SP410 Frequently Asked Questions

Printer set up & Compatibility

1. Where can I download the SP410 driver? How do I set up the printer?

You can download the latest driver from our website. Below links:

SP410 mac OS driver: http://www.idprt.com/downloads.html
SP410 Windows driver: http://www.idprt.com/downloads.html
SP410 Linux driver: http://www.idprt.com/downloads.html

For Windows system, we have iDPRT desktop driver v2.7.4.0, and Seagull driver. Both are workable.

We have video guides show you how to install driver and setup the printer. Please find the videos from our website: http://www.idprt.com/video_lists.html

2. Is this printer compatible with Chromebook?

Please note iDPRT SP410 is not compatible with Chromebook because Chromebook doesn't allow third-party software / drivers to be installed.
SP410 is compatible with Windows, mac OS and Linux.
Please use above mentioned compatible systems to work with SP410 or SP420.

3. Can I print from iPad / iPhone?

iDPRT SP410 is desktop printer, requires to be connected to computer / laptop via USB cable, and driven by driver. Currently it does not support to print from mobile devices.

Print Quality & Label Issues

1. Printing blank labels

Two possible reasons:
First, The most common reason is that your labels are loaded upside down. Please make sure that your labels are properly loaded with print side up.

Second, If printing came out blank, we may check if the media type is correct. SP410 is thermal

label printer, please use direct thermal labels for printing.

Here is quick way to check paper type:
Printer powered on, load paper, Press and hold feed button until green indicator light flashed once to release. It will print a self-check page. If the printed label is blank, we may confirm it is not thermal label. Please replace with thermal label and try again, problem shall be solved.
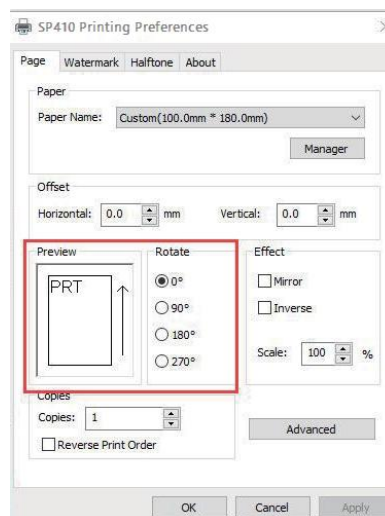
2. Printing sideways

The most likely reason is that your label is not properly formatted for 4 x 6 label printing. SP410 prints exactly what you see on your printing file in the same orientation. So if it has a lot of white space around the label, the printing will be side-ways.

Check if your shipping platform can provide 4 x 6 labels in the correct orientation. We have How-Tos for the most popular platforms, here is link:
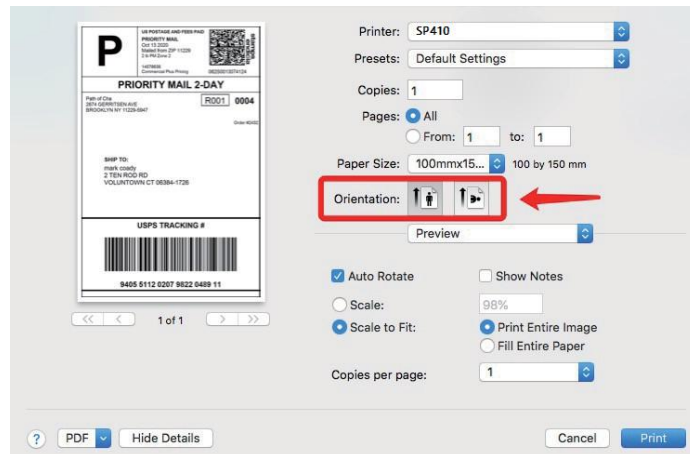http://www.idprt.com/prt_v2/other/question.html

For Windows:

Go to Control Panel -> Devices and Printers -> Right click on "SP410 Printer"-> Printer preferences -> Page -> Under "Rotate" choose 90°and Apply Click Ok.
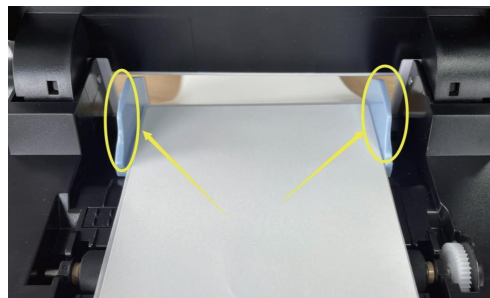

For Mac:

In the file Print window, select the size under ''Paper Size'' and then select 90 under ''Orientation''.

