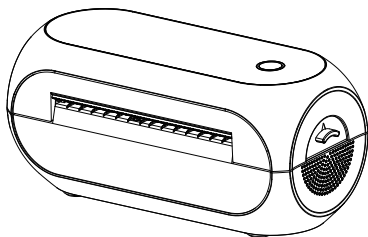




Quick Start Guide

SP450W



Caution:

This is a Class A product. In a domestic environment this product may cause radio interference in which the user may be required to take adequate measures.

Packing List

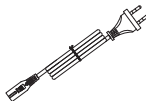
■ Standard



Printer



Power Adapter



Power Cord



CD



Quick Start Guide



USB Cable



Thermal Label

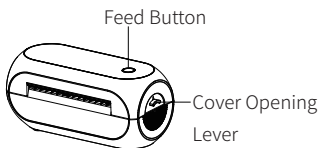


USB to Type-C
Converter (only for mac)

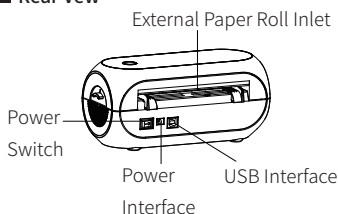
⚠ Note: the packing materials are actually based on the order.

Appearance and Components

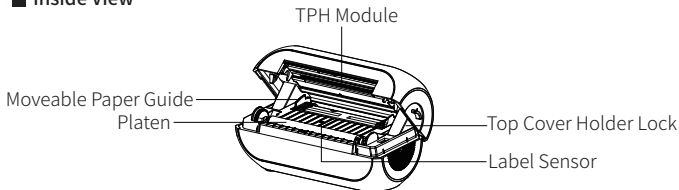
■ Front View



■ Rear View



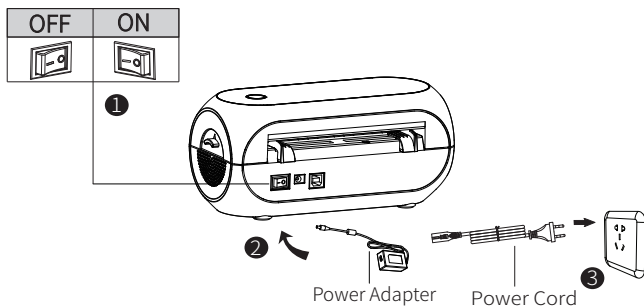
■ Inside View



⚠ Note: the views above are for your reference. Ports vary by your choice.

Power Connection

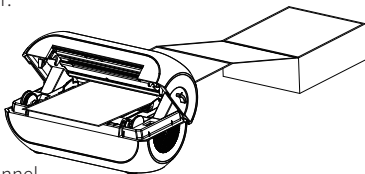
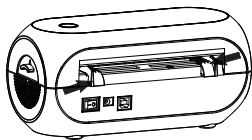
1. Make sure the printer is turned off.
2. Connect the power adapter to the printer and the power cord.
3. Plug the other side of the power cord into the socket outlet.



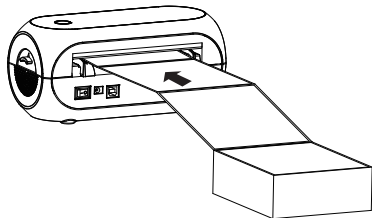
Loading the Paper

■ Folding Paper Loading

1. Facing the rear of the printer, press the paper guide with both hands at the same time, and adjust it to fit the width of paper.
2. Insert the paper into the entry slot.



3. Slowly feed the paper into the feed channel.

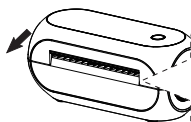


⚠ Note: please ensure the label paper is delivered in place, and a small section of label paper will be automatically delivered from the paper outlet.

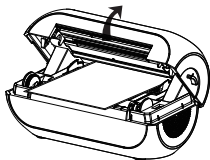
Paper Jam Handling

1. Facing the front of the printer, pull the top cover opening lever forward with both hands at the same time.

2. Lift the top cover up.

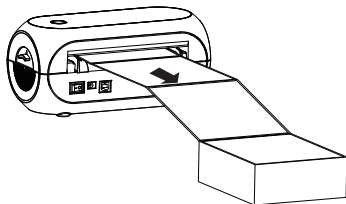
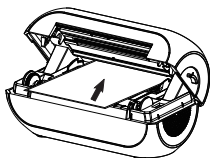


Caution: the tear bar of this printer contains a sharp edge. Please do NOT touch it.



