Phomemo M833

Phomemo M833 Bluetooth Thermal Printer User Manual

Model: M833

1. INTRODUCTION

This manual provides comprehensive instructions for the Phomemo M833 Bluetooth Thermal Printer. It covers setup, operation, maintenance, and troubleshooting to ensure optimal performance and longevity of your device. Please read this manual thoroughly before using the printer.

2. PRODUCT OVERVIEW

The Phomemo M833 is a portable, inkless thermal printer designed for convenience and high-quality document printing. It supports various thermal paper sizes, including US Letter (8.5" x 11"), A4 (8.27" x 11.69"), and smaller widths (2", 3", 4").

Figure 2.1: Phomemo M833 Thermal Printer with its protective carrying case.

Key Features:

- **Inkless Thermal Printing:** Eliminates the need for ink cartridges or toner.
- **High Resolution:** 300dpi for clear and sharp prints.
- **Multi-size Paper Support:** Compatible with US Letter, A4, and various roll paper widths.
- **Portable Design:** Lightweight (750g) with a built-in 2600mAh battery for on-the-go printing.
- **Wireless Connectivity:** Bluetooth connection for mobile devices (Phone, iPad).
- **Wired Connectivity:** USB connection for laptops and computers.
- **Versatile Document Support:** Prints PDF, Word, Excel, JPG, Web pages, and TXT files.

Figure 2.2: The M833 printer's capabilities, including 300dpi resolution, 2600mAh battery, and supported file formats like Word, Excel, TXT, JPG, and PDF.

Package Contents:

- Phomemo M833 Thermal Printer
- Protective Carrying Case
- USB-C Charging Cable
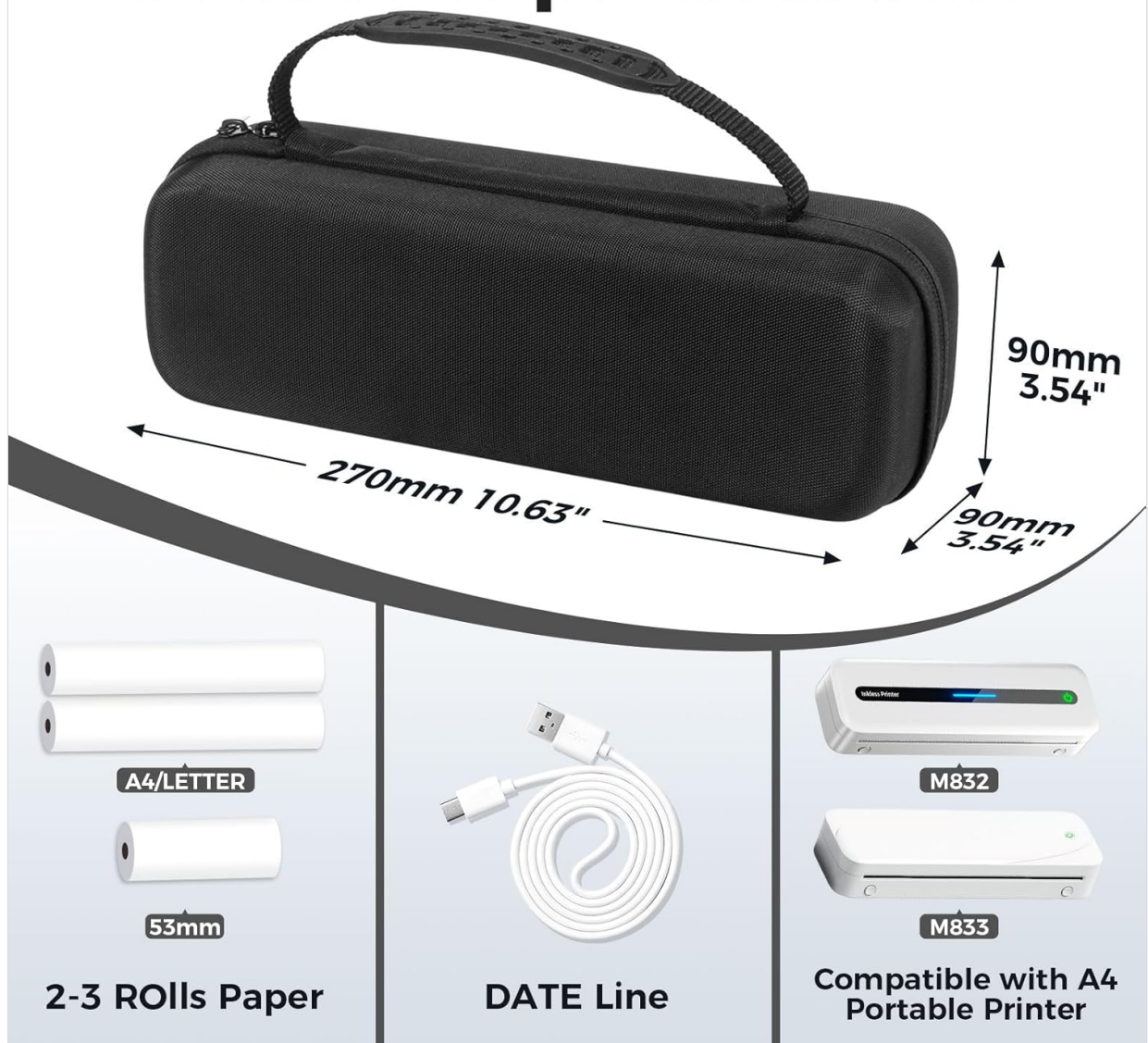- Thermal Paper Roll (sample)
- Quick Start Guide

