



Label Printer **SP1** FAQs

If you encounter any issues, reach out via

- support@iimmer.com
- +1 (332) 217-7086

From 9AM to 6PM PST on weekdays. We're here to ensure your tech journey with IIMMER is seamless!

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Pre-Purchase

What is IIMMER's philosophy

At **IIMMER**, we believe that technology has the power to transform people's lives for the better. We cater specifically to tech enthusiasts who embrace innovation and enjoy exploring the latest developments in office supplies and smart home products.

Our philosophy is centered around innovation and creativity. We believe that new ideas and pushing the boundaries of what is possible are essential to success. That's why our team is made up of talented individuals who are passionate about technology and are always exploring new ideas.

In addition, we uphold strong values of sustainability and social responsibility, aiming to minimize our environmental footprint while also supporting our local communities. We're firm believers in the power of businesses to make a positive societal impact.

Our journey began with our first product, a thermal printer. We have many more exciting products in development and testing, including smart home devices, office supplies, and gadgets. Our goal is to make technology accessible and enjoyable for everyone. We believe that our products can make a real difference in people's lives and help them work smarter, play harder, and live better.

In summary, **IIMMER** stands at the intersection of innovation, creativity, sustainability, and social responsibility, striving to use technology as a tool to improve lives and shape a better world.

**iIMMER**

Why choose IIMMER

IIMMER's printer boasts numerous benefits that make it an excellent choice for your printing needs. Some of the key advantages include:

- **Sleek Design:** The simple yet elegant appearance of our printer effortlessly complements any workspace.
- **Durability:** Engineered to last, the IIMMER printer is built with high-quality materials, ensuring reliability and longevity.
- **Cost Savings:** Our printer utilizes Direct Thermal technology, eliminating the need for costly ink or toner replacements.
- **Hassle-Free Connectivity:** IIMMER's printer can be easily connected to any USB port on your computer without encountering errors or compatibility issues.

Experience the difference with IIMMER and enjoy a seamless, efficient, and cost-effective printing solution.

What can you use IIMMER for

IIMMER is designed to work like a traditional printer, enabling you to print from any application. The key difference is that it uses Direct Thermal labels, eliminating the need for ink or toner.

Explore an array of printing applications with IIMMER:

- Shipping labels (4x6)
- Barcode labels
- Warehouse inventory labels
- Food nutrition labels
- Amazon FBA shipping labels
- ID badges
- Stickers
- Clothing tags
- Shelf labels
- Receipts and invoices

With IIMMER, the possibilities are vast, catering to various printing needs across different industries. Experience the versatility of IIMMER today.

Which OS are compatible with IIMMER

IIMMER label printers are currently compatible with MacOS and Windows.

We are actively developing support for ChromeOS, which we hope to introduce in the near future. Please stay tuned for updates on this expansion of our compatibility.

Maybe you need:

- [How to install IIMMER Label Printer on Mac](#)
- [How to install IIMMER Label Printer on Windows](#)

Can IIMMER work with my labels

IIMMER is designed to work seamlessly with a variety of direct thermal labels. Keep in mind that there are two primary types of labels: Direct Thermal and Thermal Transfer.

Most direct thermal labels, including those available at popular retailers such as Walmart or Amazon, are compatible with IIMMER.

The printer supports label widths ranging from 4cm (1.57") to 10.4cm (4.1").

For further assistance, you might find these guides useful:

- [How to select / custom label sizes on Mac](#)
- [How to select / custom label sizes on Windows](#)

Can I print color images with IIMMER

IIMMER is a direct thermal printer using a thermal print-head to heat chemically treated label paper. This process darkens the paper, creating images without ink, toner, or ribbons. As a result, IIMMER does not support color image printing.

However, IIMMER can transform color images into grayscale images and print them. For instructions on printing grayscale images, please refer to [How do I print images with IIMMER?](#)

If you want to print black and white or say grayscale images, please refer to the following section:

- [How do I print images with IIMMER?](#)

Can I print wirelessly with IIMMER

IIMMER SP1 is a wired printer that needs a USB connection to a Mac or Windows computer, so it does not support wireless printing.

However, we are currently testing SP2, which will offer wireless connectivity. Stay tuned for updates.

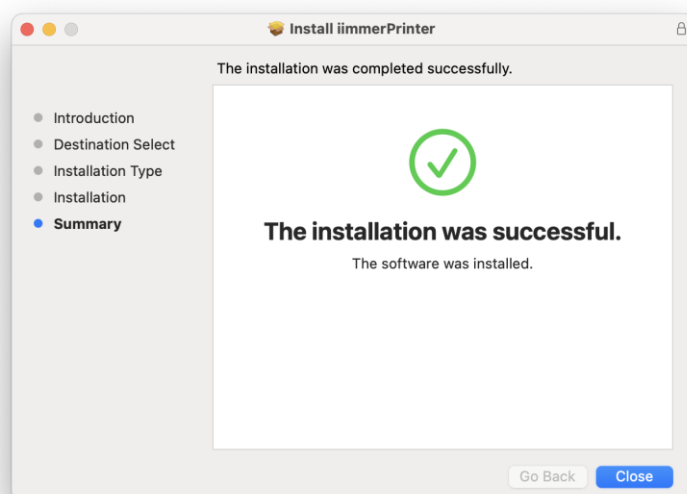
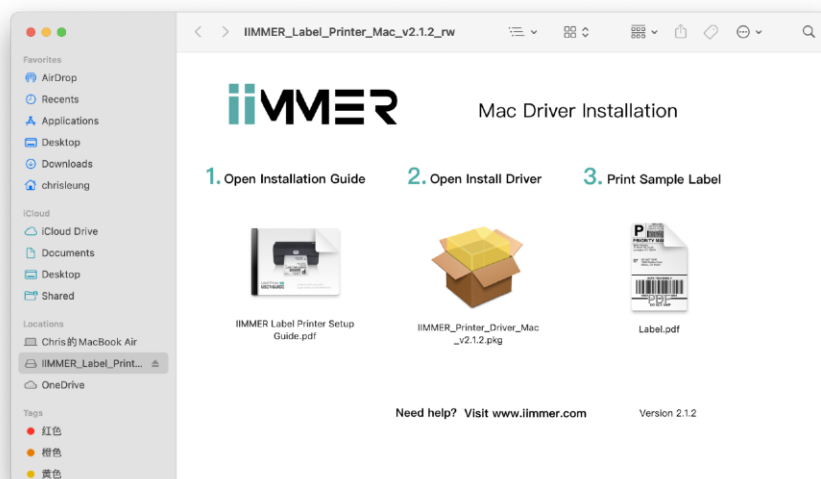
Getting Started

How to install IIMMER Label Printer on a Mac

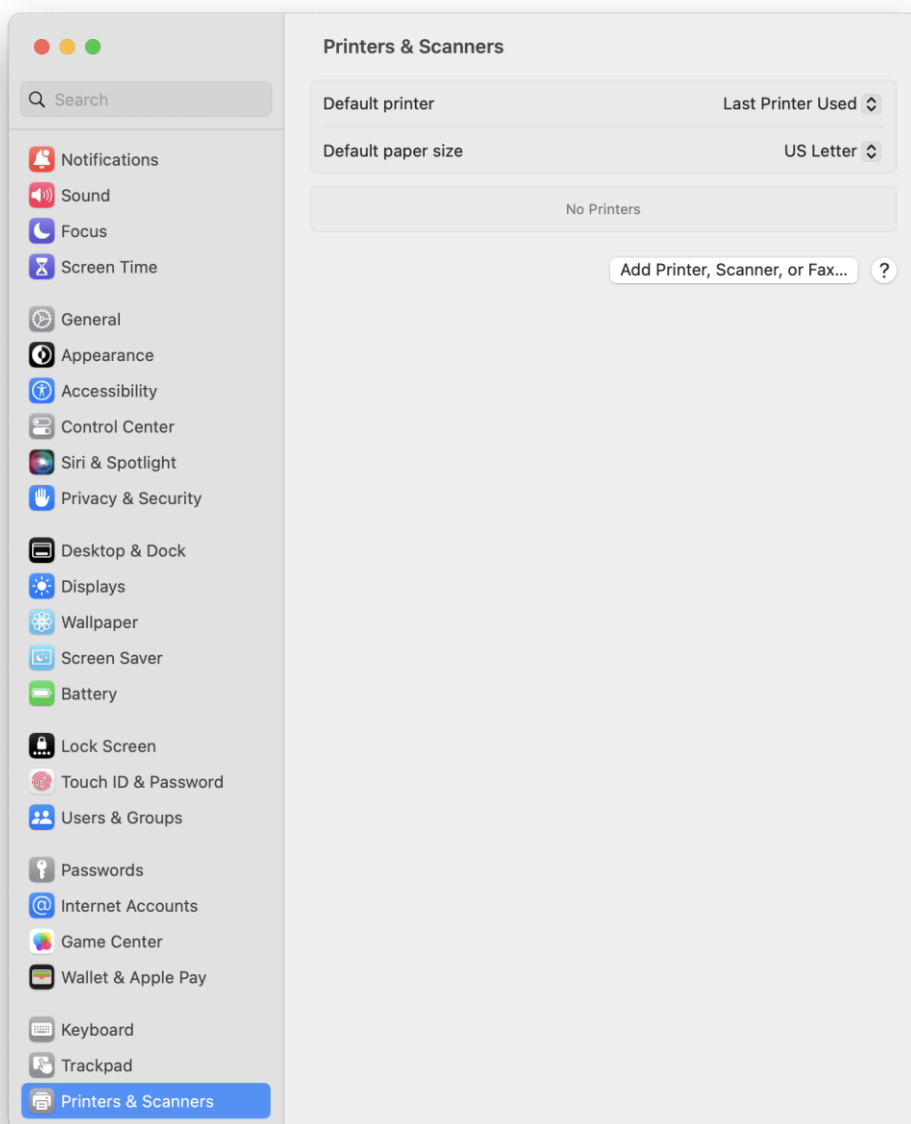
Thank you for choosing the IIMMER thermal printer. We appreciate your trust in our product and are confident it will fulfill your printing needs.

To set up your new printer, please download the printer driver by visiting our website at https://www.IIMMER.com/label_printer and following the step-by-step instructions.

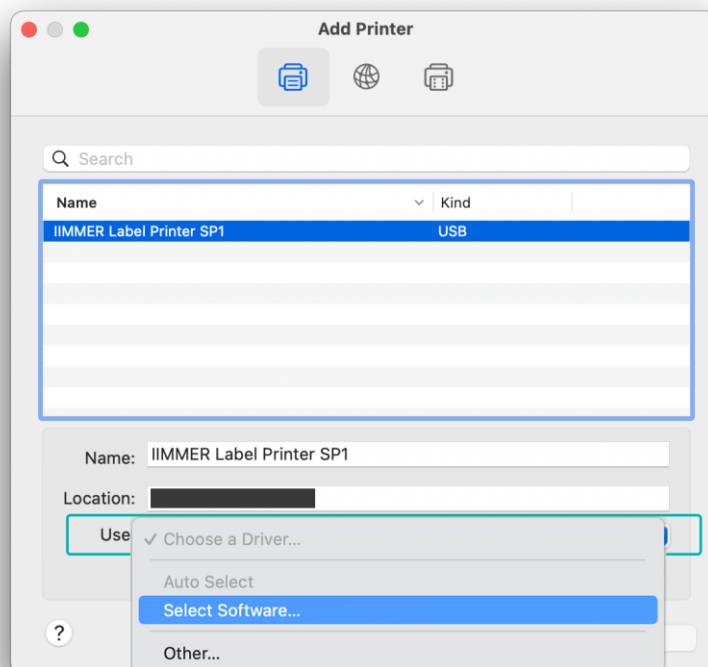
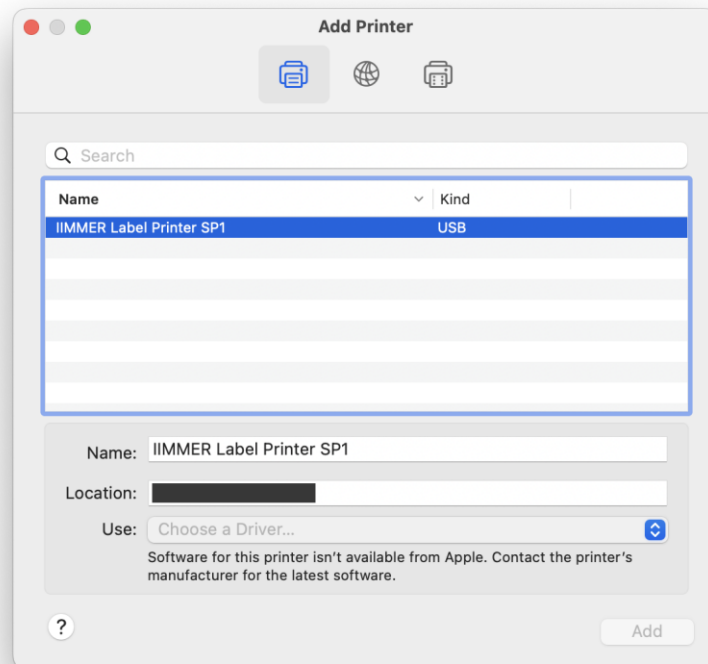
Step 1: Open the Mac driver and select "2. Open Install Driver." Click "Continue" to install until the process is complete.



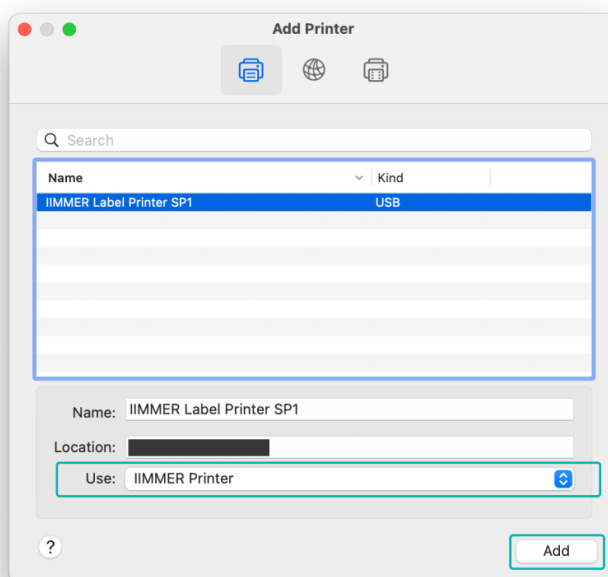
Step 2: Go to System "Settings" "Printers & Scanners," and click "Add Printer, Scanner, or Fax..."



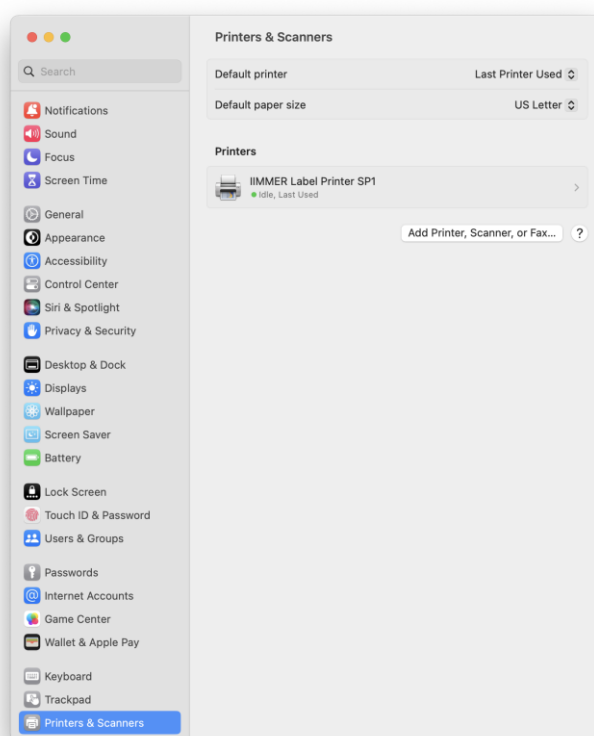
Step 3: Highlight "IIMMER Label Printer SP1" and click the "Use" dropdown menu. Choose "Select Software."



Step 4: Locate and select "IIMMER Printer," then click "Add."



Your printer is now ready for use.



If you need to add additional printers, please refer to the following section:

- [How to connect multiple IIMMER printers to one computer](#)

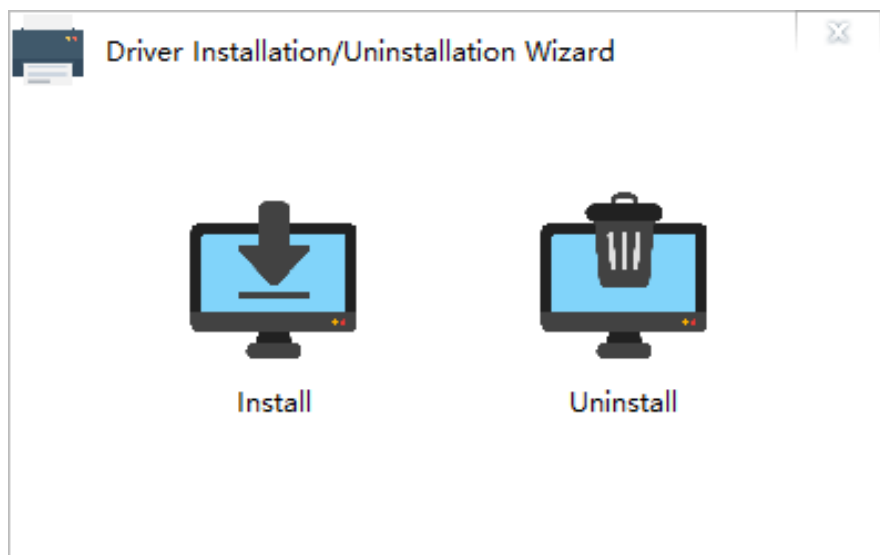
How to install IIMMER Label Printer on Windows

Thank you for choosing the IIMMER thermal printer. We appreciate your trust in our product and are confident it will fulfill your printing needs.

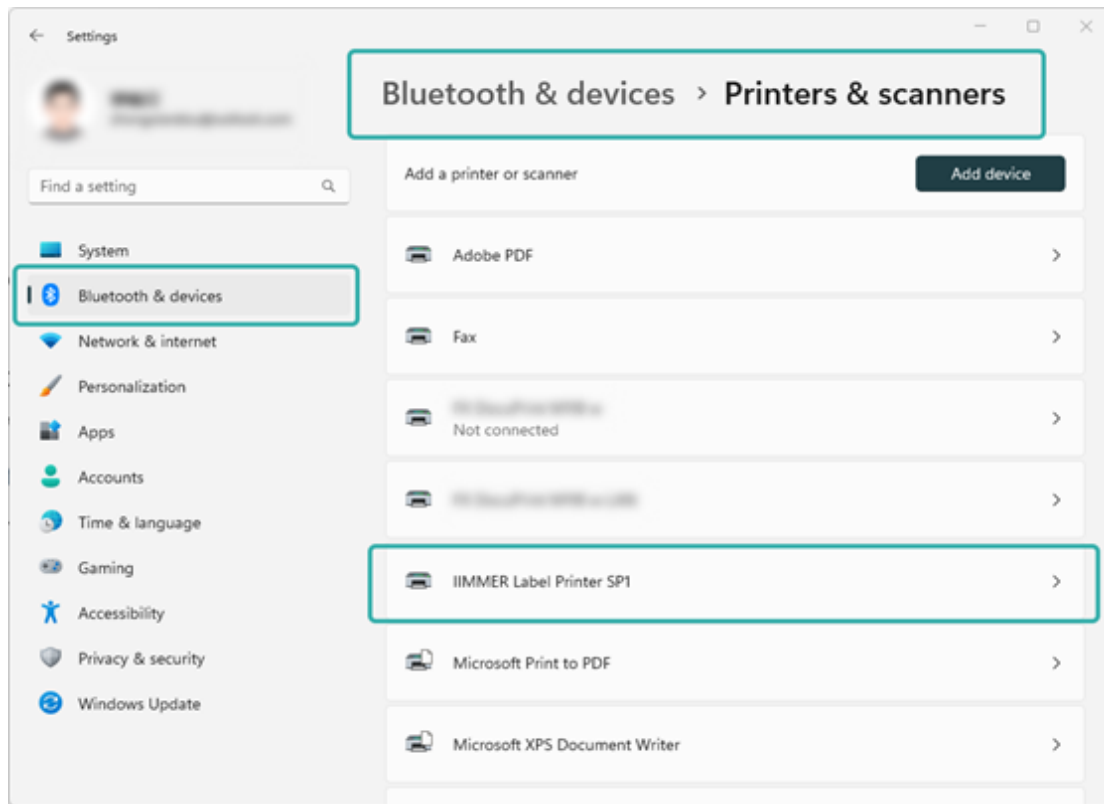
To set up your new printer, please download the printer driver by visiting our website at https://www.IIMMER.com/label_printer and following the step-by-step instructions.

Step 1: Connect the IIMMER printer to the computer and turn it on.

Step 2: Open the downloaded Windows driver and follow the prompt to complete installation.



Step 3: Go to Windows "Settings" "Bluetooth & devices" "Printers & scanners." You should find the newly added "IIMMER Label Printer SP1".



If you need to add additional printers, please refer to the following section:

- [How to connect multiple IIMMER printers to one computer](#)

Decoding LED Colors and Beeps

The LED colors and beeps on your IIMMER thermal printer are signals providing immediate information about your device's operational status.

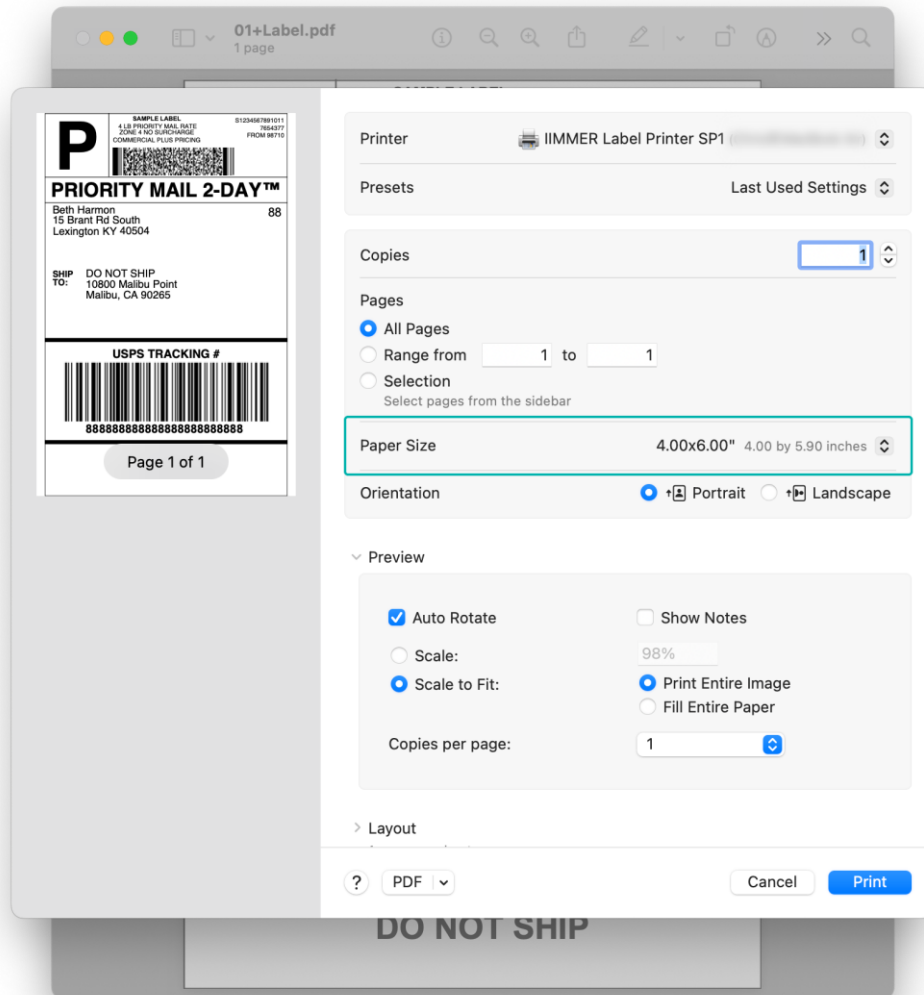
Light	Description	Troubleshoot
White	USB connected. normal operation	/
Flashing White (every 0.5s)	Waiting for USB connection	You will hear two short beeps after USB disconnected, and one short beep after USB connected.
Flashing Red (every 0.2s)	Cover is not closed	Check that the cover is completely closed.
Flashing Red (every 0.5s)	Out of Paper	Reload the paper. You may need to run the automatic label identification.
Flash White and Red	Printer head is overheated	Printer will automatically resume once the printer head has cooled down.
Off, beeping every 4s	Low Voltage	Ensure grid voltage exceeds 100V and you're using the official power adapter.

