

Thermal Label Printer

User Manual

Version: 1.1

Thanks for choosing us!

If you have any question or concern , support is available by email . Problems could be resolved quickly.



Please visit the website "help.aiyin.com" to download the printer driver and see the installation tutorial



Scan to:
help.aiyin.com



Welcome

LOGIN

SIGN UP

Enter your search term



[Solution home](#) / [BEEPRT Series Printers](#)

BY-368/BY-368BT English Version



Install Bleeprt Seagull Driver on Windows

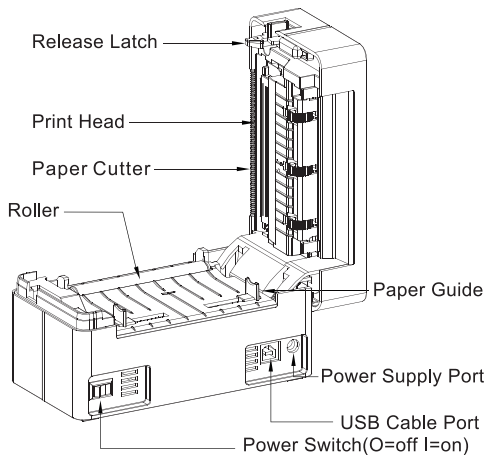
1.Please turn on the printer power. Connect to your co...

Tue, 15 Nov, 2022 at 4:37 AM

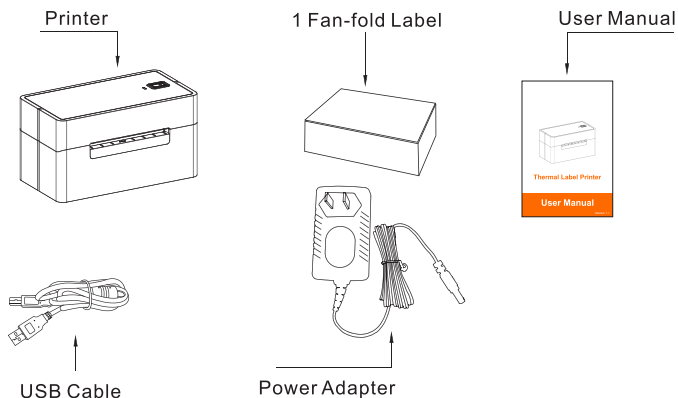
Content

1. Appearance	1
2. Packing list	1
3. Printer connection	2
4. The suitable label size	3
5. How to feed label	3
6. Installation For Printer Driver	4
7. Smartphone APP Setup	5
8. FAQs	5
9. Maintenance	10
10. Pro tips	10
11. LED indicator	11
12. Safety tips	11

1.Appearance



2. Packing list



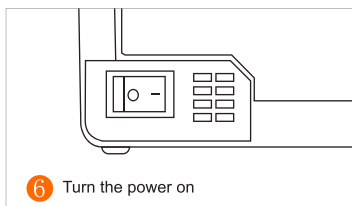
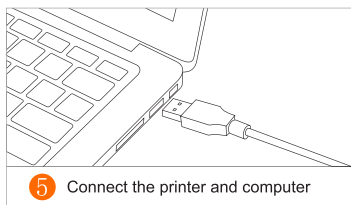
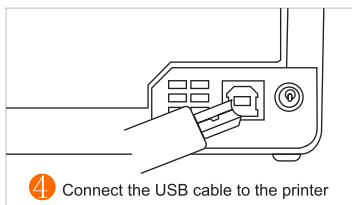
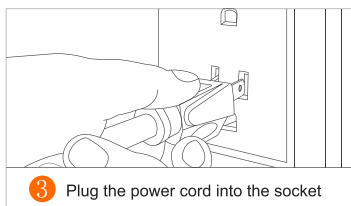
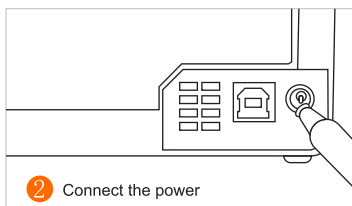
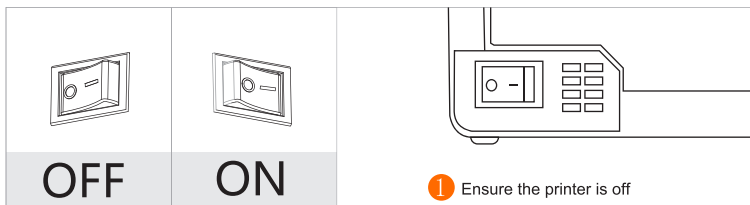
Note:

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

3.Printer Connection

⚠ Note:

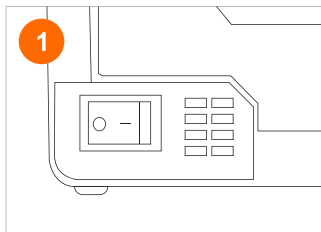
- Make sure the printer's power switch is in the OFF position before connecting the power cord to printer.
- Use the original power adapter only in case the damage caused by charging improperly.
- Please unplug the printer power cord if it is not in use for a long time.