Figure 2.3: Contents of the Phomemo M833 printer package, showing the printer, paper rolls, and charging cable.

3. Setup

3.1 Charging the Printer

Before initial use, fully charge the printer. Connect the supplied USB-C cable to the printer's charging port and the other end to a compatible USB power adapter (not included) or a computer's USB port. The indicator light will show charging status.

Your browser does not support the video tag.

Video 3.1: Demonstrates how to charge the Phomemo M833 printer and turn it on. This video also shows how to install roll paper.

3.2 Installing Thermal Paper

The M833 printer supports both thermal paper rolls and folded thermal paper sheets. Ensure you use thermal paper as the printer does not use ink.

3.2.1 Installing Roll Paper

1. Press the two release buttons on either side of the printer simultaneously to open the top cover.
2. Remove any existing paper roll or protective paper.
3. Unwrap a new thermal paper roll and ensure the printing side (usually smoother) is facing the print

head.

4. Place the paper roll into the designated slot.

5. Pull a small section of paper out, ensuring it is straight and aligned with the paper exit slot.

6. Close the top cover until it clicks securely into place.

Figure 3.1: The Phomemo M833 printer actively printing a document, illustrating the paper feeding mechanism.

3.2.2 Installing Folded Thermal Paper Sheets

1. Ensure the printer is powered on.

2. Locate the paper inlet slot at the back of the printer.

3. Insert a single sheet of folded thermal paper into the inlet, printing side facing up. The printer will automatically feed the paper into position.

4. Ensure the paper is inserted straight to prevent jams or skewed prints.

3.3 Connecting to the Phomemo App (Bluetooth)

For mobile printing, download the "Phomemo" app from your device's app store (Google Play for Android, App Store for iOS).

1. Ensure your printer is charged and powered on (green indicator light).

2. Enable Bluetooth on your mobile device.

3. Open the Phomemo app. The app will automatically search for nearby printers.

4. Select "M833" from the list of available devices to connect.

5. Once connected, the app will prompt you to select the paper type (e.g., Large roll paper, Small roll paper, Single sheet paper). Choose the appropriate option.

Figure 3.2: The Phomemo M833 printer connected to a smartphone, displaying the Phomemo app interface with various print options.

3.4 Connecting to a Computer (USB)

For printing from a laptop or desktop computer, connect the printer using the supplied USB-C cable.

1. Connect one end of the USB-C cable to the printer's USB port.

2. Connect the other end to an available USB port on your computer.

3. The computer should automatically detect the printer. If not, you may need to install the printer driver, which can typically be found on the Phomemo official website.

