

G15M Pro

LabelMaker User Manual

01

Included Items

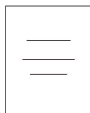


Trial Label Tape×1

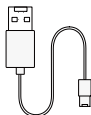


Adapter×1

Label Maker×1



User Manual×1

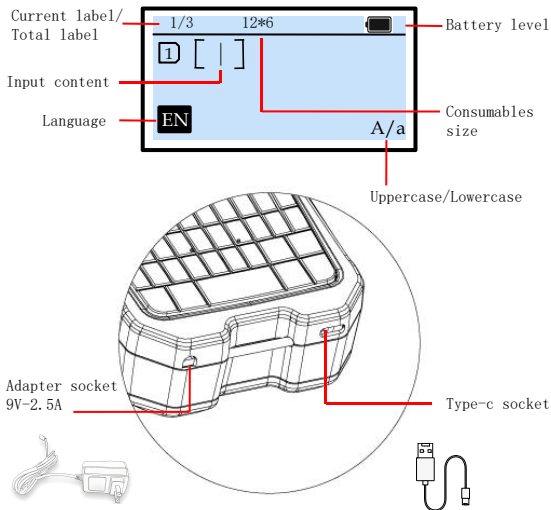


Type-c Cable×1

Note: Please confirm that the items are intact when opening the box. If any items are damaged or missing, please contact the dealer.

02

Display/Charging socket



Note:

- 1.Type-c cable supports charging lithium batteries.
- 2.This printer does not include adapter;The adapter supports batch printing and continuous power supply, while also charging the lithium battery.Please buy the SUPVAN 9V-3.5A adapter from the seller.

Key Functions

	Turn on/off the printer
	Set character size for the current and all subsequent segments, Set auto or specify
	Set the direction of the current label, horizontal/vertical
	Set the length of the current label, set auto or specify
	Press print key, and a settings interface (copy print and repeat print) will pop up before printing. Press the print key again to print the current label. Double click the print key to directly print the current label
	General label mode
	Switch the label mode to wrap label in continuous label/ die-cutting label mode
	Switch the label mode to flag label in continuous label/ die-cutting label mode
	Switch the label model to terminal label in continuous label/ die-cutting label mode
	Set the mode of double row labels
	Delete current segment/text+formatting/all text only
	Delete the content in front of the cursor, long press to delete the current line
【Add】	Create a new label
【File】	Save/save as/open/delete file
【Set】	settings for length, character size, width, font, align, bold,light, frame, orientation, cut, character space, density, margins, cleaning backlit, underline, format, and customize
【Esc】	Cancel the currently unconfirmed options or content; Under the functional options, it is possible to return to the previous function
【▲▼◀▶】	Direction keys

【↵】	Confirm all options; Create the next line within a label
【Fn】	Needs to be used in combination with other keys
【0-9】	Number keys
【A-Z】	Letter keys
【\$@&】	Symbol key, select to add commonly used simple symbols
【123•】	Add barcode/qr code
【】	Add sequence
【Symbol】	Graphic key, select add graphic symbol
【Space】	Space
【A/a】	Uppercase/lowercase
【•••••】	Select variant of the Latin letter
【Lng】	Long press for the system language selection

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Combination Keys Description

Long press 【Fn】 , Simultaneously press on other keys

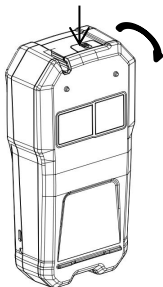
【Fn】 + 【Q-P】	Customize commonly used shortcut functions in the set section
【Fn】 + 【Z】	Adjust LCD contrast
【Fn】 + 【X】	Adjust LCD brightness
【Fn】 + 【C】	Copy
【Fn】 + 【V】	Paste
【Fn】 + 【B】	Printer automatic shutdown time setting
【Fn】 + 【N】	Read the current consumables usage information
【Fn】 + 【M】	Printing position adjustment and total printing length statistics

