POSTEK
RUGGED PARTS, DURABLE MACHINES

User's Manual

V8i Barcode Label Printer

FCC Notice

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment may generate, use and/or radiate radio frequency energy. If not installed and used in full accordance with this User's Manual, interference to radio communications may occur. This equipment complies with the limits for a Class A Information Technology Equipment pursuant to Part 15 of the FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area may also cause interference. In such case the user, at his/her expense, will be required to correct the interference using whatever means necessary.

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V8i Barcode Label Printer User's Manual
2nd edition July 2017

Disclaimer

POSTEK barcode/RFID printers are developed and manufactured by Postek Electronics Co., Ltd (hereinafter as "POSTEK") with the adoption of direct thermal/thermal transfer printing and RFID encoding techniques. For thermal transfer printing, matching ribbons and media are required. Meanwhile, the wide variety of RFID chip and antenna designs make it difficult to guarantee RFID tag's 100% compatibility with POSTEK printers, to satisfy your printing needs, please consult with the local reseller(s) to choose the matching consumables for POSTEK printers.

This manual has been validated and reviewed for accuracy. The instructions and descriptions it contains are accurate for the POSTEK printer at the time of this manual's distribution. However, succeeding printers and manuals are subject to change without notice. POSTEK assumes no liability for damages incurred directly or indirectly from errors, omissions or discrepancies between the printer and this manual.

To protect your interest, and to prevent loss due to improper handling, please read the corresponding user's manual before operation, and don't use the printer during abnormal conditions. In no event shall POSTEK be liable for any damage or loss caused by human misoperation, including but not limited to loss of business profits, business interruption, loss of business information, or other pecuniary loss.

Although this manual describes and details many issues which could possibly occur, the manufacturer cannot warrant against unpredictable conditions during the printer's application. For problems such as the printer not working, missed or

unclear print content, etc., POSTEK and/or its resellers are responsible for troubleshooting (according to POSTEK Warranty Clauses). In no event shall POSTEK be liable for any direct or indirect loss, including but not limited to loss of business profits, business interruption, loss of business information, or other pecuniary loss.

Important Safety Instructions

♦ Only qualified and trained authorized POSTEK service providers should attempt to disassemble or repair the printer. Incorrect disassembling of the product or its power adaptor may cause an electronic short, human injury or printer component damages.

♦ Do not place the printer or the battery on or near a heat source. Do not load, unload or recharge the battery near a heat source. Do not heat the battery with any heating devise. Do not discard V8i or its battery into fire.

♦ If the printer or its battery is wet or broken, stop using it immediately and contact an authorized service provider.

♦ Handle a charged battery properly. Do not touch the battery's electrodes with conductors such as keys, metal or jewelry, as this can cause injury. Use only POSTEK provided batteries.

♦ In case of electrolyte leaks, do not rub eyes. If electrolyte contacts eyes, wash eyes immediately and thoroughly with running water. Contact a doctor if needed.

♦ If electrolyte spills on skin or clothes, rinse thoroughly with water.

♦ To avoid getting an electric shock, do not use a worn or damaged power cord and avoid placing heavy objects on cord. If the power cord becomes damaged or frayed, replace it immediately.

Warnings

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures (see FCC Notice).

Static electricity that accumulates on the surface of the human body or other objects can damage the print head or electronic components in the V8i printer. Observe proper electrostatic safety precautions when handling.

Power off the printer when not in use for extend periods.

Contents

POSTEK

Preface

Your POSTEK V8i barcode label printer provides many outstanding features to enjoy. It is a versatile and portable printer allowing for one-the-spot label creation or by downloading label forms previously created using label software with the capacity to store hundreds of forms for easy retrieval.   The V8i also has Bluetooth built in, providing an optimal solution for managing off-site label printing applications. The printer supports both direct thermal and thermal transfer printing methods, has many ease-of-use features, is lightweight, weighing only 1.2 kgs, and is powered by a long lasting Lithium ion rechargeable battery.

This manual explains how to set up and begin using your POSTEK V8i printer. It also provides detailed information on configuring your V8i printer, basic operations, maintenance and troubleshooting.

Please read this manual carefully and completely before using the POSTEK V8i printer.

Chapter 1: Introduction

Technical Specifications

Printer Specifications

Mode	V8i
Printing method	Thermal Transfer
Printing resolution	203 dpi (8 dots/mm)
Max printing width	1.89″ (48 mm)
Max printing length	39.37″ (1,000 mm)
Memory	8MB FLASH ROM, 16MB SDRAM
Media	Width: 2.2″ (56 mm) max., 0.39″ (10 mm) OD: 3″ (76.2 mm) max., ID: 1″ (25.4 mm) min.
Label thickness (includes liner)	0.0023″ ~ 0.006″ (0.06 mm ~ 0.15 mm)
Ribbon	Max width: 2.0″ (51 mm); Max length: 82′ (25 m) OD 1″ (25.4 mm) max., ID 0.5″ (12.7 mm) Ink side: Out
Media sensor	Reflective
Bar Code types	1D Barcodes: Code 39, Code 93, Code 128/subset A, B, C, Codebar, Interleave 2 of 5, UPC A/E 2 and 5 add-on, EAN-13/8/128, UCC-128 2D Barcodes: MaxiCode, PDF417, Data Matrix, QR Code
Interfaces	USB DEVICE, Bluetooth V4.0
Battery	7.4V 2200mAh Lithium ion rechargeable battery
Weight	2.64 lbs (1.2 kgs) including battery
Dimensions	W 5.12 x D 10.3 x H 4.02 inches (W 130 x D 262 x H 102 mm)
Operation environment	Temperature: 32° F ~ +104° F (0° C ~ 40° C) Relative humidity: 5% - 85% non condensing

Storage environment	Temperature: 1 month: -4° F ~ +140° F (-20° C ~ +60° C)
	                3 months: -4° F ~ +113° F (-20° C ~ +45° C)
	                > 1 year: -4° F ~ +77° F (-20° C ~ +25° C)
	Relative humidity: 5% ~ 85% non condensing

Optional items*	Manual Cutter, Hand Holding Strap

* Some optional items may require a minimum quantity purchase or factory installation.

Power Adapter Specifications

| Input	AC 100 ~ 240 V, 47 ~ 63 Hz
Output	DC 9V, 4.0 A
Environment	32° F ~ 104° F (0° C ~ 40° C)

Contents of Box

Inspect the shipping carton(s) for possible shipping damage, if damage is discovered, notify the shipping company to report the nature and extent of the damage.

Please check the items according to the Packing List. If there are any items missing, notify your authorized reseller.

Packing List

V8i Printer	1 pc
Power Adapter	1 pc
USB interface cable	1 pc
Lithium ion rechargeable battery	1 pc
Media Spindle	1 pc
Media Roll Guide	1 pc
V8i Quick Start Guide	1 pc
Shoulder Strap	1 pc
CD-ROM pack*	1 pc

*Note: CD-ROM pack includes V8i printer driver, label software, User's Manual and Programming Manual.

