

# tips & tricks

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FOR YOUR E-MARK® GO







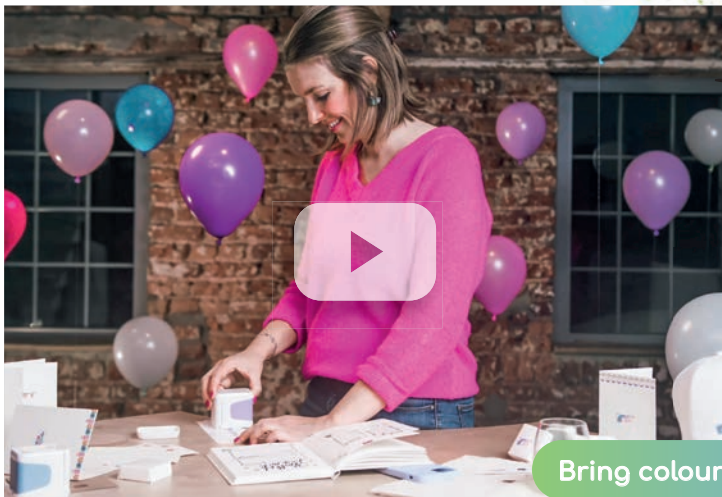
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# 1 Presentation video

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Bring colour into your life!

## 2 e-mark® go app

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You can operate the e-mark go with the e-mark go app for smartphones and tablets running on Android or iOS.

Download here [emarkgo.colop.com/appdownload](http://emarkgo.colop.com/appdownload)



## 3 Individualise your e-mark go

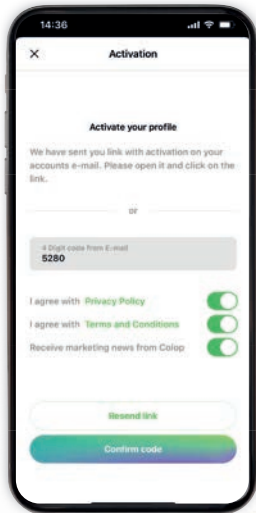
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Give your mobile printer a personal touch by easily changing the handle label. Either choose one of the existing designs or print your own. Just download the **cutting pattern** from our website:

[emarkgo.colop.com/cuttingpattern](http://emarkgo.colop.com/cuttingpattern)

## 4

# How to setup the e-mark® go



## App Setup

1. Install the e-mark go app and open it
2. Create an account/login (or continue without - in this case you skip the next steps and jump to connection)
3. Type in the login code you received via e-mail (check spam folder if you cannot find it)
4. Accept the Privacy Policy as well as the Terms and Conditions and click on "Confirm code"
5. The start screen will open

### Benefits for registration:

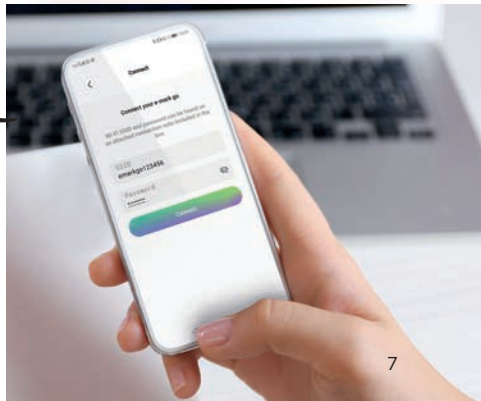
- access to template/clipart store
- new templates & cliparts in the store are regularly updated
- synchronisation between different devices

### Note

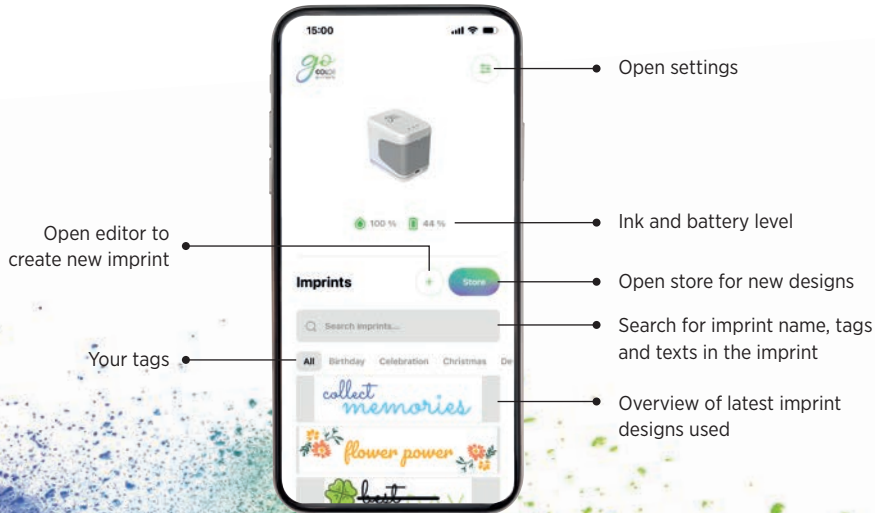
Never connect the device through the phone settings, always connect through the app

