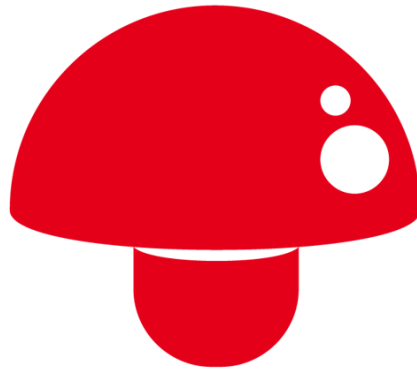




Phomemo P12 Wireless Label Printer User Guide

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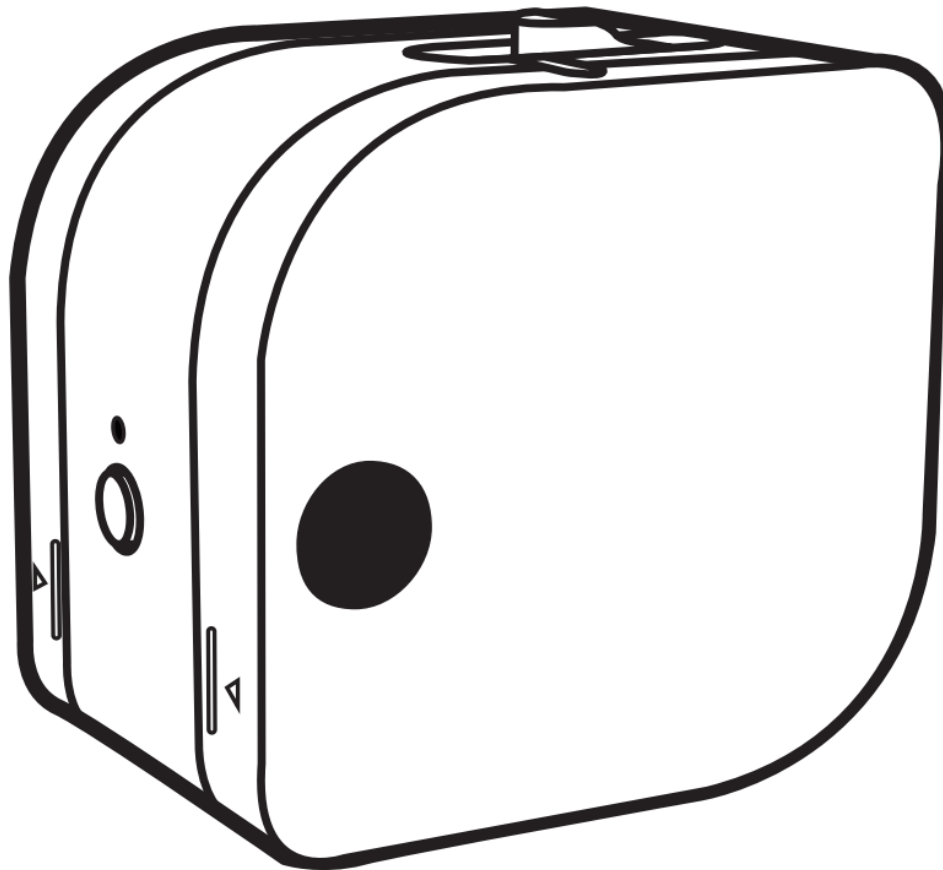


Phomemo

P12 Wireless Label Printer

Quick Start Guide

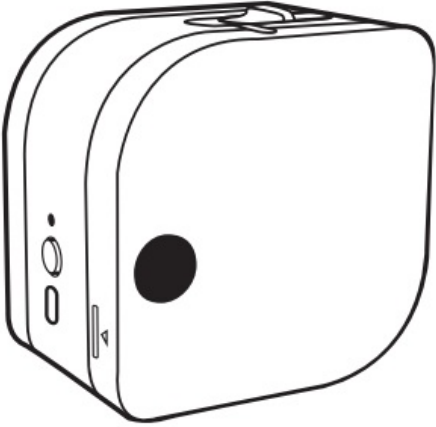
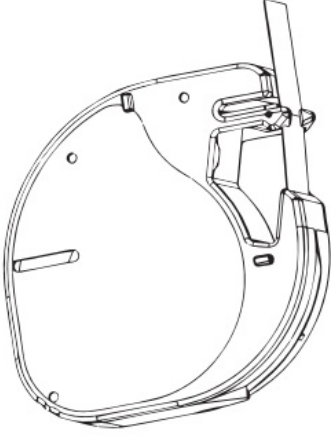
Please read the Quick Start Guide in detail before using the product.



