

Jiose J500

Jiose Thermal Label Printer J500 User Manual

Model: J500

1. INTRODUCTION

This user manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your Jiose J500 Thermal Label Printer. Please read this manual thoroughly before using the printer to ensure optimal performance and longevity.



Figure 1: Jiose J500 Thermal Label Printer

2. WHAT'S IN THE BOX

Upon opening the package, verify that all components are present:

- Jiose J500 Label Printer
- Sample Labels (20pcs 4"x6")
- Power Adapter
- USB Cable
- Type-C Adaptor
- User Manual
- USB Drive with Printer Driver

Printer Comes with Accessories

for Instant Experience



Figure 2: Included Components

3. SETUP GUIDE

Follow these steps to set up your Jiose J500 Thermal Label Printer:

1. Connect the Printer:

Connect the power adapter to the printer and plug it into a power outlet. Connect the USB cable from the printer to your computer. Use the provided Type-C adaptor if your computer requires it.

Your browser does not support the video tag.

Video 1: Initial setup and connection of the Jiose J500 printer to a computer and power source.

2. Install Drivers:

Insert the provided USB drive into your computer. Locate and install the appropriate printer driver for your operating system (Windows, macOS, ChromeOS). The USB drive contains the necessary installation files and user guides.

Alternatively, visit the official Jiose website to download the latest drivers and installation guides. Ensure you

select the correct model (J500) and operating system.

3. Load Labels:

Feed the thermal labels into the rear slot of the printer, ensuring the print side is facing up. The printer will automatically detect the label size and position it correctly.



Figure 3: Loading Labels

4. Calibrate Labels (Optional, but Recommended):

After loading labels, press the feed button once. The printer will automatically adjust to the label size. This ensures proper alignment and prevents wasted labels.

4. OPERATING INSTRUCTIONS

4.1 Printing Labels

1. Prepare Your Document:

Open the label document (e.g., shipping label from USPS, Shopify, eBay) on your computer. Ensure the label size is set to 4" x 6" within your application's print settings. If your labels were previously set for 8.5" x 11" paper, adjust them to 4" x 6" to avoid unnecessary white space and incorrect orientation.



Figure 4: Compatible Platforms

2. Select Printer:

From your application's print dialog, select "Jiose J500" as your printer.

3. Print:

Click "Print." The printer will automatically feed and print the label at a high speed of up to 152mm/s (86 labels/min).



Figure 5: High-Speed Printing

4.2 Automatic Label Identification

The Jiose J500 features automatic label identification. When labels are loaded, the printer detects the size, gap, and characteristics of your label, positioning it at the tear-off line. This feature prevents label waste and ensures accurate printing for various direct thermal label sizes from 1.57" to 4.25" wide.

5. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your Jiose J500 printer.

- **Cleaning the Print Head:**

Periodically clean the print head using an alcohol pad (included in the box or a standard isopropyl alcohol wipe). Ensure the printer is turned off and cool before cleaning. Gently wipe the print head to remove any dust or adhesive residue.

- **Dust Removal:**

Use a soft, dry cloth to wipe the exterior of the printer. Avoid using abrasive cleaners or solvents.

- **Storage:**

When not in use for extended periods, store the printer in a cool, dry place away from direct sunlight and excessive dust.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Jiose J500 printer.

Problem	Possible Cause	Solution
Printer not responding/not turning on	Power cable disconnected, power outlet issue, printer switch off.	Ensure power cable is securely connected to both printer and outlet. Check if the power switch on the back of the printer is in the 'ON' position. Try a different power outlet.
Labels printing too light or faded	Print head dirty, darkness setting too low, incorrect label type.	Clean the print head (see Maintenance section). Adjust the "Darkness" setting in your printer preferences (usually found in print dialog or printer properties). Ensure you are using direct thermal labels.
Labels printing with unnecessary white space or incorrect orientation	Incorrect label size setting in software, incorrect orientation.	Change your label size from 8.5" x 11" to 4" x 6" on the website or application that generates your labels. Ensure the label orientation is set to "Portrait" in your print settings. For complex PDFs, consider using Adobe Acrobat Reader's "Take a snapshot" feature and adjusting print settings.
Printer not feeding labels correctly	Labels not loaded properly, labels jammed, sensor obstruction.	Ensure labels are fed straight and correctly into the rear slot. Clear any jammed labels. Check for any obstructions near the label sensor. Press the feed button once to allow the printer to automatically adjust.
Printer not recognized by computer	Driver not installed or corrupted, USB cable issue.	Reinstall the printer driver from the provided USB drive or Jiose website. Try connecting the printer to a different USB port or using a different USB cable. Restart your computer.

If you encounter issues not listed here or require further assistance, please contact Jiose U.S. technical support.



Figure 6: Jiose U.S. Technical Support

7. SPECIFICATIONS

Feature	Detail
Model	J500
Printing Technology	Thermal
Print Resolution	203 DPI
Max Print Speed	152mm/s (86 labels/min)
Compatible Label Width	1.57" ~ 4.25"
Compatible Operating Systems	Windows, MacOS, ChromeOS, Linux

Feature	Detail
Connectivity	USB
Dimensions	6.3 x 10.2 x 5.3 inches
Item Weight	1.72 pounds
Lifespan	Up to 300,000 standard labels

8. WARRANTY AND SUPPORT

8.1 Warranty Information

The Jiose J500 Thermal Label Printer comes with a limited warranty. Please refer to the warranty card included in your package for specific terms and conditions.

8.2 Technical Support

Jiose offers free lifetime technical support for its products. Our U.S. technical team provides one-to-one bespoke service, including live chat, phone calls (9:00 am to 6:00 pm PST), emails, and remote-desktop operations support as needed. For support, please visit the official Jiose website or use the contact information provided in your user manual.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question