

Windows USB Setting Guide & FQA

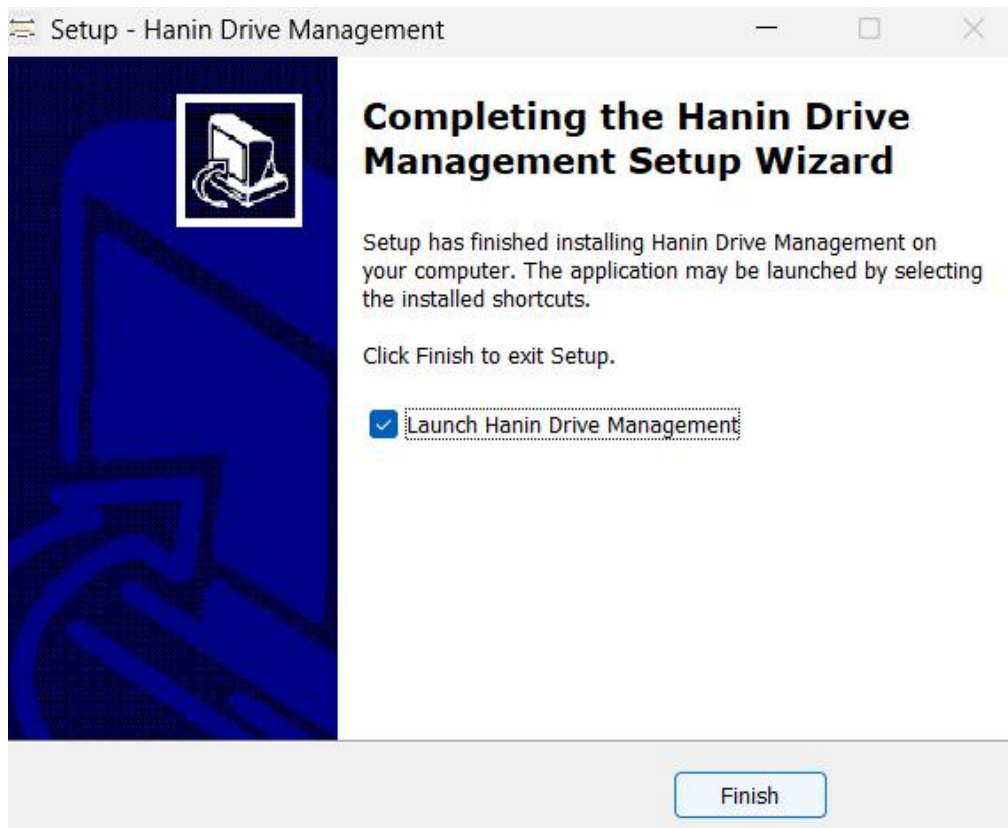
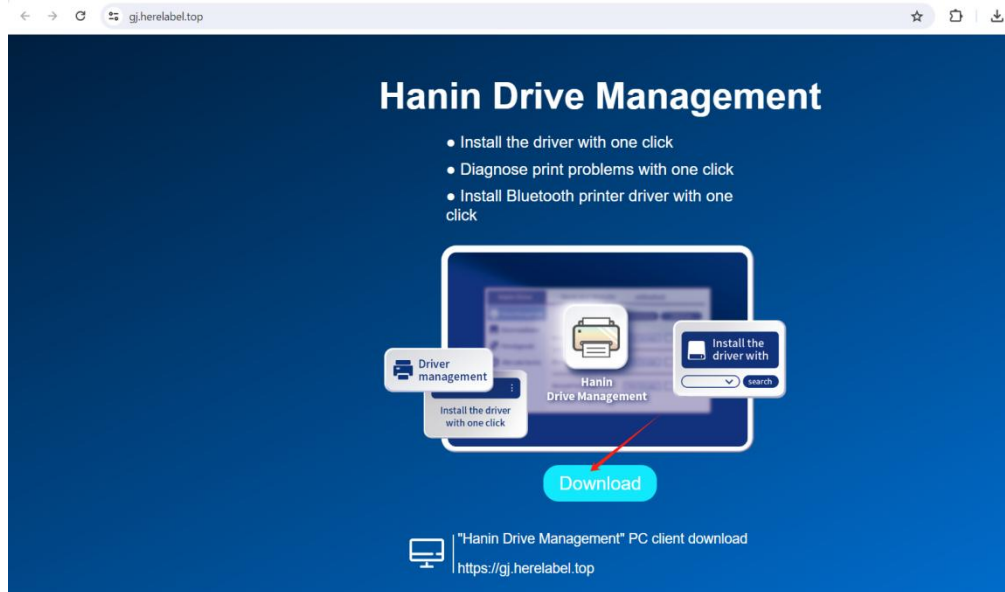
1. How to setting USB printing on Windows?