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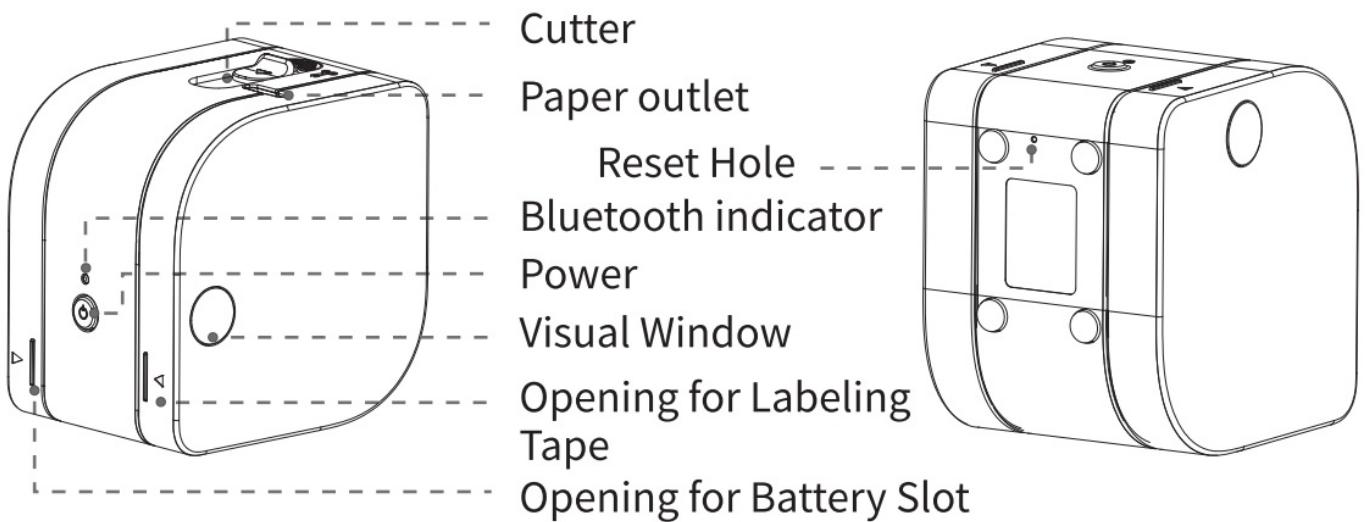
Item checklist:

		
Printer* 1	Labeling Tape	

 Note

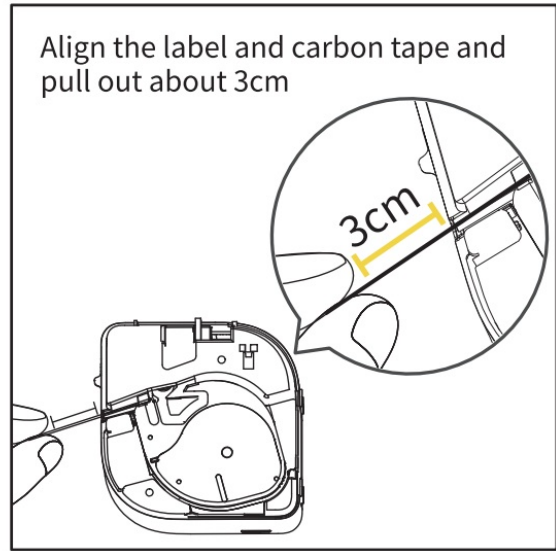
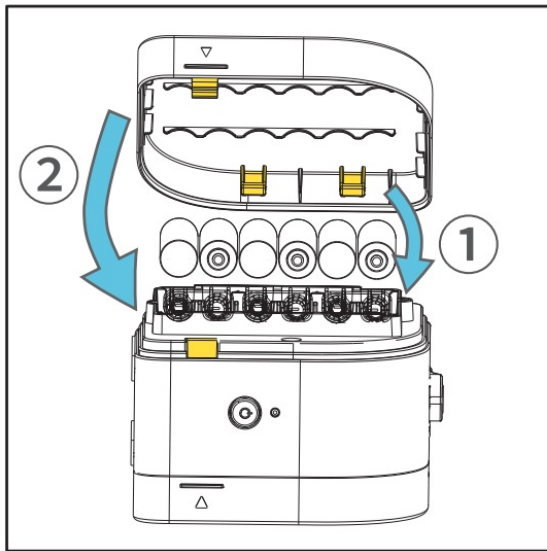
- The number of Labeling tapes in the list is subject to the actual delivery

