



## Phomemo Mini Printer

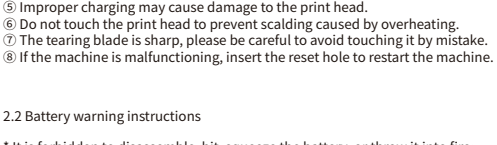
M02 pro

# Quick Start Guide

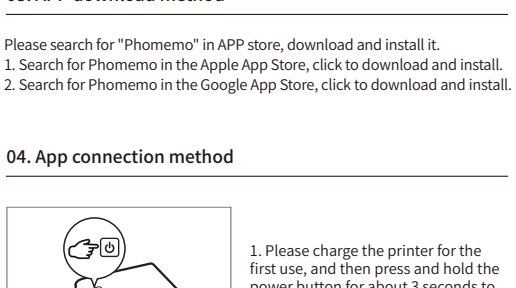
Before using, please read this manual carefully and keep it properly for future reference.

### 01. Packing list

- ① Printer\*1    ② power cord\*1    ③ paper holder baffle\*1    ④ printing paper\*1 roll    ⑤ Manual\*1



### 02. Machine description



Power indicator status description	Lighting form	power on/printing normally / charging completed
	Slow flashing	charging
	Quick flashing	insufficient battery / out of paper / overheating
	Off	Shut down/charge completed

### 2.1 Precautions

- ① Please use 5V=2A input for charging, and it is recommended to use mobile phone power adapter for charging.
- ② Please connect the USB cable to the power adapter before charging, Please gently insert or unplug the charging cable when charging, to prevent excessive force from damaging the port.
- ③ After the charging is completed, please unplug the charging cable in time.
- ④ In order to avoid danger, do not use or charge in the environment of high temperature, high humidity, heavy smoke and dust, such as in bathroom, steam room, near to open flame, etc.
- ⑤ Improper charging may cause damage to the print head.
- ⑥ Do not touch the print head to prevent scalding caused by overheating.
- ⑦ The tearing blade is sharp, please be careful to avoid touching it by mistake.
- ⑧ If the machine is malfunctioning, insert the reset hole to restart the machine.

### 2.2 Battery warning instructions

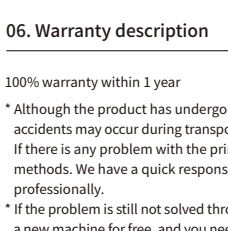
- \* It is forbidden to disassemble, hit, squeeze the battery, or throw it into fire;
- \* If severe swelling occurs, please do not reuse it;
- \* Do not place in a high temperature environment, and it is strictly prohibited to use the battery after soaking in water;
- \* There is a danger of explosion if the battery is replaced by the wrong type. Be sure to dispose of the used battery according to the instructions;
- \* If consumers use a power adapter for power supply, they should purchase a power adapter that meets the requirements of corresponding safety standards or a power adapter with CCC certification.

### 03. APP download method

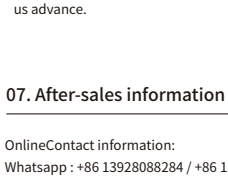
Please search for "Phomemo" in APP store, download and install it.

1. Search for Phomemo in the Apple App Store, click to download and install.
2. Search for Phomemo in the Google App Store, click to download and install.

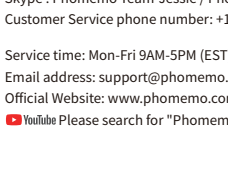
### 04. App connection method



1. Please charge the printer for the first use, and then press and hold the power button for about 3 seconds to turn it on
2. Connect the machine



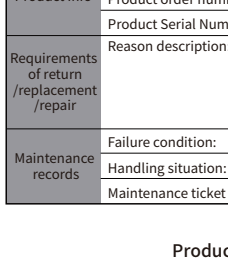
**Method 1:**  
Turn on the Bluetooth of a phone → open the Phomemo APP → click the icon in the upper right corner of Phomemo APP main interface → select M02 pro in the list to connect → complete the machine connection



