

# OFFNOVA Thermal Label Printer

## How to set up and fix technical issues

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OFFNOVA address a mission to provide high-quality products as well as to fulfill a need for creating something special.

Support Website: <https://offnova.com/>

Facebook: <https://www.facebook.com/groups/238227327867149>

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Email: [support@offnova.com](mailto:support@offnova.com)

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## 1. Compatibility

### 1.1 What systems are the printer compatible with?

The thermal label printer is compatible with Windows and Mac OS operating system. It is incompatible with Linux and Chromebook.

### 1.2 What platforms does OFFNOVA work with?

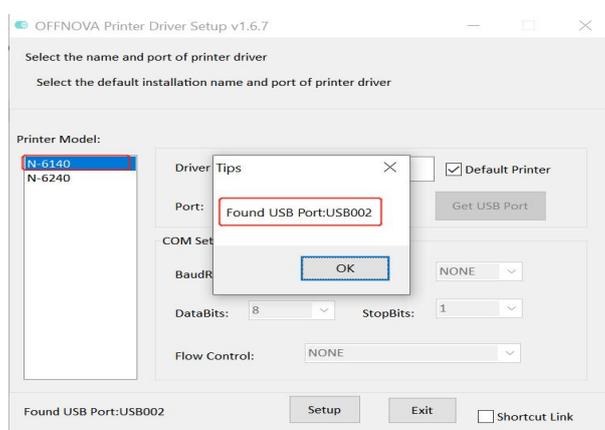
The thermal label printer can work with any 4" x6" shipping label files from the following platforms.

Amazon/eBay/Shopify/PayPal/Etsy/Poshmark/Endicia/Dazzle/ShipStation/ShipWorks/Shippo/Shipping Easy/XPS/ORDORO/FedEx/UPS/USPS/DHL / Stamps.com and any other platforms that can output 4" x 6" shipping label files.

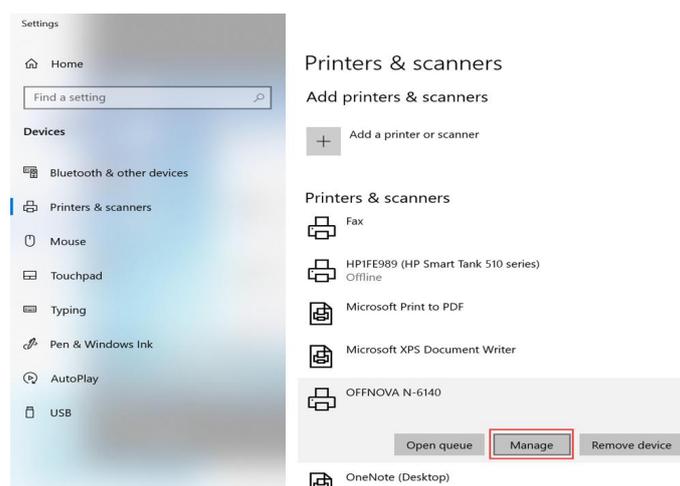
## 2. Driver Installation

### 2.1 How to install driver on Windows?

- 1) Plug the power cord into the electrical outlet and connect the printer with your computer via USB cable. [Switch on the printer.](#)
- 2) Download the latest driver version from the following link: <https://bit.ly/3ipad7G> and confirm to install driver.
- 3) Please remember the USB Port you connect the printer with. ([No label will output whenever the connecting USB port changes](#))



