

Phomemo®

PM-246S Printer Setup Guide

P h o m e m o

Support

Your Phomemo PM-246S is covered by a **two-year warranty**.

In the unlikely event that you experience any issues with your printer, **please contact Phomemo priority customer service** to promptly receive troubleshooting tips for a replacement.

246S Printer installation tutorial Video(Recommended viewing):

<https://labelife.net/#/pm246s>

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Customer Service phone number (United States only): +1 833 940 3818

Service time: Mon-Fri 9AM-5PM (EST)

For any questions and/or suggestions, please email the Phomemo team at support@phomemo.com, or visit www.phomemo.com and click on "Support".

For more videos, please visit: www.youtube.com

- Or Search the “ **Phomemo** ” or “ **Phomemo For Business** ” on YouTube and go to the home page

- Search for you purchased printer model (i.e **PM-246S**)●

You will find the tutorial videos for an easy setup



The Following is Troubleshooting of Phomemo Label Printer, hope to help you in simple troubleshooting.



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■ Driver Installation

Download the driver from <https://labelife.net/#/pm246s>

You can check the video to know: How to setup PM-246S

<https://labelife.net/#/pm246s>

1.Driver Installation on Mac

- (1) Before installation, please ensure the printer is connected and turned on!
- (2) Double click the "pkg" installer to begin.
- (3) If the driver can not open, because it is from unidentified developer when installing the driver, please follow the steps below to allow the macOS to finish the installation.

1.1 Setting Security & Privacy on Mac

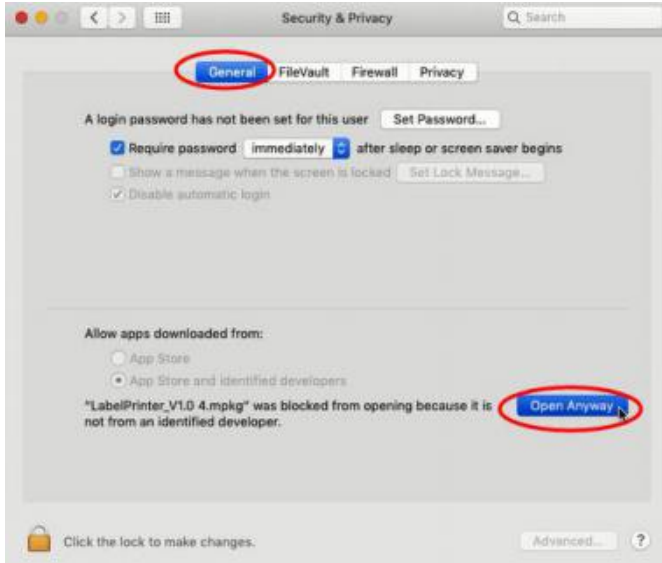
You can check this video to know: Setting Security & Privacy before installing driver on Mac

["https://www.youtube.com/watch?v=OAFHpEqgxaE"](https://www.youtube.com/watch?v=OAFHpEqgxaE)

- (1) Click "🍏" and go to "System Preferences" -> select "Security&Privacy"



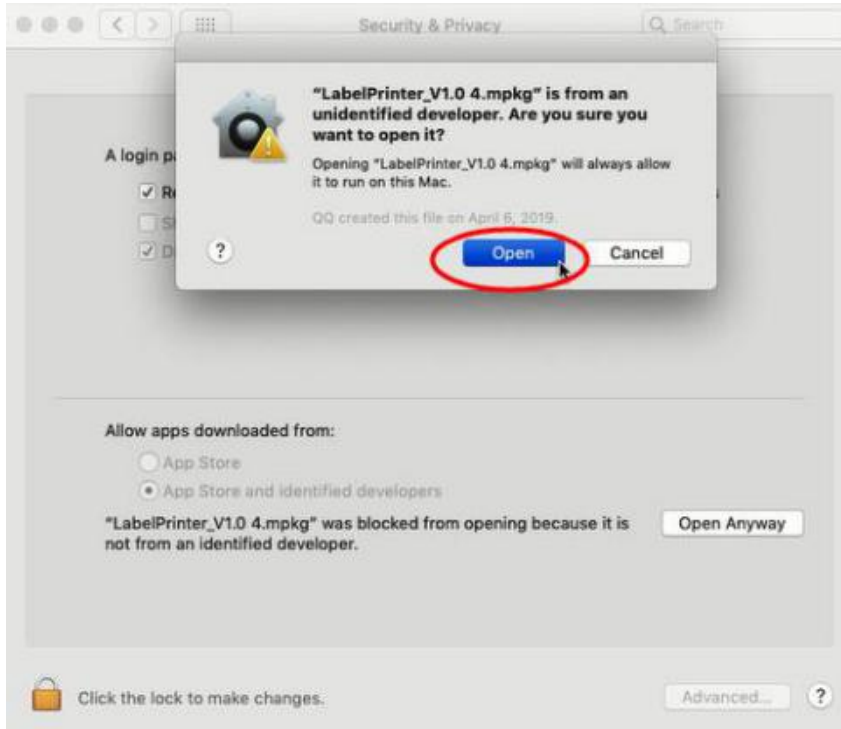
- (2) Under "General", click "Open Anyway" to set up



(3) Input your "Password" of your Mac. Then click "Modify Settings".



(4) Click "Open", then you can continue to install the driver.



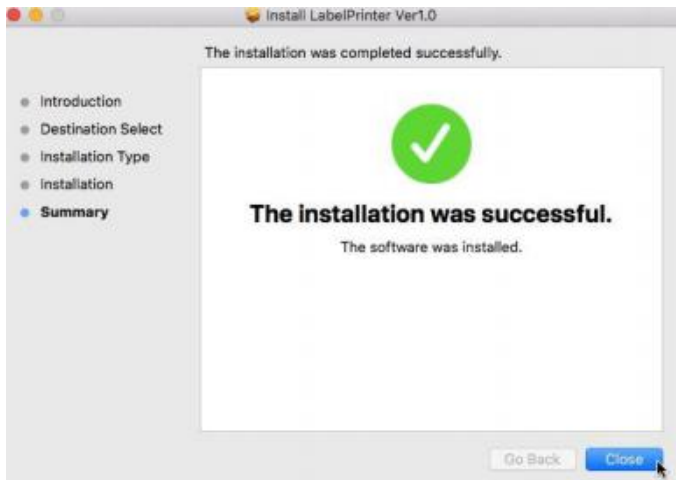
ATTENTION: Before installation please ensure the printer is connected and turned on.



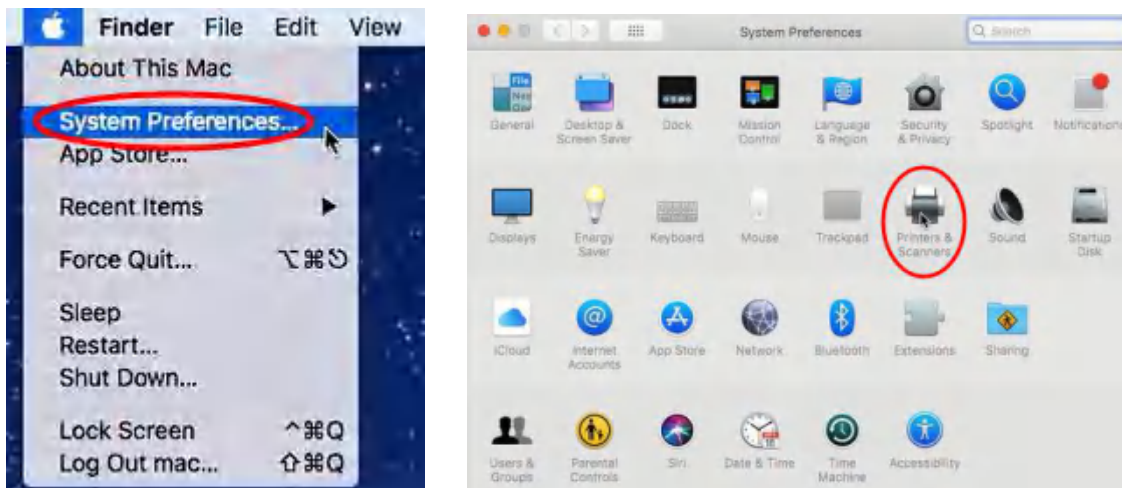
1.2 Installing Driver on Mac

You can check this video to know: Installing Label Printer Driver and Prepare before use PM246S on Mac
["https://www.youtube.com/watch?v=s2cb4OHu2gw&list=PL3_AhQ0D1H_DgoSgYcMdUBrNbcitKvP1&index=2"](https://www.youtube.com/watch?v=s2cb4OHu2gw&list=PL3_AhQ0D1H_DgoSgYcMdUBrNbcitKvP1&index=2)

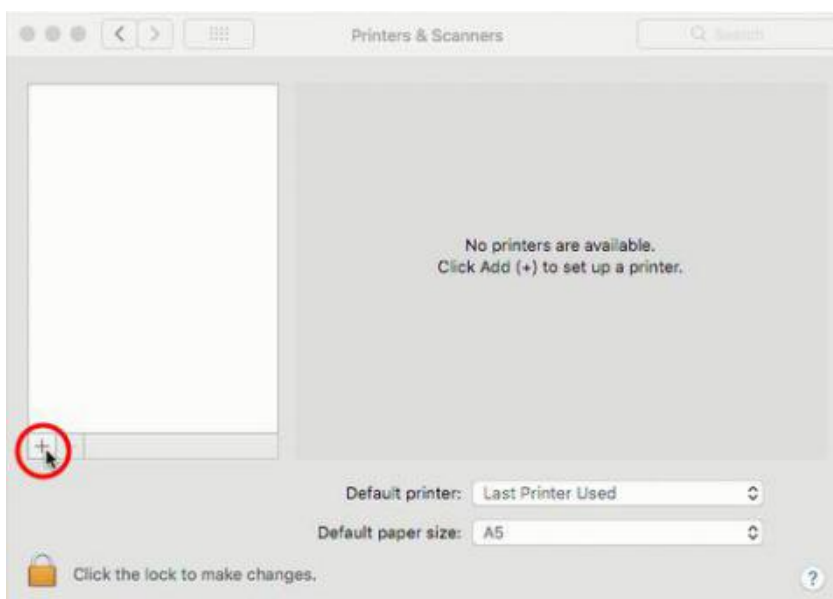
(1) Follow the installation steps until you receive "Installation was successful" message.



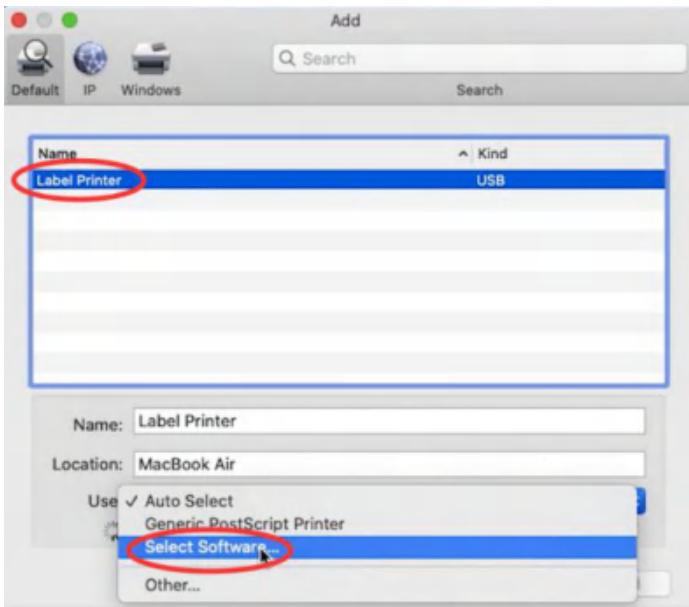
(2) Click "Apple" and go to "System Preferences" -> select "Printer & Scanners"



(3) Click "+" to add a printer

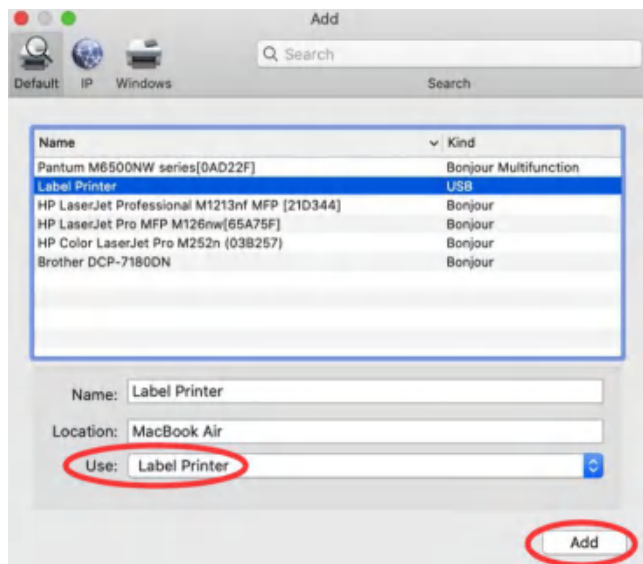
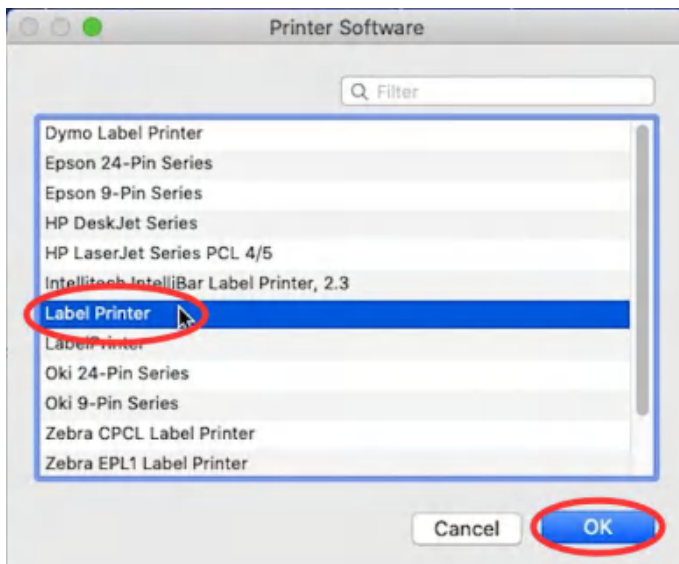


(4) Select "Label Printer" -> Click "Select Software " under "Use"



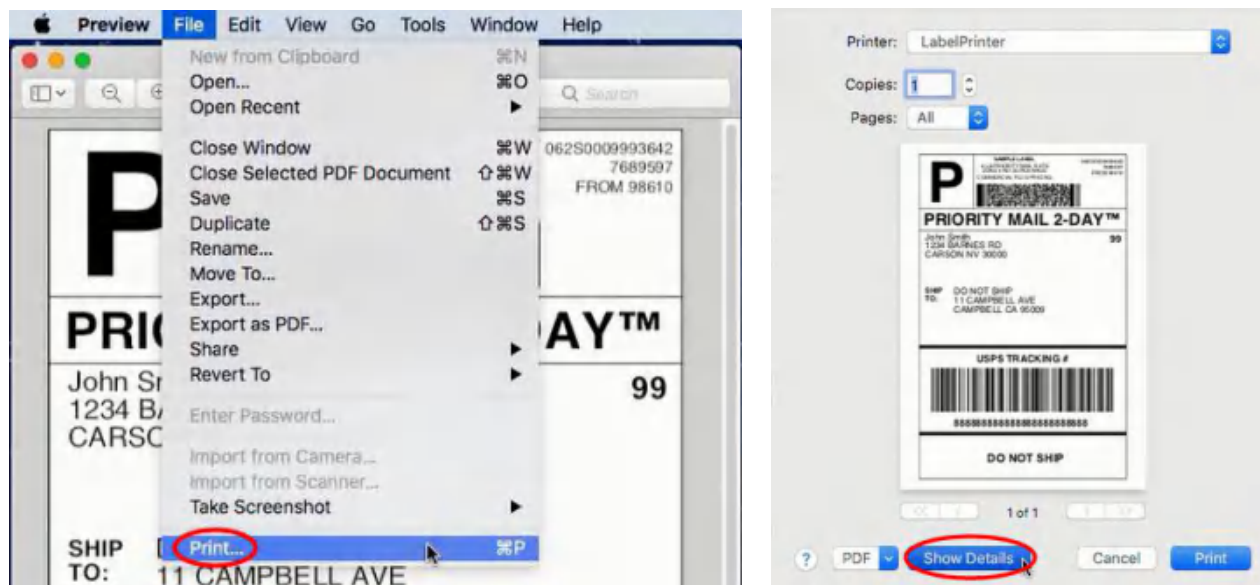
->Select "Label Printer" and click "OK"

->Click "Add"



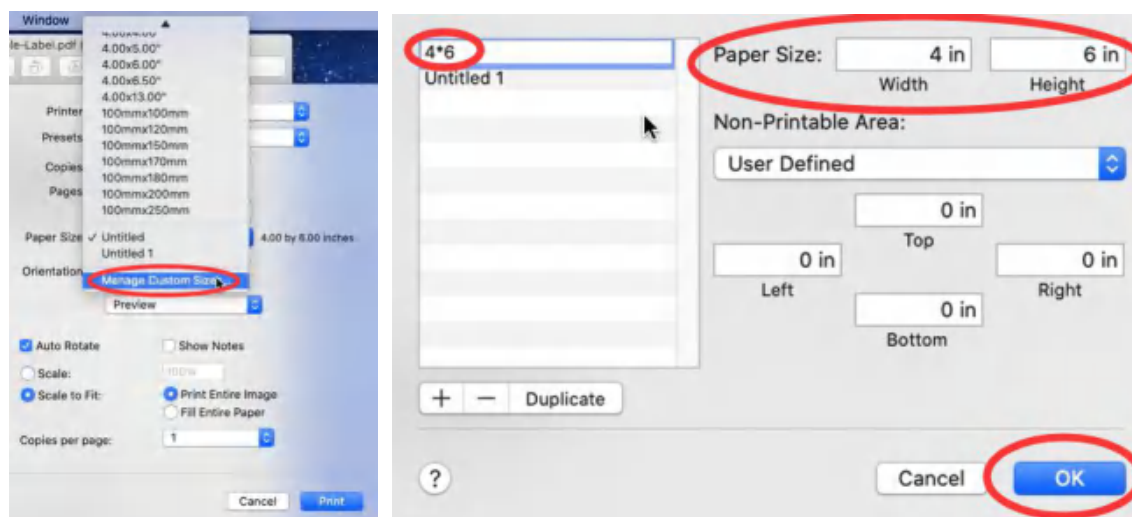
1.3 Prepare before use on Mac

(1) Open desired file (e.g. a PDF). Click "File" and choose "Print". Select "Show Details"

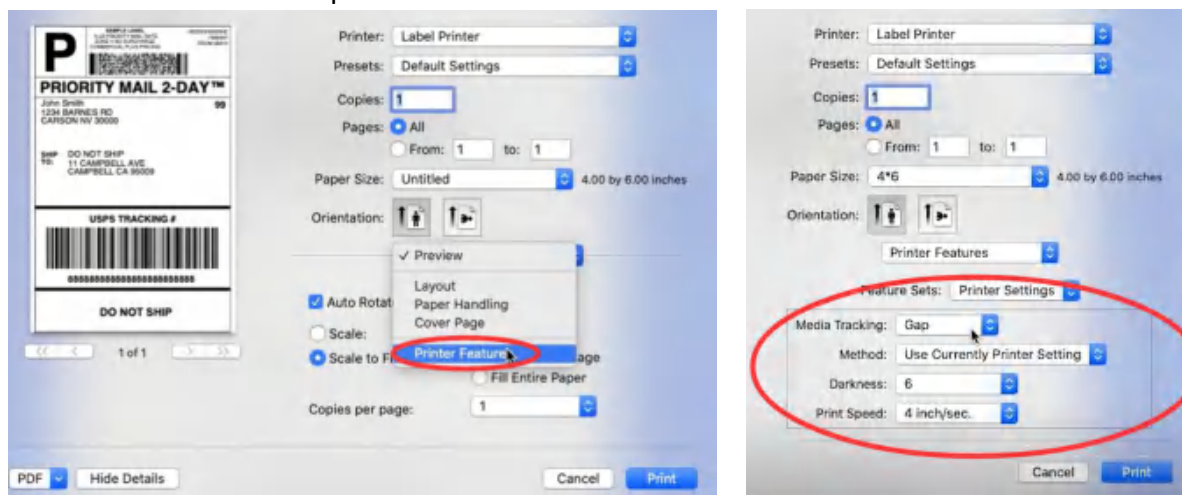


(2) Choose a paper size from "Paper Size".

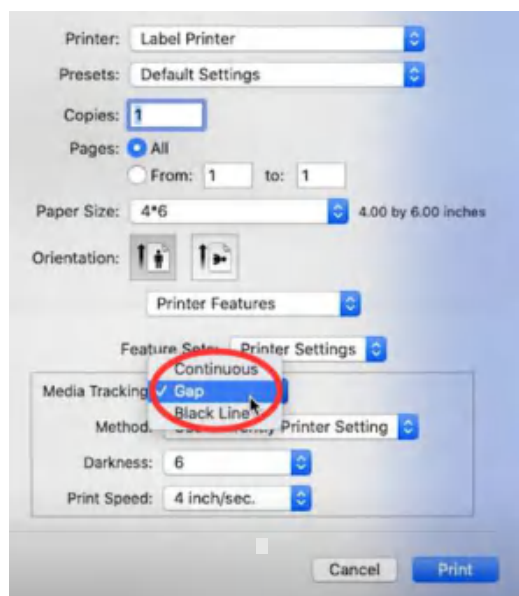
If the size you need is not listed, then click "Manage Custom Sizes", input width and height, then click "OK".



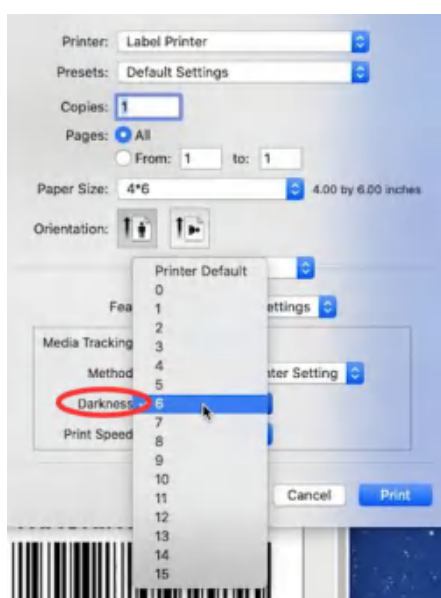
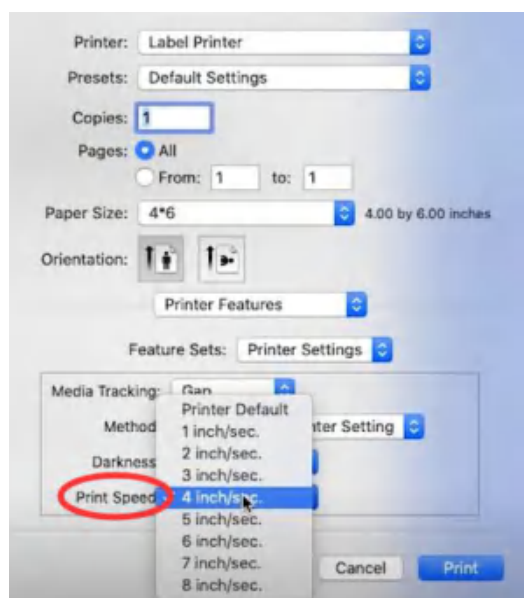
(3) Select "Printer Features" in "Preview", you can set up printer properties, such as "Media Tracking", "Darkness" and "Print speed".



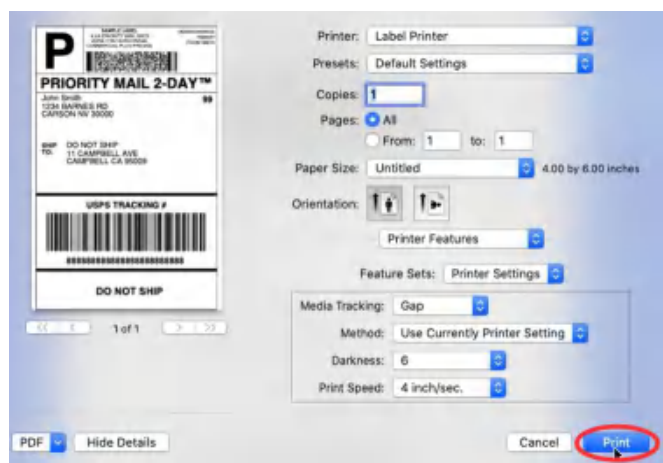
(4) Select paper type in "Media Tracking". Choose from "Continuous", "Gap" or "Black Line".



(5) You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



(6) After setup, click "Print"



2.Driver Installation on Win

You can check this video to know: Installing Label Printer Driver and Prepare before use PM246S on Win 10
["https://www.youtube.com/watch?v=3PFV7NPRwSA"](https://www.youtube.com/watch?v=3PFV7NPRwSA)

(1) Double click the installer to begin. Follow the installation steps until finish.

ATTENTION: Before installation, please ensure printer is connected and turned on!



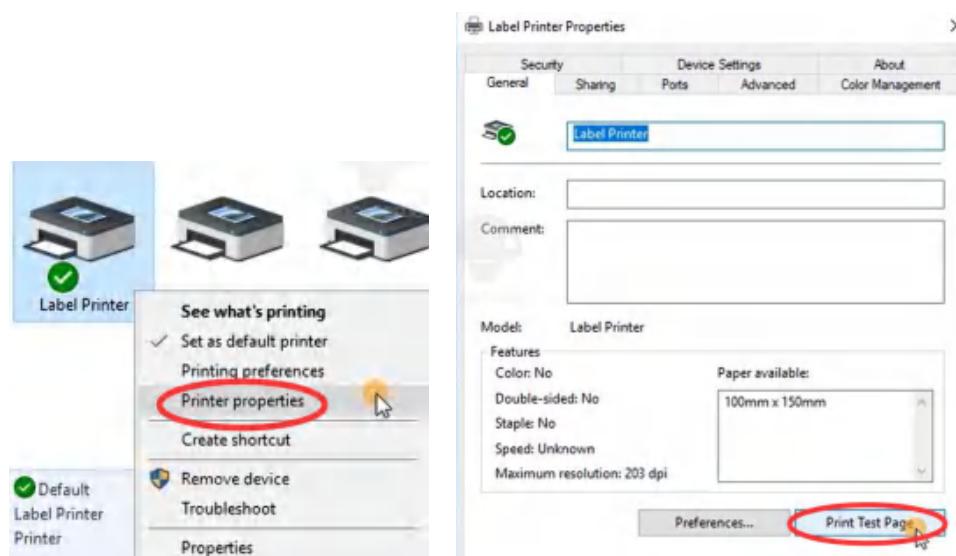
(2)After installation, to check the printer is connected successfully:

① Go to "Control panel" -> "Devices and Printers"

(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")

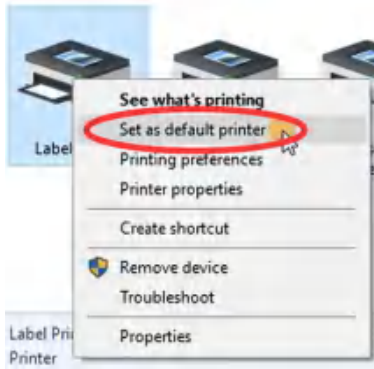


② Right click on "Label Printer" -> "Printer Properties"-> Click on "Print Test Page"



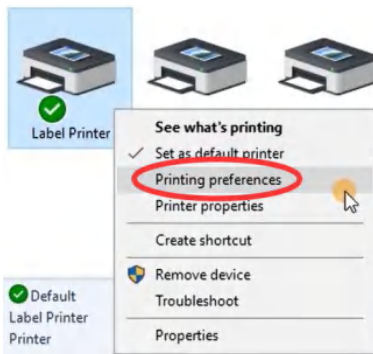
(3) Set as default printer:

① Right click on "Label Printer" -> "Set as default printer"

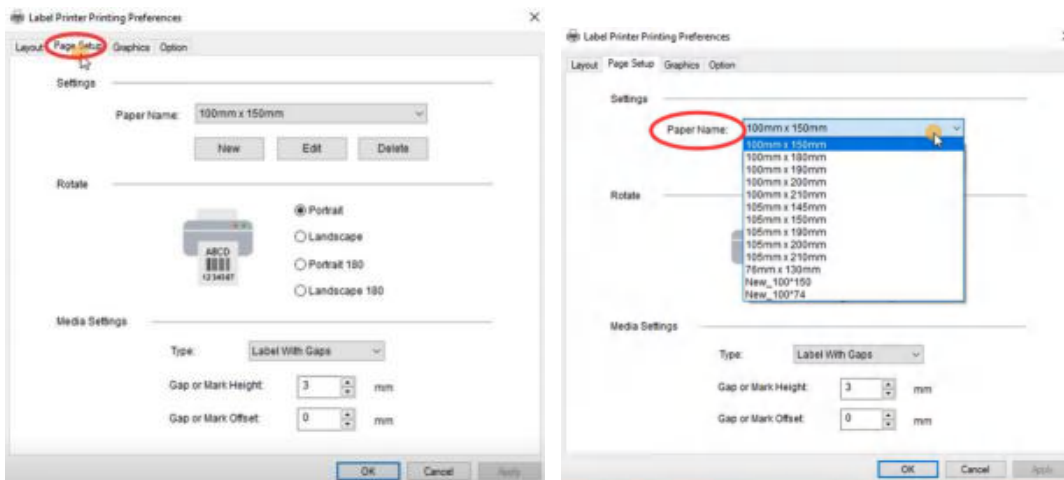


(4) Select the paper type

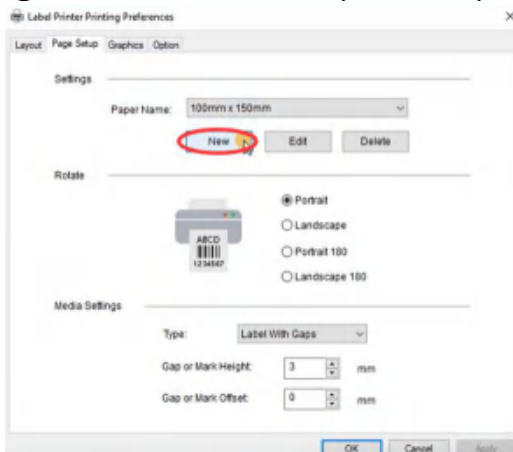
① Right click on "Label Printer" -> choose "Printer Preferences"



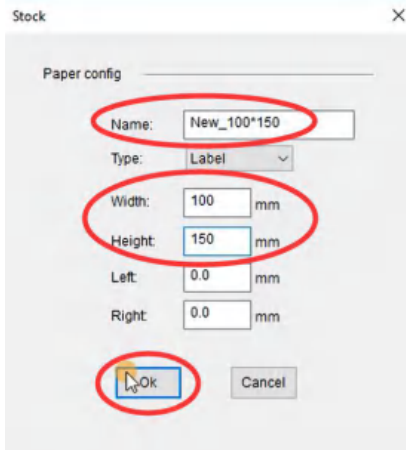
② Go to the "Page Setup". You can choose the size you need in "Paper Name"



③ If there is no label size you need, you can click "New" to create a label size.

