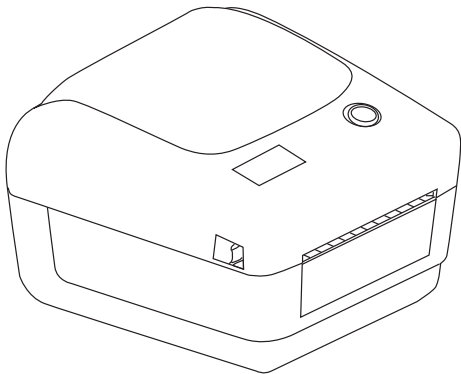


# User Manual

## Y528BT Thermal Label Printer



Visit <https://help.flashlabel.com> to download driver and see installation tutorial in multiple languages. Send E-mail to [help@flashlabel.com](mailto:help@flashlabel.com) for help!

Thank you for choosing our printer.  
please read this manual carefully and keep it for future reference.

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## QUICK SETUP GUIDE

Congratulations on your purchase of our Printer. We are your loyal business partner offering commercial solutions to batch labels printing.

Please take a moment to read this user guide as incorrect operation may result in unsatisfactory print quality, reduced user experience, or even damage to your printer or injury.

NWE-DTP-IV is a thermal label printer which uses thermal label media without ink, toner and ribbon. It can print various labels for logistics, pricing, barcodes, QR codes, shipping label, badges, etc.

Original instructions for Thermal Label Printer, please read all manual instructions carefully before operating. We reserve clear interpretation of our user manual. The appearance of the product shall be subject to the product you received. Please forgive us that we won't inform you again if there is any technology or software updates on our product.

## PACKING LIST

### Packing List:

1x Label Printer

1x USB-C to USB Adapter

1x User Guide

Feeder Button  
and Status Light

USB Port

Power Switch  
Power Port

Cover

Label Outlet

Push Button

Rubber Roller

Thermal Printer Head(TPH)

Label Guide



Thermal printer head (TPH) may be very hot. Please do not touch the printer head or parts around it after printing.

## PRINTER CONNECTION

- 1.Ensure the power is OFF(Press down“O”means Power OFF)



2. Connect the USB cable.

(Special Note: For Windows users, please connect the same USB port on your computer to avoid producing unwanted duplicates of printer in your system).



Tips: For Mac users, you can purchase the USB-C to USB adapter from our store at a discounted price.

3. Make sure the power adapter is tightly connected, then connect the power cable to the printer's power port and the electrical sockets.



4. Turn the power ON (Press down "-" means Power ON), now you will see the light flashing!



Must turn off the switch before you plugging the power cable into power port each time or it may cause sparks!

## LABEL LOADING AND CALIBRATION

NWE-DTP IV is capable of working with labels in various sizes, and it needs to learn your label properties before its first use.

To initiate Automatic Label Loading and run Intelligent Label Calibration, please follow these steps:

### 1. Power On

Turn on the power and wait for about 5 seconds until the printer is initialized.

### 2. Label Loading

Insert the label from the backside of the printer, or put the roll paper into the printer. After placing the paper, please close the lid, and the printer will automatically locate the paper gap



It's suggested to adjust the label guide to match the width of the label if necessary before the label is pushed in.



### 3.Intelligent Label Calibration

Press and hold the feeder button for about 3 seconds until you hear one beep then release, the label will move back and forth several times to calibration the label size, then you can start printing.



Since the printer needs to measure the length of the thermal paper, a stack of labels with at least 3 sheets is required to complete the process.

