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ITPP047 Thermal Printer Bluetooth Connection Problems

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1.0. Bluetooth

Q1: Why the device cannot find any Bluetooth devices nearby?

A1: There are two reasons for this problem

1) Please ensure that the device is pairable and re-pair the device.

If you still cannot find Bluetooth, you can click on the top right corner and enter the name of the device to be connected in the dialog box.

2) If you cannot connect to your Bluetooth device after several attempts, please reset your device's Bluetooth.

Please take 5 minutes to perform the following steps:

1. Go to the **Settings** app

2. Touch **System** > **Advanced** > **Reset options**

3. Select Reset **Wi-Fi,mobile&Bluetooth**

4. Touch **RESET SETTINGS**
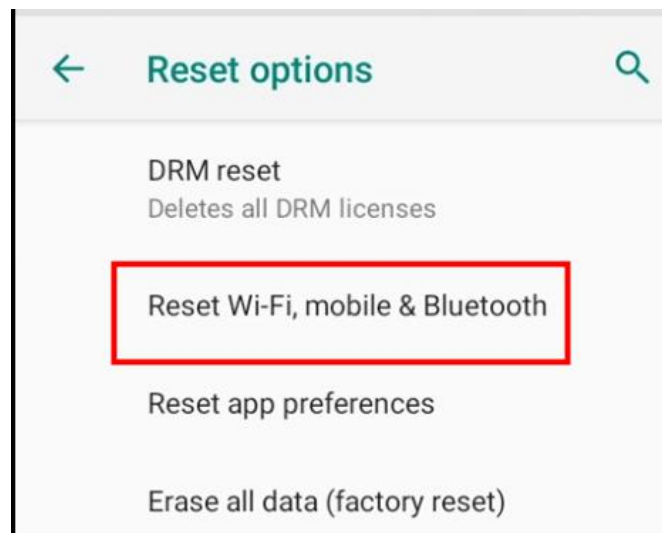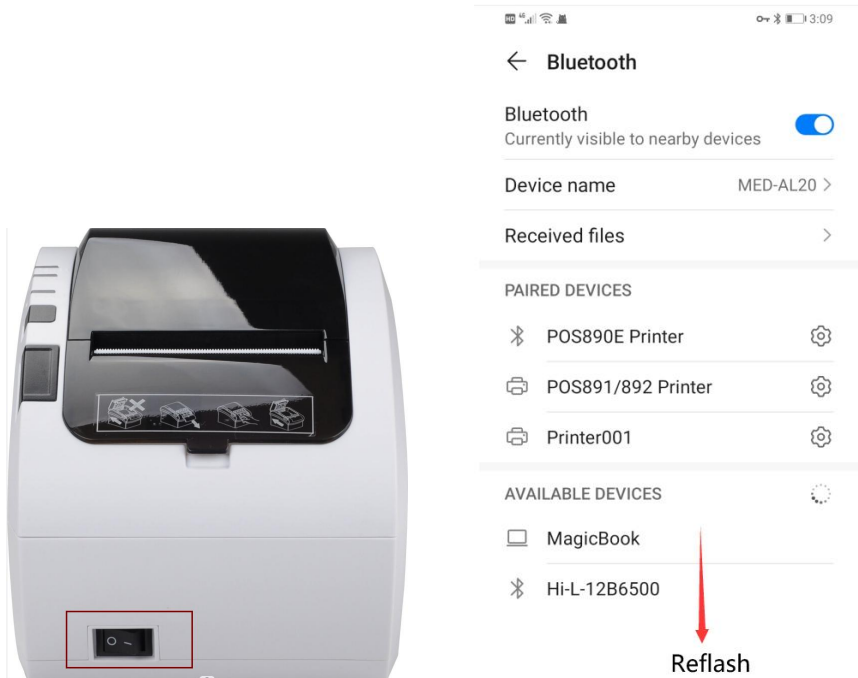
5. When finished back into Bluetooth search and reconnec

Figure 1- 1 Restore bluetooth settings

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2.0. How to solve the problem of Bluetooth connection fail or disconnection？

1. After the printer is connected to the power, Android device does not detect the printer's Bluetooth for the first time, you can try to turn off the printer power and switch again , then refresh your Android device's Bluetooth detection list.

Notice:

ITPP047P-USEB Bluetooth name: TM-m30 001

ITPP047USEB Bluetooth name: Printer001

The above two models cannot be paired with **iOS** devices via Bluetooth.

2. If the printer and Android device are paired successfully, but cannot be added on the POS software, or there is a problem with printing after adding, please contact our after-sales team for testing.

There are two test methods:
1) Provide your POS software download link and available account/password, we will use the same model machine as yours to test compatibility.
2) Download Teamviewer on your Android/Windows devices, we will help you set up and add printer through remote control, we can also provide voice calls/video calls to assist you in installation.

Dear MUNBYN Customer, contact us for further assistance.

Whatsapp: +86 181 4489 8200