Portable Label Printer
# RM-GG-950W Portable Label Printer

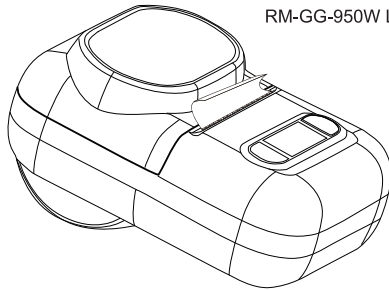**G&G**

# RM-GG-950W
## USER'S GUIDE

Please read this carefully before using the printer and keep the manual in a handy place for future reference.
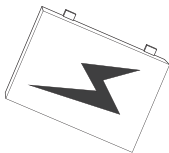
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## Confirm the packing list

RM-GG-950W Label Printer

User's guide, warranty card

USB cable

One battery, which is pre-installed in the printer

Thermal paper（One roll）

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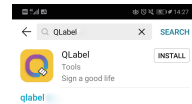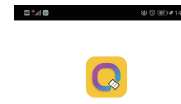
## Scan the QR code to download the APP

IOS

Android

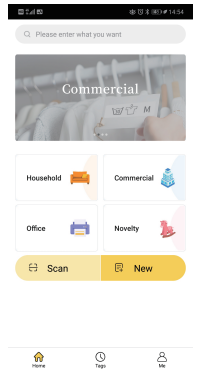### Download and register the printing software APP

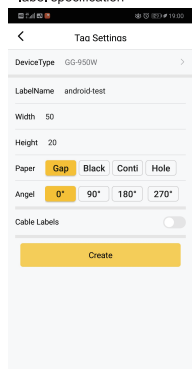1.Search QLabel in the App store

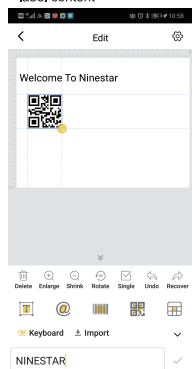2.Open and install the APP

3.Sign up for an account

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## Operating procedures of mobile APP software

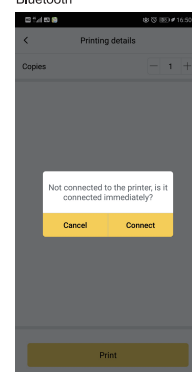4.Click the NEW label to set the label specification
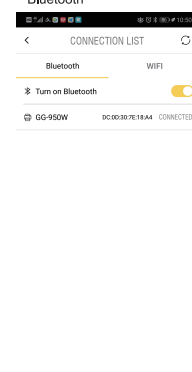
5.Click Text to create a new label content

6.Click Print after editing

7.Click Connect to turn on Bluetooth

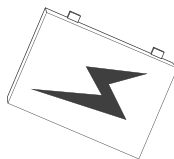8.Connect to the printer via Bluetooth

9.Return to the print screen to print

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## Preparation

### Remarks
Fully charge the battery before using it for the first time. After the battery is stored for a long time, it must be fully charged first, and the battery will achieve the best results.
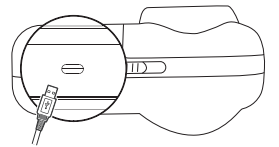
**Battery**

Prepare the printer for use, including open the label cover, charge the battery and install the paper rolls.

**Thermal paper**

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### Caution
Do not take out the battery during charging.
It can print properly while charging.

USB/Power interface

Charging: The battery indicator will flash.
End of charging: The battery indicator icon will show full power and stop flashing.

### Install roll

RM-GG-950W Label Printer uses the paper roll with a maximum diameter of 50mm and a maximum size of 57mm×50mm as the consumable.
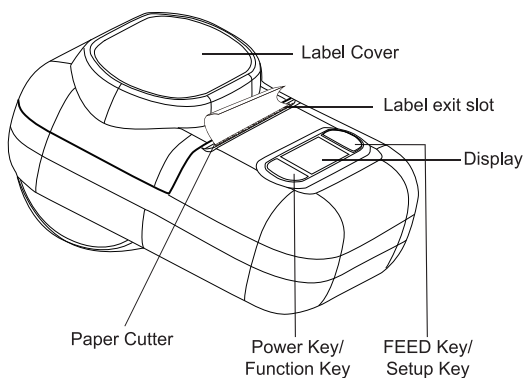
### Caution
First, make sure that the paper roll you are using is a special paper roll for this model supplied by G&G.
Make sure the paper roll is adjusted to the proper width.
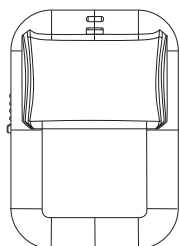Cover the label cover after loading the thermal paper.

