

User Guide

G&G GP1022 Series

Monochrome Laser Printer



Preface

Welcome to the G&G series products!

We heartily appreciate your using of G&G series products!

To protect your vital interests, please carefully read the following statements.

For more information, please visit our official website (www.gg-printer.ru).

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Version: V1.0

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Safety Precautions

Disconnect the power supply

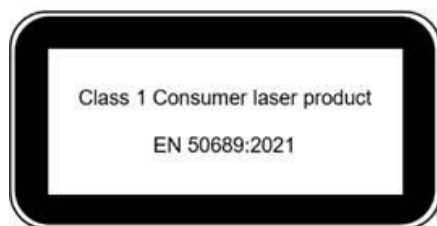
The product should be placed close to or easily accessible to power sockets, so as to allow easy disconnection of power supply!

Laser Safety

The laser radiation is harmful to the human body. Since laser components are completely sealed in the printer, laser radiation will not leak. To avoid laser radiation, please do not randomly disassemble the printer!

Caution – Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

The printer follows the provisions of Class 1 laser products under CFR standard.



The printer has a Class III B laser diode, which has no laser radiation leakage among laser components.

The laser components shall comply with the requirements of: U.S. Code of Federal Regulations, 21 CFR 1040, IEC 60825-1

The following label is attached to the laser components inside the printer:




or

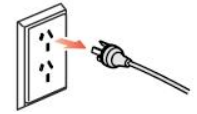



Safety Warning

Please note the following safety warnings before using the printer:


Warning

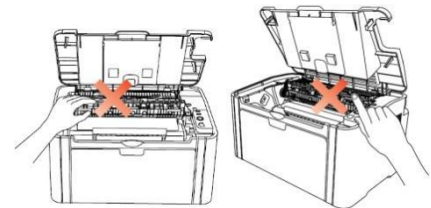
-  There is a high-voltage electrode inside the printer. Before cleaning the printer, make sure the power is turned off!




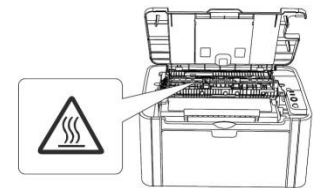
-  Plugging and unplugging the power cord plug with a wet hand may result in an electric shock.



-  The fuser unit is hot during and after printing. Touching the fuser unit (the shaded area as shown) may cause burns!



-  The fuser unit bears a high temperature warning label. Please do not remove or damage this label.



Precautions

Precautions before Using the Printer:

1. Read and understand all instructions;
2. Familiarize yourself with the basic principles associated with operating electrical appliances;
3. Comply with all warnings and instructions marked on the equipment or specified in the manual supplied with the equipment;
4. If the operating instructions conflict with the safety information, please refer back to the safety information, as you may have misunderstood the operating instructions. If you cannot resolve the conflicts, please call the Customer Service Hotline or contact a service representative for help;
5. Before cleaning the equipment, remove the power cord from the AC power supply outlet. Do not use liquid or aerosol cleaners;
6. Please make sure that the equipment is put on a stable desktop surface to avoid serious damage caused by the falling of the equipment;
7. Do not put the equipment near a radiator, an air conditioner, or a ventilation pipe;
8. Do not place any articles on top of the power cord. Do not put the equipment in a place where its power cord will be stepped on by people;
9. Outlets and extension cords must not be overloaded. This may reduce performance and could result in fire or electric shock;
10. Do not allow pets to chew on the AC power cord or the computer interface cable;
11. Do not allow sharp objects piercing equipment slot, so as to avoid contact with the high-voltage device, which otherwise may result in fire or electric shock. Take care not to spill liquids onto the equipment;
12. Do not disassemble the equipment so as to avoid the risk of electric shock. Necessary repairs may only be carried out by professional maintenance personnel.
Opening or removing the cover could result in an electric shock or other potential hazards. Incorrect disassembly and assembly could also result in an electric shock during future use;
13. If any one of the following occurs, disconnect the equipment from the computer and pull out the power cord from the AC wall socket and contact a qualified member of the service personnel for maintenance:
 - Liquid has been spilled into the equipment.
 - The equipment has been exposed to rain or water.
 - The equipment falls, or the cover is damaged.
 - Significant changes in the equipment's performance.
14. Only adjust the control mentioned in the instructions. Incorrect adjustment of other controls may result in damage and mean that professional maintenance personnel need to spend more time fixing it;
15. Do not use the equipment in a thunderstorm so as to avoid the risk of an electric shock. If possible, pull out the AC power cord during a thunderstorm;
16. If you continuously print multiple pages, the surface of the tray will become very hot. Take care not to touch this surface, and keep children away from this surface;
17. The signal wire of the device connected with the printer can not be connected to the outdoors;
18. Please ensure timely ventilation in case of a prolonged use or printing huge amounts of documents in a poorly ventilated room;

19. In standby status, the product will automatically enter into the power saving (sleep) mode if it does not receive any job order for a while (such as 1 minute); and it can realize zero power consumption only if it has not been connected with any external input power supply;
20. As the Class 1 equipment, the product must be connected to the power supply outlet with protective grounding line when using;
21. This product should be placed according to the shipping marks on the product package box during delivery;
22. This product is a kind of low-voltage equipment. When using this product below the specified voltage range, please refer to the product precautions or call G&G Aftersales Service Centre, if the toner comes off the printed contents, or the equipment starts slowly;
23. This product is sold as a complete machine. The consumers can go to G&G Aftersales Service Centre to purchase parts they need. If the product sold is inconsistent with the package list, please go to the specified Aftersales Service Centre to solve the problem;
24. Install this product in a place with the temperature between 10°C to 32°C, and the relative humidity between 20% to 80%;
25. For security and other reasons the printer may switch to intermittent printing after a certain amount of continuous printing.
26. 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.
27. 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 harmful interference, and
 - (2) this device must accept any interference received, including interference that may cause undesired operation.
28. Radiation Exposure Statement:
- This equipment complies with Canada and FCC radiation exposure limits set forth for uncontrolled environments.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
29. NOTE: 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.

30. Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

31. The power consumption of the product is less than 3.00W in networked standby if all wired network ports are connected and all wireless network ports are activated;

32. RF Radiation Exposure Statement Caution: To maintain compliance with the RF exposure guidelines, place the product at least 20cm from nearby persons.

33. To avoid the danger of fire or electric shock, please only use the power cord provided with this product or authorized replacements approved by the manufacturer.

34. The power cord provided with this product is intended for this product only. Do not use it with other devices as it may cause fire, electric shock, or other injuries.

35. Do not use flammable sprays or combustible solvents near or inside the machine. Additionally, do not place them near or inside the machine as it may cause fire or electric shock.

36. Please keep this User Guide properly.

Regulatory Information



This symbol indicates that, at the end of your product's life, it must not be discarded as domestic waste. Instead, you should dispose of your used equipment at a designated collection point for the recycling of waste electrical and electronic equipment. Ref: EU Directive 2002/96/EC on Waste Electrical and Electronic Equipment (WEEE). Please contact your distributor / supplier for further information.



This symbol indicates that the product is applicable to indoor use instead of outdoor use.

