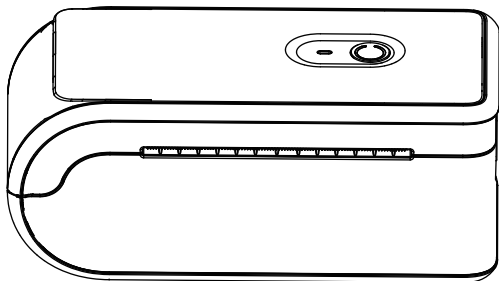


JADENS[®]



Thermal Label Printer

C10

User Manual


Version: 1.0

Thanks for choosing us!

Customer Support

Please kindly contact us if you have any trouble or question when installing and using

 support@jadens.com

 1-833-470-2950
at 10am to 10pm EST

 support.jadens.com

How can we help you today?

Enter your questions here 

Scan the below QR code to talk with us



Customer Support

Scan or upload this QR code using the WhatsApp camera to add us

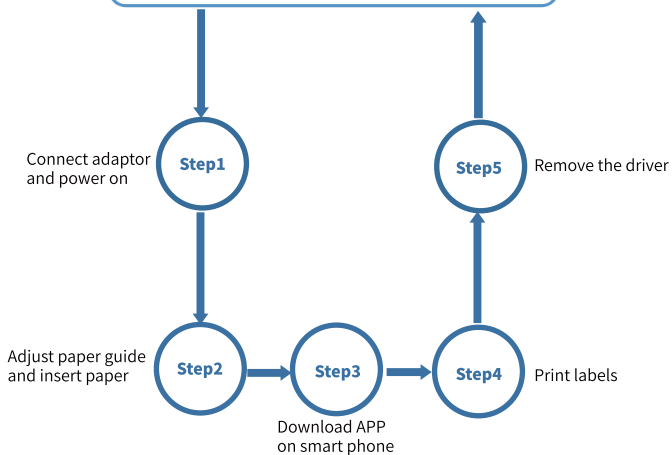
Extended Warranty

Please contact Warranty@jadens.com to extend the warranty to 3 years with your order No.

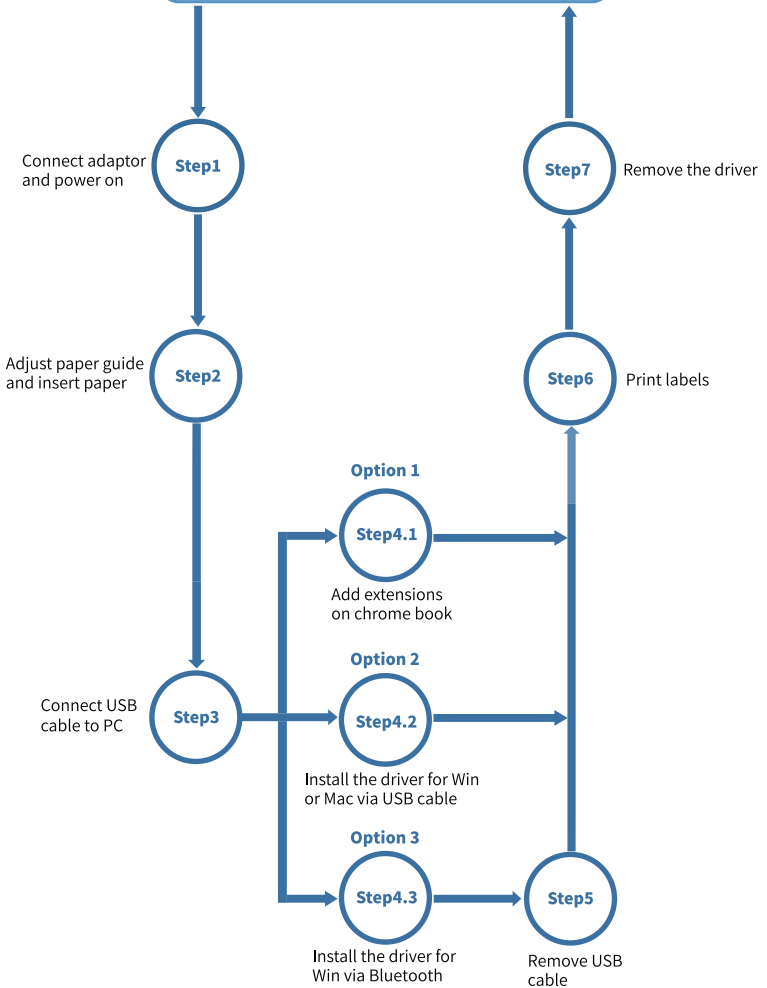
Content

1. Appearance	1
2. LED indicator	2
3. Packing list	2
4. Printer connection	3
5. The suitable label size	3
6. How to feed label	4
7. Installation for Windows	5
8. Installation for Mac	9
9. Installation for Chrome book	16
10. Smartphone APP Setup	18
11. Important Tips: Print label of multiple size using 'Take a snap shot'	18
12. Frequently asked questions	22
13. Pro tips	22
14. Driver removal	22
15. Specifications	23
16. Safety tips	24
17. Maintenance	24

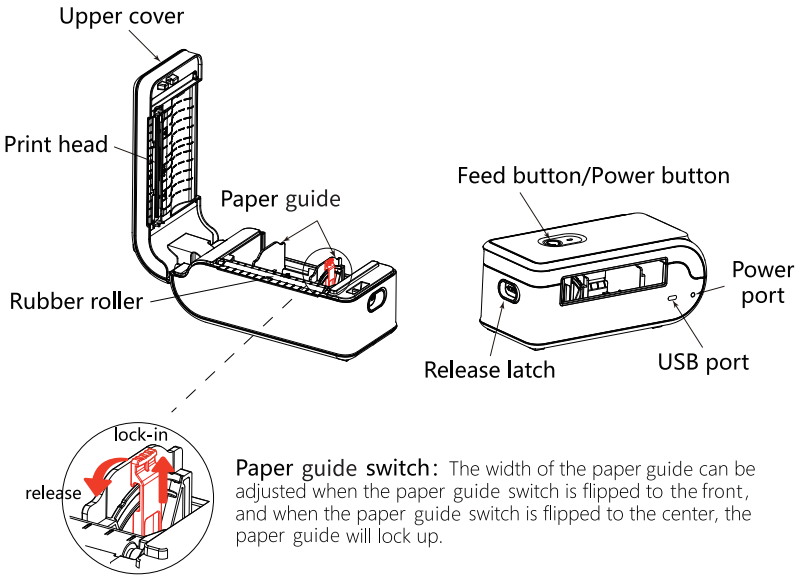
Print via smartphone APP



Print via computer



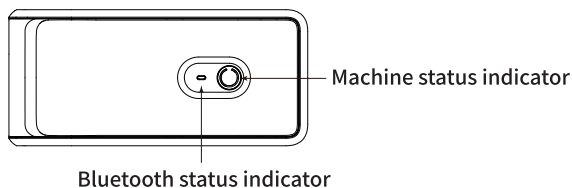
1.Appearance



How to use the Power Button:

