Phomemo Mini Printer

Quick Start Guide

Before using, please read this manual carefully and keep it properly for future reference

01. Packing list

① Printer*1 ② power cord*1 ③ Printing paper*1 roll ④ Manual*1

02. Machine description

Power indicator status description	Green lighting form	Standby/Charging completed
	Green flashing	Charging
	Red lighting form	Fault; out of paper/overheated
	Red flashing	Out of power

2.1 Precautions

① Please use 5V~2A input for charging, and it is recommended to use mobile phone charger or computer USB.
② Please connect the Q8 cable to the power adapter before charging. Please gently insert or unplug the charging cable when charging, to prevent excessive force from damaging the port.
③ After the charging is completed, please unplug the charging cable in time.
④ Please keep the product dry, do not use it in an environment with high temperature, high humidity, high temperature and dust, and avoid direct sunlight, storm, room, near to open flame, etc.
⑤ Improper charging may cause damage to the print head.
⑥ Do not touch the print head to prevent scalding caused by overheating.
⑦ Do not use the paper clip or other hard objects to scratch the print head by mistake.
⑧ If the machine is malfunctioning, insert the reset hole to restart the machine.

2.2 Battery warning instructions

* It is forbidden to disassemble, hit, squeeze the battery, or throw it into fire;
* If severe swelling occurs, please do not reuse it;
* Keep the battery in a cool environment, and it is strictly prohibited to use the battery after exceeding a year;
* There is a danger of explosion if the battery is replaced by the wrong type. Be sure to dispose of the used battery according to the instructions;
* If consumers use a power adapter for power supply, they should purchase a power adapter that meets the requirements of corresponding safety standards or a power adapter with CCC certification.

03. APP download method

Please search for "Phomemo" in APP store, download and install it.
1. Search for Phomemo in the Apple App Store, click to download and install.
2. Search for Phomemo in the Google App Store, click to download and install.

04. App connection method

1. Please change the printer for the first use, and then press and hold the power button for about 3 seconds to turn it on
2. Connect the machine

Method 1:
Turn on the Bluetooth of a phone → open the Phomemo APP → click the icon in the upper right corner of Phomemo APP main interface → click "Bluetooth" → click "Connect" complete the machine connection

Method 2:
After starting up, double-click the startup button printing QR code → scan the code in the Phomemo APP to connect

Tips:User can view the usage tutorial in the APP, and connect the machine according to video operation

05. How to replace the printing paper

1. Separate machine body and paper compartment manually, and open the paper compartment cover at the paper outlet

2. Take out the consumable roller, load new consumable and put it in the paper compartment

3. Adjust the baffles on both sides, straighten the printing paper and close the paper compartment (the printing side of the consumables shall be facing up)

4. Open machine cover, connect the paper compartment to machine body, straighten the printing paper to the paper outlet, and close the machine cover to complete installation

Tips: How to distinguish the front and back of printing paper

① Take out a printing paper and use your nails to scratch the paper firmly, and then install with the color side up.
② Please make sure that the smooth surface is facing up and aligned with the printing port.

06. Warranty description

100% warranty within 1 year

* Although the product has undergone strict testing and quality inspection, accidents may occur during transportation, resulting in damages to the machine. If there is any problem with the product, please contact us through the following methods. We have a quick response after-sales team to solve the problem professionally.
* If the product is still not solved through our joint efforts, we will replace you with a new machine for free, and you need to bear only the cost of the fee. Your satisfaction makes us advance.

