

# Getting Started with Munbyn Label Printer



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## FAQs

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# Initial Setup

## Set up Munbyn for First Use

Unboxing and Driver Installation video, <http://munbyn.biz/unboxing>

Sample 4x6 shipping label, <http://munbyn.biz/label>

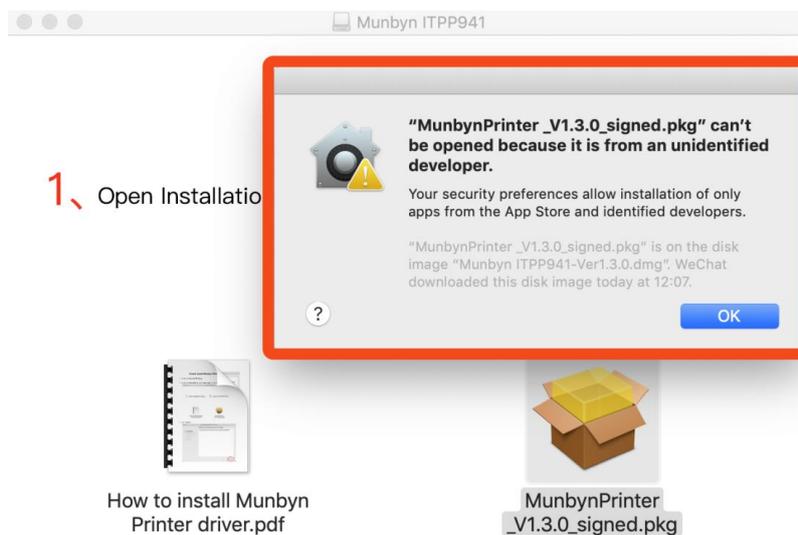
## Mac Driver

ITPP941 requires OS X 10.9 or newer.

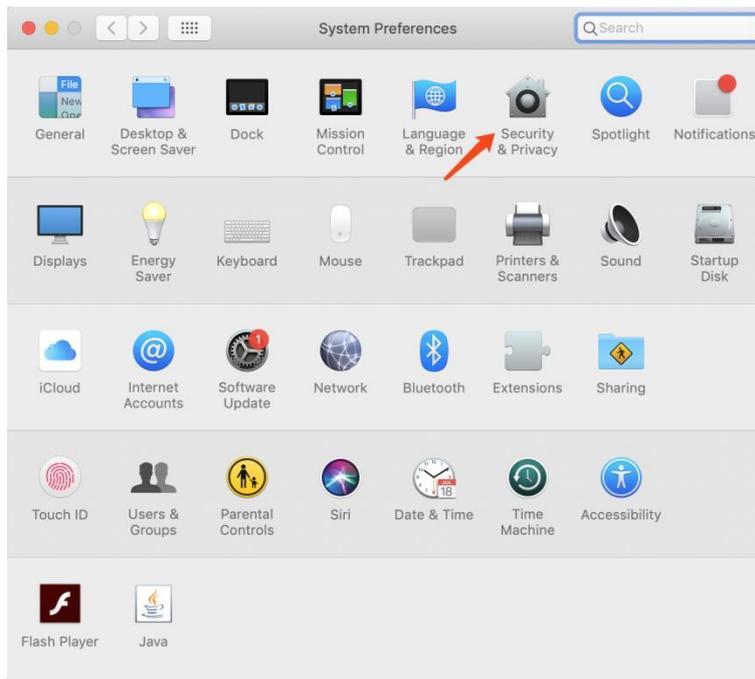
1. Please find the USB flash in the package, the driver is inside,

Or download the driver from here: <https://munbyn.biz/941macd>

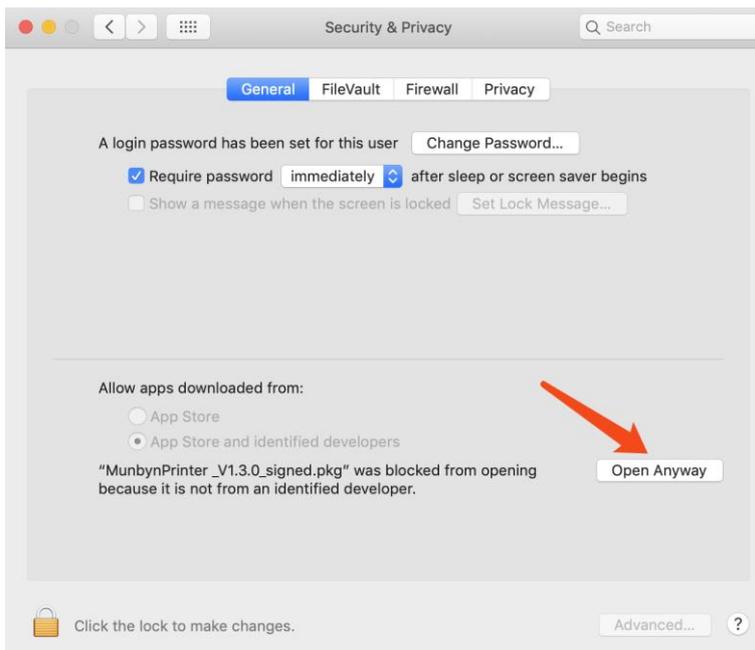
\*Tips: If there is a error the .pkg file can't be opened because it is from unidentified developer when installing the driver, please follow the steps below to allow the macOS to finish the installation