■ Place the paper roll as shown and Put the print side face down.
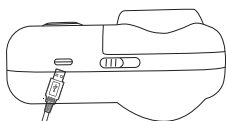
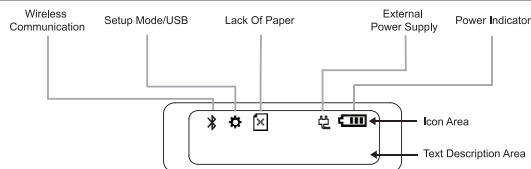---

## Description of printer parts

### Front View
- Label Cover
- Label exit slot
- Display
- Paper Cutter
- Power Key/ Function Key
- FEED Key/ Setup Key

### Rare View

### Lateral View
USB/ Power interface

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## Description of LCD display

Wireless Communication | Setup Mode/USB | Lack Of Paper | External Power Supply | Power Indicator

Icon Area
Text Description Area

### Wireless Communication
After bluetooth pairing, the icon shows the connecting status.

### USB Mode
This icon indicates that the printer's USB is connected.

### Setup Mode
This icon indicates that the printer has entered the Setup state.

### Lack Of Paper
This icon displays when the printer is out of paper or does not load the paper roll properly. At the same time, the text description area shows: No Paper Detected.

### External Power Supply
This icon indicates whether the external power is inserted. When the correct external power is input, the icon will be displayed. When the external power is pulled out, the icon will disappear.

### Power Indicator
This icon is used to indicate power. When charging, the icon flashes to indicate charging status; When the battery is weak, please charge the battery in time.

### Text Description Area
This area displays the relevant text information.

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## Basic Function

### Start your printer
Press the power key of the printer for 2 seconds, and the printer will start up

### Printer shut off
Press the power key of the printer for 2 seconds when it's started up, and the printer will shut off

### Print
Press the FEED key:
Output a section of paper

### Shutdown mode
Automatic shutdown can be set when the printer is in standby state

Function Mode
Print Key/Setup Key

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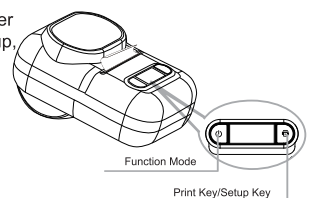
## Setting

### Basic Settings
Enter the setting interface after starting the printer

| | | |
|---|---|---|
| Power Key: Switch language | GG950W | Language: English/ Simple Chinese: Press the Feed key to set the language type of the operation interface |
| Power Key: Switch the printing color | GG950W | Printing color: (The most light concentration) 1-3 (Light concentration) 4-5 (Normal) 6-9 (Dark color) 10-14 (The darkest color) 15 Press the Feed key to set the print definition |

| Power Key: Switch option | | | |
|---|---|---|---|
| Shotdown Mode | GG950W | Shutdown Mode: | Press the FEED key to set the appropriate shutdown time parameter: 10mins/20mins/30mins/Never |
| The Paper Type | GG950W | Paper Type: | Press the FEED key to set the paper type: label paper/ordinary paper/black label paper |
| Automatic Calibration | GG950W | Automatic Calibration: | Press the FEED key to automatically calibrate, this function is only valid for black label paper and label paper |
| ID address of this printer | GG950W | ID address: | Press the power key to display the printer's ID address |
| Printer's self-inspection | GG950W | Printer's self-inspection: | Press the FEED key to display the relevant machine information and have printing test |
| Factory settings | GG950W | Factory data reset: | Press FEED to restore factory Settings |

☺ **Notice**

When this icon appears ✳ in the upper left corner of the display screen, it indicates that the printer has entered the setting state.

① Power Key: After starting the printer, press the power key ⏻ to enter the setting interface, and then press the FEED key to select the corresponding options.

② FEED Key: Press the print key ⟳ can test weather the printing paper is normal.

## Communication mode

RM-GG-950W Label Printer provides Bluetooth mode.

## APP printing

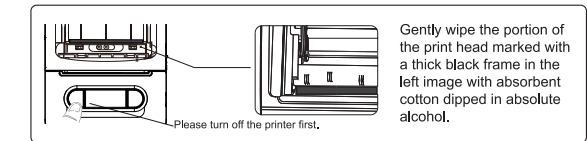Download G&G APP: Open your phone and download G&G APP from the mobile app market to Print easily.

