

# ITPP130B Label Printer

## Frequently Asked Questions

### 1.00



## Contents

1. Installation Issue .....	4
1.1. Driver Installation Issue .....	4
1.1.1. How to check the USB connection after driver successfully installed? .....	4
1.2. Mac Driver Installation Issue .....	6
1.2.1. Why is my printer not showing up on my desktop? .....	6
1.2.2. How do I fix an invalid digital signature? .....	6
1.3. Windows Driver Installation Issue .....	6
1.3.1. Why does my windows display the printer status as Error? .....	6
1.3.2. Why does my windows display the printer status as offline? .....	8
1.4. Bluetooth Connection(Only for Bluetooth version) .....	8
1.4.1. How to connect the printer to my phone .....	8
2. Printing Issue .....	9
2.1. Label Issue .....	9
2.1.1. Why doesn't my label print correctly? .....	9
2.1.2. Why is my label printing too small .....	10
2.1.3. Why are my stickers slowly moving off center .....	11
2.1.4. Why is the printer only printing blank? .....	13
2.1.5. Why is the red light blinking on the printer? .....	13
2.2. Print Quality Issue .....	14
2.2.1. Why is the printed label too dark and cannot be scanned? .....	14
2.2.2. Why is the printed label not clear? .....	14
2.2.3. How to maintain the print head? .....	14
2.2.4. How to adjust the density and speed in the settings? .....	15
2.3. Other Issue .....	17
2.3.1. Why does the printer keep beeping? .....	17
2.3.2. Why can't the printer work after I update the computer system? .....	18
2.3.3. Why can't I find 4x6 inches in Google Chrome? .....	18
2.3.4. Why is my printer not turning on .....	18
3. How to print labels on the following platforms .....	19
3.1. Mac Transportation platform (logistics company) .....	19
3.1.1. FedEx .....	19
3.1.2. USPS .....	19
3.1.3. Colissimo La Poste .....	19
3.1.4. DHL .....	19
3.1.5. Canada Post .....	19
3.1.6. Royal Mail .....	19
3.1.7. UPS .....	19
3.2. E-commerce platform (online store) .....	19
3.2.1. Shopify .....	19
3.2.2. Etsy .....	19
3.2.3. Amazon .....	19

3.2.4. eBay .....	20
3.2.5. PayPal .....	20
3.2.6. Poshmark .....	20
3.3. Third-party platform .....	20
3.3.1. Pirate Ship .....	20
3.3.2. Stamps .....	20
3.3.3. Shipeasy .....	20
3.3.4. Endica .....	20
3.3.5. XPS .....	20
4. Tips .....	20
4.1. How to create a new customized label size? .....	20
4.1.1. For Mac .....	21
4.1.2. For Windows .....	22
4.2. How to print labels in non-4x6 inches size, like USPS and Amazon ASIN labels? .....	23
4.3. How to judge whether is hardware failures in the printer? .....	23

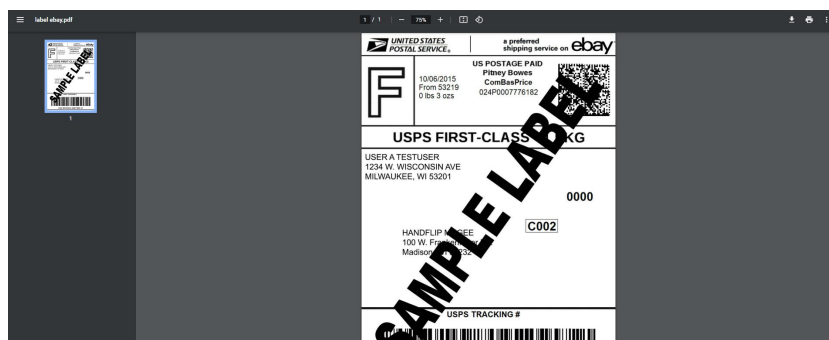
# 1. Installation Issue

## 1.1. Driver Installation Issue

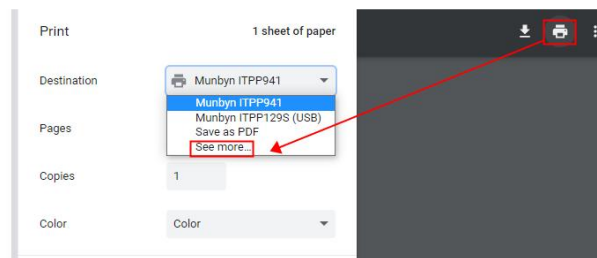
### 1.1.1. How to check the USB connection after driver successfully installed?

- (1) Please click the link below to download and open the 4 × 6 label document. (It is recommended to use Google Chrome to open)

Sample label: [www.munbyn.biz/label](http://www.munbyn.biz/label)



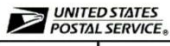


- (2) Click the printer icon as shown below, then select in "Destination" -> "See more" -> "ITPP130 Printer".




Select a destination



- (3) Follow the steps below to set up the printer.  
Make sure the printer is selected as "ITPP130 Printer", Open "More settings", Select "4x6 inch" in "Paper Size", Select "Fit to printable area" in "Scale", Click "Print"

 <b>UNITED STATES POSTAL SERVICE®</b>		a preferred shipping service on <b>ebay</b>	
	<b>US POSTAGE PAID</b> Pitney Bowes ComBasPrice 024P0007776182		
	10/06/2015 From 53219 0 lbs 3 ozs		
<b>USPS FIRST-CLASS</b> <b>KG</b>			
USER A TESTUSER 1234 W. WISCONSIN AVE MILWAUKEE, WI 53201			
		0000	
HANDFLIP M GEE 100 W. Frankenh Madison, WI 532		C002	
USPS TRACKING #			
			
1234 5678 9012 3456 7890 12			

Print 1 sheet of paper

Destination  ITPP130 Printer

Pages All

Copies 1

Color Color

More settings ^

Paper size 4.0"x6.0"(102mm x 152mm)

Pages per sheet 1

Scale Fit to paper

Print using system dialog... (Ctrl+Shift+P) ☒

**Print** Cancel

(4) Check whether the printed label is consistent with the PDF document.

