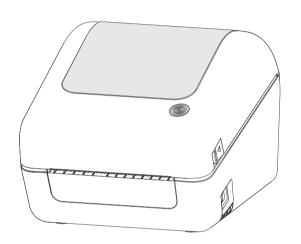
# **JADENS**®



# **Thermal Label Printer**



(JD-168) (JD-168BT)

# User Manual



# Thanks for choosing us!

# Please kindly contact us



support@jadens.com



1-800-752-7660





Scan QR Code Right TO Download User Manual, More Q&A is on the support site of Jadens Label Print



Please contact Warranty@jadens.com to extend the warranty to 3 years with your order No.

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# 1. Appearance



# 2. Packing list



- JADENS shipping label printer
- Power adapter
- Power cord
- USB cable
- USB-C to USB adapter: for Mac
- U-disk: instruction video for reference
- User guide
- 1 roll label



If any accessories missing, please contact us to get support.

# 3. Printer Connection

# A Note:

- Make sure the printer's power switch is in the OFF position before connecting the power cord to printer.
- Use the original power adapter only in case the damage caused by charging improperly.
- Please unplug the printer power cord if it is not in use for a long time.











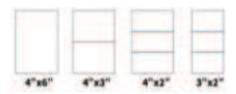




# 4. The suitable label size

- JADENS shipping label printer works with any Thermal Direct Label with a width range from 1.57" to 4.1", length over 1.18". Normal paper is not applicable! Must be THERMAL LABEL!
- Ideal for 4"\*6"
- Paper size can be selected in Windows and MacBook both.

# Label standard size



# 5. How to feed label



Ensure the printer is off



Pull the release latch to open the cover



Put the roll label in or insert the fan-fold label from outside, adjust the paper guide to fit the width of paper.



### Note:

Ensure the print layer of label face up in case print out blank labels.



Close the cover, switch on the printer and wait 5 seconds for the printer to initialize. Long press the feed button until you hear one beep, release your finger, the label calibrates automatically and will be positioned at the tear-off point, then ready to print.

# A Note:

- Each time you change the label, please follow the above steps 5.1~5.4. Otherwise, it may cause printing out misaligned or blank.
- Everytime you open the label cover even you never change the paper, you'd better to press the feed button once to load one sheet paper.

# 6. Installation for Windows



### A Note:

Recommend to close security software before installation in case of preventing installation

- JADENS Thermal label printer is compatible with windows 7 or later, not compatible with Chrome book. Linux. windows ARM.
- Installation guide video in U-disk for better reference.

## Step1: Install the driver

- a. Connect power and computer (Please skip this step if you have finished it before.)
  - 1) Connect the power to the printer through power cord.
  - Connect the printer to your computer through USB cord.



### A Note:

Each time you connect USB port, make sure this connection with a same port, otherwise a printer copy will appear.

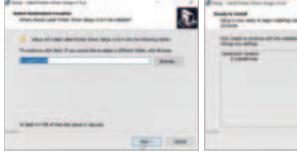
3) Put the labels in, switch on the printer, Long press the feed button until it beep once, labels will keep forward and back for several times and then be postioned at the tear-off point, it means the printer is ready to print.

(Make sure these three steps are completed before printing in case of failure to install the printer driver)

## b. Install the driver and printer for Windows

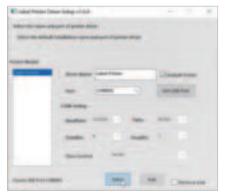
Plug in the U-disk (in the package) to your computer, find the file "Label Printer Driver Setupv1.6.4.exe" and install it, then follow the guide to install printer.

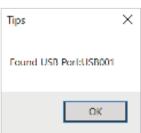
You can also download "Driver for Windows (JD168/JD-168BT)" from https://www.jadens.com/support/download/label-printer-drivers/

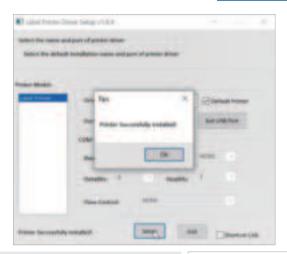




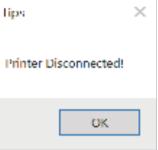
Click "Get USB Port" to get the USB port which your computer connect to the printer. and then click "Setup". The printer will be successfully set up.







