

# LABEL PRINTER

Instruction Manual



Label  
Android editing software



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**Version**

Jan 2019

**Notice**

- All rights reserved. Reproduction of any part of this manual in any form whatsoever, without manufacturer's express permission is forbidden.
- The contents of this manual are subject to change without notice.
- All efforts have been made to ensure the accuracy of the contents of this manual at the time of going to press. However, should any errors be detected, manufacturer would greatly appreciate being informed of them.
- The above notwithstanding, manufacturer can assume no responsibility for any errors in this manual.

**Declaration**

We have been carefully handling the manual and trying our best to ensure the accuracy of the contents of this manual. But we still can't promise it is always correct due to our products are being improved and updated all the time. The contents of this manual will be updated without notice at any time.

All of our products must be used under environments/locations which are taken care by human being. We are not responsible for any loss or damages caused by any accident while the products are used without taken-care by human being. If there are any products failures caused by human behaviors or natural disaster, we will not provide or just provide partial free maintenance.

Please contact local agents for the latest information of the products.

**Notes on safety**

This section presents important information intended to ensure safety and effective use of the printer. Please read carefully.

**Notes on safety**

- ▲ Be sure to use the specified battery and power source provided by our company. Connection to an improper power source may cause fire, explosion or damage to the printer.
- ▲ Please don't open the paper room cover when it is printing or just when printing is over, do not touch the print head with hand or body, overheat may cause scald.

**Notes:**

1. Do not store the printer in hot and humid conditions.
2. The printer's power adapter is to be connected to a stable power 110~220Volts, please do not use other devices on the same power socket, to avoid voltage fluctuations.
3. Avoid water or conductive material (for example: metal). If water is present on the surface please turn off the power immediately.
4. Please ensure that a paper roll is always inserted in the printer to avoid damaging the printing roller and the printer head.
5. Please ensure that your printer is serviced and repaired by a qualified technician. No responsibility is taken for misuse and/or non-qualified servicing.
6. In order to ensure print quality and longevity of your printer, please ensure that only good quality paper rolls are used.
7. Please keep this manual in a safe place, where it can be accessed easily and used for your reference.

**1.Features & Application area**

- It can print 110mm width thermal paper
- High-speed,Clear printing
- It can adjust the temperature intelligently when printing, and guarantee the stable operation of the machine.
- Without paper warehouse.

**Application area**

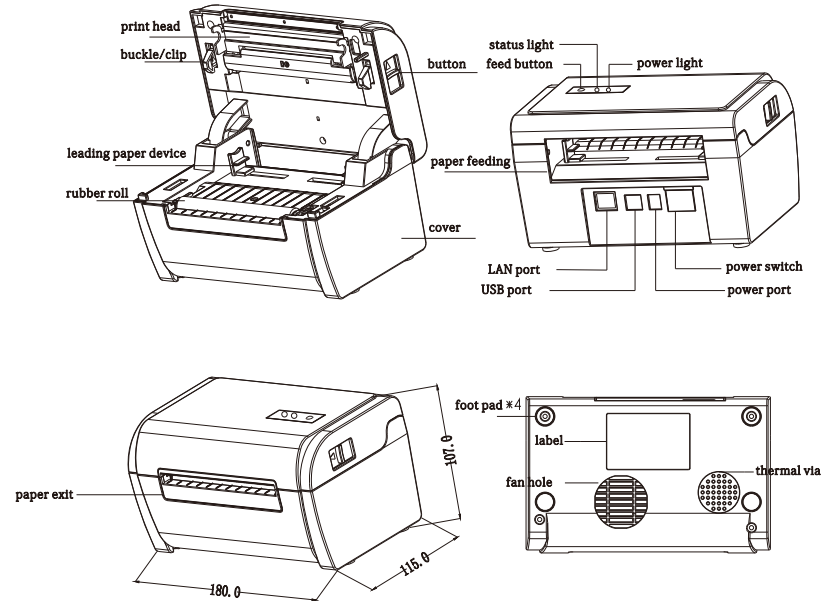
Manufacturing and warehousing industry	Retail	Specimen marking
Post package industry	Shelf label	Jewelry label
Price tag	Production mark	Patient identification
Product labeling	Home office	Instruction label
Mail delivery label	Medical industry	Drug labeling

