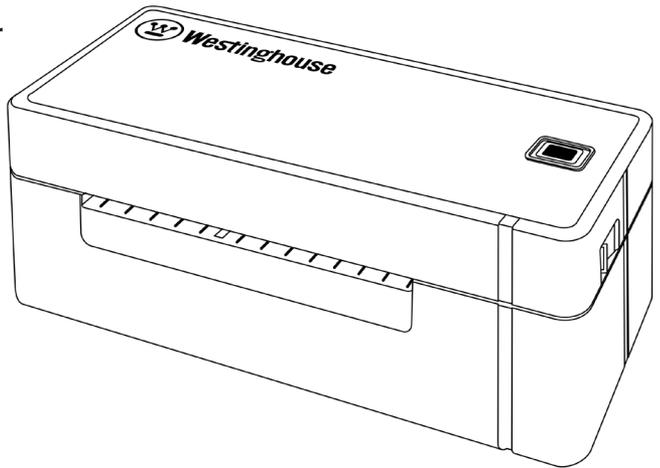




User Manual

WHTP203v
Shipping Label Printer



If you have questions or need assistance, please call customer service at 877-474-4900.

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INTRODUCTION

DISCLAIMERS

All information, illustrations, and specifications in this manual were in effect at the time of publishing. The illustrations used in this manual are intended as representative reference views only. We reserve the right to make any specification or design change without notice.

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⚠ WARNING Read this manual before using or performing maintenance on this product. Failure to follow the instructions and safety precautions in this manual can result in injury.



UPDATES

The latest User Manual for your Westinghouse products can be found under our support tab.

www.westinghouse.com/drivers

Or scan the following QR code with your smartphone camera to be directed to the link.



PRODUCT REGISTRATION

For trouble-free warranty coverage, it is important to register your Westinghouse product.

You can register by:

- Completing and mailing the product registration card included in the carton.
- Registering your product on-line at: westinghouse.com/register
- Scanning the QR code with your smartphone camera to be directed to the mobile registration link.

For Your Records

Date of Purchase: _____
Model Number: _____
Serial Number: _____
Place of Purchase: _____

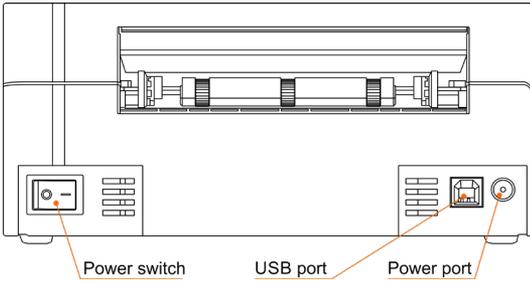
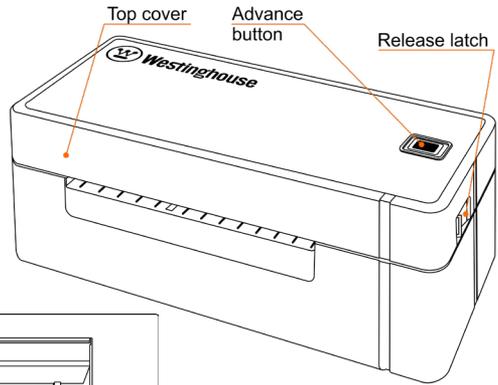
- Sending the following product information to:
Westinghouse Thermal Printers
Warranty Registration
33888 Center Ridge Rd.
North Ridgeville, OH 44039

STOP If you are experiencing issues with set up or calibration, please call us at 877-474-4900.

IMPORTANT: Keep your purchase receipt for trouble-free warranty coverage.

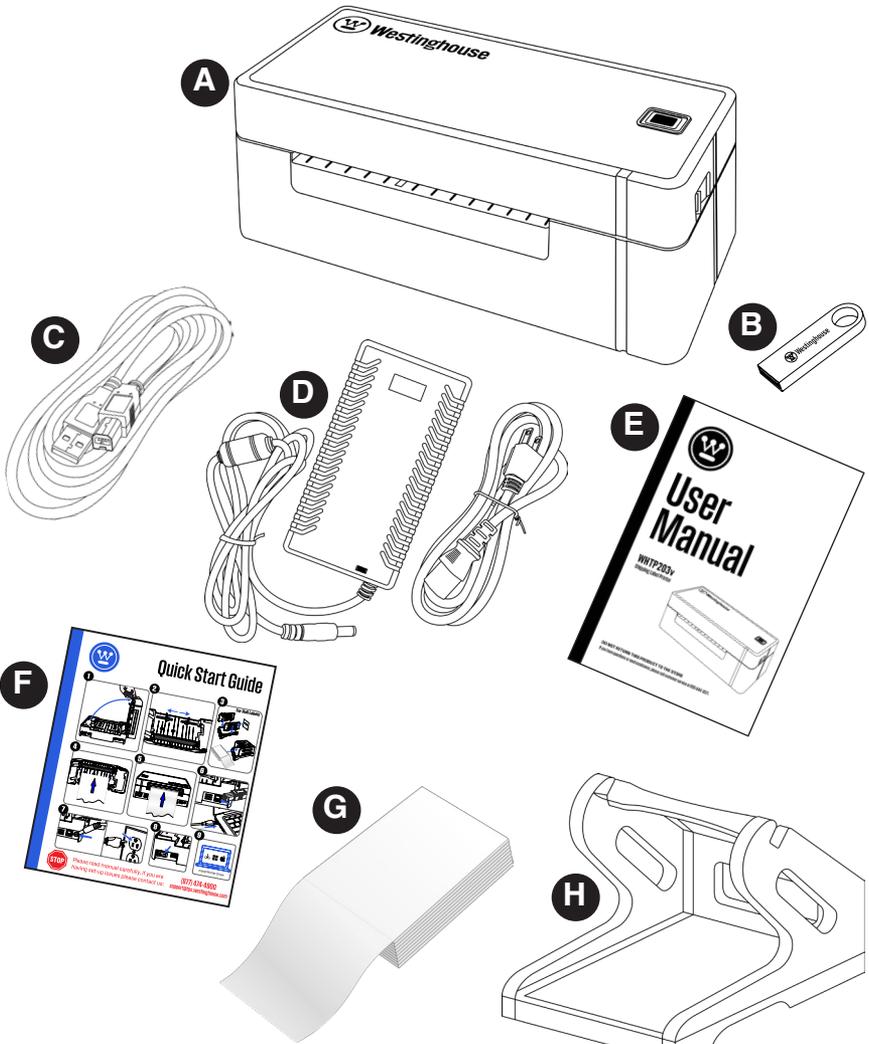
INTRODUCTION

PRINTER COMPONENTS



Tips	
Open cover	To open the top of the printer, locate the gray Release Latch on the right side of the unit. Press the latch inward toward the front of the printer until it snaps, then lift the top cover up and to the left to open it.
Advance button and status light	Advance button function refer to pg. 22.
	Status light refer to pg. 22.
DC power adapter	Use the original power adapter to connect the DC power connector and the external power supply.
USB connector	Use the original USB cable to connect the USB connector to the computer. If you are using a Mac-Book with only Type C port, use a Type C adapter to connect the original USB cable.
Power switch	Printer should be turned off when connecting the power cord.

