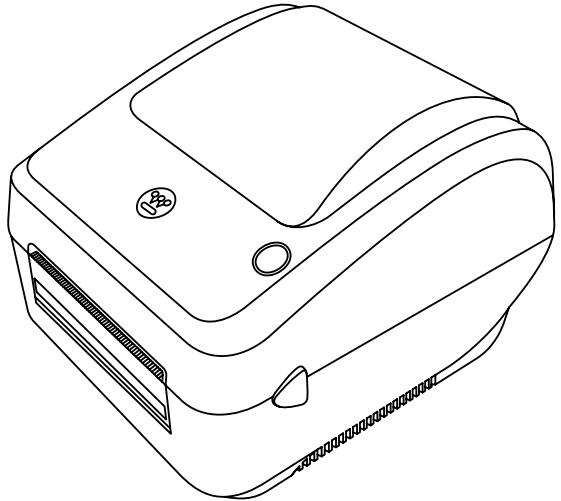




User Manual

WHTP203e
Shipping Label Printer



If you have questions or need assistance, please call customer service at 877-474-4900.

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INTRODUCTION

DISCLAIMERS

All information, illustrations, and specifications in this manual were in effect at the time of publishing. The illustrations used in this manual are intended as representative reference views only. We reserve the right to make any specification or design change without notice.

ALL RIGHTS RESERVED

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⚠ WARNING Read this manual before using or performing maintenance on this product. Failure to follow the instructions and safety precautions in this manual can result in injury.



UPDATES

The latest User Manual for your Westinghouse products can be found under our support tab.

www.westinghouse.com/drivers

Or scan the following QR code with your smartphone camera to be directed to the link.



PRODUCT REGISTRATION

For trouble-free warranty coverage, it is important to register your Westinghouse product.

You can register by:

- Completing and mailing the product registration card included in the carton.
- Registering your product on-line at: www.westinghouse.com/drivers
- Scanning the QR code with your smartphone camera to be directed to the mobile registration link.

For Your Records

Date of Purchase: _____
Model Number: _____
Serial Number: _____
Place of Purchase: _____

- Sending the following product information to:

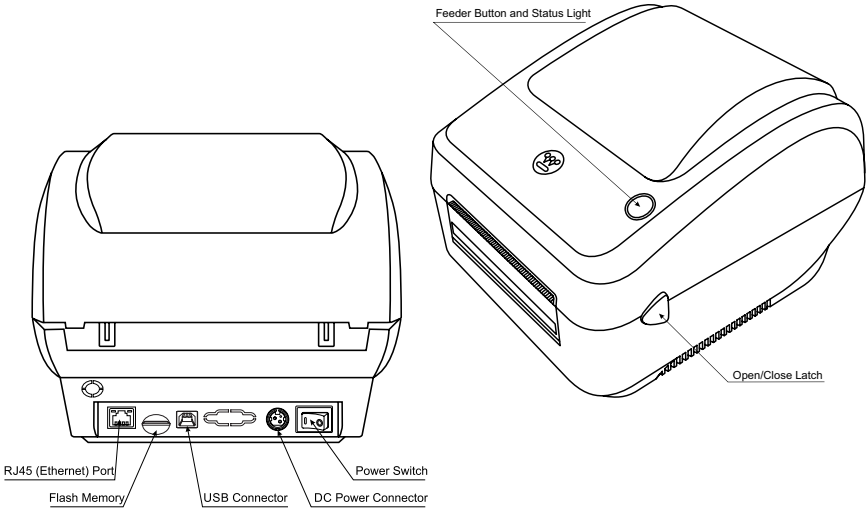
Westinghouse Thermal Printers

Warranty registration
33888 Center Ridge Rd.
North Ridgeville, OH 44039

IMPORTANT: Keep your purchase receipt for trouble-free warranty coverage.

