3.2 Method TWO: by using the WPS button on the router

WPS stands for Wi-Fi Protected Setup, a network security standard that simplifies the process of connecting devices to a wireless network. It helps users add devices to their Wi-Fi networks in seconds by skipping the need to enter long passwords.

If your router does support **WPS**, use the WPS button on the router. Here's how **WPS works :**
Step1: You first need to know the location of the WPS button on your router. Usually, the **WPS button** is found on the back of the router. (Some routers are marked with the letters **"WPS"** and some routers are marked with **"WPS/Wi-Fi"** or **"Wi-Fi/WPS"**.)

4 Gigabit LAN Ports   WPS/Wi-FI
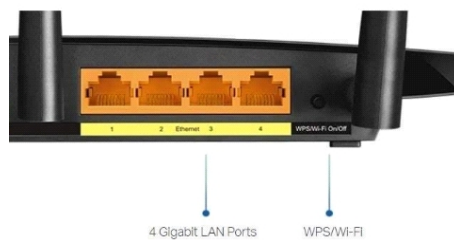
Step2: Press the WPS button on the router for 3-5 seconds. The router indicator light will begin to flash, letting you know it is searching for a device to connect.

Step3: Within 1 minute, **double click** the top feeder button of the printer, you will hear a beep. Wait for the printer to complete the **WPS** configuration. If configuration is successful, it will print a [WiFi configure] label usually within 2minutes.

Note: If you cannot configure it the first time, turn off the printer and try again since WPS cannot be obtained every time. If it still cannot configure, use Method ONE to connect to WiFi.

For any issues with configuration, refer to the Page 17 for quick troubleshooting.

Check the following before installing the driver software. We recommend customers to get the latest driver software of the printer from our website for the best result.

Ensure the printer is on and has been connected to WiFi, refer to the Chapter 3.
Note: You will hear a beep in 20seconds after turning on the printer so you can start all for the printer. The beep means the printer has connected to WiFi.

If you use multiple routers, ensure your device is in the same network with the printer. You can find printer network info from [WiFi configure] label.
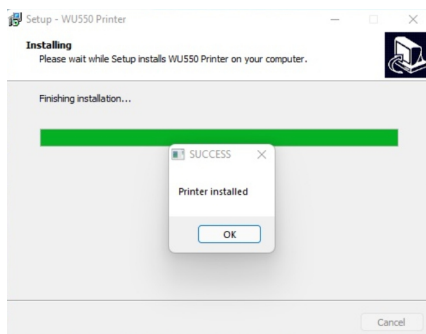
4.1 Installing Wireless Driver Software on Windows

Insert the USB disk in the computer -> Windows->Double click **"REKDOM_WU550Printer_WindowsDriver.exe"** driver software and click "Install" -> Choose **"Network install"** and **"NEXT"** ->Choose "**Use Available Network Port**" and click network info and "**NEXT**" -> and follow the prompt to finish the installation.
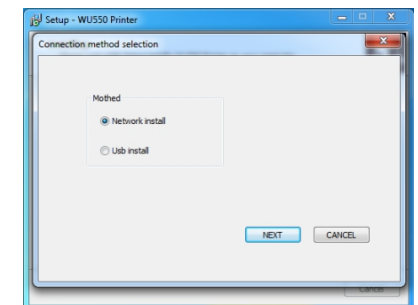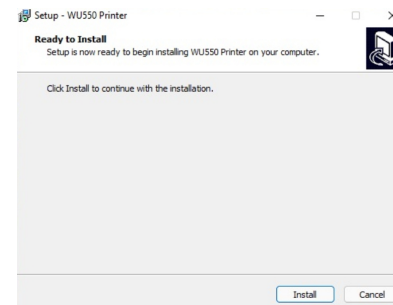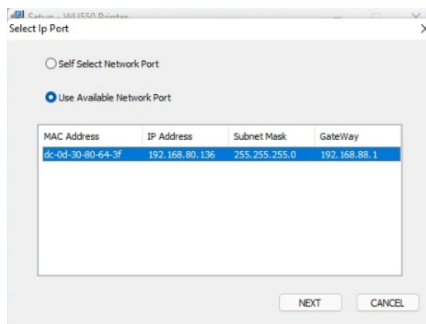
Note: If you choose **"Use Available Network Port"** and network info does not show up, choose **"Self Select Network Port"** ->**"NEXT"**->Input ip address (**Note:** find the IP address from **[WiFi configure]** label.)
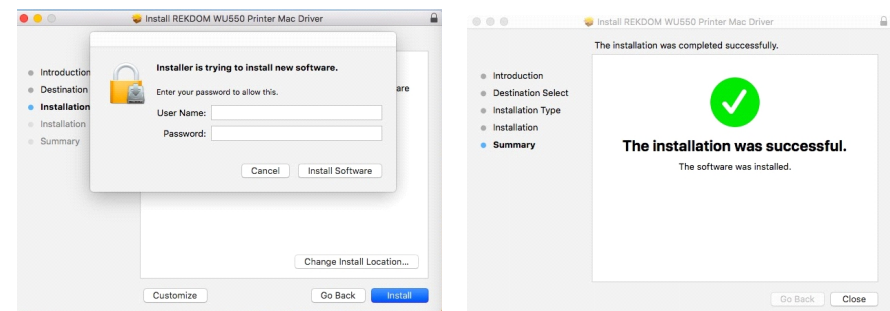

