

# USER GUIDE



DIGITAL NAIL ART PRINTER SA

# 1. Important

- 1.1 **PRACTICE** before you start printing on clients. Use tips, your own nails, press-ons etc. Use the different print gels and play around with different colours and effects. It takes operational practice and trial and error to get good results. (The printer cannot do everything).
- 1.2 **AVOID LETTING THE FINGERNAIL TOUCH/SCRAPE/RUB/BRUSH THE INK CARTRIDGE NOZZLE (positioned above the finger inside the machine) when inserting, printing, or removing the finger. This will cause the cartridge nozzle to block or smudge. KEEP FINGER FLAT ON PLATFORM. If a nail has scraped the inside of the machine, or touched the ink cartridge nozzle, stop immediately and follow ink cartridge removal and cleaning tutorials on the app or the cartridge cleaning video. It can be clearly identified when this has happened as cartridges and not dry up, neither block easily. The supplier WILL NOT replace cartridges if this has occurred.**
- 1.3 Screenshots of images/photos, cropped images/photos, and photos of photos/images **WILL NOT PRINT WELL** – download and print only high-definition **ORIGINAL images/photos** when using other sources other than the App.
- 1.4 Not ALL images/designs/photos will come out as they look on your screen, **kindly learn to choose, practice, and test different types of effects and prints** before contacting the agent.
- 1.5 **GPS must be on** when printing. Ensure your machine is **On** and connected to the O'2 Nails machine's Wi-Fi. Switch other Wi-Fi connections off when printing on your device to avoid disconnection and interruption.
- 1.6 **NB -** Download all designs as soon as possible over Wi-Fi so that if there are ever network issues, your designs are saved already inside the App on your account.
- 1.7 Photos/designs/images with more ink and darker ink need to be **dried longer to avoid smudging**. Dry until fully matte and **dry longer** if the ink looks wet to the naked eye.
- 1.8 All unpacking, user instructions and steps, from app registration and device assembly, to printing and troubleshooting, are inside the package. All tutorials and videos are either in the app, or on the O'2 Nails' website (<http://www.o2nails.com/en/>), as well as on You Tube. Please research and practice own operational training before reporting discrepancies to the distributor.
- 1.9 **Unplug the printer from the wall** when not in use. Electrical spikes due to load shedding or electrical surges may harm the unit and are not covered under the warranty.
- 1.10 **Light coloured backgrounds are better to print over** - trying to print a design/art over dark backgrounds won't show the print properly. Practice matching colour nail backgrounds to designs/colours you want to print

- 1.11 Photo printing** can be enhanced and brighter if you change the following setting: “Settings > Printing settings > **click top right edit button > click PG > click SM10 > click Light > Complete/Save.**
- 1.12** Make sure the photo/image is **bright** and a **high-definition quality**, otherwise it will not come out as expected and will be dark or unclear. You can set the brightness of a photo when selecting it in the App from your gallery. Photos must be at least 1MB or higher. Unfortunately, we cannot always see the size of a photo, hence practice and HD photos being of high importance.
- 1.13** A **white colour gel/white cutex background** gives the best image/design results on the nail being printed on. Marble designs are great on any background. Please use PGO + white colour background for better results, especially with black art designs.
- 1.14** Photos are printed using PG4 translucent white print gel.
- 1.15** A long nail and larger nail bed give excellent results. Short nails are slightly more difficult to project a detailed design or photo. Simple marble or simple designs are good on short nails.
- 1.16** If your design or photo does not precisely fit your nail, **use nail art/colour to fill in the outline/gaps.** Not all designs and photos fit every single nail. Adding diamante and different textures to the final print where needed looks even more beautiful!
- 1.17** If a design is lighter or darker in shade than the previous *same* design, it could be due to the finger being held too high, or too low inside the machine – please keep finger straight on the platform. Also put an even amount of print gel on the nail surface.
- 1.18** Shake the PG gels well before use.
- 1.19** Some (very few) designs inside the app do not match the exact colour that they look like on the App.
- 1.20** It is advised that your printer be placed under insurance just as your other household or commercial property is insured.
- 1.21** Not all nails are the same in shape, not all designs will cover the entire nail and sometimes the side of the nail/tip/press-on will have less print than the center.
- 1.22** Handle the machine and its accessories/buttons with care – we do not replace machines for user negligence or abuse.
- 1.23** **A base gel is recommended to be applied** on nails. Oily nail beds may cause the print and topcoat to lift more easily.
- 1.24** Do not touch any of the parts/mechanisms inside the machine (only when changing/installing cartridges). The machine does not need to be cleaned on the inside.
- 1.25** Do not drop tips/press-on/test papers or any other objects into the machine. Make sure they are **stuck on properly and solidly onto the finger holder** (Prestik, double-sided tape, glue etc.) when inserting them into the machine. Letting anything fall into the machine can cause damage (user negligence).

