

User Guide

G&G GM1022 Series

Monochrome Laser Multifunction 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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Users are responsible for any damages arising from failing to follow this User Guide. Meanwhile, except the express warranty made in the product maintenance manual or service commitment, Zhuhai Ninestar Information Technology Co., Ltd. does not make any express or implied warranty or guarantee to this User Guide (including composing or words).

Using this product to copy, print, scan certain documents or images or make other forms of operations may be prohibited by the local laws. If you are uncertain about the legality of using this product for certain documents or images, you should consult your legal advisor in advance.

Safety Precautions

Disconnect the power supply

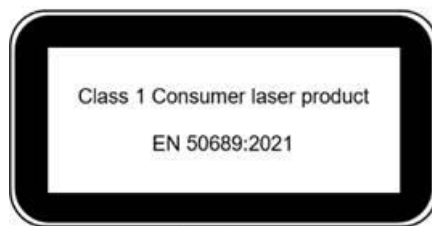
The product should be placed close to or easily accessible to power sockets, so as to allow easy disconnection of power supply!

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 3B 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:


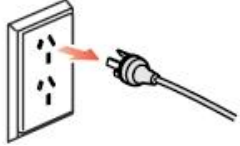



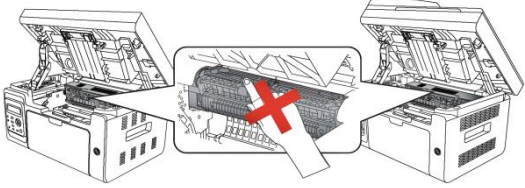

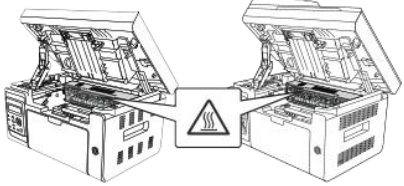


or



Safety Warning

Please note the following safety warnings before using the printer:

Warning	
 There is 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 can result in an electric shock.	
 The fuser unit is hot when and after printing. Touching the fuser unit (the shaded area as shown) may cause burns!	
 The fuser unit is attached with 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 put any articles on the power cord. Do not put the equipment at the place where its power cord could 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 and 32.5°C and the relative humidity between 20% and 80%;
25. For security and other reasons the printer may switch to intermittent printing after a certain amount of continuous printing.
26. This device contains Part 15 of the FCC Rules and 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.
27. Radiation Exposure Statement:
This equipment complies with Canada and FCC radiation exposure limits set forth for uncontrolled environments.
This equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.
This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
28. 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.
29. 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.
30. The power consumption of the product is 3.137W in networked standby if all wired network ports are connected and all wireless network ports are activated;
31. Shielded cables must be used with this unit to ensure compliance with the Class B FCC limits.
32. This Class B digital apparatus complies with Canadian ICES-003.
33. This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier in the format US: VFCFA00B66-1. If requested, this number must be provided to the telephone company. This equipment uses the following USOC jacks: RJ-11, RJ-45, USB jacks and power jacks.

34. REN (RINGER EQUIVALENT NUMBERS) STATEMENT

Notice: The Ringer Equivalence Number (REN: 0.01B) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

35. ATTACHMENT LIMITATIONS STATEMENT

Notice: This equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). This is confirmed by marking the equipment with the Industry Canada certification number. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

36. This product meets the applicable Industry Canada technical specifications.

37. 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.

38. 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.

39. 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.

40. The printer is a class 1 consumer laser product that is compliant with EN 50689:2021

41. Please keep this User Guide properly.

Legal 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.



A battery is built in the product with the faxing feature. When the product battery is scraped, it should never be disposed with other household waste. In order to protect the natural resources and promote the reuse of materials, please separate the battery from other types of waste, and deliver it to your local battery recycling systems for recycling.

Warning: 1. The battery of this product is non-rechargeable, and it should never be dismantled, crushed, heated or burned. Improper replacement operations may cause fire and burns; 2. The battery should be placed beyond the reach of children to prevent them swallowing.



To protect natural resources and promote the utilization of materials, please separate the battery from other types of waste for recycle by your local battery recovery system.

Warning: 1. The battery of this product is non-rechargeable, and it should never be dismantled, crushed, heated or burned. Improper replacement operations may cause fire and burns; 2. The battery should be placed beyond the reach of children to prevent them swallowing.

SVHC (Substances of Very High Concern) content stated in REACH Regulation: Battery built in the equipment with faxing feature contains SVHC including: 1, 2-dimethoxyethane; ethylene glycol dimethyl ether (EGDME) with concentration of 0.707%.

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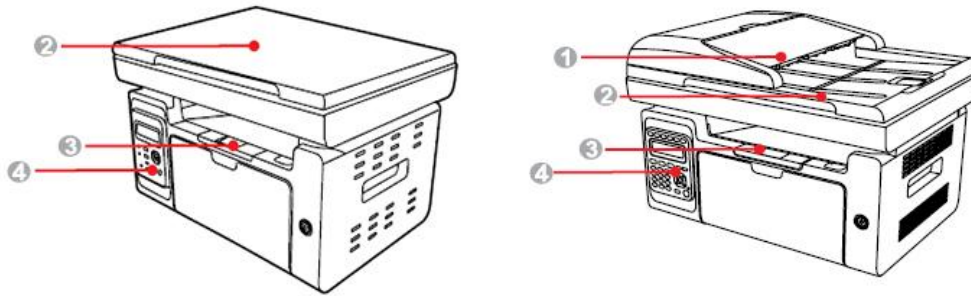
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01 Before Using the Printer

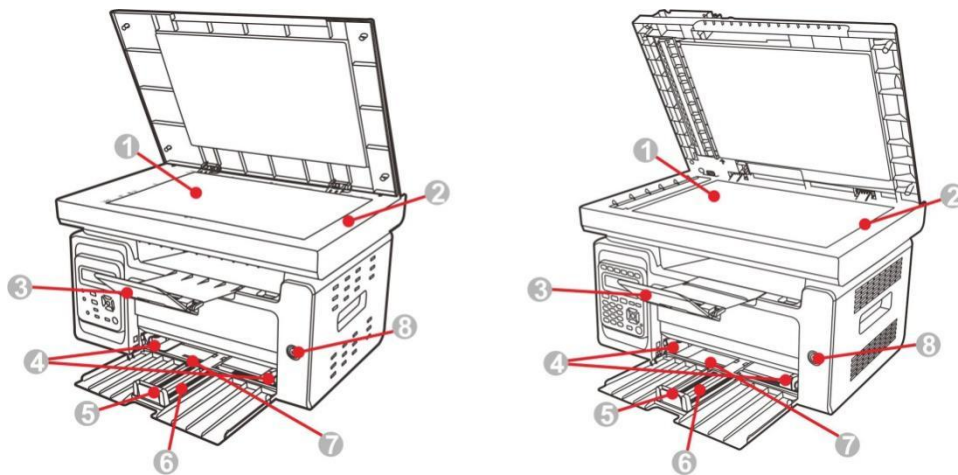
Product View

Side view(1)



1	Automatic document feeder	This is used to remove the paper jammed in scanning for the ADF.
2	Cover	Open the cover of scanner to place the scanned originals on its glass plate.
3	Output Bin	For storing the printed paper.
4	Control Panel	Indicate printer status to conduct set operation.

Side view(2)



1	Glass Platen	This is used to place originals scanned from platen.
2	Scanning Platform	It is used to place the original document to be scanned
3	Output Tray	To prevent the printed paper from falling.
4	Automatic Feed Paper Deflector	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.
8	Power switch	It is used to power on/off the printer

Note: The power switch of the printer is divided into two types: "touch type" and "self-locking type".

The actual appearance of the purchased printer will prevail.

- The "touch type" power switch of the printer only has one mode, and can be reset by short-pressing.

1) ON: short-press the power switch in the OFF state to turn on the power supply of the printer.

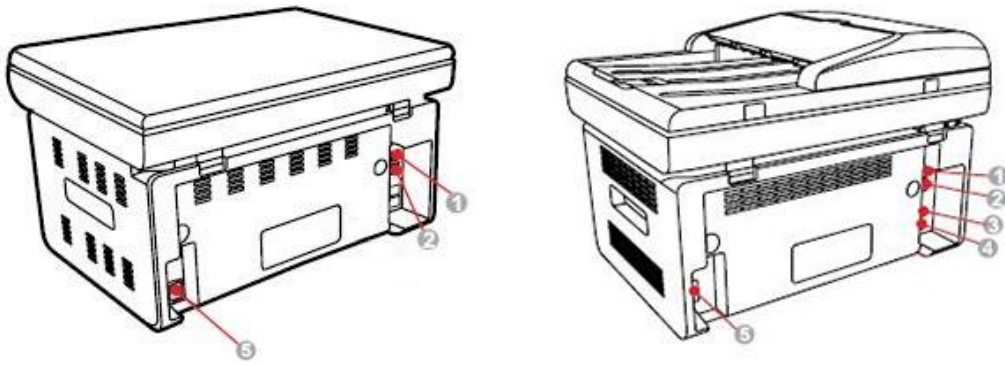
2) OFF: long-press the power switch for about 3s in the ON state to turn off the power supply of the printer.

- The "self-locking type" power switch of the printer has two modes: lock and disconnect.

1) ON: short-press the power switch in the OFF state to turn on the power supply of the printer.

2) OFF: short-press the power switch in the ON state to turn off the power supply of the printer.

Rear View



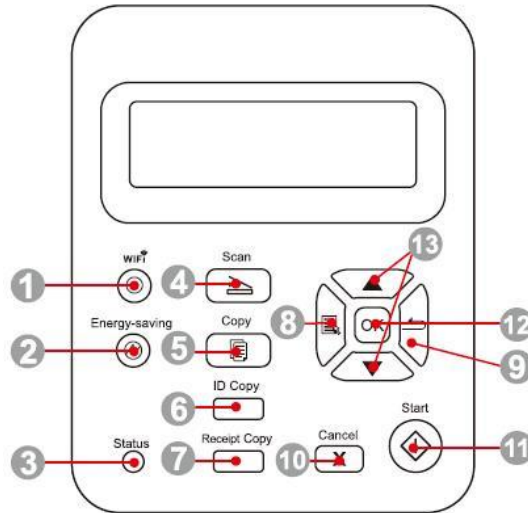
1	USB Interface	For connecting product to computer with USB cable.
2	Network Interface	For connecting product to network with network cable.
3	EXT. interface (only for machine with the fax feature.)	Extension interface, used for connection with external extension telephone.
4	LINE interface (only for machine with the fax feature.)	Telephone line interface, used for connection of this product to the telephone circuit.
5	Power Interface	For connecting product to power with power cord.