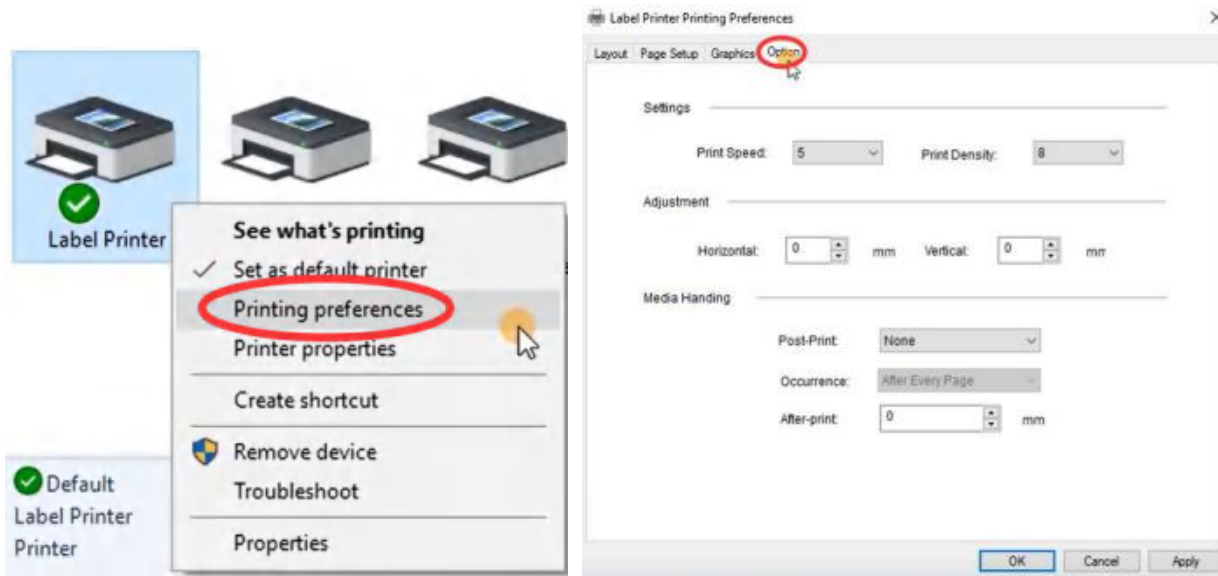


④ Change Paper name and input width and height, click "OK"

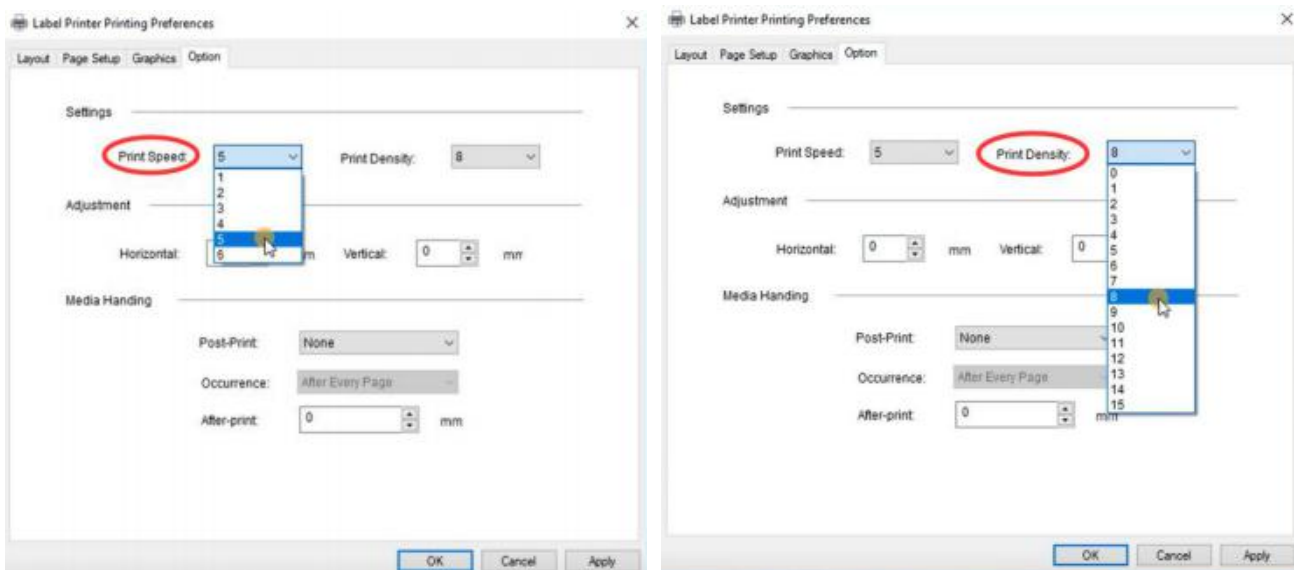


(5) Set up Print speed and Darkness

① Right click on "Label Printer" -> choose "Printer Preferences"-> go to "Option"



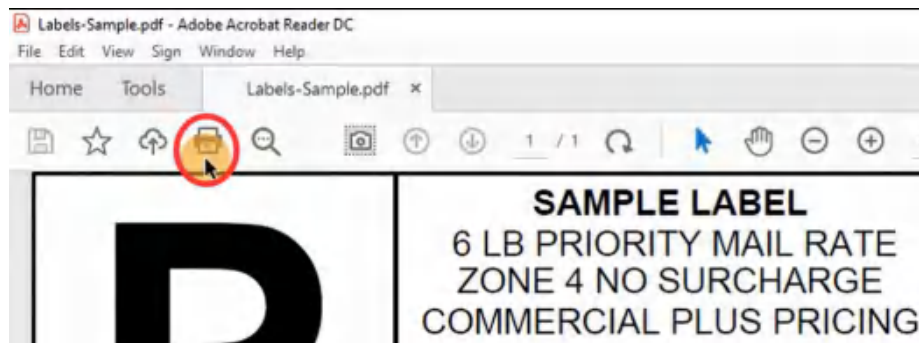
② You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



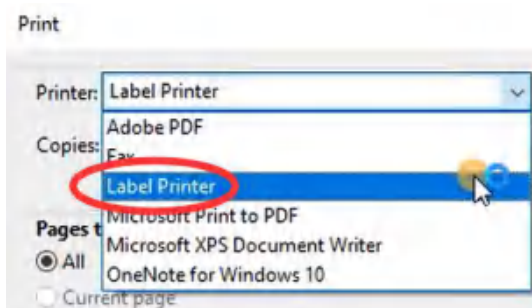
(6) Choose file (PDF file) to print.



① Click "Print"



② Select Printer "Label Printer"



③ Before click Print, check the preview and print size.



Troubleshooting

1. Print Quality Issues

1.1 Poor printing quality

Reason①: Cover is not completely closed

Firmly press the Cover to confirm that it has been completely closed.

Reason②: Poor quality of label paper

The darkness of the label depends on the label manufacturer. High quality labels produce darker prints.

Reason③: Margins and paper size

Please make sure the label size is correct before printing. If the content exceeds the label size, the printer may "shrink" the size to a smaller size resulting in faded content.

NOTE: If you are printing 4 x 6 inches labels, the sample 4 x 6 inches label should take up the full width and height of your label.

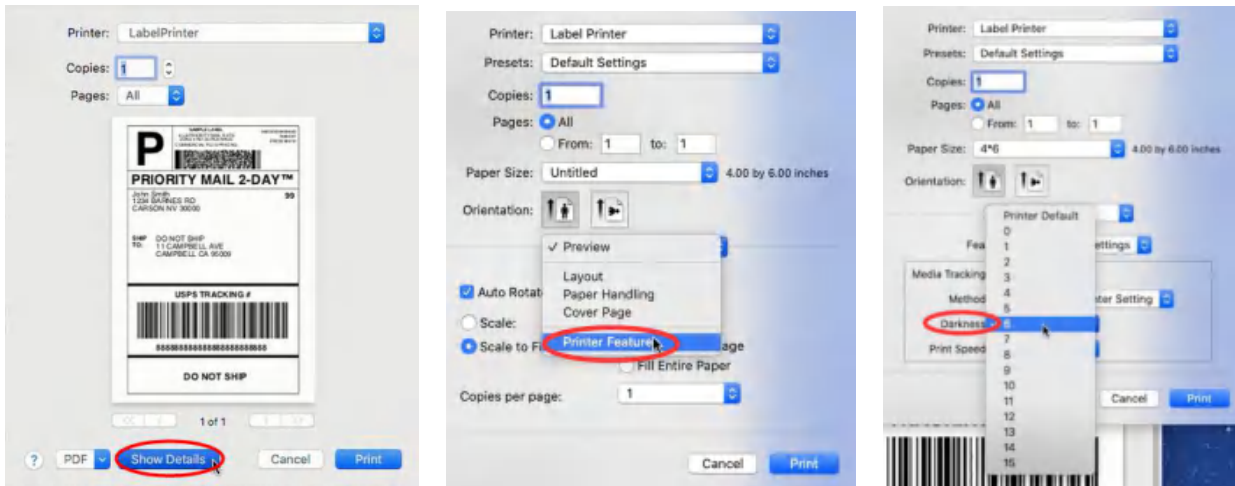
Reason④: Print density and speed

Follow these steps to set up print density and speed.

For Mac:

Open desired file and printing

-> Click "Show Details" -> Select "Printer Features" in "Preview", then you can change the Darkness(0-15)
(Larger number means higher Darkness)



For Win:

-> Go to "Control panel" -> "Devices and Printers"

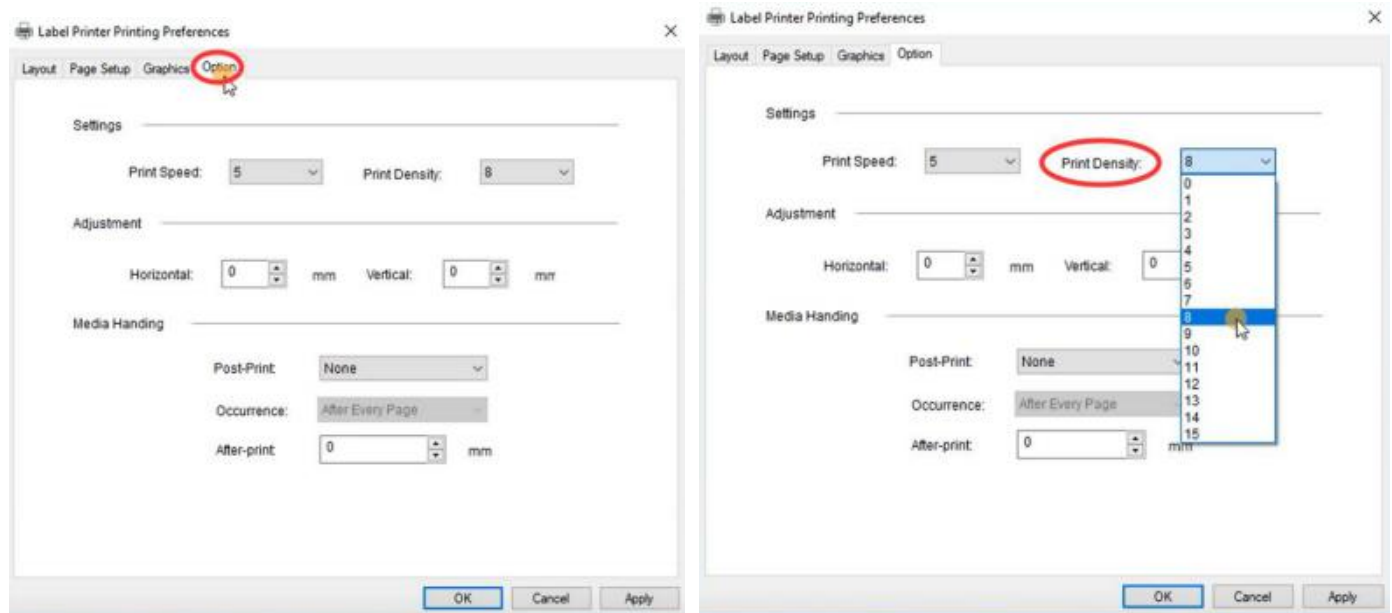
(Right click on "This PC" , choose "Properties", then click on "Control panel"-> "Devices and Printers")



-> Right click on "Label Printer" -> choose "Printer Preferences"



-> Go to "Option". You can change the Darkness of your printing (Larger number means higher Darkness)



Note: Setting the density too high may cause some unwanted dark lines and/or the label getting too hot and sticking to the printhead.

Reason⑤: Dust or adhesive on the Printhead

You can check this video to know: How to clear the Printhead

["https://www.youtube.com/watch?v=i2Q-M9u2C3w&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=9"](https://www.youtube.com/watch?v=i2Q-M9u2C3w&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=9)

Open Cover and use the alcohol pads to wipe the Printhead and Platen Roller clean. (Any 70% Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the Cover and turn Label Printer back on.



1.2 White spots on label

Reason: Dust or adhesive on the Printhead:

You can check this video to know: How to clear the Printhead

["https://www.youtube.com/watch?v=i2Q-M9u2C3w&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=9"](https://www.youtube.com/watch?v=i2Q-M9u2C3w&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=9)

Open Cover and use the alcohol pads to wipe the Printhead and Platen Roller clean. (Any 70% Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the Cover and turn Label Printer back on.



2. Label Issues

2.1 Printing blank labels

Reason①: Your labels are loaded in upside down

Please ensure your labels are properly loaded. The print side is facing up.



Reason②: Ensure your labels are "Direct Thermal" labels.

Reason③: Try to print out test page

-> **Press the Feed Button (the top circular button) and hold it until blue light flashes 1 time, then release.** Printer will print a test page. If test print looks good, please try to print your label again.



2.2 Skipping labels or continuously feeding

Reason①: Changing your label type and size are the main causes for printer skipping labels or continuously feeding

First step:

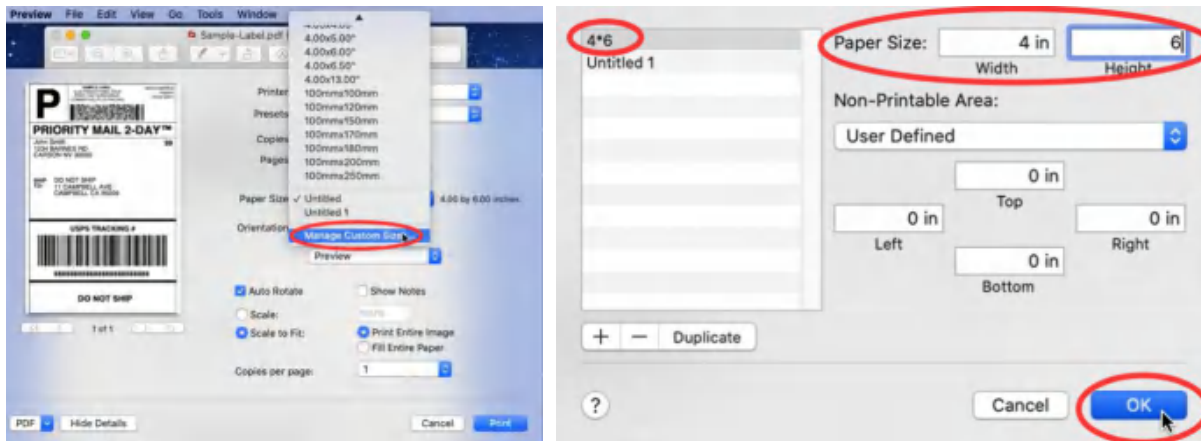
Disconnect the USB from your printer. Check the video "[Automatic label identification](https://www.youtube.com/watch?v=rddF2KadOI4&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=13)".

https://www.youtube.com/watch?v=rddF2KadOI4&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=13

Let the printer re-learn your label. Then change your label type, size on your computer, then re-connect the USB to the printer.

Second step:

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

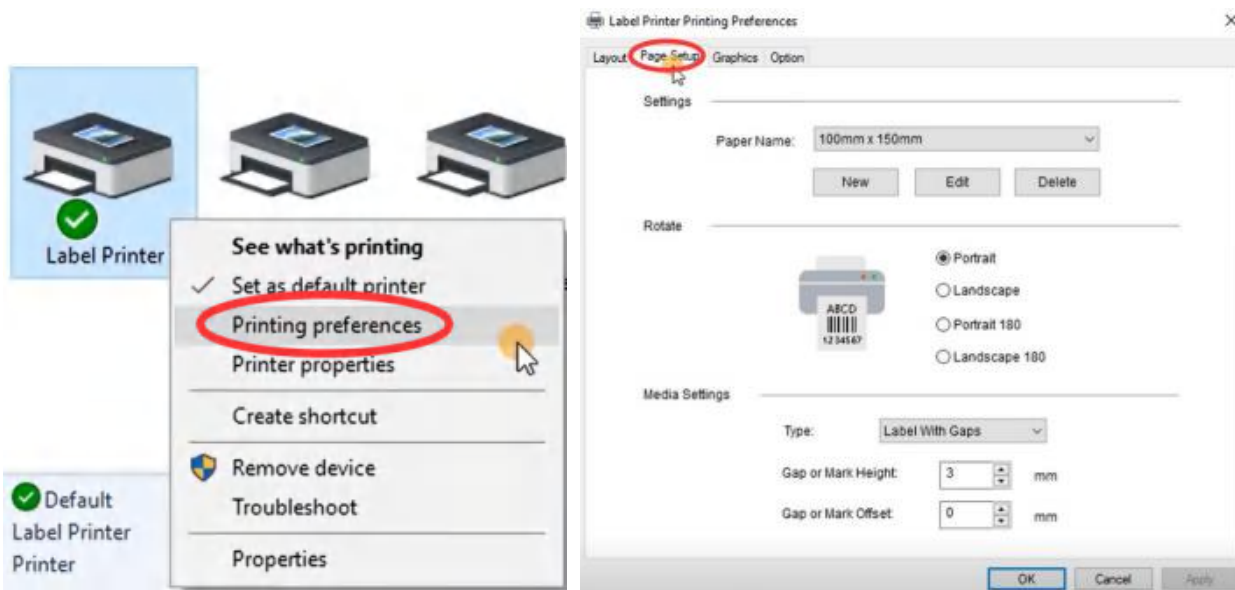


For Win: Go to "Control panel" -> "Devices and Printers"

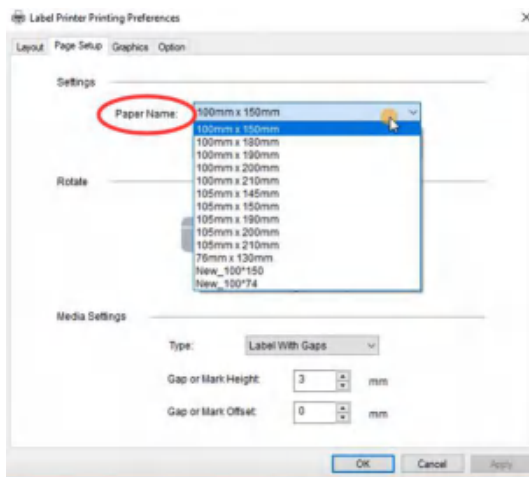
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



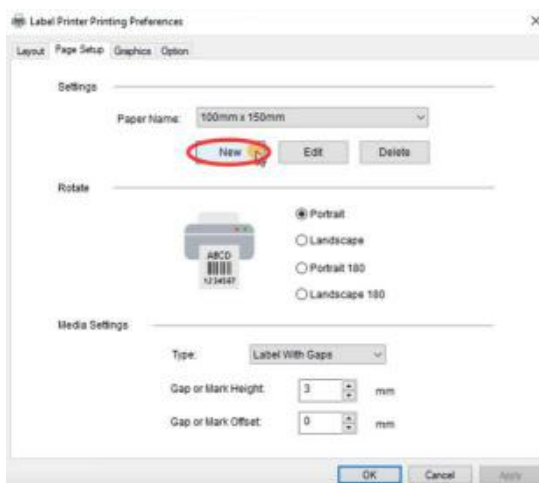
-> Right click on Label Printer" -> choose "Printer Preferences" -> go to "Page Setup"



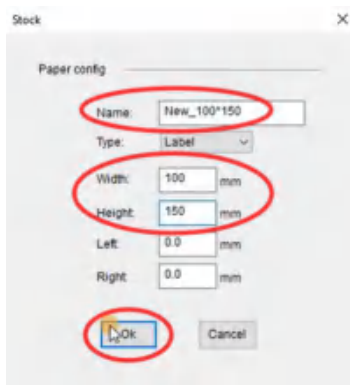
-> You can choose the size you need in "Paper Name".



-> If there is no label size you need, you can click "New" to create a label size.



-> Change Paper name and input width and height, click "OK"



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

Reason②: The sensor which detects the paper, is covered by dust and that causes the detection is incorrect

You can check this video to know: How to clear the Printhead

["https://www.youtube.com/watch?v=ckuZ7r2-4CI&list=PL3_AhQ0D1H_DYR7nDrUaCGONgJdC4cW-6&index=6"](https://www.youtube.com/watch?v=ckuZ7r2-4CI&list=PL3_AhQ0D1H_DYR7nDrUaCGONgJdC4cW-6&index=6)

Turn off printer. Open the Cover and use the alcohol pads to clean the sensor. (Any 70% Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the Cover and turn Label Printer back on.

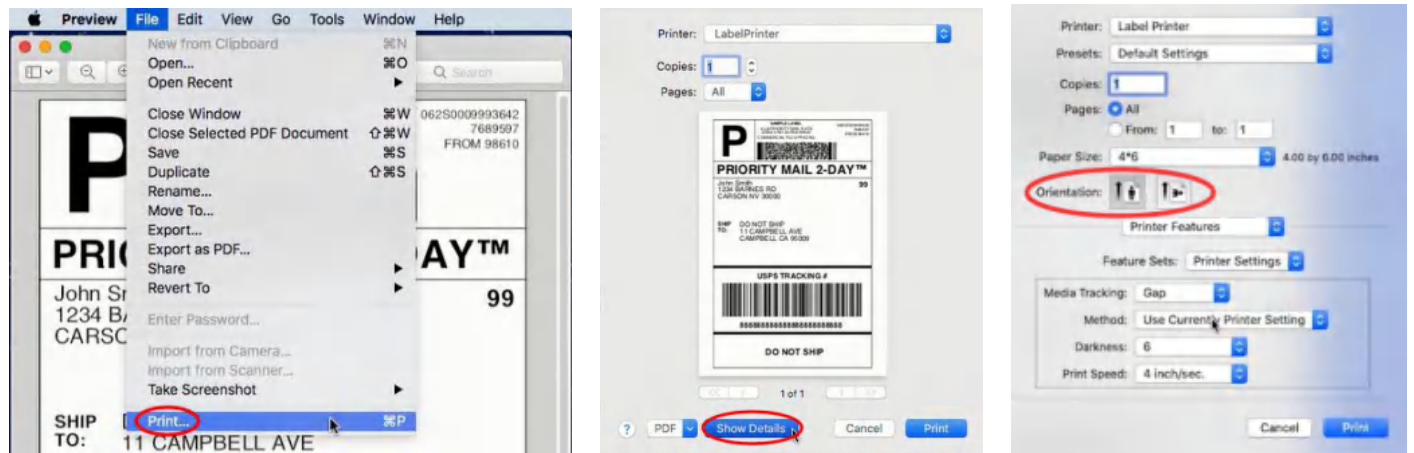


2.3 I get horizontal label instead of vertical label

You can setup printer to rotate it for you automatically.

For Mac:

Open a desired file and printing -> click "Show Details"-> select printing direction in "Orientation"



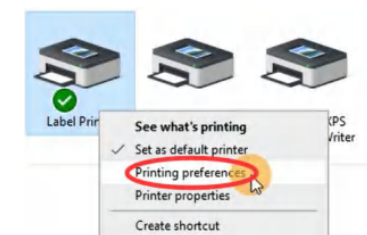
For Win:

Go to "Control panel" -> "Devices and Printers"

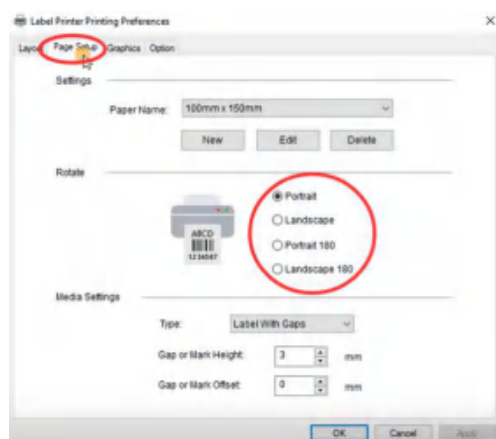
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



-> Right click on "Label Printer" -> choose "Printer Preferences"



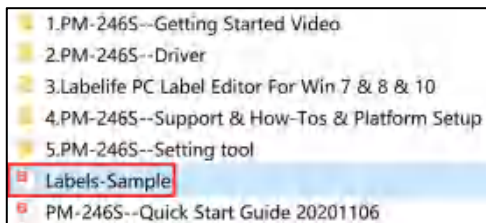
-> Go to "Page Setup" -> Select printing direction under "Orientation"



2.4 Barcode is not printing clearly

① The source file wasn't created in the ideal quality:

Print the sample label to test if your printer is working well. You can download the sample label from USB Driver:



OR website

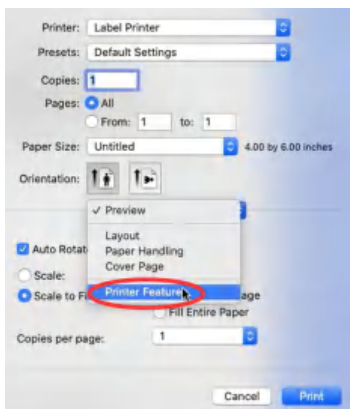
https://s3.amazonaws.com/cdn.freshdesk.com/data/helpdesk/attachments/production/69000091194/original/Labels-Sample.pdf?response-content-type=application%2Fpdf&X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAS6FNSMY2WD6T3JNC%2F20210209%2Fus-east-1%2Fs3%2Faws4_request&X-Amz-Date=20210209T063558Z&X-Amz-Expires=300&X-Amz-SignedHeaders=host&X-Amz-Signature=a6ff9bb9ce18130b4870eb22aac700f2078abc92e8b1883a6deef364f66f9c1

② High print speed or density:

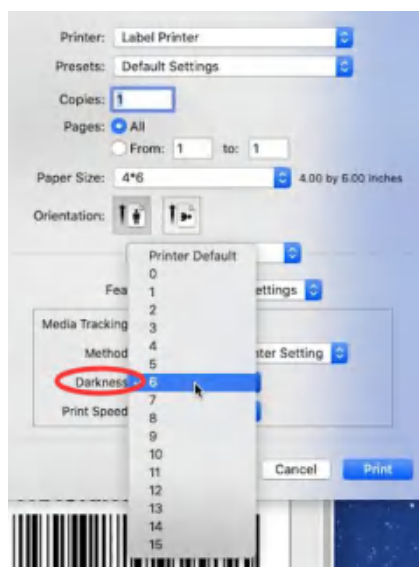
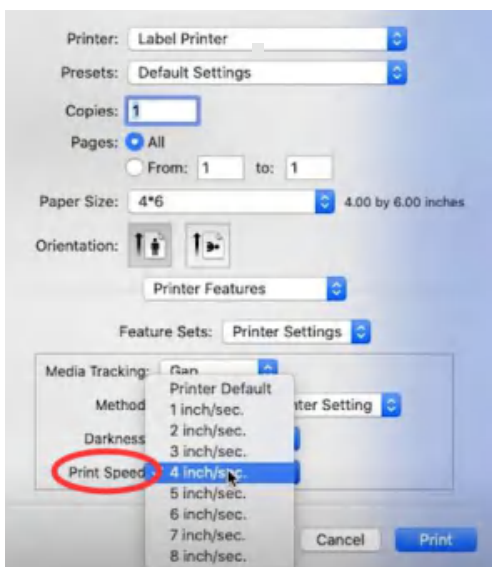
Try reducing your print speed (try 3 in/sec) and your print density (try 3 as well) to see if you obtain a better result.

