AOBIO

AOBIO Q5 USER GUIDE

CONTENTS

1. QUICK INSTALLATION VIDEO

Watch the short installation video at :
www.aobioprinter.com

Please go to Aobio official website www.aobioprinter.com to download the driver, or find the driver in the U Disk coming with the printer.

Aobio Q5 is a thermal label printer which uses thermal label media without ink, toner and ribbon. It can print various labels for logistics, pricing, barcodes, QR codes, shipping address, badges, etc.

Thank you for purchasing this product, please read this manual carefully before using the system, and keep it for future reference. If you have any questions about this machine, please call our customer service centre on +1 571 410 5259.

2. ITEM OVERVIEW

Packing List:

1 X AOBIO Label Printer

1 X Power Cable and Adapter

1 X Service Card

1 X USB Cable

1X User Guide

1 X USB (Contains drivers for Mac & Windows)

2 X Alcohol Wipes

30 X Free Fanfold labels

Feeder Button

Power switch

USB port

Power port

Label outlet

Thermal printer head (TPH)

Cover

Push Button

Label Guide

Rubber roller
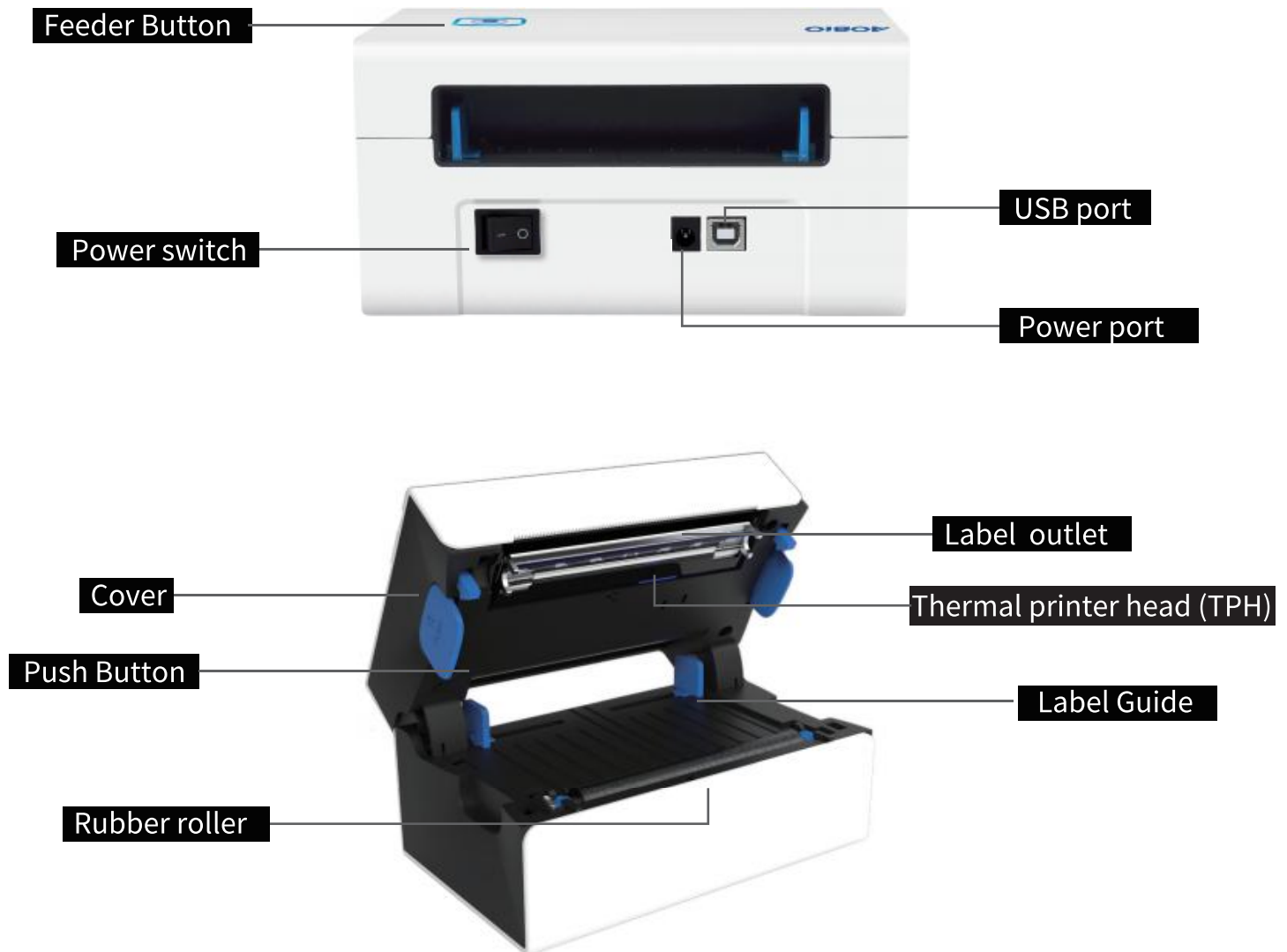
⚠ Thermal printer head(TPH) may be very hot. Please do not touch the printer head or parts around it after printing.

