PORTABLE PRINTER

Radio type approval code

CMIIT ID:2020DP5109(M)

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Printer Warranty Card/Quick Installation Guide

Reminder: Fully charge the printer to get a fast printing experience.

Warranty

Warranty Scope and Period

1. The warranty is limited to product failures caused by poor materials or manufacturing processes.
2. The warranty period is calculated from the date of purchase by the customer (subject to the purchase invoice). If the customer cannot provide an invoice, it will be calculated from the date the product leaves the factory.
3. Warranty period:
   a. Printer: one year.
   b. The first three months of printing or the printed length of 30,000 meters, whichever comes first is the warranty period.

Warranty service principle

1. Free warranty is provided for products that meet the warranty period and warranty scope.
2. The warranty card must be presented for warranty.
3. For repair services outside the warranty period or scope, our company charges fees according to the standard.
4. If you disassemble or repair products that are certified by Not our company, the warranty will be invalidated.
5. The machine to be repaired must be packaged in its original package or in a package with considerable protection. Damage to the shipping packaging is not covered by the warranty.

Non-warranty clause

1. There is no warranty card, or the content of the warranty card has been altered.
2. The printer is damaged due to failure to maintain the printer in accordance with the manual.
3. The printer is damaged by water or foreign objects.
5. Using poor quality consumables causes damage to the print head.
6. Damage is caused by improper use environment or force majeure.
7. The printer is used for other purposes beyond the scope.
8. The damage is caused by repairs by Not our company technical engineers.

The final interpretation right of the preceding terms belongs to our company

Troubleshooting

Symptom	Possible Cause	Solution
No display on the OLED screen	The battery is not installed.	Install the battery.
	The battery level is low.	Charge the battery.
OLED screen errors	The "Close the cover" message is displayed.	Close the paper compartment cover properly.
	The "Add paper" message is displayed.	Replace the paper roll.
	The "Overheated" message is displayed.	When the thermal head cools down, the printer resumes printing automatically.
Printing failure	The paper is not installed properly.	Install the paper roll correctly.
	The motherboard is damaged.	Replace the motherboard.
	The thermal film is connected incorrectly.	Connect the thermal head cable correctly.
	The thermal film is damaged.	Replace the thermal film.
	The label size setting is incorrect.	Set an appropriate label size.
	The maximum print width is exceeded.	Use a roll of paper within the maximum width.
Partial printing failure	The thermal film is connected incorrectly.	Connect the thermal film cable correctly.
	One side of the paper compartment cover is not fastened.	Close the paper compartment cover properly.
	The thermal film is damaged.	Replace the thermal film.

Troubleshooting

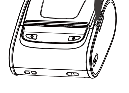
Symptom	Possible Cause	Solution
Wrinkle	The pressure of the thermal film is uneven. The label paper is not installed correctly. The printing density is incorrect. The label paper is not fed correctly.	Set the appropriate label printing density. Adjust the label width adjuster.
Blurred printing	The label paper is not installed properly. Dust or adhesive accumulate on the thermal film. The printing density is not set properly. The thermal film is damaged. The battery voltage is low. One side of the paper compartment cover is not fastened. The rubber roller is not installed properly. The maximum printing thickness of 0.15 mm is exceeded.	Reinstall the printing materials. Clean the thermal film with a cloth dipped in alcohol. Clean the rubber rollers with a soft brush. Set an appropriate printing speed and printing density. Print a self-check page to check whether the thermal film is damaged. If yes, return it to the factory and use a new one. Select the label paper that meets the specifications. Check that the thermal film holder is completely closed.

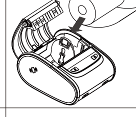
Troubleshooting

Symptom	Possible Cause	Solution
Paper skipping	The label size is set incorrectly or incompletely. The label sensor is covered by foreign matter,causing incorrect detection.	Re-adjust and print the specifications. Reduces the gap value appropriately. Remove foreign objects between the sensors.
Broken needle	The print head is dirty. The rubber roller is dirty.	Clean the print head. Clean the rubber roller.

Installing the Paper (Media)

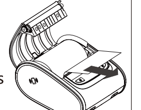
Step 1. Press the right button to open the cover of the printer.

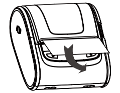




Step 2. As shown in the figure, install the paper roll. Adjust the paper jammer to the appropriate position, and press the jammer button. To adjust the position of the jammer, raise the jammer button.

Step 3. Pull out part of the paper roll, and close the printer cover. Make sure that the left and right sides of the cover are closed.





Step4. Tear off the excess paper in the direction of the tearing blade.

- For details about printer operations, see the user manual in the software.
- The actual product shall prevail in terms of model specifications, accessories, parts, and program. The product is subject to change without notice.

