



*Let Things Better
Faster and Vital*

SP410

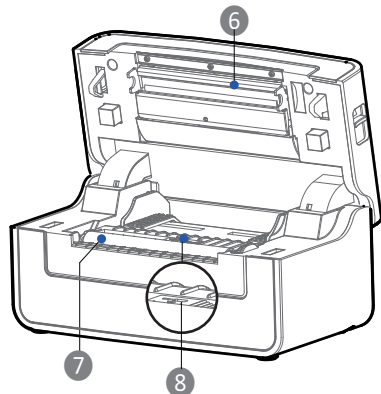
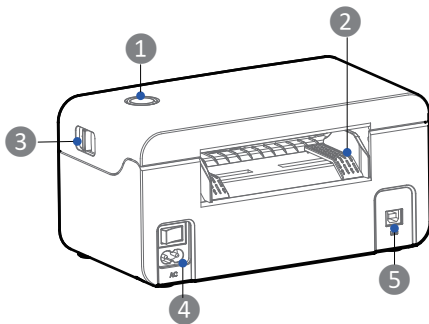
Thermal Label Printer



User Guide

Website: <https://www.idprt.com/Contact-iDPRT.html>
Customer Service Email: customer_service@idprt.com
Tel: +91 9810348155

Appearance

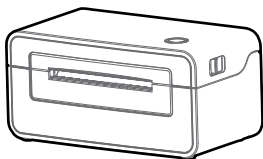


- 1 Feed Button(Status Indicator)
- 2 Paper Guide
- 3 Cover Open Levers
- 4 Power Receptacle

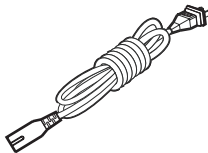
- 5 USB Port
- 6 Print Head Module
- 7 Platen
- 8 Movable Paper Sensor

Packing List

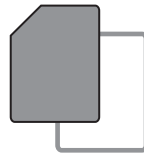
- Unpack the printer and keep the packing materials in case you need to ship the printer in the future.
- Any damages exist, please contact the iDPRT team.



Printer



Power Cord



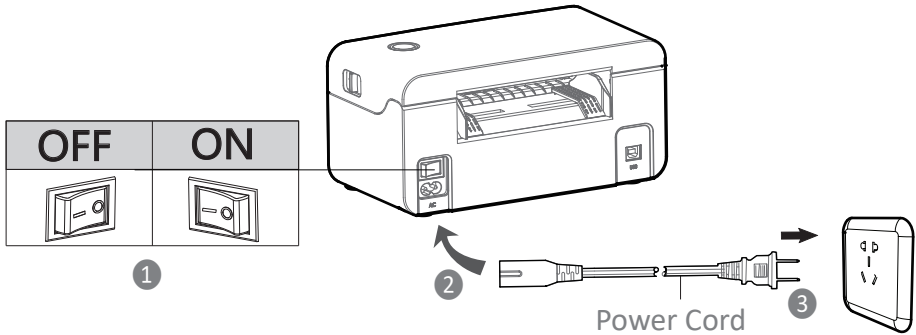
User Guide

 Note: The packing items are based on the order.