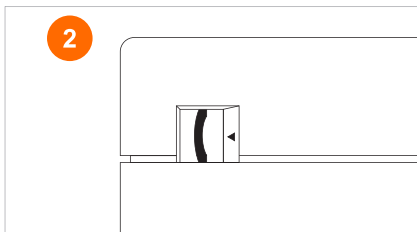
4.The suitable label size

- Shipping label printer works with any Thermal Direct with a width range from 40" to 80", length over 20".Normal paper is not applicable! Must be THERMAL LABEL!

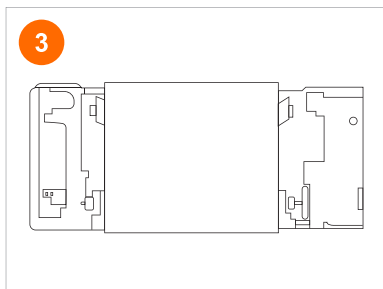
5.How to feed label



Ensure the printer is off



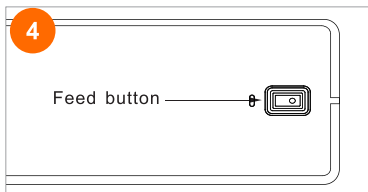
Pull the release latch to open the cover



Insert the fan-fold label or roll label from outside, adjust the paper guide to fit the width of paper

 **Note:**

Ensure the print layer of label face up in case print out blank labels.



Close the cover, switch on the printer and wait 5 seconds for the printer to initialize. Long press the feed button until you hear one beep, release your finger, the label calibrates automatically and will be positioned at the tear-off point, then ready to print.

Note:

- Each time you change the label, please follow the above steps 5.1~5.4. Otherwise, it may cause printing out misaligned or blank.
- Everytime you open the label cover even you never change the paper, you'd better to press the feed button once to load one sheet paper.

6. Installation For Printer Driver

6.1 Install Beepert Driver on Windows



Scan the code to watch the windows driver installation video.

6.2 Installation For Windows via Bluetooth



Scan the code to watch the windows bluetooth installation video.

6.3 Installation For MacOS via USB Port



Scan the code to watch the MacOS Driver installation video.

Note: The printer Bluetooth does not support MacOS computers. Please use USB Port.

6.4 Installation For Chromebook via USB Port



Scan the code to watch the Chromebook Driver installation video.

7.Smartphone APP Setup

“Label expert” . You can download it on Google Play Store and APP Store. Or you can scan the QR code below to download the APP.



iOS users scan this code to download



Android users scan this code to download

8.FAQs



You can scan the code or visit the website (help.aiyin.com) to view the FAQs.

1. How to calibrate the label automatically/ identification?

This is the correct operation about how to calibrate the label automatically.

Important tips:

1. Please note that the side for peeling is always up.
2. Any time you change the labels, please do remember to run the automatic self-study procedure. Otherwise, the labels will not be printed properly.

—Turn on the power, wait for 5 seconds, until the printer is initialized.

—Press and hold the top feed button for 5 seconds until you hear one beep, then let it go, the label will move back and forth and stop at the correct tear-off point. After this, you can start printing your labels.

2. It keeps flashing red light?

If flashing red is 2 times per second:

The printer top cover is not closed well. Check that the printer top cover is completely closed.

If flashing red is every 2 seconds:

No label is loaded, it will be red. Ensure that the labels are loaded correctly.

Wrong paper size. Please automatic label identification

Label quality has an issue, the sensor can not detect it.

Please ensure to use the right quality label, suggest to order from beeptr store.

3. Why Print Blank Page?

There may be several reasons for printing blank pages.

1. (most common)The peel-off side should be facing up when feeding the labels, please follow the below picture and don't put it upside down, or the printed page would be blank.



2. (most common) It's possible that the printer didn't recognize the label size correctly yet. Please press and hold the feed button on the top until you hear one "beep" sound then release, the label will automatically move back and forth to load two labels. Then you can start printing. You may print a print this Sample Label to check. Please click the link for more details.

3. Please press and hold the feed button on the top until you hear two "beep" sounds then release, your printer will load one test label. Please check if the test label is normal, if it is, your printer is working well and the problem is with the label or the settings.