If you get the tips "Printer Disconnected", that means your computer and printer didn't connected via USB port, please connect them, then install the driver.



 After setting up the printer, check your computer if the printer has installed or not

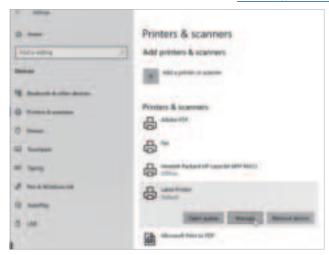
Go to the "control panel"> click"Device"> click"Printer & scanners", and then you will find the printer "Label Printer". Click "Manage" to print a test page and print labels successfully, that means you have set up the printer successfully.



### Note:

If you can't print successfully, please restart your computer and try again.

Install several times will caused many Label Printer(1,2...) installed, make sure to choose right Label Printer to print. You can remove the unnecessary one.



## A Note:

Now you can print directly via USB, if you want to print via Bluetooth, please follow the steps below.

# 7. Installation for Mac

## Note:

- JADENS shipping label printer is only compatible with MAC OS X v 10.9 or later.
- Installation guide video in U-disk for better reference.
- Ensure the printer and your MAC has been connected with USB cable before installing the driver.



Scan QR code to watch the instruction video

# Step1: Install the driver for Mac

### a. Connect power and computer

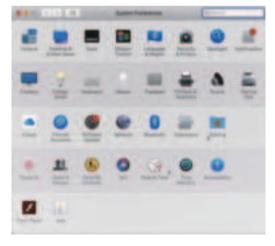
- 1) Connect the power to the printer through power cord.
- 2) Connect the printer to your computer through USB cord.
- 3) Put the labels in, switch on the printer. Long press the feed button until it beep once, labels will keep forward and back for several times and then hold on one place, it means the printer is ready to print.

(Make sure these three steps are completed before printing in case failing to install the printer driver.)

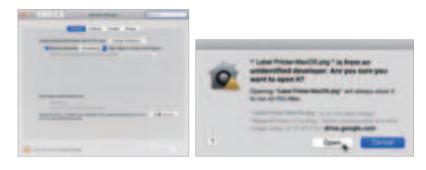
b. Double click the file in U-disk "Label Printer-MacOS.pkg" You can also download "Driver for Mac (JD168/JD-168BT)" from https://www.jadens.com/support/download/label-printer-drivers/



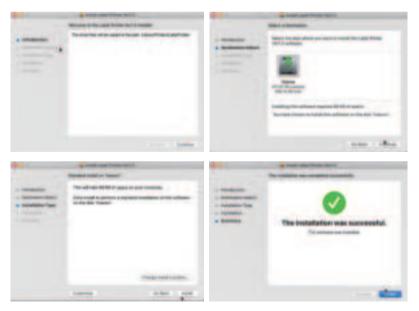
c. Open "System Preferences", and click on "Security & Privacy'".(If you don't see the warning, you can skip this step)



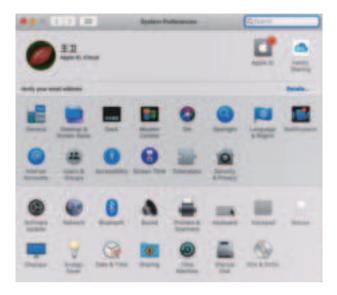
d. Click on "Open AnyWay"button. (If you don't see the warning, you can skip this step)



e. Click on "open" and continue to install the printer. Follow the installation steps until you see " The installation was successful" window.



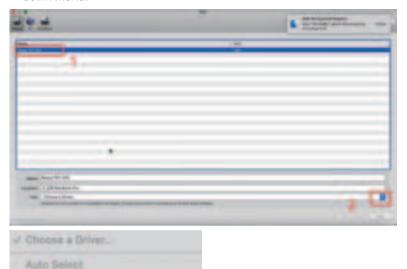
f. Open "System Preferences">>click on "Printer and Scanners".



g. Click "+" to add a new printer.