(1) Step1- Start the printer and connect to the computer with USB cable.

(2) Step2- Download the Software from the website <https://gj.herelabel.top/> (Through this software you can directly download the driver and edit the label)

① **Before downloading-** Please ensure that the network is normal and **turn off the anti-virus software to avoid errors**. This is because there are many different types of antivirus software, and we can't guarantee that we have submitted our security reports to every antivirus software. Don't worry, our software and drivers don't carry any computer viruses.

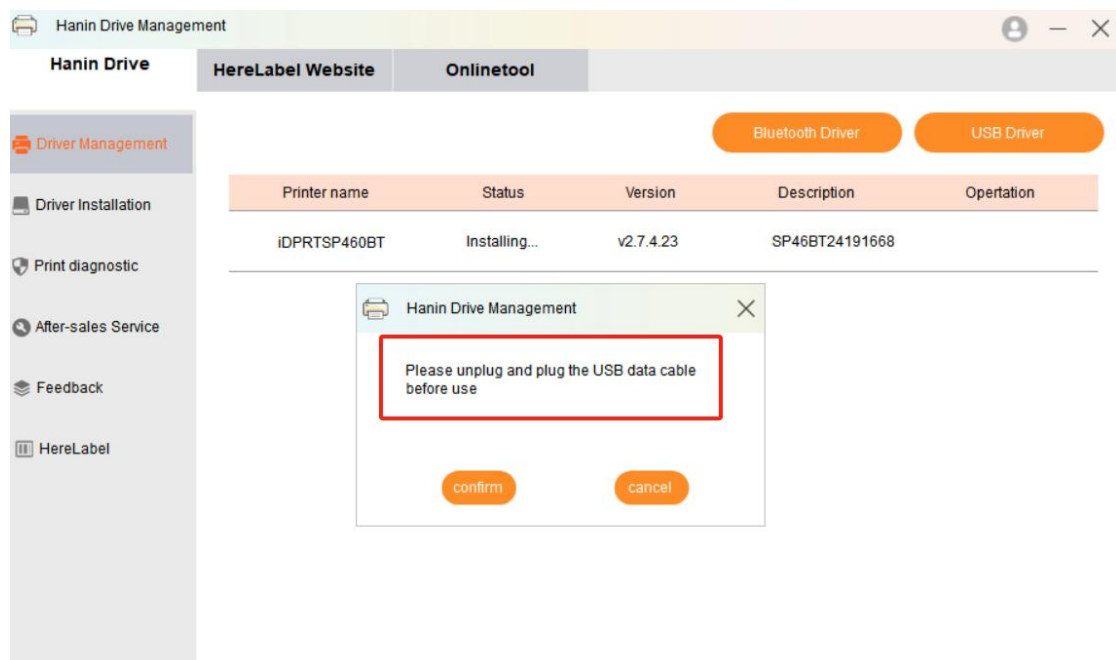
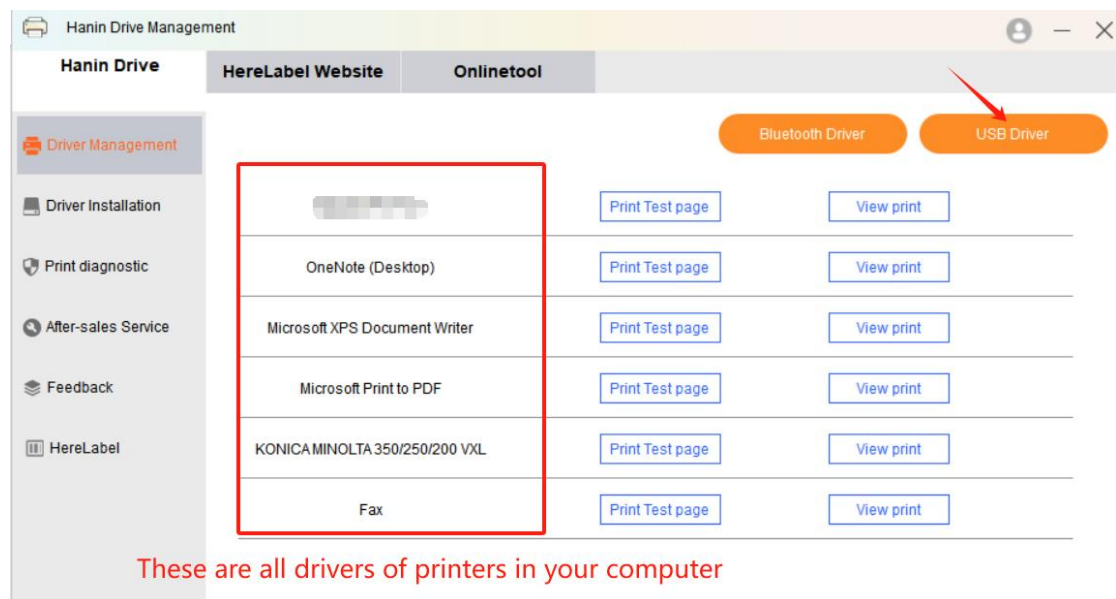
② **Download & Install-** Click [here](#) to go to the software official website to download the **latest version** of the software (The version **is newer than the USB flash drive**, and the new version solves the problem of Bluetooth being easily disconnected)



