A281M/A282M/A285M Trouble Shooting

1. Product Model

Applicable to A28XM: A281M/A282M/A285M

Shell replacement model, fully consistent functionality;

It is a thermal printer that uses thermal paper for printing. The consumable is thermal paper. Tattoo paper is not supported.

Model	A281M/A282M/A285M
Dimensions	265*78*45mm
Resolution	300dpi
App	phomemo
Supported Consumables	Letter, A4: single sheets, roll paper, folded paper (folded paper has black marks) 110mm, 80mm, 53mm: thermal roll paper (not recommended for printing labels, as the paper compartment is small, and label perforations can easily cause paper jams)
Driver	a282m.labelife.cc
Battery	2600mAh battery
Weight	Approximately 690g (±5g tolerance)
Communication	Supports Bluetooth + USB
Charging Time	Approximately 3 hours (5V 2A)
Pages per Full Charge	200 pages (single page) at 5% print rate; 70 single pages at 12.5% print rate.

2. Printer Usage

1) Key Functions

Double-click: Print self-test page QR code

Out of Paper Learning: When the printer is powered on without paper, long press the button for about 15 seconds. The printer will turn off, then the indicator light will blink twice, completing the out-of-paper learning.

2) Installing the App and Computer Driver

Scan the QR code in the manual or download the Phomemo app from the app store to connect to the printer.

Download the driver from the driver download website to print via USB connection (Bluetooth driver printing is not supported at this time).

Driver download address: a282m.labelife.cc

3) Installing Printer Consumables

Place the roll paper in the paper compartment;
Single sheets or folded paper should be fed through the rear paper entry of the printer.

4) Cleaning the Printer

If there is dust or other dirt on the printer and vertical white lines appear during printing, turn off the printer and use a cotton swab or cloth dipped in medical alcohol to clean the print head. Wait for the alcohol to evaporate before turning the printer back on.

3.Common After-Sales Questions (Machine Issues)

1) Does the printer require ink cartridges/ink?

This series is a thermal printer that uses thermal paper and does not require ink cartridges or ink. It cannot print tattoo paper.

2) Can it print in color?

It only supports black printing.

4.Common After-Sales Questions (Connection Issues)

1) Can the printer connect to a computer via Bluetooth?

Bluetooth connection for printing from a computer is not supported. Currently, the computer only supports USB data connection for printing.

2) The printer does not show up after installing the driver.

① After installing the driver, ensure that the printer has A4 thermal paper installed and connect it to the computer via USB to display the model.
② Disable Bluetooth pairing/connection on the computer.
③ Refresh the interface.

3) Can a computer and a phone connect to the printer simultaneously?

No. Connecting both simultaneously will cause command conflicts and prevent normal operation.

4) What should I do if it says the device is already bound?

Use the app to manually unbind the printer after connecting. If the printer is already bound when trying to connect, follow the app's instructions to contact the user to unbind it.

5) Is printing supported on Mac computers and iPads?

Yes, it supports USB connection for computers and app connection for iPads.

6) Does it support multiple connections?

Currently, it does not support multiple connections.

5.Common After-Sales Questions (Printing Issues)

1) Can I use regular A4 paper for printing?

No, it is not supported.

2) Poor print quality.

If the print quality is poor, try adjusting the print density or check if the print head is dirty. Additionally, continuous printing of multiple pages or prolonged printing can also lead to decreased print quality; it may help to wait a moment before printing again.

3) What should I do if the printer cannot be found after installing the driver?

Key steps (refer to the driver installation steps):
a. After installing the driver, connect the printer to the computer using the provided data cable.
b. The printer needs to be powered on and have A4 thermal paper installed.
c. Check for the printer device in "My Computer" to ensure that the driver is correctly installed and the model "A282M printer" is displayed.

4) What should I do if the printer is jammed?

If the printer is jammed, open the top cover, remove the paper, and note that the print data sent to the printer from the phone will be lost once the cover is opened, requiring you to print again.

5) Why is the printer making too much noise?

When printing black blocks or dark patterns, the print head operates at a higher temperature, increasing print density and contact area with the paper. This can cause the print head to stick to the paper, and the rollers may produce louder noises when pulling the paper. This is a normal phenomenon. Print quality will return to normal with lower density images or documents.

6) What should I do if double-clicking does not print the QR code?

In rare cases, the printer may experience lag. Restarting the printer will resolve this issue.

7)Why was the file not fully printed?

If errors such as opening the cover or network disconnection occur during printing, it may cause the job to pause and cancel. This is a protective mechanism of the printer and is a normal occurrence.

6.Common After-Sales Questions (APP Issues)

1) How to use it?

In the mobile app, go to the "My" page and find the user guide to view the product manual.

2) How to check the printer number?

After connecting the printer in the mobile app, you can enter the device management page from the top where it says "Connected" to view related information about the printer.

3) How to print documents?

Click on "Document Printing" and choose to upload PDF, Word, or TXT format documents for printing.

4) Can the mobile app edit content?

No, it does not support editing; it can only import documents for printing.

5) Can the mobile app adjust print density?

You can enter "Print Settings" to choose light, medium, or dense printing options.

6) Cannot find the Bluetooth printer?

a. The *device is not in working condition.*
If the printer is off or out of battery, the phone will not be able to find the printer. Please ensure the printer is powered on and has sufficient battery.

b. The device is too far away.

Bluetooth devices have a limited effective transmission distance; please keep the phone within 1 meter of the printer.

c. Required permissions are not authorized.

Location and Bluetooth access are needed to find your printer and establish a network connection. You must enable location services to search for and connect to the printer. Note: If your location is not determined, the location information will not be sent to the app as part of the setup process. You can turn off location permissions after the printer connects to the network.

d. The printer has already been connected.

It's possible that the printer is connected to someone else's device or directly to the phone's system Bluetooth. Please confirm if anyone else is using it; if not, you can restart the printer and try reconnecting.