

User Manual

M950

Thank you for choosing our label maker (here in after referred to as the "Label Maker"). The label maker produces professional, high-quality, durable labels. In addition, the variety of tape cartridges available allows you to print labels with different widths and exciting colors.

Please read this guide, including the product safety guide, before using this label maker. After reading this guide, keep it in a safe place.

For FAQs, troubleshooting, and to download software and manuals, Please visit our official website.



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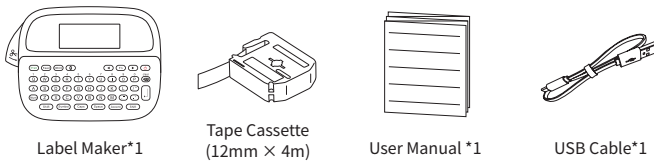
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A: Before Use

1. Contents Checklist



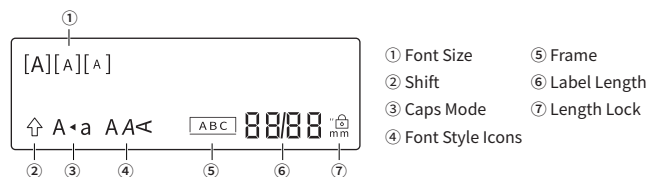
- * The Tape Cassette have been placed in the machine.
- * The quantity of included Tape Cassette is subject to the actual delivery.

2. Parts Description

2-1 KEYBOARD



2-2 LCD



- * To move the cursor to the beginning of your text, press **Shift** and the **←** key simultaneously.
- * To move the cursor to the end of your text, press **Shift** and the **→** key simultaneously.

B: Use the Label Maker

1. Print from the Label Maker

- 1 Remove sticker.
- 2 Press **Power** until the display lights up.

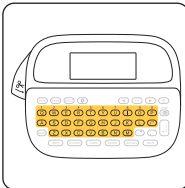


- 3 Set the language.

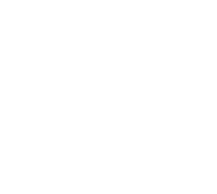
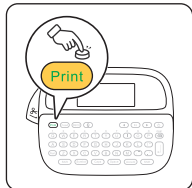
The default setting is [English].



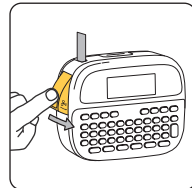
- 4 Type text and create labels from keyboard.



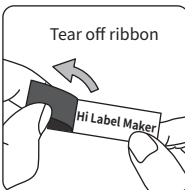
- 5 Press **Print**.



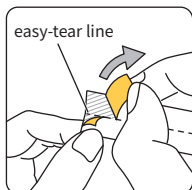
- 6 Press the cutter button to cut the label.



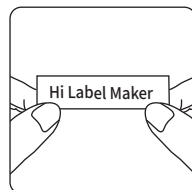
- 7 Tear off ribbon.



- 8 Tear off the backing paper from the back of the label along the easy-tear line.

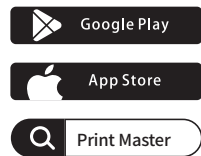


- 9 Attach labels to dry, flat objects.



2. Print from Your Mobile Device

- 1 Download App
Method 1: Search for the "Print Master" on Google Play or the App store and download and install it.
Method 2: Scan the QR code to download.



- 2 Press **Bluetooth** to turn on the Bluetooth.
- 3 Open the Print Master.
- 4 Click on Auto Connect.



- 5 Search for printer.
- 6 Printer connected successfully.
- 7 Edit your first label, click print when done.



- 8 Printing completed.



C: Basic Operations

1. Entering Text

Upper-Case Lower-Case	Caps	Switch between upper-case and lower-case characters.
Numbers and Symbols	Symbol Or Num	Insert numbers: Press Num to turn the num lock on or off. Num Insert symbols: Symbol → Left/Right → Select a category → Enter Left/Right → Select a symbol → Enter
Line Feed	Line Feed	Press Line Feed to start a line feed. Maximum number of lines for 0.47" (12mm) tape width: three lines.
Delete Text and Format	BS	① Delete one character at a time: BS . ② Delete all characters: Shift + BS → [Text Only] → Enter ③ Delete all text and formatting: Shift + BS → Left/Right → [Text & Format] → Enter
Accented Characters	Accent	① Entering accented characters. A - Z → Accent → Accent / Left/Right → Select an accent → Enter ② To cancel operations, press BS . ① * See C-8 for examples of accent characters. * The order of accented characters differs by the selected LCD language.
Label Length	Fn	Set the label length. [Auto]: Automatically adjusts the label length to the length of the text. Fn → Left/Right → [Label Length] → Enter Left/Right → Select a value → Enter
A/F	Fn	This function allows you to choose a fixed label template length. Fn → Left/Right → [A/F] → Enter → Left/Right → Select a value → Enter

2. Designing Labels

Press **Fn**, use **Left/Right** to select a functions to design labels.

