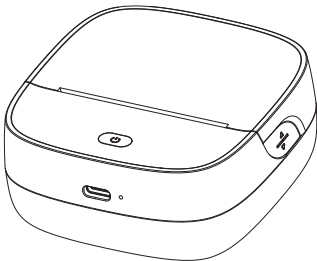


User Manual



JD-23
Mini Thermal Printer

Version: 1.0

Please read the instructions carefully before you use this product.

CONTENTS

1. What's in the Box	P1
2. Product Sketch	P2
3. Instruction for Power Button	P3
4. Power Status Indicator	P3
5. How to Get JD-23 Ready to Print	P5
6. How to Use JD-23 with Gap Label	P6
7. APP Printing Instruction	P7
8. Trouble Shooting	P10
9. Charging Instructions	P13
10. Clean the Printer Head	P14
11. Thermal Paper Type	P15
12. Product Specification	P16

What's in the Box

Printer



Thermal Paper



User Manual



App Guide Card



USB A to C

We have several combos to meet diverse needs.

Combo 1: Printer with 1 x continuous sticker

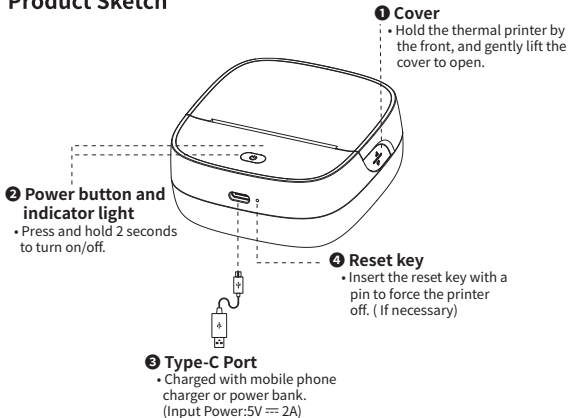
Combo 2: Printer with 1 x continuous sticker and 1 x 2*1.18inch gap label

Combo 3: Printer with 1 x continuous sticker, 1 x continuous paper (non-sticker), 1 x 2*2.76inch gap label and 6 x color pens (red, orange, yellow, green, blue, pink)



If any accessories are missing, please contact us for support.

Product Sketch



Instruction for Power Button

Long press for 2s	Power on/off
Quickly press 1 time	Gap label: detect the label gap
	Continunous paper/sticker: feed paper about 100mm
Quickly press 2 times	Print self-test page
Quickly press 3 times (Paper calibration)	Gap label: feed 4 blank labels
	Continunous paper/sticker: feed paper about 100mm

Power Status Indicator

Printer Status	Power Status Indicator
Power on	Green light on
Power off	Light off
Over-heat	Red light on
Cover opened	Red light on
Cover closed	Green light on

Battery Status	Power Status Indicator
Full charged	Green light on
Normal (Battery power $\geq 20\%$)	Green light on
Low battery (Battery power $< 20\%$)	Yellow light on
Charging normaly	Red light on

 Note: Upgrading > Charging > Low battery > Other status

Consumable Status	Power Status Indicator
Normal	Green light on
No paper detected	Red light on

Bluetooth Status	Power Status Indicator
Bluetooth connected	Green light on
Bluetooth disconnected	Green light flash slowly

How to Get JD-23 Ready to Print

⚠ Please full charge the printer for the first using.

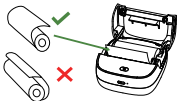
1 Open cover

Hold the printer by left and right sides, and gently lift cover to open.



2 Put paper in

Load the paper with printing side facing down.



3 Close the cover

Close the paper compartment cover.
Please make sure to leave 0.1-0.2inches of label paper on the outside.



4 Detect label gap

(Please skip this step for continuous paper/sticker)

Press power button once to detect label gap.



How to Use JD-23 with Gap Label

Gap label: Refers to roll paper with a fixed width gap between each label.

-  The printer uses this gap to determine precise positioning and where to print on the label.
- ① Short press once to detect label gap, which should be performed each time after roll label replacing. Printer will auto detect the label gap to make sure correct printing.
- ② Short press 3 times to calibrate paper, which should be performed after abnormal positioning. Printer will feed 4 gap labels to automatically calibrate.

APP Printing Instruction

1. APP Download

Search for [**Jadens Printer**] on Google Play or App Store or scan below QR code to download APP.



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.

2. Printer Power On

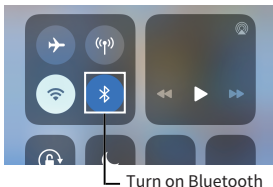
- Hold the power button for 2s until the green light on, then release the power button.

3. Detect Label Gap

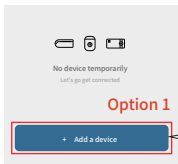
- Press power button once, printer will detect label gap.
(Please skip this step for continuous paper/sticker)

4. Bluetooth Connection

- Turn on Bluetooth.

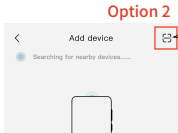


5. Connect Printer to [Jadens Printer] APP:



Option1:

1. Open [Jadens Printer] App;
 2. Click 'Add a device' to search nearby devices;
 3. Choose the correct printer to connect.
- (Note: Don't connect printer in the mobile phone Bluetooth settings.)