Control Panel

Overview of control panel

The layout of the printer control panel is shown below:

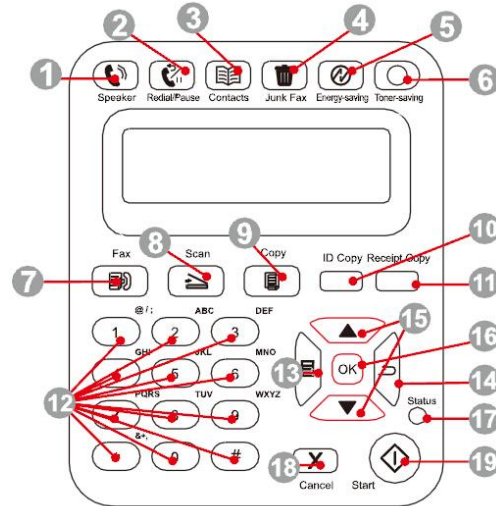
Control panel without the fax feature



No.	Name	Functions
1	Wi-Fi button	Short press Wi-Fi button to turn on direct Wi-Fi connection of the printer and automatically print out "Mobile Device Wi-Fi Connection Wizard" page (for models with Wi-Fi function only). Long press Wi-Fi button for over 2s to start WPS when Wi-Fi is not connected or to disconnect Wi-Fi when it has already been connected (for models with Wi-Fi function only). Open save toner function (applicable to non-Wi-Fi model only).
2	Power Saving/Wake-up Button	Press this button to switch to power saving status or wake the machine from power saving status
3	Status Light	Indicate the status of printe.
4	Scan Button	Press this button to enter into scan mode.
5	Copy Button	Press this button to enter into copy mode.
6	ID Card Copy	Press this button to enter into ID Card Copy mode.
7	Bill Copy Button	Press this button to enter into Bill Copy mode.
8	Menu	Open the main menu of control panel.
9	Back	Return to the previous menu.
10	Cancel	Execute cancel operation. Idle state interface under copy mode, to reset the "Number of Copies" to 01.
11	Start Button	This is used to start relevant operations after finishing operation settings. In case of a feed failure, please press this key for pick-up and printing again.

12	OK	Confirm the selection on screen.
13	“▲”and“▼”	Scroll through the menus and options. In the "copy" mode, the page is addressed and reduced by 1 copy.

Control panel with the fax feature



No.	Name	Functions
1	Speaker	This is used to manually receive and send faxes under Fax mode, or for phone calls.
2	Redial/Pause	This is used to redial the last number dialed before under Standby mode or to insert a pause symbol in the fax number under Edit mode.
3	Contacts	This button allows you to dial the speed dial number directly.
4	Junk Fax	When you receive a Fax, press this button to add the currently received Fax number to the junk Fax number list;
5	Power Saving/Wake-up Button	Press this button to switch to power saving status or wake the machine from power saving status
6	Wi-Fi button	Short press Wi-Fi button to turn on direct Wi-Fi connection of the printer and automatically print out "Mobile Device Wi-Fi Connection Wizard" page (for models with Wi-Fi function only). Long press Wi-Fi button for over 2s to start WPS when Wi-Fi is not connected or to disconnect Wi-Fi when it has already been connected (for models with Wi-Fi function only). Open save toner function (applicable to non-Wi-Fi model only).
7	Fax	Press this button to enter into the Fax mode.
8	Scan Button	Press this button to enter into scan mode.
9	Copy Button	Press this button to enter into copy mode.
10	ID Card Copy	Press this button to enter into ID Card Copy mode.
11	Bill Copy Button	Press this button to enter into Bill Copy mode.
12	Clavier numérique	Composer ou entrer le caractère, le chiffre.
13	Menu	Open the main menu of control panel.

14	Back	Return to the previous menu.
15	"▲"and"▼"	Scroll through the menus and options. In the "copy" mode, the page is addressed and reduced by 1 copy.
16	OK	Confirm the selection on screen.
17	Status Light	Indicate the status of printe.
18	Cancel	Execute cancel operation. Idle state interface under copy mode, to reset the "Number of Copies" to 01.
19	Start Button	This is used to start relevant operations after finishing operation settings. In case of a feed failure, please press this key for pick-up and printing again.

Function of numeric keyboard

Sometimes it needs to input names and numbers in executing some tasks. Letters, numbers and characters on the keyboard are distributed as below:

Keys Numbers, letters and characters distributed									
0	0								
1	@	/	;	.	1				
2	a	b	c	A	B	C	2		
3	d	e	f	D	E	F	3		
4	g	h	l	G	H	I	4		
5	j	k	l	J	K	L	5		
6	m	n	o	M	N	O	6		
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8		
9	w	x	y	z	W	X	Y	Z	9
*	(Space)	&	+	,	-	*	%	~	!
#	#	=	'		_	?	"	:	{
									}
									<
									>

Note: • It may not allow to input all special characters above mentioned in different input environments.






a. Input of fax/phone number. It supports only inputting with 0-9 number keys and the "*" and "#" keys. In addition, it is available to input spaces with the Down key and the symbol "-" with the Redial/Pause key.

b. Mixed input of letters, numbers and symbols. It is only allowed to input with 0-9 number keys and the "*" and "#" keys. Specific corresponding characters are different according to the difference of input environments. (Under this condition, pressing the Down key could make the cursor move backward; the symbol "-" could not be input with the Redial/Pause key.)

• When inputting a number or name, short pressing Cancel could clear the last number or character; while to clear all numbers or characters, please long press it. You may also use the Up key to clear the last number or character.

Function of status indicator

The meanings of status displayed by the status indicator are as below:

No.	Status displayed by the status indicator	Status	Status Description
1		Die out	Shutdown or sleep state
2		Green indicator normally on	Printer is ready
3		Green indicator blinks	Operative modes of Print, Copy, Scan, Fax and others
4		Orange indicator blinks	Low toner warning
5		Red indicator normally on	<ul style="list-style-type: none">• Laser carbon powder box error (laser carbon powder box does not match, laser carbon powder box life)• Paper error (a paper out, paper jam or feed failure occurs)• Scan error (a scanning failure occurs, and the ADF has an open cover or a paper jam.)• Printer errors such as fax errors, paper grooves are opened

02 Paper and Print Media

Paper Specification

Automatic Feeder Tray	Media Type	Plain paper, thick paper, transparent film, carton paper, label paper, envelope, thin paper
	Media size	A4, A5, A6, JIS B5, ISO B5, B6, Letter, Legal, Executive, Statement, Monarch envelope, DL envelope, C5 envelope, C6 envelope, NO.10 envelope, Japanese Postcard, Folio, Oficio, Big 16k, 32k, 16k, Big 32k, ZL, Yougata4, Postcard, Younaga3, Nagagata3, Yougata2, Custom
	Media weight	60~163 g/m ²
	Feeder tray volume	150 pages
	Output tray volume	100 pages

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

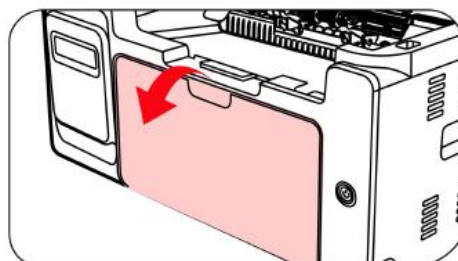
- It is not recommended to use special paper extensively, which may affect the service life of the printer.
- The print media that does not meet the guidelines listed in this User Guide may result in poor print quality, increased paper jam and excessive wear of the printer.
- Properties such as weight,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

Loading Paper

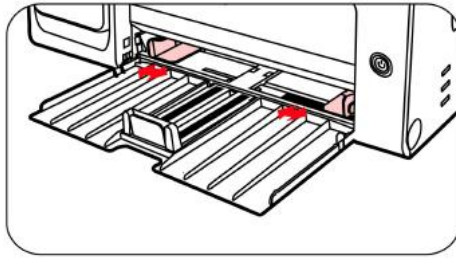
Load paper in automatic tray

Steps are as follows:

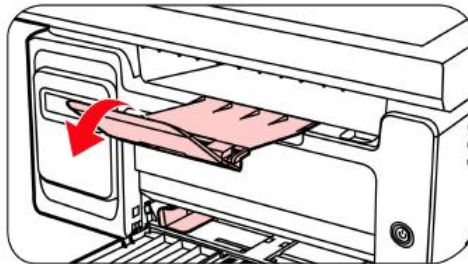
1. Open the feeder tray.



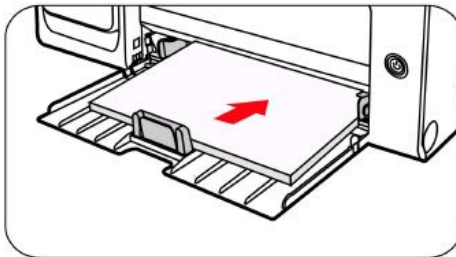
2. Slide the automatic feed guides to match both sides of the paper.



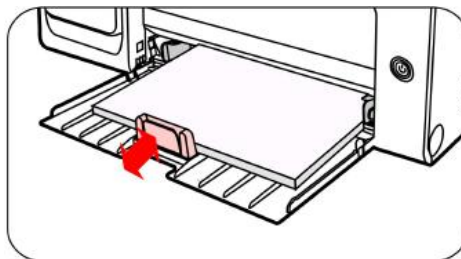
3. Raise the output tray to avoid the paper from slipping and falling.



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



5. Adjust the paper stop 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.



Warning



After printing, please immediately remove the paper, envelopes or transparent film paper. Stacking paper or envelopes may cause a paper jam or the paper curling.

Paper and Manuscript Use Process

Manuscript requirements:

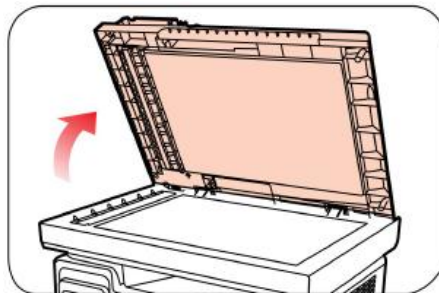
Source	Type	Size
Automatic document feeder (ADF)	Plain paper	A4, A5, B5, A6, Letter, Folio, Legal
Platen	Plain paper, thick paper, transparent film, carton paper, label paper, envelope, thin paper	A4, A5, B5, Letter, Full Scanning Platen, Custom

Scanning With Tablet

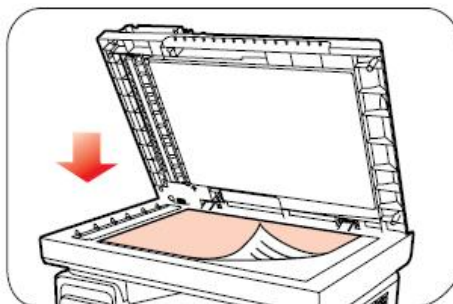
Note: • Printer appearance may differ because of various models and functions, so the schematic diagram is only for your reference.

Steps of Use:

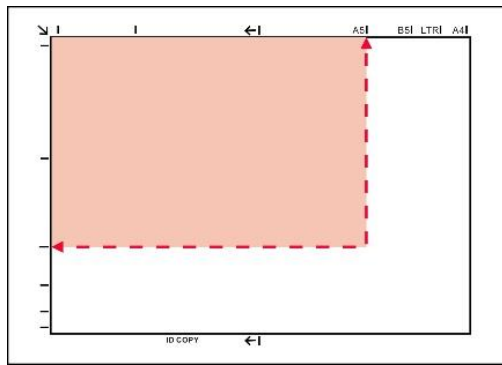
1. Lift up the scanner cover.



