

# Jiose



Jiose Thermal Label Printer

**USER MANUAL**

[www.jioseprinter.com](http://www.jioseprinter.com)

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## OVERVIEW

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

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



### Highly Recommended: Watch the Quick Setup Video!

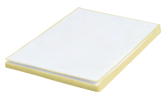
In the USB drive included with this label printer, there are short videos. It will guide you on how to set up the printer in a way that best suits your needs. You may also visit our website [www.jioseprinter.com](http://www.jioseprinter.com), which offers FAQs, live chat, download links and phone numbers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

# PACKAGE CONTENTS

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

Installation drivers and setup guides for Windows/MacOS can be downloaded from the Jiose official website or found on the provided Jiose USB drive.

# MACHINE COMPONENTS

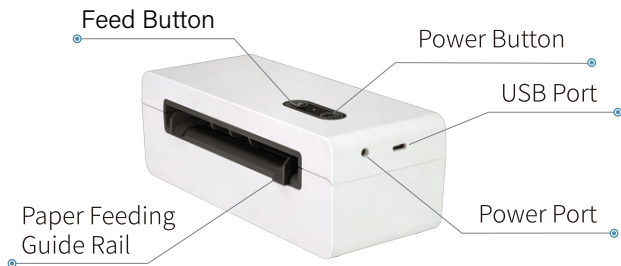
## - Inner View



### ► How to Open the Lid:

Push the **OPEN** button until the lid pops up.

## - Rear View



# PRINTER CONNECTION

1. Connect the Power cable. Make sure the adapter is connected to the power cable tightly.



2. Connect the USB cable to PC or Mac. (The USB interface is used to transmit data and cannot be used as power supply.)



► **Note**

If your computer only has Type-C interfaces, please connect your computer to the USB cord using the Type-C adapter included in the package.

3. Turn the Power ON by one-click the power button.

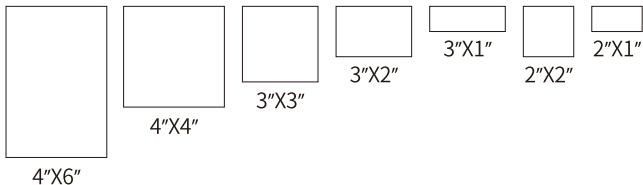


# LED LIGHT INDICATOR

<b>Light</b>	<b>Description</b>	<b>Troubleshoot</b>
Solid Blue	Normal Ready to print	/
Solid Green	Normal Printer is Printing	/
Slow Green Flashing	Print job was manually paused	One-click feed button to resume print job
Fast Green Flashing	Normal Receiving job signal	/
Solid Red	Cover is not closed	Close the lid properly
Slow Red Flashing	Paper shortage	Load Labels
Fast Red Flashing	Label study process failed	Restart and study again; Contact customer service
Slow Yellow Flashing	Unable to roll labels	Check for paper jams or offsets
Fast Yellow Flashing	Wrong power supply	Use original power adapter or contact customer service
Solid Purple	Printer head is overheated	The printer job will resume itself after cooling

# LABEL SETUP

## Label Standard Size



## 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 sensor detects the label, it will automatically catch the label and roll it to the tear-off point.



(a)



(b)



## 2. Run the Intelligent Label Study

- ① After the Automatic Label Identification, **press and hold the feed button for about 2 seconds until the blue light flashes twice**, then release it (refer to picture c)
- ② The printer will move the label back and forth at the previous 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.
- 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
 Feed Button	Skip a label	One-click the feed button.
	Print a technical test page	Press and hold the feed button for about 2 seconds. (Release when the blue light flashes once.)
	Run the Intelligent Label Study	Press and hold the feed button for about 3 seconds. (Release when the blue light flashes twice.)
	Pause Printing & Resume Printing	One-click the feed button while the printer is still printing labels. One-click the feed button again to resume printing.
 Power Button	Power On	One-click the power button.
	Power Off	Press and hold the power button for about 5 seconds till the lights go out.

