OFFNOVA Thermal Label Printer (Bluetooth)

How to set up and fix technical issues



OFFNOVA address a mission to provide high-quality products as well as to fulfill a need for creating something special.

Support Website: <u>https://offnova.com/</u> Facebook: https://www.facebook.com/groups/238227327867149 Instagram: <u>https://www.instagram.com/offnova_official/</u> Email: support@offnova.com

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1. Compatibility (Bluetooth $\downarrow\downarrow\downarrow\downarrow$)

1.1 What systems are the printer compatible with?

The thermal label printer is compatible with iOS, Android, and Windows operating systems via Bluetooth and works with Mac OS via a USB cable connected. It is incompatible with Linux and Chromebook.

It prints wirelessly via smartphone. By installing and running the app "Shipping Printer" on iPhone, Android, or iPad to pair Bluetooth. You can import label files to the app to print. For Windows devices with built-in Bluetooth, you can print wirelessly. But for Mac OS devices, you can print via USB cable connected only.

1.2 What platforms does OFFNOVA work with?

The thermal label printer can work with any 4" x6" shipping label files from the following platforms. Amazon/eBay/Shopify/PayPal/Etsy/Poshmark/Endicia/Dazzle/ShipStation/ShipWorks/Shippo/ Shipping Easy/XPS/ORDORO/FedEx/UPS/USPS/DHL / Stamps.com and any other platforms that can output 4" x 6" shipping label files.

2. Driver Installation

2.1 How to install driver on Windows?

1) Plug the power cord into the electrical outlet and connect the printer with your computer via USB cable. Switch on the printer.

 Download the latest driver version from the following link: <u>https://offnova.com/pages/download</u> and confirm to install driver.

3) Please remember the USB Port you connect the printer with. (No label will output whenever the connecting USB port changes)

Select the defau	It installation name and port of printer driver	
nter Model:		
-6140 -6240	Driver Tips X	Default Printer
	Port: Found USB Port:USB002	Get USB Port
	COM Set	
	BaudR	NONE
	DataBits: 8 StopB	lits: 1 🗸
	Flow Control: NONE	~

3) After installed the driver, please right click on This PC -> Properties -> Control Panel -> Devices and Printers to find this printer.

Setti	ings	
ŵ	Home	Printers & scanners
Fi	ind a setting	Add printers & scanners
Dev	vices	+ Add a printer or scanner
	Bluetooth & other devices	
合	Printers & scanners	Printers & scanners
Ū	Mouse	
	Touchpad	HP1FE989 (HP Smart Tank 510 series) Offline
Fact	Typing	Microsoft Print to PDF
P	Pen & Windows Ink	Microsoft XPS Document Writer
Þ	AutoPlay	
ð	USB	
		Open queue Manage Remove devi
		OneNote (Desktop)

If you can find the printer on the page and can manage it, the driver has been installed successfully; If it does not display on the page and shows "offline", please recheck the USB connection and reinstall the driver again.

4) Click on "OFFNOVA Printer" and choose "Printing Preferences". Then confirm the settings to print.

	OFFNOVA N-6140A P	rinting Preferences	>
ଇ OFF ୍	yout Paper/Quality Page	e Setup Graphical About	
Manage y	Stock Name: 4"	x 6" (101.6mmx152.4mm)	_
This device ha or that functi		New Edit	Delete
OFFNOVA N	Preview	Orientation	Setting
Printer status: Open print	ARCO	Portrait Landscape	Speed: 8 Density: 8 Position Adjustment
rint a test pa		C Portrait 180	Horizontal: 0 Vertical: 0 mm
rinter proper	Media Settings Method: Direct	Thermal 💌 7	Type: Label With Gaps 💌
rinting prefe	Gap/Mark Height:	3 <u>*</u> mm (Gap/Mark Offset: 0 + mm
lardware pro	Media Handing Post-Print: Nc Occurrence: Afte	one er Every Page	Feed Offset: 0 * mm
			OK Cannol Apply

5) You can watch the following operation video "how to install driver on windows" on the page:

https://www.youtube.com/watch?v=9PPKk_irWO0&t=7s

2.2 How to install driver on Mac OS?

Plug into the power cord into the electrical outlet and connect the printer with your computer.
 Switch on the printer.

2) Download the latest Mac OS driver of OFFNOVA from the following link:

https://offnova.com/pages/download

When you open the download file, you should see the screen shown. Please do not worry about it. You can click "OK" and confirm to install the driver.



3) Go to the "System Preferences" and select the "Printer and Scanners" under "Use". Click "+" to add OFFNOVA Printer.



•••	< >	iiii Syste	m Preferenc	es		Q Search	
W	Kelly Wol Apple ID, iClo	N g ud, Media & Apj	o Store			Apple ID	Family Sharing
Update Apple ID	Settings						Details
General C Sc	Desktop & creen Saver	Dock & Menu Bar	Mission Control	Siri	Spotlight	Language & Region	Notifications
On the second se	Wallet & Apple Pay	Touch ID	Users & Groups	Accessibility	Screen Time	Extensions	Security & Privacy
Software Update	Network	Bluetooth	Sound	Printers & Scanners	Keyboard	Trackpad	Mouse
Displays	Sidecar	Battery	Date & Time	Sharing	Time Machine	Startup Disk	
•••		(Add P	rinter	þ		
Q Search							
Name				~ K	ind		
OFFNOVA N	-6140			U	SB		
Name:	OFFNC)VA N-614	0				
Location:	MacBo	ok Pro					
Use:	Choos Software manufac	e a Driver.	nter isn't ava	ilable from	Apple. Cont	act the prin	nter's
			e latest softw	vare.			