1. **Printer on/off:** Long press for 2s.
2. **Pause printing:** During the printing process, short press 1 time to pause printing. Then, if starting a new printing task, please restart the printer and APP.
3. **Automatic paper learning:** When the printer is on, short press 3 times, the paper will be calibrated.

2. LED indicator



Bluetooth Status Indicator

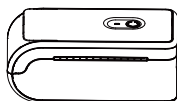
- Blue light on: Bluetooth connected.
- Blue light flashing: Bluetooth disconnected.

Machine Status Indicator

- Green light on: Normal use status/full charged.
- Red light on: Cover opened/No paper/Over-heat/Printing paused/Charging.
- Yellow light on: Low battery, please charge in time.

3. Packing list

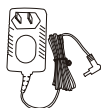
Printer



1 Roll Label



User Manual



Power Adapter



USB Cable



Type A-C

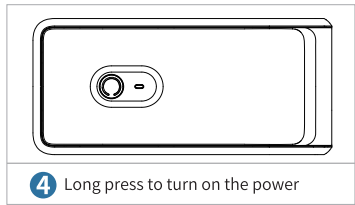
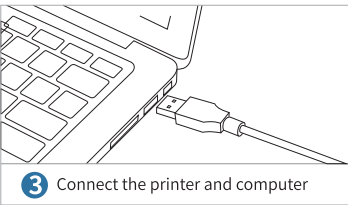
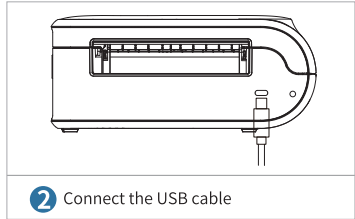
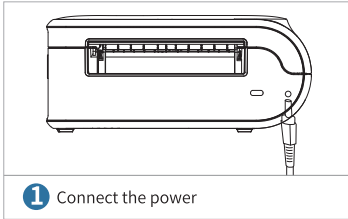


If any accessories missing, please contact us to get support.

4. Printer Connection

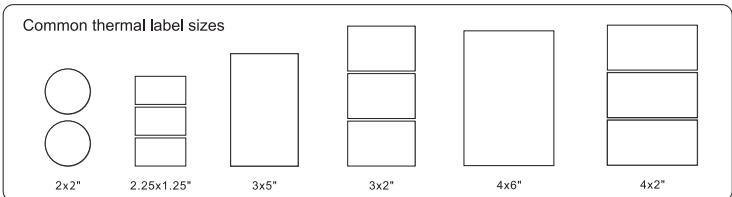
Note:

- Use original power adapter only in case harm or injury.
- Unplug if no use in a long time.

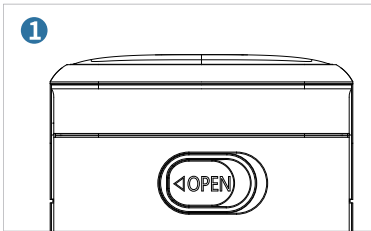


5. The suitable label size

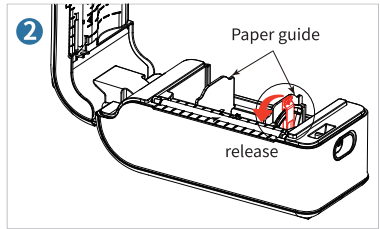
Jadens printer works with any Direct Thermal Label, and compatible with a width range from 1.57" to 4.1" and length over 0.79"



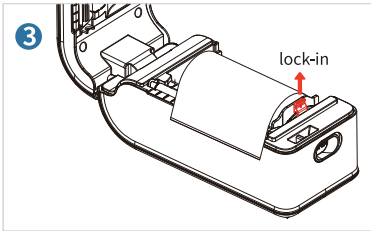
6.How to feed label



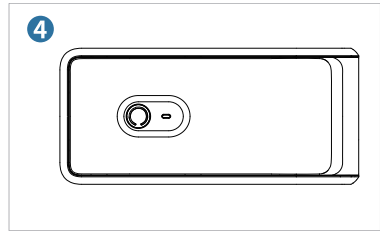
1 Pull the release latch to open the cover



2 Pull the paper guide switch to the front to release the paper guide, then, adjust the paper guide to fit the width of paper you are going to put in.

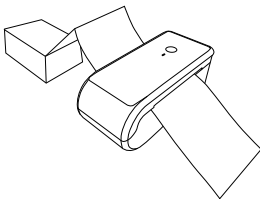


3 Load the label and adjust the paper guide to fit the width of paper, and lock up the guide. The label you peel off should be facing up (toward the ceiling)

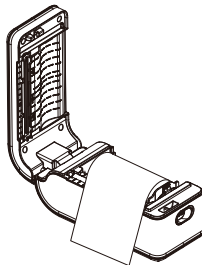


4 Carefully close the cover. Label will be automatically positioned at the tear-off point. Printer is ready to print.

Compatible Paper Types:



Fan-fold Type Label Loading



Roll Type Label Loading

7. Installation for Windows



Note:

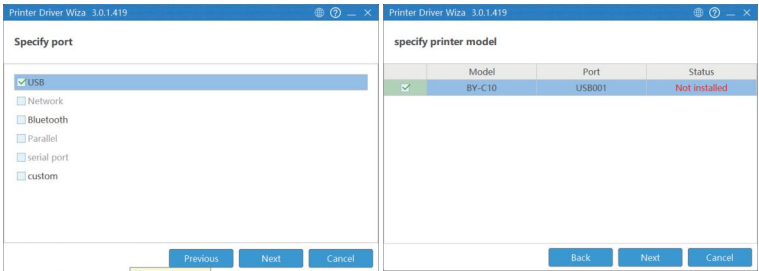
Recommend to close security software before installation in case of preventing installation, and you can open it again after installation.