3. Printing offset

Please check whether the blue paper guide has fixed the label. The paper guide is movable, please adjust to the same width as label to fix it.

4. White spots on printed labels

If the white spots are random and not much, it maybe due to the quality of thermal label.
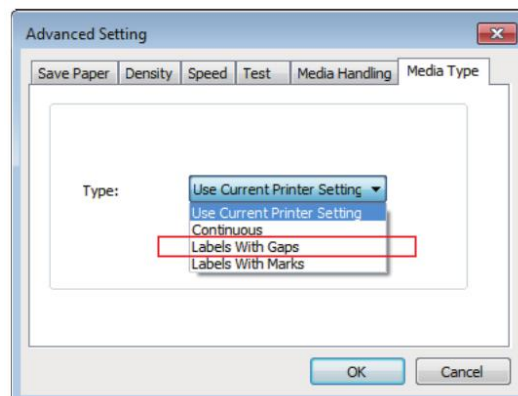
If you found spots at the same position of each label, it's likely that the Printer head dirty. Please turn off the printer, wait for it to cool down, you can use alcohol cotton wipes to wipe the printer head clean (the print head is marked in red frame in below picture). You can buy 70% Isopropyl Alcohol wipes from supermarket, convenience store, drugstores, grocery stores and on Amazon. After the parts have dried for 2-3 minutes, you can turn on the printer again.

5. After print one label, it will spit out few more blank labels.

If you are using shipping labels for printing, please check media type on driver settings, make sure it is "Labels with Gaps".

Go to Control Panel -> Devices and Printers -> Right click on "SP410 Printer"-> Printer preferences -> Advanced setting -> Media type -> select Labels with Gaps -> OK

6. Printing blurry/ pixelated and hard to read/ barcode is printed like a zigzag?

① If you are printing from PDF file, it is suggested to use Adobe acrobat software to open PDF file for printing.
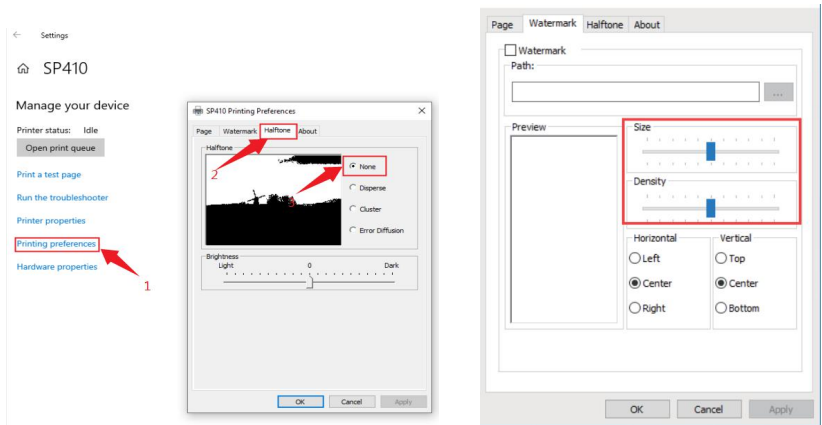
② For other printing, please confirm the settings on the driver, set "None" on "Halftone" or "Color option".

