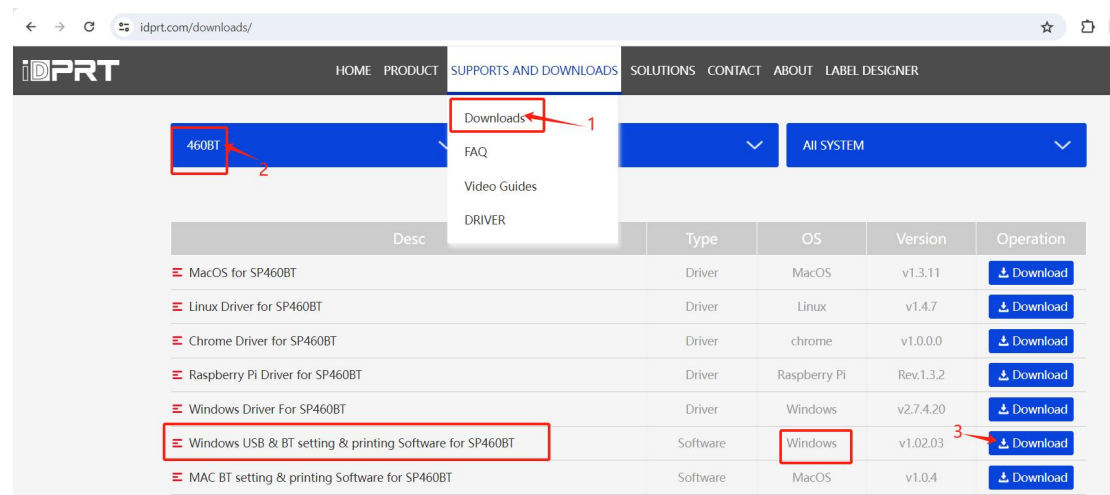


Windows-Troubleshooting Guide

Q1: Where can I download software for Windows(USB&BT) setup?

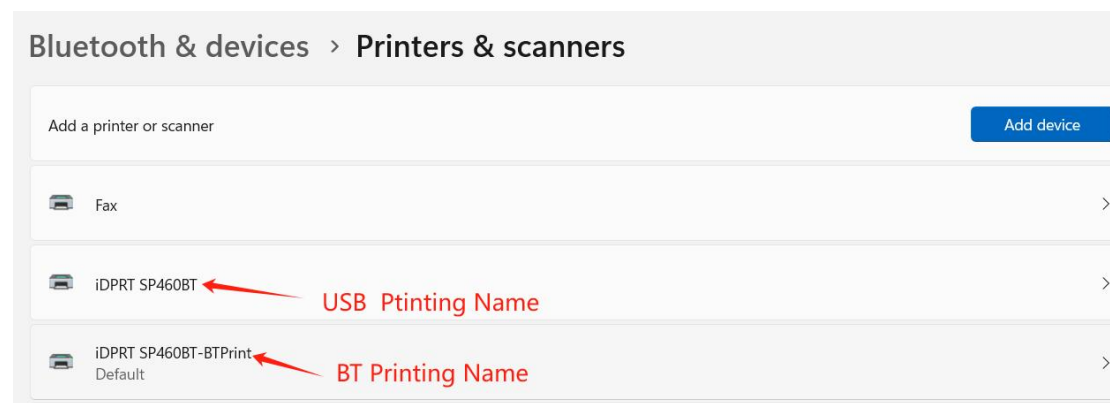
A1: Please click here to download from the official website.

