Qoltec®

User Manual

Thermal Label Printer

Model: 50330

Introduction

Thank you for your trust and for purchasing our product. We have made every effort to ensure that it meets your expectations, and we are confident that it will become an indispensable tool in your daily work. This user manual has been prepared to help you install and use the device. It contains detailed steps and guidance on using the device correctly, as well as important safety information. If you have any questions after reading this manual, please contact NTEC sp. z o.o.

About the product

The printer uses thermal printing technology, so it does not require ink, toner or ribbon. The device is designed for printing thermal labels used in logistics, retail, warehousing and product identification, among other applications. It can print address labels, price labels, shipping labels, barcodes, QR codes, ID badges and other markings.

General Information

Note: 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.

Precautions

Before installing and using the printer for the first time, read the following precautions carefully to avoid personal injury or damage to the device.



Warning: The print head may be very hot. Do not touch the print head or any parts near it during printing or immediately afterwards.



Warning: Do not touch the print head or the connector, to avoid damaging the device through electrostatic discharge.

Safety Precautions

1. Do not connect several devices to one power strip.

2. Use the device only with the power adapter supplied.
3. Use only approved accessories. Do not dismantle, repair or modify the printer yourself.
4. When connecting the printer to or disconnecting it from the power supply, hold the plug, never the cable.
5. Do not connect or disconnect the power cable with wet hands.
6. Do not bend the power cable or place it under heavy objects.
7. Place the printer on a stable, level surface.
8. Keep the printer away from water, liquids and small objects that could get inside the device.
9. Place the printer in a location that provides sufficient space for operation and maintenance.
10. Protect the device from direct sunlight and heat sources.
11. Do not use or store the printer in places with high temperature, high humidity or high levels of contamination.
12. Avoid placing the printer in locations exposed to strong vibrations.
13. Connect the power cable to a suitable earthed socket. Do not use the same socket to power high-power appliances, as this may cause fluctuations in the supply voltage.
14. Disconnect the printer from the power supply if it will not be used for a long period.
15. To maintain good print quality and a long service life of the device, the use of high-quality consumables is recommended.
16. Switch off the power before connecting or disconnecting the device. Failure to do so may damage the printer.

Appearance

1. Paper feed button and status indicator
2. USB port
3. Power switch
4. Power socket
5. Label outlet
6. Cover
7. Cover release button

8. Thermal print head (TPH)
9. Rubber platen roller
10. Label guide



Connecting the printer

1. Make sure the printer is switched off. Setting the power switch to the position marked with the “O” symbol switches the device off.
2. Connect the USB cable to the printer and to the computer.
3. Make sure the power adapter is correctly connected, then connect the power cable to the printer's power port and to the mains socket.
4. Switch on the power. Pressing the side marked with the “–” symbol switches the power on. Once switched on, you will see a flashing indicator light.

Warning: Before connecting the power cable to the printer's power socket, make sure the device is switched off. Connecting the cable while the power is on may cause sparking.

User tips

1. When loading labels, make sure the printable side is facing upwards. Otherwise, the printout may be blank.
2. Make sure the label surface is clean and free from contamination to avoid damaging the print head.
3. Windows users should always connect the printer to the same USB port on the computer. This avoids the creation of unnecessary duplicate copies of the printer in the system.
4. The printer's default label size is 100 mm × 150 mm. Each time the label size is changed, the smart label calibration process must be run before printing.
5. If labels are being fed out uncontrollably, press the paper feed button to pause the printer, then cancel the print job on the computer.
6. If white spots appear on printed labels, the print head needs cleaning. Stop printing, switch the device off and wait for it to cool down. Then clean the print head in accordance with the maintenance instructions to avoid the risk of burns.
7. If a label accidentally jams, open the cover and slowly and carefully remove the jammed labels. Once the jam has been cleared, close the cover and continue working.

Loading and calibrating labels

The printer can work with labels of various sizes. Before first use, the device must detect the parameters of the labels being used.

To start automatic label feeding and run smart calibration, follow the steps below:

1. Switch on the power:
   Switch on the printer and wait approximately 5 seconds for the device to initialise.
2. Load the labels:
   Insert the labels from the rear of the printer or place the label roll inside the device. After loading the labels, close the cover — the printer will automatically detect the gap between labels. If necessary, adjust the label guide to the width of the labels before inserting them.
3. Smart label calibration:
   Press and hold the paper feed button for approximately 3 seconds until you hear a single beep, then release the button. The label will move forwards and backwards

several times so that the printer can calibrate its size. Once calibration is complete, you can start printing.

As the printer needs to measure the length of the thermal label, a roll or strip containing at least 3 labels is required for the process to be carried out correctly.

Paper feed button instructions

1. Single press: feed a blank label / pause / resume printing

When the printer is in standby and there are no pending print jobs, pressing the paper feed button once will feed out a blank label.

When the printer is printing, pressing the button once will pause the print job. Pressing the button again will resume printing.

Note: Switching off the power while the printer is operating is not recommended. If a print job needs to be stopped urgently, the device may be switched off, but the print job must also be cancelled on the computer.

2. Holding the button for approximately 3 seconds — one beep

Press and hold the paper feed button for approximately 3 seconds until you hear one beep. The printer will start the smart label calibration process.

Calibration is recommended each time the label size is changed.

3. Holding the button for approximately 5 seconds — two beeps

Press and hold the paper feed button for approximately 5 seconds until you hear two beeps. The printer will print a test page.

If the test page looks correct, the print head is working properly.

4. Holding the button for approximately 15 seconds — five beeps

Press and hold the paper feed button for approximately 15 seconds until you hear five beeps. The printer will be restored to its factory settings.

This process is safe for the device and can be used if an unknown error occurs or if the default settings need to be restored.

