



QL-850

QUICK START GUIDE



QL-850 Quick Start Guide

Use the instructions in this guide to quickly set up your new QL-850 printer. For detailed information about printer operation, please refer to the QL-850 User Guide.

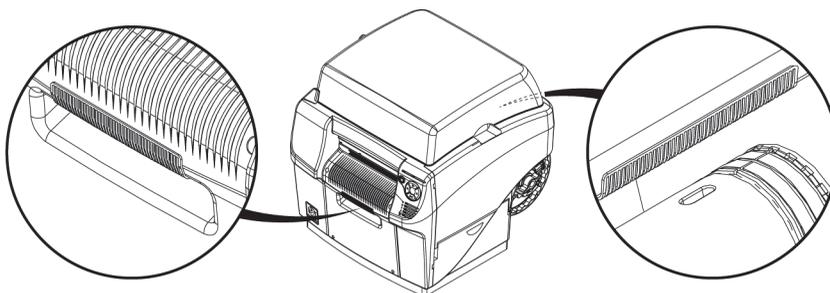
After installing the printer driver, you can access the QL-850 User Guide by choosing **Start > All Programs > QuickLabel QL-850 > User Guide**.

Unpacking the Printer

1. Remove the packing straps from the shipping carton. Cut the tape securing the top of the carton. Then open the top of the carton.
2. Remove the accessory box and packing materials from the shipping carton.
3. Lift the shipping carton off the printer and shipping pallet.
4. With help from another person, lift the printer off the shipping pallet.

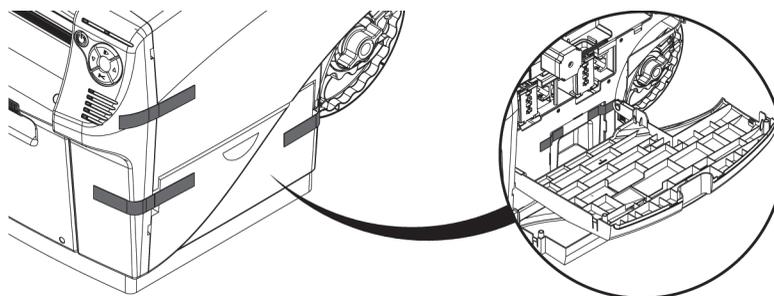


The printer is heavy and moving it requires two people. One person should lift the front by the indicated lift point, while the other person should lift the back by the indicated lift point. Do not lift the printer by the mandrel. Lift the front of the printer by the recessed handle. Lift the rear of the printer by the flat area of the plastic frame above the mandrel. Keep the printer level while lifting it.

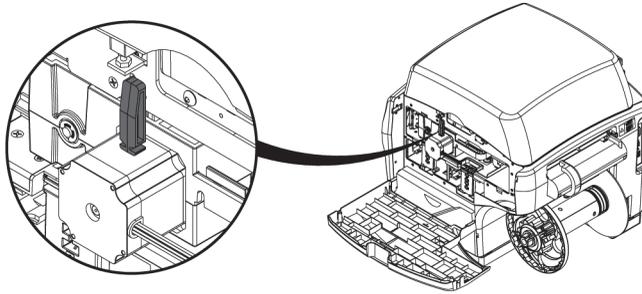


5. Place the printer on a sturdy, flat horizontal surface that can support at least 100 pounds (45.4 kilograms).
6. Remove all packing tape from the printer exterior. This tape is used to secure the doors and covers in place.

There is also tape holding the maintenance cartridge in place. Open the main side door and lower side door to access and remove this tape.

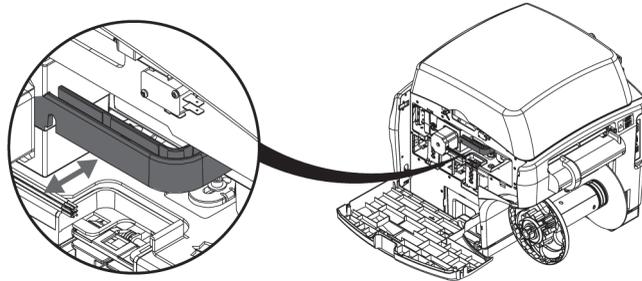


7. With the main side door open, remove the yellow transport unit shipping lock by rotating it counterclockwise approximately 45 degrees, aligning it, and then pulling it straight out. Save the lock for future shipping purposes.

