BIXOLON

# User's Manual

# XQ-840II Series

## Thermal Label Printer

## Ver. 1.00




www.bixolon.com

# Copyright

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BIXOLON maintains ongoing efforts to enhance and upgrade the functions and quality of all our products.
In the following, product specifications and/or user manual content may be changed without prior notice.

# Caution

Electronics, such as printers, are prone to damage by static electricity. Therefore, to protect the printer from static electricity, be sure to turn off the printer before connecting or disconnecting the cable to the rear of the printer. If the printer is damaged by static electricity, contact your local dealer.

This equipment is not suitable for use in locations where children are likely to be present.
When the printer is operating with the media cover open, do not wear anything that can touch the drive, such as clothing, necklaces, rings, watches, or employee certificates close to it. Also, keep yourself away from the printer as it is dangerous for some parts of the body to come into contact with it. If an object or part of your body touches the drive, immediately disconnect the power cord or turn off the power switch on the back of the product.

# Precautions for Using the Tablet

The product may overheat due to adjacent factors under the following circumstances. Such overheating may shorten battery life, damage the product, or cause a fire, be careful.

- Do not keep the product at too high or too low a temperature.
- Do not leave the product exposed to direct sunlight for a long time.
- Do not leave the product for a long time in a hot environment, such as a vehicle parked on a hot summer day.
- Do not leave the product anywhere near overheating hazards, such as on underfloor heating or an electric blanket.
- Do not keep the product anywhere close to or inside heating appliances (such as stoves or microwaves), heating cookers, or pressurized containers.
- Do not use a malfunctioning AC/DC adapter.
- If a tablet, which has remained idle for a long time, fails to charge or its surface heats up, do not attempt to charge it. It may not operate any longer.
- Do not disassemble the product or perform any destructive work.
- When using functions or apps that require a lot of power, heat may be generated from temporarily increased battery consumption. Close the running app, and stop using the product for a while.

# Warning

Hazardous moving parts
Keep fingers and other body parts away
Pull the print head lever can be stop all moving parts.

IEC 60417-6057 (2011-05) for other moving parts.

# Mise en garde

Les appareils électroniques, tels que les imprimantes, risquent d'être endommagés par l'électricité statique. Par conséquent, pour protéger l'imprimante de l'électricité statique, veillez à l'éteindre avant de connecter ou de déconnecter le câble situé à l'arrière de celle-ci. Si l'imprimante est endommagée par l'électricité statique, contactez votre revendeur local

Cet appareil n'est pas adapté d'utilser dans des endroits où des enfants sont probablement d'être présents.

Lorsque l'imprimante fonctionne avec le capot ouvert, ne portez rien qui puisse entrer en contact avec le mécanisme, tel que des vêtements, des colliers, des bagues, des montres ou des certificats d'employé à proximité. Éloignez-vous également de l'imprimante car il est dangereux que certaines parties du corps entrent en contact avec celle-ci. Si un objet ou une partie de votre corps entre en contact avec le mécanisme, débranchez immédiatement le câble d'alimentation ou éteignez l'interrupteur situé à l'arrière du produit.

# Attention

Pièces mobiles dangereuses
Veillez à ce que vos doigts ou toute partie du corps n'entre(nt) pas en contact avec ces pièces. Tirez le levier de la tête d'impression pour arrêter toutes les pièces en movement.

IEC 60417-6057 (2011-05) pour les autres pièces mobiles.

# Compliance information

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.

This equipment has been tested and found to comply with the limits for a Class A digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Caution: Exposure to Radio Frequency Radiation.
To comply with FCC RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all persons.

Caution: Any Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

Class A Digital Device : Wired Device
This Apparatus complies with class “A” limits for radio interference as specified in the Canadian department of communications radio interference regulations.

This Class A digital apparatus complies with Canadian ICES-003.

Appareil numérique de classe A: appareil filaire
Get appareil est conforme aux normes class “A” d’interference radio tel que specifier par ministre canadien des communications dans les reglements d’interference radio.

Cet appareil numérique de la classe A est conform à la norme NMB-003 du Canada.

# Waste Electrical and Electric Equipment (WEEE)



This marking shown on the product or its literature, indicates that is should not be disposed with other household wastes at the end of its working life, To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling. Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

# WARNING & CAUTION

It describes death, physical injuries, serious financial losses, and damage to data etc. that can be caused to the user.

Do not connect multiple products to one single power outlet. Do not connect the product to a loose power outlet.
Use only power outlets that meet the standard. Connect the power cord only to a grounded power outlet. **Noncompliance may cause electric shock or fire.**



Use only authentic products from BIXOLON. **The company will not provide post-sale support for damage or other quality issues that any fake (refurbished) products may incur.**




Do not bend or strain the power cord excessively. Push the power cord all the way into the power outlet lest it remain loose. Make sure to hold the cord tight when separating it from the power outlet. Do not remove the power cord while the product is in use. **Noncompliance may cause electric shock or fire.**

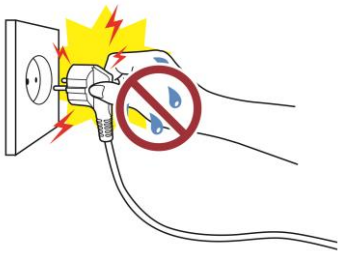


Keep small accessories or other packaging materials away from young children. Beware: children may swallow them. **Mishandling the product may incur injuries. If a child has swallowed any such thing, see a doctor at once.**

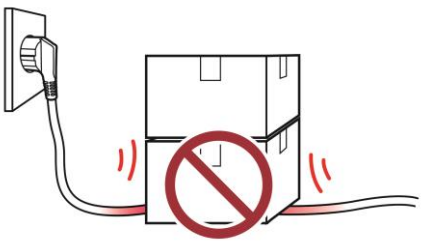




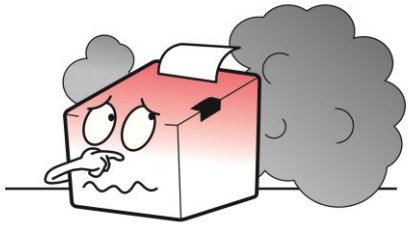
Do not touch the power cord with wet hands when pulling it from a power outlet. If the power plug or outlet is smeared with extraneous matter, wipe it with a dry cloth. **Noncompliance may cause electric shock or fire.**



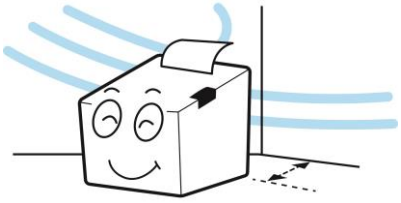
Do not allow the product to be damaged by heavy objects. **Noncompliance may cause electric shock or fire.**



If the product emits a strange sound, burning smell, or smoke, turn off the power immediately and unplug the power cord. If the product is dropped or its exterior is damaged, turn off the power immediately and unplug the power cord. Do not subject the product to shock. **It may start a fire. It may damage the product.**



Install the product in a well-ventilated place by keeping it a certain distance from the wall. The product installed in certain places such as where a lot of fine dust is generated, where the temperature is too high or too low, where there is a lot of moisture or water, and at airports or stations that are used continuously for a long time may suffer serious quality problems due to the influence of the surrounding environment. **An increase in internal temperature may start a fire. Be sure to contact the place of purchase before installing the product.**



Install the product in a fixed place preventing it from tipping over. When moving the product, turn off the power and disconnect all cables connected to the product, including the power cord. **It may damage the product.**



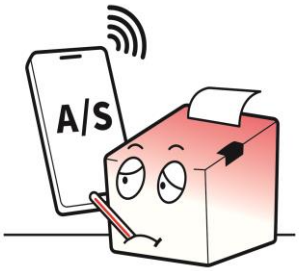
Never disassemble, repair, or modify the product at your own discretion. **When repair is necessary, contact the place of purchase.**



Do not let any foreign substances enter the product. Do not place heavy objects, liquids, or metals on the product. **It may start a fire. It may damage the product.**



**If there is a problem with the product, please contact the place of purchase. In addition, Bixolon website (http://www.bixolon.com) provides product repair.**



# Manual Introduction

This manual provides basic information on printers and provides ways to install, use, and check them. In order to protect the safety of users and prevent property damage, be fully familiar with this manual before using the product. Please use it.

※ More technical information is described in the following manuals for each discipline.

**1. Program Manual**

This manual provides information on label printer commands.

**2. Label Artist Mobile Manual**

This manual provides information on printing custom Label and Template.

**3. Food Safety Label App Manual**

This manual provides information on printing MRD(Made Ready Discard) Label.

**4. Bixolon Utility Manual**

This manual provides information on the usage of application for function selection of this product, operating condition modification, etc.

# Manual Symbol Introduction

| | | |
|---|---|---|
|  | **Precaution & Warning** | It describes death, physical injuries, serious financial losses, and damage to data etc. that can be caused to the user. |
|  | **Note** | It provides additional information on the function and performance of the product. |

# Printer Introduction

The XQ-840II series is an all-in-one product that combines tablets and printers. Not only can it be used alone, it can also be printed and controlled by connecting HOST equipment such as computers.

# The main features of the printer are as follows

1. XQ-840II: Maximum 152mm/s(Max 6ips) printing speed
   XQ-843II: Maximum 127mm/s(Max 5ips) printing speed
2. 4inch THERMAL LABEL PRINTER
3. 194 x 273 x 214 (W x D x H)
4. Interfaces
   - Tablet: USB Type-A x2, LAN, Bluetooth, Wi-Fi
   - Printer: USB Type-B
5. Easy media loading
6. Can print a range of barcodes
7. Option: Peeler, Auto Cutter, Wall mount
8. Tablet model (Android OS, 8inch, 800 x 1280)

# Product Symbol Introduction

| | |
|---|---|
|  | AC (Alternation Current) |
|  | DC (Direct Current) |
|  | USB |
|  | LAN (Ethernet) |

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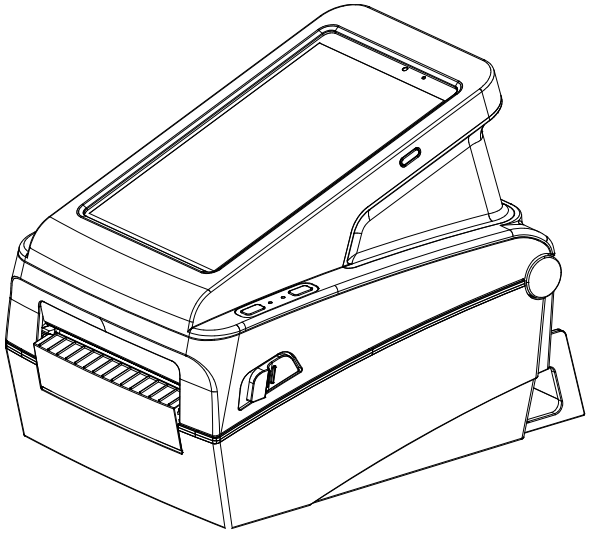
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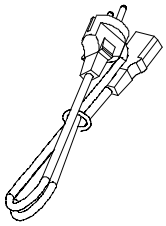
# 1. Content Confirmation

- If there is any part missing, please contact the place of purchase.
- The actual part may look different from the image.

