QuickLabel®

# QL-E100

## USER GUIDE

AstroNova®
Product Identification

# QL-E100 User Guide

Part Number 22834710-EN-E
Revision 1.1
7/2023

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## FCC Part 15 Compliance

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## RoHS Compliance

The QL-E100 Label Printer does not contain the substances specified within ANNEX II of “Directive 2011/65/EU of the European Parliament and of the Council of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS)”, that is, lead, mercury, cadmium, hexavalent chromium, polybrominated biphenyls (PBB) and polybrominated diphenyl ethers (PBDE) exceeding their specified maximum concentration values tolerated by weight in homogeneous materials, except for the exemptions set in ANNEX III of the Directive and its amendments.

This information is offered in good faith to the best of our knowledge, but is subject to revision as new information becomes available.

## Declaration of Conformity
**Declaration de Conformité**
**Ubereinstimmungserklärung**
**Dichiarazione di Conformità**

| | |
|---|---|
| ID | DoC-22834710 |
| Manufacturer's name and address<br>Nom et adresse du fabricant<br>Hersteller<br>Nome del costruttore | AstroNova, Inc.<br>600 East Greenwich Avenue<br>West Warwick, RI 02893 USA |
| Brand Name(s)<br>Nom(s) de marque(s)<br>Markenname(n)<br>Nome/i dei marchi | QuickLabel ® |
| Model No.<br>Modele No.<br>Model Nr.<br>Modello No. | QL-E100 |
| Description of Products<br>Description des produits<br>Produktbeschreibungen<br>Descrizione dei Prodotti | Color Inkjet Printer |
| Standards to which conformity is declared<br>Standards auquel la conformité appartient<br>Normen für welche Übereinstimmung erklärt wird<br>Norme per le quali si dichiara la conformità | EN 55032:2015/A11:2020 (Class A)<br>EN 55032:2015 (Class A)<br>EN 55035:2017/A11:2020<br>EN 55035:2017<br>EN IEC 61000-3-2:2019/A1:2021<br>EN IEC 61000-3-2:2019<br>EN 61000-3-3:2013/A2:2021<br>EN 61000-3-3:2013+A1:2019<br>FCC Part 15 Subpart B & Part 2, ICES-003 Issue 7<br>IEC 62368-1:2018<br>UL 62368-1 3rd Ed.<br>CAN/CSA C22.2 No. 62368-1-19 |
| Application of Council Directives<br>Application des Decisions du Conseil<br>Anwendbar fur die Richtlinien<br>Applicazione delle Direttive del Comitato | 2011/65/EU<br>2001/95/EC<br>2014/30/EU<br>2014/35/EU |

I, the undersigned, hereby declare that the equipment specified above conforms to the above Directive and Standard.
Je, Soussigné, déclare que l'équipment spécifié ci-dessus est en conformité avec la directive et le standard ci-dessus.
Ich, der unterzeichnende erkläre hiermit, daß das oben beschriebene Gerät den vorgenannten Richtlinien und Normen entspricht.
Il sottoscritto dichiara che l'apparecchio sopra specificato è conforme alle Direttive e Norme sopra specificate.

| | |
|---|---|
| Phillip Soares<br>Quality Systems Manager<br>AstroNova, Inc.<br>CE Label First Affixed Date: 23 | <br>Date of issue: 5/12/2023<br>Place of issue: West Warwick, RI |

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# Contents


**Chapter 1: Getting Started . . . . . 7**

Quick Setup Guide . . . . . 7
Installation and Setup Overview . . . . . 8
Choosing an Installation Location . . . . . 9
System Requirements . . . . . 9
Unpacking and Inspection . . . . . 10
Installing the Printer . . . . . 11
- Connecting the Power Cable . . . . . 11
- Preparing Roll Media . . . . . 11
- Installing the Initial Ink Cartridge and Powering On . . . . . 13
- Installing the Printer Driver . . . . . 14

Identifying Printer Parts . . . . . 20
- Printer Overview . . . . . 20
- Operation Panel . . . . . 21
- Rear Panel Connectors . . . . . 22

**Chapter 2: Media and Ink Cartridges . . . . . 23**

Purchasing Media and Ink . . . . . 23
Ink Cartridges . . . . . 24
- Handling Ink Cartridges . . . . . 24
- Initial Ink Cartridge Installation . . . . . 24
- Replacing the Ink Cartridge . . . . . 25
- Recycling Empty Ink Cartridges . . . . . 27

Media Rolls . . . . . 28
- Supported Media Types and Sensing . . . . . 28
- Installing the Media Roll . . . . . 30
- Replacing a Media Roll . . . . . 31

**Chapter 3: Installing and Setting Up the Printer Driver . . . . . 34**

Initial Driver Installation . . . . . 34
Upgrading the Driver . . . . . 34
Installing Multiple Printers . . . . . 39
Setting up Printer Driver Preferences . . . . . 39
- Setting up Label Options . . . . . 39
- Setting up Custom Label Sizes . . . . . 41
- Setting up Appearance Options . . . . . 42
- Setting up Layout Options . . . . . 44
- Viewing Status Information . . . . . 45
- Viewing Printer Driver Information . . . . . 46

**Chapter 4: Printing from a PC . . . . . 48**

Preparing Label Artwork . . . . . 48
- Choosing Design Software . . . . . 48
- Image Resolution . . . . . 48
- Disabling Anti-aliasing . . . . . 48

Printing from Adobe or other Third-Party Software . . . . . 49
Printing from CQL Pro . . . . . 49

**Chapter 5: QuickPrint Printing from USB or Printer Memory . . . . . 50**
About QuickPrint Printing . . . . . 50
QuickPrint Requirements . . . . . 50
Managing Files . . . . . 50
Printing from QuickPrint . . . . . 53

**Chapter 6: Touchscreen Controls and Functions . . . . . 56**
Main Screen Orientation . . . . . 56
Ink Level and Ink Change Controls. . . . . 57
Main Area . . . . . 57
Printing Controls . . . . . 57
Media Controls . . . . . 58
Maintenance Controls. . . . . 59
Printer and Media Status . . . . . 59
Main Area Tabs. . . . . 60
Home Tab. . . . . 60
QuickPrint Tab . . . . . 61
Offsets Tab . . . . . 62
Media Settings Tab (QuickPrint Functions) . . . . . 64
Alignment Tab. . . . . 66
System Settings Tab. . . . . 68
Help Tab . . . . . 69

**Chapter 7: Maintenance . . . . . 70**
General Cleaning . . . . . 70
Cleaning the Printhead . . . . . 70
Cleaning Ink Cartridge Electrical Contacts . . . . . 71
Upgrading the Printer Firmware . . . . . 73

**Chapter 8: Troubleshooting . . . . . 74**
Printing Issues and Solutions . . . . . 74
Incorrect Label Positioning . . . . . 74
Ink Smears on Printed Labels. . . . . 74
Label Media Tracking Issues . . . . . 75
Labels Not Printing . . . . . 75
Print Quality Issues. . . . . 76
Resolving Media Jams . . . . . 76
Resolving Printer Driver Issues . . . . . 78
Status and Error Messages. . . . . 79
Media Status and Error Messages . . . . . 79
Printer Status Messages. . . . . 79
Printer Error Messages. . . . . 81
Additional Product Support . . . . . 82

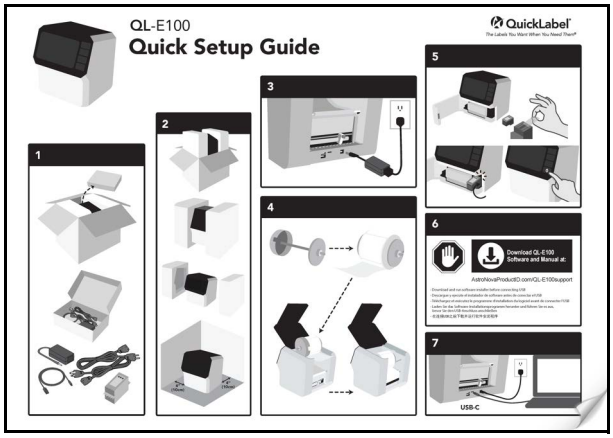
**Chapter 9: Safety . . . . . 83**
General . . . . . 83
Location. . . . . 84
Power Supply and Power Cord . . . . . 85

**Chapter 10: Technical Specifications . . . . . 86**

# Chapter 1: Getting Started

## Quick Setup Guide

This **QL-E100 User Guide** provides detailed information about setting up and using the printer. A related publication, the **QL-E100 Quick Setup Guide**, is also available to help you set up the printer. The **QL-E100 Quick Setup Guide** uses illustrations to show this process.




The **QL-E100 Quick Setup Guide** is included in the printer's shipping carton.

# Installation and Setup Overview

This section provides a summary of all installation and setup steps. Refer to this information as you prepare the printer for use. Each step in the overview has a link to more details later in this user guide.

1. Before installing the printer, select an appropriate location and make sure that the system requirements are met.
   - *See "Choosing an Installation Location" on page 9.*
   - *See "System Requirements" on page 9.*
2. Unpack the printer. Make sure that all parts are included and verify that no items were damaged in transit. *See "Unpacking and Inspection" on page 10.*
3. Connect the power cable. *See "Connecting the Power Cable" on page 11.*

   ***Note:** Do not turn the printer's power on at this time.*
4. Load a roll of labels on the roll holder in the correct orientation, and then set the roll holder in the printer. *See "Preparing Roll Media" on page 11.*
5. Unpack the supplied ink cartridge and then install it in the printer. Turn the printer power on to check the ink status. *See "Installing the Initial Ink Cartridge and Powering On" on page 13.*
6. Install the printer driver. As part of the driver installation process, you will connect the printer to your computer with the USB cable. *See "Installing the Printer Driver" on page 14.*

   ***Important:** Do not connect the printer to your PC with the USB cable at this time. The USB cable will be connected later in this procedure when prompted.*
7. Feed the label media into the printer and adjust the media guide to the required width. *See "Installing the Media Roll" on page 30.*
8. Prepare your software and start a print job. This process will vary based on how you will be printing.
   - **If you are using CQL Pro software from QuickLabel:**

     Set up CQL Pro based on your label and print specifications. Then start a print job. See CQL Help for details.
   - **If you are using Adobe or other third-party software:**

     Set up the printer driver based on your label and print specifications. *See "Setting up Printer Driver Preferences" on page 39.*

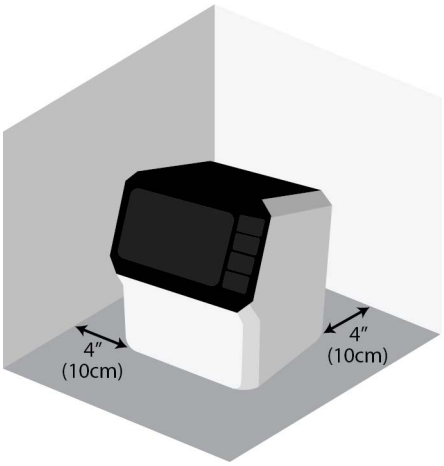
     Start a print job. *See "Printing from Adobe or other Third-Party Software" on page 49.*
   - **If you are using QuickPrint printing:**

     Make your label files available to the printer with a USB flash drive. Then start a QuickPrint print job. *See "QuickPrint Printing from USB or Printer Memory" on page 50.*

# Choosing an Installation Location

Select an installation location that meets the requirements described below. These requirements will help ensure safe operation and optimal printing results.

- The printer power cable must be able to connect to an appropriate power outlet. This power outlet must be easily accessible.
- Avoid installing the printer near water sources such as faucets, water heaters, humidifiers, or refrigerators.
- The environment temperature must be within 59°F to 89°F (15°C to 32°C).
- The environment humidity must be within 20% to 80% RH (non-condensing).
- The environment must be well ventilated and free of dust.
- No printer feet should float. The printer must be held level constantly.
- The installation surface must be sturdy and stable enough to support the weight of the printer and any accessories.
- A minimum of 4 inches (10 cm) of free space is required on each side of the printer.




# System Requirements

Verify that your PC meets the following system requirements.

- Microsoft Windows® 11, 10, 64/32-bit Driver
- Microsoft .NET Framework 3.5 SP1
- 8 GB RAM
- 350 MB free hard drive space
- Internet access
- One available USB 2.0 port for USB installation

# Unpacking and Inspection

The printer is secured using cushioning materials to protect it against vibration and shock during transportation. Use the following instructions to unpack and inspect the printer.

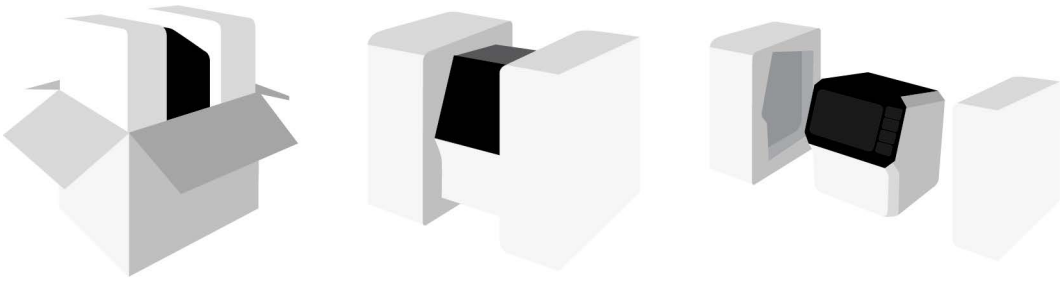
***Note:*** *Keep the packaging materials for future transportation.*

1. Open the top of the shipping carton. Remove the accessory box.

Open the accessory box and verify the following parts are included.

- Power adapter
- AC power cables (North American and European)
- USB-C to USB-A cable
- Ink cartridge (CMY)

2. Lift the printer out of shipping carton. Remove the packaging inserts from the printer. Place the printer on a sturdy table.



3. Inspect the printer and accessories. Verify that no items were damaged during transit.

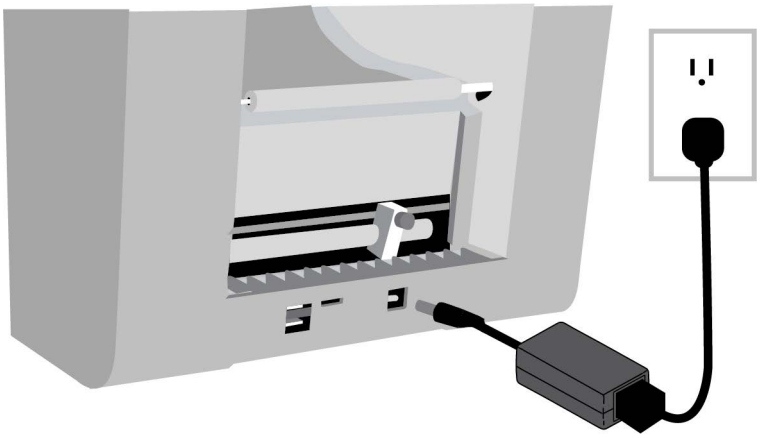
# Installing the Printer

This section describes the tasks required to install the printer.

## Connecting the Power Cable

Use the included power adapter to supply power to the printer.

1. Connect the power cable to the power adapter. Plug the adapter's power cord into the printer's power inlet. The power inlet is located on the back of the printer.



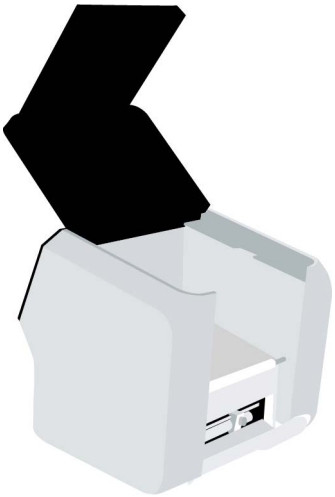
2. Plug the power cable into an AC power receptacle. The power button on the front of the printer will light red when power is connected.

   ***Note:*** *Do not turn the printer's power on at this time.*

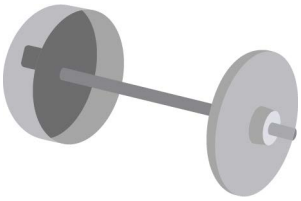
## Preparing Roll Media

The printing system uses roll media. You will load a roll of labels on the roll holder in the correct orientation, and then set the roll holder in the printer. During printing, the roll holder will turn freely and unwind labels as they are fed into the printer.

1. Open the upper lid.

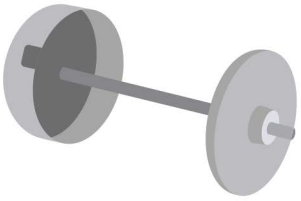


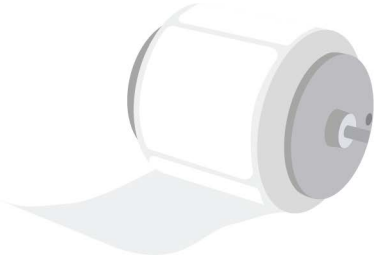
2. Lift the empty roll holder out of the printer.



The roll holder is made from two flanges connected by a spindle. The wide flange is not removable. The narrow flange can be removed to allow for loading a media roll.

3. Loosen the screw on the narrow flange until the flange moves freely on the spindle. Remove the narrow flange.



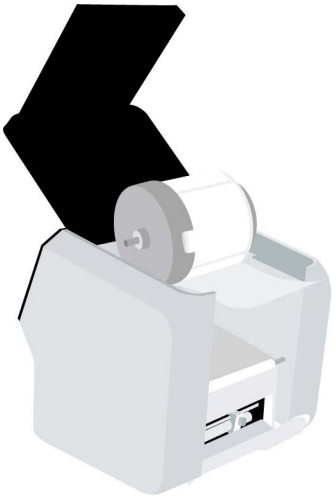


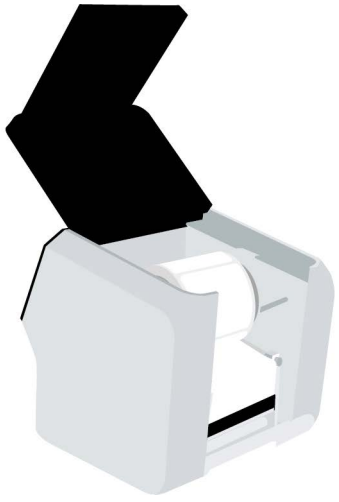
Orient the label roll as shown. Then install it on the roll holder. Make sure the side of the roll is pressed flush against the wide flange.

Install the narrow flange. Make sure the narrow flange is pressed flush against the side of the roll. Tighten the screw on the narrow flange to secure the flange.

***Important:*** *Make sure the roll is oriented as shown. With the wide flange on the left side of the roll, the labels must be unwinding from the bottom of the roll. If labels are unwinding from the top of the roll, repeat this step and turn the roll around.*

4. Set the roll holder in the printer as shown.





5. Close the upper lid.

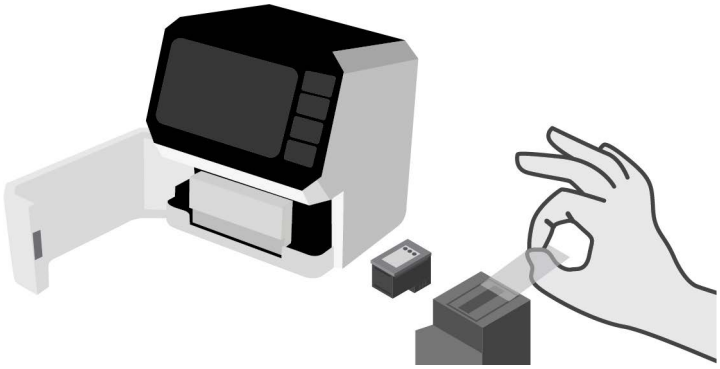
Before printing, you will feed the media into the printer. *See "Installing the Media Roll" on page 30.*

## Installing the Initial Ink Cartridge and Powering On

The printer uses one ink cartridge that contains cyan, magenta, and yellow (CMY) ink. An ink cartridge is included with the printer to help you get started. The printer is shipped without the ink cartridge installed.

Use the following instructions to install the ink cartridge. You will power on the printer after installing the ink cartridge.

1. Ink cartridges have special handling precautions. Follow these precautions when you work with ink cartridges. *See "Handling Ink Cartridges" on page 24.*
2. Open the front lid. The ink cartridge cradle is located on the right side of the printer.

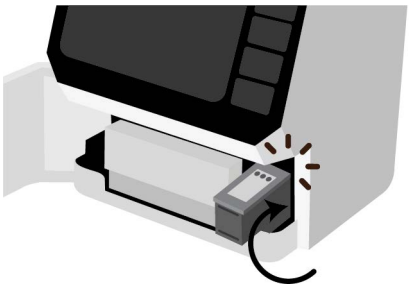


Remove the new ink cartridge from its packaging. Carefully remove the plastic tape covering the ink nozzles.

***Caution:*** *Do not touch the ink cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections. Do not remove the copper strips. They are required electrical contacts.*

3. Hold the ink cartridge so that the copper strip is on the bottom and facing the printer. Slide the ink cartridge into the cradle as shown.

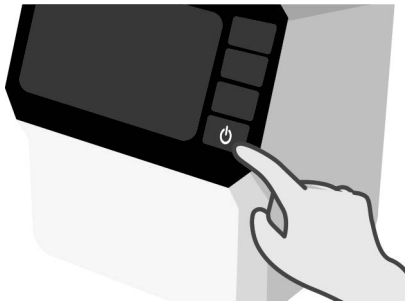
   Tilt the end of the cartridge facing you downward as you insert it. When the cartridge has reached the back of the cradle, tilt it back upward to its normal position until it clips into the cradle.