To find the label printer after installation is completed, go to Start menu -> Settings -> Devices -> Printers and scanners -> WU550 printer.

To verify your WU550 printer was installed properly, go to WU550 printer ->Manage ->Printer Properties ->click "Print Test Page". If you can print it, it means the driver software was installed correctly. You can also print a 4x6" sample label from our USB disk to verify.

4.2 Installing Wireless Driver Software on Mac

Insert the USB disk in the computer -> Mac ->
Double click" **REKDOM_WU550Printer_MacDriver.pkg** "driver software and click "**Continue**"->click "**Install**" and follow the prompt to finish the installation.

Then back to USB disk ->Mac ->double click **"Mac WiFi Aid "** software -> Pis choose "Printer **selection**" and click network info -> click "**configure**" -> Choose " **WU550 Printed**" and done.
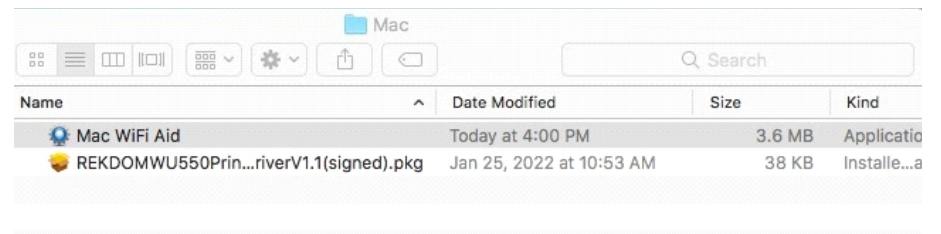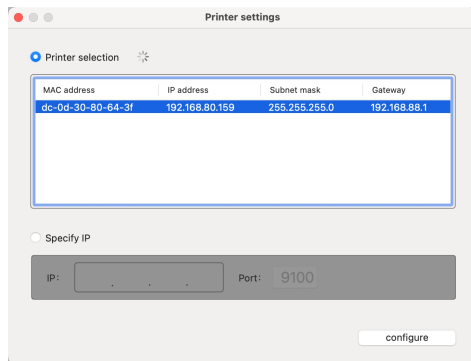
Note: If the network info does not show up, choose **"Specify IP"** ->Input IP address and Port

(Note: find the IP address and Port info from **[WiFi configure]** label)

To find the WU550 printer after installation is completed, go to Settings -> Printers and Scanners -> The WU550 Printer is now added.

To verify your WU550 printer was installed properly,
Enter **127.0.0.1:631** on your browser->click **"Printers"** ->click WU550_Printer from Queue Name, Select **"Print Test Page"** from Maintenance. If you can print it, it means the driver software was installed correctly. You can also print a 4x6" sample label from our USB disk to verify.
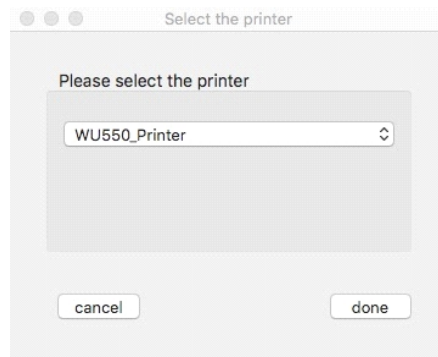
### 4.3 Installing Wireless Driver Software on Linux

Insert the USB disk in your Linux ->Linux -> find the Linux wireless driver software. If our Linux driver software is not compatible with your system, contact customer support, thanks.