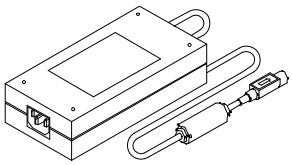
**Product**



**Basic Components**



Power Cord



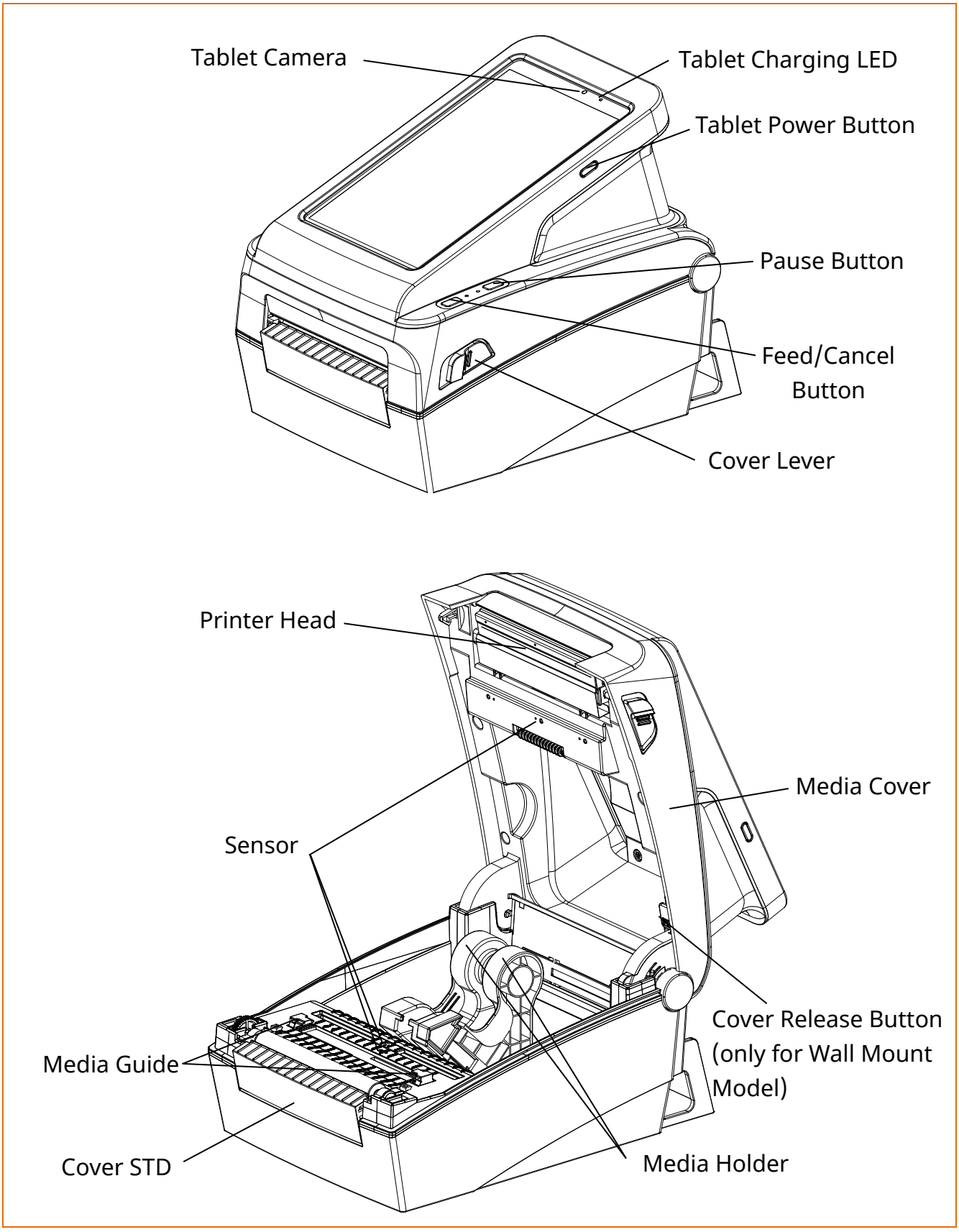
AC/DC Adapter

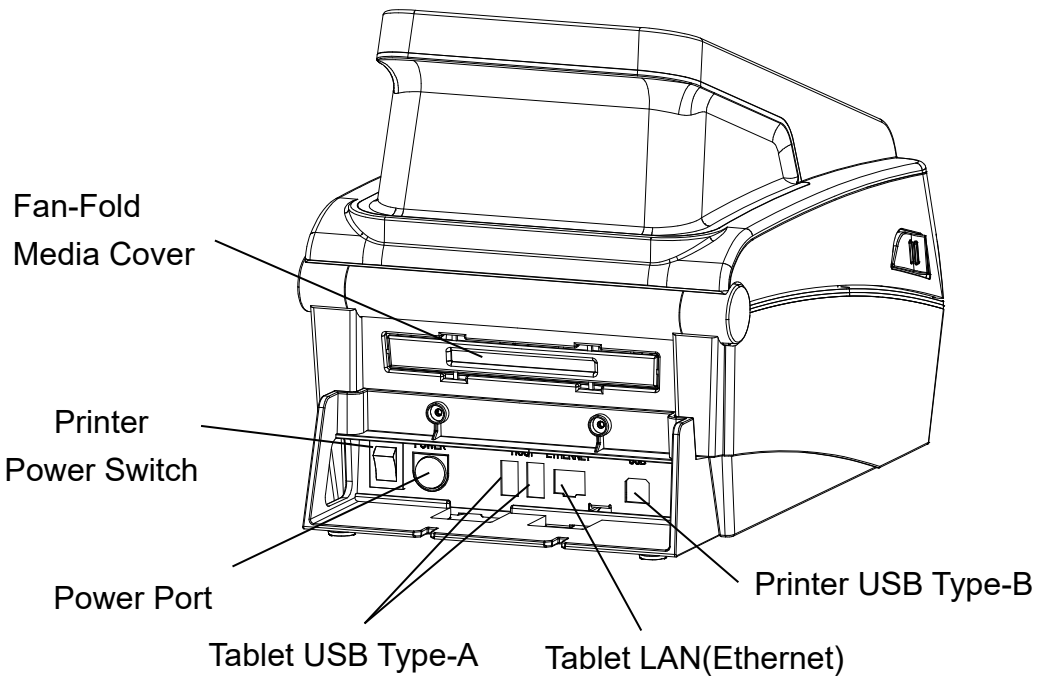


Quick Manual

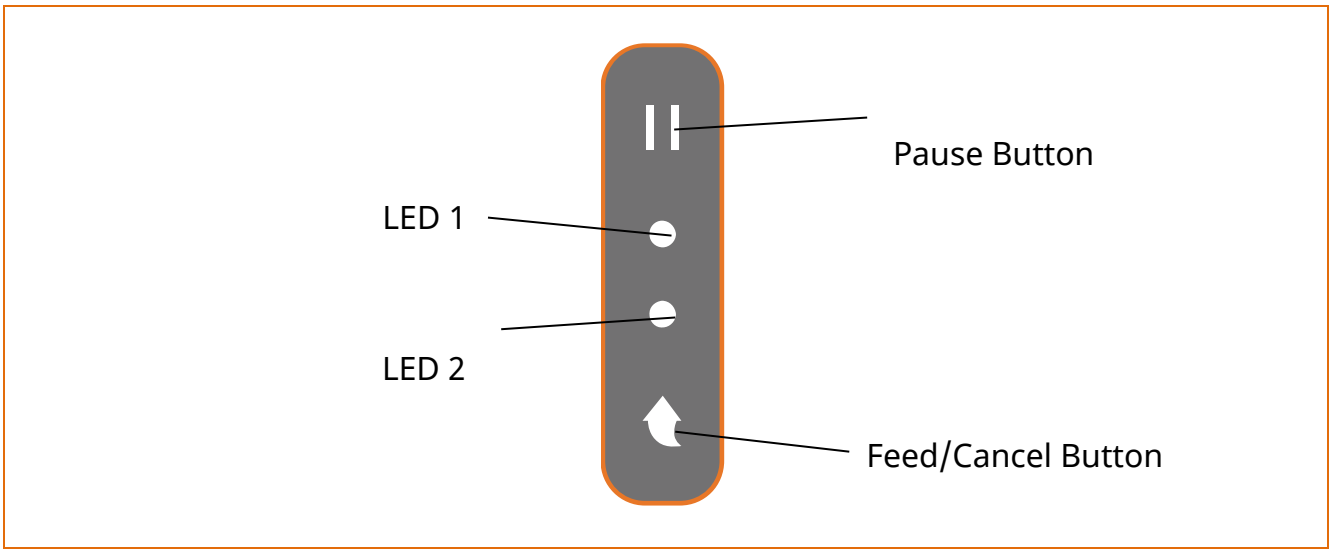
# 2. Product Part Names

## 2-1 Printer Part Names




Fan-Fold
Media Cover
Printer
Power Switch
Power Port
Tablet USB Type-A
Tablet LAN(Ethernet)
Printer USB Type-B

## 2-2 Button & LED




### 2-2-1 Button Operations

| Printer state before operation | Button | | Operation procedure | Printer operation mode |
|---|---|---|---|---|
| | Feed/ Cancel | Pause | | |
| Power OFF | Press | - | Apply power while pressing the button (Hold the button until the printer starts self-test printing) | Self-test Printing Mode. |
| Print Standby | Press | - | Press the button softly and release it immediately | Feed Mode |
| Print Standby | - | Press | Press the button for two seconds and continue to hold | Stand-alone Configuration Mode |
| During Printing | - | Press | Press the button softly and release it immediately | Print Pause Mode |
| During Printing | Press | - | Press the button for two seconds and continue to hold | Print Cancel Mode |
| Print Pause Mode | Press | - | Press the button softly and release it immediately | Print Cancel Mode |