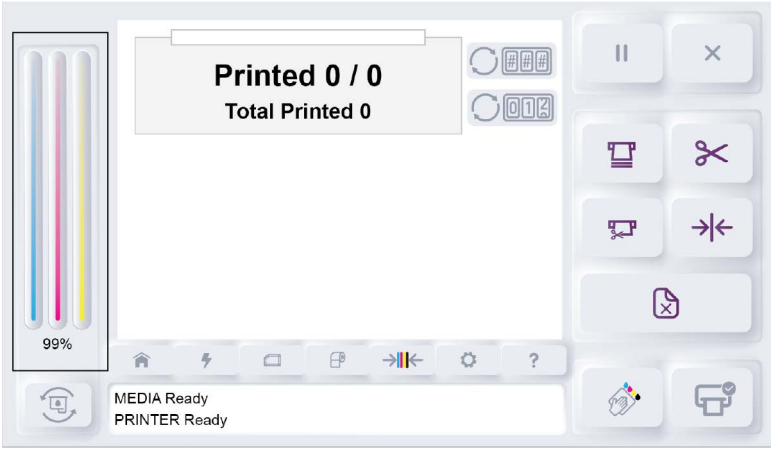
***Note:*** *If the ink cartridge slides back toward you, it is not seated properly. Lift the ink cartridge and press it into the cradle. When installed properly, the ink cartridge will be held in place and it will not freely move in any direction.*

4. Close the front lid.

5. Press the power button for two seconds and then release it. The power button will light green and you will hear the printer initializing.



6. When the printer has fully powered on, the touchscreen will be ready for use. Check the ink level area on the left side of the touchscreen.




The ink level will be displayed using visual CMY bars. The ink level is also displayed as a percentage under the bars. After installing the new ink cartridge, the ink level will be shown as full (100%).

***Note:*** *If the ink level is not displayed, the ink cartridge might not be installed properly. If this happens, reinstall the ink cartridge and be sure it fully clips into the cradle.*

## Installing the Printer Driver

The QL-E100 printer driver software allows your computer to communicate with the printer. Use the following instructions to download and install the printer driver on your computer.

***Important:*** *This procedure requires administrator rights in Windows.*

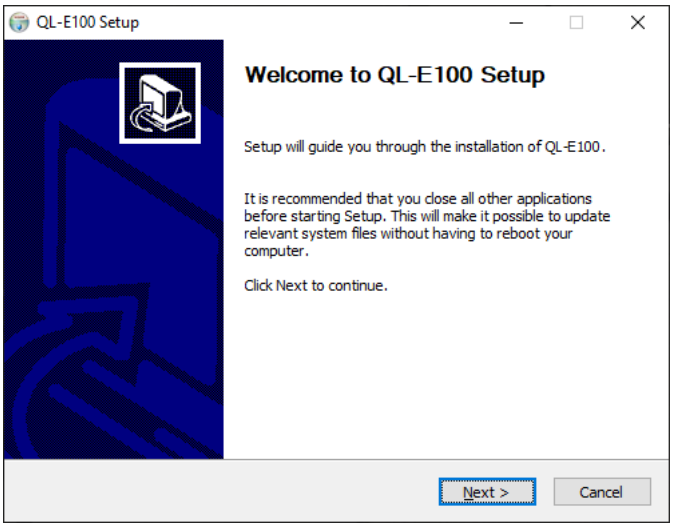
1. Make sure that the printer is powered off. If the printer is on, press the power button for two seconds and then release it. The power button will light red and the printer will shut down.

   ***Important:*** *Do not connect the printer to your PC with the USB cable at this time. The USB cable will be connected later in this procedure when prompted.*

2. Download the QL-E100 printer driver from the AstroNova Product Identification website. See AstroNovaProductID.com/QL-E100support. Save the file to your desktop for convenience.

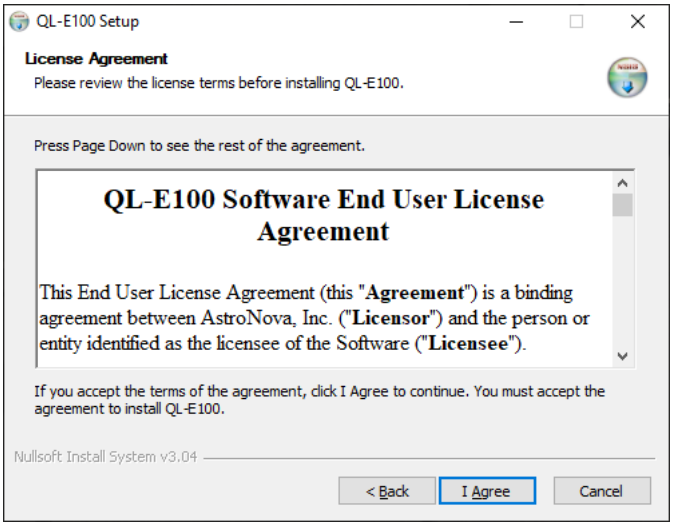
   The file will be named **Setup_QL_E100_WindowsDriver_V#.##.exe**. The last part of the file name indicates the version number of the driver.

3. Double-click the installer file. The installation process will begin.
4. The first screen shows the printer model and software version number.



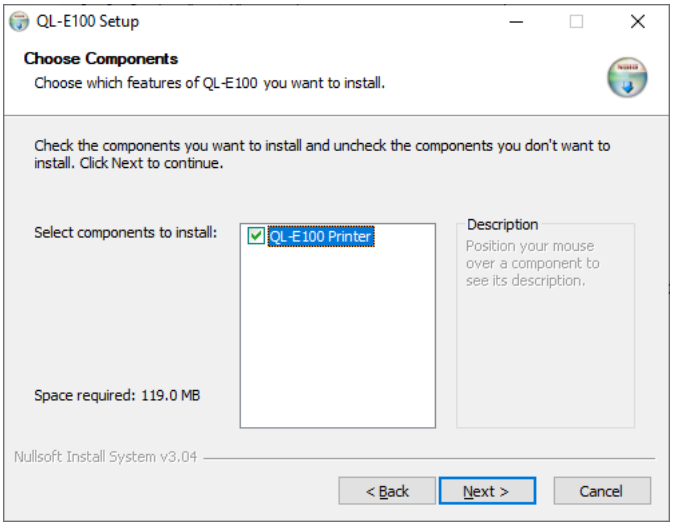

Choose the **Next** button.

5. The next screen shows the license agreement.



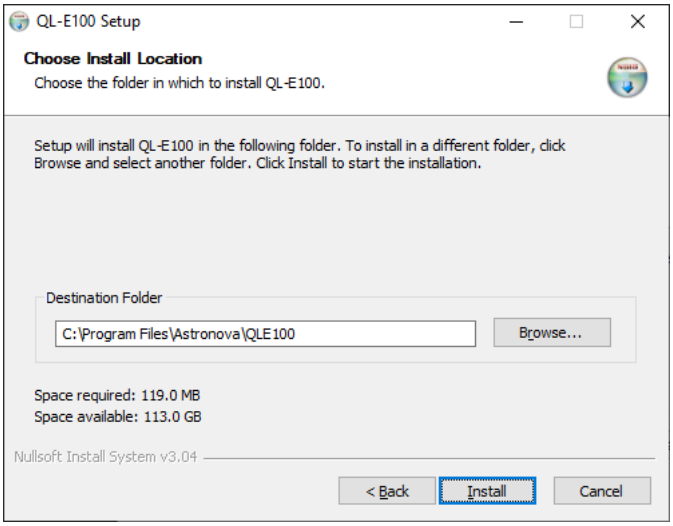

To proceed with the installation, accept the terms and choose the **I Agree** button.

6. The next screen shows the components that will be installed.



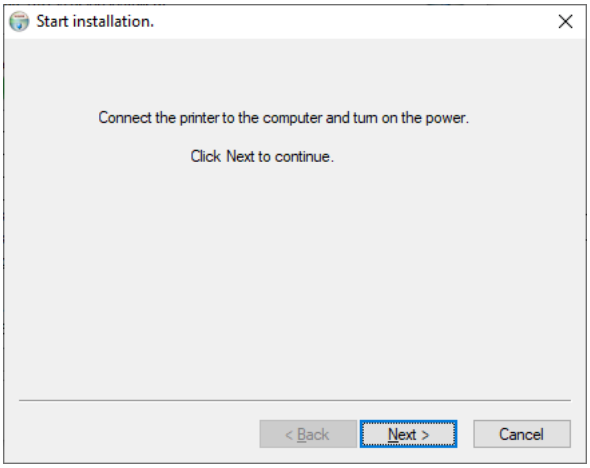

Make sure the **QL-E100 Printer** option is selected. Then choose the **Next** button.

7. The next screen shows where the printer software will be installed.

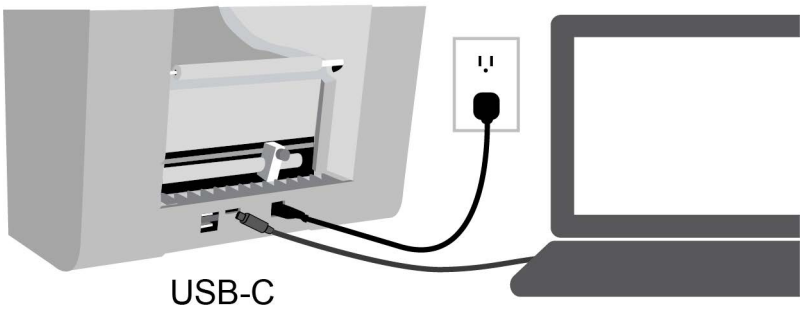



If necessary, select an installation location for the software. The default location should be used in most cases. Then choose the **Install** button.

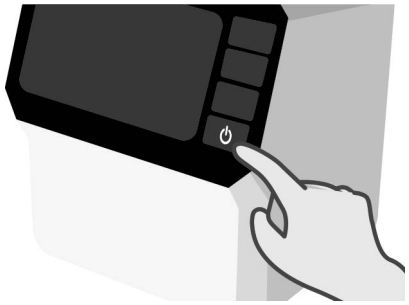
8. The software installation will start. You will be prompted to connect the printer to the computer.




9. Use the supplied USB cable to connect the printer's USB-C port to an available USB port on your computer.



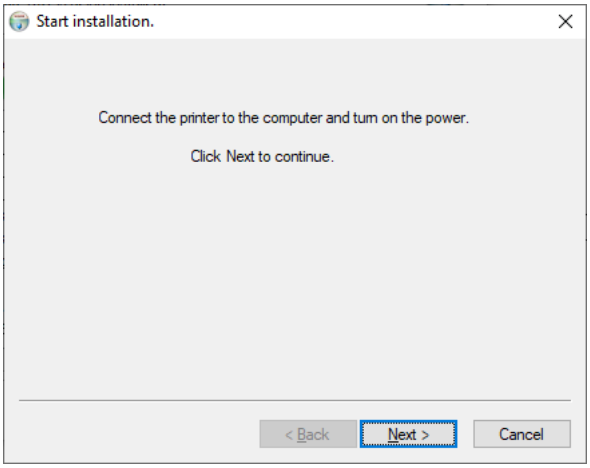

10. Press the power button for two seconds and then release it. The power button will light green and you will hear the printer initializing.



11. When the printer has fully powered on, Windows will automatically detect the printer and begin setting up the device. A Windows notification will alert you about this process.

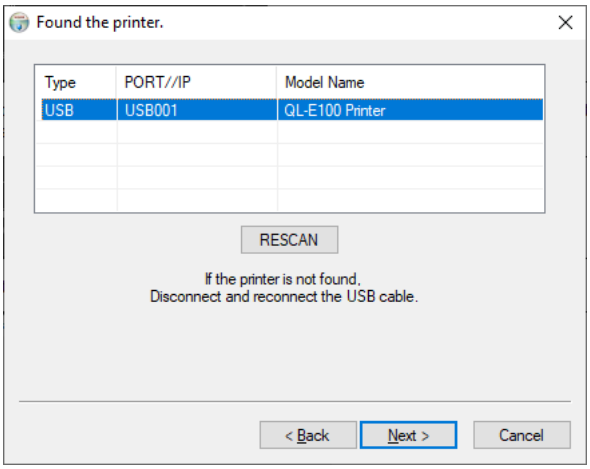
    A Windows notification will alert you after the Windows setup process has completed. This process usually requires less than 30 seconds.

12. Return to the printer driver software installation screen.




Choose the **Next** button.

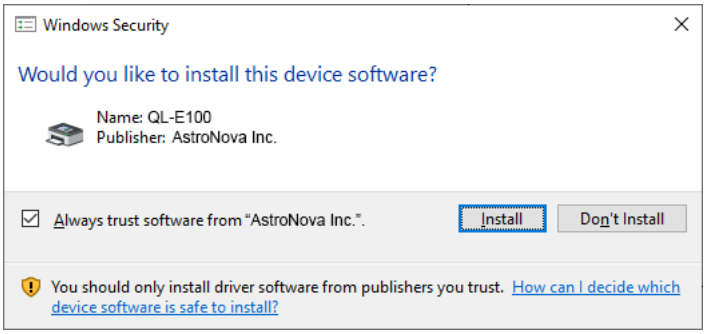
13. The next screen shows the USB port that will be used. The USB ports will automatically be scanned and the printer will appear in the port list.




- If your printer was found, it will be shown in the port list.
- If your printer was not found, disconnect and reconnect the USB cable. Then rescan the USB ports.

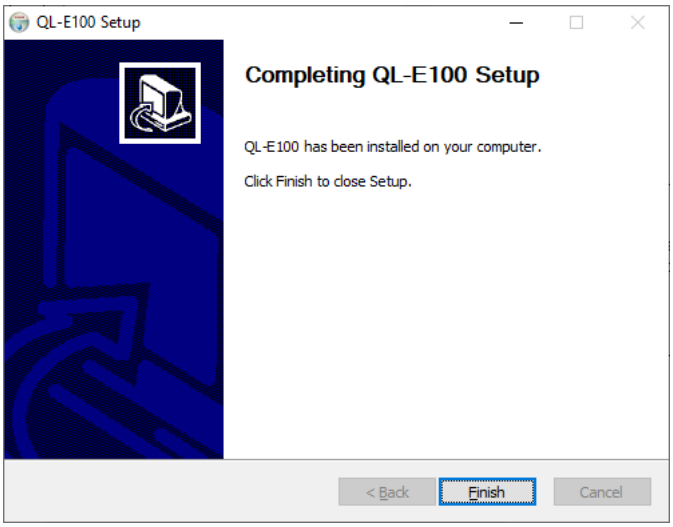
With the printer selected in the port list, choose the **Next** button.

14. The installation process will continue. A Windows Security prompt may appear.




If this prompt appears, choose the **Install** button.

15. The next screen shows that the printer driver has been successfully installed on your computer.

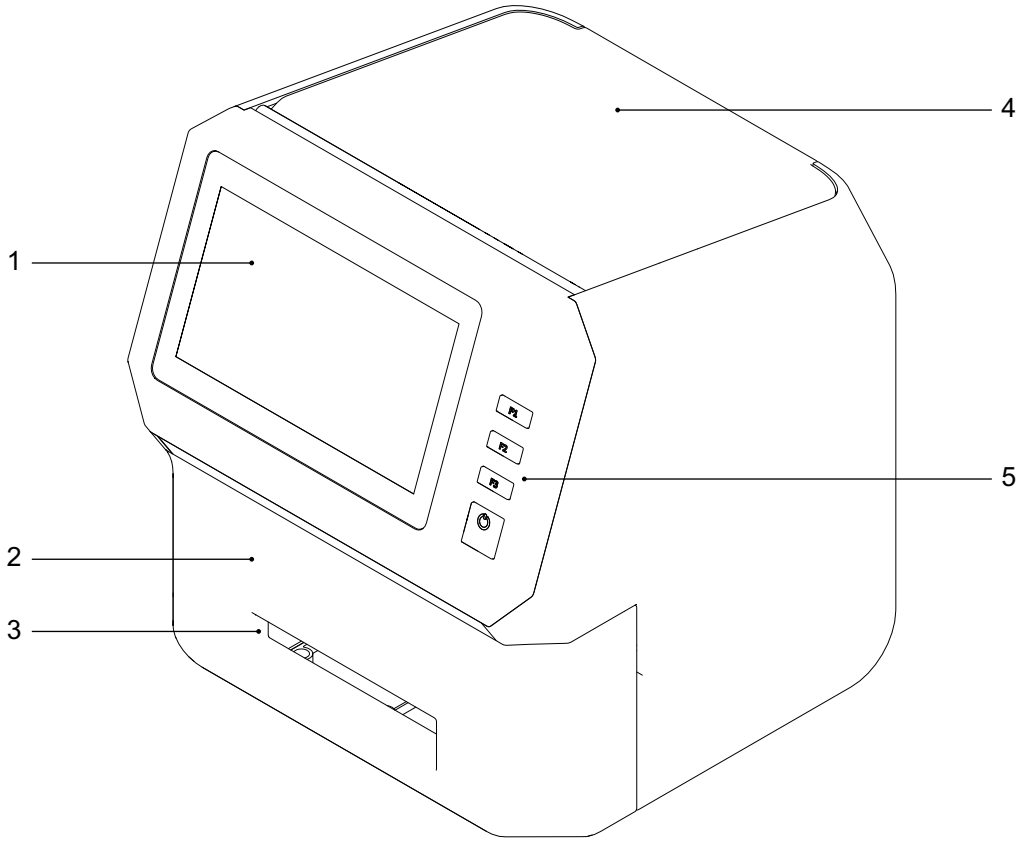



Choose the **Finish** button. The installer software will close.

# Identifying Printer Parts

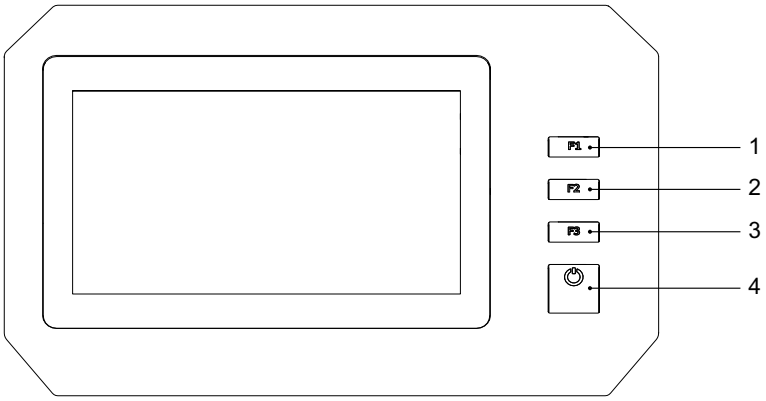
This section provides a visual overview of the printer. Parts are identified and described using illustrations and tables.

## Printer Overview



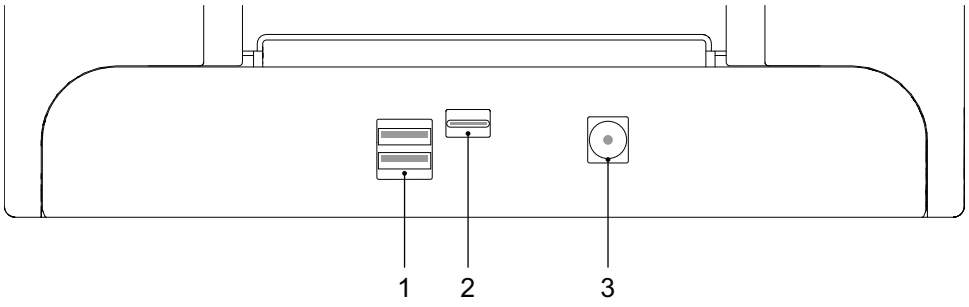

| # | Name | Description |
|---|---|---|
| 1 | Touchscreen | The seven-inch touchscreen provides access to all printer menus. It also displays information about the status of the printer. |
| 2 | Front Lid | The front lid provides access to the ink cartridge and cutter. |
| 3 | Media Exit Slot | Media is ejected through this slot. |
| 4 | Upper Lid | The upper lid provides access to the media roll area. |
| 5 | Operation Panel | The operation panel provides three function buttons and the power button. |

## Operation Panel




| # | Name | Description |
|---|---|---|
| 1 | F1 | Press this key to change the ink cartridge. *See "Replacing the Ink Cartridge" on page 25.* |
| 2 | F2 | Press this key to perform a print carriage check followed by a printhead cleaning. |
| 3 | F3 | Press this key to unload the media. Media will be fed backward out of the media entry slot. |
| 4 | Power | Press this key for two seconds and then release it to turn the printer on/off.<br>• When the printer is on, the power LED will light green.<br>• When the printer is off, the power LED will light red. |

## Rear Panel Connectors




| # | Name | Description |
|---|---|---|
| 1 | USB Type A Ports | Two USB A ports are available for connecting USB flash drives. |
| 2 | USB Type C Port | The USB C port is used for connecting a PC to the printer. |
| 3 | Power Inlet | The power adapter cord plugs into the power inlet. |

# Chapter 2: Media and Ink Cartridges

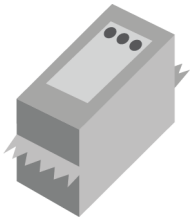
## Purchasing Media and Ink

Visit GetLabels.com or contact one of our Customer Support Specialists from your location.

| Location | Telephone | E-mail |
|---|---|---|
| **Americas** | | |
| USA | +1 877 757 7978 or<br>+1 401 828 4000 | info@getlabels.com |
| Canada | +1 800 565 2216 | infoCA@getlabels.com |
| Mexico, Latin and<br>South America | +52 55 3934 5171 | info@getlabels.com |
| **Europe / Middle East / Africa** | | |
| Germany, Middle East, Africa | +49 6074 31025 30 | infoDE@getlabels.com |
| France | +33 1 34 82 09 00 | infoFR@getlabels.com |
| United Kingdom, Ireland | +44 1628 668836 | infoUK@getlabels.com |
| **Asia** | | |
| China | +86 21 5868 1533 | info@getlabels.com |
| Malaysia, Singapore, India,<br>Thailand | +60 3 5031 9329 | info@getlabels.com |

# Ink Cartridges

The printer uses one ink cartridge that contains cyan, magenta, and yellow (CMY) ink. An ink cartridge is included with the printer to help you get started. You will need to replace ink cartridges when they run out of ink. The service life of ink cartridges will vary based on your printing quantities and label colors.



