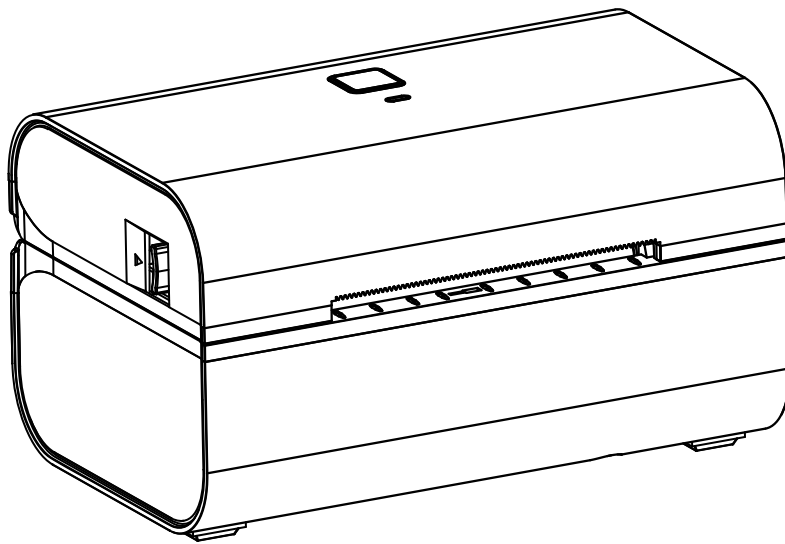


JADENS[®]



Thermal Label Printer

JD-328BT

User Manual

Version: 1.0

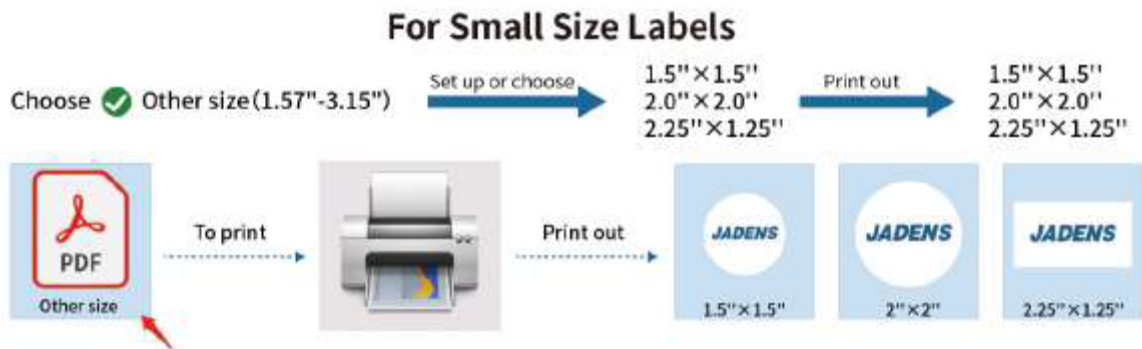
Dear Customers,

Thank you for chosen JADENS 3x5 inch label printer.

Take a step ahead with JADENS to use 3"x5" shipping label when most platforms are still using 4"x6" label. Reduce the carbon emissions, reduce the label consumption by 38% and green-up lifestyle while making your business more convenient.

Our mission is to make your printing convenient and green.

Do a little more, green up the world from now on!



Please refer the user guide and operation video in the U-disk of the package and the support site. US Free Toll is available for your any questions and concern.


Best regards,
JADENS

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

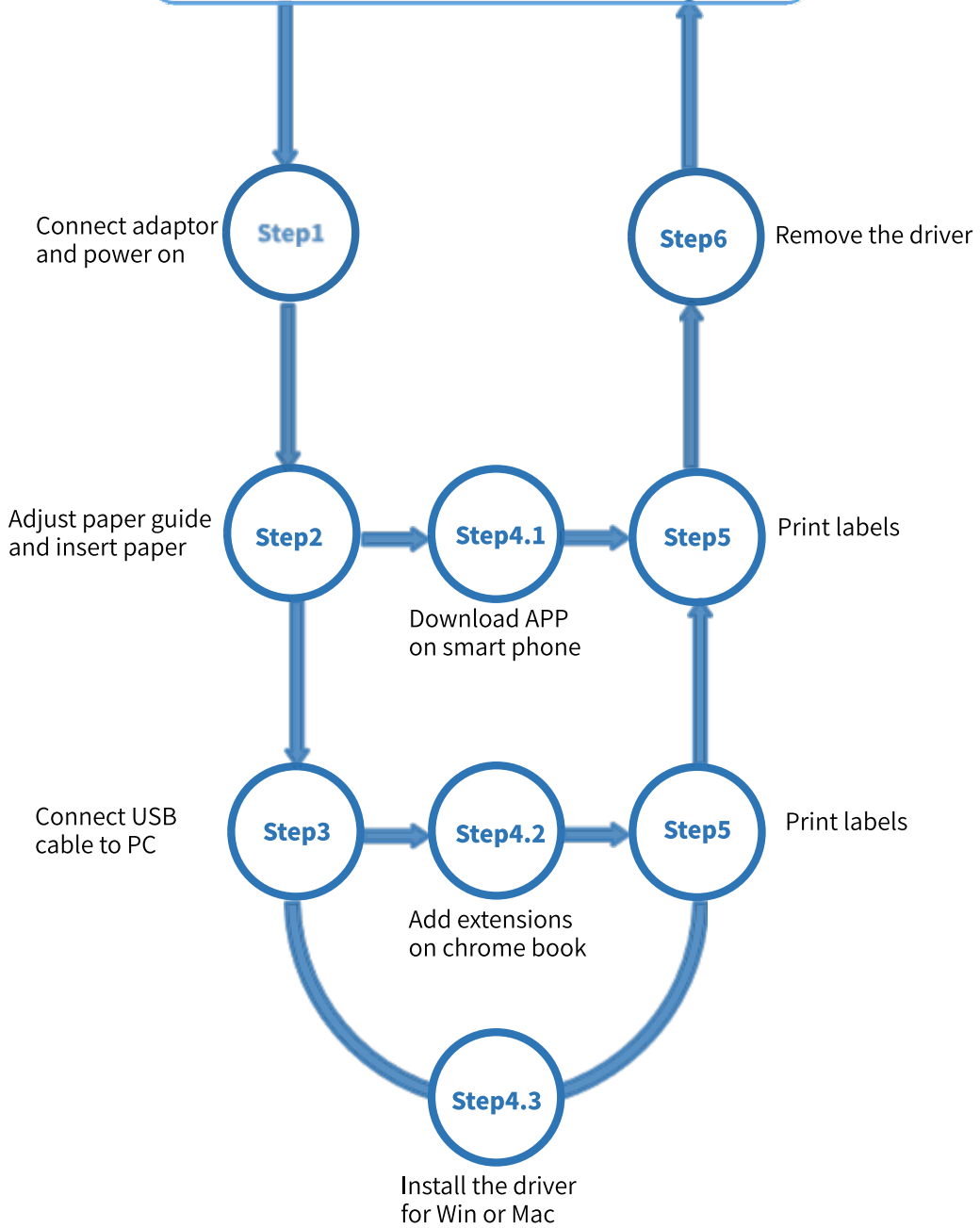
Extended Warranty

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

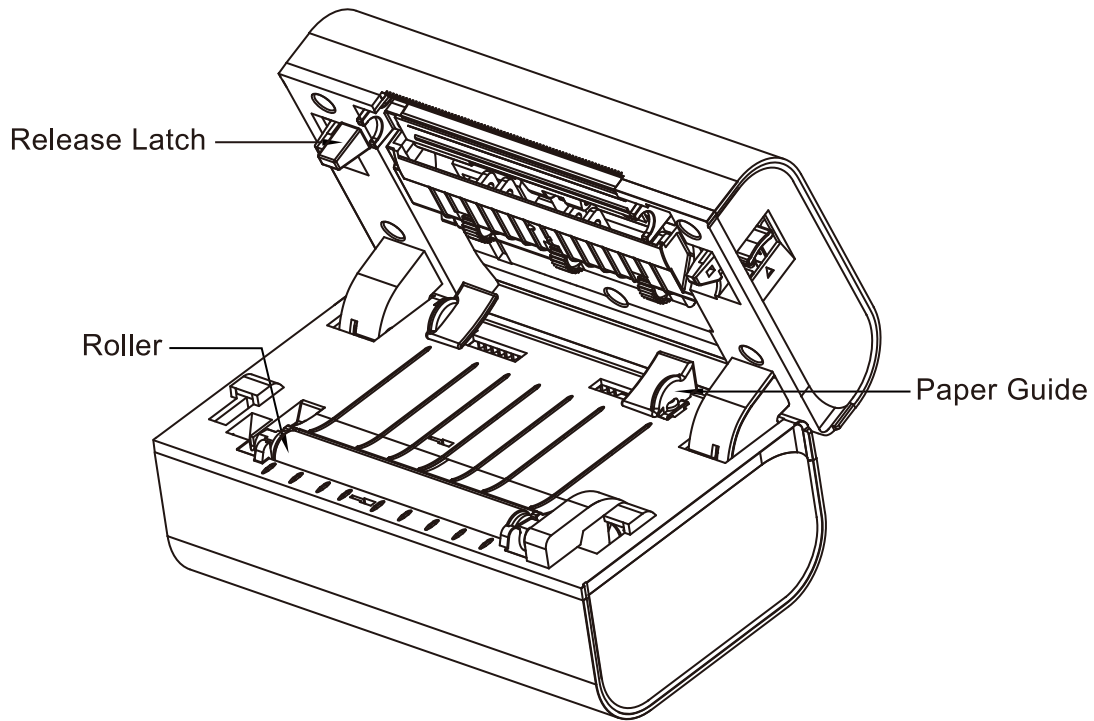
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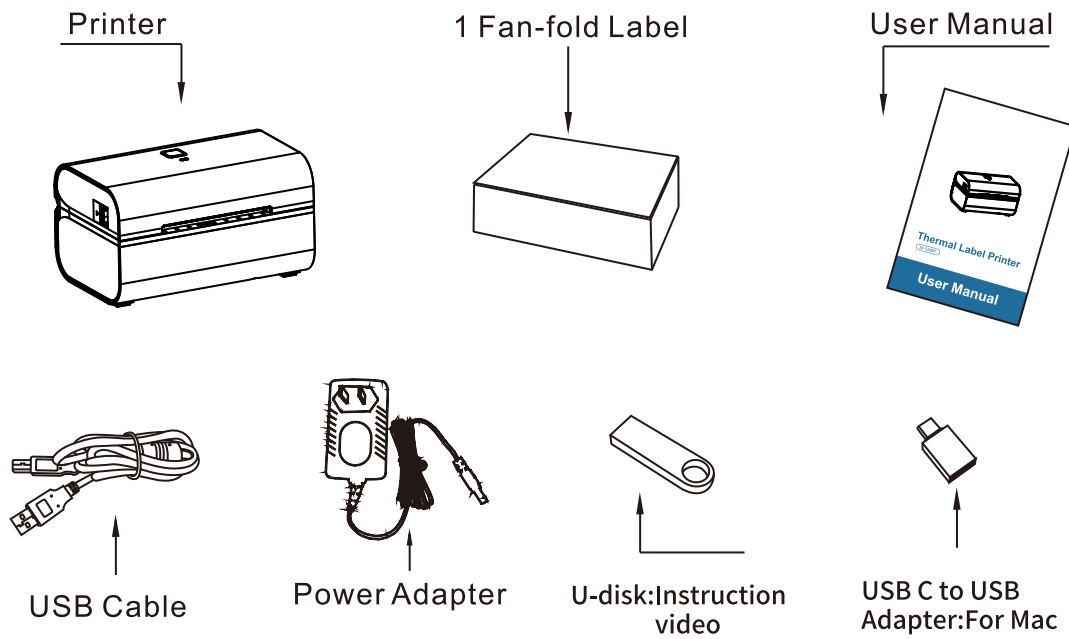
Printer usage flow



