



Phomemo M02 Mini Printer User Guide

[Home](#) » [Phomemo](#) » **Phomemo M02 Mini Printer User Guide** 

Phomemo M02 Mini Printer User Guide



Before using, please read this manual carefully and keep it properly for future reference.

Contents

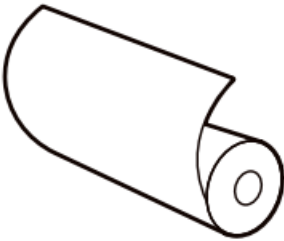
- 1 Package Contents
- 2 Printer Components
- 3 How to Download the App
- 4 How to Connect to the App
- 5 How to Replace the Thermal Paper
- 6 Warranty
- 7 After-sales services
- 8 Warranty Card
- 9 Official Thermal Paper Type
- 10 Basic Functions
- 11 Frequently Asked Questions
- 12 FCC Warning
- 13 I SE D Warning
- 14 Documents / Resources
 - 14.1 References
- 15 Related Posts

Package Contents

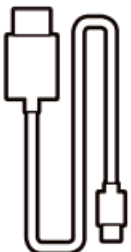
1. Printer*1



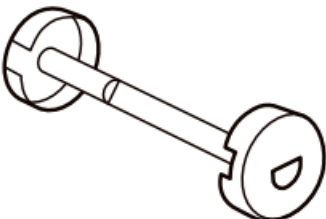
2. Thermal Paper *1



3. Data Cable*1



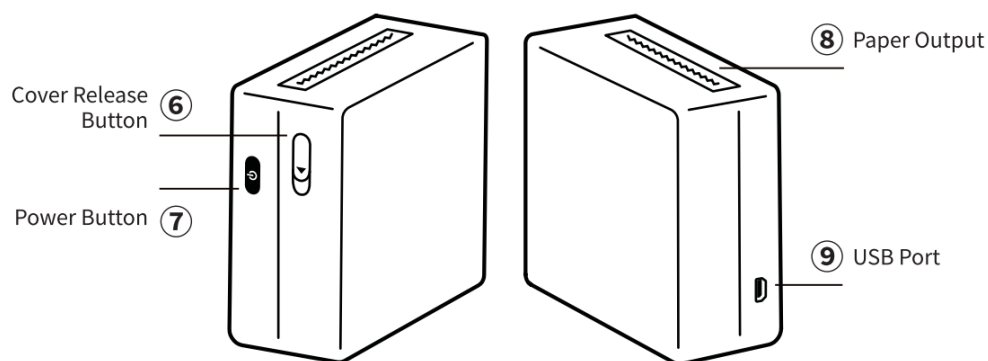
4. paper holder baffle*1



5. Instruction Manual*1



Printer Components



Indicator Light Guide

Name	Status	Description
Power Indicator	Green	Standby/Fully Charged
	Green (Flashing)	Charging
	Red	Error: Out of Paper / Overheating
	Red (Flashing)	Not Enough Power

Note

1. Please use a 5V 2A adapter to charge the printer. You may use a phone adapter to charge the printer.
2. Connect the USB cable to a power adapter to charge the printer. When charging, gently insert or remove the power cord to prevent damaging the terminals.
3. Please remove the power cable after charging.
4. To prevent any dangerous situations, please do not use or charge the printer in environments that are too hot, too wet, or contain a lot of smoke and dust.
5. Do not use them in bathrooms, saunas, open flame, etc. Charging inappropriately might damage the printer head.
6. Do not touch the printer head as it might burn.
7. The paper cutter blade is very sharp. Please be careful when handling it.
8. If the printer malfunctions, gently poke the reset hole to restart the printer.

Battery Warnings and Instructions

- Do not disassemble, crush, break, or toss the batteries into fire.

- Please do not reuse when the battery is swollen.
- Please do not use if the battery is exposed to water and high temperature.
- Using the wrong battery may cause an explosion. Please dispose of used batteries according to the Instruction Manual.
- If the user wishes to use an adapter, please purchase and use adapters that have CCC certificates or fulfill relevant safety standards.