- Win 7 or later ✓
- Installation guide video in U-disk for better reference.

Step1: Install the driver

- Connect power supply and USA cable to the computer(Please skip this step if you have finished it before.)
- Install the driver and printer
 - > Please download the driver from <https://jadens.com/pages/download-video> to your PC desk, open and install it as below:

Driver version may be updated, see latest info at support.jadens.com.



- After setting up the printer, check your computer if the printer has installed or not.

Go to the 'Setting' > 'Device' > 'Printer & scanners' > 'BY-C10' > 'Manage' to print a test page and print labels successfully, that means you have set up the printer successfully.



Note:

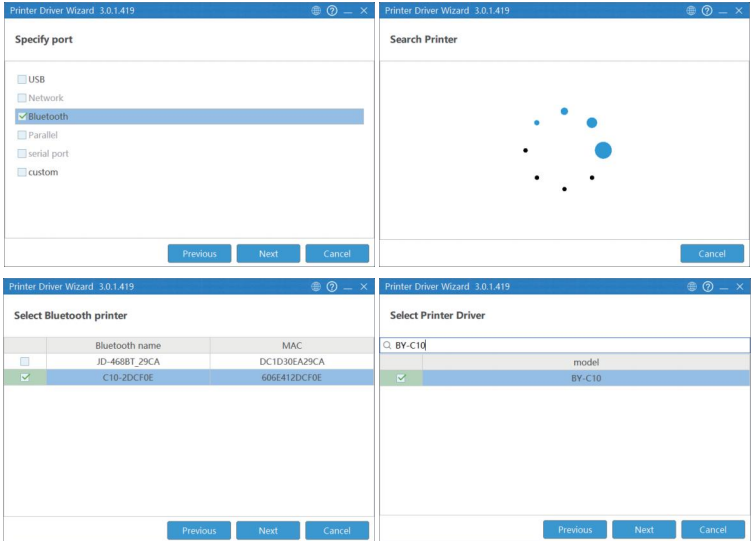
If you can't print successfully, please restart your computer and printer, then install driver again. Repeat installation will create duplicate copies of the printer in your operating system such as 'BY-C10(copy 1, 2...)'

Step 1.2: Install the driver via Bluetooth

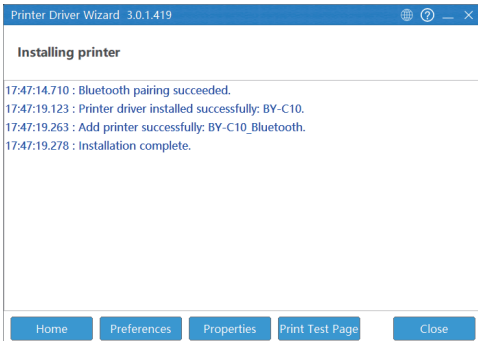
- a. Connect power and computer (It is not necessary to connect USB cable.)
- b. Install the driver and printer
 - > Please download the driver from <https://jadens.com/pages/download-video> to your PC desk, open and install it as below:

Driver version may be updated, see latest info at support.jadens.com.

Search process will take about 40s, please kindly wait.



Finally, if you get to below step, that means you have installed via Bluetooth successfully. And you can printer directly.

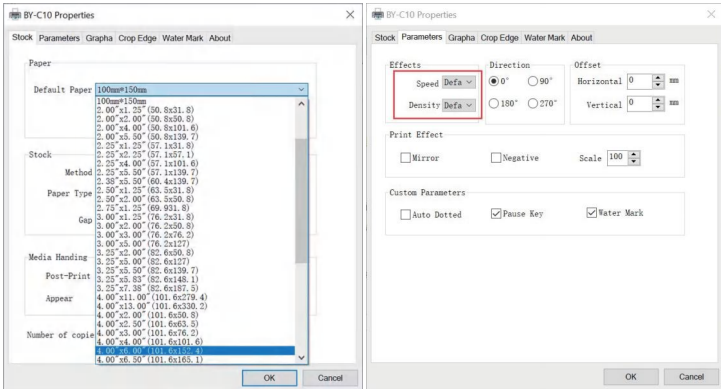


Step2: Printer preference setting

Go to the 'Setting' > click 'Device' > click 'Printer & scanners' > find the printer 'BY-C10' > Click 'Manage' > click 'Printer Preference'. In this part, you can set the print page size and print speed and density of the label.

(1) Setting the paper quality

a. Go to 'Page Setup'. According to the label size, choose the corresponding page size. Generally, most shipping labels are 4"×6" size.

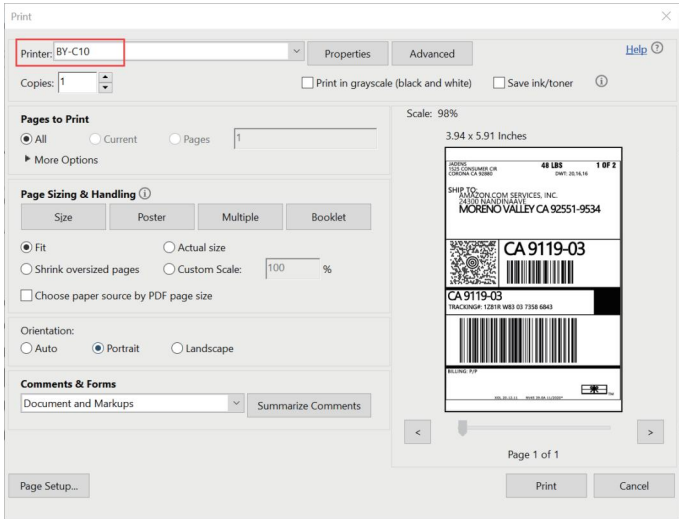


b. In the 'Parameters', you can change the printing speed and printing darkness.

- Especially for density, if the labels print out light or not clear, you can change the density. For Windows system please set the density at 8-12. For Mac system please set the density at 2-5.

(2) Print a sample file.

- a. Open a PDF file with Adobe, click 'print', ensure you choose the right printer (BY-C10).
(If you want to print word file, please transfer it to PDF file to get the best quality.)