**2.Specification**

- PrintingMethod: Direct Line Thermal
- Speed:160mm/sec (MAX)
- Reliability TPH Life: 100000000 pulse / dot or 50km
- Resolution: 203DPI (8dot/mm)
- Inner Code: can be supported 11 types font size
- Print parameters: support to download the Logo trademark
- Print Command: TSPL command (CPCL/ESC/POS command)
- Media Sensor: Dual-media sensors: transmissive and reflective
- Communication Interface: USB +(Bluetooth/WIFI/Ethernet optional)
- Thermal paper types: continuous paper, label paper, folded paper, tag paper
- Effective print width: 100mm (Max 800 points)
- Available maximum paper width: 110 ± 0.5mm
- Print paper thickness: 0.06-0.30 mm
- Charging method: external charger DC 24V/2.5A
- One-dimensional code: UPC-A / UPC-E / JAN13 (EAN13) / JAN8 (EAN8) / CODE39 / ITF / CODABAR / CODE93 / CODE128
- QR code: QR CODE, PDF417
- Driver: Win2003 / WinXP / Win7 / WIN8 / WIN10 / MACOS
- Handheld: Support IOS / Android
- Operating temperature: +0 °C ~ 50 °C (no condensation allowed)
- Working humidity: 20% ~ 85% RH (no condensation allowed)
- Storage temperature: -20 °C ~ 60 °C (no condensation allowed)
- Storage humidity: 5% ~ 95% RH (no condensation allowed)
- Mechanical noise: less than 60dB (A weighted RMS)

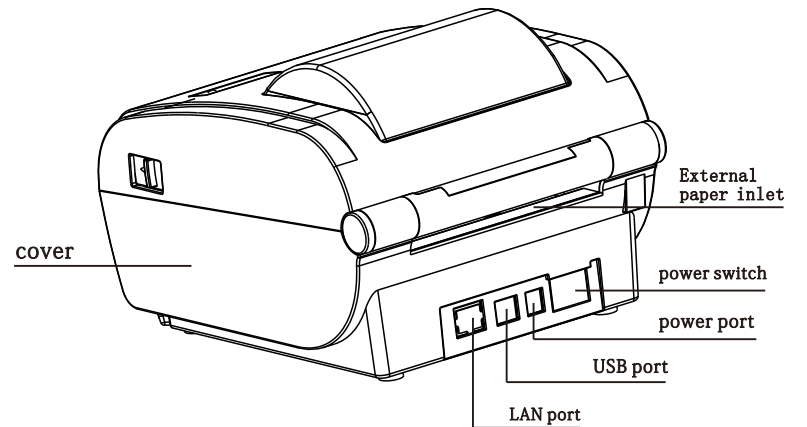
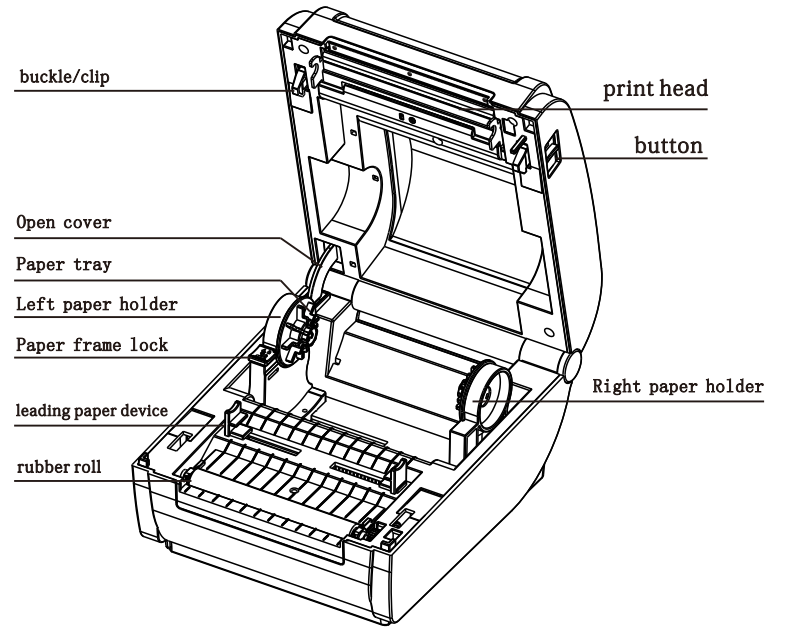
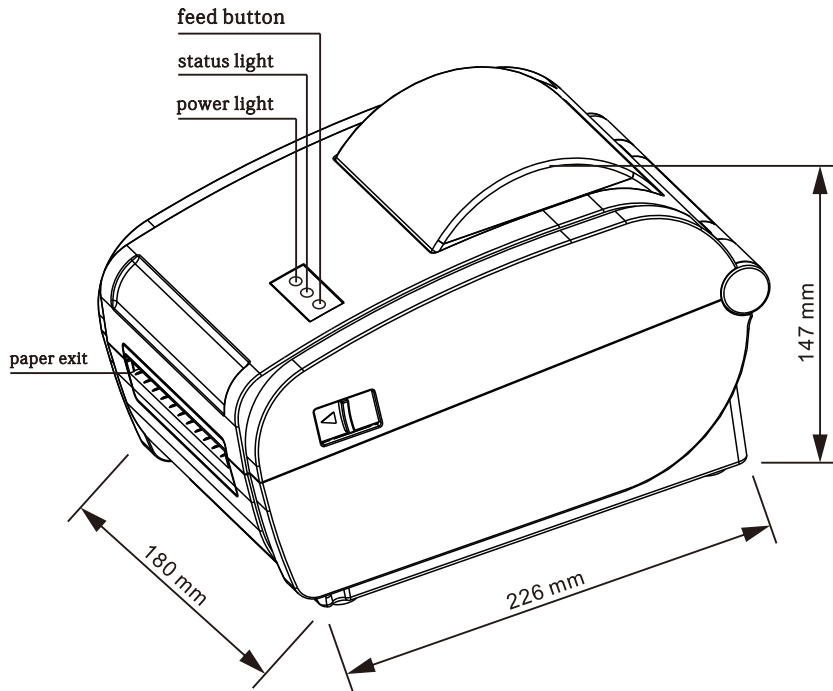
**3.Appearance**

