# COLOP e-mark® – Product Information

**Short description:**

The e-mark is an electronic and mobile (battery-powered) marking device to create and change own imprints and print them by an easy sideways movement. Operated through an App on a mobile device or stationary computer, almost unlimited designs, ready-to-use templates and special features are available.

**Product features:**

- Multicolour imprints (add logos and images to imprints)
- Battery-powered for highest mobility and flexibility
- Storing up to 4 imprints permanently on the e-mark
- Applicable on all absorbent surfaces
- Sophisticated App for unlimited imprint designs
- Automatic date, time and numbering function
- QR-code and barcode generator
- Extensive range of ready-to-use stamp-imprints
- Create own and personalised imprints
- Modern and ergonomic design
- "Plug and play"

**Product information:**

| | |
|---|---|
| **Device colour:** | Black or white |
| **Dimensions of the device (L x W x H):** | 111.2 x 76.5 x 72.7 mm |
| **Weight of the device (with / without packaging):** | 450 / 224.5 g |
| **Dimensions of single box:** | 80 x 130 x 115 mm |
| **Dimensions of master case incl. 12 pieces (L x W x H):** | 520 x 270 x 120 mm |
| **Weight of master case (12 pieces):** | 6,500 g |
| **Print technology:** | Inkjet |
| **Ink cartridge:** | Tri-colour (Cyan, Magenta, Yellow) |
| **Max. size of imprint (L x W):** | 14.5 x 150 mm |
| **Print quality:** | 600 dpi |
| **Battery:** | 11.1 V Li-Ion with min. 600 mAh (3 cells, each 3.7 V) |

**Software:**

COLOP e-mark App for iOS and Android devices (available in App Store and Google Play Store)
COLOP e-mark Desktop version for Windows PCs (available on website)
Download App and Desktop version at:
https://getemarkapp.colop.com/

**COLOP e-mark line**



**COLOP e-mark Accessories**

- COLOP e-mark label sheets
- COLOP e-mark protective case
- COLOP e-mark tri-colour ink cartridge

**Sample imprints:**

| | |
|---|---|
| Address stamps | Dr. John Liebermann, Approved Pediatrician, John Liebermann — LOGO — 34-36 Huntington Rd, London SW2 9RS, office@drliebermann.com, www.drliebermann.com |
| Barcode generator, automatic date and time | 9638507454217  COLOP MARKING SOLUTIONS  14/5/2025 14:37 PM |
| QR-code generator | LOGO Get 20 % off on your next purchase! |
| Ready-to-use standard texts | copy |
| Automatic numbering function | 0123456789 LOGO |

**article numbers and EAN Codes:**

| | article number | description | EAN 13 | EAN 128 |
|---|---|---|---|---|
| | 153111 | e-mark white EU Power plug type C | 9004362514664 | 02090043625146643712 |
| | 153948 | e-mark white US Power plug type A | 9004362516491 | 02090043625164913712 |
| | 153949 | e-mark white UK Power plug type G | 9004362516507 | 02090043625165073712 |
| | 154039 | e-mark white AU Power plug type I | 9004362516804 | 02090043625168043712 |
| | 153117 | e-mark black EU Power plug type C | 9004362514671 | 02090043625146713712 |
| | 153946 | e-mark black US Power plug type A | 9004362516477 | 02090043625164773712 |
| | 153947 | e-mark black UK Power plug type G | 9004362516484 | 02090043625164843712 |
| | 154040 | e-mark black AU Power plug type I | 9004362516811 | 02090043625168113712 |

# Manual

## At the first setup
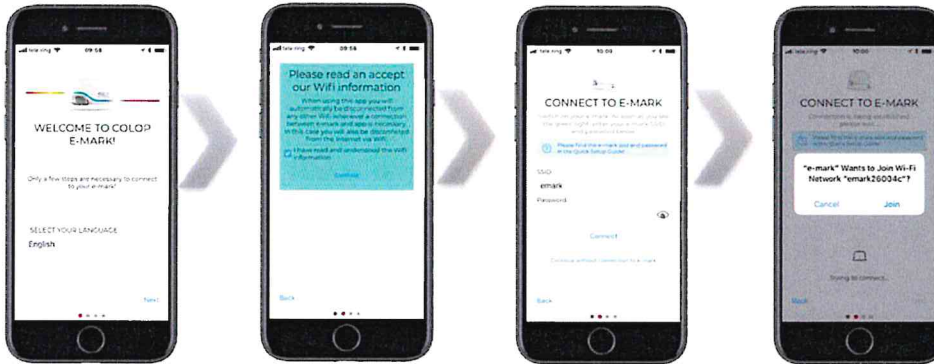


| Start the App and choose your language | Accept our Wi-Fi information and… **Continue** If you do not accept our Wi-Fi information, you will not be able to use the App! | Enter your e-mark SSID and password. | Allow the e-mark to join the network. If you do not allow your e-mark to join the network, you will not be able to connect! |
|---|---|---|---|



| Wait…. | In the event the connection set up via the App is unsuccessful, the Wi-Fi connection can also be set up manually via the Wi-Fi settings on a computer, smart phone or tablet. If you managed to connect your e-mark with your device just go back to the app and start with entering the SSID and password. | Name your e-mark. |
|---|---|---|

<span style="color:red">! Be sure to use the latest version of the app, otherwise there could be problems !</span>

