

Qalam Pro user manual

How to use the touchscreen, from switching the printer on for the first time to a finished part: connecting to Wi-Fi, loading filament, levelling the bed, setting up OrcaSlicer, fine-tuning a print while it runs, calibrating the machine and fixing problems.

Screen software 402c3fa Edition September 2026 Screens shown on a QALAM Pro 400

1

Switch on
Wait for “Ready”

2

Join Wi-Fi
Settings › Wi-Fi

3

Load filament
Controls › Filament

4

Level the bed
Auto Bed Levelling

5

Slice in OrcaSlicer
Import the Qalam profile

6

Start the print
Print Files › Print

7

Check the first layer
Fine Tune › Z offset

8

Finish
Done, keep the offset



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- 02 Getting to know the screen
- 03 Wi-Fi and remote access
- 04 Your first print
- 05 OrcaSlicer setup
- 06 Fine tuning a print
- 07 The print screen
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- 10 Calibration
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Safety first

A 3D printer melts plastic and moves on its own. Read this page once before the first print.

HOT PARTS

The nozzle runs at roughly 200–280 °C and the bed at 60–110 °C, depending on the material. Both stay hot for several minutes after a print. Do not touch the nozzle, the heater block or the bed until the screen shows them near room temperature.

MOVING PARTS

The print head and bed move without warning when a print starts, when the printer homes, levels or probes, and when anyone sends a job from a computer or phone. Keep hands, hair and tools out of the machine while it is working. The screen reminds you during calibration with *“Keep hands clear of the bed”* and *“Leave the printer alone while this runs.”*

- **Emergency stop.** The red hand at the bottom-left of every screen stops everything. Press and hold it for about $\frac{3}{4}$ second (details). If the screen reports that the stop did not reach the printer, switch the printer off at the wall.
- **Fumes.** ABS, ASA and PC give off fumes while printing. Print them in a ventilated room and keep the door of the printer closed.
- **Stay nearby for your first prints**, especially for the first layer, which is where most failures start.
- **Power.** Use the supplied power cable and a grounded outlet. Do not switch the printer off at the wall during a print unless it is an emergency: the print can be recovered (chapter 12), but the part may not survive.

Getting to know the screen

The screen has a narrow sidebar on the left and a large content area. The sidebar is always there; the content area changes as you tap.

The Home screen

When the printer is idle, Home shows the machine, the time, whether the printer is ready, the filament you have loaded, and quick links to your files, temperatures and Wi-Fi.

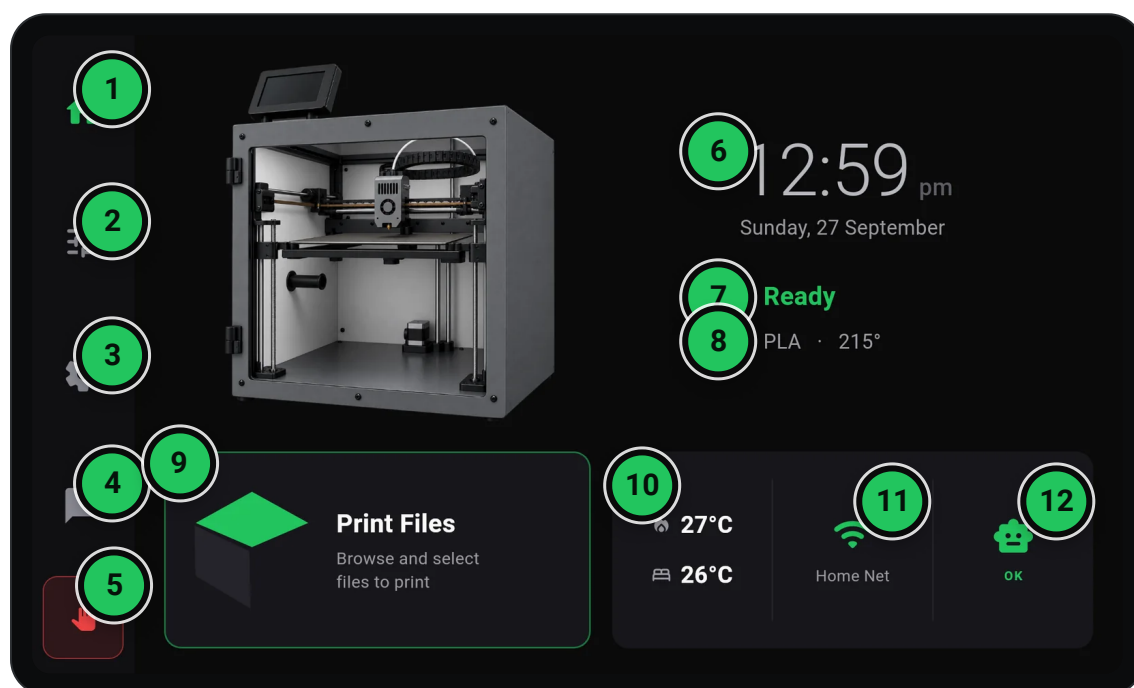
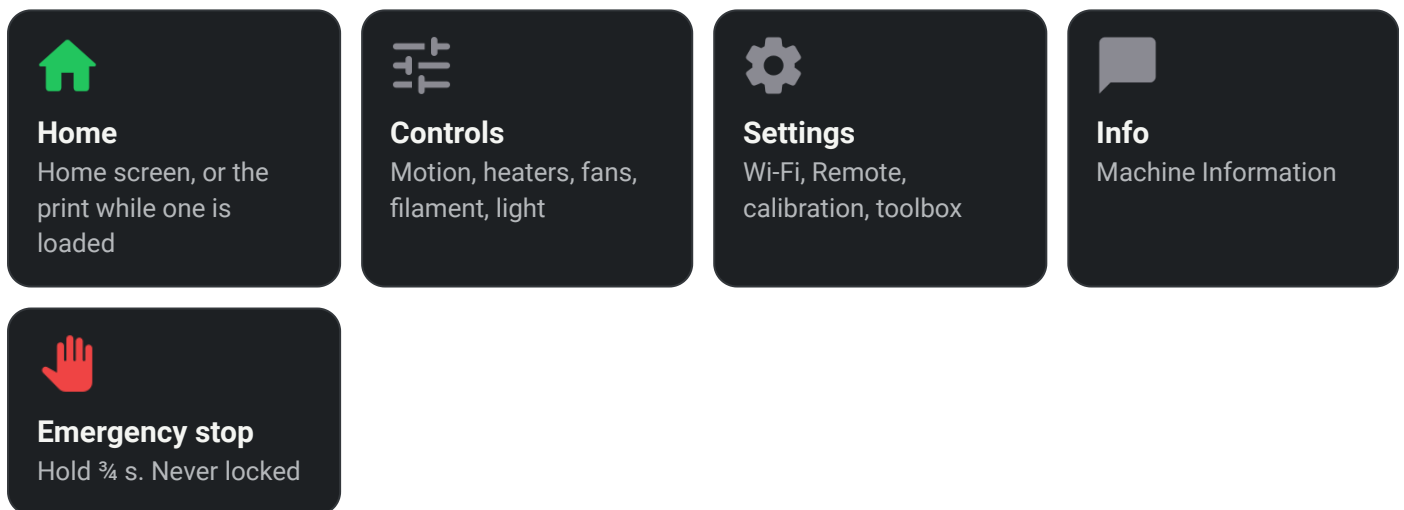


Figure 1 Home, with nothing printing.

- 1 **Home.** This screen. While a print is loaded it shows the print instead.
- 2 **Controls.** Move the axes, heat the nozzle and bed, fans, filament, light.
- 3 **Settings.** Wi-Fi, 3DISM Remote, storage, calibration and the toolbox.
- 4 **Info.** Machine information: model, serial, IP address, versions, usage.
- 5 **Emergency stop.** Press and hold to stop everything.
- 6 **Clock and date.**
- 7 **Printer status.** **Ready** in green means you can print. **Not ready** in amber means the printer is still starting.
- 8 **Loaded filament** and its temperature, from the filament profile (Controls > Filament).
- 9 **Print Files.** Everything you can print. This is where every print starts.
- 10 **Temperatures.** Nozzle (flame) and bed. Tap either one to set a temperature.
- 11 **Wi-Fi.** The network the printer is on. Tap to open the Wi-Fi page.
- 12 **The robot.** **OK** in green when all is well, **PROBLEM** in red when the printer has reported something. Tap it when it is red to see what happened.



The sidebar icons have no labels. The green icon is the section you are in. A very dark icon is locked (see below).

How the touchscreen responds

- **Buttons act the moment your finger touches them.** There is no need to press hard, and no double-tap anywhere. Rest your finger on a button only when you mean it.
- **In lists** (files, Wi-Fi networks, settings rows) an item acts when you lift your finger, so you can scroll by dragging without opening anything.
- **Back.** The grey arrow button at the top-left of a page goes back one step. Tapping a sidebar icon closes everything and returns to the start of that section.

- **Panels from the right.** Keypads and settings panels slide in from the right over a darkened screen. Tapping the dark area closes the panel *without* saving. Keypads send nothing until you press **Confirm**.
- **Confirmations.** Anything that cannot be undone (cancelling a print, deleting a file, restarting the printer) asks first in a box in the middle of the screen. Tapping outside the box keeps things as they are.

When the sidebar is locked

SITUATION	WHAT IS LOCKED	WHAT THE SCREEN SAYS IF YOU TAP
A print is running	Controls, Settings and Info. Home stays available: it is the print.	<i>Locked while printing – Pause the print to use the other screens. Pausing unlocks them.</i>
A calibration is running	Everything, Home included, so the measurement is not lost	<i>Calibration in progress – Leaving now would throw away the measurement. Press Stop to end it early.</i>
The printer has stopped with a fault	Controls only. Settings and Info stay open, because the fix is there.	<i>The printer has stopped – It cannot be moved or heated until the fault is cleared.</i>

The emergency stop is never locked.

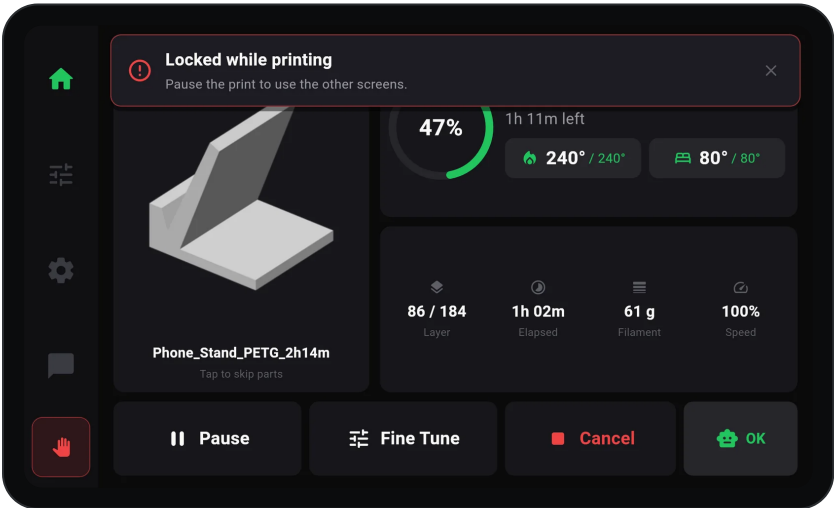


Figure 2 Tapping Controls while a print runs.

Messages at the top of the screen

Short messages drop in at the top of the screen. A **red border** means something was refused or went wrong; it stays about 8 seconds. A **green border** is for information; it stays

about 5 seconds. The **✕** closes a message at once. Many messages carry a button that fixes the problem in one tap.

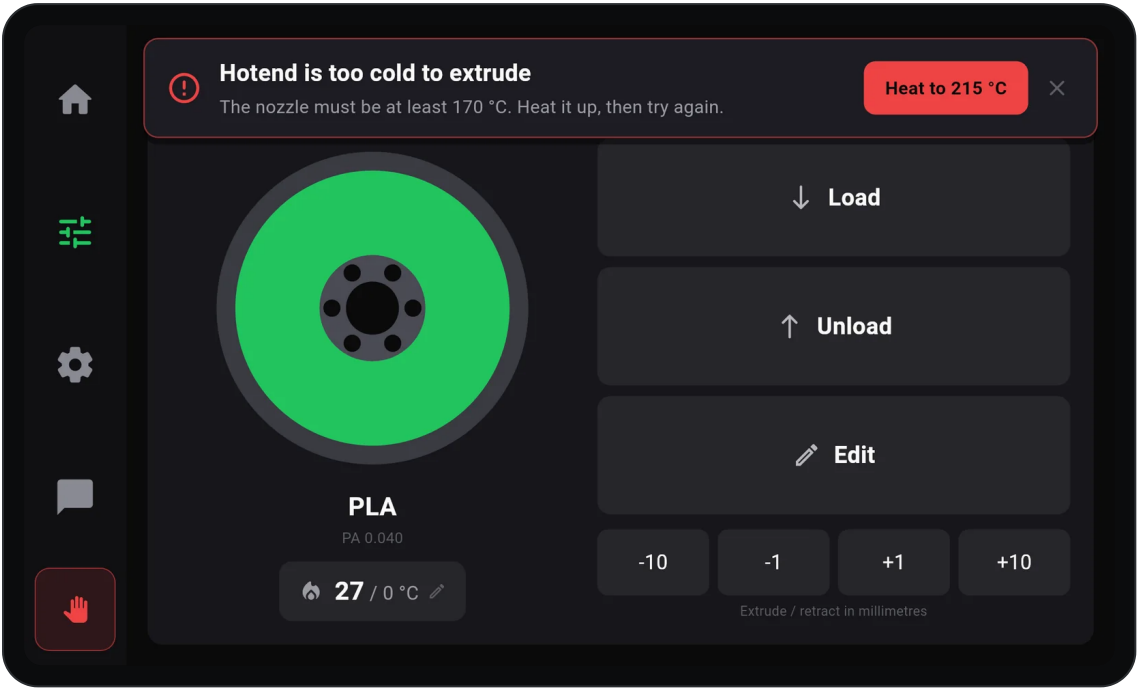


Figure 3 Pushing filament through a cold nozzle is refused. **Heat to 215 °C** heats the nozzle to your filament's temperature.

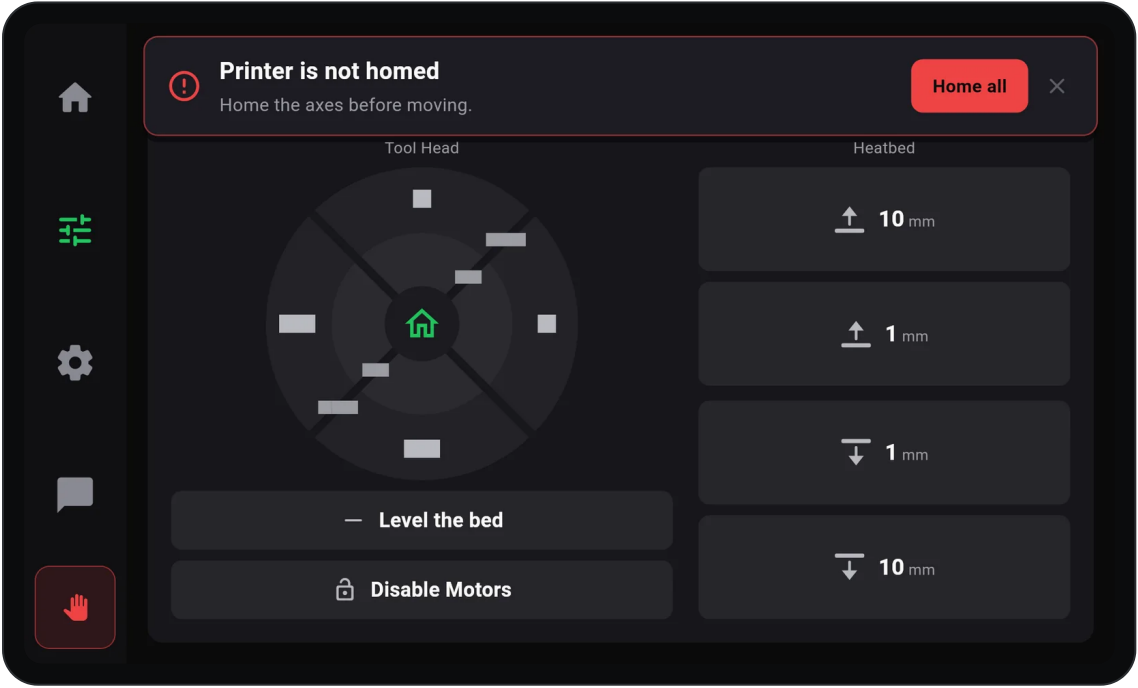


Figure 4 Moving an axis before homing. **Home all** homes the printer.

Switching on

The screen comes on before the printer software is ready, so for the first half minute or so it shows *Starting up – Getting the printer ready...* Then Home appears with the status

Ready.



Figure 5 The first thing you see after switching on.

If the printer is still not answering after about 40 seconds, the screen says *The screen has lost the printer*. See troubleshooting.

Emergency stop

Use it when something is about to crash, burn or break. It works on every screen and is never locked.

- 1 **Press and hold the red hand** at the bottom of the sidebar. A red ring fills around it.
- 2 **Keep holding for about $\frac{3}{4}$ second**, until the ring is full. Letting go early cancels: nothing happens.
- 3 **The printer stops at once.** Heaters switch off and the motors stop. The message *Emergency stop – Heaters off and motors stopped* appears and Home shows *Emergency stop was used*.
- 4 **When it is safe, press **Restart the printer**** on that screen. The printer restarts in a few seconds and returns to Home. The stopped print cannot be continued.



Figure 6 Holding the emergency stop: the ring fills from the top.

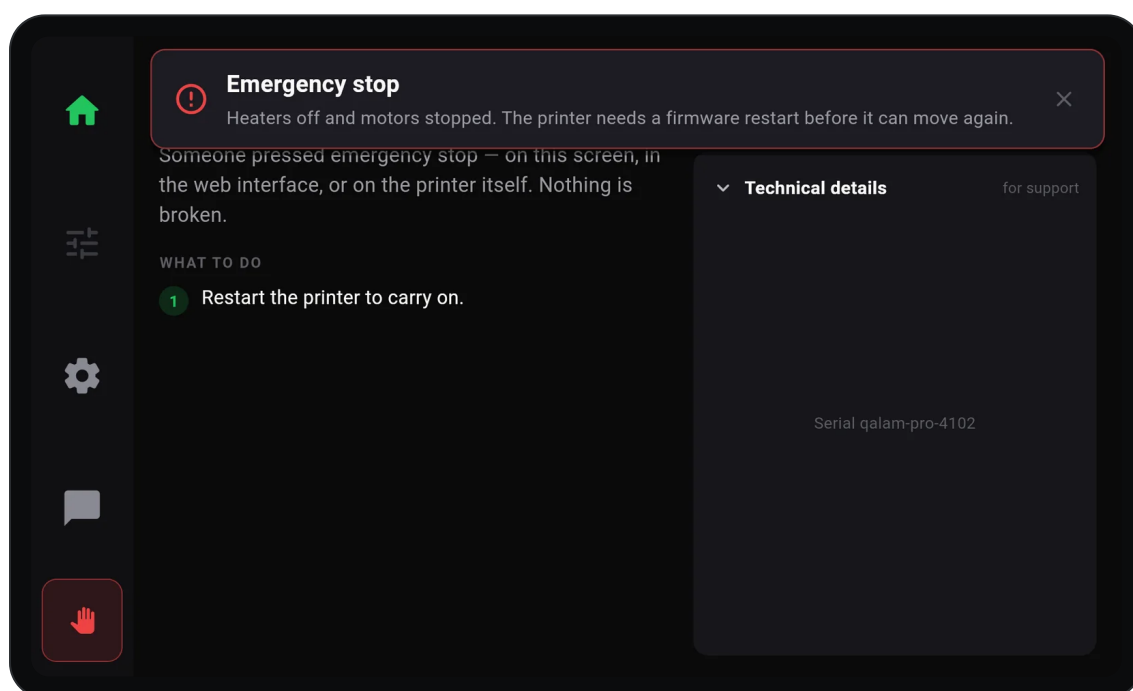


Figure 7 After the stop. Press **Restart the printer** to carry on.

IF THE STOP DID NOT REACH THE PRINTER

If the screen shows *THE STOP DID NOT REACH THE PRINTER* — Switch the printer off at the wall and the button turns solid red, do exactly that: switch the printer off at the power switch or the wall socket.

Wi-Fi and remote access

Wi-Fi lets you send prints from OrcaSlicer straight to the printer and, with 3DISM Remote, watch it from anywhere. You can also print from a USB stick without any network.

Connect to Wi-Fi

- 1 **Open the Wi-Fi page.** On Home, tap the Wi-Fi tile, or go to **Settings** > **Wi-Fi**.
- 2 **Check the Wi-Fi switch is on** (green) at the top of the page.
- 3 **Tap your network** under **OTHER NETWORKS**. A lock means it needs a password. The bars show signal strength: four green bars is excellent, one is weak.
- 4 **Type the password** on the on-screen keyboard. The password is shown in plain text as you type, so you can check it. Most home networks need 8 to 63 characters; the line under the box counts them for you. Use **⬆** for capitals (tap twice for caps lock) and **?123** for numbers and symbols.
- 5 **Press **Confirm**** (or **Done** on the keyboard). Joining can take up to a minute: *Connecting to <network>... This can take up to a minute.*
- 6 **Done.** The bottom of the page says *Connected to <network>* in green, and **CURRENT NETWORK** shows the network with the printer's address, for example IP 192.168.1.42.

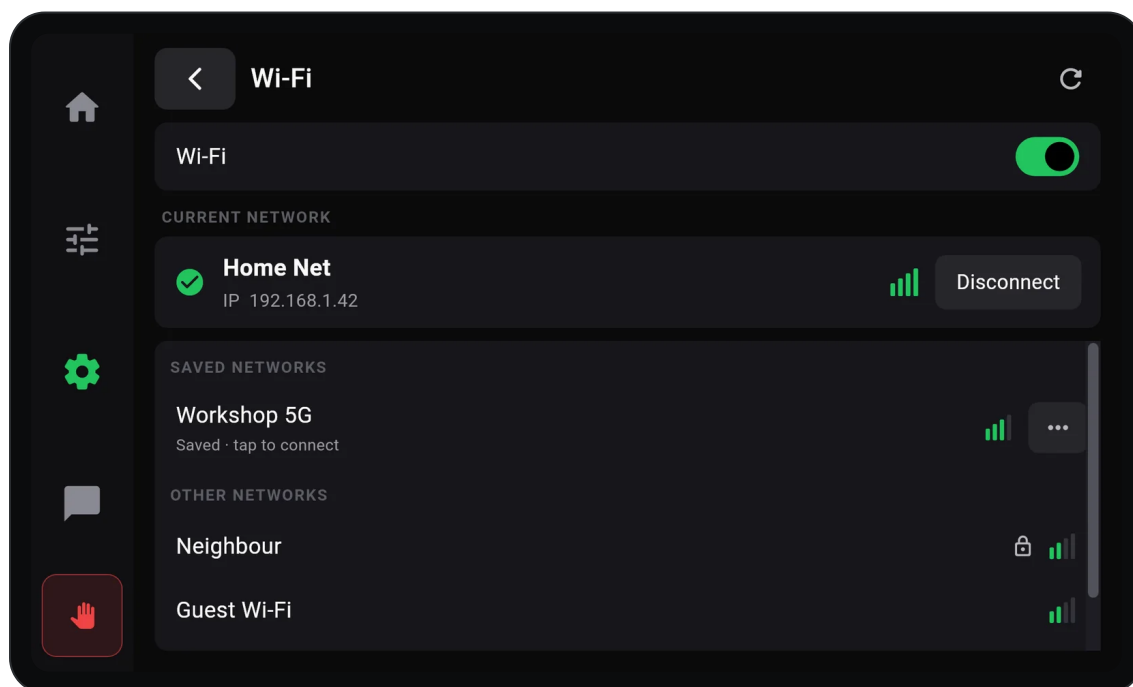


Figure 8 The Wi-Fi page. The IP address under the current network is the address OrcaSlicer needs.

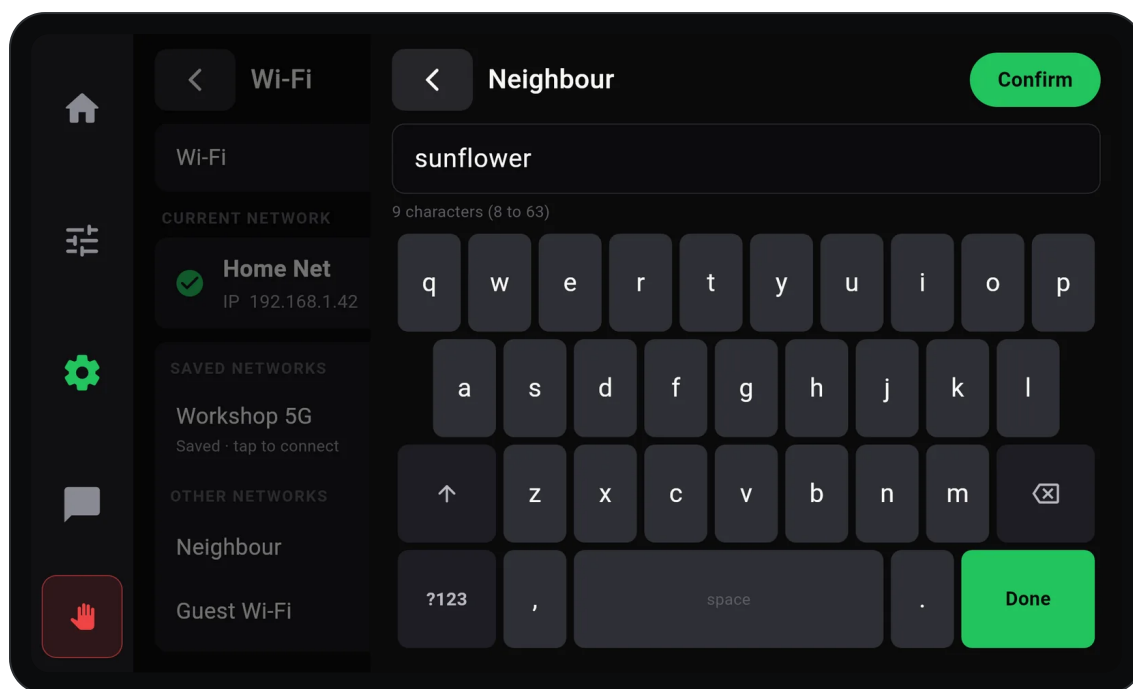


Figure 9 Typing the password. Check it on screen before pressing **Confirm**.

Saved networks

Networks the printer has joined before are listed under **SAVED NETWORKS**. The printer rejoins them by itself. Tap one that is in range to connect without typing the password again, or tap its **...** button for **Connect**, **Change password** and **Forget this network**.

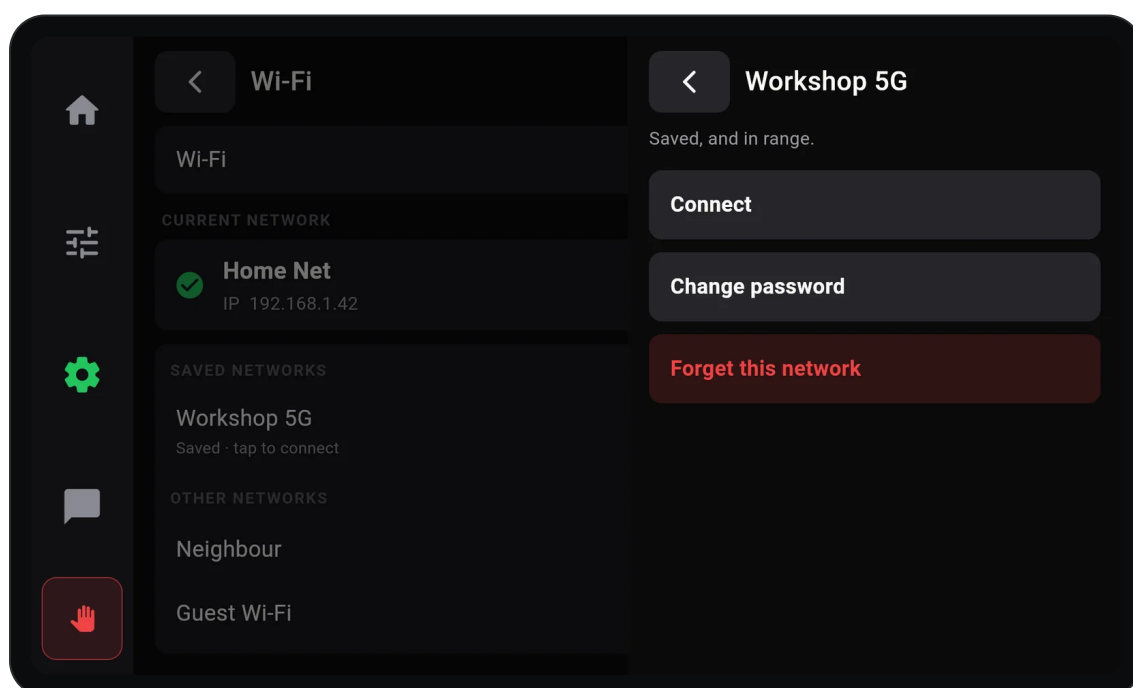


Figure 10 The **...** menu of a saved network.

