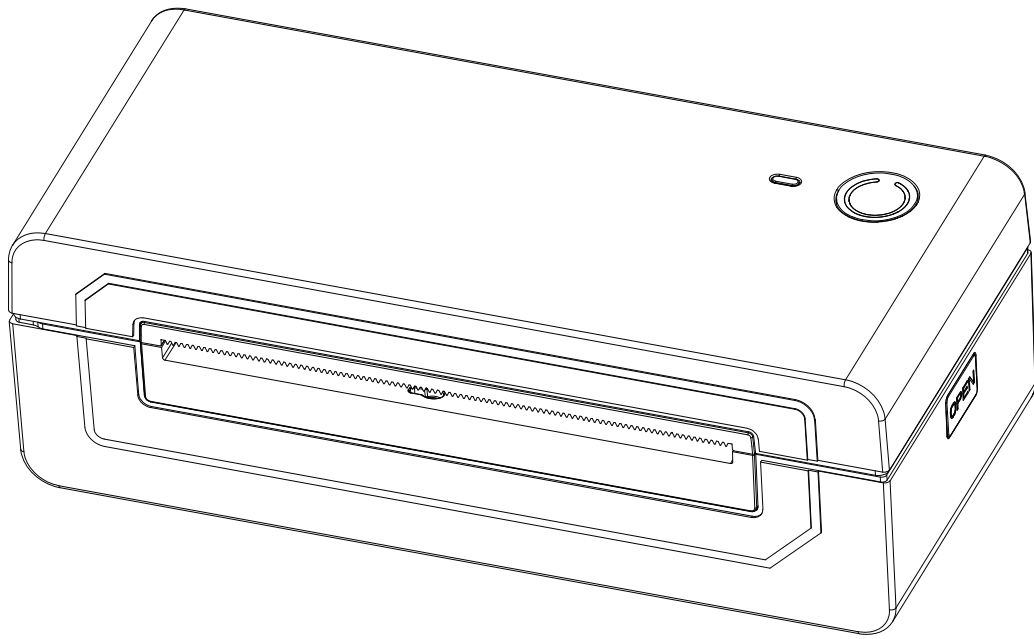




# Thermal Label Printer

JD-668Pro

## User Manual

Version: 1.0

# Thanks for choosing us!

## Customer Support

Please kindly contact us if you have any trouble or question when installing and using

 support@jadens.com

 support.jadens.com

 1-833-470-2950

Available Time:  
Tue/Wed/Thu: EST 10AM-10PM  
Fri/Sat/Sun/Mon: EST 10AM-4PM , 5PM-10PM

How can we help you today?

Enter your questions here 

Scan the below QR code to talk with us



Customer Support

Scan or upload this QR code using the WhatsApp camera to add us

## Warranty Information

### 1-YEAR LIMITED WARRANTY - REGISTER AND ACTIVATE AT PHONE APPLICATION “Jadens Printer”.

This 1-year limited warranty applies to repair or replacement if product, at JADENS's option, is found to be defective in material or workmanship.

All warranty requests must be accompanied by proof of purchase. When contacting us for warranty, please have the information below.

Model: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Purchased from: \_\_\_\_\_

Order Number: \_\_\_\_\_

1. This warranty only applies to hardware components of the product that are not subject to accident, misuse, neglect, fire or damage from other external causes, alteration, repair or commercial use. Defects that are the result of normal wear and tear will not be considered manufacturing defects under this warranty.

2. This warranty does not cover damage resulting from any unauthorized attempts to repair or from any use not in accordance with the instruction manual.

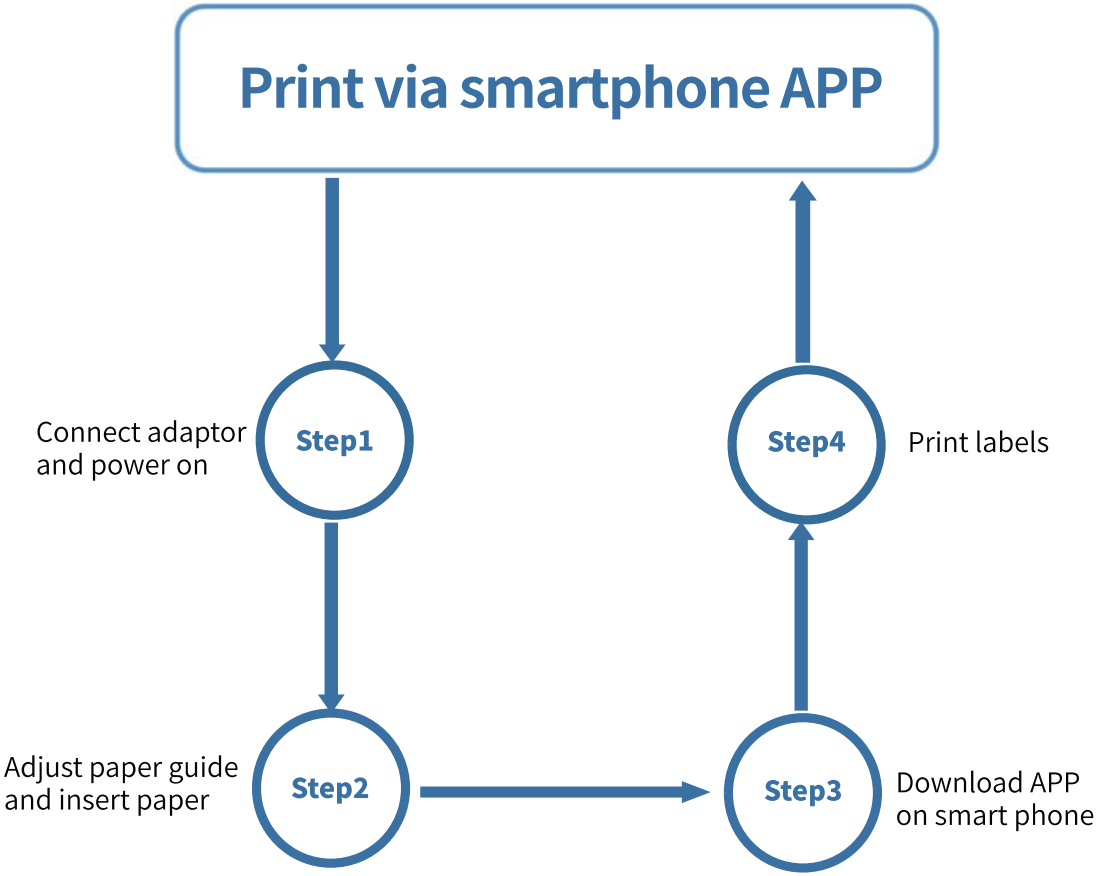
3. This warranty applies only to the original purchaser of this product from the original date of purchase. This warranty applies only if the unit is purchased new from an authorized retailer and is non-transferable from the original purchaser of the item. Any warranties accompanied with this product is only valid in the country of purchase.

4. Please read the Instruction Manual carefully before setting up or using this product. If you believe this product to be suffering from a manufacturing fault, or if you have inquiries about this product, please contact Customer Support:

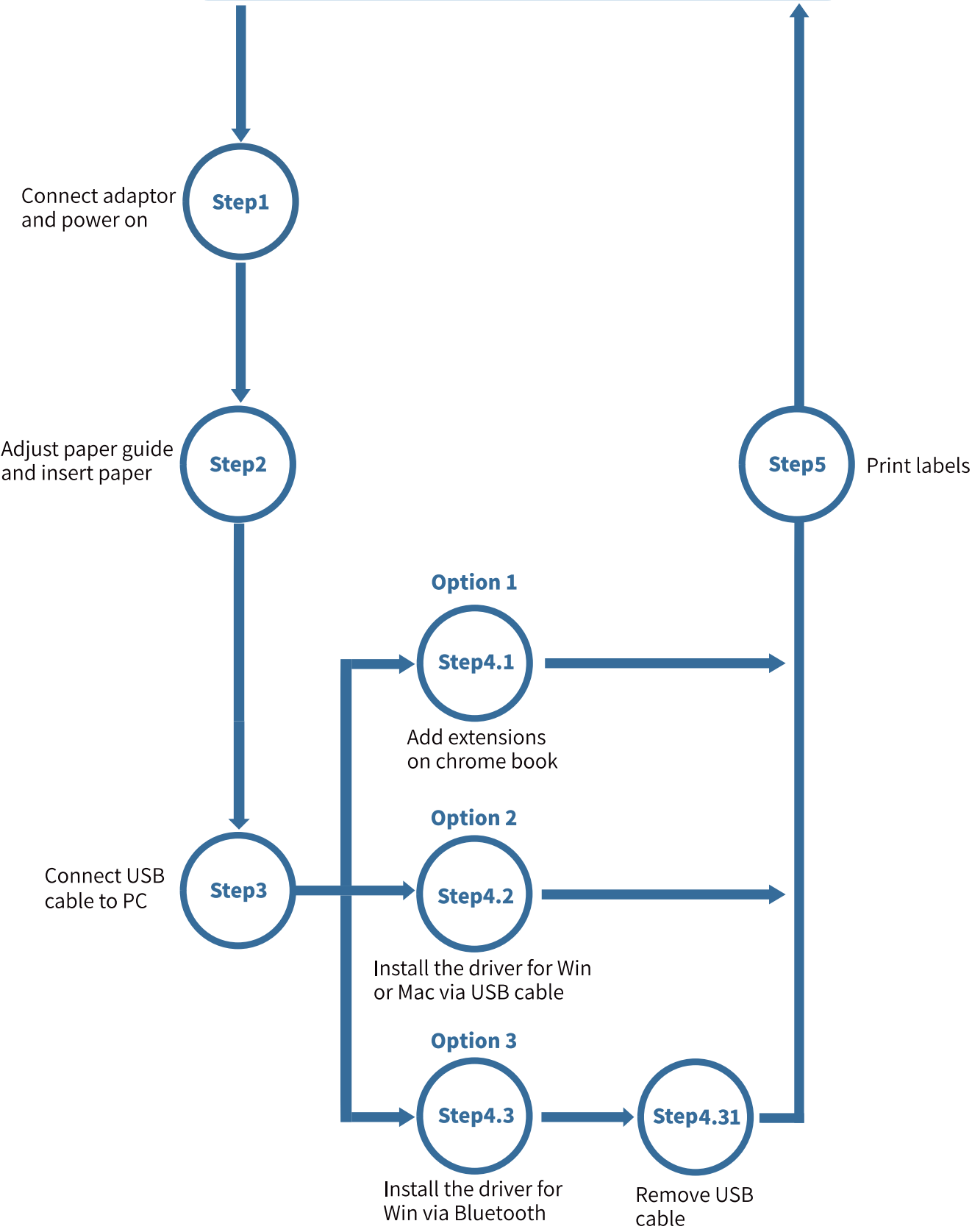
ATTN: Customer Support  
Email: [support@jadens.com](mailto:support@jadens.com)

# Content

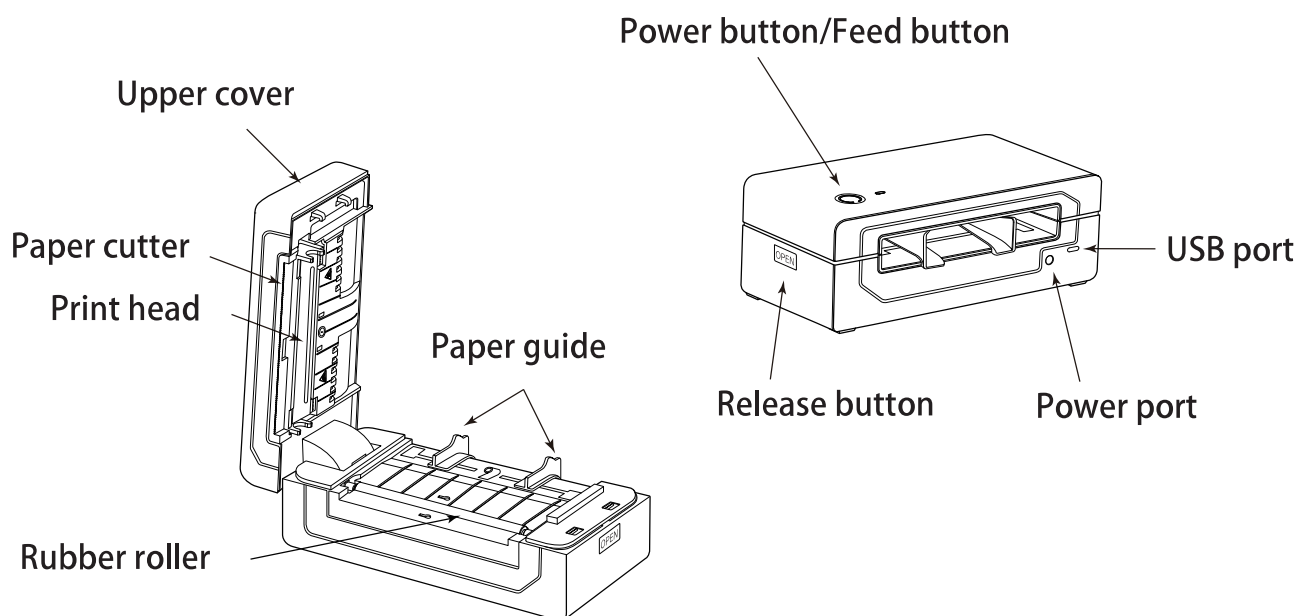
|                                                                                 |    |
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Print via computer



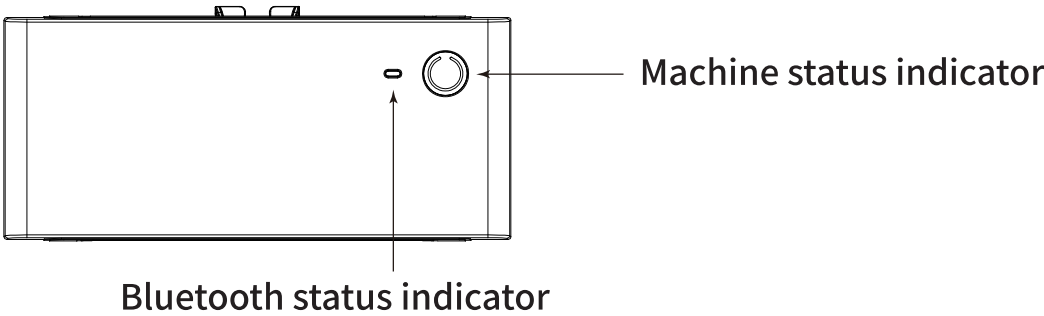
# 1.Appearance



## How to use the Power Button:

1. **Power on/off:** Press and hold 3 seconds till the green light on to turn on/till the light off to turn off.
2. **Pause printing:** During the printing process, short press the power button 1 time to pause printing. Then, if starting a new printing task, please restart the printer and APP.
3. **Feed paper:** When the printer is idle, short press the power button 1 time to print a blank page.
4. **Automatic paper learning:** When the printer is idle, short press the power button 2 times, the paper will be calibrated.
5. **Print self-test page:** When the printer is idle, short press the power button 3 times to print the self-test page.

## 2. LED indicator



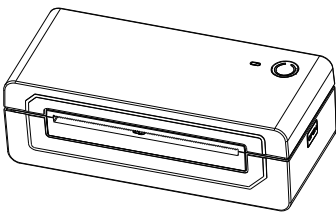
### Bluetooth Status Indicator

- Blue light on: Bluetooth connected.
- Blue light off: Bluetooth disconnected.
- Bluetooth Module Malfunction (Bluetooth Error): Blue light flashes quickly (on 0.2s, off 0.2s).
- The blue light turns on for a few seconds and then goes off: the Windows computer is sending a print job via Bluetooth.

