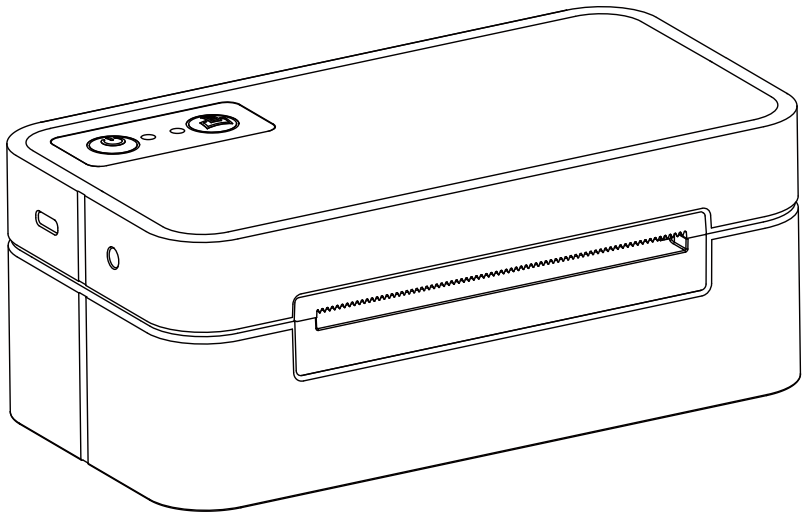
AiYiN
启锐标签

Instruction Manual

Thermal Label Printer

IP-802series



Version:2.0

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Preface

About this Manual
This manual contains information about the use and installation of the product. Please read this instruction carefully before using the printer and follow the instructions.

International conventions
For your convenience, the following symbols (ICONS) and conventions are used in this manual:

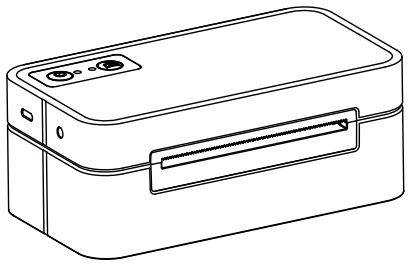
Warning: This sign warns that improper use may result in property damage, serious injury or death.

Caution: This sign indicates caution. Improper use may cause personal injury or damage to items.

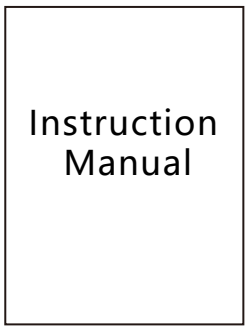
Remarks: This mark represents remarks. The information listed can enable you to better use the product or extend the service life of the product.

1.Packing list

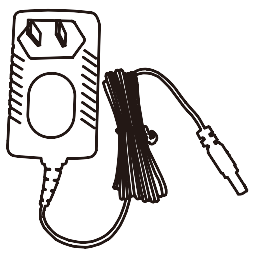
After unpacking the package, check whether the product appearance is intact and check all accessories. If there is any defect, please contact the dealer!



