User Manual

MUNBYN has served more than 35,000 customers worldwide with reliable products and professional support of our technical team.
If you have any issues, please contact our engineers directly to get a prompt solution within **2** hour. MUNBYN support is available via phone, email, and remote desktop assistance.
Email: support@munbyn.com

Tel：+1 403 477 1911 8:00 - 17:00 (PT)

WhatsApp：+86 178 1788 1067 (working day - 24 hours)

Note: Environmentally friendly materials: The label paper does not contain BPA, BPS and other harmful chemicals, and is made of environmentally friendly degradable materials.

Troubleshooting

1. MUNBYN Printer ITPP941

1.1 Blinking Red？

This is because the printer does not calibrate the label paper, please do the following steps to calibrate the label paper
A, Please cancel all printing sequences in the your PC.
B, Load no less than 4 consecutive labels of paper into the printer.
C, After the paper is stable, press and hold FEED (red/green light) until you hear a beep
The printer will learn the size of the paper at this time, and the top of the printer will light up in green when it stops.
After the process is complete, the printer returns to normal.

1.2 Labels not dark or too dark？

This is because the print head is dirty, or the density is set incorrectly.
A, Clean printer head, https://munbyn.biz/clean

B, Setting of density, https://munbyn.biz/941dsv

2. Rollo Printer

2.1 Blinking Red？

This is because the printer does not calibrate the label paper, please do the following steps to calibrate the label paper
Please refer to the web page,
https://munbyn.biz/rlf

2.2 Labels too light or too dark？

Please refer to the web page,

https://munbyn.biz/rnc

3. IDPRT and POLONO Printer

3.1 Skip label (output black label)?

Cause: The printer is uncalibrated.
Solution: Calibrate the printer.
Method 1: Tools--- "Automatic label learning".
Method 2: Press and hold the feed button (top button) until the blue light goes out twice and then release.

3.2 Labels too light or too dark？

Cause: the barcode does not meet the specifications. There is not enough blank space around the barcode
Solution: Adjust the concentration or print speed properly. Leave at least 3.2 mm (1/8 inch) between the barcode on the label and other printed areas and the edge of the label.

4. Jiose Printer

4.1 Blinking Red？

This is because the printer does not calibrate the label paper, please do the following steps to calibrate the label paper
A, Please cancel all printing sequences in the your PC.
B, Load no less than 4 consecutive labels of paper into the printer.
C, After the paper is stable, press and hold FEED (red/green light) until you hear a beep
The printer will learn the size of the paper at this time, and the top of the printer will light up in green when it stops.
After the process is complete, the printer returns to normal.

4.2 Labels not dark or too dark？

This is because the print head is dirty, or the density is set incorrectly.
A, Clean printer head, https://munbyn.biz/clean

