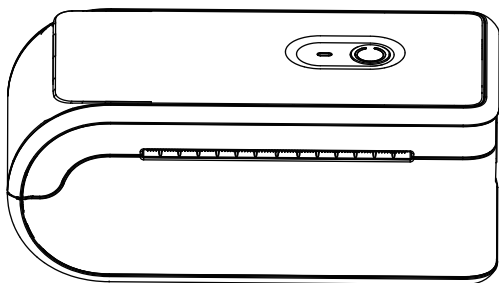


JADENS®



Thermal Label Printer

C10

User Manual

Version: 1.3

Thanks for choosing us!

Customer Support

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



support@jadens.com



support.jadens.com



1-833-470-2950

Available Time:
Mon -Fri: EST 10AM-10PM
Sat -Sun: EST 1PM-9PM

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

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:

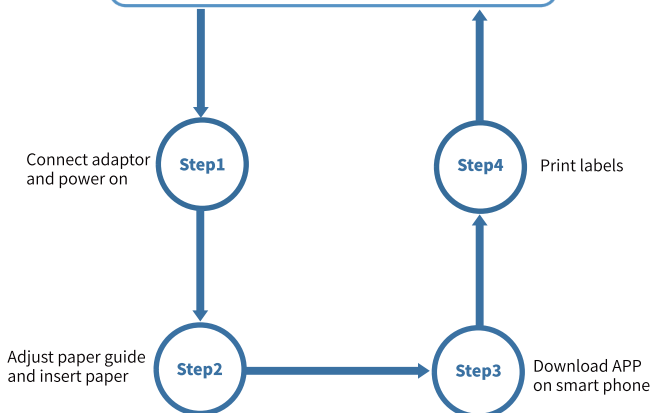
ATTN: Customer Support

Email: support@jadens.com

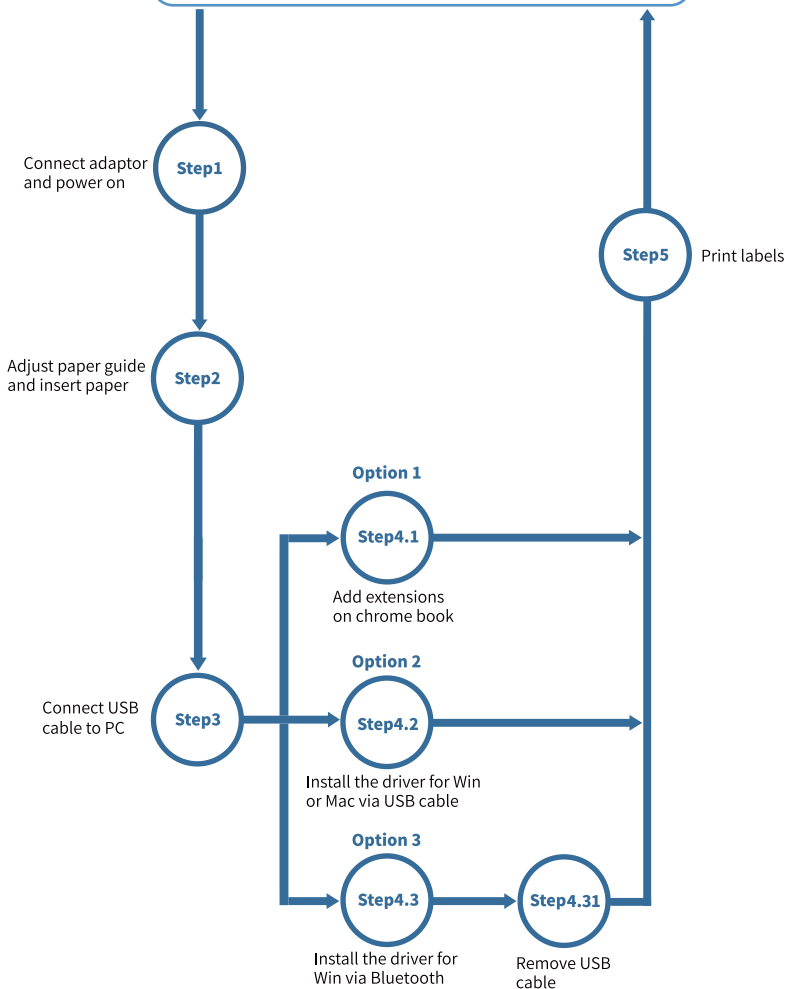
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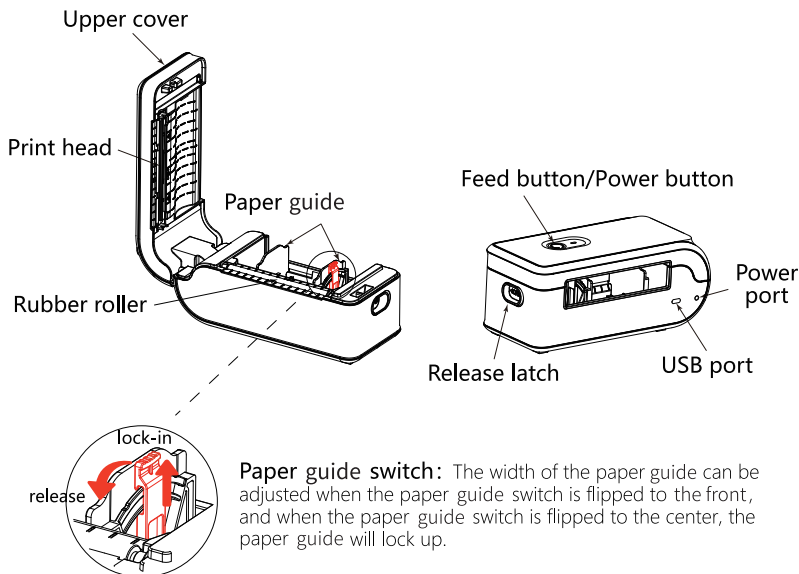
Print via smartphone APP



Print via computer



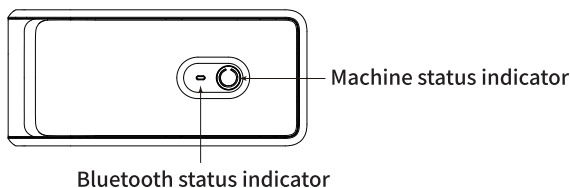
1.Appearance



How to use the Power Button:

1. **Printer on/off:** Long press for 2s.
2. **Pause printing:** During the printing process, short press 1 time to pause printing. Then, if starting a new printing task, please restart the printer and APP.
3. **Automatic paper learning:** When the printer is on, short press 3 times, the paper will be calibrated.
4. **Self Test Page Printing:** When printer is on, short press 4 times, self-test page will be printed with connection QR code on it.