LED status

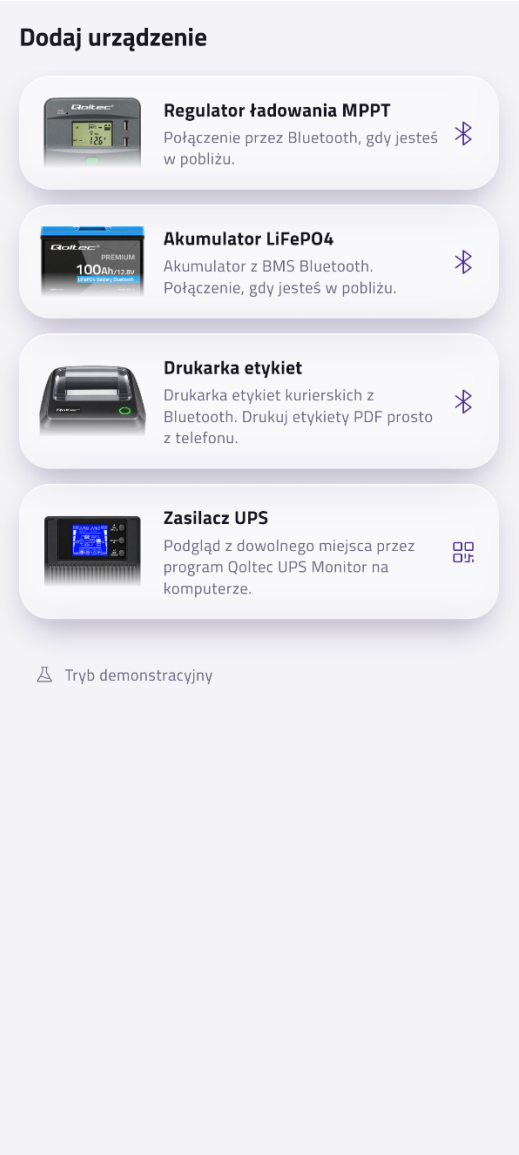
LED status	Description	Solution
Green	Standby mode	The printer is ready to print.
Green	Wireless connection	The printer is ready to print via a wireless connection.
Red LED flashing rapidly, every 1 second	The cover is not closed properly	Close the cover.
Red LED flashing slowly, every 2 seconds	Label problem or incorrect label size	Reload the labels, then run automatic label calibration.
Red and green LEDs flashing, every 1 second	The print head is overheated	Wait for the print head to cool down. The print job will resume automatically.
LED off and audible signal	Low supply voltage	Check the power adapter and use a 24 V power adapter that complies with the device specification.

Setting up the smartphone app

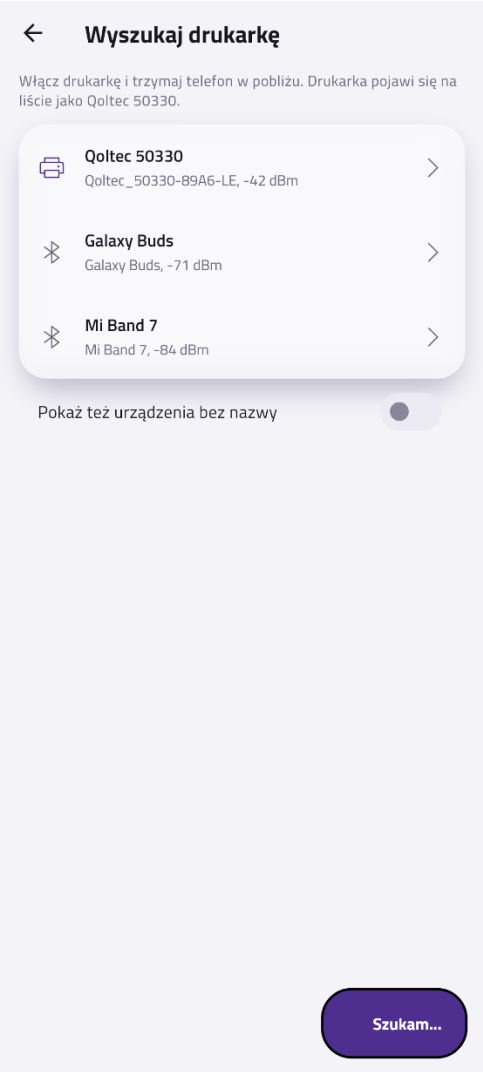
Download the 'Qoltec' app from Google Play (Android 7.0 or later).

Note: The printer connects to the phone via Bluetooth; there is no need to pair it in the phone settings.

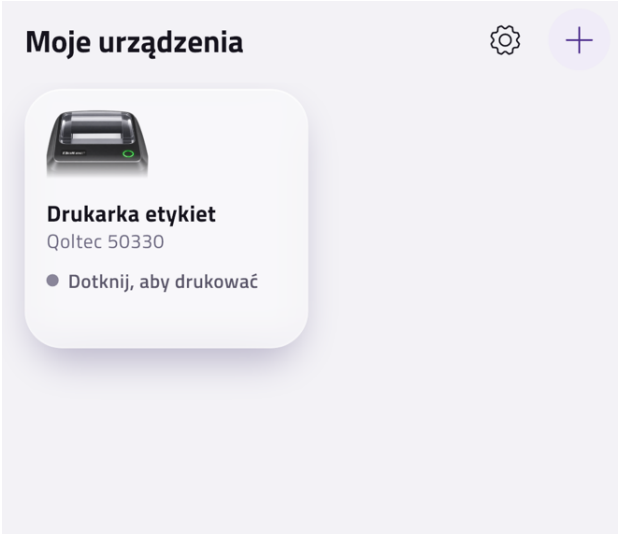
1. Add the device. On the 'My devices' screen, tap '+', then select 'Label printer'.



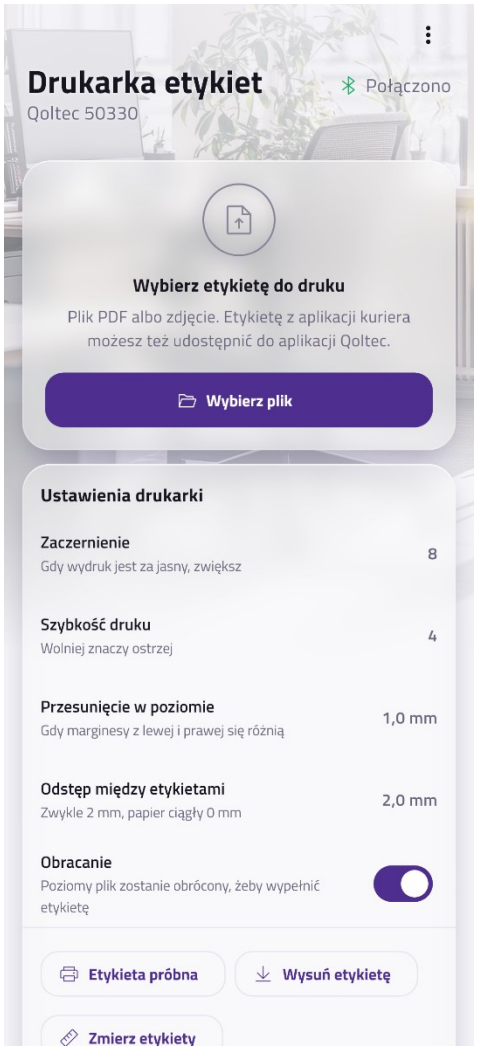
2. Switch on the printer and place the phone near it. In the list of detected devices, select ‘Qoltec 50330’, marked with a printer icon, to add it to the app. During the first search, you may need to grant the app access to Bluetooth and location to enable device detection.



3. Once added, the printer will be visible in the ‘My devices’ tab. Select its tile to access the printing functions. Pressing and holding the tile allows you to rename the printer or remove it from the list of devices.