Model:9200  
Size: 180\*115\*107mm  
Weight:860g



3.Appearance

Model: 9210  
Size: 226\*180\*147MM  
Weight: 1200G



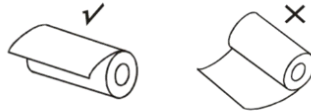
### 4.Communication Interface

1. USB:standard USB Communications Protocol
2. Ethernet : IEEE802.11 protocol
3. Bluetooth 4.0: General Bluetooth4.0 Communication Protocol  
(Support Android and IOS systems)
4. WIFI:Passthrough Mode

### 5. The installation of the paper roll

The printer use 110mm thermal label paper, and adopt to easy paper loading. So the paper is very convenient install. And also support printing of various paper specifications. Thermal paper installation method is as follows:

- (1) Open the printer top cover
- (2) Thermal Paper as follow Graph to put into paper storehouse



Right Way

Wrong Way

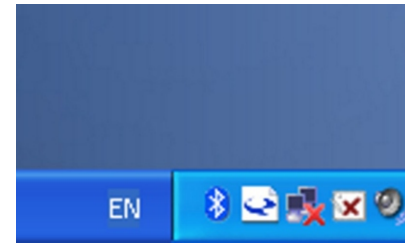
- (3) Put out a little of the paper outside printer,then close the top cover.
- (4) Use paper saw tooth tear off redundant paper