Use the following information when ordering replacement ink cartridges.

| Item Description | AstroNova Part Number |
|---|---|
| QL-E100 COLOR INK CARTRIDGE, 2-PK | 14580102 |
| QL-E100 COLOR INK CARTRIDGE, 5-PK | 14580105 |

***Caution:*** *Ink cartridges are not refillable. Do not attempt to modify or refill ink cartridges or printer damage may result. Printer damage caused by modified or refilled ink cartridges is excluded from the printer warranty.*

## Handling Ink Cartridges

Use the following precautions when handling ink cartridges.

- For safety, keep ink cartridges out of the reach of children. If ink is accidentally ingested, contact a physician immediately.
- Keep ink cartridges in their sealed packages until they are needed. Ink cartridges should be stored at room temperatures.
- Do not leave the ink cartridge outside the printer for more than 30 minutes.
- Do not remove the plastic tape covering the ink nozzles until you are ready to install the ink cartridge in the printer. If the plastic tape has been removed from the ink cartridge, do not attempt to reattach it. Reattaching the tape damages the ink cartridge.
- Do not touch the ink cartridge ink nozzles or copper contacts. Touching these parts can result in clogs, ink failure, and bad electrical connections. Do not remove the copper strips. They are required electrical contacts.
- When the ink cartridge is removed from the printer, store it in the original packaging or an airtight plastic container. Ensure the cartridge is stored with the ink nozzles facing down, but not in contact with the container.

## Initial Ink Cartridge Installation

The printer is shipped without the ink cartridge installed. The initial ink cartridge installation is discussed earlier in this user guide. *See "Installing the Initial Ink Cartridge and Powering On" on page 13.*

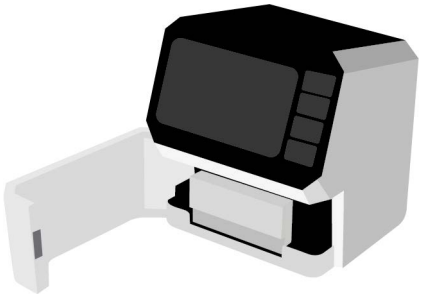
## Replacing the Ink Cartridge

The ink level is displayed on the left side of the touchscreen. When the ink cartridge is empty, an out of ink message will be displayed. Use the following instructions to remove the empty ink cartridge and install a new one.

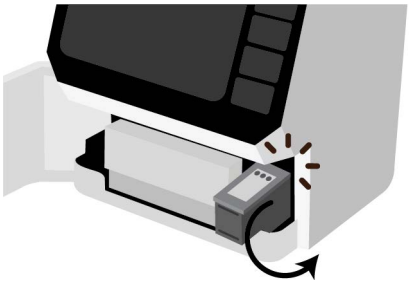
***Warning:*** *Before attempting to remove the ink cartridge from the printer, you must first tap the Change Ink Cartridge icon or press the F1 key as described below. If you attempt to remove the ink cartridge without activating one of these functions, printer damage may occur.*

1. Ink cartridges have special handling precautions. Follow these precautions when you work with ink cartridges. *See "Handling Ink Cartridges" on page 24.*
2. Tap the **Change Ink Cartridge** icon or press the **F1** key.

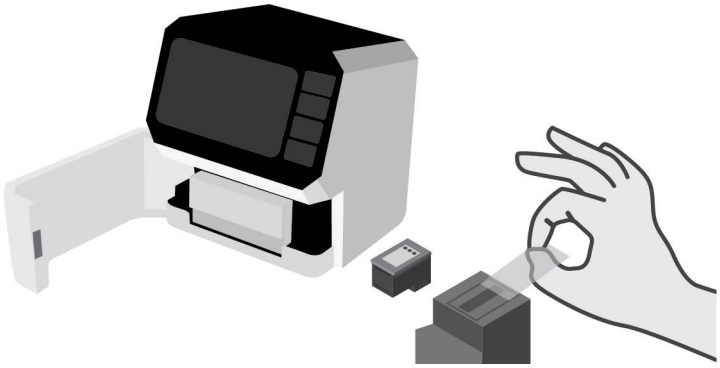
   The maintenance tray under the ink cartridge will move backward into the printer.
3. Open the front lid. The ink cartridge cradle is located on the right side of the printer.



4. Gently pull the cartridge down and outward until you hear it detach from the cradle. Remove the ink cartridge from the cradle as shown.



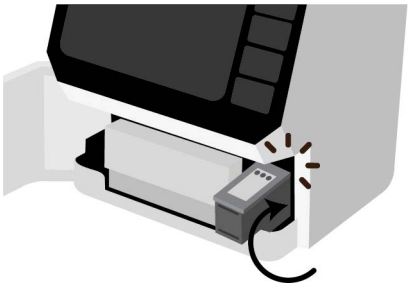
5. Remove the new ink cartridge from its packaging. Carefully remove the plastic tape covering the ink nozzles.



***Caution:*** *Do not touch the ink cartridge ink nozzles or copper contacts. Touching these parts will result in clogs, ink failure, and bad electrical connections. Do not remove the copper strips. They are required electrical contacts.*

6. Hold the ink cartridge so that the copper strip is on the bottom and facing the printer. Slide the ink cartridge into the cradle as shown.

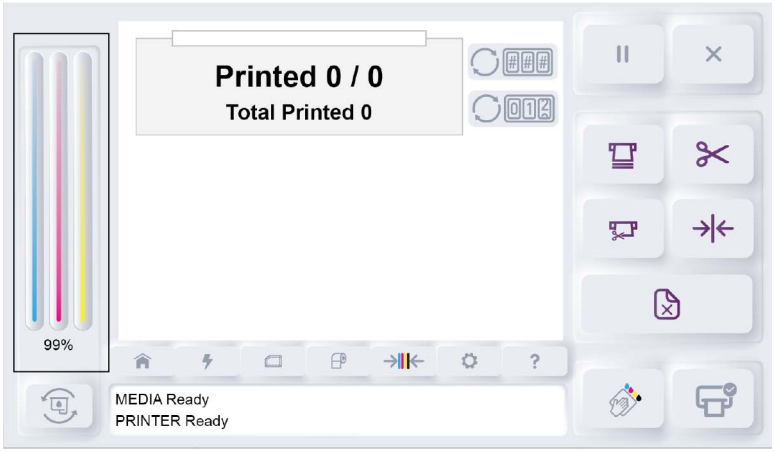
   Tilt the end of the cartridge facing you downward as you insert it. When the cartridge has reached the back of the cradle, tilt it back upward to its normal position until it clips into the cradle.



***Note:*** *If the ink cartridge slides back toward you, it is not seated properly. Lift the ink cartridge and press it into the cradle. When installed properly, the ink cartridge will be held in place and it will not freely move in any direction.*

7. Close the front lid. The maintenance tray under the ink cartridge will move forward.

8. Check the ink level area on the left side of the touchscreen.




The ink level will be displayed using visual CMY bars. The ink level is also displayed as a percentage under the bars. After installing the new ink cartridge, the ink level will be shown as full (100%).

***Note:*** *If the ink level is not displayed, the ink cartridge might not be installed properly. If this happens, reinstall the ink cartridge and be sure it fully clips into the cradle.*

9. Recycle the empty ink cartridge. *See "Recycling Empty Ink Cartridges" on page 27.*

## Recycling Empty Ink Cartridges

Empty ink cartridges can be recycled anywhere you can recycle ink cartridges for office printers. This includes designated drop-off locations in office supply stores and local recycling facilities.

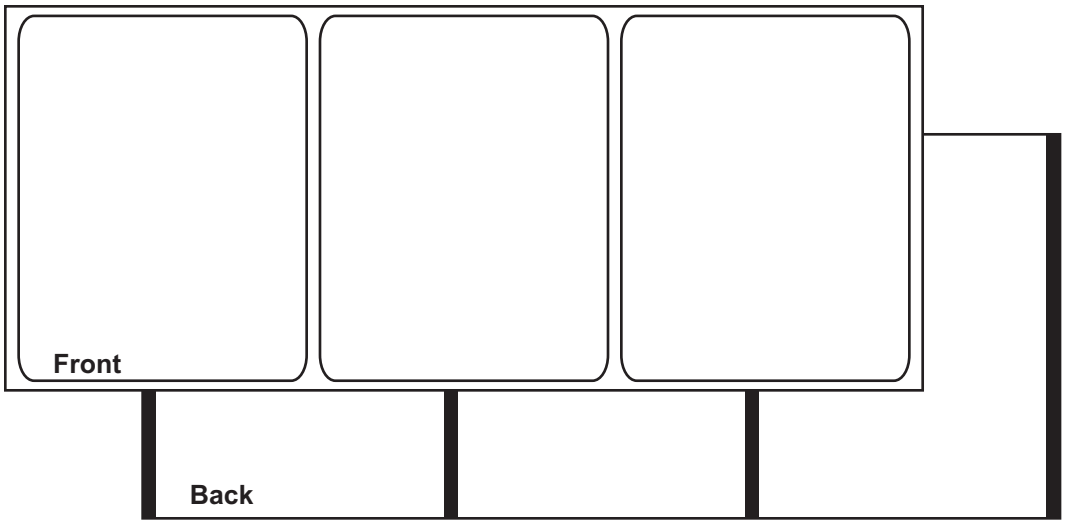
# Media Rolls

## Supported Media Types and Sensing

This section describes the types of label media you can use with the printer.

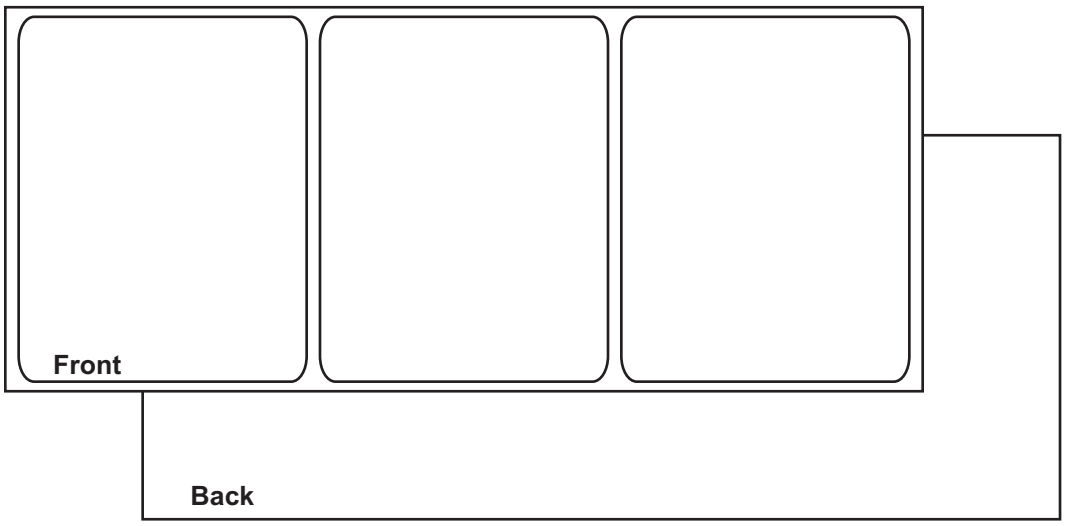
### Reflective Mark Media

Reflective mark media has black cue marks printed on the back of the label liner. These marks are read by a sensor on the printer to determine the starting point of new labels.




### Gap Media

Gap media has spaces between each label resulting from the removal of the matrix during the die cutting process. When the matrix material is removed and the liner exposed, the die cut labels are separated by gaps. These gaps are read by a sensor on the printer to determine the starting point of new labels.



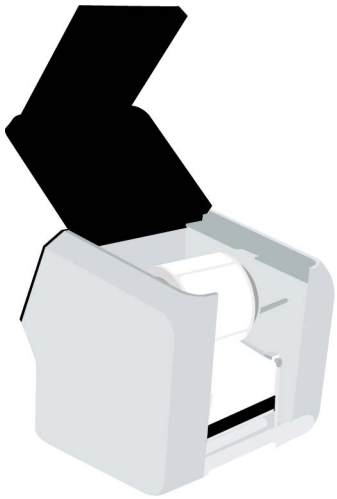
## Continuous Media

Continuous media does not have reflective marks. It also does not have die cuts, and therefore contains no gaps. It is a continuous sheet of label material affixed to a liner. It may also be a roll of continuous paper tag stock.

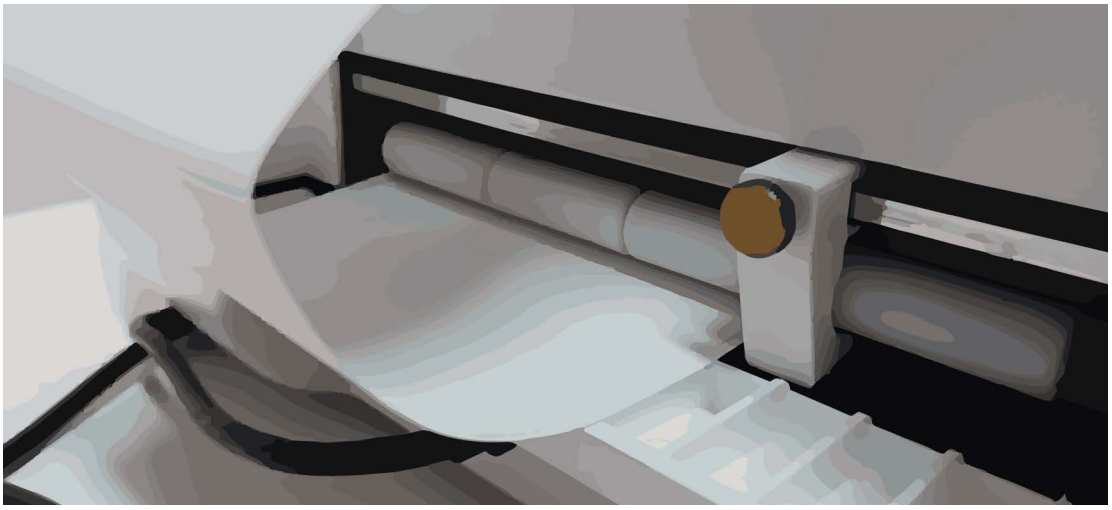
## Installing the Media Roll

Use the following instructions to install the media roll and feed media into the printer.

1. Make sure that the printer is powered on. If the printer is off, press the power button for two seconds and then release it. The power button will light green and you will hear the printer initializing.
2. Prepare the media roll as described earlier in this user guide. Load the media roll on the roll holder and then set the roll holder in the printer. *See "Preparing Roll Media" on page 11.*
3. Open the upper lid.



4. Locate the adjustable media guide on the right side of the media entry slot. Loosen the screw and slide the guide to the right.



Unroll a small amount of labels. Then feed the first label of the roll into the media entry slot. Make sure the edge of the media is against the left side of the slot.

Gently and evenly advance the media into the slot until the printer clamps the media and pulls it inward. Slide the adjustable media guide against the edge of the media. Then tighten the screw.

5. Close the upper lid.

## Replacing a Media Roll

Use the following instructions to remove a media roll or empty cardboard core. Then install a replacement media roll and feed media into the printer.

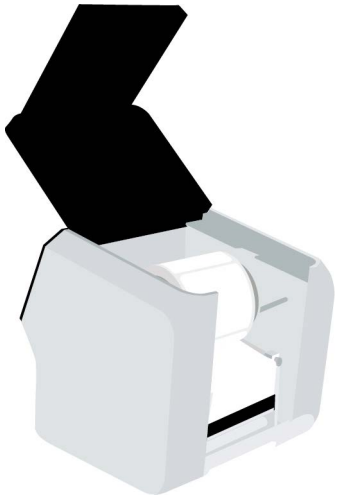
If media runs out during a print job, the print job will resume after the replacement roll is installed. Any remaining labels in the job will be printed.

1. Make sure that the printer is powered on. If the printer is off, press the power button for two seconds and then release it. The power button will light green and you will hear the printer initializing.
2. The next step will differ based on when you are replacing the media roll.
   - Use the following instructions if you are not printing and the printer is in the Ready mode.

     Tap the **Unload Media** icon or press the **F3** key. The printer will feed any remaining media backward out of the media entry slot.

   - Use the following instructions if printing stops because the label roll is empty.

     When the end of the label roll is reached, an error message will appear on the touchscreen. The printed labels will be advanced and then paused. Gently pull the printed labels forward out of the media exit slot.
3. Open the upper lid.



4. Lift the roll holder out of the printer.
5. Loosen the screw on the narrow flange until the flange moves freely on the spindle. Remove the narrow flange. Remove the media roll or empty cardboard core from the roll holder.

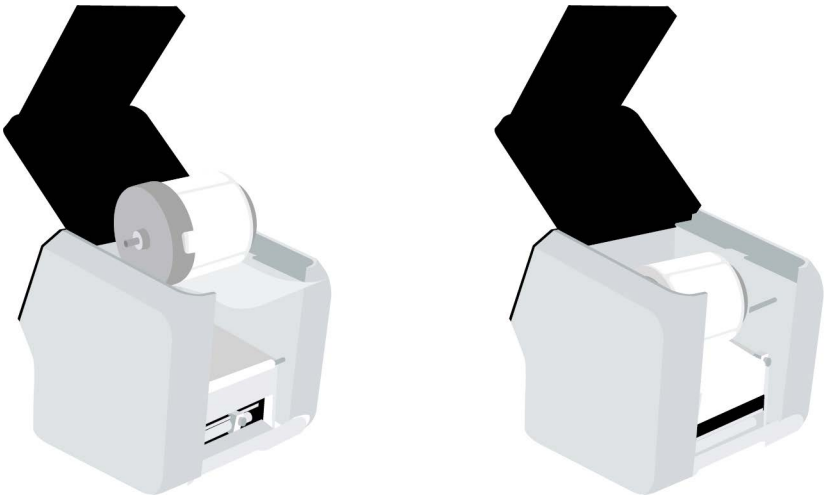
6. Prepare to load a new roll of labels. If you are replacing an empty label roll during a print job, you must use the same material type and label size.

Orient the label roll as shown. Then install it on the roll holder. Make sure the side of the roll is pressed flush against the wide flange.

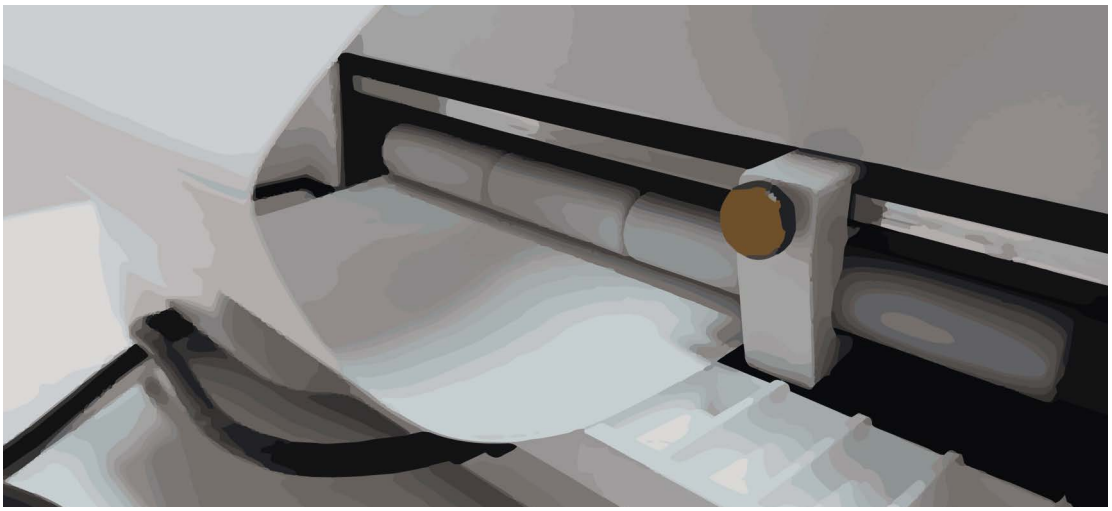
Install the narrow flange. Make sure the narrow flange is pressed flush against the side of the roll. Tighten the screw on the narrow flange to secure the flange.

