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# PM-246S FAQ

## 1. Introduction to "key" functions

① Paper feeding

When the printer is standby and ready (not in the middle of printing), press the Feed Button once

② How to print the self-inspection page after contacting customer service

Print out test page

1. Insert the label, ensure it is straight and smooth. When the printer is on standby, press and hold the Feed Button for about 4 seconds.
2. After the blue light flashes 1 time, then release the Feed Button.

③ Insert a new size label, and how the printer learns paper (gap paper)

How to run the automatic label identification(Gap )

1. Insert the label, ensure it is straight and smooth. When the printer is standby, press and hold the Feed Button for about 6 seconds.
2. After the blue light flashes 2 times, then release the Feed Button.

④ Insert a new size label, and how the printer learns paper (black label paper)

How to run the automatic label identification(black marks )

1. Insert the label, ensure it is straight and smooth. When the printer is standby, press and hold the Feed Button for about 8 seconds.
2. After the blue light flashes 3 times, then release the Feed Button.

⑤ How to restore factory settings

Restore factory setting

1. Insert the label, ensure it is straight and smooth. When the printer is standby, press and hold the Feed Button for about 10 seconds.
2. After the blue light flashes 4 times, then release the Feed Button.

⑥ Inaccurate label printing position? How to calibrate the sensor

Unload the label. When the printer is standby, press and hold the Feed Button for a

bout 12 seconds. After the blue light flashes 5 times, then release the Feed Button.Run the automatic label identification again after sensor calibration.

⑦ How to pause printing

When the printer is printing, press the Feed Button once.

⑧ How to continue printing

When the printer pauses printing, press the Feed Button once to resume printing.

⑨ How to clear print data

When the printer pauses printing, press the Feed Button twice to clear the printing data

## 2. Different messages conveyed by indicator lights

① When the blue is always on lighting:

When the blue light is steady: the printer is in standby and ready.The printer is all right, waiting for the printing task

② Blue light flashes/click to print to flash blue light

Blue light flashing or clicking to print flashing blue light: Generally, an error is reported because the paper is jammed or the change of the paper in the sensor is not obvious. Please recalibrate the sensor.For details, see "1 - ⑥"

③ Blue light flashing (fast flashing)

Please follow the below video to run the automatic label identification(Gap )
1.Insert the label, ensure it is straight and smooth. When the printer is standby, press and hold the Feed Button for about 6 seconds.
2.After the blue light flashes 2 times, then release the Feed Button.
https://www.youtube.com/watch?v=rddF2KadOl4&list=PL3_AhQOD1H_DgoSgYcMdUBrRnBCitKvP1&index=29

④ Red is always on lighting

Steady red: The print head of the printer is overheated. Please do not print continuously for more than 24 hours. Now please shut down and wait for 5 minutes before restarting the printer.

⑤ Red flashes slowly (once every two seconds)

Slow flashing red (once every two seconds): The printer is out of paper.If you have determined to put in the paper, but still prompt: "No paper", please reinstall the paper and please recalibrate the sensor.For details, see "1 - ⑥"

⑥ Red fast flashing (twice per second)

Flashing red quickly (twice per second): The printer cover is not closed.Please close the cover again and press firmly twice to ensure that the printer is completely closed.

⑦ Purple light flashing:

1) The flashing purple light is a pause signal. If it is not paused, please check whether the driver is connected normally.
2) If the driver connection is normal, if you manually add the printer and select the wrong port, the purple light will also flash, please remove the device first, and then re-plug the data cable
3) If the above is no problem, there may be a problem with the light board. Please contact us through after-sales support.

⑧ Print a label with a bright purple light

It is normal for the purple light to light up during the printing process. Keep moving the paper back and forth to see if there is data in the task pool. Before printing, try to clear all the data in the task pool.

