

User Manual

iLabel Thermal Label Printer

OB-WB01



Version:1.0

Table of Content

User Manual	1
1. Quick Setup Video	2
2. Contact Us	3
3. Appearance and Components	4
4. Setup	5
5. Basic Functions	9
6. Trouble shooting	14
7. Chrome Extension & Apps	15
8. Clean the printer	16

1. Quick Setup Video

Watch this setup video at:

www.betckey.com/pages/setup

Watch to setup printer that work for you the most easily.



2. Contact Us

2.1 For Help:

1) General Customer: Email to : cs@betckey.com

Amazon Customer:

1) Do not turn off the power by unplugging it.

2) Find your order in the list.

3) Select Problem with order.

4) Choose your topic from list displayed.

5) Select Contact Seller

2.2 For Cooperation:

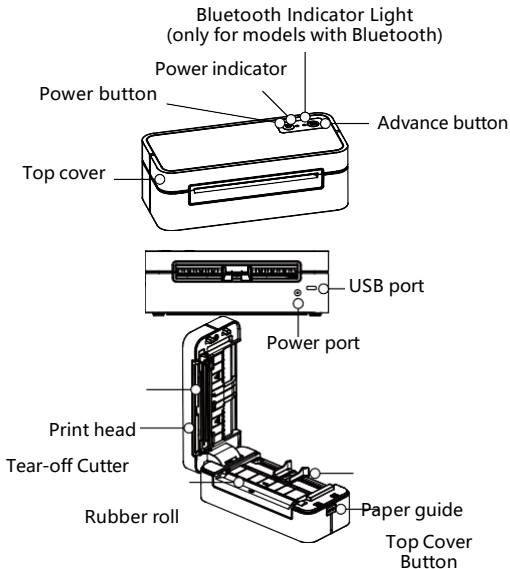
Bulk order discount, distributor & reseller:

sales@betckey.com

Influencer and other cooperation:

marketing@betckey.com

3. Appearance and Components



4. Setup

4.1 Printer power on and off

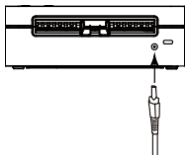
Power on: Press and hold the power button for 3 second then power light on. .

Power off: Press and hold the power button for 3 second then power light off.

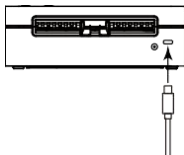
- 1) Do not turn off the power by unplugging it.
- 2) Please use the original power supply of the machine, otherwise, print quality may be affected.

4.2 Connect the power supply

- 1) Connect the power cable.



- 2) Connect the USB cable



4.3 Install the driver

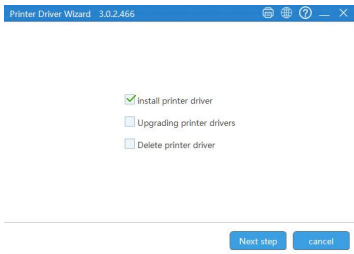
Please access www.betckey.com/pages/setup to download and install the driver, as shown below.

4.3.1 For Windows- USB

a. Download .exe driver file the install.


Name	Date modified
 ilabel_Printer_Driver	2023/8/25 16:03

b. Follow the prompts to complete the installation step by step.

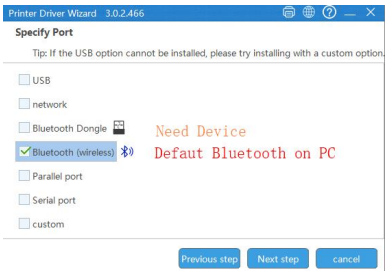


4.3.2 For Windows- BLUETOOTH

a. Download .exe driver file the install.

Name	Date modified
 ilabel_Printer_Driver	2023/8/25 16:03

b. Choose the “ Bluetooth” driver works for you



c. Follow the Prompt Steps

4.3.3 For Mac (No Bluetooth)

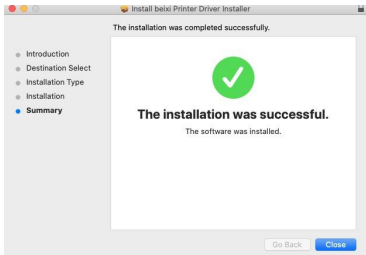
a. Connect power and computer

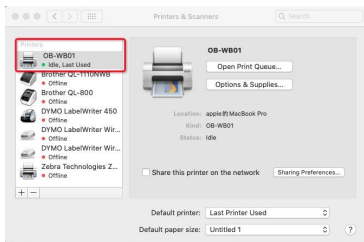
- 1) Turn on the printer
- 2) Connect the printer to your computer through USB cord.
- 3) Put the labels in, switch on the printer.

Note:

Complete these three steps are completed before printing.

b. Download the driver "Driver for Mac(OB-WB01)" from "www.betckey.com/pages/setup") and follow the prompt to complete installation.





Note:

1. Now you can print directly, if you want to adjust the printing density, printing speed or other parameter, please refer to part "5 Basic Functions".
2. If you can't print successfully, please restart your PC and try again.

5. Basic Functions

5.1 Paper advance function

Power off the printer, press the "Advance" button, and the printer will send the paper to the specified location based on the type of paper. When using thermal label, press the "Advance" button once to release a whole sheet of paper.

5.2 Intelligent learning of paper

Power off the printer, open the upper cover, load the labels and close the upper cover then power on. Wait until the initialization complete (about 3-5 seconds), press the "Advance button" and hold it until you hear the "Dee" sound, then the printer can automatically carry out the intelligent learning of the paper.

5.3 Paper loading

Prompt: Auto feed. Labels you will peel off facing up.