3. Take out the jammed paper, and replace it with new paper.

4. After the jammed paper is pulled out, normal paper loading can be performed.



Wi-Fi Connection with App



Scan the code to download the Here Label application

1. Press and hold the feed button, the light will go out once, print a self-check page, and check the IP address.
2. The cellphone should connect to the hot spots emitted by the printer. (AP Mode)/ Connect your cellphone to the same Wi-Fi as your printer. (STA Mode).
3. Enter the IP address on the self-check page and click "Connect".
4. Print.

⚠ Note: Please refer to the SP450W User Manual for the tool and driver installation.

Feed Button

- **Turn on**

In the shutdown state, turn on the power switch behind the printer, then the indicator will be light on.

- **Turn off**

When the power switch is turned off, the printer shuts down and the indicator light is off. In the power-on state, turn off the power switch behind the printer, then the indicator will be light off.

- **Feed Button**

- 1) Press the feed button, the printer sends the paper out to the specified position depending on the type of paper used. When using continuous paper, long press the feed button to send a fixed length of paper. If using label paper, press the feed button once that will send out a whole label.
- 2) When the printer is printing, press the feed button to pause the current printing and the light is green. Press the button again to print the unfinished print task.

LED Display

● Blue	Always on	The printer is ready
● Purple	Always on	The print head is over heat
● Red	Always on	The cover is not closed
	Flash slowly	Paper out
	Flash rapidly	Label learning is abnormal
● Orange	Always on	The printer is not ready yet
	Flash slowly	Paper jam, paper position is abnormal
● Green	Always on	Printing
	Flash slowly	Printing pause
	Flash rapidly	Receiving data

Windows Driver Instruction

Driver Preparation for windows

Download Windows Driver application program in www.idprt.com or CD.

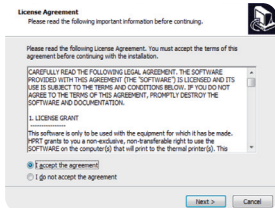
Driver Installation for Windows



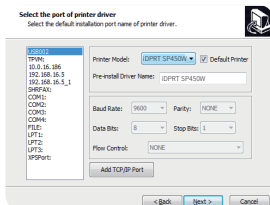
Warning:

Recommend to close security software before installation in case of preventing installation.

1. Select one interface to connect your printer to computer.
2. Turn on the printer and check if it is connected successfully.
3. Double click Windows Driver.
4. Read and agree the license agreement and click "Next", figure (1).
5. Select the port name of printer driver and click "Next", figure (2).

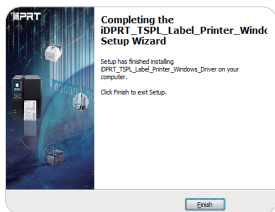


(1)



(2)

6. Then click "Finish", figure (3).
7. After installation, view the icon in "Start" → "Devices and Printers", figure (4)



(3)

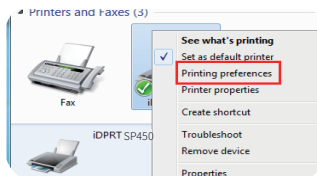


iDPRT SP450W

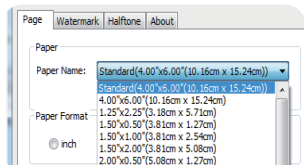
(4)

Printing Preferences

1. Click “Start” → “Devices and Printers”. Right click the icon and choose “Printing preferences”, figure (1).
2. Click “Paper Name”, choose the paper type as needed, figure (2).

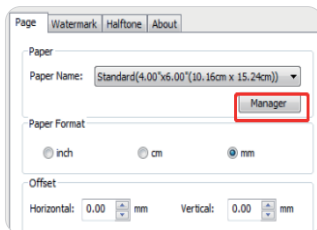


(1)

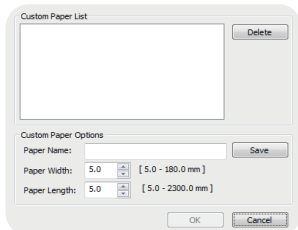


(2)

- Click “Manager” to add a new stock, figure (3)(4).