- b. You can go to 'properties' , in this dashboard, you can set the page size, printing speed and printing density too.

Note:

Before printing, please make sure the size of thermal labels you load, and the size settings on devices are same.

- c. Preview and check the setting you want, such as print size, print density. Then click 'print'.
If you don't have PDF Editor, please search' Bartender' at support.jadens.com to get the corresponding solution, or directly contact us .

Customer support is available for all your questions through email or hotline.

support@jadens.com

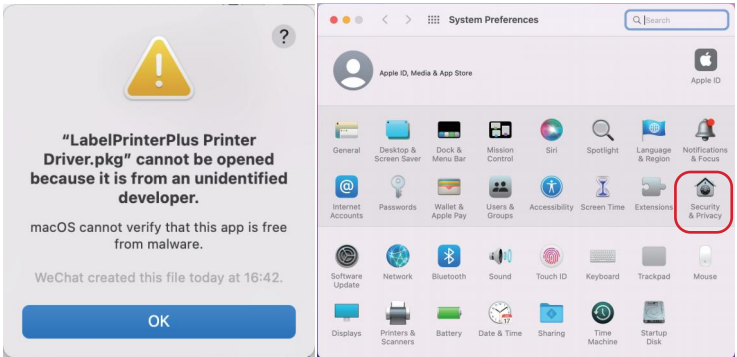
phone:1-833-470-2950

8. Installation for Mac

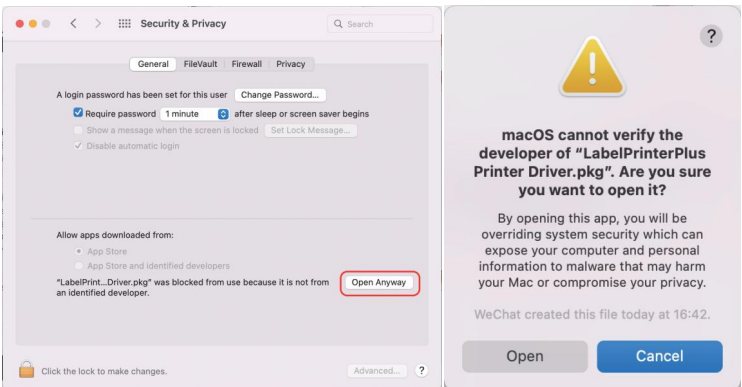
- JADENS is only compatible with MAC OS V 10.9 or later.
- Installation guide video on the official website for better reference.

Step1: Install the driver

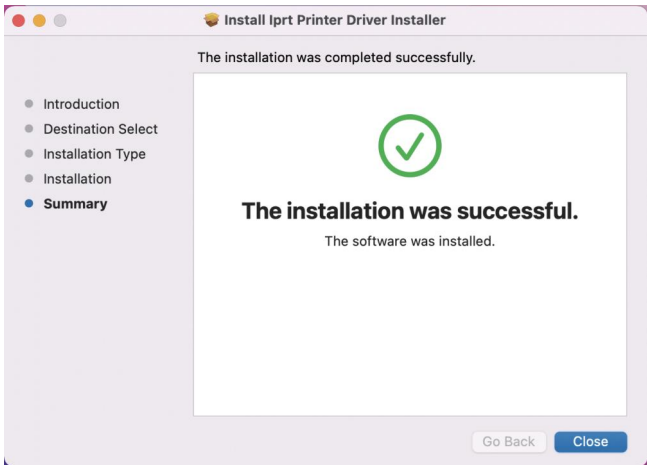
- Connect power and USA cable to the computer(Please skip this step if you have finished it before.)
- Please download the driver from <https://jadens.com/pages/download-video> to your PC desk, open and install it as below:
Driver version may be updated, see latest info at support.jadens.com.
- Click 'OK' and open 'System Preferences', and click on 'Security & Privacy'. (If you don't see the warning, you can skip this step)



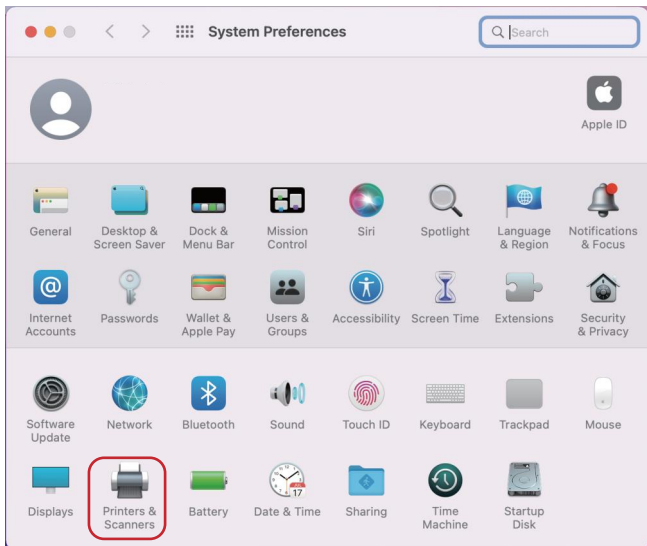
- Click on 'Open Anyway' button. Click on 'open' and continue to install the printer.



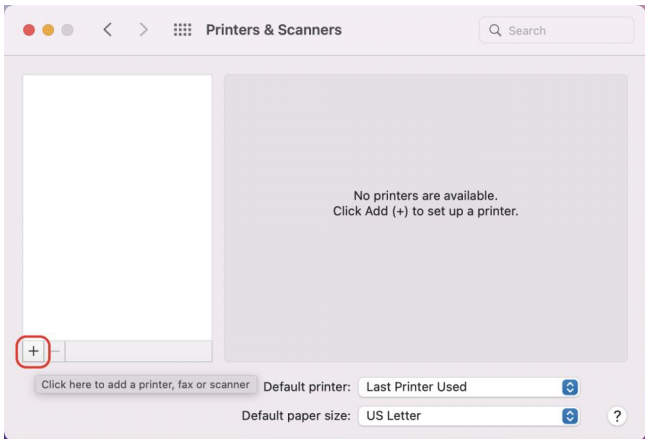
e. Follow the installation steps until you see 'The installation was successful' window.



