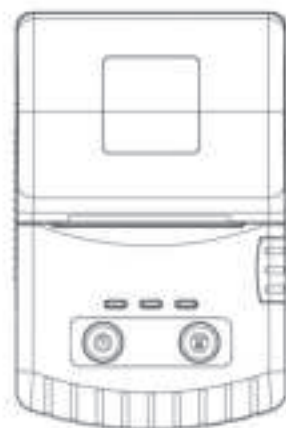## GG-AT 50EW Portable Label Printer

G&G

**GG-AT 50EW
USER'S GUIDE**

1. Please read this carefully before using the printer and keep the manual in a handy place for future reference.
2. More details please visit us at https://label.ggimage.com

Please confirm the packing list

GG-AT 50EW
Portable Label Printer

User's guide, warranty card   USB cable

One battery
(which is pre-installed in the printer)

Thermal paper
(One roll)

Scan the QR code to download the APP

IOS   Android

1. Scan the QR code to download printer APP "Qlabel".
2. Please download the APP "Qlabel" from Google Play or App Store.

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 longest working life.
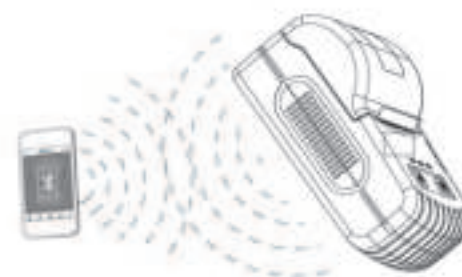
Battery

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

Thermal paper

Caution

Do not take out the battery during charging.
It can print as normal while charging.

USB/Power charging port

Charging: The three indicators flashed in turn.
End of charging: the three indicators stop flashing and continue to shine.

Installation of label rolls

GG-AT 50EW Label Printer uses the label roll with a maximum diameter of 50mm and a maximum size of 57mm×50mm.

Caution

First, make sure that the label roll you are using is made by G&G to match this printer.
Make sure the label roll is adjusted to the proper width.
Cover the label printer lid after loading the label roll.

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

Description of printer parts

Front

Label Cover
Paper exit slot
Cover-open key

Paper Cutter
Power indicator   Power key
Paper feed key
On/Off Function
The FEED key is mainly used for paper feeding/page printing.

Back

Lateral

USB/Power charging port

Basic Function

1. Start your printer
Continuously press the power key for 2 seconds, the buzzer sounds once and the printer will turn on

2. Printer shut off
Continuously press the power key for 2 seconds, the buzzer sounds once and the printer will shut down.

3. Print
Press the FEED key:
First, press the key twice to make the label automatically calibration, and then press the key once to output a piece of label.

4. Shutdown mode
The printer automatically shuts down when it has been in a waiting state for a period of time.

5. Charge the printer's battery
The printer can be charged through the power charging port, with a 5V, 1A power adapter or a 5V, 1A power bank.

Other Function

① The paper out reminder is that the buzzer will sound 3 times and the three indicators will flash continuously.
② Continuously press the paper feed key for 5s, it will automatically print the self-test page, and will automatically shut down after 5s.
③ Automatic calibration: Continuously press the paper feed key twice.
④ Power display: one blue light is on when the power is from 0~30%, two are on when reaches 30~60%, three are on when reaches 60~100%.

Communication mode

GG-AT 50EW Label Printer provides Bluetooth mode.

Note: When Bluetooth connects to printer successfully, the buzzer will sound once as a reminder

APP printing

Download "Qlabel" APP: Open your phone and download "Qlabel" APP form the mobile app market to Print eaily.

Printer parameters

Printer parameters	
Printing method	direct thermal printing
Resolution	203dpi (8dots/mm)
Print speed	MAX: 50mm/s
Print width	MAX: 48mm
Communication interface	Bluetooth
Editing	barcode, QR code, text and various kinds/sizes of graphic editing and printing
Power-saving mode	
Sleep mode	Available
Medium	
Paper Type	Thermal paper
Paper cutting mode	Manually tearing
Paper width	MAX 57mm X 50mm (Width*Diameter)
Power	
Input voltage	5V — 1A
Charge time	3~4h
Charge mode	USB charging: Connect to computer or USB charger (for lithium battery only)
Battery	1500mAh/7.4V Rechargeable lithium battery
Physical characteristics	
Operating conditions	0°C~50°C Humidity: 20%~85%RH (no condensation)
Storage condition	-20°C~80°C Humidity: 5%~90%RH (no condensation)
Dimensions	130mm*85mm*85mm
Weight	About 285g
life	
Printing span	50km, word-printing rate 12.5%

⚠ Warning: The contents of this manual shall not be changed without consent. We reserve the right to make changes in technology, parts, software and hardware.Users can contact the Distributor if they need further information about the products. Without permission, no copy or transmit is allowed for any parts of this manual in any form or in any way.

