



Thermal Label Printer Instruction Manual



MVGGES SUPPORT

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If you have any question or concern, support is available by email. Problems could be resolved quickly. Please kindly contact us.

Whats APP



Scan the QR code
to talk with us

E-mail: Mvgges@jenoteck.com

Driver Download: www.jenoteck.com/Printer

Set up printer and load labels



iOS Users

App download



How to print PDF



How to print Image



Android Users

App download



How to print PDF



How to print Image



Mac Users

How to install driver on Mac



Windows Users

How to install driver on Windows



More Videos

Red light blinking



Crop label file to 4x6"



Print test page



Any questions, please contact us for a prompt reply and solution.

Email: Mvgges@jenoteck.com

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Safety Precautions

Please be sure to read this manual carefully before using the printer operation to ensure correct and safe use of the printer.

Security Warning

- ▲ Warning: We strongly recommend using the adapter provided by our company. Connecting an improper adapter may cause fire, explosion, or damage to the printer.
- ▲ Warning: Print head for the heat-generating components, just after the end of the printing process and print can not touch the print head and the surrounding parts, in order to avoid burns.

Precautions

- 1.Don't use and storage of the printer on the high temperature, high humidity and pollution.
- 2.The printer's power adapter is connected to a properly grounded outlet, avoid large motors or other power supply voltage fluctuations can cause the device to use the same socket.
- 3.Avoid water or conductive material (such as:metal)into the inside of the printer in the event,immediately turn off the power.
- 4.The printer can not print without paper state, otherwise it will seriously damage the platen and the thermal print head.
- 5.Users are not allowed to disassemble the printer for repair or renovation.
- 6.In order to ensure the print product quality and life, we recommend using equivalent quality thermal paper.
- 7.Keep manual for future use reference.

1.Specification

Printing method: direct line thermal printing

Printing speed: 160mm/s (MAX)

Printing machinery life: 50km or 100 million pulses

Resolution: 203dpi (8dot/mm)

Internal font library: supports 11 font sizes

Print LOGO: Support downloading Logo and trademark printing (ESC/POS)

Print command: TSPL command

(optional CPCL command or ESC/POS command)

Media sensors: Transmissive and reflective

Communication interface: USB+Bluetooth

Thermal paper types: continuous paper, label paper, folding paper, tag paper

Effective printing width: 100mm (MAX 800 dots)

Maximum available paper width: 104mm

Available minimum paper width: 25mm

Printing paper thickness: 0.06–0.30mm

Power supply: DC24V/2.5A

One-dimensional code: UPC-A /UPC-E / JAN13(EAN13) / JAN8(EAN8) /

CODE39/ ITF /CODABAR/ CODE93 / CODE128

QR code: QR CODE, PDF417

Driver: Windows/MACOS/Android/IOS

Working temperature: +0°C~50°C (no condensation allowed)

Working humidity: 20% to 85%RH (no condensation allowed)

Storage temperature: -20°C to 60°C (no condensation allowed)

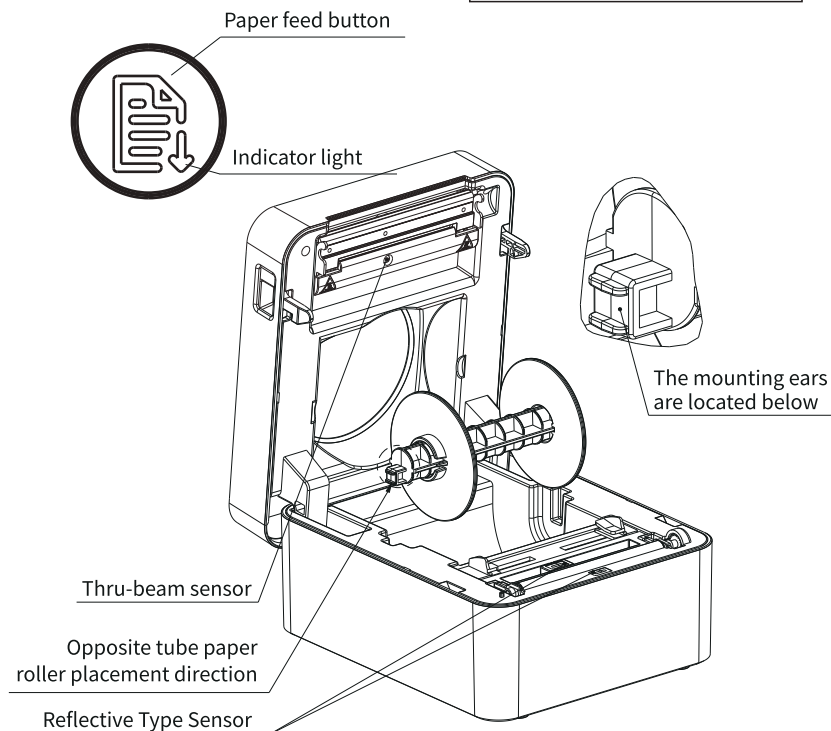
Storage humidity: 5% to 95%RH (no condensation allowed)

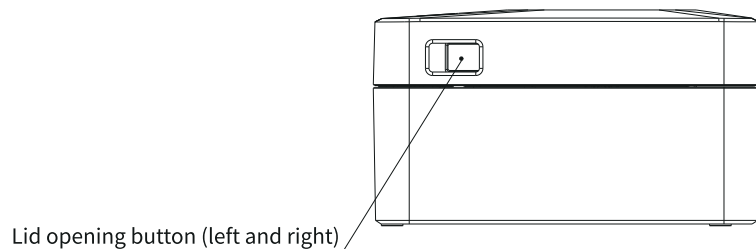
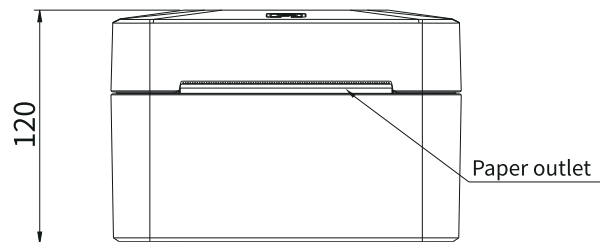
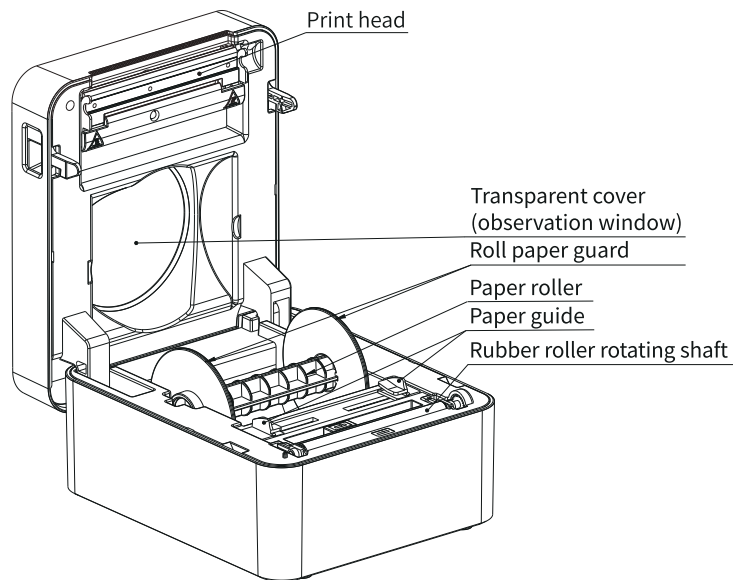
2.Appearance

⚠ Notice: The interfaces vary depending on customer selection.
The interfaces shown in the figure below are for reference only.