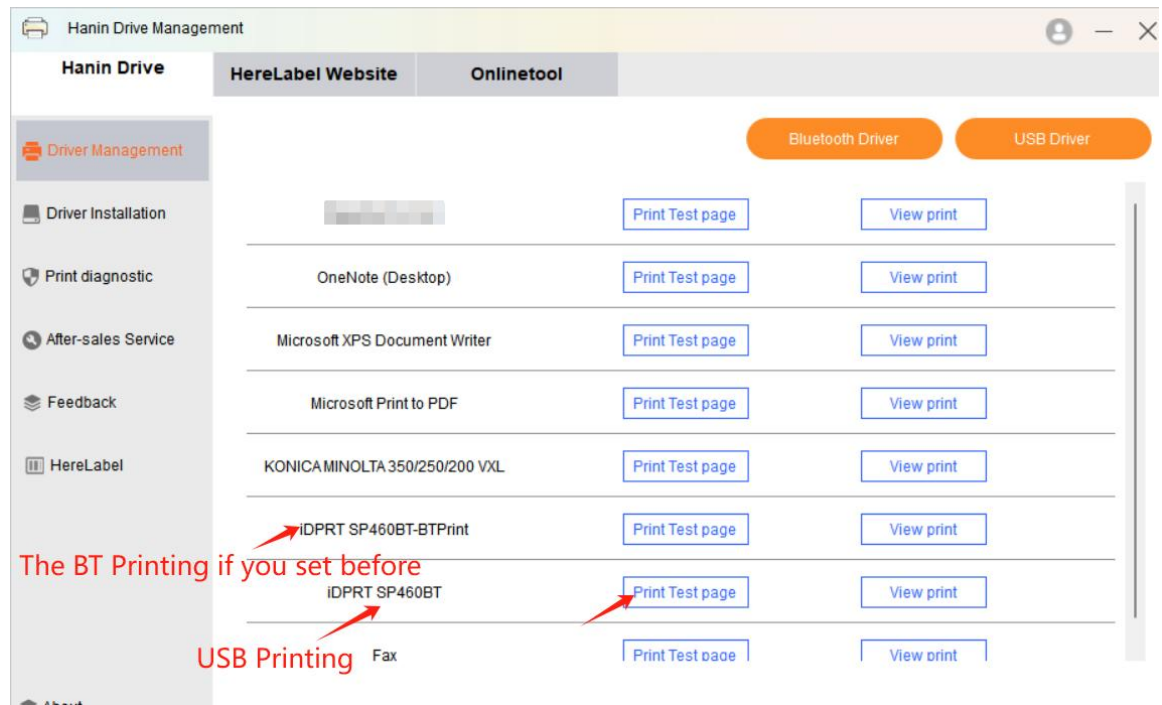
(3) Step3- Setting on the software

If you want to **print via USB**, please click **“USB Driver”** to install the driver for USB Printing.

