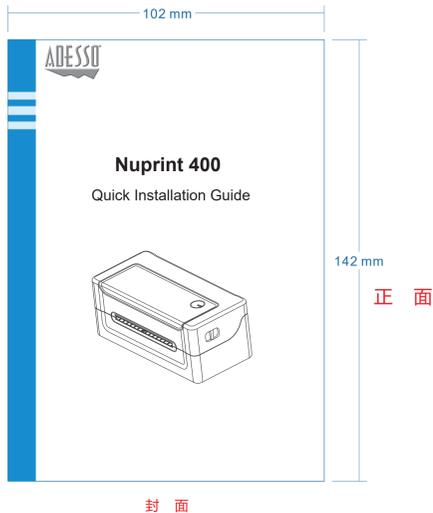


封底 反面



Appearance and Components

Front View

- Upper Cover
- FEED Button
- Power Exit
- Cover Opening Key

Rear View

- Paper Guide
- Power Interface
- USB Interface
- Power Switch
- Heat Dissipation Port

Inside View

- Thermal Head Piece
- Rubber Roller
- Paper Guide

Loading Paper

Printer Unpacking

Before use, make sure the accessories are included in the package as the following picture is an example. If any thing is missing, contact the supplier or manufacturer.

Label printer: 1 set	Power adapter: 1 pcs
Power cord: 1 pcs	USB cable: 1 pcs
Quick installation guide: 1 pcs	

The pictures are for reference only, please subject to practicality.

Connecting the Printer

Connect the power line

- Confirm that the power switch is in off (O) state.
- Connect the power adapter to the printer.
- Connect the power line to the power adapter.
- Connect the other end of the power line to a nearby socket.

Use the special power adapter for the printer. The connection diagram is as follows:

Connect the USB cable

- Connect the USB cable to the printer.
- Connect the USB cable to the PC host.
- Turn the power switch to on (I) state.

Windows Driver Installation

- Connect the printer and the computer, and turn on the printer power.
- Open the printer driver.

- The driver has been successfully installed, please click Finish to close the page.
- Open computer settings -> Devices -> Devices and printers.

- Find the Nuprint 400 printer and set it as the default printer. And change the properties of the printer, such as paper size. But we recommend using 4x6" or 100*150mm paper size for better printing results.
- At this step, you have fully installed the printer, then please open the document and try to print a test. Please use 4x6 labels and open the test document "USPS Test1.pdf" attached to the USB flash drive. Please select 4x6" or 100*150mm for the print preview paper size. (Attention, if you encounter unable to print, please turn off the printer power and restart the printer).

Mac OS Driver Installation

- Open The Printer Driver.
- If the computer prompts that the document cannot be verified, please open "Security and Privacy", agree to open the driver document, and continue the installation.

- Open System Preferences.
- Click Security & Privacy.

- Click Open Anyway.
- Click Open.

- Back to the installation step, this step will verify the account security, enter the computer password or fingerprint to continue the installation.
- Enter computer password.

- The driver has been installed successfully, please close the interface.
- Click Printer & Scanners.
- Click "+" to add a Printer.

- Select the Printer Model Nuprint 400.
- OK, the printer has been installed successfully.
- At this step, you have fully installed the printer, then please open the document and try to print a test. Please use 4x6 labels and open the test document "USPS Test1.pdf" attached to the USB flash drive. Please select 4x6" or 100*150mm for the print preview paper size. (Attention, if you encounter unable to print, please turn off the printer power and restart the printer).

Frequently Asked Questions

Q: How to install Windows & Mac Driver?
A: The package contains a USB-disk, which contains instructions and driver files.

Q: Why did I print blank labels or print labels incompletely?
A: (1) The most common reason is that you inverted the label. Please ensure the printing side is up.
(2) Please check your labels which is thermal material labels.
(3) When printing PDF file, preview it first and adjust the printing scale. If the printing content is in A4 paper size, you could use Acrobat Reader DC to edit.
(4) Change the paper size in the computer printer properties. For example, to print a 4x6 shipping label, please set the paper size to 4x6 inch or 100*150mm in the computer printer properties.