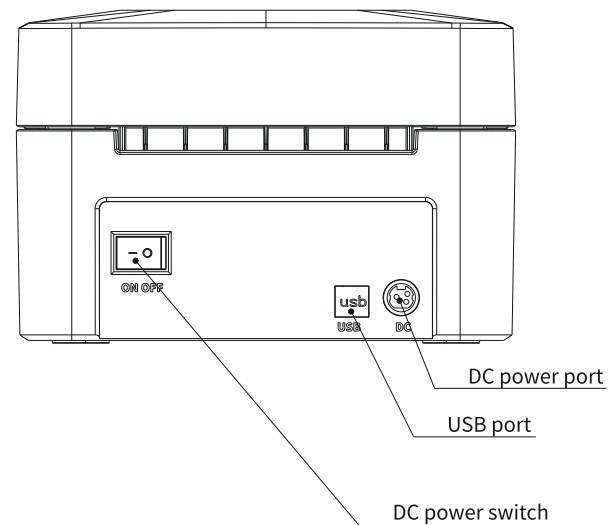
Product Size:180*215*120mm

Weight:1.6Kg





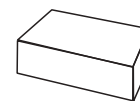
3



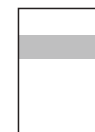
3.Packing List



Printer



30 Labels



User Manual



Drive USB



Power Adapter



USB Cable



USB C Adapter for Mac



Note:

If any accessories minssing,please contact us to get support

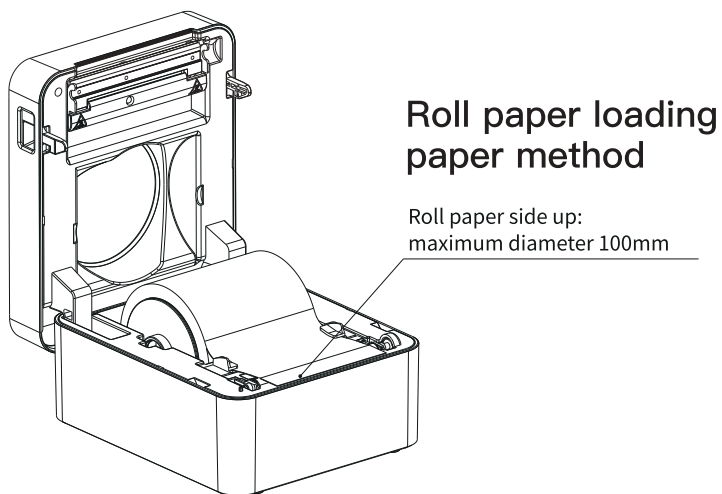
4

4. Paper Roll Installation & Button Instructions

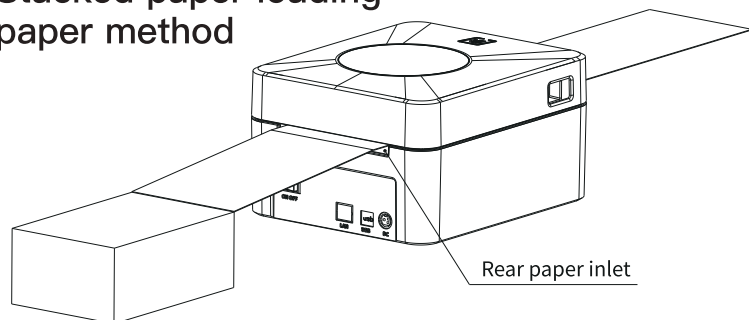
Supports printing with various paper specifications.

Thermal paper installation method is as follows:

- (1) Open the printer cover.
- (2) Thermal paper roll as shown in the following figure into the paper loading position.
- (3) Pull out the paper short to box outside, close the top cover.



Stacked paper loading paper method



Indicator lights Instructions :

Light Led Status	Printer Status
Lights off	Printer shuts down
Blue Light	Turn on the printer
Flashing Red Light	The printer is powered on but is out of paper or the label paper detection is abnormal

Button Instructions :

Power switch	Printer Status
Power on & press  FEED button 1 time	1 label paper feeding
Power on & long press  FEED button 5–6s until 2 beeps	Label paper calibration and 1 label paper feeding
Power off, press and hold  FEED button, keep hold the button and turn on the printer, release the FEED button until flashing red light	Print self-test page

5. Bluetooth Connect for Smartphone/Tablet

5.1 Connect and print on iOS

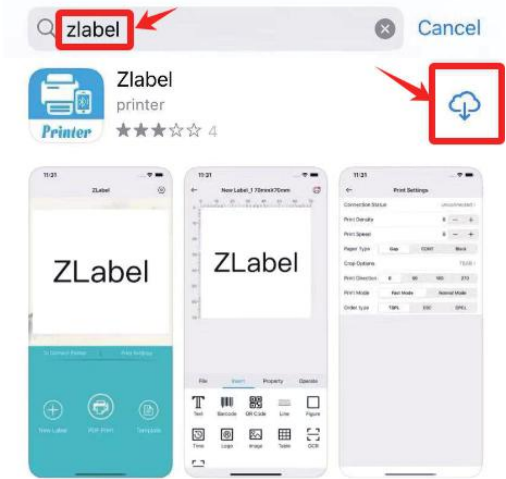
5.1.1 iOS App Download

Method 1: Scan below code to download the app directly.



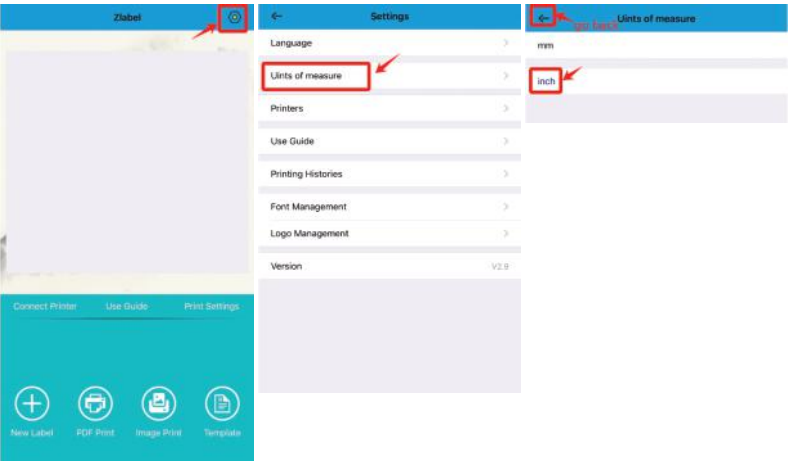
Zlabel

Method 2: search “Zlabel” on App Store,download and install on phone.