## WINDOWS SETUP VIA USB

### 5.1 Windows Setup Via USB

1. Before installation, ensure the printer is turned on, and USB cable is connected to your computer.

2. Scan QR Code or visit <https://help.flashlabel.com> to download driver and watch installation video.



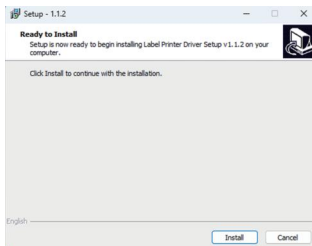
Scan QR Code to download windows driver

3. Follow these steps to finish driver installation on Windows:

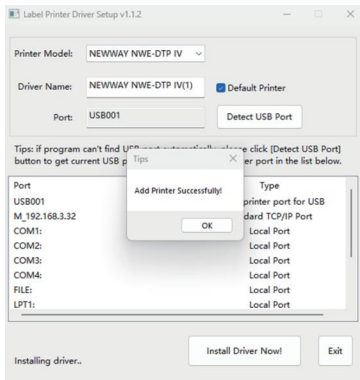
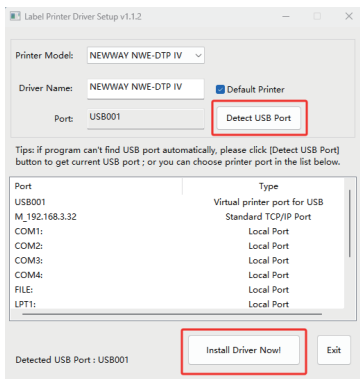
1). Open the " Label Printer Driver Setup.exe " file with a double-click to start the installation process.

If the file is named " Label Printer Driver Setup.zip " , you need to decompress it to the .exe file.

2). Click "Install" follow the onscreen instructions.



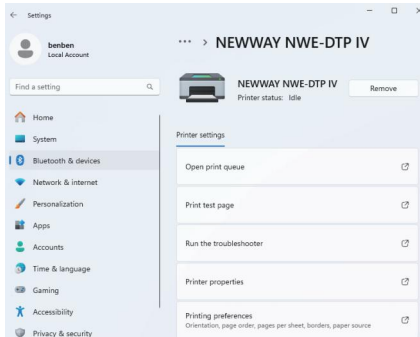
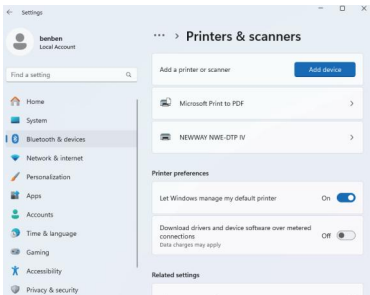
- 3). First, Click this button to obtain the port. If there is a failure prompt, please recheck whether the printer is properly connected to the computer.



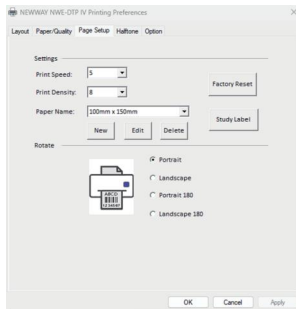
## 5.2 Printer preference setting

Take Windows 11 as an example:

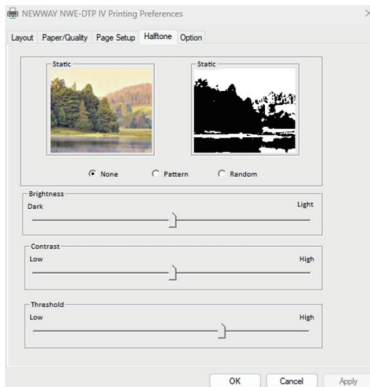
1. Go to "Settings"-> "Bluetooth & Devices"-> "Printers & Scanners", find and click the printer "NEWWAY NWE-DTP IV"-> "Printing preferences"



2. Click "Page Setup" sheet, you can change the paper size, print speed, print density and rotate.



3. Click "Halftone" sheet, you can change the image dithering algorithm to make your image or "COD" letters print clearly.



## MAC SETUP VIA USB

### 6.1 macOS Setup Via USB

1.Before installation, ensure the printer is turned on, and USB cable is connected to your computer.

2.Scan QR Code or visit <https://help.flashlabel.com> to download driver and watch installation video.

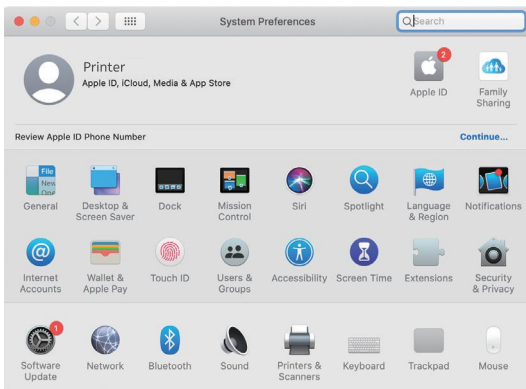


Scan QR Code to download macOS driver

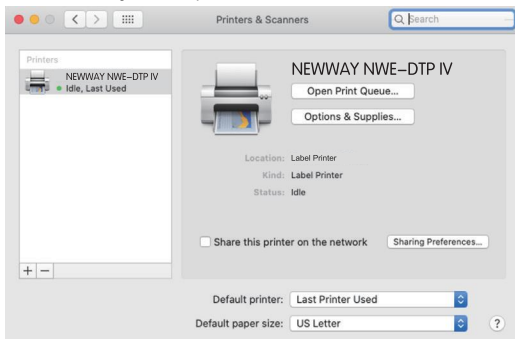
3.Follow these steps to finish driver installation on macOS:

- 1).Double-click the file "LabelPrinter-Mac-Driver-Latest.pkg".
- 2).Click "Continue" and follow the onscreen instructions to finish.

4).Open "System Preferences",and click "Printers & Scanners".

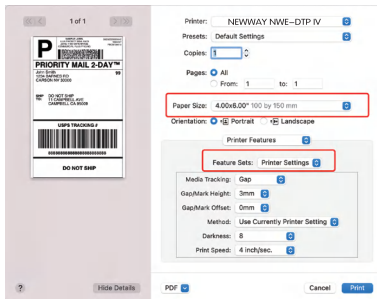


5).Power on the printer, you can see " NEWWAY NWE–DTP IV " in the list, now you can print labels.

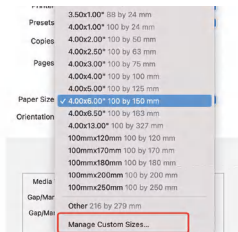


## 6.2 Printer preference setting

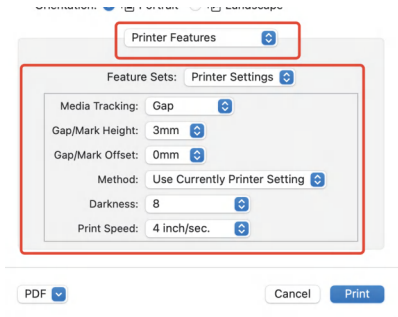
1. Open a PDF file with Preview -> Click "File" -> "Print" -> Select the printer "NEWWAY NWE-DTP IV"



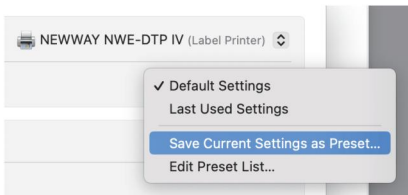
2. Click "Paper Size" -> Choose the corresponding paper size according to the loaded label size. If the size you need is not listed, click "Manage Custom Sizes", input the width and height, then click 'OK'. (Please press button to calibrate before printing if you change loaded labels to another size.)



3. Click "Preview"->"Printer Features", then you can change the settings of printer, e.g Speed, Darkness, Rotate.



4. After changing settings, you need to click "Save Current Settings as Preset..." to save.



5. Click "Print" to start printing.

# CHROMEBOOK SETUP VIA USB

## 7 ChromeBook Setup Via USB

1.Before installation, ensure the printer is turned on, and USB cable is connected to your computer.

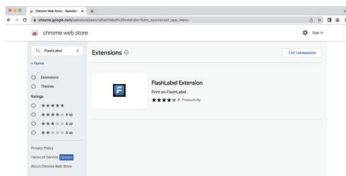
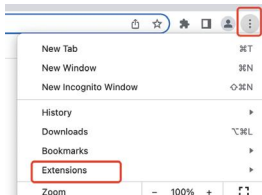
2.Scan QR Code or visit <https://help.flashlabel.com> to download driver and watch installation video.



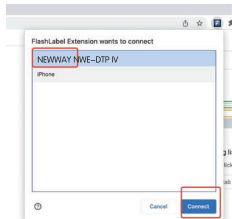
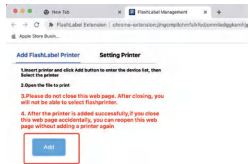
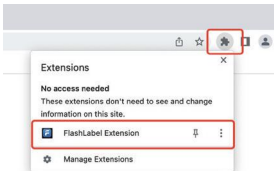
Scan QR Code to watch ChromeBook driver installation video

3.Follow these steps to finish driver installation on Chrome OS:

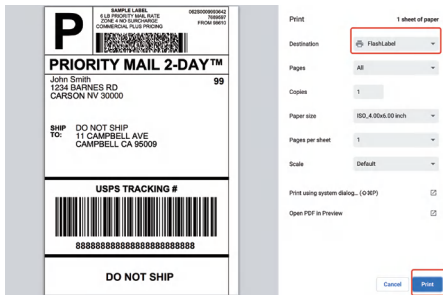
1).Search and add "Flashlabel" extension in the Chrome Web Store.