2-2-2 LED Indicator For Various Printer Statuses

| LED 1 | | LED 2 | | Printer Operation Status | |
|---|---|---|---|---|---|
| Color | Status | Color | Color | | |
| Green | On | Green | On | Print Ready Mode | Ready Mode |
| Green | On | Red | Blink | Print Cancel Mode | Wait For Button Input |
| Green | Blink | Red | On | Print Is Paused Temporarily | Wait For Button Input |
| Green | Blink | Green | Blink | Print Standby Mode | Wait For Button Input |
| Orange | On | Orange | On | Mode Switching | Mode Switching Notification |
| Red | On | Orange | On | Error Mode | Media Jam (gap/black mark is not recognized) |
| Red | On | Green | Blink | Error Mode | Printer Head Overheating |
| Red | On | Orange | Blink | Error Mode | No Media |
| Red | On | Red | Blink | Error Mode | Media Cover Open |
| Red | On | - | Off | Error Mode | Media Calibration Failure |
| Red | Blink | Red | Blink | Error Mode | Auto-Cutter Error |

# 3. Installation & Usage

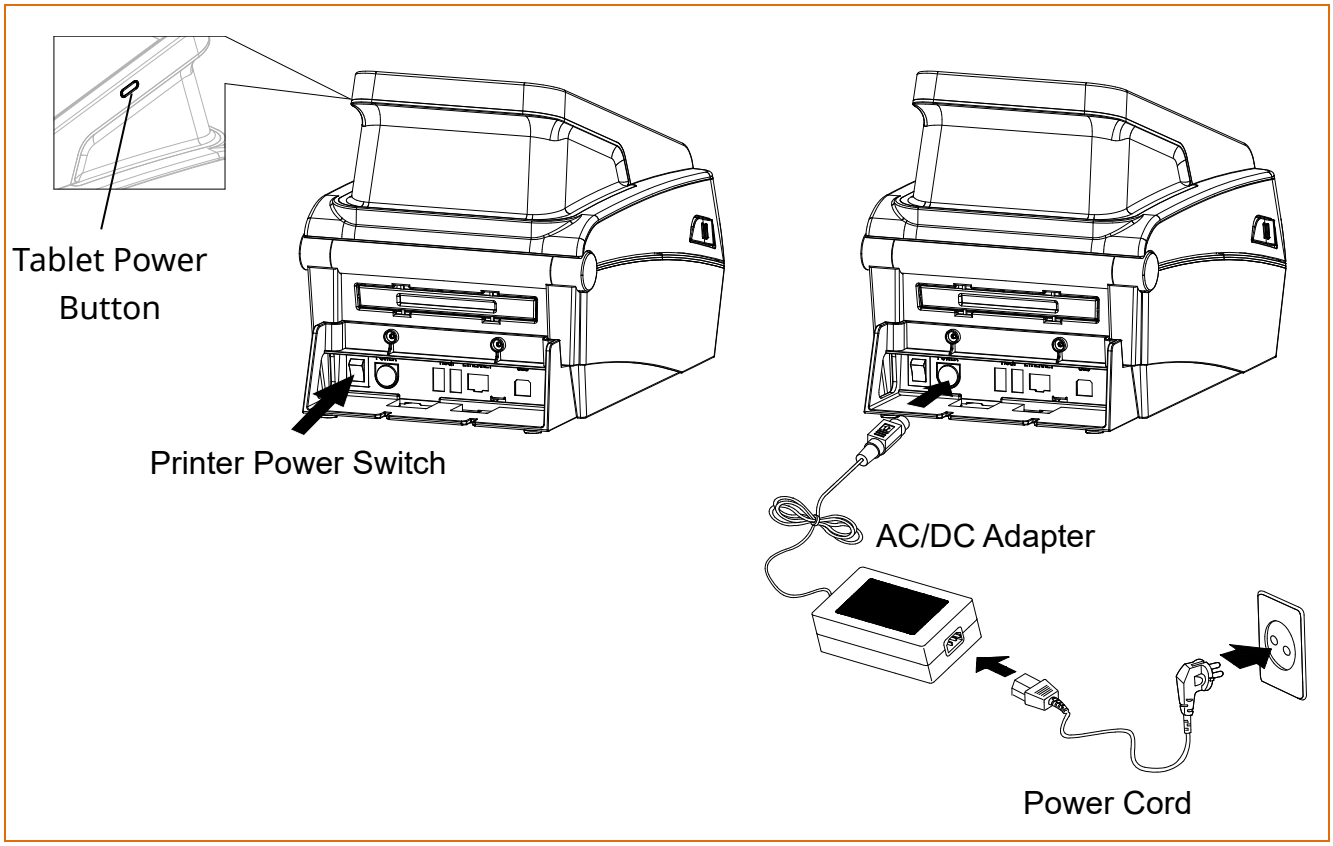
## 3-1 Printer Installation Placings

• Install the printer in a location that meets the following conditions.

- Allow sufficient space around the printer for proper ventilation.
- Do not place objects close to the back or bottom of the printer, which may hinder the air circulation.
- Install the printer on a flat and level surface.
- Avoid humid environment.
- Install in a place that does not exceed the protocol standard of the wireless communication or the specified maximum distance.
- For stable wireless communication, install in a place where there is no physical obstacle (wall, object, etc.).

## 3-2 Power Connection

• Connect power to the printer as shown below.




1) Turn off the printer power switch.

2) Check to see that the AC/DC adapter voltage matches that of the power source.

3) Connect the AC/DC adapter jack to the printer power cord.

4) Connect the power cord to the AC/DC adapter.

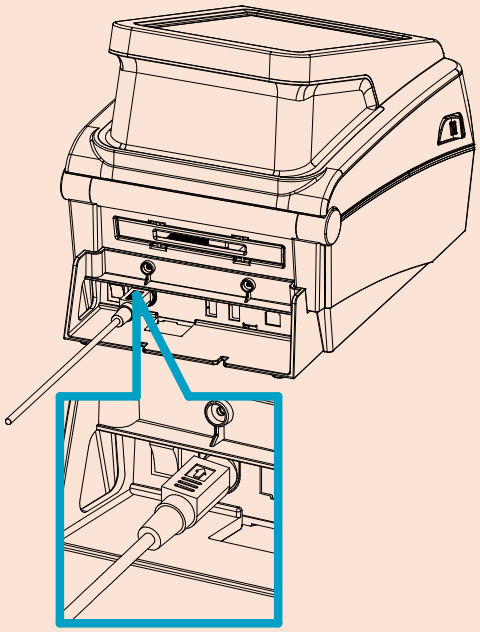
5) Connect the power cord to a power source/outlet.

6) Turn on the printer power switch.

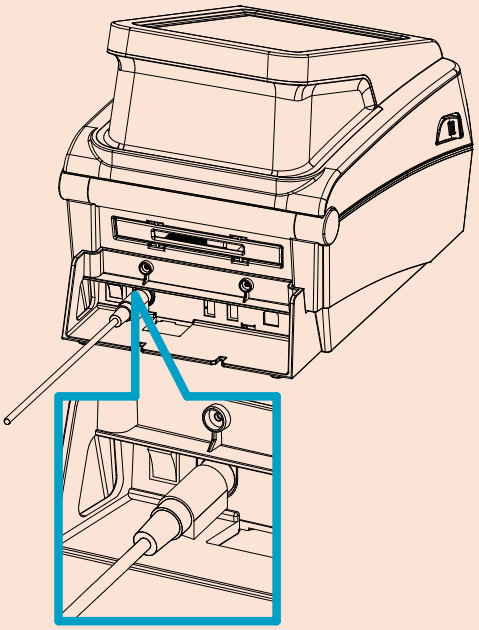
7) Press the tablet power button for two seconds to turn the tablet device on.

By using the power button on your tablet device, you can turn the device on or off independently.

- Only use a power supply provided by BIXOLON.
  BIXOLON shall bear no responsibility for damage caused by using a third-party power supply.
- Check the power supply's label to check its electronic specs.
- For the safety of people and equipment, please use the appropriate power cord for your country or region.
- When removing the power supply, make sure you have a firm grasp of the plug terminal of the power cable and the printer and pull horizontally.
- Be sure to turn off the printer before connecting the power cord to the printer connector. This can cause serious electrical damage and bodily injury.
- Do not operate the printer and power supply in a humid environment. This can cause serious electrical damage and bodily injury.
- Do not connect an input voltage beyond the specifications of the power supply. This may result in product damage and fire.
- Pay attention to the direction in which you insert the power cable.



O



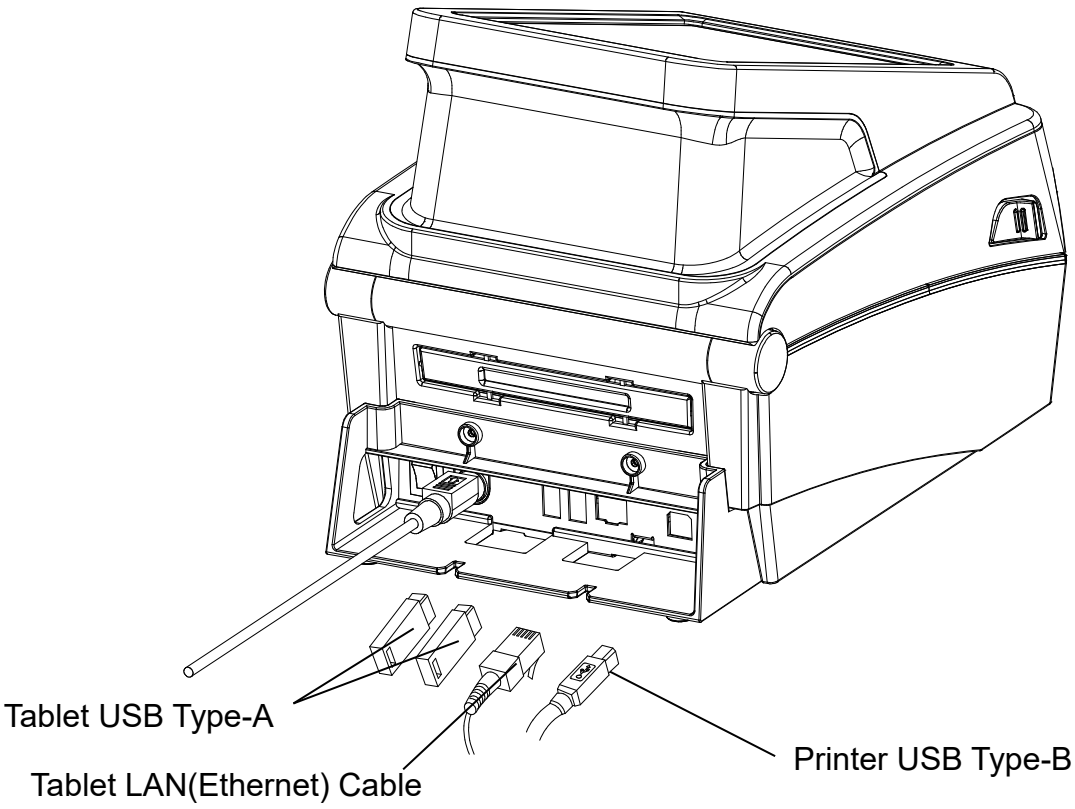
X

## 3-3 Interface

• The product supports the following interfaces.

