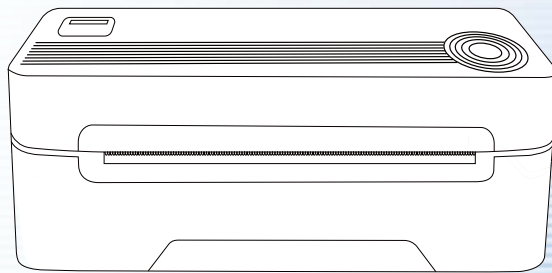


THERMAL **Label Printer** **USER MANUAL**



Installation Video

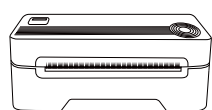
Z422

CONTENTS

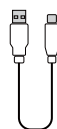
Package Contents	01
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* This label printer is designed for use with thermal label paper only.
Copy printing paper is not supported.

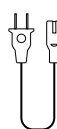
01 Package Contents



1 × Printer



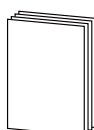
1 × USB Cable



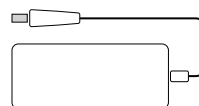
1 × Power Cord



1 × Manual

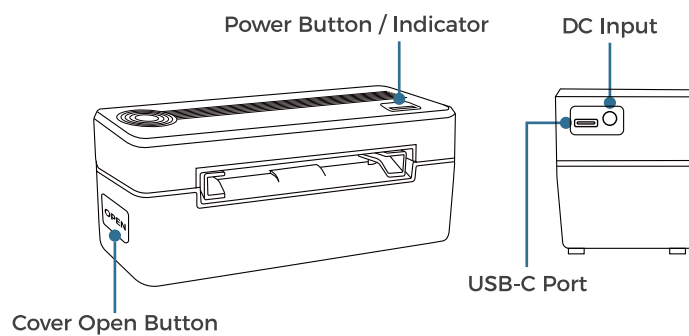


10 × Labels



1 × Power Adapter

02 Printer Features

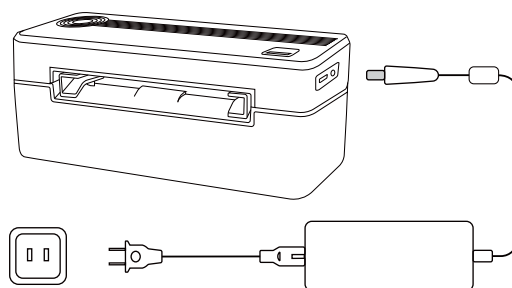


03 Product Specification

Item	Specification
Product Model	Z422
Printing Method	Thermal
Printing Speed	Max. 150 mm/s
Input Power	24V = 1.5A
Machine Size	187.4 × 82.4 × 74.5 mm
Weight	453 g
Paper Type	Thermal Paper
Applicable Paper Size	40-110mm
Print Command	TSPL
Print Resolution	203DPI
Man-Machine Interface	Button and LED indicator
Connection Method	USB, Bluetooth
USB Compatible Systems	Windows, macOS
Bluetooth Compatible Systems	Android, iOS
Operating Temperature	0°C to +35°C
Operating Humidity	20% to 85% RH (non-condensing)
Storage Temperature	-20°C to +70°C
Storage Humidity	5% to 95% RH (non-condensing)

04 Set Up the Printer

Connect the printer to the wall outlet using the power adapter.



Hold the Power button for 3 seconds to turn on.