⑨ Click Print to exit the rubber roll

Click to print to exit the rubber roller. The reason is that the discrimination threshold of the front sensor is different from that of normal machines, and the firmware compatibility is not very good. We will see if the problem can be solved by firmware upgrade. Refer to "**2** - ⑩" for firmware upgrade steps

⑩ How to upgrade the firmware when encountering a printer problem

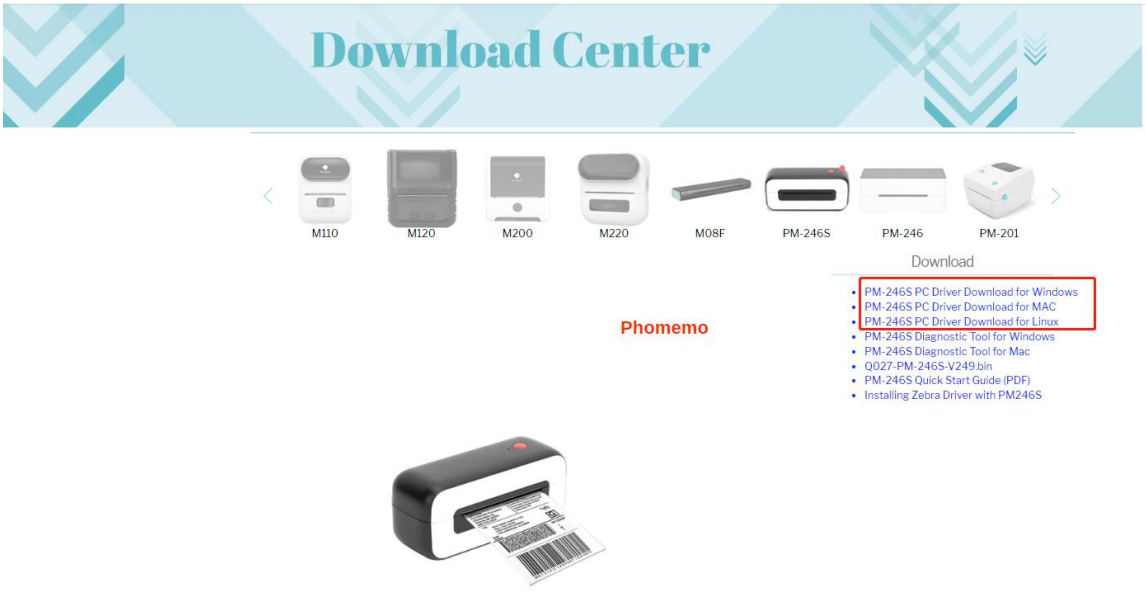
According to the problem you encountered, please follow the tutorial below to update the firmware version of the printer.
https://phomemo-pm246s.freshdesk.com/support/solutions/articles/69000777766-printer-is-offline

And you can also refer to the video tutorials.

Win: https://youtu.be/lEi168YChbI
Mac: https://youtu.be/NZM-5ydXcLA

The link to the download center to download the Diagnostic Tool and the firmware.
https://phomemo.com/pages/download-center-pm-246s-new

After updating the firmware version, please re-download the latest driver from our website.




## 3. common problem

① How to use the printer for the first time

Phomemo takes only a few minutes to be up and running. Watch the short video below

to see how to setup and use it.
You can view the video in the following ways:
1. Check the contents of the USB flash drive in the product package. There are software installation packages and video tutorials.
2. Please visit our Phomemo website and technical support page.
https://Phomemo-pm246s.freshdesk.com/support/solutions?ref=mq2bumxv7aoq
And you could first refer to this link to set your laptop correctly before printing.
https://Phomemo-pm246s.freshdesk.com/support/solutions/articles/69000087663-setup-pm-246s-for-first-use

② How to install the zebra drive

1. Download the Zebra Printer Driver
https://delivery.shopifyapps.com/-/80a54f119d772a94/3b9a76f4b75e64ed
2. After opening the downloaded file, please click on "Install Zebra Printer"
You can check the video to know:
How to install Zebra 2844 Driver with PM-246S on Win:
https://www.youtube.com/watch?v=QS8O_4XJedg
How to install Zebra EPL2 Driver with PM-246S on MAC:
https://www.youtube.com/watch?v=9HODcJnzUoO

