Guide to Frequently Asked Questions

1.Power Indicator

Lit (Green)：Normal

Blinking (Green)：Charging

Lit (Red)：Out of paper/ Cover is open/ Overhea

Blinking (Red)：Low power

2.Product use sequence

Step 1: get the new Printer;

Step 2: go to the app store or Google play to search for "phomemo";

Step 3: Download and install app;

Step 4: turn on Bluetooth;

Step 5: open the app and log in;

Step 6: long press the equipment startup key to start the M08F (the shutdown method is the same);

Step 7: click in the upper right corner of the app main interface to enter the printer connection interface and connect the printer (you can choose to double-click the startup button to pop up the QR code scanning connection);

Step 8: enter app to start printing

3.Printer connection problem

(1) Abnormal Bluetooth connection: Please restart the mobile phone and printer and connect Bluetooth again. Be careful not to use the Bluetooth module of the mobile phone to connect the device directly, but to connect the device in the phomemo app;

(2) Sharing of multiple devices: temporarily, the device does not support simultaneous operation by multiple people. Only one mobile phone can be connected. When connecting other mobile phones, disconnect the connected mobile phones first.

4.Unclear printing

(1) The title printing is not clear. Please try to adjust the printing concentration and try again;

(2) When the picture printing effect is poor, you can adjust the contrast or use the original print. The original print is very suitable for printing line pictures with clear outline;

(3) Please be sure to use official paper. The printing effect of third-party paper cannot be guaranteed and there is corresponding damage to the print head;

5.Print blank / no word problem

The printing paper may be installed upside down. Please change the direction of the printing paper and try again. When installing the printing paper, please make sure that the printing surface (smooth surface) is facing down and aligned with the printing port;

6.Charging problem

(1) Charging with 5v-2a adapter takes 2 hours to fully charge. Charging with computer or adapter below 2A will increase the charging time;

(2) The printer can be used while charging;

7.Print fading problem

(1) For the printed content, the printing surface shall not contact with another printing surface or transparent bag for storage;

(2) The printing paper shall be kept away from light and in a dry environment;

(3) Edit the records before printing. After printing, try to avoid using oily pen on the paper, and the neutral pen is in contact with the printing paper;

(4) Try to choose the official back glue for pasting printing paper, and some alkaline liquid glue will accelerate the fading;

8.Other settings

(1) Automatic shutdown duration setting: click the upper right corner of the app main interface to enter the printer connection interface, click the personal device to view and set;

(2) Device power viewing: click the upper right corner of the app main interface to enter the printer connection interface, and click personal device to enter the viewing;