Jiose

Jiose Thermal Label Printer

USER MANUAL

CONTENTS

OVERVIEW

Congratulations on your purchase of Jiose Printer. Jiose is your loyal business partner offering commercial solutions to batch label printing.

Please take a moment to follow this user guide as incorrect operation may result in unsatisfactory print quality, lower user experience, or even damage to your printer or injury.

Highly Recommended: Watch the Quick Setup Video!

In the USB drive included with this label printer, there are short videos. It will guide you on how to set up the printer in a way that best suits your needs. You may also visit our website www.jioseprinter.com, which offers FAQs, live chat, and phone calls to help solve some problems quickly.

Check that the package contains the following items before using the label printer. If any item is missing or damaged, please contact us.

Label Printer

Fan-fold Labels

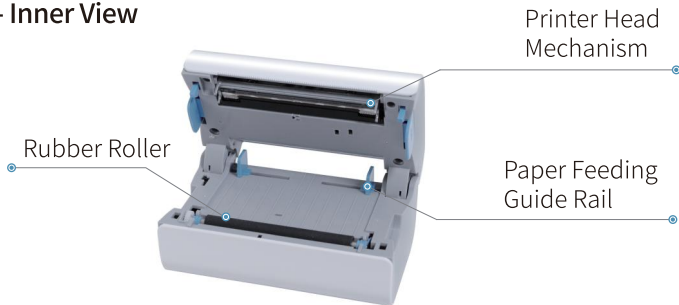User Manual

Power Adapter

USB Cable

USB Drive

USB Type-C Adapter

▶ Note

The USB drive contains the Windows/MacOS drive file with Installation Guide, Printing Setup Guide and after-sale contact information.

- Inner View

Printer Head Mechanism

Rubber Roller

Paper Feeding Guide Rail

▶ **How-to Open:**
Press the both Push Buttons on the side at the same time to open the printer.

- Rear View

Feed Button

Paper Feeding Guide Rail

USB Port

Push Button

Power Button

Power Port

▶ **Warning**
Make sure the printer is OFF (O=OFF) before plugging in the power cable. Otherwise, it will affect the service life.

1. Ensure the printer power is OFF (O=OFF)

2. Connect the power cable
(Make sure your adapter is connected to the power cable tightly.)

3. Connect the USB cable
(If your computer has only Type-C interface, please use a Type-C USB cable or USB-C to USB Adapter.)

4. Turn the power ON (I=ON)

LED LIGHT INDICATOR

Light	Description	Troubleshoot
Solid Blue	Normal operation	
Flashing Blue	Printer head is overheated	The printer job will resume itself after cooling.
Flashing Red(once per second)	Paper shortage	Reload label to check if label is loaded correctly.
Flashing Red (twice every second)	Cover is not closed	Close the lid properly.
Solid Purple (or white)	Firmware upgrade mode	Restart the printer to restore normal.
Flashing Purple (or White) with beeps	Wrong power adapter	Use original power adapter or contact customer service.

LABEL SETUP

Label Standard Size

4"X6"

4"X4"

3"X3"

3"X2"

3"X1"

2"X2"

2"X1"
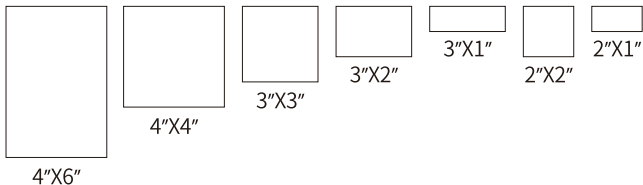
1. Automatic Label Identification

(Load label without opening the printer)

① Connect the printer to the power and turn it on.

② Adjust the guide rail (refer to picture a).

③ Insert the label deeply and straightly along the guide rail with no gaps or deviations (refer to picture b).

④ Once the printer detects the label, it will automatically catch the label and roll it back and forth. When finished, the label will be positioned at the tear-off point.