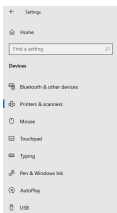
5.4 Print the test page

When the printer standby and the paper is loaded correctly,



Press the "Advance" button to remove the paper and hold it until "Dee, Dee Dee" is heard, and then the printer can print the test page.

"Printer & Scanner" → OB-WB01 → "Manage" → "Print a test page"



Printers & scanners

Microsoft Print to PDF

Microsoft XPS Document Writer

OB-WB01

OB-WB01

Open queue

Manage

Remove device

OneNote for Windows 10

WB01-STIA

Driver is unavailable

☒ Let Windows manage my default printer

When this is on, Windows will set your default printer to be the one you used most recently at your current location.

Settings

OB-WB01

Manage your device

Printer status: Idle

Open print queue

Print a test page

Run the troubleshooter

Printer properties

Printing preferences

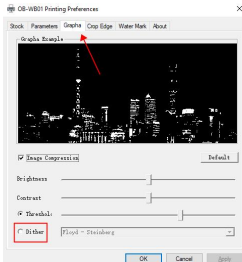
Hardware properties

Note:

Before printing a test page, please check that your printer has drivers and labels loaded

5.5 Adjust the print grayscale

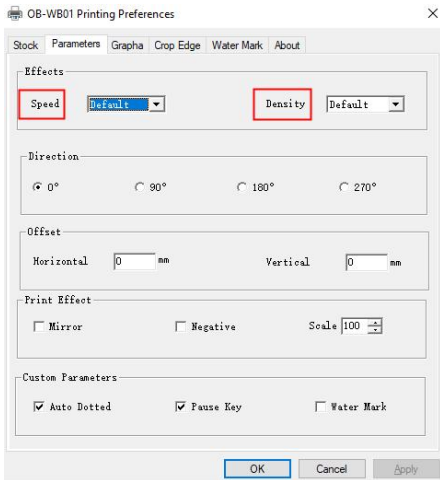
Note: If your printer content is not clear, you can set the print grayscale to "none".



5.6 Adjust printer speed and print density

Note:

If you need to adjust the printing speed and printing density, you can adjust it here.

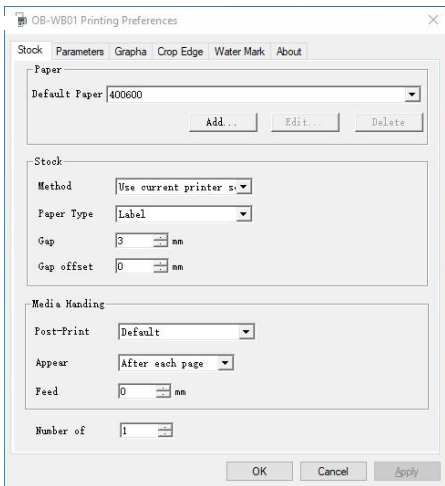


5.7 Adjust the paper size:

Note:

If you need to create a new paper size, you can do so here.

Print Preference -Stocks



The image shows a Windows-style dialog box titled "OB-WB01 Printing Preferences". It has a tabbed interface with tabs for "Stock", "Parameters", "Graphs", "Crop Edge", "Water Mark", and "About". The "Stock" tab is currently selected. The dialog is organized into three main sections: "Paper", "Stock", and "Media Handling".

Paper Section:

- Default Paper: 400600 (dropdown menu)
- Buttons: Add..., Edit..., Delete

Stock Section:

- Method: Use current printer s... (dropdown menu)
- Paper Type: Label (dropdown menu)
- Gap: 3 mm (spin box)
- Gap offset: 0 mm (spin box)

Media Handling Section:

- Post-Print: Default (dropdown menu)
- Appear: After each page (dropdown menu)
- Feed: 0 mm (spin box)
- Number of: 1 (spin box)

At the bottom of the dialog are three buttons: OK, Cancel, and Apply.

6. Trouble shooting

Indicator Light	Status Description	Troubleshooting
Steady green light	Normal	
Green light flashes slowly	Printing paused	Short press the paper feed button once to resume the current printing process.
Red light flashes quickly	Paper error Printing out of paper	Check if there is any paper sticking or jam. Note①② Make sure the printer is loading paper correctly Note①② Perform automatic intelligent paper learning
Red light flashes slowly	The upper cover is not closed	Check to make sure the upper cover is fully closed
Orange light flashes slowly	Printer head overheated	Wait for the printer to cool down and continue working automatically Note①
Steady blue light	Bluetooth is connected	
Blue light off	Bluetooth not connected	

Note:

①These faults can be eliminated without shutting down the printer. After trouble shooting, the printer can continue to work automatically without causing the loss of printing content.

②Check the faults in sequence. If the previous fault can not be removed, perform the next operation.

7. Chrome Extension & Apps

7.1 Chrome Extension

Step 1: Go to “Chrome Web Store” then search “Shipping Printer”

Step 2: Click Add

7.2 We recommend the APP:

Remark:

1. The mobile phone can be connected using the APP or mini program without pairing the PIN code.
2. “Label expert” . You can download it on Google Play Store and APP Store. Or you can scan the QR code below to download the APP.



Android



IOS

8. Clean the printer

Please clean the print head as follows.

Matters needing attention:

1) Turn off the power supply of the printer before cleaning.



2) The print head gets very hot when printing. Wait until printer head cools down.

3) When cleaning, do not touch the heating part of the print head.

4) Be careful not to scratch or damage the print head.

8.1 Cleaning the Printer

1) Open the top cover and use a alcohol swab to clean the top cover from the middle of the print head to both sides.

2) Wait for the alcohol completely vaporized then close the cover.

8.2 Clean sensor, rubber roll and paper path

1) Please open the top cover of the printer and take out the paper roll.

2) Use a dry cotton cloth or cotton swab to wipe away dust or foreign matter.

8.3 Power on and print a test page to check.