3. CONNECT TO YOUR PC/ MAC

1. Ensure the printer is OFF.
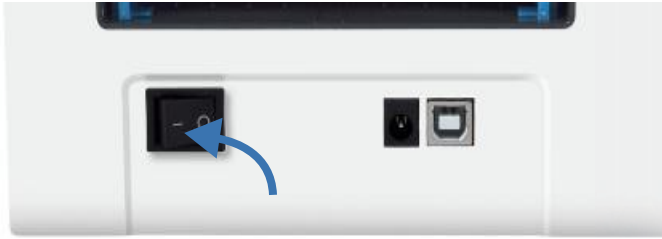
2. Insert the USB cable totally into the printer USB port and connect to the
same computer USB port each time to avoid creating duplicate copies
of the printer in your operating system.
(Note: If your computer is type-C interface, please buy a Type-C USB cable
for printer. USB Type -C to USB 2.0/3.0 Adapter is not suggested.)

3. Make sure the power adapter is tightly connected, then connect the
power cable to the printer's power port and the electrical socket.

4. Turn the power ON, (Pressing down "—" means turn ON) and you will
see the top button shining.

⚠ Must turn off the switch before you plugging the power cable into power port each time or it may cause spark!

4. LABEL SETUP

Aobio is capable of working with labels in various sizes. Your printer needs to learn your label properties prior to its first use.

To initiate **Automatic Label Identification and run Intelligent Label Study** please follow these steps:

1. Turn on power and wait for 5 seconds until the printer is initialized.

2. Automatic Label Identification: Load the label from the back side of printer (don't need to open the cover), push both blue Label Guides to make sure they are flush against the label with no gap, until the paper is auto fed and identified.

3. Intelligent Label Study (Identify the paper size): press and hold the top feeder button for 3 sec until you hear one beep then release, the label will auto move back and forth to complete label size study.
Then you can start printing.

5. DRIVER INSTALLATION

Two ways:
① Download the driver for Windows/Mac from
www.aobioprinter.com

② Directly install the driver from our support U Disk.

5.1 Driver Installation for Mac

1. Double click the "Aobio-Mac-Driver Latest.dmg".
2. Double click "AobioPrinter.pkg" to install the driver，if you see a
   warning showed below, go to Step 3. (If you do not see this
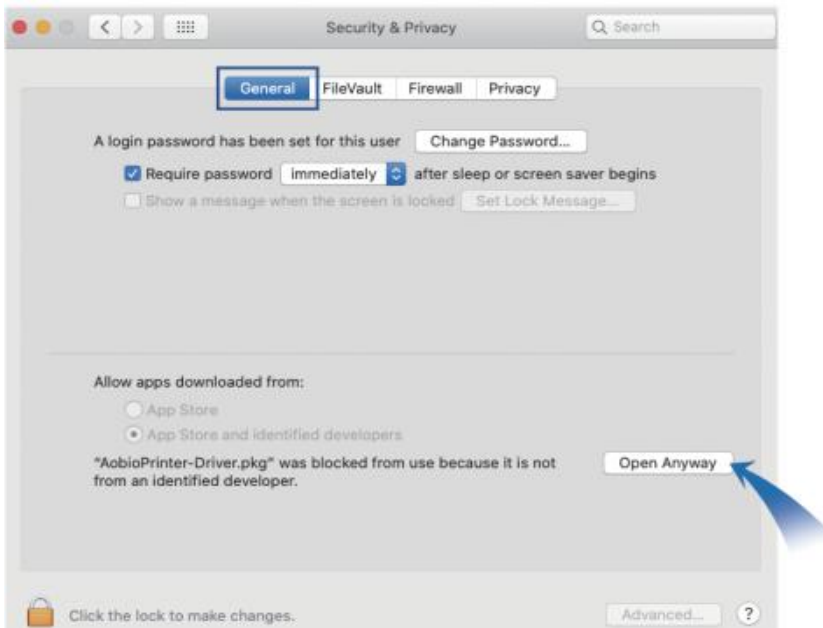   warning you can skip 3, 4, 5 steps).

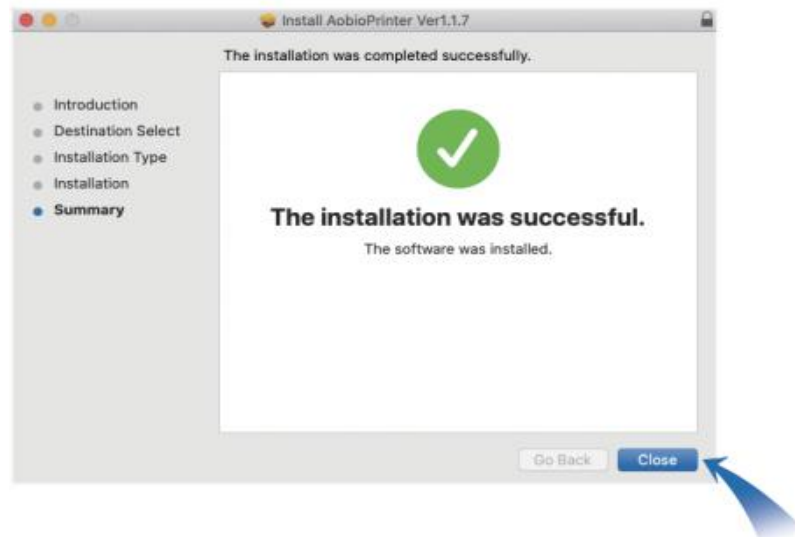3. Click "System Preferences".   4. Click "Security & Privacy".