(a)

(b)

2. Run the Intelligent Label Study

① After the Automatic Label Identification, **press the Feed Button until you hear one beep**, then release it (refer to picture c)

② The printer will move the label back and forth at the previous 2 joints of the label, to study the label size, thickness, and gap size of your label (refer to picture d).

③ After studying the label, the printer will be positioned at the tear-off point so that not a single sheet of paper is wasted.

④ Then the printing can begin.

(c)

(d)

> ▶ Note
> Every time you change the label size, please run the **Intelligent Label Study** before printing.

FEED BUTTON MODE

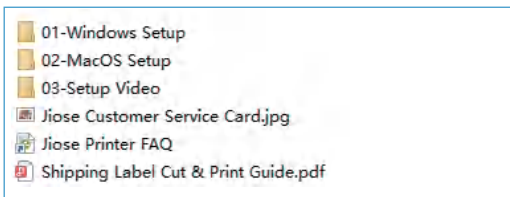| Desired Action	Execution
Print test page	Press and hold the Feed Button until hearing two sounds of "beep" and "beep beep". Or directly click to print a test page in the printer settings of the computer.
Automatic Label Identification	Insert label. Press and hold the Feed Button until hearing a "beep". **※Anytime you change your label, run the automatic identification of the label size.**
Restore factory setting	Press and hold the Feed Button until hearing three sounds of "beep", "beep beep", and "beep beep beep".
Skip a label	Press the Feed Button while the printer is on standby. (i.e. nothing is being printed)
Pause printing	Press the Feed Button while printing many sheets.
Resume printing	Press the Feed Button to resume printing.

Thermal Label Printer Driver Installation for Windows

The following is a picture example of the installation steps of the thermal printer J500/J500BT (Automatically identify the printer model.)

I. Insert the USB drive that came with the package.

II. Open the Windows Driver folder to get the drive file and install it with the following steps (or visit our website: www.jioseprinter.com to get it).
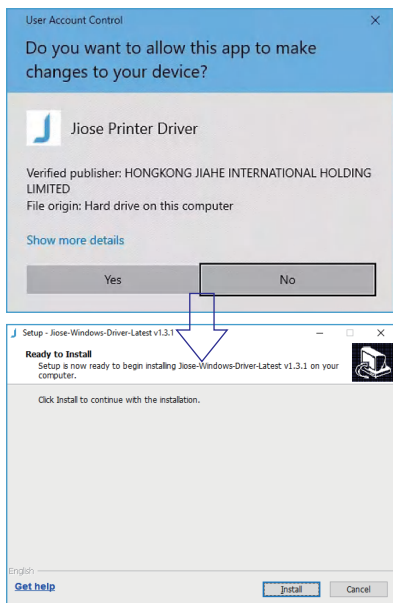
> 01-Windows Setup
> 02-MacOS Setup
> 03-Setup Video
> Jiose Customer Service Card.jpg
> Jiose Printer FAQ
> Shipping Label Cut & Print Guide.pdf

> ▶ Note
> Make sure the label printer is connected to your computer with the USB cable and turn it ON (I=ON) before installation.

01. Double click the Windows driver file to install it.
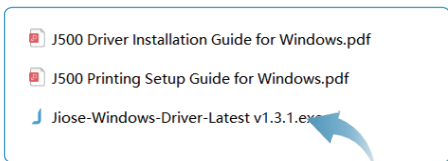

02. Click "Yes" to allow the installation.

Then, it will display as shown below. (The port will be automatically filled out as USB001, could be USB002, USB003, etc.)

