

OPERATION MANUAL

WRISTBAND BARCODE PRINTER AD-P30



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If you encounter any problems during use, you can get more help by using the following ways and means

- Visit <http://www.aidemed.cn> for product information and other information
- Service Hotline: 86-020-84121751 · E-mail: sales@aidemed.com

This description is for reference only and does not constitute any form of commitment. Products (including but not limited to color, size, appearance, etc.) are subject to the actual product.

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Important safety instructions

1. Read all of these instructions and keep them for later use.
2. Follow all warnings and instructions on the product.
3. Disconnect the power plug from the AC outlet before cleaning or if fault happened. Do not use liquid or aerosol cleaners. Using a damp cloth is suitable for cleaning.
4. The mains socket shall be installed near the equipment and easily accessible.
5. The unit must be protected against moisture.
6. Ensure the stability when installing the device, Tipping or dropping could cause damage.
7. Make sure to follow the correct power rating and power type indicated on marking label provided by manufacture.
8. Please refer to user manual for maximum operation ambient temperature.

WARNING

Hazardous moving parts, keep fingers and other body parts away

CAUTION

(For equipment with RTC (CR2032) battery or rechargeable battery pack)

Risk of explosion if battery is replaced by an incorrect type.

Dispose of used batteries according to the Instructions as below.

1. DO NOT throw the battery in fire.
2. DO NOT short circuit the contacts.
3. DO NOT disassemble the battery.
4. DO NOT throw the battery in municipal waste.
5. The symbol of the crossed out wheeled bin indicates that the battery should not be placed in municipal waste.

Caution: The printhead may be hot and could cause severe burns. Allow the printhead to cool.

CAUTION:

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

Product appearance



① LED indicator

② PAUSE key

③ FEED key

④ Power switch

⑤ Top cover opening switch

⑥ External paper feed inlet

⑦ USB port

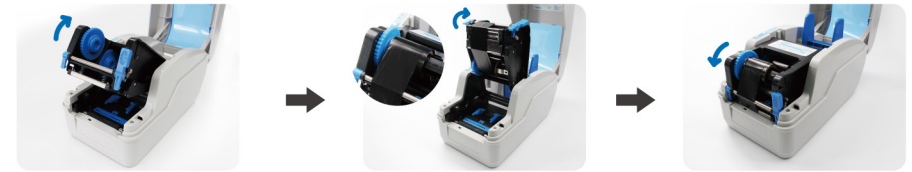
⑧ Power connector

Installation steps

I. Installation of the ribbon

- Thermal printing, no ribbon installation required, this step is omitted.
- Thermal transfer printing is supported by factory default with external carbon printing, please make sure the ribbon you are using is external carbon.
- Please place the ribbon to the left of the ribbon spindle.

Install the ribbon step by step



① Open the print head cover and snap the ribbon into the supply side of the ribbon as shown.

② Pull up the ribbon spindle at the recovery end and round the spindle around the print head and insert it into the ribbon recovery end

③ Turn the ribbon recovery end, then the ribbon is pulled tight and press the print head.

II. Install paper

- In the case of small core paper rolls, there is no need to use a paper spool sleeve.

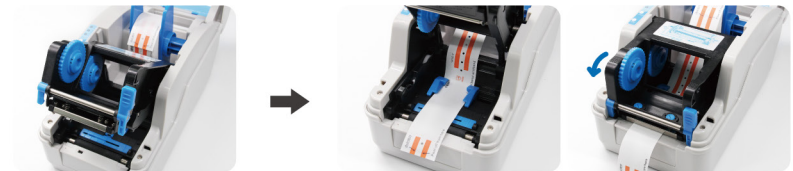
Installing paper in steps



① Open the top cover of the printer.

② Load the paper roll onto the label supply spindle to the left.

③ Place the paper roll on the paper roll holder



④ Press the print head open button to lift the print head upwards.

⑤ Pull the front end of the paper out (print face up), pass under the paper guide rod and the paper sensor and pull the paper over the rubber roller

① **DISCLAIMER:** This product is a Class A product and this product is safe for use in non-tropical areas only. In living environments, this product may cause radio interference. In such cases it may be necessary for the user to take practical measures against interference.

General key function

Paper feed

When the printer is ready (the blue LED is always on), press the FEED button and the label sheet will feed to the front of the next label sheet.

Suspension

Pressing PAUSE while the printer is printing continuously will pause printing. The power indicator flashes blue. Press the button again and printing resumes as normal.

Power on function

The printer has five power-up functions that can be used to set or test the printer hardware. These functions can be activated by pressing and holding the keys simultaneously during power-up and releasing them in conjunction with a light signal.