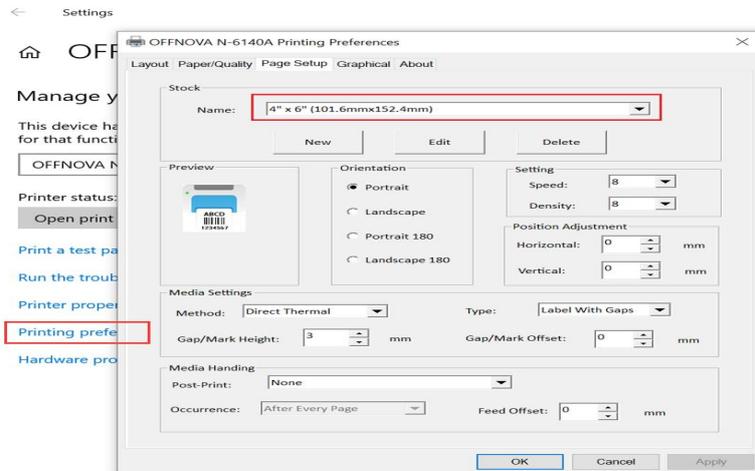
- 3) After installed the driver, please right click on This PC -> Properties -> Control Panel -> Devices and Printers to find this printer.



If you can find the printer on the page and can manage it, the driver has been installed successfully;

[If it does not display on the page and shows "offline", please recheck the USB connection and reinstall the driver again.](#)

4) Click on "OFFNOVA Printer" and choose "Printing Preferences". Then confirm the settings to print.



5) You can watch the following operation video "how to install driver on windows" on the page: <https://offnova.com/pages/tlp-videoguide>

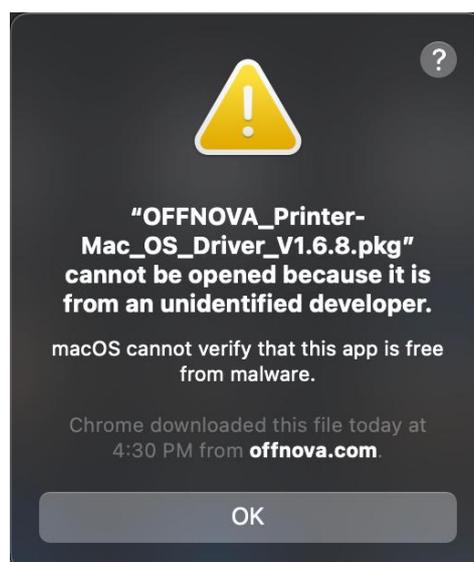
## 2.2 How to install driver on Mac OS?

1) Plug into the power cord into the electrical outlet and connect the printer with your computer. Switch on the printer.

2) Download the latest Mac OS driver of OFFNOVA from the following link:

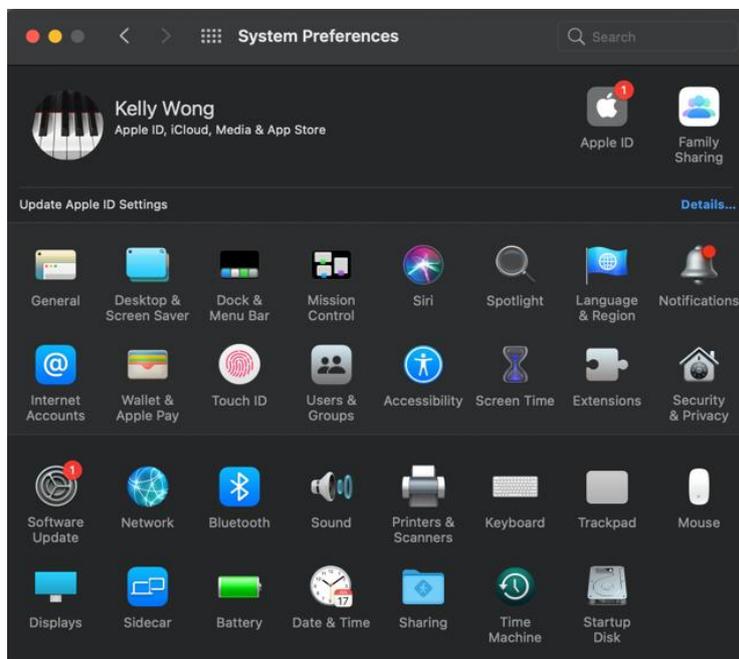
<https://bit.ly/3uku9yq>.

