FAQ

1. Printer not connecting?

(1) Please ensure that the printer is turned on and the Bluetooth of the smartphone is turned on.
(2) Check if the location function is enabled on the smartphone (Android only). In the Android system, location permission must be enabled when the App is being used. If turned off, you can find "Katasymbol" in "Settings - Application - Permission Management - Application" and turn on the location permission. You don't need to do this on iOS phones.
(3) Please launch the Bluetooth connection within the App. Click "Add Printer" to search for the device. In the search list, click the corresponding printer model name to connect successfully.
(4) Check if the printer is being connected to other devices. This printer cannot be linked to more than one smartphone at the same time.
(5) If none of the above solves the problem, please contact Support through the App or via other ways.

2. Bluetooth connection established, paper installed, but it won't print?

(1) If the RFID sticker of the label tape is torn off, the device cannot identify the label paper type. "Incorrect label tape" will show when printing.
(2) If the printed paper shows no text or image, the label may be installed upside down. Reinstall the label roll.
(3) Please check whether Dark Theme/Mode is enabled. The latest version of the App can support it.

3. During the initial use, a lot of paper doesn't have anything printed. Can those papers be reused?

(1) Double-click the power button to retract the unused label papers.
(2) If label has been removed, it cannot be retracted.

4. Why can't the printer cut the label paper?

(1) See if there is dirt on the cutter.
(2) If the cutter is sticky, use cotton swabs to clean the excessive glue.

5. Why is the printout blurry?

(1) Make sure there is enough battery. If the indicator light shows red, the battery is low. Charge the printer for at least half an hour before use.
(2) The print head may be dirty or sticky. Please refer to Question 8 for cleaning.
(3) Increase the printing concentration.

6. The texts on the printouts are not centered, in the wrong position, offset, or skip paper?

(1) When inserting or replacing a roll of label paper for the first time, a blank label should be printed by clicking the power button. This is to let the print head identify the position of the label paper.
(2) Check if the correct template that matches the label paper has been selected in the App. Check the size and image on the label packaging, select the matching template on the App.
(3) Please make sure to put the label printing side up into the printer. If placed on the opposite side, it cannot be printed.

7. Why are the texts on the printout so small?

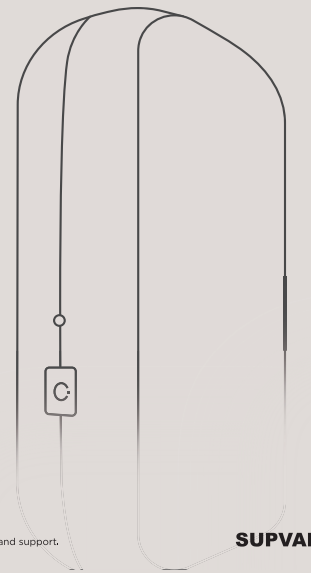
The App automatically adjusts the font size according to the size of the label paper, try switch to continuous labels, or use line breaks.

8. How do I clean the print head properly?

(1) Use ethanol and cotton swabs.
(2) Turn off the printer and let it cool for a few seconds.
(3) Take the paper roll out and put it aside.
(4) Use a clean small cotton swab (the print head space is narrow) to dip a little ethanol to wipe the dirt on the surface of the print head gently (do not scrape the print head with hard objects, otherwise the thermal-sensitive tablet will be permanently damaged and become irreparable).
(5) After cleaning, double-click the power button to do a self-test when the surface is completely dry.

For more questions, please check "Instruction" inside the App or click "Support".

KATASYMBOL E16



*Scan the QR Code for multi-language guide and support.

SUPVAN

SAFETY INFORMATION

- Use a single power socket instead of multiple sockets that have been plugged in by multiple devices, as this may cause fire or electric shock.
- Do not let metal or liquid enter the device. Otherwise, fire or electric shock may occur, and internal parts may be damaged, resulting in device damage.
- Do not use AC power exceeding 100-240V.
- It is strictly forbidden to disassemble or modify the label machine without authorization, which may cause fire or electric shock caused by high voltage parts.
- Please keep the label printer away from alcohol, gasoline, and other flammable solvents and fire sources to avoid deflagration and fire.
- Use wrung-out wet gauze to clean the device. Do not use flammable organic solvents.
- Please use the label printer in a clean place. Do not use it on carpets or blankets, otherwise, a large amount of dust will quickly cause a short circuit.

