polono

PORTABLE
THERMAL PRINTERS

User Manual ·····································⌄

D810

Scan for product support
and customer service

·Statement

To ensure proper and safe use of this product and to avoid personal injury or property damage, it is important to carefully read all instructions and warning tips provided in the product manual before use.

·Warning

1. Do not disassemble this product by yourself. Improper operation may result in fire hazards. Disassembled products will not be returned or exchanged.

2. Do not use corrosive chemicals or cleaning agents to clean this product.

3. Do not use this product near flammable materials such as gas stations or fuel warehouses.

4. After printing, the print head will still be at a high temperature. Do not touch it to avoid burns.

5. Use only approved accessories; using a power adapter with a mismatched voltage may damage the printer.

6. When you notice smoke or unusual smells coming from the product or power adapter, immediately unplug the power adapter and avoid getting burned.

7. Do not bend the power cord excessively or place objects on the cord.

8. Keep the printer out of reach of children.

9. Keep the printer away from water and other fluids that could damage the components.

10. Unplug the printer when it is not in use for long periods.
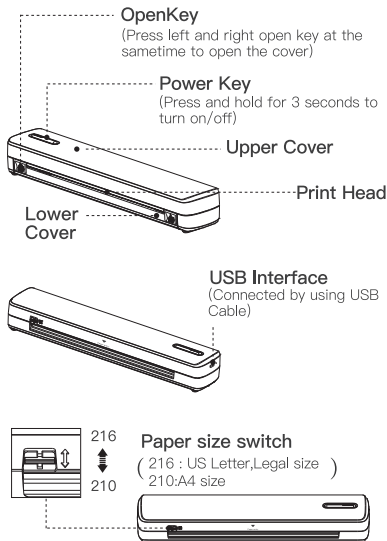
BASIC SPECIFICATIONS 02

Model	D810
Printing method	Direct Thermal
Resolution	203dpi

Supported print widths	–210mm (A4 PAPER)
	–216mm (US LETTER)
Connection	USB, Bluetooth
USB connection support system	Windows, Mac
Bluetooth connection upport system	Android, iOS
Operating environment	0°C ~40°C (32°F – 104°F) , 30%~85%RH (No condensation)
Storage environment	–20°C ~ 60°C (–4°F – 140°F) , 0%~90%RH (No condensation)
Paper cutting	Tear paper
Input	DC 5V 2.0A
Product size	11.5x2.1x1.5inch 292x53x38mm
Packing list	Printer, User manual, Thermal paper, USB cable, U–disk

OpenKey
(Press left and right open key at the sametime to open the cover)

Power Key
(Press and hold for 3 seconds to turn on/off)

Upper Cover

Print Head

Lower Cover

USB Interface
(Connected by using USB Cable)

216

210
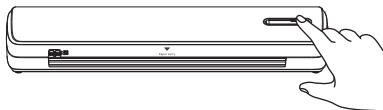
Paper size switch
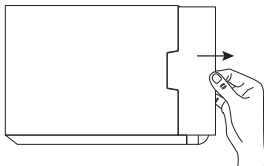(216 : US Letter,Legal size)
210:A4 size

· **Power On**

Hold down the power key for 3 seconds to start the printer.

· **Loading Paper**

● Folded paper

✉ support@polono.com
🌐 https://www.polono.com/

Black Label

Front Side
(Pinting Side)

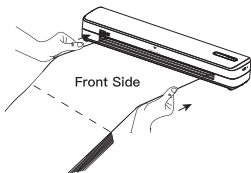Back Side
**(Non-Pinting Side)**
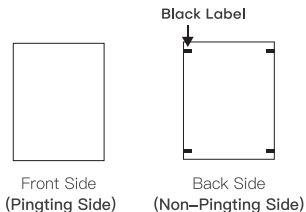
● Roll paper
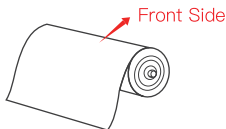
Front Side

1.Take out the thermal paper and confirm the printing side.


Front Side

2.Keep the front side of thermal paper and align with the paper inlet, Insert the paper. Make sure the paper is sucked into the printer and the indicator light turns green, then get ready for printing.

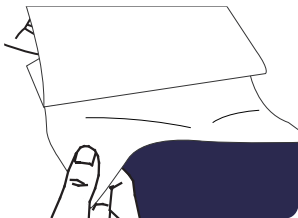● Tattoo transfer paper

Tracing paper (White)

Protect Paper (White)
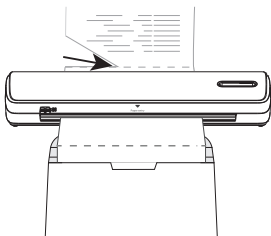
Transfer Paper (Blue)

Bottom Paper (Yellow)
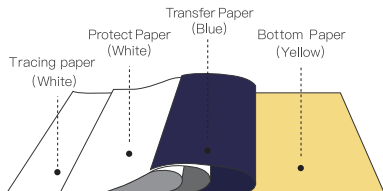
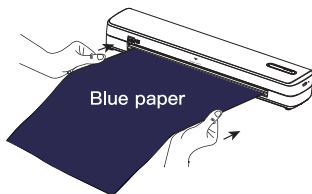1.Remove the yellow bottom paper, note that the adhesive part of the paper should be kept intact.
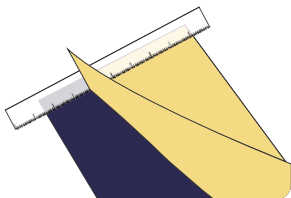
2.Remove the white protect paper.