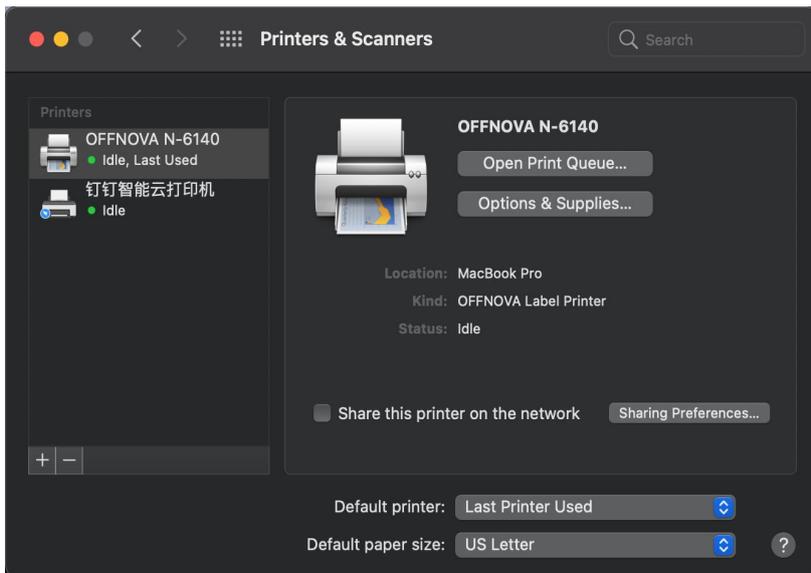
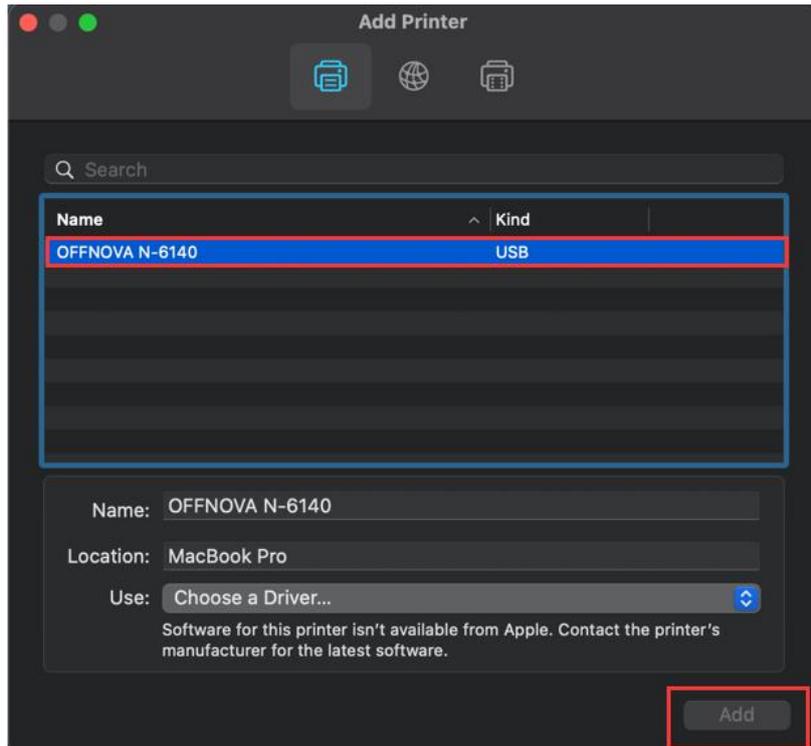
When you open the download file, you should see the screen shown. Please do not worry about it. You can click "OK" and confirm to install the driver.



3) Go to the "System Preferences" and select the "Printer and Scanners" under "Use". Click "+"

to add OFFNOVA Printer.