CONTENTS



- A. Printer
- B. USB flash drive
- C. USB cable
- D. Power supply
- E. User manual
- F. Quick start guide
- G. Sample printer labels
- H. Label holder

SETTING UP THE PRINTER

Scan the QR code at the right for initial setup instructions or go to:

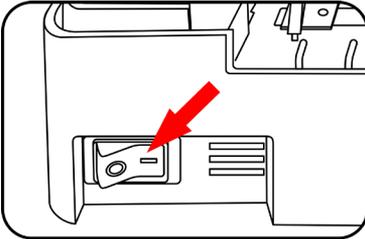
www.westinghouse.com/drivers

to watch a short setup video.

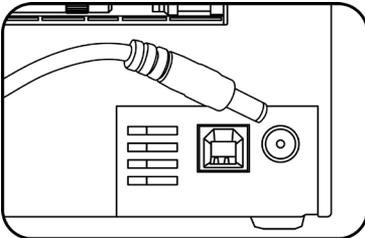


QUICK PRINTER CONNECTION

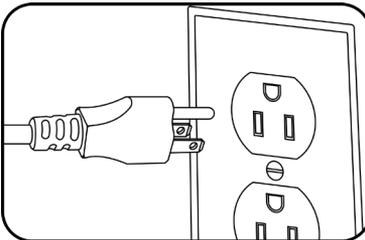
1. Make sure the printer is off.



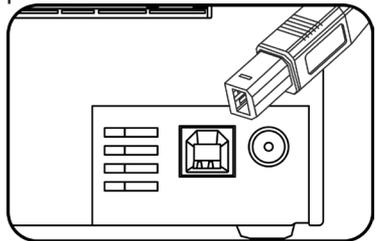
2. Connect the power cord to the printer.



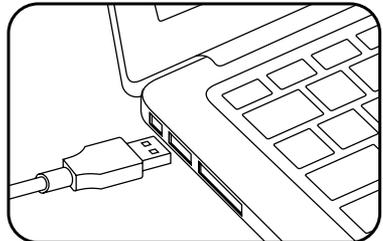
3. Plug the power cord into the outlet.



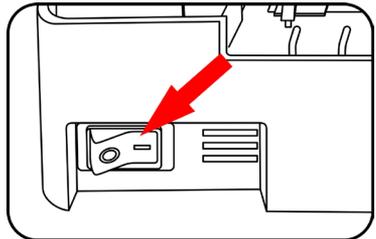
4. Connect the USB cable to the printer.



5. Connect the USB cable to the computer.



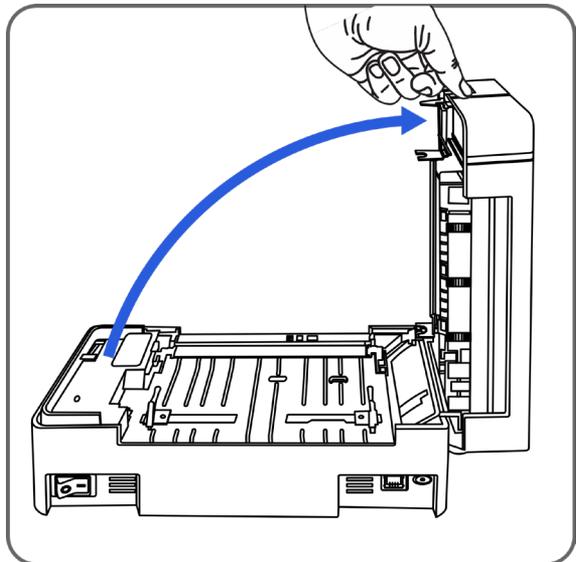
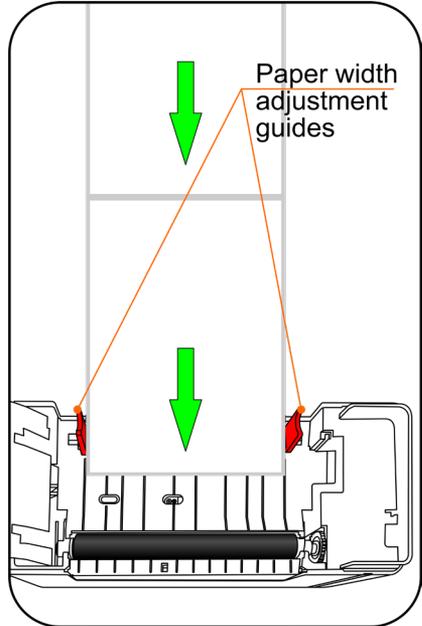
6. Turn the printer on.



SETTING UP THE PRINTER

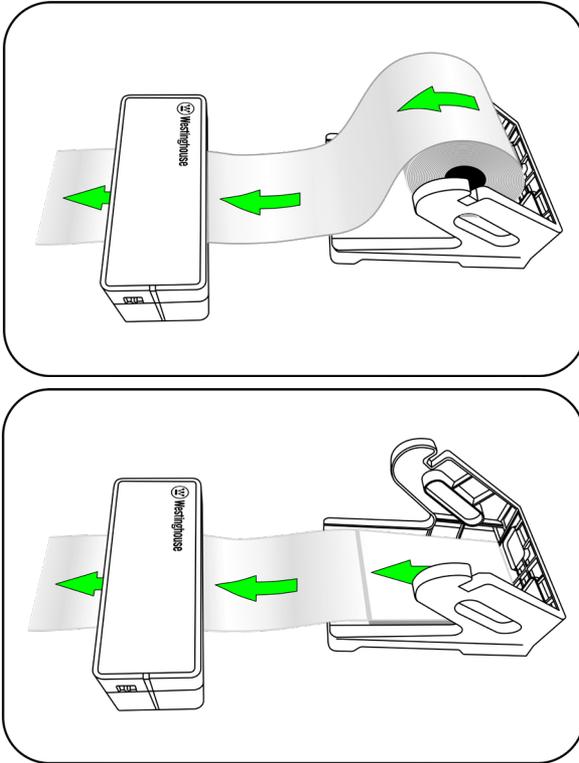
LOADING THE LABELS

1. On the right side of the printer, locate the latch. Pull the latch toward you to release it.
2. Lift the top of the printer and swing it open toward the left side.
3. Inside the printer, locate the paper width adjustment guides. Adjust them inward or outward to match the width of the label.
 - In the reference photo, these guides are shown in red.
 - The arrow in the photo indicates the direction the labels will feed into the printer.
4. Once the guides are adjusted to the correct label width, close the top lid of the printer and snap it securely into place.