Base Settings

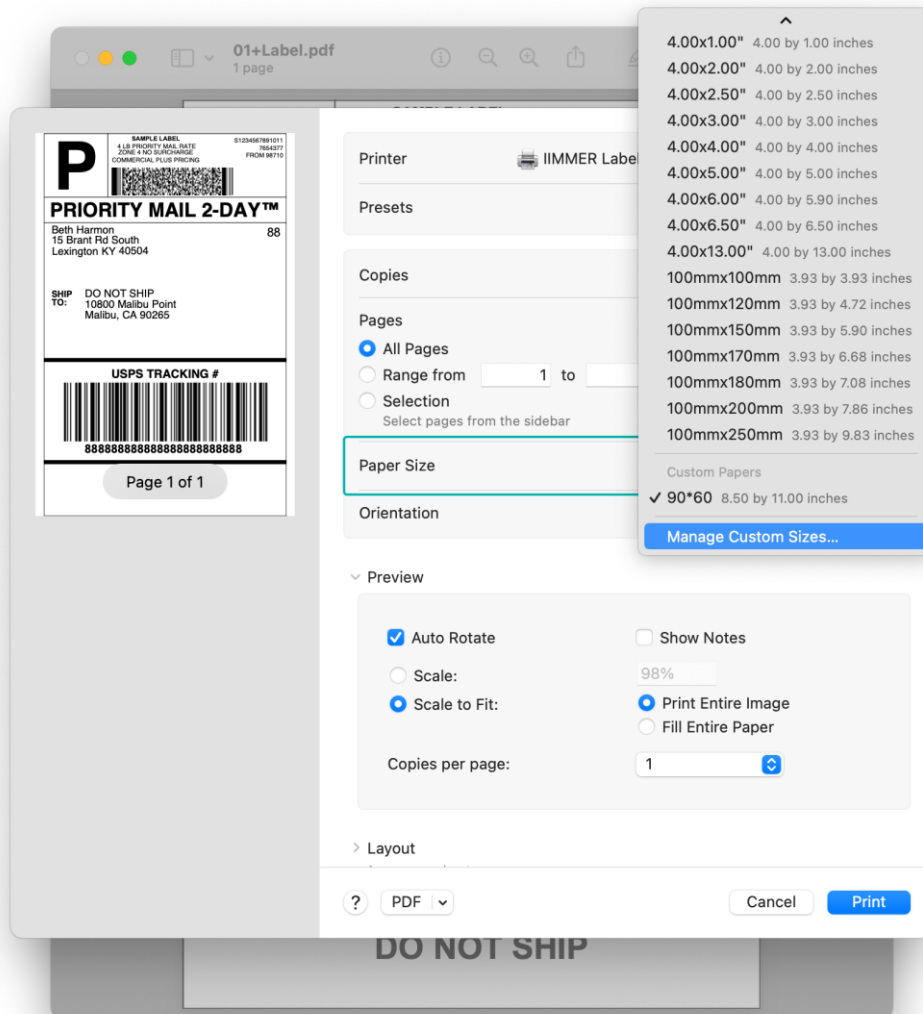
How to select / custom label sizes on Mac

IIMMER includes many standard label sizes. If the built-in label sizes do not have the right one you need, you can add it manually.

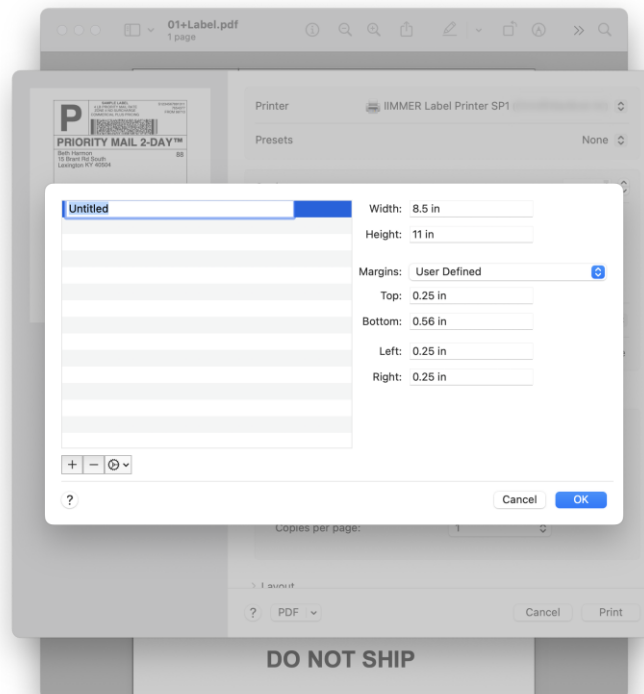
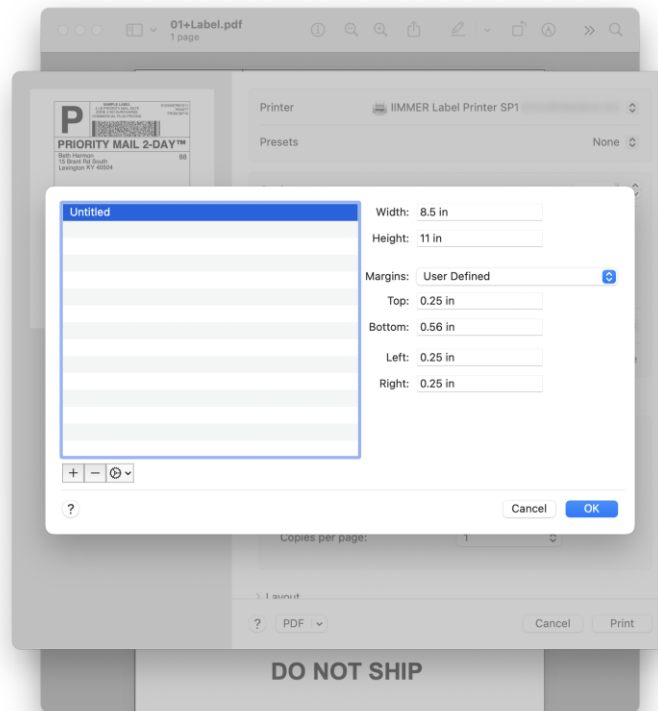
Print using Preview.app or other software through the system dialog, ensuring the IIMMER Label Printer is selected.



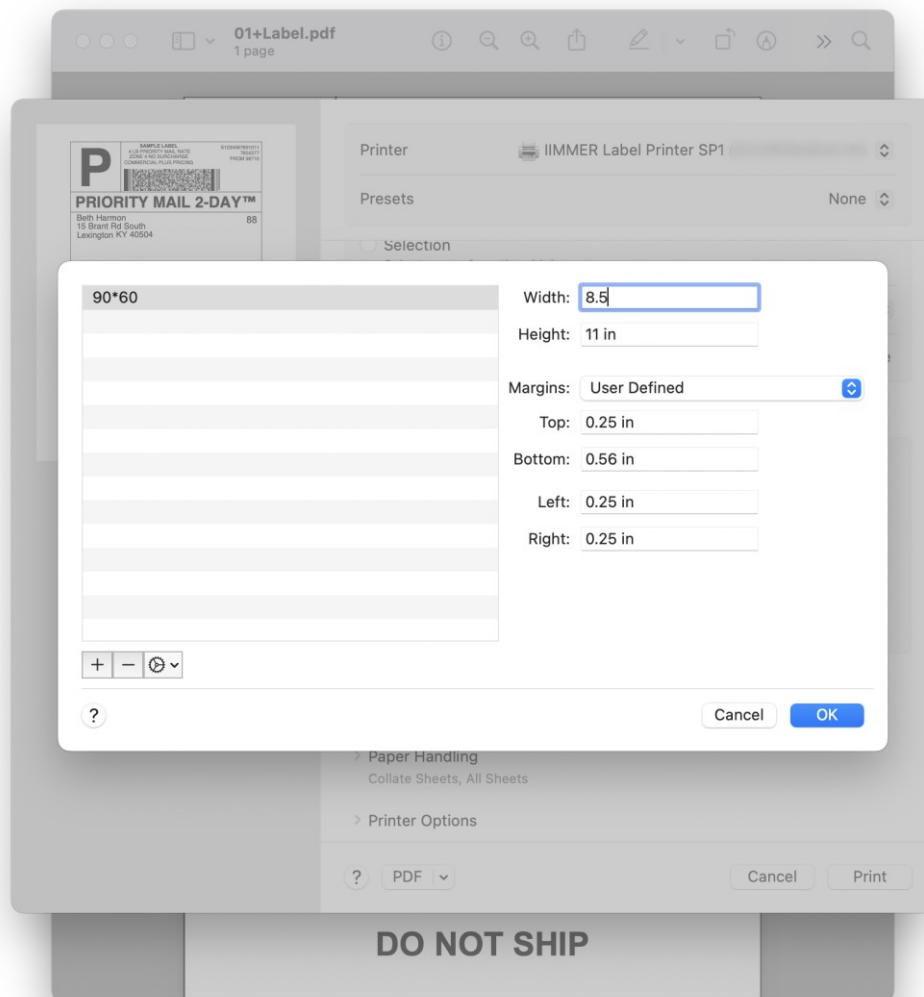
Step 1: Choose the appropriate Label Size. If your label size isn't listed, click "Manage Custom Sizes..."



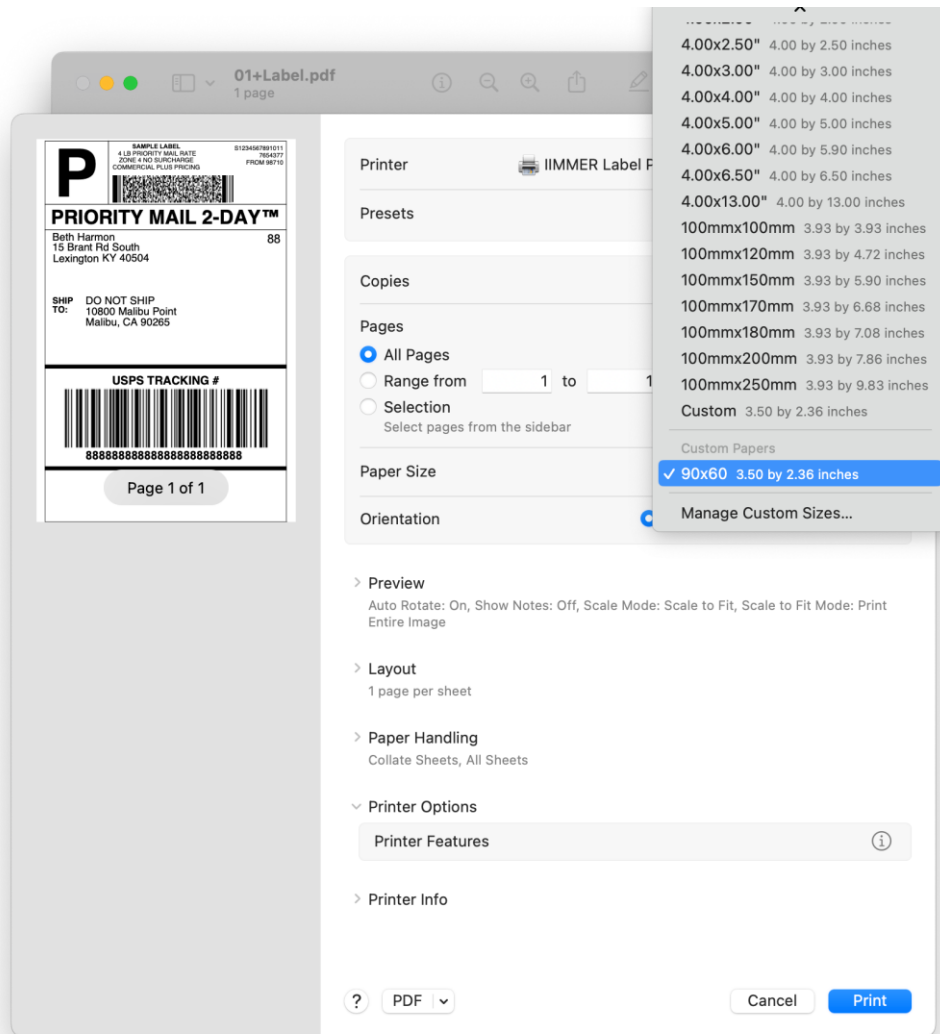
Step 2: Click the "+" sign in the bottom-left corner of the window, double-click "untitled" above it, and rename it as per your preference.



Step 3: Enter the required label size, and click "OK."



Step 4: locate and select the custom paper size you just created.



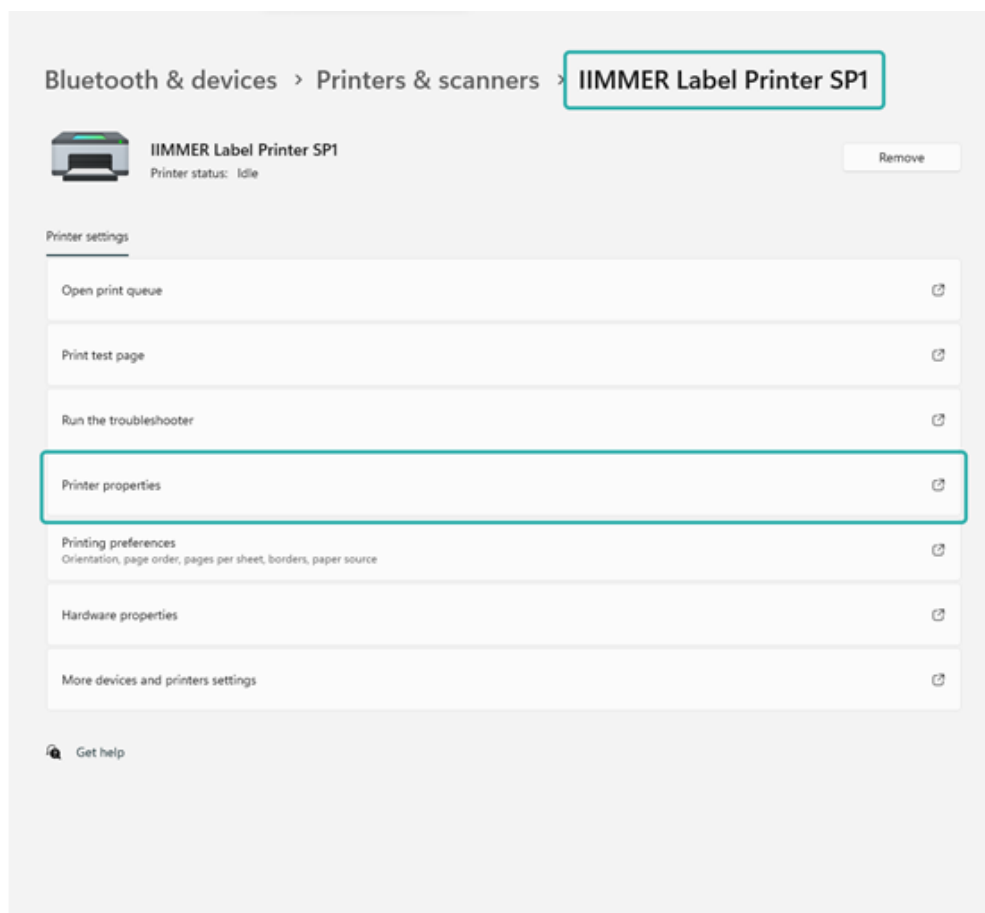
Now, enjoy your printing.

How to select / custom label sizes on Windows

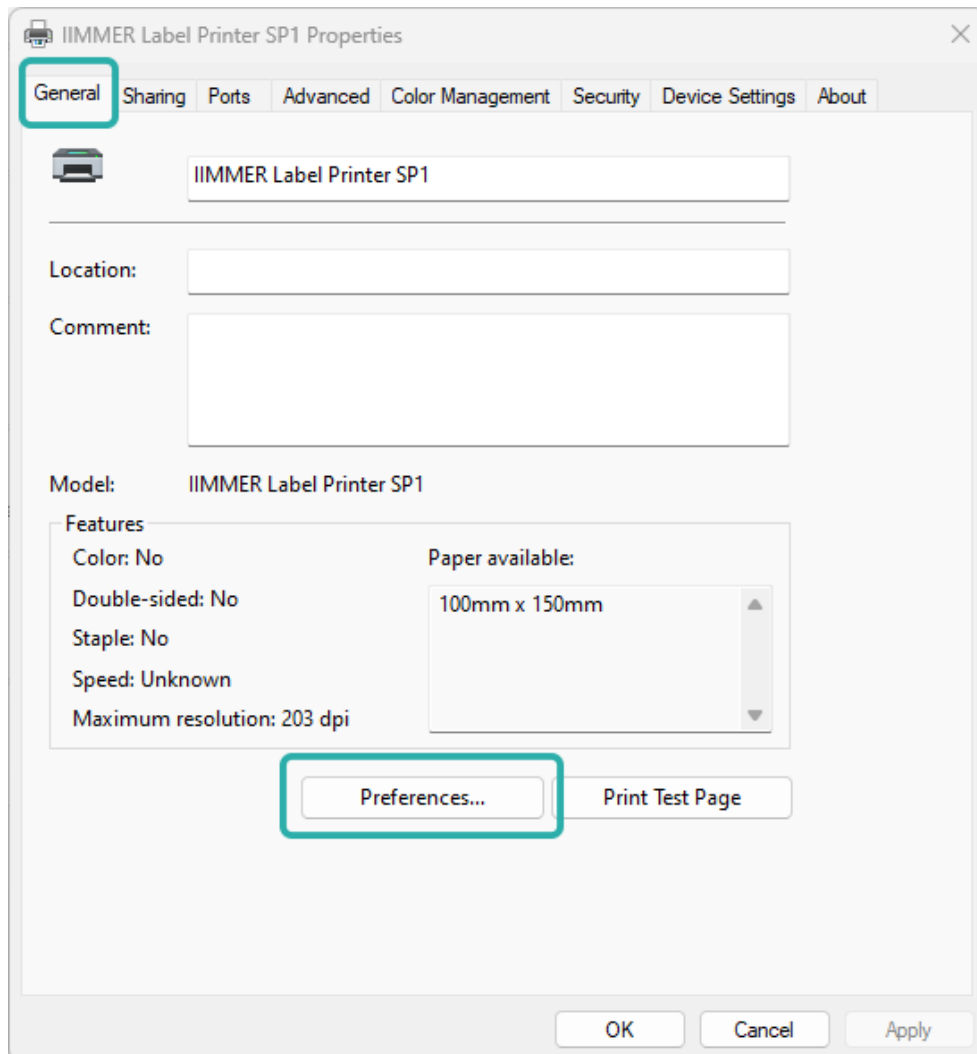
IIMMER includes many standard label sizes. If the built-in label sizes do not have the right one you need, you can add it manually.

Ensuring the IIMMER Label Printer is selected.

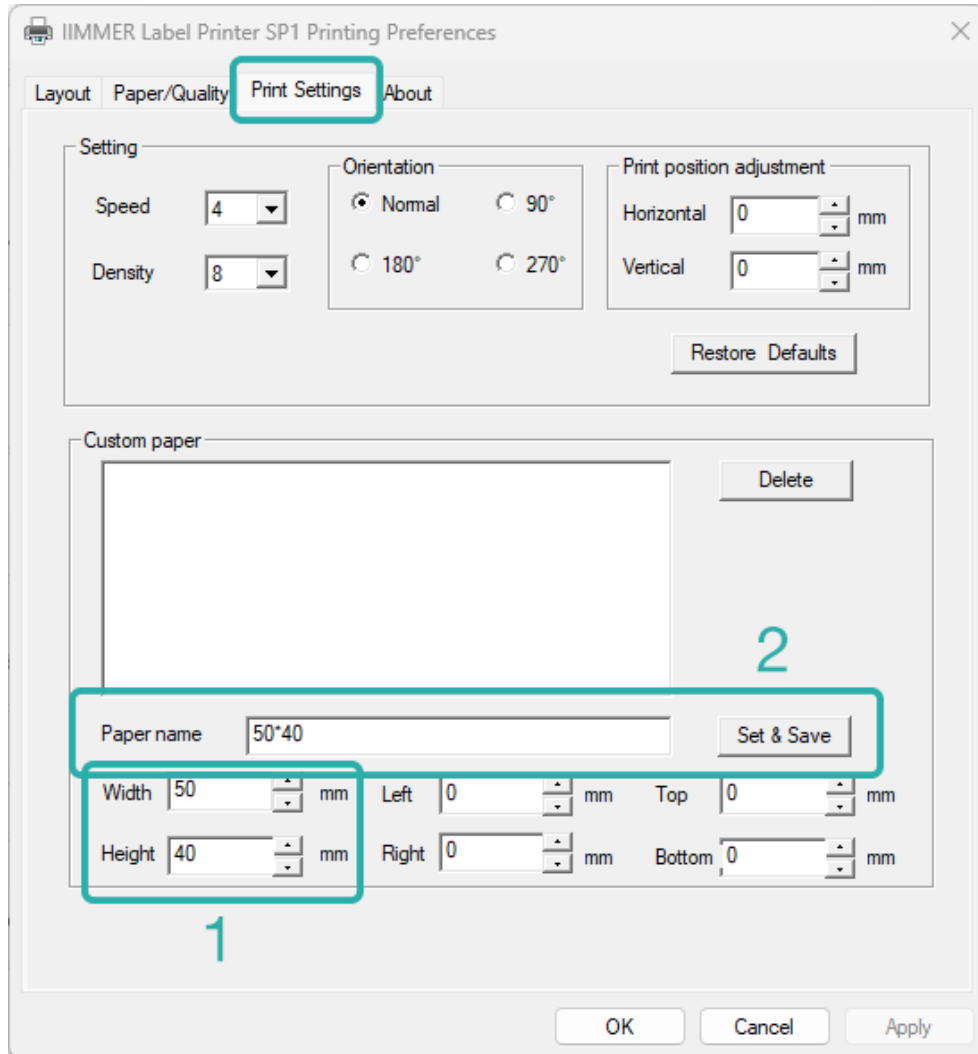
Step 1: Go to Windows "Settings" "Bluetooth & devices" "Printers & scanners." Locate and click "IIMMER Label Printer SP1," then click "Printer properties."



Step 2: In the General tab, click "Preferences..."



Step 3: In the Print Settings tab, enter the width and height in the custom paper box. Input a paper name according to your preference and click "Set & Save."



