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› **Phomemo** /

› **Phomemo G100 Ultra Fast Portable Printers Wireless for Travel, 100mm/s, 499g, 300DPI, 1300mAh, Thermal Inkless Bluetooth 5.2/USB 2.0, iOS/Android/PC, US Letter/A4/A5/B5/B5w, with Carry & 20 Sheets**

Phomemo G100-GY-Letter

Phomemo G100 Ultra Fast Portable Printer User Manual

Model: G100-GY-Letter

1. INTRODUCTION

The Phomemo G100 Ultra Fast Portable Printer is designed for mobile professionals and individuals requiring efficient, high-quality printing on the go. This compact and lightweight thermal printer offers inkless operation, high-definition output, and broad compatibility across various devices and operating systems. Its rapid printing speed and portable design make it an ideal solution for printing documents, contracts, and other materials wherever you are.

The Phomemo G100 printer and its sleek packaging.

2. WHAT'S IN THE BOX

Upon unboxing your Phomemo G100 printer, please verify that all the following components are included:

- Phomemo G100 Ultra Portable Printer
- Phomemo G100 Quick Start Guide
- Double-ended Type-C cable (x1)
- Type-C to USB adapter (x1)
- Storage bag
- Single-sided Thermal Paper (20 sheets)

What is the Box

All items included in the Phomemo G100 product package.

3. Product Features

3.1 Ultra-Fast Printing

The Phomemo G100 boasts a maximum printing speed of 100mm/s, with a standard mode speed of 60-70mm/s. This allows for rapid document output, significantly reducing waiting times. A single page can be printed in approximately 7 seconds.

Experience lightning-fast thermal printing with the G100.

3.2 Portable and Lightweight Design

Weighing only 499g and featuring a compact design (262x62x32mm), the G100 is highly portable. Its small form factor makes it easy to carry in a bag, ideal for mobile work environments, cafes, or travel.

499g
Weight
It's the weight of a bottle of water.

Small
It's the thickness of a book.
WLH: 262×62×32mm

High Tech
Non-toxic, odorless and colorfast

3.3 Inkless Thermal Technology

Utilizing advanced thermal printing technology, the G100 operates without the need for ink or toner. This reduces operational costs and contributes to environmental sustainability. It also ensures clean and hassle-free printing.

The G100 is an inkless printer, making it more convenient and cost-effective.

3.4 High-Definition Printing
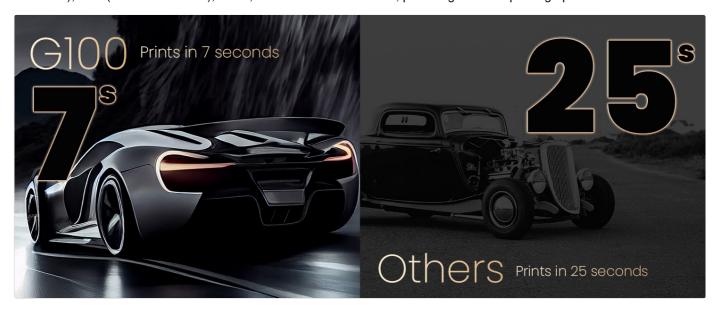
The printer delivers ultra-high-definition resolution at 300 DPI, ensuring crisp and clear output for documents, images, and designs. It supports various paper sizes including US Letter, A4, A5, B5, and B5W.

Enjoy high-definition printing with every detail brought to life at 300 DPI.

