



# SUPVAN E10 Bluetooth Label Maker Machine User Guide

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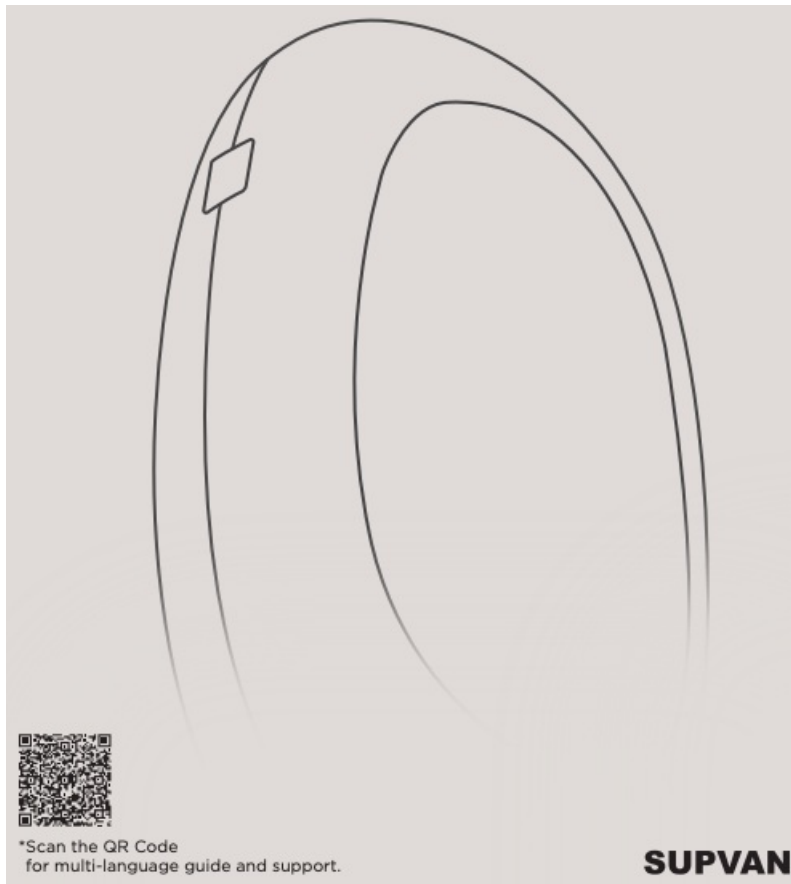
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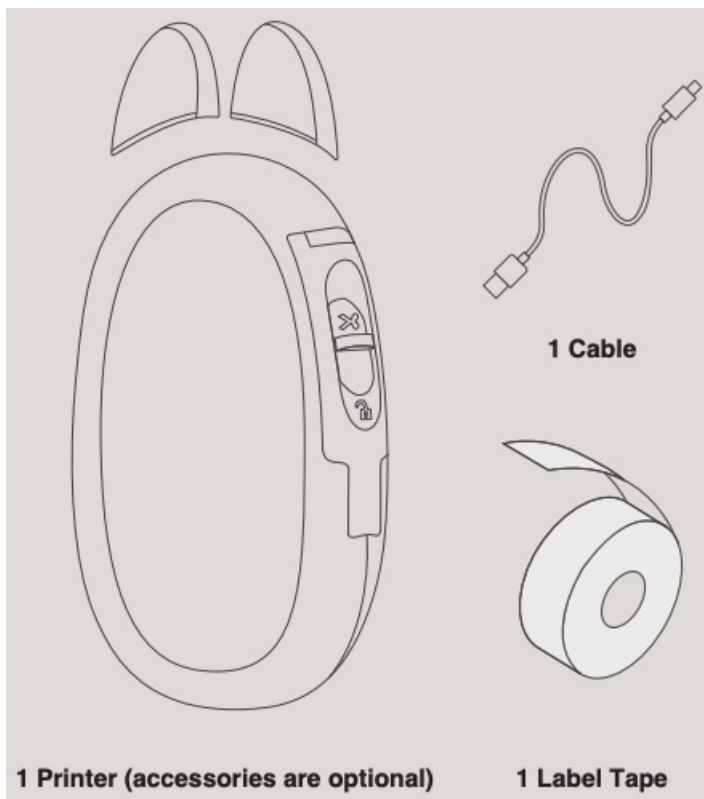
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## SUPVAN E10 Bluetooth Label Maker Machine User Guide