③ How to generate transportation labels

In order to solve your problem faster, please take this link to generate your shipping label.
https://phomemo-pm246s.freshdesk.com/support/solutions/articles/69000101960-how-do-i-generate-shipping-labels

④ How to generate transportation labels

PM246S compatible with all major shipping platforms including Endicia Dazzle, Stamps.com, ShipStation, ShippingEasy, ShipWorks, Shippo, Ordoro, and market places including Amazon, Shopify, Etsy, eBay, and others.
If our printer is not directly compatible with the platform you describe, you can export the PDF file on the platform and then use the cutting tool to print it.

Phomemo installs and works like a regular printer and you may print to it from any application. Here is a list of the platforms that the Phomemo team has tested.
Supported
- Shopify
- Etsy

●PayPal
●eBay
●Amazon
●ShipStation
●Shippo
●ShippingEasy
●UPS WorldShip
●BigCommerce
●Sellbrite
●XPSship
●FedEx Ship Manager
●Poshmark
●Label.live
●Chitchats
●Stamps.com
●Endicia Dazzle
●Fedex Ship Manager
●QuickBooks
●Pirate Ship

### ⑤ PM 246S does not support mobile printing

we are so sorry, the printer can not print from smartphone. PM 246S just support to PC .
If you wish to print from your smartphone, we recommend purchasing the "PM241-BT",this printer can be connected to your smartphone via Bluetooth for printing
https://www.amazon.com/gp/product/B09PVB6QF7

### ⑥ Mac cannot change size

Please ensure that the driver is installed correctly and that the paper size is set correctly. You can also try upgrading the firmware. Refer to "2 - ⑩" for firmware upgrade steps

### ⑦ Mac: Printer not found/offline

1. After installing the latest driver, please plug and unplug the data cable connected to the computer again.
2. If you still cannot see the existence of the printer on the manually added page, please try to replace the type-C converter or extender test.

## ⑧ Windows does not respond to clicking print, cannot find printer/offline

1. When you installed the driver, please select the correct USB port connection, so please refer to the following video to add a printer:
https://www.youtube.com/watch?v=eWvL_rjUT40&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=30

3. If the printer often goes offline, please try to change the data cable connection.

## ⑨ How to solve the problem that Chrome OS cannot be used?

The PM246S shipping label printer support Chrome OS, please follow the steps below to set it up:

1. Attach the printer and computer with a USB and turn on the printer.

2. Enter “Labelife” in the Chrome Web Store and add the extension to your Google Chrome.

3. Open the Labelife extension. Click "Add" to discover your printer. And "Setting Printer" to complete the print settings.

4. Open the file in Google Chrome and "Ctrl + P" to wake up the print interface, select the printer you just included and start Print.

Please noted that you need to keep the Labelife extension page when printing.

Please click the link for more details:

https://www.youtube.com/watch?v=MGBDHBEO9BM

## ⑩ Operating Instructions for Firmware Upgrade

The firmware upgrade operation of PM241/PM241BT and PM246S is the same.

please follow the steps below to operate:

1.Download the driver-specific toolkit:

Windows:：

https://delivery.shopifyapps.com/-/d0df33fde14340e3/63bf0a715fd679de

Mac OS:

https://delivery.shopifyapps.com/-/d47efd0087143f08/08cea9a4f9da21e5

2.Please download the firmware upgrade package.

https://delivery.shopifyapps.com/-/171f6e630d5b63bc/227a2a9ab5b559bb

3. Finally, please upgrade the firmware

Here is the tutorial:

Windows:：

https://www.youtube.com/watch?v=lEi168YChbI

Mac OS:

https://www.youtube.com/watch?v=NZM-5ydXcLA&t=18s

If you cannot upgrade successfully at one time, please try several times.