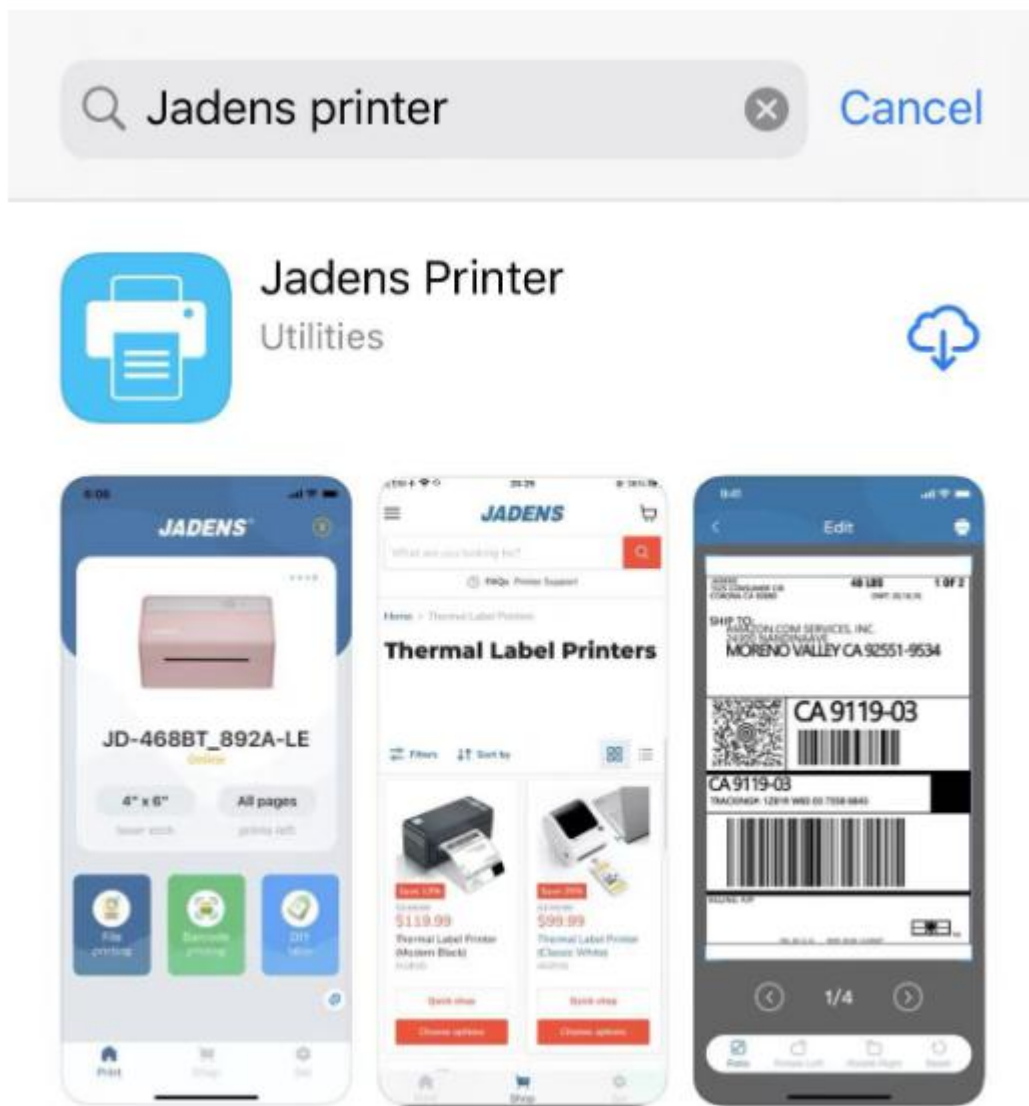B, Setting of density, https://munbyn.biz/941dsv

5. Jadens Printer

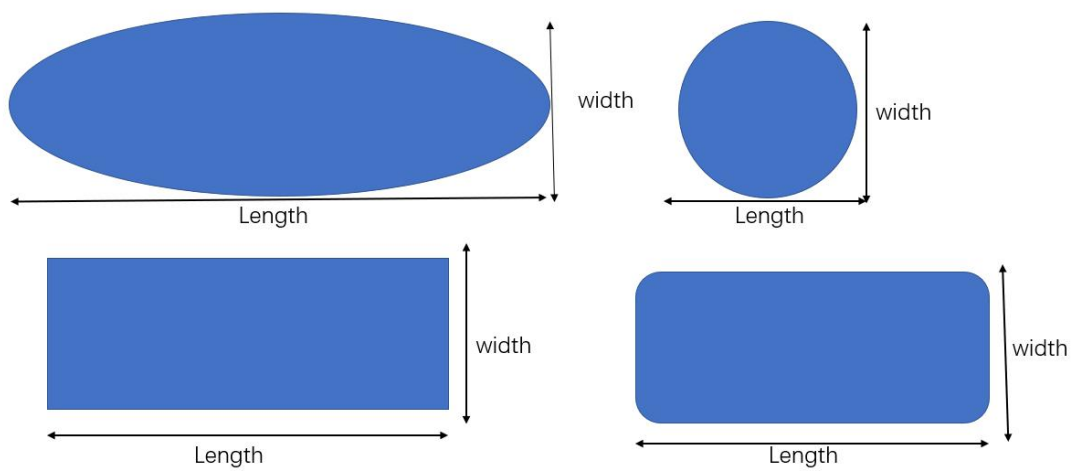## 5.1 How to print different size and shape labels?

We recommend printing with the mobile app - Jadens Printer because it prints the best.
You can download '**Jadens Printer**' from google play or apple store.
 If you don't know how to use the app, please refer to the app instructions.
App instructions: https://munbyn.biz/jadens

1. You need to confirm the size of the printed labels you are using.

width

Length

width

Length

width

Length

width

Length

2. Open the label or image in the app

3. Crop out the part you want to print completely
   (Note: I recommend keeping 2mm margins)

4. Set the same size as the printed label.

5.2 Blinking Red？

1. If flashing red is every 2 seconds:
No label is loaded, it will be red. Ensure that the labels are loaded correctly.
Wrong paper size. Please run automatic label identification.