Click on **【Fn】** , then click on other function keys(only valid once)

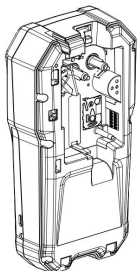
【Fn】 - 【AAA】	Char space	Set the spacing between characters:- 0.5/0/0.5/1/1.5/2mm; Default:0mm
【Fn】 - 【】	Bold	Set font bold: off/on; Default:off
【Fn】 - 【】	Frame	Set frame style: None/frame1/frame2/frame3/frame4/frame5; Default:none
【Fn】 - 【】	Range Print	Print Settings: you can set cursor print and range print
【Fn】 - 【】	Previous Label	Move to the previous label
【Fn】 - 【】	Next label	Move to the next label
【Fn】 - 【Add】	Cut	Set cutting mode: cut/solid line/None Default:cut
【Fn】 - 【File】	Feed	Feed some blank label
【Fn】 - 【Set】	Exit special mode	Exit the current label special mode and enter the general label editing interface (only valid for wrap/flag/port/double row)
【Fn】 - 【ESC】	Align	Set align style: left/center/right/justify; Default:center
【Fn】 - 【▲】	Home	Move the cursor to the beginning of the edited label
【Fn】 - 【▼】	End	Move the cursor to the end of the edited label
【Fn】 - 【◀】	Home	Move the cursor to the beginning of the edited segment
【Fn】 - 【▶】	End	Move the cursor to the end of the edited segment
【Fn】 - 【\$@&】	Symbol	Insert symbol
【Fn】 - 【】	Superscript	Insert superscript
【Fn】 - 【】	Subscript	Insert subscript
【Fn】 - 【Symbol】	Arrow symbol	Insert arrows symbol
【Fn】 - 【Space】	Bluetooth	Set Bluetooth function: on/off
【Fn】 - 【A/a】	Backlit	Set backlight mode: on/off (automatically turns off after 10 seconds)

【Fn】 - 【1】	,	【Fn】 - 【O】	-
【Fn】 - 【2】	.	【Fn】 - 【P】	+
【Fn】 - 【3】	:	【Fn】 - 【A】	[]
【Fn】 - 【4】	;	【Fn】 - 【S】	{ }
【Fn】 - 【5】	?	【Fn】 - 【D】	()
【Fn】 - 【6】	!	【Fn】 - 【F】	< >
【Fn】 - 【7】	^	【Fn】 - 【G】	_
【Fn】 - 【8】	~	【Fn】 - 【H】	=
【Fn】 - 【9】	'	【Fn】 - 【J】	±
【Fn】 - 【0】	"	【Fn】 - 【K】	*
【Fn】 - 【Q】	↓	【Fn】 - 【L】	°
【Fn】 - 【W】	Ω	【Fn】 - 【Z】	↑
【Fn】 - 【E】	ℓ	【Fn】 - 【X】	↓
【Fn】 - 【R】	\$	【Fn】 - 【C】	←
【Fn】 - 【T】	#	【Fn】 - 【V】	→
【Fn】 - 【Y】	θ	【Fn】 - 【B】	/
【Fn】 - 【U】	%	【Fn】 - 【N】	
【Fn】 - 【I】	&	【Fn】 - 【M】	\

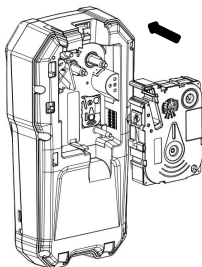
Install Consumables Cassette



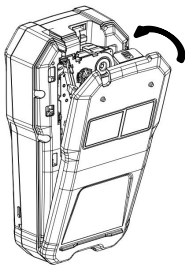
1. Press down on the indicated arrow to open the back cover



