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WeR memory keepers®

TRICKS & TIPS

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CUSTOMER SERVICE

REGARDING THE MACHINE OR APP SOFTWARE PLEASE CONTACT:

<https://emark.colop.com/e-mark-create/support/customer-helpline>
support.na@my-emark-create.com | +1 844-822-7632
Monday to Friday 8 AM - 8 PM and Saturdays 9am-12pm (CST)

REGARDING THE TEMPLATE DOWNLOADS PLEASE CONTACT:

info@americancrafts.com | 801.226.0747
PLEASE HAVE PROOF OF HSN PURCHASE
Monday to Friday 8 AM - 5 PM (MST)


WHAT DEVICES WILL THE APP WORK ON?

The e-mark create app works with Android phones and tablets running Android OS 5.0 and higher, Apple phones, and tablets running iOS 11 and higher. Please make sure your device operating system is up to date before installing the e-mark® create app. Download at getemarkcreateapp.colop.com or from the QR Code below. At this time there is no PC or Mac Desktop App.



HOW DO I DOWNLOAD MY EXTRA TEMPLATES?

You can find your download code on the HSN insert in your brown shipper box. Please see the example below. Make sure it doesn't get out thrown away with the box or you'll need to contact We R Memory Keepers™ customer service. Video Download Guides for Android & Apple devices are available at wermemorykeepers.com/e-markcreate



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KIT CONTENTS

- 1 COLOP e-mark® create Printer
- 1 Ink Cartridge
- 1 Power Adapter
- 1 Download Code for 100 Templates



CAUTION! Contains 1,2 Benzisothiazolin-3-one. May produce an allergic reaction. Do not drink or place in mouth. Avoid contact with eyes. Keep out of the reach of children. Intended for single use only. Not licensed for modification.


Made in Malaysia

DOWNLOAD INSTRUCTIONS

1


Make sure the colop e-mark® create app is installed on your device:





2

Download your templates from: wermemorykeepers.com/e-markcreate
Choose the Printer Bundle option. Enter the passcode below:

YOUR CODE: 
exp: July 31, 2021

3

Once downloaded your device will automatically prompt you to open your templates into the colop e-mark® create app. Clipart will be downloaded to your phone photo gallery.

WIFI CONNECTION

Do not connect to wifi through your phone settings. This will disconnect your home wifi and cause connectivity issues with the e-mark® create. Only connect to the e-mark® create wifi network through the prompts in the e-mark® create app. Follow the instructions in the quick set up guide, or via video tutorials at wermemorykeepers.com/e-markcreate

UPDATING FIRMWARE

Updating firmware in the e-mark create app can solve some connectivity and communication issues. You'll find this option in the app under **Settings > Firmware Update > Update Firmware Now**