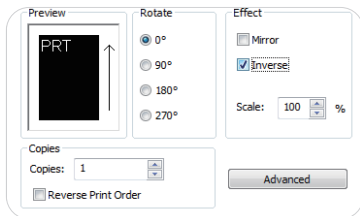


(3)



(4)

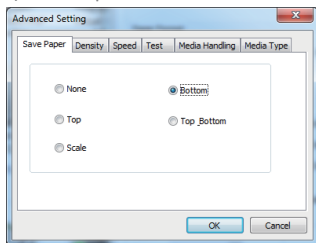
- Choose “Rotate” or “Effect”, it will be showed in the “Preview”, figure (5).



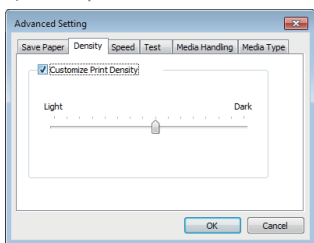
(5)

3. Click “Advanced” to set “Save Paper”, “Density”, “Speed”, “Test”, “Media Handling”, “Media Type”.

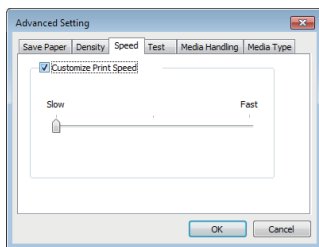
1) Save Paper



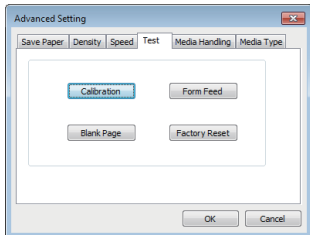
2) Density



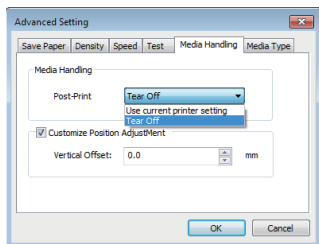
3) Speed



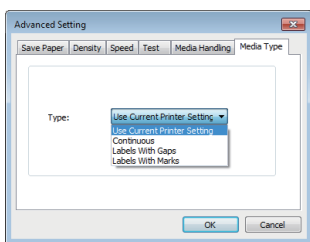
4) Test



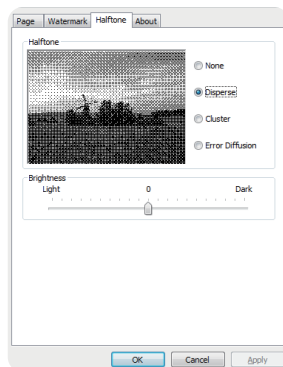
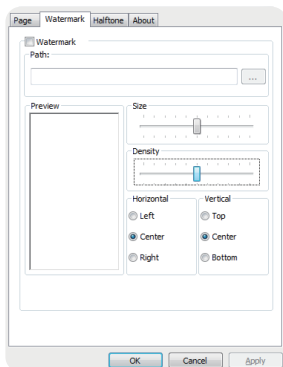
5) Media Handling



6) Media type

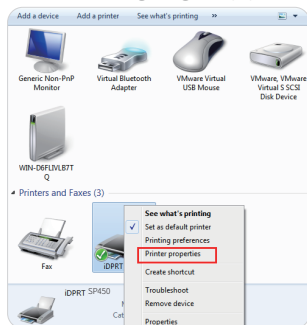


- Click “Watermark” (Recommends BMP format).
- Click “Halftone”.

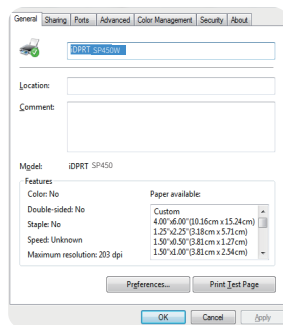


Printer Properties

- Click “Start” → “Devices and Printers”. Right click the icon and choose “Printer properties”, figure (A).
- Click “General” → “Print Test Page”, and printer will print labels with current settings, figure (B).

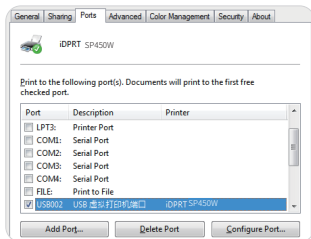


(A)

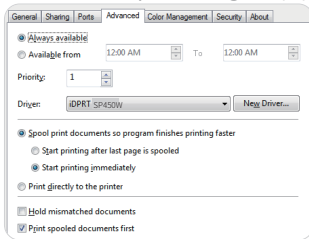


(B)

- Click "Ports", then choose the port needed, figure (C).
- Click "Advanced" to set the available time for the printer, figure (D).