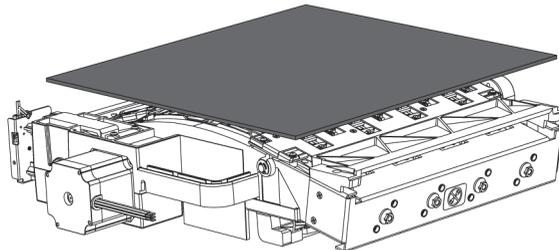


Note: The printer will function with the transport shipping lock installed. However, the transport unit cannot be removed while the lock is in place.

8. Grasp the transport unit handle and pull the transport unit straight out of the printer.

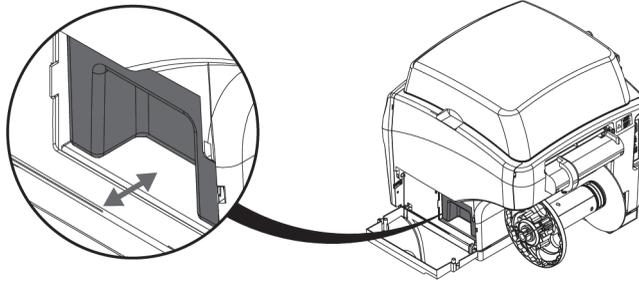


An absorbent pad is positioned above the transport unit for shipping. Remove this pad.



9. Reinstall the transport unit. Ensure it is fully inserted in the printer.
10. Close the main side door but leave the lower side door open.

11. Grasp the maintenance cartridge and pull it straight out of the printer. Then reinstall the maintenance cartridge. Ensure it is fully inserted in the printer.



12. Close the lower side door.

Included Parts

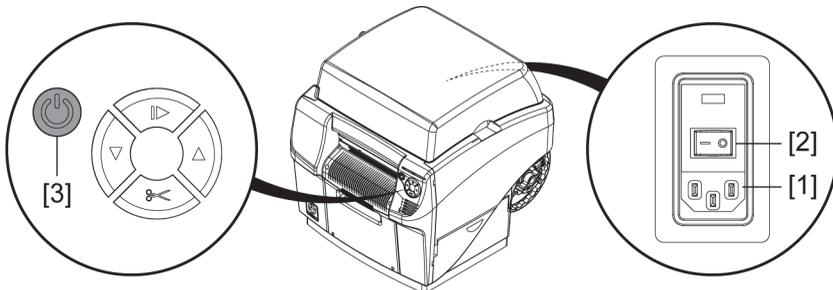
- Power cable
- USB cable (do not connect until prompted during driver installation)
- Printhead
- Four ink cartridges (one for each color)

System Requirements

- Windows® 10/8/7
- Microsoft .NET Framework 4.0
- 350 MB free hard drive space
- Internet connection for software download
- One available USB 2.0 port for USB installation or network connectivity for network installation

Powering On

1. Connect the power cable to the printer power inlet [1]. Connect the other end of the power cable to the power source. Then turn on the power via the power inlet switch [2].



2. Press and hold the power key [3] for one second to turn the printer on.

The printer will begin the power-up process, including opening the printhead latch, and the green LED will flash momentarily. When the green LED stops flashing and remains on, the printer will be ready to use.

Note: *The red error LED will be on until you use the After Shipping wizard later in this guide.*

Installing the Printer Driver

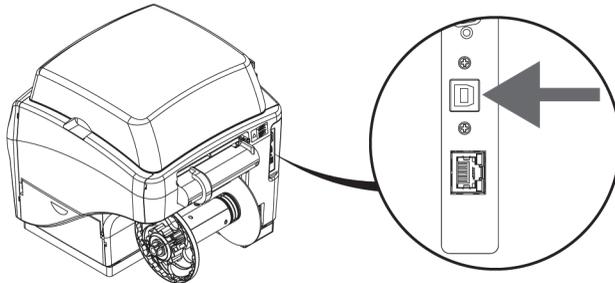
1. Ensure the QL-850 is powered on but **not** connected to your PC via the USB cable.
2. Power on your PC and download the QL-850 installer program from www.QuickLabel.com/downloads. Run the "Setup.exe" file. The Installer wizard will open. Choose **Install Driver**.
3. Choose **Install Printer Software**. The software installation wizard will start.

Note: *If the Windows logo testing or publisher verification warning messages appear during installation, choose to continue the installation.*

4. When prompted to select a printer connection method, choose **Configure to print using USB**. Then choose **Next**.

Note: *A USB configuration is required for the initial installation. You can later install the printer as a network printer by following the instructions in the QL-850 User Guide.*

5. When prompted, connect the QL-850 to your PC with a USB cable. The installation will continue once the USB connection is made.



