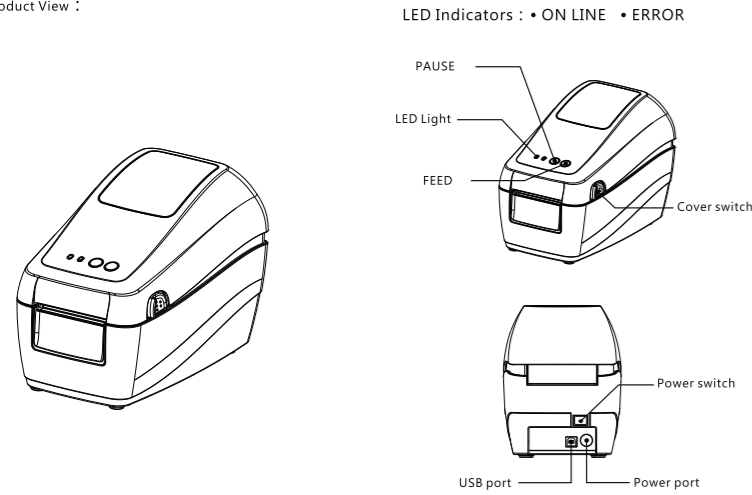


Quick Installation Guide

GG-AT 60P Medical Wristband Printer

 This product is only suitable for safe use in non-tropical climates.

Product View :



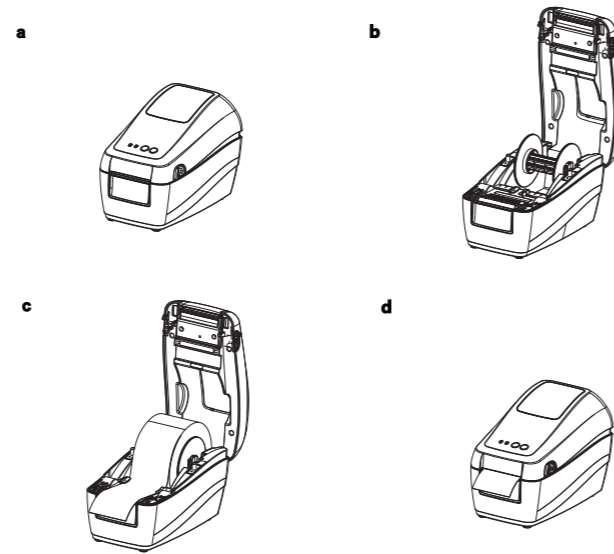
Note:
The transfer interface and appearance of the printer in the picture will be based on what you purchased.
The type of machine purchased varies, the actual transmission interface and the outside
Please refer to the actual product.

Read this manual before you start using this label printer.
Keep the manual in a handy place for future reference.

Please download the operating system & drivers from the attached CD or the website <https://label.ggimage.com>

1. Press the top cover switch to open the top cover of the printer
2. Load the paper roll into the label supply shaft and secure the paper roll to the center of the supply shaft using the paper roll holder.
3. Place the paper roll on the paper roll holder. (If you are using a wider paper roll, you can remove the fixed piece and use the paper roll directly.)
4. Reserve 1cm outside the paper exit and cover the top cover of the printer.

Install paper in steps



• Model specifications, accessories, parts and program contents are based on actual machines and are subject to change without notice.

Specifications		
Printer Specifications	Print Method	Thermal
	Resolution	203 dpi
	Print Width	Max 60mm
	Print Speed	2~8inch/s
	Interface	USB
	Print head temperature detect	Thermal sensitive resistance
	Print Head Position detect	Microswitch
	Black mark sensor	Reflection sensor
Media Characteristics	Memory	Dram: 8M, Flash: 4M
	Command set	TSPL emulation
	Paper Type	Thermal paper
	Media Width	20~60mm
Media Characteristics	Media Diameter	25~100mm
	Paper feeding	Front feeding
BarCode/Fonts/ Graphics Symbologies	Enlargement&Rotation	1~8 times enlargement in horizontal and vertical direction. Rotation in 0°, 90°, 180°, 270°.
	Font	Font 0 ~ Font 8 CODE128, EAN128, ITF, CODE39, CODE93, EAN13, EAN13+2, EAN13+5
	1D Barcode	EAN8, EAN8+2, EAN8+5, CODABAR POSTNET, UPC-A, UPC-A+2, UPC-A+5
	2D Barcode	UPC-E, UPC-E+2, UPC-E+5, CPOST MSI, MSIC, PLESSEY, ITF14, EAN14
		QR code
	Graphics Processing	Support BMP/PCX/BAS files
	Software	Win9X/Win ME/Win2000/WinNT/WinXP, WinVista, Win7, Win8, Win10
	Power Supply	24VDC/2A
	Work Environment	Temperature: 5~45°C, Humidity: 10~80%
	Storage Environment	Temperature: -10~50°C, Humidity: 10~90%
Physical Characteristics	Weight	2.2kg
	Dimension	243(L)*129(W)*166(H) mm

START-UP PROCEDURES

1. Selftest

- A. Turn off the printer power
- B. Confirm that the printer has been loaded and covered with the printer cover
- C. Press and hold the FEED button and turn on the printer.
At this point, the printer will print out the self-testing page and release paper button.

2. Enter the debug mode

- A. Turn off the printer power
- B. Confirm that the printer has been loaded and covered with the printer cover
- C. Press and hold the PAUSE button and the FEED button simultaneously.
And then turn on the printer power when the power (blue) light and when the error (red) light is on.
At the same time, release the pause (PAUSE) key and FEED button, the printer will enter wrong mode.