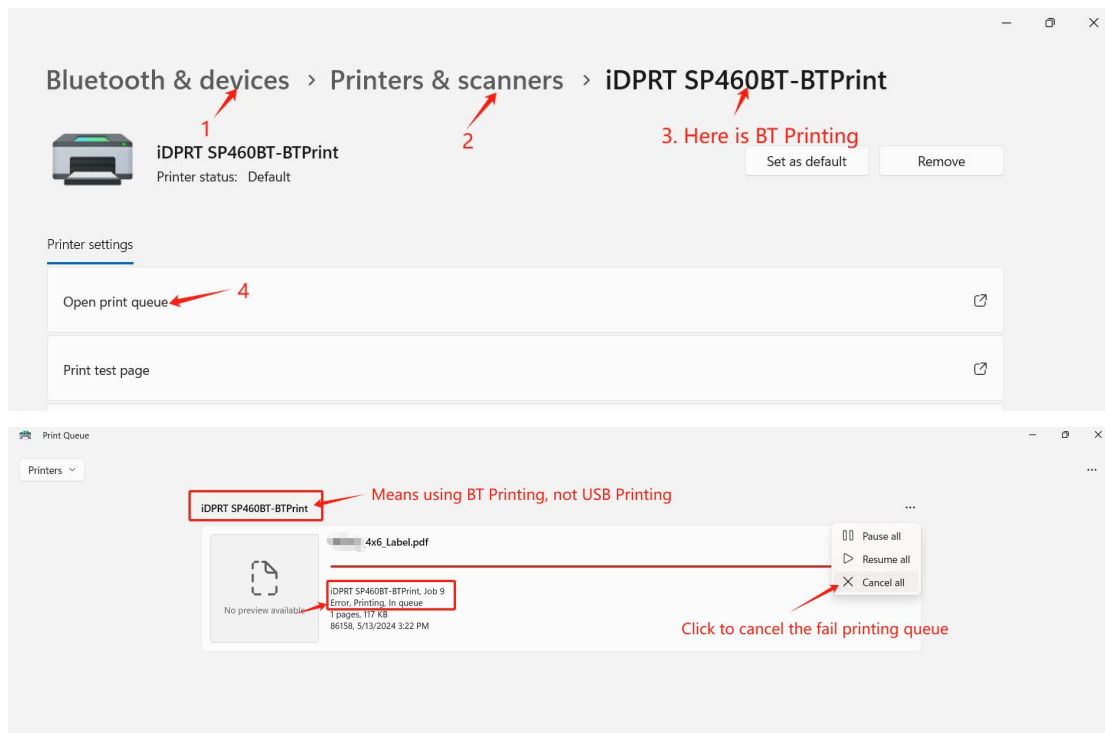
<https://www.idprt.com/downloads/>



Q2: What to do if printing fails on Windows?

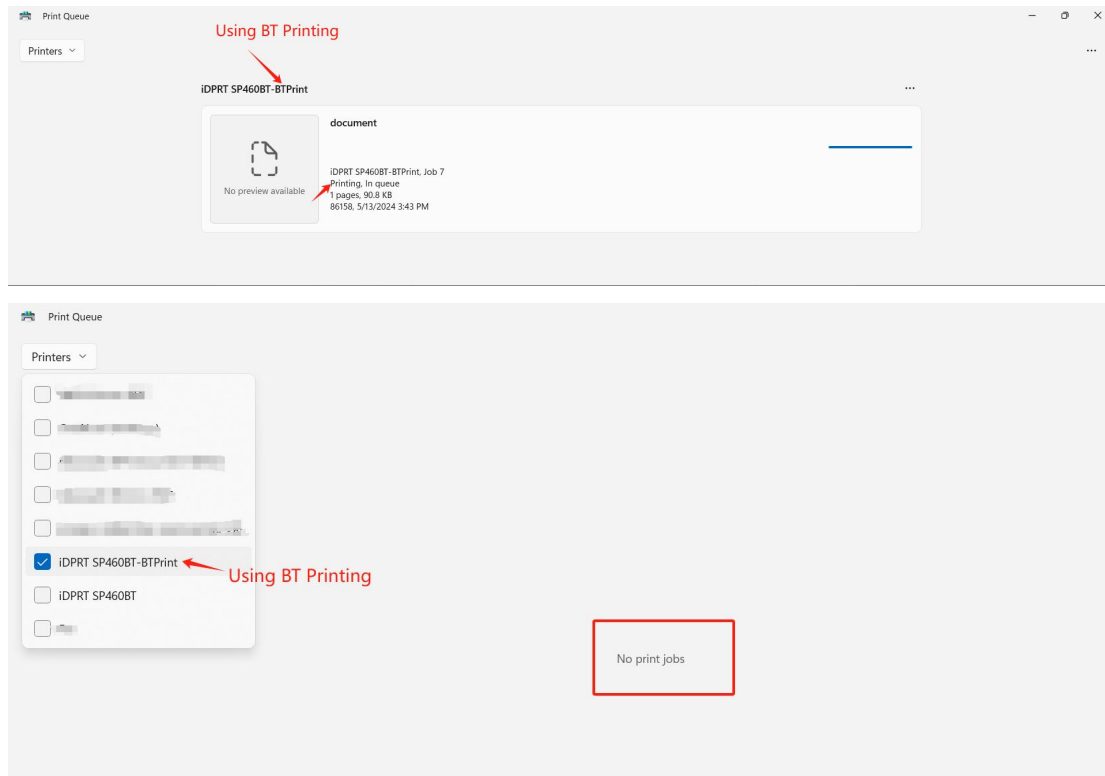
A2: **Step1** - According to the name, check **whether the correct printing method** (USB or BT) is selected when printing and **cancel the failed printing in the print queue first**.





