

Thermal Label Paper

Frequently Asked Questions

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MUNBYN has served more than 1046000 customers worldwide with reliable products and professional support of our technical team. If you have any issues, please contact our engineers directly to get a prompt solution within **24** hour.

MUNBYN support is available via phone, email, and remote desktop assistance. (Working day - 24 hours)

- **Email:** support@munbyn.com
- **WhatsApp:** +86 17817881067
- **Phone:** +1 628 229 3612

Note: Environmentally friendly materials: The label paper does not contain BPA, BPS and other harmful chemicals, and is made of environmentally friendly degradable materials.

Professional tips on how to properly maintain thermal label paper

1. Storage points to avoid damage risks

●Due to its unique printing medium characteristics, thermal label paper is extremely sensitive to the storage environment. In order to effectively extend its service life and maintain stable performance, it is necessary to pay attention to the following storage details:

●Light protection: The thermal coating in thermal label paper is sensitive to ultraviolet and visible light. Direct sunlight can easily trigger chemical reactions in the coating, accelerate the aging process, and cause the label paper to fail prematurely. Therefore, it must be stored in a cool area without direct sunlight, such as a dedicated storage cabinet or a backlit corner of the warehouse.

●Precise control of temperature and humidity: High temperature environment will increase the activity of thermal coating molecules, resulting in premature color development; while high humidity environment will easily make the paper absorb moisture, change the physical properties of the paper, affect the printing effect and may cause the coating to mildew. After a large number of experiments and industry experience, it has been verified that maintaining the storage environment temperature at around 21°C (70°F) and controlling the relative humidity at 65±5% can maximize the guarantee of the label paper in the best storage state.

●Correct stacking method: When thermal label paper is stacked and stored, if it is bent or folded, stress concentration points will be generated in the coating and inside the paper. These stress points may cause local damage to the coating and printing abnormalities during subsequent printing. Therefore, it is important to ensure that the label paper is stacked and stored flat to avoid physical damage caused by improper stacking.

2. Key preparations before printing

● Before using thermal label paper for printing, making adequate preparations is the key prerequisite for ensuring printing quality and normal use of label paper:

● **Printer calibration:** Thermal label paper of different batches or specifications has certain differences in dimensional accuracy and response characteristics to printer signals. After replacing the new label paper, timely calibrate the printer so that the printer can accurately identify the width, height, label spacing and other parameters of the new label paper, thereby ensuring that the nozzle is accurately positioned during the printing process and the graphic content is accurately printed on the label paper.

● **Printer cleaning and maintenance:** After long-term use, the print head and feed roller of the printer are prone to accumulate dust, paper scraps and other impurities. Impurities on the print head will hinder the uniform transfer of heat to the thermal label paper coating, resulting in uneven printing density and blurred handwriting; dirt on the feed roller may affect the normal delivery of the label paper, causing paper jams or label offsets. Regularly using special cleaning tools to clean the print head and feed roller can effectively maintain the best working condition of the printer and ensure printing quality and normal use of label paper.

● **Printing test process:** Before large-scale batch printing, print a small amount of test labels first to comprehensively check whether the printer's various parameter settings match the current thermal label paper, such as printing density, resolution, font size, etc. By checking the test labels, potential problems can be discovered and corrected in a timely manner, avoiding a large amount of label paper waste due to improper settings and reducing production costs.

3. Key details that are easily overlooked

● In the process of using thermal label paper, some seemingly subtle links actually have a significant impact on the performance and printing effect of the label paper:

● **Printer temperature management:** When the printer is continuously printing in batches for a long time, the print head and related electronic components inside the printer will continue to work, which will generate a lot of heat. Excessive temperature will not only affect the stability and service life of the printer itself, but also cause the print head temperature to exceed the optimal operating temperature range of the thermal label paper, resulting in excessive coloring of the label paper coating, darkening and uneven color, and even smudge phenomenon. At this time, the printing operation should be suspended in time to allow the printer to cool naturally; or the printer should be placed in a well-ventilated location away from heating equipment (such as heating, air conditioning outdoor unit, etc.) to ensure that the printer operating temperature is in an appropriate range.

