

Thermal Label Printer

RH-40 series/RH-41 series

User Manual

Thanks for choosing us!

If you have any question or concern , support is available by email . Problems could be resolved quickly.

E-mail: support@printer-support.cn

Website: www.printer-support.cn

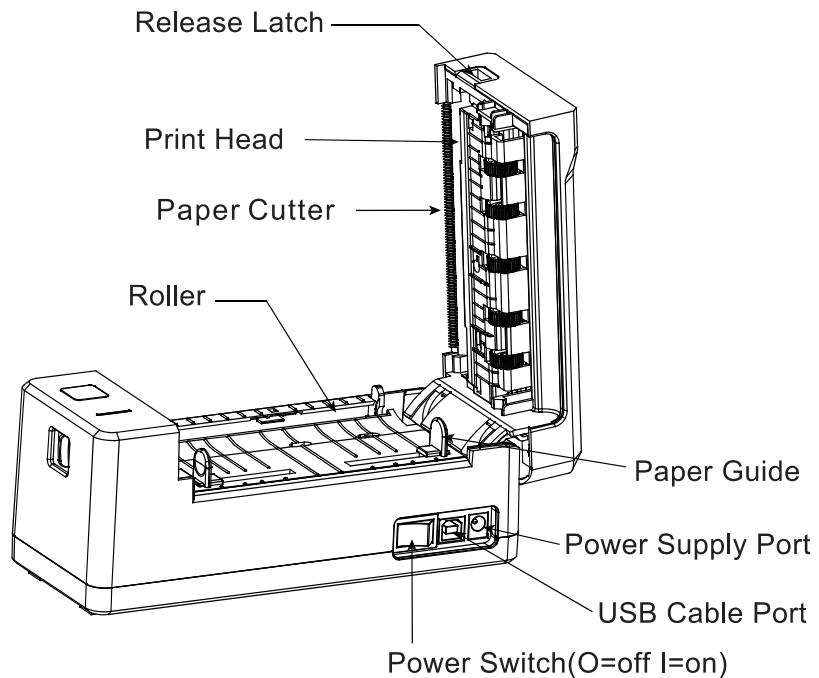
Scan QR code to download the User Manual:



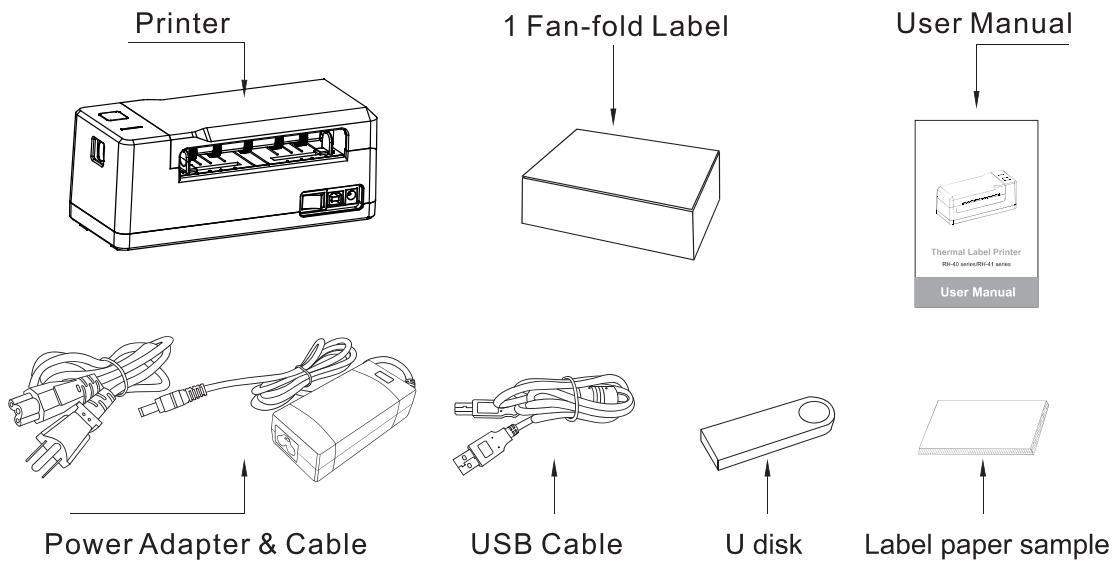
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1. Appearance



2. Packing list



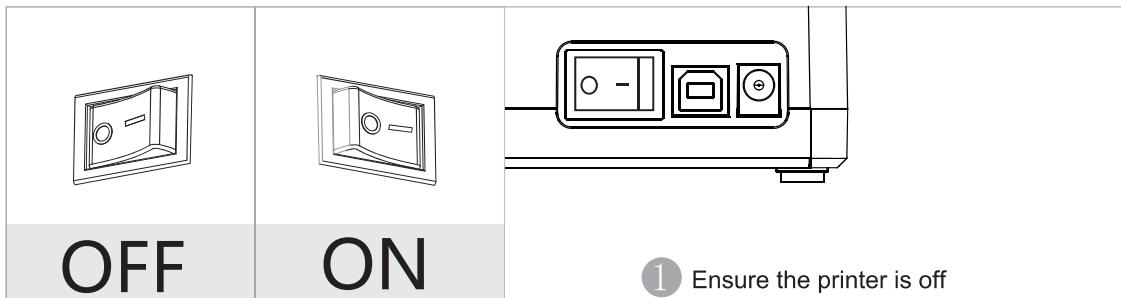
⚠ Note:

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

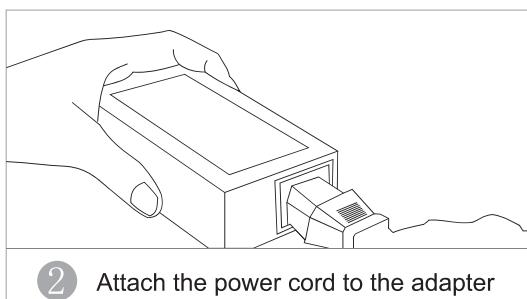
3. Printer Connection

⚠ Note:

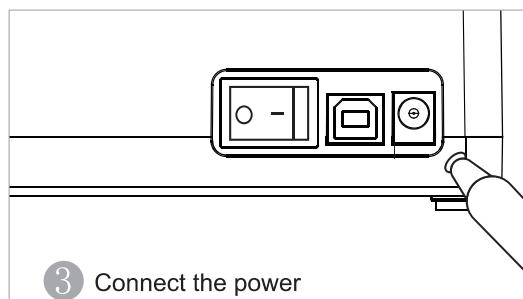
- Make sure the printer's power switch is in the OFF position before connecting the power cord to printer.
- Use the original power adapter only in case the damage caused by charging improperly.
- Please unplug the printer power cord if it is not in use for a long time.



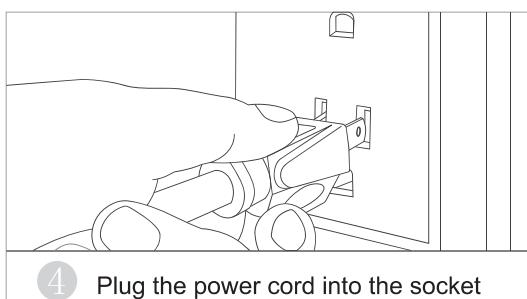
1 Ensure the printer is off



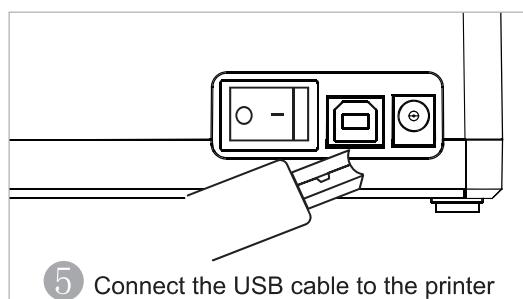
2 Attach the power cord to the adapter



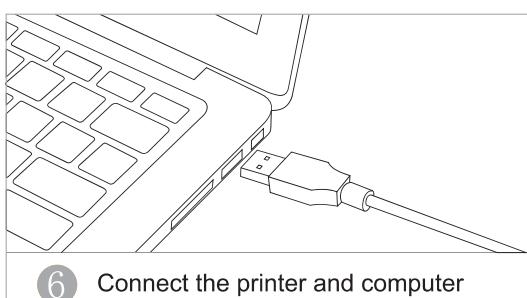
3 Connect the power



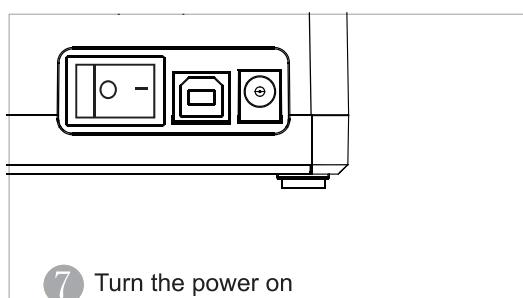
4 Plug the power cord into the socket



5 Connect the USB cable to the printer



6 Connect the printer and computer

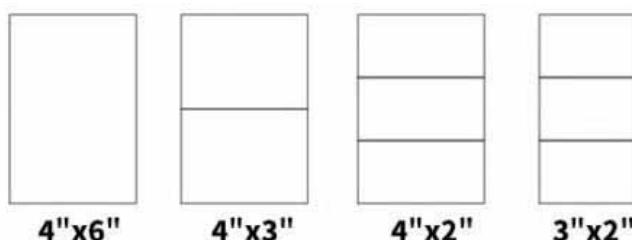


7 Turn the power on

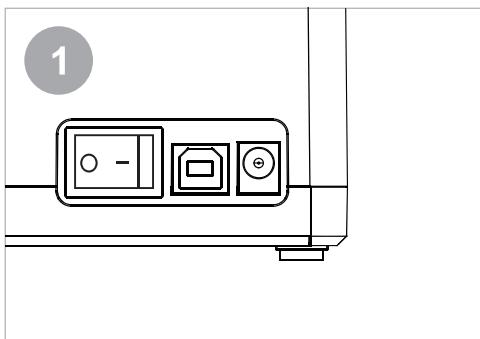
4. The suitable label size

- Shipping label printer works with any Thermal Direct with a width range from 1.57" to 4.1", length over 0.8". Normal paper is not applicable! Must be THERMAL LABEL!
- Ideal for 4" * 6"
- Paper size can be selected in Windows and MacBook both.

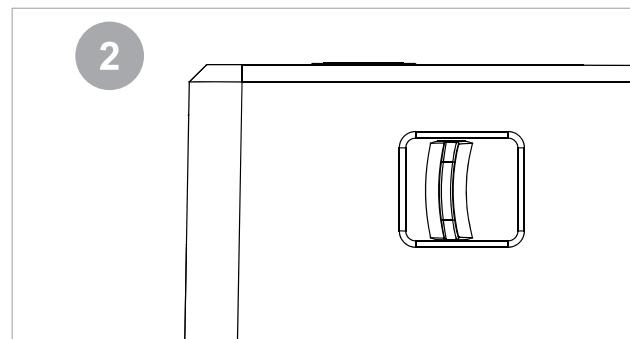
Label standard size



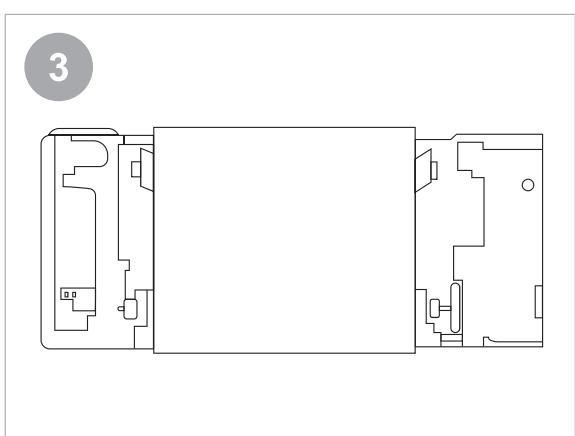
5. How to feed label



Ensure the printer is off



Pull the release latch to open the cover

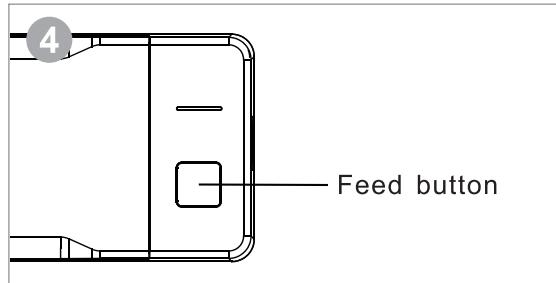


Insert the fan-fold label or roll label from outside, adjust the paper guide to fit the width of paper



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.

⚠ 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

⚠ Note:

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

- Thermal label printer is compatible with windows 7 or later, not compatible with Chrome book, Linux, windows ARM.
- Installation guide video in [our website](#).

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.
 - 2) Connect the printer to your computer through USB cord.

⚠ Note:

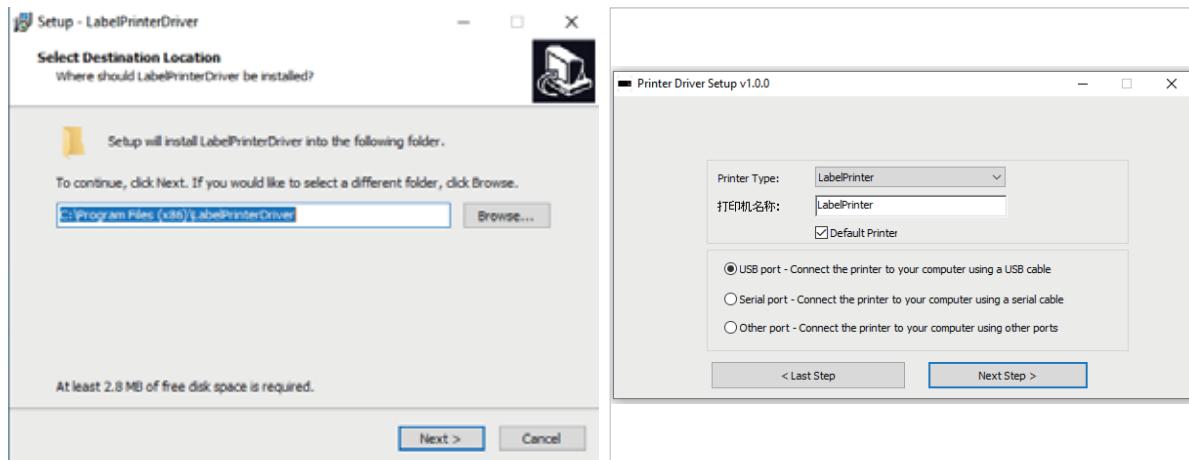
Each time you connect USB port, make sure this connection with a same port, otherwise a printer copy will appear.

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 positioned at the tear-off point, it means the printer is ready to print.