Note: The driver wizard can **automatically identify the port**. Avoid manually selecting from the listed ports below unless you are familiar with how the ports work between the computer and printer.
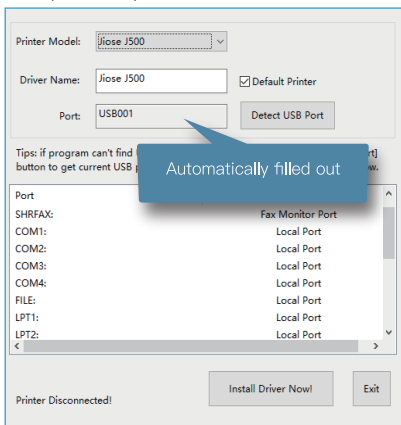

03. Click the "Install Driver Now" as the arrow pointed. Finally, the page will display "Add Printer Successfully!"
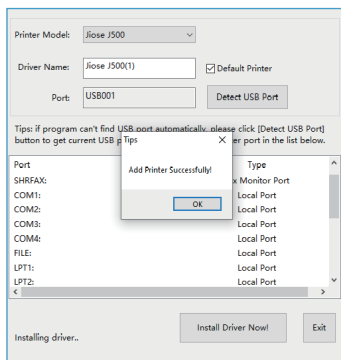
OK, the driver installation is finished, you may close the window and learn how to set the parameters to your most used or try to print a sample shipping label.
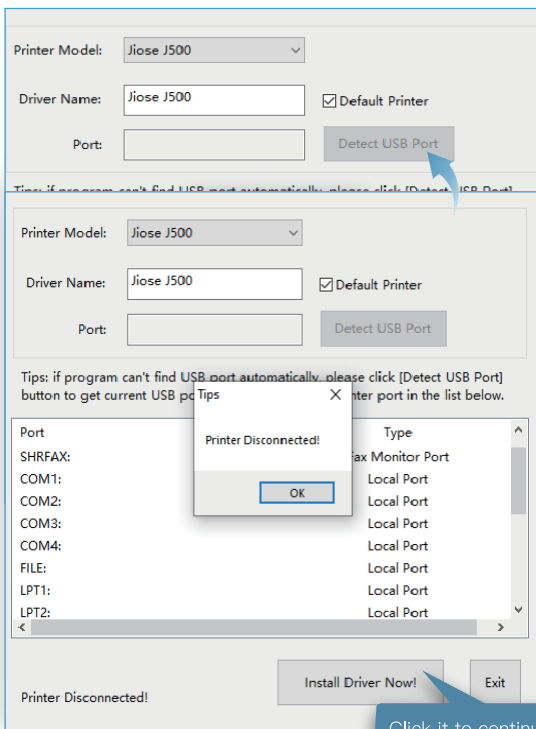
► Note

If the printer is not connected, your computer will be unable to detect the port when you click "Detect USB Port". Instead, it will display a message that says "Printer Disconnected!"
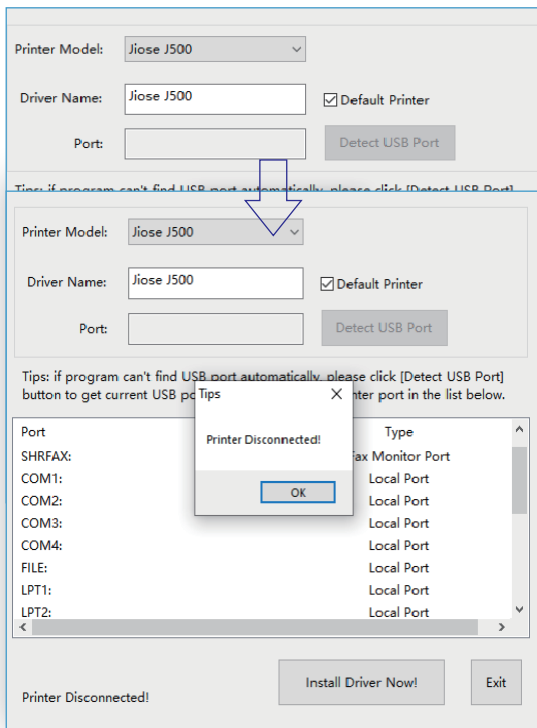
At this point, connect the printer to your computer using the USB cable and turn it on.