4.4 Download and run the "Elabel" App on Android, iPhone, iPad

"Elabel" offers label templates for customizing labels. It is a label edit software, not a shipping platform. It can meet a variety of printing needs, whether for household or commercial usage. If you do most of your business on your phone, you can upload your print files, including 4x6" shipping label, by PDF to "Elabel" App and print.

Search for "Elabel"
Download the APP from Google play or App Store.
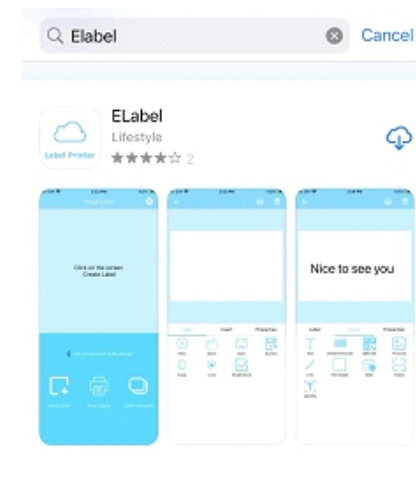
5.1 Set Up Size or Other Settings on Windows

Go to Start menu ->Settings ->Devices ->Printers and scanners ->WU550 printer->Manage ->Printer Preference to set up size or other settings, or go to Control Panel ->Printers and scanners ->WU550 printer->Right click the WU550 printer->Printer Preference to set up size or other settings.

You can select paper size from "Paper Name" prompt.

Click "Advanced" to set up "Print Density" and "Print Speed".
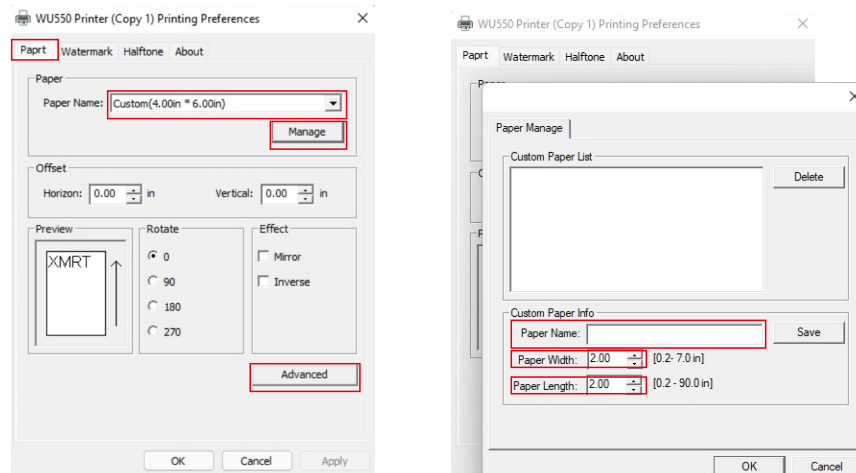
For other sizes not listed from "Paper Name", click "Manage" to add the size. If you want to add 2"x2" size, enter 50mm in "Paper Width" and enter 50mm in "Paper Length", then write 50mm*50mm in "Paper Name", click "Save" and click "OK".