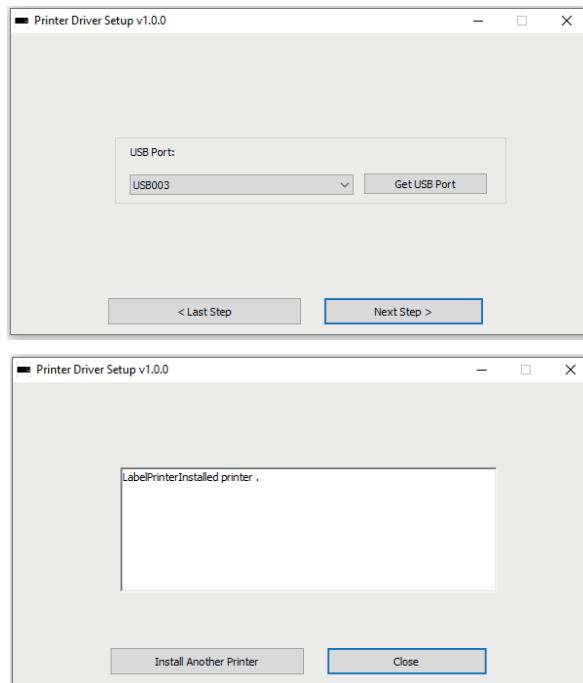
(Make sure these three steps are completed before installation in case of failure to install the printer driver)

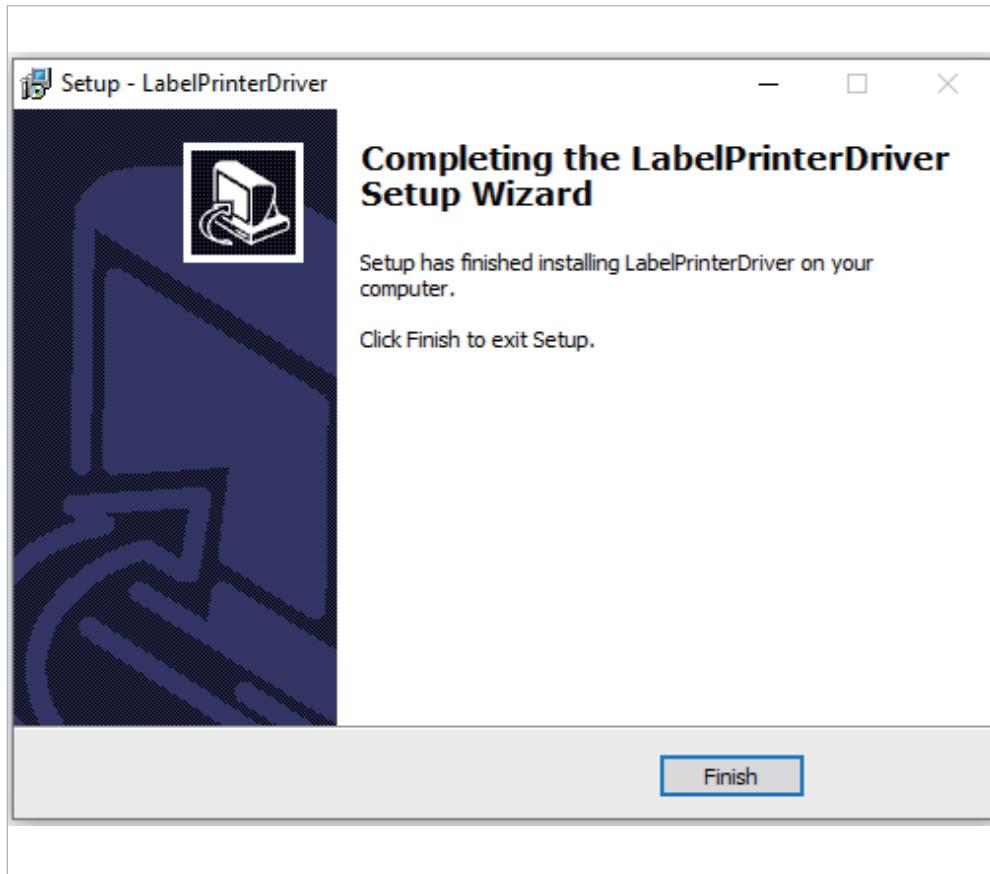
b. Install the driver and printer for Windows

Please download the driver from website and install it , then follow the guide to install printer .



Click "Get USB Port" to get the USB port which your computer connect to the Label Printer(4inch). and then click "Setup". The printer will be successfully set up.



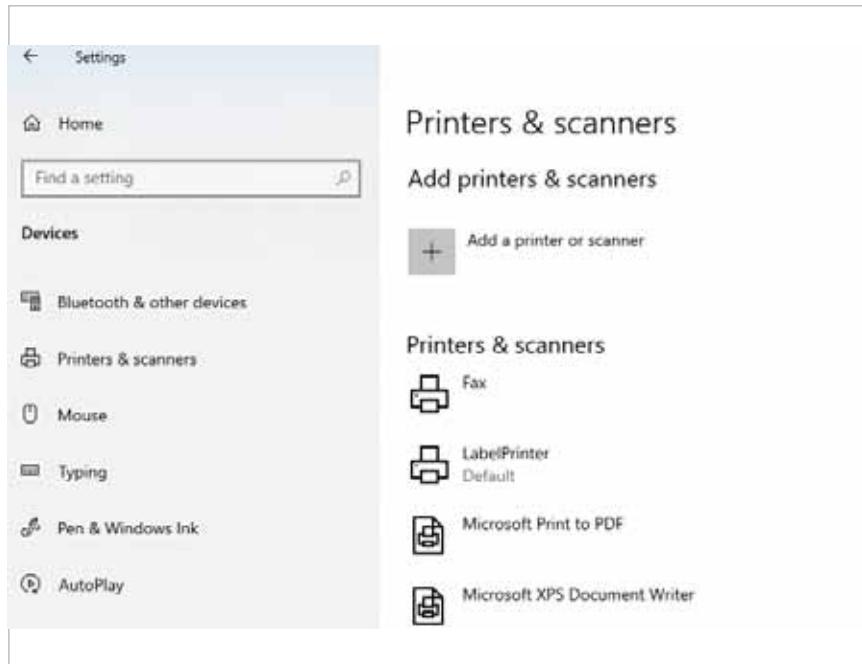


If you get the tips “Finish” , that means your computer and printer didn’t connect via USB port , please connect them , then install the driver.

- c. 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”, if you can find “label printer ” and print labels successfully, that means you have set up the printer successfully.

If you can’t find the printer you have installed, please restart your computer and printer then try again.



⚠ Note:

Now you can print directly via USB, if you want to print via Bluetooth, please follow the steps below. But if your printer type is Label Printer (non-Bluetooth) please skip Step 2 and Step 3.

7. Installation for Mac

⚠ Note:

- Shipping label printer is only compatible with MAC OS X v 10.9 or later.
- Installation guide video in our website.
- Ensure the printer and your MAC has been connected with USB cable before installing the driver.

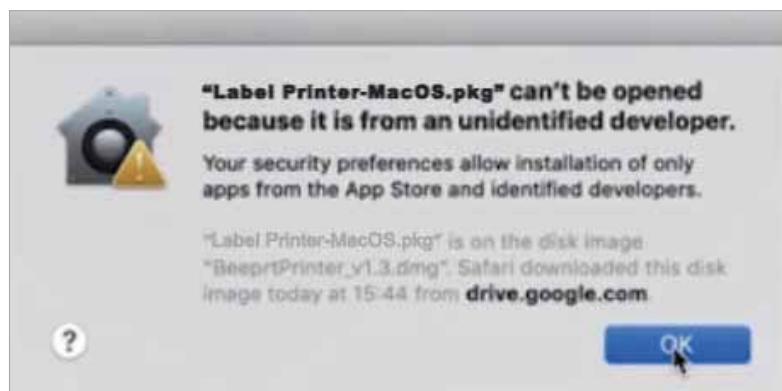
Step1: Install the driver for Mac

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.)

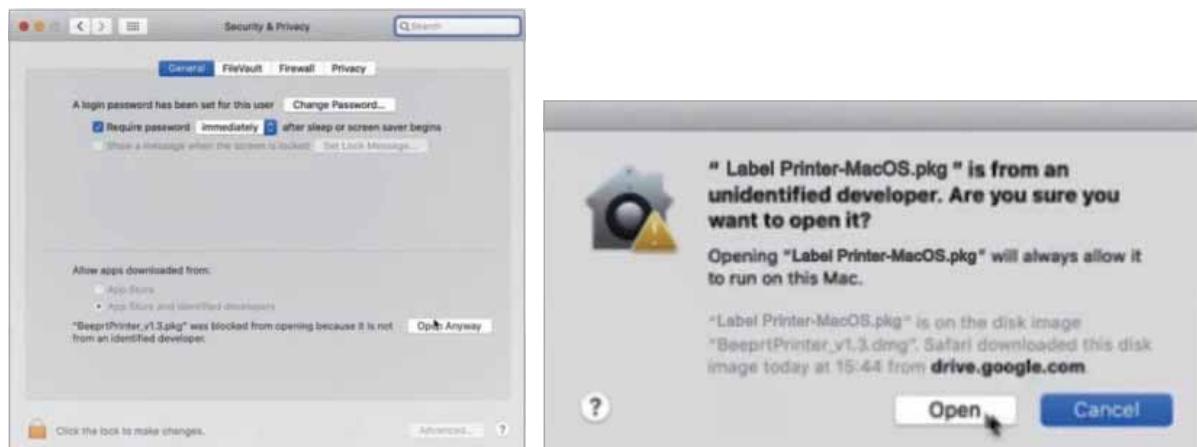
b. You can also download the driver “Driver for Mac (Label Printer)” from our website.



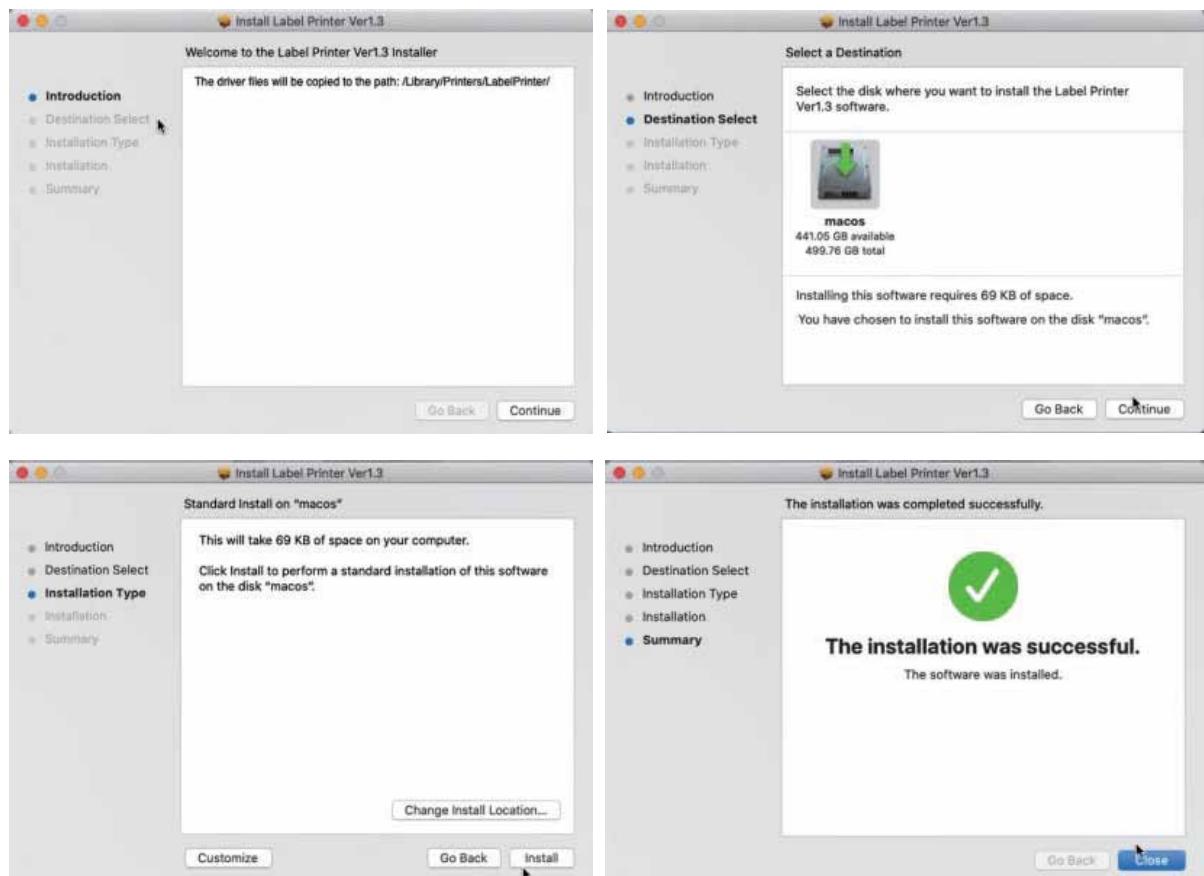
c. Open "System Preferences", and click on "Security & Privacy".(If you don't see the warning , you can skip this step)



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



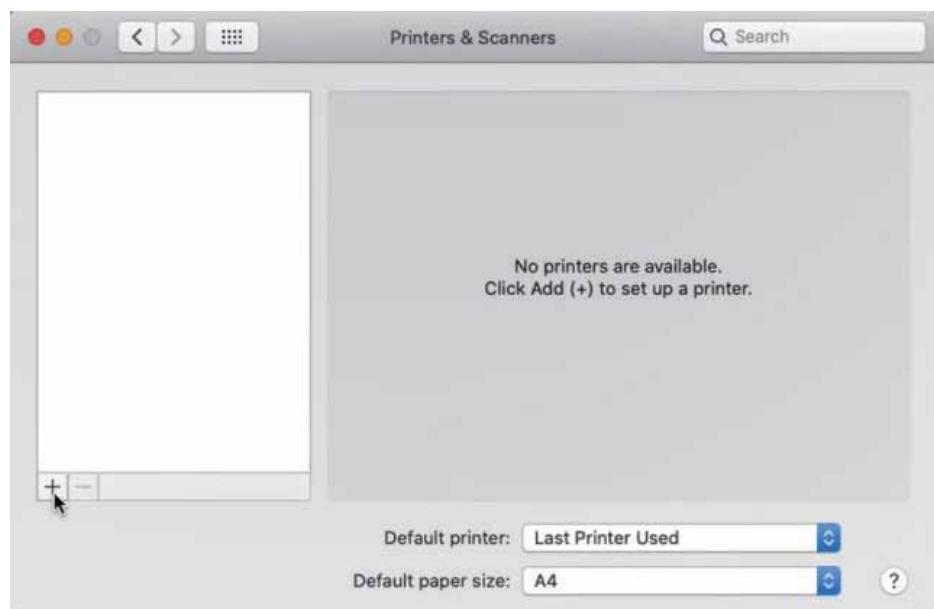
e. Click on "open" and continue to install the printer. Follow the installation steps until you see "The installation was successful" window.



