

QL-900 Quick Setup Guide

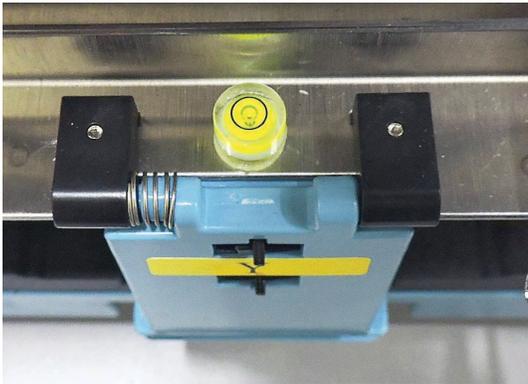
7/12/23

Part Number 22834716-EN-E (Revision 1.1)

Remove Printer and Accessories from Packaging

Place the printer on a sturdy level worktable or cabinet at least 9 inches from any walls.

Open the ink tank door and raise the clamshell assembly. Use the bubble gauge mounted on the ink station frame, or a small level placed on the ink station frame, to make sure the printer is level. Protect the printer from excessive heat, dust, and moisture. Avoid placing it in direct sunlight.

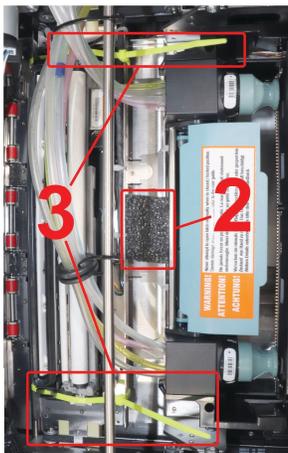


Remove Shipping Materials

1. Open the top cover.



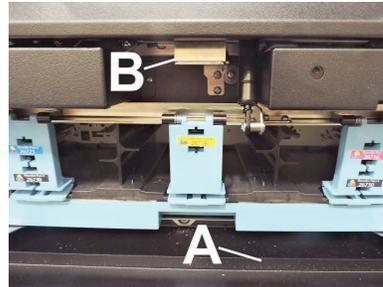
2. Remove the foam block.



3. Cut and remove the two yellow zip ties securing the wiper motor assembly.
4. Close the top cover.

Install Ink Drip Tray Assembly

1. Open the ink tank door [A].
2. Release the latch [B] to raise the top assembly.



3. Insert the tabs on the ink drip tray into the frame slots [C] as shown.

Note: If necessary, bend the tab on the grounding spring [D] so it touches the bottom of the ink drip tray tab.



4. Close the top assembly.

Connect Power to Printer

1. Make sure the main power switch [1] is turned OFF.



2. Plug the power cord into the receptacle [1] located below the main power switch. The internal power supply in the printer is rated 100 to 240VAC, 50/60 Hz.

Important: Close all covers and doors before powering the printer up or down.

Note: Start one printer at a time when similar printers are on the same network.

Computer Connections

Use the USB port [2] for computer connection. Use the network port [3] for connection to a network.

Note: Do not connect a USB cable or network cable yet. Do not turn the printer power switch ON yet.

Print Driver Installation

Minimum System Requirements:

- **Operating System:** Windows 10 and 11. Supports 32 and 64-bit systems. You must have administrative privileges on the system.
- **Microprocessor:** Pentium II, 2 GHz minimum (Pentium Dual Core, 2.5 GHz or better, is optimal).
- **System memory:** 2 GB minimum, or as recommended for your operating system.
- **Free hard disk space:** At least 10 GB.
- **Web Browser:** Firefox is recommended. Chrome, Safari, and Opera are also supported.
- **Ethernet Speed:** 1000 Mbps.
- **USB port (2.0/3.0):** Ports will be identified as “USB” or “Enhanced” in Device Manager.

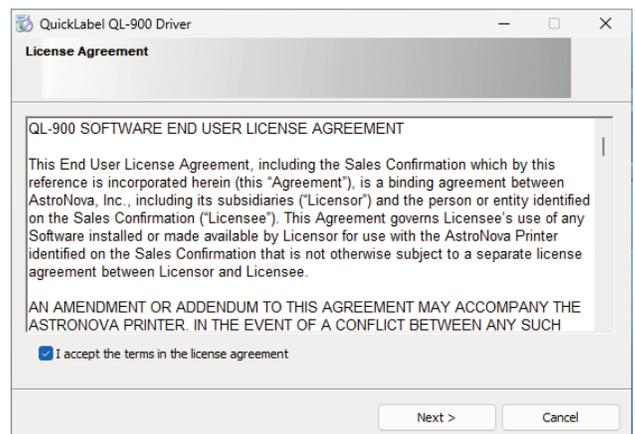
- Microsoft .Net Framework version 3.5 (for 32-bit systems) or Microsoft .Net Framework version 4 (for 64-bit systems) must be installed. Even if a newer .NET Framework version is installed, version 3.5 or 4 must also be installed or Toolbox will not open.

