

Shipping Label Printer

User Manual

MUNBYN
Unleash Business Creativity



Read thoroughly before using. Keep this for further reference.

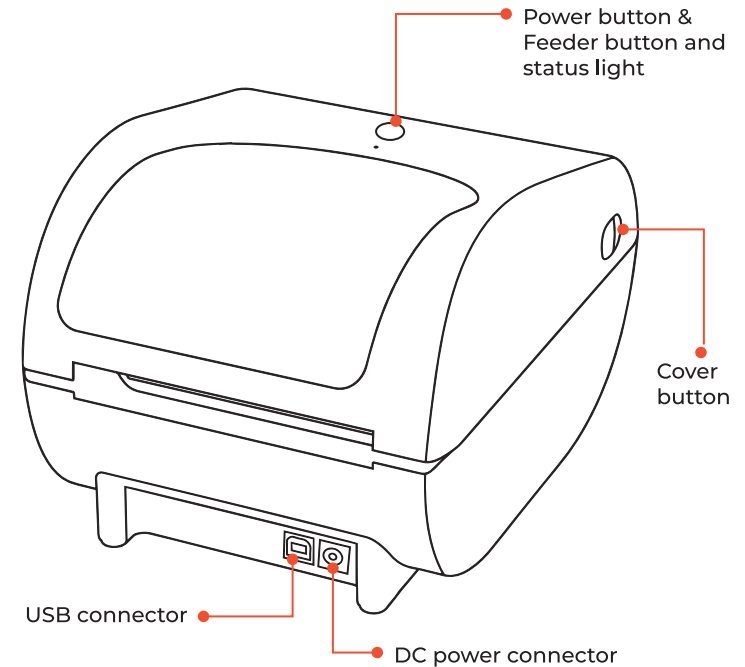
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Deutsches Benutzerhandbuch / Manual de usuario en español /
 Manuel d'utilisation en français / 日本語のユーザーマニュアル

1.0. Product Introduction

1.1. Printer Overview



Tips :

| | |
|------------------------------|---|
| Cover button | Press both buttons simultaneously to open the printer cover |
| Feed button and status light | Feed button function refer to page 11-12 Status light refer to page 11-12 |
| DC power connector | Please use the original power adapter to connect the DC power connector and the external power supply. |
| USB connector | Please use the original USB cable to connect the USB connector and computer. If you are using a MacBook with only Type C port, please use the Type C adapter to connect the original USB cable. |

1.2. What's in the Box?



- A Printer
- B Labels
- C Power Adapter
- D Power Cord
- E USB Cable
- F Quick Tips
- G User Manual

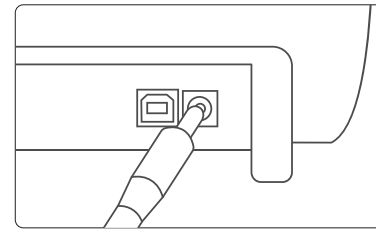
If accessories are missing or damaged, please get in touch with us.

2.0. Set Up The Printer

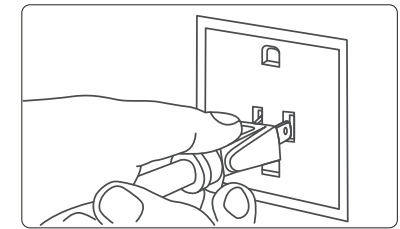


Watch the short setup video at:
www.munbyn.biz/unboxing411B

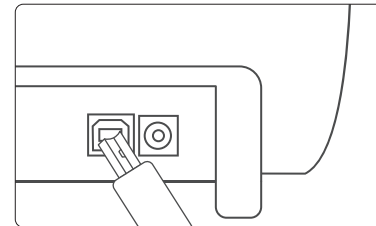
2.1. Quick printer connection



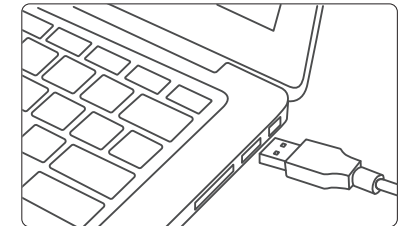
1. Connect the power adapter to the printer



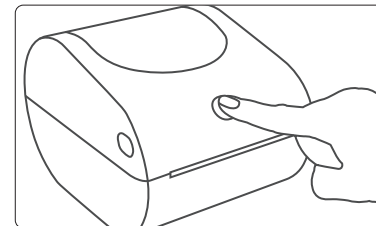
2. Plug the power cable into the socket



3. Connect the USB cable to the printer



4. Connect the USB cable to the computer



5. Please start the printer by long-pressing the feed button until you hear a beep, then release it

- Please use the original cable to install the above steps to connect.