IIMMER Label Printer SP1 Printing Preferences

Layout Paper/Quality **Print Settings** About

Setting

Speed 4

Density 8

Orientation

☒ Normal ☐ 90°

☐ 180° ☐ 270°

Print position adjustment

Horizontal 0 mm

Vertical 0 mm

Restore Defaults

Custom paper

Delete

Paper name 50*40 Set & Save

Width 50 mm

Height 40 mm

Left 0 mm

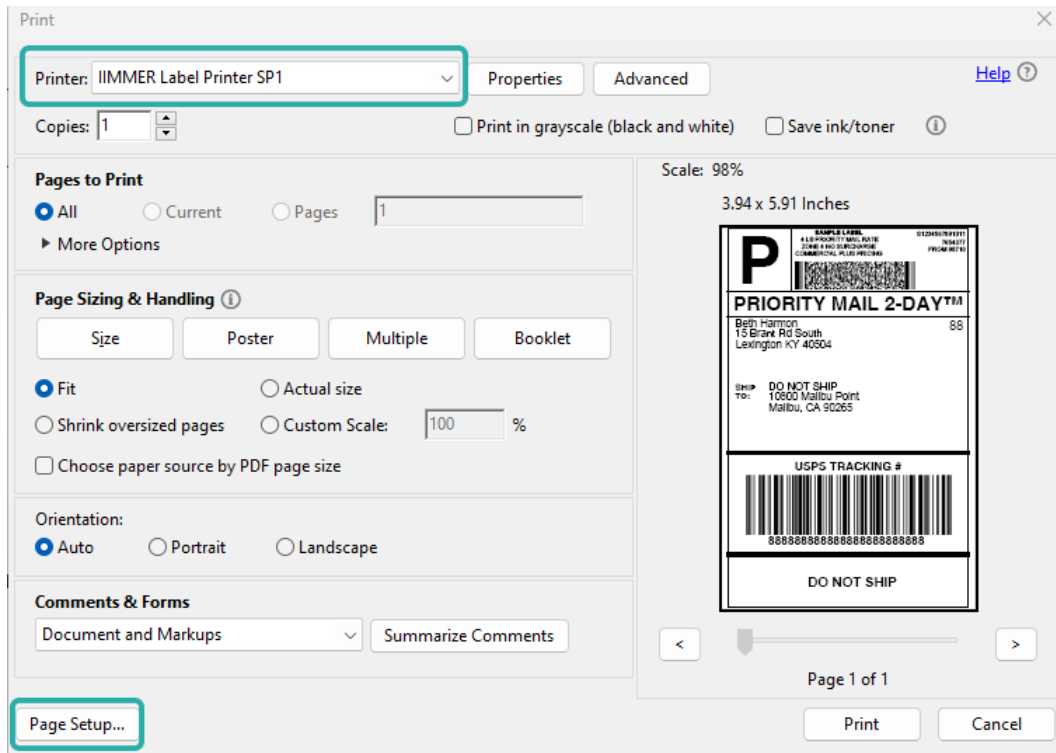
Right 0 mm

Top 0 mm

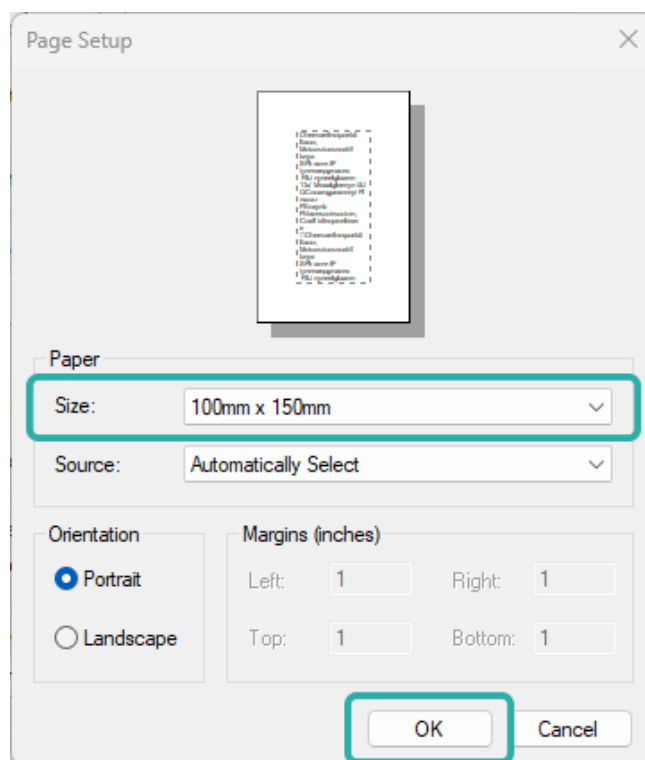
Bottom 0 mm

OK Cancel Apply

Step 4: When printing, choose the right printer and click on Paper settings.



Step 5: Locate and select the custom label paper size, then click "OK."



Now, enjoy your printing.

My IIMMER won't turn on

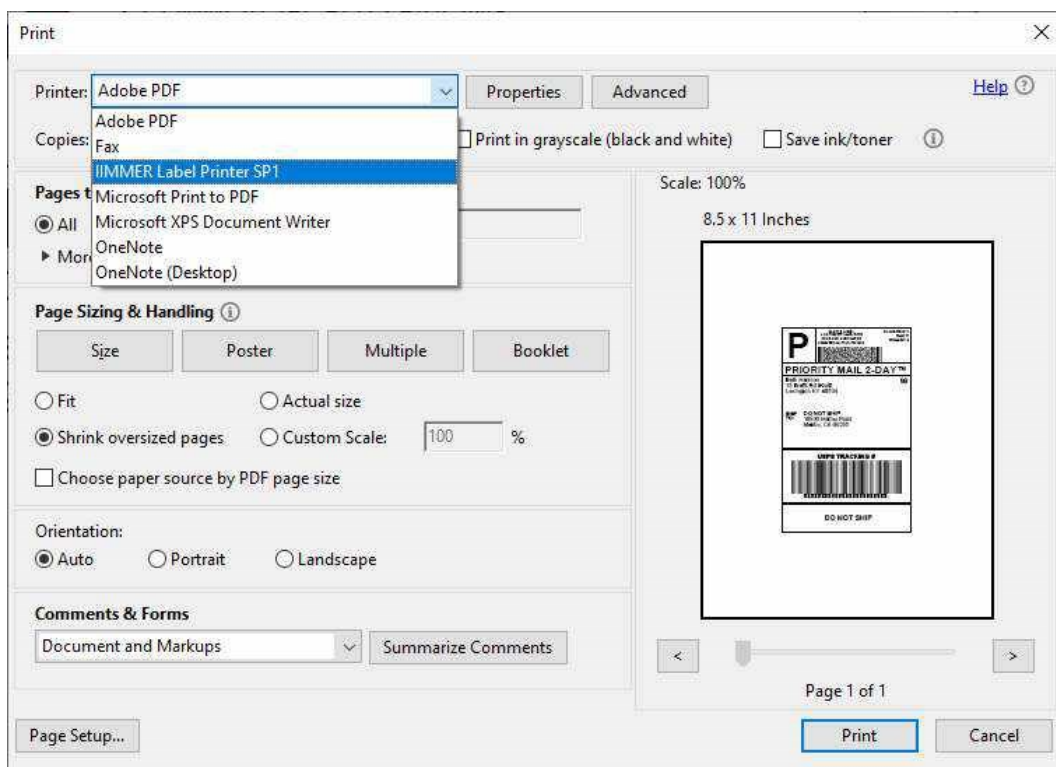
If your IIMMER printer won't turn on, please follow these steps:

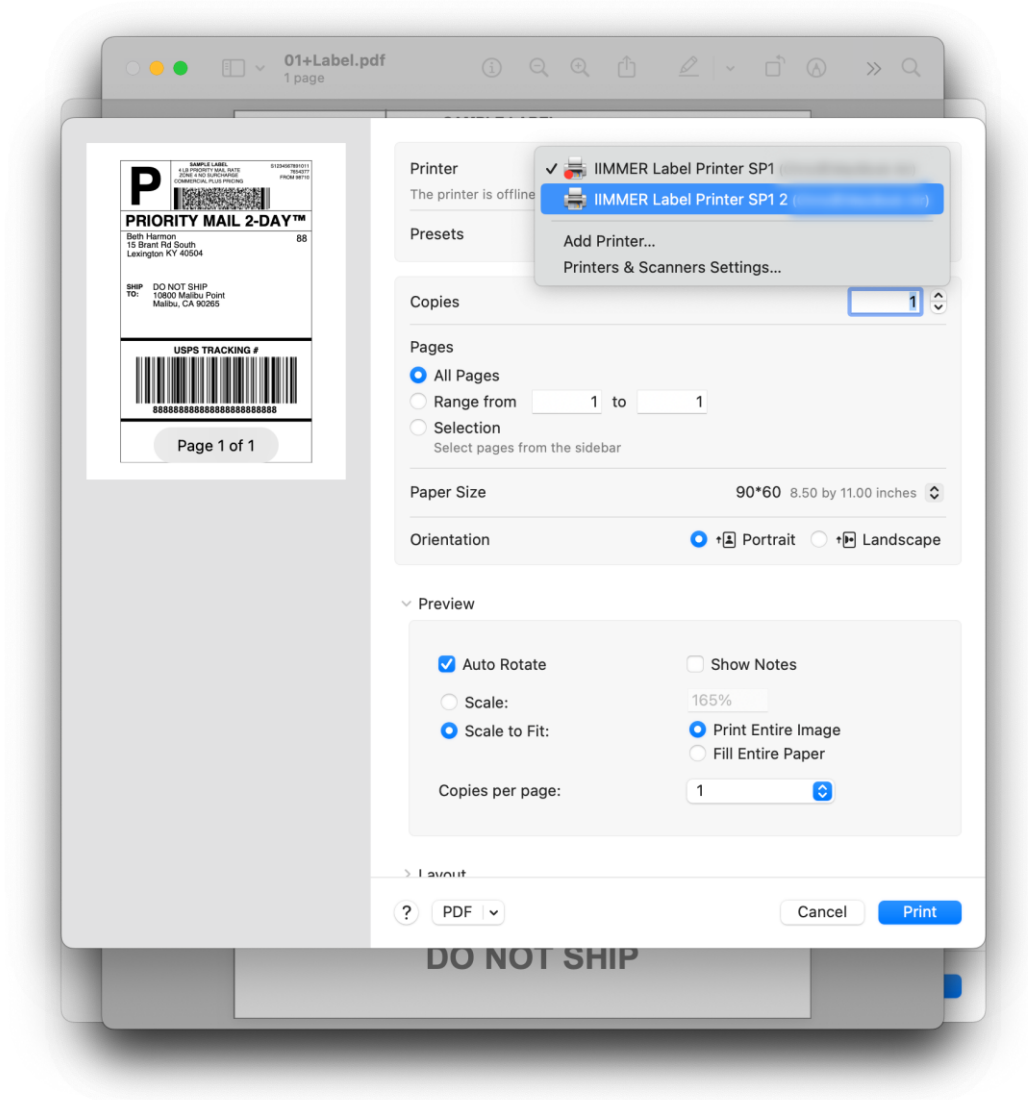
1. Check the wall plug for electricity by connecting another device to the same outlet.
2. Examine the power cable connected to the adapter and ensure the cable leading to the IIMMER printer is fully plugged into the power adapter.
3. Make sure the plug going into the IIMMER printer is fully inserted.
4. Toggle the power switch located on the backside of the IIMMER printer ON and OFF.

Nothing happens when I click print

When your printer displays a constant white LED but is unresponsive, consider these three possible issues:

1. The printer driver may not be installed. To resolve this, please refer to the FAQ in "[How to install IIMMER Label Printer on a Mac](#)" or "[How to install IIMMER Label Printer on Windows](#)"
2. If you have an existing printer and recently added a new one, you might have forgotten to install the driver again. To fix this, refer to the guide in "[How to connect multiple IIMMER printers to one computer](#)"
3. The most common issue is an incorrect printer selection in the program. Ensure that the "IIMMER Label Printer SP1" is selected correctly in the program's printing interface. Additionally, if you have multiple IIMMER printers, make sure to select the appropriate one.





Make sure the printer is properly connected to the power supply and computer and is powered on. Then retry.

How to connect multiple IIMMER printers to one computer

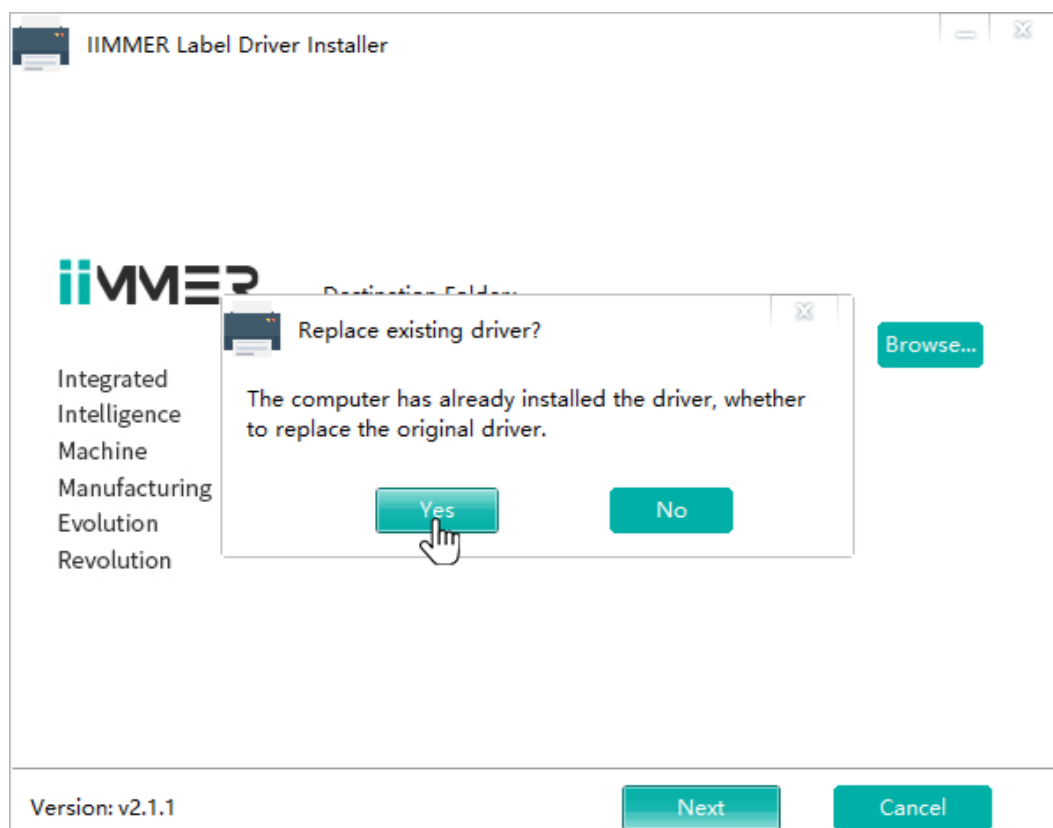
If you need to use multiple IIMMER printers for different label sizes (e.g., one for 4x6-inch labels and another for 1.5x2-inch labels), you can easily connect them to the same computer.

Follow these steps to add additional IIMMER printers:

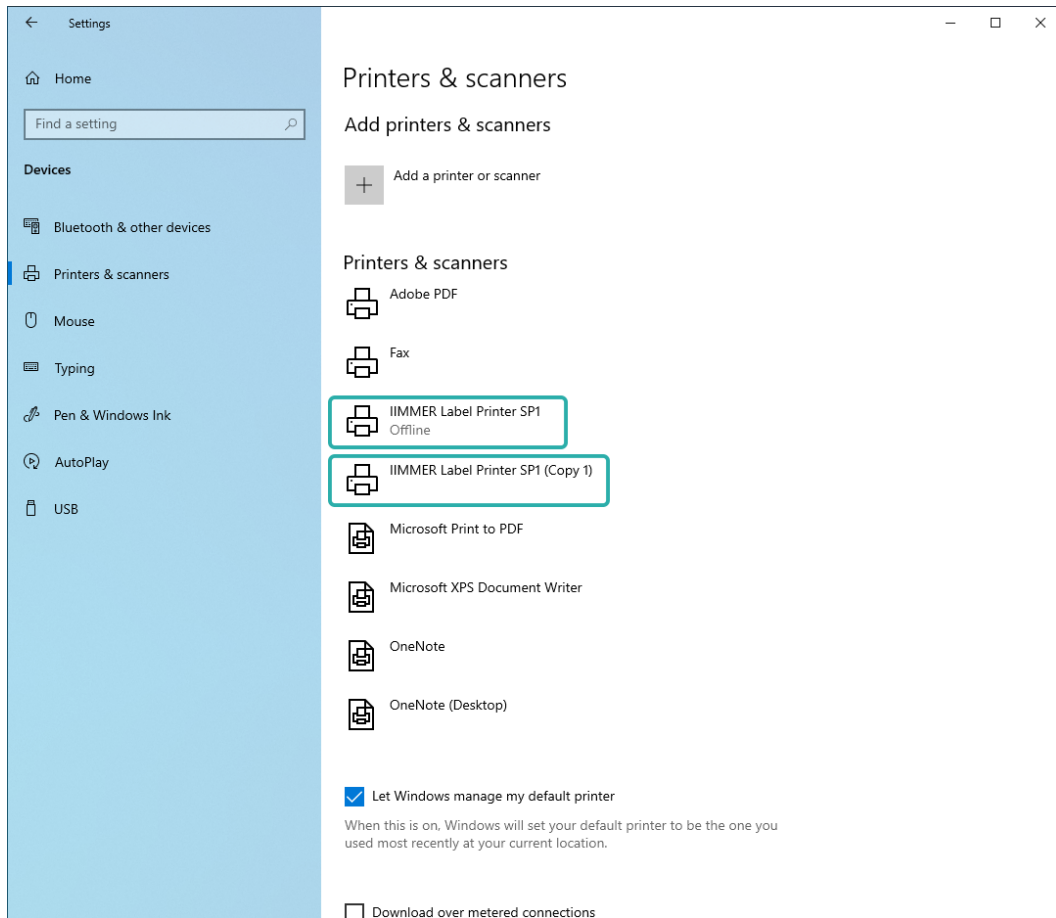
For Windows users:

Step 1: Connect the second IIMMER printer to the computer and turn it on.

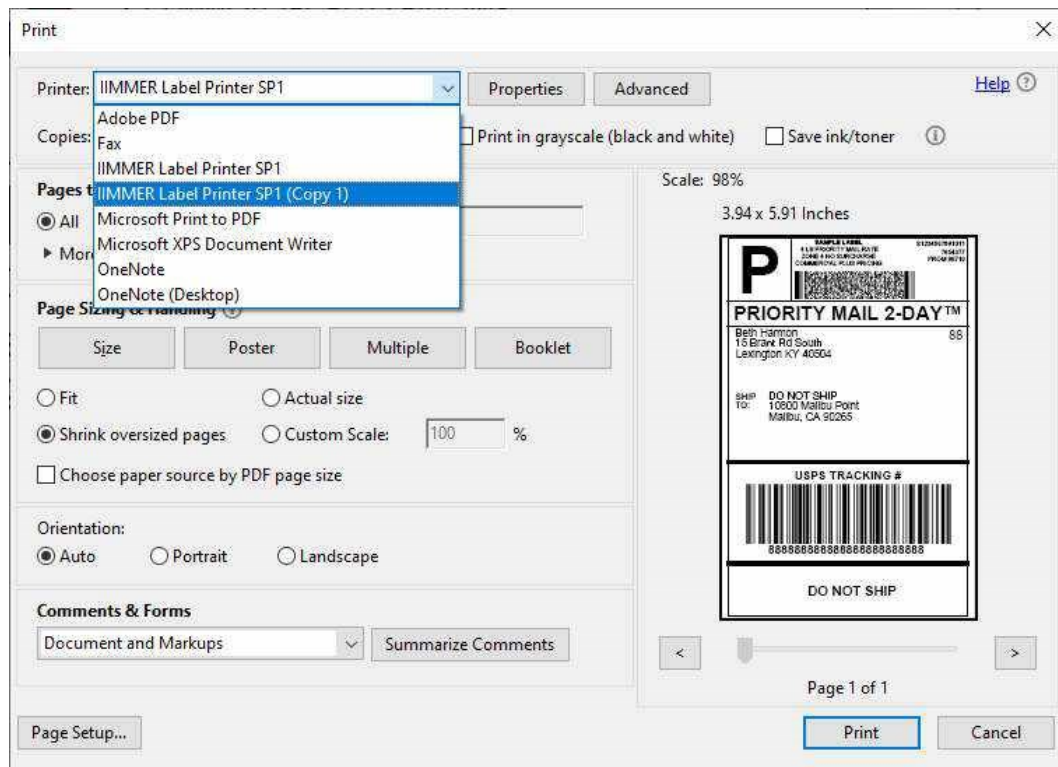
Step 2: Install the printer driver again. Download the driver by visiting our website at https://www.IIMMER.com/label_printer.



Step 3: Go to Windows "Settings" "Bluetooth & devices" "Printers & scanners." You should find the new "IIMMER Label Printer SP1 (Copy 1)."



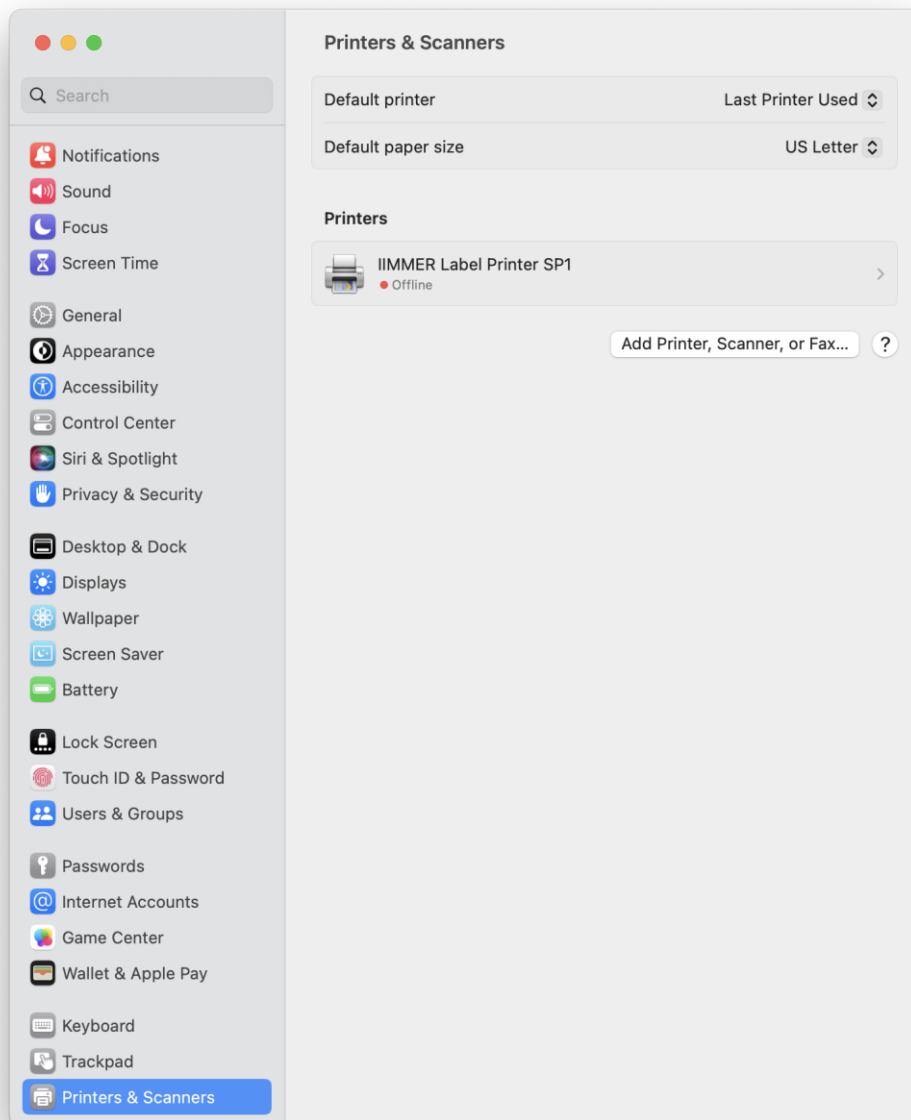
Step 4: When printing, manually select the appropriate printer from the printer drop-down menu in the pop-up printing interface.