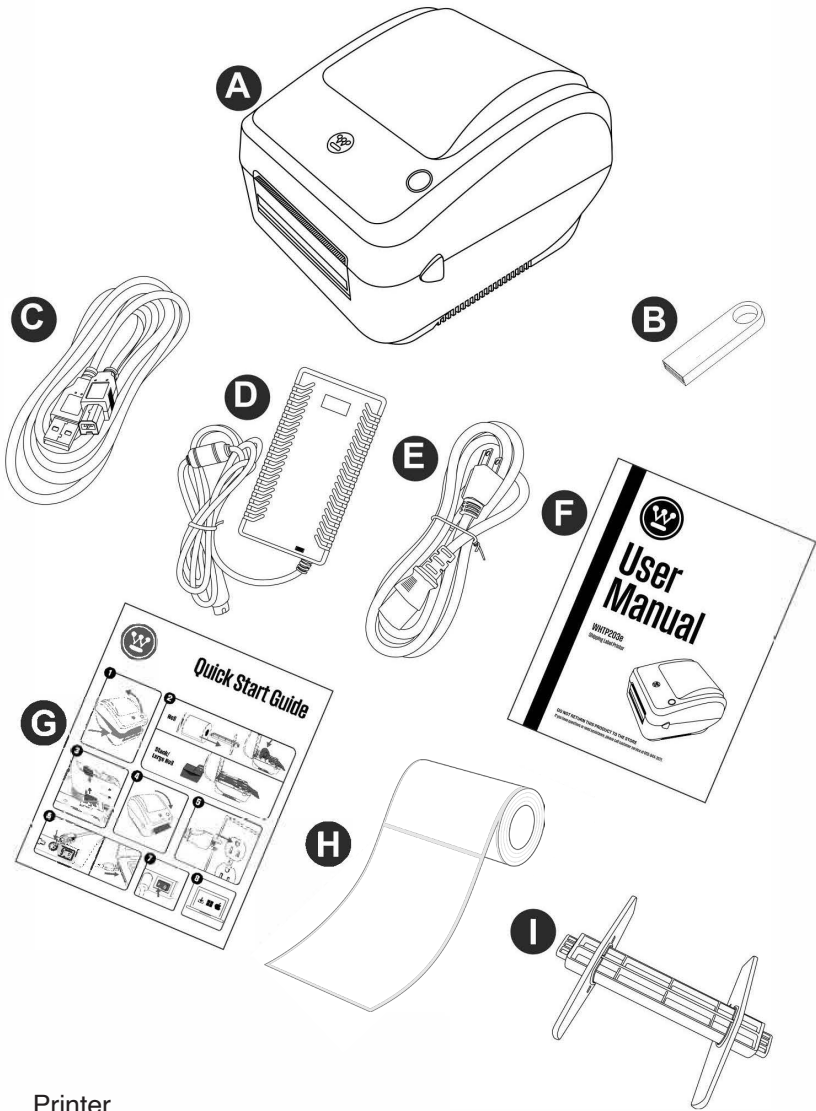
INTRODUCTION

PRINTER COMPONENTS



Tips	
Open/close latch	Press buttons on both sides of printer and lift printer cover.
Feed button and status light	Feed button function refer to pg. 18.
	Status light refer to pg. 18.
DC power connector	Use the original power adapter to connect the DC power connector and the external power supply.
USB connector	Use the original USB cable to connect the USB connector to the computer. If you are using a MacBook with only Type C port, use the Type C adapter to connect the original USB cable. NOTE: RJ45 network cable, flash memory card, and USB-C adaptors are not included with this printer.
Power switch	Printer should be turned off when connecting the power supply.

CONTENTS



- A. Printer
- B. USB flash drive
- C. USB cable
- D. Power adapter
- E. Power cord
- F. User manual
- G. Quick reference card
- H. Sample printer labels
- I. Internal label holder

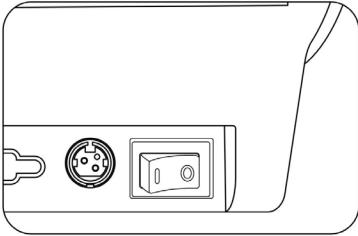
SETTING UP THE PRINTER

Scan the QR code at the right for initial setup instructions or go to:
www.westinghouse.com/drivers
to watch a short setup video.

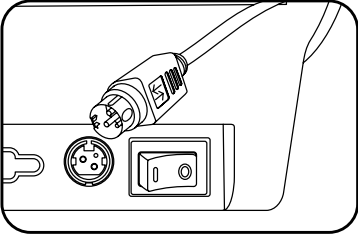


QUICK PRINTER CONNECTION

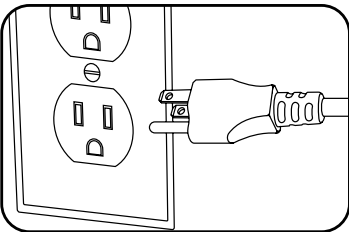
1. Make sure the printer is off.



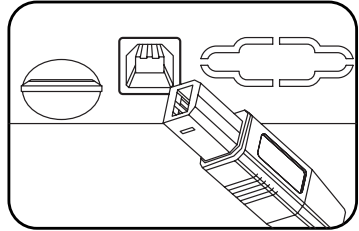
2. Connect the power adapter to the printer.



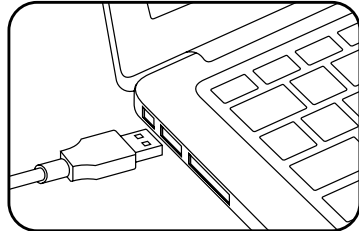
3. Plug the power cable into the outlet.



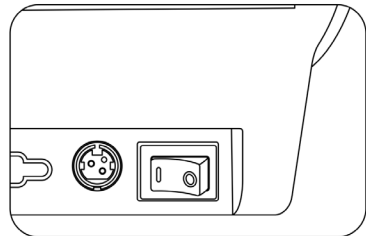
4. Connect the USB cable to the printer.



5. Connect the USB cable to the computer.



6. Turn the printer on.

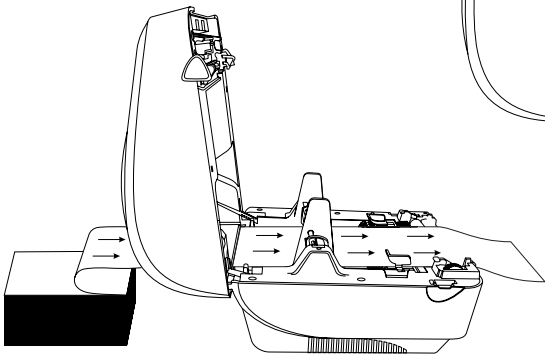
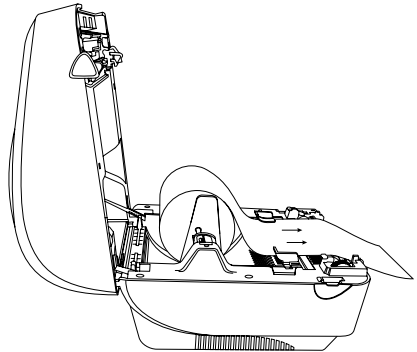
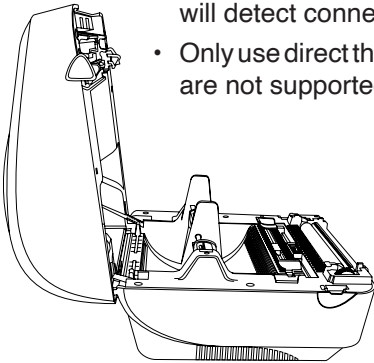


7. Use the original power cord to install the above steps to connect.

SETTING UP THE PRINTER

LOADING THE LABELS

- Open the lid of the printer using the latches located on either side of the printer.
- Place the label roll with paper label facing up.
- Slide the roll of labels onto the internal label spool.
- Slide the end pieces onto each end of the spool.
- Insert the label holder into the two slots inside the printer.
- Feed the labels into the two gray levers to the desired width.
- Pull labels forward until a portion of the label is extended past the front of the printer.
- Close the lid of the printer and turn it on.
 - The labels will automatically adjust for printing and the printer will detect connection with your computer.
 - Only use direct thermal printer labels. Thermal transfer labels are not supported with this model.