### Instruction of LED and Buttons :

ERROR (RED light)	POWER (BLUE light)	PRINTER STATUS
OFF	OFF	PRINTER OFF
OFF	OFF/DISPLAYON	PRINTER IS ON AND HAVE PAPER
Flash	OFF/DISPLAYON	PRINTER IS ON AND NO PAPER
Press the power button about 3S		Printer power ON/OFF
When printer power on, press the FEED button		Paper out / Label positioning detection
Hold down the FEED button in the shutdown state, and then press and hold the POWER button to power on, when you see the "ERROR" Red right is ON, then release the FEED button.		Printer self-test page
Hold down the FEED button in the shutdown state, and then press and hold the POWER button to power on, when you see the "ERROR" Red right is ON and OFF, then release the FEED button.		HEX mode (press FEED button two times to exit HEX mode)
Hold down the FEED button in the shutdown state, and then press and hold the POWER button to power on, when you see the "ERROR" Red right is ON-OFF-ON then release the FEED button.		Switch the command between TSPL, CPCL and ESC/POS

### 6.The Bluetooth configuration

Step1: Make sure your device (like PC, Note Book) has Bluetooth function, then once the Bluetooth for your device is activated, you will see the Bluetooth sign showed in the right bottom side of your device (like PC) screen.

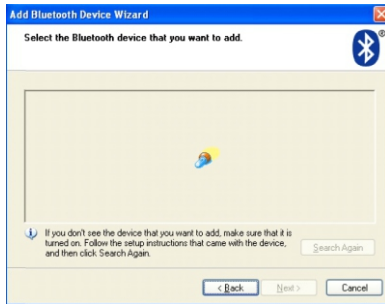


Step2: Power on the Bluetooth printer.

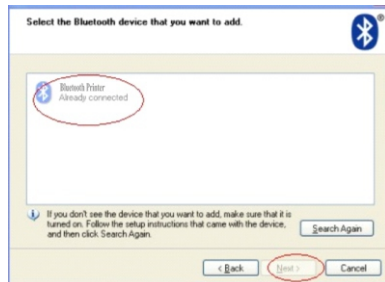
Step3: To add the Bluetooth printer, please left-click the Bluetooth icon, then click "Add a Bluetooth Device", then you will enter wizard screen, please choose "My device is set up according and ready to be found" click "Next" (shown as below).



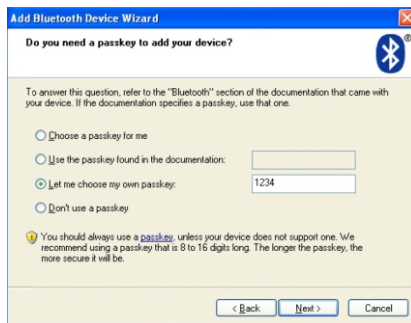
Step4:if you can see screen as below,then the device is searching the bluetooth printer,please wait.



Step5:Once the Bluetooth printer is found. You can see it listed on the screen, click "Next"



Step6:Choose "Let me choose my own passkey", then enter "1234"(this is factory default passkey, if you want to change it, you have to inform us to set the new passkey for you in our factory before shipping),then click "Next".



Step7:if you can see the screen as below, that means the Bluetooth printer is already connected. Please notice the assigned COM ports ,then Click"Finish".



(Note: The Bluetooth device will automatically assign a COM port.)

Step8: Open the printer drive "Properties", select the COM port what assigned to your device( just as above image shown: COM5), and the com port should be setting the corresponding baud rate as Bluetooth serial port.

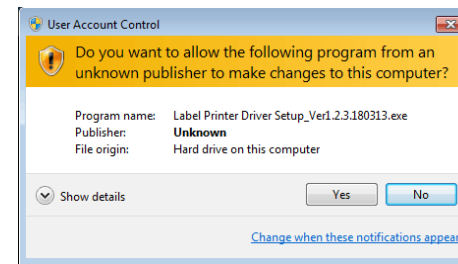
(FACTORY DEFAULT Baud Rate is 115200, N, 8, 1.)

### 7.How to use Printer Driver Installation

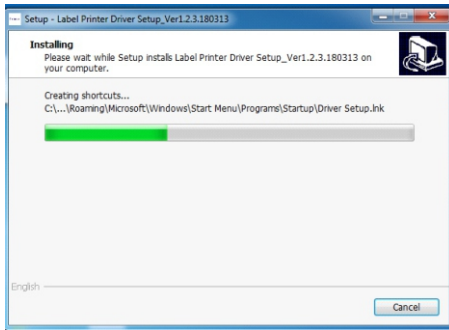
**Note: A printing software is required to be used with this driver**

Each machine has a factory equipped with a CD, open the CD and find the label printer driver - WINDOWS, then click it to install the driver.

