Gprinter ®

After-Sales Service

WIRELESS THERMAL PRINTER

Scan the QR code to download thedriver or
download it on website
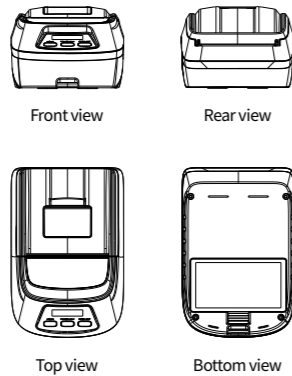(shared folder)

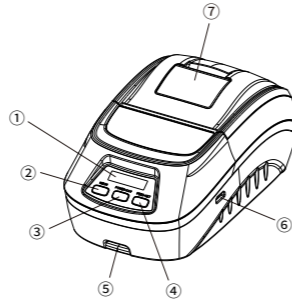**www.gainscha.net**

400-038-0088

Fast Installation Guide

Portable Mobile Printer

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

Product View :

Front view   Rear view

Top view   Bottom view

Printer description :

① LED display   ⑤ Strap hole
② MENU   ⑥ USB port
③ Power/Save   ⑦ Top Cover Open button
④ Feed / Set

The equipment contains model approval codes (respectively) :
CMIIT ID: 2021DP10891,
CMIIT ID: 2021DP11268,
CMIIT ID: 2019DP4046,
CMIIT ID: 2018DP1893, Different
modules are subject to the actual products.

Note :
The transmission interface, appearance of the printer in the picture will vary according to the type of model you purchased. For the actual transmission interface and appearance please refer to the material object.


Basic Button Function

1. Press top cover button to open the media cover.
2. Insert the media roll spindle into a media roll and fix it in the center of the paper cavity
3. Place the media roll spindle on the media roll mount.
4. Pull out 1cm media out of printer and close the cover correctly.
5. When printing is complete, tear the label paper from forward.

Install paper step by step

a.   b.   c.

d.   e.
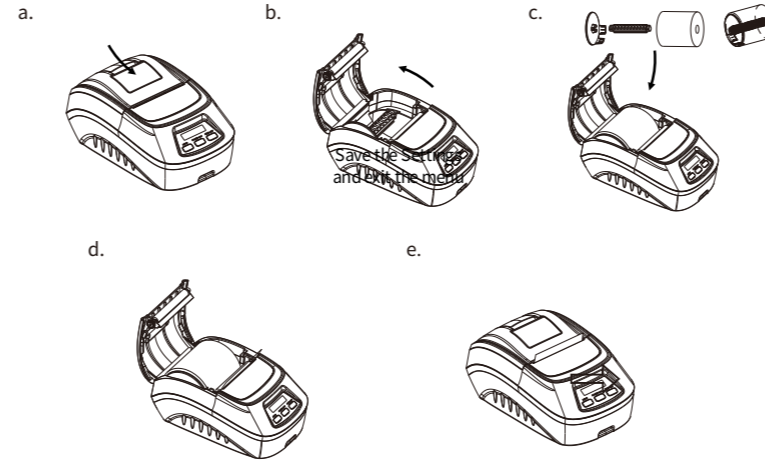
• Model specifications, accessories, parts and program content are subject to the actual machine, subject to change without notice.


Button Function

Menu   Power/Save   Feed/Set
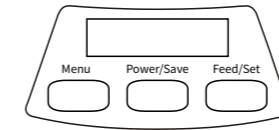
| Operation/button	Menu	Power/Save	Feed/Set
Long press	Enter/Exit the menu	ON/OFF	Note mode: Paper transfer Label mode: Walk a label
Short press	Toggle menu options (positive)	Save the Settings and exit the menu	Not in the menu: same long press Enter the menu: Switch option parameters
double-click	Toggle menu options (reverse)	\	\

Menu Options Description

Density setting
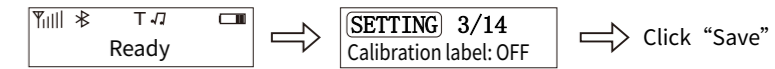Hold press the Menu to enter the setting menu → Switch to density option → Click "Set"

SETTING 1/14
Ready ⟹ Density: 1 ⟹ Click "Save"
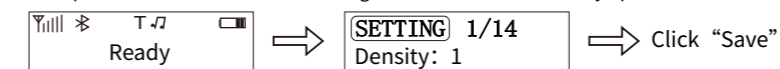
Media type setting:
Hold press the Menu to enter the setting menu → Switch to the media type → Click "Set"

SETTING 2/14
Ready ⟹ Paper: Continuous ⟹ Click "Save"
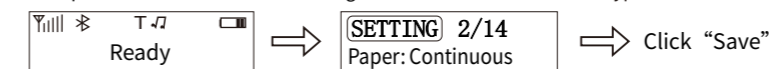
Calibration label
Hold press the Menu to enter the setting menu → Switch to the calibration label → Click "Set"