For Mac:

-> Select "Printer Features" in "Preview"



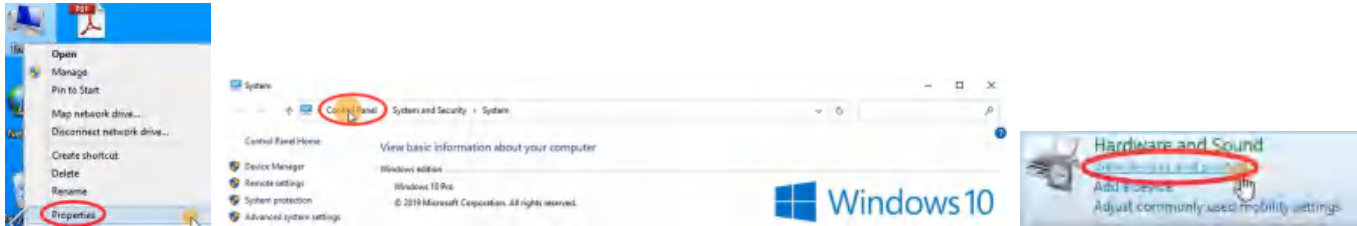
-> You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



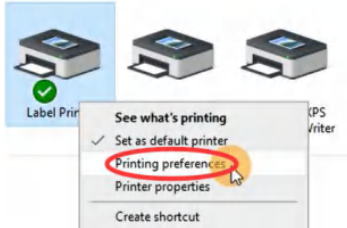
For Win:

-> Go to "Control panel" -> "Devices and Printers"

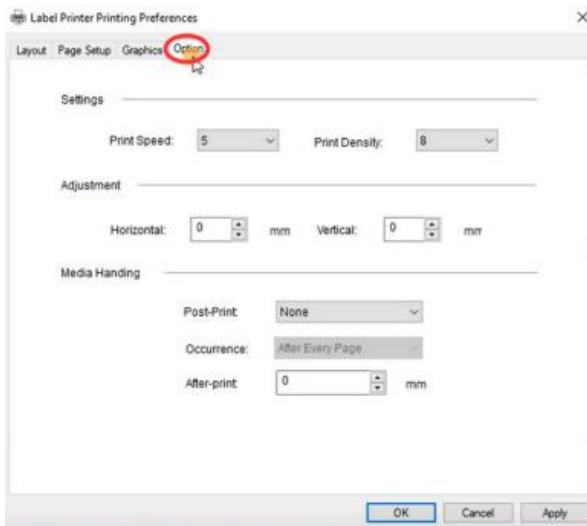
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



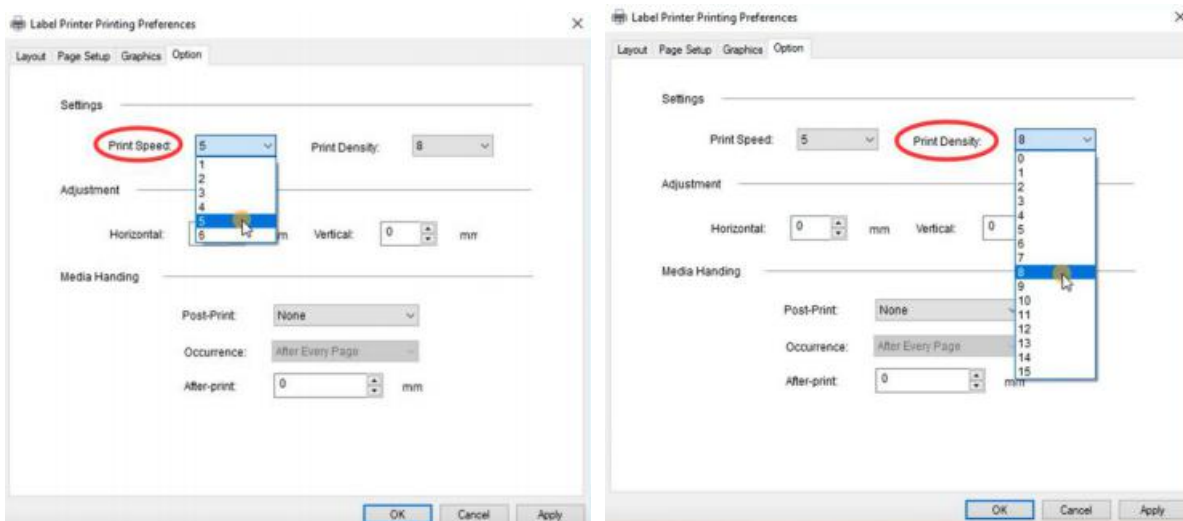
-> Right click on "Label Printer" -> choose "Printer Preferences"



-> Go to "Option"



-> You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



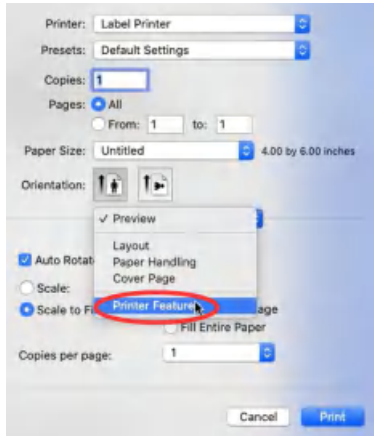
2.5 Paper jams or label prints only half and stops

Reason: High print density

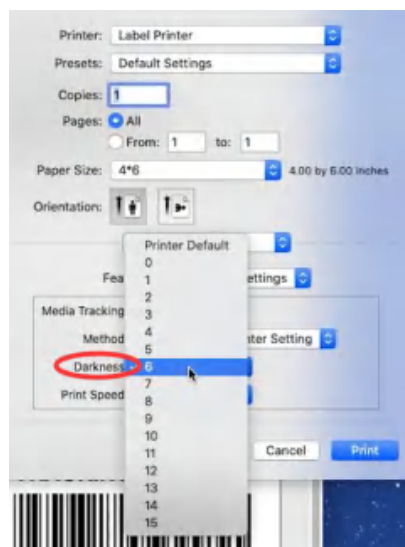
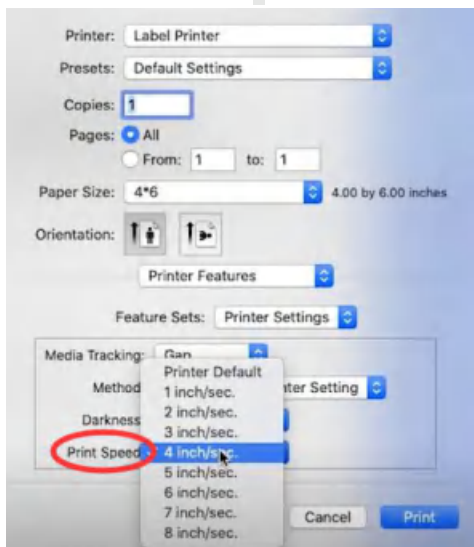
High print density causes the label to get too hot and get stuck to the Printhead. Different labels require different heating temperatures. Set your print speed to "4 in/sec" and density to "2" and try print again. If the label is too light, increase the density by 1.

For Mac:

-> Select "Printer Features" in "Preview"



-> You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



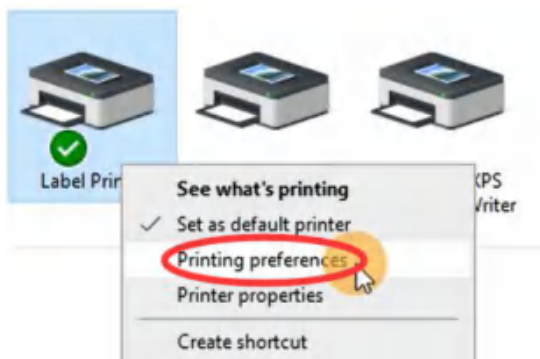
For Win:

-> Go to "Control panel" -> "Devices and Printers"

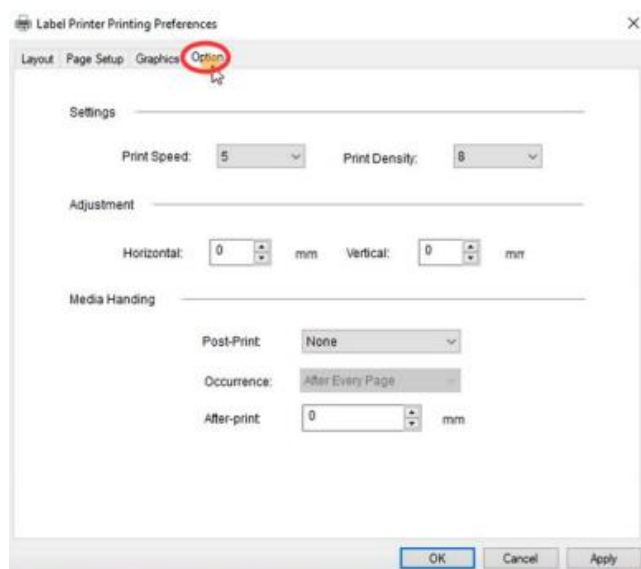
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



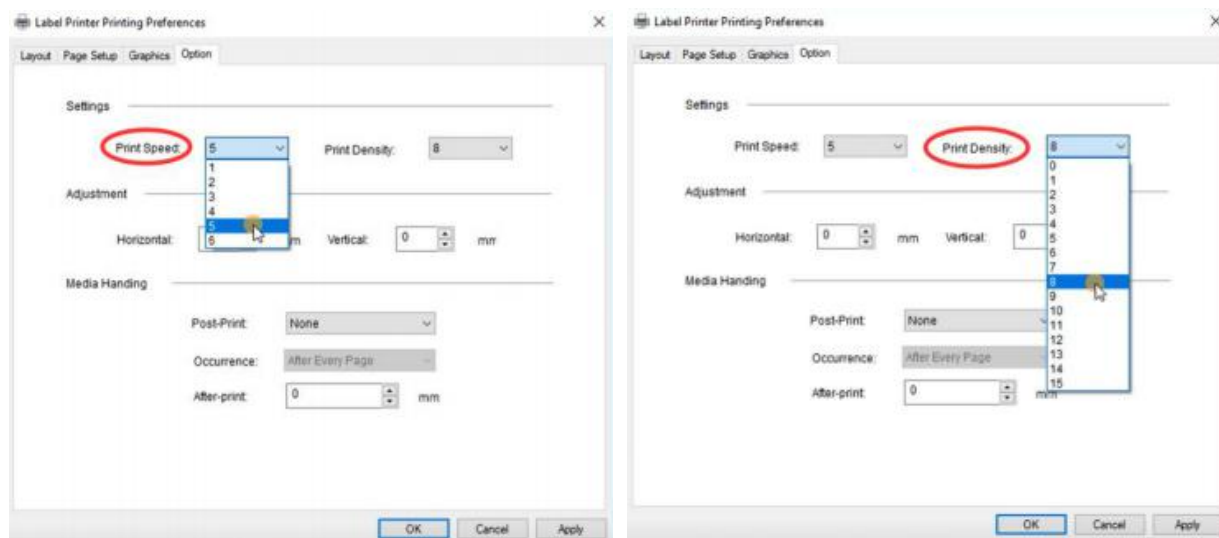
-> Right click on "Label Printer" -> choose "Printer Preferences"



-> Go to "Option"



-> You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



2.6 Same label keeps printing

Reason: When printer doesn't accept a label was printed correctly, it will attempt to re-print it:

Turn power switch off . This clears any pending print jobs. Check the video "[Automatic label identification](https://www.youtube.com/watch?v=rddF2KadOI4&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=13)".

https://www.youtube.com/watch?v=rddF2KadOI4&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=13

Let your printer re-learn your label.



3. Other Issues

3.1 Printer doesn't turn on

Ensure power connection

- A. Ensure the wall plug has electricity by plugging another device into that same plug.
- B. 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.
- C. Ensure the plug that goes into printer is fully inserted.
- D. Turn the power switch off and on (I: On; O: Off). This switch is located on the back side of printer.

3.2 Nothing happens with I try to print

Reason: Printer is connected to a new USB Port:

Open your "Control Panel" -> "Printers and Devices" and note which Label Printer is "active".

It may be Label Printer, Label Printer(Copy 1), Label Printer(Copy 2), etc.

Then be sure to print to the same active printer name when printing.

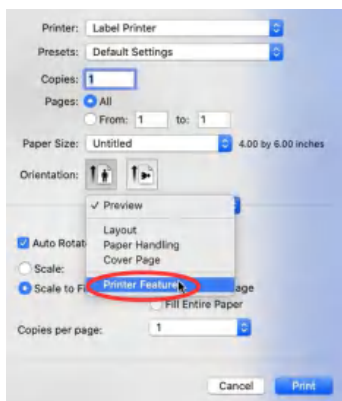
3.3 Printer makes loud noise when printing

Reason: Print speed being set too low or density set too high:

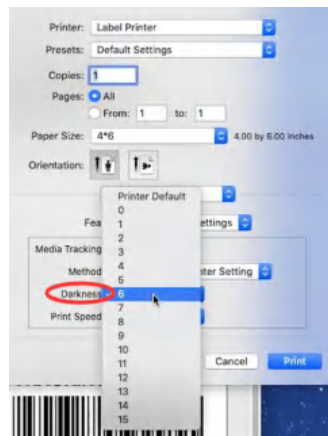
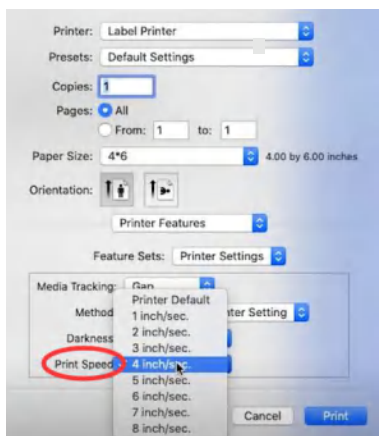
Set your print speed to "5 in/sec" and density to "4" and print. If the label is too light, increase the density by 1.

For Mac:

-> Select "Printer Features" in "Preview"



-> You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



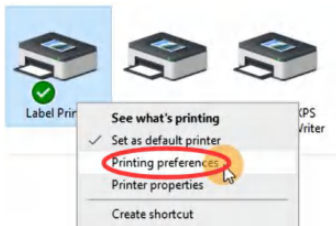
For Win:

-> Go to "Control panel" -> "Devices and Printers"

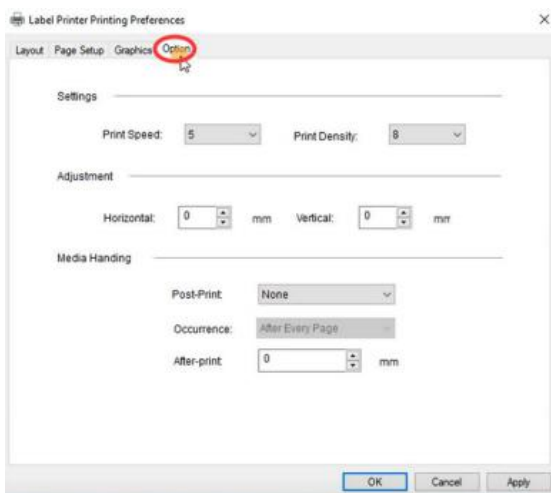
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



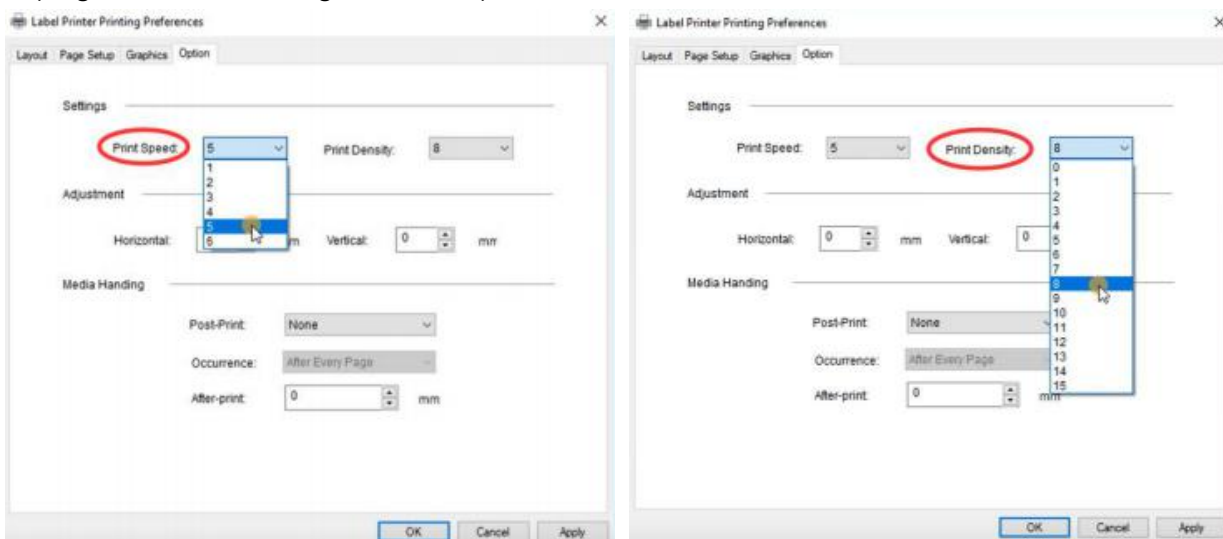
-> Right click on "Label Printer" -> choose "Printer Preferences"



-> Go to "Option"



-> You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



3.4 Why are the label sizes in millimeters?

Reason: Windows is designed to use the metric system.

To convert inches to millimeters on Google.

3.5 There is a Spark

Please ensure you turn the printer off using the power switch on the back of the printer before connecting or disconnecting the power cable.

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.



How-Tos

1.Label Adjustments

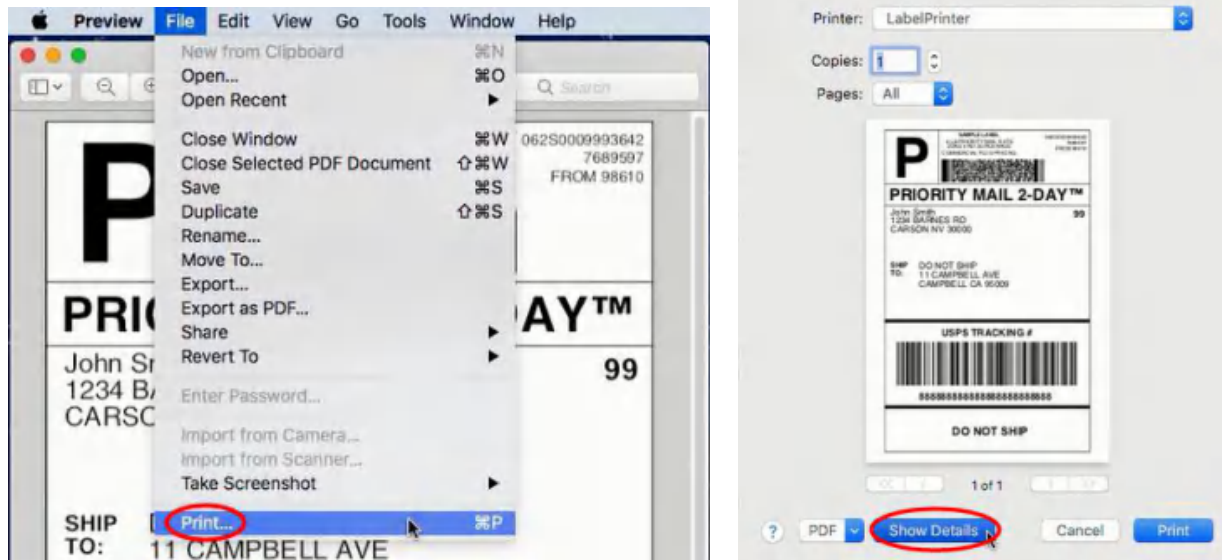
1.1Adjusting Label Margins

Sometimes your shipping platform or the settings on your application results in prints that are off center or cut-off.

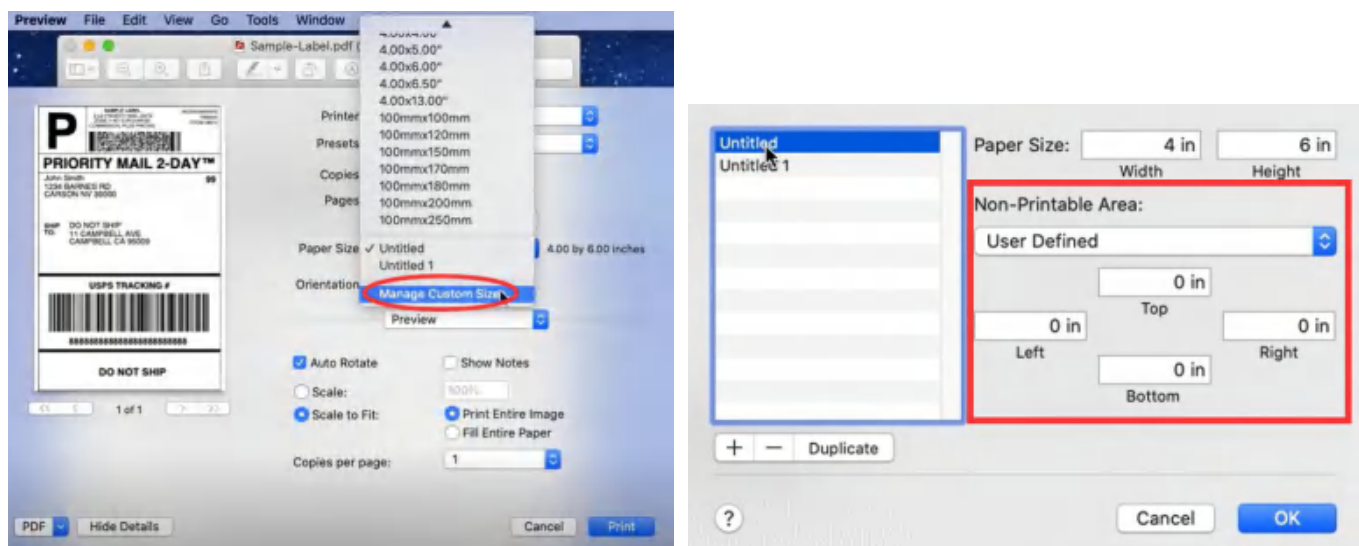
You can adjust these margins and define new paper sizes by the following method.

For Mac:

-> Open desired file (e.g. a PDF). Click "File" and choose "Print". Select "Show Details".



-> Click "Manage Custom Sizes". Adjust the margins as desired on "Non-Printable Area". You may need to do some trial and error to find the perfect combination.



-> Click on "OK" to send these settings to the printer for your next print.

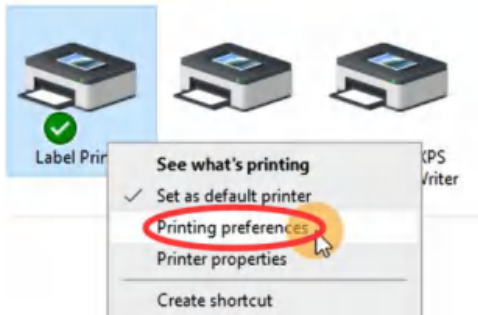
For Win:

-> Go to "Control panel" -> "Devices and Printers"

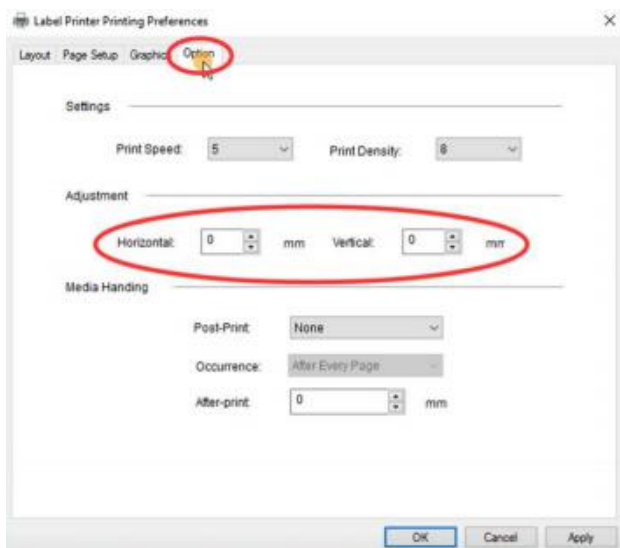
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



-> Right click on "Label Printer" -> choose "Printer Preferences"



-> Go to "Option", you can adjust the margins as desired on "Position Adjustment". You may need to do some trial and error to find the perfect combination. You may enter both negative and positive values.



-> Click on "OK" to send these settings to the printer for your next print.

1.2 Cropping a full size 8.5" x 11" page to a 4" x 6" label

Some shipping platforms only provide you with a full page (8.5" x 11") document.

Frequently, they use half of the page for the shipping label and the other half for receipt or packing slip.

While there are many ways to split this page into a 4" x 6" label size, here is our favorite method:

1. "Take a Snapshot"

2. "Crop pages" -> Remove White Margins:

Please [see this article for Cropping multiple pages \(4-1-3.Label Adjustments - Cropping multiple pages in the same document at once\)](#)

Download Adobe Reader for "Take a Snapshot"

if you do not have it already from [Adobe website \(https://get.adobe.com\)](https://get.adobe.com).

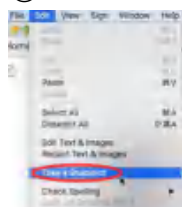
1. "Take a Snapshot"

① Save your label as a PDF file

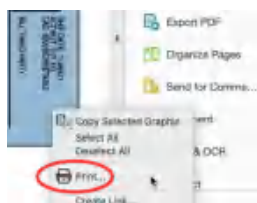
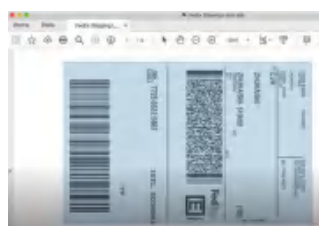
For Mac:

② Open the file in Adobe Reader

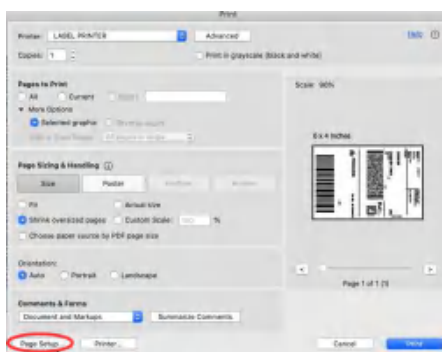
③ Go to "Edit" -> "Take a Snapshot"



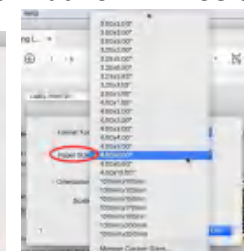
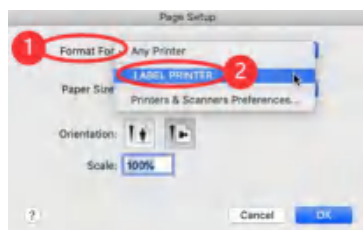
④ Drag the box over your label, then right click on it and select "Print"



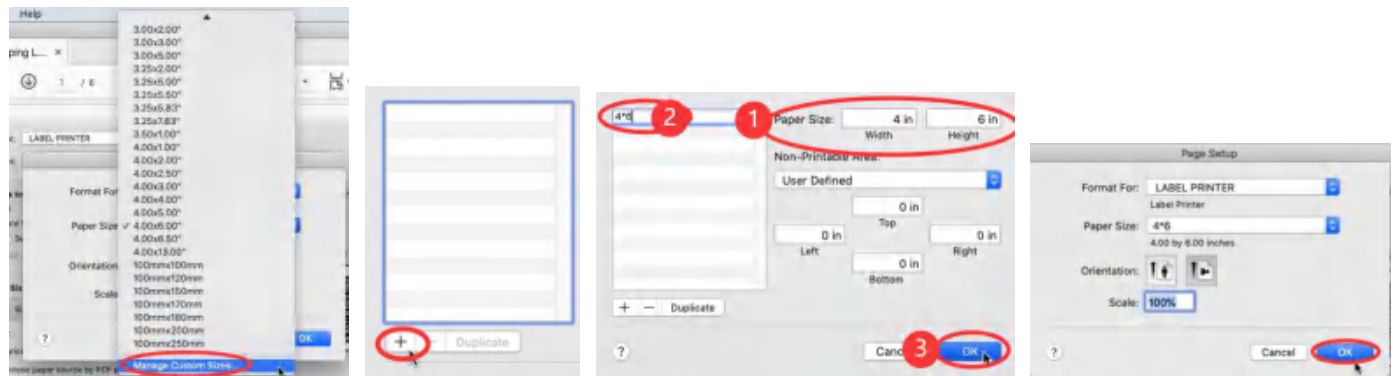
⑤ Select Printer -> Click "Page Setup..."