## Connection

1. Assemble your e-mark® go according to the Quick Setup Guide, which you received along with your device
2. Pay attention that Wi-Fi on your smartphone or tablet is switched on
3. Open the e-mark go app
4. Click on “Set up e-mark go” on the start screen
5. Read the information carefully and click on “Connect”
6. Click on “Scan QR code” and scan the QR code or manually enter the SSID and password (This can be found on the label on the e-mark go, packaging, the pre-saved imprint, or the imprint after a reset)
7. You will be asked to join or connect to the Wi-Fi connection the e-mark go generates. Click “Join” /“Connect”



## 5 How to use the app





## 6 How to design your individual design



- Insert cliparts or images from gallery
- Flip horizontally or vertically (except shapes)
- Duplicate and delete
- Change background colour
- Change size/rotation/roundness
- Change colour
- Change font/add own font
- Change text alignment
- Change frame colour/frame width
- Add triangle, circle, square or polygon shapes



## 7 Printing at a glance

1. Click on the “+” button on the start screen to create a new imprint
2. Arrange or change your artwork in the editor.  
Once your design is ready to go, click on “Print” in the bottom menu (make sure you are connected to the e-mark® go)
3. The e-mark go will beep once it has received the imprint
4. Put the device on a plain surface and simply swipe it either to the left or right to print your design
5. On both sides of the printer blue LED lights indicate the position of the imprint
6. A short beep signals that the imprint is done. Now you can lift the printer

**Do not** print during and immediately after the charging process, as the heat generated by the battery can have a negative impact on the print result.



## 8

## Positioning of the imprint

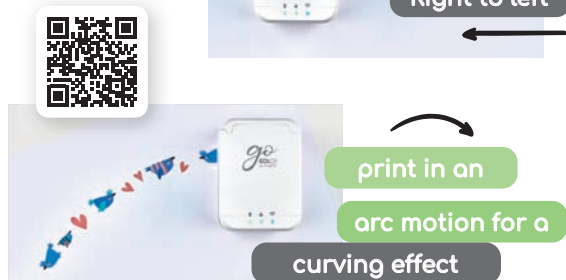
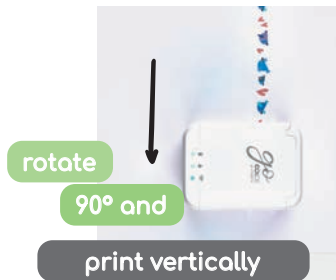
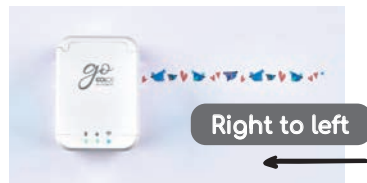
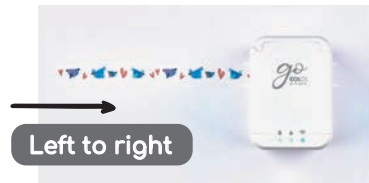
The LED light guide on both sides of the e-mark® go, which indicates the maximum height of the imprint, helps to position your motif precisely on the object which should be printed on. You can further choose between side and middle starting position in the app to place the imprint as required.

1. Go to the editor and create your design
2. Click on the bottom menu
3. Choose the starting position



## 9 Printing direction

The e-mark® go can print in any direction if you rotate the device accordingly. You can slide from left to right, or from right to left. If you rotate your e-mark go 90° you can print vertically. With a bit of practice you can even print slightly curved instead of a straight line. This makes the e-mark go the perfect tool for marking cardboard boxes, greeting cards, bullet journals, etc.

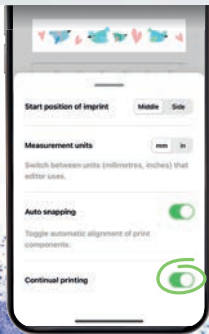




## 10 Continual printing

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**Continual printing** is a special printing mode where your motif is printed endlessly; ideal for printing on ribbons, endless labels, gift wrapping paper and more



1. Click on “Continual printing” in the bottom menu
2. Once your design is ready to go, click on “Print” in the bottom menu
3. The e-mark® go will beep to signal that the print has been received
4. Swipe the e-mark go to print your design. The device will continue printing the motif as long as it is in motion.

# 11 Printing directly onto various surfaces

The e-mark® go can print on almost every absorbent surface directly. Nevertheless, some surfaces enable a better imprint result than others. Here is a selection of some of the recommended materials that work best when flat/level, and there is enough space for the print head and the rollers. If the surface is uneven better use the ruler.

## Paper/Labels

Printer paper, cardboard, kraft paper, glitter cardstock (5-10 minute dry time), construction paper, parchment paper, mailing envelope (padded, unpadded), label stickers, paper napkins, paper towels, crepe paper, tissue paper, poster board, inkjet photo paper (glossy & matte), untreated gift bag, glassine treat bags, kraft paper lunch bag.