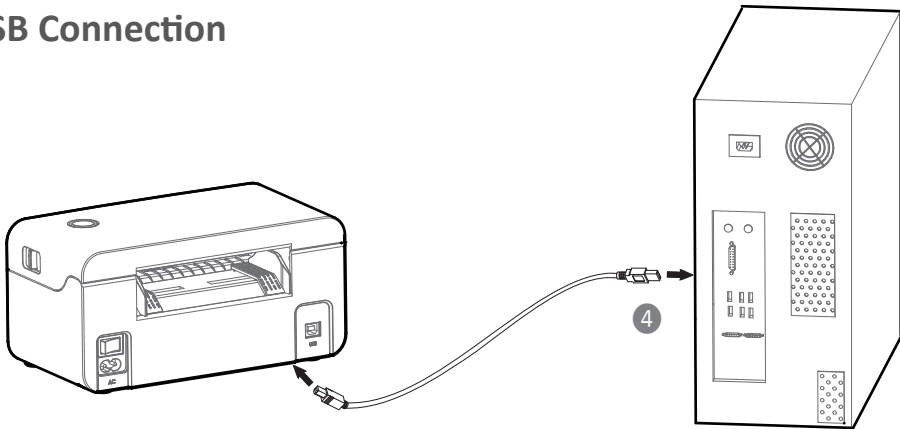
Printer Connection

Power Connection

1. Make sure the printer's power switch is in the "off" position.
2. Connect the power cord to printer.
3. Connect the other end of power cord to the outlet.
4. Connect the USB cable to the printer and PC.



USB Connection



Note:

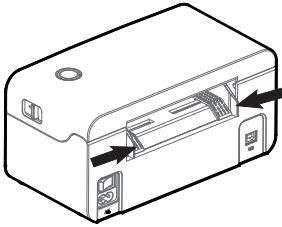
- Use the original power adapter only, in case the damage caused by charging improperly.
- Please unplug the printer power cord if it is not in use for a long time.

Fanfold Label Loading

Folding Paper Loading

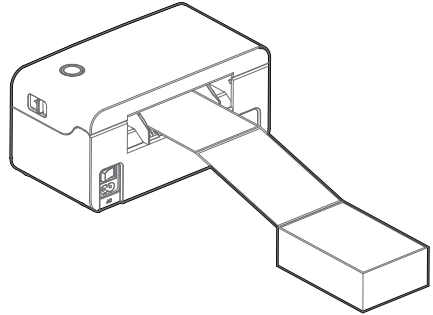
01

Turn the power on, adjust the paper guide to fit the width of paper.



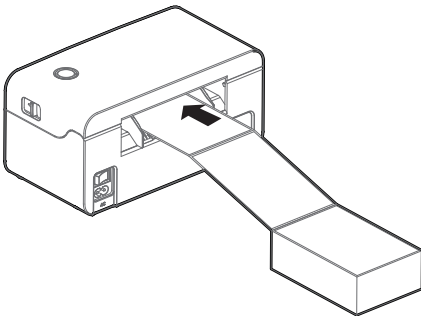
02

Insert the paper into the entry slot.

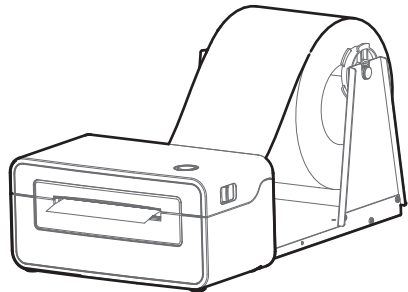


03

The paper will be sucked into the paper guide automatically.



Roll Type Label Loading



Note:

- When the printer is power on, the paper will be sucked into the paper guide automatically.
- The roll type label holder needs to be aligned with the hooks at the bottom of the printer.

Feed Button

- **Turn on**

In the shutdown state, turn on the power switch behind the printer, then the indicator will be light on.

- **Turn off**

When the power switch is turned off, the printer shuts down and the indicator light is off. In the power-on state, turn off the power switch behind the printer, then the indicator will be light off.

- **Feed Button**

- 1) Press the feed button, the printer sends the paper out to the specified position depending on the type of paper used. When using continuous paper, long press the feed button to send a fixed length of paper. If using label paper, press the feed button once that will send out a whole label.
- 2) When the printer is printing, press the feed button to pause the current printing and the light is green. Press the button again to print the unfinished print task.

 Caution:

This is a Class A product. In a domestic environment this product may cause radio interference in which the user may be required to take adequate measures.