 <b>UNITED STATES POSTAL SERVICE®</b>		a preferred shipping service on <b>ebay</b>	
	<b>US POSTAGE PAID</b> Pitney Bowes ComBasPrice 024P0007776182		
	10/06/2015 From 53219 0 lbs 3 ozs		
<b>USPS FIRST-CLASS</b> <b>KG</b>			
USER A TESTUSER 1234 W. WISCONSIN AVE MILWAUKEE, WI 53201			
		0000	
HANDFLIP M GEE 100 W. Frankenh Madison, WI 532		C002	
USPS TRACKING #			
			
1234 5678 9012 3456 7890 12			

## **1.2. Mac Driver Installation Issue**

### **1.2.1. Why is my printer not showing up on my desktop?**

- (1) If your Mac shows the printer States "Offline" or not display in “Printers&Scanners”, it means that Mac did not recognize the printer.
  - Please try to unplug and plug the USB cable into the mac computer side and the printer side.
  - Then restart the printer(power off then on).
- (2) If it is still not display in “Printers&Scanners”, we need to check the USB connection.
  - Connecting the flash drive by using the USB adapter and check whether the computer can read the data.
  - Unplug the flash drive and replace it with the USB cable of the printer. normally if the flash drive can be read on the Mac , that USB adapter can provide a stable data connection for the printer.  
Demo video: <https://bit.ly/macoffline>
- (3) If it is still not display in “Printers&Scanners”, please contact our after-sales service.

### **1.2.2. How do I fix an invalid digital signature?**

This is because you are using an older version of the driver whose signature has expired. Please click the link below to download the latest version of the driver, then follow the Demo video to reinstall the driver.

Mac driver: <https://bit.ly/macd130>

Demo video: <https://bit.ly/mvideo130>

## **1.3. Windows Driver Installation Issue**

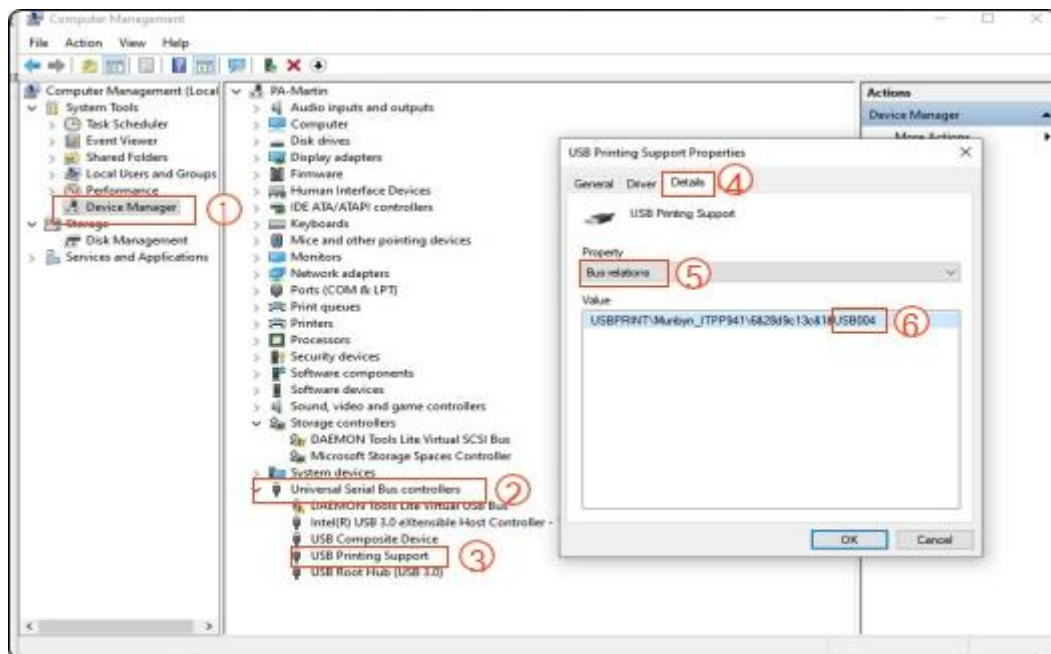
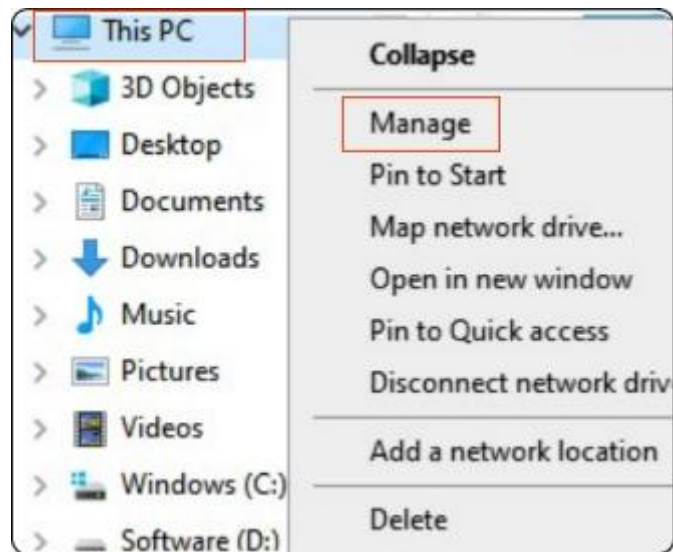
### **1.3.1. Why does my windows display the printer status as Error?**

Because the printer USB port number is incorrect at the Windows configuration. You can modify the port by following the steps below.

- (1) Please find the correct port first, and refer to the following steps Steps:

This PC (right-click)->Manage->Device Manager->Universal Serial

Bus controllers->USB Printing Support->Details->Bus rela- tions->USB00\*.

