iDPRT

Let Things Better
Faster and Vital

SP320E
Direct Thermal Label Printer
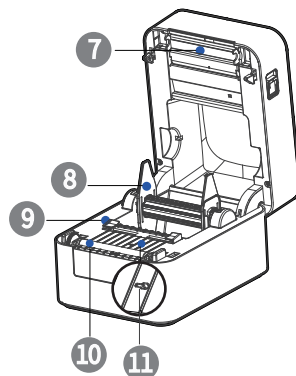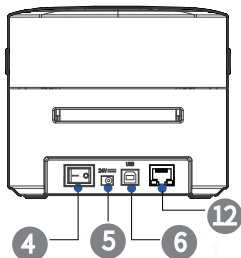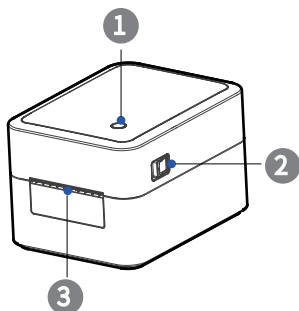
User Guide

Website: www.idprt.com
Customer Service Email: idprt@afterservice.vip

Appearance

1 Feed Button	**7** Print Head Module
2 Cover Open Levers	**8** Paper Holder
3 Paper Outlet	**9** Paper Movable Guide
4 Power Switch	**10** Platen
5 Power Receptacle	**11** Paper Sensor
6 USB Port	**12** Ethernet Port

Packing List

- Unpack the printer and keep the packing materials in case you need to ship the printer in the future.
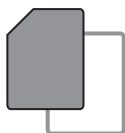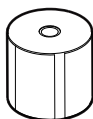- Any damages exist, please contact the iDPRT team.
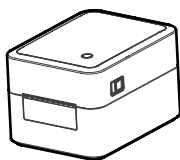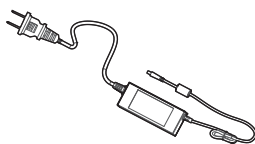
Printer	Power Cord	USB Cable	CD
User Guide	Thermal Label	USB to Type-C Converter (only for mac)	

⚠ Note: The packing items are based on the order.

Paper Roll Loading

01

Push the cover open levers on the both sides with both hands to open the top cover upward.
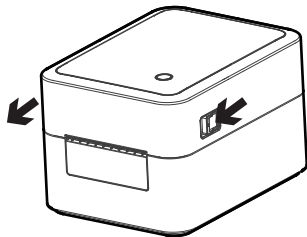
02

Take out the paper holder.
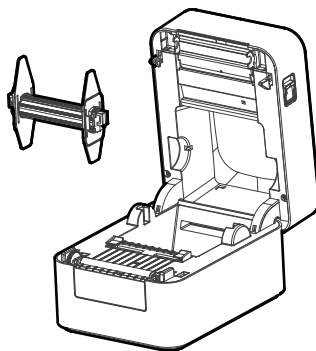
03

Load the paper roll to the paper holder according to the following appropriate size.
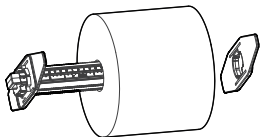
❶ 1-inch
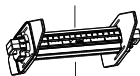
❷ 1.5-inch

1″ CORE

1.5″ CORE

04

Load the paper holder back to the printer.
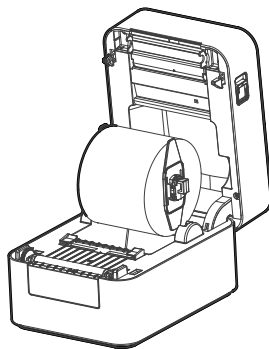
⚠ Note:

When using the 1-inch paper roll, the font of "1-CORE" should be upward; when using the 1.5-inch paper roll, the axis should be turned 180 degrees and the font of "1.5-CORE" should be upward.

05

Pull out the paper roll, open the paper movable guides to the max-width and pass the paper through the paper movable guides, then adjust the paper movable guides to suit the paper width.

Press down the printer cover.