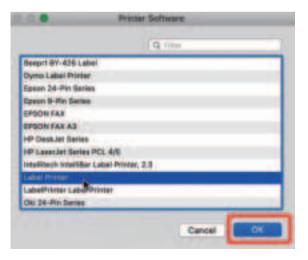


h. Click on "Beeprt BY-245", and choose "Select Software" in the drop down menu.

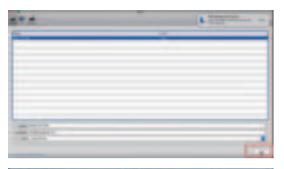


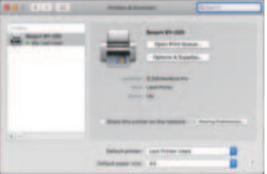
i. Choose "Label Printer", click "OK".

Select Software...



j. Click "Add", now the printer has been installed in your Mac book successfully.







# A Note:

- 1. Now you can print directly, if you want to adjust the printing density, printing speed or other parameter, please refer to "part 8 Printer preference setting".
- 2. If you can't print seccessfully, please restart your computer and try again.

# 8. Printer preference settings

1-1. Printer preference setting for windows

Go to the "control panel">> click "Device">>click "Printer & scanners">>find the printer "Label Printer">>Click "manage">> click "Printer Preference". In this part, you can set the print page size and print speed and density of the label

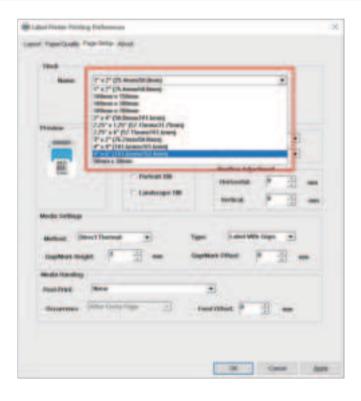
### (1)Setting the paper quality

a. Go to "Page Setup", according to the label size, choose the corresponding page size. Generally, most labels are 4x6 size.



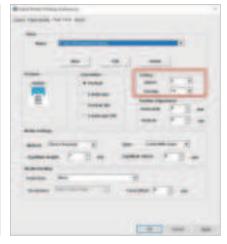
### A Note:

before printing, please make sure the size loaded thermal labels, the print settings on devices, and the source file are completely the same.



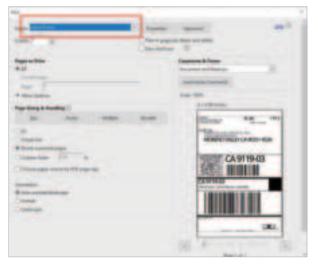
b. In the "Page Quality", you can change the printing speed and printing darkness.

(Especially for density, if the labels print out light or not clear, you can change the density to lager number, it will help. The larger number you choose, the darker the label will be. 8-12 is recommended)



## (2)Print a sample file.

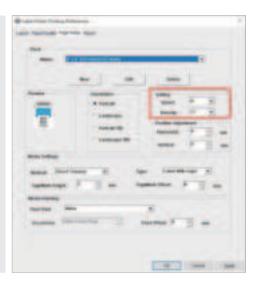
a. Open the a PDF file in the size of 4\*6 inch size with Adobe, click the print sign, ensure you have choose the right printer. (If you want to print word file, please transfer it to PDF file then print to get the best out print)



b. You can go to "properties", in this dashboard, you can set the page size, printing speed and printing density too.



before print, please make sure the size loaded thermal labels, the print settings on devices, and the source file are completely the same.



c. Preview and check the setting you want, such as print size, print density. Then click "print". If you have any problem in printing, please turn to part 10 FAQ to get the corresponding solution, or connect us via email.

support@jadens.com or phone: 1-800-752-7660. (The phone NO. can be reached from 6:00 PM to 7:00 AM at PST Time)

# 1-2. Printer preference setting for MAC

In this step, we will show you how to set the print preference helping you print out well.

