

PORTABLE THERMAL PRINTERS

User Manual

Read thoroughly before using



**Model
Number**

A10a

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• **Statement**

Read all instructions and warnings in this manual before use to ensure safe operation and prevent injury or damage.

• **Warning**

1. Do not disassemble the product.
Improper disassembly creates a fire hazard and voids the warranty.
2. Do not clean with corrosive chemicals or abrasive cleaners.
3. Keep away from flammable materials or atmospheres (e.g., gas stations).
4. The print head is hot after printing. Do not touch to avoid burns.
5. Use only approved accessories.
An incorrect power adapter can damage the printer.
6. If you see smoke or smell burning, unplug the power adapter immediately.
7. Do not pinch, crush, or place heavy objects on the power cord.
8. Keep the printer out of reach of children.
9. Protect from liquids and moisture to prevent damage.
10. Unplug the printer during extended periods of non-use.

BASIC SPECIFICATIONS

02

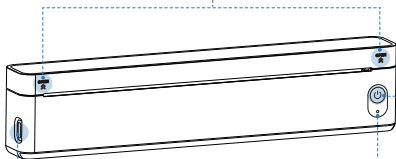
Model	A10a
Printing method	Direct Thermal
Resolution	203dpi
Supported print widths	-210mm(A4 PAPER) -216mm(US LETTER)
Connection	USB, Bluetooth
USB connection support system	Windows, Mac
Bluetooth connection support system	Android, iOS, iPad, Windows
Operating environment	5°C~40°C(41°F-104°F) , 20%~90%RH (No condensation)
Storage environment	-25°C~55°C (-13°F-131°F) , 20%~93%RH (No condensation)
Paper cutting	Tear paper
Input	DC 5V 2.0A
Product size	9.88x1.26x2.13inch/ 251x32x54mm
Packing list	Printer, User manual, Test papers, USB cable

APPEARANCE AND COMPONENT

03

Open Key

(Push the top cover upwards to open.)



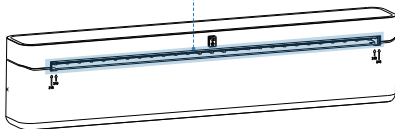
USB Interface

Status Lights

Power Key

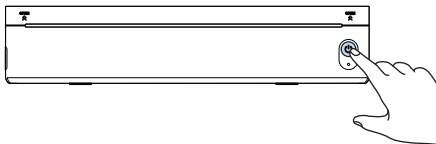
(Press and hold for 3 seconds to turn on/off,
Click once to send the paper back to the feed tray.)

Paper Feed Tray



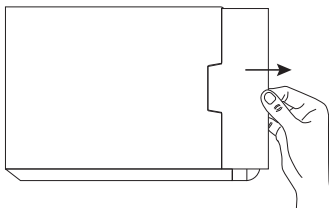
• Power On

Hold down the power key for 3 seconds to start the printer.



• Loading Paper

✓ Folded paper



This side is not printing side.



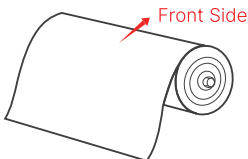
Front Side
(Printing Side)



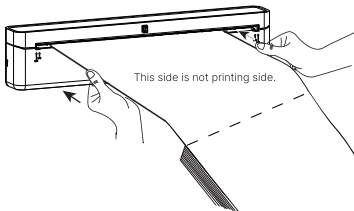
Back Side
(Non-printing Side)

• Loading Paper

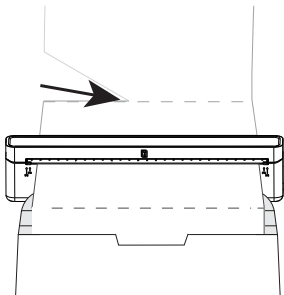
√ Roll paper



1. Take out the thermal paper and confirm the printing side.



2. Keep the printing side down of thermal paper and align with the paper inlet, insert the paper. Make sure the paper is sucked into the printer and the indicator light turns green, then get ready for printing.



Note:

- * The printer will only print to the top side of the paper; make sure the printing side face down to avoid printing blank sheets.
- * If a paper jam occurs, press the power button to eject the paper. If this fails, open the cover, remove the illustrated black rubber roller, and manually clear the paper.
- * Avoid poor quality paper as they can damage the printer.