● **Avoid using transparent tape:** The material composition of transparent tape is complex. After some of the chemicals in it come into contact with the coating of thermal label paper, chemical reactions may occur, destroying the chemical structure of the coating, causing the printed text, barcode and other information on the label to fade or even disappear completely. Therefore, it is strictly forbidden to cover thermal label paper with transparent tape for protection or fixation.

● **Avoid touching newly printed labels:** The temperature of the thermal coating on the surface of the thermal label paper that has just been printed is high, and the color-forming substances in the coating are in an active state. If you touch the label surface directly at this time, it is very easy to cause scratches on the coating, destroy the printed graphic information, and affect the readability and integrity of the label. Wait for the label paper to cool naturally to room temperature before performing subsequent operations.

1. MUNBYN Printer

1.1. Why does the device have a red light and paper jam?

This is because the printer does not calibrate the label paper, please do the following steps to calibrate the label paper

A, Please cancel all printing sequences in the your PC.

B, Load no less than 4 consecutive labels of paper into the printer.

C, After the paper is stable, press and hold FEED (red/green light) until you hear a beep

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 returns to normal.

1.2 What should we do if the label paper printing is not clear?

We can clean the print head to avoid unclear printing problems caused by dust and carbon deposits.

At the same time, we can also adjust the device printing parameters according to different files to obtain better printing effects:

1. How To Clean the Print Head on a MUNBYN Label Printer:

<https://munbyn.biz/clean>

2. How to adjust the density and speed in the settings:

<https://munbyn.biz/941dsv>

1.3 Why is MUNBYN's printing paper not compatible with inkjet and laser printers?

1. MUNBYN printing paper is a thermal label paper. Its working principle is based on thermal printing technology. The thermal print head heats the paper coating to present images or text. Inkjet printers use nozzles to spray ink onto paper for imaging, while laser printers use laser beams to form

electrostatic latent images on photosensitive drums, and then absorb toner and transfer them to paper. Different working mechanisms and printing technologies make MUNBYN thermal printing paper unsuitable for inkjet and laser printers. Forcible use will not only fail to print normally, but may also damage the printer.

2. Thermal printing technology has significant advantages in energy saving and environmental protection. Compared with inkjet printing, thermal printing does not require ink cartridges or ink, which reduces resource consumption and environmental pollution caused by ink production and ink cartridge recycling; energy consumption is also lower during work. If you have printing needs, we recommend that you use it with our thermal printer, which can bring you an efficient, convenient and environmentally friendly printing experience, and give full play to the performance advantages of MUNBYN thermal printing paper.

1.4 How to calibrate the label paper on a MUNBYN device?

ITPP129 device:

Gap paper: Hold the Feed Button until the blue light flashes 2 times

Black label paper: Hold the Feed Button until the blue light flashes 3 times

Other MUNBYN devices:

1. Press FEED button (red/green/blue light) and hold on;
 2. Release your finger when you hear one "Di" sound;
 3. The printer will automatically run back and forth to calibrate the label size.
- When it stops the calibrate process is complete.

1.5 Why does the device continuously output paper?

This phenomenon is usually caused by the printer not being able to detect the paper gap. You only need to perform the paper calibration process on the printer to effectively solve this problem.

1.6 Why does the printer automatically output a blank label after loading the paper cassette cover?

When the printer automatically outputs a blank label when loading paper, it may be that the device needs to detect the gap. You can solve this problem by changing the paper loading method:

1. Open the printer cover and carefully remove the loaded label paper.
2. Adjust the holders at both ends of the label paper to the best position to fit the current label paper size to ensure that the label paper can be stably transported during printing.
3. After completing the holder adjustment, close the device cover and turn on the device power to put the printer into working state.
4. Insert the label paper smoothly and straightly from the back of the device. At this time, the device will automatically start the paper learning program to accurately identify the paper specifications.