## Wood

Untreated wood, raw wood, chipboard



## Fabric

Printed felt, glitter felt, craft felt, cotton fabric, canvas, cotton ribbon, glitter ribbon, hessian, jute, linen, muslin. Please note: Ink will wash out of these items if laundered. There are several ink-jet fixatives on the market to help printer ink last longer on fabric.

## Miscellaneous

Cork, foam sheets (5-10 minute dry time), glitter foam sheets (5-10 minute dry time), painted wall, printable magnet sheet, printable vinyl, untreated leather, feather.

## Stone/Cement/Clay

Stone, cement, unglazed ceramics



## 12 Printing using the Ribbon Guide



1. Don't forget to activate Continual printing in the bottom menu
2. Thread the ribbon or endless label through the Ribbon Guide by first going down and then up
3. Place the e-mark® go in the middle of the Ribbon Guide
4. Hold the end of the ribbon down and move the e-mark go with the ribbon guide



**The e-mark go Ribbon Guide** (1 guide for 3 different sizes) is the perfect tool to print on the e-mark ribbon-, or endless Label-range. Do not pull the ribbon or label.



## 13 Printing using the Ruler



The e-mark® go Ruler is the tool of your choice when it comes to perfect imprint positioning, printing on the e-mark Wristbands and Signs on uneven or small objects as well as on edges and difficult surfaces in general.

1. Go to the editor, create your design and send it to the e-mark go
2. Place your Ruler on the object you want to print on. If you position the e-mark go on the left side of your ruler swipe to the right, if you place it on the right side swipe left.

### Note

Make sure the starting position of your imprint is set to “Middle”. Place the device to the very left or right of the Ruler. The e-mark go will start printing at the beginning of the recess.



## 14 Sharing imprints

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1. First click on one of your saved imprints on the start screen of the e-mark® go app
2. Then tap the menu button
3. Select „share“
4. Now you can send an image of your imprint via e-mail, WhatsApp or other



Don't keep your beautiful creations just for yourself, start sharing your artwork with other go users. Shared imprints are non editable.

## 15 Cartridge and Ink

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The e-mark go is based on inkjet technology. You will find a full ink cartridge inside the e-mark go packaging for around 1,500 imprints. The 3-colour (CMY) cartridge was especially developed by HP Inkjet Technology for mobile printing purposes. Therefore, only original COLOP e-mark® cartridges can be used. The ink is water-based, which means that it is not water resistant. Any colour combinations can be printed with the three inks inside the cartridge. However, the colour shown on your display and the colour of the printed design can vary. This is

because different materials have different properties (the colours can look darker when printed). We use the inkjet technology based on CMY, while displays work with RGB colour coding.

### Additional ink cartridges

for the e-mark® go:

- Black Pigment ink
- UV ink



The ink will dry on almost all porous materials. For non-porous materials it is recommended to use the e-mark® label range.



## 16 Printing on fabric

If you want to print permanently onto fabric, we recommend using the e-mark endless label textile which makes the ink wash-resistant (for several washings with 30 to 60 degrees) when ironing on. Alternatively, for an imprint to stay on longer, apply a fixative spray.



# 17 Print head cleaning

If the imprint quality deteriorates (e.g. smears, colours not clear, imprint becomes reddish), print head cleaning might be necessary.

Follow these 2 steps:

## 1. Start automatic print head cleaning in the app

- Go to settings
- Click on the e-mark® go settings
- Put the printer on a piece of paper
- Select “start cleaning” and follow the instructions in the app

## 2. Clean the print head and the docking station manually

To clean the print head and docking station manually, use a damp lint free piece of cloth. Wipe the print head from top to bottom to avoid colour smears.

All plastic parts of the e-mark go can be easily cleaned with a moistened cloth.

### Note

You need an active Wi-Fi connection to your e-mark go.

### Note

Only use pure water without cleaning agent to clean your e-mark go and the print head.



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## Accessories and consumables



Cotton Ribbons  
(10, 15, 25 mm)

Endless  
Labels  
(transparent,  
white glossy,  
textile)

Water-resistant cotton ribbon (15 mm)

Wristbands

3-colour cartridge C2

Black  
Pigment ink  
cartridge

UV ink  
cartridge

Protective case

Handle  
label

Ribbon Guide

Ruler

Adhesive  
signs (short and long)

Signs with  
punched hole



## 19 FAQs and customer helpline

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You can find further help concerning the usage, app and troubleshooting in our help center: [emarkgo.colop.com/helpcenter](https://emarkgo.colop.com/helpcenter)



Customer Helpline:  
[emarkgo.colop.com/support](https://emarkgo.colop.com/support)



## 20 Share your creations

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We would be very happy if you share your creative imprints and creations with many other people under the [hashtag #emark](#). For more inspirations follow us on:

[www.instagram.com/emarkmobileprinting](https://www.instagram.com/emarkmobileprinting)  
[www.facebook.com/emarkmobileprinting](https://www.facebook.com/emarkmobileprinting)  
[www.tiktok.com/@emarkmobileprinting](https://www.tiktok.com/@emarkmobileprinting)







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from the pioneer  
in mobile printing



GERMAN  
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AWARD '22  
GOLD