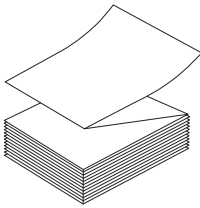
### Machine Status Indicator

- Normal Operation: Green light is steady.
- Cover Not Closed: Red light flashes slowly (on 1s, off 1s).
- Out of Paper: Red light flashes quickly (on 0.2s, off 0.2s).
- Overheating: Orange light flashes slowly (on 1s, off 1s).
- Print Paused: Green light flashes slowly (on 1s, off 1s).

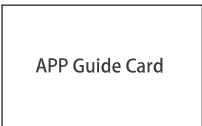
## 3.What's in the box



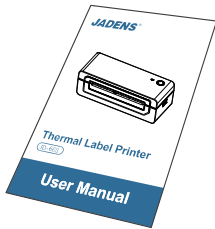
Printer



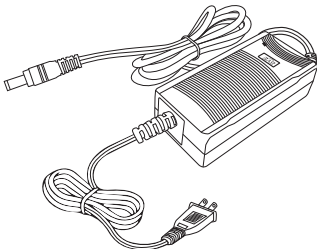
Fan-fold Label



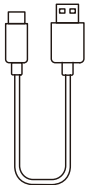
APP Guide Card



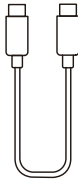
User Manual



Power Adapter



USB-A to USB-C  
Cable  
for WIN



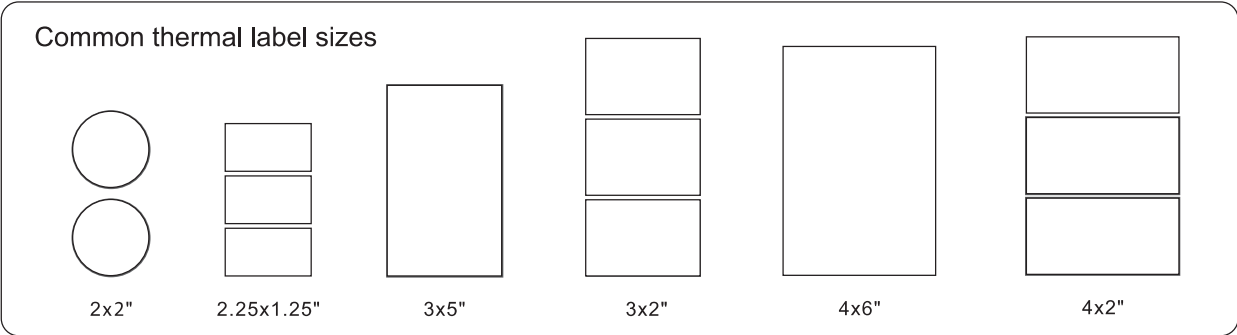
USB-C to USB-C  
Cable  
for MAC



If any accessories are missing, please contact us for support.

# 4.The suitable label size

Jadens printer works with any Direct Thermal Label, and compatible with a width range from 1" to 4.4" and length over 0.79"

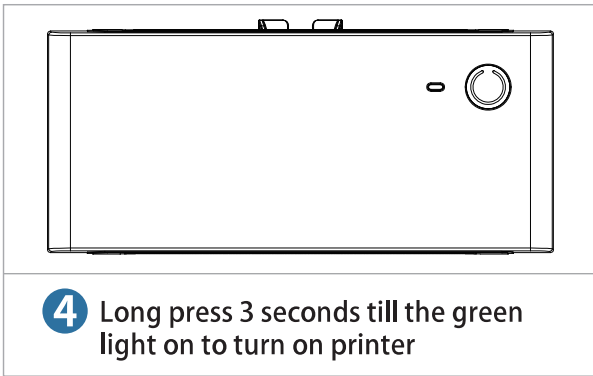
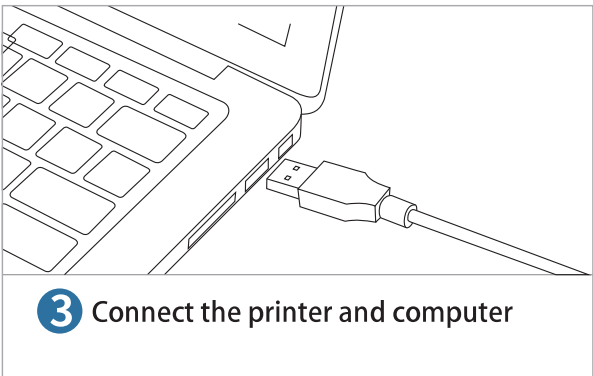
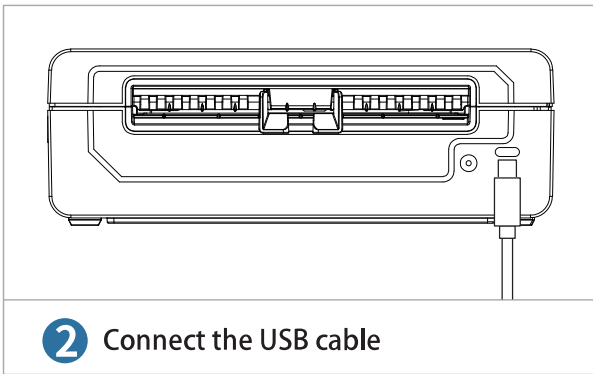
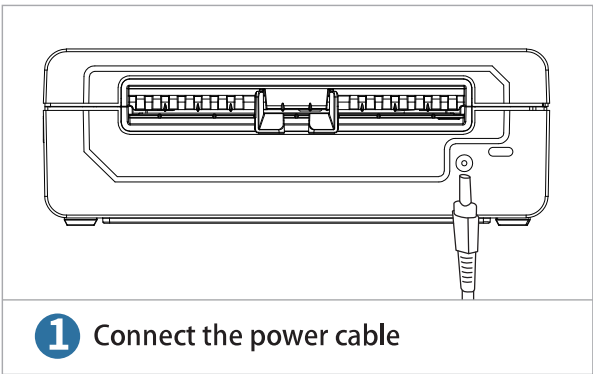


# 5.Printer Connection



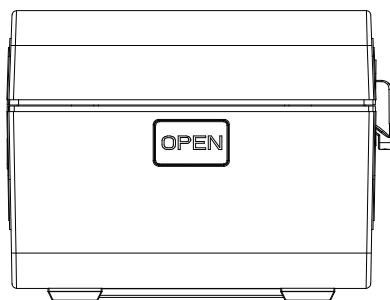
**Note:**

- Use only the original power adapter to avoid harm or injury.
- Unplug if not in use for a long time.



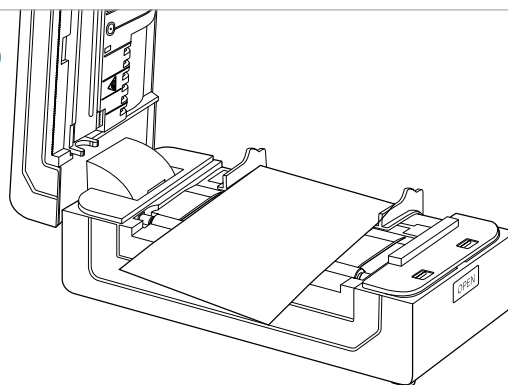
## 6.How to feed label

1



Press the release button to open the top cover

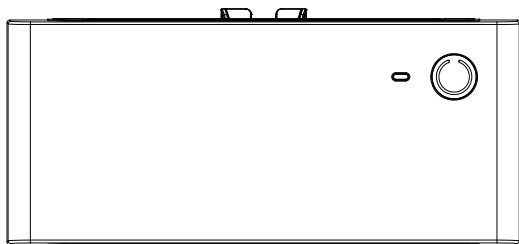
2



Load the label and adjust the paper guide to fit the width of paper.

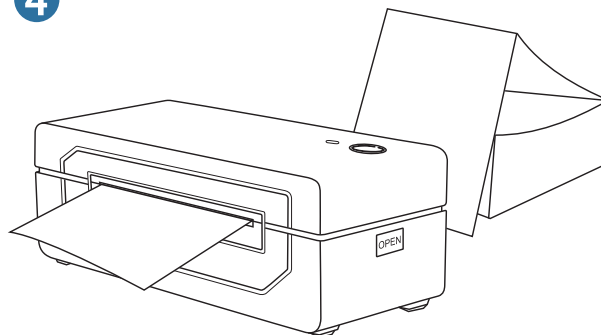
The label you peel off should be facing up (toward the ceiling)

3



Carefully close the cover

4



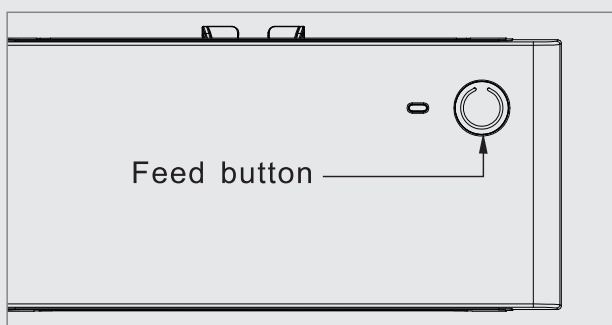
Label will be automatically positioned at the tear-off point.

Printer is ready to print.



Tips:

Anytime you change your label, run the automatic label identification: short press the power button 2 times, the paper will be calibrated.



## 7.Smartphone APP Printing

APP download: Search for [Jadens Printer] on Google Play or App Store and download the app for free. Please refer to the “APP Printing Quick Start Guide” for specific operating instructions.



APP Store is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play and Google Play logo are trademarks of Google LLC.

## 8.Installation for Windows



### Note:

It is recommended to close security software before installation to prevent any issues, and you can reopen it after the installation is complete.



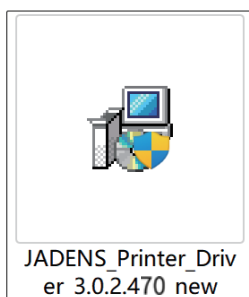
Win 7 or later



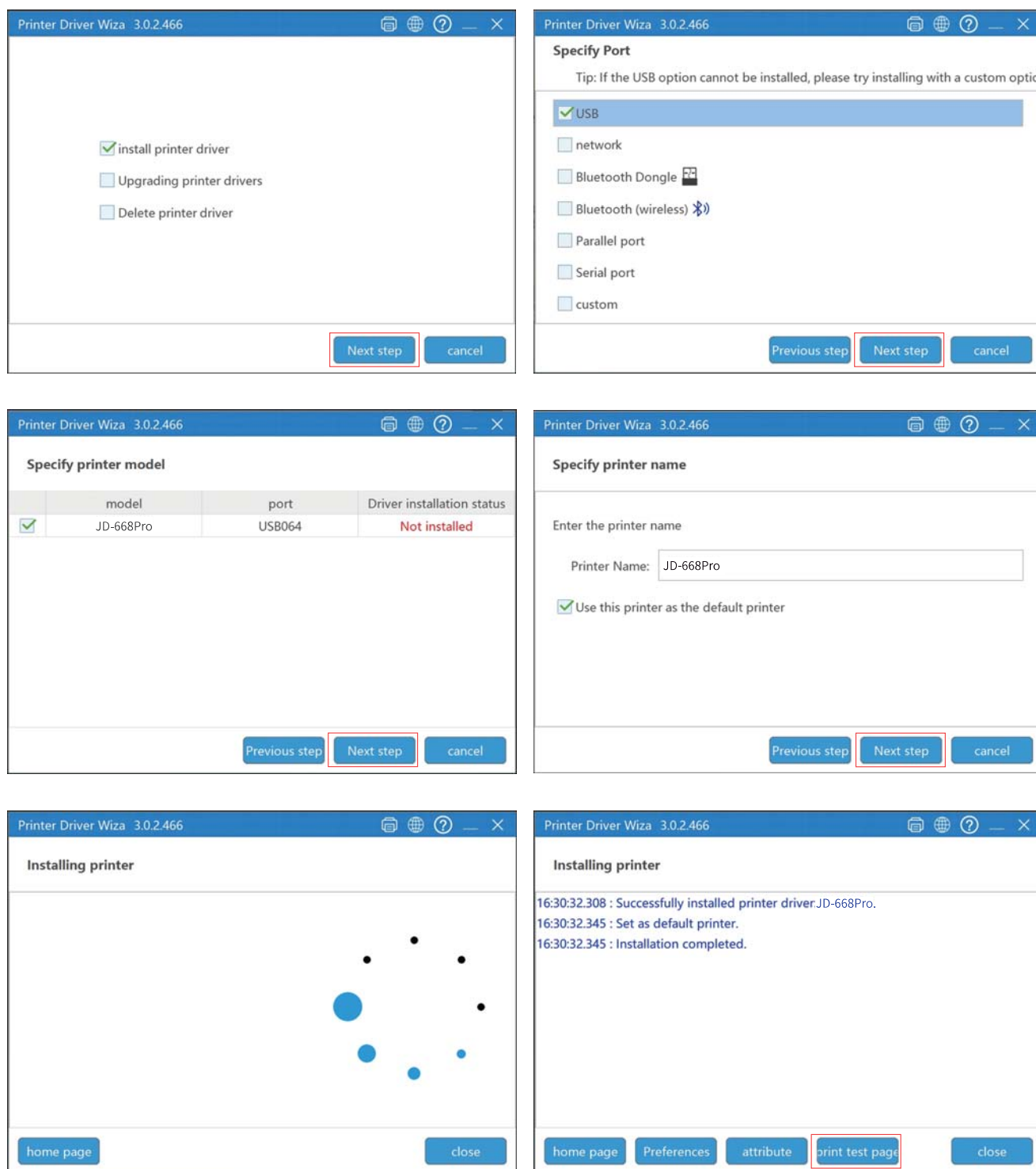
### Step1: Install the driver

#### Option1: Install the driver via USB cable

1. Connect the power cable and turn on the printer (Please skip this step if you have already done it).
2. Connect the USB cable to your computer (Please skip this step if you have already done it).
3. Download the driver:  
Download the driver (JADENS\_Printer\_Driver.exe) from <https://jadens.com/pages/download-video>.  
Driver version may be updated. See the latest info at [support.jadens.com](https://support.jadens.com)



4. Install the driver:  
Copy the printer driver to your computer desktop, double click to open and install it as below:



#### 5. Print test page:

After successfully installing the printer driver, please click “print test page” to ensure the printer is working correctly.