Maintenance

Daily maintenance

1. To clean the outside and inside of the printer, please gently wipe the surface and inside of the printer with a wringed wet cloth. Be sure of the cloth is completely wringed.
2. To clean the print head, make sure it's cleaned regularly. Especially when the print quality is degraded, the cleaning steps are as follows,
①Please turn off the printer first.
②Gently wipe the print head with absorbent cotton dipped with absolute alcohol or using the G&G special cleaning belt for continuous running clearning.
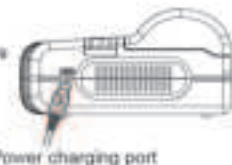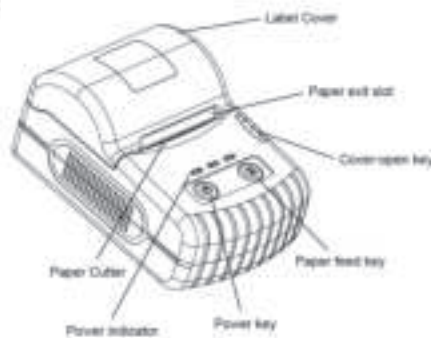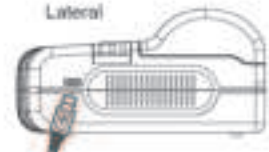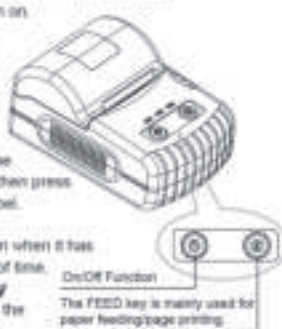
Use and storage of printing consumables

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

Fault symptom	Cause	Solution
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 holty time, causing the movement to be contaminated.	The printing movement should be cleaned.
	Poor printing consumables.	Please set the printing rate and printing consumables. Please use G&G original standard consumables.
The print 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 is dead	Please charge immediately.
The printer looks a couple of fault, short lamps intermittently.	The battery is weak.	Please charge in time.

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

Attention

● The printer should avoid falling and being strongly shaken or impacted.
● Do not use and store printers in high temperatures, humidity, and pollution areas.
● The printer should be charged with a suitable voltage power supply, avoid charging with large motor or using the same power supply with other devices that can cause fluctuations in the power supply voltage.
● Avoid water or conductive substances (such as metals) from entering the printer. If happened, turn off the power immediately.
● 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 be changed for repair even within the warranty period.)
● At the end of printing, the print head is still under high temperature, please do not touch to avoid scald.
● You'd better use G&G original consumables to make sure good printing quality or long printing life.
● When unplugging the connector, make sure there is no dust in the connector plug.
● Do not pile up the product or place the product in an unstable place. Otherwise, the product may fall and cause injuries.

Warranty

Scope and period of warranty

1. Warranty is limited to product failure caused by materials or manufacturing processes.
2. The warranty period shall be calculated from the date of purchase (subject to the purchase invoice). If the customer is unable to provide the invoice then shall be calculated from the date of manufacturing.
3. Warranty period
A. Printer: one year(Except USB cable and label paper).
B. The warranty period shall be the first three months or 30,000 meters of label length, based on who reaches first.

Principles of Warranty Service

1. Free repair of products within the warranty period and scope.
2. The warranty card shall be presented for the warranty.
3. For maintenance services out of the warranty period or scope, the fee will be charged according to the standard.
4. The warranty is invalid if the product is not disassembled or repaired by our company.
5. The defective machine must be packed in the original package or in the package with adequate protection. Damaged due to shipping package is not warranted.

Non-warranty clause

1. No warranty card or warranty card has been altered.
2. The printer was not maintained according to the manual, resulting in damage to the printer.
3. The printer is damaged by water or foreign matter.
4. The print head is damaged due to the use of printing media with excessive thickness.
5. The use of inferior consumables causes damage to the print head.
6. Damage caused by improper use environment or force majeure.
7. Use the printer for other purposes beyond the scope of use.
8. Damage caused by non-engineer repair.

Certificate of approval

Certificate

Warranty Card

Place of origin:		Model:	
Product No.:			
Customer	Name:		Tel:
	Address:		Postcode:

Notice: The above contents will 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 receipt for inspection.

FCC Statement:

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 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 guarant ee 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 not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environm ent. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.