

Thermal Label Printer User Manual



Scan the QR code to watch
video tutorials >>>

Model
Number

PM240

THANK YOU



Thank you for choosing our product. We are dedicated to delivering intelligent labeling solutions and exceptional customer support. Should you have any questions or suggestions while using our products, please do not hesitate to reach out—we are here to help.

We highly value user experience and actively listen to customer feedback to continuously improve our products and software. Every insight you share inspires and drives our innovation.

Please note that while account registration is not mandatory to use the app or printer, the app does require location and storage permissions to function properly. By creating an account, you can save your labels and templates securely on our servers. In the event of accidental loss or deletion, we can assist you in recovering your data via email.

Thank you once again for your trust and support. Welcome to a smarter way of labeling.

SAFETY PRECAUTIONS



● General Statement

To ensure correct and safe operation of this product and to prevent potential injury or property damage, please read all instructions and warnings in this manual carefully before use.

● Warnings

1. Do not disassemble this product. Improper handling may lead to fire hazard. Any product disassembled by the user will not be eligible for return or exchange.
2. Do not clean the product with corrosive chemicals or cleaning agents.
3. Do not use the product in the vicinity of flammable materials (e.g., gas stations, fuel storage facilities).
4. The print head remains at high temperature after printing. Do not touch to prevent burns.

5.This product contains a rechargeable battery. Do not expose it to fire, excessive heat, or high-temperature environments during charging, usage, or storage. Failure to comply may result in overheating, fire, or explosion.

6.If smoke or unusual odor is detected from the product or power adapter, immediately disconnect the power adapter to avoid burn risks.

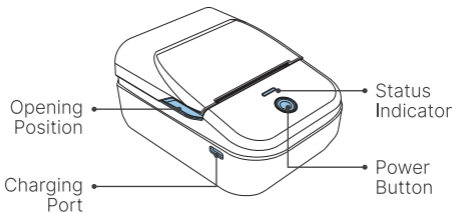
BASIC SPECIFICATIONS

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Model	PM240
Printing method	Thermal
Resolution	203dpi
Supported label widths	23-54mm
Maximum print width	48mm
Connection	Bluetooth, USB
Compatible systems	iOS, Android, macOS, Windows
Operating environment	5°C - 40°C (41°F - 104°F) No condensation
Storage environment	-20°C - 55°C (-4°F - 131°F) No condensation
Paper cutting	Tear paper
Battery Type	1500mAh Lithium battery
Charging	DC 5V 0.5A
Input	USB-C
Life expectancy	Print distance: 50km
Product size	84.5x117.5x59mm
Product weight	207g

PRODUCT OVERVIEW

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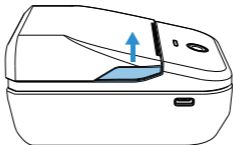


QUICK START GUIDE

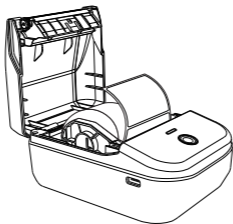
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● Install Paper and Power On

- ① Open the paper compartment cover.



- ② Place the label roll into the paper compartment with the label side facing down and leave at least 0.5in of the label sticking out before closing the cover.



- ③ Press and hold the Power button to turn on/off.



Function	Operation
Power on	Press and hold the “Power button” for three seconds.
Power off	
Feed paper	Click the “Feed button” when the device is powered on.
Print the self-test page	Press and hold the “Feed button” for three seconds when the device is powered on.

Note: No Power: If the printer does not turn on, replenish the battery by charging it for at least 30 minutes before attempting to use it again.

Correct Media Loading: Ensure the label roll is installed correctly. If loaded improperly, blank labels may be output, as only one side is heat-sensitive.

Media Feeding Issues: If labels feed abnormally, open the cover, ensure a portion of the label is protruding from the media exit, then close the cover.

Recommended Media: For optimal print quality and device protection, use genuine label paper.

● Connect via the Computer

Please visit the support page to obtain the PM240 computer driver installation file and related installation tutorials.

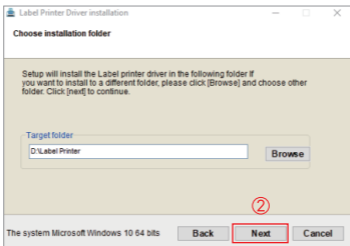
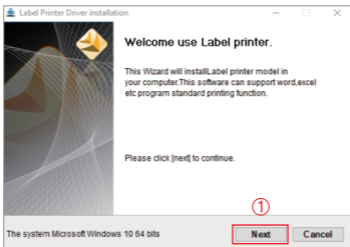
Support page: <https://labelnize.com/>

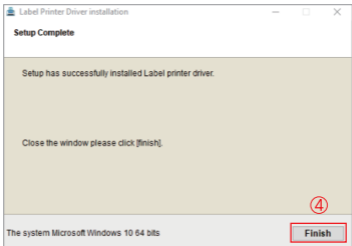
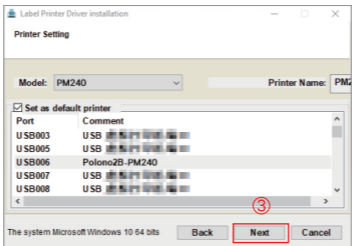
Get path: Support-Support by product-Driver& User manual-PM240

Notes: Prior to driver installation, ensure the printer is powered on and connected directly to the computer via a USB cable. Avoid using a USB hub, as it may prevent the computer from recognizing the printer.