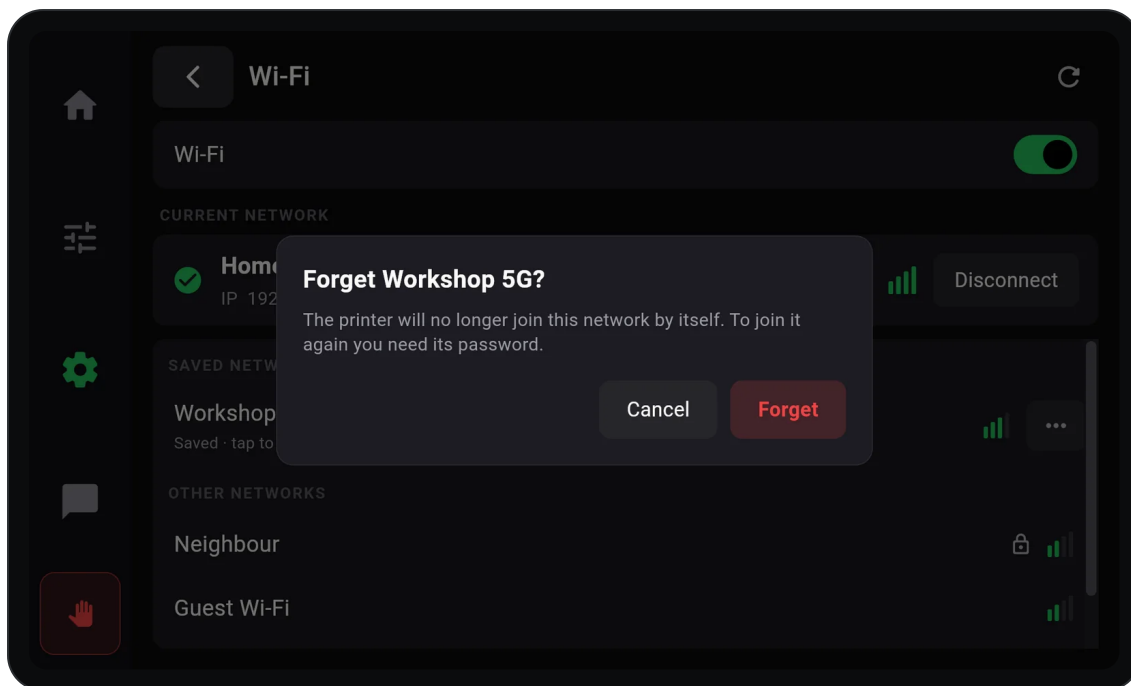


Figure 11 **Forget this network** asks first.

Forgetting a network deletes its saved password: *The printer will no longer join this network by itself. To join it again you need its password.* Use it when you change routers, or before giving the printer to someone else.

GOOD TO KNOW

- The network you are connected to has no **...** button. To forget it or change its password, tap **Disconnect** first.
- Hidden networks, and work or school networks that ask for a user name as well as a password, cannot be joined from the screen.
- Switching Wi-Fi off, or disconnecting, also cuts 3DISM Remote until the printer is back on Wi-Fi.

If joining fails

MESSAGE AT THE BOTTOM OF THE WI-FI PAGE	WHAT TO DO
The network did not accept the password.	Retype the password carefully, including capitals.
The network turned the printer away: usually a wrong password, sometimes a weak signal.	Check the password, then move the router or printer closer.
The network is out of range or switched off.	Check the router is on, and that the network appears in the list.
The printer joined, but the router gave it no address. Restart the router, then try again.	Restart the router.
The network did not answer in time.	Try again. If it repeats, move the printer closer to the router.
Too short: Wi-Fi passwords have at least 8 characters.	The password typed is too short for this kind of network.
This screen is not allowed to change the Wi-Fi. Contact 3DISM support.	Contact 3DISM support.

The printer's IP address

You need the printer's address (its IP address) to connect OrcaSlicer. It is shown in two places:

- **Settings** › **Wi-Fi**, under the current network: IP 192.168.1.42. This one is always up to date.
- **Info**, under **NETWORK** › IP address. This is read when the screen starts.

Typing that address into a web browser on a computer on the same network opens the printer's web interface.

3DISM Remote: your printer from anywhere

3DISM Remote links the printer to your 3DISM account, so you can check progress, watch the camera and control the machine from the 3DISM app or from 3dismcloud.com when you are away from it. Pairing takes a minute and is done once.

- 1 On the printer, open **Settings** › **3DISM Remote** (the card on the left of Settings). The page first checks whether the printer is paired already (*Checking with 3DISM Cloud...*). If it is, it says so; skip to the last

step.

- 2 Press **Get pairing code**. After a few seconds (*Asking 3DISM Cloud...*) a QR code appears, with a six-character code under it, for example **K7Q-4MX**. It is valid for 10 minutes; the countdown is shown under it.
- 3 Scan the QR code with the 3DISM app or your phone's camera. On a computer, open `3dismcloud.com/pair` and type the code instead.
- 4 Sign in to your 3DISM account, or create one.
- 5 Done. Within a few seconds the printer shows *Paired to* and your account, with the printer's remote address. The printer now appears in your app and at `3dismcloud.com`.

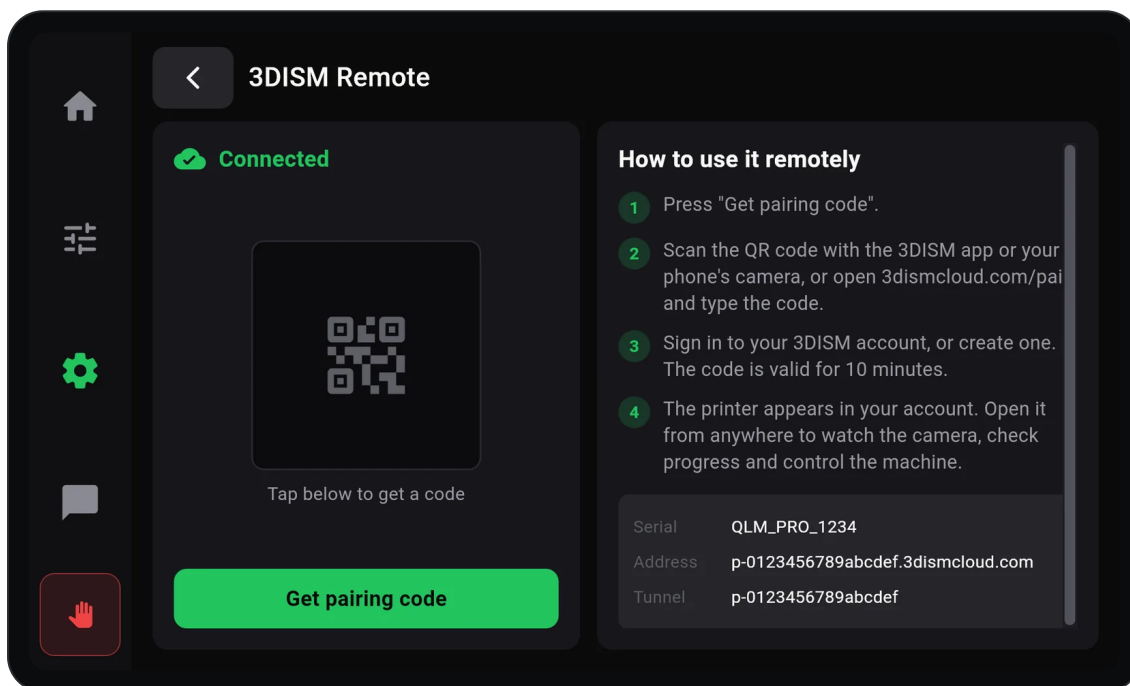


Figure 12 Before asking for a code.

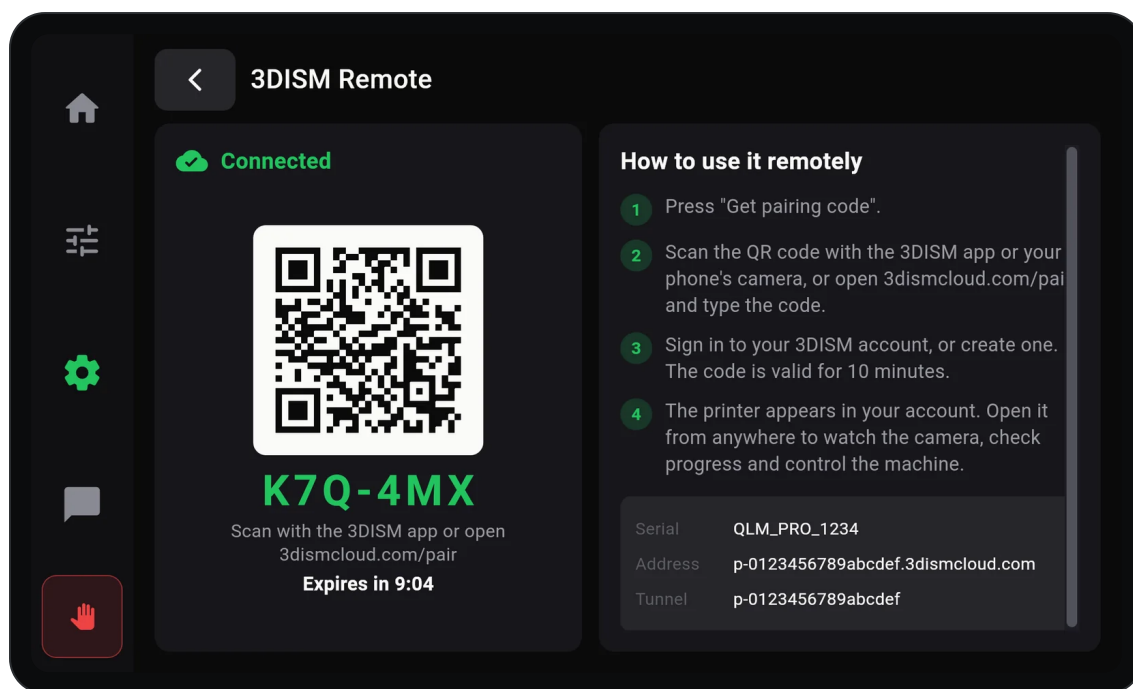


Figure 13 Scan the QR code, or type the code at 3dismcloud.com/pair.

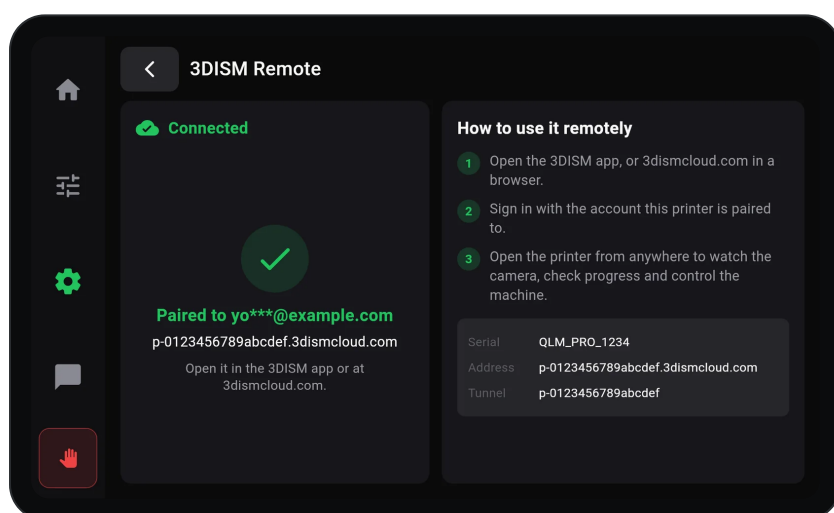


Figure 14 Paired. The account is shown partly hidden; the details box has the serial number and remote address.

MESSAGE ON THE REMOTE PAGE	WHAT TO DO
Expired — get a new code	The 10 minutes ran out. Press Get new code .
This printer is already paired to an account. Open it in the 3DISM app or at 3dismcloud.com with that account.	It is paired to another account. Sign in with that account, or ask its owner to remove the printer.
Remote access needs an update (installer 1.6.2) before this printer can be paired — contact 3DISM support.	Contact 3DISM support. The page shows the serial number they will ask for.
Remote access is not installed on this printer. Contact 3DISM support.	Contact 3DISM support.
Any other message in red	It is 3DISM Cloud's own explanation. Check the printer is on the internet (Wi-Fi), wait a minute and try again. If it repeats, contact 3DISM support.

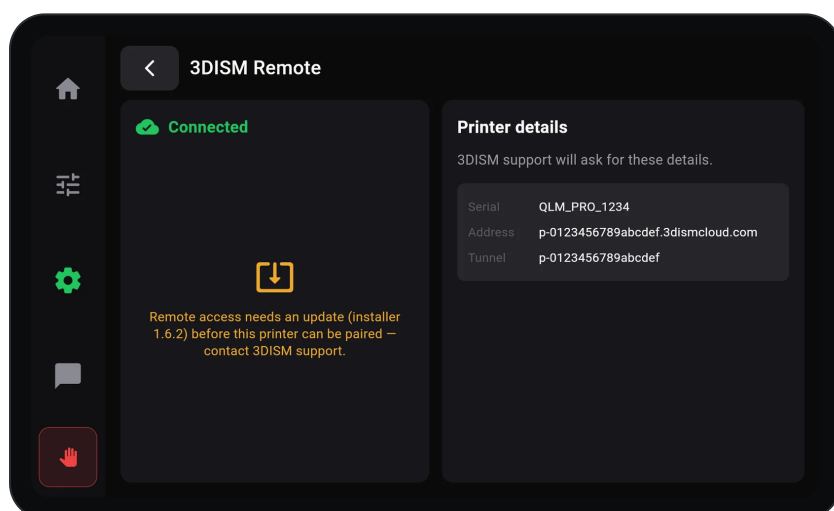


Figure 15 A printer whose remote access needs updating before it can be paired.

Check your machine's details

The  Info icon opens **Machine Information**: model, build volume, serial number, IP address, remote address and software versions. Have this page open (or a photo of it) when you contact 3DISM support. It is described in chapter 11.

Your first print, step by step

This chapter takes you from a switched-off printer to a finished part. It assumes you have never used a 3D printer before. Allow about an hour, most of it waiting for the bed to be measured and the part to print.

YOU NEED

A spool of PLA (the easiest material to start with)

AND

A computer with OrcaSlicer and the 3DISM Qalam profile (chapter 5)

OR

A USB stick with a sliced file

TIME

About 15 min of setup, 15 min of bed levelling, then the print

Step 1 · Switch on

- 1 **Place the printer on a stable, level table** with some space around it for air, and remove all packing material from inside the printer.
- 2 **Switch it on.** The screen shows *Starting up*, then Home.
- 3 **Wait for** **Ready** in green on Home, and the robot showing **OK**.

Step 2 · Join Wi-Fi

Follow Connect to Wi-Fi and note the IP address shown under the current network. If you will only print from USB sticks, you can skip this step.

Step 3 · Load filament

- 1 **Open** **Controls** > **Filament**. The spool picture shows the material the printer thinks is loaded, for example **PLA**.
- 2 **If it is not the material you are loading, tap** **Edit**, choose the material (**PLA**, **PETG**, **ABS** ...) and a colour, and press **Confirm**. This sets the temperature used to load and unload.
- 3 **Mount the spool and guide the filament end towards the print head.** Cut the end at an angle with side cutters so it feeds cleanly.

- 4 **Tap Load**. The nozzle heats first; the ring shows the nozzle temperature rising towards the target (figure). Then the screen shows each step the printer reports.
- 5 **Feed the filament in when the printer is ready for it**, and keep a gentle push on it until the extruder grips it and pulls it in.
- 6 **Watch the nozzle**. Loading is done when clean plastic in the new colour comes out and the Filament page returns to normal.

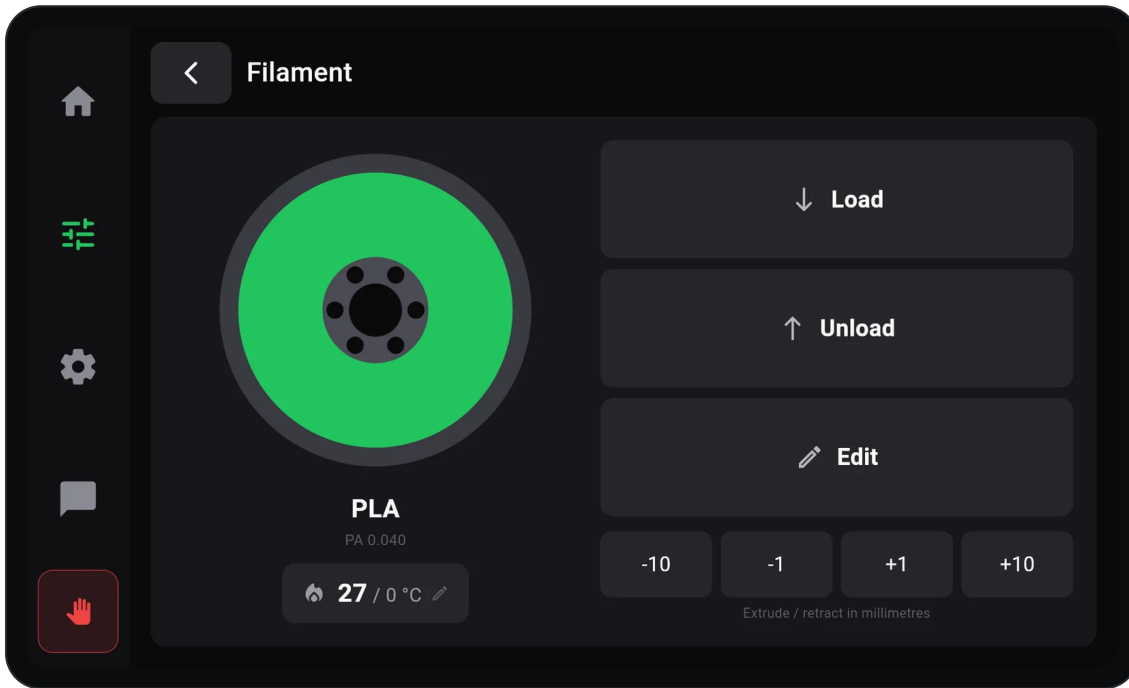


Figure 16 The Filament page.

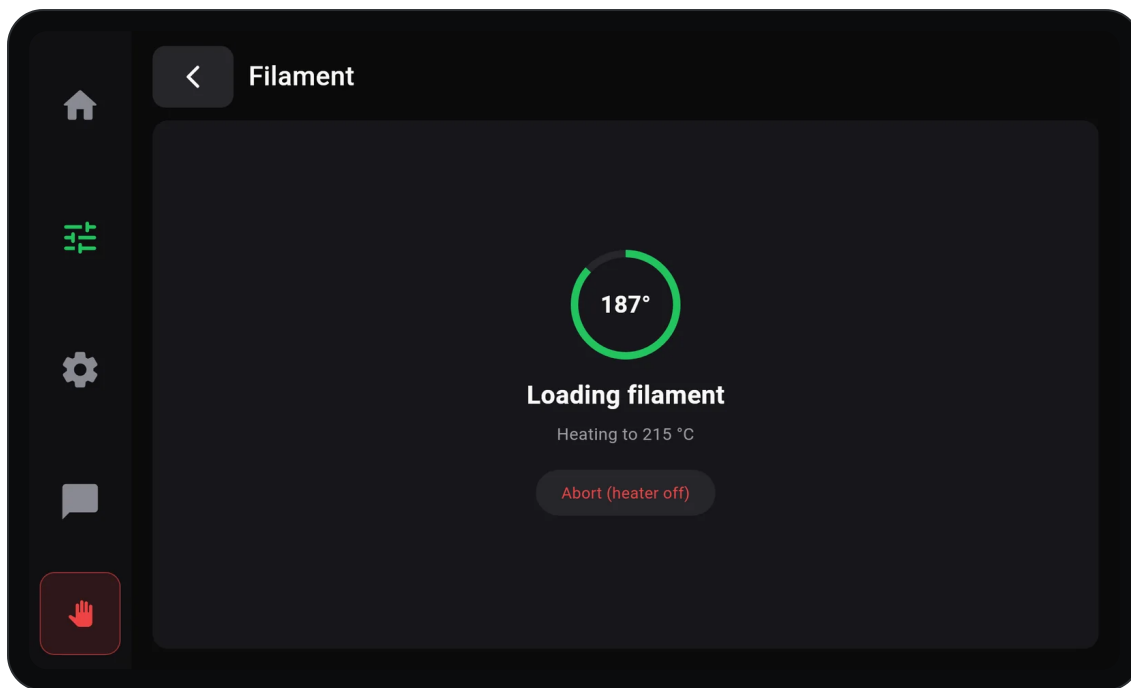


Figure 17 Loading. The nozzle heats to the profile temperature first.

CHANGING FILAMENT LATER

Always **Unload** the old filament before loading a new one. **Abort (heater off)** only switches the nozzle heater off; let the printer finish its current step.

Step 4 · Level the bed for your material

The bed is never perfectly flat, and its shape changes as it heats. **Auto Bed Levelling** measures the bed at the temperature you print at and stores that map, so the first layer comes out even everywhere. You do this once per material temperature, not before every print.

- 1 Remove anything lying on the bed.
- 2 Open **Settings** > **Printer Calibration** > **Auto Bed Leveling**.
- 3 Tick the materials you print. **PLA, TPU** is ticked already. Add **PETG, ASA** or **ABS, PC** if you use them.
- 4 Press **Measure 1** (the number is how many you ticked). The printer heats the bed, homes, prepares and probes the bed point by point. Each temperature takes roughly 12–18 minutes. Do not touch the printer.
- 5 Done when the message *1 mesh saved – The printer restarted to store them* appears. The material now shows a green **measured** badge.

Full details: Auto Bed Levelling.

Step 5 · Prepare the file in OrcaSlicer

A 3D model (STL or 3MF) has to be turned into printer instructions (a G-code file) by a *slicer*. Set up OrcaSlicer with the Qalam profile once (chapter 5), then for each print:

- 1 **Pick the Qalam printer, the filament you loaded and a print profile**, for example 3DISM QALAM 400, PLA QALAM and 0.2 ... tuned profile.
- 2 **Add your model** and press **Slice plate**.
- 3 **Send it: Print** → **Upload** puts the file in the printer's Print Files; **Upload and Print** also starts it. Or export the G-code to a USB stick.

A GOOD FIRST MODEL

Choose something small and flat for your first print, such as a 20 mm calibration cube. It prints in under half an hour and shows at once whether the first layer is right.

Step 6 · Start the print

- 1 **On Home, tap **Print Files****. Your file is at the top of the list (newest first). Files on a USB stick are under **USB Drive**.
- 2 **Tap the file**. Check the details: estimated time, filament weight, material.
- 3 **Make sure the bed is empty and clean** and the right filament is loaded.
- 4 **Press **Print****. The print starts immediately, without a second question. The message *Print started* appears and the screen switches to the print.

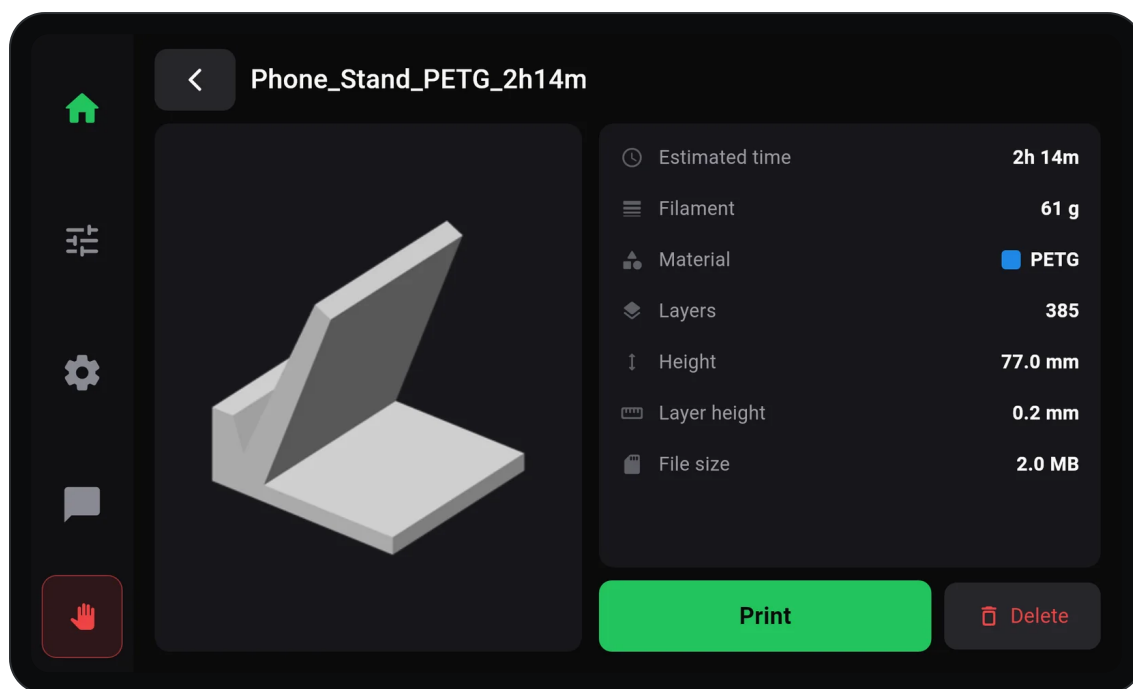


Figure 18 The file page. **Print** starts at once.

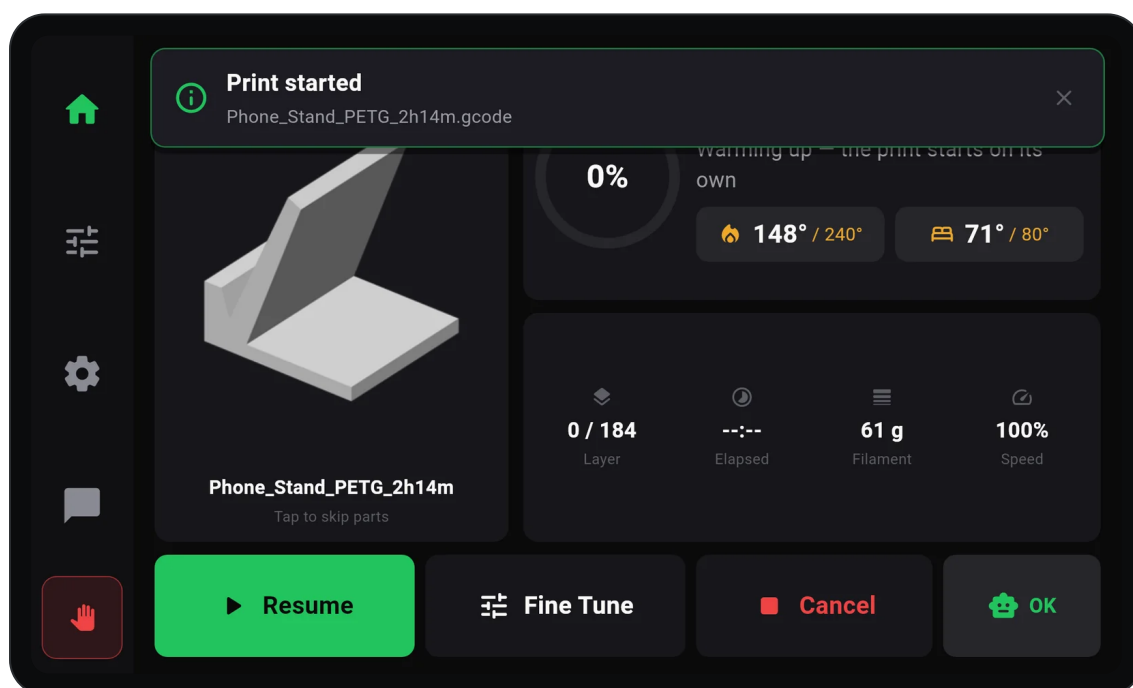


Figure 19 The print has started and the printer is heating.