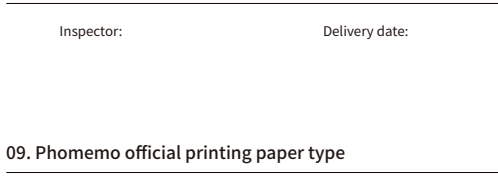
**Method 2:**  
After starting up, double-click the start-up button printing QR code → scan the code in the Phomemo APP to connect

**Tips:**  
User can view the usage tutorial in the APP, and connect the machine according to video operation

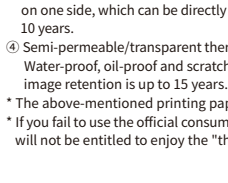
### 05. How to replace the printing paper



1. Open the top cover and take out printing paper



2. Remove the adjuster on the right side
3. Load the printing paper
4. Install the adjuster on the right side



5. Put the printing paper into the paper compartment of the machine and close the top cover

**\*Tips: How to distinguish the front and back of printing paper**

- ① Take out a printing paper and use your nails to scratch the paper firmly, and then install with the color side up;
- ② Please make sure that the smooth surface is facing up and aligned with the printing port.

### 06. Warranty description

100% warranty within 1 year

\* Although the product has undergone strict testing and quality inspection, accidents may occur during transportation, resulting in damages to the machine. If there is any problem with the printer, please contact us through the following methods. We have a quick response after-sales team to solve the problem professionally.

\* If the problem is still not solved through our joint efforts, we will replace you with a new machine for free, and you need not to pay any fees. Your satisfaction makes us advance.

### 07. After-sales information

OnlineContact information:

Whatsapp : +86 13928088284 / +86 15338193665

Skype : Phomemo Team-Jessie / Phomemo Team-Helen

Customer Service phone number: +1 855 957 5321(US only)

Service time: Mon-Fri 9AM-5PM (EST) for any questions & suggestions.

Email address: support@phomemo.com

Official Website: www.phomemo.com

Please search for "Phomemo" to get the printer operation guide

### 08. Warranty card

- Return     Exchange     Repair

User Info	Name:	Sex:	Phone:
	Address:		

Product Info	Purchase date:
	Product order number:

Requirements of return /replacement /repair	Product serial number:
	Reason description:

Maintenance records	Failure condition:	Maintenance person:
	Handling situation:	Delivery date:
	Maintenance ticket number:	Delivery date:

### Product certification

Inspector:	Delivery date:
------------	----------------

### 09. Phomemo official printing paper type

- ① Tri-proof thermo-sensitive paper: No bisphenol-A contained. Have a certain degree of scratch resistance. The image retention is up to 7 or 10 years.
- ② Colored paper: No bisphenol-A contained. Include yellow, pink and blue paper. Image retention is up to 5 years.
- ③ Adhesive paper: No bisphenol-A contained. The printing paper has adhesiveness on one side, which can be directly pasted and used. The image retention is up to 10 years.
- ④ Semi-permeable/transparent thermo-sensitive film: No bisphenol-A contained. Water-proof, oil-proof and scratch-resistant; excellent photo-taking effect. The image retention is up to 15 years.

\* The above-mentioned printing paper is the official consumable of Phomemo.

\* If you fail to use the official consumables, causing the printer to malfunction, you will not be entitled to enjoy the "three guarantees" policy.

### 10. Specific function operation guidelines

#### 10.1 Print Images operation guidelines

Steps:

- ① Select the "Print Images" function in Phomemo APP
- ② Add the photos you need to print
- ③ Set the picture in the work bar area. You can change the picture, modify the picture, adjust the brightness, contrast, or rotate and crop the picture
- ④ Choose the photo printing density. Printing density: Fine, Medium, Thick, Dedicated
- ⑤ Select the "Print" button in the lower right corner to complete picture printing

