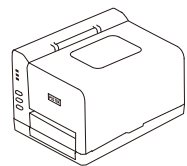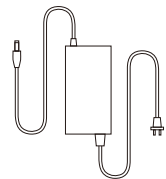# Compact Barcode Printer Quick Start Guide
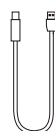
POSTEK

Packing List

Printer × 1

Power Adapter × 1

Interface Cable × 1

Media Roll Guide × 2

Media Spindle × 1

Ribbon Core
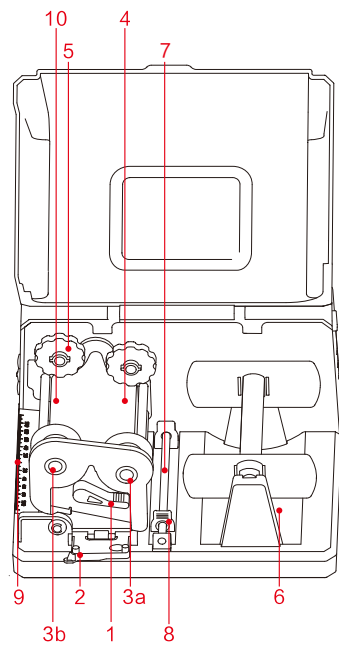
1 Handle
2 Flip Fastener
3 Ribbon Release Knob
4 Ribbon Supply
5 Left Mount_Ribbon Take-up
6 Media Compartment
7 Media Guide Rod
8 Media Guide
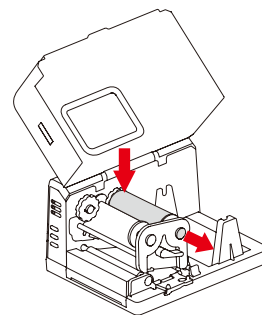9 Tear-off Bar
10 Ribbon Take-up

Loading the Ribbon

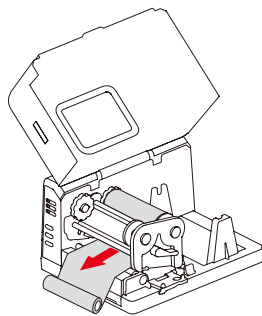*** Note:** Load ribbon only when using the thermal transfer printing method.

The Q8 Series supports ribbons with ink on the outside by default. Please check the ribbon first.
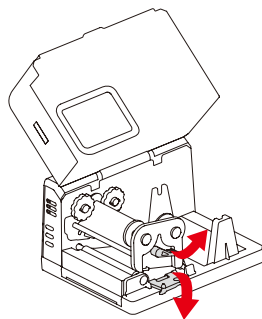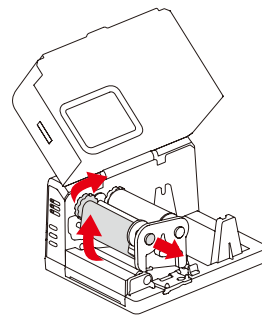
01/ Lift the top cover and turn the Handle upward toward OPEN. Open the Flip Fastener downwards.

02/ Pull out the Ribbon Release Knob on the Ribbon Supply and mount the Ribbon into the Ribbon Supply.
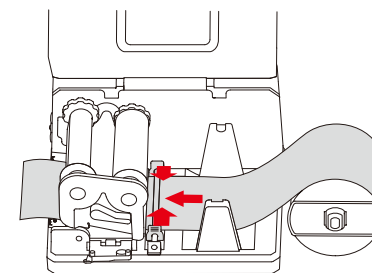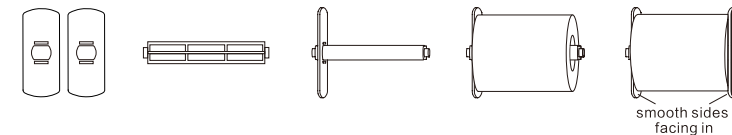
03/ Thread the ribbon under the Printhead Module. Wrap the end of the ribbon around the spare core.

04/ Pull out the Ribbon Release Knob on the Ribbon Take-up and mount the spare core into the Ribbon Take-up. Tighten the ribbon by turning the Left Mount of Ribbon Take-up.