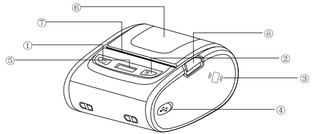
Icon and Function Switching

Icon	Meaning	Icon	Meaning
BT	Bluetooth function is supported.	03:C2	The last two digits of the Bluetooth address code.
A	Printer instruction set; A stands for Auto. The printer instruction set will automatically switch based on the instruction type.	T	T stands for TSPL. The printer is using the TSPL instruction set.
C	C stands for CPCL. The printer is using the CPCL instruction set.	E	E stands for ESC/POs. The printer is using the ESC/POS command set.
	The current paper type is label paper.		The current paper type is continuous paper.
	Indicates that the current paper type is black mark paper.		Indicates the current power status of the printer.
BT 03:D2 T Ready	Indicates that the printer is in the standby state	BT 03:D2 T Hot error	Indicates that the thermal film is Hot error.
BT 03:D2 T Zzzzz	Indicates that the printer is in hibernation mode.	BT 03:D2 T Cover is open	Indicates that the top cover of the printer is not closed.
BT 03:D2 T Printing	Indicates that the printer is printing.	BT 03:D2 T Paper is end	Indicates that the printer has run out of paper.

FAST INSTALLATION GUIDE

PORTABLE PRINTER

This product is only suitable for safe use in non-tropical climate conditions



①Power/Settings button

②Feed/Menu button

③NFC logo (connected with one touch)

④USB/power input socket

⑤OLED display

⑥Paper compartment cover

⑦Tearing blade

⑧Open button

Accessories:

Type-C data cable

Power adapter

User Manual

Note:

The transmission interface and appearance of the printer will vary according to the type of model you purchased. The actual transmission interface and appearance shall prevail.

NFC can be connected with one touch. The mobile phone needs to have NFC function. The tearing blade is sharp. Pay attention to safety when using the printer.

Button Functions

Button introduction

On the left is " ⏻ Power/Settings button. On the right is " Paper Feed/Menu button.

Settings

When the printer is in the menu mode, press the Power/Settings button to select the Menu sub-option to set parameters.

Startup

Hold down " ⏻ Power/Settings button for 3 seconds. The printer starts.

Menu operation

When the printer is in standby mode, long press the Feed/Menu button for 1 second to enter the menu mode, and then short press the Feed/Menu button to switch the menu.

Shutdown

When the printer is on, long press the Power/Settings button for 2 seconds to power off the printer.

Paper feed

When the printer is in startup mode, short press the Feed/Menu button for 0.5 seconds to feed a piece of mark paper according to the specifications.

Command Switching

Setting the Print Density

Options: 1, 2, 3, 4, 5,6

Procedure:

1. Long press the Feed/Menu button for 1 second to enter the Settings menu.
2. Short press the Feed/Menu button to switch to the Print Density menu.
3. Short press the Power/Setting button, and select 1, 2, 3, 4, 5,6 menu.
4. Long press the Feed/Menu button for 2 seconds to save the settings.

03:C2 A
Ready

SETTING:1/12
Density: 4

Setting Paper Type

Options: Media:Gap Media:Continue Media:Blackmark.

Procedure:

1. Long press the Feed/Menu button for 1 second to enter the Settings menu.
2. Short press the Feed/Menu button to switch to the Paper Type menu.
3. Short press the Power/Settings button, select Gap Paper, Black Label Paper, or Continuous Paper menu.
4. Long press the Feed/Menu button for 2 seconds to save the settings.

03:C2 A
Ready

SETTING:2/12
Media:Gap

Print a Self-Test Page

Procedure:

1. Long press the Feed/Menu button for 1 second to enter the Settings menu.
2. Short press the Feed/Menu button to switch to the Print Self-Test Page: OFF" menu.
3. Short press the Power/Settings button, select Selftest:ON menu. The printer will print the self-test page in 0.5 seconds.

03:C2 A
Ready

SETTING:3/12
Selftest:ON

Setting Cover Closing and Paper Feed

Procedure:

1. Long press the Feed/Menu button for 1 second to enter the Settings menu.
2. Short press the Feed/Menu button to switch to the Close Cover and Feed Paper: OFF menu.
3. Short press the Power/Settings button, and select Auto feed:ON menu.
4. Long press the Feed/Menu button for 2 seconds to save the settings, and open the cover to feed the paper. Note: This option is unavailable in continuous feed mode.

03:C2 A
Ready

SETTING:4/12
Auto feed:ON

Language Settings

Options: EN:English EN:Chinese

Procedure:

1. Long press the Feed/Menu button for 1 second to set the parameters.
2. Short press the Feed/Menu button to switch to the Language: Chinese menu.
3. Short press the Power/Settings button, and Select EN: English menu.
4. Long press Paper/Menu for 2 seconds to save the settings and open the English interface.