3.5 Wide Compatibility

The G100 offers seamless connectivity via Bluetooth 5.2 and USB 2.0. It is compatible with iOS, Android, PC (Windows
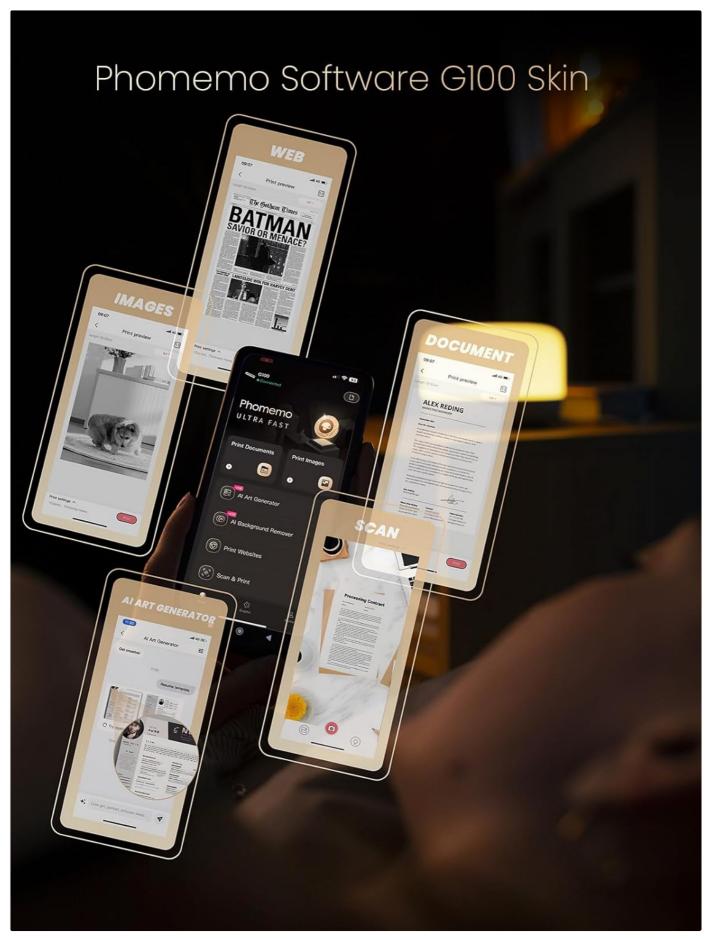
7/8/10/11), Mac (macOS 10.11-12), Linux, and Chrome OS devices, providing versatile printing options.

The G100 supports a wide range of operating systems and connection methods.

3.6 Multifunctional Applications

Beyond text and images, the printer supports various media types, including plain thermal paper and thermal labels. The Phomemo APP provides diverse formats for home and office needs, from business cards to labels.

The Phomemo APP offers versatile printing options for various document types.

3.7 Silent Operation

Optimized internal structure and vibration dampening ensure the printer operates virtually silently. This makes it suitable

for quiet environments like small studios, home offices, or during late-night work without disturbance.

3.8 Intelligent Interaction

The G100 features simple controls: a power switch, Type-C port, three indicator lights, and a reset hole. Double-clicking the power button prints a self-test page, a single click cancels cached data, six consecutive presses restore factory settings, and four presses calibrate the sensor.

4. SETUP GUIDE

4.1 Initial Charging

It is recommended to fully charge the Phomemo G100 Portable Printer upon receiving it, as the initial battery level may be low.
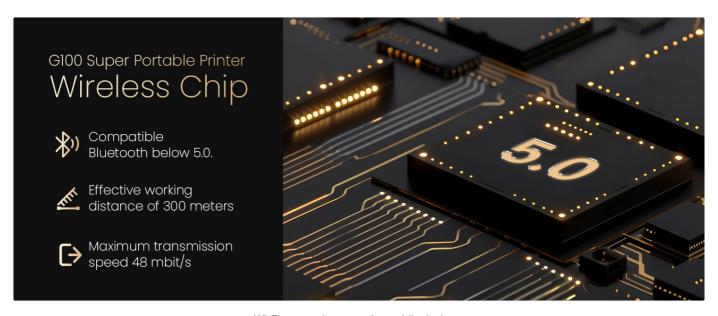
4.2 Connecting to Mobile Devices (Bluetooth/Wi-Fi)

For iOS and Android devices, download the Phomemo APP from your respective app store. Ensure Bluetooth or Wi-Fi is enabled on your device.

1. **Step 1:** Turn on Bluetooth/Wi-Fi on your mobile device and open the 'Phomemo' app.
2. **Step 2:** In the app, select 'G100' from the list of available printers to connect.
3. **Step 3:** Once connected, select the file type you wish to print, insert paper, and initiate printing.

Bluetooth connection steps for mobile devices.

G100 Super Portable Printer
Wireless Chip

- **Compatible** Bluetooth below 5.0.
- **Effective working** distance of 300 meters
- **Maximum transmission** speed 48 mbit/s

Wi-Fi connection steps for mobile devices.