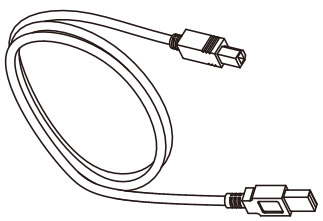
Printer



Instruction Manual



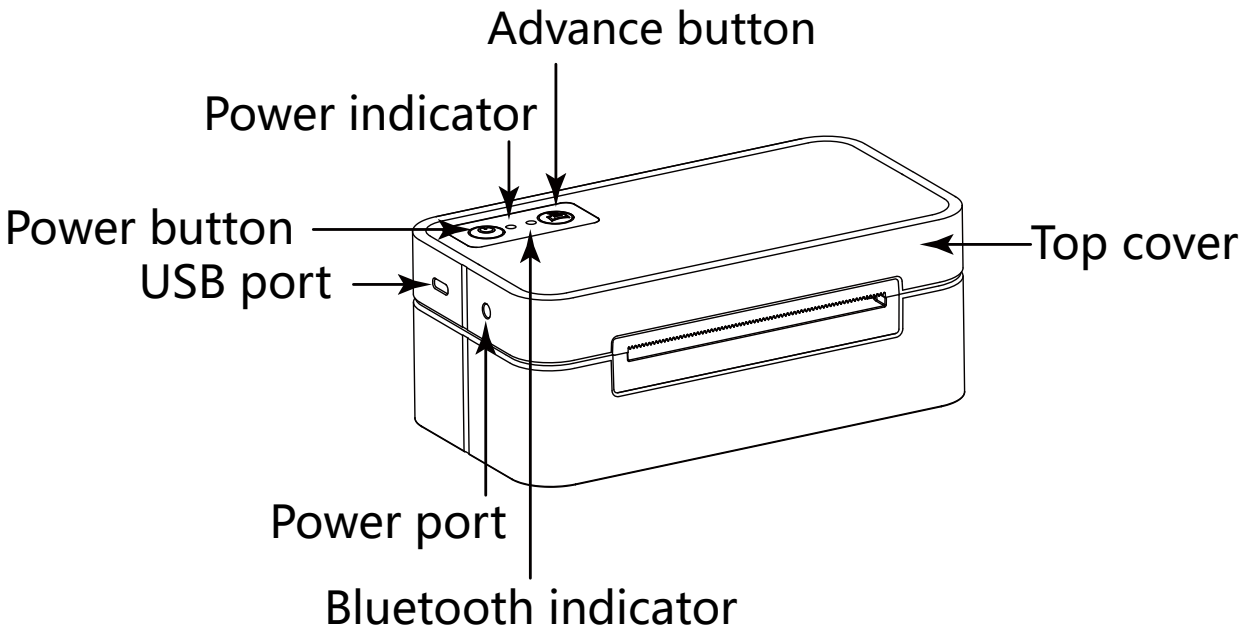
Power Adapter

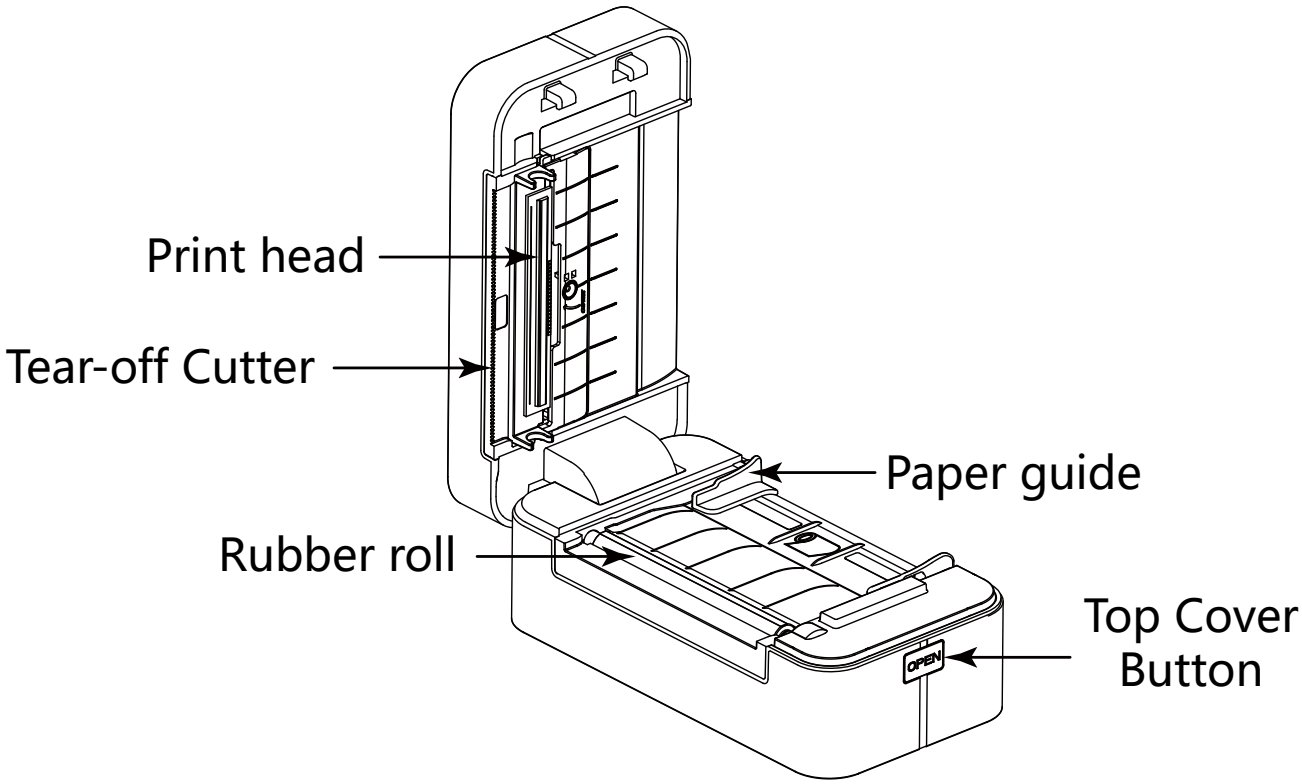


USB Cable

Note: due to the continuous improvement of the product, the specifications, accessories and programs described in the manual are subject to real machines, and we reserve the right to change without notice.

2.Appearance and Components





3.Preparation

3.1 Printer power on and off

Power on: Long press the power button for 3 seconds, the power light is green, the printer is on.

Shut down: When the printer is on, press and hold the power button for 3 seconds, the power light will turn off and the printer will shut down.

1) The power must be turned off with the power button.Don't be turned off the power plug. It will damage the electric circuits inside the printer and destroy the printed data.

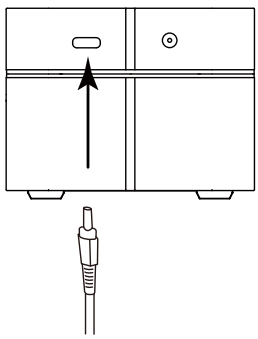
2) Please use the original power supply of the machine, otherwise the printing quality may be reduced or the printer may be damaged.

3) Wait for a certain time (≧5S) when turning on the power again after the power is turned off. If the power supply is turned on immediately without a certain period of time, faults may occur.

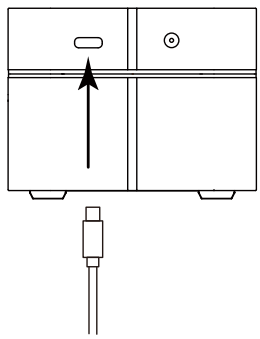
4) After the power is turned off, the power lamp on the operation panel will be off after 2-3 seconds. This is a normal condition, not a malfunction.

3.2 Connect the power supply

1) Connect the power cable.



2) Connect the USB cable



3) Turn on the power

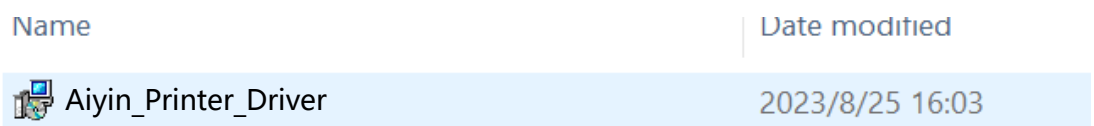
Long press the power button for 3 seconds, the power light is green, the printer is on.

3.3 Install the driver

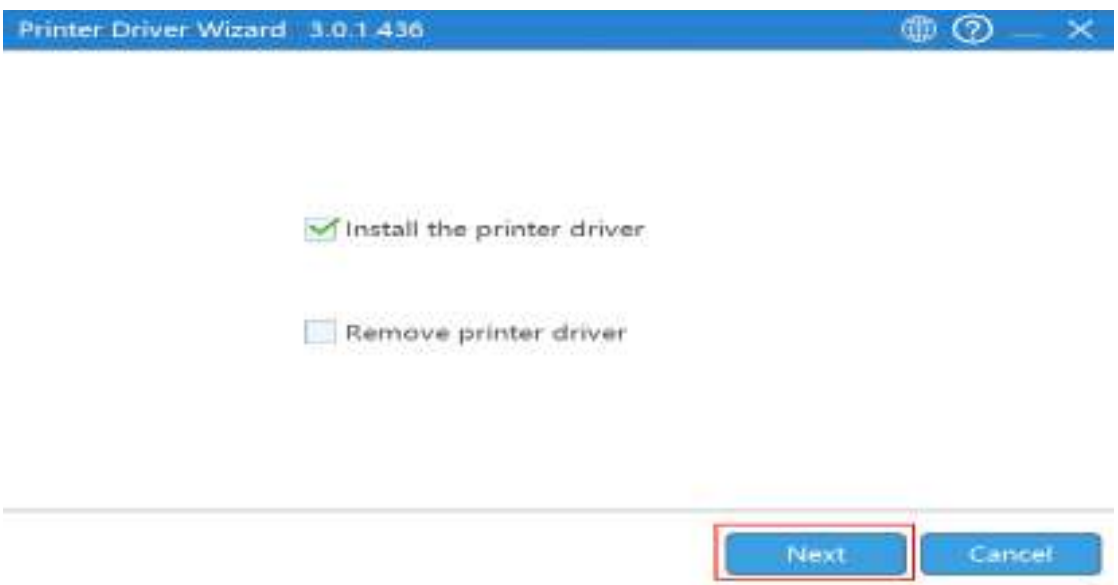
Please access help.aiyin.com to download and install the driver, as shown below.