Your printer comes with a sample roll of labels that can feed into the back slot of the printer.

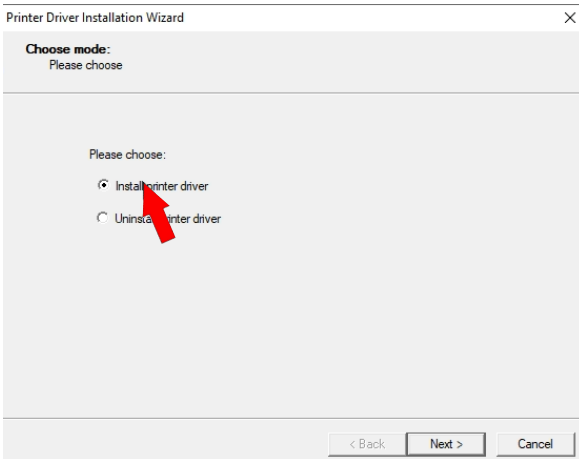
SETTING UP THE PRINTER

FOR WINDOWS

INSTALLING THE DRIVER

To install on a Windows OS PC:

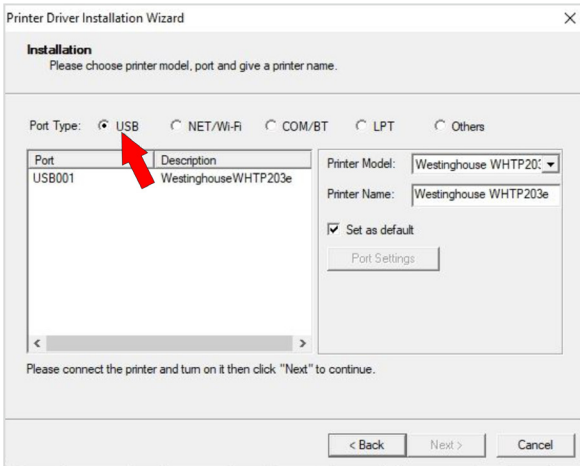
- Follow the steps on page 5 to connect the printer to your computer.
- Insert the flash drive that came with your printer into your computer's USB port.
- Double click on the Westinghouse driver icon and select Yes.
NOTE: Administrator access may be required to download the driver. If required, enter the username and password for your administrator account.
- Select Install Printer and click Next.



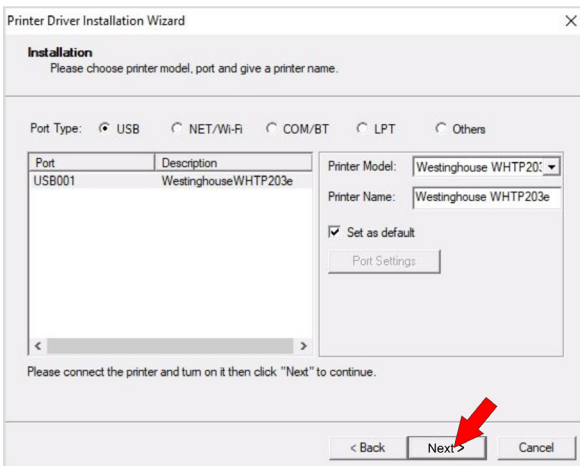
- Select USB as the port type and Westinghouse WHTP203e under Printer Model and Printer Name. **NOTE:** You can also set up as network printer by selecting NET/Wi-Fi and typing in your IP address.

SETTING UP THE PRINTER

FOR WINDOWS



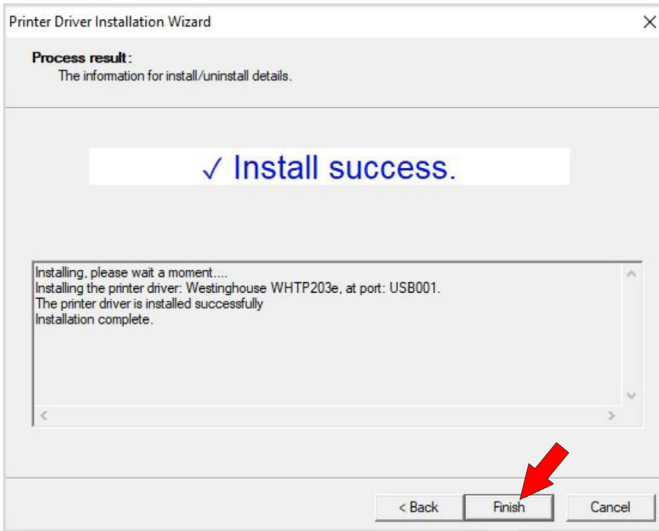
- Click Next and wait for the driver to install.



- After installation, you should receive the message "Install Success". Click Finish.