3. Skip the AUTO.BAS program

- A. Turn off the printer power
- B. Press and hold the PAUSE button and the FEED button at the same time.
And turn on the printer until the power (blue) light is off.
When the error (red) light is on, release the PAUSE button and FEED button, the printer will skip AUTO.BAS program, then the power (blue) light is on, after the error (red) light flashes

4. Printer initialization

- A. Turn off the printer power
- B. Press and hold the PAUSE button and the FEED button at the same time.
And turn on the printer until the printer is powered (blue light), while the error (red) light is off, release the pause(PAUSE) button and FEED button.
At this time the printer clear download data from internal memory (ORAM), and restore the printer parameters to the factory defaults setting.

Troubleshooting

The content in the table below is a common problem for general operators and a solution to the problem; if you already follow the suggested way to troubleshoot the situation, and the printer is still not working properly, then please contact the customer service department of your purchaser for more assistance.

Problem	Possible factors	Solution
The power indicator is off.	<ul style="list-style-type: none"> AC socket plug and power supply plug and printer socket is not connected properly The printer power switch is not turned on 	<ul style="list-style-type: none"> Check the power connector and confirm the DC socket and power supply whether the plug of the device is connected to the printer Connect properly Turn on the power switch
	<ul style="list-style-type: none"> Print head holder not closed 	<ul style="list-style-type: none"> Please close print head holder
	<ul style="list-style-type: none"> Exhausted label paper Label installation path is incorrect Gap sensor detection is incorrect 	<ul style="list-style-type: none"> Install new label paper Please refer to the various items installed on the label Adjust specifications and print
	<ul style="list-style-type: none"> There may be a label jam in the printer 	<ul style="list-style-type: none"> Cleaning the inside of the printer
Wrinkle problem	<ul style="list-style-type: none"> Print head pressure uneven Label paper is not installed correctly Print density is incorrect Label paper is not feeding correctly 	<ul style="list-style-type: none"> Please set the appropriate label to print Please adjust the label width adjuster Make it suitable for label width

Poor print quality	Label paper installed incorrect Dust or adhesive buildup on the printhead Improper print density setting Print head is damaged*	Reinstalling supplies Cleaning the print head Cleaning rubber roller Adjust printer print density and printing speed Print out the self-test value, check the judgment the print head is damaged. If the print head is damaged, please return to the factory to replace the print head. Replace the appropriate label paper If the thickness of the label exceeds 0.22mm may cause deterioration in print quality Make sure the printhead mount is fully closed
Paper skipping occurs when printing	The label size setting is incorrect or incomplete. Label sensor is covered by foreign matter and detection is incorrect	Resize and print Moderately reduce the gap value and print Clear foreign objects between sensors
The left and right sides of the print content are missing	The label size setting is incorrect. Exceeded the maximum print width	Set the correct label size Switch to a roll of paper within the maximum width
Black label paper with gray lines	The print head is dirty Rubber roller is dirty	Clean print head Cleaning rubber roller
Print instability	The printer is in Hex Dump mode Serial communication (RS-232) setting is incorrect*	Turn the printer back on, Jump out of Hex Dump mode Reset printer and computer The baud rate is consistent

General button function

Feed

When the printer is ready (the LED blue light is always on), press the FEED button and the label will advance to the front of the next label.

Pause

When the printer is in continuous printing, pressing PAUSE will pause printing. At this point, the power indicator is steady blue. Press the button again to print
The work returned to normal.

Boot function

This printer has six boot functions that can be used to set or test the printer's hardware.
Press and hold the button at the same time to turn on the light signal
Release these buttons to activate these functions

LED Indicator

The power light is always on, the error light is off.	The printer is on and in a normal state.
The power light is blinking slowly at 640ms, the error light is off.	The printer is paused.
The power light is off, the error light is on for 80ms and then off for 160ms.	The printer is open.
The power light is off, and the error light 500ms then off for 6 second.	Detecting label interval errors
The power light is off, the error light is flashing at intervals of 160ms. After the second off 320ms	The printer is out of paper
Power light and error light interval 160ms flashing fast	When the printer continuously prints overheat protection, two The lights flash at the same time, wait for about 1 minute, the CPU Will detect the print head temperature again when the temperature is restored normal, the printer automatically returns to normal print state*

Warranty Clause

Warranty scope and period:

1. Warranty is limited to defects in material and workmanship.
2. The warranty period is calculated from the date of invoice to the Customer or, if the Customer is not able to provide the proof of invoice, then the date of shipment from Ninestar Corporation.
3. Warranty period:
 - a. Printer: 12 months
 - b. Print head: 3 months or 30KM whichever comes first

Warranty service principle:

1. Free warranty for products during the warranty period and in warranty scope.
2. A warranty card is required for repairs of printer.
3. Beyond the warranty period, certain maintenance cost will be charge by G&G
4. The warranty is invalid if disassembly or repairs by non-G&G technical engineers.
5. The repair printer must be packaged in its original packaging or in a package with considerable protection. It is not under the warranty if damage caused by shipping package.

Non-warranty Clause

1. No warranty card or contents of warranty card have been altered.
2. Defects or damage caused by improper maintenance.
3. Damage caused by water or has foreign objects.
4. Damage of print head caused by the use of excessive thickness of media.
5. Damage of print head caused by use of inferior consumables.
6. Defects or damage from improper operation or force majeure.
7. Use the printer for other purposes beyond scope of use.
8. Damage caused by repairs by non-G&G technical engineers.