Caution: the tear bar of this printer contains a sharp edge. Please DO NOT touch it.
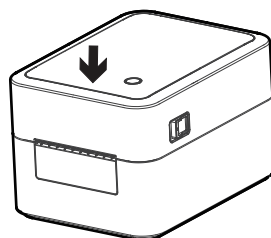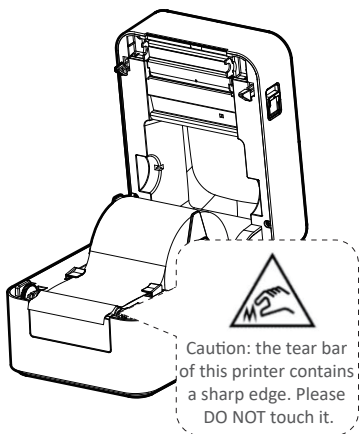
Printer Connection

Power Connection

1. Make sure the printer's power switch is in the "off" position.

2. Connect the power cord to the printer.

3. Connect the other end of the power cord to the outlet.

4. Connect the USB cable to the printer and PC or connect the Ethernet cable to the printer and PC.

(SP320E supports many various communicate interfaces,such as USB interface and Ethernet interface.)
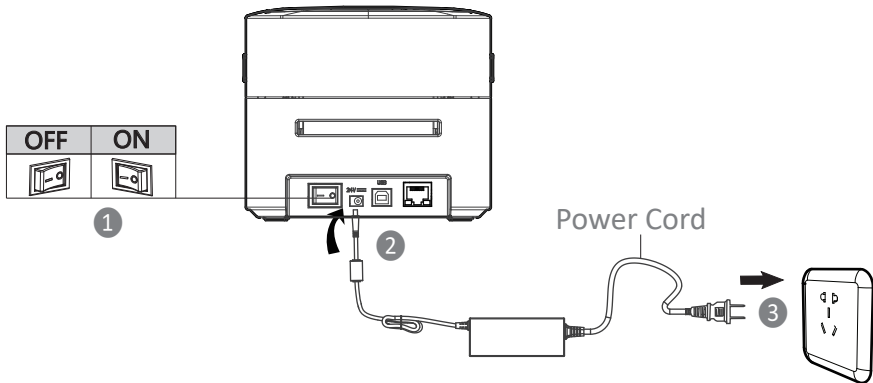
Power Cord
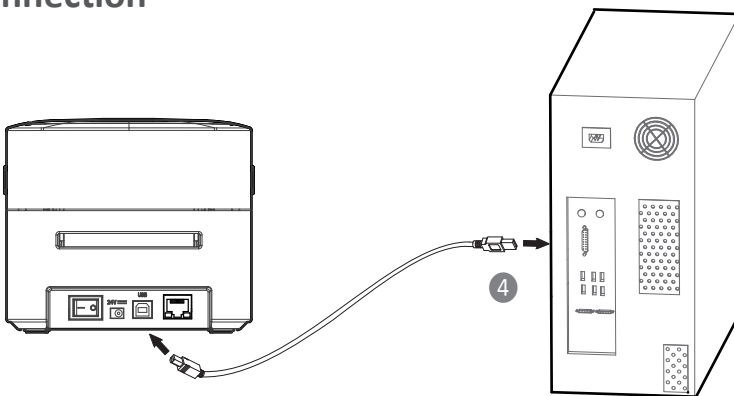
USB Connection

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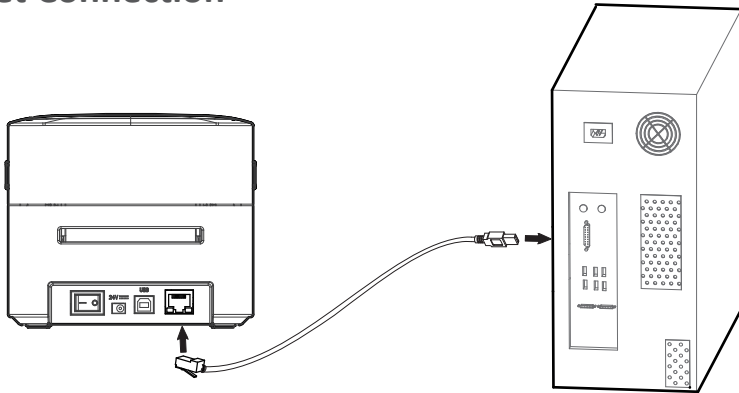
⚠ Notes:
- Use the original power adapter only, in case the damage caused by charging improperly.
- Please unplug the printer power cord if the printer is not in use for a long time.