Then, click "Detect USB Port" again and the USB port should be detected normally.

Printer Model: Jiose J500

Driver Name: Jiose J500   ☑ Default Printer

Port: Detect USB Port

Tips: if program can't find USB port automatically, please click [Detect USB Port]

Printer Model: Jiose J500

Driver Name: Jiose J500   ☑ Default Printer

Port: Detect USB Port

Tips: if program can't find USB port automatically, please click [Detect USB Port] button to get current USB port. ... nter port in the list below.

Port	Type
SHRFAX:	Fax Monitor Port
COM1:	Local Port
COM2:	Local Port
COM3:	Local Port
COM4:	Local Port
FILE:	Local Port
LPT1:	Local Port
LPT2:	Local Port

Tips   ✕

Printer Disconnected!

OK

Printer Disconnected!   Install Driver Now!   Exit

Click it to continue the installation

Thermal Label Printer Driver Installation for Mac

The following is a picture example of the installation steps of the thermal printer J500/J500BT (Automatically identify the printer model.)

I. MacOS Driver installation

01. Insert the USB drive that came with the package.

02. Open the Mac Driver folder to get the driver file (or visit our website: www.jioseprinter.com to get it).
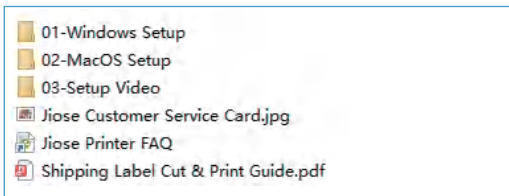
```
01-Windows Setup
02-MacOS Setup
03-Setup Video
Jiose Customer Service Card.jpg
Jiose Printer FAQ
Shipping Label Cut & Print Guide.pdf
```

▶ Note
Make sure the label printer is connected to your computer with the USB cable and turn it ON (I=ON) before installation.

03. Double click the Mac driver file to install it.
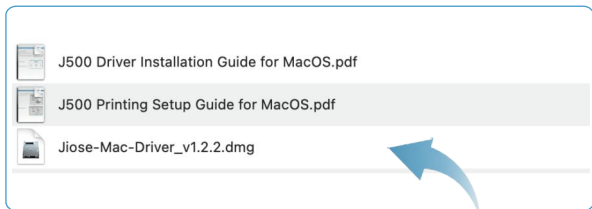
04. It will show as below. Then, double click the "**JiosePrinter-Driver. pkg**" as the arrow pointed to install the driver.

It may display a message that the file can't be opened. Don't worry, you just need to perform the following steps to grant access.

(You can skip this part if you don't see this message or if you already know how to install a third-party software on MacOS and prefer to do it in your own way.)

① Select "System Preferences" and open it.

② Click the "Security&Privacy" as the arrow pointed.

③. Click the "Open Anyway", then you can continue to install the driver.
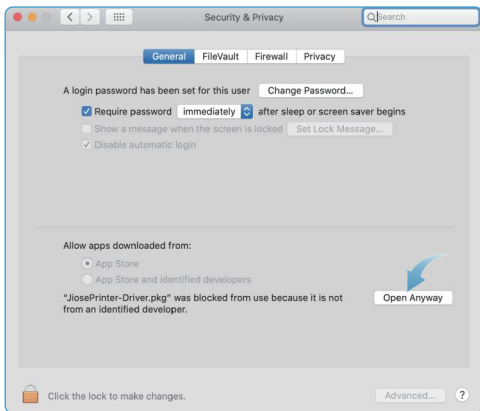
④. Double click the JiosePrinter-Driver. pkg again to install the driver. Then, it will show as below, just please click it to continue.