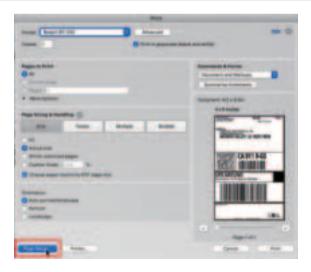
a. Open a sample PDF file in size of 4\*6 inch, click print.

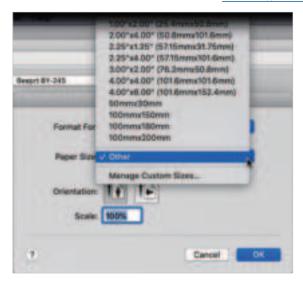


## b. Click "page setup", you can select the page size you want to print.

### ♠ Note:

No matter what size you choose, Please make sure that the size of the oaded thermal abels, the print settings on devices, and the source file are completely the same.

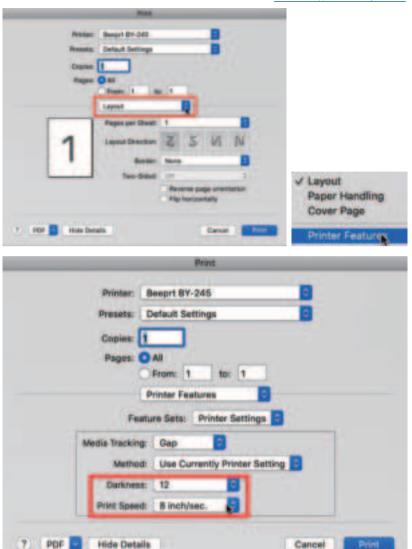




If there is no suitable size for click "manage custom sizes", input the width and height, then click "ok".

c. Click "printer preference">> Choose" printer feature">> set up the "Darkness" and "Print speed".





Tips: For the darkness, large number means higher darkness, if labels print out light, you can adjust it to large value, 2-4 is recommended.



# 9.Bluetooth Setup (Smartphone & Windows PC)

9.1 For App of Smartphone Setup



### Note:

Before installing the APP pleasa make sure you've calibrated the printer correctly as following steps:

- 1.Feed labels.
- 2.Long press feed button until printer beep one, release your fingers.
- 3. Printer will automatically calibrate the printer and load two labels.



### A Note:

For our app would be updated aperiodically, considering customers convenience, the latest app user manual would be updated on our website: https://www.jadens.com/support/

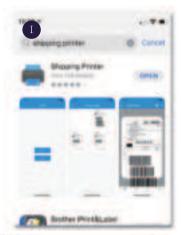
"App Store or Google Player to Search Shipping Printer"





IOS

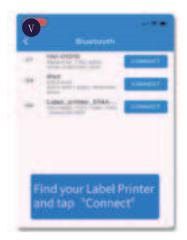
Android

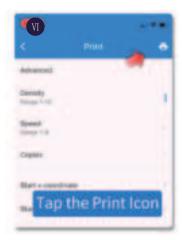










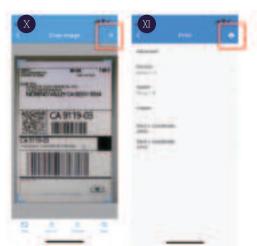


### 9.1.1 More Setup:

For IOS

If you can not find the file in 9.1 Pic  ${\rm III}\,$  , you can start the printing device by Pic  ${\rm VII}\,$  - Pic  ${\rm XI}\,$ .

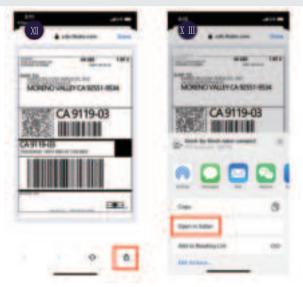




If you still can not find the file, you can share PDF file through social media, pls follow the Pic  $\mathbb{XI}$  -  $\mathbb{XV}$  . And then continue to 9.1 Pic  $\mathbb{II}$  -9.1Pic  $\mathbb{VI}$  .