How to Download the App

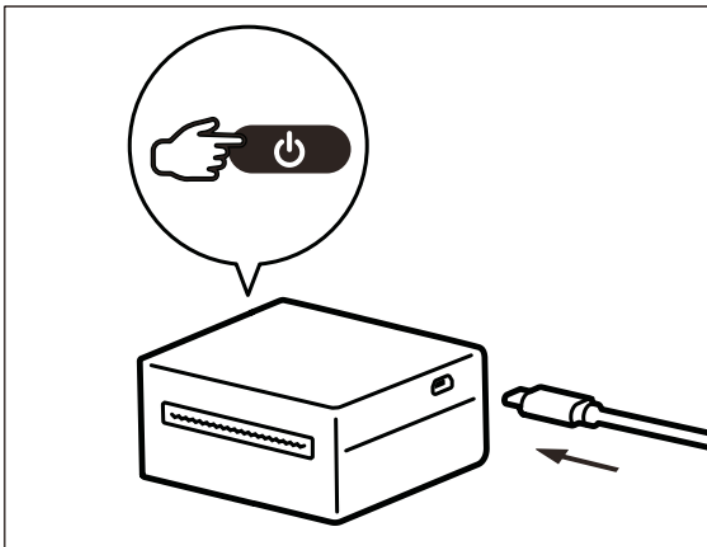
Mobile Download

Please search for “Phomemo” on your device’ s app market and download the software.



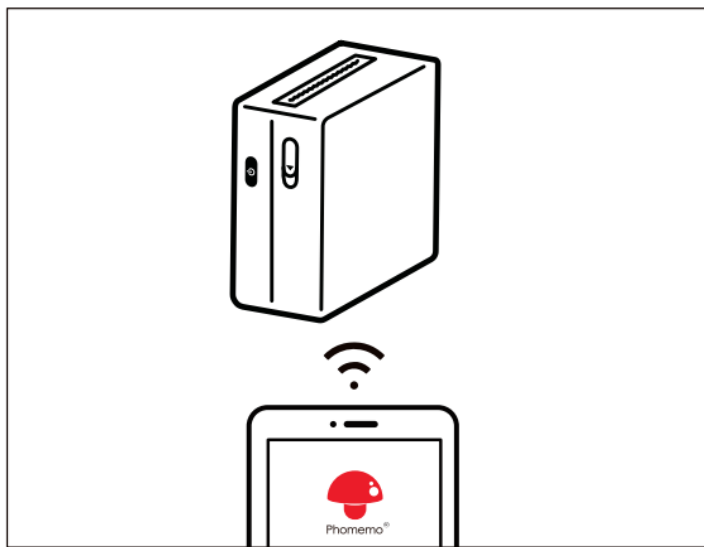
How to Connect to the App

1. For your first use, please charge the printer fully. Press and hold the Power Button for around 3 seconds to start the printer.



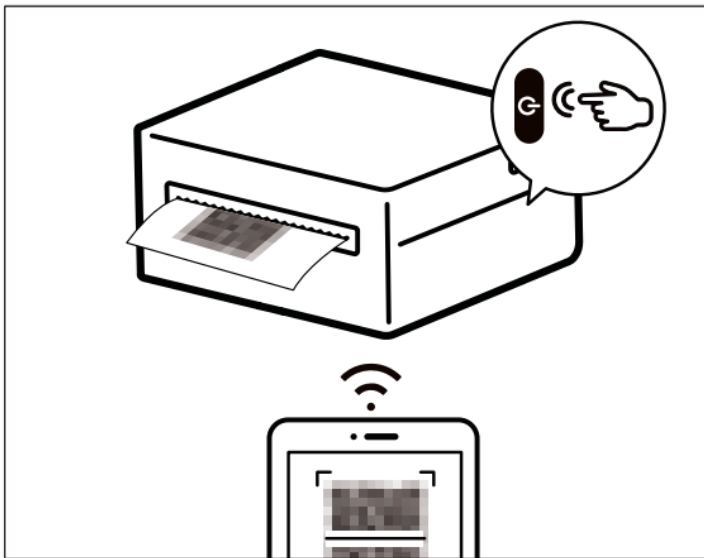
2. Connecting to the Printer.