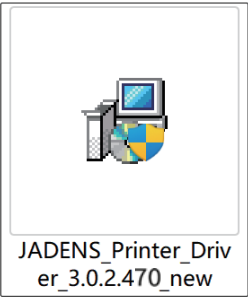


#### Note:

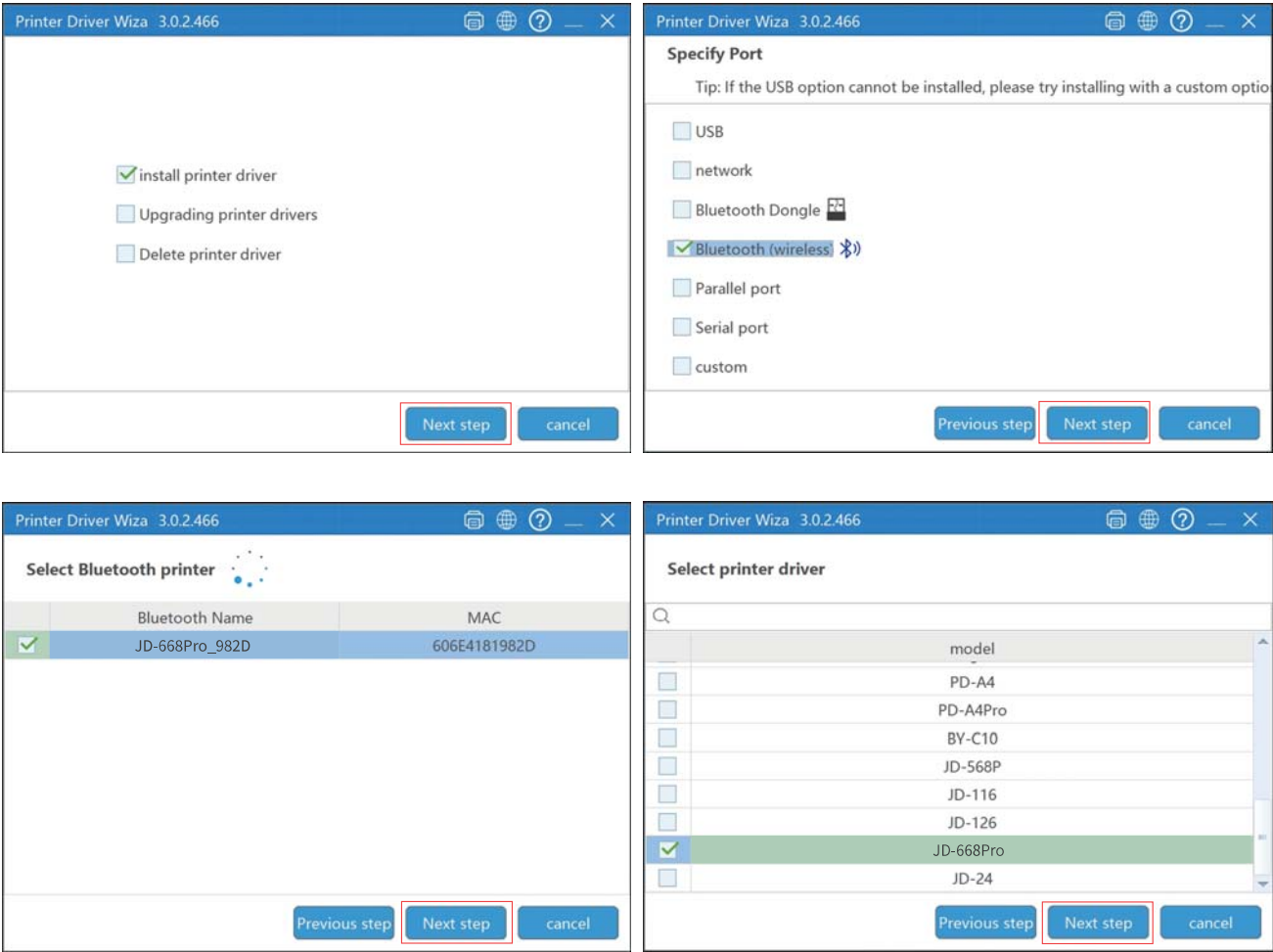
If you can't print successfully, please restart your computer and printer, then install driver again. Repeat installation will create duplicate copies of the printer in your operating system such as "JD-668Pro(copy 1, 2...)"

### Option2: Install the driver via Bluetooth

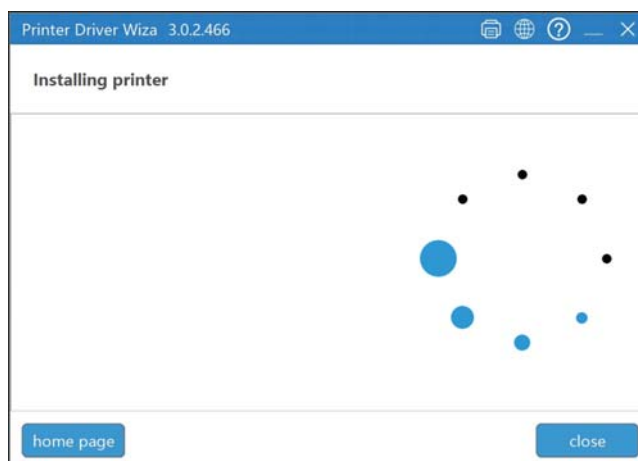
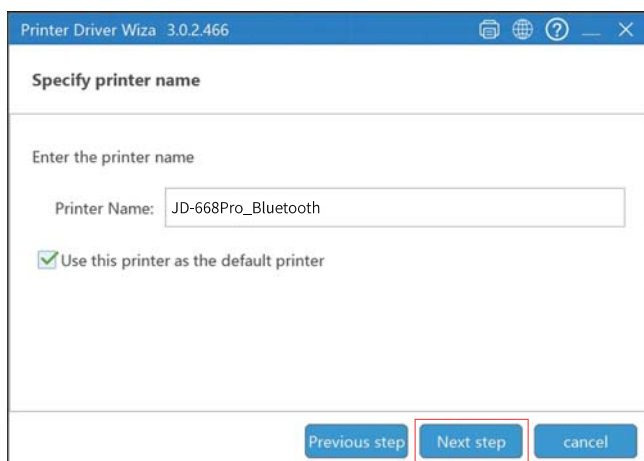
1. Connect the power cable and turn on the printer (It is not necessary to connect USB cable).
2. Download the driver:  
Download the driver (JADENS\_Printer\_Driver.exe) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at [support.jadens.com](https://support.jadens.com)



3. Install the driver:  
Copy the printer driver to your computer desktop, double click to open and install it as below:



The search process will take about 40 seconds. Please kindly wait.



#### 4. Print test page:

After successfully installing the printer driver, please click “print test page” to ensure the printer is working correctly.



#### Note:

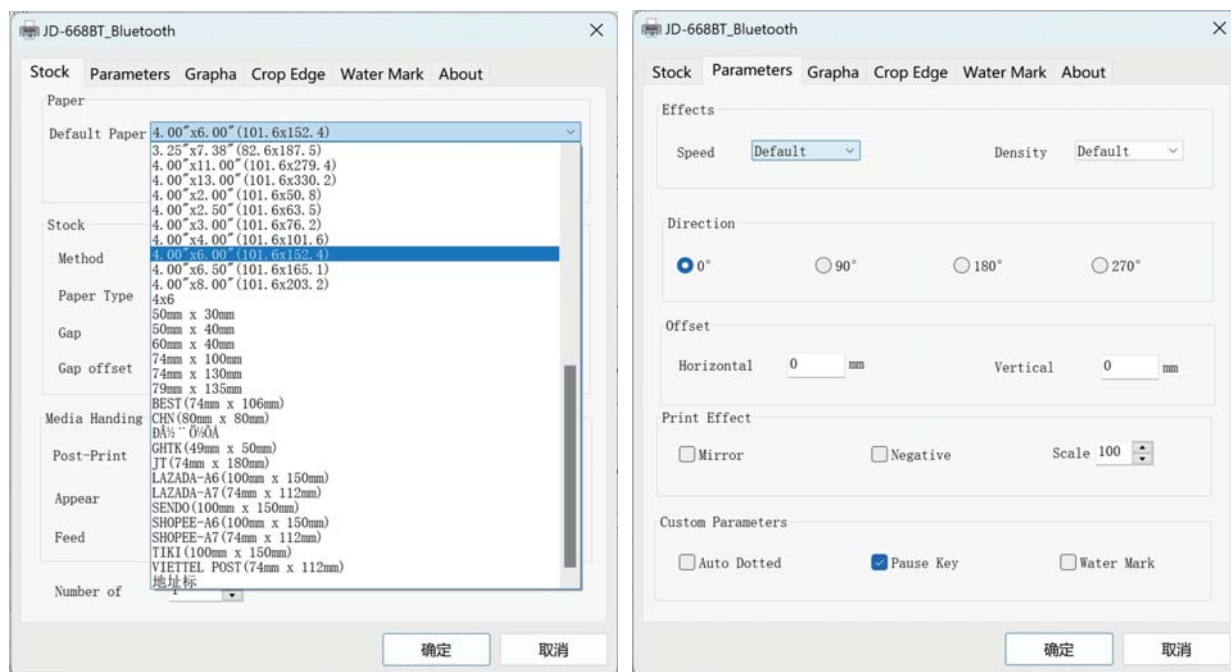
If you can't print successfully, please restart your computer and printer, then install driver again. Repeat installation will create duplicate copies of the printer in your operating system such as "JD-668Pro(copy 1, 2...)"

## Step2: Printer preference setting

Go to the "Setting" > click "Device" > click "Printer & scanners" > find the printer "JD-668Pro" > 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 shipping labels are 4"\*6"size.

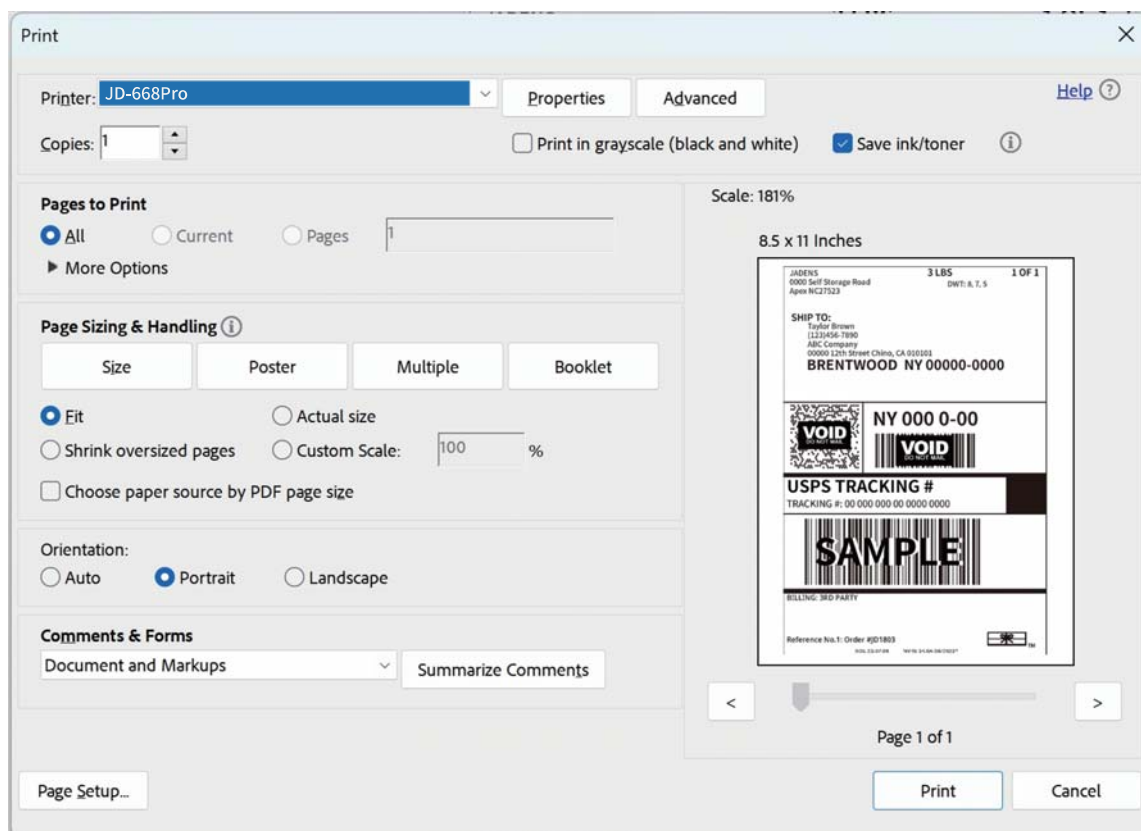


b. In the "Parameters", you can change the printing speed and printing darkness.

💡 Especially for density, if the labels print out light or not clear, you can change the density. For Windows system please set the density at 8-12. For Mac system please set the density at 8-12.

## 2. Print a sample file.

- Open a PDF file with Adobe, click “print”, ensure you choose the right printer (JD-668Pro).  
(If you want to print word file, please transfer it to PDF file to get the best quality.)



- You can go to “Properties”. In this dashboard, you can set the page size, printing speed, and printing density as well.
- Preview and check the setting you want, such as print size, print density. Then click “print”.

### ► Note:

Before printing, please make sure the size of thermal labels you load, and the size settings on devices are same.

## 9. Installation for Mac



### Note:

It is recommended to close security software before installation to prevent any issues, and you can reopen it after the installation is complete.

■ macOS V10.9 or later ✓

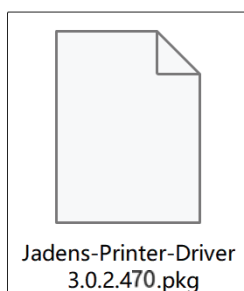
### Step1: Install the driver

Install the driver via USB cable (MacBooks do not currently support installing drivers via Bluetooth)

1. Connect the power cable and turn on the printer (Please skip this step if you have already done it).
2. Connect the USB cable to your computer (Please skip this step if you have already done it).

3. Download the driver:

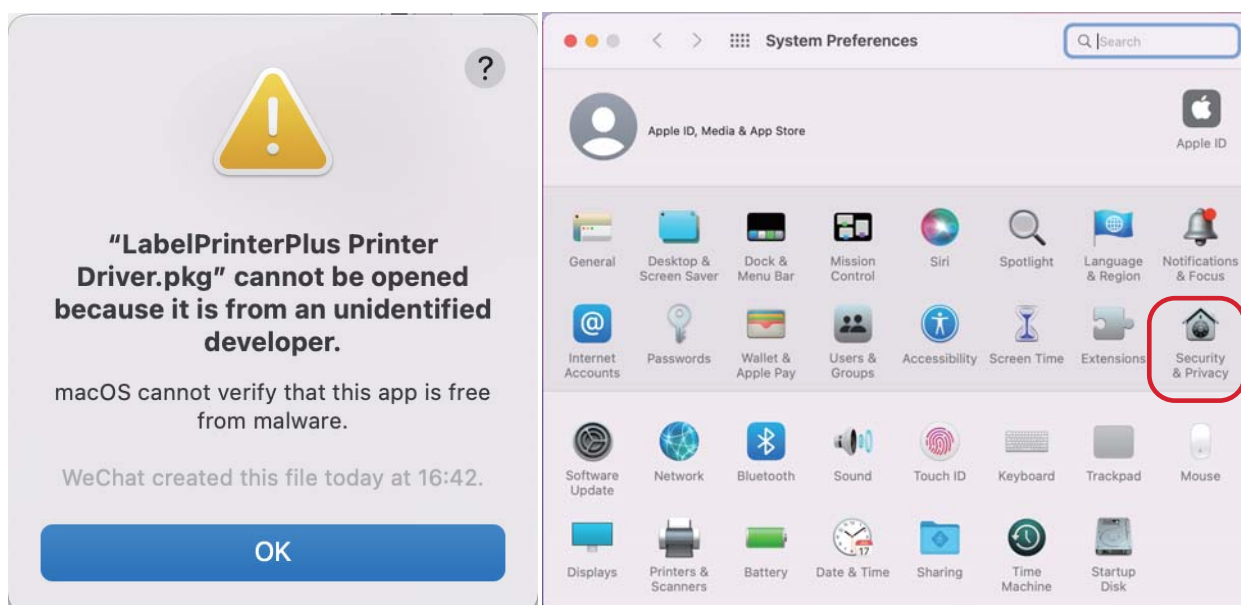
Download the driver (JADENS\_Printer\_Driver.pkg) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at [support.jadens.com](https://support.jadens.com)