2.2. Loading the label



Please place the label paper face up, as shown in the above picture.

Please make sure that the label paper you are using is thermal.
We recommend that you use Munbyn brand label paper for better printing effects.

Note: If the label paper size you use is smaller than 4×6 inches, you need to shrink the paper slot and refer to section 5.2 to modify the size setting.

2.3. Bluetooth connection for Smartphone/Tablet

The printer is suitable for bluetooth mobile phones and tablets, but not compatible with bluetooth on computers. The printer does not have an option for a direct Bluetooth connection with the device, it needs to be connected through the Munbyn Print APP.

2.3.1. Connect the printer through the **Munbyn Print APP**

(1) Search "Munbyn Print" on App Store or Google Play to get the App or scan the QR code below to download.



Munbyn Print

(2) Open the "Munbyn Print" and connect to the printer. Scan the QR code to get the video tutorial.



Initial Setup

(3) If your mobile needs a PIN password, please enter "0000" or "1234".

Note:

Due to the mobile phone system requirements, the app needs to access your location services information, you'll get a notification requesting permission. You need to enable GPS and confirm authorization (Android only).

It is Google's rule. Our App needs to abide by this rule on the Google platform. But please rest assured that we will firmly protect user privacy.

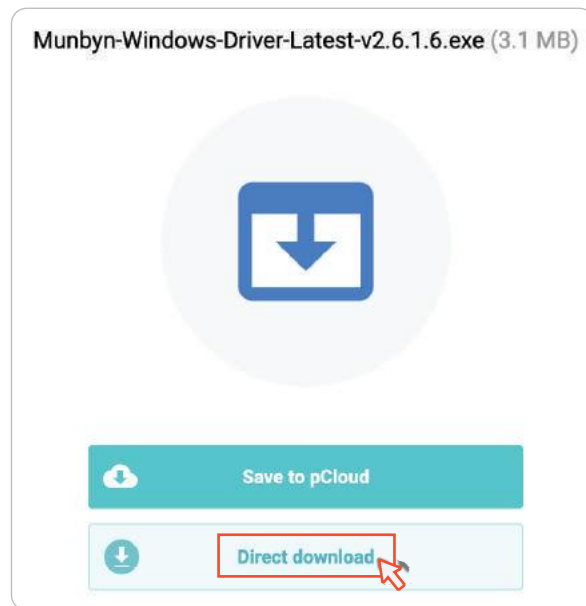
2.4. USB connection for Laptop/PC

- Follow step [2.1 Quick printer connection] to connect the computer and printer using the USB cable.
- Download the printer driver from the following URL or insert the USB flash drive into your computer, and follow the steps (2.4.1-2.4.2) to complete the installation.