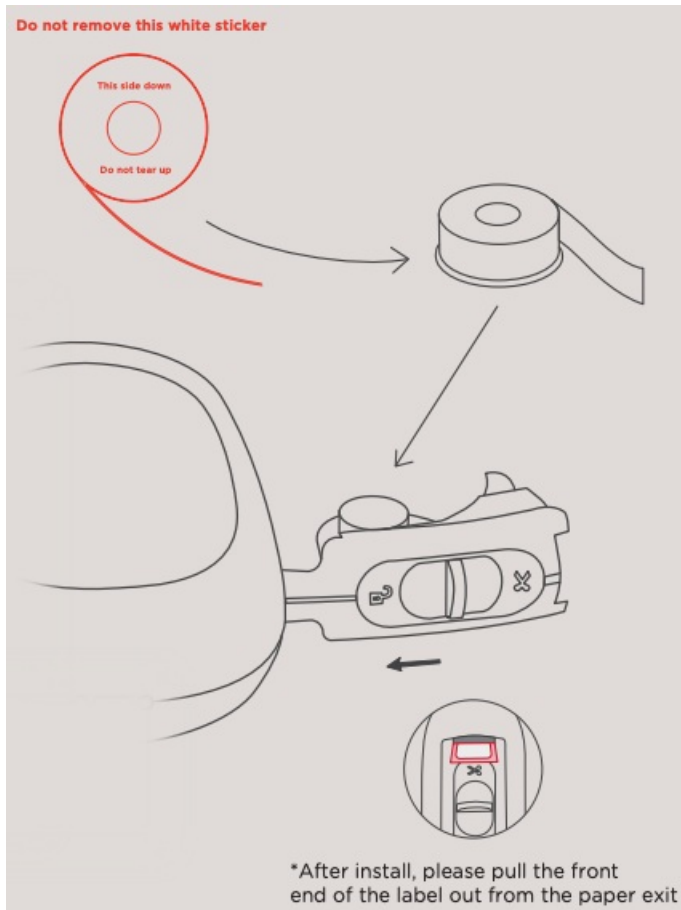
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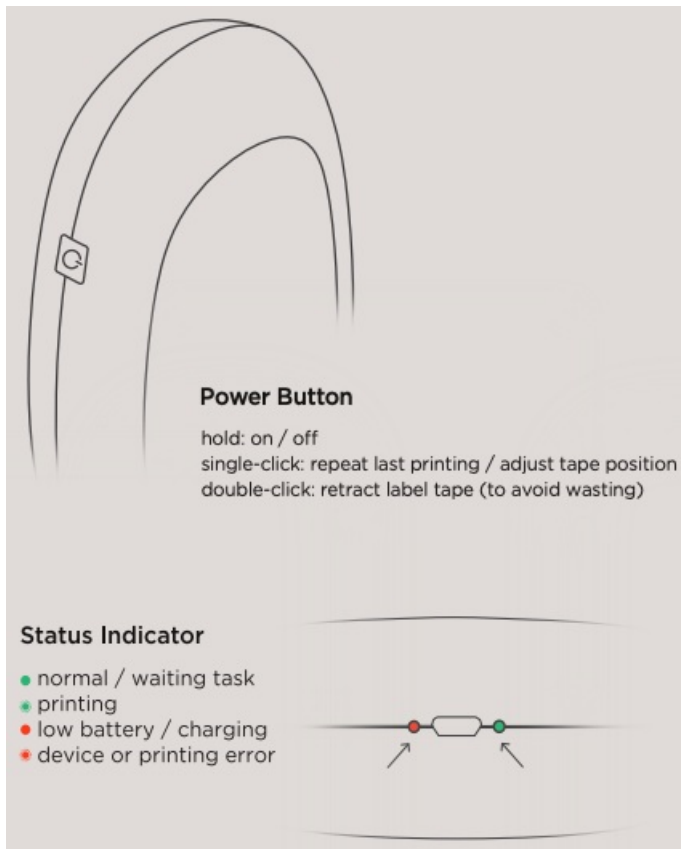
## Checklist