- 1 [Size]: Adjusting font size.
Fn → **Left/Right** → [Size] → **Enter** → **Left/Right** → Select a value → **Enter**
- 2 [Width]: Adjusting font width.
Fn → **Left/Right** → [Width] → **Enter** → **Left/Right** → Select a value → **Enter**
- 3 [Style]: Adjusting font style.
Fn → **Left/Right** → [Style] → **Enter** → **Left/Right** → Select a category → **Enter**
Left/Right → Select a style → **Enter**
- 4 [Undl/Frame]: Select a decorative underline/frame to add to your label.
Fn → **Left/Right** → [Undl/Frame] → **Enter** → **Left/Right** → Select a category → **Enter**
Left/Right → Select a underline/frame → **Enter**
- 5 [DECO]: This function allows you to create unique labels using built-in templates.
DECO → **Left/Right** → Select a deco mode → **Enter**
- 6 [Alignment]: Adjust text format.
Fn → **Left/Right** → [Alignment] → **Enter** → **Left/Right** → Select a value → **Enter**

3. Basic Settings

Label Width	Fn	The default setting is [12mm]. Fn → Left/Right → [Label Width] → Enter Left/Right → [9mm/12mm Select a value] → Enter
Cutting Line	Fn	The Cutting Line () indicate the end of the label. Cut along the Cutting Line () with scissors. When printing multiple labels at a time, the default is with a Cutting Line, if you need to turn it off, you can do this. Fn → Left/Right → [Cutting Line] → Enter [OFF] → Enter
Label Width	Fn	Set the print density. Fn → Left/Right → [Print Density] → Enter Left/Right → Select a value → Enter
Label Width	Fn	Set the language. The default setting is [English]. Fn → [Language] → Enter → Left/Right → Select a language → Enter

4. Printing Labels

Vertical	Fn	Set up vertical printing. Fn → Left/Right → [vertical] → Enter Left/Right → [ON] → Enter
Feed	Feed	This function will feed approximately 0.31" (8mm) of blank tape. Feed
Print	Print	start printing. 1.If you need only 1 copy of the label, press Print . 2.When printing multiple labels (printing multiple same labels): Shift + Print → Select a print quantity (Up to 9 copies) → Enter / Print

5. Saving Label Files

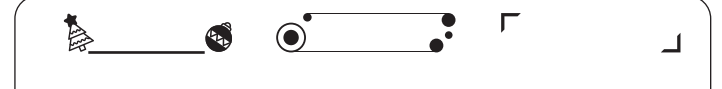
You can save your original labels on to your label maker. Up to 9 labels can be saved and recalled for printing at a later time. You can also edit and overwrite the stored label.

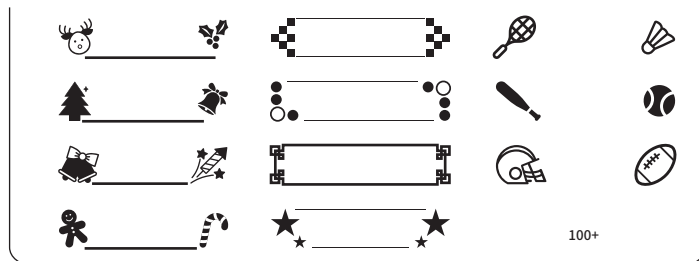
- 1 [Save]:
Create a label → **Fn** → **Enter** → **Left/Right** → [File] → **Enter** → [Save] → **Enter**
→ Select a save destination → **Enter**
- 2 [Open]:
Fn → **Left/Right** → [File] → **Enter** → **Left/Right** → [Open] → **Enter**
→ Select a saved file → **Enter**

6. Symbol Examples



7. Frame Examples





8. Accented Character Examples

á à å ä æ ã ä å ã Á Á Á Á Ä Å Ä Å ç ç ç Ç Ç Ć Ć Ć Ć đ đ đ đ é è ë ê ë ë É É É É Ê Ê Ê Ê ğ ğ Ğ Ğ ï ï ï ï ï ï ï ...