Please follow the steps below to activate the boot function		
I. Power-on self-test	II. Enter debugging mode	III. Skipping the AUTO.BAS program
<p>A . Power off the printer</p> <p>B . Make sure the printer has been loaded with paper, and close the printer cover</p> <p>C . Press and hold the FEED button and turn on the printer power. At this time, the printer will print out a self-test test page. Release the FEED button</p>	<p>A . Power off the printer</p> <p>B . Make sure the printer is loaded and cover. Upper printer cover</p> <p>C . Press and hold the PAUSE button and the FEED button at the same time, then turn on the printer power. When the power (blue) light and the error (red) light are on at the same time, release the PAUSE key and FEED key, and the printer will enter the "debug" mode</p>	<p>A . Powering off the printer</p> <p>B . Hold down the Pause key and the Feed key at the same time and turn on the printer. Until the power (blue) light is off and the error (red) light is on, release the PAUSE key and FEED key. At this point, the printer will skip the program of Auto. BAS, and then the power (blue) light will turn on, and the error (red) light will flash</p>
IV. Printer initialization	V. Ribbon check	
<p>A . Powering off the printer</p> <p>B . Hold down the PAUSE button and the FEED button at the same time, and turn on the printer. Until the printer's power (blue) light is on and the error (red) light is off, release the PAUSE button and the FEED button. At this time, the printer clears the downloaded data in the internal memory (DRAM), and restores the printer parameters to the factory default settings</p>	<p>The machine will automatically detect the ribbon status after power on and every time in the thermal transfer printing mode</p>	

LED Indicator Description

Thermal printing

LED indicator status	Description
Power light always on, error light off	The printer is powered on and is printing normally
Power light blinks slowly at 640ms intervals, error light off	Printer pause
Power light off, error light on for 80ms then off for 160ms	Printer open cover
Power light off, error light on for 500ms then off for 6s	Detection of label spacing errors
Power light off, error light blinks twice at 160ms interval then off for 320ms	Printer out of paper
Power light goes out, error light flashes three times at 160ms intervals and then off for 320ms	Detection of black mark errors
Power and error lights flashing fast at 160ms intervals	When the overheating protection is activated while the printer is printing continuously, two lights flash at the same time, wait for about 1 minute, the CPU will detect the print head temperature again, when the temperature is back to normal printer automatically back to normal printing state.

Thermal transfer printing

Note: The ribbon indicator works independently of the power and error lights, the following states can co-exist with any of the above indicator states.

LED indicator status	Description
Ribbon light always on	Correct printer installation
The ribbon light flashes at 300ms intervals and the buzzer sounds at 2.4s intervals*.	Ribbon error

*The buzzer needs to be switched on for the buzzer to sound. See dip switch function for details.

Parameter specifications

Print specifications	Print method	Thermal transfer/direct thermal
	Print speed	2~6inch/s
	Print interface	USB port + Bluetooth option
	Print head resolution	203dots/inch (1mm = 8dots)
	Print mode	Thermal Transfer & Direct Thermal
	Print spot size	0.125x0.125mm (1mm=8dots)
	Maximum print width	54mm
	Maximum print length	2286mm
General specifications	Printer size	280x160x170(WxDxH)
	Printer weight	1.72kg
	Operating environment	5~45 C (41~104 F), 25~85% non-condensing
	Storage environment	-10~50 C (-10~104 F), 10~90% non-condensing
	Pulse excitation	1x108Pulses
	Thermal sheet (abrasion resistance)	30KM
	Power supply	Input:AC110V/240V; Output:DC24V/2.5A,60W
Ribbon Specifications	Carbon Ribbon O.D.	Max. 67mm
	Ribbon roll core size	1 inch (25.4mm)
	Ribbon width	Max.60mm, Min.30mm
	Ribbon winding forms	Rolled out
Paper size	Maximum outer diameter of built-in rolls	127mm(5")OD
	Paper Type	Continuous paper, gap paper, folding paper, black label paper, thermal thermal transfer, coated paper, washed label, hangtags
	Paper winding form	Printed side out roll type
	Paper width (label + backing)	max 60mm, min 20mm
	Paper thickness (label + backing)	Maximum 0.254mm(10mil), minimum 0.06mm(2.36mil)
	Paper roll core size	25.4mm~38mm(1"~1.5")
	Gap paper pitch height	Minimum 2mm (0.09")
Label length	10~2286mm(0.39"~90")Remark:If you use a label length less than 25.4mm (1"), it is recommended to use a label paper with perforated lines on the gap for removal	

Troubleshooting

The table below shows common problems for the average operator and how to solve them; if you have followed our suggestions to troubleshoot the situation and the printer is still not functioning properly, then please contact the customer service department of the manufacturer you purchased it from for further assistance.