1.7 How to deal with print offset when using round labels?

This is because during the printing process of round labels or other-shaped labels, the equipment needs to automatically calibrate the label paper, and the label paper will automatically retract in the equipment.

You can get better printing results by adjusting the offset in the print preview interface, please click this link to visit our help center to view the offset adjustment operation:

<https://support.munbyn.com/hc/en-us/articles/27398621931283-ITPP130-How-to-adjust-the-print-offset-of-the-device>

1.8 What should I do if the MUNBYN square roll label paper I purchased cannot be put into the MUNBYN 2-inch machine?

The paper bin of the MUNBYN 2-inch machine has a size limit. When the number of square roll labels you purchase exceeds 150 sheets, you may not be able to put them directly into the paper bin. In this case, you can take

the following approach: tear off a portion of the roll label paper appropriately to make it meet the paper bin's accommodation conditions, and then put it into the MUNBYN 2-inch machine for use. It should be noted that during the tearing process, try to keep the edges of the label paper neat to avoid affecting subsequent printing due to improper tearing. If you have any other questions during the operation, please feel free to contact our customer service team, we will serve you wholeheartedly.

1.9 What sizes of labels do MUNBYN devices support?

The following are the label paper specifications that our 4-inch label printer can support:

Width sizes between 4cm – 10.4cm - no limit on the height

The Paper Thickness Supported is: 0.08-0.2 mm

Type - Direct thermal paper

It should be noted that because the label paper materials, production processes and size parameters of different brands are different, we cannot guarantee the printing effect and compatibility for non-Munbyn brand label paper, so we recommend that you use it with our label paper.

1.10 What MUNBYN devices are compatible with the MUNBYN black-marked label paper?

Due to the particularity of black mark label paper, currently only the following devices are compatible with black mark paper:

ITPP941BP、ITPP941U、ITPP129B、ITPP130B、RW402B、RW403B

1.11 MUNBYN label printer parameter list

Model	Picture	Resolution	Bluetooth	USB	Wi-Fi	AirPrint
ITPP130B		203 DPI	Android/iOS/Mac/ Win/Chrome	Win/Mac	×	×
ITPP129B		203 DPI	Android/iOS/ Mac/Win	Win/Mac/ Chrome	×	×
RW402B		203 DPI	Android/iOS/Mac/ Win/Chrome	Win/Mac	×	×
RW403B		203 DPI	Android/iOS/Mac/ Win/Chrome	Win/Mac	×	×
ITPP941B		203 DPI	Android/iOS/Mac/ Win/Chrome	Win/Mac	×	×
ITPP941BP		300 DPI	Android/iOS/Mac/ Win/Chrome	Win/Mac	×	×
ITPP941AP		203 DPI	×	Win	Win/ Chrome	iOS/Mac
RW401AP		300 DPI	×	Win	Win/ Chrome	iOS/Mac

Ps. Currently, Bluetooth connection for Mac and Chrome system can only be performed by using the MUNBYN Editor web page. Bluetooth connection cannot be performed through the driver. (Open Chrome or Edge and go to <https://editor.munbyn.com> to use the MUNBYN Editor.)

2. Rollo Printer

2.1 There are white spots in my print

It is likely that the printer head has gotten dirty.

1. Please turn Rollo off and allow it to cool down
2. Use the provided alcohol pads to wipe the printer head clean. Any 70% Isopropyl Alcohol pad would work. The image below shows the highlighted areas that could cause this fade / dead zone.
3. Allow 2-3 minutes for the components to dry, then turn Rollo back on.



2.2 My labels are not dark enough

The most common reason for low-quality prints has to do with a low-quality source file. To test whether your Rollo printer is in good health, print the [Sample label](#). This label is provided at standard quality and should print

clearly. If there's no difference or improvement with the print result, you will need adjust your [printer settings](#).

2.3 Barcode not printing clearly

If your barcode is not printing clearly, the source file wasn't created in the ideal quality.

Try this sample label which was generated at the correct quality to test it: [Sample Label](#)

If there's no difference or improvement with the print result, you will need adjust your [printer settings](#).