1.Appearance



2. Packing list



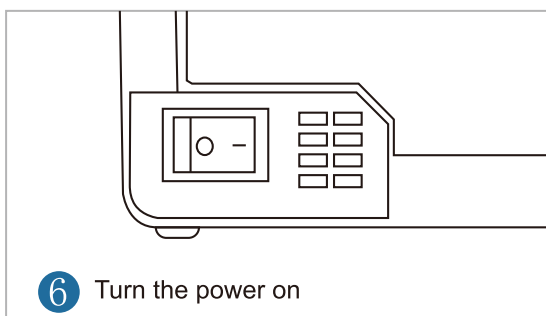
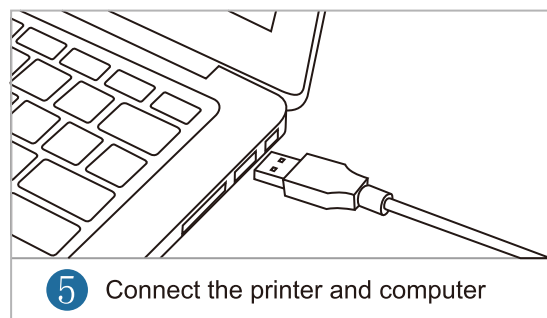
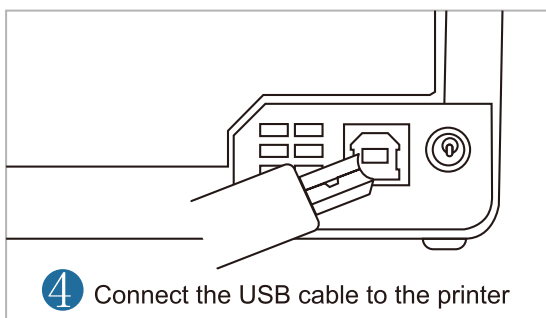
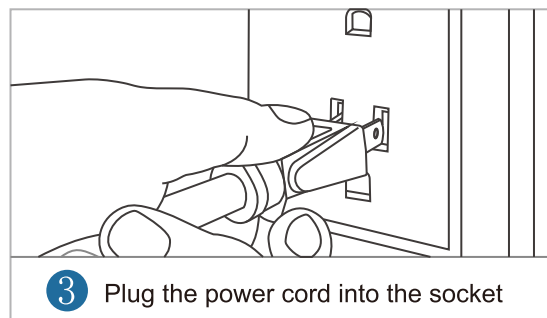
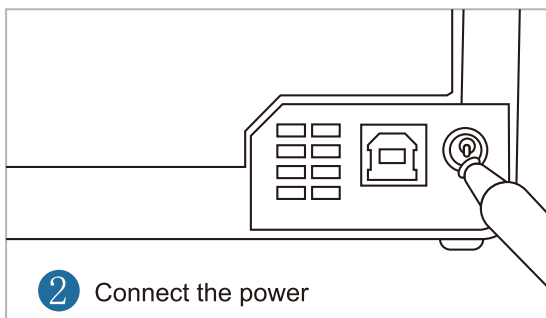
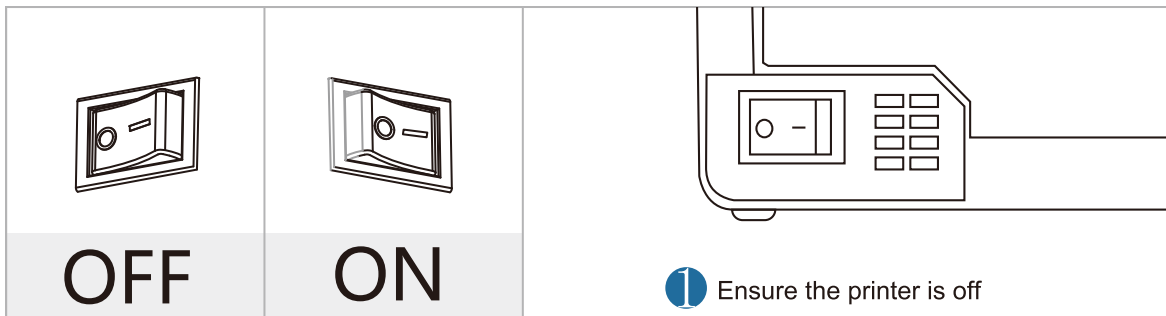
Note:

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

3. Printer Connection

 Note:

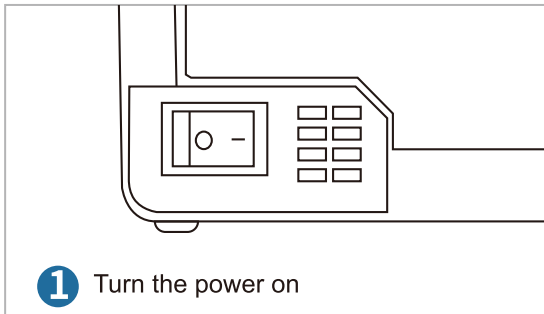
- Ensure the printer is OFF.
- Use original power adapter only in case harm or injure.
- Unplug if no use in a long time.



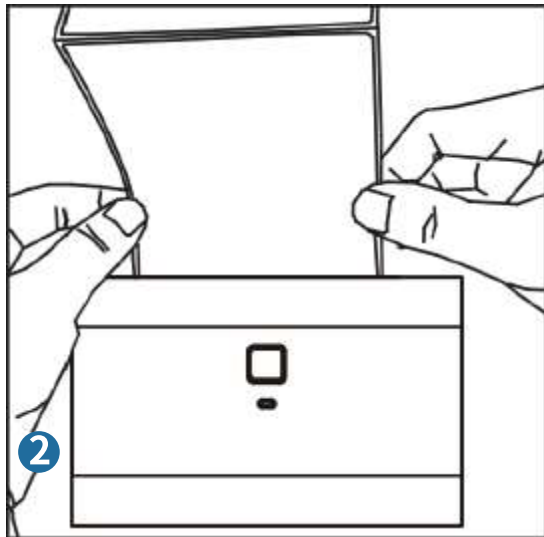
4.The suitable label size

- Jadens printer works with any Direct Thermal Label, and compatible with a width range from 1.57" to 3.15" and length over 0.79". Normal paper is not applicable. Must be THERMAL LABEL!

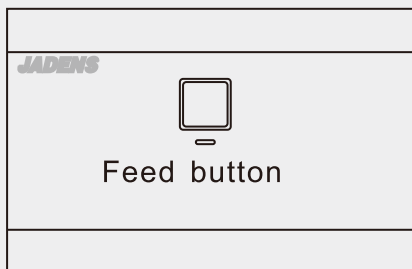
5.How to feed label



Switch on the printer and wait 7 seconds for the printer to initialize.



Adjust the width of paper guide, insert paper from back. The label will be positioned at the tear-off point. Jadens is ready to print.



Tips:

Anytime you change your label, run the automatic label identification. Press and hold the feed button until you hear one beep.

6. Installation for Windows

Note:

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

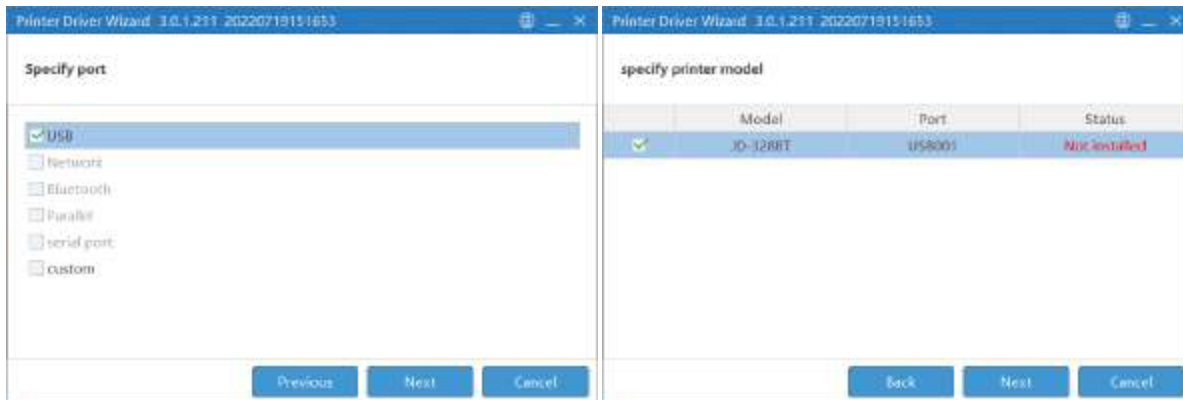
■ Win 7 or later ✓

Linux, Win ARM ✕

■ Installation guide video in U-disk for better reference.

- a. Connect power and computer (Please skip this step if you have finished it before.)
- b. Install the driver and printer for Windows
Copy the driver in the U-disk (Label Printer Driver.exe) to your PC desktop, open and install it as below:

(You can also download Driver for Windows (JD-328BT) from <https://www.jadens.com/pages/jd328bt/>
Driver version may be updated, see latest info at support.jadens.com.



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

Click 'Print Test Page' 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, install again.

7. Installation for Mac

- JADENS is only compatible with MAC OS V 10.9 or later.
- Installation guide video in U-disk for better reference.