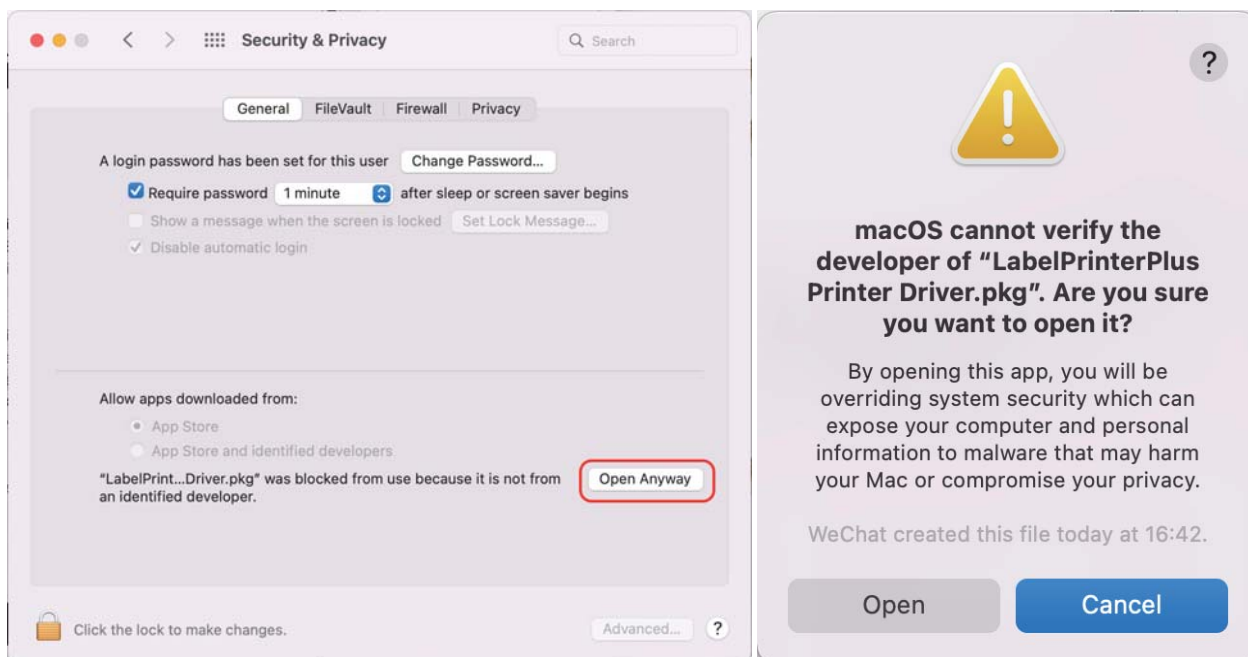
4. Install the driver:

Copy the printer driver to your computer desktop, double click to open and install it as below:

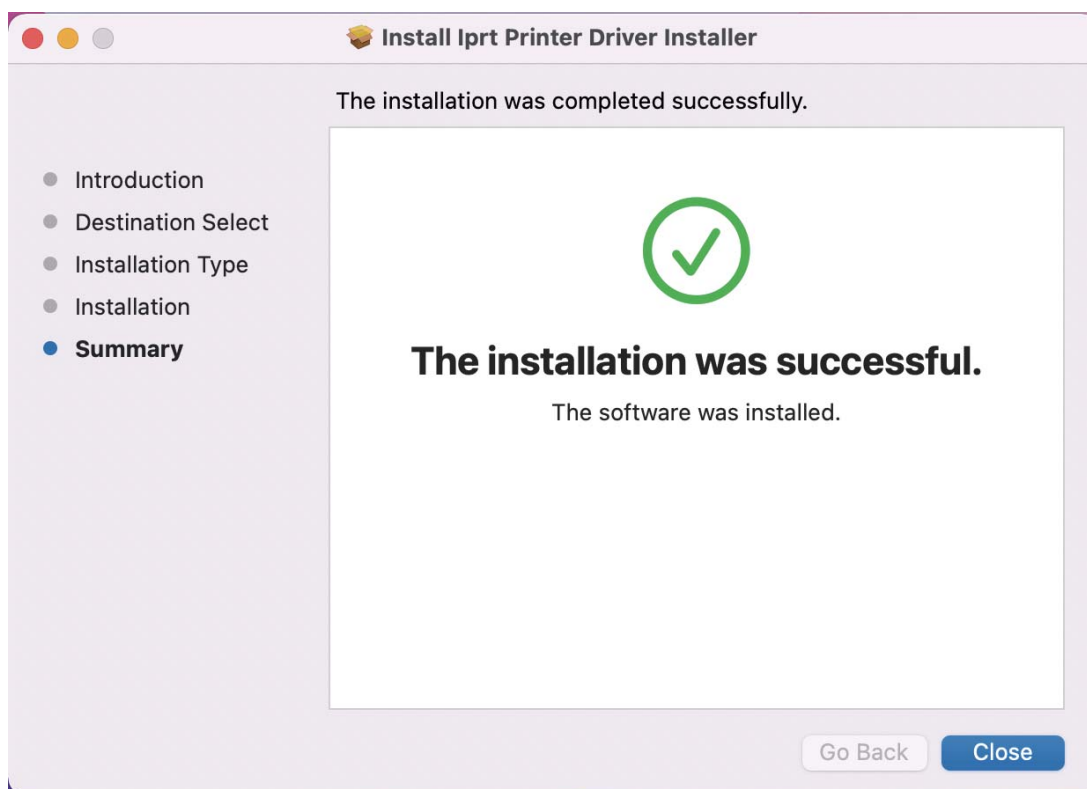
5. Click "OK" and open "System Preferences", and click on "Security & Privacy". (If you don't see the warning, you can skip this step)



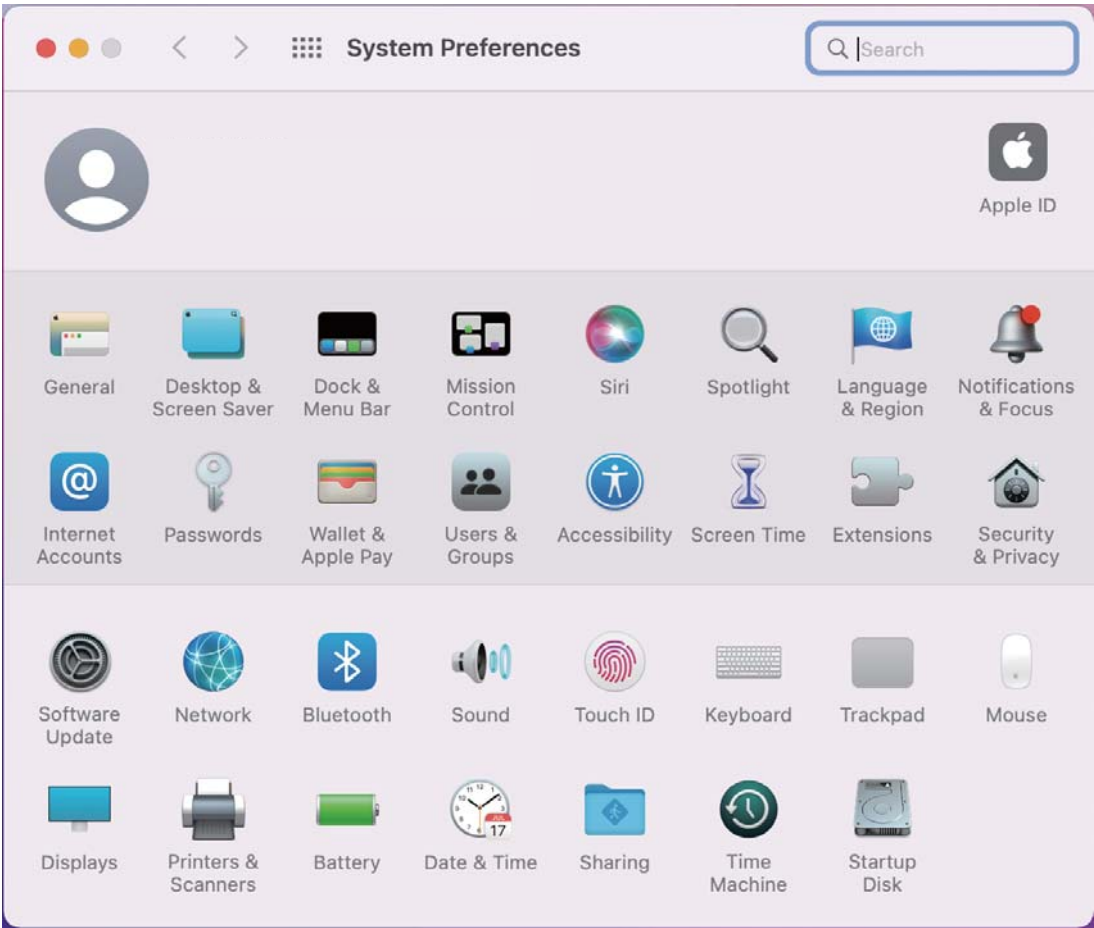
6. Click on "Open Anyway" button. Click on "open" and continue to install the printer.



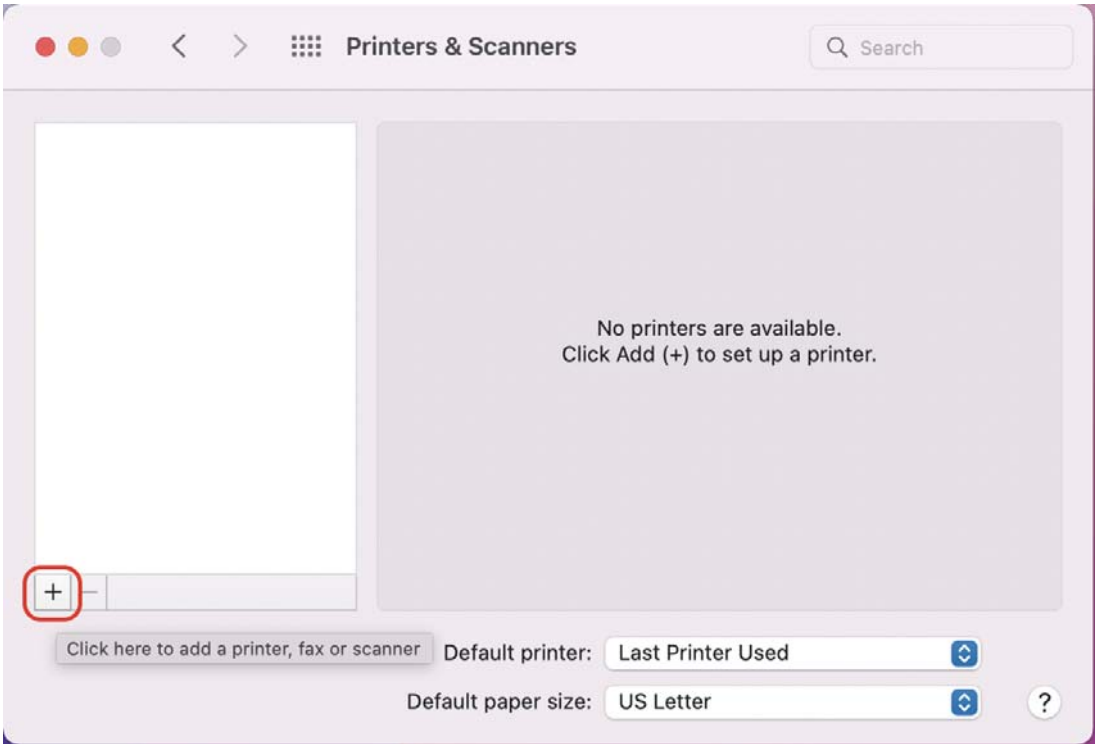
7. Follow the installation steps until you see "The installation was successful" window.



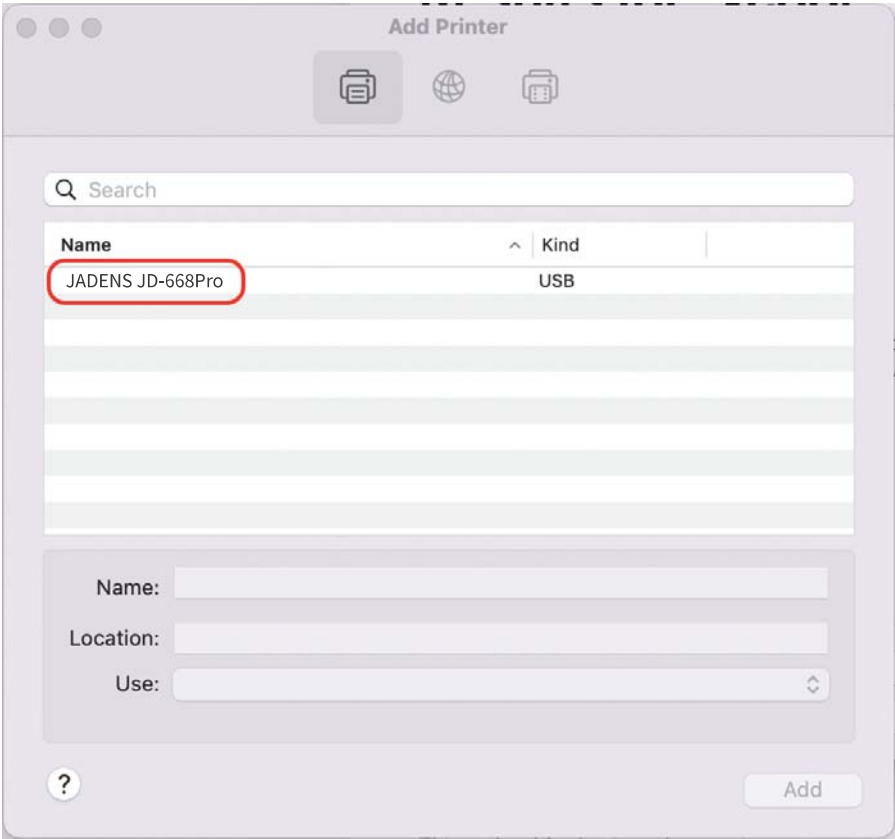
8. Open “System Preferences” > click “Printer and Scanners” .



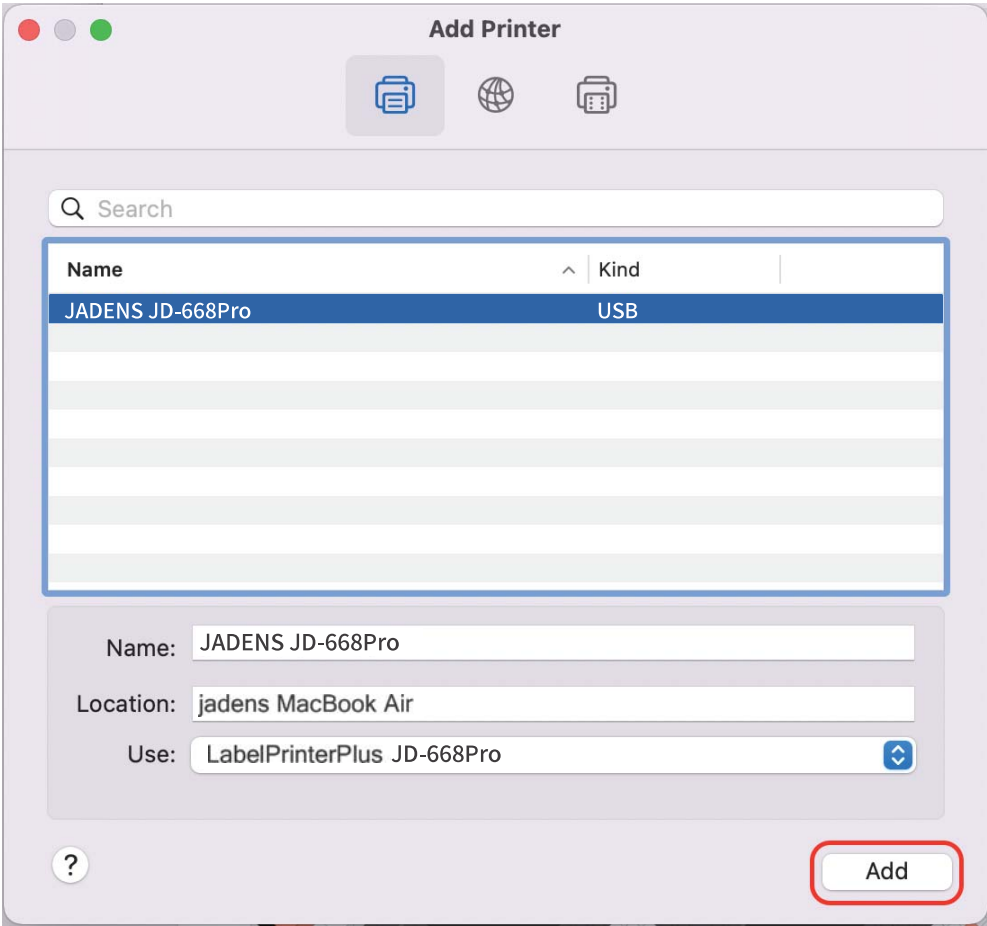
9. Click “+” to add a new printer.