4) If it is not display in "Printers&Scanners", please check if the printer is on and well connected with your PC.

5) If yes, but you are unable to install the driver still, please switch off the printer and your PC. Then restart them to reinstall the driver as steps 1-3.

Printer:	OFFNOVA N-614	0	\$
Presets:	Default Settings		
Copies:	1		
Pages:	 All 		
	From: 1	to: 1	
Paper Size:	Other 8.50 by 11.	00 inches	0
	ound clock by the		
Orientation:	• + Portrait	+ ► Landscape	
Orientation:	• + Portrait	+⊡ Landscape	
Orientation:	● +I Portrait ● Printer Featur	⁺∙ Landscape res C	
Orientation:	● + Portrait ● Printer Feature Feature Sets: Pr	+⊫ Landscape res 📀 inter Settings 3	
Orientation: Media Tra	● + Portrait ● Printer Featur Feature Sets: Pr acking: Gap	+ Landscape	
Orientation: Media Tra	Printer Feature Feature Sets: Pr acking: Gap lethod: Use Currer	+ ► Landscape res O inter Settings tly Printer Settin	ong o
Orientation: Media Tra M Dar		+ Landscape res inter Settings tly Printer Settin	ng 🖸

6) If yes, you can open a file label and confirm settings to printer.

7) You can watch the following operation video "how to install driver on Mac OS" on the page:

https://www.youtube.com/watch?v=vFNe7U4_cek&t=6s

3. How to connect and print via Bluetooth?

3.1 How to print via iPhone and iPad?

OFFNOVA Bluetooth thermal printer is compatible with iPhone and iPad. Please switch on the printer and ensure that you have installed the app" Shipping Printer" to pair Bluetooth before connecting and printing. For an iPad, please place it vertically on desk. If not, it will print sideways.

Here are the detailed steps on how to connect Bluetooth to print.

1) Please search and download the app named "Shipping Printer" on your app store.



2) Switch on the thermal label printer and run the app to pair Bluetooth. If the print icon lights red, it means the Bluetooth has not been connected.



3) Choose "connect" in the app, and the print icon will turn green if the Bluetooth is connected successfully.

11:0	01	•11 4G 💷	11:03		📲 4G 🔲
<	Bluetooth		Home		ē i
-51	OFFNOVA N-6140_722D 07C6CEB2-4625-9D14-D047- BF00A6077AC5	CONNECT			
-87	EDIFIER Lolli Pods Plus 66134AE1-7D14-2C31-4326-7D76B 723CE9F	CONNECT			
				Choose file	
				Scan	

4) Open a label file and choose to open it via the app" Shipping Printer" and custom size as you required. (You can input the paper width and height as required directly). Then confirm to print.

11:05	11 4G 📼	11:06	all 46 📥
Crop imag	e →	К Р	Print 🚭
		Advanced	
6 LB PRIORITY MAIL PATE ZONE 4 NO SURCHARGE COMMERCIAL FULS PRICE	062S0009993642 7889597 G FROM 98610	Density Range 1-15	6
		Speed Range 1-8	4
John Smith 1234 BARNES RD	99	Copies	1
CARSON NV 30000		Start x coordinate (mm)	0
SHIP DO NOT SHIP TO: 11 CAMPBELL AVE CAMPBELL CA 95009	- 1	Start y coordinate (mm)	0
		Image	
		Automatic scale image When image size less then	paper size
888888888888888888888888888888888888888	8888888	Size Default size for unset imag	e
	нр	Paper width (mm) Range 38-110mm	100
		Paper height (mm) Not less than 20mm	150
Ratio Rotate Left Rot	te Right Reset		

3.2 How to connect and print Bluetooth via Android?

1) Please search and install the app named "Shipping Printer" on your "Google Play".



 Switch on the printer and run the app "Shipping Printer". Find the device N-6140BT_XXXX or N-6240BT_XXXX and confirm to connect. The print icon will turn green if the Bluetooth is connected successfully.

4:23	9 8 9 🛦 M 🖻 🔹	୍ଦ୍ଦ 🛜 📶 7% 🛔	4:23 🔒 😌 🎄 🛤 🖪 🔹	ଚ୍ଚ 🗟 📲 7% 🛔
÷	Bluetooth		Home	🖶 i
*	N-6240BT_D8DD DC:1D:30:DA:D8:DD	→ -65 dBm		
*	OPPO A72 5G 38:8A:BE:1F:9A:FE	-88 dBm		
	X3B_331B_BLE 20:21:01:3C:33:1B	-90 dBm		
	FengMiProjA2 68:39:43:7D:00:C1	-73 dBm		
*	QR-488BT_E9E6	-83 dBm	Choose file	

3) Open the file and choose to open with the app" Shipping Printer".



4) Custom label file size, adjust density and speed, choose copies to print as required. Then confirm to print.