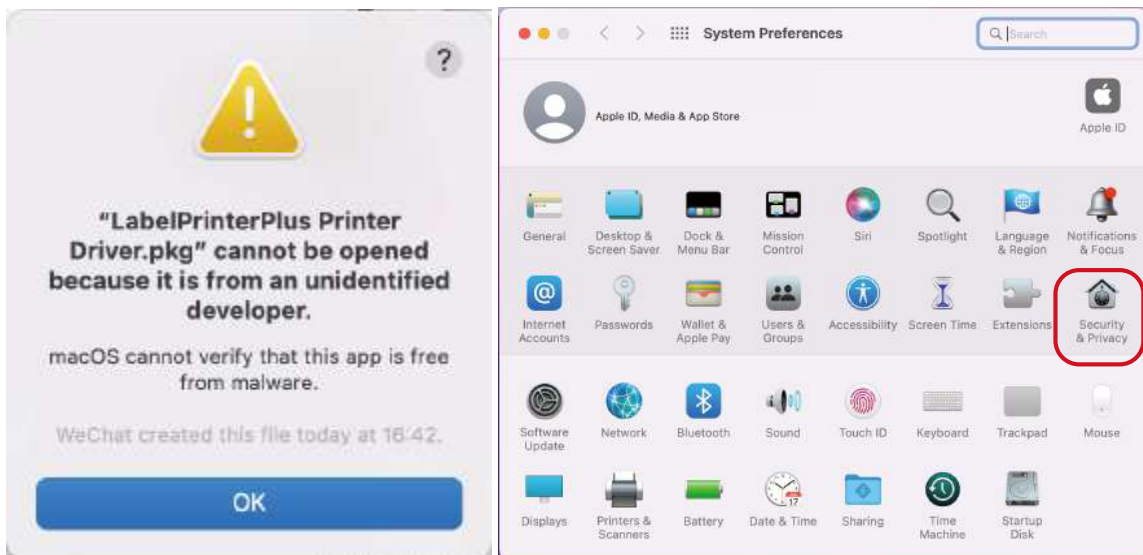
a. Connect power and computer

b. Copy driver 'Label Printer Driver.pkg' to desktop and install it.(You can also download Driver for Mac (JD-328BT) from

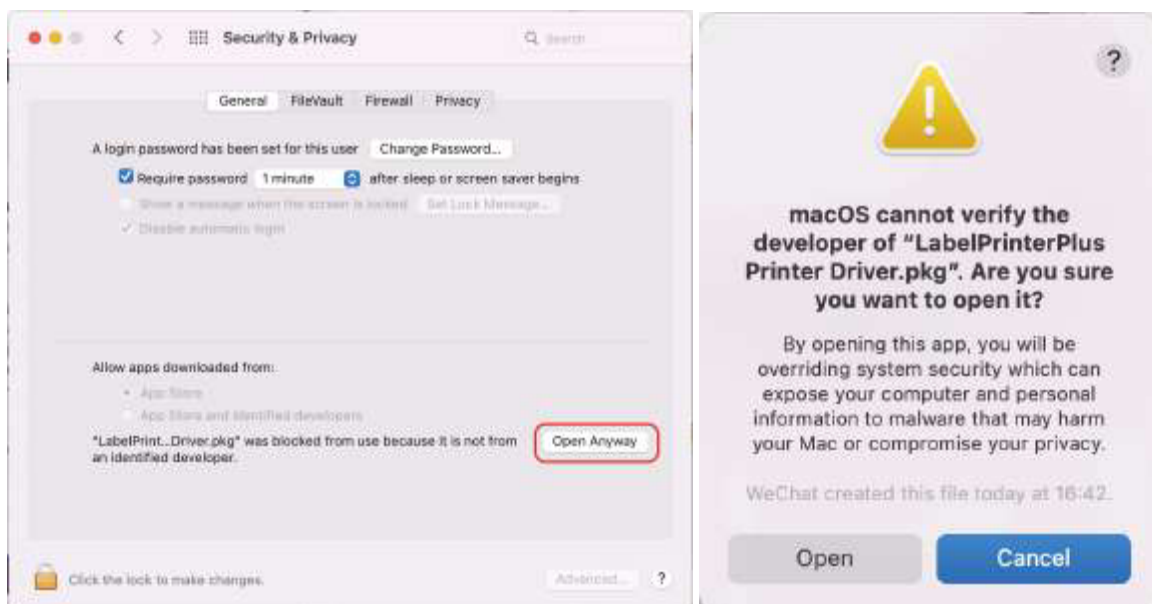
<http://www.jadens.com/support/download/label-printer-drivers/>

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

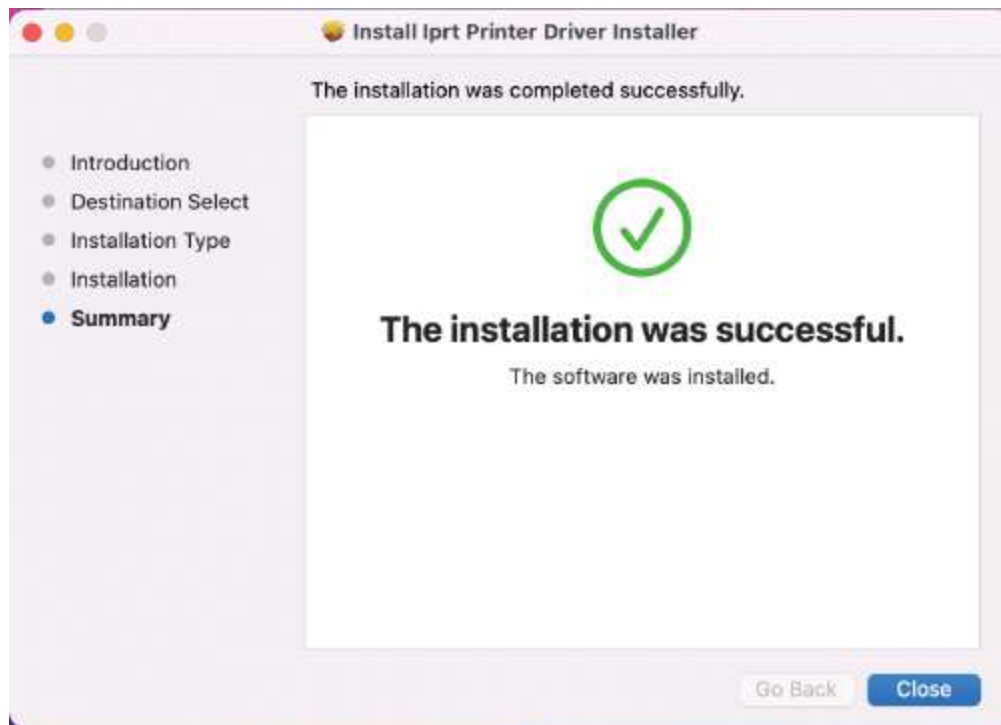
c. Click 'OK' and open 'System Preferences', and click on 'Security & Privacy'. (If you don't see the warning, you can skip this step)



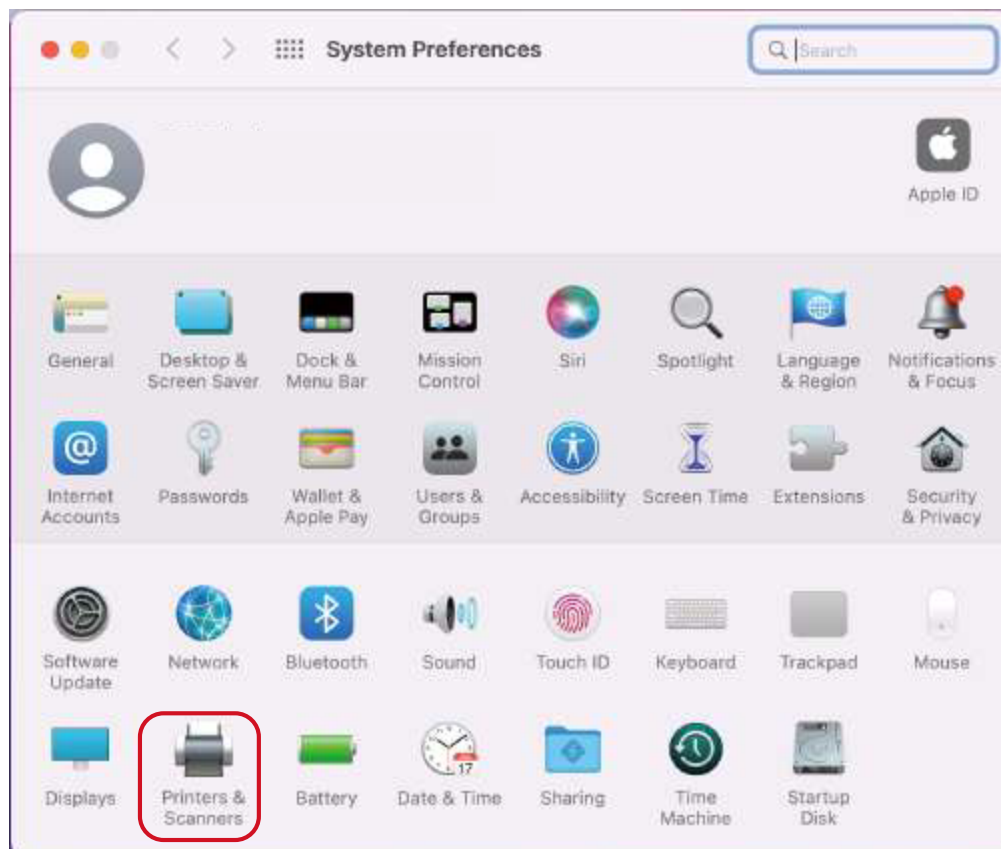
d. Click on 'Open Anyway' button. Click on 'open' and continue to install the printer.



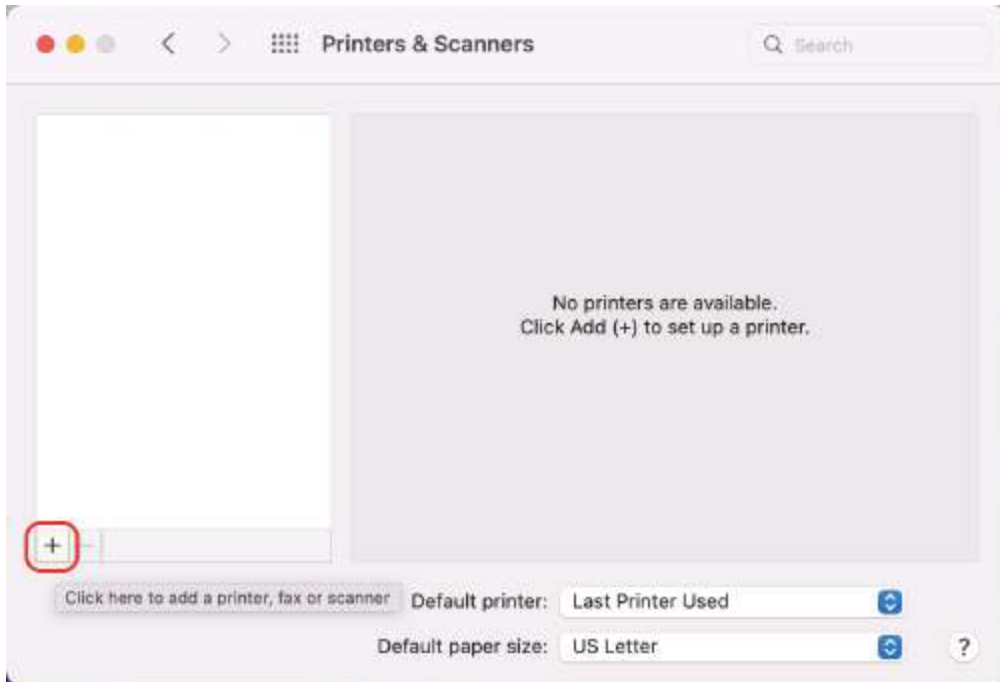
e. Follow the installation steps until you see 'The installation was successful' window.