At the same time, in order to match the computer with the correct USB port, **please unplug and plug in the USB cable as prompted.**

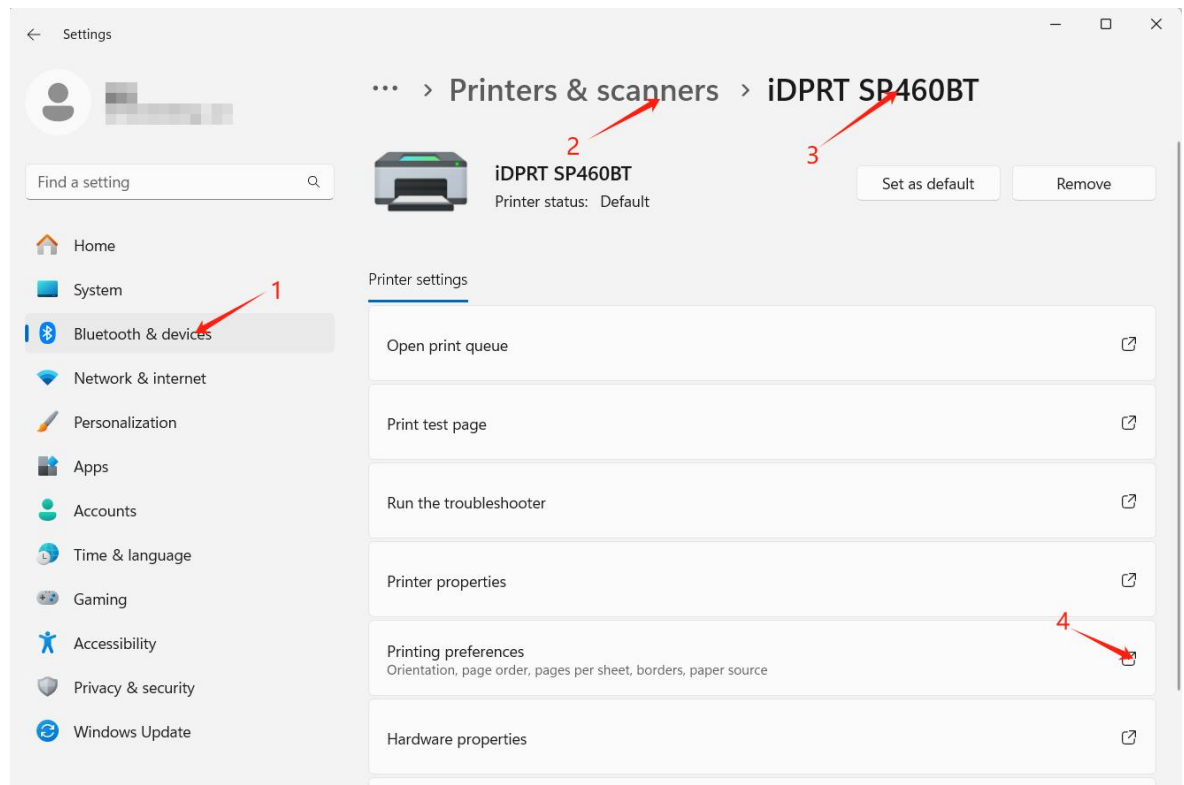


After installing, please **click to print test page** (If you have set up both Bluetooth printing and USB printing, please select the right printing name before printing each time.)