4:23 8 ⊖ 9 & ™ 🖻 •	ev © 4 7%≜	4:23 0 ⊖ ♥ 쇼 ⋈ ≅ ・	© ♥ / 7% I
← Print	÷	← Print	ē
Advanced		Advanced	
Density Range 1-15	6	Density Range 1-15	6
Speed Range 1-8	4	Speed Range 1-8	4
Copies	1	Copies	1
Start x coordinate (mm)	0	Start x coordinate (mm)	0
Start y coordinate (mm)	0	Start y coordinate (mm)	0
Image		Image	
Automatic scale image When image size less then paper s	ilze	Automatic scale image When image size less then pape	er size
Size Default size for unset image		Size Default size for unset image	
Paper width (mm) Range 38-110mm	100	Paper width (mm) Range 38-110mm	100
Ш О	<		<

3.3 How to connect Bluetooth on Windows?

1) Before installation, please ensure that you have switched on the printer. (Please remove the USB cable, otherwise it cannot connect via Bluetooth)

2) Follow these steps: Select Start > Settings > Devices> Bluetooth & other devices. Select "Add Bluetooth or other device"

5	lettings	
பி Home		Bluetooth & other devices
	Find a setting	+ Add Bluetooth or other device
	Jevices	
(Bluetooth & other devices	On On
(Printers & scanners	Now discoverable as "DESKTOP-5F05SVJ"
	🖱 Mouse	Mouse, keyboard, & pen
ł	∃ Touchpad	RAPOO BT3.0 Mouse Paired
(Typing	USB Optical Mouse
	🥬 Pen & Windows Ink	
	Settings	Add a device X
	命 Home	Bl Add a device
	Find a setting	Choose the kind of device you want to add.
	Devices	Bluetooth Mice, keyboards, pens, or audio and other kinds of Bluetooth devices
	Bluetooth & other devices	Wireless display or dock Wireless monitors TVs. or PCs that use Miracast. or wireless docks
	급 Printers & scanners	Nov
	() Mouse	H Everything else Xbox controllers with Wireless Adapter, DLNA, and more
	🖃 Touchpad	C
	Typing	η

3) Find "OFFNOVA N-6140_XXXX", enter the pairing code "0000".

Settings	Add a device	×
命 Home	Bl Add a device	
Find a setting	Make sure your device is turned on and discoverable. Select a device below to connect.	
Devices	Blue OFFNOVA N-6140_A17C Connecting	
Bluetooth & other devices	Enter the PIN for OFFNOVA N-6140_A17C.	
品 Printers & scanners	Nov Connect Cancel	×
() Mouse	Mc	
Settings	Add a device	\times
命 Home	Bl Your device is ready to go!	
Find a setting	H OFFNOVA N-6140_A17C Paired	

4) Choose "More Bluetooth options" > "COM Ports", ensure that the "COMX Port" is enabled for "OFFNOVA N-6140_XXX" 'SPP Dev'. Remember the com port.

命 Home	Bluetooth & other devices	
Find a setting	+ Add Bluetooth or other device	Turn on Bluetooth even faster To turn Bluetooth on or off without opening Settings, open action center and select the Bluetooth icon.
 Bluetooth & other devices Printers & scanners Mouse Touchpad Typing 	Bluetooth On Now discoverable as "DESKTOP-5F05SVJ" Mouse, keyboard, & pen RAPOO BT3.0 Mouse Paired USB Optical Mouse USB Optical Mouse	Related settings Devices and printers Sound settings Display settings More Bluetooth options Send or receive files via Bluetooth
Settings 仚 Home	Bluetooth Settings ×	
Find a setting Devices	Options COM Ports Hardware This PC is using the COM (serial) ports listed below. To determine whether you need a COM port, read the documentation that came with your Bluetooth device.	
Bluetooth & other devices	Port Direction Name COM3 Incoming QCY-T13	
Printers & scanners	COM4 Outgoing QCY-113 'J_SPP' COM5 Outgoing OFFNOVA N-6140_A17C 'SPP Dev' COM6 Incoming OFFNOVA N-6140_A17C	
() mouse		

5) Install its diver and choose the corresponding USB comport "COM5"

File Home S In to Quick Copy Pase access Clipbo ← → ↑ Name € OFFNOVA Printer	Main Select Destination Location Where should OFFNOVA Printer Driver Setup v1.6.7 be installed? Setup will install OFFNOVA Printer Driver Setup v1.6.7 into the following folder. To continue, click Next. If you would like to select a different folder, click Browse C:\Program Files\OFFNOVA	Options COM Parts Hardware This PC is using the COM (serial) ports listed below. To determiny with your Bluetooth device. This PC is using the COM port, read the documentation that c with your Bluetooth device. In Port Direction Name COM4 Outgoing QCY-T13 LSPP COM4 Outgoing OFFNOVA N-6140_A17C SPP bev COM6 Incoming OFFNOVA N-6140_A17C	ine tarne
	At least 9.5 MB of free disk space is required. English Contact us Visit Website Cancel	Add Remov	re ×
File Home In to Quick Copy access Clip ← → ↓ Name OFFNOVA Print	Select the name and port of printer driver Select the default installation name and port of printer driver Printer Model: Printer Model: Port: COM5: Get USB Port COM Setting BaudRate: 115200 Paity: NONE Flow Control: NONE	Options COM Ports Hardware This PC is using the COM (serial) ports listed below. To determin whether you need a COM port, read the documentation that can with your Bluetooth device. Port Direction Name COM3 Incoming QCY-T13 COM4 Outgoing QCY-T13 /L_SPP' COM5 Outgoing QFNOVA N-6140_A17C COM6 Incoming OFFNOVA N-6140_A17C	ie me
	Printer Disconnected! Setup Exit Shortcut Link		