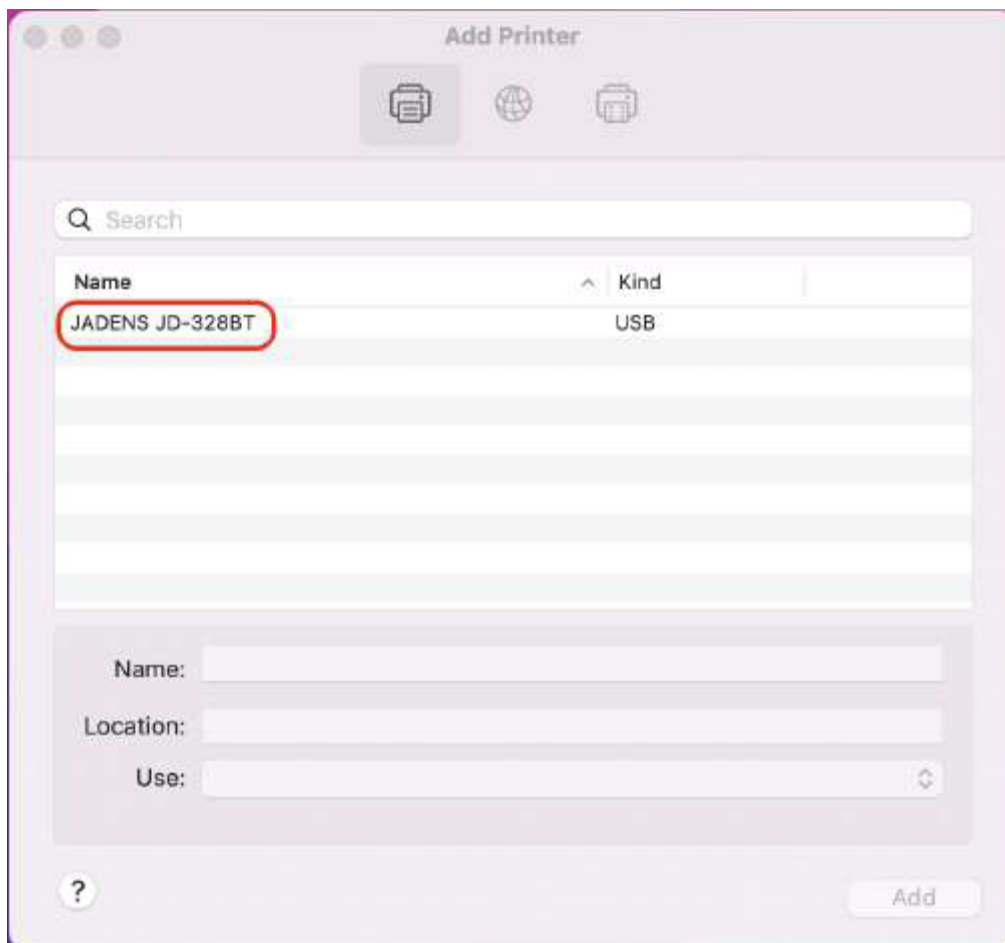
f. Open 'System Preferences' >click 'Printer and Scanners'.



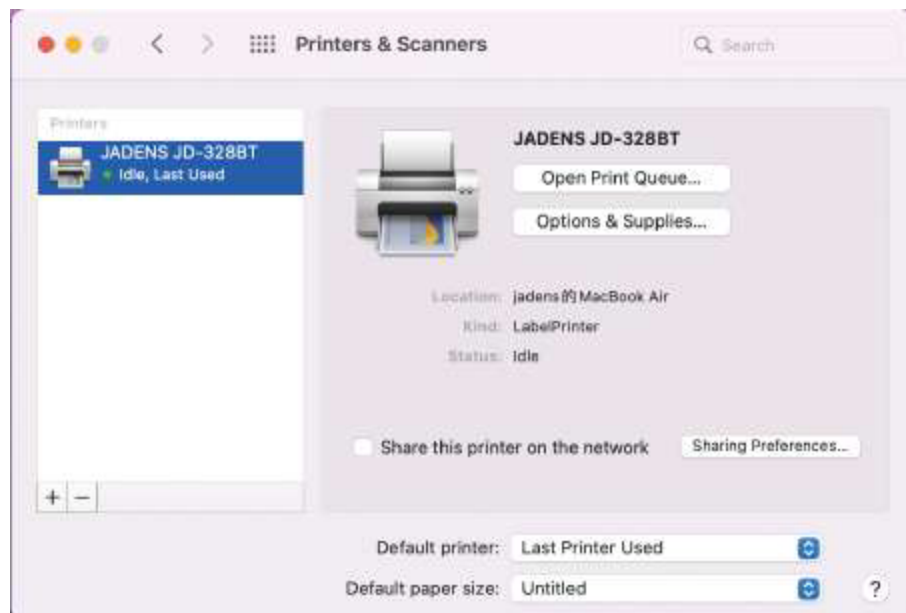
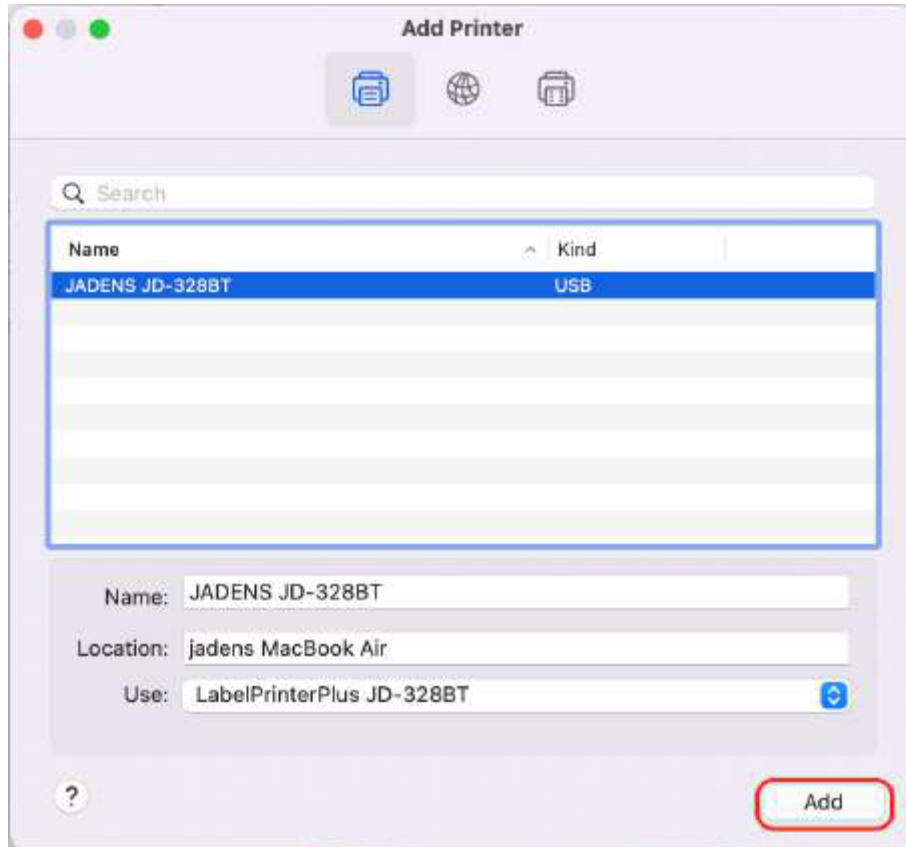
g. Click '+' to add a new printer.



h. Click 'JADENS JD-328BT'.



i. Click 'Add' , now the printer has been installed in your MacBook successfully.



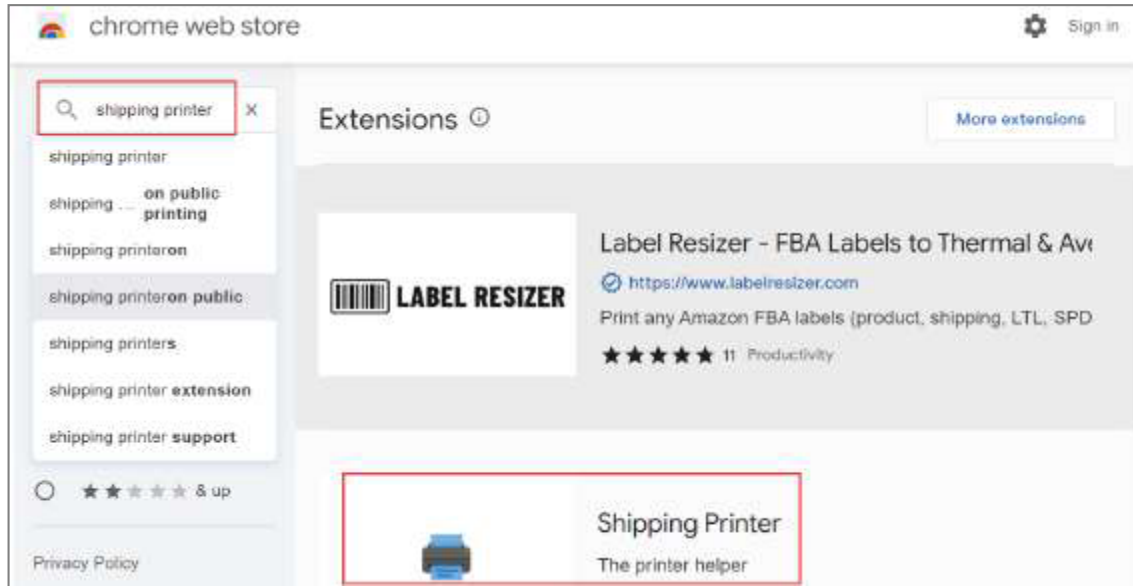
Note:

1. Now you can print directly, if you want to adjust the printing density, printing speed or other parameter, please refer to 'part 9 Printer preference setting'.
2. If you can't print successfully, please restart your computer and install driver again.