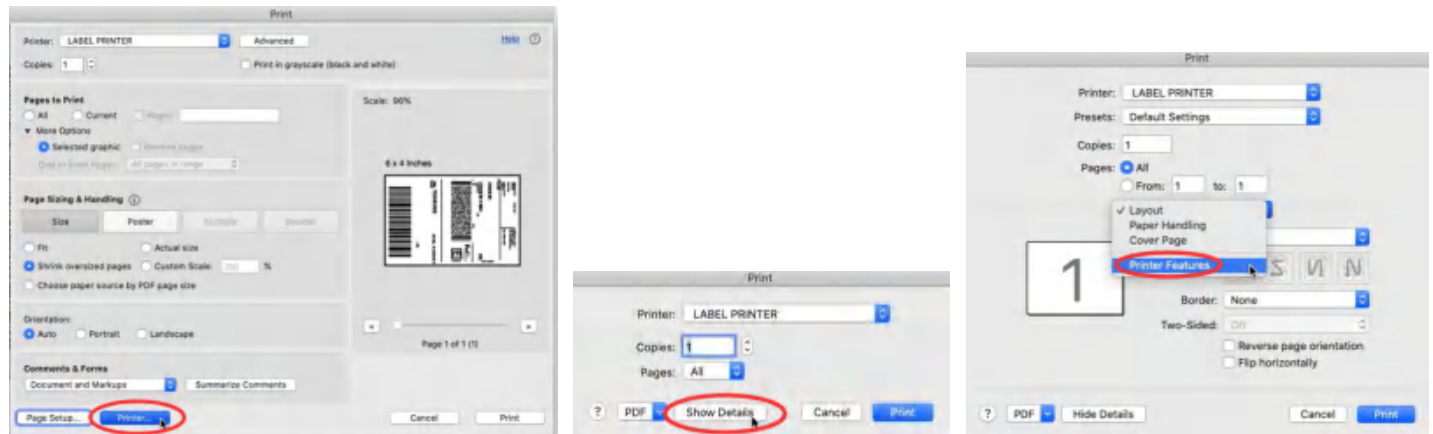
-> Select Printer from "Format For:" -> Select label size from "Paper Size:"



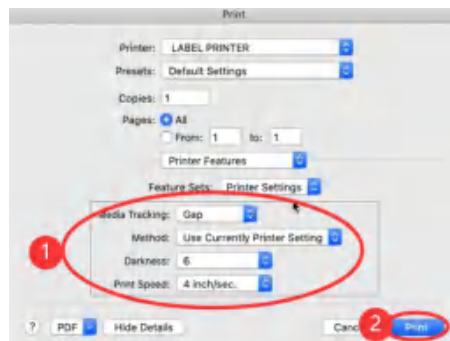
⑥ If the size you need is not listed, then click "Manage Custom Sizes" -> input width, height and rename the size, then click "OK"



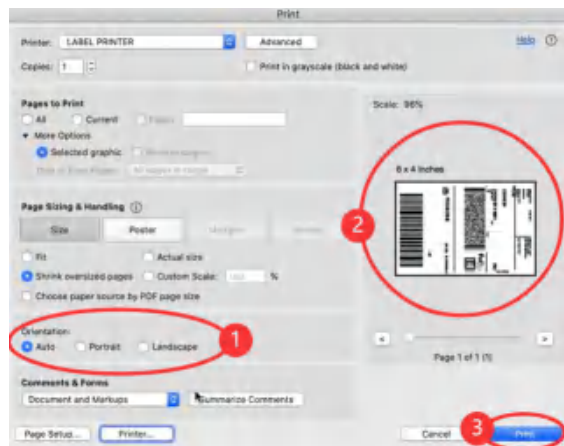
⑦ Click "Printer..." -> "Show Details" -> Select "Printer Features" in "Preview"



⑧ You can set up printer properties, such as "Media Tracking", "Darkness" and "Print speed".
(Larger number means higher Darkness)



⑨ Preview, check the print size and Orientation. If preview looks good, click "Print"



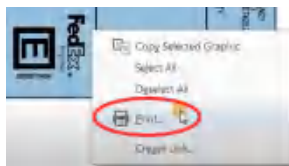
For Win:

② Open the file in Adobe Reader

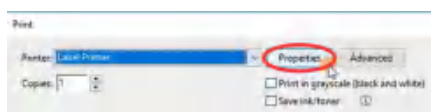
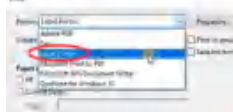
③ Go to "Edit" -> "Take a Snapshot"



④ Drag the box over your label, then right click and select "Print"

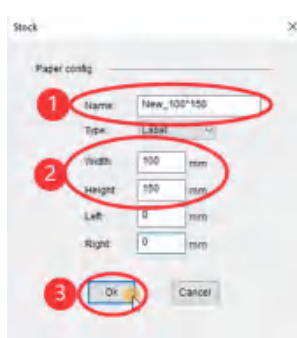


⑤ Select Printer -> Click "Properties"

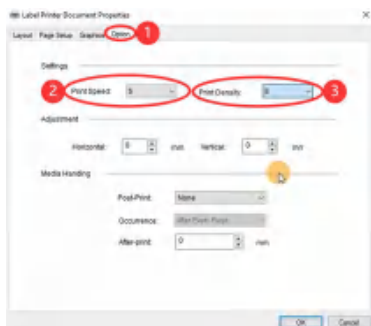


-> Go to "Page Setup"-> Select label size from "Paper Name"

If the size you need is not listed, then click "New" to create a label size, then click "Ok"



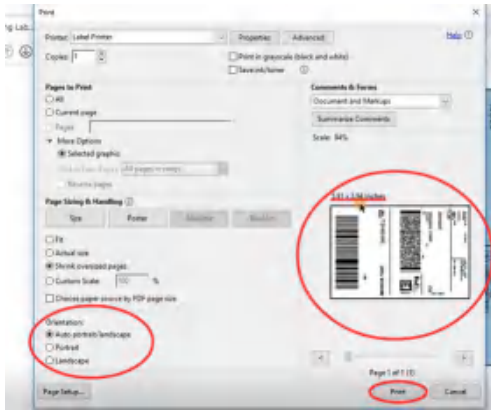
⑥ Go to "Option". You can change the printing speed and the Darkness of your printing (Larger number means higher Darkness)



⑦ Check the created size and "OK"



⑧ Preview, check the print size and Orientation. If preview looks good, click "Print"



Note: If you are shipping more than a few labels, you would benefit from using a commercial solution that create 4 x 6 labels in one-click. See this article: [How do I generate labels?\(1-4.Printing Label - Printing Label - How do I generate shipping labels\)](#)

Official guide from Adobe: [Print portion of a PDF page using Acrobat or Reader](#)
(<https://helpx.adobe.com/acrobat/kb/print-portion-page-acrobat-reader.html>)

How can I crop multiple pages in the same document at once?

1) If you are wanting this for Amazon FBA labels, the Phomemo team has put together a free service that can crop box labels into individual labels that can then print directly to Phomemo, please visit: <https://phomemo.com/pages/label-transformer>

2) On Adobe Acrobat you are able to crop several / all pages together.

Please see: <https://helpx.adobe.com/acrobat/using/crop-pdf-pages.html>

3) Briss is a free open-source application available for cropping PDF pages at once. It may take a little while getting used to it but once you are comfortable with it, it is pretty fast: <https://sourceforge.net/projects/briss/>

4) For Mac:

There is a third-party company that offers a software for cropping labels

Please download from: <https://www.peninsula-group.com>

There is a operation tutorial video: <https://www.youtube.com/watch?v=Mos4GNnRZ5c>



1.3 Create New Custom Size Labels

Some shipping platforms only provide you with a full page (8.5" x 11") document.

Frequently, they use half of the page for the shipping label and the other half for receipt or packing slip.

While there are many ways to split this page into a 4" x 6" label size, here is our favorite method:

1. "Take a Snapshot"

Please see this article for Cropping a 8.5 x 11 pages to a 4 x 6 label ([4-1-2.Label Adjustments - Cropping a full size 8.5 x 11 page to a 4 x 6 label](#))

2. "Crop pages" -> Remove White Margins

Download **Acrobat Pro** (need to pay) for "Crop pages" and also "Take a Snapshot"

if you do not have it already from **Adobe website** (<https://get.adobe.com>).

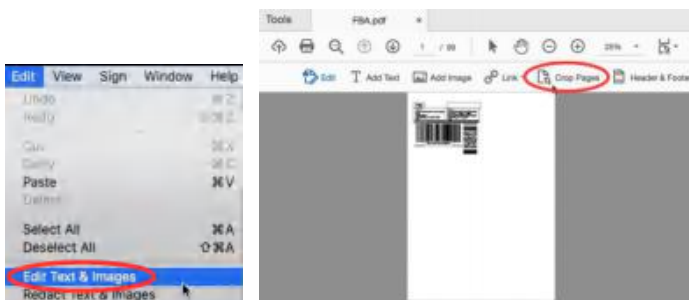
2. "Crop pages"

① Save your label as a PDF file

For Mac:

② Open the file in Adobe Acrobat Pro

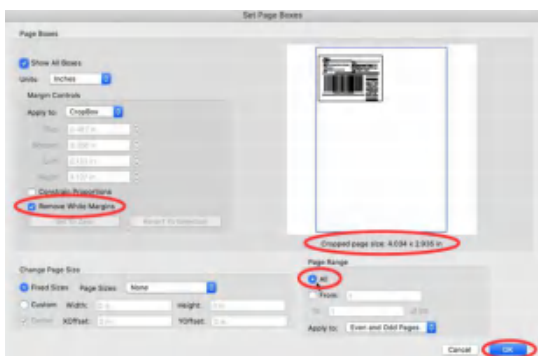
③ Go to "Edit" -> "Edit Text & Images" -> "Crop Pages" -> Double click white margins



④ Set "Units"

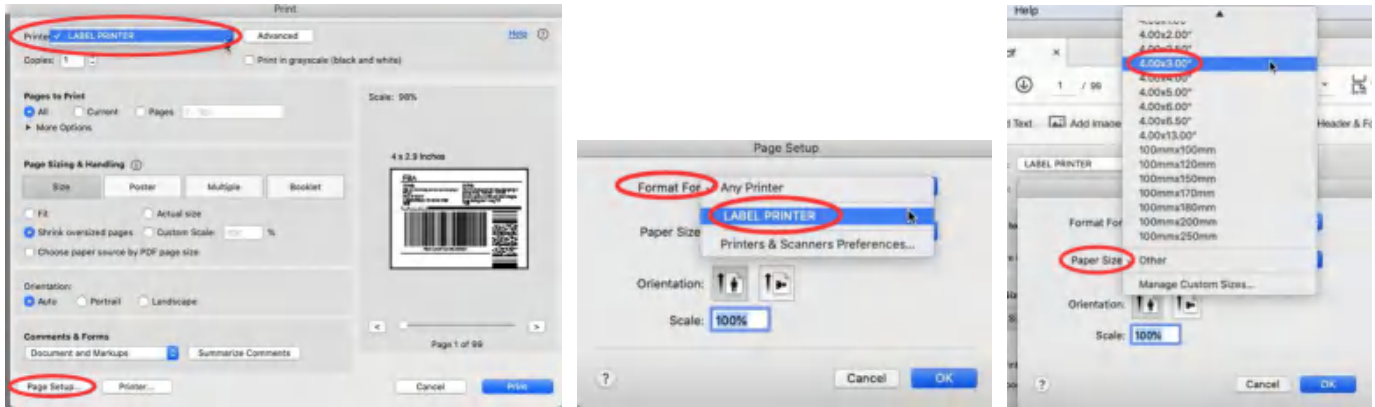


⑤ Tick "Remove White Margins" -> Remember "the Cropped page size" -> Choose "All" and click "OK"

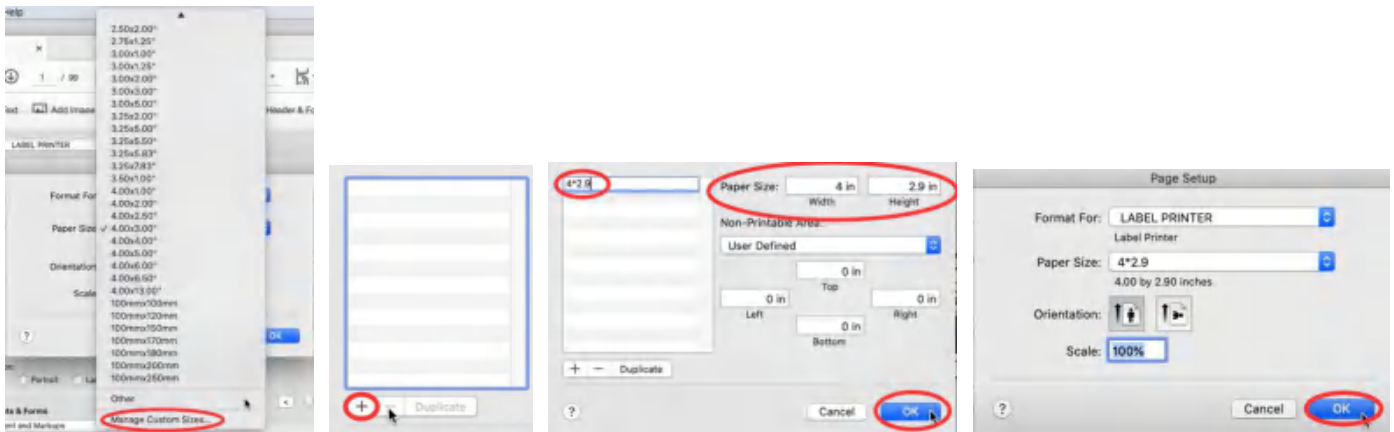


⑥ Select Printer -> Click "Page Setup..."

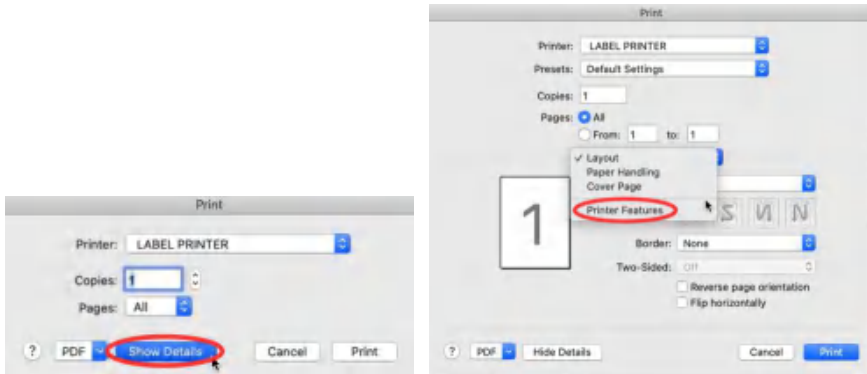
-> Select Printer from "Format For: " -> Select label size from "Paper Size: "



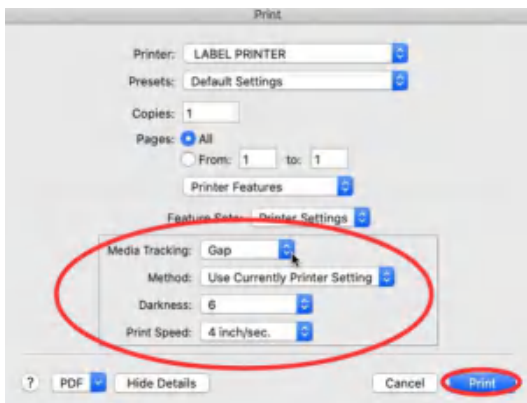
⑦ If the size you need is not listed, then click "Manage Custom Sizes" -> input width, height and rename the size, then click "OK"



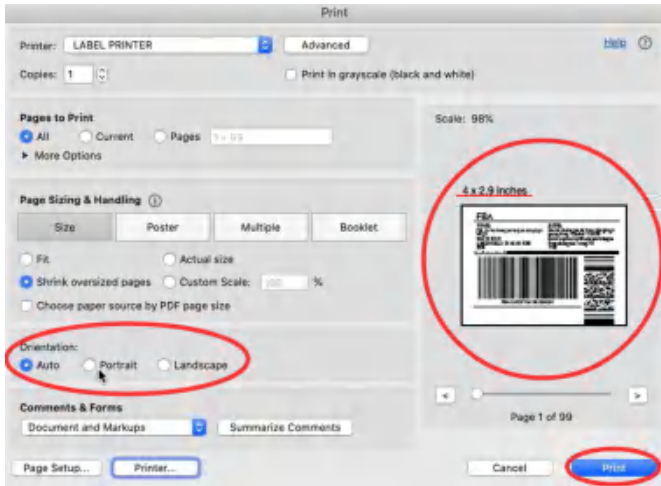
Click "Printer..." -> "Show Details" -> Select "Printer Features" in "Preview"



⑧ You can set up printer properties, such as "Media Tracking", "Darkness" and "Print speed".
(Larger number means higher Darkness)



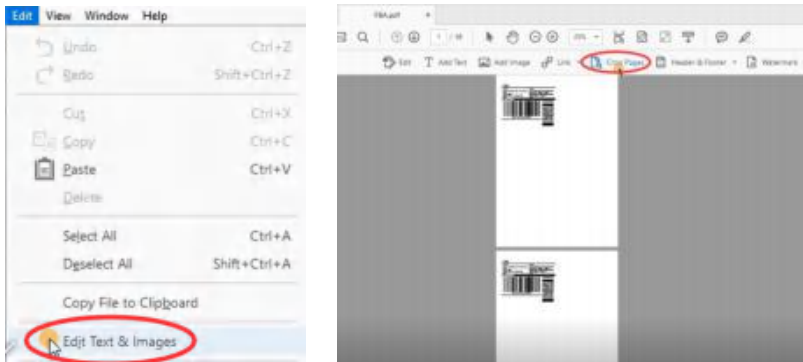
⑨Preview, check the print size and Orientation. If preview looks good, click "Print"



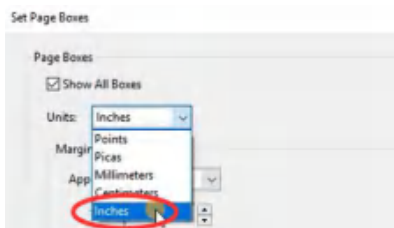
For Win:

②Open the file in Adobe Acrobat Pro

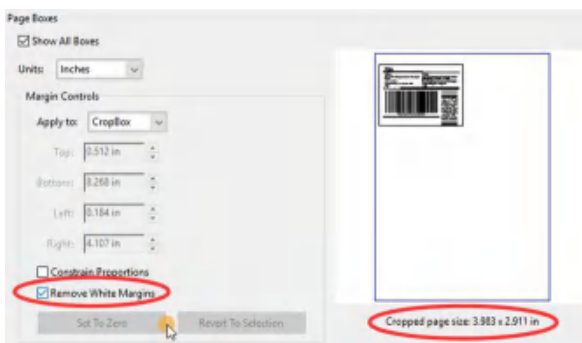
③Go to "Edit" -> "Edit Text & Images" -> "Crop Pages" -> Double click white margins



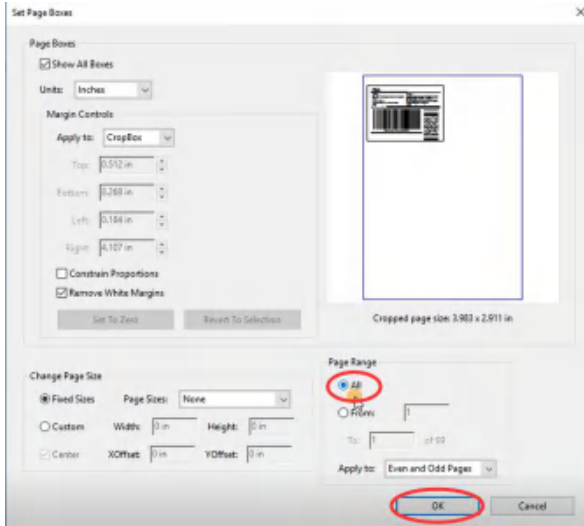
④Set "Units"



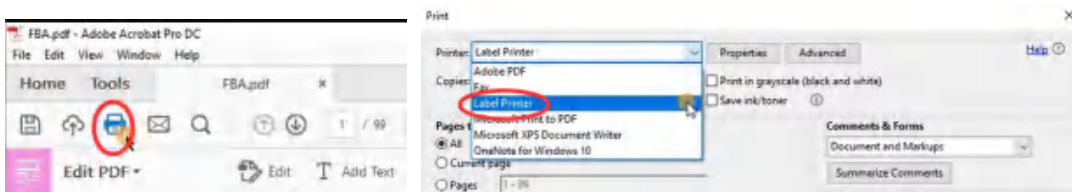
⑤Tick "Remove White Margins" and remember "the Cropped page size"



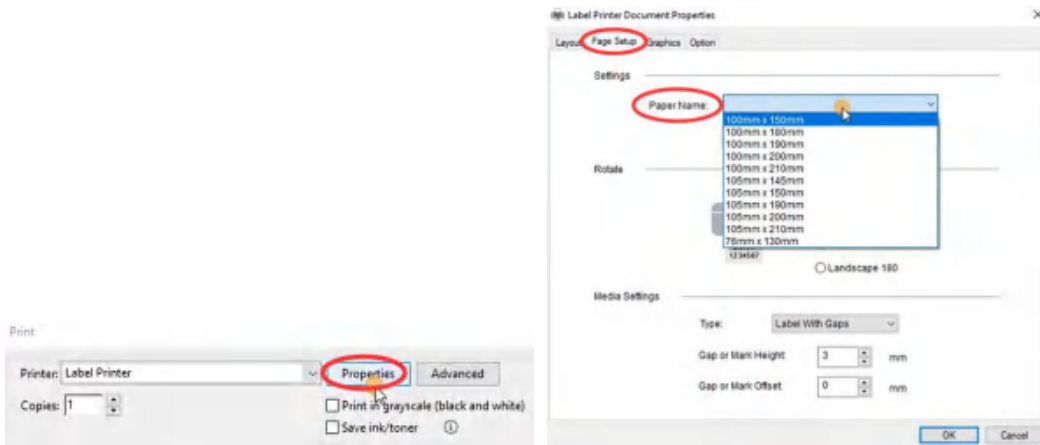
⑥ Choose "All", and click "OK"



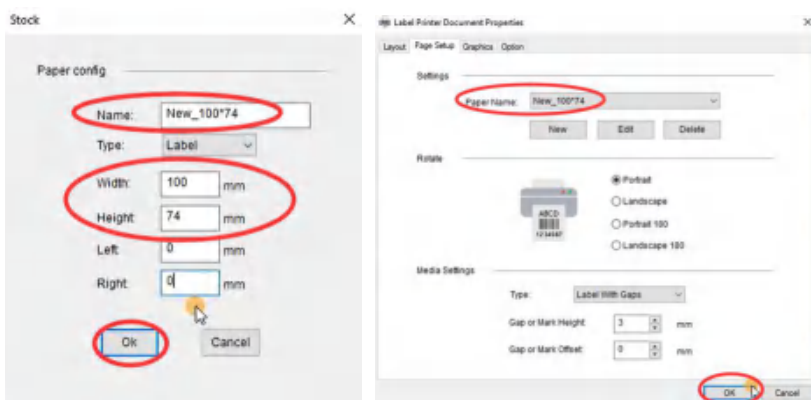
⑦ Click "Print" and select Printer



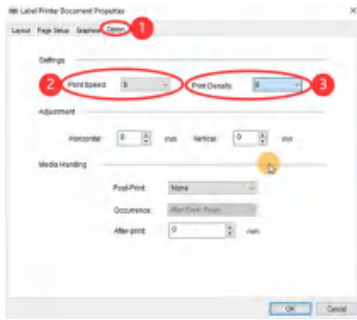
⑧ Click "Properties" -> Select the label size from "Paper Name"



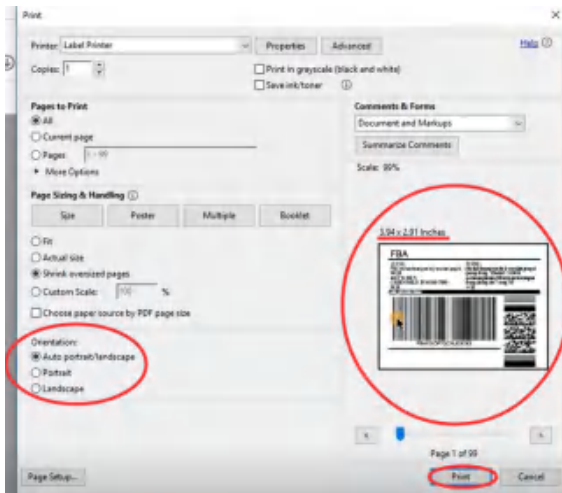
⑨ If the size you need not is not listed, then click "New" to create "the Cropped page size"



- ⑩ Go to "Option". You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



- ⑪ Preview, check the print size and Orientation. If preview looks good, click "Print"



Note: If you are shipping more than a few labels, you would benefit from using a commercial solution that create 4 x 6 labels in one-click. See this article: [How do I generate labels?\(1-4.Printing Label - Printing Label - How do I generate shipping labels\)](#)

Official guide from Adobe: [Print portion of a PDF page using Acrobat or Reader](#)
(<https://helpx.adobe.com/acrobat/kb/print-portion-page-acrobat-reader.html>)

How can I crop multiple pages in the same document at once?

2) If you are wanting this for Amazon FBA labels, the Phomemo team has put together a free service that can crop box labels into individual labels that can then print directly to Phomemo, please visit: <https://phomemo.com/pages/label-transformer>

3) On Adobe Acrobat you are able to crop several / all pages together.

Please see: <https://helpx.adobe.com/acrobat/using/crop-pdf-pages.html>

3) Briss is a free open-source application available for cropping PDF pages at once. It may take a little while getting used to it but once you are comfortable with it, it is pretty fast: <https://sourceforge.net/projects/briss/>

4) For Mac:

There is a third-party company that offers a software for cropping labels

Please download form: <https://www.peninsula-group.com>

There is a operation tutorial video: <https://www.youtube.com/watch?v=Mos4GNnRZ5c>



1.4 Create New Custom Size Labels

When you load in a new direct thermal label, there are two actions that need to take place:

- 1) Run the automatic label identification on the printer.
- 2) Set proper label settings on your computer.

1)Run the automatic label identification.

- ① Disconnect the USB cable from your printer, then turn the printer off.

Press and hold the Feed Button until you hear one beep, then release.

- ② Printer will determine the gap size and other properties of your label.
- ③ After the determine, re-connect the USB cable to the printer and resume printing.

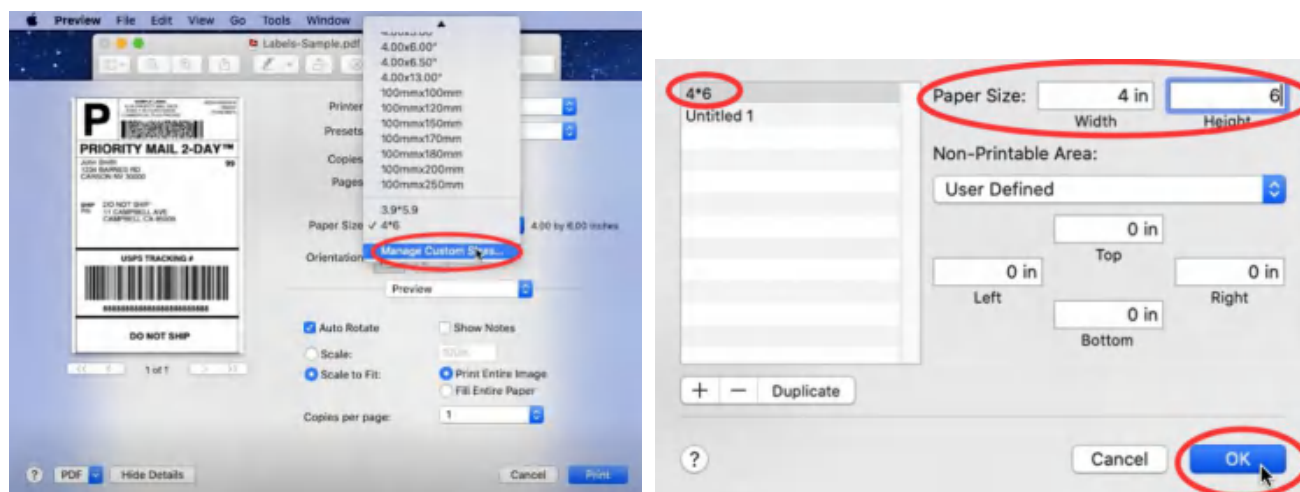
Check the "[Automatic label identification](#)" video:

https://www.youtube.com/watch?v=rddF2KadOI4&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=13

2) Set your custom label size

- ① For Mac:

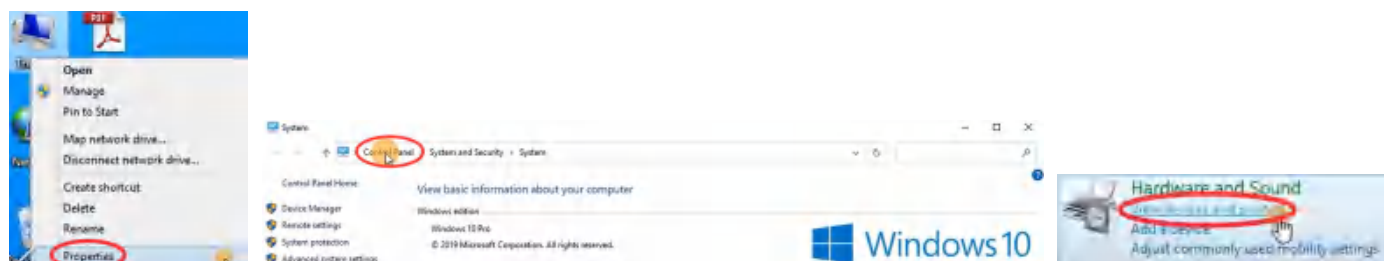
Select or input label width and height that matches label size installed in printer in prompt window.