2. LED Indicator



Bluetooth Status Indicator

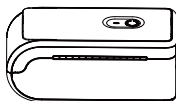
- Blue light on: Bluetooth connected.
- Blue light flashing: Bluetooth disconnected.

Machine Status Indicator

- Green light on: Normal use status.
- Red light on: Cover opened/No paper/Over-heat/Printing paused.

3.What's in the Box

Printer



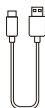
1 Roll Label



User Manual



Power Adapter



USB-A to USB-C
Cable
for WIN



USB-C to USB-C
Cable
for MAC

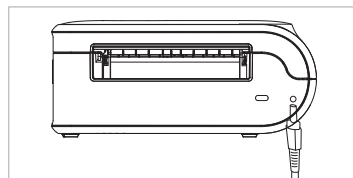


If any accessories missing, please contact us to get support.

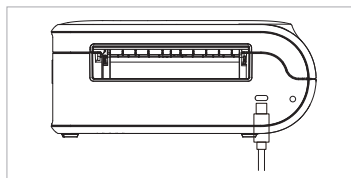
4. Printer Connection

Note:

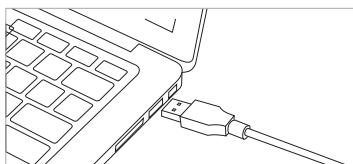
- Use original power adapter only in case harm or injure.
- Unplug if no use in a long time.



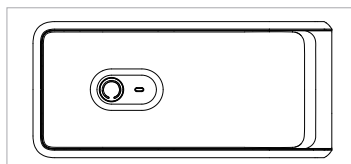
1 Connect the power



2 Connect the USB cable



3 Connect the printer and computer



4 Long press 3 seconds till the green light on to turn on printer

5. The Suitable Label Size

The printer works with any Direct Thermal Label, and compatible with a width range from 1" to 4.3" and length over 0.79".

Common thermal label sizes



2x2"



2.25x1.25"



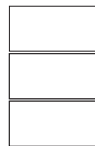
3x5"



3x2"



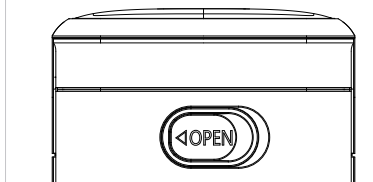
4x6"



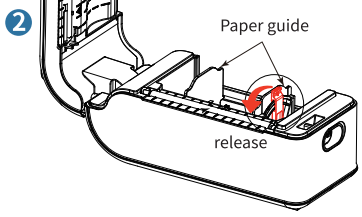
4x2"

6.How to Feed Label

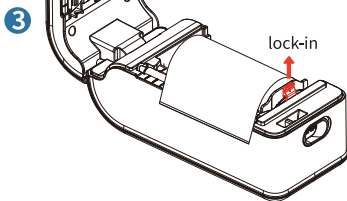
- 1 Pull the release latch to open the cover.



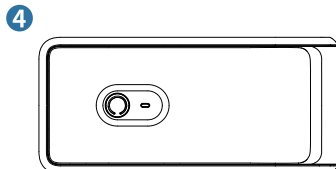
Pull the release latch to open the cover.



Pull the paper guide switch to the front to release the paper guide, then, adjust the paper guide to fit the width of paper you are going to put in.

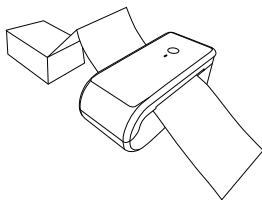


Load the label and adjust the paper guide to fit the width of paper, and lock up the guide.
Printing side should be face up.

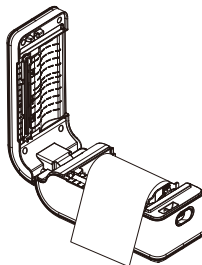


Carefully close the cover. Label will be automatically positioned at the tear-off point.
Printer is ready to print.

Compatible Paper Types:



Fan-fold Type Label Loading



Roll Type Label Loading

7. Installation for Windows

Note:

It is recommended to close security software before installation to prevent any issues, and you can reopen it after the installation is complete.

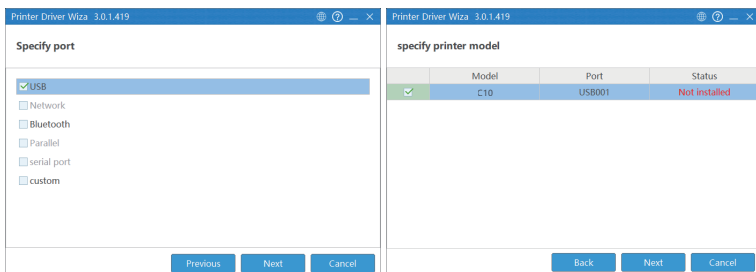
Win 7 or later



Step1: Install the driver

Option 1: Install the driver via USB

- Connect the power cable and turn on the printer (Please skip this step if you have already done it).
- Connect the USB cable to your computer(Please skip this step if you have already done it).
- Download the driver:
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
- Install the driver:
Copy the printer driver to your computer desktop, double click to open and install it as below:



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

Go to the 'Setting' > 'Device' > 'Printer & scanners' > 'C10' > 'Manage' to print a test page and print labels successfully, that means you have set up the printer successfully.