Step2 - If you use Bluetooth printing, please check whether your mobile phone(**APP: HereLabel**) or other nearby computers are automatically connected to the printer. If so, **disconnect printer Bluetooth from other devices**. This is because multiple devices can't be connected to the Bluetooth printer at the same time.

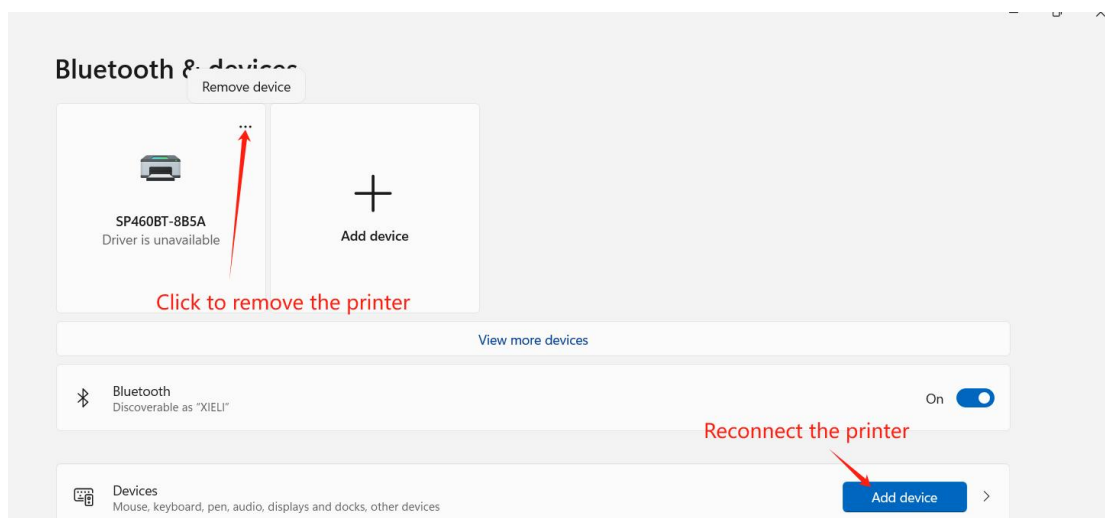
After Step 1 &2, Please try to print again. **For Bluetooth**, need wait a moment, the Bluetooth printer needs a few seconds to receive the Bluetooth signal. If the **green light of the printer flashes** and the **print queue of the computer changes from printing to blank**, it means **Bluetooth printing is successful**.