V8i Printer

USB Cable

Power Adaptor

Battery

Shoulder Strap

Media Roll Guide

Quick Start Guide

CD-ROM

Media Spindle
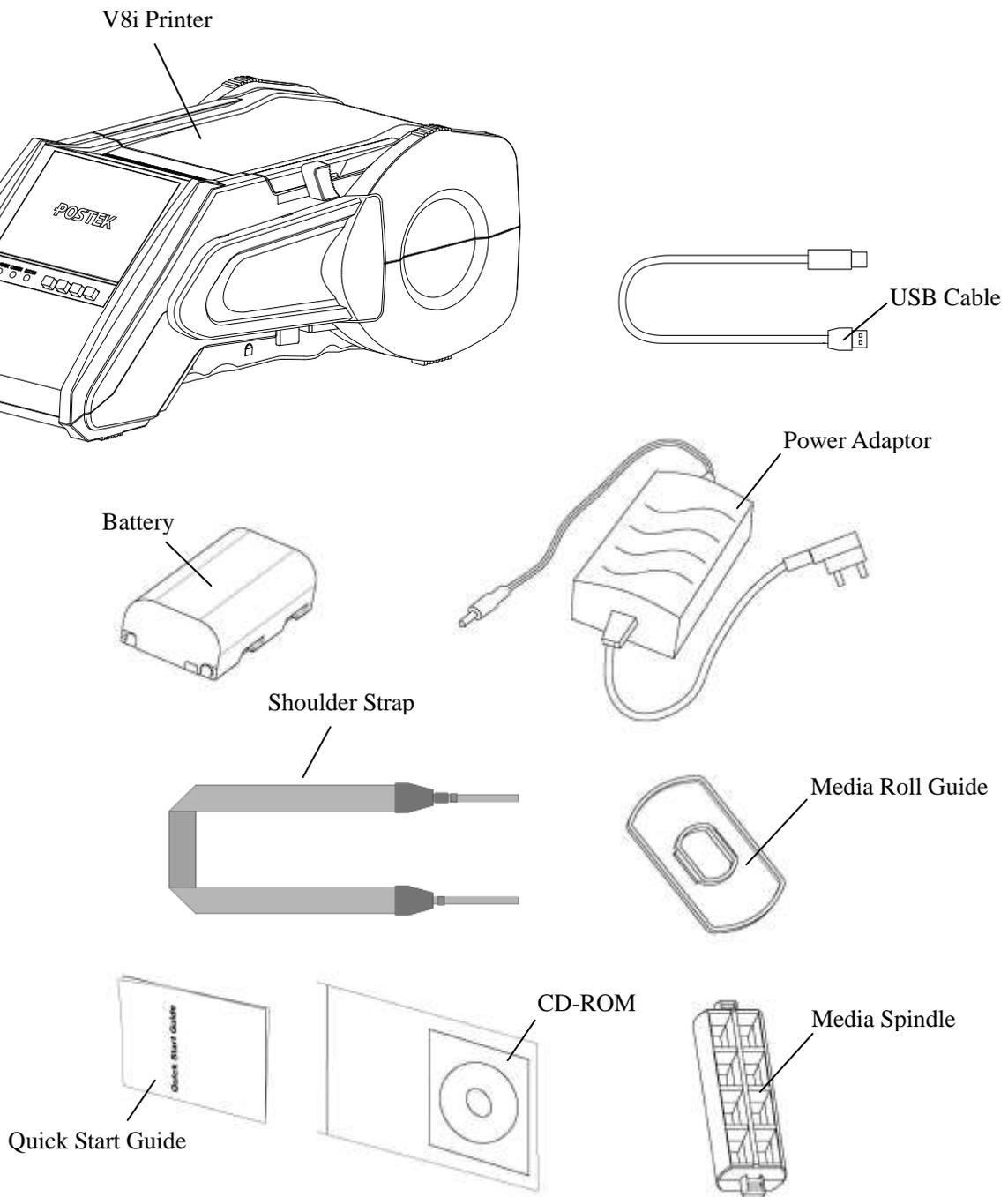
Figure 1-1: Printer and Components

Chapter 2: Setup and Use

Printer Setup

Main Parts and Structures
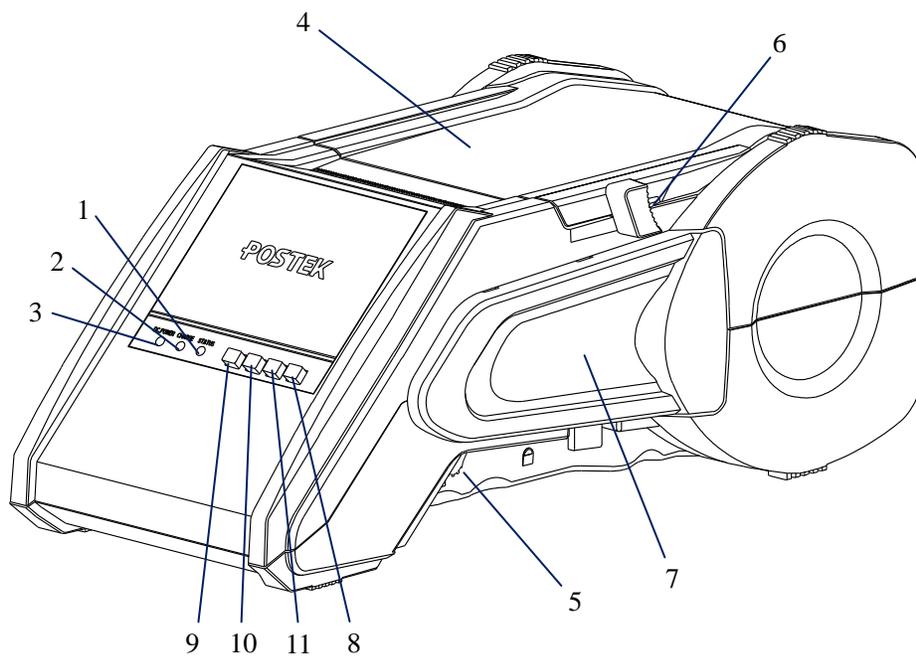
Figure 2-1

1. Status Indicator
2. Charge Indicator
3. DC Power Indicator
4. Cover
5. Locking Lever
6. Cutter Handle (the Manual Cutter is an optional item)
7. Ribbon Cartridge
8. Power Switch
9. Feed Button
10. Pause Button
11. Cancel Button
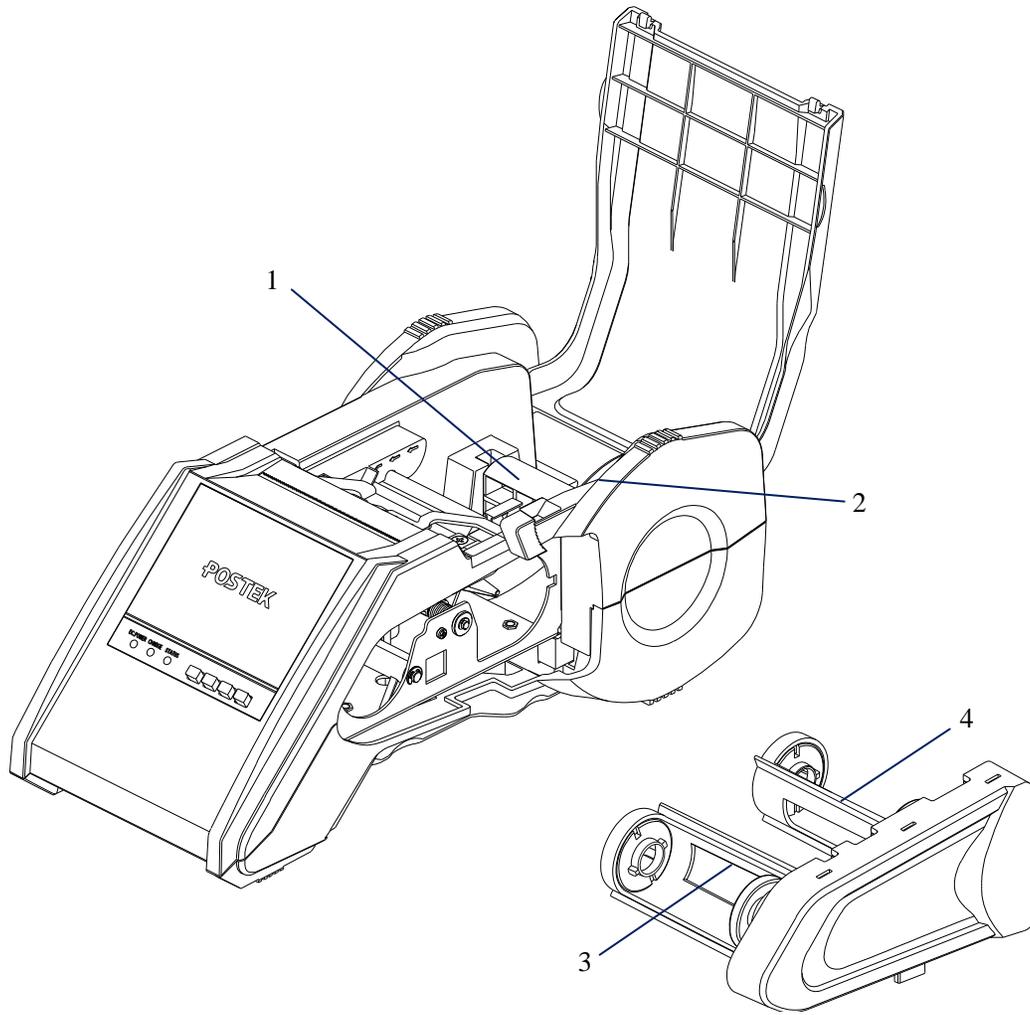
Figure 2-2