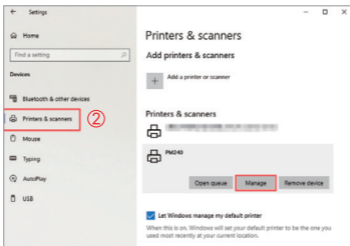
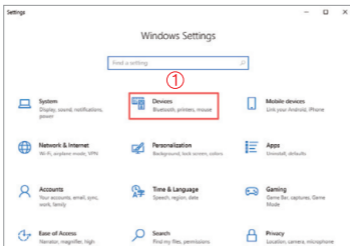
Installing the driver on a Windows computer ▶▶▶▶

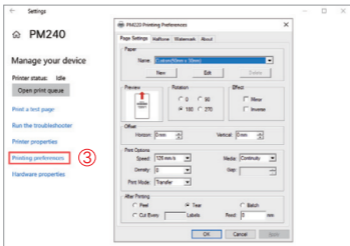
Run the driver installer and follow the on-screen instructions. The computer will automatically detect the printer and select it for you.





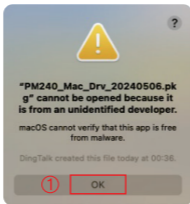
After installation, navigate to Settings > Devices > Printers & Scanners. Select your PM240 printer and click 'Manage' to access settings such as paper size, orientation, print speed, density, and mode.

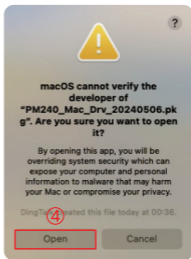
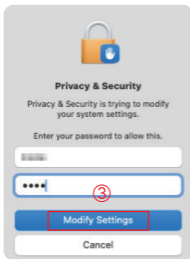
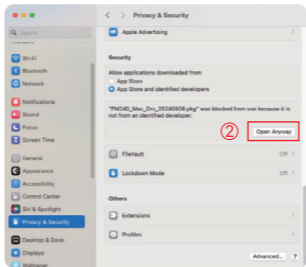




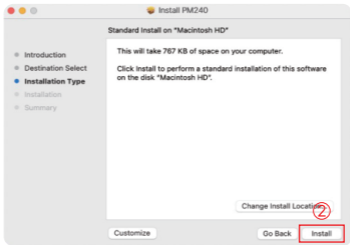
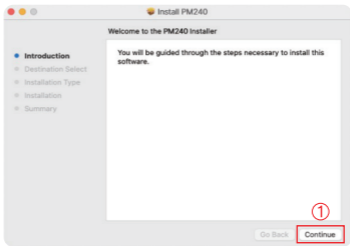
Installing the driver on a Mac computer >>>>>>>

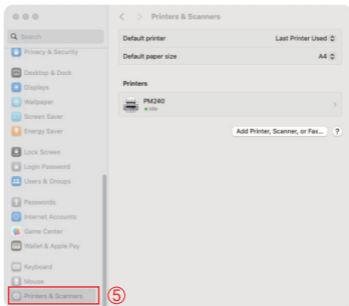
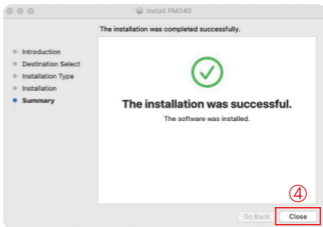
If a security dialog prevents installation, you must grant explicit permission for the driver. Go to System Settings > Privacy & Security > Security and click "Open Anyway" for the PM240 driver. This is a standard security measure for trusted software.





Run the driver installer and follow the on-screen instructions. The computer will automatically detect the printer and select it for you.





INDICATOR LIGHT STATUS

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Indicator light	Action	Status
BLUE	Flashing quickly	By default, Bluetooth is not connected.
BLUE	Solid	Ready, Bluetooth connected
BLUE	Flashing slowly	Charge
RED	Solid	paper compartment cover is open
		Out of paper
		Print head overheated
RED	Flashing	Low battery

Question 1

Do I need to register an account to use the printer?

No, registration is not required for basic printing. However, creating an account enables you to save your custom label templates to our cloud server and access them from any device.

Question 2

Why is the printer outputting blank labels?

The most likely cause is incorrect media installation. Please ensure the heat-sensitive (print) side of the label paper is facing down towards the print head.

Question 3

Why does the printer feed labels continuously without stopping?

This is typically caused by obstructed sensors. Please open the paper compartment and gently clean the media sensor and print head with a cotton swab lightly moistened with isopropyl alcohol. Allow to dry completely before resuming operation.