6. When prompted, select whether the QL-850 will be set as the default printer.
7. Choose **Finish**.

Using the After Shipping Wizard

1. Launch the QL-850 Maintenance Utility.

From the Windows Start Menu, choose **Start > All Programs > QuickLabel QL-850 > QL-850 Maintenance Utility**. A language and printer prompt will open.

Select a display language and the QL-850 printer you want to connect to. Choose **OK**.

2. Choose the **Cleaning** tab.

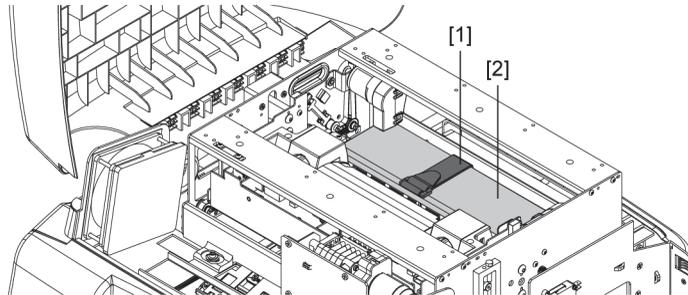
3. Choose **After Shipping**. Follow the on-screen instructions to complete this procedure. This wizard will guide you through the following actions.

- Preparing the Maintenance Roller
- Installing Ink Cartridges
- Installing the Printhead

These procedures are detailed in the following sections.

Preparing the Maintenance Roller

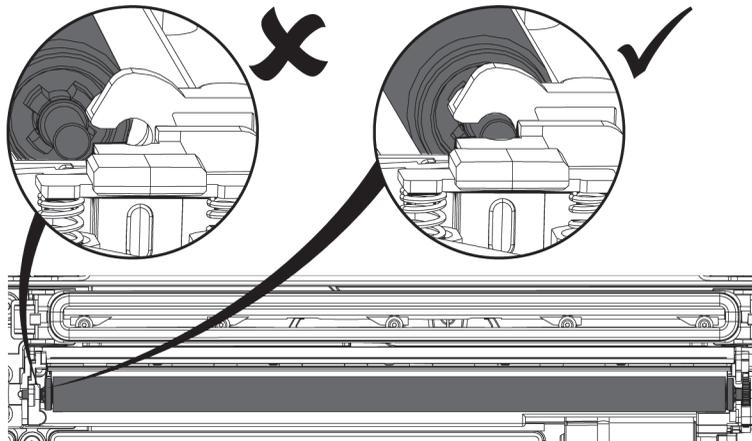
1. Open the top cover and remove the cinch strap [1].



2. Remove the foam support block [2] from the printer. Use caution when removing the block to avoid dislodging the maintenance roller assembly.

Save the foam support block and strap for future shipping purposes.

3. Verify that the maintenance roller assembly is level and installed properly. Make sure both ends of the roller are snapped into place.

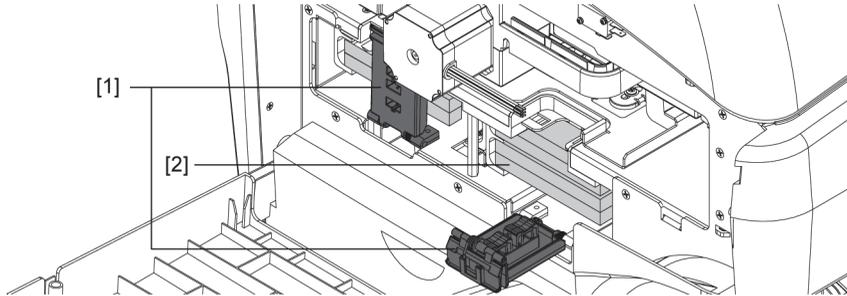


Installing Ink Cartridges



For safety, keep ink cartridges out of the reach of children. If ink is accidentally ingested, contact a physician immediately.

1. Open the main side door. Open both ink cartridge latches [1]. Each latch can be opened by pressing down on the top of the locking mechanism and pulling outward.