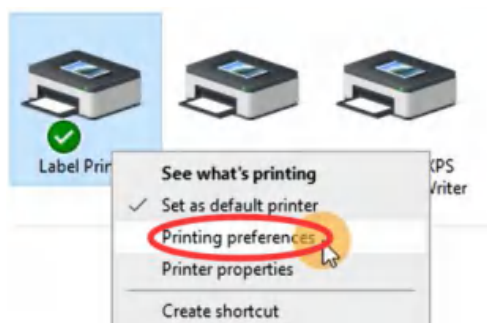
- ② For Win:

Go to "Control panel" -> "Devices and Printers"

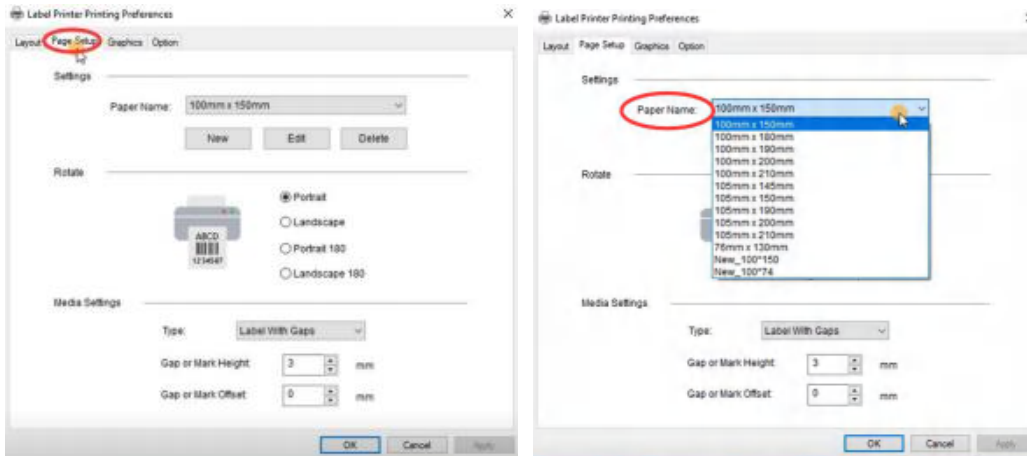
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



->Right click on "Label Printer" -> choose "Printer Preferences"

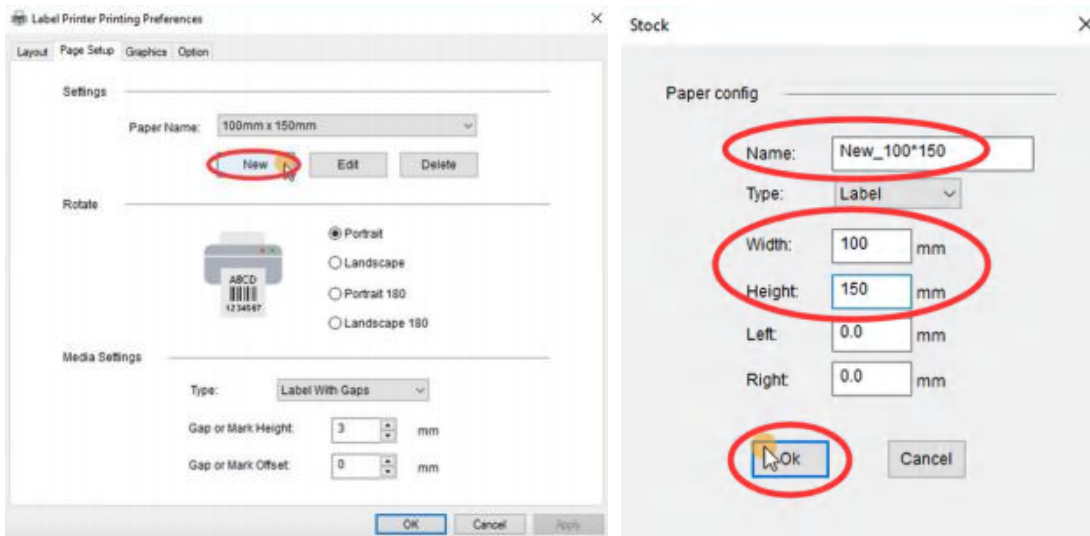


-> Go to "Page Setup" -> Select the paper type in "Name"



If there is no label size you need, you can click "New" to create a label size.

Change Paper name and input width and height, click "OK"



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.



2.Tips and Tricks

2.1 Sharing Phomemo over the network (Windows)

You can share Phomemo with other computers in your network using Windows' Printer Sharing feature.

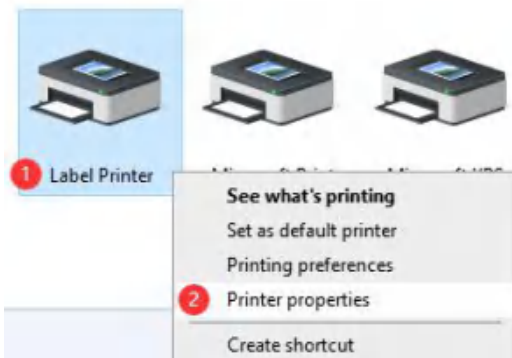
Windows

Go to "Control panel" -> "Devices and Printers"

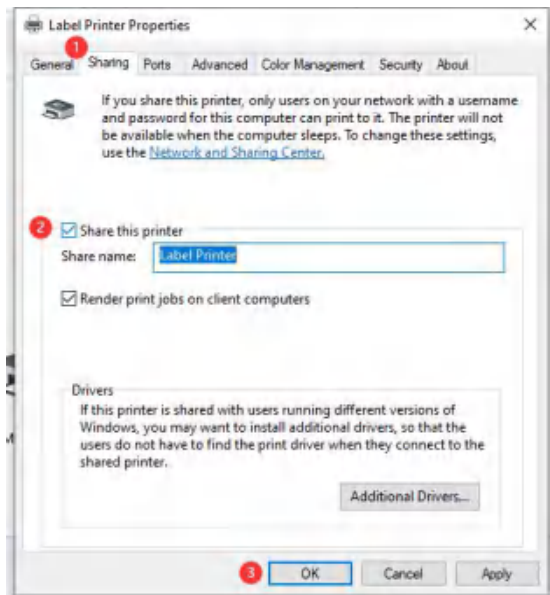
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



Right click on "Label Printer" -> choose "Printer properties"



Go to "Sharing" -> tick "Share this printer" -> click "OK".



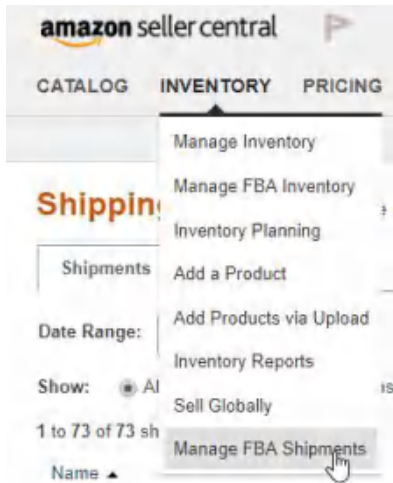
When done, click or tap OK . The printer is now shared with the other computers on your network, regardless of the operating systems that they are using.

2.2 Printing FBA Product ASIN labels

There are two ways to print your ASIN tags, including Amazon provides way.

Method 1: Amazon Scan & Label

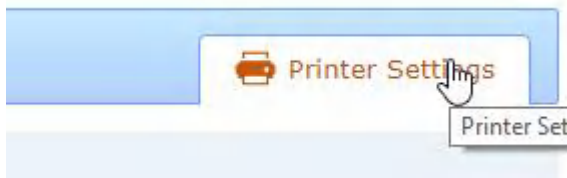
In your Amazon Seller Central account, please click on Inventory -> Manage FBA Shipments.



At the top of the page, click on Scan & Label



Click on Printer Settings, enter your label dimensions, and click on Save

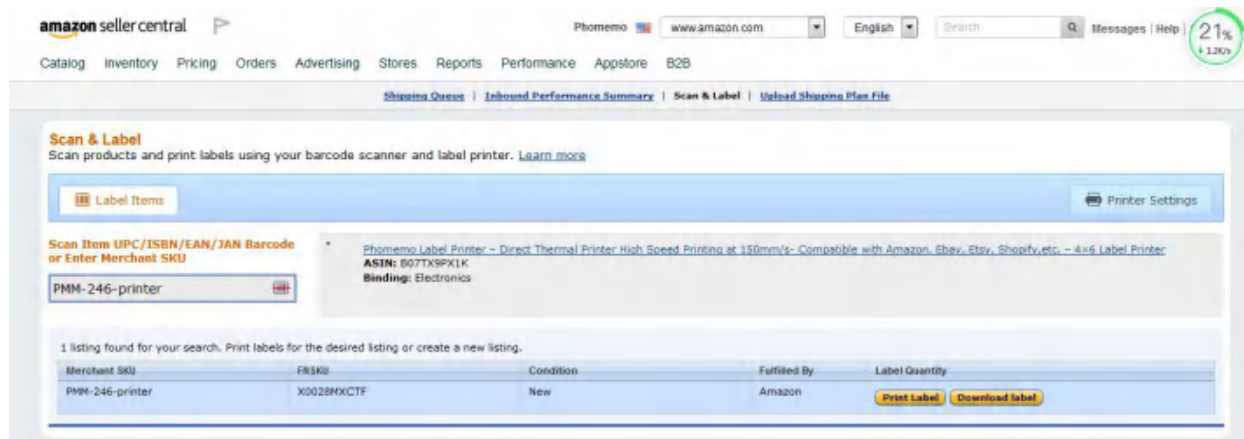
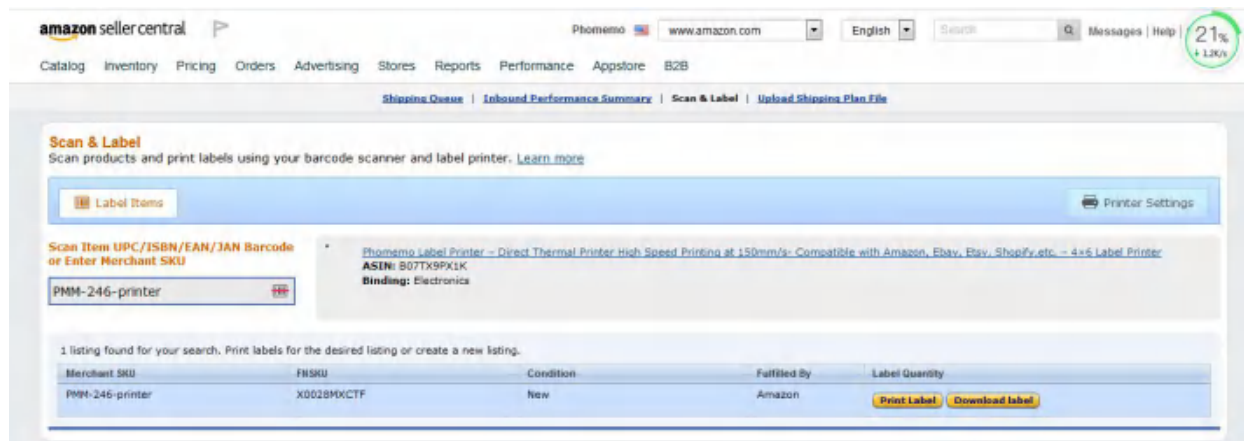
A screenshot of the 'Edit Printer Settings' dialog box. It has a title bar with a close button. Inside, there are two input fields: 'Width(mm)' with the value '60' and 'Height(mm)' with the value '31'. Below each field is a note: 'Width must be between 25mm and 100mm.' and 'Height must be between 25mm and 100mm.' At the bottom right, there are 'Cancel' and 'Save' buttons.

Tip: If your label size is smaller than minimums required by Amazon, just scale both Width and Height together. For example if your label is 20mm x 20mm, you can enter 40mm x 40mm

Enter your UPC / Merchant SKU and press enter

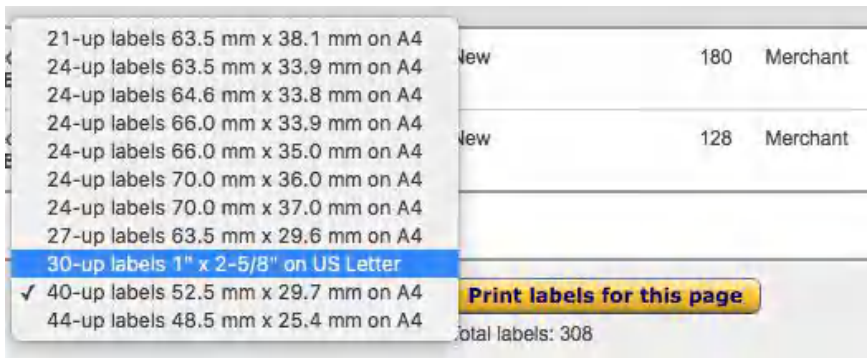


On the right hand side, you will see Print Label and Download label. Choose one and print the file to Phomemo PM-246S. Please ensure paper size is correctly selected and that the preview looks correct.



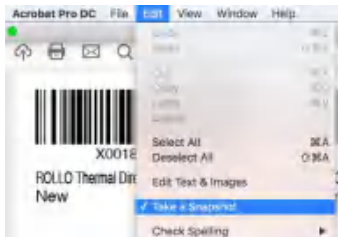
Method 2: Adobe PDF

- 1.If you do not yet have Adobe Reader or Adobe Acrobat installed, please download and install it from <https://get.adobe.com/reader/>
- 2.During FBA shipment process, choose the label size that correspondence closest to your label. We are not concerned about the number of labels but rather the size (i.e. 63.5mm x 38.1mm or 1" x 2-5/8"). Then click on "Print Labels for this Page"



3.Open the downloaded file in Adobe Acrobat (ATTENTION: NOT Adobe Reader).

4.Go to Edit -> Take a Snapshot



5. Click and drag over one of your labels.



6.Click File -> Print. Ensure preview looks good and click Print.

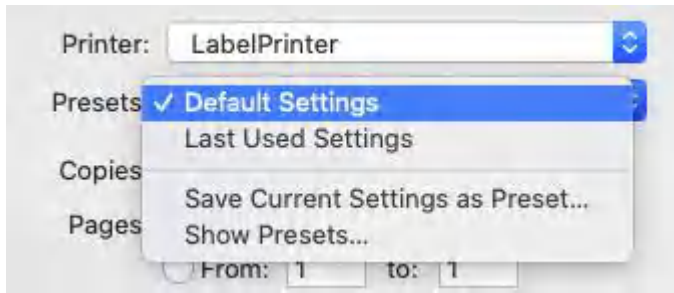


When done, click or tap OK . The printer is now shared with the other computers on your network, regardless of the operating systems that they are using.

2.2 Mac: Select default label size for Phomemo

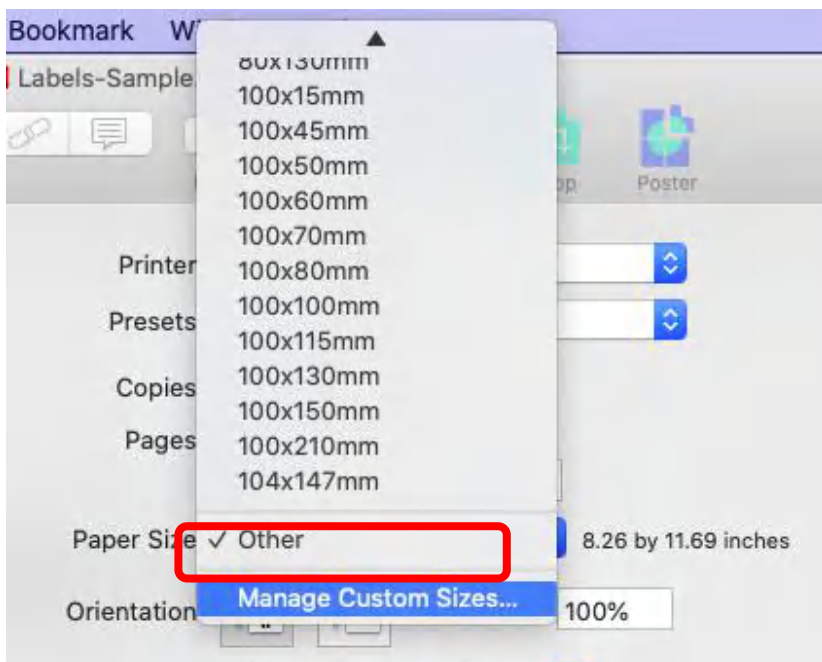
There are a few ways to set a default label size for your Phomemo printer.

Normally, you can use "Last Used Settings" shown below as a preset to print. This will remember the setting that was previously used.

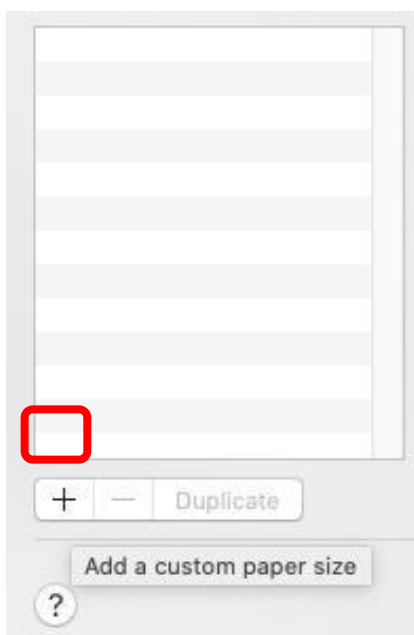


If this doesn't work for any reason, please follow these steps to set the default size for OS

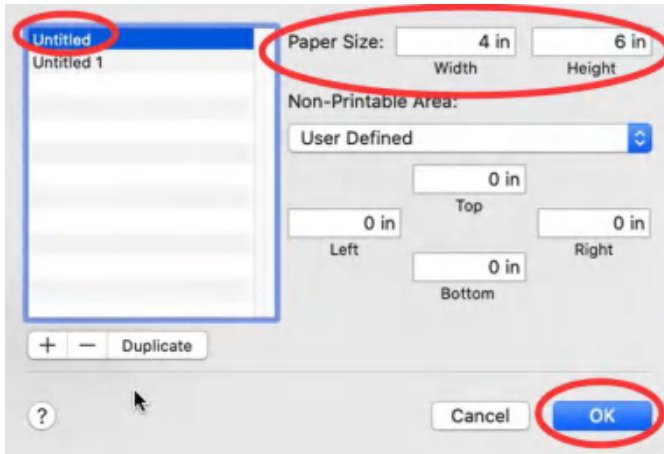
In the Print Prompt Window, under Paper Size, click on "Manage Custom Sizes"



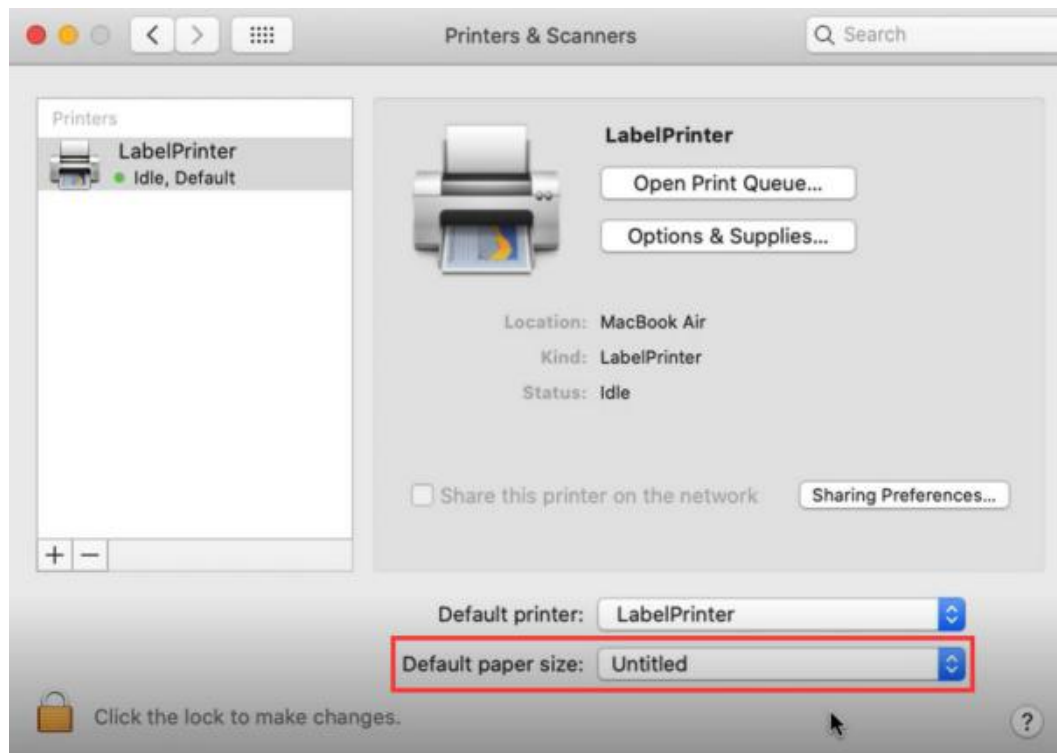
Click on "+" to add a new size.



Create a new size with 4" x 6" dimensions. You may double-click on the left to rename this page or something similar.



Please go to System Preferences -> Printers & Scanners -> Select Label Printer and set the default size.



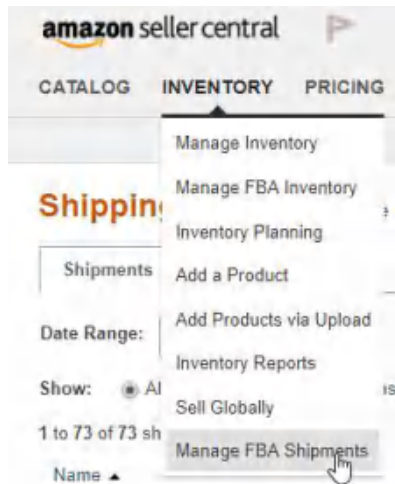
■ Platform Setup

1.1 Printing FBA Product ASIN labels

There are two ways to print your ASIN tags, including Amazon provides way.

Method 1: Amazon Scan & Label

In your Amazon Seller Central account, please click on Inventory > Manage FBA Shipments.



At the top of the page, click on Scan & Label



Click on Printer Settings, enter your label dimensions, and click on Save

A screenshot of the 'Edit Printer Settings' dialog box. It has a title bar with a close button. Inside, there are two input fields: 'Width(mm)' with the value '60' and 'Height(mm)' with the value '31'. Below each field is a message: 'Width must be between 25mm and 100mm.' and 'Height must be between 25mm and 100mm.' At the bottom right are 'Cancel' and 'Save' buttons.

Tip: If your label size is smaller than minimums required by Amazon, just scale both Width and Height together. For example if your label is 20mm x 20mm, you can enter 40mm x 40mm


Enter your UPC / Merchant SKU and press enter


[Shipping Queue](#) | [Inbound Performance Summary](#) | **Scan & Label** |

Scan & Label
Scan products and print labels using your barcode scanner and label printer. [Learn more](#)

Label Items

Scan and Label Items
Scan item barcode to view matching listings.

Scan Item UPC/ISBN/EAN/JAN Barcode or Enter Merchant SKU



[Get support](#) | [Program Policies](#) | English 

On the right hand side, you will see Print Label and Download label. Choose one and print the file to Phomemo PM-246S. Please ensure paper size is correctly selected and that the preview looks correct.

[Shipping Queue](#) | [Inbound Performance Summary](#) | **Scan & Label** | [Upload Shipping Plan File](#)

Scan & Label
Scan products and print labels using your barcode scanner and label printer. [Learn more](#)

Label Items

Scan Item UPC/ISBN/EAN/JAN Barcode or Enter Merchant SKU


Printer Settings

1 listing found for your search. Print labels for the desired listing or create a new listing.

| Merchant SKU | FNSKU | Condition | Fulfilled By | Label Quantity |
|-----------------|------------|-----------|--------------|--|
| PMM-246-printer | X0028MXCTF | New | Amazon | Print Label Download label |

1 listing found for your search. Print labels for the desired listing or create a new listing.

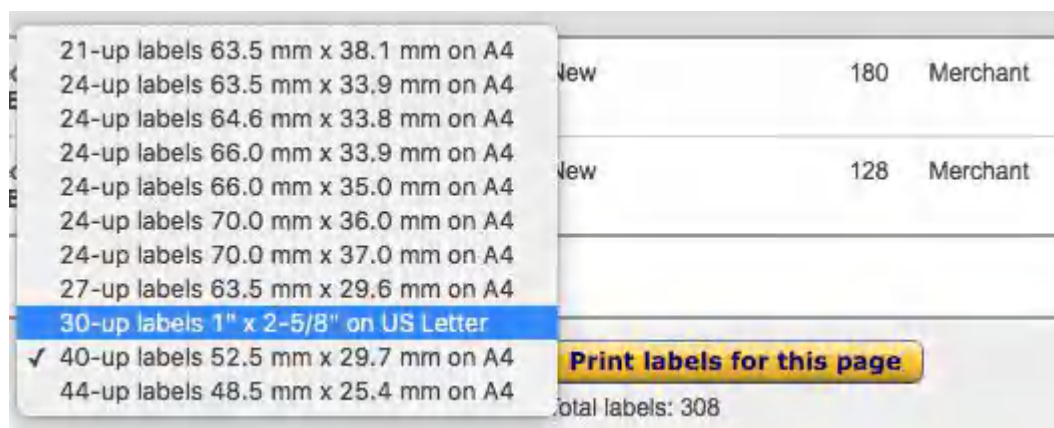
| Merchant SKU | FNSKU | Condition | Fulfilled By | Label Quantity |
|-----------------|------------|-----------|--------------|--|
| PMM-246-printer | X0028MXCTF | New | Amazon | Print Label Download label |

Method 2: Adobe PDF

1.If you do not yet have Adobe Reader or Adobe Acrobat installed, please download and install it from

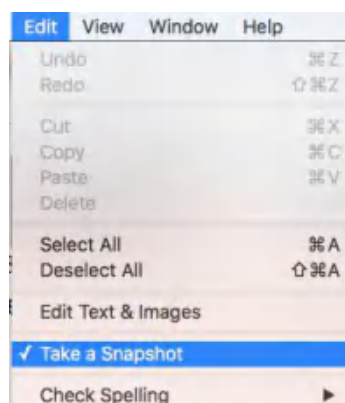
<https://get.adobe.com/reader/>

2.During FBA shipment process, choose the label size that correspondence closest to your label. We are not concerned about the number of labels but rather the size (i.e. 63.5mm x 38.1mm or 1" x 2-5/8"). Then click on "Print Labels for this Page"



3.Open the downloaded file in Adobe Acrobat (ATTENTION: NOT Adobe Reader).

4.Go to Edit -> Take a Snapshot



5. Click and drag over one of your labels.



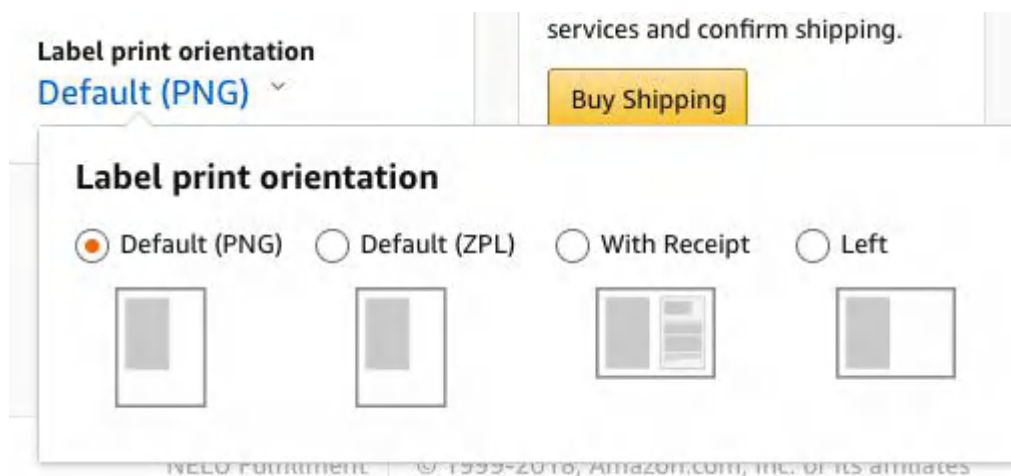
6.Click File -> Print. Ensure preview looks good and click Print.



1.2 Amazon.com

There are few different types of labels that Amazon provides for sellers. Please see information about each below:

Amazon Customer Orders - These are orders to fulfill customer orders. You may simply leave the layout as "default" and this will produce a label in 4x6 size in the proper format for Phomemo and other thermal printers.



Amazon ASIN product labels - These are the labels to place on products before sending to Amazon. You may also send these directly to Phomemo from Amazon's Scan & ship page: [Printing FBA Product ASIN labels](#).

Amazon FBA Labels for outside the box - These are the labels that are placed outside of the box containing your product that is being sent to Amazon's warehouse.

The Phomemo team has put together a free service that can crop multiple pages into a 4x6 format. Visit: <http://phomemo.com/pages/label-transformer>



1.3 UPS.com

UPS provides a free software for all UPS customers called WorldShip. This application is optimized for printing labels in 4 x 6 format in high-speed and with efficiency. UPS.com website, on the other hand, has more limitations. Please [see this article for setting up WorldShip with Phomemo \(Plantform Setup: 1.4 UPS WorldShip\)](#).

If you don't like using WorldShip, we then recommend one of the [commercial solutions discussed in this article](#)

[How do I generate shipping labels:](#)

<https://phomemo-pm246s.freshdesk.com/support/solutions/articles/69000101960-how-do-i-generate-shipping-labels>

They connect to UPS.com and print your label in 4 x 6 format using your negotiated rates for your shipments. They are online, user-friendly, and you can set them up in just a few minutes.

If you definitely want to ship from UPS.com directly, then there are two ways to print from UPS.com:

1) You may leave the settings as default on UPS.com and crop the label using [steps in this article \(How-Tos: 1.2 Cropping a full size 8.5 x 11 page to a 4 x 6 label\)](#).

2) One of our customers has created a software to make this process easy:

<http://www.sroman.com/Software/index.php>

3) Install Phomemo as a UPS Thermal Printer. Please note UPS.com Thermal Printers only print to 4x8 (not 4x6) label sizes, so you must ensure that you have the correct label. This size limitation does not exist with UPS WorldShip or Commercial Solutions as discussed above. To install the UPS Thermal Printer, please follow [this guide from UPS](#) (<https://www.ups.com/us/en/resources/ship/create/labels/technical.page?#contentBlock-11>) and install Phomemo as the UPS Thermal 2844 printer.