SETTING UP THE PRINTER

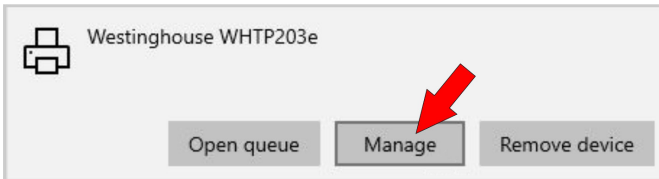
FOR WINDOWS



- Type Printers and Scanners in the search bar located near the bottom of your computer screen.
- Select the Printers and Scanners icon. A new window will open displaying a list of printers that are connected to your computer.

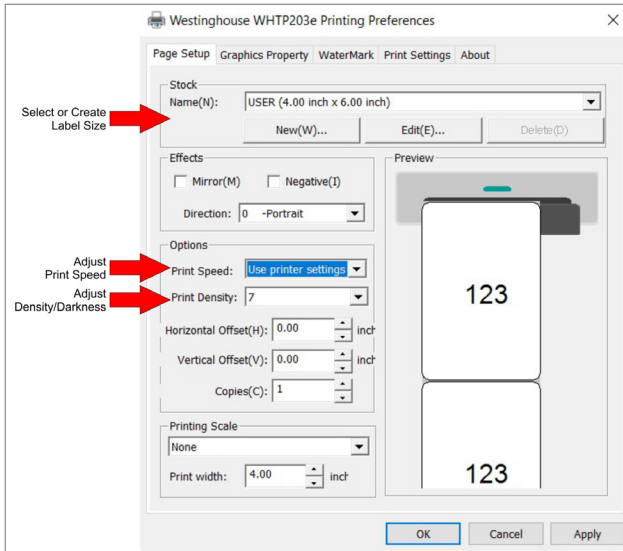
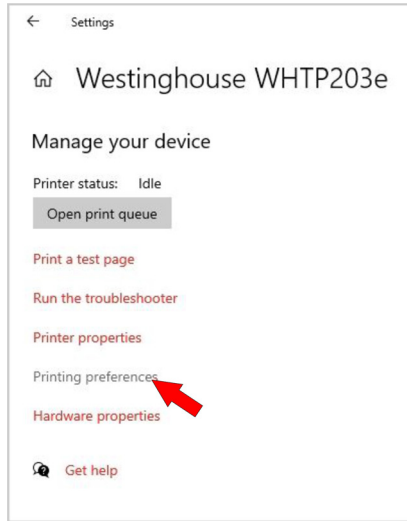


- Select WHTP203e under the list of printers (not under unspecified). Click Manage and select Printing Preferences.



SETTING UP THE PRINTER

FOR WINDOWS

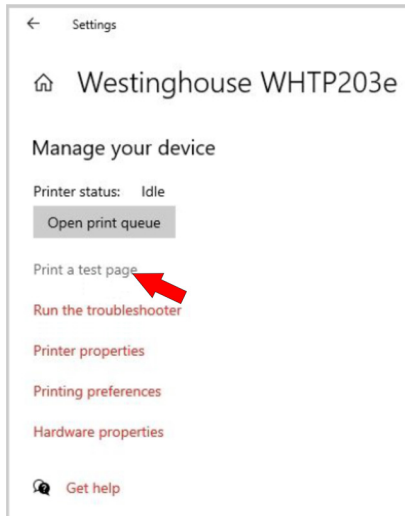


- The default label size located under Stock is set for the standard shipping label size, 4"×6".

SETTING UP THE PRINTER

FOR WINDOWS

- For a different size, choose your size from the drop down menu located under Stock. You can also create a new size by selecting New and inputting your specific measurements. Click Apply.
- The printer speed and density (darkness) can be adjusted under Options. We recommend leaving these at their default values until you begin printing.
- Click OK to close the window.
- Under the same Manage tab, select Print Test Image. This will print a generic test page and ensure that your printer is properly connected.



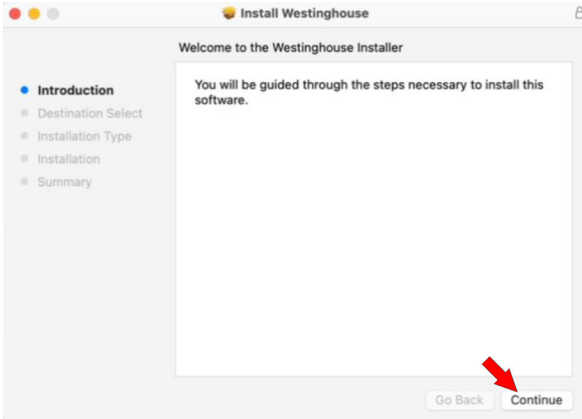
- **NOTE:** If you are printing labels from a website (i.e., eBay, ShipStation, Stamps.com, etc.), you will need to adjust your printing preferences on their platform.

SETTING UP THE PRINTER

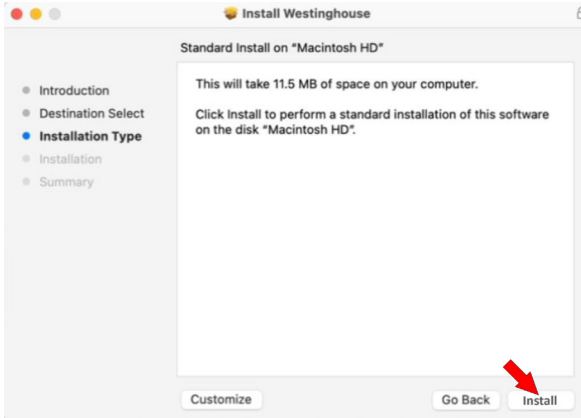
FOR MAC

To install on a Mac:

- Follow the steps on page 5 to connect the printer to your computer.
- Insert the flash drive that came with your printer into your computer's USB port. **NOTE:** *If your computer requires USB-C connections, you may need an adapter for your device to connect the printer to your computer.*
- An introduction window will open. Click Continue.