## Printer parameters

### Printer parameters

| Printing method | thermal line printing |
|---|---|
| Resolution | 203dpi(8dots/mm) |
| Print speed | MAX:50mm/s |
| Print span | MAX:48MM |
| Communication interface | USB, Bluetooth |

### Power saving mode

| Sleep mode | Available |
|---|---|

### Storage

| RAM | 20K |
|---|---|
| Flash | 128K |

### Bar code

| 1 | D | CODABAR,CODE_39,CODE_93,CODE_128,EAN_8,EAN_13,ITF |
|---|---|---|
| 2 | D | QRcode |

### Inspection function

| Transducer | Lack of paper detection, black label detection, voltage detection, TPH temperature detection, label detection |
|---|---|

### Charging

| Charger | 5V ━ 1A |
|---|---|
| Battery | 1500mAh/7.4V Rechargeable lithium battery |

### Physical characteristics

| Operating conditions | -10℃ ━52℃,10%RH ━85%RH |
|---|---|
| Storage condition | -20℃ ━70℃, 5% ━90%RH |
| Dimensions | 130mm×84mm×61mm |
| Weight | About 300g |

### Paper

| Paper Type | Thermal paper or label paper |
|---|---|
| Paper width | MAX:57mmx50mm(Width×Diameter) |

## Repair and maintenance

### Daily maintenance of printer

1. Cleaning of outside the printer and cassette: Gently wipe the surface of the printer and inside of cassette with dry cloth. Be sure of the cloth is completely dry.
2. Cleaning of print head: The print head must be cleaned regularly. Especially when the print quality is degraded, the cleaning method is as follows:

Gently wipe the portion of the print head marked with a thick black frame in the left image with absorbent cotton dipped in absolute alcohol.

Please turn off the printer first.

### Use and storage of printing comsumables

1. Store the product at normal temperature before opening.
2. Please clean the surface before pasting the consumables.

| Error phenomenon | Error cause | Solution |
|---|---|---|
| The printer makes a sound of two short beeps intermittently. | The battery is weak. | Please charge in time. |
| The printer prints only empty paper and does not print out the data. | The paper is reversed. | Please re-direct the printing paper. |
| The printout is illegible. | The printer is not cleaned for a long time, which causing the print head to be contaminated. | The print head should be cleaned. |
| | Poor printing consumables. | Please set the printing color and printing performance.Please use G&G original standard consumables. |
| The printout is illegible in few months even few weeks. | Consumables are of poor quality. | Please use G&G original high quality consumables. |
| The printer is auto power-off | The battery has used up. | Please charge immediately. |

Using poor quality paper can cause damage to the print head.

## Safety precautions

**In order to prevent injury or property damage to users and others, please follow the following instructions.**

For your convenience, this manual uses the following identification instructions:

| ⚠ Danger | This mark identifies a danger that improper use may result in property damage, resulting in serious injury or death. |
|---|---|
| ⚠ Warning | This mark identifies a warning that improper use can result in personal injury or damage to the printer. |
| ☺ Caution | This mark identifies a warning that the information listed can provide guidance for better product use or extended product life. |

### ⚠ Danger

**About the use of battery**

● There are special protection circuits and devices inside the battery. Please do not disassemble the battery without authorization, otherwise it will cause short circuit or electrolyte leakage. There is a risk of blindness if the electrolyte enters the eye. If it gets into your eyes, rinse immediately with clean water and go to the hospital for treatment.
● Please do not put the battery into water or fire for avoiding internal short circuit, which will cause the battery to heat up, smoke, deform, damage or even explode.
● Please charge the battery in a cool and airy room. If the ambient temperature during charging is too high, it may cause heat, smoke, burning, deformation or even explode.
● Please do not use the printer in flammable or explosive accessories such as gas stations and fuel warehouses.

### ⚠ Warning

**About the use of adapter**

● Please do not disassemble or modify the adapter. Do not use the adapter when the power cord is damaged, otherwise it may result in electric shock, fire and damage to the adapter.
● Do not pull the wires or stack heavy objects on the wires, otherwise it may result in fire or electric shock.
● Do not use in high temperature environment.
● Do not multiplex and wire the adapter.
● Do not apply a voltage other than the specified power voltage to the adapter, otherwise it may result in the damage to the printer.

### ⚠ WARNING

**About battery use**
● Please do not squeeze the battery, mechanical vibration or shaking the battery, do not make the battery short-circuit.
● Please do not expose the battery to sunlight, or to places with too much smoke and dust. Please do not use in high temperature environment.
● Please use the special battery provided by our company. Do not replace the battery without permission, or it may cause explosion.

**About printer use**
● In case of failure, please turn off the power immediately. When you find the printer or charger smoking or emitting odor, please immediately unplug the charger to avoid burns.

### ☺ CAUTION

**About battery use**
● Please replace the battery when it fails to meet the performance requirements.
● Keep batteries out of reach of children in case of danger.
● Once the battery discoloration or deformation is found, please stop using it immediately.

