



TROUBLESHOOTING COMMON ISSUES

PM-241

Troubleshooting

Here are some tips for troubleshooting common issues.

Windows 10 & MacOS

Support

Your label printer is covered by a **one-year warranty**.

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

Contact information:

Tel: +1 833 940 3818 (US and CA only) **Email:** support@phomemo.com

Service time: Mon-Fri 9AM-5PM (EST) **Whatsapp:** +86 1 392 8088 284

For more tutorial videos, please visit:

<https://www.youtube.com/channel/UC5t52R9QarUIICgo9FfxgtQ/videos?view=0&sort=dd&flow=grid>

- Or search for " Phomemo " on YouTube and go to the home page
- Search for you purchased printer model (i.e. PM-241)
- You will find the tutorial videos for an easy setup

The following are the Troubleshooting steps of the printer. I hope it can help you to start using this printer

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■ 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

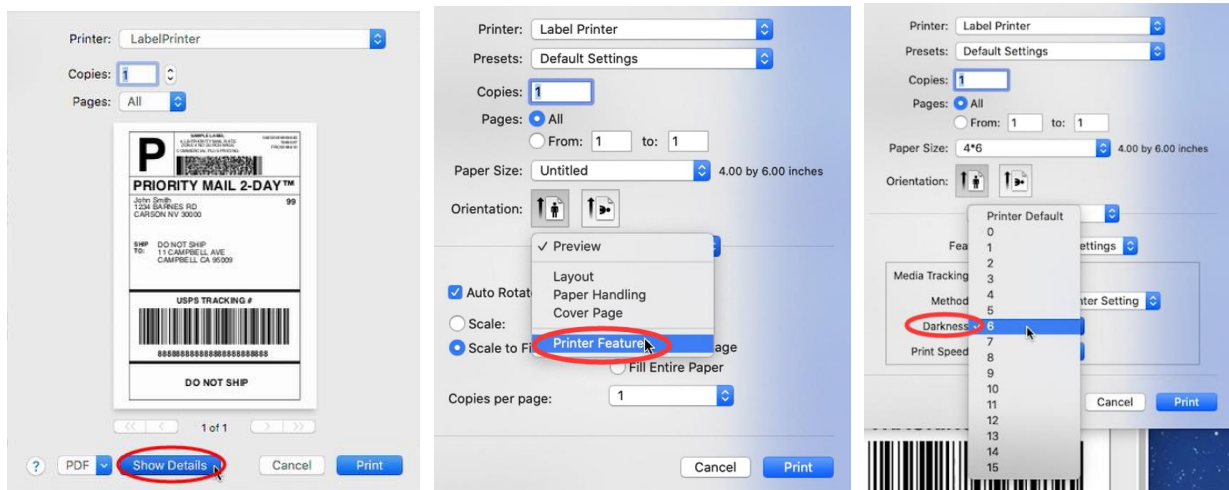
Follow these steps to set up print density and speed.

For Mac:

Open desired file and printing

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

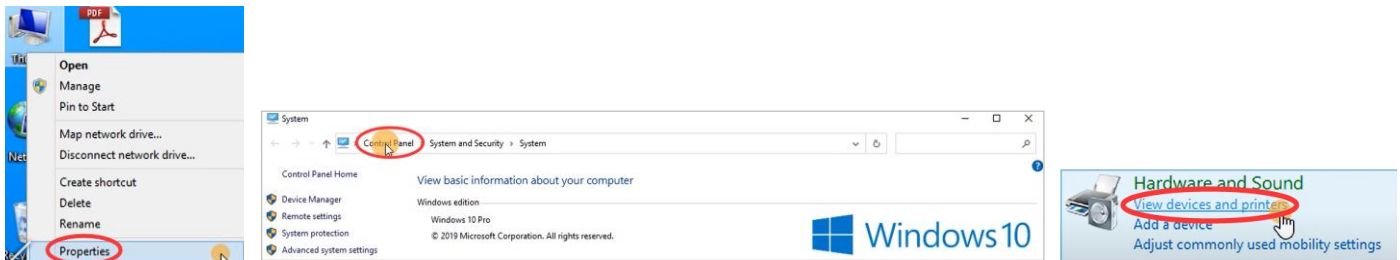
(Larger number means higher Darkness)



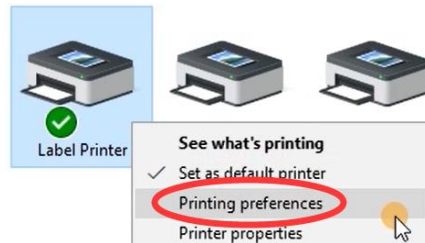
For Win:

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

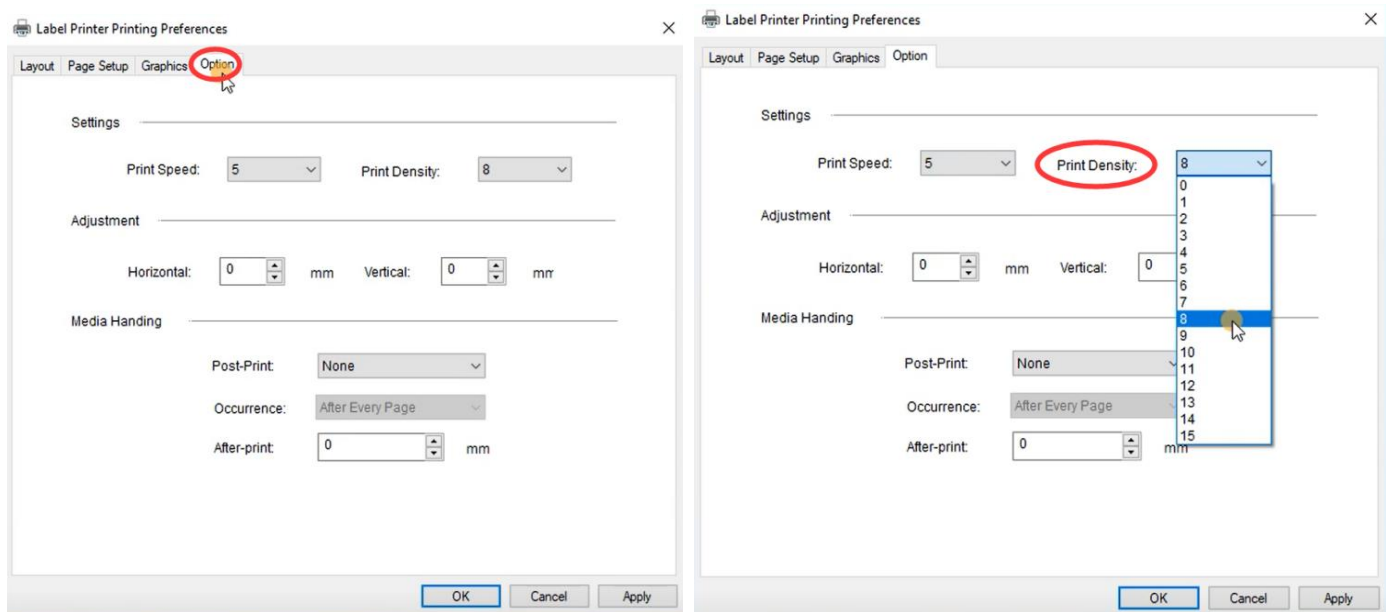
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



-> 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=zz9c6QARvAE>

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=zz9c6QARVaE>

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:

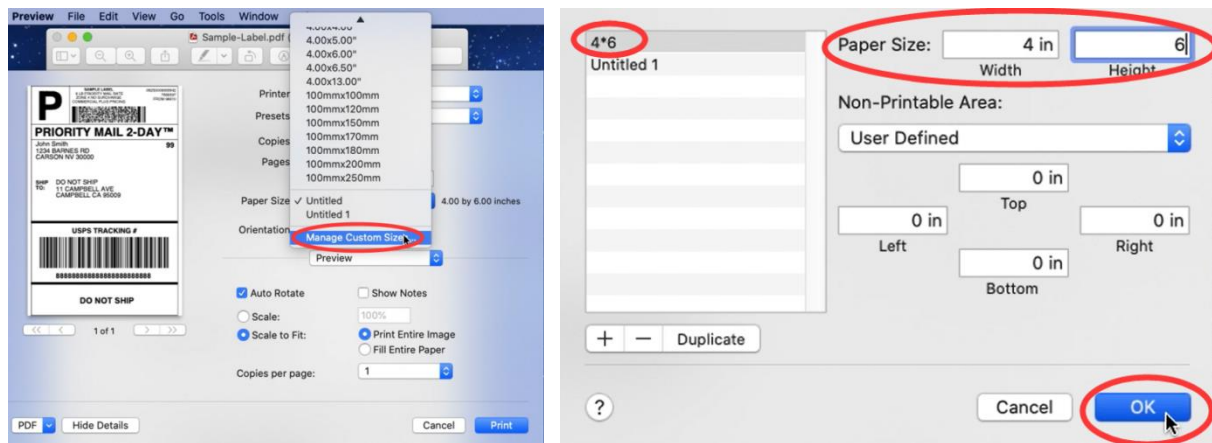
Disconnect the USB from your printer. Check the segment of the video "[Automatic label identification](https://www.youtube.com/watch?v=pRi7kHRjsz0&t=33s)".

<https://www.youtube.com/watch?v=pRi7kHRjsz0&t=33s>

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

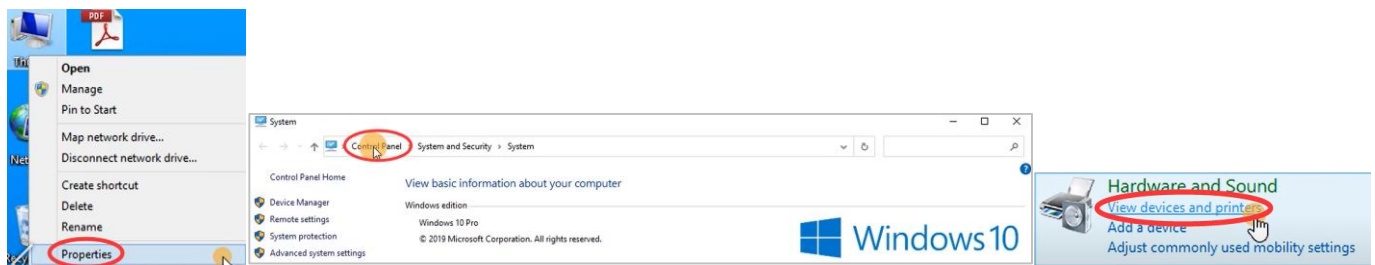
Second step:

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

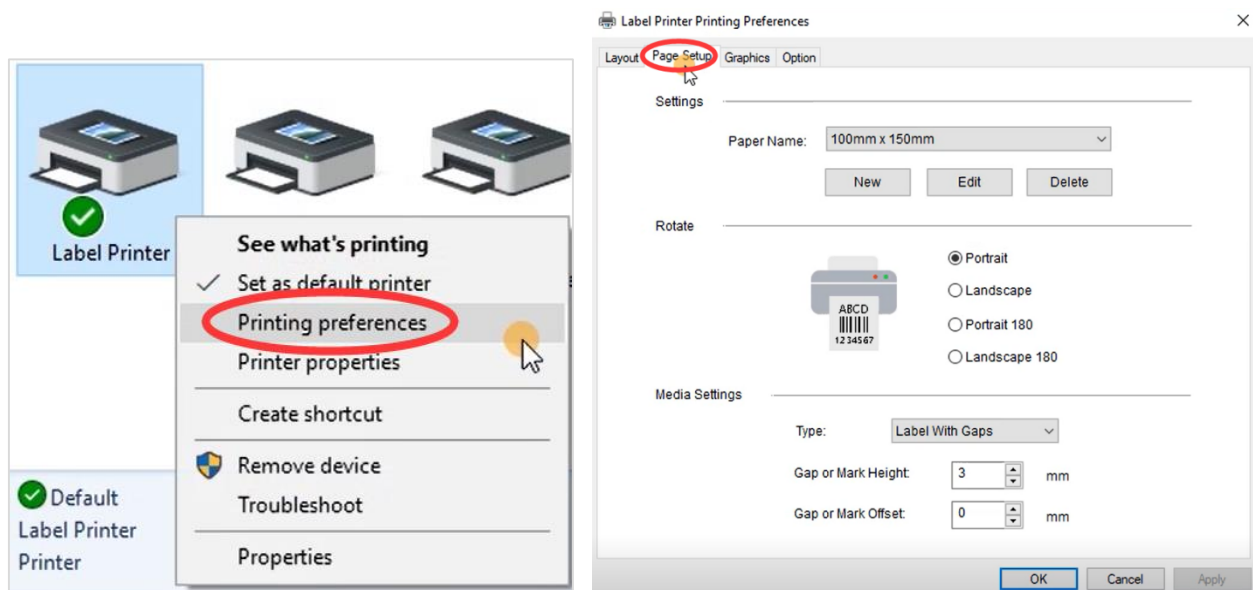


For Win: Go to "Control panel" -> "Devices and Printers"

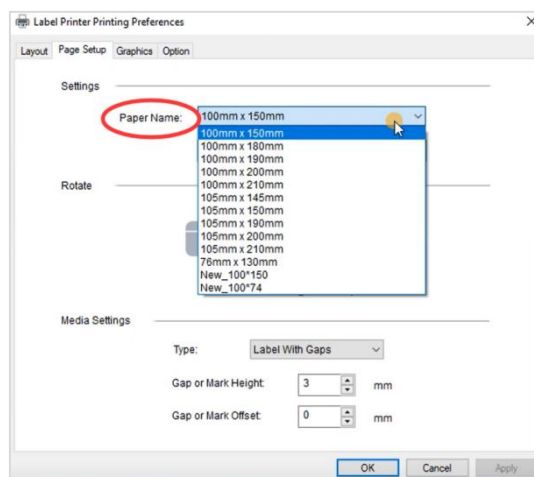
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



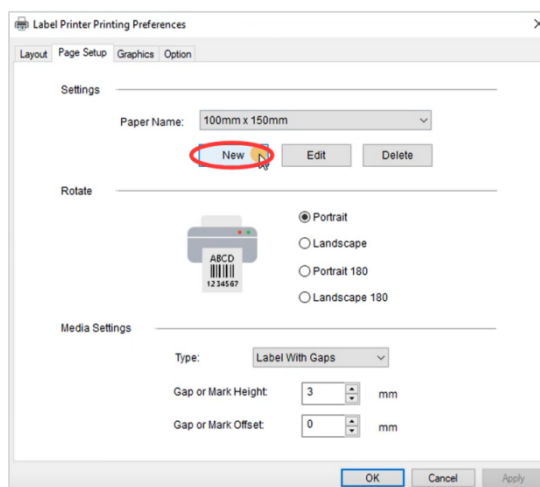
-> Right click on Label Printer" -> choose "Printer Preferences" -> go to "Page Setup"



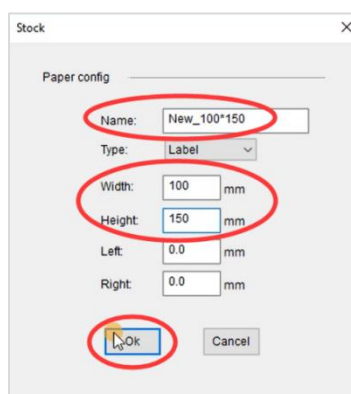
-> You can choose the size you need in "Paper Name".



