

Jiose®

www.jioseprinter.com



J500BT Thermal Label Printer

Bluetooth App is suitable for the phone
which version above Android 9 and any version of IOS.

USER MANUAL Version:1.0

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OVERVIEW

Your Jiose printer is covered by a one-year warranty.

You're welcome to visit our website: www.jioseprinter.com to get the live support, latest driver, platform setup guide and FAQs.



Jiose Email: support@jioseprinter.com



Jiose Skype: +852 6234 7761



Jiose Tel: +1 (281) 236-7202 (9am-6pm PST)
+1(281) 236-8167 (8pm-3am PST)
+852 9087 4816

**Scan QR Code below to CONTACT JIOSE TECH
SUPPORT Directly or email Support@jioseprinter.com**

Online Service Hours: weekdays from 9:00am to 18:00pm pst



Jioseprinter



Facebook

Scan the QR code right
to download the User Manual.



Highly Recommended: Watch the Quick Setup Video!

On the USB drive included with this label printer, there is a video folder. Please follow the video to set up the printer. And there is a shortcut with the name "Jiose Printer FAQ" which can click directly to help solve some problems quickly.

We highly recommend that you watch it. It will guide you on how to set up the printer in a way that best suits your needs.

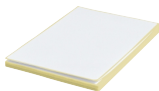
PACKAGE CONTENTS

Check that the package contains the following items before using the Label Printer.

If any item is missing or damaged, please contact us.



Label Printer



Fan-fold Labels



User Manual



Power Adapter



USB Cable



USB Drive



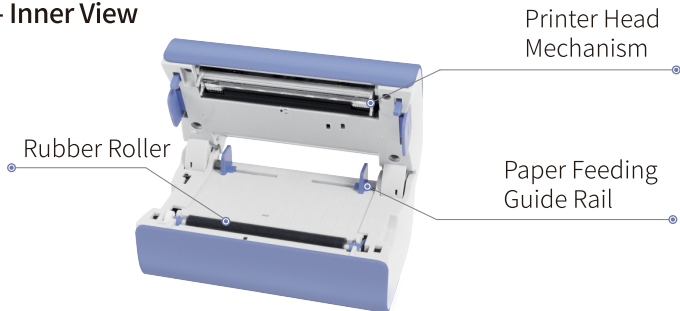
USB Type-C
Adapter

► Note

The USB drive contains the Windows/MacOS drive file with Installation Guide, Printing Setup Guide and after-sale contact information.

MACHINE COMPONENTS

- Inner View



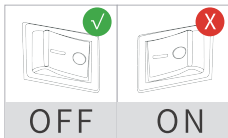
► How-to Open:

Press the both **Push Buttons** on the side at the same time to open the printer.

- Rear View



PRINTER CONNECTION

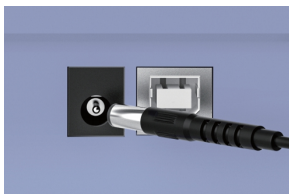


► Warning

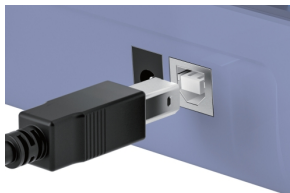
Make sure the printer is OFF (O=OFF) before plugging in the power cable. Otherwise, it will affect the service life.



1. Ensure the printer power is OFF (O=OFF)



2. Connect the power cable
(Make sure your adapter connect to the power cable tightly.)



3. Connect the USB cable
(If your computer is a Type-C interface, please use a Type-C USB cable or USB-C to USB Adapter. Except Bluetooth printing)



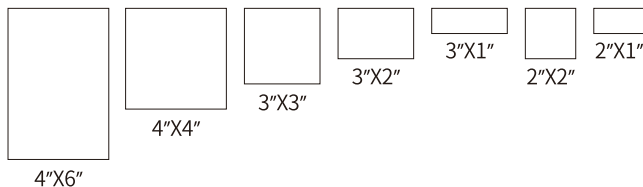
4. Turn the power ON (I=ON)

LED LIGHT INDICATOR

Light	Description	Troubleshoot
Blue	Printer Ready	
Light Blue	Bluetooth Connect Successfully	
Flashing Blue	Printer head is overheated	Printer will automatically resume once the printerhead has cooled down.
Flashing Red (every 2 seconds)	Paper shortage	Be sure that the printer paper is loaded correctly. You may need to run the Automatic Label Identification.
Flashing Green and Yellow	Bluetooth connected, but the paper shortage	
Flashing Red (2 times per second)	Cover is not closed	Check that printer cover is completely closed.

