DNP Photo Imaging America Corp.

Copal Printer Manual

ACKNOWLEDGEMENTS

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Q8 Printer

Before You Begin

Figure 36. Q8 Printer

- Attach the Q8 printer to the USB port on the computer designated for the Q8 or 8x10 printer. See the *Installation and Setup Guide* for more information.
- It is recommended that there be at least 50 mm (1.97 in) of space above and on either side of the M8C printer to allow for proper airflow.

Removing and Replacing the Q8 Media

Note

Prior to performing this procedure, *you must remove the ribbon from the printer*.

Installing the Printer Paper

Attention

Touching the paper surface leads to smudges on exposed paper. Only touch the ends of the paper roll.

1. Orient the paper roll with the leading edge of the paper going over the top of the paper roll (with the label arrow pointing down).
2. Open the plastic covering on the right side of the roll.
3. Insert the paper spool with the metal spindle on the right side of the paper roll.
4. Remove the plastic from the new paper roll.
5. Locate the other endcap with the release buttons.
6. While squeezing the buttons, align the endcap on the left side of the paper roll so that the metal bar goes through the hole in the center of the endcap.
7. Press firmly on the endcaps to make sure the roll is seated against both endcaps and no space remains.
8. Attention:If the endcaps are not properly seated on the roll, the printer can jam.

9. Remove the sticker from the paper roll.
10. Insert the paper spool in the spool guides in the printer compartment.
11. Insert the paper between the white and metal rollers and through the paper guides.
12. Continue sliding the paper through the feed path and between the metal guides until the edge of the paper is visible through the three holes on the metal feed guide.

Installing the Printer Ribbon

Note

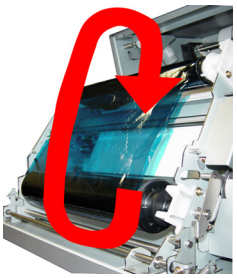
With new ribbon, the receive spool is the spool with less ribbon, while the supply spool has more ribbon. The receive spool goes in the top set of spool sockets while the supply spool goes in the bottom set of sockets.

1. Retrieve the new ribbon.
2. Touching only the spool ends, remove the plastic cover from the new ribbon.

Attention

Touching the ribbon results in damaged or poor quality prints.
Handle the ribbon by touching only the spool ends.

3. Insert the ribbon spools into the left spool sockets and slide the spools firmly to the left until the right sides of the spools can be inserted into the spool guides on the right. Make sure to insert the ribbon so that the spring loaded spool guides on the left go in first.



4. Wind the receive spool towards the back of the printer to remove slack from the ribbon.
5. Make sure that the printer ribbon is wound so that it feeds from the bottom of the supply spool to the top of the receive spool like a C (not in an S) pattern.
6. The printer prints up to five blank prints as any smudged ribbon and paper are adjusted.
7. Close the printer door.
8. The printer takes up to three minutes to make adjustments before continuing with printing prints. When the indicator light turns a solid purple color, the printer is ready for operation.

Replacing the Q8 Media

Emptying the Paper Scrap Bin

Before replacing the printer media, remove the paper scraps from the printer scrap bin.

13. Locate the bin finger holes (see Figure 37).

Figure 37. Paper Scrap Bin

14. Pull the bin up and away.
15. Empty any paper scraps in the bin into a proper receptacle.
16. Carefully slide the bin into the scrap bin location and align the guides the bin with the guide holes in the printer.

You have now emptied the scrap bin.

Removing the Printer Ribbon

Attention

The printer thermal head becomes very hot during use and can cause injury. Take care not to touch the thermal head when performing operations inside the printer.

Attention

Always replace the printer ribbon and paper at the same time..

1. Lift the door release lever to open the printer door (see Figure 38).

Figure 38. Door Release Lever

2. Push the ribbon spools to the left and lift them from the printer.

You have now removed the printer ribbon.

Removing the Printer Paper

1. With the printer door open and the ribbon removed, turn the paper spool towards the back of the printer to unwind the paper from the paper path.
2. Lift the paper spool from the paper compartment.
3. Squeeze the endcap release buttons to separate the endcap from the paper spool.

Attention

Do not discard the spool endcaps. Replacements do not come with new paper rolls.