-> 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=zz9c6QARVaE>

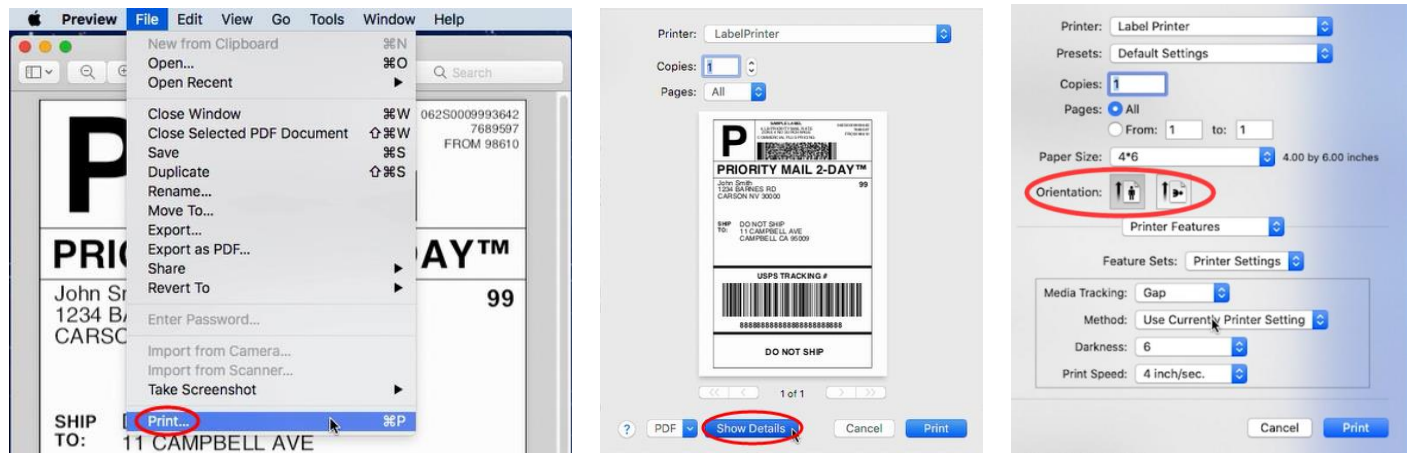
Turn off printer. Open the Cover and use the alcohol pads to clean the sensor. (Any 70% Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the Cover and turn Label Printer back on.

2.3 I get horizontal label instead of vertical label

You can setup printer to rotate it for you automatically.

For Mac:

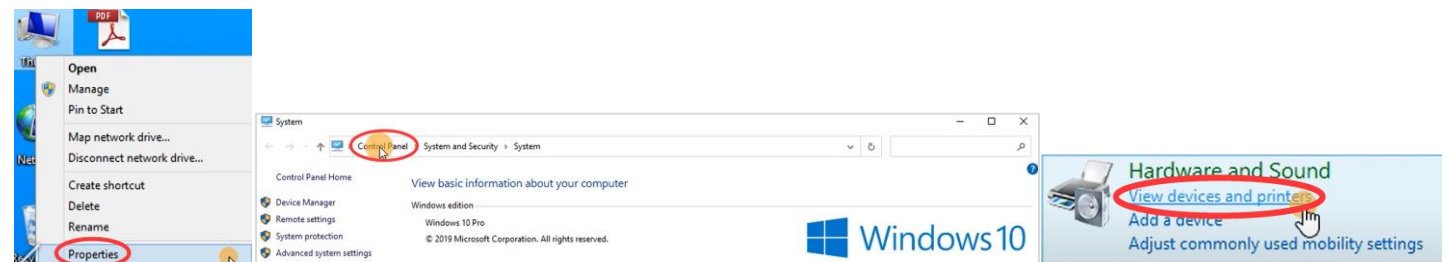
Open a desired file and printing -> click "Show Details"-> select printing direction in "Orientation"



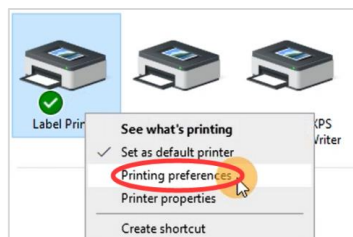
For Win:

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

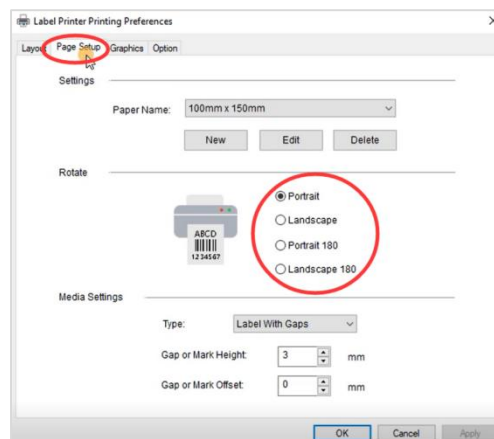
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