Introduction to printer components

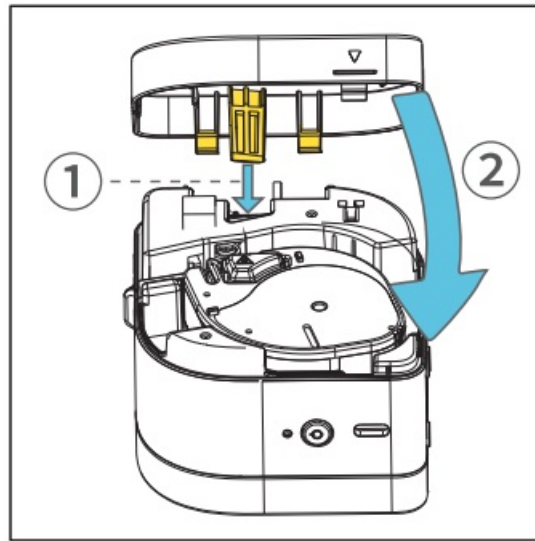


How to install the battery and the labeling tape

1. Open the lower cover and insert 6 AAA batteries



2. Open the cassette cover, pull out 3 cm tape labeling tape before installing the tape



3. Close the cover carefully

How to download the Print Master app

Three black buttons with white text are stacked vertically. The top button says "Google Play", the middle button says "App Store", and the bottom button is a search bar with a magnifying glass icon and the text "Print master".

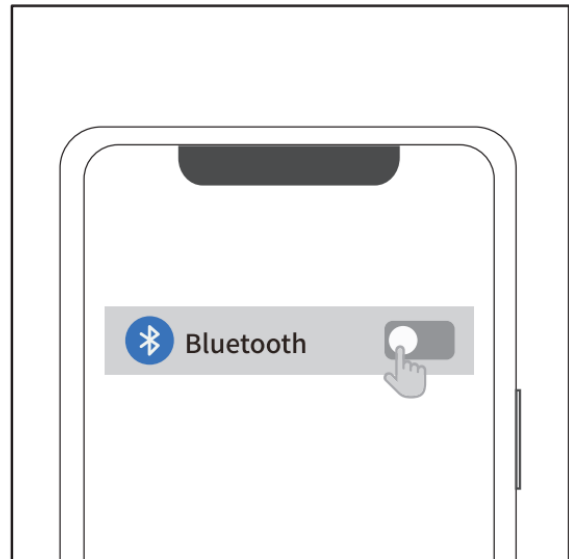
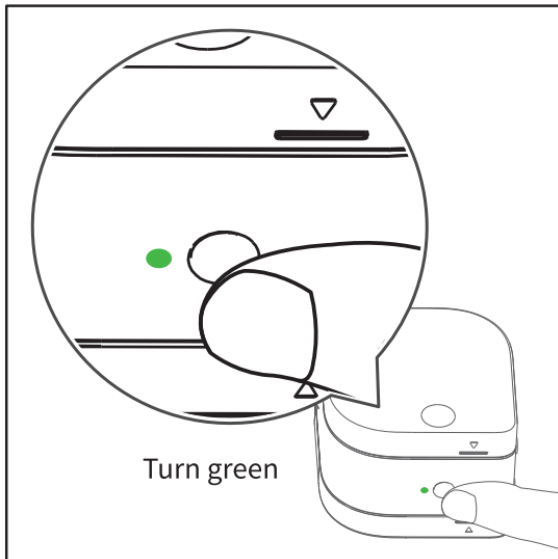
Method 1:
Search and download in the App Store or Google Play

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How to connect to the P12 label printer in the Print Master app