# DRIVER INSTALLATION FOR MACOS & WINDOWS

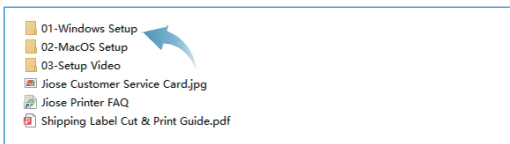
## Thermal Label Printer Driver Installation for Windows

The following is a picture example of the installation steps of the thermal printer N43/N43BT.

- I. Insert the USB drive that came with the package to computer.



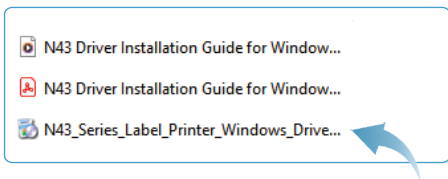
- II. Open the Windows Driver folder to get the driver file and install it with the following steps (or visit website: [www.jioseprinter.com](http://www.jioseprinter.com) to get it).



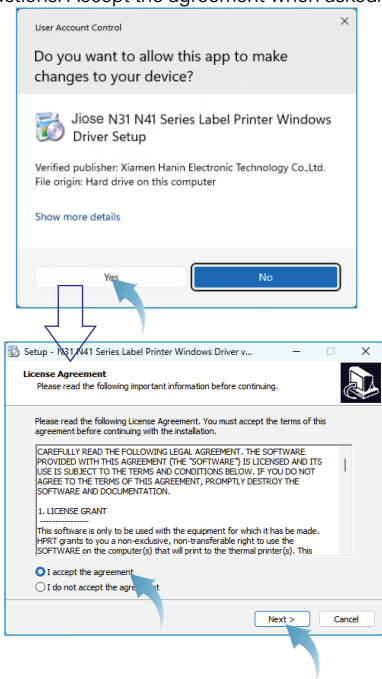
### ► Note

Before installation, make sure that the label printer is connected to your computer with the USB cable and power on. This will allow the driver wizard to automatically identify the printer model.

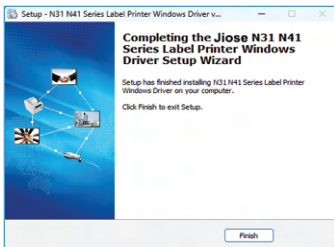
01. Double click the Windows driver file to install it.



02. Click "Yes" to allow the installation, then click "Next" and follow the onscreen instructions. Accept the agreement when asked.

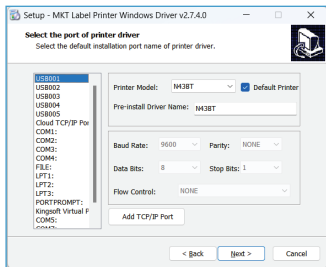


04-1. If the printer is connected to the computer with USB cable and power on, the driver wizard will automatically recognize the printer model and install driver directly to your computer. A successful installation window will be displayed. (refer to picture a)



(a)

(04-2. If the printer is not connected to your computer and power on, the wizard will not be able to detect the port. Instead, it will display a dialog box in expert mode. (refer to picture b) In this case, it is recommended that you go back to the previous process by clicking "Back"; connect the printer and power on, then click "next" again.)



(b)

05. After 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.

## Thermal Label Printer Driver Installation for Mac

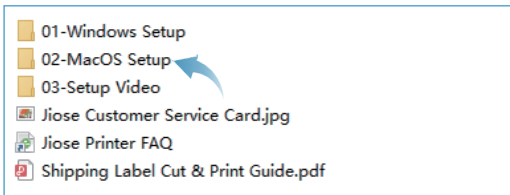
The following is a picture example of the installation steps of the thermal printer N43/N43BT .

### I. MacOS Driver installation

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



02. Open the MacOS Driver folder to get the driver file and install it with the following steps (or visit website: [www.jioseprinter.com](http://www.jioseprinter.com) to get it).