4. Once the driver is installed, the printer will appear in your computer's list of printers, ready for use.

4. OPERATING INSTRUCTIONS

4.1 Printing from Mobile Device (Phomemo App)

1. Ensure the printer is connected to the Phomemo app via Bluetooth.
2. From the app's main interface, select your desired printing function (e.g., "Print Documents," "Print Images," "Print Web").
3. Browse and select the file or image you wish to print.
4. Adjust print settings such as copies, thickness (light, medium, heavy), and paper size within the app's print preview screen.
5. Tap the "Print" button to initiate printing.

Your browser does not support the video tag.

Video 4.1: A short demonstration of the Phomemo M833 printer's compact size and ease of use for business and homeschooling applications.

4.2 Printing from Computer

1. Ensure the printer is connected to your computer via USB and the necessary drivers are installed.
2. Open the document or image you wish to print on your computer.
3. Go to "File" > "Print" (or use the shortcut Ctrl+P/Cmd+P).
4. Select "Phomemo M833" as your printer.
5. Adjust print preferences (e.g., paper size, orientation, print quality) in the printer settings dialog.
6. Click "Print" to send the job to the printer.

Figure 4.1: A visual comparison demonstrating the superior print clarity of the M833 at 300DPI compared to a 203DPI printer.

5. MAINTENANCE

5.1 Cleaning the Print Head

To maintain print quality, regularly clean the print head. Use a soft, lint-free cloth lightly dampened with isopropyl alcohol. Gently wipe the print head surface. Ensure the printer is off and completely dry before use.

5.2 Replacing Paper

Follow the instructions in Section 3.2 for installing new thermal paper rolls or sheets when the current supply runs out.

6. TROUBLESHOOTING

Problem	Possible Cause	Solution
Printer not turning on	Low battery or power issue.	Charge the printer using the supplied USB-C cable. Ensure the power button is pressed and held for 3 seconds.

Problem	Possible Cause	Solution
Poor print quality (faint/streaky)	Incorrect paper type, dirty print head, or low battery.	Ensure you are using thermal paper. Clean the print head (Section 5.1). Charge the printer. Adjust print density in the app/driver settings.
Paper jam	Improper paper loading or foreign object.	Open the top cover and carefully remove the jammed paper. Reload paper correctly (Section 3.2).
Cannot connect via Bluetooth	Bluetooth off, printer not discoverable, or app issue.	Ensure printer is on and Bluetooth is enabled on your device. Restart the app and try connecting again. Forget the device in Bluetooth settings and re-pair.
Cannot print from computer	Driver not installed, incorrect USB connection.	Ensure USB cable is securely connected. Install the correct printer driver from the Phomemo website. Restart computer and printer.

7. SPECIFICATIONS

Feature	Detail
Model	M833
Printing Technology	Thermal
Resolution	300dpi
Connectivity	Bluetooth, USB-C
Battery Capacity	2600mAh
Supported Paper Sizes	US Letter (8.5" x 11"), A4 (8.27" x 11.69"), 2", 3", 4" width thermal paper
Supported Paper Types	Thermal standard paper sheets, roll paper, folded thermal paper
Weight	Approx. 750g
Compatible Devices	Phone (iOS/Android), iPad, Laptop/PC

8. WARRANTY AND SUPPORT

Phomemo products are designed for reliability and performance. For warranty information, technical support, or service inquiries, please refer to the official Phomemo website or contact their customer service directly. Keep your purchase receipt for warranty claims.

For further assistance, visit the Phomemo Store on Amazon.

Related Documents - M833

01. Package Contents

Printer*1   Data Cable*1   Flannel Bag*1

Quick Start Guide*1   Ink Ribbon*1

02. Printer Components

① Indicator Light (Status)   ④ Power Port
② Indicator Light (Connection)   ⑤ Reset Button
③ Power Button   ⑥ Open Cover Button

03. Button Function

[Power] Button Function	Operation
[Power] Button Function	Press and hold the button for around 3 seconds until the indicator light turns on.
Turn on the printer	Double-press the button to print QR code. You can scan the QR code using the App on the phone and connect to the printer.
Turn off the printer	Press and hold the button for around 3 seconds until the indicator light turns off.

