Can I use a USB connection when Wi-Fi fails?

- The RW401AP supports both USB and WIFI connectivity, so you can use the USB connection when WIFI fails.

2.2. Do I have to download MUNBYN APP to use RW401AP?

- It is recommended to use MUNBYN APP for network configuration. If your router supports the WPS function, you can connect to the printer through the router's WPS function.

2.3 RW401AP is a wireless device, does it need to be connected to a power cable?

- The RW401AP needs to be connected to the power supply using the supplied power adapter to start the machine. Print wirelessly from a mobile device or laptop over Wi-Fi.

2.4 Can I connect RW401AP via the hot spot on my phone?

- It can connect to a cell phone hotspot. The machine itself emits a hot spot, which can also be printed by connecting to the machine's own hot spot.

2.5 What should you do if an ERROR prompt appears when you issue a print task on Windows?

- Please restart your computer and print device.

3 Printing Issue

3.1 What size label paper can RW401AP use? Is it compatible with other brands of label paper?

- MacOS and iOS devices support the following paper label sizes:
2*2 inch ; 2.25*1.25 ; 2.25*2.25 inch ; 2.5*1.5 inch ; 3*2 inch ;
3*3 inch ; 3*5 inch ; 4*4 inch ; 4*6 inch ; 4*8 inch.

Windows system supports 4*6 inch label paper.

If you want to use more sizes, we recommend you download the driver from the following link: munbyn.biz/RW401APBoxing

Android devices only support 4*6 inch label paper.

3.2 Does RW401AP support folded labels or continuous labels?

- Both work, depending on your printing needs.

3.3 Does the printer support automatic label size identification and adjustment?

- RW401AP has automatic label size identification function, can automatically identify label size and adjust.

3.4 Which brand label paper does RW401AP support?

- Transportation platform (logistics company):
FedEx、USPS、Colissimo La poste、DHL、Canada Post、Royal Mail、UPS、DPD、Evri、Chronopost、Chitchats.
- E-commerce platform (online store):
Shopify、Etsy、Amazon、eBay、PayPal、Poshmark
- Third-party platform:
Pirate Ship、Stamps、Shipeasy、Endicia、XPS

If you are using a platform not mentioned above and are not sure if it is supported, please contact us.

3.5 Why can't the barcode or QR code on the printed label 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** The reason the barcode can't be scanned 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.

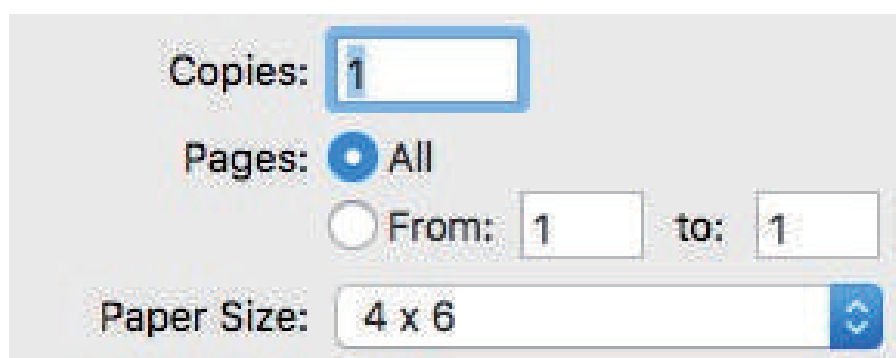
3.6 Why is the printer printing blank labels?

- 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. You can also scratch the surface of the label with your fingernail, usually, the label turns black to indicate that it is a "Direct Thermal" label.
- 3 If the above is correct, but the printer still prints blank labels or the label cannot be printed completely printed Please print the self-test page:
 - Press the feeder (green/red light) button and hold on.
 - Release after you hear two consecutive beeps.

3.7 Why the printer print extra blank labels after printing?

- For MAC:

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).



The size of loaded paper is smaller than the label file's (For example, when printing the 100*190mm file but using the 100*150mm size paper).

For this situation, you can adjust the scales, margins in the page setup in the using browser.

- For Windows:

Go to the “printer preferences” ---> “advanced” ---> “paper size”, select the correct size for the printer (If you are using 4x6 paper, please select the 100*150mm)

3.8 Why does the printer skip paper?

When the printer skips paper, we need to ensure that the size of the print file, the size of the label paper, and the size of the paper in the printer settings are consistent.

For example, your label paper is 2*2 inches, make sure your label file is 2*2 inches, and the printer paper setting is 2*2 inches.

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

- 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.

3.9 Does RW401AP support printing in colors other than black?

- Currently, only black print is supported.

3.10 What is the DPI of this printer?

- 300DPI