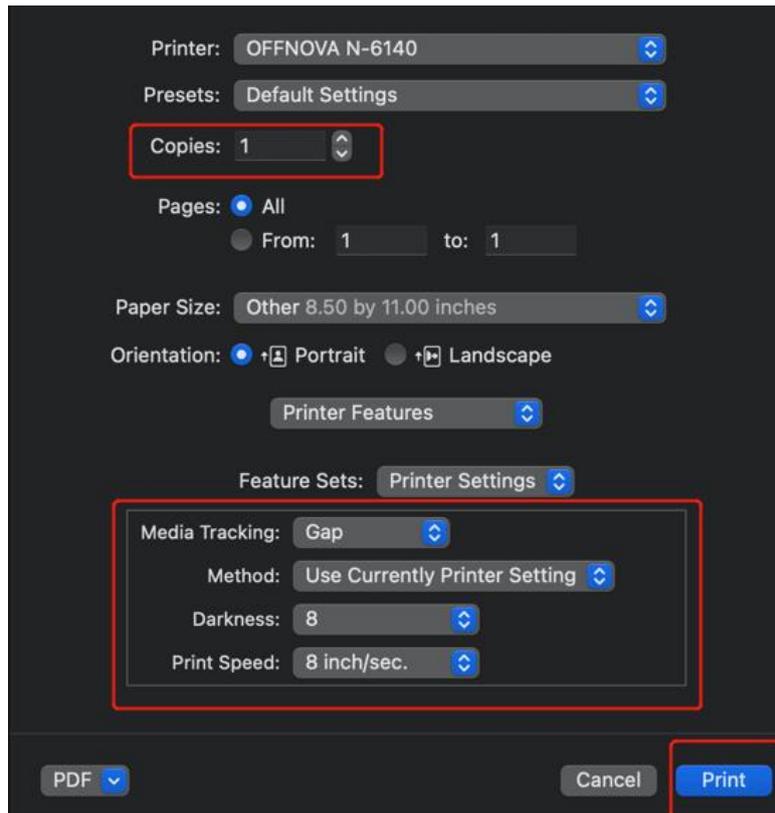




4) If it is not display in “Printers&Scanners”, please check if the printer is on and well connected with your PC.

5) If yes, but you are unable to install the driver still, please switch off the printer and your PC. Then restart them to reinstall the driver as steps 1-3.

6) If yes, you can open a file label and confirm settings to printer.



7) You can watch the following operation video "how to install driver on Mac OS" on the page: <https://offnova.com/pages/tlp-video-guide>

### 3. Print Issues

#### 3.1 Why is the printer printing blank labels?

The three main causes of this problem are as follows:

- 1) The most common reason is that the labels were loaded upside down. Please ensure your labels are properly loaded that tearable side should be facing the ceiling when it comes out of OFFNOVA.
- 2) Label issues: Please ensure your labels are "Direct Thermal" labels and the paper enclosed in the package meets this condition.
- 3) The printer has not identify your label's properties. Please follow the steps below to fix the problem.
  - a. Switch off the printer and restart.
  - b. Open its cover and reload thermal labels, close cover.

c. Press and hold the green feeder button until the printer beeps one time to identify and calibrate your labels. You should see your label moving back and forth and stopping at the correct tear-off point

d. Try your print and it should print perfectly moving forward until you see a green light.

If the problem cannot be resolved by the above solution, please contact us at <support@offnova.com>. We are happy to help.

## 4.2 Why the printer prints sideways?

Generally, only when the sizes of your loaded labels, label files, and settings on your devices are the same, you can print properly.

If you try to print a 4" x6" USPS label sample, please make sure that the paper size at page setup is 4"x6" and your label size is 4"x6". In this case, the label sample will print out fine.

If the label file you use or settings you choose is not 4"x6", you will print sideways. Please adjust them to 4"x6" first.