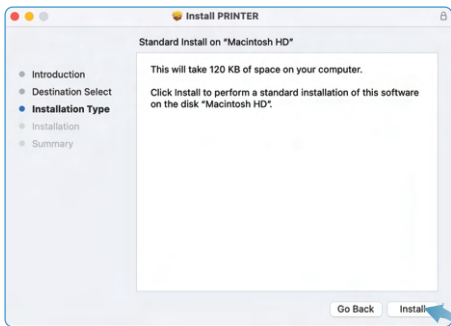
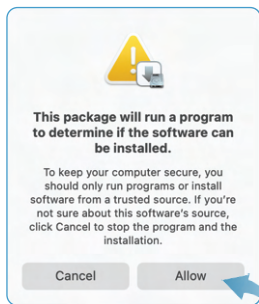
#### ► Note

Before installation, make sure that the label printer is connected to your computer with the USB cable and power on. This will allow the driver wizard to automatically identify the printer model.

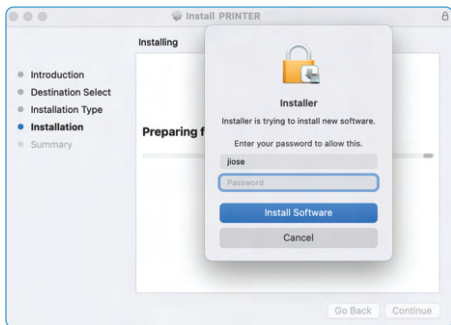
03. Double-click on the \*.PKG file to run the installation wizard.



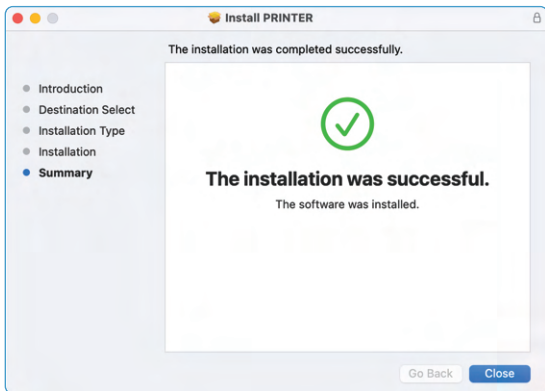
04. Allow to continue. Then click "Continue" and follow the onscreen instructions.



05. Please grant authorization with account password, depending on your Mac's security Settings.



Finally, it shows the driver is installed successfully. Please click "Close" to finish the installation.



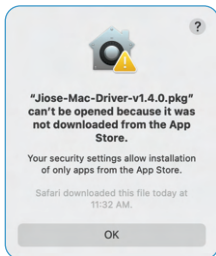
At this moment, the driver has been installed. In addition, you still need to add the printer to your Mac.



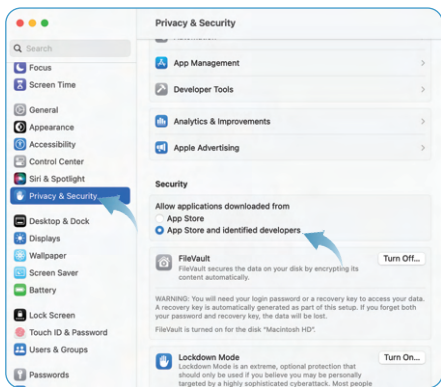
## ► Note

It may display a message that the file can't be opened because of security settings. 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. Open "System Preferences" on Mac from the Apple menu.
2. Click the "Privacy & Security" tab as the arrow pointed. Then scroll down to find "Security", select "APP Store and identified developers". Then try again to install the driver.



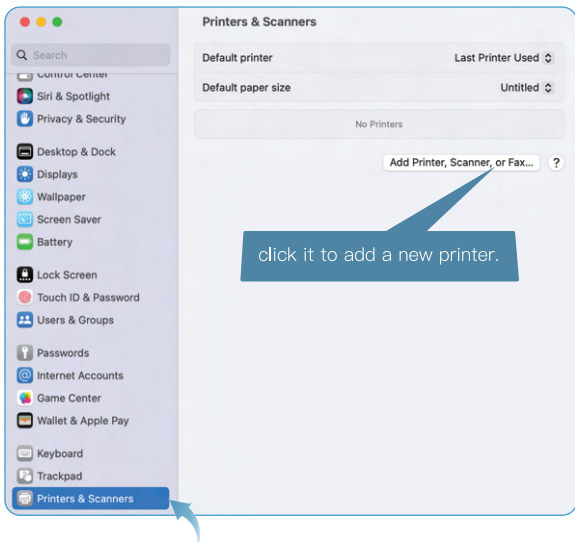
## ► Note

As MacOS updates its security policies periodically, if you are using an older version of MacOS, or encounter other difficulties, please contact our customer service for assistance.