2.4 I'm printing blank labels

The most common reason is that your labels are loaded upside down. Please make sure that your labels are properly loaded. The label that you peel off should be facing the ceiling when it comes out of Rollo. See the image below:



3. Jaders Printer

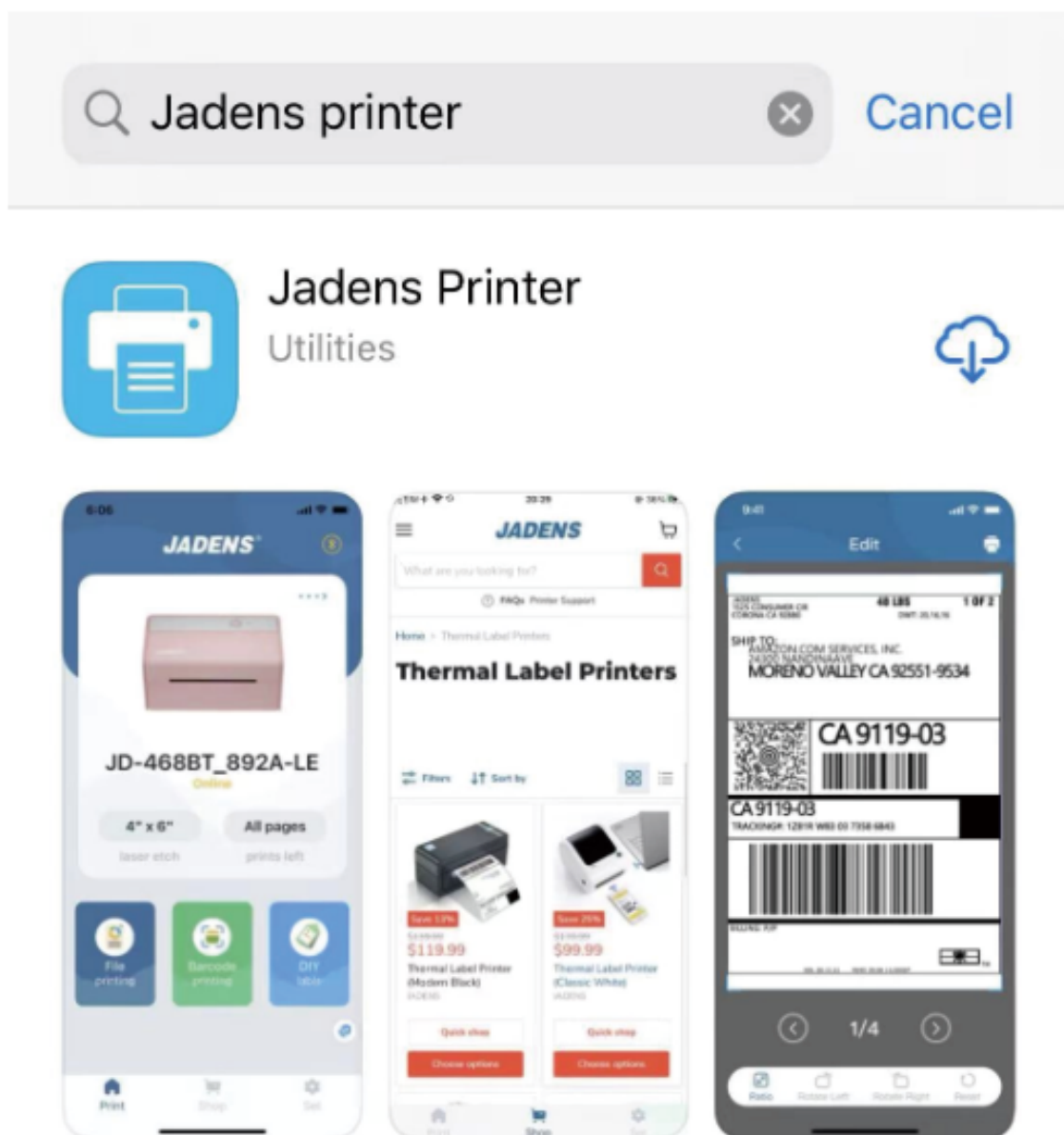
3.1 How to print different size and shape labels?