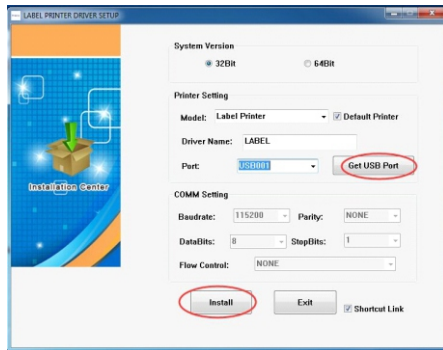
1. The label printer driver is beginning to be installed.The first step are as below:



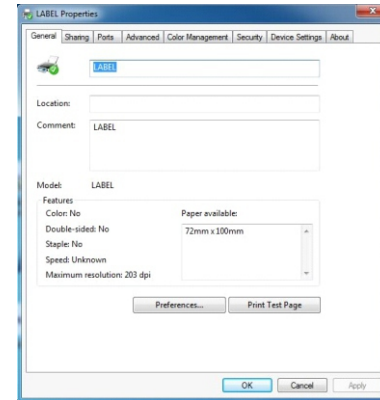
2. Please read the related terms carefully, and install it as agreement as below, then click "Next"



3. If the printer is USB interface, click the "Get USB Port" to automatically identify the USB port, other interfaces, click "Install Driver"



4. If Label printer driver installation is successful, it will automatically pop up printer properties interface as shown below:



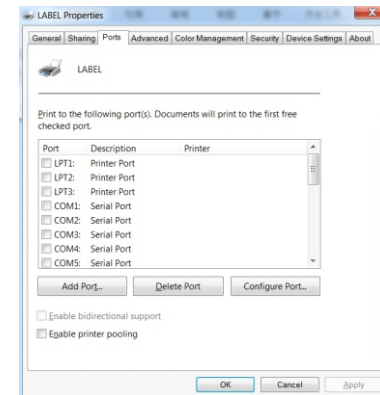
Click "Print Test Page", if the printer prints a normal page, it indicates that the installation was successful.

Note: If the printer prompts "Printing Error", return to the "Port" option, select USB0001, or USB002, or USB003... and test it again.

5. How to use the LAN port of printer

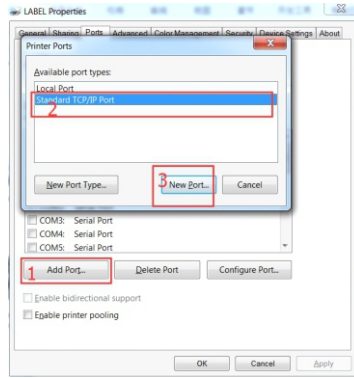
Get the local IP address from Self-test page. The method of printing Self-test page: Hold down the FEED button in the shutdown state, and then press and hold the POWER button to power on, when you see the "ERROR" Red light is ON, then release the FEED button. You can get the IP address from the self-test page (Default IP address: 192.168.1.100)

5.1 Open the printer properties interface and select "port", as shown in the figure below:

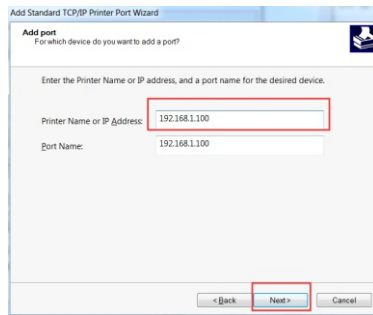
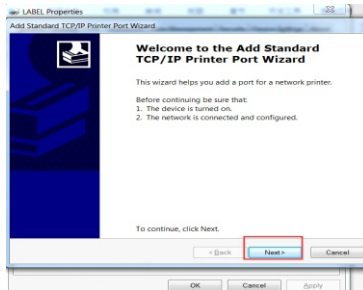