Windows Driver Instruction

Driver Preparation for Windows

Download the Windows Driver application program in www.idprt.com

Driver Installation for Windows



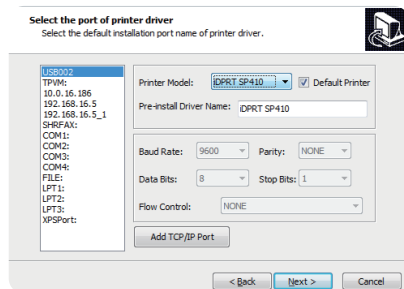
Warning:

Recommend to close the security software before installation in case of preventing installation.

1. Select one interface to connect your printer to the computer.
2. Turn on the printer and check if it is connected successfully.
3. Double-click the Windows Driver.
4. Read and agree with the license agreement and click "Next", figure (1).
5. Select the port name of the printer driver and click "Next", figure (2).

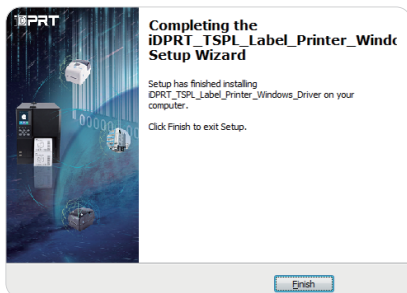


(1)



(2)

6. Then click "Finish", figure (3).
7. After installation, view the icon in "Start" → "Devices and Printers", figure (4)



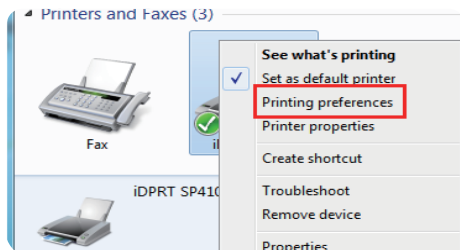
(3)



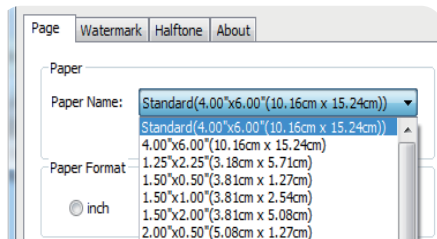
(4)

Printing Preferences

1. Click “Start” → “Devices and Printers”. Right-click the icon and select the “Printing preferences”, figure (1).
2. Click “Paper Name”, select the paper type as needed, figure (2).

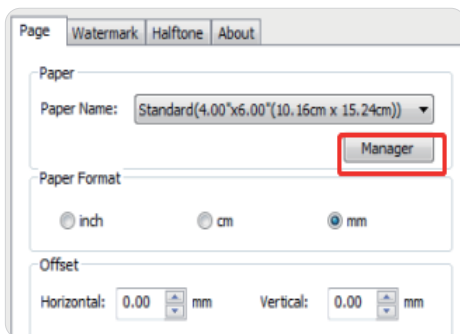


(1)

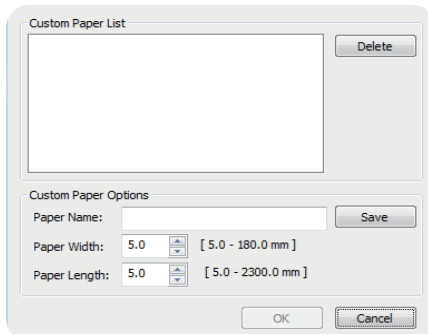


(2)

- Click “Manager” to add a new stock, figure (3)(4).

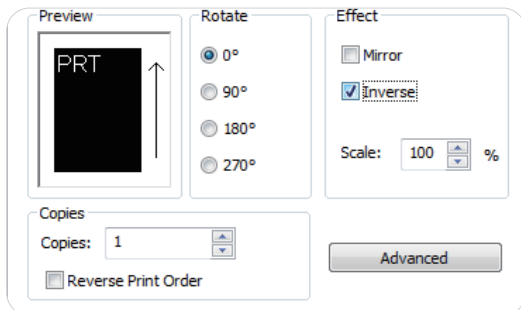


(3)



(4)

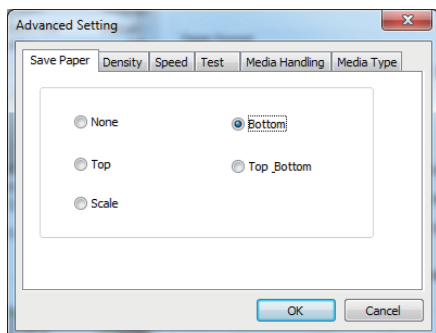
- Choose “Rotate” or “Effect”, it will be shown in the “Preview”, figure (5).