Questions	Possible factors	Solutions
Power indicator does not light up	<ul style="list-style-type: none"> The AC outlet plug and the power supply plug are not properly connected to the printer's socket Printer power switch not on 	<ul style="list-style-type: none"> Check the power connector and make sure that the AC outlet and the plug of the power supply are properly connected to the printer Turn on the power switch
	<ul style="list-style-type: none"> Print head holder not closed 	<ul style="list-style-type: none"> Please close the print head holder
	<ul style="list-style-type: none"> Running out of label paper Incorrect label installation path Incorrect gap sensor detection 	<ul style="list-style-type: none"> Installation of new label sheets Please refer to the label installation steps to re-install and adjust specifications and print
	<ul style="list-style-type: none"> Possible label paper blockage inside the printer 	<ul style="list-style-type: none"> Cleaning the inside of the machine
Wrinkle problems	<ul style="list-style-type: none"> Uneven print head pressure Incorrectly mounted label paper Incorrect print consistency Incorrectly fed label paper 	<ul style="list-style-type: none"> Please set the appropriate label printing consistency Please adjust the label width adjuster to fit the label width
Poor print quality	<ul style="list-style-type: none"> Incorrectly mounted label paper Dust or adhesive build-up on the printhead Improper print density setting Print head damage 	<ul style="list-style-type: none"> Reinstallation of consumables Cleaning the print head Cleaning rubber rollers Adjusting printer print density and print speed Print out the self-test value to see if the print head is damaged, if the print head is damaged, please return to the factory to replace the print head Changing the right label paper If the thickness of the label exceeds 0.22mm it may cause a reduction in print quality Make sure the print head holder is fully closed
Paper slew while printing	<ul style="list-style-type: none"> Incorrect or incomplete label size setting Incorrect detection caused by foreign objects covering the label sensor 	<ul style="list-style-type: none"> Re-specify and print Moderate gap reduction and printing Removal of foreign bodies from between sensors
Missing print on both left and right sides	<ul style="list-style-type: none"> Incorrect label size setting Maximum print width exceeded 	<ul style="list-style-type: none"> Set the correct label size Change to a paper roll of up to the maximum width
Grey lines appear on black label paper	<ul style="list-style-type: none"> Dirt on print head Dirt on rubber rollers 	<ul style="list-style-type: none"> Cleaning the print head Cleaning rubber rollers
Unstable printing	<ul style="list-style-type: none"> Printer in Hex Dump mode Incorrect setting for serial communication (RS-232) 	<ul style="list-style-type: none"> Turn the printer back off and on to jump out of Hex Dump mode Reset the printer to the same baud rate as the computer

Manufacturer's Certificate



Product warranty card

Product name		Product type	
Date of purchase		Purchase channels	
Client Name		Customer Telephone	
Customer Address			

Maintenance records

Date of repair	Repair content	Signed by the after-sales engineer	Client Signature

Please keep your warranty card safe for after-sales service.

Warranty Terms

I. Scope and duration of warranty

- 1.The warranty is limited to product failures caused by poor materials or manufacturing processes.
- 2.The warranty period is calculated from the date of purchase by the customer (subject to the purchase invoice) or, if the customer is unable to provide an invoice, from the date the product leaves the factory.
- 3.Warranty period.
 - a. Printers: One year.
 - b. The print head is three months or the print length is 30,000 meters, whichever comes first is the warranty period

II. Principles of warranty service

- 1.The warranty is free of charge for products that are covered by the warranty period and coverage.
- 2.The warranty card must be presented when carrying out the warranty.
- 3.For repair services outside the warranty period or not covered by the warranty, Aide charges the fee according to the standard.
- 4.The warranty is void for products not certified for dismantling or repair by Aide Technology.
- 5.The machine must be delivered for repair in its original packaging or in a package with considerable protection, damage due to transport packaging is not covered by the warranty.

Non-warranty terms

- 1.No warranty card or the contents of the warranty card have been altered.
- 2.Failure to maintain the printer in accordance with the user manual has resulted in damage to the printer.
- 3.Damage caused by water or foreign objects in the printer.
- 4.Damage to the print head caused by the use of print media of excessive thickness.
- 5.Damage to the print head caused by the use of poor quality consumables.
- 6.Damage caused by improper use of the environment or force majeure.
- 7.Use of the printer for other purposes beyond the scope of use.
- 8.Damage not caused by repairs by an Aide technical engineer.

The above terms and conditions are subject to final interpretation by Aide Technology (Guangdong) Co., Ltd