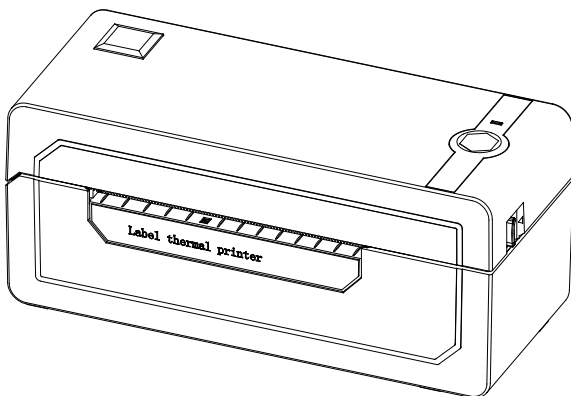


JADENS®



Thermal Label Printer

JD-268BT

User Manual

Version: 2.0

Thanks for choosing us!

Customer Support

Please kindly contact us if you have any trouble or question when installing and using

 support@jadens.com

 1-800-752-7660

 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



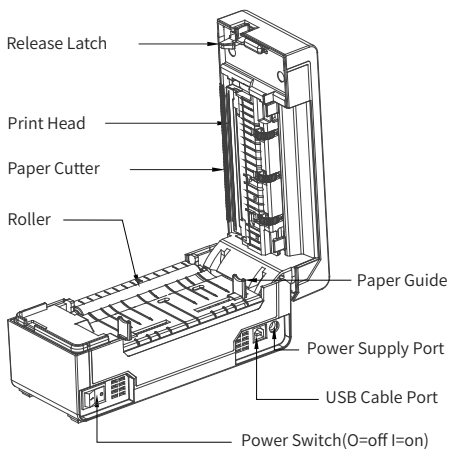
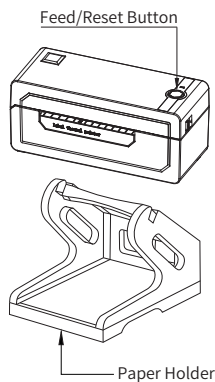
Extended Warranty

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

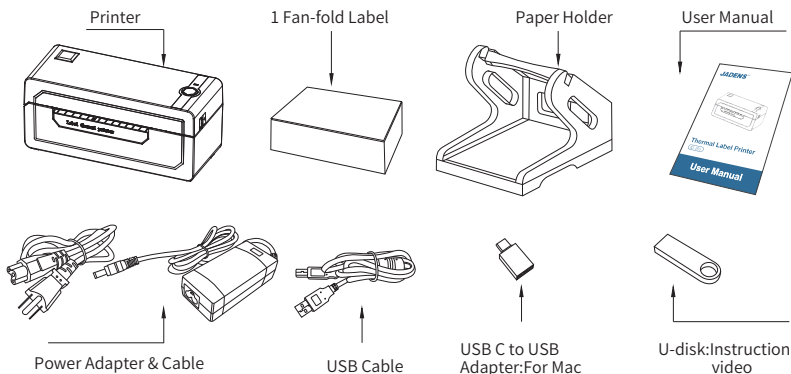
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1.Appearance



2.Packing list



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

3. Printer Connection

Note:

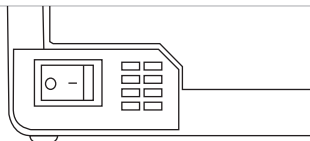
- Ensure the printer is OFF.
- Use original power adapter only in case harm or injury.
- Unplug if no use in a long time.



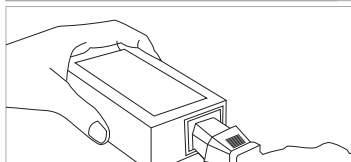
OFF



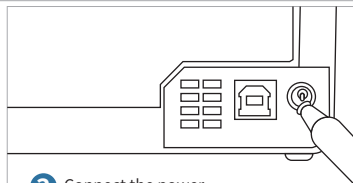
ON



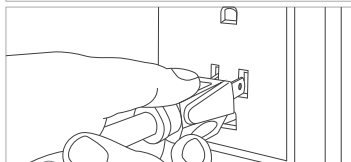
1 Ensure the printer is off



2 Attach the power cord to the adapter



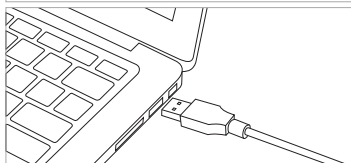
3 Connect the power



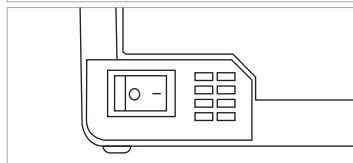
4 Plug the power cord into the socket



5 Connect the USB cable to the printer



6 Connect the printer and computer

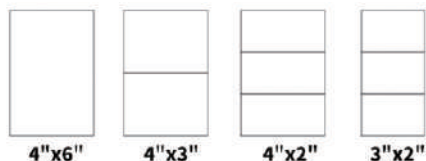


7 Turn the power on

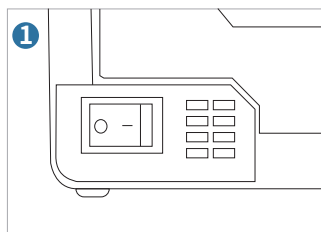
4.The suitable label size

- Jadens printer works with any Thermal Direct Label, and compatible with a width range from 1.57" to 4.1" and length over 1.18"
- Ideal for 4"*6"

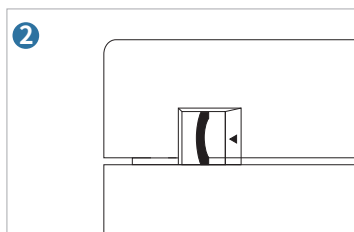
Label standard size



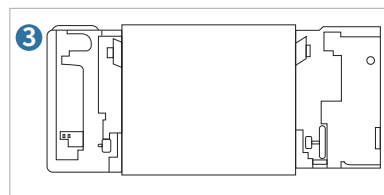
5.How to feed label



Ensure the printer is off

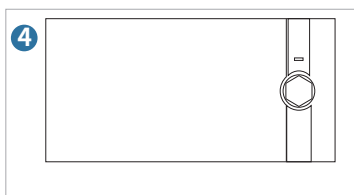


Pull the release latch to open the cover

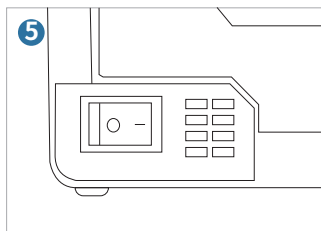


Load the label and adjust the paper guide to fit the width of paper.