First the printer heats the bed and nozzle; the print screen says *Heating — Warming up — the print starts on its own* and the temperatures turn from amber to green as they arrive. It then prepares (homing, levelling) and starts printing by itself.

WHILE IT SAYS HEATING

The left button shows a green **Resume** during heat-up. You do not need to press it: the print starts on its own when the printer is hot. Leave the printer alone until it is printing.

Step 7 · Check the first layer

Stay with the printer for the first layer. A good first layer is flat and slightly squashed: the lines touch each other with no gaps, and the surface feels smooth.

WHAT YOU SEE	CAUSE	FIX IN FINE TUNE
Round lines with gaps between them; lines lift or drag around	Nozzle too high	Closer to bed , one press at a time
Thin, see-through lines, rough ridges, or the nozzle scraping	Nozzle too low	Further from bed
Good in one area, bad in another	Bed not measured at this temperature	Run Auto Bed Levelling for this material

To adjust, tap **Fine Tune** on the print screen and use the Z offset buttons. Each press moves the nozzle by the step size (0.010 mm by default) straight away. How the Z offset works.

Step 8 · Finish

- 1 The screen says **Print complete** with the ring at 100%.
- 2 If you changed the Z offset during the print, the printer asks *Keep this Z offset?* Press **Keep it** if the first layer looked right, so every print from now on starts at that height. The printer restarts in a few seconds to store it. Press **Discard** if you are not sure.
- 3 Let the bed cool for a few minutes. Most parts release more easily from a cool bed.
- 4 Remove the part, then tap **Done** to clear the finished job and return to Home.

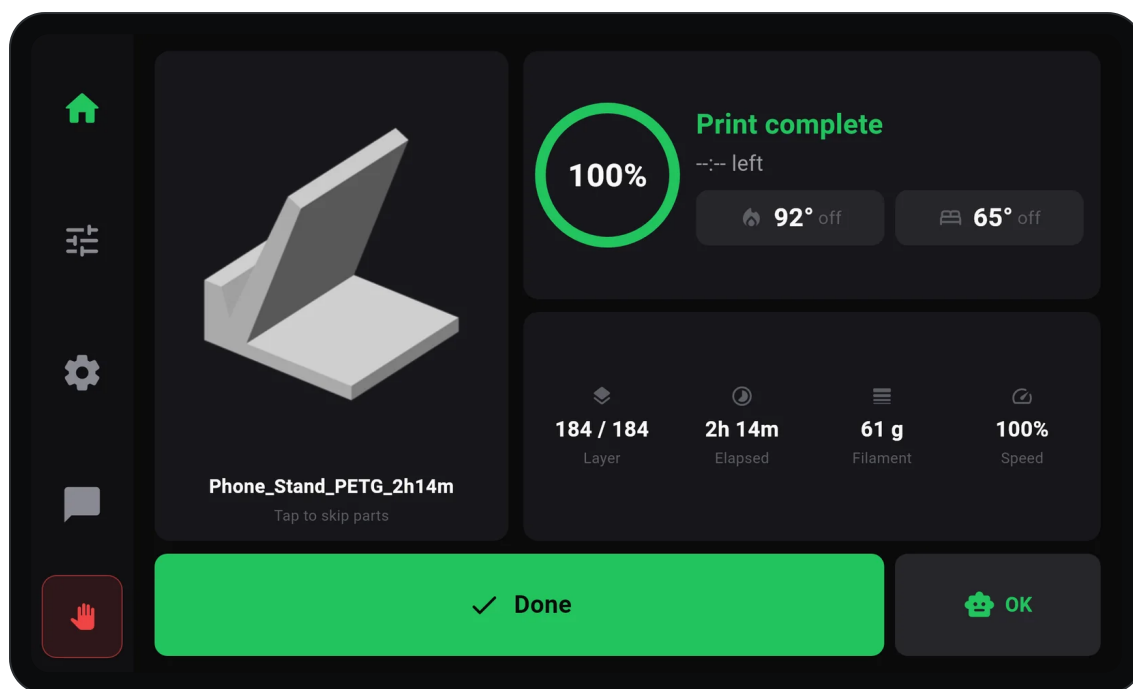


Figure 20 Finished. Tap **Done** once the part is off the bed.

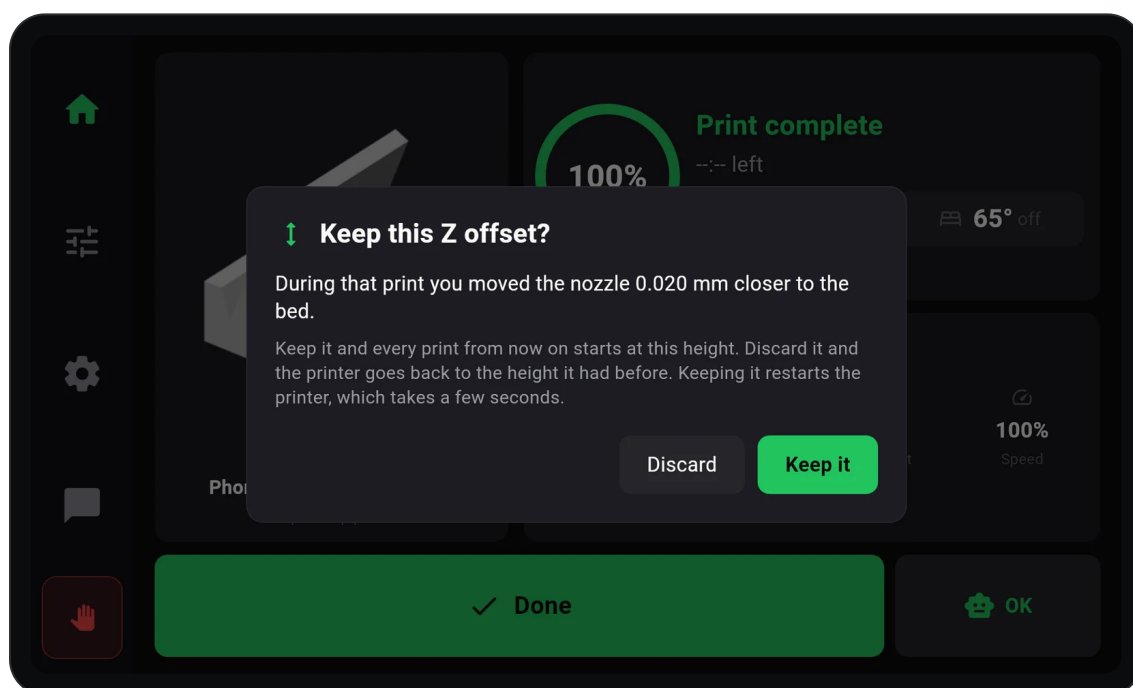


Figure 21 Asked only when you changed the Z offset during the print.

OrcaSlicer: profiles, connection and sending prints

OrcaSlicer turns a 3D model into the G-code file the printer runs. The 3DISM Qalam profile tells OrcaSlicer everything about your machine: bed size, speeds, temperatures and the start and end routines. Set it up once; after that, printing is three clicks.

ABOUT THE PICTURES IN THIS CHAPTER

The OrcaSlicer pictures were taken in OrcaSlicer 2.3 on Windows. Your version may look slightly different, and the names of the profile files 3DISM gives you may differ slightly from the examples here.

1 • Install OrcaSlicer

- 1 **Download OrcaSlicer** for Windows, macOS or Linux from its official releases page: github.com/OrcaSlicer/OrcaSlicer/releases. On Windows choose the file ending in `Windows_Installer_..._x64.exe`; on a Mac, the one ending in `Mac_universal_...dmg`. It is free.
- 2 **Install and open it.** The first time, a setup wizard asks for your region, a printer and a filament, and it will not go on without one of each. Tick **Generic Printer Klipper** and **Generic PLA**, then press **Next** until **Finish**. Your Qalam printer comes from the 3DISM profile you import next.

2 • Import the Qalam profile

3DISM supplies the Qalam profile as files: a **printer** profile for your model, **filament** profiles for each material, and **process** (print quality) profiles. They may come as one bundle file or as several `.json` files. If you do not have them, ask 3DISM support.

- 1 **In OrcaSlicer, open the *File* menu › *Import* › *Import Configs...***
- 2 **Select the profile files** 3DISM gave you (you can select several at once) and click *Open*.
- 3 **OrcaSlicer confirms the import.** The Qalam profiles now appear in the Printer, Filament and Process lists, under *User presets*.

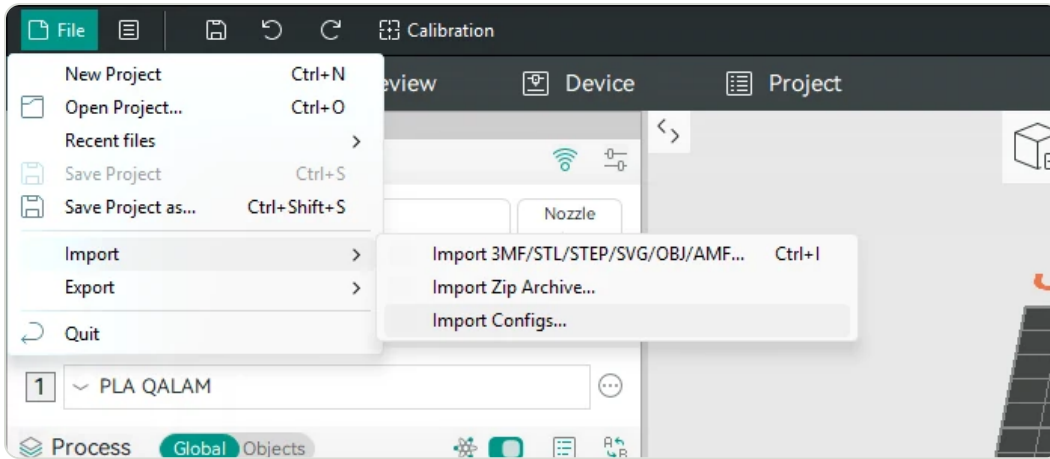


Figure 22 File > Import > *Import Configs...*

3 · Choose the Qalam printer, filament and process

On the *Prepare* tab, the panel on the left has three drop-down lists. Choose:

LIST	CHOOSE	EXAMPLE NAMES IN THE 3DISM PROFILE
Printer	Your model and nozzle size. A Pro 400 needs the 400 profile; a Pro 300 the 300 profile.	3DISM QALAM 400 updated 3DISM QALAM 300 3DISM QALAM 300 0.6mm
Filament	The material on the spool	PLA QALAM · QALAM TPU ABS_QALAM_PRO · PC_QALAM
Process	Layer height and quality. 0.2 mm is the everyday choice; 0.24 and 0.28 print faster with more visible layers.	0.2 QALAM-300 tuned profile 0.24 ... · 0.28 ... tuned profile

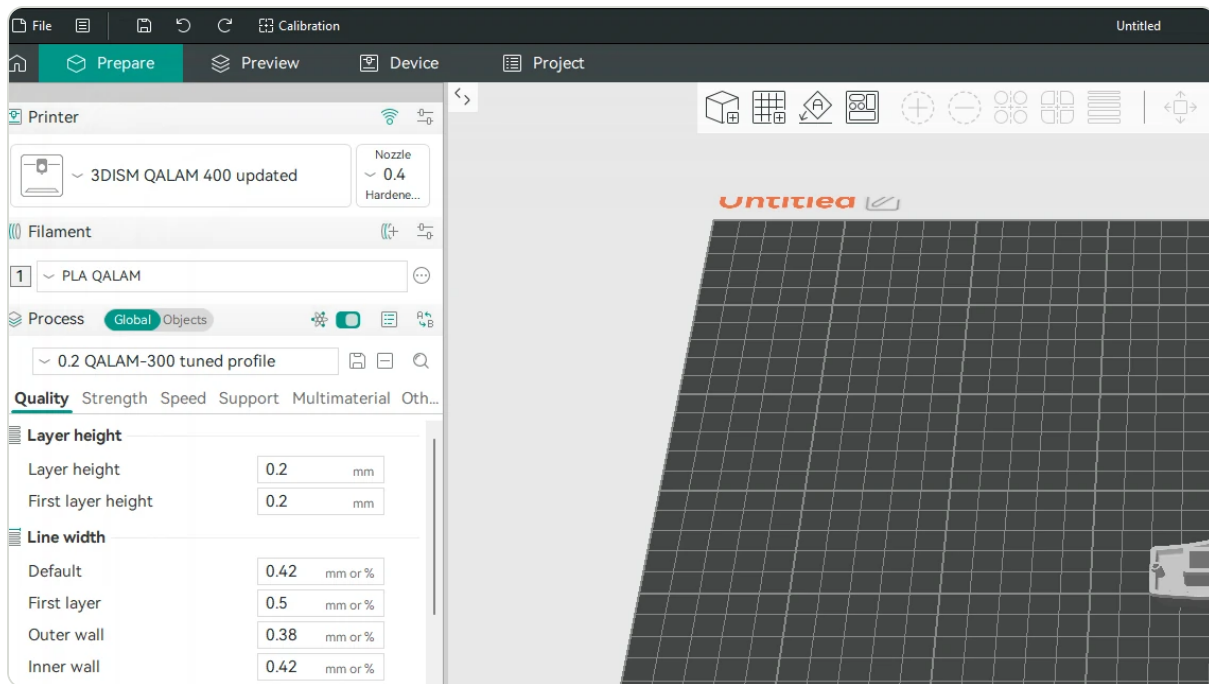


Figure 23 The Printer, Filament and Process lists on the Prepare tab. The Wi-Fi icon to the right of *Printer* opens the connection settings.

What the Qalam profile sets up for you

You do not need to change any of these. They are listed so you know why the 3DISM profile matters.

SETTING	PRO 400	PRO 300	WHY IT MATTERS
Printable area	400 × 400 mm	300 × 300 mm	Choosing the wrong printer can send the nozzle outside the bed (“The file asked to move outside the printer”).
Printable height	500 mm	300 mm	
G-code flavour	Klipper		The printer's firmware.
Start G-code	START_PRINT with the temperatures, layer count, print area and material		Heats the printer and prepares it, including the bed map for your material. Do not edit.
End G-code	PRINT_END		Finishes the print cleanly.
Power-loss recovery	PLR_ENABLE / PLR_DISABLE		Lets an interrupted print be resumed (chapter 12).
Thumbnails	100×100 , 320×320 PNG	48×48 , 300×300 PNG	The pictures of your parts on the printer's screen.

DO NOT EDIT THE START AND END G-CODE

The printer relies on them to heat, prepare, record its progress for power-loss recovery and finish safely. If a setting needs changing, ask 3DISM support.

4 · Connect OrcaSlicer to the printer

With a connection, OrcaSlicer sends files straight to the printer over your network. The computer and the printer must be on the same network.

- 1 Find the printer's IP address on the screen: **Settings** › **Wi-Fi**, under the current network (how).
- 2 In OrcaSlicer, click the **Wi-Fi icon** to the right of the *Printer* heading (figure above).
- 3 Set *Host Type* to *Octo/Klipper*.
- 4 In *Hostname, IP or URL*, type the printer's IP address, for example 192.168.1.42. Leave the API key empty.
- 5 Click **Test**. OrcaSlicer reports that the connection works. Click **OK** to save.

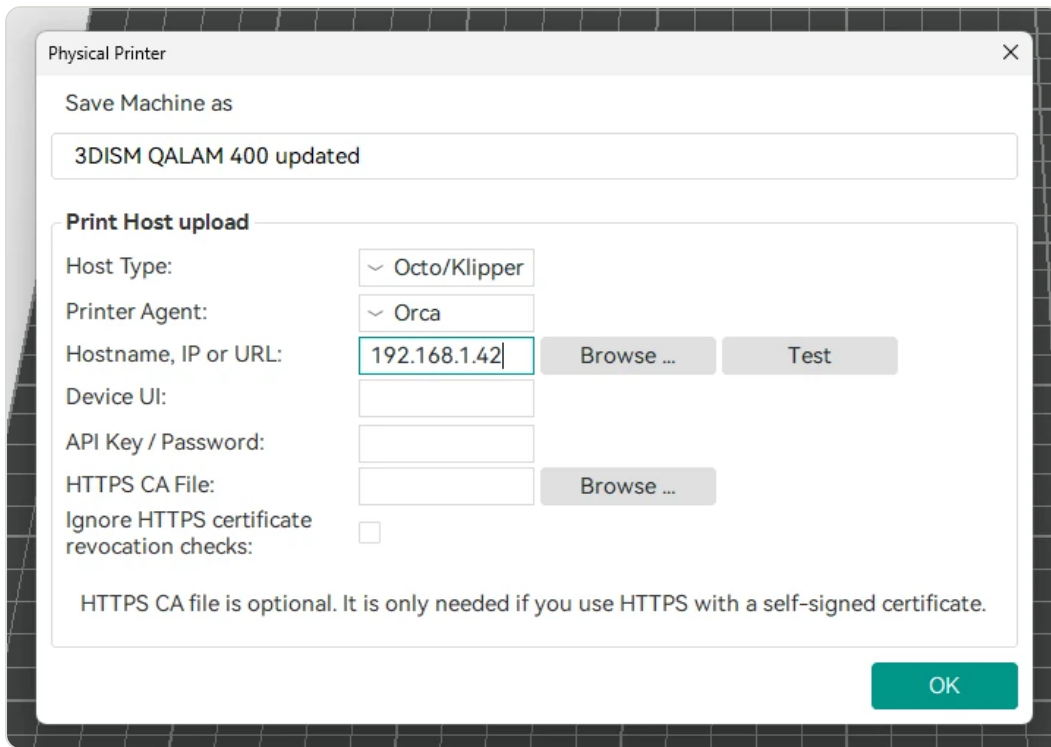


Figure 24 The connection settings, with the printer's IP address typed in.

THE ADDRESS CHANGED?

Most routers give the printer the same address every time, but some change it after a power cut. If OrcaSlicer can no longer reach the printer, check the address on the Wi-Fi page and update it here. A router setting called *DHCP reservation* or *static lease* keeps it fixed.

5 • Slice and send a print

- 1 **Add your model:** drag an STL, 3MF or STEP file onto the plate, or use *File > Import > Import 3MF/STL/STEP/SVG/OBJ/AMF...*
- 2 **Check the printer, filament and process** in the left panel.
- 3 **Click *Slice plate*.** OrcaSlicer switches to the preview and shows the estimated time and filament.

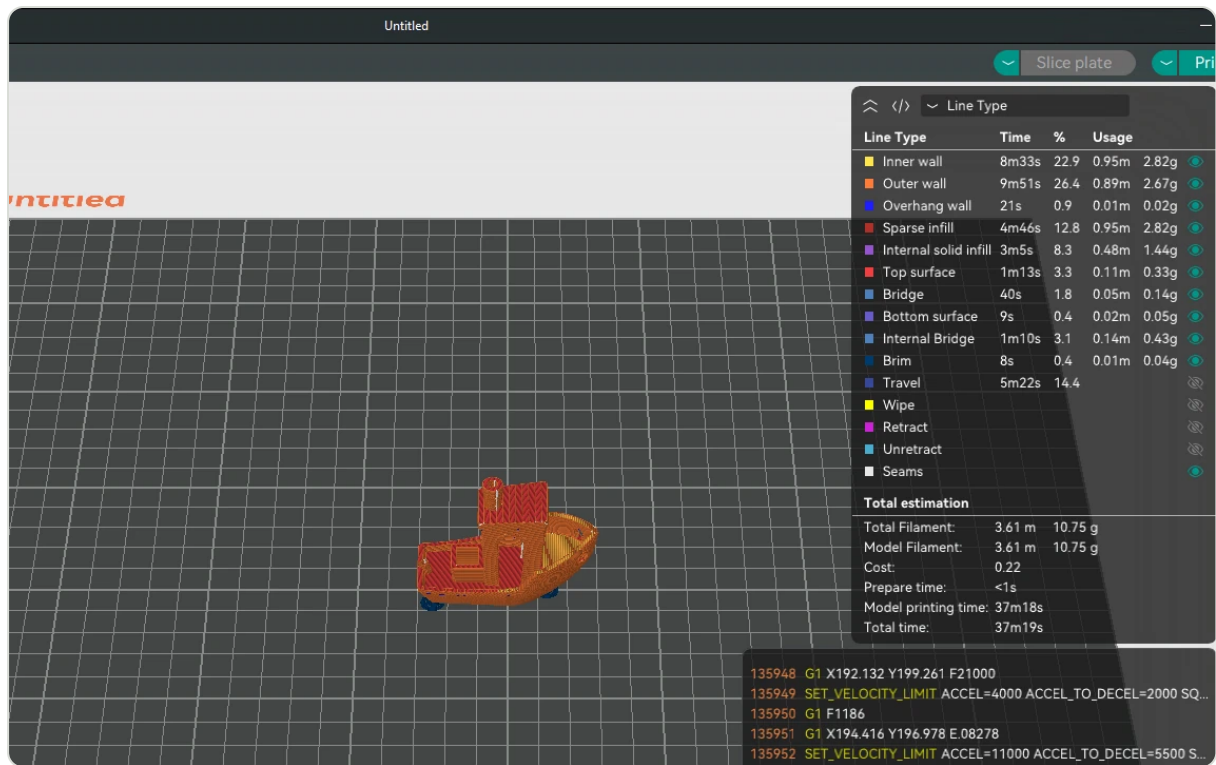


Figure 25 Sliced: the estimate shows the filament (10.75 g) and time (37 min). *Print* is at the top right.

4

Click *Print*. In the window that opens, choose:

- **Upload:** the file goes to the printer's **Print Files**. Start it from the screen when you are ready.
- **Upload and Print:** the file goes to the printer and starts at once. The printer's screen jumps to the print. Only use this when the bed is clear and filament is loaded.

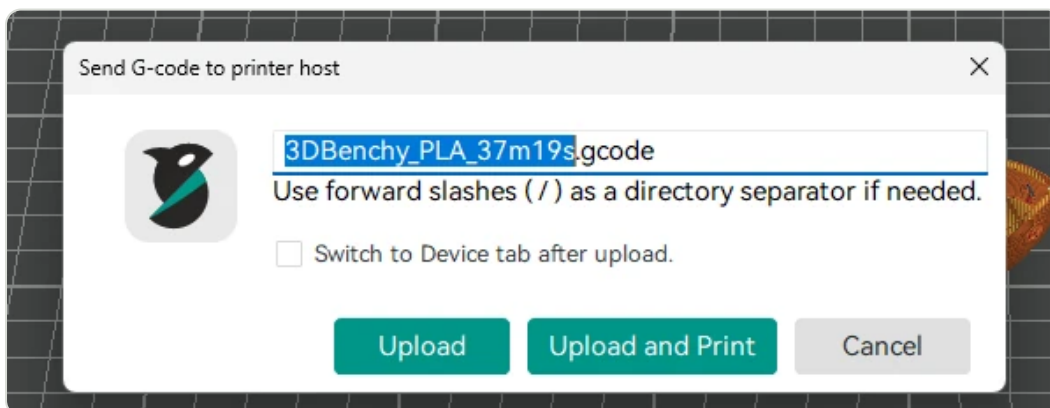


Figure 26 Sending the sliced file to the printer.

Printing from a USB stick instead

1

In OrcaSlicer, after slicing, click the arrow next to *Print* and choose *Export G-code file*, then save the .gcode file to the USB stick.

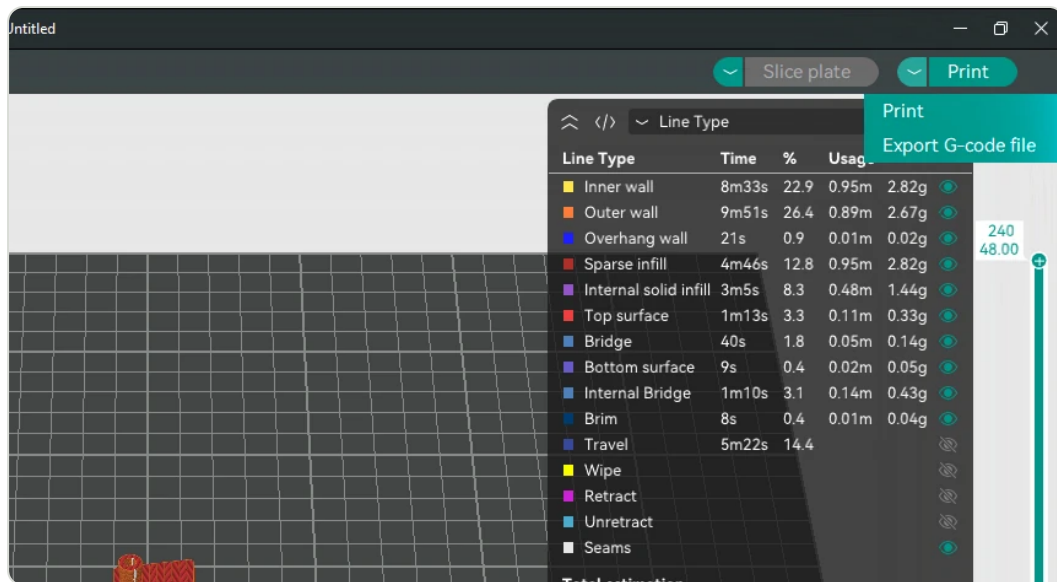


Figure 27 The arrow next to *Print: Export G-code file* saves the file instead of sending it.

2 Plug the stick into the printer. Within a few seconds the **USB Drive** tab in Print Files becomes available.

3 Open **Print Files** > **USB Drive** and tap the file.

Slicer settings worth knowing

SETTING	WHY
Label objects on	Lets you skip one failed part in the middle of a print without stopping the others (how). Without it the printer's Objects page says <i>No objects in this file</i> .
Bed temperature of the filament profile	The printer picks the bed map measured at that temperature: 60–80 °C (PLA, TPU), 80–100 °C (PETG, ASA) or 100–120 °C (ABS, PC). Measure the ranges you print at (Auto Bed Levelling).
Thumbnails kept on	Without them, files show a grey box instead of a picture of the part.
Colour change at a layer	In the preview, add a pause or filament change at a layer. The printer pauses there; load the new filament from Controls > Filament and press Resume .
File name	OrcaSlicer names files after the model, material and time, for example Phone_Stand_PETG_2h14m.gcode. The printer shows the name without .gcode.

Fine tuning a print while it runs

Fine Tune adjusts the print that is running now: the height of the first layer, speed, flow and fans. Open it with **Fine Tune** on the print screen.

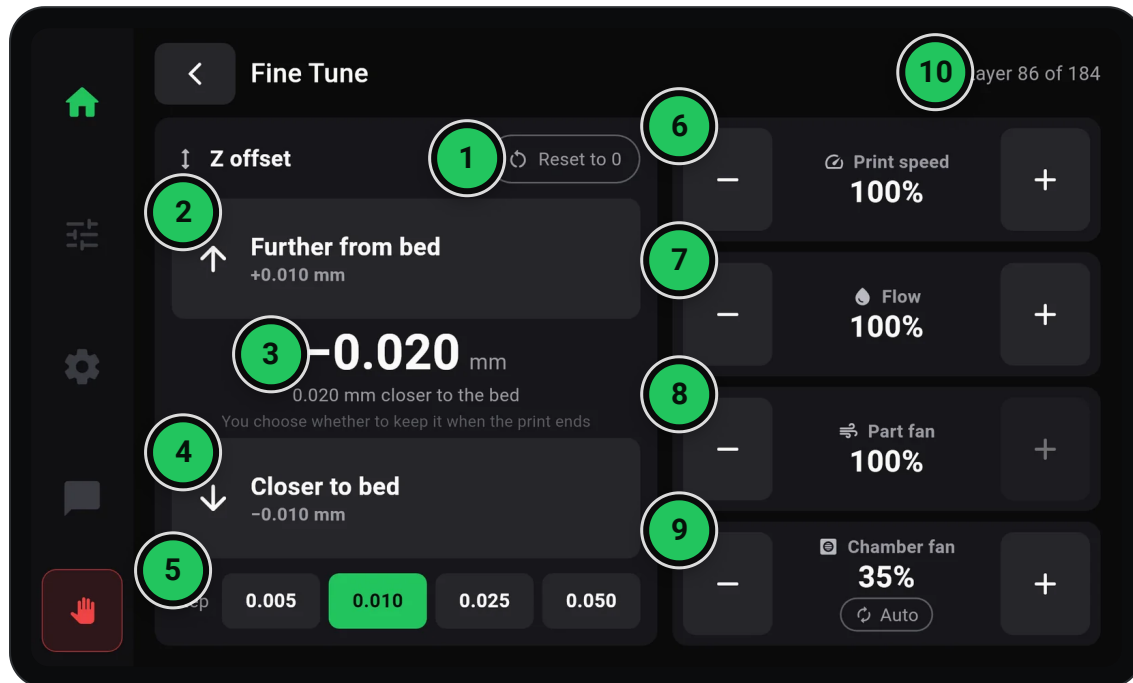


Figure 28 Fine Tune during a print.

