

RM-GG-970W
Instruction Manual

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Installation List



Device (1unit)



Data Cable (1unit)

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Indicator Light Description

Indicator Light	Situation	Description
Blue	Slow Stroboscopic	Bluetooth unconnected.
Blue	Fast Stroboscopic	Printing in progress, battery charging.
Blue	Always Light	Bluetooth connected, batteries charged.
Red	Slow Stroboscopic	Bluetooth unconnected, battery low.
Red	Fast Stroboscopic	Printing in progress, battery charging and low power.
Red	Always Light	Bluetooth connected, battery low.

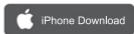
03

Quick Setup

Open the new printing label experience, just two steps:

1. Scan the code to download the APP
2. Open the cover and put in the consumables

Scan the QR code below to download the APP



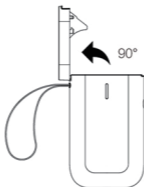
04

Basic operation

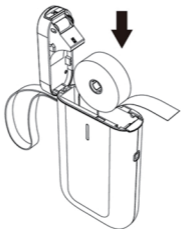
Slide to the left to open the cover



① Open the top cover



② The opening degree



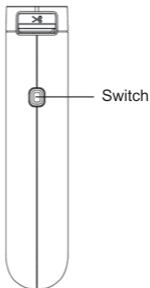
3 Install the consumables

Make sure to slide to the right



4 Properly close illustration

Make things easier to be managed



Long press the start switch to start the machine

Open the APP,
search for bluetooth and connect to the printer,
and automatic identification of label templates.

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Function Information

Batch Print

Several consecutive printing can be completed by one operation, the maximum to meet the continuous printing of large inventory items label.

Record print content function

The printer can record the printed content once printed. If the number of printed labels is not enough, press print button again to make supplementary printing quickly.

Shutdown protection

In order to ensure the reliability of the printer, it will stop printing when "paper shortage", "paper storehouse opening", "data error", "excessive temperature", "low power" and other conditions occur. Please analyze the reasons according to different prompts on the APP and take corresponding solutions.

Multiple types of labels customization

A variety of label customization can meet the needs of all kinds of people to print labels.

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Basic Parameters

Product Model: RM-GG-970W

Max Printing Width: 12mm

Printing Resolution: 203DPI

Data Transmission: Bluetooth 4.0

Battery Capacity: 1200mAh

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Fault Diagnosis

1. The printer does not display data when printing, only paper.

(1) Please confirm whether the printing paper is installed in reverse or not. If not, press two buttons quickly in the startup state to print the self-check page and confirm whether the self-check page is printed normally.

(2) If the self-check page cannot be printed normally, it means the printer is broken. If the self-check page can be printed, please check the paper or APP.

2. Printing imprints are blurred.

(1) Please confirm the print density set by the printer.

The performance is the best when the default value is 2.

(2) If a line or a part is not printed, please confirm whether there is any dirt on the print head and use alcohol to clean the print head.

(3) The quality of printing paper is poor, please choose the G&G series of printing paper.

3. If the paper keeps going out during the printing, and the distance between two labels is still not detected after 200mm of paper comes out, there are three possibilities as follows:

(1) Please confirm the paper type set by the printer. The paper only supports the dedicated thermal paper of G&G.

(2) If the printer can't stop the process at the same time accompanied by sound, because this volume of printing paper has been used up, please replace the new printing paper.

(3) If the printing process is inconsistent with the text, please open the warehouse cover and close it, and then you can reprint. If this phenomenon still exists, it is a printer fault.

4. "Paper shortage" Prompt during printing.

Please confirm whether the current printing paper is used up.

5. The printing process stopped abruptly.

In order to ensure the reliability of the printer, we have designed a variety of protections, including "paper shortage", "paper storehouse opening", "data error", "excessive temperature", "low power" and other protection, please analyze the reasons according to different prompts on the APP.

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Warning

1. Please make sure the paper storehouse is clean before using this printer. If there are sundries in the paper storehouse, please use special cleaning device or alcohol to clean the paper storehouse and the print head, otherwise the print head may be damaged in the printing process.
2. If the printer faults, please turn off the power immediately.
3. The internal circuits and devices of the printer are very complicated. Please do not disassemble the printer without authorization.
4. Please charge the battery in a cool and ventilated room. Please do not expose the printer and power adapter to high temperature, humidity or water to avoid short circuit, which may cause the battery to heat, smoke, deformation, damage or even explosion. If the power adapter accidental comes into contact with water or other liquids, cut off the power supply immediately. When your printer and power adapter emit smoke or smell, unplug the power adapter immediately and avoid burns.
5. Please do not squeeze, mechanically vibrate and shake the printer and power adapter. Don't disassemble or refit power adapter. Do not use the power adapter if the power cord is damaged, otherwise it will cause electric shock, fire and damage to the power adapter.
6. Hold on to the power adapter when you pull the plug, or you will damage the power cord.
7. Please don't use the printer near gas stations, fuel depots and other flammable materials.

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Notes

1. Please keep out of reach of children, in case of danger.
2. Please don't disassemble the printer without permission. Don't open the cover of the paper storehouse when printing. Don't touch the print head after printing to avoid burns.
3. Place the printer and power adapter at normal temperature and ventilation place during charging.
4. Please wipe the printer gently with a clean soft cloth. Don't use dissolved substances, corrosive chemicals and detergents, such as benzene and diluents.
5. Please make sure the printer power is turned off before using the power adapter. High or low ambient temperatures can lead to a decrease in print quality.
6. Please contact after-sales service if the battery cannot meet the performance requirements.
7. Please use thermal paper of G&G, otherwise it may lead to poor printing quality or even damage to the printer.
8. The preservation time of imprinting is related to the quality of thermal paper. If you want to print documents that can be stored for a long time, please use long-acting thermal paper.

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Guarantee Clause

1. Since the date of purchase, the warranty of the print head of this product is 3 months, and the rest of the parts are guaranteed for 12 months.

2. If the product needs warranty, please send the product to the sales service center.

3. For products beyond the warranty period, if you need any repair service, please contact the after-sales service center and pay for the repair accessories.

4. During the warranty period, the following conditions cannot enjoy the warranty service.

(1) Damage caused by accident, abuse, misuse or use of consumables other than our company's.

(2) Out of warranty.

(3) Unauthorized repair or refit without authorization.

(4) Print failure caused by scratch of print head.

(5) The purchase record does not match the serial number of the warranty machine.

(6) This warranty does not cover human damage or force majeure.

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