

## **ITPP130B Label Printer** Frequently Asked Questions





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)

## CONTENTS

1.0 Installation issue	
<b>1.1. Driver Installation Issue</b> 1.1.1. How to check the USB connection after driver successful installed?	
1.2. Mac Driver Installation Issue	3
1.2.1. Why is my printer not showing up on my desktop? 1.2.2. How do I fix an invalid digital signature?	3
1.3. Windows Driver Installation Issue	3
1.3.1. Why does my windows display the printer status as Error?	3 5
<b>1.4. Bluetooth Connection(Only for Bluetooth version)</b> 1.4.1. How to connect the printer to my phone	•••••• 6
2.0. Printing Issue	
2.1. Label Issue ·····	····· 7
2.1.1 Why doesn't my label print correctly? 2.1.2. Why is my label printing too small	·····7 ····.8
2.1.3. Why are my stickers slowly moving off center	9
2.1.4. Why is the printer only printing blank?	10
2.1.5. Why is the red light blinking on the printer?	
2.2. Print Quality Issue	
2.2.1 Why is the printed label too dark and cannot be scanned? 2.2.2 Why is the printed label not clear?	·····   
2.2.3 How to maintain the print head?	
2.2.4 How to adjust the density and speed in the settings?	
2.3. Other Issue ·····	14
2.3.1 Why does the printer keep beeping?	
2.3.2 Why can't the printer work after I update the computer system?	15
2.3.3. Why can't I find 4x6 inches in Google Chrome?	
2.3.4. Why is my printer not turning on	16
3.0. How to print labels on the following platforms	16
3.1. Mac Transportation platform (logistics company)	16
3.1.1. FedEx	
3.1.2. USPS	
3.1.3. Colissimo La poste 3.1.4. DHL	
3.1.5.Canada Post	
3.1.6. Royal Mail·····	
3.1.7. UPS	16

# CONTENTS

3.2. E-commerce platform (online store)17	
3.2.1. Shopify	
3.2.2. Etsy	
3.2.3. Amazon	
3.2.4. eBay	
3.2.5. PayPal	
3.2.6. Poshmark	
3.3. Third-party platform	,
3.3.1. Pirate Ship	
3.3.2. Stamps	
3.3.3. Shipeasy	
3.3.4. Endica	
3.3.5. XPS	
4.0. Tips	
4.1. How to create a new customized label size?	
4.1.1. For Mac	
4.1.1. For Mac	
4.2. How to print labels in non-4x6 inches size, like USPS and Amazon ASIN labels?22	
4.3. How to judge whether is hardware failures in the printer?	

## 1.0. Installation Issue

## **1.1. Driver Installation Issue**

- 1.1.1. How to check the USB connection after driver successful installed?
- 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: <u>www.munbyn.biz/label</u>



2 Click the printer icon as shown below, then select in "Destination" -> "See more" -> "ITPP130 Printer".





Our 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?

- 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: <u>https://munbyn.biz/macoffline</u>

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: <u>https://bit.ly/macd130</u>

Demo video: <u>https://bit.ly/mvideo130</u>

### **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.

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 rela- tions->USB00\*.

OneDrive - P	ersonal
This PC	Collapse
Local Di	Manage
Local Di	Pin to Start
Local Di	Map network drive
	Open in new window
Network	Pin to Quick access
	Disconnect network drive
	Add a network location
	Delete
	Rename



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

Please follow the steps below to modify it to the correct port USB00\* Steps:

Settings ITPP180 Printer 俞 Manage your device HITPP130 Printer Properties X Printer status: dle About Device Settings Open print queue Ports Sharing Advanced Color Manag IPP130 Printer Print a test page 2 Run the troubleshooter Print to the following port(s). Docum will print to the first free checked port. **Printer properties** Port ~ Description Printing preferences USB002 USB 虚拟打印机端口 USB003 Munbyn ITPP941 Munbyn ITPP941(300DPI), Mun... Hardware properties USB005 Munbyn ITPP941P USB006 Printer ITPP130 ITPP130 Printer USB007 USB 虚拟打印机端口 USB008 USB 虚拟打印机端口 Munbyn ITPP1296 (USB) □ USB009 USB 虚拟打印机端口 Add Port... Delete Port Configure Port. Enable bidirectional support Enable printer pooling OK Cancel

Setting->Device->ITPP130->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 "ITPP130 (Copy1)"

