

SETUP AND FIRST USE GUIDE

The essential exact-machine path from sealed box to five controlled practice prints.

BUILT ONLY FOR THIS MACHINE

V11 Mobile Nail Printer | Manual model SM-NP1601V | iPhone, iPad, or supported Android phone/tablet workflow.

Complete in order

1. Receive and identify
2. Build the station and power safely
3. Open the correct interface
4. Install and test SM10
5. Complete one controlled print
6. Pass the five-print gate
7. Use normal care and shutdown
8. Prepare privacy-safe Support evidence

Start online and get help

[Open V11 Getting Started](#)

[Choose a different machine](#)

[Open NailPrinter.ca Support](#)

Updated 2026-08-20. Use the current exact-model manual and product labels as controlling instructions.

RECEIVING

Unbox, inspect, and create the owner record

Photograph first. Confirm the exact model and supplied parts before power-up.

Photograph	Capture every side of the sealed package, visible condition, supplied items, machine label, and adapter label.
Identify	Match V11 and manual model SM-NP1601V across the machine label, order, and this guide.
Inventory	Compare the bundle with the order-specific list and keep all packaging until the controlled first-print gate passes.
Inspect	Check the case, controls, adapter, cable, connectors, and accessible areas without opening service panels.
Record	Save the order reference, serial photo, receiving photos, and Support route in one owner folder.

Owner check

- ☐ Package and bundle photographed
- ☐ Exact model confirmed
- ☐ Supplied adapter confirmed
- ☐ Owner support folder created

Stop before power

Do not power the machine after shipping damage, liquid exposure, a wrong or damaged adapter, a model mismatch, or an unexplained loose internal sound.

STATION + POWER

Build a clear station and use normal power controls

A stable, dry station protects the machine, the operator, and the client's hand.

Clear	Keep the print bay, controls, client hand, and cables unobstructed. Keep liquids, dust, and product bottles outside the machine zone.
Support	Set a comfortable hand support that preserves stillness and safe clearance from the nozzle area.
Route	Protect the cable from feet, chairs, wheels, heat, liquid, and pulling forces.
Power	Use only the supplied 24 V / 1 A adapter. Press once to power on. Use the normal shutdown control and never unplug during an active cycle.
Observe	Allow startup to finish. Stop for smoke, burning smell, repeated power loss, abnormal heat, liquid, or unusual mechanical noise.

Owner check

- ☐ Surface stable and dry
- ☐ Machine zone clear
- ☐ Cable route protected
- ☐ Normal startup and shutdown understood

Never improvise power

Do not use an unapproved adapter, bypass a safeguard, open the case, or force a moving part.

INTERFACE

Open the correct V11 experience

Open the official V11 app-install lesson from the V11 Getting Started page. Confirm the official store listing and developer identity before installing. Connect the phone or tablet to the printer Wi-Fi only when the guided step asks you to do so.

Begin online	Open the current V11 Getting Started page from the link in this guide.
Confirm the route	Use only the iPhone, iPad, or supported Android phone/tablet workflow. Do not copy a screen or connection sequence from another printer model.
Record versions	Save the device, app, screen, or build information shown during setup in the owner record.
Grant minimum access	Allow only the permissions needed for the intended design or photo workflow.
Pause when different	When a label, warning, or screen differs, do not guess from an old recording. Capture privacy-safe evidence and use Support.

Owner check

- ☐ Correct model route opened
- ☐ Current version recorded
- ☐ Permissions reviewed
- ☐ Support link saved

One model, one route

STOP if the machine label says X12.5. That model uses its integrated-screen route and must not follow this V11 phone-app workflow.

Install the cartridge and create a dated test baseline

Use only the current SM10 instructions for V11. Keep the cartridge upright, avoid contacts and nozzle surfaces, and never force the holder or cartridge.