***Important:*** *Make sure the roll is oriented as shown. With the wide flange on the left side of the roll, the labels must be unwinding from the bottom of the roll. If labels are unwinding from the top of the roll, repeat this step and turn the roll around.*

7. Set the roll holder in the printer as shown.



8. Locate the adjustable media guide on the right side of the media entry slot. Loosen the screw and slide the guide to the right.



Unroll a small amount of labels. Then feed the first label of the roll into the media entry slot. Make sure the edge of the media is against the left side of the slot.

Gently and evenly advance the media into the slot until the printer clamps the media and pulls it inward. Slide the adjustable media guide against the edge of the media. Then tighten the screw.

9. Close the upper lid.
10. If you replaced an empty label roll during a print job, the print job will resume. Any unfinished labels will be printed. Receive the printed labels.

# Chapter 3: Installing and Setting Up the Printer Driver

## Initial Driver Installation

The initial driver installation is discussed earlier in this user guide. *See "Installing the Printer Driver" on page 14.*

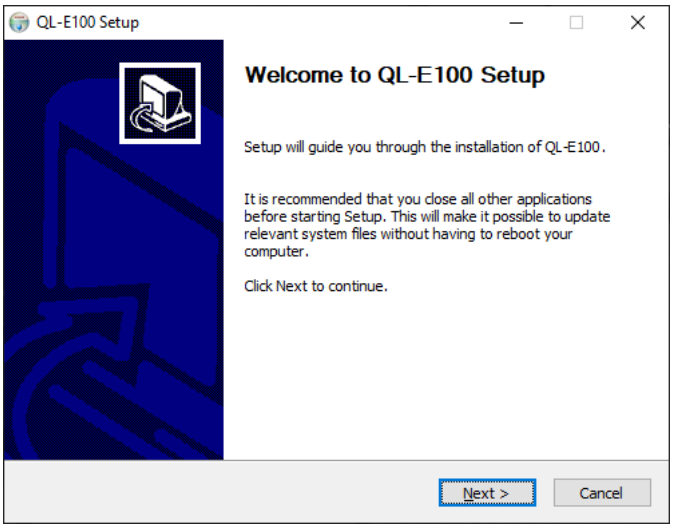
## Upgrading the Driver

New versions of the QL-E100 printer driver will be made available as needed. Use the following instructions to download and upgrade the printer driver on your computer.

***Important:*** *This procedure requires administrator rights in Windows.*

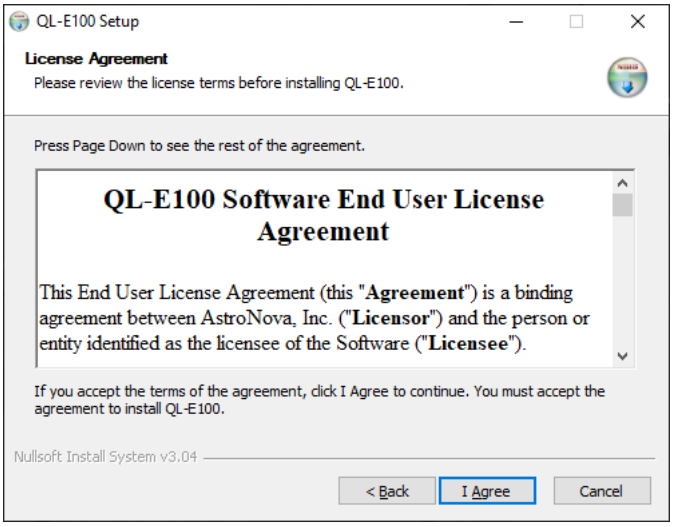
1. Make sure that the printer is powered off. If the printer is on, press the power button for two seconds and then release it. The power button will light red and the printer will shut down.
2. Disconnect the USB cable from the printer.
3. Download the updated QL-E100 printer driver from the AstroNova Product Identification website. See AstroNovaProductID.com/QL-E100support. Save the file to your desktop for convenience.

   The file will be named **Setup_QL_E100_WindowsDriver_V#.##.exe**. The last part of the file name indicates the version number of the driver.
4. Double-click the installer file. The installation process will begin.
5. The first screen shows the printer model and software version number.



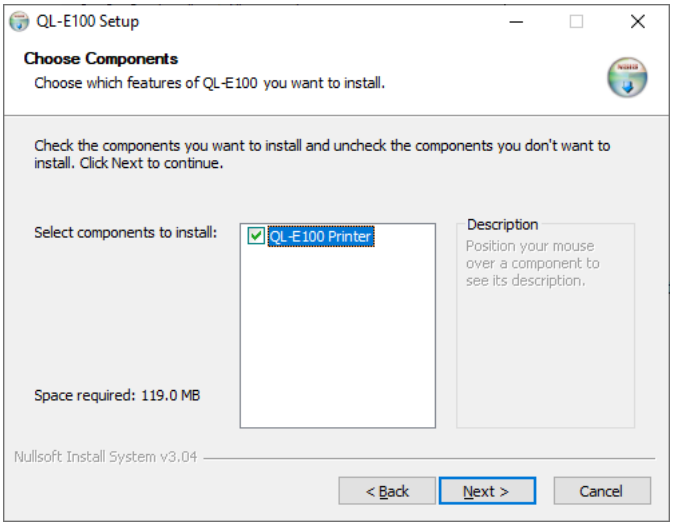

Choose the **Next** button.

6. The next screen shows the license agreement.



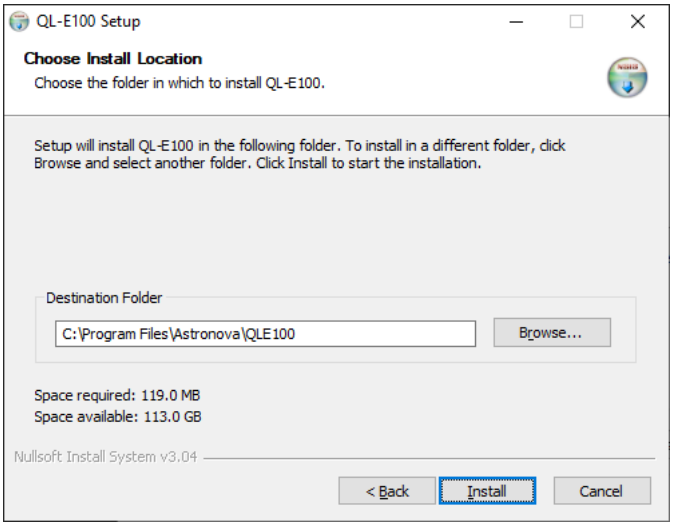

To proceed with the installation, accept the terms and choose the **I Agree** button.

7. The next screen shows the components that will be installed.




Make sure the **QL-E100 Printer** option is selected. Then choose the **Next** button.

8. The next screen shows where the printer software will be installed.

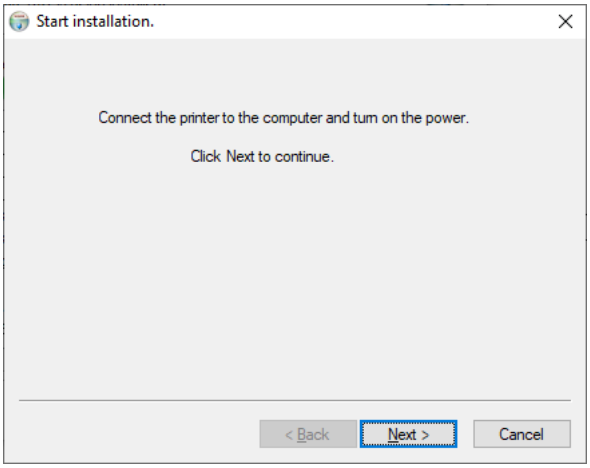



If necessary, select an installation location for the software. The default location should be used in most cases. Then choose the **Install** button.

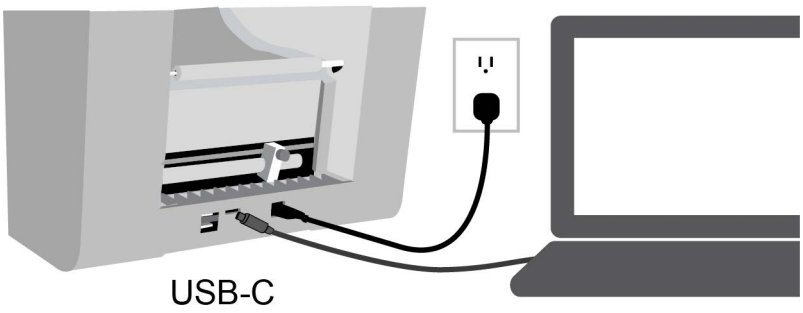
9. The software installation will start. The message “Installed printer found. Update driver?” will be displayed. Choose **OK**.

   The previous driver version will be removed and the updated driver will be installed.

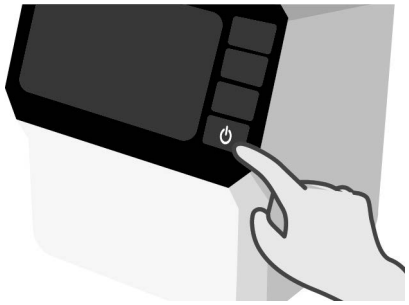
10. You will be prompted to connect the printer to the computer.



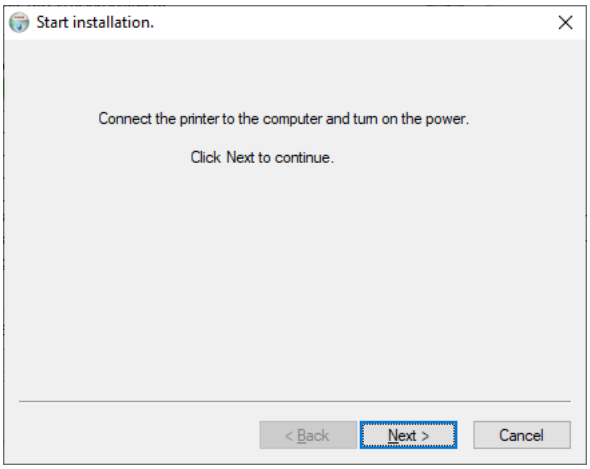
11. Use the supplied USB cable to connect the printer's USB-C port to an available USB port on your computer.




12. Press the power button for two seconds and then release it. The power button will light green and you will hear the printer initializing.

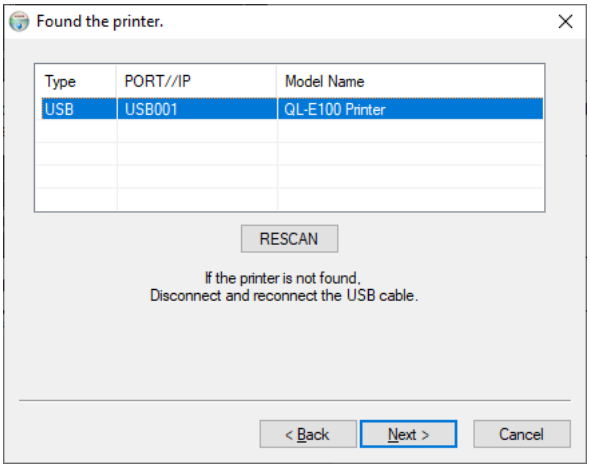


13. Return to the printer driver software installation screen.




Choose the **Next** button.

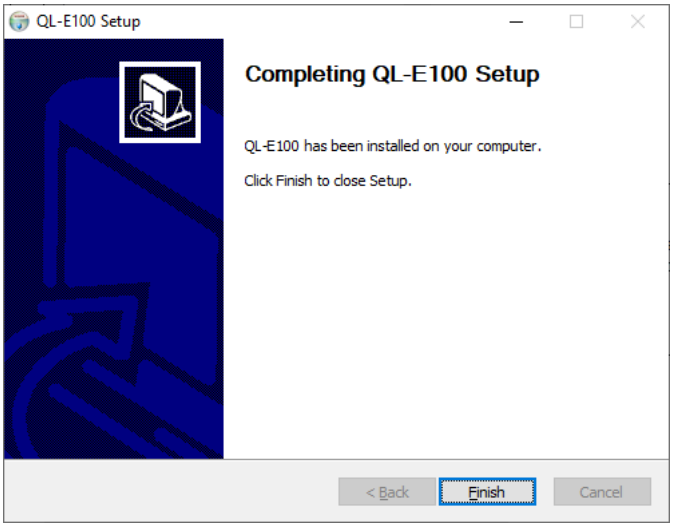
14. The next screen shows the USB port that will be used. The USB ports will automatically be scanned and the printer will appear in the port list.




- If your printer was found, it will be shown in the port list.
- If your printer was not found, disconnect and reconnect the USB cable. Then rescan the USB ports.

With the printer selected in the port list, choose the **Next** button.

15. The next screen shows that the printer driver has been successfully installed on your computer.




Choose the **Finish** button. The installer software will close.

# Installing Multiple Printers

You can control multiple QL-E100 printers from the same computer. You can save time by printing multiple label jobs simultaneously in this configuration. Before installing additional QL-E100 printers on the same computer, make sure that you have a USB-A hub available for use.

1. Make sure that the printer driver was previously installed. *See "Installing the Printer Driver" on page 14.*
2. Connect a USB hub to the computer. The upstream USB-A port on the hub connects to the computer.
3. Connect the existing QL-E100 printer to the USB hub. The USB-C end of the cable connects to the printer and the USB-A end of the cable connects to a downstream port on the hub.
4. Connect the new QL-E100 printer to the USB hub. The USB-C end of the cable connects to the printer and the USB-A end of the cable connects to a downstream port on the hub.
5. You will be prompted by Windows to install the new printer (the driver is already installed). When this process is complete, you can change the name of the printer if necessary for easier identification.

# Setting up Printer Driver Preferences

Configuring printer driver preferences is a process you will perform based on the types of labels you will be printing. As your label designs and media types change, you will need to update the printer driver preferences to accommodate the changes.

***Note:*** *Driver instructions apply only to printing via third-party design applications. If you are using CQL Pro, this process is not required.*

## Setting up Label Options

Before you print using a third-party application, you will need to select the appropriate label options in the printer driver.

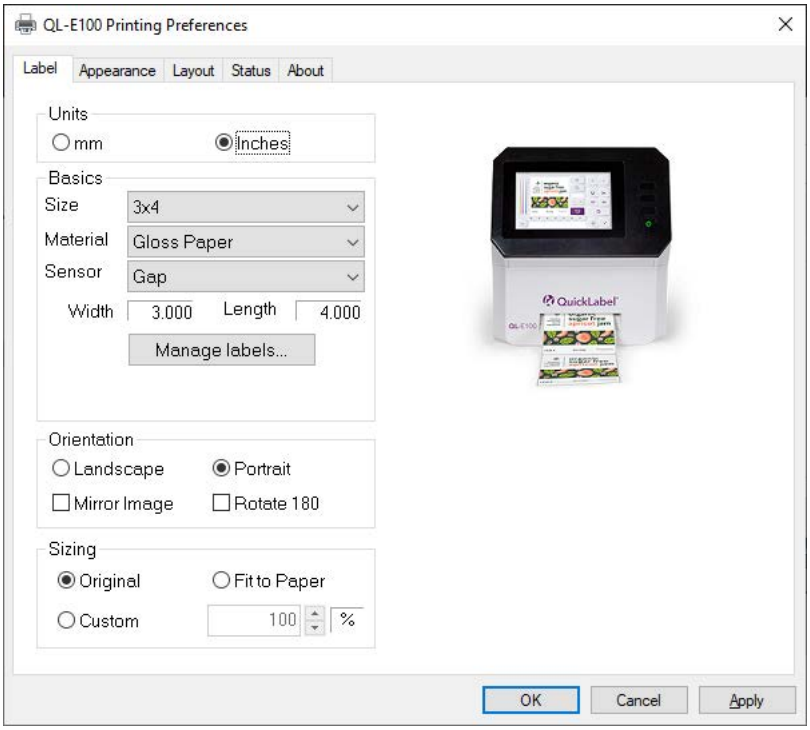
***Note:*** *Driver instructions apply only to printing via third-party design applications. If you are using CQL Pro, this process is not required.*

1. In Windows 10 and later, choose the search box on the taskbar. Type "Control Panel", and then select the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

   Right-click the printer icon and choose **Printing Preferences**. The **QuickLabel QL-E100 Printing Preferences** window will open.

   ***Note:*** *You can also access the driver preferences via the application's print dialog. From the Print window in your software, select QuickLabel QL-E100 from the printer list and choose Properties or Setup (varies based on program).*

2. Choose the **Label** tab.




3. Select whether to display sizes in millimeters or inches.
4. Select a label size from the **Size** list.

   If necessary, you can set up a custom label size to meet your needs. *See "Setting up Custom Label Sizes" on page 41.*
5. Select a **Material** type.
6. Select a **Sensor** type.
   - **Continuous** - Choose this option if you are using media without gap or reflective marks.
   - **Gap** - Choose this option if you are using gap media.
   - **Black Mark** - Choose this option if you are using reflective mark media.

   If you selected **Gap** or **Black Mark**, enter the length of the gap or reflective mark.
7. Select a printing orientation. Orientation is often set within the design application. However, if you cannot select an orientation in the design application, choose from the following options:
   - **Landscape** - Select this option if you want to print the label in a landscape orientation on the label roll.
   - **Portrait** - Select this option if you want to print the label in a portrait orientation on the label roll.
8. If necessary, you can print the image in a mirrored orientation (flipped left-to-right) by choosing **Mirror Image**.
9. If necessary, you can rotate the printed image 180 degrees by choosing **Rotate 180**.

10. If necessary, you can adjust the sizing of the printed image.
    - **Original** - Select this option to leave the sizing unchanged.
    - **Fit to Paper** - Select this option to resize the printed image to fit the label size. This feature requires selecting **Auto Fit to Page** as the **Scaling** option in the **Media Settings** tab on the touchscreen. *See "Media Settings Tab (QuickPrint Functions)" on page 64.*
    - **Custom** - Select this option to enter a custom resize percentage.
11. Choose **OK**.

## Setting up Custom Label Sizes

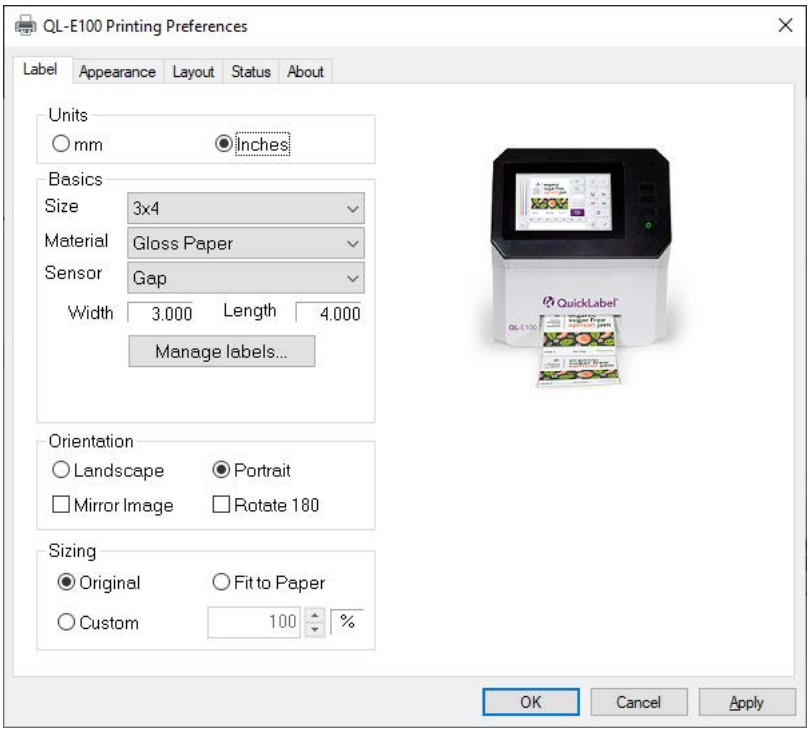
You can add and modify custom label sizes in the printer driver.

1. In Windows 10 and later, choose the search box on the taskbar. Type "Control Panel", and then select the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

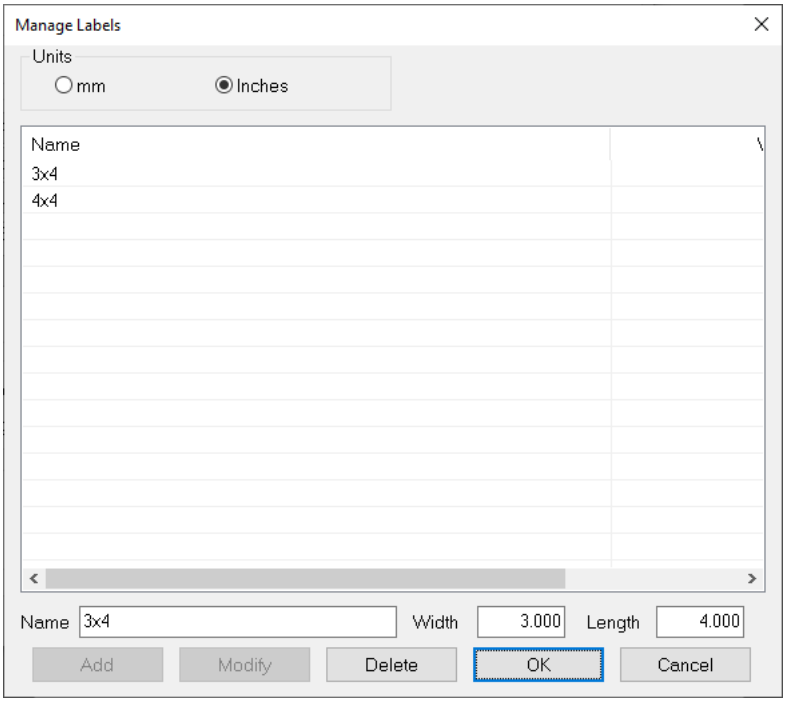
   Right-click the printer icon and choose **Printing Preferences**. The **QuickLabel QL-E100 Printing Preferences** window will open.

