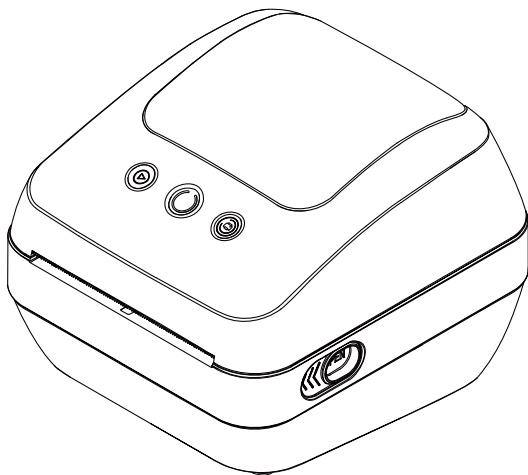


JADENS®



Thermal Label Printer

JD-410WF

User Manual

Version: 1.0

Thanks for choosing us!

Customer Support

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



support@jadens.com



1-833-470-2950

Available Time:

Mon -Fri: EST 10am-10pm

Sat -Sun: EST 1pm-9pm



support.jadens.com

How can we help you today?

Enter your questions here 

Scan the QR code below to talk with us.



Customer Support

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

- Scan the QR code below to get multilingual e-manuals (DE, FR, ES, IT).

English

- Scannen Sie den QR-Code unten, um mehrsprachige E-Handbücher (DE, FR, ES, IT) zu erhalten.

Deutsch

- Scannez le code QR ci-dessous pour accéder aux manuels électroniques multilingues (DE, FR, ES, IT).

Franglais

- Escanee el código QR a continuación para obtener los manuales electrónicos multilingües (DE, FR, ES, IT).

Espaniol

- Scansiona il codice QR qui sotto per ottenere i manuali elettronici multilingue (DE, FR, ES, IT).

Italiano



Warranty Information

1-YEAR LIMITED WARRANTY - REGISTER AND ACTIVATE AT PHONE APPLICATION "Jadens Printer".

This 1-year limited warranty applies to repair or replacement if product, at **Jadens**'s option, is found to be defective in material or workmanship.

All warranty requests must be accompanied by proof of purchase. When contacting us for warranty, please have the information below.

Model: _____

Date of purchase: _____

Purchased from: _____

Order Number: _____

1. This warranty only applies to hardware components of the product that are not subject to accident, misuse, neglect, fire or damage from other external causes, alteration, repair or commercial use. Defects that are the result of normal wear and tear will not be considered manufacturing defects under this warranty.

2. This warranty does not cover damage resulting from any unauthorized attempts to repair or from any use not in accordance with the instruction manual.

3. This warranty applies only to the original purchaser of this product from the original date of purchase. This warranty applies only if the unit is purchased new from an authorized retailer and is non-transferable from the original purchaser of the item. Any warranties accompanied with this product is only valid in the country of purchase.

4. Please read the Instruction Manual carefully before setting up or using this product. If you believe this product to be suffering from a manufacturing fault, or if you have inquiries about this product, please contact Customer Support:

ATTN: Customer Support
Email: support@jadens.com

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Available Printer Connection Method

Support Device	Support System	Download Required	Wi-Fi 2.4G/5G	Wired LAN	Bluetooth	USB
Mobile Device	iOS/ iPadOS	Download [Jadens Printer] APP in APP Store or Google Store	✓	✓	✓	
	Andorid		✓	✓	✓	
Computer	Windows	Download printer driver from https://jadens.com/pages/download-video	✓	✓	✓	✓
	macOS	Download printer driver from https://jadens.com/pages/download-video	✓	✓		✓
		Download [Jadens Printer] APP in APP Store	✓	✓	✓	
	ChromeOS	Add extensions [Shipping Printer] from Chrome Web Store				✓

Print via Smartphone/Tablet

Turn on the printer and load label
(Details refer to
Chapter 5 Printer Setup.)

Step 1

Download [Jadens
Printer] APP

Step 2

Choose Connection
Method

Step 3

Connect
via Wi-Fi

Connect
via
Bluetooth

Step 4

Prints labels

Print via Windows

Turn on the printer and load label roll
(Details refer to
Chapter 5 Printer Setup.)

Step 1

Install Printer
Driver

Step 2

Connect
via Wi-Fi

Connect
via
Wired LAN

Connect
via
Bluetooth

Connect
via
USB Cable

Step 3

Prints labels

Print via Mac

Turn on the printer and load label roll
(Details refer to **Chapter 5 Printer Setup**.)

Step 1

Choose Software

Step 2

macOS version
11.5 or later
(CUPS version
2.2 or later)

Step 2.1

Install Printer
Driver

Connect via
Wi-Fi

Connect via
Wired LAN

Connect via
USB Cable

macOS 11.0 or
later and a Mac
with Apple M1
chip or later

Step 2.2

Download
[Jadens
Printer] APP

Connect via
Wi-Fi

Connect via
Wired LAN

Connect via
USB Cable

Step 3

Prints labels

Print via Chrome

Turn on the printer and load label roll
(Details refer to **Chapter 5 Printer Setup**.)

Step 1

Add extensions
[Shipping Printer]
from Chrome Web
Store

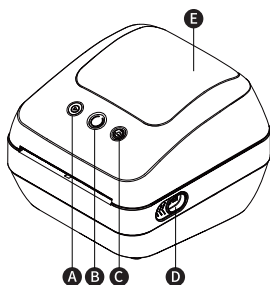
Step 2

Connect
via
USB Cable

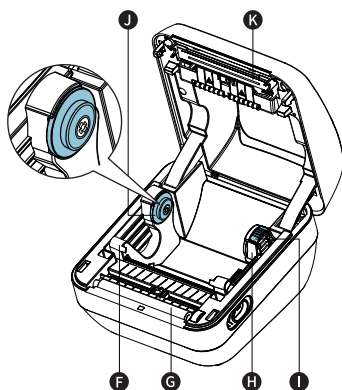
Step 3

Prints labels

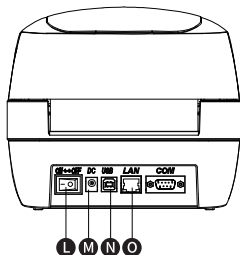
1. Product Sketch



- Ⓐ Print Pause Button
- Ⓑ Feed Button/ Indicator Light
- Ⓒ Reprint Button/ Wi-Fi Reset Button
- Ⓓ Release Latch
- Ⓔ Compartment Cover



- Ⓕ Paper Guide
- Ⓖ Rubber Roller
- Ⓗ Paper Roll Holder
- Ⓘ Locking Tab
- Ⓙ Roll Core Converter
- Ⓚ Print Head

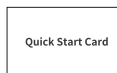


- Ⓛ Power Button
- Ⓜ DC Power Port
- Ⓝ USB Port
- Ⓞ LAN Port
- Ⓟ COM Port

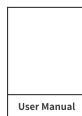
2. What's in the Box



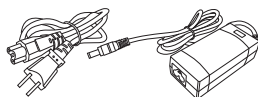
Printer

Roll Label
4"x6"

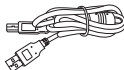
Quick Start Card



User Manual



Power Adapter & Cable



USB A to B Cable

USB A to C
Adapter: For Mac

3. Indicator Light & Buttons Definition

(1) Indicator Light

Normal Status

Indicator	Description	Meaning	Wi-Fi Status
	Solid Purple	Bluetooth connected Wi-Fi connected	Ready to Wi-Fi Printing
	Solid Blue	Bluetooth not connected Wi-Fi connected	
	Solid Green	Bluetooth connected Wi-Fi not connected	Waiting for Wi-Fi Connection
	Blue & Green Alternating	Bluetooth not connected Wi-Fi not connected	

Warning Status

Indicator	Description	Meaning	Troubleshoot
	Red	Out of Paper	① Make sure the printer loads the paper correctly. ② Open the cover and clear any jammed paper. If rubber roller is dirty, use alcohol pad to clean and wait 2-5 minutes before printer power on.
		Cover Opened	Check that cover is closed completely.
	Yellow	Over-heat	Power off and wait 2-3 mins for cooling down, use 70% alcohol swab to clean the printhead/rubber roller, then turn on for printing.
		Printing Paused	Press power button  once to resume printing.
Yellow or red flashing indicates the above conditions while Bluetooth not connected.			

(2) Buttons Definition

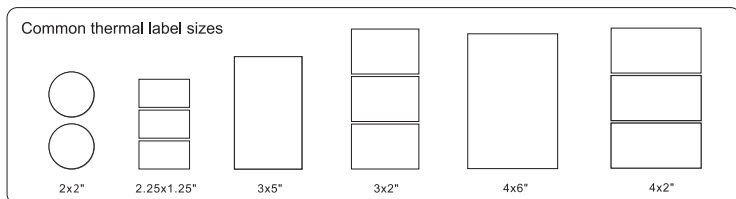
Feed one label	Press  once	/
Automatic paper learning	Long press  for 2s and release after 1 beep	① Perform paper learning after a paper change. ② Paper learning helps the printer re-adjust its sensor and accurately recognize the gap between each label.
Print self-test page	Long press  for 2s and release after 3 beeps	Including following messages: 1. WIFI IP/IP ADDR 2. S/N (Serial Number) 3. BT Name 4. Connected Wi-Fi Name
Pause printing	Press  once	① After stopping printing, press  again to resume printing. ② To cancel the current print job, please turn off and restart the printer.
Reprint	Press  once	Reprint the last label from the last print job.

Printer Reset

Wi-Fi reset	Long press  for 5s and release until 2 beeps	The printer will be disconnected and require network setup again. Please setup new network for your printer!
Data reset	Long press  and  for 5s and release until long beep	Please learning paper after printer auto-reboot.