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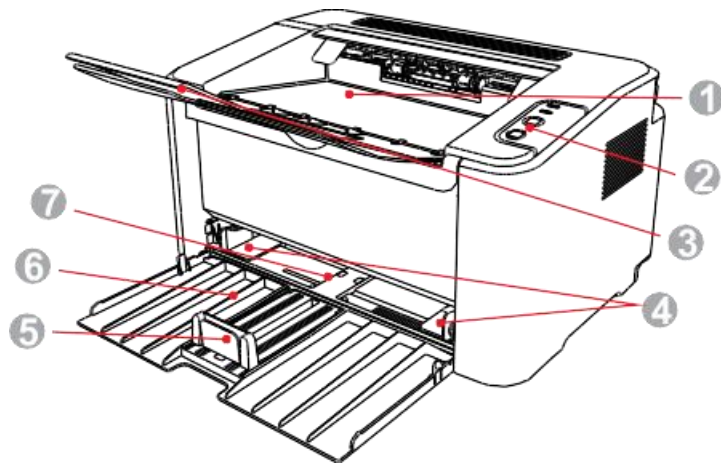
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01 Before Using the Printer

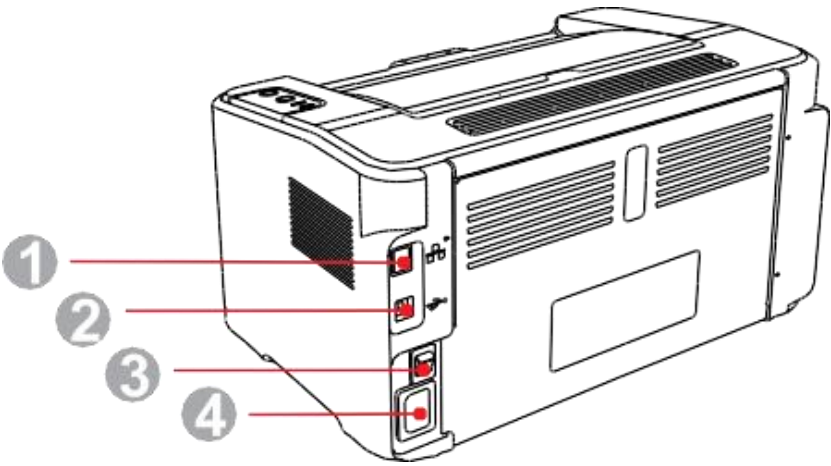
Product View

Front View



1	Output Bin	For storing the printed paper.
2	Control Panel	Indicate printer status to conduct set operation.
3	Output Tray	Prevent the printed paper from slipping off.
4	Automatic Feed Guide	Slide the paper guide to match the width of the paper
5	Paper Stop	Slide the paper stopper to match the length of the paper
6	Feeder Tray	It is used to place the print media.
7	Automatic Feeder Tray	It is used to place the print media.

Rear View

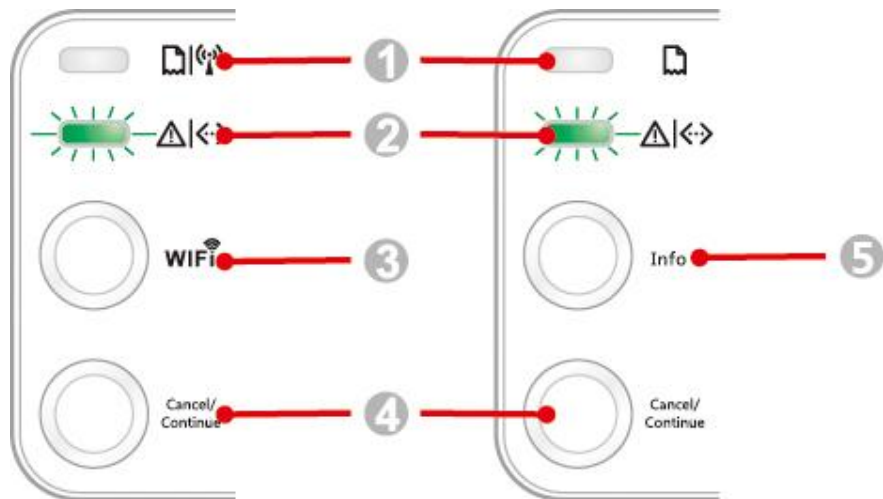


1	Network Interface	For connecting product to network with network cable.
2	USB Interface	For connecting product to computer with USB cable.
3	Power Switch	It is used to power on/off the printer
4	Power Interface	For connecting product to power with power cord.

Control Panel

Control Panel Overview

The printer control panel layout includes 2 buttons and 2 multi-colored LED indicators as shown below. The diagram on the left shows the control panel of the printer with USB+Wi-Fi interface, while the one on the right displays the control panel of the printer with USB interface only:









Serial No.	Name	Functions
1	Multi-colored LED1 indicator	See details in Function of LED Indicators on the Control Panel
2	Multi-colored LED2 indicator	See details in Function of LED Indicators on the Control Panel
3	Wi-Fi search button	<p>If there is no Wi-Fi connection, short-press this button to launch Wi-Fi connection and search Wi-Fi Hotspot AP; stop searching if it fails to find any Access Point (AP) within 2 minutes.</p> <p>If there is no Wi-Fi connection, press and hold this button to launch WPS connection, and meanwhile press the WPS button on the wireless router within 2 minutes; stop WPS connection if Wi-Fi connection cannot be established within 2 minutes.</p> <p>If there is Wi-Fi connection while no Wi-Fi print job, press and hold this button to disconnect Wi-Fi connection.</p> <p>If there is Wi-Fi connection and Wi-Fi print job, wait until the job is completed and then press and hold this button to disconnect the Wi-Fi connection.</p> <p>During Wi-Fi connection or WPS searching, you can long press it to cancel the connection or searching.</p>

4	Cancel/Continue button	<p>If the printer is in sleep mode, press or press and hold this button can wake it up.</p> <p>Press and hold this button during printing can cancel the current print job.</p> <p>When the printer is in ready mode, press and hold this button can print the test page.</p>
5	Information button	When the printer is in ready mode, press and hold this button can print the test page.

Function of LED Indicators on the Control Panel









LED1 Status Indication

The meanings of the status indication of LED1 are as follows:

Serial No.	Paper/Wi-Fi Multi-colored LED1 Status Indication	Status Description (For printers with USB+W-iFi interface)	Status Description (For printers with USB interface)
1		No Wi-Fi connection, no paper error, sleep mode LED1 off	No Wi-Fi connection, no paper error, sleep mode LED1 off
2		Searching W-iFi, no indication of paper error LED1 with green light flashing slowly	N/A
3		Connecting Wi-Fi..., no indication of paper error LED1 with green light flashing quickly	N/A
4		Successful Wi-Fi connection, no paper error LED1 with green light staying on	N/A
5		Paper Jam Error LED1 with red light staying on	Paper Jam Error LED1 with red light staying on
6		Paper shortage in printing, or failed in feeding LED1 with red light flashing quickly	Paper shortage in printing, or failed in feeding LED1 with red light flashing quickly





LED2 Status Indication








The meanings of the status indication of LED2 are as follows:

Serial No.	Data/Cartridge Multi-colored LED2 Status Indication	Status Description (For printers with USB+Wi-Fi interface and the ones with USB interface only)
1		Starting and warming up the printer, waking up and warming up the printer, and warming up the printer by opening and closing its cover. LED2 with green light flashing slowly
2		The printer is ready LED2 with green light staying on
3		Sleep LED2 with green light on and flashing slowly
4		Printing Multi-colored LED2 with green light flashing quickly
5		Alarming for toner low LED2 with orange light on and flashing quickly
6		Cartridge error (not installed, mismatch, expired) LED2 with orange light staying on
7		Serious printer error (heating roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED2 with red light staying on
8		A job is cancelled via the panel LED2 with light flashing quickly

Indication of LED1 and LED2 Combination Status

You can refer to the indicator combination list for information on the working status of the printer. Some of the LED1 and LED2 combined indications are as follows:

Serial No.	Status		Status Description
	Paper/Wi-Fi (Multi-colored LED1)	Data/Cartridge (Multi-colored LED2)	
1			Paper jam, the printer is ready LED1 with red light staying on, LED2 off
2			Paper jam during printing LED1 with red light staying on, multi-colored LED2 off

3			Paper jam, alarming for toner low LED1 with red light staying on, LED2 off
4			Paper jam, cartridge error (not installed, mismatch, expired) LED1 with red light staying on, LED2 off
5			Paper jam, serious printer error (heating roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED1 off, LED2 with red light staying on
6			Paper jam, a job is cancelled via the panel LED1 off, LED2 with green light flashing quickly
7			Paper shortage in printing, or failed in feeding, only showing paper errors LED1 with red light flashing quickly, LED2 off
8			Paper shortage in printing, or failed in feeding, alarming for toner low LED1 with red light flashing quickly, LED2 off
9			Paper shortage in printing, or failed in feeding, cartridge error (not installed, mismatch, expired) LED1 off, LED2 with orange light staying on
10			Paper shortage in printing, or failed in feeding, and meanwhile, serious printer error (heat roller abnormalities, laser motor abnormalities, communication error, opened cover, etc.) LED1 off, LED2 with red light staying on
11			A job is being cancelled via the panel because of paper shortage in printing or failure in feeding LED1 with green light off, LED2 with green light flashing quickly