2).Click the extension icon -> Choose "FlashLabel" ->Click "Add" -> Choose "NEWWAY NWE-DTP IV" -> Click "Connect".



2).Open a PDF file with Chrome Browser -> Choose "FlashLabel" and your paper size -> Click "Print".



## SMARTPHONE APP SETUP

Wireless function only works with NEWWAY NWE-DTP IV

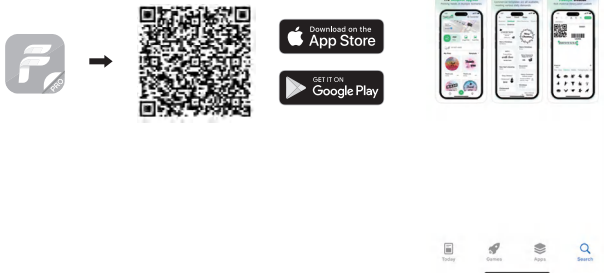


Scan this QR Code to see how to setup APP on iPhone or iPad



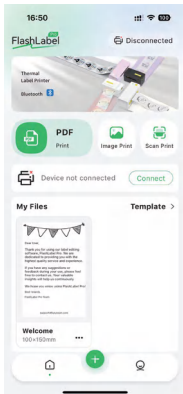
Scan this QR Code to see how to setup APP on Android

Before using the printer, please install the “FlashLabel Pro” app from App Store or Google Play. You can also scan QR code below to install “FlashLabel Pro” app.

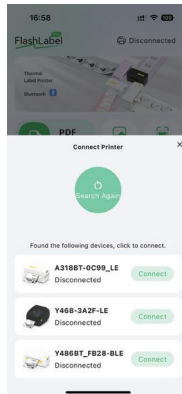


\*On Home of “FlashLabel Pro” app, you’ll get thousands of templates after tapping Template.

2.Open "FlashLabel Pro" run the app and click the red printer symbol on the upper right to use device Wireless



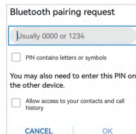
3.Connect Wireless to pair the printer.(Different printers have different device names to avoid connected wrong.)



► **Note:**

Android users need to enter "0000" in the Bluetooth settings for Bluetooth pairing before connecting to the printer.

(Setting<Bluetooth<Choose the printer<Pair)



4.Load the file to print(PDF,Photo,Customize labels can be printed)

## USER TIPS

1. When you load the labels, the peeling-off side should face up. Or it would cause printing blank.



2. Make sure there are no particles on the surface of labels to avoid damages to the TPH (Thermal Printer Head).

3. For Windows users, please keep using the same USB Port on your computer to avoid producing unexpected duplicated copies of the printer on your computer.

4. The label size of the NWE-DTP-IV printer is default to 100mm x 150mm. Each time you change different label sizes, please run the Intelligent Label Calibration process before printing.

5. In case labels keep coming out unexpectedly, just press the feeder button to pause the printer, and clear the printing job from your computer.

6. If there are white spots on printed labels, it indicates that the printer head needs cleaning. Stop printing, and clean the TPH (Thermal Printer Head) after cooling to avoid burns.

7. When the label is jammed accidentally, please open the cover and take out the jammed labels slowly and patiently. The printer will resume after cleaning.

## LED STATUS

| Light Status                          | Description                                         | Solution                                                      |
|---------------------------------------|-----------------------------------------------------|---------------------------------------------------------------|
| Green                                 | Normal                                              | Ready to print                                                |
| Green                                 | Wireless connected                                  | Ready to print using wireless(Applicable to NWE-DTP-IV only). |
| Flashing Red Fast (Every second)      | This happens when the cover is not closed.          | Close the cover properly                                      |
| Flashing Red Slowly (Every 2 seconds) | This happens due to paper shortage; Wrong page size | Re-Load Labels;<br>Run automatic label calibration            |
| Flashing Red and Green(Every second)  | This happens when the printer head is overheated.   | Wait until it cools down, the printing job will resume itself |
| Light off & Buzzer rang               | Low voltage                                         | Switch to 24V adapter                                         |

Please kindly contact us if you have any issues.