4. Compatible Media Size

The printer works with any Direct Thermal Label, and compatible with a width range from 0.59" to 4.6", and length over 0.59"



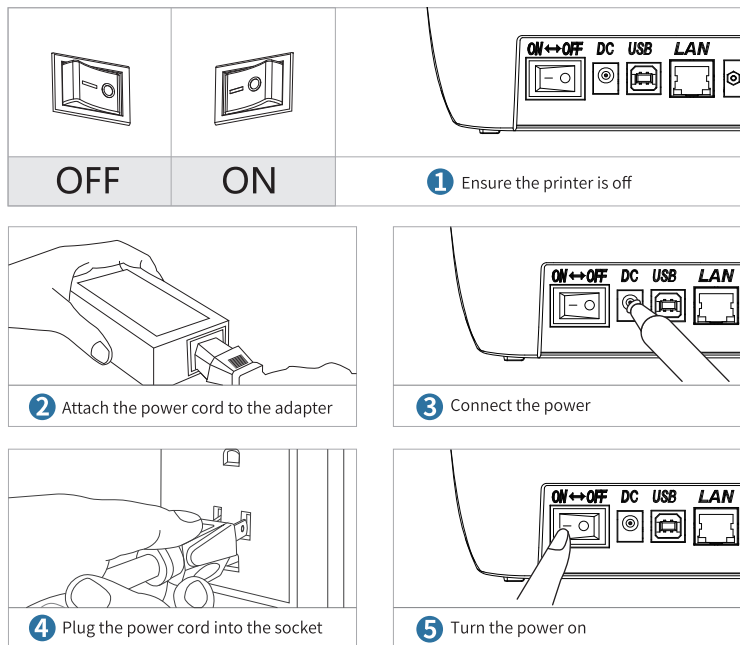
5. Printer Setup

(1) Startup



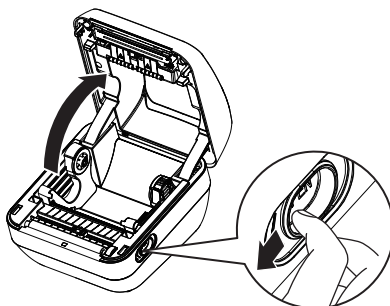
Note:

- Use only the original power adapter to avoid harm or injury.
- Unplug if not in use for a long time.



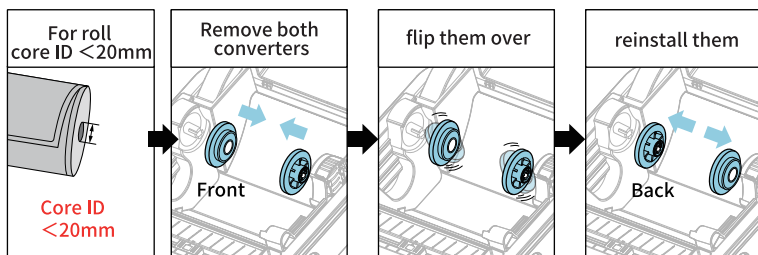
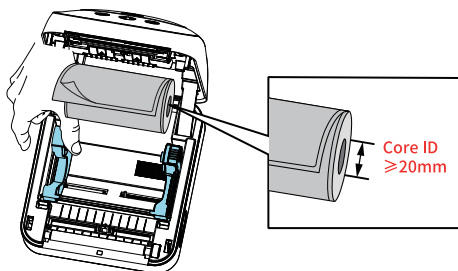
(2) How to load label

- ① Make sure the printer is turned off.
- ② Pull the release latch on both sides of the printer to unlock the Compartment Cover. Lift the Compartment Cover to open it.

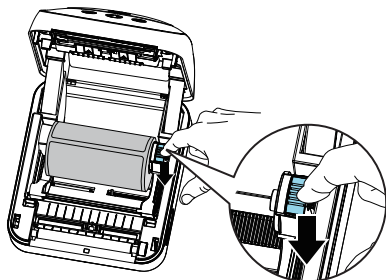


③ Grasp Paper Roll Holder and pull apart, insert the roll, then release to Holder. The roll diameter must not exceed $\varnothing 127$ mm.

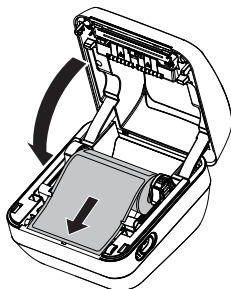
Note: Printing side of label roll should be facing up.



④ Press the Locking Tab down to secure the Roll Holder.
(Tips: Lift the Locking Tab to release the Roll Holder.)



⑤ Push the first label through the Paper Guide until the end comes out as shown. Close the Compartment Cover.



6. Smart APP Download

APP download: Search for [**Jadens Printer**] on Google Play or App Store and download the app for free. Please refer to the "APP Printing Quick Start Guide" for specific operating instructions.



APP Store is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play and Google Play logo are trademarks of Google LLC.

7. Print via Computer

Refer to these directions for the type or connection method:

- WiFi Connection

See Connect via Wi-Fi on [page 8](#).

- Wired LAN Connection

See Connect via Wired LAN on [page 21](#).

- Bluetooth Connection

See Connect via Bluetooth on [page 32](#).

- USB Cable Connection

See Connect via USB Cable on [page 35](#).



Note:

To use the Label Printer with a different connection method than the one selected during installation, use the installer again to reinstall the software and printer drivers, and select the new connection method.

(1) Install Printer Driver and Extensions on a Computer

Support System	Compatibility	Software	Connect via
Windows	Windows 7 or later	 Download driver (JADENS_Printer_Driver.exe) from https://jadens.com/pages/download-video	Wi-Fi Wired LAN Bluetooth USB
Mac	macOS 11.0 or later and a Mac with Apple M1 chip or later	 Download [Jadens Printer] APP in APP Store	Wi-Fi Wired LAN Bluetooth
	macOS version 11.5 or later (CUPS version 2.2 or later)	  Download driver (JADENS_Printer_Driver.pkg) from https://jadens.com/pages/download-video	Wi-Fi Wired LAN USB
Chrome	Chrome browser version 80 or later	 Shipping Printer Add Extensions [Shipping Printer] from Chrome Web Store	USB

(2) Connect via Wi-Fi

① For Windows

The following Wi-Fi connection methods are available:

- Connect Printer via USB (First-use Recommended)
- Connect Printer via Network
- Connect Printer via IP address

● Connect Printer via USB (First-use Recommended)

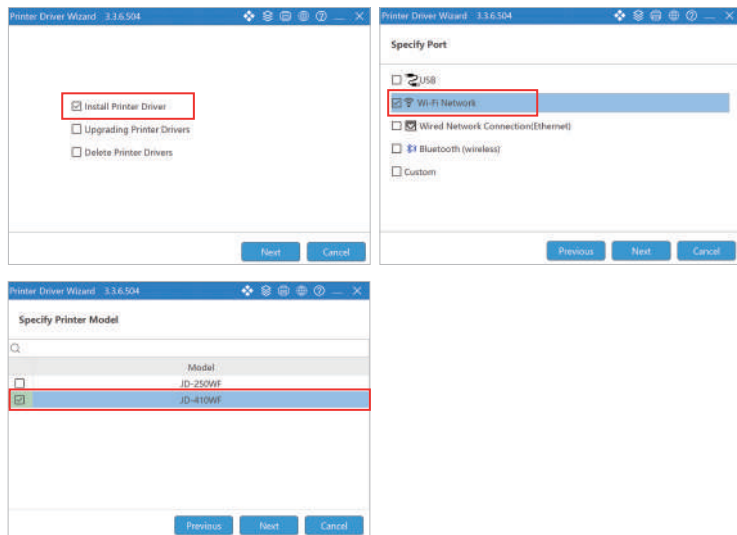
Use the USB A-B cable (included in the package) to connect the printer to your computer, then install the driver to configure the printer's network or switch networks.

1) Before You Start

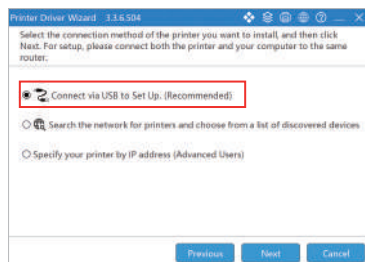
- ① Turn on the printer and load label roll.
- ② Download the driver (**JADENS_Printer_Driver.exe**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

2) Steps

a. Copy the printer driver to your computer desktop, double click to open > Select "**Wi-Fi Network**" > Select the printer model "**JD-410WF**".



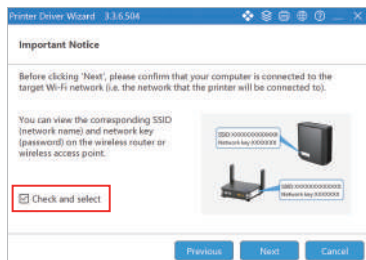
b. Select the first option — **Connect via USB to Set Up**.



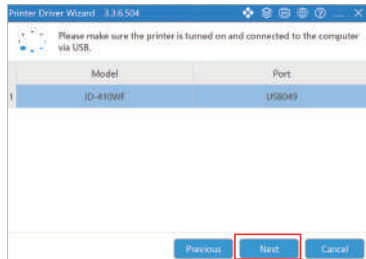
c. Connect the printer to the computer using a USB cable, then click **"Next"**.



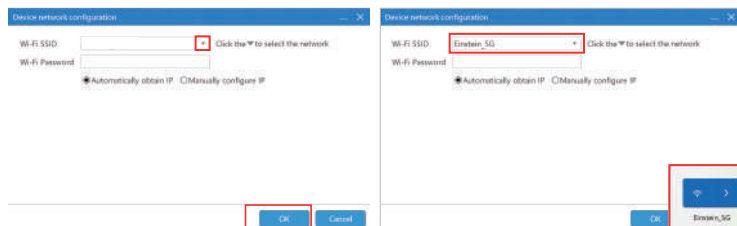
d. Ensure that your computer is connected to the target network (i.e., the network to which the printer will connect), click **"Check and select"**, and then click **"Next"**.