Q: How to download Acrobat Reader DC software?
A: You could find free software from the link <https://get.adobe.com/reader/>. Please download and install software.

Q: How to identify the label paper size?
A: Please the thermal label paper correctly, press the Feed button (Green light) with 3 seconds to let the printer auto identify the label paper size.

Q: How to change the label size?
A: There are two ways.
(1) Find (Printer and Scanner) page, choose the label printer, click "Print Preferences" and click "Edit" and "Take a Snapshot".
(2) Select the printing content and print.

Q: How to download Acrobat Reader DC software?
A: You could find free software from the link <https://get.adobe.com/reader/>. Please download and install software.

Q: Why can't print after installing the driver?
A: There are two reasons.
(1) The print port is occupied. Please go to the printer properties of the computer, change a different USB port. Operation: Devices and Printer - Printer properties - Port - Select other USB ports (USB001-USB003).
(2) You haven't installed the driver successfully. Please recheck the file "How to install" or contact us to get help.

Product Specification List

Printing method	Thermal line printer
Paper loading method	Easy paper loading/auto paper feeding
Printing speed	Actual speed detection: 150mm/s
Printing paper width	104mm
Effective resolution	303 dpi (300 dpi optional)
Paper type	Continuous paper, label paper, black label paper
Thickness of printing paper	0.06-0.18mm
Effective printing width	M1: 38mm M1: 112mm
Character size	ASCII Font A: 12x24 ASCII Font B: 9x17 Chinese character 24x24
Interface type	USB
Power adapter	DC 24V 2A
Working environment	Operating temperature: 0 - 45°C Operating humidity: 20 - 90%
Storage environment	Storage temperature: -10 - 60°C Storage humidity: 10 - 90%

Keys and Indicators

Function description of buttons

Buttons	Button operations	Corresponding functions
Power Off	Press and hold - turn on the printer	Print self test page
Indicator function	Press and hold 3s	Enter label specification learning mode
Open the cover	Press and hold 10s	Restore factory settings
Standby	Press	Automatic feed one blank label sheet
Continuous printing process	Press	Pause printing
	Press	Continue printing

Indicator description

Indicator status	Status description
Indicator always lights up	Normal standby
Indicator flashes	Buzzer alarm
Buzzer alarm (normal)	2 sounds: Printer mechanism error 3 sounds: Paper shortage error 5 sounds: Overheating error 6 sounds: Cover opening error 7 sounds: "Select label error"

Print Self-Test Page

When the printer is initially installed or there are any problems with the printer, you can run self-test program to confirm the following status: firmware version, printer parameter setting status, print quality, and related setting information of related devices, etc. After confirming that there is no problem with the printer after the self-test, please check other devices or software. This function runs independently of other devices or software.

The self-test method is as follows:

- Confirm that the printer is connected to power supply and the paper roll is loaded correctly.
- Confirm that the printer is turned off and the top cover is closed in place.
- Press and hold the FEED button, then press the POWER button to turn on the printer, release the button after the printer is turned on.

Print with the Window Driver

- To install Windows driver, please refer to "Driver Installation Instruction".
- Set the "port" of the Windows driver as the appropriate interface to use. Print the test page with the "Print test page" function of Windows driver.

Troubleshooting

The table below shows common problems and solutions for operators. If you have followed the simple troubleshooting methods but the printer is still not functioning properly, please contact the customer service department of your dealer for assistance.