Click it to install
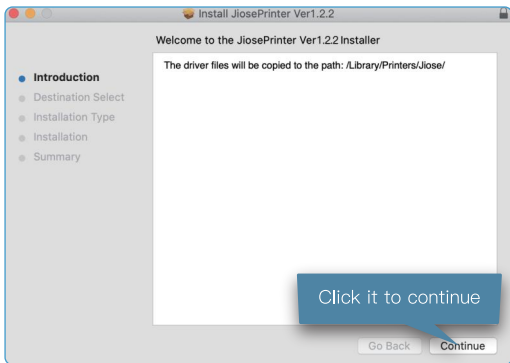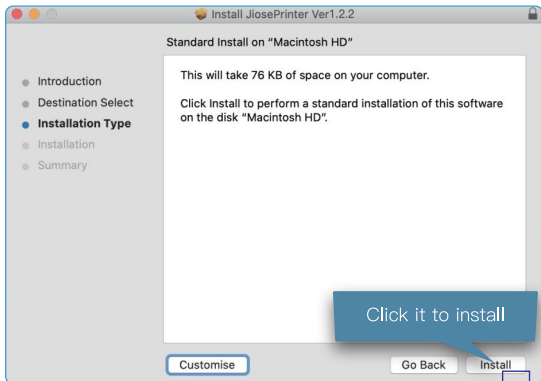
05. Click "Install Software" and "Install" after entering your Username and Password.

Finally, it shows the driver is installed successfully. Please click "Close" to finish the installation.
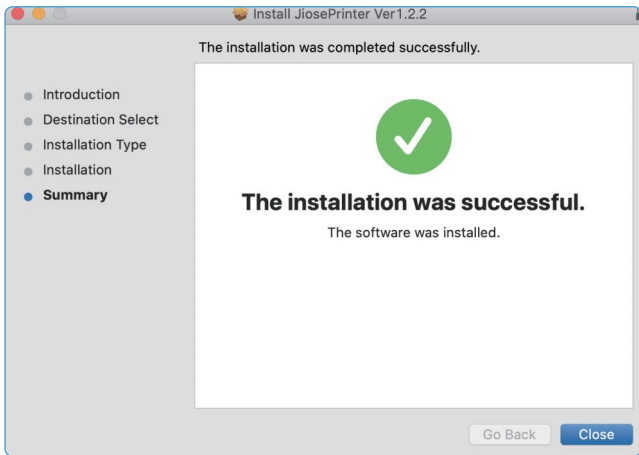
At this moment, the driver has been installed. In addition, it still need you to add the printer to your Mac.