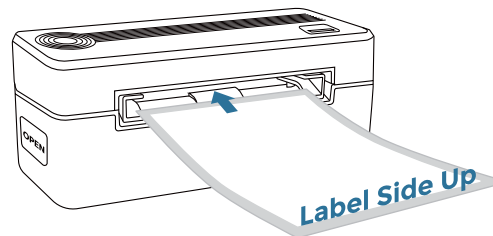
Power Off



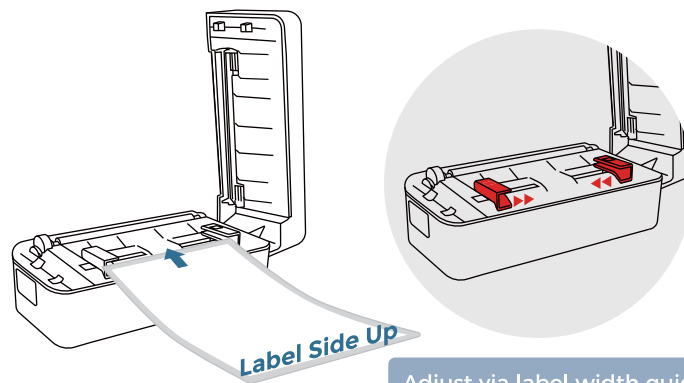
Power On

Loading Paper Options

A: Insert the label into the back of the printer until it auto-feeds into the printer.



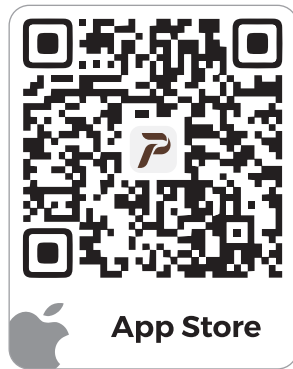
B: Open the printer cover; adjust the slot width; insert the label to the back side of the printer.



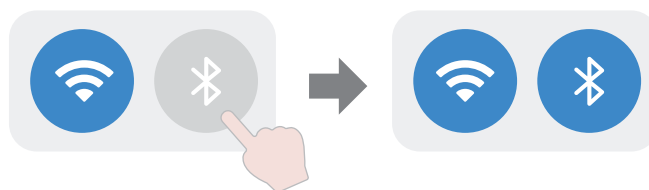
Adjust via label width guide highlighted in **RED**.

05 Connect to Smartphone via Bluetooth

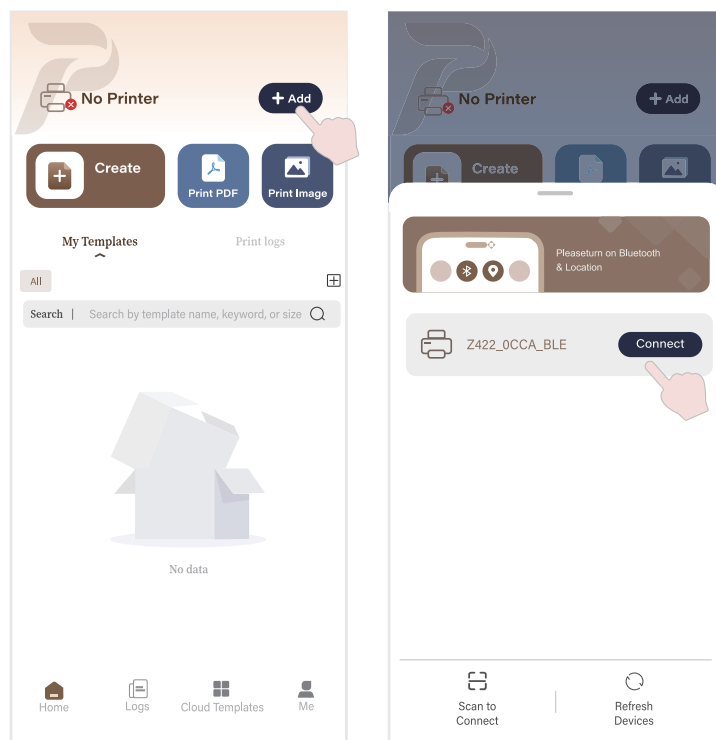
Download the App **Pixmate Printer**.