4. On the printer control screen, the current connection status (‘Connected’) is displayed at the top of the interface. Select ‘Select file’, then choose a PDF label or an image file saved in the phone’s memory. The app also allows you to import labels directly from other apps, e.g. courier apps or e-mail. To do this, select ‘Share’, then the ‘Qoltec’ app. The selected label will automatically open on the printer control screen.



5. The preview of the loaded label shows how it will look when printed. To change the file, select ‘Other file’. The app automatically adjusts the loaded file to the format of the label loaded in the printer. Landscape files are automatically rotated to ensure the correct print orientation.



6. Print and printer settings:

- Label size – allows you to select the label format matching the consumables loaded in the printer.

- Number of copies – allows you to specify the number of copies of the label to be printed.

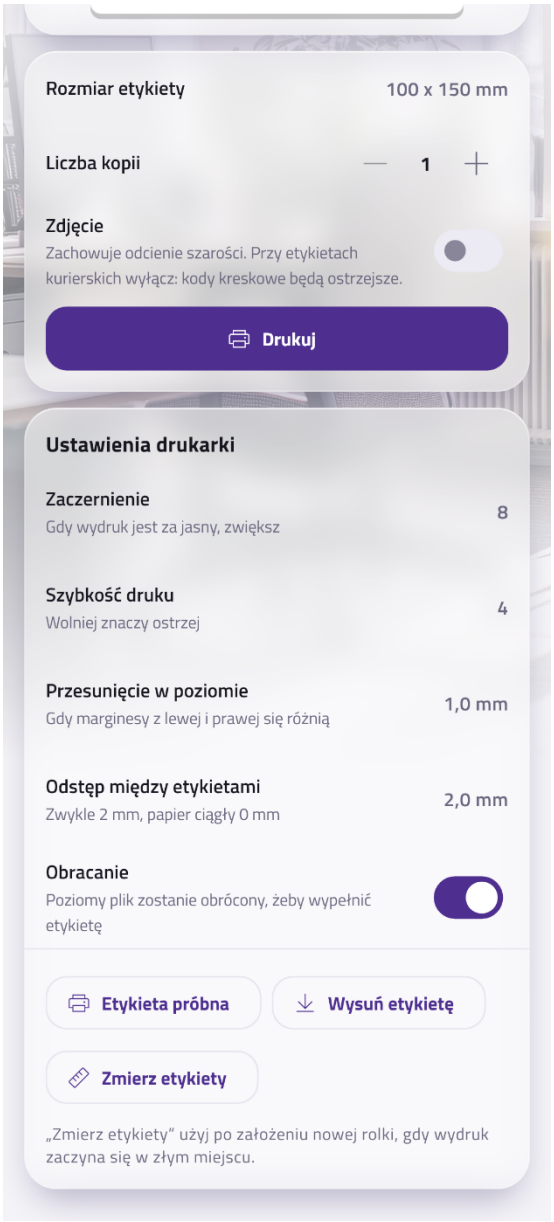
- Photo – allows printing with greyscale shading. When printing courier labels, it is recommended to disable this function to obtain sharper barcodes.

- Print – starts sending the label to the printer. The progress bar shows the current status of the data transfer.

- Printer settings – allow you to adjust the print darkness, print speed, horizontal print offset, gap between labels and print rotation. These functions work in the same way as the settings available in the computer software.

- Test label, Feed label and Measure labels – these functions work in the same way as the functions available in the computer software.

The settings are saved locally in the mobile device's memory, individually for each printer added to the app.



Setting up in Windows via USB

Computer software: Qoltec label printer

The Qoltec Label Printer software is available for download at: b2b.qoltec.com/aplikacje. The program is compatible with the Windows 10 and Windows 11 operating systems and supports 25 languages.

Software installation:

Run the downloaded installation file, select the installation language and accept the software licence terms. Follow the on-screen instructions.

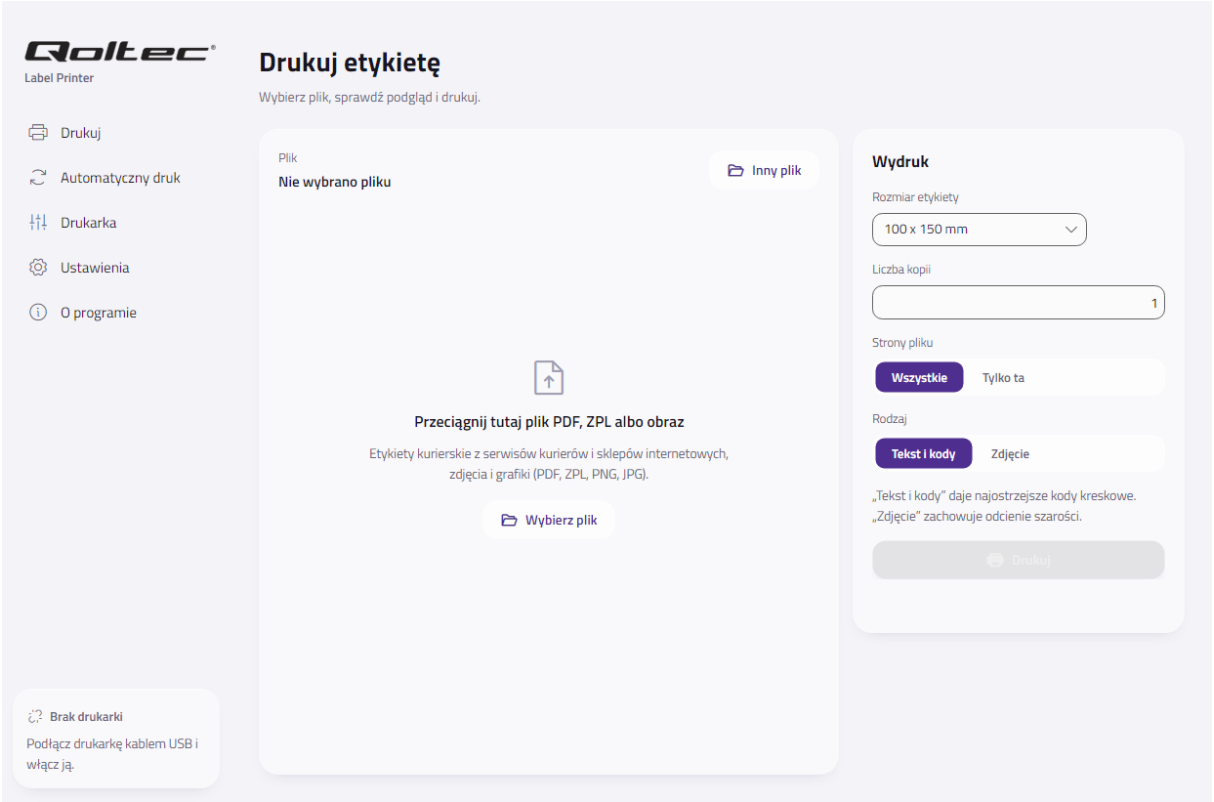
The installer can add the “Qoltec 50330” printer to Windows and set the program to start with Windows.

