

TATTMUSE A28U

TATTMUSE A28U Portable Thermal Printer User Manual

Model: A28U

1. INTRODUCTION

This manual provides essential instructions for the safe and efficient operation of your TATTMUSE A28U Portable Thermal Printer. Please read this manual thoroughly before using the device and retain it for future reference. The TATTMUSE A28U is a compact, inkless thermal printer designed for portability and convenience, supporting various paper sizes including A4, A5, and B5.

The printer utilizes advanced thermal direct technology, eliminating the need for ink cartridges, toner, or ribbons. It features an upgraded print head with dual-zone heat control for consistent print quality and a jam reversal function for reliable paper handling. Connectivity options include Bluetooth and USB, making it compatible with iOS, Android, tablets, and laptops.

2. WHAT'S IN THE BOX

Verify that all items are present in the packaging before proceeding with setup.

- 1 x TATTMUSE A28U Portable Printer
- 10 x A4 Size Thermal Papers
- 1 x User Manual
- 1 x USB-C Cable



Image: The packaging list for the TATTMUSE A28U printer, showing the portable printer, thermal paper, user manual, and USB-C cable.

3. SETUP

3.1 Powering On and Charging

To power on the printer, press and hold the power button until the indicator lights illuminate. For initial use, ensure the printer is fully charged using the provided USB-C cable. The printer features cool charging technology to extend battery lifespan.



Image: An illustration detailing the printer's battery specifications, including its 1500mAh capacity, print yield per charge, and standby time.



Image: The printer connected to a USB-C charging cable, emphasizing its cool charging feature for battery safety and longevity.

3.2 Paper Loading

The TATTMUSE A28U printer supports thermal paper only. It is compatible with single sheets and continuous roll thermal paper in various sizes (A4, A5, B5, Letter). To load paper, gently insert the paper into the paper slot until the printer automatically feeds it into position. Ensure the paper is centered for optimal printing.



✓ Only Support Thermal Paper

✗ Regular Copy Paper

Multiple Thermal Paper Support



Image: Demonstrates the correct method for loading both single sheet and continuous roll thermal paper into the printer.



Image: An illustration highlighting the printer's compatibility with different paper sizes, including Letter, A4, B5, and A5.

Your browser does not support the video tag.

Video: Instructions on how to correctly load roll thermal paper into the printer for the first time, including removing the initial adhesive section.

3.3 App and Driver Installation

For mobile devices (iOS/Android), download the "SoPrint" app from your device's app store. For computers (Windows/macOS/Chrome OS/Linux), drivers can be found on the official TATTMUSE website (refer to the included Quick Start Guide for the specific URL).