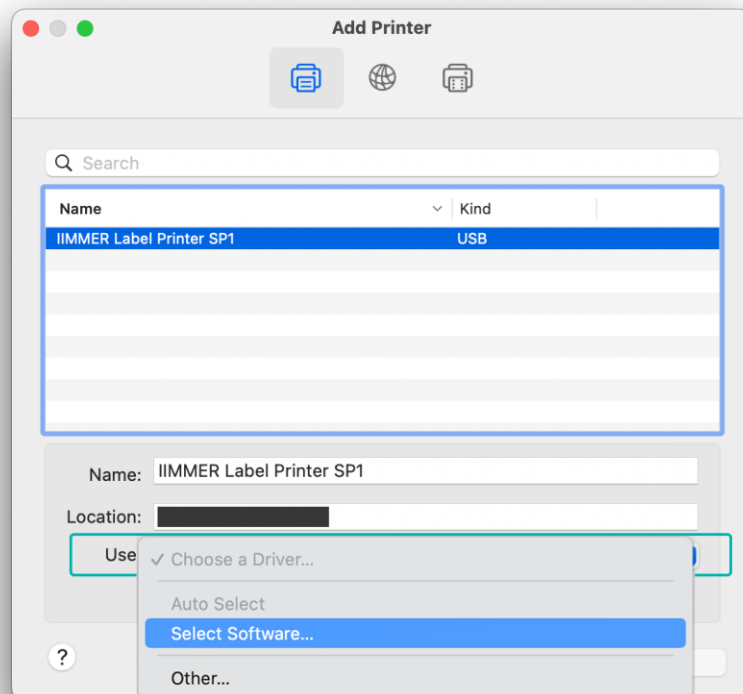
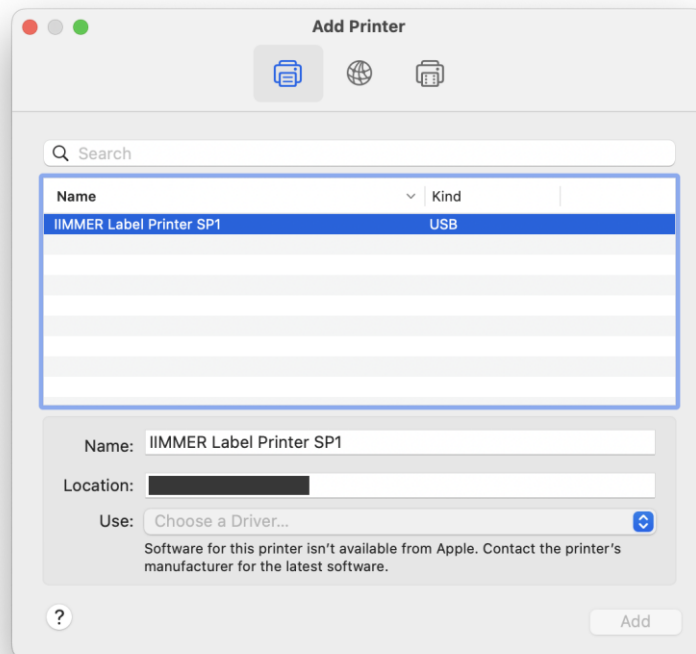
For Mac users:

Step 1: Connect the second IIMMER printer to the computer and turn it on.

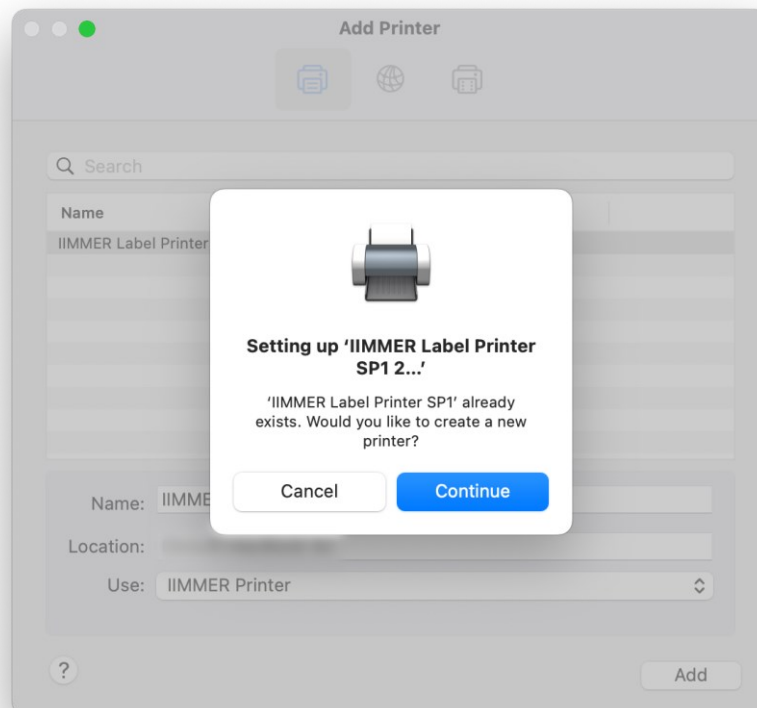
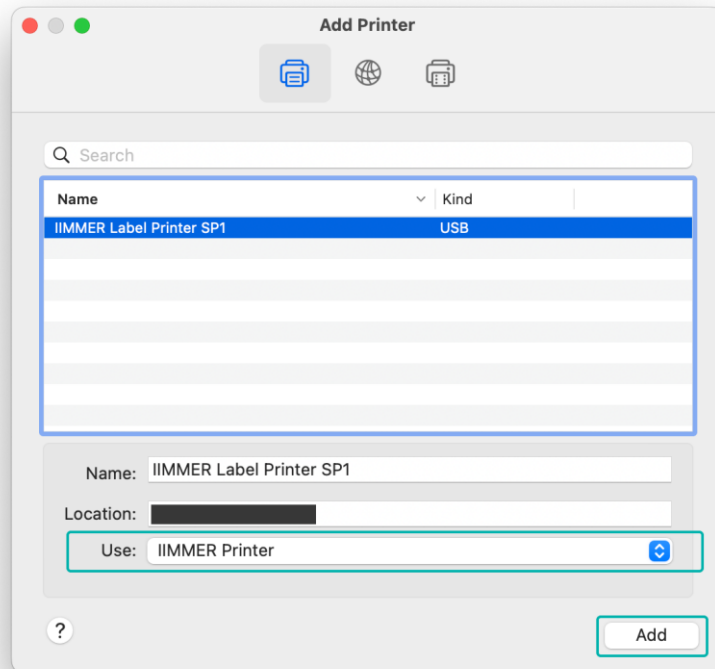
Step 2: Go to System "Settings" "Printers & Scanners," and click "Add Printer, Scanner, or Fax..."

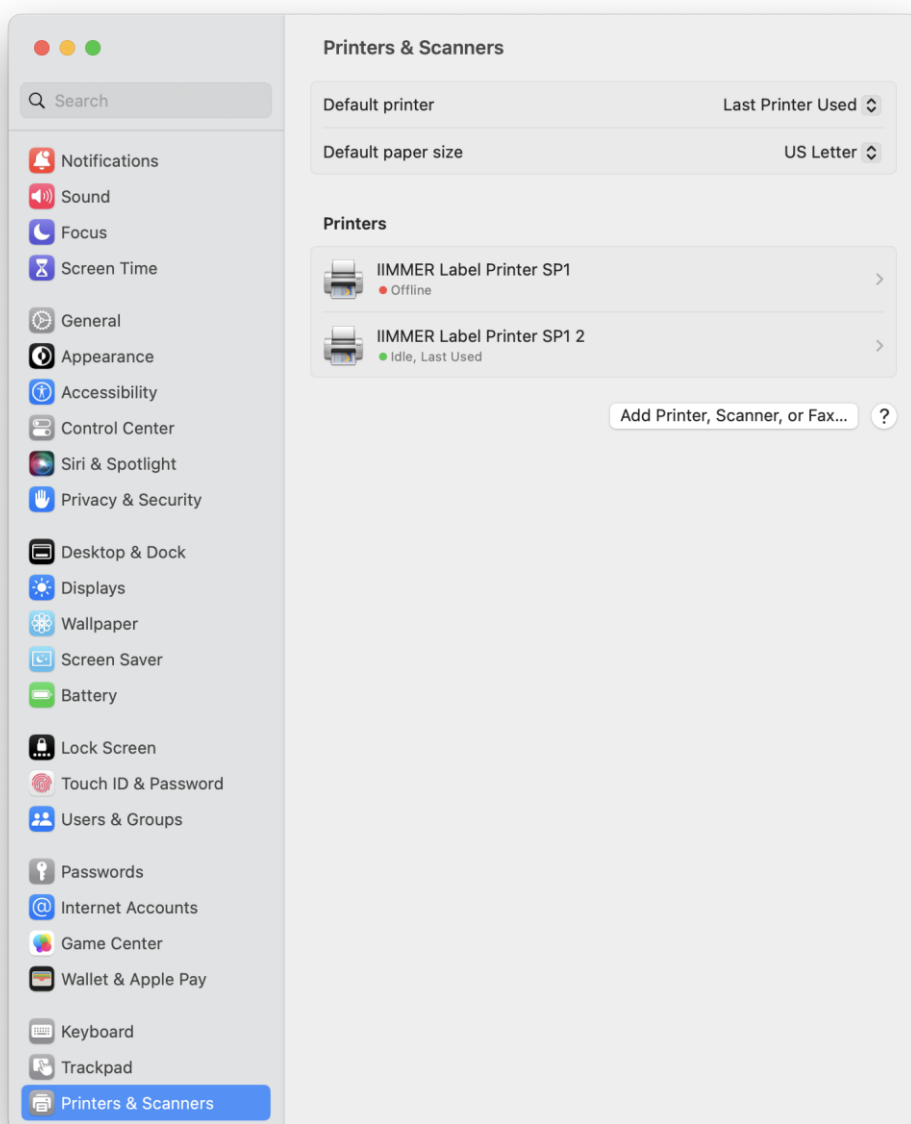


Step 3: Highlight "IIMMER Label Printer SP1" and click the "Use" dropdown menu. Choose "Select Software."

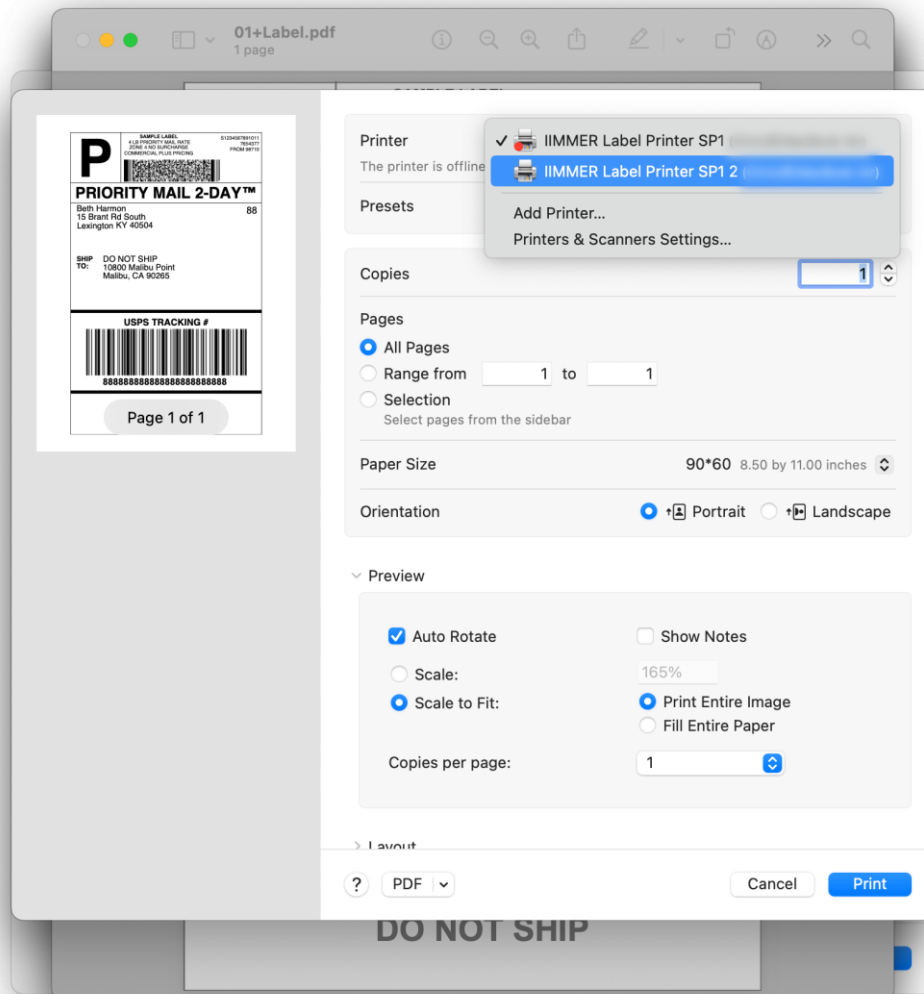


Step 4: Locate and select "IIMMER Printer," then click "Add."





Step 5: When printing, manually select the appropriate printer from the printer drop-down menu in the pop-up printing interface.

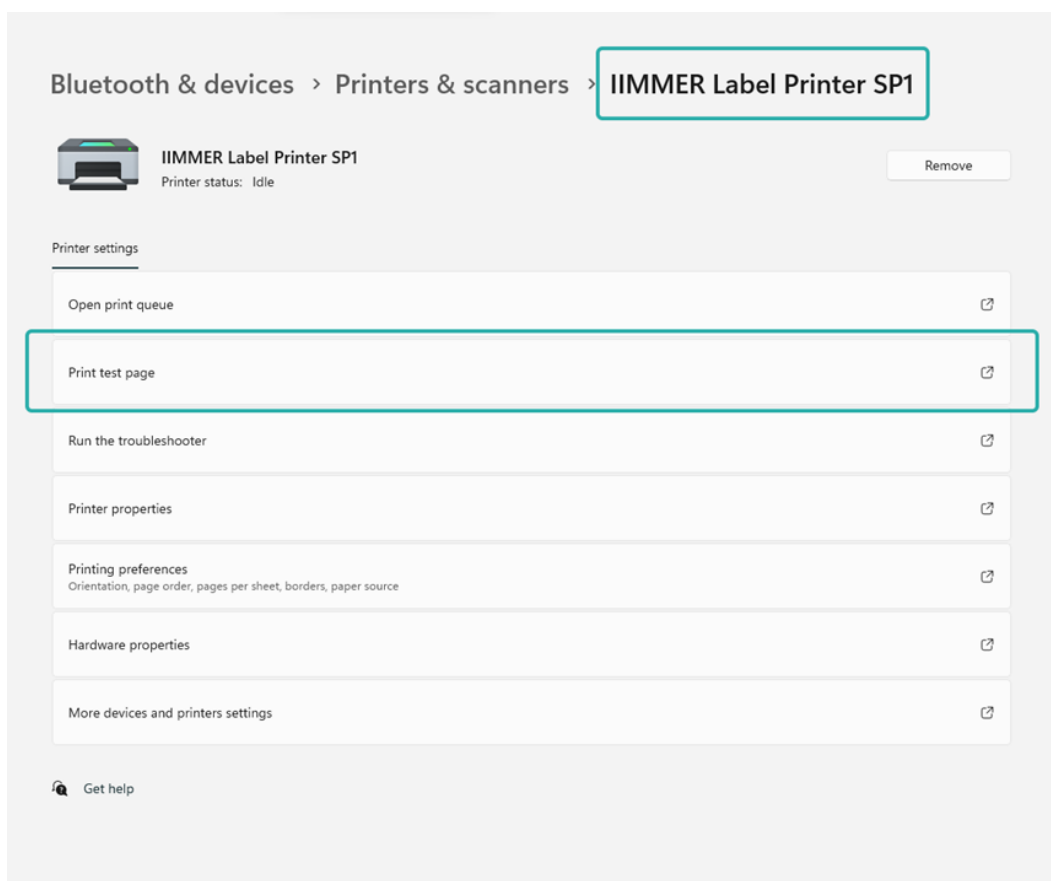


How to print test page

Make sure the printer driver is correctly installed on the computer, the printer is powered on, connected to the computer, switched on, and the 4x6-inch thermal paper is properly positioned. Then, proceed with the following steps:

For Windows users:

Go to Windows "setting" --- "Bluetooth & devices" --- "Printers & scanners",
find and click on "IIMMER Label Printer SP1",



And then find and click on "Print test page".

For Mac users:

Step 1: Make sure the printer is plugged in, connected to the computer, and has 4x6-inch paper loaded.

Step 2: Turn off the printer.

Step 3: Press and hold the round button next to the logo while turning on the printer. The printer will print a test page after about 2 seconds.

Note: The test page verifies the printer's proper functioning and correct paper loading. If you experience issues with the test page or printer, please consult our FAQs or contact customer support for assistance.

Printer Quality Issues

My labels aren't sharp enough (too light)

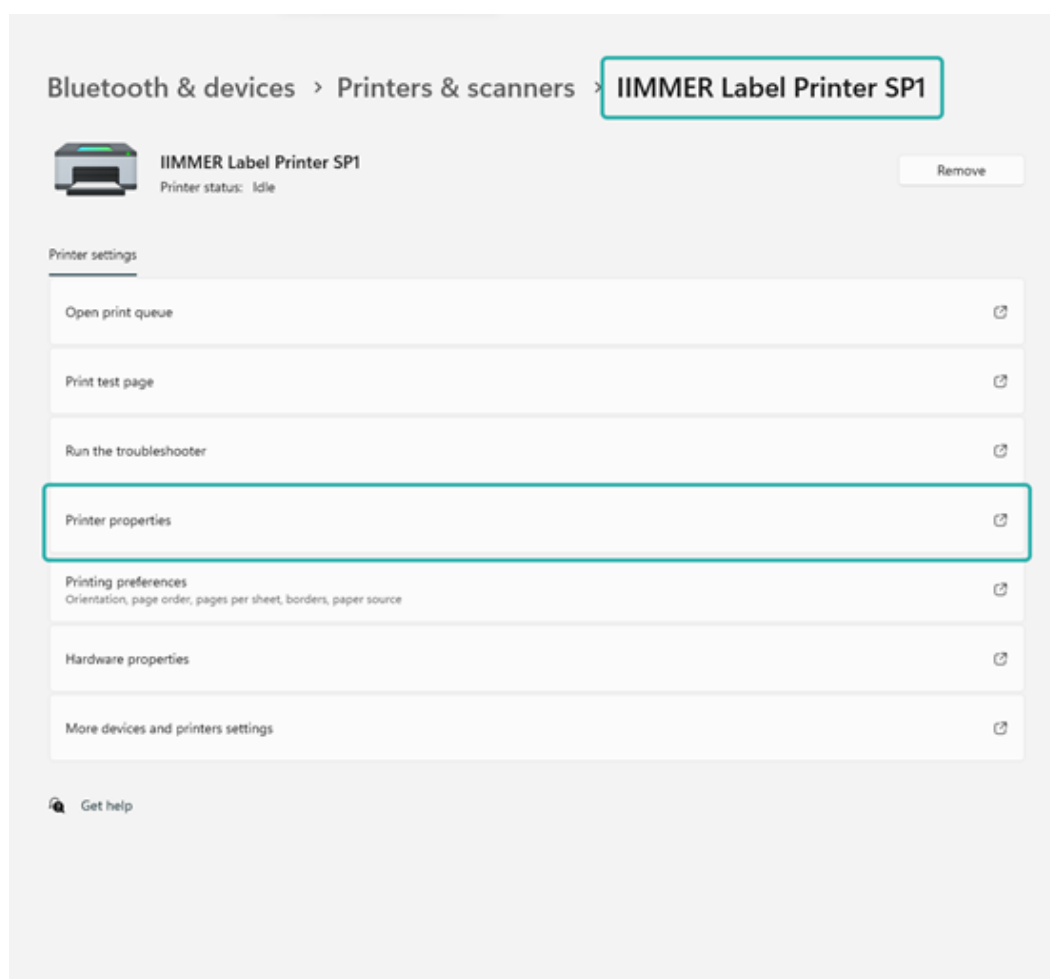
1. Please ensure you've selected the correct size while printing.
2. Check the quality of your label. Better Label = better print quality.
3. Try adjusting the printing speed. (If printing speed is too high, labels may come out very light)

For Windows users:

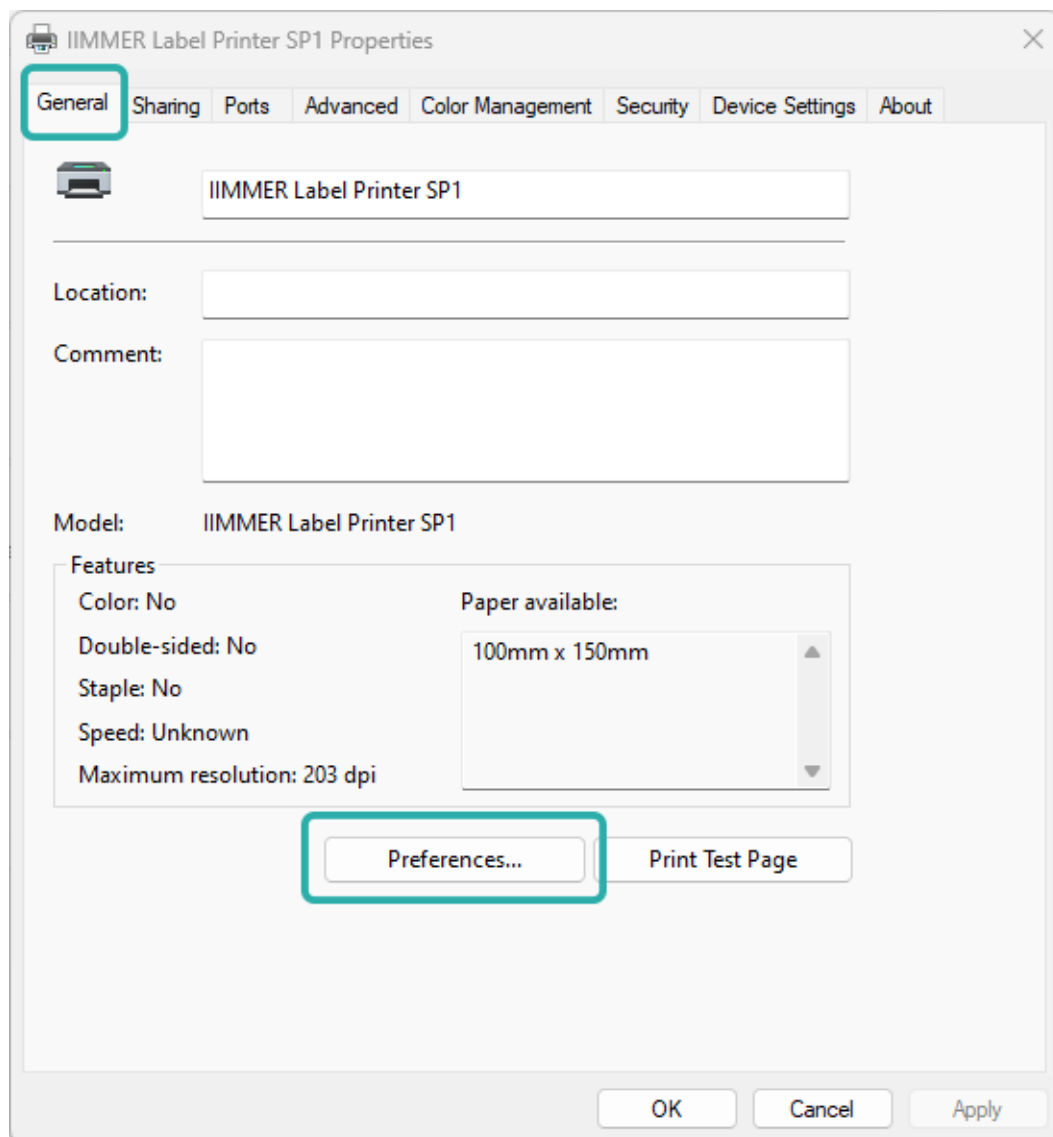
Step 1: Go to Windows "Settings" > "Bluetooth & devices" > "Printers & scanners".