6) Go to the control Panel > Hardware > Devices Printers > OFFNOVA N-6140(1) > Ports > COMS 5

(Always choose the corresponding com ports as step 4.)



nemove device	I OFFNOVA	N-6140(1) Propertie	25		
	General Sharir	rg Ports Advanced	Color Management	Security Device Settings	; A
	Print to the f	ollowing port(s). Do t.	ocuments will print	to the first free	
	Port	Description Printer Port	Printer	^	1
	Port LPT1: LPT2: COM1: COM2: COM3:	Description Printer Port Printer Port Printer Port Serial Port Serial Port Serial Port	Printer	^	

7) Open a sample label and confirm to print. (Please always ensure that you have calibrated labels, the sizes of label file, label paper, settings on your computer are the same)

4. Print Issues

4.1 Why is the printer printing blank labels?

The three main causes of this problem are as follows:

 The most common reason is that the labels were loaded upside down. Please ensure your labels are properly loaded that tearable side should be facing the ceiling when it comes out of OFFNOVA.
 Label issues: Please ensure your labels are "Direct Thermal" labels and the paper enclosed in the package meets this condition.

3) The printer has not identify your label's properties. Please follow the steps below to fix the problem.

a. Switch off the printer and restart.

b. Open its cover and reload thermal labels, close cover.

c. Press and hold the green feeder button until the printer beeps one time to identify and calibrate your labels. You should see your label moving back and forth and stopping at the correct tear-off point

d. Try your print and it should print perfectly moving forward until you see a green light.

If the problem cannot be resolved by the above solution, please contact us at <support@offnova.com>. We are happy to help.

4.2 Why the printer prints sideways?

Generally, only when the sizes of your loaded labels, label files, and settings on your devices are the same, you can print properly.

If you try to print a 4" x6" USPS label sample, please make sure that the paper size at page setup is 4"x6" and your label size is 4"x6". In this case, the label sample will prints out fine.

If the label file you use or settings you choose is not 4"x6", you will print sideways. Please adjust them to 4"x6" first.

We suggest that you can long-press and hold the green button to identify and calibrate your label size each time you change labels. Please refer to the following video: <u>https://youtu.be/cxLPh6PK5Kw</u> After that, please check your settings on your computers. If your label is 4 x 6 but just provided sideways, you can set up OFFNOVA to rotate it for you automatically.

For Mac:

During the print prompt, select your label size under Presets, then navigate to Printer Features -> Orientation/ Auto -> Click Print



For Windows:

Go to Control Panel -> Devices and Printers -> Right click on OFFNOVA N-6140-> Go to Settings -> Under Orientation / Portrait -> Click Apply / Ok.

ut Paper/Guality	age setup About		
Stock			
Name: 4	x 6" (101.6mmx152.4mm)		-
1	New Edit	Delete	
Preview	Orientation	Settion	
	@ Portrait	Speed:	8 👻
	- Tondat	Density	8 👻
	O Landscape	Peritien Adjust	ment
ABCD	Portrait 180	Hositontal:	
1234567	C Landscape 180	nonzontal.	• mm
		Vertical:	mm 🗧
Media Settings			
Method: Direc	t Thermal 👻	Type: Label With	Gaps 👻
Can/Mark Halah	- 3 🖾 mm	Gao/Mark Officer	
Gap/mark neigh		oup/mark onset.	T mm
Media Handing			
Post-Print:	one	•	
Occurrence: Aft	er Every Page 👻	Feed Offset: 0	mm
		0	H

If you would like to print other size labels, please watch the following video about "how to set up and print different size labels": <u>https://youtu.be/1Mjj8WGypcM</u>

4.3 Why is the red light blinking on the printer?

The red light is an indication that the OFFNOVA Label Printer has not recognized your label and need to re-learn your label.

By simply press and hold the green feeder button until you hear one short beep. The printer will move the labels back and forth to learn the gap and other label properties.

If the automatic label identification does not work or the red light remains, please turn off the printer and restart it again.

4.4 The printer works before but nothing happens when I retry to print?

If the printer lights green but no label advances when you click "Print." The most likely reason is that you connect the printer into another USB Port.

Device with Windows operating system will register OFFNOVA as a "new" printer whenever the USB port changes. Thus when you print to the "old" printer, it simply keeps it in the print queue.

You can follow the steps below to fix the problem:

Open your Control Panel -> Printers and Devices and delete the OFFNOVA N-6140. After that, please re-install a new driver and remember the port you connect to avoid the same problems again.

4.5 The printer does not outputs labels after calibrating?

It is mainly due to that the motor of the printer is defective. The problem is not common and please contact us back with the S/N number of the printer for a replacement directly.

4.6 It cannot print more than one 4" x6" label per time?

Please download the labels together and ensure that they are in $4" \times 6"$ format in a PDF file, then open it on your computer or app on your mobile phone to print.

5. Print Quality Issue

5.1 Why the labels are not clear?

1) Please choose PDF file format for printing instead of PNG, PIG, and other image formats, when the barcode you print out is light and open it with Adobe. (please refer to the picture)



2) If the font is still not clear, please try to increase the density and reduce the speed.

For Mac: Look for drop down menu under "Printer Features".

