

# Asmvt Thermal Label Printer FAQ

## **1.I installed the printer's driver. Why am I still unable to print?**

The printer needs to be powered on and connected to the computer prior to installing the driver. Uninstall the driver and try re-installing.

## **2.Why am I printing blank labels?**

Check to make sure you are using thermal labels and that the labels are oriented correctly with the label facing upwards.

## **3.How do I calibrate the printer?**

Press and hold the feed button until the indicator (green) flashes 2 times. Release the feed button and the printer will begin calibrating.

## **4. Where can I download the driver of the shipping label printer?**

Please download the driver from website:

【<http://www.xmdeprt.com/gzc/index.html>】

Driver Download----More----GD-41LabelPrinterDriver

If you need any help, please contact us via the following ways:

【E-mail:xiaoze202109@163.com】

## **5. How to make the shipping label printer print more clearly product labels?**

With the Free Acrobat Reader DC Label Editing Software provided, you can easily to create any labels you want to print.

## **How to Install the driver :**

You can use the U-disk ,if have lost the U-disk ,you can download the driver from website: <http://www.xmdeprt.com/gzc/index.html>

### **For windows :**

1. Before install driver on your computer, please ensure your computer and printer has been connected via USB cable in case failing to install the printer. 2.Open the U-disk, Find the "WindowsDriver"Then double click to start to set up .Double click the file of "WindowsDriver"then Then double click to start to set up the Driver of GD-41LabelPrinterDriver.the follow step you can see the Asmvt Logistic Label Printer USER-GUIDE.

### **For MAC:**

1. Before install driver on your computer, please ensure your computer and printconnected via USB cable in case failing to install the printer.  
2. Open the U-disk, Find the "WindowsDriver" Then double click to start to set up the file of "MACOSX" ,Then double click to start to set up the Driver of GD-41

## How to deal with the problem about printing over label

**Cause1:** Incorrect **position** of printing.

**Cause2:** Incorrect **paper size** and print **density setting**, the size of the source PDF file or the setting size on computer is larger than the load label size.

### **Solution:**

If you install the paper for the first time, or you change the paper, please follow the below steps:

1. Long press and hold on feed button until printer beep one noise, release your finger, printer will automatically calibrate the paper size you loaded and comes out two labels. When finished, try to print again please)
2. Before printing, make sure the size of the loaded label size, source PDF file and the paper size on your computer are matched. For example, if your file is A4, but label is Four times Six inches size 4\*6, it will not work well properly for sure. You need edit the size of the file before you print it.

## How to print your labels in nonstandard size with snapshot

### **function**

*If the printed PDF/file is not standard size, (standard size: 4\*6, 4\*7, 4\*3, 4\*2, 3\*2 ), it will cause you print over labels, so*

you have to use the function of “take a snapshot” to print in case that it prints over label or prints blanks. Here are the steps to operate.

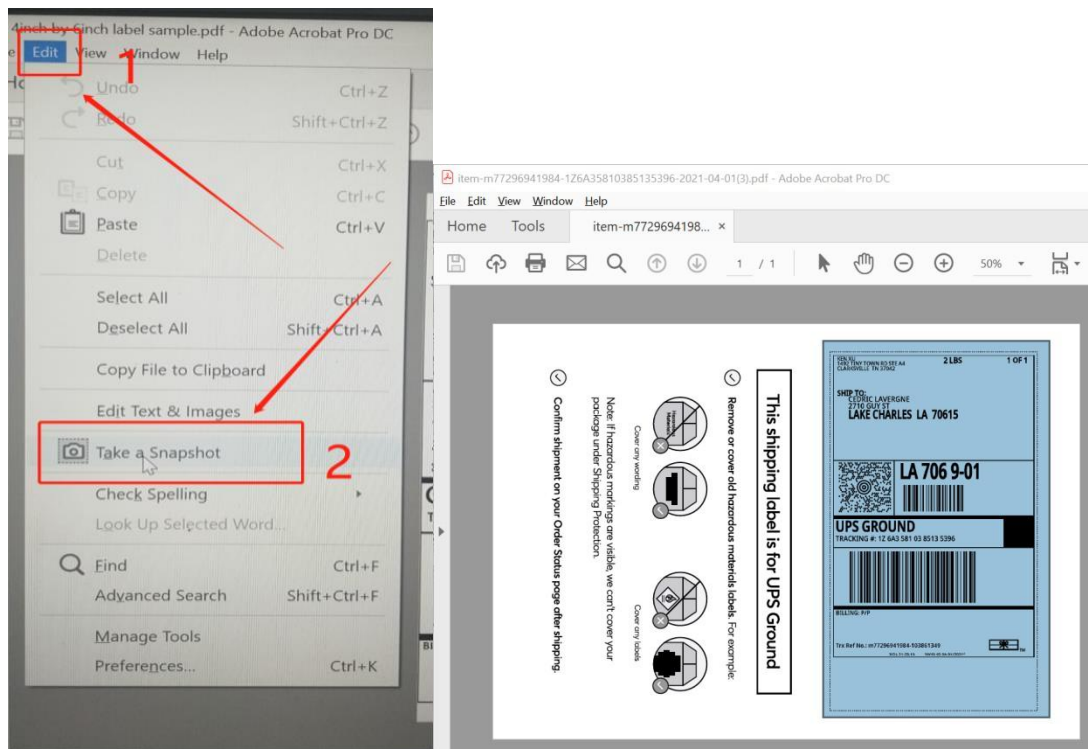
## (1). For windows:

