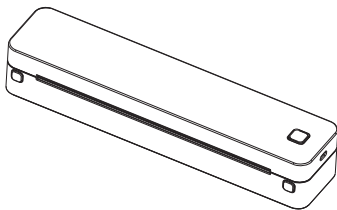


# Portable Thermal Printer User Manual



Model: D830 / U81

# SAFETY PRECAUTIONS

# 01

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## · Statement

To ensure proper and safe use of this product and to avoid personal injury or property damage, it is important to carefully read all instructions and warning tips provided in the product manual before use.

## · Warning

1. Do not disassemble this product by yourself. Improper operation may result in fire hazards. Disassembled products will not be returned or exchanged.
2. Do not use corrosive chemicals or cleaning agents to clean this product.
3. Do not use this product near flammable materials such as gas stations or fuel warehouses.
4. After printing, the print head will still be at a high temperature. Do not touch it to avoid burns.
5. Use only approved accessories; using a power adapter with a mismatched voltage may damage the printer.

6. When you notice smoke or unusual smells coming from the product or power adapter, immediately unplug the power adapter and avoid getting burned.
7. Do not bend the power cord excessively or place objects on the cord.
8. Keep the printer out of reach of children.
9. Keep the printer away from water and other fluids that could damage the components.
10. Unplug the printer when it is not in use for long periods.



## BASIC SPECIFICATIONS

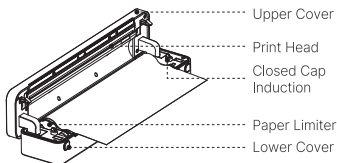
# 02

|                        |                    |
|------------------------|--------------------|
| Model                  | D830 / U81         |
| Printing method        | Direct Thermal     |
| Resolution             | 203dpi             |
| Supported print widths | -210mm (A4 PAPER)  |
|                        | -216mm (US LETTER) |

|                                     |                                                                   |
|-------------------------------------|-------------------------------------------------------------------|
| Connection                          | USB, Bluetooth                                                    |
| USB connection support system       | Windows, Mac                                                      |
| Bluetooth connection Support system | Android, iOS                                                      |
| Operating environment               | 0°C ~40°C<br>(32°F - 104°F) ,<br>30%~85%RH<br>(No condensation)   |
| Storage environment                 | -20°C ~ 60°C<br>(-4°F - 140°F) ,<br>0%~90%RH<br>(No condensation) |
| Paper cutting                       | Tear paper                                                        |
| Input                               | DC 5V 2.0A                                                        |
| Product size                        | 11.3 x 2.5 x 2 inch<br>288 x 64 x 51 mm                           |
| Packing list                        | Printer, User manual,<br>Printing paper, USB<br>cable, U-disk     |

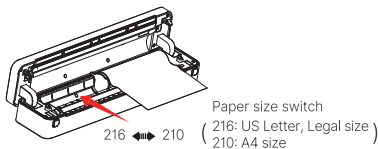
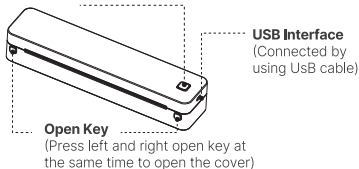
# APPEARANCE AND COMPONENT

# 03



## Power Key

(Press and hold for 3 seconds to turn on/off)



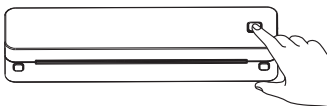
# QUICK START GUIDE

## 04

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### • Power On

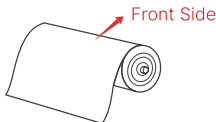
Hold down the power key for 3 seconds to start the printer.

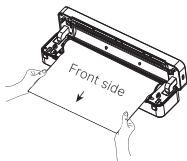
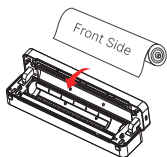


### • Loading Paper

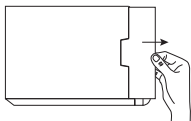
1. Take out the thermal paper and confirm the printing side.