Printer: OFFNOVA N-6140	
Presets: Default Settings	
Copies: 1	
Pages: 🧿 All	
From: 1 to: 1	
Paper Size: Other 8.50 by 11.00 inches	
Orientation: 💿 🖅 Portrait 🛛 🗩 Landscape	
Drinter Sectures	
Flinter Features	
Feature Sets: Printer Settings ᅌ	
Media Tracking: Gap 😒	
Method: Use Currently Printer Setting 😒	
Darkness: 8	
Print Speed: 8 inch/sec. 📀	
PDF 🔽	el Print

For Windows:

You may access these settings by going to your Control Panel -> Printers and Devices -> Right Click on OFFNOVA N-6140-> Printer Preferences -> Settings-> Page setup-> Graphical-> Adjust Brightness, Contrast and Threshold

yout Paper/Quality	Page Setup Graphical About		Layout Paper/Quality Pa	ge Setup Graphical About	
Name:	4" x 6" (101.6mmx152.4mm) New Edit	Delete			
Preview	Orientation Portrait Landscape Portrait 180 Landscape 180	Setting Speed: 8 v Densihy: 8 v Position Adjustment Horizontal: 0 v Wertical: 0 v mm	- Mixed color	Color adjutment Dark Brightness:	Light
Media Settings Method: D Gap/Mark He	lirect Thermal ▼ Type light: 3 * mm Gap	e: Label With Gaps 💌 /Mark Offset: 0 🔭 mm	C Error diffusion	Low Contrast:	High — High
Media Handing Post-Print: Occurrence:	None After Every Page Fe	ed Offset: 0 a mm			

If it is still not clear for the label, you can wipe the print head with alcohol wipes or wet tissues.
 Please clean the print head with alcohol cotton

6. Other issues

6.1 How this printer work with selling platforms or shipping platforms?

The printer does not work with selling platforms or shipping platforms.

please kindly download the labels in 4"x 6" size directly and open them in your computer or smartphone to print.

6.2 How to calibrate labels?

1) Switch off the printer and restart.

2) Open its cover and reload thermal labels, close cover.

3) Press and hold the green feeder button until the printer beeps one time to identify and calibrate

your labels. You should see your label moving back and forth and stopping at the correct tear-off point.

4) Try your print and it should print perfectly moving forward until you see a green light.

Please refer to the following operating video "Thermal Label Printer Preset":

https://www.youtube.com/watch?v=pN2M4a9hMvA

6.3 How to print a full size 8.5"x 11" labels?

Some shipping platforms only provide you with a full-page ($8.5 \times 11^{\circ}$) document. For some platforms like eBay, you can choose to download labels at $4^{\circ}x6^{\circ}$ instead of $8.5^{\circ} \times 11^{\circ}$.

1) If your device is a computer, you can follow the steps below to split this page into a 4"x 6" label size.

- Download Adobe Reader if you do not have it already from the Adobe website.
- Save your label as a PDF file
- Open the file in Adobe Reader
- Rotate the label if needed by going to View -> Rotate View
- Go to Edit -> Take a Snapshot
- Click and drag the box over your label
- Go to File -> Print
- If the preview looks good, click "Print"



2) If your device is iPad or iPhone, you can run the app "FBA Print" to print the 8.5"x11" label file directly. It will print out the same as 4"x6" label files.

4) If your device is Android, please change the labels from 8.5"x11" to 4"x6" first.

6.4 How to print 2.25"x 2.25" labels?

Please follow the steps mentioned on 6.2 above to calibrate the label size before printing.

1) Please ensure that the size of your label file is 2.25" x 2.25"

2) Please ensure that the paper size you use is 2.25" x 2.25"

3) Please ensure that the settings on your devices are 2.25" x 2.25".

If your device is a computer, you can follow the steps below: Open the label file -> Print properties -> Page Setup -> New -> Width and Height -> OK -> Confirm printing.

Stock			Stock	×
Name: 4"	x 6" (101.6mmx152.4mm)	v	Paper Setting Sample: Name: 2.25" x 2.25"	
Preview	Orientation Portrait Dandscape Portrait 180 Landscape 180	Setting Speed: 8 ~ Density: 8 ~ Position Adjustment Horizontal: 0 ~ mm Vertical: 0 ~ mm	Type: Label	
Media Settings Method: Direct Gap/Mark Height: Media Handing Post-Print: Na	Thermal V Ty	ve: Label With Gaps ~	OK	

Stock Name: 2.25" x 2.25" New Edit Delete Preview Orientation Setting Orientation Setting Speed: ® ~ Density: ® ~ Position Adjustment Position Adjustment Horizontal: 0 ~ 0 ~ 0 ~ 0 ~ Media Settings Method: Direct Thermal Type: Label With Gaps ~ Gap/Mark Height: 3 ~ mm Gap/Mark Offset: 0 ~ m	
New Lot Delete Preview Orientation Setting © Portrait Landscape ○ Landscape 180 Position Adjustment Horizontal: 0 Vertical: 0 Media Settings Type: Gap/Mark Height: 3 Media Handing	
Media Settings Method: Direct Thermal Gap/Mark Height: 3 Method: 0 Gap/Mark Offset: 0 Media Handing	mm
Media Handing	1
Post-Print: None ✓ Occurrence: After Every Page Feed Offset: 0 mm 	nm

If your device is a smartphone, please import the file to the app "Shipping Printer" and input the corresponding size on the app.