2. Load the manuscript face down.



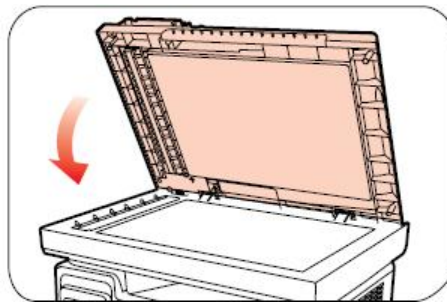
3. Align the manuscript to match the appropriate paper size.



Note: • If the manuscript does not match with any size marker, please align the upper-left corner of the manuscript with the arrow.

- Make sure there is no document in the ADF. If a document is detected in the ADF, it will be more preferential than that on glass platen.

4. Close the scanner cover gently.

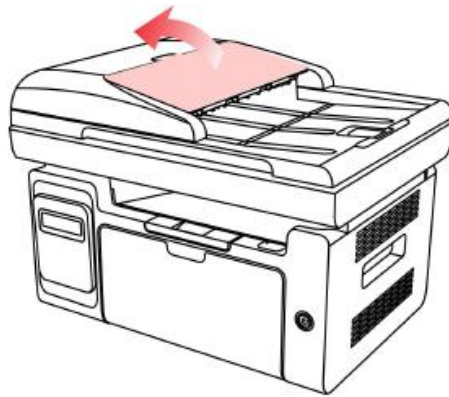


Note: • Please put the paper or document on the scanner glass after the glue, ink or correction fluid are completely dried.

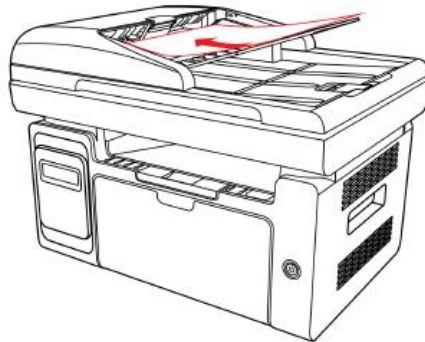
- Rough textured, uneven, oil stained and extremely smooth paper will make printing effect poor.
- Please make sure that there is no dust, fluff, etc. on the paper.
- Paper shall be put on a flat surface and stored under a cool and dry environment.
- To avoid influencing the definition, please don't open the scanner cover during scanning with the platen.

Scan with the automatic document feeder (ADF)

1. Put the original into the ADF with its front upward and top fed first.



2. Adjust the document guide till it gets close to the paper stack.



Note: The ADF supports feeding 35 pieces of paper at most that should be fed one by one.

03 Driver installation and uninstallation

Driver Setup

This device supplies driver setup applications for Windows and macOS. We recommend One-click installation, which helps you install the driver automatically in a faster and easier way. Should you encounter trouble when using the One-click installation, you may try more setup methods.

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".

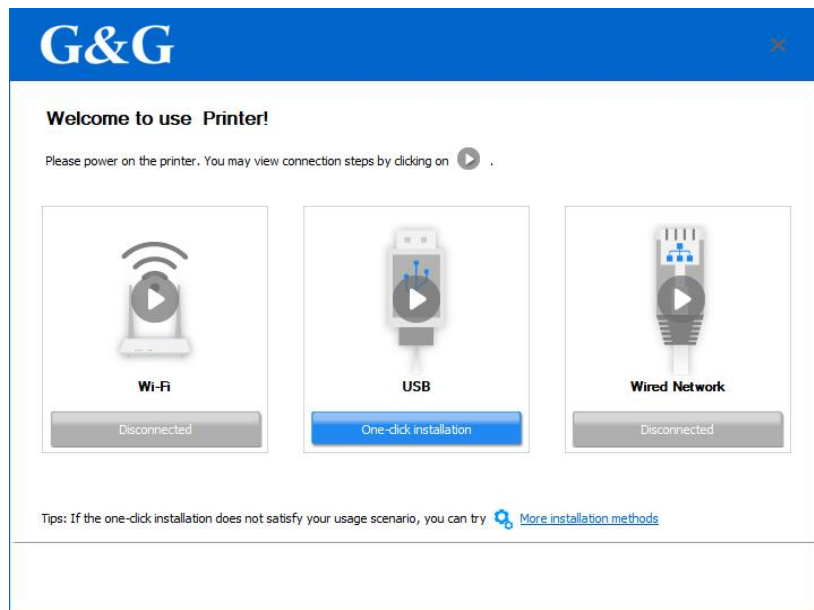
Connect printer via USB cable

1. Connect the printer to computer via USB cable, power the printer and computer 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. (If you need to install the OCR software under the Windows system, please install it when the computer is connected to the Internet.)

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 check the IP address of printer by printing "Network setup page" out or check network information by viewing the control panel of printer . If the IP address is not listed, please check network environment and then try again after waiting for several minutes.

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.

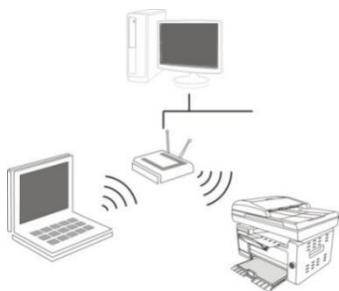
Manual Setting

To set up IP address for printer through the control panel of printer manually.

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

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

According to the model, the printer model with Wi-Fi printing function supports the two wireless network connection types of Wi-Fi hotspot connection in the basic structure mode. Usually, there is only one connection between the computer and the printer.



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



Wi-Fi hotspot connection mode

1. The wireless computer is directly connected with 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.

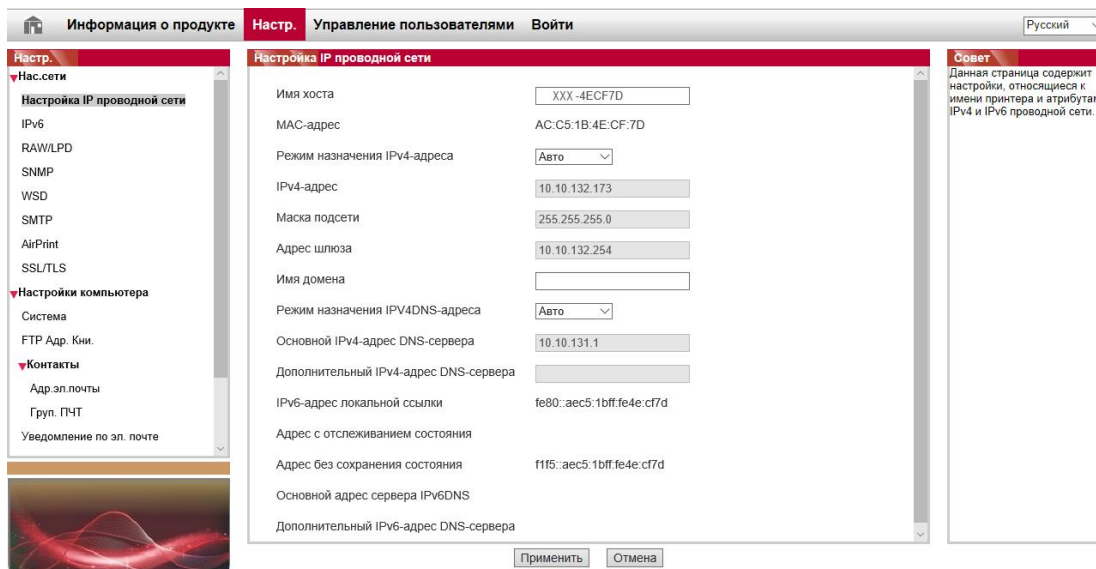
- 1) Windows system: Click the "Start menu" - "All programs" - "G&G" - Product name - "Wireless network setup tool".
- 2) macOS system: click "Go" - "Applications" - "G&G" - "Utilities" - "Wireless Network Configuration Tool" on the computer Finder menu bar.

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.



Visit the embedded Web server


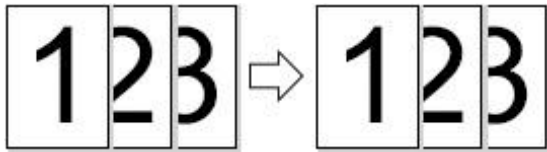
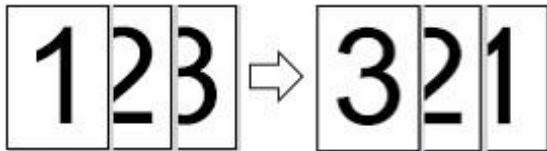
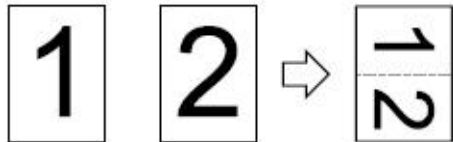
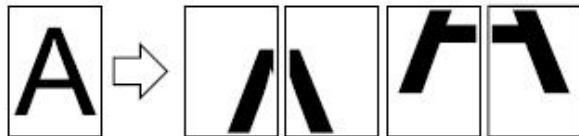


1. Turn on the power of printer and computer.
2. Connect the printer to network to ensure that the printer is connected to the network where the computer is connected to
3. Input the IP address of printer in the address bar of Web browser to visit the Web server imbedded in printer.
4. Click "Log in" 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
Automatic Two-Sided Printing	
Collate Print	
Reverse Print	
N-in-1	
Poster Print(for Windows Operation System only)	
Zoom Print	
Custom Size	

Note: • You can realize poster printing feature by selecting 2x2 poster printing in multipage.
• You can enable Printing Preferences and click the Help button to view detailed function description.

Print Settings

Setting the printing parameters

Before sending a print job, you can set the printing parameters in the following two ways.

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.
2. Ensure that certain amount of paper is loaded into the automatic feeder tray before printing.

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 the manual duplex function causes a paper jam, see [Cleaning Jammed Paper](#) for handling it.
- When "Paper Type" is "Thick Paper" or "Transparent Film", please do not try "Duplex Print".
- Paper may get jammed or cannot be fed in when the automatic feeder tray is loaded with more than 150 sheets.

How to perform Manual Duplex

1. Open the print job to be printed from the application (such as a Notepad).
2. Select Print from the File menu.
3. Select printer of the corresponding model.
4. Single click "Preferences" for printing setup.
5. Select the "Duplex" in "Basic" tab and then select "Long Edge" or "Short Edge".
6. Click "OK" to complete the print setting. Click "Print" to enable Manual Duplex.

08 Copying

Copying function

	Copy	Instructions
Common copying	Multipage	Print a multi-page document to a piece of paper.
	Clone	Print several identical images to a piece of paper.
	Poster	Print a one-page original to pieces of paper.
	Collated copy	Collate copies of an original.
	Manual dual-side	It supports manual duplex copying for originals.
	Image quality	Set the definition mode to improve the copying effect.
	Intensity	Adjust deep-light copying effect by setting intensity.
	Resizing	Reduce or enlarge the size of image copied.
	Watermark	Add watermark to the copies via Watermark Settings.
	ID card copying	Arrangement mode
Intensity		Adjust deep-light copying effect by setting intensity.
Paper Size		Set the paper size.
Receipt copying	Intensity	Adjust deep-light copying effect by setting intensity.
	Paper Size	Set the paper size.