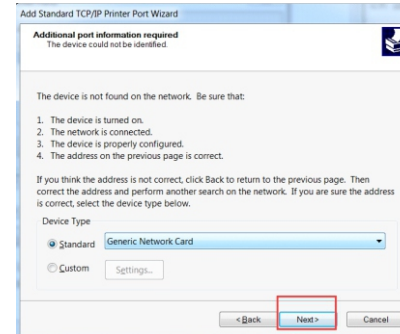
5.2 Select "Add Port", as shown below:



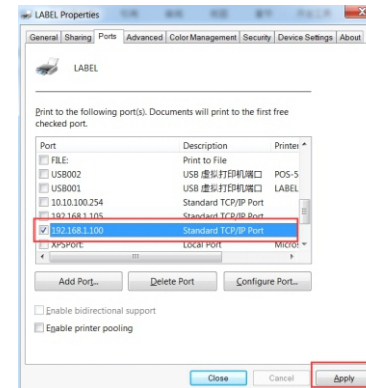
5.3 Select "Next", show as below:



5.4 Select Standard "Generic Network Card" and Next:

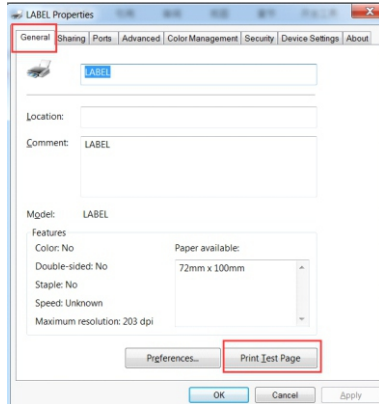


5.5 After "Finish", and then click "Apply":





5.6 You can click the "Print Test Page" to have a test :



If the printer prints a normal page, that means the LAN port can be used normally.

Note: if you need to modify the printer IP, you can refer to "CD" – "tools" – "Printer setting tools" file inside the IP setting method to set up; If it is a WIFI interface, you can refer to "CD" – "tools" – "WIFI setting tools" for relevant Settings.

## 8. How to clean the printer head

Printer Cleaning:

When the printer has the following conditions, you should clean the printer head:

1. The printer does not print clearly and the thermal paper is Ok.
2. The printer Print pages lengthways is not clear
3. It's getting too noisy while feeding paper or printing.

**Printer head cleaning steps are as follows:**

1. Power off the printer and open the paper room cover. Remove the thermal paper roll.
2. If the printer just finished printing, please wait for the print head to cool down.
3. With a soft cotton cloth dipped in ethanol (please make sure there is no dripping), wipe the thermal printer head gently and remove any dust or stains.
4. Wait for the complete evaporation of any ethanol, then place the thermal paper roll back in the printer and close the paper room cover, then print a test page.

**Notes :**

1. When the printer maintenance must ensure that the power is shut down
2. Hands or other metal tools away from the surface of the printer head, do not use tweezers to scratch the surface of the printer head and other sensitive parts.
3. Do not use gasoline, acetone and other organic solvents for printer head cleaning.

## 9. General Troubleshooting

- 1: Printer can be printed self-test page, but installed driver does not work?
 

A: Please check if the driver is installed correctly or not. If correct, just please check the printer port selection is correct or not. If all correct, please send back to the designated maintenance point to repair.
- 2: Printer does not feed the paper out?
 

A: The movement sensor is dirty, please use a soft brush to clean the sensor, if still can not feed the paper out after cleaning, please send back to the designated maintenance point to repair.
- 3: The control panel light is not on?
 

A: Please check the power cord is inserted correctly into the printer and power adapter and power outlet, check the printer power switch is turned on or not (or the battery has power or not), if these are all normal, please send back to the designated repair point to repair.
4. After the printer is working for a while, the red light is suddenly flashing (have paper roll)?
 

A: The print head may be overheated, if the print head temperature is too high, the printer would be stopped working, just stop to print for a while. If the printer still not work, please send back to the designated maintenance point to repair.
5. If the water gets into the printer, how to do?
 

A: Immediately turn off the power, use the hair dryer to dry the motherboard and the movement and other components, of course please pay attention to the temperature, the temperature can not be too high, the normal temperature should be about 50°C.
6. The printer can be not run start?
 