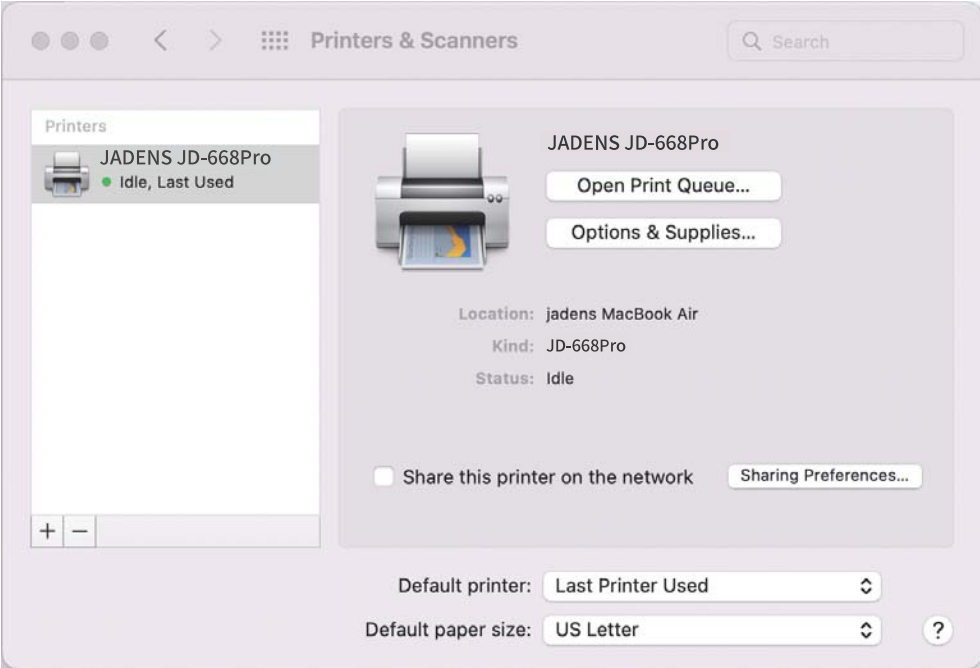


10. Click "JADENS JD-668Pro".



11. Click "Add" , now the printer has been installed in your MacBook successfully.





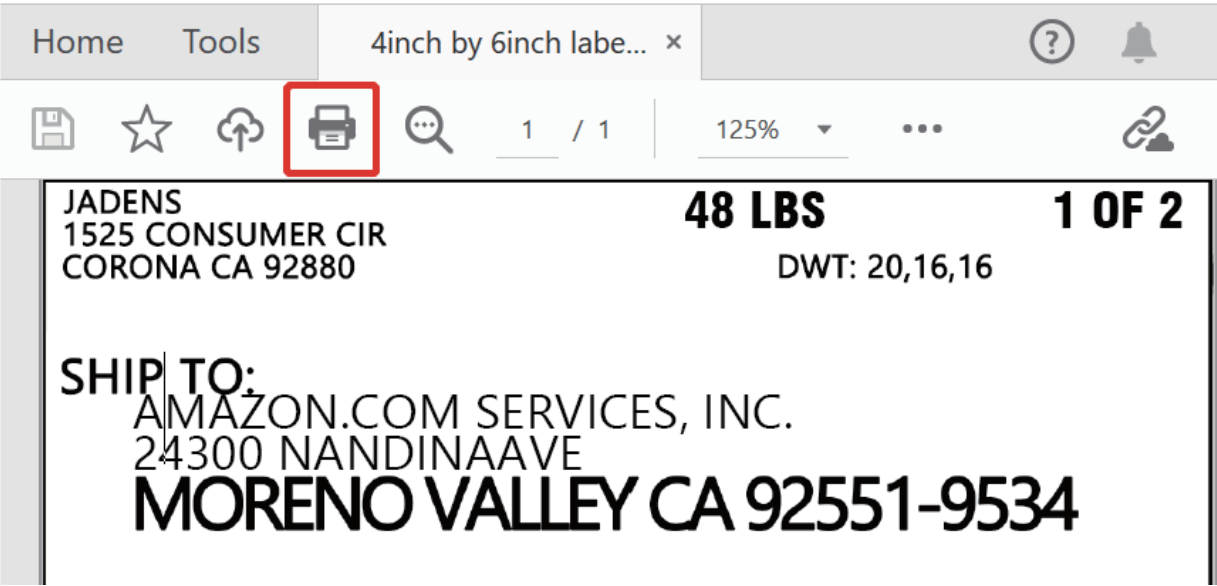
**Note:**

Now you can print directly, If you can't print successfully, please restart your computer and install driver again.

**Step2: Printer preference setting**

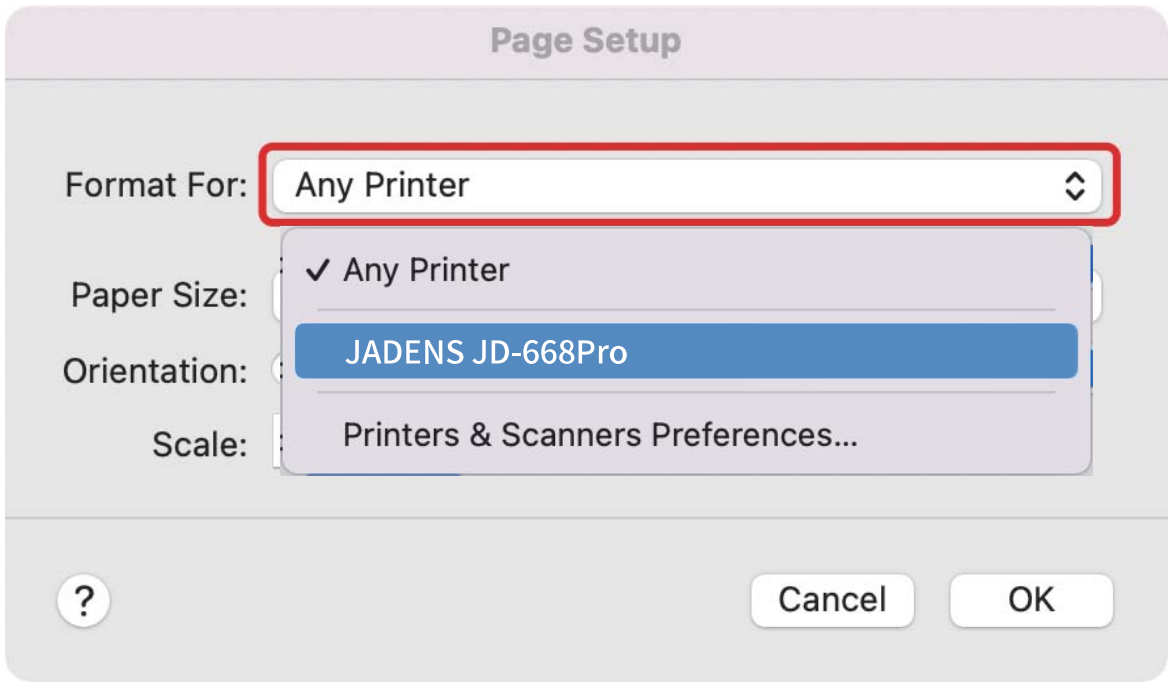
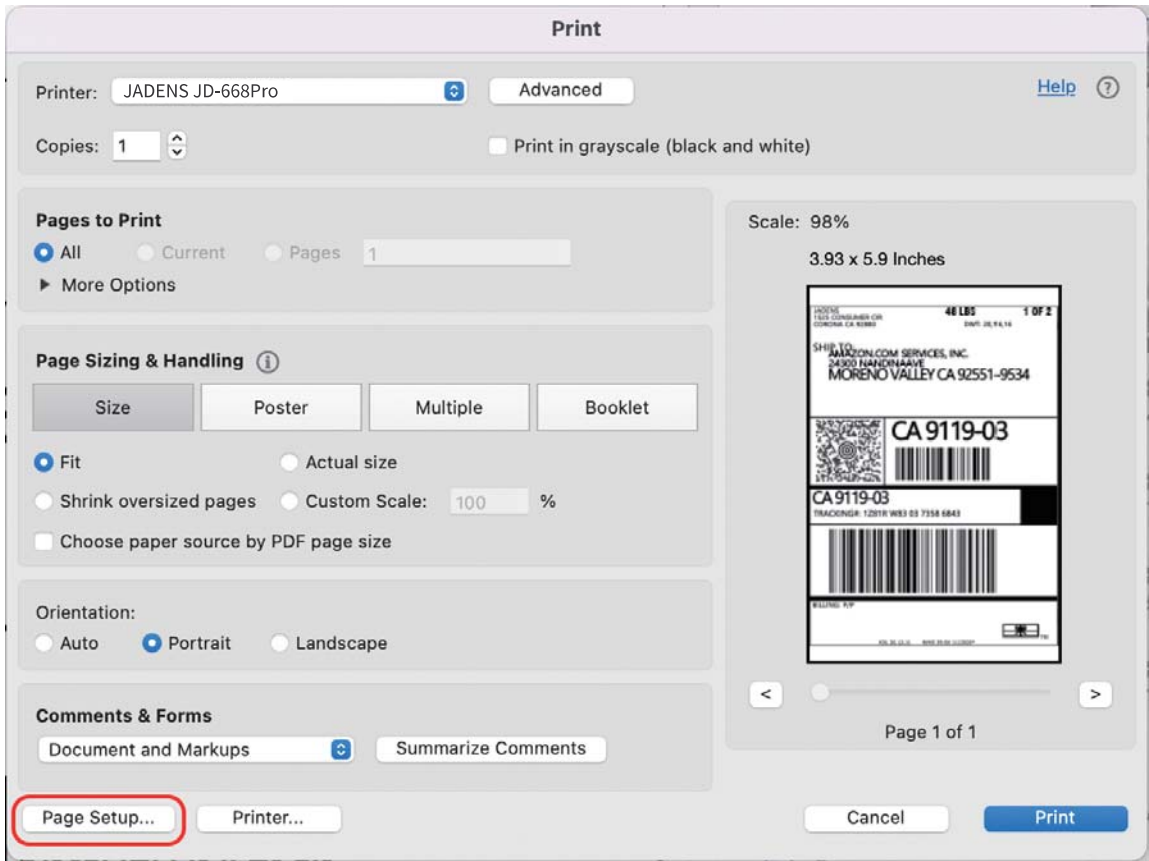
In this step, we will show you how to set the print preference helping you print out well.

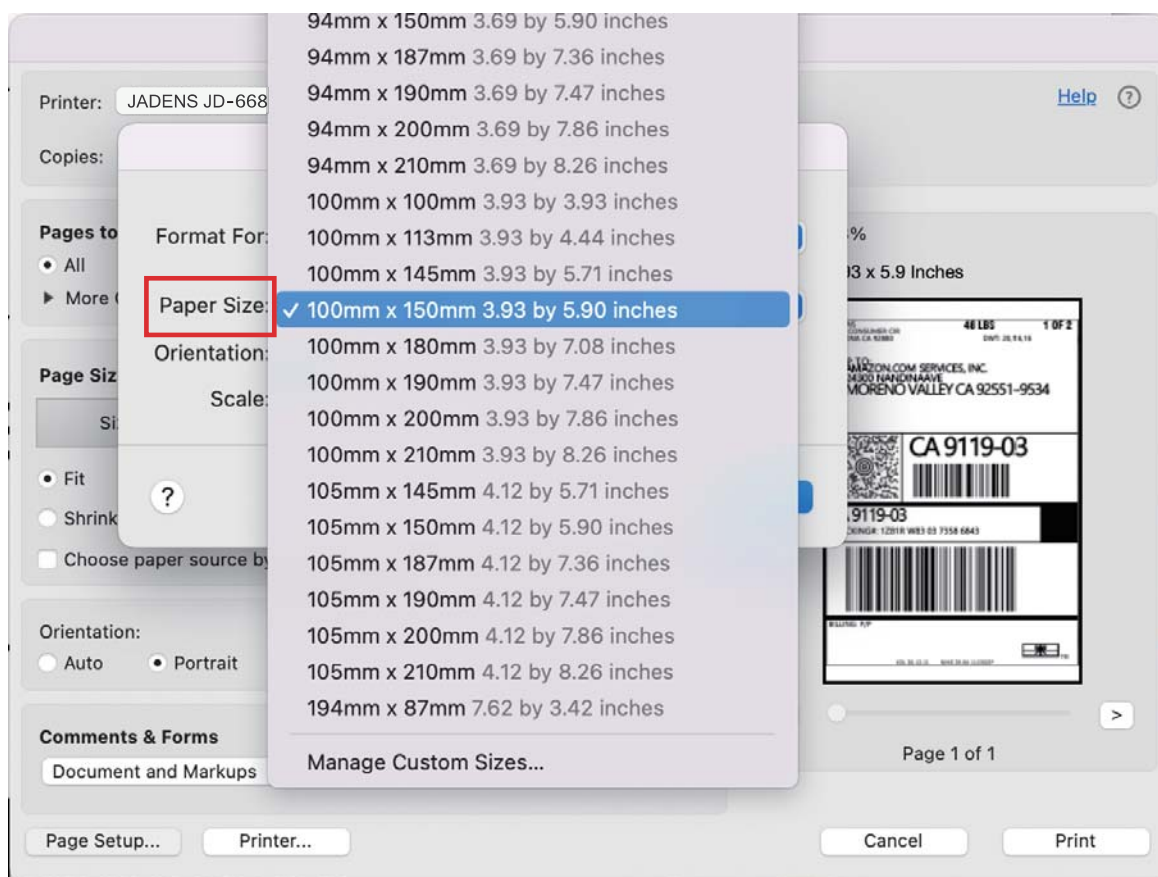
1. Open a sample PDF file , click print.