Method 1: Turn on the Bluetooth function on your phone. Connect after searching for M02 on your Phomemo



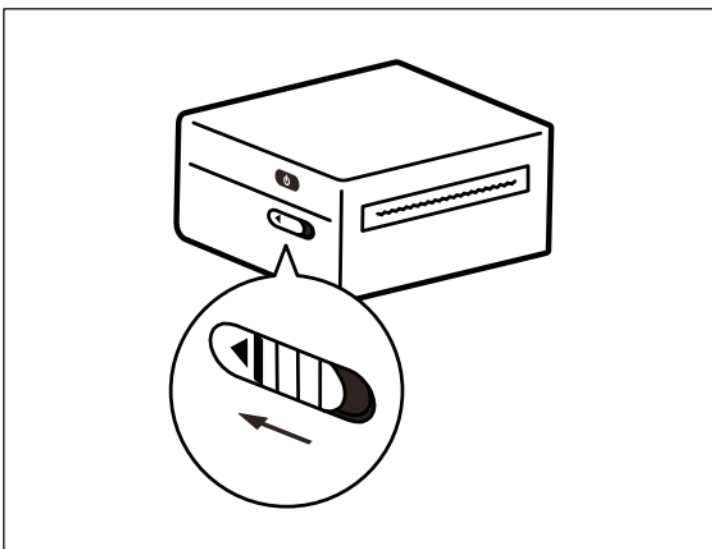
App.

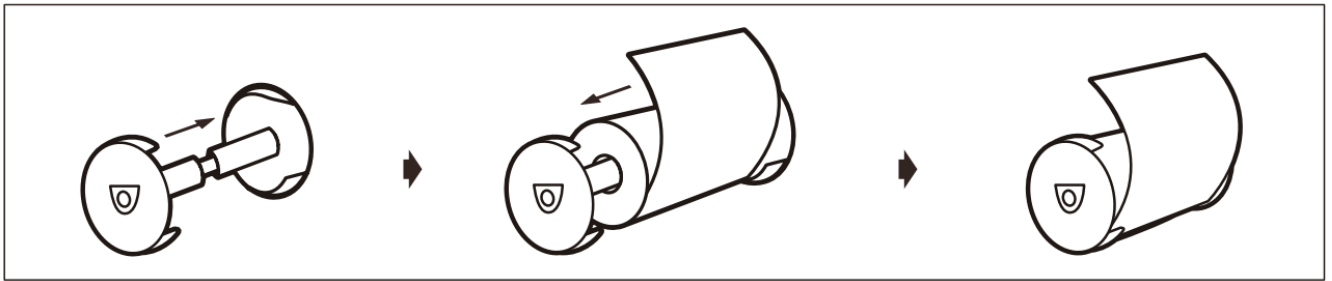
3. **Method 2:** Press the Power Button twice to print out a QR code. Use your Phomemo App to scan the QR code.



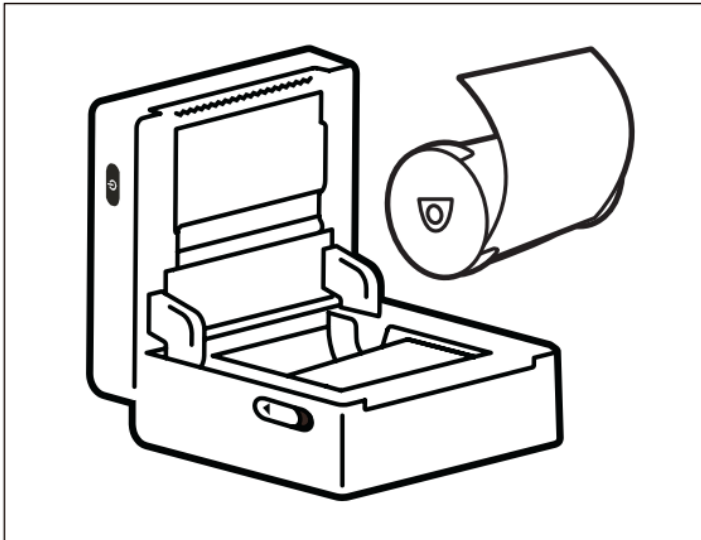
How to Replace the Thermal Paper

1. Open the printer's cover. Take out the paper holder.





2. Remove the adjuster on the right side
3. Load the printing paper
4. Install the adjuster on the right side
5. Put in the paper holder and close the printer's cover.



“Tips: How to differentiate the front and back parts of the Thermal Paper?”

- Use your nail to scratch the surface of the Thermal Paper. Install the thermal paper with the side that shows color facing up.
- Make sure the glossy side is facing upward,

Warranty

Thank you for choosing our product. * We provide “Exchange/Refund” services for customers within one year upon the purchase of the product.