a.

Open the PDF in **Adobe Reader**

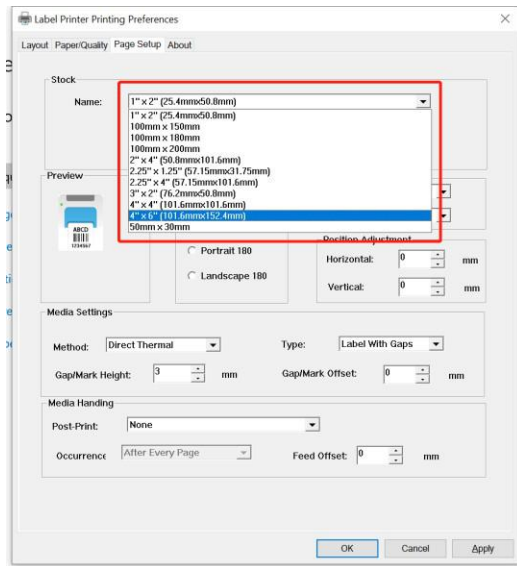
b.

From the top panel, select “Edit”>“Take a Snapshot”, choose the area you want to print.



c. Then click “Print”, set up the page size that matched to the load label size. Then print. **Note:**

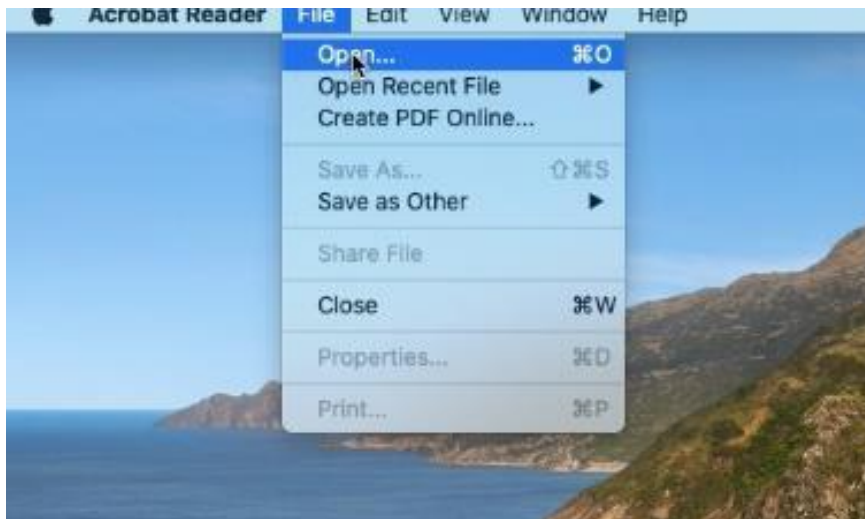
Please make sure the page size match to the load label size, otherwise, it is possible that it prints out over label or misaligned.