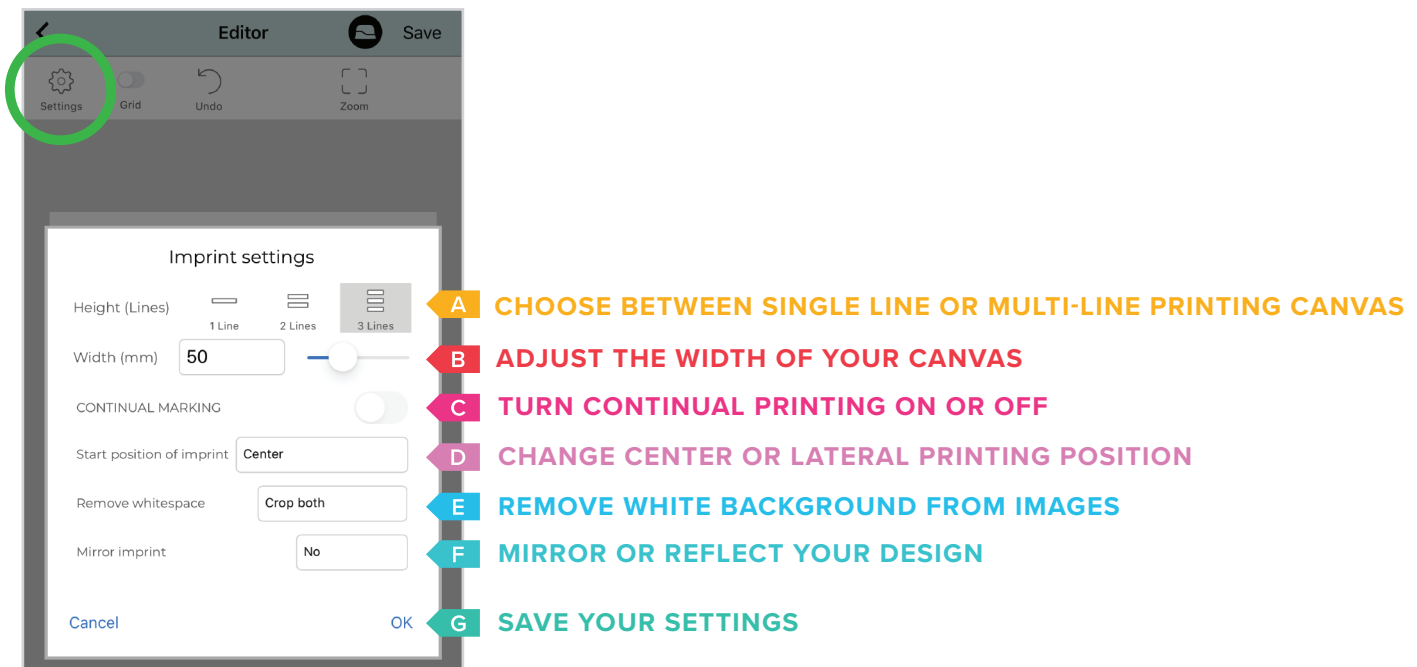
PRINTING AT A GLANCE

1. In the app select **New Imprint** from the drop down menu.
2. Choose **Start Without Template** or select a pre-made template from your preferred category.
3. Arrange or edit your artwork on the canvas.
4. Once your design is ready to go select the e-mark® create icon in the top right corner.
5. The e-mark® create will beep and the app will indicate when your print has been received.
6. Simply swipe e-mark® create to print your design.

MENU GUIDE



IMPRINT SETTINGS



AUTOMATIC CLEANING CYCLE

The e-mark® create cleans the print head automatically whenever it is taken from the docking station. The intensity of cleaning increases the longer the e-mark® create is not used.

When you take the e-mark® create from the docking station, hold it briefly in the air and wait for ink to disperse, put on paper and print. Do not point towards the eyes, face or skin.

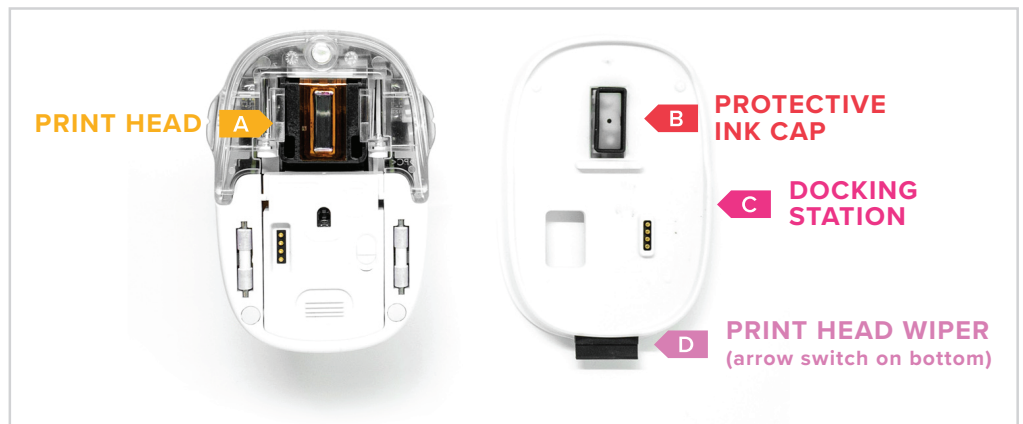
Do not point towards the docking station or towards the print surface during the cleaning cycle.



MANUALLY CLEANING

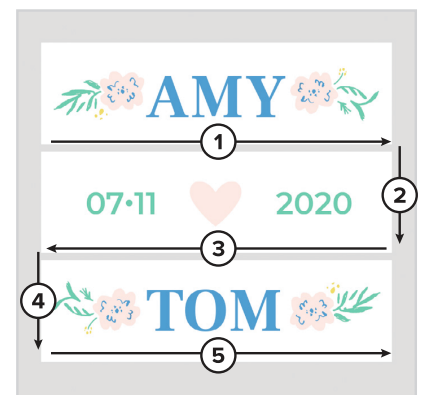
You can manually start the process above by visiting **Settings > Start Quick Cleaning** in your COLOP e-mark® create app. Follow the on screen instructions to disperse ink through the print head.

If ink starts to pool on the print head or protective ink cap you can use the print head wiper or a soft cloth to wipe away the excess ink.