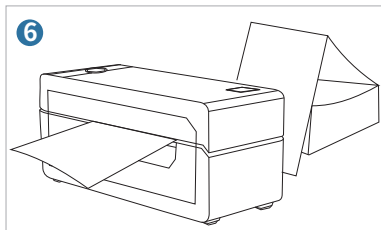
The label you peel off should be facing up (toward the ceiling)



Carefully close the cover



Turn the power on

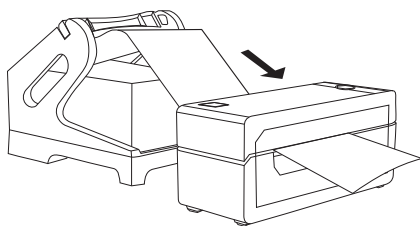
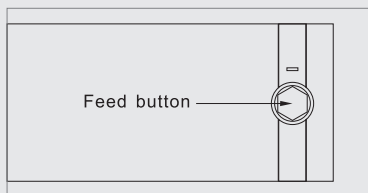


Jadena will start automatic label identification, the label will go back and forth for several times and then be positioned at the tear-off point. Jadena is ready to print.

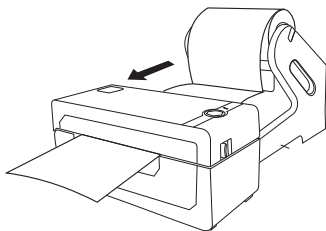


Tips:

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



Fan-fold Type Label Loading



Roll Type Label Loading

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 ✓ Chrome book, Linux, Win ARM ✕

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

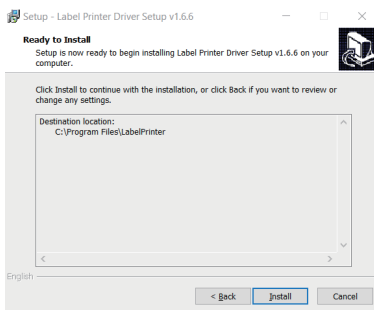
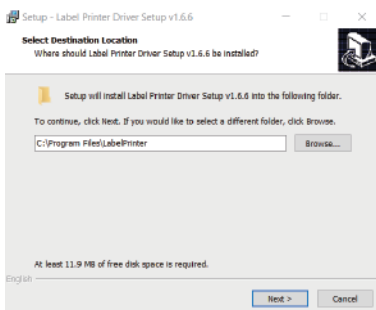
Step1: Install the driver

a. Connect power and computer(Please skip this step if you have finished it before.)

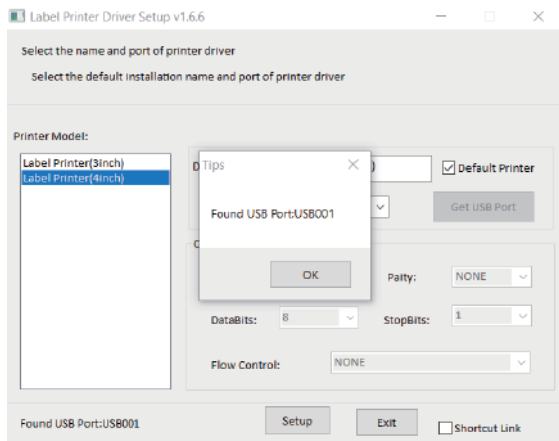
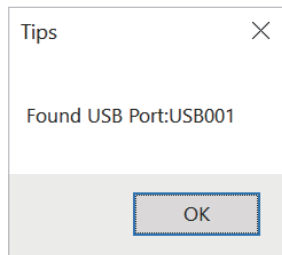
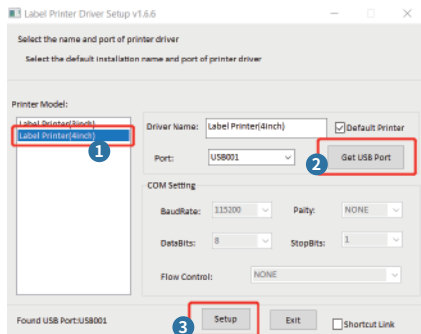
b. Install the driver and printer for Windows

- Copy the driver in the U-disk(Label Printer Driver Setup.exe) to your PC desk, open and install it as below:

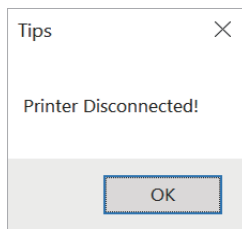
(You can also download ' Driver for Windows (JD-268BT)' from <https://www.jadens.com/support/download/label-printer-drivers/>
Driver version may be updated, see latest info at support.jadens.com.



- Click 'Get USB Port' to get the USB port which your computer connect to the printer, and then click 'Setup'. The printer will be successfully set up.



If you get the tips 'Printer Disconnected' that means your computer and printer are not connected. Please connect them via USB port or turn on power, then install again.



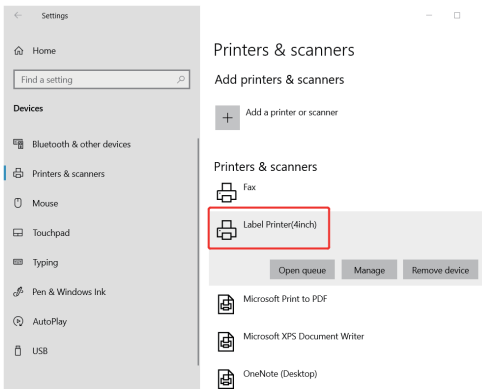
c. After setting up the printer, check your computer if the printer has installed or not.

Go to the 'Setting' > click 'Device' > click 'Printer & scanners', and then you will find the printer 'Label Printer(4inch)'. Click 'Manage' to print a test page and print labels successfully, that means you have set up the printer successfully.



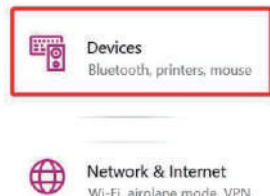
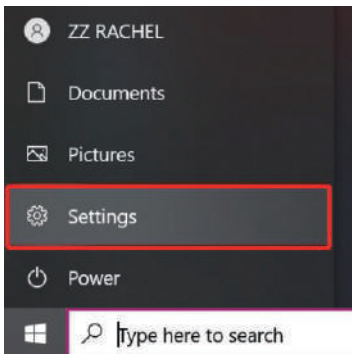
Note:

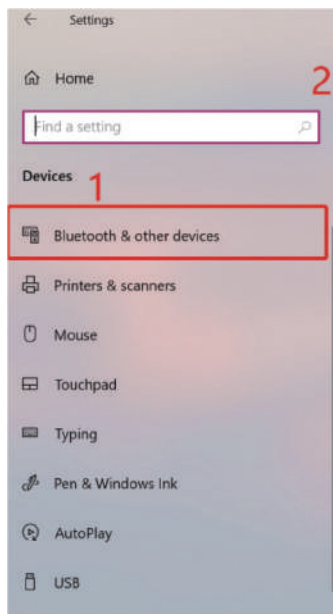
If you can't print successfully, please restart your computer and printer, then install driver again. Repeat installation will create duplicate copies of the printer in your operating system such as "Printer(4inch)(1,2...)" . Only keep and use the latest one you install.