02 Paper and Print Media

Paper Specification

Automatic Feeder Tray	Media Type	Plain, thin, transparency, cardstock, label, envelope, thick
	Media Size	A4, A5, JIS B5, ISO B5, A6, Letter, Legal, Executive, Folio, Oficio, Statement, Japanese Postcard, Monarch Env, DL Env, C5 Env, C6, Env, No.10 Env, ZL, Big 16K, Big 32K, 16K, 32K, B6, Yougata4, Postcard, Younaga3, Nagagata3, Yougata2, custom.
	Media Weight	60~163g/m ²
	Maximum Capacity of the Tray	150 pages 80g/m ²

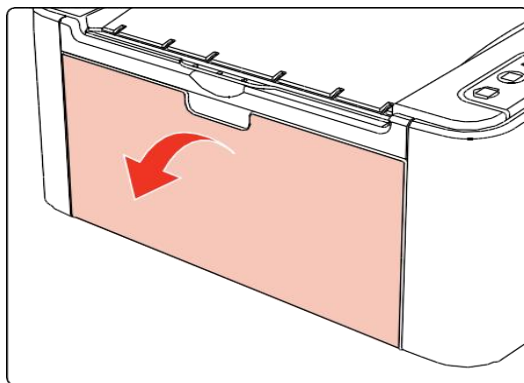
Note: • 80 g/m² standard paper is recommended for this printer.

- It is not recommended to use special paper extensively, which may affect the service life of the printer.
- The print media that does not meet the guidelines listed in this User Guide may result in poor print quality, increased paper jam and excessive wear of the printer.
- Properties such as weight, composition, texture and humidity are important factors affecting the printer performance and output quality.

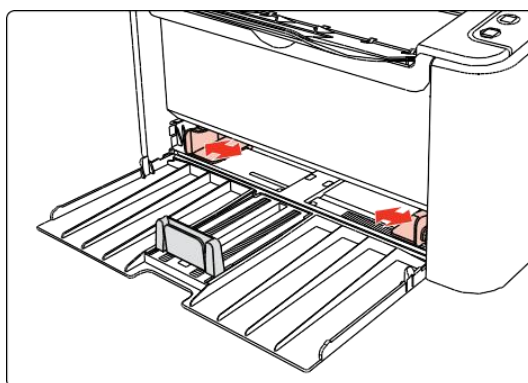
Loading Paper

Loading into the Automatic Feeder Tray

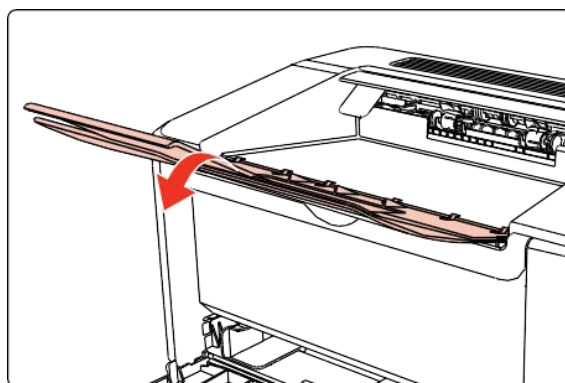
1. Open the feeder tray.



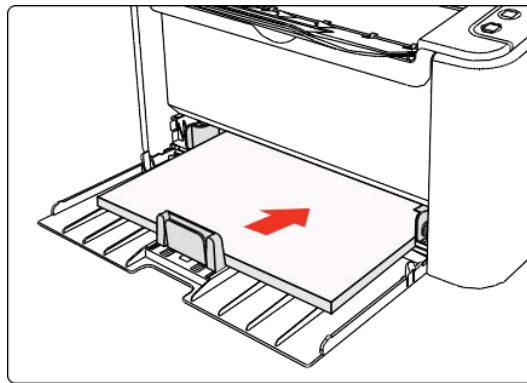
2. Slide the automatic feed guides to match both sides of the paper.



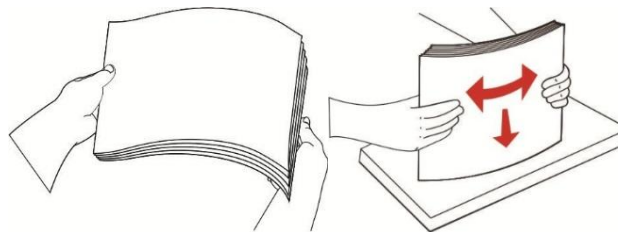
3. Raise the output tray to avoid the paper from slipping and falling.



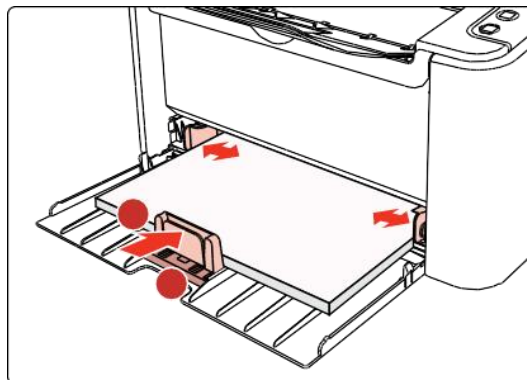
4. Load the paper into the automatic feeder tray with the print-side up.



Note: • Before loading paper, please unfold the stacked paper to avoid a paper jam or feed error, and then load the paper into the tray print-side up.



5. Slide paper stopper to match the paper size.



Note: • If the paper loaded into the automatic feeder tray at one time exceeds 150 pages, paper will jam or cannot be fed in.

- When using the printed paper, please make the side to be printed (the blank side) up.
- When printing on A5 paper, it is recommended that the paper is fed in landscape orientation, which can extend the service life of the laser toner cartridge.
- After printing, please immediately remove the paper, envelopes and transparencies. Stacking paper or envelopes may cause a paper jam or the paper curling.

03 Driver installation and uninstallation

Driver Setup

This software provides a one-click installation method for driver installation on Windows and macOS systems, which can help you automatically complete the driver installation faster and more easily.

Note: • Driver installation interface may differ because of different models and functions, so the schematic diagram is only for your reference.

One-click Installation (For Windows and macOS)

One-click installation provides you with three installation methods: "Wi-Fi", "USB", and "Wired Network". This manual focuses on the "Printer Installation by USB Connection".

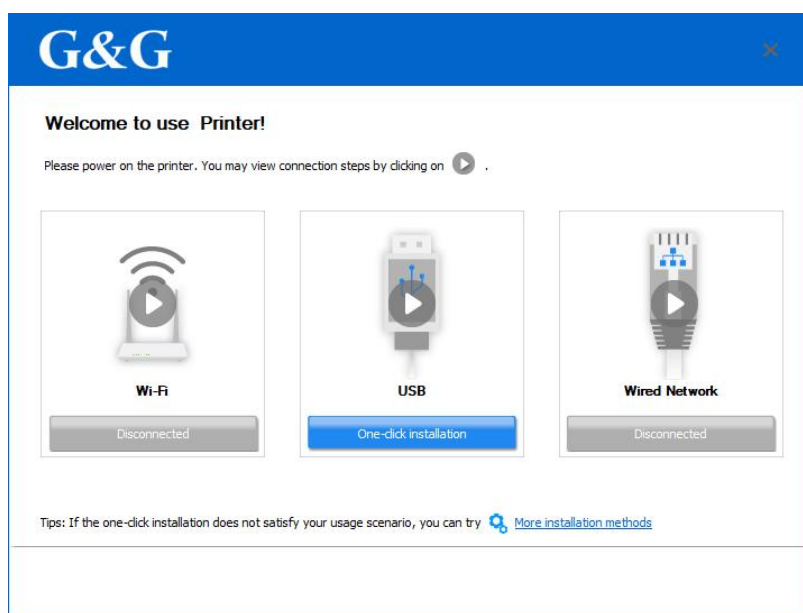
Connect printer via USB cable

1. Connect the printer to computer via USB cable, then power the printer on.
2. Insert the accompanying installation disk into the computer CD drive, or log in to G&G official website (www.gg-printer.ru) to download the drive.

Note: • Some computers may be unable to auto play the CD because of system configuration. Please double click "Computer" icon, find "DVD RW driver", then double click "DVD RW driver" to run the installation procedure.