- Bluetooth, Wi-Fi (Tablet)
- LAN (Tablet, Only DHCP connection supported)
- USB Type-A (USB HOST for tablet)
- USB Type-B (Printer)

**The LAN port of this device connects to the tablet.**
**Only DHCP is supported for IP assignment; static IP configuration is not available.**




1) Turn off the printer.

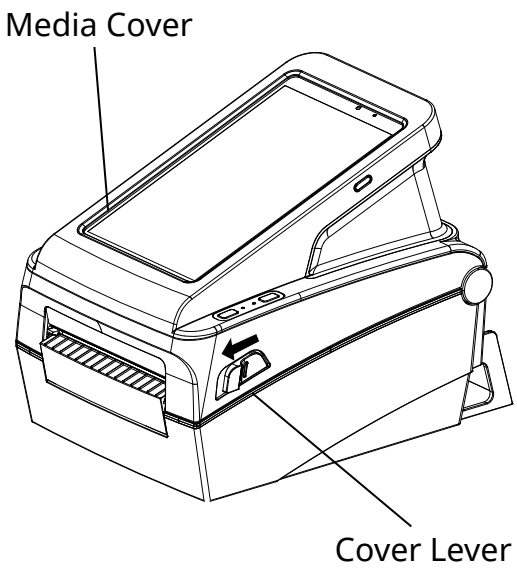
2) Connect the USB HOST, Ethernet cable and USB cable to port to be used.

3) Turn on the printer and tablet.

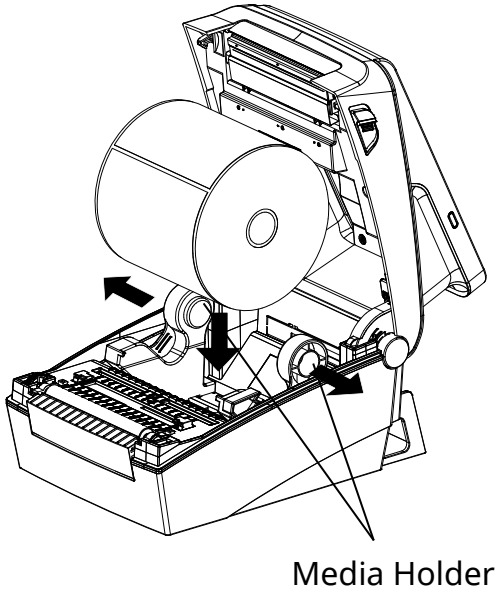
**Be aware that the product's electronic components may be damaged due to discharging of electrostatic energy that accumulates on the surface of the body or other objects.**

## 3-4 Media Installation

1) Pull the cover levers on both sides of the media cover and open the media cover.

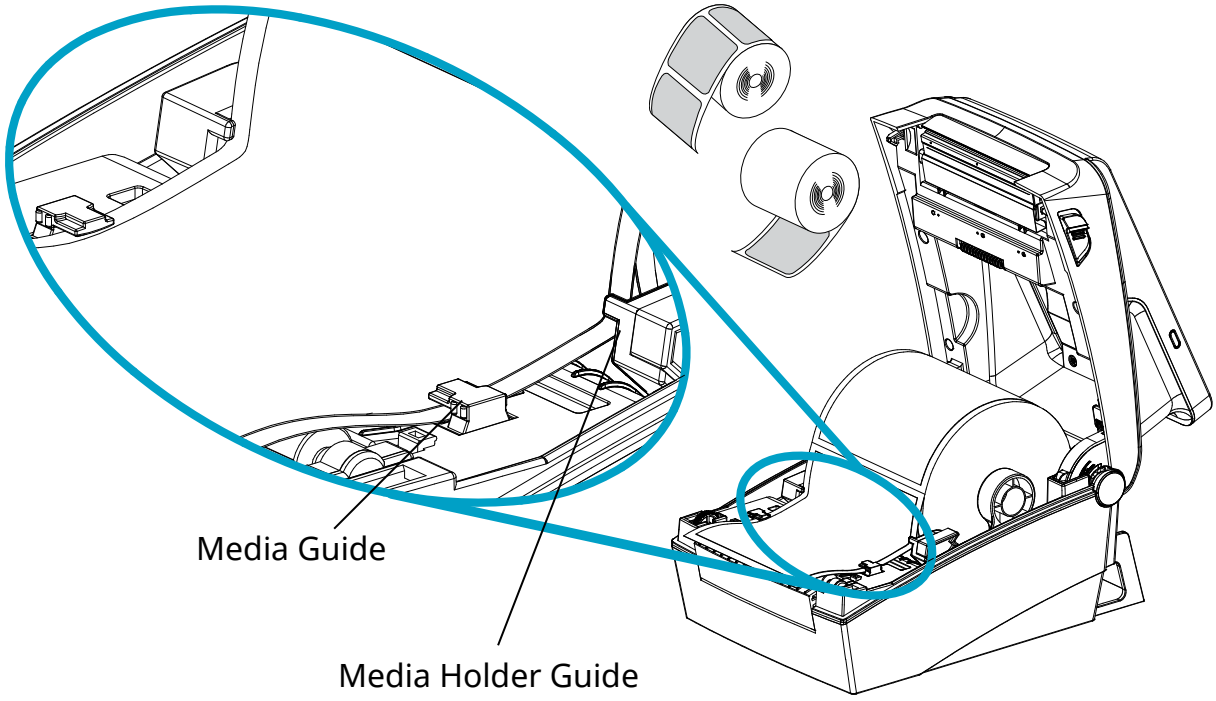



2) Spread the media holder and insert media as shown.

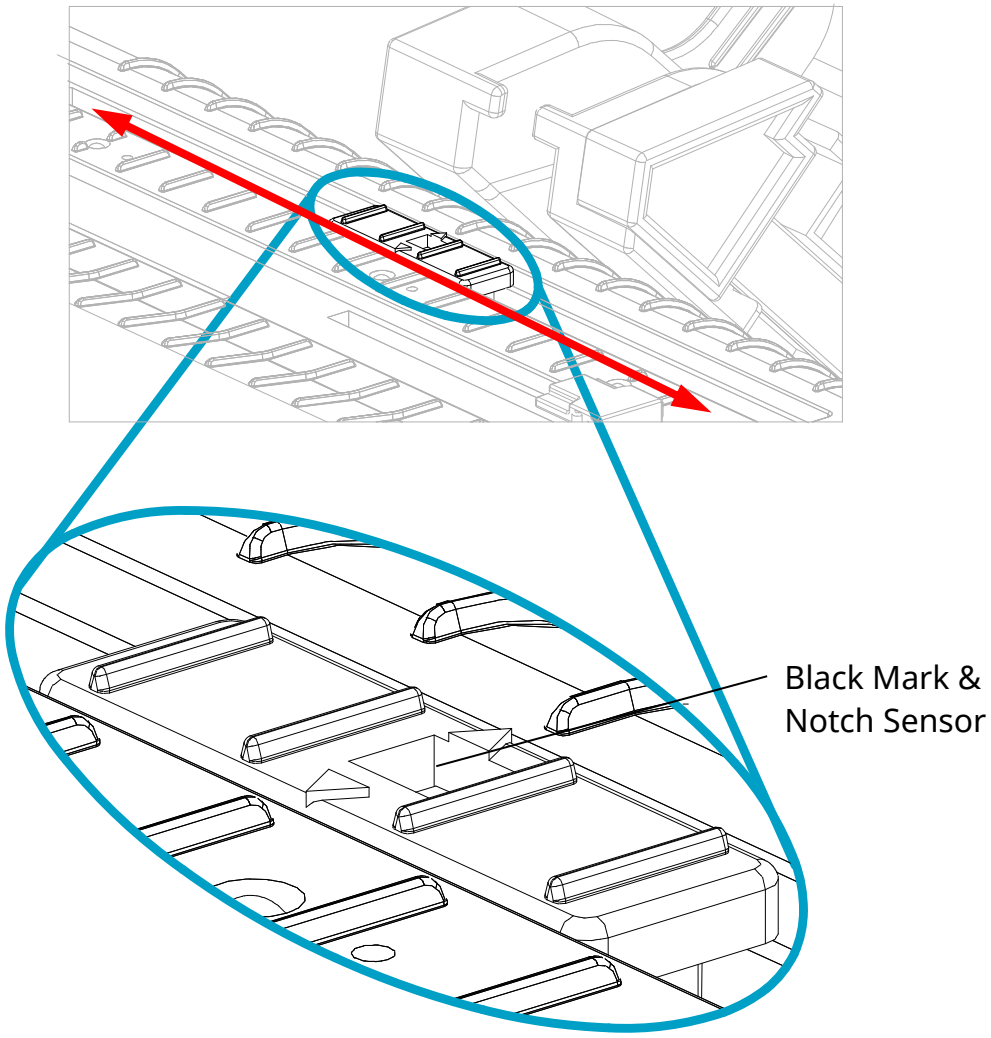



3) Feed the media between the Media Guide and Media Holder Guide on both side.

* Whether the media is rolled outside or inside, the printed side must face up.



4) After Installation the media, lift the media and manually set the sensor (Black-Mark & Notch Sensor) to the correct position




- When opening or closing the cover, be careful not to pinch Your fingers.
- Do not open the print head levers while the printer is printing. The printer may be damaged.
- Change the media when the printer is not receiving data, or data May be lost.
- While the printer is operating, the print head gets very hot, so turn off the power and let it cool down completely. The hot print head can cause serious burns.

# 4. Self-test

The self-test checks whether the printer has any problems.
(Remove the printed label from peeler before using the self-test if using the printer's label peeler option.)

The self-test checks the following;

1) Make sure that the media roll has been installed properly.