04. Indicator Light

	Status/Function	Indicator Light
Printer Status	Normal	Lit (Green)
	Low Power	Blink Slowly (Red)
	No Power/ Automatic Shutdown	Blink Quickly (Red) +Off
	Charging	Blink Slowly (Green)
	Fully Charged	Lit (Green)
	Printing Normally	Lit (Green)
	Finished Printing	Lit (Green)
	On/Off Button	Lit (Green)
Paper Status	Normal	Lit (Green)
	No Paper (Ink Ribbon) / Paper Not Detected	Lit (Red)
	Install Paper (Ink Ribbon)	Lit (Green)
	Paper Compartment Opened	Lit (Red)
	Paper Compartment Closed	Lit (Green)
Others	Print Head is overheated	Lit (Red)
Connection Status	Reset Button	Printer and Light are Off
	Bluetooth: Receiving Data	Indicator Light (Connection) - Blink Quickly (Green)
	Bluetooth: Disconnecting	Indicator Light (Connection) - Off
	Bluetooth: Connected	Indicator Light (Connection) - Lit (Green)

05. Precautions

① Please use 5V=2A input for charging.
② Please connect the USB 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 In order to avoid danger, do not use or charge in the environment of high temperature, high humidity, heavy smoke and dust, such as in bathroom, steam 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 The tearing blade is sharp, please be careful to avoid touching it by mistake.
⑧ If the machine is malfunctioning, insert the reset hole to restart the machine.

> **NOTE** For better printing results, we recommend printing text-based documents! Printing images (portraits, animals, landscapes, etc.) may produce suboptimal results, so we do not recommend printing this type of content!

06. 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;
* Do not place in a high temperature environment, and it is strictly prohibited to use the battery after soaking in water;
* 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.

07. Install App

7.1 Download the App

Please search for "Phomemo" on your phone's App market and download the App.

- Google Play
- App Store
- Phomemo

7.2 How to download and install driver

Download the latest driver from the official website. Download the relevant driver according to your operating system version and follow the instruction to install the driver.
Official website: p831.phomemo.com

Download
P831: App In Google Play
P831: App In APP Store
P831: PC Driver For Windows
P831: PC Driver For MAC

> **NOTE** If you wish to obtain more tutorials on how to install the driver, please open your Phomemo APP > Profile > Use Tutorial to obtain more guidance.

7.3 Connect the printer to the App

Method 1:
Turn on your phone's Bluetooth and open your Phomemo App. Press the button on the top right of your Phomemo App home page and select P831 from the list.

> **NOTE** system needs to enable positioning and allow app to obtain relevant permissions.

Method 2:
Double-press the printer's power button to print a QR code. Open your Phomemo App and press the button on the top right of your Phomemo App home page. On the selection page, press scan and scan the QR code to connect to the printer.

08. Instruction Manual

8.1 Installing Ink Ribbon

① Press the two Open Cover Buttons at the same time to open the cover:

② Put the Ink Ribbon flat in the device according to the right direction shown.

③ Close the Cover.

8.2 Paper usage method

① The printer supports various paper sizes, please adjust the paper guides position according to the size of the paper used.

② Use two hands to hold the paper and make sure it is straight and aligned. Insert the paper carefully into the printer's feeder until the roller pulls the paper to its optimal position. To get the best printing quality, please use original papers.

Power button   Paper feed direction   Printing paper   Paper feed direction

③ When you need to take out the printing paper, press the PUSH buttons simultaneously to open the printer cover and take out the paper.

> **NOTE** ① The paper must be inserted aligned to the paper feeder.
> ② The printer supports various kinds of paper sizes. It can print both sides of normal paper.

09. Printer cleaning

If there is a build-up of toner, dust or other dirt on the print head, this may affect the printing results. When this is found, turn the printer off and wipe the print head with a cotton swab or cloth dipped in medical alcohol, then turn the printer back on after the alcohol has evaporated.