### A Note:

If you have received a label (pdf. file) from Twitter or Instagram or other apps, you can open and print it as below.





### For Android

If you cannot find the file with Android, there are two methods you can print. (open the file in Messenger.) The first one "Download official version". If finishing, open the shipping printer - choosefile, you can find the file. The second one "Other apps", click it. And then tap the "Shipping Printer" by PicXVI-PicXIX, and then continue to 9.1 PicXII -9.1PicXII.





# A Note:

If you can not connect Bluettooth in 9.1 Pic  $\rm IV$  , pls make sure your "Location Service" and "Tracking" on by Pic XX-Pic XXII  $\,$  . And then follow 9.1Pic  $\rm VI\,$  -9.1Pic V  $\,$  .

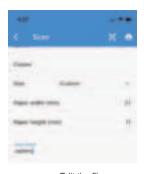


### More features

Scan and print small bar code.



Scan the barcode



Fdit the file (Please customize the size according to the label size you are printing.)

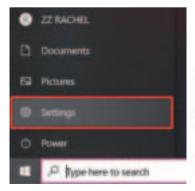
### A Note:

- 1. Please print PDF file but not picture. The quality of print PDF is better than photo. If you have to use photo, you should use the high quality picture.
- 2. The iPad device may not be compatible with the printer, it is better to use the mobile phone Bluetooth to print.

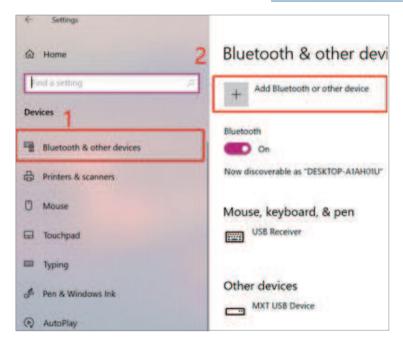
# Step2: Add the Bluetooth of printer(Only for JD-168BT)

a.(Keep the printer and computer connected with USB cable).

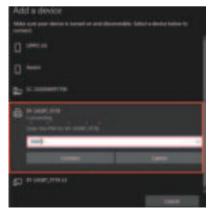
Click "Setting" > "Devices" > "Bluetooth & other devices" > "Add Bluetooth or other device".







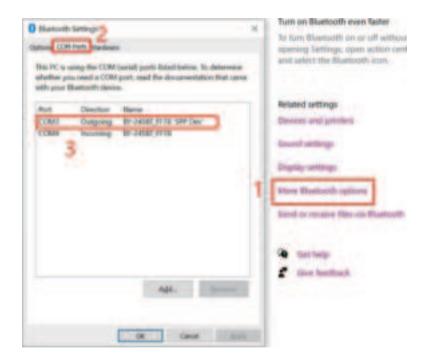
b. Find Bluetooth printer named "BY-245BT\_FF78", and then input PIN 0000, Bluetooth will be connected successfully.





# Step 3: Match the COM port Only for JD-168BT

a.Click "Bluetooth & other device"> "More Bluetooth options"> "COM Ports" > Check OUTGOING port of the Bluetooth "BY-245BT\_FF78" and mark down the COM number (For example, here is COM3).

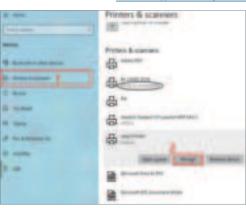


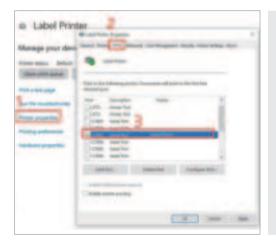
### b.Change printer's port to the COM that matches to the Bluetooth.

Click "Printer & Scanners" > Find "Label Printer" > "Manage" > "Printer properties" > "Ports" > Check √ in the Ports match to your Bluetooth Port (For example, here is COM3) > Click "OK".



Please ignore the message "Driver is unavailable" shown in picture below, for it is normal and won't affect the printing.