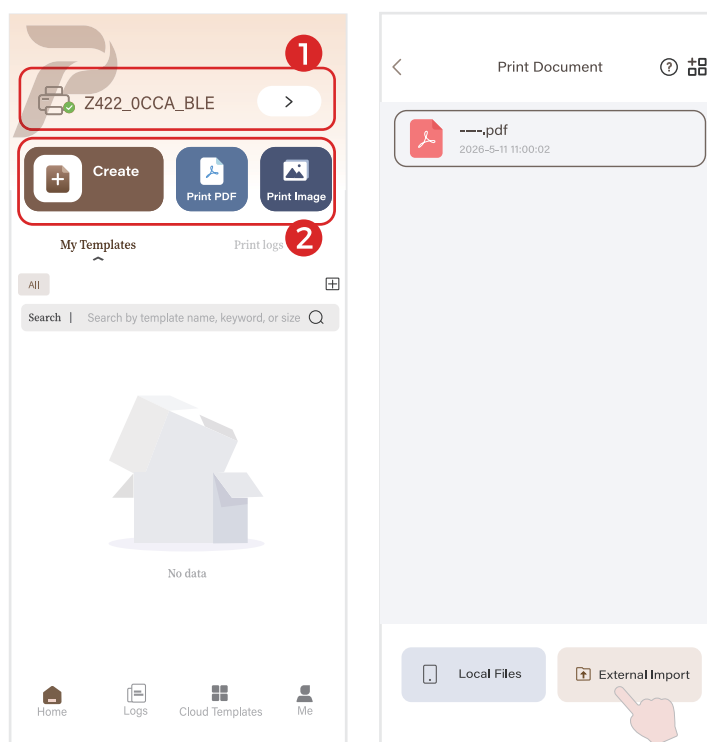
Turn on Bluetooth.



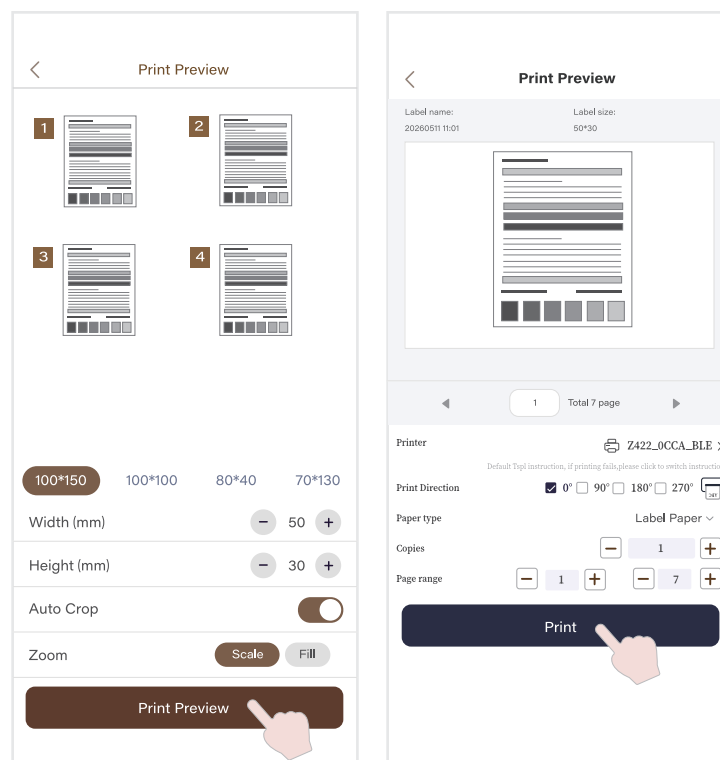
Connect the printer via Bluetooth in the **Pixmate** App.



The printer is successfully connected.
Select the file type you want to print.



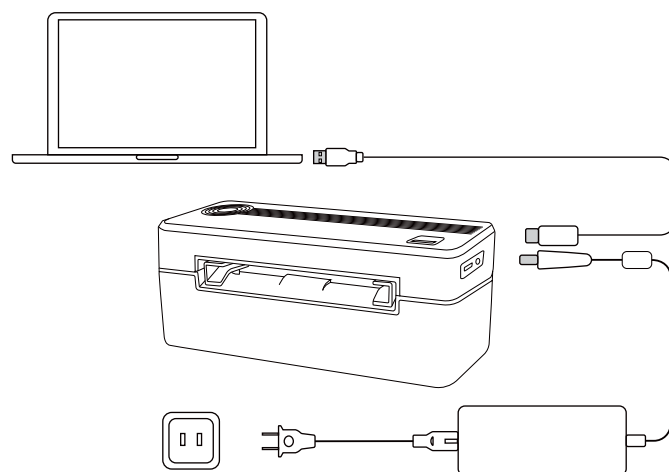
Preview the file and adjust the content,
then tap "Print" to print.