II. Add the Label Printer

01. Select "System Preferences" and open it.

02. Select "Printers&Scanners" as the arrow pointed, and click it to open.

03. Then, click "+" to add a new printer as pointed.

click it to add a new printer.
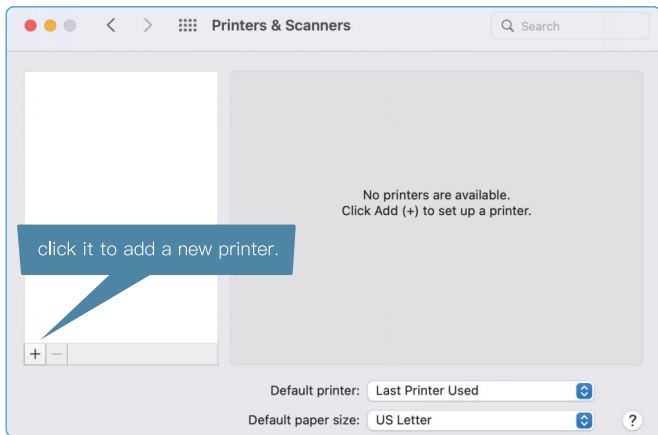
04. The "**Jiose J500**" (Automatically identify the printer model.) will appeared automatically, just click it to contiune. And it will show as below.
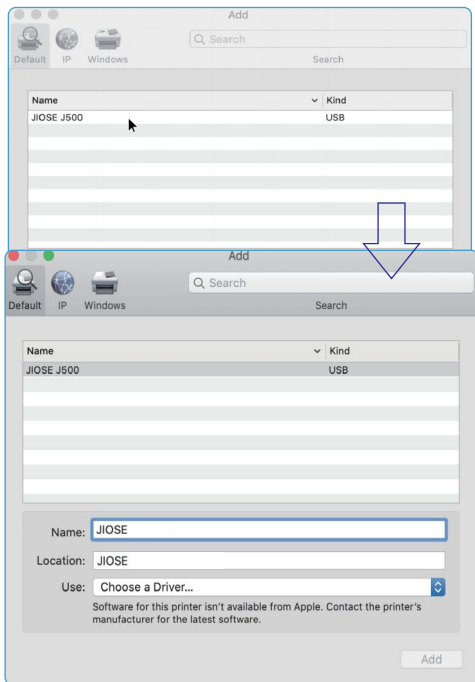
> ▶ **Note**
>
> Please **turn ON** the label printer so that your computer can recognize it.
> If **Jiose J500** (Automatically identify the printer model.) not show up in Mac after installed, please re-connect the usb cabel to your Mac.
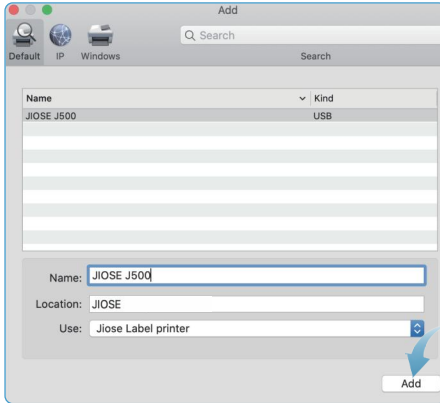
05. Then, click the "Select Software" in the "Use" drop-down box.
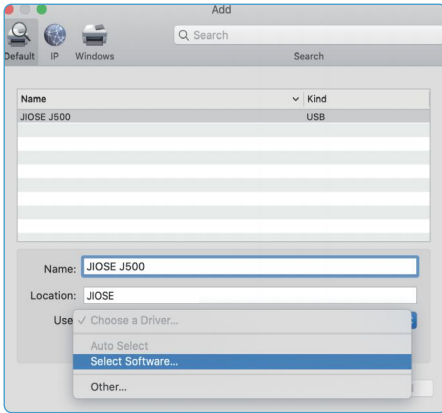
06. Select the "Jiose Label Printer" and click "Ok" to continue.
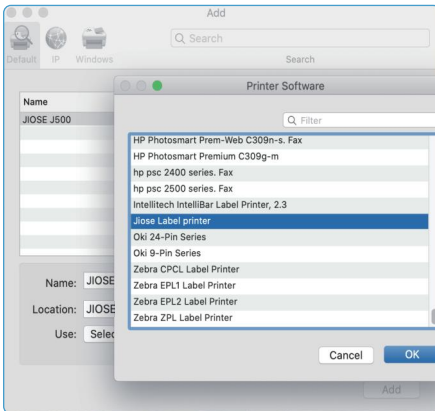
07. Click "Add", and the Jiose J500 (Automatically identify the printer model.) printer is added to your computer successfully.
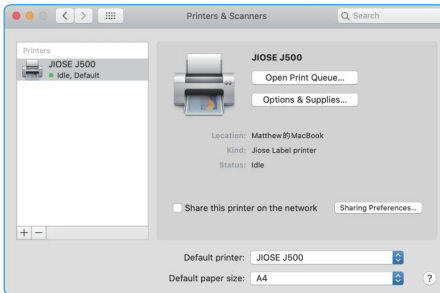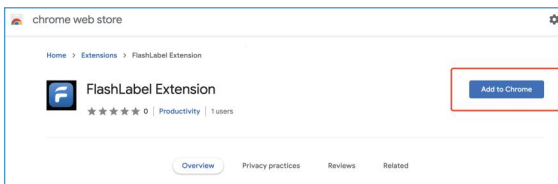

OK, the driver installation is finished, you may close the window and learn how to set the parameters to your most used or try to print a sample shipping label.