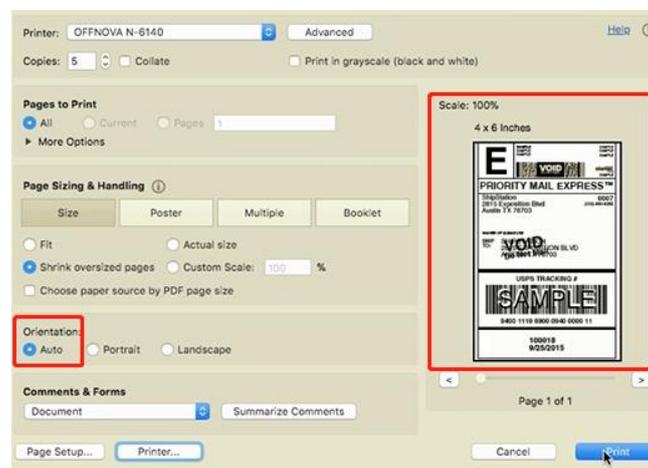
We suggest that you can long-press and hold the green button to identify and calibrate your label size each time you change labels. Please refer to the following video:

<https://s3.amazonaws.com/helpsite-uploads/raa06gptesdu9m0hfdy72p3wfwq%2FnwsoYKmtJ8U1617677368576-Label+calibration.mp4>

After that, please check your settings on your computers. If your label is 4 x 6 but just provided sideways, you can set up OFFNOVA to rotate it for you automatically.

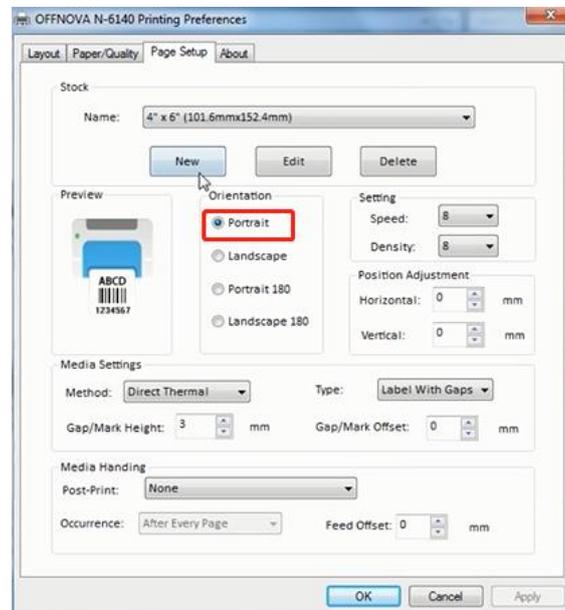
### For Mac:

During the print prompt, select your label size under Presets, then navigate to Printer Features -> Orientation/ Auto -> Click Print



### **For Windows:**

Go to Control Panel -> Devices and Printers -> Right click on OFFNOVA N-6240-> Go to Settings -> Under Orientation / Portrait -> Click Apply / Ok.



If you would like to print other size labels, please watch the following video about "how to set up and print different size labels":

[https://s3.amazonaws.com/helpsite-uploads/raa06gjtdu9m0hfdy72p3wfwq%2FgeV2cEYx8\\_A1619688460388-How+to+set+up+and+print+different+size+labe.mp4](https://s3.amazonaws.com/helpsite-uploads/raa06gjtdu9m0hfdy72p3wfwq%2FgeV2cEYx8_A1619688460388-How+to+set+up+and+print+different+size+labe.mp4)

### **3.3 Why is the red light blinking on the printer?**

The red light is an indication that the OFFNOVA Label Printer has not recognized your label and need to re-learn your label.

By simply press and hold the green feeder button until you hear one short beep. The printer will move the labels back and forth to learn the gap and other label properties.

If the automatic label identification does not work or the red light remains, please turn off the printer and restart it again.

### **3.4 The printer works before but nothing happens when I retry to print?**

If the printer lights green but no label advances when you click "Print." The most likely reason is that you connect the printer into another USB Port.

Device with Windows operating system will register OFFNOVA as a "new" printer whenever the USB port changes. Thus when you print to the "old" printer, it simply keeps it in the print queue.

**You can follow the steps below to fix the problem:**

Open your Control Panel -> Printers and Devices and delete the OFFNOVA N-6240. After that, please re-install a new driver and remember the port you connect to avoid the same problems again.

**3.5 The printer does not outputs labels after calibrating?**

It is mainly due to that the motor of the printer is defective. The problem is not common and please contact us back with the S/N number of the printer for a replacement directly.