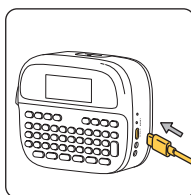
D: Support

1. Specification

Tape Width	Available widths: 0.35 inch(9mm), 0.47 inch(12mm)
Max Print Width	0.35 inch (9mm)
Print Technology	Thermal & Thermal transfer
Print Resolution	203 dpi
Cutting Method	Manual Cutting
Power Supply	Lithium battery Or USB powered
Item Size	151.9(w)x112.1(d)x54.2(h)mm/6.0x4.4x2.1 inch
Supported Operating Methods	Keyboard/ Mobile Device
Label Length	The label length for each label depends on the label content,with a maximum of 100 characters per label.
Maximum Number of Print Lines	9mm: 2 Lines, 12mm: 3 Lines.

2. Charging the Label Maker

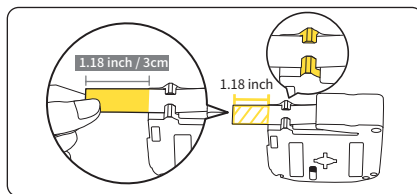
Charge until the power indicator light goes off.



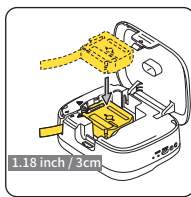
- The label maker is powered by a non removable built-in lithium battery, Please use the USB Type C interface data cable for charging.
- To save power, the label maker will automatically turn off after five minutes of inactivity. The last label created is remembered and displayed when the power is turned back on.

3. Replacing the Tape Cassette

- Make sure the end of tape passed through both tape guides. Extend the end of the tape by about 1.18 inch (3cm) from the tape guide.



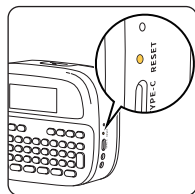
- Install the label tape correctly as indicated, and make sure the extended tape comes out through the tape exit slot of the label maker.



- If sample tape comes with ribbon, you can manually align the ribbon and tape at the first time use.

4. Reset

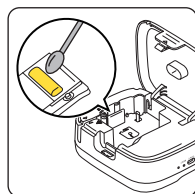
Reset the internal memory. For example, to reset the label maker or delete any saved label data. You can use a needle shaped object to poke the reset hole on the right side of the charging interface.



5. Clean the Print Head

Use a cotton swab dipped in a small amount of alcohol, and wipe the print head gently.

- The print head needs to be cleaned when printing is not clear.
- Make sure the power is turned off and the power cord is unplugged before cleaning the print head.
- Wait until the alcohol evaporates and the print head is dry, then turn on the label maker to print.



6. Print the self-test page

Double click the power button to print the self-test page.



7. Error Messages

Message	Cause/Remedy
Cutter Error!	The Tape Cutter Lever was pressed while trying to print or feed the tape. If the tape is jammed in the Cutter unit, remove the tape. Turn the Label Maker off and then on again before continuing.
Text Full !	Please reduce the word count to within 100 characters.
Battery Low !	Please charge immediately.
Line Limit !	Reduce the number of text lines.
No Cassette !	Please install the label ribbon into the machine's consumables compartment.
No Data !	Please enter the text first before printing.

8. Important Note

SAFETY PRECAUTIONS

Be sure to read this section before using the product. It contains important safety instructions. We recommend that you keep this document nearby for future reference.

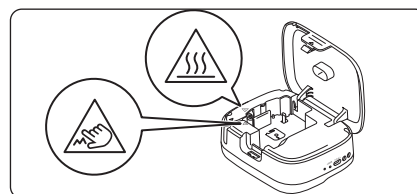
- For servicing, adjustments, or repairs, contact our Service.
- If the product operates abnormally or any error occurs, or if any cable is damaged, turn off the product, disconnect all cables, and Contact our after-sales service personnel.
- We assume no responsibility for damages arising from earthquakes, fire, other disasters, actions of third parties, the user's intentional or negligent operation, misuse, or operation under other special conditions.
- We assume no responsibility for damage (such as losses, loss of business profit, lost profits, business disruptions, or a lost means of communication) that may result from the use of, or inability to use, the product.
- We assume no responsibility for damages that may result from incorrect operation of the product by connecting incompatible equipment or using incompatible software.
- We assume no responsibility for any damages or lost profit arising from the use of labels created with this product, the disappearance or change of data due to failure, repair, or consumables and we do not accept any claim from a third party.
- We reserves the right to make changes without notice in the specifications and materials contained herein. Furthermore, we shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publications.
- For more information about the available software, see the User's Guide on the official website.
- The latest version of your product documentation is available on the official website.
- The available models, accessories, and supplies may vary depending on the country or region.
- This product is approved for use in the country or region of purchase only.