10. FCC Warning

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.
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-Reorient or relocate the receiving antenna.
-Increase the separation between the equipment and receiver.
-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-Consult the dealer or an experienced radio/TV technician for help.
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

11. IC Warning

IC Caution
Radio Standards Specification RSS-Gen, issue 5
- English:
This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada' s licence-exempt RSS(s). Operation is subject to the following two conditions:
This device may not cause interference.
This device must accept any interference, including interference that may cause undesired operation of the device.
RF exposure statement:
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

- French:
Cet appareil contient des émetteurs / récepteurs exempts de licence conformes aux RSS (RSS) d'Innovation, Sciences et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes:
Cet appareil ne doit pas causer d'interférences.
Cet appareil doit accepter toutes les interférences, y compris celles susceptibles de provoquer un fonctionnement indésirable de l'appareil.
Déclaration d'exposition RF:

[Phomemo P831 Portable Printer User Guide](#)

Comprehensive user guide for the Phomemo P831 portable printer, covering package contents, printer components, button functions, indicator lights, precautions, app installation, paper usage, cleaning, and warranty information.

[Phomemo M832 A4 Portable Thermal Printer User Guide and Tips](#)

Information and usage tips for the Phomemo M832 A4 Portable Thermal Printer by Zoolion, including setup instructions and troubleshooting advice.

[Phomemo A281M/A282M/A285M Troubleshooting Guide](#)

A comprehensive troubleshooting guide for Phomemo A281M, A282M, and A285M thermal printers, covering product information, usage, common machine and connection issues, printing problems, and app-related questions.

[Phomemo M08F Portable Printer Quick Start Guide](#)

A quick start guide for the Phomemo M08F portable thermal printer, covering setup, operation, app

installation, and troubleshooting.

Download the latest driver from the official website. Download the relevant driver according to the your operating system version and follow the instruction to install the driver.

PC Driver For Windows
PC Driver For Mac

05. Instructions

1. Instructions for consumable usage

① Press the two Open Cover Buttons at the same time to open the cover.

② Take out the randomly included paper roll and unfold it.

③ Install the paper roll took into the paper compartment and pull the paper out of the Paper Output Slot. Close the Cover.

④ Press and hold the power button for 3 seconds to start the printer.

Hint: How to differentiate the front and back of the printing paper
① Take a piece of printing paper and scratch both sides of the paper with your fingernails. The front side is the side with colors. Install the paper with the front side facing upward.
② This product can print different sizes of paper. Please adjust the position of the consumable holder according to the width of the consumables.
③ To achieve the best result, please use our genuine printing paper.

2. Instructions for single sheet paper and folded paper usage.

① You can set the paper type to the corresponding one in the app application.

② When using a single sheet of paper or folded paper, use two hands to hold the paper and make sure it is straight and aligned. Insert the paper carefully into the printer's feeder until the roller pulls the paper to its optimal position. To achieve the best result, please use our genuine printing paper.

③ When you need to take out the printed paper, press the open cover button simultaneously, and the machine's top cover will gently pop open. Then, remove the paper.

Hint
① The paper must be inserted aligned to the paper feeder.
② This product can print different sizes of paper. Please adjust the position of the consumable holder according to the width of the con
③ When using "Folded paper", after printing your documents, tear along the perforation lines.

3-1. Connect the printer to the App

① Method 1
Turn on the Bluetooth on your phone, launch the Phomemo APP, tap on the icon at the upper right corner of the Phomemo APP main interface, and select the corresponding model from the drop-down list to establish a connection.
*Note: system needs to enable positioning and allow app to obtain relevant permissions.

② Method 2
Double-press the printer's power button to print a QR code. Open your Phomemo App and press the button on the top right of your Phomemo App home page. On the selection page, press scan and scan the QR code to connect to the printer.

3-2. Connect the printer to the computer

① Step One
Connect one end of the data cable to your computer and the other end to the printer's USB port. Turn on your printer.

② Step Two
Enter official website and download the printer's drivers. Install the printer's driver.

Official website: M832.phomemo.com

③ Step Three
Add the printer to your computer and establish a connection. Once the connection is established, you can print your documents from your computer.