# ♠ Note:

If you can't find the COM port match Bluetooth port, please restart your computer and try again.

c.Now you can unplug the USB cable from computer, and then Open PDF file (It's better to use Adobe) > Choose printer named "Label Printer" > You may set up printer preference like darkness, speed, size, then click "Print" (via Bluetooth).



## A Note:

- 1. Now you can print directly, if you want to adjust the printing density, printing speed or other parameter, please refer to "part 8 Printer preference setting"
- 2. If you can't print seccessfully, please restart your computer and try again.

# 10. Important Tips: Print label of multiple size using "Take a snap shot"

The function of "Take a snap shot" can solve most print problem. It enable you to print the area you want without needing print a whole page. Now let us show you how to use it.

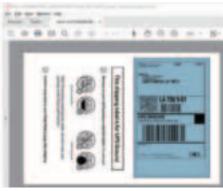
## 1. How to print your labels with nonstandard size.

If the printed PDF/file is unusual size such as A4 which can't be found the same size label to buy. In this situations, you have to use the function of "take a snapshot" to print. Here are the steps to operate.

### (1). For windows:

- a. Open the PDF in Adobe Reader
- b. From the top panel, select "Edit">"Take a Snapshot", choose the area you want to print.





c. Then click "Print", set up the page size that matched to the load label size. Then print.



### ♠ Note:

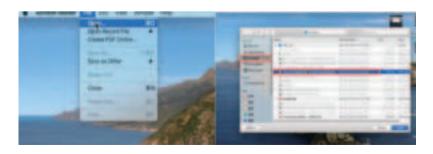
Please make sure the page size match to the load label size, otherwise, it is possible that it prints out over label or misaligned.



# (2)For MAC

Similarly, Mac also has analogous steps.

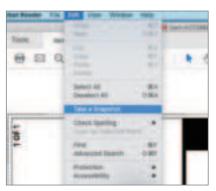
a. Find the "File" in the top left corner of you desktop > Click "Open" > Click Desktop > Choose PDF file (or you can open the file with Adobe)



b. From the top panel, select View > Rotate View > Clockwise so that the labels are side by side. (If the labels has laid vertically, please skip this step)

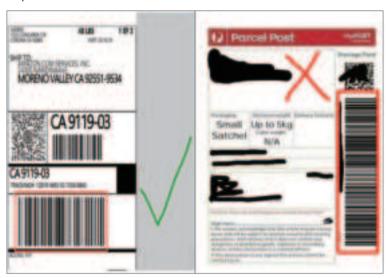


C. Next, from the top panel, select Edit > Take a Snapshot. Then click and drag over one of the labels that you need. So that you can print a specific range of label.





2. If you want to print the label that include barcode, please make sure print out the barcode vertically in case the high temperature lead to the barcode print out blocks and can't be scanned.



# 11. Frequently asked question

### 1.Problem: Print over label or print blanks

Cause1: Incorrect position of printing

Cause2: Incorrect page size and print density setting

Solution:



### 📤 Note:

Before printing, please make sure the size loaded thermal labels, the print settings on devices, and the source file are completely the same.

1. Power off your printer and power on again.

2.Long press on feed button for around 3 seconds until printer beep one noise, release your finger, printer will automatically study the size, the label keeps back on forth several times, then hold on the correct position.

If the page size or source file is larger than the load label size, it is possible that it prints over label or print blanks.



If you have ensure the page size match the label size and still print over label or print blanks, please use the snapshot function to print. (Read the "Part 9 Important tips" of the manual.)

## 2.Problem: Can't get it to connect computer

Cause1: The printer is not compatible with some computer such as Chromebook, Linux.

Solution1: This printer is compatible with Windows 7 or later and MAC OS X v 10.9 or later. Some windows 7 doesn't work, please update your windows to higher version.

Cause 2: Inaccurate operation

Solution2: please ensure the printer and computer has been connected, and the printer is on before installing the driver, otherwise, it will cause failing to install the printer.

# 3.Problem:The solution to the problem that Printer spites out a couple of blank labels

Possible cause 1: The print layer doesn't face up Possible cause 2: Incorrect position of printing

### Solution:

- 1. Please make sure that the print layer faces up before printing.
- 2. Long press on feed button for around 3 seconds until printer beep one noise, release your finger. Printer will automatically calibrate the place of the labels, which keeps back on forth several times, then hold on the correct position.