- 1.26** The printer **should stay in one place** – preferably on a stable table. Although it is called a mobile nail art printer, **transportation of this machine is not advised**. This may cause bumps, falls, or mechanics and electronics to be damaged, as well cartridge colour mixing, which is not under warranty.
- 1.27** The distributor is a reseller. He/she will assist with sales, after-sales, and basic training and troubleshooting, but is NOT liable for acclaimed bookings, clients or sales gained/lost due to investment indications, defects, machine faults, operational misuse, or cartridge issues. The printer and its uses after the sale is complete is no business of the distributor.

## 2. Cartridges

- 2.1** Cartridges cannot be replaced after 30 days from date of unsealing and installing if faulty, dry, damaged, colour mixing occurs, wrong colours printed, or blocked nozzles. If the cartridge is not being transported and is being cleaned according to this User Guide, there should not be issues with the printing unless detected in the first 3 days of unsealing and installing.
- 2.2** Cartridges may need to be cleaned and tested regularly, or more than once at a time. Cartridges are consumables and can be subject to irregular output, mixing, or leaking.
- 2.3** If you have not used the printer for an extended period, the nozzles may have dirt or may have dried – please clean the cartridge nozzle as per video. Test and clean more than once if needed.
- 2.4** If a print comes out the wrong colour, smudged, has a shade of a wrong colour, or only one colour, remove the cartridge and clean it. Test and clean more than once if needed, as per cartridge cleaning video.
- 2.5** There should be **no** brushing feeling or any sort of ‘touching’ feeling on the nail when printing – if so, take out the finger and clean the cartridge nozzle.
- 2.6** Take photos of before and after when troubleshooting. Send a photo of the serial number, a screenshot of the ink cartridge test, three colour test, and Single Nail Calibration test after cleaning, and pictures/videos of the wrongly printed design and its matching design on the app, to the distributor if the cartridge is still faulty after numerous cleaning attempts.

**\*\*\*NB: ON PURCHASE OR IF COURIERED within 3 days once delivered, opening, and installing the ink cartridge, test the cartridge, and send photos of the below: we cannot replace faulty cartridges within 30-day warranty period if the below was not provided upon unboxing\*\*\***

1. Ink cartridge test > send photo
2. Three colour test > send photo
3. Single Nail Calibration Test > send photo
4. Any black design (check that it is clearly (black) > send photo
5. Every new cartridge that is opened needs to have the above done.\

### 3. App notes

- 3.1 When downloading the app onto a new device using an existing account, the gallery designs will have to be downloaded again - the designs do not stay on your user account when you switch mobile devices. Each mobile device that has an O'2 Nails app will have its own gallery that needs to be downloaded again.
- 3.2 **Do not delete or uninstall your O'2 Nails app form your device.** This will cause all your downloaded designs to also be deleted. If you log into your account on a different device, your gallery does not travel with your account to that device.
- 3.3 If you log into someone else's account on your own device, you will not get their gallery, and your own device app gallery will also be gone.
- 3.4 If you log back into your own account on your own device, your gallery will return.
- 3.5 Stick to own app on own device and own account = all designs stay.
- 3.6 Log out of your account if you want to log into your app account on a different device.
- 3.7 More than one phone or tablet can register and connect to a printer machine, but not simultaneously.
- 3.8 This should not happen often but when there is a message with "*Error Code 404/Network problem/Check your network/Authentication Error*" – the SA/African app network is down or very slow. The server dips for 1-2 days and then gets stronger again and fully stable. This does not affect printing at all, only downloading designs; hence we suggest downloading designs as soon as possible so that it is stored for future use.
- 3.9 The App should be updated regularly – go to [http://www.o2nails.com/en/app\\_download.html](http://www.o2nails.com/en/app_download.html) and download the newest version. (If you have an android phone, kindly **do not** select the Google Play option, but instead the Android option. This will lead you to download an APK file which will end up in your phone's 'Files' folder. Click on it in this folder and it should update your App from there).
- 3.10 **'Repair designs' message**
  - Switch to your household or salon Wi-Fi and wait for your designs to re-upload
  - Log in and out of your app.
  - Switch machine off and on again

### 3.11 Calibration Data getting failure

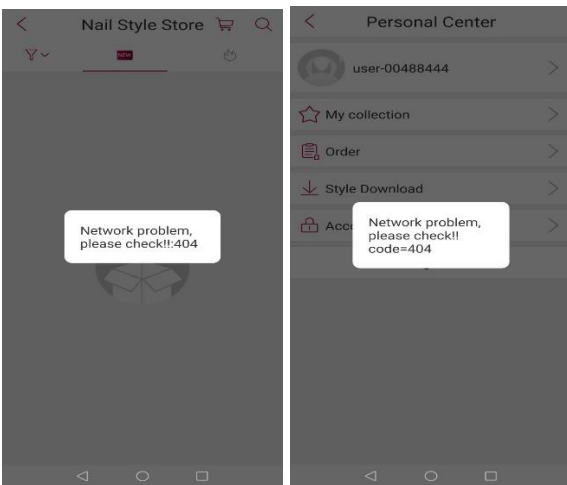


Restart app, and machine > check again > If not working, follow steps on below two links and start again.