07. After-sales information

OnlineContact information:
Whatsapp: +86 13928062340 / +86 15338319965
Skype : Phomemo Tech Jessica / Phomemo Tech03
Customer Service phone number:+ 86-755-86309900 (only one)

Service time: Mon-Fri 9AM-6PM (EST) for any questions & suggestions.
Email address: support@phomemo.com
Official Website: www.phomemo.com
Tips: Please search for "Phomemo" to get the printer operation guide

08. Warranty card

☐ Return ☐ Exchange ☐ Repair

User Info	Name:	Sex: Phone:
	Address:	
Product Info	Purchase date:	
	Product order number:	
	Product Serial Number:	
Requirements of return/ replacement/ repair	Reason description:	
	Failure condition:	Maintenance person:
Maintenance record	Repairing situation:	Delivery date:
	Maintenance ticket number:	Delivery date:

Product certification

Inspector: Delivery date:

09. Phomemo official printing paper type

① Tri-proof thermosensitive paper: No biodegrade contained. Have a certain degree of scratch resistance. The image retention is up to 2 or 3 years.
② Colored paper: No biodegrade contained. Include yellow, pink and blue paper. Image retention is up to 1 years.
③ Adhesive paper: No biodegrade contained. The printing paper has adhesiveness on one side, which can be directly pasted and used. The image retention is up to 2 years.
④ Semi-permeable/transparent thermo-sensitive film: No biodegrade contained. Water-proof, oil-proof and scratch-resistant, suitable for photo taking. The image retention is up to 2 years.

* The above recommend printing paper is the official consumable of Phomemo.
* If you fail to use the official consumables, causing the printer to malfunction, you will not be entitled to enjoy the "three guarantees" policy.

10. Specific function operation guidelines

10.1 Print Images operation guidelines

Steps
① Select the "Print Images" function in Phomemo APP
② Add the photos you need to print
③ Set the picture in the work bar area. You can change the picture, modify the picture, adjust the brightness, contrast, or rotate and crop the picture.
④ Choose the photo printing density: Printing density: Fine, Medium, Thick, Dedicated
⑤ Click the "Print" button in the lower right corner to complete picture printing

10.2 Graphic operation guidelines

There are a large number of hand-painted original materials in the material library. Various personalized editing can be performed under this function. The operation steps are as follows:

① Select the "Graphic Editing" function in Phomemo APP
② Click any Graphic to enter the editing area
③ In the "Functional Area", you can add text, tables, pictures, stickers, and QR code functions for personalized editing, and the edited content will be displayed in the "Editing Area".

Features	Instructions
Text	Select the "Text" option to insert text box into the body for editing, and you can edit any content, font and alignment are optional
Table	Select the "Table" option to insert a table into the editing area for editing
Image	Select the "Image" option to insert a picture into the editing area for editing or printing
Emoji	Select the "Emoji" option to insert an emoji into the editing area for editing or printing
QR code	Select the "QR code" option to enter the editing area, you can enter any text, and the entered text will be output in the form of a QR code

④ After editing the content, click the print icon "" in the upper right corner to complete printing.
Tips: You can view the operating tutorial in the APP, and connect the machine according to video tutorial.

10.3 Windows application document printing operation guidelines

Select the "Print Web" function in the Phomemo APP, and after entering the web address, you can click print button on the page to print the information of the web page.
Tips: You can view the operating tutorial in the APP, and connect the machine according to the video tutorial.

