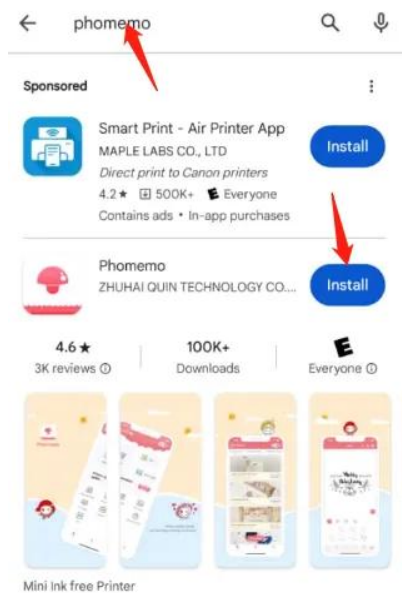




Unable to connect to Bluetooth

1. Please download the application Phomemo from Google Play Store or Apple App Store.



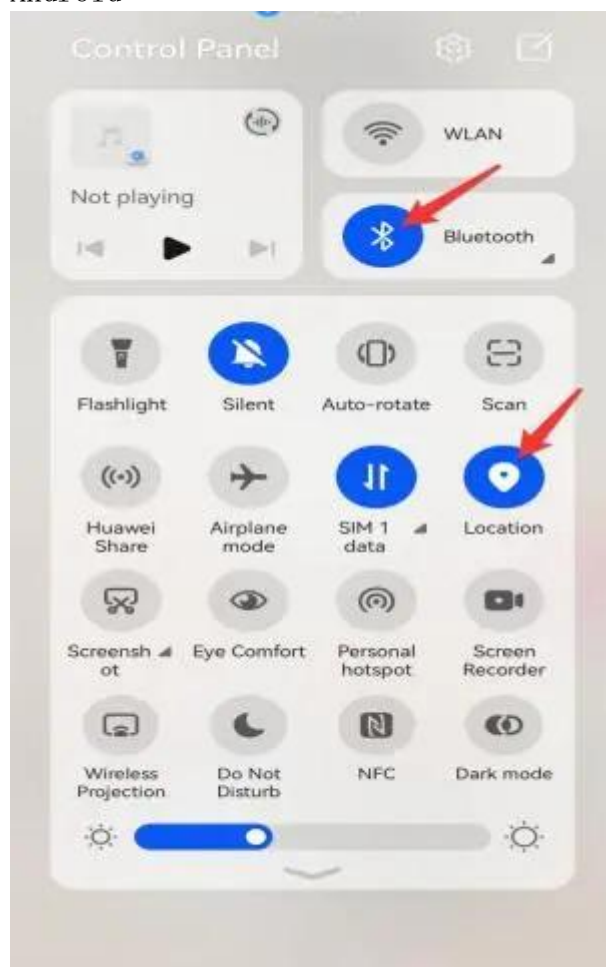
2. Turn on the printer and enable Bluetooth on your phone, please make sure that the distance between the printer and your phone are in 3 meters.

iOS



Android

Android



Note: According to the Google official, for Android 11 and below, GPS permission needs to be enabled to use Bluetooth function; and for Android 12 and above, relative location permission needs to be granted. This

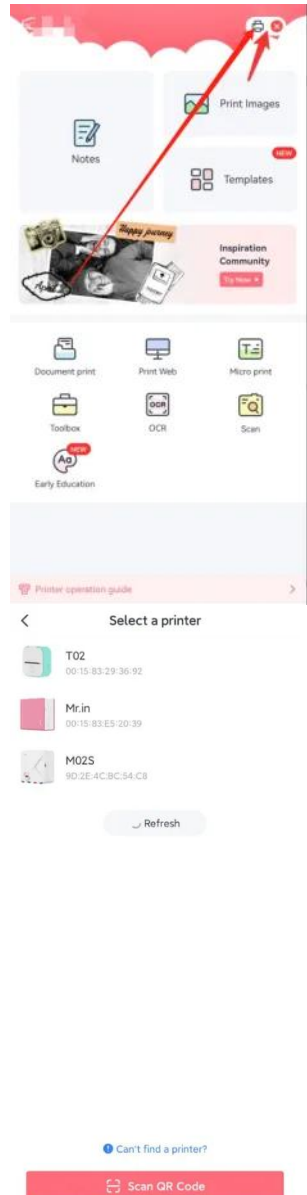
permission does not access your precise location information. You can click on the link below for detailed instructions:

<https://developer.android.com/develop/connectivity/bluetooth/bt-permissions>

<https://developer.android.com/about/versions/12/features/bluetooth-permissions?hl=zh-cn>

3. Please open the App Phomemo and connect the printer via Bluetooth. (No need to open the Bluetooth setting on your phone.)

Select your printer model to connect to the app.



If you can't find your printer in the Bluetooth connection page, please turn on the printer, load the paper into the printer and then double-click the power button to print out the QR code, and then click "Scan QR code" at the bottom of the app for Bluetooth connection.