**3.6 It cannot print more than one 4" x6" label per time?**

Please download the labels together and ensure that they are in 4" x 6" format in a PDF file, then open it on your computer to print.

**4. Print Quality Issue**

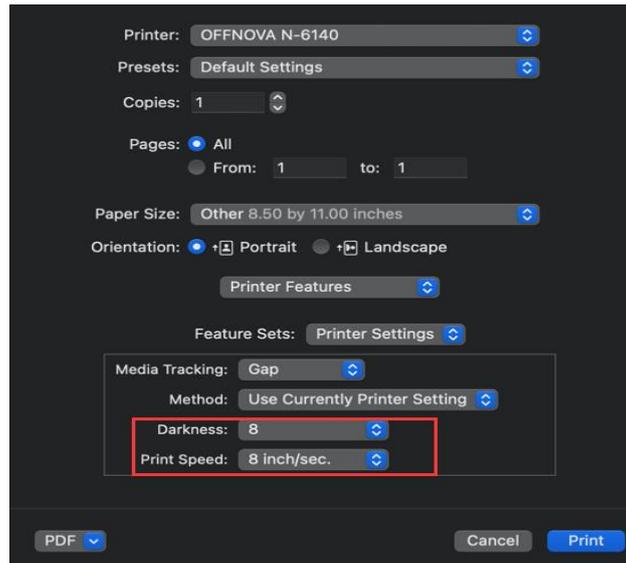
**4.1 Why the labels are not clear?**

1) Please choose PDF file format for printing instead of PNG, PIG, and other image formats, when the barcode you print out is light and open it with Adobe. (please refer to the picture)



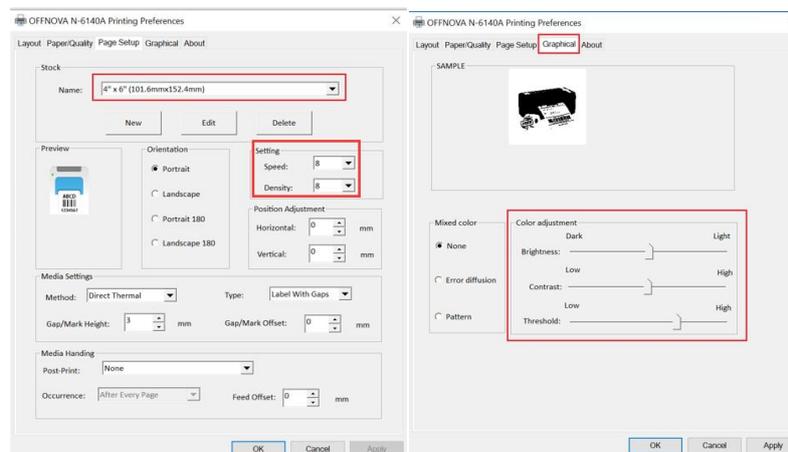
2) If the font is still not clear, please try to increase the density and reduce the speed.

**For Mac:** Look for drop down menu under "Printer Features".



### For Windows:

You may access these settings by going to your Control Panel -> Printers and Devices -> Right Click on OFFNOVA N-6140-> Printer Preferences -> Settings-> Page setup-> Graphical-> Adjust Brightness, Contrast and Threshold



3) If it is still not clear for the label, you can wipe the print head with alcohol wipes or wet tissues. Please clean the print head with alcohol cotton

## 5. Other issues

### 5.1 How this printer work with selling platforms or shipping platforms?

The printer does not work with selling platforms or shipping platforms.

please kindly download the labels in 4"x 6" size directly and open them in your computer or smartphone to print.

## 5.2 How to calibrate labels?

- 1) Switch off the printer and restart.
- 2) Open its cover and reload thermal labels, close cover.
- 3) Press and hold the green feeder button until the printer beeps one time to identify and calibrate your labels. You should see your label moving back and forth and stopping at the correct tear-off point.
- 4) Try your print and it should print perfectly moving forward until you see a green light.

