OFFNOVA

SHIPPING LABEL PRINTER

Make it easier for your business

4B-2054N

Support Website: https://offnova.com/
Facebook: https://www.facebook.com/groups/238227327867149
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1. Compatibility

1.1 What systems are the printer compatible with?

The thermal label printer is compatible with Windows, Linux, and Mac OS operating systems via a USB cable connected. It is incompatible with Bluetooth and Chromebook.

1.2 What platforms does OFFNOVA work with?

The thermal label printer can work with any 4" x 6" shipping label files from the following platforms.
Amazon/eBay/Shopify/PayPal/Etsy/Poshmark/Endicia/Dazzle/Ship Station/ShipWorks/Shippo/Shipping Easy/XPS/ORDORO/FedEx/UPS/ USPS/DHL/Stamps.com and any other platforms that can output 4" x 6" shipping label files.

2. Driver

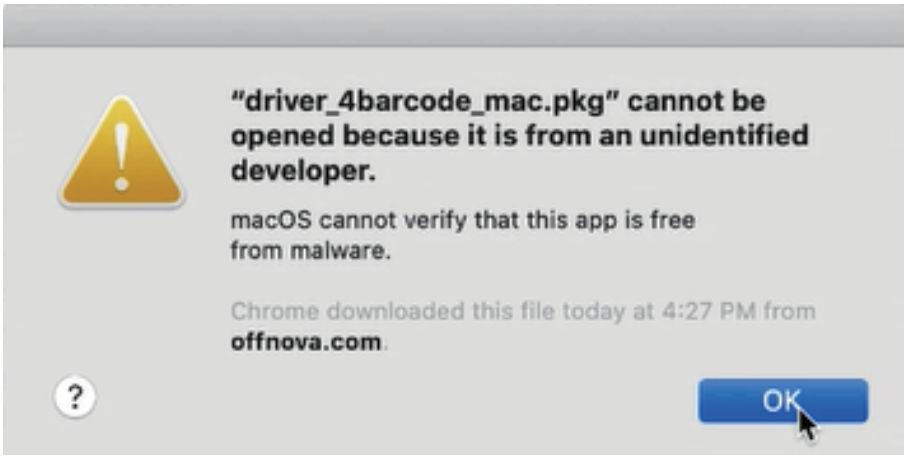
2.1 How to install driver on Windows?

1) Plug the power cord into the electrical outlet and connect the printer to your computer via USB cable. Switch on the printer.
2) Download the windows driver from the following link: https://offnova.com/pages/download and confirm to install driver.
3) After installed the driver, click on this PC Setting -> Devices -> Printer & Scanners to find this printer.
   If you can find the printer on the page and can manage it, the driver has been installed successfully.

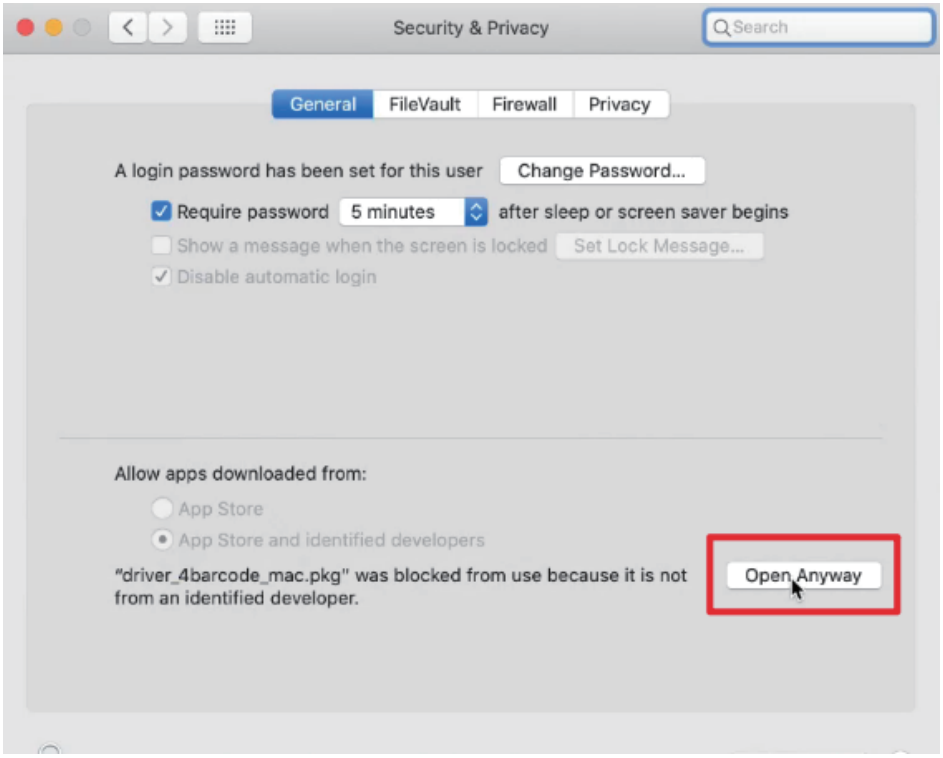
4) You can watch the operation video on this link “Easy Guide to Print on Windows”