If you still can't find your printer model on the Bluetooth connection page or you can't connect to Bluetooth by scanning the code, and you are using an Android operating system on your phone, please check whether you can find the printer model or serial number (starting with Q) in your phone's Bluetooth list. If you can find the printer model, please follow the steps in the video. Below is the operation video for T02, which can also be used for other models. You should select the device name according to your printer's model or serial number, and then unpair.

https://www.youtube.com/watch?v=2GtxKZHU9jo&list=PL-guRjwTV0Ybu6f-dFQT0_jX1SOWPNcW3&index=2

4. If you still can't connect the printer to the app, please follow the steps below. Make sure all permissions are allowed when installing the app. You can open them in your phone's Settings. Video for enabling permissions on iPhone:

https://www.youtube.com/watch?v=WAsKg3HMdco&list=PL-guRjwTV0Ybu6f-dFQT0_jX1SOWPNcW3&index=3

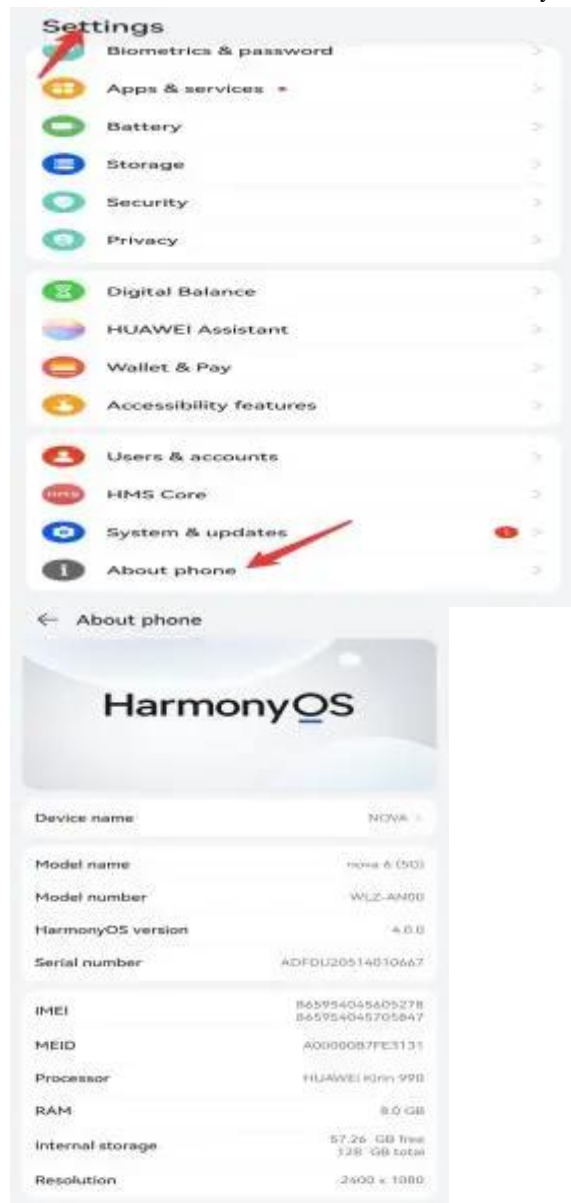
Video for enabling permissions on Android phones:

https://www.youtube.com/watch?v=_1IrKK0vprw&list=PL-guRjwTV0Ybu6f-dFQT0_jX1SOWPNcW3

Try to turn the printer off and then on again, close the app and then reopen the app again to connect the printer. Try to uninstall and then reinstall the Phomemo App or download the app on another phone, and then try to connect the printer within the app again.

5. If the above steps do not resolve the issue, please provide us with the following information for further testing.

The model name and OS version of your phone.



The version of Phomemo application.



A self-test page of the printer. (After powering on, double-click the power button.)



设置格式[企业用户_223722883]: 正文, 左, 行距: 最小值
0 磅, 图案: 清除(白色)

Abnormal charging /unable to power on (unable to charge, indicator light
normal/unable to charge, indicator light off)

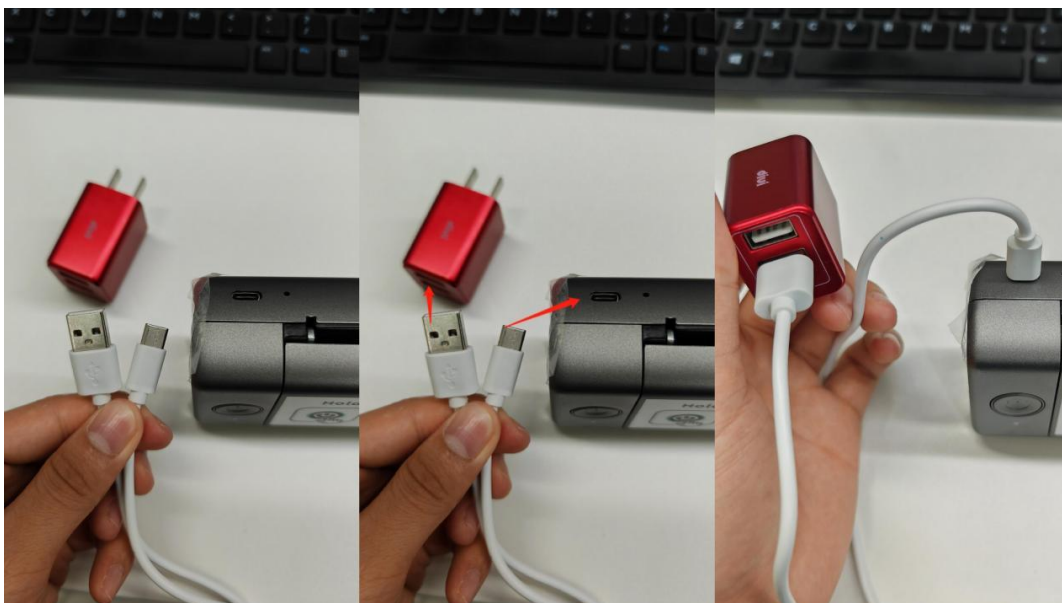
1. Make sure that the power socket is charged, and the charging cable and the charging head with an output voltage of 5V-2A can work normally. Use other electrical devices to see if the power socket, the charging cable and charging head can work normally.
2. Reconfirm that the output voltage of the charging head in use is 5V-2A. Fast chargers with output voltage exceeding 5V may damage the printer.