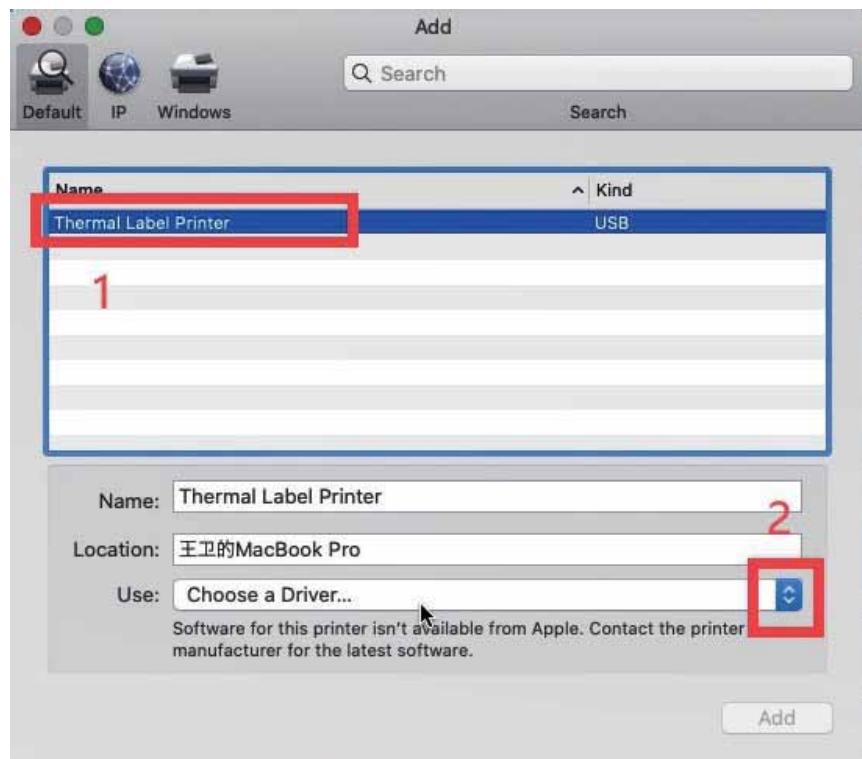
f. Open "System Preferences">>>click on "Printer and Scanners".



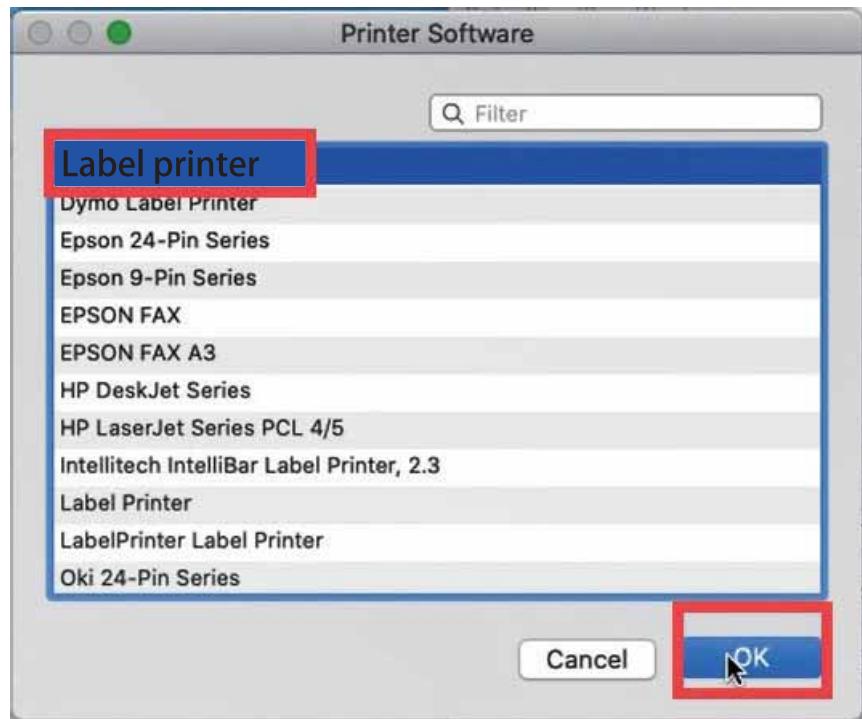
g. Click "+" to add a new printer.



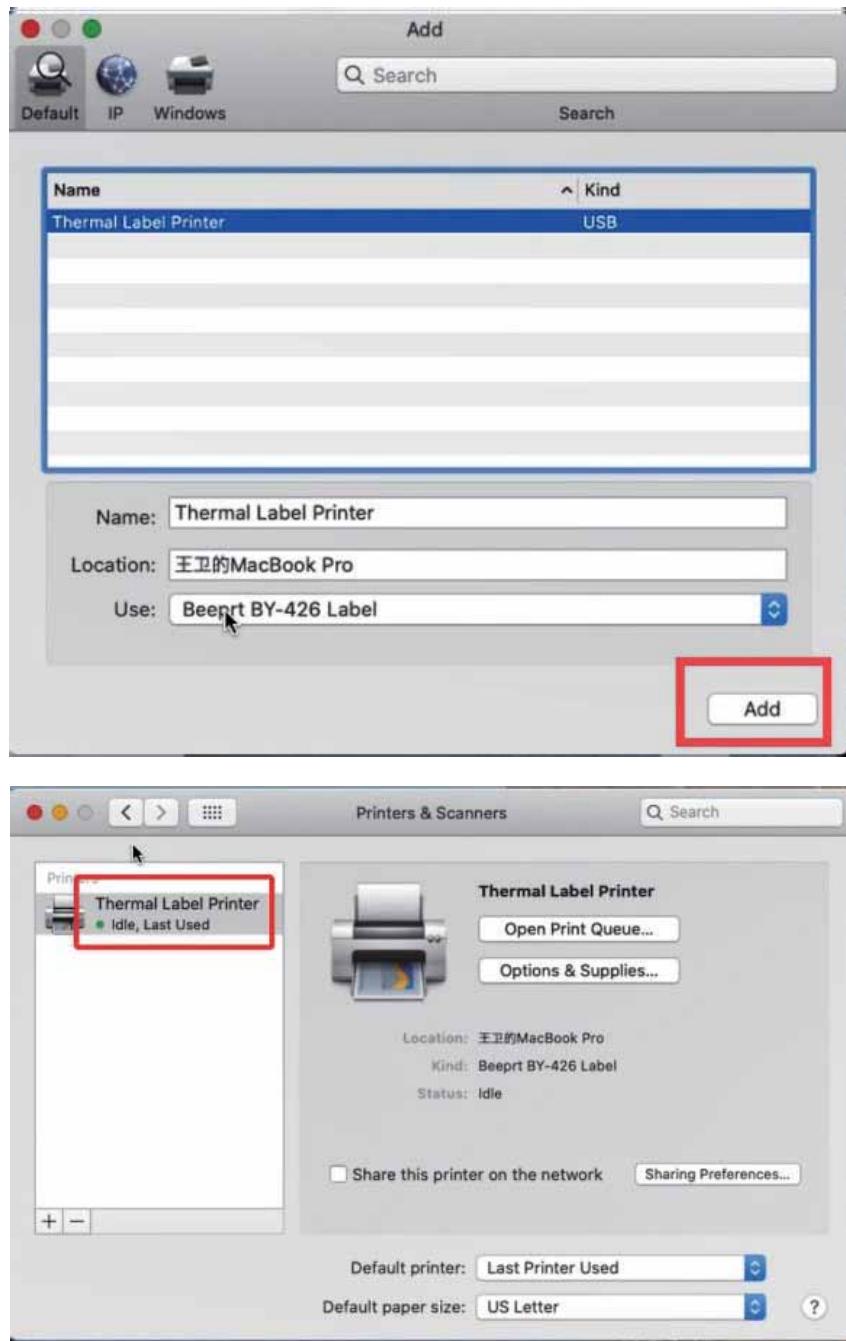
h. Click on Thermal Label Printer , and choose "Select Software" in the drop down menu.



i. Choose “ Label printer ” , click “OK”.



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



⚠ Note:

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”.

8. Printer preference setting

1-1. Printer preference setting for windows

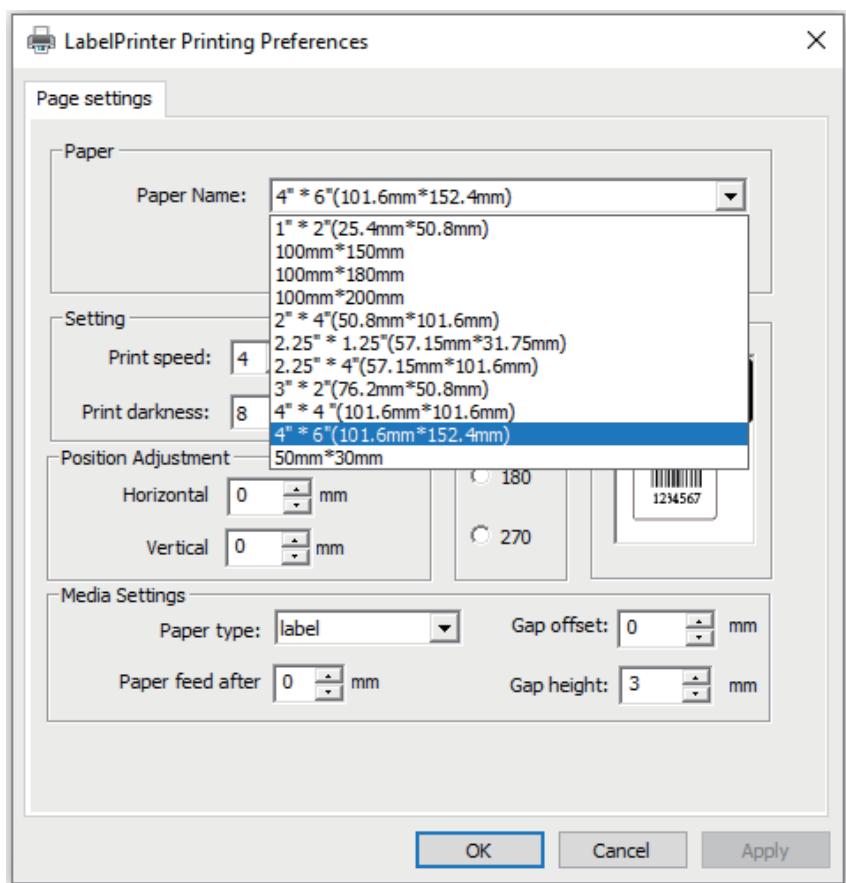
Go to the “control panel”>> click “Device”>>click “Printer & scanners”>>find the printer “Label Printer”>>Click “manage”>> click “Printer Preference”. In this part, you can set the print page size and print speed and density of the label.

(1) Setting the paper quality

- Go to “Page Setup”, according to the label size, choose the corresponding page size. Generally, most labels are 4*6 size.

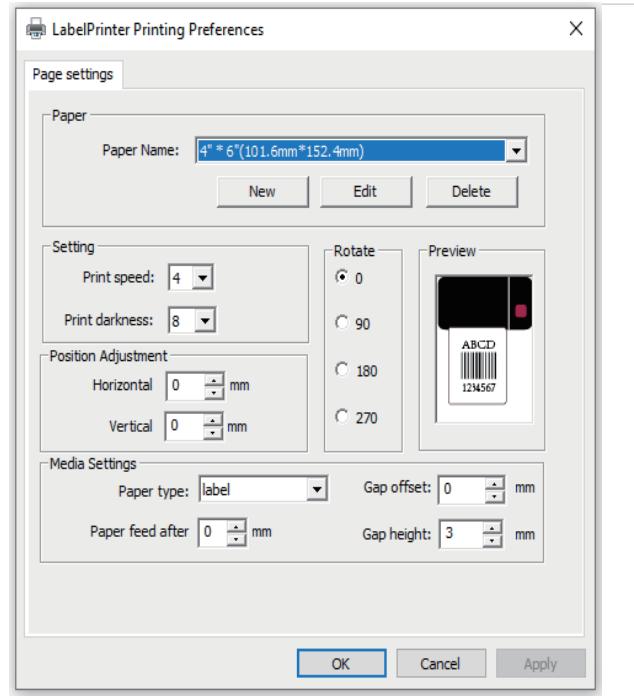
⚠ Note:

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



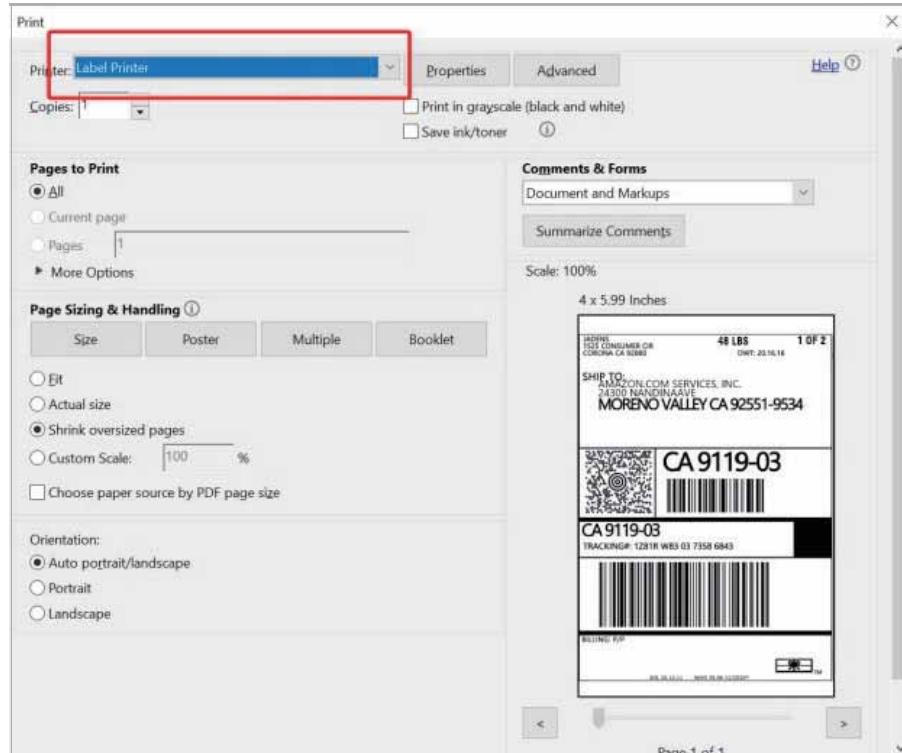
b. In the “Page Quality”, you can change the printing speed and printing darkness.