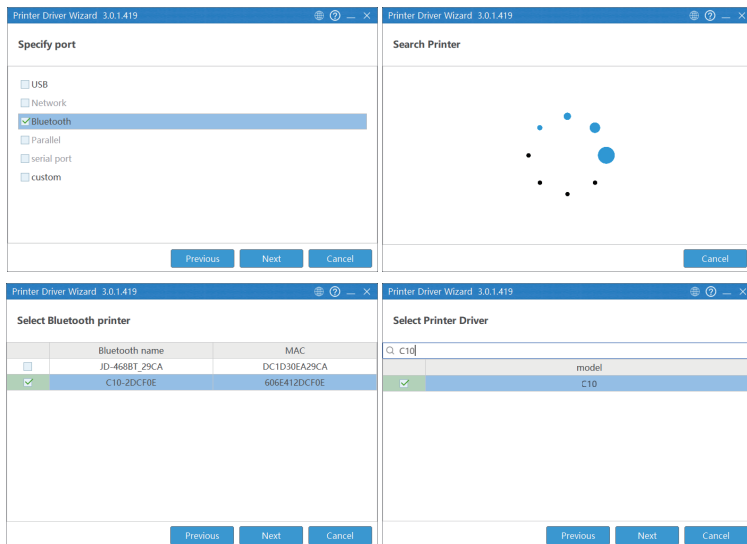
Note:

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 'C10(copy 1, 2...)'

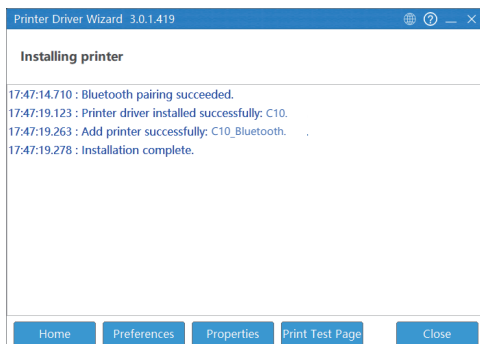
Option 2: Install the driver via Bluetooth

- Connect the power cable and turn on the printer (It is not necessary to connect USB cable).
- Download the driver:
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
- Install the driver:
Copy the printer driver to your computer desktop, double click to open and install it as below:

Search process will take about 40s, please kindly wait.



Finally, if you get to below step, that means you have installed via Bluetooth successfully. And you can printer directly.

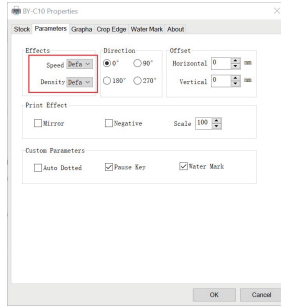
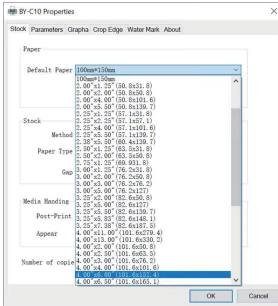


Step2: Printer preference setting

Go to the 'Setting' > click 'Device' > click 'Printer & scanners' > find the printer 'C10' > 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

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

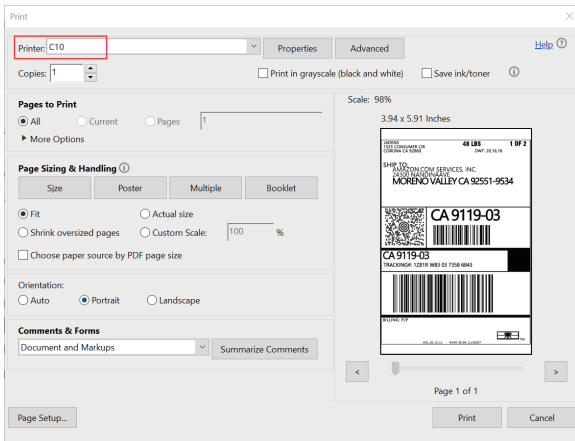


- In the 'Parameters', you can change the printing speed and printing darkness.

💡 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 8-12.

(2) Print a sample file.

- Open a PDF file with Adobe, click 'print', ensure you choose the right printer (C10). (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:1-833-470-2950

8. Installation for Mac



Note:

It is recommended to close security software before installation to prevent any issues, and you can reopen it after the installation is complete.



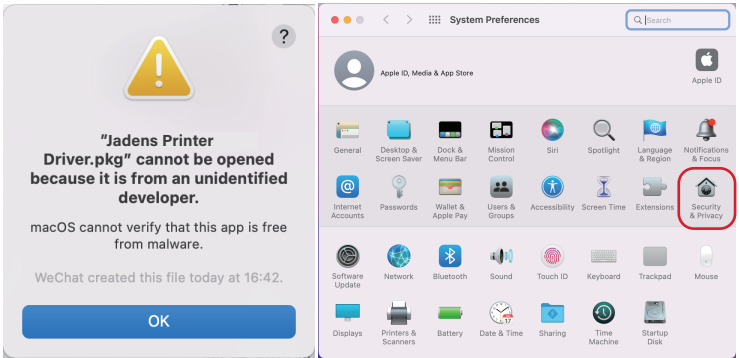
MacOS V10.9 or later



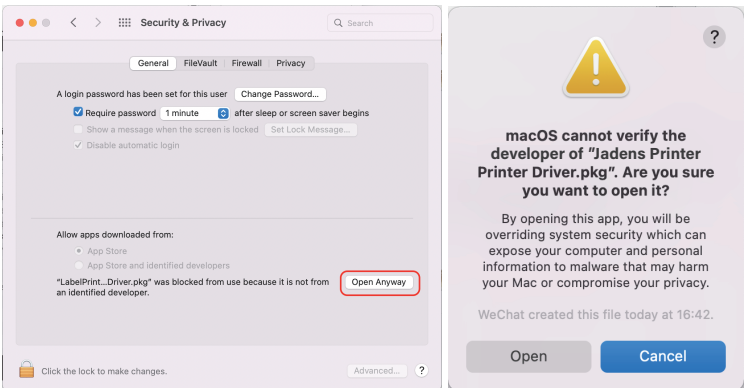
Step1: Install the driver

Install the driver via USB cable (MacBooks do not currently support installing drivers via Bluetooth)