3. If the printer still can't charge, try to replace another 5V-2A charging cable and charging head. After charging for half an hour, check if it can be turned on.
4. While charging, use a thimble or similar tool to poke the reset hole next to the power port. . Restart the printer after charging for half an hour to see if it works properly.



5. Please follow the instructions to charge the printer properly and do not plug in any adapters or docking stations..



If the above steps do not solve your problem, please send us a video showing the problem encountered when charging your printer.

Printing blanks

1. Make sure you are using thermal paper.
You can see if the paper roll is a thermal paper roll on the purchase page

of the label. All we sell are thermal paper rolls.

2. Please install the paper correctly.

Thermal paper installation video

https://www.youtube.com/watch?v=F0-LNTYKS8o&list=PL3_AhQOD1H_AinY0nyq6gE_F0BhqL5-US2&index=3&t=26s

Tattoo paper installation video

https://www.youtube.com/watch?v=VeDtIcqJ8SE&list=PL3_AhQOD1H_AinY0nyq6gE_F0BhqL5-US2&index=9

If you are using thermal paper, check the front and back of the thermal paper for misalignment. (The side with the black line should face down when you run your fingernail across the paper.)



3. Double-click the power button to print the QR code.



4. If the print head is jammed, try to press hard to see if it springs back.

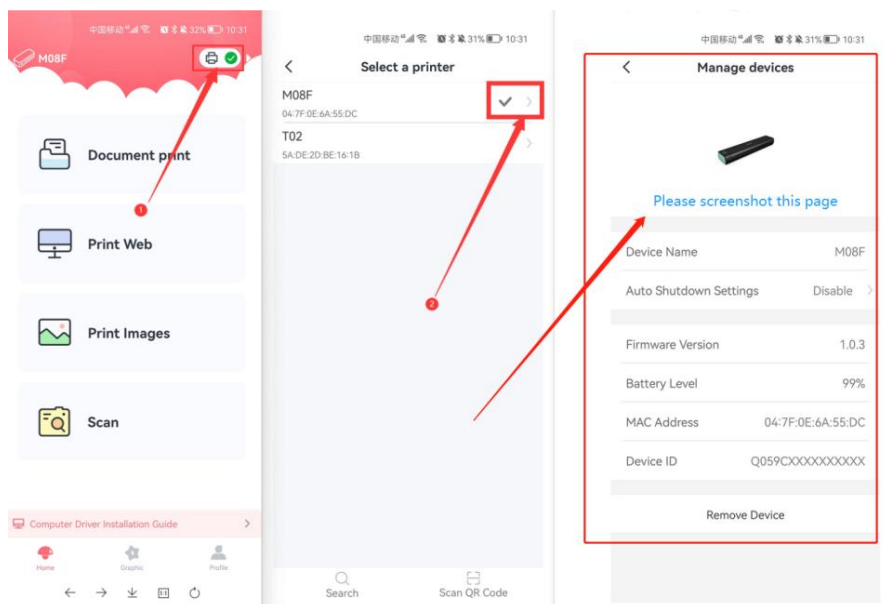
Here's the tutorial that may help you.

<https://www.youtube.com/watch?v=F0-LNTYKS8o&list=PL3 AhQOD1H AinY0nyq 6gEF0BhqL5-US2&index=2&t=26s>

If the problem persists, please provide the following information for further assistance:

Take a video showing the problem so that I can troubleshoot for you.

Provide your printer's SN .



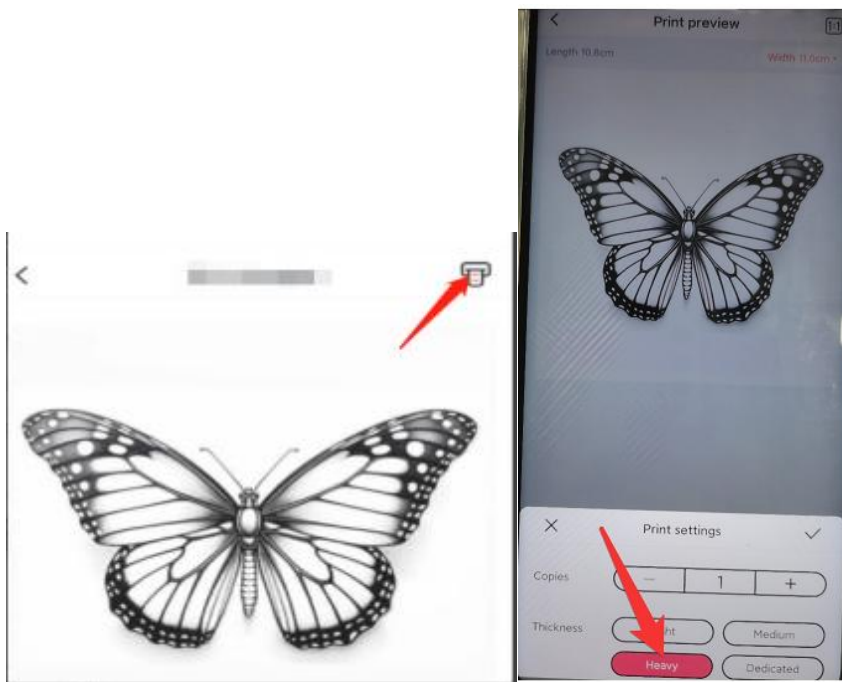
Unclear printing

1. Insufficient battery power can affect printing quality. Please check the battery level of the printer. If it is below 30%, please charge it for 2-3 hours before printing.