2. Click “page setup” , you can select the page size you want to print.

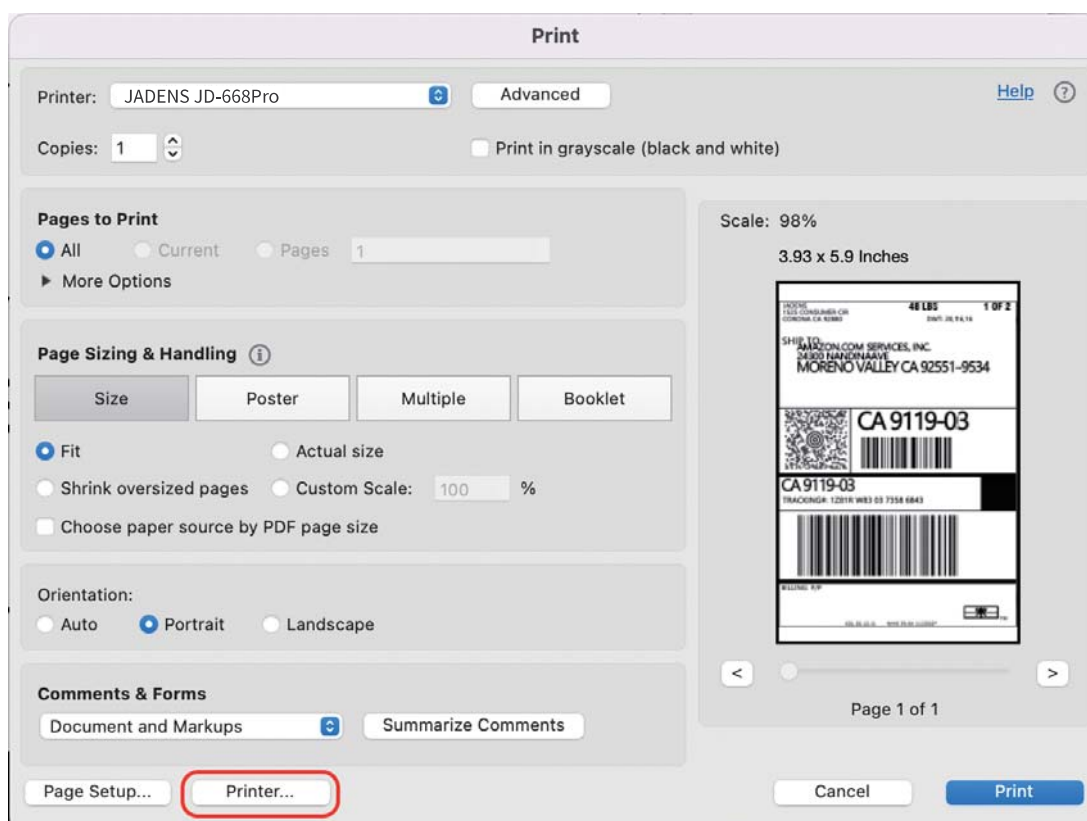
**Note:**  
Before printing, please make sure the size of thermal labels you load, and the size settings on devices are same.

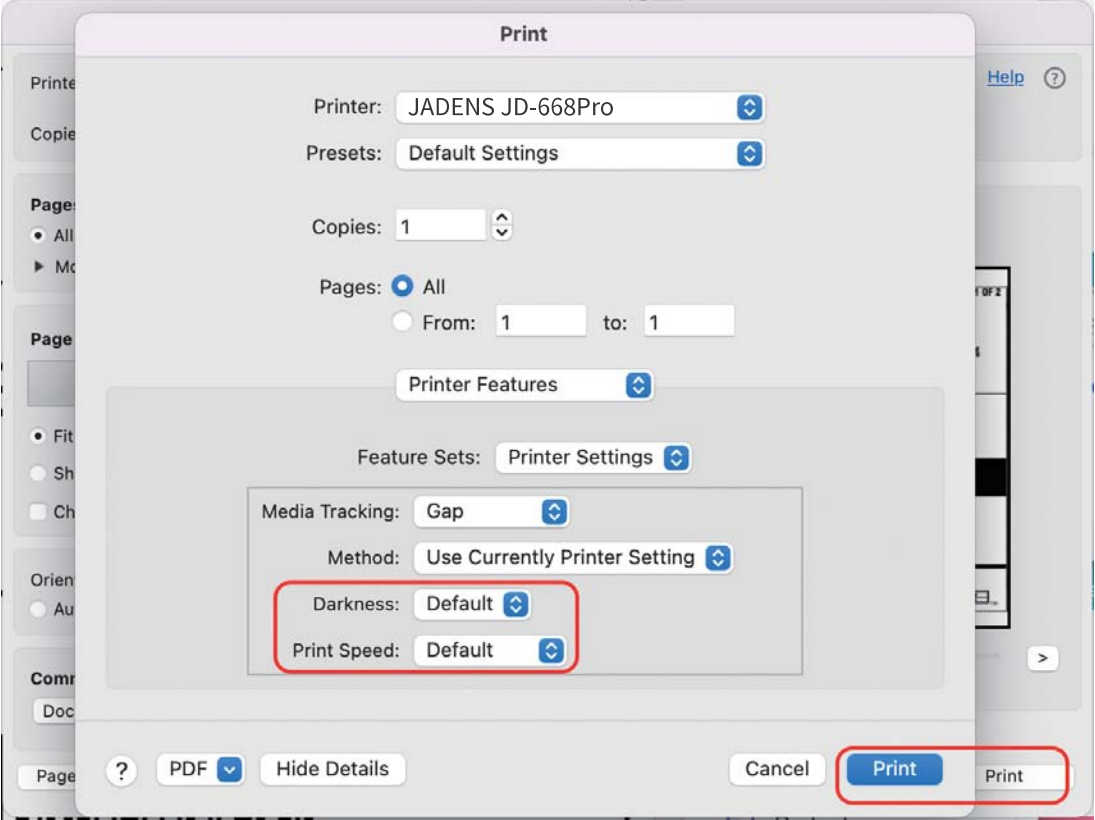
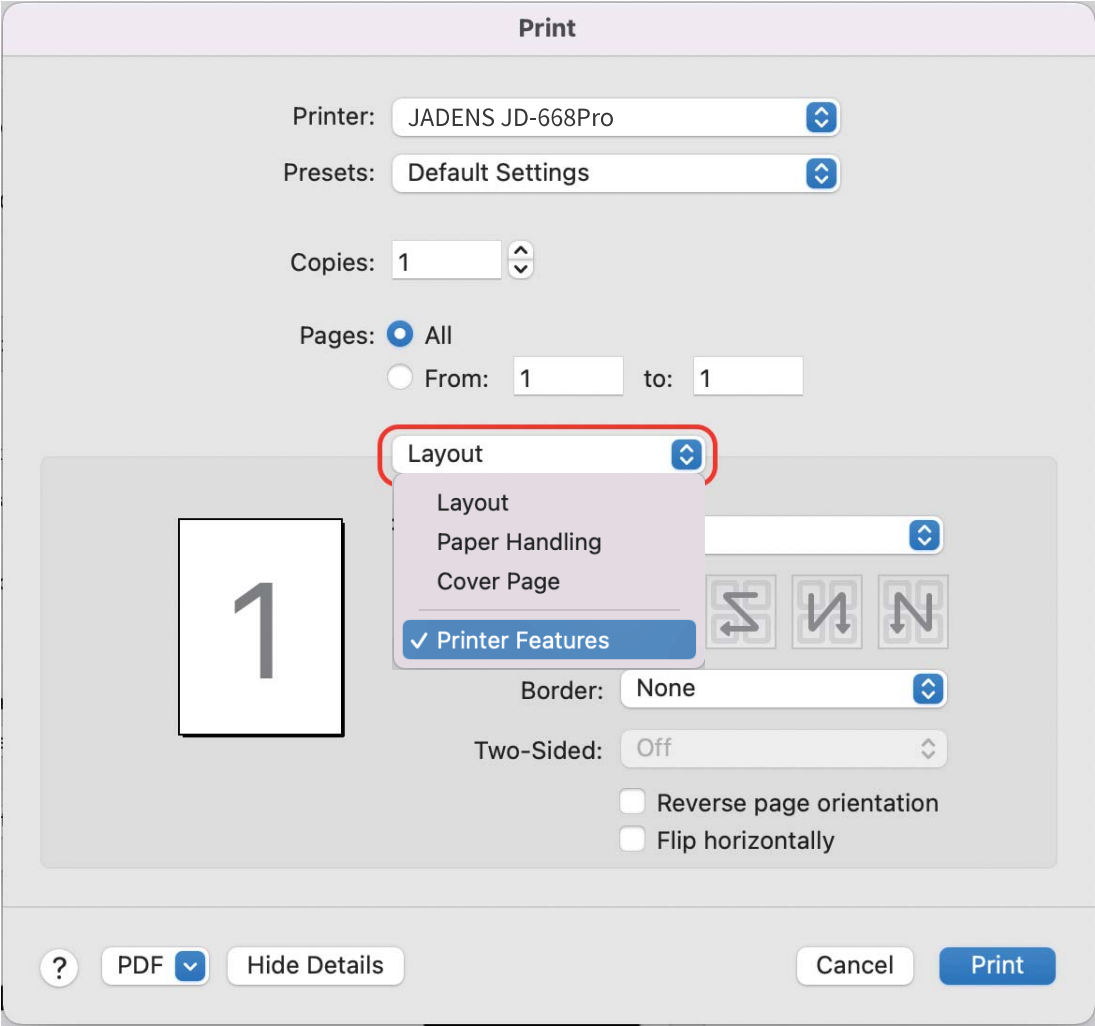




If there is no suitable size to choose “Manage custom sizes” , input the width and height, then click “ok” .

3. Click “printer preference” > Choose “printer feature” > set up “Darkness” and “Print Speed” .





## 10. How to Use a label Printer with a “Chromebook”

Scan the QR code below to view the guide video.

Scannen Sie den QR-Code unten, um das Anleitungsvideo anzuzeigen.

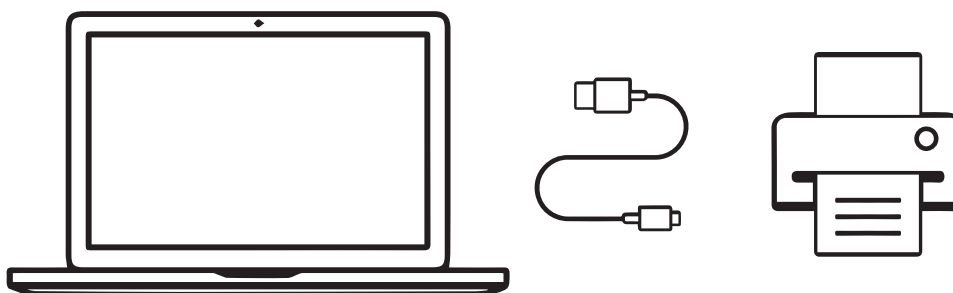
Scannez le code QR ci-dessous pour regarder la vidéo du guide.

Escanee el código QR a continuación para ver el video guía.

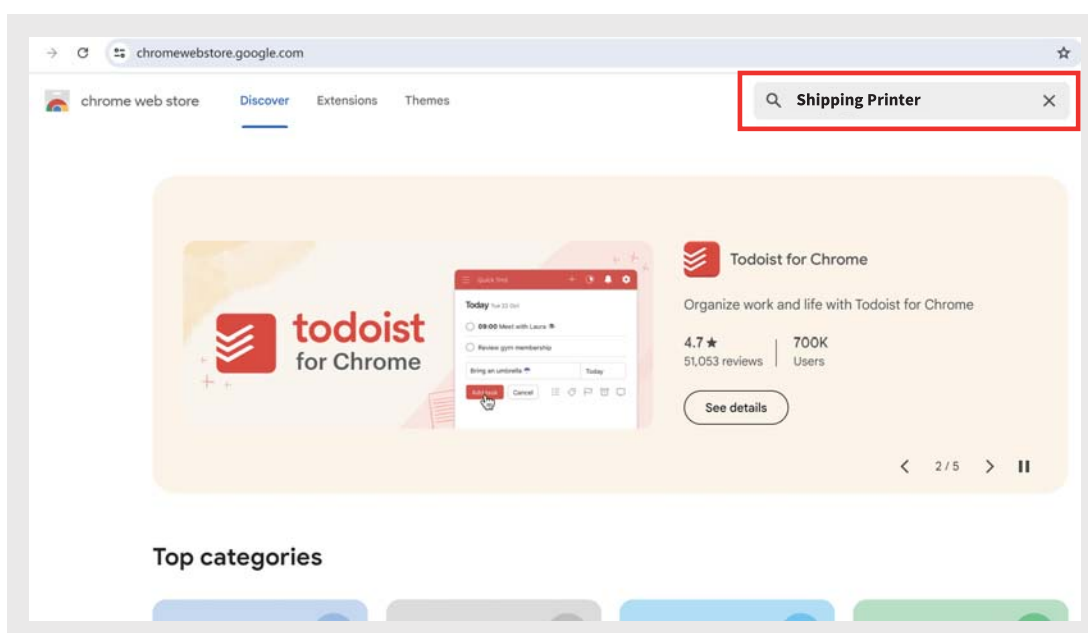
ガイドビデオを見るには、下のQRコードをスキャンしてください。



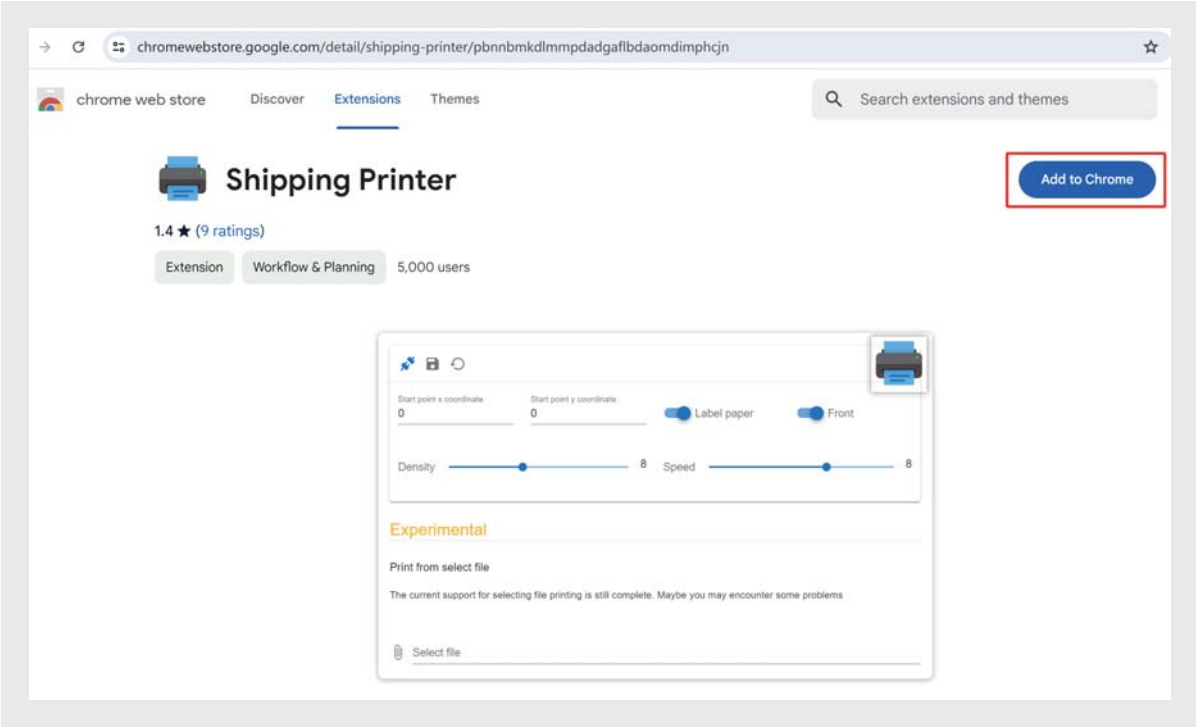
- ① Connect the printer with your Chromebook with provided USB wire, and turn on the printer.