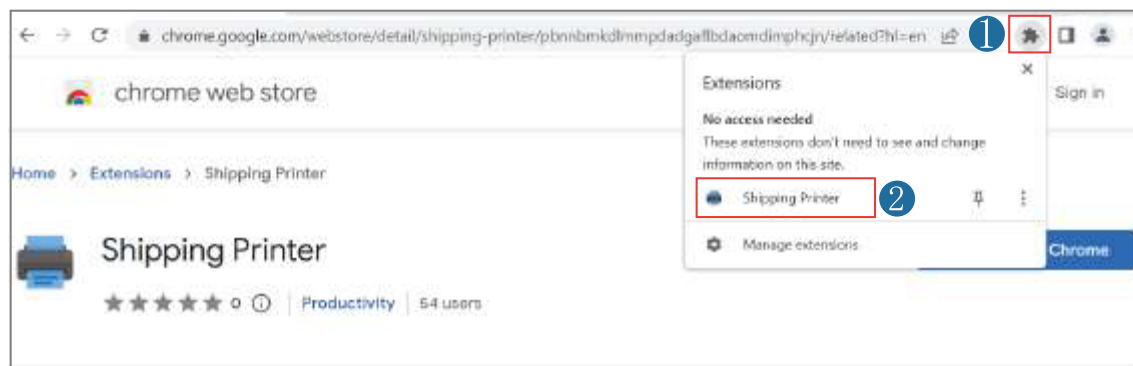
8. Installation for Chromebook

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

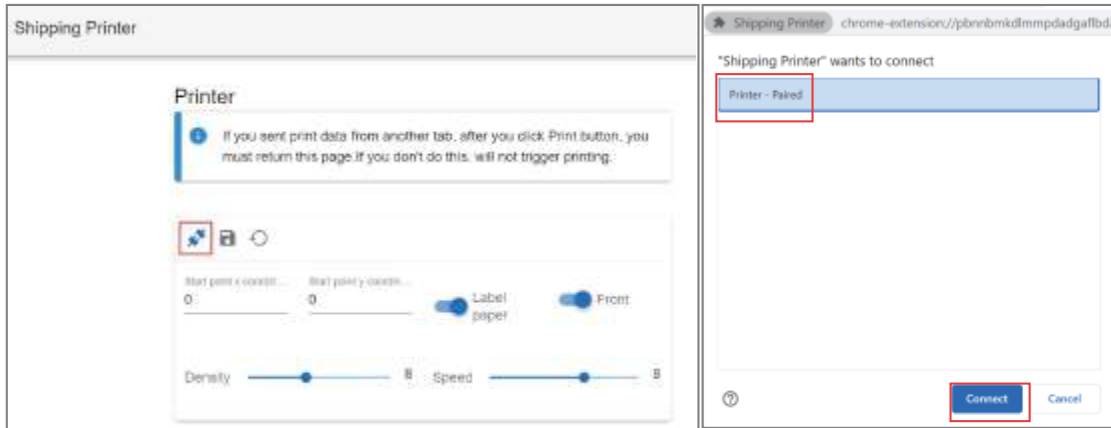
a. Search 'Shipping Printer' in the chrome web store and add to chrome.



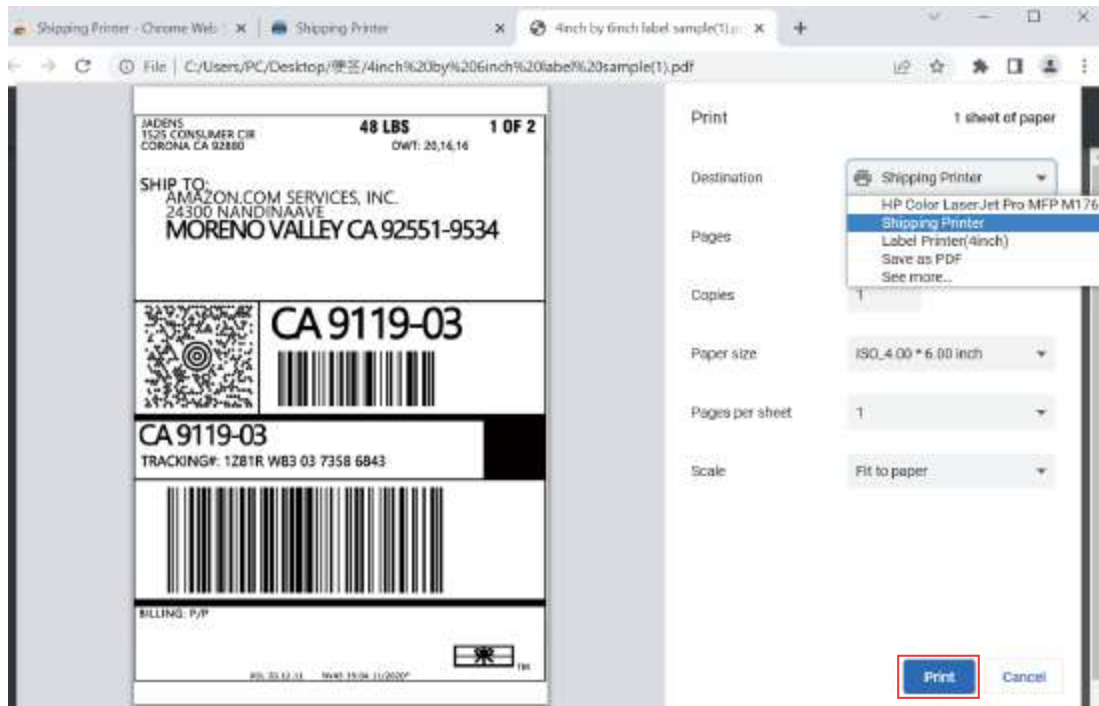
b. Click the 'Extensions' icon and choose 'Shipping Printer'.



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.



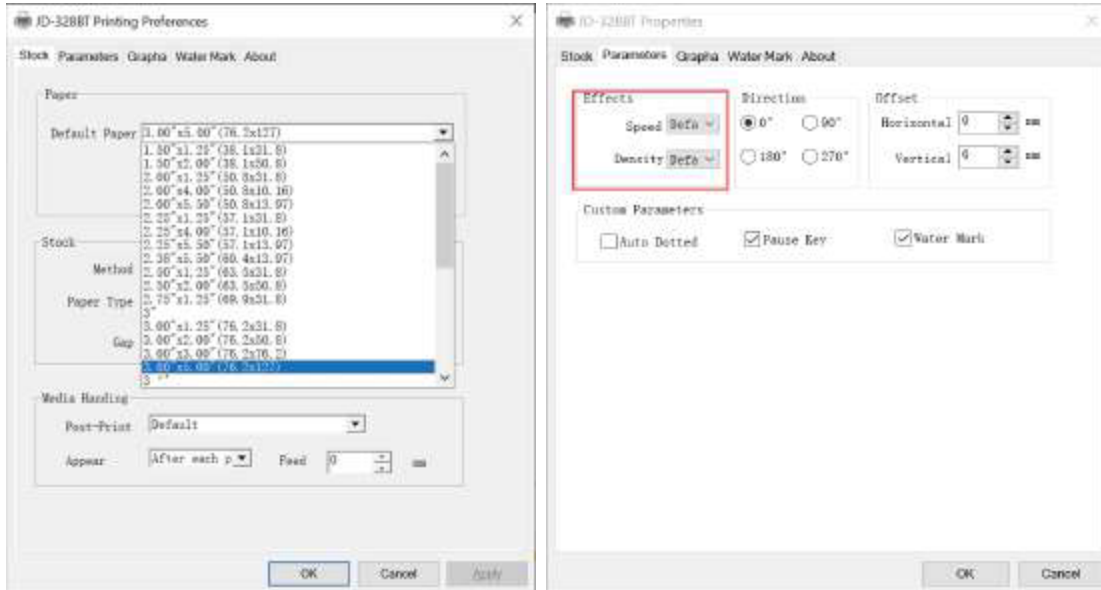
9. Printer preference setting

9.1. Printer preference setting for windows

Go to the 'Setting' > click 'Device' > click 'Printer & scanners' > find the printer 'JD-328BT' > 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, the default size is 3"*5" size.

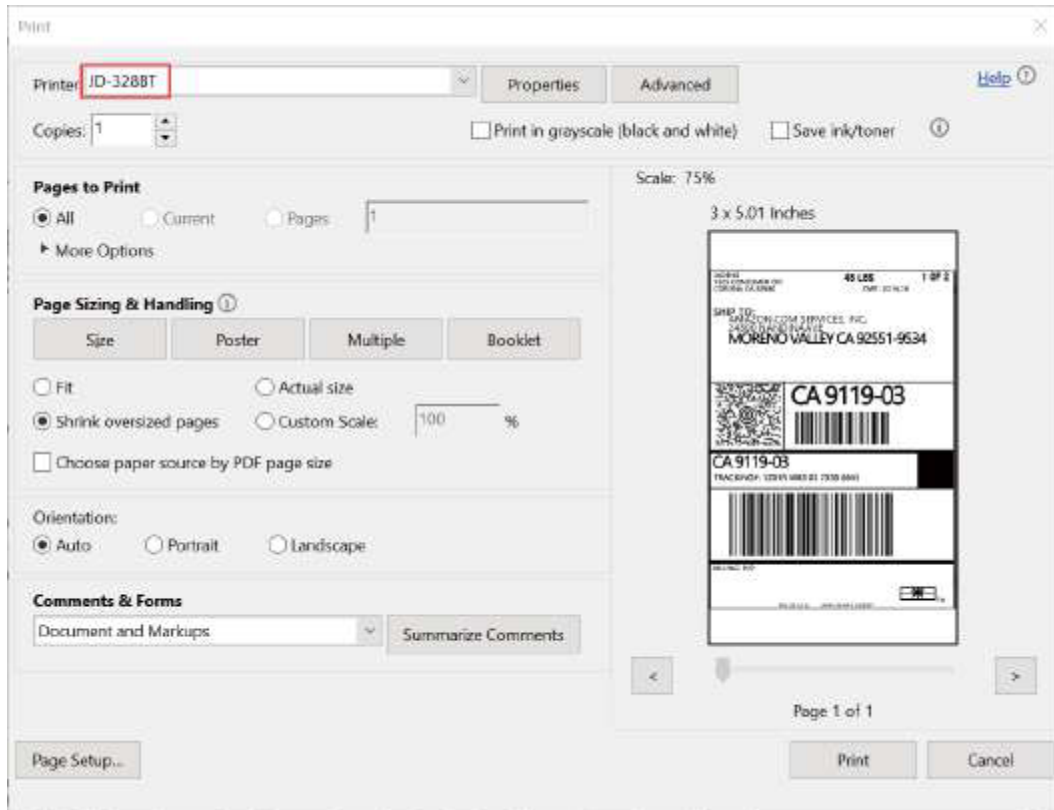


- b. In the 'Parameters', you can change the printing speed and printing darkness.

💡 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(JD-328BT).
(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

9.2. Printer preference setting for MAC

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

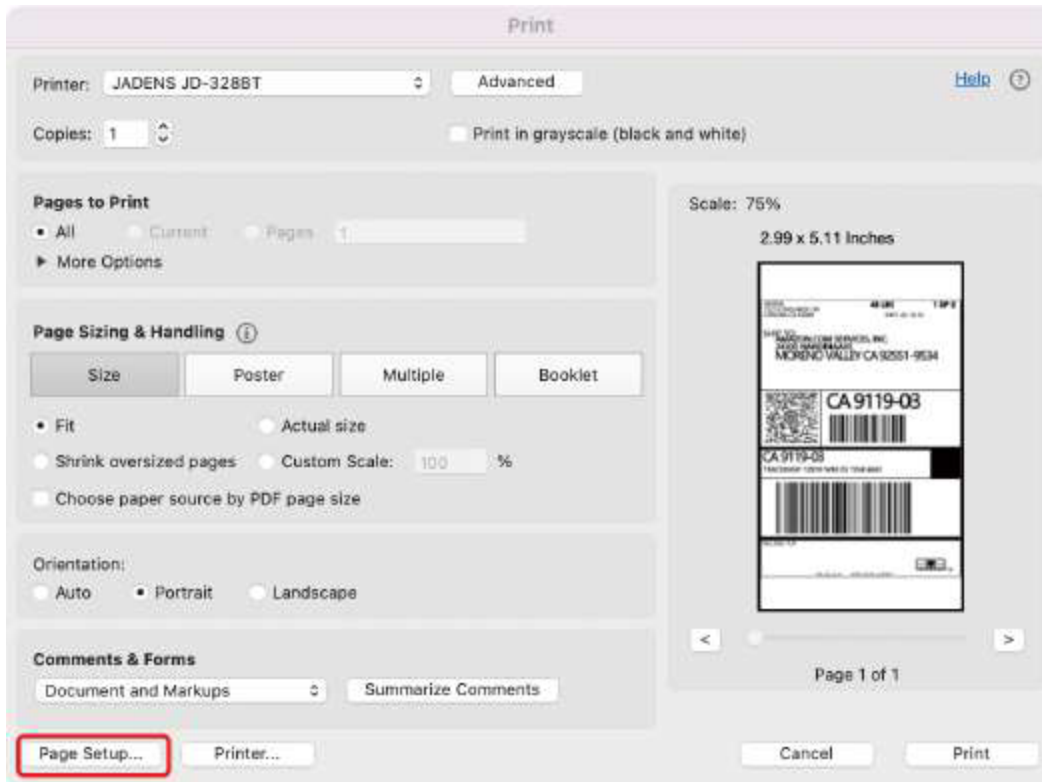
a. Open a sample PDF file , click print.