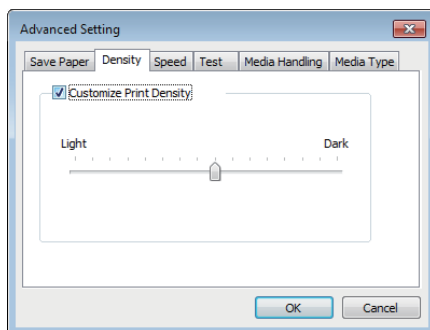
(5)

3. Click “Advanced” to set “Save Paper”, “Density”, “Speed”, “Test”, “Media Handling” and “Media Type”.

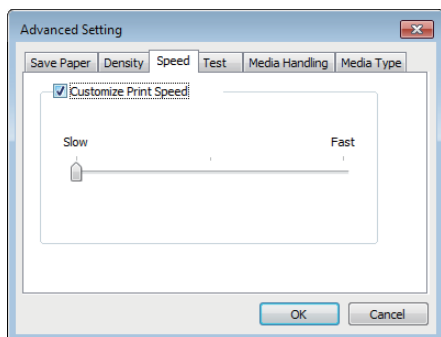
1) Save Paper



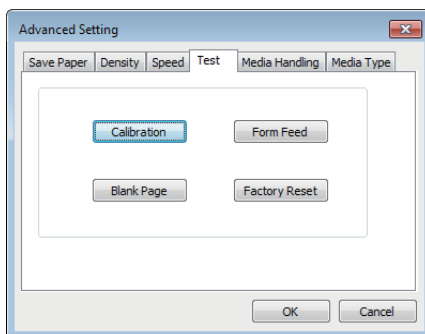
2) Density



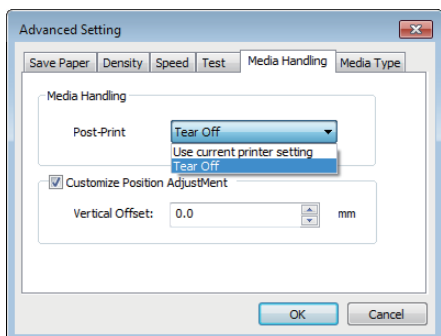
3) Speed



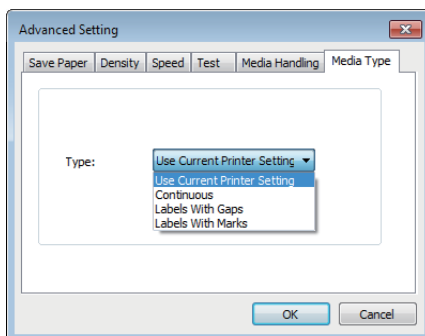
4) Test



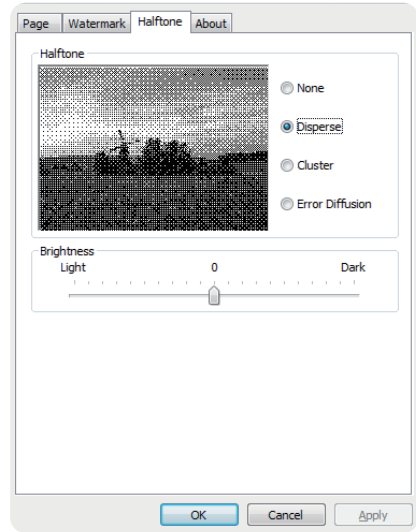
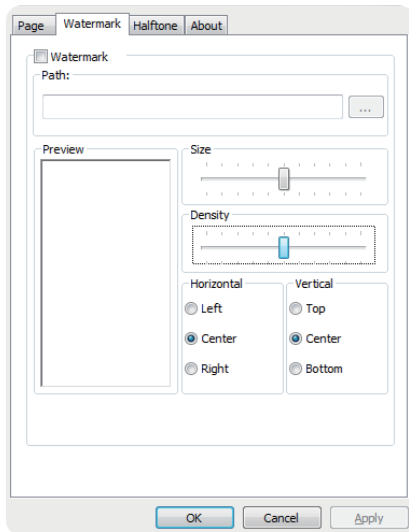
5) Media Handling