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

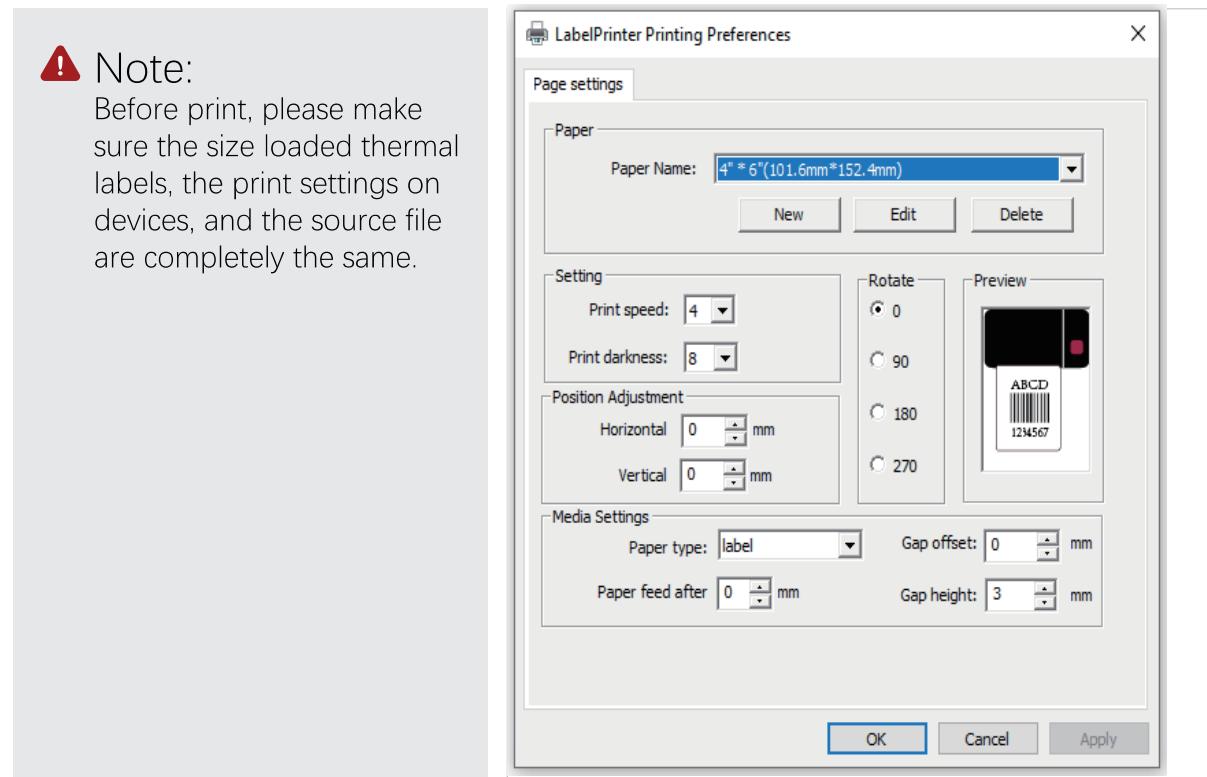


(2) Print a sample file.

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.

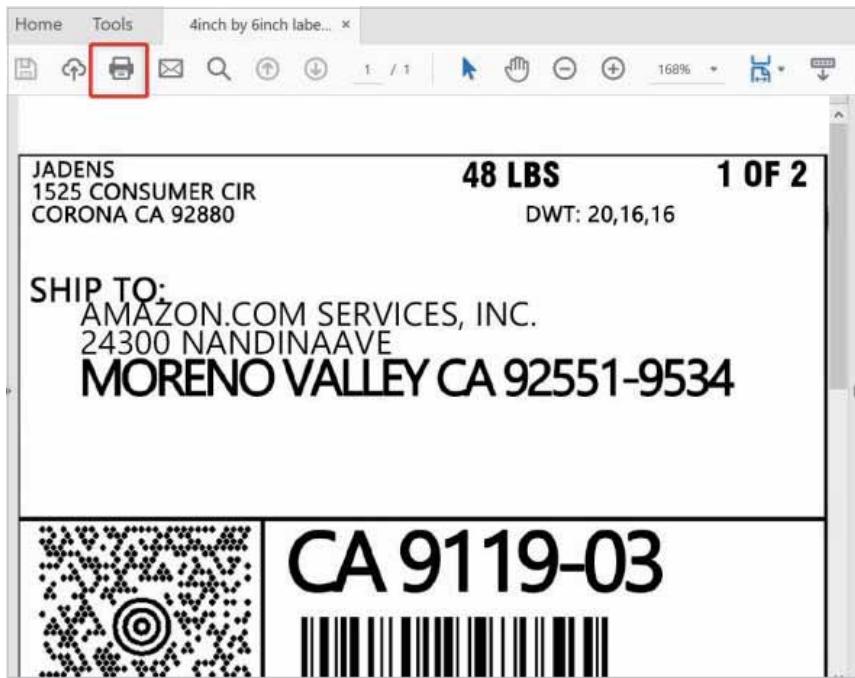


c. Preview and check the setting you want, such as print size, print density. Then click “print”. If you have any problem in printing, please turn to part 10 FAQ to get the corresponding solution, or connect us via email.

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.

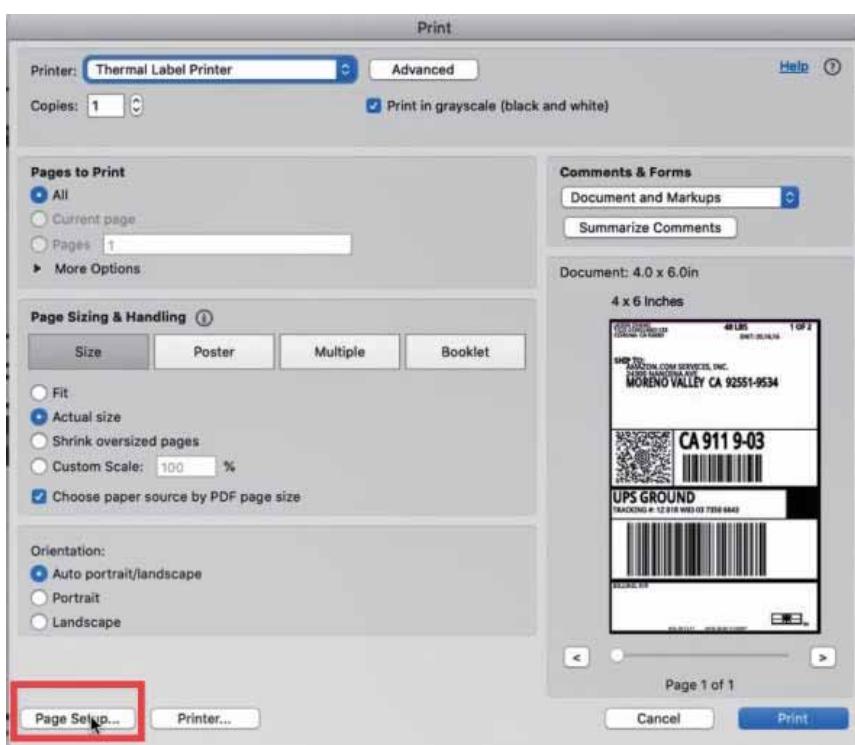
a. Open a sample PDF file in size of 4*6 inch , click print.

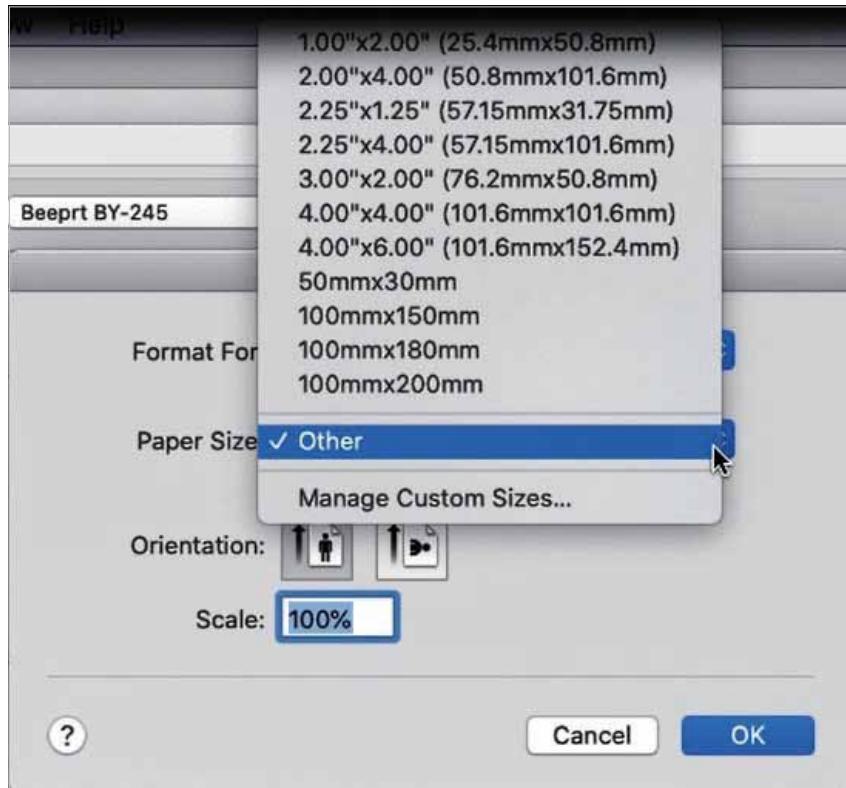


b. Click "page setup", you can select the page size you want to print.

! Note:

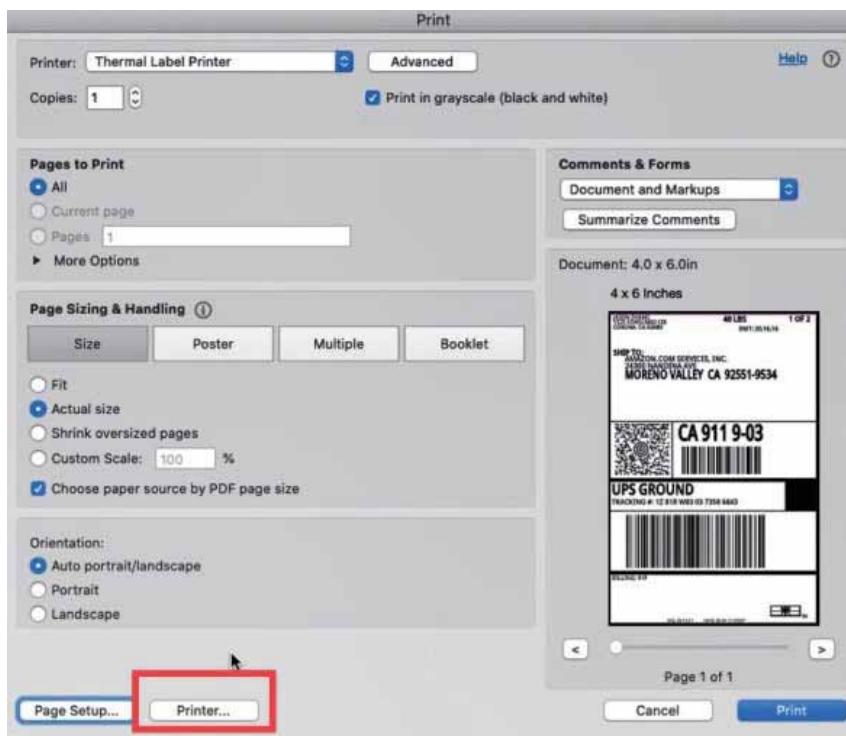
No matter what size you choose, Please make sure that the size of the loaded thermal labels, the print settings on devices, and the source file are completely the same.

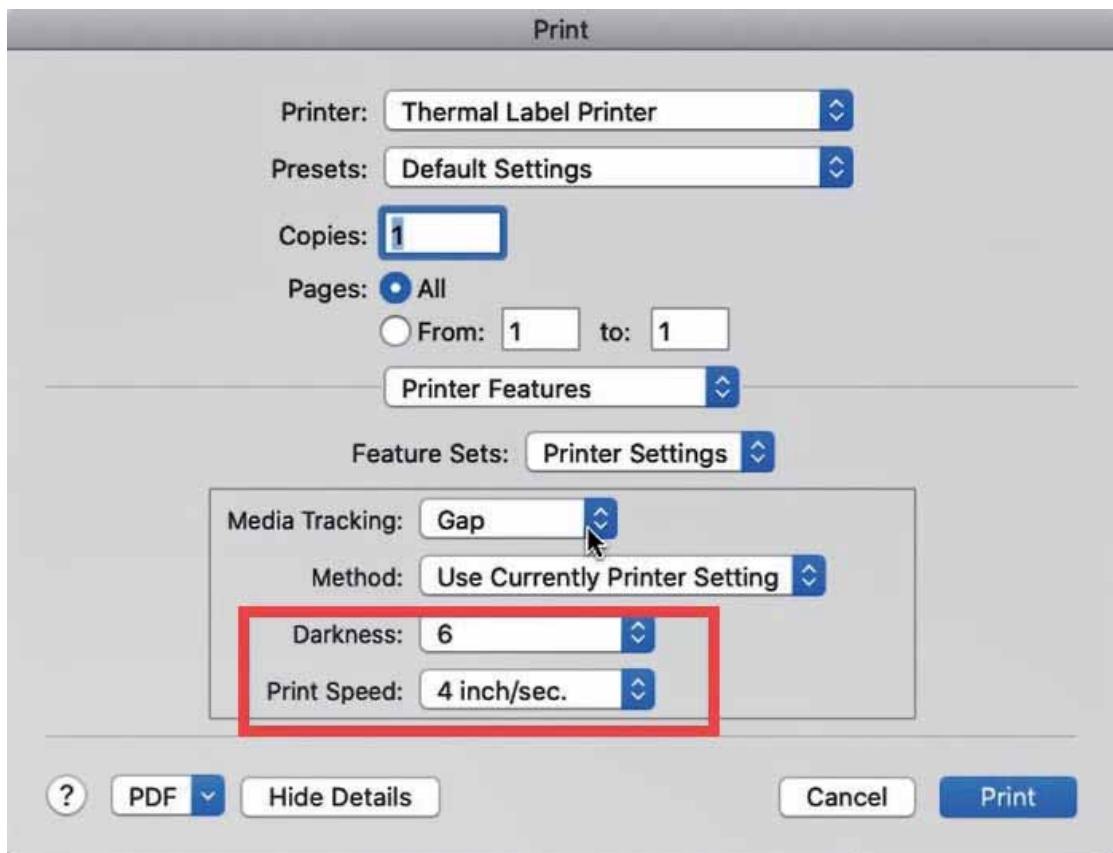
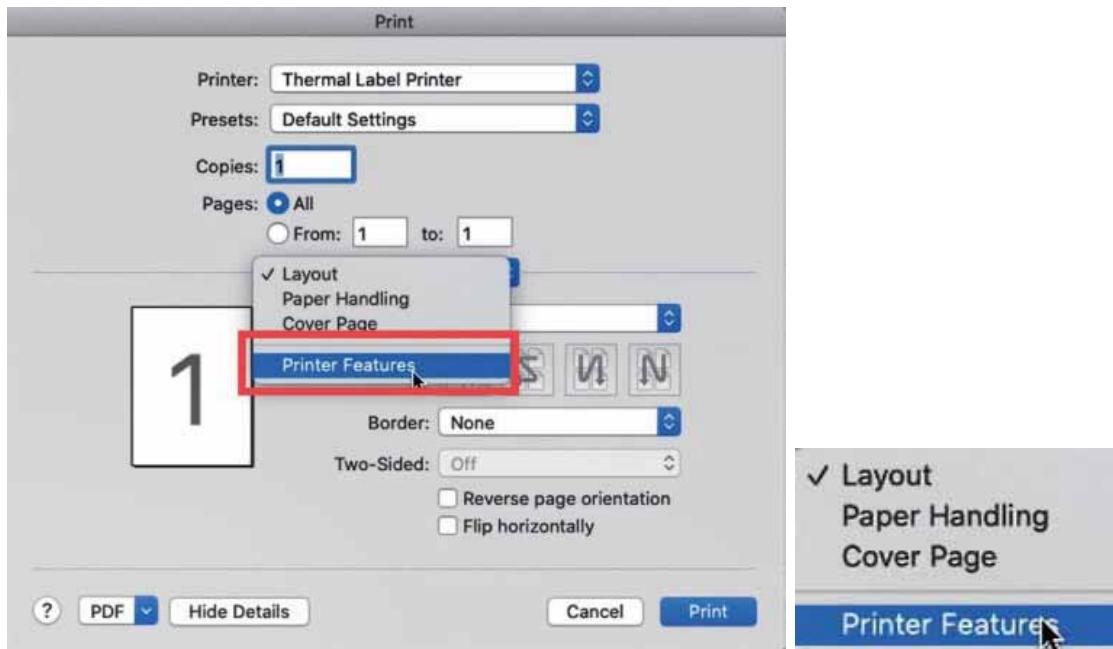




If there is no suitable size for click "manage custom sizes", input the width and height, then click "ok".