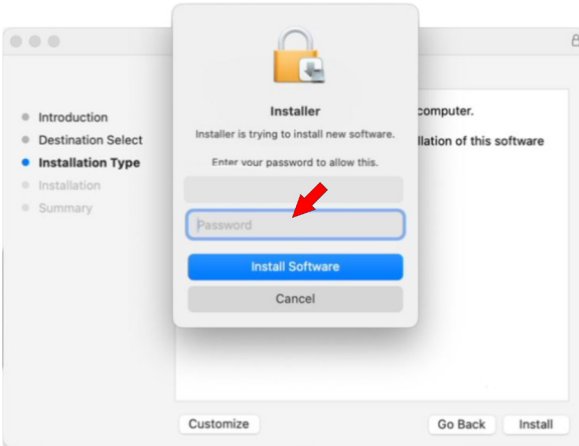
- From the Installation Type window, click Install. **NOTE:** *You may be prompted to enter your computer password here.*



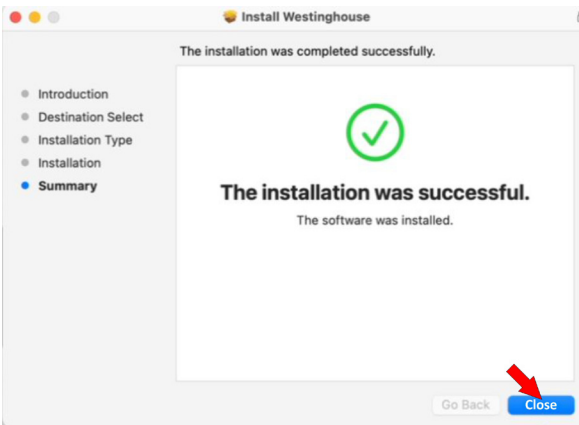
SETTING UP THE PRINTER

FOR MAC

- After entering your password, click the Install Software button and wait for the software to install.



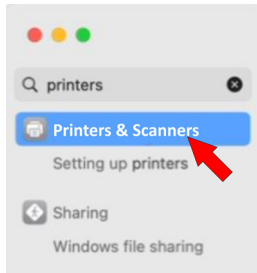
- When complete, you should receive the message "Installation Successful". Close the window.



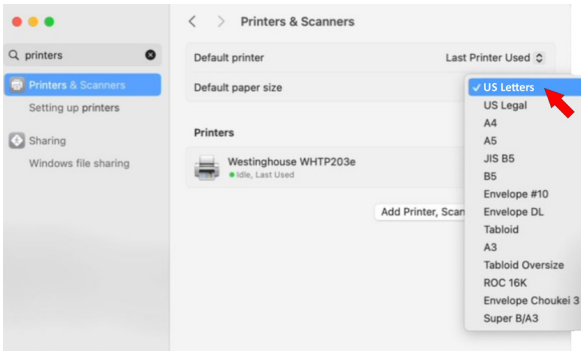
SETTING UP THE PRINTER

FOR MAC

- Navigate to the Printers and Scanners located under System Settings. The printer's name should be listed.



- To adjust label size, select the drop down beside Default Paper Size to select your desired label size. Close the window.



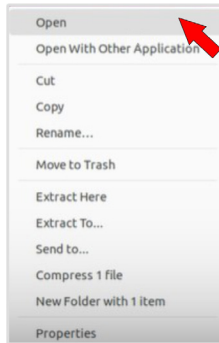
- Your device is now installed. **NOTE:** Additional steps may be required based on your shipping carrier or shipping software.

SETTING UP THE PRINTER

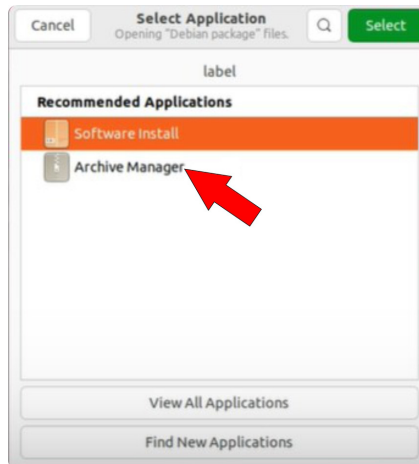
FOR LINUX

To install on a Linux-based machine:

- Follow the steps on page 5 to connect the printer to your computer.
- Insert the flash drive that came with your printer into your computer's USB port.
- Open the folder containing the driver and right click the driver.
- Select Open with Other Applications. A window will appear requesting you to Select Application.



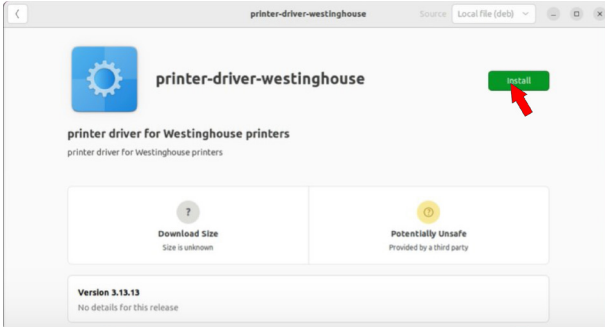
- Select Software Install and click on the green Select button.



- Wait for the next window to appear with the printer driver and click the install button. The driver will begin downloading.
NOTE: You may be prompted to enter your password.

SETTING UP THE PRINTER

FOR LINUX



- Navigate to the Printers setting. The printer name should be displayed.
- To adjust the default settings, click on the Settings icon next to the printer name.