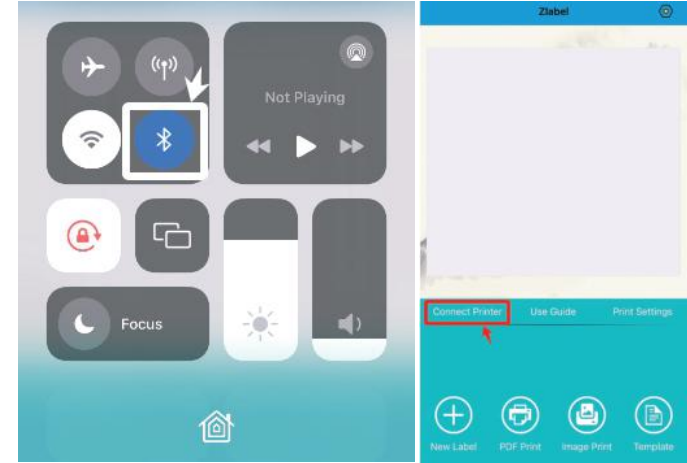


5.1.2 Connect iOS App to Printer

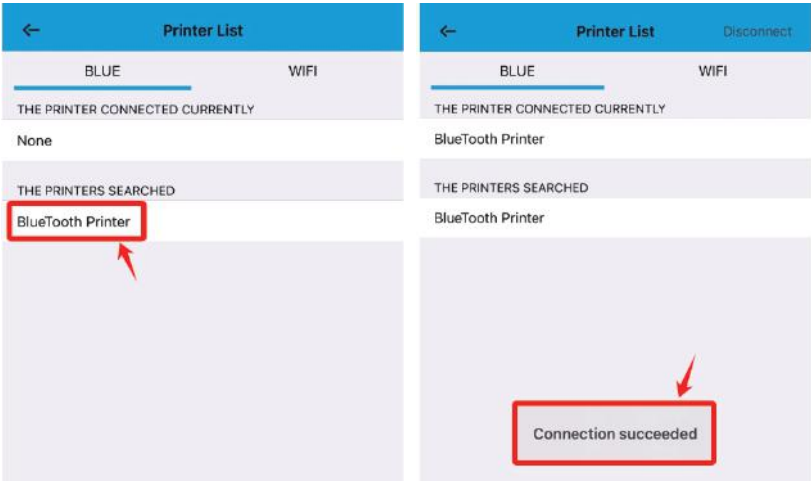
① Go to [Setting], change unit to “inches”.



② Turn on Bluetooth on phone, click “connect printer” on app.

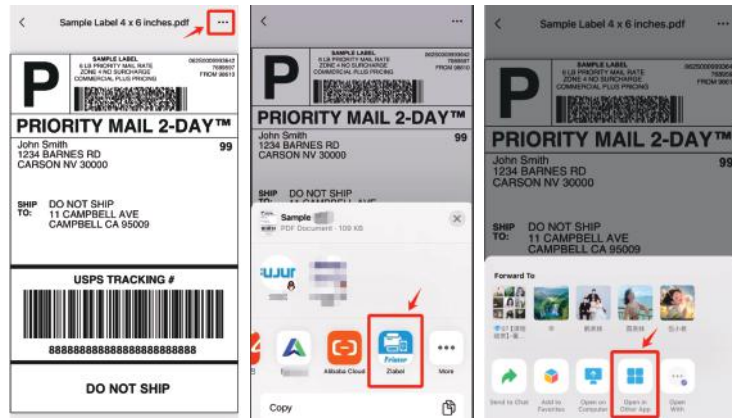


③ Tap the Bluetooth Printer to connect, after connect, it will pop up message “Connection succeeded”.

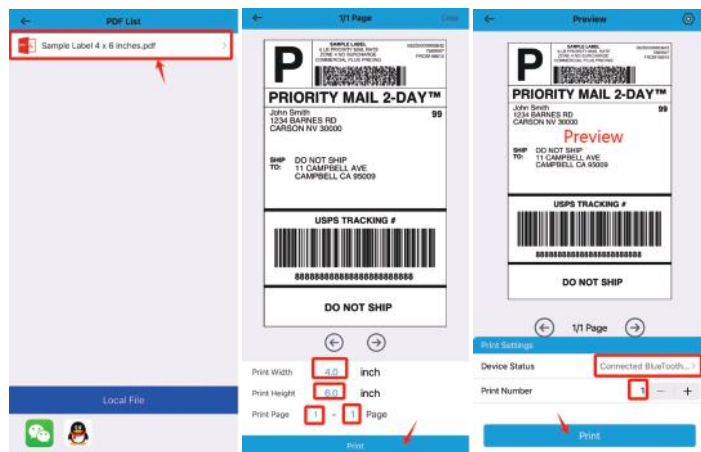


5.1.3 Print PDF File on iOS App

- ① Make sure the app is connected to printer via Bluetooth.
- ② Open the PDF file on phone. Tap the small icon at upper right corner, tap "Open in other App", tap to choose "Zlabel" app.

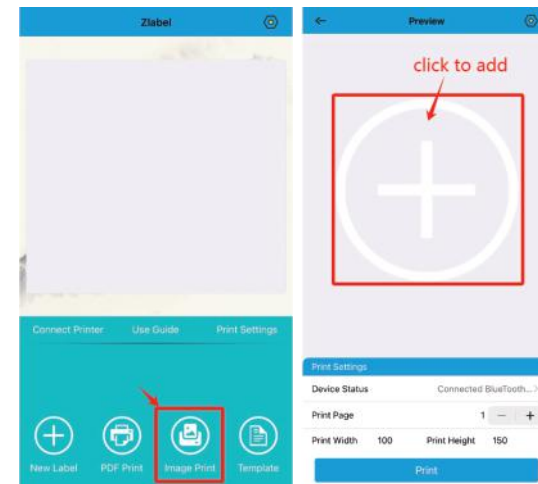


- ③ It will switch to the app now, tap the PDF file name to open it on app. Set print width, height, page range, click Print>>>Preview, set Print Number, click Print.

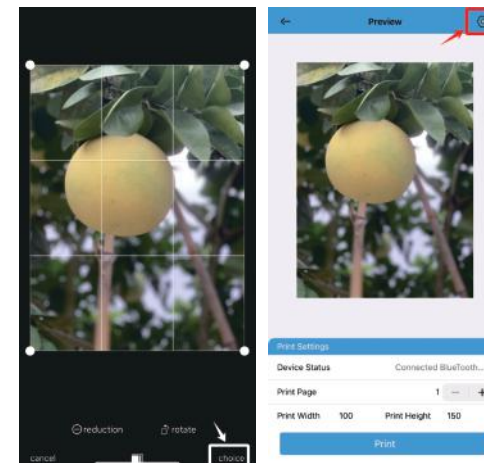


5.1.4 Print Image on iOS App

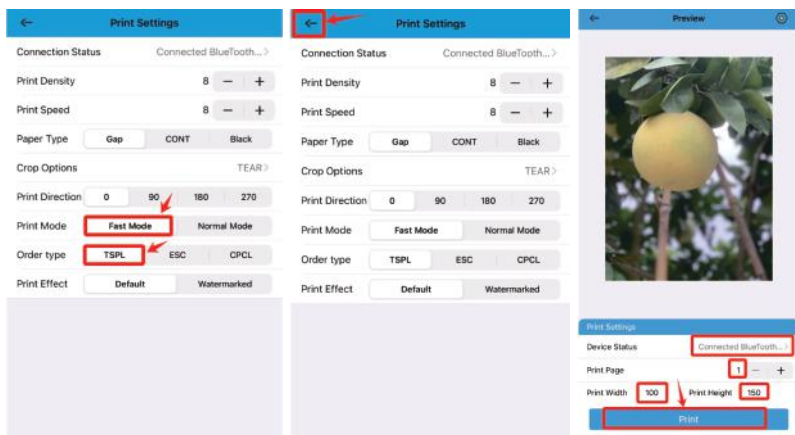
- ① Make sure the app is connected to printer via Bluetooth.
- ② Click "Image Print">>>Click "+" to add an image from phone.