3.3.1 Installation for Windows

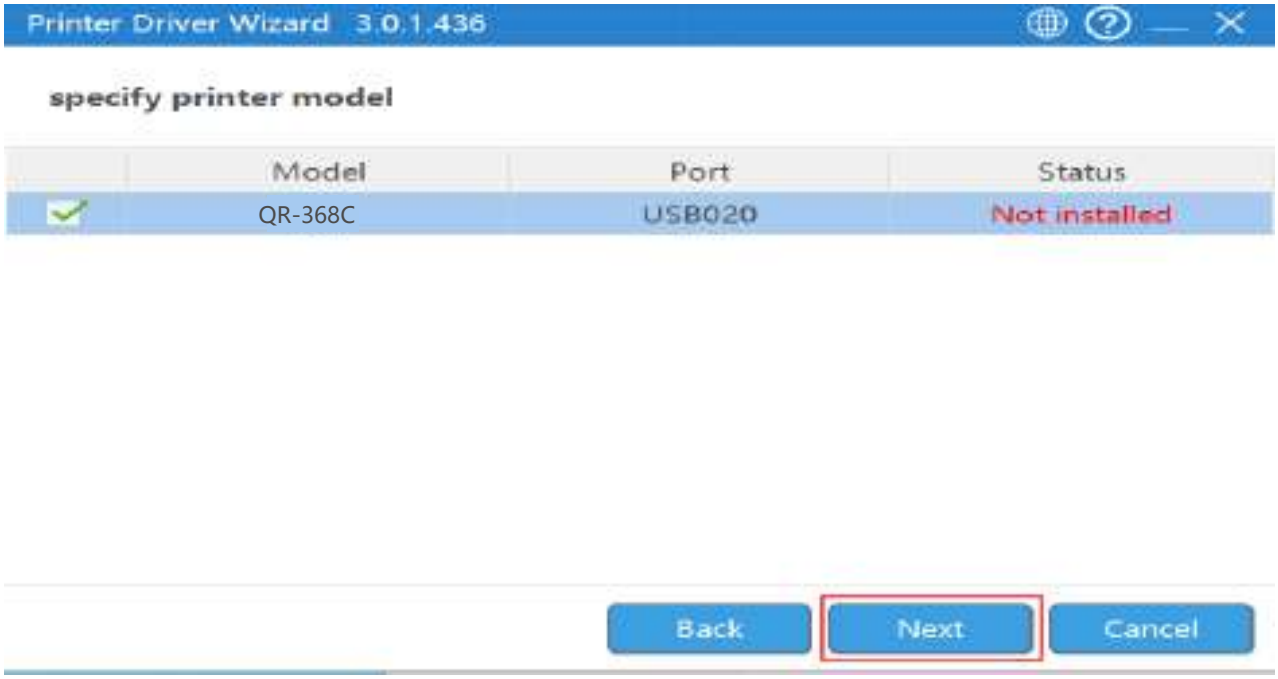
a. Download exe format driver file. Click to install.



b. Follow the prompts to complete the installation step by step.



Printer Driver Wizard 3.0.1.436
Specify port
USB
Network
Bluetooth
Parallel
serial port
custom
Previous
Next
Cancel


Printer Driver Wizard 3.0.1.436
specify printer model
Model
Port
Status
QR-368C
USB020
Not installed
Back
Next
Cancel

3.3.2 Installation for Mac

a. Connect power and computer

1) Connect the power to the printer through power cord.
2) Connect the printer to your computer through USB cord.
3) Put the labels in, switch on the printer.

Note:

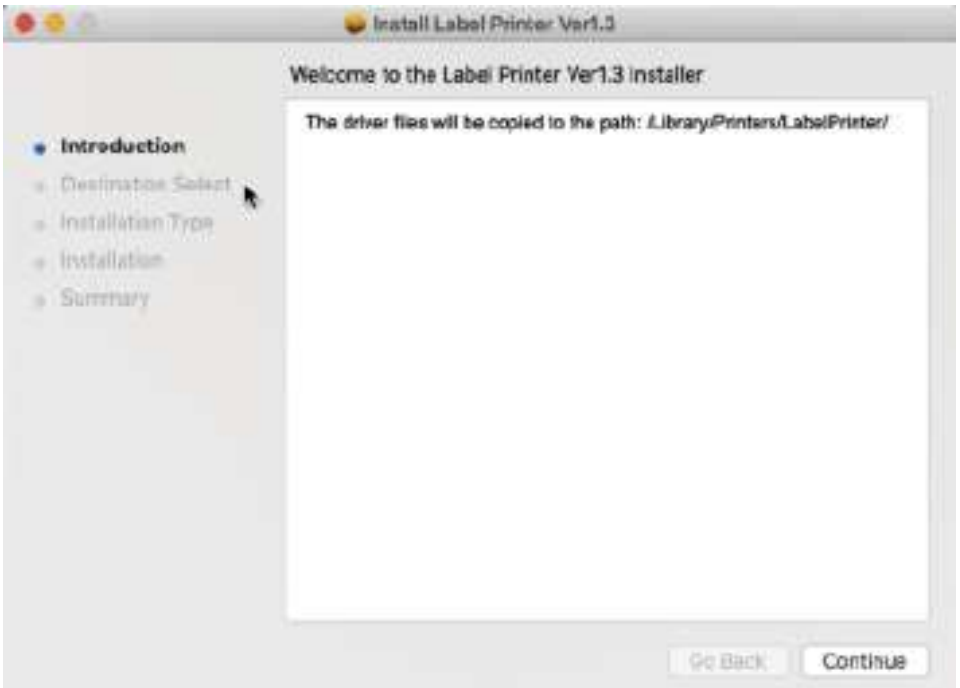
Make sure these three steps are completed before printing in case failing toinstall the printer driver.

b.You can download the driver "Driver for Mac (QR-368C/QR-368CBT)" from"help.aiyin.com")