1. Go to Chrome Web Store, search for "Flashlabel Extension".

(https://chrome.goole.com/webstore/category/extensions)
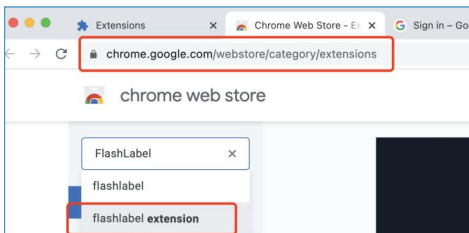
2. Add FlashLabel Extension to Chrome.

3. Click on the FlashLabel Extension to open the setting page and click Add.

4. Select "Printer" (or shown as "Unknown device from Memory Corp") and click on Connect (Remember to connect the printer USB port to the computer and turn on the printer).

5. You are all set now, please choose Flashlabel as destination and print the labels you need!
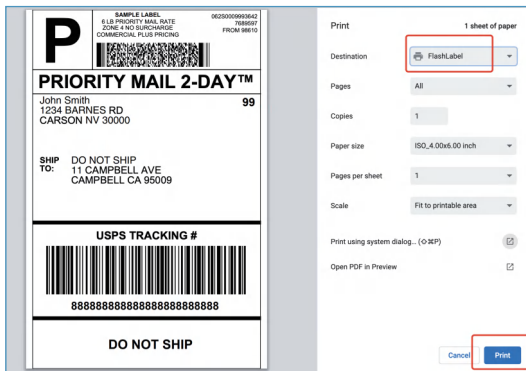
▶ Notes

1. Theres is no need to configure the printer when the configuration notification pop-up after setting up since we are using the extension to add printer to Chromebook;

2. Please open the extension page and keep the page active when printing;

3. The Flashlabel Extension is developed for ChromeOS, not for Chrome Browser in Windows or MacOS.

FAQ

> **Q1: What can I do if there are white spots in my print?**

A1: The printer head may be dirty. Please follow the steps below to clean the printer head.
<1> Turn off printer and wait for it to cool down ;
<2> Use alcohol pads and wipe the printer head starting from themiddle and end on both sides ;
<3> Wait 3-5 mins for the alcohol to vaporize.

Note: If the same issue is still occurring after you've cleaned your printer according the steps above. Please contact us.

> **Q2: When the printing is not sharp / dark, how to adjust the density and printing speed?**

A2: Try to adjust your printing speed. (If the printing speed is set too high, and darkness too low, labels may come out faint.)

For Windows: go to "Printer Preferences" -> "Page Setup" and lower the speed or increase the darkness.
For Mac: go to File > Print, to access the Darkness and Speed options, you need to switch from "Preview" to "Printer Features".

> **Q3: How to crop a full size 8.5" x 11" page to a 4" x 6" label?**

A3: Two suggestions could help you print the 4" x6" label:
<1> Set the format to 4"x6" in the background of the platform and regenerate the PDF before printing.
<2> Use the snapshot function of Adobe Acrobat Reader software (which is free) to cut and print the label to 4"x6".

> **Q4: Printer is skipping labels or continuously feeding?**

A4: There are two main reasons why this is happening:
<1> The printer has not yet learned the size of your label (most common). To fix this, press and hold the "feed" button until you hear one "beep" to run the "Intelligent Label Study" mode.
<2> The page size set in the driver is larger than the actual label stock. Please adjust your label size through settings.
   For Windows, go to "Printer Preferences" -> "Page Setup" and adjust the label size to match the actual label size. The default value is typically 4x6 inches.
   For Mac, you can change the label size during the printing interface.

