

polono

Thermal Label Printer User Manual

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PM220S

INSTRUCTIONS

Thermal Label Printer User Manual

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Thank you for choosing our product.
We are committed to providing the most intelligent
label solutions and the best customer service.
If you have any questions or suggestions while using
our products, please feel free to contact us at any
time. We place great importance on user experience
and are willing to listen to our customers' feedback to
optimize our products and software. Every customer's
voice is the inspiration and driving force behind our
development. Account registration is not required to
use the app or printer, but the app does require location
and storage permissions to operate correctly.
Registering an account will allow you to save labels and
templates on our servers. If labels or templates are
lost or deleted by mistake, you can contact us by e-mail
to retrieve them.
Thank you again for choosing and trusting us.
Now, welcome to life with intelligent labeling.

01. SAFETY PRECAUTIONS

Statement

To ensure proper and safe use of this product and to avoid personal injury or property damage, it is important to carefully read all instructions and warning tips provided in the product manual before use.

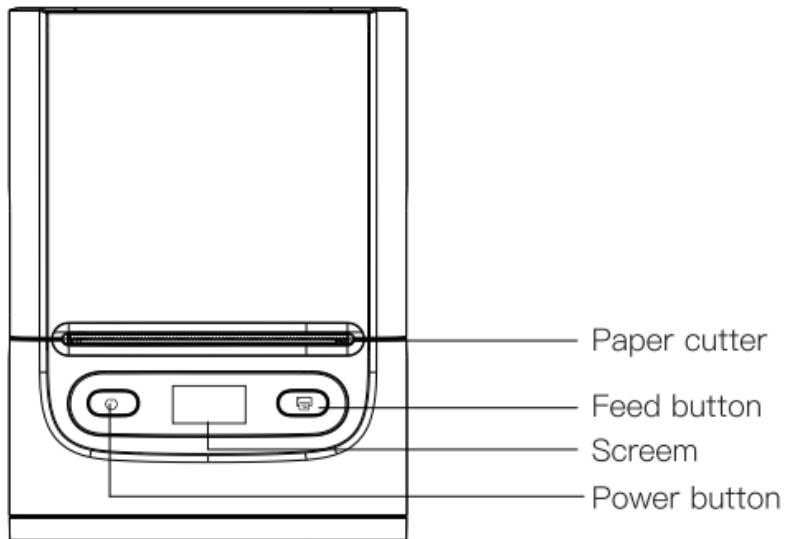
Warning

1. Do not disassemble this product by yourself. Improper operation may result in fire hazards. Disassembled products will not be returned or exchanged.
2. Do not use corrosive chemicals or cleaning agents to clean this product.
3. Do not use this product near flammable materials such as gas stations or fuel warehouses.
4. After printing is complete, the print head will still be at a high temperature. Do not touch it to avoid burns.
5. This product has a built-in rechargeable battery. Do not throw it into a fire, heat it up, or charge, use or store it in a high-temperature place, otherwise it may overheat, catch fire or explode.
6. When you notice smoke or unusual smells coming from the product or power adapter, immediately unplug the power adapter and avoid getting burned.

02. BASIC SPECIFICATIONS

Model	PM220S
Printing method	Thermal
Resolution	203dpi
Support label width	23–54mm
Maximum print width	48mm
Connection	Bluetooth、USB
Support system	IOS、Android、MAC、Windows
Working temperature	5°C – 40°C (41°F – 104°F) No condensation
Storage temperature	–20°C – 55°C (–4°F – 131°F) No condensation
Paper cutting	Tear paper
Battery Type	1200mAh Lithium battery
Input	DC 5V 1A
Charging	Type-C
Life expectancy	50km
Product size	84.2x113x64.5 mm
Product weigh	210g