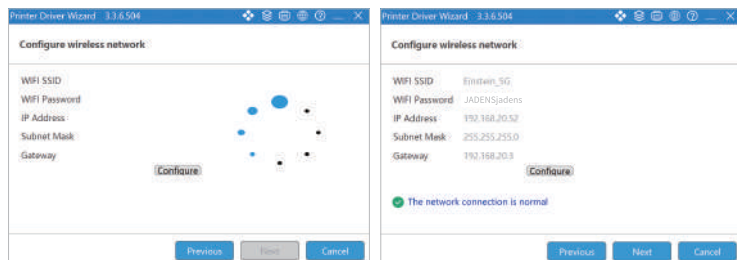
e. The printer has been detected. Click **"Next"**.



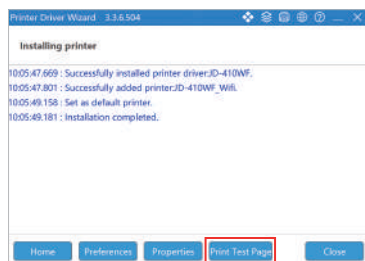
f. Click the drop-down arrow, select the Wi-Fi network your computer is connected to from the list, enter the **Wi-Fi password**, and click **"OK"** to configure the network.



g. The printer will automatically reboot and connect to the network. Once network connected, the indicator light will change from a flashing blue-green to a steady blue or purple.



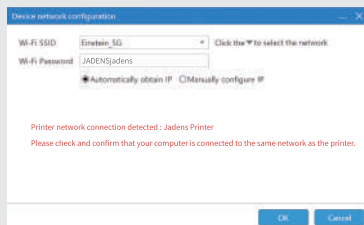
h. After installing the printer, click **"Print Test Page"** to ensure that the printer has successfully connected to the network. And USB Cable could be unplugged.



Note If the following page appears in **step f**, it indicates that the printer has already been connected to Wi-Fi network, but it is not on the same network as the computer. Please **switch your computer's network** to the same Wi-Fi network that the printer is connected to, and then click **"OK"** to proceed with the network configuration.

If **Wi-Fi SSID** is the same as the computer's current network, clicking **"OK"** will directly **switch the printer to that network**.

After the network is changed, Other devices please add the printer again after connecting to the new network.



• Connect Printer via Network

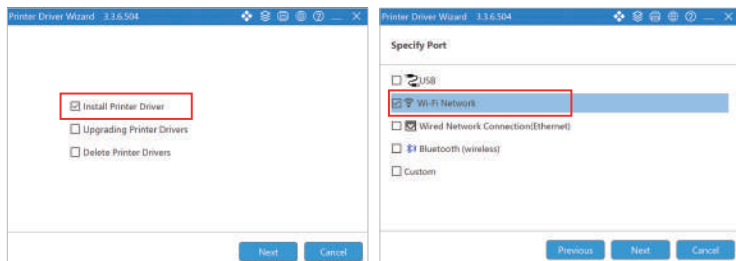
This method only applies to adding a printer that has already been paired to the network. Then, install the driver to search for it over the network and add it. No USB cable required.

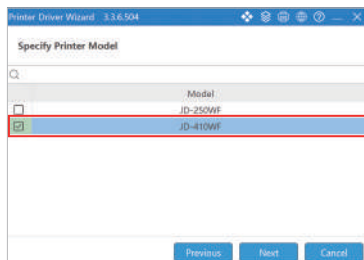
1) Before You Start

- ① Turn on the printer and load label roll.
- ② The printer is connected the Wi-Fi Network.
- ③ Your computer is connected to the same network as the printer.
- ④ Download the driver (**JADENS_Printer_Driver.exe**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

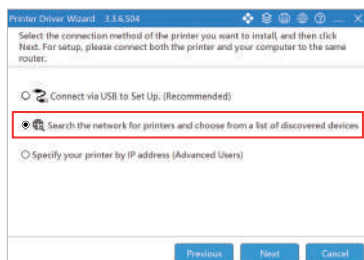
2) Steps

- a. Copy the printer driver to your computer desktop, double click to open > Select **"Wi-Fi Network"** > Select the printer model **"JD-410WF"**.

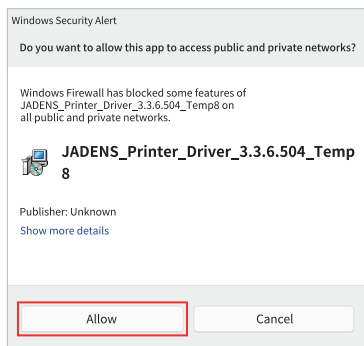




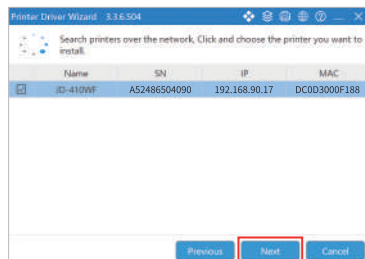
b. Select the second option — **Search the network for printers and choose from a list of discovered devices.**



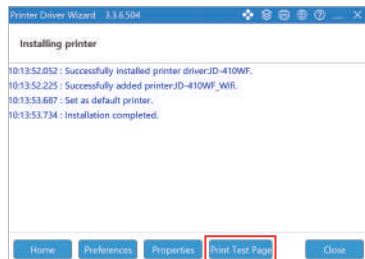
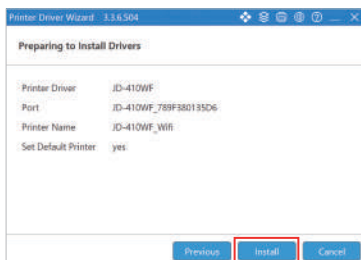
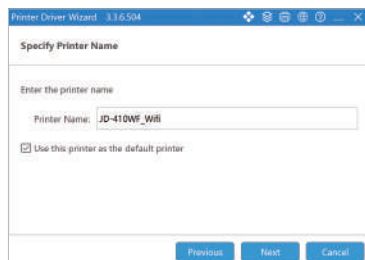
c. Allow the driver to access the network. Click **"Allow"** to continue. (this permission is required to search for printers over the network).



d. Select your printer from the list of discovered devices, then click **"Next"**.



e. After installing the printer, click **"Print Test Page"** to ensure that the printer has been successfully installed.



• Connect Printer via IP address

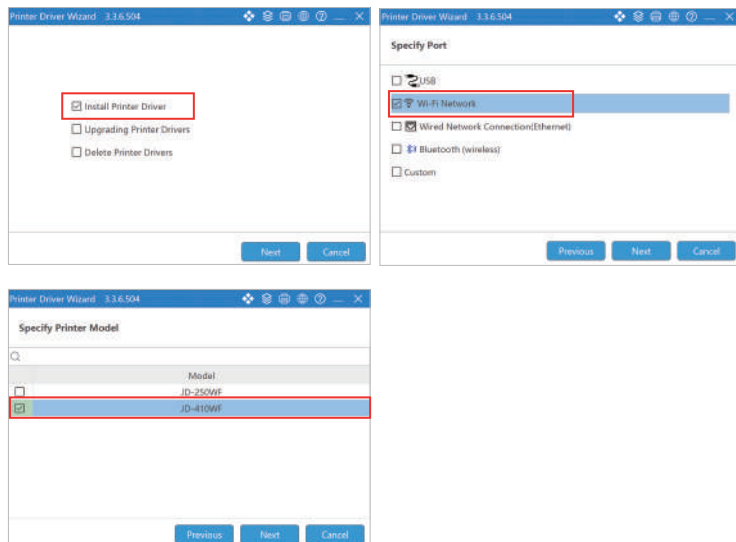
This method only applies to adding a printer that has already been paired to the network. You can add the printer by entering its IP address directly. Each printer connected to the network has a unique IP address, which allows the computer to locate and connect to the correct printer directly.

1) Before You Start

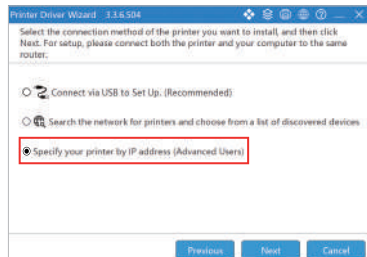
- ① Turn on the printer and load label roll.
- ② The printer is connected the Wi-Fi Network.
- ③ You computer is connected to the same network as the printer.
- ④ Download the driver (**JADENS_Printer_Driver.exe**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

2) Steps

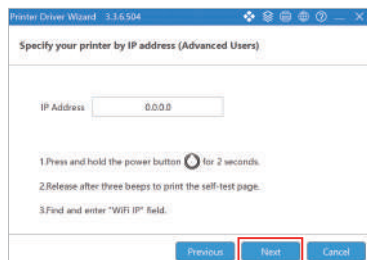
a. Copy the printer driver to your computer desktop, double click to open > Select "**Wi-Fi Network**" > Select the printer model "**JD-410WF**".