Loading the Media

Load the media by following the steps shown below:
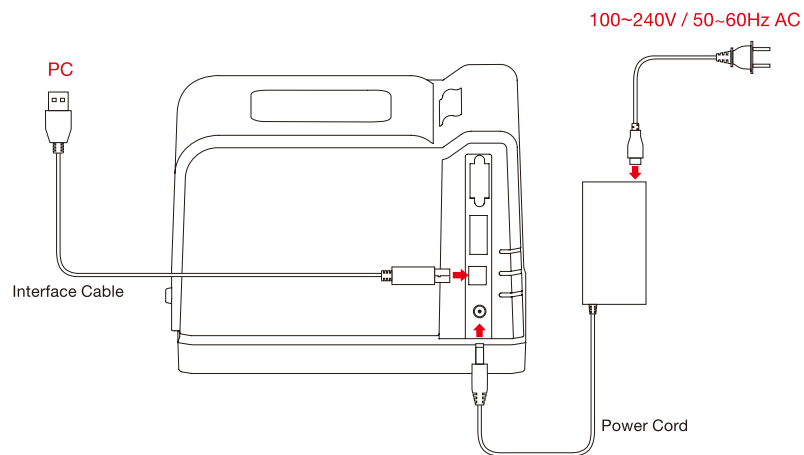
smooth sides facing in

01/ Lead the media through the bottom of the Media Guide Rod, slide the Media Guide close to the edge of the media, making sure that the media remains flat and is put in the middle of the Tear-off Bar.
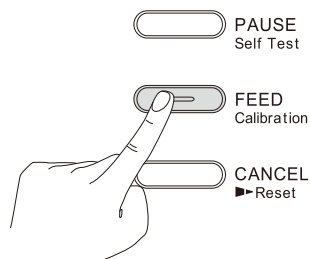
02/ Close the Flip Fastener and turn the Handle toward CLOSE.
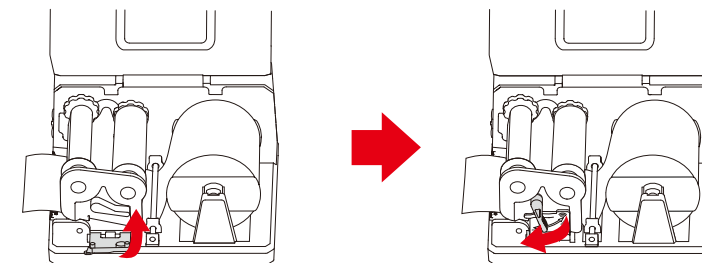
Connect the Printer to PC

100~240V / 50~60Hz AC

PC

Interface Cable

Power Cord

Media Calibration

PAUSE
Self Test

FEED
Calibration

CANCEL
►►Reset

Turn on the printer, press and hold the "FEED" button for 2 seconds.Then the printer will automatically feed 3-4 labels (approx. 200 mm in length), and the media calibration is done. The printer is ready to print.

Troubleshooting

1、 **Printer is on; however, the indicator lights are off.**
Make sure that the power cord is well connected and the indicator light on the adapter is lit.

2. **The label software cannot work after installation.**
The Windows printer driver is uninstalled or wrongly installed, please reinstall the printer driver.

3. **Error message "Error – Can Not Print" appears after clicking "Print".**
Make sure that the interface cable is well connected and the Q8 Series printer is selected in the label software.

4. **The READY and RIBBON lamps blink simultaneously after clicking "Print".**
Check whether the ribbon has been correctly loaded (see "Loading the Ribbon").

5. **Nothing appears on the media after printing.**
a. Confirm that the ribbon has ink on the outside only (the Q8 Series support ribbons with ink on the outside). Besides, make sure that the type of ribbon used is appropriate for the type of media. For example, Resin ribbons mainly match Silver Membrane labels.
b. Confirm labels are set correctly.
c. Confirm the power adaptor is the original one.

6. **Printout on media is not clear.**
a. Make sure that the type of ribbon used is appropriate for the type of media. For example, Resin ribbons mainly match Silver Membrane labels.
b. Increase darkness in the Printing Preferences dialogue box in the label software.

7. **The READY and MEDIA indicator lamps blink simultaneously after clicking "Print".**
Confirm the media sensor is properly positioned, then perform media calibration (see "Media Calibration").