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



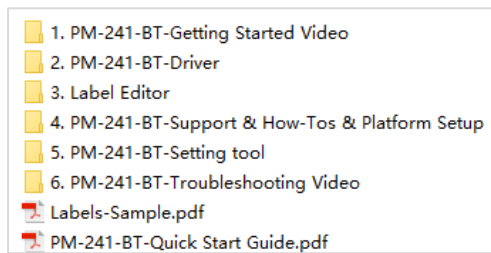
-> Go to "Page Setup" -> Select printing direction under "Orientation"



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

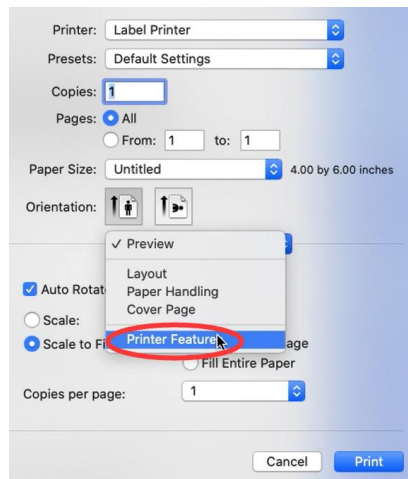
<http://docp.phomemo.com/Labels-Sample.pdf>

② High print speed or density:

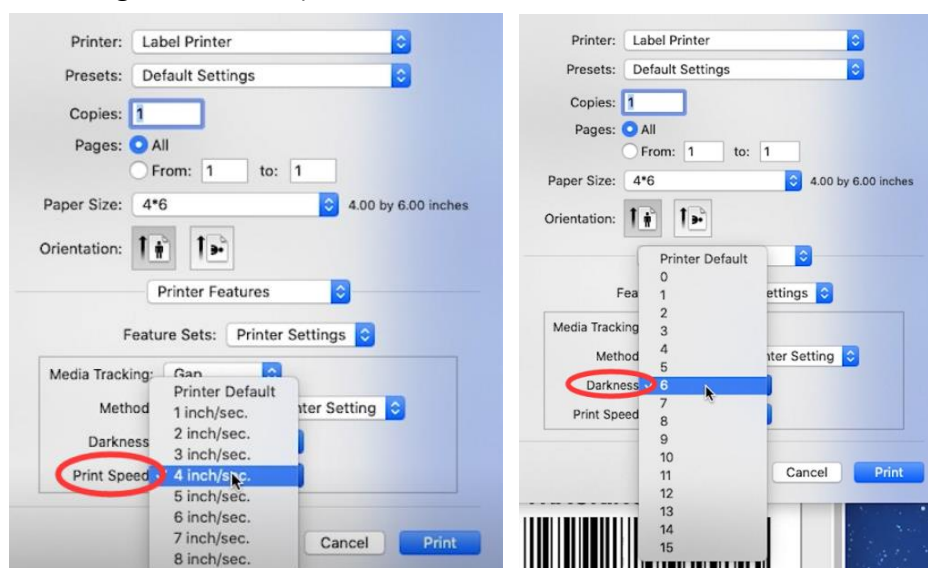
Try reducing your print speed (try 3 in/sec) and your print density (try 3 as well) to see if you obtain a better result.

For Mac:

-> Select "Printer Features" in "Preview"



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



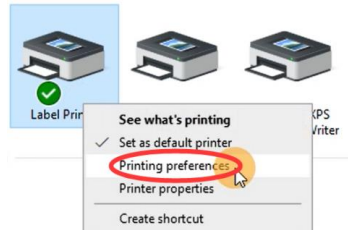
For Win:

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

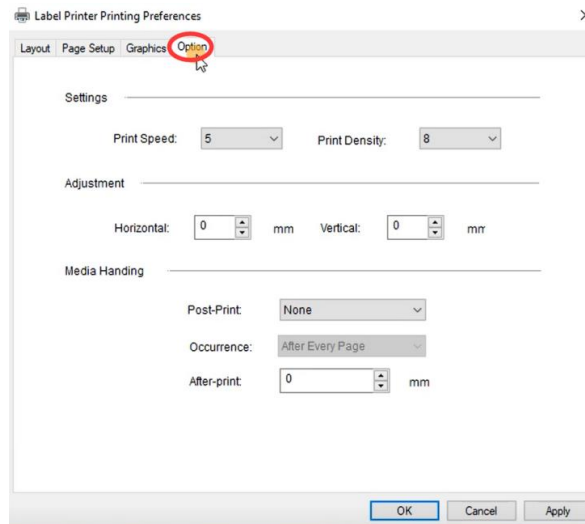
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