2.2 How to install driver on Mac OS?

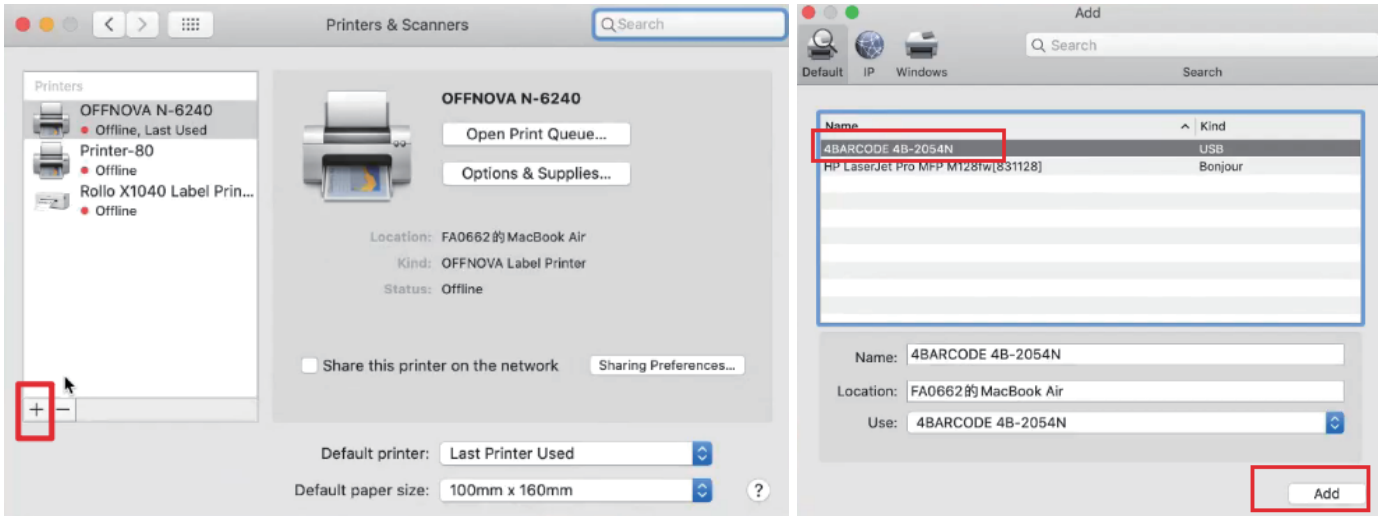
1) Plug the power cord into the electrical outlet and connect the printer to your computer via USB cable. Switch on the printer.
2) Download the Mac OS driver from the following link: https://offnova.com/pages/download and confirm to install driver. When you open the download file, you should see the following screen shown. Please do not worry about it. You can click "OK" and confirm to install the driver.



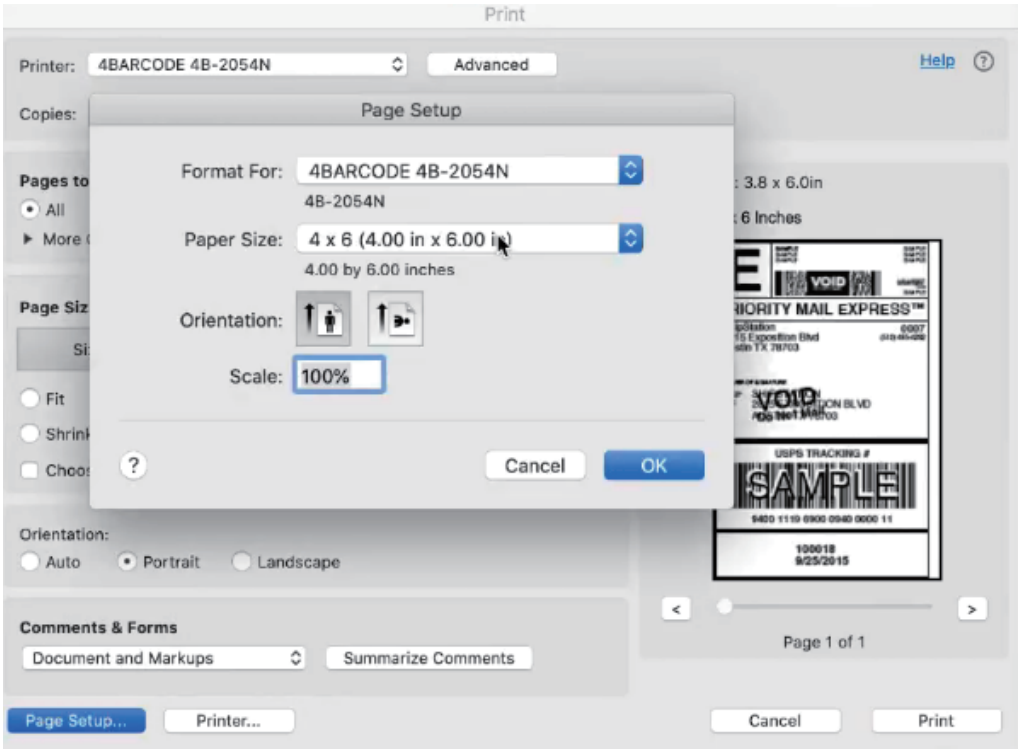
3) Go to the “System Preferences” and select “Security&Privacy”, click on “open anyway” and enter your user password to install the driver.