Common copying setting

Change related setting through setting menu for better copy result.

1. Press "copying key" on control panel and then press "OK key" to enter "copying setting" interface.
2. Press "direction key" to select options and then press "OK key" to enter setting interface.
3. Press "direction key" to select option to be set and press "OK key" to set option.

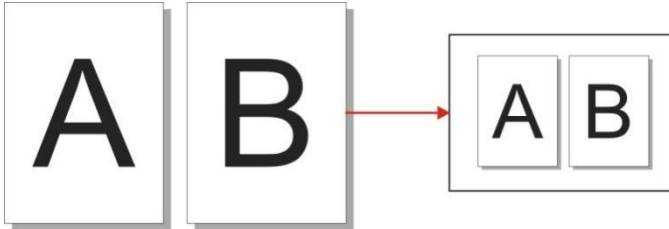
Note: • The image quality, intensity, resizing and paper setting can keep valid after options are set.
• For multipage, clone, poster, collated copy and manual dual-side setting, set recovery mode as default setting after completing copying, switching panel key or restarting machine.

Multipage

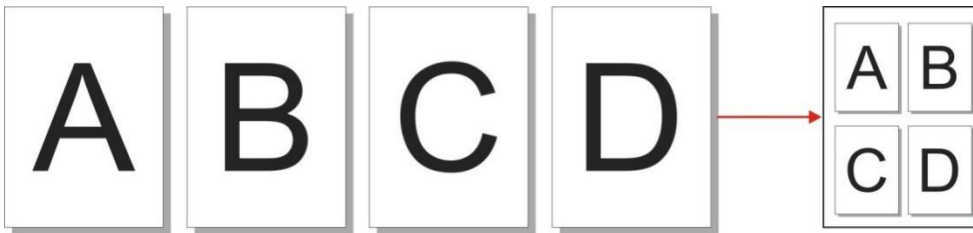
With setting on all-in-one feature, a 2- or 4-page document could be copied to one piece of paper. Copying with the ADF and the glass platen are both supported.

The multipage includes 3 modes:

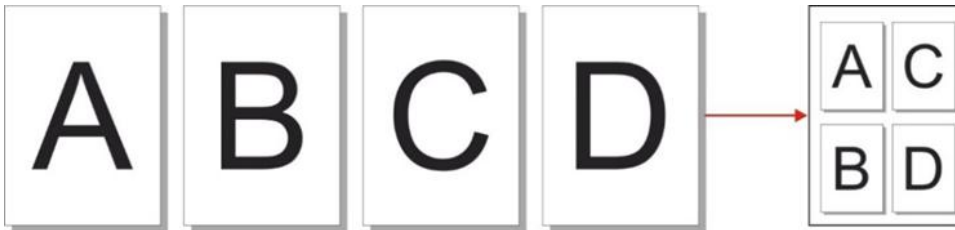
(1) Two-in-one:



(2) Horizontal four-in-one:



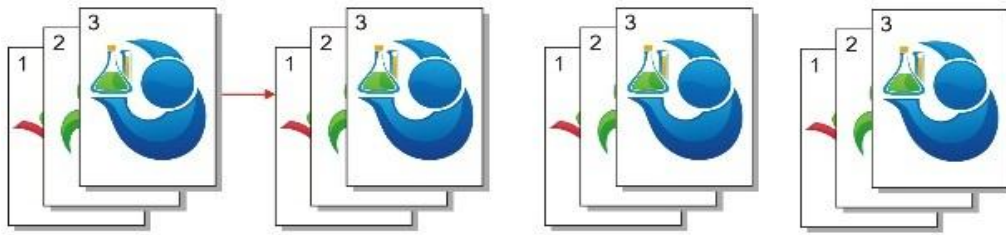
(3) vertical four-in-one:



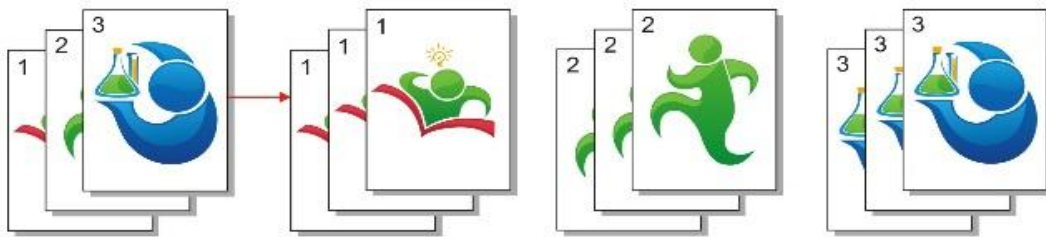
Note: • "Multipage" and "resizing function" cannot be set at the same time.

Collated copy

The "Collated Copies" feature supports only copying with the automatic document feeder (ADF). The collated copy includes 2 modes:



Startup:

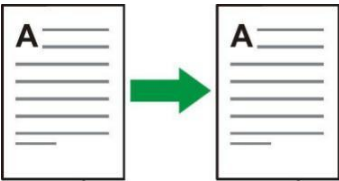

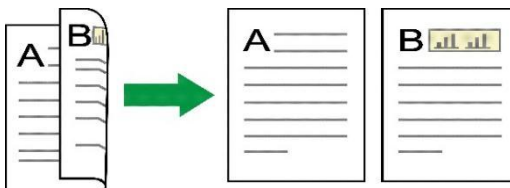
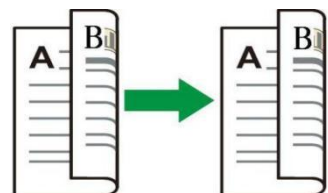


Closed:

manual duplex copying

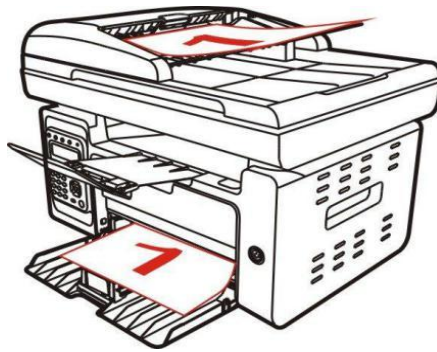
In case of manual duplex copying of original, choose ADF mode.

There are 4 modes in total for duplex copying:

1. One-sided → One-sided: 
2. One-sided → Two-sided: 
3. Two-sided → One-sided: 
4. Two-sided → Two-sided: 

Steps to use Manual Duplex Original Copying

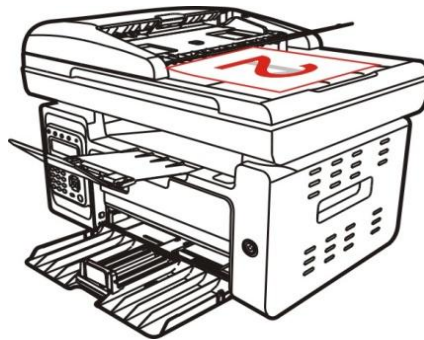
1. Put an original into the ADF with its front upward and its top fed first; meanwhile, make sure there are some paper in the carton.



2. Operate in accordance with the procedure of ordinary copy; choose the "manual duplex copy" mode and press "OK" to save the settings.

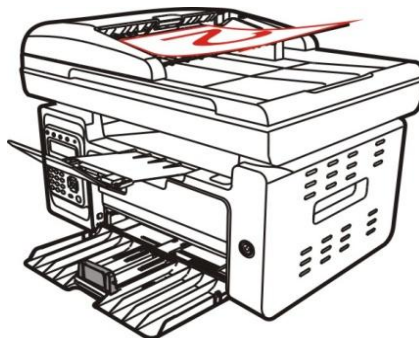
3. Press "Start" to begin copying.

4. Paper exited should be with the direction as shown in the figure:



5. After completion of copying one side, put the paper into the entrance as shown in figure (without turnover or rotation).

Note: If the turnover prompt on panel times out, the machine will execute one-sided copying automatically.



6. Press "Start" to begin copying the other side.

ID card copying setting

Change related setting through setting menu for better copy result.

1. Press "ID Card Copy" and then "Menu" on control panel to enter the "Menu Settings" interface.
2. Press "OK" to enter the "ID Card Copy Settings" interface.
3. Press "direction key to select option to be set and press "OK key" to set option.

Receipt setting

Change related setting through setting menu for better copy result.

1. Press "Bill Copy" and then "Menu" on control panel to enter the "Menu Settings" interface.
2. Press "OK" to enter the "Bill Copy Setting" interface.
3. Press "direction key to select option to be set and press "OK key" to set option.

09 Scan

This printer provides two scan modes: "push-broom", that is, scanning via the operation of the printer's own control panel; and "push-scan", that is, scanning via the PC scanning application. Make sure that the printer driver has been installed on the computer before scanning. This product complies with the TWAIN and Windows Image Application (WIA) standard. If using the application which supports TWAIN and WIA standard, users can use the scan function and directly scan the images to the open application.

Push Scan

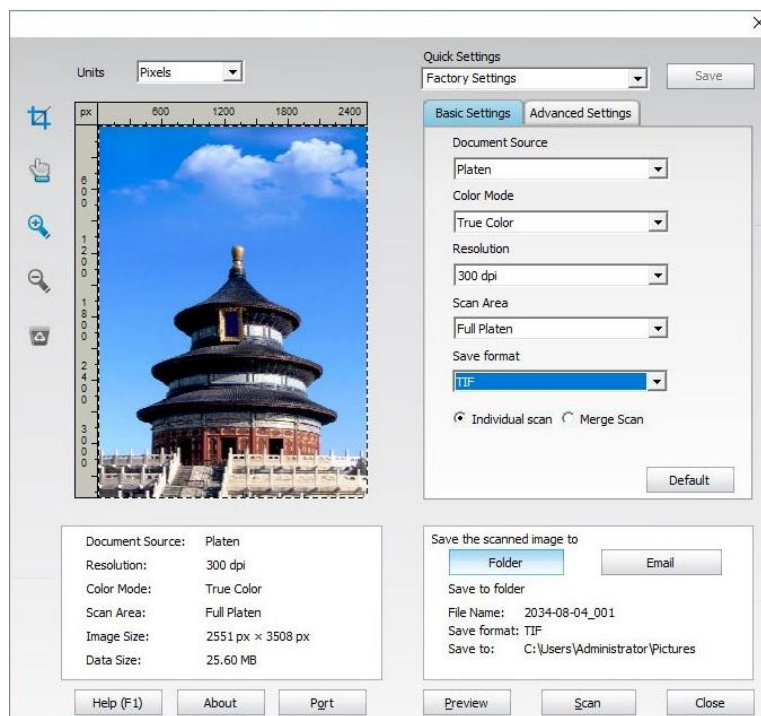
You can scan from the PC scan application via USB, wired, or wireless connection. Make sure the printer is properly connected before scanning.