2) Turn on the power while holding down the Feed/Cancel button().
The self-test begins. (It takes about 10 seconds before starting self-test)

3) The self-test prints the current printer configuration information.

4) After the self-test results are printed out, a printer enters into print ready mode.



**If the printer does not function properly, contact an authorized dealer.**

# 5. Detailed Features

## 5-1 Stand-alone Configuration Mode

• Various modes can be executed using buttons and LED only.

### 5-1-1 Start Stand-alone Configuration Mode and execute each function

1) The Pause button( ) is pressed for two seconds while in print ready mode.
2) Both LEDs will change to orange color, then release the Pause button( ).
   The printer will be set to stand-alone configuration mode.
3) When the printer enters into this mode, the status of LED 1 and LED 2 are changed sequentially.
4) When the Feed/Cancel button( ) is pressed at specific LED color combination, the corresponding printer operation will be selected.

### 5-1-2 Function List Of Stand-alone Configuration Mode

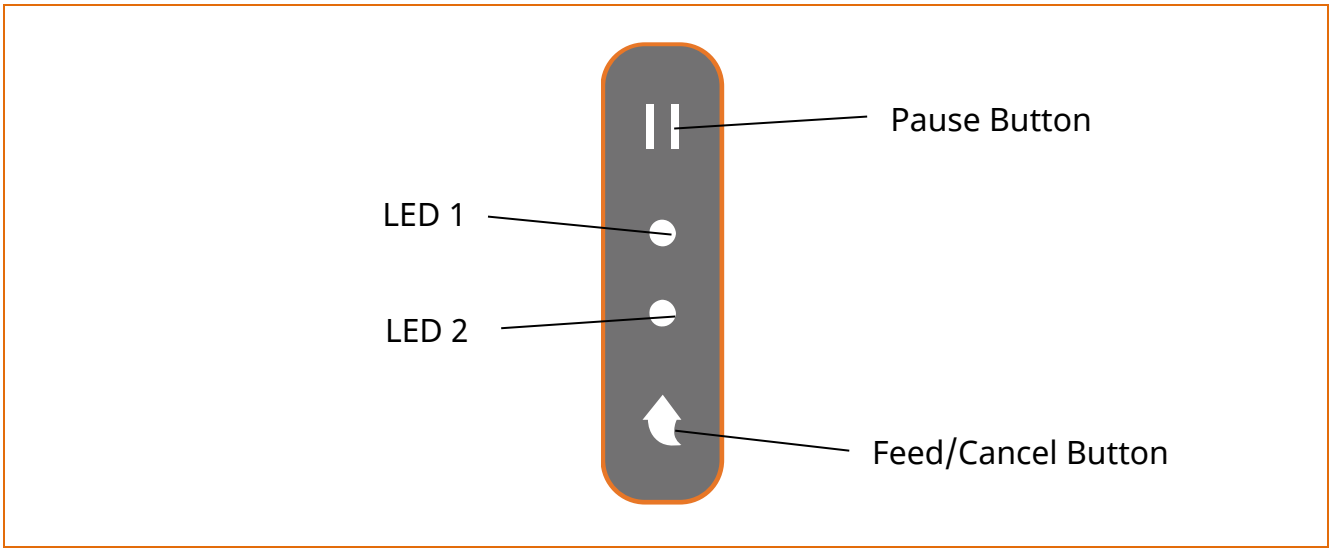
| Sequence Number | LED 1 | | LED 2 | | Printer Operation |
|---|---|---|---|---|---|
| | Color | Status | Color | Status | |
| 1 | Green | On | Green | Blink4 times | Self Test |
| 2 | | | Orange | Blink4 times | Print File List |
| 3 | | | Red | Blink4 times | Factory Reset |
| 4 | Orange | On | Green | Blink4 times | Gap Calibration |
| 5 | | | Orange | Blink4 times | Black Mark Calibration |
| 6 | | | Red | Blink4 times | Data Dump Mode |
| 7 | Red | On | Green | Blink4 times | Demo Mode |
| 8 | | | Orange | Blink4 times | Reserved |
| 9 | | | Red | Blink4 times | Download Items Delete |

* This information can be printed out by printer self-test.

**Contact the customer center if the printer does not enter stand-alone configuration mode.**

## 5-2 Pause/Cancel

• During multiple-page print jobs, the Pause( ) and Feed/Cancel button( ) can be used to temporarily cease printing and cancel the print job altogether, respectively.




### 5-2-1 Pause/Resume Function

1) When printing, pressing the Pause button( ).

2) The printer will pause after finishing the current media printing and the status of LED will be as follows.
- LED 1: Green Blink
- LED 2: Red On

3) While the print job is paused, press the Pause button( ) again to resume printing.

5-2-2 Print Cancellation

1) During printing and/or pause mode, pressing the Feed/Cancel( ) button enters the print cancellation mode.

2) The following processes occur in the print cancellation mode.
- All media printing cancelled
- All data received in the printer communications buffer deleted.
- All received data deleted.

3) The LED status in the print cancellation mode can be as follows.
- LED 1: Green On
- LED 2: Red Blink

4) While in the print cancellation mode, press the Feed/Cancel( ) again to return to print ready mode.

**Contact the customer center if the printer does not execute pause/resume function.**

## 5-3 Media Calibration

• This printer has been designed to recognize the gaps with most print media, but sometimes it may not recognize the gap and keep feeding media if a special type of media is used. In this case, run Auto Calibration function so that the printer can recognize the gap. BIXOLON printer provides various media calibration methods in order to accommodate various special media types.

### 5-3-1 About Media Calibration

• This function is for adjusting the sensitivity of the media detection sensor for accurate printing position control and measuring actual length of media.
• Sensor sensitivity adjustment
 - The purpose is to detect the identifier (gap/black mark/notch) of installed media.
• Media length measurement
 - Accurate length is required to rotate the printing orientation.
 - The purpose is to detect the change of media type.

### 5-3-2 When Is Media Calibration Required?

• When the printer is installed first time
• When the newly installed media is a different media type
• When printer position is not accurate or printer does not stop in the right position

5-3-3 How To Perform Media Calibration

• The following three methods of media calibration can be used depending on the conditions.
  - Smart Media Detection
  - Gap Sensor Auto Calibration Mode
  - Black Mark Sensor Auto Calibration Mode
• Why are several calibration methods provided?
  - Multiple media should be scanned for media calibration and more accurate sensitivity calibration can be performed when more media are scanned.
  - The number of media to scan for sensor sensitivity adjustment depends on various conditions such as media material, color, surface status, thickness, gap length, pre-printed pattern, etc.
  - Three different media calibration modes are provided for compromise between prevention of excessive use of media and accuracy of sensor sensitivity adjustment.
  - Smart media detection mode that allows for adjustment of sensitivity with minimum amount of scanning should be good enough for most cases with general media.

## 5-4 Smart Media Detection

• Media with gap and black mark can be identified without separate settings.
• 3~5 pages of media will be used depending on the type of media.
• Smart Media Detection function is executed in the followings cases
  - When the printer is installed first time, it is executed through Feed/Cancel button( ) or print command.
  - When change media length is detected during feeding or printing.
  - When the media type entered by command is different from the configured media type.
  - After factory reset.

**If smart media detection fails, please proceed gap or B/M sensor auto-calibration accordingly**

## 5-5 Gap Sensor Auto Calibration Mode

• Gap sensor auto calibration mode is used when the printer does not detect a gap on the media correctly.

Generally a printer is set to detect most types of gap but sometimes it fails to detect and keep feeding the media without a stop when special media used. In such case, use gap sensor auto calibration mode function for a proper detection.

1) Make sure that media roll has been installed properly.

2) Use stand-alone configuration mode, sequence number 4 (refer to 5-1 Stand-alone Configuration Mode)
  - Sequence number 4: Gap sensor auto calibration mode

**Contact the customer center if the printer does not execute gap sensor auto calibration mode function.**

## 5-6 B/M Sensor Auto Calibration Mode

• Black mark sensor auto calibration mode is used when the printer does not detect a black mark on the media correctly.

Generally a printer is set to detect most types of black mark but sometimes it fails to detect and keep feeding the media without a stop when special media used.
In such case, use black mark sensor auto calibration mode function for a proper detection.

1) Make sure that media roll has been installed properly.

2) Use stand-alone configuration mode, sequence number 5 (refer to 5-1 Stand-alone Configuration Mode)
- Sequence number 5: Black mark sensor auto calibration mode

**Contact the customer center if the printer does not execute black mark sensor auto calibration mode function.**

## 5-7 Data Dump Mode

• This function can be used to diagnose the communication issues when the printer does not work correctly.

In this mode, the received data are not analyzed and printed, instead they are dumped in hex format without processing.
Turn the printer off and on to recover to the print ready mode.

• Use stand-alone configuration mode, sequence number 6 (refer to 5-1 Stand-alone Configuration Mode)
- Sequence number 6: Data Dump Mode

**Contact the customer center if the printer does not enter data dump mode function.**

## 5-8 Factory Reset

• This function is used to factory reset the printer settings.

1) Make sure that media roll has been installed properly.

2) Use stand-alone configuration mode, sequence number 3
(refer to 5-1 Stand-alone Configuration Mode) to reset the printer to Factory default and execute Smart Media Detection.
* The printer will be rebooted automatically.

**Contact the customer center if the printer does not enter factory reset function.**

## 5-9 Print Standby Mode

### 5-9-1 About Print Standby Mode

• The printed area may become out of range of media if the media is not in the accurate printing position when the cover is opened and closed.
• The printer is put into print standby mode instead of print ready mode when the cover is closed in order to prevent this problem, and it waits for user input.
• The LED status in the print standby mode can be as follows.
  - LED 1: Green Blink
  - LED 2: Green Blink
• The data received during print standby mode is not printed until the printer recovers to print ready mode.

### 5-9-2 How to switch the printer from Print Standby Mode to Print Ready Mode

• Press the Pause button() to switch to print ready mode without feeding any media.
• Press the Feed/Cancel button() to feed one page to align the media position and switch to the print ready mode.