Connection: connect the printer with a USB cable and switch it on. The program will detect it automatically; no driver installation is required.

1. “Print” screen.

Drag the label file into the designated area in the program window or click the “Choose file” button. The software supports PDF and ZPL files (a label format used, among others, in courier systems) as well as image files in PNG and JPG formats.

The current printer status is displayed in the bottom left-hand corner of the program window. The message “No printer” means that the device has not been detected. In this case, make sure that the printer is correctly connected to the computer with the USB cable and that it is switched on.



2. “Print” screen – label preview and print settings.

A preview of the loaded label is displayed on the left-hand side of the program window, showing how it will look when printed. The following print settings are available on the right-hand side:

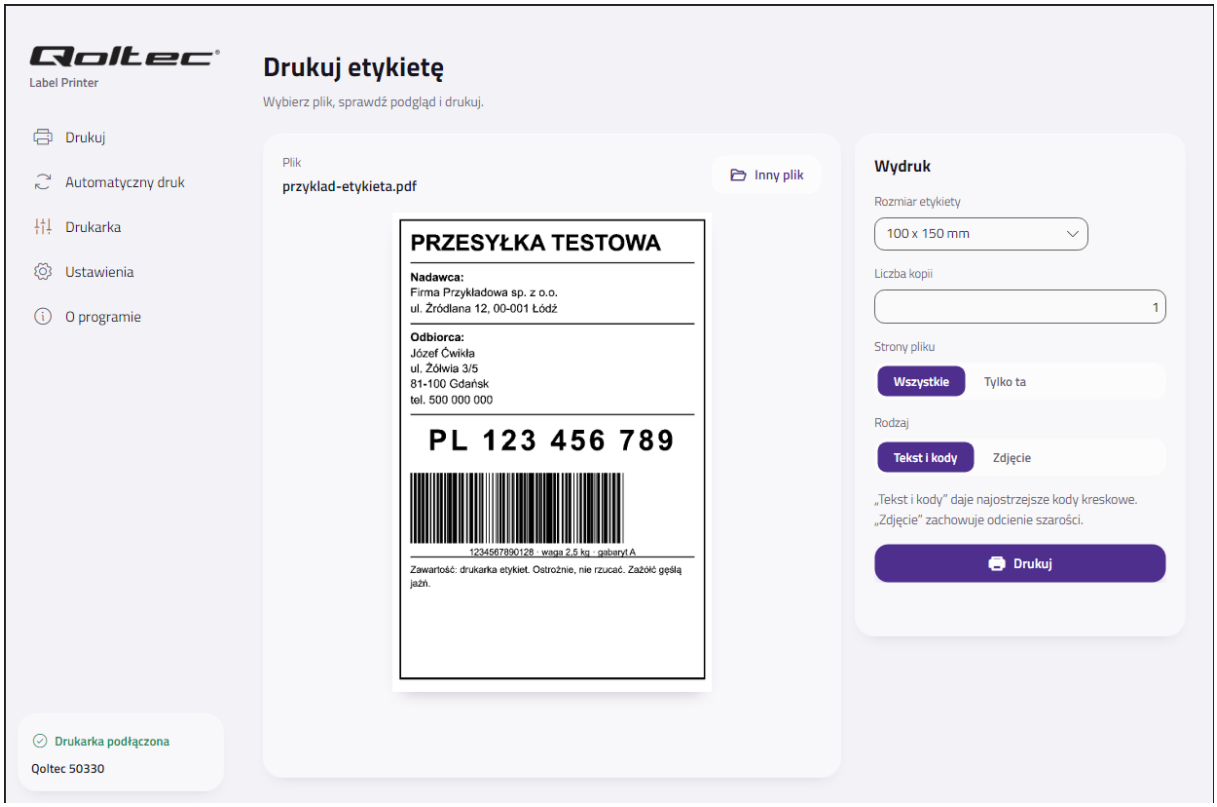
- Label size – allows you to select the label format, e.g. 100 × 150 mm (courier labels), 100 × 100 mm or 60 × 40 mm.

- Number of copies – allows you to specify the number of copies of the label to be printed.

- File pages – allows you to select the print range of a PDF document. The “All” option prints each page of the document on a separate label, while the “This page only” option prints only the page currently shown in the preview. Blank pages of the document are skipped automatically.

- Type – allows you to select the print mode. The “Text and codes” mode ensures high sharpness of text and barcodes and is therefore recommended for printing courier labels. The “Photo” mode preserves shades of grey and is intended for printing photos and graphic elements.

Before printing, make sure that the message “Printer connected” is displayed in the bottom left-hand corner of the program window. Once the print settings have been configured, click the “Print” button.



3. “Auto print” screen – automatic label printing without having to open files manually.