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

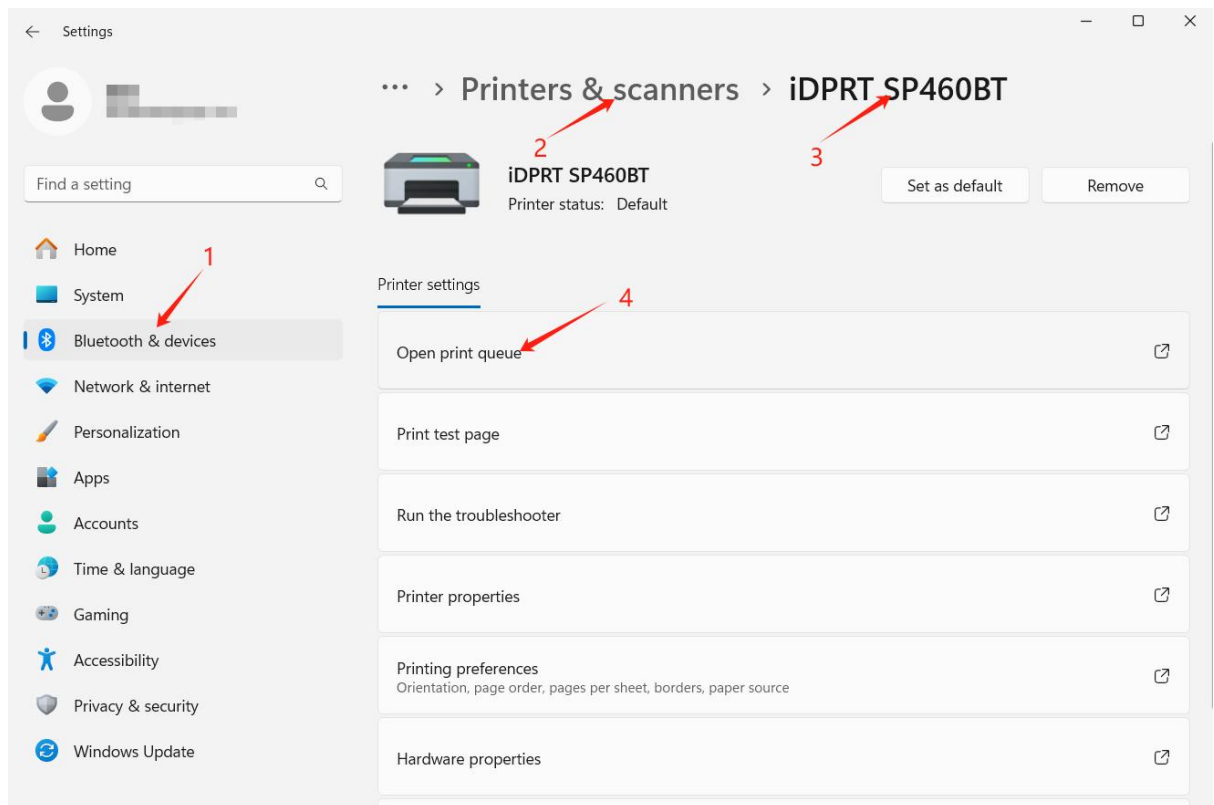
Go to “Bluetooth & device” - “Printers & scanners” - “iDPRT
SP460BT” - “Printing preference”



3. FQA

(1) -How to determine if USB printing fails?

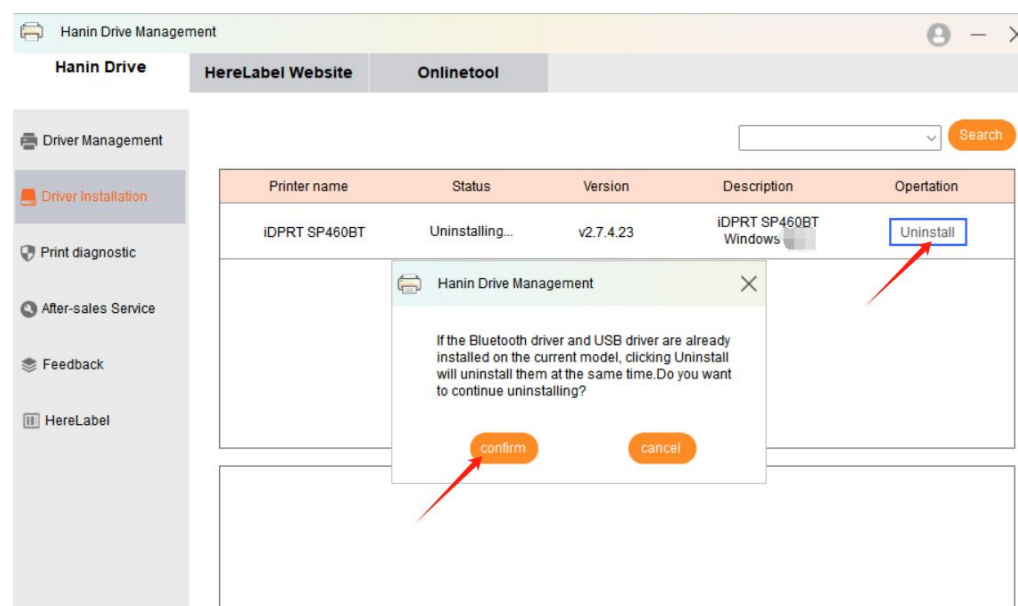
-whether the print is successful is determined by the status of the print queue.