Important: Before installing the printer software, temporarily disable all anti-virus programs and firewalls. In addition, you must be logged into the system with full administrative privileges.

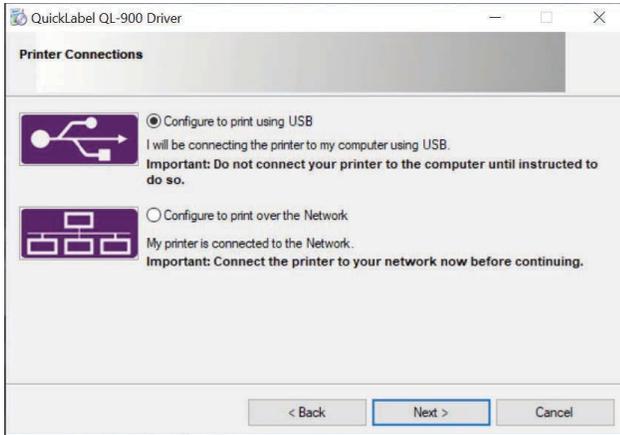
1. Check that the printer is plugged in and turned OFF. Disconnect the USB connection if it is already plugged in.
2. Download the QL-900 driver from <https://quicklabel.com/support/downloads/>. Save the file to your desktop for convenience. This file is a self-extracting executable file with a .exe extension. Double-click the installer file.
3. **Install Printer Software.** Make sure the system meets minimum requirements. Click **Install Printer Software**.



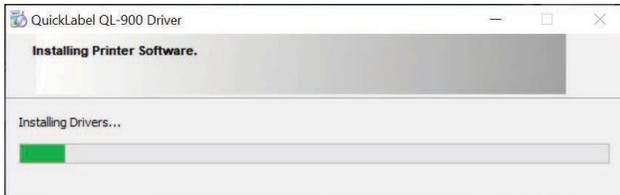
4. **License Agreement.** Check **I accept...** then click **Next**.



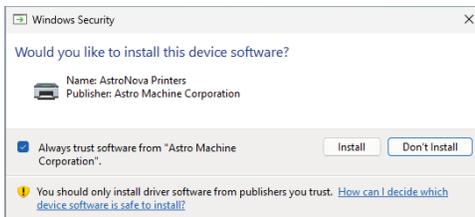
5. **Printer Connections.** Click **Configure** to print using **USB**. Then click **Next**.



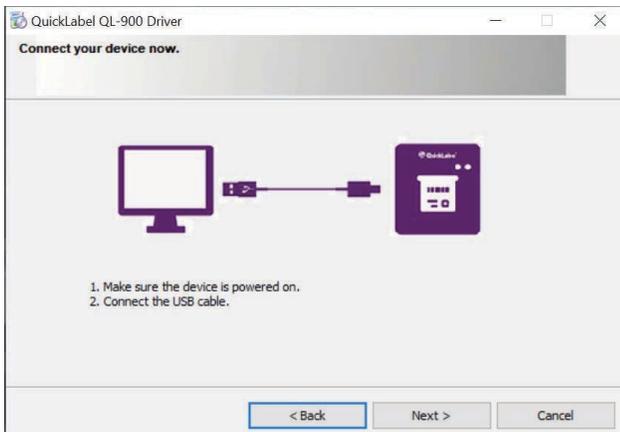
6. **Installing Printer Software.** Software download begins.



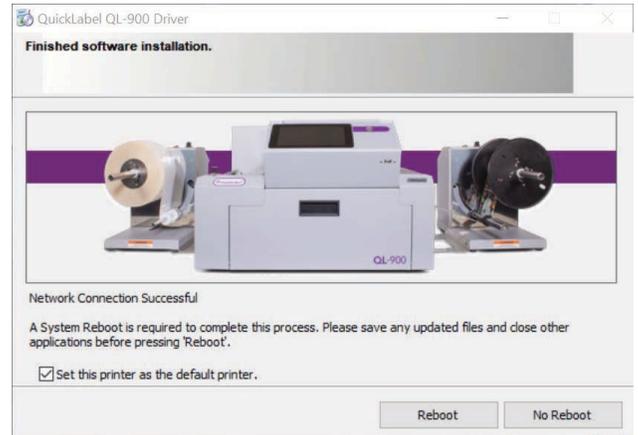
7. **Would You Like to Install This Device Software?** Click **Install**.



8. **Connect Device Now.** Turn the printer ON and connect the USB cable. Do not click on either button. The software will finish installing.



9. **Finished software installation.** Do not check **Print Test Page** as the printer is not set up yet. You can check **Set this printer as the default printer** at this time. Click **Finish**.