6) Media type

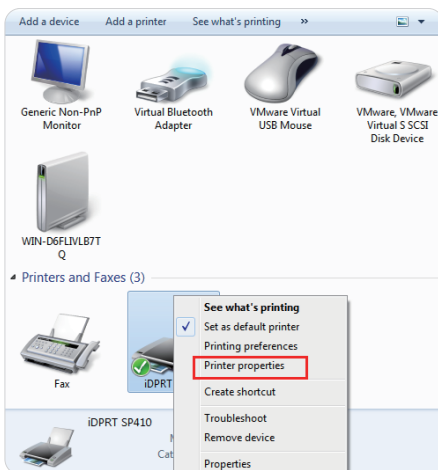


4. Click “Watermark” (Recommend BMP format).
5. Click “Halftone”.

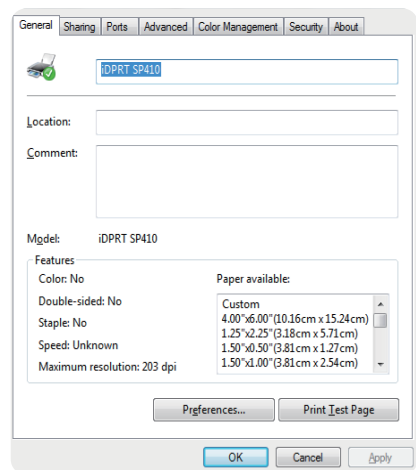


Printer Properties

1. Click “Start” → “Devices and Printers”. Right-click the icon and select “Printer properties”, figure (A).
2. Click “General” → “Print Test Page”, and printer will print labels with current settings, figure (B).

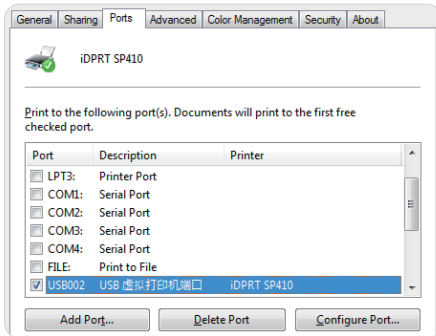


(A)

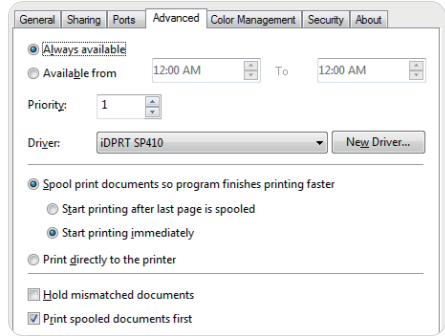


(B)

- Click “Ports”, then select the port needed, figure (C).
- Click “Advanced” to set the available time for the printer, figure (D).



(C)

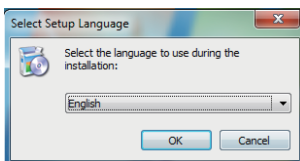


(D)

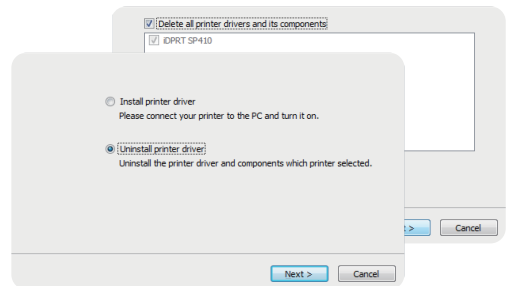
Driver Removing

⚠ Note: Please turn off the printer or unplug the USB cable before removing the driver.