SETTING UP THE PRINTER

LOADING THE LABELS



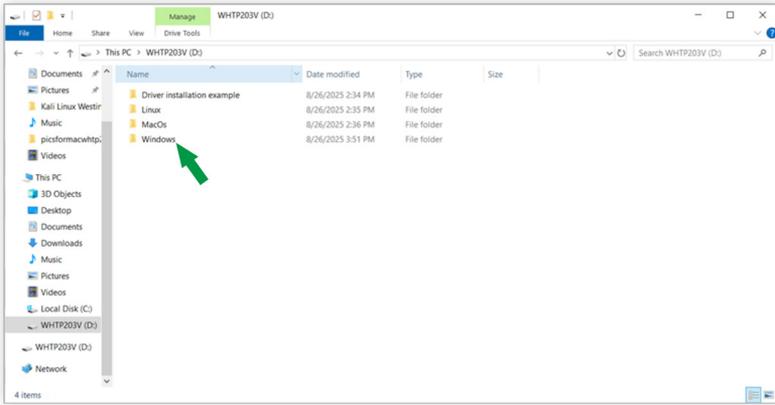
5. With the printer powered on, insert the label into the rear feed slot on the back of the printer. When the printer is turned on and no labels are loaded, the top indicator light will be solid red. Once the label is pushed into the slot, the printer will automatically grab it, feed it forward, and perform a calibration to set the label to the correct spacing. After calibration is complete, the top indicator light will turn solid green. Once the light is solid green, the printer is ready to print.
6. If the label does not line up at the front of the printer, calibrate the label by holding down the top button until you hear the first beep, then release. The printer will begin calibrating and should stop the label at the correct position at the front of the printer.

SETTING UP THE PRINTER

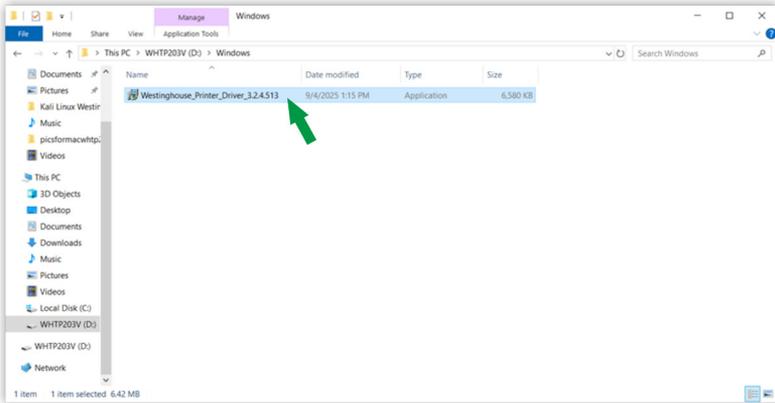
FOR WINDOWS

HOW TO INSTALL THE WESTINGHOUSE THERMAL PRINTER ON A WINDOWS PC

- Follow the steps on page 5 to connect the printer to your computer.
- Insert the flash drive that came with your printer into your computer's USB port.



- Double-click the “Windows” folder.

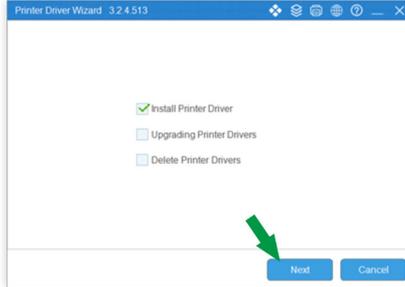


- Double-click the “Westinghouse_Printer_Driver...” file.
- Click “Allow” if prompted to open the program.

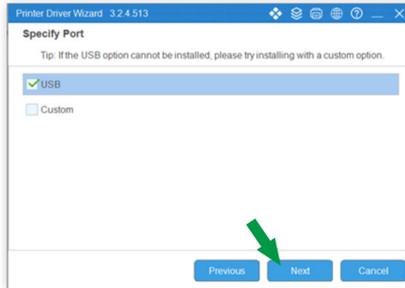
SETTING UP THE PRINTER

FOR WINDOWS

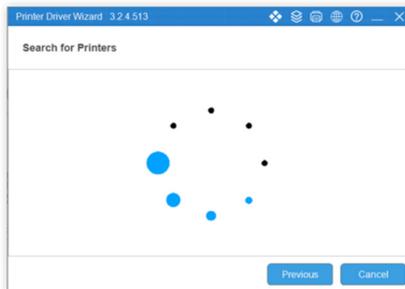
- (NOTE: An administrator password may be required to install the driver.)



- Make sure “Install Printer Driver” is checked and click “Next.”



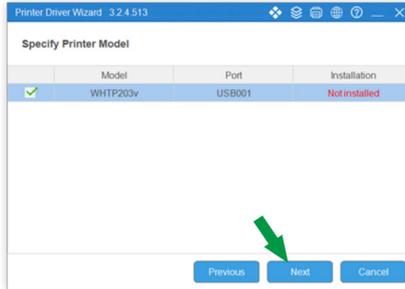
- Ensure “USB” is checked and click “Next.”



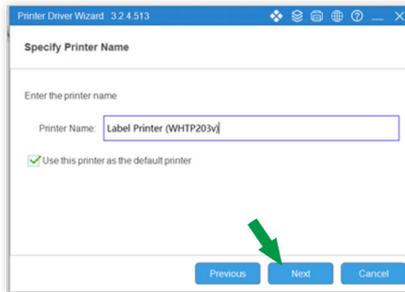
- Wait for the printer to be found.
- (Ensure the printer is powered on and connected via USB.)

SETTING UP THE PRINTER

FOR WINDOWS



- The printer model and port should appear. Click “Next.”



- You can rename the printer or keep the default.
- You may also set it as your default printer.
- If you don’t want it as default, uncheck the box.
- Click “Next.”