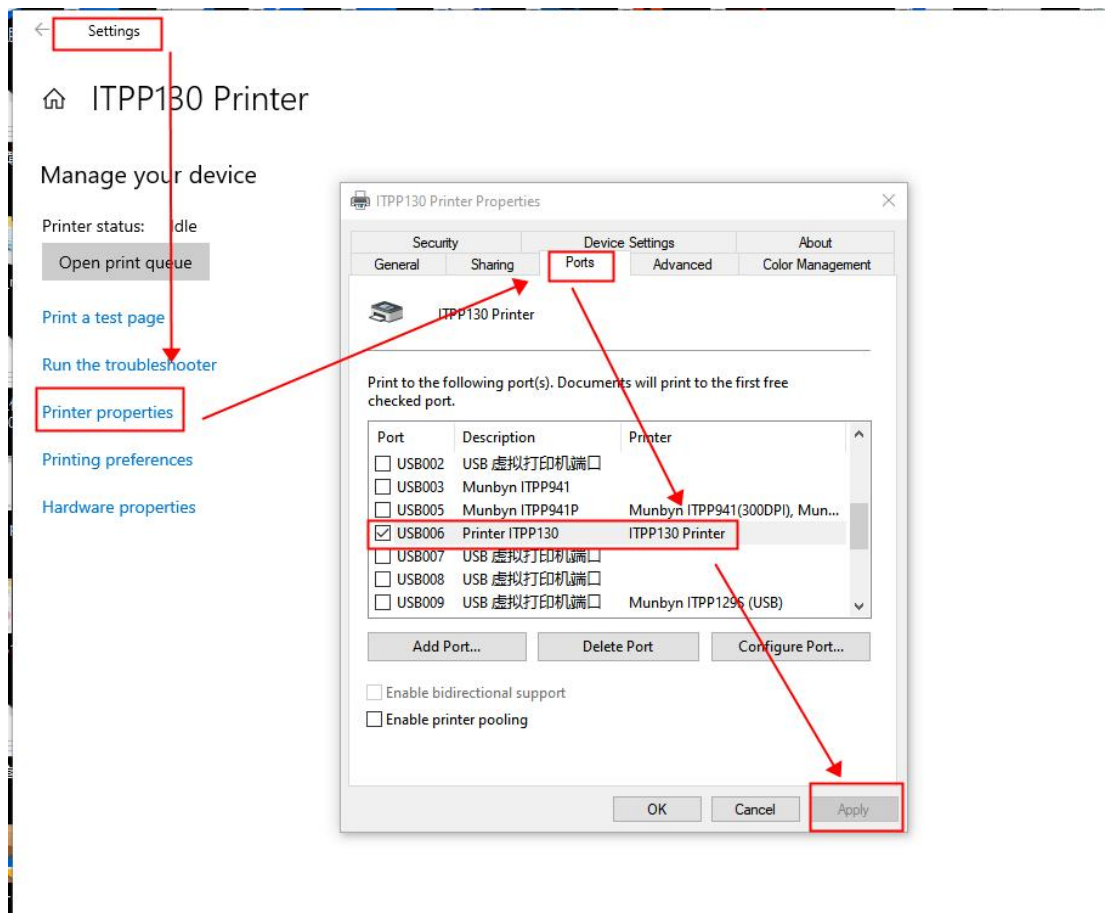


At this point, you will see that the USB port assigned to the printer by Windows is USB00\*.

(2) Please follow the steps below to modify it to the correct port USB00\*

Steps:

Setting->Device->Printers&Scanners->ITPP130->Manage->Printer  
properties->Ports->USB00\*->Apply.



### 1.3.2. Why does my windows display the printer status as offline?

If the status of the printer is offline, it means that windows did not recognize the printer, please replug the USB cable and restart the printer. The status will be online (Idle).

- If it still shows offline, please reinstall the driver, at this time it may show as "ITPP130 (Copy 1)"

## 1.4. Bluetooth Connection(Only for Bluetooth version)

### 1.4.1. How to connect the printer to my phone

- (1) Search for "Munbyn Print" in the App Store or Google Play on your phone to get the app





- (2) Open the Munbyn Print APP and connect to the printer. Scan the QR code to get the video tutorial



- (3) If your mobile needs a PIN password, please enter “0000”.

Note: Due to the mobile phone system requirements, the app needs to access your location services information, you'll get a notification requesting permission. You need to enable GPS and confirm authorization (Android only)

## 2. Printing Issue

### 2.1. Label Issue

#### 2.1.1. Why doesn't my label print correctly?

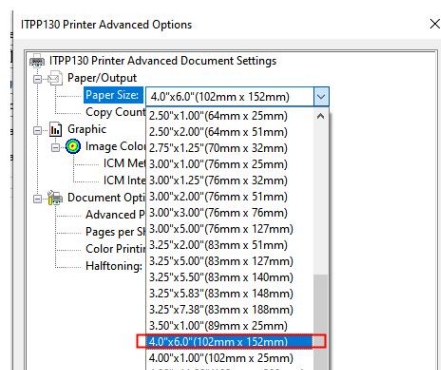
**There are three situations:**

- (1) The main reason is that the size of your shipping label file is not 4x6 inches. At this time, you need to set the correct label size. This needs to be set on the shipping platform or online store, depending on your file source. This part will be listed step by step in the platform setup.
- (2) It is not set correctly when switching to print labels of different sizes. Please see the settings below.

Please select the size that corresponds to your shipping label. The following is an example of the most common 4x6 inch shipping label.

**For Windows:**

Go to the "printer preferences" -> "advanced" -> "paper size", select the correct size for the printer (please select the 4x6 inch or 100\*150mm)



**For Mac:**

If you print a 4x6 size page. In the print dialogue, please be sure to select your "Paper Size"

appropriately(for example 4 x 6")



In the presets settings, you can permanently save the settings for this printing to avoid repeated settings.

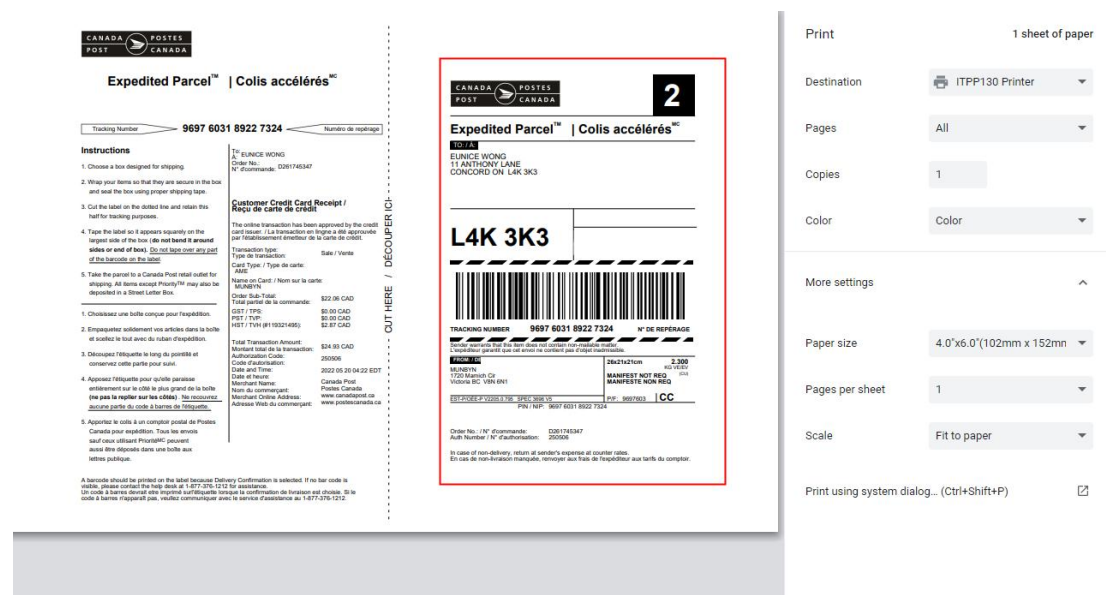
(3) If your file size is correct, only a small part is missing, for example, the barcode is not printed, and the consignee's information is not printed.

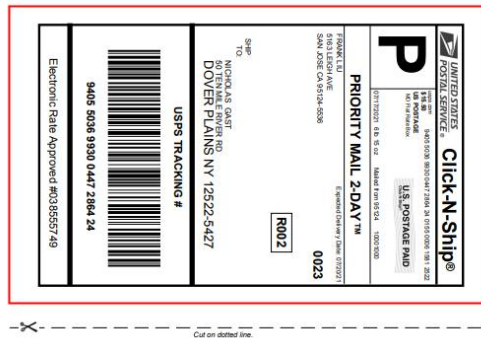
First of all, you can check if your adapter is included in the package. The picture of the adapter can be seen in the sixth point. If the adapter is correct, follow the steps to calibrate the paper.