- This printer has a cutter, please be careful when using it to avoid injuries.
- Please use SUPVAN's original label paper and do not remove the sticker on the label paper, otherwise, the device cannot identify the type of the label paper and cannot print it.
- If the use of non-original label paper causes equipment damage, we will not be responsible for the warranty.

- Do not touch the print head with your hands. It may cause skin burns when the device is finishing working.
- Do not put heavy-weight items on the printer.
- Keep the printer away from electromagnetic interference sources that generate magnetic fields.
- When using the device, do not block the label paper exit. Otherwise, the printout may not be smooth.
- When using the device, do not pull the whole label roll out of the exit. Please cut off the label paper first and then take it out. Otherwise, the printing quality and the device will be damaged.
- The printer is delicate. Please put it on a flat place, to avoid damages.
- The device and label paper should be stored in a dry, ventilated place with no direct sunlight at room temperature.
- In case anything gets inside the device, please stop using it immediately to avoid damaging it.
- If you find any peculiar smell or abnormal sound when using the device, immediately turn off the label printer and contact the seller.

Warranty

- Whole device warranty for 2 years.
- Subject to the date of the sales on the company's record.
- The warranty period for the replacement of spare parts after free maintenance is subject to the warranty period of the whole device.
- For consumables, we do not provide a warranty. If there is a quality problem, the products can be replaced free of charge.

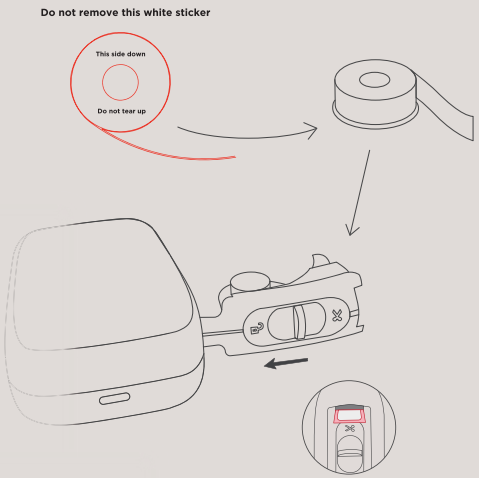
Disclaimer

- The use of non–SUPVAN factory products.
- Dismantling, repairing, or refitting a product without the authorization of the manufacturer.
- Fault caused by abnormal voltage or improper operating environment.
- Damage caused by fall, crush, immersion in liquid, dampness, or other causes.

Product Specifications

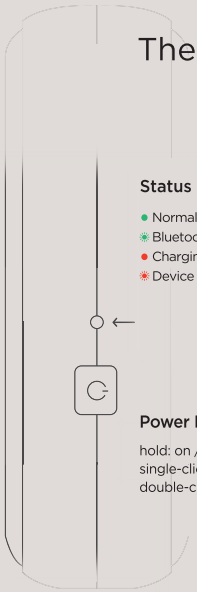
Printing Method	Thermal printing
Printing Speed	15-25mm/s
Printing Resolution	203 dpi
Print Width	12 mm
Label Width	12-15 mm
Type of Label Paper	Thermal paper
Connection	Bluetooth
Battery Capacity	1200 mAh
App Languages	English, Čeština, Deutsch, Español, Français, Italiano, Nederlands, Português, Русский, 日本語, 한국어, ภาษาไทย, Tiếng Việt, Türkçe, Bahasa Indonesia, Uيغۇر
Size	67*33*107mm (W*D*H)
Weight	≤200g
Operating System	App compatible with iOS & Android

Install the Label Tape



*After install, please pull the front end of the label out from the paper exit

The Printer



Status Indicator

- Normal / Waiting task / Charge completed
- Bluetooth connecting / Charger connecting
- Charging
- Device or Printing Error / Low Battery

Power Button

hold: on / off
single-click: repeat last printing / adjust tape position
double-click: retract label tape (to avoid wasting)

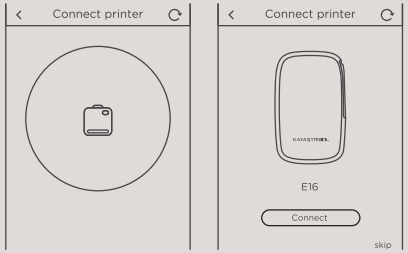
Connect to Printer via App

Katasymbol

Download "Katasymbol" from App store (iOS & Android).