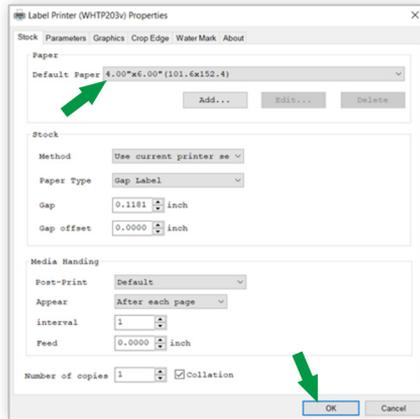


- When the page says “Installation completed,” the driver installation is complete.

SETTING UP THE PRINTER

FOR WINDOWS

- Adjust your Properties to set your label size.
- Click the blue “Properties” box to open settings.



- Under “Default Paper,” choose your label size or click “Add...” to make a custom one.
- Click “OK” to save.



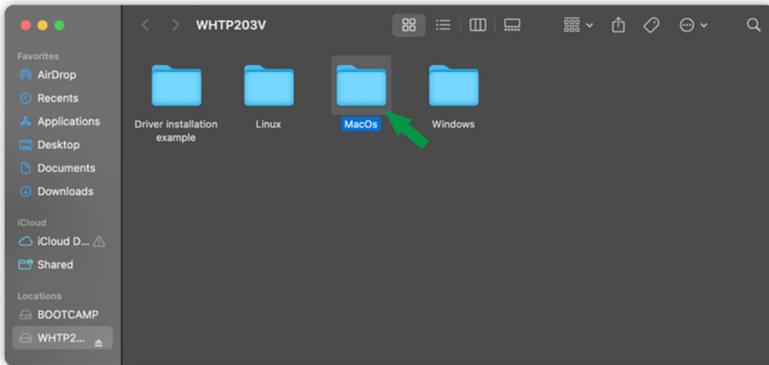
- Print a test page by clicking “Print Test Page.”
- (A generic label will print.)
- Note: If printing from websites (eBay, ShipStation, Stamps.com, etc.), adjust your printing preferences on those platforms.

SETTING UP THE PRINTER

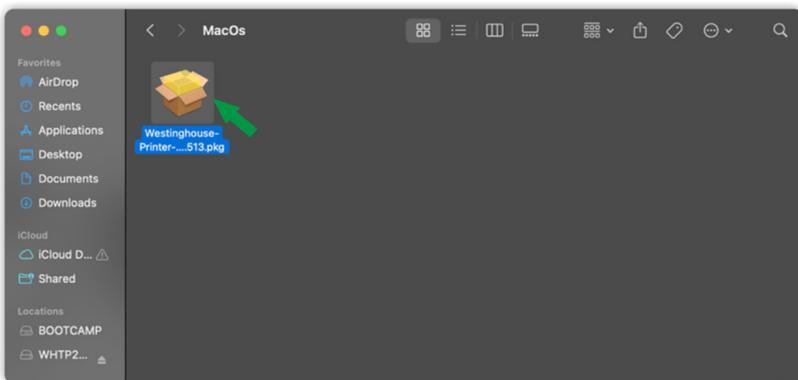
FOR MAC

HOW TO INSTALL THE WESTINGHOUSE THERMAL PRINTER ON A MAC:

- Follow the steps on page 5 to connect the printer to your computer.
- Insert the flash drive that came with your printer into your computer's USB port.
- Note: If your computer uses USB-C, you may need an adapter to connect the printer.
- Locate and open the thumb-drive location on your computer.
- Double-click the MACOS file to open.



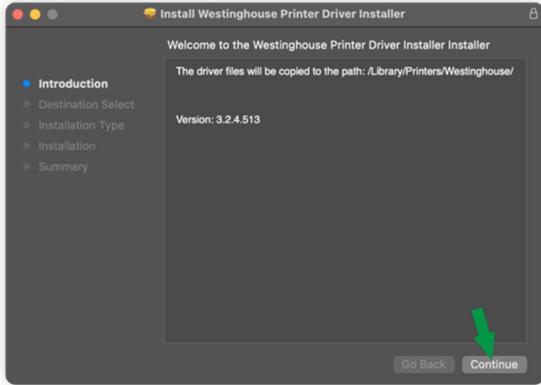
- Double-click the Westinghouse Printer Driver.



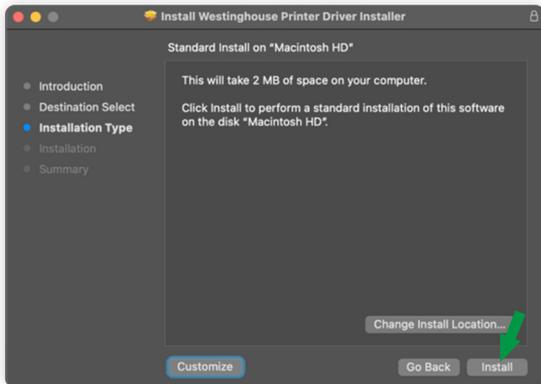
- An introduction window will open.

SETTING UP THE PRINTER

FOR MAC



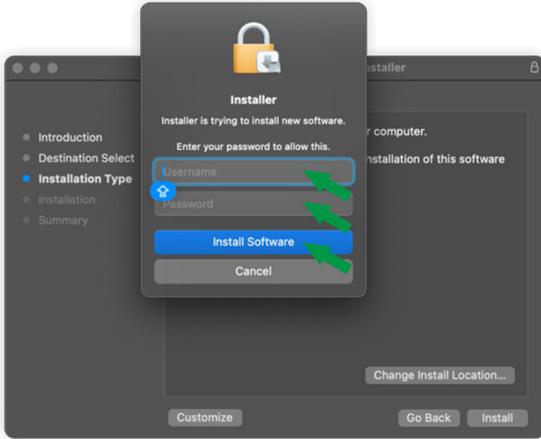
- Click Continue.



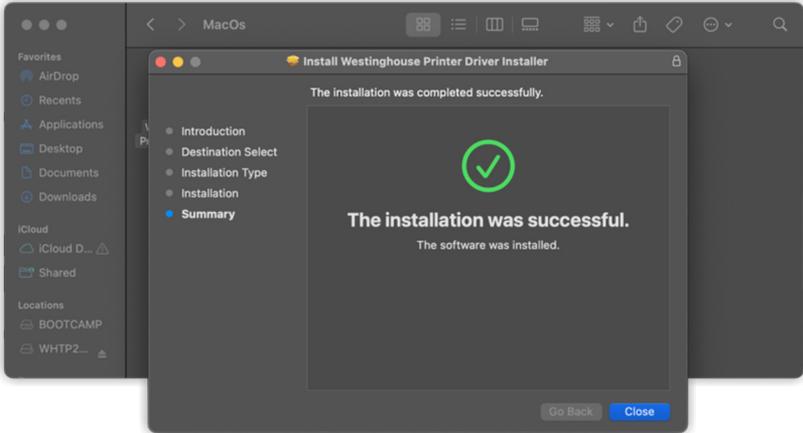
- From the Installation Type window, click Install. (You may be prompted to enter your computer password.)