   ***Note:*** *You can also access the driver preferences via the application's print dialog. From the Print window in your software, select QuickLabel QL-E100 from the printer list and choose Properties or Setup (varies based on program).*

2. Choose the **Label** tab.



3. Choose **Manage Labels**. The **Manage Labels** window will open.




4. Select whether to display sizes in millimeters or inches.
5. Enter a name for the label size.
6. Enter the label dimensions.
7. Choose **Add**. The custom label size will be added.
8. If necessary, you can edit or delete label sizes.
   - To edit a label size, select it from the list and modify its settings. Then choose **Modify**.
   - To delete a label size, select it from the list and choose **Delete**.
9. Choose **OK**.

## Setting up Appearance Options

Before you print using a third-party application, you will need to select appearance options for your label.

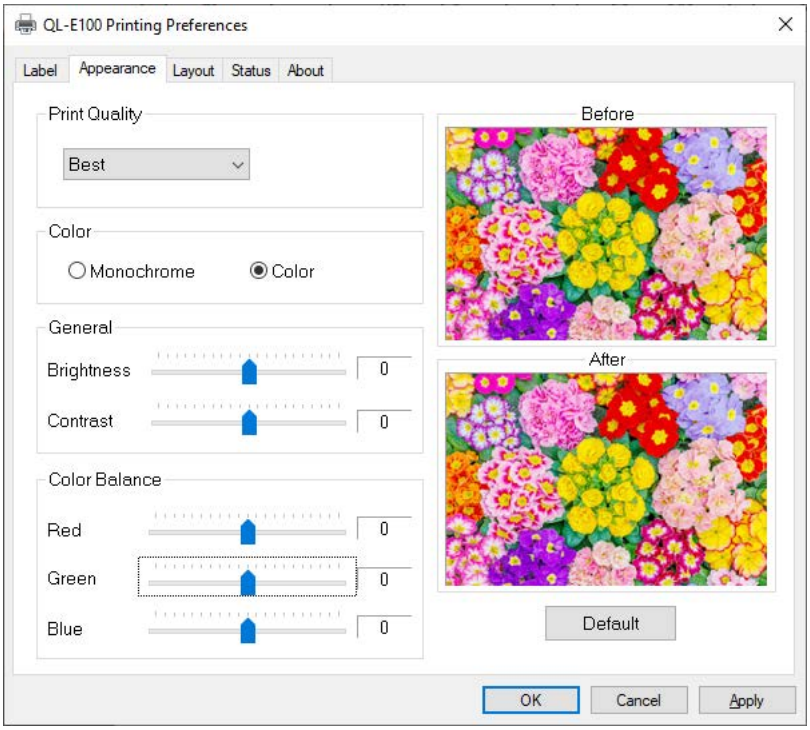
***Note:*** *Driver instructions apply only to printing via third-party design applications. If you are using CQL Pro, this process is not required.*

1. In Windows 10 and later, choose the search box on the taskbar. Type “Control Panel”, and then select the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

   Right-click the printer icon and choose **Printing Preferences**. The **QuickLabel QL-E100 Printing Preferences** window will open.

   ***Note:*** *You can also access the driver preferences via the application’s print dialog. From the Print window in your software, select QuickLabel QL-E100 from the printer list and choose Properties or Setup (varies based on program).*

2. Choose the **Appearance** tab.




3. Select a print quality.

   - **Best** - If you select this option, labels will be printed with the best possible quality. Labels will be printed with a resolution of 1200 x 600 dots per inch. In this mode, the printhead will pass over the same area multiple times while printing.
   - **Normal** - If you select this option, labels will be printed with a resolution of 1200 x 600 dots per inch.
   - **Economy** - If you select this option, labels will be printed with a resolution of 600 x 600 dots per inch.
   - **Draft** - If you select this option, labels will be printed with a resolution of 300 x 300 dots per inch. It provides the lowest possible resolution and saves the maximum amount of ink.

   Use a higher print quality for printing production labels. Use a lower print quality for printing label proofs.

4. Select whether to print **Monochrome** or **Color** labels.
5. Adjust the general options. You can increase or decrease **Brightness** and **Contrast**.
6. Adjust the color balance options. You can increase or decrease the **Red**, **Green**, and **Blue** colors.
7. If necessary, you can restore default settings by choosing **Default**.
8. Choose **OK**.

## Setting up Layout Options

Before you print using a third-party application, you will need to select layout options to define how your label will be printed.

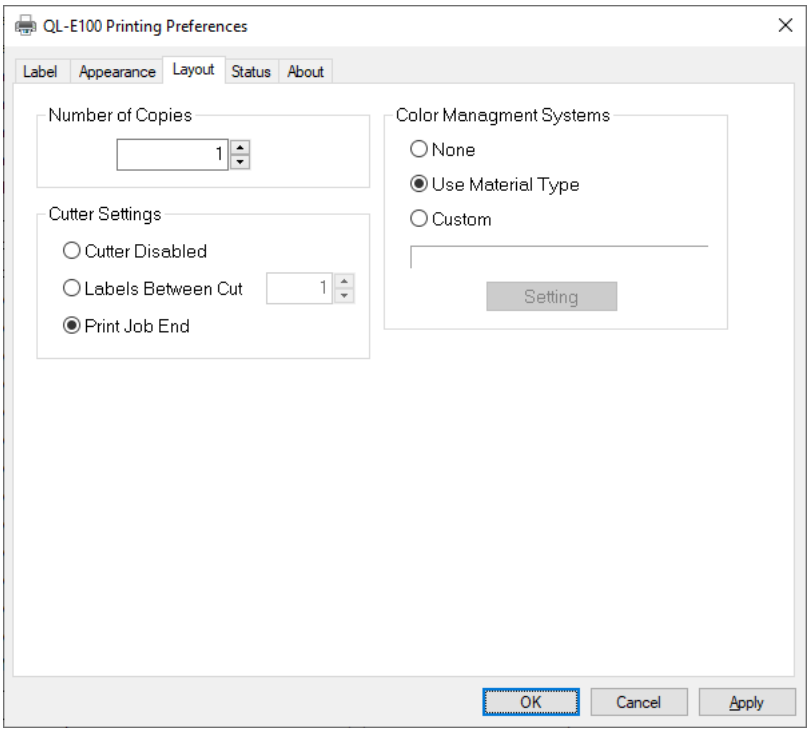
***Note:*** *Driver instructions apply only to printing via third-party design applications. If you are using CQL Pro, this process is not required.*

1. In Windows 10 and later, choose the search box on the taskbar. Type “Control Panel”, and then select the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

   Right-click the printer icon and choose **Printing Preferences**. The **QuickLabel QL-E100 Printing Preferences** window will open.

   ***Note:*** *You can also access the driver preferences via the application’s print dialog. From the Print window in your software, select QuickLabel QL-E100 from the printer list and choose Properties or Setup (varies based on program).*

2. Choose the **Layout** tab.




3. If necessary, you can select a printing quantity. Print copies are specified within the application before printing. However, you can override that value here, or use this setting if the application does not provide a setting.

4. Set up the cutter options.

   - **Cutter Disabled** - Select this option to disable the cutter.
   - **Labels Between Cut** - Select this option to cut after your specified number of labels.
   - **Print Job End** - Select this option to cut at the end of the print job.

5. Select a color management system.
   - **None** - Select this option to not use a color management system.
   - **Use Material Type** - Select this option to use the best color management system for the selected material type.
   - **Custom** - Select this option to open and use an image color matching (ICC) file from your computer.
6. Choose **OK**.

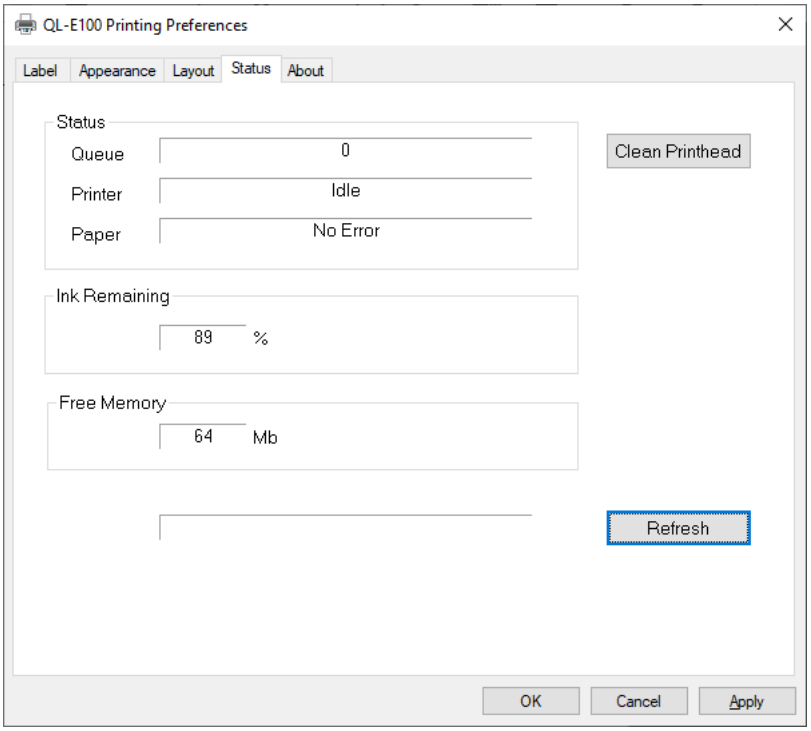
## Viewing Status Information

You can view printer status information in the printer driver. You can also perform a printhead cleaning routine.

1. In Windows 10 and later, choose the search box on the taskbar. Type “Control Panel”, and then select the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

   Right-click the printer icon and choose **Printing Preferences**. The **QuickLabel QL-E100 Printing Preferences** window will open.

   ***Note:*** *You can also access the driver preferences via the application’s print dialog. From the Print window in your software, select QuickLabel QL-E100 from the printer list and choose Properties or Setup (varies based on program).*
2. Choose the **Status** tab.



3. Use this window to view status information about the printer.
   - **Queue** - When a print job is in progress, this field shows the number of labels printed.
   - **Printer** - This field shows the status of the printer. If an error is shown, check the touchscreen for error details.
   - **Paper** - This field shows the status of the media. If an error is shown, check the touchscreen for error details.
   - **Ink Remaining** - This field shows the remaining ink level as a percentage.
   - **Free Memory** - This field shows the free memory available to the printer.
4. Choose **Refresh** to update the status information.
5. If necessary, you can choose **Clean Printhead** to perform a printhead cleaning routine.
6. Choose **OK**.

## Viewing Printer Driver Information

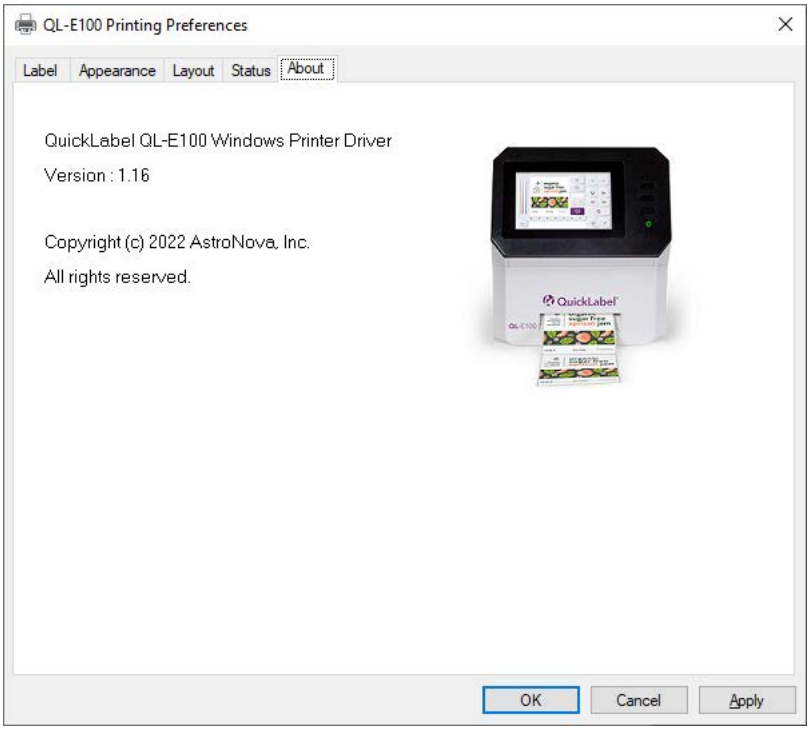
You can view information about the printer driver such as the version number.

1. In Windows 10 and later, choose the search box on the taskbar. Type “Control Panel”, and then select the **Control Panel** icon. In the Control Panel window, click **View Devices and Printers**.

   Right-click the printer icon and choose **Printing Preferences**. The **QuickLabel QL-E100 Printing Preferences** window will open.

   ***Note:*** *You can also access the driver preferences via the application’s print dialog. From the Print window in your software, select QuickLabel QL-E100 from the printer list and choose Properties or Setup (varies based on program).*

2. Choose the **About** tab.




Information about the printer driver is displayed in this tab.

# Chapter 4: Printing from a PC

## Preparing Label Artwork

This section describes factors you should consider when preparing your label artwork.

### Choosing Design Software

You can print using any design software with printing functionality. There are many graphic design software applications available, and the programs you choose will depend on your desired workflow and design requirements.

Design software is available from QuickLabel and other software vendors.

- **CQL Pro from QuickLabel** - This software product, developed by QuickLabel, makes it easy to create barcodes and position text and graphics on a label.
- **Third-Party Applications** - There are a variety of graphic design programs available from other software companies such as Adobe and Corel. Adobe Photoshop, Illustrator, and similar professional image editing programs provide advanced tools for creating your artwork.

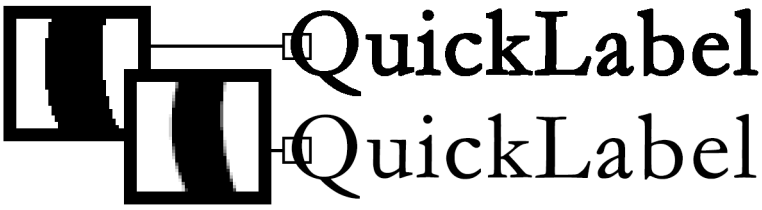
A common scenario is to use a mixed approach to designing labels. For example, you may want to edit a photographic element in Photoshop, create a logo in Illustrator, and then place both into a CQL Pro file for final layout and printing.

### Image Resolution

Images must have a resolution of at least 600 dots per inch (DPI).

### Disabling Anti-aliasing

Most graphic design software applications provide anti-aliasing features that result in the appearance of smooth color transitions. The following illustration shows text with anti-aliasing disabled (top) and enabled (bottom). Note the smooth color transitions when anti-aliasing is enabled.




When designing labels that will be printed on QL-E100 printers, do not use anti-aliasing. This is especially important if you are printing text or barcodes. For example, an anti-aliased barcode may not scan correctly due to the color transitions between lines.

The process for enabling/disabling anti-aliasing varies based on the graphic design application. Refer to the documentation for your application for details.

# Printing from Adobe or other Third-Party Software

Use the following instructions to print labels with Adobe or other third-party software.

1. Make sure that your label media has been installed. *See "Installing the Media Roll" on page 30.*
2. Configure the appropriate label settings in the printer driver.
   - Use the **Label** tab to select the size, material, sensor type, and other options for your labels. *See "Setting up Label Options" on page 39.*
   - Use the **Appearance** tab to select print quality and other options for your labels. *See "Setting up Appearance Options" on page 42.*
   - Use the **Layout** tab to select cutter, color management, and other options for your labels. *See "Setting up Layout Options" on page 44.*
3. Open the label file using the appropriate software. Then choose to print the label, and enter the number of copies you would like to print.

   ***Note:*** *If your software has a collate option, disable it before printing.*
4. If necessary, use the **Home** tab on the touchscreen to view information about the print job status. *See "Home Tab" on page 60.*
5. If necessary, you can use the printing controls in the upper-right corner of the touchscreen. You can use these controls to perform functions such as pausing, resuming, and canceling a print job
   - To pause the print job, tap the **Pause Printing** icon. To resume printing, tap the **Resume Printing** icon. The image on the icon will change based on the current state.

   - To cancel the print job, tap the **Cancel Print Job** icon.

6. Receive the printed labels.

   ***Note:*** *Do not pull the printed labels in any direction as they exit the printer. Pulling the labels may result in a media jam and damage to the printer.*

# Printing from CQL Pro

CQL Pro is a software application developed by QuickLabel to access special features in our printers and allow customers to easily design and print labels.

For detailed label setup and printing instructions, please refer to the CQL Pro Help.

# Chapter 5: QuickPrint Printing from USB or Printer Memory

## About QuickPrint Printing

QuickPrint is an alternative way of printing that allows you to print labels stored on the printer's internal memory or a USB flash drive. This feature allows on-demand standalone printing without the need for a computer.

Printing labels directly from the printer is useful in many situations. For example, you may want to locate the printer in an area without computer access. Or you might want to create a library of approved label files and store them on the printer. Such label files can be printed as needed but they can't be edited by the printer operator.

## QuickPrint Requirements

This section describes the image file and USB flash drive requirements for QuickPrint printing.

- QuickPrint printing is supported for PDF, BMP, JPEG, and PNG files with bit depths up to 32-bit.
- USB flash drives up to 32 GB are supported.
- USB flash drives must be formatted as FAT32 to be recognized by the printer.

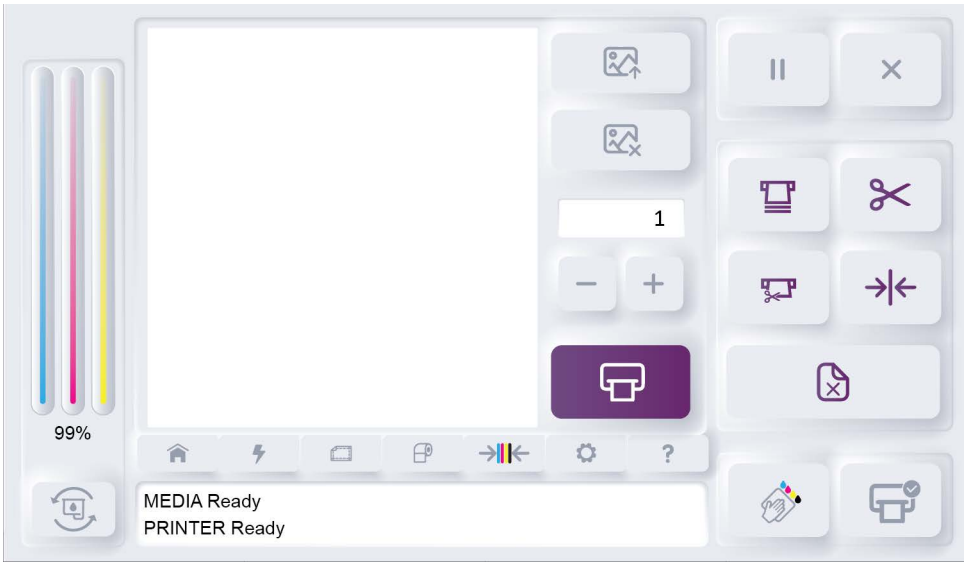
## Managing Files

The **QuickPrint File Browser** allows you to manage image files using the printer's touchscreen. You can delete and copy images that are stored on a USB flash drive or your printer's internal memory.

1. Prepare a USB flash drive. Copy any required images from your computer to the USB flash drive.
2. Insert the USB flash drive into one of the USB A ports on the rear panel of the printer.

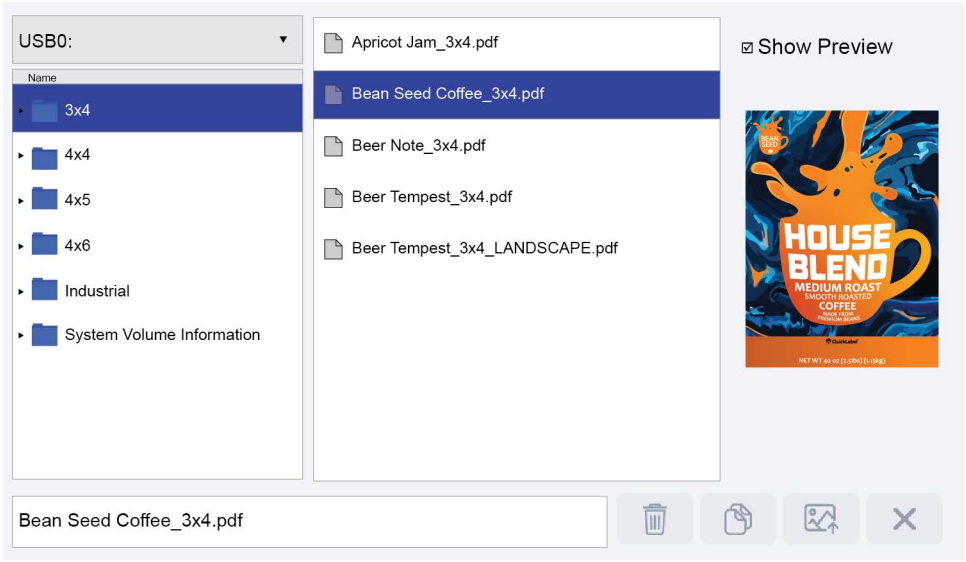
3. Tap the **QuickPrint** icon.