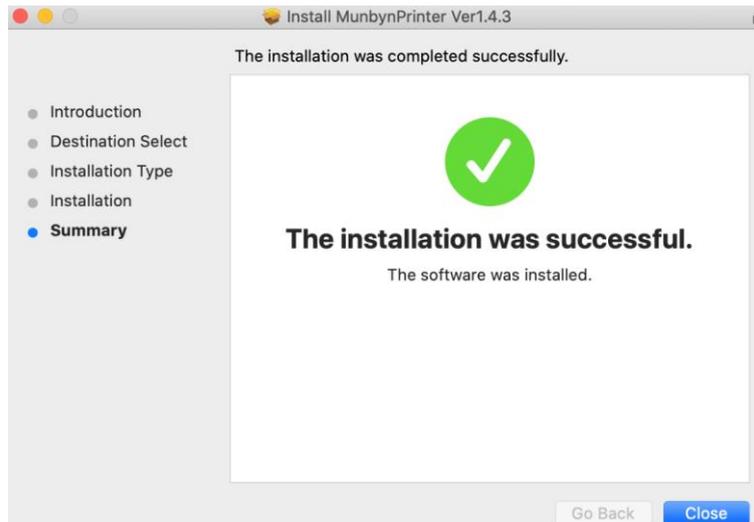
(1) Go to the Security & privacy



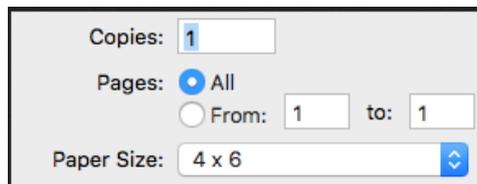
(2) Select to allow the file in the option pointed in this pic.



2. When you open the download file, you should see the screen shown below. It is highly recommended that you open the installation guide so you can follow along. Please double click on the pkg installer to begin. Follow the installation steps until you receive "Installation was successful" message shown below.



You may wish to print a Sample 4 x 6 Shipping Label. In the print dialogue, please be sure to select your "Paper Size" appropriately (for example 4 x 6). and then save the settings in the Presets option.

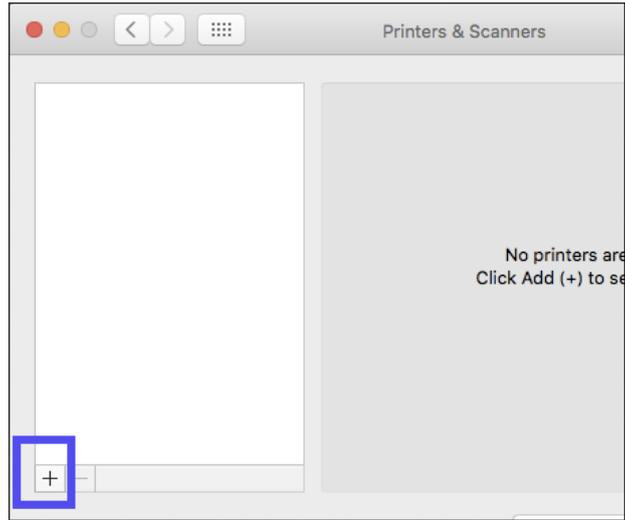


After the installation is complete, if you cannot find the printer in your Mac, please follow the steps below.

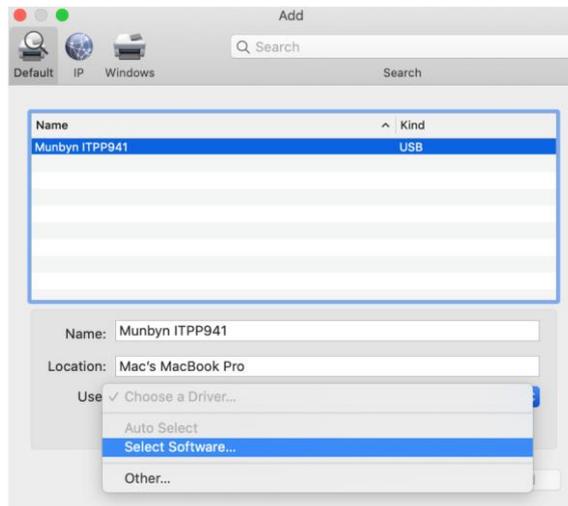
3. Open your Mac's "Settings" and click on "Printers and Scanners."



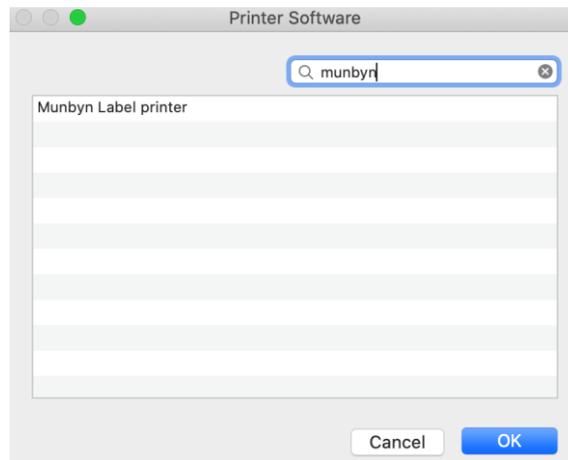
4. On the next window, press "+"



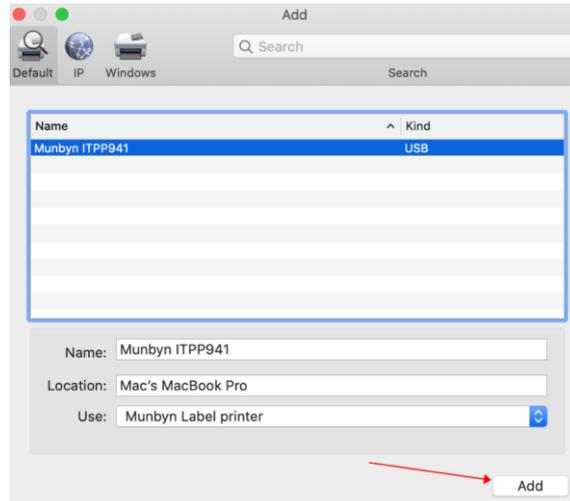
5. Click on Label Printer, and then choose "Select Software" in the drop down menu.