1. Media Spindle
2. Media Roll Guide
3. Ribbon Take-Up
4. Ribbon Supply
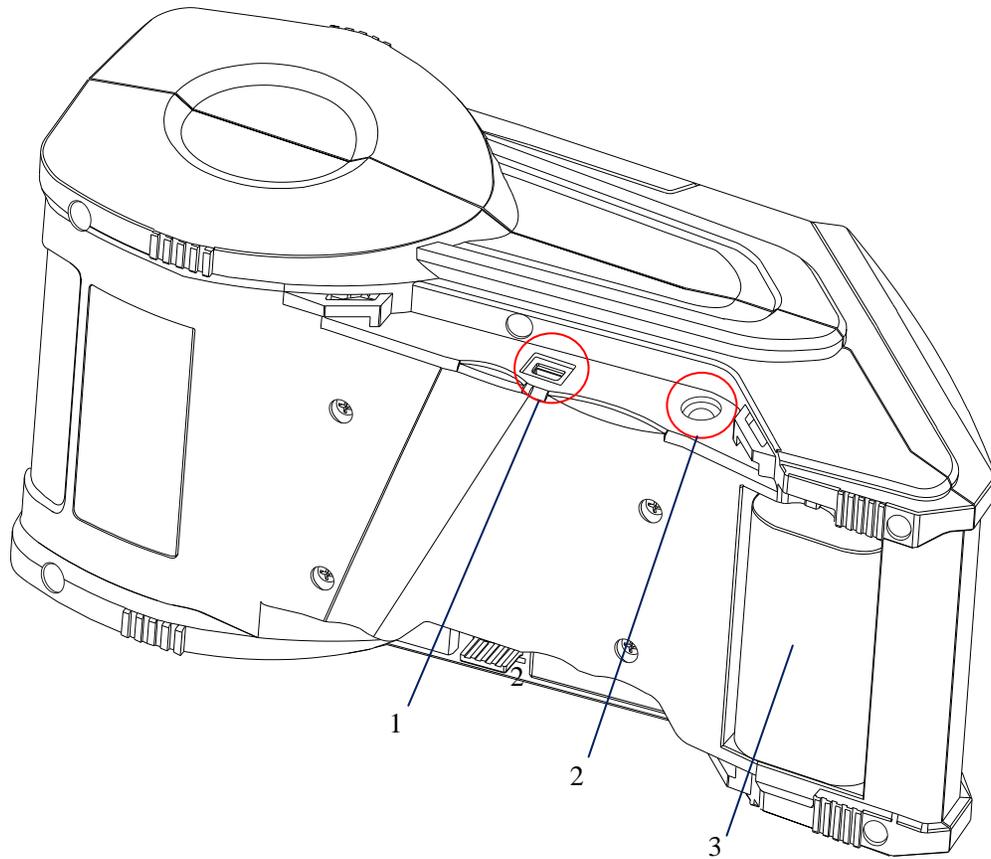
Figure 2-3

1.   USB Interface
2.   DC IN Port
3.   Battery Pack

Connecting the Printer

Warnings:

(1) Using the wrong power adapter will cause damage to your printer. POSTEK assumes no liability for any damage in such cases. The output for the printer is DC 9V.

(2) Do not operate the printer or the battery near heat sources, liquids or corrosive chemicals.

1. Connect the power cord to the power adapter.
2. Connect the power adapter's DC output plug to the DC IN port on the side of the printer.
3. Plug the power cord into an electrical socket outlet.

Interface Connection

There are two interfaces that can be used to establish the communications between the V8i printer with a device (e.g a computer), which can send out data of the print tasks.

♦ The USB DEVICE interface: the V8i has a USB 2.0 port that enable a USB cable to connect printer with the appropriate port on computer.

Note: Before connecting the V8i to a computer via the USB cable, make sure that the driver has been correctly installed on this computer. If you would use this computer to handle the print task, please install and use the label software that provided with the CD-ROM (see the next section: Windows Driver and Label Software). Please only use the original USB cable provided with your printer's package to connect the printer with your computer.

♦ The wireless Bluetooth connection for short distance: the V8i provides a Bluetooth 4.0 port that supports virtual Bluetooth Serial Port Profile (SPP) service for data transfer.

   1. Bluetooth Device*

Device name	V8i_xxxxxx
Initial password	1234

     *Note: the device name and initial password can be edited.

   2. Bluetooth connection

Specification	Bluetooth 4.0
Frequency	2.4GHz
Range	Class2 (10m)
Service	SPP
Class of Device (COD)**	1F 00

     **Note: the PC will not be able to connect with V8i if the COD is not correctly set up.

   3. Configuration

Rate		38400bps (constant)
Data format	Start bit	1 bit
	Data length	8 bits
	parity	none
	Stop bit	1 bit

Windows Driver and Label Software

The V8i printer driver is packaged with the printer in the CD-ROM pack, and is compatible with the following operating systems:

- Windows 10
- Windows 8
- Windows 7
- Windows Vista
- Windows XP
- Windows NT

- Windows ME
- Windows 2003
- Windows 2000
- Windows 98
- Windows 95

Drivers can also be downloaded from www.postektechnologies.com

Note: Before updating a driver, always first remove the old version(s) that may be loaded on your computer.

Each V8i printer comes with a powerful barcode label editing software which is on the CD-ROM supplied with the printer.

Using the Battery

Warnings:

(1) Be sure to read the **Important Safety Instructions** section in this manual before using the battery.

(2) Using a battery other than the one supplied with the V8i may cause fire, explosion, leakage or other dangers. Using an improper or damaged battery may cause fire, explosion or other dangers.

(3) Follow local regulations for proper disposal or recycling of the battery.

Installing the Battery

1. Place the battery into the V8i as shown (Figure 2-4)

2. Firmly slide the battery to the left until you hear a click (Figure 2-5)

Battery Release Lever

Battery Lock Lever

Figure 2-4

Click
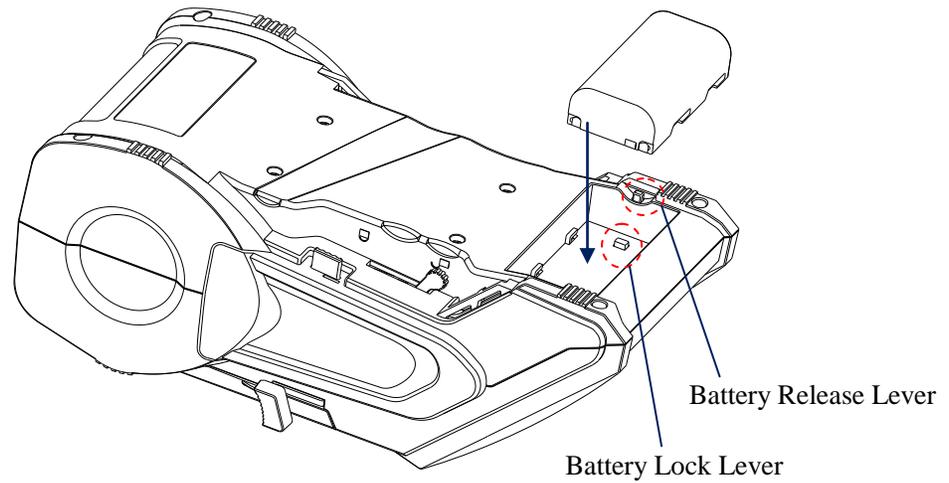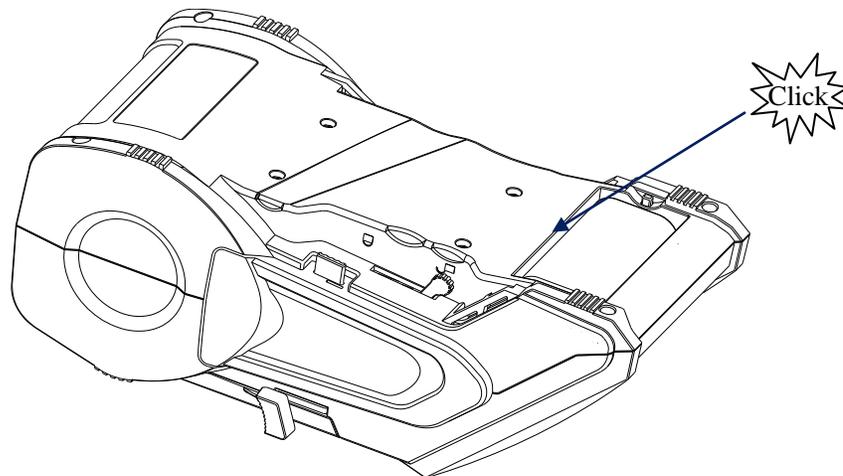
Figure 2-5

Charging the Battery

Note: The battery is shipped uncharged. Please fully charge the battery for about eight hours before use.