1.4 UPS WorldShip

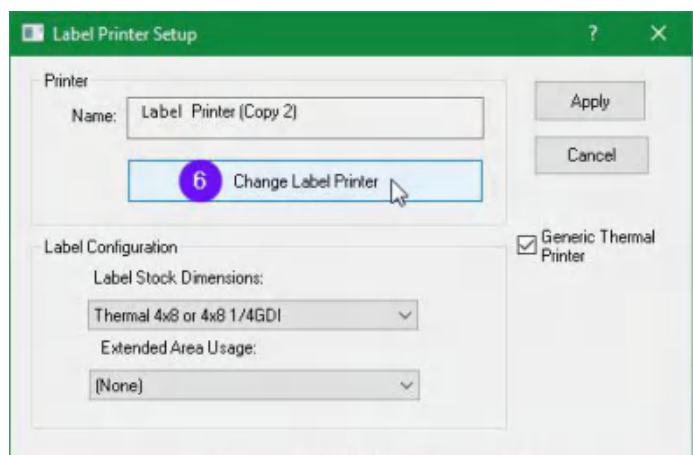
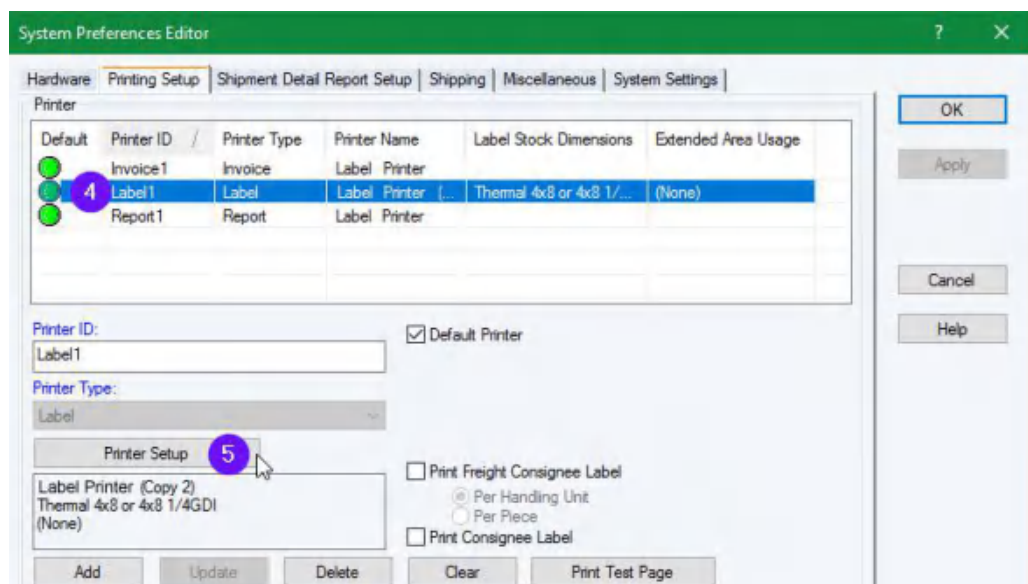
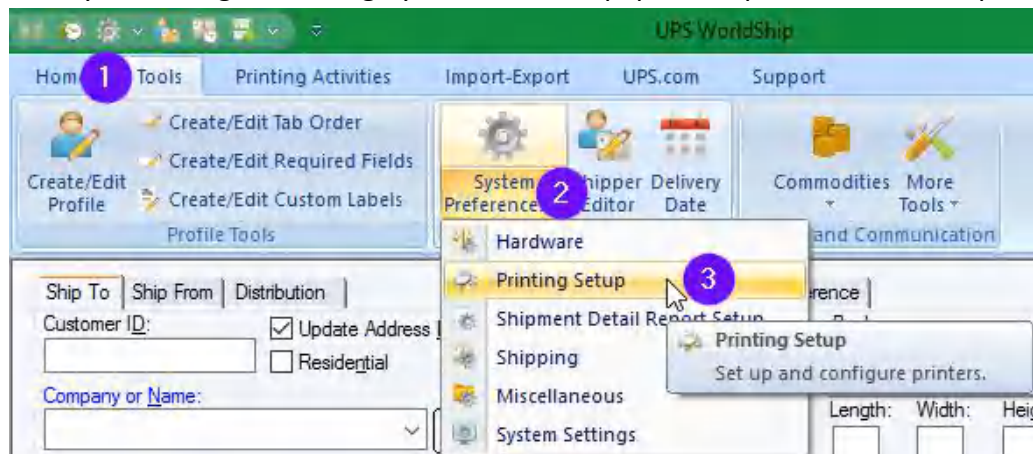
Follow these simple steps to setup your UPS WorldShip with Phomemo.

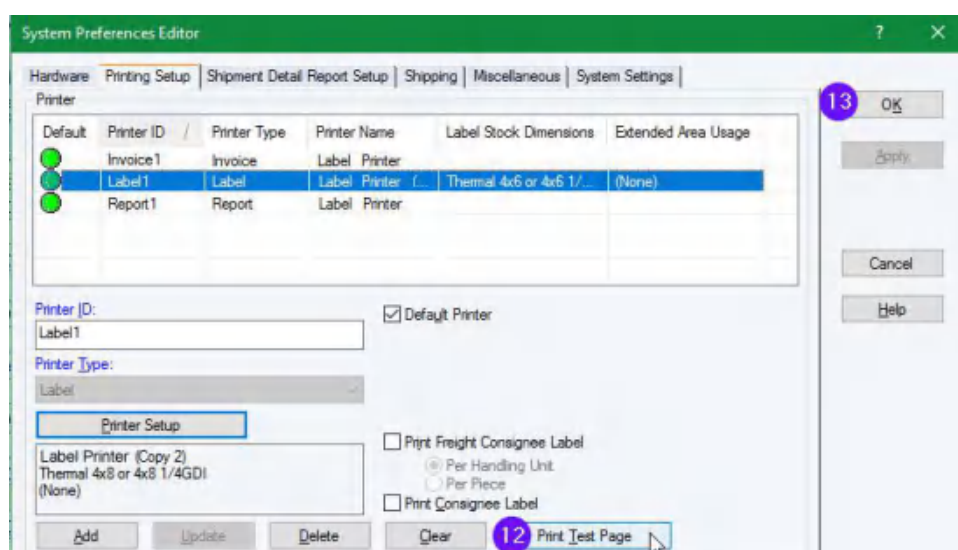
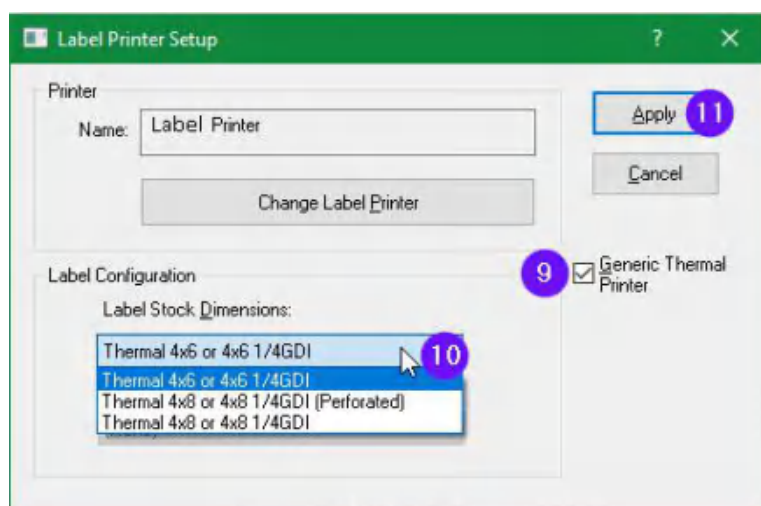
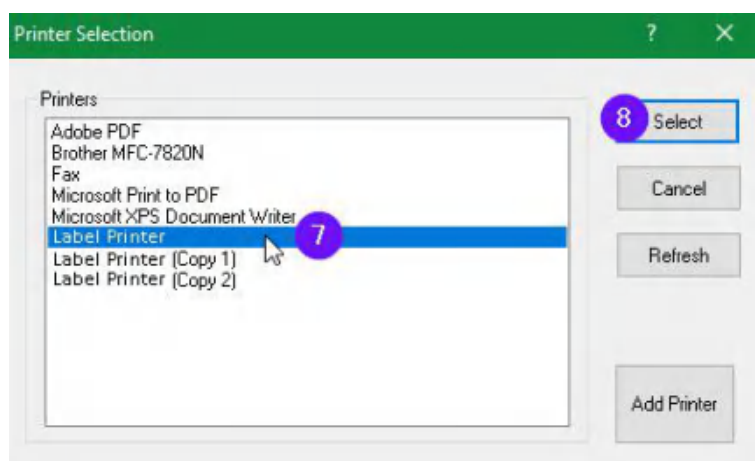
If you have not already done so,

please [download UPS WorldShip](https://www.ups.com/forms/order/worldship_download?loc=en_US) (https://www.ups.com/forms/order/worldship_download?loc=en_US)

and install it on your computer.

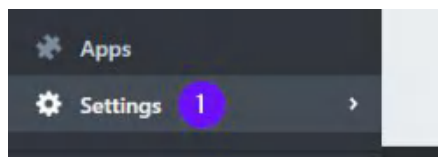
After you have gone through your initial Setup, please open UPS WorldShip and follow the steps below:



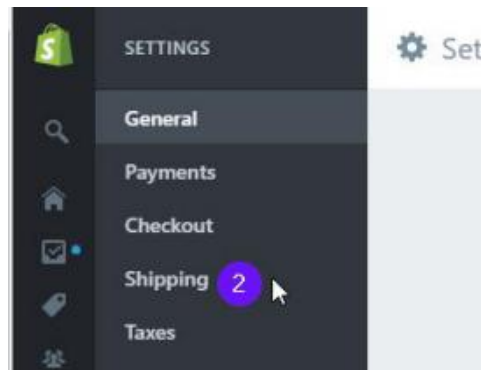


1.5 Shopify

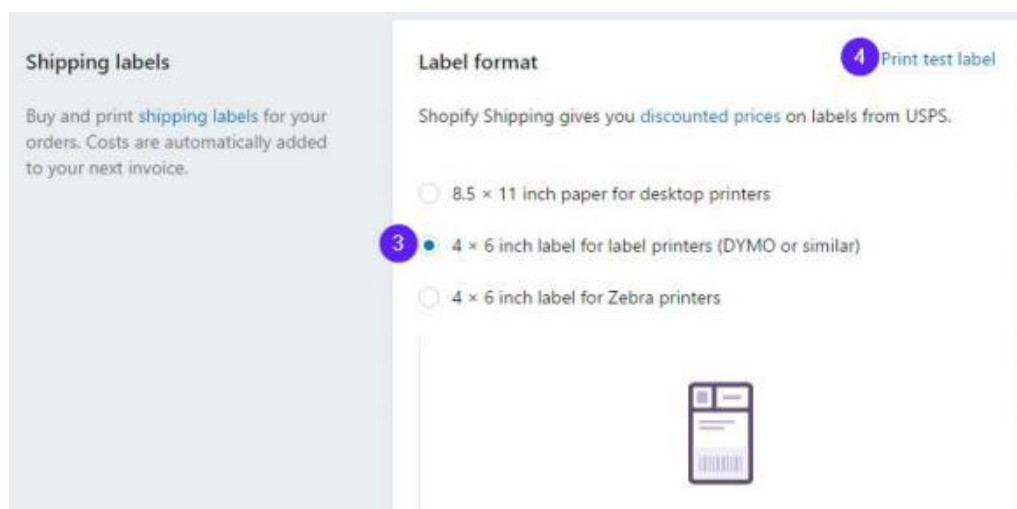
Follow these simple steps to setup your Shopify to Print to Phomemo.
Click on Settings on the left hand side menu.



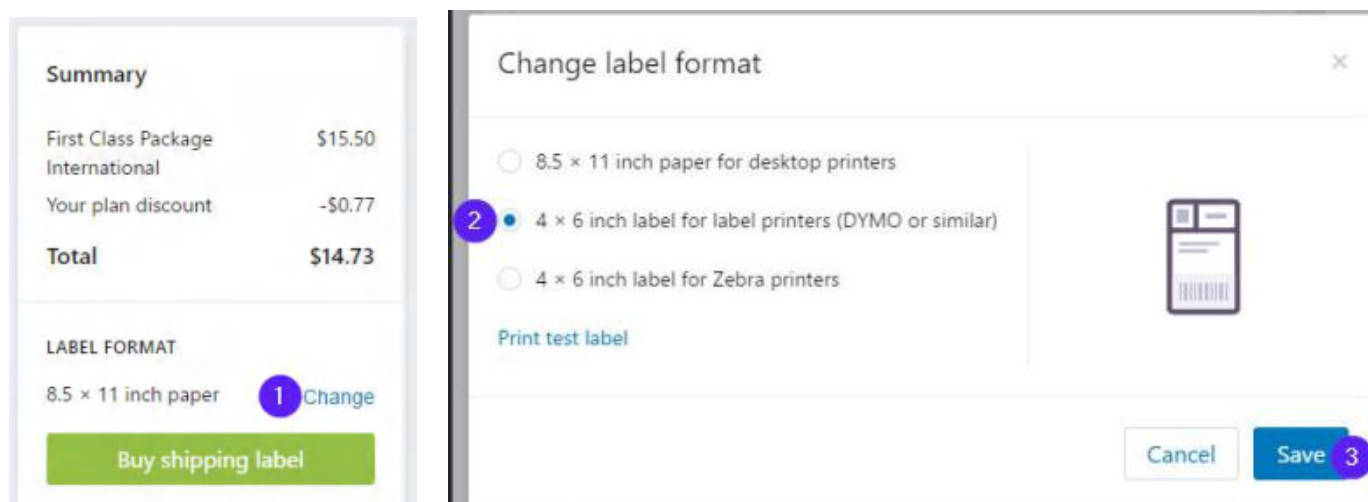
Choose Shipping under Settings.



Set your Shipping Label Printing to "4 x 6 label printers (DYMO or similar)". Click on "Print test label" to print a sample label to your Phomemo.



Alternatively, you may update your label settings when you are purchasing postage for your order. Please refer to the screenshot below.



1.6 Etsy

To update your Etsy settings so it generated 4x6 shipping labels:

- 1) Sign in to Etsy.com.
- 2) Click Shop Manager.
- 3) Click Orders & Shipping.
- 4) Click View shipping labels.
- 5) Click Options.
- 6) Select Format my labels for 4x6 Label printers.

Please note that after you change the label format to 4 x 6, only new labels will be generated correctly. Kindly void any previously generated labels and create new ones.

Article content source: <https://help.etsy.com/hc/en-us/articles/360001968348?segment=selling>

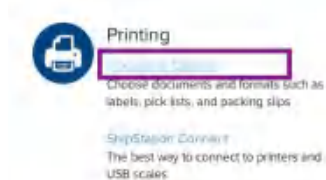
1.7 ShipStation

Please follow the following steps to update your ShipStation document settings to be 4 x 6.

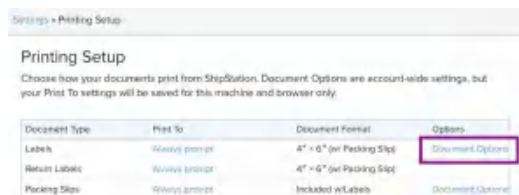
1. Click on Settings gear icon at the top right corner.



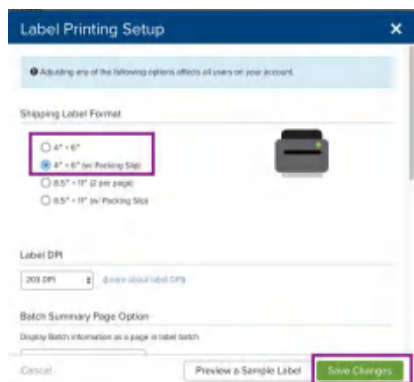
2. Choose Document Options.



3. Click on "Document Options" next to "Labels".



4. Choose 4" x 6" or 4" x 6" (w/ Packing Slip) and click Save.



1.8 ShippingEasy

Shipping Easy has provided a quick-how to guide on their website. Please refer to this link:
<https://support.shippingeasy.com/hc/en-us/articles/203086779-How-to-Save-my-shipping-labels-settings>

1.9 BigCommerce

Phomemo is compatible with all platforms that offer shipping labels in 4x6 format. This includes BigCommerce.

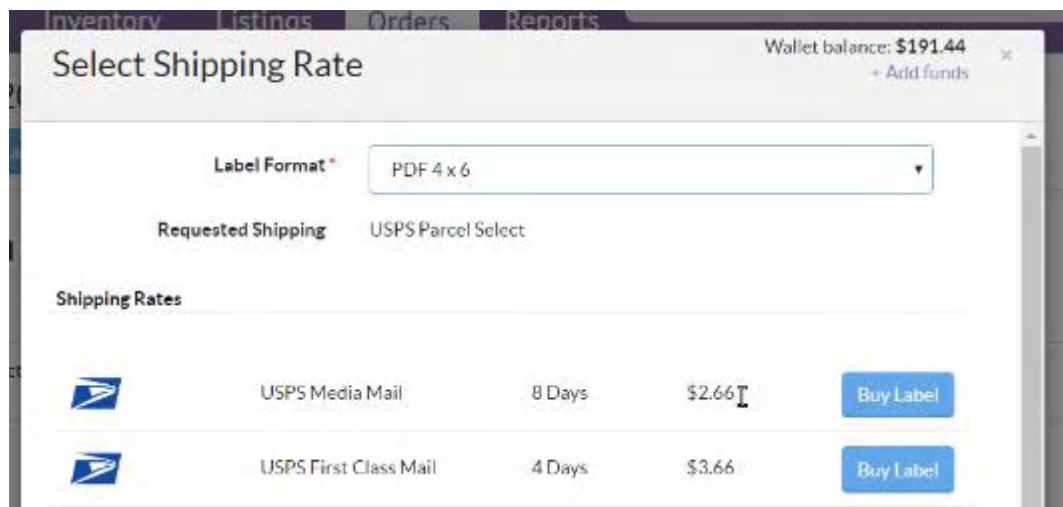
For setting up BigCommerce, please see the official help link:
<https://support.bigcommerce.com/articles/Public/Shipping-Labels>

1.10 Sellbrite



Once you click the Create Shipping Label button, a popup will appear. Please follow the steps until you arrive to "Select Shipping Rate."

Please change the Label format to "PDF 4x6".

Please note this change only takes place for your new labels.



The screenshot shows a 'Select Shipping Rate' popup window. At the top right, it displays 'Wallet balance: \$191.44' and a '+ Add funds' link. Below this, there's a 'Label Format' dropdown menu currently set to 'PDF 4 x 6'. Underneath, 'Requested Shipping' is set to 'USPS Parcel Select'. A section titled 'Shipping Rates' contains a table with two rows of shipping options, each with a 'Buy Label' button.

| Shipping Rates | | | | |
|---|-----------------------|--------|--------|---------------------------|
|  | USPS Media Mail | 8 Days | \$2.66 | Buy Label |
|  | USPS First Class Mail | 4 Days | \$3.66 | Buy Label |

Reference:

<https://support.sellbrite.com/hc/en-us/articles/218780227-Shipping-Orders-from-Sellbrite#creating-labels>



1.11 Poshmark

By default Poshmark produces labels in in 8.5 x 11 size which won't fit correctly on 4x6 labels.

Please kindly update your label size setting on Posh Mark to 4x6.

To select your shipping label size, go to: Account Tab -> My Seller tools -> Shipping Label Settings

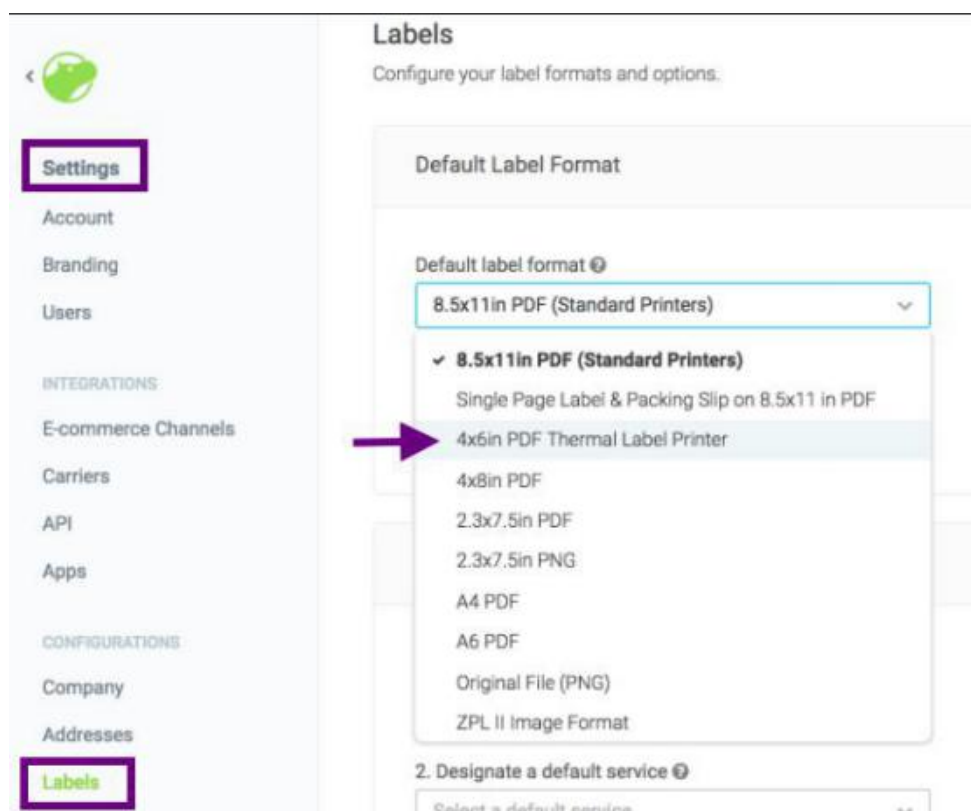
Reference:

<https://support.poshmark.com/articlesDescriptionPage?id=ka01I000000aaxtQAA>

1.12 Shippo

To print your label in 4x6 in format, which is compatible with thermal label printers, navigate to the Labels tab (<https://goshippo.com/login/>) by clicking "Settings" then "Labels". Find the "Default label format" drop-down menu and choose "4x6 in PDF," then save your changes at the bottom of the page.

Once you've changed this setting, your labels will print in the correct format for your thermal label printer. Keep in mind that when you change this format, it will only apply to new labels, created after you make the change. Shippo doesn't convert the formats of existing labels. Please note that international UPS labels cannot be created in 4x6 in format because of the attached commercial invoices (for all other carriers, commercial invoices are created separately in Shippo).



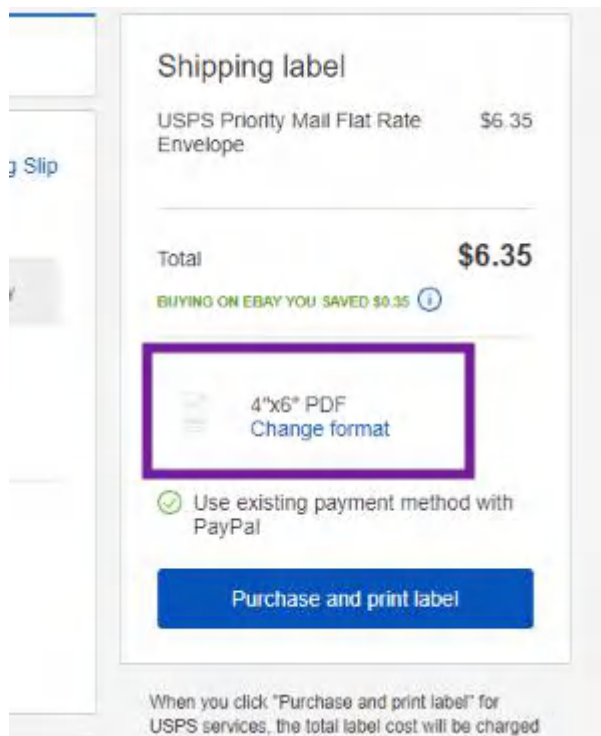
Reference:

<https://support.goshippo.com/hc/en-us/articles/205639499-How-to-print-labels-with-a-thermal-label-printer>

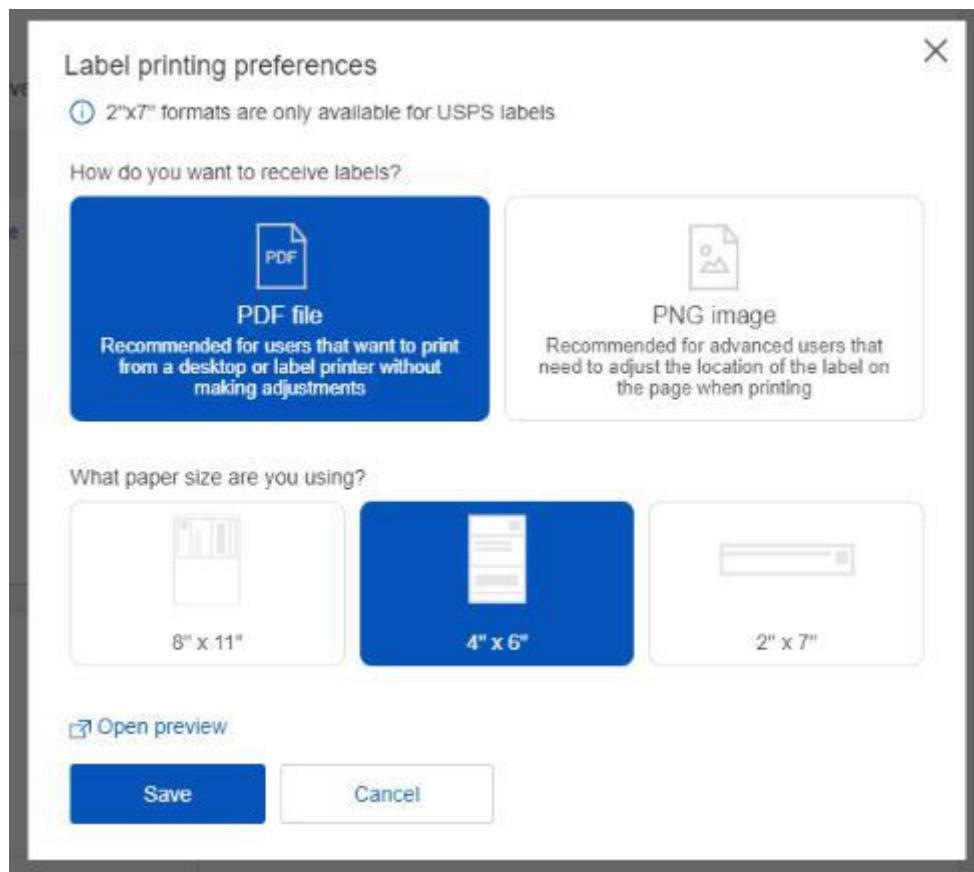


1.13 eBay

On the new eBay Interface, please select 4" x 6" PDF as your label format.



The screenshot shows the 'Shipping label' purchase page on eBay. The selected service is 'USPS Priority Mail Flat Rate Envelope' for \$6.35. A purple box highlights the '4"x6" PDF' format option under the 'Change format' section. Below this, there is a green checkmark indicating the use of an existing payment method with PayPal. A blue button labeled 'Purchase and print label' is at the bottom. A note at the very bottom states: 'When you click "Purchase and print label" for USPS services, the total label cost will be charged'.



The 'Label printing preferences' dialog box is shown. It includes a close button (X) in the top right corner. A note states: '2"x7" formats are only available for USPS labels'. Under the heading 'How do you want to receive labels?', there are two options: 'PDF file' (recommended for desktop or label printer without adjustments) and 'PNG image' (recommended for advanced users needing to adjust label location). Under the heading 'What paper size are you using?', there are three options: '8" x 11"', '4" x 6"' (which is selected and highlighted in blue), and '2" x 7"'. At the bottom, there is a link to 'Open preview' and two buttons: 'Save' and 'Cancel'.



On the "Classic" Interface:

1. During the label creation process, please click [Printer and label receipt preferences]
2. On the following pop up, you may pick any of the 4 x 6 label sized printers. For example, you may pick the "Zebra TLP3842 4x6"
3. Click "Save" and continue to purchase your label.

Purchase and print USPS postage

Create and print a USPS shipping label on eBay and use your PayPal account to pay.

Order summary [View Order Details]

Item(s) purchased by 2472dogs

| Item price | Quantity | Total | Shipping service | Expected delivery |
|------------|----------|-------|------------------|-----------------------------|
| | | | | Jan 07, 2017 |
| | | | | Cost paid by buyer \$20.05 |
| | | | | Order total \$390.03 |
| | | | | Cost \$20.05 |
| | | | | Free |
| | | | | Amount (15%) -\$2.96 |
| | | | | \$17.09 |
| | | | | Stage value on label |
| | | | | Stage Cancel |
| | | | | Billing Agreement to skip |

Label printing preferences

1. What kind of printer are you using?

Zebra TLP3842 4x6

Any laser or inkjet printer (8.5 x 11)

Supported label printers

- Zebra LP2844-Z 4x6
- Zebra Hi-146 4x6
- Zebra LP2844 4x6
- Zebra TLP2844 4x6
- Zebra TLP3842 4x6**
- Zebra TLP3844-Z 4x6
- DYMO LabelWriter 330-Turbo 2X7.3
- DYMO LabelWriter 330 2X7.3
- DYMO LabelWriter 330-Turbo 2.4X7.5
- DYMO LabelWriter 330 2.4X7.5
- DYMO LabelWriter 400 2.4X7.5
- DYMO LabelWriter 400 Turbo 2.4X7.5
- DYMO LabelWriter Twin Turbo 2.4X7.5
- Brother QL-500 Continuous

Save Cancel



1.14 Paypal

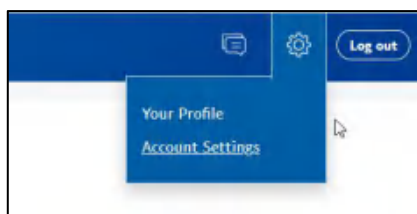
You just need to change your printer settings to a 4 x 6.

Note: For PayPal Multi-Order Shipping, please scroll to the bottom of this article for directions.