4) Go to the "System Preferences" and select the "Printer and Scanners", click "+" to add this printer.



5) After that, you can open a file label and confirm settings to print.



6) You can watch the operation video on this link: "Easy Guide to Connect OFFNOVA Printer on Mac".

3. Print Issues

3.1 Why does the label jam while printing?

1) Please make sure that the sizes of loaded labels, label files, and settings on your devices are the same.
2) It might be caused by insufficient space during auto-label detection and self-calibration, please make sure there are enough spaces between the printer and label holder.

3) Setting the density or speed too high will also cause paper jams. The recommended setting range: speed 4-8 in/sec(101.6-203.2 mm/sec), density 8-14.
   If not for the above reasons, please follow the steps below to fix the problem.

a. Put the paper in the printer and turn off the power.
b. Press and hold the white button while pressing the power button
c. Wait until the red light flashes three times and then let go
d. Check whether it has been calibrated - press the white button, if it just outputs one label, then the calibration success.

3.2 Why is the printer printing blank labels?

The three main causes of this problem are as follows:

1) The most common reason is that the labels were loaded upside down. Please ensure your labels are correctly loaded and that the tearable side should be facing the ceiling when it comes out.
2) Label issues: This is thermal label printer, please use "Direct Thermal" labels for printing.
3) The printer has not identify your label's properties. Please switch off the printer, press and hold the white button while pressing the power button until the red light flashes three times to identify and calibrate your labels.

If the problem cannot be resolved by the above solution, please contact us at <support@offnova.com>. We are happy to help.

3.3 Why the printer prints sideways?

Generally, only when the sizes of your loaded labels, label files, and settings on your devices are the same, you can print properly.

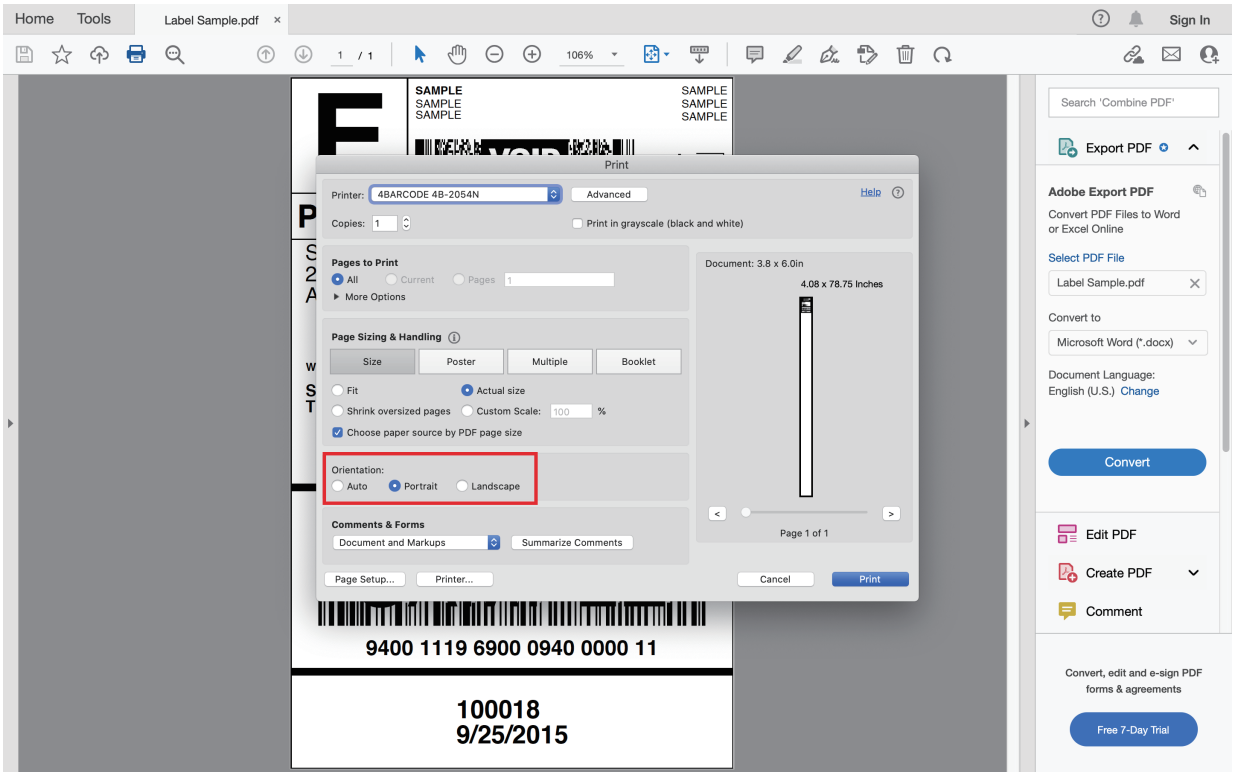
If you try to print a 4" x6" USPS label sample, please make sure that the paper size at page setup is 4″x6″ and your label size is 4″x6″. In this case, the label sample will prints out fine.