## 1.4. Bluetooth Connection(Only for Bluetooth version)

#### 1.4.1. How to connect the printer to my phone

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



Open the Munbyn Print APP and connect to the printer. Scan the QR code to get the video tutorial



**I**f 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:

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)

Munbyn ITPP941 Advanced Options	×
Munbyn ITPP941 Advanced Document Settin	ngs
Paper/Output	
Paper Size: 100mm x 150mm 🔽	
Copy Count 100mm x 113mm	
🖶 🚋 Document Opti 100mm x 145mm	
Advanced P 100mm x 150mm	
Pages per SI 100mm x 180mm	own
Halftoning: 100mm x 190mm	
100mm x 200mm	
100mm x 210mm	
100mm x 250mm	
105mm x 145mm	
105mm x 150mm	
105mm x 190mm	
105mm x 200mm	
105mm x 210mm	
194mm x 87mm	
94mm x 145mm	
94mm x 150mm	
94mm x 187mm	
94mm x 190mm	
94mm x 200mm	
94mm x 210mm	
New_1	OK Cancel
New_2	

#### 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")



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



#### 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.

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

1

After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed. The printer will learn the size of the paper at this time. After the process is complete, the printer is back to normal.

3

#### 2.1.2. Why is the printer only printing blank?

2

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

POST CANADA	1		Print	1 sheet o	f pa
1	Colis accélérés <sup>®</sup>		Destination	6 ITPPI30 Printer	
Expedited Parcer	Cons acceleres	CANADA POST CANADA	2 Destination	B UPPLIC PIRCE	
Tuestig Harder 9697 6031	8922 7324 (herein in optimp)	Expedited Parcel <sup>**</sup>   Colis accé	l <b>érés</b> Pages	All	
Instructions I. Create a loss designed for alraying I. What your formula to be boy are an and in this ba- method for the cost using prior areas of this ba-	[ <sup>14</sup> CONCENTING CONTAN M Conservation concentrator	ELINECE WONG 11 ANTHONY JANE DONIEDRE ON LAKSKE	Copies	3	
Cut the labor or the table line and wear the labor the labor tensor papers.     Taken ten labor or it approach requestly on the labor to a labor to allow the labor to allow to allow the labor to allow to allow the labor to allow to allow the labor to allo	Response of constraint Constraints (Constraints) (Constrai	L4K 3K3	Color	Coler	
Effet Conceptual Tex Inter      E Take Starppool is of Conceptual Feed and added for      eligipting, 32 hores accept (Prunity/Fe) may advance      disponited of a time/confer tree.	Manara in Cart, feet as locates		More settings		
d aparticito tod area da tudan chajadhim	Total Transmitter Accessing Ball and CAD	THE RANGE AND		4.0"x6.0"(102mm x 152m	m
2 Agreene Magazile para ginte parameter entitiencent are to allot to plan grant de la facta tre para la regiter aux facto della <u>Revencional</u> assessante en la contra addecta <u>Revencional</u>	Anticological Colling Status Colling Functional Colling Status Date and Tarks Status Tarks Status Tarks Mondard Russe Manufact Dates Anticipat Manufact Dates Anticipat Manufact Dates Anticipat Manufact Dates Anticipat Manufact Dates Anticipat	MANY MARKED BARRIES BA		1	
Appointer in calls & an interaction particular Position Conside pour application. Yours the previous and room advance Provided: participant micro doit opposed interaction and micro advances		Drive No. (W. distances E. 2001 Mildler Mel November 107 distances 2000 20000 November 2007 Automatics Statement of Statement Distance 2 November 2007 Mildler & Andrew Statement of Statement Distance 2 November 2007 Mildler & Andrew Statement of Statement Distance 2 November 2007 Mildler & Andrew Statement of Statement Distance 2 November 2007 Mildler & Andrew Statement of Statement Distance 2 November 2007 Mildler & Andrew Statement of Statement Distance 2 November 2	Scale	Fit to paper	
3 descents obtain for present or the state because Call or written above harded the head water of the WP. BN: CVC to DY hold & harden device on Figure 1 and appendix to the body & harden device of the figure 1 and the present of the body of the state of the state of the state of the state of the state of the state of the state of the state of the body of the state	ng Sudmaster is alterned if to the only in To Sudmaster			tem dialog _ (Ctrl+Sbift+P)	
		_	Print	1 sheet of	pa
		-	Print	1 sheet of	pa
		_	Print Destination	1 sheet of	
	NG NG NG NG NG NG NG NG NG NG NG NG NG N				
Both State	PRIORIT PRIORIT NOV DECISION NOV DECISION	V KUNUTT	Destination	ITPP130 Printer	
	Y MAIL 2		Destination Pages	ITPP130 Printer All	
USPS TRACKING #	Y MAIL 2.DAY " Y MAIL 2.DAY " I umus literatur R002		Destination Pages Copies	<ul> <li>ITPP130 Printer</li> <li>All</li> <li>1</li> </ul>	
	Y MAIL		Destination Pages Copies Color	<ul> <li>ITPP130 Printer</li> <li>All</li> <li>1</li> </ul>	
	V MAIL 2-DAY M (1002) (1002) (1002) (1002)		Destination Pages Copies Color More settings	All Color	No.
	V MAIL 2-DAY M (1002) (1002) (1002) (1002)		Destination Pages Copies Color More settings Paper size	ITPP138 Printer     All     Color     4.0'x6.0'(102mm x 152mm	