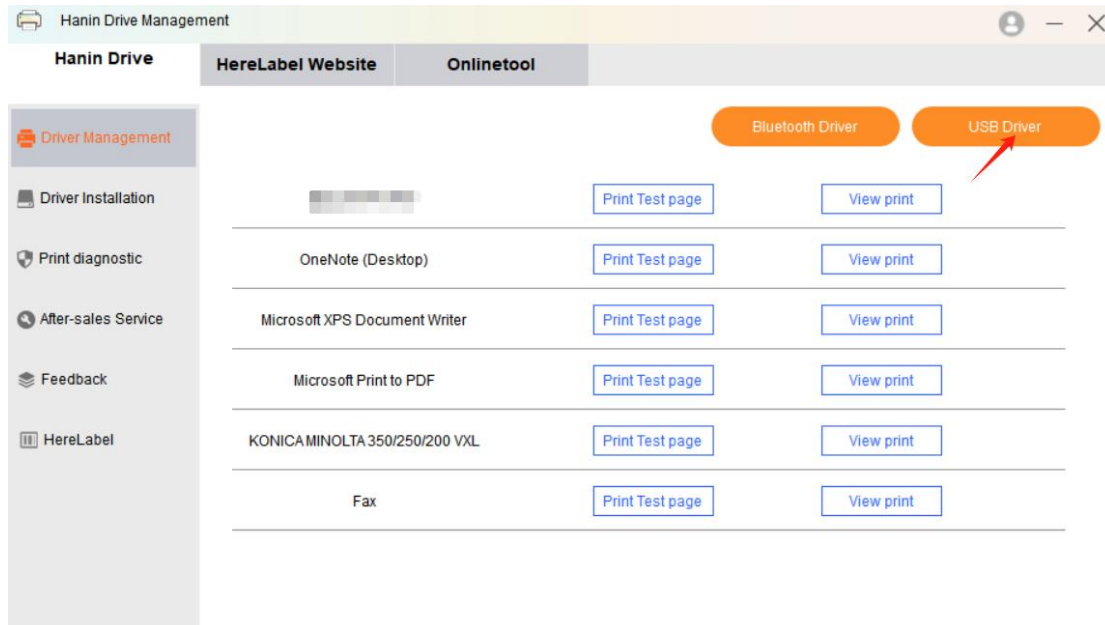


(2) -After completing all settings, when I printing, the print queue shows that the printing error?

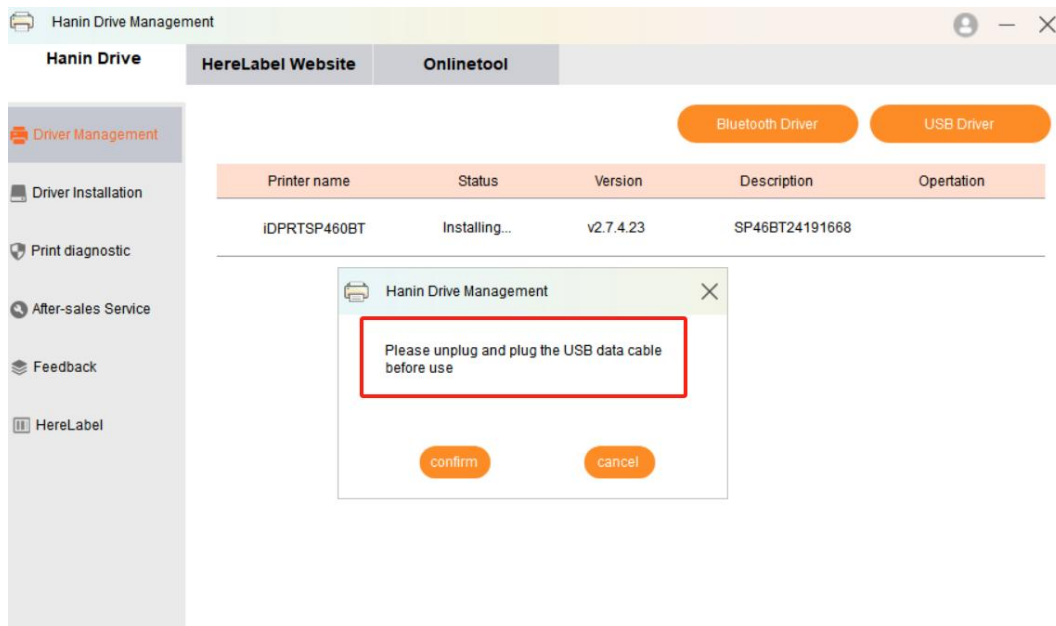
Step1- “Error” means printing failed. Please cancel the error printing for all printers. Then, unplug and replug the USB cable to allow the system to re-match the USB port. Next, select the correct printer name and try printing again.