### • Roll paper





- **Folded paper**



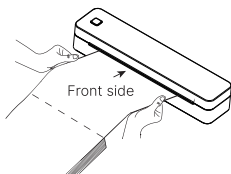
**Black Label**



Front Side  
(Printing Side)

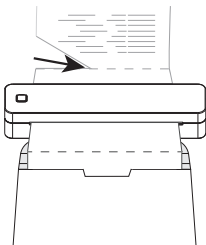


Back Side  
(Non-Printing Side)



2. Keep the front side of thermal paper and align with the paper inlet, Insert the paper. Make sure the paper is sucked into the printer and the indicator light turns green, then get ready for printing.



**Note:**

- The printer will only print to the top side of the paper; make sure the printing side face up to avoid printing blank sheets.
- If the paper feeds abnormally, open the cover and leave some of the paper sticking out of the printer before closing the cover, then click the power key to calibration.
- Avoid poor quality paper as they can damage the printer.

## APP CONNECTION

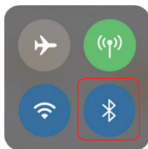
# 05

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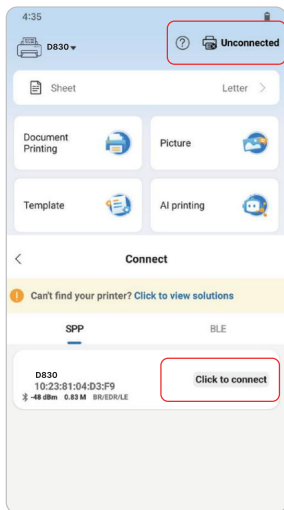
1. You can also scan the QR code to download the Labelnize app.



2. Enable Bluetooth and open the Labelnize app.

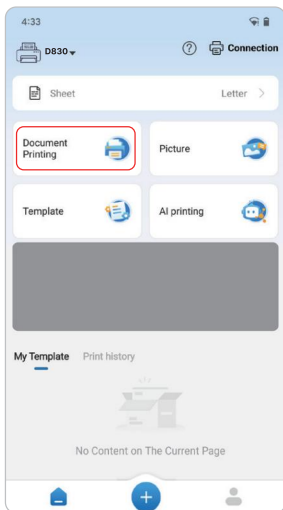


3. Click on “**Unconnected**” and find **[D830]** to connect.

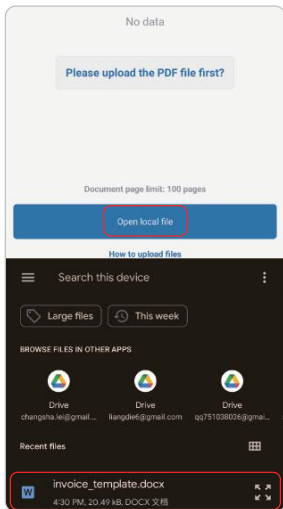


4. Click **[Document Printing]** on the home page.

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5. Click **[Open a local file]**, find the file you need to print.

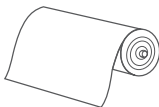


6. Make sure the paper size matches the installed paper.

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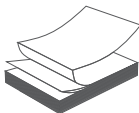


Roll paper





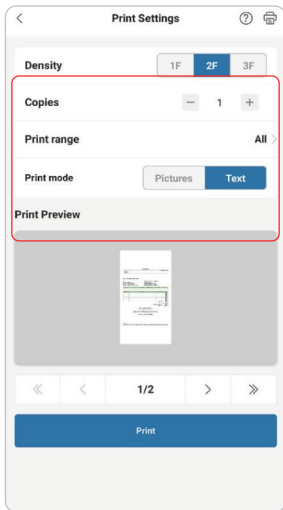
Folded paper



**Note:** Before printing, please check the correct paper type.

7. After confirming the density, copies, print range and print mode, click **[Print]**.

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## DRIVER INSTALLATION (FOR COMPUTERS)

# 06



☑ You can obtain the printer's driver file in one of the following ways:

A U-disk is provided in the accessory bag. Plug in the U-disk and locate the appropriate driver for your operating system in the "Driver files for installation" folder.