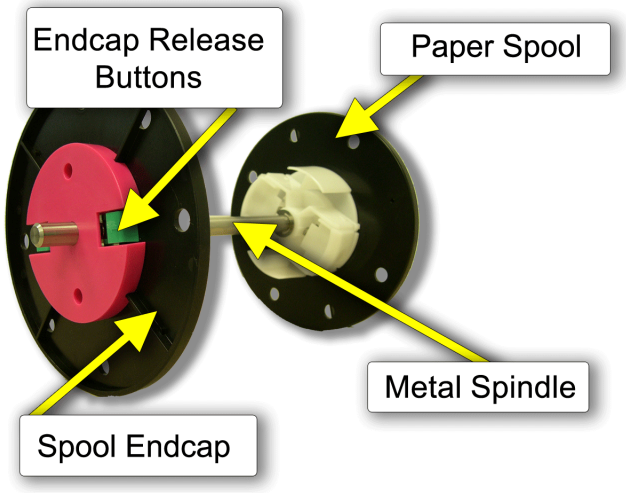


Figure 39. Spool Endcap Release Buttons

You have now removed the paper spool and separated it to allow a new roll to be installed.

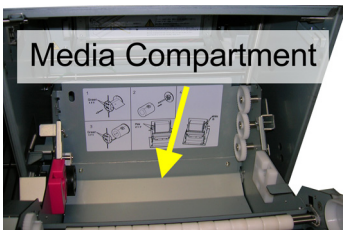
Cleaning the Media Compartment

Clean the media compartment once a week and every time you change the printer media to maintain your printer.

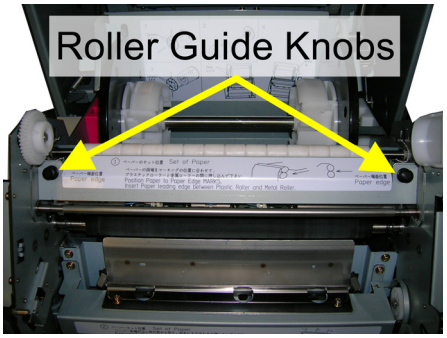
Note

Only wipe the cleaning cloth in one direction to avoid dust transfer.

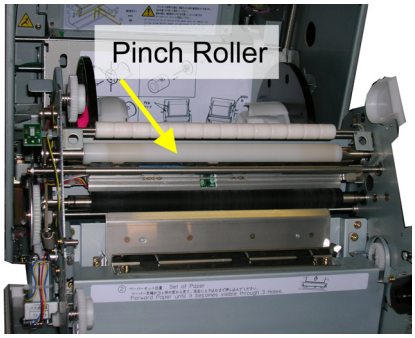
1. Using a lint-free cloth dampened with isopropyl alcohol, wipe the bottom of the media compartment to remove any dust or debris.



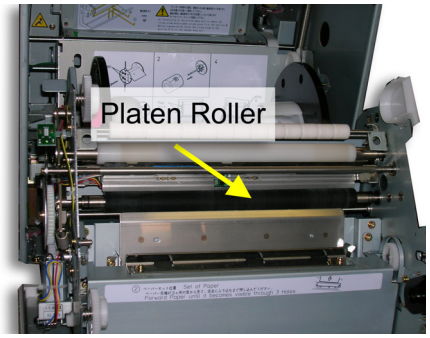
2. Remove the pinch roller guide from the printer by pulling up on the black roller guide knobs and removing the guide.



3. Using a new cloth dampened with isopropyl alcohol, clean the pinch roller by wiping the cloth over the roller in one direction only. Rotate the roller to clean the entire surface.



4. Replace the pinch roller guide in the printer by placing the guide in place and securing the black knobs.
5. Using a new cloth dampened with isopropyl alcohol, clean the platen roller by wiping the cloth over the roller surface in one direction only. Rotate the roller to clean the entire surface.



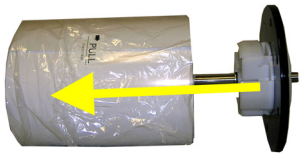
Installing the Q8 Paper

Attention

Touching the paper surface leads to smudges on exposed paper. Only touch the ends of the paper roll.

1. Remove the endcaps from the printer box.
2. Orient the paper roll with the leading edge of the paper going over the top of the paper roll (with the label arrow pointing down).

3. Open the plastic covering on the right side of the roll.
4. Insert the paper spool with the metal spindle on the right side of the paper roll.