Step2: Add the Bluetooth of Printer

a. (Keep the printer and computer connected with USB cable). Click 'Setting' > 'Devices' > 'Bluetooth & other devices' > 'Add Bluetooth or other device'.





Bluetooth & other device

+ Add Bluetooth or other device

Bluetooth

On

Now discoverable as "DESKTOP-A1AH01U"

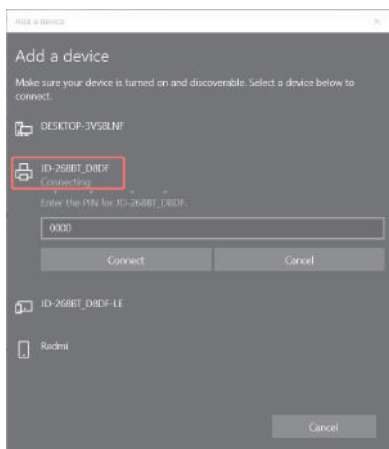
Mouse, keyboard, & pen

USB Receiver

Other devices

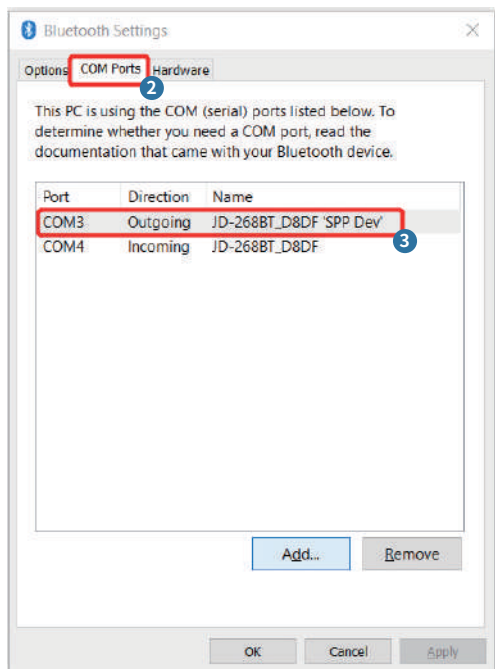
MXT USB Device

Show notifications to connect using Sw



Step3: Match the COM port

- a. Click 'Bluetooth & other device' > 'More Bluetooth options' > 'COM Ports' > Check OUTGOING port of the Bluetooth 'JD-268BT_XXXX' (XXXX are suffixes, which will vary depending on the different printer) and **mark down the COM number** (For example, here is COM3).



Turn on Bluetooth even faster

To turn Bluetooth on or off without opening Settings, open action center and select the Bluetooth icon.

Related settings

[Devices and printers](#)

[Sound settings](#)

[Display settings](#)

[More Bluetooth options](#)

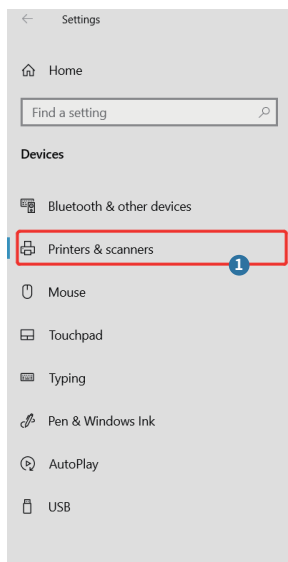
[Send or receive files via Bluetooth](#)

 [Get help](#)

 [Give feedback](#)

- b. Change printer's port to the COM that matches to the Bluetooth.

Click 'Printer & Scanners' > Find 'Label Printer(4inch)' > 'Manage' > 'Printer properties' > 'Ports' > Check in the Ports match to your Bluetooth Port (For example, here is COM3) > Click 'OK'.



Printers & scanners

Add printers & scanners

+ Add a printer or scanner

Printers & scanners

Fax

JD-268BT_D8DF
Driver is unavailable

Label Printer(4inch)

Open queue

Manage

Remove device

Microsoft Print to PDF

Microsoft XPS Document Writer

Note:
Please ignore the message
'Driver is unavailable', as
it is normal and won't affect
the printing.

Label Printer(4inch)

Manage your device

Printer status: Idle

Open print queue

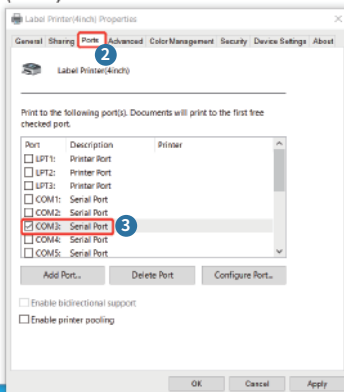
Print a test page

Run the troubleshooter

Printer properties

Printing preferences

Hardware properties



If you can't find which COM
port match with Bluetooth
port, please restart your
computer and printer, then
install driver again.

c.Now you can unplug the USB cable from computer, and then Open PDF file (recommend to use Adobe)>Choose printer named 'Label Printer(4inch)'.>You may set up printer preference like darkness, speed, size, then click 'Print' (via Bluetooth).



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.

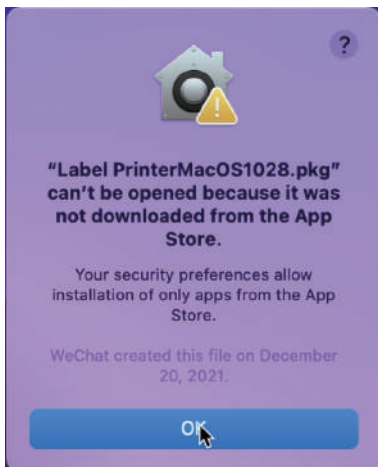
Step1:Install the driver for Mac

a.Connect power and computer

b.Copy driver 'Label Printer-MacOS.pkg'to desk and install it.(You can also download 'Driver for Mac (JD-268BT)' from

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

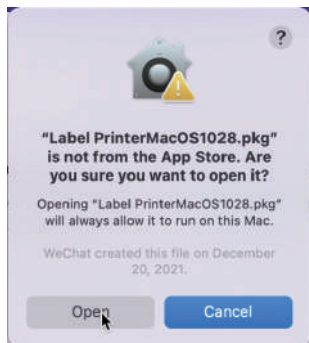
Driver version may be updated, see latest info at support.jadens.com.