Step2- If it still fails, please uninstall the USB driver and then install again (**NOTE:** If the SP460BT Bluetooth driver was previously installed, it will also be uninstalled at this time)





At the same time, in order to match the computer with the correct USB port, **please unplug and plug in the USB cable as prompted.**



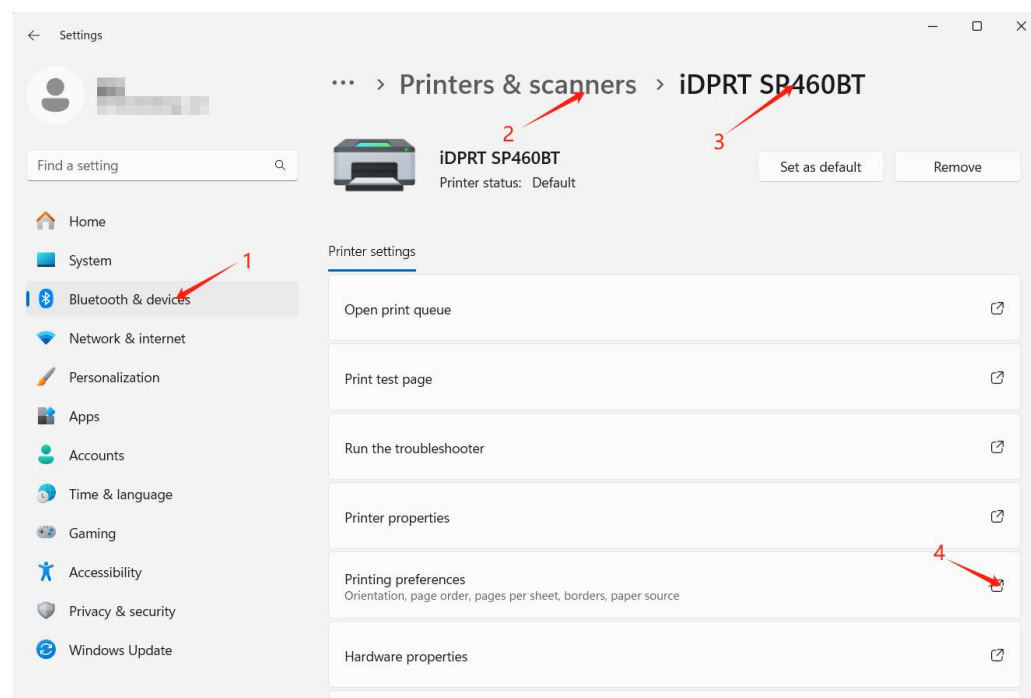
(3) -What should I do if it prints incorrectly?

-Please follow the steps below:

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 set the right paper size: Go to “Bluetooth & device” - “Printers & scanners” - “iDPRT SP460BT” - “Printing preference”



Method of recalibrating the printer: 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.

(4) -Why did the printer automatically print a label when it was not the first time printing?

-This is because your computer has used this printer before and some of the print files were not printed due to insufficient thermal paper or printer power off. Therefore, if you turn on the printer and it prints automatically, it means that the content has not been printed yet. If you don't want to continue printing, you can cancel it in the print queue.