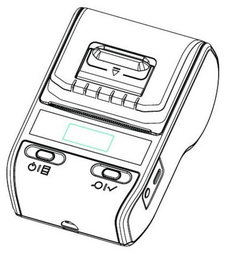
Q20 Series PUQU Portable Label Printer

USER'S MANUAL



Please read the manual before use and saved for later reference

FCC Warning:
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:
o Reorient or relocate the receiving antenna.
o Increase the separation between the equipment and receiver.
o Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
o Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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.

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

PUQU

Shanghai PuQu Marking Equipment Co., Ltd.
www.puqulabel.com

PREFACE

About the User Manual

Thank you for purchasing our Q20 series of portable thermal label printer
This manual can helps you to learn how to use this product
Please read the manual before use and keep it safety

Icons and conventions

This manual uses the following icons and conventions

Warning! This icon indicates a warning that improper use may result in property damage, causing serious injury or death.
Attention! This icon indicates that improper use may result in personal injury or death or damage.
Remark! This icon indicates that the notes allows you to use the product better or extend the service life of the product.

The illustrations and texts used in this manual may differ from actual ones

Remark Q20 "portable label printer" mentioned later in this manual is collectively referred to as "printer"

Notices

- PUQU improve and upgrade the functionality and performance of our products; the company reserves the right to change the software and hardware described in this manual without prior notice.
- We would like to thank you if you find any errors or omissions in this manual, and please send feedback to our company or distributor.
- The contents of this manual related to our product may not be reproduced, transmitted, transcribed, stored in this retrieval system; or translated into other languages without the prior permission of our company.

SAFETY INSTRUCTION

Please follow the precaution when you using the printer

Attention! Do not disassembly the printer yourself, please read this manual carefully before use.

Warning! Turn off the power immediately when a problem occurs. please unplug the charger and remove the battery when you notice that the printer or charger is smoky or smells.

Warning! Please do not use your phone near fuel stations, fuel storages, and other flammables.

Attention! The head of printer still in a high temperature state when printing finished, please do not touch in order to avoid scald.

Attention! Please use the original printing labels. otherwise it may leads to poor quality of printing.

Attention! Please remove the battery from the printer if you store the item for a long time. otherwise, it may causes the battery to lose efficacy or even leak.

Attention! Please make sure that the power of printer is turned off before replacing the battery.

please follow the precaution when you using the battery

Attention! Please read this manual before using battery

Warning! Please remove the charger to a cool and ventilated room when charging. Charging ambient temperature is too high, can cause the battery fever, smoke, burning or deformation even explosion.

Warning! please do not disassembly the battery, the battery has a special internal protection circuit and device.

Warning! Please do not pressurize the battery or cause a short circuit.

Warning! Please do not put the battery into the water, or cause the battery over heat smoke, deformation, damage and even explosion.

Warning! Warning! please do not expose the battery to sunlight.

Attention! Please change the battery when the battery cannot meet the performance requirements.

Attention! Please remove the battery to a place of safety in case the children cannot touch with.

Attention! Please stop using immediately if you find the battery discoloration or deformation.

Please follow the precaution when you using the charger

Attention! Please read this manual before using charger

Warning! Please do not disassemble or modify the charger, or will lead to electric shock fire and damage.

Warning! Please do not touch the charger with wet hands, if the charger touch with water or other liqvthe power immediately.

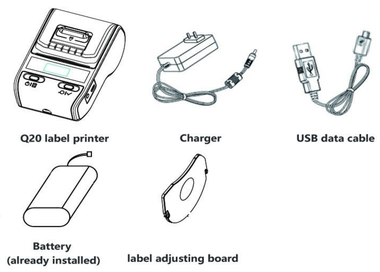
Warning! Please do not short-circuit the charger, mechanically vibrate or shake the charger.

Warning! Please do not use the charger in a high humidity area such as bathroom.

Warning! Please do not pull the power cord when you pull out the plug.

Attention! Please remove the charger to a place of safety in case the children cannot touch with.