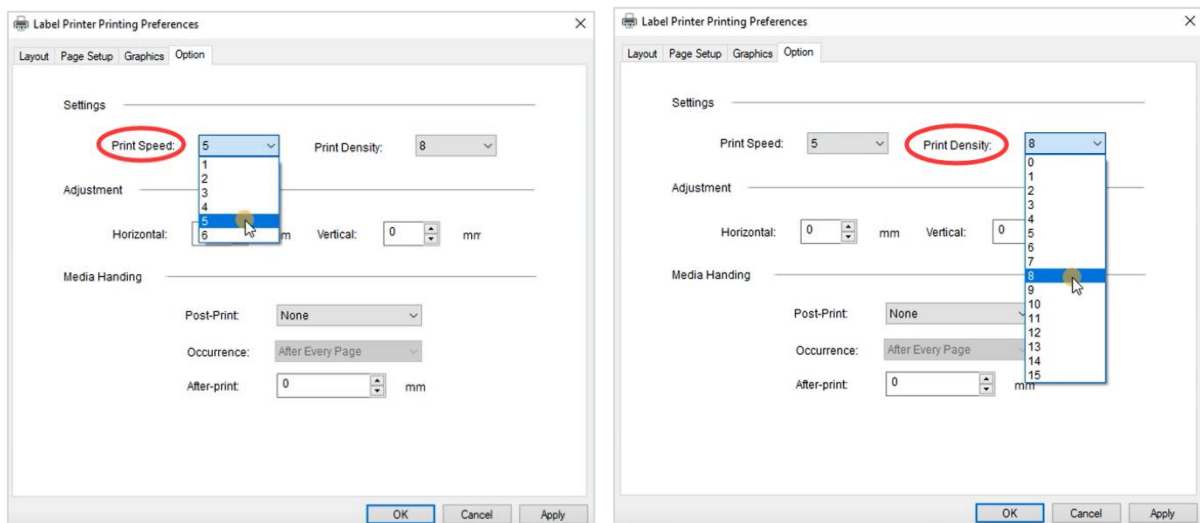
-> Right click on "Label Printer" -> choose "Printer Preferences"



-> Go to "Option"



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



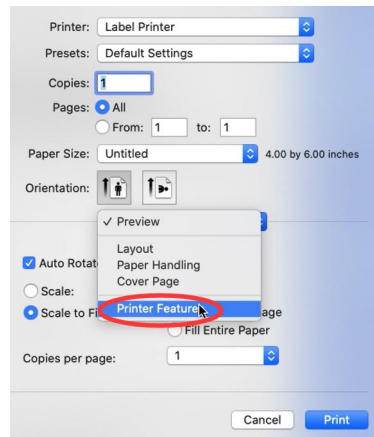
2.5 Paper jams or label prints only half and stops

Reason: High print density

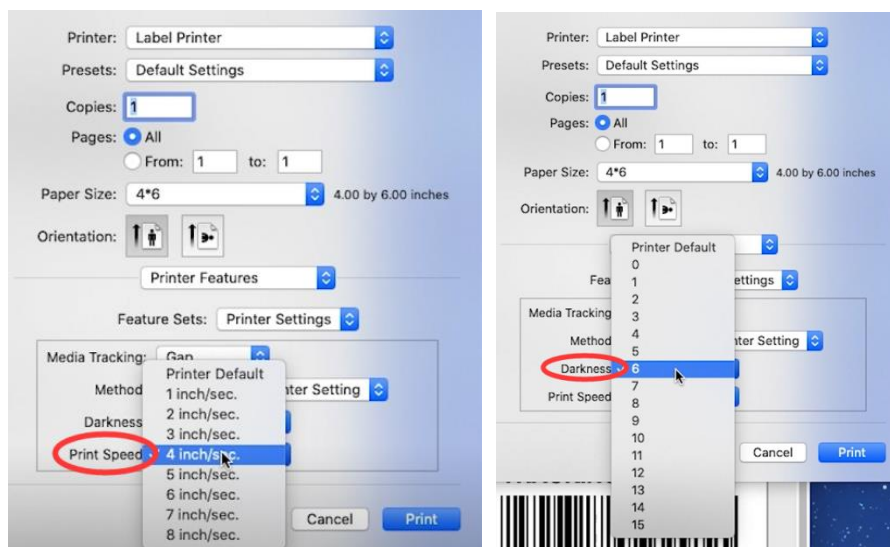
High print density causes the label to get too hot and get stuck to the Printhead. Different labels require different heating temperatures. Set your print speed to "4 in/sec" and density to "2" and try print again. If the label is too light, increase the density by 1.

For Mac:

-> Select "Printer Features" in "Preview"



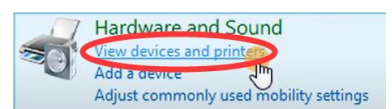
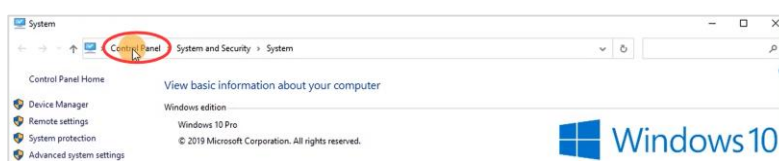
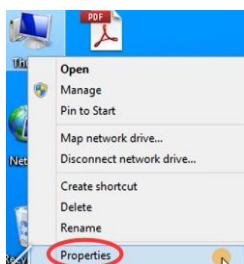
-> You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