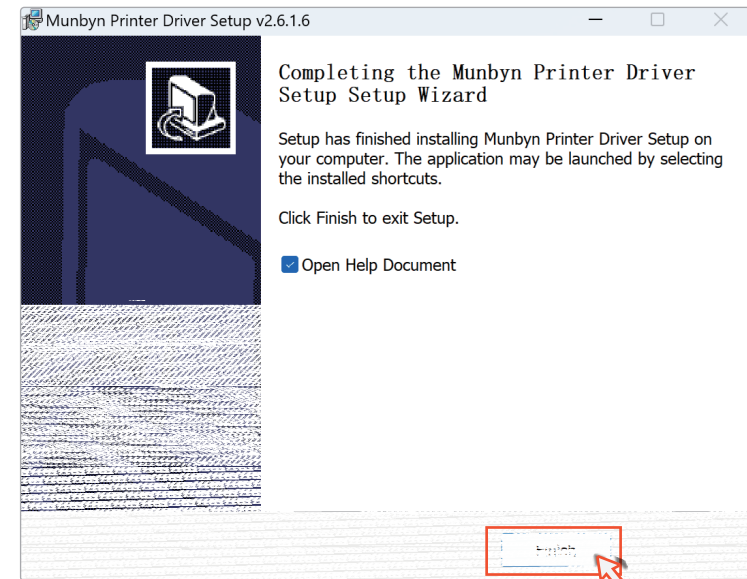
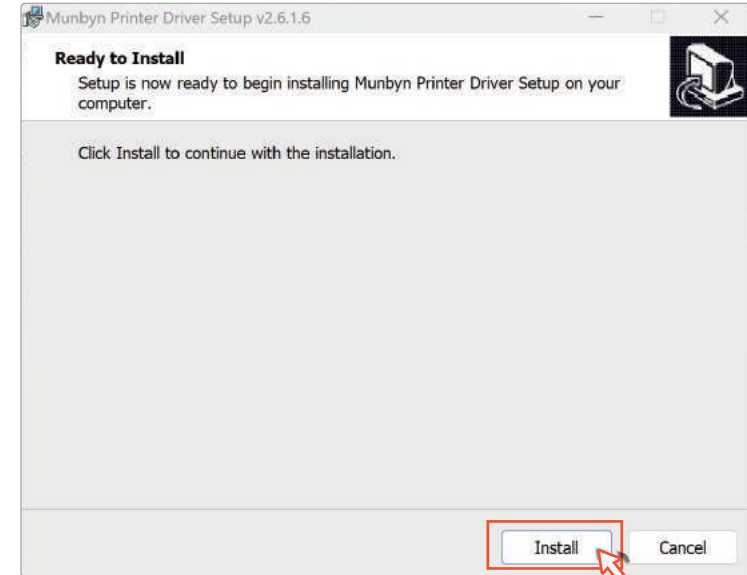
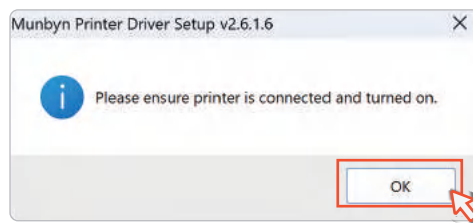
2.4.1. Installation for Windows

Download the latest version of the channel through the link below.

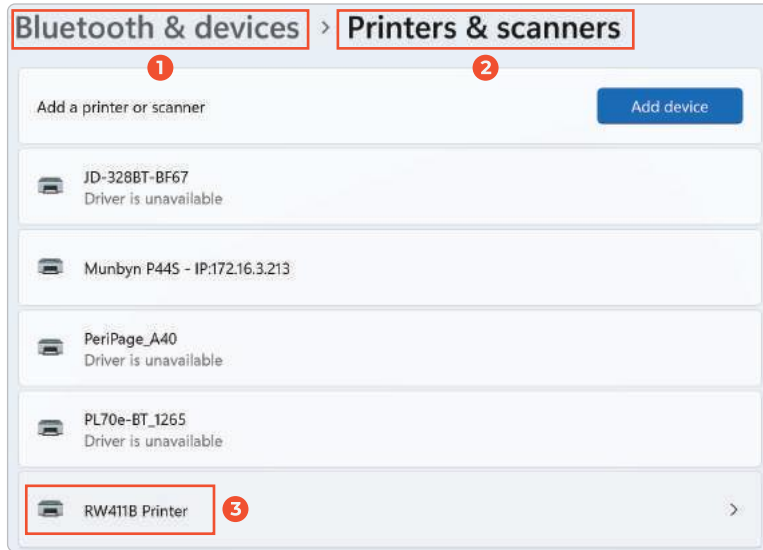
<https://munbyn.biz/411bwind>



When the driver file is downloaded, click the driver file to install it, and follow the prompts to complete the installation.

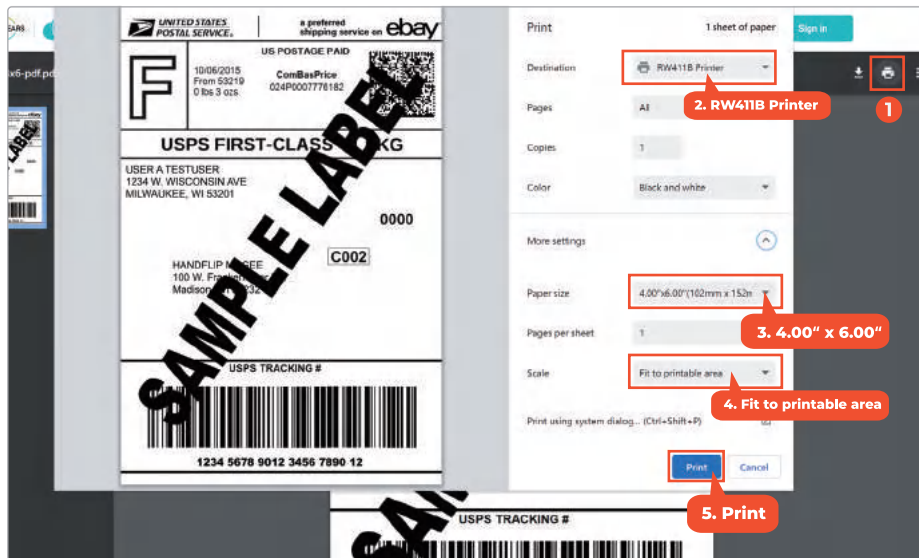


After the driver installation is complete, the printer will appear in your printer list, If RW411B Printer does not appear on your computer, please restart the printer and computer.