Identify	Confirm the SM10 label, lot, packaging condition, and first-use date.
Prepare	Keep the cartridge upright. Remove shipping protection only when ready to install.
Seat once	Follow the current exact-model orientation without touching contacts or the nozzle area and without force.
Test	Run the current test pattern and cartridge test before printing a nail. Save a clear, dated image of the result.
Correct one variable	If the baseline fails, check only approved basics, preserve the result, and change one variable before retesting.

Owner check

- ☐ Correct SM10 confirmed
- ☐ Lot and first-use date recorded
- ☐ Baseline image saved
- ☐ Pass or hold decision recorded

No improvised cartridge repair

Use only current approved external test, cleaning, storage, and Support instructions. Never use improvised fluid or internal repair.

FIRST CONTROLLED PRINT

Complete one repeatable practice sequence

The goal is a documented practice result, not speed and not a paying appointment.

Prepare	Use current product labels and local professional requirements to create a clean, compatible printable surface.
Select	Choose a sharp, properly licensed image with important details away from the crop edge.
Approve	Confirm crop, orientation, and the expected effect of the base colour before printing.
Position	Support the hand, protect clearance, and maintain stillness. Never solve alignment by pushing closer to the print head.
Print and inspect	Commit once, let the machine cycle finish, inspect under neutral light, and record the result and any reprint.

Owner check

- ☐ Preparation is label-led
- ☐ Crop and orientation approved
- ☐ Clearance protected
- ☐ Result inspected and logged

Stop when the result is not controlled

Classify the result as pass, reprint, hold, or escalate. Never hide a failure or change several variables at once.

QUALITY GATE

Pass five consecutive practice prints

A repeatable result protects clients, staff, consumables, and the owner record.

Inspect placement	The design is intentionally centred or deliberately positioned.
Inspect output	Look for credible colour, continuous detail, and no unexplained blank bands or smears.
Inspect finish	Edges and the protective finish are clean under neutral light.
Retest deliberately	Change one approved variable, then capture the next result before changing anything else.
Complete the gate	Record five consecutive acceptable practice prints before offering a paid service.

Owner check

- ☐ Acceptance standard understood
- ☐ Five consecutive practice prints accepted
- ☐ Failure reasons logged
- ☐ Operator stop conditions understood

Reprints are evidence

Review repeated causes and update training, design selection, station controls, or Support evidence instead of guessing.

CARE + SHUTDOWN

Use a simple opening, between-use, and closing rhythm

The operator inspects, tests, documents, and escalates. The operator does not open the machine.

Opening	Inspect power, case, bay, cartridge state, interface, station, and known issues before each session.
Between uses	Reset clean tools, keep liquids outside the machine zone, and check the hand support and accessible external areas.
Closing	Log results and issues, clean only approved external areas, secure liquids, and use normal shutdown.
Weekly	Review test evidence, cable condition, recurring failures, versions, and operator handoffs.
After idle	Protect the environment, follow the current SM10 non-use guidance, run a test, and complete practice before clients.

Owner check

- ☐ Opening routine used
- ☐ Closing log completed
- ☐ Approved external care only
- ☐ Return-from-idle test planned

Current sources control care

The exact-model manual and current product labels control cleaning, storage, non-use state, and consumable handling.

Escalate with useful, privacy-safe evidence

Use a disciplined sequence: stop, classify, capture, check approved basics, change one variable, retest, and escalate.

Classify	Name the issue: power, connection, interface, cartridge output, crop or alignment, finish, or physical and safety.
Capture	Record the model, order reference, exact step, visible message, expected result, actual result, and a cropped screenshot or photo.
Protect privacy	Remove sensitive information before sending a cropped screenshot. Never send a password, Wi-Fi password, one-time code, payment-card detail, or another person's information.
Check approved basics	Confirm power, seating, ready state, current version, current design, and a known-good test without opening the case.
Escalate once	Send one concise Support packet and keep a copy in the owner record.

Owner check

- ☐ Issue category named
- ☐ Privacy-safe evidence prepared
- ☐ One-variable record complete
- ☐ Stop-use condition checked

Do not self-repair

Case access, bypasses, improvised fluids, forced movement, and unapproved adapters are outside the operator boundary.

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