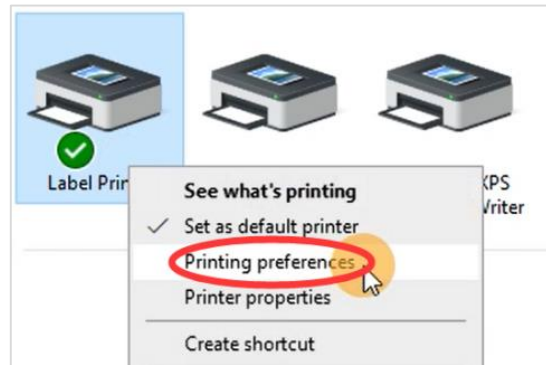
For Win:

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

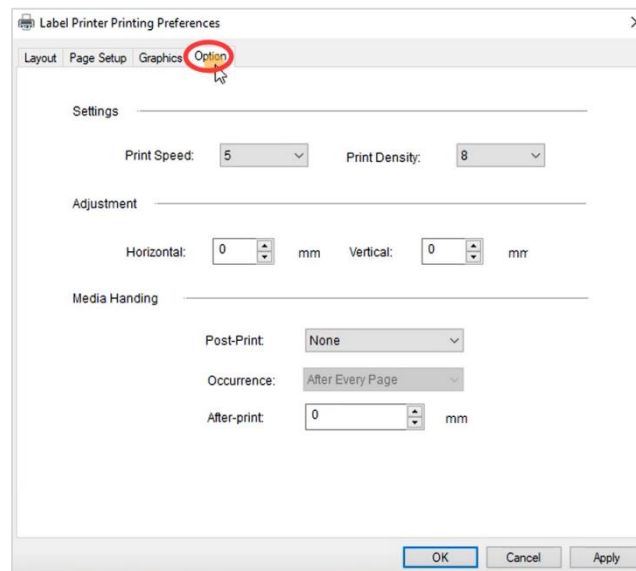
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



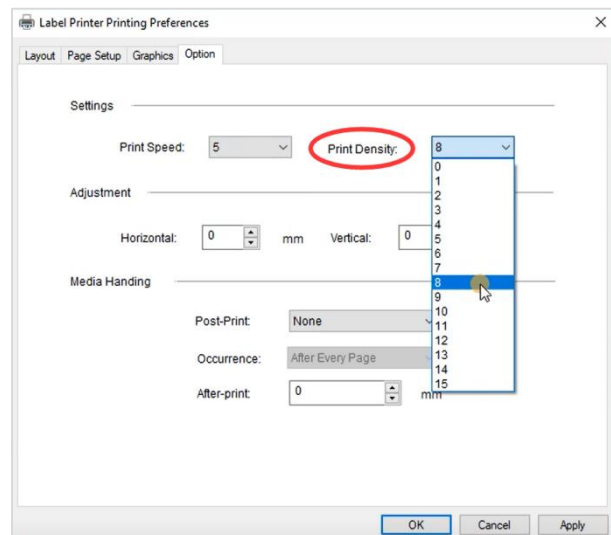
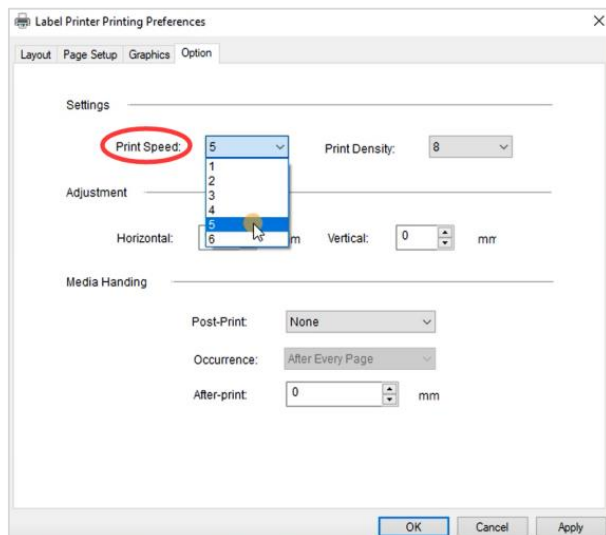
-> Right click on "Label Printer" -> choose "Printer Preferences"



-> 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 segment of the video "[Automatic label identification](#)".

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.

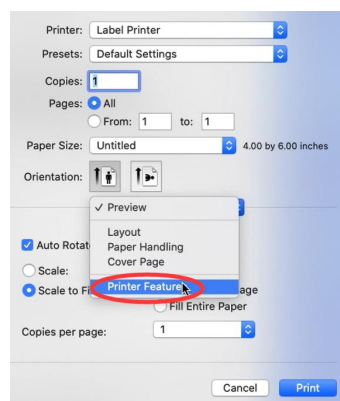
3.3 Printer makes loud noise when printing