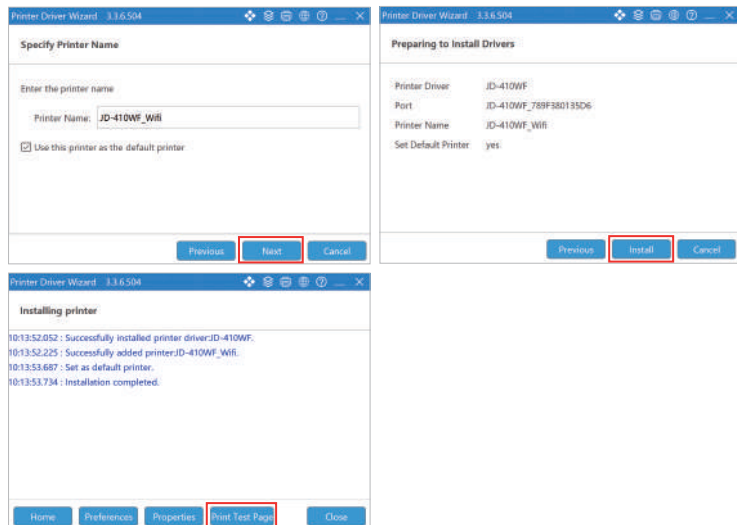
b. Select the third option — **Specify your printer by IP address**.



c. Manually enter the **Wi-Fi IP** address shown on the self-test page, then click **"Next"**.



d. After installing the printer, click **"Print Test Page"** to ensure that the printer has been successfully installed.



② For Mac

• Choose Software

Your Mac Chip	macOS Version	Recommended
Apple M1 or later	Any	App & Driver
Apple M1 or later	11.0-11.4	App
Intel	11.5 or higher	Driver (App not supported on Intel)

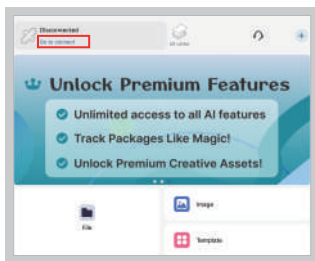
• Connect Printer via APP

1) Before You Start

- ① Turn on the printer and load label roll.
- ② **Download Mac APP:** Search for [**Jadens Printer**] on Mac App Store and download the app for free. (Compatible for macOS 11.0 or later and a Mac with Apple M1 chip or later.)
- ③ Your computer is connected to the same network as the printer.

2) Steps

a. Open [**Jadens Printer**] APP in your Mac, Click "**Go to connect**".



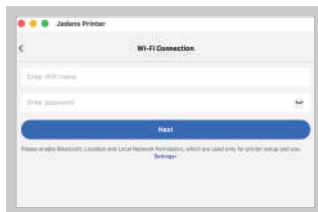
b. Select "**JD-410WF_xxxx_BLE**" from the list of discovered printers. (xxxx represents any combination of numbers and letters.)



c. Select **"Connect via Wi-Fi"**.



d. Manually enter the **Wi-Fi name** and **password** of the network your computer is connected to.

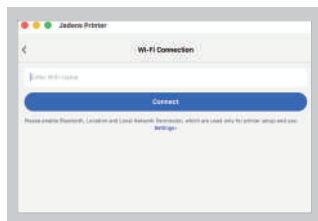
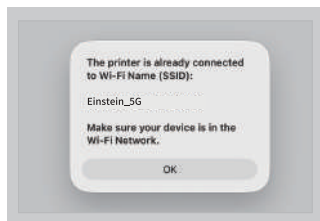


e. Network connection successful! You can now upload files and print 4x6 shipping labels directly within the app!



As shown below, if a pop-up notification indicates that the printer is already connected to another network:

- First, connect your Mac to the printer's Wi-Fi network;
- Then, manually enter the printer's Wi-Fi network name within the app.



• Connect Printer via Driver

This method only applies to adding a printer that has already been paired to the network. Then, install the driver to search for it over the network and add it. No USB cable required.

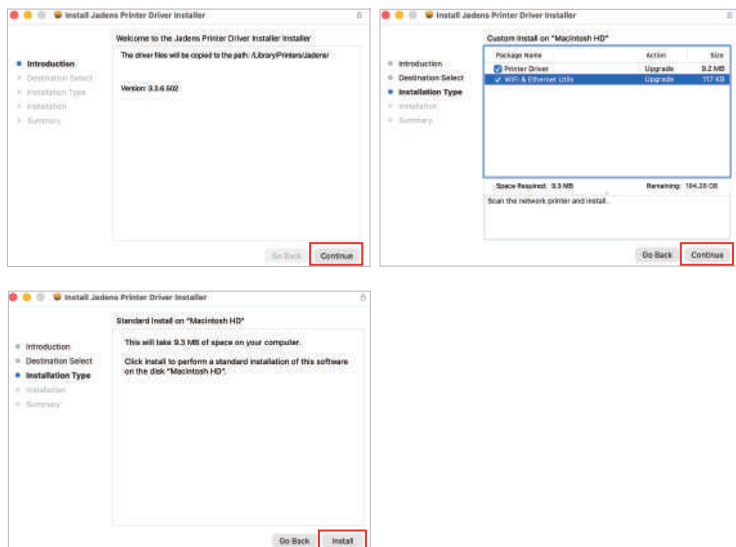
If the printer is not connected to Wi-Fi yet, please use the **[Jadens Printer]** mobile app to configure the Wi-Fi connection first.

1) Before You Start

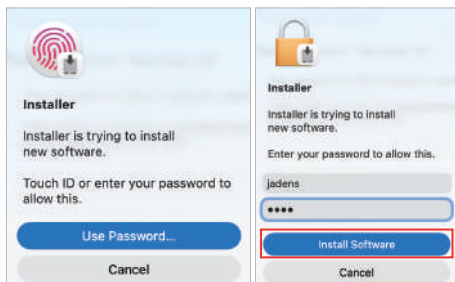
- ① Turn on the printer and load label roll.
- ② The printer is connected the Wi-Fi Network.
- ③ You computer is connected to the same network as the printer.
- ④ Download the driver (**JADENS_WiFi_Printer_Driver.pkg**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

2) Steps

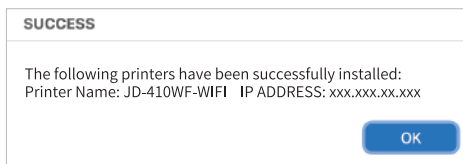
a. double click to open the installed driver> click "Continue".



b. Installing the driver requires appropriate permissions; enter your login password and click **"Install Software"**.

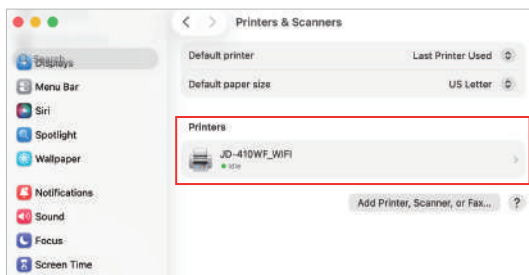


c. The printer has been successfully installed. As shown in the **"SUCCESS"** pop-up window below:



d. Go to **"Settings" > "Printers & Scanners"**.

If JD-410WF_WIFI appears in the list, it indicates that the printer is ready for use. Please select the corresponding printer to print a 4x6 shipping label.



(3) Connect via Wired LAN

Connect the printer to the router using an Ethernet cable. Once connected, the printer allows access to wireless printing from smartphones, tablets, and computers.

① For Windows

The following Wired LAN connection methods are available:

- Connect Printer via USB (First-use Recommended)
- Connect Printer via Network
- Connect Printer via IP address

• Connect Printer via USB (First-use Recommended)

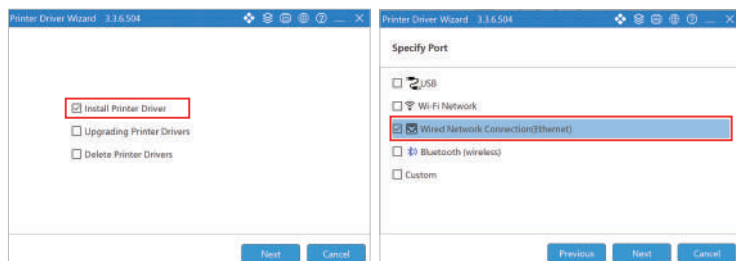
Use the USB A-B cable (included in the package) to connect the printer to your computer, then install the driver to configure the printer's network.

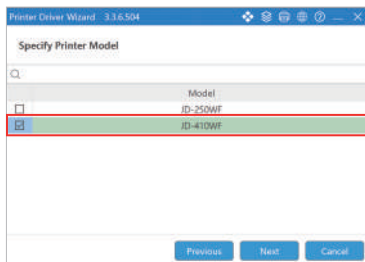
1) Before You Start

- ① Turn on the printer and load label roll.
- ② The printer is connected to the router via an Ethernet cable.
- ③ The computer is connected to the same router's Wi-Fi.
- ④ Download the driver (**JADENS_Printer_Driver.exe**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

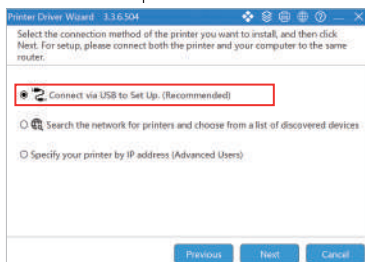
2) Steps

- a. Copy the printer driver to your computer desktop, double click to open > Select **"Wired Network Connection (Ethernet)"** > Select the printer model **"JD-410WF"**.





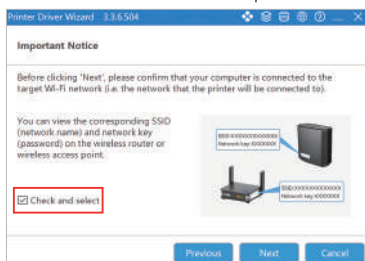
b. Select the first option — **Connect via USB to Set Up**.



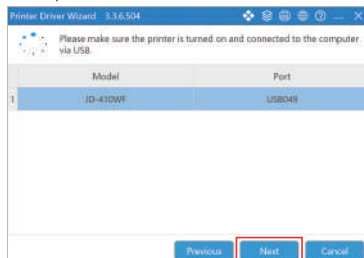
c. Use a USB cable to connect the printer to the computer, and use an Ethernet cable to connect the printer to the router, then click **"Next"**.