## Install the Label Tape



## The Printer

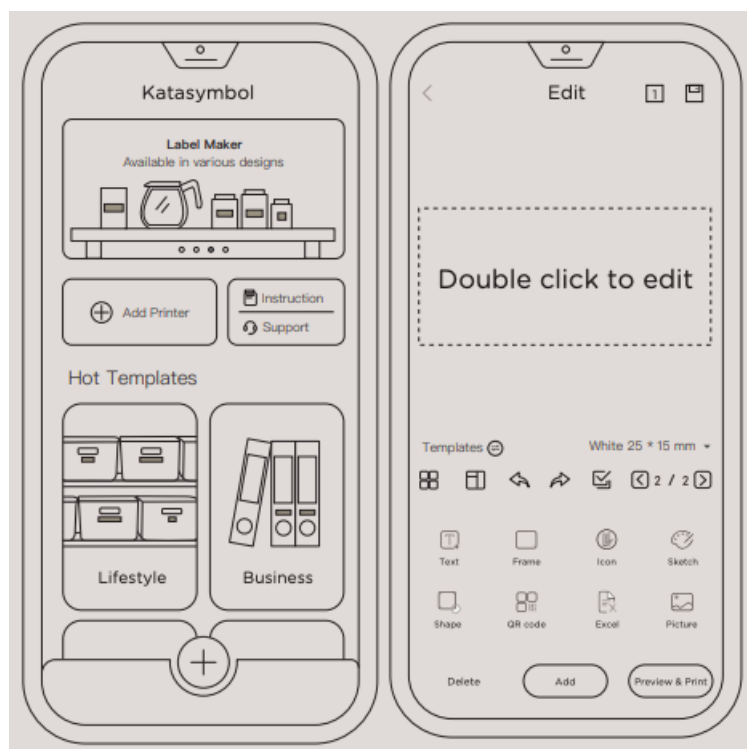


## Connect to Printer via App

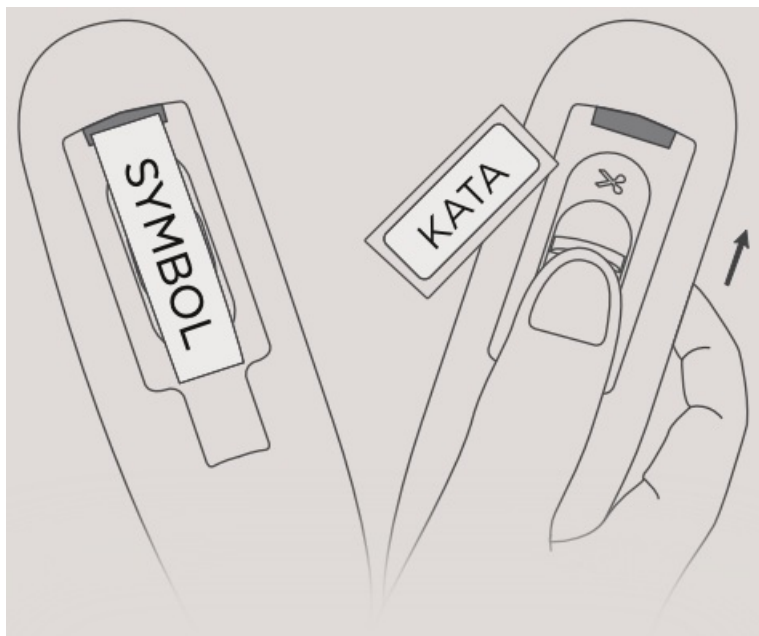


\*If asked for permission, please allow the App to access the location information of the smart phone (Android only). Otherwise the Bluetooth connection will not function.

## Use Templates or Customize with App



## Print & Cut



After inserting or replacing a new roll of label, click the printer's power button to print a blank label to let the print head identify the label position.

\*You may double-click the power button to retract the blank label paper.

## FAQ

### 1. Printer not connecting?

- (1) Please ensure that the printer is turned on and the Bluetooth of the smartphone is turned on.
- (2) Check if the location function is enabled on the smartphone (Android only). In the Android system, location permission must be enabled when the App is being used. If turned off, you can find "Katasymbol" in "Settings – Application – Permission Management – Application" and turn on the location permission. You don't need to do this on iOS phones.
- (3) Please launch the Bluetooth connection within the App. Click "Add Printer" to search for the device. In the search list, click the corresponding printer model name to connect successfully.
- (4) Check if the printer is being connected to other devices. This printer cannot be linked to more than one smartphone at the same time.
- (5) If none of the above solves the problem, please contact Support through the App or via other ways.

### 2. Bluetooth connection established, paper installed, but it won't print?

- (1) If the RFID sticker of the label tape is torn off, the device cannot identify the label paper type. "Incorrect label tape" will show when printing.
- (2) If the printed paper shows no text or image, the label may be installed upside down. Reinstall the label roll.
- (3) Please check whether Dark Theme/Mode is enabled. The latest version of the App can support it.

### 3. During the initial use, a lot of paper doesn't have anything printed. Can those papers be reused?

- (1) Double-click the power button to retract the unused label papers.
- (2) If label has been removed, it cannot be retracted.

### 4. The texts on the printouts are not centered, in the wrong position, offset, or skip paper?

- (1) When inserting or replacing a roll of label paper for the first time, a blank label should be printed by clicking the power button. This is to let the print head identify the position of the label paper.
- (2) Check if the correct template that matches the label paper has been selected in the App. Check the size and image on the label packaging, select the matching template on the App.
- (3) Please make sure to put the label printing side up into the printer. If placed on the opposite side, it cannot be printed.