Insert the battery into the V8i and charge it by connecting the printer to a power supply using its Power Adaptor. The V8i can be switched on under its working status while battery charging apart from the first charge.

Installing the Ribbon

Warnings:

(1) The V8i supports ribbons with ink on the outside only.

(2) Always install a ribbon with the ink side facing outwards. The ink side of the ribbon must face the media and NOT the Printhead.

1. Push the Locking Lever that located on the bottom right side of the printer to the unlocked position.
2. Remove the Ribbon Cartridge from the printer by sliding it out (Figure 2-6).
3. Unpack and load the ribbon roll onto the ribbon supply side, making sure to align the Guide Wheel Ridge with the grooves in the ribbon core (Figure 2-7).
4. Load the leading edge of the ribbon to the ribbon core in the ribbon take-up area.
5. Turn the Guide Wheel on the left side of the core to smooth out the ribbon (Figure 2-8).
6. Insert the loaded ribbon cartridge into the printer.
7. Push the Locking Lever to the locked position to close the Printhead and lock the ribbon cartridge in place.

Locking Lever

Figure 2-6

Guide Wheel

Ribbon Core Grooves

Guide Wheel Ridge

Pressure Plate
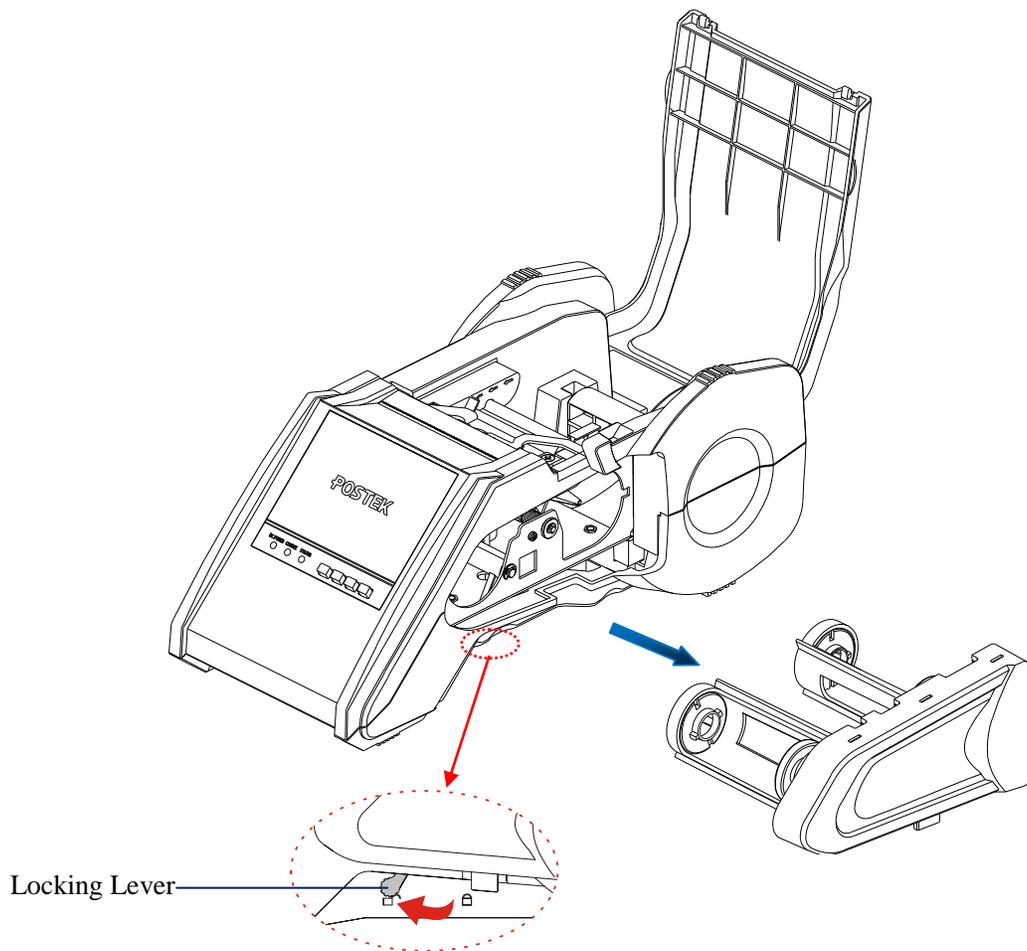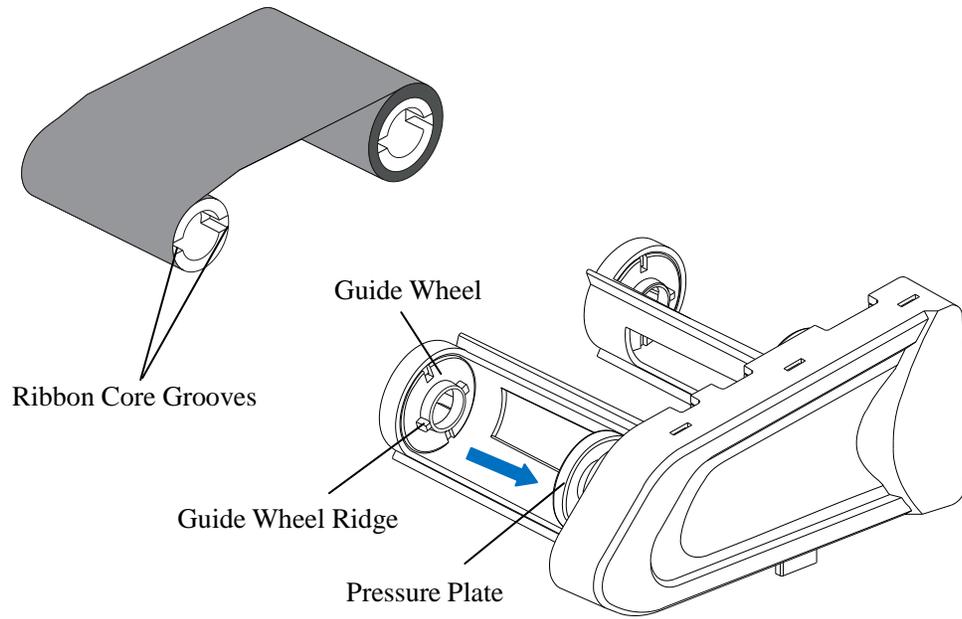
Figure 2-7

Turn the Guide Wheel to tighten the ribbon
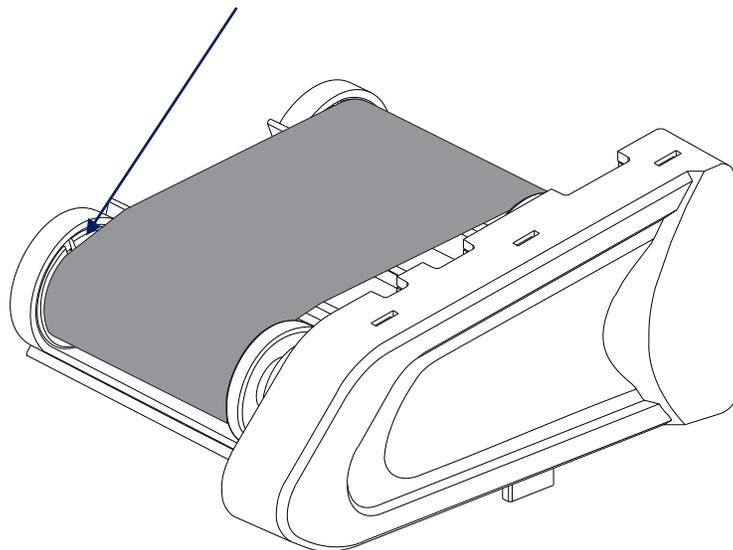
Figure 2-8

Installing a Media Roll

Warnings:

(1) Regardless of how labels are wound, which is inward or outward, always load the media roll with labels facing down.