1.Accessories

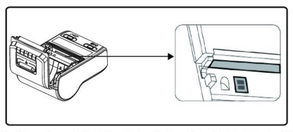


Repair and maintenance

Daily maintenance of the printer

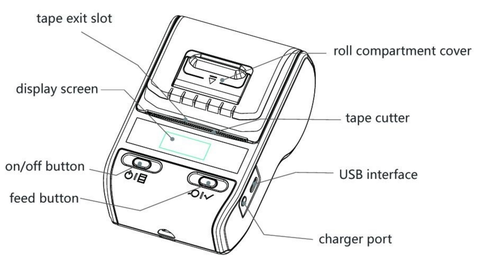
1. To clean the outside of the printer and paper compartment, please scrub the surface and internal of paper compartment gently by using wet cloth. (note: wet cloth must be completely wringed)

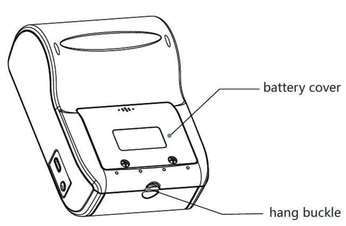
2. Printer engine must be cleaned regularly, especially if printer's printing quality reduced, please follow the method as below



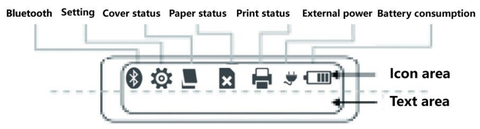
3. If you found that the water inflow into the internal of the printer, please remove the battery and turn off the printer immediately, and let the printer to dry naturally.
4. If you do not use the printer for long time,please remove the battery separately.

2.Name of parts





3.Display instructions



3.1 Bluetooth

Screen displays icon if Bluetooth is paired with printer, the icon flashes when there is data transfer.

3.2 Setting

Details relate with setting please check chapter 6, if the printer connected with computer via USB, the icon displays USB connection at this position.

3.3 Cover status

This icon is used to indicate cover status such as closed or not properly closed.

3.4 Paper status

This icon is used to indicate paper status such as loading or not properly loading.

3.5 Print status

This icon is used to indicate print/feed status such as printing or feeding.

3.6 External power

This icon is used to indicate the external power plug in or not.

3.7 battery consumption

This icon is used to indicate battery consumption

3.8 Text area

This area displays the relevant text message.

4.Parameter

4.1 Printer parameters

Printer parameters	
Print method	thermal printing
Output mode	black and white
Print resolution	203 dpi
Dot each row	384 dot/line
Print speed	10-35mm/s
Stand-by time	about 100 days
Locate mode	reflecting
Print command	LPAPI、ESC/POS command
Print content	Character, picture/curve(JPG,BMP,YIF,JPEG)
Barcode print	one-dimensional barcode two-dimensional barcode
Connection mode	USB、Bluetooth(Android,iOS)

	Physics
Weight	255g (include battery, not include paper)
Size	122mm*82mm*60mm
Operating temperature	-10℃~50℃

	Battery parameters
category	Li-polymer battery
voltage	7.4V
electric power	1500mAh

	Charger parameters
input	AC 100-240V 50/60Hz 0.35A
output	DC 12V/1A
Charge mode	charging connect with printer

	Paper parameters
category	thermal paper roll
form	external rolling
specification	57mm*50mm(width*diameter)
thickness	0.05mm~0.15mm

5.Operation

5.1 Turn on the printer

Press and hold the on/off button for about 1.5 seconds, and the printer turns on; or through the NFC-enabled phone close to the printer NFC area to achieve automatic boot and matching connection.

5.2 Turn off the printer

Press and hold on the on/off button for about 1.5 seconds while the printer is operating, and the printer turns off.

5.3 Paper feed

Label paper: press the feed button shortly to go to a sheet of label paper, press the feed button longly to go to continuous paper.
Continuous paper: press the feed button to feed the label paper, release the feed button to stop feeding the label paper.

5.4 Auto power-off

The printer will turn off automatically when the printer is waiting for a certain period of time

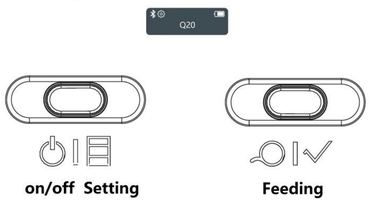
5.5 self-checking page printing

LED light version: Turn off the printer, press and hold the power button and feed button at the same time; then loosen the power button and keep the feed button pressing, self-checking page printing in 2 seconds.
OLED screen version: choose self-checking page printing at setting interface.

6. Q20 Setup

6.1 Setup instructions

The icon appears at the upper left corner of display screen and it represents that the printer has entered the setup state.