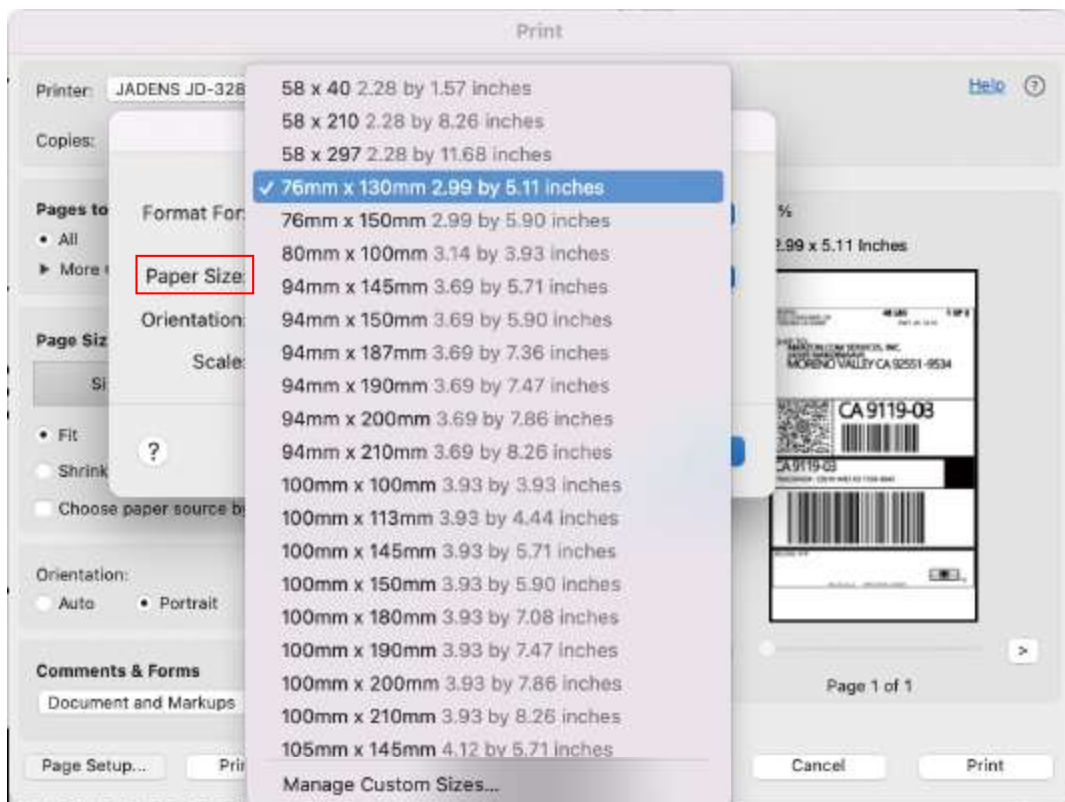
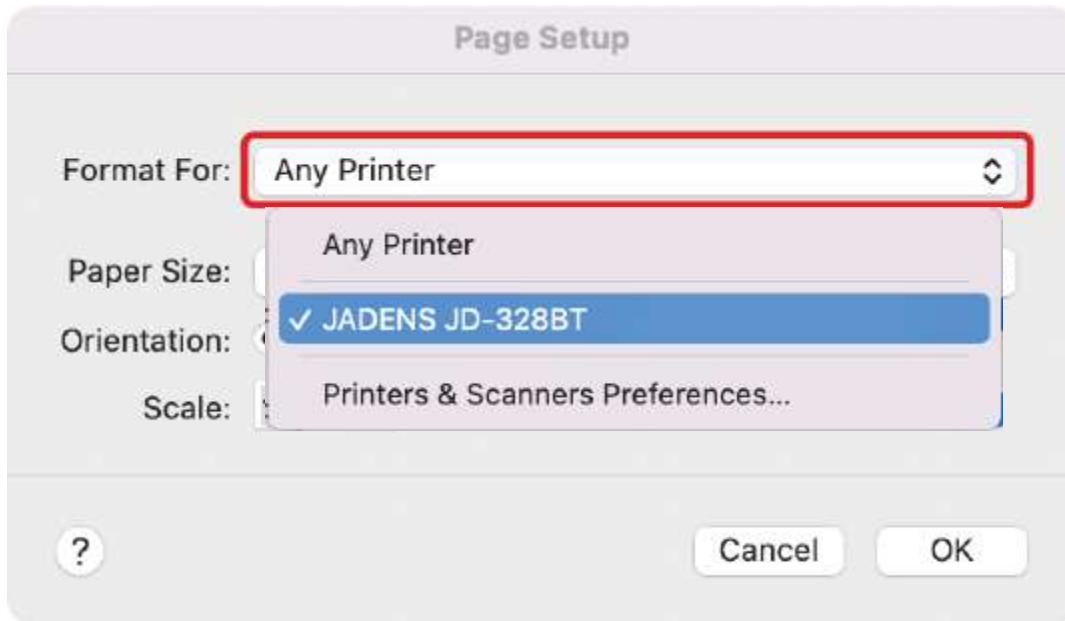


b. Click 'page setup' , you can select the page size you want to print.

Note:

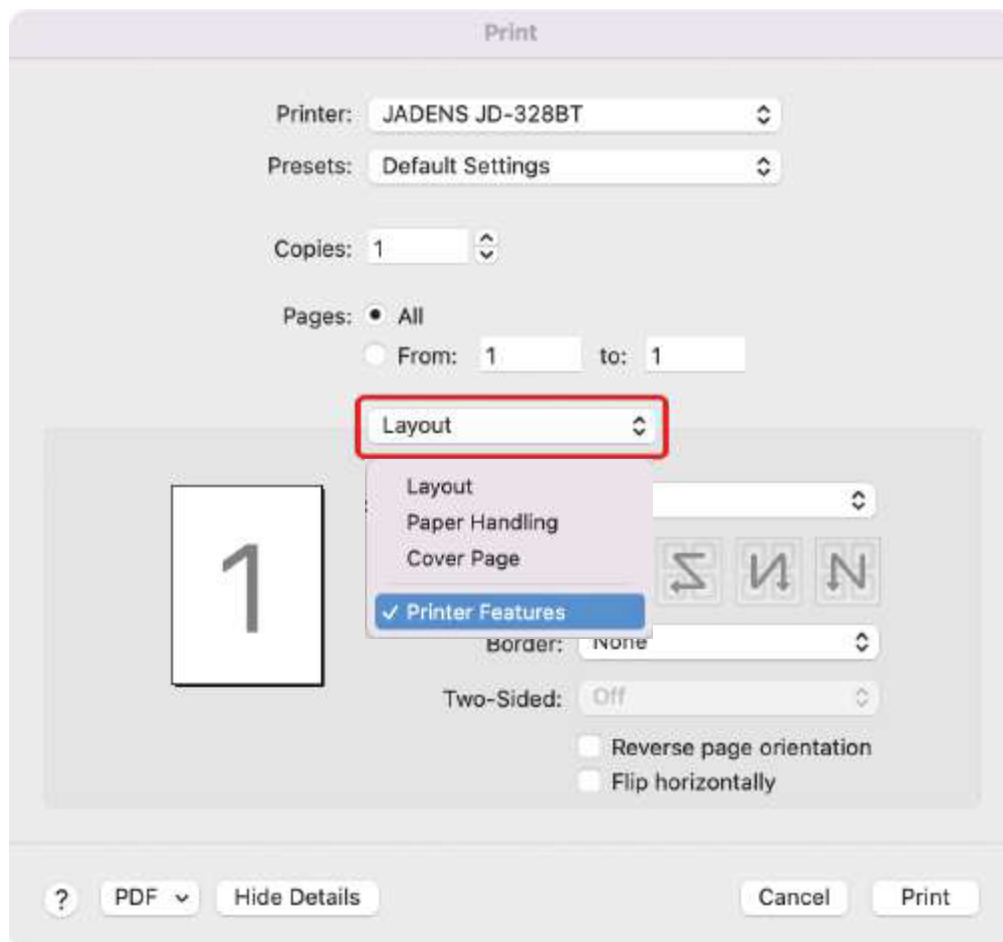
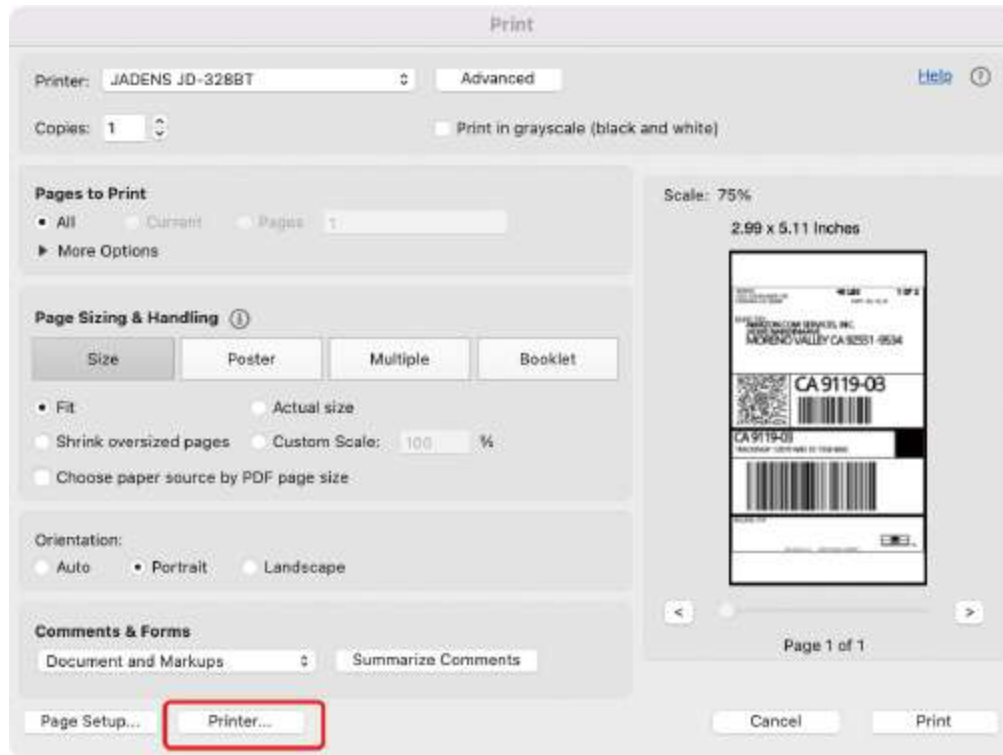
Before printing, please make sure the size of thermal labels you load, and the size settings on devices are same.

