

Bluetooth Connection Guide

(Taking Windows 11 64-bit as an example)

I . Preparation before Driver Installation:

- ① Connect printer with the power source, turn on the power switch, start the printer.
- ② Download the corresponding printer driver from the official website.

II . Steps to Connect Bluetooth and Add Drivers:

- ① Desktop computer inserted with a Bluetooth adapter (laptops come with built-in Bluetooth), locate the Bluetooth icon in the bottom right corner of the computer screen, click the Bluetooth icon, and select "**Add a Bluetooth Device**" (shown in Fig.1 and Fig.2).

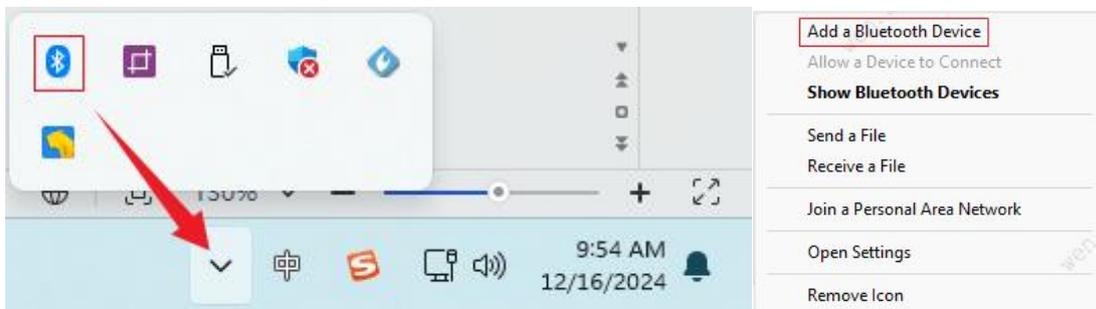


Fig.1

Fig.2

- ② Enter the "**Bluetooth & devices > Devices**" interface, and click the **[Add device]** button (shown in Fig.3).

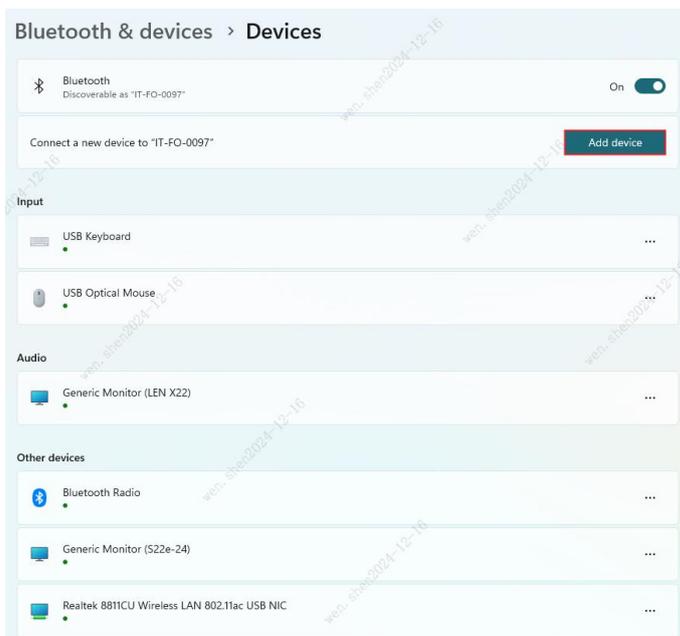


Fig.3

③ Enter the "Add a device" interface and select the [Bluetooth] option (shown in Fig.4).

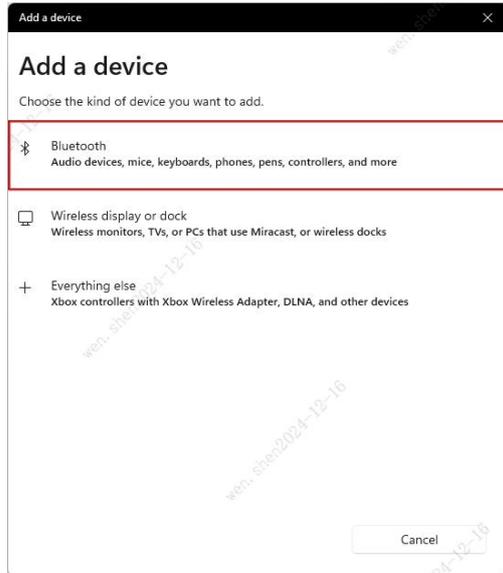


Fig.4

④ Enter the Bluetooth device selection interface, select the Bluetooth of the printer you need to connect, enter the PIN password, and wait for the computer and printer to complete the pairing (shown in Fig.5 and 6).