SETTING UP THE PRINTER

FOR MAC



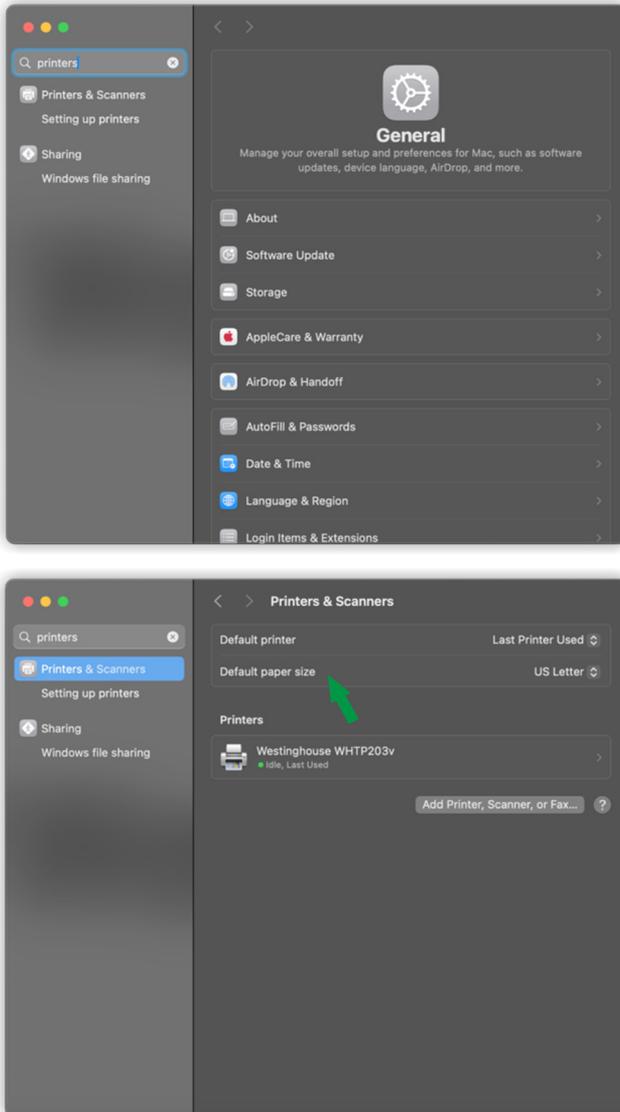
- After entering your password, click Install Software and wait for installation to complete.
- When done, you will see "Installation Successful." Close the window.



- Open System Settings > Printers and Scanners.
- The printer name should now appear.

SETTING UP THE PRINTER

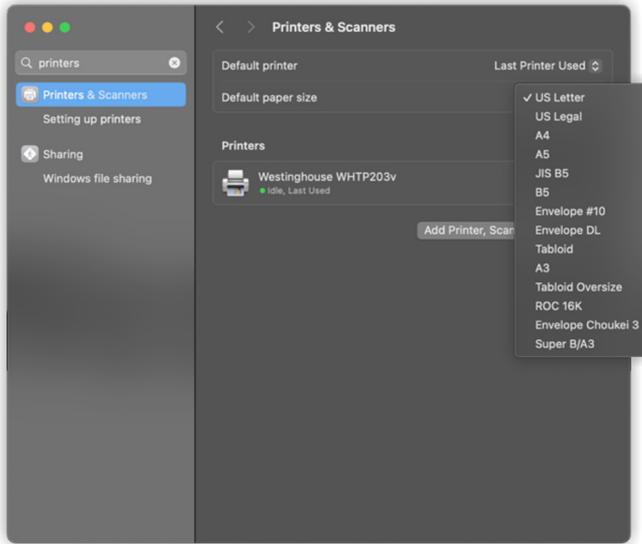
FOR MAC



- To adjust label size, use the drop-down beside Default Paper Size to choose your desired label. Close the window.

SETTING UP THE PRINTER

FOR MAC



- Your device is now installed.
- Note: Additional steps may be required depending on your shipping carrier or label software (e.g., ShipStation, Stamps.com, eBay).

SETTING UP THE PRINTER

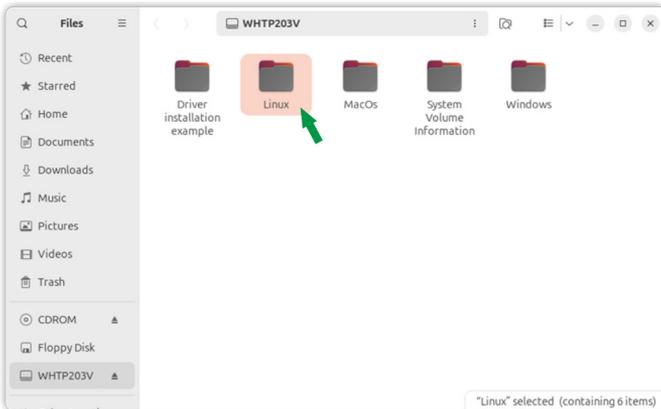
FOR LINUX

HOW TO INSTALL THE WESTINGHOUSE THERMAL PRINTER ON A LINUX-BASED MACHINE:

- Follow the steps on page 5 to connect the printer to your computer.
- Insert the flash drive that came with your printer into your computer's USB port.



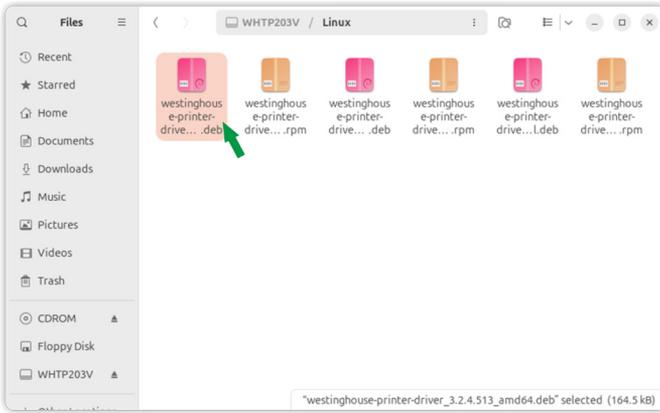
- **NOTE:** You may have to click the USB icon on the left side of the screen.
- Open the file location of the flash drive.