- 1 **Reset to 0.** Back to the saved height. Asks first.
- 2 **Further from bed.** Raises the nozzle by one step.
- 3 **Current Z offset.** Minus means closer to the bed than the saved height.
- 4 **Closer to bed.** Lowers the nozzle by one step.
- 5 **Step size:** 0.005, 0.010 (default), 0.025 or 0.050 mm per press.
- 6 **Print speed,** 10–300 %.
- 7 **Flow,** 50–150 %.
- 8 **Part fan,** 0–100 %.
- 9 **Chamber fan,** 0–100 % or **Auto**.
- 10 **Progress,** or a lock note when something cannot be changed right now.

Z offset: the height of the first layer

The Z offset is how far the nozzle sits above the bed when it prints. A few hundredths of a millimetre make the difference between a first layer that sticks and one that does not. The

printer's saved height is 0.000; Fine Tune moves the nozzle relative to it.

- **Each press moves the nozzle straight away** by the selected step. Presses add up: three presses of **Closer to bed** at 0.010 give **-0.030 mm**.
- **An amber number** means the change has been sent but not confirmed yet (*Applying...*). It turns white within a couple of seconds.
- **Change in small steps** and watch a few lines print between presses. 0.010 mm is right for most adjustments; use 0.025 or 0.050 only when the layer is clearly far off.
- **Use it on the first layer.** Later layers print on top of plastic, not the bed, and are not affected by small changes.

Setting it during heat-up

While the printer is still heating before the first line, Fine Tune says *Heating up – Z offset is applied when printing starts; speed and flow unlock then*. You can already set the Z offset: the value is *held* (*Held – applied when printing starts*) and applied in one go when printing begins, with the message *Z offset applied*.

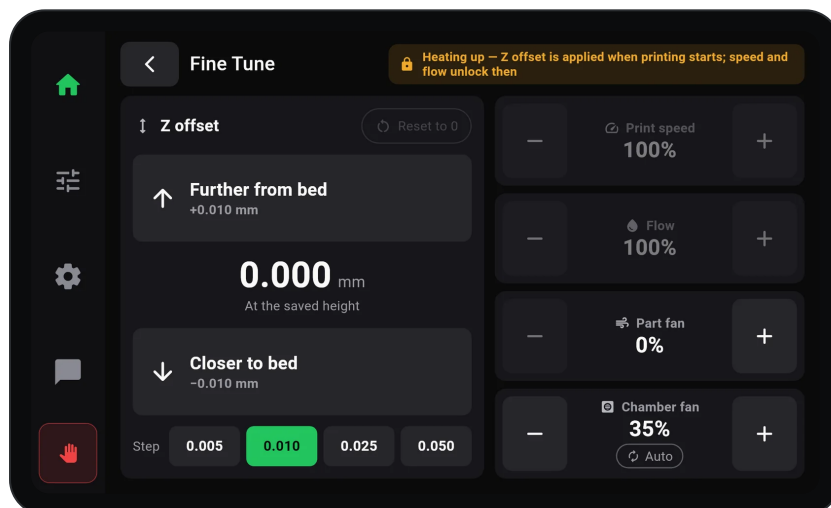


Figure 29 During heat-up only the Z offset and the fans can be set.

Keeping the offset for future prints

When the print ends, if you changed the Z offset, the printer asks *Keep this Z offset?* and tells you how far you moved it, for example *During that print you moved the nozzle 0.020 mm closer to the bed*.

- **Keep it** stores the new height, so every print from now on starts there. The printer restarts to store it, which takes a few seconds, and shows *Z offset saved*.
- **Discard** does not store anything. Your saved height is unchanged for future prints.

A GOOD ROUTINE

After levelling the bed, print a small flat test (a single-layer square or a calibration cube). Adjust the Z offset until the first layer is smooth and gap-free, then press

Keep it at the end.

Print speed and flow

CONTROL	RANGE AND STEP	USE IT FOR
Print speed	10–300 %, steps of 5	Slow a difficult section down (small details, a wobbly tall part), or speed up an easy one. 100 % is the speed in the file.
Flow	50–150 %, steps of 1	Small corrections to how much plastic comes out: raise it a few percent if lines look thin or have gaps, lower it if the surface looks over-full. Change it by 1–3 % at a time.

When either is not 100 %, a small **100%** button appears under it to reset it. These changes last for this print only.

Fans

- **Part fan** (0–100 %, steps of 10) cools the plastic just after it leaves the nozzle. The print file sets it too, so your value may be replaced at the file's next fan change.
- **Chamber fan** (0–100 %, steps of 10) moves hot air out of the chamber. **Auto** means the printer controls it from the temperature; pressing **+** or **–** switches to a fixed speed, and **Auto** hands it back.

When controls are locked

SITUATION	NOTE AT THE TOP OF FINE TUNE	WHAT STILL WORKS
Printing	<i>Layer 86 of 184</i>	Everything
Heating up before the first line	<i>Heating up – Z offset is applied when printing starts; speed and flow unlock then</i>	Z offset (held), fans
Paused	<i>Paused – Z offset, speed and flow unlock when you resume</i>	Fans only. A change made while paused would be undone on resume, so the screen does not allow it.
No print running	<i>No print is running</i>	Nothing
Printer not ready	<i>The printer is not ready</i>	Nothing

Temperatures during a print

The nozzle and bed temperatures on the print screen are buttons. Tap one to open the keypad and set a new target, for example to raise the nozzle by 5 °C for a material that is not flowing well. The temperature in the print file applies again at the next change the file makes.

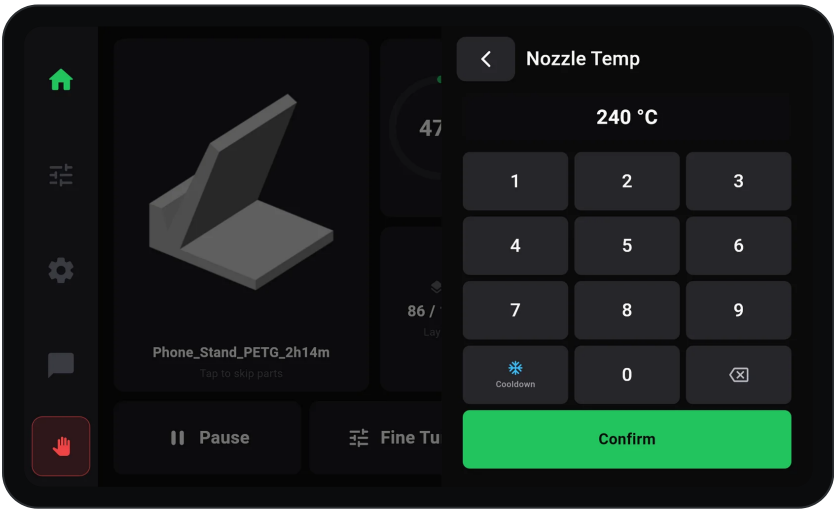


Figure 30 Tapping the nozzle temperature on the print screen.

DO NOT ENTER 0 DURING A PRINT

A target of 0 switches that heater off, and the print fails. The **Cooldown** key is blocked while a print is loaded (*Not available with a print loaded*), but typing 0 and pressing Confirm is not.

Skipping a failed part

When several parts print together and one fails (it came loose, or has turned into spaghetti), you can stop printing just that part and let the others finish.

- 1 On the print screen, tap the picture card on the left. It reads *Tap to skip parts* when the file supports it.
- 2 The **Objects** page shows the bed from above: the part printing now in green, the others in grey, skipped parts in red with a cross.
- 3 Tap the failed part. The printer asks *Stop printing this part? ... will be skipped for the rest of the print. This cannot be undone.*
- 4 Press **Skip part**.

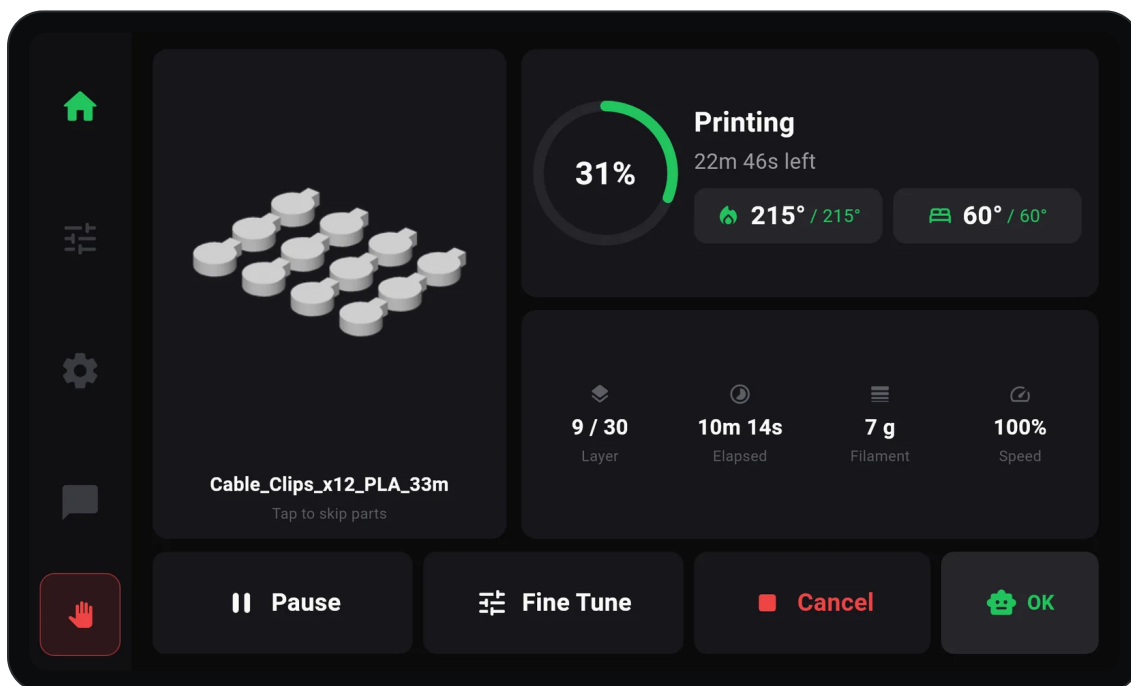


Figure 31 A plate of twelve clips. Tap the picture.

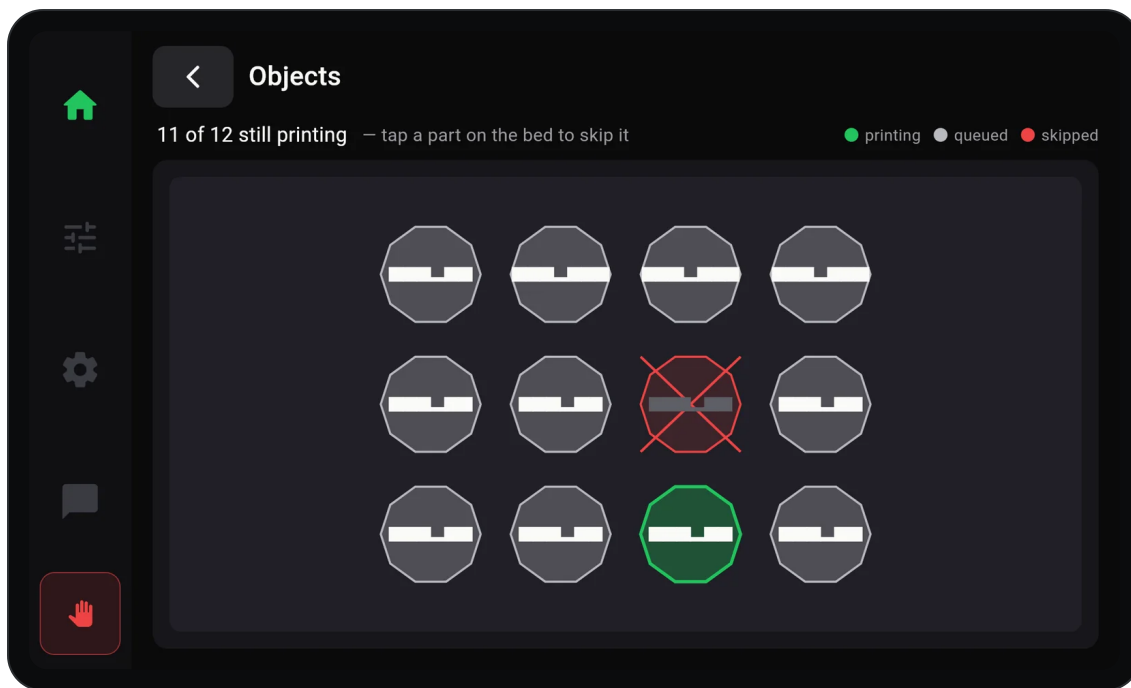


Figure 32 The Objects page. One clip is being printed (green), one has been skipped (red).

This needs *Label objects* switched on in OrcaSlicer (slicer settings).

The print screen

While a print is loaded, the Home icon shows the print. It stays until you clear the finished job.

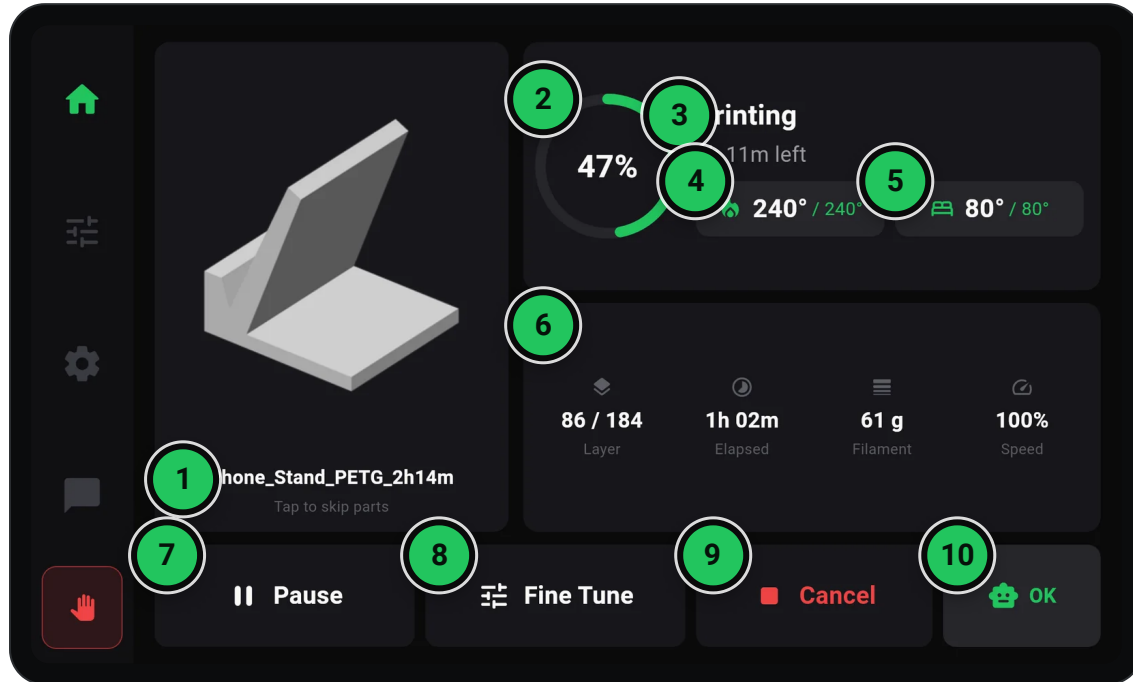


Figure 33 A print in progress.

- 1 **The part and file name.** Tap to skip parts (how).
- 2 **Progress.** Green while printing, amber while paused or heating.
- 3 **Status** and time left. *Estimating...* at the very start.
- 4 **Nozzle temperature:** current / target. Green at temperature, amber while heating, grey when off. Tap to change.
- 5 **Bed temperature,** the same way.
- 6 **Layer** (current / total), **Elapsed** printing time, **Filament** for the whole print, **Speed**.
- 7 **Pause,** or **Resume** when paused.
- 8 **Fine Tune:** Z offset, speed, flow, fans (chapter 6).
- 9 **Cancel.** Asks first.
- 10 **The robot:** **OK**, or **Problem** when the printer reported something. Tap it.

What the print screen can say

HEADLINE	MEANING	BUTTONS
Heating Warming up – the print starts on its own	The printer is heating before the first line. It starts printing by itself.	Resume · Fine Tune · Cancel
Printing 1h 11m left	Printing normally.	Pause · Fine Tune · Cancel
Paused	Paused by you, by the print file (colour change) or from the web.	Resume · Fine Tune · Cancel
Paused – problem Tap the robot to see what happened	The printer paused itself because of a problem.	Resume · Fine Tune · Cancel · Problem
Print complete	Finished.	Done
Print stopped The print did not finish	Cancelled, or ended by an error.	Clear
Stopped – problem	Ended because of a problem the printer reported.	Clear · Problem

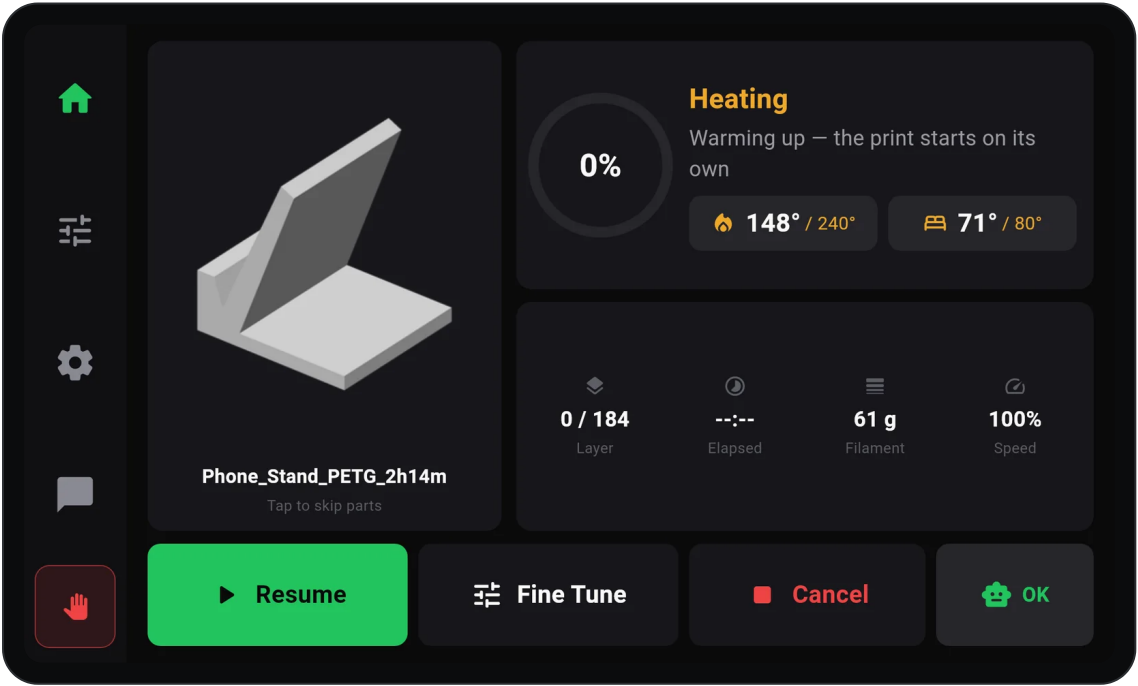


Figure 34 Heating before the first layer. The print starts by itself.

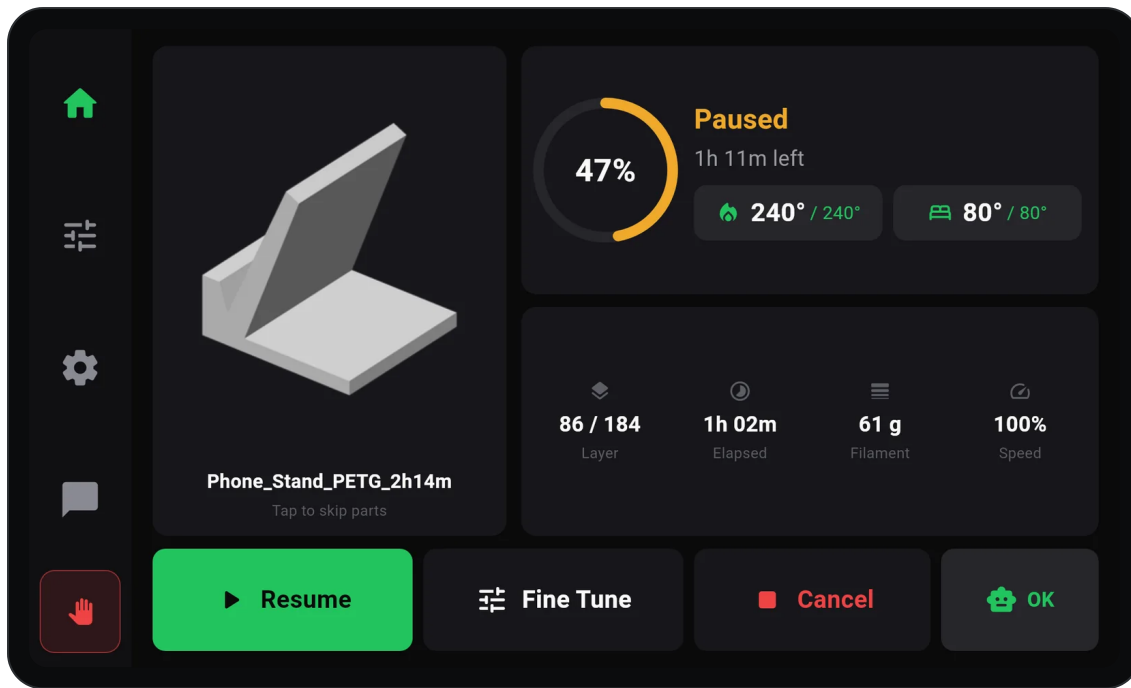


Figure 35 Paused. Controls, Settings and Info can be used while paused.

Pausing and resuming

- **Pause** stops the print where it is. The printer keeps its place in the file.
- While paused, the other sections unlock, so you can, for example, change filament in **Controls** > **Filament**. Homing and moving the bed are blocked, because they would run into the part: *Not with a print on the bed*.
- **Resume** continues from the same point.

Cancelling

Cancel asks *Cancel this print? – The job cannot be resumed afterwards*. Press **Keep printing** to go back, or **Cancel print** to stop. A cancelled print cannot be continued.

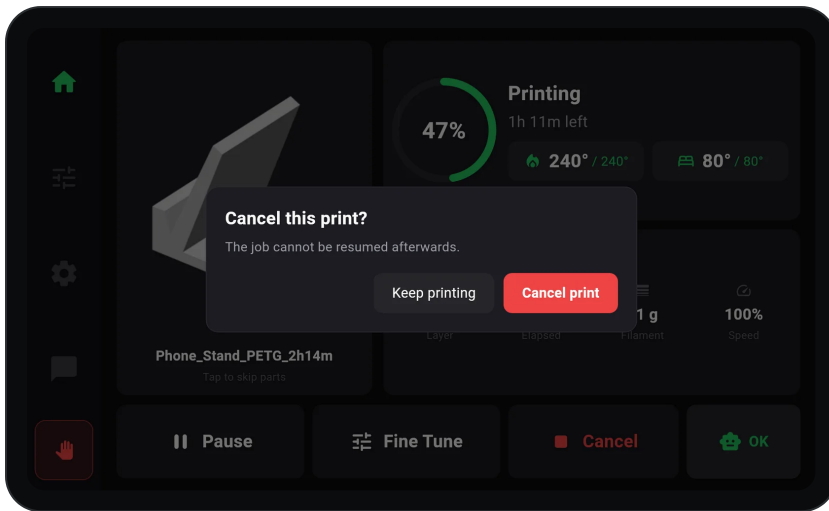


Figure 36 Cancelling always asks first.

When the robot turns red

Some problems do not stop the printer but pause the print: filament running out, a loose sensor wire, a heater that cannot keep up. The headline then says *Paused – problem* and the robot shows **Problem**. Tap the robot to open **What happened**: a plain explanation, numbered steps, and the printer's own message for 3DISM support.

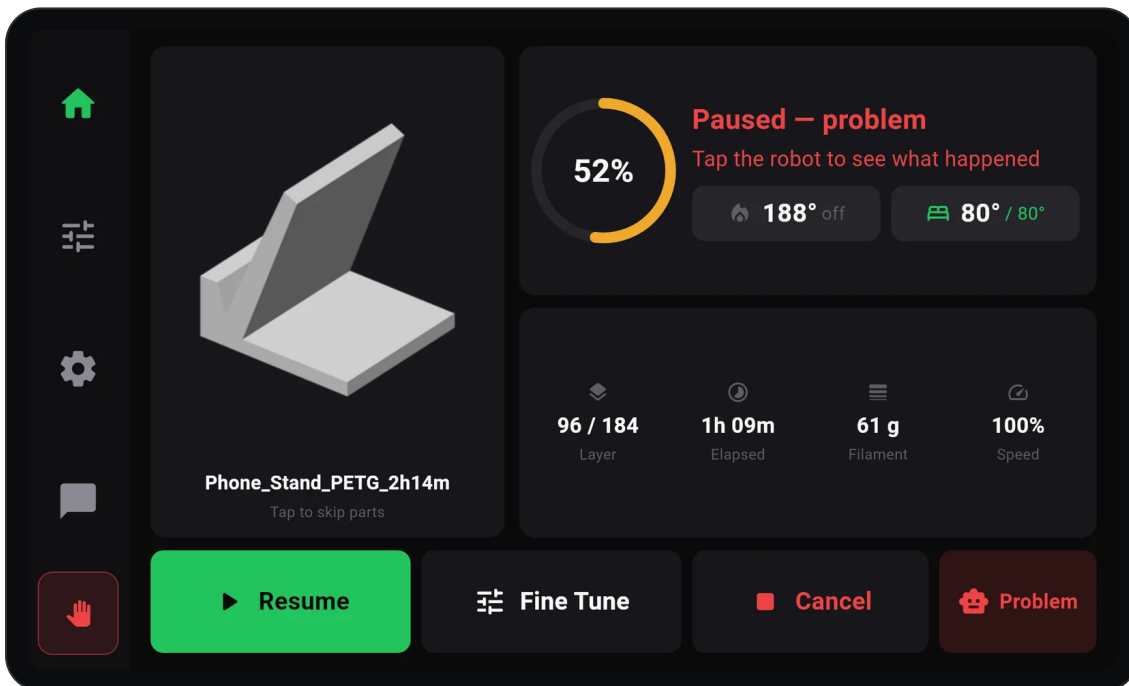


Figure 37 A print paused by a problem.

