
DNP Photo Imaging America Corp.

M8 Printer Basics

M8 PRINTER

Before You Begin



Figure 1. M8 Printer

- Attach the M8 printer to the USB port on the computer designated for the 8x10 printer. See the Installation and Setup Guide for more information.
- Remove any packing material or tape from around or inside the printer before powering the unit ON.
- It is recommended that there be at least 50mm (1.97in) of space above and on either side of the M8 printer to allow for proper airflow.
- Install the paper scrap bin prior to operating the unit.
- Install the print catcher prior to operating the unit.



Attention

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

Installing the Ribbon in the M8 Printer



Note

Install 8x10 media only to operate this unit with your system.



Attention

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

1. Press the cover release button to open the ribbon cover.



Figure 2. Cover Release Button

2. If necessary, remove any existing ribbon from inside the printer.



Figure 3. Inside the Ribbon Cover

3. Touching only the spool ends, remove the plastic cover from the new ribbon.



Note

Touching the ribbon directly can result in damaged or poor quality prints.

4. Insert the ribbon onto the blue receive spool guides located near the rear of the ribbon compartment. Make sure to attach the ribbon to the spring loaded spool guide on the right first.

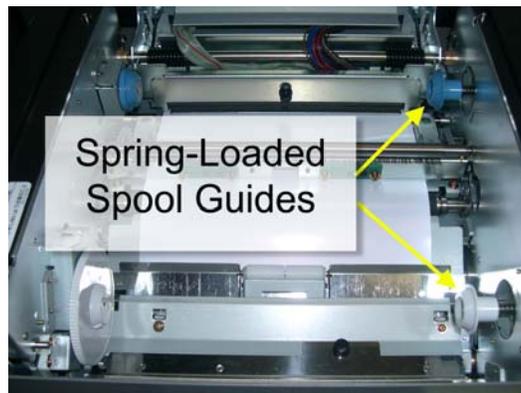


Figure 4. Spool Label



Note

With new ribbon, the end with less ribbon goes on the blue receive spool guides.

5. Insert the ribbon onto the white supply spool guides located near the front of the ribbon compartment. Make sure to attach the ribbon to the spring loaded spool guide on the right first.
6. Rotate the thumb wheel towards the front of the printer until both ends of the ribbon spool lock into place.



7. Close the ribbon cover door making sure it clicks shut.

You have now installed the ribbon in the printer.

Installing the Paper in the M8 Printer

1. Open the paper door located at the rear of the printer.
2. Remove any existing paper roll, if necessary.
3. Remove the paper flanges from the old paper roll.



Attention

Do not discard the paper roll flanges. Flanges do not come with new paper rolls.

4. Remove the plastic cover from the new paper roll.
5. Align the blue paper flange with the notches on the notched side of the new paper roll and snap the flange into place.
6. Attach the white paper flange to the other side of the paper roll.



Note

Only one side of the paper roll has notches. Make sure that the flanges are fully inserted on the correct sides with the blue flange locked into place by the notches.

7. Orient the paper roll with the leading edge of the paper going over the top of the paper roll.
8. Remove the label from the paper roll.
9. Align the paper with the guide marks on the printer guide.
10. Slide the edge of the paper under the pinch roller until it is just passed the red line on the pinch roller label.



Figure 5. Pinch Roller Label

11. Close the paper door.
12. Press the **Paper Set** button on the printer. The printer automatically loads the printer. Some blank paper may eject from the printer while the printer aligns the paper properly.

You have now installed paper in the printer.

Routine Maintenance

By using thermal transfer technology, daily maintenance is not necessary if the printer is used properly. However, in order to keep the best print quality it is recommended that the Thermal Head, Peeling Plate, Platen and Cleaning Rollers are cleaned once a month. All this cleaning can be done at one time.



Attention

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

1. Press the cover release button to open the ribbon cover.
2. If necessary, remove any existing ribbon and paper from inside the printer.
3. Using gauze, clean the heating element of the thermal head with isopropyl alcohol or ethyl alcohol.



