

FAQ for Label maker Malfunction

Q: Why are the labels coming out blank?

A: Check to see if the paper has been inserted correctly. The print side must face upwards.

Try printing a self-check page by pressing the power for 1 second. If the page does not print, it means there is a printer malfunction; if the page does print, check the paper or app settings.

Q: Why are the labels not printing clearly?

A: Check and adjust the printing density on the app.

If there is a line or blank area on the label, check if the print head is clean. If not, clean it with alcohol. Low quality paper may also introduce problems. For best results, use POLONO label paper.

Q: Why did the printer stop printing during a print job?

A: Make sure there is still paper in the bin. If paper is still available, check the app for the specific cause.

FAQ for Label maker Operation

Q: Why are the labels not aligned/lined up properly?

A: Setting on polono app:

Change the paper type to 15*40 mm or continuous depending on paper loaded.

Realign the printer by pressing the power/feed button once.

Q: Why are the printing too small?

A: Setting on app:

Select the text, click on "+" the middle tab to enlarge the text.

Or double-click the text, select "font" tab, click "+" to enlarge the text.

Q: How to center the text or image?

A: Setting on polono app:

Select the text or image, slide the middle tab to the right side, click on "center".

Q: How to print long text?

A: It is suggested use continuous paper to print long text, which can print as long as needed.

Load the continuous paper, open the app: create a new label, select continuous paper, set the width as needed, then edit text and print.