## 5. Why is the printout blurry?

- (1) Make sure there is enough battery. If the indicator light shows red, the battery is low. Charge the printer for at least half an hour before use.
- (2) The print head may be dirty or sticky. Please refer to Question 8 for cleaning.
- (3) Increase the printing concentration.

## 6. Why can't the printer cut the label paper?

- (1) See if there is dirt on the cutter.
- (2) If the cutter is sticky, use cotton swabs to clean the excessive glue.

## 7. Why are the texts on the printout so small?

The App automatically adjusts the font size according to the size of the label paper, try switch to continuous labels, or use line breaks.

## 8. How do I clean the print head properly?

- (1) Use ethanol and cotton swabs.
- (2) Turn off the printer and let it cool for a few seconds.
- (3) Take the paper roll out and put it aside.
- (4) Use a clean small cotton swab (the print head space is narrow) to dip a little ethanol to wipe the dirt on the surface of the print head gently (do not scrape the print head with hard objects, otherwise the thermal-sensitive tablet will be permanently damaged and become irreparable).
- (5) After cleaning, double-click the power button to do a self-test when the surface is completely dry.

For more questions, please check "Instruction" inside the App or click "Support".

## SAFETY INFORMATION



- Use a single power socket instead of multiple sockets that have been plugged in by multiple devices, as this may cause fire or electric shock.
- Do not let metal or liquid enter the device. Otherwise, fire or electric shock may occur, and internal parts may be damaged, resulting in device damage.
- Do not use AC power exceeding 100-240V.
- It is strictly forbidden to disassemble or modify the label machine without authorization, which may cause fire or electric shock caused by high voltage parts.
- Please keep the label printer away from alcohol, gasoline, and other flammable solvents and fire sources to avoid deflagration and fire.
- Use wrung-out wet gauze to clean the device. Do not use flammable organic solvents.
- Please use the label printer in a clean place. Do not use it on carpets or blankets, otherwise, a large amount of dust will quickly cause a short circuit.



- This printer has a cutter, please be careful when using it to avoid injuries.
- Please use SUPVAN's original label paper and do not remove the sticker on the label paper, otherwise, the device cannot identify the type of the label paper and cannot print it.
- If the use of non-original label paper causes equipment damage, we will not be responsible for the warranty.
- Do not touch the print head with your hands. It may cause skin burns when the device is finishing working.
- Do not put heavy-weight items on the printer.
- Keep the printer away from electromagnetic interference sources that generate magnetic fields.
- When using the device, do not block the label paper exit. Otherwise, the printout may not be smooth.
- When using the device, do not pull the whole label roll out of the exit. Please cut off the label paper first and then take it out. Otherwise, the printing quality and the device will be damaged.
- The printer is delicate. Please put it on a flat place, to avoid damages.
- The device and label paper should be stored in a dry, ventilated place with no direct sunlight at room temperature.
- In case anything gets inside the device, please stop using it immediately to avoid damaging it.
- If you find any peculiar smell or abnormal sound when using the device, immediately turn off the label printer and contact the seller.

## **Warranty**

- Whole device warranty for 2 years.
- Subject to the date of the sales on the company's record.
- The warranty period for the replacement of spare parts after free maintenance is subject to the warranty period of the whole device.
- For consumables, we do not provide a warranty. If there is a quality problem, the products can be replaced free of charge.

## **Disclaimer**

- The use of non-SUPVAN factory products.
- Dismantling, repairing, or refitting a product without the authorization of the manufacturer.
- Fault caused by abnormal voltage or improper operating environment.
- Damage caused by fall, crush, immersion in liquid, dampness, or other causes.