**About printer use**
● Please use G&G original consumables, otherwise it may lead to poor printing quality or even damage of printing machine.
● Do not disassemble the printer by yourself.If you need to repair the machine, please contact your dealer. (If the machine broken due to the user's disassembly or modification, it will still be repaired for a fee even within the warranty period.)
● After the end of printing, the print head is still under high temperature, please do not touch to avoid scald.
● If the printer is stored for a long time, please be sure to take out the battery in the printer and store it separately, otherwise it may cause battery failure or even leakage and damage the printer.
● Make sure the printer is turned off before replacing the battery. If the adapter is used, please make sure the power is cut off when replacing the battery.
● Please do not stamp or knock on this product. Otherwise, the product will be damaged, or cause fire or electric shock.
● Do not spray beverage or insecticide on this product, otherwise it will cause product malfunction, fire or electric shock.
● Do not pile up the product or place the product in an unstable place. Otherwise, the product may fall and cause injuries

## General Precautions

### Label printer installation and processing:

⚠ WARNING

● After the paper hatch cover is widely opened to the maximum positioning state, please avoid forcing the cover back.
● Install the label paper in the correct way and pass through the guide paper slot
● Make sure the print head is in a locked state before installing the label paper correctly and passing the guide roll and printing.
● The print head is a fragile part, please avoid direct hand or hard object touch
● Please use RM-GG-950W special power adapter.

### Notes on print head:

● Be sure to turn off the power before cleaning.
● Since the temperature of the print head will rise during printing, we need to turn off the power of the printer for 2-3 minutes before cleaning.
● When cleaning the print head, be careful not to touch the heating part of the print head. Because the print head is easy to be damaged by static electricity and other factors.
● Note that the print head must not be scratched or damaged in any way.
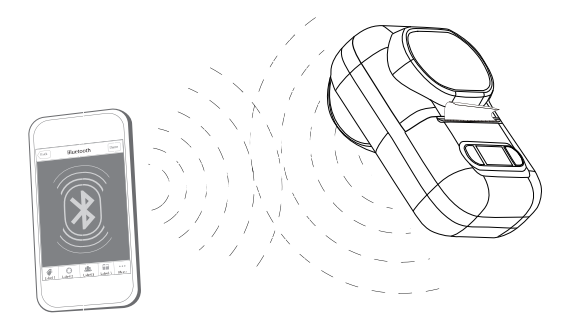
### Battery recycling:

● This product USES rechargeable lithium battery. In order to protect the environment, please do not dispose of the old batteries at will.
● When disposing of batteries, be sure to dispose of waste batteries in accordance with relevant regulations.

## (Label Printer) Warranty Card

This warranty card only in China mainland(Excluding Hong Kong&Macau)

First、Guarantee Clause
1、If the customer in the case of normal use printer and the printer fails in the period of warranty validity, please bring the warranty card and purchase invoices to specify pit, free maintenance in accordance with the provisions of this license (including replacement parts and labor), but not burden of repair goods door to door fee, shipping fee, installation and dismantling to etc. Has nothing to do with the actual repair cost.
2、The following cases do not provide free repair even within the warranty period.
(1)The purchase invoice and this warranty certificate cannot be presented at the same time (when purchasing products, the user information should be completely filled in and the seal of the sales store should be affixed).
(2)The model and production number of the goods have been altered, torn or unrecognizable.
(3)Failure or damage caused by repair or modification outside our designated service stations and not using our parts.
(4)Due to fire, earthquake, flood, wind, lightning and other natural disasters and the fault and damage caused by abnormal voltage and chemical erosion.
(5)Failure and damage caused by severe conditions (dust, damp, direct sunlight, etc.) or failure to comply with the requirements of the instruction manual (use and maintenance);
(6)Malfunction and damage caused by virus infection, falling, moving, transportation, foreign matter entering or products not manufactured by our company;
(7)Periodic inspection, maintenance, repair or periodic replacement of parts caused by normal wear ;
(8)The replacement of exterior parts such as shell, panel and button, as well as drive software, power cord and attached data connector, and consumable materials (such as paper roll and cutter);
(9)Quality problems caused by using consumables not designated by our company or caused by unsupported print media.
Second、Warranty period: one year from the date of purchase (subject to the official purchase invoice)
Third、This warranty certificate shall only be regarded as the certificate for the user to enjoy the warranty under the term specified in this certificate and shall not limit the legal rights of the user. This certificate is issued at random. Please keep it with the purchase invoice (or a copy of the invoice).

## Warranty Card

| Production Place: | | Model: |
|---|---|---|
| | | |
| Customer | Name: | Tel: |
| | Address: | Postcode: |

Notice: The above contents shall be invalid if altered. The repair ticket number shall be consistent with the repair receipt number. The repair record shall be subject to the content of the repair receipt. Please keep the repair bill for inspection.