6. Please search / find "Munbyn Label Printer" and click OK.



7. Click on "Add"



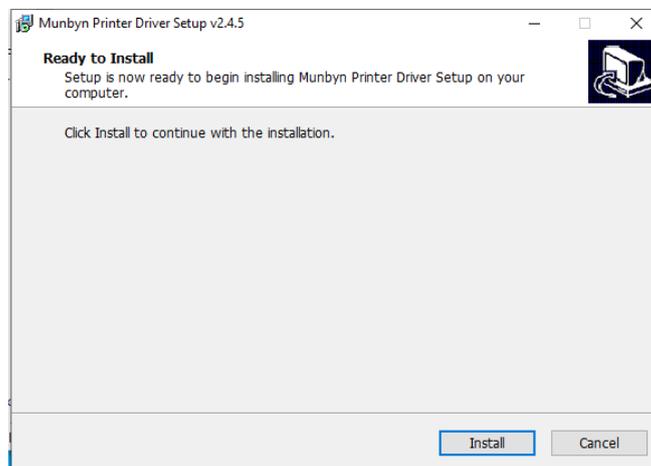
Then the printer will display in your Mac.

## Windows Driver

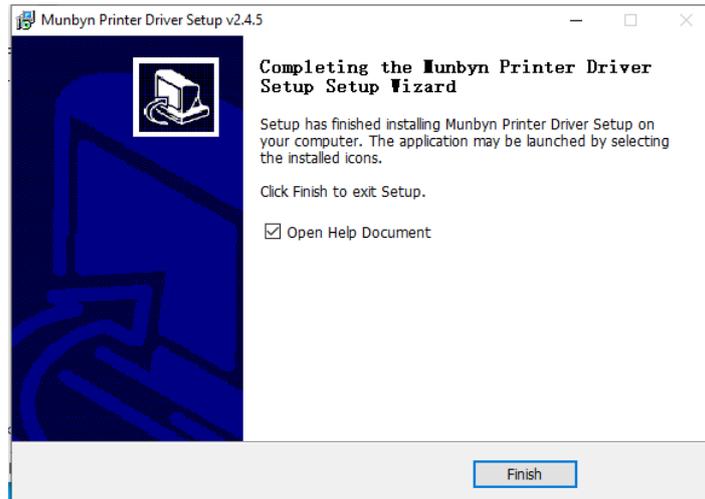
1. Please find the USB flash in the package, the driver is inside,

Or download the driver from here: <https://munbyn.biz/941wind>

2. After the download is complete, directly double-click to open, Please make sure the printer is turned on and connected windows via USB cable.



3. After click install, the driver is automatically installed on windows.



If munbyn does not appear on your computer, please restart the printer and windows.

## Printing Issue

### Label Issue

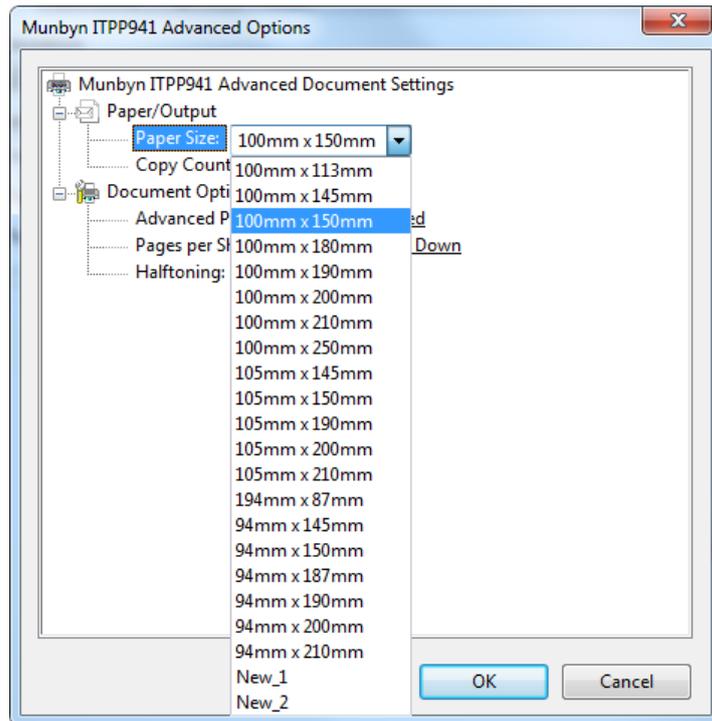
#### 1. Q: Why is my shipping label not completely printed? Too small or only part of it?

**A:** There are three situations:

1). The main reason is that the size of your shipping label file is not 4x6 inches. At this time, you need to set the correct label size. This needs to be set on the shipping platform or online store, depending on your file source. This part will be listed step by step in the **platform setup**.