(2) Don't forget to perform a Media Calibration after every media loading.

1. With the printer turned off and the Locking Lever in the Locked position, open the printer's top cover (Figure 2-9) and remove the Media Spindle and Media Roll Guide (Figure 2-10) from the media compartment.

2. Load a Media Roll, with labels facing down, onto the Media Spindle.

3. Slide the Media Roll Guide onto the Media Spindle from the right side with its smooth surface facing towards the media (Figure 2-11).

4. Insert the assembled unit back into the media compartment.

5. Lead the media above the two supporting rods, and follow the media path on the side wall (Figure 2-12); push the labels inward as far as possible.

6. Slide the Media Guide close to the edge of media to avoid any drifting; but to note that it cannot be too tight to hinder media feeding.

7. Power on the printer and press Feed to feed the media and ensure proper tracking.

8. Always perform a media calibration after each new roll of labels has been installed. (See Media Sensor Calibration).

Figure 2-9

Media Spindle　　　　Media Roll

Media Roll Guide

Figure 2-10

Figure 2-11

Load media according to path indicated
by small arrows on side wall
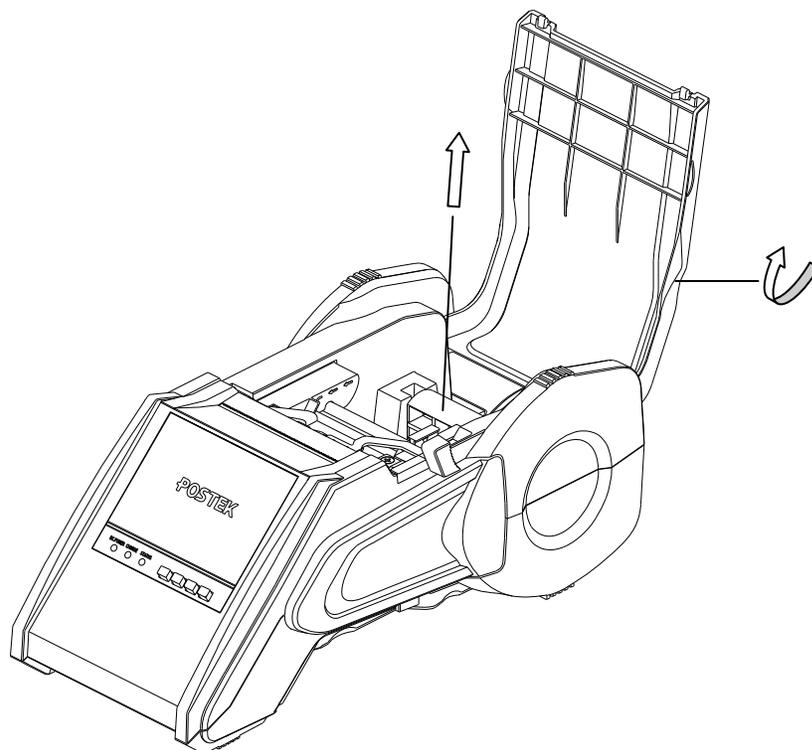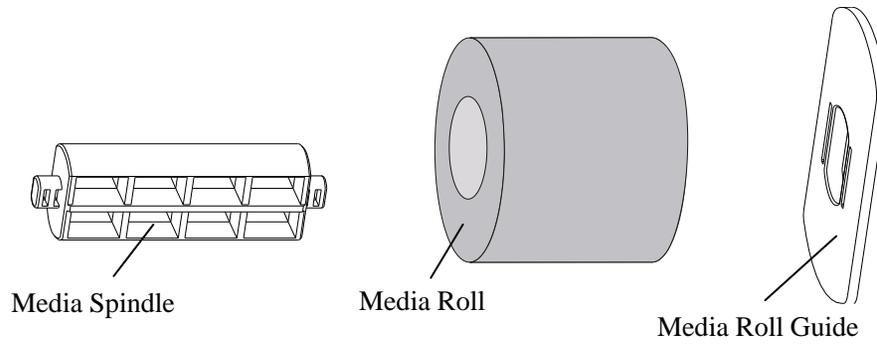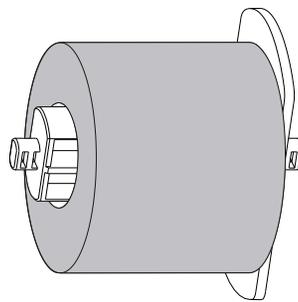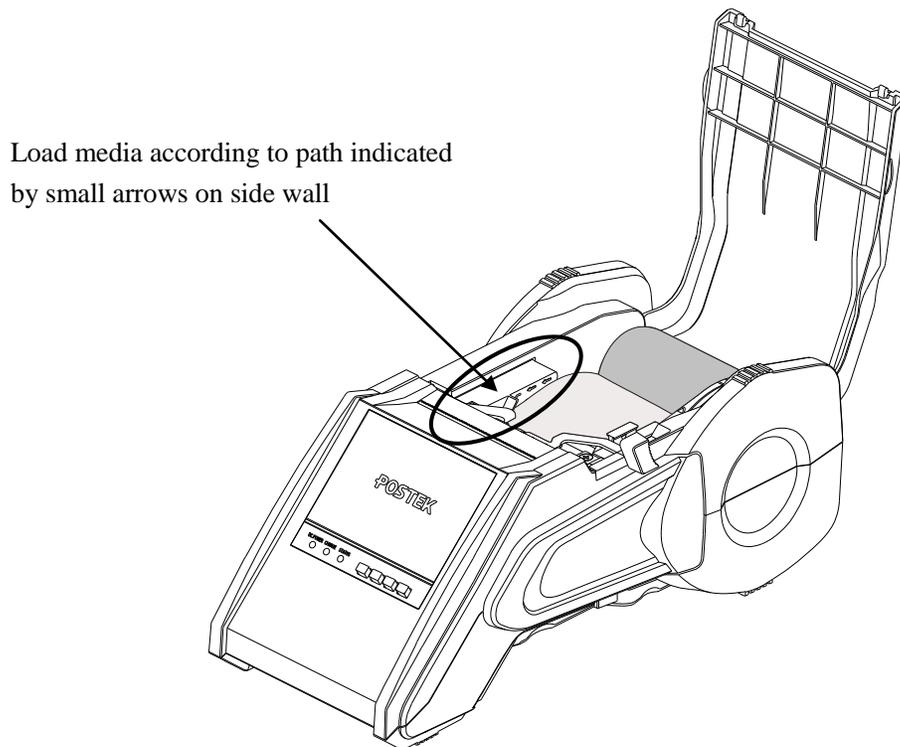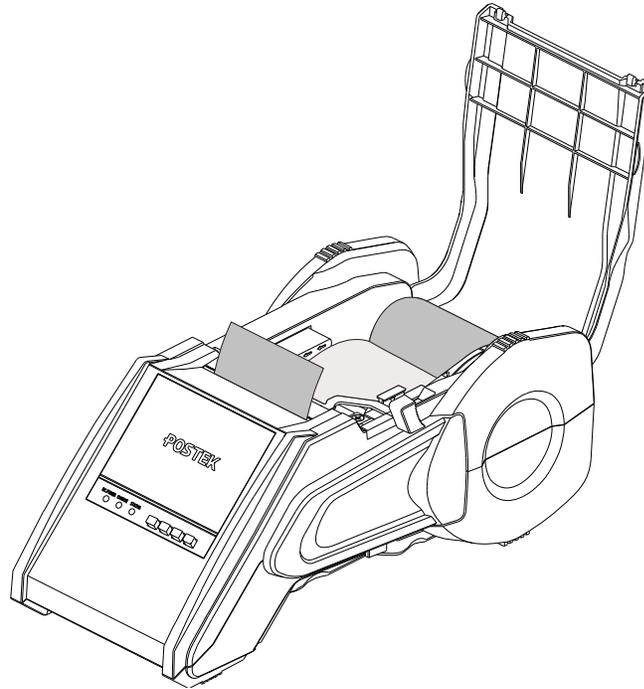
Figure 2-12

Figure 2-13

Reflective Media Sensor

The V8i employs a non-adjustable Reflective media sensor positioned on the left side of the unit. The media sensor will automatically detect the media's gaps, black marks or notches after a successful media calibration (see Media Sensor Calibration).