Please turn on the printer, load the paper into the printer and then double-click the power button to print out the QR code, (To obtain a more accurate battery level, please print a self-test page without connecting to an external power source.) to check the printer's battery level.



2. Please click print in the app and adjust the print density in the print preview.



3. Clean the print head.

Please clean the print head. Please open the top cover of the printer and locate the print head as shown in the following figure: Wipe the red-framed part, especially the black line, with alcohol cotton to make sure that there is no adhesive or foreign material on the print head.



4. Picture print quality is related to the original picture, if your original picture is fuzzy please replace the picture with a higher resolution and print again, then check the printing effect.

删除[企业用户_223722883]: 5、检测不到热敏纸/纹身纸

①请正确安装纸张。

热敏纸安装视频

<https://www.youtube.com/watch?v=F0-LNTYKS8o&list=P>

[L3_AhQ0D1H_AinY0nyq6gEF0BhqL5-US2&index=3&t=26s](https://www.youtube.com/watch?v=F0-LNTYKS8o&list=P)

纹身纸安装视频

<https://www.youtube.com/watch?v=VeDtIcqJ8SE&list=P>

[L3_AhQ0D1H_AinY0nyq6gEF0BhqL5-US2&index=9](https://www.youtube.com/watch?v=VeDtIcqJ8SE&list=P)

②如果问题依然存在, 请按照以下说明操作:

首先, 打开打印机, 不要放入任何纸张。

其次, 长按电源键 10-20 秒直至打印机指示灯闪烁两次, 然后松开电源键即可完成学习纸张。

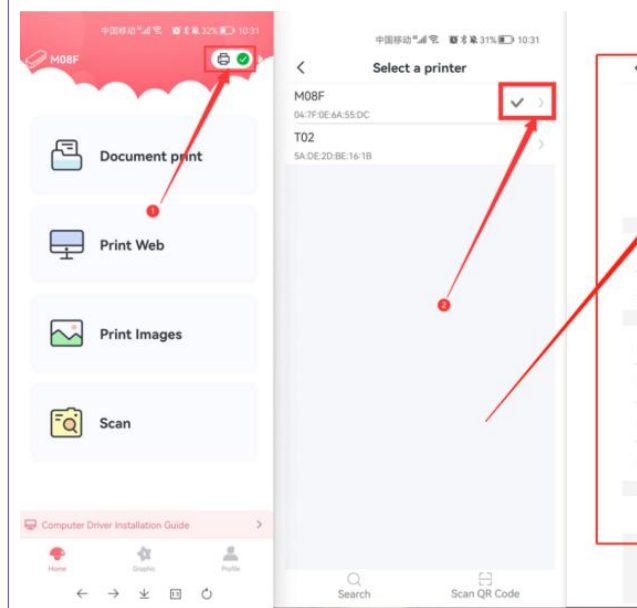
最后长按电源键开机, 重新装纸即可打印。

<https://www.youtube.com/watch?v=f7DIEn7nL6U>

如果问题仍然无法解决, 请向我们提供以下信息:

请向我们提供一些问题的视频, 以便我们定位你的问题。

请提供您打印机的 SN 码。



Unable to detect the thermal paper / tattoo paper

1. Please install the paper correctly.

Thermal paper installation video

https://www.youtube.com/watch?v=F0-LNTYKS8o&list=PL3_AhQOD1H_AinY0nyq6gEF0BhqL5-US2&index=3&t=26s

Tattoo paper installation video

https://www.youtube.com/watch?v=VeDtIcqJ8SE&list=PL3_AhQOD1H_AinY0nyq6gEF0BhqL5-US2&index=9

2. If the problem persists, please follow the instructions below:

First, open the printer without inserting any paper.

Next, press and hold the power button for 10-20 seconds until the indicator light flashes twice, then release the power button to finish the process.