- ③ Adjust the area of the image you want to print, tap "Choice" to confirm. Click on the settings icon at the upper right corner.

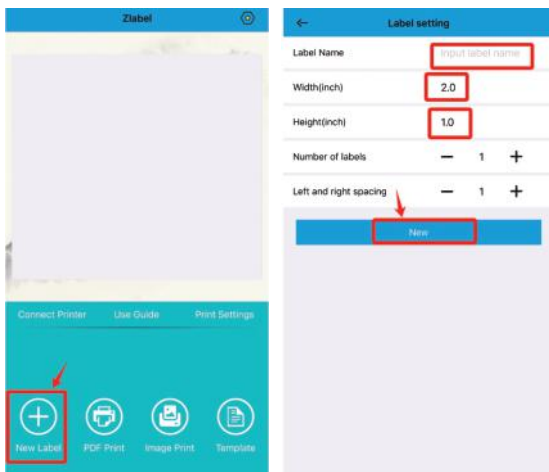


④ Set print mode to “Fast Mode”, order type “TSPL”, tap ← to go back. Preview, check printer connecting status, print number, set paper size and Print.

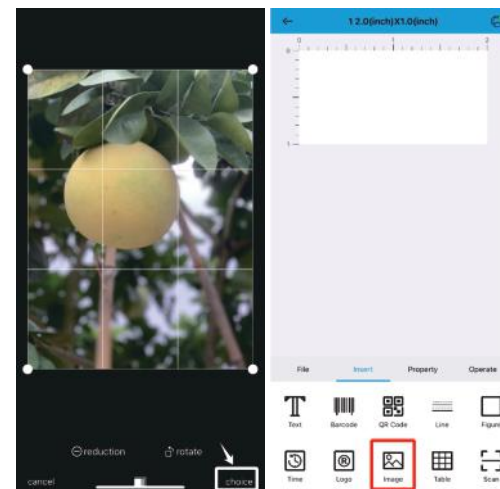


Note: if it can't print image directly, please create a new label, and insert the image to print. The operation is as below:

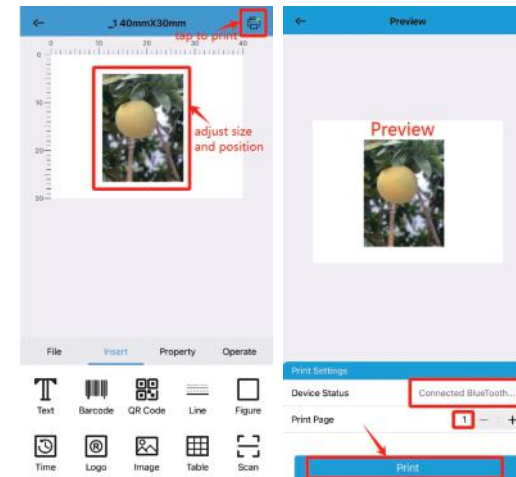
① Click on “New Label”, enter the name and size of the new label, click New to create.



② Click “Image” and choose an image, adjust printing area, tap Choice to confirm.



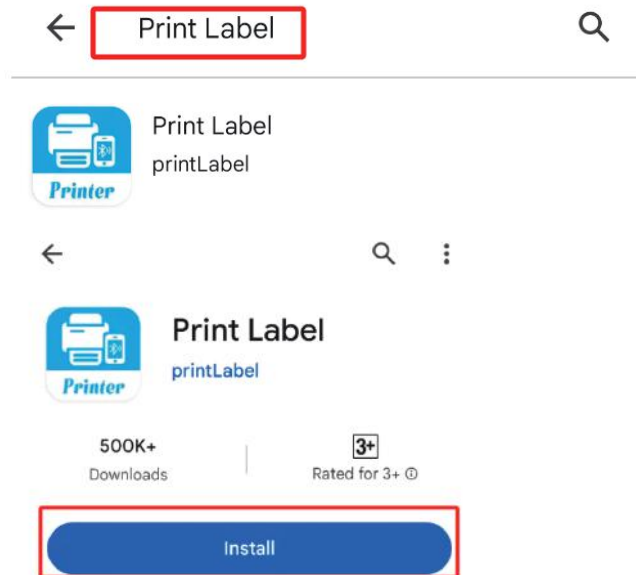
③ Drag to adjust the size and position of image. Click the Printer icon at the upper right corner>>>Preview the print, check printer connecting status, set print numbers, click “Print”.



5.2 Connect and print on Android

5.2.1 Android App Download

Method 1: Android search “Print Label” on Google Play and install.

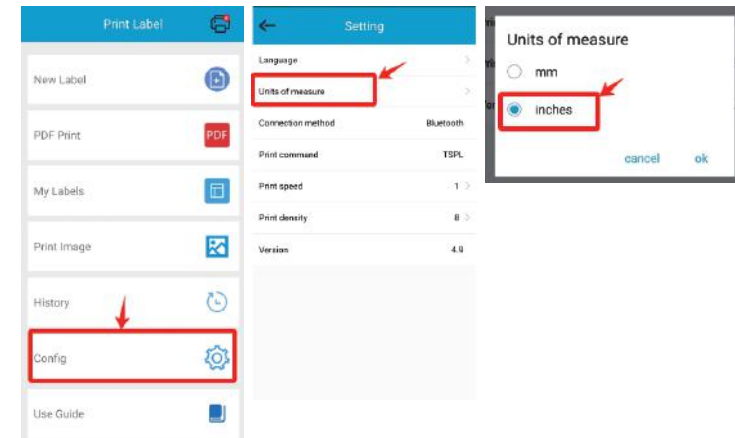


Method 2: You can also scan below QC code to download the app directly.



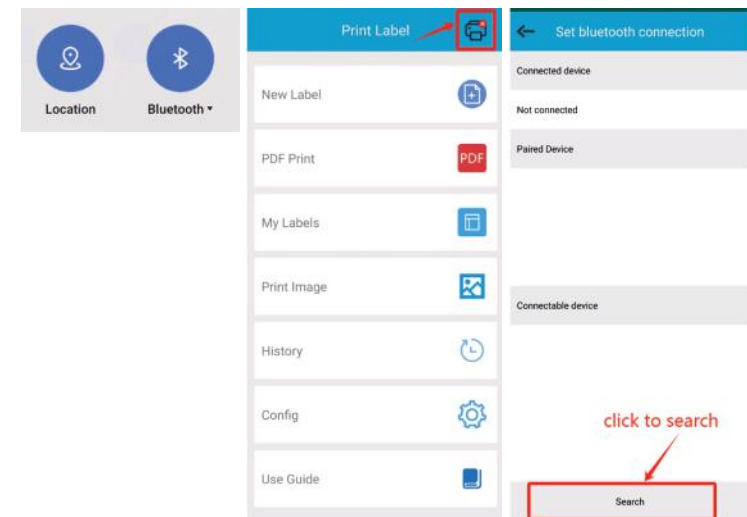
5.2.2 Connect Android App to Printer

① Go to [Setting], change unit to “inches”.