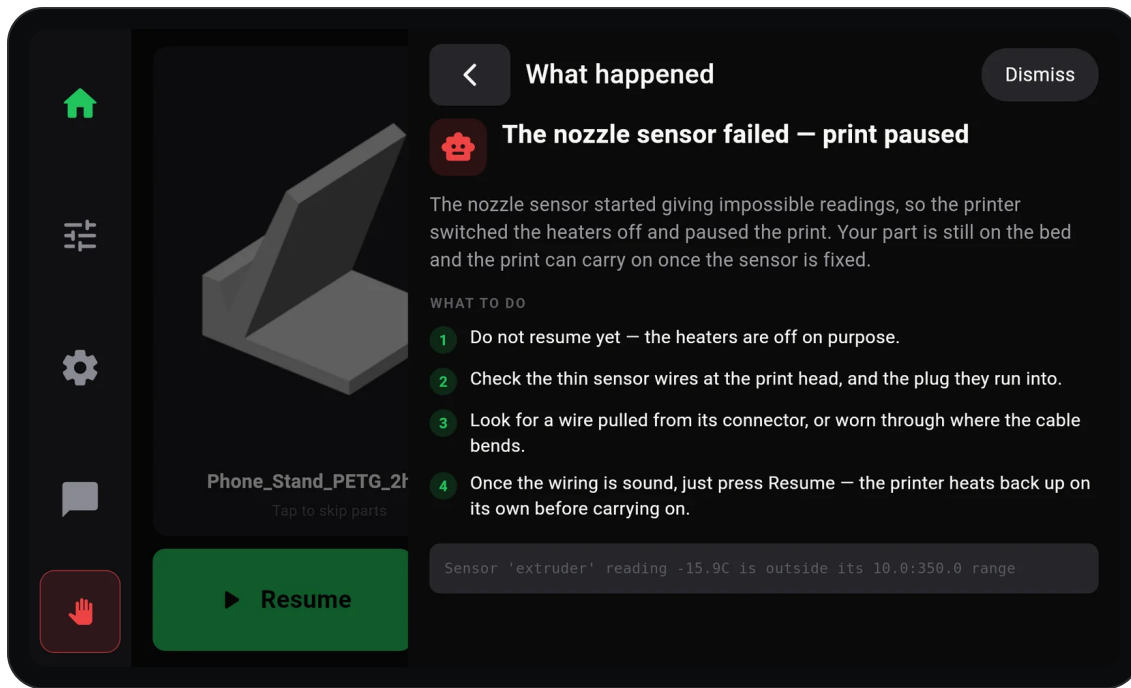


Figure 38 What happened, with steps to fix it.

Dismiss turns the robot green again once you have read it. If the printer still reports a faulty sensor, the warning stays (*Still showing a fault*) until it is fixed. The full list of these messages is in chapter 13.

Print Files

Every print starts here. Open it with the **Print Files** card on Home.

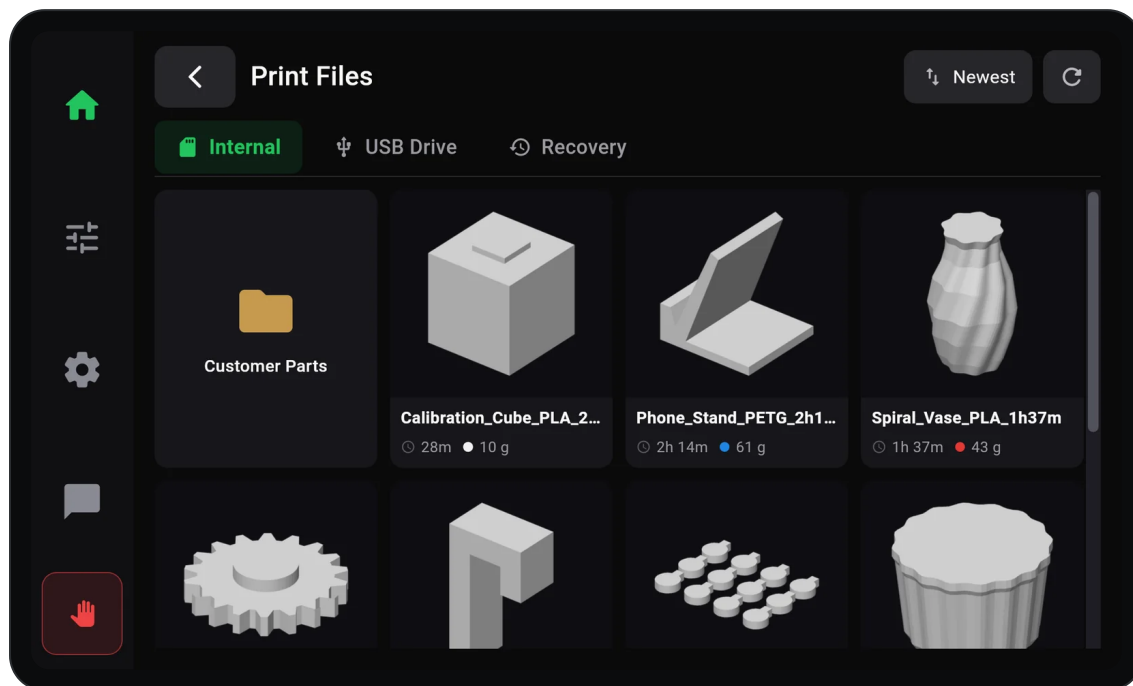


Figure 39 Print Files, Internal storage, newest first.

Tabs

TAB	SHOWS
Internal	Files stored on the printer, including everything sent from OrcaSlicer.
USB Drive	Files on a USB stick plugged into the printer. Grey when no stick is plugged in (tapping it says <i>No USB drive – Plug a stick in and it appears here.</i>). A stick appears within about 5 seconds of plugging it in.
Recovery	A print interrupted by a power cut, ready to continue. An amber dot on the tab means one is waiting (chapter 12).

Finding a file

- **Sort** with the button at the top right: **Newest** → **Name** → **Size**.
- **Folders** (brass folder icons) come first. Tap one to open it; the button with the folder name at the right of the tabs goes back up.
- **Each card** shows a picture of the part, the name, the estimated print time and the filament weight. The dot is the filament colour set in the slicer.

- The list refreshes by itself every few seconds, so a file sent from OrcaSlicer appears without doing anything.

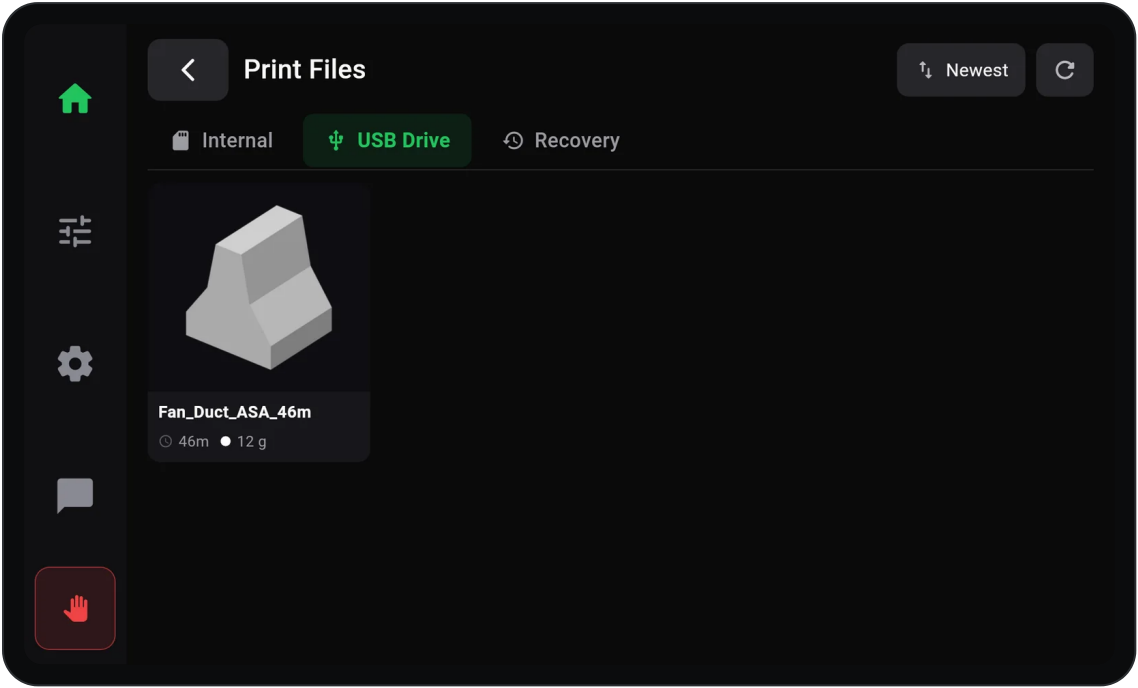


Figure 40 The USB Drive tab.

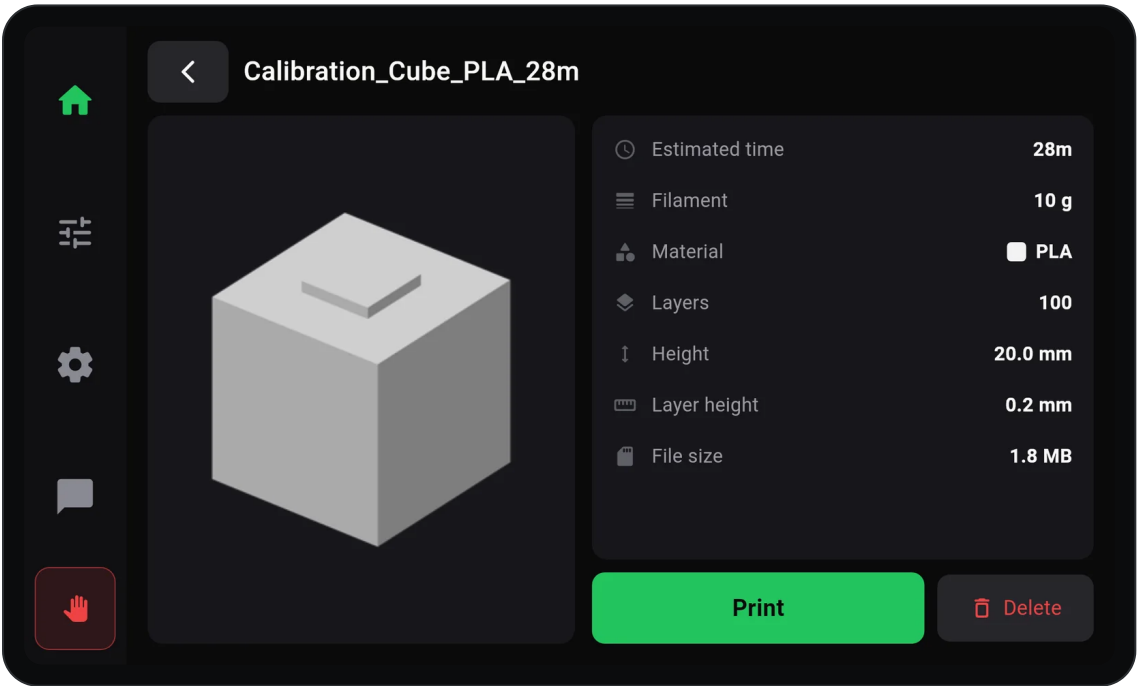


Figure 41 A file's details.

File details

Tapping a file shows **Estimated time**, **Filament** (weight), **Material**, **Layers**, **Height**, **Layer height** and **File size**, taken from the slicer. A dash (–) means the slicer did not record that value.

- **Print** starts the print immediately. If another print is already loaded (printing or paused), it refuses: *A print is already loaded – Finish or cancel it before starting another.*
- **Delete** asks *Delete this file?* first. The file being printed cannot be deleted (*This file is printing*).

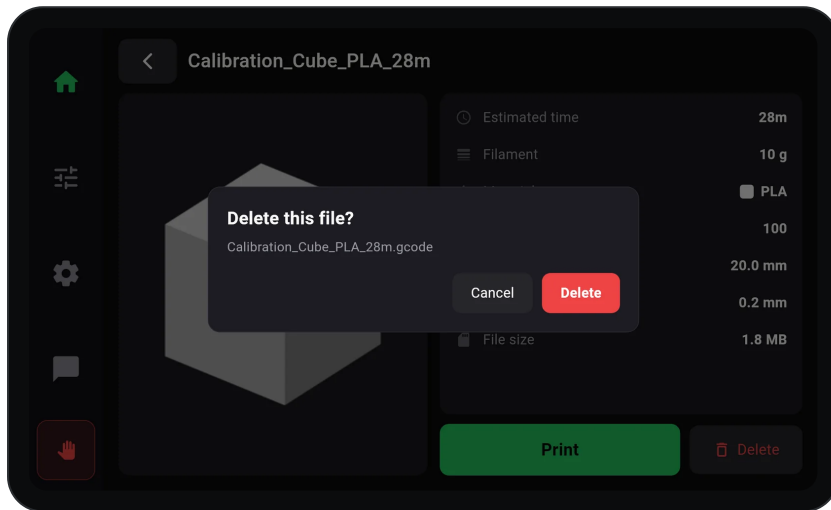


Figure 42 Deleting asks first.

A FILE SHOWS A GREY BOX INSTEAD OF A PICTURE

The slicer did not save a thumbnail in the file. Keep thumbnails switched on in the printer profile (they are on in the 3DISM profile).

Controls

Controls is where you move the printer, heat it, run the fans, handle filament and switch the light. Open it with the  icon. It is locked while a print is running; pause the print to use it.

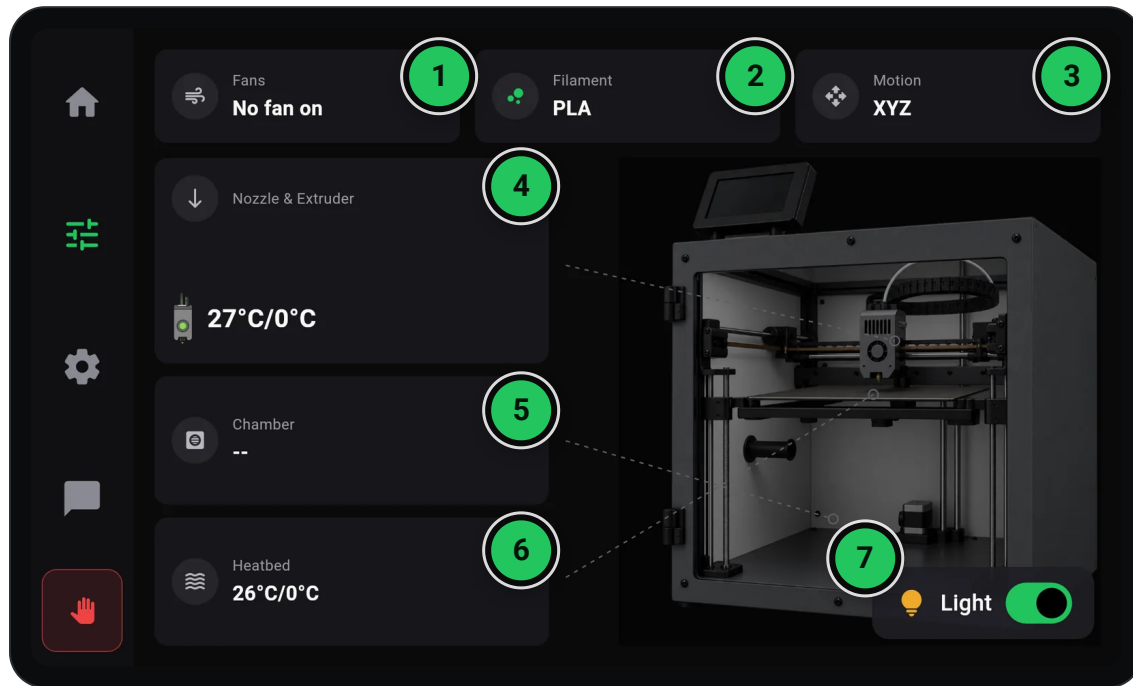


Figure 43 The Controls page.

- 1 **Fans:** part cooling fan speed. Tap for all fans.
- 2 **Filament:** the loaded material, or *Loading...* / *Unloading...*. Tap to load, unload or edit.
- 3 **Motion:** home and move the axes.
- 4 **Nozzle & Extruder:** current / target nozzle temperature. The small print head lights up when filament is detected.
- 5 **Chamber:** chamber temperature. Shows -- on machines without a chamber sensor.
- 6 **Heatbed:** current / target bed temperature. Tap to set it.
- 7 **Light:** switches the chamber light on and off.

Motion

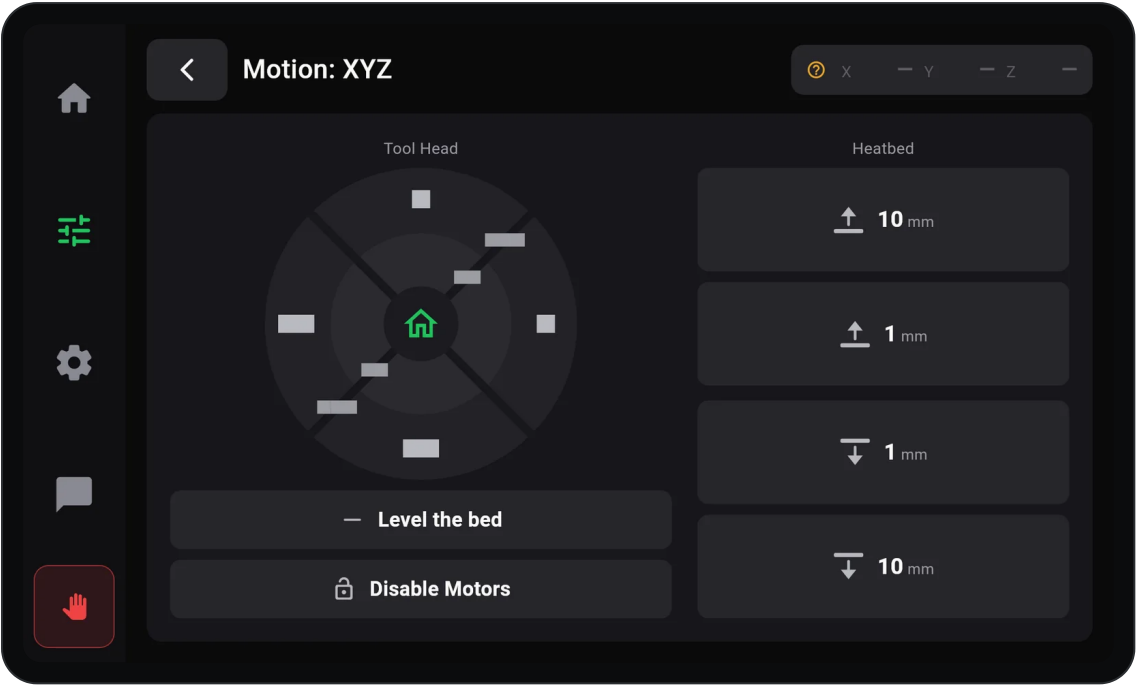


Figure 44 Not homed yet: the position shows dashes and an amber ?.

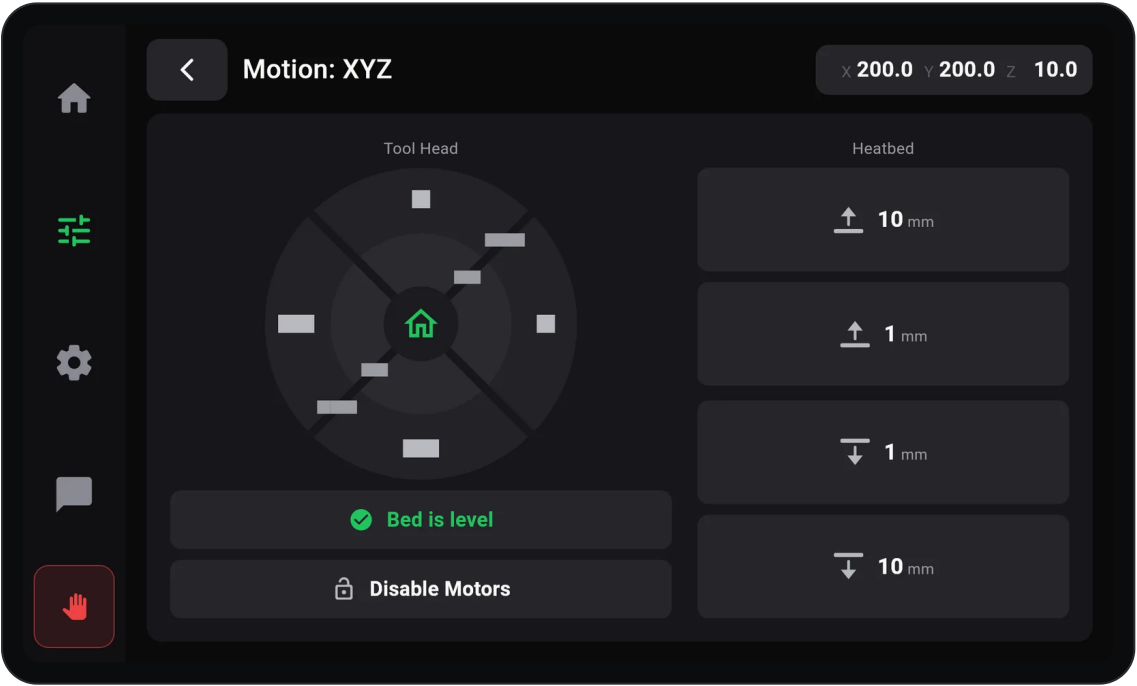


Figure 45 Homed and levelled: X 200.0 · Y 200.0 · Z 10.0 and **Bed is level**.

CONTROL	WHAT IT DOES
Position (top right)	Where the nozzle is, in millimetres. A dash means that axis has not been homed, so its position is unknown.
House in the middle of the pad	Home all. The printer finds the end of each axis. Do this before moving anything.
Inner ring of the pad	Move the print head 1 mm. Top = Y, bottom = -Y, right = X, left = -X.
Outer ring of the pad	Move the print head 10 mm in that direction.
Heatbed ↑ 10 mm, ↑ 1 mm	Move the bed up, towards the nozzle.
Heatbed ↓ 1 mm, ↓ 10 mm	Move the bed down, away from the nozzle.
Level the bed (Pro 400)	Homes if needed, then drives the two Z motors until the gantry is level with the bed (<i>Homing...</i> , <i>Levelling...</i>). Shows Bed is level until the next time the printer homes.
Disable Motors	Releases the motors so the print head can be moved by hand. The printer then forgets its position and must home again.

MOVING WITH A PART ON THE BED

With a print loaded (for example while paused), homing and moving the bed are refused because they would crash into the part: *Not with a print on the bed*. Moving the print head sideways is allowed, so you can move it out of the way.

Disable Motors is refused too: *Releasing the motors loses the homed position, so the print could not resume*.

Nozzle & Extruder

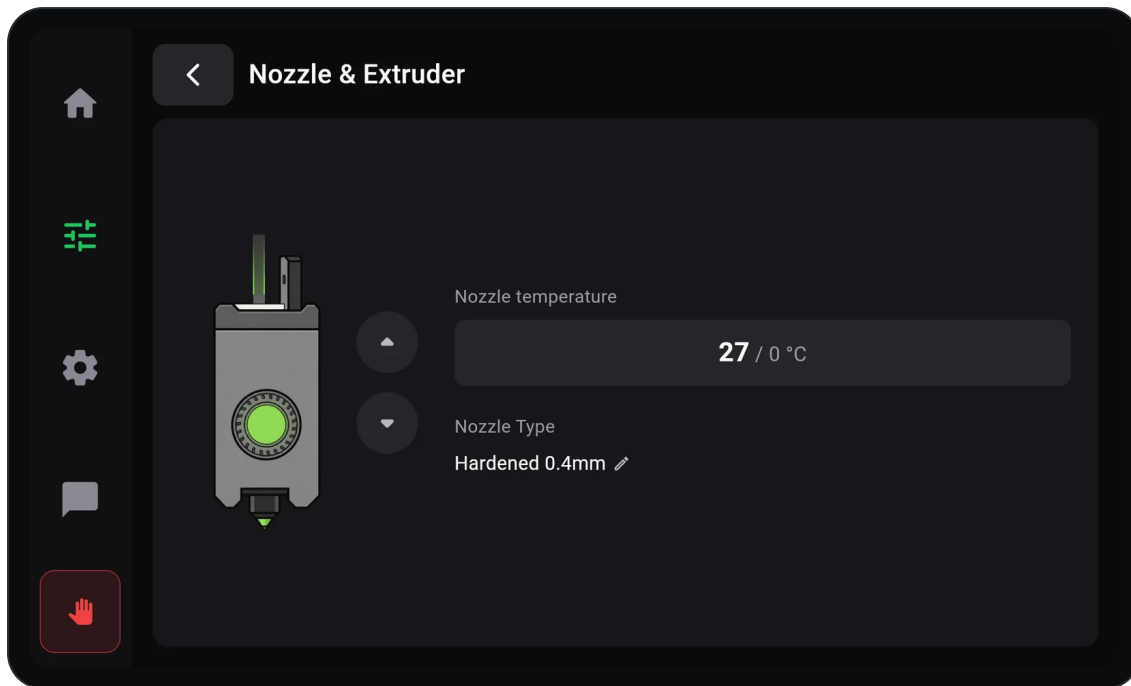


Figure 46 Nozzle & Extruder.

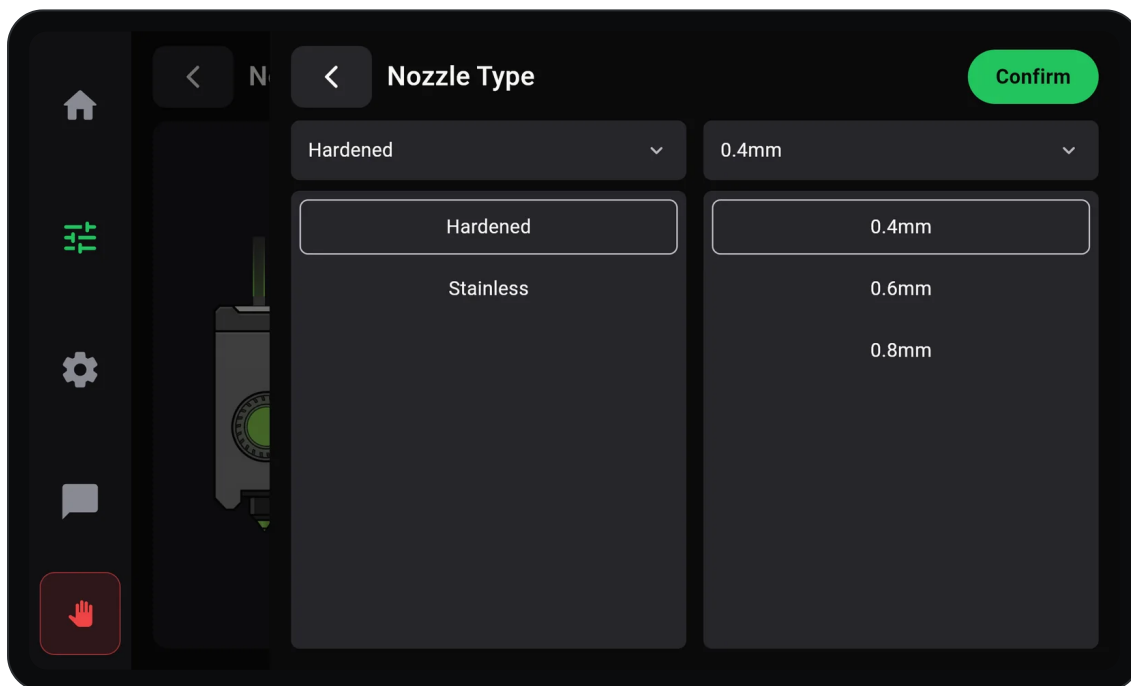


Figure 47 Nozzle Type.

- **▲ / ▼ arrows** pull the filament back or push it forward by 10 mm. The nozzle must be hot (at least 170 °C); otherwise the printer refuses with *Hotend is too cold to extrude* and offers to heat it.
- **Nozzle temperature** opens the keypad.

- **Nozzle Type** records which nozzle is fitted: **Hardened** or **Stainless**, **0.4mm**, **0.6mm** or **0.8mm**. It is a label for your reference; it does not change how the printer prints and returns to **Hardened 0.4mm** after a restart. If you fit a different size, choose the matching printer profile in OrcaSlicer.

The temperature keypad

Every temperature on the screen opens the same keypad (nozzle, bed, and the temperatures on the print screen).