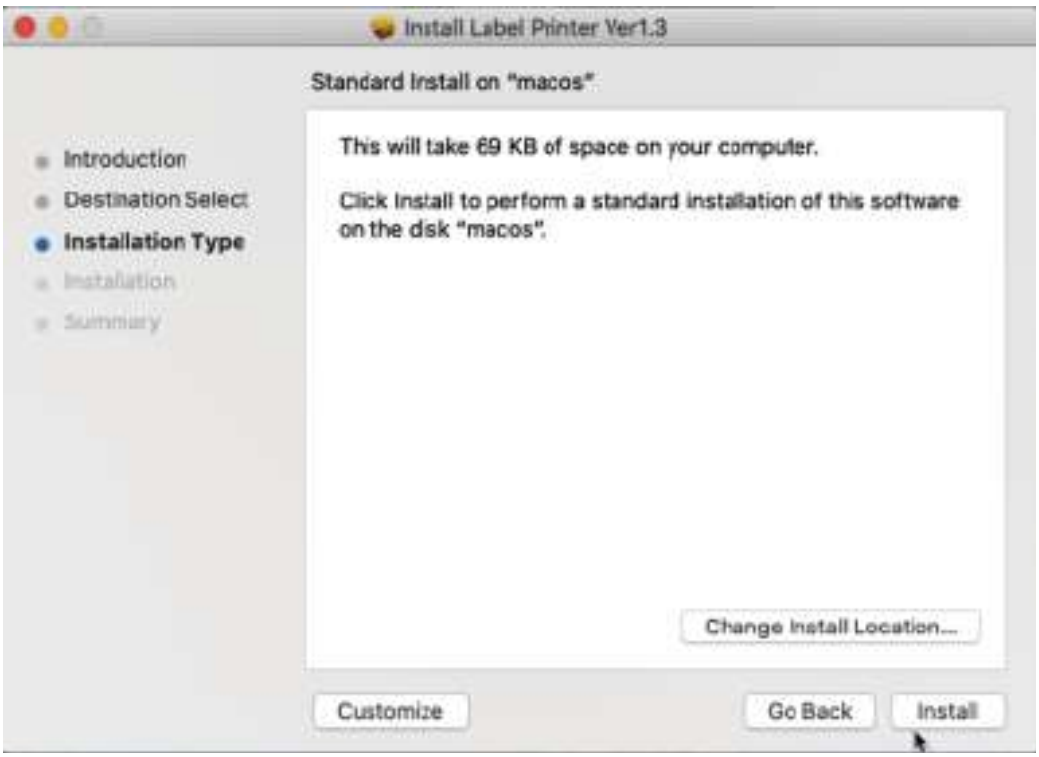
c. Open "System Preferences", and click on Security & Privacy'".
(If you don't see the warning , you can skip this step)

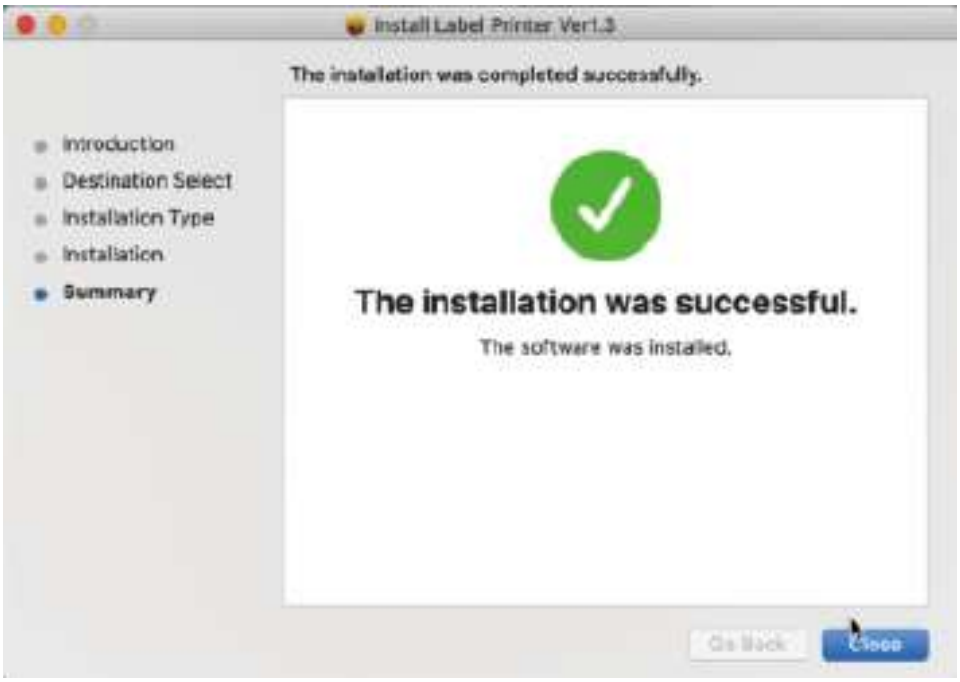
d. Click on "Open AnyWay"button. (If you don't see the warning, you can skip this step)

e. Click on open" and continue to install the printer. Follow the installationsteps until you see " The installation was successful" window.



Install Label Printer Ver1.3
Select a Destination
Introduction
Destination Select
Installation Type
Installation
Summary
Select the disk where you want to install the Label Printer Ver1.3 software.
macos
441.05 GB available
499.76 GB total
Installing this software requires 69 KB of space.
You have chosen to install this software on the disk "macos".
Go Back
Continue

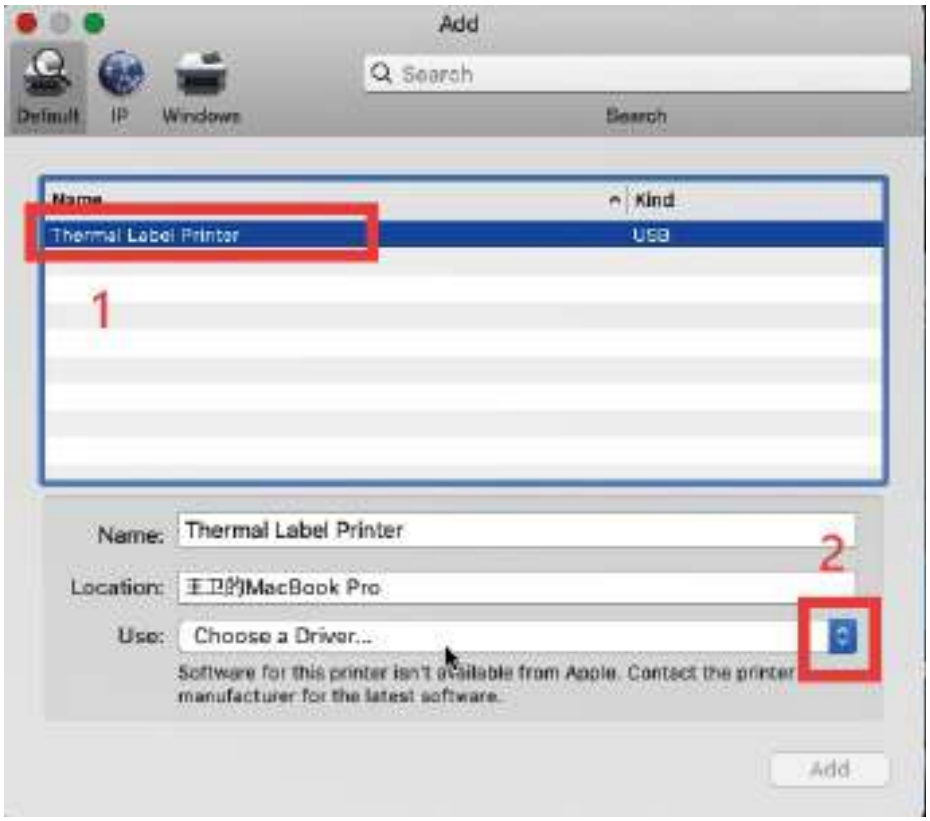

Install Label Printer Ver1.3
Standard Install on "macos"
Introduction
Destination Select
Installation Type
Installation
Summary
This will take 69 KB of space on your computer.
Click Install to perform a standard installation of this software on the disk "macos".
Change Install Location...
Customize
Go Back
Install