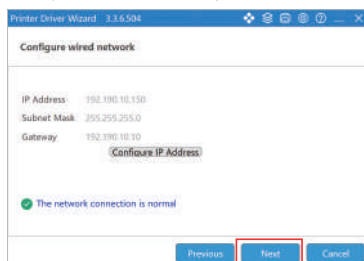
d. Ensure that your computer is connected to the same Wi-Fi network as the printer, then click **"Check and select"** to proceed to the next step.



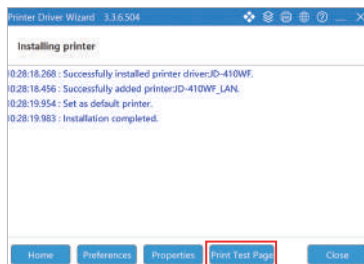
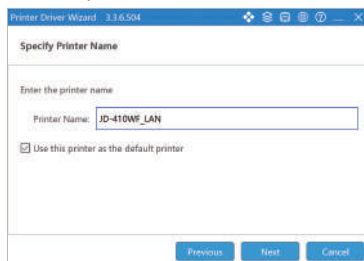
e. The printer has been detected. Click **"Next"**.



f. The printer has successfully connected to the network. Click **"Next"**.

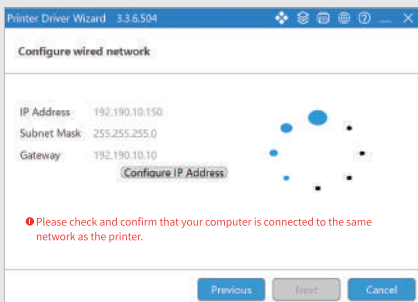


g. After installing the printer, click **"Print Test Page"** to ensure that the printer has been successfully installed.



! If the screenshot shown below appears in **step f**, it means that your computer and the printer are not connected to the same network.

- ① Please connect your computer to the router network to which the printer is connected.
- ② The printer will automatically restart during network configuration (accompanied by 5 beeps sounds). Please do not be concerned, the printer is currently re-configuring its network connection.



• Connect Printer via Network

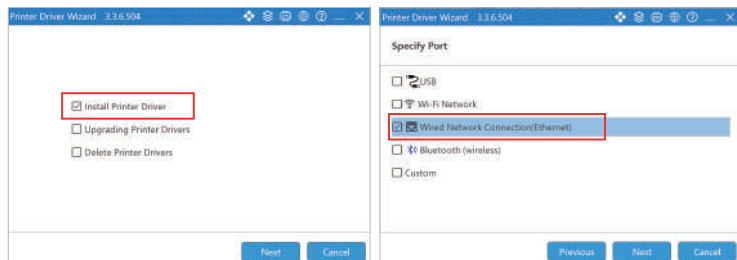
The printer must be connected to router with an Ethernet cable first. Then, install the driver to search for it over the network and add it. No USB cable required.

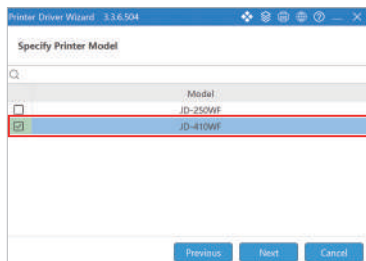
1) Before You Start

- ① Turn on the printer and load label roll.
- ② The printer is connected to the router via an Ethernet cable.
- ③ The computer is connected to the same router's Wi-Fi.
- ④ Download the driver (**JADENS_Printer_Driver.exe**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

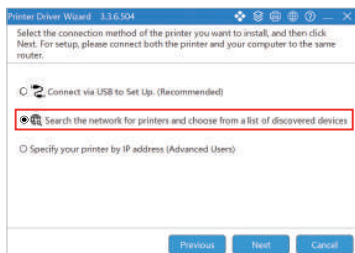
2) Steps

a. Copy the printer driver to your computer desktop, double click to open > Select "**Wired Network Connection(Ethernet)**" > Select the printer model "**JD-410WF**".

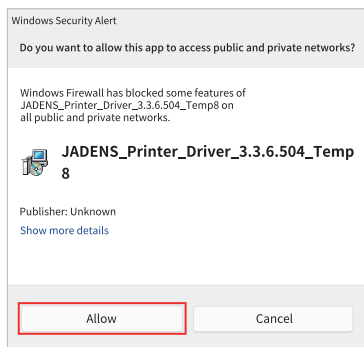




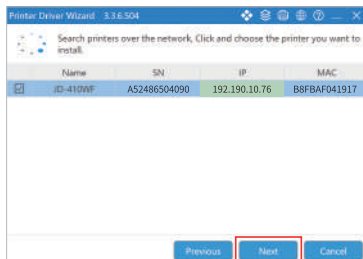
b. Select the second option — **Search the network for printers and choose from a list of discovered devices.**



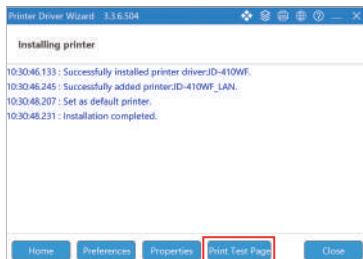
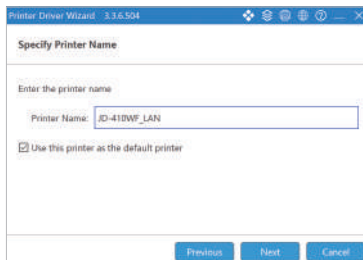
c. Click **"Allow"** to continue. (this permission is required to search for printers over the network).



d. Select your printer from the list of discovered devices, then click **"Next"**.



e. After installing the printer, click **"Print Test Page"** to ensure that the printer has been successfully installed.



• Connect Printer via IP address

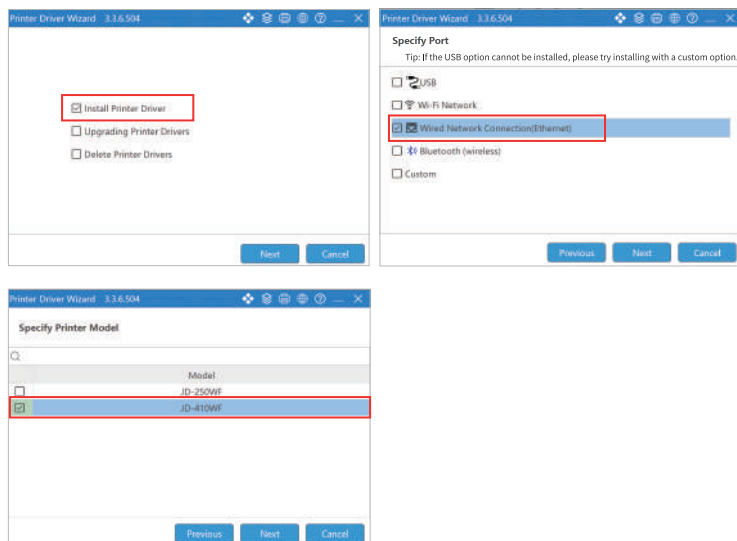
The printer must be connected to router with an Ethernet cable first. You can add the printer by entering its IP address directly. Each printer connected to the network has a unique IP address, which allows the computer to locate and connect to the correct printer directly.

1) Before You Start

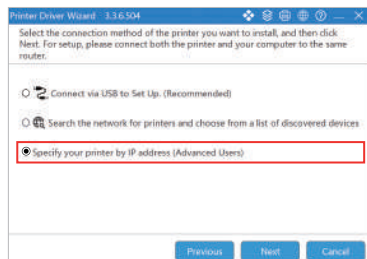
- ① Turn on the printer and load label roll.
- ② The printer is connected to the router via an Ethernet cable.
- ③ The computer is connected to the same router's Wi-Fi.
- ④ Download the driver (**JADENS_Printer_Driver.exe**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

2) Steps

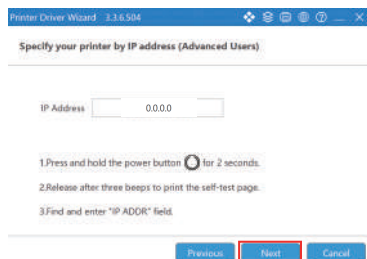
a. Copy the printer driver to your computer desktop, double click to open > Select "**Wired Network Connection (Ethernet)**" > Select the printer model "**JD-410WF**".



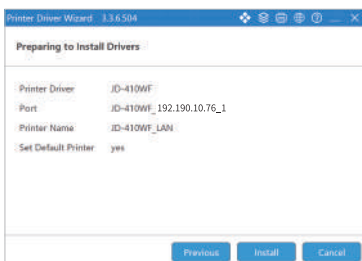
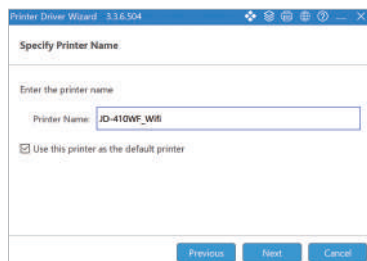
b. Select the third option — **Specify your printer by IP address**.

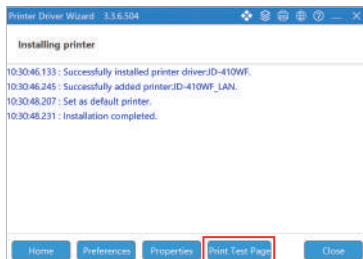


c. Manually enter the **IP ADDR** field shown on the self-test page, then click **"Next"**.



d. After installing the printer, click **"Print Test Page"** to ensure that the printer has been successfully installed.





