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Phomemo Q302

Phomemo Ultra-Light Q302 Portable Thermal Printer User Manual

Model: Q302

1. Introduction

This manual provides essential instructions for the safe and efficient use of your Phomemo Ultra-Light Q302 Portable Thermal Printer. Please read this manual thoroughly before operating the device and retain it for future reference. The Phomemo Q302 is a compact, inkless thermal printer designed for portability and convenience, supporting various paper sizes including US Letter, A4, A5, and B5.

2. Package Contents

Verify that all items listed below are included in your package:

- 1 x Phomemo Q302 Portable Printer
- 1 x User Manual
- 1 x Velvet Pouch
- 20 x US Letter Thermal Papers
- 1 x 20W PD Fast Charging Adapter
- 1 x USB-C to USB-C Cable
- 1 x USB-C to USB-A Cable

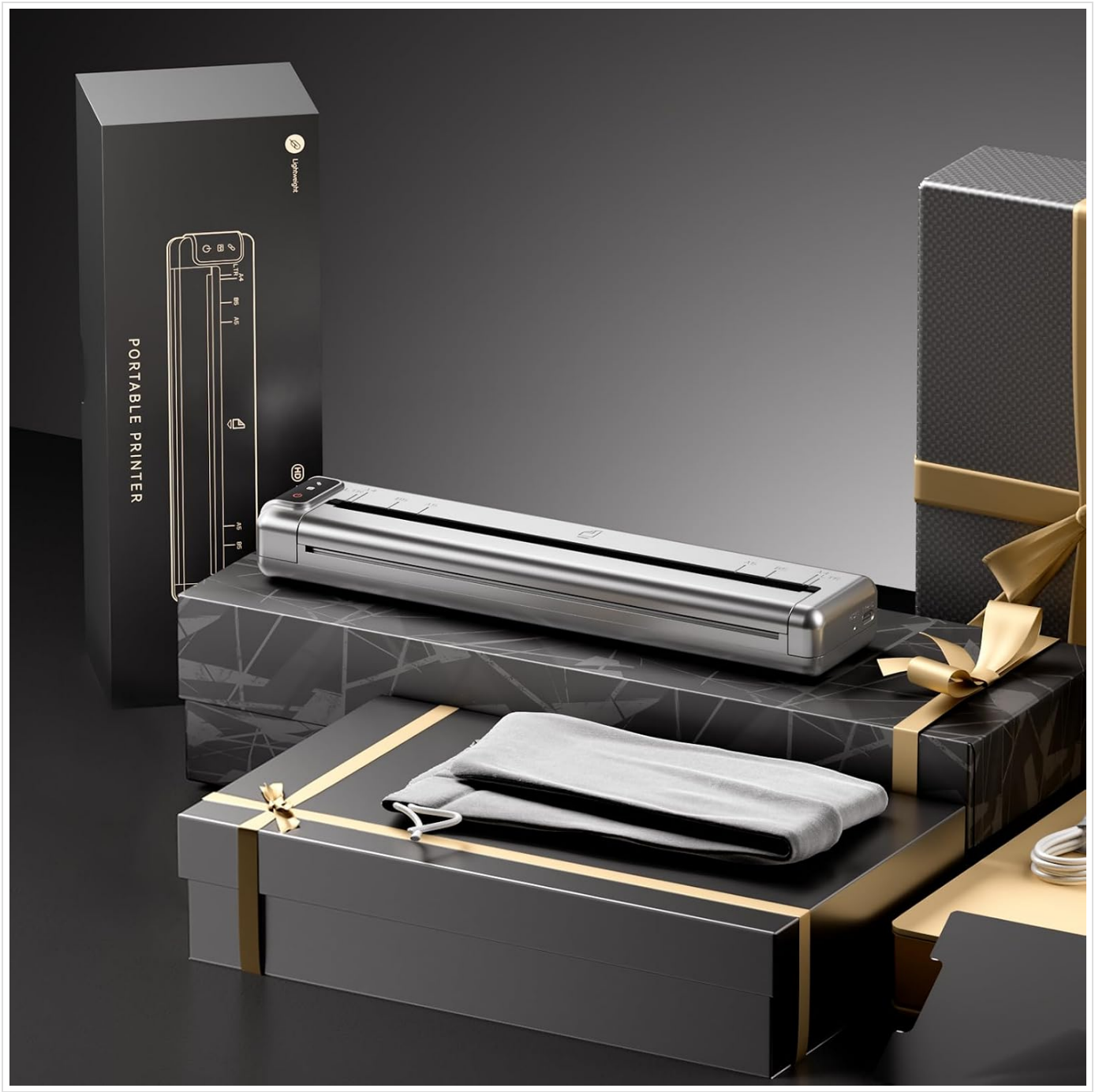


Image: The Phomemo Q302 printer and its included accessories, such as the velvet pouch, cables, charger, and thermal paper, neatly arranged in their packaging.

