

## Troubleshooting Steps

### 1.Unable to install the driver/driver error

#### Windows

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

<https://pages.phomemo.com/#/m832>

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 continue trying.

#### Mac OS

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

<https://pages.phomemo.com/#/m832>

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 continue trying.

### 2.Unclear printing

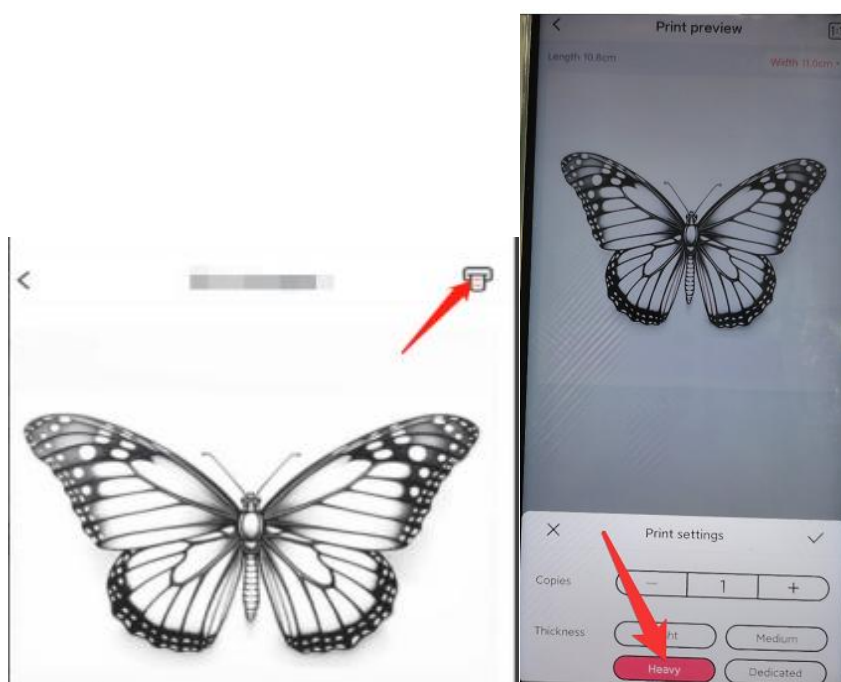
1. Insufficient battery power can affect printing quality. Please check the battery level of the printer. If it is below 30%, please charge it for 2-3 hours before printing.

Turn on the printer and double-click the power button to print the self-test page (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. Increase the print density in the app.

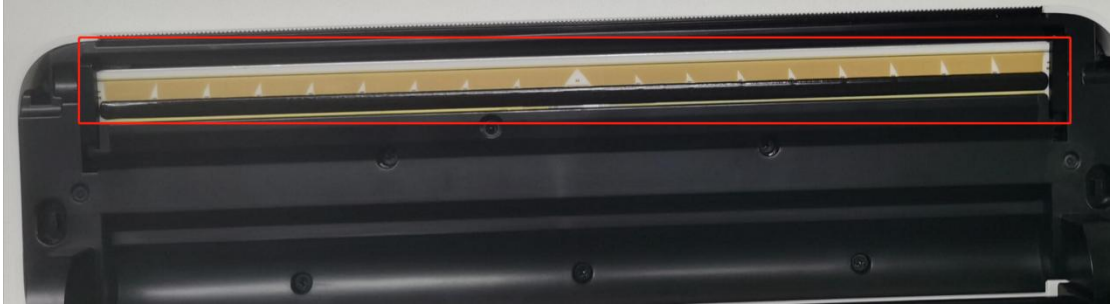
Click on "Print" and adjust the print density in the print preview.



3. Clean the print head.

Use alcohol wipes to clean the cutting section of the printer, especially where there are black lines, to make sure there is no adhesive residue or foreign objects on the print head.

Please open the top cover of the printer and locate the print head shown below:

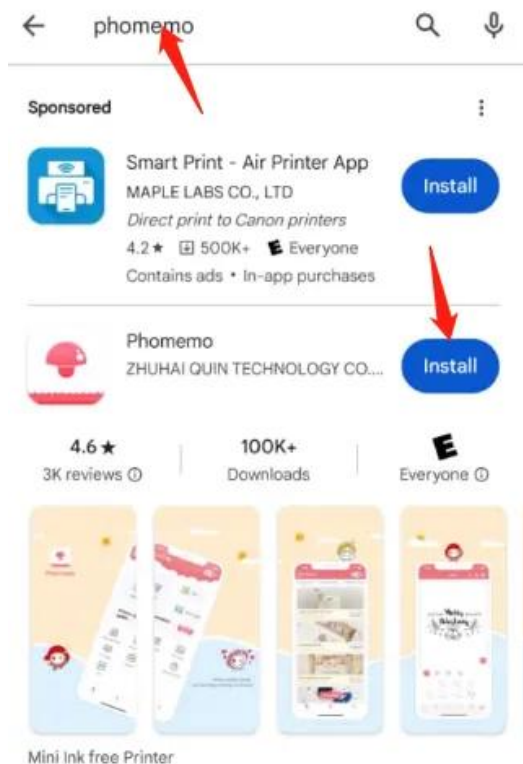


4. The quality of image printing depends on the original image. If your original image is not clear enough, please try printing different images and then check the printing quality.

If the above steps do not solve your problem, please send us the original image and the printed image for testing. Please also send us your printed self-test page.

### 3.Unable to connect to Bluetooth

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

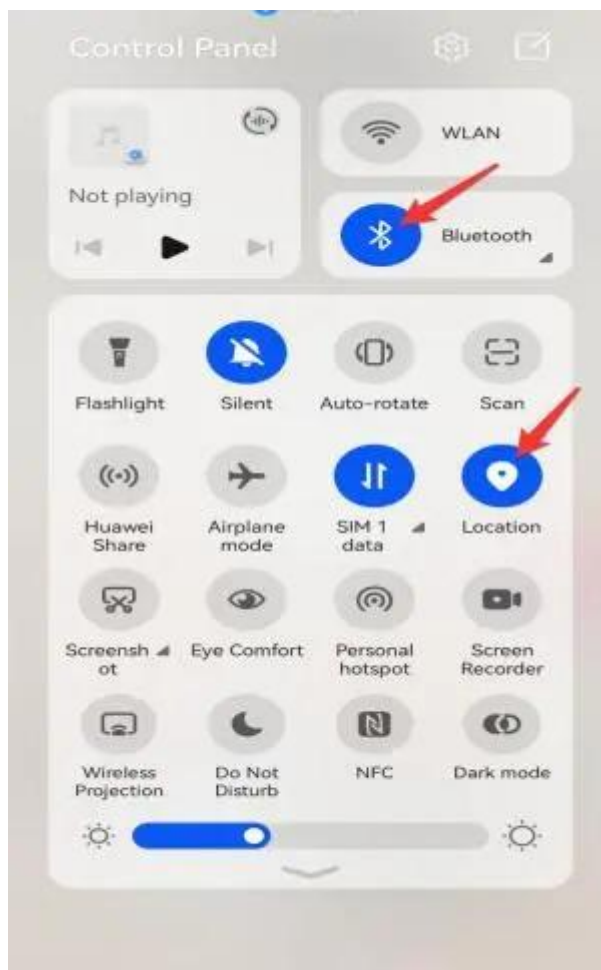


2. Turn on the printer and enable Bluetooth on your phone, please make sure that the distance between the printer and your phone are in 3 meters.

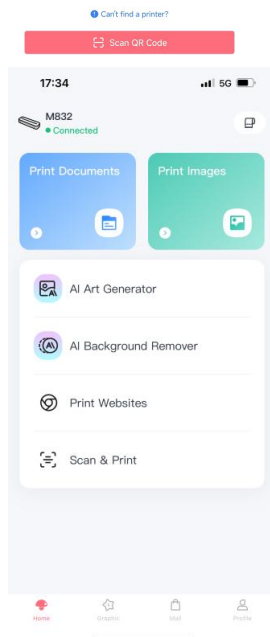
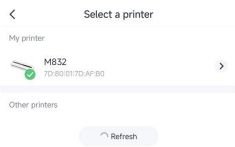
**iOS**



## Android



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 the model name on Bluetooth connection page, please turn on the printer, double-click the power button to print out the QR code. Then click on the "Scan QR code" at the bottom of the app to make a 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.

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.

- (1) The model name and OS version of your phone.
- (2) The version of Phomemo application.
- (3) A self-test page of the printer. (After powering on, double-click the power button.)



#### **4. 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, try to poke the reset hole next to the charging port with a paper clip or a similar tool. 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 adapter.



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

### **5.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.

Please check the front and back of the thermal paper for misalignment. (The side with the black line should be facing up after running your fingernail across the paper roll.



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.

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.

#### **6. Unable to detect the thermal paper**

1. Please install the paper correctly. Please check the front and back of the thermal paper for misalignment. (The side with the black line should be facing up after running your fingernail across the paper roll).

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.