#### 10.2 Label Workshop operation guidelines

10.2.1 The categories and functions of Label Workshop are as follows:

Label Workshop		
Category	Sub-type	Printable width of label
Home storage	Food classification in refrigerator/expiration reminder mark, wardrobe storage box classification mark, kitchen utensil classification mark, bedding classification mark, family medicine box classification mark, common item classification mark, folder classification mark, etc.	15mm, 25mm
Exquisite life	Hot and cold distinction mark, snack date/component mark, etc.	
Creative decoration	Gift creative stickers, photo album date/decorative stickers, item name stickers, hand/account decoration stickers	
Maternal and child label	Baby medicine classification mark, baby food mark, baby common item classification mark, baby snack classification mark, etc.	
Medicine box identification	Labels for internal medicines for reducing fire, cooling and fever; labels for conventional colds; antibacterial internal medicines; repetitive tool labels; disposable external labels; anti-inflammatory and disinfectant external application labels; other internal medicine labels, etc.	

#### 10.2.2 Function introduction

When you need to print 15mm or 25mm labels, please select the "Label Workshop" function in the Phomemo APP, and do DIY (Do It Yourself) under this function to make all kinds of labels that meet your preferences.

#### 10.2.3 Operation method

- ① In the "function area", make DIY design of label according to individual needs.

Features	Instructions
Select border	Select any type of border of the printed label to insert this width of border area;
Insert text	Select the "insert text" option to insert the text box into the text for editing, and you can edit any content;
Insert sticker	Select the "Insert Sticker" option to insert any sticker into the text to decorate the printing area;
Label settings	Click this function to select the length, width, and alignment of the printed label;

- ② Select Print or Save function in the "editing area" to complete the output or storage of the design, and view the historical editing records in the "History" function.

**Tips: You can view the usage tutorial in the APP, and connect the machine according to the video operation.**

#### 10.3 Graphic operation guidelines

There are a large number of hand-painted original materials in the material library. Various personalized editing can be performed under this function. The operation steps are as follows.

- ① Select the "Graphic" function in Phomemo APP
- ② Click any Graphic to enter the editing area
- ③ In the "Functional Area", you can add text, tables, pictures, stickers, and QR code functions for personalized editing, and the edited content will be displayed in the "Editing Area".

Features	Instructions
Text	Select the "Text" option to insert text box into the body for editing, and you can edit any content; font and alignment are optional
Table	Select the "Table" option to insert a table into the editing area for editing
Image	Select the "Image" option to insert a picture into the editing area for editing or printing
Emoji	Select the "Emoji" option to insert an emoji into the editing area for editing or printing
QR code	Select the "QR code" option to enter the editing area, you can enter any text, and the entered text will be output in the form of a QR code

- ④ After editing the content, click the print icon "🖨️" in the upper right corner to complete printing.

**Tips: You can view the operating tutorial in the APP, and connect the machine according to video tutorial.**

#### 10.4 Windows application document printing operation guidelines

Select the "Print Web" function in the Phomemo APP, and after entering the web address, you can click print button on the page to print the information of the web page.

**Tips: You can view the operating tutorial in the APP, and connect the machine according to the video tutorial.**

### 11. Common problems and solutions

#### 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=2A 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
	2. The upper and lower covers of the new machine have a running-in period	Cover a few times back and forth
Upper and lower covers are stuck when opening	1. The machine is gotten foreign objects	Open the paper compartment of the machine and clean the inner compartment (medical alcohol cleaning)
	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
	3. Mobile phone positioning permission is not turned on	Double-click the printer power button to print the QR code, scan the code directly to connect to the printer
The machine doesn't print	1. No words on the paper	The paper roll is loaded upside down; the paper roll is not pulled to 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
	4. Indicator flashes	No electricity. Charge the machine (half an hour) 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 pull 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
	2. Paper roll expansion	Reinstall according to the instructions of paper roll adapter
	3. The machine box cover is not in place	Take out the paper roll and cut off the wrinkled part, reinstall for printing
	4. Low power	No power. Charge and then print
	5. Paper roll has been left in air for a long time	Adjust the print density to the highest 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
	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

### 12. FCC STATEMENT

1. 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.

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.  
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.

RF warning statement:

The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.