<https://res.o2nails.com/media/CD/E0/CDE016AE9BBB74EE7723A89DEDB82B4B.mp4>

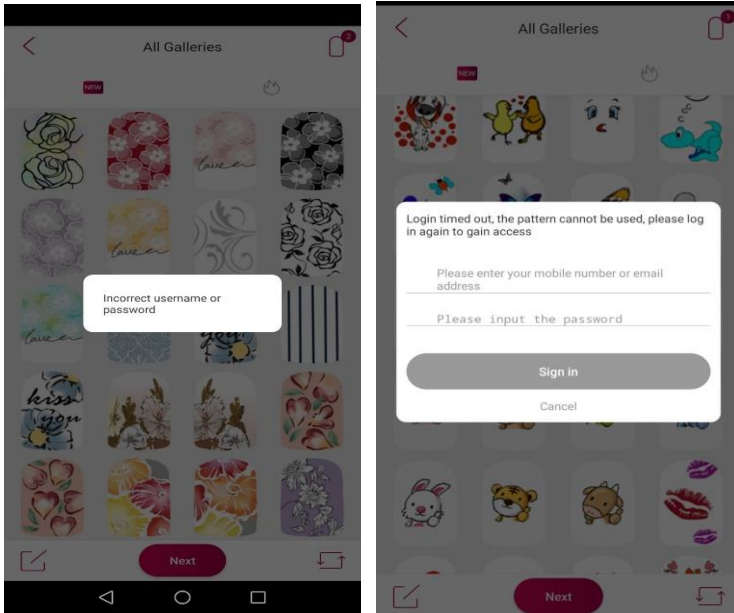
<https://res.o2nails.com/media/94/F0/94F07D475B978AD546E9A09E40DF5A62.mp4>

### 3.12 Network Error 404



Usually only down for 1 to 2 days. Does not affect printing, only downloading. Comes and goes with SA server being unstable. Manufacturer is aware and is trying to sort out with hosting/server company. Sign out and sign in again > if not accepting your details, choose resend OTP > sign in > do not uninstall app > please wait until the network becomes stable again.

### 3.13 Design code 3873 2019 error (this should only happen once, please log completely out of account)



Please make sure you are on your network Wi-Fi or data when logging out, receiving OTP, and signing in. Try to log in again using your details > if it doesn't want to accept your details, keep trying to **log out of entire account** > Reset account using phone number/email and a password to resend OTP > log in again. Should show original amount downloaded due to it being the same account + phone + app. If the 3873 2006 code is gone > download again > sign out and sign in again > original amount should be back again.

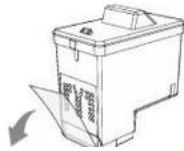
### 3.14 Ink cartridge error



- Gold plates on ink cartridge, or gold plates on ink cartridge holder slot are dirty, wet, torn, or damaged.
- Check the top button that the position is clipped in properly – reposition cartridge to clip in properly at buckle.

- Check that the ink cartridge seals are not torn and are intact.
- Colour mixing occurs when the cartridge has been shaken or misplaced, no refund can be assisted with.
- Please do not try to tamper with or refill the cartridge
- Please do not touch the gold connector plates or the nozzles directly, only with a soft tissue when cleaning as per video.

Unpack the cartridge and tear off the seal.



**i** It is forbidden to re-affix the seal, otherwise the cartridge will be damaged. Do not touch metal contacts and ink cartridge nozzles. Do not place it transversely and reversely in order to prevent color mixing.



## 4. Set-up / tests / settings

- 4.1 Download app – sign up and register with phone/email + own password (please do not add the 0 when signing up/logging in when using your cell number, choose the country code and then start the number, e.g., +27672195115).
- 4.2 Plug two-prong into adaptor > adaptor into machine > check green light is working on adaptor.
- 4.3 Turn Wi-Fi on and look for O'2 Nails machine > connect with 88888888 password > whenever prompted to 'Keep Connection', click 'Keep Connection' or "Yes". Open front cover gently > turn machine on at the back > wait > push power button twice > wait for holder to move forward
- 4.4 Open ink cartridge and take off sticker without touching nozzles or gold plates > hold at 45 degrees > use finger to hold latch (so that its secure with your finger before pushing in the cartridge) and push upwards gently to get two click sounds. DO NOT push cartridge without holding latch steadily on the right side of holder (see tutorial videos and User Manual)
- 4.5 Push Power button twice > wait for holder to move backwards > close front cover gently
- 4.6 Settings > Printing settings > click top right edit button > click PG > click SM10 > click Dark > Complete/Save
- 4.7 Settings > Nail printing guide > Off
- 4.8 Put white test paper on stick > Settings > Camera calibration > make sure the line is in the middle and centralized > Complete/Save



- 4.9** Put white test paper on stick > Settings > Ink Cartridge Test > > check that all the colours are correct > please take a photo for reference
- 4.10** Put white test paper on stick > Settings > Single Nail Calibration > follow screen instructions > do not take white test paper out yet > the red block must be exactly on the black block line > if not, move around to exactly match > Save > please take a photo for reference
- 4.11** Put nail/tip/press-on nail on stick > Nail printing > look for any design with black ink colour only > click on design to have it line up in the top right row > click 'Next' > position on test paper > print to check black colour > please take a photo for reference.