Fault Phenomenon	Cause	Solution
POWER indicator is off	1. The AC plug and the power supply plug are not properly connected to the printer socket. 2. The printer power switch is not on.	1. Check the power connection and confirm that the AC plug and the power supply plug are properly connected to the printer socket. 2. Turn on the printer.
Unable to print	1. The communication cable (USB or network) is not connected to the printer and PC host. 2. Communication method setting error. 3. Print status error.	1. Reconnect the communication cables. 2. Check the communication method settings. 3. Turn on the printer.
Incomplete print content	1. The paper is not centered. 2. Label size setting is incorrect. 3. Paper is not detected by photoresistor. 4. Label learning is not performed. 5. Paper learning is not performed. 6. Paper learning is not performed. 7. Paper learning is not performed. 8. Paper learning is not performed. 9. Paper learning is not performed. 10. Paper learning is not performed.	1. Adjust the paper position. 2. Set the correct label size. 3. Label learning is performed. 4. Paper learning is performed. 5. Paper learning is performed. 6. Paper learning is performed. 7. Paper learning is performed. 8. Paper learning is performed. 9. Paper learning is performed. 10. Paper learning is performed.
Paper print mark	1. Paper feeding error. 2. Paper detection setting error. 3. Paper detection setting error. 4. The print head is damaged.	1. Recheck the print detection of paper by using the setting tool or the software. 2. Check the paper quality and the paper size. 3. Check the paper quality and the paper size. 4. Replace the paper. 5. Replace the print detection of paper by using the setting tool or the software. 6. Check the paper quality and the paper size. 7. Check the paper quality and the paper size.

Safety Warnings

Warning: Do not touch the paper cutting knife or paper-tearing knife of the printer.
Warning: The printer is a heating component. Do not touch the print head and its surrounding components when the printer is still warm in temperature. To avoid electrostatic damage to the print head.
Warning: Do not touch the surface of the thermal print head and connectors.
Warning: This product is only suitable for the use in non-tropical climates.

Safety Instructions

- Please install the printer on a stable surface to avoid printer suffered from any vibration and shocks.
- Stop using keeping the product in any case of unusual circumstances such as the presence of high temperature, high humidity and serious pollution.
- Connect the printer's power adapter to an appropriate grounding socket. Avoid using the same socket with large motors or other equipment that may cause voltage fluctuation of power supply.
- Do not get the product wet. Do not insert foreign objects (e.g. metal) into the product, and once it occurs, immediately turn off the power supply.
- Never use the printer without paper, otherwise it will seriously damage the printing rubber roller and thermal head.
- Unplug the product from the power outlet if the printer is idle for a long time.
- Do not disassemble or modify the product personally.
- Use only the power adapter specified in this instruction.
- Do not plugging the product with the product powered on.
- In order to ensure the printing quality and prolong the service life of the product, it is recommended to use the recommended or equivalent thermal printing paper.
- When plugging and unplugging the printer power cord, please hold the arrow position of the printer power connector with your hand, not the cord of the printer power cord.
- Please keep this manual for the future use and reference.

LIMITED WARRANTY

ADESSO provides one year limited warranty for the quality of all its products in materials and workmanship.

During this period, ADESSO will repair or replace all merchandise, which proved to be defective. However, ADESSO will not warranty any product which has been subjected to improper freight handling, shipping abuse, neglect or unauthorized repair or installation. The warranty also will not cover products installed with Non-ADESSO components and product with broken sealed and assembly trace. After replacement of RMA, ADESSO reserves the right to require the total cost of the replacement products with broken seals or assembly trace.

If you discover a defect, ADESSO will, at its option, repair or replace the product at no charge to you, provided you return it during the warranty period with transportation charges pre-paid to ADESSO. You must contact ADESSO at support@adesso.com for a Return Merchandise Authorization number (RMA) prior to returning any product. For each product returned for warranty service, please include your name, shipping address (no P.O. Box), telephone number, copy of the bill of sale as proof of purchase and have the package clearly marked with your RMA number.

SUPPORT
FAQ's: <http://www.adesso.com/faq>
Email Support: support@adesso.com
Telephone Support:
Toll Free: (800) 795-6788
9:00AM to 5:00PM PST Monday - Friday