- **Connect via the Mobile App**

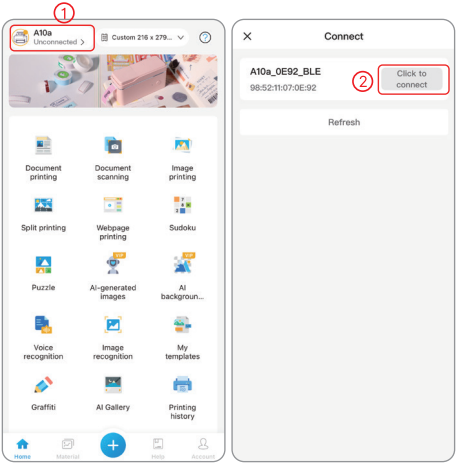
(1) Search for and install the Labelnize app through the Google Play Store or Apple App Store. Alternatively, you can scan the QR code to download.



(2) Enable Bluetooth and open the Labelnize app



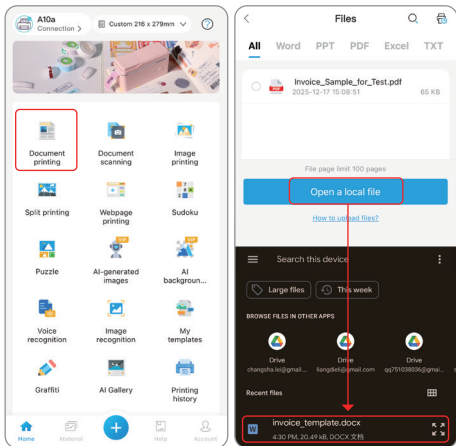
(3) click on **[Unconnected]** and select **[A10a]** to connect



• Printing via the App

(1) Click **[Document Printing]** on the home page and then click **[Open a local file]**

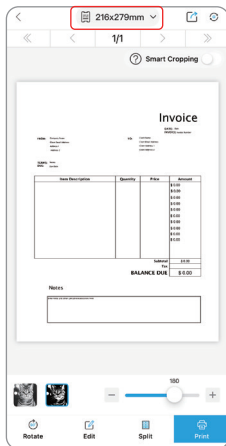
Note: The file must already be saved onto your device.



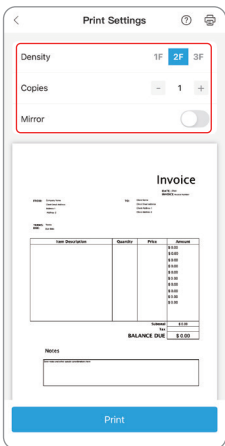
01

(2) Make sure the paper size matches the installed paper. Crop and rotate your document if required

(3) After confirming the Density, Copies, Print range and Print mode, click **[Print]**



02



03

• Driver Installation (for computers)

Visit the support page to download the A10a printer driver.

Our support page: <https://labelnize.com/pages/software-driver-download>

Drive path: A10a-Driver Download

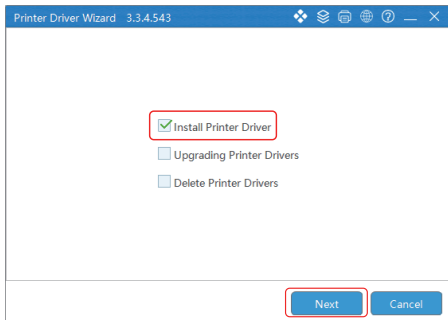
NOTE:

- Make sure the printer is powered on and connected to the computer via the USB cable before running the driver file.
- Do not manually add the printer to the computer; run the driver file to properly set up the printer.
- Plug the A10a into the same USB port on your computer every time. This will avoid creating duplicate copies of the printer.

» Windows

Download the driver file and run the installer, follow below steps to finish installation.

1. Select **[Install Printer Driver]** then click [Next]



2. Select [USB] then click [Next]

Printer Driver Wizard 3.3.4.543

Specify Port

Tip: If the USB option cannot be installed, please try installing with a custom option.