(C)

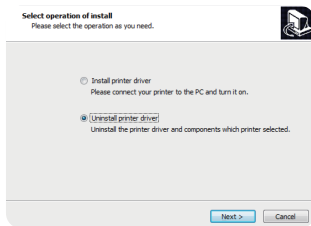


(D)

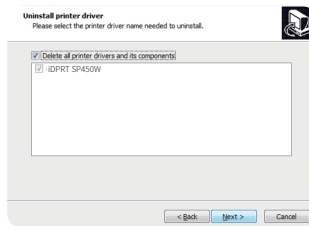
Driver Removing

⚠ Note: Please turn off the printer or unplug the USB cable before removing the driver.

- Double click Windows Driver, figure (E).
- Choose "Uninstall printer driver", then click "Next", figure (F).
- Choose the driver to be uninstalled, then click "Next", figure (G).

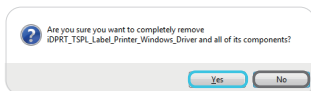


(E)

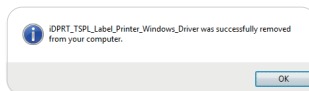


(F)

- Click "Yes", figure (H).



(G)



(H)

Mac Driver Instruction

Driver Preparation for macOS

Download Mac Driver application program in www.idprt.com or CD.

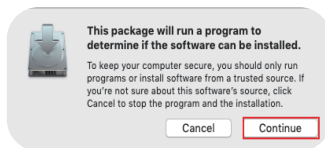
Driver Installation for macOS



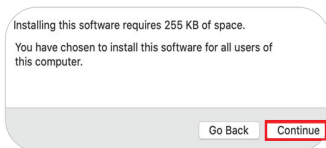
Warning:

Under different operating system, the screen has slight difference. Please operate it according to the tips. Take SP450 (macOS 10.15) as example.

1. Double click the Driver and click “Continue”, figure (a).
2. Select a destination and click “Continue”, figure (b).

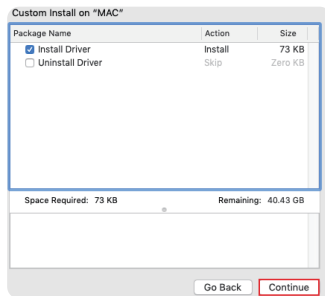


(a)

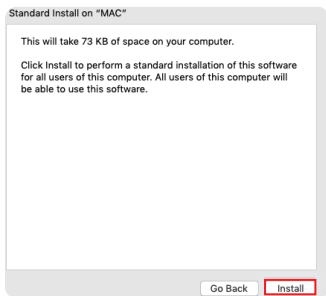


(b)

3. Select “Installation Type” and click “Continue”-> “Install”, figure (c)(d).

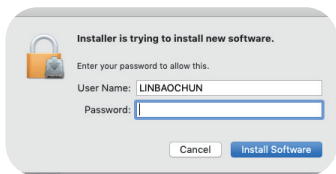


(c)

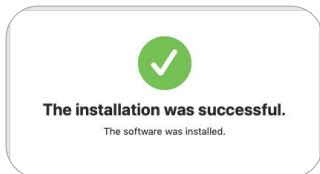


(d)

4. Type in the password of your computer, figure (e).
5. The installation was successful, figure (f).

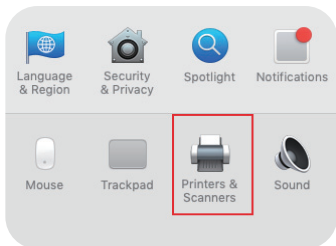


(e)



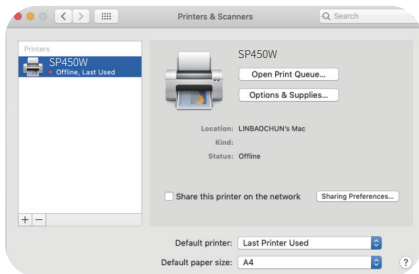
(f)

6. Turn on the printer and connect it to your computer (for example: via USB cable)
7. Click: Launchpad -> System Preferences -> Printers & Scanners, figure (g).