Standard shipping label size: 4×6 inches (100 mm × 150 mm).

06 Connect to Computer via USB

Connect the printer to the wall outlet using the power adapter, and connect the printer to your computer with a USB cable.



Hold the Power button for 3 seconds to turn on.

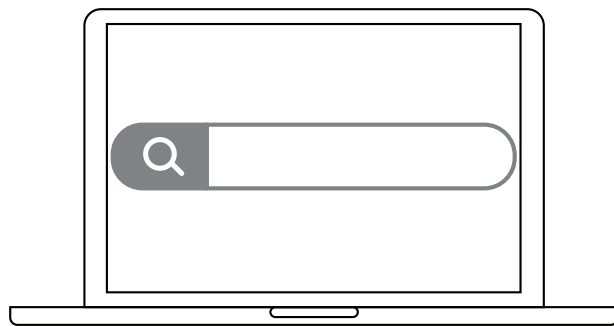


Power Off



Power On

Download the [Z422 driver](http://www.pixmate.com/z422-driver) from
www.pixmate.com/z422-driver



Driver for Windows



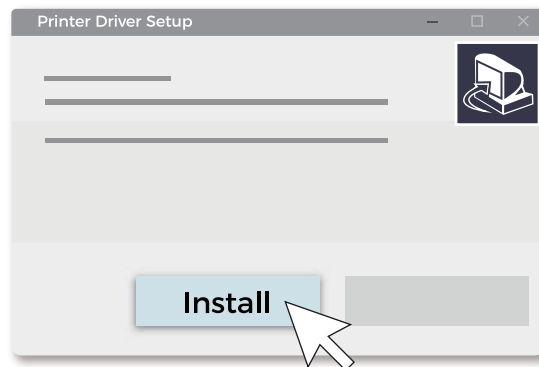
Driver for macOS



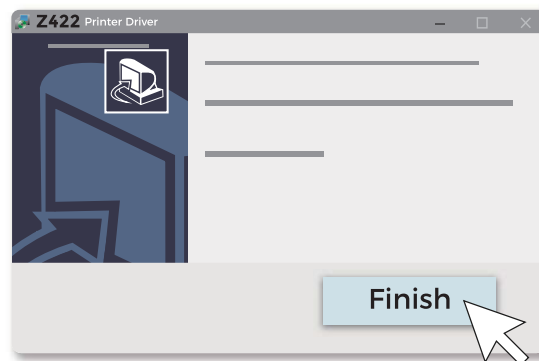
Driver for ChromeOS

6.1 Windows Connection

Double-click the downloaded file to install the driver.

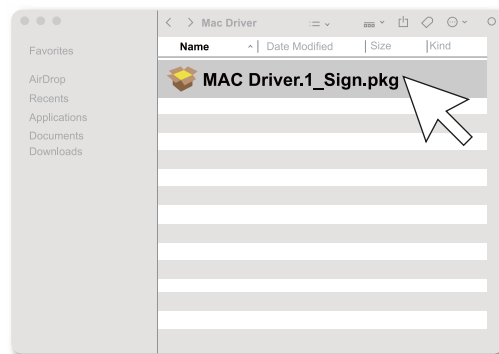


After installation, click "Finish" to exit.



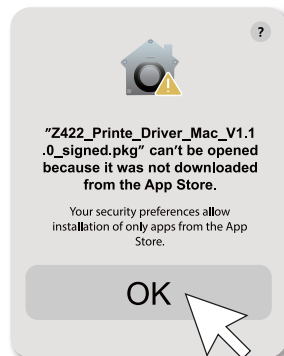
6.2 Mac Connection

Double-click the downloaded file to install the driver.