## 4. Hardware problems

① Unable to start

Please check as belows.
1. Ensure the plug has electricity .
2. Follow the power cable to the adapter and check that the cable that goes to printer is plugged in all the way into the power adapter.
3. Ensure the plug that goes into printer is fully inserted.
4. Turn the power switch off and on (I: On; O: Off). This switch is located on the back side of the printer.
5.please check whether the light of the adapter of the printer is on. If it does not light up, we can give you a replacement power adapter

② Spark ?

1.Please ensure you turn the printer off using the power switch on the back of the printer before connecting or disconnecting the power cable.
2.Connecting the power cable while switch is in ON position can produce a spark. Should there continue to be spark, please check the ground connection of your power outlet or try a different outlet.

## 5. Printing problems

① Skip next paper when printing?

1.Please make sure the print size of your printer is the same as the size of your paper roll.
2.Please download the latest driver installation from the official website. Refer to "2 - ⑩" for firmware upgrade steps

② Print continuous feed/continuous feed

Changing your label type and size are the main causes for the printer continuously feeding.
Printer hasn't learned your label. Please try the following steps to solve these problems.
**First step:**
Re-run the automatic label identification.
①Disconnect the USB cable from your printer, then simply press and hold the Feed

Button until the blue light flashes 2 times, then release.

②Printer will move the label back and forth to determine the gap size and other properties of your label.

③When the label is at the tear off point; re-connect the USB cable to the printer and resume printing.

Check the video " Automatic identification"

https://www.youtube.com/watch?v=RkbQ6B3iN9s&list=PL3_AhQOD1H_DgoSgYcMdUBrRnBCitKvP1&index=28

**Second step:**

If your operating system is sending a longer / shorter label to the printer. You need to change the label size.

For Mac

Select or input label width and height that matches label size installed in printer in prompt window.

For Windows

Open "Devices and Printers" -> right click on "Label Printer" -> choose "Printer Preferences"

You can choose the size you need in "Paper Name". If the size you need is not listed, then click "New" to create needed size (input the size of "Paper Width", "Paper Length"and"Paper Name", then click"Ok" to archive.).

Third step:

The application you are using (e.g. Adobe Reader) could be over-riding your driver label setting and sending the print in a larger / smaller size to the printer. Look for"Page Setup" or"Paper Size" in the print prompt and ensure it is set to the size you want.

③ Incorrect label printing

1.Does your printer have Automatic identification of the label size? Please confirm whether your drive Settings is Gap paper.

2.Please make sure that the label size you use is the same as the label size you set up on the driver. Just like if your label is 100*150mm, you need to set the corresponding size in the driver's parameters.

3.After setting the parameters, please try to print our sample label,which is provided in the standard 4*6 inches format.

4. If the printed sample label is normal, it means that the size of your label is not 4*6inches. Therefore, you will need additional software to adjust it. We specially launched an editing software called "Labelife",Please refer to the following link to download:

https://phomemo.com/pages/phomemo-shipping-label-printer-series-download

A4 size

https://www.youtube.com/watch?v=zYZpbbaTyPO&list=PL3_AhQOD1H_BokTz9EKJZDxLDqFOQnYr5&index=5

FBA（4x4）

https://www.youtube.com/watch?v=NymRnA86vzY&list=PL3_AhQOD1H_BokTz9EKJZDxLDqFOQnYr5&index=7

④ Usps label cannot be printed correctly

Since the label size of USPS is 8*11inches, you need to crop your label to print correctly. To meet most customer needs, we launched a software "Labelife", which can batch crop labels.

You can search for "Labelife" in the app store on your computer to download it or download it from our website.

https://phomemo.com/pages/phomemo-shipping-label-printer-series-download

In addition, we have also recorded the operation video for your reference. If you don't understand anything, please inform me in time.

https://www.youtube.com/watch?v=zYZpbbaTyPO&list=PL3_AhQOD1H_BokTz9EKJZDxLDqFOQnYr5&index=8

⑤ Half printing/continuous printing is interrupted, and printing will be resumed from the beginning after printing is resumed ?