If you use customized labels with black marks for notches, ensure they are positioned on the left side of the media, and the black marks or notches are no less than 3 mm from the edge of the media.

Media Sensor Calibration

A Media Sensor Calibration is necessary after each new roll of media has been loaded. After loading media, turn the printer on, press **FEED** and hold for 4 seconds, the V8i printer will feed several labels, then the media sensor calibration is completed.

Chapter 3: Operations and Settings

The front panel of the V8i printer comprises the following parts:

♦   4 function buttons：FEED, PAUSE, CANCEL and POWER button.
♦   3 LED indicators:
–   DC_POWER indicator
–   CHARGE indicator
–   STATUS indicator

Buttons

Button Functions

Become familiar with the V8i button functions:

Button	Basic Functions (short-press)	Advanced Functions (long-press)
		Power switch
FEED	Feed one label	Media Sensor Calibration
PAUSE	- Press once to pause current print job - Press a second time to resume printing	Self-test: The printer performs a self-test and prints out a configuration report
CANCEL	- Cancel current print job - Forces the printer to continue working after an error has been corrected	Reset: Resets the printer to factory default settings

LED Indicators

DC_POWER CHARGE STATUS
⭘   ⭘   ⭘

DC_POWER: This indicator is on when the printer is powered by an external DC power adaptor.

CHARGE: This indicator is on when battery charging is in process. When charging is complete, it turns off.

STATUS: Green indicates that the printer is in normal working status and red indicates an error is occurred.

Lamp Status:

Display	Status
○	Off
●	Green light
●	Red light
○	Green light blinking (slow)
●	Green light blinking (fast) – apply to STATUS indicator only.

Indicators Description

Power	When indicators display:	State of printer is:
Battery only	DC_POWER ○ CHARGE ○ STATUS ○	Power off
	DC_POWER ○ CHARGE ○ STATUS ● (red)	1. Start/Shutdown 2. Report error
	DC_POWER ○ CHARGE ○ STATUS ● (green)	Normal working status
	DC_POWER ○ CHARGE ○ STATUS ● (green blinking slow)	1. Transferring data 2. Pauses 3. Configuring system 4. Battery is low
	DC_POWER ○ CHARGE ○ STATUS ● (green blinking fast)	The Bluetooth is not paired with other Bluetooth devices.
Connected via the DC 9V Power Adaptor, with or without a fully charged battery loaded.	DC_POWER ● CHARGE ○ STATUS ○	Power off
	DC_POWER ● CHARGE ● (green blinking) STATUS ○	Power off, and the printer is charging without battery loaded.
	DC_POWER ● CHARGE ○ STATUS ● (red)	1. Start/Shutdown 2. Report error
	DC_POWER ● CHARGE ○ STATUS ● (green)	In normal working status and the battery is fully charged.
	DC_POWER ● CHARGE ○ STATUS ● (green blinking slow)	1. Transferring data 2. Pauses 3. Configuring system
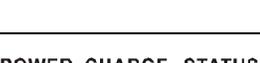
	DC_POWER CHARGE STATUS	The Bluetooth is paired with other Bluetooth devices.
Connected via the DC 9V Power Adaptor while the battery is charging.	DC_POWER CHARGE STATUS	Power off
	DC_POWER CHARGE STATUS	1. Start/Shutdown 2. Report error
	DC_POWER CHARGE STATUS	Normal working status
	DC_POWER CHARGE STATUS	1. Transferring data 2. Pauses 3. Configuring system
	DC_POWER CHARGE STATUS	The Bluetooth is not paired with other Bluetooth devices.

Power On

Press and hold the power button [⏻] for 2 seconds before releasing, the red STATUS indicator will be lighted up; wait until STATUS turns green and it means the printer is ready.

Power Off

With the printer turned on, press and hold the power button [⏻] for 2 seconds, the STATUS indicator will turn red, and then release the power button to power off the printer.

Media Sensor Calibration

It is necessary to accomplish Media Sensor Calibration after a new roll of media has been loaded.
1. Press and hold the FEED button for about 2 seconds.
2. The printer will feed approximately 200mm of media.
3. The STATUS indicator stops blinking and remain lit; then the media calibration is completed.
4. To check if the sensor is calibrated: short press FEED and the printer will feed one label each time.

Note: If the "peel mode" is required for the label roll, please see information on "Other settings".

Self Test

There are two ways to print out a self-test report while the printer is on:
1. Press and hold the CANCEL button for about 2 seconds and release, the STATUS indicator will blink slowly; then short press PAUSE button once.
    Or
2. Press and hold the PAUSE button for about 2 seconds and release, the STATUS indicator will blink slowly.

The following information will be printed on the self-test report:
-   Hardware configuration and status
-   Firmware version
-   Printing method
-   Font list

Reset

1. Press and hold the CANCEL button for about 2 seconds, the STATUS indicator will blink slowly; then release the CANCEL button and short press again.
2. Restart the printer after step 1, the printer will be reset to the factory default settings

Note: The printed label count and printed length may not be reset.

Other Settings

Postek Utility V3.0 is a tool developed by Postek for setting Postek barcode label printers (with firmware version later than V1.52), which provides the functions for printer settings, storage management and other advanced settings. It is included in the CD-ROM that comes with your printer's purchase, or it can be downloaded from www.postek.com.cn/en and www.postektechnologies.com. Please follow the software's installation wizard to install it on your PC, and all the help information can be found with the software, such as user's guide.
Please note that Postek Utility V3.0 can ONLY recognize and communicate with printer through USB port, so the printer needs to be correctly connected with your PC.

Windows Driver and Label Software

The V8i printer driver is packaged with the printer in the CD-ROM pack, and is compatible with the following operating systems:

- Windows 10
- Windows 8
- Windows 7
- Windows Vista
- Windows XP
- Windows 98
- Windows 2000
- Windows 2003
- Windows 95
- Windows 2008
- Windows NT
- Windows XP

Drivers can also be downloaded from www.postek.com.cn and www.postektechnologies.com

Each V8i printer is also packaged with powerful barcode label editing software.

Working with Bluetooth

Bluetooth is built into the V8i to accommodate a wireless standard of connectivity which emulates a Serial Port Profile (SPP). With Bluetooth, operators can connect wirelessly within the standard range of approximately 30 feet. Make sure the V8i is within wireless range of your controlling device (e.g. laptop or smartphone).

After the Bluetooth connection between V8i and controlling device is correctly configured, V8i will automatically connect with your device and operate when they're both on. To connect the V8i Bluetooth functionality with a device, follow the steps below.

Note: The following instructions reflect connecting a Bluetooth device using the Windows 7 operating system. Other operating systems may have a different appearance or slightly different steps involved; however, the basic procedures will be similar.

1. Ensure the computer or laptop connecting with the V8i has the ability search for Bluetooth devices. This will require Bluetooth connectivity to be built-in or a Bluetooth adaptor to be utilized. From the computer's Devices and Printers, select "Add a device." All discoverable devices will display. The Postek V8i device will display as POSTEK, as shown in Figure 3-3.

