

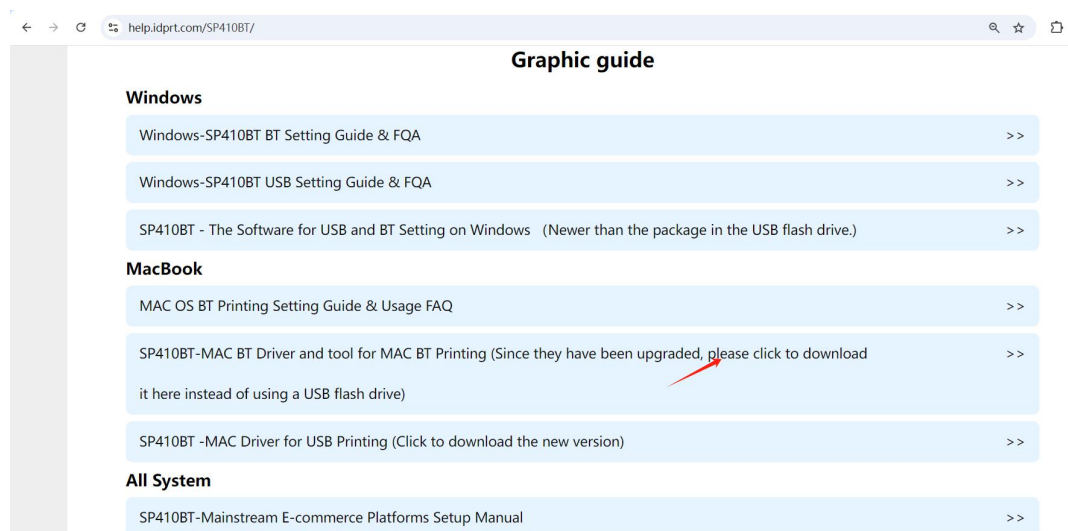
# Mac OS BT Setting Guide & FQA

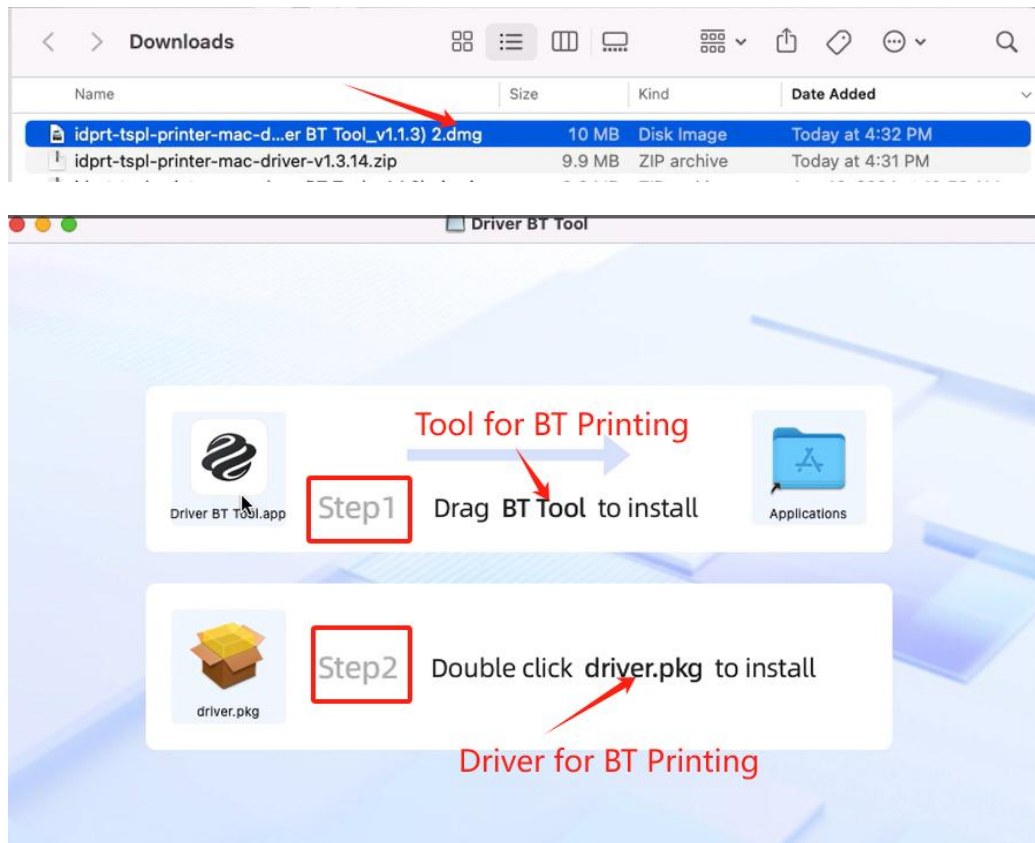
## 1. How to setting BT printing on mac OS?