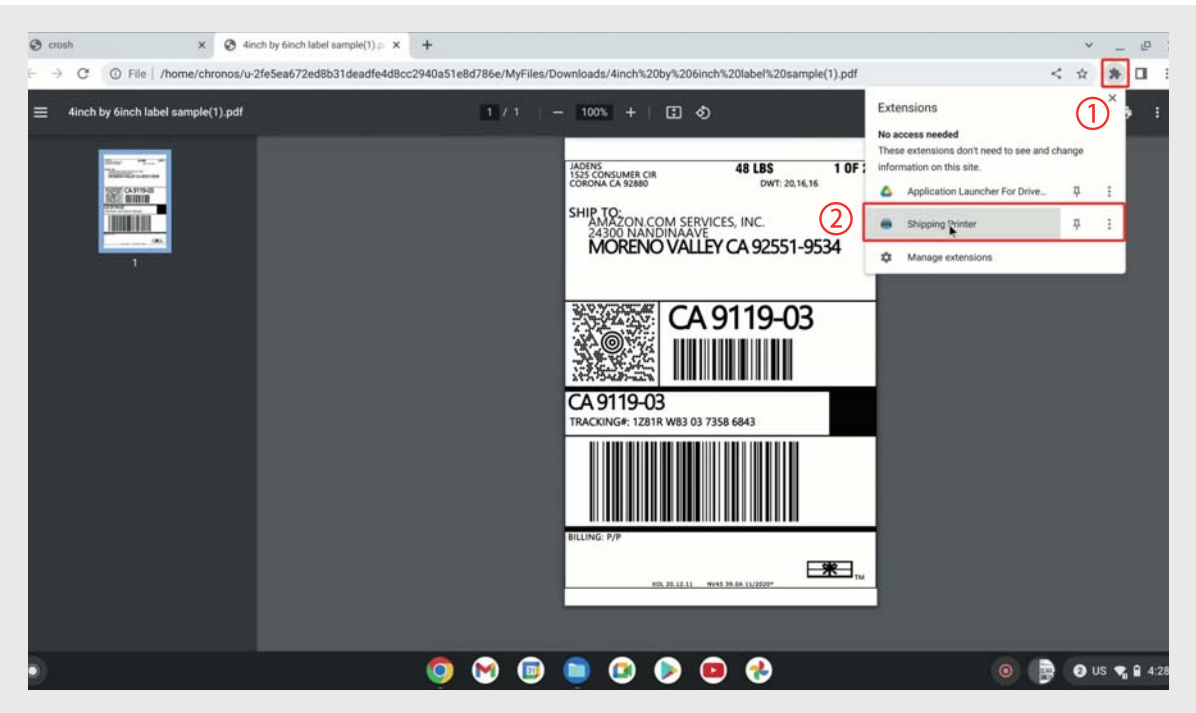
- ② Search “Shipping Printer” on Chrome Web Store: <https://chromewebstore.google.com/>



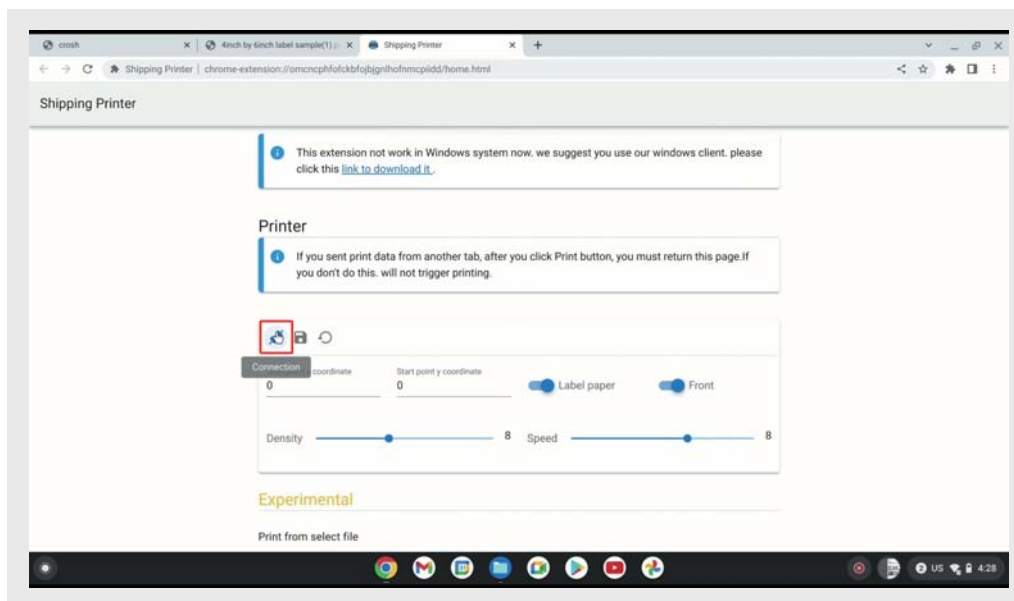
③Download “Shipping Printer” extension to your Chrome.



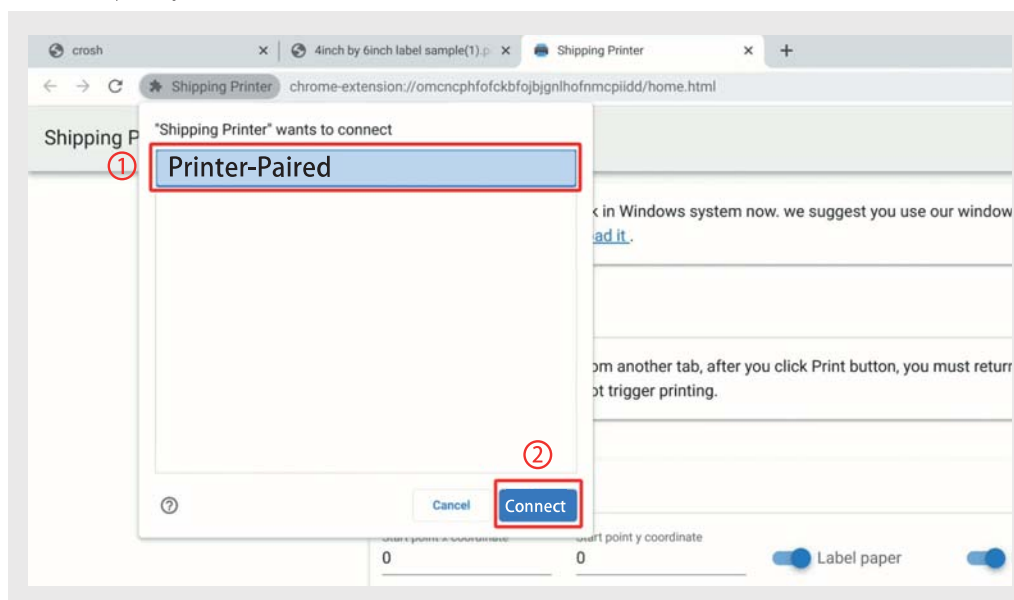
④Click extension icon to select “Shipping Printer”



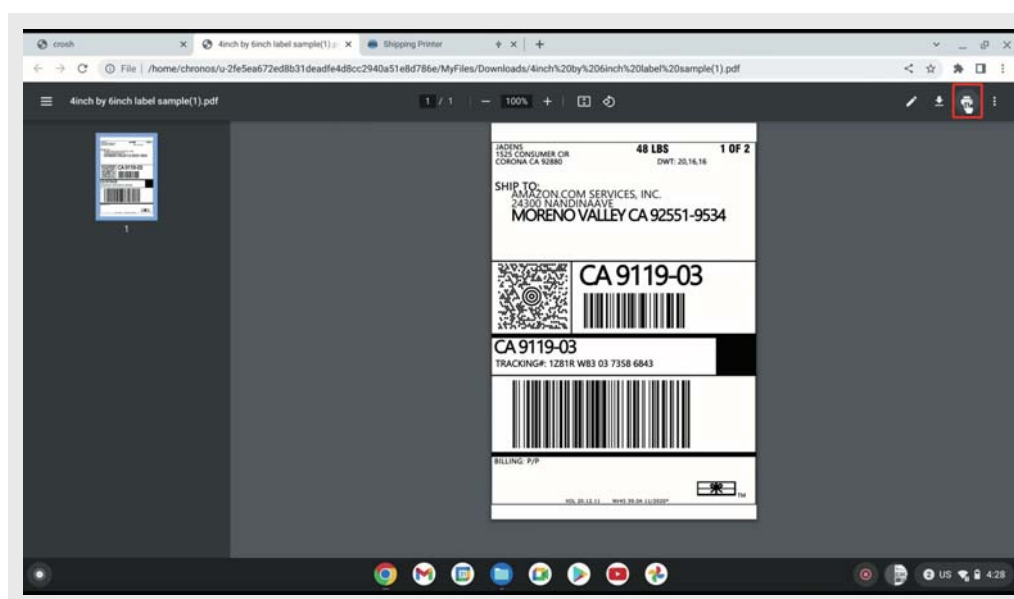
⑤ Click “connection” con.



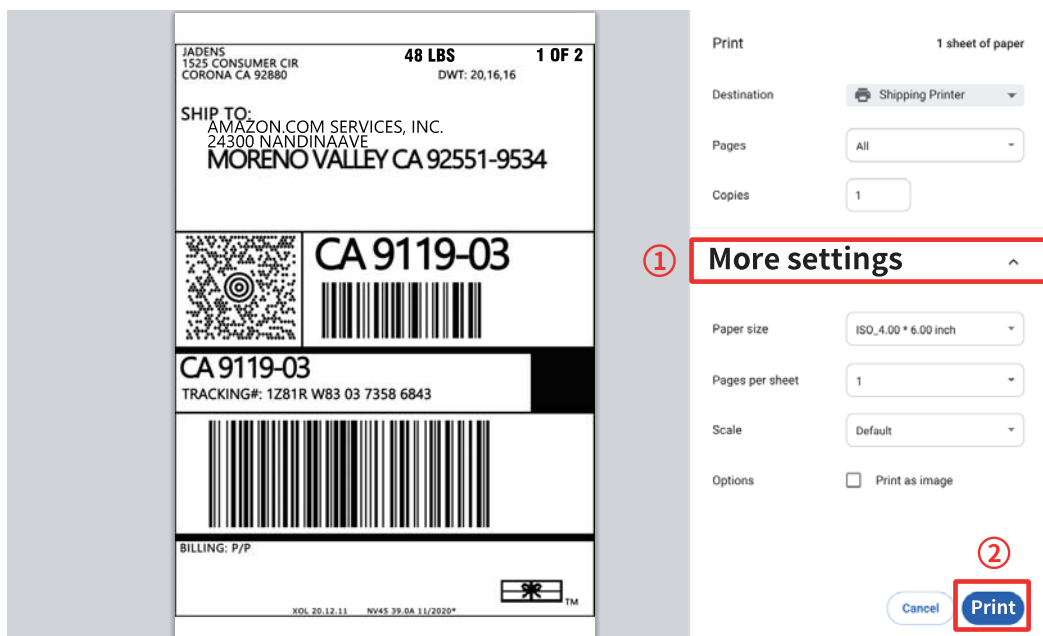
⑥ Choose your printer to connect.



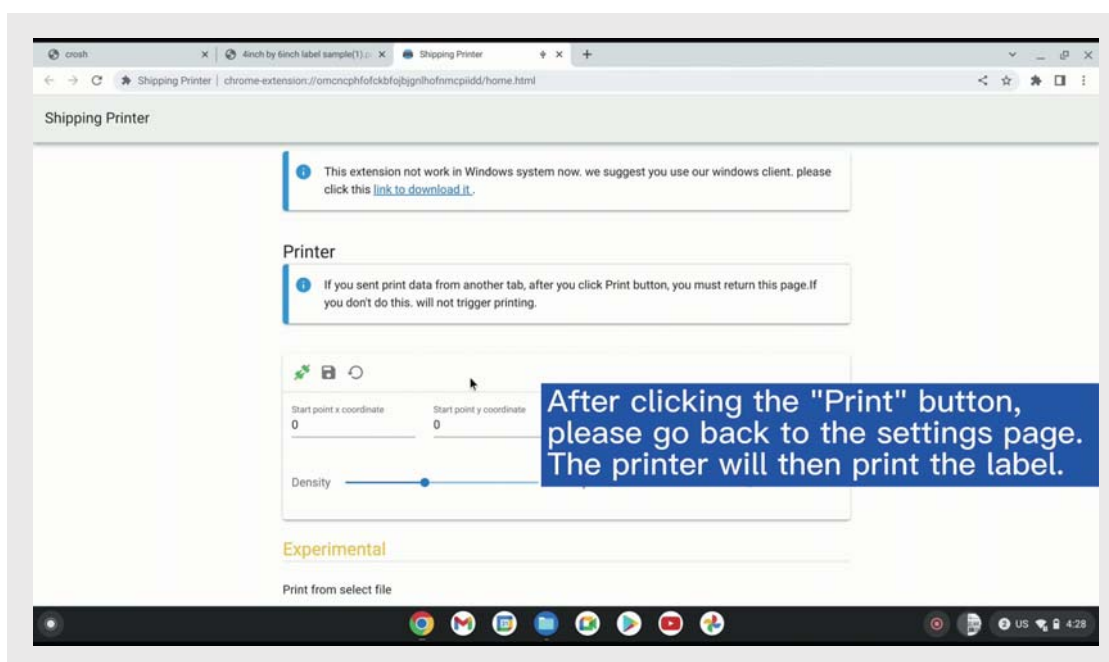
⑦ Open the file you need to print and click the the print icon.



- ⑧ Click "More settings" to select the paper size and copies as you need, then click "Print".



- ⑨ Turn back to the "Shipping label" extension setting page. The printer will then print the label.



## 11. 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 enables you to print the area you want. Now let us show you how to use it.

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

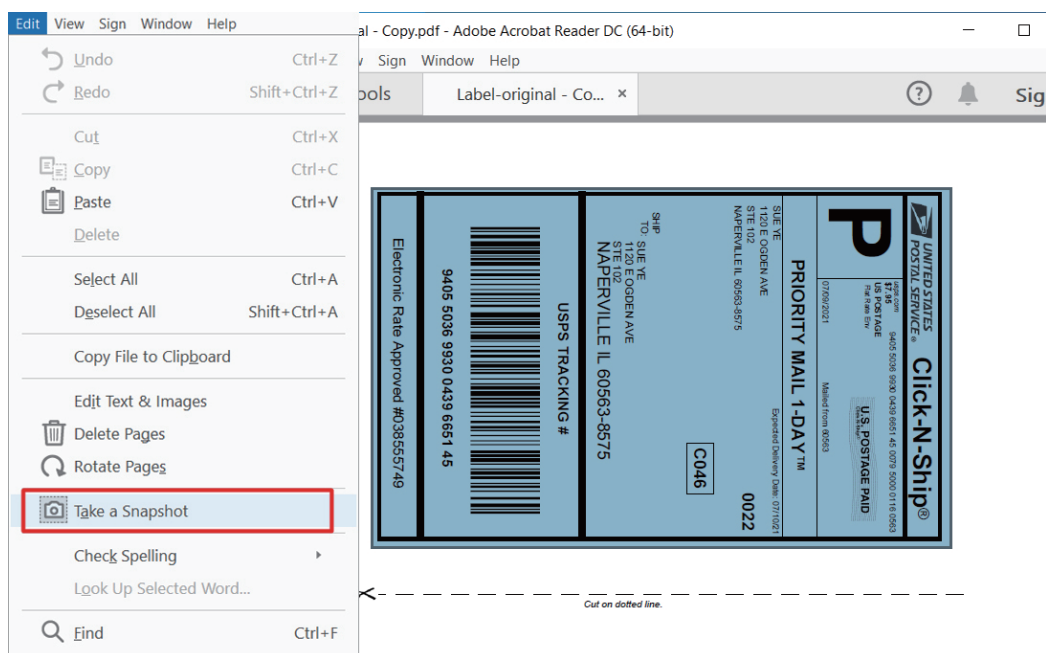
If the printed PDF/file is unusual size such as A4 which can't be found the same size label. In this situations, you have to use the function of "take a snapshot" to print. Here are the steps to operate.

b. From the top panel, select Edit > Take a Snapshot. choose the area you want to print.