LOADING LABELS

Label Standard Size



Automatic Label Identification

(Load label without opening the printer)

- ① Connect the printer to power, and turn it ON.
- ② Adjust the guide rail (see the picture **a**).
- ③ Insert the label deeply & straightly along the guide rail with no gap and deviation (see the picture **b**).
- ④ Then, the printer will automatically catch the label and roll the first label back and forth once it identifies the label. Finally, the label will be positioned at the tear-off point.



FEED BUTTON MODE

Desired Action	Execution
Print test page	Press and hold the Feed Button until hearing two sounds of "beep" and "beep beep". Or directly click to print a test page in the printer settings of the computer.
Automatic Label Identification	Insert label. Press and hold the Feed Button until hearing a "beep". ※Anytime you change your label, run the automatic identification of the label size.
Restore factory setting	Press and hold the Feed Button until hearing three sounds of "beep", "beep beep", and "beep beep beep".
Skip a label	Press the Feed Button while the printer is on standby. (i.e. nothing is being printed)
Pause printing	Press the Feed Button while printing many sheets.
Resume printing	Press the Feed Button to resume printing.

DRIVER INSTALLATION

Download the Driver (Tips: Tutorial Video)

Method 1: Download the latest printer driver from the USB driver attached.

Method 2: Download the latest driver from www.jioseprinter.com -> Download -> Choose the right Printer Driver

► Note

Make sure the label printer is connected to your computer with the USB cable and turn it ON (I=ON) **before installation.**

For MacOS / Windows

> Please run the downloaded software and follow the hints to complete the installation.



Jiose-Mac-Driver_v1.2.2.dmg

Mac Driver Installer



Jiose-Win-dows-Driver-Latest
v1.3.1.exe

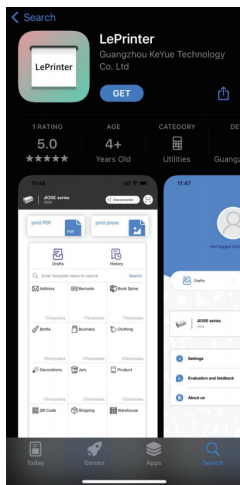
Win Driver Installer

- 01-Windows Setup
- 02-MacOS Setup
- 03-Setup Video
- Jiose Customer Service Card.jpg
- Jiose Printer FAQ
- Shipping Label Cut & Print Guide.pdf

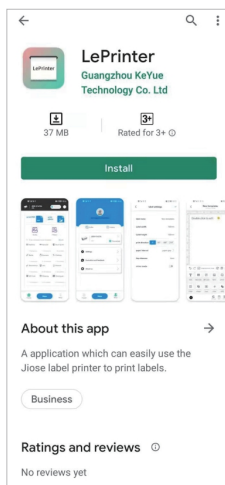
► If the installation is not successful, please contact us.

BLUETOOTH INSTALLATION

- > 1. Please search and download "LePrinter" on App Store or Google Play, and then follow the remainder of the app.



IOS

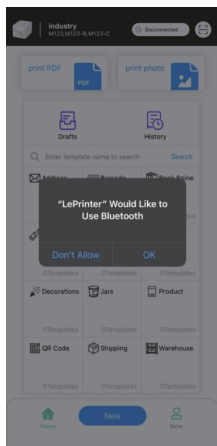


Android

► Note

Android phones need to use version Android 9.0 and above.

- > 2. Open "LePrinter" Run the app and click to allow the app to use device Bluetooth.

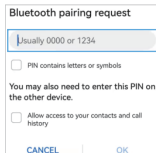


- > 3. Connect Bluetooth to pair the printer. (Different printers have different device names to avoid connected wrong.)



► **Note:**

Android users need to enter "0000" in the Bluetooth settings for Bluetooth pairing before connecting to the printer.
(Setting<Bluetooth<Choose the printer<Pair)



- > 4. Load the file to print (PDF, Photo, Customize labels can be printed).

PRO TIPS

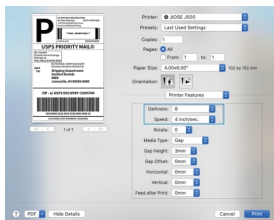
- > **Anytime you change your label**, run the automatic label identification.
- > Press the circle feeder button on the printer to **skip a blank label**.
- > **To run a self-test**, press and hold the feeder button until you hear two short beeps.
- > **Avoid poor quality labels** as they may damage the printer.
- > Regularly **clean the printer head**.
- > **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 to clean**. **Allow the area to dry off** before turning the printer on.
- > Insert Jiose into the **same USB port on your computer every time**. This will avoid creating duplicate copies of the printer in your operating system.

PREFERENCE SETTING

In this part, you can set the print page size and print speed, and density of the label.

For Mac:

Go to the "file"---"print" click on "Preview" then "printer features" and change lower your speed and density. Please also change "preview" to "printer features".