- A new window will open with the printer name at the top of the window and Page Setup selected.



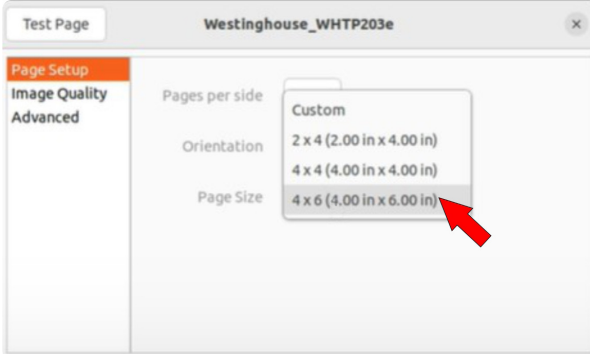
SETTING UP THE PRINTER

FOR LINUX

- The default page size is 4x6. To choose a different size, select the desired size from the drop-down menu or select custom to change the size. Page orientation can also be changed in this window.
- To adjust the density/darkness of the print, select Image Quality and adjust the Darkness accordingly. **NOTE:** *The higher the number, the more heat is applied to the label which produces a darker image. Adjust this until the image is at its best appearance.*

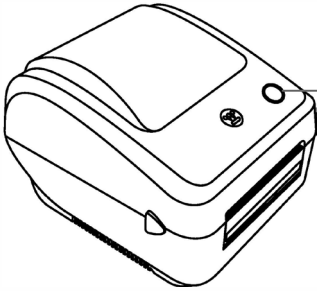


- After adjusting the settings, click Test Print to print a test page.



- Your device is now installed. **NOTE:** *Additional steps may be required based on your shipping carrier or shipping software platform.*

OPERATION



Feed Button



Blinking Red

Restart printer, then run calibration



Solid Red

Press the cover down to close



Solid Purple

Calibrating label

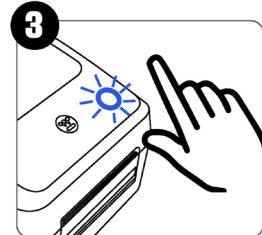
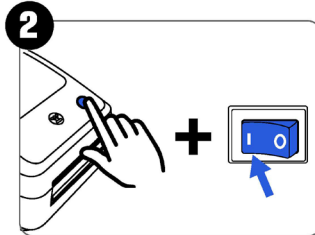
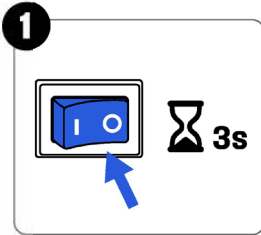


Solid Blue

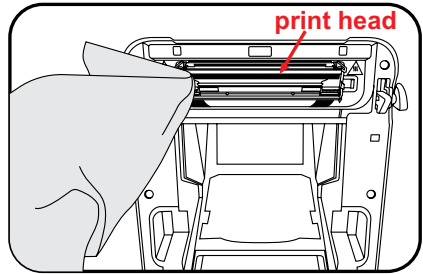
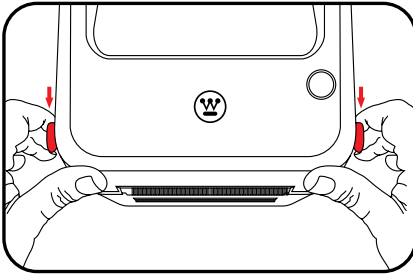
Ready to print. Press to feed label.

Ensure labels are correctly placed in the printer.

- Turn the printer off for 3 seconds.
- Turn the printer back on while holding the feed button (located on top of the printer).
- When the printer beeps or the light on the feed button blinks, let go of the feed button.



MAINTENANCE



To ensure optimal print quality, we recommend cleaning the print head in the following situations:

- After every change in label roll.
- When you notice a decrease in print quality.

Cleaning the print head:

- Turn off the printer.
- Open the printer lid using the latches located on either side.
- Carefully wipe the print head with a lint free cloth.
- For sticky residue, apply a very small amount of 91% or higher content alcohol to a lint free cloth and gently clean the roller. Higher alcohol content accelerates drying time, preventing damage to electronic components.

Cleaning the Rubber Roller:

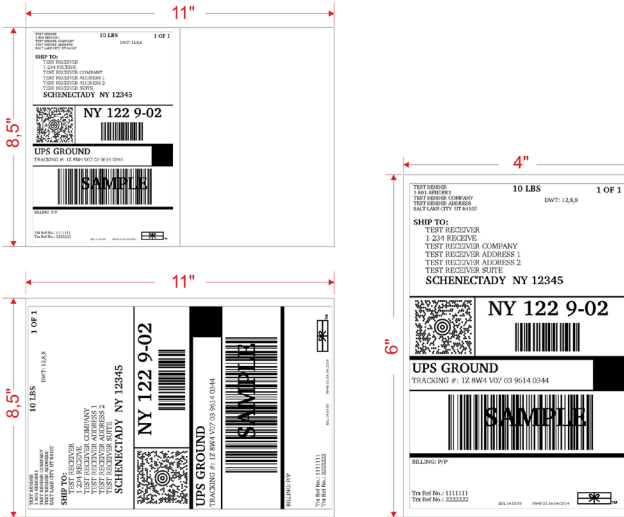
- Turn off the printer.
- Open the printer lid using the latches located on either side.
- Gently wipe the platen rubber roller with a lint free cloth.
- For sticky residue, apply a very small amount of 91% or higher content alcohol to a lint free cloth and gently clean the roller. Higher alcohol content accelerates drying time, preventing damage to electronic components.