#### Solutions

#### Use the MunbynPrinter program to crop

MunbynPrinter program does not support all 8×11 inch label PDF files. Currently, it only supportsprocessing 8×11 inch label PDF files from UPS official website / USPS official website / DHL /FedEx / Canada Post / Collissimo La Poste.

#### Download: <u>http://munbyn.biz/PDFMP</u>

#### 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:**

â ITPP130 Prin	iter	
Aanage your device		
rinter status: Idle	(TPP130 Printer Printing Preferences	×
Open print queue	Layout Paper/Quality Page Setup Haltona About	
	Stock Factory Sett	ings
rint a test page	Name: 4.0*x6.0"(102mm x 152mm) +	1
un the troubleshooter	New Edit Delete	et Study Label
rinter properties		
inting preferences	Preview Orientation Setting	
	Portrait Speed:	4 •
ardware properties	C Landscope	
	ABCO     Portrait 180     Position Ad     Age     Age	
	Media Settings	
	Method: Direct Thermal TUPS Label With	Gaps 🔹
	Gap/Mark Height: 3 📫 min Gap/Mark Offset: 0	mm -
	Post-Print News	
	Post-Print: None <u>-</u> C	Dotted Line
	Occurrence: After Every Page × Reset	Default
		1

#### 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?

- 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.
- 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:Press the feeder (green/red light) button and hold on, 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?

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.

- 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.
- 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:

Load no less than 4 consecutive sheets of paper into the printer,After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed. The printer will learn the size of the paper at this time. 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?

- 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 2.2.4 for specific operation steps).

#### 2.2.2. Why is the printed label not clear?

- 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 2.2.4 for specific operation steps).
- 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 toclean the print head.

#### 2.2.3. How to maintain the print head?

Here is the video to maintain the print head: <u>https://bit.ly/cleanpd130</u>

Here are the steps that maintain the print head

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





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.

#### 2.2.4. How to adjust the density and speed in the settings?



Choose printer features



2 Adjust the density(darkness) and speed

POSTAL SETURCE, shipping service on COOY	
US POSTACE PAID 1005/2001 0 bis 3 test 0 bis 3 test	Copies: 1
	Pages: 🧿 All
USPS FIRST-CLASS OKG	From: 1 to: 1
UBERA TESTUSER 1234 W WISCONSIN AVE MUYMAURCE, WI S3201	
0000	Paper Size: 4x6 4.00 by 6.00 inches
HANDFLIP N CEE	
100 W. Franker Madison in 232	Orientation: 🧿 🕼 Portrait 🛛 🗩 Landscape
	Scale: 49%
USPS TRACKING #	
Carl International Contraction	Printer Features
1234 5678 9012 3456 7890 12	
	Feature Sets: Printer Settings 😋
	Media Tracking: Gap
	Gap/Mark Height: 3mm 📀
	Gap/Mark Offset: 0mm 📀
	Method: Use Currently Printer Setting 😂
	Darkness: 8
	Print Speed: 4 inch/sec. 💿
? Hide Details	PDF Cancel Print

#### **For Windows**

You can do this by entering:

Settings -> Devices -> Printers and Scanners -> Click on 'ITPP130 Printer' - -> Manager -> Printing Preferences -> Page Setup -> Density/Speed->Apply.