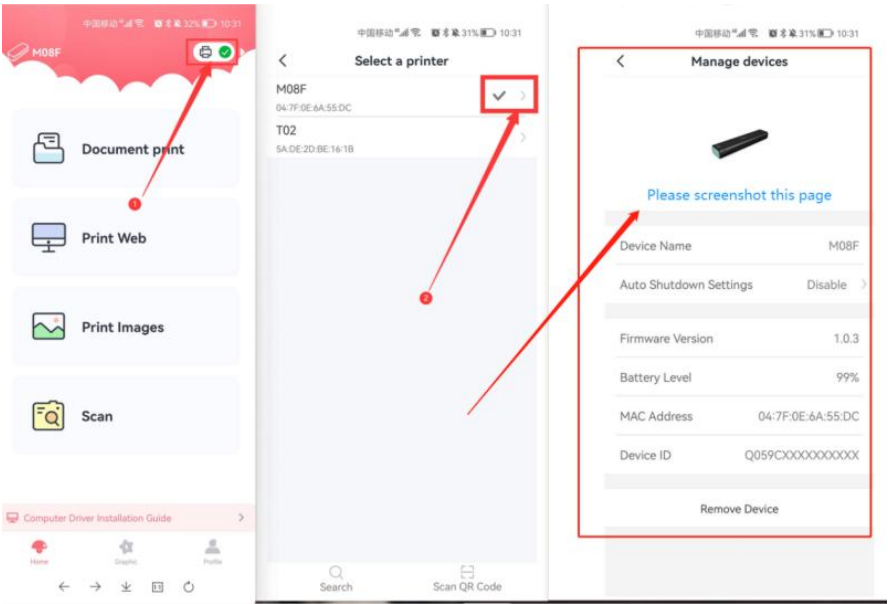
Finally, long press the power button to turn on the printer and then reload the paper to print.

<https://www.youtube.com/watch?v=f7DIE7nL6U>

If is the issue still persists, please provide the following information:

Take a video showing the problem so that we can troubleshoot for you.

Please provide the SN of your printer.



Unable to install the driver/driver error

Windows

1. Please download the corresponding driver according to your computer operating system version and install it according to the prompts.

删除[企业用户_223722883]: 6、无法安装驱动/驱动异常

Windows:

①请根据您的电脑操作系统版本下载相应的驱动程序，并按照提示进行安装。

<https://phomemo.com/pages/m08f>

注意事项:

在与连接电脑前， 请确保打印机已开机。

请确保打印机是与电脑直接连接， 未使用拓展坞。



②如果还是存在异常， 请尝试更换数据线， 并再次尝试

③请尝试使用其他的 USB 端口进行连接。

若电脑接口有限， 且不得不使用拓展坞的情况下。 请尝试使用其他的拓展坞再次进行尝试

Mac OS:

①请根据您的操作系统版本下载相应的驱动程序，并按照提示进行安装。

<https://phomemo.com/pages/m08f>

视频教程:

https://www.youtube.com/watch?v=SL_6F5CPMog

注意事项:

在与连接电脑前， 请确保打印机已开机。

请确保打印机是与电脑直接连接， 未使用拓展坞。

②如果还是存在异常， 请尝试更换数据线， 并再次尝试

③请尝试使用其他的 USB 端口进行连接。

④若电脑接口有限， 且不得不使用拓展坞的情况下。 请尝试使用其他的拓展坞再次进行尝试。

<https://phomemo.com/pages/m08f>

Notes:

Before connecting to the computer, please make sure the printer is turned on.

Please make sure that the printer is directly connected to the computer without using a docking station.



2. If there is still an abnormality, please try to change the data cable and try again.
3. Please try to connect using other USB ports.

If the computer interface is limited and you have to use a docking station. Please try to use other docking stations to try again.

Mac OS

1. Please download the corresponding driver according to your operating system version and install it according to the prompts.

<https://phomemo.com/pages/m08f>

Notes:

Before connecting to the computer, please make sure the printer is turned on.

Please make sure that the printer is directly connected to the computer without using a docking station.

2. If there is still an abnormality, please try to change the data cable and try again.
3. Please try to connect using other USB ports.

If the computer interface is limited and you have to use a docking station.
Please try to use other docking stations to try again.

Paper Installation

Thermal paper installation video
https://www.youtube.com/watch?v=F0-LNTYKS8o&list=PL3_AhQOD1H_AinY0nyq6gEF0BhqL5-US2&index=3&t=26s
Tattoo paper installation video
https://www.youtube.com/watch?v=VeDtIcqJ8SE&list=PL3_AhQOD1H_AinY0nyq6gEF0BhqL5-US2&index=9

删除[企业用户_223722883]: 7、纸张安装
热敏纸安装视频
https://www.youtube.com/watch?v=F0-LNTYKS8o&list=PL3_AhQOD1H_AinY0nyq6gEF0BhqL5-US2&index=3&t=26s
纹身纸安装视频

Printer not detected/offline
First check if the printer is turned on and is connected correctly.
Windows:
1. Please download the appropriate driver according to your operating system version and follow the instructions to install the driver:
<https://phomemo.com/pages/m08f>
Here’s our video tutorial:
https://www.youtube.com/watch?v=XuCqX8g_kbU
Make sure the printer is turned on and remains on before connecting to the computer.

删除[企业用户_223722883]: 8、检测不到打印机/脱机
请先确认您的打印机是否开机。
Windows:

Please connect the printer directly to the computer without using a converter.



If the problem persists, please try the following steps.

Try to unplug and re-plug the USB cable.

If your computer has two USB ports, try to switch the other port.

Try to connect using a different USB cable.

We hope these steps will help! But if the problem persists, for a quicker solution, could you please send us videos or pictures showing the problem so that we can provide you a better solution?

Mac:

① Please turn on the printer power, and then use a USB cable with data transfer function to connect to the computer, and make sure the port is correct. After the driver installation is completed, please re-plug the data cable.