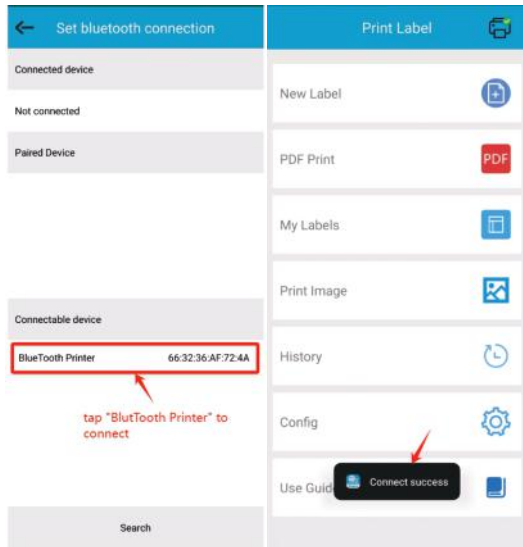


② Open “Location” and “Bluetooth” on Phone.

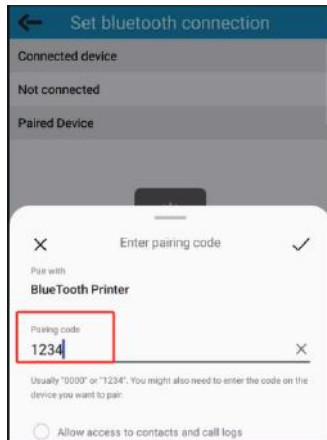
③ Click the small print icon at the upper right corner>>>click Search to search available bluetooth printer.



③ Click the Bluetooth printer name to pair, after connect, it will go back to main menu show “Connect success”.

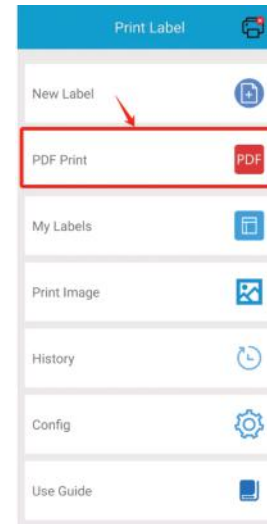


★ NOTE: If it needs a PIN password, please enter “1234”.

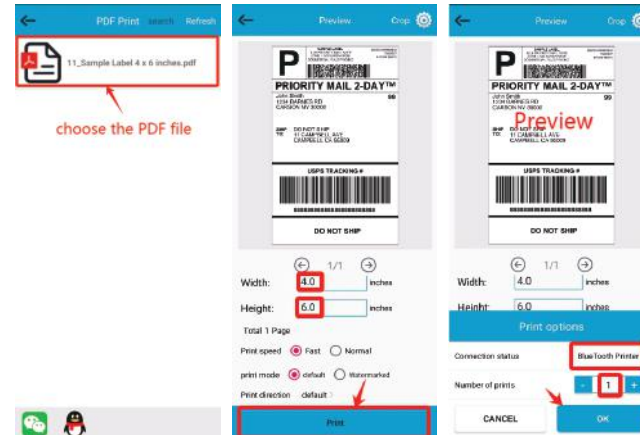


5.2.3 Print PDF File on Android App

① Make sure the app has connected to Bluetooth printer. Save the PDF to your phone before print. Click PDF Print.

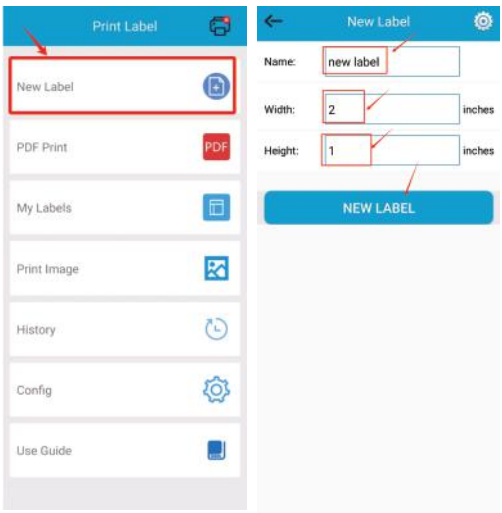


② Select the PDF file you want to print, Set print width,height, speed, direction, print numbers, preview and confirm to print.

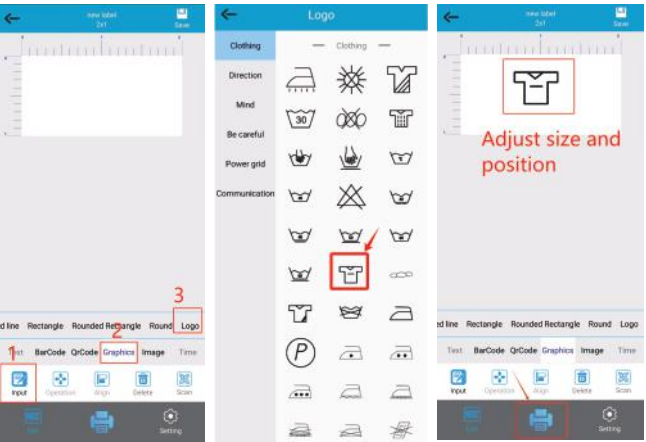


5.2.4 Create New Label on Android App

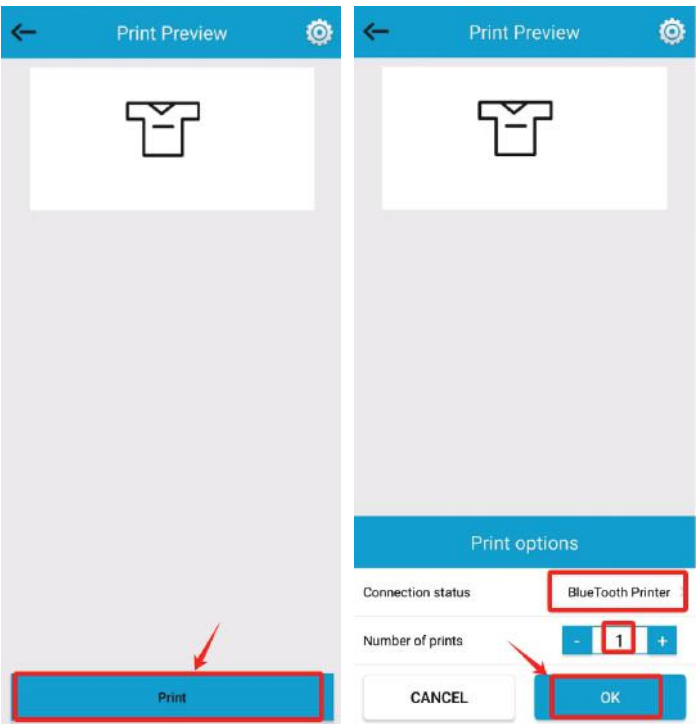
① Click New Label >>>Enter name and size of the new label.



② Input any text, image, logo, barcode you want.Example for printing a logo: Click Input>>>Graphics>>>Logo, adjust size and position of the logo, click the printer icon to print.



③ Check the preview, click Print >>> check the connection status, set print numbers, click OK to print.

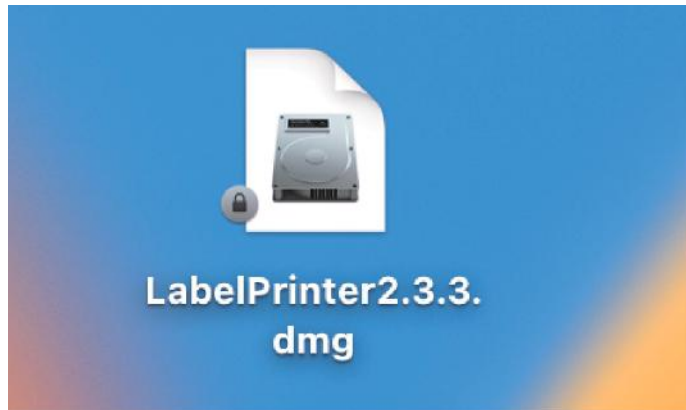


6 USB Connection for Mac OS

Please confirm the printer is turned on and connected to your computer by USB cable before installing driver.