- Load no less than 4 consecutive sheets of paper into the printer
- After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed.
- The printer will learn the size of the paper at this time. After the process is complete, the printer is back to normal.

### 2.1.2. Why is my label printing too small

If the document size is not in 4\*6 inches, or there is a large blank area around the shipping label(may on the right or left), or the label prompts "cut on dotted line"(please refer to the picture).we need to cut off the blank area to print correctly





Print 1 sheet of paper

Destination ITPP130 Printer

Pages All

Copies 1

Color Color

More settings ^

Paper size 4.0"x6.0"(102mm x 152mm)

Pages per sheet 1

Scale Fit to paper

Print using system dialog... (Ctrl+Shift+P) ☒

Solutions:

(1) Use the MunbynPrinter program to crop

MunbynPrinter program does not support all 8×11 inch label PDF files. Currently, it only supports processing 8×11 inch label PDF files from UPS official website / USPS official website / DHL / FedEx / Canada Post / Collissimo La Poste.

Download: <http://munbyn.biz/PDFMP>

(2) Crop blank area with Adobe Acrobat Reader

This video is about how to operate it: <https://youtu.be/ucBS9epBnnU>

The Adobe Acrobat Reader free download link (it's a free version, not Pro DC)

Download: <https://acrobat.adobe.com/us/en/acrobat/pdf-reader.html>

### 2.1.3. Why are my stickers slowly moving off center

This is because we are using a thermal printer and thermal stickers, there are gaps in the stickers, we need to set these values in the printer to ensure that the stickers can be printed continuously

For Windows:

← Settings

ITPP130 Printer

Manage your device

Printer status: Idle

Open print queue

Print a test page

Run the troubleshooter

Printer properties

Printing preferences

Hardware properties

ITPP130 Printer Printing Preferences

Layout Paper/Quality Page Setup Halftone About

Stock

Name: 4.0"x6.0"(102mm x 152mm)

New Edit Delete

Factory Settings

Factory Reset Study Label

Preview

Orientation

☒ Portrait

☐ Landscape

☐ Portrait 180

☐ Landscape 180

Setting

Speed: 4

Density: 8

Position Adjustment

Horizontal: 0 mm

Vertical: 0 mm

Media Settings

Method: Direct Thermal

Type: Label With Gaps

Gap/Mark Height: 3 mm

Gap/Mark Offset: 0 mm

Post-Print: None

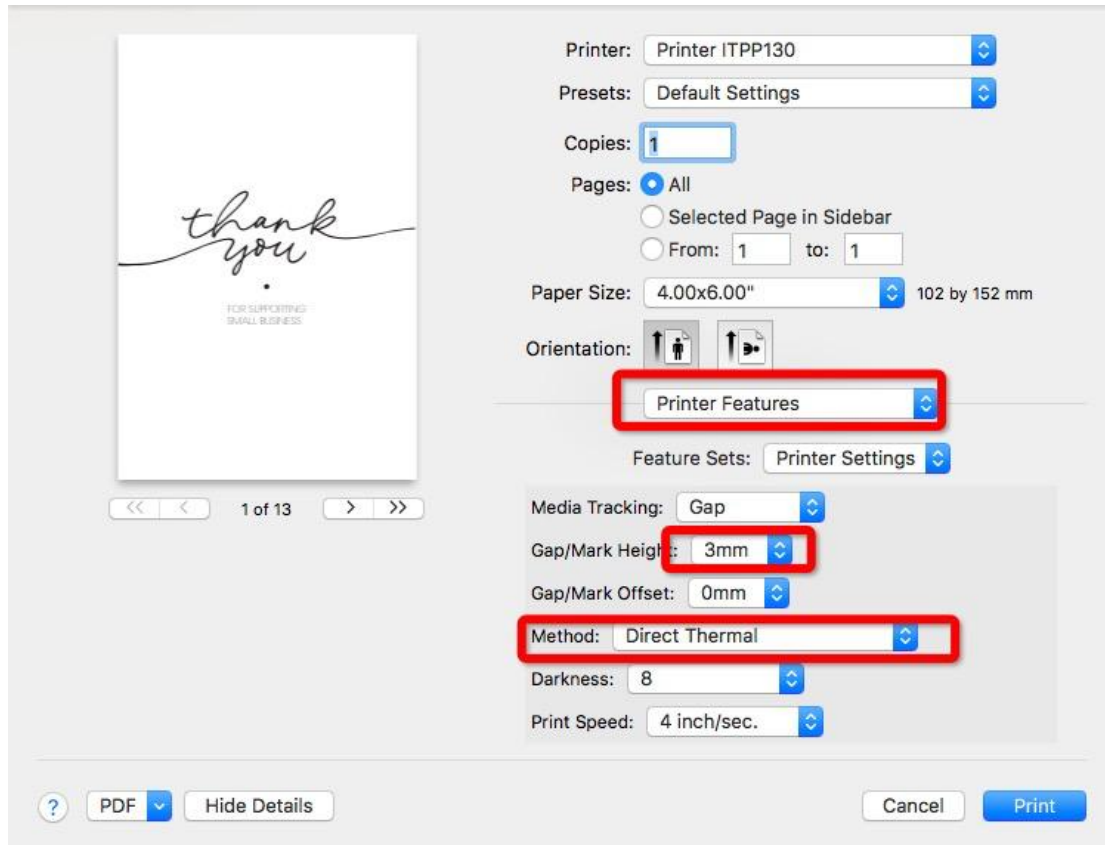
☐ Dotted Line

Occurrence: After Every Page

Reset Default

OK Cancel Apply

For Mac:



When these settings are saved, follow the steps to calibrate the label:

- ① Load no less than 4 consecutive sheets of label into the printer.
- ② After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed.
- ③ The printer will learn the size of the paper at this time. After the process is complete, the printer is back to normal.

#### 2.1.4. Why is the printer only printing blank?

- (1) The most common reason is that the labels were loaded upside down. Please ensure your labels are properly loaded, the tearable side up.
- (2) Ensure your labels are "Direct Thermal" labels, The paper enclosed in the package meets this condition.
- (3) If the above are correct, but the printer still print blank labels or the label cannot be prints completely printed.
- (4) Please print the self-test page: Press the feeder (green/red light) button and hold on, Release after you hear two consecutive beeps.

The printer will print a self-test page. If the issue has not been solved, please contact us.

#### 2.1.5. Why is the red light blinking on the printer?

- (1) Your printer is not loaded with label paper

The solution is that the light will turn green when the label paper is loaded into the printer.