Finally, enter the link below to open the shipping label template and test whether the printer can print normally.

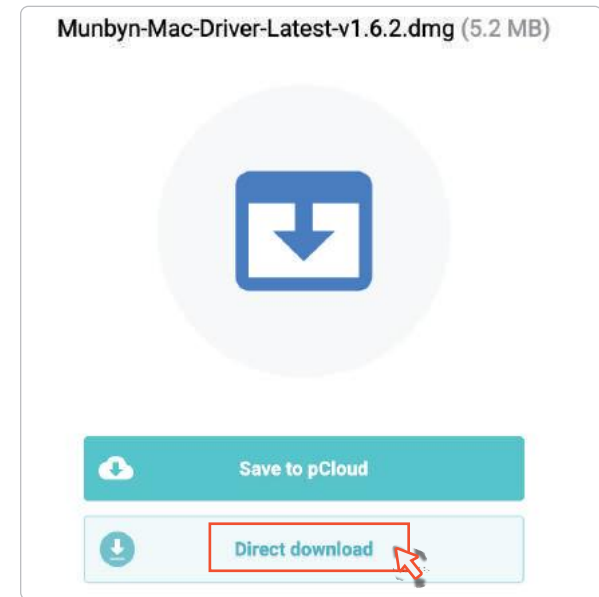
munbyn.biz/sample46



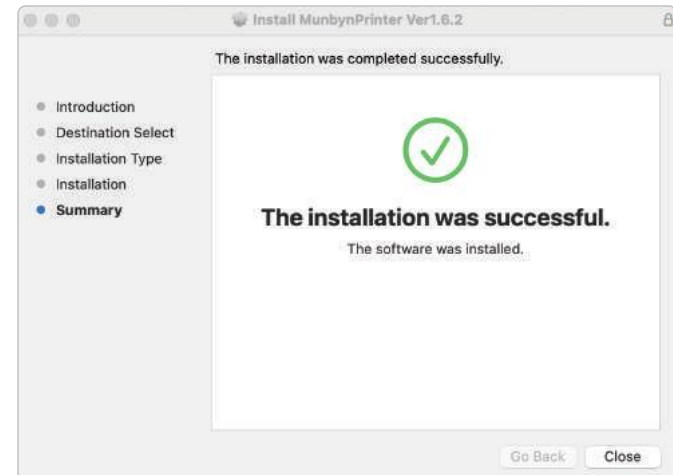
2.4.2. Installation for Mac

Download the latest version of the channel through the link below.

<https://munbyn.biz/411bmacd>



Please double-click on the pkg installer to begin. Follow the installation steps until you receive the "Installation was successful" message shown below.



Finally, enter the link below to open the shipping label template and test whether the printer can print normally.
munbyn.biz/sample46



3.0. LED Status

| Light | Description | Troubleshoot |
|--------------------------------|---------------------------------|---|
| Green | Normal operation | / |
| Flashing Red (every 2 seconds) | Label paper is not identified | Run automatic label identification |
| Flashing Red (every 1 second) | Cover is not closed | Please ensure that the cover is completely closed |
| Flashing Green and Red | Printer head is overheated | Printer will automatically resume once the printer head has cooled down |
| Blue light always on | Bluetooth connection successful | / |

4.0. Feed Button Instruction

| Printer status | Feeder button | Function |
|----------------|---|--------------------------------|
| Power off | Press and hold on until you hear one beep | Start the printer |
| Printing | Press the button | Pause printing |
| Standby | Press the button twice in a row | Automatic label identification |
| Self-test | Press the button three in a row | Print Self-test page |
| Standby | Press the button five in a row | Reset Printer |
| Power on | Press and hold on until you hear one beep | Turn off the printer |