Windows system scan

G&G Scan Application

Operation Steps:

1. Double click on "G&G Scan Application" on the computer.
2. The prompt window is shown as below:



3. Set Scan in the right list. Click "Scan" on the bottom right corner and start scan.

Note: • Images in the format of BMP, JPG, TIF, PDF, PNG, and OFD can be scanned by the G&G scanning application software. The image text recognition is available for documents in the format of DOCX, XLS, XLSX, PPTX, TXT and searchable PDF. (If you need to use the image text recognition function, please download and install the OCR software according to the interface prompts after the driver installation. For the installation method, please refer to [Driver Setup](#))

macOS System Scan

ICA Scan

Open ICA via "Print and Scan"

Operation Steps:

1. After installing the printer driver, click "System Preferences" icon on the bottom left corner of the computer desktop.
2. After the window pops up, click on "Print and Scan".
3. After the window pops up, click on "Scan".
4. Click on "Open Scanner" and the scan window will pop up.
5. Click on "Show Details" on the bottom right corner to set the scan parameters.
6. Click on "Scan" on the bottom right corner and start scan.

Call ICA through applications

Operation Steps:

1. Click on "Finder" icon on the bottom left corner of the computer desktop, Find "Image Capture" in "Applications", and click to launch the application.
2. After selecting the printer in the left list, set the scan parameters in the right list. Click on "Scan" on the bottom right corner and start scan.

TWAIN Scan

Take Photoshop as an example. (CS2 and earlier versions are supported)

Operation Steps:

1. Launch Photoshop, click on "File" – "Import" on the top left corner and select TWAIN Scan, as is shown below:
2. After the window pops up, set the scan information in the right list of "Basic Setting" and "Advanced Setting". Click on "Scan" and start scan.

Push Scan

This section introduces how to use the printer control panel to scan the document to PC, Email, FTP.

Note: • Single -page scanned to PC/Email/FTP can be saved as PDF, TIFF, JPEG.

- Scan the PC in the combined scan mode and the PDF document. Scanned to Email/FTP can be saved as PDF, TIFF, JPEG.

Scan to PC

You may operate the printer's control panel to scan a file to PC. (Only support connection method of USB connection line.)

1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. Put an original on the glass platen or into the ADF
3. Press "Scan" and then "▲" or "▼" on control panel to select "One-page Scan" or "Merge Scan"; then, press OK.
4. Press "Menu" and then "OK" to enter the "Scan Setting" interface.
5. Press "▲" or "▼" to select "Scan To" options; then, press OK.
6. Press "▲" or "▼" to select "Scan to PC" and then press OK; press "Start" to begin scanning.
7. For merge scan, please put files to be scanned on the glass platen and then press "Start" to scan the next page (directly continuous scanning is available if scanning with the ADF).

Scan to E-mail

You may scan a black-white or color file as an appendix to the e-mail application, with specific operation steps as follow:

1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. configure the SMTP Client.
3. configure the e-mail address book.
4. Put an original on the glass platen or into the ADF
5. Press "Scan" button on the control panel, and press "▲" or "▼" to select "Single Page Scan" or "Merge Scan", then press "OK" button.
6. Press "Menu" and then "OK" to enter the "Scan Setting" interface.
7. Press "▲" or "▼" to select "Scan To" options; then, press OK.
8. Press "▲" or "▼" to select "Scan to E-mail" and press "OK" button.
9. Press "▲" or "▼" to select "E-mail Address Book" or "Group Mail" and press "OK" button.
10. Press "▲" or "▼" to select address or group and then press "OK" button; press "Start" button to start scan.
11. For merge scan, please put files to be scanned on the glass platen and then press "Start" to scan the next page (directly continuous scanning is available if scanning with the ADF).

Please follow these instructions on the settings for group emails:

Set the group name for group e-mail sending by webpage, and set the members, i.e.the receivers, in the group of group email. After finishing scanning, firmware will send the scanned documents to the mail server. Then mail server sends the documents to every member of the group.



Scan to FTP

Be sure the user is in an Internet-connected environment in scanning files to FTP server. If you want to scan large files, you may need to input the server address, user name and password to log in the server, with specific operation steps as below:

1. Be sure the printer and the computer are both switched on and connected with each other properly.
2. configure the FTP address book.
3. Put an original on the glass platen or into the ADF
4. Press "Scan" button on the control panel, and press "▲" or "▼" to select "Single Page Scan" or "Merge Scan", then press "OK" button.
5. Press "Menu" and then "OK" to enter the "Scan Setting" interface.
6. Press "▲" or "▼" to select "Scan To" options; then, press OK.
7. Press "▲" or "▼" to select "Scan to FTP" and press "OK" button.
8. Press "▲" or "▼" to select the server and press "OK" button; Press "Start" button to start scan.
9. For merge scan, please put files to be scanned on the glass platen and then press "Start" to scan the next page (directly continuous scanning is available if scanning with the ADF).

10 Fax

Connect Devices

-  "LINE" port is used to connect fax with telephone line.
-  " " is used to connect external telephone

Note: It is recommended to use the traditional analog phone service (PSTN: Public Switched Telephone Network) in connecting telephone line. If a digital environment (for examples, DSL, PBX, ISDN or VoIP) used, please be sure to use a proper filter and configure digital settings correctly. For more information, please contact your digital service provider.

Fax Settings

Fax setting interface includes the following functional setting:

No.	Options	Description
1	Resolution	You may select the faxing definition from options of "Standard, Fine, Super Fine and Image". It defaults to "Standard".
2	Original Size	You can select the desired size of the document to be Faxed. The available options are A4, Letter and Legal.
3	Luminosity	You can adjust the luminosity of Fax documents manually or automatically.
4	Group Sending	You can enter each Fax number you want to send Fax to through group sending and the maximum for group sending is 10 Fax numbers.
5	Delay Sending	With Delay Sending, you can set the Fax number and time (within 24 hours) for Delay sending to send the Fax job on the time you set.
6	Forward the Received	After enabling "Forward to Fax", please set the number to be forwarded; upon receiving the fax, it will forward to the number set immediately; if enabling "Forward and Print" at the same time, the printer will automatically print a copy of fax job for saving after receiving the fax.
7	Send Settings	You can use the options in Send Settings to set the parameters for sending Fax.
8	Receive Settings	You can use the options in Receive Settings to set the parameters for receiving Fax.
9	Compatibility	If Fax is sent or received abnormally due to disturbance on telephone line, try to switch to VOIP compatibility mode.
10	Country or	Set different countries or regions to adapt to telephone networks in different

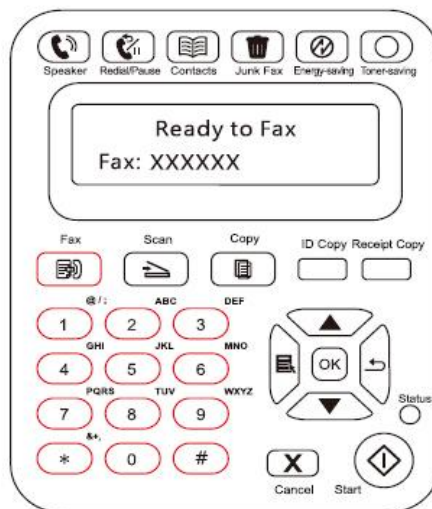
	Region	countries.
11	Fax Report	You can use the options in Fax Report to print the Fax report as you need.
12	Active Job	Query for the list of all Faxes for Delay sending and you can press the Cancel button to delete a Delay sending job.
13	Communication record	Inquire the latest 30 times of Fax sending/ receiving.
14	Contacts	You can edit the contacts, group numbers, and print the contacts as well as the list of group numbers from Contacts.

Fax Functions

Send Fax

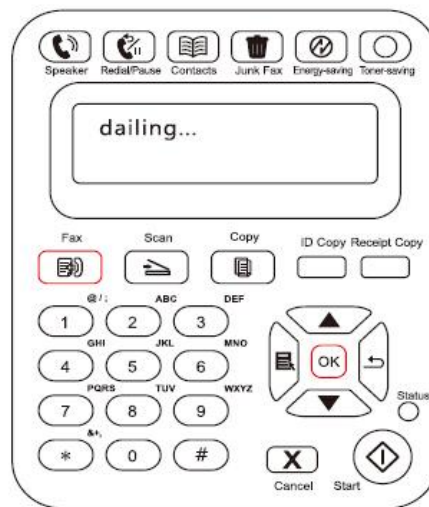
Auto fax sending

1. Put an original on the glass platen or into the ADF
2. Press the Fax button and use the number buttons to enter the Fax number.



3. Press the Start button to start scanning the document.
4. If the original is put on the glass platen, the printer will give a prompt of "Scan the Next Page" after scanning one page. If the next page exists, please remove the original scanned and put the next page on the glass platen; then, press "Start". After all pages have been scanned, please press "OK".

5. After all scanning complete, activate the fax to send.



Note: • In order to prevent damage to this product, do not use a manuscript with correction tape, correction fluid, paper clips or staples on it. In addition, do not load photos, small manuscripts or brittle manuscripts into the automatic document feeder.

Manual fax sending

1. Put an original on the glass platen or into the ADF
 2. Press the Fax button and use the number buttons to enter the Fax number.
 3. Press "Speaker" or pick up the receiver to input the fax number.
 4. After hearing the fax prompt, press "Start" to confirm sending.
- If the party called receives the call, you may have a voice communication; after confirming the fax sending and hearing the fax prompt, press "Start" to begin sending.

Receive Fax

You have two ways to receive Fax, and the default for the printer is Fax mode.

Fax mode: determine each call from the calling party as a fax. When arriving the ring count set, it gives fax receiving signals and receives the fax automatically.

Telephone mode: determine each call from the calling party as a call. With this mode, you may need to pick up the receiver manually and then press "Start" on control panel to receive the fax.

Auto receiving under fax mode

In receiving the fax, the machine answers the call with the set ring count and then receive the fax automatically. The ring count defaults to 4 times.

Manual receiving under telephone mode

Under telephone mode, there are 3 ways to receive a fax when there is a fax call:

1. Press "Start" on control panel and then the machine begins to receive.
2. Pick up the receiver or press "Speaker" and then "Start" on control panel; the machine begins to receive.
3. Use remote receiving method (only for external telephone), and after picking up the receiver, press "*90" on telephone panel and then the machine begins to receive.

Note: • The default for remote code is "*90". You can modify it by the path "Menu"—"Fax Settings"—"Receive Settings"—"Remote Code"—"Turn On"—edit.

• Received fax job may not be printed in case of low cartridge, please renew cartridge or turn "Continue to print in low cartridge" function on in fax receiving setting.

Set the interference and the telephone line compatibility of VoIP system

If the fax is sent or received abnormally due to interference to telephone line, please improve the fax receiving and sending with the following methods.

1. Switch to VoIP Compatible mode with panel setting.

Please follow steps below to set :

1) After the machine is ready, press "Fax" and then "Menu" to enter the "Menu Settings" interface.

2) Press "OK" to enter the "Fax Settings" interface; next, press "OK".

3) Press "▲" or "▼" to find out the "Compatibility" option and then press "OK".

4) Press "▲" or "▼" to select "VoIP". Then, the VoIP Compatible mode is switched to.