<	Print	÷
Image		
Automatic sca When image size	le image e less then paper si	ze
Size Default size for u	unset image	
Paper width (n Range 38-110mr	nm)	57
Paper height (Not less than 20	mm)	57
1	2	3 Def
4 ^{6н1}	5	6 ^{м N O}
7 pors	8 TUV	9 wxyz
	0	$\overline{\mathbf{x}}$

If it cannot print correctly, please write to us for further support.

6.5 How to reset the printer?

Long press and hold the green feeder button until you hear 4 times short beeps.

OFFNOVA Thermal Label Printer (USB)

How to set up and fix technical issues



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1. Compatibility (USB $\downarrow\downarrow\downarrow\downarrow$)

1.1 What systems are the printer compatible with?

The thermal label printer is compatible with Windows and Mac OS operating system. It is incompatible with Linux and Chromebook.

1.2 What platforms does OFFNOVA work with?

The thermal label printer can work with any 4" x6" shipping label files from the following platforms. Amazon/eBay/Shopify/PayPal/Etsy/Poshmark/Endicia/Dazzle/ShipStation/ShipWorks/Shippo/ ShippingEasy/XPS/ORDORO/FedEx/UPS/USPS/DHL/Stamps.com and any other platforms that can output 4" x 6" shipping label files.

2. Driver Installation

2.1 How to install driver on Windows?

1) Plug the power cord into the electrical outlet and connect the printer with your computer via USB cable. Switch on the printer.

 Download the latest driver version from the following link: <u>https://offnova.com/pages/download</u> and confirm to install driver.

3) Please remember the USB Port you connect the printer with. (No label will output whenever the connecting USB port changes)

Select the def	ault installation name and port of printer driver	
nter Model: N-6140		
1-6240	Port: Found USB Port:USB002	Get USB Port
	COM Set BaudR OK	NONE
	DataBits: 8 StopBi	its: 1 🗸
	Flow Control: NONE	~

3) After installed the driver, please right click on This PC -> Properties -> Control Panel -> Devices and Printers to find this printer.

Setti	ings	
ŵ	Home	Printers & scanners
Fi	ind a setting	Add printers & scanners
Dev	vices	+ Add a printer or scanner
	Bluetooth & other devices	
合	Printers & scanners	Printers & scanners
U	Mouse	
	Touchpad	HP1FE989 (HP Smart Tank 510 series) Offline
FEET	Typing	Microsoft Print to PDF
P	Pen & Windows Ink	Microsoft XPS Document Writer
Þ	AutoPlay	OFFNOVA N-6140
٥	USB	
		Open queue Manage Remove devi
		OneNote (Desktop)

If you can find the printer on the page and can manage it, the driver has been installed successfully; If it does not display on the page and shows "offline", please recheck the USB connection and reinstall the driver again.

4) Click on "OFFNOVA Printer" and choose "Printing Preferences". Then confirm the settings to print.



5) You can watch the following operation video "how to install driver on windows" on the page: https://www.youtube.com/watch?v=9PPKk_irWO0&t=7s

2.2 How to install driver on Mac OS?

Plug into the power cord into the electrical outlet and connect the printer with your computer.
 Switch on the printer.

2) Download the latest Mac OS driver of OFFNOVA from the following link:

https://offnova.com/pages/download

When you open the download file, you should see the screen shown. Please do not worry about it. You can click "OK" and confirm to install the driver.



3) Go to the "System Preferences" and select the "Printer and Scanners" under "Use". Click "+" to add OFFNOVA Printer.



•••	< >	iiii Syster	n Preferenc	es		${\bf Q}$ Search	
	Kelly Woi Apple ID, iClo	N g ud, Media & App	o Store			Apple ID	Family Sharing
Update Apple ID	Settings						Details
General D Sc	Desktop & Creen Saver	Dock & Menu Bar	Mission Control	Siri	Spotlight	Language & Region	Notifications
Internet Accounts A	Wallet & Apple Pay	Touch ID	Users & Groups	Accessibility	Screen Time	Extensions	Security & Privacy
Software Update	Network	Bluetooth	Sound	Printers & Scanners	Keyboard	Trackpad	Mouse
Displays	Sidecar	Battery	Date & Time	Sharing	Time Machine	Startup Disk	
• • •		Ģ	Add P	rinter	þ		
Q Search							
Name				~ K	ind	ļ	
OFFNOVA N	-6140			U	SB		
Name:	OFFNC	VA N-614	0				
Location:	MacBo	ok Pro					
Use:	Choos Software manufac	e a Driver. for this prir turer for the	 nter isn't ava latest softw	ilable from <i>i</i> are.	Apple. Cont	act the pri	nter's



8) If it is not display in "Printers&Scanners", please check if the printer is on and well connected with your PC.

9) If yes, but you are unable to install the driver still, please switch off the printer and your PC. Then restart them to reinstall the driver as steps 1-3.