5.0. FAQ

Frequently Asked Questions file, please visit: www.munbyn.biz/411bfaq

5.1. Why doesn't my shipping label print correctly?

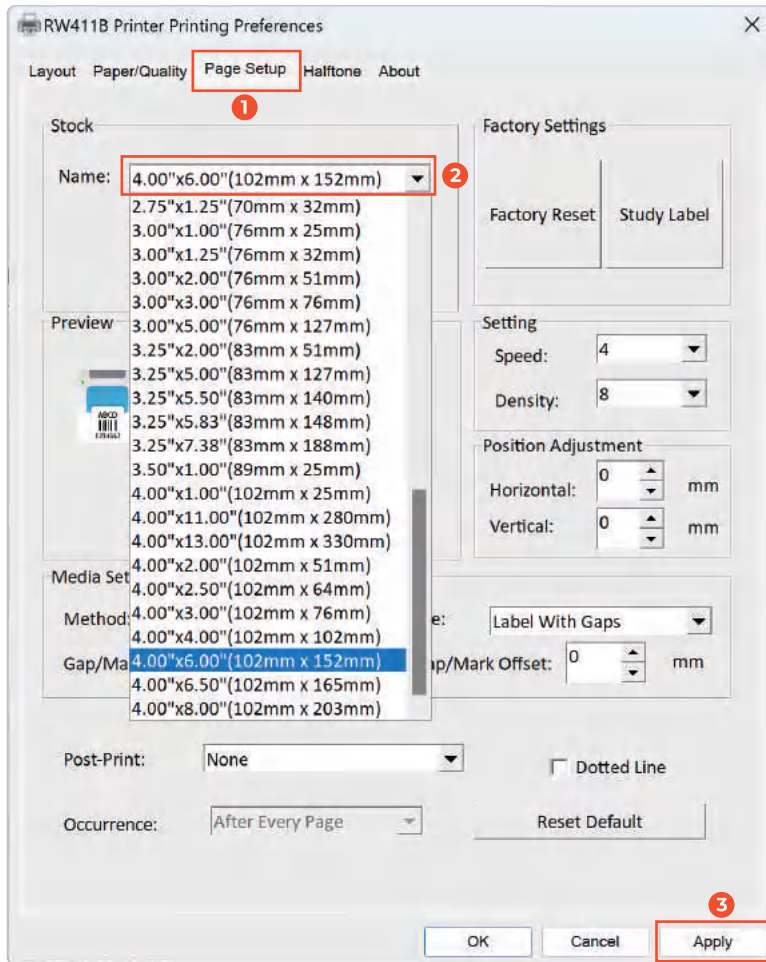
There are three situations:

1. The label size is not properly configured when switching to print labels of different sizes. Please select the size that corresponds to your shipping label.

Please see the settings below. The following is an example of the most common 4x6 inch shipping label.

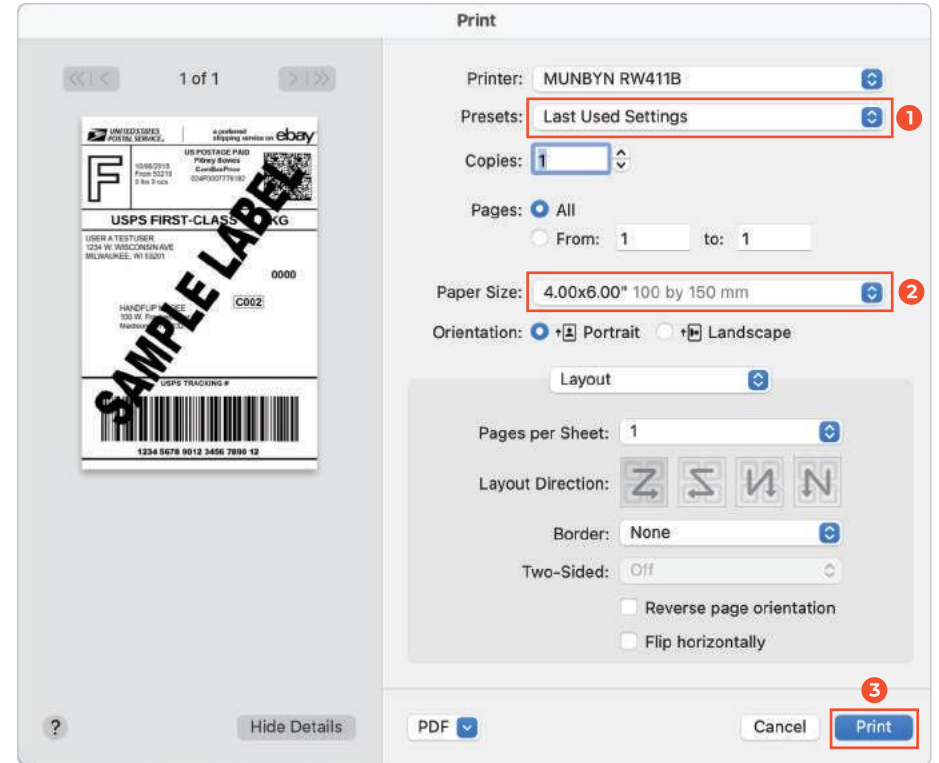
For Windows :

Go to the "Printer preferences" -> "Page Setup" -> "paper size", and select the correct size for the printer (please select the 4x6 inch or 100*150mm).