- (2) Your printer does not identify the size of the paper. There are two manifestations.
- After the printer successfully prints a label, it outputs a few blank sheets of paper and cannot print continuously, and then the printer appears red.
  - The printer only prints a small part of the text and the paper is jammed, and then the printer shows a red light.

Solutions for the above two situations:

Load no less than 4 consecutive sheets of paper into the printer. After the paper stops moving, press and hold FEED (red/green light), and when you hear a beep, release the feed. The printer will learn the size of the paper at this time. After the process is complete, the printer is back to normal.

- (3) The label does not feed properly. There may be some abnormal noise at the situation.

## **2.2. Print Quality Issue**

### **2.2.1. Why is the printed label too dark and cannot be scanned?**

- (1) Try to choose PDF file format for printing instead of PNG, PIG, and other image formats, when the barcode you print out is very fuzzy (please refer to the picture).
- (2) If the barcode still cannot be scanned, the reason is that the printer's density and speed settings are not suitable for the current shipping label, we need to adjust it in the printer settings please try to reduce the density and increase the speed (Please refer to [2.2.4](#) for specific operation steps).

### **2.2.2. Why is the printed label not clear?**

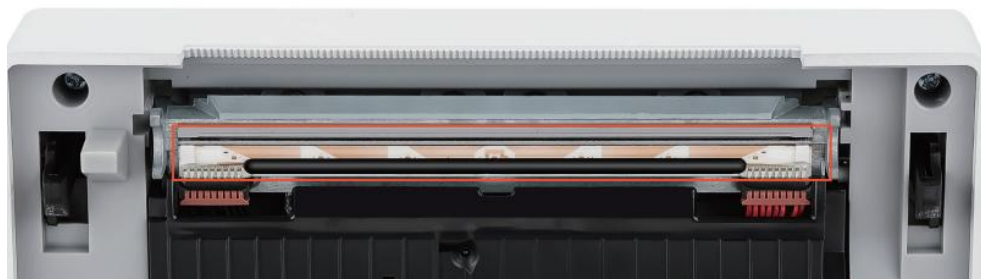
- (1) Try to choose PDF file format for printing instead of PNG, PIG, and other image formats, when the barcode you print out is light (please refer to the picture).
- (2) If the font is still not clear, please try to increase the density and reduce the speed. (Please refer to [2.2.4](#) for specific operation steps).
- (3) If it is still not clear for the label, you can wipe the print head with alcohol wipes or wet tissues. Please refer to the

### **2.2.3. How to maintain the print head?**

Here is the video to maintain the print head: <https://bit.ly/cleanpd130>

Here are the steps that maintain the print head

- (1) Turn printer off and allow it to cool down (about half a minute)
- (2) Use alcohol wipes or wipes to clean the print head marked at the following picture.



- (3) Wait 2-5 minutes until the print head dries, then turn the printer on.

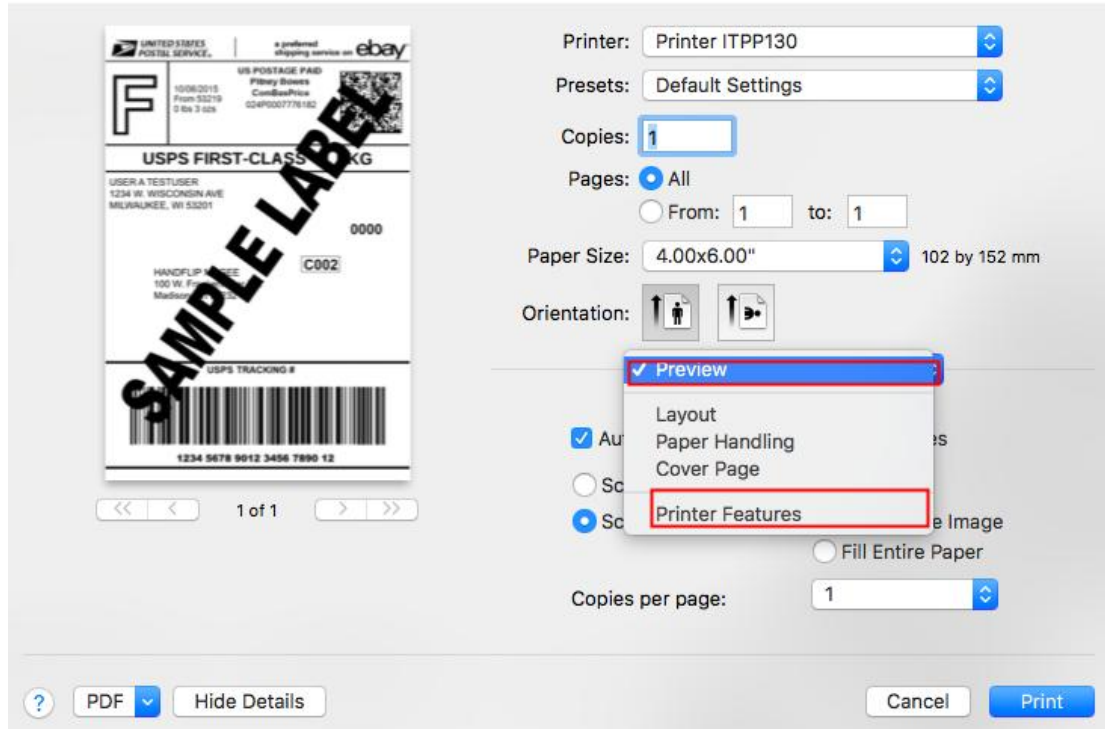
Please use high-quality thermal label paper (such as Munbyn label paper) as much as possible to prevent the inferior label paper from peeling off and remaining on the print head, which will affect

the life of the print head.