3. Read and agree to the terms contained in the End User License Agreement and the Privacy Policy, click the "Next" button in the lower right corner of the interface to enter the driver installation interface.
4. For Windows, follow Step 5. For macOS, enter PC password before proceeding to Step 5.

5. The setup will start when you click on "One-click installation" under USB. The setup may take a while, depending on your PC configuration. Please wait.



6. After the installation, click "Print &Test Page" button. If your printer prints the test page successfully, it means that you have installed the driver correctly.

Uninstall Driver

Method to uninstall driver under Windows

Windows 7 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

1. Click the Start menu of computer and then click All programs.
2. Click G&G, and then Click G&G XXX Series.
G&G XXX Series where XXX represents product model.
3. Click uninstall to delete the driver according to instructions on uninstall window.
4. Restart computer after finishing unloading.

Method to uninstall driver under macOS

macOS10.14 is taken as the example in the following operation. The information on your computer screen may differ because of multiple operating systems.

1. Click "Go" - "Applications" - "G&G" - "Utilities" - "G&G Un-install Tool".
2. Delete the driver as instructed in the pop-up Uninstall window.
3. Uninstall complete.

04 Wired network setup (applicable to wired network models)

In case printers support wired network printing, they can be connected to network to control printer to print in wired network mode.

Set IP Address

The IP address of the printer may be automatically obtained through DHCP function or set manually.

Automatic Setting

DHCP automatic setting function is enabled by default on the printer.

1. Connect the printer to the network through a network cable and complete the startup preparation work.
2. The printer will receive the IP address assigned by server automatically. It may take server minutes to receive IP address under the influence of network environment.

You can print the "Network Configuration page" to view the printer's IP address. If the IP address is not listed, please check the network environment or wait a few minutes and try again.

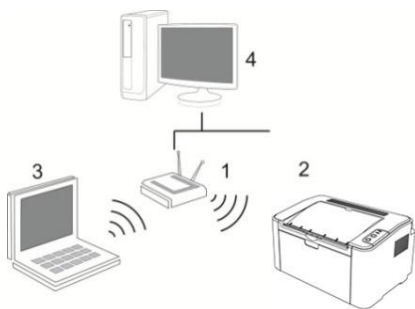
Note: • If DHCP server fails to assign IP address automatically, the printer will get the link-local address assigned by printer automatically: 169.254.xxx.xxx.

Manual Setting

To set up IP address for printer through the embedded Web server manually.

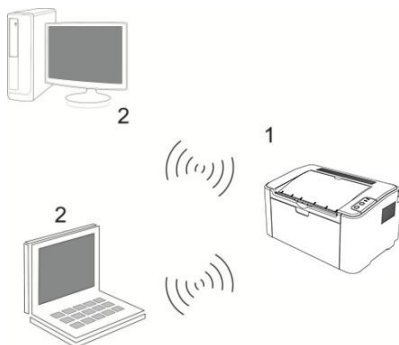
05 Wireless network setup (applicable to Wi-Fi models)

Depending on model, the printer with Wi-Fi printing function supports the two types of wireless network connection of both infrastructure connection mode and Soft-AP, while there is usually only one connection between computer and printer at a time.



Basic structure mode: connecting to a wireless device via router

1. Access point (wireless router)
2. Wireless network printer
3. Computer connecting to access point via wireless network
4. Computer connecting to access point via network cable



Soft-AP

The wireless computer is directly connected to the wireless device.

Basic structure mode

You can connect a computer to your printer via access point (wireless router) as the medium. Access point (wireless router) connection is divided into wireless network setup and Wi-Fi Protected Setup (WPS).

Important: Before wireless network installation, you must learn about the service set identifier (SSID) and password of your access point in order to use them during wireless network setup. If they cannot be determined, please consult your network administrator or access point (wireless router) manufacturer.

Wireless network setup tools

If your computer has been installed with a driver and had been connected to wireless network, but the wireless network was changed, you can set it again with wireless network setup tools.

Preliminary preparations

1. Access point (wireless router).
2. A computer that has been connected to network.
3. A printer that has wireless network function.

Setup methods of wireless network setup tools

Take the wireless network setup tool in computer.

- 1) Windows system: Click the "Start menu" – "All programs" - "G&G" – Product name – "Wireless network setup tool".
- 2) macOS system: click "Go" - "Applications" - "G&G" - "Utilities" - "Wireless Network Configuration Tool" on the computer Finder menu bar.

How to disable the Wi-Fi network connected

Connect the wireless network in infrastructure mode by the steps above. If connected, the Wi-Fi light on the control panel is normally on. Press and hold this button for more than 2s to disconnect from Wi-Fi network (Wi-Fi light will be off).

06 Web server

You can manage printer setup via the embedded Web server.

The screenshot displays the embedded Web server interface. At the top, there is a navigation bar with tabs: 'Product Information', 'Settings' (selected), 'User Management', and 'Log in'. A language dropdown menu is set to 'English'. On the left, a sidebar menu shows categories: 'Network settings' (expanded), 'Protocol Settings', 'Wireless Settings', and 'Machine settings'. Under 'Network settings', 'Wired IP Configuration' is selected. The main content area is titled 'Wired IP Configuration' and contains the following fields:

Host Name	XXX-7A5F20
MAC Address	A0:EF:84:7A:5F:20
IPv4 Address Assignment Mode	Automatic
IPv4 Address	0.0.0.0
Subnet Mask	0.0.0.0
Gateway Address	0.0.0.0
Domain Name	
IPv4DNS Address Assignment Mode	Automatic
Primary IPv4DNS Server Address	0.0.0.0
Secondary IPv4DNS Server Address	0.0.0.0
IPv6 Local Link Address	::

At the bottom of the configuration area are 'Apply' and 'Cancel' buttons. On the right, a 'Tip' box states: 'This page provides configuration related to Printer Name, wired IPv4, and wired IPv6-related attributes.'

Visit the embedded Web server


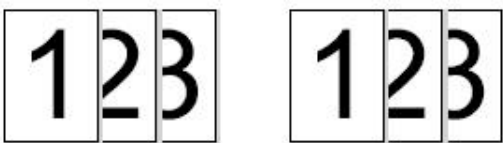

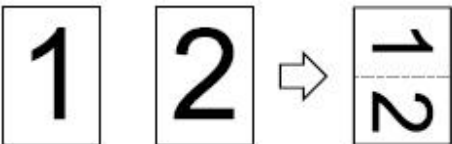

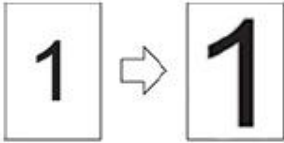
1. Turn on the power of printer and computer.
2. Connect the printer to network to ensure that the printer is connected to the network where the computer is connected to.
3. Input the IP address of printer in the address bar of Web browser to visit the Web server imbedded in printer.
4. Click "Log in" option, input user name and password (the default user name is admin and the initial password is 000000) and click "Log in".

Note: • For safety reasons, you are suggested to change the default password, which can be finished in the "User Management" interface.

07 Print

Print Function

You can set the print function through "Start"->"Devices and Printers"- select corresponding printer - right click - set print function in "Printing preferences". Some functions are as follows:

Functions	Diagram
Manual Duplex	
Collate	
Reverse Print	
N-in-1	
Poster Print (for Windows system only)	
Zoom Print	

Custom Size



-
- Note:** • You can select the 2 x 2 Poster Print in N-in-1 to enable the poster printing function.
- You can open the Printing Preferences and click Help button to view the specific function explanation.

Print Settings

Setting the printing parameters

You can set up printing parameters with the following two methods before sending printing work.

Operating system	Temporary printing setup change	Permanent default setup change
Windows	1. Click "File" menu – "Print" – "Select printer" - "Printer properties" (the detailed steps may differ because of multiple operating systems).	1. Click "Start" menu- "Control Panel" – "Devices and Printers". 2. Right click on the printer icon, select "Printing preference" and then change setup and save it.
macOS	1. Click "File" menu – "Print". 2. Change setup in the window popping out.	1. Click "File" menu – "Print". 2. Change setup in the window popping out and click to save the preset. (Select preset every time before printing, or print according to default setup.)

- Note:** • Priority of App setup is senior to printer setup.

Duplex Print

1. The printer driver supports manual duplex.

Note: • If the paper is thin, it may wrinkle.