Option2:

1. Open [Jadens Printer] App;
2. Click 'Add a device' ;
3. Press the printer power button twice to print QR Code;
4. Click 'Scan' icon on top right corner;
5. Scan QR code to connect.



- After printer connect successfully by Bluetooth, App will show printer 's model number and battery information. e.g. JD-23_xxxx in the App;

⚠ Paper type in [Jadens Printer] should be consistent with that of the printer.

Trouble Shooting

1. No device can be found in the APP after Bluetooth is turned on.

- (1) The distance between printer and smartphone/tablet should be within 10m. (And no wall between the two)
- (2) Make sure 'Jadens Printer' is authorized to access Bluetooth. You can follow these steps to check, Setting> Apps> 'Jadens Printer' > Bluetooth button turned on.

2. Why my printer prints blank pages ?

- (1) Check printing side. Printing side should be face down, details please refer to page 5.
- (2) Check paper type. JD-23 only compatible with thermal paper.
- (3) Check whether paper jam has happened. Paper jams can occur when labels or other paper become stuck inside the printer, causing the printer to malfunction. To check for paper jam, open the printer and clear any jammed paper.

3. Printer is not printing centrally.

- (1) Check paper type set in 'Jadens Printer' . Paper type selected in App should be consistent with that of used in printer.
- (2) Short press power button, printer will feed one blank label and position at the gap. Then the printer prints normally.
- (2) Paper calibration. Short press power button 3 times, printer will feed 4 gap labels to automatically calibrate. Then the printer prints normally.

4. Printer turns itself off automatically.

- (1) Check remaining battery. Printer auto shutdown might be out of power, please charge in time.
- (2) Auto-power off. The printer will automatically shut down after 20mins when it is on and idle. (Time can be set in "Jadens Printer" APP.) Hold the power button for several seconds to restart the printer.

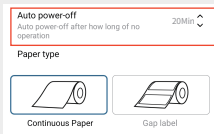
Set Auto Power-off Time in "Jadens Printer" APP:



- ① Tap printer information
(e.g JD-23_xxxx)



- ② Click " More Setting "



- ③ Select "Auto power-off Time"

5. Printer prints not clear/ blurry.

- (1) Dust or adhesive on the printer head.
Please try to clean the printer head with a clean cloth with alcohol.
Details please refer to page 13 'Clean the Printer Head' .
- (2) The printhead needs to be cleaned after a period of use as part of routine maintenance.

6. Why my printer still can't detect gap during printing after paper calibration?

- (1) Check paper type set in 'Jadens Printer' . Paper type selected in App should be consistent with that of used in printer.
- (2) Reset the printer. Insert the reset key with a pin to force the printer off and restart to print normally.
- (3) If printer still work abnormally, please ask further help for our Customer Support.

Charging Instructions

- 5V $\Rightarrow$ 2A input charging, charging time: about 2.5 hours.
- We recommend you to use smart phone chargers for charging.
- Please full charge the printer before you use it for the first time.
- If not used for a long time, please charge once every 3 months to avoid long-term natural loss of lithium battery can not be charged.

Warm tips: Working environment: Use at the ambient temperature of 5°C~40°C.

Caution! This product doesn't contain power adapter. The output specifications of the adapter shall comply with 5V $\Rightarrow$ 2A.

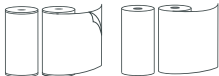
Clean the Printer Head



- ❶ Please turn off the printer and take out the paper roll after shutdown.
- ❷ Rub the cotton cloth or cotton swab with medical alcohol and gently wipe it from the center of the print head to all sides.
- ❸ Do not use the printer immediately after cleaning the print head, please wait 1-2 minutes until the alcohol is completely evaporated.

⚠ Please do not directly touch the printing head to avoid damage. Especially, do not directly touch the printing head immediately after printing to avoid overheating and scalding.

Thermal Paper Type:



Thermal Continuous Sticker / Paper
Paper width: 2.2 inch (56mm)



2 " x 2 "



2 " x 1.18 "

Thermal Gap Label
Gap width: 0.32inch (8mm)
Paper width: 2.2inch (56mm)



Thermal Transparent Sticker
Paper width: 2.2 inch (56mm)

Note:

- (1) Please use with thermal paper only.
- (2) Paper printing side please follow to Page 5.

JD-23 Mini Thermal Printer

Model:	JD-23
Printing Method:	Direct Thermal
Printing Color:	Monochrome
Compatible Thermal Paper:	Continuous Paper/ Sticker Gap Label
Printing Width:	2.2"(56mm)
Printing Speed:	0.39"/s(10mm/s)(max)
Printing Resolution:	203dpi
Printing Life:	16,400ft
Power Input:	DC 5V  2A
Battery Capacity:	1200mAh
Charge Time:	2.5hrs
Compatible Devices:	iOS, iPadOS, Android
Paper Bin Height:	1.18"(30mm)
N.W:	0.44lb(200g)

Customer Support

Hotline: 1-833-470-2950

Available Time:

Mon -Fri: EST 10AM- 10PM

Sat -Sun: EST 1PM-9PM

E-mail: support@jadens.com

Website: support.jadens.com

WhatsApp



Scan the QR code
to talk with 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

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: 2BDL3-B23

IC:31665-B23

