

# DNP



## **QW410 Printer Up & Running Guide**

## About your new QW410 printer!

### **Ultra Compact and Lightweight.**

Weighing in at less than 13 lbs, it is now easier for anyone to carry this printer from event-to-event. Its small size allows you to carry it in standard shoulder bags.



### **Innovative Print Sizes.**

The QW410 4.5" printhead and superior electronics and mechanisms allow for many print sizes for more fun and enjoyment for your customers. The QHD 4.5x8" Pano Print media allows for a unique print size, without the need for cropping for 16:9 high definition aspect ratio shots, for example. It can also print many other sizes and aspect ratios to give you options that can make your event unique and fun...like 2x4", 3x4", 4x4", 4x4.5", among others.

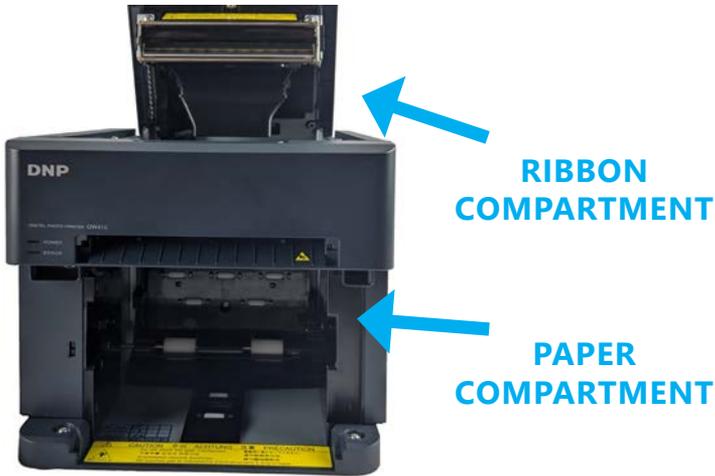
**Lay Flat Function.** Equipped with an innovative mechanism that reduces the curl of the print, if needed. This function will switch on automatically as needed, or you can control it yourself.

**Supports External Battery.** This printer has big energy savings... it uses 35% less energy and allows for battery-powered operation that can operate an entire event!

**Wireless Ready.** With DNP supplied wireless options, the QW410 is compatible with the mobile and wireless world, supporting macOS, iOS, and most other Wifi operating environments.

**DNP Quality.** The QW410 may be small, but it delivers big on DNP photo quality color prints, the quality you have come to expect from DNP.

# Printer Terms & Components



**PAPER SPOOLS  
(WITH SPACERS)**

# Connecting the Printer for the First Time

## ATTENTION:

Save the original box and packaging material! You can store the printer in the box when its not in use. You can also use the box for transporting or shipping the printer.

1. **Unpack your printer.** Remove your new printer from the shipping box. Remove any packaging material (plastic, tape, etc.) from the printer.
2. Verify that you have the following components.
  - (1) QW410 printer
  - (1) Paper tray
  - (2) Paper spools
  - (2) Paper spool spacers
  - (1) Printer power cord
  - (1) USB Cable

## NOTE:

You also need a box of QW410 printer media to use your new printer!

3. **Place your printer in the printing location.** Set your printer on a level, sturdy surface. Placing the printer on an unstable surface could cause the printer to fall, cause you injury, or damage the printer components during printing.
4. **Install the printer driver.** Go to the DNP website and download the printer driver.  
[dnpphoto.com/en-us/QW410-Drivers-and-Firmware](http://dnpphoto.com/en-us/QW410-Drivers-and-Firmware)  
Follow the onscreen prompts as you install the driver.

5. **Connect your printer.** Make sure your printer is powered OFF. Connect the power cord to the printer (blue circle) and plug it into a wall outlet. Connect a USB cable to the type-B USB port and to the computer (yellow circle). Power ON the printer and computer.



6. **If necessary, use the paper spacers.** If you're using 4 inch paper, install the spacers so the paper aligns with the print head for proper printing. The spacers lock into place so that they do not move during use. If you're using 4.5 inch paper, **do not use the spacers.**

## Replacing the Printer Paper

1. **Empty the scrap bin.** If you haven't already, remove the paper tray from the front of the printer. Remove the scrap bin and throw away any scraps. Set the scrap bin aside.
2. **Remove the old paper (if necessary).** Remove the paper spools from the paper compartment. Remove the old paper from the spools and throw it away.
3. **Prep the new paper roll.** Open the printer media box and remove a roll of paper. Remove the plastic but do not remove the edge seal at this time. Check that the paper edges are flat and are not protruding from the center of the roll. Place the new paper roll on the paper spools. Be sure to press the spools against the paper roll to set the paper tightly against the spools.

4. **Orient the paper roll.** Make sure the paper roll is oriented so that the leading edge of the paper roll is coming over the top of the paper roll and directed towards the bottom of the paper roll.



5. **Set the new paper roll in the printer.** Place the spool and new paper roll in the printer paper compartment. Remove the seal on the paper. Advance the paper so that the paper from the top to the bottom of the roll and into the printer paper compartment. Continue feeding the paper until the printer beeps. The ERROR LED changes from flashing red and orange to flashing red.



6. **Replace the scrap bin.** Reset the scrap bin in the printer.

**NOTE:**

The POWER LED light turns green when the ribbon, paper, and scrap bin are properly installed. If the ERROR LED flashes red, make sure ribbon, paper, and scrap bin are properly seated.

7. **Replace the paper tray.** The paper tray can hold up to 20 prints. However, it is recommended that prints are removed from the tray at regular intervals to prevent jams.

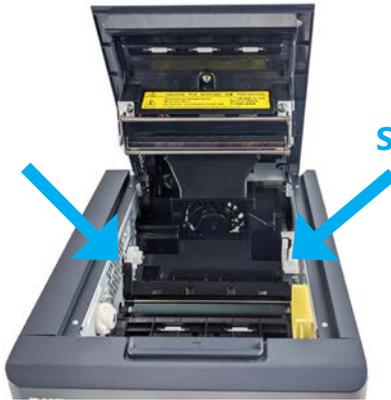
# Replacing the Printer Ribbon

1. Press the button on the top of the printer to open the ribbon compartment.
2. If an existing ribbon is in place, remove the ribbon and discard it.
3. Orient the new ribbon so that the supply side (larger side) is towards you and the take-up side (smaller side) is towards the back of the printer.



4. Align the left sides of the ribbon with the grooves and then lower the right sides of the ribbons until they click into place.

**PLACE THIS  
SIDE FIRST**



**PLACE THIS  
SIDE SECOND**

5. Remove any slack from the ribbon by rotating the ribbon towards the supply side.
6. Close the ribbon compartment.



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Questions about warranties, drivers, advanced printer features, or other products? Look for the Welcome Card in your printer box or get more information here:  
[dnpphoto.com/support](http://dnpphoto.com/support)

**DNP Imagingcomm America Corp.**  
**4524 Enterprise Dr. NW**  
**Concord NC 28027**

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