For Mac:

If you print a 4x6 size page. In the print dialogue, please be sure to select your "Paper Size" appropriately (for example 4.00 x 6.00").



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

2. The main reason is that your shipping label file size is not 4x6 inches. At this time, you need to set the correct label size. Depending on your file source, this must be set on the shipping platform or online store.

A. You can enter the link below in your browser to watch the setup tutorial for the corresponding platform.

munbyn.biz/411platform

B. If the platform you use to create the label file does not support the creation of 4*6 inch format label files, you can download your label file and open it in Acrobat Reader, follow the tutorial linked below to crop the file and print it.

munbyn.biz/411arv

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, you can check if you are using the adapter provided by Munbyn. If so, please follow the steps below to calibrate the paper.

- Load at least 4 consecutive sheets of paper into the printer.
- After the paper stop moving, press the FEED (red/green light) button twice in a row, and release it. You will hear two consecutive beeps.
- The printer will learn the size of the paper at this time. After the process is complete, the printer is back to normal.

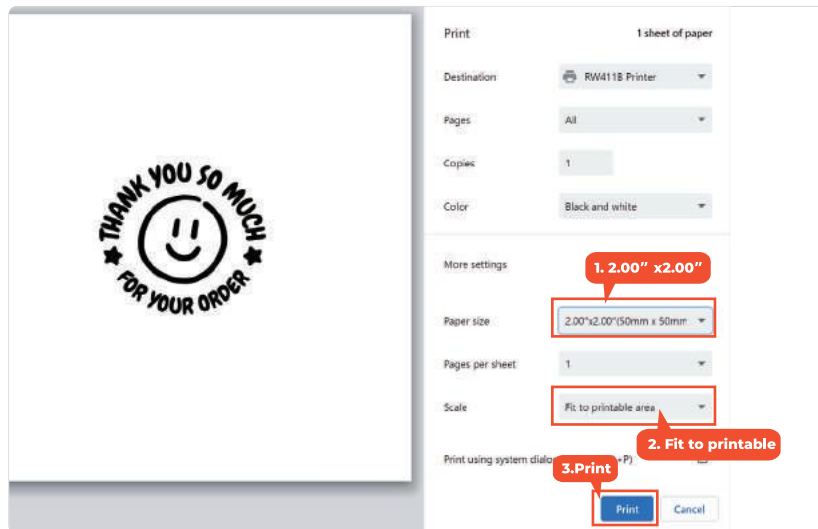
5.2. How to print small size labels like Munbyn 2 inches round labels?

According to section 5.1, set the print size to 2*2 inches (51*51mm), then adjust the paper slot to fix the label paper and then print.

Note: The size of the file used for the printer must match the actual size of the label paper, that is, the size of the file should be 2*2 inches (51*51mm), otherwise there will be printing offset.

Please see the settings below.

For Windows: Go to the "Printer preferences" -> "Page Setup" -> "paper size", and select the correct size for the printer (please select the 2x2 inch or 51*51mm).



Demo video: munbyn.biz/411bwind_printsticker



For Mac: If you print a 2x2 size page. In the print dialogue, please be sure to select your "Paper Size" appropriately.