FREQUENTLY ASKED QUESTIONS

To access Frequently Asked Questions online, please visit:
www.westinghouse.com/drivers

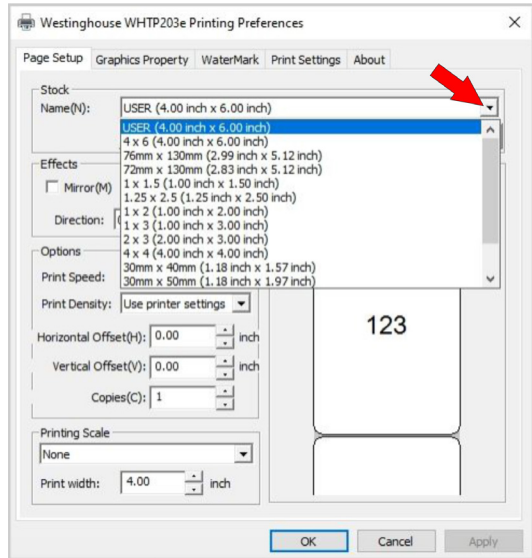
1. WHY ISN'T MY SHIPPING LABEL PRINTING CORRECTLY?

Paper size is not set correctly when switching to print labels of different sizes.



For Windows:

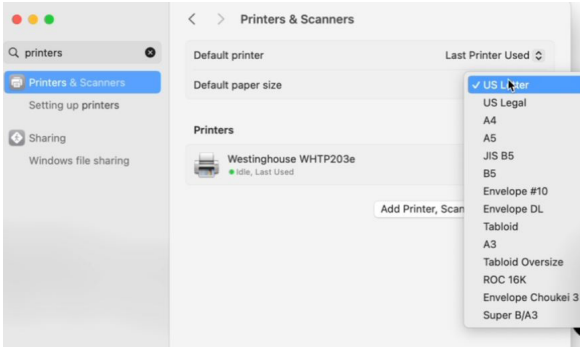
- Go to the Page Setup tab under Printing Preferences. Under Stock Name, select the correct size for your label.



FREQUENTLY ASKED QUESTIONS

For Mac:

- If your label is not printing correctly, go to Printers and Scanners and select the correct size from the drop-down menu. The default label size is 4 x 6”.



2. WHY IS MY PRINTER PRINTING BLANK LABELS?

- Ensure you’re using Direct Thermal Labels. Thermal Transfer Labels are not supported with this model.
- Check label loading orientation (sticker side facing up, back of the sheet facing down).

3. WHY IS MY LABEL PRINTING TOO SMALL OR TOO BIG?

- Adjust label size settings on the platform (eBay, Amazon, UPS, etc.) to match the label size (e.g., 4x6inch).

4. MY PRINTER IS RECEIVING AN ERROR MESSAGE AND IS NOT PRINTING.

For Windows:

- First, remove the print job from the Printer Queue, type ‘Printer’ in the search bar, then select ‘Printers & Scanners’. Look for the WHTP203e icon, then select “Open Queue”, select the “Printer” tab, then select “Cancel All Documents”.
- Locate the WHTP203e icon, select “Open Queue”, then “Printer” and finally “Cancel All Documents”.
- Change Printer Port.
- To change the Printer Port, type ‘Printer’ in the search bar, then select ‘Printers & Scanners’. Look for the WHTP203e icon, then select “Manage”, then select “Printer Properties”, then select “Ports”, then select the cor-

FREQUENTLY ASKED QUESTIONS

rect port. If there is more than one USB port, select the USB port with the highest end number. (e.g., If USB001 and USB002 are taken, select USB003).

- This is a common issue when the wrong port is selected. To fix this, you will need to clear all print jobs from the Printer Queue, then change the port to the correct one.

5. WHY IS MY PRINTER NOT BEING RECOGNIZED ON MY COMPUTER?

- Check printer power, USB connection, and LED status.
- Ensure power adapter and USB cables are properly connected.

6. WHY DOES THE DRIVER SHOW AS A SUSPICIOUS OR POTENTIAL VIRUS WHEN INSTALLING?

- Some antivirus software or firewall settings may flag the driver as a potential risk. The drivers have been tested as safe, proceed accordingly.

7. CAN I USE ANY LABELS IN THIS PRINTER?

- Most direct thermal labels are supported, but proprietary labels may have compatibility issues. For example, Dymo Brand labels may only be supported on Dymo printers.

8. WHY ARE THERE WHITE SPOTS OR DEAD PIXEL LINES ON THE LABELS WHEN I PRINT?

- Inspect and clean the printhead and rubber roller inside the printer. (See Maintenance section of manual)
- Ensure the rubber roller (Platen Roller) is clean and undamaged for optimal printing quality. (See Maintenance section of manual) on how to clean the roller properly.

9. WHY IS THE PRINTED LABEL NOT CLEAR?

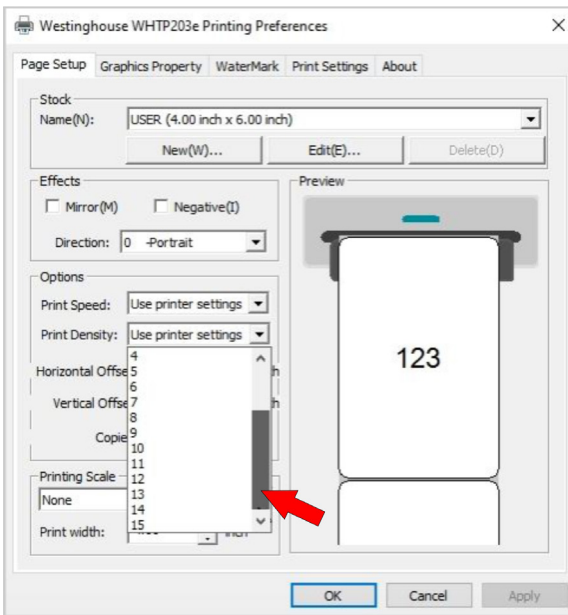
- Choose PDF file format for printing instead of PNG, JPG, or other image formats.
- If the printing is still not clear, follow the steps to increase the printing darkness/density and adjust the printing speed.
- Carbon accumulation on the print head will also cause the printed labels to be unclear. Follow the steps in the Maintenance section and clean the print head regularly.