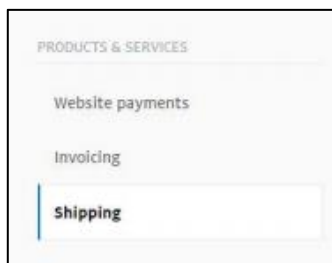
Business PayPal Accounts

To access this setting on PayPal, please

- Log in to PayPal and click the Gear Icon in the far top right corner.
- Choose Account Settings



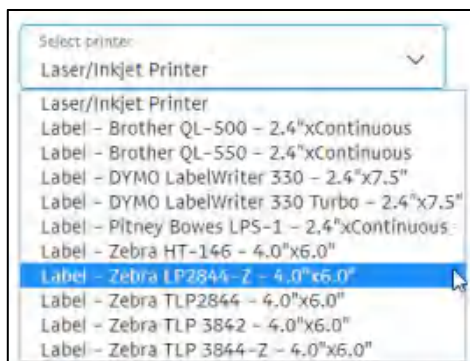
- On the left-hand side, please choose Shipping



- Under Shipping Preferences, click Update



- Pick Label Printer and one of the 4 x 6 printers, such as the "Zebra TLP 3844-Z 4.0 x 6.0"



Note: PayPal stores labels as files on their website. After you change your label size to 4x6, only new labels will be created in this size. Previously generated labels will remain in the old size. You can always void an old label and when it is created again, it will be in the new size.

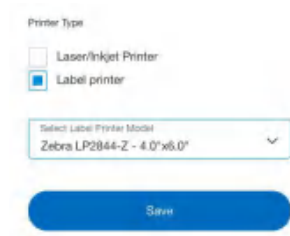


Personal PayPal Accounts

1. Login to PayPal www.PayPal.com
2. Visit <https://www.paypal.com/shiplabel/createbulk>
3. Click on Shipping Preferences



4. Select the Label Printer and any of the 4.0"x6.0" sizes

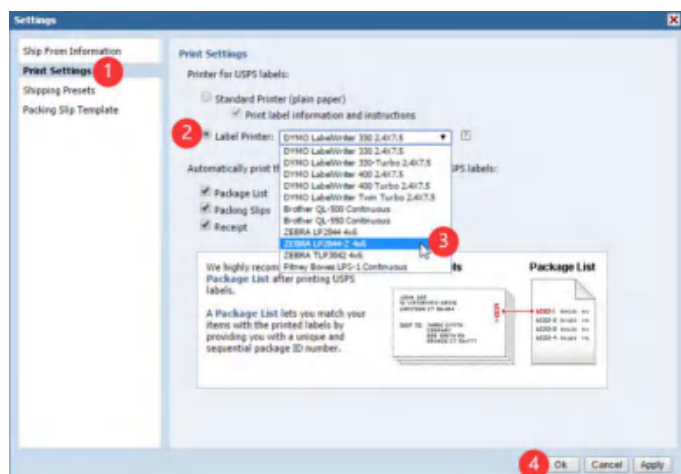
A form for selecting a printer. It has a "Printer Type" section with two radio buttons: "Laser/Inkjet Printer" (unselected) and "Label printer" (selected). Below this is a dropdown menu labeled "Select Label Printer Model" with "Zebra LP2844-Z - 4.0\"x6.0\"" selected. At the bottom is a blue "Save" button.

PayPal Multi-Order Shipping

After you are logged into your Multi-Order shipping platform, click on Edit > Settings



Choose the "Print Settings" settings from the left menu, click on the "Label Printer" and choose any of the 4 x 6 labels. To Save, click OK.



1.15 Chitchats

Phomemo is compatible with all platforms that offer shipping labels in 4x6 format. This includes Chitchats.

For setting up Chitchats, please see the official help

link: <https://support.chitchats.com/support/solutions/articles/47000426810-how-do-i-print-postage>

1.16 Stamps.com

Note: We recommend that you switch to Stamps.com's newest acquisition [ShipStation](#) for reliable, fast, and easy printing.

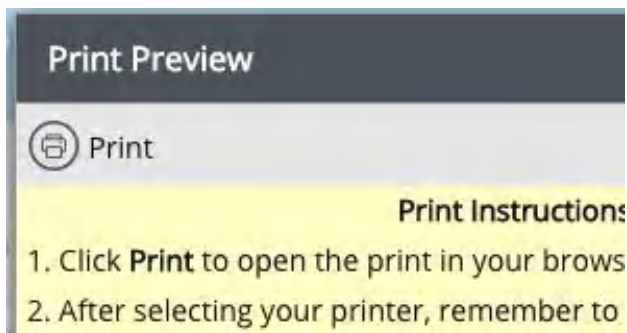
1.16.1 Web Version

We recommend that you use the web version of Stamps.com. You may access it via <https://print.stamps.com>

1. Choose 4 x 6 in the drop down menu



2. Click on "Print" and choose your Label Printer ensuring that the label size is set to 4x6.



Note: If you are using the old Stamps connect application:

Due to a software bug on Stamps.com connect, we need to first rename the Label Printer in your computer as "Zebra LP2844".

To do this on Windows, go to Control Panel > Printers > Right click on Label Printer > Properties > Change the name to Zebra LP2844 and then click OK.

To do this on Mac, please go to the System Preferences -> Printers -> Right click on Label Printer > Rename > Change the name to Zebra LP2844 and click OK.

You will need to quit Stamps.com and re-open it. You will now see Zebra LP2844 in your Stamps.com drop down menu.



1.16.2 Stamps.com Pro Software

Stamps.com software requires a few steps to successfully print to a thermal printer. This software was originally produced in late 90s and the set up steps reflect that era. Essentially, we will install Phomemo as a EPL printer.

1. Download the [Zebra Printer Driver](ftp://ftp.fedex.com/pub/us/software/ZebraFedEx_driver_4500_self_extracting15.exe) (ftp://ftp.fedex.com/pub/us/software/ZebraFedEx_driver_4500_self_extracting15.exe)
2. After opening the downloaded file, please click on "Install Zebra Printer"

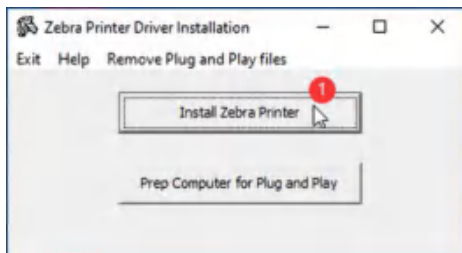
You can check the video to know:

How to install Zebra 2844 Driver with PM246S on Win:

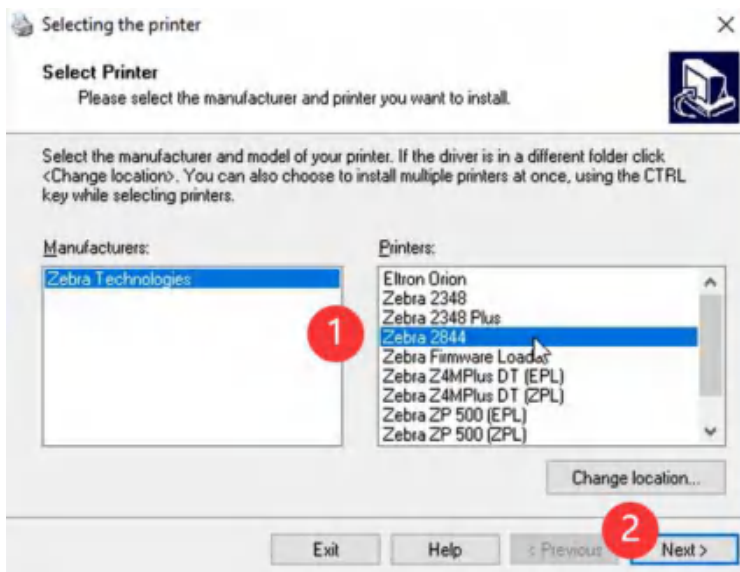
["https://www.youtube.com/watch?v=QS80_4XJedg&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=6"](https://www.youtube.com/watch?v=QS80_4XJedg&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=6)

How to install Zebra EPL2 Driver with PM246S on MAC:

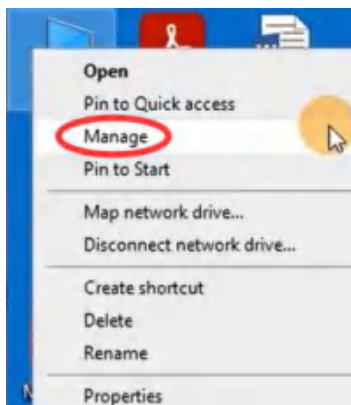
["https://www.youtube.com/watch?v=9H0DcJnzUo0&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=5"](https://www.youtube.com/watch?v=9H0DcJnzUo0&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=5)



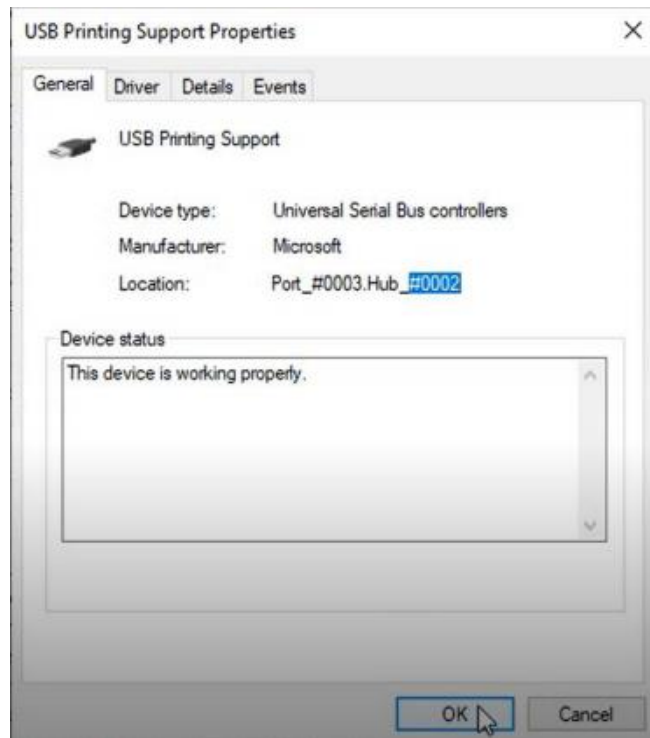
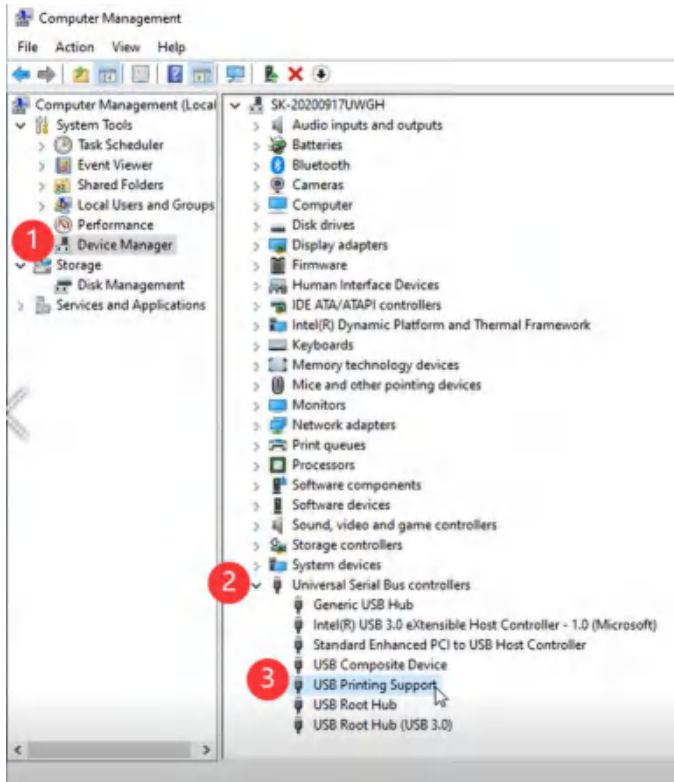
3. Select Zebra 2844 and click "Next"



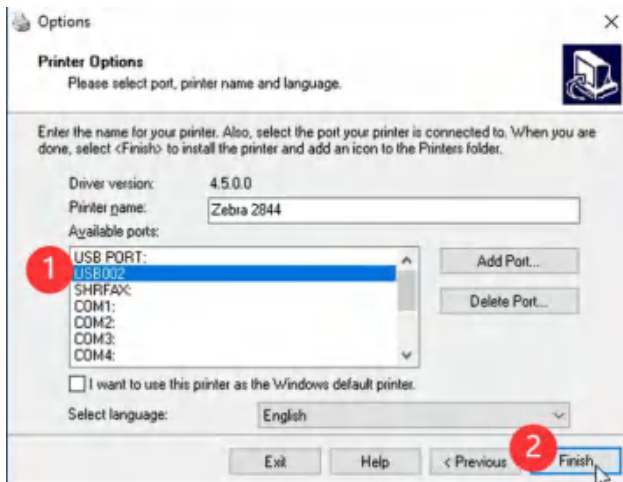
4. (1)To know which USB Port is connected, please go to "This PC" and right click on, choose "Manage"



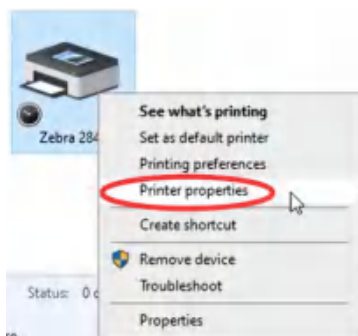
(2) "Device Manager" -> "Universal Serial Bus controllers" -> Double click on "USB Printing Support" to check which USB port is connected



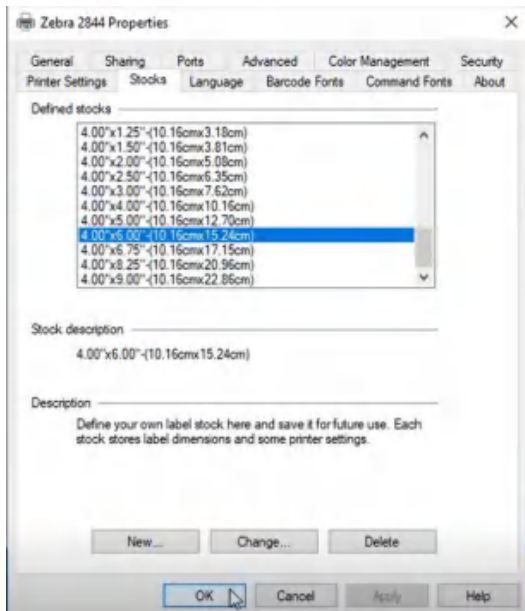
5. We will now go back to the installation window and pick the same port and click "Finish"



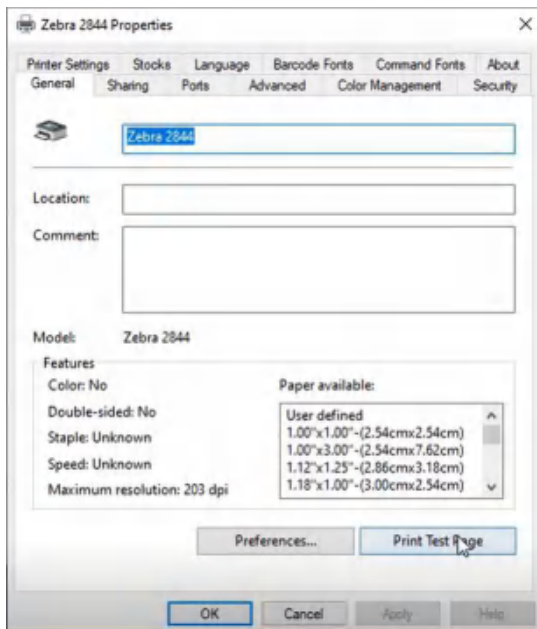
6. Go to "Control Panel" -> "Devices and printers" -> Right click on "Zebra 2844" -> choose "Printer properties"



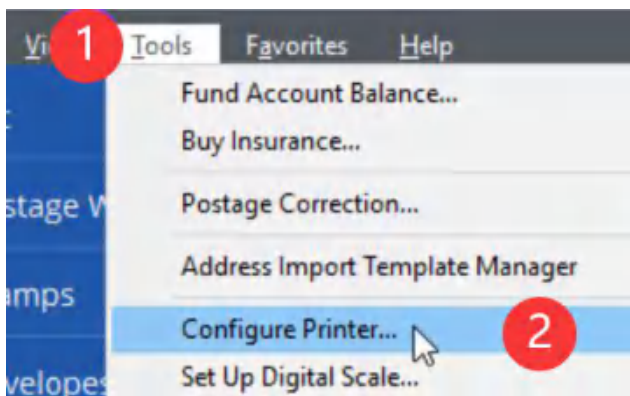
7. Go to "Stocks" to choose the label size



8. Go to "General", click on "Print Test Page" to check the Zebra 2844 driver is installed successfully and connect the right printer



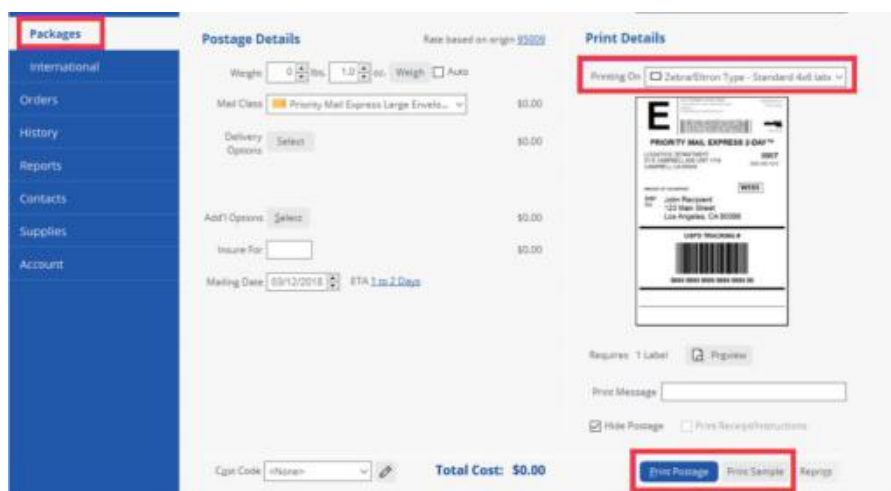
9. Next, open the Stamps.com software and select "Tools" -> "Configure Printer"



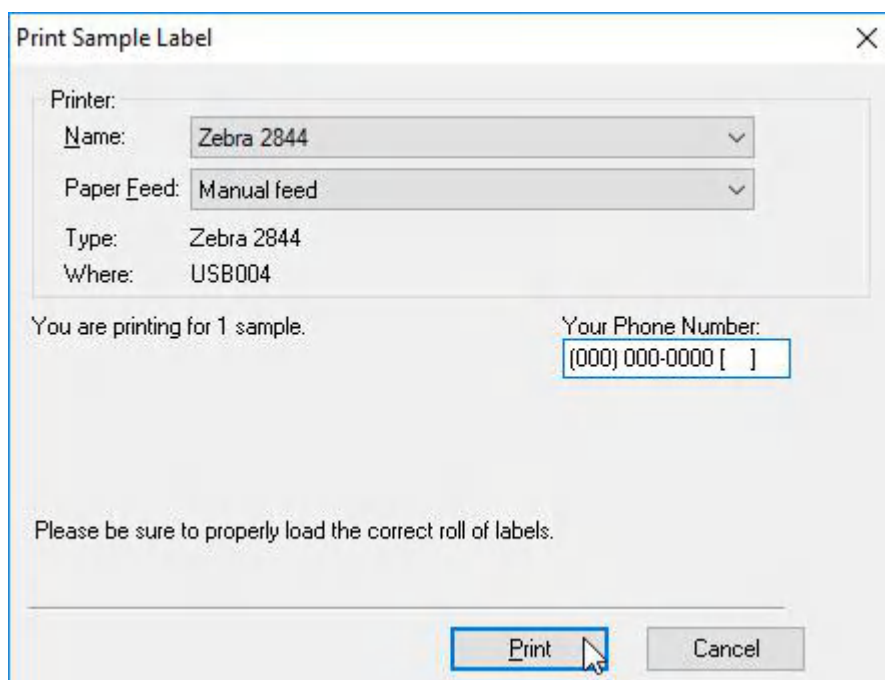
10. Choose "Yes" and click "Next," and then "Finish"



11. In the Packages tab, if not already selected, please select "Zebra / Eltron Type - Standard 4x6 label - roll" - Click on Print Sample or Print Postage



12. For your printer, please pick Zebra 2844 and click "Print"



1.17 Fedex Ship Manager

The easiest way to print your shipping labels from Fedex is to use a commercial platform, such as XPSShip (free) or ShipStation (paid but great). They are approved Fedex partners and use your negotiated rates to provide you with a 4 x 6 shipping label which you can then easily print to Phomemo. You will also be able to compare rates from other carriers and pick the best option.

We recommend this because Fedex Ship Manager is a bit cumbersome to set up. If you contact Fedex for support, they may inform you that they only provide support for printers that are supplied directly by them.

If you would like to use Fedex Ship Manager, please download and install the latest version from the Fedex Website.

During installation, you will be prompted to call Fedex to obtain your activation code. After verifying your account information, your activation code will be emailed to you.

Note: Fedex Ship Manager software requires a few more steps than other platforms to work. Essentially, We need to install Phomemo as a EPL printer to work with Fedex Ship Manager.

1. Download the [Zebra Printer Driver](ftp://ftp.fedex.com/pub/us/software/ZebraFedEx_driver_4500_self_extracting15.exe) (ftp://ftp.fedex.com/pub/us/software/ZebraFedEx_driver_4500_self_extracting15.exe)
2. After opening the downloaded file, please click on "Install Zebra Printer"

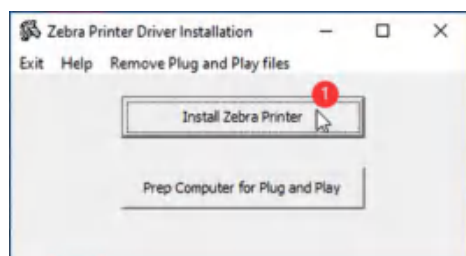
You can check the video to know:

How to install Zebra 2844 Driver with PM246S on Win:

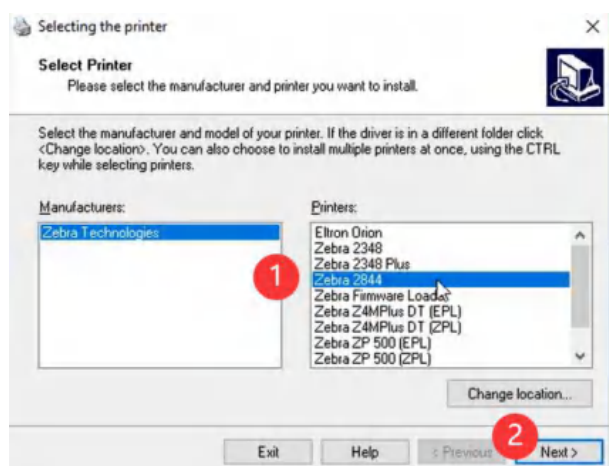
"https://www.youtube.com/watch?v=QS80_4XJedg&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=6"

How to install Zebra EPL2 Driver with PM246S on MAC:

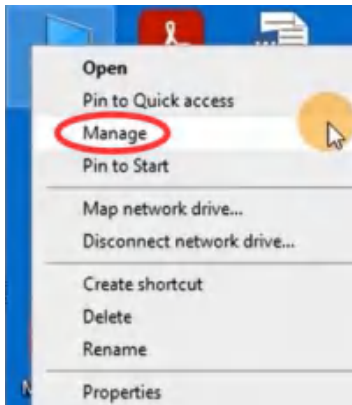
"https://www.youtube.com/watch?v=9H0DcJnzUo0&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=5"



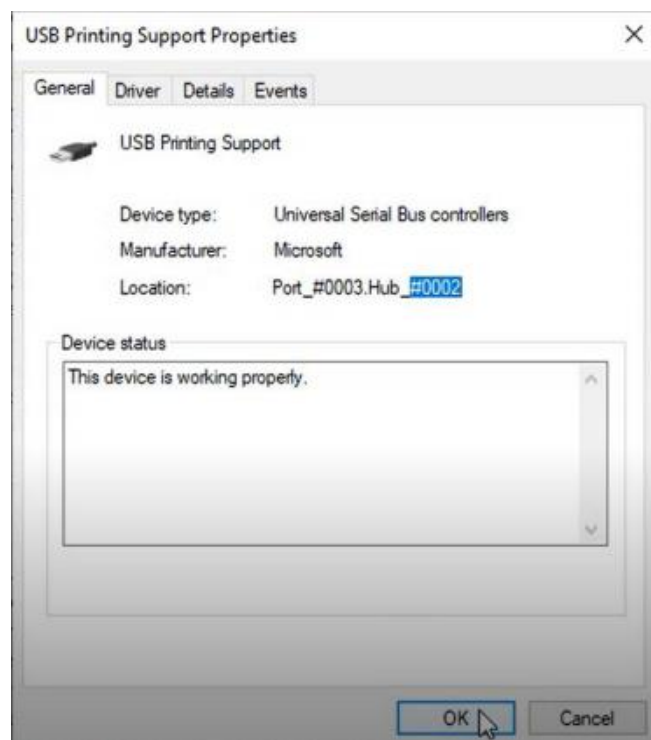
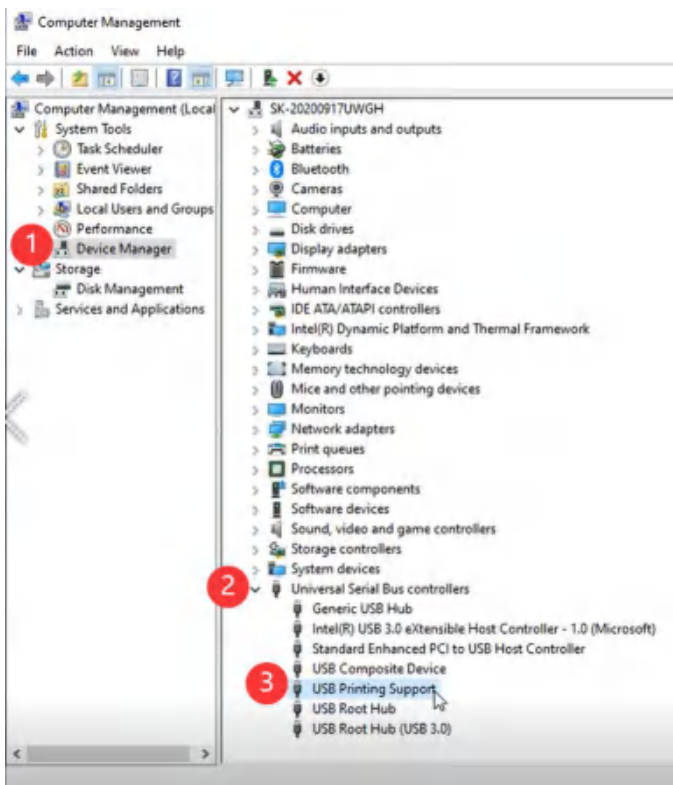
3. Select Zebra 2844 and click "Next"



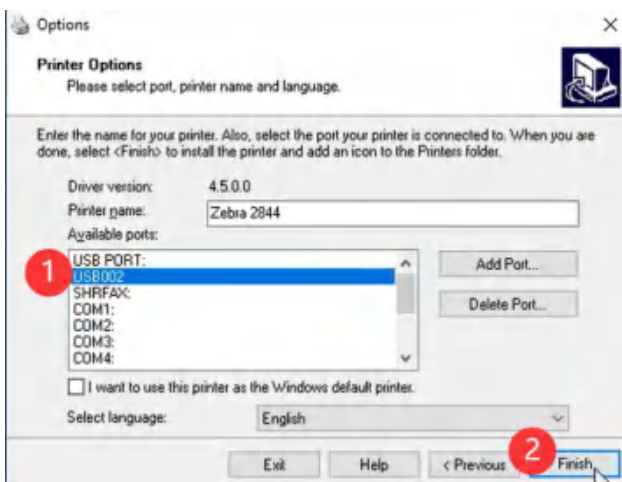
4. (1)To know which USB Port is connected, please go to "This PC" and right click on, choose "Manage"



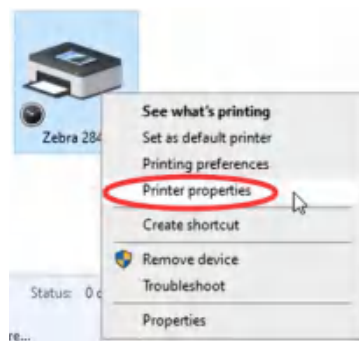
(2) "Device Manager" -> "Universal Serial Bus controllers" -> Double click on "USB Printing Support" to check which USB port is connected



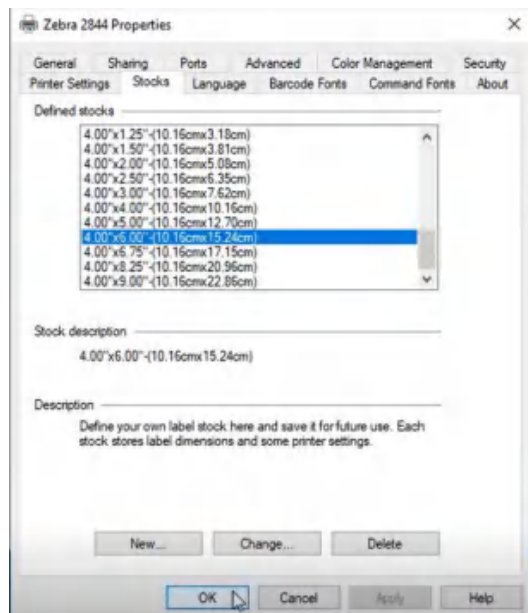
5. We will now go back to the installation window and pick the same port and click "Finish"



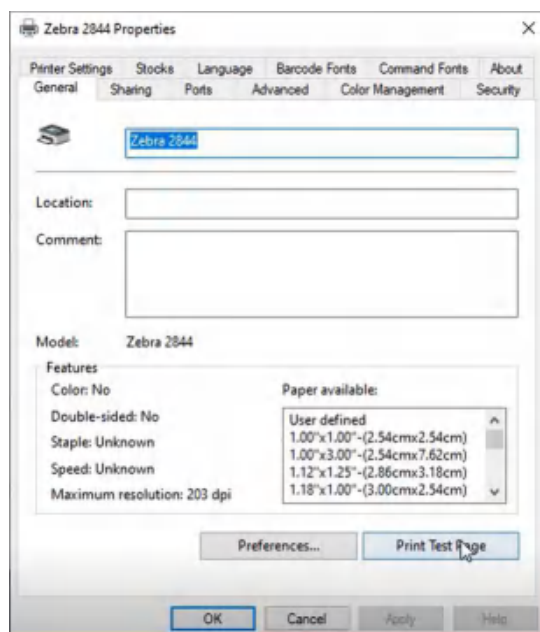
6. Go to "Control Panel" -> "Devices and printers" -> Right click on "Zebra 2844" -> choose "Printer properties"



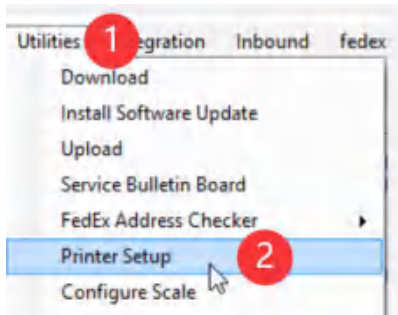
7. Go to "Stocks" to choose the label size



8. Go to "General", click on "Print Test Page" to check the Zebra 2844 driver is installed successfully and connect the right printer



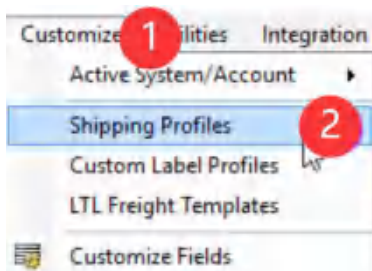
5. Next, go to Fedex Ship Manager, click on the "Utilities" -> "Printer Setup"



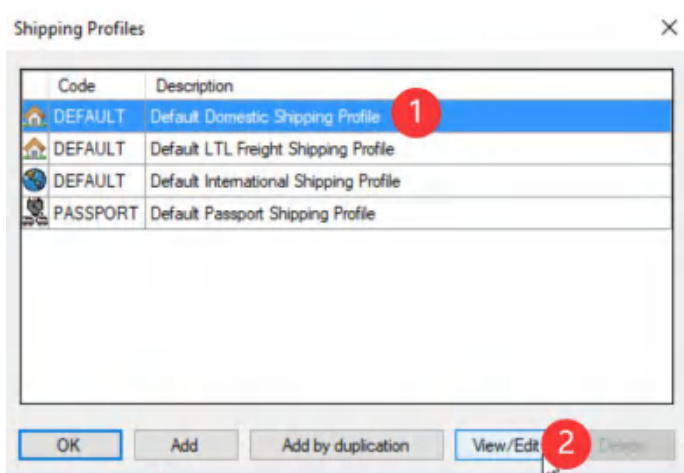
6. Select Zebra 2844 under the "Label Printer" and click OK



7. We now need to change the default label size to 4 x 6. Click on "Customize" -> "Shipping Profiles"



8. Select the appropriate domestic or international shipping profile and click "View/Edit". You may want to update all of them to the correct size.