Please refer to the following operating video "Thermal Label Printer Preset":

<https://offnova.com/pages/tlp-videoguide>

## 5.3 How to print a full size 8.5"x 11" labels?

Some shipping platforms only provide you with a full-page (8.5 x 11") document. For some platforms like eBay, you can choose to download labels at 4"x6" instead of 8.5" x 11".

- 1) If your device is a computer, you can follow the steps below to split this page into a 4"x 6" label size.

- Download Adobe Reader if you do not have it already from the Adobe website.
- Save your label as a PDF file
- Open the file in Adobe Reader
- Rotate the label if needed by going to View -> Rotate View
- Go to Edit -> Take a Snapshot
- Click and drag the box over your label
- Go to File -> Print
- If the preview looks good, click "Print"



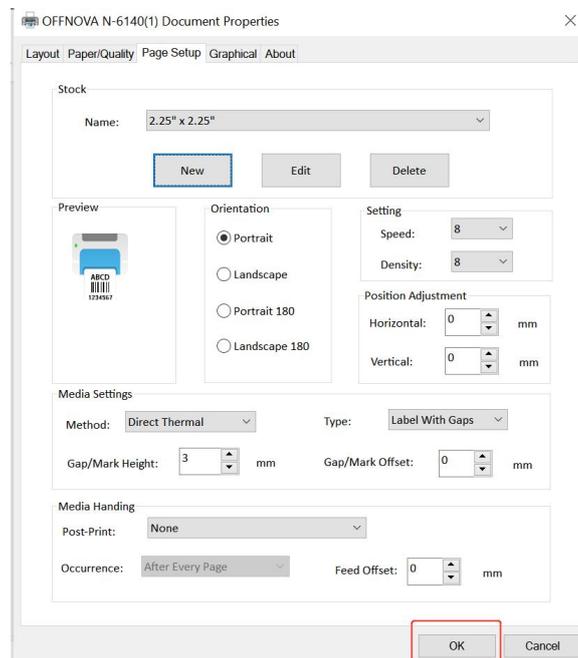
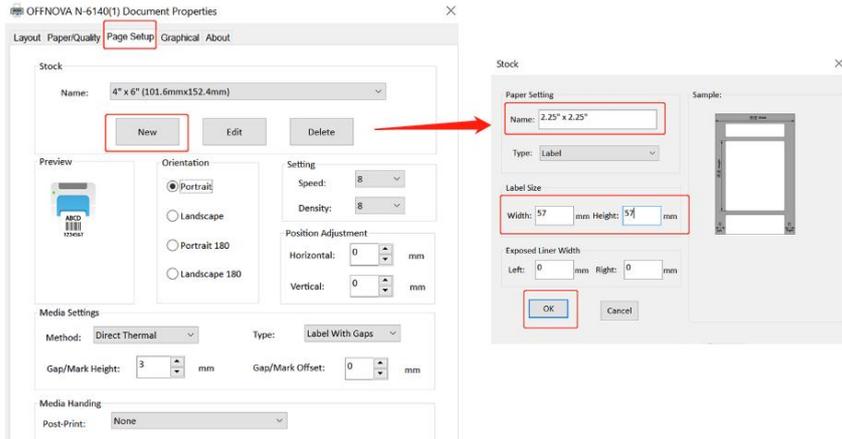
- 2) If your device is iPad or iPhone, you can run the app "FBA Print" to print the 8.5"x11" label file directly. It will print out the same as 4"x6" label files.
- 4) If your device is Android, please change the labels from 8.5"x11" to 4"x6" first.

#### 5.4 How to print Dia 2.25" labels?

Please follow the steps mentioned on 6.2 above to calibrate the label size before printing.

- 1) Please ensure that the size of your label file is 2.25" x 2.25"
- 2) Please ensure that the paper size you use is 2.25" x 2.25"
- 3) Please ensure that the settings on your devices are 2.25" x 2.25".

If your device is a computer, you can follow the steps below: Open the label file -> Print properties -> Page Setup -> New -> Width and Height -> OK -> Confirm printing.



If it print in correctly, please write to us for further support.