This video demonstrates the inkless fast printing process for iOS and Android devices.

4.3 Connecting to Computers (USB & Driver Installation)

For PC (Windows, Mac, Linux, Chrome OS) connectivity, driver installation is required. Please follow the steps below:

1. **Step 1:** Connect the printer to your computer using the provided USB Type-C cable.
2. **Step 2:** Visit the official Phomemo website (g100.phomemo.com) to download and install the appropriate drivers for your operating system.
3. **Step 3:** After successful driver installation, select your printer model from your computer's print dialogue, insert paper, and print.

USB-C connection and driver installation steps for computers.

This video demonstrates driver installation for Windows 7, 8, 10, and 11.

This video demonstrates driver installation for macOS 10.14, 10.15, 10.11, and 12.

This video demonstrates driver installation for Linux.
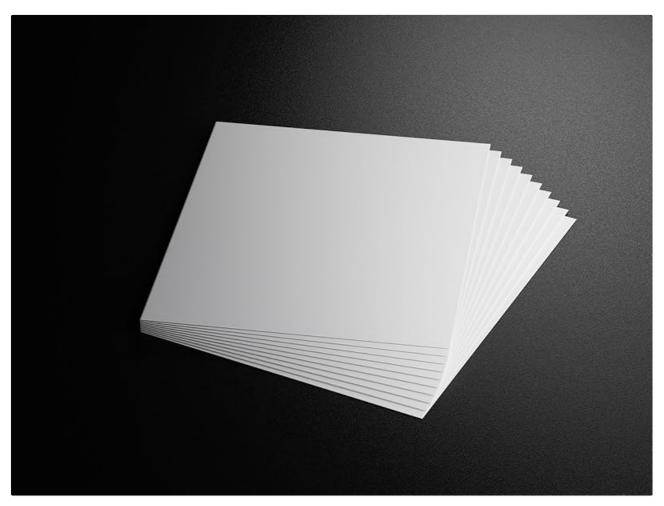
This video demonstrates driver installation for Chrome OS.

5. OPERATING INSTRUCTIONS

5.1 Loading Paper

The Phomemo G100 supports both plain thermal paper and folded thermal paper. Ensure the non-printing side (usually indicated by an arrow or text) is facing down when inserting paper.

- **For Single Sheets:** Gently insert a single sheet of thermal paper into the paper input slot until the printer automatically feeds it into position.
- **For Folded Paper:** Align the folded thermal paper and insert it into the slot. The printer will pull it through as needed.

The G100 supports both plain and folded thermal paper.

5.2 Printing a Document

Once the printer is connected and paper is loaded, you can initiate printing from your connected device:

1. Open the document or image you wish to print on your smartphone, tablet, or computer.
2. Select the print option within the application.
3. Choose the Phomemo G100 from the list of available printers.
4. Adjust print settings (e.g., paper size, orientation) as needed. The printer supports US Letter, A4, A5, B5, and B5W sizes.
5. Confirm and send the print job to the printer.

The G100 supports multiple paper sizes and common document formats.

6. MAINTENANCE

6.1 Cleaning the Print Head

To ensure optimal print quality, regularly clean the print head. Use a soft, lint-free cloth lightly dampened with isopropyl alcohol. Gently wipe the print head surface. Allow it to dry completely before use.

6.2 Battery Care

The G100 features a 1300mAh battery. To prolong battery life:

- Avoid fully discharging the battery frequently.
- Store the printer in a cool, dry place when not in use for extended periods.
- Charge the printer regularly, even if not in frequent use, to maintain battery health.

7. TROUBLESHOOTING

7.1 Driver Installation Issues

Some users may encounter issues with automatic driver installation, particularly on macOS. If the driver does not install automatically, you may need to perform a manual installation by selecting the driver from a list of installed software. Ensure you have administrator privileges (`sudo` on Linux) when installing drivers.

This video provides guidance on Linux driver installation, including using `pwd`, `ls`, and `sudo` commands.

7.2 Paper Jams

In the event of a paper jam, the G100 is designed for easy clearing. Simply flip up the front bar of the printer, and the paper can be easily slid in or out. The short paper path minimizes the likelihood of severe jams.