Step 2: Find and click on "IIMMER Label Printer SP1 printers".

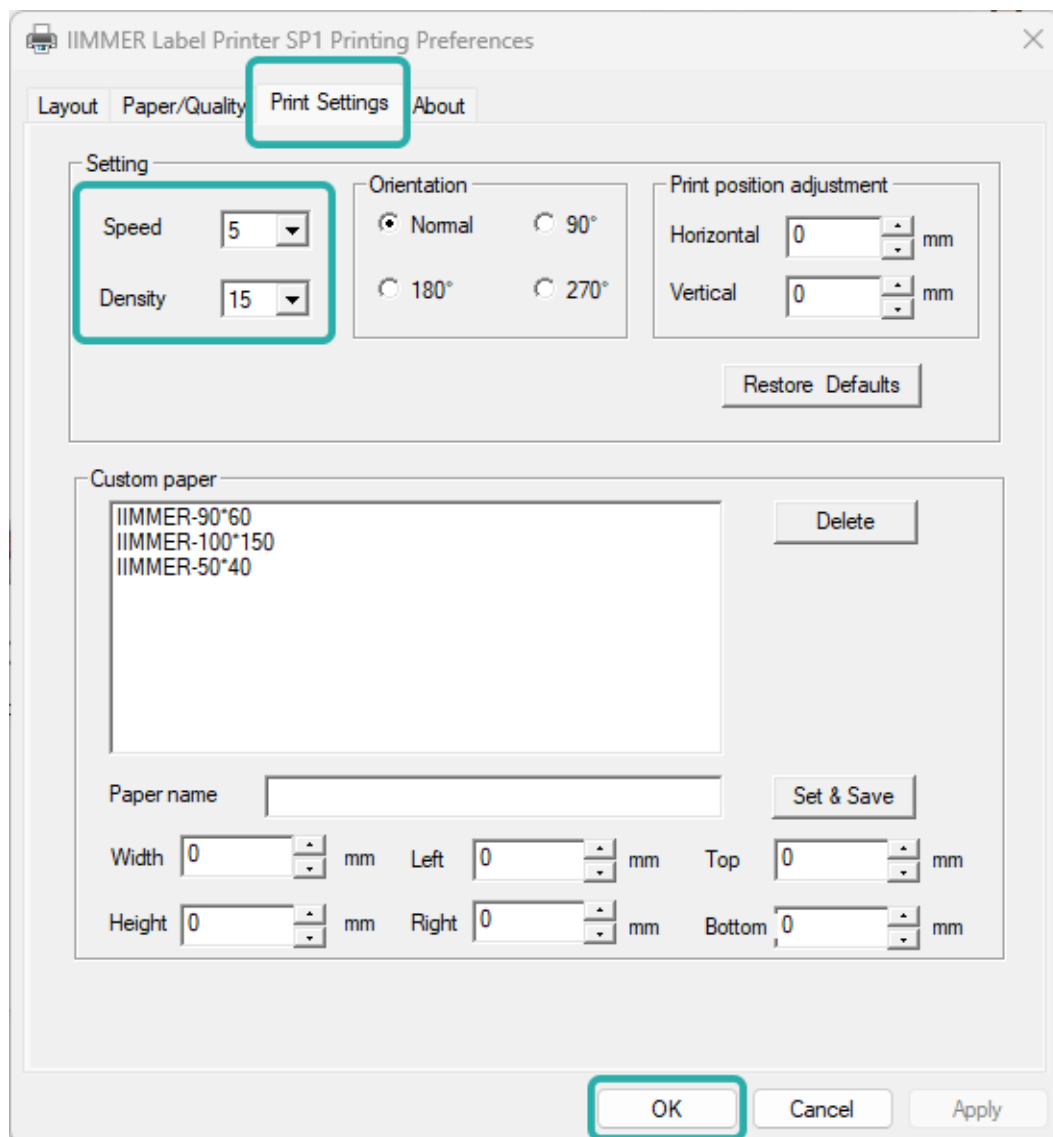
Step 3: Click on "Printer properties" and wait for the system to pop up the printer properties settings screen.



Step 4: Under the General tab, click on "Preferences..." to open a new Properties window.

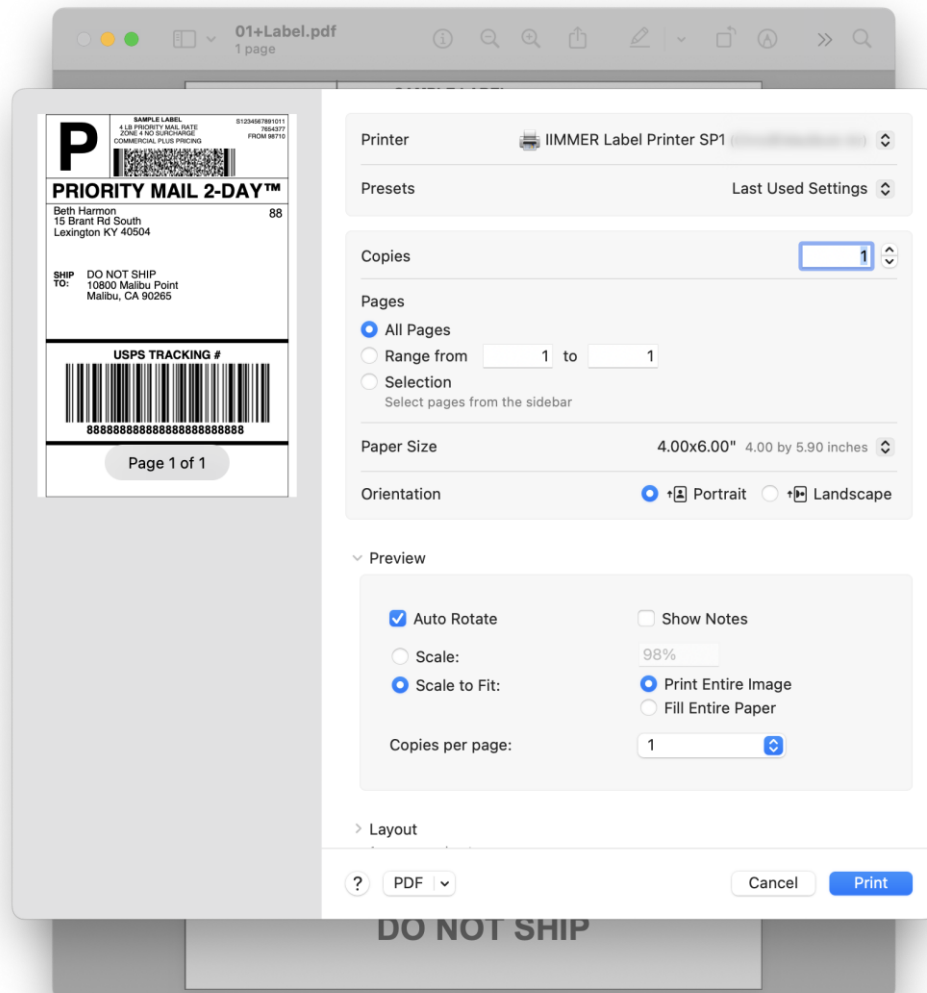


Step 5: Under the Print Settings tab, select a larger density and then select "OK".

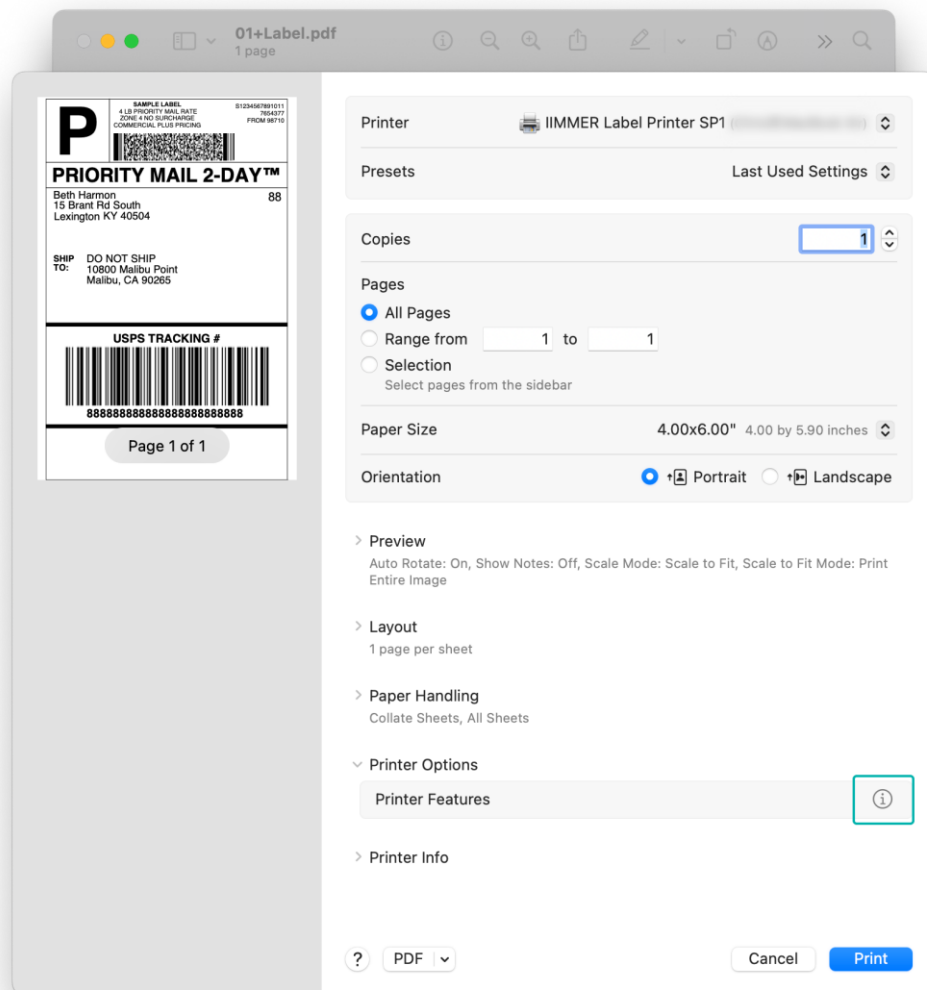


For Mac users:

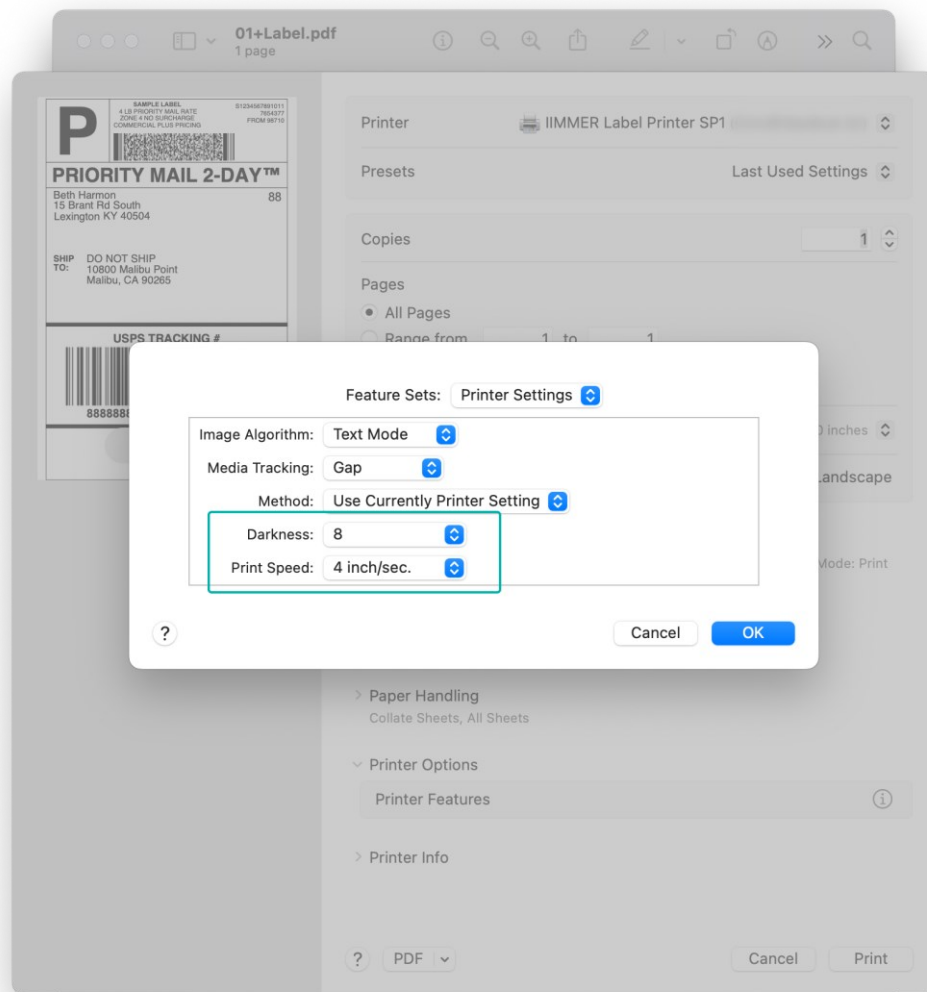
Step 1: To print using Preview.app or any other software utilizing the system dialog, ensure that the IIMMER Label Printer is selected as the active printer.



Step 2: Locate and access the Printer Options. Click on the exclamation mark icon adjacent to the Printer Features.



Step 3: Adjust the print settings by increasing the Darkness level or decreasing the Printer Speed.



Barcode is not printed clearly (unable to scan)

If you are experiencing blurry barcodes, it might be due to the source file not being of optimal quality. To verify this, please print a sample page available in our printer driver, which has been generated at the appropriate quality.

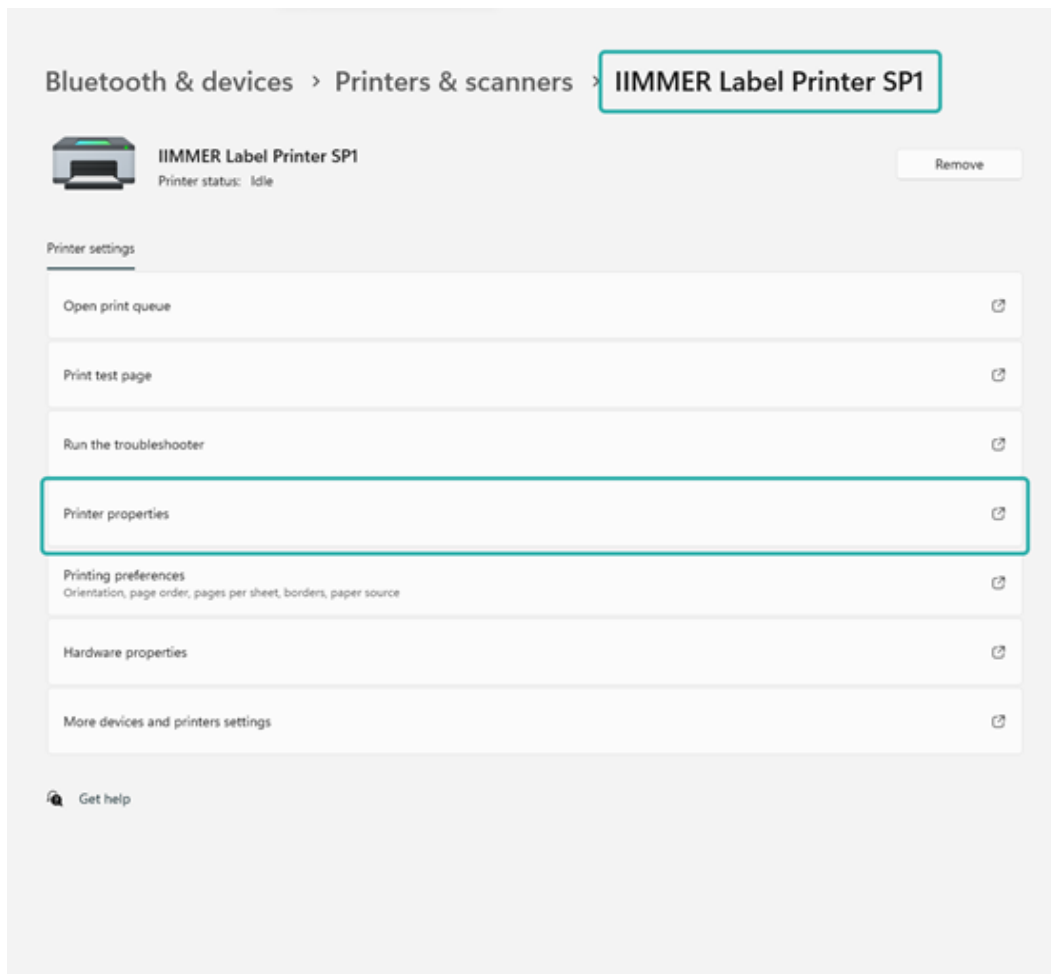
Moreover, modifying the printer speed and density settings may improve the print quality. The following instructions will guide Windows and Mac users on adjusting these settings:

For Windows users:

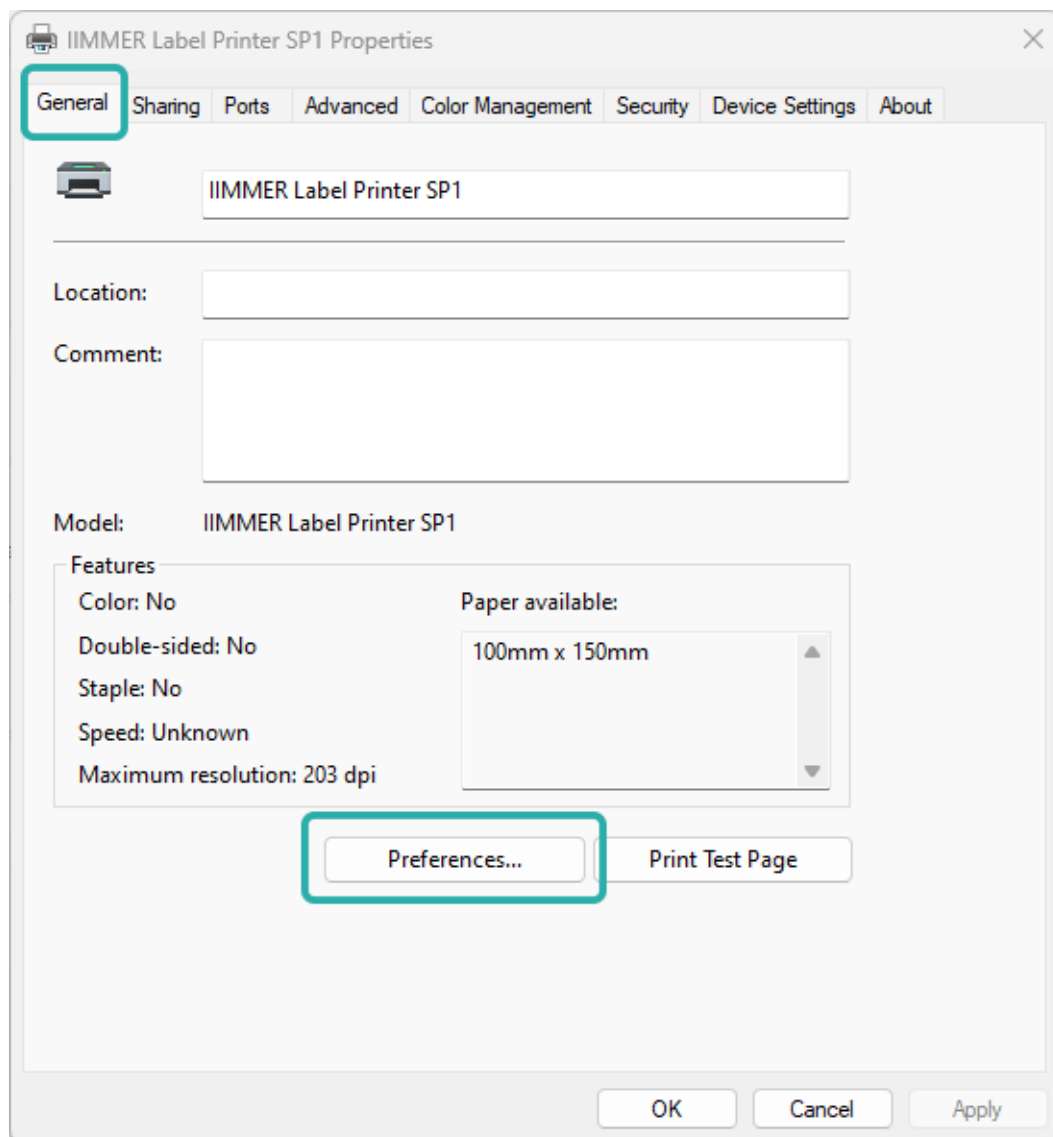
Step 1: Go to Windows "Settings" > "Bluetooth & devices" > "Printers & scanners".

Step 2: Find and click on "IIMMER Label Printer SP1 printers".

Step 3: Click on "Printer properties" and wait for the system to pop up the printer properties settings screen.



Step 4: Under the General tab, click on "Preferences..." to open a new Properties window.



Step 5: Under the Print Settings tab, select a larger density and then select "OK".