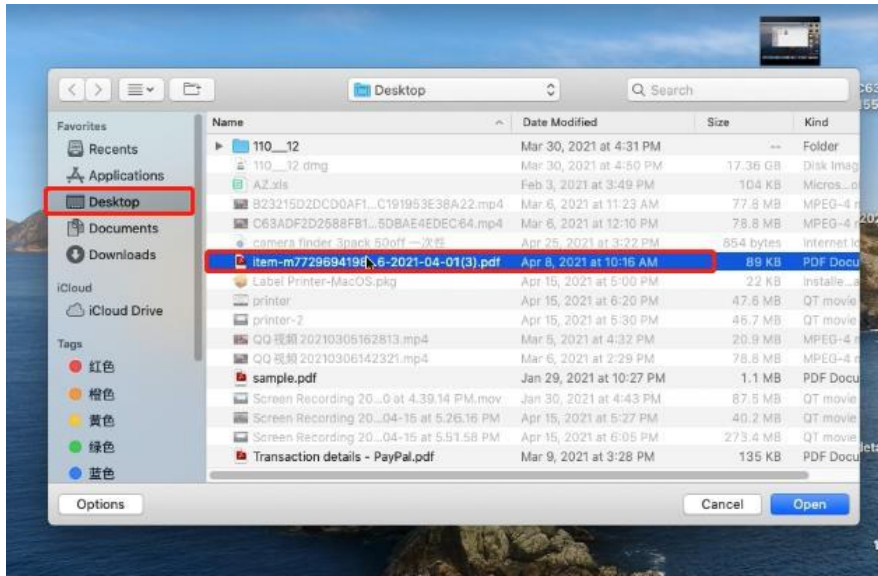


(2) For MAC

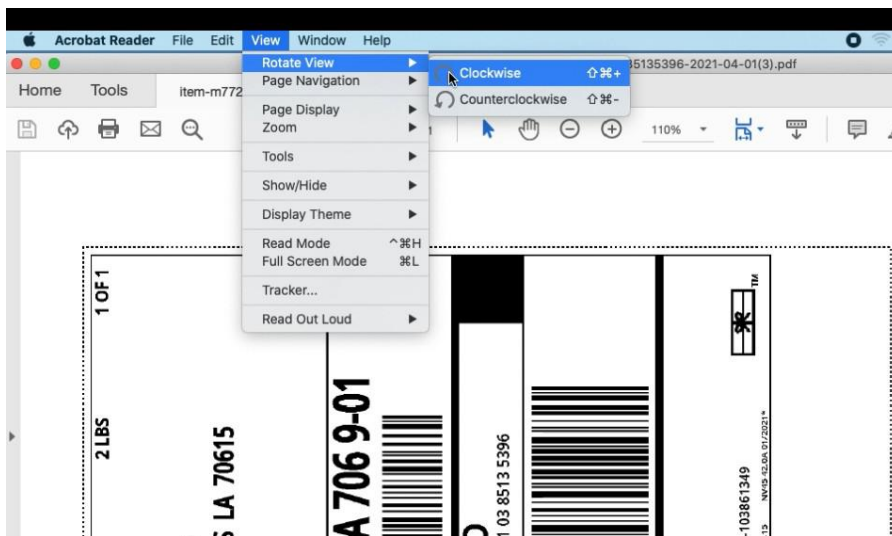
Similarly, Mac also has analogous steps.

- 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)

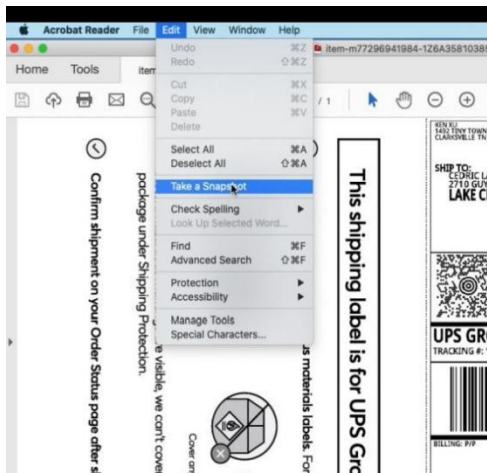




b. From the top panel, select View > Rotate View > Clockwise so that the labels are side by side.



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.



## Why Label Printer is “Offline” state?

**Problem:** Label Printer is “Offline” state (in “Settings”, “Devices”, “Printer & Scanner”)

**Cause:** It maybe that the Port you inserted the USB cable into the computer is different from the port you inserted for **the first time**, so the printer state is “Offline” (in “Settings”, “Devices”, “Printer & Scanner”). And the printer which in “Offline” state **cannot** print.

**Solution:** Every time you plug USB into the computer, make sure it's the **same port**.

## How to deal with the problem that the labels come out slowly and make a big sound

- **Problem:** The labels come out slowly and make a big sound
- **Possible cause:** Sometimes if the setting of print speed is too low like 2 or 3, it will cause that it print too slow and make a sound, this is an individual phenomenon, not all the printers have this problem. So just need to adjust it to higher value like 11. Find the solution below according to the type of your computer.
- **Solution:**

### For windows:

1. downloaded the driver from U disk in the package or from the website:

and the printer's name showed on your computer is “GD-41”, please follow the

steps below:

① Go to “setting” >> “device” >> “printer & scanner” >> find the printer >> “GD-41”, click “manage” >> Printing preference >> Page Setup >> adjust the print speed to 6 following the tips as picture show.