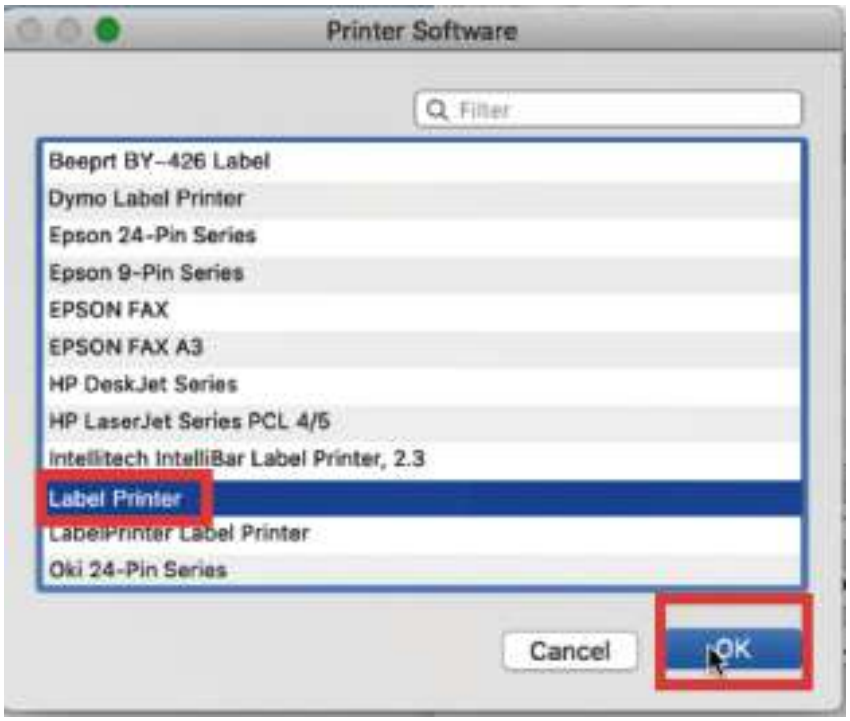
f. Open "System Preferences">>click on "Printer and Scanners".

g. Click "+" to add a new printer.

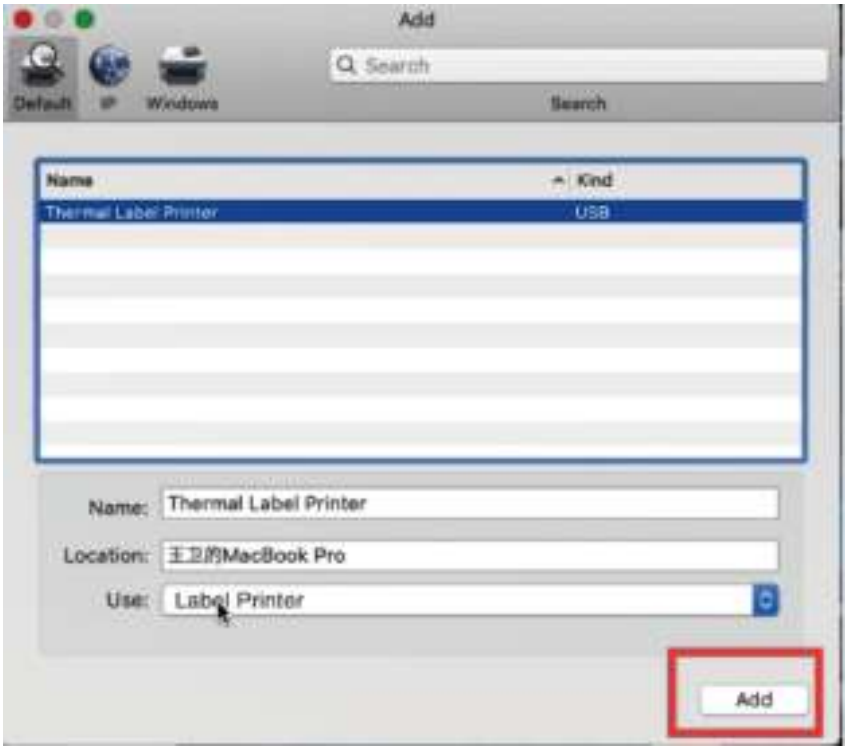
h. Click on Thermal Label Printer, and choose "Select Software" in the drop down menu.

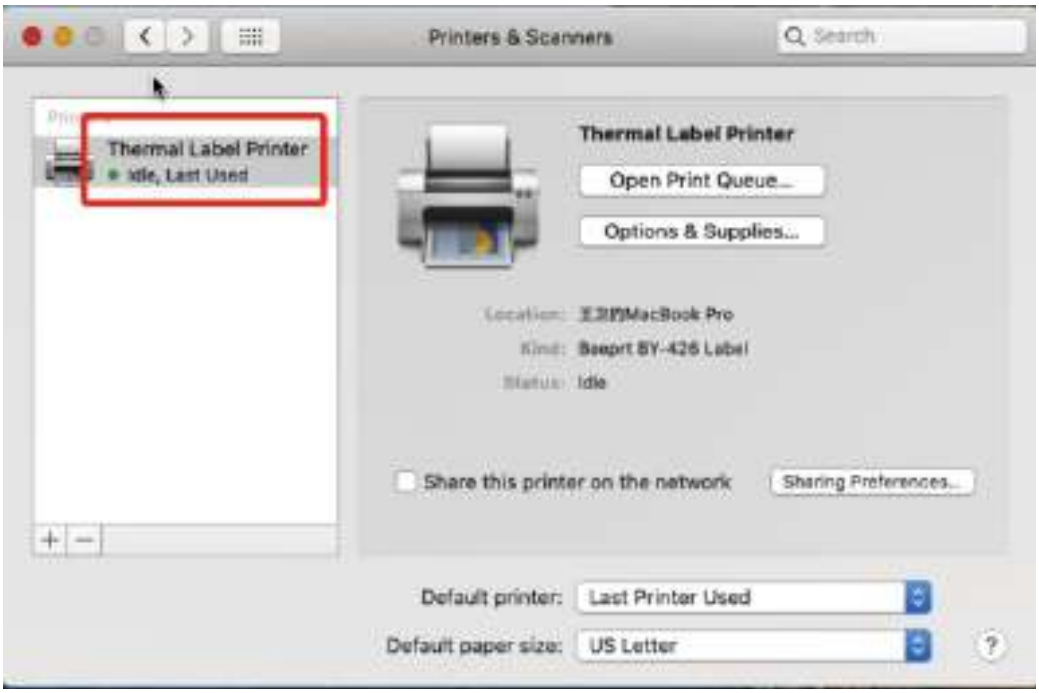


i. Choose"Label Printer",click"OK".



j. Click Add, now the printer has been installed in your Mac book successfully.