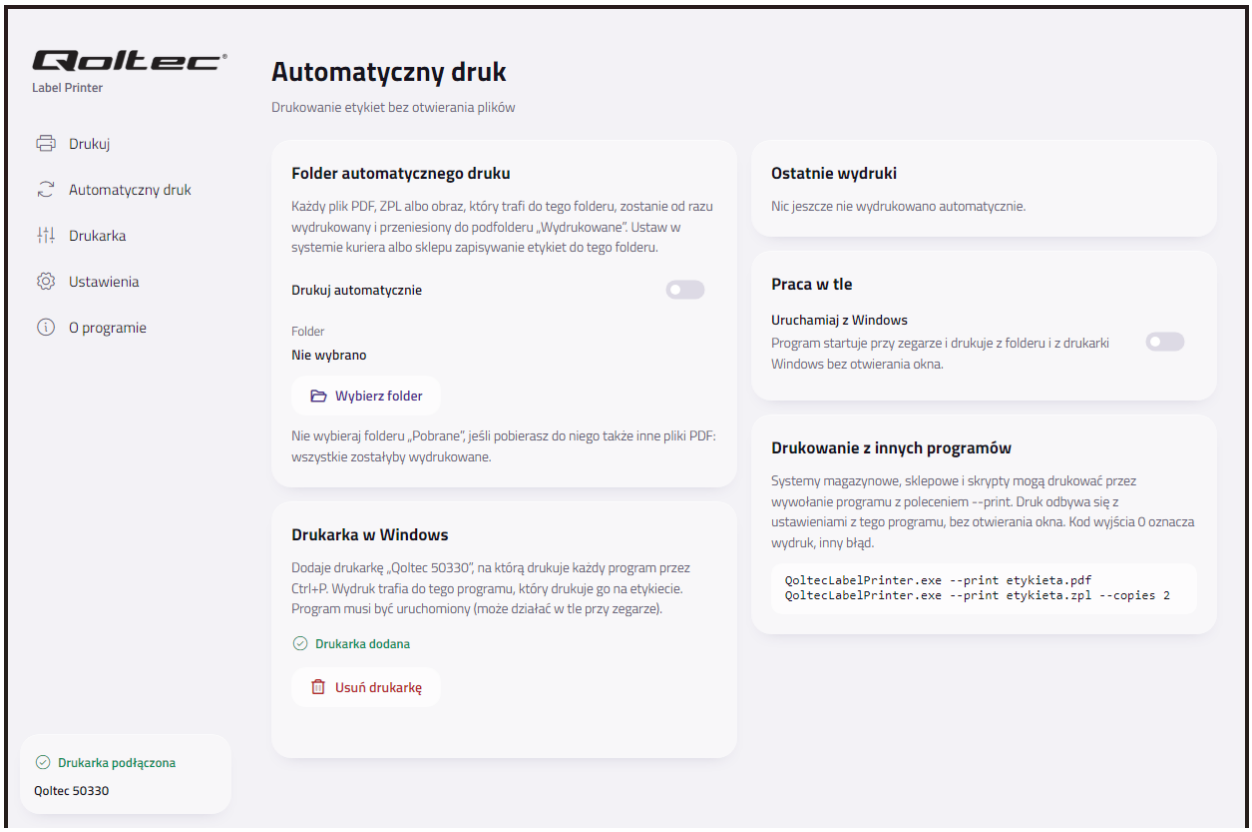
- Auto print folder: every PDF, ZPL or image file saved to the selected folder is printed immediately by the program and moved to the “Printed” subfolder. Set the courier or shop system to save labels to this folder. Do not select the “Downloads” folder if other PDF files are also saved there.

- Windows printer: the “Qoltec 50330” printer, to which any program can print using Ctrl+P (e.g. a browser with a courier label open). The program must be running; it can run in the background next to the clock.

- Background operation: “Start with Windows” launches the program next to the clock when the computer is switched on.

- Printing from other programs: warehouse and shop systems can print using the command QoltecLabelPrinter.exe --print <file>.

- Recent prints: a list of automatically printed files.



4. “Printer” screen: printer check and settings.

- Test label: prints a frame with the printer name and label size. It shows whether the printer is working and whether the label size is set correctly.

- Feed label: the printer feeds out one blank label.

- Measure labels: use after loading a new roll if printing starts in the wrong place. The printer will feed several labels and remember their length.

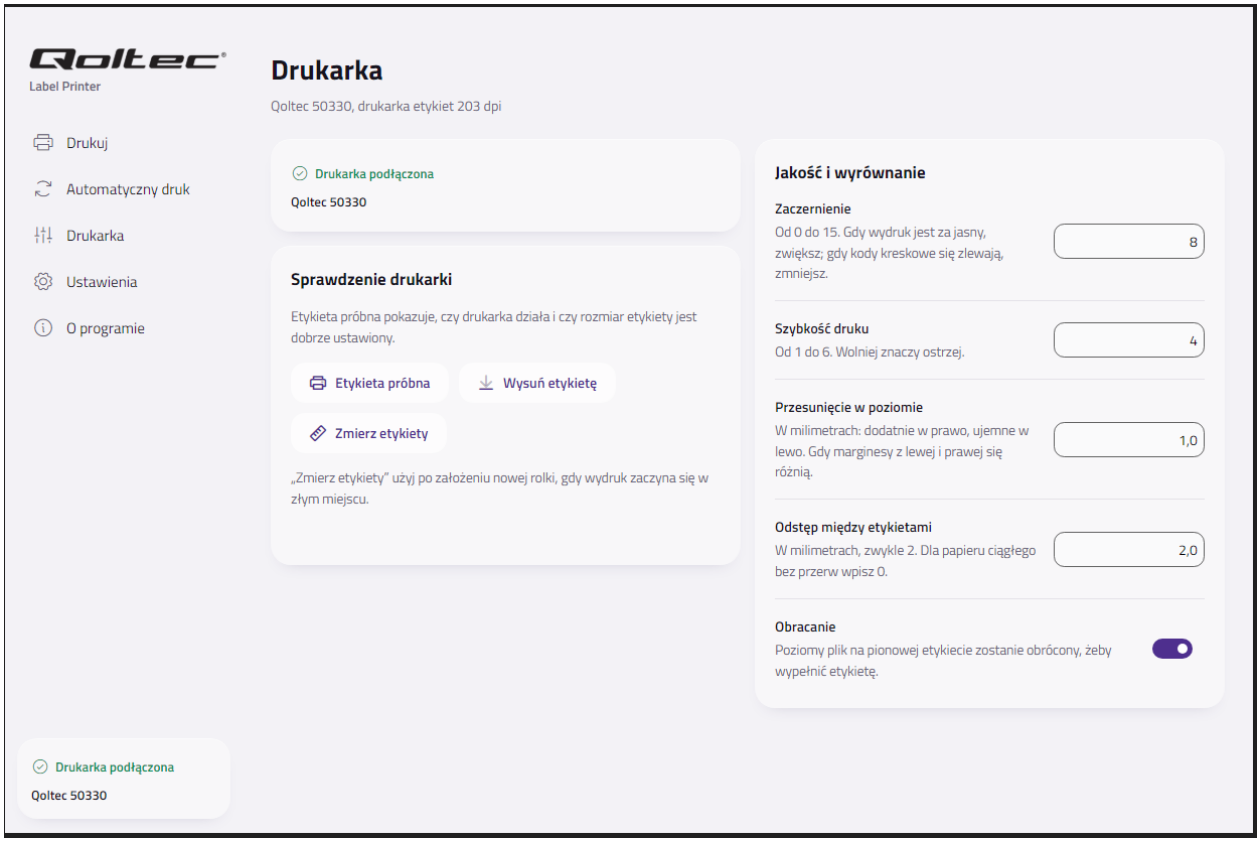
- Darkness (0 to 15): increase if the print is too light; decrease if barcodes blur together.

- Print speed (1 to 6): slower means sharper.