06. Official Printing Paper Type

① **Normal thermal paper:** Does not contain Bisphenol-A.
② **Writable Quick-drying thermal paper:** Thermal paper that does not contain Bisphenol-A, can be written on, and dries ink quickly.
* The printing papers mentioned above are official printing papers.
* Any issues with your printer arising from using non-official printing papers will not be covered under our warranty policy.

07. Warranty card

	□ Return	□ Exchange	□ Repair
User info.	Name:	Gender:	Phone:
	Address		
Product Info.	Purchase date:		
	Product order number:		
	Product Serial Number:		
Requirements of return / replacement / repair	Reason description:		
Maintenance records	Failure condition:	Maintenance person:	
	Handling situation:	Delivery date:	
	Maintenance ticket number:	Delivery date:	

08. FCC Warning

FCC Warning statement:

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.

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

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.
-Increase the separation between the equipment and receiver.
-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-Consult the dealer or an experienced radio/TV technician for help.

FCC RF exposure statement:
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.

09. IC Warning

IC Warning statement:

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
1.This device may not cause interference.
2.This device must accept any interference, including interference that may cause undesired operation of the device.
L' émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d' Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L' exploitation est autorisée aux deux conditions suivantes:
1.L' appareil ne doit pas produire de brouillage;
2.L' appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d' en compromettre le fonctionnement.

RF exposure statement

IC RF exposure statement
The device has been evaluated to meet general IC RF exposure requirement. The device can be used in portable exposure condition without restriction.
IC Déclaration d'exposition aux RF:
L'appareil a été évalué pour répondre aux exigences générales d'exposition aux RF d'IC. L'appareil peut être utilisé dans des conditions d'exposition portable sans restriction.

Phomemo Mini Printer
Quick Start Guide

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

01. Packing list

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

02. Machine description

Paper compartment　　　　　　Paper compartment
Machine body　　　　　　　　Machine body
Paper outlet　　　　　　　　　Paper outlet
Power button　　　　　　　　Type-C interface
Cover opening button　　　　　Reset button

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 power adapter for charging.
② Please connect the USB 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 In order to avoid danger, do not use or charge in the environment of high temperature, high humidity, heavy smoke and dust, such as in bathroom, steam room, near to open flame, etc.

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;
* Do not place in a high temperature environment, and it is strictly prohibited to use the battery after soaking in water;
* 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 charge 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 → select M03 in the list to connect → complete the machine connection

Method 2:
After starting up, double-click the start-up 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 printer, please contact us through the following methods. We have a quick response after-sales team to solve the problem professionally.
* If the problem is still not solved through our joint efforts, we will replace you with a new machine for free, and you need not to pay any fees. Your satisfaction makes us advance.

07. After-sales information

Online Contact information:
Whatsapp: +86 19928880294 / +86 15338190865
Skype : Phomemo Team-Jessie / Phomemo Team-Helen
Customer Service phone number: +1 855 957 5321(US only)

Service time: Mon-Fri 9AM-5PM (EST) for any questions & suggestions.
Email address: support@phomemo.com
Official Website: www.phomemo.com
📧 Note: 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:				
Maintenance records	Failure condition:		Maintenance person:		
	Handling situation:		Delivery date:		
	Maintenance ticket number:		Delivery date:		

Product certification

Inspector: Delivery date:

09. Phomemo official printing paper type

① TH proof thermo-sensitive paper: No bisphenol-A contained. Have a certain degree of scratch resistance. The image retention is up to 7 or 10 years.
② Colored paper: No bisphenol-A contained. Include yellow, pink and blue paper. Image retention is up to 3 years.
③ Adhesive paper : No bisphenol-A contained. The printing paper has adhesiveness on one side, which can be directly pasted and used. The image retention is up to 10 years.
④ Semi-permeable/transparent thermo-sensitive film : No bisphenol-A contained. Water-proof, oil-proof and scratch-resistant, excellent photo-taking effect. The image retention is up to 15 years.
* The above-mentioned 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 Select the "Print" button in the lower right corner to complete picture printing

10.2 Graphic operation guidelines

There are a large number of hand-pointed 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" 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