(g)

8. Under "Printer & Scanner", printer SP450W is available, figure (h).



(h)

Print Problem

Problem	Cause	Solution
1. Common quality problem of print.	Error speed setting.	Set minimum printing speed by control panel, drivers and software to attain best printing quality.
	Incorrect margins and paper size.	Make sure the label size is correct before printing. If the content exceeds the label size, the printer may "shrink" the size to a smaller size, causing the fade content.
	Incorrect print density setting.	To obtain the best print quality, the print depth should be set to the minimum set value for your application.
	The print head is dirty.	Use a cotton swab moistened with alcohol to clean it from the center to the sides of the print head. After cleaning the print head, do not use the printer immediately. Use it after the alcohol completely evaporate (after 1 to 2 minutes) and the print head is completely dry.
	The creation quality of the source file is not satisfactory.	Print a sample label to test whether the printer is working well.
	The print head is broken.	Change another print head.
2. White spots appear on the label.	The print head is dirty.	Use a cotton swab moistened with alcohol to clean it from the center to the sides of the print head. After cleaning the print head, do not use the printer immediately. Use it after the alcohol completely evaporate (after 1 to 2 minutes) and the print head is completely dry.
3. Blank label printed.	The label is upside down/on the wrong side.	Make sure to load the label correctly, and the printing side should face up.
	The label is not a "direct thermal" label.	Make sure your label is "direct thermal" label.
	Printer system error.	Restart the printer, continue to try to print. If printing is still unsuccessful, please contact customer service.

Problem	Cause	Solution
4. Misalignment / skip label.	The printer is uncalibrated.	Calibrate the printer Method 1: Tools--- "Automatic label learning". Method 2: Press and hold the feed button (top button) until the blue light goes out twice and then release.
	The tag format is incorrect.	Check your label format and correct it as needed.
5. Paper jam in the printer	The paper is not placed correctly in the printer.	Open the printer cover and remove the jammed paper. Then clean the print head, paper suction port, and place the new paper.
6. The paper is not sucked in by the printer.	The paper is not detected by paper sensor in the middle of the printer.	When placing paper from back entry slot, push it flat to the position of the paper sensor, and the paper sensor will trigger the automatic suction function when the paper is detected.
7. The label or image is offset during printing.	The printer uses a discontinuous label, but it is configured to work in a continuous mode.	Set the printer as the correct medium type.
	The paper does not conform to the specifications.	Use the paper that meets the specifications.
	Printer uncalibrated.	Calibrate the printer.
	The platen is too dirty.	Clean print head and platen.
	The calibration of the paper sensor is incorrect.	Calibrate the printer.
	The loading of the media is incorrect.	Ensure that the media is properly loaded.
	The media is incompatible.	Must use media that meets printer specifications.

Problem	Cause	Solution
8. The bar code printed on the label can not be scanned.	The printing is too dark or too light, the barcode does not meet the specifications. There is not enough blank space around the barcode.	Adjust the concentration or print speed properly. Leave at least 3.2 mm (1/8 inch) between the barcode on the label and other printed areas and the edge of the label.
9. Auto calibration failed.	The loading of the media is incorrect.	Ensure that the media is properly loaded.
	The medium is not detected by the sensor.	Calibrate the printer.
	The sensor is dirty or incorrectly positioned.	Make sure that the sensor is clean and correctly positioned. During the calibration process, the gap mark or black mark should be aligned with the paper sensor.
	Incorrect media type setting.	Set the printer media type correctly.

Communication Problem

Problem	Cause	Solution
1. The label format has been sent to the printer, but it has not been identified.	The communication parameters are not correct.	Check printer driver or software communication settings.
2. The DATA light did not flash.		Check the handshake protocol setting for the printer and the settings used must be able to match the settings used by the computer host. If the driver is used, the driver communication settings related to the connection should be checked.
3. The label format has been sent to the printer, but it has not been identified.	The prefix and the separated character set in the printer do not match the character set in the label format.	Check prefix and separate characters.
4. The DATA lights flash, but not print.	The incorrect data is being sent to the printer.	Check the communication settings on the computer to ensure that these settings match the settings on the printer's printer.
		If the fault still exists, the label format should be checked.

FCC WARNING

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.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

- 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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.



Official Website



After Service

Xiamen Hanin Electronic Technology Co., Ltd.

Add: No.96, Rongyuan Road, Tong'an District, Xiamen, China 361100

Official Website: www.idprt.com

After Service Website: <https://idprt.afterservice.vip>

Customer Service Email 1: idprt@afterservice.vip

Customer Service Email 2: technical@idprt.com