1. please check the connections of all lines, plug and unplug them again, and confirm that all connections are normal.（Please observe whether the indicator light is off or not.）
2. Please try to replace the type-C converter or extender test.

⑥ Print blank

1. Please check if the print side of the labels was upside down. The print side must face up.
2. Ensure your labels are "Direct Thermal" labels.
3. Try to print out the test page manually.

Press the Feed Button (the top circular button) and hold it until the blue light flashes 1 time, then release.

The printer will print a test page. If the test print looks good, please try to print your label again.

If it still prints blank, please take a photo of the print head and send us a photo. Please check whether there is a barcode starting with Q on the printer and if so, please send us a photo of the barcode.

PM246S Print blank

1. Please download the tool and upgrade the package according to the video, and try to upgrade the printer firmware.

download:

https://phomemo.com/pages/download-center-pm-246s-new

Video for Mac:

https://www.youtube.com/watch?v=NZM-5ydXcLA&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=31

Video for Windows:

https://www.youtube.com/watch?v=lEi168YChbI&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=32

5. Please try to clean the printer head with an alcohol swab, and then let it stand for 1 hour before printing.

⑦ Unclear printing

1.Most of the poor printing results are printed with low quality source files. Print the sample label to test if your printer is working well.
2.Please try reducing your print speed (try 3 in/sec) and density (try 12 as well) to see if you get a better result.
For Mac
①Select "Printer Features" in "Preview"
②Set the print density in "Darkness"
③Set the print speed in "Print Speed"
For Windows
①Open "Devices and Printers" -> right click on "Label Printer" -> choose "Printer Preferences''
②Set the print speed in "Print Speed"
③Set the print density in "Print Density"
3.Please use a PDF reader to print, as printing from a web page will cause the file to be compressed.

⑧ White dot/paper jam/poor print quality -- clean print head

It is likely that the Print head has gotten dirty.
(1) Turn off Label Printer and allow it to cool down.
(2) Open the Cover and use the alcohol pads to clean the Printhead and Platen Roller. (Any 70% Alcohol pad would work;These are commonly available in pharmacies and grocery stores as well as on Amazon.)
(3) Allow 2-3 minutes for components to dry, then close the Cover and turn Label

Printer back on.
NOTE: Firmly press the Cover to confirm that it has been completely closed.
Please refer to this link:
https://www.youtube.com/watch?v=YOhoVMeNI5o&list=PLVhZS7j4F8-LKpWhPw3zTjLVInpBhMlqq&index=15

⑨Print small label (learn label, set size, print with labelife)

First, please run the automatic label identification.

How to run the automatic label identification(Gap )
1) Insert the label, and ensure it is straight and smooth. When the printer is on standby, press and holds the Feed Button for about 6 seconds.
2) After the blue light flashes 2 times, then release the Feed Button.

Then, set the size and type of the labels.

For Windows, we need to guide them to set the size and type on the driver before printing.

For Mac, set the size and type of label when clicking print.

Make sure that the label size you use is the same as the label size you set up on the driver. Just like if your label is 50mm x 60mm, you need to set the corresponding size in the driver. Also please set the label type like Gap paper.

You can also download Labelife in the link below to edit the label to print or crop the PDF files to print.
You can check the tutorial video on [Help].

Labelife Label Editor Download — Phomemo

⑩ The printed label is too small

If the size of your label is not 4*6inches, you need to crop it before printing.

Thanks for your contact and we are sorry for any inconvenience caused to you.

you need to click [process PDF] and then use the [crop PDF] function to crop and then print.

If it still can't print correctly, can you provide us with a photo of the print effect and the file you want to print for us to test?

11.Tip about 246S printer
Tip: 246S Thermal Label Printer only work with USB, Can't work with Bluetooth.

After we confirm, we will give you a better solution.

We look forward to hearing from you.

Kindly Regards,

Zeus