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Problem	Reason	Solution
Half margin of page printed	1. The paper roll holder is not installed correctly	Reinstall according to the instructions of paper roll adapter
	2. The machine print feed cannot rebound	Press the print head to rebound
Machine can't be charged	1. Can't charge	Connect the machine, check the battery capacity of the Bluetooth connection in the upper right corner. You can check the connecting power of the machine
	2. The charger is heated	Use the 5v=2A charging cable to charge. Under normal circumstances, the machine can be fully charged in 1.5 hours
	3. Unable to activate	Do not place the battery uncharged for a long period of time (about 3 mon months), as this may cause the battery to run out rccurdity and fail to activate charging
Machine indicator flashes fast	1. The battery is less than 10%	The indicator light will flash quickly
No response after long pressing the power button	1. The machine has no power	Charge it for half an hour and then turn it on
Upper and lower covers are stuck when opening	1. The upper and lower covers of the new machine are relatively tight, running in and sometimes	Cover a few times back and forth
	2. The machine is gotten foreign objects	Open the paper compartment of the machine and clean the inner compartment (mechanical cleaning)
Cannot connect to machine's Bluetooth	1. Mobile phone Bluetooth did not turn on and act	turn on the phone's Bluetooth Bluetooth cannot turn on turn on the phone Bluetooth and search for the machine
	2. APP can't find the machine	The machine is not turned on. Turn on the machine to a normal state
	3. APP can't find the machine	Double-click the printer power button to print the QR code, scan the code directly to connect to the printer
	4. Mobile phone positioning permission is not turned on	For Android phones, open the phone positioning permission
The machine doesn't print	1. No words on the paper	The paper roll is loaded upside down, resulting in the printing side of the paper roll (inner roll) roller) being installed in the wrong order with the printing side facing up
	2. System bug	Restart phone
	3. There are black bars	The paper is too big and jammed. Please take out power paper
	4. Indicator flame	No electricity. Charge the machine Flat (at hour)
Paper jam when printing	1. The paper roll is loose and jammed	Reinstall the paper roll, the paper roll is not pulled to the paper outlet, the paper roll is not pulled to the paper outlet, put the paper roll out by a section, preferably beyond the paper outlet
	2. The machine has foreign objects	Open the paper compartment of the machine and clean the inner compartment (mechanical cleaning)
APP shows the printer is out of paper	1. no paper	Reinstall the paper roll, the paper roll is not pulled to the paper outlet, pull the paper roll out by a section, preferably beyond the paper outlet
	2. The sensor cannot recognize	The printer detects a paper sensor failure, clean the sensor with or scratch dirty cotton swab
	3. System bug	Unrelated reload reload
Printing succeeded, but the paper printed has no content	1. The paper roll is loaded upside down	Take out the paper roll and use your fingernail to draw hard on the paper, and install with the color side facing up
Wearing printing	1. The paper roll holder is not installed correctly	Reinstall according to the instructions of paper roll adapter
	2. Paper roll expansion hole	Take out the paper roll and cut off the unrolled part, reinstall for printing
	3. The machine line cover is not in place	The cover of machine line is not closed tightly. Replace the cover and press the cover firmly with joints
	4.	No power. Charge and then print

	4. Low power	Adjust the print density to the highest
	5. Paper roll has been left in air for a long time	Damp paper roll, leaving to machine or it air for a long time may cause missing printing
Printed lines is different from edit font		Unused paper rolls are packed in sealed bags or boxes
	1. When printing the same content with different phone, the phones, the fonts are different	Due to different phone models and versions, the printed fonts will be different, set the phone system font as the default font
Faded text on paper roll	Improper use and preservation	Thermo-sensitive paper cannot be pasted with glue
		Edit the records before printing, and try to avoid using oil-based pens or gel pen on the printing paper after printing
		Ambient temperature, humidity, or alcohol, disinfectants, sweat on your hands, or hand sanitizer will affect the fading of words
		Please choose to avoid light and store the printing paper in a dry environment
		After printing, the printed surface should not be in contact with another printed surface or transparent bag for storage
		If you need to stick the printing paper, please select the official paper with adhesive backing. Some alkaline liquid adhesives will accelerate the fading