Pri	nter: OFFN	10VA N-6140)		0	
Pre	sets: Defau	ult Settings			0	
Co	pies: 1	0				
Pa	ges: 🧿 All					
	Froi	m: 1	to: 1			
Paper	Size: Other	r 8.50 by 11.0	00 inches		0	
Orienta	tion: 🧿 🕫	Portrait	+ ► Landso	cape		
Orienta	tion: 💿 遙	Portrait	+⊪ Landso es			
Orienta	tion: 💿 🖅	Portrait 🔵	+ ⊪ Landso es	cape		
Orienta	tion: • + I P Featur	Portrait rinter Featur re Sets: Pr	+ ⊪ Landso es inter Settin	cape		
Orienta	tion: • +I P Featur ia Tracking:	Portrait rinter Featur re Sets: Pr Gap	+	cape		
Orienta	tion: • + I P Featur ia Tracking: Method:	Portrait rinter Featur re Sets: Pr Gap Use Curren	+ ► Landso es inter Settin ♥ tly Printer :	cape sgs 📀 Setting 🗘	j	
Orienta	tion: • + I P Featur ia Tracking: Method: Darkness:	Portrait rinter Featur re Sets: Pr Gap Use Curren 8	+ In Landson es inter Settin Inter Settin Inter Settin	setting 🗘	ĵ	
Orienta Med	tion: • + I Featur ia Tracking: Method: Darkness: Print Speed:	Portrait rinter Featur re Sets: Pr Gap Use Curren 8 8 inch/s <u>ec.</u>	+ ► Landso es inter Settin ≎ tly Printer : ≎	cape gs 🔾 Setting 🗘	j	

10) If yes, you can open a file label and confirm settings to printer.

11) You can watch the following operation video "how to install driver on Mac OS" on the page:

https://www.youtube.com/watch?v=vFNe7U4_cek&t=6s

3. Print Issues

3.1 Why is the printer printing blank labels?

The three main causes of this problem are as follows:

 The most common reason is that the labels were loaded upside down. Please ensure your labels are properly loaded that tearable side should be facing the ceiling when it comes out of OFFNOVA.
 Label issues: Please ensure your labels are "Direct Thermal" labels and the paper enclosed in the package meets this condition.

3) The printer has not identify your label's properties. Please follow the steps below to fix the problem.

a. Switch off the printer and restart.

b. Open its cover and reload thermal labels, close cover.

c. Press and hold the green feeder button until the printer beeps one time to identify and calibrate your labels. You should see your label moving back and forth and stopping at the correct tear-off point

d. Try your print and it should print perfectly moving forward until you see a green light.

If the problem cannot be resolved by the above solution, please contact us at <support@offnova.com>. We are happy to help.

3.2 Why the printer prints sideways?

Generally, only when the sizes of your loaded labels, label files, and settings on your devices are the same, you can print properly.

If you try to print a 4" x6" USPS label sample, please make sure that the paper size at page setup is 4"x6" and your label size is 4"x6". In this case, the label sample will prints out fine.

If the label file you use or settings you choose is not 4"x6", you will print sideways. Please adjust them to 4"x6" first.

We suggest that you can long-press and hold the green button to identify and calibrate your label size each time you change labels. Please refer to the following video: <u>https://youtu.be/cxLPh6PK5Kw</u> After that, please check your settings on your computers. If your label is 4 x 6 but just provided sideways, you can set up OFFNOVA to rotate it for you automatically.

For Mac:

During the print prompt, select your label size under Presets, then navigate to Printer Features -> Orientation/ Auto -> Click Print



For Windows:

Go to Control Panel -> Devices and Printers -> Right click on OFFNOVA N-6240-> Go to Settings -> Under Orientation / Portrait -> Click Apply / Ok.

	Texas	
Stock		
Name: 4" x 6	° (101.6mmx152.4mm)	•
	New Edit	Delete
Preview	Orientation	Setting
-	Portrait	Speed: 8 💌
	Olandroom	Density: 8 💌
ABCD	Canoscape	Position Adjustment
Î	Portrait 180	Horizontal: 0 🔅 m
1234367	🔘 Landscape 180	Vertical: 0 👘 m
Media Settings		
Method: Direct Th	ermal 👻 T	ype: Label With Gaps 👻
Gap/Mark Height:	3 🗊 mm G	ap/Mark Offset: 0 👘 mr
Media Handing		
Post-Print: None		•
Occurrence: After I	very Page +	Feed Offset: 0 📩 mm

If you would like to print other size labels, please watch the following video about "how to set up and print different size labels": <u>https://youtu.be/1Mjj8WGypcM</u>

3.3 Why is the red light blinking on the printer?

The red light is an indication that the OFFNOVA Label Printer has not recognized your label and need to re-learn your label.

By simply press and hold the green feeder button until you hear one short beep. The printer will move the labels back and forth to learn the gap and other label properties.

If the automatic label identification does not work or the red light remains, please turn off the printer and restart it again.

3.4 The printer works before but nothing happens when I retry to print?

If the printer lights green but no label advances when you click "Print." The most likely reason is that you connect the printer into another USB Port.

Device with Windows operating system will register OFFNOVA as a "new" printer whenever the USB port changes. Thus when you print to the "old" printer, it simply keeps it in the print queue.

You can follow the steps below to fix the problem:

Open your Control Panel -> Printers and Devices and delete the OFFNOVA N-6240. After that, please re-install a new driver and remember the port you connect to avoid the same problems again.

3.5 The printer does not outputs labels after calibrating?

It is mainly due to that the motor of the printer is defective. The problem is not common and please contact us back with the S/N number of the printer for a replacement directly.

3.6 It cannot print more than one 4" x6" label per time?

Please download the labels together and ensure that they are in 4" x 6" format in a PDF file, then open it on your computer to print.