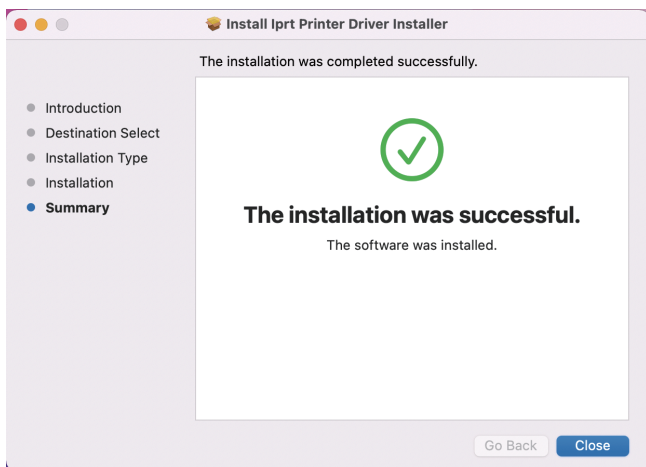
- Connect the power cable and turn on the printer (Please skip this step if you have already done it).
- Connect the USB cable to your computer(Please skip this step if you have already done it).
- Download the driver:
Download the driver (**JADENS_Printer_Driver.pkg**) from <https://jadens.com/pages/download-video>. Driver version may be updated. See the latest info at support.jadens.com
- Install the driver:
Copy the printer driver to your computer desktop, double click to open and install it as below:
 - Click 'OK' and open 'System Preferences', and click on 'Security & Privacy'. (If you don't see the warning, you can skip this step)



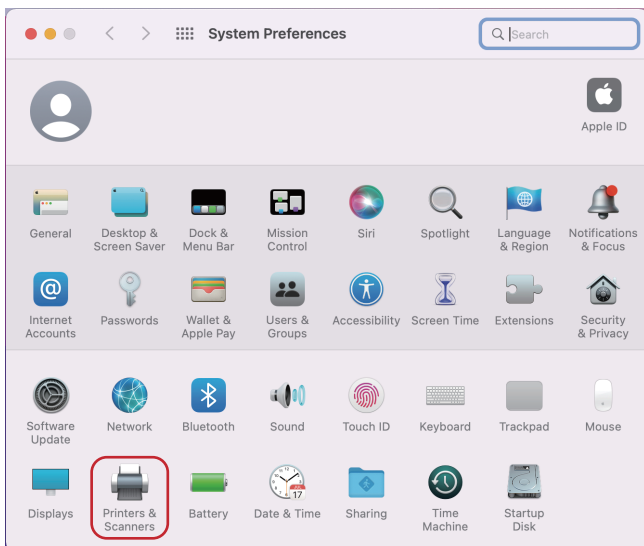
f. Click on 'Open AnyWay' button. Click on 'open' and continue to install the printer.



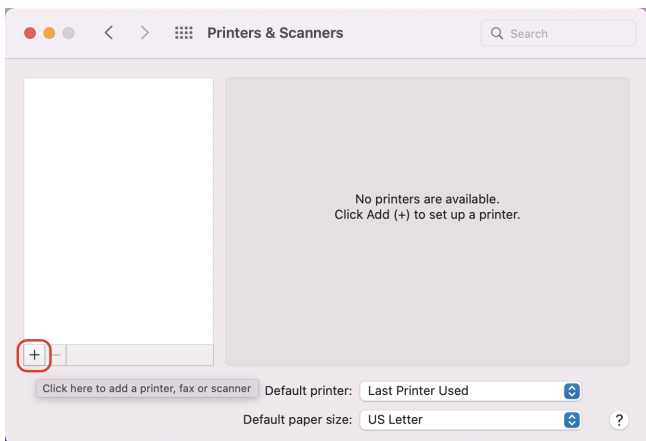
g. Follow the installation steps until you see 'The installation was successful' window.



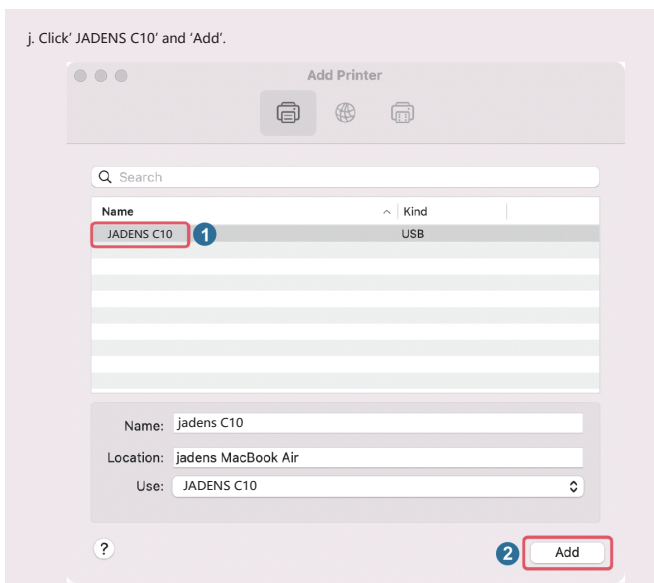
h. Open 'System Preferences' > click 'Printer and Scanners'.