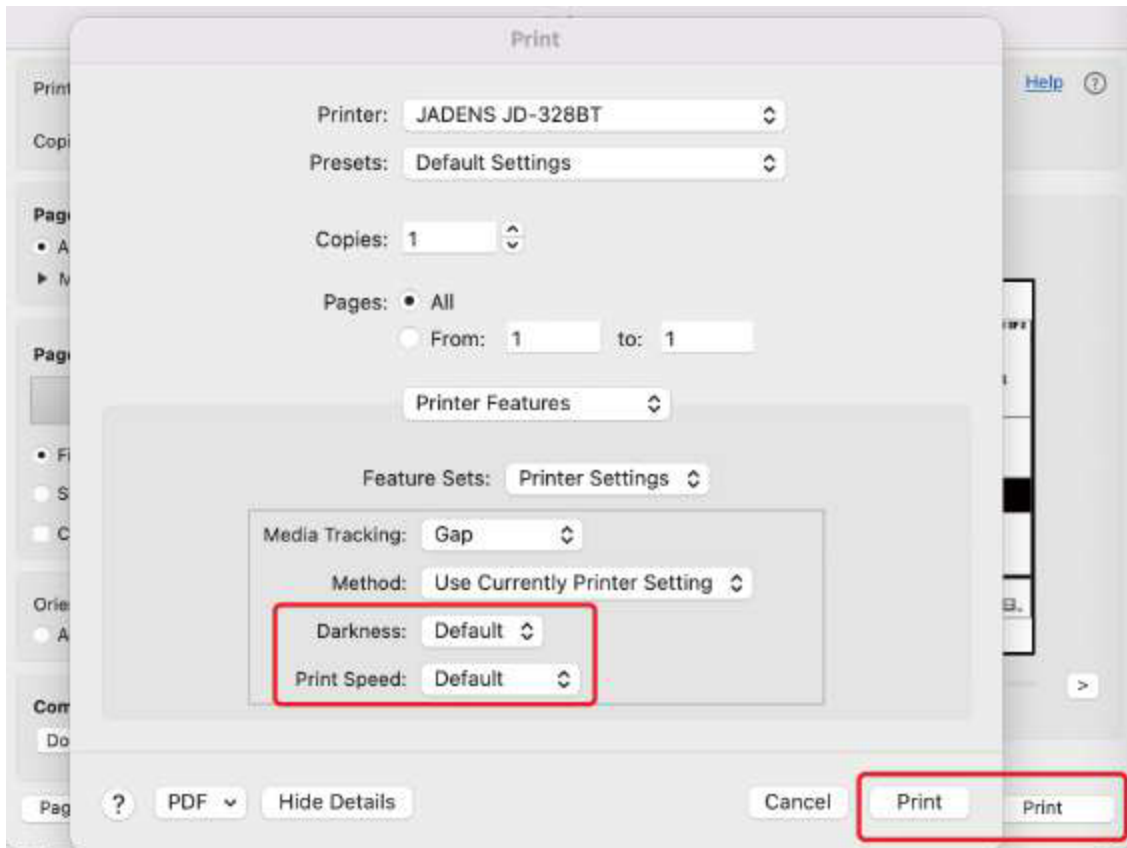




If there is no suitable size to choose 'Manage custom sizes', input the width and height, then click 'ok'.

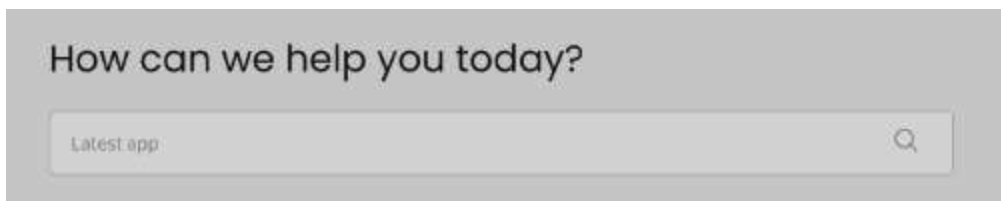
c. Click 'printer preference' > Choose 'printer feature' > set up 'Darkness' and 'Print Speed'.





10. Smartphone APP Setup

Go to support.jadens.com, find and download smartphone App and user manual for Android and iOS by search 'latest app'.



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

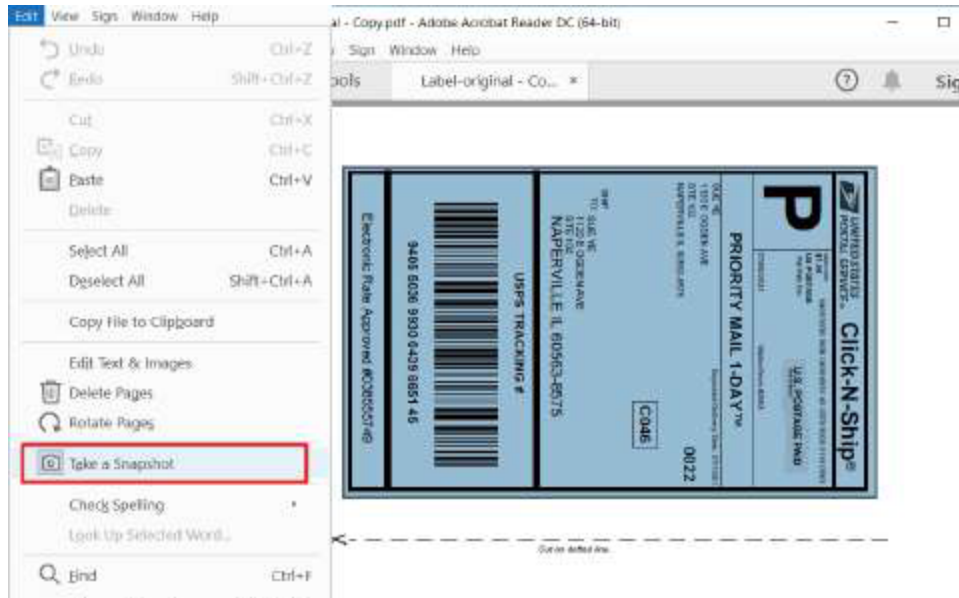
The function of 'Take a snap shot' can solve most print problem. It enables you to print the area you want . Now let us show you how to use it.

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.

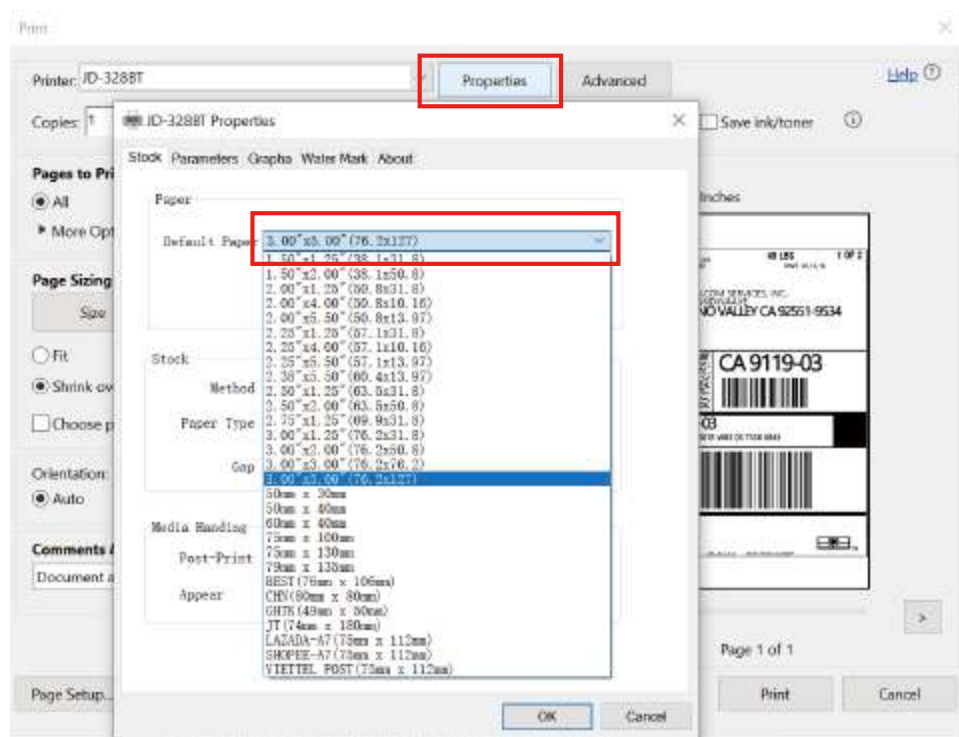
(1). For windows:

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



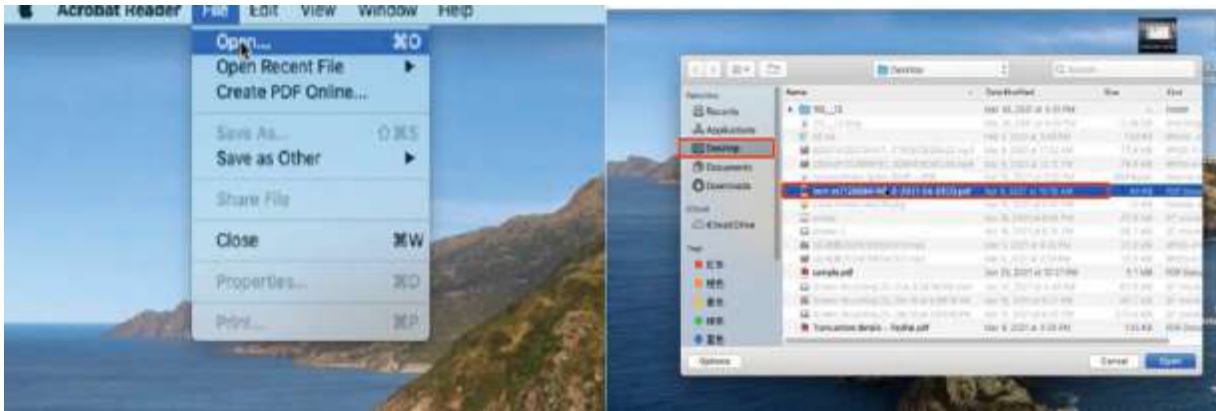
- c. Click 'Print' , set up the page size same as the labels you load, then print.

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.