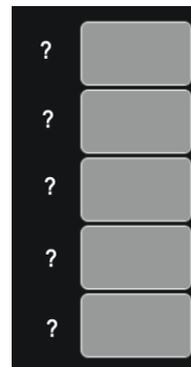
10. **Install Printer Software.** Click **Exit** to close the screen.
11. Restart the computer to complete the installation.

Install Ink Tanks

The printer uses one printhead cartridge and five ink tanks (two black, one cyan, one magenta, and one yellow).

Important: Verify that the labels on the ink cartridge and the printer's ink station match. Both should be "DN".

1. **Control Panel Touchscreen:** Ink tank status information appears on the right side of the touchscreen. Note that the ink tank indicator boxes are empty.



Note: The question marks indicate that no ink tanks are detected by the printer.

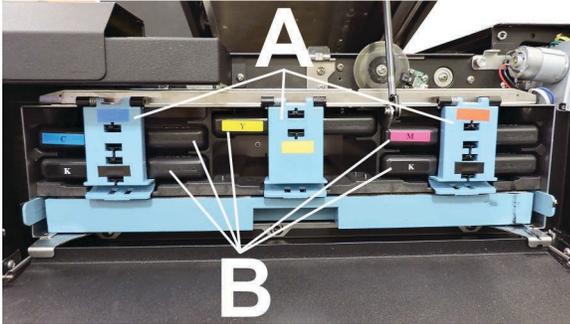
2. Open the ink tank door (hinged at the bottom). Opening the door disconnects the printer communication from the ink tanks and allows safe installation and replacement.

Open the Ink Tank Latches **[A]**.

3. Remove the new ink tanks from the packaging.

4. Insert the ink tanks (labels up) into the appropriate color slots [A]. Close the ink tank latches. [B].

Installation tip: Make sure the ink tanks seat properly. Insert the ink tank into the appropriate ink station. Pull the ink tank back about an inch and then push forward firmly to ensure that the ink nozzles penetrate the seals on the ink tanks.



5. Close the ink tank door. Ink colors fill in as the ink tanks are installed. If the ink colors do not fill in after a few seconds, open the ink tank door again and reinstall the ink tanks.

Warning: Ink in ink tanks may be harmful if swallowed. Keep new and used ink tanks out of the reach of children. Discard empty tanks immediately.

Install Printhead Cartridge

Handle the printhead cartridge with extreme care to avoid damage.

Caution: Use electrostatic discharge (ESD) protection when handling the printhead.

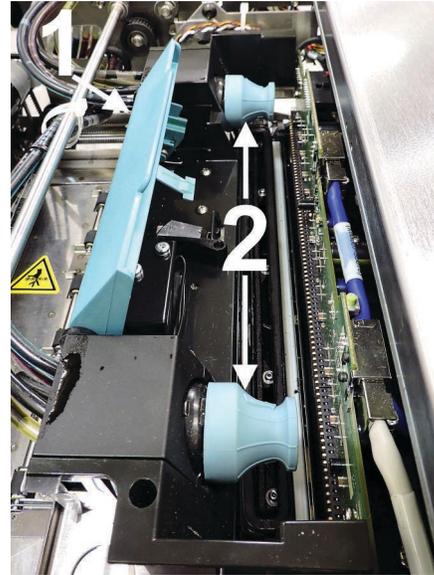
Caution: Hold the printhead cartridge by the handles ONLY.

Caution: DO NOT touch the ink couplings, nozzle surface, or electrical contacts.

Caution: DO NOT unpack the printhead cartridge until the printer is ready for installation. Once unwrapped, delay in installing the printhead can compromise print quality.

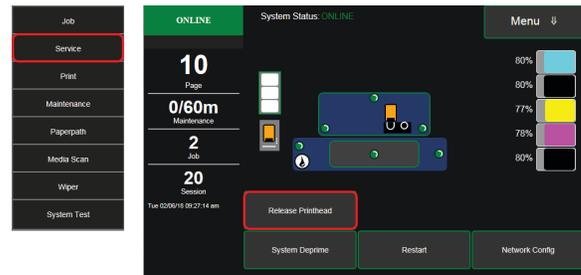
Caution: DO NOT place an unwrapped printhead on any surface before installing. Protect the printhead from scratches, dust, fibers, dirt, and other contaminants at all times.