# The E-mark is not displayed in the Wi-Fi settings

| Situation | Cause | Solution |
| --- | --- | --- |
| The LEDs on the e-mark do not light up. | The e-mark is turned off. | Turn on the e-mark |
| | The e-mark has been put into sleep mode. | Lift the e-mark for a short moment. |
| | The batterie is low. | Load the batterie. |
| The LEDs on the e-mark do light up. | Check the battery status of the e-mark, it could lead to connection problems at low battery level (<15%). | Load the batterie. |
| | Try to connect your e-mark with another device. To find out if the Wi-Fi function of your e-mark may be defect. | Send in the e-mark, if it won't work with another device. |
| In general, no WLAN connections can be found. | The WLAN at the device (Smartphone/Tablet/Laptop/etc.) is deactivatet. | Activate the WLAN in your Wi-Fi settings. |

## The password is wrong

| Cause | Solution |
|---|---|
| The e-mark may already be connected to another device. | Check if the rear left LED is blue, if yes the e-mark is connected to another device. To disconnect, turn the e-mark off and on again if you do not know which device is suitable for the existing connection. |
| The password was entered incorrectly. | Enter the password correctly. |
| The password has been forgotten. | Perform a reset. The password is reset to the factory settings and can be printed by the e-mark with the first impression. |

## The e-mark loses the connection with the app

| Cause | Solution |
|---|---|
| Outdated app version. | Install the latest app version. |

## Manual

## Causes

- Make sure the ambient temperature is within the recommended operating temperature. Excessively high temperatures accelerate the desiccation process, while too low temperatures can cause the ink to freeze. If the cartridge was exposed to such a temperature, place it in an operating temperature environment and allow it to acclimatize for a period of time (at least half an hour).

- After a shutdown period of several days, the print head may be dried out.

- If the e-mark hasn`t been into the docking station he will dry out.

- If the docking station's protection cap does not seal properly, it may cause the printhead to dry out.

- If the protection cap of the docking station is too dirty, it may cause the printhead to dry out.
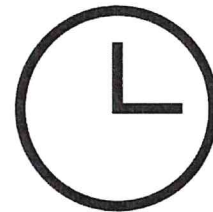
## How to clean the printhead

- Take a damp, lint-free cloth and wipe it over the printhead from top to bottom.
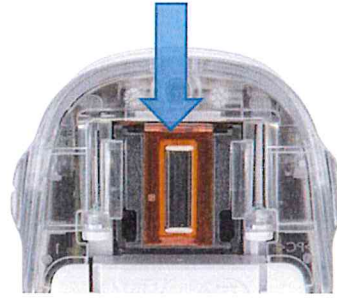


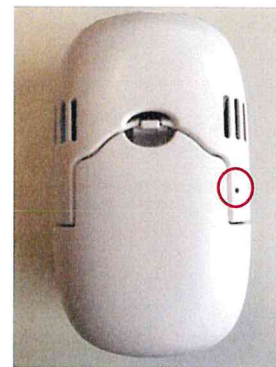- Then perform the automatic print head cleaning process via the app.



- o Start the cleaning process via app.
- o Slide the print head wiper out (wiper, rubber lip) on the underside of the docking station. A lint-free cloth can also be used, moistened with distilled water.
- o Carefully wipe the print head from back to front once with the print head wiper (or with the damp cloth).
- o Place the e-mark on paper.
- o Press "Start quick cleaning" again.
- o The e-mark is now ready for use again. A test image can be printed to test the print quality.

- If the problem is not resolved after the first cleaning, do it a second time or replace the printhead.

- Pull out the cartridge and clean the contacts of the printhead with a damp cloth.

- Try to make an imprint again.

- If it won`t work, pull out the cartridge again and…

- Clean the contacts inside the e-mark carefully with a damp cloth.

- If it still does not work, use a new printhead or contact your point of sale.
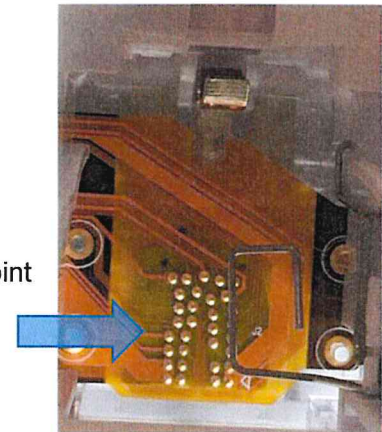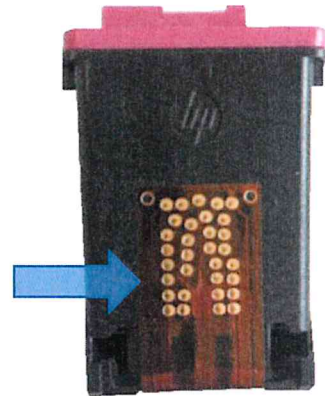
- Turn the e-mark on.

- Remove the cover and use a thin object (such as a paper clip) to press the button located in the small hole on the right side of the e-mark (picture on the right) for few seconds. Wait for acoustic signals to be finished.

- The e-mark is reset to the factory settings and restarts. This lasts several seconds.

- Make an imprint on which you can find SSID and password of your e-mark.

Thank you for purchasing a **COLOP** e-mark

Connect to your device via WIFI
**SSID:** emark123456
**Password:** abc123456!

To print, please download the COLOP e-mark-app from Google Play or the Apple APP Store

- Use this access data to reconnect to your e-mark.