After-sales services

Whatsapp: +86 13928088284 / +86 15338193665

Skype: Phomemo Team-Jessie / Phomemo Team-Helen



+1 855 957 5321 (US only)

Office Hours: Monday to Friday from 9 a.m. to 5 p.m. EST



support@phomemo.com



www.phomemo.com



Please search for “Phomemo” to find more guides on how to operate the printer.

Warranty Card

☐

Return

☐

Exchange

☐

Repair

User Info	Name:	Gender:	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:	

Official Thermal Paper Type

- 1. Waterproof, oil proof, PVC thermal paper:** Does not contain Bis phenol-A. Scratch-resistant. Can retain the printed image for 7-10 years.
- 2. Color thermal paper:** Does not contain Bis phenol-A. Includes colors such as yellow, pink, blue, etc. Can retain the printed image for up to 5 years.
- 3. Self-adhesive thermal paper:** Does not contain Bis phenol-A. The thermal paper has an adhesive side that can stick to objects. Can retain the printed image for up to 10 years.
- 4. Semi-transparent thermal paper:** Does not contain Bis phenol-A. Waterproof, oil proof, and scratch-resistant. Excellent retention of the printed image for up to 15 years. *The above-mentioned are official Phomemo thermal papers. *We are not responsible for any damage caused to the printer if unofficial thermal papers are used.

Basic Functions

Print images

Steps: 1.

1. Choose the “Print Images” function in the Phomemo App
2. Add the photos you wish to print.
3. Adjust the setting of the image in the workspace.
4. Choose the printing intensity.
5. Press the “Print” button on the lower right corner to print.

Graphic Function

The Graphics library contains various materials drawn by artists. You can modify and personalize the materials using the following steps.

Step 1: Select the “Graphic” function in the Phomemo App.

Step 2: Select any object to enter the edit screen.

Step 3: You can create personalized edits by adding text, table, image, stickers, QR codes on the edit screen. Any content edited is previewed on the edit screen.

Function	Description
Text	Selecting “Text” will insert a text box for editing. You can edit the content’s font, alignment, etc.
Table	Selecting “Table” will insert a table for editing.
Image	Selecting “Image” will insert an image for editing or printing.
Emoji	Selecting “Emoji” will insert an Emoji for editing or printing.
QR Code	Selecting “QR Code” will bring you to a screen where you can insert any text or numbers to generate a QR Code.



Step 4: Press the button on the upright corner to print,

Printing Windows Application Files

Select the “Print Web” function in the Phomemo App and enter the URL to access the webpage. Press the “Print” button to print the content of the web page.

Frequently Asked Questions

Common problems and solutions		
Problem	Reason	Solution
Only half the paper is printed	1. The paper holder is not installed correctly	Reinstall the paper holder according to the paper adapter.
	2. The printer head did not connect properly	Reinstall the paper holder according to the paper adapter.
The printer cannot charge properly	1. Unable to charge	Connect the printer. You can check the remaining power of the printer at the Bluetooth connection indicator in the upper right corner.
	2. The charger is overheating	Use a 5V —2A charger. Under normal circumstances, the printer will be fully charged in 2-5 hours.
	3. Unable to switch on printer	Do not leave the printer uncharged for more than 3 months or so. The battery power might run out completely and fail to activate or charge.
Cannot connect to	1. Your phone's Bluetooth is deactivated	Activate your phone's Bluetooth. (Bluetooth function does not activate automatically. YOU have to activate it manually)
	2. The App cannot detect the printer.	The printer is not turned on. Turn on the printer.
		Press the Power Button of the printer twice to print the QR Code. Scan the QR Code to connect to the