② For Mac

• Choose Software

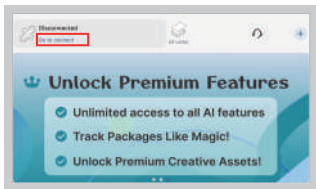
Your Mac Chip	macOS Version	Recommended
Apple M1 or later	Any	App & Driver
Apple M1 or later	11.0-11.4	App
Intel	11.5 or higher	Driver (App not supported on Intel)

• Connect Printer via APP

1) Before You Start

- ① Turn on the printer and load label roll.
- ② **Download Mac App:** Search for [**Jadens Printer**] on Mac App Store and download the app for free. (Compatible for macOS 11.0 or later and a Mac with Apple M1 chip or later.)
- ③ The printer is connected to the router via an Ethernet cable.
- ④ The computer is connected to the same router's Wi-Fi.

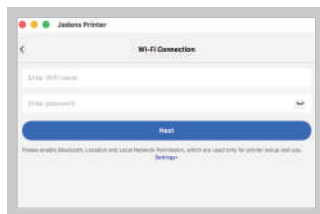
2) Steps

a. Open [Jadens Printer] APP in your Mac, Click "Go to connect".	b. Select "JD-410WF_xxxx_BLE" from the list of discovered printers. (xxxx represents any combination of numbers and letters.)
	

c. Select **"Connect via Wi-Fi"**.



d. Manually enter the **Wi-Fi name** and **password** of the router.



e. Network connection successful! You can now upload files and print 4x6 shipping labels directly within the app!



• Connect Printer via Driver

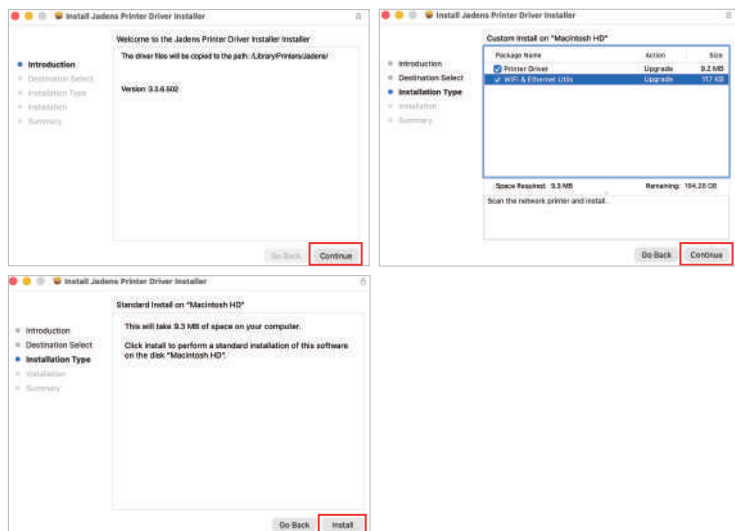
The printer must be connected to router with an Ethernet cable first. You can add the printer by entering its IP address directly. Each printer connected to the network has a unique IP address, which allows the computer to locate and connect to the correct printer directly.

1) Before You Start

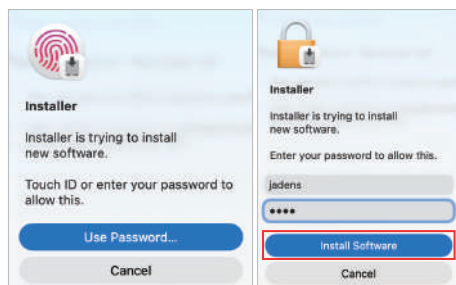
- ① Turn on the printer and load label roll.
- ② The printer is connected to the router via an Ethernet cable.
- ③ The computer is connected to the same router's Wi-Fi.
- ④ Download the driver (**JADENS_WiFi_Printer_Driver.pkg**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

2) Steps

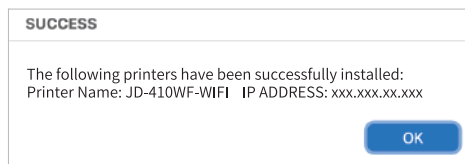
a. double click to open the installed driver-> click **"Continue"**.



b. Installing the driver requires appropriate permissions; enter your login password and click **"Install Software"**.

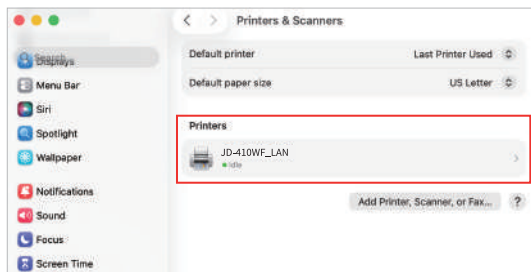


c. The printer has been successfully installed. As shown in the **"SUCCESS"** pop-up window below:



d. Go to **"Settings" > "Printers & Scanners"**.

If JD-410WF_LAN appears in the list, it indicates that the printer is ready for use. Please select the corresponding printer to print a 4x6 shipping label.



(4) Connect via Bluetooth

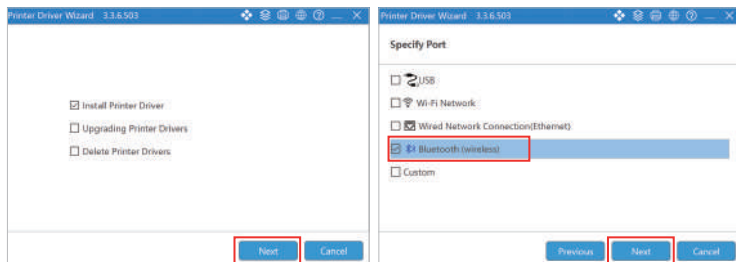
① For Windows

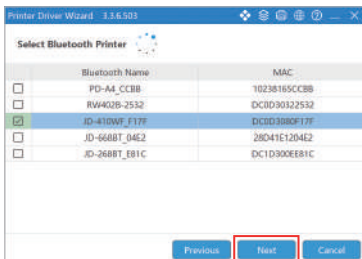
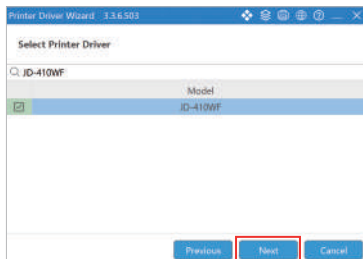
1) Before You Start

- ① Turn on the printer and load label roll.
- ② Make sure your computer's Bluetooth is turned on.
- ③ Download the driver (**JADENS_Printer_Driver.exe**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

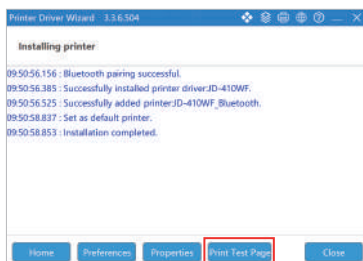
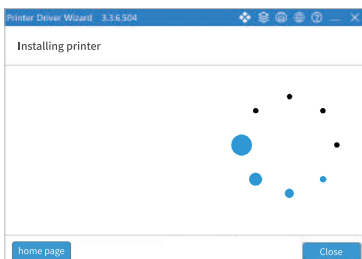
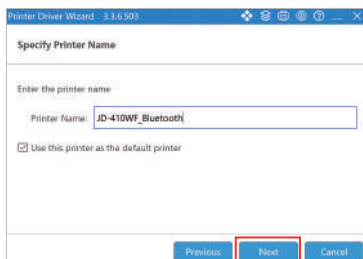
2) Steps

a. Copy the printer driver to your computer desktop, double click to open:





b. The search process will take about 40 seconds. Please kindly wait.



c. Print test page:

After successfully installing the printer driver, please click "print test page" to ensure the printer is working correctly.



Note:

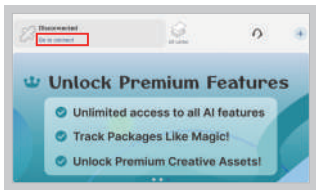
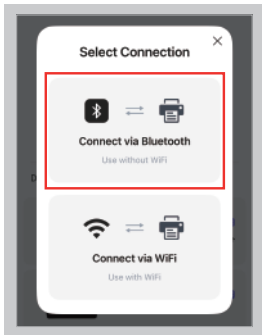
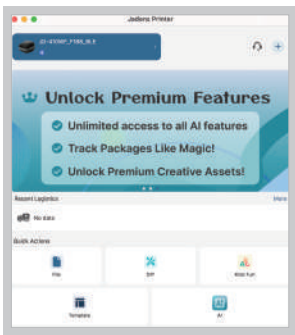
If you can't print successfully, please restart your computer and printer, then install driver again. Repeat installation will create duplicate copies of the printer in your operating system such as "JD-410WF (copy 1, 2...)".

② For Mac

1) Before You Start

- ④ Turn on the printer and load label roll.
- ⑤ **Download Mac App:** Search for **[Jadens Printer]** on Mac App Store and download the app for free. (Compatible for macOS 11.0 or later and a Mac with Apple M1 chip or later.)
- ⑥ Your computer is connected to the same network as the printer.

2) Steps

a. Open [Jadens Printer] APP in your Mac, Click "Go to connect".	b. Select "JD-410WF_xxxx_BLE" from the list of discovered printers. (xxxx represents any combination of numbers and letters.)
	
c. Select "Connect via Bluetooth".	d. Bluetooth connected! You can now upload files and print 4x6 shipping labels directly within the app!
	