4. Print Quality Issue

4.1 Why the labels are not clear?

1) Please choose PDF file format for printing instead of PNG, PIG, and other image formats, when the barcode you print out is light and open it with Adobe. (please refer to the picture)



4) If the font is still not clear, please try to increase the density and reduce the speed.

For Mac: Look for drop down menu under "Printer Features".

Printer: OFFNOVA N-6140	
Presets: Default Settings	
Copies: 1	
Pages: 🧿 All	
From: 1 to: 1	
Paper Size: Other 8.50 by 11.00 inches	
Orientation: 💿 📭 Portrait 💿 🕩 Landscape	
Printer Features	
Feature Sets: Printer Settings ᅌ	
Media Tracking: Gap ᅌ	
Method: Use Currently Printer Setting 📀	
Darkness: 8	
Print Speed: 8 inch/sec. 🜔	
PDF 🔽 Cance	el Print

For Windows:

You may access these settings by going to your Control Panel -> Printers and Devices -> Right Click on OFFNOVA N-6140-> Printer Preferences -> Settings-> Page setup-> Graphical-> Adjust Brightness, Contrast and Threshold

Stock			SAMPLE	
Name:	New Edit	Delete		
Preview Media Settings	Crientation Portrait C Landscape C Portrait 180 C Landscape 180	Setting Speed: 8 Dennity: 8 Position Adjustment Horizontal: 0 wertical 0 mm	Mixed color - Color adju i None Brightne C Error diffusion Contra	stment Dark Light ss tow High st
Method: Dir Gap/Mark Heig	ect Thermal 💌	Type: Label With Gaps Gap/Mark Offset:	C Pattern Thresho	Low High
Media Handing Post-Print: Occurrence:	None After Every Page	▼ Feed Offset: 0 ★ mm		

5) If it is still not clear for the label, you can wipe the print head with alcohol wipes or wet tissues. Please clean the print head with alcohol cotton

5. Other issues

5.1 How this printer work with selling platforms or shipping platforms?

The printer does not work with selling platforms or shipping platforms.

please kindly download the labels in 4"x 6" size directly and open them in your computer or smartphone to print.

5.2 How to calibrate labels?

1) Switch off the printer and restart.

2) Open its cover and reload thermal labels, close cover.

3) Press and hold the green feeder button until the printer beeps one time to identify and calibrate your labels. You should see your label moving back and forth and stopping at the correct tear-off point.

4) Try your print and it should print perfectly moving forward until you see a green light.

Please refer to the following operating video "Thermal Label Printer Preset":

https://www.youtube.com/watch?v=pN2M4a9hMvA

5.3 How to print a full size 8.5"x 11" labels?

Some shipping platforms only provide you with a full-page ($8.5 \times 11^{\circ}$) document. For some platforms like eBay, you can choose to download labels at $4^{\circ}x6^{\circ}$ instead of $8.5^{\circ} \times 11^{\circ}$.

2) If your device is a computer, you can follow the steps below to split this page into a 4"x 6" label size.

- Download Adobe Reader if you do not have it already from the Adobe website.
- Save your label as a PDF file
- Open the file in Adobe Reader
- Rotate the label if needed by going to View -> Rotate View
- Go to Edit -> Take a Snapshot
- Click and drag the box over your label
- Go to File -> Print
- If the preview looks good, click "Print"



2) If your device is iPad or iPhone, you can run the app "FBA Print" to print the 8.5"x11" label file directly. It will print out the same as 4"x6" label files.

4) If your device is Android, please change the labels from 8.5"x11" to 4"x6" first.

5.4 How to print 2.25"x2.25" labels?

Please remember to calibrate the label size before printing.

1) Please ensure that the size of your label file is 2.25" x 2.25"

2) Please ensure that the paper size you use is 2.25" x 2.25"

3) Please ensure that the settings on your devices are 2.25" x 2.25".

If your device is a computer, you can follow the steps below: Open the label file -> Print properties -> Page Setup -> New -> Width and Height -> OK -> Confirm printing.

OFFNOVA N-614	0(1) Document Properties		×
Layout Paper/Quality Stock Name:	Page Setup Graphical About 4" x 6" (101.6mmx152.4mm) New Edit	Delete	Stock ×
Preview	Orientation © Portrait Landscape Portrait 180 Landscape 180	Setting Speed: 8 ~ ~ Density: 8 ~ ~ Position Adjustment Horizontal: 0 ~ mm Vertical: 0 ~ mm	Type: Label Label Size Width: 57 mm Height: 57 mm Exposed Liner Width Left: 0 mm Hight: 0 mm
Media Settings Method: Di Gap/Mark Hei Media Handing Post-Print:	irect Thermal V T ight: 3 + mm G	ap/Mark Offset: 0 * mm	OK Cancel

Stock Name: 2.2	5" x 2.25"		~
	New Edit	Delete	
Preview	Orientation Portrait Landscape Portrait 180 Landscape 180 hermal	Setting Speed: Density: Position Adjus Horizontal: Vertical: vertical:	8 8 tment 0 ↓ mm mm th Gaps ✓
Gap/Mark Height:	3 nm G	ap/Mark Offset:	0 mm
Media Handing			
Post-Print: Not Occurrence: After	Every Page	Feed Offset: 0	▲ ▼ mm

If it print in correctly, please write to us for further support.