Note:

- a. Select the Bluetooth name with a printer icon;*
- b. Bluetooth pairing is divided into "Simple Pairing" and "Passkey Pairing";*
- c. Simple Pairing does not require entering a Bluetooth password during connection;*
- d. Passkey Pairing requires entering a Bluetooth password during connection;*
- e. Bluetooth name, pairing method, and password can all be obtained and changed through the **label machine setup tool**;*
- f. Bluetooth name and password can be queried by printing a self-test page, where they are listed in the self-test page.*

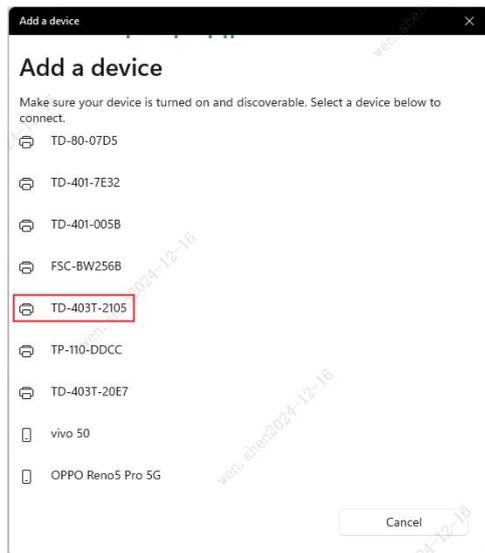


Fig.5



Fig.6

Note:

- (1) Laptops with built-in Bluetooth modules do not require a Bluetooth adapter;
- (2) Bluetooth adapters need to have the corresponding manufacturer's adapter model driver installed to function;
- (3) If a Bluetooth printer with a printer icon cannot be found, the issue can be resolved as follows:

In the "**Bluetooth & devices > Devices**" interface, within the "**Device settings**" module, change the Bluetooth device discovery option from "**Default**" to "**Advanced**" (shown in Fig.7 and 8) - **this applies only to Win11 systems.**



Fig.7



Fig.8

⑤ When the system's Bluetooth function is paired with the printer that needs to be connected, you can confirm the Bluetooth virtual COM port through the following method:

Click on "**Bluetooth & devices > Devices**" interface, enter the "**Bluetooth settings**" interface, select the [COM port] option, view the COM ports listed in the interface, and remember the port number with the direction marked as "**outgoing**" (shown in Fig.9 and 10).

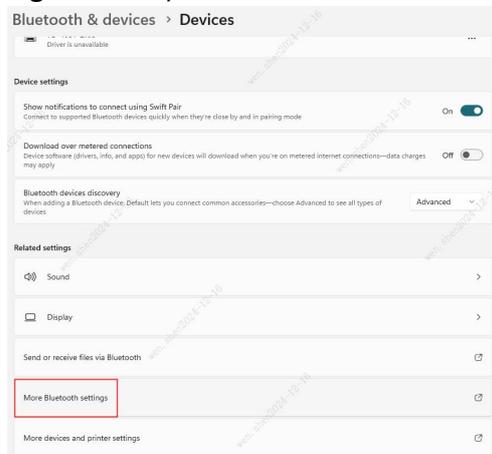


Fig.9

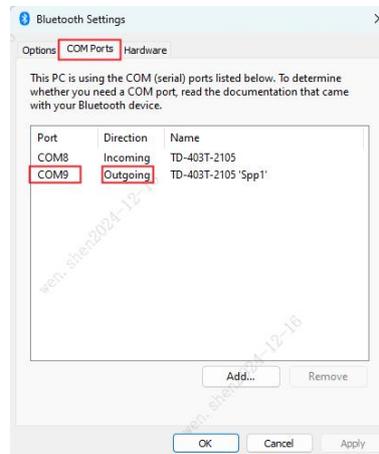
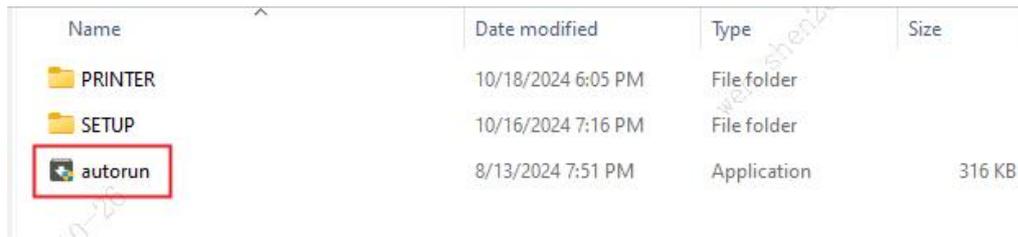


Fig.10

⑥ Double-click the [autorun.exe] driver installation package (shown in Fig.11).