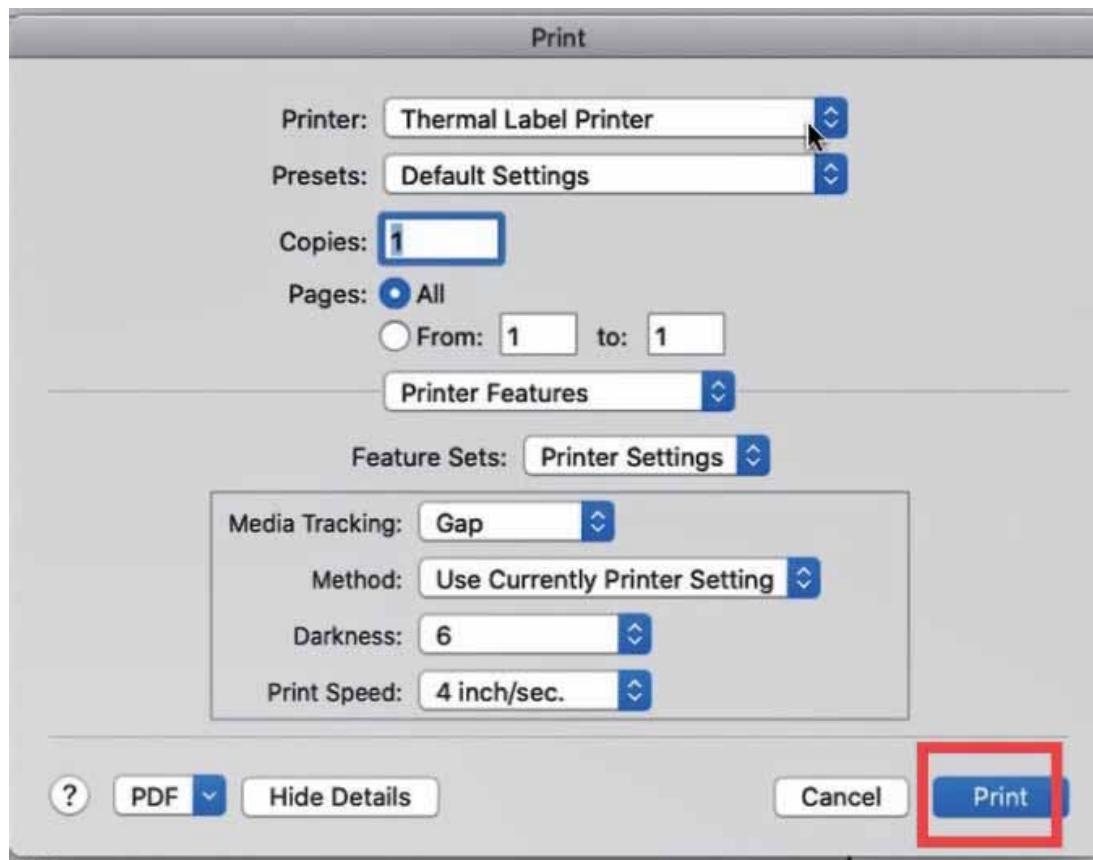
c. Click "printer preference">>> Choose" printer feature">> set up the "Darkness" and "Print speed".





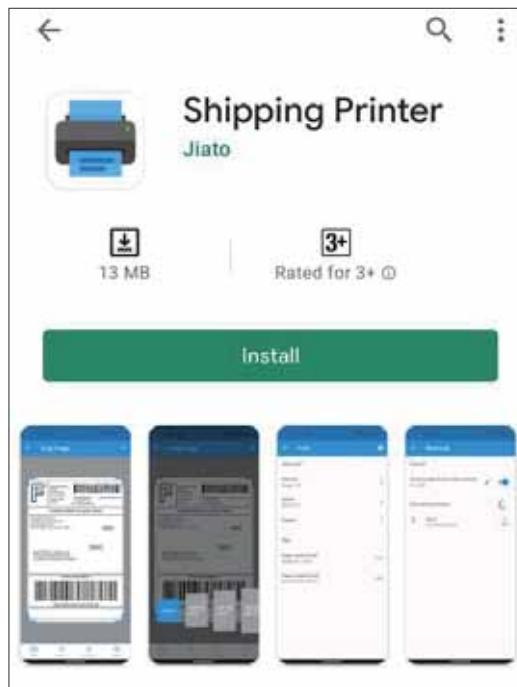
Tips: For the darkness, large number means higher darkness, if labels print out light, you can adjust it to large value.

d. After set up, click "Print"



9. Printing via phone for Bluetooth version

1) Search and install the app "Shipping Printer".



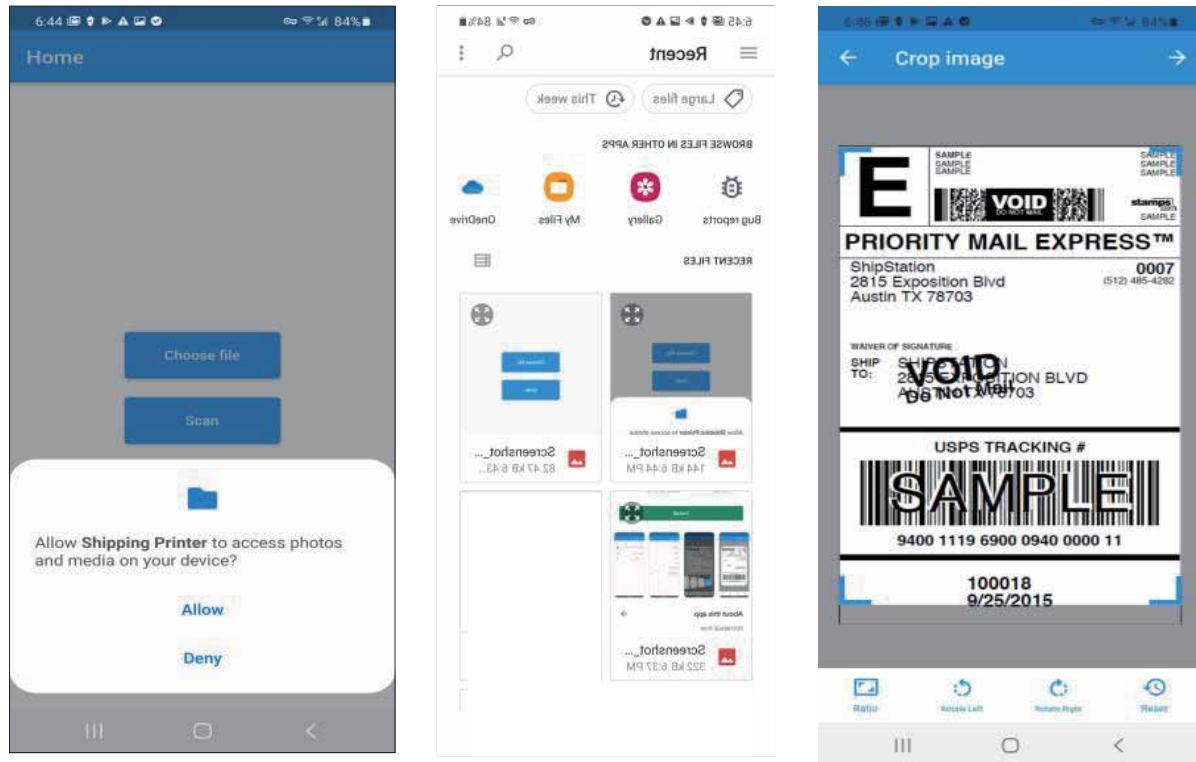
2) Open the app.

- a. Choose file: You can load the shipping label in pdf file or image format here.
- b. Scan: You can scan the FNSKU barcode content on the website and print them here,



3) Choose file:

- a. Please allow access.
- b. Load label image or pdf file.



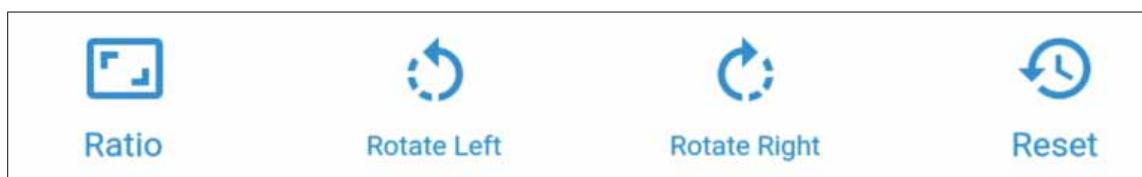
c. Icon description

Ratio: Choose different sizes or custom sizes;

Rotate Left: Rotate 90° to the left;

Rotate Right: Rotate 90° to the right;

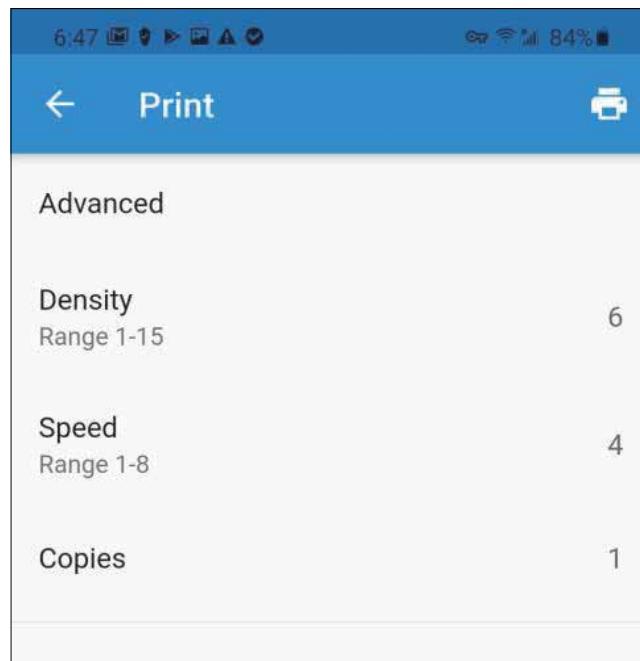
Rest: Rotate 180°



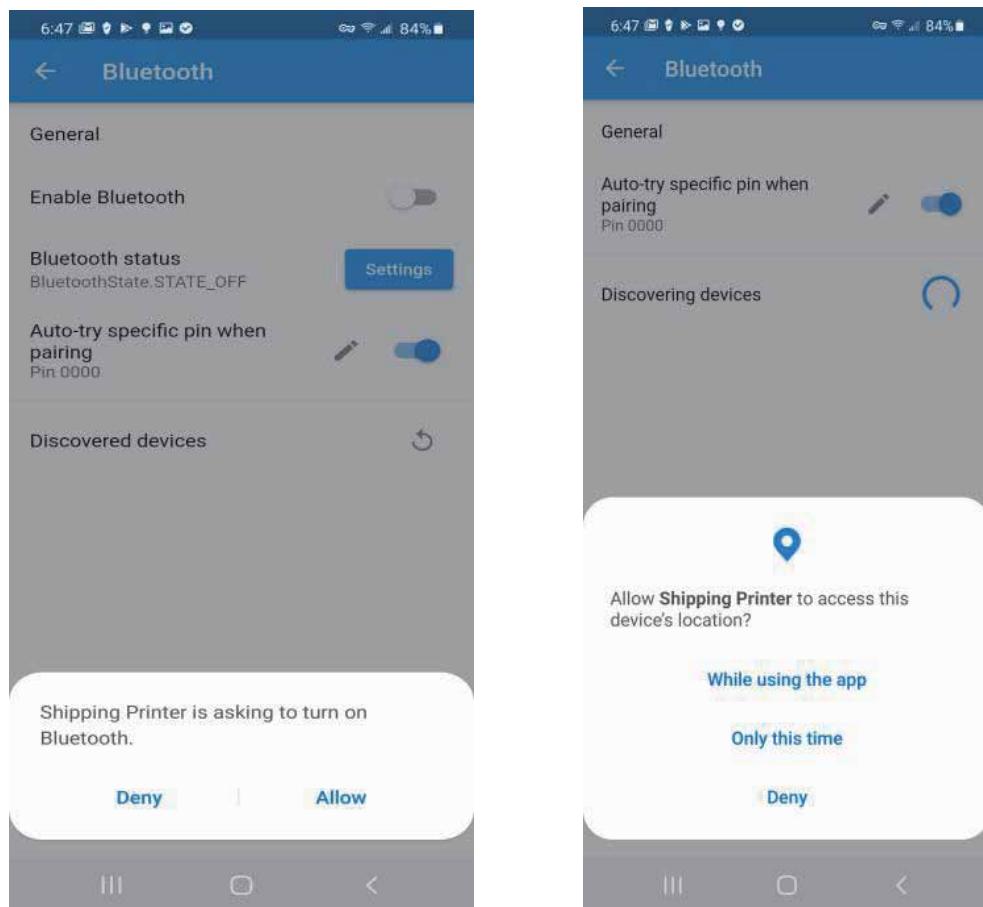
d. Click the arrow in the upper right corner to enter the next step.



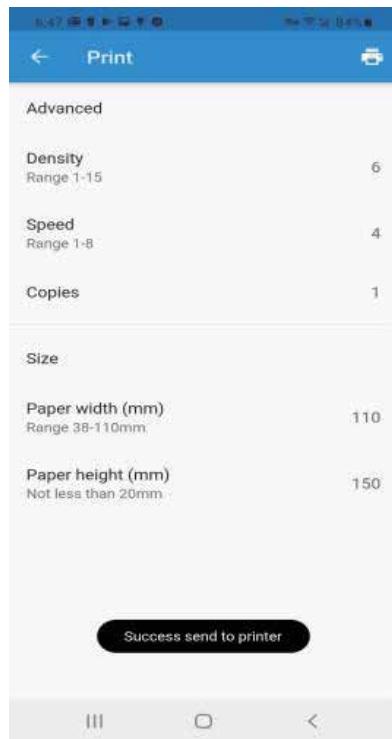
e. Click the print icon in the upper right corner to print.



f. Turn on the Bluetooth function. And allow address access.



g. Click the print icon. Print completed.



h. Of course, you can also open the pdf file on your phone first, and then share it to the APP to print it.