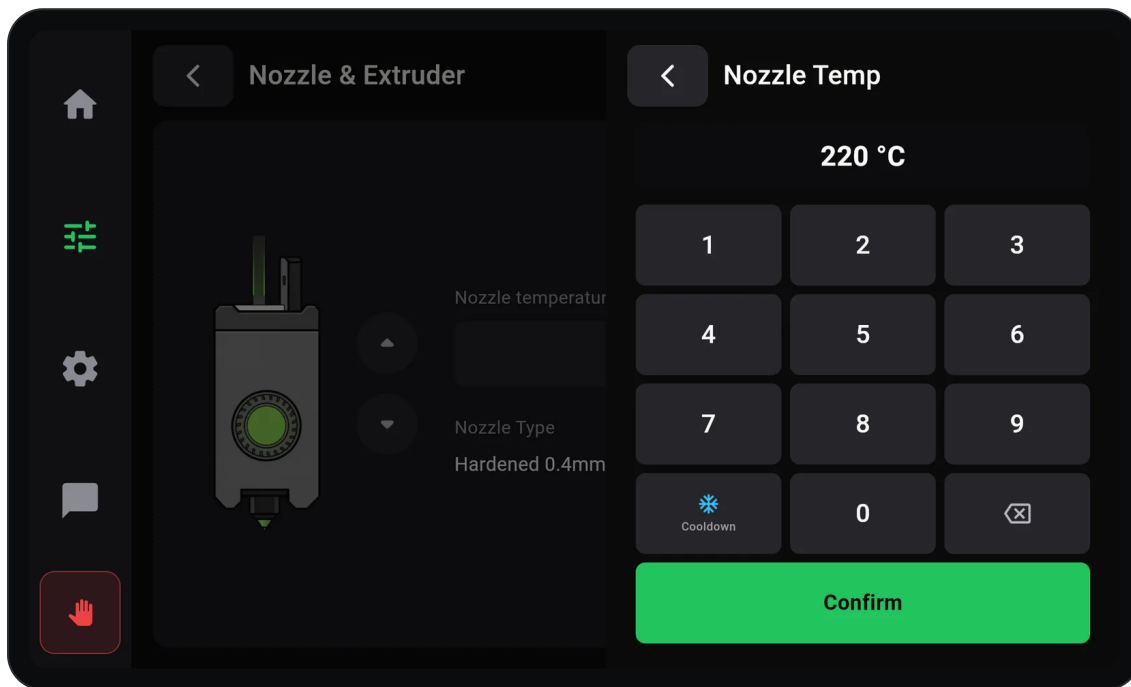


Figure 48 Nozzle Temp keypad with 220 typed.

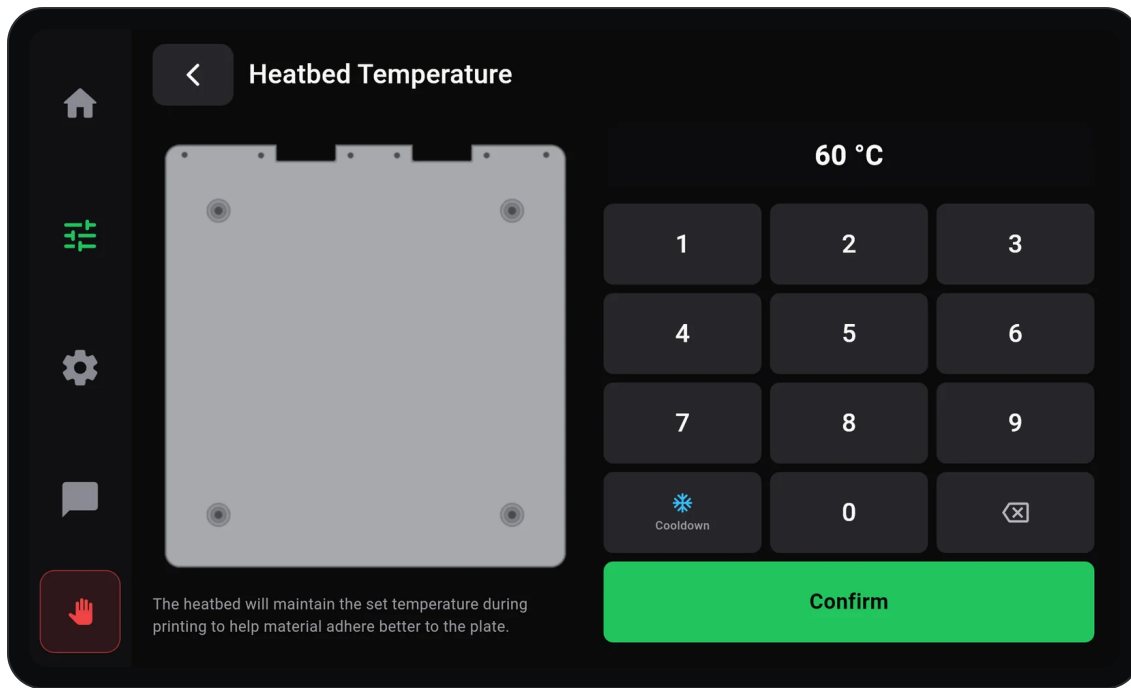


Figure 49 Heatbed Temperature. The bed picture glows orange as the bed heats.

- The keypad opens with the current target. The **first digit you press replaces it**; then type up to three digits.  deletes the last digit.
- **Confirm** sets the temperature and closes the keypad. A value above the printer's limit is lowered to the limit.
- **Cooldown** switches that heater off. It is refused while a print is loaded.
- Closing the keypad without Confirm changes nothing.

Fans

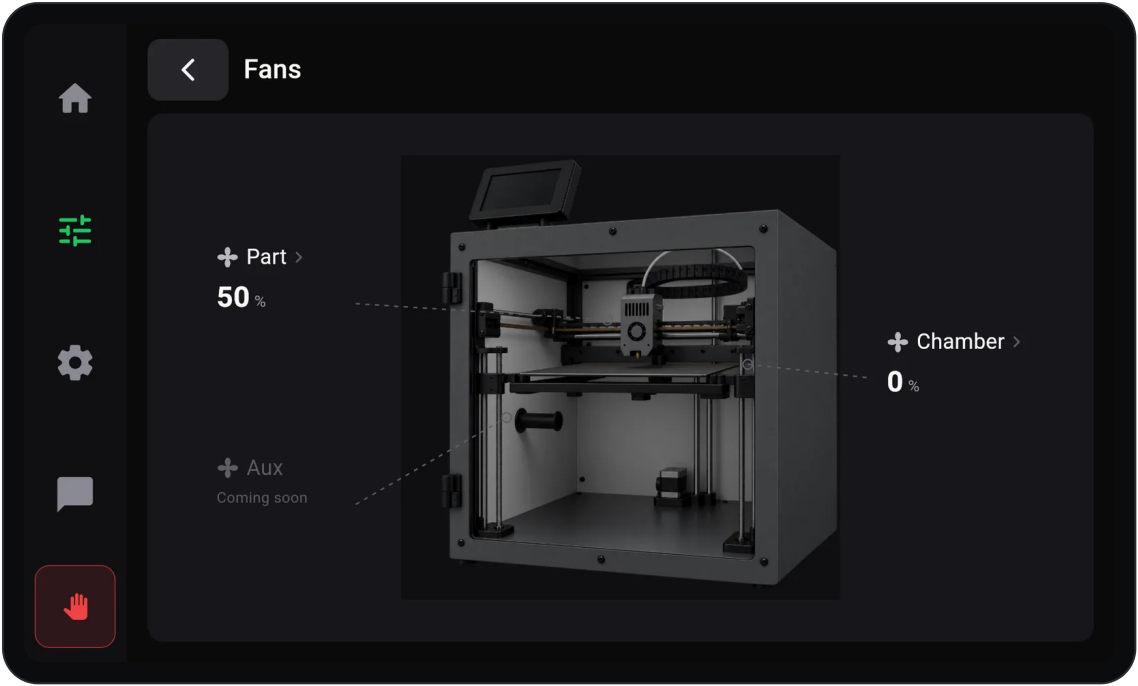


Figure 50 The Fans page.

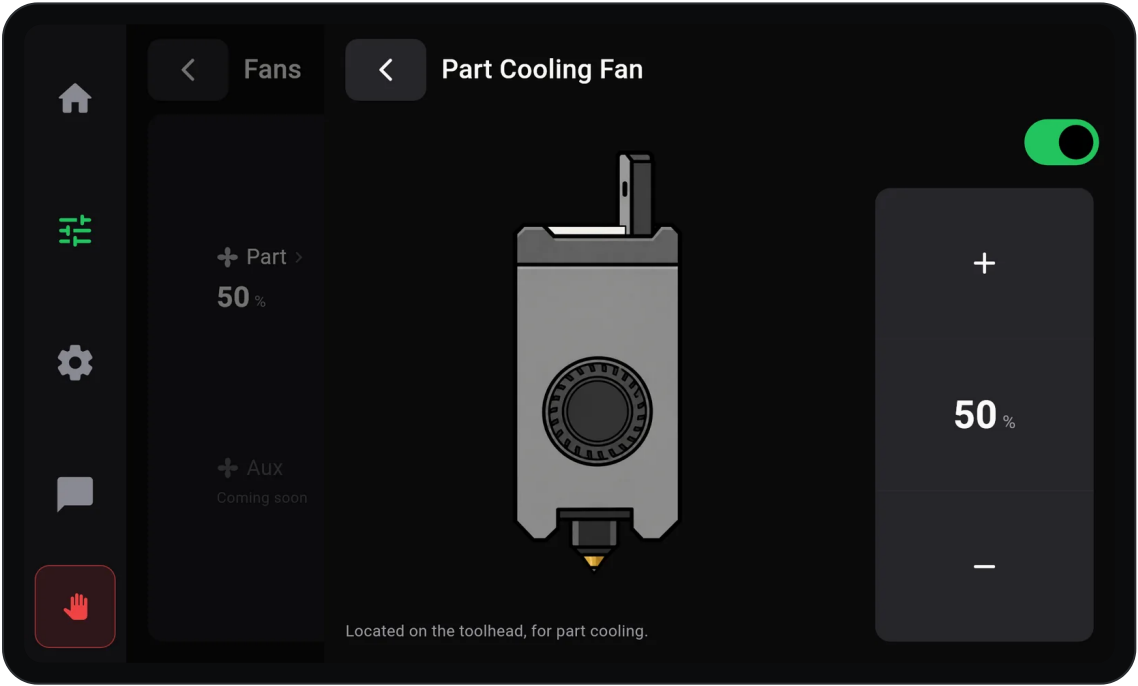


Figure 51 Part Cooling Fan.

FAN	WHAT IT DOES	CONTROLS
Part	<i>Located on the toolhead, for part cooling. Cools the plastic as it is laid down.</i>	Switch: on = 100 %, off = 0 %. + / - in steps of 10 %. During a print the file also sets this fan.
Chamber	<i>Circulates and extracts hot air from the chamber.</i>	Auto : the printer runs it from the temperature. Any + , - or switch press sets a fixed speed (MANUAL); Auto hands it back.
Aux	Not in use yet (<i>Coming soon</i>).	—

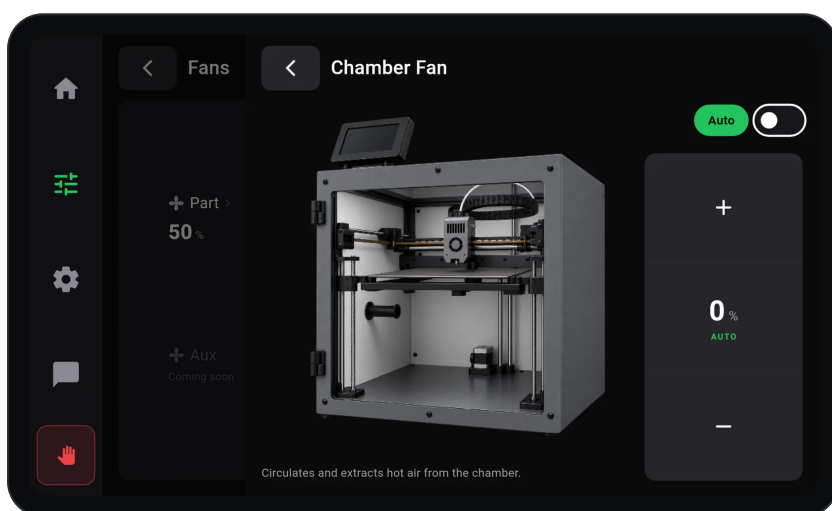


Figure 52 Chamber Fan in automatic mode.

Filament

The Filament page loads and unloads filament and stores the **filament profile**: the material, its colour, the nozzle temperature used to load it, and its pressure advance.

- **Load** heats the nozzle to the profile temperature and pulls the filament in (step by step).
- **Unload** heats the nozzle and pushes the filament back out.
- **-10 · -1 · +1 · +10** move the filament by that many millimetres: minus pulls it back, plus pushes it through the nozzle. The nozzle must be hot.
- The temperature pill under the spool heats the nozzle; its keypad starts at the profile temperature.
- While a print is running these buttons are greyed out: *Filament actions are disabled while printing*. Pause the print first.

Edit Filament

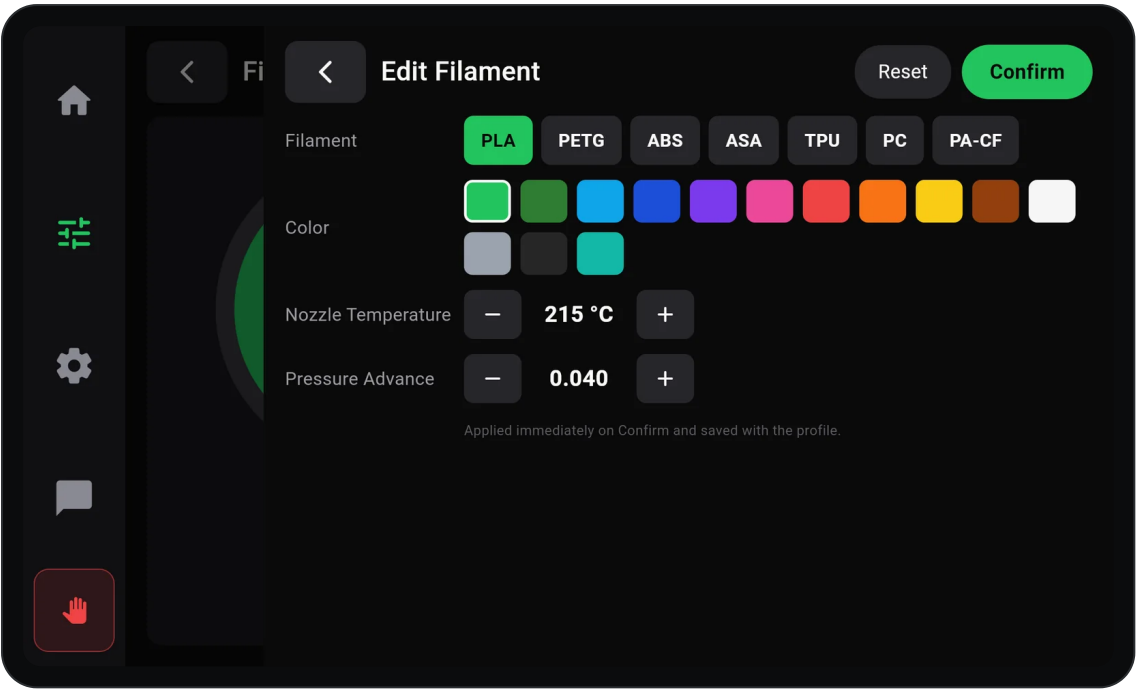
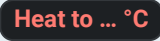


Figure 53 Edit Filament.

Choosing a material fills in its usual temperature and pressure advance. **Reset** restores those values for the selected material. **Confirm** saves the profile and sends the pressure advance to the printer at once. Closing without Confirm discards the changes.

MATERIAL	NOZZLE TEMPERATURE	PRESSURE ADVANCE	BED MAP MEASURED AT (AUTO BED LEVELLING)
PLA	215 °C	0.040	PLA, TPU · bed 60 °C
PETG	240 °C	0.060	PETG, ASA · bed 85 °C
ABS	250 °C	0.045	ABS, PC · bed 105 °C
ASA	255 °C	0.045	PETG, ASA · bed 85 °C
TPU	230 °C	0.900	PLA, TPU · bed 60 °C
PC	280 °C	0.050	ABS, PC · bed 105 °C
PA-CF	270 °C	0.060	—

WHICH TEMPERATURE DOES A PRINT USE?

The filament profile temperature is used for loading, unloading and the  button, and it is shown on Home. **The print itself uses the temperatures in the sliced file**, set in OrcaSlicer's filament profile.

Light

The  switch on the Controls page turns the chamber light on and off.

Calibration

Calibration routines measure the machine and store the results so every print starts from the same, correct baseline. Open **Settings** › **Printer Calibration**. They cannot run while a print is loaded.

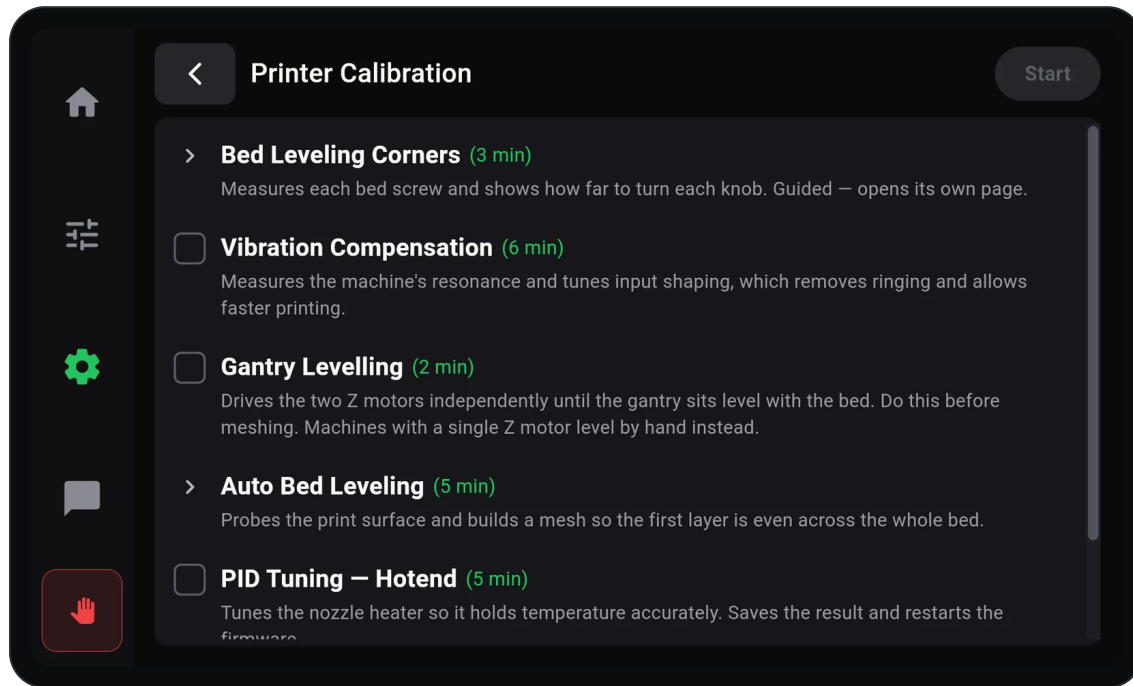


Figure 54 Printer Calibration.

ROUTINE	TIME	WHAT IT DOES	RUN IT WHEN
Bed Leveling Corners	3 min	Measures each bed screw and shows how far to turn each knob.	The bed has been removed or knocked, or first layers are thick on one side and thin on the other.
Vibration Compensation	6 min	Measures the machine's resonance and tunes input shaping, which removes ringing and allows faster printing.	After moving the printer to a new table, or when you see ripples next to sharp corners.
Gantry Levelling (Pro 400)	2 min	Drives the two Z motors independently until the gantry sits level with the bed.	After the printer has been moved or knocked. Do it before Auto Bed Levelling.
Auto Bed Leveling	12–18 min per temperature, including heating	Probes the print surface and builds a map so the first layer is even across the whole bed.	Before your first print with each material, after changing the build plate, and when first layers become uneven.
PID Tuning — Hotend	5 min	Tunes the nozzle heater so it holds its temperature accurately.	The nozzle temperature swings, or after a heater or sensor has been replaced.
PID Tuning — Heatbed	8 min	Tunes the bed heater the same way.	The bed temperature swings.

A routine marked (not available) in grey is not fitted on your machine, for example Gantry Levelling on a machine with a single Z motor.

Running Vibration Compensation, Gantry Levelling and PID tuning

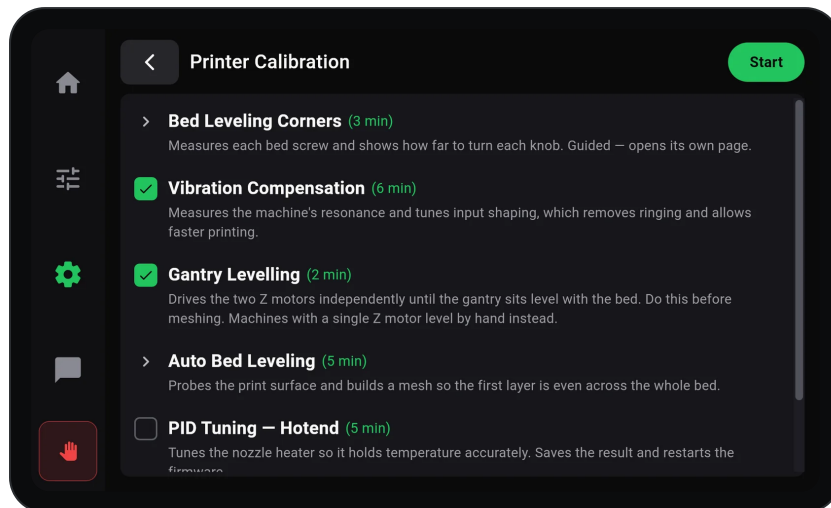


Figure 55 Two routines ticked. **Start** turns green.

- 1 **Tick the routines** you want. They run in list order.
- 2 **Press **Start****. The printer homes first (*Homing — Finding the endstops*), then runs each routine. The screen shows the step, Step 1 of 2 and the time elapsed.
- 3 **Leave the printer alone.** Vibration Compensation shakes the machine noisily for several minutes; this is normal.
- 4 **When it finishes, press **Save**** in the message *Calibration finished — Save the new values? The firmware will restart*. The message only stays for a few seconds. If you miss it, the new values are not stored; run the routine again.

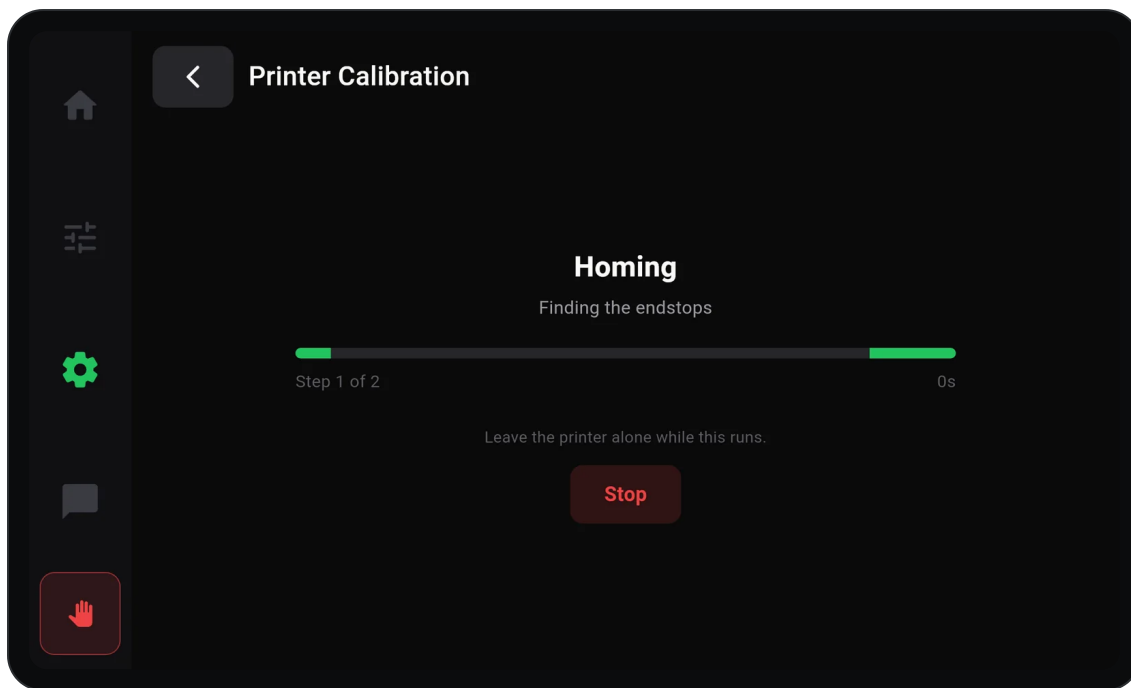


Figure 56 A calibration running.

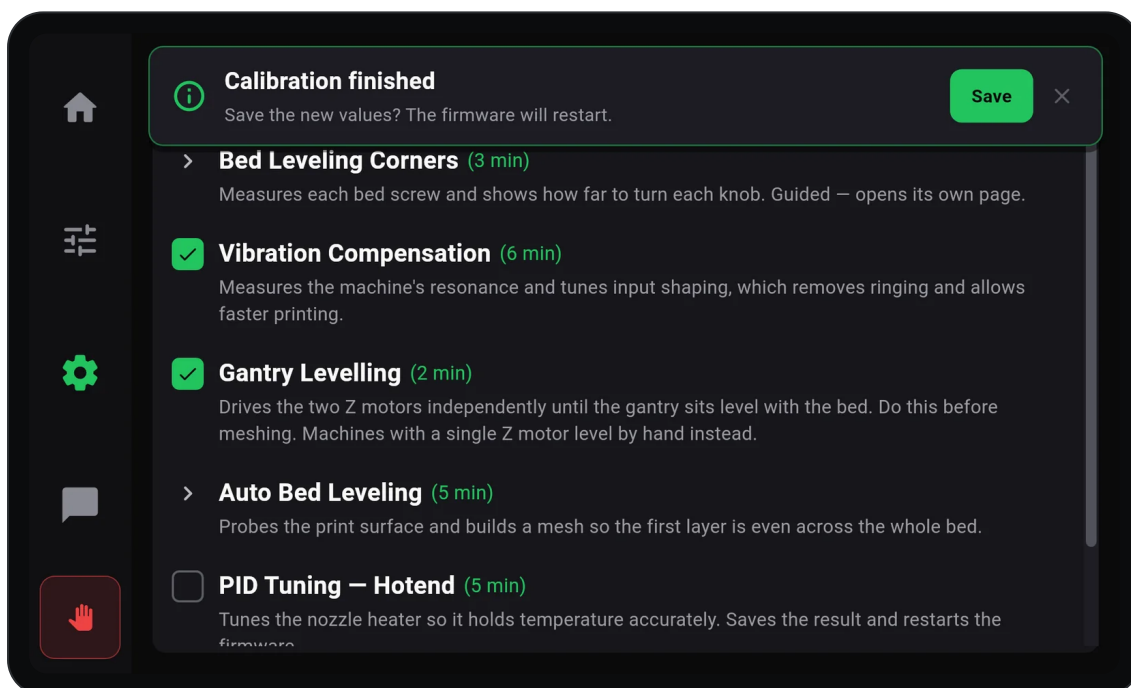


Figure 57 Press **Save** while this message is showing.

- **Stop** switches the heaters off. The step in progress has to finish first, then nothing more runs and nothing is saved: *Calibration stopped — Heaters are off. Nothing was saved.*
- While a calibration runs, the sidebar and the back button are locked so the result is not lost.
- Gantry Levelling on its own has nothing to save; the message then just says *Calibration finished*. The same levelling is also on the Motion page (**Level the bed**).

Bed Leveling Corners

The bed rests on adjustable knobs at its corners. This routine touches the nozzle probe down at each one and tells you which way, and how far, to turn each knob so the bed sits flat.

- 1 **Start with the bed at room temperature.** *A hot bed expands and gives a false reading.*
- 2 Open **Printer Calibration** > **Bed Leveling Corners** and press **Probe**. The printer homes if needed and touches each corner. Keep hands clear.
- 3 **Read the drawing of the bed** (the back of the machine is at the top):
 - **reference**: the corner the others are compared with. It is never adjusted.
 - **level**: within 5 minutes of the reference. Leave it.
 - Amber arrow with an amount, such as **20 min clockwise** or **1 turn 5 min anticlockwise**: turn that corner's knob by that amount, the way the arrow points.
- 4 Press **Probe again** and repeat until the page says *All four corners are level* and **Bed is level**.

