

Common problems and solutions		
Problem	Reason	Solution
Half margin of page printed	1. The paper roll holder is not installed correctly	Reinstall according to the instructions of paper roll adapter
	2. The machine print head cannot rebound	Press the print head to rebound
Machine can't be charged	1. Can't charge	Connect the machine, check the battery capacity at the Bluetooth connection in the upper right corner. You can check the remaining power of the machine
	2. The charger is heated	Use the 5v-1A charging cable to charge. Under normal circumstances, the machine can be fully charged in 2-5 hours
	3. Unable to activate	Do not leave the battery uncharged for a long period of time (about three months), as this may cause the battery to run out naturally and fail to activate charging.
Machine indicator flashes fast	1. The battery is less than 10%	The indicator light will flash quickly
No response after long-pressing the power button	1. The machine has no power	Charge it for half an hour and then turn it on
Upper and lower covers are stuck when opening	1. The upper and lower covers of the new machine have a running-in period	Cover a few times back and forth
	2. The machine is gotten foreign objects	Open the paper compartment of the machine and clean the inner compartment (medical alcohol cleaning)
Cannot connect to machine's Bluetooth	1. Mobile phone Bluetooth is not turned on	Turn on the phone's Bluetooth (Bluetooth cannot turn on automatically, you need to turn it on manually)
	2. APP can't find the machine	The machine is not turned on. Turn on the machine to a normal state Double-click the printer power button to print the QR code, scan the code directly to connect to the printer
	3. Mobile phone positioning permission is not turned on	For Android phones, open the phone positioning permission
The machine doesn't print	1. No words on the paper	The paper roll is loaded upside down, resulting in the printing side of the paper roll (inner roll) rolled inside; all paper rolls shall be installed with the printing side facing up
	2. System bug	Restart phone
	3. There are black bars	The paper is too big and jammed. Please take out some paper No electricity. Charge the machine (half an hour)
	4. Indicator flashes	Reinstall the paper roll; the paper roll is not pulled to the paper outlet; pull the paper roll out by a section, preferably beyond the paper outlet
Paper jam when printing	1. The paper roll is loose and jammed	Remove the support of paper roll, manually wind the paper roll and then install the support; or directly put in the paper roll to print
	2. The machine has foreign objects	Open the paper compartment of the machine and clean the inner compartment (medical alcohol cleaning)
APP shows the printer is out of paper	1. No paper	Reinstall the paper roll; the paper roll is not pulled to the paper outlet; pull the paper roll out by a section, preferably beyond the paper outlet
	2. The sensor cannot recognize	The printer detects a paper sensor failure; clean the sensor with an alcohol-sticky cotton swab
	3. System bug	Uninstall and reinstall
Printing succeeded, but the paper printed has no content	1. The paper roll is loaded upside down	Take out the paper roll and use your fingernail to draw hard on the paper, and install with the color side facing up
Missing printing	1. The paper roll holder is not installed correctly	Reinstall according to the instructions of paper roll adapter
	2. Paper roll expansion hole	Take out the paper roll and cut off the wrinkled part, reinstall for printing
	3. The machine box cover is not in place	The cover of machine box is not closed tightly. Replace the cover and press the cover firmly with palm
	4. Low power	No power. Charge and then print Adjust the print density to the highest
	5. Paper roll has been left in air for a long time	Damp paper roll, leaving in machine or in air for a long time may cause missing printing Unused paper rolls are packed in sealed bags or boxes
Printed font is different from edit font	1. When printing the same content with different mobile phones, the fonts are different	Due to different phone models and versions, the printed fonts will be different; set the phone system font as the default font
Faded font on paper roll	Improper use and preservation	Thermo-sensitive paper cannot be pasted with glue
		Edit the records before printing, and try to avoid using oil-based pens or gel pen on the printing paper after printing
		Ambient temperature, humidity, or alcohol, disinfectant, sweat on your hands, or hand sanitizer will affect the fading of words
		Please choose to avoid light and store the printing paper in a dry environment
		After printing, the printed surface should not be in contact with another printed surface or transparent bag for storage
If you need to stick the printing paper, please select the official paper with adhesive backing. Some alkaline liquid adhesives will accelerate the fading		
The printouts are too small or blurry	the printing material is too small	Choose HD clear material to print. Enlarge the material in app before printing by zooming in or rotate it to make it full of the screen.