- If the paper is curled, make it flat and put it back into the manual feeder tray.
- If paper jams occur when Manual Duplex is enabled, please refer to the [Clearing Jammed Paper](#).
- "Do not attempt Manual Duplex when the Paper Type is set to "Thick Paper" or "Transparent Film".
- If more than 150 sheets of paper are loaded into the Auto Feed Tray, it may cause paper jams or paper pick-up failure.

How to perform Manual Duplex

1. Open the print job to be printed.
2. Select Print from the File menu.
3. Select printer of the corresponding model
4. Click "Printer Properties" to configure the print setting.
5. Select "Duplex Print" under the "Basics" tab, and choose either "Long Edge" or "Short Edge" option.
6. Click "OK" to complete the print setting. Click "Print" to enable Manual Duplex.

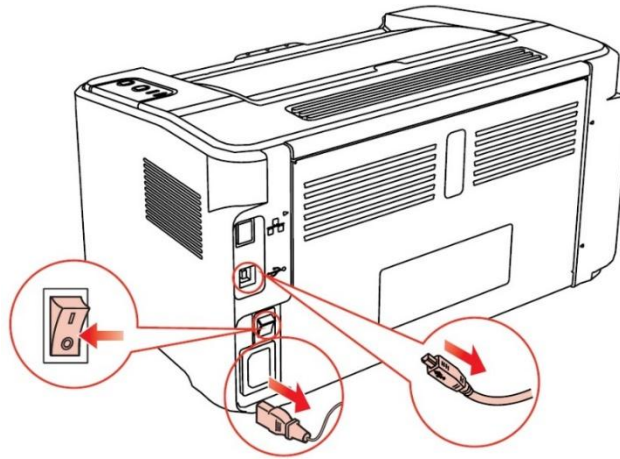
08 Routine Maintenance

Cleaning the Printer

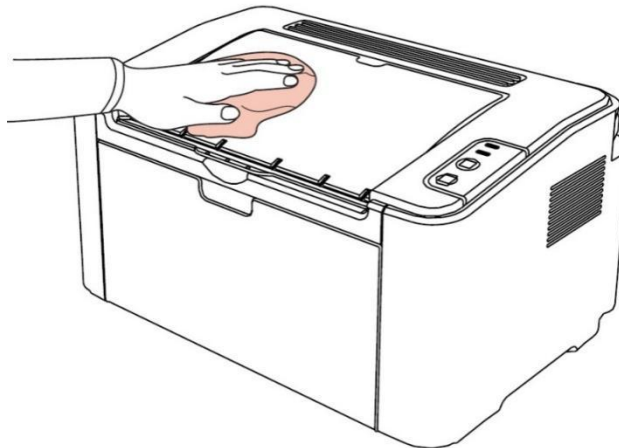
Note: • Please use mild detergents.

Please clean the printer in accordance with the following steps:

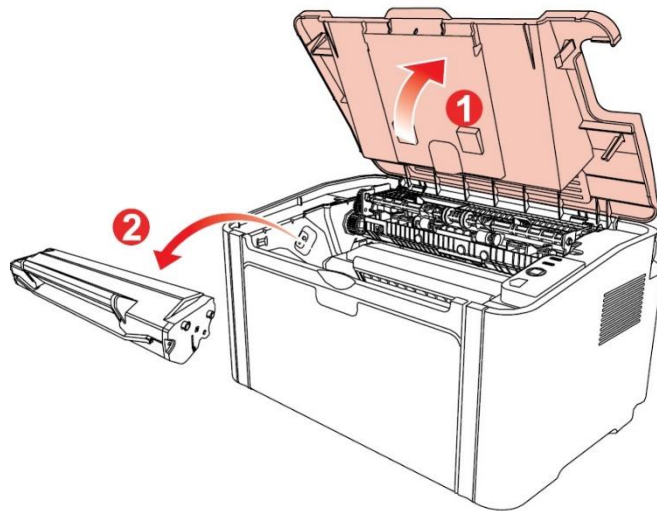
1. Turn off the main power switch and unplug the power cord and USB cable.



2. Use a soft cloth to wipe the outside of the printer clean.

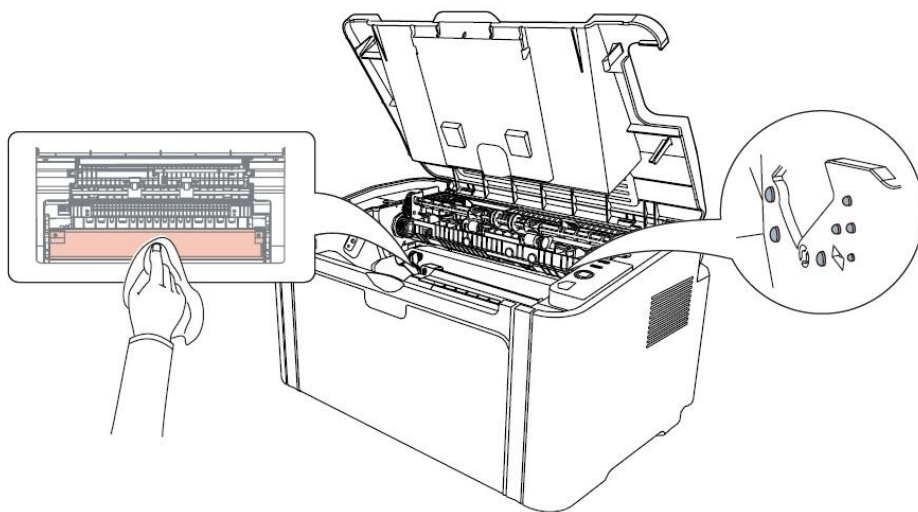


3. Open the upper cover and take out the laser toner cartridge.



Note: • When removing the laser toner cartridge, put the cartridge in a protective bag or wrap it with thick paper to avoid direct light damaging the photosensitive drum.

4. Clean the inside of the printer by using a dry and lint-free cloth to gently wipe the shaded area as shown in the figure below.



Maintenance of Laser Toner Cartridge

About laser toner cartridge

1. Use and Maintenance of Laser Toner Cartridge

For better print quality, please use the original G&G laser toner cartridge.

when using the laser toner cartridge, please pay attention to the following:

- Unless used immediately, otherwise, do not remove the laser toner cartridge from the package. Do not attempt to refill the laser toner cartridge without authorization. Otherwise, the resulting damage is not included in the printer warranty.
- Please store the laser toner cartridge under a cool and dry environment.
- Toner inside the laser toner cartridge is combustible. Please do not put the laser toner cartridge near any source of ignition, so as to avoid causing a fire.
- When removing or disassembling the laser toner cartridge, please pay attention to the toner leakage problem. In case of the toner leakage resulting in that the toner contacts with your skin or splashes into your eyes and mouth, please immediately wash with clear water, and consult a doctor immediately if you feel unwell.
- When placing the laser toner cartridge, please keep it away from the area reachable by children.

2. Service Life of Laser Toner Cartridge

Service life of the laser toner cartridge depends on the amount of toner that print jobs require.

When the printer LED indicator shows the status in the following figure, it indicates that the laser toner cartridge life has expired and needs to be replaced.