WARNING

Failure to observe instructions and warnings could result in death or serious injuries.

- DO NOT operate, charge, or store the Label Maker, USB Cable, and Lithium battery in the following locations (otherwise a fire, electrical shock, smoke, or damage may occur):
 - Near water, such as in a bathroom or near a water heater, or in an extremely humid or cold location.*
 - In a location where it is exposed to rain or moisture.
 - In an extremely dusty location.
 - In an extremely hot location, such as near open flames, heaters, or in direct sunlight.
 - In a closed car in direct sunlight.
 - In a location where condensation may form.
 - At a high altitude.
 - During a thunderstorm.
- DO NOT use the Label Maker with a foreign object in it. If water, a metal object, or any other foreign object enters the Label Maker, and then contact Our Customer Service.
- If foreign objects are inserted into the Label Maker or its slots, connectors, ports, or Battery Compartment, stop using the Label Maker, turn off the power, and then disconnect each cable.

- Stop using the Label Maker if there are noticeable abnormalities such as smell, heat, noise, deformities, or discoloration.
- * For more information, see the "Specifications" section in your model's User's Guide.
- DO NOT use a damaged USB Cable.
- To avoid damaging the Label Maker, USB Cable, or Lithium battery, DO NOT:
 - Place heavy objects on them.
 - Disassemble or modify them.
 - Drop or hit them.
 - Allow them to get wet, for example, by handling them with wet hands or spilling liquids on them.
 - DO NOT allow babies and children to play with the plastic bag that contained the Label Maker. Dispose of the bag or keep it away from babies and children. There is a risk of suffocation.
- DO NOT use the Label Maker in special environments, such as near medical equipment. Electromagnetic waves may cause the medical equipment to malfunction.
- Users with heart pacemakers must move away from the Label Maker if they sense any abnormalities. Then, immediately seek the advice of a medical professional.
- DO NOT forcibly bend or pull the USB Cable .
- DO NOT touch the USB Cable or plug with wet hands, otherwise an electrical shock may occur.
- Use only the specified USB Cable.
- Insert the plug mediately.
- DO NOT use the batteries if they are damaged or leaking.
- Keep batteries away from infants. If batteries are ingested, contact emergency services immediately.
- DO NOT use sharp objects, such as tweezers or a metallic pen, to remove or replace batteries.
- If liquid (electrolyte) from the batteries gets into eyes, wash them immediately with clean water. Contact emergency services immediately.
- DO NOT connect the + and - terminals with metal objects such as wire.
- DO NOT incinerate the batteries or dispose of them with household waste.
- Keep fingers and other body parts away from the Cutter unit.
- DO NOT touch the Cutter unit's blade or insert your fingers inside the Tape Exit Slot, otherwise fingers and other body parts may be injured.
- DO NOT touch any metal parts near the Print Head. The Print Head becomes very hot during and immediately after use. DO NOT touch it directly with your hands.



CAUTION

Failure to observe instructions and warnings could result in minor or moderate injuries.

- Label Maker, USB Cable, Lithium battery**
- DO NOT disassemble the lithium battery.
 - DO NOT drop the Label Maker when removing it from the box or relocating it, otherwise you may get injured.
 - Be careful when closing the Tape Cassette Compartment Cover. There is a risk of injury if your finger gets pinched between the upper and lower parts of the cover.
 - When you are not using the Label Maker, store it out of the reach of children. In addition, do not allow children to put the Label Maker parts or labels in their mouths. If any object has been swallowed, seek medical attention immediately.
 - DO NOT leave the Label Maker or any tape within the reach of babies and children.
 - Store the Label Maker on a flat, level, and stable surface.
 - Turn off the power supply if you do not intend to use the printer for an extended period of time.
 - DO NOT press on the Liquid Crystal Display (LCD).
 - DO NOT open the Tape Cassette Compartment Cover when operating the Cutter unit.
 - DO NOT apply excessive pressure to the Cutter unit.

FCC Warning 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.

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 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.

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

IC Warning statement

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device. L' émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L' exploitation est autorisée aux deux conditions suivantes:
1. L' appareil ne doit pas produire de brouillage;
2. L' appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d' en compromettre le fonctionnement.