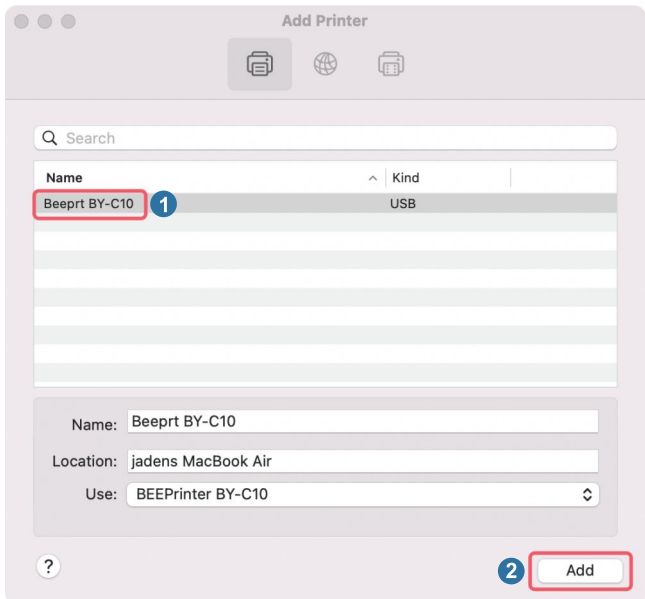
f. Open 'System Preferences' > click 'Printer and Scanners'.



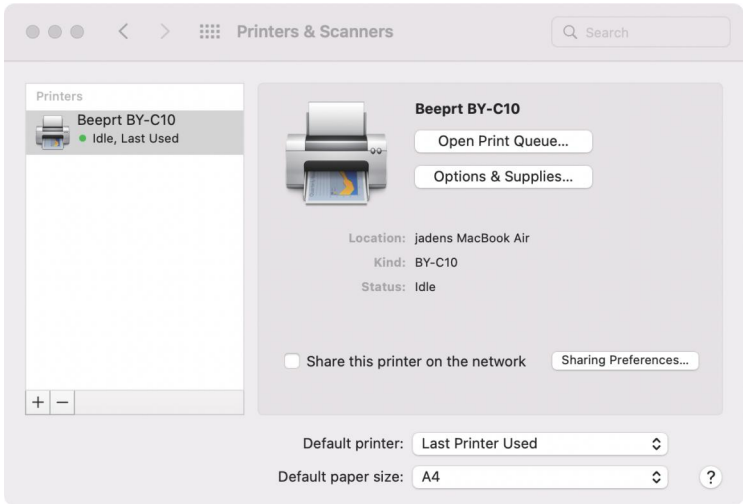
g. Click '+' to add a new printer.



h. Click 'BEEPRT BY-C10' and 'Add'.



i. Now the printer has been installed in your MacBook successfully.



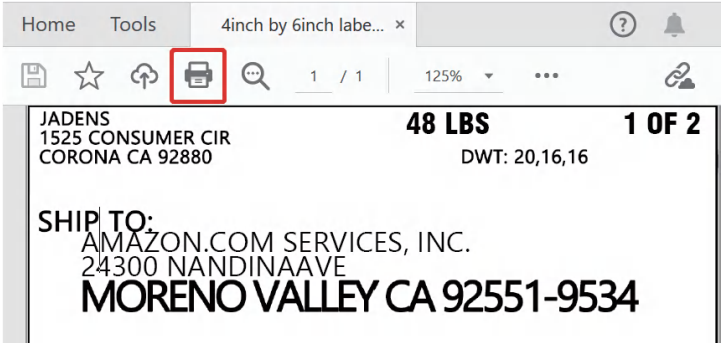
Note:

1. Now you can print directly, if you want to adjust the printing density, printing speed or other parameter, please refer to 'step2 Printer preference setting'.
2. If you can't print successfully, please restart your computer and install driver again.

Step2: Printer preference setting

In this step, we will show you how to set the print preference helping you print out well.

a. Open a sample PDF file , click print.

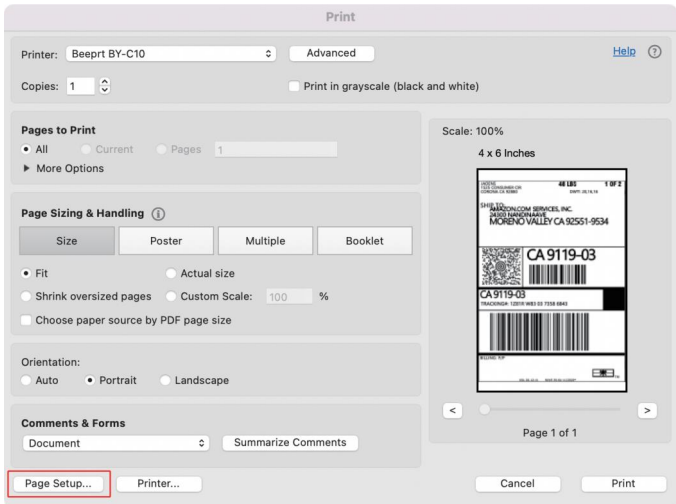


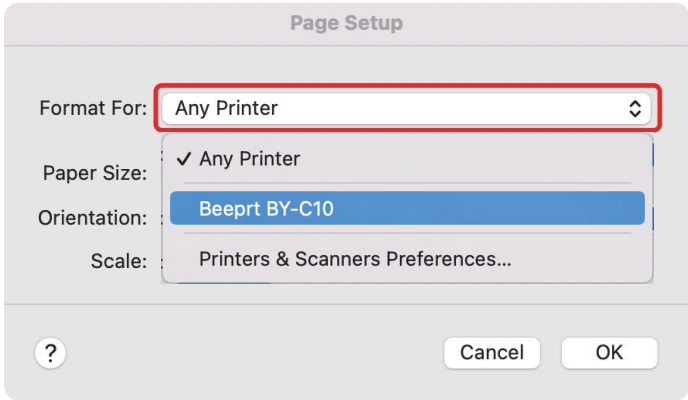
b. Click 'page setup' , you can select the page size you want to print.