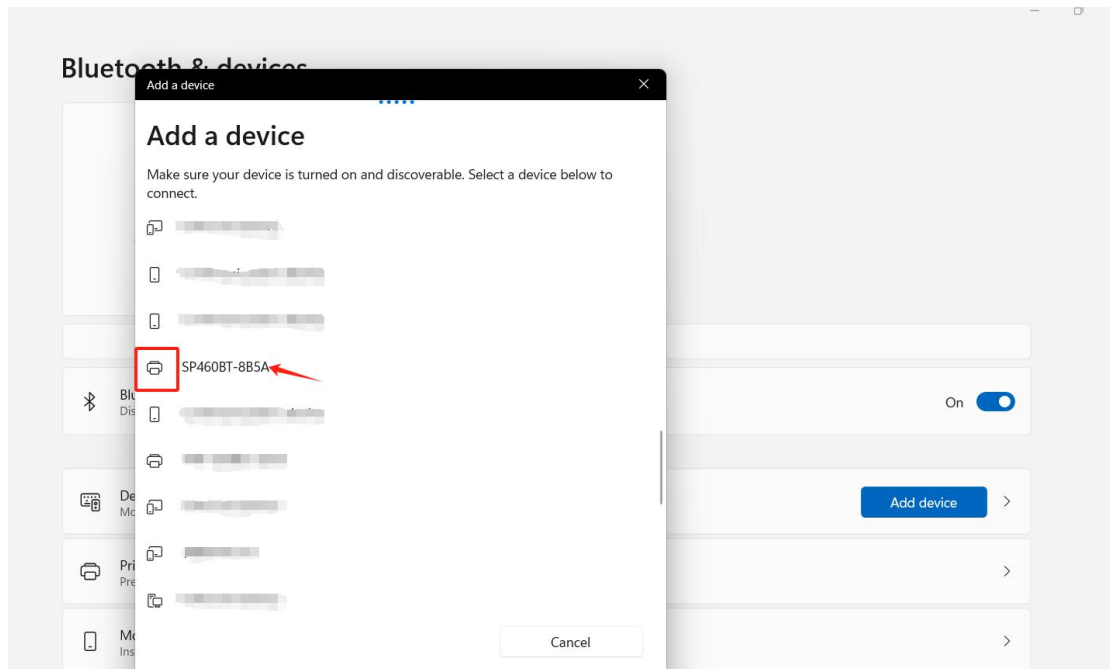


-Successful-

If you still can't print via Bluetooth, continue to setting of step 3.

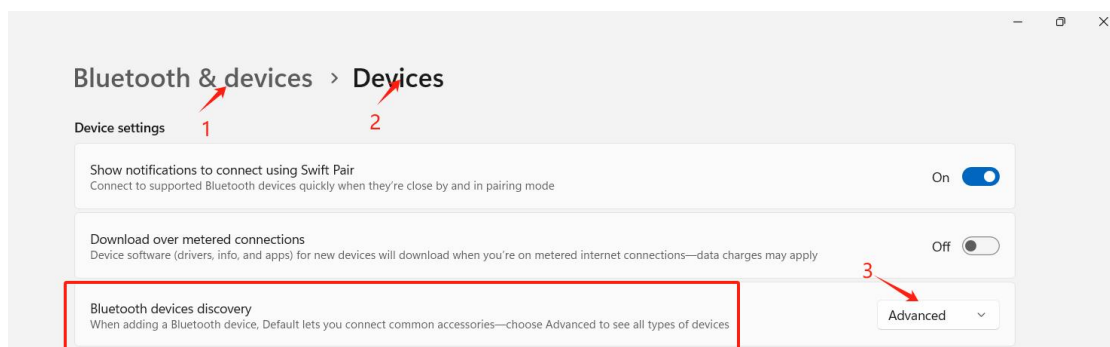
Step3- Please **remove device** and reconnect it (Bluetooth connect the printer **with priner icon** in Windows systems. After connecting, if it shows “driver is unavailable” , there is no need to worry.)





Q3: Why can't I find the printer on Windows Bluetooth?

A3: Start the printer and please refer to the image below to switch to advanced.



Q4: Why it prints shipping labels small? Can't print correctly?

A4: The most likely reason is that label is not 4x6 inch format. Back to where you download the labels(eBay, Shopify, Etsy etc.), change format from 8.5x11 inch to 4x6 inch, then download and print again.

Q5: Why label printer missing? Printing blurry?

A5: If environment is dusty or printer print too much dust, paper scraps or glue may accumulate and affect printer head therefore, it's necessary to clean the printer head on time. Use cloth and alcohol to clean printer head, do not use hard objects to avoid scratching printer head which is fragile. Also, before printing, adjust printer darkness on "Printing Preference" or "Printer feature" for better result.

NOTE:

Recalibrate the printer when switching label paper and set the right paper size on computer before printing.

- Method of set the right paper size on computer:

Please check the previously mentioned "Change Printer Settings" according to USB/Bluetooth.

- Method of Recalibration :

Load at least 5 consecutive sheets of labels into the printer.

Press and hold the feed button until the light flashes 2 times, then release the button.

When the printer prints several blank labels and intelligently returns the labels, the calibration is complete.

If you have any questions, please feel free to contact us:

technical@idprt.com