3.Power on the printer, make sure the white tracing paper is face down and the blue transfer paper is face up, insert the paper from the back of printer, then the printer will feed the paper automatically.

Blue paper

4.After printing, gently peel off the white tracing paper.
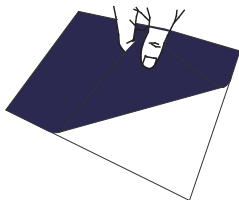
Note：
· The printer will only print to the top side of
the paper; make sure the printing side face
up to avoid printing blank sheets.
· If the paper feeds abnormally, open the
cover and leave some of the paper sticking
out of the printer before closing the cover,
 then click the power key to calibration.
· Avoid poor quality paper as they can
damage the printer.

· Driver Installation (for computers)

☑ You can obtain the printer's driver file in
one of the following ways:
1. A U–disk is provided in the accessory bag.
Plug in the U–disk and locate the appropriate
driver for your operating system in the
"Driver files for installation"folder.

2. Visit the Polono support page to download the D810 printer driver and view related tutorial videos.Polono support page:

https://www.polono.com/pages/driver-user-manual

If this link does not work, navigate to polono.com and under the Support tab, click into "Driver & User manual".

Note:
·Make sure the printer is powered on and connected to the computer via the USB cable before running the driver file.
·Do not manually add the printer to the computer; run the driver file to properly set up the printer.
·Plug the D810 into the same USB port on your computer every time. This will avoid creating duplicate copies of the printer.

» Windows
Unzip download file and run Unzip download file and run Driver-Installer, follow below steps to finish installation.

1.Click [Install]
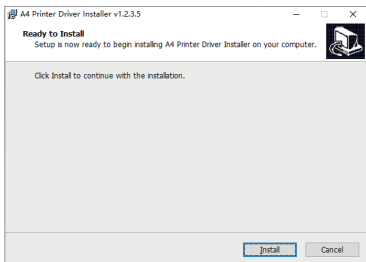
2.Click [Finish] after installation

» Mac

1.Click [Continue]

Welcome to the Label Printer Driver Ver1.0.6 Installer

- Introduction
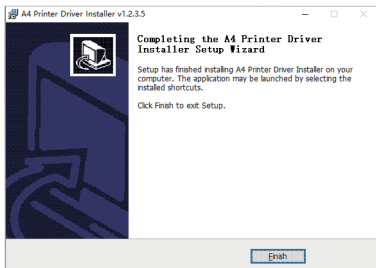- Destination Select
- Installation Type
- Installation
- Summary

Driver installer is detecting label printer, please do the following:
1. Connect printer to your computer via provided USB cable. If your USB of computer is a Type-C USB port, please use USB-C to USB converter.
2. Power on the printer,then click "continue" button.

Go Back   **Continue**

2.Click [Install]

Standard Install on "Macintosh HD"

- Introduction
- Destination Select
- Installation Type
- Installation
- Summary

This will take 272 KB of space on your computer.

Click Install to perform a standard installation of this software on the disk "Macintosh HD".

Change Install Location...

Customize   Go Back   **Install**

3.Enter your password to install
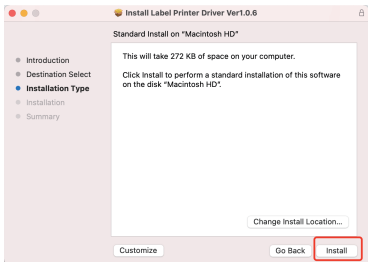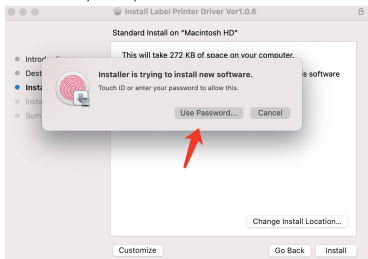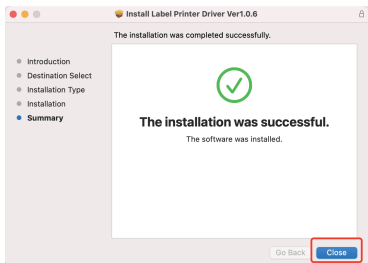

4.Click [Close] after installation

5. Open [System Preferences], and click [Printers & Scanners], find D810 in the list and end the driver installation process.