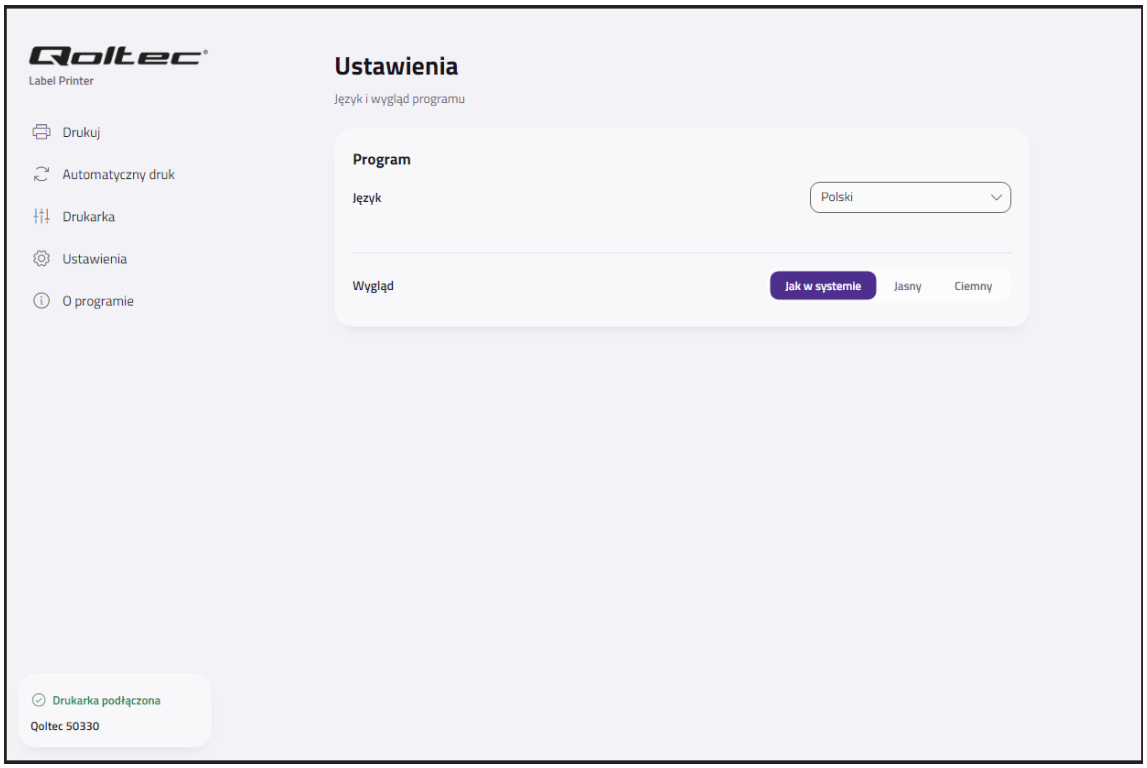
- Horizontal offset: in millimetres, for when the left and right margins of the label differ.

- Gap between labels: usually 2 mm; 0 mm for continuous paper without gaps.

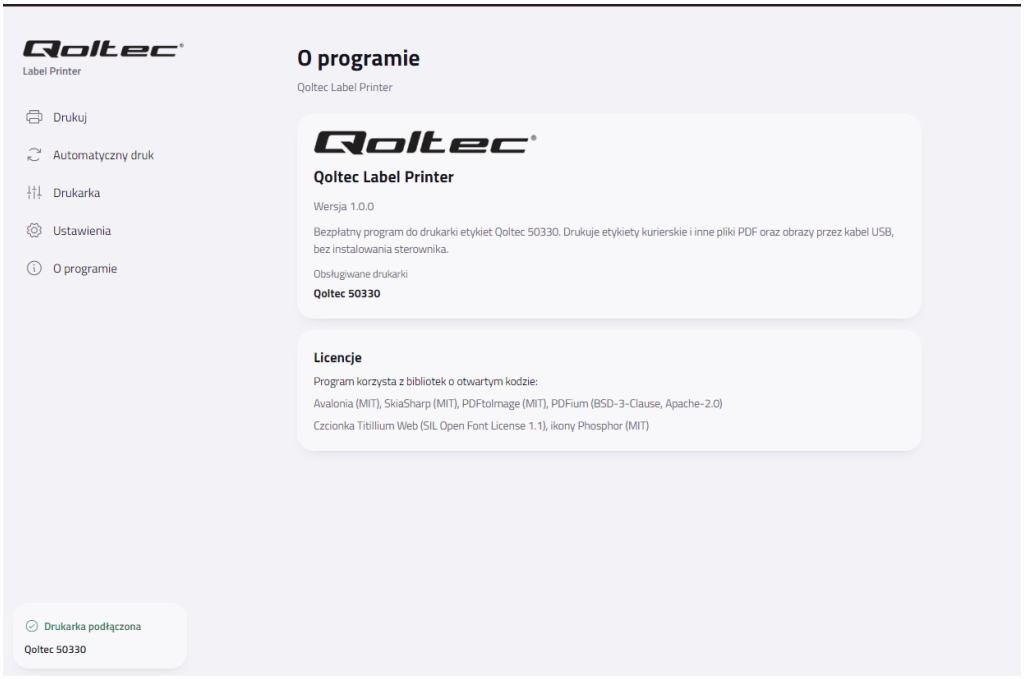
- Rotation: a landscape file on a portrait label will be rotated to fill the label.



5. "Settings" screen: program language (25 languages) and appearance (system default, light or dark). The new language will take effect after the program is restarted.



6. "About" screen: displays the current program version, supported printers and licences.

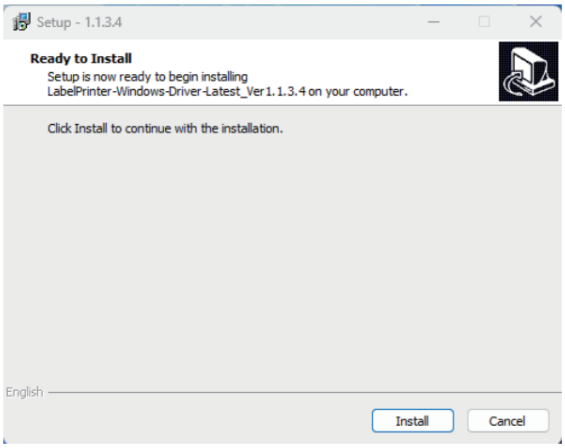


Alternative software for Windows / MacOS

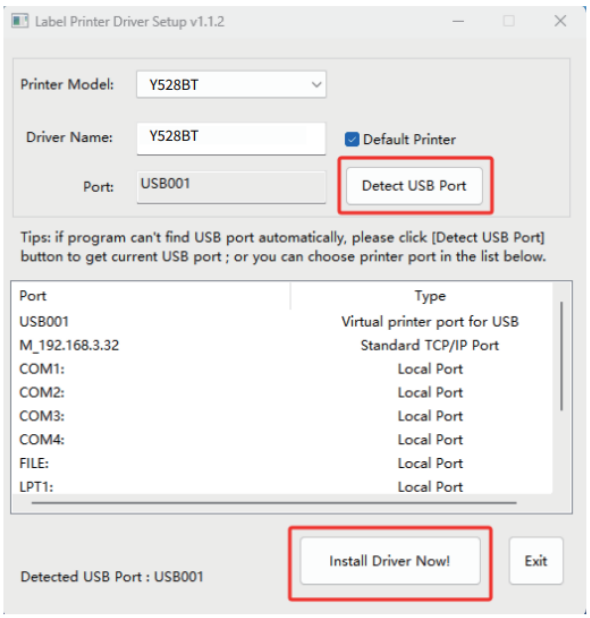
1. Before starting the installation, make sure that the printer is switched on and that the USB cable is correctly connected to both the printer and the computer.
2. Scan the QR code or visit https://help.flashlabel.com to download the driver and watch the installation video tutorial.