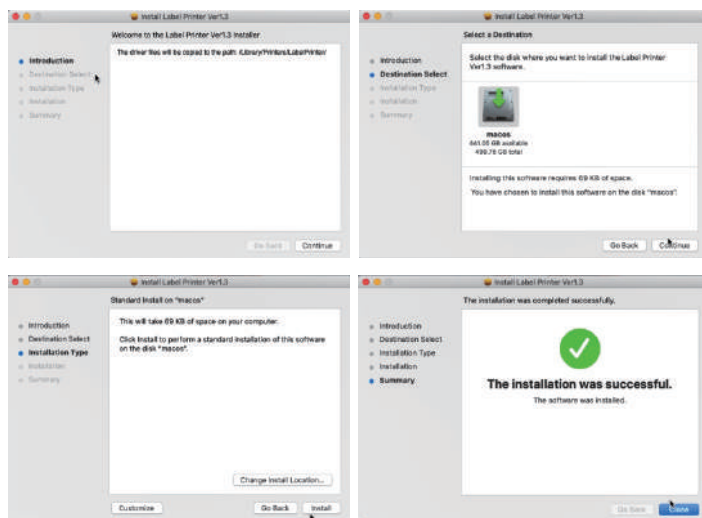
- c. Open 'System Preferences', and click on 'Security & Privacy'. (If you don't see the warning, you can skip this step)



- d. Click on 'Open Anyway' button. (If you don't see the warning, you can skip this step)



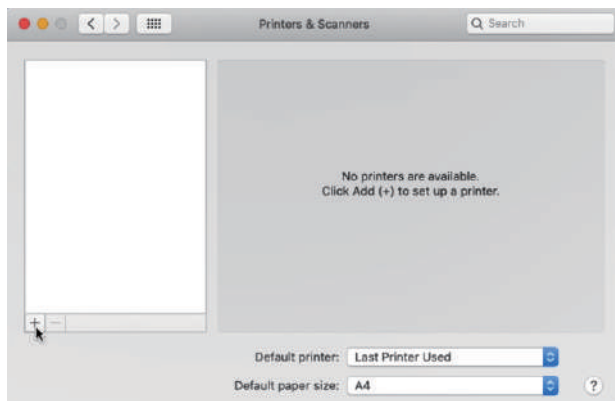
- e. Click on 'open' and continue to install the printer. Follow the installation steps until you see 'The installation was successful' window.



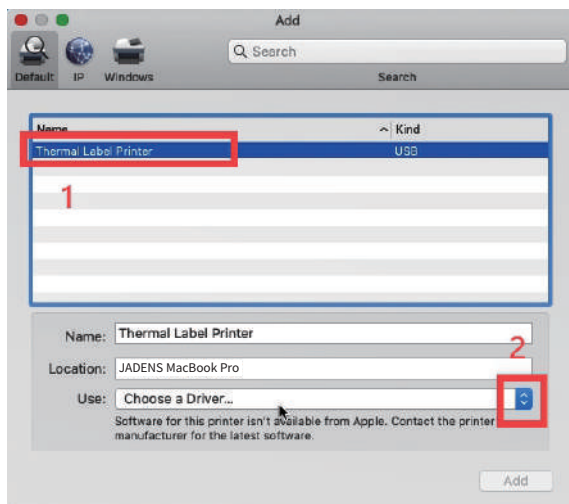
- f. Open 'System Preferences' >> click 'Printer and Scanners'.



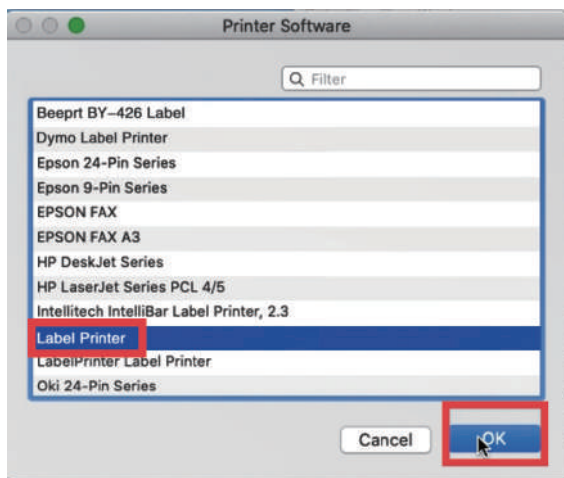
g. Click '+' to add a new printer.



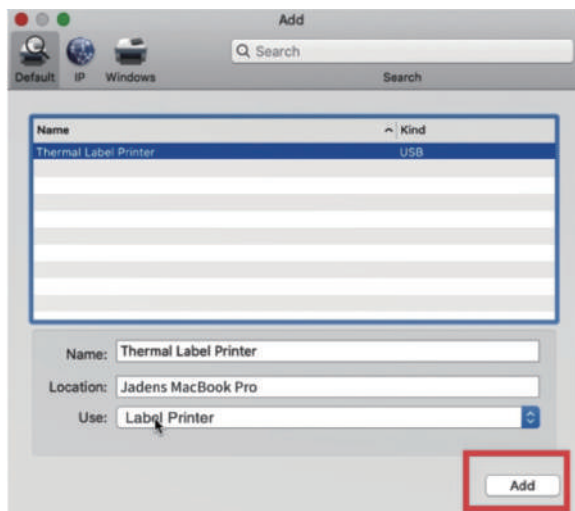
h. Click 'Thermal Label Printer', and choose 'successfully' in the drop down menu.

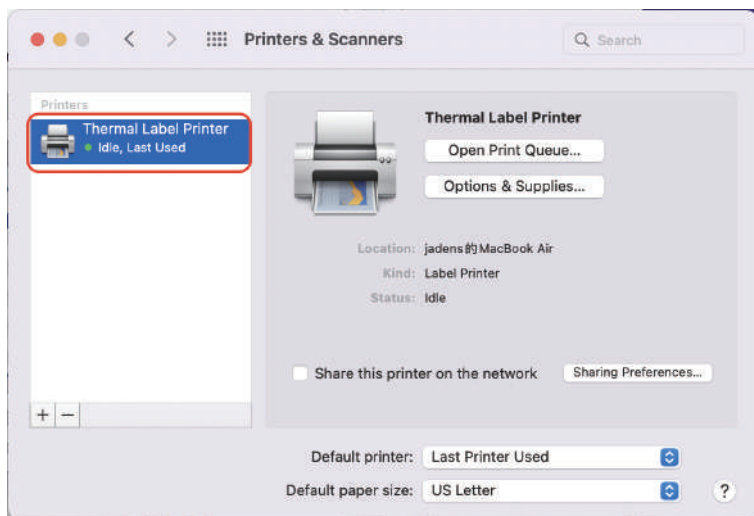


i. Choose 'Label Printer', click 'OK'.



j. Click 'Add', now the printer has been installed in your Mac book 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 8 Printer preference setting'.
2. If you can't print successfully, please restart your computer and install driver again.