Note:

1. Now you can print directly, if you want to adjust the printing density,printing speed or other parameter, please refer to part 4 Basic Functions".
2. If you can't print seccessfully, please restart your computer and try again.

4.Basic Functions

The status and fault of the printer can be determined by the color of the button indicators and the buzzer, and the printer can be operated simply by the buttons.

4.1 Paper advance function

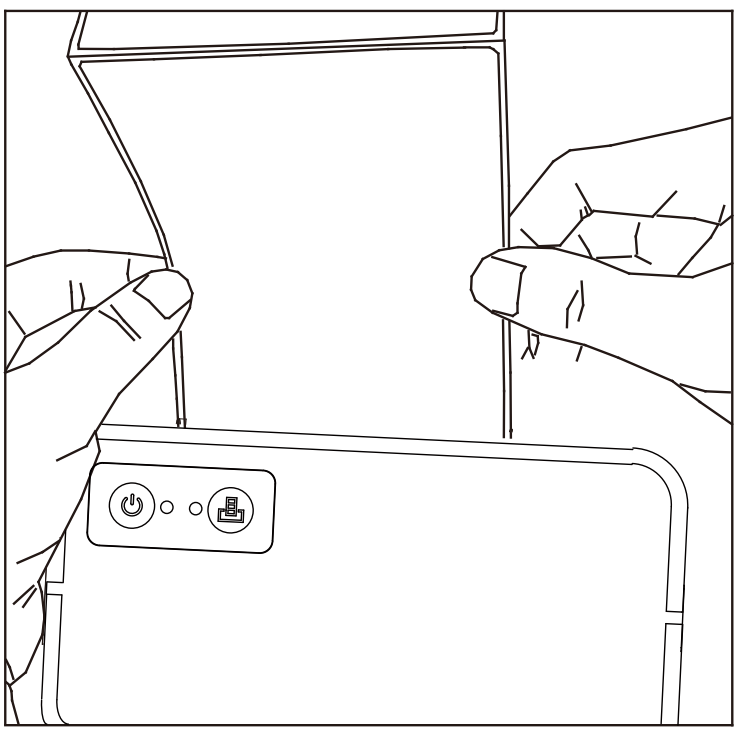
Turn on the power of the printer, press the "Advance" button, and the printer will send the paper to the specified location according to the type of paper. When using thermal sensitive paper, press the "Advance" button once to release a whole sheet of paper.

4.2 Intelligent learning of paper

Turn off the power supply of the printer, open the upper cover, load the labels and close the upper cover, turn on the power supply of the printer, wait until the normal initialization of the printer is completed(about 3-5 seconds), press the "Advance button" and hold it until the "Dee" sound is heard, and the printer can automatically carry out the intelligent learning of the paper.

4.3 Paper loading

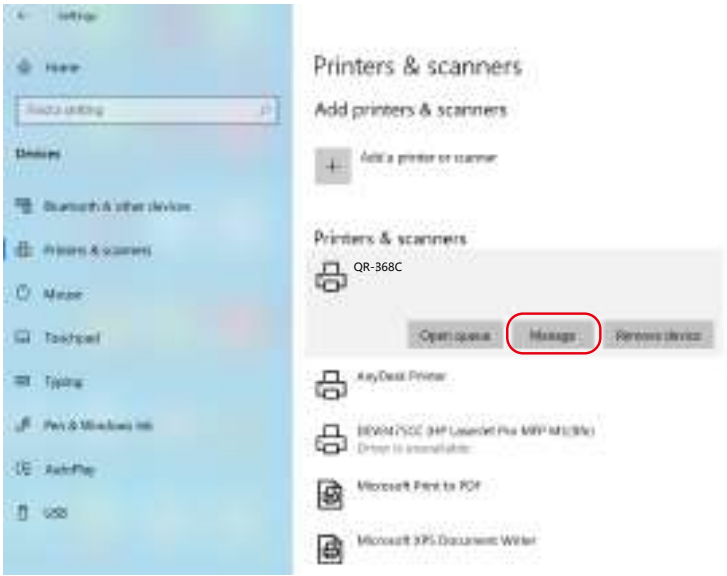
Prompt: Auto paper taking

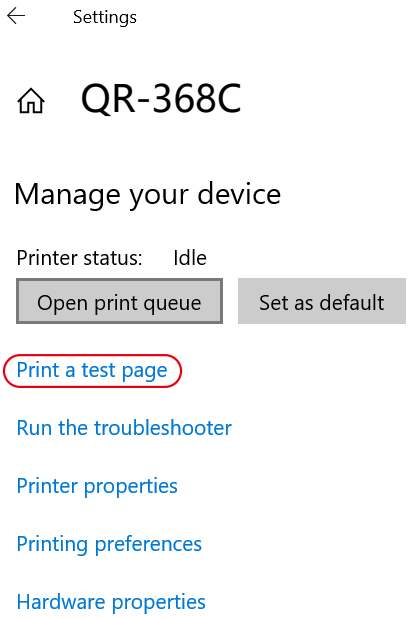


4.4 Print the device self-check page

When the printer is in standby state and the paper is loaded correctly, press the "Advance" button to remove the paper and hold it until "Dee, Dee Dee" is heard, and then the printer can print the self-check page of the device.

“Setting”→select print→“Manage”→“Print a test page”

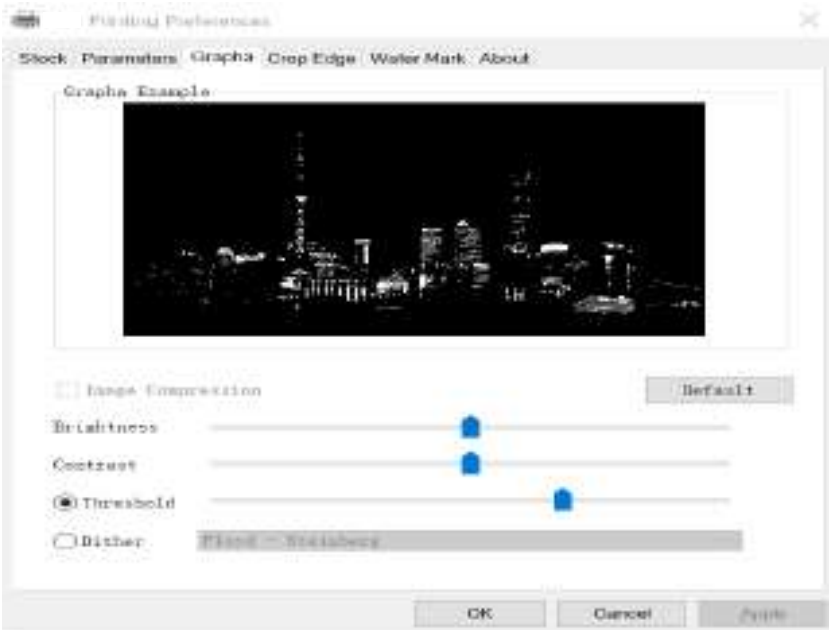




Note:
Before printing a test page, please check that your printer has drivers and labels installed.