MULTI-LINE PRINTING

1. In Imprint Settings choose either two or three line printing.
2. Once your design is ready to go select the e-mark® create icon in the top right corner.
3. The e-mark® create will beep and the app will indicate when your print has been received.
4. Follow the chart to print each line. Do not lift your device or the page until printing is complete. The e-mark® create will beep to indicate when you should change direction.



CONTINUAL PRINTING

1. Make sure **Continual Marking** is turned on in **Imprint Settings**.
2. Once your design is ready to go select the e-mark® create icon in the top right corner.
3. The e-mark® create will beep and the app will indicate when your print has been received.
4. Swipe e-mark® create to print your design. The e-mark® create will continue to print as long as it is in motion.



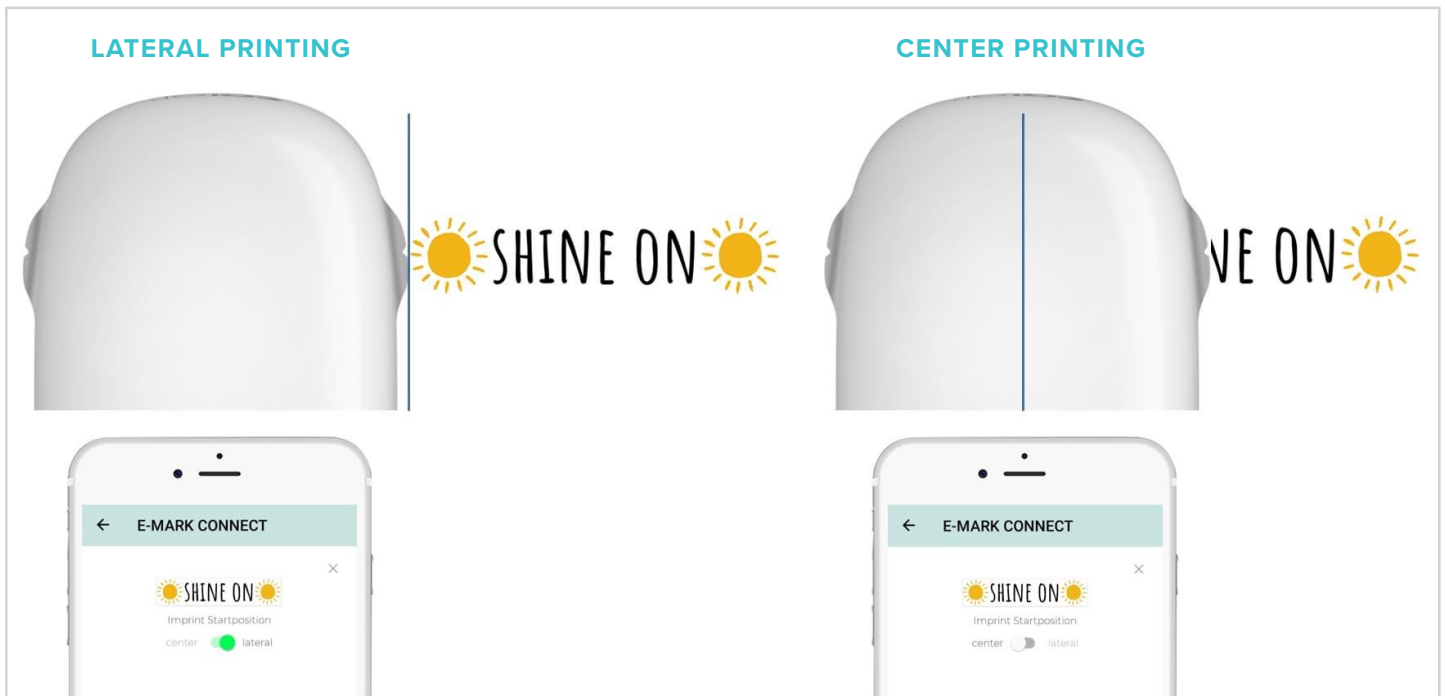
USING ALIGNMENT GUIDES



1. Thread washi or ribbon through alignment guide as shown.
2. Place e-mark® create into the designated slots.
3. Slide alignment guide & e-mark® create along the length of the ribbon or washi to print your design. Do not pull ribbon or washi through the alignment guide, this will cause the ink to smear.

LATERAL VS CENTER PRINTING

In **Imprint Settings** you can choose between lateral or center printing. Center printing means the machine will begin printing from the center of your e-mark® create immediately after you start sliding. Lateral Printing aligns your print to start printing on the left or right of the machine.



PRINT IN ANY DIRECTION!