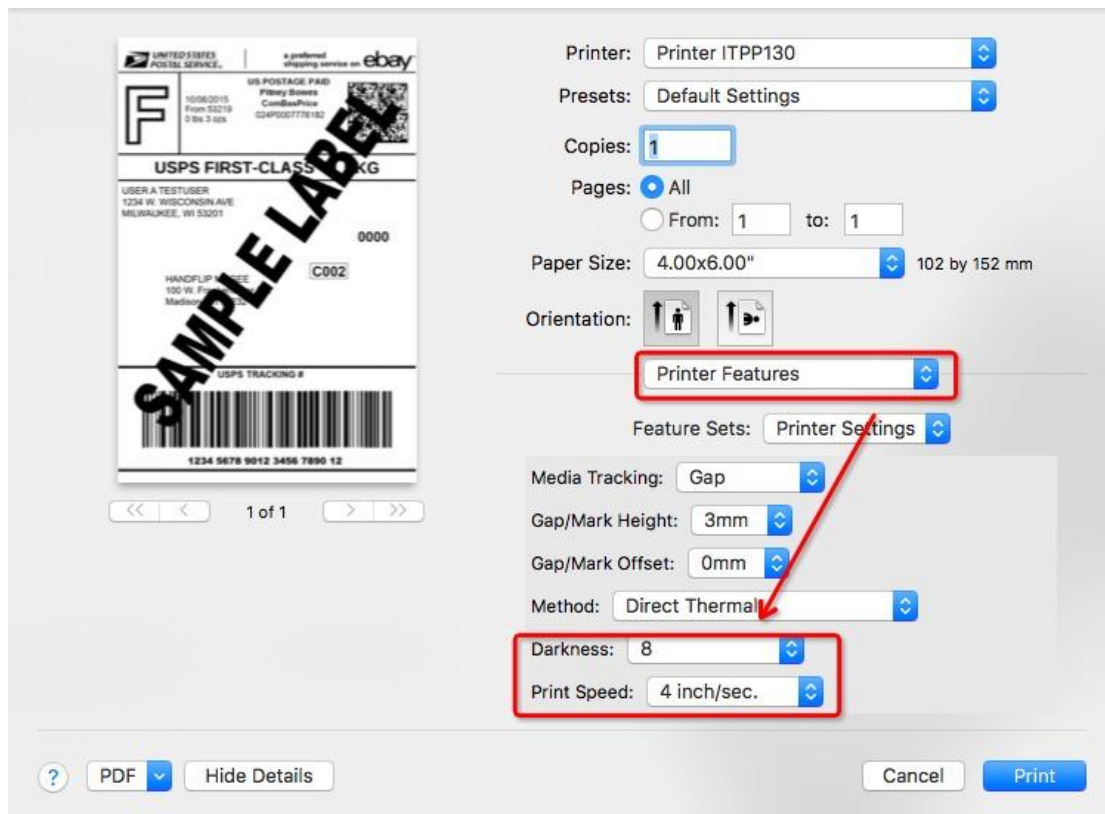
## 2.2.4. How to adjust the density and speed in the settings?

For Mac:

(1) Choose printer features



(2) Adjust the darkness and speed



#### For Windows:

You can do this by entering:

Settings -> Devices -> Printers and Scanners -> Click on 'ITPP130 Printer' -> Manager -> Printing Preferences -> Page Setup -> Density/Speed->Apply.



← Settings

## ITPP130 Printer

### Manage your device

Printer status: Idle

Open print queue

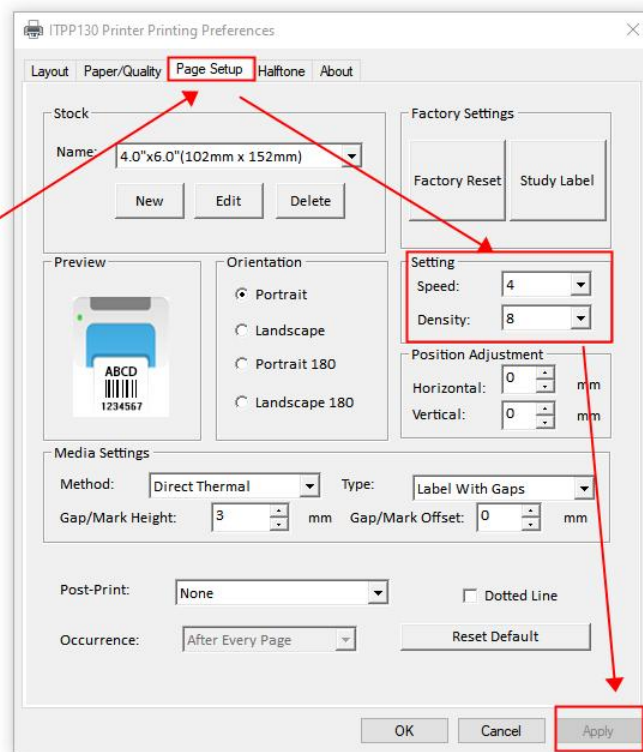
Print a test page

Run the troubleshooter

Printer properties

Printing preferences

Hardware properties



## 2.3. Other Issue

### 2.3.1. Why does the printer keep beeping?

Please check if your power adapter is the one included in the package, as shown in the picture below

### The power adapter specification:

Input:	100-240V~50/60Hz, 2.0A
Output:	24V, 2.5A; 48W



### 2.3.2. Why can't the printer work after I update the computer system?

Please try to download the latest driver file and install it on your computer.

Latest driver: <https://bit.ly/driver130>

If the printer still does not work, please contact us.

### 2.3.3. Why can't I find 4x6 inches in Google Chrome?

There are other measurement methods for some Google Chrome sizes. When you need to print a 4x6 inch label file,

please select "**oe w288h432**". Or you can use other browser to print the labels.

### 2.3.4. Why is my printer not turning on

(1) Ensure power connection

- Ensure the wall plug has electricity by plugging another device into that same plug.
- Follow the power cable to the adapter and check that the cable that goes to printer is plugged in all the way into the power adapter.
- Ensure the plug that goes into printer is fully inserted.

- Turn the power switch off and on (I: On; O: Off). This switch is located on the back side of printer.
- (2) The power adapter is damaged and does not display the green light
- (3) Printer failure

If the power adapter or printer is broken, please contact us.