13. If you are using Fedex Provided Labels, their sizes and part numbers are as follows.

153078-077 - Indicates a Format 77 label. (4" x 5" Thermal Label with FedEx Logo)

154254-354 - Indicates a Format 354 label. (4" x 6 3/4" Thermal Label with Doc Tab)

156295-434 - Indicates a Format 354 label. (4" x 6" Thermal Label without Doc Tab)

156297-435 - Indicates a Format 435 label. (4" x 6 " Thermal Label without Doc Tab)

a. To change the label format for FedEx Express domestic shipments, click the 2 - FedEx Express Prefs tab. In the Label Format section, select the appropriate label format for the label part number and click OK.

b. To change the label format for FedEx Express international shipments, click the 2 - FedEx Express Prefs tab. In the Label Format section, select the appropriate label format for the label part number and click OK.

c. To change the label format for FedEx Ground domestic shipments, click the 5 - FedEx Ground Prefs tab. In the Label Format section, select the appropriate label format for the label part number and click OK.

d. To change the label format for FedEx Ground international shipments, click the 4 - FedEx Ground Prefs tab. In the Label Format section, select the appropriate label format for the label part number and click OK.

14. After making your changes, click OK on the View Shipping Profiles screen.

15. Reboot (exit and relaunch) the software and attempt to ship a package.

Source for Steps 6-15 is: <http://www.fedex.com/us/software/printerfaqs1.html>



1.18 QuickBooks Enterprise

Quickbooks is not currently on our official supported platform list: What platforms does Phomemo work with?

Note: QuickBooks software requires a few more steps than other platforms to work. Essentially, we will install Phomemo as a EPL printer.

Quickbooks Enterprise Software:

1. Download the [Zebra Printer Driver](ftp://ftp.fedex.com/pub/us/software/ZebraFedEx_driver_4500_self_extracting15.exe) (ftp://ftp.fedex.com/pub/us/software/ZebraFedEx_driver_4500_self_extracting15.exe)
2. After opening the downloaded file, please click on "Install Zebra Printer"

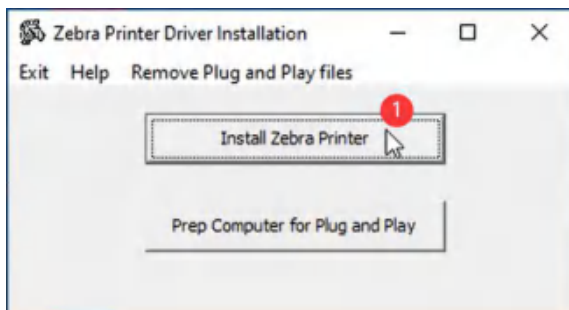
You can check the video to know:

How to install Zebra 2844 Driver with PM246S on Win:

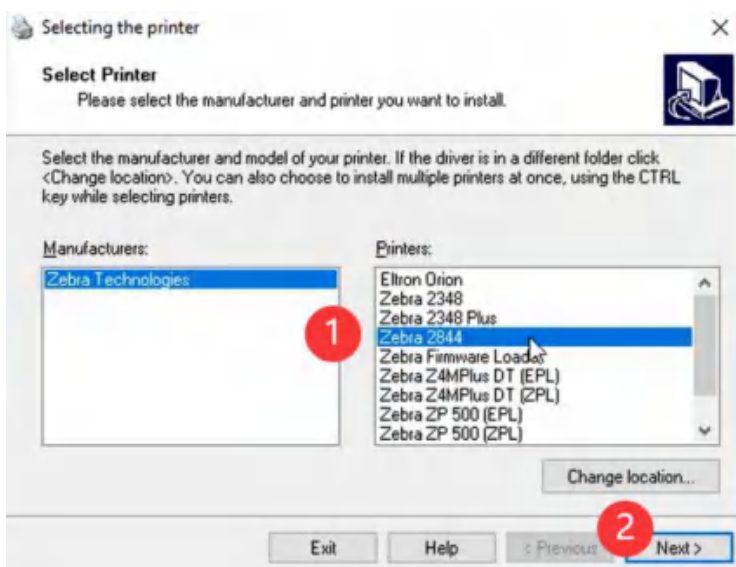
"https://www.youtube.com/watch?v=QS80_4XJedg&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=6"

How to install Zebra EPL2 Driver with PM246S on MAC:

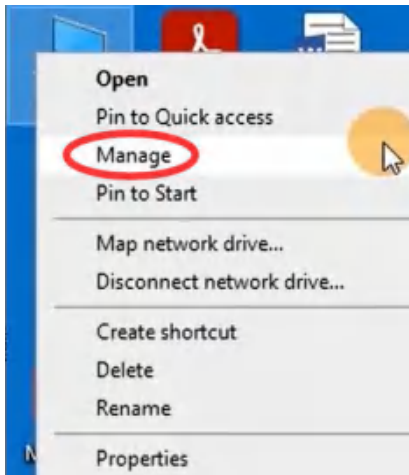
"https://www.youtube.com/watch?v=9H0DcJnzUo0&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=5"



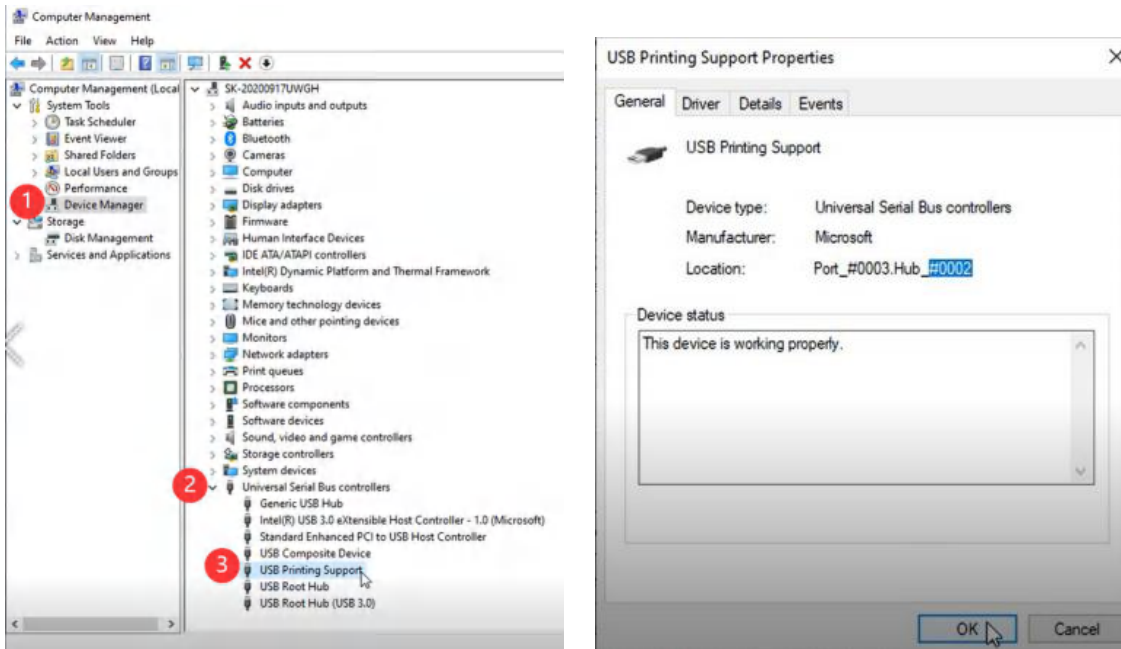
3. Select Zebra 2844 and click "Next"



4. (1)To know which USB Port is connected, please go to "This PC" and right click on, choose "Manage"



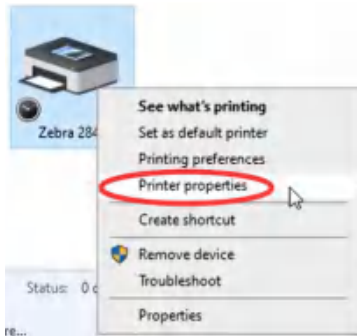
(2) "Device Manager" -> "Universal Serial Bus controllers" -> Double click on "USB Printing Support" to check which USB port is connected



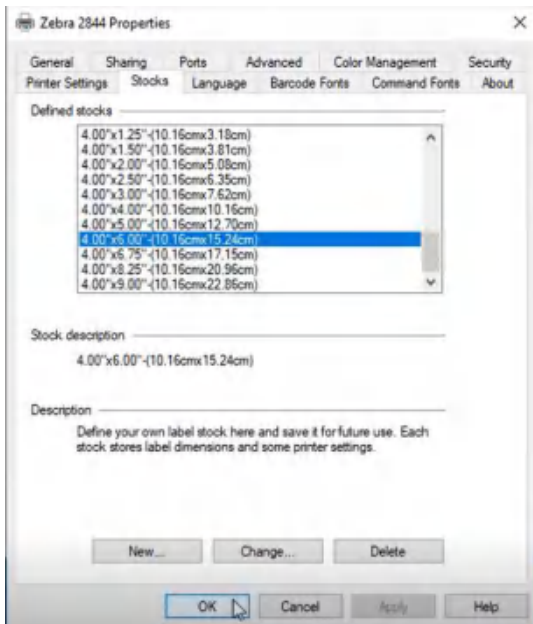
5. We will now go back to the installation window and pick the same port and click "Finish"



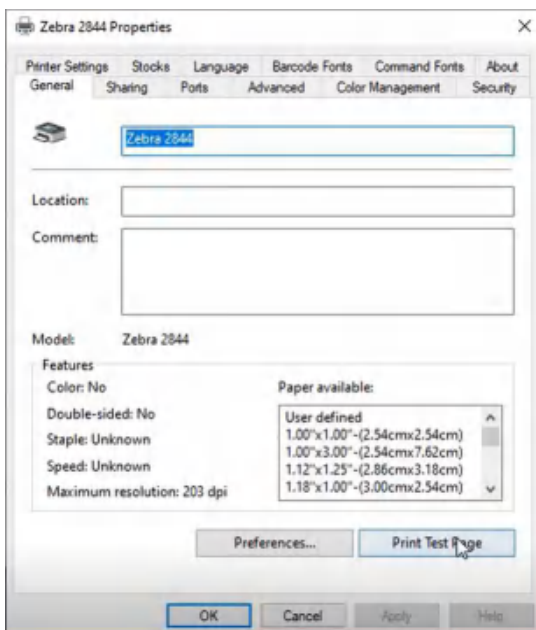
6.Go to "Control Panel" -> "Devices and printers" -> Right click on "Zebra 2844" -> choose "Printer properties"



7. Go to "Stocks" to choose the label size



8. Go to "General", click on "Print Test Page" to check the Zebra 2844 driver is installed successfully and connect the right printer



1.19 Endicia Dazzle (Win)

Note: We need to install Phomemo as a EPL printer to work with Dazzle.

1.Download the [Zebra Printer Driver](ftp://ftp.fedex.com/pub/us/software/ZebraFedEx_driver_4500_self_extracting15.exe) (ftp://ftp.fedex.com/pub/us/software/ZebraFedEx_driver_4500_self_extracting15.exe)

2.After opening the downloaded file, please click on "Install Zebra Printer"

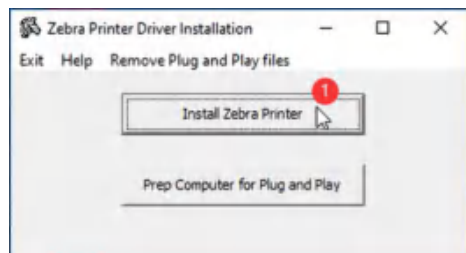
You can check the video to know:

How to install Zebra 2844 Driver with PM246S on Win:

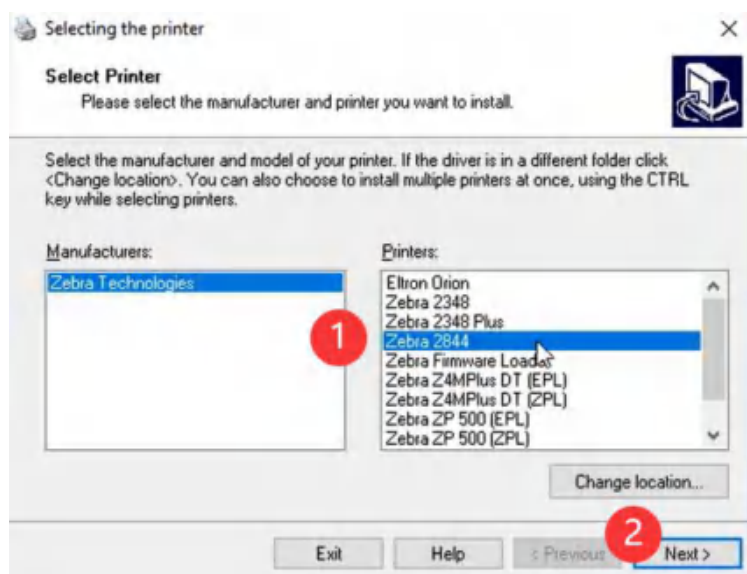
"https://www.youtube.com/watch?v=QS80_4XJedg&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=6"

How to install Zebra EPL2 Driver with PM246S on MAC:

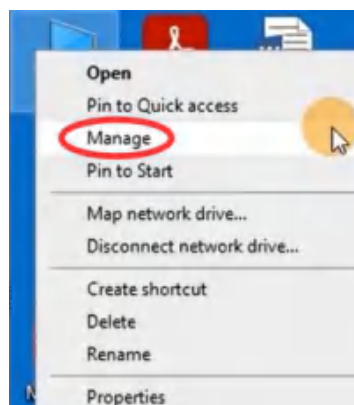
"https://www.youtube.com/watch?v=9H0DcJnzUo0&list=PL3_AhQ0D1H_DgoSgYcMdUBrRnBCitKvP1&index=5"



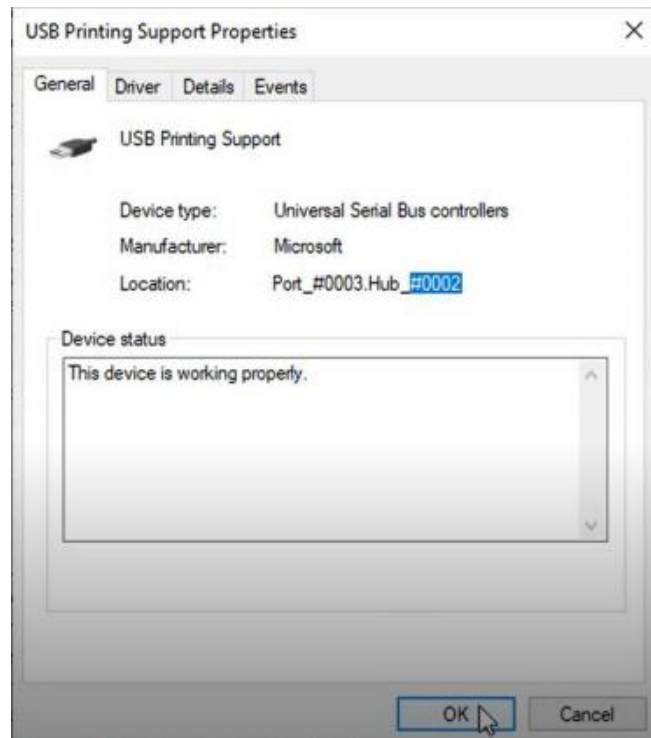
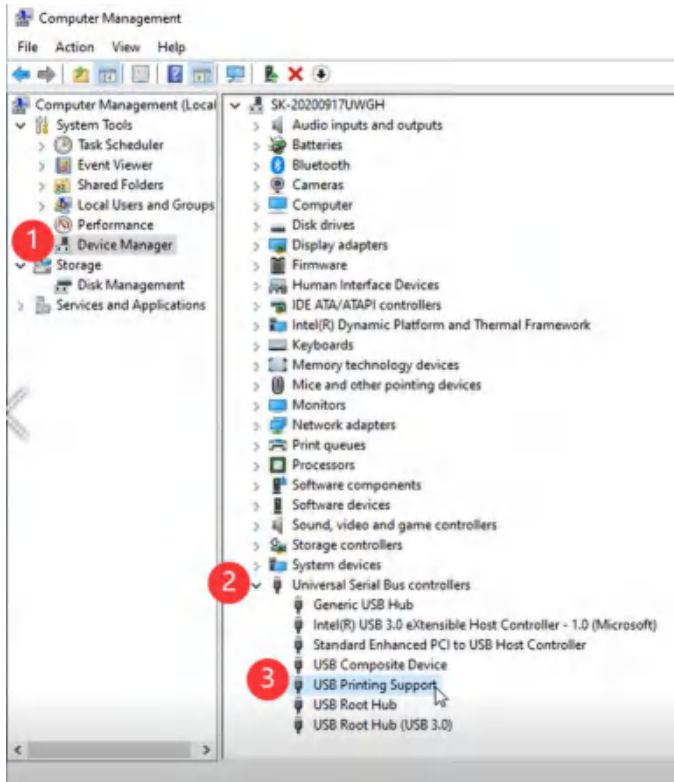
3.Select Zebra 2844 and click "Next"



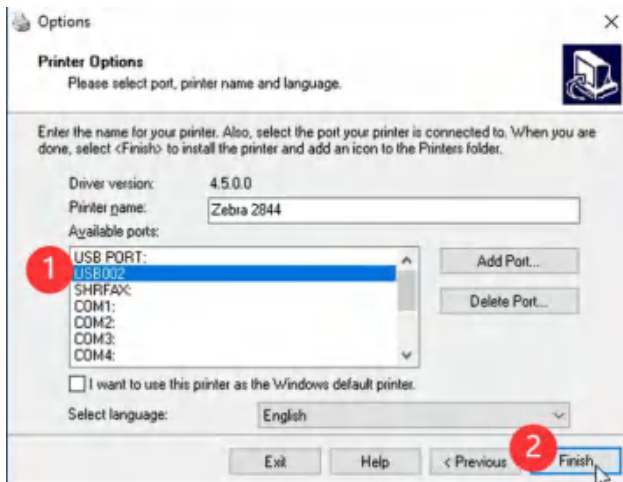
4.(1)To know which USB Port is connected, please go to "This PC" and right click on, choose "Manage"



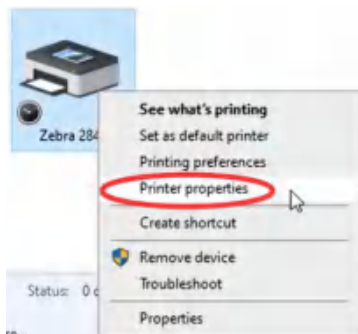
(2) "Device Manager" -> "Universal Serial Bus controllers" -> Double click on "USB Printing Support" to check which USB port is connected



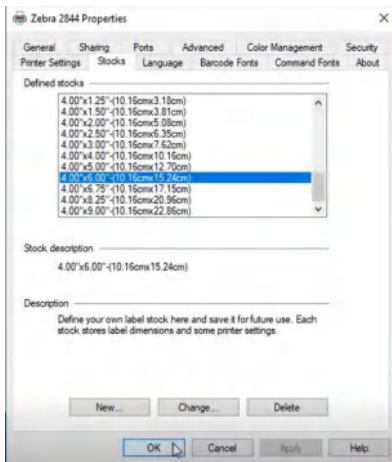
5. We will now go back to the installation window and pick the same port and click "Finish"



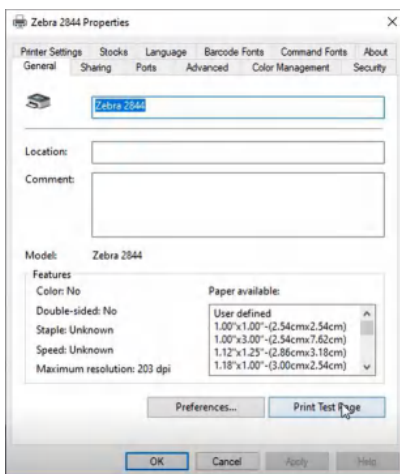
6. Go to "Control Panel" -> "Devices and printers" -> Right click on "Zebra 2844" -> choose "Printer properties"



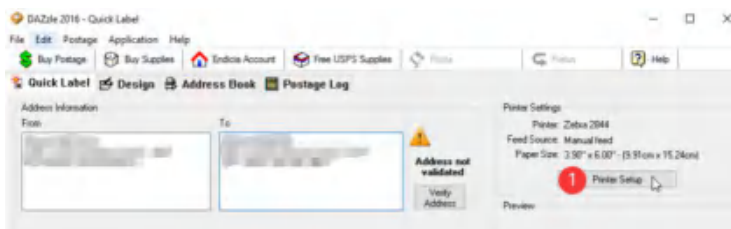
7. Go to "Stocks" to choose the label size



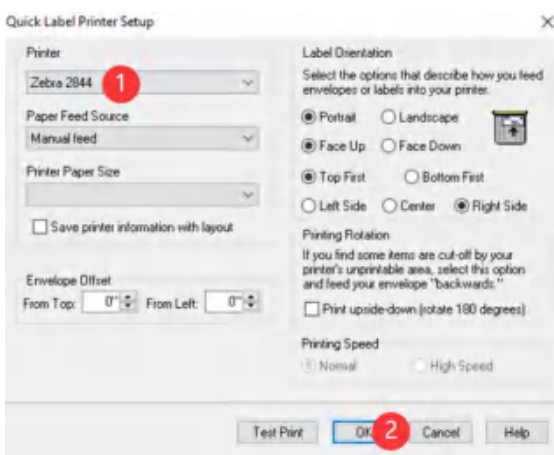
8. Go to "General", click on "Print Test Page" to check the Zebra 2844 driver is installed successfully and connect the right printer



9. Next, open Dazzle and click on the "Printer Setup"

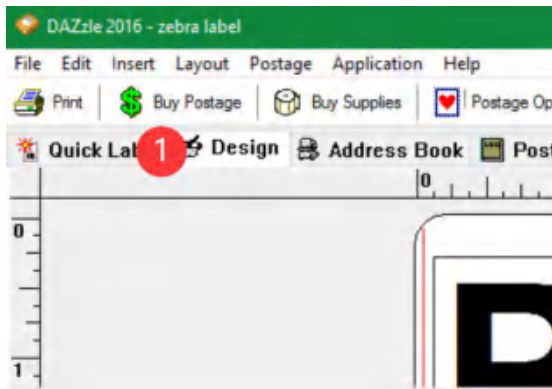


10. Choose "Zebra 2844" and Click OK

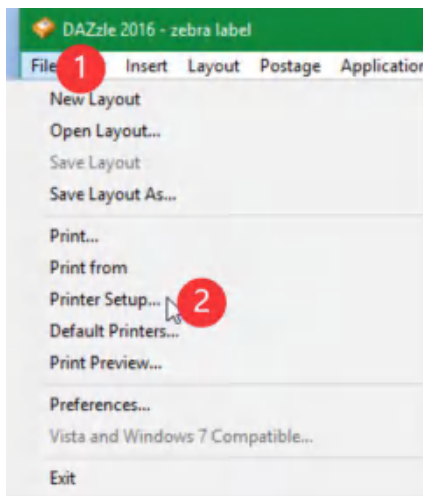


1.20 How to use Phomemo printing with Endicia Dazzle

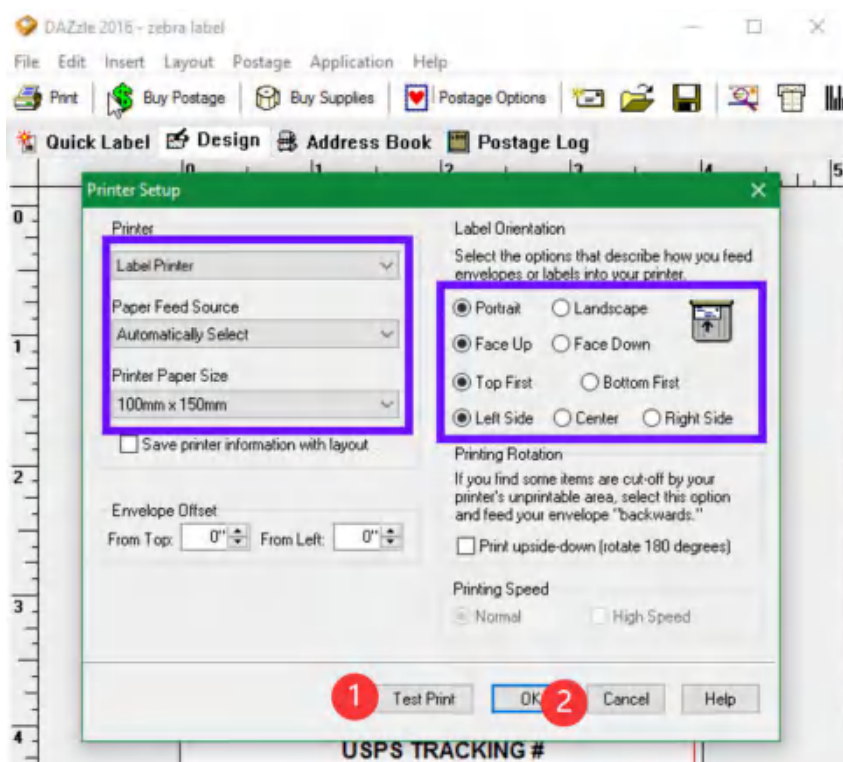
1. Ensure you are in the Design Tab.



2. Click on "File" -> "Printer"



3. Set your Printer and Label Values as shown. Click on "Test Print." If it all looks good, click "OK."



Note: Due to a software bug in Dazzle, "Quick Label" does not produce 4 x 6 labels. Please create your own labels from the "Design" tab.

Per Endicia Support:

The Design tab would be the correct route. You would need to change layouts on the Design tab as you change from a domestic address to an international one, or an APO . The main reason for the Quick Label tab was to shield users from the need to change label layouts. Dazzle changes the layout based on the address and mail class.

The layouts you may need to set up would be:

Zebra Label.lyt - for all domestic labels, with the exception of Priority Mail Express

Zebra Express Mail Shipping Label.lyt - for Priority Mail Express

APO and US Territory Label - Small 6x4.lyt - for any military mail or territories, like Guam

International Label - Small 6x4.lyt - for any international addresses.



1.21 Pirate Ship

Phomemo is compatible with all platforms that offer shipping labels in 4x6 format. This includes Pirate Ship.

For setting up Pirate Ship, please see the official help link:

<https://support.pirateship.com/en/articles/2610080-windows-how-to-print-with-a-4x6-label-printer>