4.5 Adjust the print grayscale

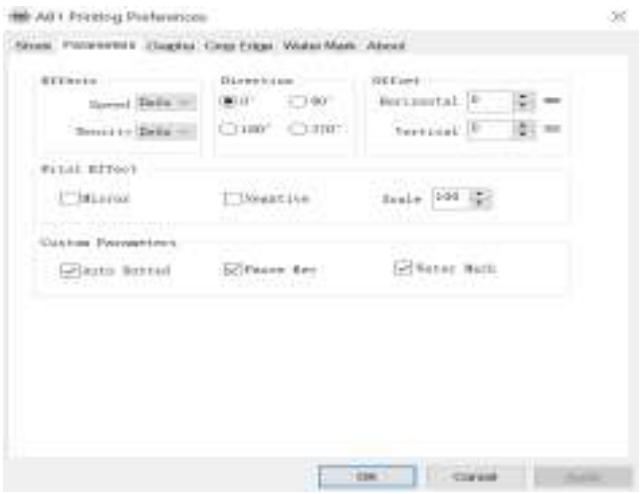
Note: If your printer content is not clear, you can set the print grayscale to "none".

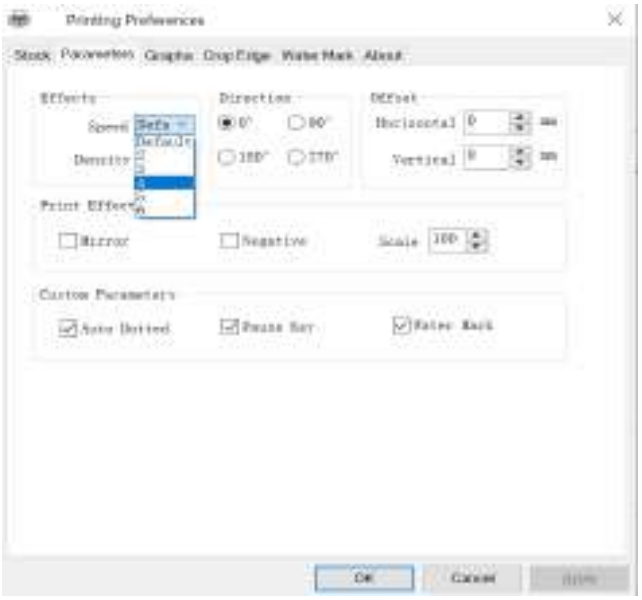


4.6 Adjust printer speed and print density

Note:

If you need to adjust the printing speed and printing density, you can adjust it here.



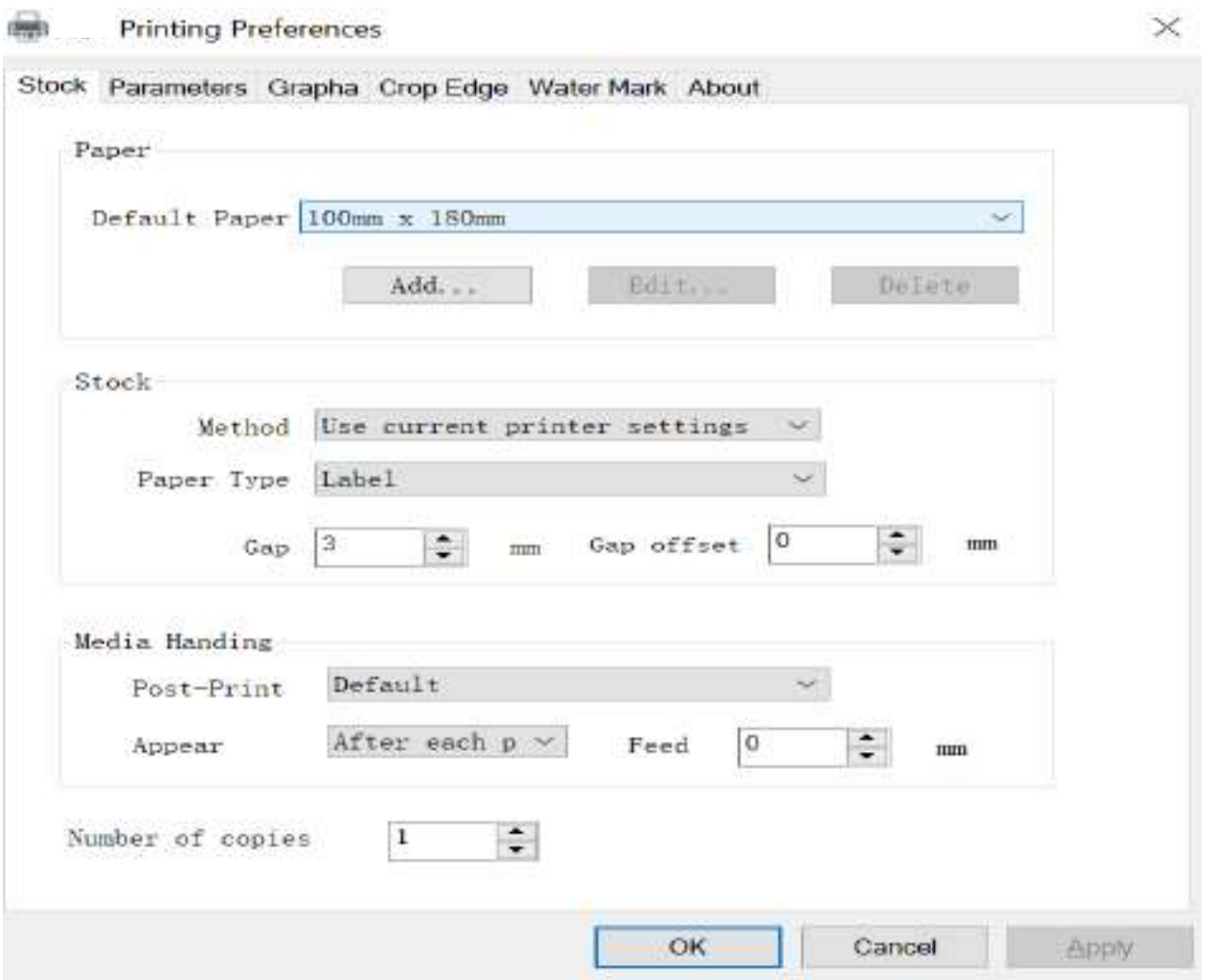


4.7 Adjust the paper size:

Note:

If you need to create a new paper size, you can do so here.