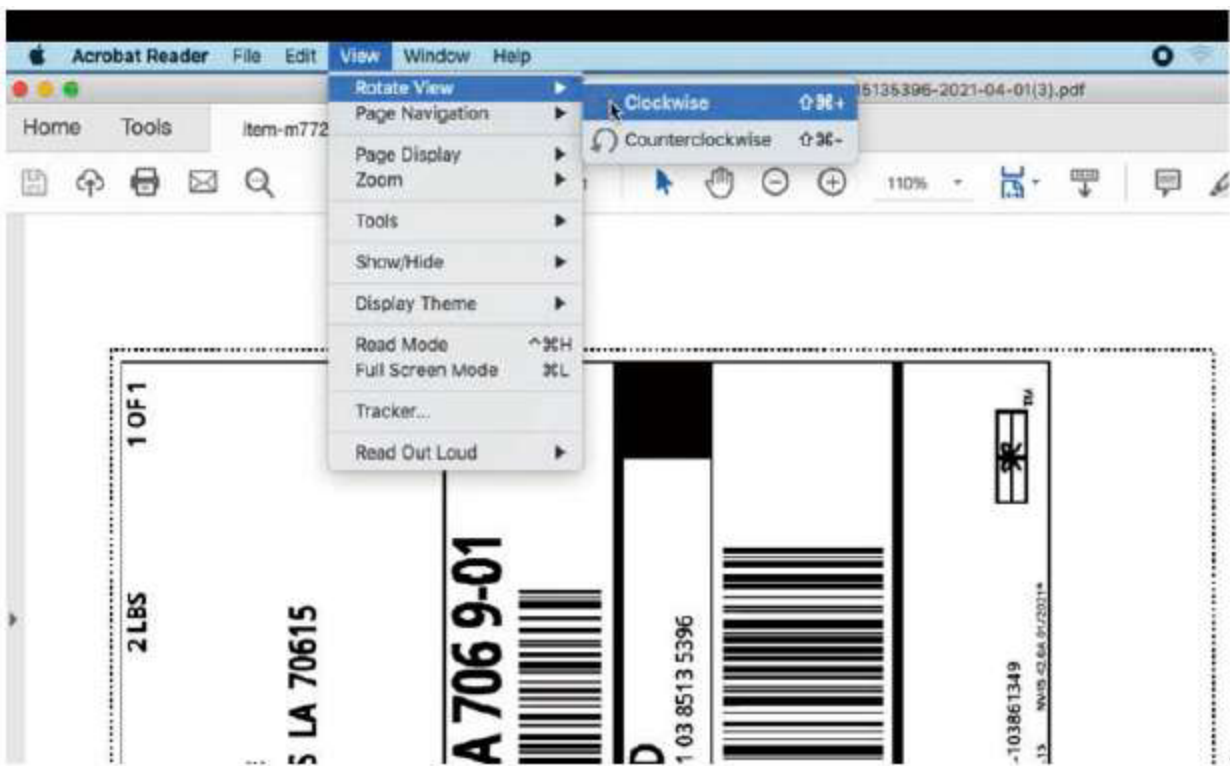


(2) For MAC

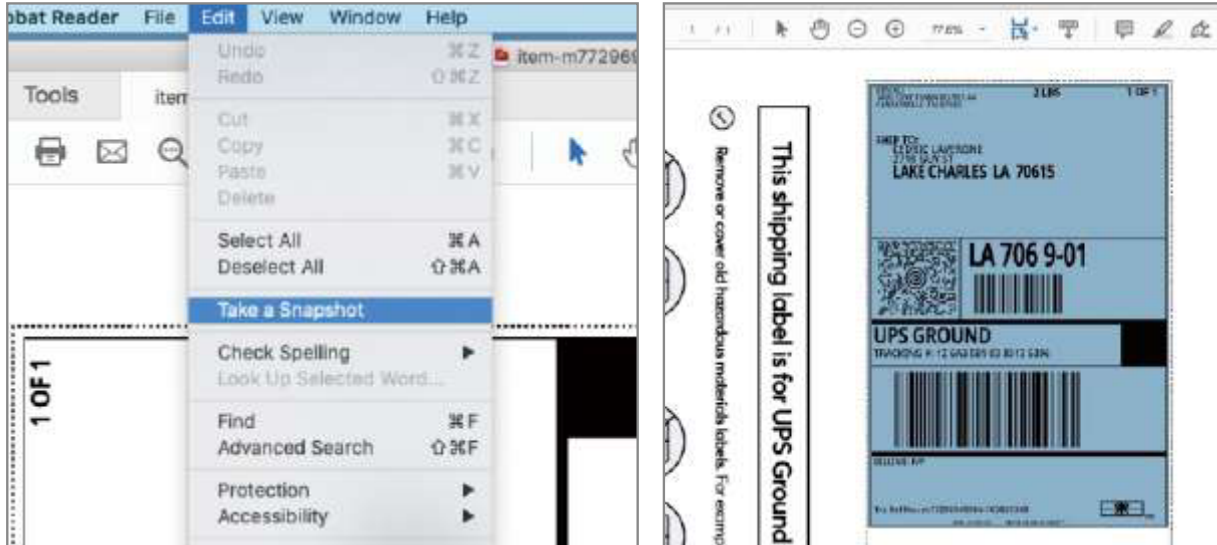
- a. Find the 'File' in the top left corner of you desktop > Click 'Open' > Click 'Desktop' > Choose PDF file
(or you can open the file with Adobe)



- 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.

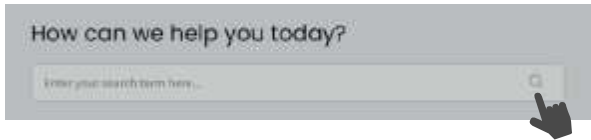


2. If you want to print the label that include barcode, please make sure print out the barcode vertically in case the high temperature lead to the barcode print out blocks and can't be scanned.



12. Frequently asked question

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



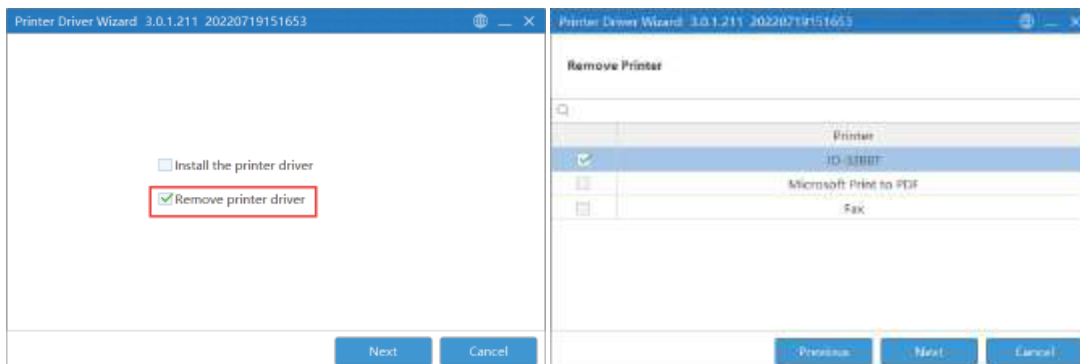
13. Pro tips

- **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 17. 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

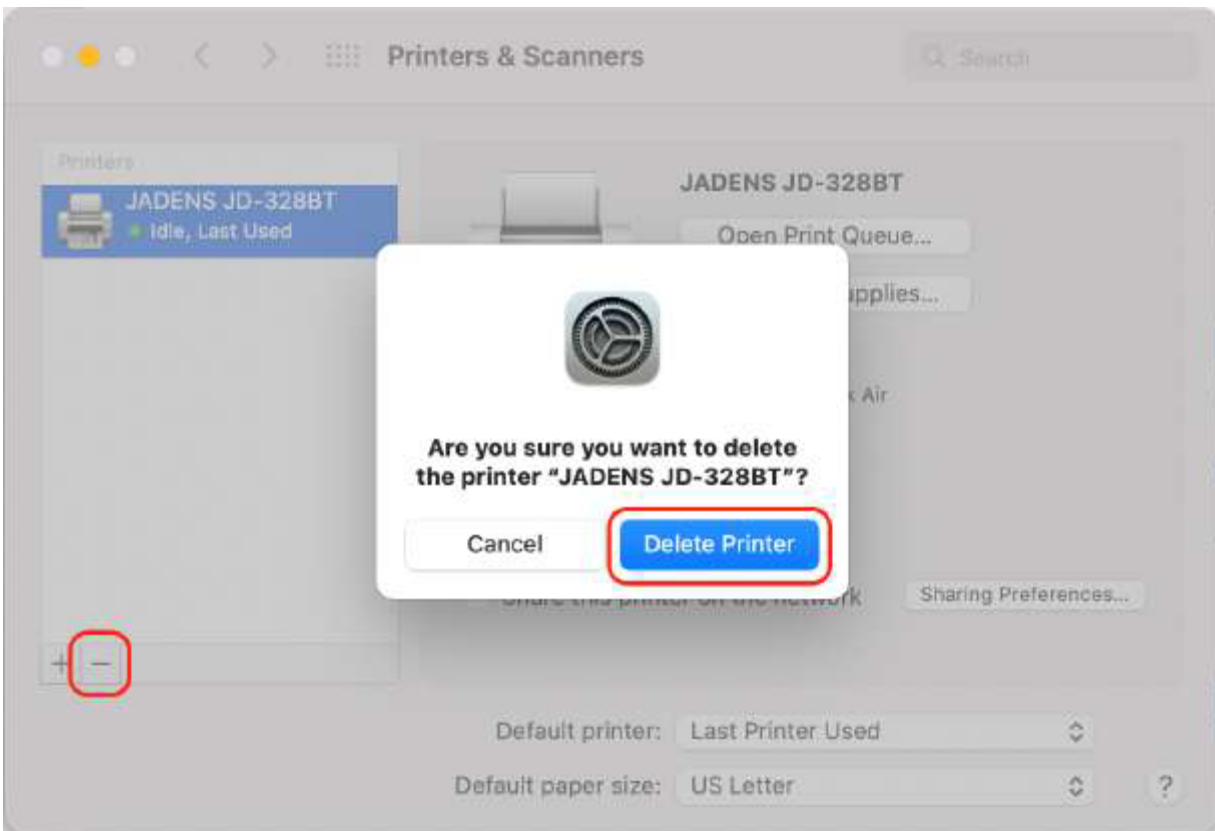
For windows:

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



For Mac:

Click 'System Preferences' > 'Printer & Scanners', click 'JADENS JD-328BT' > '-' > 'Delete Printer'.



15. Specifications

Printing Method	Thermal	
Resolution	203DPI	
Max Printing Speed	150mm/s	
Label Width	1.57"-3.15" (40-80mm)	
Label Thickness	0.08-0.2mm	
Connection	USB + Bluetooth	
Input Voltage	100-240V	
Power Adapter	24V / 2A	
Supported Paper	Direct Thermal Labels / Paper	
Supported Operating Systems	Windows	MacOS
	Andriod	iOS
	Chrome	
Printing Life	About 700,000 Labels	
Label Minimum Length	0.79"(20mm)	

16. LED indicator

Light color	Description	Troubleshoot
Green	Normal operation	
Flashing Green	Printer Head is overheated	Printer will automatically resume once the printer head has cooled down.
Flashing Red (every 2 seconds)	1. Paper shortage 2. Wrong size paper	Be sure that the labels are loaded correctly. You may need to run automatic label identification (point 5 at page 3-4),
Flashing Red (2 times per second)	Printer cover is not fully closed	Check that the printer cover is completely closed.

17. 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.

18. 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

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 support@jadens.com

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

 support.jadens.com

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Customer Support

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