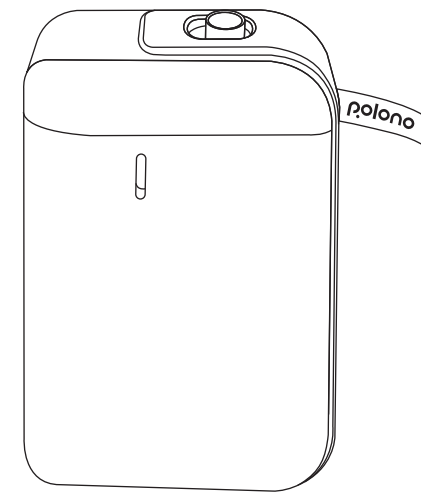# POLONO

Thank you for choosing POLONO

**Thermal label printer**
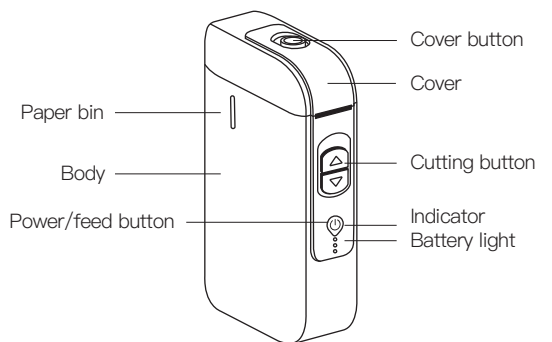
Read thoroughly before using

## Warning

The paper bin must be clean. Any debris will catch and damage the print head while printing.
Use alcohol to clean the paper bin and print head.
Do not disassemble the printer or attempt any self-repairs.
Power off the printer if any malfunctions occur.
Charge in a cool and ventilated room.
Do not expose the printer to high humidity or temperatures. Keep away from water.
If any strange scents or smoke comes from the printer, power off and unplug immediately.
Avoid dropping or shaking the printer to prevent damage.
Do not open the cover while it is printing. Do not touch the print head immediately after printing as it will be HOT.
Use a soft clean cloth to clean the outside of the printer.
High temperatures may result in poor print quality.
Use POLONO label paper for best results. Use of other label printers may result in poor print quality or damage to the printer. The longevity of the printed labels depends on the quality of the label paper. Choose high quality label paper if you need them to last.
Keep away from children.
Store in a clean and dry environment.
Printer does NOT come with an adapter. Use one with a rating of 5V═1A.
This printer can only be used in non-tropical environments.
The printer may cause radio interference. Take any necessary precautionary measures.

## Specifications

| | |
|---|---|
| Printing Technology | Direct thermal |
| Resolution | 203dpi |
| Speed | 90 mm/s max |
| Battery | 1200 mAh |
| Supported print width | 15mm (12mm available) |
| Connection | Bluetooth |
| Application support | POLONO (Google Play/App Store) |
| Paper cutting | Manual paper cutting |
| Input | 5V═1A |
| Charge | Micro USB port |
| Work environment | 5~40℃,90%RH(no condensation) |
| Storage environment | 5~40℃,90%RH(no condensation) |
| Dimension | 5.16 x 3.23 x 1.22 inches |
| Weight | 210g |
| Life expectancy | 50Km,Lettering rate 12.5% |

The contents of this manual may change without prior notice. The components, hardware, software, and technology may be upgraded for better functionality. Contact sales or customer support with any questions or concerns.
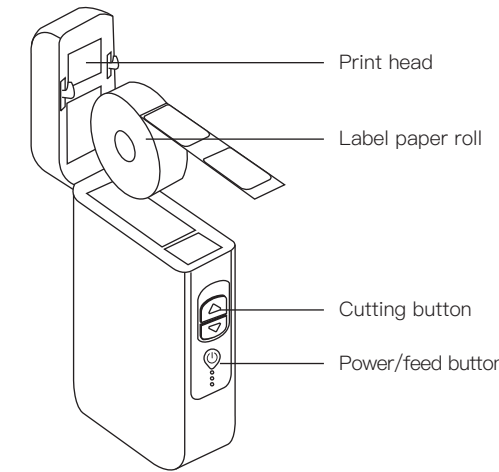
## Figure



Cover button
Cover
Cutting button
Indicator
Battery light
Paper bin
Body
Power/feed button

## Quick guide

1.Search for and install the "POLONO" app on Google Play or App Store.
2.Long press (hold) the power button to turn on the machine.
3.Slide cover button to the other side and open the cover,place a roll of thermal paper into the bin.
4.Press the power button once to align the paper.
5.Use the POLONO app to connect the printer to the phone via Bluetooth.
6.Use the POLONO app to create and edit labels.
7.Print from the app and wait for the printer to finish printing.
8.Push the cutting button upwards to cut the label.

## Installing Paper

1.Slide the cover button to the other side to open the cover.
2.Load the paper roll in the paper bin. Refer to the image for the correct placement.
3.Unroll the paper enough so that it sticks out of the printer slightly.
4.Press the power/feed button to calibrate the label and test the printer.



Print head
Label paper roll
Cutting button
Power/feed button

## Connecting the Printer

1.Long press the power button to power on the printer.
2.Open the POLONO app on your device and search for the label printer P10 via Bluetooth.

**Tip: Use POLONO label paper for best results.**

### Key and indicator light

| | |
|---|---|
| Power on | Press and hold the power button for 2s to power on the printer. It will beep once. |
| Power off | Press and hold the power button for 2s to power off the printer. It will beep twice. |
| Print Bluetooth information page | When the printer is powered on, press and hold the feed button for 1s to print Bluetooth information page. |
| Low battery warning | When the battery drops below 10%, it will flash red and power off automatically after 10s. |
| Overheat warning | Flashes red twice every other second. Printer will resume printing after temperature decreases. |
| Charging | Battery lights will alternate green flashes. Once fully charged, all 3 lights are illuminated. |

## Troubleshooting

**Why are the labels coming out blank?**
Check to see if the paper has been inserted correctly. The print side must face upwards.
Try printing a self-check page by pressing the power button twice. If the page does not print, it means there is a printer malfunction; if the page does print, check the paper or app settings.

**Why are the labels not printing clearly?**
Check and adjust the printing density.
If there is a line or blank area on the label, check if the print head is clean. If not, clean it with alcohol. Low quality paper may also introduce problems. For best results, use POLONO label paper.

**Why are the labels not aligned properly?**
Change the paper type on the app. Realign the printer by pressing the power/feed button once.

**Why did the printer stop printing during a print job?**
Make sure there is still paper in the bin. If paper is still available, check the app for the specific cause.

## Warranty

Polono offers an extensive warranty for all products that extends through 1 YEAR of the delivery date. This warranty covers quality related issues and product defects.
If you are past the 30-day return period on Amazon, contact us directly via the "Contact seller" option on your Order Details.
If the product is not working properly, we can send you a replacement product.
This warranty does not apply in cases of abuse, mishandling, or unauthorized repair of the product.
If you have any question about this warranty or would like additional information, please contact us via the "Contact Seller" option or directly via e-mail at support@polono.com.
Please keep the original box, packing materials and all documentation in the event that service is required.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that
interference will not occur in a particular installation.
If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
-- Reorient or relocate the receiving antenna.
-- Increase the separation between the equipment and receiver.
-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
-- Consult the dealer or an experienced radio/TV technician for help.

Warning: changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

The devices has been evaluated to meet general RF exposure requirement， the device can be used in portable exposure condition without estriction