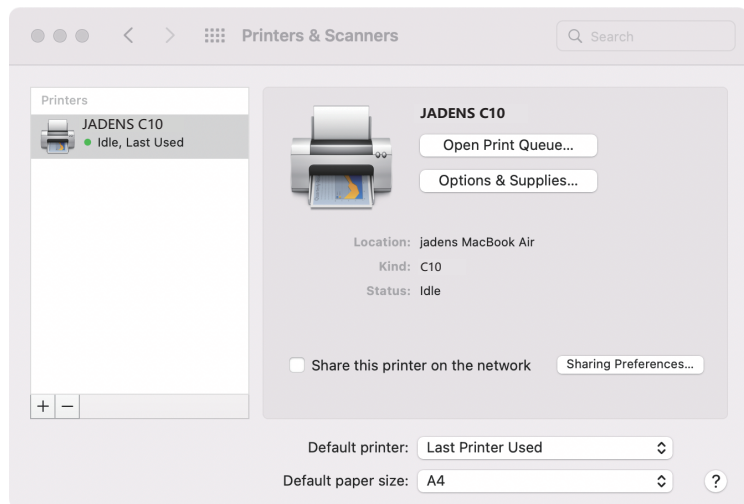
i. Click '+' to add a new printer.



j. Click 'JADENS C10' and 'Add'.



k. Now the printer has been installed in your MacBook successfully.



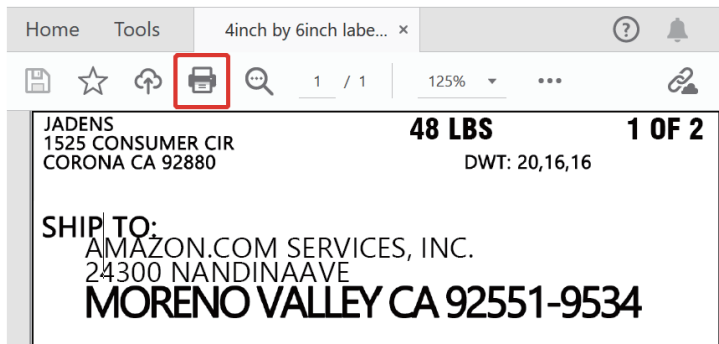
Note:

1. Now you can print directly, if you want to adjust the printing density, printing speed or other parameter, please refer to 'step2 Printer preference setting'.
2. If you can't print successfully, please restart your computer and install driver again.

Step2: Printer preference setting

In this step, we will show you how to set the print preference helping you print out well.

a. Open a sample PDF file, 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.

Print

Printer: JADENS C10 Advanced [Help](#) ?

Copies: 1 Print in grayscale (black and white)

Pages to Print

☒ All ☐ Current ☐ Pages 1 More Options

Page Sizing & Handling ⓘ

Size **Poster** **Multiple** **Booklet**

☒ Fit ☐ Actual size

☐ Shrink oversized pages ☐ Custom Scale: 100 %

☐ Choose paper source by PDF page size

Orientation:

☐ Auto ☒ Portrait ☐ Landscape

Comments & Forms

Document Summarize Comments

Page Setup... **Printer...** **Cancel** **Print**

Scale: 100%

4 x 6 Inches



Page 1 of 1

Page Setup

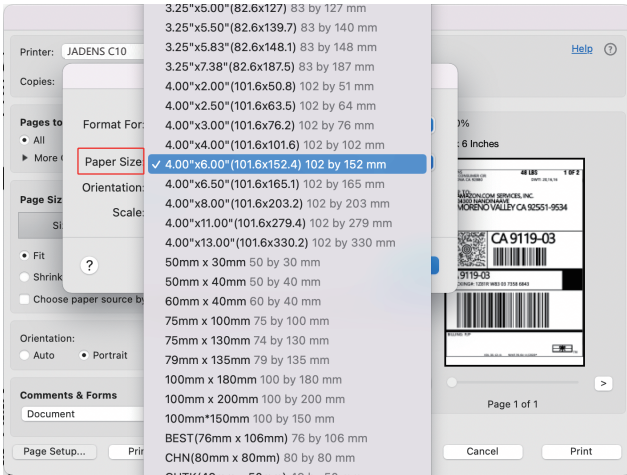
Format For: Any Printer

Paper Size: ☒ Any Printer

Orientation: JADENS C10

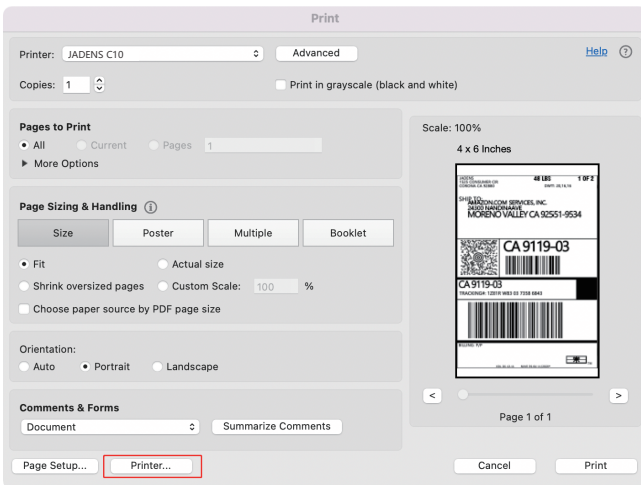
Scale: Printers & Scanners Preferences...