### **3. How to print labels on the following platforms**

#### **3.1. Mac Transportation platform (logistics company)**

##### **3.1.1. FedEx**

<https://munbyn.biz/fedex>

##### **3.1.2. USPS**

<https://munbyn.biz/usps>

##### **3.1.3. Colissimo La Poste**

<https://munbyn.biz/coliss>

##### **3.1.4. DHL**

<https://munbyn.biz/dhl>

##### **3.1.5. Canada Post**

<https://munbyn.biz/canadapost>

##### **3.1.6. Royal Mail**

<https://munbyn.biz/royalmail>

##### **3.1.7. UPS**

<https://munbyn.biz/ups>

#### **3.2. E-commerce platform (online store)**

##### **3.2.1. Shopify**

<https://munbyn.biz/shopify>

##### **3.2.2. Etsy**

<https://munbyn.biz/etsy>

##### **3.2.3. Amazon**

<https://munbyn.biz/amazon>

### **3.2.4. eBay**

<https://munbyn.biz/ebay>

### **3.2.5. PayPal**

<https://munbyn.biz/paypal>

### **3.2.6. Poshmark**

<https://munbyn.biz/poshmark>

## **3.3. Third-party platform**

### **3.3.1. Pirate Ship**

<https://munbyn.biz/pirateship>

### **3.3.2. Stamps**

<https://munbyn.biz/stamps>

### **3.3.3. Shipeasy**

<https://munbyn.biz/shipeasy>

### **3.3.4. Endica**

<https://munbyn.biz/endica>

### **3.3.5. XPS**

<https://munbyn.biz/xps>

## **4. Tips**

### **4.1. How to create a new customized label size?**

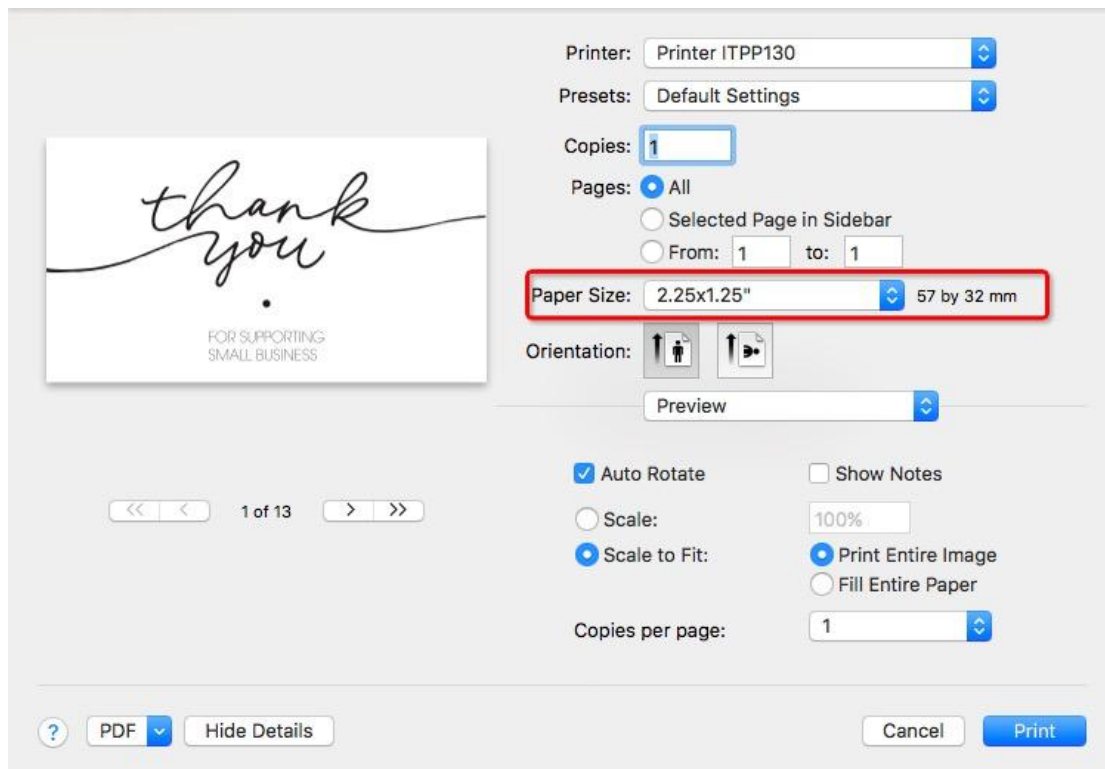
You can choose to watch the video or the following text steps to guide your operation.

Video: <https://bit.ly/msize130>

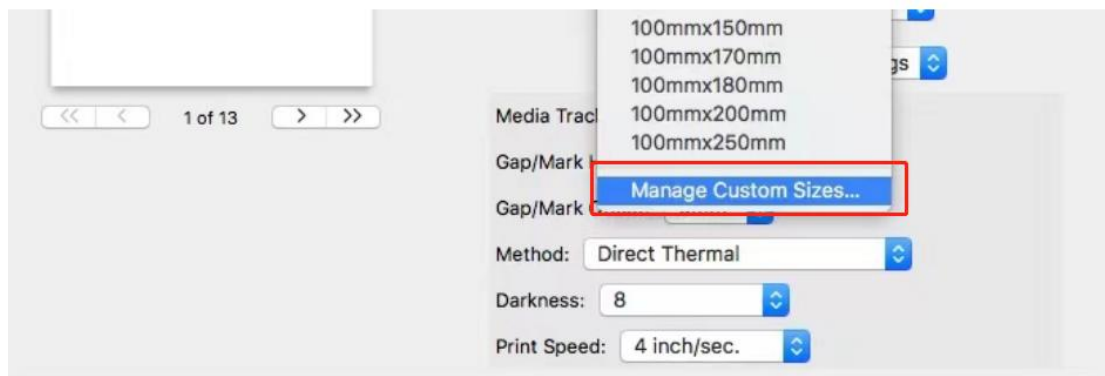
- (1) Run the automatic label identification on the printer.
  - Load no less than 4 consecutive sheets of paper into the printer
  - After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed.
  - The printer will learn the size of the paper at this time. After the process is complete, the printer is back to normal.
- (2) Confirm the size of the paper.
- (3) Set the size of the paper on the computer. Please make sure that the size setting on the computer (Mac and Windows) is the same as the paper.

### 4.1.1. For Mac

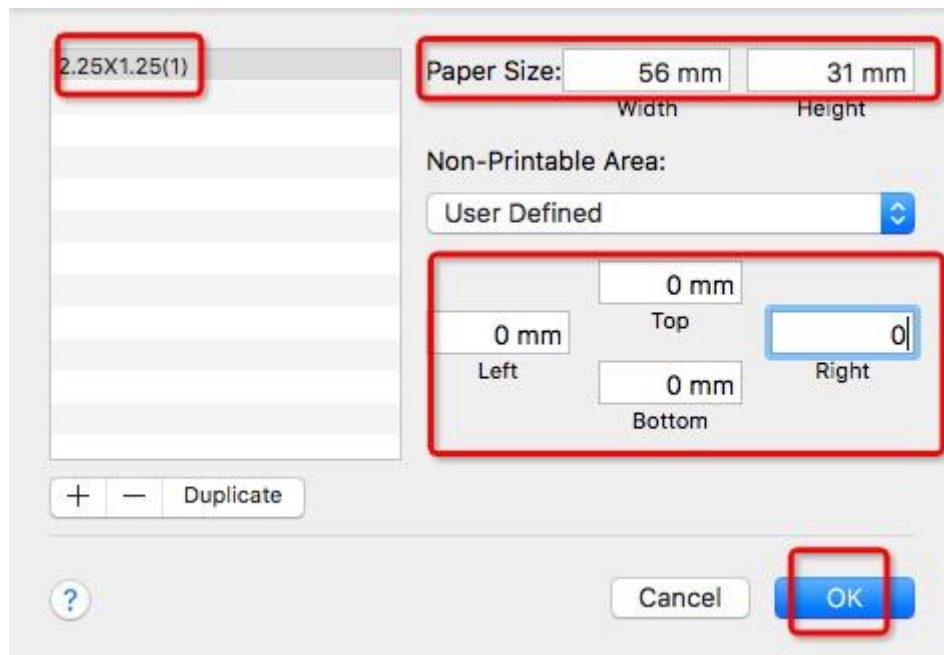
(1) In your print preview page, click on "Other".