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

IC Déclaration d' exposition aux RF:
L' appareil a été évalué pour répondre aux exigences générales d' exposition aux RF d' IC. L' appareil peut être utilisé dans des conditions d' exposition portable sans restriction.

9. Troubleshooting

If you need additional help, visit official website.

Software	Features
The Label Maker does not print.	<ul style="list-style-type: none"> • Check that the Tape Cassette is inserted correctly. • Check that the Tape Cassette Compartment Cover is securely closed. • Check that the Label Maker is on. • Check that the computer's or mobile device's Bluetooth setting is on. • Check that the Label Maker is connected to your mobile device via Bluetooth.

The Label Maker does not print.	<ul style="list-style-type: none"> • Check that the Label Maker is not paired with another device. • Make sure the Label Maker and your mobile device are close enough to communicate. • Check that the automatic Bluetooth re-connection setting of another mobile device is not enabled. • Make sure no devices that emit radio waves (for example, a microwave oven) are located nearby. • If the Print Head is dirty, Use a cotton swab dipped in a small amount of alcohol, and wipe the print head gently.
The tape does not feed correctly. The tape gets stuck inside the Label Maker.	<ul style="list-style-type: none"> • If the tape is bent, cut off the bent section. • If the tape is jammed, remove the Tape Cassette, remove the jammed tape, and then cut any damaged tape. • Check that the end of the tape exits through the Tape Guide. • Confirm that the tape is pointed at the Tape Exit Slot. • Remove the Tape Cassette and insert it again.
The screen is locked, or the Label Maker does not operate normally.	Refer to the Support section in this guide and reset the Label Maker's internal memory to the factory settings.
The LCD remains blank after turning on the power.	<ul style="list-style-type: none"> • Please charge the printer immediately. • If the power charging cable is connected, please ensure that the data cable is correctly connected and the power is turned on.
The LCD messages are displayed in a foreign language.	Refer to the Basic Operations section in this guide to select your desired language.
The Label Maker stops while printing a label.	<ul style="list-style-type: none"> • Consumables may run out, Please replace the Tape Cassette. • Connect the USB power supply directly to the Label Maker.
Previously saved label files are not available.	All files saved in the internal memory are deleted if the batteries are weak or the USB power supply is disconnected.
The ink ribbon is separated from the ink roller.	If the ink ribbon is broken, replace the Tape Cassette. If it is not, leave the tape uncut and carefully remove the Tape Cassette, and then wind the loose ink ribbon back onto the spool.
I do not know the firmware version of the Label Maker.	<p>Confirm the firmware version by pressing the following keys:</p>
The font size cannot be increased.	The font is already the maximum size for the width of the label. Or, the label length has been set, so there is a limit on the font size to prevent exceeding the set length.

10. Product Warranty Description

Product after-sales service is strictly based on the consumer protection law of the People's Republic of China and the Product Quality law of the People's Republic of China.

10.1 Services are as below

- The free warranty period is 1 year from the date of purchase (according to the date of the official purchase invoice).
- Within---days from the date of the purchase receipt, the user can choose to return, replace or get free repair service. Within---days from the date of receipt, the user can choose to replace or repair the product. Service is free of charge.
- Free repair service does not include insurance, postage, shipping and other fees, nor does it include door-to-door service.

10.2 Non-warranty regulations are as follows

The warranty is void under the following conditions:

- Exceeding the warranty period.
- Not presenting the original purchase invoice and the original warranty/maintenance card together, or the warranty card does not match the invoice information.
- Presenting a damaged warranty/maintenance card (e.g. torn or tampered with).
- Altering product information.
- Damage caused by unauthorized repair, disassembling, etc.
- Damage caused by human error.
- Damage caused by natural disasters such as earthquakes, floods, windstorm, lightning strikes, or external disasters such as fires and house collapse.
- Failure or damage caused by harsh conditions (oil, dust, moisture, direct sunlight, etc.) or failure to use or care for the product as written in the instruction manual.

Please safe keep the warranty/maintenance card properly. The warranty/maintenance card will not be replaced if lost.

Product warranty description takes effect with warranty/maintenance card properly filled in.

11. Maintenance Card

User Information	<input type="checkbox"/> Replace		<input type="checkbox"/> Return	
	Name:	Gender:	Phone:	
Product Information	Address:			
	Date of purchase:			
	Product order number:			
Reason for Return (Replace/Repair/Request/Maintenance)	Product serial number:			
	Problem description:			