We recommend printing with the mobile app - Jaders Printer because it prints the best.

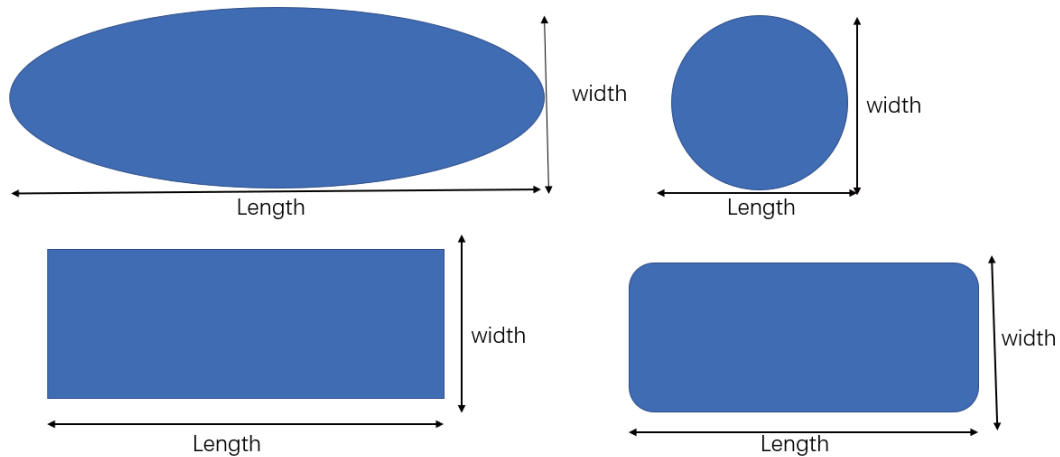
You can download '**Jaders Printer**' from google play or apple store.

If you don't know how to use the app, please refer to the app instructions.

App instructions: <https://munbyn.biz/jaders>



1. You need to confirm the size of the printed labels you are using.

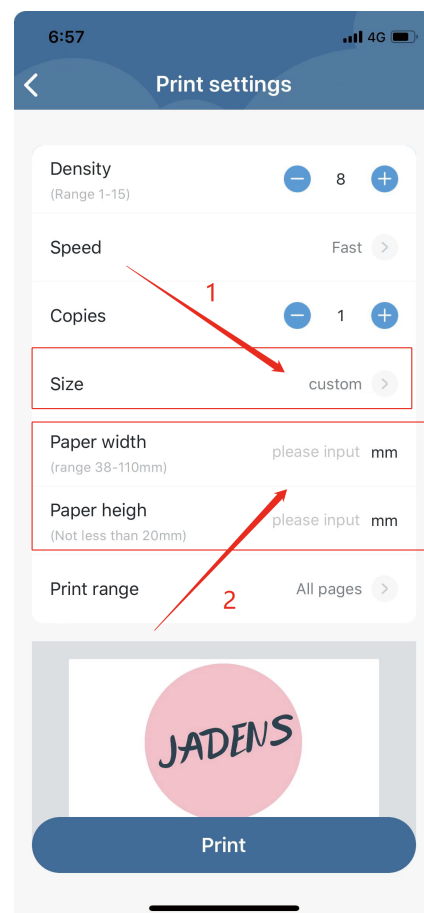


2. Open the label or image in the app

3. Crop out the part you want to print completely

(**Note:** I recommend keeping 2mm margins)

4. Set the same size as the printed label.



3.2 Blinking Red?

1. If flashing red is every 2 seconds:

No label is loaded, it will be red. Ensure that the labels are loaded correctly.
Wrong paper size. Please run automatic label identification.

2. If flashing red is 2 times per second:

The printer cover is not closed well. Check that the printer cover is completely closed.