7.3 Printer Not Responding

If the printer is unresponsive, try the following intelligent interaction commands:

- **Self-Test Page:** Double-click the power button to print a self-test page. This can help diagnose basic functionality.
- **Cancel Cached Data:** Click the power button once to cancel any pending print jobs or cached data.
- **Factory Reset:** Press the power button 6 times in a row to restore the printer to its factory settings.
- **Calibrate Sensor:** Press the power button 4 times in a row to calibrate the paper sensor.

8. SPECIFICATIONS

Feature	Specification
Brand	Phomemo
Model Name	G100-GY-Letter
Printing Technology	Thermal, Inkless, Wireless
Max Print Speed (Monochrome)	10 ppm (pages per minute)
Max Print Resolution (Black & White)	300 Dots Per Inch (DPI)
Printer Media Size Maximum	8.5 x 11 inch (US Letter), A4, A5, B5, B5W
Max Input Sheet Capacity	5 sheets
Connectivity Technology	Bluetooth 5.2, USB Type C, Wi-Fi
Compatible Devices	Smartphones (iOS, Android), PC, Tablets, Laptops
Item Weight	499 Grams (1.1 pounds)
Product Dimensions	2.44"D x 10.31"W x 1.26"H
Power Consumption	20 Watts (On-mode), 29 Watts (Wattage)
Battery Capacity	1300mAh (Discharge 350 sheets)
Initial Page Print Time	7 seconds
Included Components	Printer, Quick Start Guide, Type-C cable, Type-C to USB adapter, Storage bag, 20 sheets thermal paper
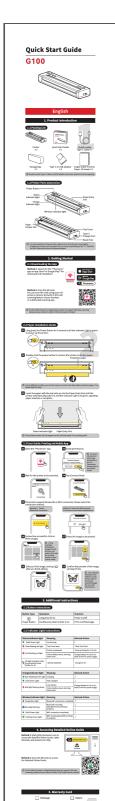
9. WARRANTY AND SUPPORT

The Phomemo G100 Portable Printer comes with a limited warranty. For specific warranty terms and conditions, please refer to the documentation included with your product or contact Phomemo customer service.