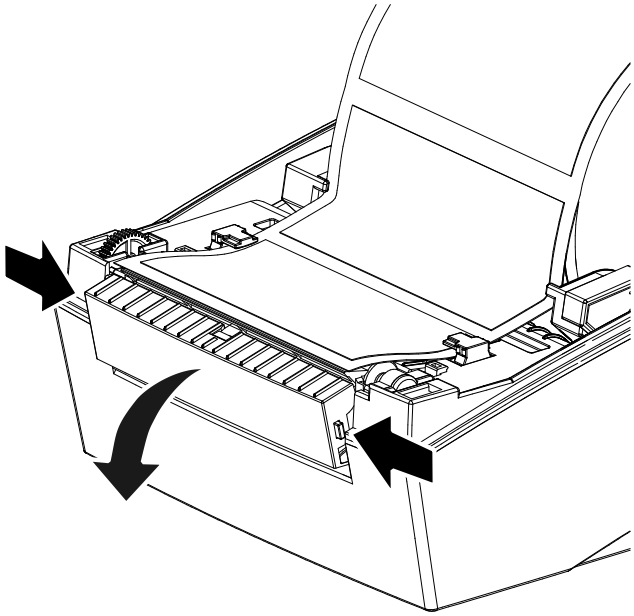
**Contact the customer center if the printer does not execute print standby mode function.**

## 5-10 Media Installation Method of Peeler(Option) Model

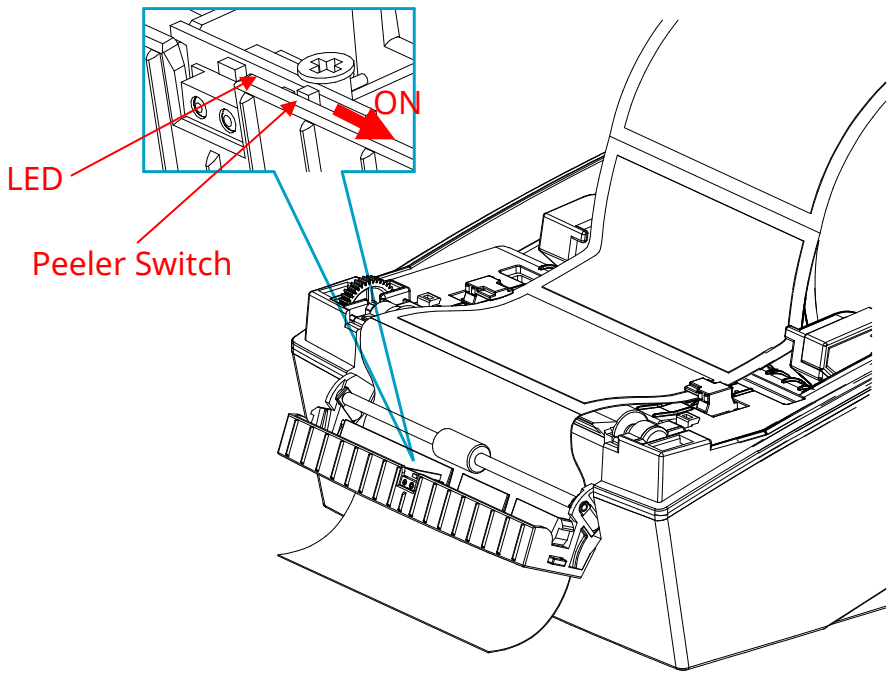
• Use a peeler to automatically separate the printed media from the liner.
For peeler model, install media in the following ways:

1) Open the media cover.

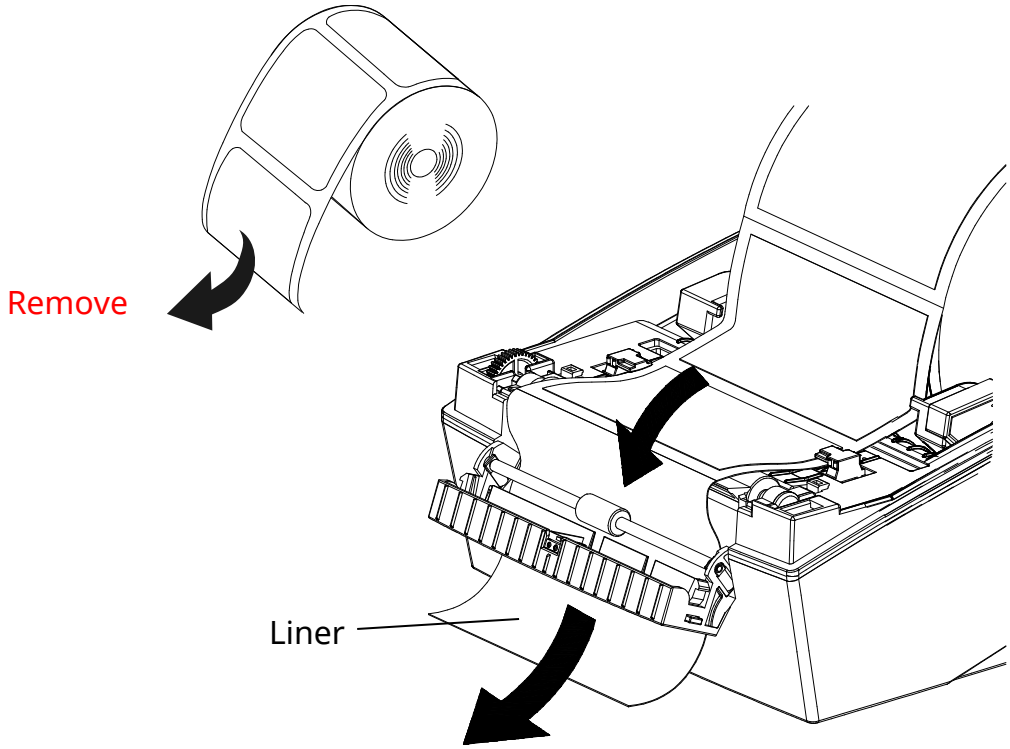
2) Open the peeler cover.



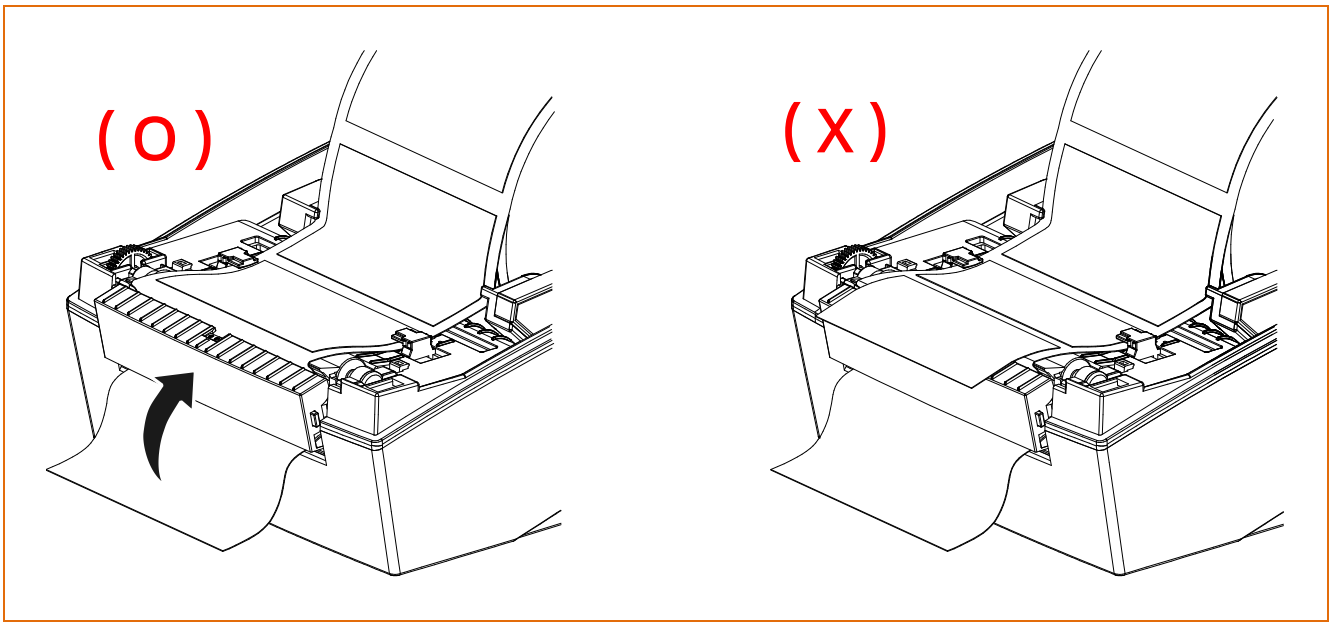
3) Set the peeler switch ‘ON’ position and check to LED has turned on.




4) Remove the one label and insert the liner through the slot.



5) Close the peeler cover until a click sound is heard.



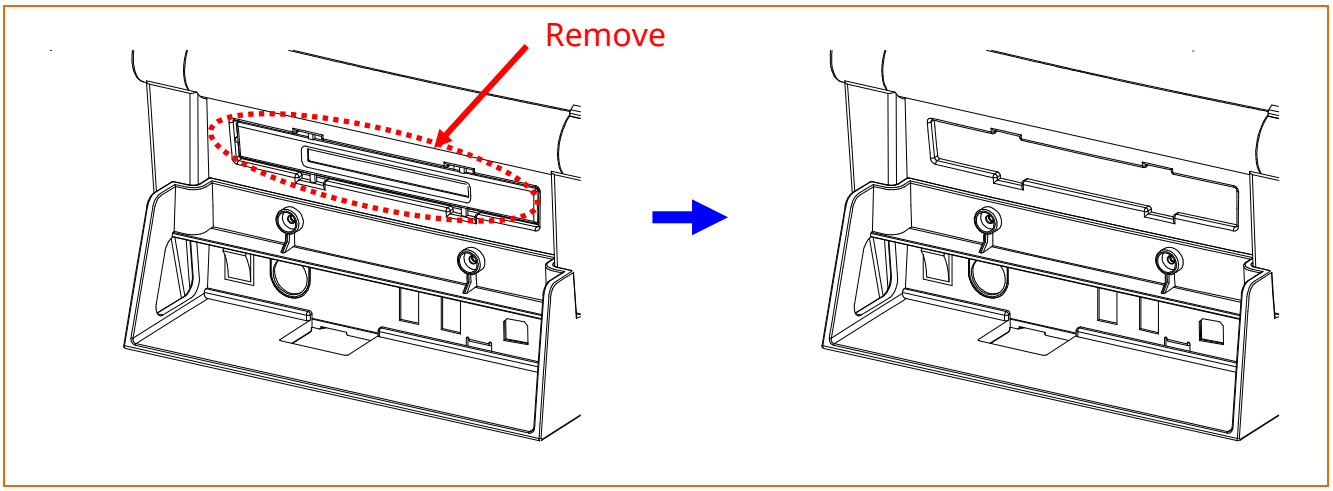

6) Close the media cover until a click sound is heard.