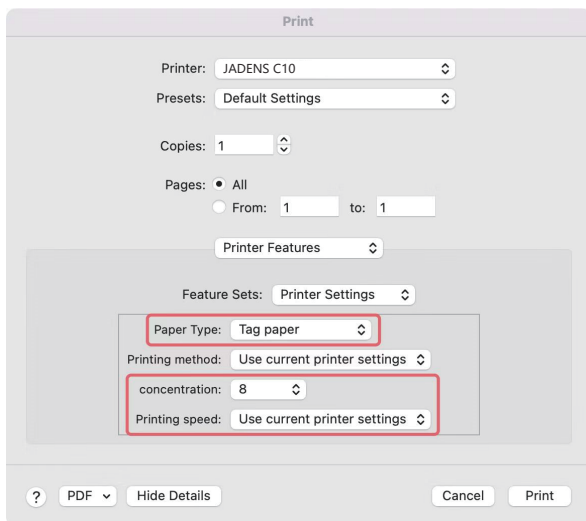
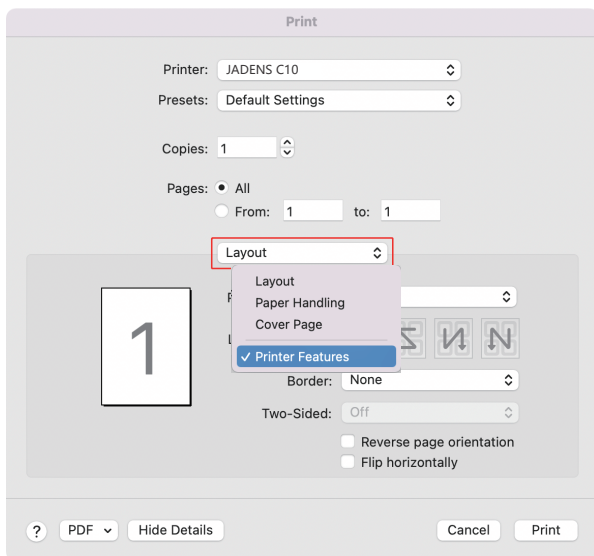
? **Cancel** **OK**



If there is no suitable size to choose 'Manage custom sizes', input the width and height, then click 'ok'.

c. Click 'printer preference' > Choose 'printer feature' > set up 'Paper Type', 'Darkness' and 'Print Speed'.





9. How to Use a Label Printer With a “Chromebook”

Scan the QR code below to view the guide video.

Scannen Sie den QR-Code unten, um das Anleitungsvideo anzuzeigen.

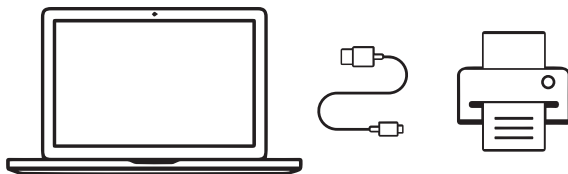
Scannez le code QR ci-dessous pour regarder la vidéo du guide.

Escanee el código QR a continuación para ver el video guía.

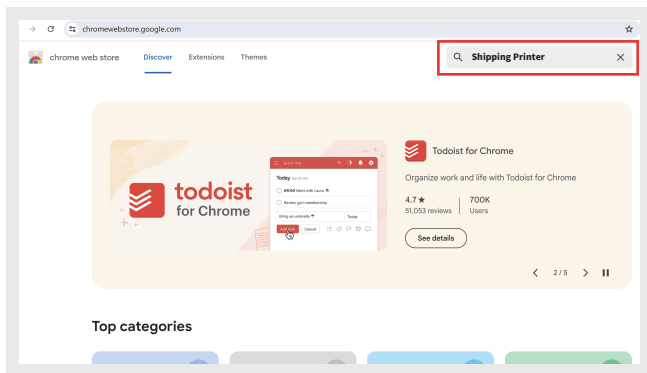
ガイドビデオを見るには、下のQRコードをスキャンしてください。



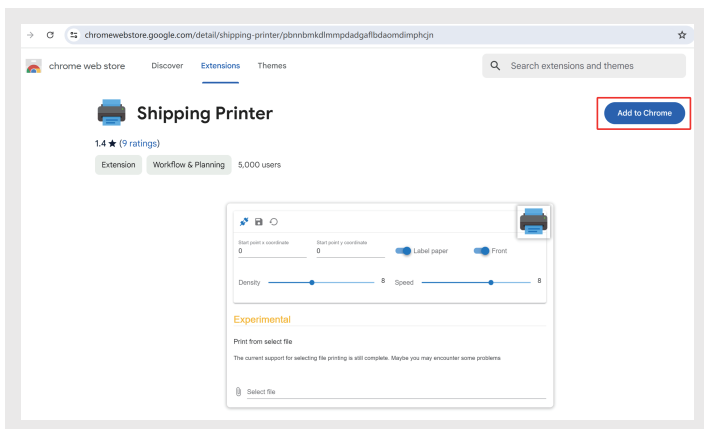
- ① Connect the printer with your Chromebook with provided USB wire, and turn on the printer.



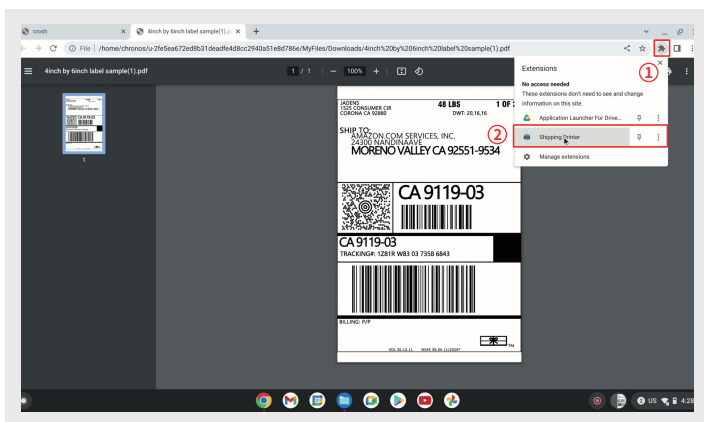
- ② Search "Shipping Printer" on Chrome Web Store: <https://chromewebstore.google.com/>



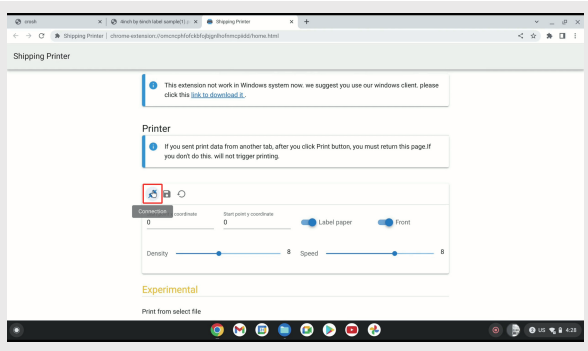
③ Download "Shipping Printer" extension to your Chrome.