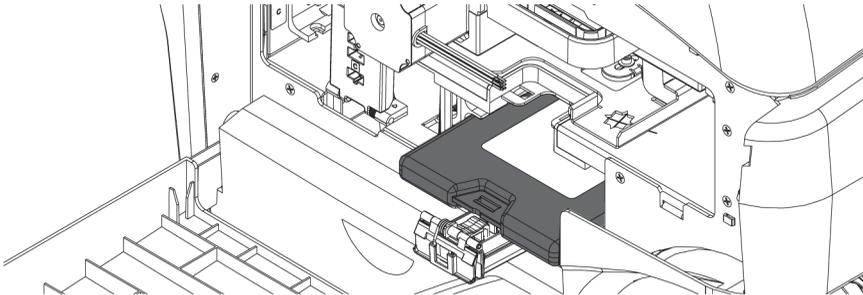


The ink cartridge latches have labels showing where each ink color will be installed.

2. Remove the four absorbent pads [2] from the ink cartridge slots. Save the pads for future shipping purposes.
3. Slide in the ink cartridge, nozzle end first, label side up. Push the cartridge in all the way. You will feel slight resistance near the end of this process as the nozzle engages the ink needles inside the printer. Repeat this step for each color.



There are sharp needles in the ink cartridge slot. Never put your fingers in this area. The printer is designed so that ink cartridges cannot be inserted in the wrong slots. Do not attempt to insert ink cartridges in the wrong slots.



4. Make sure the ink cartridges are fully inserted. Push the ink cartridges in as far as they will go.
5. Close the ink cartridge latches. Then close the main side door.

Installing the Printhead



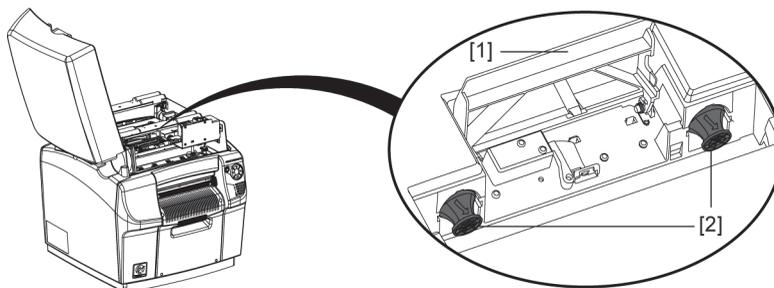
The printhead is sensitive to electrostatic discharge (ESD). Use ESD protection when handling the printhead.

Do not touch the printhead cartridge ink couplings, nozzle surface, or the electrical contacts when installing the printhead cartridge. Hold the printhead cartridge ONLY by the handles.

To avoid drying out the printhead, do not open the printhead packaging until you are ready to use it.

Open the printhead packaging over an appropriate receptacle to safely capture any excess shipping fluid.

1. Ensure the printer is powered on and the ink cartridges have been installed.
2. Open the top cover.
3. Make sure the printhead latch [1] is in the open (vertical) position. Remove the cap protectors [2] from the two fluidic couplings.



Note: *The printhead latch will be in the open position. Do not close the latch before installing the printhead. If the latch is accidentally closed, do not pry it open. Turn the printer off and back on again. The latch automatically opens during power up if no printhead is installed.*

4. Remove the printhead from the packaging.

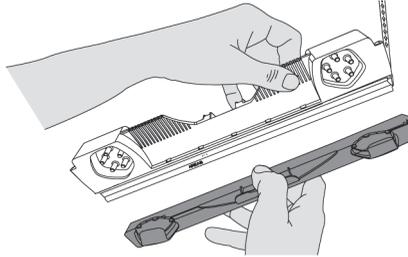
Note: *If the foil packing is damaged, report the issue to Technical Support or your reseller.*



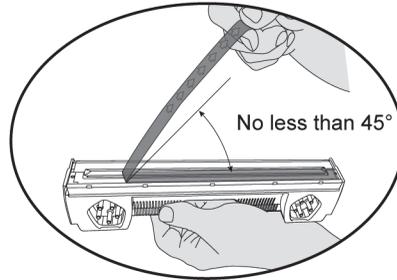
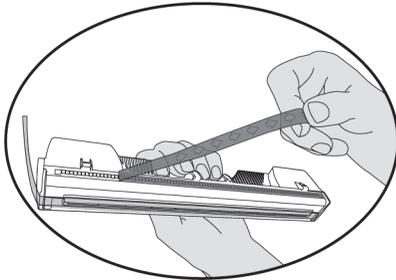
Do not place the unprotected printhead cartridge on any surface. Protect the printhead cartridge at all times from contamination such as dust or fibers.