If the label file you use or settings you choose is not 4″x6″, you will print sideways. Please adjust them to 4"x6" first.

If your label is 4 x 6 but just provided sideways, you can set up OFFNOVA to rotate it for you automatically.

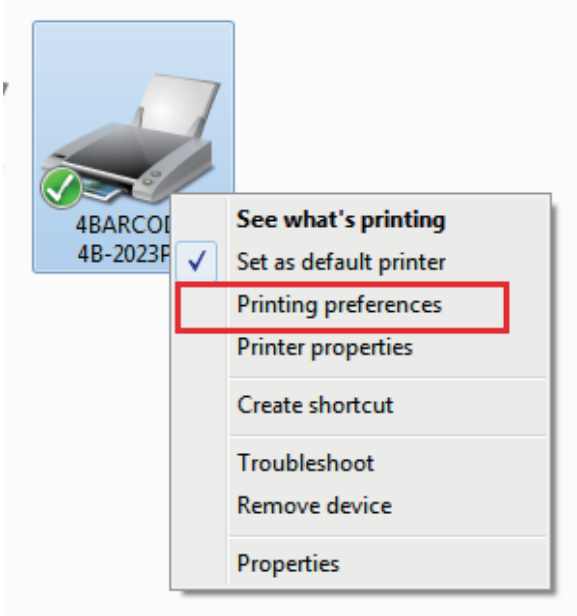
For Mac:

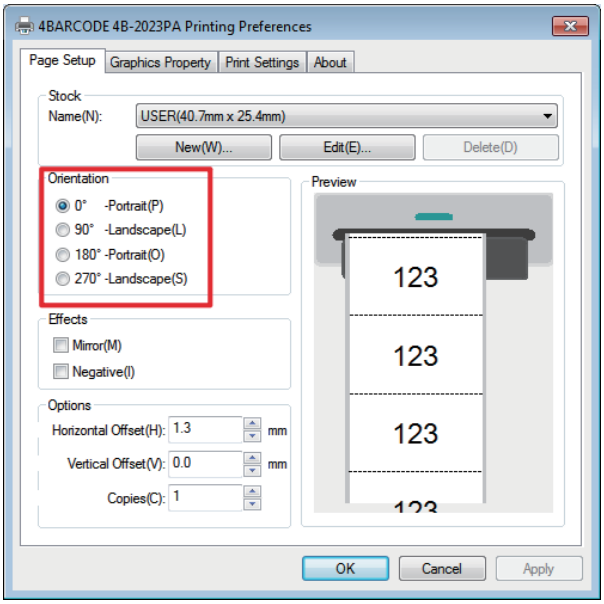
During the print prompt, select your label size under Presets, then navigate to Printer Features -> Orientation - choose the print orientation you need -> Click Print



For Windows:

Go to Control Panel -> Devices and Printers -> Right click on the printer-> Printer Features -> Under Orientation - choose the print orientation you need -> Click Apply / OK.