- Double-click the Windows Driver, figure (E).
- Select “Uninstall printer driver”, then click “Next”, figure (F).
- Select the driver to be uninstalled, then click “Next”, figure (G).

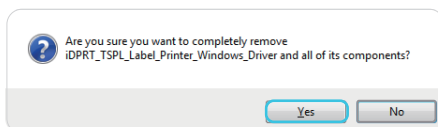


(E)

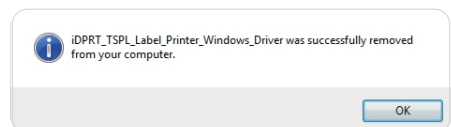


(F)

- Click “Yes”, figure (H).



(G)



(H)

Mac Driver Instruction

Driver Preparation for macOS

Download the Mac Driver application program in www.idprt.com

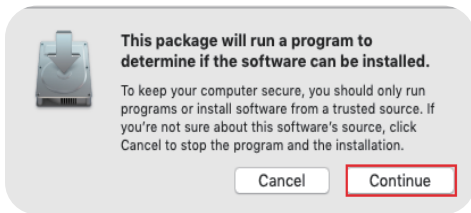
Driver Installation for macOS



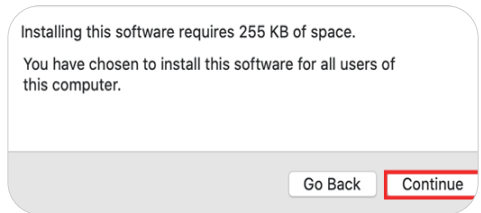
Warning:

Under different operating system, the screen has a slight difference. Please operate it according to the tips. Take SP410 (macOS 10.15) as an example.

1. Double-click the Driver and click “Continue”, figure (a).
2. Select a destination and click “Continue”, figure (b).

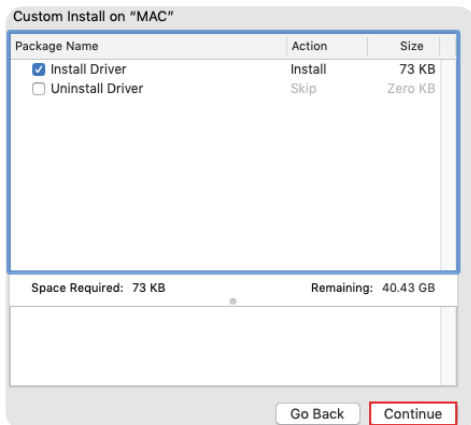


(a)

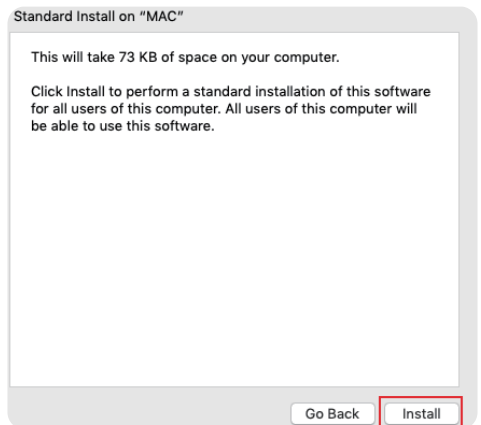


(b)

3. Select “Installation Type” and click “Continue”-> “Install”, figure (c)(d).

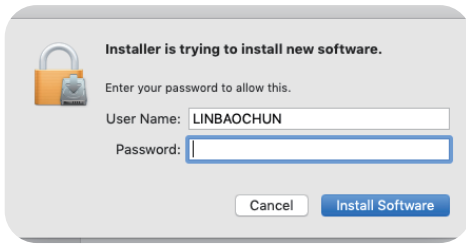


(c)