2. Try to resend the fax in off-peak hours.

3. Consult your VoIP provider on if the network setting on fax transmission could be optimized.

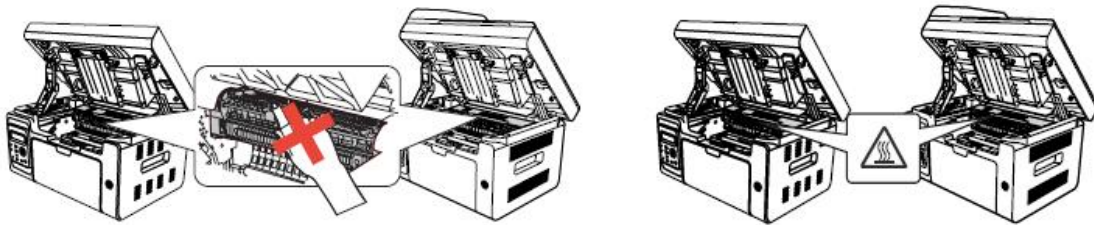
11 Routine Maintenance

Note: • Printer appearance may differ because of various models and functions, so the schematic diagram is only for your reference.

Cleaning the Printer

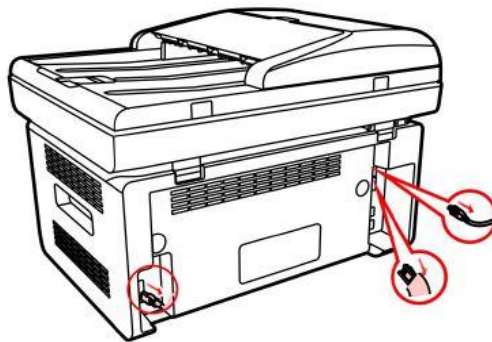
Note: • Please use mild detergents.

• Some parts of the printer are still hot within a short time after use. When opening the front cover or rear cover to clean the parts inside the printer, please do not touch the parts in the shaded area as shown in the following picture, so as to avoid burns.



Please clean the printer in accordance with the following steps:

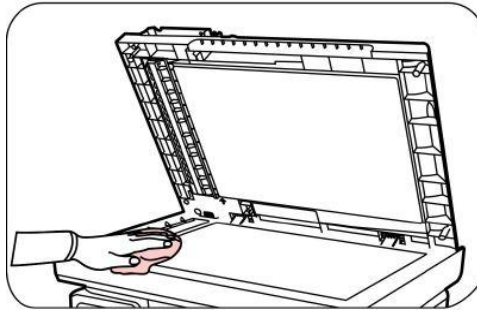
1. Turn off the main power switch and unplug the power cord, USB cable, phone cord and the network cable.



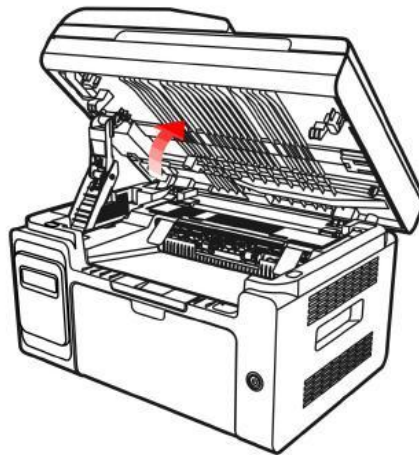
2. Use a soft cloth to wipe the outside of the printer and remove the dust.



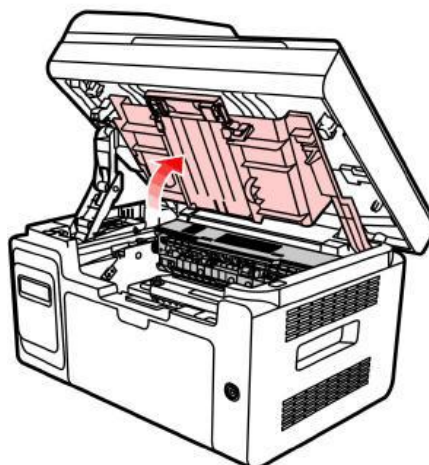
3. Open the scanner cover and then wipe the glass platen gently with a soft cloth.



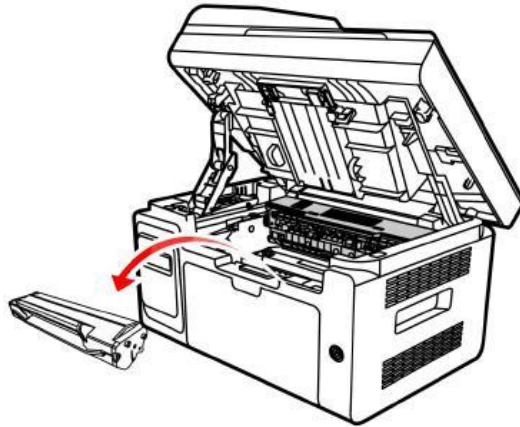
4. Raise the scanning platform until it is locked.



5. Open the output bin by the upper right ridge of the concave section.

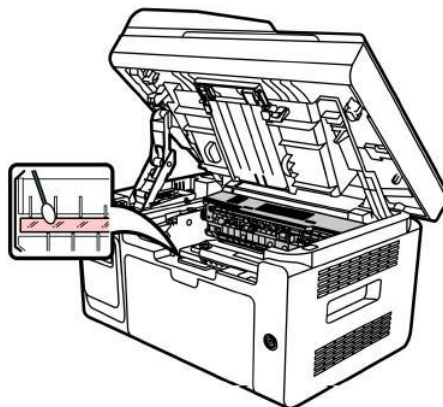


6. Remove the laser toner cartridge along the guides.

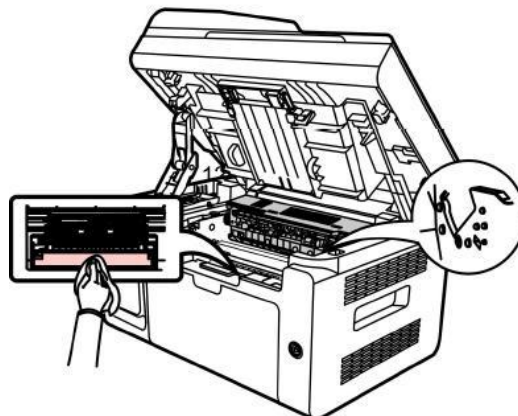


Note: • When removing the laser toner cartridge, put the cartridge in a protective bag or wrap it with thick paper to avoid direct light damaging the photosensitive drum.

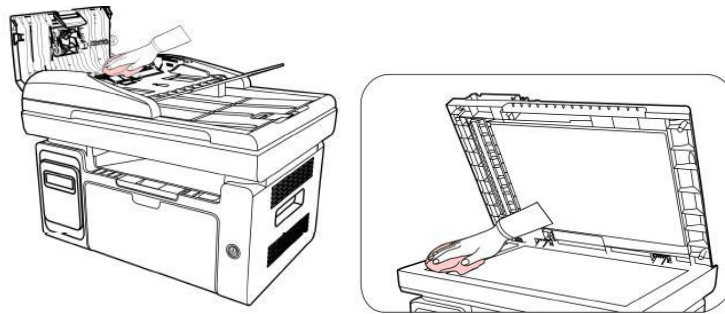
7. Gently wipe the dustproof mirror of laser scanning surface with a cotton swab or a dry and lint-free soft cloth with a little alcohol.



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



Note: For ADF machine, you need to regularly clear scraps. Please use a soft cloth to wipe the location shown in the figure.



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 laser toner cartridge.

- Please store the laser toner cartridge in a dry dark place.
- Do not 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 the Laser Toner Cartridge

- Service life of the laser toner cartridge depends on the amount of toner that print jobs require.
- "Laser toner cartridge end of life" displayed on the LCD screen means the laser toner cartridge has reached its service life. Please replace the laser toner cartridge.

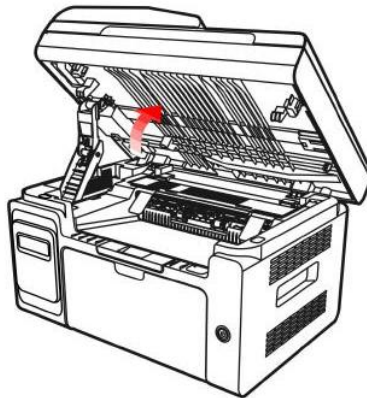
Replace Laser Toner Cartridge

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

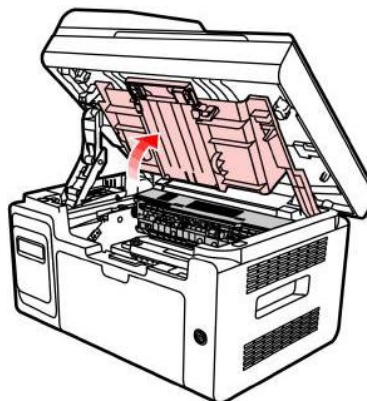
- The laser toner cartridge surface may contain toner. Please remove it carefully to avoid spilling.
- Put the removed laser toner cartridge on a piece of paper to avoid the toner from accidentally spilling.
- After removing the protective cover, please immediately install the laser toner cartridge into 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.

Replacement steps are as follows:

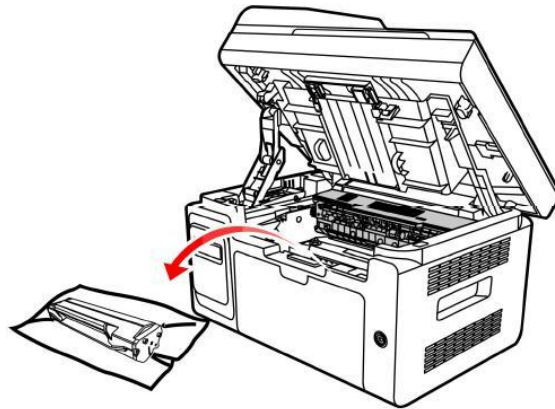
1. Turn off the printer and raise the scanning platform until it is locked.



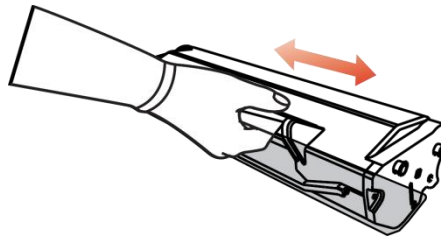
2. Open the output bin by the upper right ridge of the concave section.



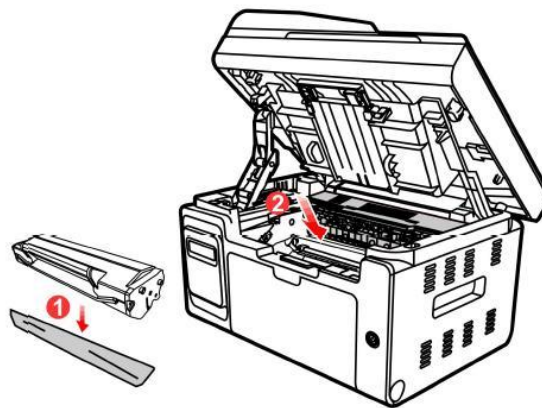
3. Remove the exhausted cartridge along the guides.