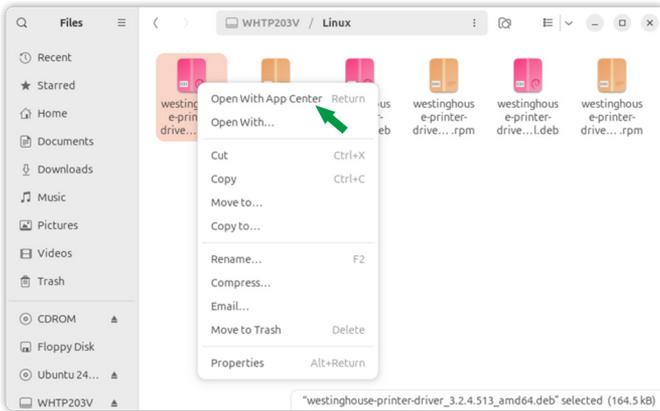
- Double-click the "Linux" folder to open it.

SETTING UP THE PRINTER

FOR LINUX

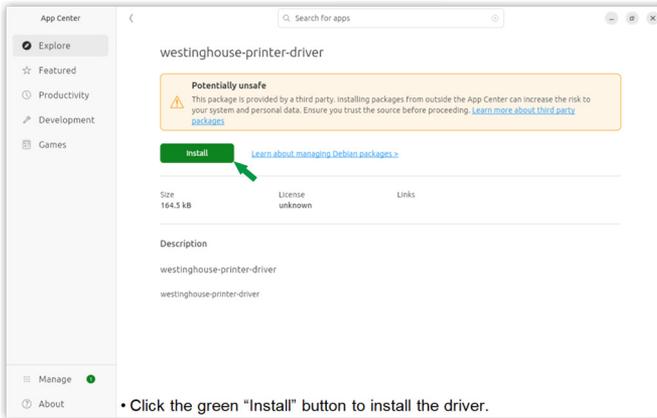


- Right-click the first driver and select "Open with App Center."

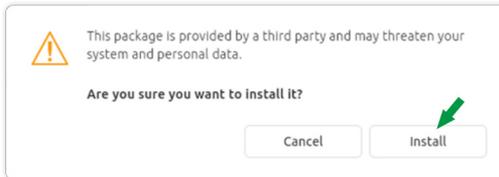


SETTING UP THE PRINTER

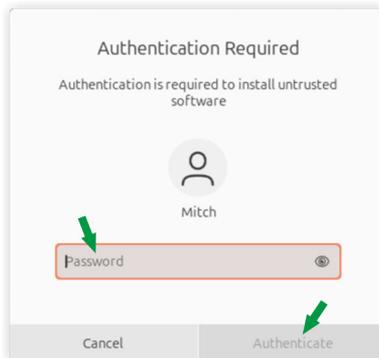
FOR LINUX



- Click the green "Install" button to install the driver.



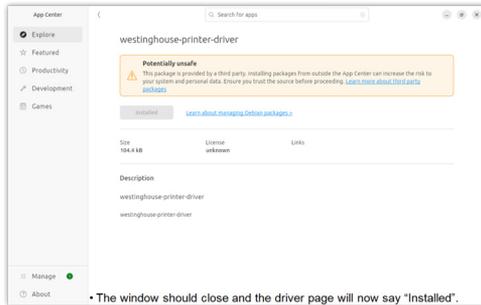
- Click "Install" again.



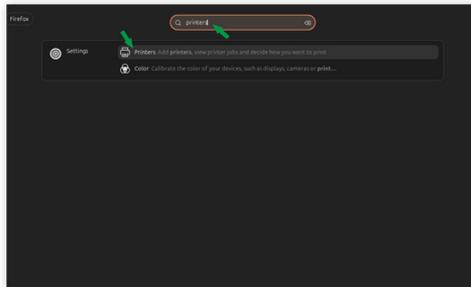
- If prompted for a password, enter it and click "Authenticate."

SETTING UP THE PRINTER

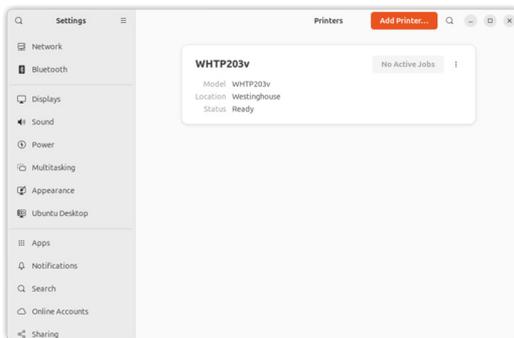
FOR LINUX



- The window will close, and the driver page should now display “Installed.”



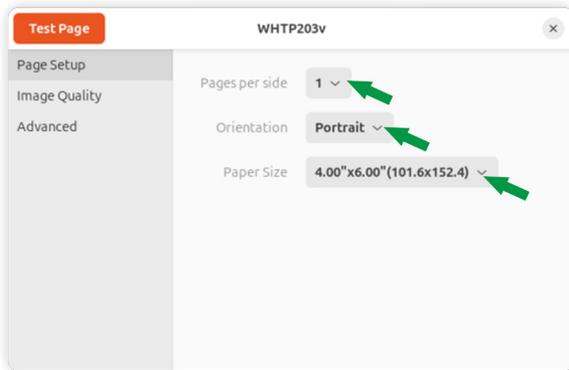
- Navigate to the search bar in the upper left, type “Printers,” and click the Printers option.



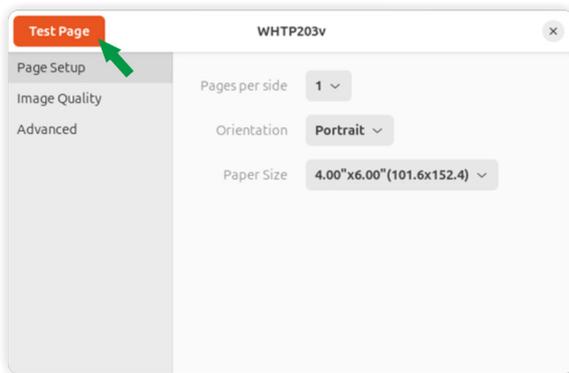
- The WHTP203v printer will be displayed.

SETTING UP THE PRINTER

FOR LINUX



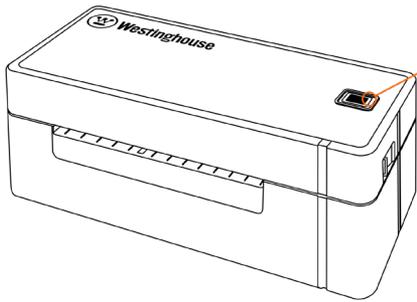
- Click the three dots to the right of the printer and adjust label size under Paper Size.