the Printer's Bluetooth	3. Connecting to multiple devices	Disconnect your printer from other existing phones. You may only connect the printer to one phone at a time.
		You cannot connect to the printer while connected to your Bluetooth earphones. Disconnect from all other devices before connecting to the printer.
	4. The phone's location has not been turned on	Android devices need to turn on their location.
unable to print	1. Paper comes out without prints	The paper is installed the other way round. The printing surface should be installed facing up.
	2. System Bug	Restart your phone.
	3. There's a black line on the paper	The paper is stuck, pull out some paper.
	4. The Indicator light is flashing	There's no power. Charge for half an hour.
		Reinstall the paper. The paper is not pulled to the output slot. Pull a segment of paper out of the paper output slot.
Paper jammed in the printer	1. The paper roll has become loose and causes a jam	Remove the paper holder, manually pull the paper roll tight, and reinstall the paper holder. Or use the paper roll directly.
	2. There's a foreign object in the printer	Open the printer's paper compartment and use rubbing alcohol to clean the interior of the printer.
App shows that the printer has run out of paper	1. No paper comes out	Reinstall the paper. The paper is not extended toward the paper output slot.
	2. The sensor cannot detect any paper	The sensor has malfunctioned. Use rubbing alcohol to clean the sensor.
	3. System Bug	Uninstall and reinstall the App
Missing prints	1. The paper holder is not installed correctly	Reinstall the paper holder according to the paper adapter.
	2. The paper is wrinkled or deformed	Take out the paper and cut off the deformed area. Reinstall and continue to print
	3. The printer's cover is not closed properly	Close the printer's cover properly using your palm.
	4. The printer's power is too low	No power. Charge before printing.
		Set the printing intensity to the highest.
	5. The paper is exposed to the air for a long time	The paper will expire even if placed inside the machine when exposed to humidity and the air for a long time.
		Store unused paper in a sealed bag or container.
The text on the		Thermal paper should not be glued together.
		Record your edits before you print. After printing, avoid using permanent markers or rollerball pens on the paper.
		Environmental temperature, humidity, alcohol, sanitizers, sweat, or hand soap can cause the text to fade.

paper is faint	Improper storage	Store the printing papers away from sunlight in a dry environment.
		After printing, do not store the paper with the printing surface touching another printing surface or plastic surface.
		Please choose self-adhesive thermal paper. Some alkaline-based adhesive will cause the print to fade faster.

FCC Warning

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.

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

ISED Warning

IC Warning statement:

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.

Documents / Resources

--	--

Quick Start Guide
M02

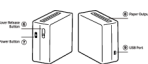


English

1. Package Contents



2. Printer Components



Indicator Light	Meaning
Power	Power On
Print	Printing
USB	USB Connected
Battery	Battery Level

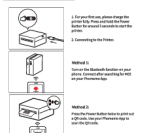
3. Notes

- 1. Please use the printer in a clean and dry environment. Do not use the printer in a humid or dusty environment.
- 2. Please use the printer with the provided USB cable. Do not use other cables.
- 3. Please use the printer with the provided USB adapter. Do not use other adapters.
- 4. Please use the printer with the provided thermal paper. Do not use other papers.
- 5. Please use the printer with the provided battery. Do not use other batteries.

4. How to Download the App



5. How to Connect to the App



6. How to Replace the Thermal Paper



7. Troubleshooting

- 1. The printer does not print. Check the paper and the battery.
- 2. The printer does not connect to the app. Check the USB cable and the USB adapter.
- 3. The printer does not print correctly. Check the thermal paper and the printer settings.

8. Specifications

Item	Specification
Model	M02
Color	Black
Size	115 x 65 x 25 mm
Weight	150g
Power	5V 1A
Battery	1000mAh
Print Speed	100mm/s
Print Resolution	200DPI
Print Range	40mm

9. Official Thermal Paper Type

- 1. Please use the official thermal paper. Do not use other papers.
- 2. Please use the official thermal paper. Do not use other papers.

10. Troubleshooting

Problem	Solution
The printer does not print.	Check the paper and the battery.
The printer does not connect to the app.	Check the USB cable and the USB adapter.
The printer does not print correctly.	Check the thermal paper and the printer settings.

11. Frequently Asked Questions

Question	Answer
Q: How do I use the printer?	A: Please refer to the user manual for more details.
Q: How do I connect the printer to the app?	A: Please refer to the user manual for more details.
Q: How do I replace the thermal paper?	A: Please refer to the user manual for more details.
Q: How do I troubleshoot the printer?	A: Please refer to the user manual for more details.

12. FCC Warning

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 that may be received, including interference from authorized radio communication services.

13. CE Marking

This device complies with the CE Marking requirements. The CE Marking indicates that the device meets the requirements of the European Union (EU) directives. The CE Marking is a certification mark that is used to indicate that a product meets the requirements of the EU directives.

Phomemo M02 Mini Printer [pdf] User Guide
M02-A, 2ASRB-M02-A, 2ASRBM02A, M02 Mini Printer, M02, Printer, M02 Printer, Mini Printer

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

This website is an independent publication and is neither affiliated with nor endorsed by any of the trademark owners. The "Bluetooth®" word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The "Wi-Fi®" word mark and logos are registered trademarks owned by the Wi-Fi Alliance. Any use of these marks on this website does not imply any affiliation with or endorsement.