☒ USB

☐ Network

☐ Bluetooth Dongle

☐ Bluetooth (wireless)

☐ Parallel port / Serial port

☐ Custom

Previous Next Cancel

3. Select [A10a] then click [Next]

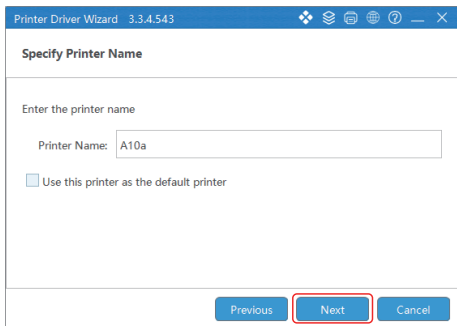
Printer Driver Wizard 3.3.4.543

Specify Printer Model

	Model	Port	Installation
☒	A10a	USB018	Not installed

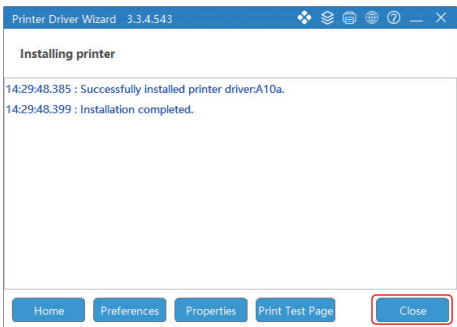
Previous Next Cancel

4. If you need to set A10a as the default printer, please check the box, select it then click **[Next]**



The screenshot shows a window titled "Printer Driver Wizard 3.3.4.543". The main heading is "Specify Printer Name". Below this, it says "Enter the printer name". There is a text input field labeled "Printer Name:" containing the text "A10a". Below the input field is a checkbox labeled "Use this printer as the default printer", which is currently unchecked. At the bottom right, there are three buttons: "Previous", "Next", and "Cancel". The "Next" button is highlighted with a red rectangular border.

5. Driver installation complete, click **[Close]**

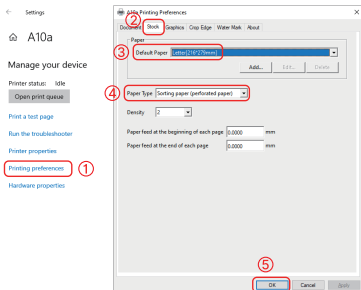
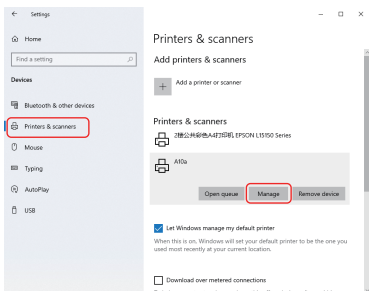


The screenshot shows a window titled "Printer Driver Wizard 3.3.4.543". The main heading is "Installing printer". Below this, there is a log of events: "14:29:48.385 : Successfully installed printer driver:A10a." and "14:29:48.399 : Installation completed.". At the bottom, there are five buttons: "Home", "Preferences", "Properties", "Print Test Page", and "Close". The "Close" button is highlighted with a red rectangular border.

• Adjust printer settings on Windows:

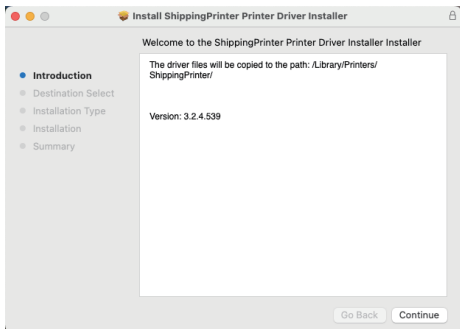
Open Settings, go to Devices → Printers & Scanners → select A10a → click Manage → choose Printing preferences → go to the Stock tab. Then, set the Default Paper size and paper type, and confirm by clicking OK.

*Note: The A10a printer is loaded with Letter-size paper and perforated (sorting) paper by default.

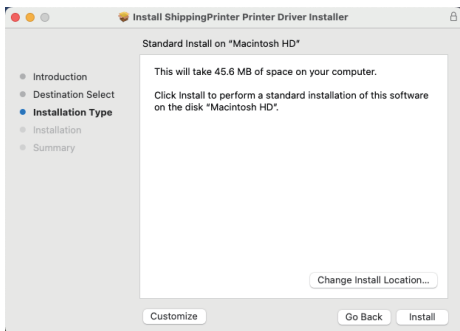


» Mac

1. Click [Continue]



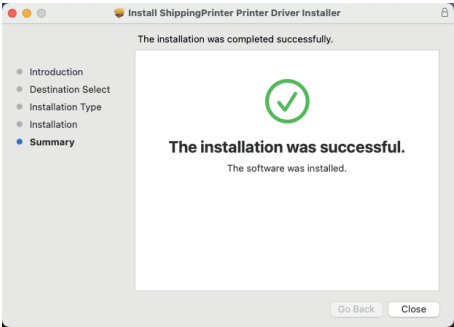
2. Click [Install]