5.2 Set Up Size or Other Settings on Mac

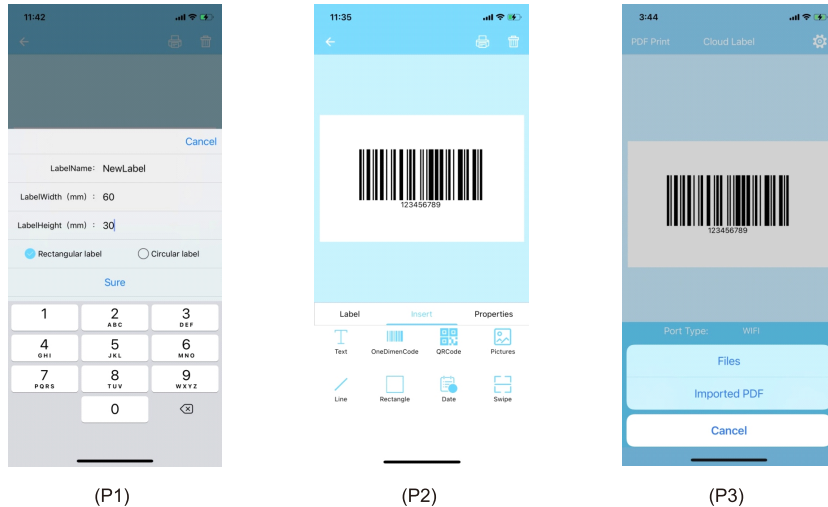Access settings directly from the print menu and choose Paper Size.
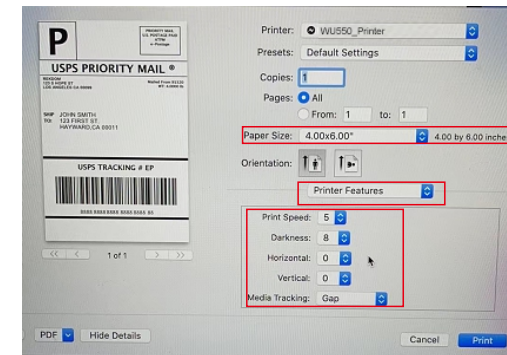
For other sizes not listed in "Paper Size", click "Manage Custom Sizes" to add the size. If you want to add 2"x2" size, click "+" ->enter 2 in "Width" and enter 2 in "Height", then double click "Untitled" to change the name with 2x2" and click "OK".
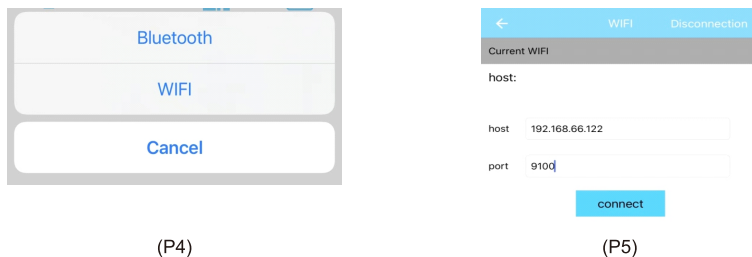
5.3 Set Up Size or Other Settings on Android, iPhone, iPad

(P1)   (P2)   (P3)

P1: Create new label by inputting the width and height.

P2: Insert information and set Properties.

P3: Choose PDF print, upload files or imported PDF files including 4x6" shipping labels to "Elabel" App and print.

(P4)   (P5)

P4: Select Print and choose WIFI printing.

P5: Input IP address in the host column and port address in the port column. You can find the information via the WIFI Configure label or Self Test label. Go back to homepage and press the print button .Fill in the copies and press sure.

Chapter 6: Troubleshooting

6.1 Having trouble connecting to WiFi?

If you're having trouble connecting WU550 printer to WiFi using WiFi password, here are some things to consider and try:

● If you forget the network name and password, find the label on the bottom or side of your router. The label contains important information about your router, including the original network name (SSID) and password (key/passphrase).

● Ensure you have entered the correct network name(SSID) and password and the capitals are correct.

● If the network **"FSC-BW236-AP"** is not showing in 2minutes, turn the printer off and restart the process

● If you cannot log onto URL: **192.168.1.1,** turn the printer off and restart the process or change your device to configure.

● Did the printer button flashing time out? The printer button light will continue to flash during the connection. If it doesn't connect successfully in that time, turn the printer off and restart the process.

● Did you join the **"FSC-BW236-AP"** network successfully? Open the URL: 192.168.1.1 under **"FSC-BW236-AP"** network.

If you're having trouble connecting WU550 printer to WiFi using WPS, here are some things to consider and try:

● Is WPS enabled on your router? Verify the router supports the WPS feature: 1 .Look on your router to see if it has a WPS button. 2.Go to the Network menu of your internet capable device to see if the WPS option is available.

● Keep the printer under good signal coverage of the router. It is better to keep in the same room and within 15meters.

● Did the WPS process time out? The WPS light will continue to flash and the router will search for printer for up to 2 minutes. If it doesn't connect successfully, it will usually reset and you will need to press it again to try a new connection.

If problem is not solved, please contact customer support, thank you.