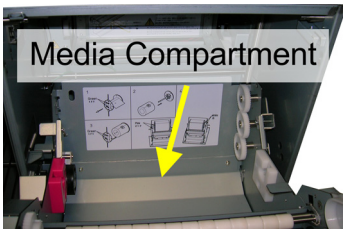


5. Remove the plastic from the new paper roll.
6. Locate the other endcap with the release buttons.
7. While squeezing the buttons, align the endcap on the left side of the paper roll so that the metal bar goes through the hole in the center of the endcap.
8. Press firmly on the endcaps to make sure the roll is seated against both endcaps and no space remains.

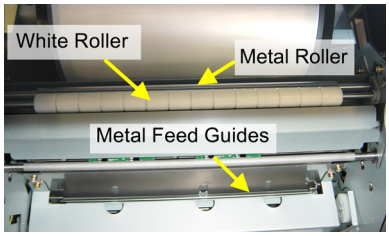
Attention

If the endcaps are not properly seated on the roll, the printer can jam.

9. Remove the sticker from the paper roll.
10. Insert the paper spool in the spool guides in the media compartment.



11. Insert the paper between the white and metal rollers and through the paper guides.



12. Continue sliding the paper through the feed path and between the metal guides until the edge of the paper is visible through the three holes on the metal feed guide.

Installing the Q8 Ribbon

Note

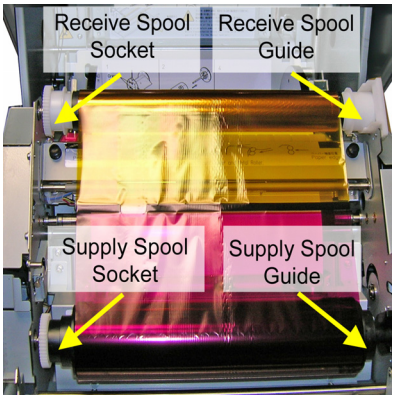
With new ribbon, the *receive* spool is the spool with less ribbon, while the *supply* spool has more ribbon. The receive spool goes in the top set of spool sockets while the supply spool goes in the bottom set of sockets.

1. Retrieve the new ribbon.
2. Touching only the spool ends, remove the plastic cover from the new ribbon.

Attention

Touching the ribbon results in damaged or poor quality prints. Handle the ribbon by touching only the spool ends.

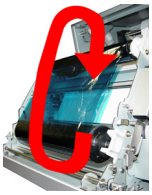
3. Insert the ribbon spools into the left spool sockets and slide the spools firmly to the left until the right sides of the spools can be inserted into the spool guides on the right. Make sure to insert the ribbon so that the spring loaded spool guides on the left go in first.



4. Wind the receive spool towards the back of the printer to remove slack from the ribbon.

Note

Make sure that the printer ribbon is wound so that it feeds from the bottom of the supply spool to the top of the receive spool like a C, and *not* in an S pattern.



5. Close the printer door.
6. The printer prints up to five blank prints as any smudged ribbon and paper are adjusted.
7. The printer takes up to three minutes to make adjustments before continuing with printing prints. When the indicator light turns a solid blue color, the printer is ready for operation.
8. Close the printer door.

You have now installed the ribbon in the printer.

Maintaining and Troubleshooting the Printer

For more information on maintaining and troubleshooting the printer, contact Technical Support at 1-877-388-1776.

Clearing Paper Jams

For more information, contact Technical Support at 1-877-388-1776.

Cleaning the Air Filter

- **Suggested Cleaning Interval**: Once a week

1. Locate the air filter cover on the side of the printer.

Figure 40. Air Filter Cover Location

2. Remove the air filter cover.
3. Using compressed air, spray the air filter to remove any dust from the filter.
4. Replace the air filter cover.

Cleaning the Pinch and Platen Rollers

Suggested Cleaning Interval: Once a week

Attention

It is important that the pinch roller is not damaged by dust or other particles. If the pinch roller is damaged, white spots appear on prints.

1. Press the release lever to open the printer door.

Figure 41. Release Lever

2. Remove the ribbon and paper from the printer.
3. Remove the paper guide cover by pulling up on the black knobs and gently removing the guide cover from the printer (see Figure 42).