(1) Step1- Start the printer and turn on the Bluetooth **(Not connect on it)**

(2) Step2- Download the BT Driver & Tool from the website  
<https://help.idprt.com/SP410BT/>

- ① **Before downloading-** Please ensure that the network is normal and turn off the anti-virus software to avoid errors. Don't worry, our software and drivers don't carry any computer viruses.
- ② **Download & Install-** Click [here](#) to download the **latest version** of MAC Bluetooth driver and BT printing tool (The version **is newer than the USB flash drive**, and the new version solves the problem of Bluetooth being easily disconnected)

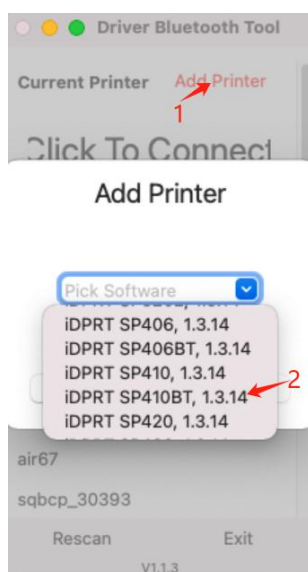




### (3) Step3- Setting on the Tool

- ① When using for the **first time**, please follow the **two steps** below:

**step1-** Please choose “iDPRT SP410BT” to **add the printer** on the tool



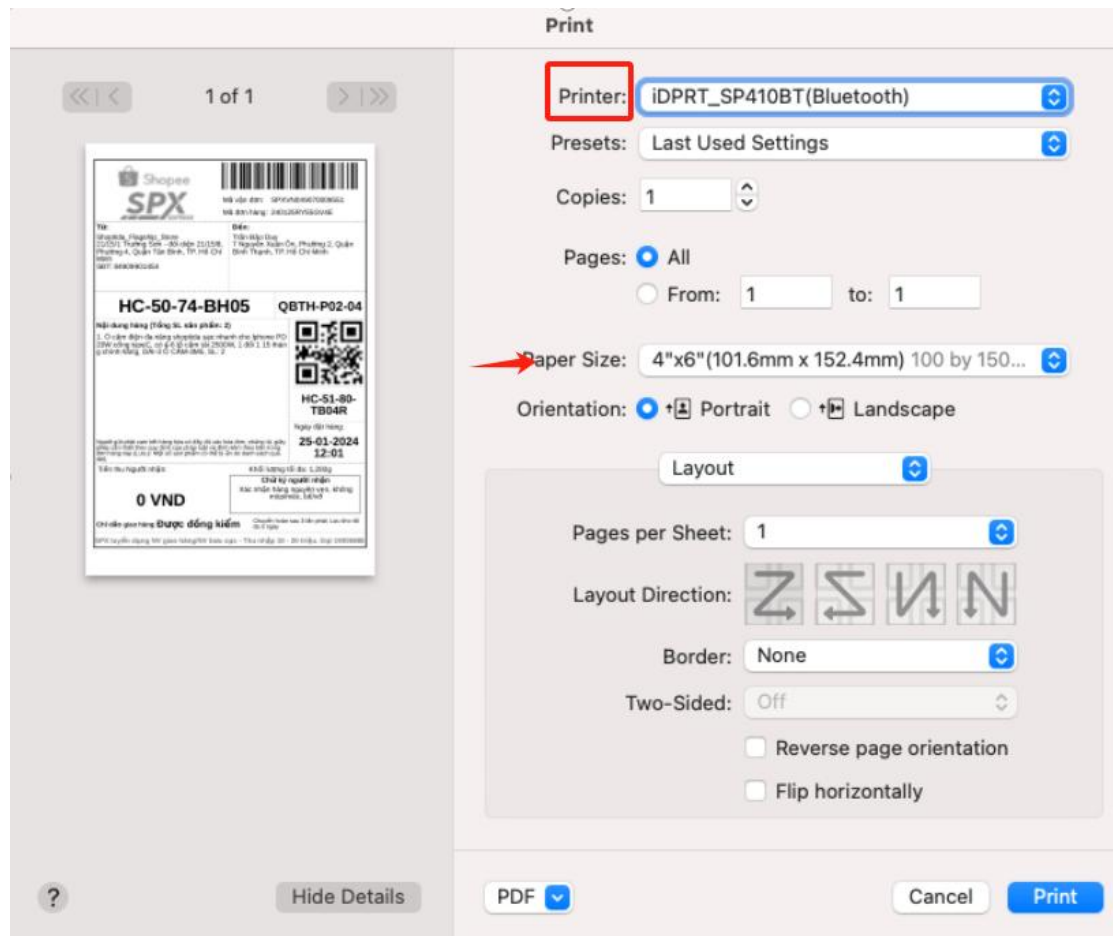
**step2-** Click the “SP410BT-\*\*\*\*” on the printer list on the tool to connect it.