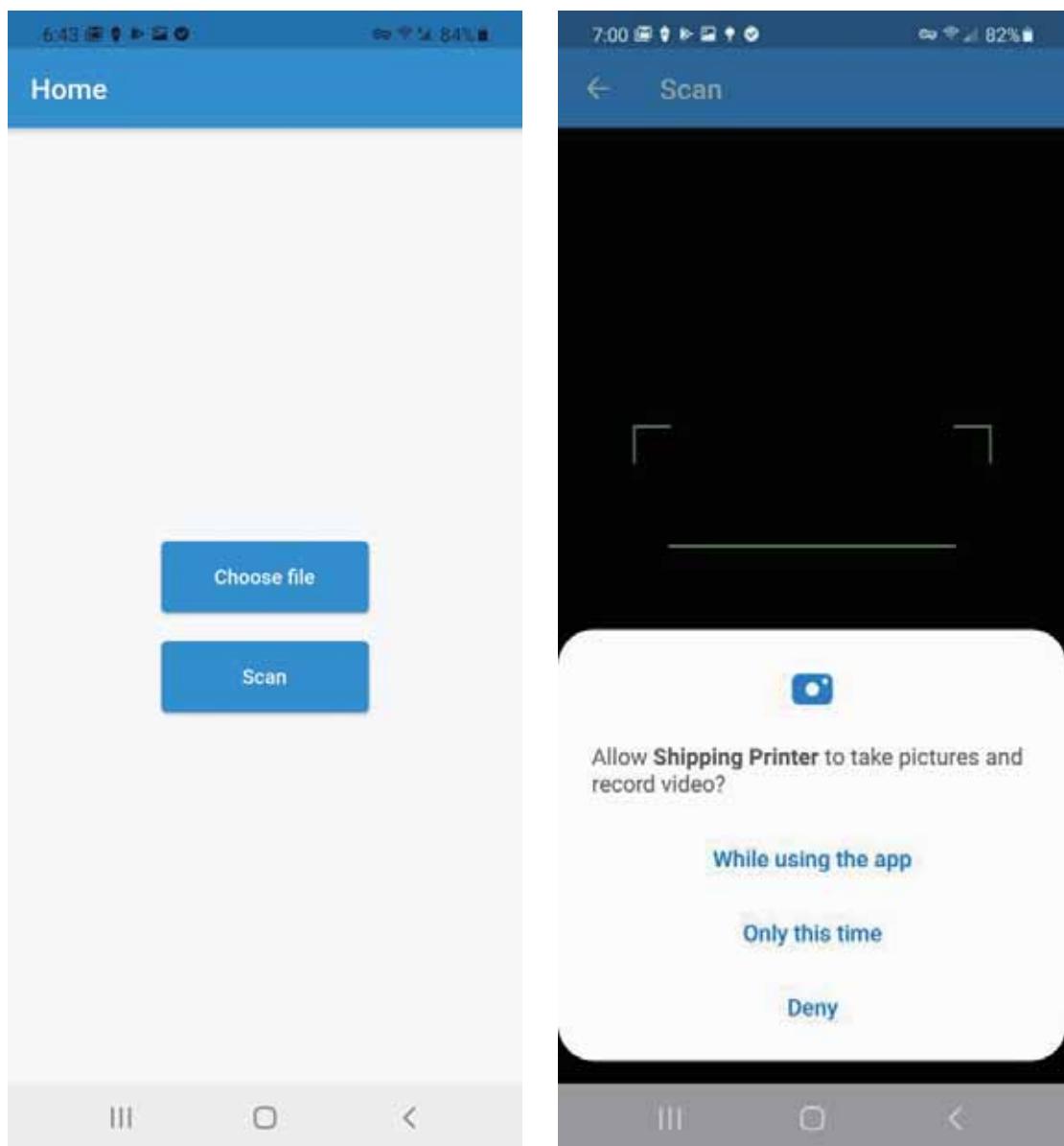


4)Scan :

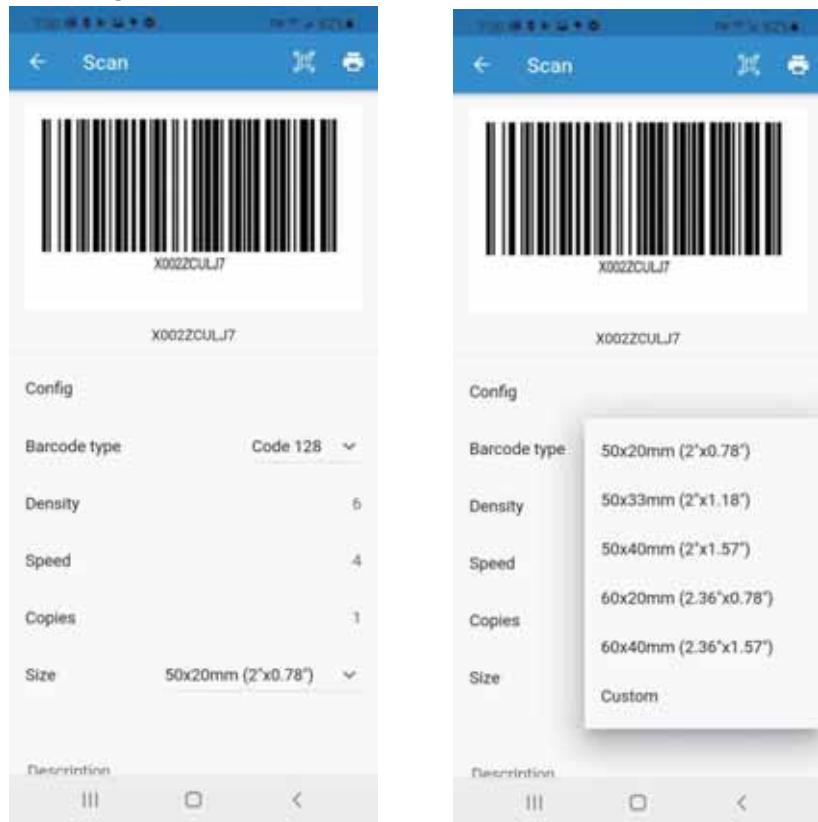
a. Open your FNSKU barcode (on website, computer or other device).



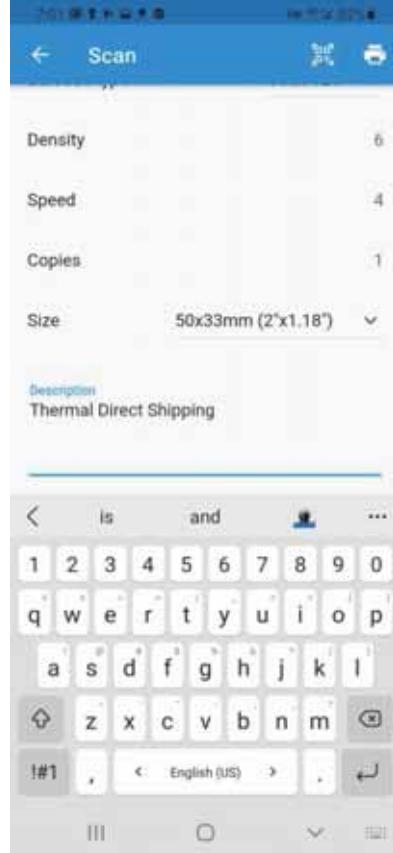
b. Click the scan icon to scan the barcode. Allow access.



c. After scanning the barcode. You can choose different label sizes you want.



d. You can edit the content that needs remarks here. You can enter the number of copies to be printed.



10 . Important Tips: Print label of multiple size using “Take a snap shot”

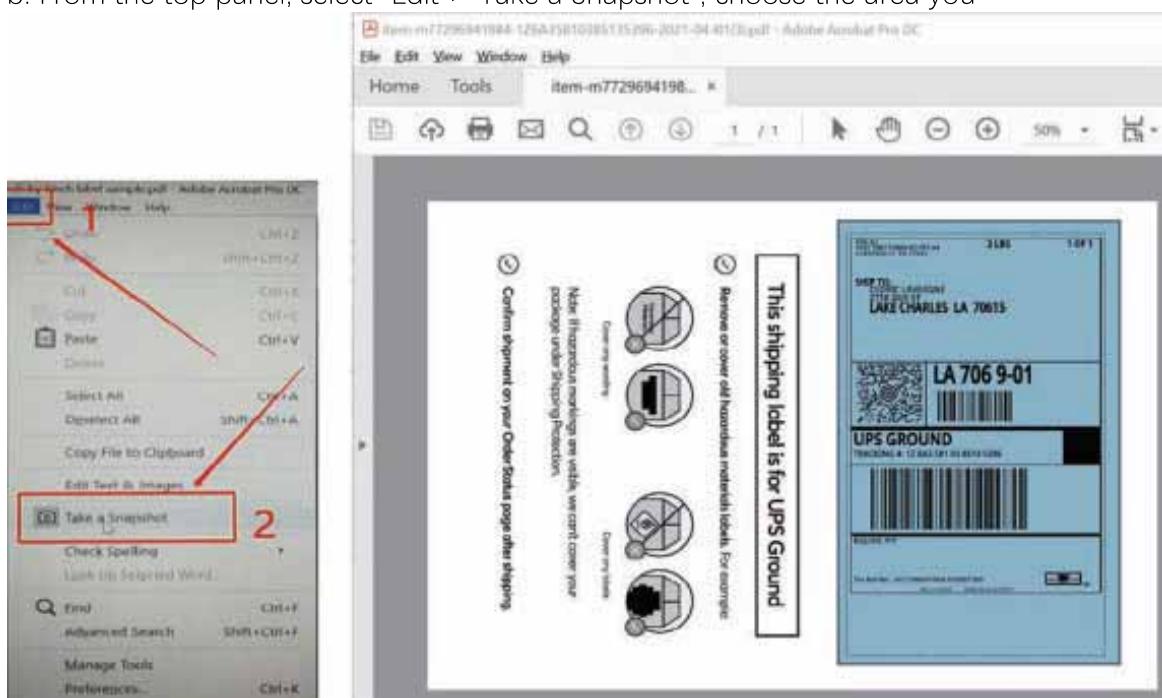
The function of “Take a snap shot” can solve most print problem. It enable you to print the area you want without needing print a whole page. Now let us show you how to use it.

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:

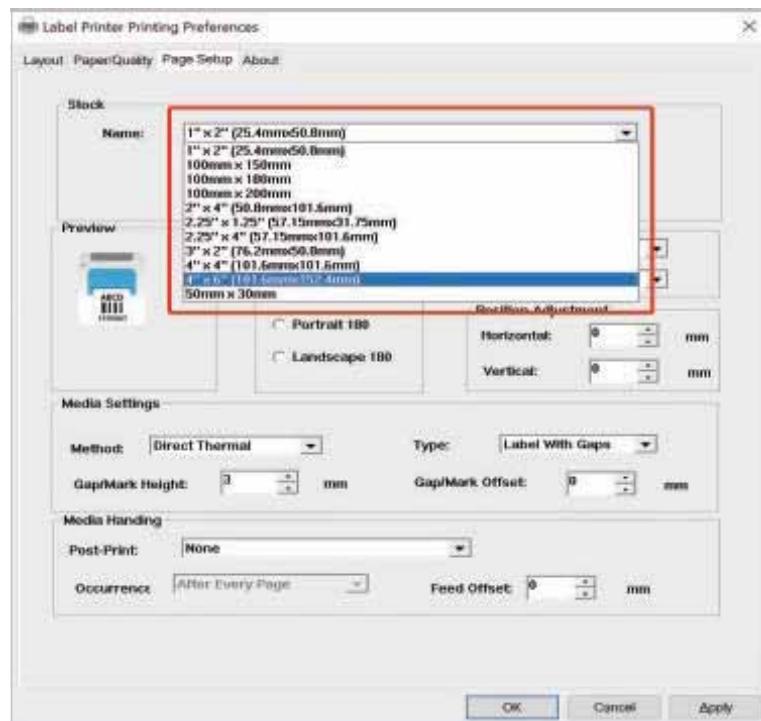
- Open the PDF in Adobe Reader
- From the top panel, select “Edit”>“Take a Snapshot”, choose the area you



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.



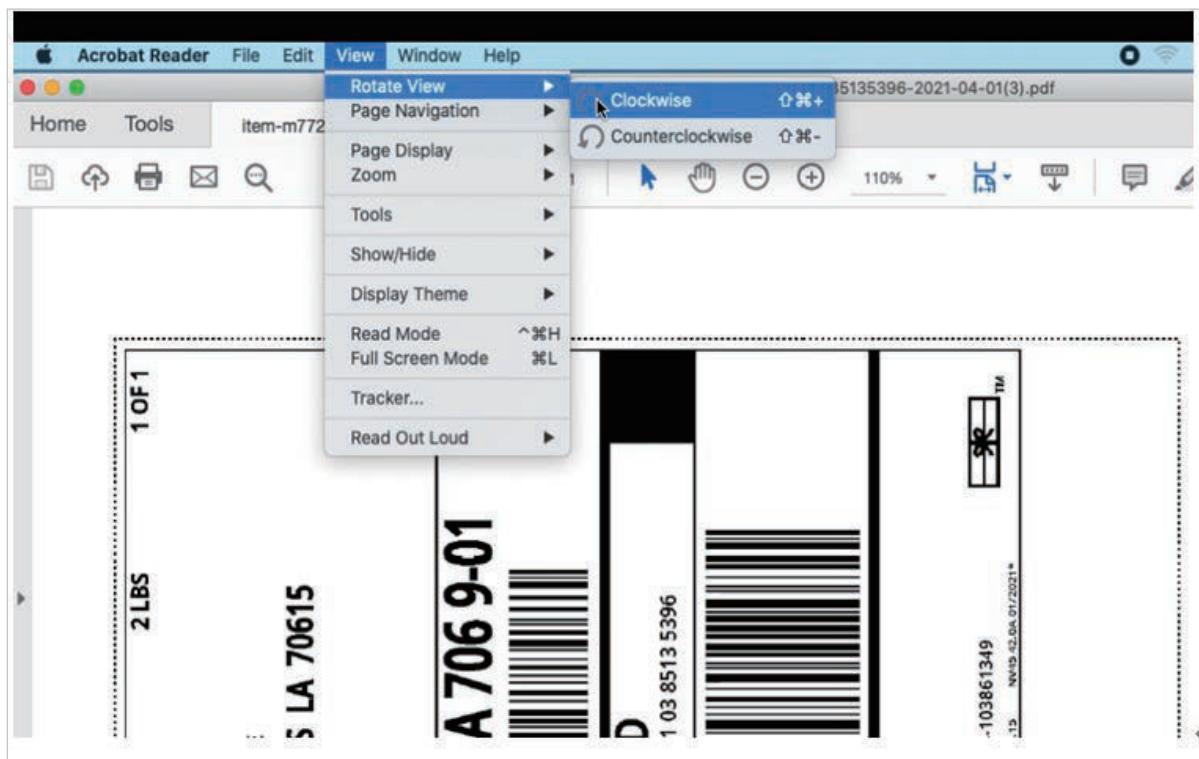
(2)For MAC

Similarly, Mac also has analogous steps.