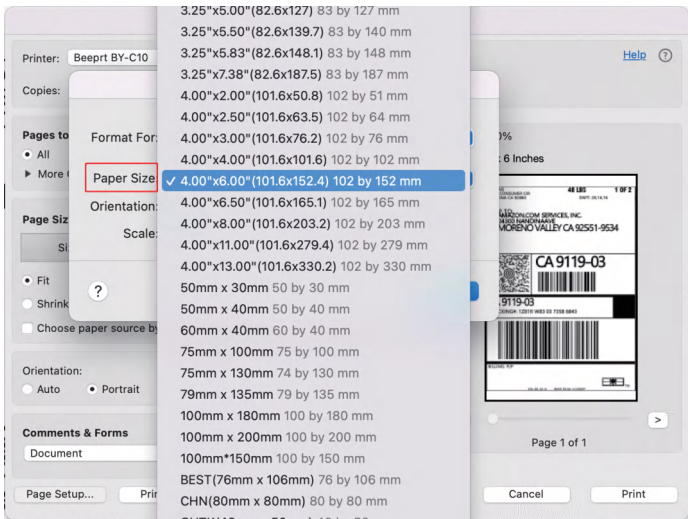
Note:

Before printing, please make sure the size of thermal labels you load, and the size settings on devices are same.



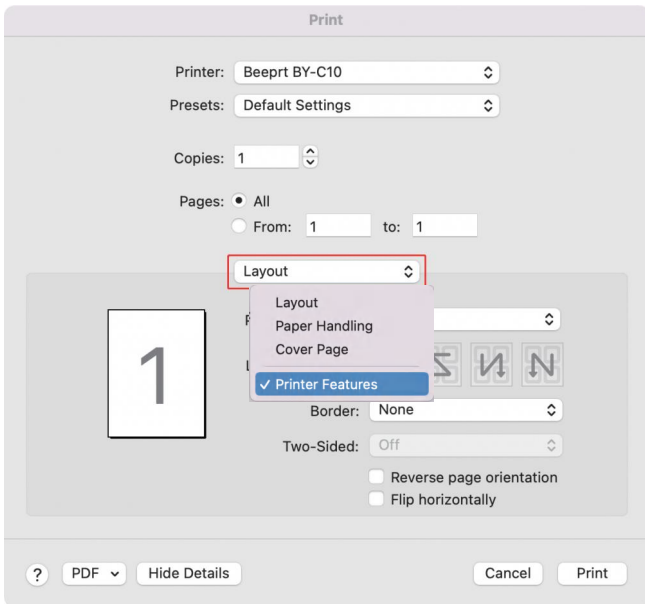
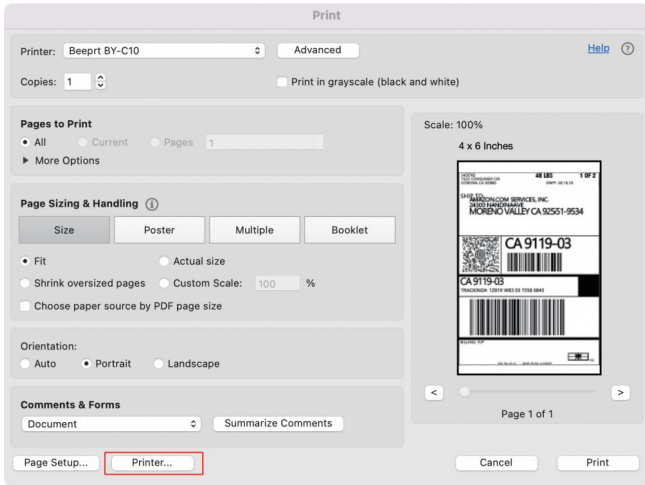


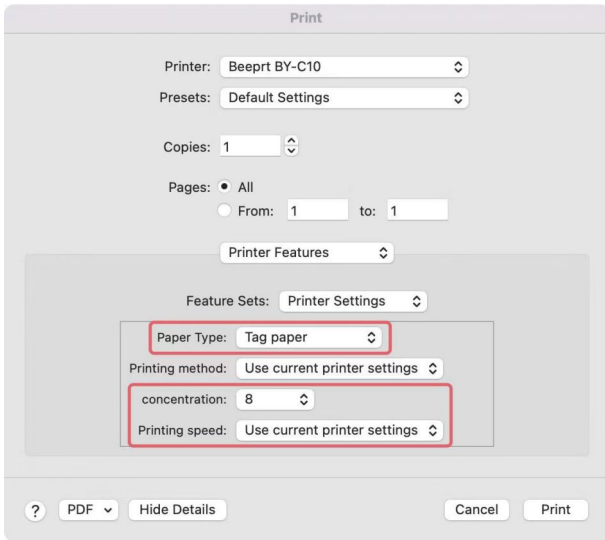
15



If there is no suitable size to choose 'Manage custom sizes', input the width and height, then click 'ok'.

c. Click 'printer preference' > Choose 'printer feature' > set up 'Paper Type', 'Darkness' and 'Print Speed'.

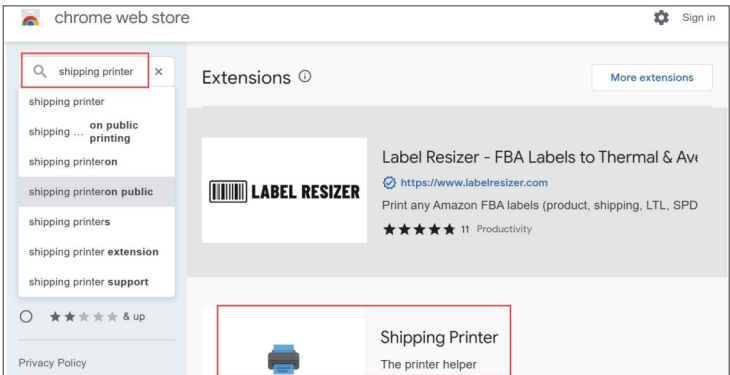


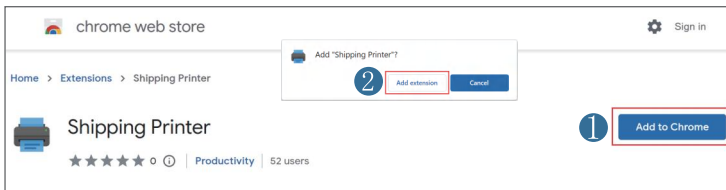


9. Installation for Chromebook

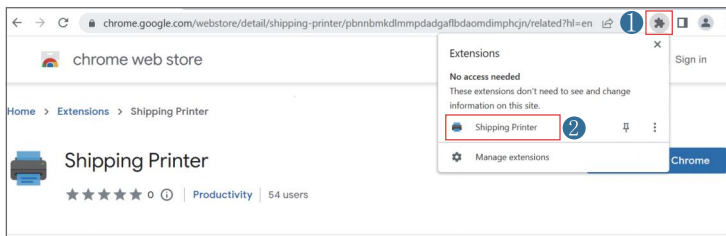
Let's show how to set up the printer connected on chromebook as below:

a. Search 'Shipping Printer' in the chrome web store and add to chrome.

