



NIIMBOT D11 Label Maker Machine Instructions

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D11 Label Maker Q&A

Question1: Where can I download the APP, is it free? I saw some users said that there is a charge for subscribing to the APP, is it true?

Answer: You can search for NIIMBOT in the mobile application market such as Google Play or mobile APP store and download it. Downloading and using the APP is free. Some customers are prompted to charge due to downloading the wrong APP. The following picture is the icon logo of our APP.

Question2: Why does it prompt a risky website when I scan the code to download the APP?

Answer: The page prompt may be risky because the mobile phone brand or operator has not cooperated with third-party download links for the time being and is not in the system whitelist, so a prompt will pop up by default, and there is no actual security problem. In order to prevent customers from worrying, we recommend searching and downloading on the mobile APP store or Google Play.

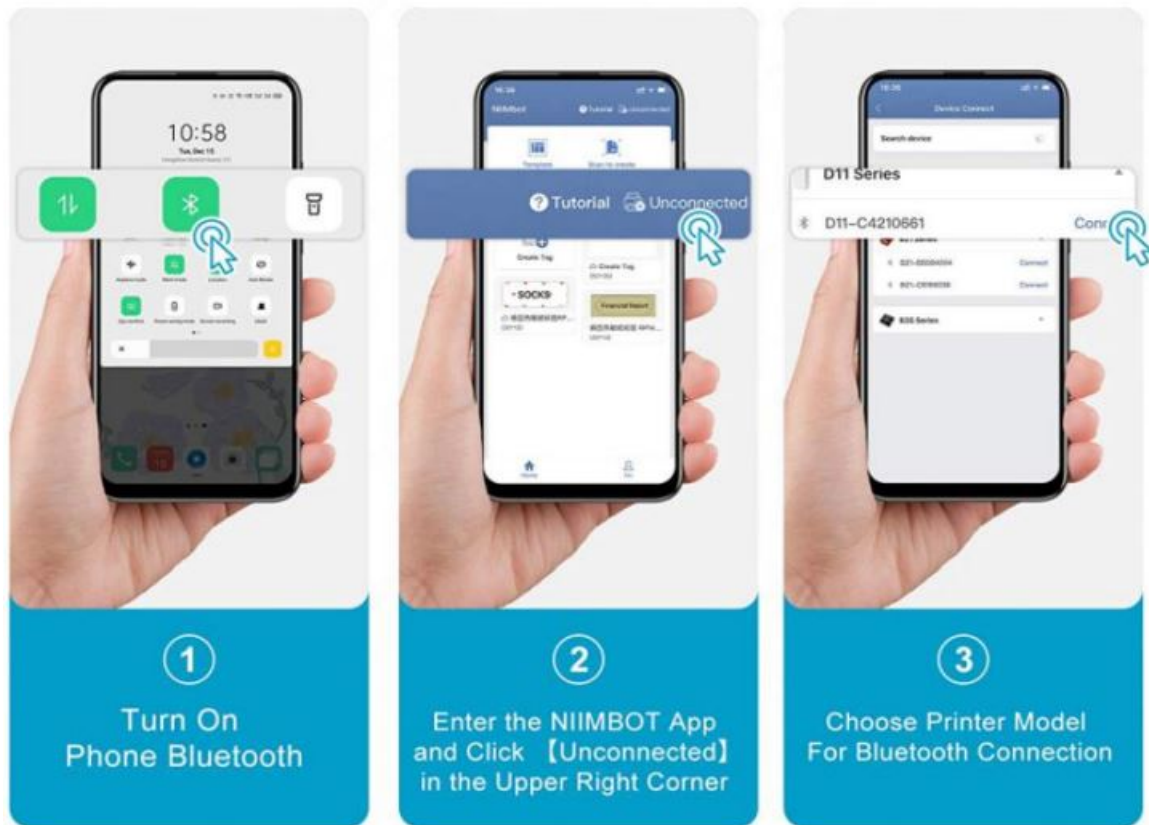
Question3: How to connect the label machine to the mobile phone via Bluetooth?

Answer:

1. Turn on the mobile phone Bluetooth.
2. Turn on the label machine and download the NIIMBOT APP
3. Click in the NIIMBOT APP, click the unconnected in the upper right corner, select the device model (for example, your device is D11, you choose D11 series), click the refresh search button on the right, your label

machine's Bluetooth signal will be searched, and the connect button will appear on the right.

4. Click connect button and done! The following figure shows the steps of Bluetooth connection:



Question4: I can find this device model in my phone Bluetooth list , but I still can't connect after thousands of attempts!

Answer: This is a common error reported by our customers. After turning on the phone's Bluetooth, do not enter the Bluetooth list to find the device model to connect. Please enter the application first, and click the [unconnected] button in the upper right corner of the APP homepage to connect via Bluetooth. It is impossible to connect the device directly in the mobile phone Setting Bluetooth list. The positions marked in the picture below are the correct way to connect to Bluetooth



Question5: Mine is printing blank, any solution you can provide?

Answer: There are several reasons for print blank labels:

1. The print head is wrapped by a label sticker.
2. The direction of the label paper is reversed.
3. Manually set the label template instead of selecting the template recognized by the APP.

Question6: How can I know if I'm loading the rolls correctly?

Answer: When you put the label paper in, you need to keep the head part of the paper (0.5-1 cm) exposed outside the machine, and the sticker side of it should facing towards to the power button.