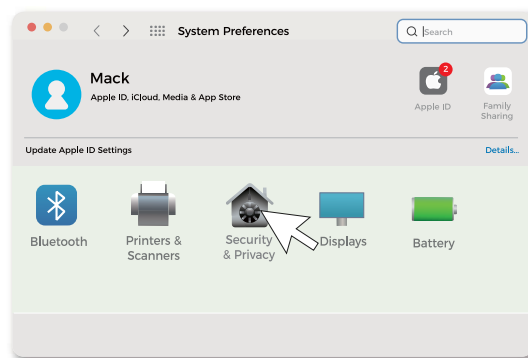


Note:

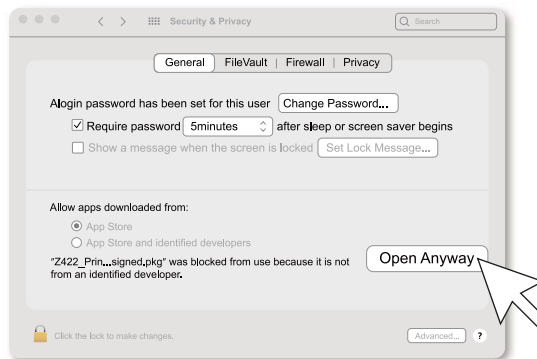
If you encounter this issue during installation



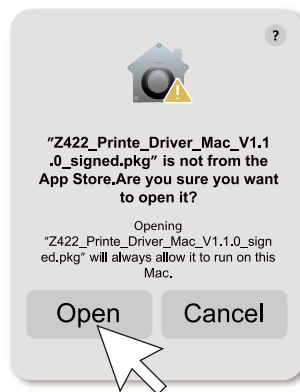
Open System Preferences and click "Security & Privacy".



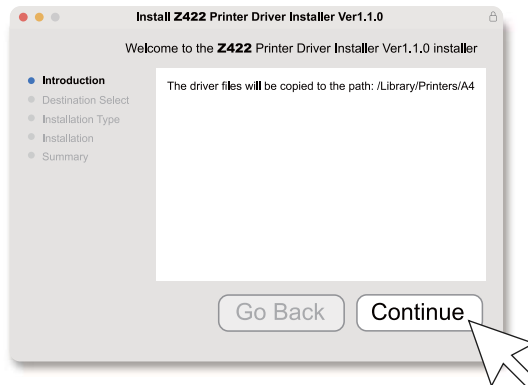
Click "Open Anyway".



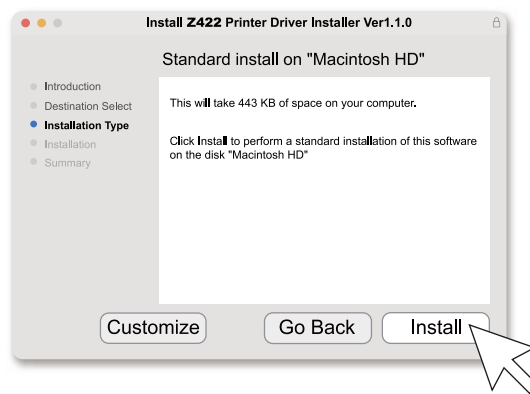
Click "Open" to confirm.



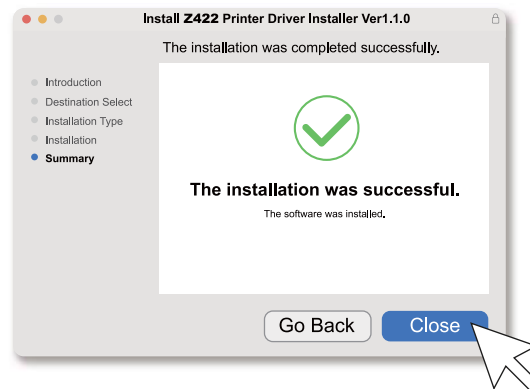
Click "Continue".



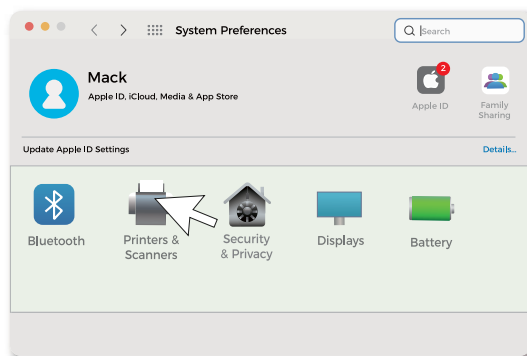
Click "Install".