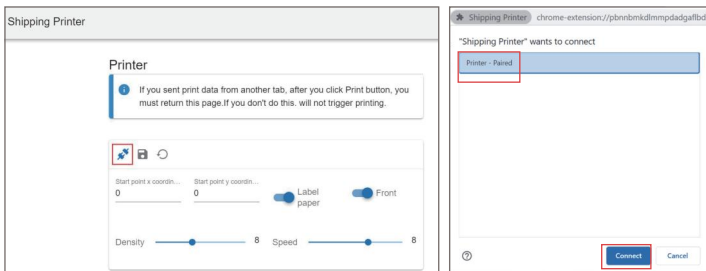




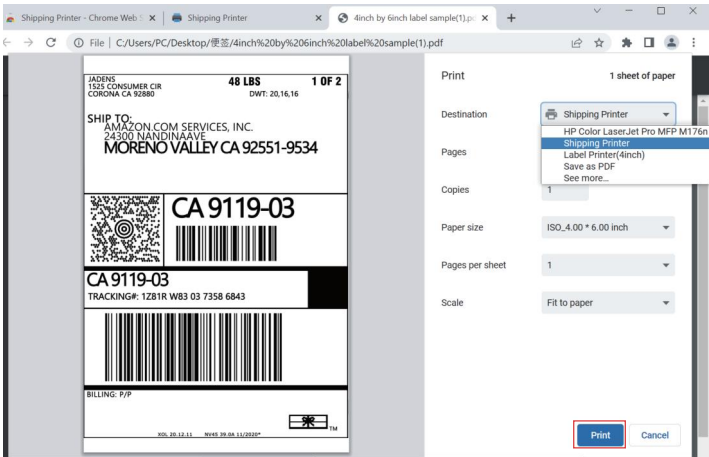
b. Click the 'Extensions' icon and choose 'Shipping Printer'.



c. Click 'Connection' icon, choose 'Printer' and then click 'Connect'.



d. Open a file with chrome browser, choose 'Shipping Printer' and click 'Print'. The file will printed by Jadens printer and that means your printer has been set up.



10. Smartphone APP Setup

App download:

- 1 Search for [PrintGo] on Google Play or AppStore.
- 2 Scan the following QR code to download APP.



11. Important Tips: Print label of multiple size using 'Take a snap shot'

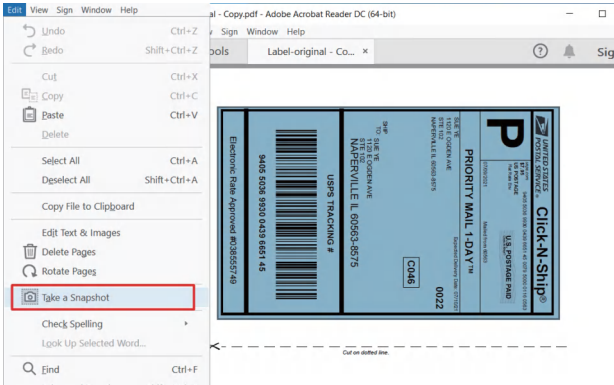
The function of 'Take a snap shot' can solve most print problem. It enables you to print the area you want. Now let us show you how to use it.

1. How to print your labels with nonstandard size.

If the printed PDF/file is unusual size such as A4 which can't be found the same size label. In this situations, you have to use the function of 'take a snapshot' to print. Here are the steps to operate.

(1). For windows:

- Open the PDF in Adobe Reader
- From the top panel, select 'Edit' > 'Take a Snapshot'. choose the area you want to print.

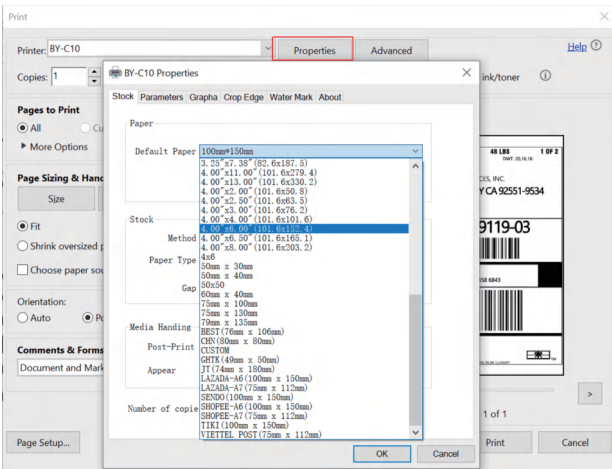


- Click 'Print', set up the page size same as the labels you load, then print.



Note:

Please make sure the page size match to the loaded label size. Otherwise, it is possible that it prints out over label or misaligned.