5. Wipe any excess shipping fluid from the printhead cartridge with a clean, lint-free cloth.

6. Remove the orange protective plastic cover from the printhead cartridge, holding the printhead by the handle.
 - Remove the flaps covering the ink ports.
 - Remove the clip holding the cover near the center of the printhead cartridge.
 - Carefully remove the protective cover. Do not touch any of the ink ports or nozzle plate after the orange cover is removed.

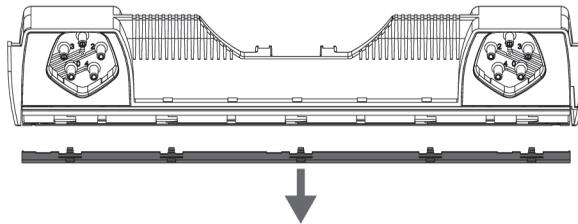


7. Hold the printhead cartridge by the handle with one hand. Carefully remove the protective plastic strips with the other hand.
 - Grasp the pull tab and slowly peel back the plastic strip covering the electrical contacts.
 - Grasp the pull tab and slowly peel back the plastic strip covering the printhead nozzles. Maintain an angle of no less than 45 degrees with the printhead surface when pulling on the strip.



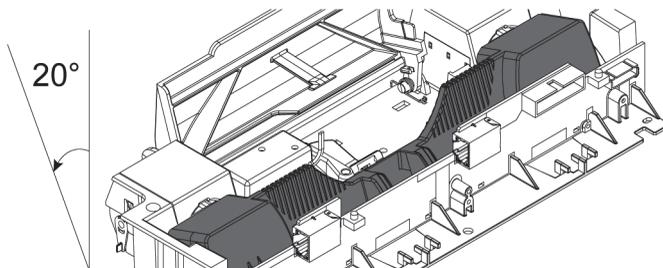
Dispose of the removed strips immediately and do not allow the removed strips to touch the electrical contacts or printhead nozzles.

8. Carefully remove the plastic bracket from the printhead cartridge.



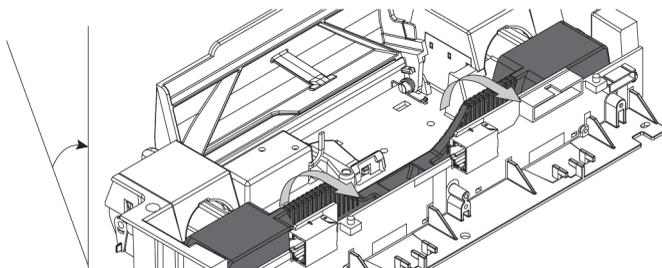
9. Point the ink ports away from the front (label exit side) of the printer.
10. Align the printhead cartridge with the printhead slot.

11. Tilt the top of the printhead cartridge toward the back of the printer, about 20 degrees. Then gently place the back of the printhead cartridge into the print engine.



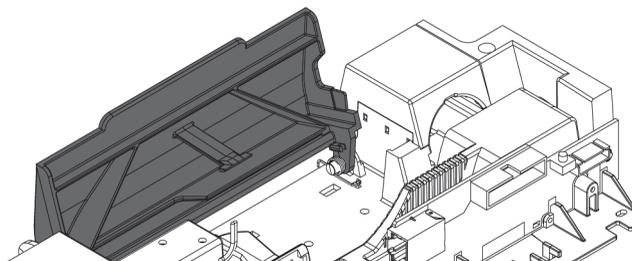
Avoid touching the printhead connector circuit board inside the printer.

12. When the back of the printhead is firmly in place, gently rotate the printhead cartridge forward into position against the stops on the printhead connector circuit board.



If the printhead will not rotate into position, do not force it. Remove the printhead and try again.

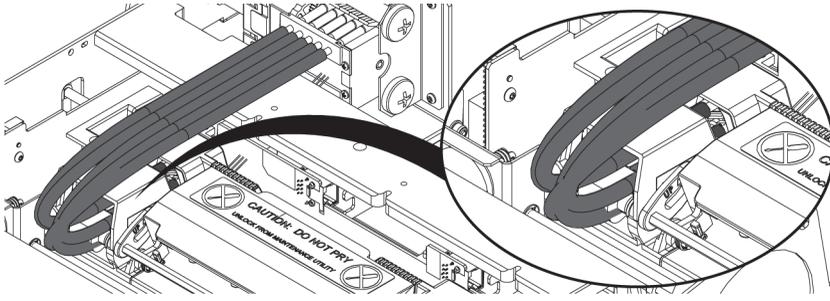
13. Slowly close the printhead latch. The fluidic couplings should advance and seal to the printhead cartridge.