2. If flashing red is 2 times per second:
The printer cover is not closed well. Check that the printer cover is completely closed.
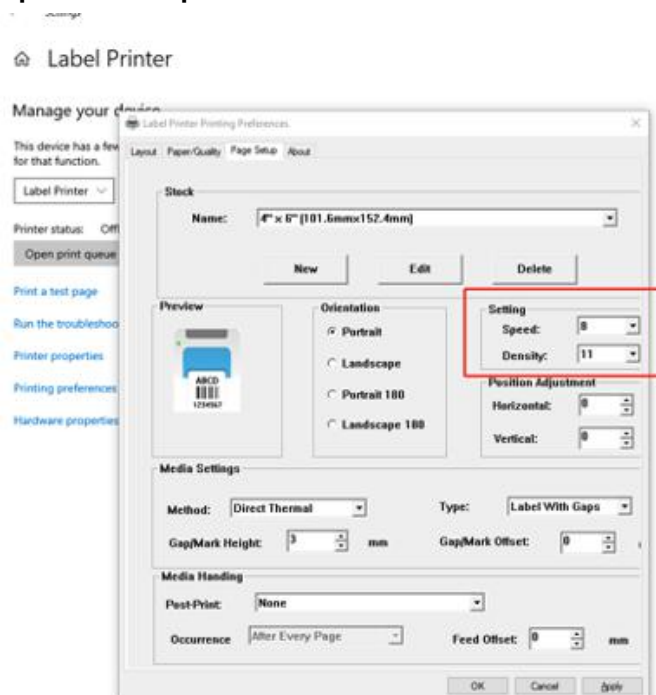
5.3 Automatic Label Identification

1. Turn on the power, wait for 5 seconds, until the printer is initialized.
2. Press and hold the top feeder button for 5 seconds until you hear one beep, then let go, the label will move back and forth and stop at the correct tear-off point. After this, you can start printing your labels.
3. Demo video: https://youtu.be/tL2iWS8rzXw

5.4 How to set up Density and Speed?

1. **For Windows** ((Click this link to watch a video on how to set Speed and Density on Windows)
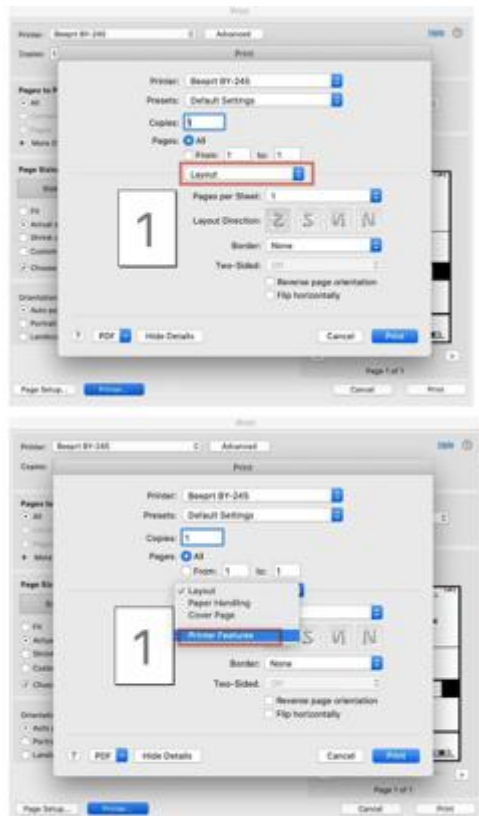To make the label more clear, you can follow these steps：
**Go to "setting" - >"device"- >"printer & scanner"- >find the printer "Label Printer"
Click "manage" - > "Printing preference" - >"Page Setup" - >adjust the Density and Speed as the picture shows -> then click "OK"**

2. **For Mac** (Click this link to watch a video on how to set speed and density on Mac)

Open your PDF file - click the printer icon in the top left corner - "Printer..."

Click the select key on the right "Layout"- "Printer Features"

Adjust the Darkness you want （For Mac, suggest setting it at 4-6.）, the higher density value means higher darkness, then click Print.