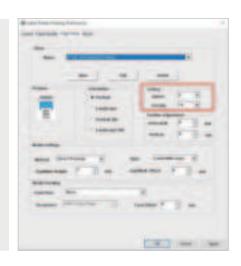
# 4. How to deal with the problem that the labels come out slowly and make a big sound

- Problem: The labels come out slowly and make a big sound.
- Possible cause: Sometimes if the setting of print speed is too low like 2 or 3, it will cause the it print too slow and make a sound, this is an individual phenomenon, not all the printers have this problem. So just need to adjust it to higher value like 8. Find the solution below according to the type of your computer.

### Solution:

### For windows:

Go to "setting" >> "device" >> "printer & scanner">> find the printer>> "Label Printer", click "manage" >> Printing preference >> Page Setup>> adjust the print speed to 8 as picture show.

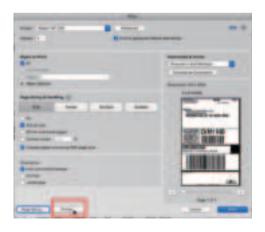


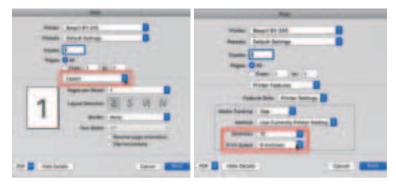
### For Mac:

### To solve this problem, please follow the steps below:

a.Check the print speed setting on your computer and adjust it to 8. b.Open a sample PDF file in size of 4\*6 inch, click print. c.Click "printer preference">> Choose" printer feature">> set up the

"Print speed" to highest value of 8.





# 5. Problem: Bluetooth shows "driver is unavailable" Only for JD-168BT

**Solution:** If you get the message "driver is unavailable "for printer "BY-245-BT\_FF78", Please ignore it, because it is just a Bluetooth name of printer and will not affect the usage for printing via Bluetooth. Choose correct printer "Label P

### 6. Problem: Why Label Printer is "Offline" state?

**Cause:** It maybe that the Port in computer or hub which you insert the USB cable into is different from the one you insert at the first time, so the printer state is Offline and could not print. Check its status via "Settings">"Devices">"Printer & Scanner". Solution:Every time you plug USB cable into the computer, make sure it's the sameport.

# 7. Problem: Printer spites out Labels with words uncontrollably and automatically.

**Cause:**It maybe that the Port in computer or hub which you insert the USB cable into is different from the one you insert at the first time, so the printer state is Offline and could not print. It will cause the printing task to pile up. Check printer's status via "Settings">"Devices">"Printer & Scanner". When you plug again the USB cable into the port which you firstly plugged, stacking up tasks will be printed at a time.

**Solution:** Every time you plug USB cable into the computer, make sure it's the same port.

# 8. Problem: Barcode came out some black blocks, and serrated at both ends.



**Cause:** The reason is that maybe you use the PDF software of Preview (MAC system). Some PDF is processed by the PDF software, and the font and barcode are deepened automatically.

Solution 1: Setting the Print Density value to about 4 in

Preview (MAC system).

Video link: https://youtu.be/i7uWzuWWGr8

Video Source: Mike Richard.

**Solution 2:** Open the PDF file via Adobe reader to print.

### 9. Problem: Labels come out funky and not legible.



Cause: The resolution of the file you print is too low.

**Solution:** To ensure the best print, we suggest:

1. Save the label as PDF file instead of image.

2.If you still want to print with images, please use high-resolution pictures.

# 10.Problem: Why sparks coming from the back when plug in the power port.

**Solution:** Please follow the correct steps to connect the power.

- 1. Ensure the printer is off
- 2. Attach the power cord to the adapter.
- 3. Connect the power
- 4. Plug the power cord unto the socket
- 5. Connect the USB cable to the printer.
- 6. Connect the printer and computer
- 7. Turn the power on

# 12. Maintanance

### **CLEANING THE PRINT HEAD**

The printer head is a sensitive part of the printer and can be found on the upper part of the printer when open.