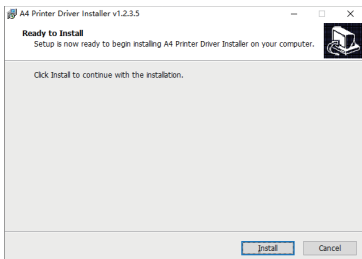
### **Note:**

- Make sure the printer is powered on and connected to the computer via the USB cable before running the driver file.
- Do not manually add the printer to the computer; run the driver file to properly set up the printer.
- Plug the D830 into the same USB port on your computer every time. This will avoid creating duplicate copies of the printer.

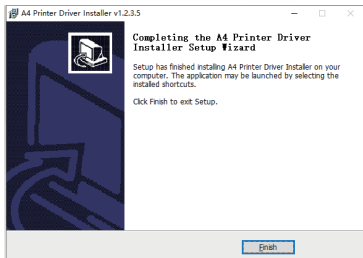
## » Windows

Unzip download file and run "Driver-Installer", follow below steps to finish installation.

### 1. Click [Install]



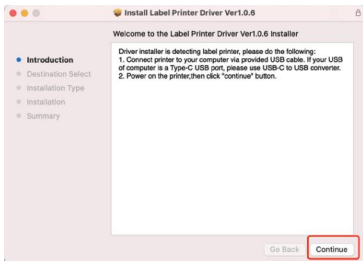
## 2. Click [Finish] after installation



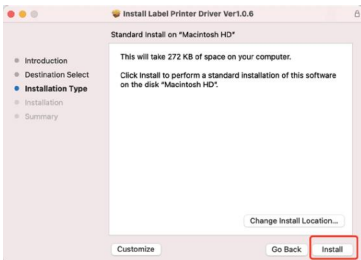
EN

## » Mac

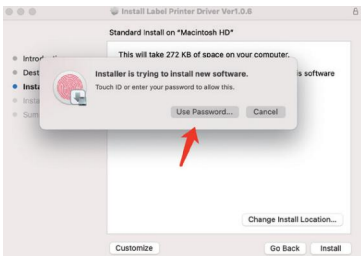
### 1. Click [Continue]



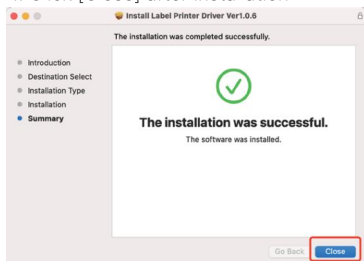
## 2. Click [Install]



## 3. Enter your password to install



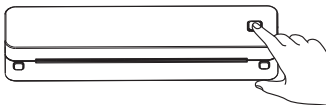
#### 4. Click [Close] after installation



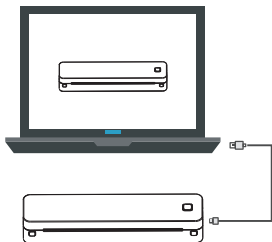
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5. Open [System Preferences], and click [Printers & Scanners], find D830 in the list and end the driver installation process.

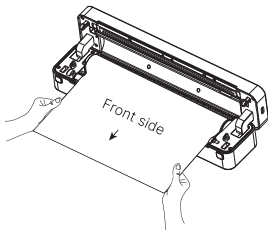
6. Hold down the power key for 3 seconds to start the printer.



7. Connect the printer to your computer with a Type-C data cable.



8. Load the paper according to the prompt.



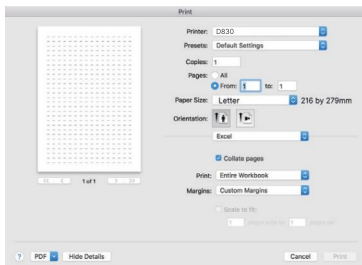
9.Right-click the file and click the print button.



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10. Select D830 on your computer and start printing

**Note:** Before printing, please check the correct paper type.



# INDICATOR LIGHT STATUS

# 07

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| Indicator light        | Description                                                                                                | Troubleshoot                                                                                                                        |
|------------------------|------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Green Solid            | The printer is powered on and ready                                                                        |                                                                                                                                     |
| Blue Solid             | Bluetooth is connected                                                                                     |                                                                                                                                     |
| Red Solid              | <ul style="list-style-type: none"><li>· Charging</li><li>· Top cover open</li><li>· Out of paper</li></ul> | <ul style="list-style-type: none"><li>· When fully charged, the light turns green</li><li>· Close the top cover correctly</li></ul> |
| Blue Flashing          | Bluetooth is initializing or initialization failed                                                         | Close the App first. Restart the printer and wait for the blue light non-flashing. Then reconnect the App                           |
| Red Flashing           | Low electric quantity                                                                                      | Charge the printer                                                                                                                  |
| Green and Red Flashing | Printer head is overheated                                                                                 | Printer will automatically resume once the printer head has cooled down                                                             |

Question1:

Do I need to register to use the printer?