Question 4

Why does the printout appear faded, gray, or of low density?

Primary Cause: The use of non-genuine label paper can lead to suboptimal results. For best performance, we recommend using genuine label paper.

Secondary Cause: A partially contaminated print head. If genuine paper does not resolve the issue, try cleaning the print head with isopropyl alcohol.

Question 5

Why does the printer skip labels or produce incomplete prints?

Please perform the following checks:

Template Match: Verify that the label size set in the application matches the physical dimensions of the installed label roll.

Media Calibration: Reinstall the label roll and press the feed button once. This allows the printer to automatically recalibrate and detect the gap between labels.

Media Quality: Non-genuine labels may have inconsistent spacing or sizes, causing feeding errors. Use genuine label paper for reliable performance.

Question 6

Can the printer be used with multiple devices simultaneously?

No. The printer can only maintain an active connection with one device at a time. To switch to a new device, you must first disconnect it from the currently paired device within that device's Bluetooth settings.

Question 7

Why did the printer stop working suddenly during operation?

The printer has built-in safety and operational protocols. The most common triggers for a sudden stop are:
The printer has run out of paper.
The battery level is critically low.

Question 8

How do I center an element when editing my label template?

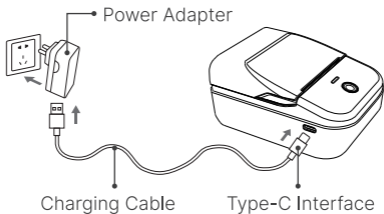
Each editable element has an "Align" tab in the editor. Use the alignment tools within this tab to automatically center the element on both the X and Y axes. For finer manual adjustments, you may also use the arrow keys in the same tab to nudge the element into the desired position.

CARE AND MAINTENANCE

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① Charging

- **Initial Charge:** Fully charge the printer before its first use.
- **Optimal Performance:** For consistent print quality, maintain the battery level above 40%. Note that print performance may degrade when the battery is low.
- **Charging Method:** Charge the device using the provided USB cable. When using a wall outlet, a 5V/1A power adapter is recommended. (Please note, a power adapter is not included in the package.)
- **Low Battery Indication:** A flashing red indicator light signals a low battery. If the printer is not connected to a power source and continues operation, it will automatically power off to preserve the battery. Recharge the device promptly to resume printing.
- **Charging Time:** A full charge typically takes 2 to 3 hours.
- **Long-Term Storage:** To maintain battery health, it is recommended to fully charge the printer at least once every 2 to 3 months during periods of extended non-use.



② Print Head & Roller Cleaning

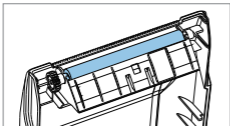
- ✓ Clean the print head and rubber rollers if you encounter any of the following issues:
- ✓ Blurred or faint print output.
- ✓ Unusual noise during paper feeding or retraction.
- ✓ Visible debris or adhesive residue on the print head or rollers.

Cleaning Procedure:

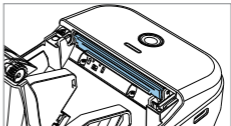
- ① Ensure the printer is completely powered off.
- ② Open the paper compartment cover. If the printer has been used recently, allow the print head to cool down completely before proceeding.
- ③ To clean the rubber rollers, moisten a cotton swab with isopropyl alcohol. Gently wipe the roller surfaces while rotating them to remove all debris.

④ To clean the print head, use a fresh cotton swab moistened with isopropyl alcohol. Wipe the print head surface gently to remove any dust or residue.

⑤ Allow all components to air dry completely, ensuring the isopropyl alcohol has fully evaporated, before closing the cover and resuming operation.



Rubber rollers



Print head

Note:

*The printer must be powered off during the entire cleaning process.

*Never touch the print head with fingers, metal objects, or sharp tools. Avoid scratching the print head, rollers, or sensors.

*Use only isopropyl alcohol for cleaning. Do not use gasoline, acetone, or other harsh organic solvents.

*Always ensure the alcohol has completely evaporated before powering the printer back on.

*Keep the media sensor clean, as dust can interfere with label detection.

WARRANTY

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We offer an extensive warranty for all products that extends through 1 YEAR of the order date. This warranty covers quality related issues and product defects.

If the period for returns on the selling site has passed, please get in touch with us directly. You can do this via the "Contact Seller" link in your Order Details or by emailing us at the email provided on the packing box.

Should your product malfunction under normal use, we can send a replacement. Please be aware that this warranty is void in cases of accidental damage, misuse, or if the product has been repaired by an unauthorized third party.

To ensure we can assist you promptly if service is needed, we kindly ask that you keep the original box, packaging, and any documentation.

For any further questions about our warranty policy, please don't hesitate to reach out.

FCC STATEMENT

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“Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment”

“This device complies with part 15 of the FCC Rules. 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.”

Radiation Exposure Statement:

1.This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

2.The device has been evaluated to meet general RF exposure requirement

This equipment has been tested and found to comply with the limits for a Class B digital device,