IIMMER Label Printer SP1 Printing Preferences

Layout Paper/Quality **Print Settings** About

Setting

Speed 5

Density 15

Orientation

☒ Normal ☐ 90°

☐ 180° ☐ 270°

Print position adjustment

Horizontal 0 mm

Vertical 0 mm

Restore Defaults

Custom paper

IIMMER-90*60
IIMMER-100*150
IIMMER-50*40

Delete

Paper name

Set & Save

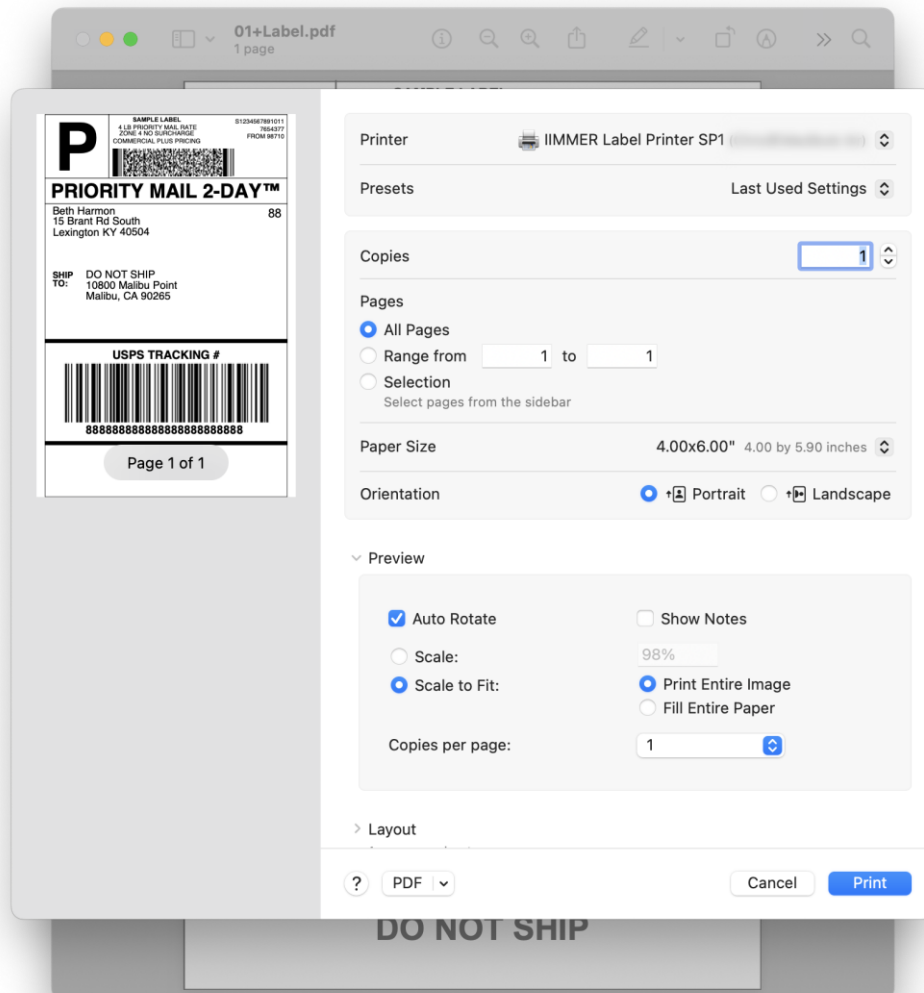
Width 0 mm Left 0 mm Top 0 mm

Height 0 mm Right 0 mm Bottom 0 mm

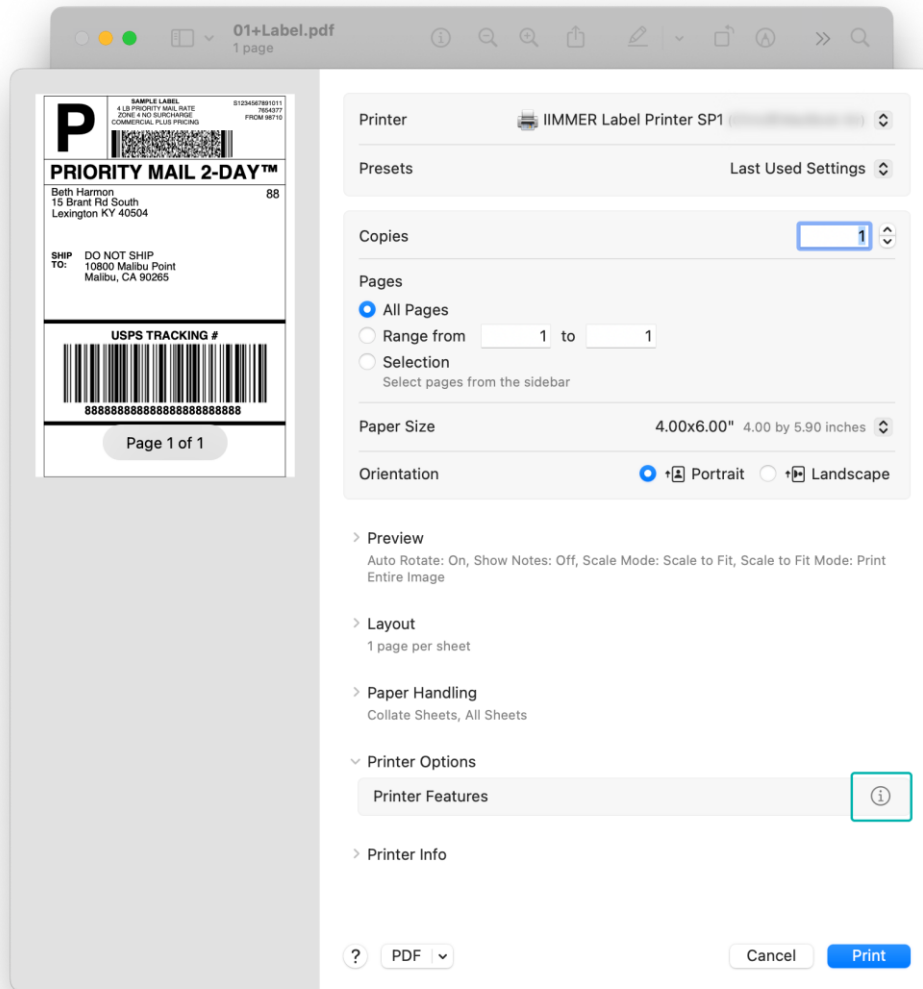
OK Cancel Apply

For Mac users:

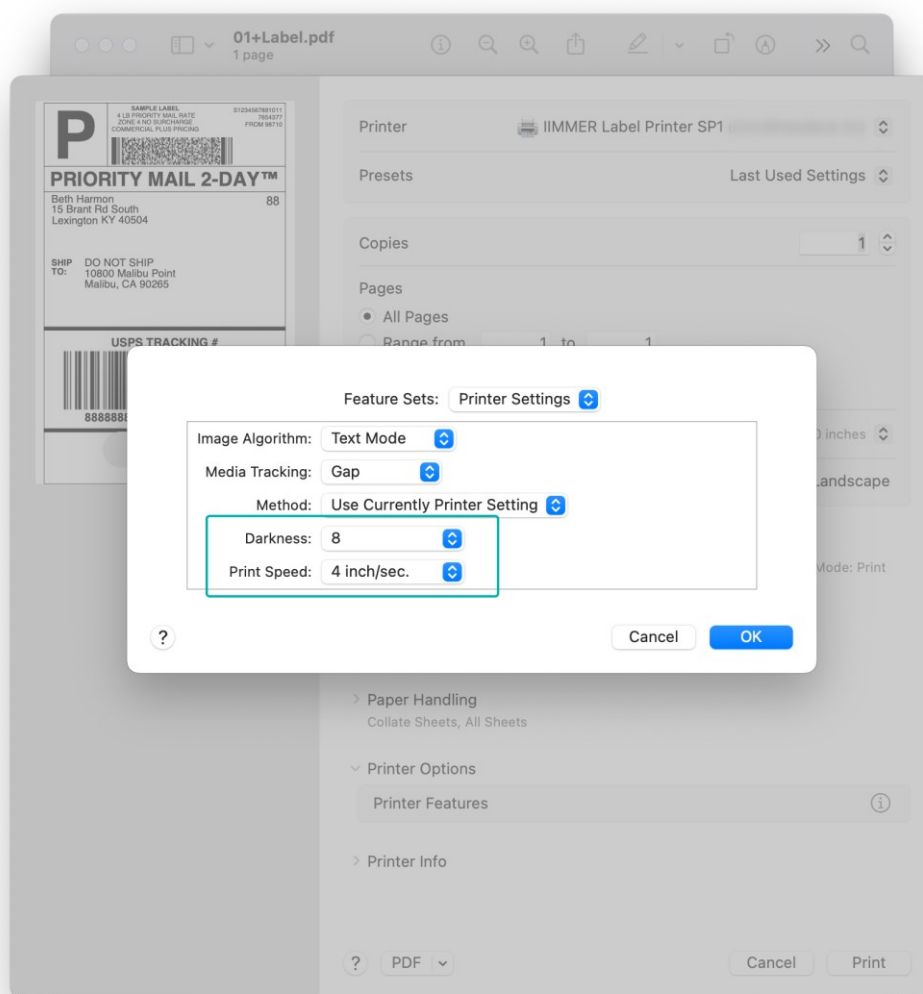
Step 1: To print using Preview.app or any other software utilizing the system dialog, ensure that the IIMMER Label Printer is selected as the active printer.



Step 2: Locate and access the Printer Options. Click on the exclamation mark icon adjacent to the Printer Features.



Step 3: Adjust the print settings by increasing the Darkness level or decreasing the Printer Speed.



White spots on prints

The print head may be dirty. Please follow these steps to clean your printer:

1. Turn off the printer and wait for it to cool down (the printer may get heated after prolonged usage).
2. Press the silver hexagram button on the front to open the cover.
3. Use alcohol pads to gently wipe the print head, starting from the middle and ending on both sides.
4. Wait 3-5 minutes for the alcohol to evaporate.

Note: If the issue persists after cleaning the printer according to the steps above, please reinstall your driver and try again.

Label Issues

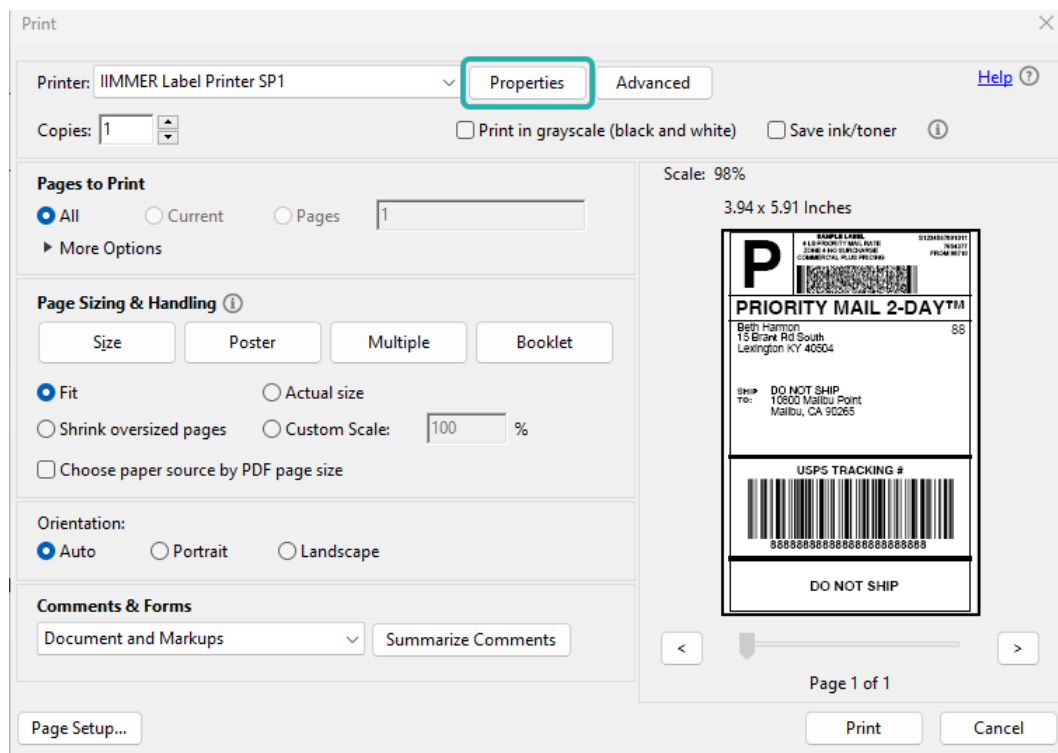
Why is the labels Printed Sideways

If your labels are printing sideways, follow these steps to resolve the issue:

1. Ensure the correct label paper size is selected. The size should match the actual label paper you are using.
2. If the label paper size is set correctly and labels still print sideways, change the print direction as follows:

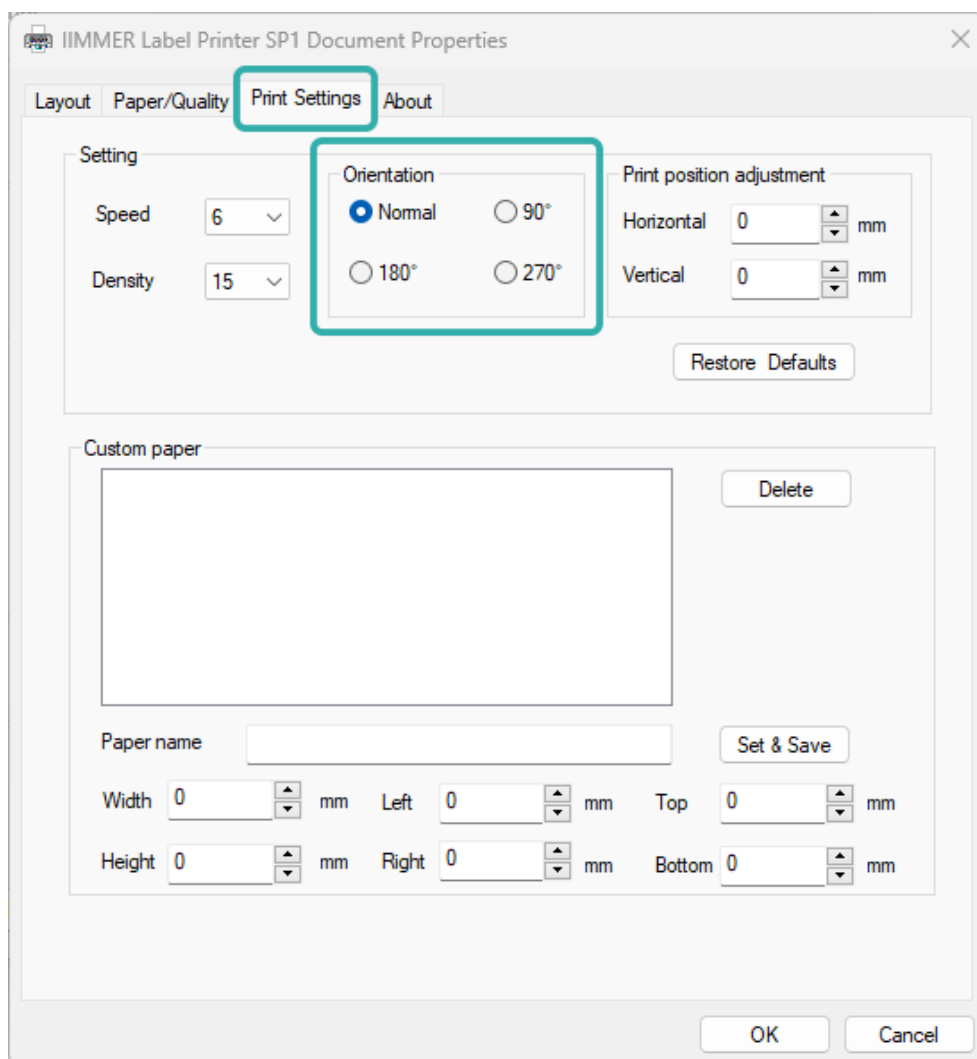
For Windows users:

Step 1: During the printing process, click "Property."



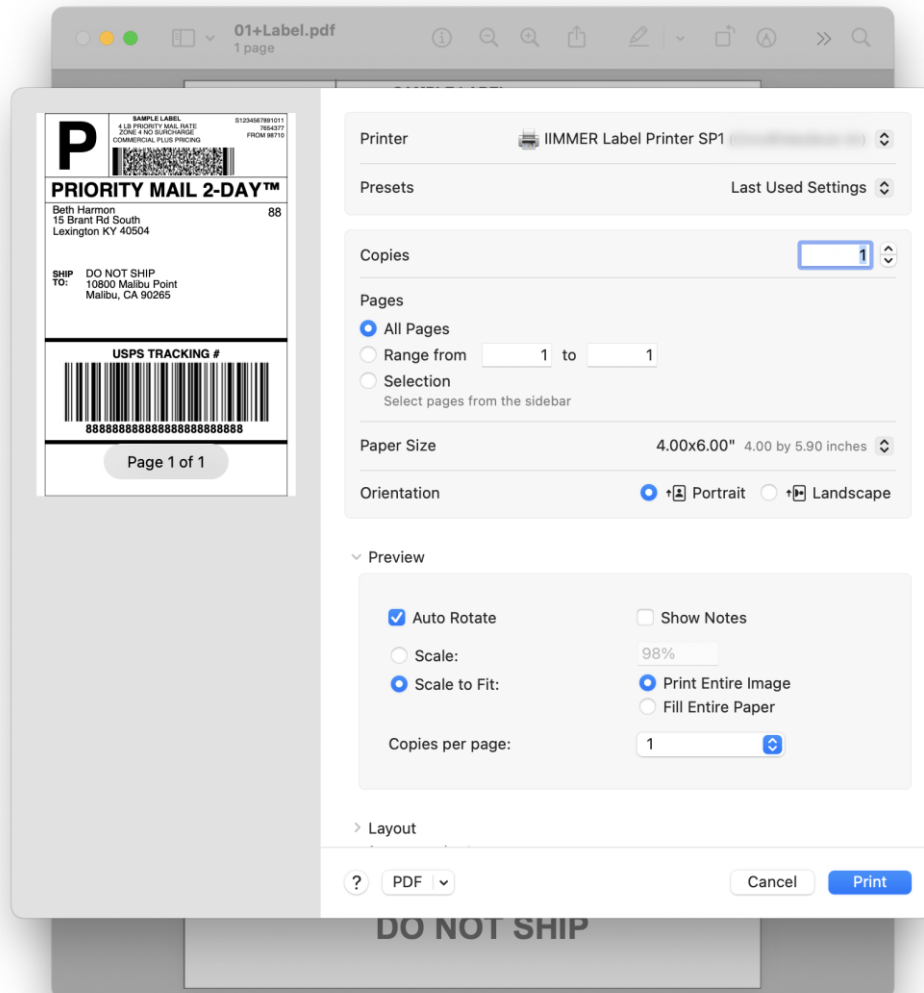
Step 2: In the pop-up window, select "Print Settings."

Step 3: Choose the correct orientation in the "Orientation" box.

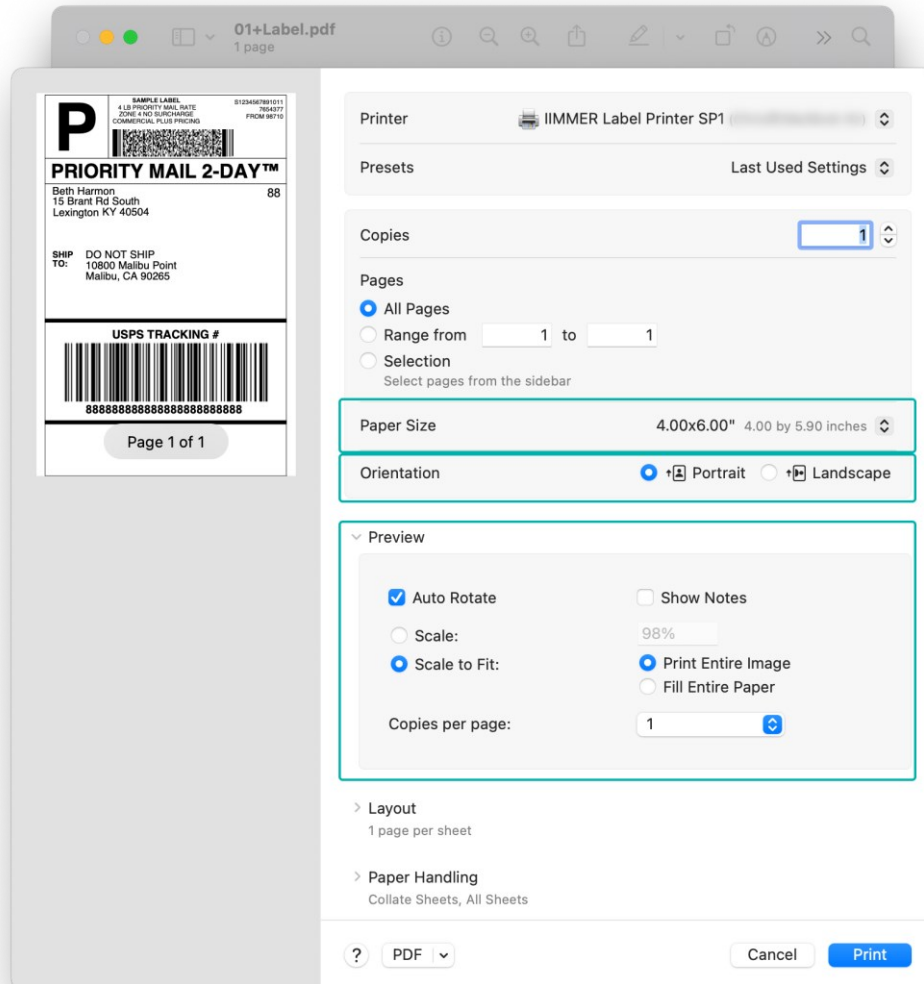


For Mac users:

Print using Preview.app or other software with a system dialog. Ensure the IIMMER Label Printer is selected.



Choose the appropriate paper size in the "Paper Size" option, pick the right orientation in the "Orientation" option, and verify the "Preview" option.