(5) Connect via USB Cable

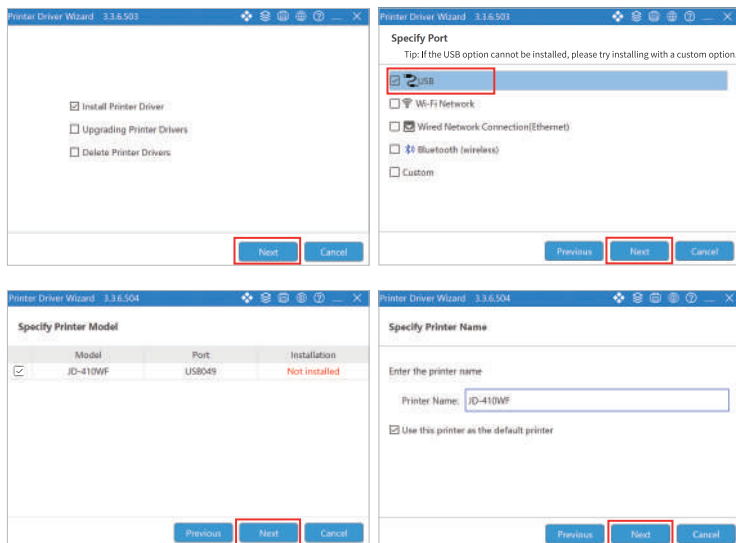
① For Windows

1) Before You Start

- ① Turn on the printer and load label roll.
- ② Connect the printer to the computer using a USB cable.
- ③ Download the driver (**JADENS_Printer_Driver.exe**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

2) Steps

a. Copy the printer driver to your computer desktop, double click to open:





b. Print test page:

After successfully installing the printer driver, please click "print test page" to ensure the printer is working correctly.



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 "JD-410WF(copy 1, 2...)".

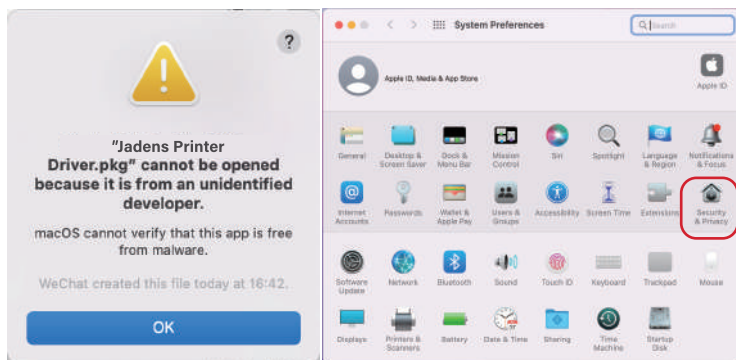
② For Mac

1) Before You Start

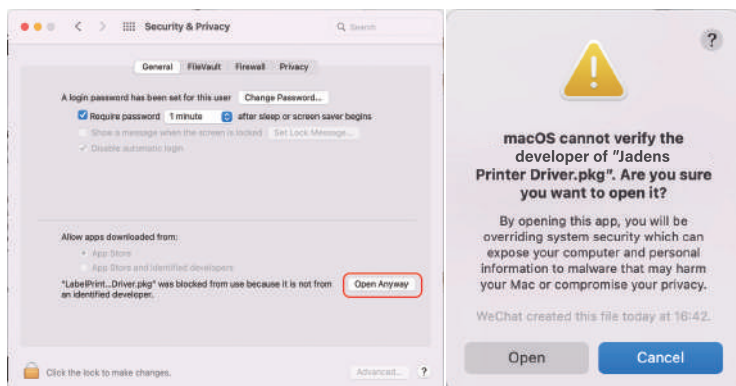
- ① Turn on the printer and load label roll.
- ② Download the driver (**JADENS_USB_Printer_Driver.pkg**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com.

2) Steps

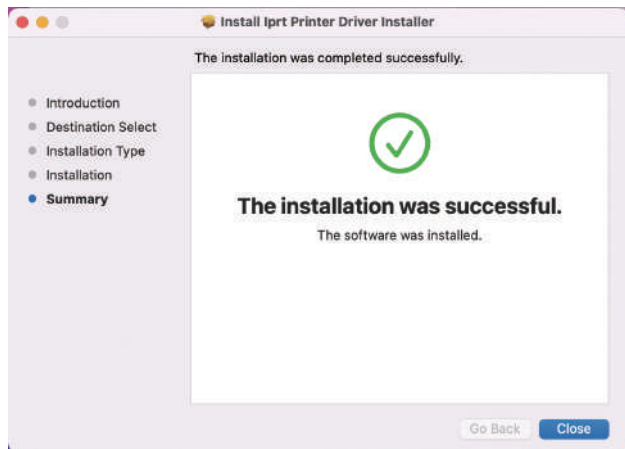
- a. Double click printer driver to open the installed driver> click **"Continue"**.
- b. If a warning pop-up appears, please click **"OK"** and open **"System Preferences"**, and click on **"Security & Privacy"**. (If you don't see the warning, you can skip this step)



- c. Click on **"Open Anyway"** button. Click on **"open"** and continue to install the printer.

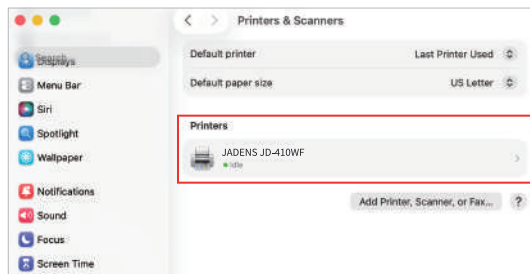


d. Follow the installation steps until you see "The installation was successful" window.



e. Go to "Settings" > "Printers & Scanners".

If JD-410WF appears in the list, it indicates that the printer is ready for use. Please select the corresponding printer to print a 4x6 shipping label.



Note:

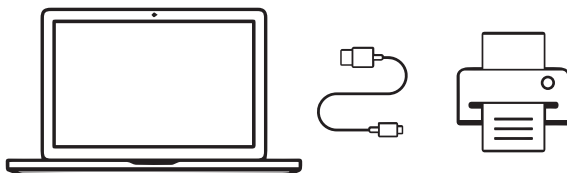
1. If "JADENS JD-410WF" is not listed, please unplug and replug the USB cable from your computer.
2. Now you can print directly, If you can't print successfully, please restart your computer and install driver again.

③ For Chrome

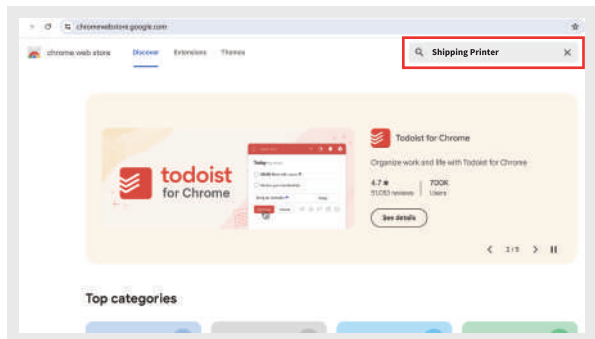
Scan the QR code below to view the guide video.



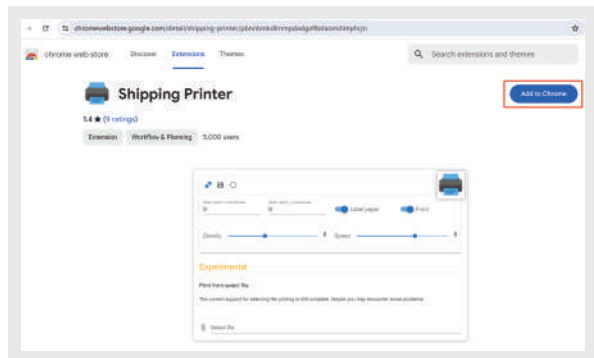
a. Connect the printer with your Chromebook with provided USB cable and turn on the printer.



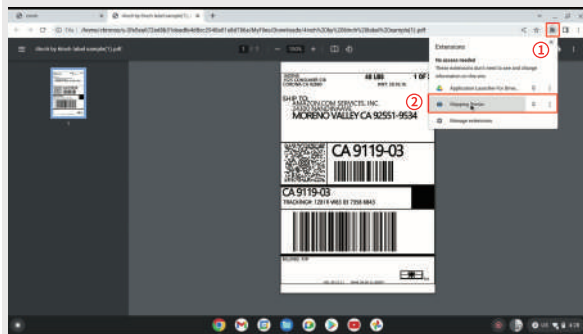
b. Search "Shipping Printer" on Chrome Web Store: <https://chromewebstore.google.com/>.



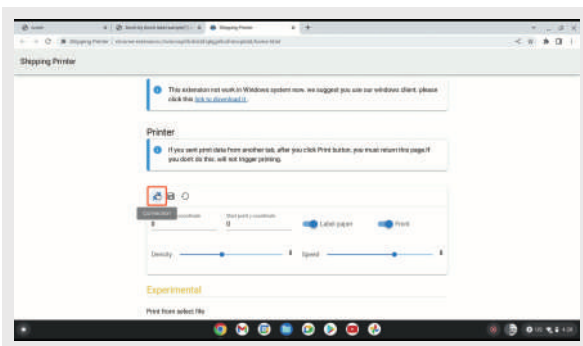
c. Download "Shipping Printer" extension to your Chrome.



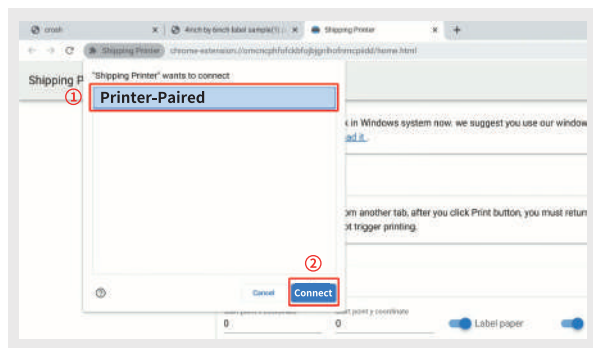
d. Click extension icon to select "Shipping Printer".