3. Product Overview

The Phomemo Q302 printer features a sleek, ultra-light design for maximum portability. Key components include the paper input slot, power button, indicator lights, and charging port.



Image: A top-down view of the Phomemo Q302 portable printer, highlighting its compact form factor and the paper input slot with size markings.

Key Features:

- **Ultra-Lightweight:** Approximately 0.94 lbs (0.42 kg), making it highly portable.
- **Quiet Operation:** Operates at less than 55dB, suitable for quiet environments.
- **High Resolution:** 300 DPI for clear text and images.
- **Inkless Thermal Printing:** Eliminates the need for ink cartridges.
- **Multi-Size Paper Support:** Compatible with US Letter, A4, B5, and A5 thermal paper.
- **Fast Charging:** PD20W fast charging capability.



Image: A collage illustrating key internal features of the Phomemo Q302, including its silent motor, ultra-thin lithium battery, German-style paint finish, and precision 300DPI print head.

4. Setup

4.1 Charging the Printer

1. Connect the provided USB-C cable to the printer's charging port.
2. Connect the other end of the USB-C cable to the 20W PD fast charging adapter.
3. Plug the adapter into a power outlet.
4. The indicator light will show charging status. A full charge takes approximately 1.5 hours.

4.2 Loading Thermal Paper

1. Ensure the printer is powered off or in standby mode.
2. Gently insert the thermal paper into the paper input slot at the front of the printer.
3. Push the paper in straight until the printer automatically grips it. Ensure the printable side of the thermal paper is facing up.
4. Adjust the paper guides if necessary to fit the width of your paper (US Letter, A4, B5, A5).

4.3 Mobile Device Connection (Bluetooth/WiFi)

1. **Download the Phomemo App:** Search for "Phomemo" in the App Store (iOS) or Google Play Store (Android) and install the application.
2. **Turn on Printer:** Press and hold the power button for approximately 3 seconds until the indicator lights activate.
3. **Connect via App:** Open the Phomemo app, navigate to the device connection section, and select your Q302 printer from the list of available devices. Follow the in-app prompts to complete the Bluetooth or WiFi connection.



Image: A visual guide demonstrating the three steps to connect the Phomemo Q302 printer to a phone or tablet wirelessly via the Phomemo app, showing app download, printer selection, and file upload for printing.

4.4 Computer Connection (USB-C)

1. **Download Drivers:** Visit the official Phomemo website (Q302.phomemo.com) to download the appropriate drivers for your operating system (Windows 7+ or macOS 10.0+).
2. **Install Drivers:** Follow the on-screen instructions to install the drivers on your computer.
3. **Connect Printer:** Use the provided USB-C to USB-C or USB-C to USB-A cable to connect the printer to your computer.
4. **Power On Printer:** Press and hold the power button for approximately 3 seconds.
5. **Select Printer:** In your computer's print settings, select the Phomemo Q302 as your default printer.



Image: A visual guide detailing the three steps to connect the Phomemo Q302 printer to a computer or laptop via USB-C, showing driver download, cable connection, and initiating a print job.

5. Operating Instructions

5.1 Printing from Mobile Devices

1. Ensure your printer is connected to your mobile device via Bluetooth or WiFi through the Phomemo app.
2. Open the document, image, or file you wish to print within the Phomemo app. The app supports various formats

including Word, PDF, Slides, TXT, Excel, and images.

3. Adjust print settings such as paper size and orientation as needed.
4. Tap the print button in the app to initiate printing.

5.2 Printing from Computers

1. Ensure your printer is connected to your computer via USB-C and drivers are installed.
2. Open the document or file you wish to print using your preferred application.
3. Select "Print" from the application's menu.
4. Choose "Phomemo Q302" from the list of available printers.
5. Adjust print settings (e.g., paper size, layout) as required.
6. Click "Print" to send the job to the printer.

5.3 Supported Paper Sizes

The Phomemo Q302 supports the following thermal paper sizes:

- 8.5 inches (US Letter)
- 8 inches (A4)
- 7 inches (B5)
- 5.8 inches (A5)