## II. Add the Label Printer

01. Select "System Preferences" and open it.

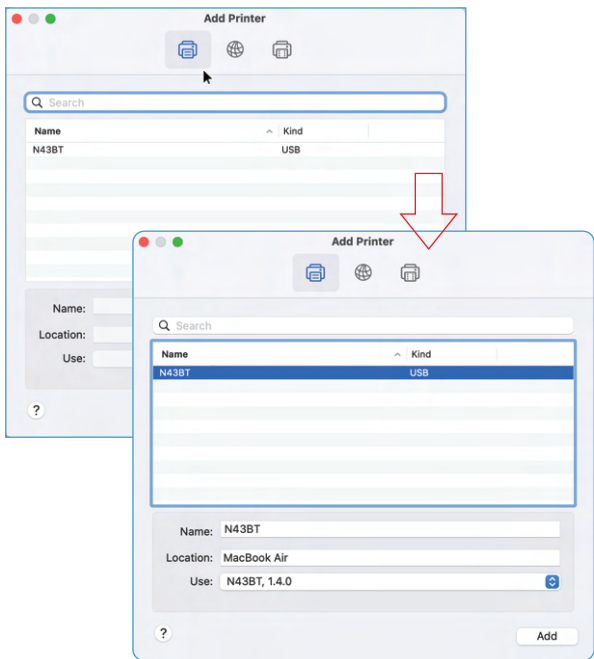
02. Select "Printers & Scanners" as the arrow pointed, then click "Add Printer".



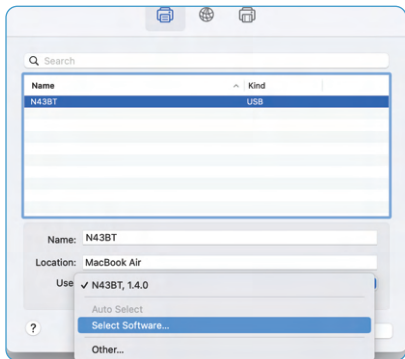
### ► Note

Before adding printer, make sure that the printer is connected to your computer with the USB cable and turned on. This will allow the driver wizard to automatically identify the printer model.

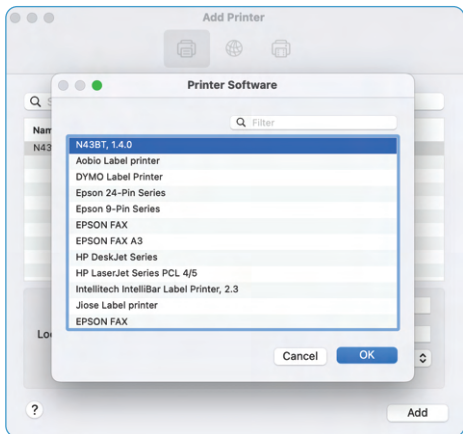
03. The N43 or N43BT will appear automatically, just click on it to continue. It will show as below. (If N43BT is not listed here, check if the printer is connected to the computer and turned on.)



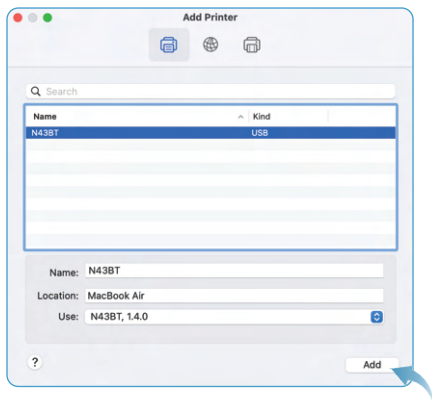
05. Normally, the wizard will automatically select the right driver for you. If not, click the "Select Software" in the "Use" drop-down box.