FREQUENTLY ASKED QUESTIONS

10. HOW DO I ADJUST THE DARKNESS OF THE PRINTING AND THE PRINTER'S SPEED?

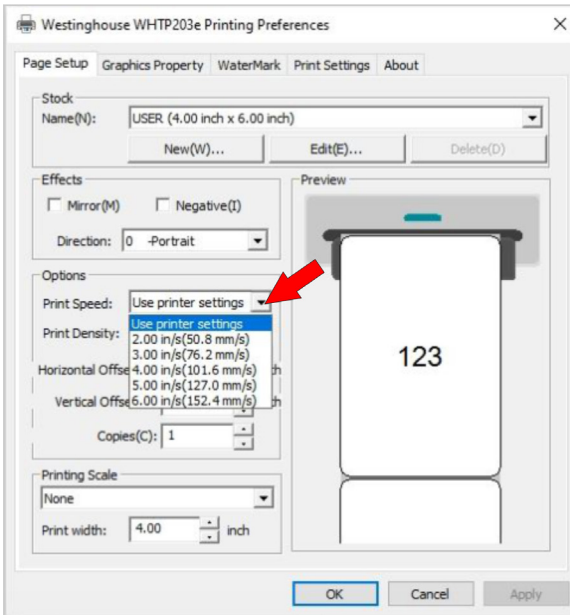
For Windows:

- Type 'Printer' in the search bar and select 'Printers & Scanners'.
- Locate the WHTP203e icon and click on it.
- Choose 'Manage', then 'Printing Preferences'.
- Find 'Print Density' and adjust as needed.
- Light to Dark Density is a scale from 1-15.
- Depending on the quality of the label and thickness, you may need to adjust the density/darkness accordingly.



FREQUENTLY ASKED QUESTIONS

- To change the speed of the printing, go to Options, and select Print Speed. Adjust as needed.



For Mac:

- Under Printing Preferences, select Page Setup.
- To change the darkness of the printing, go to Options, and select Printer Density. Adjust as needed. The higher the number, the darker the print.
- To change the speed of the printing, go to Options, and select Print Speed. Adjust as needed.

SPECIFICATIONS

Printing Method	Direct Thermal
Resolution	203 dpi
Max Printing Speed	152 mm/s
Paper Width	1.57-4.25 in. (40-107.95 mm)
Max, Print Length	70 in. (1,778 mm)
Supported Paper	Direct Thermal Labels
Paper Thickness	0.06-0.25 mm
Power Adapter	24V /2A
Printing Life	TPH 98,425.2 ft or 18.64 miles
Operating Environment	Temperature 32° to 113° F
	Humidity: 10-90% (non condensing)
Storage Environment	Temperature 14° to 122° F
	Humidity: 10-80% (non condensing)
Warranty	2 years
Supported Operating Systems	Windows, Mac, Linux
Connection	USB, Ethernet
Weight	3.5 lbs/1.59 kg
Dimensions	L: 9.4 in. W: 8.3 in. H:6.7 in.

SAFETY

- Do not touch the printer head. It can become very hot after printing labels.
- Avoid bending the power cord excessively or placing objects on it.
- Do not operate the printer if you detect any abnormalities, as these could lead to fire or electric shock.
- Keep the printer out of the reach of children.
- Only use authorized accessories and do not attempt to disassemble or repair the printer yourself.
- Unplug the printer when not in use for extended periods of time.
- Keep the printer away from liquids or objects that could damage the printer's components.

FCC STATEMENT

This device adheres to part 15 of the FCC Regulations. Its operation is contingent upon two conditions: (1) it must not generate harmful interference, and (2) it must tolerate any interference it encounters, even if it results in unintended functionality. Any alterations or adjustments not explicitly authorized by the responsible party for regulatory compliance may forfeit the user's permission to operate the device.

Important Note:

This device has undergone testing and meets the criteria for a Class B digital device, as outlined in part 15 of the FCC Regulations. These standards are designed to offer reasonable safeguarding against disruptive interference in residential settings.

This device may produce frequency energy and, if not installed and utilized in accordance with provided instructions, may cause disruptive interference to radio communications. Nonetheless, it cannot be guaranteed that interference will not arise in specific installations. If this device does interfere with radio or television reception, which can be determined by powering the device off and on, users are encouraged to attempt corrective actions using one or more of the following methods:

- Adjust or relocate the device.
- Increase the distance between the device and the receiver.
- Connect the device a power outlet on a different circuit from the one the receiver is connected to.
- Seek assistance from the retailer or a knowledgeable radio/TV technician.

TECHNICAL SUPPORT

For any inquiries or assistance regarding our products, please reach out to our USA based technical support team.

Email: support@tps.westinghouse.com

Phone: (877) 474 4900

Website: www.westinghouse.com/drivers

Support Hours: Monday - Friday 9 a.m to 5 p.m Eastern Standard time.

If you experience any issues with this product, please contact Westinghouse Thermal Printer division through our support email or phone number.



www.westinghouse.com/drivers
Service Hotline 877-474-4900
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