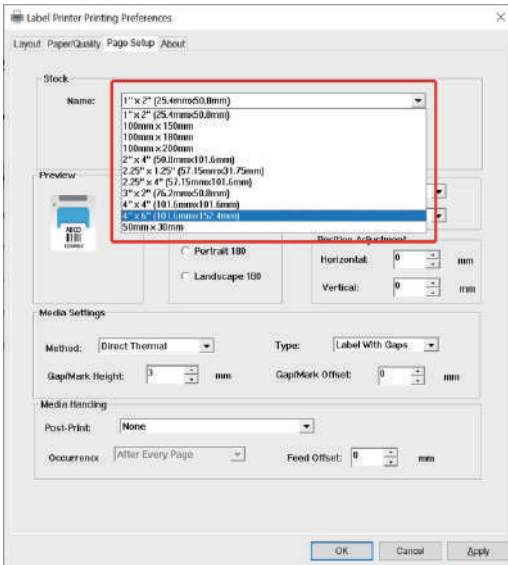
8. Printer preference setting

8.1. Printer preference setting for windows

Go to the 'Setting' >> click 'Device' >> click 'Printer & scanners' >> find the printer 'Label Printer' >> Click 'Manage' >> click 'Printer Preference'. In this part, you can set the print page size and print speed and density of the label.

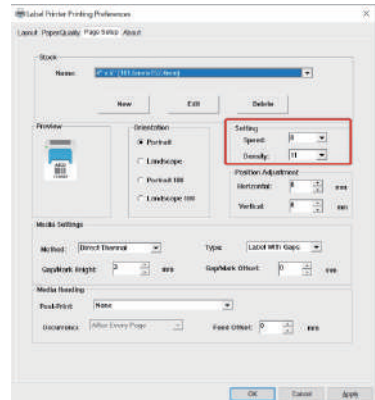
(1) Setting the paper quality

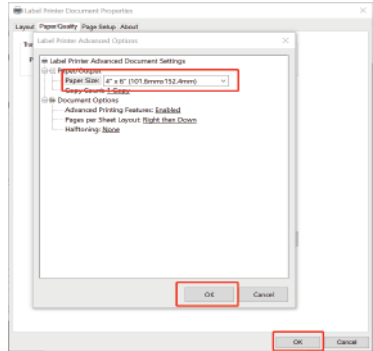
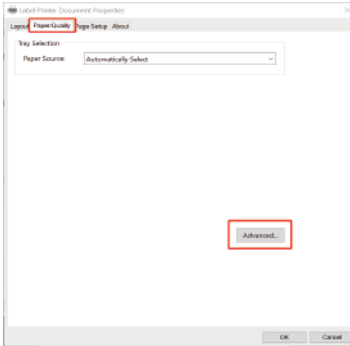
- a. Go to 'Page Setup'. According to the label size, choose the corresponding page size. Generally, most shipping labels are 4"*6" size.



b. In the 'Page Quality', you can change the printing speed and printing darkness.

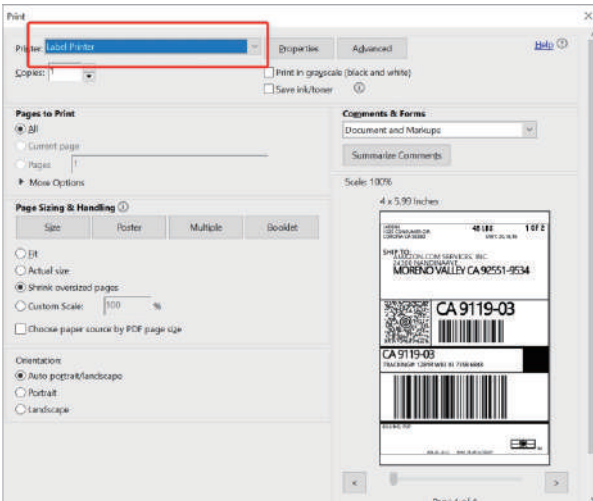
💡 Especially for density. If the labels print out light or not clear, you can change the density. For Windows system please set the density at 8-12. For Mac system please set the density at 2-5.



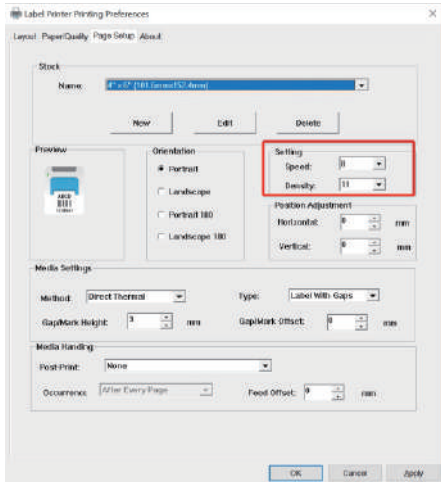


(2) Print a sample file.

- Open a PDF file in the size of 4*6 inch as Adobe, click 'print', ensure you choose the right printer(Label Printer).
(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.

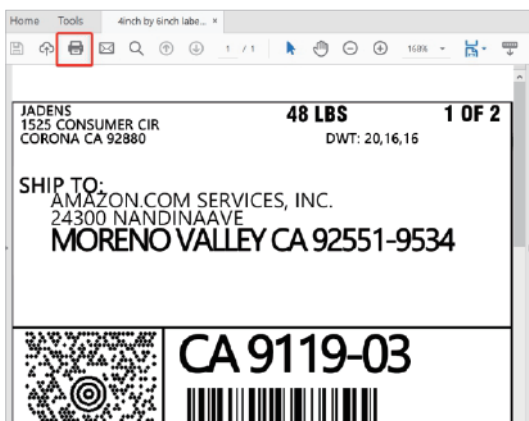
support@jadens.com

phone:1-800-752-7660

8.2. 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 in size of 4*6inch, click print.

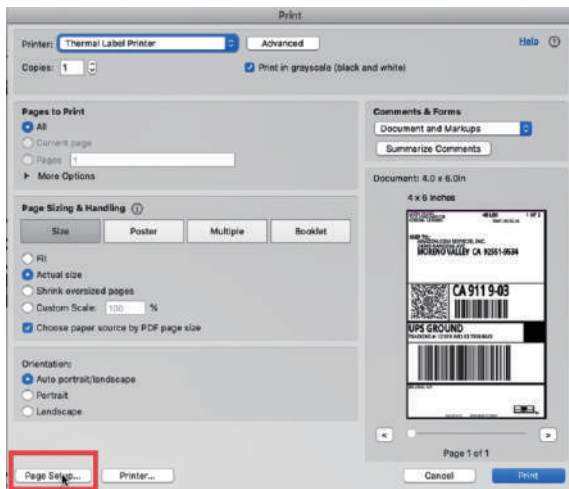


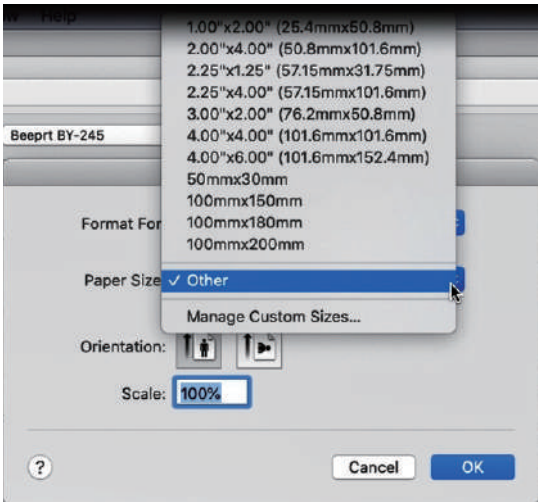
b. Click 'page setup', you can select the page size you want to print.