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

Demo video: munbyn.biz/411bmac_printsticker



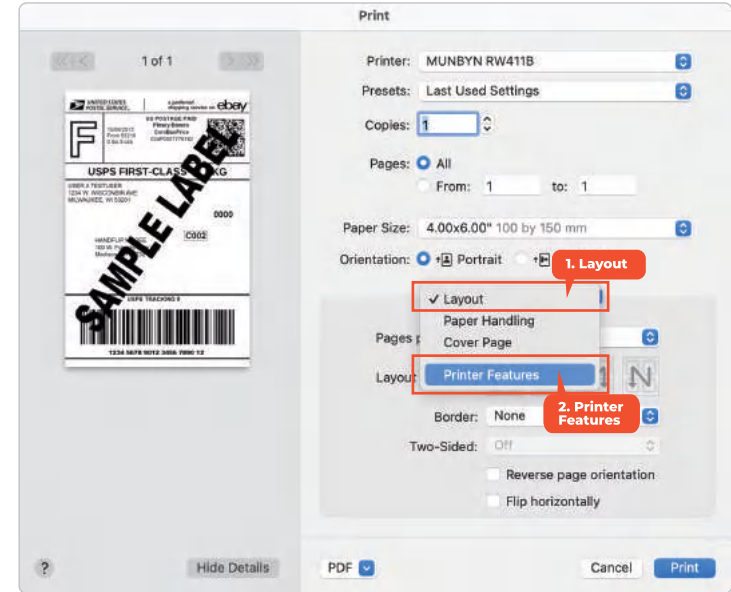
5.3. Why is the printed label not clear?

1. Try to choose PDF file format for printing instead of PNG, JPG, and other image formats.
2. If the font is still unclear, please follow the steps in section 5.4 to increase the printing density and reduce the printing speed.
3. In addition, the carbon accumulation on the print head will also cause the printed labels to be unclear. Please follow the steps in section 5.5 to clean the print head regularly.
4. We recommend that you use MUNBYN label paper. MUNBYN label paper has better printing effects and can avoid label paper being incompatible with equipment.

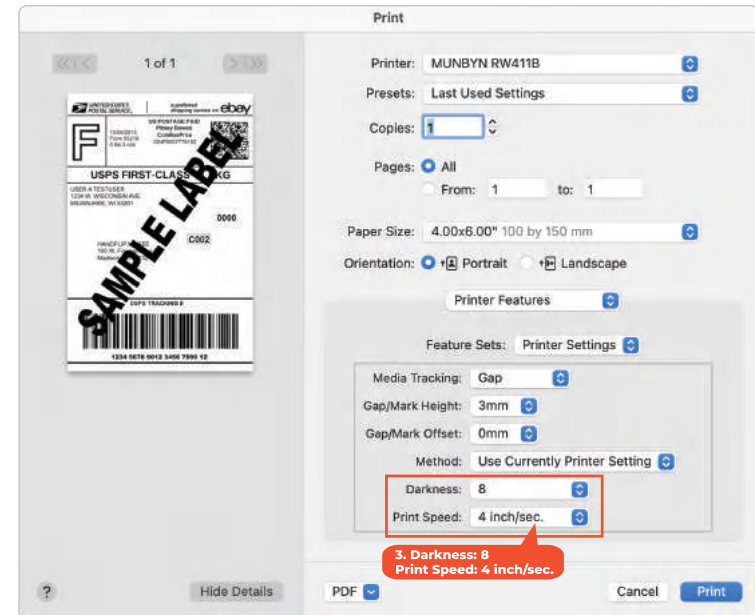
5.4. How to adjust the density and speed in the settings?

For Mac:

1. In the Mac's print preview interface, select Preview, then select Printer Features.

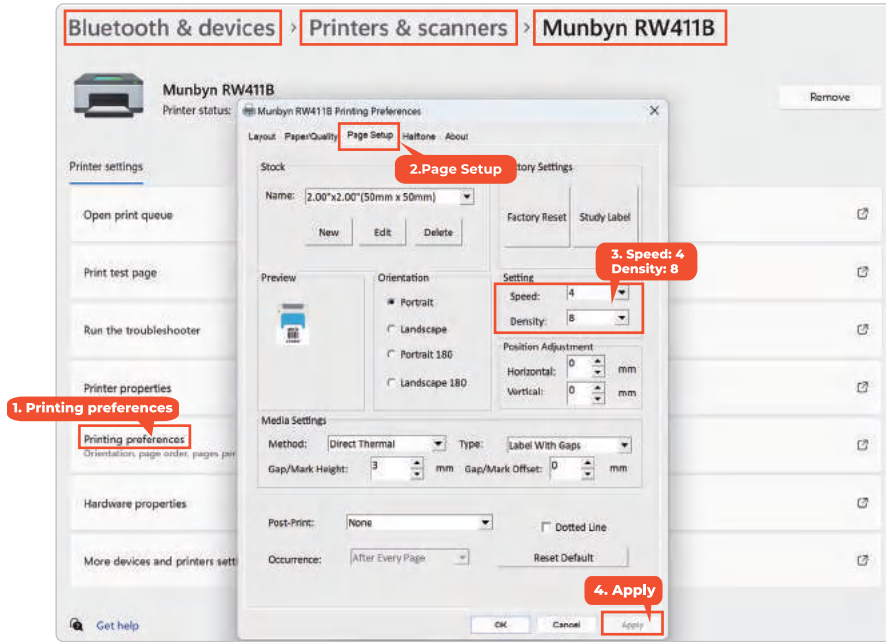


2. Adjust the Darkness(Density) and speed.



For Windows:

You can do this by entering:
 Settings -> Bluetooth & devices -> Printers & scanners -> Click on 'Mubyn RW411B' -> Printing preferences -> Page Setup -> Density/Speed -> Apply.