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 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)
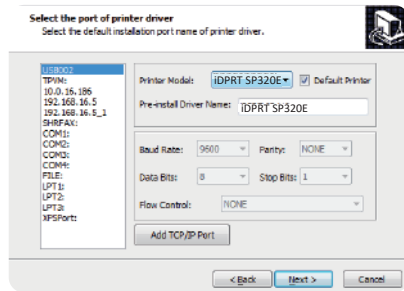
(2)

6. Then click "Finish", figure (3).

7. After installation, view the icon in "Start" → "Devices and Printers", figure (4).

(3)

iDPRT SP320E
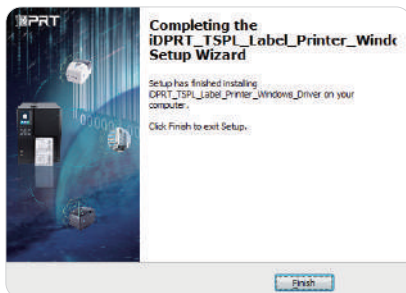
(4)

Printing Preferences

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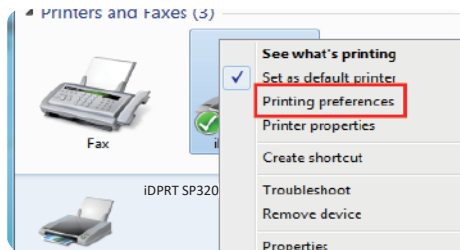
(1)
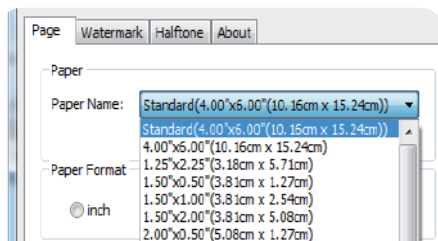
(2)

● Click "Manager" to add a new stock, figure (3)(4).
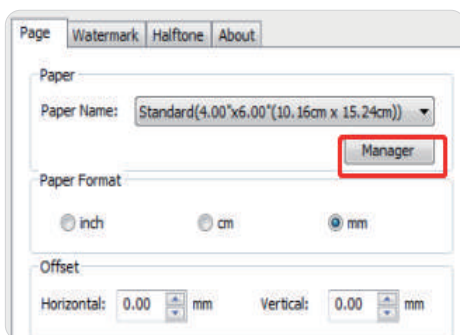
(3)
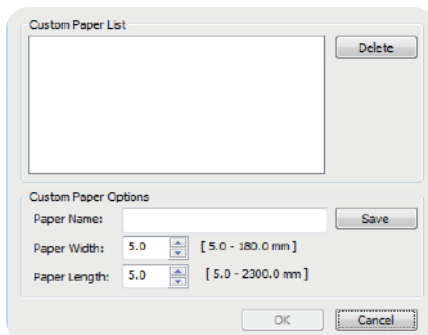
(4)

● Choose "Rotate" or "Effect", it will be shown in the "Preview", figure (5).
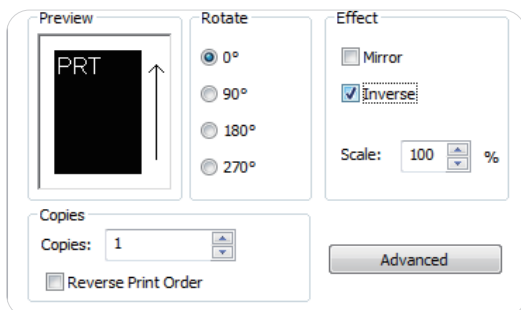
(5)