4. (For Mac) Please sure the paper size under Print Preferences for label printer is 4*6, not full size (8.5*11 or US letter).

5. sometimes the label from other brands does not work

4. Why does it skip labels or continuously feed labels?

There are three main reasons:

1. If you change your label type or size. In this case, Label Printer does not learn your label, this is the most common reason.

Solution1:

please run the automatic label identification again. (

To make sure your computer is not sending print commands to the printer, disconnect the USB cable from your printer, then simply press and hold the top circular button until you hear one beep, then your printer will load two labels.

Restart your computer, and please re-connect the USB cable to print and try your print.

2. Your operating system is sending a longer / shorter label to Printer
Solution2:

Please ensure you have the correct label size:

For Windows

Go to the Control Panel -> Devices and Printers -> Right Click on Label printer -> Printer Preferences -> Page Setting.

Select 4 x 6 labels

For Mac

Go to Print setup-> select 4" x 6" size in the print prompt window

3. Another reason is the sensor that detects the paper is affected by dust, if so, please clean the sensor with the alcohol swap or clean cloth.

5. Why my label comes out unclear/ low ink/blurry?

Cause: The resolution of the label file you printed is too low

Solution:

1. Please print the PDF file but not the picture. (most common reason)
Printed PDFs are better quality than photos. If you must use photos, you should use high-quality images.

2. Print density and speed. (most common reason)

Within your printer preferences, you can set your "Density" and "Speed". You can change the density to a larger number, it will help. Please check the article in the How-Tos section about how to adjust density and speed.
for windows, 8-12 is recommended;
for mac 8-14 is recommended
for mobile devices, 6-8 is recommended

3. Page size

Please make sure the label you print is 4*6 inches in size.

If your label is full size (8.5*11), please crop your label using "Take a snapshot" in Adobe Reader. Please check the article in the How-Tos section about how to crop a 4*6 size page

4. Margins

Please make ensure the content takes up the whole label. If there are extra borders, your design may be “shrunk” printed in a smaller size resulting in fade content.

5. Dust or adhesive on the printer head.

Please try to clean the printer head with a clean cloth or alcohol.

6. It keeps printing the same label?

If this keeps happening, it is most likely because Label Printer hasn't learned your label's properties. This is usually followed by a blinking red light.

1) Please turn Label Printer off using the black switch and turn it on, which can clear any pending print jobs.

2) Ensure you have several labels available behind or in Label Printer and one label loaded for Label Printer to print.

3) Please press and hold the top button until you hear a beep, then let go. This starts the automatic label identification and you should see your label moving back and forth and stopping at the correct tear-off point.

4) When you see a green light, try your print and it should print perfectly moving forward.

7. Barcode came out some black blocks/ thick?

Reason: the Density value is high

Solution:

1. Set the print Density value to about 4 in Preview(Mac system)

Please note: If you use the PDF software of Preview, the font and barcode are deepened automatically.

2. open the PDF file via Adobe Reader to print, the density value is 8-12

3. For windows, go to label printer--manage--printing preference-page setup-density--(8-12)

9.Maintanance

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 like the one provided.
Any 70% Isopropyl Alcohol pad would work . Please do not use water.
- 3.Wait 2-3minutes 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.

10.Pro tips

- Anytime you'd like to change your label size,run the automatic label identification by pressing and holding the feeder button until you hear one short beep.
- Press the green feeder button on the printer to skip a blank label.
- To run a self-test,press and hold the feeder button until you hear two short beeps.
- Avoid using poor quality labels as they can damage the printer.
- Regularly clean the printer head as outlined above,under 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 it is dirty,use alcohol pad to clean it.Allow the area to dry before turning the printer back on.
- Insert the printer's USB into the USB port on your computer every time you plug it in.This will avoid creating duplicate copies of the printer on your computer.

11.LED indicator

COLOUR OR STATUS OF LED BUTTON	EXPLANATION	SOLUTION
Green	Printer is running normally	
Flashing red and green alternately	Printer Head is overheated	None. Printer will automatically resume once the printer head cools down.
Flashing Red (every 2 seconds)	1.Out of paper 2.Wrong size paper	Ensure that the labels are loaded correctly.You may need to run automatic label identification (point 6 in step4).
Flashing Red (2 times per second)	Printer cover is not fully closed	Check that the printer cover is completely closed.

12.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 or electrocution.
- 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.

FCC WARNING

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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

Still have a question or concern?

Most issues can be resolved very quickly!
Customer service support is available by

Please kindly contact us

Index: www.aiyin.com

Driver: help.aiyin.com

E-mail: support@aiyin.com



WhatsApp
After-sales service