1. Press and hold the power button for 3 seconds to start the printer.

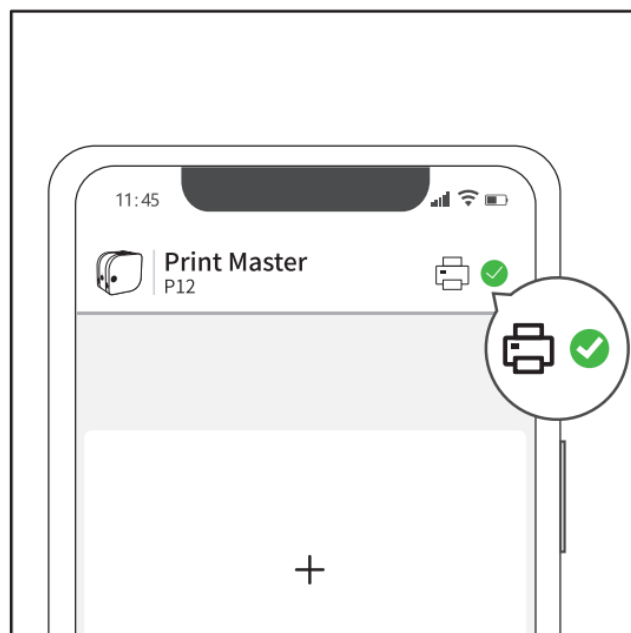
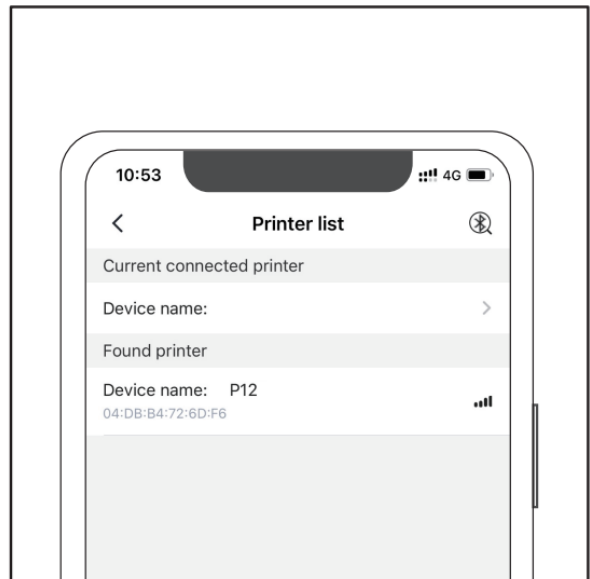
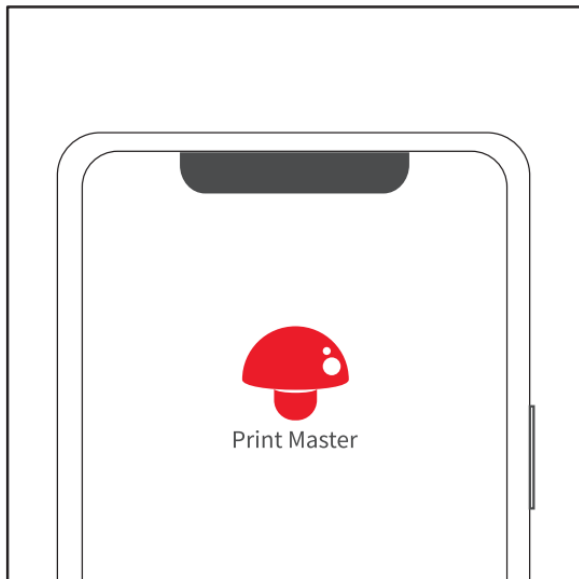
2. Enable Bluetooth on your phone (And enable GPS if you are using an Android device).



⚠ Note

- According to Google's requirements, Android devices must enable GPS 1 before using Bluetooth, or the connection would fail.

3. Open Print Master and pair it with your printer in the app.



After the printer is connected successfully, a green tick will appear next to the printer icon, which is located in

the upper-right corner.