Attention

Do not touch the heating element directly by hand. Fingerprints on the heat element can damage the thermal head or cause print quality to suffer.

4. Using gauze, clean the edge of the Peeling Plate with isopropyl alcohol or ethyl alcohol

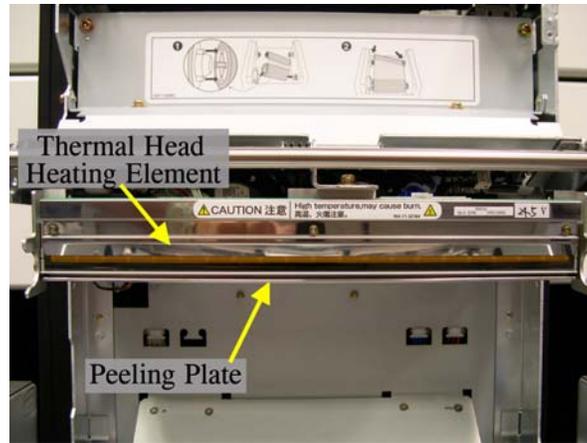


Figure 6. Heating Element and Peeling Plate

5. Remove the cleaning rollers located at the front and the rear of the printer by pulling the black knob on top of the roller plate.

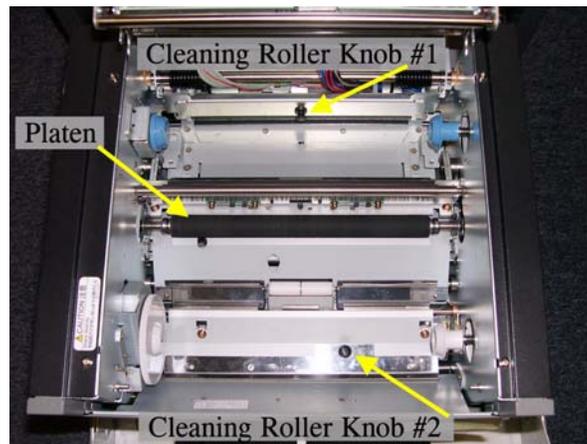


Figure 7. Platen and Cleaning Roller Knobs

6. Using gauze, clean the rubber part of each cleaning roller with isopropyl or ethyl alcohol.



Figure 8. Cleaning Roller

7. After cleaning the rollers, return them to their original position by inserting the black knob in the guide hole until it clicks into place.
8. Close the ribbon cover door making sure it clicks shut.

You have now performed the basic routine maintenance on the M8 printer.

Clearing Paper Jams

When a paper jam occurs, *Paper Jam* is displayed on the digital display.

1. Press the **Paper Rewind** button on the printer until the *Paper Empty* message displays.
2. Press the **Paper Set** button to reload the paper.
3. If the *Paper Jam* error still appears, open the ribbon cover door.
4. Carefully remove the ribbon taking note of the supply and receive spool placement.
5. Remove any jammed paper from the printer and cut any printed or damaged paper from the paper roll.
6. Close the ribbon cover door.
7. Press the **Paper Rewind** button to rewind any excess paper into the printer.
8. Open the ribbon cover door.
9. Replace the ribbon in the printer. See “Installing the Ribbon in the M8 Printer” on page 1.
10. Close the ribbon cover door making sure it clicks shut.

You have now cleared a paper jam from the printer.

Maintaining and Troubleshooting the Printer

From time to time, the printer will experience a mechanical failure, which can be caused by several different factors. The most common error experienced will be a paper jam.

1. Turn OFF the printer.
2. Open the paper cover.
3. Inspect the ribbon and paper area for damaged or jammed paper.
4. Remove the ribbon slowly.

Note

If the ribbon is entangled around the roller, removing the ribbon hastily can damage the ribbon or leave ribbon debris in the printer mechanics.

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