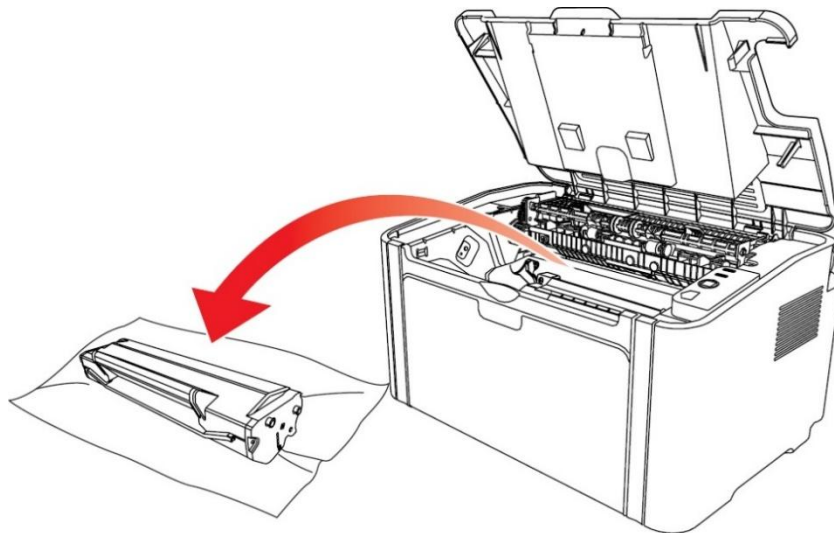
Replace Laser Toner Cartridge

Note: before replacing the laser toner cartridge, please pay attention to the following:

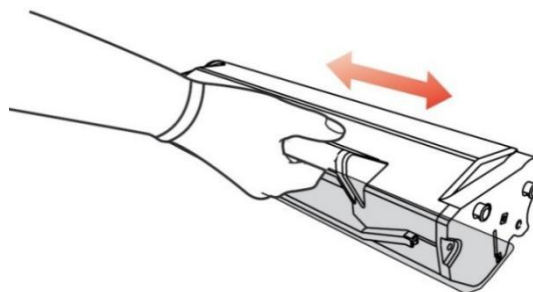
- The laser toner cartridge surface may contain toner. Please remove it carefully to avoid spilling.
- Put the removed laser toner cartridge on a piece of paper to avoid the toner from accidentally spilling.
- After removing the protective cover, please immediately install the laser toner cartridge into the printer, so as to avoid photosensitive drum damage caused by exposing to too much direct sunlight or indoor light.
- While installing the laser toner cartridge, do not touch the surface of the photosensitive drum so as not to scratch it.

The steps to replace the laser toner cartridge are as follows:

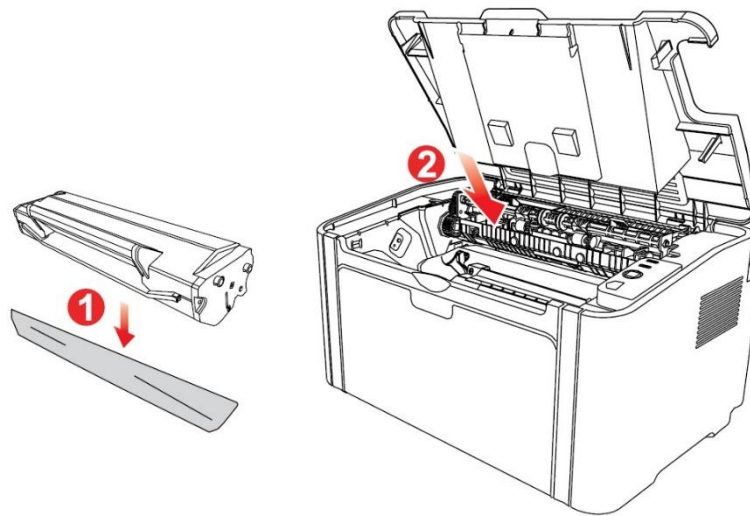
1. Open the upper cover, and remove the empty laser toner cartridge along the guides.



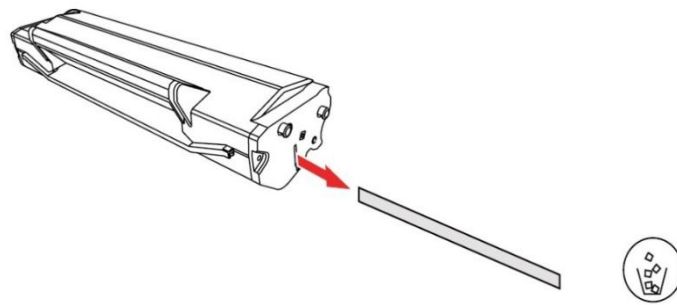
2. Open the package of a new laser toner cartridge, hold the handle of the cartridge and gently shake around 5-6 times, so as to make the toner evenly distributed inside the cartridge.



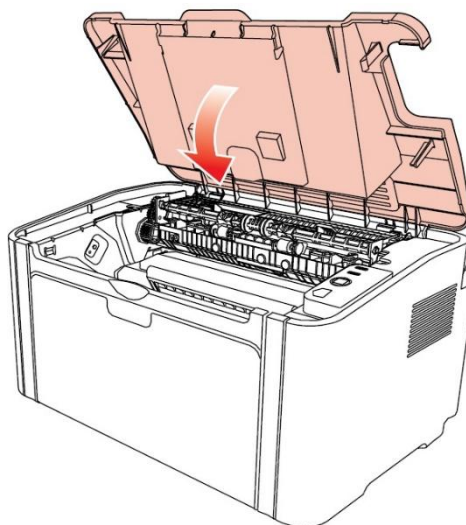
3. Remove the protective cover, and put the laser toner cartridge into the printer along the guides.



Note: • Check whether there is any seal on it before installing the laser toner cartridge into the printer; if there is any, please tear off the seal and then install the cartridge.



4. Close the upper cover tightly.



09 Troubleshooting

Please read this section carefully. It can help you solve common trouble in the printing process. If the problems appeared cannot be solved, please contact G&G Aftersales Service Center.

Prior to handling common trouble, first check that:

- The power cord is connected correctly and the printer is powered on.
- All of the protective parts are removed.
- The laser toner cartridge is correctly installed.
- The output bin is fully closed.
- The paper is correctly loaded into the tray.
- The interface cable is correctly connected between the printer and the computer.
- The correct printer driver is selected and installed properly.
- The computer port is properly configured and is connected to the proper printer port.

Clearing Jammed Paper

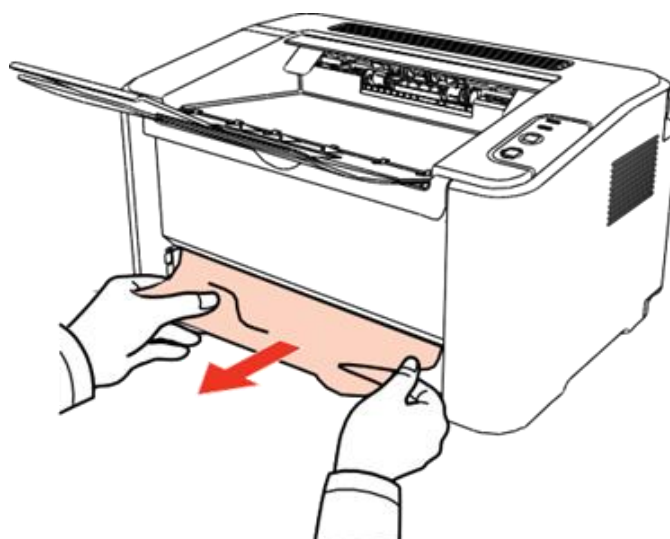
Note: • Remove the jammed paper in accordance with the following steps, close the upper cover and tidy the paper in the tray, then the printer will automatically resume printing. If the printer cannot automatically start printing, please press the button on the control panel.

- If the printer still does not start printing, please check whether all the jammed paper inside the printer are cleared.
- If you cannot remove the jammed paper yourself, please contact your local G&G authorized repair center or send the printer to the nearest G&G authorized service center for repair.

Paper Jam in the Feed Port

If the output bin is open, please close it first.

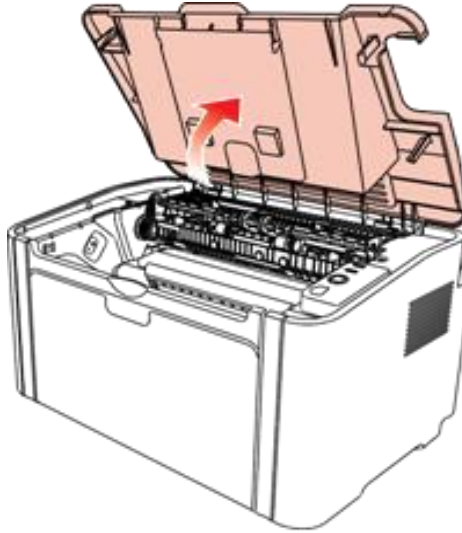
Gently pull the jammed paper straight out.