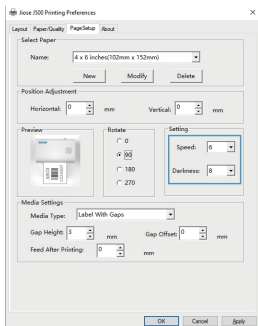


► Note:

If feel that the print is not centered enough, please adjust the horizontal(Left and Right) and vertical(Up and Down) settings according to the actual condition.

For Windows:

Go to the "Control panel" --- "Printers and devices" right-click on "Jiose J500" (or any other Jiose printer you may be using.) --- "Printing preferences" ---- "Page setup".



> **Q1: What can I do if there are white spots in my print?**

A1: The printer head may be dirty. Please follow the steps below to clean your printer.

- ①. Turn off printer and wait for it to cool down ;
- ②. Use alcohol pads and wipe the printer head starting from the middle and end on both sides ;
- ③. Wait 3-5 mins for the alcohol to vaporize.

⚠ Note: If the same issue is still occurring after you've cleaned your printer according the steps above. Please contact us.

> **Q2: When the printing is not sharp / dark, how to adjust the density and printing speed?**

A2: Try to adjust your printing speed. (If printing speed is too high, labels may come out very light)

<1>.For Windows: "Printers and devices" right click on "Jiose Printer" ---"Printing preferences " ---- "Page setup" and lower your speed.

<2>.For Mac "file" --- "print" and change lower your speed and density. Please also change "preview" to "printer features".

> **Q3: How to crop a full size 8.5" x 11" page to a 4" x 6" label?**

A3: There are 2 ways that could help you print the label in 4" x 6".

- ①. Please set the format to 4"x6" in the background of the platform and regenerate the PDF before printing.
- ②. You can use the Snapshot function of Adobe Acrobat Reader software to cut and print the label to 4"x6".

> **Q4: Printer is skipping labels or continuously feeding?**

A4: There are two main reasons why this is happening.

- ①. The printer has not learned the size of your label yet (most common) Press and hold the "feed" button until you hear one "Beep" to run the "Intelligent label study" mode.
- ②. Adjust your label size through settings.
 - <1>. For Windows users: Go to "control panel" --- "printers and devices" select "Jiose printer" --- "Printer preferences" --- "Page setup" and adjust your label size to our recommended size "4x6".
 - <2>. For Mac users: You can change your label size during the printing interface.

> **Q5: Why does the printer print blank labels?**

A5: It may be caused by the following reasons, please check step by step:

- ①. When inserting labels into the printer, make sure the label is facing the upper side.
- ②. Ensure your labels are "Direct Thermal" labels, 4 x 6 inches label is highly recommended.
- ③. Check that the printer cover is tight.
- ④. If the above steps didn't help. Please press and hold the "Feed" button for 3 secs until you hear a "Beep" and run the "intelligent label study" mode.

▲ Note:

You can visit our website <http://support.jioseprinter.com/support/home> to get the tutorials or look it up on the YouTube by searching.

SPECIFICATION

Method	Direct Thermal
Resolution	203 dpi, 8 dots/mm
Max Printing Speed	180 mm/s (7 inch/s)
Paper Width	40~110 mm (1.57"~4.3")
Paper Thickness	0.06~0.254 mm
Power Adapter	DC 24V / 2.5A
Printing Life	TPH 100 KM
Connection	USB / Bluetooth
Weight	1.59 lbs / 0.72 kg
Dimensions	176 x 110 x 93mm (L*W*H)
Supported System	Windows/Mac OS 【Print via USB cable】 iOS/Android 【Print via Bluetooth】
Operating Environment	Temperature: 0 to 45 °C Humidity: 10% ~ 80%
Storage Environment	Temperature: -10 to 50 °C Humidity: 10% ~ 90% (Non condensing)

Printer Head Cleaning Steps:

- > **Turn the printer off**, remove the power cable, and open the cover.
- > **Wait until the printer head cools down.** The printer head can be very hot after printing.
- > Completely **clean printer head using an alcohol swap** (not water).
- > Wait **until the alcohol has completely vaporized**, then close the cover.
- > Connect the power cable and **print a test page** to check if it is clean.

► Note

Ensure the power is off when performing maintenance.
Do not touch or scratch the printer head surface, roller, or sensors.
Avoid gas, acetone, or other organic solvents.

SAFE NOTICES

- > The printer head can become very hot after printing labels. Do not touch the printer head.
- > Do not bend the power cable excessively or place objects on the cable.
- > Do not use the printer if you find any irregularities as these could result in fire or electrocution.
- > 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 could penetrate the components.
- > Please unplug the printer when it is not in use for long periods of time.