**(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.

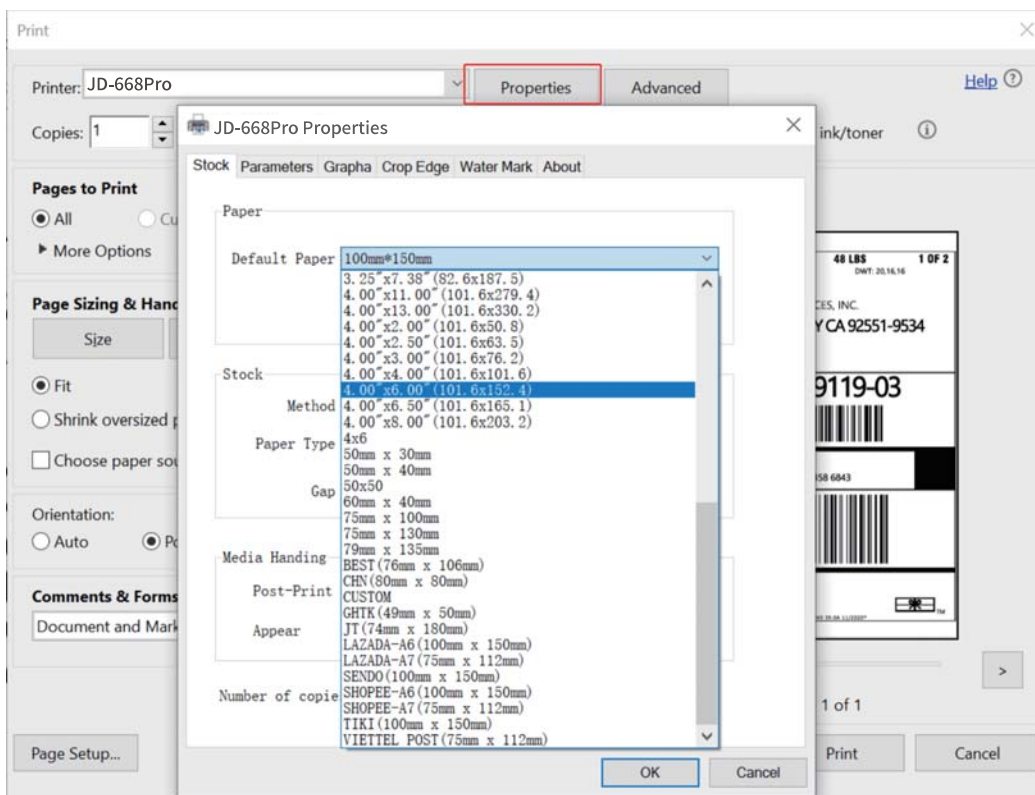


c. Click "Print" , set up the page size same as the labels you load, then print.



**Note:**

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

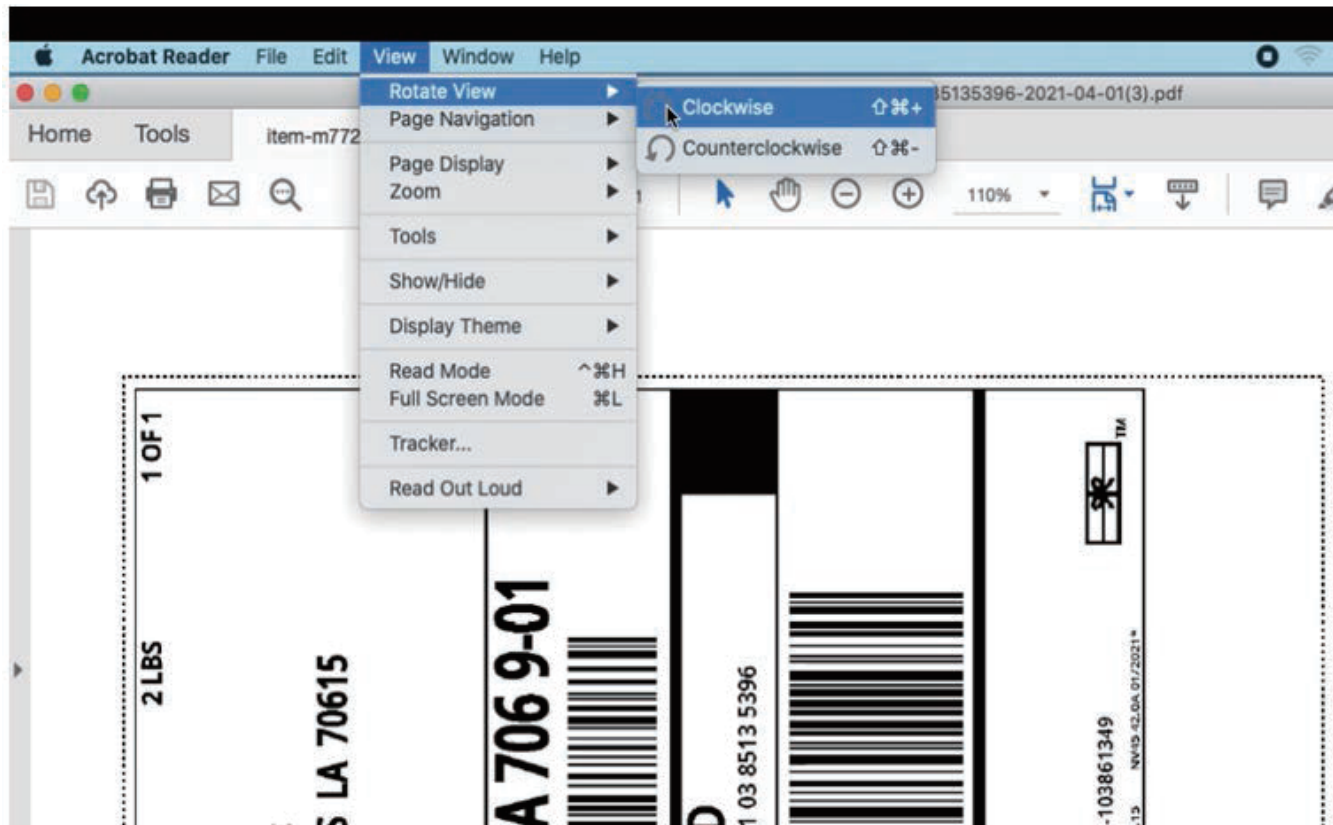


**(2)For MAC**

- 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)

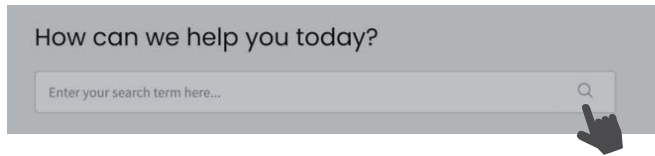


- b. From the top panel, select “View” > “Rotate View” > “Clockwise” so that the labels are side by side.  
(If the labels has laid vertically. Please skip this step)



## 12.Frequently asked question

Go to **support.jadens.com** to see FAQ



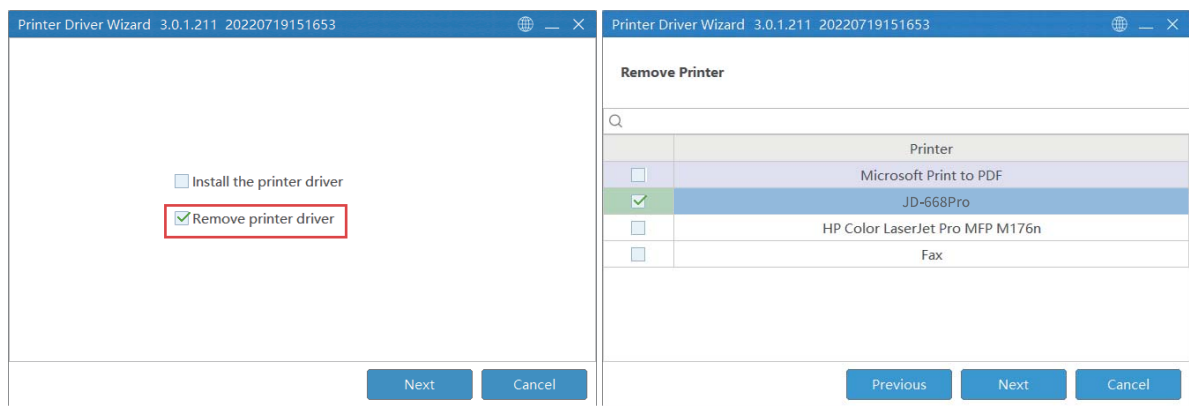
## 13.Pro tips

- Anytime you change label size, run the automatic label identification by pressing and holding the feed button until you hear one short beep.
- Press the feed button on the printer to skip a blank label.
- To run a self-test, short press the power button 3 times to print the self-test page.
- Avoid using poor quality labels as they can damage the printer.
- Regularly clean the printer head as described in 18. 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 dirty, use alcohol pad to clean. Allow the area to dry off before turning the printer on.

## 14.Driver removalment

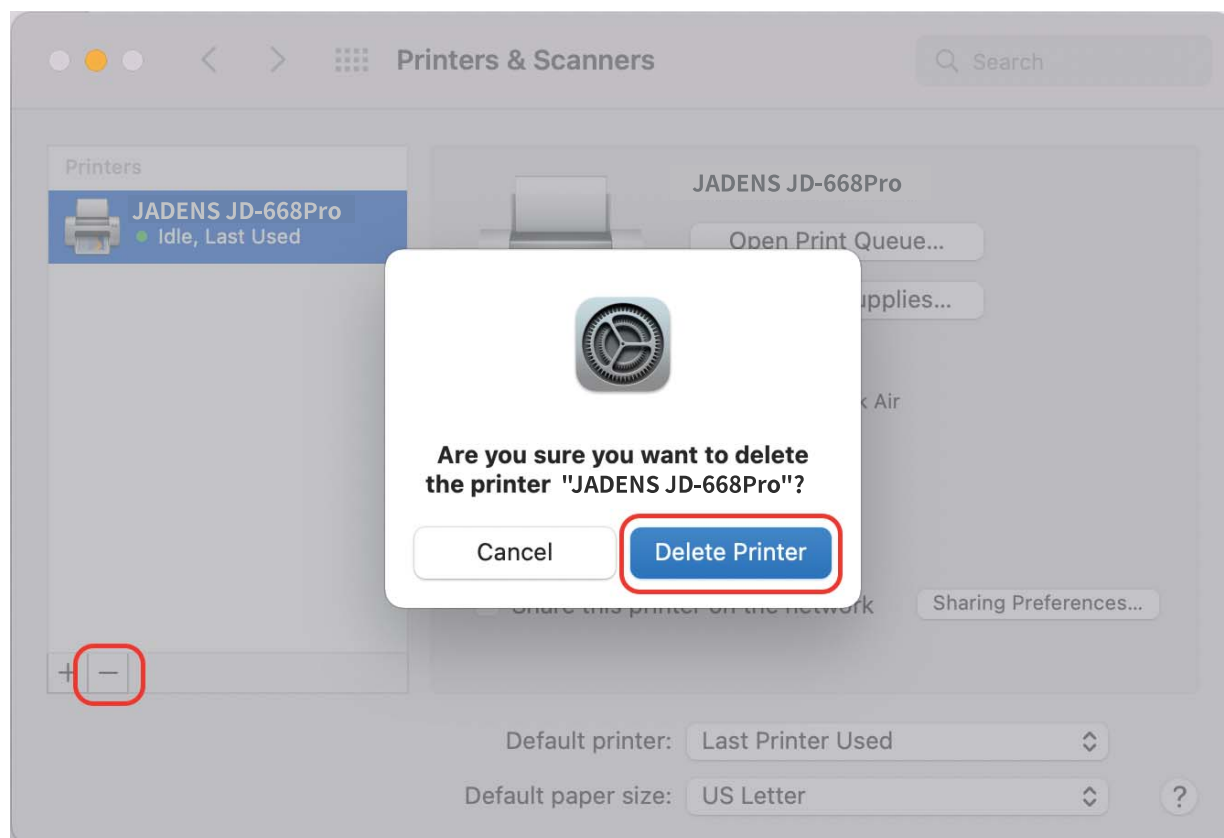
### For windows:

Open the driver again and follow below steps to uninstall the driver.



### For Mac:

Click "System Preferences" > "Printer & Scanners" , click "JADENS JD-668Pro" > "-" > "Delete Pinter" .



## 15.Specifications

|                             |                                                                                                                                            |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Printing Method             | Thermal                                                                                                                                    |
| Resolution                  | 203DPI                                                                                                                                     |
| Max Printing Speed          | 100mm/s                                                                                                                                    |
| Label Width                 | 1"- 4.4"(25.4-112mm)                                                                                                                       |
| Label Thickness             | 0.08-0.2mm                                                                                                                                 |
| Connection                  | USB + Bluetooth                                                                                                                            |
| Input Voltage               | 100-240V                                                                                                                                   |
| Power Adapter               | 24V / 1.5A                                                                                                                                 |
| Supported Paper             | Direct Thermal Labels                                                                                                                      |
| Supported Operating Systems | Bluetooth Connection:<br>iOS, iPadOs, Android, Windows 7 or later<br>USB Connection:<br>MacOs V10.9 or later, ChromeOs, Windows 7 or later |
| Printing Life               | 4"x6": ~328,000 labels<br>2"x1": ~1,968,000 labels                                                                                         |
| Label Minimum Length        | 0.79"(20mm)                                                                                                                                |

## 16.Safety tips

- Anytime you change your label, run the automatic label identification: short press the power button 2 times, the paper will be calibrated.
- Do not bend the power cord excessively or place objects on the cord.  
This could result in fire.
- 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.

## 17.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. Any 70% Isopropyl Alcohol pad would work. Please do not use water.
3. Wait 2-3 minutes 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.

## 18.Trouble shooting

| Indicator light                               | Status                    | Trouble shooting                                                                                                                                                                     |
|-----------------------------------------------|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Green light is steady                         | The printer is normal     |                                                                                                                                                                                      |
| Green light flashes slowly (on 1s, off 1s)    | Print paused              | Press the feed button once to resume the current printing process.                                                                                                                   |
| Red light flashes quickly (on 0.2s, off 0.2s) | Paper error lack of paper | <p>Make sure there is no paper adhesion or paper jam. Note①②</p> <p>Make sure the printer loads the paper correctly. Note①②</p> <p>Perform automatic intelligent label learning.</p> |
| Red light flashes slowly (on 1s, off 1s)      | Cover not closed          | Check that top cover is closed completely                                                                                                                                            |
| Orange light flashes slowly (on 1s, off 1s)   | Print head is overheating | Wait for the printer to cool down, and it will continue working automatically. Note ①                                                                                                |
| Blue light on                                 | Bluetooth connected       |                                                                                                                                                                                      |
| Blue light off                                | Bluetooth disconnected    |                                                                                                                                                                                      |

### Note:

- ① These faults can be resolved without shutting down the printer. After troubleshooting, the printer can continue to operate automatically without losing any print content.
- ② Check the faults in sequence. If a previous fault cannot be resolved, proceed to the next step.

## **FCC Caution:**

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

## **IMPORTANT NOTE:**

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.

### **FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

## ISED Warning

This device complies with Innovation, Science, and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm.

Le présent appareil est conforme. Après examen de ce matériel aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité and compliance d'acquérir les informations correspondantes. La distance minimale du corps à utiliser le dispositif est de 20cm.

Can we help?  
For further assistance please contact



 support@jadens.com

 support.jadens.com

 1-833-470-2950  
Available Time:  
Tue/Wed/Thu: EST 10AM-10PM  
Fri/Sat/Sun/Mon: EST 10AM-4PM , 5PM-10PM

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