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

1) Save Paper
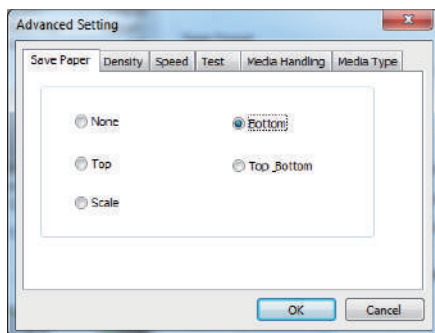
2) Density
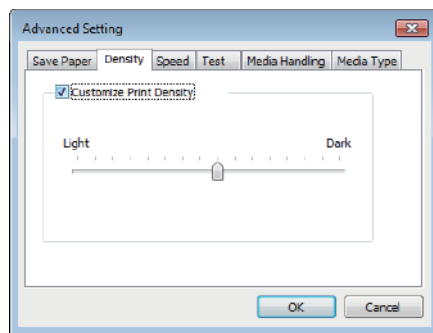
3) Speed
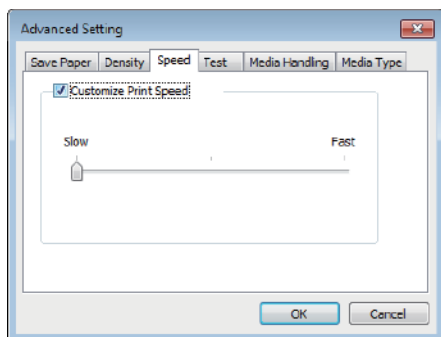
4) Test
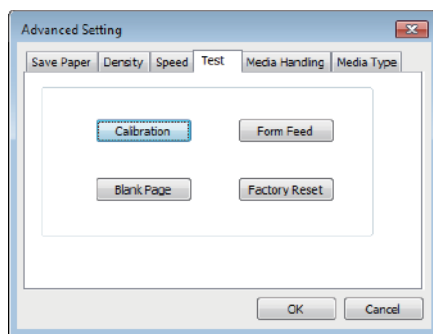
5) Media Handling
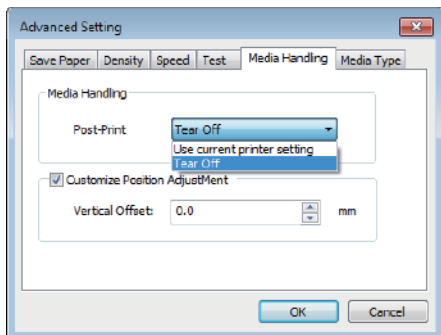
6) Media Type
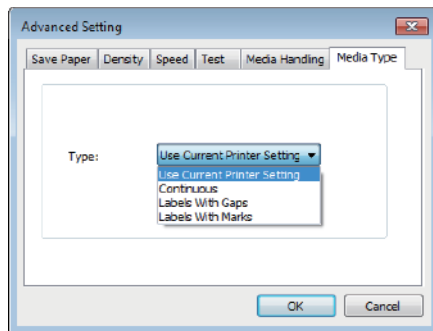
4. Click "Watermark" (Recommend BMP format).
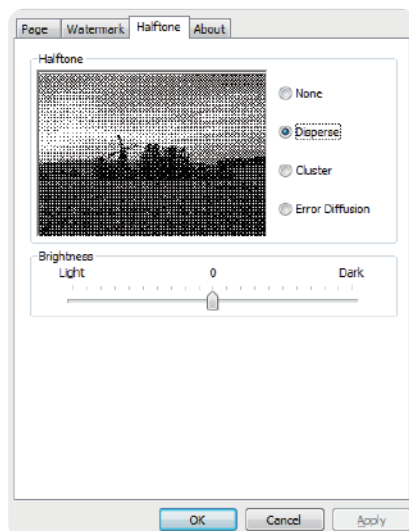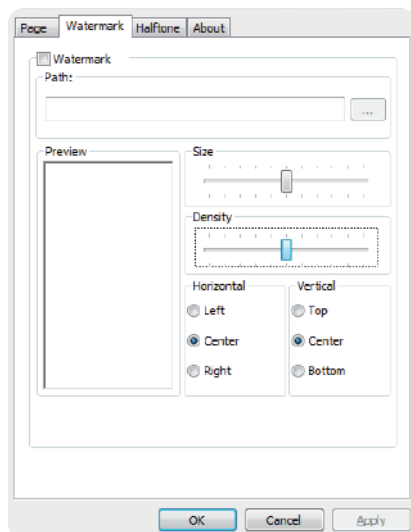
5. Click "Halftone".

