

Focus on
Every Powerful
Moment

Logistics Label Printer

USER GUIDE



Version:2.0.1



White



Gray



Green

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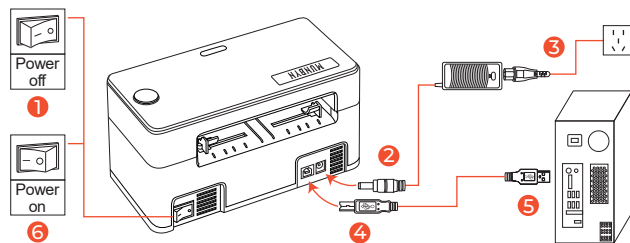
PRODUCT INTRODUCTION

What's in the box?



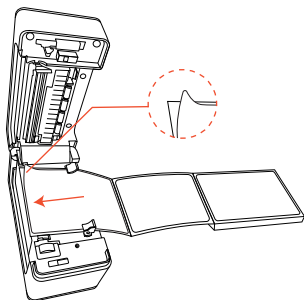
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|-------------|-----------------|----------------|-------------------|
| 1 Printer | 2 MAC Adapter | 3 Alcohol Pad | 4 USB Flash drive |
| 5 USB Cable | 6 Power adapter | 7 Power Cable | 8 After-sale Card |
| 9 Card | 10 Labels | 11 User manual | |

QUICK PRINTER INSTALLATION



Note: Please use the power adapter provided by MUNBYN.

LABEL SETUP



Note: Before using the printer to print labels, please calibrate the paper size.

Label size calibration:

1. Turn on the printer.
2. Press FEED button and hold on.
3. Release the button when you hear one 'Di' sound.
4. Then, the printer will calibrate the label size.

DRIVER INSTALLATION

Support downloading driver files via USB flash drive or download link.

Printer driver download link: <https://munbyn.biz/941d>

Tutorial video:

For Windows : <https://munbyn.biz/941win>

For Mac OS: <https://munbyn.biz/941mac>

Warning

Printer head (TPH) will be very hot after printing,
Please do not touch the printer head or parts around it .

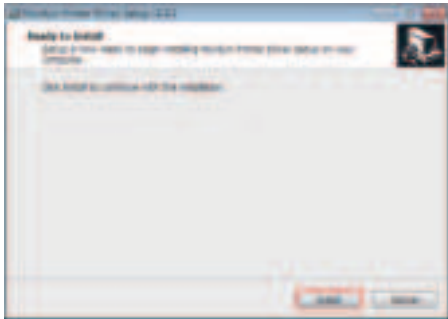
WINDOWS DRIVER INSTALLATION

Note: Please connect to the computer first and then turn on the printer.

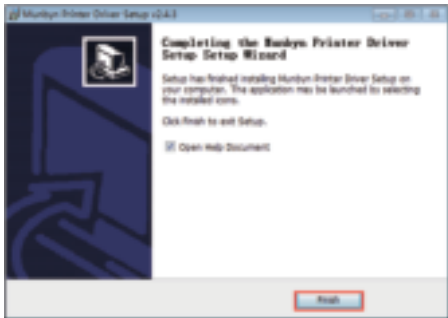
1. Open the driver software you downloaded.



2. Click on "Install" to start installing the driver.



3. Follow the guideline to install until "Finish" appears, then we can use our printer to print shipping labels.



4. Set the printer paper size.



5. Choose 100×150mm(4x6") label size and apply, then we can use our printer to print shipping labels.



MAC DRIVER INSTALLATION

Note: Please connect to the computer first and then turn on the printer.

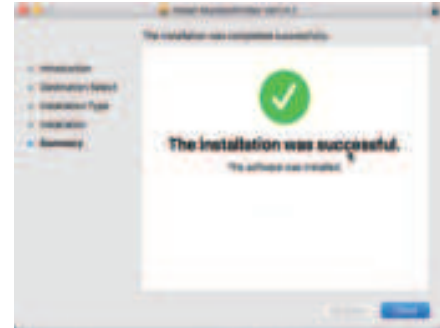
1. Open the driver software you downloaded.



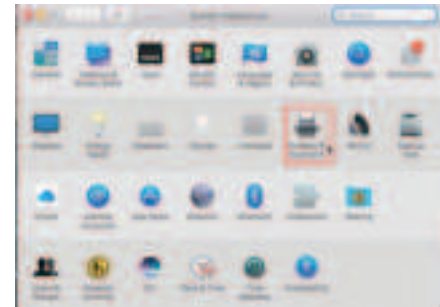
2. Start installation.