Name	Date modified	Type	Size
PRINTER	10/18/2024 6:05 PM	File folder	
SETUP	10/16/2024 7:16 PM	File folder	
autorun	8/13/2024 7:51 PM	Application	316 KB

Fig.11

⑦ Enter the printer driver installation program interface, click [Next].

Note: If you need to change the language, you can install through the language selection.

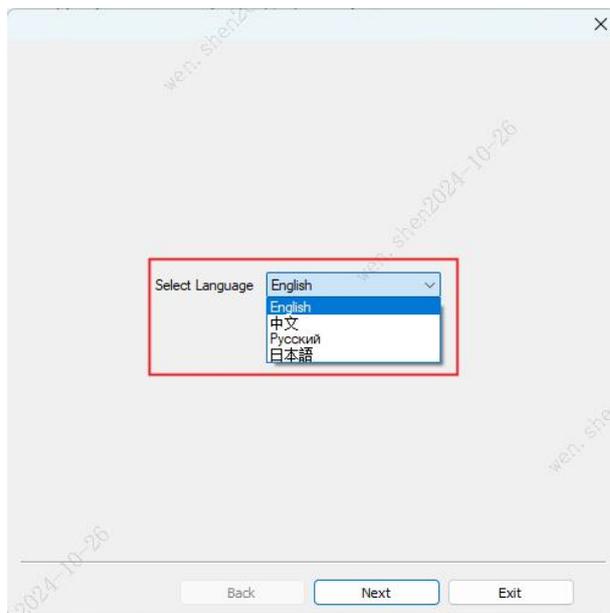


Fig.12

⑧ Enter the next installation interface, carefully read the "License Agreement" and "Privacy Policy", check [I agree], and click [Next] (shown in Fig.13).

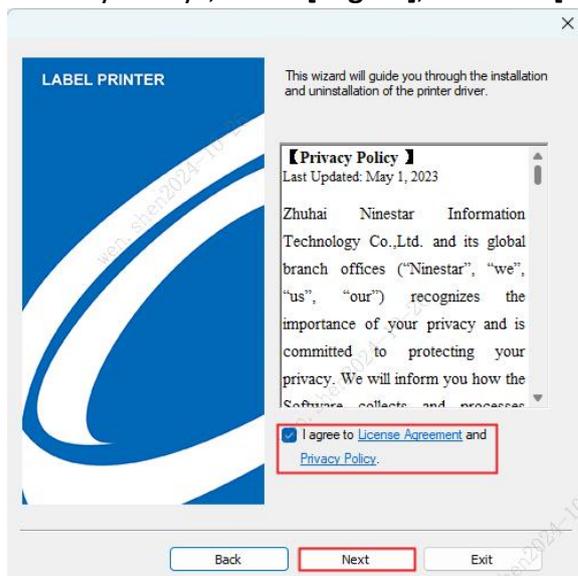


Fig.13

⑨ Enter the "Install and Uninstall" interface, click the **[Other port Install]** button (shown in Fig.14).



Fig.14

⑩ Enter the "Specifying Ports" interface, select the corresponding printer model in the driver name column, choose the COM port with the direction set to **"Outgoing"** from the port list, click the **[Install]** button, and wait for the installation to complete (shown in Fig. 15 and 16).

Note: The "Configuration" button in the bottom right corner of the interface is not needed.

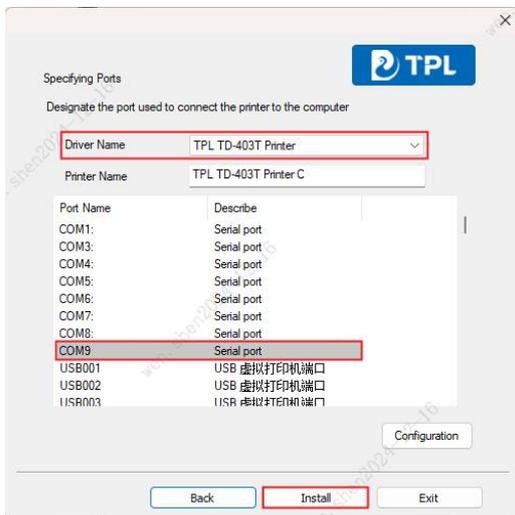


Fig.15



Fig.16

Note:

(1) When there are no generated Bluetooth virtual serial (COM) ports in the port list, the issue can be resolved through the following methods:

a. Open the computer's "Control Panel" and enter the "Bluetooth & devices" interface (shown in Fig.17 and 18).