Printer Properties

1. Click "Start" → "Devices and Printers". Right-click the icon and choose "Printer properties", figure (A).

2. Click "General" → "Print Test Page", and the printer will print labels with current settings, figure (B).

(A)   (B)
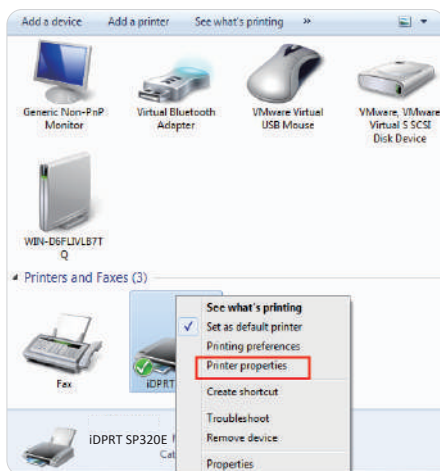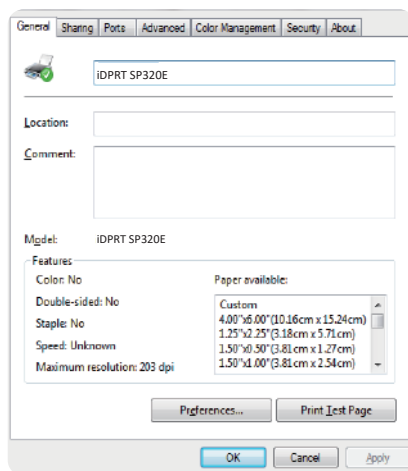
3. Click "Ports", then choose the port needed, figure (C).

4. Click "Advanced" to set the available time for the printer, figure (D).
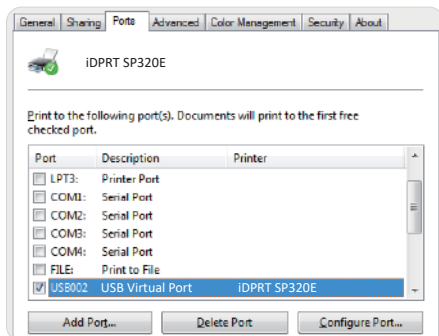
(C)
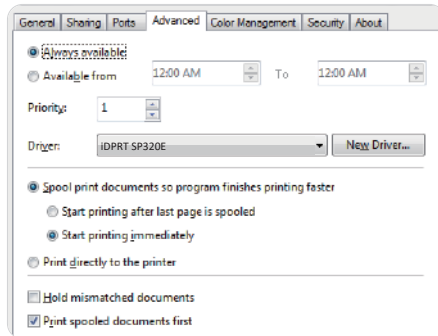
(D)

Driver Removing

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

1. Double click Windows Driver, figure (E).

2. Choose "Uninstall printer driver", then click "Next", figure (F).

3. Choose the driver to be uninstalled, then click "Next", figure (G).

(E)

(F)
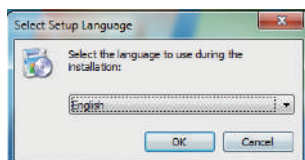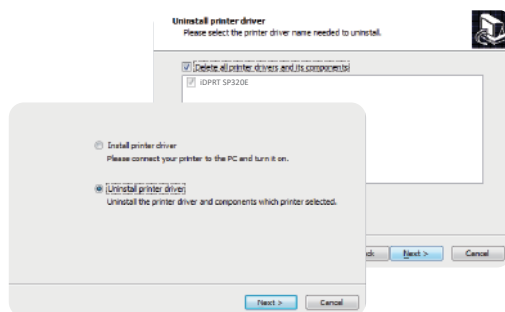
4. Click "Yes", figure (H).
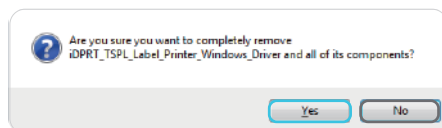
(G)
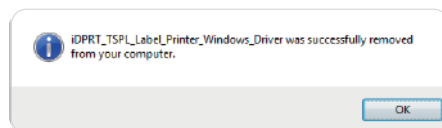
(H)