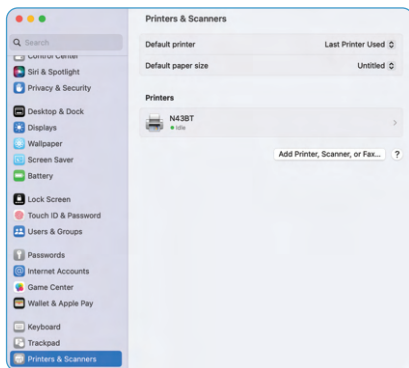
06. Select the "N43BT" and click "OK" to continue.



07. Click "Add" to finish setting.



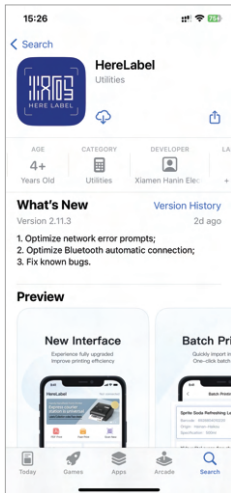
08. Ok, the driver installation has been completed. You may now close the window and learn how to set the parameters for your most commonly used settings or try printing a sample shipping label.



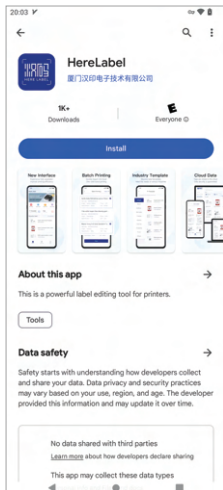
# iPhone/Android Installation

This section of the manual is specific to model N43BT equipped with a Bluetooth module and does not pertain to model N43 without the Bluetooth module.

1. Please search and download "HereLabel" from App Store or Google Play.



iOS

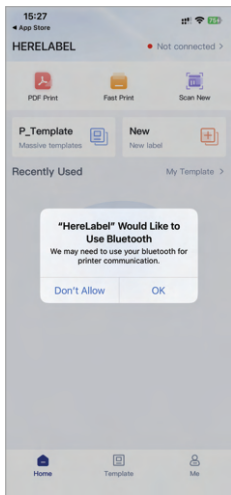


Android

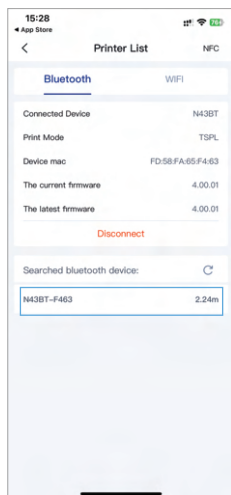
## ▶ Note

- For some Android devices, granting location permission is necessary to use the app because Bluetooth is considered a part of the location permission. It doesn't actually need the user's location information to run.

> 2. Open "HereLabel" to run the app and click OK if the app asked for Bluetooth permission.



> 3. Connect Bluetooth from the APP to pair the printer.



> 4. Load and print the label files (PDFs, photos) or your customized labels.

## Pro Tips

- > Each time you change your label, run the intelligent label study.
- > Press the feed button on the printer to skip a blank label.
- > To print a technical test page, press and hold the feeder button for about 2 seconds, with the light flash two times. The technical page helps you determine if the printer is working properly.
- > Avoid poor quality labels as they may damage the printer.
- > Regularly clean the printer head.
- > If label is jammed, turn off the printer, unplug the power cable, and allow the printer head to cool down. Open the cover and ensure that the rubber is clean. If dirty, use alcohol wipe 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.