3.3 Automatic Label Identification

1. Turn on the power, wait for 5 seconds, until the printer is initialized.

2. Press and hold the top feeder button for 5 seconds until you hear one beep, then let go, the label will move back and forth and stop at the correct tear-off point. After this, you can start printing your labels.

3. Demo video: <https://youtu.be/tL2iWS8rzXw>

3.4 How to set up Density and Speed?

1. **For Windows** (Click this link to watch a video on how to set Speed and Density on Windows)

To make the label more clear, you can follow these steps:

Go to **“setting”** -> **“device”** -> **“printer & scanner”** -> find the printer **“Label Printer”**

Click **“manage”** -> **“Printing preference”** -> **“Page Setup”** -> **adjust the Density and Speed as the picture shows** -> then click **“OK”**

← Settings

Label Printer

Manage your device

Printer status: Idle

[Open print queue](#)

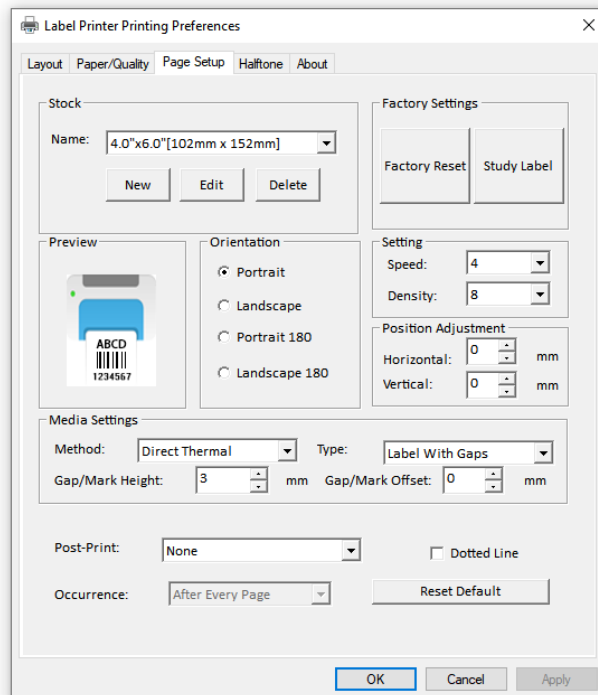
[Print a test page](#)

[Run the troubleshooter](#)

[Printer properties](#)

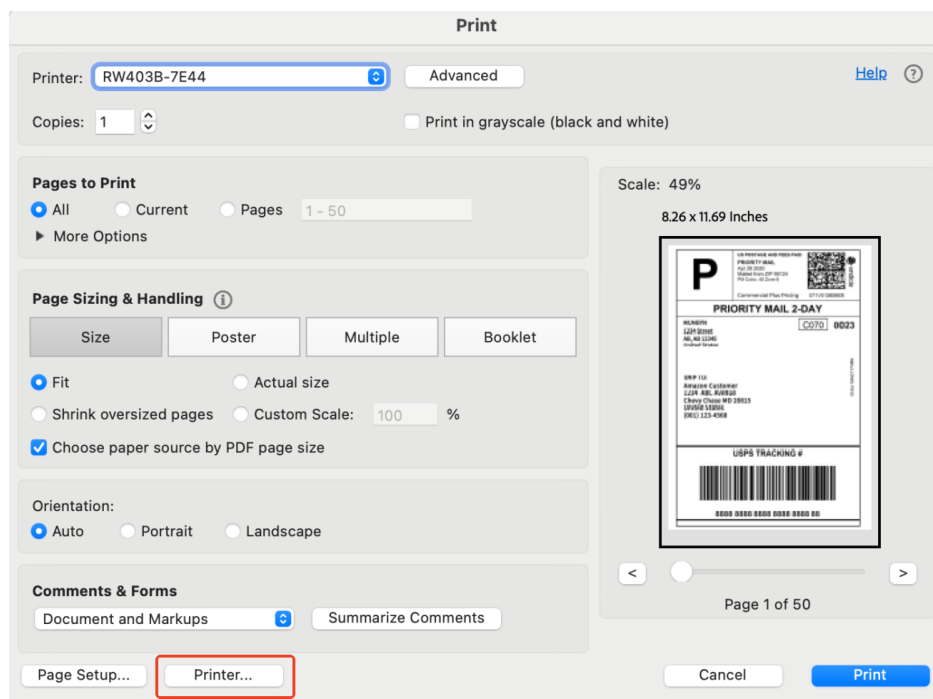
[Printing preferences](#)