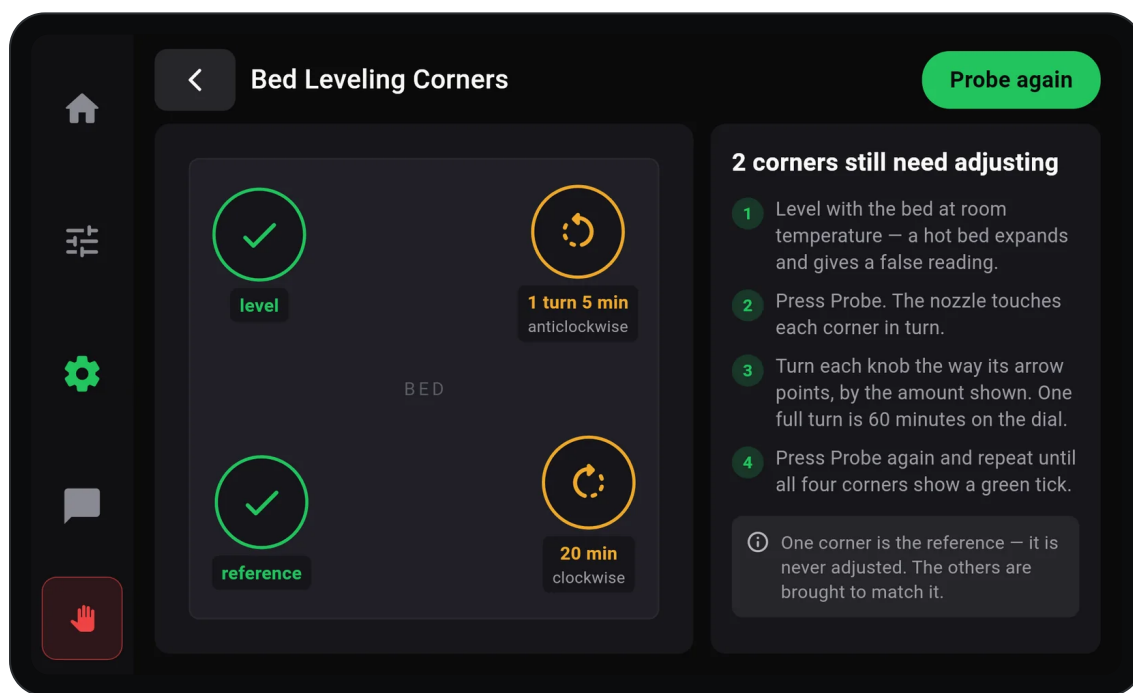


Figure 58 Two corners need turning.

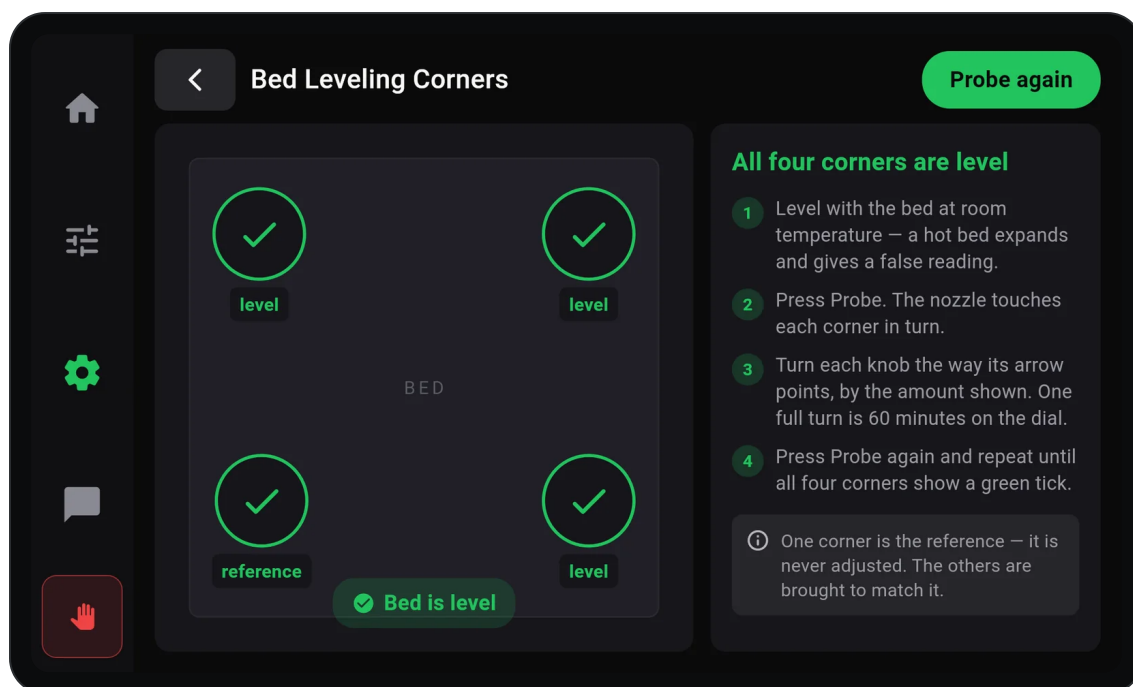


Figure 59 All corners level.

READING THE AMOUNTS

Amounts are given like a clock face: **60 minutes is one full turn** of the knob, 30 minutes half a turn, 15 minutes a quarter turn, and 5 minutes a small nudge. **1 turn 5 min** means one full turn plus a nudge. If a corner gets worse after you adjust it, you turned it the wrong way: turn it back past where it was.

Auto Bed Levelling

The bed changes shape as it heats, so the printer keeps a separate bed map for each range of bed temperature and picks the right one by itself from the bed temperature in your print file. Measure the temperatures you actually print at.

TICK	MEASURED AT	SAVED AS	USED FOR PRINTS WITH A BED OF
PLA, TPU	bed 60 °C · nozzle 215 °C	"60–80"	60–80 °C
PETG, ASA	bed 85 °C · nozzle 240 °C	"80–100"	80–100 °C
ABS, PC	bed 105 °C · nozzle 250 °C	"100–120"	100–120 °C

1 Clear the bed.

2 Tick one or more temperatures. A green **measured** badge means that one is already stored. With

several ticked, they run back to back, coolest first; allow about 12–18 minutes each.

3 Press **Measure**. The page follows the run: Heating > Homing > Preparing > Probing > Saving, with live nozzle and bed temperatures and, while probing, Point 12 of 49.

4 Wait for the message *3 meshes saved — The printer restarted to store them. It picks the right one automatically from the bed temperature.*

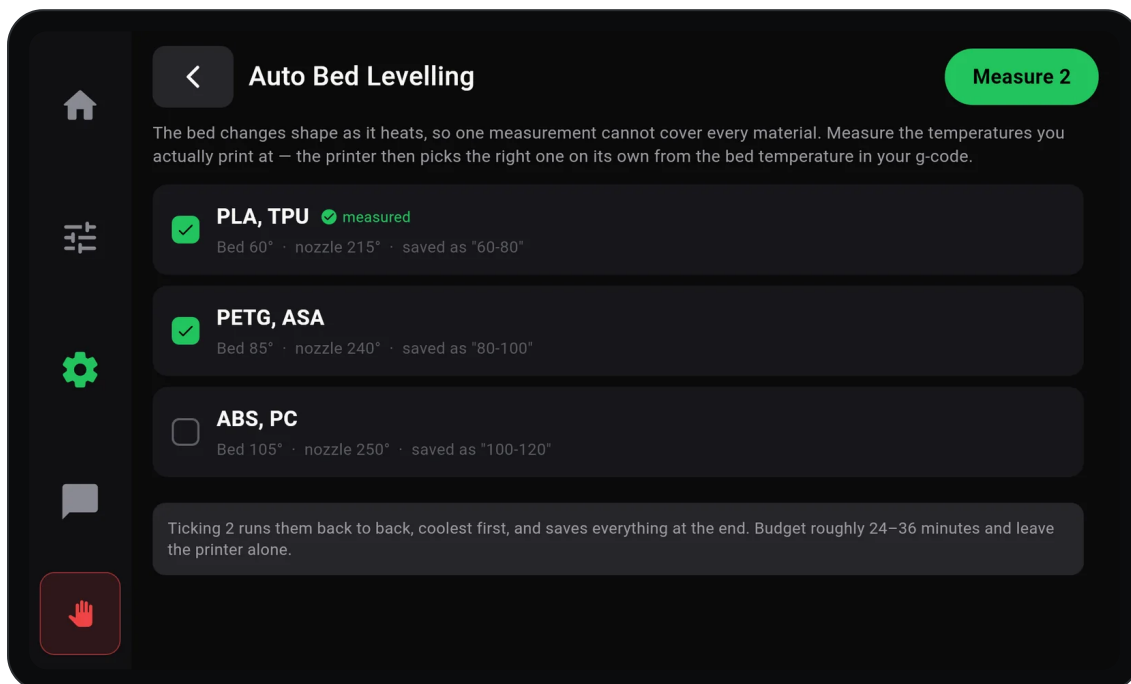


Figure 60 Choosing what to measure.

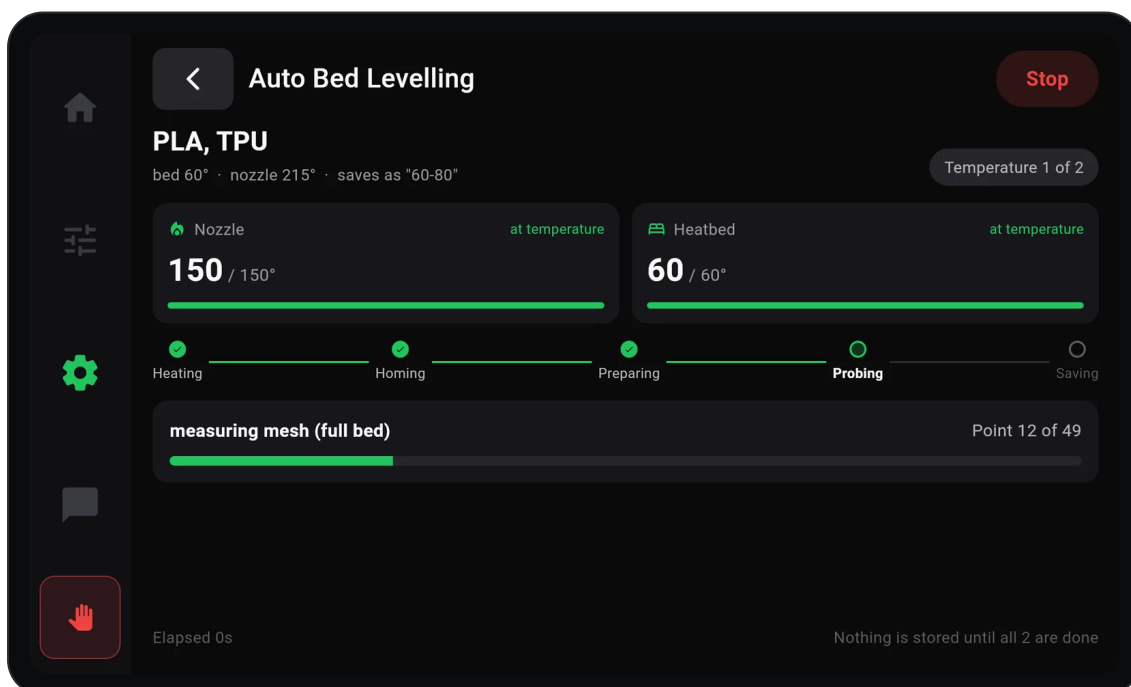


Figure 61 Probing the bed, point by point.

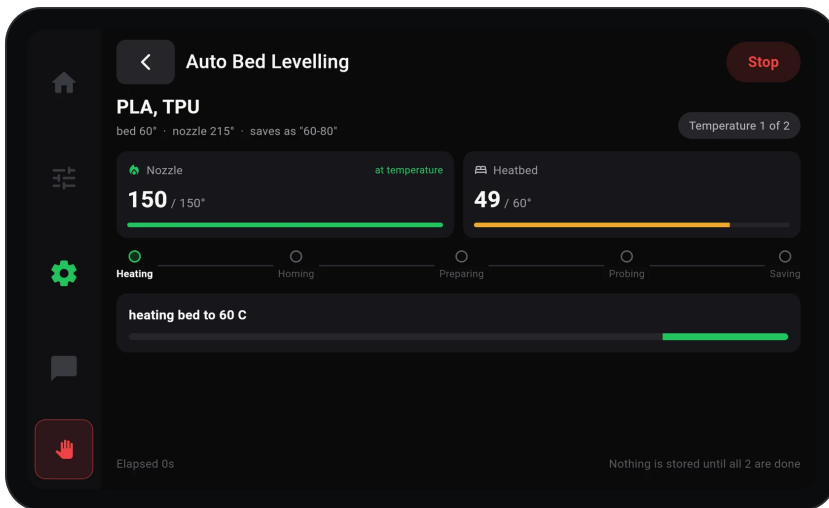


Figure 62 The first stage: heating the bed to the measuring temperature.

- **Nothing is stored until every ticked temperature is done** (*Nothing is stored until all 2 are done*). Leave the page open until the end.
- **Stop** switches the heaters off; the measurement in progress finishes and nothing is saved (*Stopped – Heaters off. Meshes already measured were not saved.*).
- If one temperature fails, the page shows *Bed mesh failed at <material>* with the reason. When earlier temperatures were measured successfully, the message offers **Keep 1** to keep them.
- If the message says *The meshes were measured but NOT saved*, run Auto Bed Levelling again without leaving the page.

Settings, Toolbox and Machine Information

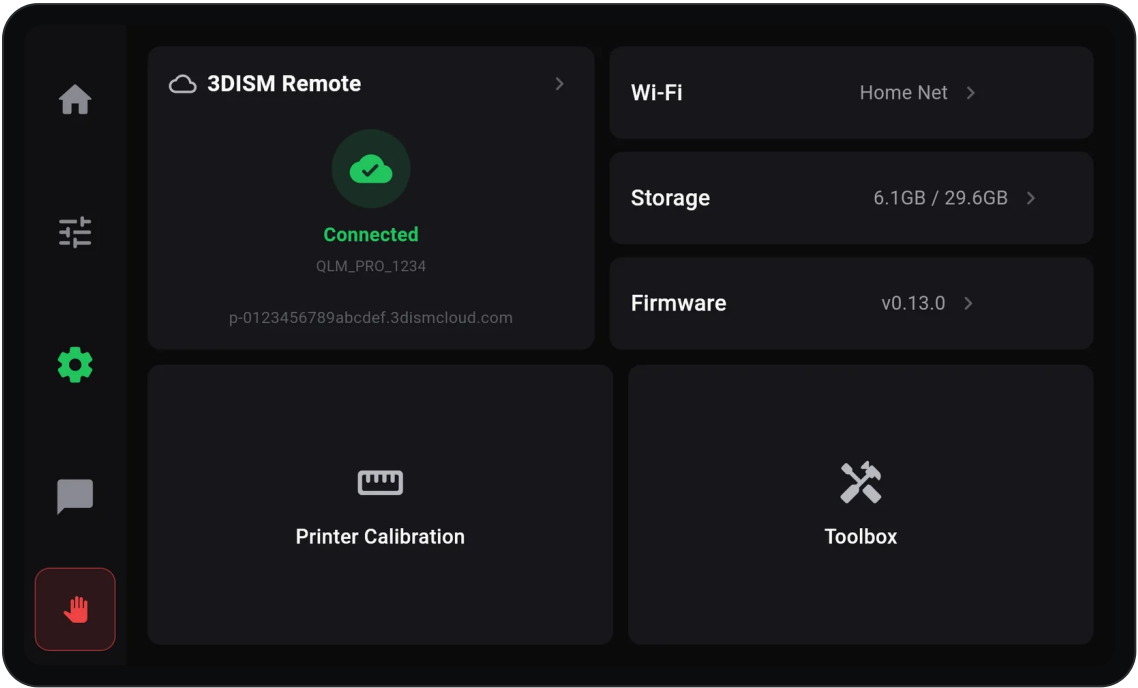


Figure 63 Settings.

ITEM	SHOWS / DOES
3DISM Remote card	<i>Connected, Installed, not connected</i> or <i>Not set up</i> , with the serial number and remote address. Tap to pair (how).
Wi-Fi	The current network. Tap to change it (how).
Storage	Space used on the printer.
Firmware	Software versions, for 3DISM support.
Printer Calibration	Chapter 10. Not available while the printer is stopped by a fault.
Toolbox	Services, firmware restart, reboot.

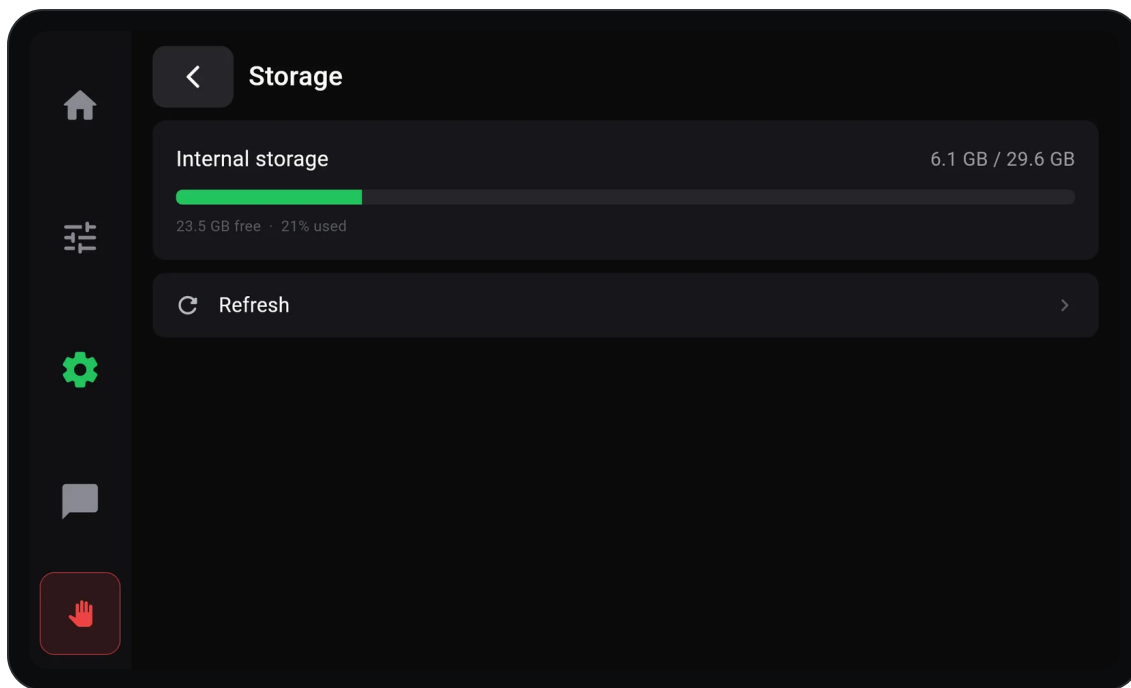


Figure 64 Storage. The bar turns red when more than 90 % is used; delete old files in Print Files.

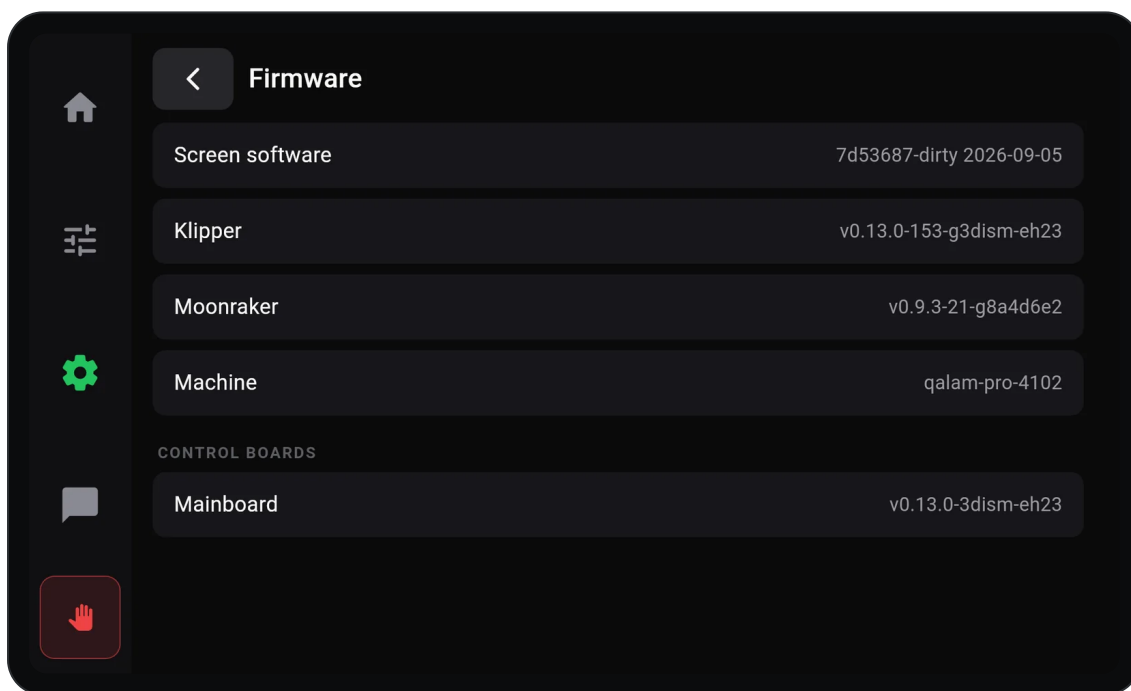


Figure 65 Firmware: the versions 3DISM support may ask for.

Software updates are installed by 3DISM; there is no update button on the screen.

Toolbox

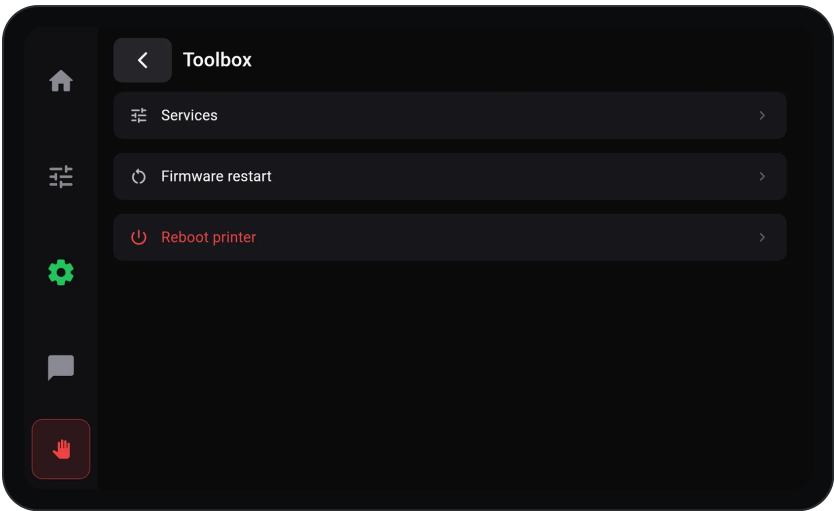


Figure 66 Toolbox.

ROW	WHAT IT DOES	WHEN TO USE IT
Services	Lists the printer's background services and whether each is running.	Only when 3DISM support asks you to.
Firmware restart	Asks <i>Firmware restart? – Klipper will reconnect to the control boards.,</i> then restarts the printer's control software. Reports <i>Printer restarted</i> when it is back.	After a fault, or when a message says <i>Printer is shut down.</i>
Reboot printer	Asks <i>Reboot the printer? – The screen will restart.,</i> then restarts the whole printer, screen included.	When something is stuck and a firmware restart did not help.

Both restarts are refused while a print is loaded (*Not available with a print loaded*), because they would end the job. They are allowed when the printer has already stopped with a fault.

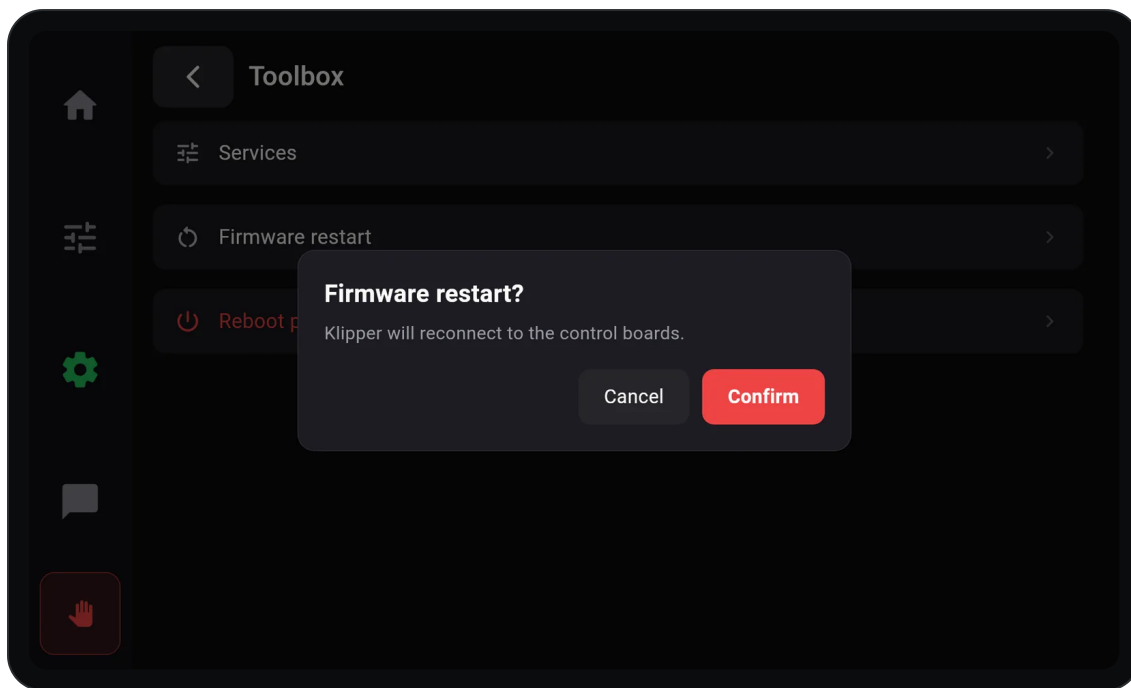


Figure 67 Firmware restart asks first.

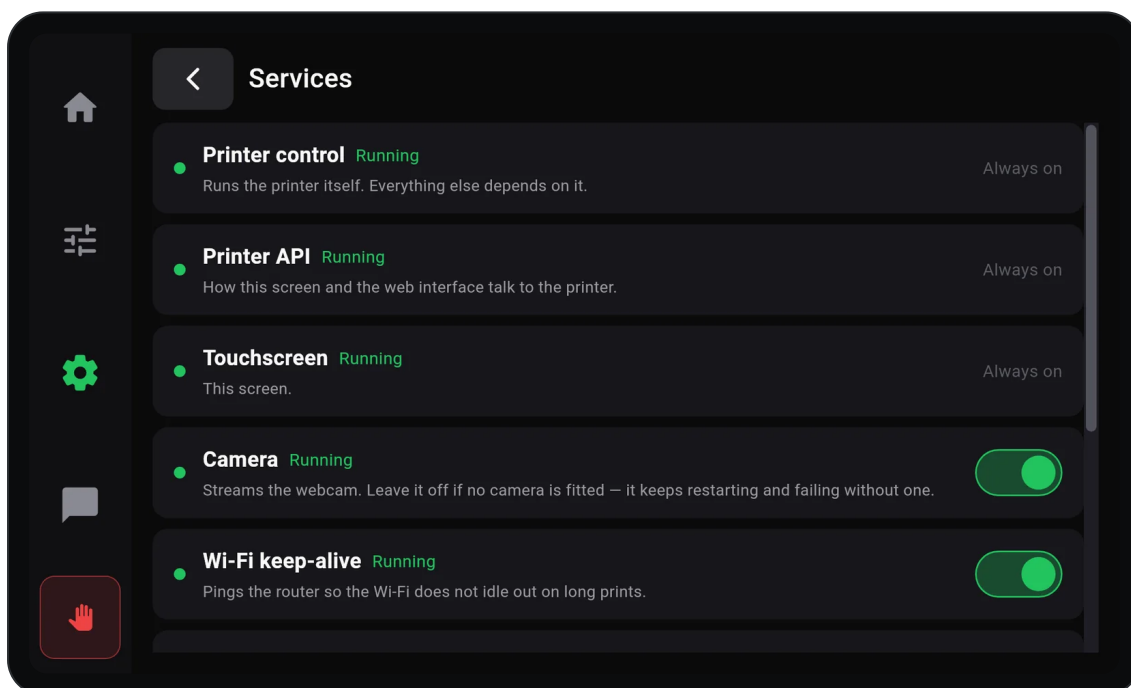


Figure 68 Services. Leave these as they are unless support asks.