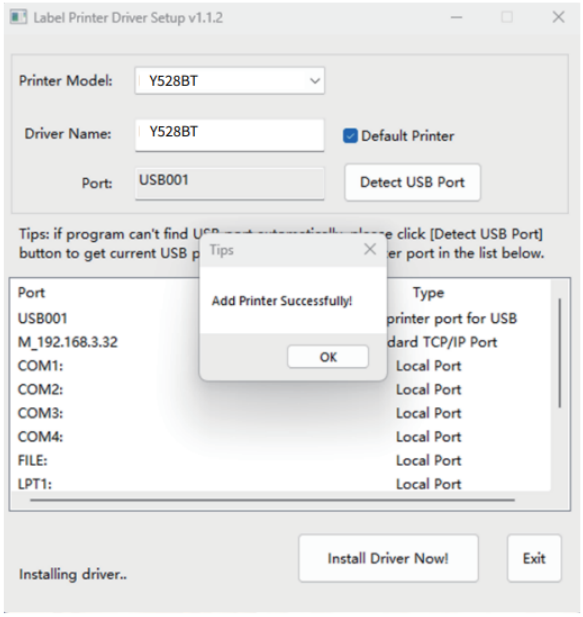
Scan the QR code below to download the driver for Windows.

3. Double-click the “Label Printer Driver Setup.exe” file to start the installation. If the downloaded file is named “Label Printer Driver Setup.zip”, first extract the archive to obtain the .exe installation file.
4. Click “Install” and follow the on-screen instructions.
5. During installation, select the option to detect the printer port. If an error message



appears, check that the printer is switched on and correctly connected to the computer with the USB cable.

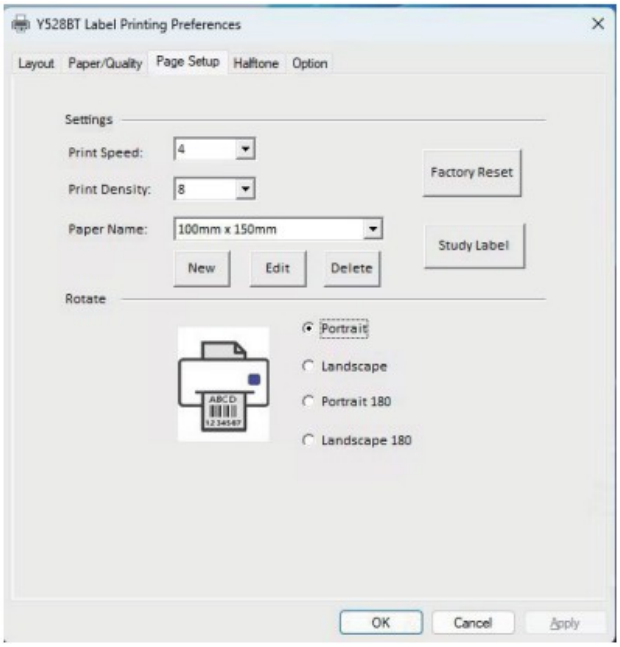


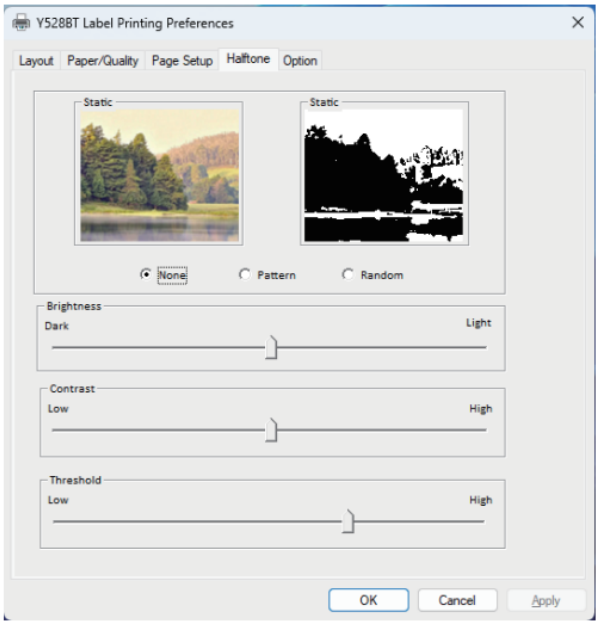


Printer preference settings:

Using Windows 11 as an example:

1. Go to: “Settings” → “Bluetooth & devices” → “Printers & scanners”.
2. Find the “Y528BT” printer in the list of devices, click it and then select “Printing preferences”.
3. Go to the ‘Page Setup’ tab. In this section, you can change the paper size, print speed, print darkness and print rotation.





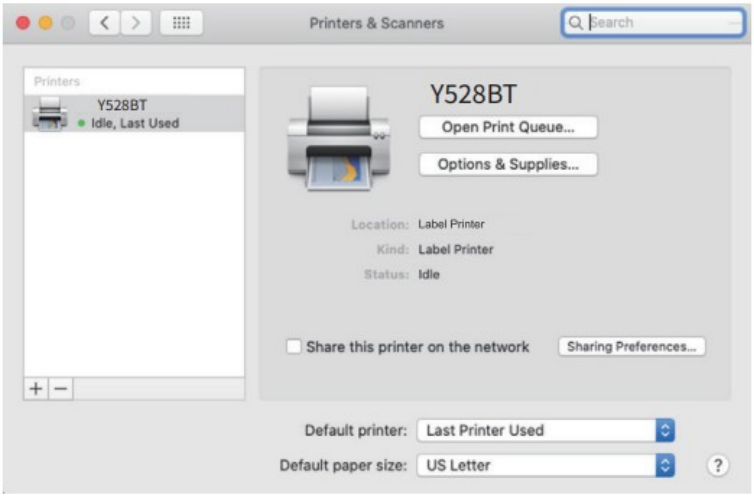
4. Go to the ‘Halftone’ tab. In this section, you can change the image dithering algorithm to improve the sharpness of printed graphics, text or markings such as ‘COD’.

Configuration on Mac via USB

1. Before starting the installation, make sure that the printer is switched on and that the USB cable is correctly connected to both the printer and the computer.
2. Scan the QR code or visit https://help.flashlabel.com to download the driver and watch the installation video tutorial.