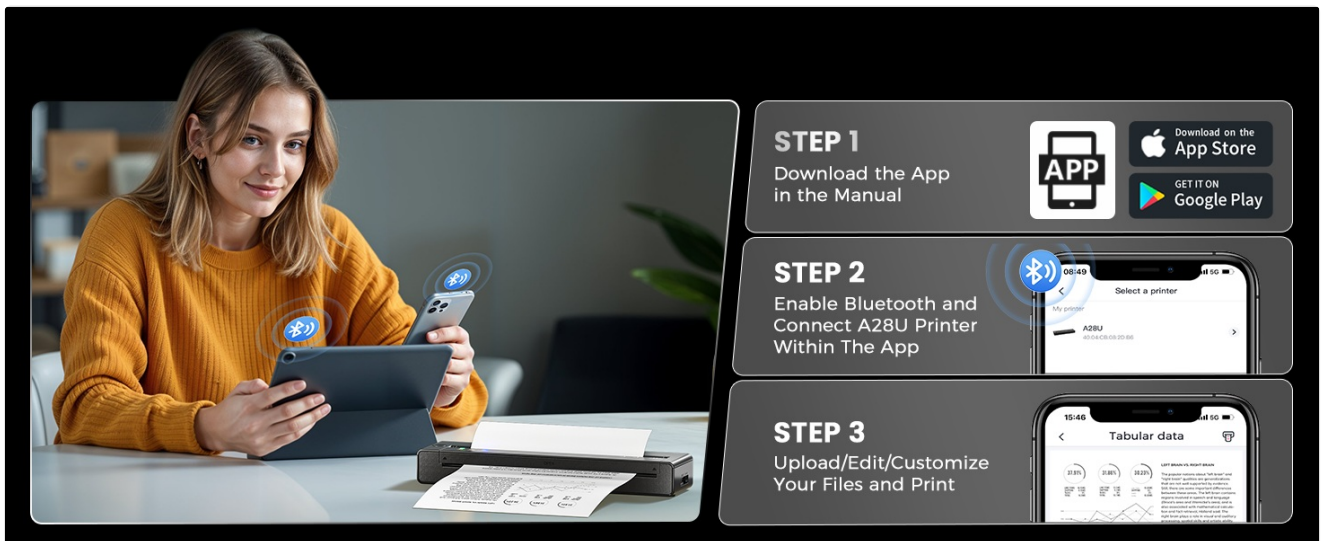


Image: Step-by-step guide for connecting the printer via Bluetooth using the mobile application.

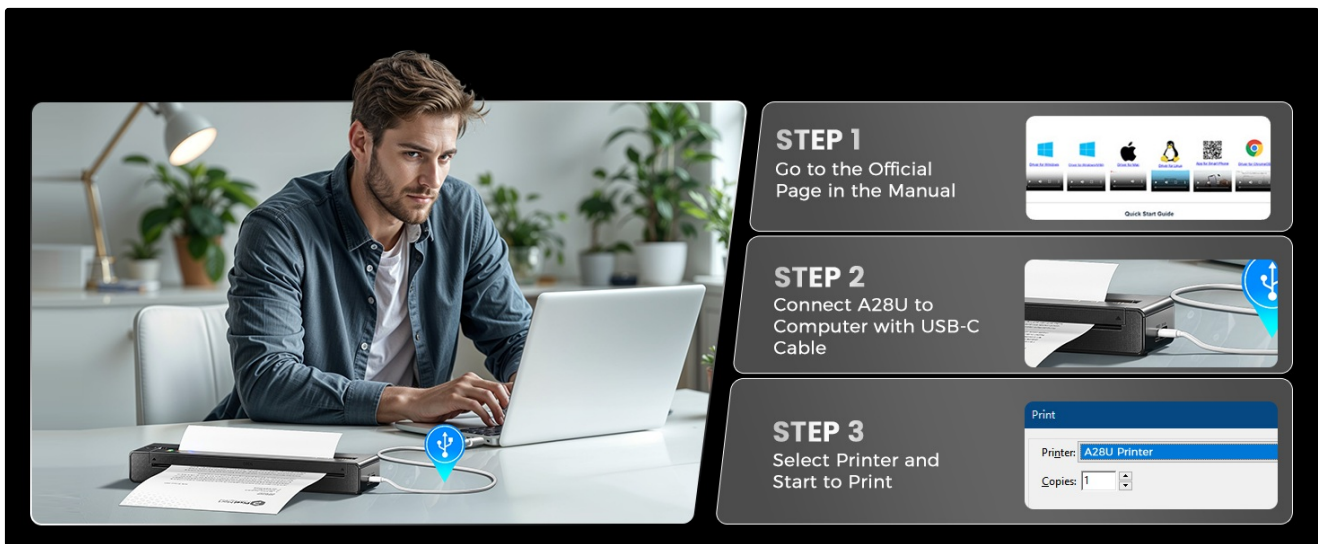


Image: Step-by-step guide for connecting the printer to a computer via USB-C cable.

3.4 Connectivity

The printer supports both Bluetooth and USB connectivity.

- **Bluetooth Connection:** After installing the "SoPrint" app, enable Bluetooth on your mobile device. Open the app and follow the on-screen instructions to pair with the A28U printer.
- **USB Connection:** Connect the printer to your computer using the provided USB-C cable. Ensure the appropriate drivers are installed for your operating system. The printer should then appear as an available printing device.



Image: An overview of the printer's wide compatibility with multiple devices and operating systems via Bluetooth and USB.