SETTING 3/14
Ready ⟹ Calibration label: OFF ⟹ Click "Save"

Beeper setting
Hold press the Menu to enter the setting menu → Switch to Beeper option → Click "Save"

SETTING 4/14
Ready ⟹ Beeper: OFF ⟹ Click "Save"

Command switching setting
Hold press the Menu to enter the setting menu → Switch to command option → Click "Set"

SETTING 5/14
Ready ⟹ Command: TSPL ⟹ Click "Save"
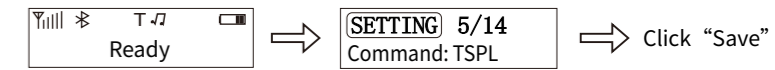
Enter to Hex Mode
Hold press the Menu to enter the setting menu → Switch to HEX → Click "Set"

SETTING 6/14
Ready ⟹ Hex: OFF ⟹ Click "Save"

Screen sleep setting
Hold press the Menu to enter the setting menu → Switch to Sleep option → Click "Set"

SETTING 7/14
Ready ⟹ Sleep: OFF ⟹ Click "Save"

Automatic shutdown setting
Hold press the Menu to enter the setting menu → Switch to shutdown option → Click "Set"

SETTING 8/14
Ready ⟹ Shutdown: OFF ⟹ Click "Save"

Self-test setting

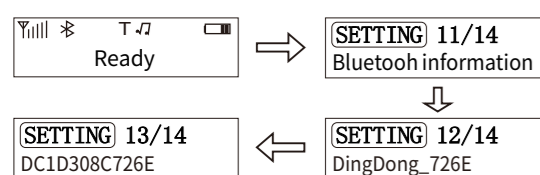Hold press the Menu to enter the setting menu → Switch to self-test option → Click "Set"

Ready	SETTING 9/14 Selftest: ON	Click "Save"

Language setting

Hold press the Menu to enter the setting menu → Switch to language option → Click "Set"

Ready	SETTING 10/14 Language: English	Click "Save"

Bluetooth information

Hold press the Menu to enter the setting menu → Switch to bluetooth information → Click "Menu" ← Click "Menu"

Ready	SETTING 11/14 Bluetooh information

SETTING 13/14 DC1D308C726E	SETTING 12/14 DingDong_726E

Printer version checking

Hold press the Menu to enter the setting menu → Switch to version information → Click "Set"

Ready	SETTING 14/14 Ver: Jan 14 2021	Click "Save"

Users can learn more products and technical information from www.gainscha.net.

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

Technical Parameters

Models		CATPR
Printer	Print Method	Direct thermal
	Resolution	203DPI
	Print width	48mm
	Print speed	60mm/s(max)
	Memory	Input Buffer: 96K FLASH: 8M
	Command	TSPL，CPCL，ESC/POS
	Printhead positiondetect	Thermistor
	Printhead temperature detect	Mircoswitch
	Interface	USB+Bluetooth
BarCode Fonts	Barcode	CODE128、EAN128、ITF、CODE39、EAN13、EAN13+2、EAN13+5、EAN8、EAN8+2、EAN8+5、CODABAR、UPC-A、UPC-A+2、UPC-A+5、UPC-E、UPC-E+2、UPC-E+5
	character set	Simplified Chinese GB18030、Traditional Chinese BIG5 Korean KSC5601
	Font Size	ANK Font: Font A 12*24dot、Font B 9*17dot Traditional / Simplified Chinese: 24*24dot
	Graphics	Support monochromatic BMP file
Media	Paper Type	Thermal paper
	Media Width	25mm~80mm(±0.5mm)
	Media Diameter	50mm(Max.), 9mm(Min.)
	Paper feeding	Uploading, tear-off
Power	Power supply	DC 5V/1A
Battery	Capacity	2200mAh
	Standby	7 days
	1/4 Printing rate	200m
Physical properties	Dimension	127mm×87mm×61mm
	Weight	256g (with battery)
Environment	Work Environment	Temperature: 5 ℃~40 ℃, Humidity: 20%~90%
	Storage Environment	Temperature: -25 ℃~55 ℃, Humidity: 20%~93%
	Air pressure	86~106/kPa

Troubleshooting

The following guide lists the most common problems that may be encountered when operating this printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased dealer or distributor for assistance.