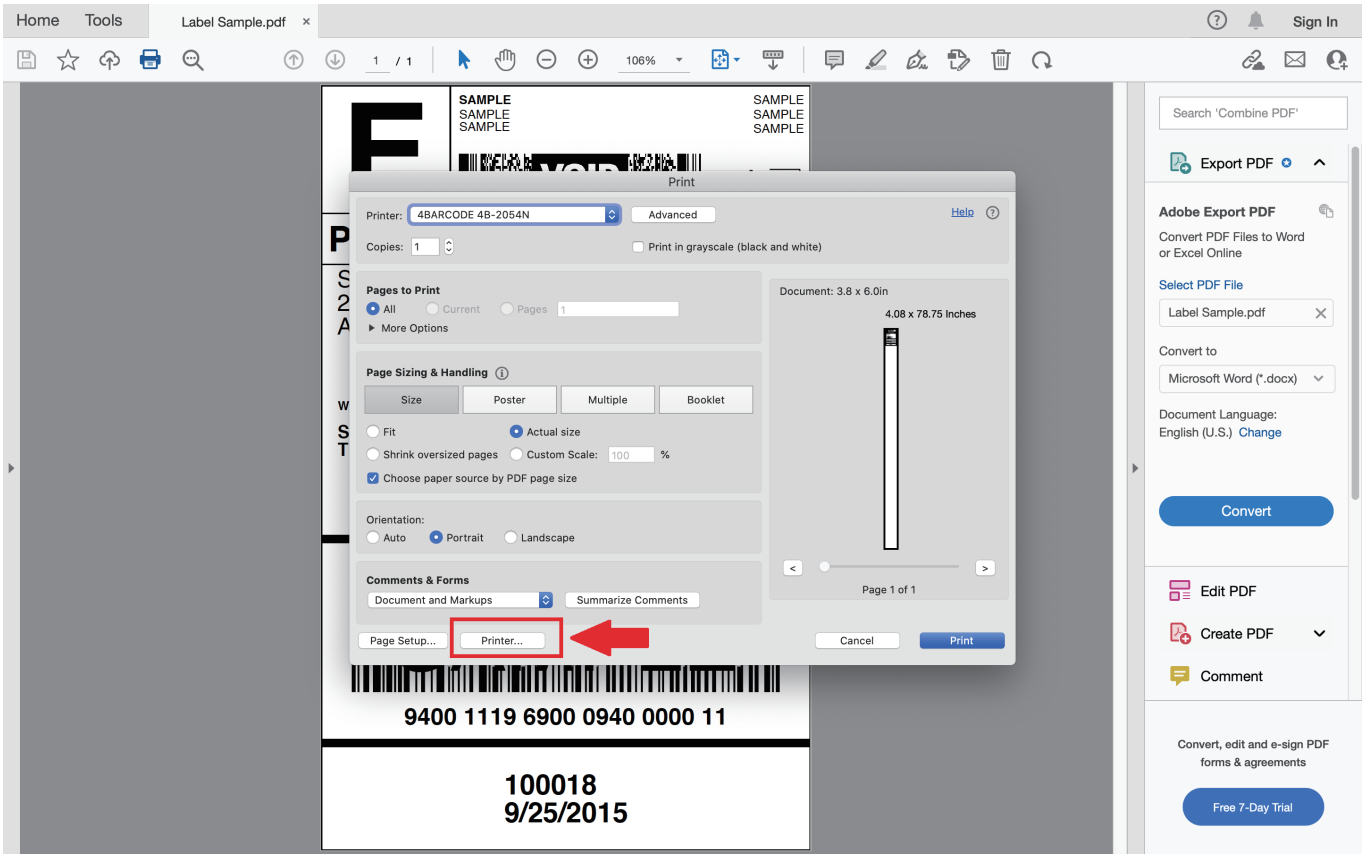


4. Print Quality Issue

4.1 Why the labels are not clear?

1) Please choose PDF file format for printing instead of PNG, PIG, and other image formats, when the barcode you print out is light and open it with Adobe.
2) If the font is still not clear, please try to increase the density and reduce the speed.