2. Observe the installation diagram of cassette on the printer body



3. Install cassette according to the diagram and ensure that it has been installed in the correct position



4. Close the back cover of the printer

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APP Download and Connection

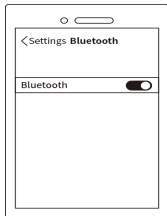


iPhone

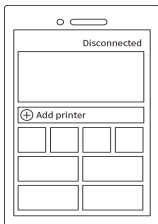


Android

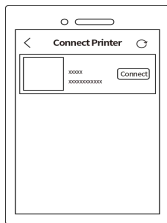
1. Scan the qr code to download the APP



2. Ensure that the Bluetooth function of the phone is on



3. Open the app and click on "Disconnected"



4. Find the corresponding model and click on the connect

Note:

When download app for Android phone, it is recommended to search for Suprint from the Google Play or scan the QR code directly to download; When there are multiple printers around you that cannot distinguish printers or when the phone does not have location enabled, you can operate the printer by [Fn]+[Space] to select the quick connect code, use the APP to scan the qr code to quickly connect to Bluetooth.

Software Download and Introduction

Software download path:

[www.supvan.com-En-Service-Download-SupvanEditor\(E\)](http://www.supvan.com-En-Service-Download-SupvanEditor(E))



No.	Introduction	Description
1	Media type	1.Select [G15M Pro printer] 2.Select the corresponding media type and size.
2	Printing and file management	1.Click the [Print] button to set the print settings. 2.Can open,new and save the file.
3	Media setting	1.can set the length, horizontal or vertical and switch media . 2.Label can be clicked on the [Read] button to automatically identify media specifications.
4	Content edit	Can set the font, size, character spacing, line spacing, alignment, borders, 690 underline, superscripts and subscripts, etc.
5	Text edit	Can set align, rotate, combine, layer, etc.
6	Table edit	Edit the inserted table.

No.	Introduction	Description
7	Common shortcut icons	Common shortcut keys, support one click editing
8	Preview	Can preview the edited label, click the label to refresh, and right-click to edit.

Feature

Thermal Transfer

Thermal transfer technology ensures clear printing and more durable

Automatic full cutting

Automatic full cutting after printing, no need for manual cutting.

Automatic detection

The printer can detect the position of the first label. If it is not in the correct printing position, the label will be automatically returned to the starting printing position which can avoid wasting of first label.

Automatic recognition

Printer and the APP can automatically recognize the consumables and directly jump to the corresponding interface for user-friendly operation and use.

Batch print

Can print multiple labels at once to meet batch requirements.

Multiple consumables

Can print continuous/die cut labels, heat shrink tubing, tags, etc

Multiple charging methods

Built in 1200mAh lithium battery, supports Type-c cable and adapter charging

Troubleshooting

1、Fault indication

Normally, when a printer malfunctions or experiences abnormal conditions, the app will display a fault prompt

Troubleshooting			
Tip	Phenomenon	Cause	Solution
Battery low	Printing is blurry	Battery	Charge
Unrecognized Tape	Consumables installed, Printer does not recognize consumables	Incorrect consumables/ cassette is not installed properly	Replace consumables/ Reinstall consumables
End of tape	The printer no action	end of consumables	Replace new consumables
Not feed	The printer is running normally and cover is closed, but consumables not come out from outlet	Consumables jam	Check the outlet and reinstall cassette
Cover is open	The printer is running normally, but consumables not come out from outlet	Cover is open	Close cover

2、Print head maintenance

Turn off the printer, open the cover and remove the cassette; Dip a cotton cloth or cotton swab in medical alcohol, gently wipe the print head, clean the print head for 1-2 minutes, and wait for the alcohol to evaporate before using the machine normally.