The **QuickPrint** tab will open.




4. Tap the **QuickPrint Load Image** icon.

The **QuickPrint File Browser** screen will open.



5. Tap the drive field in the upper-left corner of the screen. Select the drive that will be displayed.
   - Tap **Printer** to view the printer's internal storage.
   - Tap **USB** to view the selected USB flash drive.
6. Use the touchscreen to browse the folder and file lists. You can swipe up and down on the touchscreen to scroll lists that are longer than the display.

   Tap a folder on the left side of the screen. The contents of that folder will be displayed in the center list.
7. Select a file from the center list. You can use the **Show Preview** option to show a preview image of the selected file for visual reference. Note that the preview image is disabled by default.
   - When the preview image is disabled, file browsing and loading of images to print will be faster.
   - When the preview image is enabled, a progress bar may be displayed as the preview image is loaded.
8. To delete a file, select it from the center list. Then tap the **Delete** icon.

   The file will be deleted.
9. To copy a file, select it from the center list. Then tap the **Copy** icon.

   A folder browsing screen will open. Use this screen to select a destination for the copied file. In the top part of the screen, tap the drive field to select the printer's internal storage or a USB flash drive. In the lower part of the screen, tap a destination folder. Then tap **Select**.

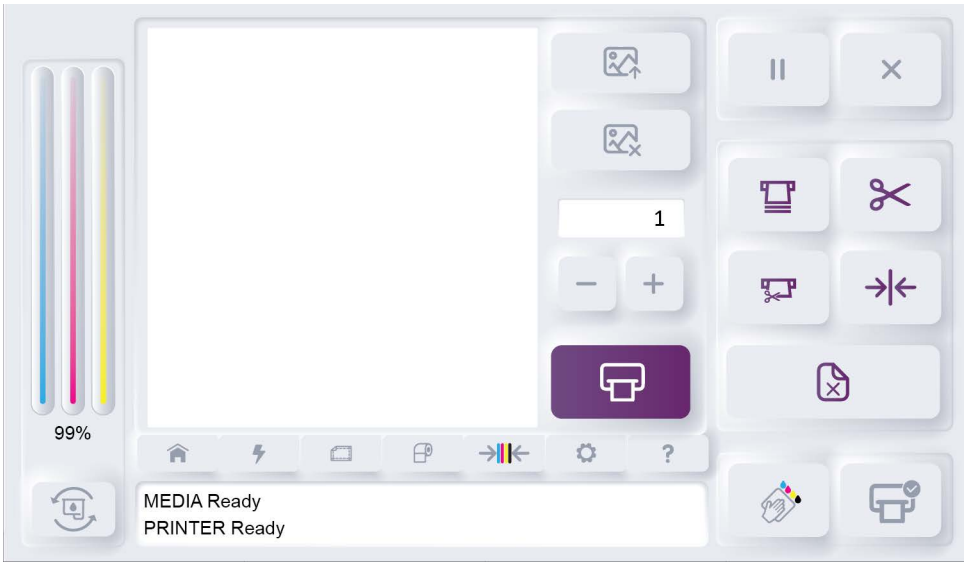
   The file will be copied to the selected folder.
10. When you are finished managing files, tap the **CLOSE** icon in the **QuickPrint File Browser** screen.

# Printing from QuickPrint

Use the following instructions to select and print a file using QuickPrint printing.

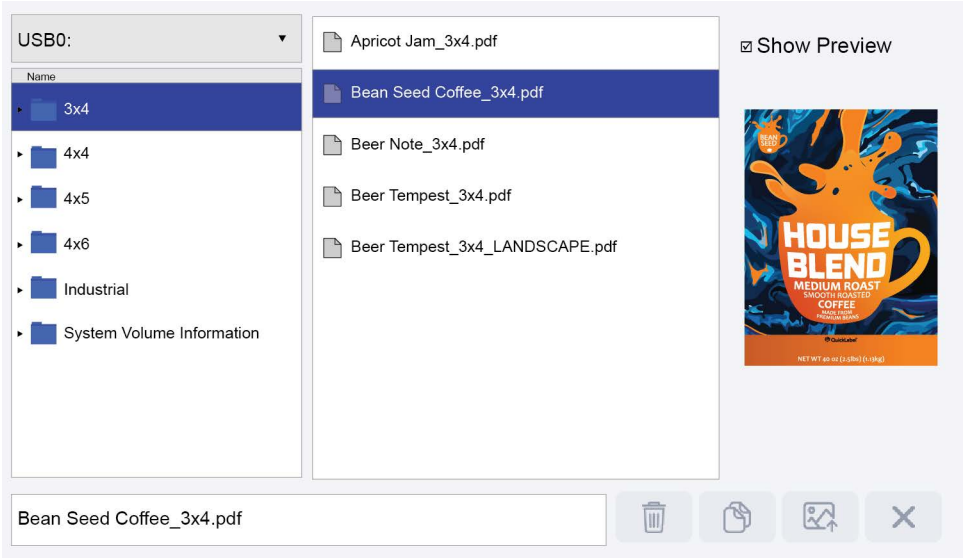
1. Make sure that the media for your label has been installed. *See "Installing the Media Roll" on page 30.*
2. Prepare a USB flash drive. Copy any required images from your computer to the USB flash drive.
3. Insert the USB flash drive into one of the USB A ports on the rear panel of the printer.
4. Tap the **QuickPrint** icon.

The **QuickPrint** tab will open.



5. Tap the **QuickPrint Load Image** icon.

The **QuickPrint File Browser** screen will open.

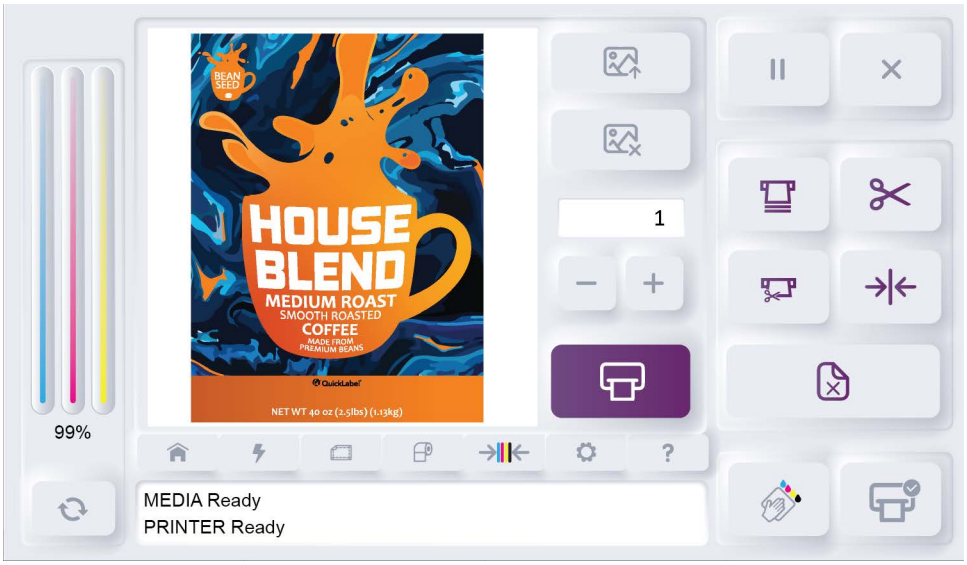



6. Tap the drive field in the upper-left corner of the screen. Select the drive that will be displayed.
   - Tap **Printer** to view the printer's internal storage.
   - Tap **USB** to view the selected USB flash drive.
7. Use the touchscreen to browse the folder and file lists. You can swipe up and down on the touchscreen to scroll lists that are longer than the display.

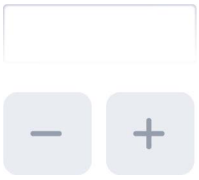
   Tap a folder on the left side of the screen. The contents of that folder will be displayed in the center list.
8. Select a file from the center list. You can use the **Show Preview** option to show a preview image of the selected file for visual reference. Note that the preview image is disabled by default.
   - When the preview image is disabled, file browsing and loading of images to print will be faster.
   - When the preview image is enabled, a progress bar may be displayed as the preview image is loaded.

9. Select a file from the center list. Then tap the **OPEN** icon.

A preview image of the label will be shown in the **QuickPrint** tab.




10. Tap the number field or -/+ icons to select a print quantity for the job.

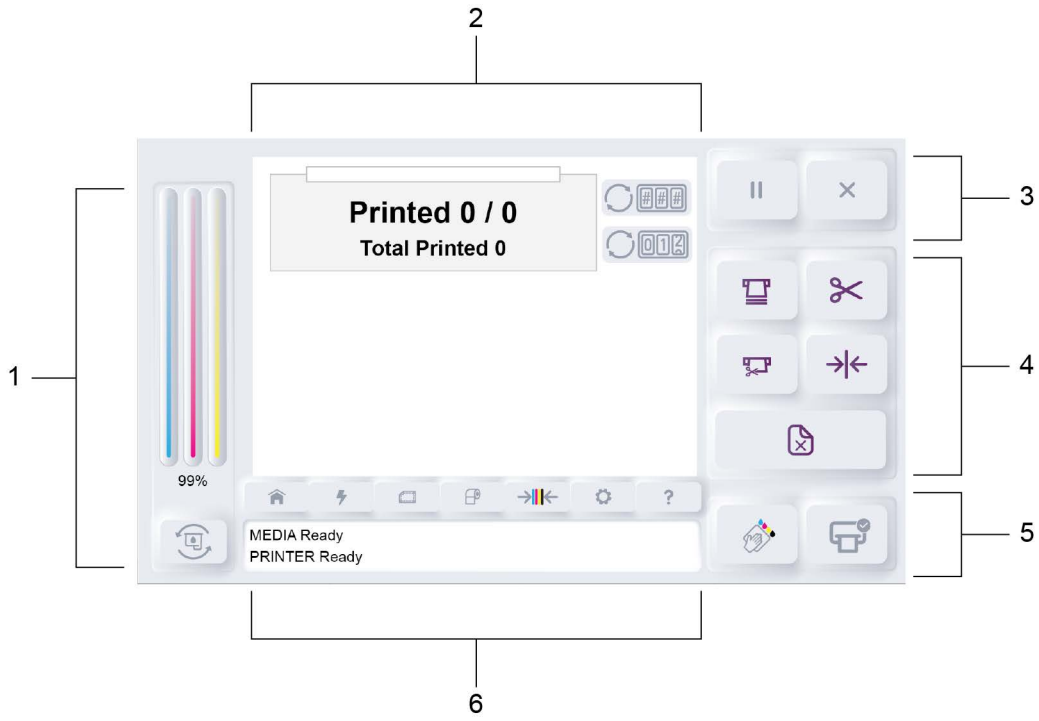


11. Tap the **QuickPrint Print** icon.

The message **PRINTER Printing** will be displayed on the touchscreen. The QuickPrint job will be printed.

# Chapter 6: Touchscreen Controls and Functions

## Main Screen Orientation




| # | Name | Description |
|---|---|---|
| 1 | Ink Level and Ink Change Controls | The ink level is displayed in this area. An icon is available for replacing the ink cartridge. *See "Ink Level and Ink Change Controls" on page 57.* |
| 2 | Main Area | The main area is a tabbed interface that provides access to various settings and features. *See "Main Area" on page 57.* |
| 3 | Printing Controls | These icons perform functions such as pausing, resuming, and canceling a print job. *See "Printing Controls" on page 57.* |
| 4 | Media Controls | These icons perform functions such as loading, cutting, and unloading media. *See "Media Controls" on page 58.* |

| # | Name | Description |
|---|---|---|
| 5 | Maintenance Controls | These icons perform functions such as cleaning the printhead and checking the print mechanism. *See "Maintenance Controls" on page 59.* |
| 6 | Printer and Media Status | Printer and media status messages are displayed in this area. *See "Printer and Media Status" on page 59.* |

## Ink Level and Ink Change Controls

Ink information is located on the left side of the touchscreen. The ink level is displayed using visual CMY bars. The ink level is also displayed as a percentage under the bars. An icon is available for replacing the ink cartridge.

| Icon | Description |
|---|---|
| | **Change Ink Cartridge** - Tap this icon to replace the ink cartridge. *See "Replacing the Ink Cartridge" on page 25.* |

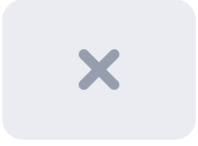
## Main Area

The main area of the touchscreen is used for a variety of purposes. It displays status information about the printer and print jobs. It also provides access to printer settings and features.

The tab icons on the bottom of the main area change what is displayed. You will use these tabs to view information and configure various settings. *See "Main Area Tabs" on page 60.*

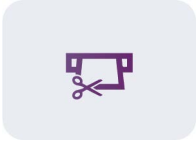
## Printing Controls

Printing controls are located in the upper-right corner of the touchscreen. You can use these controls to perform functions such as pausing, resuming, and canceling a print job.

| Icon | Description |
|---|---|
| | **Pause Printing** - Tap this icon to pause a print job.<br>**Resume Printing** - Tap this icon to resume a paused print job.<br>The image on the icon will change based on the current state. |
|  | **Cancel Print Job** - Tap this icon to cancel the print job. |

## Media Controls

Media controls are located on the right side of the touchscreen. You can use these controls to perform functions such as loading, cutting, and unloading media.

| Icon | Description |
|---|---|
| | **Feed Media** - Tap this icon to feed media. |
| | **Cut Media** - Tap this icon to cut the media. |
|  | **Feed & Cut Media** - Tap this icon to feed and then cut the media. |
| | **Check Media Sensing** - Tap this icon to check the installed label media for sensor issues. |
| | **Unload Media** - Tap this icon to unload the media. Media will be fed backward out of the media entry slot. |

## Maintenance Controls

Maintenance controls are located in the lower-right corner of the touchscreen. You can use these controls to clean the printhead and check the print mechanism movement.

| Icon | Description |
|---|---|
| | **Clean Printhead** - Tap this icon to perform a printhead cleaning. *See "Cleaning the Printhead" on page 70.* |
| | **Printer Check** - Tap this icon to perform a printer check.<br>The movement of the maintenance tray and print carriage will be checked. |

## Printer and Media Status

Printer and media status messages are displayed in this area. The media and printer will be in the Ready state when both are ready for printing.

If an error is shown, resolve the error before printing. Status and error messages are described later in this user guide. *See "Status and Error Messages" on page 79.*

# Main Area Tabs

The tab icons on the bottom of the main area change what is displayed. You will use these tabs to view information and configure various settings. This section describes the tabs and their associated options.

## Home Tab

Tap the **Home** icon.

The **Home** tab will open.

The **Home** tab shows information about label counts in print jobs.

### Progress Bar

When a print job is in progress, this bar visually shows the job's completion percentage.

### Printed # / #

When a print job is in progress, this area shows the current number of printed labels and the total number of labels in a job. For example, if six labels in a ten-label job have printed, the counter displays **Printed 6 / 10**.

You can tap the **Reset Job Label Count** icon to reset this count to zero.

### Total Printed

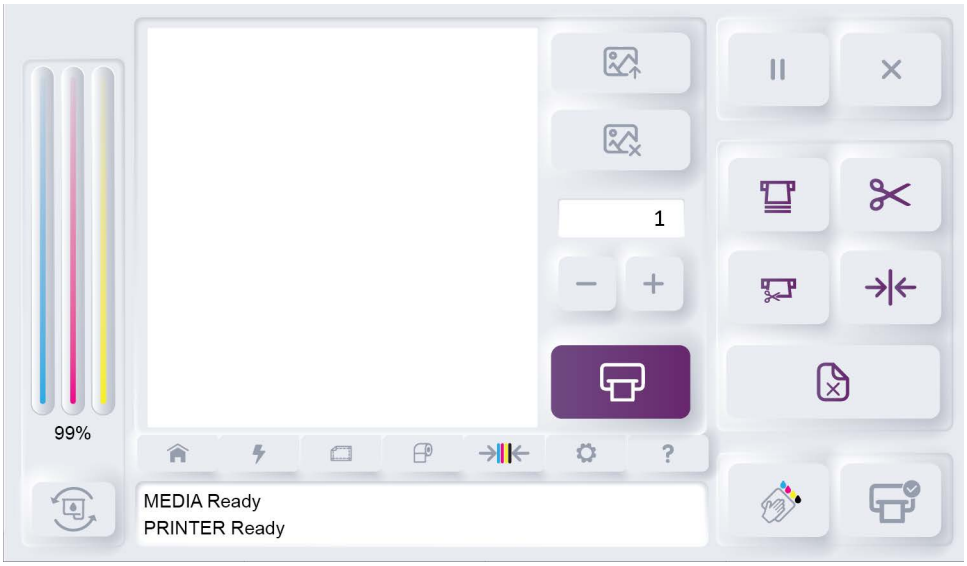
This area shows the total number of labels printed since the printer was powered on. This number resets when you turn the printer power off.

You can tap the **Reset Total Label Count** icon to reset this count to zero.

## QuickPrint Tab

Tap the **QuickPrint** icon.

The **QuickPrint** tab will open.



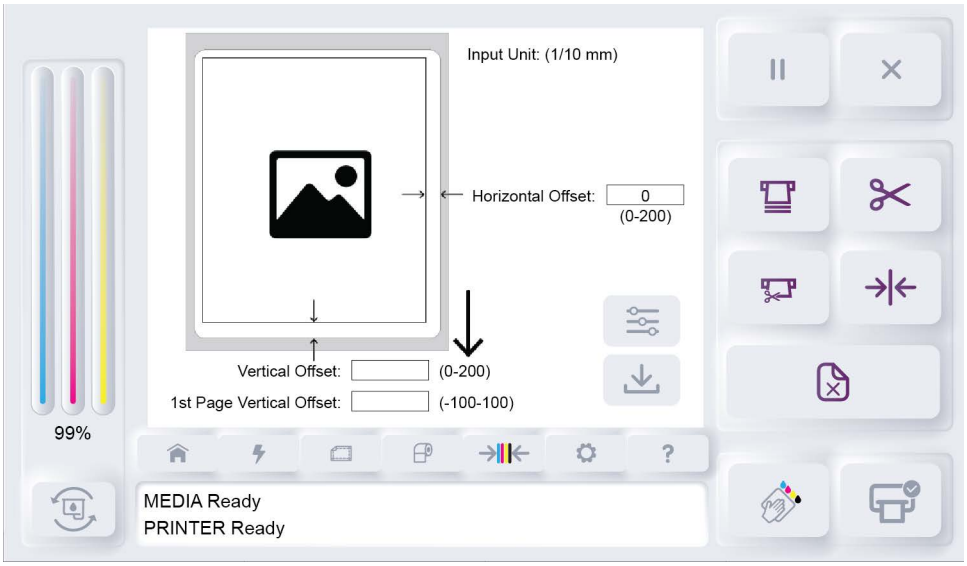

QuickPrint is an alternative way of printing that allows you to print labels stored on the printer's internal memory or a USB flash drive. This feature allows on-demand standalone printing without the need for a computer.

Detailed QuickPrint instructions are provided in a dedicated chapter. *See "QuickPrint Printing from USB or Printer Memory" on page 50.*

# Offsets Tab

Tap the **Offsets** icon.

The **Offsets** tab will open.




The **Offsets** tab shows a sample label and settings for adjusting horizontal and vertical offsets.

- **Horizontal Offset** adjusts the horizontal position of the printed label on the media.
- **Vertical Offset** adjusts the vertical position of the printed label on the media.

Use offsets to make fine adjustments to the position of the printed label on the media. Offsets are usually applied when printing labels that bleed over the label's edge. You can make fine label placement adjustments to achieve full-bleed printing while minimizing the amount of ink sprayed outside of the label area.

Settings in the **Offset** tab apply to printing from a computer and QuickPrint printing.

## Sample Label Illustration

A sample label is shown on the screen and a downward arrow shows its print direction. The bottom part of the sample is the leading edge, as it is the first part of the printed label to exit the printer.

The sample label is oriented as if it is exiting the front of the printer. The **Horizontal Offset** and **Vertical Offset** fields are shown next to the areas they will adjust.

## Horizontal Offset

The **Horizontal Offset** setting is zero by default, resulting in no horizontal adjustment.

You can tap the **Horizontal Offset** field to change the offset. Enter an offset from zero to 200 (in tenths of a millimeter). Increasing the horizontal offset moves the printed image away from the indicated side.

## Vertical Offset

The **Vertical Offset** is zero by default, resulting in no vertical adjustment.

You can tap the **Vertical Offset** field to change the offset. Enter an offset from zero to 200 (in tenths of a millimeter). Increasing the vertical offset moves the printed image away from the indicated edge.

## 1st Page Vertical Offset

The **1st Page Vertical Offset** is similar to the **Vertical Offset**, but it applies only to the first label in a job. The gap on the leading edge is smaller than gaps between subsequent labels and it requires a separate adjustment.

The **1st Page Vertical Offset** is zero by default, resulting in no vertical adjustment.

You can tap the **1st Page Vertical Offset** field to change the offset. Enter an offset from -100 to 100 (in tenths of a millimeter). Positive values move the image up and away from the gap. Negative values move the image down and toward the gap.