Mac Driver Instruction

Driver Preparation for macOS

Download Mac Driver application program in www.idprt.com

Driver Installation for macOS

> ⚠️ Warning:
> Under different operating systems, the screen has a slight difference. Please operate it according to the tips. Take SP320E (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).
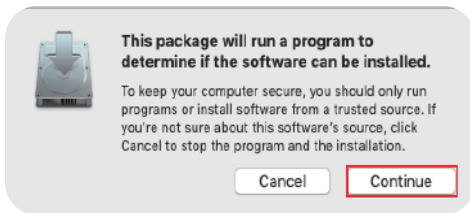
(a)
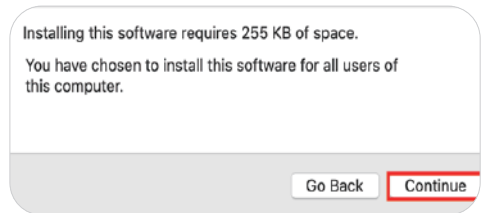
(b)

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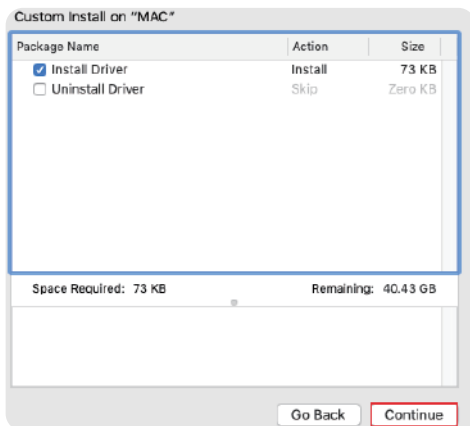
(c)
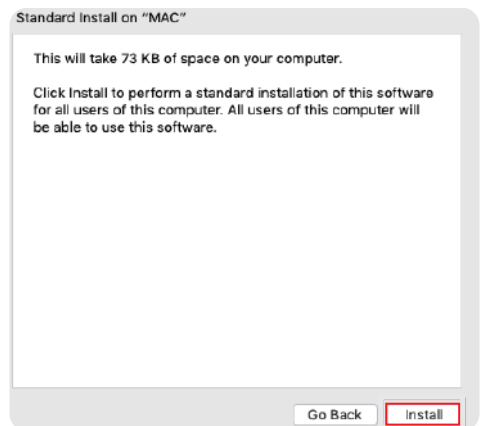
(d)

4. Type in the password of your computer, figure (e).

5. The installation was successful, figure (f).

Installer is trying to install new software.

Enter your password to allow this.

User Name: LINBAOCHUN

Password:

Cancel · Install Software

(e)

The installation was successful.

The software was installed.
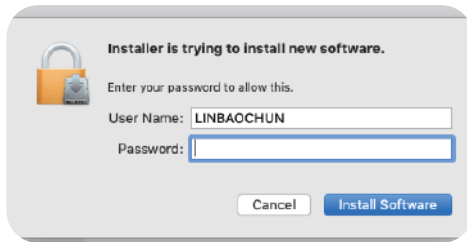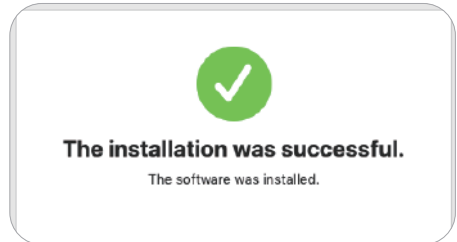
(f)

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).