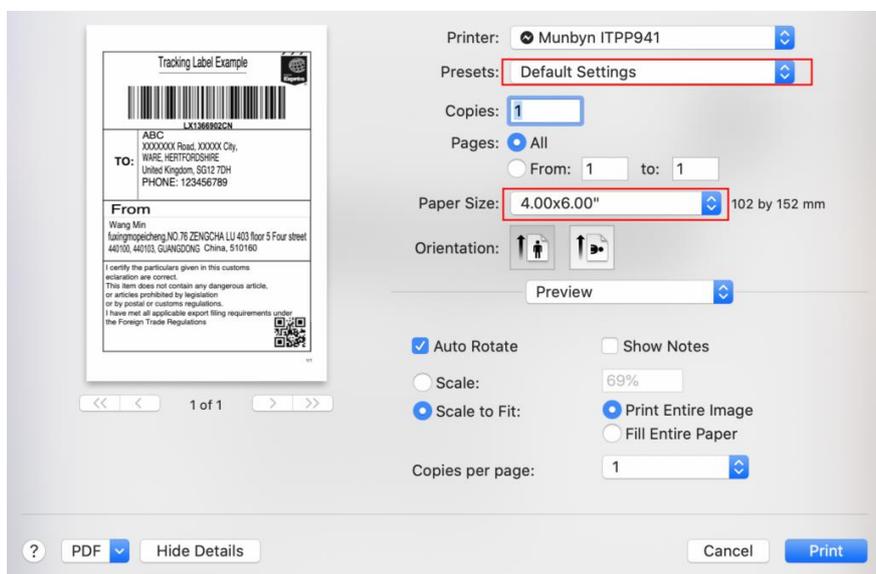
2). It is not set correctly when switching to print labels of different sizes. Please see the settings below. You should choose the size corresponding to your shipping label. Below I use the most common 4x6 inch shipping label as an example.

①For Windows: Go to the 'printer preferences' -> 'advanced' -> 'paper size', select the correct size for the printer(please select the 4x6 inch or 100\*150mm)



②For Mac: If you print a 4x6 size page. In the print dialogue, please be sure to select your "Paper Size" appropriately (for example 4 x 6”).

In the presets settings, you can permanently save the settings for this printing to avoid repeated settings.



3). If your file size is correct, only a small part is missing, for example, the barcode is not printed, and the consignee's information is not printed.

First of all, you can check if your adapter is included in the package. The picture of the adapter can be seen in the sixth point. If the adapter is correct, follow the steps to **calibrate** the paper.

- ① Load no less than 4 consecutive sheets of paper into the printer.
- ② After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed.
- ③ The printer will learn the size of the paper at this time. After the process is complete, the printer back to normal.

## **2. Q:Why I printed blank labels?**

**A:** (1) The most common reason is that the labels were loaded upside down. Please ensure your labels are properly loaded, the tearable side up.

(2) Ensure your labels are "Direct Thermal" labels, The paper enclosed in the package meets this condition

(3) If above are correct, but the printer still print blank labels or the label cannot be completely printed. Please print the self-test page,

- ① Press FEED(green/red light) button and hold on;
- ② Release after you hear two consecutive beeps.

The printer will print a self-test page. If the self-check page is not printed, please contact our after-sales service..

## **3. Q: Why does the printer show a red light?**

**A:** There are two situations,

1. Your printer is not loaded with label paper

Solution, at this time, after you load the label paper into the printer, the light will turn green

2. Your printer does not recognize the size of the paper

There are two manifestations,

1) After the printer successfully prints a label, it outputs a few blank sheets of paper and cannot print continuously, and then the printer appears red.

2) The printer only prints a small part of the text and the paper is jammed, and then the printer shows a red light

Solutions for the above two situations,

- ① Load no less than 4 consecutive sheets of paper into the printer.

② After the paper stop moving, press and hold FEED (red/green light), and when you hear a beep, release the feed.

③ The printer will learn the size of the paper at this time, and the top of the printer will light up in green when it stops. After the process is complete, the printer back to normal.