For Mac: During the print prompt, click on “printer...” -> Printer Features -> Click “printer option” under the menu “Feature Sets” -> Setting the print speed and darkness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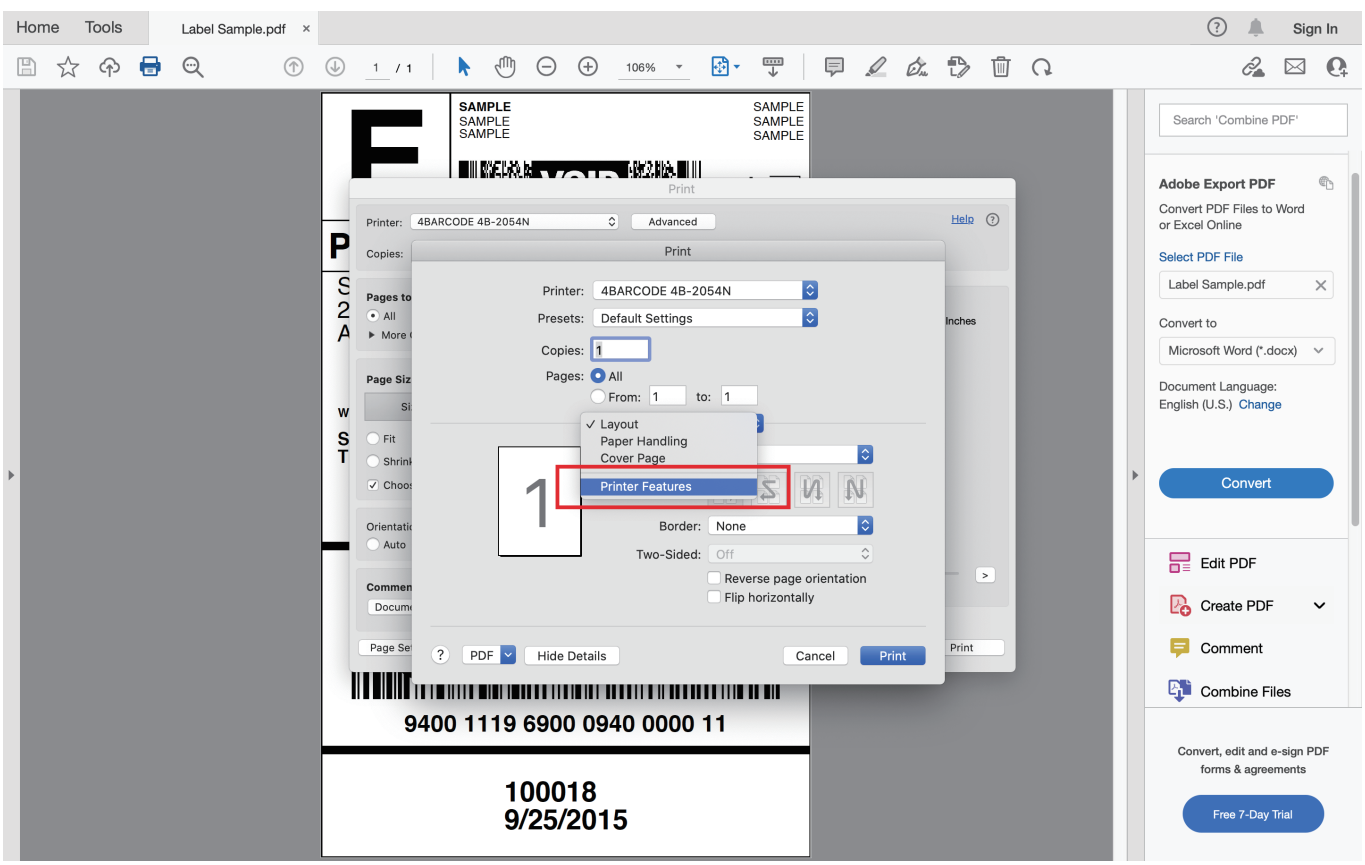
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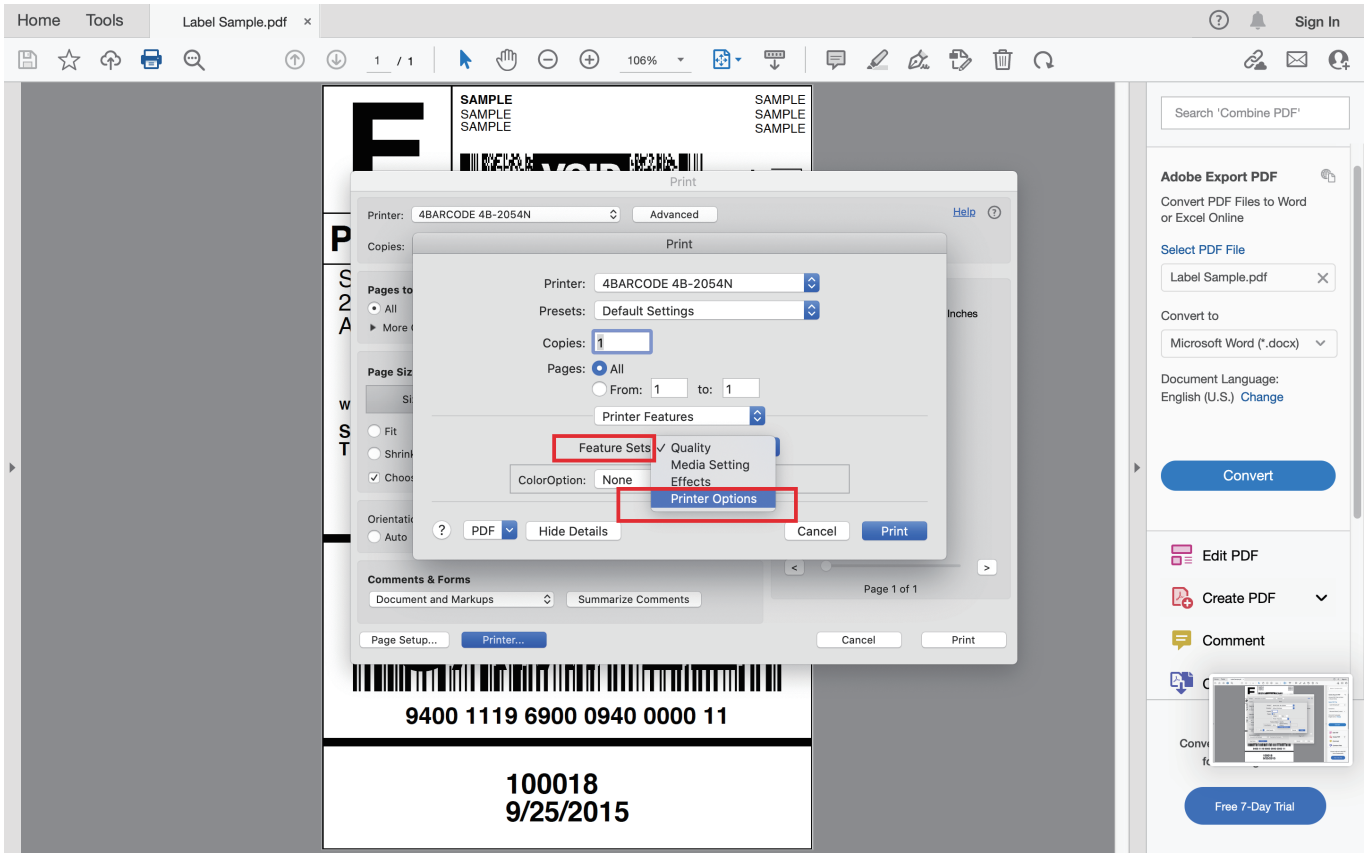
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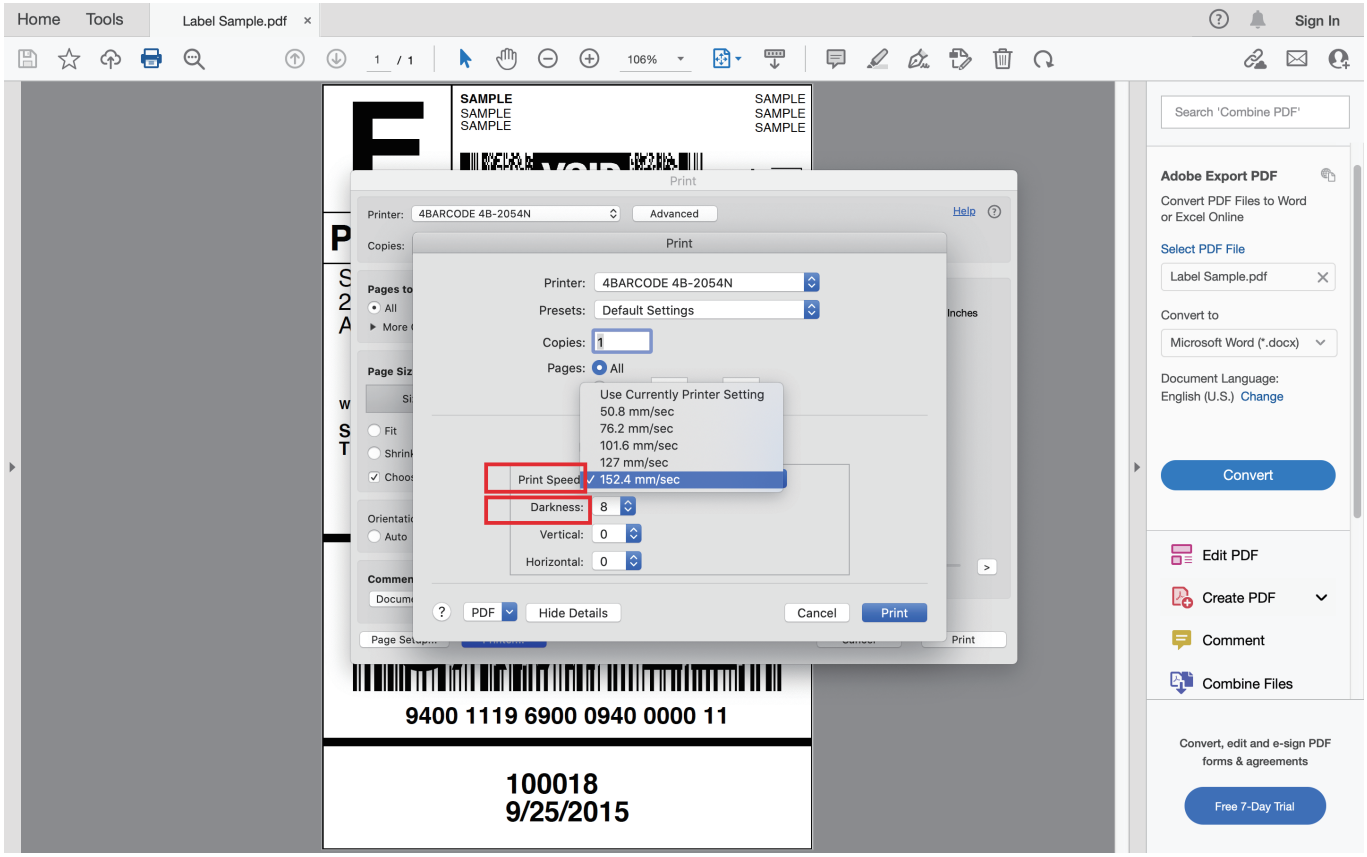