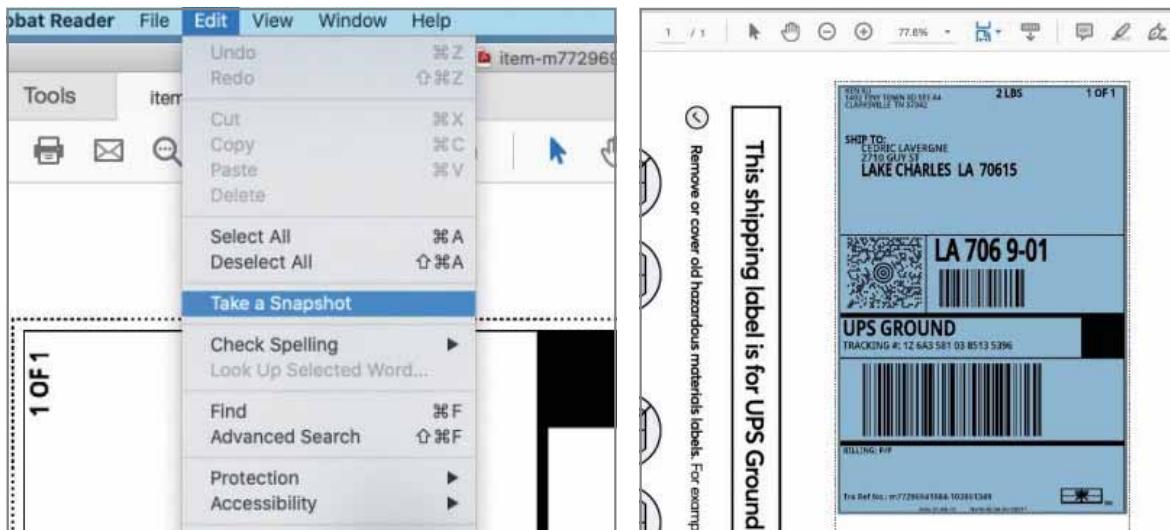
- Find the “File” in the top left corner of your desktop > Click “Open” > Click Desktop > Choose PDF file (or you can open the file with Adobe)



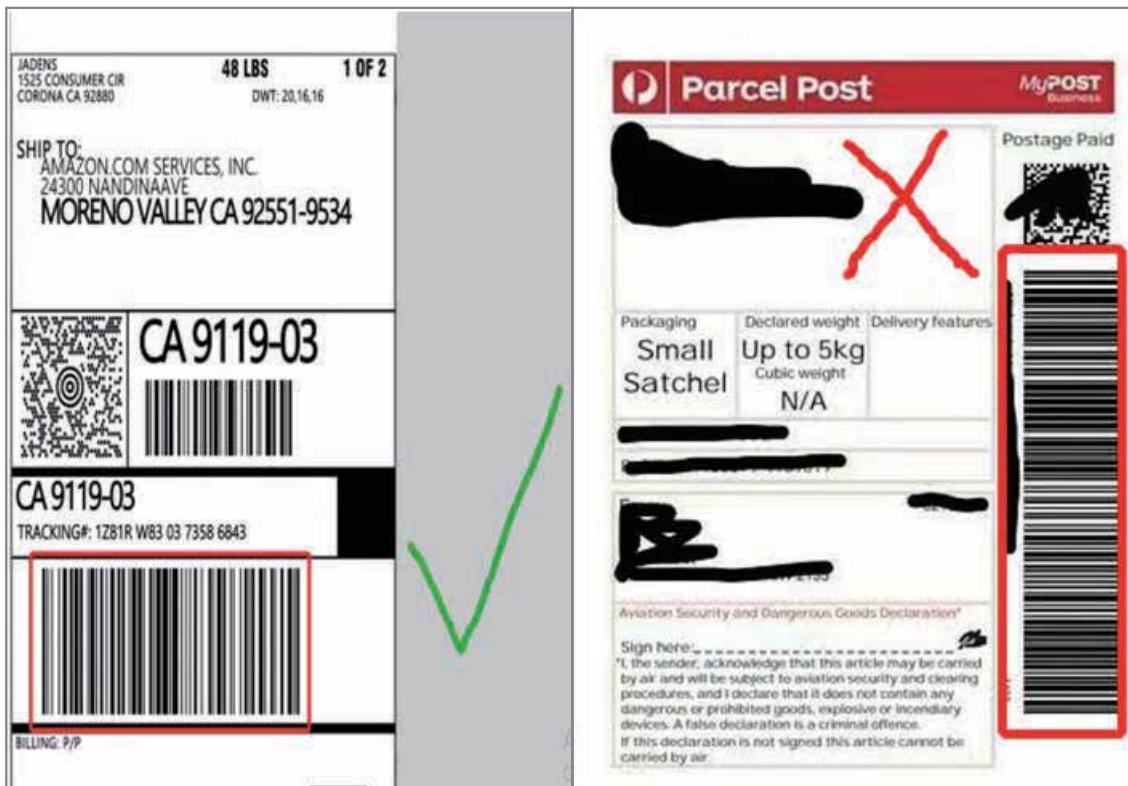
- From the top panel, select View > Rotate View > Clockwise so that the labels are side by side. (If the labels are laid vertically, please skip this step)



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, to ensure the best print, you had better to choose 4*6 format when download the labels from the shipping platform or market platform.

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.

⚠ Note:

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 via USB

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

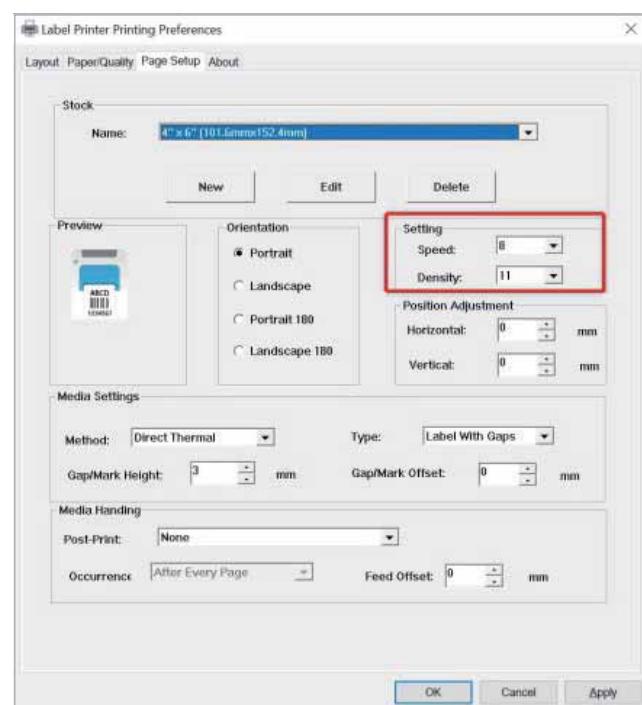
● Problem: The labels come out slowly and make a big sound.

● 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:

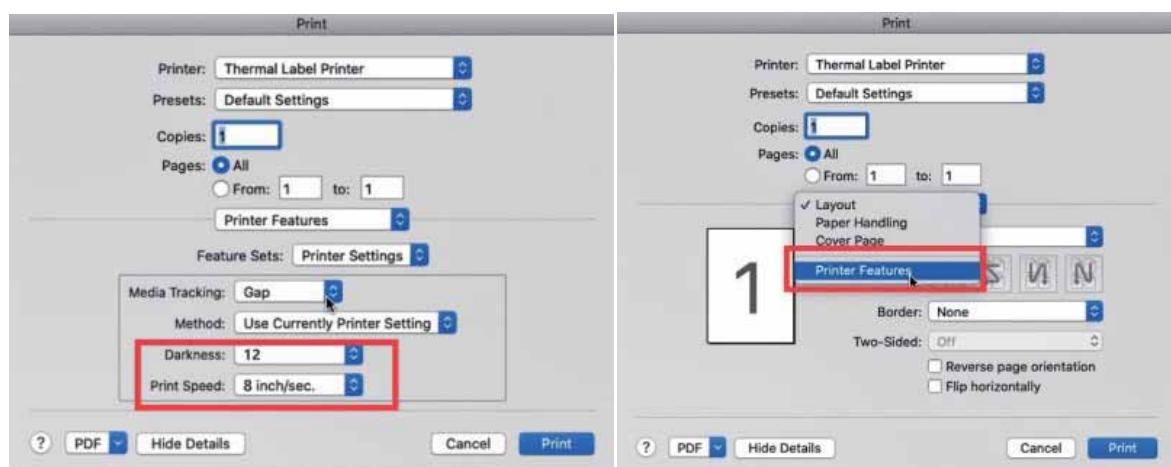
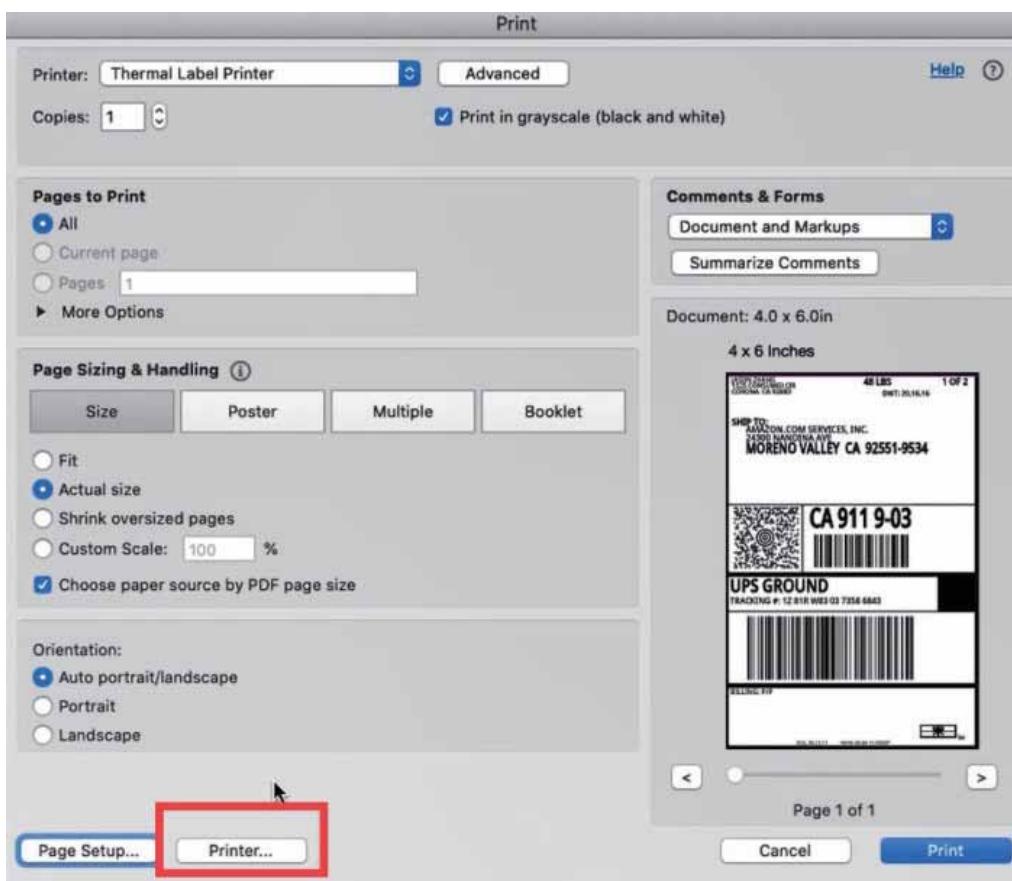
Go to "setting" >>"device" >> "printer & scanner">> find the printer>> "Label Printer", click "manage" >>Printing preference >> Page Setup>> adjust the print speed to 8 as picture show.



For Mac:

To solve this problem, please follow the steps below:

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



5. Problem: Bluetooth shows “driver is unavailable”

Solution: If you get the message “driver is unavailable “for printer “Label_printer_xxxx”, 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_printer_xxxx” to print.

6. Problem: Why Label Printer (Label printer/Label printer Bluetooth version) 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".

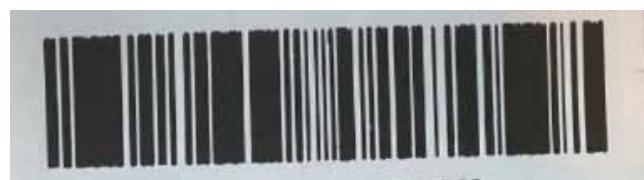
Solution: Every time you plug USB cable into the computer, make sure it's the same port.

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).

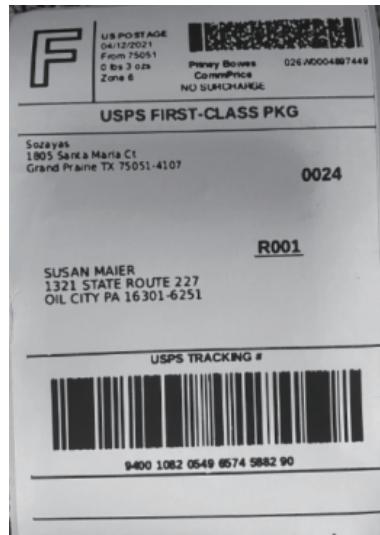
Video link: <https://youtu.be/i7uWzuWWGr8>

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. Ensure the label you print is 4*6 inch size, only this size can be print on "FBA print" App. App doesn't support customized size.
2. Save the label as PDF file instead of image.
3. If you still want to print with images, please use high-resolution pictures.

10. Problem: The APP is unable to cut and print the file.

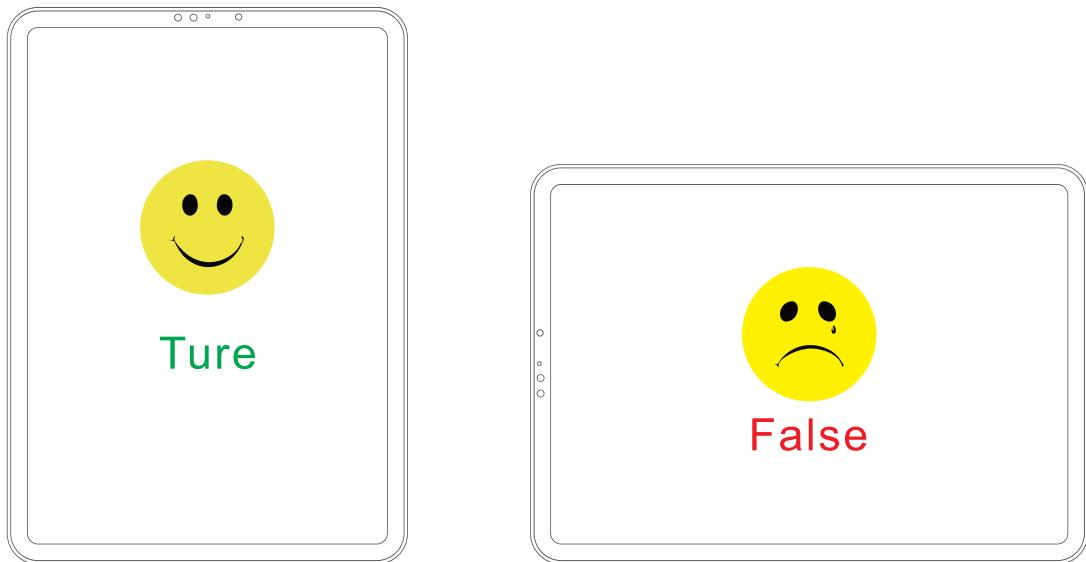
Solution: Currently the APP only supports to print labels in most common size 4*6 inch. The new APP with new function of size customized will be launched in Aug., 2021. So, before you print via phone, please ensure below:

1. Please make sure that the size of the file you upload is 4×6, in case the printed content over the label
2. Make sure the size of the source PDF, the paper size in setting, the loaded labels are matched the same.
3. If you want to print labels in other sizes, we suggest you use PC or MAC with the snapshot function to cut the size of the PDF file (Concrete operations please refer to Part 9).