Page" → "Paper" → "Paper Manage"



5.Trouble shooting

Indicator light	Status	Trouble shooting
Green	The Printer is normal	
Flashing alternately red and green	Print head overheating	Wait for the printer to cool down and continue working automatically. Note ①
Red flashing slowly (Once every 2 seconds)	Paper error Lack of paper	Make sure there is no paper adhesion or paper jam. Note①② Make sure the printer loads the paper correctly. Note①② Perform automatic intelligent label learning.
Red flashing quickly (Twice a second)	Top cover not closed	Check that top cover is closed completely

Note:

①These faults can be eliminated without shutting down the printer. After trouble shooting, the printer can continue to work automatically without causing the loss of printing content.

②Check the faults in sequence. If the previous fault can not be removed, perform the next operation.

6.Bluetooth connection and usage

Note: It is suitable for devices with Bluetooth.

6.1 How to use it in Android phones:

Step 1: Turn on the printer power;

Step 2: Search the mobile phone on the Bluetooth interface, then click the printer to connect, input the PIN code "0000" or "1234" to complete the pairing;

Step 3: Open the corresponding APP and select the printer that has been paired from the device list.

6.2 How to use it in iPhone:

Step 1: Turn on Bluetooth and printer power

Step 2: Open the corresponding APP and select the printer that has been paired from the device list.

6.3 We recommend the APP:

"Label expert". You can download it on Google Play Store and APP Store. Or you can scan the QR code below to download the APP.

iOS users & Android users
scan this code to download

Remark:

1. It is suitable for devices with Bluetooth.
2. The Bluetooth of the mobile phone shall be turned on during the above connection process.
3. IOS devices can use APP to connect without PIN-code pairing.

7.Clean the printer

Dust, foreign matter, sticky matter, or other contaminants sticking to the print head or printer may degrade print quality. If it' s contaminated, please clean the print head as follows.

Matters needing attention:

1) Turn off the power supply of the printer before cleaning.
2) The print head gets very hot when printing. Therefore, if you want to clean the print head, turn off the printer power and wait 2 to 3 minutes before starting.
3) When cleaning the print head, do not touch the heating part of the print head, so as not to damage the print head due to static electricity.
4) Be careful not to scratch or damage the print head.

7.1 Cleaning the Printer

1) Please open the top cover and use a Clean Pen (or a cotton swab dipped in diluted alcohol (alcohol or isopropyl alcohol)) to clean the top cover from the middle of the print head to both sides.
2) After cleaning the print head, do not use the printer immediately. Wait until the clean alcohol used is completely volatilized (1 to 2 minutes) and the print head is completely dry before use.

7.2 Clean sensor, rubber roll and paper path

1) Please open the top cover of the printer and take out the paper roll.
2) Use a dry cotton cloth or cotton swab to wipe away dust or foreign matter.

3) Soak a cotton cloth or cotton swab in medical alcohol and use it to wipe away sticky foreign matter or other contaminants.
4) Do not use the printer immediately after cleaning the parts. Before using it, please wait for alcohol evaporating completely (1 to 2 minutes) and the printer drying completely.

Note: Clean parts when print quality or paper test performance deteriorates.

Warranty Card

Dear Customer:
Thank you for purchasing our products. In order to protect your legal rights, relieve your worries, and improve customer after-sales service, we've specially formulated a warranty policy. Please read it carefully and provide us your valuable opinions and suggestions.

Warranty

1. The machine warranty period of this product is 1 year, as for the printing head is 3 months or 30km (whichever comes first). From the received date of the goods, if the failure is caused by the material or process of the product itself, the corresponding certificate/receipt shall be provided for free repair or replacement.
2. Warranty service can only be performed by our company or authorized service providers, and any unauthorized repair or replacement of parts will invalidate the warranty.
3. Users need to follow the manual guide for equipment installation and other operations. If the equipment hardware is damaged due to improper use by the customer, the warranty will not be granted.
4. This warranty does not cover damage caused by natural disasters such as fire disaster, lightning or other similar reasons.
5. The company reserves the right of having concluding statement.

Customer notice

1. Please specify the reason for the product return in detail.
2. Please contact customer service before returning for repair.
3. We do not accept any form of express delivery.

Model	
Serial Number	
Customer Name	
Date of purchased	
Shop name	
Phone number	

Kad Waranti

Terima kasih kerana membeli produk kami. Untuk melindungi hak undang-undang anda, melegakan kebimbangan anda dan menambah baik perkhidmatan selepas jualan pelanggan, kami telah merumuskan dasar jaminan secara khusus. Sila baca dengan teliti dan berikan kami pendapat dan cadangan anda yang berharga.

Waranti

1. Tempoh jaminan mesin produk ini adalah 1 tahun, manakala kepala cetakan adalah 3 bulan atau 30km (mana yang lebih awal). Dari tarikh diterima barang, jika kegagalan disebabkan oleh bahan atau proses produk itu sendiri, sijil/resit yang sepadan hendaklah diberikan untuk pembaikan atau penggantian percuma.
2. Perkhidmatan waranti hanya boleh dilakukan oleh syarikat kami atau pembekal perkhidmatan yang dibenarkan , dan sebarang pembaikan atau penggantian alat ganti yang tidak dibenarkan akan membatalkan waranti.
3. Pengguna perlu mengikut panduan manual untuk pemasangan peralatan dan operasi lain. Jika perkakasan peralatan rosak akibat penggunaan yang tidak wajar oleh pelanggan, waranti tidak akan diberikan.
4. Waranti ini tidak melindungi kerosakan yang disebabkan oleh bencana alam seperti bencana kebakaran, petir atau sebab lain yang serupa.

Notis pelanggan

1. Sila nyatakan sebab pemulangan produk secara terperinci.
2. Sila hubungi khidmat pelanggan sebelum kembali untuk pembaikan.
3. Kami tidak menerima sebarang bentuk penghantaran ekspres.

Model	
Nombor siri	
Nama Pelanggan	
Tarikh dibeli	
nama kedai	
notis pelanggan	

Find out more product knowledge
and after-sales service

Xiamen AiYin Technology Co., Ltd.

Index: www.aiyin.com
Driver: help.aiyin.com
E-mail: support@aiyin.com

FCC Warning

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.

NOTE 1: 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.

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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