2. Double click the **POSTEK Bluetooth** device icon to open the Pairing Code screen.

Figure 3-3

Select "**Enter the device's pairing code**" as shown in Figure 3-4, and input "**1234**" as shown in Figure 3-5, and click **Next**.
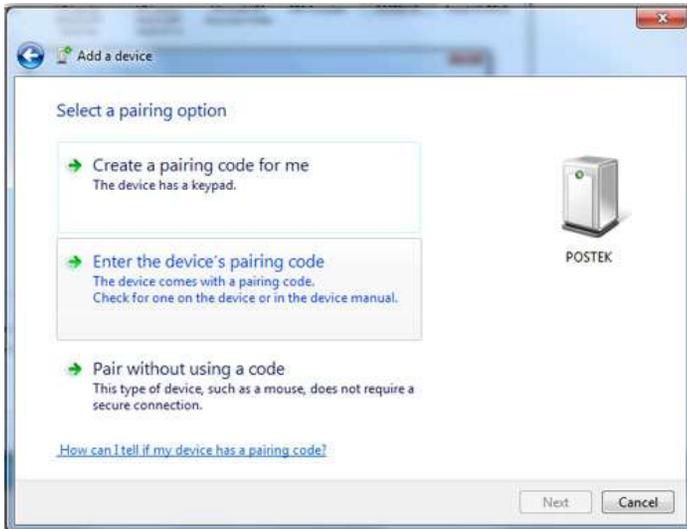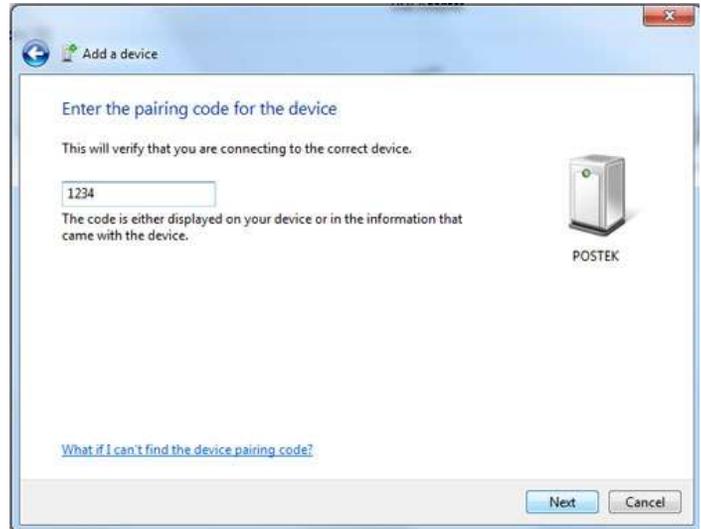
Figure 3-4   Figure 3-5

3. The POSTEK V8i Bluetooth device has now been added successfully, as shown in Figure 3-6.
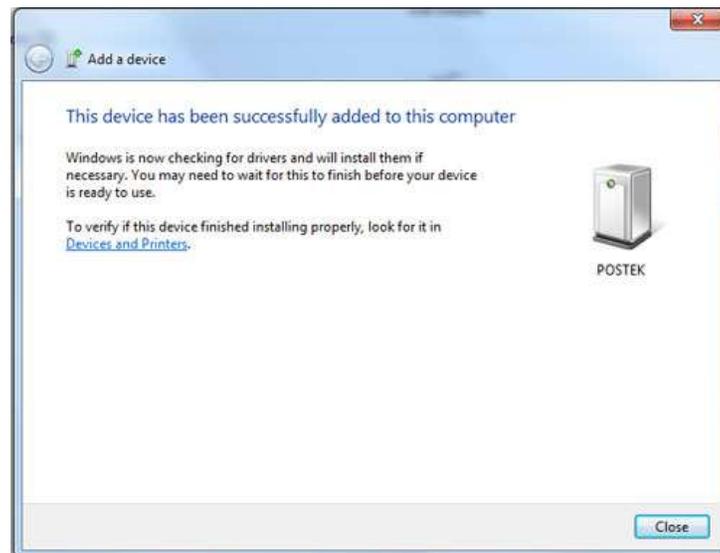
Figure 3-6

4. Then set the V8i driver port to the assigned Bluetooth port. To determine it, right click on the POSTEK Bluetooth icon and open the properties' window, then select the "Hardware" tab. The port name will be displayed, such as COM1, COM2 or COM3, as shown in Figure 3-7. Take a note of the displayed port name.
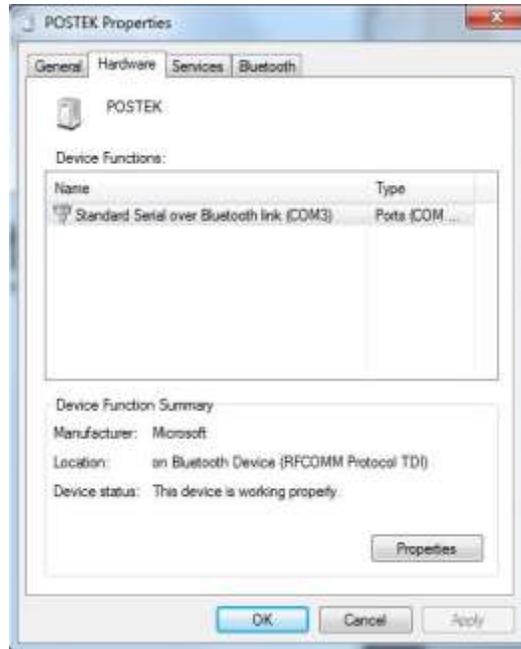
Figure 3-7

5. Next, right click on the V8i driver, open the printer properties' window, and select the "Ports" tab, then check the port name from step 4 on the port list to **Apply** it. Once the port is applied, the printer name will be displayed next to it, as shown in Figure 3-8.
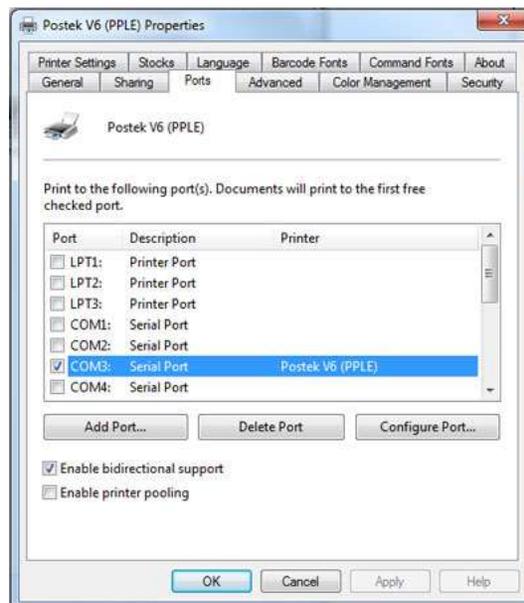
Figure 3-8

6. Make sure the V8i driver remains online. If the printer driver is offline, right click on the driver, choose **Printing preferences**, and click on **See what's printing**. Click **Printer** from the top menu, and set the **Use Printer Offline** unchecked. See Figure 3-9.
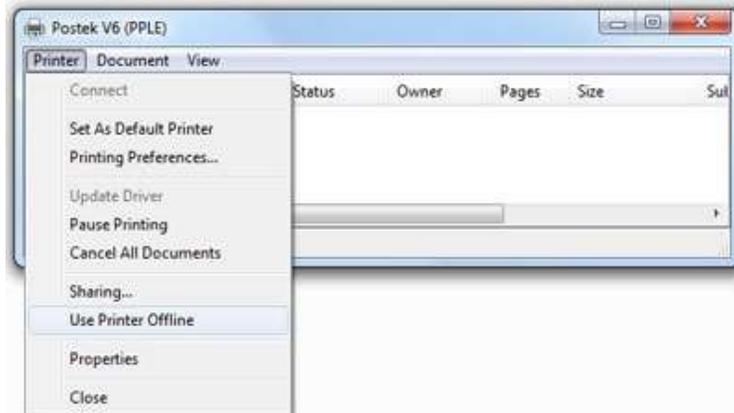
Figure 3-9

7. The printer is now set for Bluetooth connectivity.

For further reference, below are basic parameters, command formats and specifications.