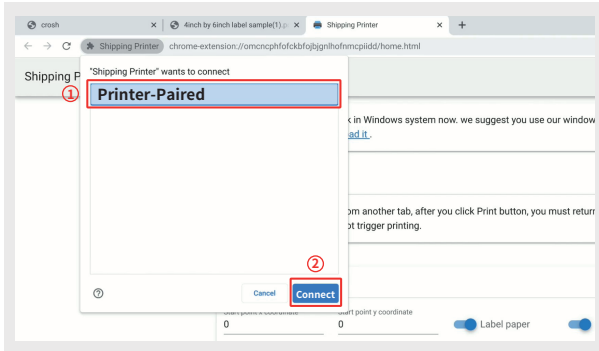
④ Click extension icon to select "Shipping Printer".



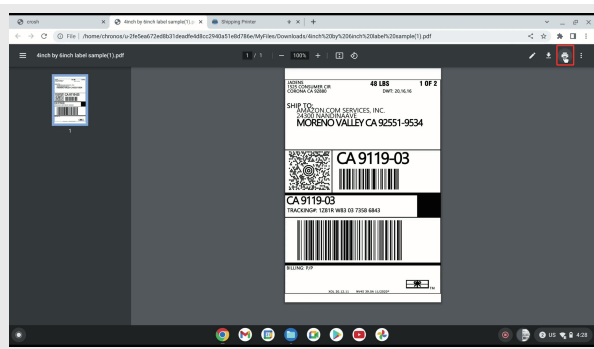
⑤ Click "connection" icon.



⑥ Choose your printer to connect.



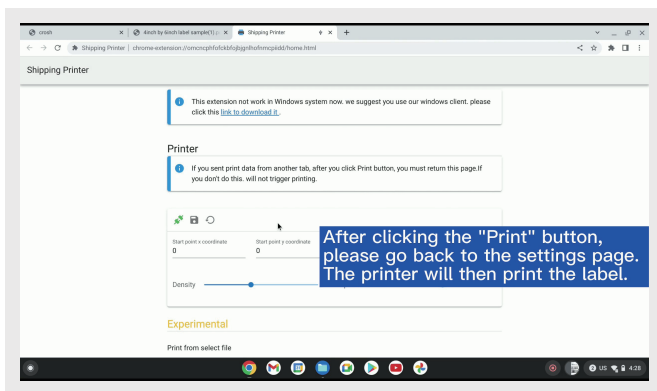
⑦ Open the file you need to print and click the the print icon.



- ⑧ Click "More settings" to select the paper size and copies as you need, then click "Print".



- ⑨ Turn back to the "Shipping label" extension setting page. The printer will then print the label.



10. Smartphone APP Printing

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.



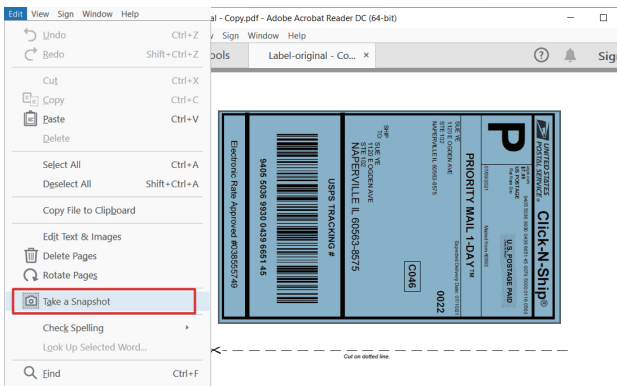
APP Store is a trademark of Apple Inc., registered in the U.S. and other countries.
Google Play and Google Play logo are trademarks of Google LLC.

11. Important Tips: Print Label of Multiple Size Using 'Take a snap shot'

If the printed PDF/file is unusual size such as A4 which can't be found the same size label. 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.

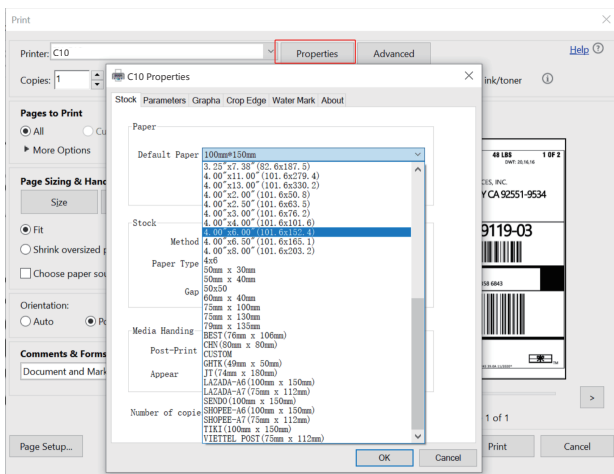


c. Click 'Print', set up the page size same as the labels you load, then print.