1. Power key: press power key shortly to enter the setup interface
2. Feed key : press feed key to switch the corresponding option, press feed key longly to restore the current option as default.
3. Setting status is automatically exited after 5 seconds with no-operation; or press power key longly at setting status to exit the setting state.

6.2 Content setting

Enter into setting interface

Power key: options switch
Feed key: darkness option
Print darkness 4
darkness option (Normal) 1 4 6 10 15

Power key: options switch
Feed key: speed option
Print speed 3
Print speed ( ) 1 ( ) 2 (Normal) 3 ( ) 4 ( ) 5

Power key: options switch
Feed key: paper GAP option
Paper Gap Type
Paper Gap (GAP) (Black) (Continuous)

Power key: options switch
Feed key: motor mode
Motor Mode
Motor Mode (Max power) (Economical)

Power key: options switch
Feed key: auto power off
Auto Power off
Auto power off 5mins /10 mins/ 30mins /60 mins / 120 mins /240 mins

Power key: options switch
Feed key: Language
Language:English
Language: English/中文

Power key: options switch
Mac Address
MAC address

Power key: options switch
Factory
Factory

Power key: options switch
Serial No.
Serial No.

Power key: options switch
Software Version
Software version

Power key: options switch
Feed key: restore to factory
Restore to Factory
Restore to factory settings

7.Preparation

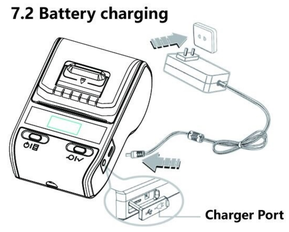
Battery installation and precautions

7.1 Battery installation and precautions

1 Remove the screws 2 Set up the battery 3 Tighten the screws

Remark! It needs to be full of electricity when using for the first time

7.2 Battery charging



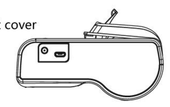
Warning! using a charger that is not provided or approved by our company it may damage the printer.
Attention! do not remove the battery during charging.
Remark! it can be printed during charging.

7.3 Paper roll installation

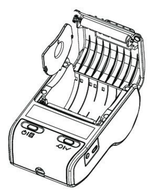
The maximum diameter of Q20 printer is 50mm, and width is 28-57mm

Remark! : paper is placed on the right side

1 Open roll compartment cover



Turn up Open the handle



2 Remove the baffle plate on the left side as shown in the figure, place the paper roll on the right side tightly and select the appropriate slot hole to insert the baffle plate.

3 Pull out a part of paper, close roll compartment cover

Remark! Be sure to pull the paper out of the paper compartment ,pay attention to the direction of the paper roll,if it is reversed, it will not print.

8.APP download

1. Using sweep two-dimensional code to download

2. Apple Store search "puqu print" and download

3. Download from "PUQU website" www.puqulabel.com

9.Matching method

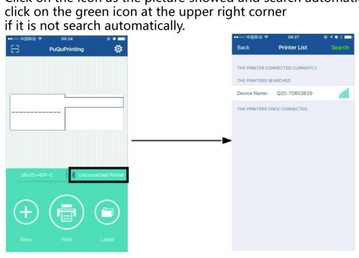
9.1Wireless communication

Q20 series printer provides Bluetooth (Android、iOS) to connect with mobile phone.

If mobile phone equipped with NFC function, only need to close to the printer device and connect with mobile phone directly.

9.2Bluetooth connectivity

Turn on Bluetooth of mobile phone and launch "PUQU" app.
Click on the icon as the picture showed and search automatically.
click on the green icon at the upper right corner if it is not search automatically.



The password of printer is "0000" if pairing manual in the setting system interface.

10.Basic operation

iOS system

Please enter text content

Content size changing (click on + zoom in &- zoom out)

Content rotating
Select the content
status - property - rotation angle

Save
Click on "save as" icon after content edited

Label obtain
PUQU APP- click on "Label template" - "Local"

Darkness and speed changing
Property-print parameters

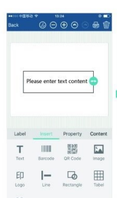
Label Insert Property Content

Label printing
Click the icon on the right corner if you want to print.

11.Plane label printing

Click on "New"

Please enter the height and width of the label you purchased, general print direction select as "0" ; paper GAP select as "GAP" and click on "New" in the end; you also can change the name of label as your require.



You can see the content that just create successfully (text, one-dimensional code, two-dimensional code, pictures logo, lines, rectangles, tables) click to appear on the label.