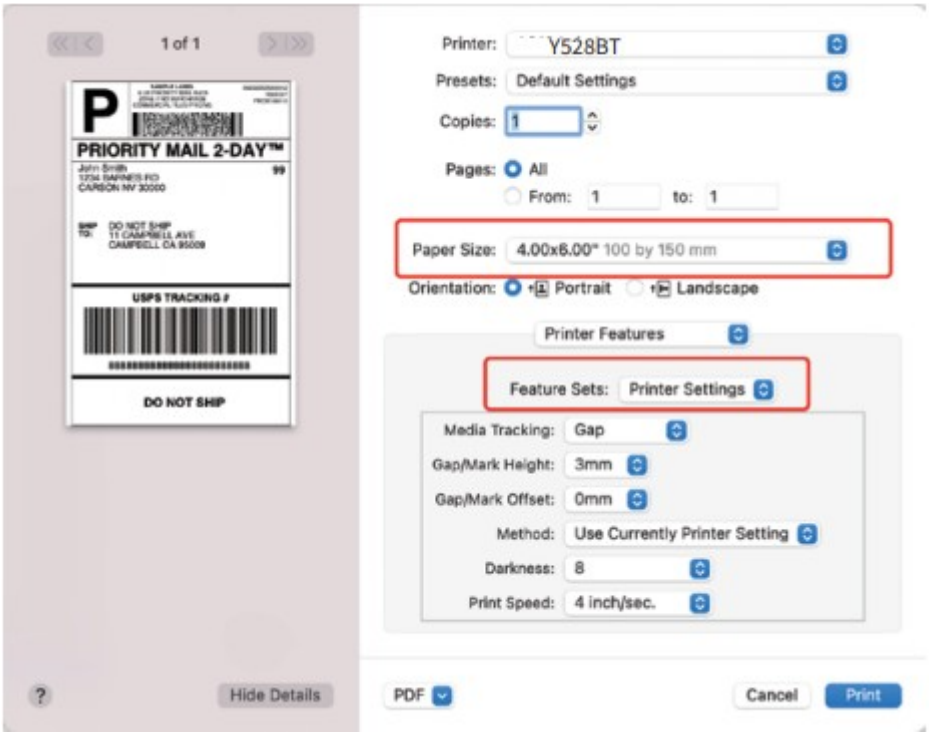
   Scan the QR code below to download the driver for macOS.

3. Double-click the file ‘LabelPrinter-Mac-Driver-Latest.pkg’.
4. Click ‘Continue’ and follow the on-screen instructions to complete the installation.
5. Open ‘System Preferences’, then go to the ‘Printers & Scanners’ section.
6. Switch on the printer. The ‘Y528BT’ printer should appear in the list of available devices. Once you have selected it, you can start printing labels.



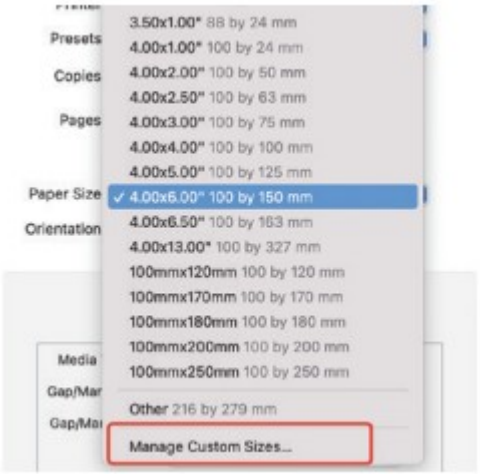
Printer preference settings:

1. Open the PDF file in the Preview application.
2. Click ‘File’ → ‘Print’, then select the ‘Y528BT’ printer.

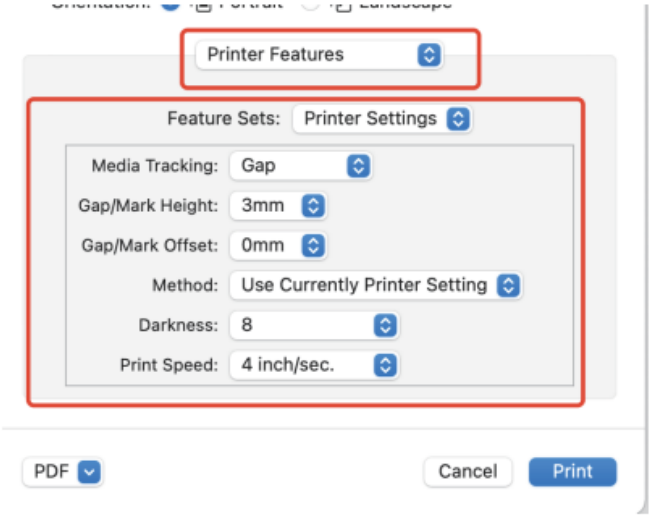


3. Click 'Paper Size' and select the size that matches the loaded labels.
4. If the required size is not in the list, click 'Manage Custom Sizes', enter the width and height of the label, then click 'OK'.

   Note: If you change to labels of a different size, calibrate the printer before you start printing.



5. Click 'Preview', then select 'Printer Features'. In this section, you can change printer settings such as print speed, print darkness and print rotation.



6. After changing the settings, click 'Save Current Settings as Preset...' to save the selected configuration.
7. Click 'Print' to start printing.

Technical specifications

Parameter	**Specification**
Printing method	Thermal
Resolution	203 dpi
Maximum print speed	150 mm/s
Paper width	36–110 mm
Paper thickness	0.06–0.254 mm
Paper roll diameter	110 mm
Supported paper	Thermal label paper, black label paper, thermal paper
Power adapter	24 V / 2.5 A
Print life	Print head: 50 km
Operating environment	Temperature: 0°C to 45°C; humidity: 10–90% non-condensing
Storage environment	Temperature: -25°C to 65°C; humidity: 5–95% non-condensing
Connectivity	USB / Bluetooth

Weight	3.97 lb / 1.8 kg
Dimensions	L 210 mm × W 170 mm × H 134 mm

Maintenance

Cleaning the print head

1. Before cleaning, make sure that the printer is switched off and has cooled down completely.
2. Press the top cover release button, then lift the cover upwards as indicated by the markings on the device.
3. Use a wipe designed for cleaning print heads and gently wipe the thermal head. **Do not use water or any other liquids.**

Disposal

This product is subject to the provisions of European Directive 2012/19/EU on waste electrical and electronic equipment (WEEE).

The used product must be taken to an appropriate separate collection point for waste electrical and electronic equipment, where it will be properly recycled.

Warranty

The product is covered by a 24-month manufacturer's warranty from the date of purchase. If you experience any problems, please contact our customer service department.