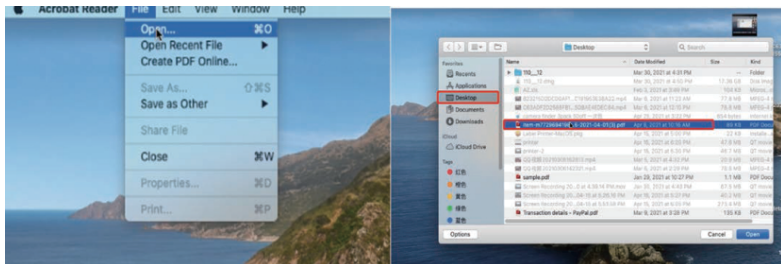
Note:

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

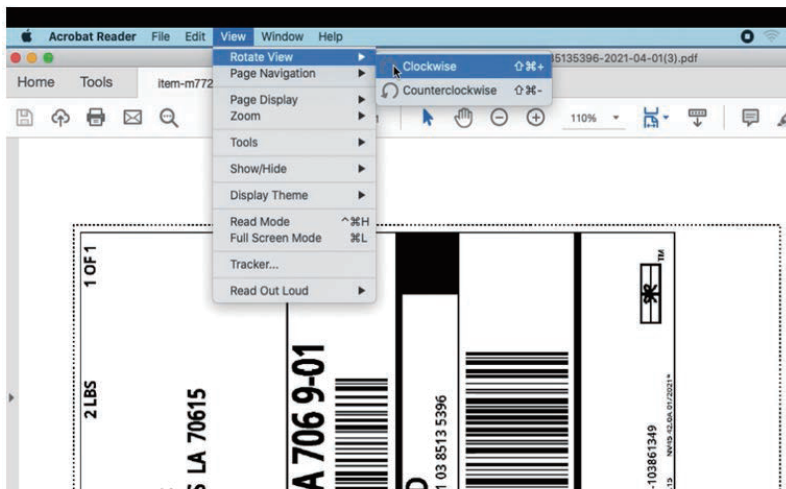


(2) For MAC

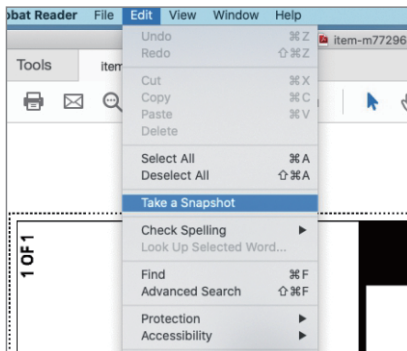
- a. Find the 'File' in the top left corner of you desktop > Click 'Open' > Click 'Desktop' > Choose PDF file (or you can open the file with Adobe)



- 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.



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.



12. Frequently Asked Question

Scan QR Code to **support.jadens.com** to see FAQ



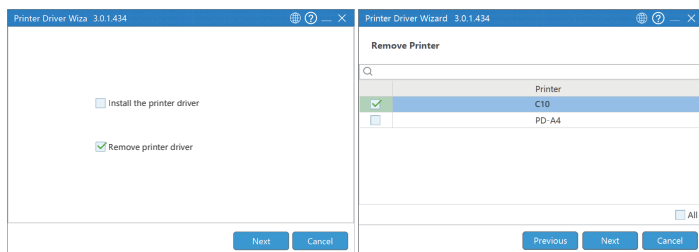
13. Pro Tips

- Press the feed button on the printer to **skip a blank label**.
- To run a self-test page, press the feed button four times.
- To run automatic paper learning, press the feed button three times.
- Avoid using poor quality labels as they can damage the printer.
- Regularly clean the printer head and rubber roller as described in 17. 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.

14. Driver Removal

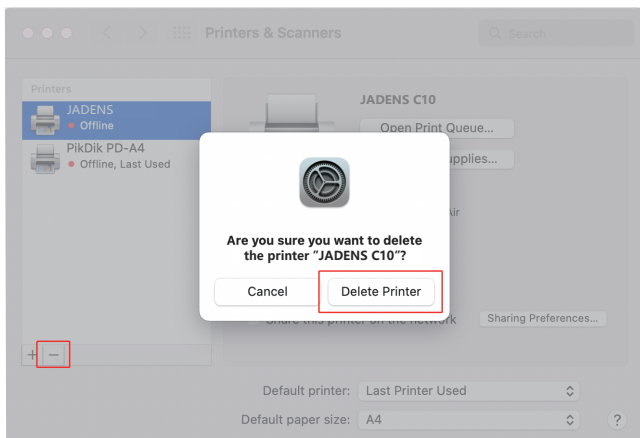
For windows:

Open the driver again and follow below steps to uninstall the driver.



For Mac:

Click 'System Preferences' > 'Printer& Scanners', click 'JADENS C10' > '-' > 'Delete Pinter' .



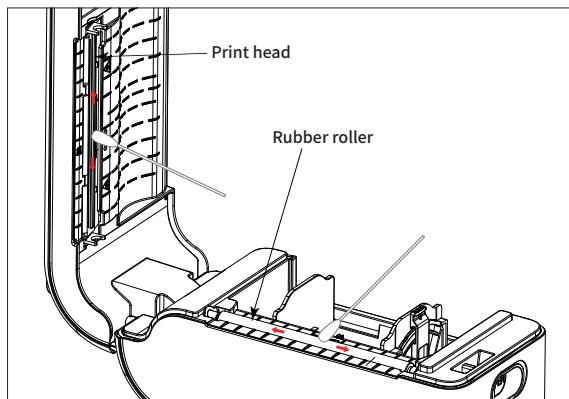
15. Specifications

Printing Method	Thermal
Resolution	203DPI
Max Printing Speed	80mm/s
Label Width	1"- 4.3"(25.4-109 mm)
Label Thickness	0.08-0.2 mm
Connection	USB + Bluetooth
Input Voltage	100-240V
Power Adapter	9V / 2A
Supported Paper	Direct Thermal Labels / Paper
Supported Operating Systems	Bluetooth Connection: iOS, iPadOs,Android, Windows 7 or later USB Connection: MacOs V10.9 or later, ChromeOs, Windows 7 or later
Printing Life	4"x6": ~328,000 labels 2"x1": ~1,968,000 labels
Label Minimum Length	0.39"(10mm)

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



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.

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 normes de conformité ou aux limites d'intensité de champ RF, les utilisateurs peuvent, sur l'exposition aux radiofréquences et la conformité, 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: 2BDL3-AC240

IC: 31665-AC240

Can we help?
For further assistance please contact

JADENS®

 support@jadens.com

 support.jadens.com

 **1-833-470-2950**

Available Time:

Mon -Fri: EST 10AM-10PM

Sat -Sun: EST 1PM-9PM

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