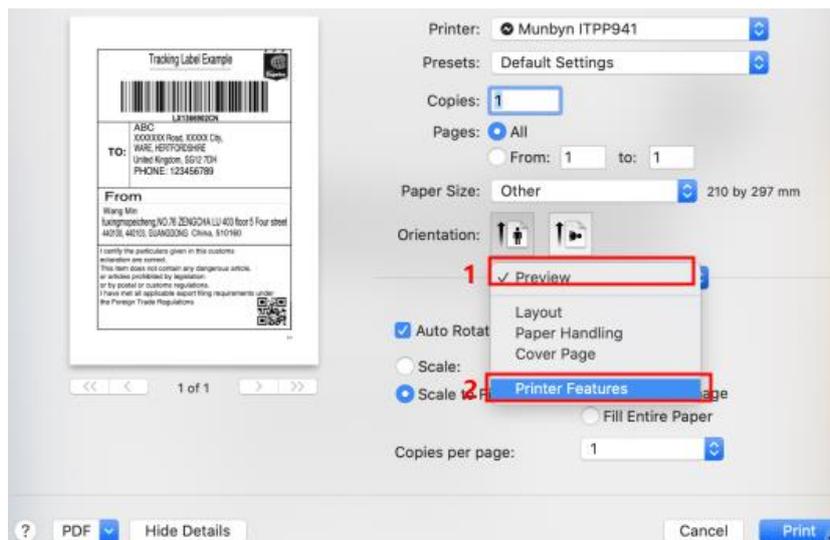
## Print Quality Issue

### 4. Q: why my labels are not sharp / dark ?

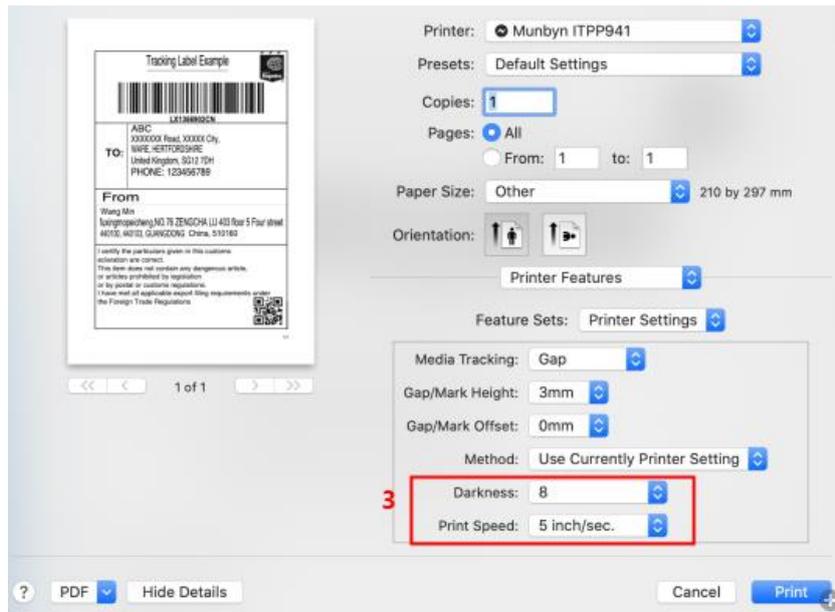
**A:**Try to choose PDF file format for printing instead of PNG, PIG and other image formats

### For Mac

1).Choose printer features,

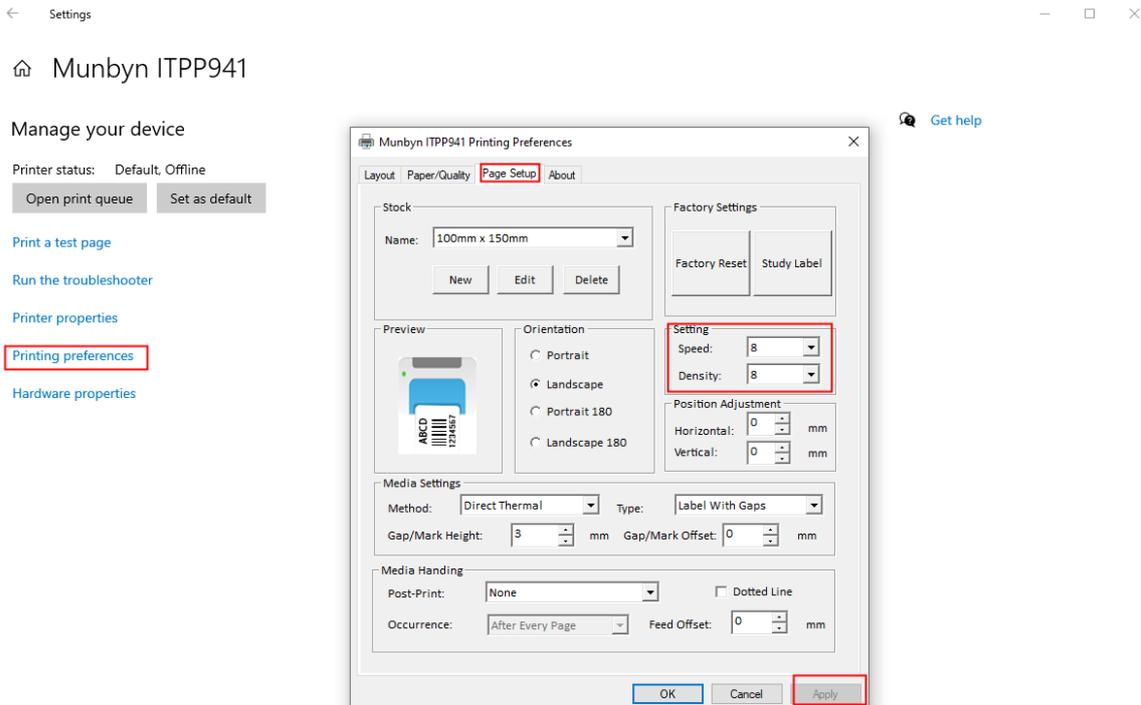


2).Adjust the density, Try to choose low speed while high density



## For Windows:

You can do this by entering: Settings -> Devices -> Printers and Scanners -> Right-click on 'Munbyn ITPP941' -> Manager -> Printing Preferences -> Page Setup -> Density/Speed.



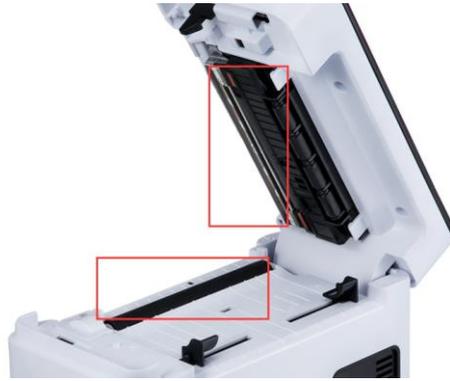
## 5. Q: Why are there some white dots or vertical lines on the printed label?