A: The battery may not have no power, please charge it by the factory standard power charger, if still not work, please send back to the designated maintenance point to repair.
7. Can not search the printer via Bluetooth connected?
 

A: Please check the equipment "Bluetooth" function is started or not, and the communication is normal or not, and then re-plug the "Bluetooth module" of the printer to have a check, if still not ok, please send back to the designated maintenance location to repair.

8. The print data is missing when the printer are printing in progress ?  
A:Firstly look at if each labels are same size or not, if not, just replace the label. If the label is no problem, then it is the machine failed to detect the paper, need to re-test paper. Re-start the printer to try again, if there are still problems, please send back to designated maintenance location to repair.
9. The paper can be feed out, but can not print anything on the paper.  
A:Check if the paper is putted in the opposite direction or paper is not thermal paper, if so, please according to the instructions to put the paper in the correct way.
10. The paper is feed normally during printing, but only can be printed half of content or printed garbled.  
A:Restart the print program, re-create a new label, and reset the layout on the label, select the correct print driver to print to check if it is ok or not. If still not ok, then you can try to uninstall the software and re-install to check. Or you can change another computer to have a try.
11. The printer runs normally when printing, but the machine does not respond when printing.  
A:Check if the interface of printer is correct connect or not, and check the port settings of printer driver is correct or not . Click Start Menu -> Settings -> Printers -> Select printer driver, then check -> Properties -> Port -> Select USB001 or USB002 or USB003.
12. The content what print out is not clear.  
A:Firstly please check if the print head is dirty or not, if dirty, please clean the print head (Note: When cleaning the print head , it must power off the printer first), and then set the next print temperature or change to print another font (bold font). If still not ok, maybe the quality of the label paper is not good, please replace the label paper to have a try..
13. Not clear when printing and black lines appear  
A:Firstly try to clean the print head, if still not ok , have to replace the print head. (Note: When cleaning the print head, be sure to power off the power of the printer, otherwise the print head is easily damaged).
14. The printer can not detect the paper when printing  
A:Replace another label paper to have a try, to see if it is normal or not, if normal, after printing a few sheets then change the previous paper to retest it again. If still not ok, can try to clean the surface of the sensor, or replace the sensor if need.

15. After the printer has been used for a period of time, the contents of the label always go upwards or downwards when printing, and if change the new printers to print normally.  
A:According to the specific offset, set the label up and down to the appropriate position adjustment.
16. It always can not be saved after the label modified, press "Save" will be display a warning dialog box, if press " OK" it will be closed the software.  
A:Please modify in the correct way and that double-click the content what you want to modify, and write the content in the dialog box of the original layout to modify, not allowed to modify directly on the label.
17. The printer blinks and does not detect the paper while printing (Zebra machine)  
Cause: The sensor is faulty.  
A:Clean the dust on sensor surface or replace the sensor.
18. Bar code printers can be not printed in correct place when printing small labels, the contents of the label always go upwards or downwards when printing  
Cause:The label is too small for the sensor.  
A:The height of label should be more than 10, otherwise it is necessary to offset the label settings. When setting the label, set the height of the label to about 5mm higher than the actual label, and then set the offset of the label according to the specific offset.
19. Fonts print is clear, but the bar code is not clear  
Reason: too much bar code content, density is too small.  
A:Shorten the bar code content or increase the bar code density. For 200dpi and 300dpi machines, the bar code density is generally above 7mils, ie, the scale factor should be 2 or more ,then the printed barcode can be clear.
20. When printing a label, some words can be not printed out  
Cause: The print head is dirty and the layout is wrong.  
A:Please clean the print head; And please check that if the contents are overlap when printing, if so, please re-typesetting..

21. The contents is not completed when printing.

Cause: The verison of print software and driver are too low.

A:Install a new version of the software and drivers.

22. Printing software can not be typesetting.

The reason: the software is not installed or the computer problem.

A:Re-install the software, if still not ok, it may be a virus in the computer, please kill the virus or re-install the operating system.

23. In the printing process, the content what printed out are not the same size as the actual content .

A:Choose the correct printer driver.

24. Jumping paper often occurs when printing.

A: If the paper size and spacing settings are correct, then restart the printer and check if the printer drive Settings are correct or not.