Basic Parameters:

| Device Name*	V8i_xxxxxx
Initial PIN Code (Pairing code)	1234

****Note**：The Device Name and PIN can be changed by sending the commands below to the printer:

Command Format	Function	Example
#UM>BTXXXXXX	Modify the Device Name	#UM>BTPOSTEK2 Change the device name to POSTEK2
#UM>BTSET_PINXXXX	Reset the PIN code	#UM>BTSET_PIN4321 Set the PIN Code to 4321

Specifications:

Bluetooth Protocol	Bluetooth V4.0
Frequency	2.4GHz
Transmission Range	Class 2 (10m)
Bluetooth Service	Serial Port Profile (SPP)
Class of Device (COD)	IF 00 **

**Note: The COD must be set as shown or a connection failure may occur.

Configuration Parameters:

Baud Rate		38400 (Constant)
Data Format	Start bit	1 bit
	Data bit	8 bits
	Parity	none
	Stop bit	1 bit

Using Label Forms*

This is an advanced function that may require execution or interaction with print control application on the controlling device; for example, using a print control application on your smart-phone can tell the printer to print a label that saved in the printer's memory and the number of copies to print. There are various applications that support such functions can be bought off-the-shelf or developed in-house as required. Please consult an authorized POSTEK service provider for technical support and further information.

The V8i printer can print labels using pre-designed label forms that are downloaded into printer's FLASH ROM. The procedure is using PosLabel Express label software to create the label form, and the form's data can be transferred via USB interface from the PC to V8i. Approximately 200 forms can be stored depending on file size in the V8i's FLASH memory.

Note: When connecting the V8i to a computer via the USB cable, make sure to use the same USB port that assigned during the driver installation process, which enables the printer to receive data from the PC.

To download forms to the printer:

1. Ensure the V8i is correctly connected to the computer via the USB interface.
2. Open the PosLabel Express software and create a form as required, then save the label file.
3. Select File, Export to Printer. The form name will be the same as the label file name.

Chapter 4: Maintenance

Warnings

(1) Make sure the printer is powered off before performing maintenance operations.

(2) The Printhead may be hot due to recent printing.   Wait until the Printhead cools before performing maintenance.

(3) Use only anhydrous isopropyl alcohol to clean the print head.

Cleaning the Printhead

The Printhead is the mechanism that enables the ink to impact the label. Due to the Printheads precision construction and necessary location in the printer, it comes into contact with consumables and therefore is susceptible to dirt accumulation. If dirt is not removed, the Printhead may be damaged. To ensure longevity of the Printhead, follow the recommended maintenance guidelines below:

Note: A Printhead damaged by misuse is not covered under warranty.

Clean the Printhead

Clean the Printhead after every (1) roll of ribbon use or every (3) rolls of label media use. To clean the Printhead:

1. Turn printer power off
2. Open the top cover of V8i printer
3. Remove the cutter, if installed (see "Cleaning the Cutter", item 3)
4. Move the Locking Lever to the unlocked position and remove the ribbon and media
5. Use a cotton swab dipped in anhydrous isopropyl alcohol. Rub the swab along the Printhead until the swab no longer accumulates ink
6. Let the Printhead dry before using the V8i again

Cleaning the Cutter

Cleaning the cutter, if installed, is recommended after 1,000 cuts to protect the cutter from damage by paper dust, glue, etc. To clean the Cutter:

1. Turn printer power off
2. Open the top cover of the V8i printer
3. Remove the two screws holding the cutter in place, and remove the cutter
4. Use a cotton swab dipped in anhydrous isopropyl alcohol. Rub the swab along the blade until clean.

Cleaning the Platen Roller

The Platen Roller, located at the exit point and underneath labels, supports the labels as they feed out of the printer. The roller can accumulate debris from consumables, such as dirt, sand, dust or glue. To ensure longevity of the Platen Roller, follow the recommended maintenance guidelines below:

Clean the Platen Roller after every (3) rolls of label media used. To clean the Platen Roller:
1. Turn off the printer.
2. Open the top cover.
3. Move the Locking Lever to the unlocked position and remove the ribbon and media.
4. Use a cotton swab dipped in anhydrous isopropyl alcohol. Rub the swab along the Platen Roller while rotating the roller until the swab no longer accumulates ink or debris.

Cleaning the Printer Interior

Over time, the printer's interior may collect dust or debris from the consumables. It is advised to periodically clean the printer's interior in order to prevent the accumulated debris from damaging internal parts.

To clean the printer interior, use a cotton swabs dipped into anhydrous isopropyl alcohol and remove any debris.

Cleaning the Media Sensor

To clean the media sensor, blow the surface and the gap of the media sensor with a blowing device such as a rubber bulb. If needed, use a cotton swab dipped in anhydrous isopropyl alcohol to remove visible debris.

Chapter 5: Troubleshooting

Error Indicator

The STATUS indicator displays red color when error or exceptions occur on the printer; then the printer will stop printing and communication between the printer and device will be interrupted. It is suggested to check possible error described below and take recommended actions to solve the problem.

Possible errors of Media:

Possible Cause	Corrective Action
The media sensor cannot detect labels	• Check if media is loaded correctly. • Check the position of the media sensor for proper placement. • Perform a Media Sensor Calibration. **Note:** When using continuous media, make sure "continuous paper " is set in the software and driver
Media runs out	Load a new media roll
Media jammed	Remove the jammed paper
The Media Guide is not firmly positioned against media	Adjust Media Guide position to firmly press against the media
Media sensor is broken	Contact an authorized POSTEK service provider for technical support.

Possible errors of Ribbon:

Possible Cause	Corrective Action
Ribbon runs out	Load a new ribbon roll
Ribbon jammed	Clear ribbon jam
Ribbon roll is installed improperly	Re-install the ribbon roll properly (See Installing the Ribbon)
Ribbon sensor is broken	Contact an authorized POSTEK service provider for technical support.

Miscellaneous

Vertical Blank Lines Appear

If the printer prints vertical blank lines as shown in the below picture, it may be due to a dirty or defective

Printhead. See the table below for possible causes and solutions.

Cause	Corrective Action
The Printhead is dirty.	Clean the Printhead. Please follow the recommended maintenance guidelines for cleaning the Printhead.
Vertical lines still appear after cleaning the Printhead.	Contact an authorized POSTEK service provider for technical support.

Printer Timeout Error Message

Execute following corrective actions:

1. Check the interface cable for proper connection.
2. Ensure the V8i printer is powered on.

If the trouble still exists, please contact an authorized POSTEK service provider for technical support.

Data Sent but Not Printing

1. Ensure the correct driver is chosen in the label software.
2. Ensure the correct USB port is selected in the printer driver.
3. Reset the V8i printer.

If the trouble still exists, please contact an authorized POSTEK service provider for technical support.

Poor Printing Quality

When experiencing poor print quality, check the following:

1. Adjust print darkness setting value in the driver under Printing Preferences/Options Tab.
2. Adjust print speed setting value in driver under Printing Preferences/Options Tab.
3. Clean the Printhead and the platen roller.
4. Poor quality printing may be caused from using a low quality ribbon. Change to higher quality ribbon.
5. Poor quality printing may be caused from using low quality media. Change to higher quality media.

Note: The darkness may also be adjusted in printer's menu. This function is a sub-settings under common settings from the Setup menu.

Note: For errors not listed here, please contact an authorized POSTEK Service Provider for further assistance.

Appendix A: ASCII Table

	0	**1**	**2**	**3**	**4**	**5**	**6**	**7**
0	NUL			0	@	P	`	p
1	SOH	XON	!	1	A	Q	a	q
2	STX		"	2	B	R	b	r
3		XOFF	#	3	C	S	c	s
4			$	4	D	T	d	t
5		NAK	%	5	E	U	e	u
6	ACK		&	6	F	V	f	v
7	BEL		'	7	G	W	g	w
8	BS		(	8	H	X	h	x
9			)	9	I	Y	i	y
A	LF		*	:	J	Z	j	z
B		ESC	+	;	K	[	k	{
C	FF		,	<	L	\	l	|
D	CR		-	=	M	]	m	}
E	SO	RS	.	>	N	^	n	~
F	SI	US	/	?	O	_	o	DEL

Remarks: € sign is included in the embedded table at DEC128 or HEX 80.