## 2.3. Other Issue

#### 2.3.1. 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:

## 2.3.2. 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: https://bit.ly/driver130

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

#### 2.3.3. 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.

#### 2.3.4. Why is my printer not turning on

#### Ensure power connection

- Ensure the wall plug has electricity by plugging another device into that same plug.
- 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.
- 2 The power adapter is damaged and does not display the green light3 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

<u>https://munbyn.biz/fedex</u>

- 3.1.2. USPS
- <u>https://munbyn.biz/usps</u>
- 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
<u>https://munbyn.biz/shopify</u>
3.2.2. Etsy
<u>https://munbyn.biz/etsy</u>
3.2.3. Amazon
<u>https://munbyn.biz/amazon</u>
3.2.4. eBay
<u>http://u.pc.cd/IW4otalK</u>
3.2.5. PayPal
<u>https://munbyn.biz/paypal</u>
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
- <u>https://munbyn.biz/stamps</u>

#### 3.3.3. Shipeasy

<u>https://munbyn.biz/shipeasy</u>

#### 3.3.4. Endica

https://munbyn.biz/endica

#### 3.3.5. XPS

https://munbyn.biz/xps

ΜΙΙΝΒΥ

## 4.0. Tips

1

## 4.1. How to create a new customized label size?

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

guide your operation.

Video: <u>https://bit.ly/msize130</u>

**1** Run the automatic label identification on the printer.

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

3

**2** 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.

## **4.1.1.** For Mac

#### Set your custom label size

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

	Presets: Default S	ettings 📀
thank	Copies: 1 Pages: O All Selecter From:	d Page in Sidebar 1 to: 1
	Paper Size: 2.25x1.25	
FOR SUPPORTING SMALL BUSINESS	Orientation:	•
	Preview	
	🗹 Auto Rotate	Show Notes
	Scale:	100%
	Scale to Fit:	<ul> <li>Print Entire Image</li> <li>Fill Entire Paper</li> </ul>
		O'r in Erich o'r apor

2 Click on "Manage Custom Sizes".

(<< 1 of 13 >>>>	100mmx150mm 100mmx170mm 100mmx180mm Media Tracl 100mmx200mm 100mmx250mm
	Gap/Mark Manage Custom Sizes Gap/Mark Direct Thermal
	Darkness: 8 🗘 Print Speed: 4 inch/sec.



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.

2"x2" 2.25"x1.25"	Paper Size:	56 mm Width	31 mm Height
3"x3"	Non-Printable A	Area:	
	User Defined		$\bigcirc$
		0 mm	
	0 mm	Тор	0 mm
	Left	0 mm	Right
		Bottom	
+ - 0~			
?		Cancel	ок

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

	Printer: Printer ITPP	130
	Presets: Default Sett	tings 📀
thank	Copies: 1 Pages: O All Selected P From: 1	Page in Sidebar to: 1
· ·	Paper Size: 2.25x1.25"	🗧 57 by 32 mm
FOR SUPPORTING: SMALL BUSINESS	Orientation:	
	V Auto Rotate	Show Notes
	Scale:	100%
	Scale to Fit:	Print Entire Image
		Fill Entire Paper
	Copies per page:	1
? PDF V Hide Details		Cancel Print

## 4.1.2. For Windows

Please enter the setting interface: Settings -> Devices -> Printers and Scanners -> Click 'ITPP130 Printer' -> Manager -> Printing Preferences -> Page Setup -> New.

Note:

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

- Settings		
命 ITPP130 Printer		
Manage your device Printer status: Idle Open print queue Print a test page	ITPP130 Printer Printing Preferences     X       Layout     Paper/Quality     Page Setup       Halftone     About       Stock     Factory Settings       Name:     4.0°x6.0°(702mm x 152mm)       New     Edit       Delete     Factory Reset	Get help
Run the troubleshooter Printer properties Printing preferences Hardware properties	BCD       Orientation         BCD       Orientation         Preview       Orientation         Paper Setting       Name:         Name:       New         Potrait       C         Potrait       Type:         Landscap       Vientation         Media Settings       Vient Thermal         Method:       Direct Thermal         Gap/Mark Height:       3         Post-Print:       None	Sample:
	Occurrence: After Every Page OK Cancel	

2 It's 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"

## MUNBYN

## 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: <u>https://bit.ly/madobe130</u>

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:



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.

#### 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 13352950490(working day 24 hours)