In Services, a green dot means running, grey means off and red means not working. Always on services cannot be switched off from the screen. If no camera is fitted, the **Camera** service can be switched off.

Machine Information



Machine Information

PRINTER

Model

QALAM Pro 400

Build volume

400 × 400 × 500 mm

Print recovery

On

Serial

QLM_PRO_1234

Nozzle

Hardened 0.4mm

Pressure advance

0.0400

Klipper state

ready

NETWORK

IP address

192.168.1.42

Remote

p-0123456789abcdef.3dismcloud.com

SOFTWARE

Klipper

v0.13.0-153-g3dism-eh23

Moonraker

v0.9.3-21-g8a4d6e2

Mainboard

v0.13.0-3dism-eh23

Figure 69 Machine Information (the  icon).

ROW	MEANING
Model	QALAM Pro 300 or QALAM Pro 400.
Build volume	The largest part the machine can print, in mm.
Print recovery	On: power-loss recovery is working. On (no chip): working, but saved to storage rather than to a recovery chip. Not fitted: not available on this machine.
Serial	The machine's serial number. Quote it when you contact 3DISM.
Nozzle	The nozzle type set in Controls.
Pressure advance	The value the printer is using now.
Klipper state	ready is normal. Other words (startup, shutdown, error) are for support.
USAGE	Total print time, number of prints, filament used (as a length) and the longest print.
IP address, Remote	The printer's network address and its 3DISM Remote address.
SOFTWARE	Versions of the printer software and control boards.

If the machine is missing something its model normally has, an amber note says so, for example *Expected on a QALAM Pro 400 but missing from this machine's configuration: ...*
Contact 3DISM support.

This page is read when the screen starts. If the network came up later, the IP address may show a dash; the Wi-Fi page always shows the current address.

Power-loss recovery

While it prints, the printer keeps a record of where it is. If the power goes off in the middle of a print, it can pick up from the same place when the power comes back.

- 1 **Switch the printer back on** and wait for Home to show **Ready**.
- 2 Open **Print Files** > **Recovery**. An amber dot on the tab means an interrupted print is waiting.
- 3 **Check the card**: the file, where it stopped, the temperatures it will reheat to, and the bed map it used.
- 4 **Check the machine** (see below), then press **Resume this print**.
- 5 **Leave the printer alone** while it reheats, homes and moves back to the exact spot. The screen shows *Picking up where it stopped* with the steps Heating > Homing > Positioning > Printing. When printing starts, the normal print screen appears.

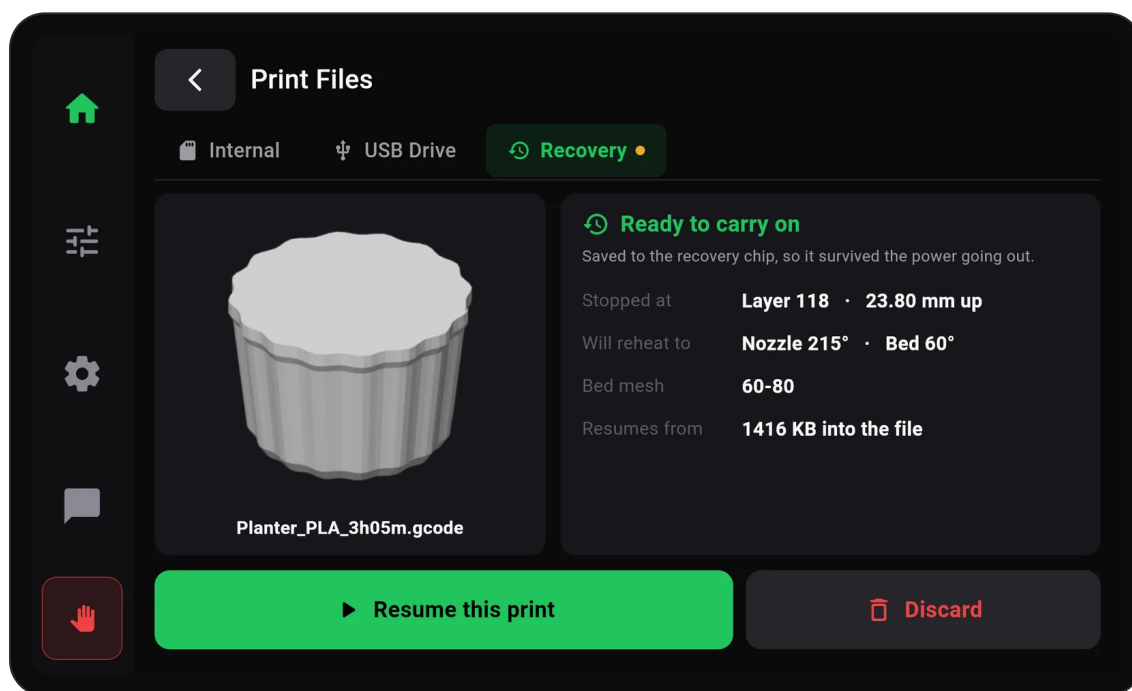


Figure 70 An interrupted print ready to resume.

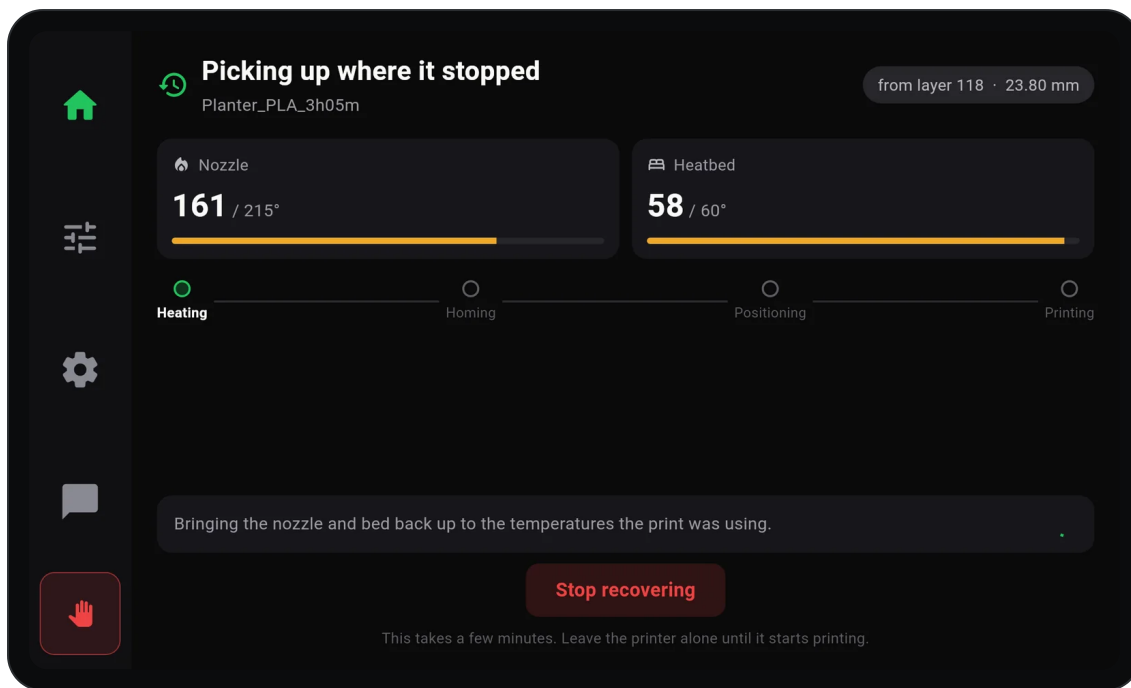


Figure 71 Resuming: heating back up first.

BEFORE YOU PRESS RESUME

- The part must still be stuck firmly to the bed, exactly where it was. If it has moved or come loose, discard and start again.
- Do not move the print head or the bed by hand.
- Make sure the filament is still loaded and nothing has fallen onto the part.
- If the card says *This stopped on the first layer — starting again from scratch will usually give a better part.*, start the file again instead.

- **Stop recovering** (while resuming) switches the heaters off.
- **Discard** asks *Discard the saved print? — It can no longer be picked up after this. The file itself is not deleted — you can always start it again from the beginning.*
- With nothing waiting, the tab says *Nothing to recover.*
- The first line of the card says where the record was kept. *Saved to the recovery chip, so it survived the power going out.* is the most reliable kind.

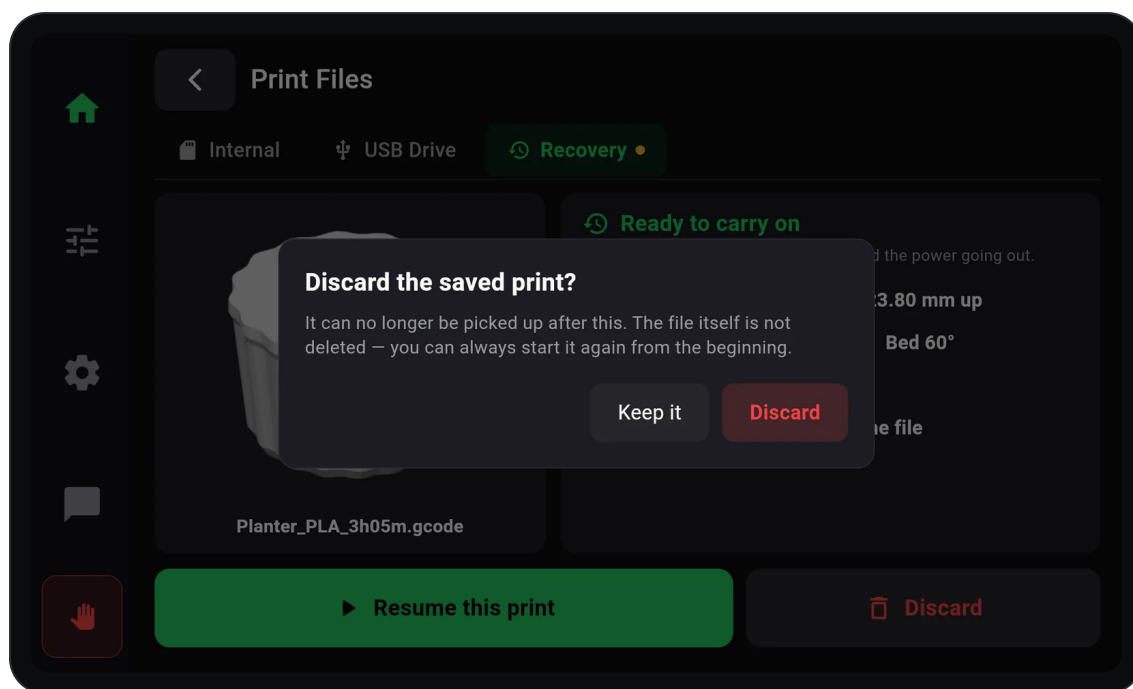


Figure 72 Discarding asks first.

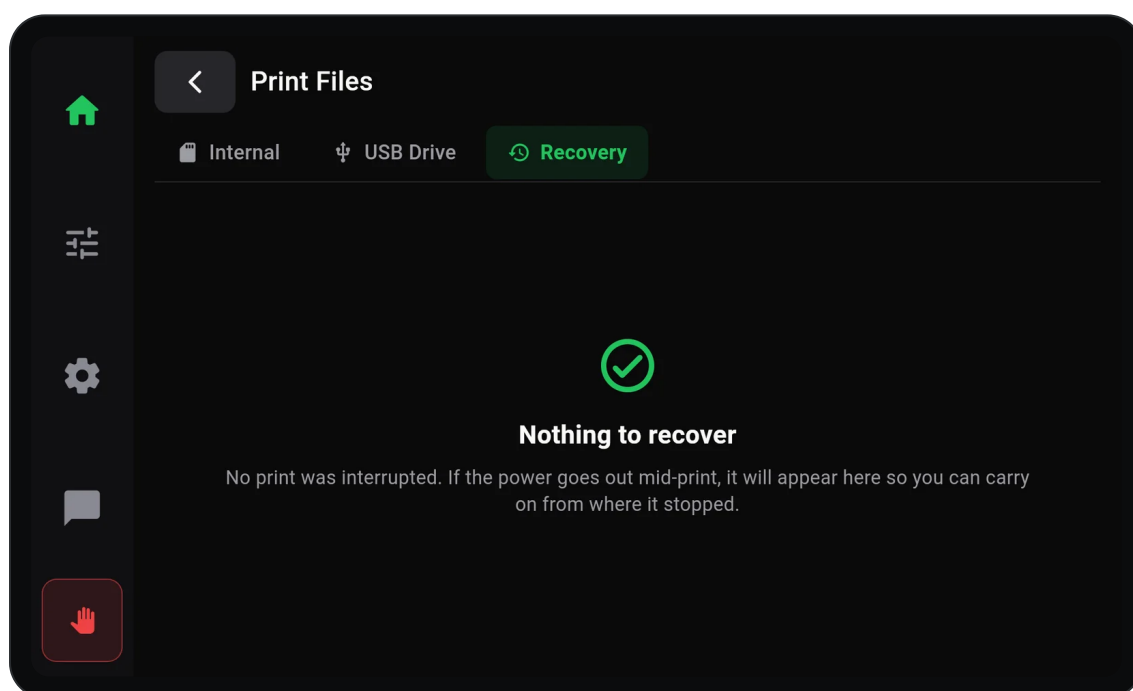


Figure 73 Nothing waiting.

When something goes wrong

The screen explains problems in plain words and tells you what to do. There are three kinds: the printer stopping (a fault page), a print pausing itself (a red robot), and a single command being refused (a message at the top).

The printer has stopped: the fault page

When the printer stops for safety, Home is replaced by a page explaining why. Controls is locked; Settings and Info still work.

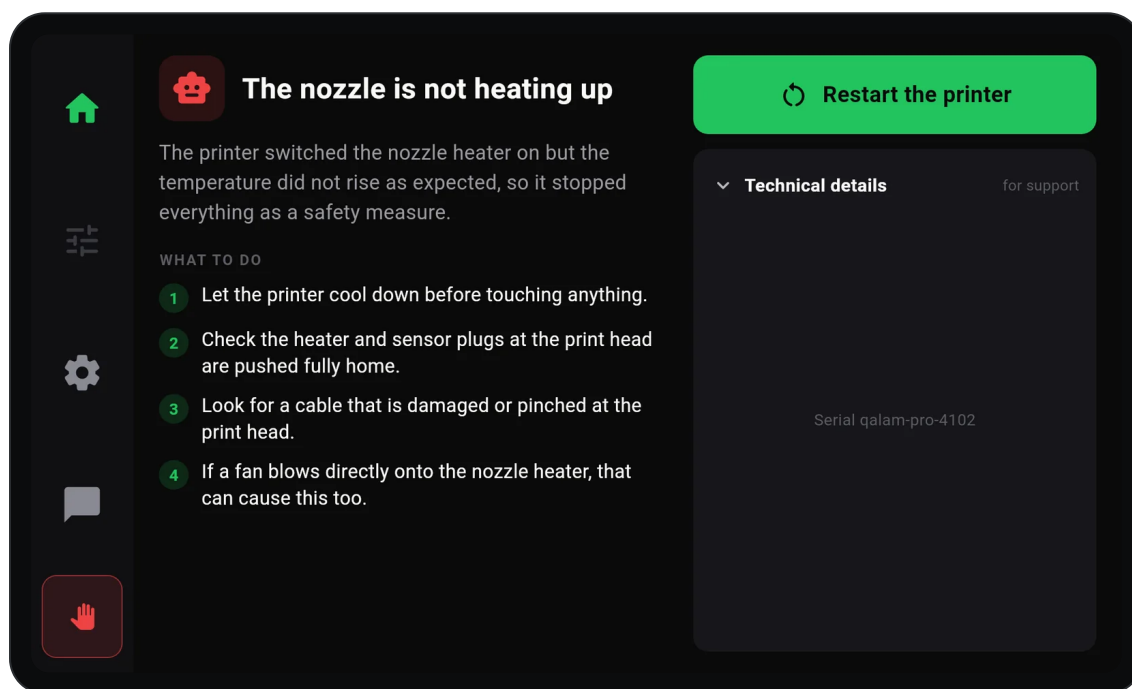


Figure 74 A fault the printer can recover from after the cause is fixed.

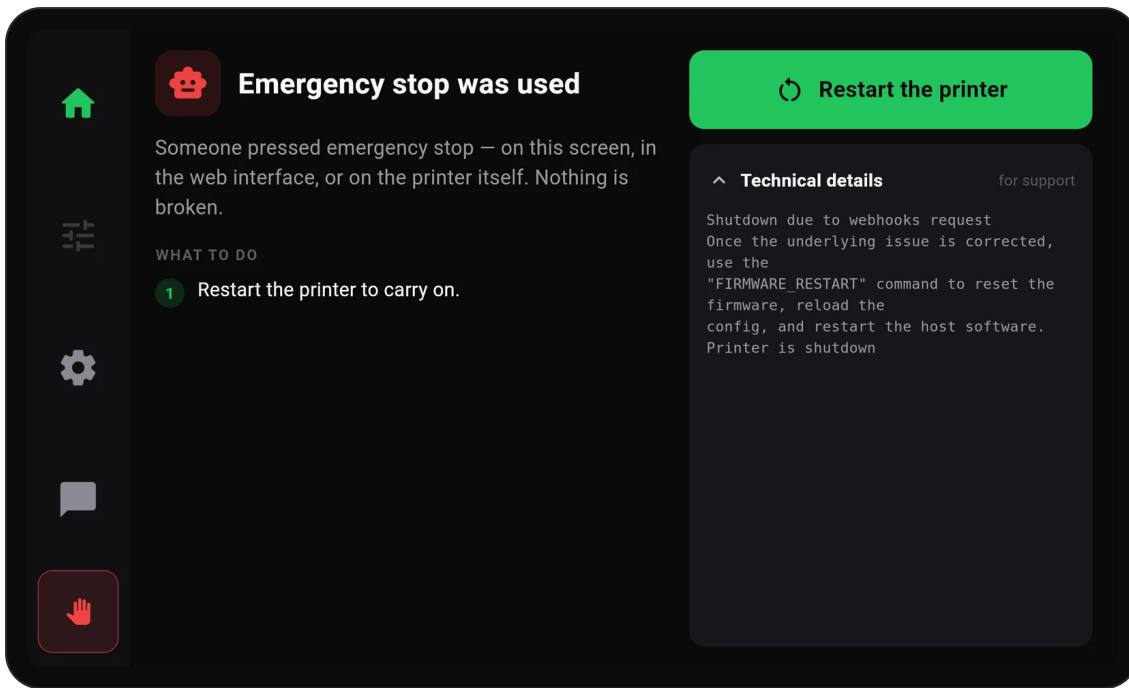


Figure 75 **Technical details** opened: the printer's own words, for support.

- **Title and explanation:** what happened, in plain words, naming the part involved (nozzle, bed, print head board...).
- **WHAT TO DO:** numbered steps. Follow them in order.
- **Restart the printer** appears when a restart can fix it. Fix the cause first, then press it. If restarting will not help, the page says *Restarting will not fix this one — follow the steps on the left*.
- **Technical details** holds the exact message for 3DISM support. Tap to open it.

Faults and what to do

TITLE ON THE SCREEN	WHAT IT MEANS	WHAT TO DO	RESTART BUTTON
The screen has lost the printer	The screen cannot reach the printer software. The printer itself may be fine.	Wait a few seconds. If it does not come back, switch the printer off and on again.	No
The printer settings could not be loaded	A mistake in the printer's configuration file.	Contact 3DISM support with the technical details.	No
The nozzle / bed is not heating up	A heater was switched on but did not warm up as expected.	Let it cool. Check the heater and sensor plugs are fully home, look for damaged cables, and check no fan blows straight onto the heater.	Yes
The nozzle / bed temperature sensor has failed	An impossible temperature reading: usually a loose, broken or shorted sensor wire.	Let it cool, check the two thin sensor wires and their plug, then restart.	Yes
The chamber / electronics temperature is out of range	A monitoring sensor read too hot or too cold.	Check the room temperature, that the fans run and the vents are clear.	Yes
Emergency stop was used	Someone pressed emergency stop. Nothing is broken.	Restart the printer.	Yes
Lost connection to the print head / a control board	An electronics board stopped answering, nearly always a cable.	Check the cable at both ends, look for pinched or worn cable, then restart.	Yes
A control board did not respond	A board did not answer when the printer started.	Check its cable, switch off and on. If it repeats, contact support.	Yes
The printer software and boards do not match	A board needs its firmware updating.	Contact 3DISM support and quote the technical details.	No

TITLE ON THE SCREEN	WHAT IT MEANS	WHAT TO DO	RESTART BUTTON
A control board restarted itself	A board reset itself. Once is usually harmless.	Restart. If it happens again soon, note when and contact support.	Yes
Two boards are using the same identity	Two boards were set up with the same identifier.	Contact 3DISM support.	No
An accessory stopped responding	A small add-on device (such as the power-loss memory chip) stopped answering.	Check the accessory wiring in the electronics bay, then restart.	Yes
The printer could not keep up	The printer's computer fell behind feeding the motors.	Restart and try again. If it repeats with the same file, re-slice it a little slower.	Yes
The file asked to move outside the printer	The file was sliced for a different printer or bed size.	Select the right Qalam printer in OrcaSlicer and slice again.	Yes
The printer has stopped	Something unexpected. The reason is in the technical details.	Restart. If it repeats, send the technical details to support.	Yes

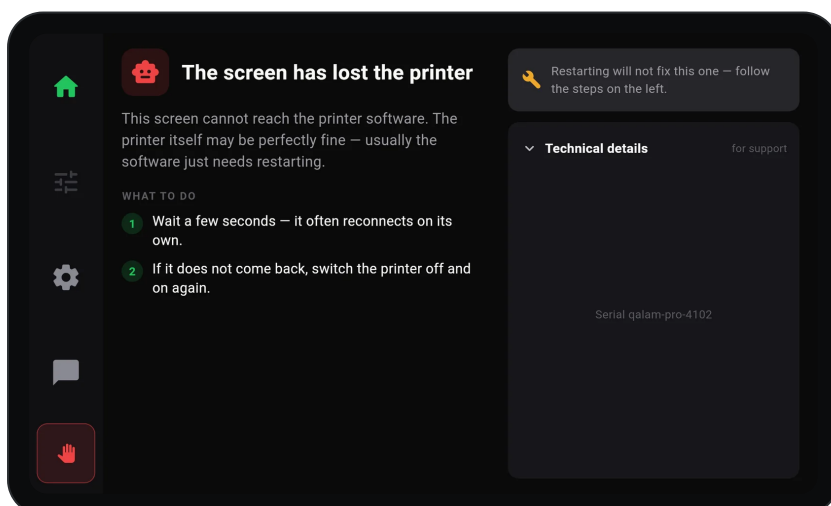


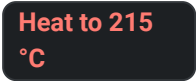
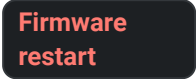
Figure 76 The screen cannot reach the printer software.

A print paused itself: the red robot

These appear during a print as *Paused – problem* with a red robot. Tap the robot to read the explanation (how).

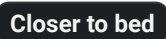
TITLE	WHAT TO DO
The filament ran out	Load a new spool (Controls › Filament › Load). Keep feeding until the new colour comes out, then press Resume . Nothing is lost.
The nozzle sensor failed – print paused	Do not resume yet: the heaters are off on purpose. Check the sensor wires at the print head. Once the wiring is sound, press Resume; the printer heats back up by itself.
Bed sensor failed – print cancelled	Check the sensor wires under the bed. The part may have come loose, so clear the bed and start again.
The nozzle stopped heating – print paused	Check the heater cartridge and the sensor wires; look for a draught blowing across the print head. Then Resume.
The bed stopped heating – print cancelled	Check the bed heater and sensor wiring, clear the bed and start again.
Nozzle too cold to extrude – print paused	Heat the nozzle to its printing temperature, then Resume.
The printer lost its position	Home the printer, then resume.
The printer reported a problem	Check the machine before resuming; send the message to support if it repeats.

A command was refused: messages with a fix button

MESSAGE	BUTTON	MEANING
Hotend is too cold to extrude		Filament can only be moved when the nozzle is hot (170 °C or more).
Printer is not homed		The printer must find its axes before it can move.
Printer is shut down		The printer stopped earlier and needs a restart.
Another filament job is running	—	Wait for the current load or unload to finish.
Not available while printing	—	Pause the print first.
Not available with a print loaded	—	That action would end the current job. Cancel the print first if you really need it.
Not with a print on the bed	—	Homing or moving the bed would run into the part.
Printer not responding	—	The screen could not reach the printer. Check it is on and wait a moment.

Common questions

The first layer does not stick.

Clean the build plate (fingerprints stop plastic sticking), check the bed was measured at this temperature (Auto Bed Levelling), then lower the nozzle slightly with  in Fine Tune.

The screen stays on “Starting up”.

Give it a minute. If it then says *The screen has lost the printer*, switch the printer off, wait ten seconds and switch it on again.

I cannot open Controls or Settings.

A print is running. Pause it, or wait for it to finish.

My file has no picture.

Thumbnails are off in the slicer profile. Use the 3DISM profile, which has them on.

The USB Drive tab is grey.

The printer does not see the stick. Unplug it, plug it in again and wait five seconds. Use a stick formatted as FAT32.

OrcaSlicer cannot reach the printer.

Check the computer and printer are on the same network and the IP address in OrcaSlicer matches the one on the printer's Wi-Fi page.

I calibrated but nothing seems to have changed.

Vibration Compensation and PID tuning are only stored if you press **Save** in the message at the end. Run the routine again and press Save.

Contacting 3DISM support

Have these ready; they make the answer much faster:

- The **serial number** (Info page).
- A photo of the **fault page with Technical details open**, or of the **What happened** panel.
- The **Firmware** page (**Settings** › **Firmware**).
- What the printer was doing, and the file, material and slicer profile you used.

Glossary

Bed map (bed mesh)

A measured map of the bed's height at many points, so the printer can follow its shape. Made by Auto Bed Levelling.

Filament

The plastic wire the printer melts, on a spool. PLA, PETG, ABS, ASA, TPU and PC are common materials.

First layer

The first sheet of plastic laid on the bed. If it is right, the rest of the print usually is too.

Flow

How much plastic comes out compared with what the file asks for. 100 % is normal.

G-code

The instruction file the printer runs, made by the slicer. Files end in `.gcode`.

Gantry

The frame that carries the print head across the machine.

Homing

The printer moving each axis to its end to find out where it is. Needed after switching on or releasing the motors.

Input shaping (Vibration Compensation)

Tuning that cancels the machine's vibrations, removing ripples next to sharp corners and allowing faster printing.

Klipper

The software that runs the printer's motors and heaters.

Label objects

A slicer setting that names each part in the file, so single parts can be skipped during a print.

PID tuning

Teaching a heater how to hold its temperature steadily.

Pressure advance

A correction for the delay between pushing filament and plastic coming out, which sharpens corners.

Slicer

A computer program (OrcaSlicer) that turns a 3D model into G-code.

Z offset

A small correction to the nozzle's height above the bed. Negative is closer to the bed.

Where to find it

I WANT TO...	GO TO
Start a print	Home › Print Files › file › Print
Print from a USB stick	Print Files › USB Drive
Adjust the first layer during a print	Fine Tune › Closer to bed / Further from bed
Change print speed or flow	Fine Tune (while printing)
Skip one failed part	Print screen › tap the picture › tap the part
Pause, resume, cancel	Print screen, bottom row
Load or change filament	Controls › Filament
Heat the nozzle or bed	Tap a temperature on Home, or Controls › Nozzle & Extruder / Heatbed
Turn heaters off after a job	Home › the amber Heater on ... tap to cool line
Home or move the axes	Controls › Motion
Level the bed	Settings › Printer Calibration › Auto Bed Leveling
Adjust the bed corner knobs	Printer Calibration › Bed Leveling Corners
Join Wi-Fi, find the IP address	Settings › Wi-Fi
Pair with 3DISM Remote	Settings › 3DISM Remote
Resume after a power cut	Print Files › Recovery
Restart the printer software	Settings › Toolbox › Firmware restart
Serial number, versions	 Info, and Settings › Firmware
Stop everything now	Hold the red hand for $\frac{3}{4}$ second



Figure 77 Heaters left on after a job. Tap the amber line to switch them off.

Qalam Pro user manual · for screen software 402c3fa · September 2026 · 3DISM

The screen pictures were rendered from the screen software itself, using example files and values; the numbers on your printer will differ. The OrcaSlicer pictures were taken in OrcaSlicer 2.3 on Windows.