## Save Changes

Tap the **Save** icon to save the changes you made in the **Offsets** tab.

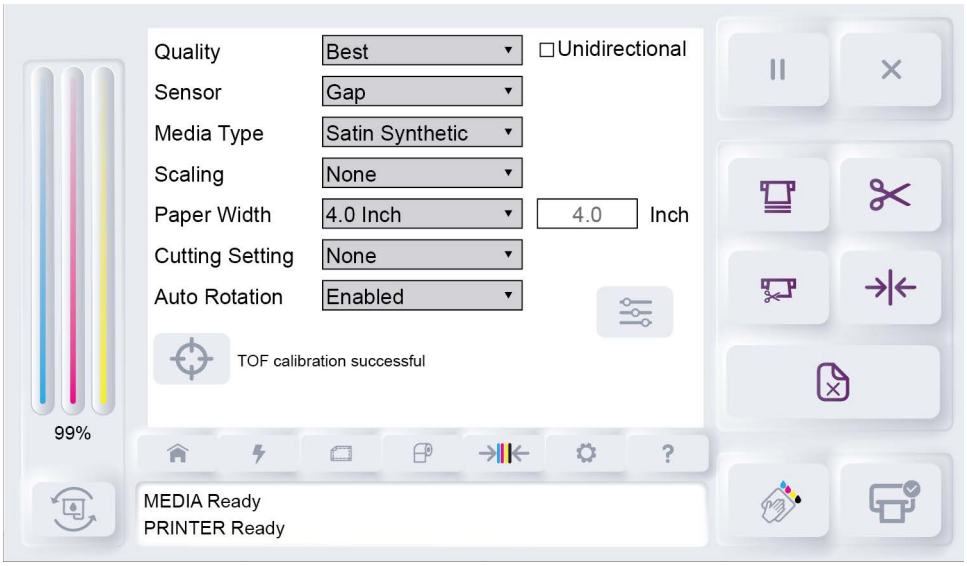
## Restore Defaults

You can tap the **Defaults** icon to restore the original settings in the **Offsets** tab.

# Media Settings Tab (QuickPrint Functions)

Tap the **Media Settings** icon.

The **Media Settings** tab will open.




The **Media Settings** tab shows label and print settings that are used for QuickPrint printing. Detailed QuickPrint instructions are provided in a dedicated chapter. *See "QuickPrint Printing from USB or Printer Memory" on page 50.*

These settings apply only to QuickPrint printing. If you are printing from a computer, these settings are not used.

## Quality

Select a print quality.

- **Best** - If you select this option, labels will be printed with the best possible quality. Labels will be printed with a resolution of 1200 x 600 dots per inch. In this mode, the printhead will pass over the same area multiple times while printing.
- **Normal** - If you select this option, labels will be printed with a resolution of 1200 x 600 dots per inch.
- **Economy** - If you select this option, labels will be printed with a resolution of 600 x 600 dots per inch.
- **Draft** - If you select this option, labels will be printed with a resolution of 300 x 300 dots per inch. It provides the lowest possible resolution and saves the maximum amount of ink.

Use a higher print quality for printing production labels. Use a lower print quality for printing label proofs.

## Unidirectional

The printhead carriage moves horizontally across the media during printing. By default, the printhead will print while moving in both directions.

If you enable the **Unidirectional** option, the printhead will print only when moving from right to left.

## Sensor

Select a sensor type.

- **Continuous** - Choose this option if you are using media without gap or reflective marks.
- **Gap** - Choose this option if you are using gap media.
- **BlackMark** - Choose this option if you are using reflective mark media.

## Media Type

Select a media type. The optimal QuickLabel color profile will be applied based on the selected media type.

## Scaling

You can adjust the sizing of the printed image.

- **None** - Select this option to leave the sizing unchanged.
- **Auto Fit to Page** - Select this option to resize the printed image to fit the label size.

## Paper Width

Select the width of your labels. You can select a preset width from the list or enter a custom width.

## Cutting Setting

Set up the cutter options.

- **None** - Select this option to disable the cutter.
- **Every Label** - Select this option to cut after each label is printed.
- **End of Job** - Select this option to cut at the end of the print job.

## Auto Rotation

You can use auto rotation to automatically set the label artwork to portrait or landscape based on the media being used.

- **Disabled** - Select this option to disable automatic rotation.
- **Enabled** - Select this option to enable automatic rotation. Label artwork will automatically be rotated to match the media orientation.

### TOF Calibration

The top-of-form (TOF) sensor was calibrated when you installed a media roll. *See "Installing the Media Roll" on page 30.* The message "TOF Calibration successful" is shown in this tab.

If there is an issue with TOF calibration, a notification message will be displayed in this tab. You can tap the **Calibration** icon to perform TOF calibration on the media currently installed in the printer.

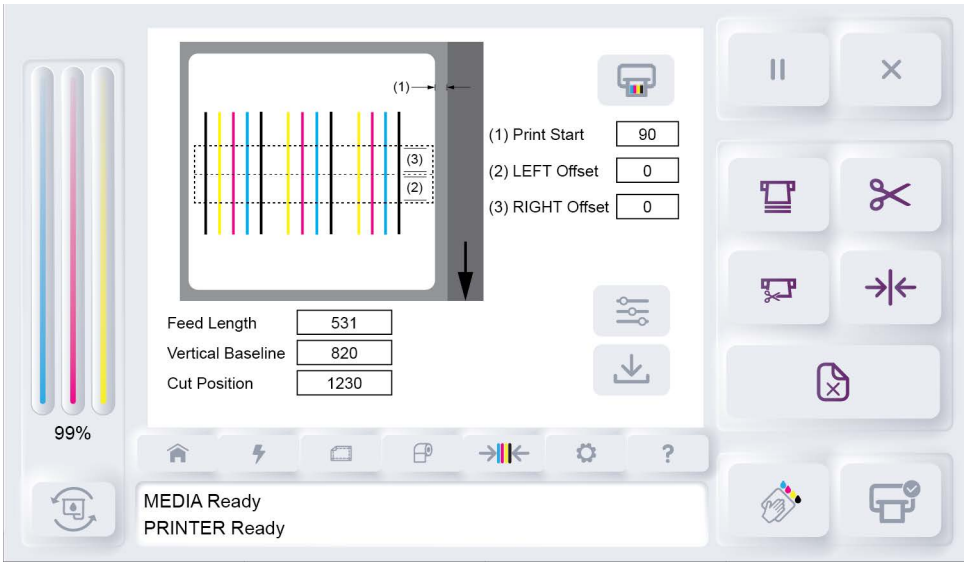
### Restore Defaults

You can tap the **Defaults** icon to restore the original settings in the **Media Settings** tab.

## Alignment Tab

Tap the **Alignment** icon.

The **Alignment** tab will open.




The **Alignment** tab shows options for adjusting printing, feeding, and cutting features.

## Print Pattern

The **Print Pattern** icon prints a nozzle alignment pattern. Left and right offsets are used to align the color bars. These are factory settings that should not be changed unless specifically instructed.

## Alignment Adjustments

Enter any alignment adjustments if required.

- **Print Start** - Sets the horizontal printing start position from the rightmost (facing the printer) edge of the media. This is factory set and should not be changed, unless the **Horizontal Offset** function in the **Offsets** tab is not able to adjust the position of the image as desired.
- **Feed Length** - Sets the amount of media fed after printing is completed.
- **Vertical Baseline** - Sets the vertical print start position relative to the gap or black mark top of form. This is a factory setting that should not be changed unless specifically instructed. Vertical image position can be adjusted using the **Vertical Offset** controls in the **Offsets** tab.
- **Cut Position** - Sets the cutting position relative to the gap or black mark top of form.

## Save Changes

Tap the **Save** icon to save the changes you made in the **Alignment** tab.

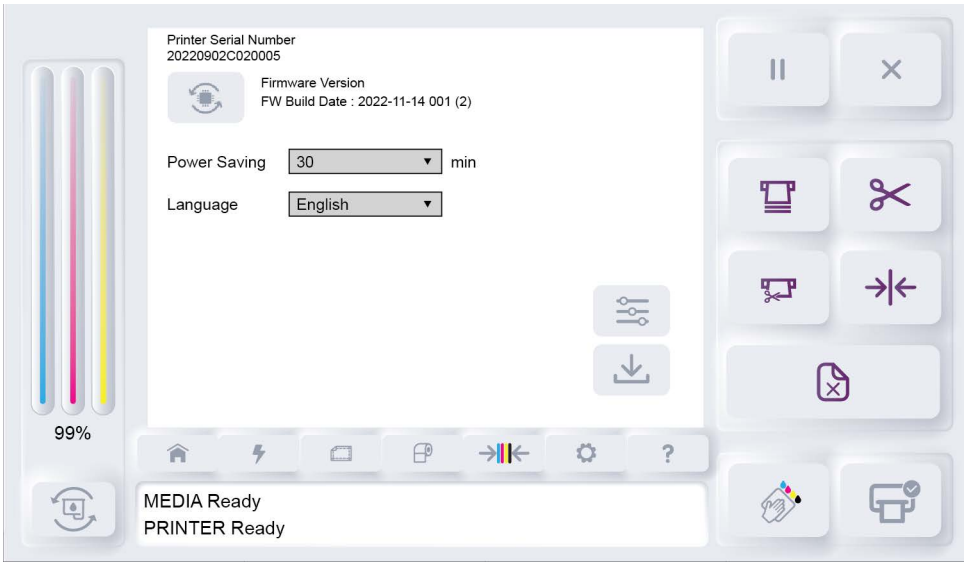
## Restore Defaults

You can tap the **Defaults** icon to restore the original settings in the **Alignment** tab.

# System Settings Tab

Tap the **System Settings** icon.

The **System Settings** tab will open.




The **System Settings** tab shows information about firmware, power saving, and language features.

## Printer Firmware Information

The installed firmware version is shown in this screen. You can upgrade the firmware as new versions are released. *See “Upgrading the Printer Firmware” on page 73.*

## Power Saving

The power saving feature dims the touchscreen when the printer is not in use. Use the **Power Saving** field to select the number of idle minutes after which the screen will be dimmed. You can disable power saving by selecting “Off” from the list.

## Language

Use the **Language** option to select a language for the text on the touchscreen.

## Save Changes

Tap the **Save** icon to save the changes you made in the **System Settings** tab.

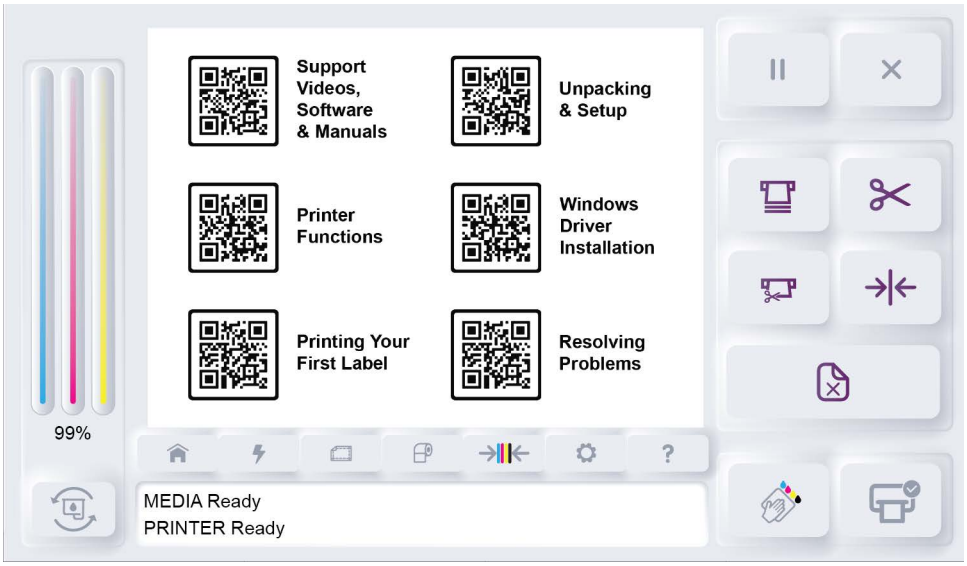
### Restore Defaults

You can tap the **Defaults** icon to restore the original settings in the **System Settings** tab.

## Help Tab

Tap the **Help** icon.

The **Help** tab will open.




The **Help** tab provides access to additional help resources for the printer. Scan a QR code with your mobile device to access this information.

# Chapter 7: Maintenance

## General Cleaning

Dust and ink smudges may eventually appear on the printer exterior. Use the following instructions to clean the printer as needed.

1. Make sure that the printer is powered off. If the printer is on, press the power button for two seconds and then release it. The power button will light red and the printer will shut down.
2. Dampen a soft cloth with water. Then gently clean the printer exterior with the cloth.

   ***Caution:*** *Do not use household cleaners or detergent to clean the printer exterior, or printer damage may result.*

## Cleaning the Printhead

Routine cleaning after each media roll will help maintain the quality of the printhead on your ink cartridge. You may also want to clean the printhead if your printed labels are missing lines or dots, or if they contain ink streaks.

Before cleaning the printhead, verify that the cartridge is not low on ink. If the cartridge is not low on ink, use the following instructions to clean the printhead.

***Note:*** *This cleaning process consumes ink. Clean the printhead only when it is necessary. Unnecessary cleaning shortens the life of the ink cartridge.*

1. Make sure the printer is in the ready state.
2. Tap the **Clean Printhead** icon or press the **F2** key.

   The printhead cleaning process will begin. The printer status will show that cleaning is in progress.
3. Wait for the printhead cleaning process to end. This cleaning requires less than 30 seconds.

# Cleaning Ink Cartridge Electrical Contacts

If the printer is used in a dusty environment, a small amount of debris may accumulate on the ink cartridge contacts. You can clean the contacts with distilled water and lint-free cotton swabs.

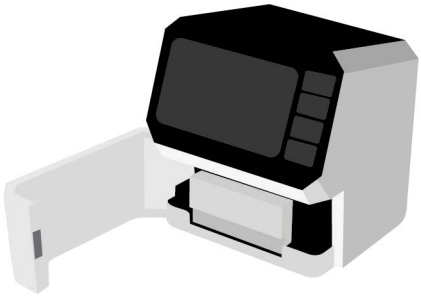
***Caution:*** *Do not use tap water to clean the ink cartridge electrical contacts. Tap water may contain contaminants that can damage the ink cartridge.*

***Caution:*** *Use care when working with ink cartridges. Ink cartridges can be damaged from improper handling.* *See "Handling Ink Cartridges" on page 24.*

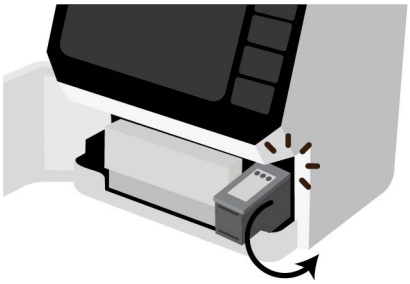
1. Make sure the printer is in the ready state.
2. Tap the **Change Ink Cartridge** icon or press the **F1** key.

The maintenance tray under the ink cartridge will move backward into the printer.

3. Open the front lid. The ink cartridge cradle is located on the right side of the printer.



4. Gently pull the cartridge down and outward until you hear it detach from the cradle. Remove the ink cartridge from the cradle as shown.

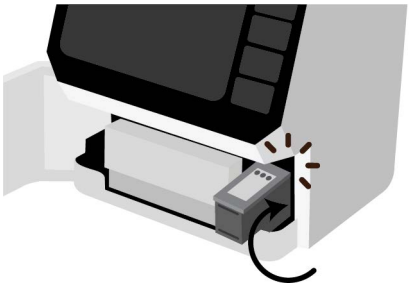


5. Lightly moisten a swab with distilled water. Then squeeze any excess water from the swab. Wipe the ink cartridge copper contacts with the swab. Wipe the contacts until no ink residue or dust appears on a clean swab.

   ***Caution:*** *Do not touch the ink cartridge nozzles. Touching the ink nozzles will result in clogs, ink failure, and bad electrical connections.*

6. Hold the ink cartridge so that the copper strip is on the bottom and facing the printer. Slide the ink cartridge into the cradle as shown.

   Tilt the end of the cartridge facing you downward as you insert it. When the cartridge has reached the back of the cradle, tilt it back upward to its normal position until it clips into the cradle.



   ***Note:*** *If the ink cartridge slides back toward you, it is not seated properly. Lift the ink cartridge and press it into the cradle. When installed properly, the ink cartridge will be held in place and it will not freely move in any direction.*

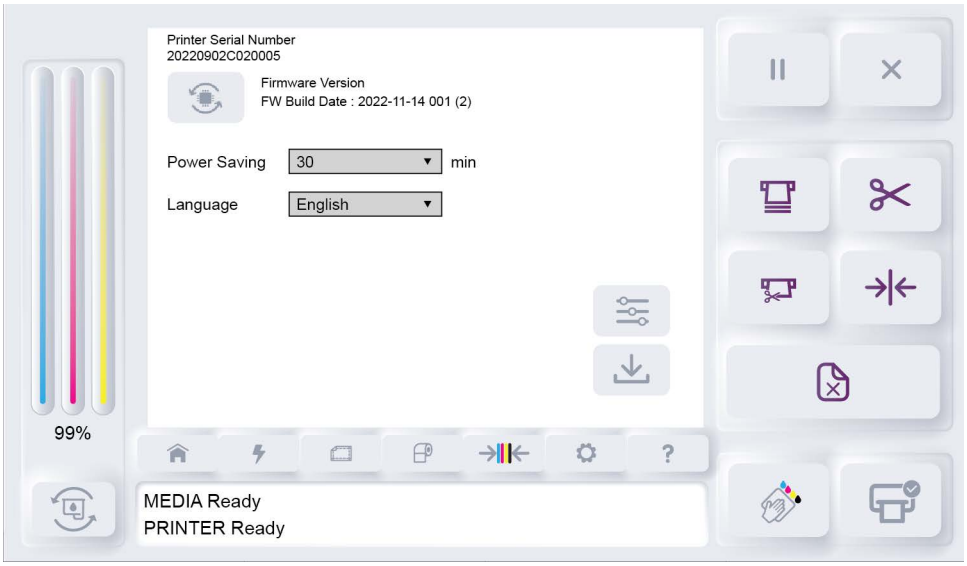
7. Close the front lid. The maintenance tray under the ink cartridge will move forward.

# Upgrading the Printer Firmware

Firmware is the operating system of the QL-E100 printer. Firmware upgrades may be made available to add new features or change operational characteristics of the printer. Use the following instructions to install a firmware update.

1. Obtain the firmware upgrade file from AstroNova. Firmware upgrade files have a ".mim" file extension. Copy this file to the root directory of a USB flash drive.
2. Insert the USB flash drive into one of the USB A ports on the rear panel of the printer.
3. Tap the **System Settings** icon.

The **System Settings** tab will open.




This screen shows the printer's current firmware version number.

4. Tap the **Firmware Upgrade** icon.

The system will detect the firmware upgrade file on the USB flash drive and a confirmation message will appear on the display.

5. Choose to continue the firmware upgrade. The upgrade process will begin and messages will be shown on the screen during this process.

   The upgrade process requires several minutes. The printer will automatically restart after the firmware is upgraded.

# Chapter 8: Troubleshooting

## Printing Issues and Solutions

This section describes issues you may encounter and their solutions.

### Incorrect Label Positioning

If your printed image is not positioned correctly on the label media, use the following checklist to correct this problem.

***Note:*** *After each step, reprint your labels. If the problem continues, proceed to the next step.*

1. **Check the artwork in your label design application.**

   Open the label file in your label design application. Ensure you have selected the correct label dimensions and that your artwork is positioned correctly.

2. **Check the label orientation in the printer driver.**

   Ensure you have selected the correct label orientation in the printer driver. *See "Setting up Label Options" on page 39.*

3. **Check the label size in the printer driver.**

   Ensure you have selected the correct label size in the printer driver. *See "Setting up Label Options" on page 39.*

4. **Reload label media and repeat calibration.**

   Repeat the media loading and calibration processes. *See "Installing the Media Roll" on page 30.*

5. **Adjust the vertical and/or horizontal offsets.**

   In some situations, you may need to modify the vertical or horizontal offset of the printer to adjust the vertical or horizontal position of the printed label on the media.

   For example, even if the image is centered in your design program, it may be printing too far up, down, left, or right on the labels. You can change the appropriate offset and move the image. *See "Offsets Tab" on page 62.*

### Ink Smears on Printed Labels

If your labels contain ink smears or streaks, use the following checklist to correct the problem.

***Note:*** *After each step, reprint your labels. If the problem continues, proceed to the next step.*

1. **Clean the ink cartridge with the Clean Printhead icon.**

   Clean the ink cartridge using the **Clean Printhead** icon. *See "Cleaning the Printhead" on page 70.*

2. **If using gap media, ensure you are not printing on the liner.**

   If you are using gap media, ensure your label design does not bleed over the label edge onto the liner.

   ***Caution:*** *Use caution when printing full-bleed on gap media. Ink will not dry on the liner material and may be deposited on hands, clothing, or other labels when labels are handled.*

3. **Only use approved media.**

   Make sure that you are using material types and label rolls that are approved by QuickLabel. QuickLabel media is designed for optimal printing quality and printer compatibility.

4. **Replace the ink cartridge.**

   Replace the ink cartridge with a new one. *See "Replacing the Ink Cartridge" on page 25.*

## Label Media Tracking Issues

If your label media is not tracking straight through the printer, use the following checklist to correct the problem.