Language & Region · Security & Privacy · Spotlight · Notifications

Mouse · Trackpad · Printers & Scanners · Sound
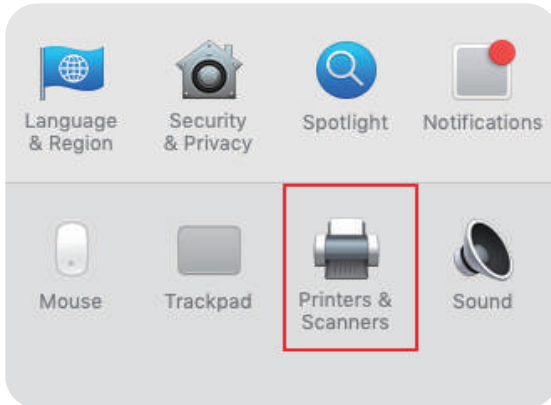
(g)

8. Under "Printer & Scanner", printer SP320E is available, figure (h).

Printers & Scanners   Q Search

Printers

iDPRT SP320E
· Offline, Last Used

iDPRT SP320E

Open Print Queue...

Options & Supplies...

Location: LINBAOCHUN's Mac
Kind:
Status: Offline

☐ Share this printer on the network   Sharing Preferences...

Default printer: Last Printer Used
Default paper size: A4
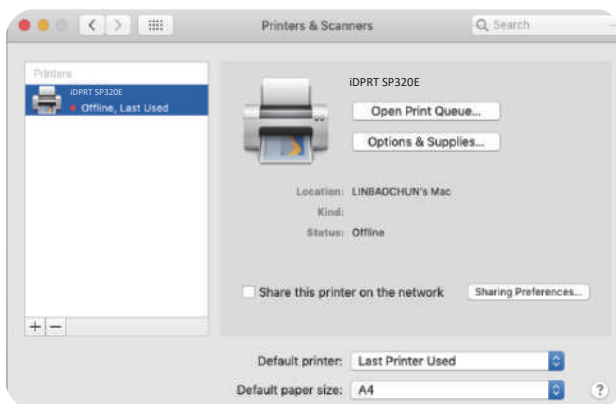
(h)

Feed Button

● *Switch mode*

When the printer is in the ready status, press and hold the feed button until the blue indicator light or orange indicator light flashes twice, then release the button and the printer will start the black mark label learning. The label and black mark label can be switched to each other.

● *Print the self-test page*

When the printer is in the ready status, press and hold the feed button until the blue indicator light flashes once, then release the button and the printer will print a self-test page.

● *Label calibration/learning*

When the printer is in the ready status, press and hold the feed button until the blue indicator light flashes twice, then release the button and the printer will start label learning.

● *Pause printing*

When the printer is in printing, short press the feed button and the green indicator will flash slowly, and then the printer will be in the pause status. After a short press again, the printer will return to the ready status and the green indicator will be always on.

Troubleshooting

LED Display 🔔

● Blue	Always on	The printer is ready
● Purple	Always on	The print head is overheat
● 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

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 evaporates (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 evaporates (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 the 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 the print head and the 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 barcode printed on the label can not be scanned.	The printing is too dark or too light. The barcode does not meet the specifications. There is not enough blank space around the barcode.	Adjust the concentration or print speed properly.
		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 the 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. 4. The DATA lights flash, but not print.	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.
	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.
		If the fault still exists, the label format should be checked.

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 A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

-- 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 of 20cm between the radiator and your body: Use only the supplied antenna.

Disclaimer

Thank you for purchasing our product! By using this product, you hereby signify that you have read the Disclaimer and all warnings carefully and that you understand and agree to abide by the terms and conditions herein. The user should observe safe and lawful practices including, but not limited to, those set forth in this document. Our company therefore holds no liability for damages caused by force majeure, used by a third party, incorrect use, non-compliance with this user manual or intentional misconduct on the part of the user.

Except for the scope prohibited by the applicable laws, the company is not responsible for any incidental, indirect, special or consequential damages, including but not limited to the loss of profits, income or data due to the violation of explicit or implied warranties or conditions mentioned in this user manual.

Information in this user manual is for informational purposes only. It is subject to change without prior notice, due to the manufacturer's continuous development program. This document supersedes and replaces all information supplied prior to the publication hereof.

After Service Web

Xiamen Hanin Electronic Technology Co., Ltd.