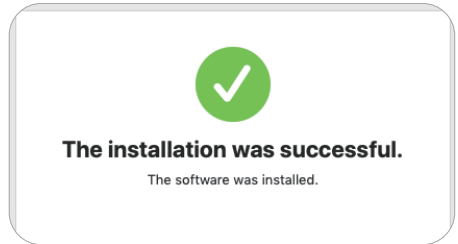


(d)

4. Type in the password of your computer, figure (e).
5. The installation was successful, figure (f).

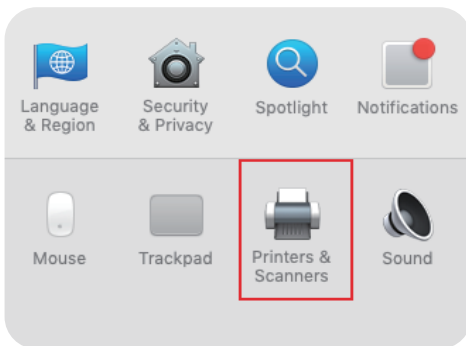


(e)



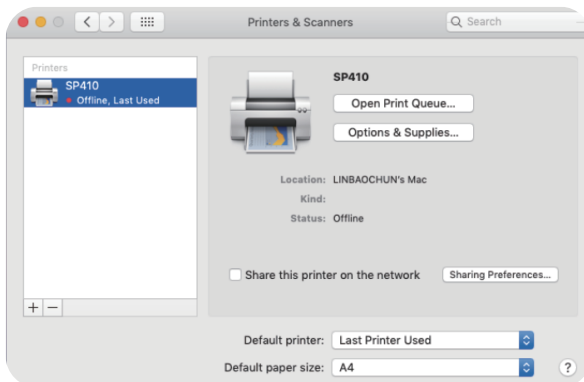
(f)

6. Turn on the printer and connect it to your computer (for example: via USB cable).
7. Click: Launchpad -> System Preferences -> Printers & Scanners, figure (g).



(g)

8. Under "Printer & Scanner", printer SP410 is available, figure (h).



(h)

Troubleshooting

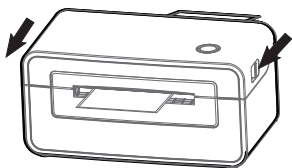
LED Display 📢

● Blue	Always on	The printer is ready
● Purple	Always on	The print head is over heat
● Red	Always on	The cover is not closed
	Flash slowly	Paper out
	Flash rapidly	Label learning is abnormal
● Orange	Always on	The printer is not ready yet
	Flash slowly	Paper jam, paper position is abnormal
● Green	Always on	Printing
	Flash slowly	Printing pause
	Flash rapidly	Receiving data

Paper Jam Handling

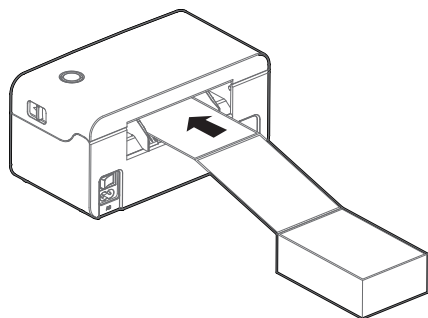
01

Press the cover open levers and hold upwards, then open the cover.



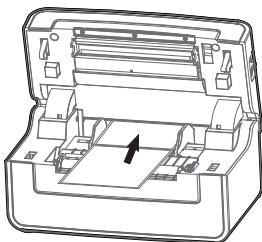
03

Reload a new paper.



02

Take out the jammed paper, then clean up the print head and the platen.



⚠ Note: turn off the printer power when taking the above steps.