> **Q5: Why does the printer print blank labels?**

A5: It may be caused by the following reasons, please check step by step:
<1> When inserting labels into the printer, make sure the label is facing the upper side.
<2> Please make sure to use "Direct Thermal" labels, as "Thermal Transfer" labels can not be used on a direct thermal printer, even though they may appear similar.
<3> Check that the printer cover is tight.
<4> If the above steps didn't help. Please press and hold the "Feed" button for 3 secs until you hear a "Beep" and run the "intelligent label study" mode.

▶ Note

You may also visit our official website to get the tutorials or look them up on YouTube by searching.

> Each time you change your label, run the automatic label identification.

> Press the feeder button on the printer to skip a blank label.

> To run a self-test, press and hold the feeder button until you hear two short beeps.

> Avoid poor quality labels as they may damage the printer.

> Regularly clean the printer head.

> 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 to clean the head. Allow the area to dry off before turning the printer on.

> Connect the printer to the same USB port on your computer every time. This will avoid creating duplicate copies of the printer in your operating system.

PREFERENCE SETTING

This section helps Windows and Mac users effortlessly locate the configuration options for customizing the page size, print speed, and density (darkness) of labels.

For Mac:

Open the Print dialog box by selecting File > Print, to access the Darkness and Speed options, you need to switch from "Preview" option to "Printer Features".
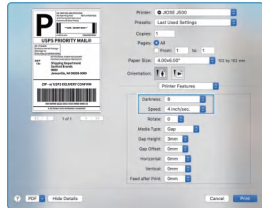
> ▶ Note:
> If the printed content is not centered enough, the Horizontal and Vertical options can be adjusted to shift the printed content accordingly.

For Windows:

Go to the "Control Panel" (or "Settings" for Win11) find "Printers and Devices", right click on "Jiose J500"(or other model) , select "Printing preferences " > "Page Setup".

SPECIFICATION

Method	Direct Thermal
Resolution	203 dpi, 8 dots/mm
Max Printing Speed	180 mm/s (7 inch/s)
Paper Width	40~110 mm (1.57"~4.3")
Paper Thickness	0.06~0.254 mm
Power Adapter	DC 24V/2A
Pinting Life	TPH 100 KM
Connection	USB / Bluetooth
Weight	1.59 lbs / 0.72 kg
Dimensions	176x 110x 93mm (L*W*H)
Supported System	Windows/Mac os (Print via USB cable) iOS/Android (Print via Bluetooth)
Operating Environment	Temperature: 0 to 45℃ Humidity: 10% ~ 80%
Storage Environnent	Temperature:-10 to 50℃ Humidity: 10% ~ 90% (Non condensing)

Printer Head Cleaning Steps:

> **Turn off the printer and unplug the power cable.** Open the cover.

> Wait until the printer head cools down. It can be very hot after printing.

> **Use an alcohol swap** (not water) to completely clean the printer head.

> Wait until the alcohol has completely vaporized, then close the cover.

> Connect the power cable and print a test page to check if it is clean.

▶ Note

Ensure power is off when performing maintenance.
Do not touch or scratch the printer head surface, roller, or sensors.
Avoid gas, acetone, or other organic solvents.

SAFE NOTICES

> The printer head can become very hot after printing labels. Do not touch the printer head.

> Do not bend the power cable excessively or place objects on the cable.

> Do not use the printer if you find any irregularities as these could result in fire or electrocution.

> 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 could penetrate the components.

> Please unplug the printer when it is not in use for long periods of time.

Your Jiose printer is covered by a one-year warranty.
You're welcome to visit our website: www.jioseprinter.com
to get the live support, latest driver, platform setup guide and
FAQs.

✉ Jiose Email: support@jioseprinter.com

🔁 LiveChat: www. jioseprinter.com (Recommend)

📞 Jiose Tel: +1 281-236-7202
        +1 281-845-2738

Service Hours: Weekdays from 9:00am to 18:00pm PST.

Scan QR Code below to CONTACT Jiose TECH SUPPORT
Directly or email support@jioseprinter.com

Website

Jiose J500 v2.04