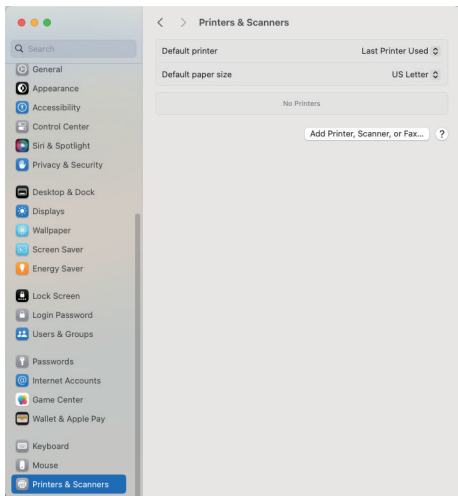
3. Enter your password to install



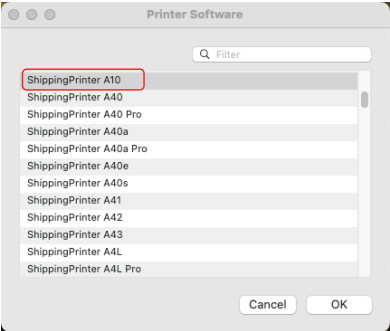
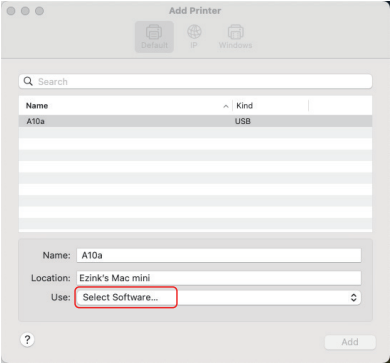
4. Click [Close] after installation



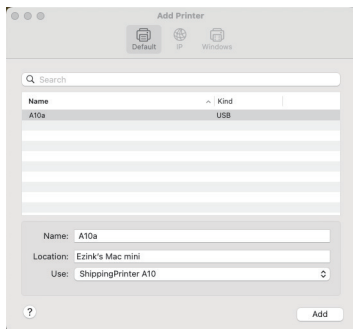
5. Open [System Preferences], and click [Printers & Scanners]-[Add Printer, Scanner, or Fax...]



6. You can see **[A10a]** in the list, then click **[Select Software]**, Locate and select **[ShippingPrinter A10]**, click **[OK]**

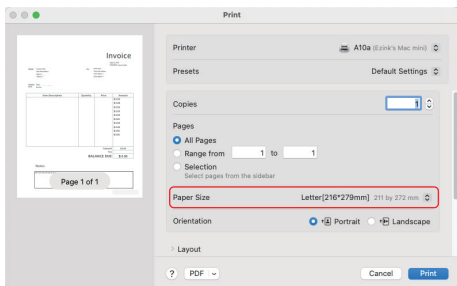


7. Click **[Add]** , then complete driver installation process.



• Adjust printer settings on Mac:

Open a PDF file, select File > Page Setup > Paper Size, then adjust settings.



INDICATOR LIGHT STATUS

05

Status Category	Device State	LED Indicator	Notes
Bluetooth Not Connected	Normal	 Green light, slow blinking	Ready for pairing/ connection.
	Abnormal	 Red light, slow blinking	Connection error or fault.
	Low Battery	 Yellow light, slow blinking	Battery level is critically low.
Bluetooth Connected	Normal	 Green light, steadily on	Device is connected and working normally.
	Abnormal	 Red light, steadily on	Error occurred during operation.
	Low Battery	 Yellow light, steadily on	Battery is low while in use.
Charging	In progress	 Yellow light, fast blinking	Device is currently charging.
Upgrading	In progress	 Red and green lights alternating, fast blinking	Firmware update is in progress.