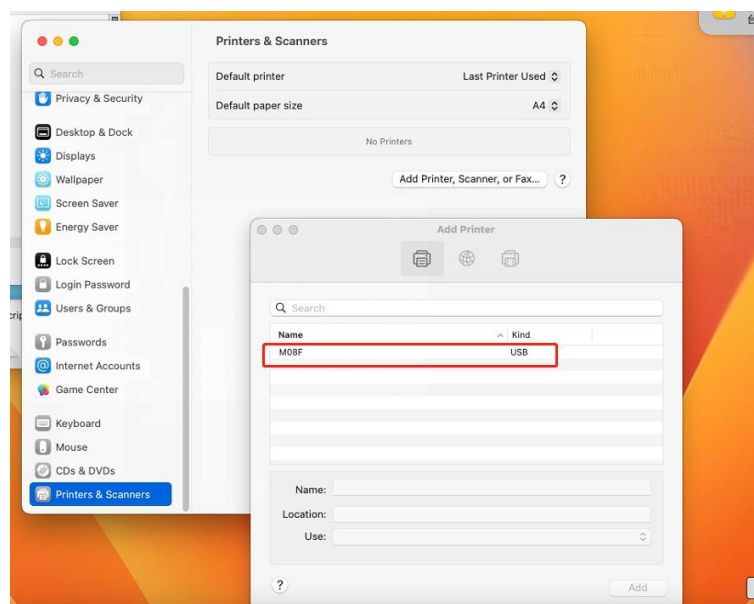
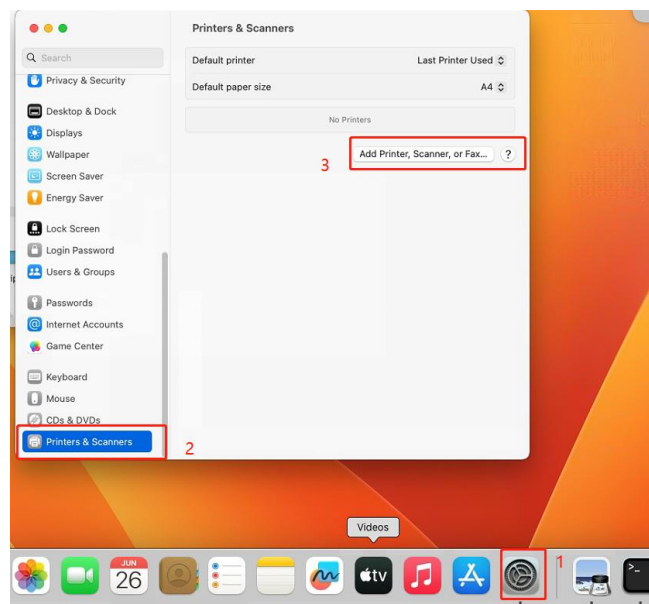
<https://phomemo.com/pages/m08f>

② Please try to use another USB cable with data transfer function.

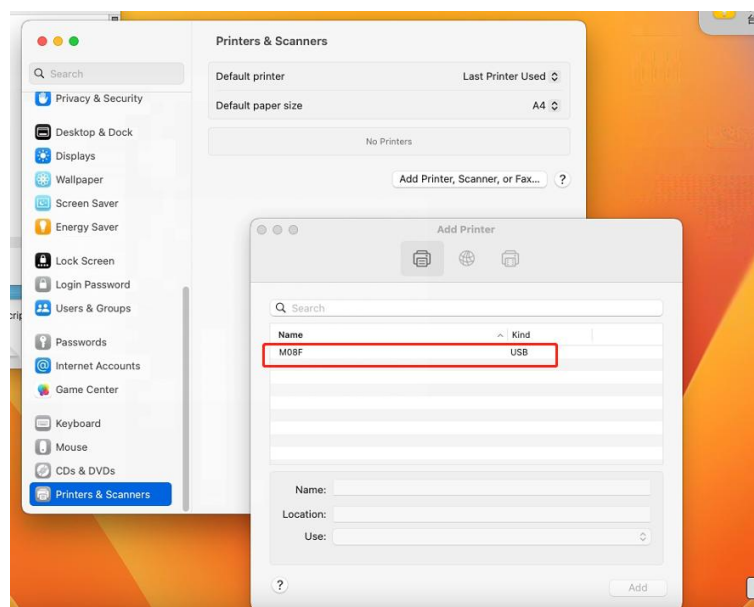
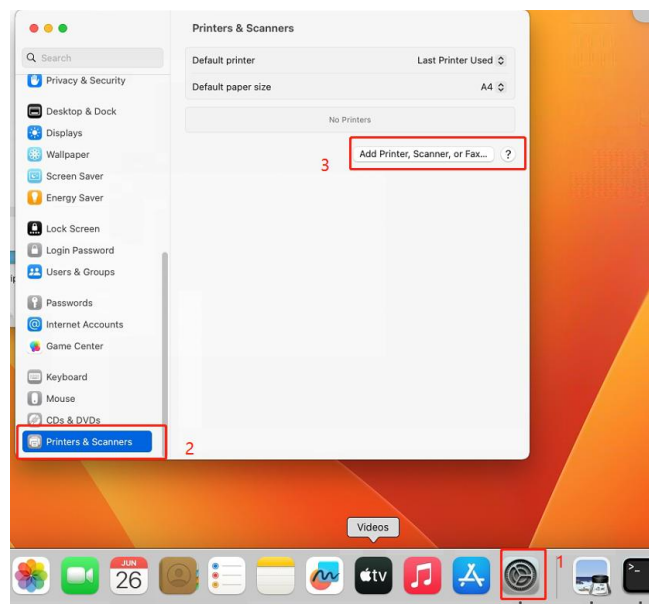
③ The computer has two USB ports, please try to change the port connection.