Note

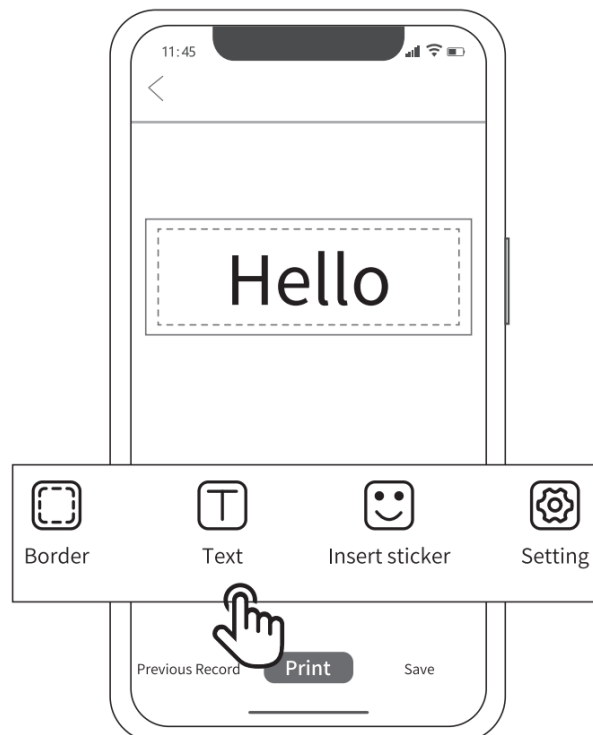
- Please do not connect to your printer in your phone's Bluetooth setting, or the connection would fail.