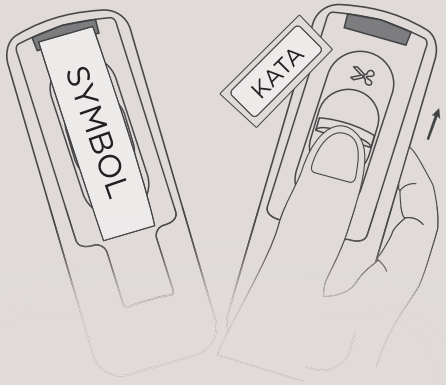
Or scan the QR code to download the App

1. Hold the power button for 2 seconds to turn on the printer with Bluetooth on.
2. Turn on the Bluetooth on your phone.
3. Download and open the App on your smartphone.*
4. Click "Add Printer"and search for the device to connect.



*If asked for permission, please allow the App to access the location information of the smart phone (Android only). Otherwise the Bluetooth connection will not function.

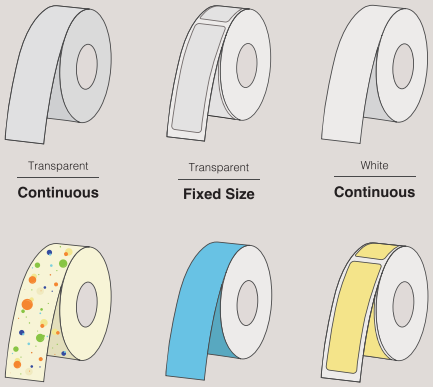
Print & Cut



After inserting or replacing a new roll of label, click the printer's power button to print a blank label to let the print head identify the label position.

*You may double-click the power button to retract the blank label paper.

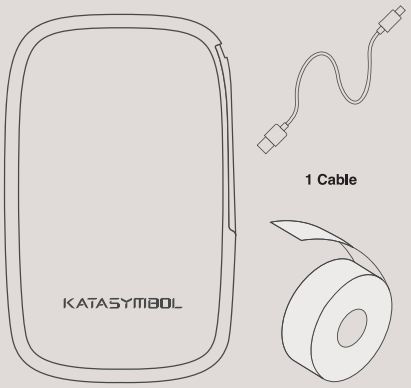
Available Labels



Transparent **Continuous**	Transparent **Fixed Size**	White **Continuous**
Cosmetics **Continuous**	Blue **Continuous**	Yellow **Fixed Size**

*Find more label tapes on katasymbol.com or search on Amazon

Checklist

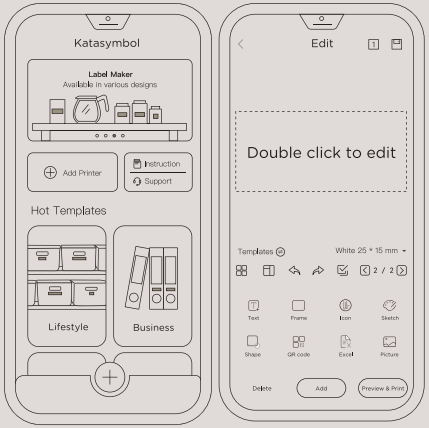


1 Cable

1 Printer

1 Label Tape

Use Templates or Customize with App



Support

Scan to download App Katasymbol (iOS & Android)

Scan for user guide and support in other languages

Instruction

Support

Find more instructions and Customer Support inside the App.

katasymbol.com

SUPVAN

FCC Warnning:

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 againstharmful interference in a residential installation. This equipment generates, uses and can radiateradio frequency energy and, if not installed and used in accordance with the instructions, maycause harmful interference to radio communications. However, there is no guarantee thatinterference will not occur in a particular installation. If this equipment does cause harmfulinterference to radio or television reception, which can be determined by turning the equipmentoff and on, the user is encouraged to try to correct the interference by one or more of thefollowing 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.