Note:

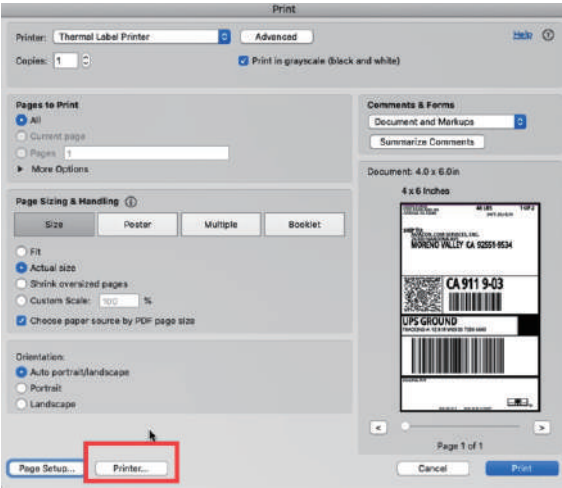
Before printing, please make sure the size of thermal labels you load, and the size settings on devices are same.

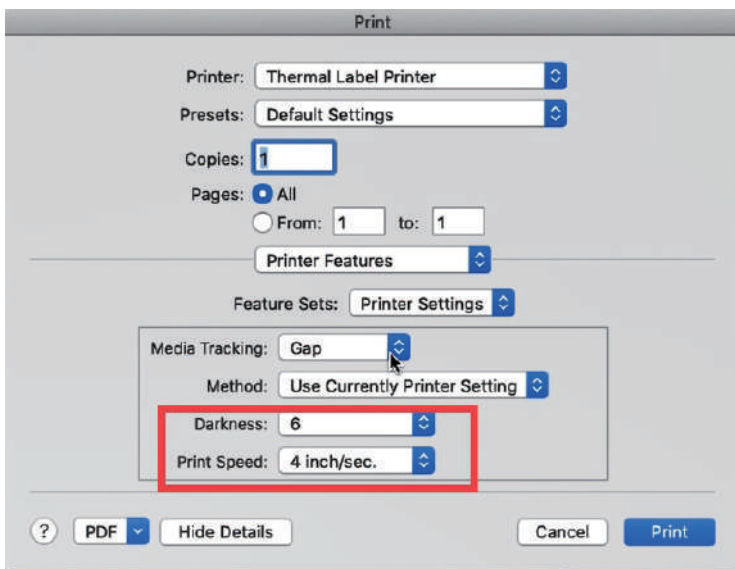
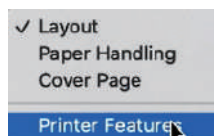
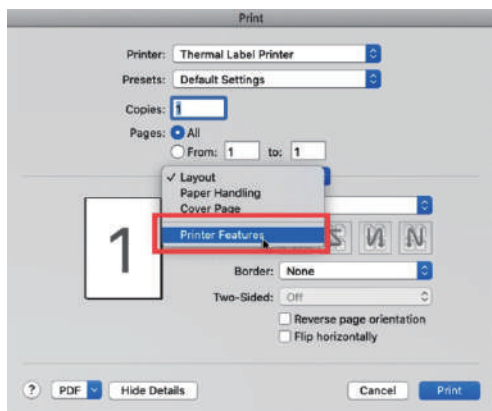




If there is no suitable size for click 'manage custom sizes', input the width and height, then click 'ok'.

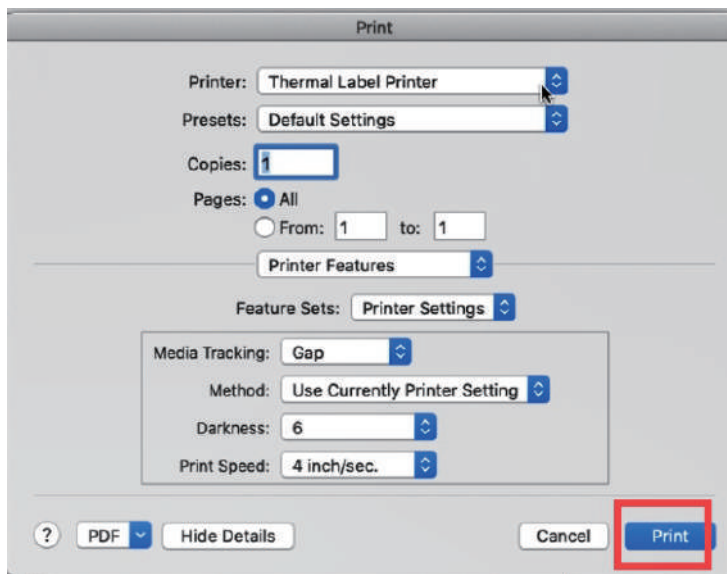
c. Click 'printer preference' -> Choose printer feature -> set up the 'Darkness' and 'Print speed'.





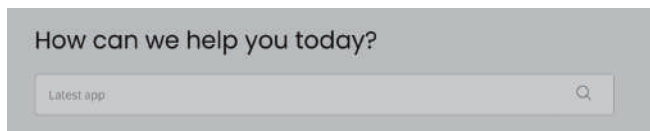
Tips: The darkness, larger number means higher darkness. If labels print out light, you can adjust it to large value, 2 - 4 is recommended.

d. After set up, click 'Print'



9. Smartphone APP Setup

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



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

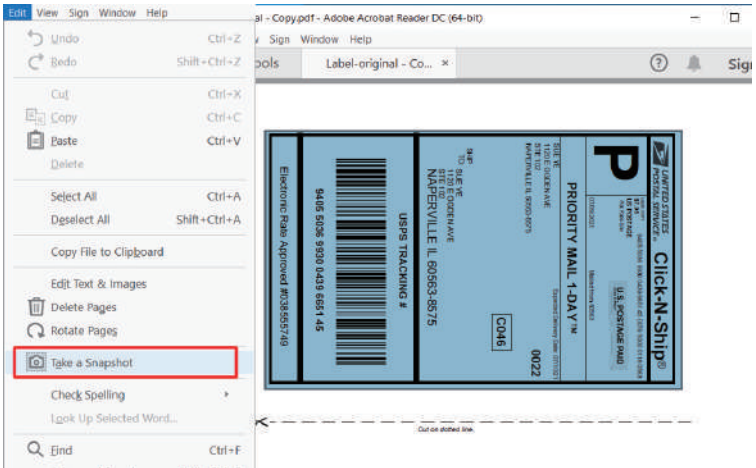
The function of 'Take a snap shot' can solve most print problem. It enables you to print the area you want. Now let us show you how to use it.