4. OPERATING INSTRUCTIONS

4.1 Printing from the Mobile App

1. Ensure the printer is powered on and connected via Bluetooth to your mobile device.
2. Open the "SoPrint" app.
3. Select the document or image you wish to print. The app supports various file types including Word, TXT, PDF, Excel, JPG, and PPT.
4. Adjust print settings (e.g., paper size, density) within the app if necessary.
5. Tap the print button to initiate printing.



Image: The mobile application interface, demonstrating its capabilities for printing various document and image types.

4.2 Printing from a Computer

1. Ensure the printer is powered on and connected via USB to your computer, or paired via Bluetooth if supported by your computer's operating system.
2. Open the document or file you wish to print on your computer.
3. Go to the print option (usually File > Print).
4. Select "TATTMUSE A28U" from the list of available printers.
5. Adjust print settings as needed (e.g., paper size, orientation).
6. Click "Print" to send the job to the printer.

Your browser does not support the video tag.

Video: A general user operation guide for a portable thermal printer, demonstrating basic printing steps.

5. MAINTENANCE

5.1 Cleaning the Print Head

To maintain optimal print quality, regularly clean the print head. Turn off the printer and allow it to cool. Gently wipe the print head with a soft, lint-free cloth lightly dampened with isopropyl alcohol. Do not use abrasive materials or harsh chemicals.

5.2 Battery Care

To prolong battery life, avoid fully discharging the printer frequently. Store the printer in a cool, dry place when not in use for extended periods. Charge the printer regularly, even if not in active use, to prevent deep discharge.

6. TROUBLESHOOTING

6.1 Paper Jam

If a paper jam occurs, the TATTMUSE A28U features an automatic jam reversal function. Double-tap the designated area on the printer (refer to the Quick Start Guide for exact location) to activate this function, which will automatically reverse stuck paper. Avoid manually pulling out jammed paper, as this can damage the printer mechanism.



Image: Visual explanation of the printer's automatic jam reversal feature and a warning against manual paper removal.

6.2 Poor Print Quality

- Ensure you are using **thermal paper**. This printer does not support regular copy paper.
- Clean the print head as described in the Maintenance section.
- Check the paper for any damage or wrinkles before loading.
- Ensure the paper is loaded correctly and centered.

Wide Compatibility

Support bluetooth and usb cable connect



Image: A close-up of a document being printed by the TATTMUSE A28U, demonstrating the clarity of its 203 DPI output.

6.3 Connectivity Issues

- **Bluetooth:** Ensure Bluetooth is enabled on your device and the printer is within range. Restart both the printer and your device. Try unpairing and re-pairing the printer in your device's Bluetooth settings.
- **USB:** Verify the USB-C cable is securely connected to both the printer and the computer. Ensure the correct drivers are installed on your computer. Try a different USB port or cable.

7. SPECIFICATIONS

| Feature | Specification |
|--------------------------------|---|
| Brand | TATTMUSE |
| Model Name | A28U |
| Connectivity Technology | Bluetooth, USB |
| Printing Technology | Thermal |
| Printer Output | Monochrome |
| Max Print Speed Monochrome | 15 ppm |
| Item Weight | 841 Grams |
| Product Dimensions (D x W x H) | 10.6D x 34.8W x 7.9H centimetres |
| Controller Type | Android, iOS |
| Print Media | Thermal Paper |
| Resolution | 203 x 203 dpi |
| Maximum Supported Paper Size | Letter (8.5 x 11 inches) / A4 / A5 / B5 |
| Maximum Sheet Capacity | 50 |
| Battery Capacity | 1500 mAh |
| Dual-sided printing | No |

8. WARRANTY AND SUPPORT

8.1 Product Warranty

The TATTMUSE A28U Portable Thermal Printer comes with a 1-year product warranty from the date of purchase. This warranty covers manufacturing defects and malfunctions under normal use. It does not cover damage caused by misuse, accidents, unauthorized modifications, or use of non-approved consumables.

8.2 Customer Support

For technical assistance, troubleshooting, or warranty claims, please contact TATTMUSE customer support through the official website or the contact information provided in your purchase documentation. Please have your model number (A28U) and proof of purchase ready when contacting support.