Phomemo is committed to providing excellent customer service. Should you have any questions regarding the use of your printer, require technical support, or need assistance with any issues, please do not hesitate to contact the Phomemo after-sales team. They are available to answer your questions and provide the necessary support to ensure a positive printing experience.
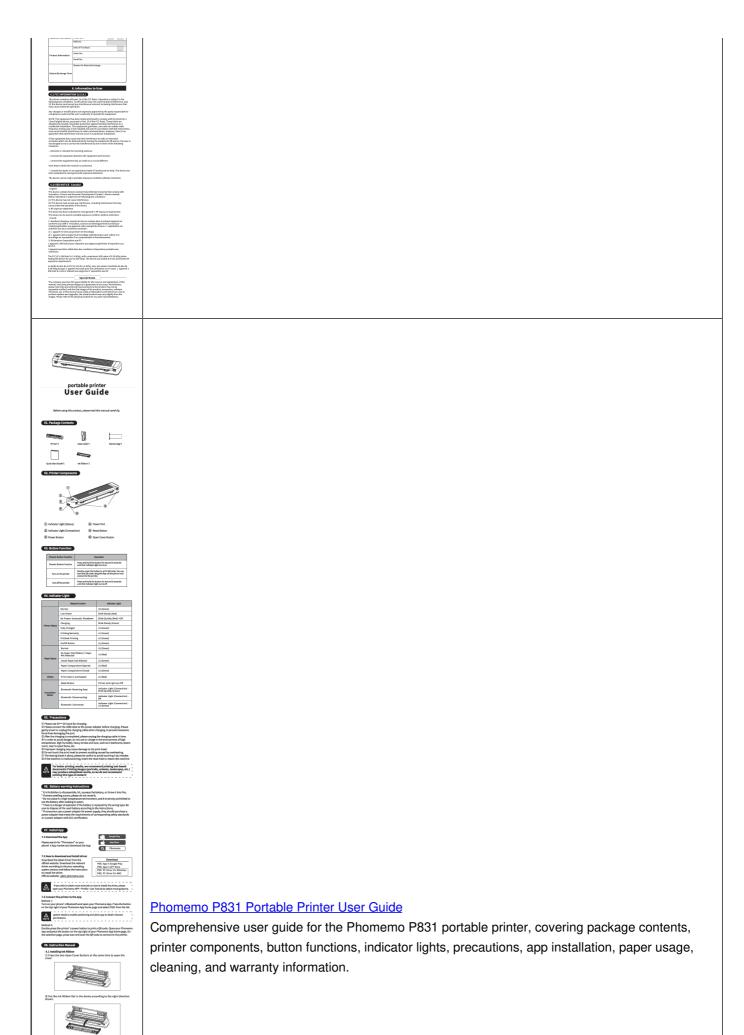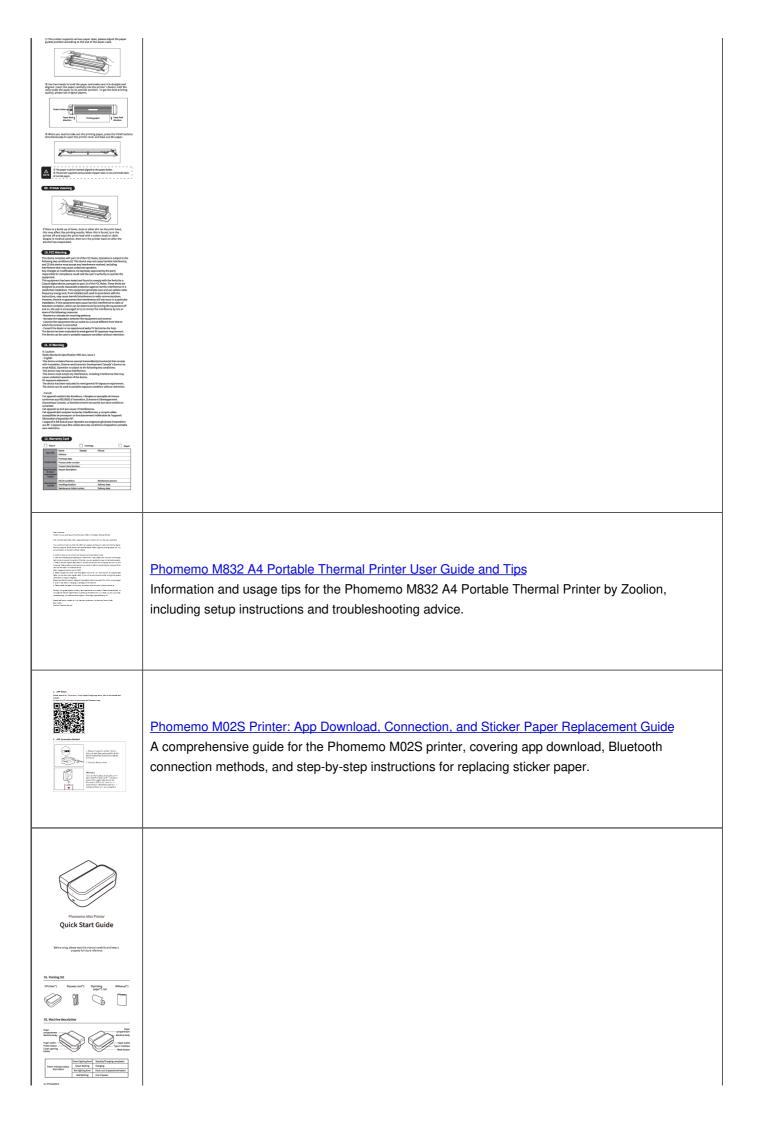
Related Documents - G100-GY-Letter
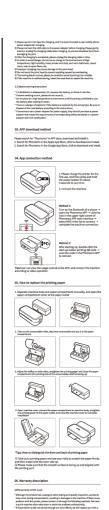
[Phomemo G100 Portable Printer Quick Start Guide](#)

A quick start guide for the Phomemo G100 portable printer, covering product introduction, setup, app usage, indicator lights, and warranty information.

6. Information to User

6.1 FCC INFORMATION (U.S.A.)

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.