 Do I need to register to use the printer? No, registration is not required for basic printing. However, creating an account allows you to save and retrieve label templates from the cloud for future use. **Why is the printer outputting blank labels/paper?** This is most commonly caused by incorrect paper loading. Please ensure the printable side (thermal coating) is facing down when inserted into the printer. **What should I do if the printer jams?**

- 
1. First, press the power button once; the printer will attempt to auto-eject the jammed paper.
 2. If unsuccessful, open the cover, remove the illustrated black rubber roller, and carefully clear the paper manually.
 3. Reassemble the roller and reload the paper.



Why does my printout appear gray or faded?



Faded prints can result from several factors:

1. Print density setting is too low: Increase the darkness/density level in your printing preferences or app settings.
 2. Low-resolution images: When printing graphics, use high-quality source files.
 3. Paper quality: Low-grade thermal paper may produce poor results. We recommend using branded thermal paper for consistent quality.
-



Why is the printed content incomplete or misaligned?



This is typically due to incorrect paper positioning. To resolve:

1. Remove the paper roll.
 2. Reload it firmly into the inlet, allowing the printer to auto-feed and align it properly.
-



Why did the printer stop printing suddenly?



This is usually triggered by a built-in safety mechanism. Common reasons include:

Overheating protection: Let the printer cool down for 10–15 minutes.

Paper empty: Check if the paper roll is depleted and reload if necessary.

I've installed the driver, but why can't I print from my computer?



Please verify the following:

1. The printer is powered ON.
2. The USB cable was connected before installing the driver.

If problems persist, uninstall the driver, restart your computer, and reinstall the driver with the printer connected.

How do I set or change the paper size or print darkness?



The method varies by platform:

Windows: Go to Settings > Devices > Printers & Scanners > [Your Printer Name] > Manage > Printing Preferences. Adjust paper size and print density there.

Mac: Open any PDF, select File > Page Setup to set paper size. Adjust print darkness via Print > Quality & Media.

Labelnize App: Set paper size during document setup and adjust density in Print Settings before printing.

• **Cleaning of print head and rubber rollers**

*** When any of the following situations occur during printing, the print head and rubber rollers should be cleaned:**

- Unclear printing;
- Loud noise during paper feeding or paper return;
- Debris stuck on the print head.

*** The steps for cleaning the print head and rubber rollers are as follows:**

1. Procedure for Cleaning the Print Head and Rubber Rollers Power off the printer and ensure it is disconnected from any power source.
2. Open the printer cover and locate the metal switch securing the black rubber roller (refer to the provided illustration).
3. Push the switch back and gently remove the rubber roller to access the print head beneath.

Note: If the printer has been in recent use, allow the print head to cool completely before proceeding.

4. Clean the rubber roller:

Dampen a cotton ball with isopropyl alcohol and wipe the roller thoroughly while rotating it to remove any dust or debris.

5. Clean the print head:

Using a fresh cotton ball lightly moistened with isopropyl alcohol, gently wipe the exposed surface of the print head to remove accumulated residue.

6. Reassemble the printer:

Allow all components to air dry completely until no alcohol remains.

Reinstall the rubber roller and securely close the printer cover.

Note:

- * The printer must be powered off while cleaning.
- * Avoid touching the surface of the print head with your hands or metal objects, and do not use tweezers or other tools to scratch the surface of the print head, rubber rollers, or sensors.
- * Do not use organic solvents such as gasoline or acetone to wipe the print head or roller.
- * Wait for the rubbing alcohol to completely evaporate before turning on the power and continuing to print.
- * Keep the sensor surface clean.

We offer an extensive warranty for all products that extends through 1 YEAR of the order date. This warranty covers quality related issues and product defects.

If you have exceeded the sales site's return period, contact us directly via the "Contact seller" option on your Order Details. If the product is not working properly, we can send you a replacement product. This warranty does not apply in cases of abuse, mishandling, or unauthorized repair of the product. If you have any questions about this warranty or would like additional information, please contact us via the "Contact Seller" option or directly via e-mail (check the packing box). Please keep the original box, packing materials and all documentation in the event that service is required.

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.

NOTE 1: 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.

NOTE 2: Any 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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

“This device complies with Industry Canada’s license-exempt RSSs. Operation is subject to the following two conditions:

(1) This device may not cause interference; and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.”

« Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et
(2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement. »

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

L'appareil a été évalué pour répondre aux exigences générales en matière d'exposition aux RF. L'appareil peut être utilisé en condition d'exposition portable sans restriction.