5. Click "General" and then Click "Open Anyway" .

6. Click "continue" button.
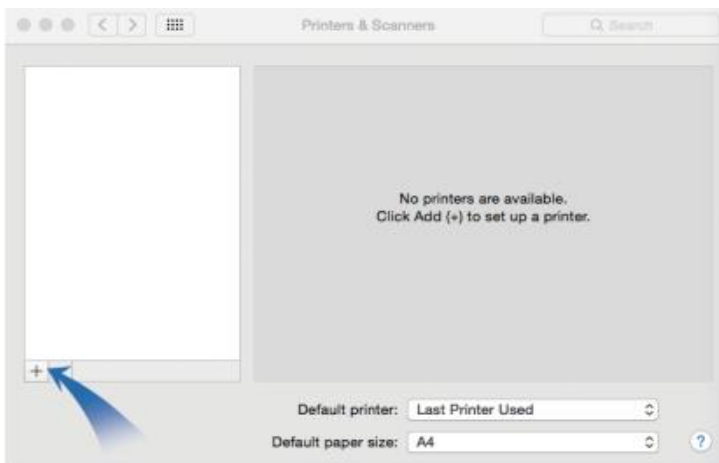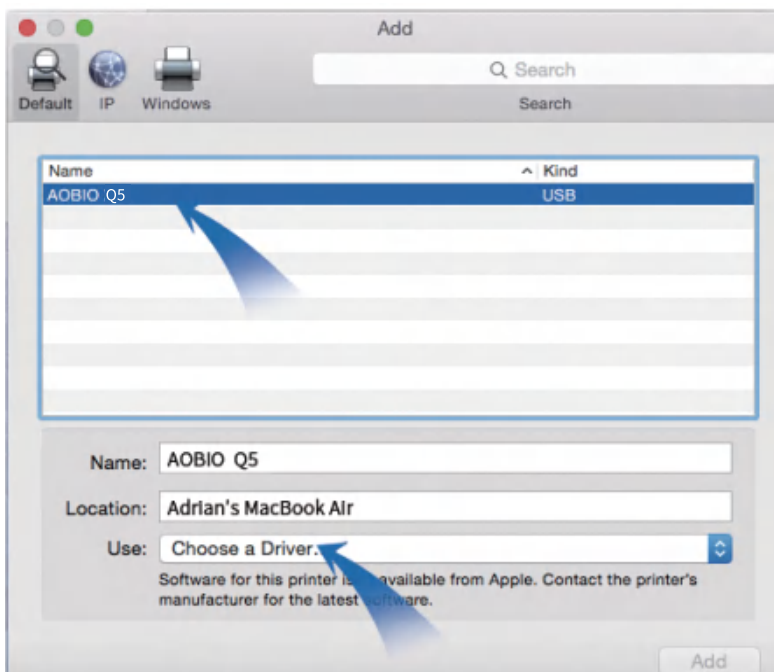

7. Click "Close" to finish.

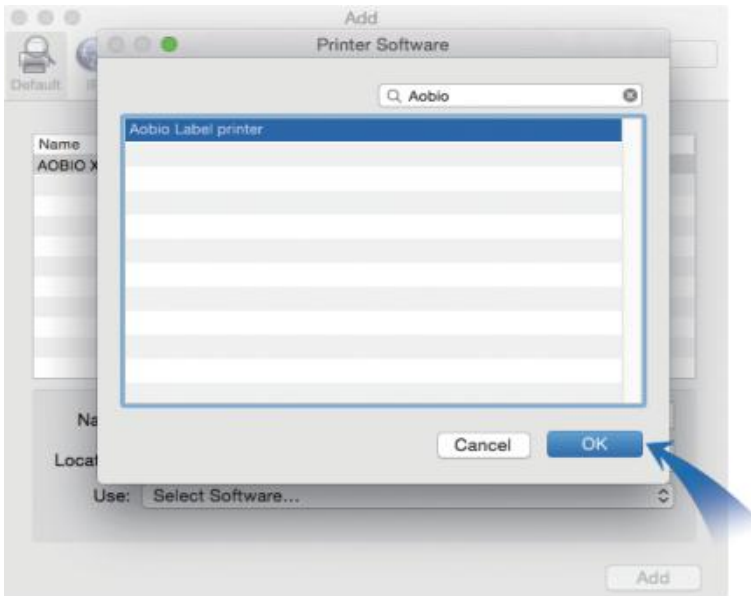8. Open "System Preferences",and click "Printers and Scanners" .