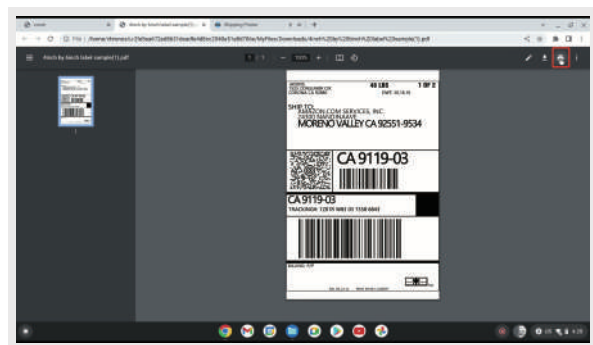
e. Click "connection" icon.



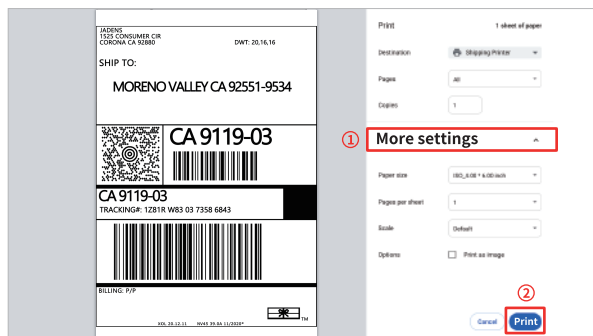
f. Choose your printer to connect.



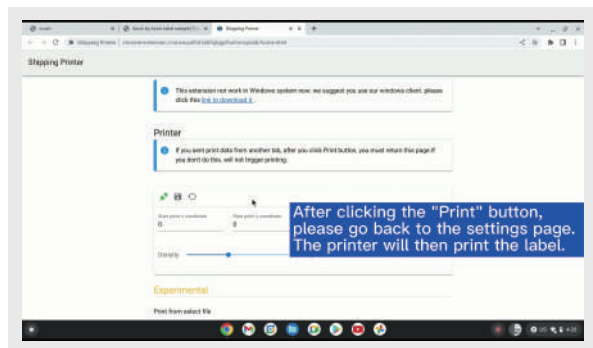
g. Open the file you need to print and click the the print icon.



h. Click "More settings" to select the paper size and copies as you need, then click "Print".



I. Turn back to the "Shipping label" extension setting page.
The printer will then print the label.



8. Trouble Shooting

(1) How do I determine if the printer is currently connected to a network?

① Wi-Fi:

A solid blue or purple light indicates that Wi-Fi is connected, and the printer is ready to print at any time.

② Wired LAN Connection (Ethernet):

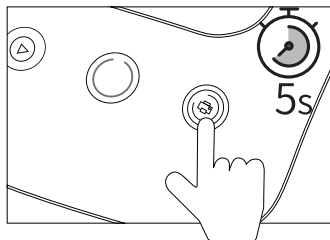
- Ethernet cable connected between the printer and the router - Network connected (please ensure the cable is securely plugged in).
- Network cable not connected - Network not connected.

(2) How to Clear the Printer's Wi-Fi Settings?

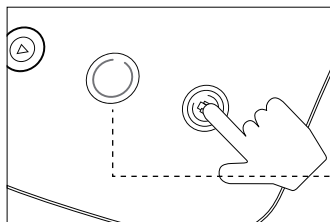
Clearing the Wi-Fi settings (i.e., Wi-Fi Reset) causes the printer to disconnect from its previously connected network, requiring a complete network reconfiguration. Any devices that were previously connected to the printer via the old network will lose their connection and must be reconnected.

Option 1: Wi-Fi Reset

Step 1: Press and hold the reset button (reprint button) for 5s.



Step 2: Release after hearing **two beeps**. **Green and blue** lights flash alternately, indicating Wi-Fi has been successfully reset.

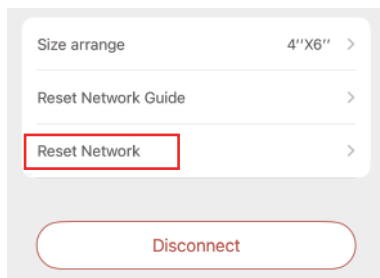
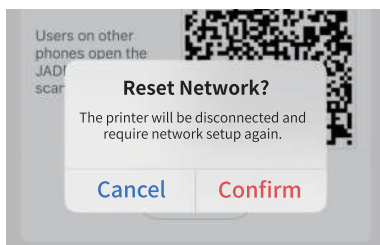
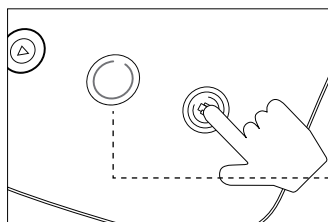


- ①  **Beep x2**
release after beep
- ②  **Alternating**
- ③  **Wi-Fi reset**

Option 2: Wi-Fi Reset

Step 1: Tap to enter the device details page.



Step 2: Tap "Reset Network".**Step 3: Tap "Confirm" to proceed.****Step 4: When you hear "two beeps" and the light flashes blue and green, Wi-Fi has been successfully reset.**

- ❶  **Beep x2**
release after beep
- ❷  
Alternating
- ❸ 
Wi-Fi reset

(3) How to Print a Self-Test Page and Find Network/Bluetooth/Serial Info?

(1) **Print self-test page:**

Press and hold the power button for 5 seconds. Release when you hear two short beeps. The printer will print a self-test page.

(2) **Find Wi-Fi info:**

Look for **WiFi SSID**, **WiFi PWD (password)**, and **WiFi IP (wireless IP address)**. If these fields are blank, the printer is not connected to a Wi-Fi network.

(3) **Find Ethernet IP:**

Look for **IP ADDR**. If blank, the printer has no Ethernet connection. Plug in an Ethernet cable and print the self-test page again.

(4) **Find Bluetooth name:**

Look for **BT NAME**- The last 4 digits in the Bluetooth name are used to help identify and distinguish different printers nearby during Bluetooth pairing.

(5) **Find serial number (S/N):**

Look for S/N or Serial Number- The S/N is the printer's unique product serial number, mainly used for product identification, technical support, and warranty service.

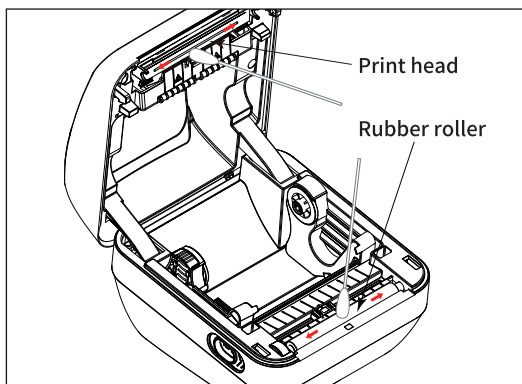
(4) How do I identify the Wi-Fi network corresponding to a specific router?

(1) Check the sticker located on the back or bottom of each router. The default router Wi-Fi name (SSID) can be found on this label.

(2) If the default name and password do not work, they may have been changed. Please contact the relevant administrator to obtain the correct router Wi-Fi name (SSID) and the corresponding Wi-Fi password.

9. Maintenance

1. Avoid using poor quality thermal label as they will affect the life of print head.



The **print head** is a sensitive part of the printer and can be found on the upper part of the printer when open.

Rubber roller helps move paper smoothly through the printing mechanism. Over time, printer rollers can accumulate dust and residue from the paper.

2. CLEANING THE PRINT HEAD/RUBBER ROLLER

- ① Ensure that the power switch is OFF, remove the power cord, and open the cover. Ensure that the printer head/rubber roller cools down.
- ② Completely clean the printer head/rubber roller 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.



Caution: Print Head Can be Hot When Printer is Running!

Burned fingers when handling the print head.

Wait 2-5 minutes to cool it down after switching off before handling print head.

10. Safety Tips

- 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.

11. Specifications

Printing Method	Direct Thermal
Max Printing Speed	150mm/s
Label Width	0.59" - 4.64" (15-118mm)
Label Thickness	0.08-0.2mm
Label Minimum Length	0.59" (15mm)
Connection	Wi-Fi + Bluetooth + USB
Input Voltage	100-240V
Power Adapter	24V / 2A
Supported Label	Direct Thermal Gap Labels
Compatibility	Wi-Fi Network Connection: iOS, iPadOS, Android, Windows 7 or later, macOS V11.0 (with Apple chip M1 or later) Wired LAN Network Connection: iOS, iPadOS, Android, Windows 7 or later, macOS V11.0 (with Apple chip M1 or later) Bluetooth Connection: iOS, iPadOS, Android, Windows 7 or later, macOS V11.0 (with Apple chip M1 or later) USB Cable Connection: Windows 7 or later, macOS V11.5 or later, ChromeOS.
Printing Life	4"x6": ~328,000 labels 2"x1": ~1,968,000 labels

FCC Caution:

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

IMPORTANT NOTE:

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.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

ISED Warning

This device complies with Innovation, Science, and Economic Development Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

The device is compliance with RF exposure guidelines, users can obtain Canadian information on RF exposure and compliance. The minimum distance from body to use the device is 20cm.

Le présent appareil est conforme Après examen de ce matériel aux conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent sur l'exposition aux radiofréquences et la conformité and compliance d'acquérir les informations correspondantes. La distance minimale du corps à utiliser le dispositif est de 20cm.



The crossed-out wheeled bin symbol indicates that the item should be disposed of separately from household waste. This product complies with the 3R principles of the EU WEEE Directive (recyclable, reused, recycled), The item should be handed in for recycling in accordance with local environmental regulations for waste disposal. By separating a marked item from household waste, you will help reduce the volume of waste sent to incinerators or land-fill and minimize any potential negative impact on human health and the environment. For more information, please contact us.



FCC ID: 2BK5Y-JD-410WF

IC: 33056-JD410WF