- When opening or closing the cover, be careful not to pinch your fingers.
- The peeler function is only available for Gap media.
- When the peeler is switched on, the next label will not be printed unless the printed label is removed from the peeler.
- When the peeler is switched off, the peeler does not work.
- While the printer is operating, the print head gets very hot, so turn off the power and let it cool down completely. The hot print head can cause serious burns.

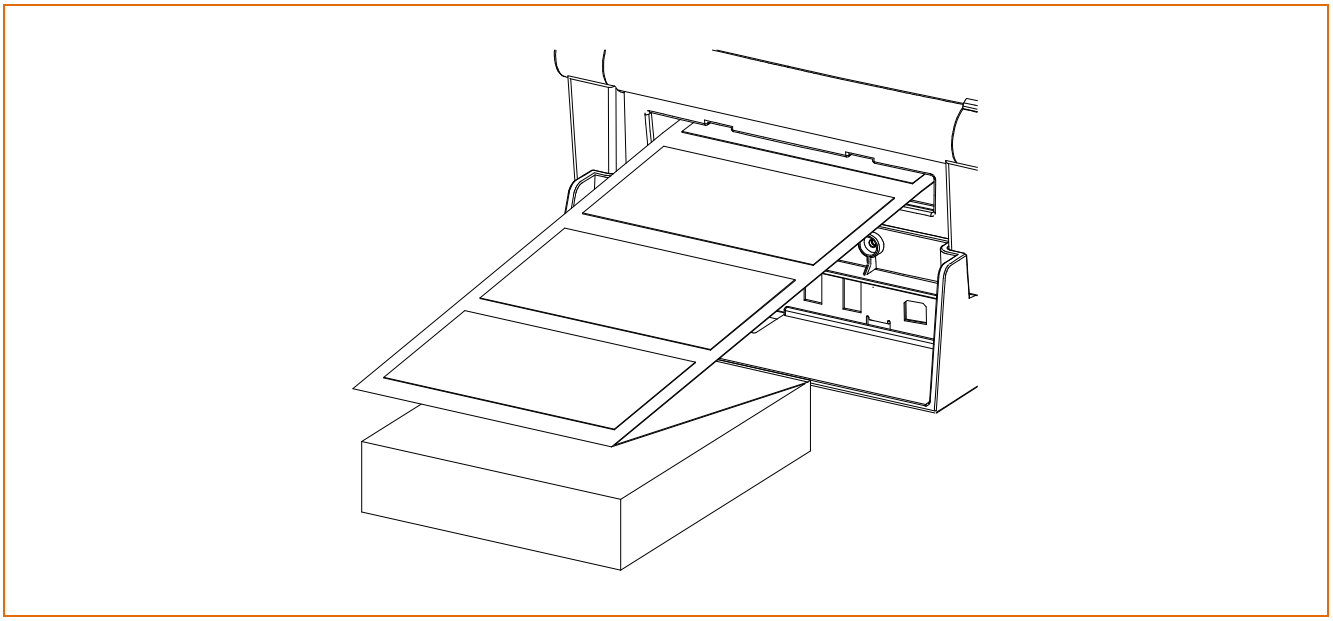
## 5-11 When Using Fan-fold Maida

• Supplying fan-fold media to the printer externally is done as follows.

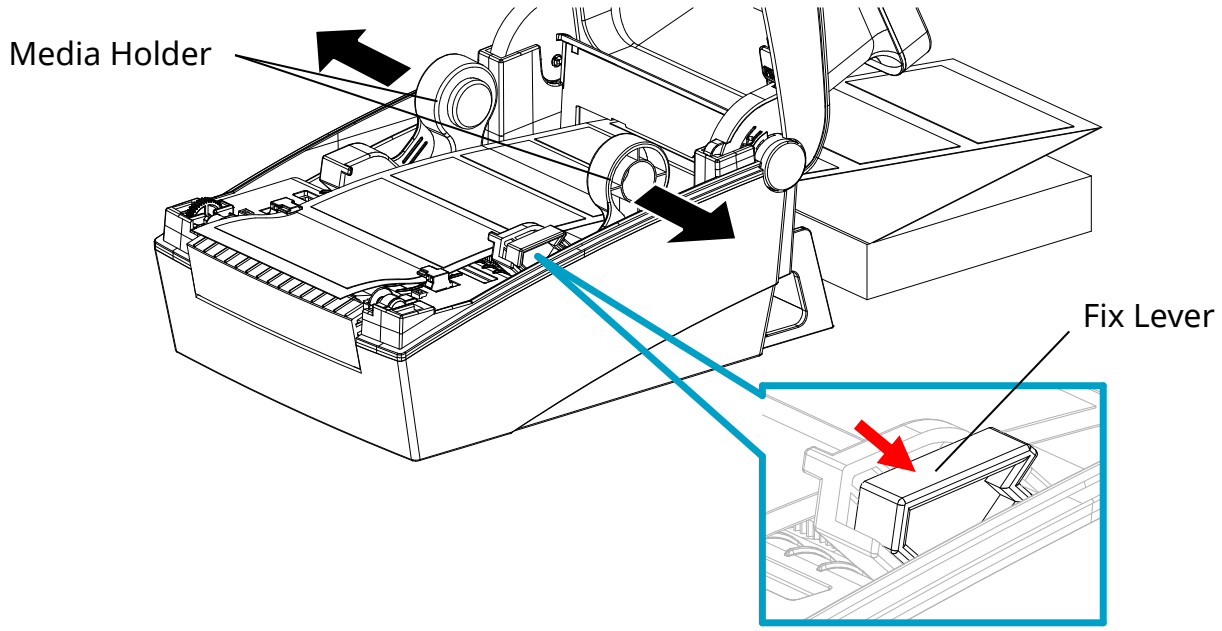
1) Remove the rear media supply cover on the back side of the printer with a knife or other cutting instrument.




2) Insert the media at the rear of the printer as shown below.



3) Adjust media holders to the media width by pressing the fix lever.

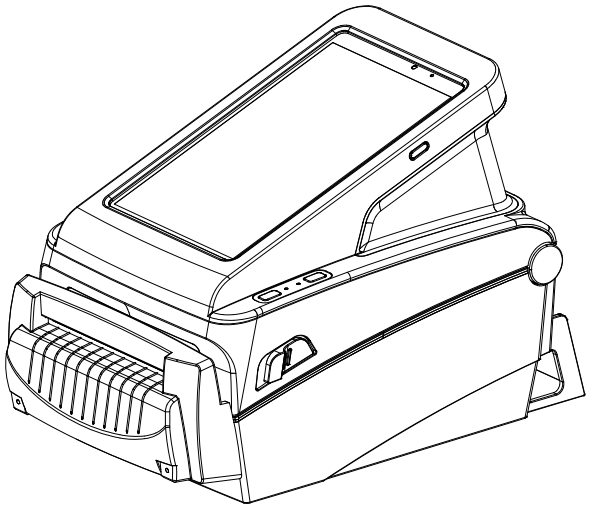



- Take care not to injure the hands and/or any other part of the body when performing this step.
- Do not open the print cover while the printer is operating, otherwise the printer may be damaged.
- To prevent data loss, replace media only when the printer is not receiving any data.

## 5-12 Auto Cutter (Option)

• For auto media cutting, products equipped with auto cutter are available.
Auto-Cutter can be controlled by Command, Utility and Driver.

**※ The media installation method is the same as media with no auto cutter.**



Please refer to Bixolon Command, Utility, Driver Manual
for more information.

**- When opening or closing the cover, be careful not to pinch your fingers.**
**- Do not open the media cover while the printer is printing. The printer may be damaged.**
**- Change the media when the printer is not receiving data, or data may be lost.**
**- Never insert objects or fingers while performing the cutting function. This can cause serious bodily injury.**
**- Be careful not to touch the cutter blade with your hand. There may be a risk of personal injury.**
**- While the printer is operating, the print head gets very hot, so turn off the power and let it cool down completely. The hot print head can cause serious burns.**

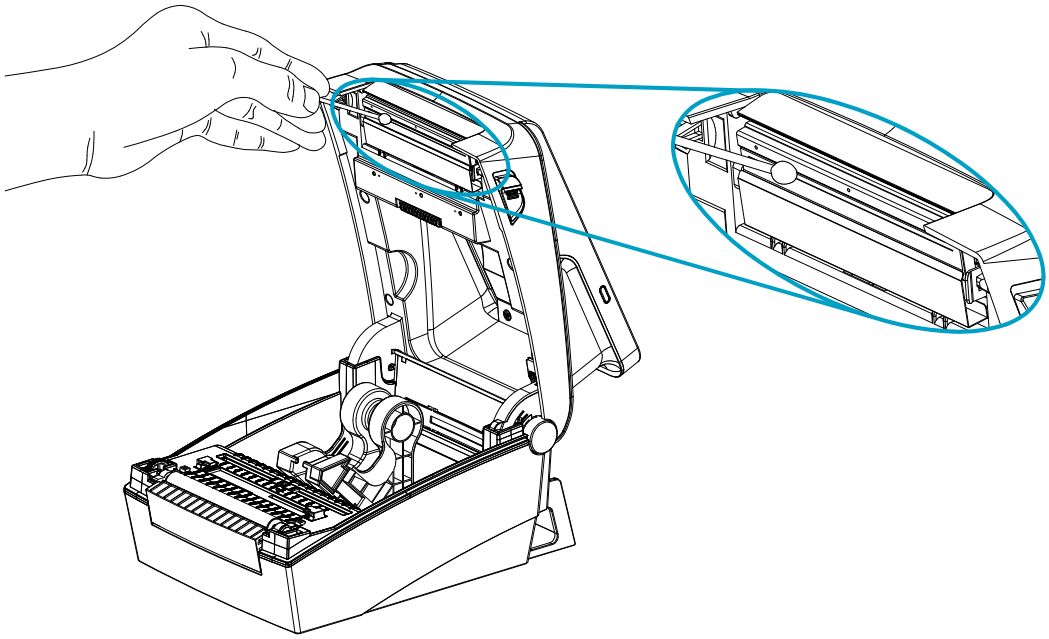
# 6. Maintenance

Printing quality might be degraded by dust, foreign substance, adhesive substance, or other pollution materials stuck in the printer head or inside the printer.
When dirty, clean the print head as follows

## 6-1 Cleaning Head

1) Open the media cover and then remove adhesive foreign substances or other pollution materials with the cloth or cotton swab soaked in alcohol for medical.