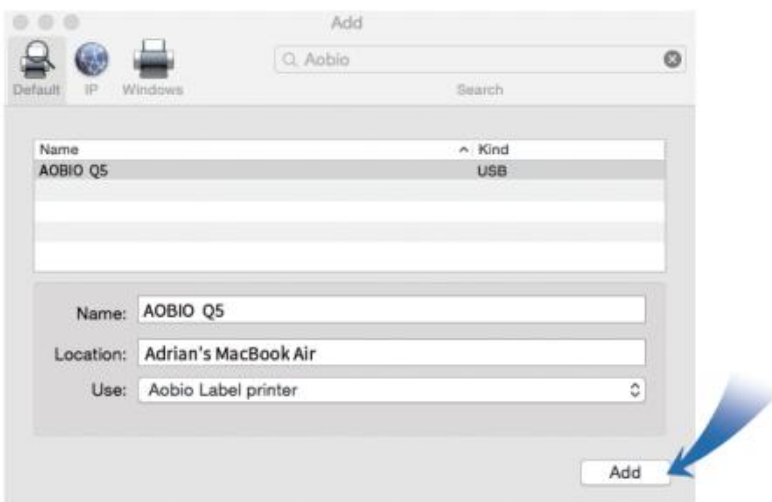9. Click "+" to add a new printer.

10. Turn on your printer, and double click "Aobio Q5", select "Choose a Driver..." under "Use" drop down menu.
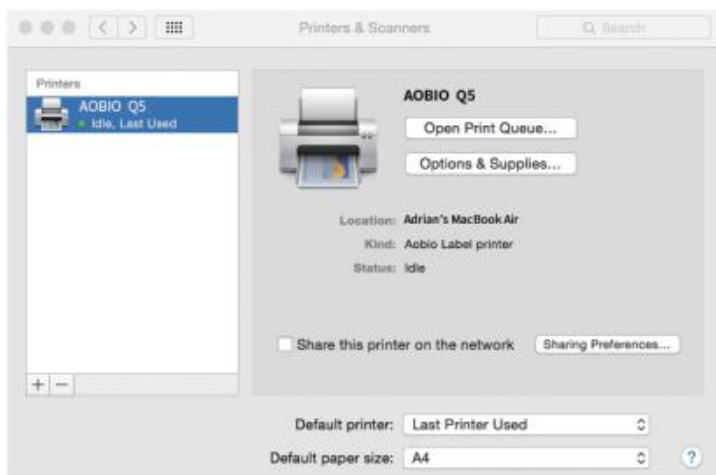
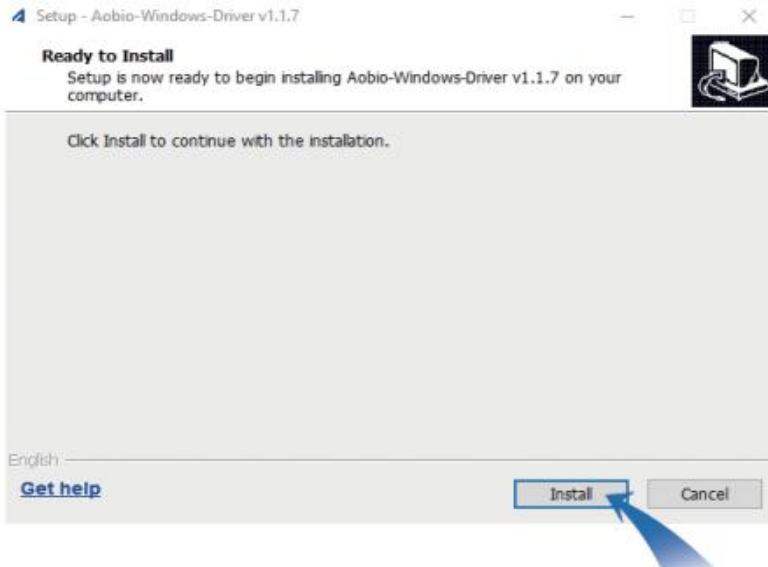11. Input "Aobio" , and choose "Aobio Label printer" .

12. Click "Add".

13. Congratulations, printer is successfully installed!
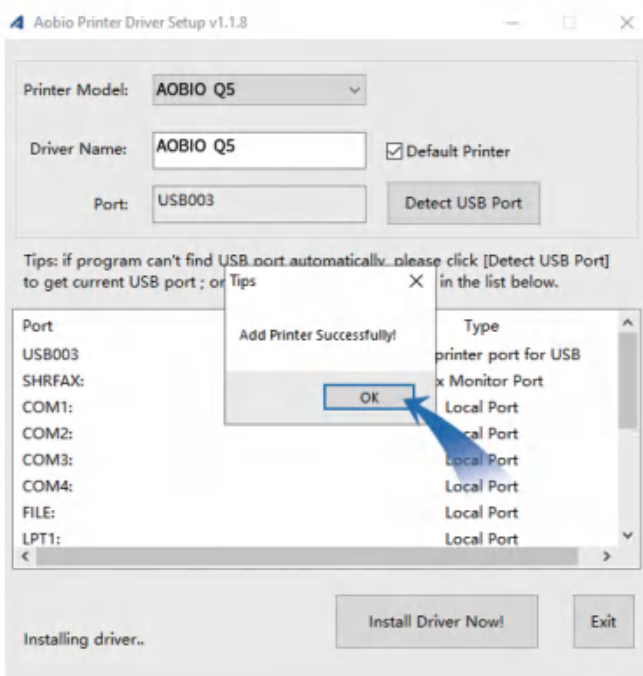
5.2 Driver Installation for Windows

1. Double click "Aobio-Windows-Driver-Latest" to install.

2. Then, "Add Printer Successfully!" appears.

Telephone: +1 571 410 5259

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Email: service@aobioprinter.com