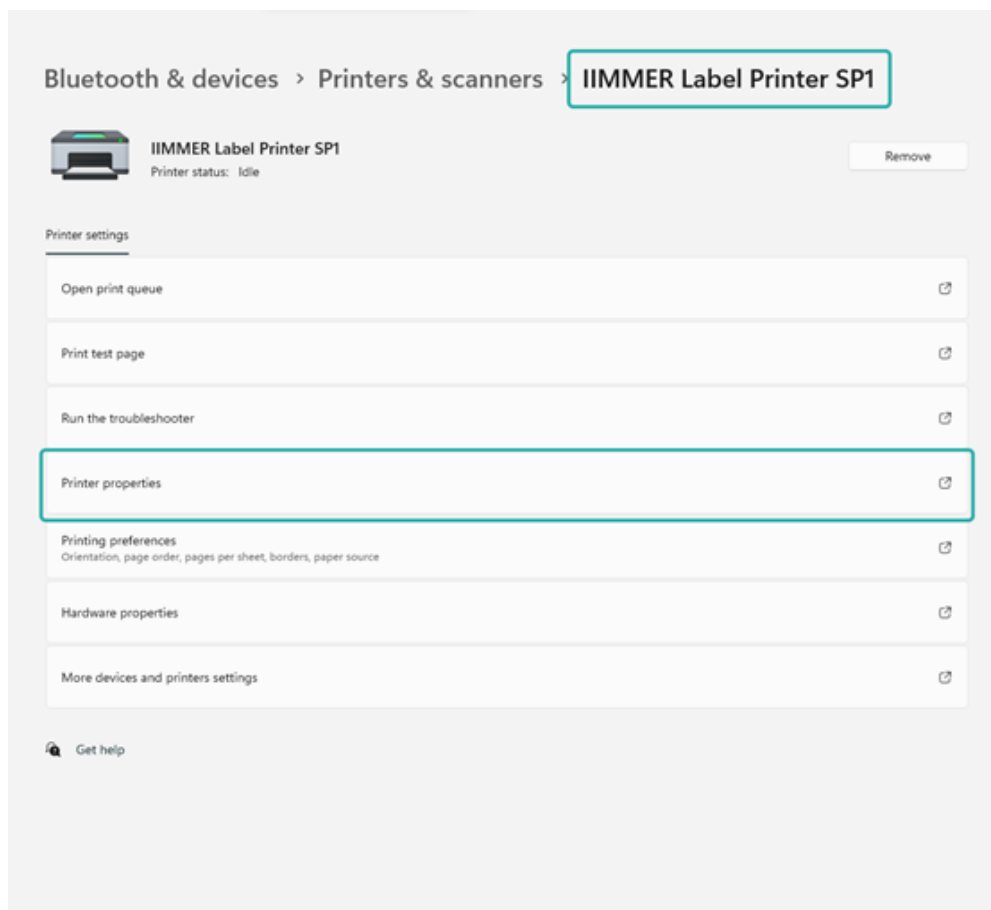


Label stuck - prints half and stops

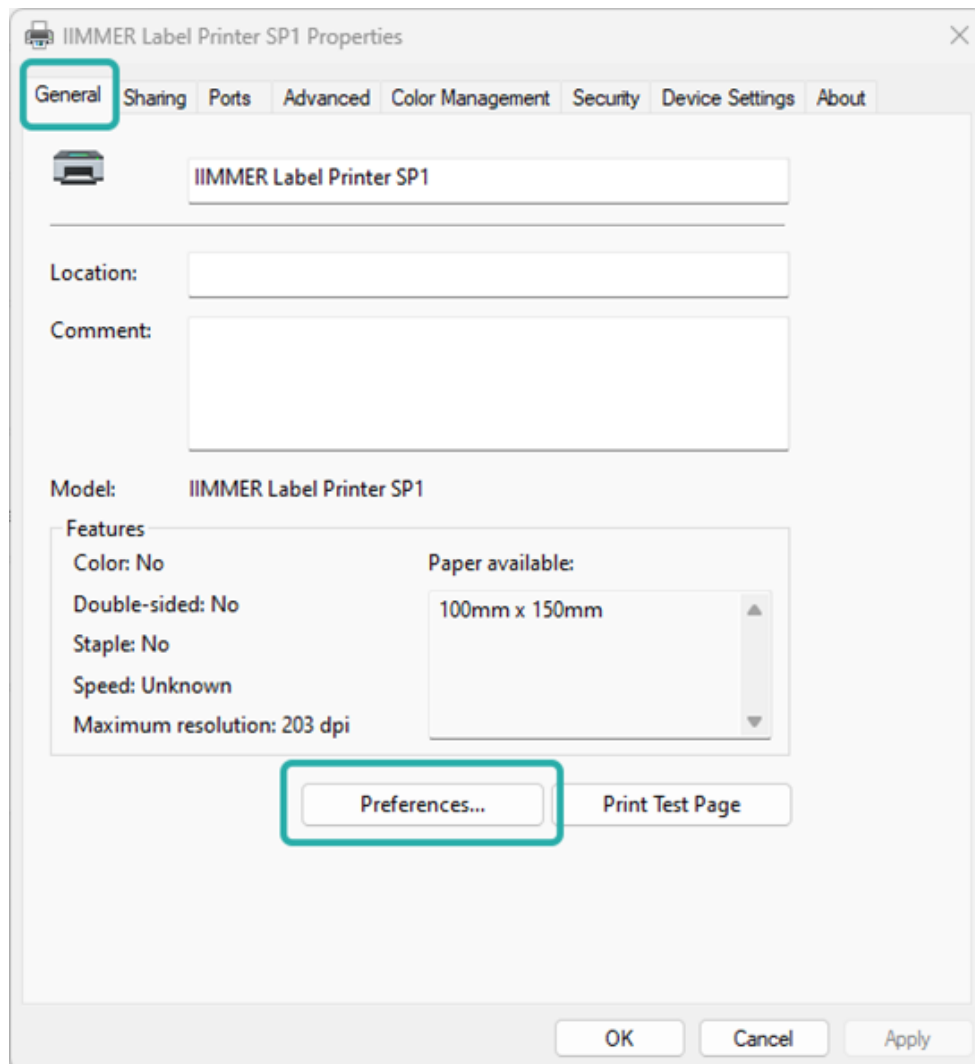
If the LED flashes white and red, your printer is overheated. Allow the printer to cool off (it may overheat after prolonged use) or lower the printing speed.

For Windows users:

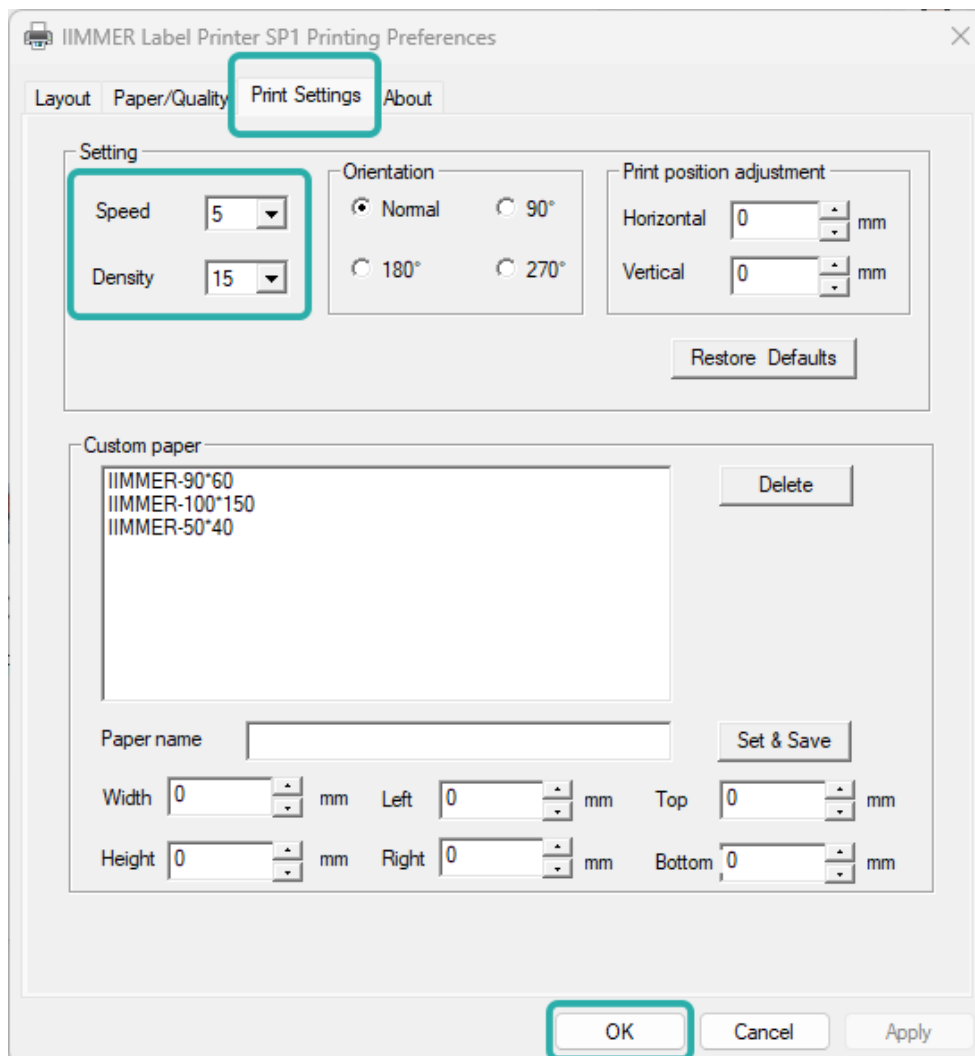
Step 1: Go to Windows "Settings" "Bluetooth & devices" "Printers & scanners." Locate and click "IIMMER Label Printer SP1," then click "Printer properties."



Step 2: In the General tab, click "Preferences..."



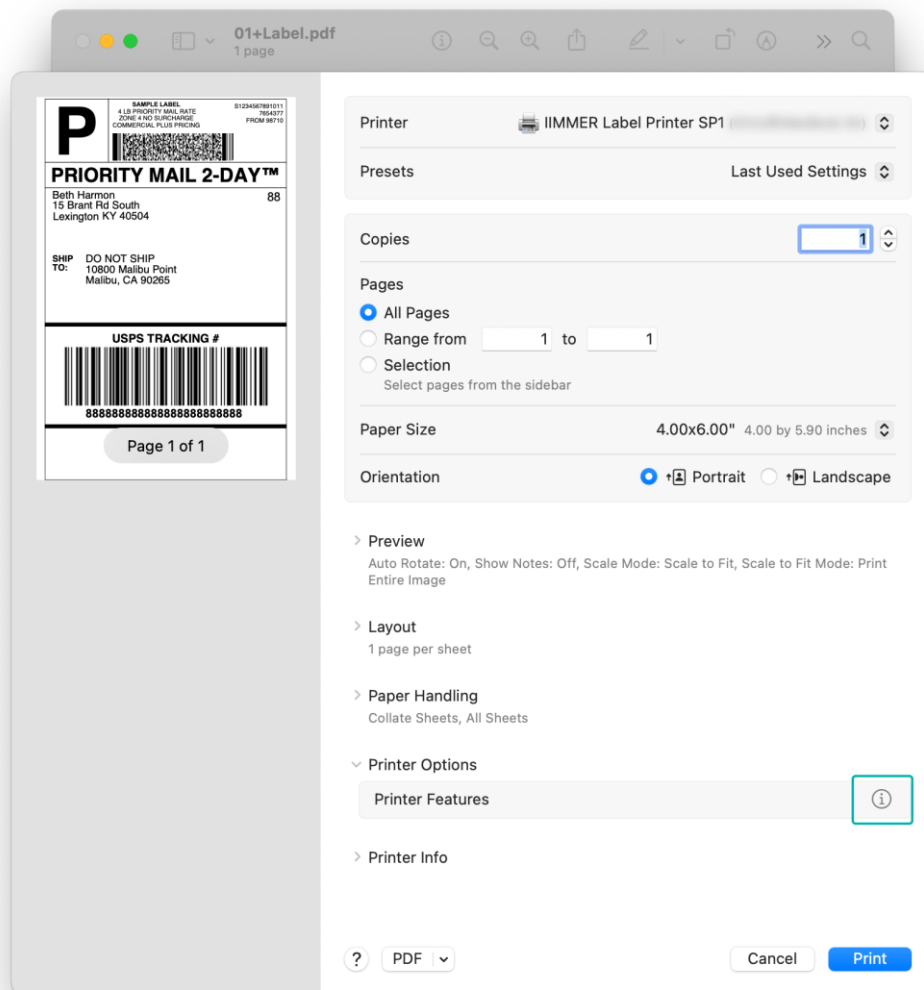
Step 3: In the Print Settings tab, choose a lower speed and click "OK."

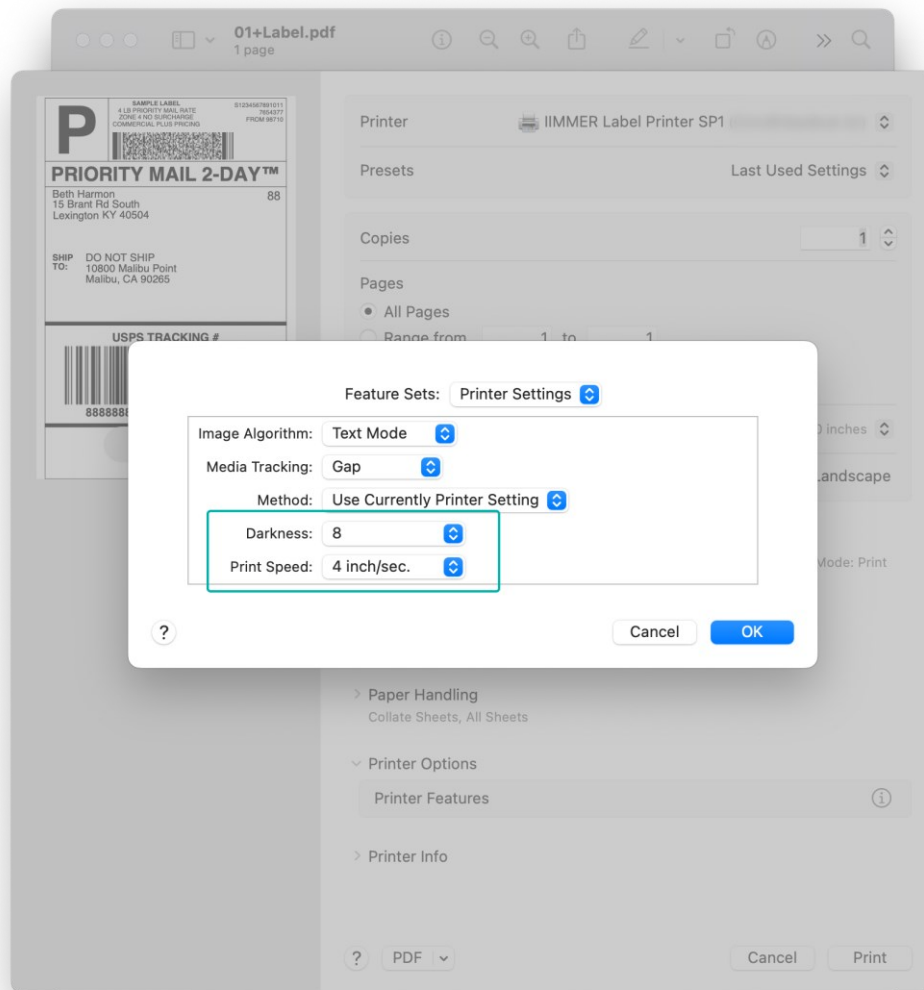


Step 1: To print using Preview.app or any other software utilizing the system dialog, ensure that the IIMMER Label Printer is selected as the active printer.



Step 2: Locate and access the Printer Options. Click on the exclamation mark icon adjacent to the Printer Features.



Step 3: Adjust the print settings by decreasing the Printer Speed.

My printer keeps skipping labels

To fix this issue, make sure the label size is set correctly.

1. With the printer powered on and the label paper correctly placed, press the feed button next to the logo to automatically reposition the paper.
2. Connect the computer, and either select or customize the correct label paper size. Please refer to these articles:

- [How to select / custom label sizes on Windows](#)
- [How to select / custom label sizes on Mac](#)

Printing blank labels

1. Double-check to make sure you haven't loaded the labels upside down.
2. Confirm that you are using "Direct Thermal" labels; we highly recommend using 4 x 6-inch labels.

Other Common Issues

How do I print images with IIMMER?

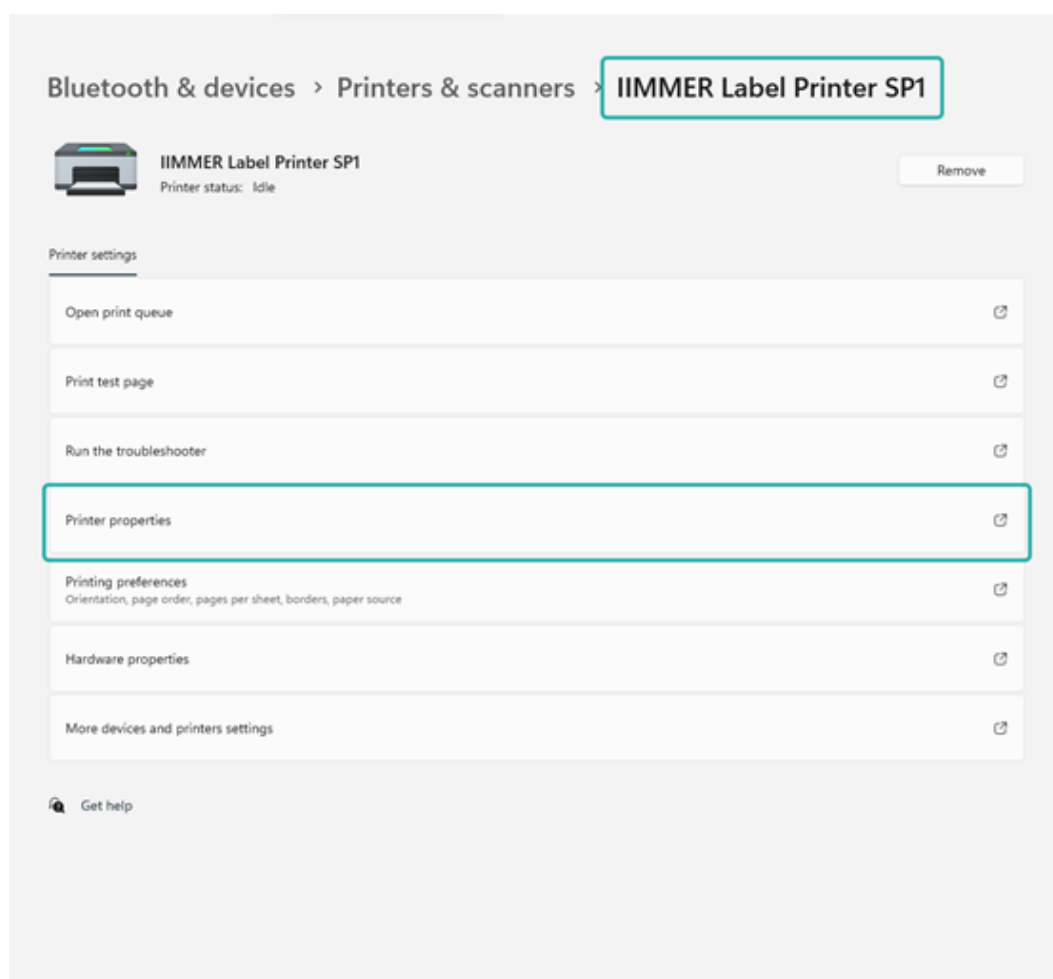
IIMMER can convert color images to grayscale and print them. Before printing images, change the printing mode from the default text mode to picture mode. The following instructions will guide Windows and Mac users on adjusting these settings:

For Windows users:

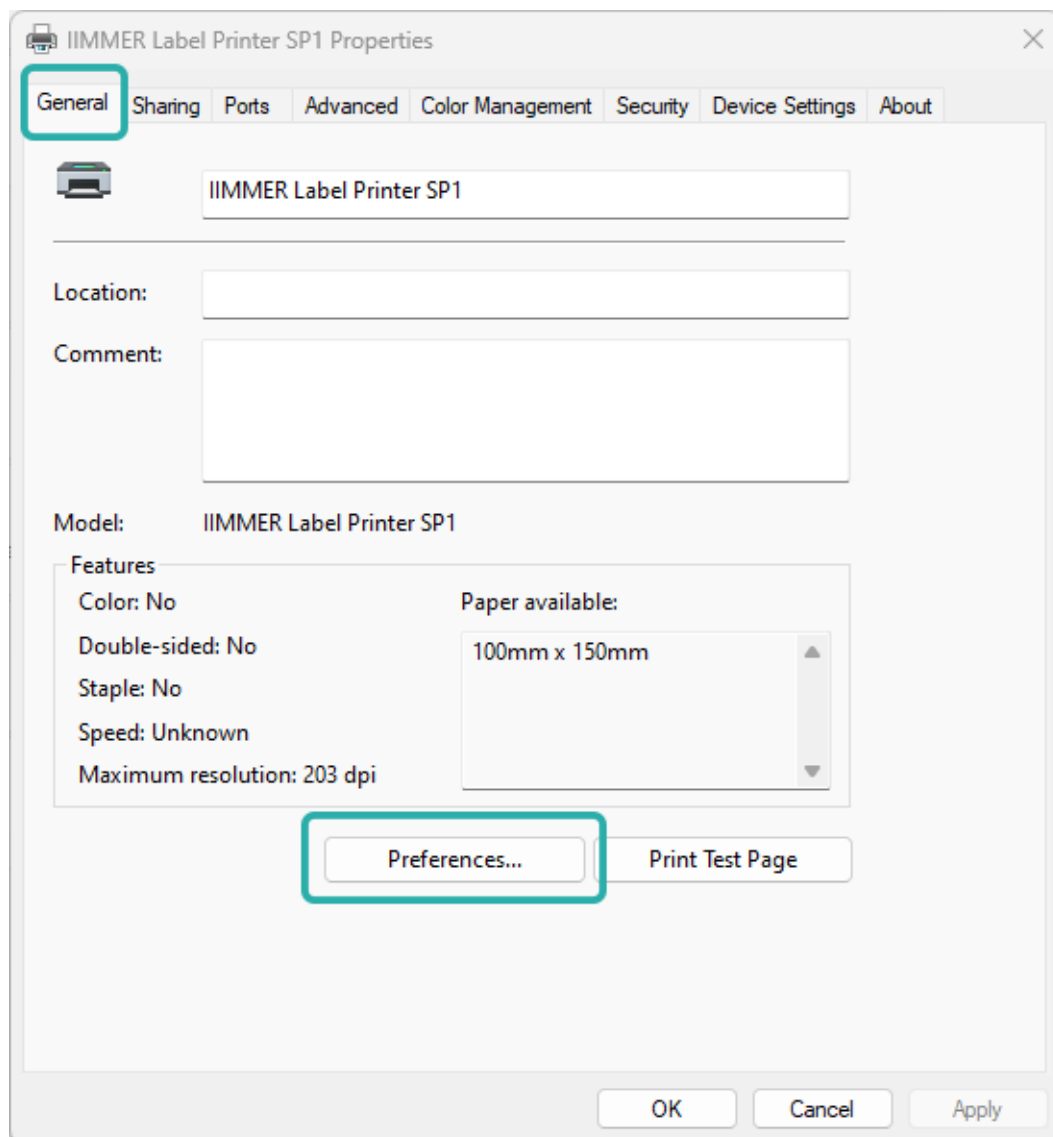
Step 1: Go to Windows "Settings" > "Bluetooth & devices" > "Printers & scanners".

Step 2: Find and click on "IIMMER Label Printer SP1 printers".