2) After cleaning the head, do not use the printer until the alcohol used for cleaning evaporates completely. (1~2 min)



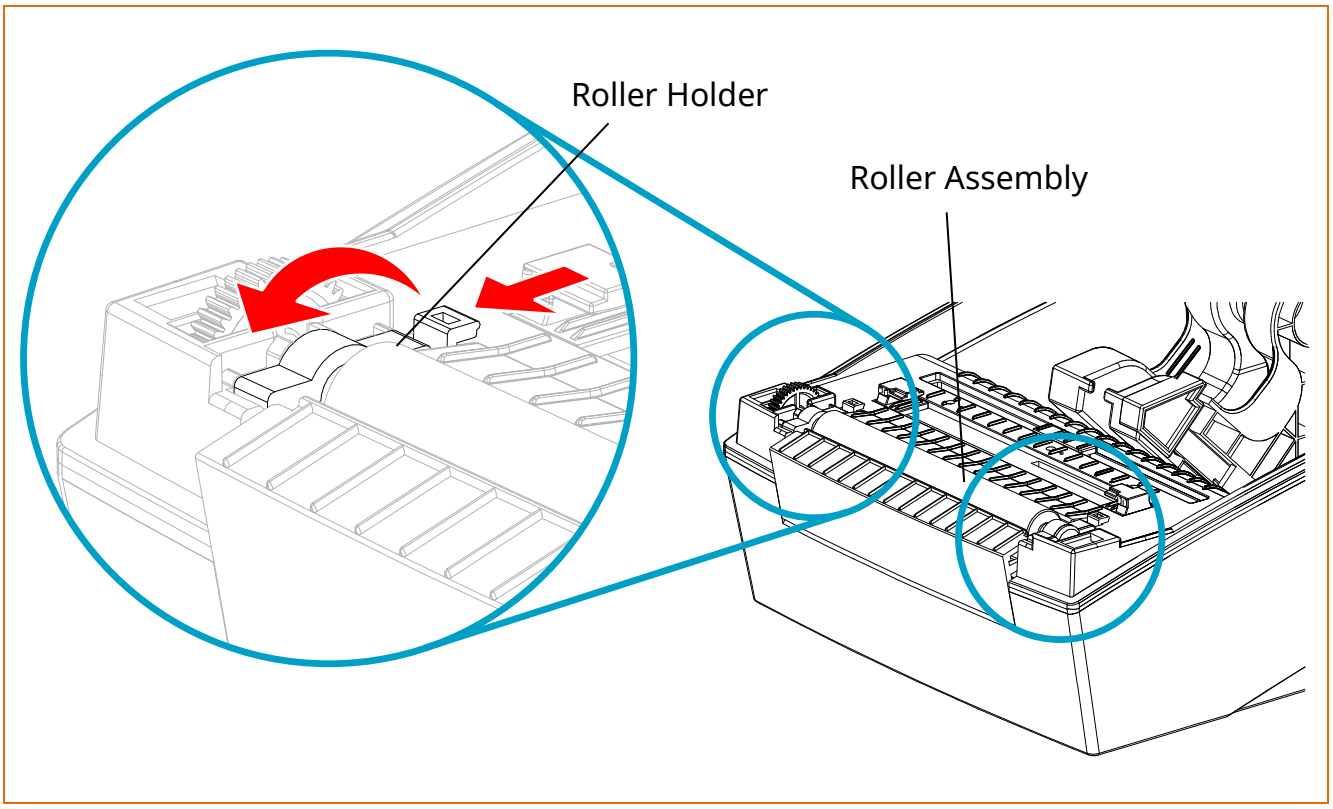
Perform the cleaning process each time the media roll is replaced to prevent print quality deterioration.

**- Be sure to clean after turning the printer off.**
**- Be careful not to leave scratches in the print head.**
**The printer may be damaged.**
**- Print head is very hot while the printer is printing, so clean the printer after cooling it sufficiently with power off.**
**- Do not touch heated area of print–head when cleaning.**
**Personal injury may result from static electricity, etc.**

## 6-2 Replacing Roller

1) Open the media cover and remove the media.

2) Pull the roller holders and separate the roller assembly.




3) Assemble new roller assembly in reverse order.

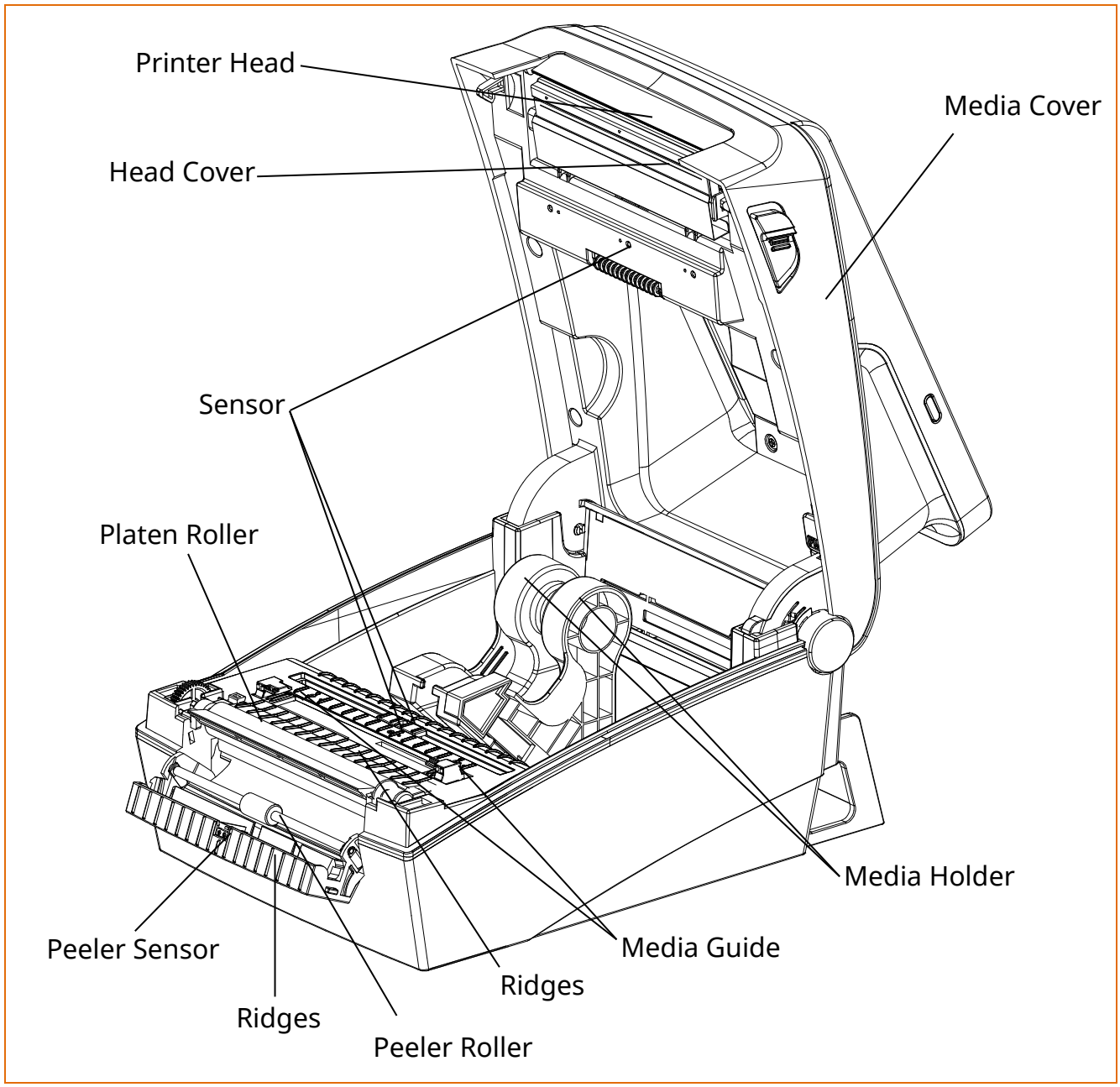
- Make sure to turn the printer power off prior to cleaning.
- While the printer is operating, the print head gets very hot, so turn off the power and let it cool down completely. The hot print head can cause serious burns.

## 6-3 Cleaning Sensors, Roller or/and media Path

1) Open the media cover and remove the media.

2) Remove any dust or foreign substance using dry cloth or cotton swab.

3) Soak the cloth or cotton swab in alcohol for medical use and use it to remove adhesive foreign substances or other pollution materials.




- Clean the parts when there is a degradation of performance in printing quality or media detection.
- After cleaning the parts, do not use the printer until the alcohol evaporates completely (1~2 min) and the printer has completely dried.

# 7. Specifications

## 7-1 Printer Specifications

| Item | | Description |
|---|---|---|
| Printer | Printing Method | Direct Thermal Printing |
| | Dot Density | XQ-840II: 203 dpi (8 dot/mm)<br>XQ-843II: 300 dpi (11.8 dot/mm) |
| | Printing Width | XQ-840II: Max. 108 mm (Max. 4.25”)<br>XQ-843II: Max. 105.7 mm (Max. 4.16”) |
| | Printing Speed | XQ-840II: Max. 152 mm/sec (Max. 6ips)<br>XQ-843II: Max. 127 mm/sec (Max. 5ips) |
| | Printing Length | Up to 1,000mm |
| Tablet | OS | Android 13 |
| | Display Size | 8inch |
| | Resolution | 800 × 1280 |
| | Memory/ Storage | 4GB / 64GB |
| | Battery | 4600mAh |
| Media | Width | 15 ~ 118 mm (0.59 ~ 4.64”) |
| | Roll Diameter | Max 130 mm (Max. 5.12”) |
| | Core | 25.4 ~ 38.1 mm (1” ~ 1.5”)<br>*When using wall mount: 25.4 mm (1”) |
| AC/DC Adapter | Input Voltage | AC 100 - 240V |
| | Frequency | 50/60 Hz |
| | Output Voltage | DC 24V ±5% |
| | Output Current | 2.5A |
| Usage Conditions | Temperature | 0 ~ 40 ℃ (Operating)<br>-20 ~ 60 ℃ (Storage) |
| | Humidity (except for media) | 10 ~ 80 % RH (Operating)<br>10 ~ 90 % RH (Storage) |

Print speed may vary depending on the data transfer speed and the combination of command.

**- In case of danger, turn off the power to cut the connection.**
**- The power cord must be grounded to ensure safety and reduce electromagnetic interference**

## 7-2 Label Types

• The label types used with this printer are as follows.

- Control Labels: PET
- Other Labels: PET

# Revision History

| Ver. | Date | Description |
|---|---|---|
| 1.00 | 16-07-2025 | New |
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