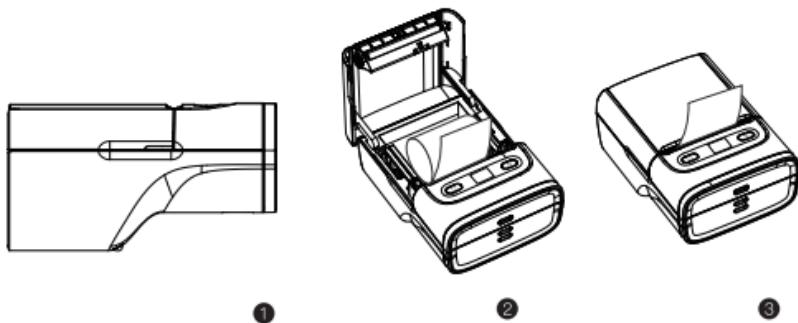
03. PRODUCT OVERVIEW



04. QUICK START GUIDE

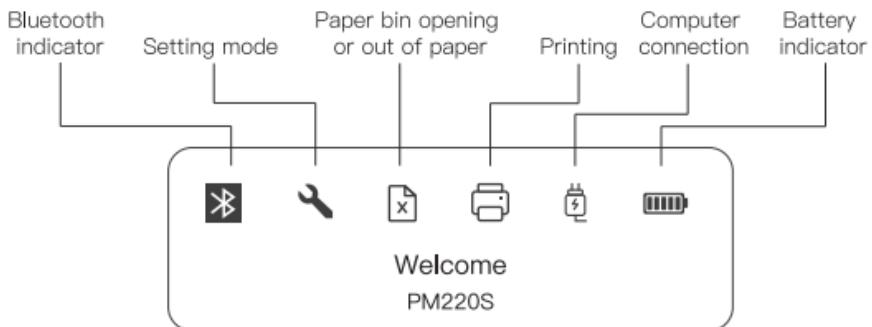
· **Install Paper and Power On**

- ① Open the paper cover.
- ② Place the label roll into the paper bin with the label side facing down and leave about 0.2in of the label sticking out before closing the cover.
- ③ Press and hold the Power button to turn on/off.



Function	Operation
Power on	Press and hold the “Power button” for three seconds.
Power off	
Feed paper	Click the “Feed button” when the device is power on.

• Description of LCD Display



Icon	Name	Description
	Bluetooth indicator	Displayed when connected via Bluetooth.
	Setting mode	Displayed when the display is in setting mode.
	Paper bin opening or out of paper	Displayed when the paper bin opening, out of paper or when paper is not loaded properly, and cannot be printed in this state.
	Printing	Displayed when the printer is feeding paper or printing.
	Computer connection	Displayed when the printer is connected to a USB cable and has data transfer function.
	Battery indicator	When the printer is in a low battery state and there is no external power source, the battery icon flashes.

Note:

- If the printer does not power on, charge for at least 30 minute before trying again.
- If the label roll is installed incorrectly, blank labels will be printed as only the label side is heat sensitive.
- If the labels feed abnormally, open the cover and leave some of the label sticking out of the printer before closing the cover.
- Use genuine label paper for best results.

• Connect via the Computer

Please visit the Polono support page to obtain the PM220S computer driver installation file and related installation tutorials.

Polono support page: <https://www.polono.com>

Get path: Support–Support by product–Driver&User manual–PM220S

Note:

- The PM220S printer currently only supports printing in black.
- There are a number of elements, such as barcodes and borders, included in the app that can be used to create personalized labels.
- Some elements have multiple tabs that allow for further customization.

05. INDICATOR LIGHT STATUS

Indicator light	Action	Status
White	Solid	Ready
White	Flashing	Charging
Blue	Solid	Bluetooth connected
Red	Solid	Paper bin cover is open
		Out of paper
Red	Flashing	Low battery
		Print head overheated

06. FAQ

① **Question:** Do I need to register to use the printer?

Answer: Registration is not necessary. Registered accounts are able to save and retrieve label templates from our servers.

② **Question:** Why is the printer printing blank labels?

Answer: It may be because the label paper is laid reversely, the labels must be face up.

③ **Question:** Does the printer automatically power off?

Answer: There is residue or debris on the sensors or print head. Open the paper bin cover and clean the sensors and print head with rubbing alcohol.

④ **Question:** Does the printer automatically power off?

Answer: The printer will automatically power off if it is disconnected from Bluetooth or if the app has been inactive for 15 minutes.

⑤ **Question:** Why does the printout look gray or faded?

Answer: Use genuine label paper for best results. If the issue persists, try cleaning the print head with rubbing alcohol.

⑥ **Question:** Why does the printer skip a label or print incomplete?

Answer:

- (1) Check if the label size and app print template match.
- (2) Reinstall the label roll and manually press the feed button once to allow the printer to detect the label gap position.
- (3) Using non-genuine labels may result in poor print quality or mismatched sizes. Use genuine label paper for best results.

⑦ **Question:** Can I print using multiple devices?

Answer: The printer can only be connected to a single device at a time. To connect to a different device, disconnect from the current device first.

⑧ **Question:** Why did the printer suddenly stop printing?

Answer: Certain safety measures are in place. The most common reasons are going to be the printer ran out of paper or it is low on battery.