6.2 Having trouble installing or printing?

Indication	Solution
Not compatible	- WU550 printer works with Windows, Mac, Linux systems and Works with Android, iPhone, iPad via Elabel App - Elabel App offers label templates for customizing labels. Not for other applications. - Not for Chromebook.
Nothing happen when I try to print	- Ensure you are using Rekdom's power adapter and printer is on. - Ensure you have installed the wireless driver software successfully as per our steps. Refer to the Chapter 4. - If you have re-installed the driver software, be sure to print to the same active printer name when printing. - If you did the WPS way to connect to WiFi, since a few WPS routers may encrypt the WiFi password, when you restart the printer, the printer cannot automatically obtain the router password and it will not connect to WiFi. For this reason, use Method ONE to connect to WiFi and install the driver software. - If you use multiple routers, ensure your device is in the same network with the printer. You can find printer network info from Self Test label. - The printer WiFi configuration will change due to a new network environment. If your network changed, re-connect to the new network and re-install the driver software.
Printer printing blank	- Make sure that your labels are properly loaded. The label side which will print needs to be facing the ceiling. - Ensure your label type is "Direct Thermal" label. - Be sure that you have installed the driver software correctly.
Printer printing side-ways/tiny/cut-off	- Make sure the paper guides are flush against the label with no gap. - Make sure the loaded label, label page and printer settings are all the same size so it can print perfectly. - Learn about the label when you change the label: Press and hold the top paper feeder button until you hear one beep and then release. - If you are printing 4x6" from these platforms like Amazon, eBay, Shopify, Paypal, Poshmark, Pirateship, Shipstation, Shippo... change your label size setting to 4 x 6 before you print. If you cannot figure it out, please visit www.rekdomprinter.com for detailed instructions or contact customer support, thank you.
Label is getting stuck/ Making loud noise	- Set your print speed to "5" and density to "4" and try your print again. - Open printer cover to check if anything is stuck on. Remove it and clean.

Beeping	- Ensure the printer cover was closed correctly. - The printer will beep when the printer is on but no labels. You can disable the beeping via tool software, visit www.rekdomprinter.com for detailed instructions
My labels are not sharp	- WU550 printer with direct thermal technology and its printing quality not as good as laser/inkjet printer. All thermal label printers with 203DPI resolution are the same. - Printing quality of the label depends on the label manufacturer. Avoid poor quality labels as they can have bad printing performance like white spots. - Ensure your label page content takes up the whole label. If there are extra borders, your design may be "shrunk" printed in a smaller size resulting in bad content.
Amazon FNSKU label printing	- Visit www.rekdomprinter.com for detailed instructions.

For more instructions and troubleshooting, visit www.rekdomprinter.com
If problem is not solved, please contact customer support, thank you.

Quick Tips

● **If your computer doesn't have a USB port to insert USB disk,** download wireless driver software directly from our website: www.rekdomprinter.com. We recommend customers to get the latest driver software of the printer from our website for the best result.

● If you want to use a **USB cable** for connection, please visit www.rekdomprinter.com for detailed instructions.

● For **Windows users**, our USB disk comes with **Label designer software** for creating customized labels.

● **Run label identification when you change the label:** press and hold the top feeder button until you hear one beep and then release.

● **To run a Self Test:** Ensure the power is off. Press and hold the paper feeder button and turn the power on. After the printer has started, release the feed button.

● To skip a blank label, press the top feeder button. To pause the printing label, press the top feeder button.

● If paper is jammed, turn off the printer and allow it to cool down. Open the printer top cover to remove the jammed label and clean.

Print Head, Sensor, Rubber Roller and Paper Guides Cleaning

Print quality may be harmed by dust, foreign objects, sticky materials, or other impurities sticking to the print head or printer. When the print head becomes dirty, print quality decreases or detection of paper declines, clean it as directed.

Notes:

- Before cleaning, turn off power and wait 2 to 3 minutes to cool down.
- To clean the print head, open the top cover and clean the print head with a cleaning pen or a cotton swab with diluted alcohol or isopropyl alcohol. Rub the center and both sides of the print head.
- When cleaning the print head, be careful not to touch the heating part as this may damage or scratch the print head.
- To clean the sensor, rubber roller and paper guide, remove the label roll and remove sticky objects or other impurities with a cotton cloth or swab with medicinal alcohol.
- After cleaning the parts, do not use the printer right away. Wait until the alcohol has fully evaporated and the printer is completely dry (1-2 minutes).

FCC Caution

Model: WU550

FCC ID: 2A6EC-WU550

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. 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.

This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

Support&Warranty

Thank you for choosing Rekdom !

Your Rekdom WU550 Wireless Label Printer is covered by a **one-year** warranty.

For more instructions and troubleshooting, visit www.rekdomprinter.com

If problem is not solved, contact customer support, thank you.

Most issues can be solved in minutes.

Customer Support:

Email: info@rekdomprinter.com

Phone: 8402007908 (text)

Note: If you don't receive a reply within 24 hours, check your spam mail box.

Best Regards

REKDOM