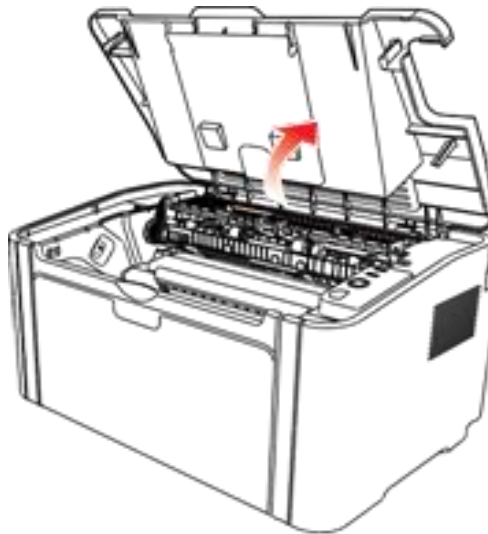
If the paper does not move while being pulled, or there is no paper in this area, please check the inside of the printer.

Paper Jam inside the Printer

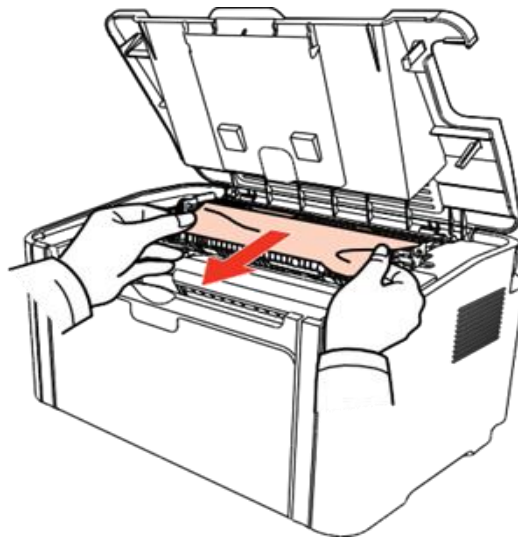
1. Open the upper cover.



2. Open the upper fuser guide to decrease the pressure of compression spring.

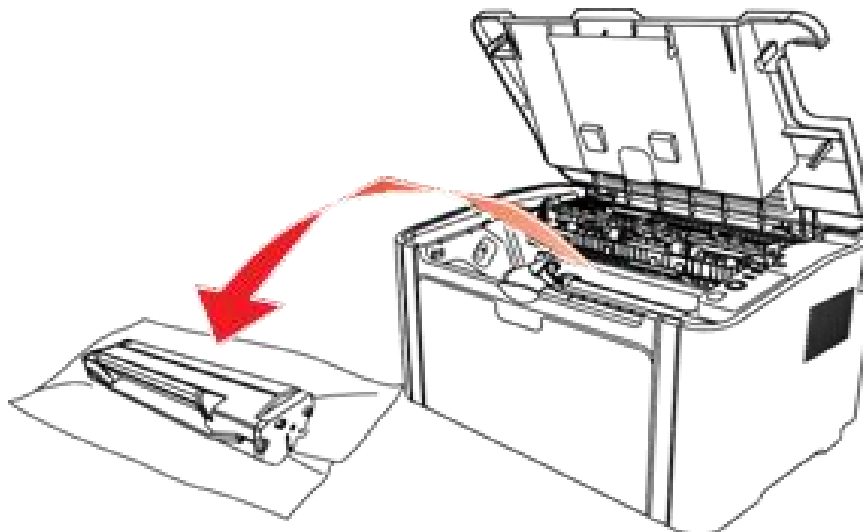


3. Pull the jammed paper out of the fuser unit.

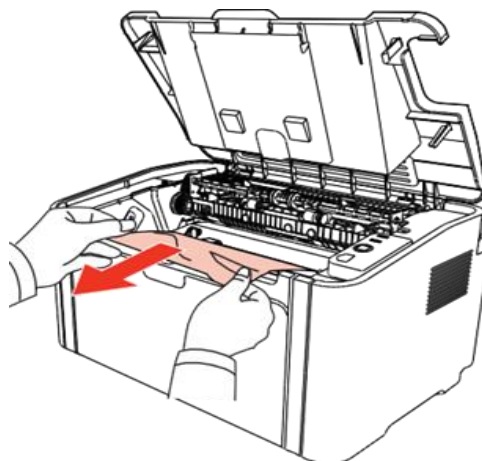


If no jammed paper is found, please go to the next step.

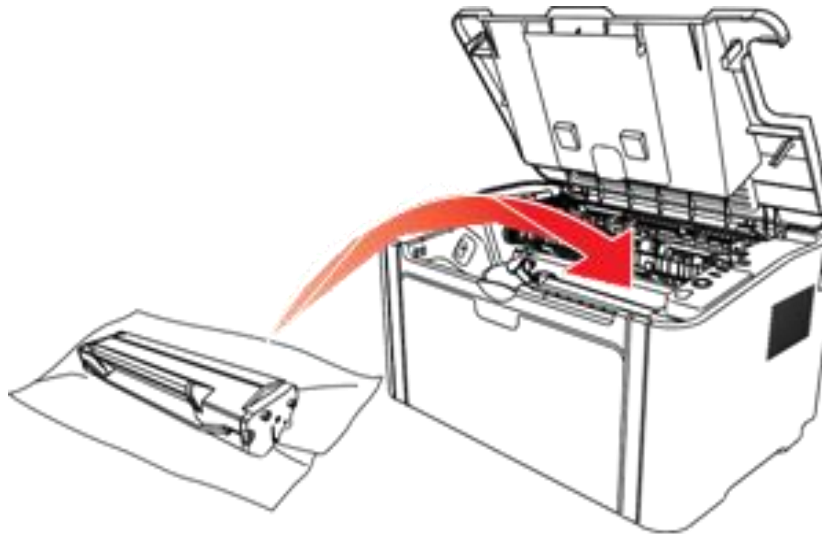
4. Remove the laser toner cartridge along the guides.



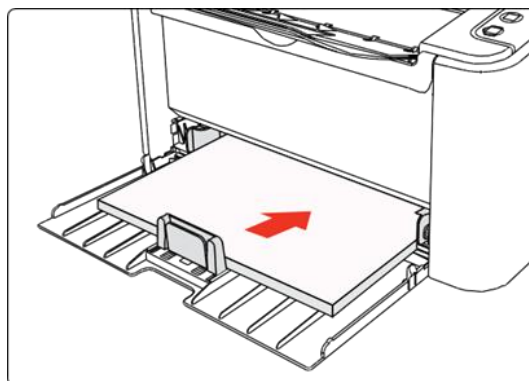
5. Slowly pull the jammed paper out along the paper output orientation.



6. After removing the jammed paper, insert the laser toner cartridge into the printer along the guides until you hear a click assuring you that the cartridge is fully inserted.



7. Put the paper in the tray neatly, and do not carry out the next print until the indicator resumes print-ready status.



Software Failure

Problem	Solution
The printer icon does not appear in the "Devices and Printers" folder.	Reinstall the printer driver. Ensure that the USB interface cable and the power cord are properly connected.
The printer is in Ready mode but it will not perform any print job.	If the failure still exists after restarting the printer, please reinstall the printer driver. Make sure the network cable of USB cable is connected correctly.
Failed to install the driver	Check whether the print spooler service is enabled. Check the power supply and the connection of the printer.
The driver cannot be used if the IP address of the printer has been changed	Modify the port IP address of the printer driver. If the above method does not work, please reinstall the printer driver. It is recommended that a fixed IP address should be set to the network printer. In the DHCP network, it is recommended to bind the IP address with the MAC address of the printer.

Common Troubleshooting

Common Problems

Type of fault	Problem	Cause	Solution
Printing problems	Poor print quality	See details in Image Defects .	See details in Image Defects .
Problems with the Printer	The printer does not work	<ul style="list-style-type: none"> • Device power is not properly connected. • The cable between the computer and the printer is not connected properly. • Error in specifying the print port. • The printer is offline and User Guide of Printer is checked. • The printer has not recovered from an internal error, such as a paper jam, paper empty, etc. • Driver program of printer is not installed correctly. • The LCD screen prompts error messages. 	<ul style="list-style-type: none"> • Ensure proper connection of the power cord. • Disconnect and then reconnect the printer cable. • Check the Windows printer settings to ensure that the print job has been sent to the correct port. If the computer has more than one port, make sure that the printer is connected to the correct port. • Make sure that the printer is in the normal online status. • Please eliminate errors so that the printer can recover to its normal state. • Unload and reinstall the driver program of printer.
	Online printing does not work	<ul style="list-style-type: none"> • The cable between the computer and the printer is not connected properly. • The LCD screen prompts error messages. • Printer internal failure. 	<ul style="list-style-type: none"> • Disconnect and then reconnect the printer cable. • Unload and reinstall the driver program of printer.
Problems in toner cartridge	The toner cartridge chip can not be recognized	<ul style="list-style-type: none"> • The toner cartridge chip is dirty. • The contact spring or copper pillar of the toner cartridge chip is dirty. 	<ul style="list-style-type: none"> • Please clean the surface of the toner cartridge chip. • Please clean the contact spring or the copper pillar.