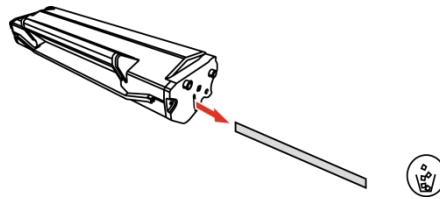
4. Open the package of a new laser toner cartridge, hold the handle of the cartridge and gently shake around 5 to 6 times, so as to make the toner evenly distributed inside the cartridge.



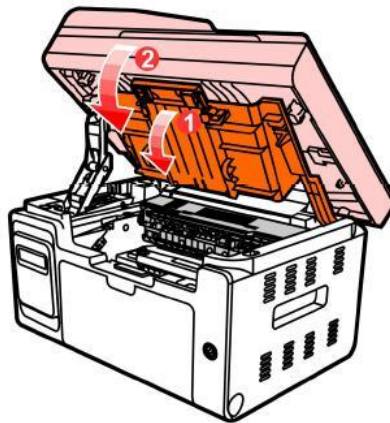
5. Remove the cartridge protector (blister cover), insert the cartridge along the guides into the printer, then push it firmly along the direction of the arrow until you hear a "click" assuring you that the cartridge is fully inserted.



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



6. Cover the output bin and close the scanning platform.



7. Restart the printer, and use the control panel to print an information page.

12 Troubleshooting

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

Prior to handling common trouble, first check that:

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

Cleaning Jammed Paper

Middle jam

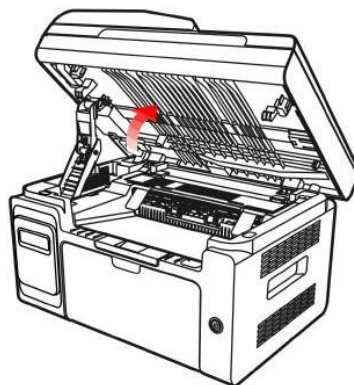
Note: • Remove the jammed paper in accordance with the following steps, close the upper cover and tidy the paper in the tray, then the printer will automatically resume printing. If the printer cannot automatically start printing, please press the button on the control panel.

• If the printer still does not start printing, please check whether all the jammed paper inside the printer are cleared.

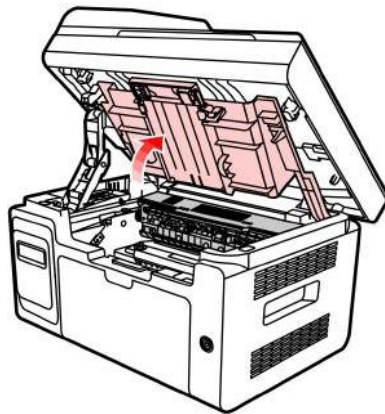
• If you can not remove the jammed paper yourself, please contact your local G&G Authorized Repair Center or send the printer to the nearest G&G Authorized Service Center for repair.

Please follow the following steps to clear the jammed paper if you are prompted of a paper jam by the LCD.

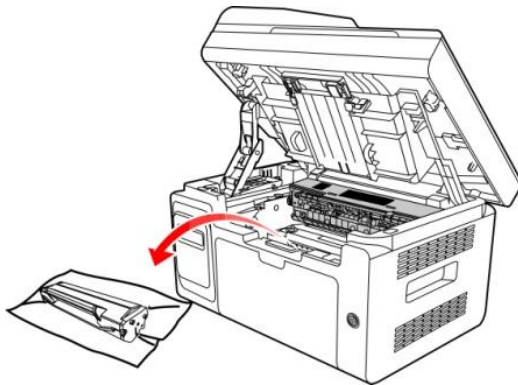
1. Raise the scanning platform until it is locked.



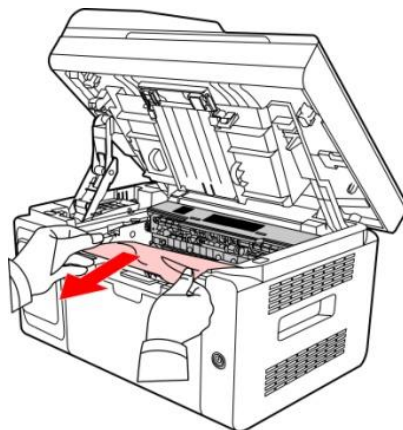
2. Open the output bin by the upper right ridge of the concave section.



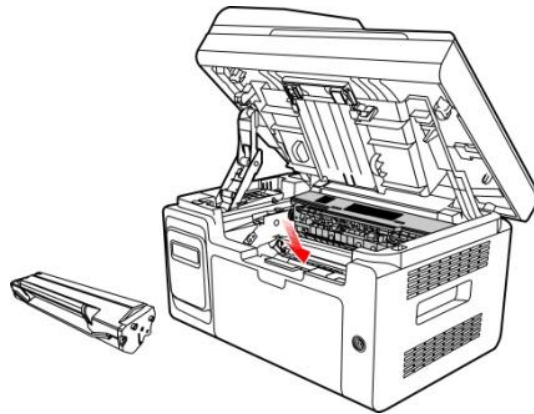
3. Remove the laser toner cartridge along the guides.



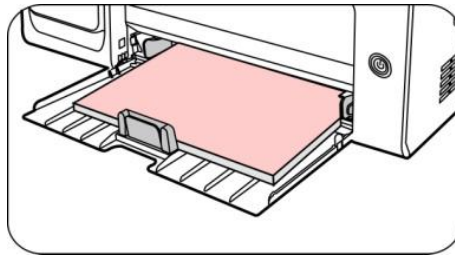
4. Gently draw the jammed paper out along the paper output direction.



5. 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.

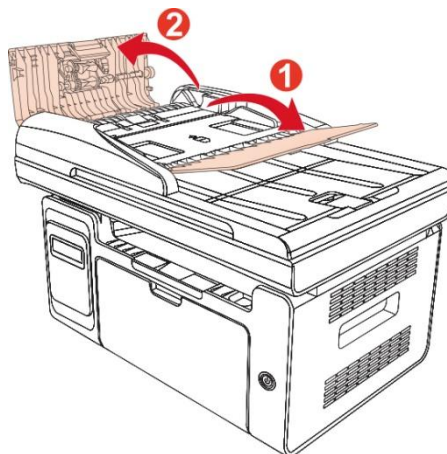


6. Neatly put the paper in the tray, and do not carry out the next print until the indicator light resumes print-ready status.

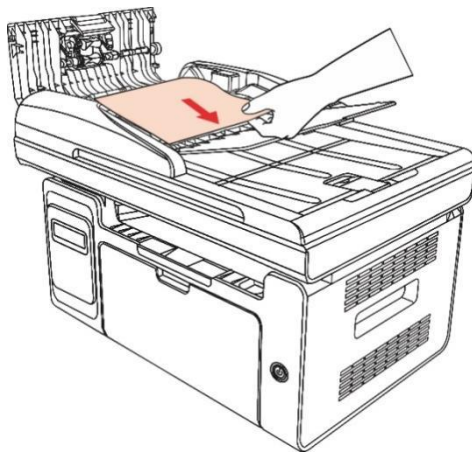


A paper jam occurs on the automatic document feeder (ADF)

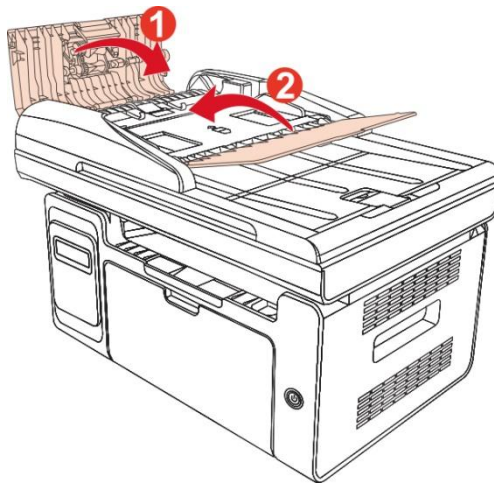
1. Open the ADF's top cover.



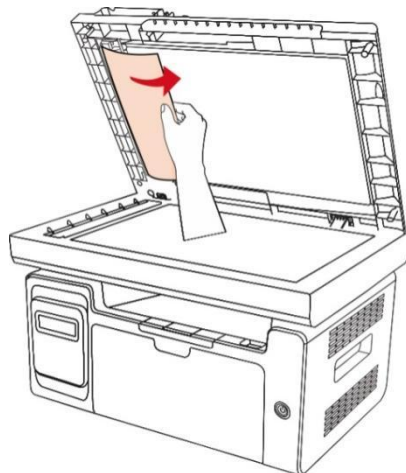
2. Remove the paper jammed from the ADF.



3. After removing the paper jammed, close the top cover and then the printer will be back to the ready state.



If it is difficult to remove the paper jammed, please try to open the scanner cover and remove it from the pressing block.



Software Failure

Problem	Solution
The printer icon does not appear in the "Devices and Printers" folder.	Reinstall the printer driver. Please ensure that the USB cable and power cord are correctly 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.

Error Message

Error Message	Cause	Measure
Close Output Bin	The paper bin is not fully closed.	Close Output Bin.
No Laser Toner Cartridge Detected	The laser toner cartridge is installed incorrectly or laser toner cartridge is damaged.	The laser toner cartridge is installed correctly or new laser toner cartridge is replaced.
Toner Low (this prompt is displayed together with the standby picture alternately.)	The toner in cartridge runs low.	Please replace with a new toner cartridge.
As the toner is low, it is not available to accept the printing job (this prompt is displayed together with the standby picture alternately.)	If the toner in cartridge runs low, the printing of fax job received cannot be executed. (Normal in fax sending, file printing, copying and scanning.)	Please replace with a new toner cartridge or find out the "Low in Toner, Continue to Print" option among the fax receiving setting options and then set it as "On" for continuous printing. (Note: once the printer detects that the toner in cartridge doesn't run low during booting or opening and closing its cover, it will set the "Low in Toner, Continue to Print" option enabled before by user back to "Off".)
The toner cartridge life has expired	Cartridge toner is exhausted.	Replace New Laser Toner Cartridge
Feed jam	The print paper is loaded incorrectly. The paper is outside of the specification range.	Please correctly load the print paper.
Printer paper jam	The print paper is loaded incorrectly.	Please correctly load the print paper.
Scanner is Busy	With other scan jobs.	Please cancel the current scan job or wait for the completion of other scan jobs.
Scan failed	Scanner internal failure.	Please contact G&G Customer Service.
No paper in ADF	If you have selected ADF as the scan source, this message appears when you start a copy or scan job without loading paper in the ADF.	Please put in the original properly.

Paper jam occurred on ADF	This prompt appears when there is a feed jam or feed failure in copying or scanning with the ADF.	Please remove the paper jam, arrange well and put originals into the ADF for scanning again.
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Note: • If the problem persists, please contact the customer service center. See the Three Guarantees certificate for contact details.