[Hardware properties](#)

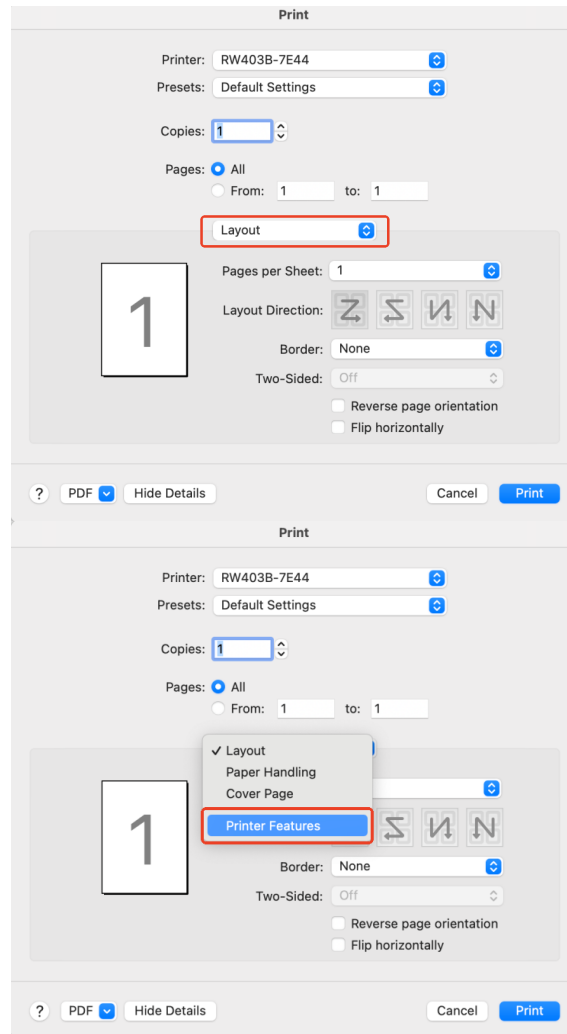


2.For Mac (Click this link to watch a video on how to set speed and density on Mac)

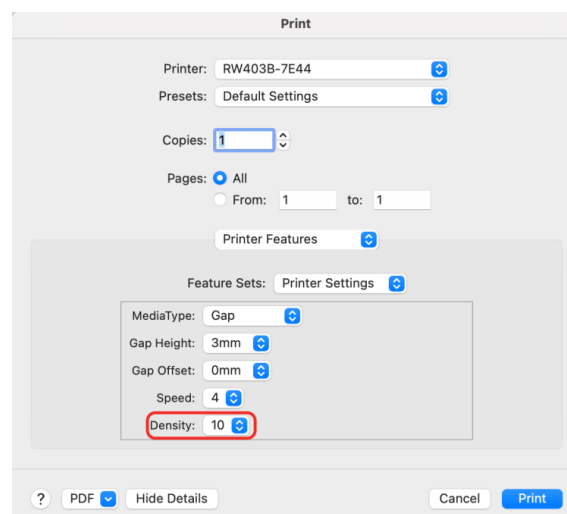
Open your PDF file - click the printer icon in the top left corner - **“Printer...”**



Click the select key on the right “Layout”- “**Printer Features**”



Adjust the Darkness you want (For Mac, suggest setting it at 4-6.) , the higher density value means higher darkness, then click Print.



4. NELKO Printer

4.1 Print blank

There is only one side for thermal paper to print, load the paper correctly, print side faced upside.