1. Mac Driver Installation

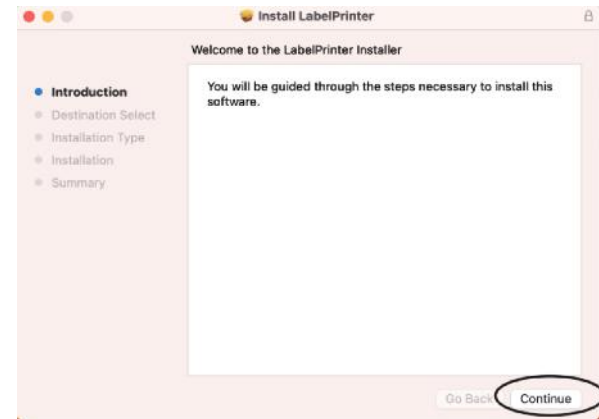
1.1 Download the printer driver from <http://www.jenoteck.com/Printer> or open the U disk and find the file LabelPrinter2.3.3.dmg



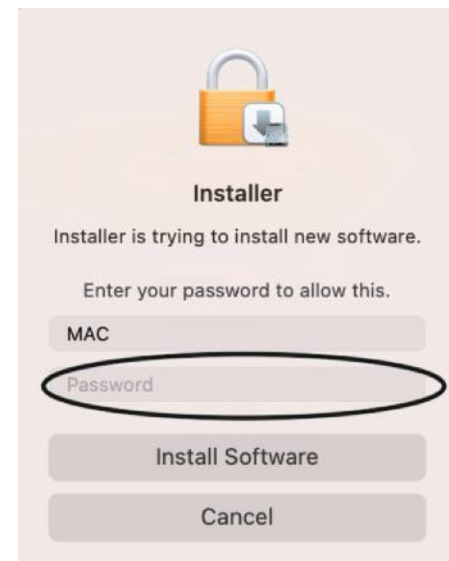
1.2 Double-click the file LabelPrinter2.3.3.dmg.



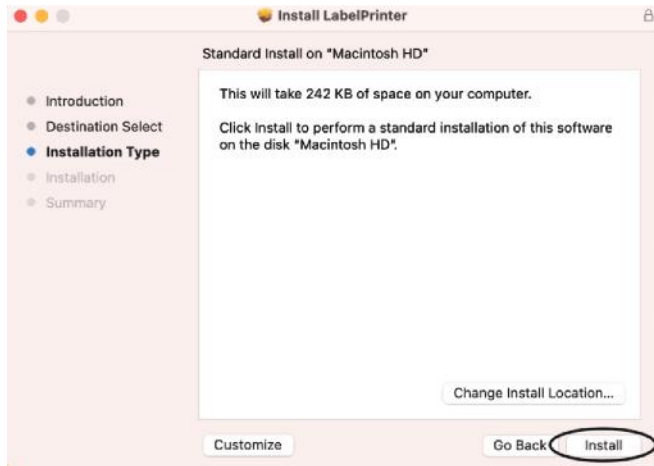
1.3 Click Continue.



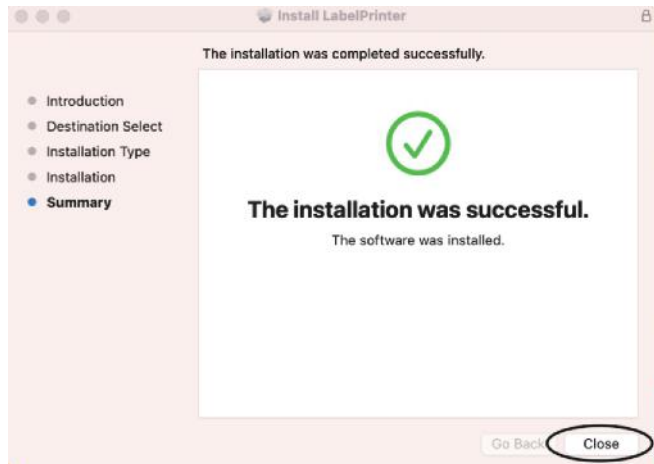
1.4 Enter the computer's local password and click Install Software.



1.5 Click Install.

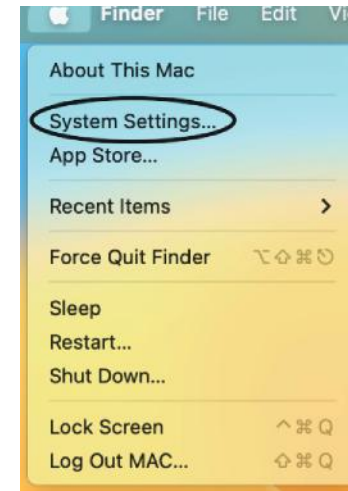


1.6 Click Close to install successfully.

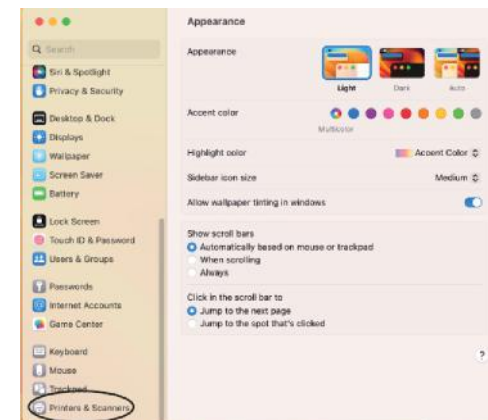


2. Add Printer to Your MacBook

2.1 Click the Apple icon in the upper left corner, click System Settings... as shown in the figure.



2.2 Click on Printers&Scanners.



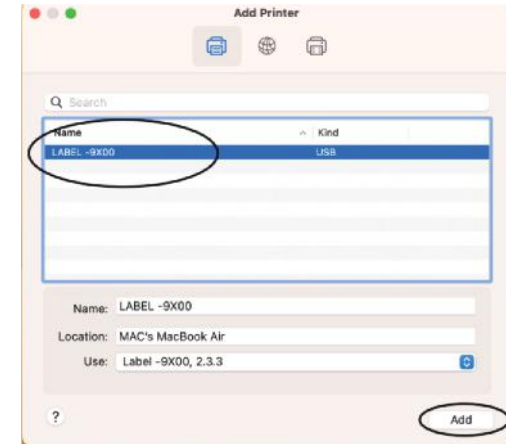
2.3 Click Add Printer, Scanner, or Fax... to add the printer driver.



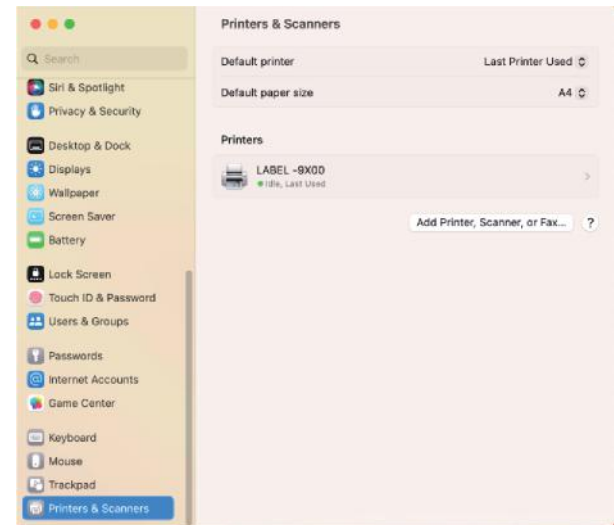
2.4 How to add a printer on MAC (M1 system)click “+” to add a new printer.