Common Troubleshooting

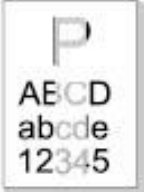
Common Trouble

Trouble Type	Fault phenomenon	Cause	Solution
Problems in printing	Poor print quality	See Image Defects .	See Image Defects .
	Failed to copy	The scanner is damaged.	Please contact G&G Customer Service.
Problems in copying	Copy Image Abnormal	<ul style="list-style-type: none"> • The scanner is dirty or defective. • The toner cartridge is dirty or damaged. 	<ul style="list-style-type: none"> • Clean the scanner. • It is suggested to replace the original toner cartridge.
Problems with the Printer	The printer does not work	<ul style="list-style-type: none"> • Power cord of the device 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. • Please disconnect the printer cable and then connect it again. • Please check printer settings of the Windows to make sure the printing job could be sent to the correct port. If the computer is equipped with several ports, please be sure to connect the printer to the correct port. • Please make sure the printer is online without any abnormality. • Please remove errors to make the printer return to normal. • Please uninstall and then reinstall the printer driver.
	Online printing does not work	<ul style="list-style-type: none"> • The cable between the computer and the printer is not connected properly. 	<ul style="list-style-type: none"> • Please disconnect the printer cable and then connect it again. • Please uninstall and then

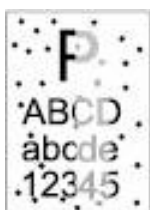
		<ul style="list-style-type: none"> • Driver program of printer is not installed correctly. • Printer internal failure. 	reinstall the printer driver.
Problems in scanning	Scanning error	<ul style="list-style-type: none"> • Data cable of the device is not properly connected. • The scan driver is installed incorrectly. • The LCD screen prompts error messages. 	<ul style="list-style-type: none"> • Ensure proper connection of the data cable. • Reinstall the scan driver.
	Paper feed failure	<ul style="list-style-type: none"> • The print media is beyond the usage specification range. • The pickup roller is dirty. 	<ul style="list-style-type: none"> • Please use the print media within the specification range. • Please clean the pickup roller.
Problems with Paper Handling	Paper Jam	<ul style="list-style-type: none"> • 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"> • Make sure to use the paper that meets specifications. • Clean the paper path. • Please clean the pickup roller.
	Print multipage feed	<ul style="list-style-type: none"> • Excessive static electricity on the print media. • The print media is damp or sticks together. • Internal parts failure. 	<ul style="list-style-type: none"> • Re-separate the print media to eliminate some static electricity. It is suggested that you use the recommended print media. • Re-separate the print media or use new 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, concentration setting is too low, or toner saving mode is ticked. • The laser toner cartridge is 	<ul style="list-style-type: none"> • Please properly use the print media within the specification range. • Set the print resolution, concentration, or cancel ticked toner saving mode in the program. • It is recommended to replace the original laser carbon powder box.

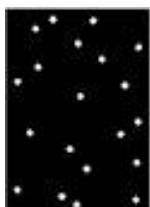
damaged.



Toner spots

- The laser toner cartridge is dirty or leaks toner.
- The laser toner cartridge is damaged.
- The print media that does not meet usage specification is used. For example, the media is damp or too rough.
- The feed channel is dirty.
- If toner spots appear when copying and scanning, the platen glass may be dirty.
- The scanner is dirty or damaged.

- It is recommended to replace the original laser carbon powder box.
- Please use the print media within the specification range.
- Clean the feed channel.
- Clean the platen glass.



White spots

- The print media that does not meet usage specification is used. For example, the media is damp or too rough.
- The feed channel is dirty.
- The internal part of the laser toner cartridge is damaged.
- LSU lens inside the printer are dirty.

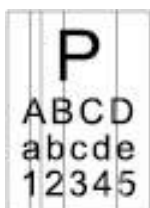
- Please use the print media within the specification range.
- Clean the feed channel.
- Clean the reflective glass of the laser.
- Please clean the LSU lens.



Toner comes off

- The print media that does not meet usage specification is used. For example, the media is damp or too rough.
- The printing paper medium set and paper medium placed are not consistent.
- 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.
- Please print with corresponding paper medium.
- Clean the inside of the printer.
- It is recommended to replace the original laser carbon powder box.



Black vertical stripes

- 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.
- If black vertical stripes appear when copying or scanning, the scanner or the platen glass may be dirty.
- Scanner Light bulb has smudges.
- The scanner is damaged.

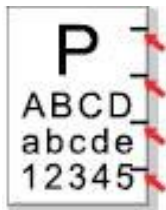
- Clean the laser toner cartridge or replace it with a new one.
- Clean the reflective glass of the laser at the back of the printer.
- Clean the feed channel at the back of the printer.
- Clean the scanner or the platen glass.



Black background (gray background)

- The print media that does not meet usage specification is used. For example, 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.
- Scanning exposure.
- If black background or gray background appears when copying and scanning, the platen glass may be dirty.

- Please use the print media within the specification range.
- Clean the laser toner cartridge or replace it with a new one.
- Clean the feed channel inside the printer.
- Please close the cover on the manuscript, and then carry out copying and scanning.
- Clean the platen glass.



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 the print media.
- Clean the feed channel inside the printer.



Wrinkled paper

- The printer paper isn't put properly.
- The print media does not meet the usage specification.
- The feed channel inside the printer is dirty.
- The fuser component is damaged.

- Make sure the print paper is placed correctly.
- Please use the print media within the specification range for printing.
- Clean the feed channel inside the printer.
- Please contact customer services center to replace to a new fuser assembly.



The back of the printout is

- 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.

dirty



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.
- If all-black image appear when copying and scanning, maybe it is scanning exposure, and the cover on the manuscript is not properly closed.
- The scanner is damaged.

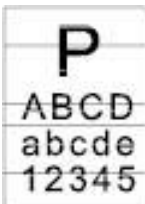
- Ensure to install the cartridge correctly.
- It is recommended to replace the original laser carbon powder box.
- Please first close the cover on the manuscript, and then carry out copying and scanning.



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.
- Clean the inside of the printer.
- It is recommended to replace the original laser carbon powder box.



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.
- It is recommended to replace the original laser carbon powder box.

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.

Fax faults

Trouble Type	Fault phenomenon	Solution
Telephone line or connection fault	The dialing tone cannot be heard.	<ul style="list-style-type: none"> • If you cannot hear the dialing tone after picking up the receiver, please check the connection of all telephone lines between the fax and the wall-mounted socket. • Use the telephone connecting another line to test the wall-mounted socket; if there is no dialing tone, please check the communication line.
	The printer cannot response in a fax call automatically.	<ul style="list-style-type: none"> • Make sure it is not the "Telephone Mode" as the receiving mode.
Fax receiving fault	The fax cannot be received	<ul style="list-style-type: none"> • Make sure the fax is set with the correct receiving mode. • If the telephone line is interfered, please try to set it as VoIP in compatibility.
	The fax received is somewhat blank or of poor quality	<ul style="list-style-type: none"> • The fax sending faxes may have a fault. • The telephone line may have a fault due to noise. • Check the printer through copy. • The toner cartridge comes to the end of its expected service life. Please replace it.
	The fax is well received but cannot be printed	<ul style="list-style-type: none"> • Check if the toner in cartridge has run low. Replace with a new toner cartridge and then print. • Find out the option of " Low in Toner, Continue to Print" among receiving setting options and then set it as On.
	An external call is being handled.	<ul style="list-style-type: none"> • If the Telephone mode adopted, please press Startup and then pick up the receiver immediately. • If answering the call with the extension telephone, please input the 3-digit fax receiving code (*90 by default). When the fax begins to response, please hang up.
Fax sending fault	The dialing fails to be done	<ul style="list-style-type: none"> • Please check the connection of power cable. • Please check the connection of telephone line. • Change the (audio/pulse) settings. Please set in the fax sending menu with the dialing way supported for telephone line.
	The printer is poor in transmitting files	<ul style="list-style-type: none"> • Make one copy of original to check if the fax scanner could work normally. • Transmit with a higher resolution.
	A prompt of "Communication Failure" appears in printing the fax confirmation report	<ul style="list-style-type: none"> • The telephone line may suffer from temporary noise or electrostatic interference. Please send the fax again. • Please try to set as VoIP in compatibility and then send again. If the problem still occurs, please check the telephone line.

13 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)	417mm*305mm*244mm
Product Weight	7.5kg (No wrappage, with random cartridges)
Print Environment	Preferred Temperature Range for Printing: 10~32°C Preferred Moisture Range for Printing: 20% - 80%
Power Voltage	110V Model: AC100-127V, 50Hz/60Hz,6A 220V Model: AC220-240V, 50Hz/60Hz,3A
Noise(acoustic pressure level)	Print/scan: ≤52dB(A) Copy: ≤57dB(A) Standby: ≤30dB(A)
Default automatic shutdown time(for EU only)	4 hours
Power Consumption	Print: Average 370W, Maximum750W Ready: ≤45W Sleep: ≤4W Shutdown: ≤0.5W Network standby: Wi-Fi≤5W;Non-Wi-Fi≤2W TEC: conforming to requirements of Chinese energy efficiency rating
Operating System	Microsoft Windows Server2016/Server2019/Server2022 /xp/Win7/win8.1/Win10/win11(32/64Bit) macOS 10.10~14.3 Linux: Ubuntu 16.04 (32/64Bit),Ubuntu18.04/20.04/22.04(64Bit) iOS 13.0-17 Android 8.0-14 HarmonyOS 2.0-4.0
Communication interface	USB 2.0(High Speed) IEEE802.3 10/100M Ethernet IEEE802.11b/g/n (support WPS) Wi-Fi

Wi-Fi Frequency Band	2400MHz - 2483.5MHz
Maximum output power (Declaration for EU Compliance)	RF Output Power: ≤20dBm

Print Specifications

Print Speed	A4 22ppm/Letter 23ppm
Print Time of First Page	≤7.8sec
Print Language	GDI

Copy Specifications

Copy Speed	22cpm (A4)/23cpm (Letter)
FCOT	Flatbed <10 sec
	ADF* <12 sec
Maximum Pages for Successive Print	99 pages
Zoom Ratio	25%~400%
Other Copy Functions	ID copy, bill copy, multi-in-one copy, clone copy, Poster Copy, Collated Copy, Watermark Copy

Scan Specifications

Scan Type	Flatbed+ADF*
Maximum Scan Size	Flatbed: 216×297mm
	ADF*: 216×356 mm
Chromoscan	Yes
Scan Output Function	Scan to PC,E-mail, FTP

* Only for model with ADF

Fax specification

Fax Type	Black-and-white
Modem Speed	33.6Kbps
Fax Memory	650 pages
Encoding	MH/MR/MMR/JBIG
Compatibility	ITU-T sg3/ECM
Resolution	Standard, fine, super fine, picture
Other Fax Functions	Auto Fax Recognition , PPC-FAX (Send), Fax Filtering, Group Sending, Fax Forwarding, Speed Dial, Group Dial, Delay Sending, Auto Redial, Auto Receive, Auto Shrink, Mobile Fax
Environment	Not supported in the following environment: ADSL, ISDN