Problems with Paper Handling	Paper feed failure	<ul style="list-style-type: none"> • The print media is loaded incorrectly. • The print media is beyond the usage specification range. • The feed roller is dirty. 	<ul style="list-style-type: none"> • Please correctly load the print media. If you use special print media for printing, please print with the manual feeder tray. • Please use the print media within the specification range. • Clean the feed roller.
	Paper Jam	<ul style="list-style-type: none"> • There is too much paper in the tray. • The print media is beyond the usage specification range. • There is foreign matter in the feed channel. • The feed roller is dirty. • Internal parts failure. 	<ul style="list-style-type: none"> • Remove excess paper from the tray. If you print on special print media, please use the manual feeder tray. • Make sure to use the paper that meets specifications. If you print on special print media, please use the manual feeder tray. • Clean the feed channel. • Clean the feed roller.
	Print multipage feed	<ul style="list-style-type: none"> • Excessive static electricity on the print media. • The print media is damp and sticks together. • Internal parts failure. 	<ul style="list-style-type: none"> • Separate the print media to eliminate some static electricity. It is suggested that you use the recommended print media. • Separate the print media or use better and dry print media.

Note: • If the problem persists, please contact the customer service center. See the Three Guarantees certificate for contact details.

Image Defects

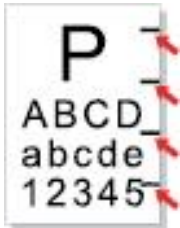
Trouble	Cause	Solution
 <p>The printout is whitish or light</p>	<ul style="list-style-type: none"> • Toner is low. • The print media does not meet usage specification, such as the media is damp or too rough. • The resolution in the print program is set too low. • The laser toner cartridge is damaged. 	<ul style="list-style-type: none"> • Please properly use the print media within the specification range. • Setup the print resolution in the program.
 <p>Toner spots</p>	<ul style="list-style-type: none"> • The laser toner cartridge is dirty or leaks toner. • The laser toner cartridge is damaged. • The print media that does not meet usage specification, such as the media is damp or too rough. • The feed channel is dirty. 	<ul style="list-style-type: none"> • Please use the print media within the specification range. • Clean the feed channel.
 <p>White spots</p>	<ul style="list-style-type: none"> • The print media that does not meet usage specification, such as the media is damp or too rough. • The feed channel is dirty. • The internal part of the laser toner cartridge is damaged. • The reflective glass of the laser inside the printer is dirty. 	<ul style="list-style-type: none"> • Please use the print media within the specification range. • Clean the feed channel. • Clean the reflective glass of the laser.
 <p>Toner comes off</p>	<ul style="list-style-type: none"> • The print media that does not meet usage specification, such as the media is damp or too rough. • The inside of the printer is dirty. • The laser toner cartridge is damaged. • The internal part of the printer is damaged. 	<ul style="list-style-type: none"> • Please use the print media within the specification range. If you use special print media, please print with the manual feeder tray. • Clean the inside of the printer.
 <p>Black vertical stripes</p>	<ul style="list-style-type: none"> • The laser toner cartridge is dirty. • The internal part of the laser toner cartridge is damaged. • The reflective glass of the laser inside the printer is dirty. • The feed channel is dirty. 	<ul style="list-style-type: none"> • Clean the reflective glass of the laser at the back of the printer. • Clean the feed channel at the back of the printer.



Black background
(gray
background)

- The print media that does not meet usage specification, such as the media is damp or too rough.
- The laser toner cartridge is dirty.
- The internal part of the laser toner cartridge is damaged.
- The feed channel is dirty.
- The transfer voltage inside the printer is abnormal.

- Please use the print media within the specification range.
- Clean the feed channel inside the printer.



Cyclical traces
appear

- The laser toner cartridge is dirty.
- The internal part of the laser toner cartridge is damaged.
- The fuser component is damaged.

- Clean the laser toner cartridge or replace it with a new one.
- Please contact G&G Customer Service to repair and replace the fuser component.



Skewed pages

- The print media is loaded incorrectly.
- The feed channel of the printer is dirty.

- Ensure correct loading of the print media.
- Clean the feed channel inside the printer.



Wrinkled paper

- The print media is loaded incorrectly.
- The print media does not meet the usage specification.
- The feed channel inside the printer is dirty.
- The fuser component of the printer is damaged.

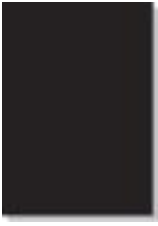
- Ensure correct loading of the print media.
- Please use the print media within the specification range for printing.
- Clean the feed channel inside the printer.



The back of the
printout is dirty

- The laser toner cartridge is dirty.
- The transfer roller inside the printer is dirty.
- The transfer voltage inside the printer is abnormal.

- Clean the laser toner cartridge or replace it with a new one.
- Clean the internal transfer components of the printer.



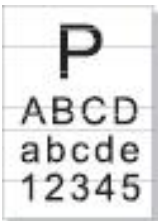
Whole page dark

- The laser toner cartridge is installed incorrectly.
- The internal part of the laser toner cartridge is damaged.
- Abnormal charge inside the printer; the laser toner cartridge is not charged.
- Ensure to install the cartridge correctly.



The toner does not adhere to the paper

- The print media that does not meet usage specification, such as the media is damp or too rough.
- The inside of the printer is dirty.
- The laser toner cartridge is damaged.
- The internal part of the printer is damaged.
- Please use the print media within the specification range. If you use special print media, please print with the manual feeder tray.
- Clean the inside of the printer.



Horizontal stripes

- The laser toner cartridge is incorrectly installed.
- The laser toner cartridge might be damaged.
- The internal part of the printer is damaged.
- Ensure to install the cartridge correctly.

Note: • The faults above can be mitigated by cleaning or replacing the cartridge. If the problem persists, please contact the customer service center. See the Three Guarantees certificate for contact details.

10 Product Specifications

Note: • Specification values are slightly different for different models of printers with different functions. These values are based on the initial data. For more information about the latest specification, please visit: www.gg-printer.ru.

Overview of the Specifications

Product Size(W*D*H)	about 337mm*220mm*178mm
Weight (excluding the laser toner cartridge)	about 4.0kg
Print Environment	Optimal Printing Temp Range:10~32°C Print humidity range: 20%RH~80%RH
Power Voltage	100V Model:AC100-127V,50Hz/60Hz,6A 220V Model:AC220-240V,50Hz/60Hz,3A
Noise(SPL)	Printing:≤52dB(A) Ready:≤30dB(A)
Enter network standby time	1 minute
Default automatic shutdown time(for EU only)	4 hours
Power Consumption	Print: Average 370W Ready:≤38W sleep:≤2W TEC: conforming to requirements of Chinese energy efficiency rating.
Operating system	Microsoft Windows XP/ Windows 7/ Windows 8.1/ Windows 10/ Windows 11/ Windows Server 2012/2016/2019 (32/64 Bit) macOS10.10/10.11/10.12/10.13/10.14/10.15/11.0/11.1/11.2/11.3/11.4/11.5/11.6/12.0/12.1/12.2/12.3/12.4/12.5/12.6/13.0/13.1/13.2/13.3/ 13.4/13.5/13.6/14.0/14.1/14.2/14.3 Linux Ubuntu 16.04(32/64 Bit)/ Ubuntu 18.04/Ubuntu 20.04/Ubuntu 22.04(64 Bit) iOS 11.0-15.0 Android 6.0-12.0 HarmonyOS 2.0-3.0
Communication interface	Hi-Speed USB 2.0; 10/100Base-Tx Ethernet(Applicable for network model) Wi-Fi 802.11b/g/n

Print Specifications

Print Speed	22ppm (A4)/ 23ppm (Letter)
Print Time of First Page	<7.8s
Print Language	GDI
Maximum print size	216mm*355.6mm