③ You can set your "Darkness" and "Speed". By default SP410 Printers are set to print at an average speed of "8". Slowing this speed will result in a higher resolution. Note: Increasing the number for your density / darkness will result in a darker print. Setting the density too high will result in unwanted dark lines and / or label getting too hot and sticking mid-way to the
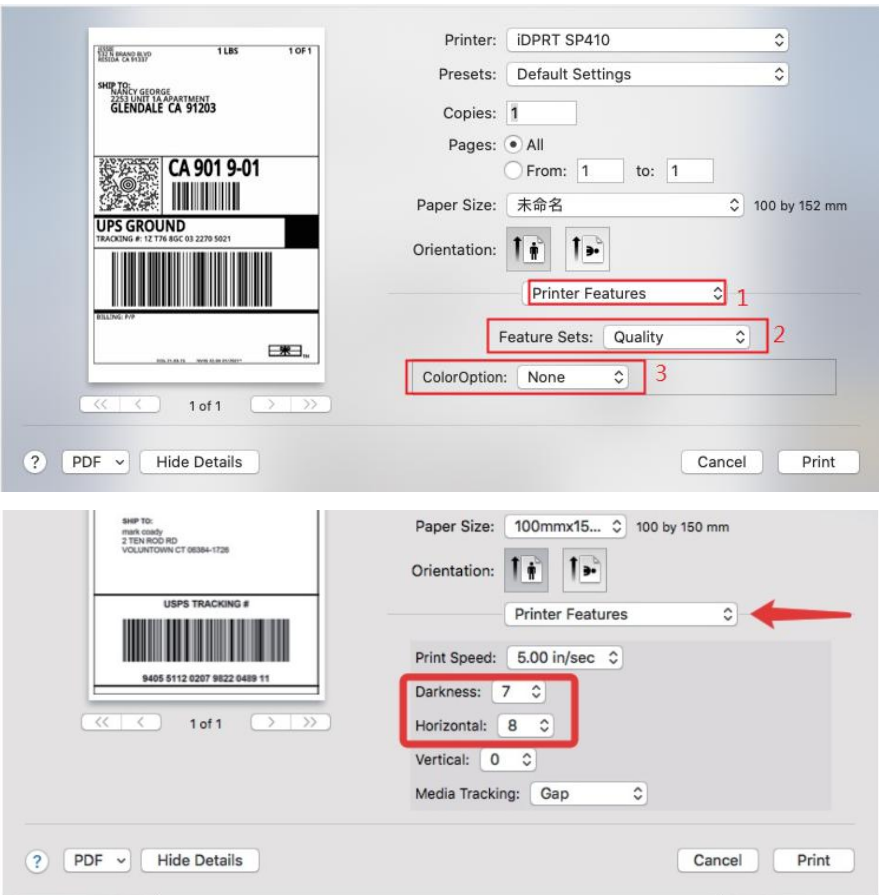
Printer head. Decreasing this number will result in a lighter print.

Below pictures show you how to set on driver:
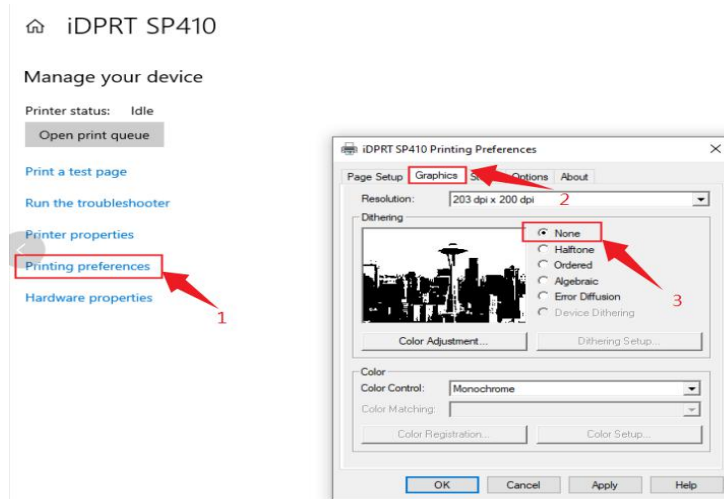
<u>iDPRT Window driver</u>

<u>Mac version</u>
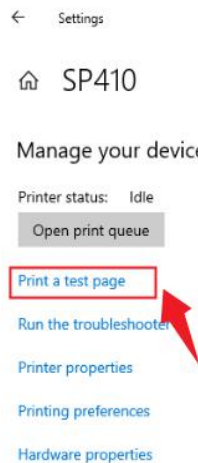

<u>Seagull driver in windows</u>

You can download the latest driver from our website, the latest version has set the default setting "None" on Halftone/Color option.
Here is link to driver: http://www.idprt.com/downloads.html

Others

1. printer does not work

Step 1: please confirm whether the test page can be printed

If you can print the test page, please confirm the second step. If you can not print the test page, refer to manual driver installation and reinstall the printer driver.

Step 2: please confirm that the data has been sent to the printer

When you click Print, the indicator light flashes green, means the data has been sent to the printer, however, the printer does not print. In this case, please confirm in the third step.

Step 3: please provide the printed data for our analysis

Set on driver settings:

Printer properties -> Ports -> Select " FILE: Print to file", and then send printing job normally, a PRN file will be generated. The PRN file contains printer settings and operation record on printer. If you can provide us the PRN file, we will analyze it as soon as possible and feed back the results to you.