2.5 Click LABEL-9X00 in the box to automatically identify and add it, then click Add to complete the addition as shown below.

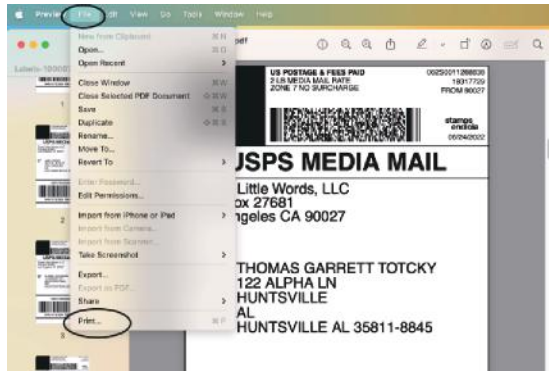


2.6 Complete.

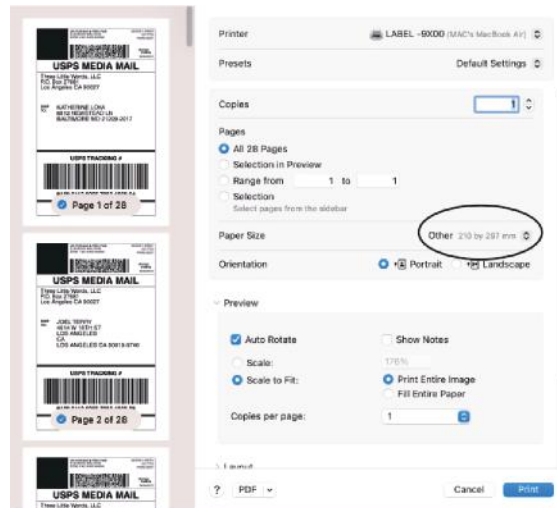


3.Print on Mac

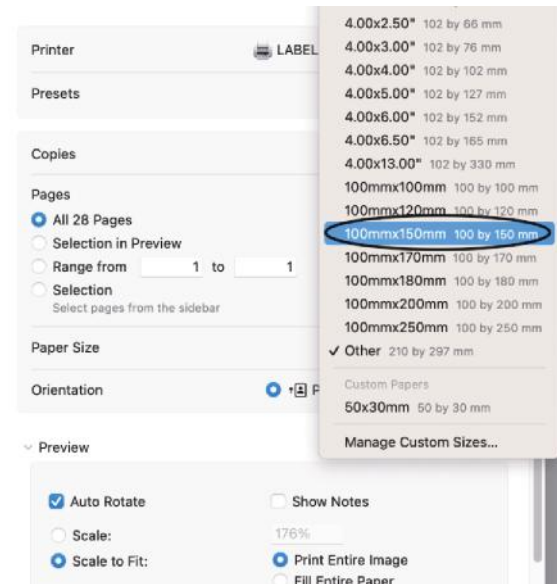
3.1 Open the PDF file that needs to be printed, click File–Print... as shown in the figure.



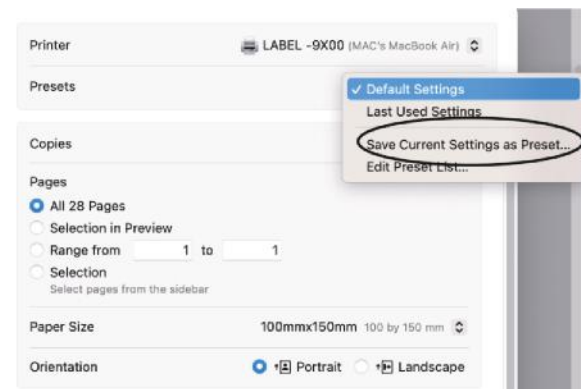
3.2 Click Other to select the correct printing size as shown below.



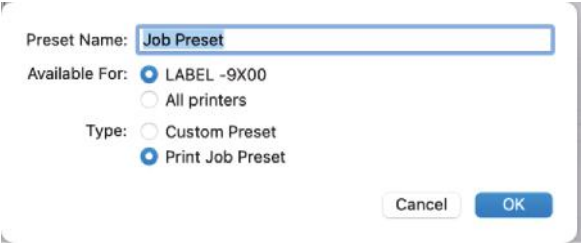
3.3 Select size 100mmX150mm 100by150mm.



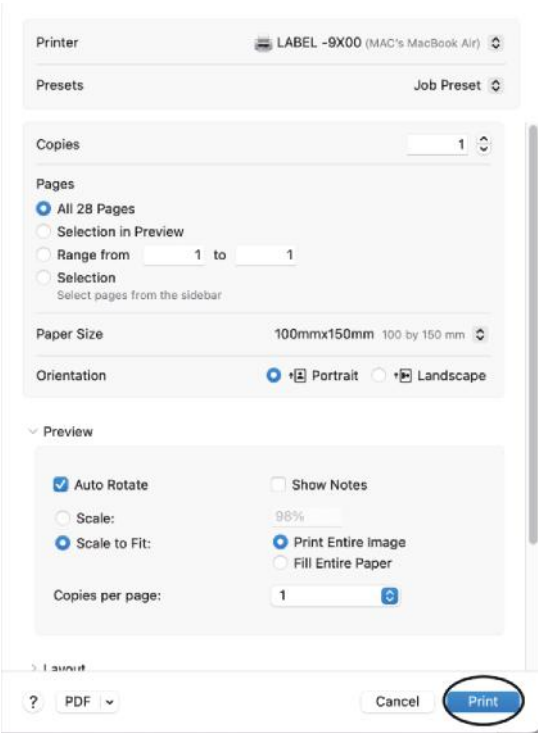
3.4 After selecting the size, click Default Settings–Save Current Settings as Preset.... as shown below.



3.5 Enter the name you want to save and click OK.



3.6 Finally click Print as shown in the lower right corner of the figure.



7.USB Connection for Windows

1.Windows Driver Installation

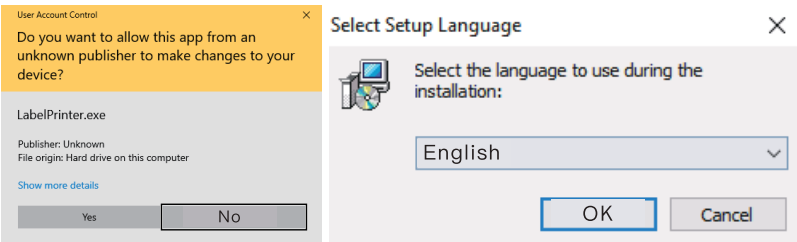
Please confirm that the printer is turned on and connected to your computer by USB cable before installing the driver.

Open the USB stick and find the driver file “LabelPrinter_V1.0.6”, double click to start installing driver.