④ Try to use another USB-A to USB-C adapter or USB-C to USB-C cable to connect the printer and computer.

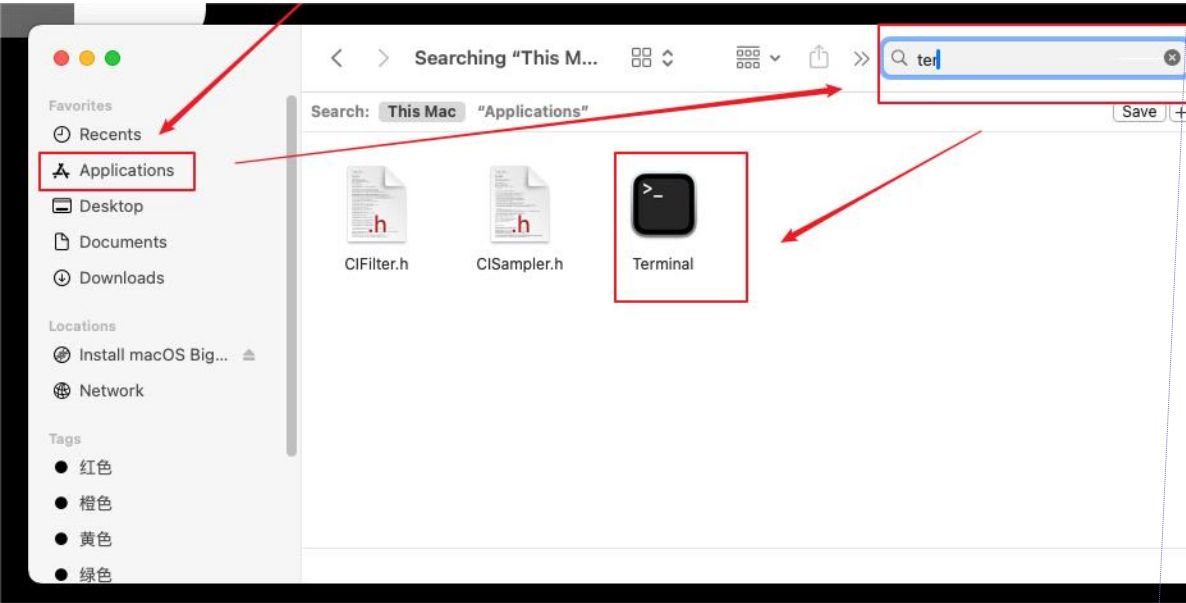
⑤ Select "Add Printer" on your computer to add a printer manually, and restart the printer and computer after adding the printer.



If the above methods do not solve the problem, please provide us with the following information for confirmation:
Check if the machine is connected properly through the Setup and Add Print Queue interface:



Check if the print device exists by typing `lpinfo -v` through the terminal:



Please send us a video or picture about the situation so that we can confirm it and then we will give you a better solution.

Tattoo paper printing interrupted/ half-printed/jammed in the roller

1. Make sure the tattoo paper is installed correctly. Pull the tattoo paper to the correct position and close the printer top cover.

The video below shows how to place the tattoo paper properly.
<https://www.youtube.com/watch?v=DqNUfSoYN2M>