- Once the paper size is set, click the “Test Page” button (upper left) to print a test page.
- Your device is now installed.
- **NOTE:** Additional steps may be required depending on your shipping carrier or shipping software platform.

OPERATION

INDICATOR LIGHT & ADVANCE BUTTON OVERVIEW



Feed Button



Solid Red

which is cover open / out of paper / or printhead over heating



Solid Green

which is ready to print. Press to feed label.

The printer has a single indicator light and a advance button located on the top of the printer. The reference photo above shows the location of the indicator light and advance button.

Indicator Light Status

LED Light	Description
Solid Red	A solid red light indicates one of the following conditions: <ul style="list-style-type: none">• The printer cover is open• Labels are not loaded• The printhead is overheating
Solid Green	A solid green light indicates the printer is ready to print or is actively printing.

Printer Startup and Label Detection

- When the printer is powered on and labels are not present, the indicator light will be solid red. Ensure labels are loaded in the printer. Once labels are detected and calibrated, the indicator light will turn solid green, indicating the printer is ready to print.

Label Calibration

- If labels do not stop correctly at the front of the printer or excess label material feeds out, the printer may require calibration.

OPERATION

To calibrate the printer:

1. Press and hold the top advance button.
2. Release the button when you hear the first beep.
3. The printer will begin calibrating and stop the label at the correct position at the front of the printer.

Printing a Configuration Page

The configuration page provides information about the printer and its current settings.

To print a configuration page:

1. Press and hold the top advance button.
2. Continue holding until you hear two beeps.
3. Release the button after the second beep.
4. The printer will print the configuration page.

Feeding a Blank Label

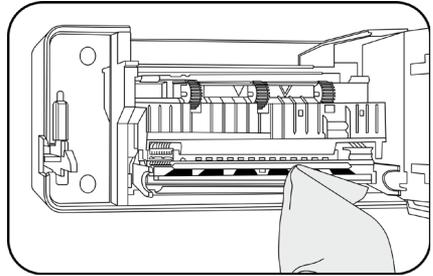
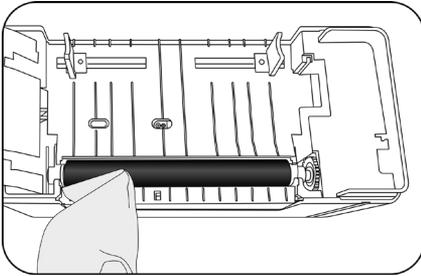
To manually advance a label, press the top advance button once. This function should only be used to verify that the label spacing is correct. When properly aligned, the label will stop at the edge of the printer.

Ready-to-Print Check

If the indicator light is not solid green, verify the following:

- Labels are present
- The top cover is securely closed
- Once the indicator light is solid green, the printer is ready to print.

MAINTENANCE



PRINthead CLEANING & MAINTENANCE

To maintain optimal print quality and extend the life of your printer, clean the printhead:

- After each label roll change
- Whenever print quality begins to decline

Cleaning Steps

1. Turn off the printer

- Ensure the printer is completely powered off before beginning any cleaning.

2. Open the printer cover

- Locate the Release Latch on the right side of the printer (also shown on page 3).
- Press the Release Latch inward toward the front of the printer—it will snap to release the top cover.
- Lift the top to the left to fully expose the printhead and the platen (rubber) roller.

3. Locate the printhead

- When the printer is open, the printhead is located on the left side of the unit.
- The photo above shows the printhead from a different angle; use the image to visually confirm the printhead's shape and position before cleaning.

4. Clean the printhead

- Use a lint-free cloth lightly dampened with 91% isopropyl alcohol.
- Gently wipe the printhead surface to remove dust, adhesive, or residue.

MAINTENANCE

5. Clean the platen roller (rubber roller)

- The platen roller is centered at the bottom of the print area when the printer is open.
- Using a lint-free cloth with 91% isopropyl alcohol, gently wipe the roller while rotating it with your fingers to clean the entire surface.
- The photo above demonstrates the correct position and cleaning method for the platen roller.
- For sticky or stubborn buildup, apply a small amount of 91% or higher alcohol.
- Higher alcohol content evaporates quickly and helps protect internal components.

6. Allow components to dry

- Ensure the printhead, platen roller, and surrounding areas are completely dry before closing the printer and turning it back on.

FREQUENTLY ASKED QUESTIONS

1. Why isn't my shipping label printing correctly?

The printer is defaulted to a 4 × 6 label size. If you are using a different label size, you must update the printer settings to match the actual label dimensions.

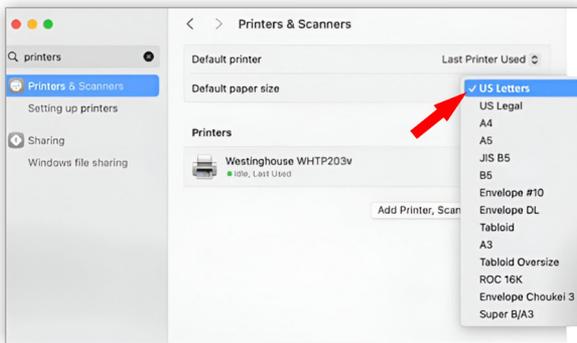
Windows:

1. In the Windows search bar, type Printers & scanners.
2. Select WHTP203v.
3. Click Manage, then select Printing preferences.
4. Change the label size using the drop-down menu, or select Add to create a custom label size and enter the correct dimensions.
 - See the reference photo on page 11, which shows the Windows printer settings screen, with one arrow pointing to the label size drop-down menu and another arrow pointing to the Add option.

macOS:

1. Go to System Settings.
2. Select Printers & Scanners.
3. Choose the printer.
4. Change the default paper size to match the actual label size being used.
 - A reference photo is provided showing the macOS printer settings screen, with an arrow indicating where to select the label size.

Make sure the label size matches both the printer settings and the shipping platform settings. Once the sizes are matched, calibrate the printer so it can properly detect the new label size.



FREQUENTLY ASKED QUESTIONS

2. Why are my printer labels printing blank?

The printer is a direct thermal printer and prints only on direct thermal labels. Thermal transfer labels are not supported and will result in blank prints. Before printing, verify that the correct type of labels is being used.

If labels continue to print blank, check the following:

- Labels are properly calibrated
- The printable (sticker) side of the label is facing up when loaded

Using unsupported label types or incorrect label loading can cause labels to print blank.