6. MAC & WINDOWS PRINTING SETUP

Aobio Q5 is default to common size of 4″x 6″(102 mm x 152 mm) setting. When printing your file ensure "paper size" is set correctly for your label，if you print the same size please skip this chapter 6. If you print other size labels you need to set label size in the driver. please set as follows:
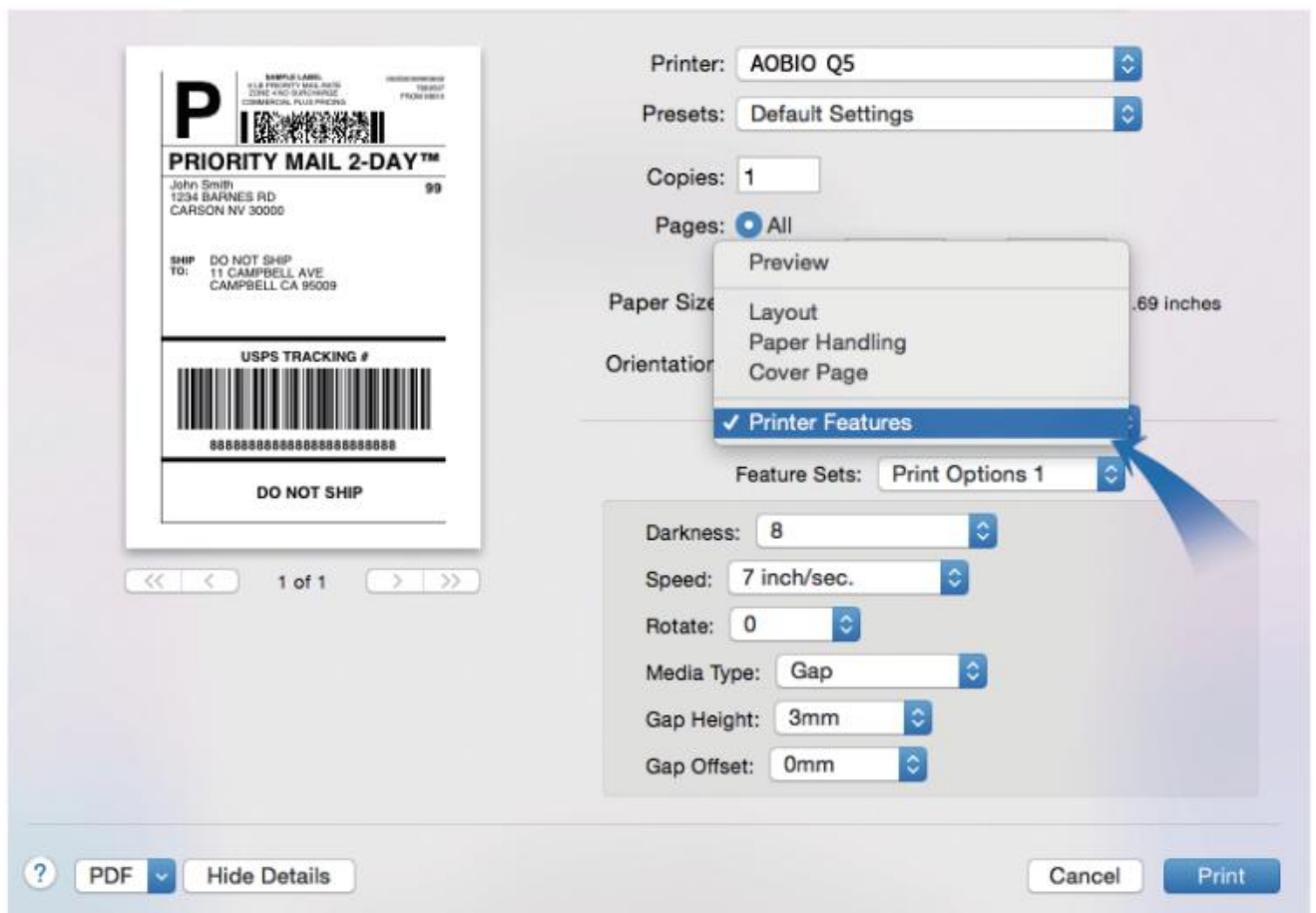
6.1 Mac printing setup