Fig.17

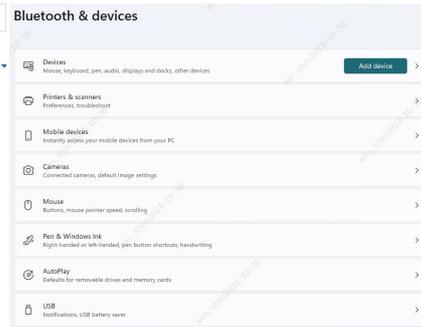


Fig.18

b. Click **"Printers & Scanners"** to enter the Printers & Scanners interface, and then click **"Print Server Properties"** in the **"Related Settings"** module.(shown in Fig.19 and 20).

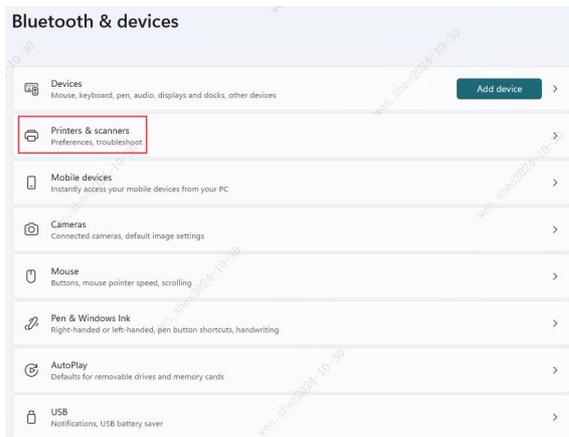


Fig.19

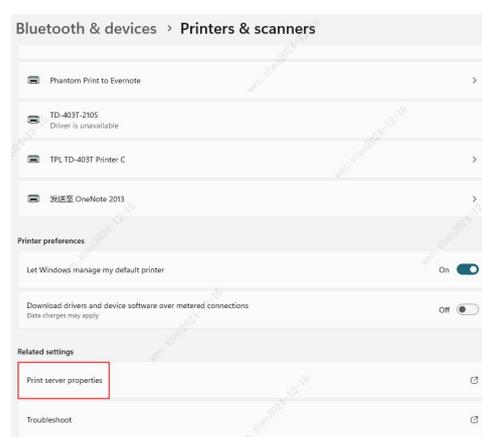


Fig.20

c. Enter the **"Print Server Properties"** interface, select the **"Ports"** tab. If the **"Change Port Settings"** button appears in the bottom left corner, click this button to proceed with subsequent operations (shown in Fig.21 and 22).