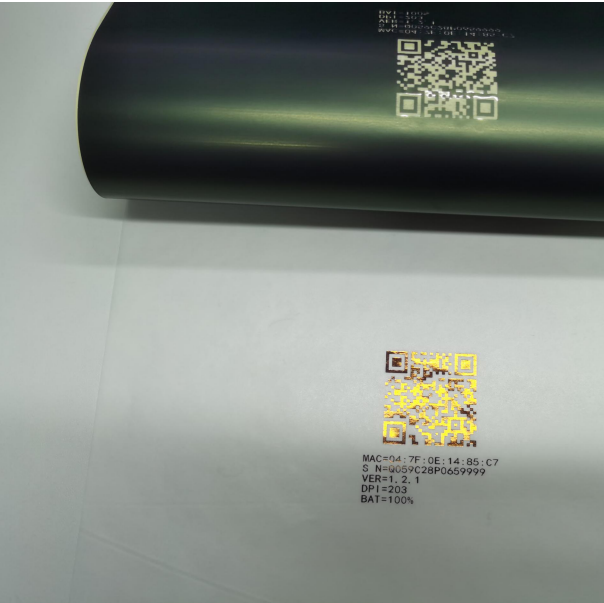
删除[企业用户_223722883]: 9、打印纹身纸中断/打印一半/卷入滚轴

①请确保纹身纸安装正确。 将纹身纸拉至正确位置并关闭纸盒。

以下是如何放置纹身纸的教程。 请检查纸张是否放置正确。

<https://www.youtube.com/watch?v=DqNUfSoYN2M>

②如果纹身纸安装正确，请双击电源键打印出二维码，检查打印机是否可以正常打印。



③请确保打印机电量充足。 如果低于 30%，请充电约 3 小时，充电后再尝试打印。

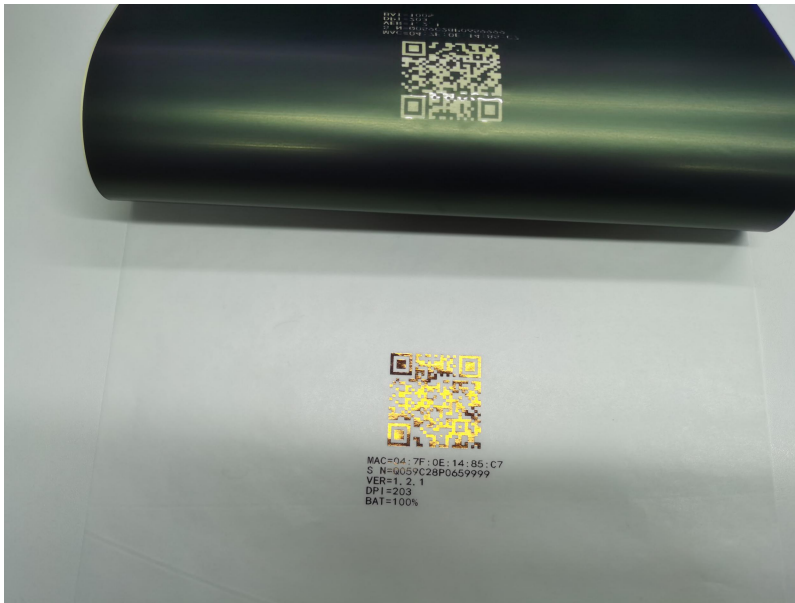
④请使用热敏纸代替纹身纸进行打印，检查是否可以正常打印。

如果上述步骤无法解决问题,请提供打印机 SN 和固件版本。您可以通过下面的步骤找到打印机序列号和固件版本。请将打印机连接到“Phomemo”APP，而不是手机的蓝牙设置。



请点击您的打印机型号连接 App

2. If the tattoo paper is installed correctly, double-click the power button to print out the QR code to check if the printer can work normally.



3. Make sure the printer has sufficient battery power. If it falls below 30%, charge it for about 3 hours before starting it again.
4. Use thermal paper instead of tattoo paper for printing and check if the printer works normally.

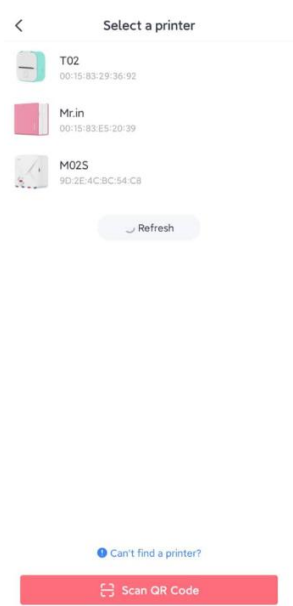
If the above steps do not solve the problem, please provide us with the printer's serial number (SN) and firmware version.

To find your printer's serial number and firmware version, follow the steps below.

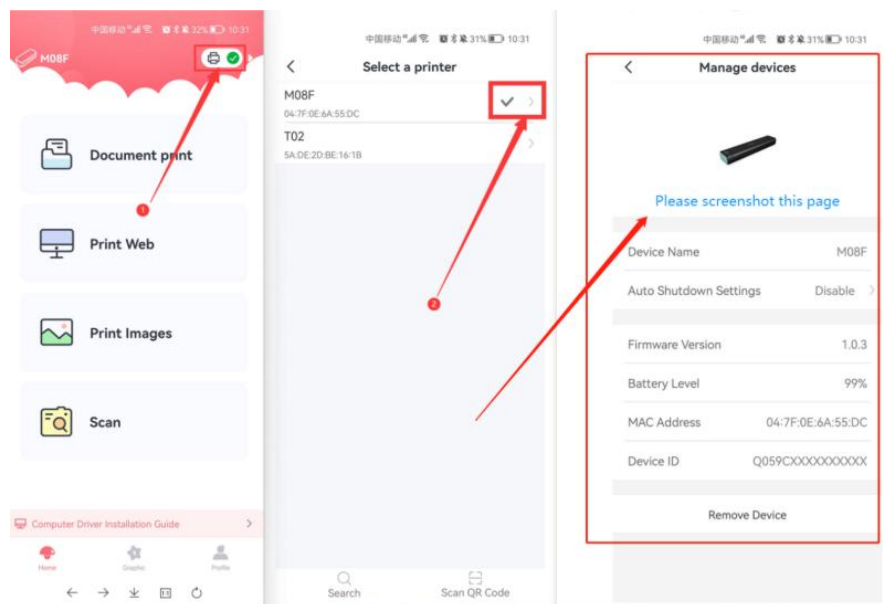
Connect the printer to the "Phomemo" app instead of the Bluetooth on your phone.



Click on your printer model to connect to the app



After connecting the printer to the app, click the top right corner of the homepage, and then select the connected printer model from the list to enter the "Manage Devices" page. The serial number and firmware version of the printer are on this page.



Printing black blocks / black lines

1. Try cleaning the print head. Wipe the red framed portion of the printer shown, especially the black line, with alcohol cotton to make sure the print head is free of dirt.



2. Please turn on the printer, load the paper into the printer and then double-click the power button to print out the QR code,

删除[企业用户_223722883]: 10、打印黑块/黑线

①请尝试清洁打印头。用酒精棉擦拭图示打印机的红色框线部分，特别是黑线，以确保打印头上没有污垢。



②请将打印机开机，把纸张装入打印机内然后双击电源键打印出二维码



如果问题无法解决，请给我拍摄一些问题的视频，以便我帮助您定位问题。



If the issue persists, please take a video showing the problem so that I can help you localize the problem.