INDICATOR LIGHT STATUS

Indicator light	Description	Troubleshoot
Green Solid	The printer is powered on and ready	
Blue Solid	Bluetooth is connected	
Red Solid	· Charging · Top cover open · Out of paper	· When fully charged, the light turns green · Close the top cover correctly
Blue Flashing	Bluetooth is initializing or initialization failed	Close the App first. Restart the printer and wait for the blue little non-flashing. Then reconnect the App
Red Flashing	Low electric quantity	Charge the printer
Green and Red Flashing	Printer head is overheated	Printer will automatically resume once the printer head has cooled down

FAQ

Question1:

Do I need to register to use the printer?

Registration is not necessary. Registered accounts are able to save and retrieve label templates from our servers.

Question2:

Why is the printer printing blank papers?

The most common reason is the paper is installed incorrectly. Make sure the front side faces up.

Question3:

Why does the printer continuously feed paper?

There is residue or debris on the sensors or print head. Open the paper bin cover and clean the sensors and print head with rubbing alcohol.

Question4:

Why does the printout look gray or faded?

Use genuine paper for best results. If the issue persists, try cleaning the print head with rubbing alcohol.

Question5:

Why does the printer print incomplete?

The position of the paper is not correct. Insert the paper into the printer from the paper inlet again until the printer sucks the paper in.

Question6:

Why did the printer suddenly stop printing?

Certain safety measures are in place. The most common reasons are the printer has activated overheating protection or the printer is out of paper.

Question7:

I have installed the driver, but why am I still unable to print from my computer?

The printer needs to powered on and connected to the computer via the USB cable to installing the driver. Uninstall then reinstall the printer driver.

Question8:

How do I set or change the paper size or print darkness?

Windows – Go to Settings – Devices – Printers & scanners – Label printer – Manage, click on Printing preferences. Adjust the paper size and print density.

Mac – Open any PDF file, click on Page Setup, then click on Paper Size to select or manage the paper size.

Labelnize App – Select the label paper size when editing a document and select the density on the Print Settings page.

CARE AND MAINTENANCE 07
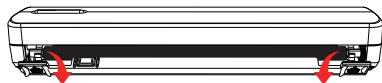
Cleaning of print head and rubber rollers

• When any of the following situations occur during printing, the print head and rubber rollers should be cleaned:

- Unclear printing;
- Loud noise during paper feeding or paper return;
- Debris stuck on the print head.

• The steps for cleaning the print head and rubber rollers are as follows:

① Power off the printer;
② Open the cover and locate the print head (as shown in the figure). If the printer was just used to print, wait for the print head to cool completely;
③ While rotating the roller, use a cotton ball with some rubbing alcohol on it to wipe off any dust or debris;
④ Use a cotton ball with some rubbing alcohol on it to wipe off any dust or debris on the print head;
⑤ Wait for the rubbing alcohol to completely evaporate before closing the cover.
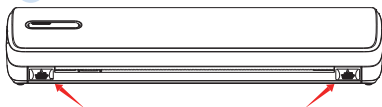
Note:

·The printer must be powered off while cleaning.

·Avoid touching the surface of the print head with your hands or metal objects, and do not use tweezers or other tools to scratch the surface of the print head, rubber rollers, or sensors.

・Do not use organic solvents such as gasoline or acetone to wipe the print head or roller.
・Wait for the rubbing alcohol to completely evaporate before turning on the power and continuing to print.
・Keep the sensor surface clean.

WARRANTY 08

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 you are past the 30—day return period on Sales website, contact us directly via the "Contact seller" option on your Order Details. If the product is not working properly, we can send you a replacement product.

This warranty does not apply in cases of abuse, mishandling, or unauthorized repair of the product.

If you have any questions about this warranty or would like additional information, please contact us via the "Contact Seller" option or directly via e—mail (check the packing box). Please keep the original box, packing materials and all documentation in the event that service is required.

FCC 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.

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.To maintain compliance with FCC's RF Exposure guidelines,
This equipment should be installed and operated with minimum 20cm distance between the radiator and your body: Use only the supplied antenna.

IC CAUTION 10

English:
This device complies with Industry Canada licence– exempt RSS standard(s).Operation is subject to the following two conditions:

(1) This device may not cause interference, and
(2) This device must accept any interference, including interference that may cause undesired operation of the device.
To maintain compliance with RSS–102 RF Exposure guidelines, This equipment should be installed and operated with minimum 20cm distance between the radiator and your body: Use only the supplied antenna.

French:

Le présentappareilestconf orme aux CNR d' Industrie Canada applicables aux appareils radio exempts de licence. L'exploitationestautorisée aux deux conditions suivantes:

(1) l'appareil ne doit pas produire de brouillage, et
(2) l' utilisateur de l'appareildoit accepter tout brouillageradioélectriquesubi, mêmesi le brouillageest susceptible d'encompromettre le fonctionnement.

Pour être conforme aux lignes directrices d'exposition RF RSS–102, cet équipement doit être installé et exploité à une distance minimale de 20cm entre le radiateur et votre corps: n'utilisez que l'antenne fournie.