You can search for more FAQs on our website :

<https://help.flashlabel.com>

or send email to [Help@FlashLabel.com](mailto:Help@FlashLabel.com)



Scan QR Code to visit  
[help.flashlabel.com](https://help.flashlabel.com)

## FEEDER BUTTON INSTRUCTIONS

1. Press once: Feed a blank page / Pause / Resume

(1) When the printer is in ready status and there are no holding jobs, press the feeder button once, the printer will feed a blank page.

(2) When the printer is running, press once will pause the job, press once again will resume the job.(Although it is not recommended, if you want to urgently stop an unwanted printing task, you may turn off the power directly and don't forget to cancel the print task from the computer at the same time).

2. Press and hold the feeder button for about 3 seconds until you hear one beep, printer will run the Intelligent Label calibration process. This process is recommended each time you change the label sizes.

3. Press and hold the feeder button for about 5 seconds until you hear two beeps.Printer will print a test page. If the test page looks good, it indicates that the printer head is working properly.

4. Press and hold the feeder button for about 15 seconds until you hear five beeps. This will reset the printer to the factory setting. This process is harmless to the printer and can be used if you want the printer to recover from an unknown error.



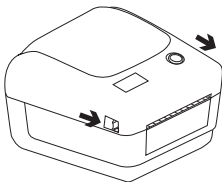
## **SAFETY NOTICES**

1. DO NOT touch the printer head after use.
2. DO NOT disassemble or repair the unit by yourself.
3. USE ONLY approved accessories.
4. Keep the printer away from water, fire, or other objects that could destroy the components.
5. Keep the printer away from children.
6. DO NOT use the printer if you find any irregularities which could result in electrocution or fire.
7. Please unplug the power when not in use for a long time.

## **MAINTENANCE**

Printer Head Cleaning Steps:

- (1) Please make sure that the printer is powered off and cooling down before cleaning;
- (2) Facing the front of the machine, follow the arrow indications to press the button to open the top cover, and then lift the top cover upwards.



- (3) Use the Printer Head Cleaning Wipes to gently apply onto the Thermal Printer Head (no water or other liquid should be applied).

## SPECIFICATIONS

|                              |                                                                   |
|------------------------------|-------------------------------------------------------------------|
| <b>Method</b>                | <b>Thermal</b>                                                    |
| <b>Resolution</b>            | <b>203dpi</b>                                                     |
| <b>Max Printing Speed</b>    | <b>150mm/s</b>                                                    |
| <b>Paper Width</b>           | <b>36–110mm</b>                                                   |
| <b>Paper Thickness</b>       | <b>0.06–0.254mm</b>                                               |
| <b>Paper Roll Diameter</b>   | <b>110mm</b>                                                      |
| <b>Supported Paper</b>       | <b>Thermal label paper,black label paper<br/>thermal paper</b>    |
| <b>Power Adapter</b>         | <b>24V<math>\Rightarrow</math>2.5A</b>                            |
| <b>Printing Life</b>         | <b>TPH 50 Km</b>                                                  |
| <b>Operating Environment</b> | <b>Temperature: 0 to 45°C<br/>Humidity:10–90%(non condensing)</b> |
| <b>Storage Environment</b>   | <b>Temperature:–25 to 65°C<br/>Humidity:5–95%(non condensing)</b> |
| <b>Connection</b>            | <b>USB/ Bluetooth</b>                                             |
| <b>Weight</b>                | <b>3.97 lbs/1.8kg</b>                                             |
| <b>Dimensions</b>            | <b>L210mm*W170mm*H134mm</b>                                       |

## **DISPOSAL**

This product is subject to the provisions of European Directive 2012/19/ EU. The symbol showing a wheelie bin crossed through indicates that the product requires separate refuse collection in the European Union. This applies to the product and all accessories marked with this symbol. Products marked as such may not be discarded with normal domestic waste, but must be taken to a collection point for recycling electrical and electronic devices.



## **PAY ATTENTION TO**

Pay attention to : This device complies with Part 15 of the FCC Rules.Operation is subject to the following two conditions:(1)This device may not cause harmful interference, and (2)this device must accept any interference received, including interference that may cause undesired operation.

## **FCC Warning Statement:**

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### **FCC Radiation Exposure Statement**

The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located for operating in conjunction with any other antenna or transmitter.