**NOTE:** When you **print via Bluetooth on mac OS**, please **always keep** the printer, Bluetooth, and the application “**Driver BT tool**” **turned on**.

## 2. Setting the Printing Preference-settinging “ Paper Size”

Open any PDF with preview - Click “ File-Print ” to set the printing preference



### 3. FQA

(1) -Why is there **no add the printer** interface on my tool interface?

-Since we have updated the new version to improve some usage issues, please don't download the installation package from the USB flash drive, but click [here](#) to download.

(2) -What should I do if I **can't find** my printer "iDPRT SP410BT-\*\*\*\*" in the printer list or **can't connect it** on the tool?

**Step1**-Please confirm whether the firmware version is greater than 6 (method: Press the feed button, release it after the light **flashes once**, and check the last digit of the "Firmware Version"). If not, please contact us for upgrading.

**Step2**-Make sure the computer Bluetooth and printer are turned on.

**Step3**-Make sure the printer isn't automatically connected by other devices. If so, please disconnect it. Because a Bluetooth printer can't be connected and used by multiple devices at the same time.

(3) -I have completed all the settings for the **first time use**, why does **printing still fail**?

-Please follow the instructions in the installation package downloaded

from the web page to install the tool first, and then install the driver. This is to ensure that the tool can capture the installed driver normally.

**(4) -Successful printing the first time, but failed the next time?**

**Step1-** Please ensure that the network environment is normal.

**Step2-** Check if there are other devices connected to the printer automatically. If so, please disconnect the other devices.(Because Bluetooth printers can't be connected and used by multiple devices at the same time)

**Step3-** Make sure that Bluetooth and the application “**Driver BT tool**” are turned on every time you use Bluetooth printing on your computer.

**Step4-** If a **printing error occurs**, please cancel the error printing in the print queue first, then troubleshoot according to step 1-3, and then print again.



**(5) -What should I do if it prints incorrectly?**

**Step1-** The most likely reason is that label is not 4x6 inch format, please back to where you download the labels (eBay, Shopify, Etsy etc.), change

format from 8.5x11 inch to 4x6 inch, then download and print again.

**Step2-** If you switch the label, please **recalibrate the printer** when switching label paper and **set the right paper size on computer** before printing.

**Method of recalibration:** Load at least 5 consecutive sheets of labels into the printer. Press and hold the feed button until the light flashes 2 times, then release the button. When the printer prints several blank labels and intelligently returns the labels, the calibration is complete.

**Method of setting paper size:** Open any PDF with preview - Click “ File-Print ” to set the printing preference