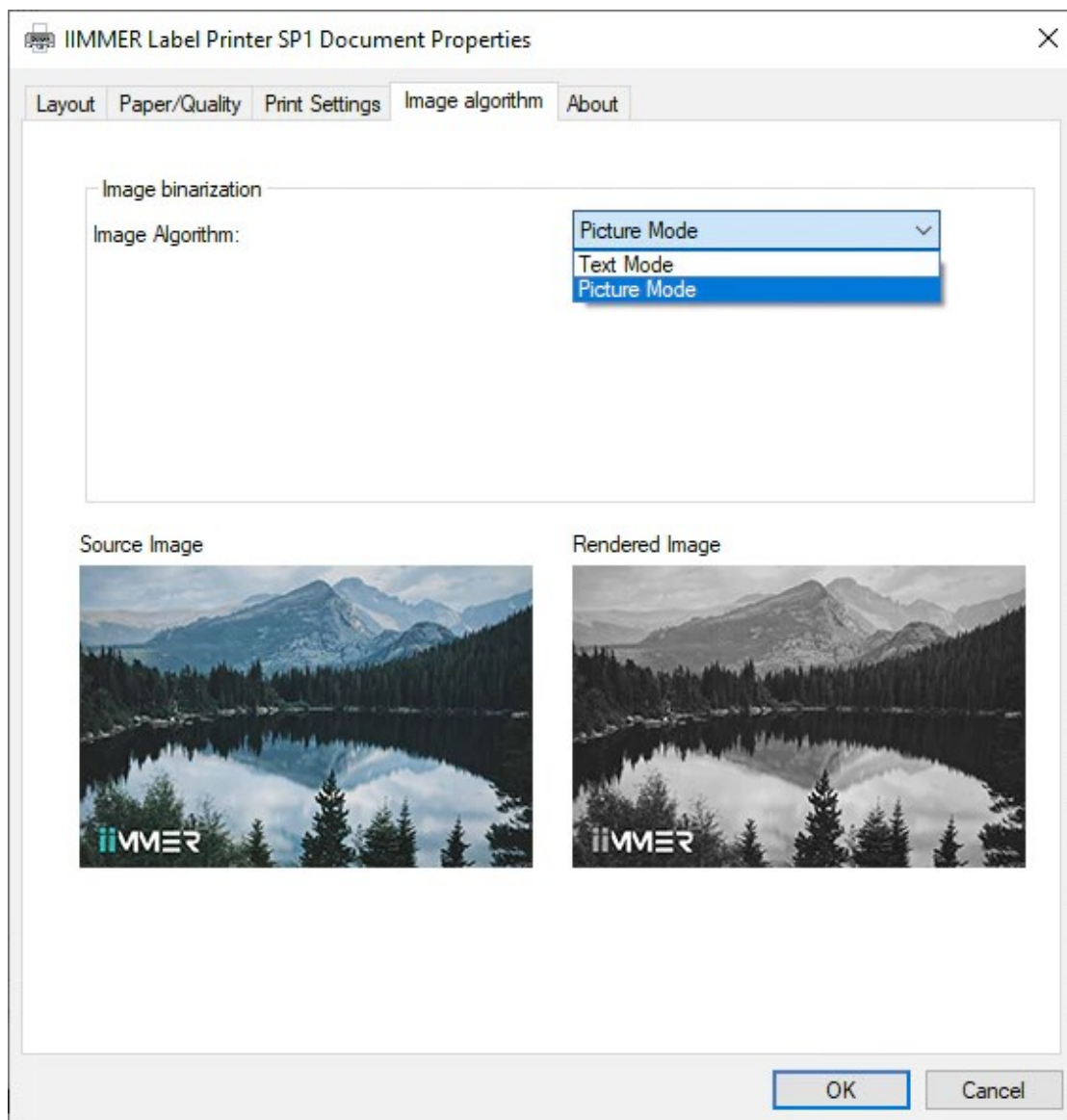
Step 3: Click on "Printer properties" and wait for the system to pop up the printer properties settings screen.



Step 4: Under the General tab, click on "Preferences..." to open a new Properties window.

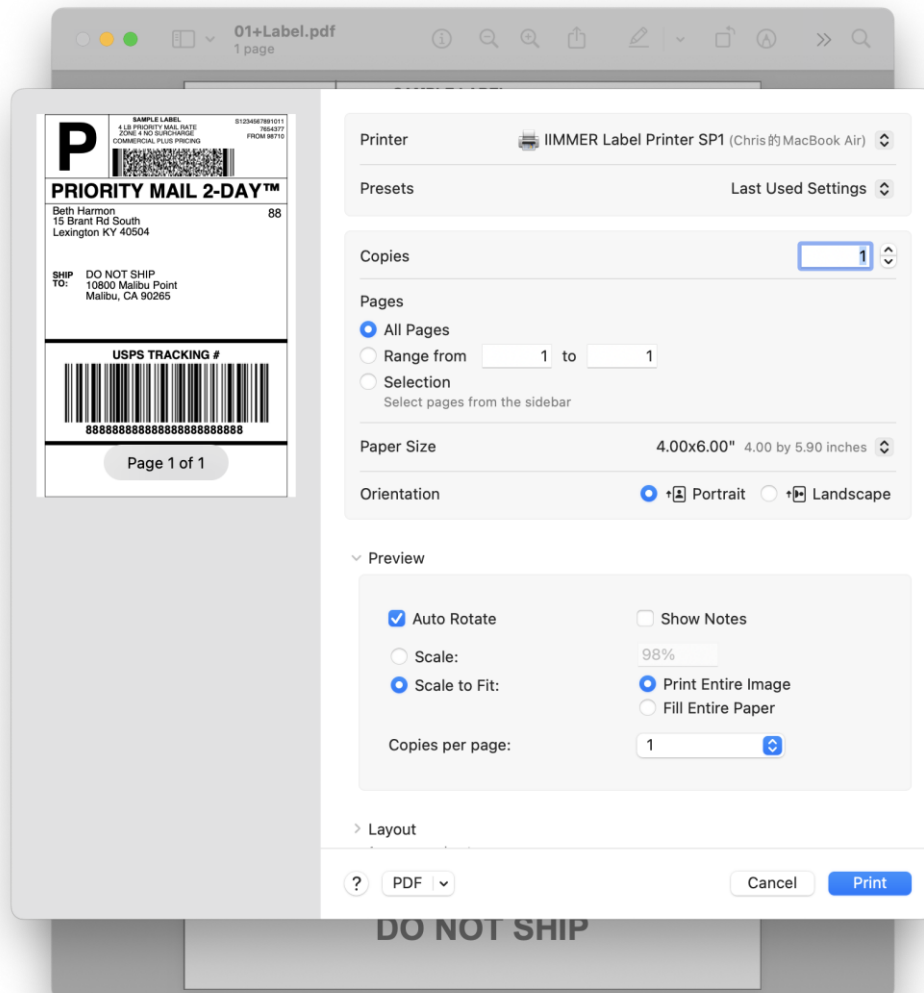


Step 5: Under the Print Settings tab, select a larger density and then select "OK".

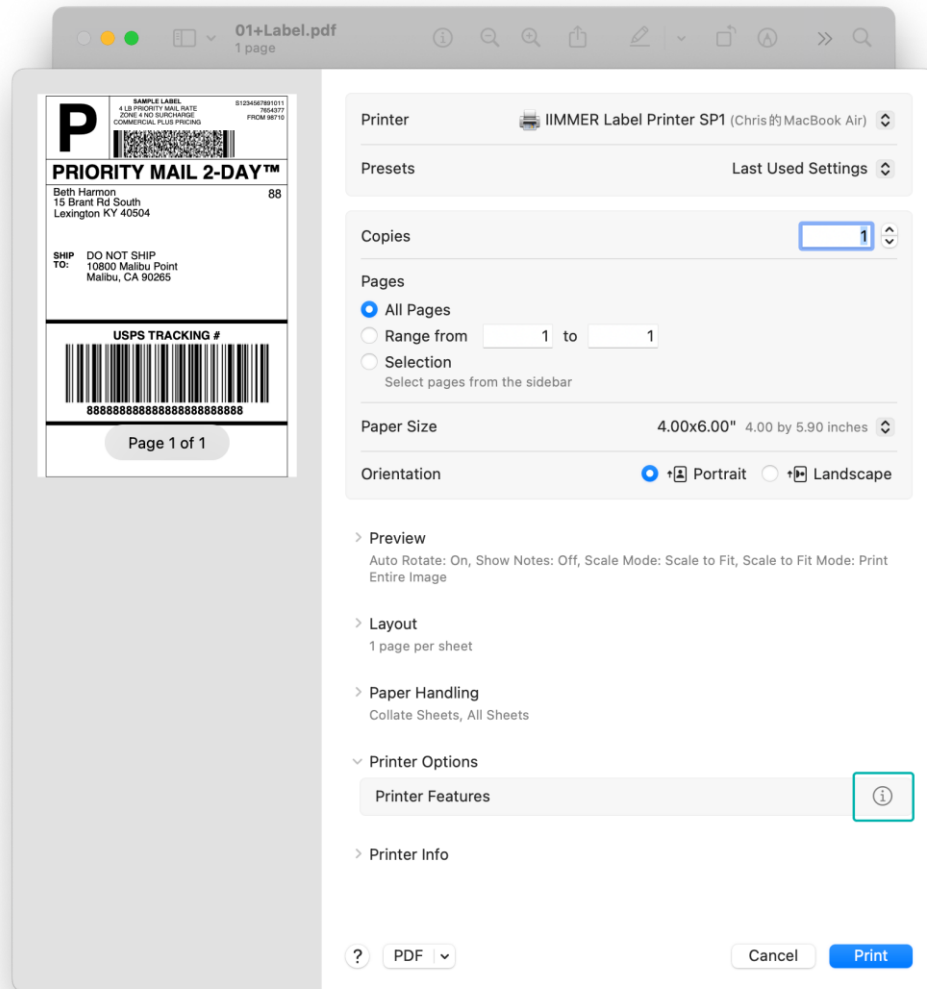


For Mac users:

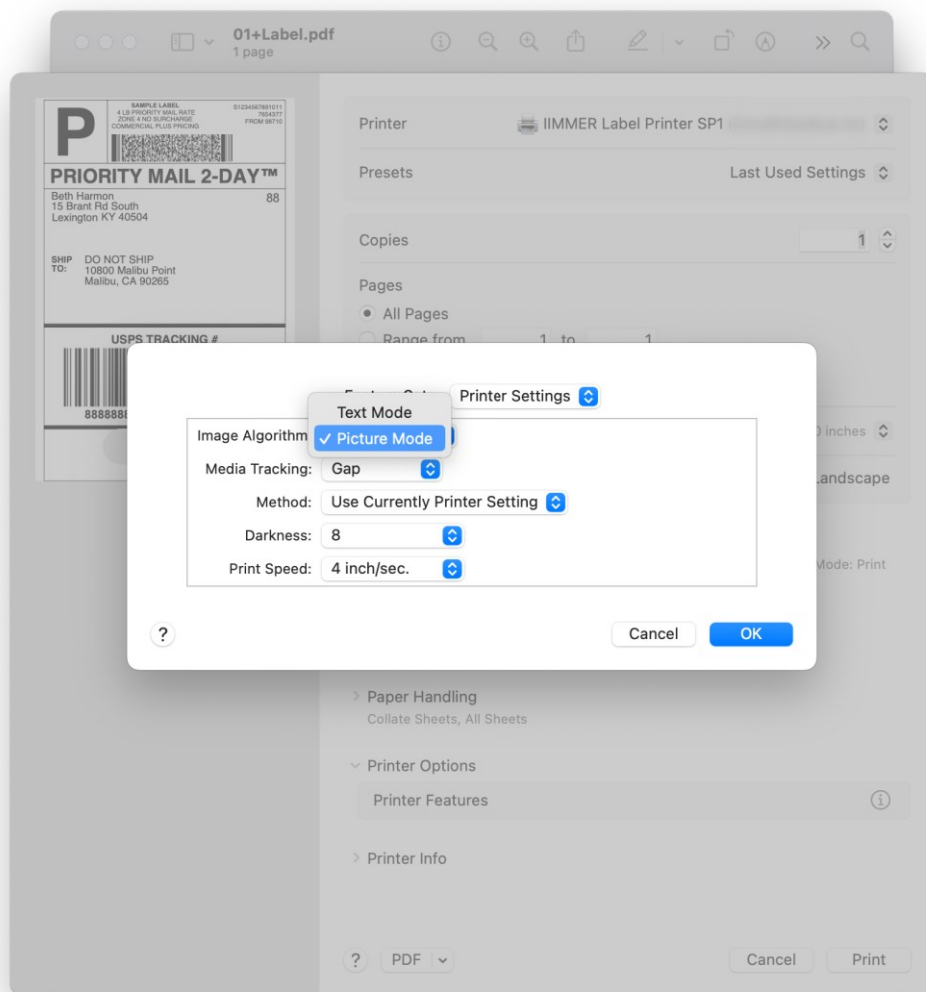
Step 1: To print using Preview.app or any other software utilizing the system dialog, ensure that the IIMMER Label Printer is selected as the active printer.



Step 2: Locate and access the Printer Options. Click on the exclamation mark icon adjacent to the Printer Features.



Step 3: Select Picture Mode in the Image Algorithm, and click OK.



How to cancel the print queue

If you accidentally click to print too many copies, you need to select Cancel in the system. The following is the cancellation method:

- For Windows users: [Cancel printing - Microsoft Support](#)
- For Mac users: [Check on a printer or print job using the Dock on Mac](#)

Can't install driver because Windows is in S-mode

Windows 10 in S mode focuses on security and performance, allowing only Microsoft Store apps. To install non-Store apps, switch out of S mode, which is irreversible and free of charge.

On your Windows 10 S mode PC, go to Settings > Update & Security > Activation.

In the Switch to Windows 10 Home or Pro section, click Go to the Store. (Avoid clicking "Go to the Store" in the "Upgrade your edition of Windows" section, if present.)

On the Switch out of S mode page in Microsoft Store, click Get. After confirmation, you can install apps outside the Microsoft Store.

How to crop mutiple labels at the same time

Applicable to: FedEx, USPS, UPS, etc., for A4 format label sizes instead of 4x6 inches.

Free online PDF sizer Website: <https://pdfresizer.com/>;

3 Steps to Crop and Print Multiple Shipping Labels:

Merge PDF Crop PDF Rotate & Print PDF

Step 1: Merge PDF

(If labels are already in one file, skip this step)

- Open the PDF sizer website and select "Merge PDF";
- Upload the label files you want to merge;
- Click "Looks good, do the magic!" and download the file.

Step 2: Crop PDF

- Select the Crop PDF option;
- Scroll down and choose "Crop to selection";
- Cover the entire label and click "Crop it!"

Step 3: Rotate & Print

- Download the file and rotate the postages to the correct orientation;
- Double-check the printer settings before printing;
- Click the Print icon, choose IIMMER as the destination;
- Select 4x6 as label size and set Scale to "Fit to page";
- Finally, click print.

Video instructions/reference: https://youtu.be/_Obl7usdd_g

LED off but beeping every 4s

This typically indicates insufficient voltage. Please ensure that the grid voltage is above 100V, and the power adapter is the official one provided with the printer.

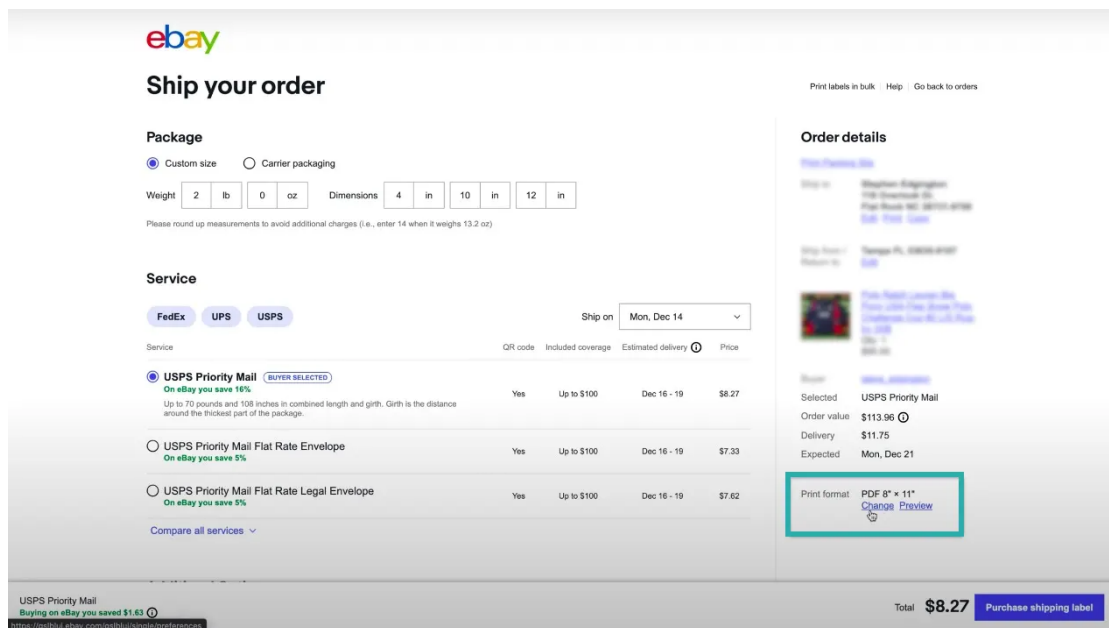
- [Decoding LED Colors and Beeps](#)

How do I print an eBay shipping label

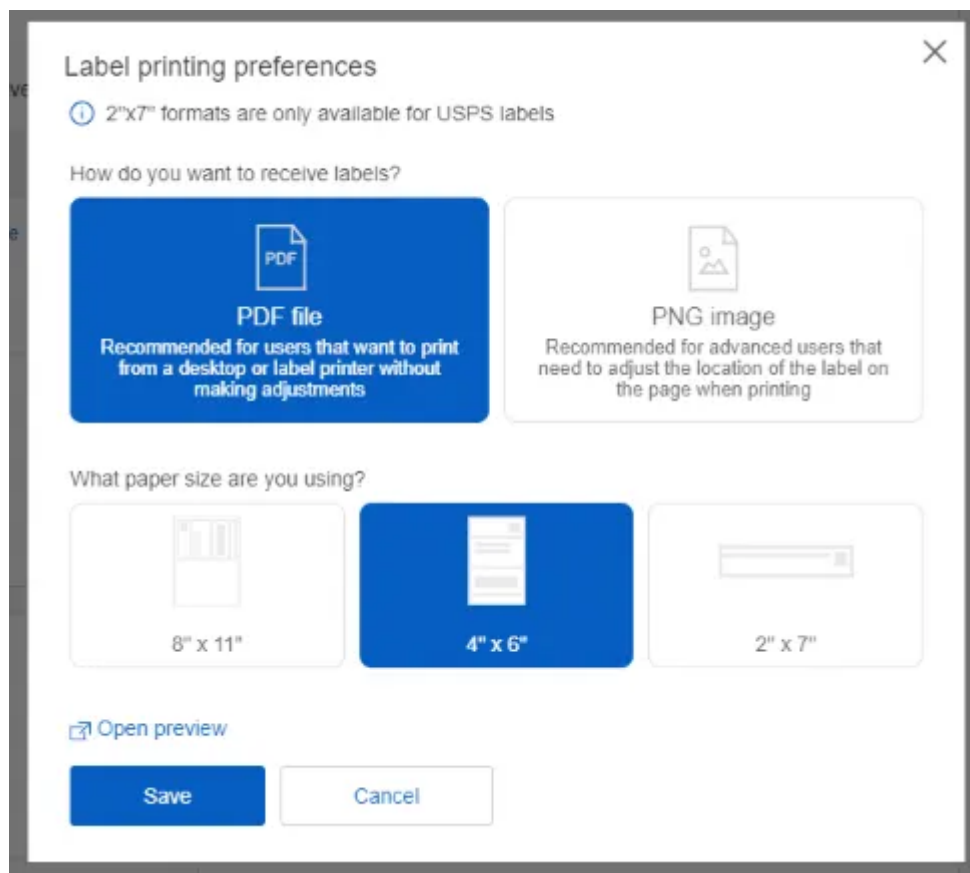
- **Note:** After you follow these steps, only your new labels will be generated in a 4 x 6 format. eBay will not change your previously printed labels. Please generate a new label and void the old one as any previous labels created will be under the old settings. To void a label please go to "My Ebay" -- "Selling" -- "Orders" -- "shipping label" find the order you're trying to void and click on "More options" and "void".
- **Note to IE users:** Please note IIMMER users have reported an occasional bug on eBay with Internet Explorer / Microsoft Edge. If you click Print and nothing happens, please close your browser and open it again or use Chrome or FireFox. Please note this is unrelated to IIMMER and has to do with Internet Explorer and eBay.
- **Note to Safari users:** Safari adds a white margin around the label which cannot be removed. We recommend that you use Chrome.
- **Note:** If you have not yet installed the IIMMER printer on your computer, you should do so first: [How to install IIMMER Label Printer on Mac](#) or [How to install IIMMER Label Printer on Windows](#)

To convert the shipping label to 4" x 6" format, please follow these steps:

1. On the side cart drop-down menu, click the "Change Format".

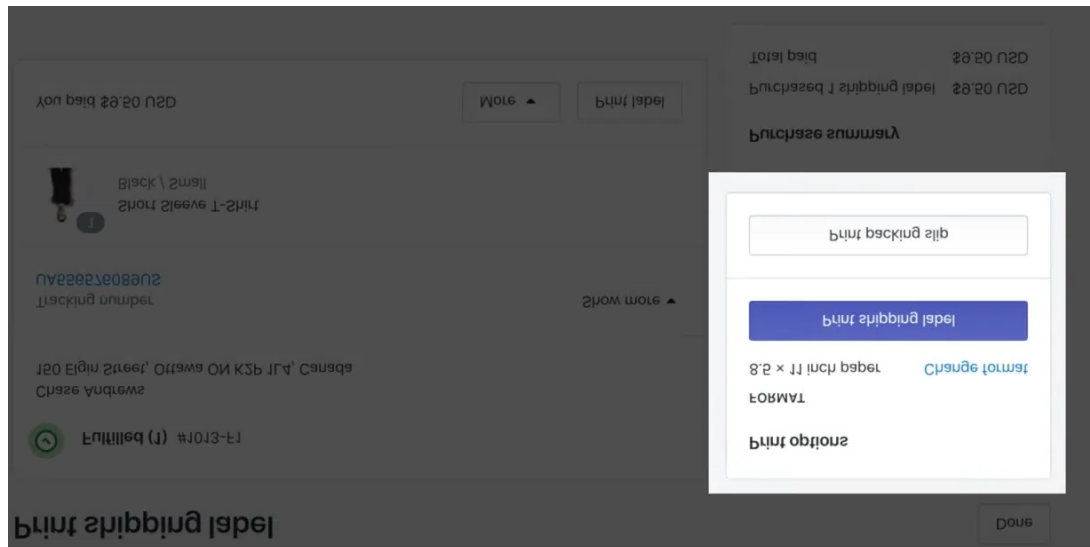


2. Then choose the "PDF file" & choose the 4" x 6" format and Save.



How do I print a Shopify shipping label

After you purchase a label on Shopify, please click on "Change Format" on the right-hand side and choose 4 x 6.



- **Note:** If you have not yet installed the IIMMER printer on your computer, you should do so first: [How to install IIMMER Label Printer on Mac](#) or [How to install IIMMER Label Printer on Windows](#)

Maybe you need: [Shopify Help Center](#)

How do I print a Etsy shipping label?

To update your Etsy settings so it generated 4x6 shipping labels:

Only USPS shipping labels can be formatted for 4 x 6 label printers.

1. Sign in to Etsy.com;
2. Click the Your Account icon, then click Shop Manager;
3. Click Settings;
4. Click Shipping settings;
5. Click Shipping Label Options;
6. Select Format my labels for 4x6 Label printers.

Download Preference

Set how you download your Shipping Labels.

☐ Keep my labels one per page

☐ Group my labels two per page

☒ Format my labels for 4x6 Label Printers

☐ When I print Shipping Labels, include order details for my reference. These details will appear outside of the label area.

Please **note** that after you change the label format to 4 x 6, only new labels will be generated correctly. To avoid this problem, delete previously generated labels and create new ones.

Below is a video to show how to print 4*6 labels on Etsy: [How to print 4 x 6 labels on Etsy - YouTube](#)

Article content source: [How to Download and Print a Shipping Label – Etsy Help](#)

How do I print a Facebook Marketplace shipping label

To update your Facebook Marketplace settings so it generated 4x6 shipping labels, here is the method:

1. Sign in to Facebook;
2. Go to Marketplace, then click "Your Account" icon;
3. Click "View Order";
4. Change the label size by clicking "Change"---"Change label type";
5. Select Format "4x6 in. Label";
6. Finally, select "Create Delivery Label".

How do I print a Pirate Ship label

Please refer to guide on pirateship's website: [How to print with a 4x6" label printer](#)

- **Note:** If you have not yet installed the IIMMER printer on your computer, you should do so first: [How to install IIMMER Label Printer on Mac](#) or [How to install IIMMER Label Printer on Windows](#)

How do I print in Chit Chats

Please refer to guide on ChitChats's website: [How can I print labels from a non-ZPL thermal printer?](#)

- **Note:** If you have not yet installed the IIMMER printer on your computer, you should do so first: [How to install IIMMER Label Printer on Mac](#) or [How to install IIMMER Label Printer on Windows](#)