If the latch will not close, do not force it. Remove the printhead and try again.

14. Close the top cover.
15. Finish the After Shipping wizard in the QL-850 Maintenance Utility.

16. Open the top cover and verify that ink has filled all of the five tubes shown below.

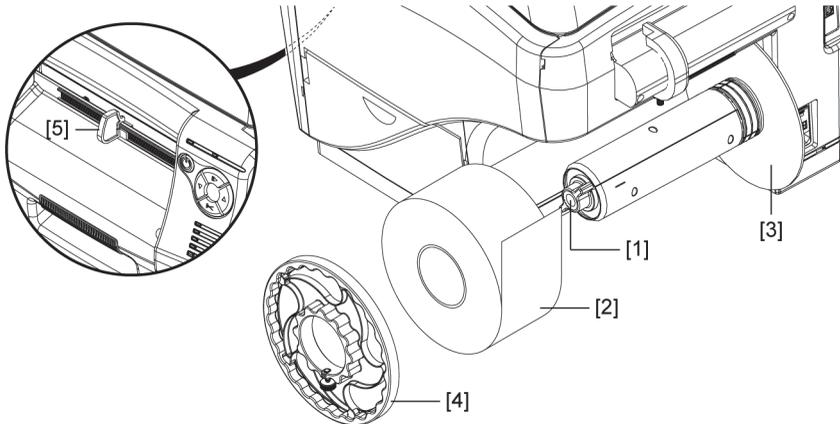


! *If ink is not visible in all of the indicated tubes, contact Technical Support. Do not run the After Shipping Wizard in the QL-850 Maintenance Utility again or an ink overflow may occur.*

17. Close the top cover.

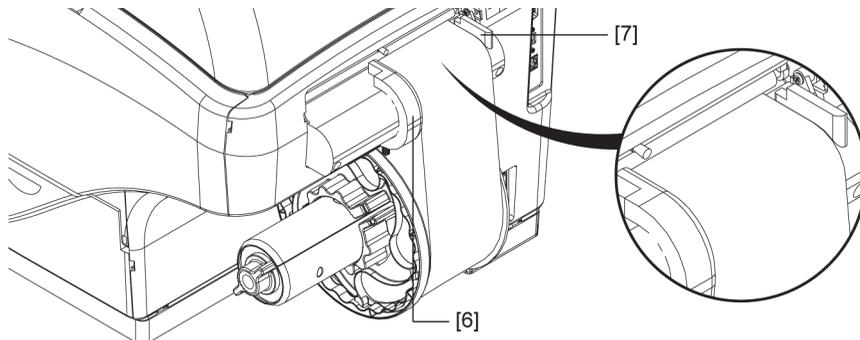
Loading Media

1. Turn the wing nut [1] on the end of the mandrel counterclockwise to loosen the mandrel.



2. Loosen the fastener on the outer flange [4]. Then remove the outer flange from the mandrel.
3. Orient the media roll [2] as illustrated and put it on the mandrel. Make sure the roll makes contact with the inner flange [3].
4. Turn the wing nut [1] on the end of the mandrel clockwise until you feel resistance. This secures the roll in place.
5. Put the outer flange [4] on the mandrel. Make sure the outer flange makes contact with the roll [2].
6. Tighten the fastener on the outer flange [4] until you feel resistance. This secures the outer flange in place.
7. On the front of the printer, slide the media exit guide [5] all the way to the right toward the control panel. You can adjust this guide before printing.
8. Place the media near the entry slot.

- Loosen the thumbscrew on the adjustable media guide [6] and slide the guide to the width of the media. The edges of the media should lightly contact the edges of the fixed media guide [7] and the adjustable media guide [6]. Tighten the thumbscrew on the adjustable media guide [6].



- Slowly guide the media into the printer as illustrated. You will feel slight resistance as the media enters the roller area. Make sure there is no excessive slack in the media during this process.
- The printer will beep three times to indicate the media has been detected. Release the media when the printer starts automatically feeding it into the printer. The printer will feed media and the loading process will be complete.

Note: If the automatic media feeding process fails, the media will be ejected back out of the printer. If you experience multiple loading failures, use the alternate manual feed method described in the QL-850 User Guide.

Next Steps

You have finished setting up the printer. Please refer to the QL-850 User Guide to set up the printer driver, configure optional QuickLabel software, and begin printing labels.

Visit www.QuickLabel.com for video tutorials on setting up and using the QL-850 printer.