11. Common problems and solutions

Common problems and solutions		
Problem	Reason	Solution
Half margin of page printed	1. The paper roll loaded in the paper compartment is too thick	Reinstall according to the instructions of paper roll installation
	2. The paper roll has been heat correct released	Press paper feed button to release
	3. The machine has been used for a long time	Connect the machine, check the battery capacity of the Bluetooth connection in the upper right corner. You can check the remaining power of the machine
Cannot turn on the charged	1. The charger is broken	Use the Q-cable charging cable to charge. Under normal circumstances, the machine can be turned on after 30 minutes of charging
	2. Unable to activate	Do not leave the battery uncharged for a long period of time, it will cause the battery to be damaged. Please use Battery to run out naturally and fail to activate charging
Machine indicator light is always on	1. The battery is low	The indicator light will flash quickly
The indicator of the long pressing the power button	2. The machine has no power	Charge it for half an hour and then turn it on
Upper and lower paper compartment cannot be closed when opening	1. The upper and lower paper compartments of the machine have a foreign object	Clean a few times back and forth
	2. The machine is damaged by foreign objects	Open the paper compartment of the machine and clean the inner compartment (medical alcohol cleaning)
Cannot connect to Bluetooth	1. Mobile phone Bluetooth is not turned on	Turn on the phone's Bluetooth. Bluetooth cannot be automatically, you need to turn it on manually
	2. Mobile phone Bluetooth is not turned on	Open the Bluetooth of the phone, turn on the machine, and pair and connect
	3. The printer's Bluetooth is not turned on	Double click the printer power button to print the QR code, scan the code to connect the machine
Paper jam when printing	1. Mobile phone Bluetooth connection is not turned on	Use Android phones, open the phone positioning permission
	2. The machine has been used for a long time	The paper roll is loaded upside down, resulting in the inability to print. Please ensure that the smooth surface of paper roll should be installed with the printing side facing upward
	3. No words on the paper	Replace the paper roll
The machine doesn't print	1. System bug	Restart phone
	2. There are black lines	The paper is too big and jammed. Please take out the paper roll and reinstall
	3. Select the wrong paper type	Re-connection, The machine will automatically recognize the paper type
	4. Indicator flashes	Reinstall the paper roll, the paper roll is not pulled in, prefeed by beyond the paper outlet
Paper jam when printing	1. The paper roll is loose and jammed	Remove the support of paper roll, and gently wind the paper roll in the direction of the arrow on the paper roll to the paper roll to print
APP shows the machine is disconnected when printing	2. The sensor cannot recognize the paper	Open the paper compartment of the machine and clean the sensor (medical alcohol cleaning) and restart the machine
	3. System bug	Reinstall the paper roll, the paper roll is not pulled in the paper outlet, pull the paper roll out by a ruler, and then reinstall the paper roll
	4. The sensor cannot recognize the paper	Open the paper compartment of the machine, clean the sensor (medical alcohol cleaning) and restart the machine
	5. System bug	Uninstall and reinstall
Printing successfully, but the paper compartment is empty	1. The paper roll is installed upside down	Take out the paper roll and use your fingers and draw hard on the paper, and install with the color side facing up
	2. The paper roll hasn't been pulled out of the paper outlet	According to the instructions of paper roll installation
Missing printing	1. Paper roll expiration has	Take out the paper roll and cut off the wrinkled part, reinstall for printing
	2. Paper roll is too wrinkled	The cover opening has a rust smell (slight), Replace the cover and press the cover firmly with palm
	3. Low power	Recharge, Charge and then print
		Adjust the print density to the highest
Printed face is different from roll face	1. When printing the paper roll, the front and back of the paper roll are different	Please pull out the paper roll and reinstall the paper roll
	2. When printing the paper roll, the front and back of the paper roll are different	Due to different phone models and versions, the printed face and the front of the paper roll are different, please try more times
Faded font on paper roll	Improper use and preservation	Thermo sensitive paper cannot be pasted with glue
		Edit the records before printing, and try to avoid going through zero or get wet on the printing paper after printing
		Avoid temperature, humidity, or alcohol, insufficient, sweat or your fingers touch, or scratching with hard objects
		Please choose to wind light and store the printing paper in a dark environment
		After printing, the printed surface should not be in contact with other thermosensitive paper, and avoid long-term stacking
		If you need to stick the printing paper, please select the adhesive paper, and the adhesive side of the adhesive paper should adhesive and accelerate the fading
Thermosensitive paper is not clear enough	Thermosensitive paper cannot be pasted with glue	
	Edit the records before printing, and try to avoid going through zero or get wet on the printing paper after printing	
	Avoid temperature, humidity, or alcohol, insufficient, sweat or your fingers touch, or scratching with hard objects	
	Please choose to wind light and store the printing paper in a dark environment	
	After printing, the printed surface should not be in contact with other thermosensitive paper, and avoid long-term stacking	
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