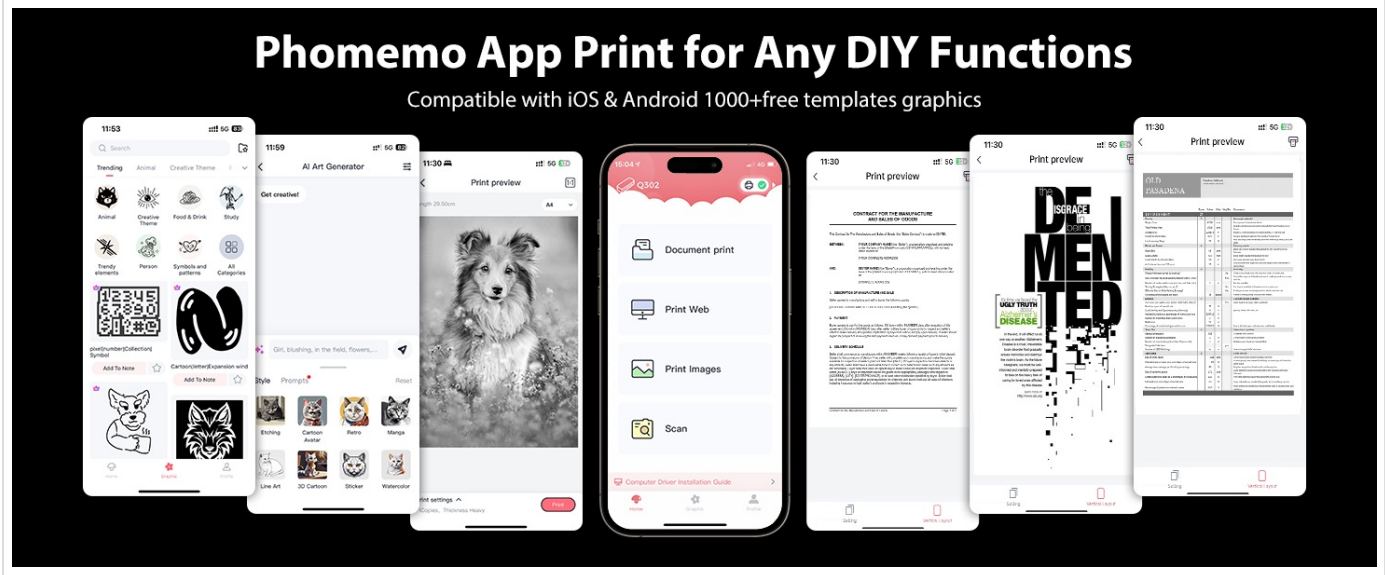


Image: The Phomemo Q302 printer shown with four different sizes of thermal paper (US Letter, A4, B5, A5) being fed through, illustrating its versatility.

6. Maintenance

6.1 Cleaning the Printer

To maintain optimal print quality, periodically clean the print head and paper path:

- Ensure the printer is powered off and disconnected from the power source.
- Use a soft, lint-free cloth lightly dampened with isopropyl alcohol to gently wipe the print head.
- Use a dry, soft cloth to clean any dust or debris from the paper path.
- Allow the printer to dry completely before use.

6.2 Storage

- Store the printer in a cool, dry place away from direct sunlight and extreme temperatures.
- When not in use for extended periods, ensure the printer is fully charged before storage and recharge it every few months to preserve battery life.
- Keep thermal paper in its original packaging and away from heat sources to prevent premature fading.

7. Troubleshooting

If you encounter issues with your Phomemo Q302 printer, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Printer does not turn on	Low battery; Power button not held long enough	Charge the printer; Press and hold the power button for 3 seconds.
Paper not feeding or jamming	Paper inserted incorrectly; Paper guides misaligned; Debris in paper path	Ensure paper is inserted straight and printable side up; Adjust paper guides; Clean paper path. If jammed, gently lift the cover to clear the jam.
Poor print quality (faint, streaky)	Low battery; Dirty print head; Incorrect paper type	Charge the printer; Clean the print head; Ensure you are using Phomemo thermal paper.
Cannot connect via Bluetooth/WiFi	Printer not in pairing mode; Bluetooth/WiFi off on device; App issue	Ensure printer is on; Verify Bluetooth/WiFi is enabled on your device; Restart the Phomemo app and printer.
Cannot print from computer via USB-C	Drivers not installed; Incorrect cable; Printer not recognized	Install or reinstall drivers from Phomemo website; Use the provided USB-C cable; Ensure printer is powered on and connected securely.

8. Specifications

Feature	Detail
Model	Q302
Printing Technology	Thermal
Print Resolution	300 DPI (Dots Per Inch)
Print Speed	Up to 4 ppm (pages per minute)
Connectivity	Bluetooth, Wi-Fi, USB-C
Compatible Paper Sizes	US Letter (8.5"), A4 (8"), B5 (7"), A5 (5.8")
Battery Capacity	2400mAh Lithium Ion
Charging	PD20W Fast Charging (USB-C)
Dimensions (L x W x H)	10.35 x 2.24 x 1.24 inches (26.3 x 5.7 x 3.15 cm)
Weight	0.94 lbs (0.42 kg)

Feature	Detail
Operating System Compatibility	Windows 7 and above, macOS 10.0 and above, iOS 13 and above, Android 7 and above
Noise Level	Below 55dB

9. Warranty and Support

9.1 Limited Warranty

The Phomemo Q302 Portable Thermal Printer comes with a limited warranty. Please refer to the warranty card included in your package or visit the official Phomemo website for detailed terms and conditions regarding warranty coverage and service.

9.2 Customer Support

For technical assistance, troubleshooting not covered in this manual, or warranty inquiries, please contact Phomemo customer support through their official website or the contact information provided in your product documentation.

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