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 to buy. 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.

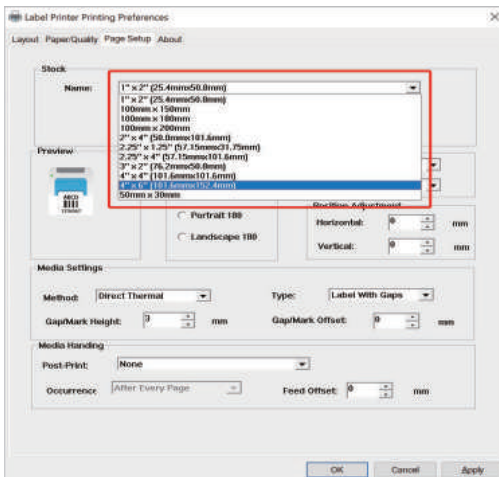


c. Click 'Print' , set up the page size same as the labels you load. Then print.



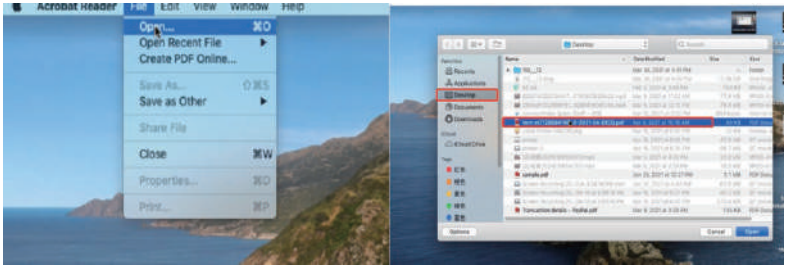
Note:

Please make sure the page size match to the loaded label size. Otherwise, it is possible that it prints out over label or misaligned.

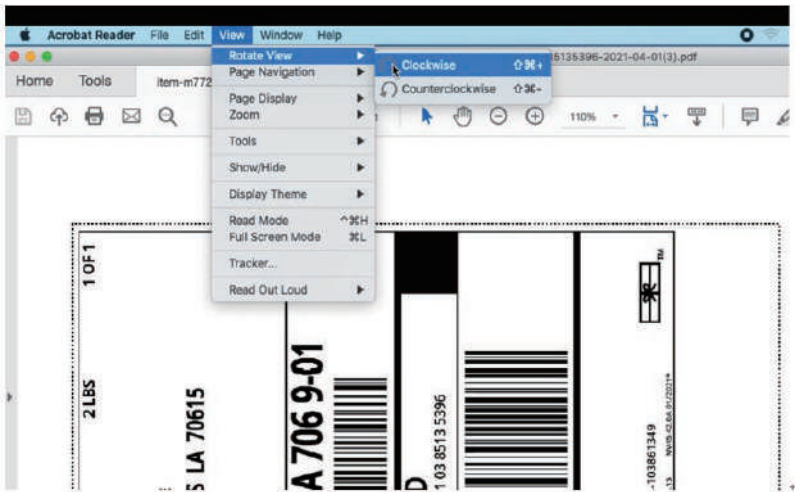


(2) For MAC

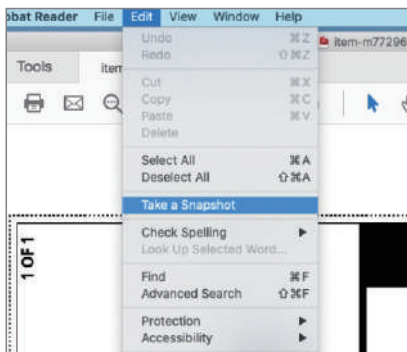
- a. Find the 'File' in the top left corner of you desktop > Click "Open"> Click Desktop > Choose PDF file (or you can open the file with Adobe)



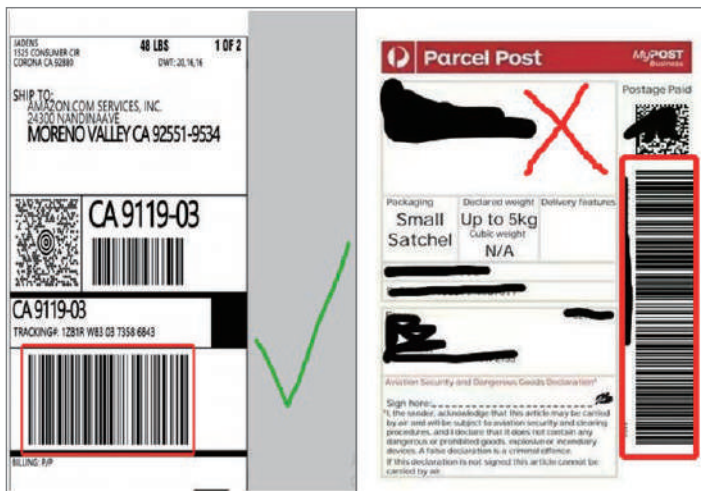
- b. From the top panel, select View > Rotate View> Clockwise so that the labels are side by side. (If the labels has laid vertically. please skip this step)



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.

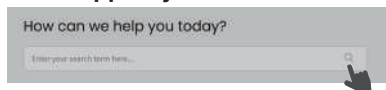


2. If you want to print the label that include barcode, please make sure print out the barcode vertically in case the high temperature lead to the barcode print out blocks and can't be scanned.



11. Frequently asked question

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



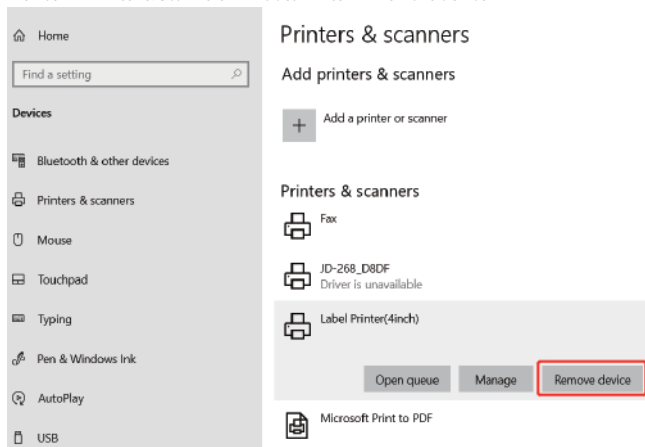
12. Pro tips

- **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 15. 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.