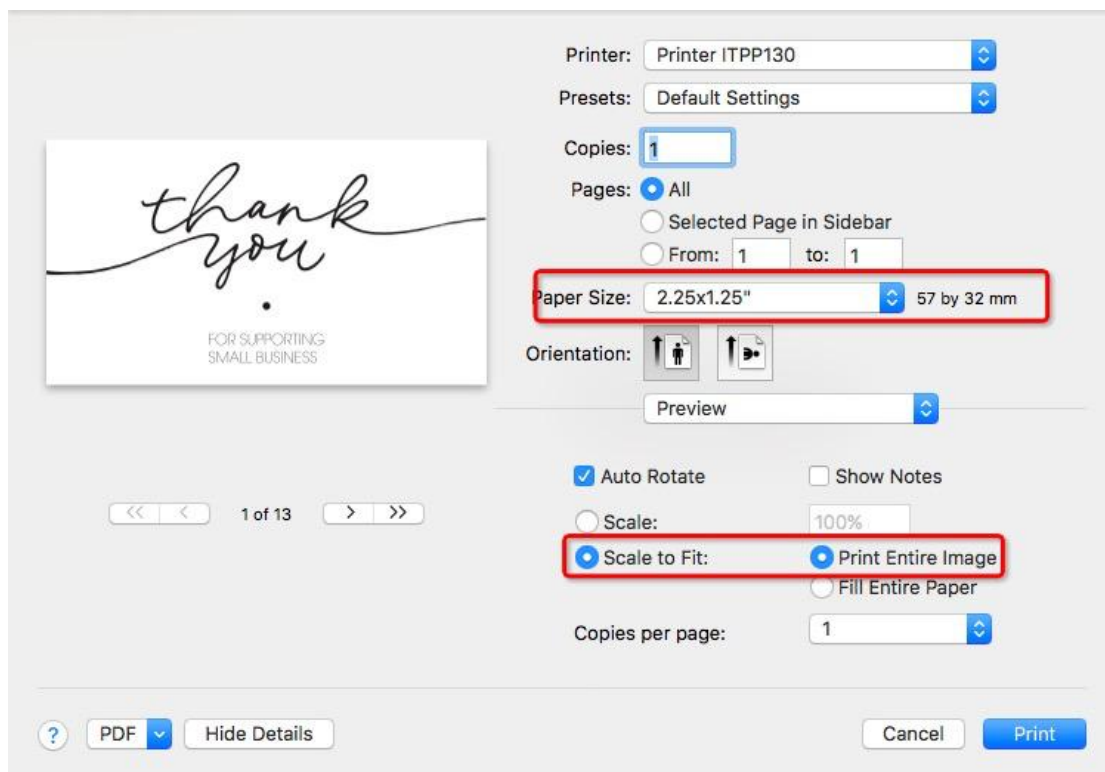
(2) Click on "Manage Custom Sizes".



(3) Enter your paper size and margins on the next window and click OK. You can rename your new label size by double-clicking on the highlighted item on the left.



(4) Select the size(the size of the paper) you added, and select "Scale to fit"

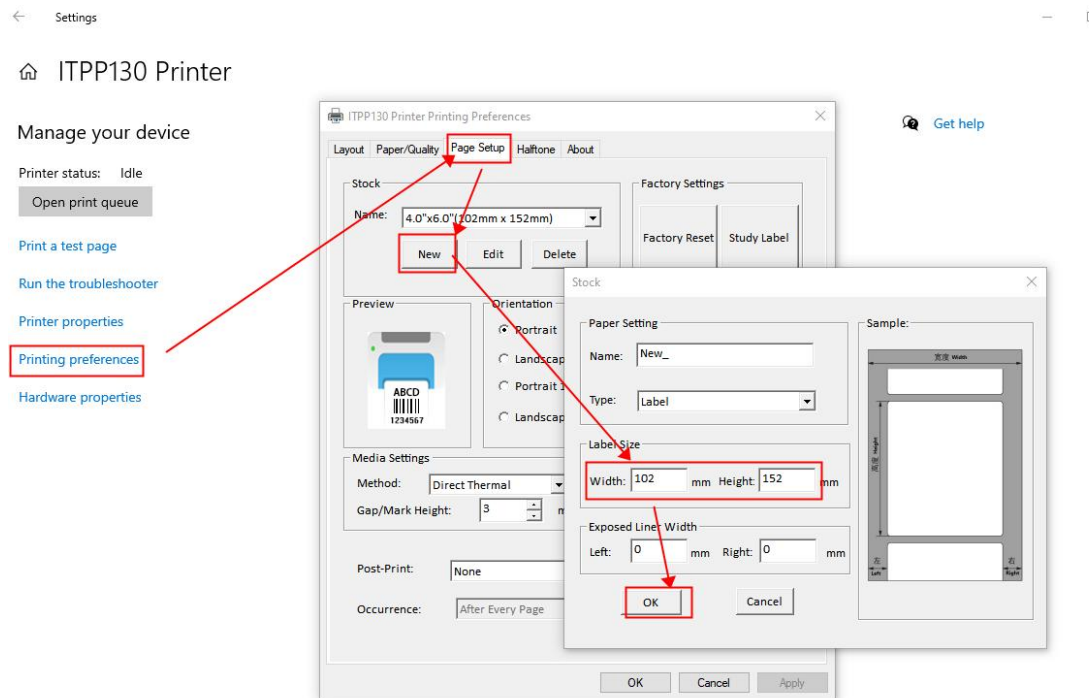


#### 4.1.2. For Windows

(1) Enter the setting interface:

Settings -> Devices -> Printers and Scanners -> Click 'ITPP130 Printer' -> Manager -> Printing Preferences -> Page Setup -> New.

Note: Please follow the order of numbers in the picture below to set



- (2) It's recommends that you use Google Chrome to open PDF files. Select the size(the same size as the paper) you added, and select "fit to printable area"

## 4.2. How to print labels in non-4x6 inches size, like USPS and Amazon ASIN labels?

You can use the 'Acrobat Reader DC' to crop the shipping label to print.

Demo video: <https://bit.ly/madobe130>

The self-test page can be used to determine whether the machine has a hardware failure.

## 4.3. How to judge whether is hardware failures in the printer?

The steps to print a self-check page are as follows:

- (1) Disconnect the USB connection and load paper
- (2) Wait for the green light to turn on (if there is no green light, please do the automatic label identification), press the FEED button and hold it down, release it after hearing two beeps.
- (3) It will print out the self-check label. If the self-test label prints well, the printer hardware is normal.

If it can't to print a self-test page, please contact us.

Email: [support@munbyn.com](mailto:support@munbyn.com)

Tel: +1 650 206 2250 8:00 - 17:00 (PT)

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