Registration is not necessary. Registered accounts are able to save and retrieve label templates from our servers.

Question2:

Why is the printer printing blank papers?

The most common reason is the paper is installed incorrectly. Make sure the front side faces up.

Question3:

Why does the printer continuously feed paper?

There is residue or debris on the sensors or print head. Open the paper bin cover and clean the sensors and print head with rubbing alcohol.

#### Question4:

Why does the printout look gray or faded?

Use genuine paper for best results. If the issue persists, try cleaning the print head with rubbing alcohol.

#### Question5:

Why does the printer print incomplete?

The position of the paper is not correct. Insert the paper into the printer from the paper inlet again until the printer sucks the paper in.

#### Question6:

Why did the printer suddenly stop printing?

Certain safety measures are in place. The most common reasons are the printer has activated overheating protection or the printer is out of paper.

### Question7:

I have installed the driver, but why am I still unable to print from my computer?

The printer needs to be powered on and connected to the computer via the USB cable to install the driver. Uninstall then reinstall the printer driver.

### Question8:

How do I set or change the paper size or print darkness?

Windows - Go to Settings – Devices  
- Printers & scanners - Label printer  
- Manage, click on Printing preferences. Adjust the paper size and print density.

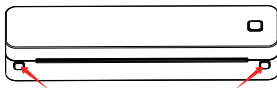
Mac - Open any PDF file, click on Page Setup, then click on Paper Size to select or manage the paper size.

Labelnize App – Select the label paper size when editing a document and select the density on the Print Settings page.

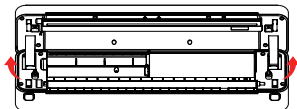
### Cleaning of print head and rubber rollers

- When any of the following situations occur during printing, the print head and rubber rollers should be cleaned:
  - Unclear printing;
  - Loud noise during paper feeding or paper return;
  - Debris stuck on the print head.
- The steps for cleaning the print head and rubber rollers are as follows:
  - ① Power off the printer;
  - ② Open the cover and locate the print head (as shown in the figure). If the printer was just used to print, wait for the print head to cool completely;
  - ③ While rotating the roller, use a cotton ball with some rubbing alcohol on it to wipe off any dust or debris;
  - ④ Use a cotton ball with some rubbing alcohol on it to wipe off any dust or debris on the print head;
  - ⑤ Wait for the rubbing alcohol to completely evaporate before closing the cover.

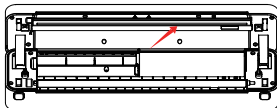
1



2



3

**Note:**

- The printer must be powered off while cleaning.
- Avoid touching the surface of the print head with your hands or metal objects, and do not use tweezers or other tools to scratch the surface of the print head, rubber rollers, or sensors.
- Do not use organic solvents such as

gasoline or acetone to wipe the print head or roller.

- Wait for the rubbing alcohol to completely evaporate before turning on the power and continuing to print.
- Keep the sensor surface clean.

## WARRANTY

# 10

We offer an extensive warranty for all products that extends through 1 YEAR of the order date. This warranty covers quality related issues and product defects. If you are past the 30-day return period on Sales website, contact us directly via the "Contact seller" option on your Order Details. If the product is not working properly, we can send you a replacement product. This warranty does not apply in cases of abuse, mishandling, or unauthorized repair of the product. If you have any questions about this warranty or would like additional information, please contact us via the "Contact Seller" option or directly via

e-mail (check the packing box). Please keep the original box, packing materials and all documentation in the event that service is required.



## FCC STATEMENT

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

NOTE: 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 into 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.

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

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**Manufacturer:** Xiamen Print Future Technology Co., Ltd.

**Address:** Room 701, No. 55 Dongling Road, Houxi Town, Jimei District, Xiamen City, Fujian Province, China

Made in China