5.5. How to maintain the print head?

Follow the steps in the figure below to wipe the print head with a lint-free cloth.



5.6. Why does my Mac display the printer status as Offline?

1. If your Mac shows the Munbyn States "Offline" or it doesn't show in "Printers and Scanners", it means your Mac doesn't recognize the printer.
 - Try unplugging and plugging in the USB cables on the Mac computer and printer sides. Make sure the cables are securely plugged in.
 - Then restart the printer and the Mac computer (shutdown and restart).

2. Check the USB connection.

- Use the USB adapter to connect the USB flash drive and check if the computer can read the data. Unplug the flash drive and replace it with the printer's USB cable. Typically, if the flash drive is readable on the Mac, the USB adapter can provide a stable data connection to the printer. If the flash drive is not readable on the Mac, then The USB adapter has failed and needs to be replaced.

3. **Make sure the printer is set to default.** Other printers can be set as the default printer, which may log out the printer you want to use offline.

4. **Delete all open print jobs.** Print jobs can get stuck, creating a backlog and taking the printer offline. Delete the open print job and try the print job again.

5. **Uninstall and reinstall the printer.** This process gives the printer a fresh start. After uninstalling the printer, restart the computer, and then reinstall the printer.

6. Reset Mac's printing system. If all else fails, reset your Mac's printing system.

- 1) Click the "Apple" menu and select "System Preferences" from the drop-down menu.
- 2) Click "Print & Scan".
- 3) Press the "Ctrl" key and right-click simultaneously in the Printer list. Select "Reset Printing System".
- 4) Click the "+" button and select your printer if it appears, otherwise click "Add Printer or Scanner".
- 5) Select your printer from the list and click "Add". Wait for the printer to download install and begin using your printer again.

Then select the name of your printer from the printer list, and click "Add" to add your printer.

5.7. Why does the indicator light keep flashing red after the device is covered with the lid?

Please check if both sides of the printer are tightly closed.

6.0. Specification

| | |
|------------------------------|---|
| Method | Direct Thermal |
| Resolution | 203 dpi |
| Max Printing Speed | 150 mm/s |
| Paper Width | 40-110 mm (1.57-4.3 inches) |
| Paper Thickness | 0.06-0.25 mm |
| Paper roll form | Outer roll type |
| Power Adapter | 24V / 2,5A |
| Printing Life | TPH 50km |
| Operating Environment | Temperature: 0 to 50 °C Humidity: 10-90% (non condensing) |
| Storage Environment | Temperature: -20 to 70 °C Humidity: 5-95% (non condensing) |
| Connection | Bluetooth / USB |
| Weight | 2.20 lbs / 1.0 kg |
| Dimensions | D 172mm * W 210mm * H 144.8mm |

7.0. Safety Notices

The printer head can become very hot after printing labels.

Do not touch the printer head.

Do not bend the power cord excessively or place objects on the cord.

Do not use the printer if you find any irregularities as these could result in fire or electrocution.

Keep the printer out of reach of children.

Use only approved accessories and do not try to disassemble, repair the unit by yourself.

Protect the printer from water and other objects that could penetrate the components.

Please unplug the printer when it is not in use for long periods.

8.0. FCC Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following

measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits for an uncontrolled environment.

9.0. Tech Support

E-mail: support@munbyn.com

Phone: +1 650 206 2250

WhatsApp: +86 133 5295 0490

Support time:

Monday to Friday 24 hours



MUNBYN provides 24 months warranty and lifetime free service.

If you encounter any issues with the product, don't hesitate to contact the MUNBYN team to receive troubleshooting tips or a prompt replacement.

You can access the link below or scan the QR code to download user manuals in other languages.



Other Languages:

munbyn.biz/411bminorlang

Deutsches Benutzerhandbuch
Manual de usuario en español
Manuel d'utilisation en français
日本語のユーザーマニュアル

Model: RW411B