**A:** It is likely that the printer head has gotten dirty.

(1) Please turn ITPP941 off and allow it to cool down

(2) Please use the provided alcohol pads to wipe the printer head clean. Any 70% Isopropyl Alcohol pad would work. These are commonly available in pharmacies and grocery stores as well as on Amazon. Image below shows the highlighted areas that could cause this fade / dead zone.

(3) Allow 2-3 minutes for components to dry, then turn ITPP941 back on.



Please try to use high-quality thermal label paper (such as munbyn label paper) to avoid the poor quality label paper coating peeling off and remaining on the print head, resulting in unclear printing. If it still has white dots and white lines, please contact our after-sales service.

## Other Issue

## 6. Q: Why does the printer keep beeping?

**A:** Please check if your power adapter is the one included in the package, as shown in the figure below.



**7. Q:Why does my computer show that the status of the printer is offline or Error or not display on computer?**

**A:**

**For Windows**

① Offline

If the status of the printer is offline, it means that windows did not recognize the printer, please replug the USB cable and restart the printer. The status will be online.

② Not display on windows

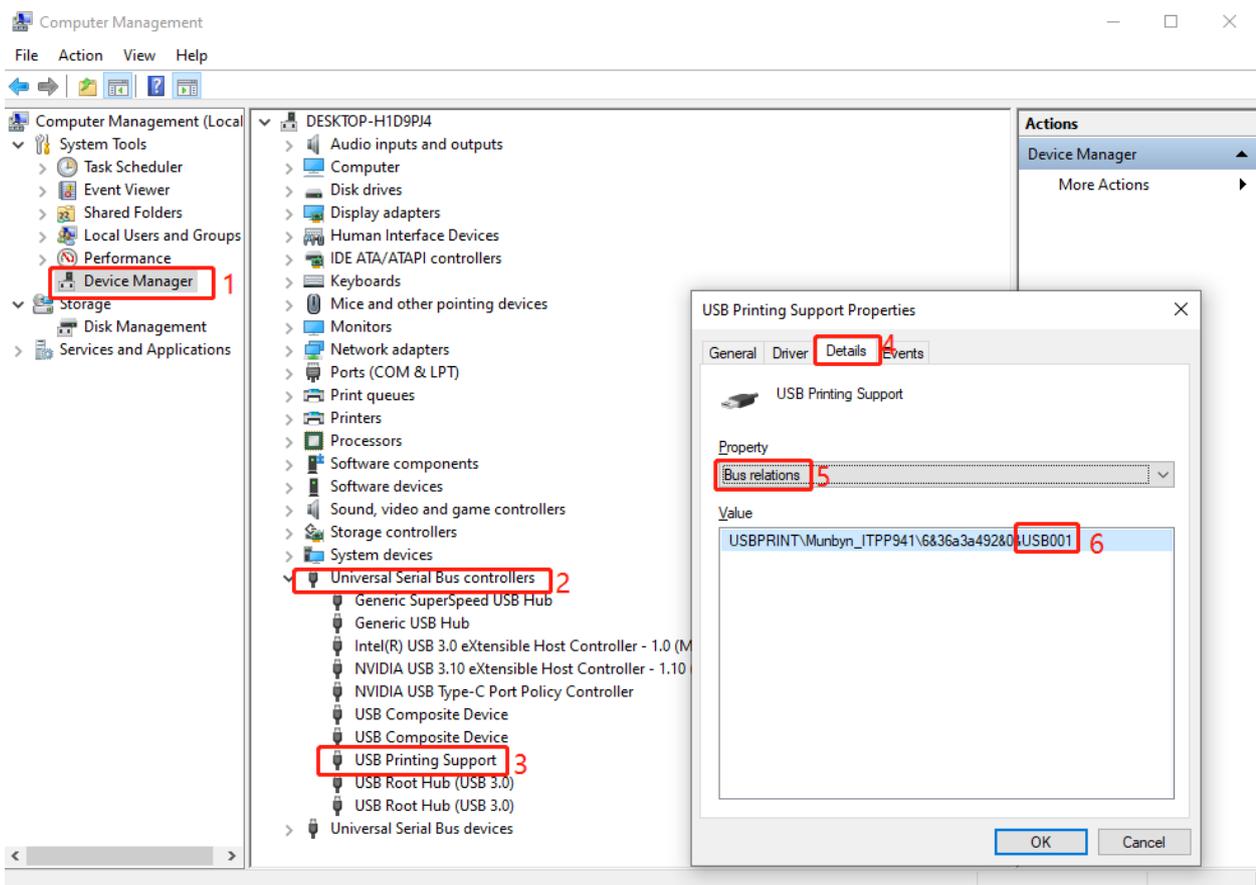
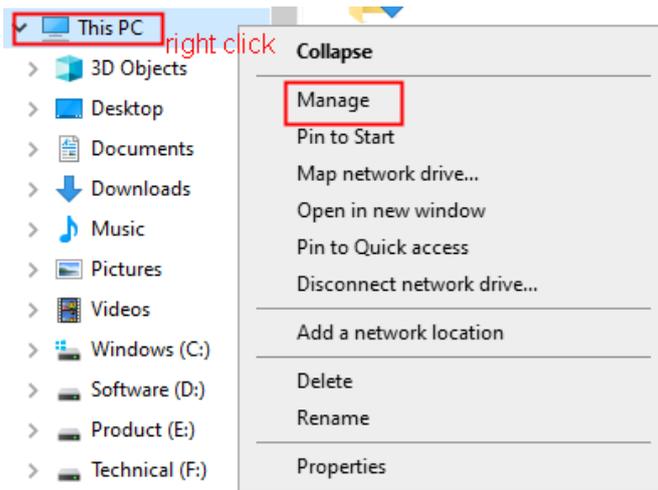
After you install the driver, munbyn is not displayed on windows, you can restart the printer or windows. Then it will appear on your computer.