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

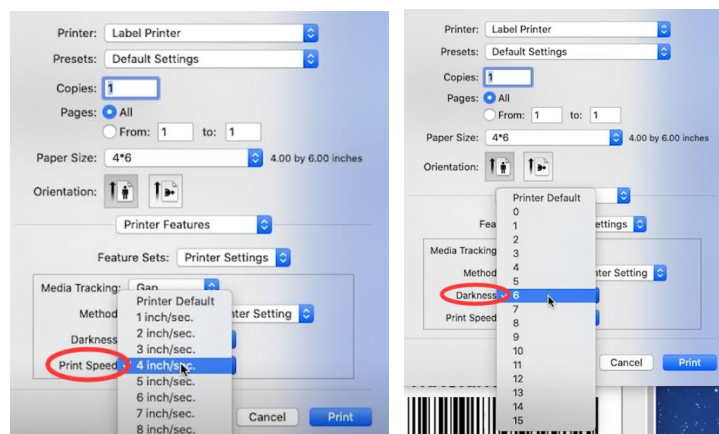
Set your print speed to "5 in/sec" and density to "4" and print. If the label is too light, increase the density by 1.

For Mac:

-> Select "Printer Features" in "Preview"



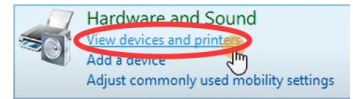
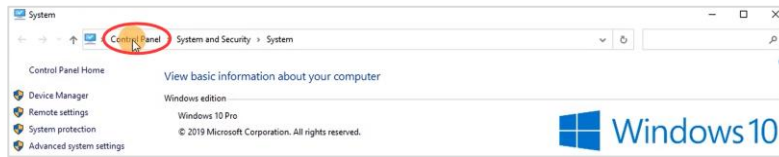
-> You can change the printing speed and the Darkness of your printing
(Larger number means higher Darkness)



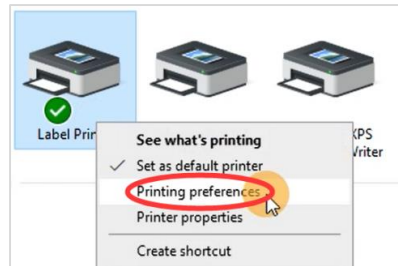
For Win:

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

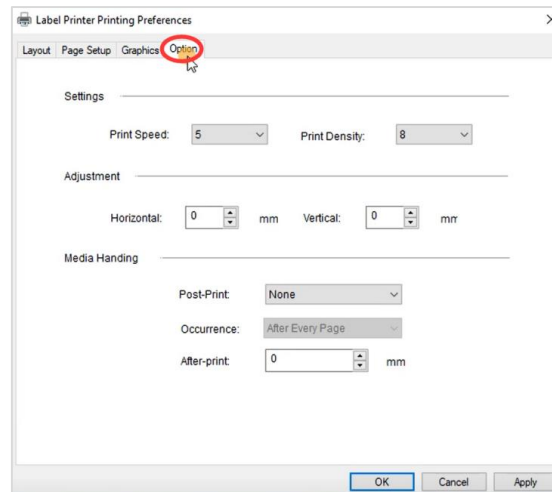
(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



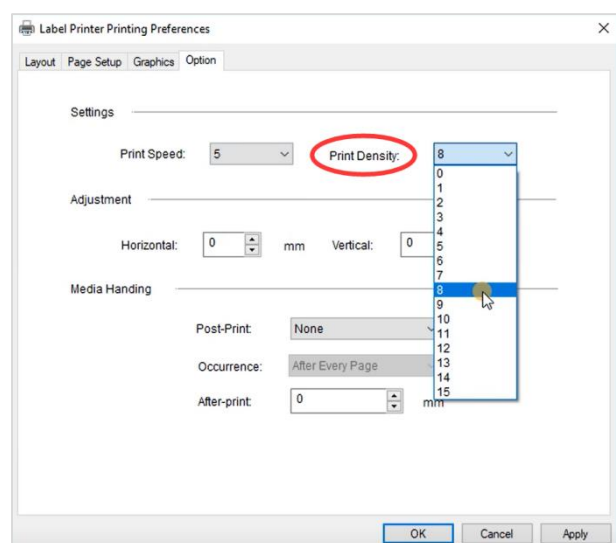
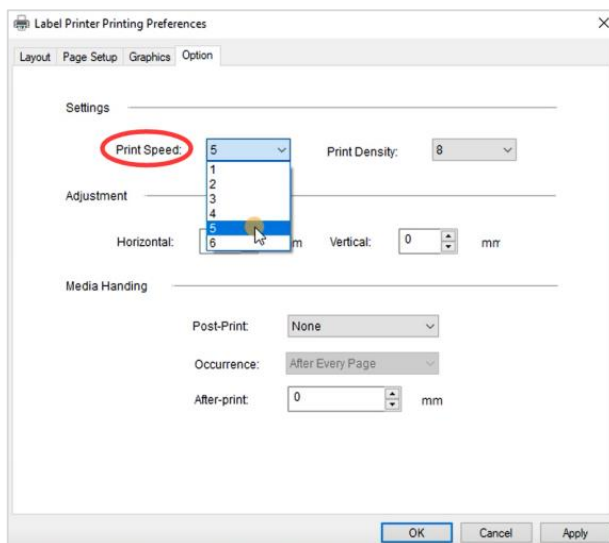
-> Right click on "Label Printer" -> choose "Printer Preferences"



-> 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.