3. Follow the guideline to install until "The installation was successful appears".

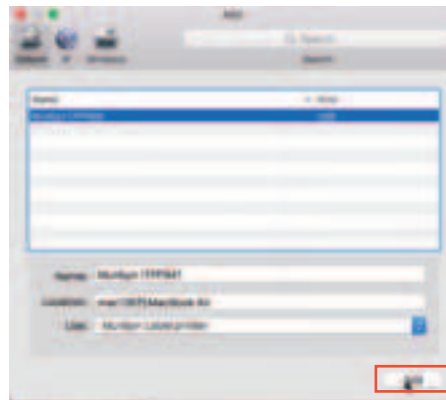
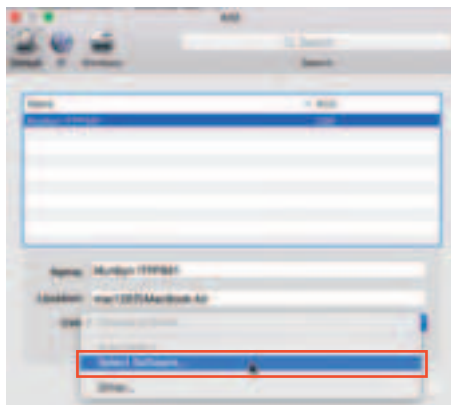
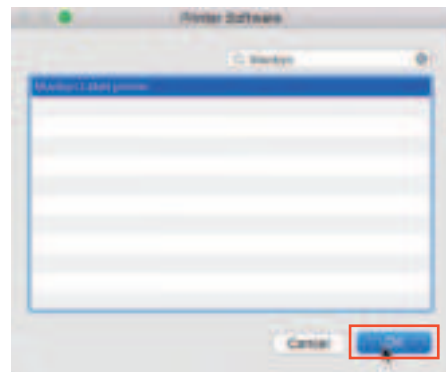


4. Add printer in printer list.





5. Choose printer and "Select Software".



6. Page Setup, choose 4x6" (100x150 mm), then we can open the document and select the printer to print shipping labels.



"FEED" BUTTON INSTRUCTION

Printer status	Operation of FEED	Function
Standby	Short press the button(light)	Feed in a blank paper
Standby	Long press the button(light) beep once	Automatically calibrate paper size
Standby	Long press the button(light) beep twice	Print out Self-test page
Standby	Long press the button(light) beep five times	Reset printer

LED STATUS

Description	Green light	Red light
Normal status	No	OFF
Printer head is overheated	Flashing (every 1 second)	Flashing (every 1 second)
Paper shortage	OFF	Flashing (every 1 second)
Cover is not closed	OFF	Flashing (every 1 second)
Paper recognition error	OFF	Flashing Red
Wrong cable connected or power off	OFF	OFF

FAQ

Q1: When the printing is too faint, how to adjust the density and printing speed?

A1: For Windows : Printer Preferences → Page Setup → Setting For Mac OS: Can be set in drop-down menu under 'Printer Features'
Tutorial video: <https://munbyn.biz/941dsv>

Q2: What can I do if paper is jammed or there are white spots in my print?

A2: Turn off the printer, and allow the printer head to cool down. Use the pad with alcohol to wipe the printer head clean.
Tutorial video: <https://munbyn.biz/941pjv>

Q3: Why the printer is skipping labels or continuously feeding?

A3: Make sure your computer does not send a print command to ITPP941, disconnect the USB cable, and then run the automatic label identification function.
Tutorial video: <https://munbyn.biz/941cfv>

Q4: Why the printer print extra blank labels after the one successful print?

A4: Please check if the paper size setting of the printer is correct and adjust the scale and margins in preview page or page setup when you are printing from browser.
Tutorial video: <https://munbyn.biz/941obv>

Q5: Why I am printing blank labels?

A5: Make sure your labels are 'Direct Thermal' labels and the label that you peel off should be facing the ceiling when it comes out of the printer.
Tutorial video: <https://munbyn.biz/941pbv>

Q6: How can we print the label that is not in standard 4*6 inch, such as the USPS?

A6: You can use the screenshot to print the label in correct size.
Tutorial video: <https://munbyn.biz/941arv>

Q7: How to print self-test label?

A7: The self-test label can be used to determine whether the machine is malfunctioning and whether the printing performance is good. You can print self-test label as follows.
1. Turn on the printer.
2. Press FEED button and hold on.
3. Release the button when you hear two 'Di' sound.

FAQ download link: <https://munbyn.biz/941faq>

SPECIFICATIONS

Method	Direct Thermal
Resolution	203 DPI
Max Printing Speed	150mm/s
Paper Width	40-110mm
Paper Thickness	0.06-0.254mm
Power Adapter	24V/2A
Printing Life	TPH 50 Km
Connection	USB

SUPPORT

Need Tech Support, contact us by:



E-mail: support@munbyn.com

Whatsapp: +8617817881067

Skype: munbyn

Support time:
Monday to Friday 24 hours.