Problem	Possible Cause	Recovery Procedure
Wrinkle problem	• Uneven print head pressure. • Incorrect label paper installation. • Incorrect print density. • Incorrect label paper feed in.	• Please set the appropriate label print density. • Please adjust the label width adjuster to fit the label width.
Poor print quality	• Incorrect label paper installation • The print head or platen roller is dirty. • Improper print density setting Print head damaged.	• Reinstall consumables. • Please use the lint-free cloth with 100% ethanol to wipe the print head and the platen roller. • Adjust printer density and speed. • Print out the self-test value, check whether the print head is damaged, if the print head is damaged, please arrange to replace new print head. • Replace the appropriate label paper If the thickness of the label exceeds 0.22mm, the print quality may be degraded. • Ensure the print head mechanism is closed well.
Paper skipping occurs during printing	• The label setting is incorrect or incomplete. • The label sensor is covered by a foreign object, causing incorrect detection.	• Reset size and print. • Moderately reduce the gap value and print. • Remove foreign objects between sensors.
Print content is missing on both sides	• Incorrect label size setting. • Maximum print width exceeded.	• Set the correct label width. • Change to a paper roll within the maximum width.
Gray lines appear on black label paper	• The print head is dirty. • The platen roller is dirty.	• Clean the print head. • Clean the platen roller.

Warranty clause

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 the invoice, the product is calculated from the date of delivery.
3. Warranty period:
   a. Printer: one year.
   b. The print head is three months or the print length is 30 kilometers, whichever comes first is the warranty period.

Warranty service principles

1. Free warranty for products that meet the warranty period and warranty scope.
2. The warranty card must be presented during the warranty.
3. For maintenance services outside the warranty period or not covered by the warranty, Gainshca Technology charges a fee according to the standard.
4. Dismantling or repairing products that are not certified by Gainscha Technology will void the warranty.
5. The machine to be repaired must be packaged in the original packaging or a package with considerable protection. The damaged packaging is not covered by the warranty.

Non-warranty clause

1. No warranty card or the contents of the warranty card have been altered.
2. Failure to maintain the printer in accordance with the user manual results in damage to the printer.
3. The printer has been damaged by water or foreign objects.
4. The print head is damaged due to the use of print media with excessive thickness.
5. The use of low-quality consumables causes damage to the print head.
6. Damage due to improper use environment or force majeure.
7. Use the printer for other purposes beyond the scope of use.
8. The damage is not caused by the maintenance of Gainscha technical engineers.

Zhuhai Howbest Label Printer Co.,Ltd. reserves the right of final interpretation of the above terms.

Description of the restricted use of hazardous substances in electrical and electronic products

1. Name and content of harmful substances in products :

Item	Toxic and harmful substances or elements					
	Pb	Hg	Cd	Cr6+	PBB	PBDE
Power supply / electrical components	×	O	O	O	O	O
Print head	×	O	O	O	O	O
Metal parts	×	O	O	O	O	O
Motherboard	×	O	O	O	O	O
Cable	×	O	O	O	O	O
Packaging and accessories	O	O	O	O	O	O

This table is prepared in accordance with the provisions of SJ / T11364.

O: It means that the content of this toxic and hazardous substance in all homogeneous materials of this part is below the limit requirements stipulated in GB / T26572-2011.

X: Indicates that the content of the toxic and hazardous substance in at least one of the parts-homogeneous materials of the component exceeds the limit requirements specified in GB / T26572- 2011.

2. Restricted use signs for hazardous substances in electronic and electrical products :

All electrical and electronic products sold in the People's Republic of China must be marked with this symbol, and the numbers in the symbol represent the environmental protection use period of electronic and electrical products under normal use.

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

FCC Statement

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 guarantee 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 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.

RF Exposure Information
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

ISED Statement

- English: This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The digital apparatus complies with Canadian CAN ICES-3 (B)/NMB-3(B).

- French: Le présentappareilestconforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitationestautorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareildoit accepter tout brouillageradioélectriquesubi, mêmesi le brouillageest susceptible d'encompromettre le fonctionnement.

l'appareil numérique du ciem conforme canadien peut － 3 (b) / nmb － 3 (b).

This device meets the exemption from the routine evaluation limits in section 2.5 of RSS 102 and compliance with RSS 102 RF exposure, users can obtain Canadian information on RF exposure and compliance.

cet appareil est conforme à l'exemption des limites d'évaluation courante dans la section 2.5 du cnr - 102 et conformité avec rss 102 de l'exposition aux rf, les utilisateurs peuvent obtenir des données canadiennes sur l'exposition aux champs rf et la conformité.

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment.

RF Exposure Statement
The device has been evaluated to meet general RF exposure requirement. This
equipment should be installed and operated with minimum distance 0mm between
the radiator & your body.

L'appareil a été évalué pour répondre aux exigences générales d'exposition aux RF.
Cet équipement doit être installé et utilisé avec une distance minimale de 0 mm entre
le radiateur et votre corps.