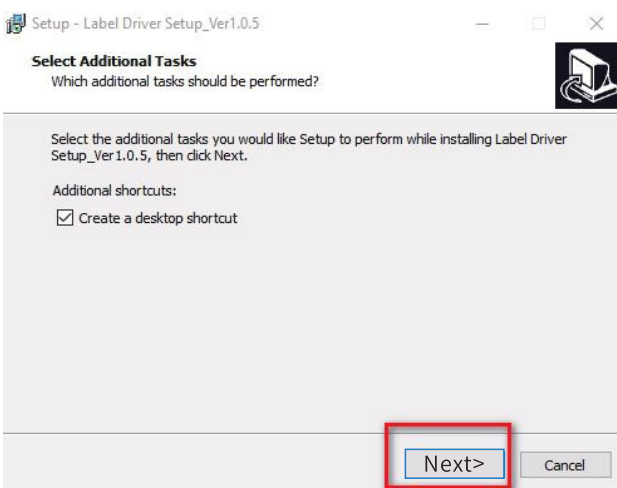
You can also download the printer driver from our website:

<http://www.jenoteck.com/Printer>

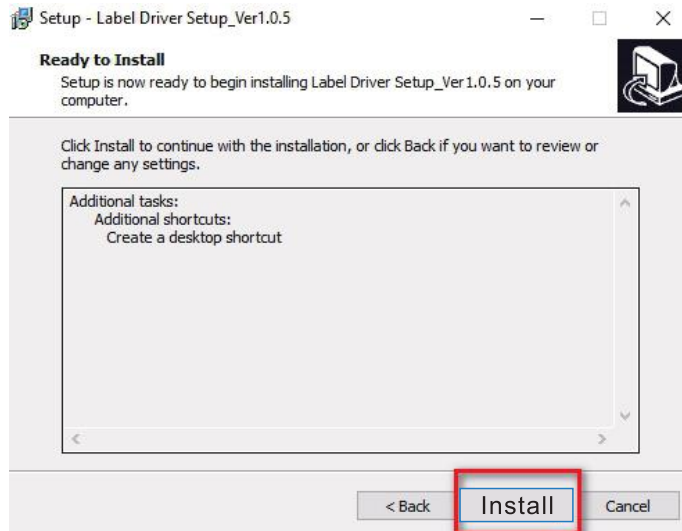
1.1 The label printer is installed manually, as shown in the figure below:



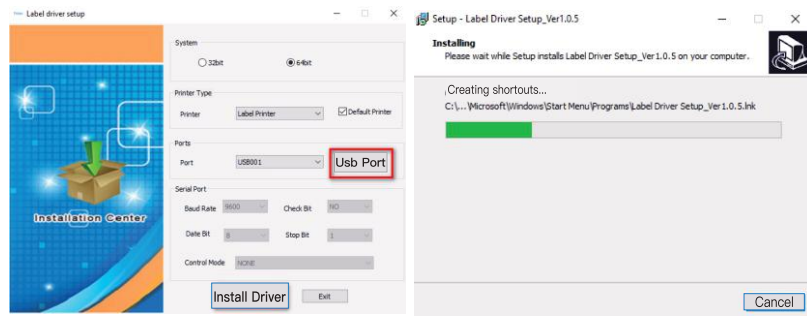
1.2 After “OK”, select “Next”, as shown below:



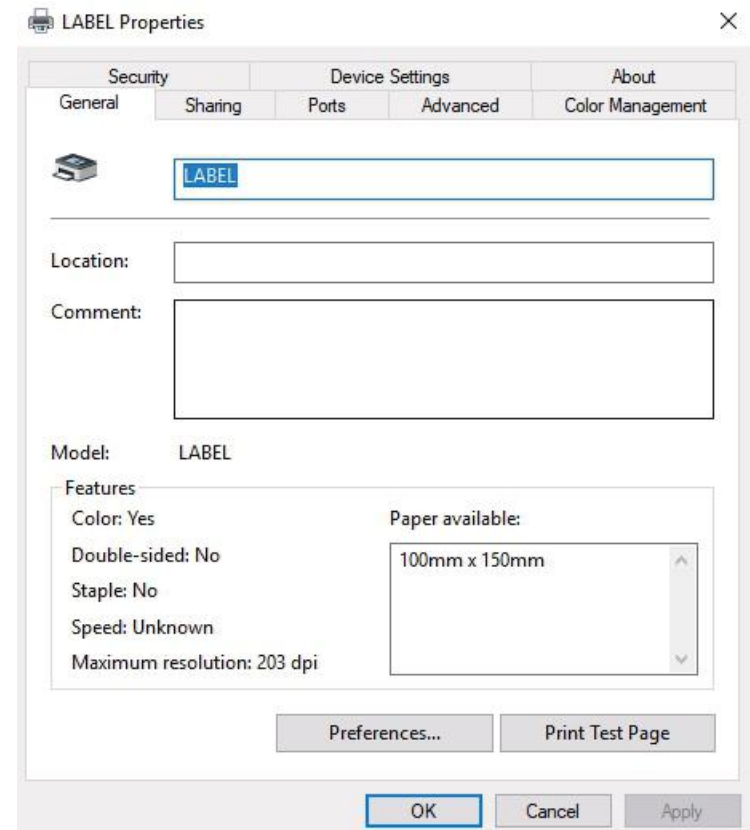
1.3 Click “Install”, as shown below:



1.4 If the interface is a USB printer, click “USB Port Detection” to automatically identify the USB port and click “Install Driver”. For other interfaces, click “Install Driver” directly.



1.5 After the label printer driver is successfully installed, the printer properties interface will automatically pop up as shown below:



1.6 Click “Print Test Page”, if the printer prints a normal page, then it indicates that the job is successful. Note: If the printer prompts “Print Error”, please return to the “Port” option and select USB0002, or USB003, or USB001.

8 How to Clean the Print Head

Printer Cleaning:

When the printer encounters one of the following conditions, the print head should be cleaned:

- ① The printing is not clear.
- ② A vertical column of the printed page is not clear.
- ③ Paper feeding noise is loud.
- ④ There is too much carbon deposit on the print head.

The print head cleaning steps are as follows:

1. Turn off the power of the printer, open the upper cover, and remove the paper if there is any.
2. If you have just finished printing, wait for the print head to cool down completely.
3. Use a soft cotton cloth dipped in absolute ethanol (should be wrung out) to wipe away dust and stains on the surface of the thermal sensor of the print head.
4. Wait for the absolute ethanol to evaporate completely, then close the upper cover and try printing again.

Notice:

1. Make sure the power is turned off during routine maintenance of the printer.
2. Do not touch the surface of the print head with your hands or metal objects, and do not use tweezers and other tools to scratch the surface of the print head, printing roller and sensor. Organic solvents such as gasoline and acetone must not be used.

9 Label Calibration and Exception Handling Methods

1. Label Calibration Method:

For the paper is skipped or continuous printing and never stop, the printer should be do the calibration, the method are as follows : Put the paper into the printer and power on the printer, when the power light is on, press and hold the “FEED” button for 5–6 seconds, till to the led light flashes and the buzzer beeps , then release the FEED button. After that, restart the printer and take a test.

Note: The calibration operation may result in different calibration values due to different paper specifications. The calibration operation can be done according to different cases.

2. If the following cases occur after calibration:

(1) With paper, but the printer reports error :

When this happens, take away the paper and power off the printer first , and then power on the printer, once the red light flashes then long press the “FEED” button immediately, release it when the red light flashes again and the buzzer beeps, after that, wait 2 seconds, then restart the printer and test it again.

(2) Without paper, but the printer don't report error :

When this happens, take away the paper, power on the printer and press and hold the “FEED” button for 5–6 seconds, till to the red light flashes and the buzzer beeps in two times, then release the button, after that, restart the printer and have a test.

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 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.

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.