NOTE: 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 statement.

The device can be used in portable exposure condition without restriction.

6.2 ISED NOTICE (Canada)

- 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:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

IC 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:

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.

IC Déclaration d'exposition aux RF:

L'appareil a été évalué pour répondre aux exigences générales d'exposition aux RF-IPC.

L'appareil peut être utilisé dans des conditions d'exposition portable sans restriction.

The FCC/IC's SAR limit is 1.6 W/kg, with a maximum SAR value of 0.96 W/kg when testing the device for use on the body. The device was tested at 3 mm and meets RF exposure requirements.

La limite du das de la FCC/IC est de 1,6 W/kg, avec une valeur maximale du das de 0,96 W/kg lorsque l'appareil est testé pour une utilisation sur le corps. L'appareil a été testé à 3 mm et répond aux exigences d'exposition aux RF.

Special Notes

The company assumes full responsibility for the revision and explanation of this manual, exercising utmost diligence to guarantee its accuracy. Nevertheless, please note that any technical improvements to the product may not be separately notified, and that the images of the product, accessories, software interfaces, etc. in this manual serve solely as illustrations and references. Due to product updates and upgrades, the actual product may vary slightly from the images. Please refer to the physical product for accurate representations.

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portable printer
User Guide

Before using this product, please read this manual carefully.

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 |
| Q 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 you 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

[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.

① Please use 5V=1A 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.
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.

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 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 → 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

OnlineContact information:
Whatsapp: +86 13926984394 / +86 15338193665
Skype : Phomemo Team-Jessie / Phomemo Team-Helen
Customer Service phone number: +1 800 957 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 Tri-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 5 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-baking 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, Normal, 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-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" 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 conned, 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 paper printed	1. The paper roll holder is not installed correctly	Reinstall according to the instructions of paper roll adapter
	2. The machine print head cannot rebound	Press the print head to rebound
Machine can't be charged	1. Can't charge	Connect the machine, check the battery capacity at the Bluetooth connection in the upper right corner. You can check the remaining power of the machine
	2. The charger is heated	Use the 5v=1A charging cable to charge. Under normal circumstances, the machine can be fully charged in 2-3 hours
	3. Unable to activate	Do not leave the battery undischarged for a long period of time (about 3 hour months), as this may cause the battery to run out quickly and fail to activate charging
Machine indicator flashes fast	1. The battery is low than 10%	The indicator light will fast 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 have a running-in period	Cover a few times back and forth
	2. The machine is jammed with foreign objects	Open the paper compartment of the machine and clean the inner storage bracket (restock alcohol cleaning)
Cannot connect to the machine's Bluetooth	1. Mobile phone Bluetooth did not turn on	Turn on the phone's Bluetooth (Bluetooth cannot turn on automatically, you need to turn it on manually)
	2. The mobile phone is getting close foreign objects	Open the paper compartment of he machine and clean the inner storage bracket (restock alcohol cleaning)
	3. APP can't find the machine	The machine do not turned on. Turn on the machine to a normal state
	3. Mobile phone positioning permission is not enabled	Double click the printer power button to print the QR code, scan the code directly to connect to the printer; For Android phones, open the phone positioning permission
The machine does not print	1. No words on the paper	The paper roll is loaded upside down, resulting in the printing side of the paper roll down; reload paper roll, prevent holes are not visible on the Bluetooth with the printing cable facing up
	2. System bug	Restart phone
	3. There are black bars	The paper is too big and jammed. Please take out some paper
	3. Indicator flashes	No electricity. Charge the machine (half an hour)
	4. Indicator flashes	Remind the paper roll, the paper roll is not pulled in the paper outlet; pull the paper roll out by sections, preferably beyond the paper outlet
Paper jam when printing	1. The paper roll is loose and jammed	Remove the support of paper roll, manually wind the paper roll and then install the support, or directly put in the paper roll to print
	2. The machine clip foreign objects	Open the paper compartment of the machine and clean the inner compartment (restock alcohol cleaning)
APP shows the printer is out of paper	1. No paper	Reinstall the paper roll, the paper roll is not pulled in 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 an alcohol sticky cotton swab
	3. System bug	Uninstall and reinstall

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.