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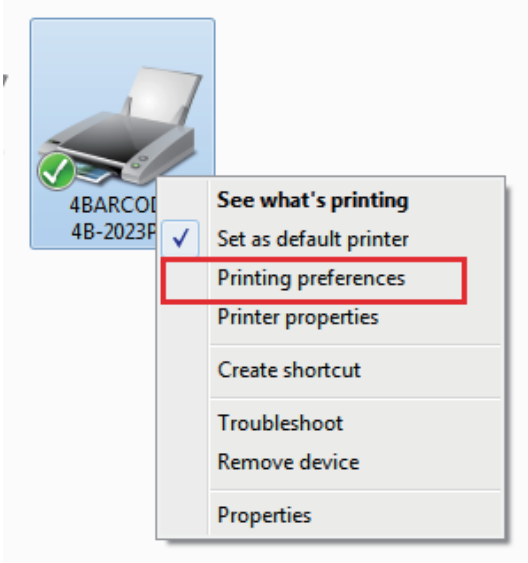
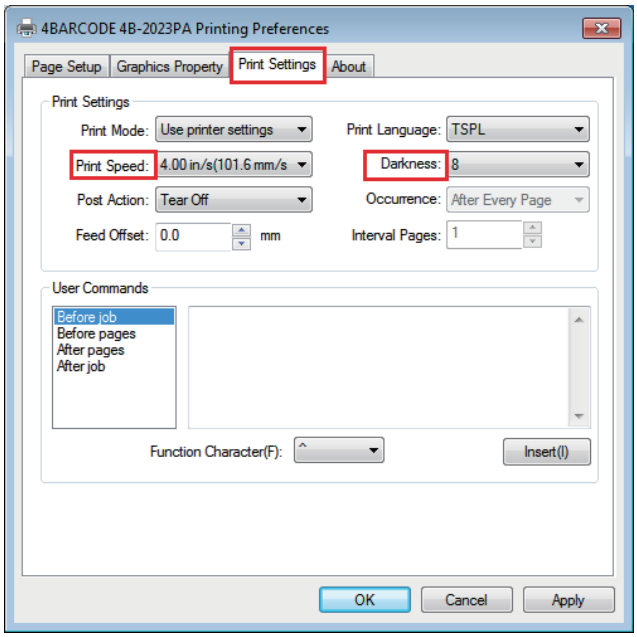
For Windows: You may access these settings by going to your Control Panel -> Printers and Devices -> Right Click on the printer -> Printer Preferences-> Print Settings-> Adjust print speed and darkness.





3) If it is still not clear for the label, you can wipe the print head with alcohol wipes or wet tissues. Please clean the print head with alcohol cotton.

5. Other Issues

5.1 How to calibrate labels manually?

1) Put the paper in the printer and turn off the power.

2) Press and hold the white button while pressing the power button

3) Wait until the red light flashes three times and then let go

Check whether it has been calibrated - press the white button, if it just outputs one label, then the calibration success.