4.2 Label not dark/clear

A. Print head is not clean.

Solution: Power off the printer, wait till the print head cools down. Clean the print head with alcohol using a soft towel or cotton swab. Do not use water or other liquids.

B. Density setting.

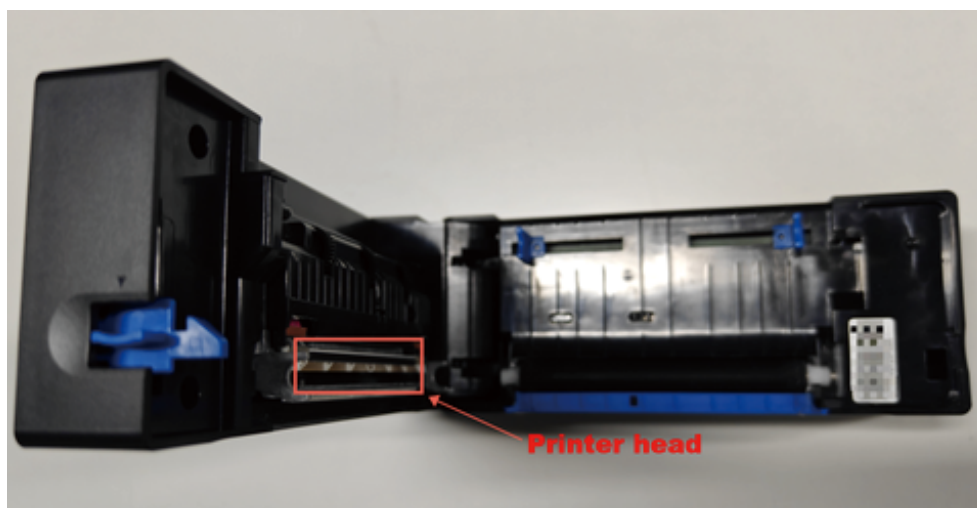
Solution: [Nelko-density](#)

4.3 White spot/ White Line /Printing missing

It happens when there is too much dust on the printer head.

Try clean the printer head using soft cloth with alcohol, wait for evaporation, then print again. Be careful, do not scratch printer head which is fragile.

It's important to keep printer head around clean.



5. IDPRT and POLONO Printer

5.1 Skip label (output black label)?

Cause: The printer is uncalibrated.

Solution: Calibrate the printer.

Method 1: Tools--- "Automatic label learning".

Method 2: Press and hold the feed button (top button) until the blue light goes out twice and then release.

5.2 Labels too light or too dark?

Cause: the barcode does not meet the specifications. There is not enough blank space around the barcode

Solution: Adjust the concentration or print speed properly. Leave at least 3.2 mm (1/8 inch) between the barcode on the label and other printed areas and the edge of the label.

6. Jiose Printer

6.1 Blinking Red?

This is because the printer does not calibrate the label paper, please do the following steps to calibrate the label paper

A, Please cancel all printing sequences in the your PC.

B, Load no less than 4 consecutive labels of paper into the printer.

C, After the paper is stable, press and hold FEED (red/green light) until you hear a beep

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 returns to normal.

6.2 Labels not dark or too dark?

This is because the print head is dirty, or the density is set incorrectly.

A, Clean printer head, <https://munbyn.biz/clean>

B, Setting of density, <https://munbyn.biz/941dsv>

7. DYMO Printer

7.1 How can I use MUNBYN 220-roll labels with my DYMO printer?

To properly calibrate your DYMO printer for 220-roll labels, please follow these steps:

1. ****Power Cycle the Printer:****

- Remove any labels currently inside the printer.
- Unplug both the power and USB cables from the printer.
- Press the power button 10 times consecutively.
- Reconnect the power cable to the printer and turn it on.

2. ****Feed the Labels:****

- Ensure that the printer's light is flashing.
- Insert the new roll of 220 labels into the printer.
- Feed the labels through the machine as necessary.

If you're unsure about how to feed the labels or need a visual guide, please watch the instructional video linked below:

<https://www.youtube.com/watch?v=JHHw4jq4fqY&feature=youtu.be>

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