Caution: While the printer is running the printer head can be very hot.

- 1.Ensure that the power switch is OFF, remove the power cord, and open the cover . wait several moments to ensure that the printerhead cools down.
- 2.Completely clean the printer head using an alcohol swab like the one provided.

Any 70% Isopropyl Alcohol pad would work . Please do not use water. 3. Wait 2-3minutes until the alcohol has completely dried, then close the cover.

4. Connect the power cord and print a test page to check if it is clean.

# 13. Pro tips

- Anytime you'd like to change your label size,run the automatic label identification by pressing and holding the feeder button until you hear one short beep.
- Press the green feeder button on the printer to skip a blank label.
- To run a self-test, press and hold the feeder button until you hear two short beeps.
- Avoid using poor quality labels as they can damage the printer.
- Regularly clean the printer head as outined above, under MAINTENANCE.
- If paper is jammed,turn off the printer,and allow the printer head to cool down. Open the cover and ensure that the rubber is clean. If it is dirty, use alcohol pad to clean it. Allow the area to dry before turning the printer back on.
- Insert the printer's USB into the USB port on your computer every time you plug it in. This will avoid creating duplicate copies of the printer on your computer.

# 14. LED indicator

COLOUR OR STATUS OF LED BUTTON	EXPLANATION	SOLUTION
Green	Printer is running normally	
Flashing Green	Printer Head is overheated	None. Printer will automatically resume once the printer head cools down.
Flashing Red (every 2 seconds)	1.Out of paper 2.Wrong size paper	Ensure that the labels are loaded correctly. You may need to run automatic label identification (point 6 in step4).
Flashing Red (2 times per second)	Printer cover is not fully closed	Check that the printer cover is completely closed.

# 15. Safety tips

- The printer head can become very hot after printing labels .Do not touch the printer head until it has cooled.
- Do not bend the power cord excessively or place objects on the cord. This could result in fire or electocution.
- Keep the printer out of reach of children.

- Use only approved accessories and do not try to disassemble or repair the unit by yourself.
- Keep the printer away from water and other objects that may destroy or damage the device.
- Printer should remain unplugged when not in use for long periods of time.

# 16. Driver removement

### For windows:

Before removing, please ensure the USB port has been removed on your computer.

1. "Settings" >> "Device ">> "Printer & Scanners" >> "Label Printer">> "Remove device"

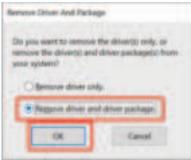


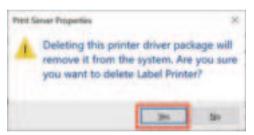


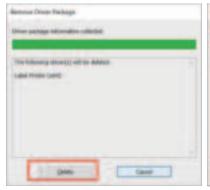
Click "Print sever properties">>Find the driver "Label printer">> "Remove driver and driver package">> Click "Delete"

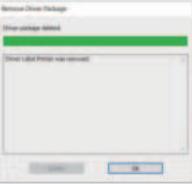












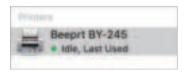
### For Mac:

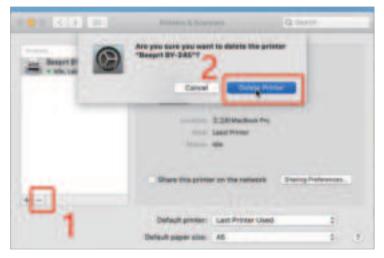
### Before removing, please ensure the USB port has been removed on your computer.

1. "Lanuchpad" >> "System Preferences" >> "Printer & Scanners"



2. Find "Beeprt BY-245">> Click "-" >> Click "Delete Printer"





# Thanks for choosing us!

# Please kindly contact us



support@jadens.com



1-800-752-7660

Please contact Warranty@jadens.com to extend the warranty to 3 years with your order No.





Scan QR Code Right TO Download User Manual, More Q&A is on the support site of Jadens Label Printer?