Print Problem

Problem	Cause	Solution
1. Common quality problem of print.	Speed setting error.	Set minimum printing speed by the control panel, drivers and software to attain the best printing quality.
	Incorrect margins and paper size.	Make sure the label size is correct before printing. If the content exceeds the label size, the printer may "shrink" the size to a smaller size, causing the content fade.
	Incorrect print density setting.	To obtain the best print quality, the print depth should be set to the minimum set value for your application.
	The print head is dirty.	Use a cotton swab moistened with alcohol to clean it from the center to the sides of the print head. After cleaning the print head, do not use the printer immediately. Use it after the alcohol completely evaporate (after 1 to 2 minutes) and the print head is completely dry.
	The creation quality of the source file is not satisfactory.	Print a sample label to test whether the printer is working well.
	The print head is broken.	Change another print head.
2. White spots appear on the label.	The print head is dirty.	Use a cotton swab moistened with alcohol to clean it from the center to the sides of the print head. After cleaning the print head, do not use the printer immediately. Use it after the alcohol completely evaporate (after 1 to 2 minutes) and the print head is completely dry.
3. Blank label printed.	The label is upside down/on the wrong side.	Make sure to load the label correctly, and the printing side should face up.
	The label is not a "direct thermal" label.	Make sure your label is a "direct thermal" label.
	Printer system error.	Restart the printer and continue to try to print. If printing is still unsuccessful, please contact the customer service.

Problem	Cause	Solution
4. Misalignment / skip label.	The printer is uncalibrated.	Calibrate the printer Method 1: Tools--- "Automatic label learning". Method 2: Press and hold the feed button (top button) until the blue light goes out twice and then release.
	The tag format is incorrect.	Check your label format and correct it as needed.
5. Paper jam in the printer.	The paper is not placed correctly in the printer .	Open the printer cover and remove the jammed paper. Then clean the print head, paper suction port and place the new paper.
6. The paper is not sucked in by the printer.	The paper is not detected by paper sensor in the middle of the printer.	When placing paper from the back entry slot, push it flat to the position of the paper sensor, and the paper sensor will trigger the automatic suction function when the paper is detected.
7. The label or image is offset during printing.	The printer uses a discontinuous label, but it is configured to work in a continuous mode.	Set the printer as the correct medium type.
	The paper does not conform to the specifications.	Use the paper that meets the specifications.
	Printer uncalibrated.	Calibrate the printer.
	The platen is too dirty.	Clean print head and platen.
	The calibration of the paper sensor is incorrect.	Calibrate the printer.
	The loading of the media is incorrect.	Ensure that the media is properly loaded.
	The media is incompatible.	Must use media that meets printer specifications.

Problem	Cause	Solution
8. The bar code printed on the label can not be scanned.	The printing is too dark or too light, the barcode does not meet the specifications.	Adjust the concentration or print speed properly.
	There is not enough blank space around the barcode.	Leave at least 3.2 mm (1/8 inch) between the barcode on the label and other printed areas and the edge of the label.
9. Auto calibration failed.	The loading of the media is incorrect.	Ensure that the media is properly loaded.
	The medium is not detected by the sensor.	Calibrate the printer.
	The sensor is dirty or incorrectly positioned.	Make sure that the sensor is clean and correctly positioned. During the calibration process, the gap mark or black mark should be aligned with the paper sensor.
	Incorrect media type setting.	Set the printer media type correctly.

Communication Problem

Problem	Cause	Solution
1. The label format has been sent to the printer, but it has not been identified. 2. The DATA light did not flash.	The communication parameters are not correct.	Check printer driver or software communication settings.
		Check the handshake protocol setting for the printer and the settings used must be able to match the settings used by the computer host. If the driver is used, the driver communication settings related to the connection should be checked.
3. The label format has been sent to the printer, but it has not been identified.	The prefix and the separated character set in the printer does not match the character set in the label format.	Check prefix and separate characters.
4. The DATA lights flash, but not print.	The incorrect data is being sent to the printer.	Check the communication settings on the computer to ensure that these settings match the settings on the printer's printer.
		If the fault still exists, the label format should be checked.



<http://www.idprt.com>

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Faster and Vital*