## **Product Specifications**

**Printing Method** Thermal printing

**Printing Speed** 20-40 mm/s

**Printing Resolution** 203 dpi





**Print Width** 12 mm

**Label Width** 12-15 mm

**Type of Label Paper** Thermal paper

**Connection** Bluetooth

**Battery Capacity** 1200 mAh

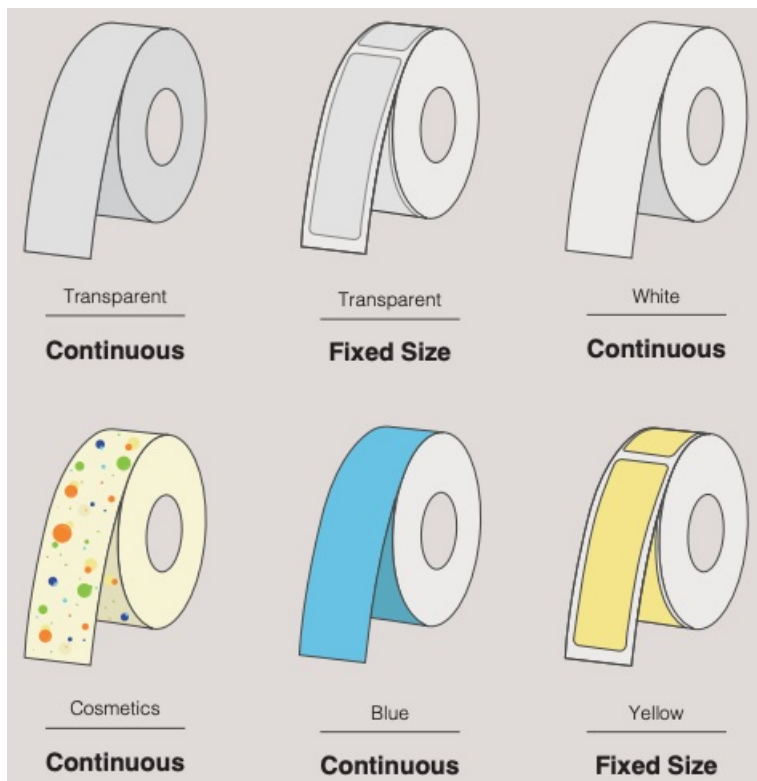
**App Languages** English, Čeština, Deutsch, Español, Français, Italiano, Nederlands, Português, Русский, , , , Tiếng Việt, Türkçe, Bahasa Indonesia, 

**Size** 130 x 78 x 28 mm (W x D x H)

**Weight** 200 g

**Operating System** App compatible with iOS & Android

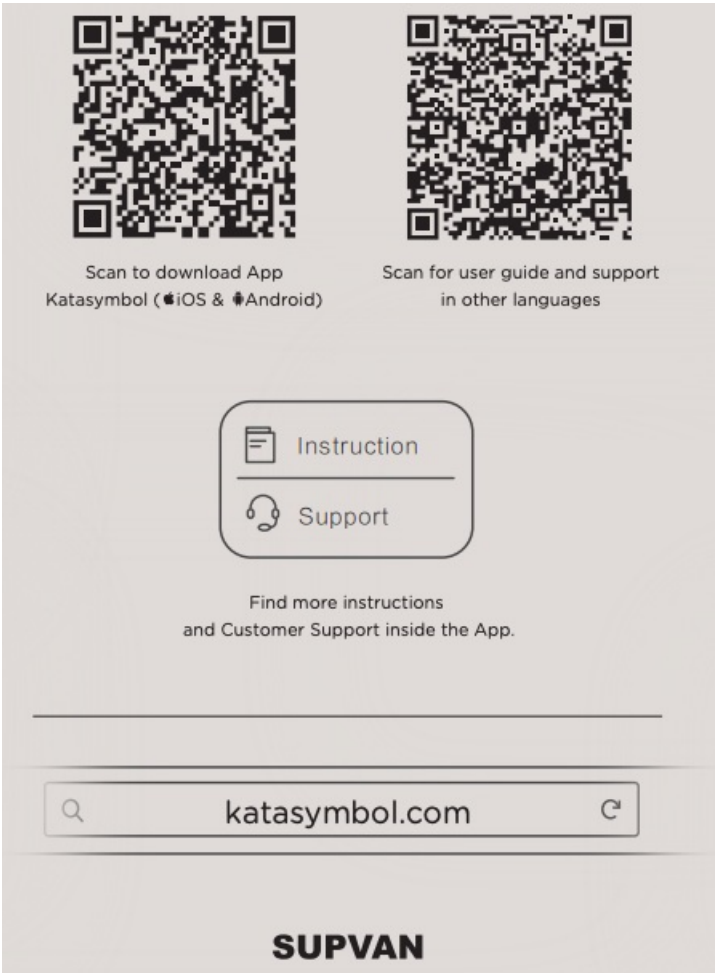
### Available Labels




\*Find more label tapes on [katasymbol.com](https://katasymbol.com) or search on Amazon

### Support





Documents / Resources

	<p><a href="#">SUPVAN E10 Bluetooth Label Maker Machine</a> [pdf] User Guide</p> <p>E10 Bluetooth Label Maker Machine, E10, Bluetooth Label Maker Machine, Label Maker Machine, Maker Machine, Machine</p>
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References

- [SUPVAN Label Makers & Printers | SUPVAN®](#)