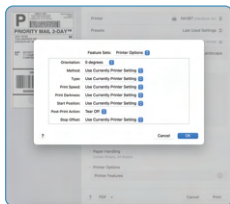


# Printing Preferences

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":

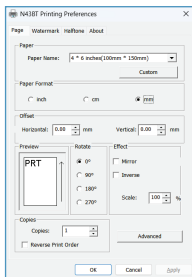


## ► Note:

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"), find "Printers and Devices", right click on "N43BT" (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/1.5A
Printing Life	TPH 100 KM
Connection	USB / Bluetooth
Weight	0.98 lbs / 0.445 kg
Dimensions	180x 75x 64mm (L*W*H)
Supported System	Windows/Mac OS (Print via USB cable) iOS/Android (Print via Bluetooth)
Operating Environment	Temperature: 0 to 45°C Humidity: 10% ~ 80%
Storage Environment	Temperature:-10 to 50°C Humidity: 10% ~ 90% (Non condensing)

## MAINTENANCE

### Printer Head Cleaning Steps:

1. **Make sure to turn off the printer and unplug the power cable.**
2. Open the cover, wait until the printer head cools down. It can be very hot after printing.
3. Use an alcohol swap (not water) to completely clean the printer head.
4. Wait until the alcohol has completely vaporized, then close the cover.
5. Connect the power cable and print a test page to check if it is clean.

## SAFETY NOTICES

1. The printer head can become very hot after printing labels. Do not touch the printer head.
2. Do not bend the power cable excessively or place objects on the cable.
3. Do not use the printer if you find any irregularities as these could result in fire or electrocution.
4. Use only approved accessories and do not try to disassemble or repair the unit by yourself.
5. Keep the printer away from water and other objects that could penetrate the components.
6. Please unplug the printer when it is not in use for long periods of time. Do not bend the power cable excessively or place objects on the cable.

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

Answer: There may be dust on the label or the print head needs cleaning. Please follow the steps below to clean the printer head.

- (1) Turn off the printer and allow it to cool down;
- (2) Use alcohol pads to wipe the print head, starting from the middle and ending on both sides;
- (3) Wait 3-5 mins for the alcohol to vaporize.

If the same issue persists after cleaning the printer according to the above steps, please contact us.

### > Q2: When the printing is not sharp or dark enough, how to adjust the density and printing speed?

Answer: Try to adjust your printing speed or/and increasing the density / darkness will result in a darker print. (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".

Note: The most common reason for low-quality prints is due to the low-quality source file. For example, if your original label file was designed for an 8.5"x11" size printer and you printed the label by manually taking a screenshot with low resolution, the resulting labels would have poor quality. In this case, we recommend obtaining a higher-quality source file instead of relying on screenshots. Alternatively, please contact our customer service, and we will provide appropriate advice based on your situation.

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

Answer: 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. Platforms, including Etsy and others, may send you an 8.5"x11" label by default when you purchase a shipping label, but you can change the default format to 4"x6" before purchasing.

(2) Use the snapshot function of Adobe Acrobat Reader software (which is free) to cut and print the label to 4"x6" if you already get an 8.5"x11" label in pdf format.

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

Answer: 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, run the "Intelligent Label Study" process by pressing and holding the feed button for about 2 seconds until the blue light flashes twice.

(2) The selected page size in the printer driver or your printing software does not match the actual label size in use. The printer is designed to accommodate small errors (about 2mm), but if the selected paper size is too large or too small, skipping labels is possible. Please check if you have selected the correct label size.

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 when printing labels.

Note: The software you used to print (i.e. Chrome Browser) can over-ride the driver's label setting and send the print in a larger / smaller size to the printer.

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

Answer: There may be several reasons for printing blank pages, please check step by step:

(1) When inserting labels into the printer, make sure the label is facing the upper side. The most common reason is that your labels are loaded upside down.

(2) Ensure your the type of your labels in use is "Direct Thermal". There is an other label type called "Thermal Transfer" can not be used on a direct thermal printer. Although they may appear similar.

(3) Check that the printer lid is closed tight.

(4) If the above steps didn't help. Please press and hold the feed button for about 2 seconds until the blue light flashes twice to run the "intelligent label study" process.

► **Note**

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

## FCC Statement

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.


FCC ID:2AUTE-4DT23SE

## SUPPORT AND WARRANTY

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

 Jiose Email: [support@jioseprinter.com](mailto:support@jioseprinter.com)

 LiveChat: [www.jioseprinter.com](http://www.jioseprinter.com)

 Jiose Tel: +1 281-236-7202

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](mailto:support@jioseprinter.com)



**Jioseprinter**

Jiose N43BT v1.05