Specification

Name: Label Maker

Model: G15M Pro

Printing Method: Thermal Transfer

Resolution: 203DPI

Consumables Width: $\leq 15\text{mm}$

Effective Printing Width: 10mm

Printing Speed: 25mm/s

Cutting mode: Auto full cut

Battery capacity: 1200mAh

Dimension: 190mm $\times$ 100mm $\times$ 53mm

Data Transmission: Bluetooth 5.0

Connectivity: APP and PC connected

Power Supply: Type-c 5V $\equiv$ 1A/Adapter 9V $\equiv$ 2.5A

Internal Memory: 10 files

Operating Environment : 10 $^{\circ}\text{C}$ ~35 $^{\circ}\text{C}$

Storage Environment: -10 $^{\circ}\text{C}$ ~55 $^{\circ}\text{C}$

Working Humidity: 20%~90%non-condensing

Storage Humidity: 20%~90%non-condensing

Printing Instructions:

It is recommended that a single continuous printing should not exceed 7m or one roll of consumables

Battery usage instructions:

If not in use for a long time, please charge the lithium battery every 3 months to avoid prolonged natural wear and tear and inability to use it.

Attention

- Please read this user manual carefully before using this product;
- Please keep this product and accessories out of reach of children to avoid danger;
- Please do not disassemble the printer by yourself;
- Do not open the cover when printing;
- Please use Supvan original consumables, otherwise it may result in poor printing quality and damage to the printer;
- During the printing process of the printer, please do not forcefully pull the label to avoid damage to the printer;
- This product is a precision product. Please use it in a flat area to prevent damage from falling and to prevent impact and vibration;
- The print head of this product is a precision component, please do not scratch it to avoid affecting the printing effect;
- Do not throw the printer into fire or high temperature;
- Please use a single power outlet instead of multiple outlets that have already been plugged into multiple devices, as this may cause fire or electric shock;
- Please do not use adapters that do not support outputting DC 5V;
- Do not wet the printer/power supply/power socket when charging, and do not use wet hands to plug and unplug the power plug to prevent electric shock;
- Please do not allow metal or liquid to enter the printer, as it may cause fire, electric shock, and damage to the interior
- Please use the printer in a clean place and do not use it on carpets or felt, otherwise a large amount of dust can easily cause short circuits;

Attention

- Please keep the printer away from flammable solvents such as alcohol and gasoline, as well as from sources of ignition, to prevent ignition and potential fires
- Please do not touch the print head with your hands. When the device finishes working, touching it may cause skin burns;
- Please do not press the equipment heavily;
- This printer and consumables should be stored in a dry, ventilated, and sun free place;
- If you notice any unusual odor or noise while using the printer, please immediately turn off the printer and contact your seller;
- During long-term operation of this printer, the lithium battery may generate heat and transmit it to the cover, which is a normal phenomenon. The printer can be temporarily stopped and allowed to cool before resuming printing work.

Declaration

- We reserves the right to change the content of this user manual due to printer upgrades.
- Our company will not be responsible for any consequences caused by your failure to operate according to the instructions in the user manual.
- The logos or trademarks of other companies referenced in this user manual are owned by other companies.
- If you want to learn more about this device or our company, you can visit the official website of Supvan.



Website:

www.supvan.com



Email:

sales@supvan.com

Warranty Card

☐ Replacement

☐ Return

☐ Repair

Customer Information	Name: Gender: Phone:
	Address:
Product Information	Purchase Date:
	Printer Model:
	Printer Serial No.:
Return or Replacement record	Reason:
Repair record	

Qualified Certificate

Inspector:	Inspection: 
Date of Production:	

SUPVAN

Organized, Simple, Done.

FCC Warning:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0cm between the radiator and your body.

ISED Statement

- English: This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

- French: Cet appareil contient des émetteurs/récepteurs exempts de licence qui sont conformes aux CNR exempts de licence d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes :

(1) Cet appareil ne doit pas causer d'interférences.

(2) Cet appareil doit accepter toute interférence, y compris les interférences susceptibles de provoquer un fonctionnement indésirable de l'appareil.

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 0cm between the radiator & your body.

Cet équipement est conforme Canada limites d'exposition aux radiations dans un environnement non contrôlé.

Cet équipement doit être installé et utilisé avec une distance minimale de 0 cm entre le radiateur et votre corps.