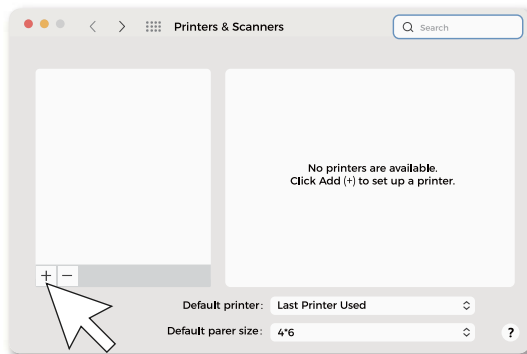
After installation, click "Close" to exit.



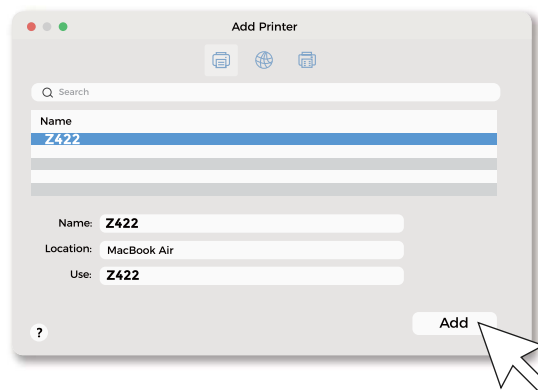
Open System Preferences and click
“Printers & Scanners”.



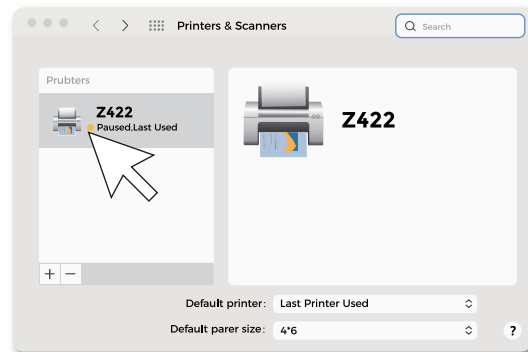
Click “+” to add a printer.



Select Z422 and click “Add.”



Follow the instructions on screen to complete setup.



07 Troubleshooting

Problem	Possible Cause	Solution
Print quality is blurry	Printhead is dirty	Clean the printhead with an alcohol wipe
White lines appear	Printhead worn or damaged	Replace printhead.
Blank labels printed	Label loaded upside down or non-thermal paper used	Reload labels with the printable side facing up; ensure thermal labels are used.
Printer does not print	Driver or installation issue	Reinstall printer driver and select correct USB port, then restart PC.
Blank labels appear	Media not calibrated	Recalibrate: reload labels, power on, and hold Feed 5–6 sec until one label feeds.
Printer does not power on	No power or loose connection	Check power adapter and outlet connection.

08 LED Indicator Guide

Indicator	Status
 Green Light	Solid on: • Power on, ready to pair
 Blue Light	Solid on: • Bluetooth connected, ready to print
 Red Light	Flashing with 3 beeps: • Printer cover open • Printer overheating • Out of paper
No Light	Beep twice • Power Off

09 Button & Boot Functions

Power Button	Operation	Effect
	Press and hold for 2 seconds	Power on
	Press Once	Feed label
	Press Twice	Print test page

10 Safety Notices

1. Use only approved accessories to ensure proper operation.
2. Do not disassemble or attempt to repair the unit yourself.
3. Do not use the printer if you notice any signs of malfunction that could cause electric shock or fire.
4. Keep the printer away from water, fire, or other sources that may damage the internal components.
5. Do not touch the print head immediately after use, as it may be hot.
6. Keep the printer out of reach of children to prevent accidents.
7. Unplug the printer if it will not be used for an extended period.

11 Warning

1. This device may cause radio interference in a residential environment.
2. A power adapter is not included. If used, choose a CE-certified 5V/2A power adapter.
3. This is a professional product. Use only the original battery.
4. Using an incorrect battery may cause an explosion.

12 Charging Instructions

1. Use a mobile phone charger with 5V/2A input to charge the printer.
2. Perform the first charge after purchase before using the printer.
3. Charge at least once every three months to prevent battery loss or charging failure.

13 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.

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