3. Why is my label printing too small or too large?

Most shipping platforms default to an 8.5 × 11 (Letter) label size. If this setting is not changed, labels may print too small or too large.

To correct this issue:

- Go to the shipping platform settings (for example, Amazon, eBay, or FedEx).
- Change the label format to match the actual label size being used, typically 4 × 6 inches.
- Ensure that both the shipping platform and the printer settings reflect the same label dimensions.
- After changing the label size, run a printer calibration to ensure the printer correctly detects and aligns the new label size.

The steps to change label size settings may vary depending on the shipping platform you are using.

4. My printer is receiving an error message and not printing.

• Clear the print queue:

1. Type “**Printers & Scanners**” in the search bar.
2. Select **WHTP203v**, click **Open Queue**.
3. Go to **Printer > Cancel All Documents**.

• Change printer port:

4. Return to **Printers & Scanners**, select **Manage**.
5. Click **Printer Properties > Ports**.
6. Select the highest-numbered **USB port** (e.g., USB003 if available).
7. Select “Apply”, then “Ok”.

FREQUENTLY ASKED QUESTIONS

5. Why is my printer not being recognized by my computer?

- Check that the **power is on** and the **LED light is lit**.
- Ensure the **USB cable** is securely connected to both the printer and the computer.
- Try another USB port or **restart the computer** if it's still not detected.

6. Why does the driver show as a suspicious or potential virus during installation?

- Some antivirus or firewall software may flag the driver incorrectly.
- The driver is digitally **verified by DigiCert**, a trusted global authority.
- It is safe to install—click **Continue** or **Allow** when prompted.

7. Can I use any type of labels in this printer?

- Use only **direct thermal labels**.
- **Do not use proprietary labels** (e.g., Dymo), as they may not be compatible.
- Standard direct thermal labels with no special cutouts work best.

8. Why are there white spots or dead pixel lines on my printed labels?

- Likely caused by **dirt or residue** on the printhead or platen roller.
- Refer to the **Maintenance** section:
 - » Clean the printhead with a lint-free cloth and approved solution.
 - » Clean the platen roller and ensure it is not worn or damaged.

9. Why is my printed label not clear or sharp?

- Use **PDF format** for printing—avoid PNG, JPEG, or screenshots.
- Adjust **print density (darkness)** and **speed** in printer settings.
- Clean the **printhead and platen roller** to remove carbon buildup.
- See the **Maintenance** section for cleaning instructions.

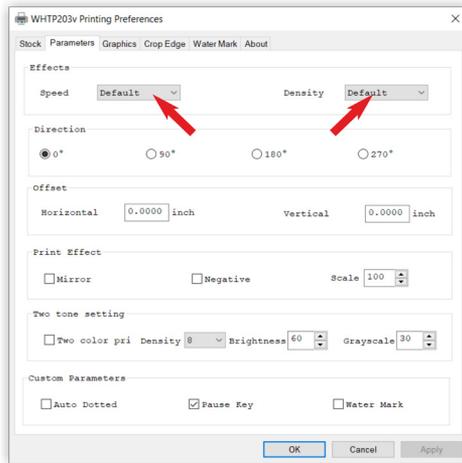
10. How do I adjust the print darkness and printer speed?

You can adjust both the print darkness (density) and print speed through the printer settings. These settings may be adjusted to improve print quality or performance.

FREQUENTLY ASKED QUESTIONS

Windows:

1. In the Windows search bar, type Printers & scanners.
2. Select WHTP203v.
3. Click Manage, then select Printing preferences.
4. Select the Parameters tab (the second tab at the top).
5. Under Effects:
 - Adjust Print Speed (range 1–6).
 - Adjust Density (range 0–15).
6. Click OK to save the changes.



macOS:

1. Open Printing Preferences.
2. Select Page Setup.
3. To adjust print darkness:
 - Go to Options and select Printer Density.
 - Increase the value to make the print darker.
4. To adjust print speed:
 - Go to Options and select Print Speed.
 - Adjust the setting as needed.

SPECIFICATIONS

Printing Method	Direct Thermal
Resolution	203 dpi
Max Printing Speed	Up to 6 inches per second
Paper Width	4.25 inches
Supported Paper	Direct Thermal Labels
Paper Thickness	0.0031 to 0.0086 inches
Printhead Life	18.64 miles
Power Adapter:	24 V 2.5 A
Warranty	One-Year Limited
Supported Operating Systems	Windows, Mac OS, Linux
Connection	USB
Weight	2 lbs
Printer Dimensions	(L x W x H): 7.88" x 3.23" x 3.63"
Box Dimensions	(L x W x H): 9.5" x 6" x 6.625"

SAFETY

- Do not touch the printer head. It can become very hot after printing labels.
- Avoid bending the power cord excessively or placing objects on it.
- Do not operate the printer if you detect any abnormalities, as these could lead to fire or electric shock.
- Keep the printer out of the reach of children.
- Only use authorized accessories and do not attempt to disassemble or repair the printer yourself.
- Unplug the printer when not in use for extended periods of time.
- Keep the printer away from liquids or objects that could damage its components.

FCC STATEMENT

This device adheres to part 15 of the FCC Regulations. Its operation is contingent upon two conditions: (1) it must not generate harmful interference, and (2) it must tolerate any interference it encounters, even if it results in unintended functionality. Any alterations or adjustments not explicitly authorized by the responsible party for regulatory compliance may forfeit the user's permission to operate the device.

Important Note:

This device has undergone testing and meets the criteria for a Class B digital device, as outlined in part 15 of the FCC Regulations. These standards are designed to offer reasonable safeguarding against disruptive interference in residential settings.

This device may produce frequency energy and, if not installed and utilized in accordance with provided instructions, may cause disruptive interference to radio communications. Nonetheless, it cannot be guaranteed that interference will not arise in specific installations. If this device does interfere with radio or television reception, which can be determined by powering the device off and on, users are encouraged to attempt corrective actions using one or more of the following methods:

- Adjust or relocate the device.
- Increase the distance between the device and the receiver.
- Connect the device a power outlet on a different circuit from the one the receiver is connected to.
- Seek assistance from the retailer or a knowledgeable radio/TV technician.

TECHNICAL SUPPORT

For any inquiries or assistance regarding our products, please contact our technical support team.

Email: support@tps.westinghouse.com

Phone: (877) 474 4900

Website: westinghouse.com/support

Support Hours: Monday - Friday 9 a.m to 5 p.m Eastern Standard Time.

If you experience any issues with this product, please reach out to Westinghouse Thermal for support.



www.westinghouse.com
Service Hotline 877-474-4900

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