***Note:*** *After each step, reprint your labels. If the problem continues, proceed to the next step.*

1. **Ensure the adjustable media guide is positioned correctly.**

   Ensure the adjustable media guide is against the edge of the media. *See "Installing the Media Roll" on page 30.*

2. **Reload label media.**

   Repeat the media loading processes. *See "Installing the Media Roll" on page 30.*

3. **Only use media rolls supplied by QuickLabel.**

   Make sure that you are using a media roll supplied by QuickLabel.

## Labels Not Printing

If your labels do not print, use the following checklist to correct the problem.

***Note:*** *After each step, reprint your labels. If the problem continues, proceed to the next step.*

1. **Ensure the media and printer are in Ready mode.**

   Check the display to ensure the media and printer are in Ready mode.

2. **Check the USB connection.**

   Check the USB cable connections to ensure they are connected properly.

3. **Ensure you are printing to the QuickLabel QL-E100 printer.**

   Check your label design application to ensure you are printing to the QuickLabel QL-E100.

4. **Check the printer driver settings.**

   Check the printer driver settings to ensure they are configured correctly. *See "Setting up Printer Driver Preferences" on page 39.*

5. **Restart the printer.**

   Turn the printer power off. Wait ten seconds. Then turn the printer power on again.

## Print Quality Issues

If your labels contain missing lines or dots, or other quality issues, use the following checklist to correct the problem.

***Note:*** *After each step, reprint your labels. If the problem continues, proceed to the next step.*

1. **Check the printer driver settings.**

   Check the printer driver settings to ensure they are configured correctly. *See "Setting up Printer Driver Preferences" on page 39.*

2. **Check ink cartridge levels.**

   Check the ink cartridge levels to ensure the cartridge is not low on ink. If cartridge ink levels are low, replace the ink cartridge. *See "Ink Level and Ink Change Controls" on page 57.*

3. **Clean the ink cartridge with the Clean Printhead icon.**

   Clean the ink cartridge using the **Clean Printhead** icon. *See "Cleaning the Printhead" on page 70.*

4. **Clean the ink cartridge electrical contacts.**

   Clean the electrical contacts on the ink cartridge. *See "Cleaning Ink Cartridge Electrical Contacts" on page 71.*

5. **Replace the Ink Cartridge.**

   Replace the ink cartridge with a new one. *See "Replacing the Ink Cartridge" on page 25.*

6. **Restart the printer.**

   Turn the printer power off. Wait ten seconds. Then turn the printer power on again.

## Resolving Media Jams

If your label media gets stuck inside the printer, use the following instructions to remove it.

***Caution:*** *When the media is stuck in the print mechanism, do not immediately attempt to pull media out by hand or printer damage may result. Use the procedure in this section to clear media jams.*

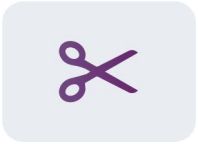
1. **Cancel the print job.**

   Tap the **Cancel Print Job** icon.

   The print job will be canceled and the printer will return to the Ready mode.

2. **Remove the excess media.**

   If there is media extending out of the front of the printer, tap the **Cut Media** icon.



   Then open the upper lid. Use scissors to cut the media feeding into the media entry slot. Remove the roll.

   When this step is complete, small amounts of media will be exiting the front and back of the printer, with the jam located in the center.

3. **Access the media path inside the printer.**

   Open the front lid and locate the cutter unit. The cutter unit is the white rectangular assembly in the media path. Pull the cutter unit so it rotates down. This provides access to the media path inside the printer.

   Behind the cutter unit, there is a metal plate with star rollers. This plate helps guide the media as it exits the printer. The plate is held in place with a hinge in the front and a magnet toward the back.

   Gently tilt the back of the metal plate upward and disengage it from the magnet. Carefully rotate the plate forward on its hinge and fold it so it rests upside down on top of the cutter unit. Use caution and do not damage the hinge mechanism or any of the star rollers.

   You now will be able to access most of the media path inside of the printer. Carefully remove any media that is remaining in the media path.

   When the media path is clear, rotate the metal plate backward on its hinge and fold it back into position inside the printer. You will hear and feel a click as it engages with the magnet in the correct position. Return the cutter unit to the normal position.

4. **Clear the jam.**

   Clear the jam by feeding and/or unloading media. The exact actions required will vary based on the jam, and some jams will be easier to clear than others.

   - If necessary, tap the **Feed Media** icon. Media will be fed forward.

   - If necessary, tap the **Unload Media** icon. Media will be fed backward.

   ***Caution:*** *If labels are peeling from the liner and sticking inside the printer, do not use the feeding and unloading media functions. In this case, gently remove the stuck labels by hand.*

5. **Remove the media by hand.**

   When the jam is cleared and the media has been completely advanced or retracted, remove the media from the printer by hand.

   Removing the media by hand should be an easy process. If the media feels stuck, the jam may not have been cleared.

   ***Caution:*** *Do not attempt to force the media or printer damage may result. Ensure the jam is cleared before removing the media.*

6. **Clean excess adhesive from the printer.**

   If any excess adhesive accumulated on the printer during the jam removal process, you will need to clean it before printing again. Use pre-moistened alcohol cloth wipes to remove adhesive from these areas.

## Resolving Printer Driver Issues

If you are experiencing issues with the printer driver, use the following instructions to correct the problem.

***Note:*** *After each step, reprint your labels. If the problem continues, proceed to the next step.*

1. **Check the printer driver settings.**

   Check the printer driver settings to ensure they are configured correctly. *See "Setting up Printer Driver Preferences" on page 39.*

2. **Ensure you are printing to the QuickLabel QL-E100 printer.**

   Check your label design application to ensure you are printing to the QuickLabel QL-E100.

3. **Upgrade the printer driver.**

   Ensure you are using the latest version of the printer driver. Upgrade your printer driver if necessary. *See "Upgrading the Driver" on page 34.*

4. **Upgrade the printer firmware.**

   Ensure you are using the latest version of the printer firmware. Upgrade your printer firmware if necessary. *See "Upgrading the Printer Firmware" on page 73.*

# Status and Error Messages

Status and error messages are shown on the touchscreen. These messages provide information about the media and printer.

## Media Status and Error Messages

Messages about the media status will be shown on the touchscreen. These messages will show the current state of the label media.

| Message | Description |
|---|---|
| No Labels Available | The labels were not loaded properly. *See "Installing the Media Roll" on page 30.* |
| Ready | The media is in the Ready state. It is ready to be used in a print job. |
| Error | An error occurred. Refer to the error details. |
| Label Roll Near Empty | The label roll is almost empty. Make sure you have a new label roll to replace it. |
| Ink Cartridge Unit Error | The ink cartridge carriage is not working as expected. Remove the ink cartridge and then reinstall it. *See "Replacing the Ink Cartridge" on page 25.* |
| Service Module Drive Error | Open the front and upper lids on the printer. Rotate the cutter unit downward to access the media path. Examine the media path and printer interior to ensure there are no obstructions. Return the cutter to the normal position, close the lids, and then restart the printer. |
| Label Jam | There is a label media jam. *See "Resolving Media Jams" on page 76.* |
| Label Sensor Error | Make sure the correct media type sensor is selected in the printer driver. *See "Setting up Label Options" on page 39.* |

## Printer Status Messages

Messages about the printer status will be shown on the touchscreen. These messages will show the current state of the printer.

| Message | Description |
|---|---|
| Not Ready | The printer is booting. Wait for the printer to fully start up. |
| Ready | The printer is in the Ready state. It is ready to receive a print job. |

| Message | Description |
|---|---|
| Printing | The printer is currently printing. Wait for the print job to finish. |
| Error | An error occurred. Refer to the error details. |
| Remove Labels from Printer | It is necessary to remove media from the printer. Unload the media roll. |
| Checking Labels | The printer is checking the media status. Wait for this process to finish. |
| Cover Open | The front lid is open. Close the front lid. |
| Checking Printer | The printer is performing an internal status check. Wait for this process to finish. |
| Updating Firmware | The printer firmware is being upgraded. Wait for this process to finish. |
| Cleaning Printhead | Printhead cleaning is being performed. Wait for this process to finish. |
| Cooling Down, Please Wait | The printer has paused temporarily to cool down. This is normal during heavy ink coverage and long print jobs. The printer will automatically resume printing. |

## Printer Error Messages

Messages about printer errors will be shown on the touchscreen. These messages will help you diagnose and correct problems.

| Message | Description |
|---|---|
| (01) Cover Open | The front lid is open. Close the front lid. |
| (02) Motor Error | A label jam has occurred. *See "Resolving Media Jams" on page 76.* |
| (04) Printhead Service Module Error | Open the front and upper lids on the printer. Rotate the cutter unit downward to access the media path. Examine the media path and printer interior to ensure there are no obstructions. Return the cutter to the normal position, close the lids, and then restart the printer. |
| (08) Label Sensor Error | A label jam has occurred. *See "Resolving Media Jams" on page 76.* |
| (10) Label Jam Error | A label jam has occurred. *See "Resolving Media Jams" on page 76.* |
| (20) Label Loading Error | The labels were not loaded properly. *See "Installing the Media Roll" on page 30.* |
| (80) Label Roll Empty, Install New Label Roll | The label roll in the printer is empty. Install a new label roll. *See "Replacing a Media Roll" on page 31.* |
| (100) Ink Cartridge Not Installed, Install Ink | There is no ink cartridge installed in the printer. *See "Installing the Initial Ink Cartridge and Powering On" on page 13.* |
| (400) Ink Cartridge Empty, Change Ink | The ink cartridge in the printer is out of ink. Install a new ink cartridge. *See "Replacing the Ink Cartridge" on page 25.* |
| (200) Ink Cartridge Not Detected | The printer cannot detect an ink cartridge. Remove the ink cartridge and then reinstall it. *See "Replacing the Ink Cartridge" on page 25.*<br>Clean the ink cartridge electrical contacts. *See "Cleaning Ink Cartridge Electrical Contacts" on page 71.* |

# Additional Product Support

AstroNova is committed to your satisfaction and delivering the best possible in-house color label printing experience.

If you are experiencing any difficulties in setup or operation, we have resources to help you:

| Resource | Description |
|---|---|
| Support Videos, Software, and Manuals | AstroNovaProductID.com/QL-E100support |
| Support Requests | AstroNovaProductID.com/support |

# Chapter 9: Safety

Before using this printer, please read this section thoroughly. Warnings to heed and important matters are described here to prevent damage to the user and other persons.

Do not attempt to operate this printer in any way other than those mentioned in the User Guide.

## General

### Warnings

- If you find a large ink leak, switch the printer off immediately, disconnect the power plug from the power source, and call for service. If you continue to use the printer, this could cause a fire or serious electrical shock.
- Never clean the printer with water or any flammable liquid (alcohol, benzene, thinner, etc.) either applied directly or with a cloth. If you accidentally spill liquid on the printer, switch the printer off immediately, disconnect the power plug from the power source, and call for service. If you continue to use the printer, this could cause a fire or serious electrical shock.
- If the printer emits smoke, unusual odors, or makes noises, leaving it could cause a fire or serious electrical shock or damage to the printer. Switch the printer off immediately, disconnect the power plug from the power source, make sure that the printer has stopped smoking, and call for service. Do not attempt to repair the printer by yourself. This could cause a fire or serious electrical shock.
- Use only a slightly damp cloth, thoroughly wrung out, to clean the printer surfaces. Never use alcohol, thinner or any other flammable liquids. If such materials come into contact with electrical components inside the printer, this could cause a fire or serious electrical shock.

### Cautions

- There are high voltage points inside the printer. To avoid a fire or electrical shock, never attempt to disassemble or repair the printer.
- Never insert or drop any metal objects into the printer when it is open. This could cause a fire or serious electrical shock, or damage the printer. If something falls into the printer accidentally, switch the printer off immediately, disconnect the power plug from the power source, and call for service. If you continue to use the printer, this could cause a fire or serious electrical shock.
- If the printer is dropped and damaged, switch the printer off immediately, disconnect the power plug from the power source, and call for service. If you continue to use the printer, this could cause a fire or serious electrical shock.
- To avoid a fire or electrical shock, never use flammable sprays around the printer.
- Never remove the cover from the printer. This could cause a serious electrical shock.
- Keep children from touching the power cord, internal parts of the printer when it is open, and moving parts inside the printer (gears, belts, rollers, and electrical components). This could cause personal injury or damage the printer.

# Location

Make sure there is sufficient space around the printer.

## Warnings

- Never place items on the printer. If such items were to fall on the printer, this could cause a fire, electrical shock, or damage to the printer.
- To avoid causing a fire, never store flammable substances like alcohol, thinner, etc. near the printer.

## Cautions

Avoid using the printer in the following types of locations.

- Where the printer is exposed to open air or high humidity. This could cause a fire, serious electrical shock, or damage to the printer. Also, if the printer is moved into a warm room on a cold day, this could cause condensation inside the printer. If this happens, allow the printer to sit for at least 1 hour at room temperature to adapt to the ambient temperature and humidity.
- Never position the printer on a slanted or unstable surface. If the printer is dropped or slides off, this could cause personal injury. Also, never place a heavy object on top of the printer. If the object is dropped or falls, this could cause injury.
- Never expose the printer to open air or dust. This could cause a fire, serious electrical shock, or damage to the printer. Also, never locate the printer near a water faucet or in any other location where it will be exposed to water. This could cause serious electrical shock.
- Never set up the printer in a location that is exposed to high humidity or large amounts of dust, or exposed to direct sunlight, high temperature, or open flame. This could cause a fire or electrical shock.
- Use the printer in an environment where temperature and humidity are within the ranges of 59°F to 86°F (15°C to 30°C) and 20 to 80% RH (with no condensation).
- To ensure normal operation of the printer and avoid possible damage, never install the printer near large office equipment or any other type of electrical device that emits a strong magnetic field.
- Never block the ventilation ports on the printer. A blocked ventilation port could cause heat to build up inside the printer and cause a fire. Also, place the printer in an area where you can disconnect the power cord immediately; keep the area around the power cord connection free of obstacles. This allows you to unplug the power cord quickly in an emergency.

# Power Supply and Power Cord

## Warnings

- To avoid causing a fire or serious electrical shock, always use the power cord provided with this printer. To avoid a fire or electrical shock, do not use an extension cord.
- To avoid a fire or serious electrical shock, connect the printer power cord to an independent power source that is not shared by other equipment or appliances.
- To avoid causing a fire or serious electrical shock, make sure that the power plug is securely and completely inserted into the power source.
- Do not cut, damage, or otherwise alter the power cord. To avoid the dangers of fire and electrical shock, never place a heavy object on the power cord, never expose it to heat, and never pull on the cord to disconnect it. If the power cord is damaged in any way (condensation on exposed wires, broken wires, etc.) contact the dealer where you purchased the printer or the nearest service center for a replacement.
- To avoid personal injury from an electrical shock, never handle the power cord or plug when your hands are wet.
- To avoid a fire or serious electrical shock, never knot the power cord or wrap it around itself.
- Disconnect the printer power cord during severe electrical storms. Lightning could cause a fire or severe electrical shock or damage to the printer.
- To avoid a fire hazard, occasionally disconnect the power cord from the printer and the power supply and use a soft dry cloth to clean the cord connectors and the connection points. Leaving the cord plugged in and not cleaned for a long period, especially in an area subject to dust, oil, and high humidity, could cause the insulation material to deteriorate.

## Cautions

- Be sure to turn off the printer before removing the power plug from the outlet.
- Check the power plug and cord for any problem (abnormal heat, rust, bend, cracks, scratches, etc.) at least once a month.
- If any problem with the power plug or cord is found, replace it. Using it without replacement can result in a fire or electrical shock hazard.
- To avoid damaging the power plug, which could cause a short circuit and cause a fire or electrical shock, never pull on the power cord to unplug the cord from the power supply. Always grip the plug to remove it from the power supply.
- If the printer will not be used for a long period, for your safety disconnect the power cord from the power source.
- Always keep the area around the power plug free of obstacles so you can unplug it easily. This allows you to unplug the power cord quickly in an emergency.
- Never use any power source other than the one rated for the printer. This printer is designed to be used in the region where purchased. Also, make sure the power source can supply sufficient power for the printer. This could cause a fire or serious electrical shock, or damage the printer.
- The printer must be connected to a socket-outlet with grounding connection by the provided power cord.

# Chapter 10: Technical Specifications

| Operation | |
|---|---|
| Print Technology | Thermal Inkjet |
| Print Resolution | Up to 1,200 dpi<br>(Best): 1,200 x 600 dpi, multi-pass<br>(Normal): 1200 x 600 dpi<br>(Economy): 600 x 600 dpi<br>(Draft): 300 x 300 dpi |
| Label Size/Print Area | Width: 2.0” (51 mm) - 4.17” (106 mm)<br>Length: 1.0” (25.4 mm) - 16.0” (406 mm) |
| Media Sensing | Gap, Reflective (black mark), Continuous |
| Cutter | Automatic, cut at end of batch or between labels, 1.0” (25mm) minimum cut length<br>Rated for 300,000 cuts on paper liner |
| User Interface | 7.0” (178mm), 1280 x 600, Touchscreen LCD Display<br>4 buttons – Power, F1, F2, F3 |
| Connectivity | (1) USB-C 2.0 PC communication interface<br>(2) USB-A 2.0 ports for connection of external approved devices |
| Software | Microsoft Windows® 11, 10, 64/32-bit Driver |
| Color Matching | Support for ICC Color profiles |

| Printing Supplies | |
|---|---|
| Ink Cartridges | QL-E100 Single High Capacity (26mL) CMY Color Ink Cartridge, process black |

| Media | |
|---|---|
| Width | 2.125” (54 mm) - 4.25” (108 mm) |
| Thickness | 3.2 - 11.4 mil (0.08 mm - 0.29 mm) |
| Roll Size | 5.9” OD (150 mm), 3” ID (76 mm) core |

| Environmental & Physical | |
|---|---|
| Printer | 59º F to 86º F (15º C to 30º C), 20% to 80% Relative Humidity (non-condensing) |
| Ink | -40º F to 140º F (-40º C to 60º C), 20% to 80% Relative Humidity (non-condensing) |
| Power Requirements | Input: 100 - 240 VAC 50/60Hz 1.7A max<br>Output: 24V / 2.5A 60W |
| Duty Cycle | Maximum 100 copies continuous with 2 minutes idle time required after maximum copies reached |
| Dimensions | 9.88” L x 10.25” W x 11.50” H (251 mm x 260 mm x 292 mm) |
| Weight | 11.3 lbs. (5.1 Kg)<br>20 lbs. (9.1 Kg) shipping |

# Index


## A

Alignment Tab .....66
Anti-aliasing .....48
Auto Rotation .....65

## C

Cancel Print Job .....49, 57
Check Media Sensing .....58
Clean Printhead .....59
Cleaning .....70
Continuous Media .....29
CQL Pro .....48, 49
Custom Label Sizes .....41
Cut Media .....58
Cutter .....65

## D

Design Software .....48

## F

F1 Key .....21
F2 Key .....21
F3 Key .....21
Feed & Cut Media .....58
Feed Media .....58
Firmware Upgrade .....73
Front Lid .....20

## G

Gap Media .....28
Getting Started .....7

## H

Home Tab .....60
Horizontal Offset .....62

## I

Ink Cartridge Contacts
- Cleaning .....71

Ink Cartridges .....23, 24
- Handling .....24
- Initial Installation .....24
- Purchasing .....23
- Recycling .....27
- Replacement .....25

Inspection .....10
Installation .....8, 11
Installation and Setup Overview .....8
Installation Location .....9

## L

Label Artwork .....48
Label Counter .....60

## M

Maintenance .....70
Maintenance Controls .....59
Media .....23
- Purchasing .....23

Media Controls .....58
Media Exit Slot .....20
Media Roll
- Installation .....30
- Preparing .....11
- Replacement .....31

Media Rolls .....28
Media Settings Tab (QuickPrint) .....64
Media Status .....59
Media Types .....28
- Continuous .....29
- Gap .....28
- Reflective Mark .....28

Mirror Image .....40

## O

Offsets Tab .....62
Operation Panel .....20, 21
Orientation .....40

## P

Part Identification .....20
Pause Printing .....49, 57
Power Cable .....11
Power Inlet .....22
Power Key .....21
Printer Check .....59
Printer Driver .....34
- Appearance Options .....42
- Custom Label Sizes .....41
- Information .....46
- Installation .....14
- Label Options .....39
- Layout Options .....44
- Preferences .....39
- Status Information .....45
- Upgrade .....34

Printer Status .....59
Printhead
- Cleaning .....70

Printing .....48, 49
Printing Controls .....57

## Q

Quality .....43, 64
Quick Setup Guide .....7
QuickPrint .....50
- File Management .....50
- Printing .....53
- USB Memory Requirements .....50

QuickPrint Tab .....61

## R

Rear Panel Connectors .....22
Reflective Mark Media .....28
Resume Printing .....49
Rotation .....40

## S

Safety .....83
Scale .....41
Sensor Type .....40, 65
System Requirements .....9

## T

Touchscreen Controls .....56
Troubleshooting .....74

## U

Unidirectional .....65
Unload Media .....58
Unpacking .....10
Upper Lid .....20
USB Memory Requirements .....50
USB Type A Ports .....22
USB Type C Port .....22

## V

Vertical Offset .....63