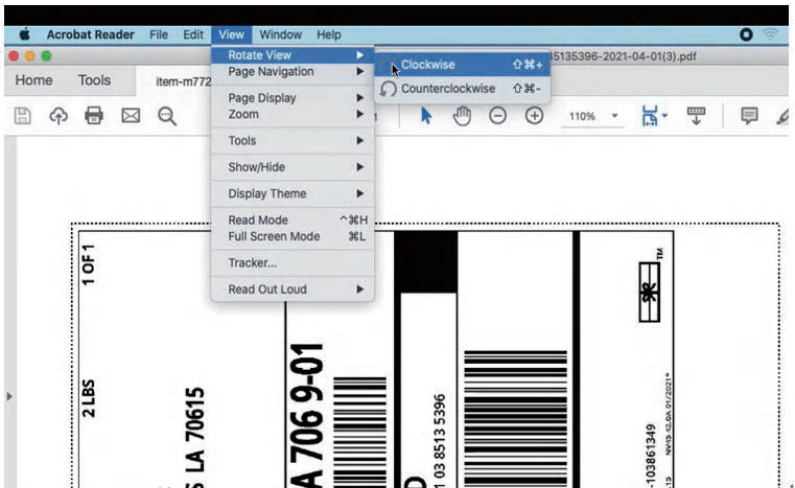


(2) For MAC

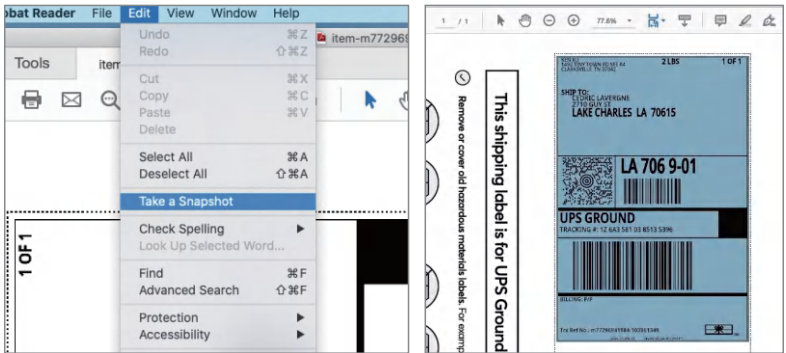
- a. Find the 'File' in the top left corner of you desktop > Click 'Open' > Click 'Desktop' > Choose PDF file (or you can open the file with Adobe)



- b. From the top panel, select 'View' > 'Rotate View' > 'Clockwise' so that the labels are side by side. (If the labels has laid vertically. please skip this step)



C. Next, from the top panel, select 'Edit' > 'Take a Snapshot'. Then click and drag over one of the labels that you need, so that you can print a specific range of label.

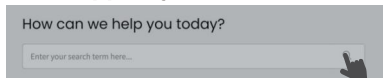


2. If you want to print the label that include barcode, please make sure print out the barcode vertically in case the high temperature lead to the barcode print out blocks and can't be scanned.



12. Frequently asked question

Go to **support.jadens.com** to see FAQ



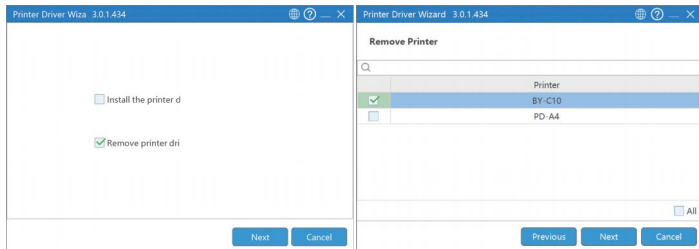
13. Pro tips

- **Anytime you change label size**, run the automatic label identification by pressing and holding the feed button until you hear one short beep.
- Press the feed button on the printer to **skip a blank label**.
- To run a self-test, press and hold the feed button until you hear two short beeps.
- Avoid using poor quality labels as they can damage the printer.
- Regularly clean the printer head as described in 18. MAINTENANCE.
- **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 pad to clean. Allow the area to dry off before turning the printer on.

14. Driver removal

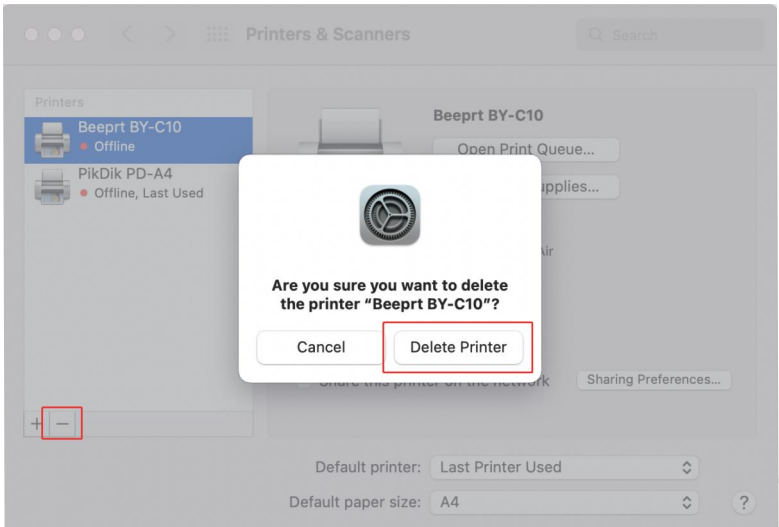
For windows:

Open the driver again and follow below steps to uninstall the driver.



For Mac:

Click 'System Preferences' > 'Printer & Scanners', click 'Beeprt BY-C10' > '-' > 'Delete Printer' .



15. Specifications

Printing Method	Thermal	
Resolution	203DPI	
Max Printing Speed	50mm/s	
Label Width	1"- 4.3" (25.4-110mm)	
Label Thickness	0.08-0.2 mm	
Connection	USB + Bluetooth	
Input Voltage	100-240V	
Power Adapter	9V / 2A	
Supported Paper	Direct Thermal Labels / Paper	
Supported Operating Systems	Windows	MacOS
	Andriod	iOS
	Chrome	
Printing Life	About 700,000 Labels	
Label Minimum Length	0.39"(10mm)	

16. Safety tips

- The printer head can become very hot after printing labels. Do not touch the printer head until it has cooled.
- Do not bend the power cord excessively or place objects on the cord. This could result in fire.
- Keep the printer out of reach of children.
- 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 may destroy or damage the device.
- Printer should remain unplugged when not in use for long periods of time.

17. Maintenance

CLEANING THE PRINT HEAD

The printer head is a sensitive part of the printer and can be found on the upper part of the printer when open.


Caution: While the printer is running, the printer head can be very hot.

1. Ensure that the power switch is OFF, remove the power cord, and open the cover. Wait several moments to ensure that the printerhead cools down.
2. Completely clean the printer head using an alcohol swab. Any 70% Isopropyl Alcohol pad would work. Please do not use water.
3. Wait 2-3 minutes until the alcohol has completely dried, then close the cover.
4. Connect the power cord and print a test page to check if it is clean.

Can we help?
For further assistance please contact

JADENS®

 support@jadens.com

 **1-833-470-2950**
at 10am to 10pm EST

 support.jadens.com

Scan the below QR code to talk with us



Customer Support

Scan or upload this QR code
using the WhatsApp camera
to add us