1. Open the top cover. The printhead latch [1] is shipped in the open position. If it is not, close the top cover.



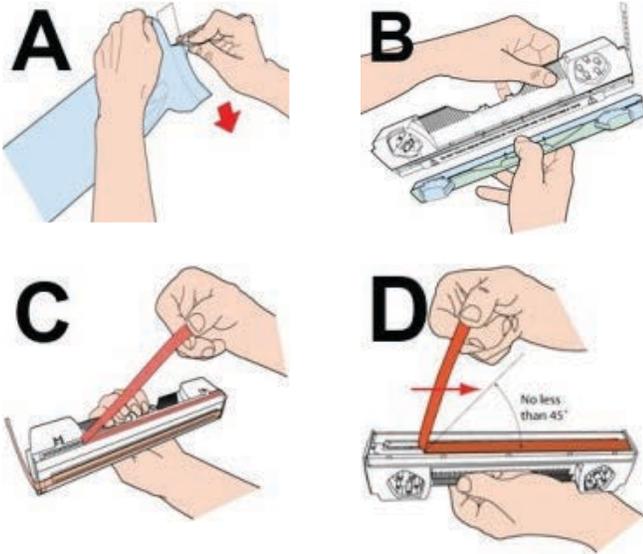
Use the touchscreen to tap **Menu**, then **Setup**. Press **Release Printhead**. The printer runs, then the latch [1] opens. Open the top cover.

Note: Remove the cap protectors [2] on the ink nozzles. Be sure to open the latch fully to retract the ink nozzles.

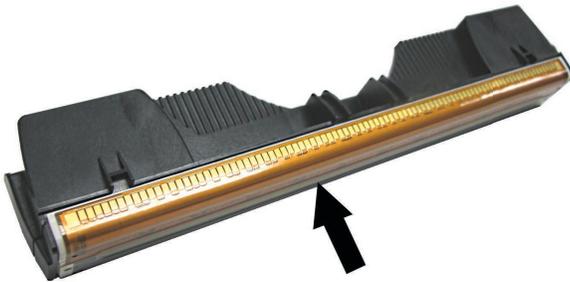


Caution: Do not pry or manually lift the printhead latch or the latch may break. Only open the latch using the release printhead button on the touchscreen or in the printer Toolbox.

- Carefully remove the printhead cartridge from the foil packaging.

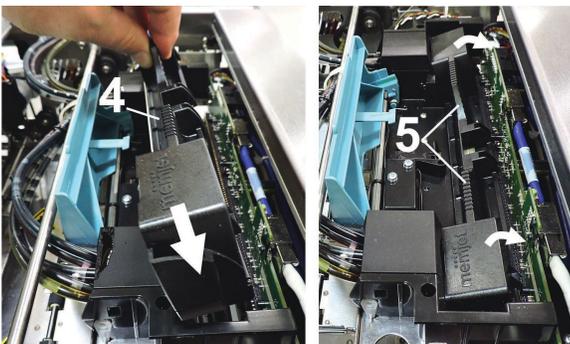


- Wet the printhead surface to ensure that the printhead will prime correctly. Moisten the printhead nozzles using distilled water and a damp, lint-free cloth, wiping end to end. (Gray strip located below the orange strip.) Take care not to damage the copper contacts, metal plate, or gold printhead surface.



Warning: To avoid electrical shock and shorting: Before installing the printhead, make sure the nozzles are hydrated and the contacts are dry.

- Carefully insert the cartridge into the compartment at an angle [4], with the printhead surface facing down and the ink nozzles facing the ink hoses. Once the cartridge is seated, gently tilt it back until it snaps into an upright position [5]. DO NOT FORCE cartridge into position.

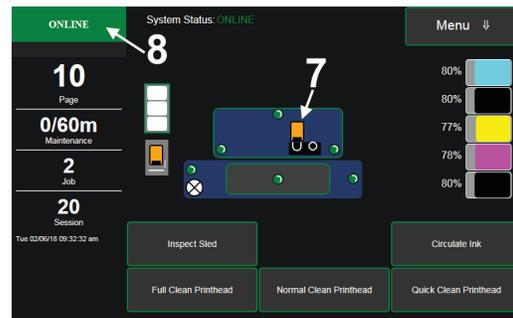


- Close the printhead latch [6]. Close the top cover. The printer starts up and primes ink into the printhead (this may take a few minutes).



Note: When priming stops, open the top cover and check that ink is flowing through the hoses. If air bubbles appear, tap the lines and close the top cover. Or close the top cover and click **Circulate Ink** on the touchscreen to clear the air bubbles.

- Watch the control panel touchscreen. Check that the printhead icon [7] in the printer image is primed (solid color).



- When ONLINE [8] appears, the printer is ready for use.

If the printhead icon continues to display an outline or a question mark (?), try the following procedures:

- Printhead icon shows an outline (printhead unprimed):** Click **Circulate Ink** under the **Maintenance** drop-down menu in the printer Toolbox. If the issue persists, try the **Install Printhead** procedure again. If this does not resolve the issue, contact technical support.
- Printhead icon displays a question mark (printhead not recognized):** Try the **Install Printhead** procedure again. If the issue continues, contact technical support.

Note: The printer may take up to 12 minutes to set itself up during initial startup. This is normal.

Next Steps

Please refer to the QL-900 User Guide for information about installing accessories, setting up the printer, and operation.

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