How to edit labels

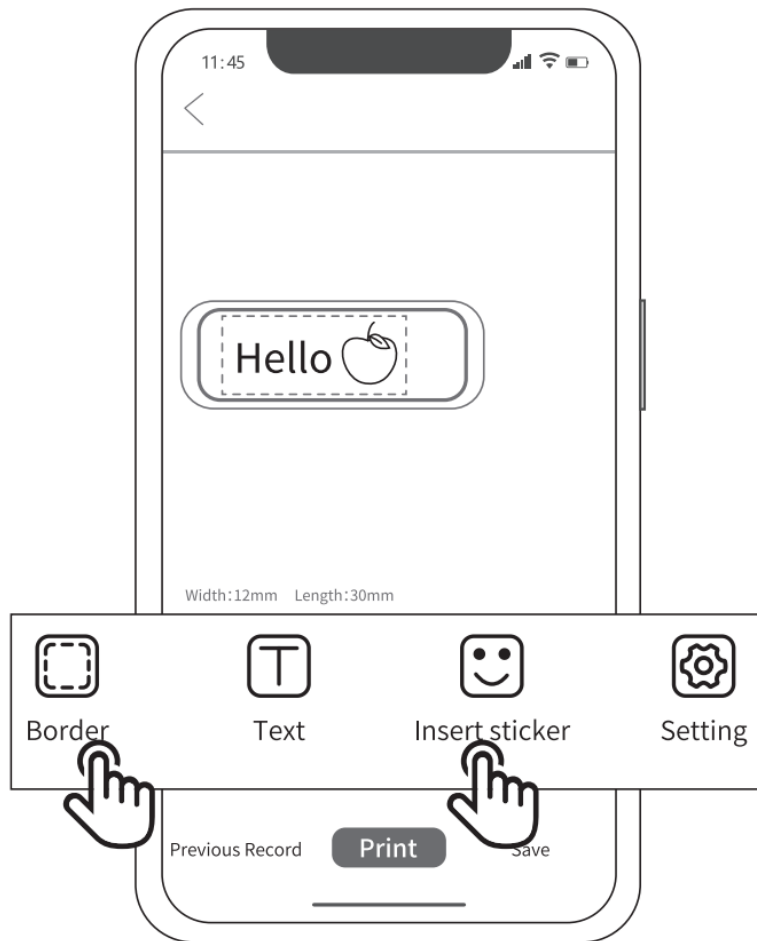
1. Tap the "Create a label" button



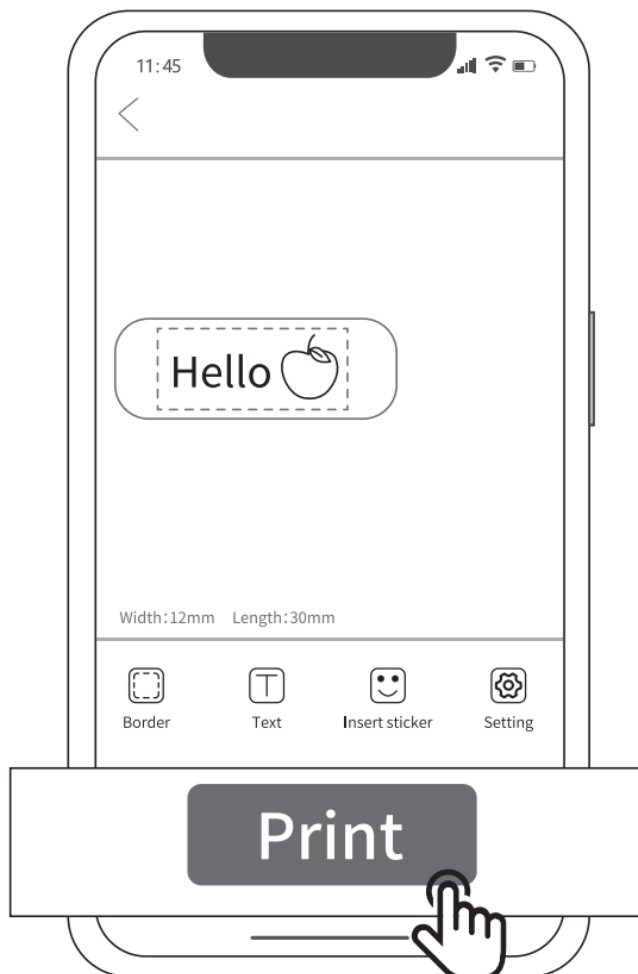
2. Tap the "Text" button to edit the text



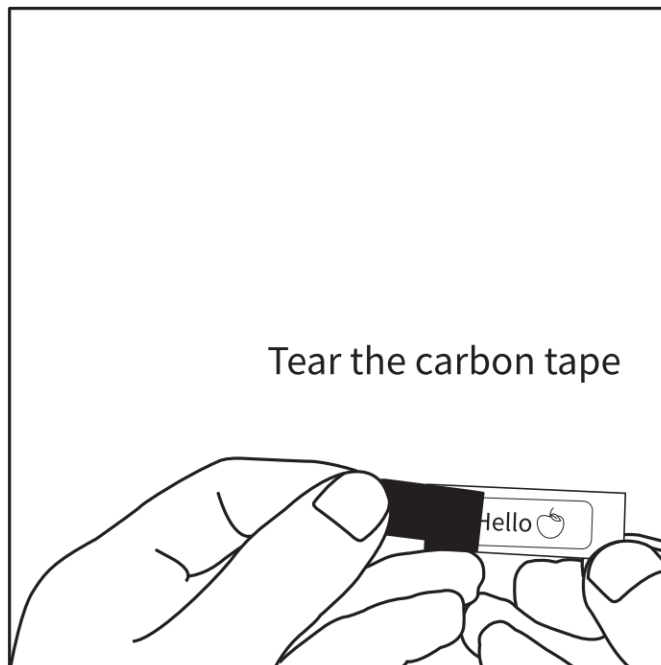
3. Insert borders and stickers



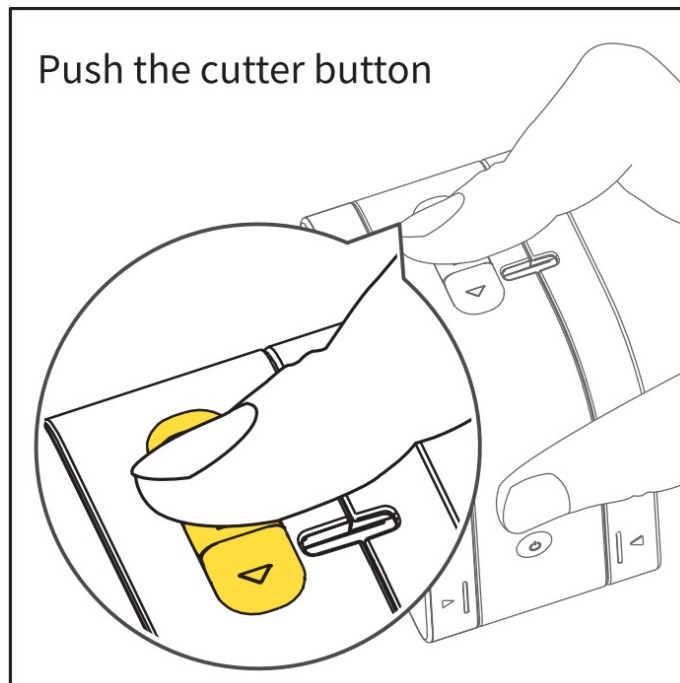
4. After you complete editing, tap the "Print" button