1. Open a PDF file (any document file is ok),
    Select "File" → "Print" .
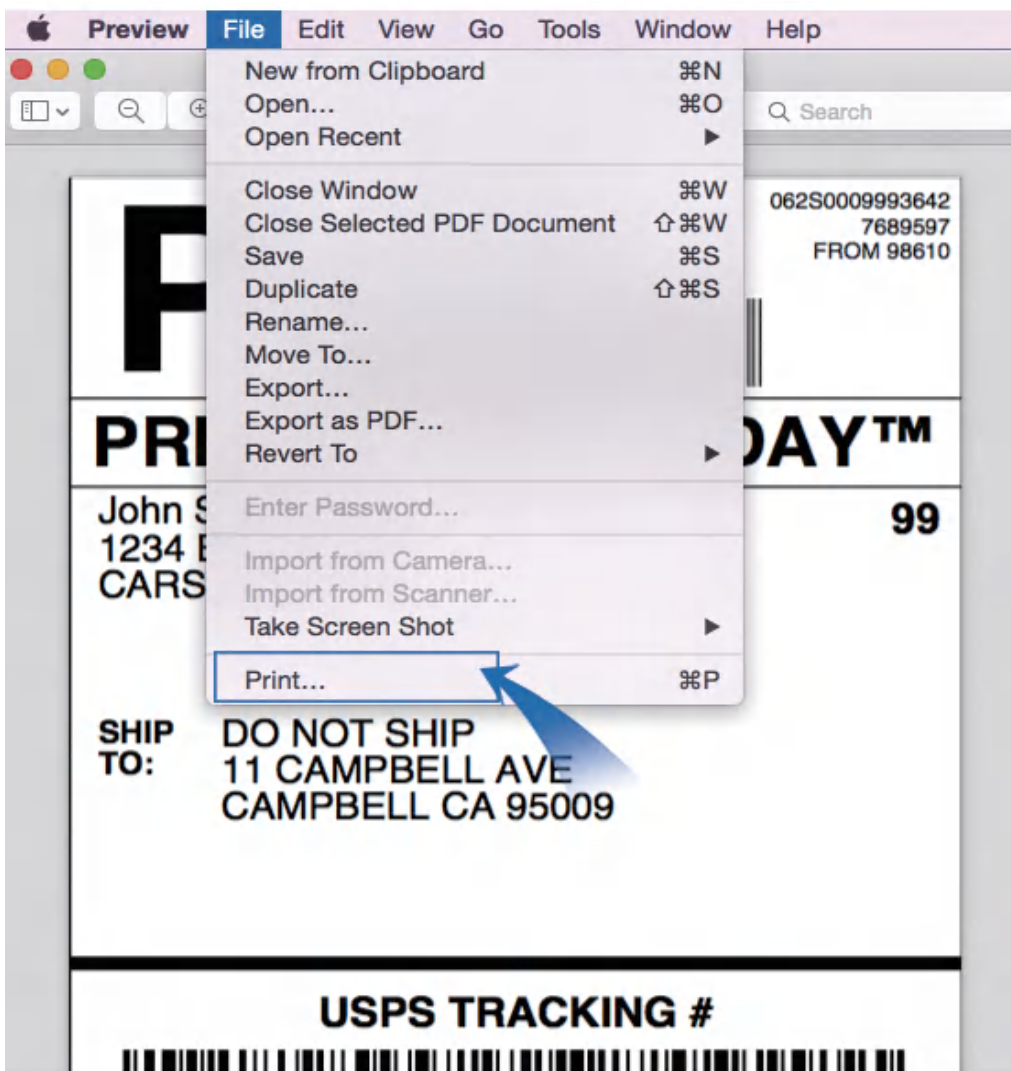
2. Choose 4″x 6″ under "Paper Size" drop down menu.
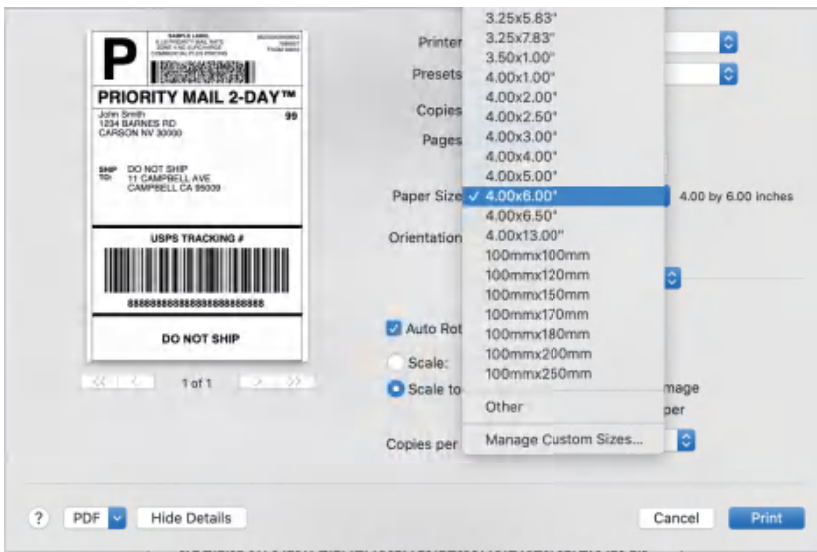
3. Select "Printer Features", then you can change the setting of printer, for example: Speed, Darkness, Rotate, Horizontal and Vertical.

6.2 Windows printing setup

Take Win 10 as example:

1. Open your printer page Control Panel → Hardware and Sound → Devices and Printers.

2. Right Click on your newly installed printer "Aobio Q5", choose Printing preferences.
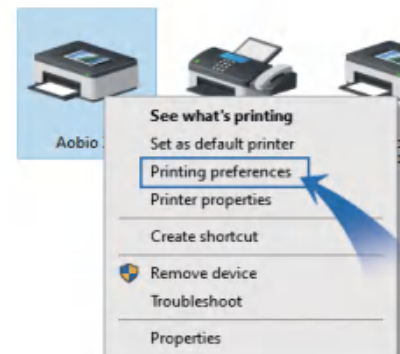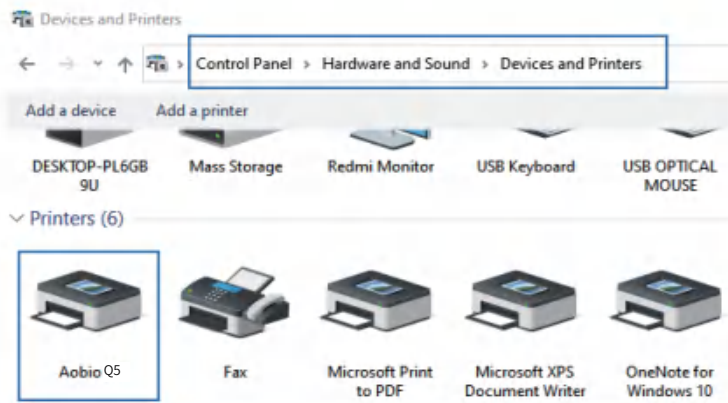
3. Click "Page Setup" and choose the size of your label from the drop down menu, Ensure "Name" is set correctly for your label.

7. USER TIPS

1. When you load the labels, the side for peeling label should face up.

2. Make sure there is no particles on the surface to avoid damage to the printer head.

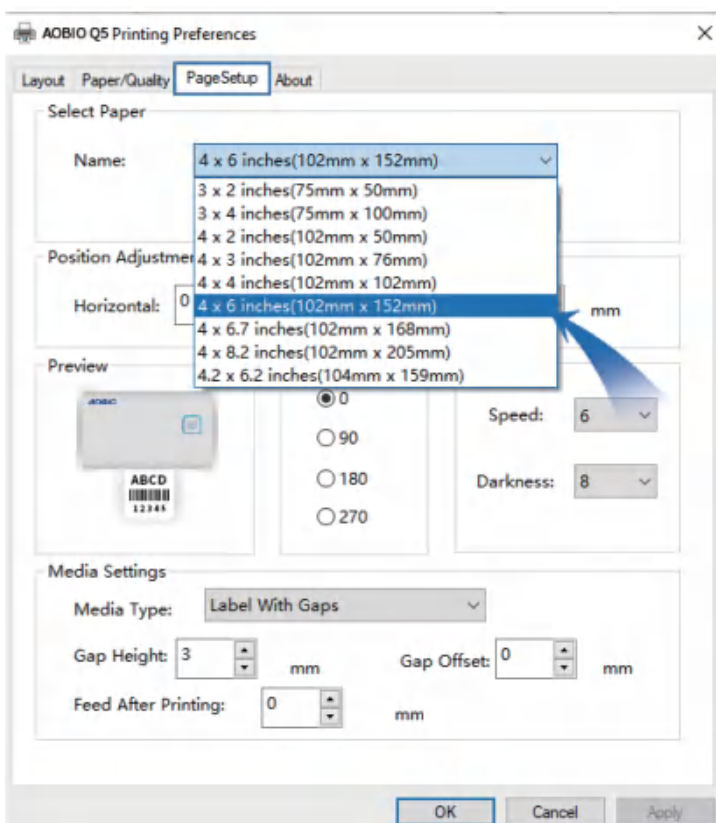3. When "No Aobio printer was found! Please connect the printer and switch" appears, please check whether the USB head is plugged in accordingly.

4. The label size of Aobio Q5 printer is default to 4"x 6"(102 mm* 152 mm). Every time you change different size labels , please run Intelligent Label Study before printing.

5. If you need to adjust the label size, please click: Print-->Attributes -->Page---> Name , choose label size same as actual ones, otherwise it will lead to blank labels or skip labels.

6. In case the labels keep coming out after one is printed, just clear the printing queue.

7. If there are white spots on printed labels, stop printing to clean the printer head.

8. When the label is jammed, or the printer head needs to be cleaned, just press blue buttons on both sides at the same time to open the cover.

8. LED STATUS

Light Status	Description	Solution
Blue	Normal	
Flashing Red (every second)	Cover is not closed	Close the lid probably
Flashing Red (every 2 second)	Paper shortage	Run the automatic label study by loaded label
Flashing Red and Blue (every second)	Printer head is overheated	Wait until it cooldown , printing job will resume
Flashing Purple (every second)	Wrong power adapter	Use back the AOBIO power adapter. If you lose it, please contact our After-sales team.

If you have any further issues or concerns, please contact us through our Live chat platform at **www.aobioprinter.com**.

9. FEEDER BUTTON INSTRUSTION

1. When the printer is not running, press the feeder button once and release, Aobio will feed a blank page.

2. When the printer is running, press the feeder button once to pause. Press once again to resume the print job. (If you need to cancel an unfinished print task. Please turn off the printer power and cancel the print task from the computer at the same time.)

3. For each time you change label of different size, please press feeder button for about 3 seconds until you hear one beep to run Intelligent Label Study process.

4. Press and hold the feeder button for about 5 seconds until you hear two beeps. Aobio will print a test page. If the test print looks good, it indicates that the printer head is working properly.

5. Press and hold the top button for about 15 seconds until you hear three beeps. This will restore Aobio printer to the factory Settings.