13. Driver removal

For windows:

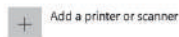
Before removing, please ensure the USB port has been removed on your computer. 1.'Settings'>>'Device'>>'Printer & Scanners'>>'Label Printer'>>'Remove device'



- Click 'Print server properties' >> Find the driver 'Label printer(4inch)' >> 'Remove driver and driver package' >> Click 'Delete'

Printers & scanners

Add printers & scanners

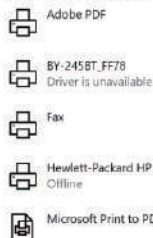


Troubleshoot your printer

If you can't get your printer to work, try running the printer troubleshooter.

[Open troubleshooter settings](#)

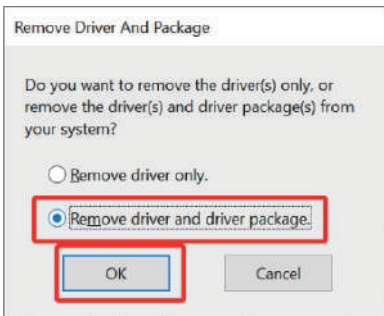
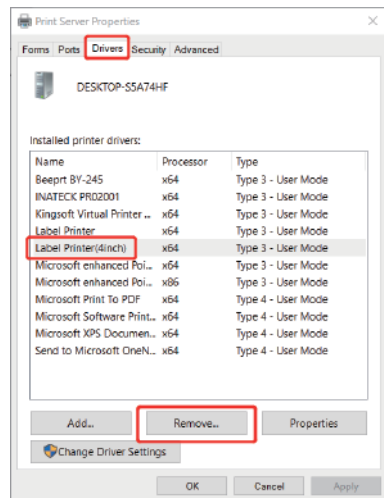
Printers & scanners

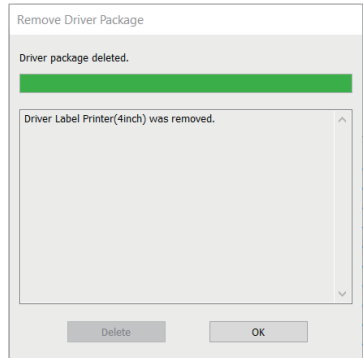
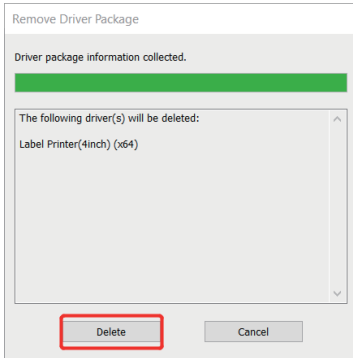
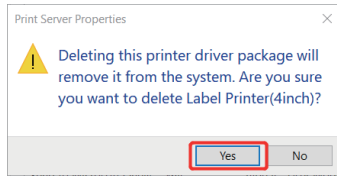


Related settings

[Print server properties](#)

[Run the troubleshooter](#)

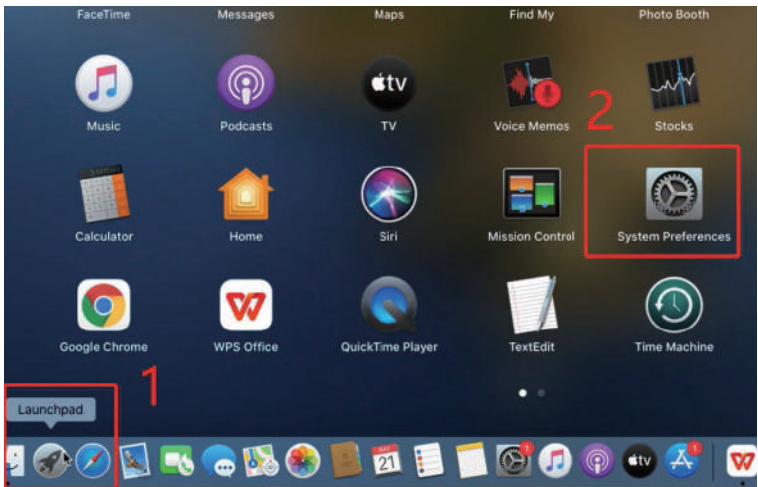




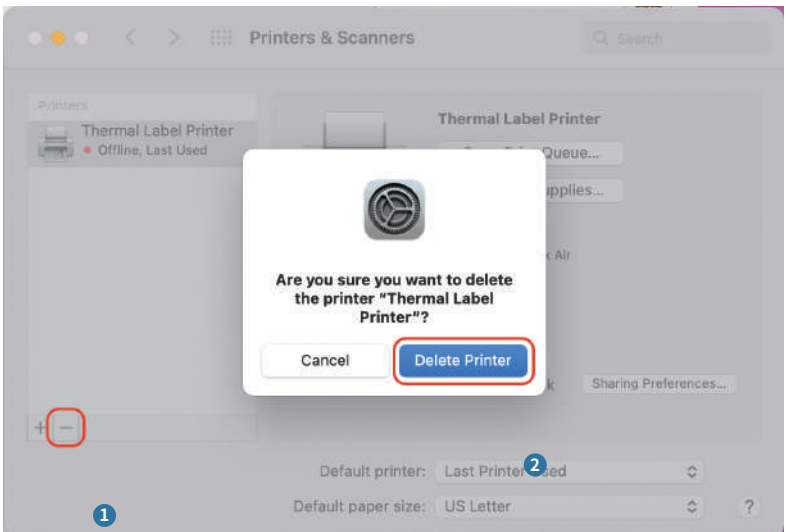
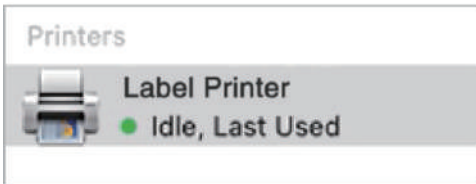
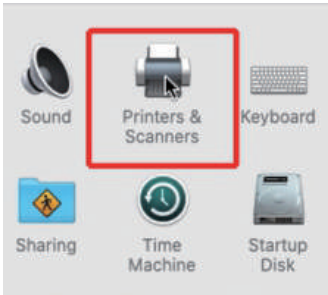
For Mac:

Before removing, please ensure the USB port has been removed on your computer.

1.'Launchpad'>>'System Preferences'



2.Find'Thermal Label Printer'>>Click'-'>>
Click'Delete Printer'



14. 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.

15. Specifications

Printing Method	Thermal
Resolution	203DPI
Max Printing Speed	150mm/s
Label Width	1.57"-4.1" (48-108mm)
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 iOS Andriod
Printing Life	About 700,000 Labels
Label Minimum Length	1.18"(30mm)

16. 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.

17. 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

JADENS®

 support@jadens.com

 1-800-752-7660

 support.jadens.com

Scan the below QR code to talk with us



Customer Support

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



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