

K329, K300, K310, K320, K388,
BP300, MP80, T3, U380
Mobile Printer



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Quick Installation Guide

Reminder: Fully charge the printer to get a fast printing experience.

Warranty

Warranty Scope and Period

1. The warranty is limited to product failures caused by poor materials or manufacturing processes.
2. The warranty period is calculated from the date of purchase by the customer (subject to the purchase invoice). If the customer cannot provide an invoice, it will be calculated from the date the product leaves the factory.
3. Warranty period:
 - a. Printer: one year.
 - b. The first three months of printing or the printed length of 30,000 meters, whichever comes first is the warranty period.

Warranty service principle

1. Free warranty is provided for products that meet the warranty period and warranty scope.
2. The warranty card must be presented for warranty.
3. For repair services outside the warranty period or scope, our company charges fees according to the standard.
4. If you disassemble or repair products that are certified by Not our company, the warranty will be invalidated.
5. The machine to be repaired must be packaged in its original package or in a package with considerable protection. Damage to the shipping packaging is not covered by the warranty.

Non-warranty clause

1. There is no warranty card, or the content of the warranty card has been altered.
2. The printer is damaged due to failure to maintain the printer in accordance with the manual.
3. The printer is damaged by water or foreign objects.
5. Using poor quality consumables causes damage to the print head.
6. Damage is caused by improper use environment or force majeure.
7. The printer is used for other purposes beyond the scope.
8. The damage is caused by repairs by Not our company technical engineers.

The final interpretation right of the preceding terms belongs to our company

Troubleshooting

Symptom	Possible Cause	Solution
No display on the OLED screen	The battery is not installed.	Install the battery.
	The battery level is low.	Charge the battery.
OLED screen errors	The "Close the cover" message is displayed.	Close the paper compartment cover properly.
	The "Add paper" message is displayed.	Replace the paper roll.
	The "Overheated" message is displayed.	When the thermal head cools down, the printer resumes printing automatically.
Printing failure	The paper is not installed properly.	Install the paper roll correctly.
	The motherboard is damaged.	Replace the motherboard.
	The thermal film is connected incorrectly.	Connect the thermal head cable correctly.
	The thermal film is damaged.	Replace the thermal film.
	The label size setting is incorrect.	Set an appropriate label size.
	The maximum print width is exceeded.	Use a roll of paper within the maximum width.
Partial printing failure	The thermal film is connected incorrectly.	Connect the thermal film cable correctly.
	One side of the paper compartment cover is not fastened.	Close the paper compartment cover properly.
	The thermal film is damaged.	Replace the thermal film.

Troubleshooting

Symptom	Possible Cause	Solution
Wrinkle	The pressure of the thermal film is uneven.	Set the appropriate label printing density.
	The label paper is not installed correctly.	Adjust the label width adjuster.
	The printing density is incorrect. The label paper is not fed correctly.	
Blurred printing	The label paper is not installed properly.	Reinstall the printing materials.
	Dust or adhesive accumulate on the thermal film.	Clean the thermal film with a cloth dipped in alcohol.
	The printing density is not set properly.	Clean the rubber rollers with a soft brush.
	The thermal film is damaged.	Set an appropriate printing speed and printing density.
	The battery voltage is low.	Print a self-check page to check whether the thermal film is damaged. If yes, return it to the factory and use a new one.
	One side of the paper compartment cover is not fastened.	Select the label paper that meets the specifications.
	The rubber roller is not installed properly.	Check that the thermal film holder is completely closed.
	The maximum printing thickness of 0.15 mm is exceeded.	

Troubleshooting

Symptom	Possible Cause	Solution
Paper skipping	The label size is set incorrectly or incompletely.	Re-adjust and print the specifications.
	The label sensor is covered by foreign matter, causing incorrect detection.	Reduces the gap value appropriately. Remove foreign objects between the sensors.
Broken needle	The print head is dirty.	Clean the print head.
	The rubber roller is dirty.	Clean the rubber roller.

Installing the Paper (Media)

Step 1. Press the right button to open the cover of the printer.			Step 2. As shown in the figure, install the paper roll. Adjust the paper jammer to the appropriate position, and press the jammer button. To adjust the position of the jammer, raise the jammer button.
Step 3. Pull out part of the paper roll, and close the printer cover. Make sure that the left and right sides of the cover are closed.			Step 4. Tear off the excess paper in the direction of the tearing blade.

- For details about printer operations, see the user manual in the software.
- The actual product shall prevail in terms of model specifications, accessories, parts, and program. The product is subject to change without notice.

Icon and Function Switching



Bluetooth function is supported.



The last two digits of the Bluetooth address code.



Printer instruction set; A stands for Auto. The printer instruction set will automatically switch based on the instruction type.



T stands for TSPL. The printer is using the TSPL instruction set.



C stands for CPCL. The printer is using the CPCL instruction set.



E stands for ESC/POs. The printer is using the ESC/POS command set.



The current paper type is label paper.



The current paper type is continuous paper.



Indicates that the current paper type is black mark paper.



Indicates the current power status of the printer.



Indicates that the printer is in the standby state



Indicates that the thermal film is Hot error.



Indicates that the printer is in hibernation mode.



Indicates that the top cover of the printer is not closed.



Indicates that the printer is printing.



Indicates that the printer has run out of paper.