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10. SPECIFICATIONS

|	
Model	Q5
Method	Direct Thermal
Resolution	203 dpi (8dots/mm)
Max Printing Speed	152 mm/s
Paper Width	40-110 mm, (1.57"~ 4.3")
Printing Width	40-108 mm, (1.57"~ 4")
Paper Thickness	0.06 -0.25mm
Max Label Length	300mm (11.8")
Power Adapter	24V / 2A
Printing Life	~700,0000 labels
Operating Environment	Temperature: -10 to 50°C Humidity: 10~ 90% (non condensing)
Storage Environment	Temperature: -40 to 80°C Humidity: 5~ 95% (non condensing)
Connection	USB
Weight	1.59 lbs / 720g
Dimentions	176mm (L) X 110mm (W) X 93mm (H)
Supported Operating Systems	Windows (XP and Latest) Mac (10.9 and Latest) Linux

11. SAFETY NOTICES

1.   **DO NOT** touch the printer head after use.
2.   **DO NOT** disassemble or repair the unit by yourself.
3.   **Use only** approved accessories.
4.   Keep the printer **away** from **water**, **fire** or **other objects** that could destroy the components.
5.   Keep the printer out of reach of children.
6.   **DO NOT** use the printer if you find any irregularities which could result in electrocution or fire.
7. Please **unplug the power** when not in use for a long time.

12. MAINTANANCE

Printer Head Cleaning Steps:

(1). Turn off the printer, remove the power cord, push the blue buttons at the same time to open the cover.
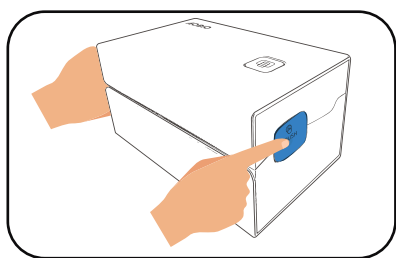
(2) Wait for 3 minutes until the printer head coolsdown. The printer head may be very hot after printing.
(3) Please use an alcohol wipe to clean the thermal printer head (don't use water to clean it.)
(4) Wait for 2 minutes until the alcohol has completely vaporized, then close the cover.

Aobio printer is covered by a 365-day warranty.

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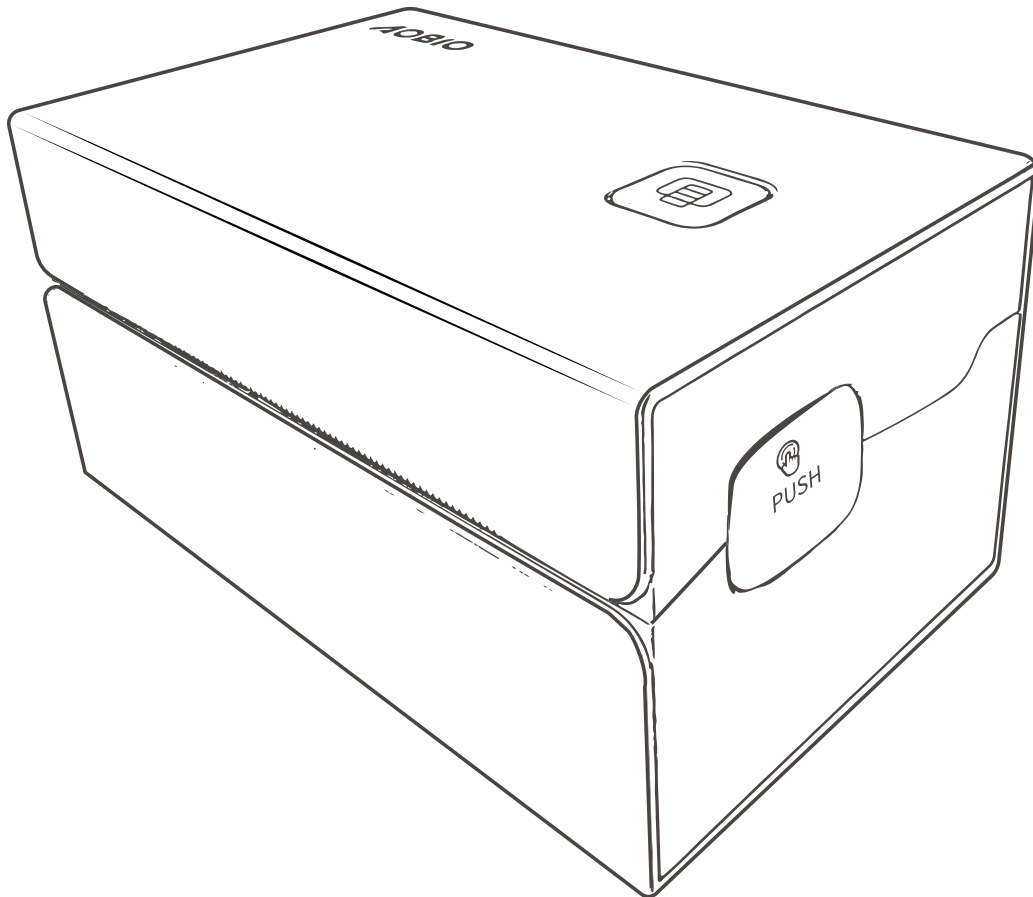
Enjoy your printer!

If you have any questions, issues or concerns about this products , please contact AOBIO for support.

You can do this by visiting **www.aobioprinter.com** or using the below contact options

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