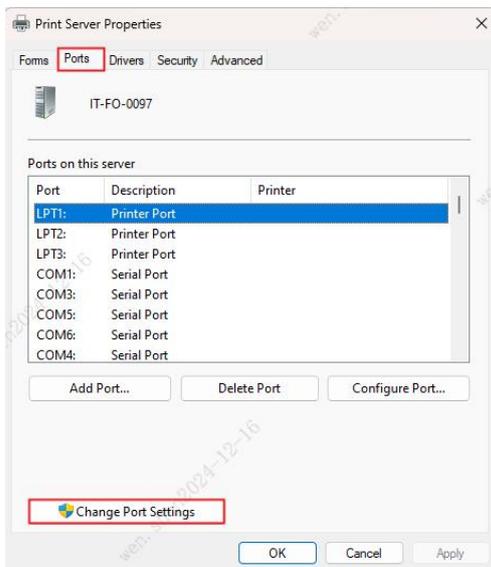


Fig.21

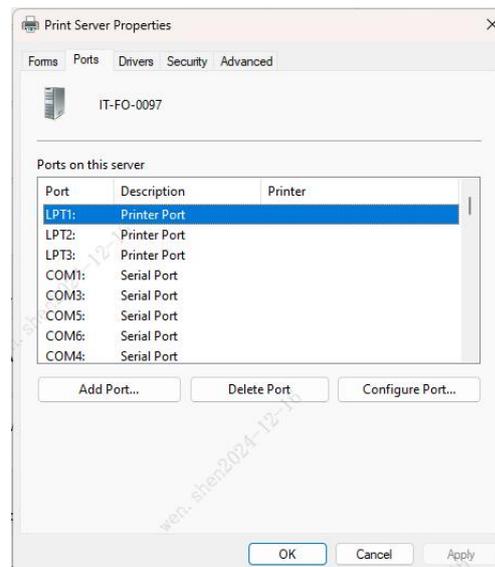


Fig.22

d. Click the **[Add Port]** button to enter the "Printer Port" interface, select "Local Port", click **[New Port]**, enter the port name in the next interface, and click **[OK]** (ensure it matches the name of the generated Bluetooth COM port) (shown in Fig.23, 24, 25).

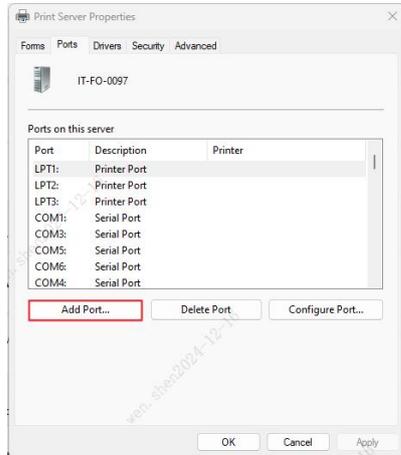


Fig.23

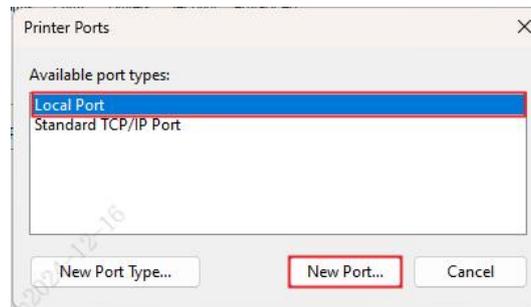


Fig.24

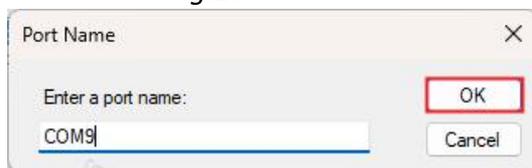


Fig.25

e. In the "Print Server Properties" list, the newly added COM port will be generated (shown in Fig.26), and the newly added COM port will be generated in the port list of the "Specifying Ports" driver interface (shown in Fig.27).

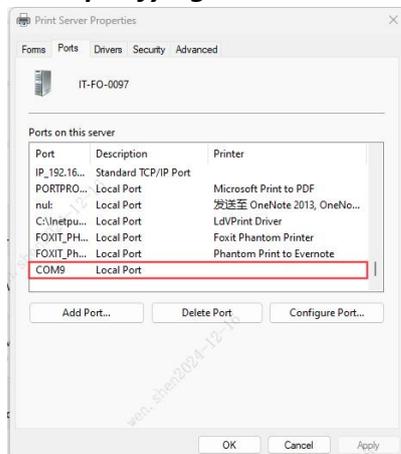


Fig.26

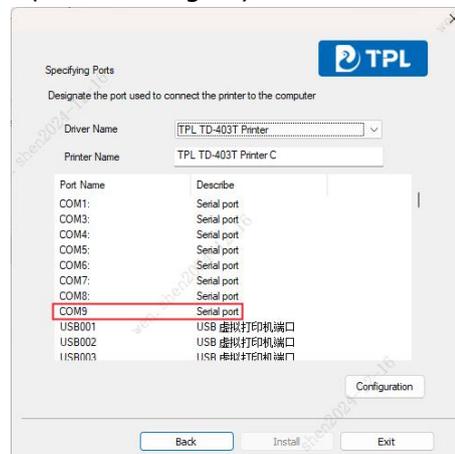


Fig.27

(2) When encountering the issue of being unable to print after successfully installing the Bluetooth serial port driver, the following steps are recommended for troubleshooting:

- ① Check if the Bluetooth serial port is occupied by other devices;
- ② Verify if the added COM port is set as an output direction port;
- ③ Ensure that the matched Bluetooth name is the one used by the printer;
- ④ Confirm that the distance between the printer and the connecting device is not too far, exceeding the Bluetooth connection range;
- ⑤ Check if the installed driver is compatible with the model of the printer in use.