5. After printing, push the cutter button to cut off the label



6. For labeling tapes with carbon tape on them, remove the carbon tape before use



You can find detailed tutorial videos in the Print Master app.

Instructions:

Enter the Print Master app, and select it to find detailed tutorial videos.



Frequently asked questions


Frequently Asked Questions and Solutions		
Issue	Reason	Solution
The prints are not cl	Battery power is insufficient, causing an unstable power supply.	Please use high-quality alkaline batteries such as Dura cell.

ear and have vertical lines	There's a foreign object on the print head.	Use a cotton bud with a small amount of medical alcohol to wipe the printer head. Do not turn on the printer before the alcohol fully evaporates.
I can't switch on the printer	The batteries are installed incorrectly.	Install the batteries properly according to the positive and negative signs.
	The batteries have run out of power.	Insert new batteries.
The printer's indicator light is red	Labeling tape is not installed.	After installing the labeling tape, close the cover and the indicator light should turn green
	Power is low.	Insert new batteries.
Cannot close printer covers	The upper and lower covers are not aligned properly with the mark.	Close the upper and lower covers properly.
Cannot connect the printer to your phone via Bluetooth.	Your phone's Bluetooth is off.	Enable Bluetooth on your phone.
	The app cannot detect your printer	The printer is not switched on. The printer must be switched on.
	Your phone's GPS is not enabled.	Enable GPS. (Android phones)
	The printer is connected to other devices.	The printer cannot be connected to multiple devices at the same time. Restart your printer and connect it to your intended device.
	Please do not connect your printer directly to your phone's Bluetooth setting.	Open the app and tap "Connect now".
Prints won't come out.	The carbon tape and the label are not pulled to the printer's paper outlet, so the label and the carbon tape are stuck inside the printer	Before installing the labeling tape, make sure the label and the carbon tape are properly aligned, and then pull out around 3 cm of the tape.
Prints won't come out.	The printer is jammed.	Open the upper cover and remove the labeling tape. Cut and remove the broken tape and reinstall the tape into the printer.
	The labeling tape is used up.	Replace labeling tape.
The labels printed are reversed (mirror image).	The mirror image option inside the app is switched on.	You only need to tick the mirror image option for thermal transfer labels. Do not tick that option for other products.
The printer's cutter is dulled.	Please do not use the printer's cutter to cut fabric thermal printings and ribbon labels.	Cut ribbons and fabric thermal printing labels with scissors.

Customer services

Online contact information:

Whatsapp: +86 13928088284 / +86 15338193665

Skype: Phomemo Team-Jessie/ Phomemo Team-Helen
Customer service phone number:+ 1855 957 5321(the US only)
Service time: Mon-Fri 9AM-5PM (EST) for any questions & suggestions.
Email address: Support@Phomemo.com
Official website: www.Phomemo.com
 **YouTube** Please search “Phomemo” to get the printer operation guide

Product Warranty Description

Thank you for choosing Phomemo.

1. We will provide customers with reliable “replacement/return” support during the one-year warranty period from the date of purchase;
2. Please keep the warranty card in a safe place so that you can read it when needed.

This manual has been carefully checked. If there are printing errors or misunderstandings in the content, please consult customer service.

Note

- If the supporting software is updated, it will be compiled into the new ‘1 version of the manual without notice. 1

FCC Caution

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 requirements. The device can be used in portable exposure conditions without restriction.

Maintenance Card

- Replace
- Return

User Information	Name: Gender: Phone:
	Address:
Product Information	Date of purchase:
	Product order number:
	Product serial number:
Reason for Return (Replace/ Repair/ Request Maintenance)	Fault description:

Documents / Resources

	Phomemo P12 Wireless Label Printer [pdf] User Guide P12, Wireless Label Printer, P12 Wireless Label Printer
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