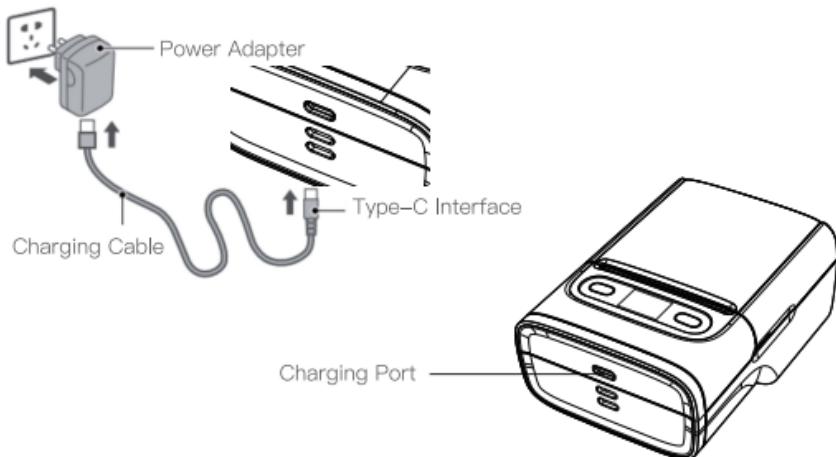
⑨ **Question:** How can I center the label content when editing?

Answer: (1) Each element comes with a tab titled “Align” that allows for automatic alignment in both the X- and Y-axis. The arrows on this tab can also be used to move the element across the template area.

07. CARE AND MAINTENANCE

① Charging

- Fully charge the device before first use. To ensure optimal printing results, keep the battery level above 40%.
Note: Print quality maybe affected when the battery level is low.
- Use the included USB cord for charging. If charging from an outlet, use an adapter rated 5V-1A. An adapter is not included with the purchase.
- When the battery level is low, the indicator light will flash red. If the printer is not plugged in and continues to print, the printer will automatically power off. Charge in a timely manner to continue printing.
- The battery takes 2-3 hours to fully charge.
- To ensure normal battery usage, it is recommended to charge at least once every 2-3 months even when not in use.



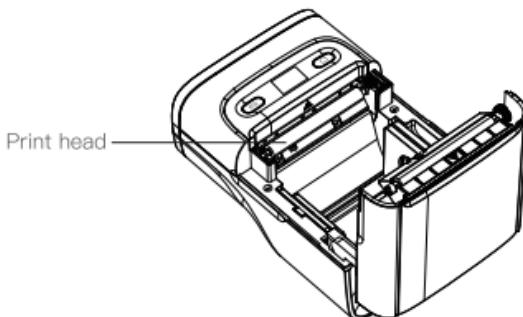
② Cleaning of print head and rubber rollers

When any of the following situations occur during printing, the print head and rubber rollers should be cleaned:

- Unclear printing;
- Loud noise during paper feeding or paper return;
- Debris stuck on the print head.

The steps for cleaning the print head and rubber rollers are as follows:

- ① Power off the printer;
- ② Open the paper bin cover and locate the print head (as shown in the figure). If the printer was just used to print, wait for the print head to cool completely;
- ③ While rotating the roller, use a cotton ball with some rubbing alcohol on it to wipe off any dust or debris;
- ④ Use a cotton ball with some rubbing alcohol on it to wipe off any dust or debris on the print head;
- ⑤ Wait for the rubbing alcohol to completely evaporate before closing the paper bin cover.



Note:

- The printer must be powered off while cleaning.
- Avoid touching the surface of the print head with your hands or metal objects, and do not use tweezers or other tools to scratch the surface of the print head, rubber rollers, or sensors.
- Do not use organic solvents such as gasoline or acetone to wipe the print head or roller.
- Wait for the rubbing alcohol to completely evaporate before turning on the power and continuing to print.
- Keep the sensor surface clean.

08. Warranty

We offer an extensive warranty for all products that extends through 1 YEAR of the order 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 questions about this warranty or would like additional information, please contact us via the “Contact Seller” option or directly via e-mail (check the packing box). Please keep the original box, packing materials and all documentation in the event that service is required.

09. FCC Statement

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. Any 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.

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

10. IC Caution

–English:

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

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

–French:

Le présent appareil est conforme aux CNR d' Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l' utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Le matériel a été évalué pour répondre aux exigences générales d'exposition aux radiofréquences. Le dispositif peut être utilisé dans des conditions d 'exposition portables illimitées.