03:C2 A
Ready

SETTING:5/12
EN : English

Setting Bluetooth Mode

Options: Mode: Fast Mode:Multi-Conn

Procedure:

1. Long press the Feed/Menu button for 1 second to enter the Settings menu.
2. Short press the Feed/Menu button to switch to the Bluetooth Mode: High Speed menu.
3. Short press the Power/Settings button, and select Mode: Multi-Conn menu.
4. Long press the Feed/Menu button for 2 seconds to save the settings, and start the multi-connection mode.

03:C2 A
Ready

SETTING:6/12
Mode:Multi-Conn

Viewing Bluetooth Information

Procedure:

1. Long press the Feed/Menu button for 1 second to enter the Settings menu.
2. Short press the Feed/Menu button to switch to the Bluetooth name;
3. Short press the Feed/Menu button to switch to MAC: DC0D300003C2 menu, which is the Bluetooth address code of the printer.
4. Long press the Feed/Menu button for 2 seconds to return to the homepage.

03:C2 A
Ready

SETTING:8/12
MAC:DC0D300003C2

Setting Debug Mode

Procedure:

1. Long press the Feed/Menu button for 1 second to enter the Settings menu.
2. Short press the Feed/Menu button to switch to the Debug Mode: OFF menu..,
3. Short press the Power/Settings button, and select the Hex Mode:ON menu.
4. Long press the Feed/Menu button for 2 seconds to save the settings, and start the debugging mode.

03:C2 A
Ready

SETTING:9/12
Hex Mode:ON

Setting Automatic Shutdown

Options : 10min, 30min , 60min, 90min, and OFF.

Procedure:

1. Long press the Feed/Menu button for 1 second to enter the Settings menu.
2. Short press the Feed/Menu button to switch to the Auto Power Off: 60 Minutes menu.
3. Short press the Power/Settings button, and Select 10min, 30min , 60min, 90min, and OFF.
4. Long press the Feed/Menu button for 2 seconds to save the settings.

03:C2 A
Ready

SETTING:10/12
Shutdown:60min

Restore Factory Settings

Procedure:

1. Long press the Feed/Menu button for 1 second to enter the Settings menu.
2. Short press the Feed/Menu button to switch to the Restore Factory Settings: 0 menu.
3. Short press the Power/Settings button, select Factory reset: 1 menu. The printer will automatically shut down in 2 seconds. the settings will take effect after the printer is started.

03:C2 A
Ready

SETTING:11/12
Factory reset:1

View Version Information

Procedure:

1. Long press the Feed/Menu button for 1 second to enter the Settings menu.
2. Short press the Feed/Menu button to switch to the Version: Date menu ..
3. Short press the Power/Settings button, and select the Version: Time menu to view the version information.

03:C2 A
Ready

SETTING:12/12
Ver: Feb 19 2021

SETTING:12/12
Ver: 17:10:29

Instructions for restricted use of hazardous substances in electrical and electronic products

1. The name and content of hazardous substances in the product:

PartName	Hazardous substances or elements					
	Aluminum (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent chromium (Cr6+)	Polybro minated biphenyls(PBB)	Polybrominated Diphenyl Ether (PBDE)
Power supply/ electrical components	×	○	○	○	○	○
Print head	×	○	○	○	○	○
Motherboard	×	○	○	○	○	○
Metal parts	×	○	○	○	○	○
Cables	×	○	○	○	○	○
Packing materials and accessories	○	○	○	○	○	○

This table is compiled in accordance with the regulations of SJ/T11364.
0: indicates that the content of this hazardous substance in all homogeneous materials of this part is below the limit requirement specified in GB/T26572-2011.
X: indicates that the content of the hazardous substance in at least one of the homogeneous materials of the part exceeds the limit requirement of GB/T26572-2011.

2. Signs of restricted use of hazardous substances in electrical and electronic products:

All electrical and electronic products sold in the People's Republic of China must be labeled with this mark. The number in the mark represents the environmental protection use period of electrical and electronic products under normal use.

All electrical and electronic products sold in the People's Republic of China must be labeled with this mark, which indicates that this product is suitable only under non-tropical climate conditions.

reserve the right to modify the product in technology, parts, software and hardware. For more information about the product, contact the dealer. Without permission, any chapter of this manual shall not be copied or transmitted in any form or by any means.

Statement: This product is a grade A product. This product can be used safely only in non-tropical areas. In the living environment, this product may cause radio interference. In this case, users may need to take practical measures against interference.

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.