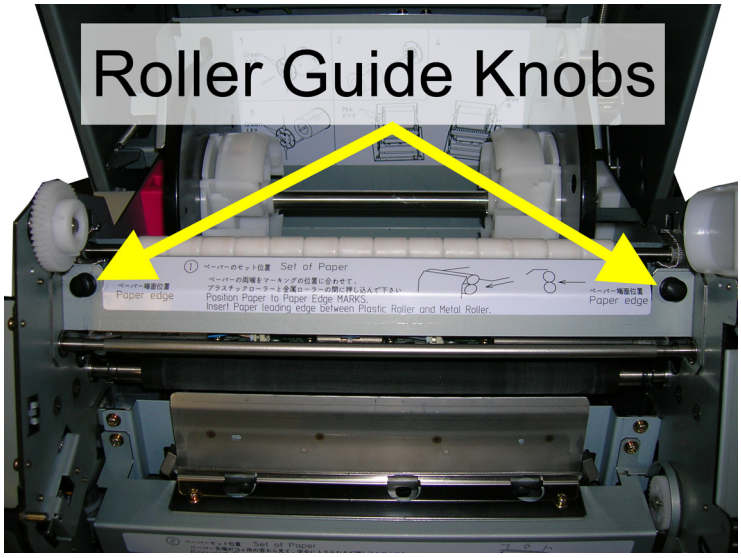


Figure 42. Paper Guide

4. Using a clean, lint-free cloth moistened with isopropyl alcohol, wipe the white pinch roller while rotating it to make sure that the entire roller is cleaned. The pinch roller is the smooth, white roller – *not* the grooved, white roller (see Figure 43).

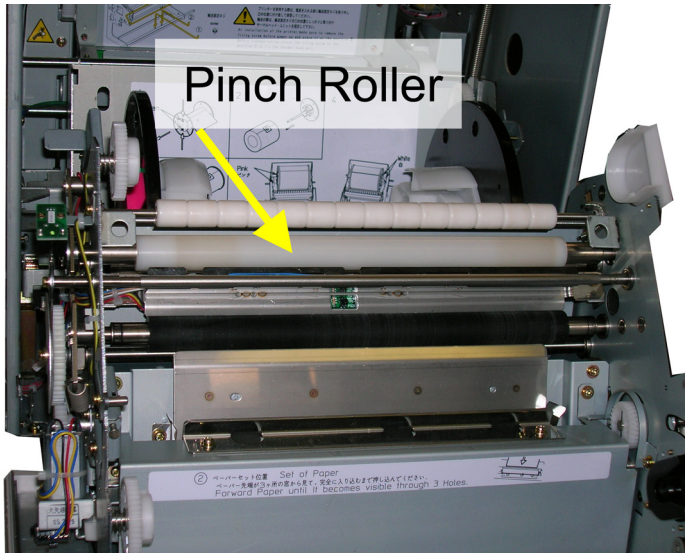


Figure 43. Pinch Roller

5. Using a clean, lint-free cloth moistened with isopropyl alcohol, wipe the black platen roller while rotating it to make sure that the entire roller is cleaned (see Figure 44).

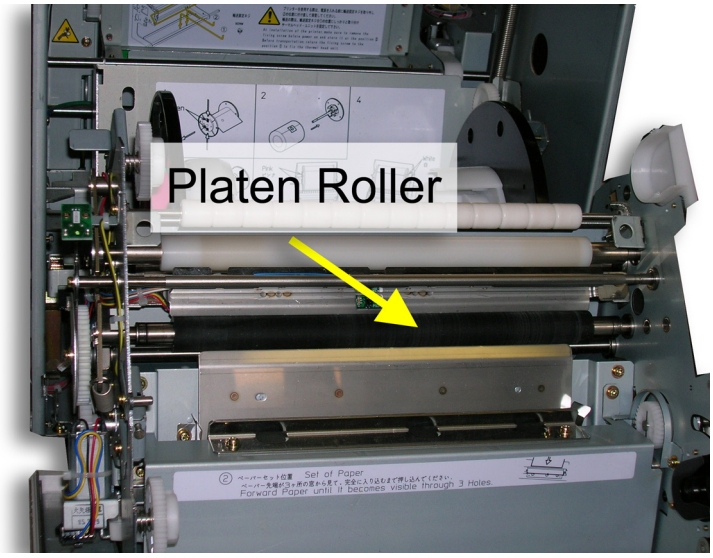


Figure 44. Platen Roller

6. Allow the rollers to dry for five minutes.
7. Replace the paper guide cover in the printer making sure to press the guide knobs until they click into place.
8. Replace the ribbon and paper in the printer. See “Replacing the Q8 Media” on page 33.
9. Close the printer door.

You have now cleaned the pinch and platen rollers.

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