③ Error

If the status of the printer is error, it means that windows gave the printer the wrong port. You can modify the port by following the steps below.

A, First you should find the correct port, please refer to the following steps

Steps: This PC(right click)->Manage->Device Manager->Universal Serial Bus controllers->USB Printing Support->Details->Bus relations->USB00\*.



At this point you will see that the USB port assigned to the printer by Windows is USB00\*.

B, You can follow the steps below to modify it to the correct port USB00\*.

Steps: Setting->Device->Printers&Scanners->ITPP941->Manage->Printer properties->Ports->USB00\*->Apply.

← **Settings**

## 🏠 Munbyn ITPP941

### Manage your device

Printer status: Idle

**Open print queue**

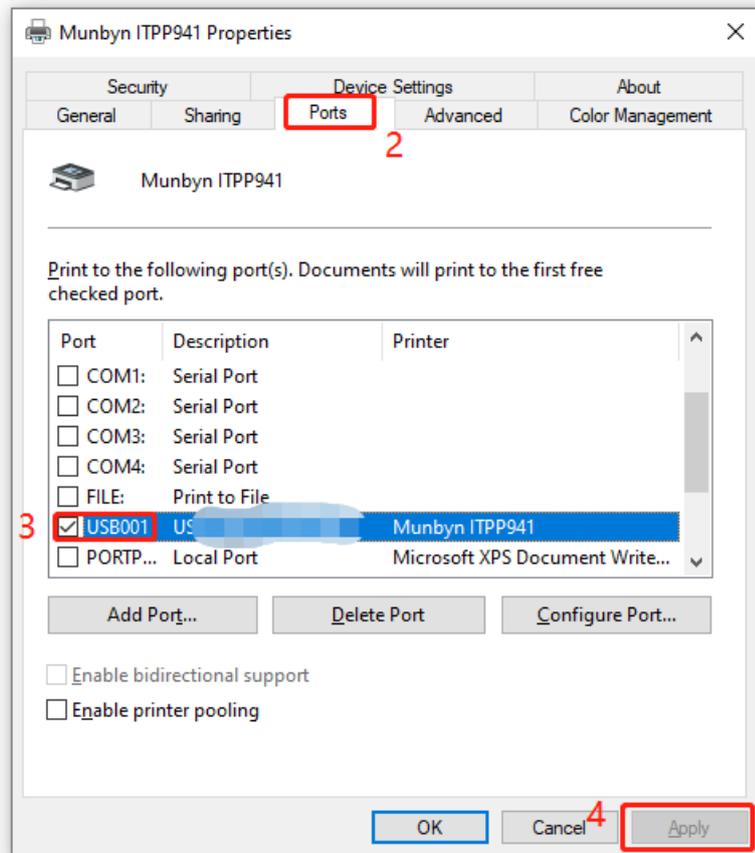
[Print a test page](#)

[Run the troubleshooter](#)

**[Printer properties](#)** 1

[Printing preferences](#)

[Hardware properties](#)



## For Mac

### Offline or Not display on Mac

If the status of the printer is offline, it means that Mac did not recognize the printer, please replug the USB cable and restart the printer. The status will be online.

## Platform (Online store) Setup

- 1.Shopify, <https://munbyn.biz/shopify>
- 2.UPS, <https://munbyn.biz/ups>
- 3.Etsy, <https://munbyn.biz/etsy>
- 4.Amazon, <https://munbyn.biz/Amazon>
- 5.eBay, <https://munbyn.biz/ebay>
- 6.PayPal, <https://munbyn.biz/paypal>
- 7.Pirate Ship, <https://munbyn.biz/pirateship>
- 8.Poshmark, <https://munbyn.biz/poshmark>
- 9.Stamps, <http://munbyn.biz/stamps>
- 10.shipeasy, <https://munbyn.biz/shipeasy>
- 11.FedEx, <https://munbyn.biz/fedexcom>
- 12.USPS, <https://munbyn.biz/usps>
- 13.Endica, <http://munbyn.biz/endica>
- 14.XPS, <http://munbyn.biz/xps>
- 15.DHL, <https://munbyn.biz/dhl>
- 16.Canada Post, <https://munbyn.biz/canadapost>
- 17.Royal Mail, <https://munbyn.biz/royalmail>

## Tips and Tricks

### 1. Q:How to create new customized label size?

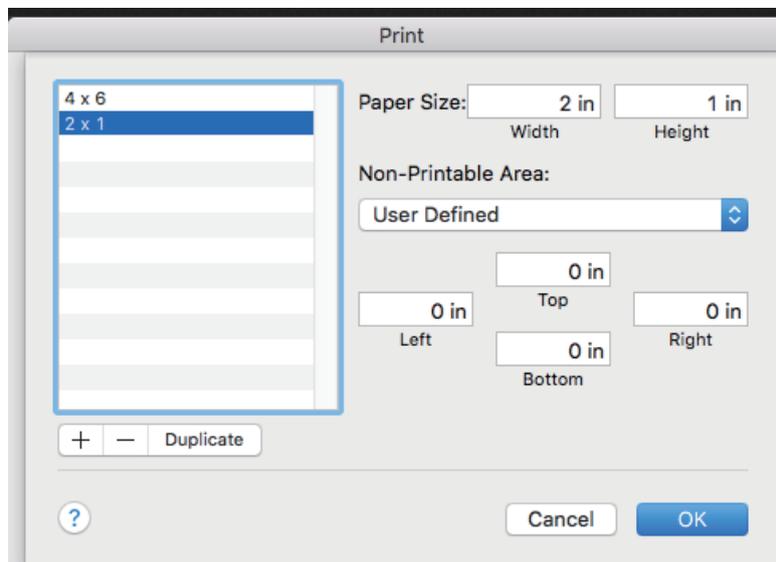
**A:**When you load in a new direct thermal label, there are two actions that need to take place:

- 1) Run the automatic label identification on the printer
- 2) Set proper label settings on your computer.
- 3) Mac: Set your custom label size

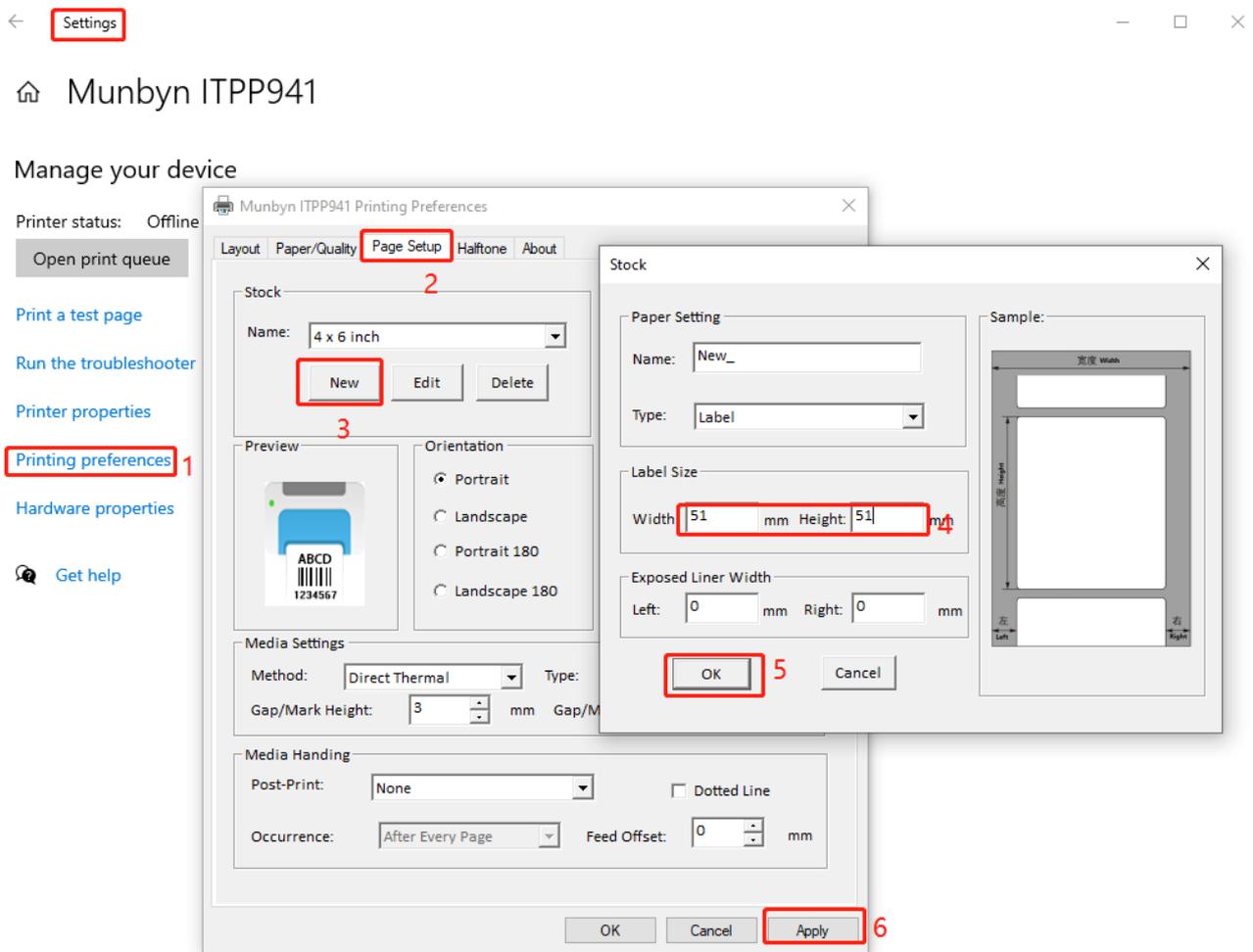
In your print prompt menu, click on "Manage Custom Sizes" next to Paper Size.



Enter your paper size and margins on the next window and click OK. You can rename your new label size by double clicking on the highlighted item on the left.



4)Windows: Set Settings in your Windows Printer setting



## 2. Q:How to print label in non 4x6 inches size, like USPS and Amazon ASIN labels?

**A:**You can use the ‘Acrobat Reader DC’ to crop the shipping label to print.

Demo video: <https://munbyn.biz/3kn9sul>

## 3. Q: How to judge whether munbyn is hardware damaged?

**A:** The self-test page can be used to determine whether the machine has a hardware failure.

The steps to print a self-check page are as follows:

- ①Disconnect the USB connection and load paper
- ②Wait for the green light to turn on (if there is no green light, please calibrate the paper, the steps are on page 8), press the FEED button and hold it down, release it after hearing two beeps,
- ③It will print out the self-check label. If the self-test label prints well, the printer hardware is normal.

**For more questions, please contact seller from Amazon or support.**

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