11. Problem: "Shipping Printer" app freezes when using

Possible cause: Sometimes, the interface of the app is not suitable to iPad if you place your iPad Horizontally and it will freeze.

Solution: Before printing, please place the iPad vertically to print.



12. 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 into the socket
5. Connect the USB cable to the printer.
6. Connect the printer and computer
7. Turn the power on

12 . Maintenance

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 outlined 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

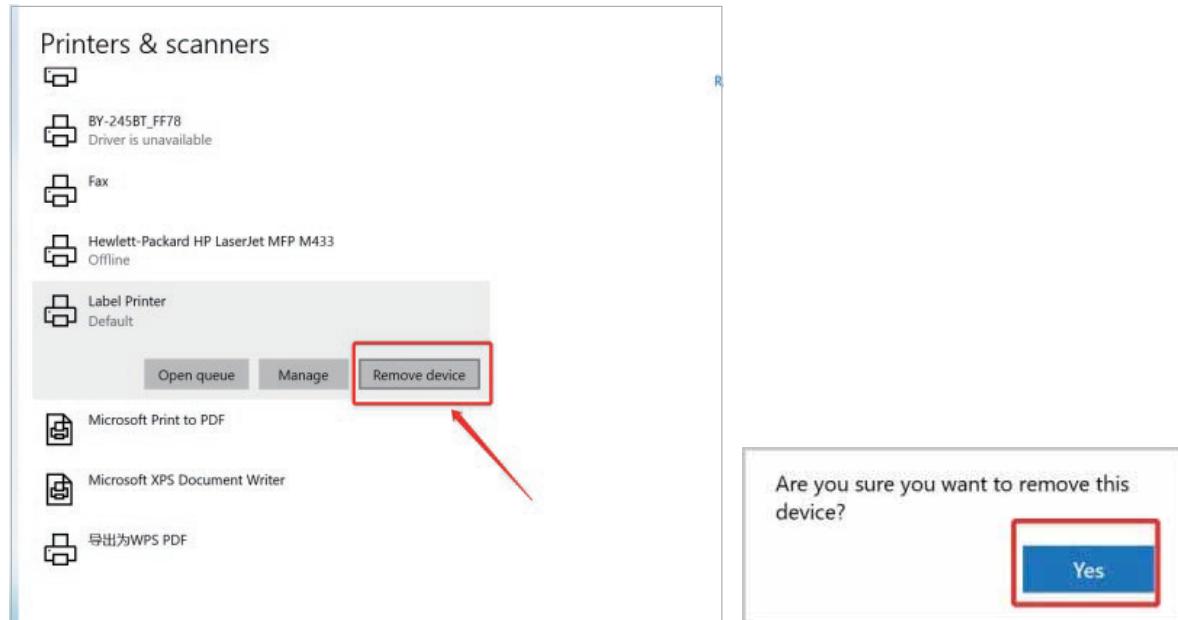
- The printer head can become very hot after printing labels .Do not touch the printer head until it has cooled.
- Do not bend the power cord excessively or place objects on the cord. This could result in fire or electocution.
- Keep the printer out of reach of children.
- Use only approved accessories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

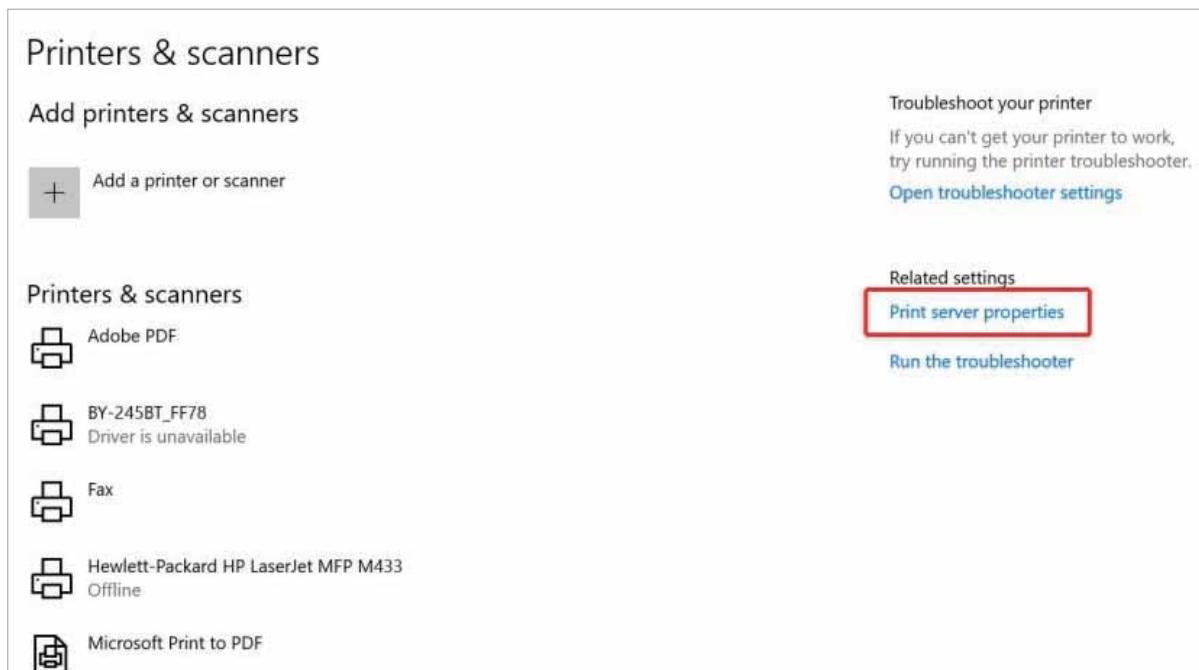
For windows:

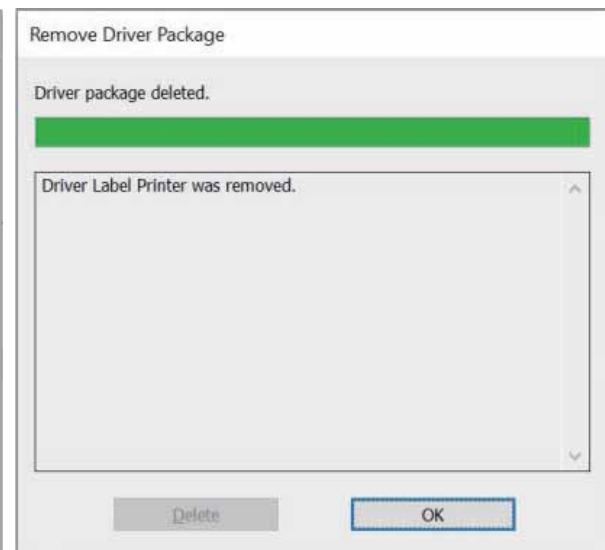
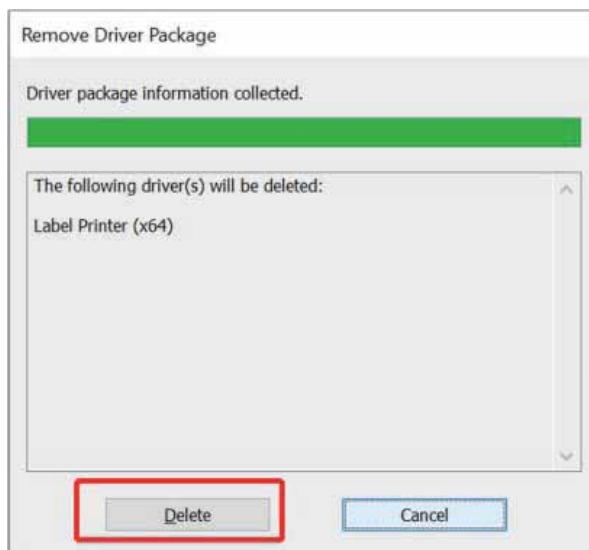
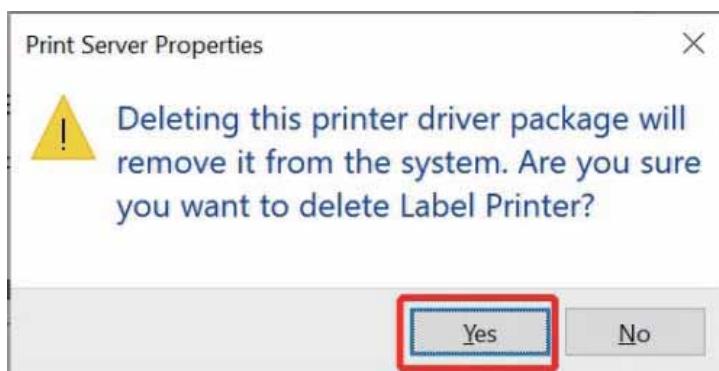
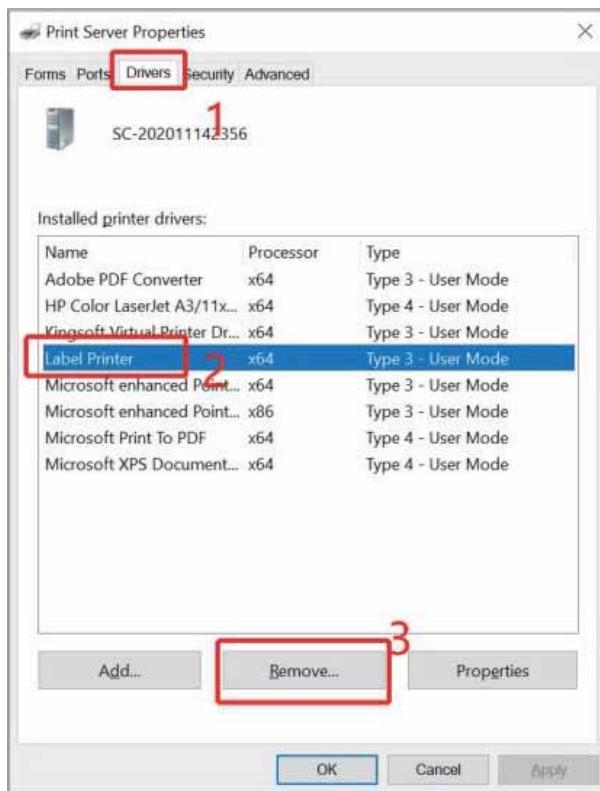
Before removing, please ensure the USB port has been removed on your computer.

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



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





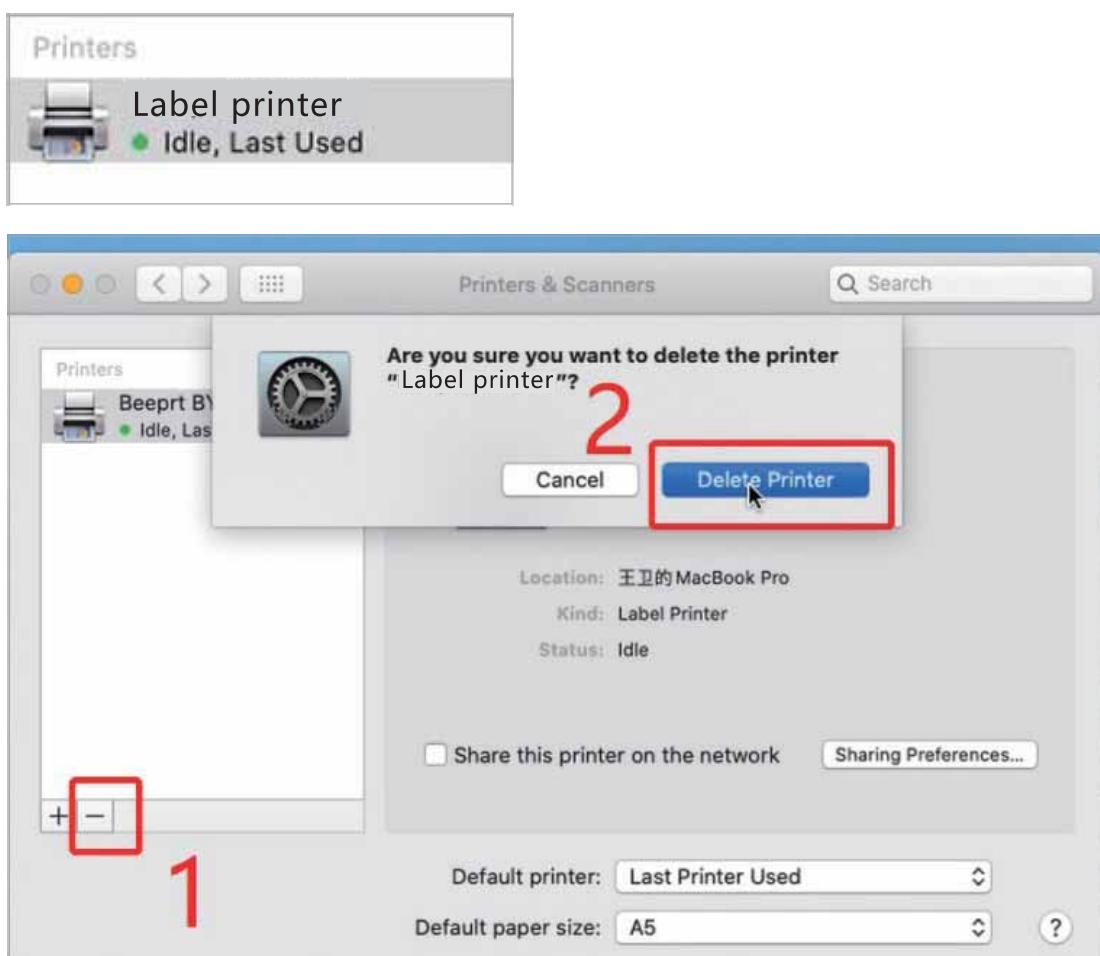
For Mac:

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

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



2. Find "Label printer" >> Click "-" >> Click "Delete Printer"



Federal Communications Commission (FCC) Statement. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received,

including interference that may cause undesired operation. Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide Reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Warning: Changes or modifications made to this device not expressly approved by **Rhemel (Shenzhen) E-Commerce Co., Ltd.** may void the FCC authorization to operate this device. Note: The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

RF exposure statement:

The device compliance RF exposure requirement and can be installed and used without restriction.