# Quick Start Guide

M04AS Mini Printer
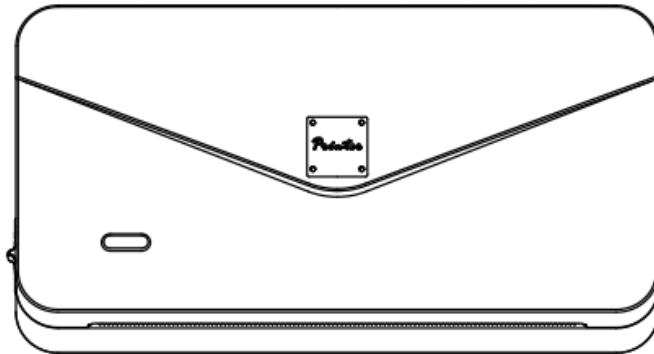
HVIN：M04AS

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

English

01. Package Contents
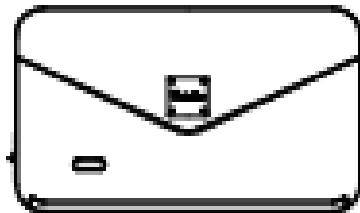
① Printer*1
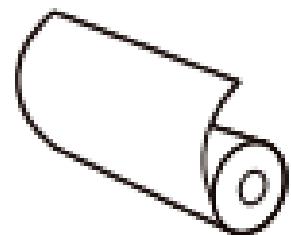
② Thermal Paper *1
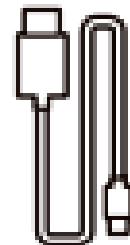
③ Data Cable*1
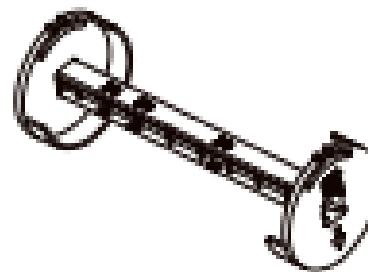
④ Paper Holder Baffle*1
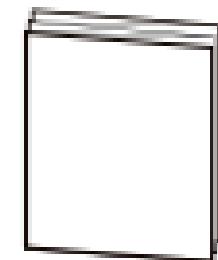
⑤ Instruction Manual*1

Paper outlet ⑥

Type-C port ⑦

Power button ⑧

Cover opening button ⑨

Reset button ⑩
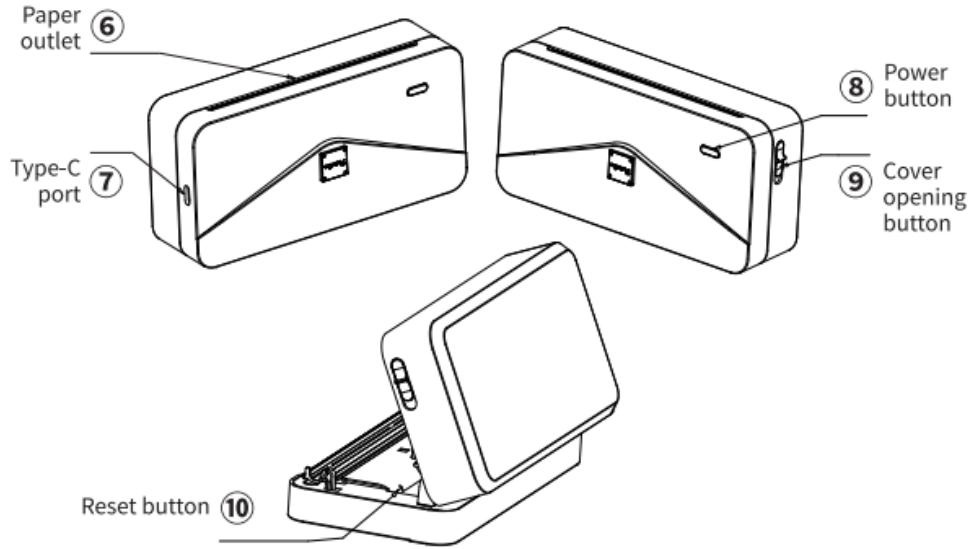
Indicator Light Guide

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

03. Note

① Please use a 5V ⎓ 2A adapter to charge the printer. You may use a phone adapter to charge the printer.

② Connect the USB cable to a power adapter to charge the printer. When charging, gently insert or remove the power cord to prevent damaging the terminals.

③ Please remove the power cable after charging.

④ To prevent any dangerous situations, please do not use or charge the printer in environments that are too hot, too wet, or contain a lot of smoke and dust. Do not use them in bathrooms, saunas, open flame, etc.

⑤ Charging inappropriately might damage the printer head.

⑥ Do not touch the printer head as it might burn.

⑦ The paper cutter blade is very sharp. Please be careful when handling it.

⑧ If the printer malfunctions, gently poke the reset hole to restart the printer.

Battery Warnings and Instructions

* Do not disassemble, crush, break, or toss the batteries into fire.
* Please do not reuse when the battery is swollen.
* Please do not use if the battery is exposed to water and high temperature.
* Using the wrong battery may cause an explosion. Please dispose of used batteries according to the Instruction Manual.
* If the user wishes to use an adapter, please purchase and use adapters that have CCC certificates or fulfill relevant safety standards.

04. How to Download the App

Mobile Download

Please search for "Phomemo" on your device's app market and download the software.

- Google Play
- App Store
- 🔍 Phomemo

05. Install Thermal Paper
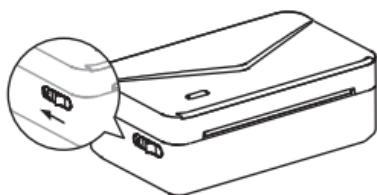
1. Open the top cover and take out printing paper
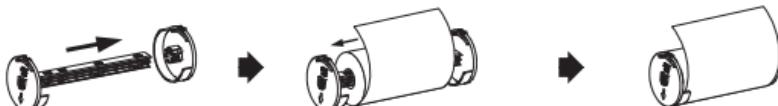
2. Remove the adjuster on the right sider

3. Load the printing paper

4. Install the adjuster on the right side
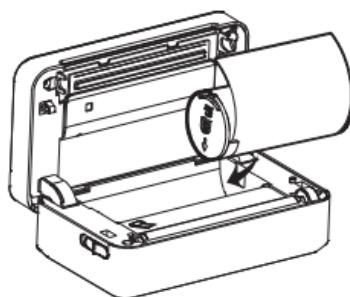
5. Put the printing paper into the paper compartment of the machine and close the top cover

***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.
③ Our product can print labels of different sizes. Please adjust the lever on the right in accordance with the width of the label.

Method 1:
Turn on your phone's Bluetooth and open your Phomeno App. Press the button on the top right of your Phomeno App home page and select M04AS from the list.

Method 2:
Double-press the printer's power button to print a QR code. Open your Phomeno App and press the button on the top right of your Phomeno App home page. On the selection page, press scan and scan the QR code to connect to the printer.
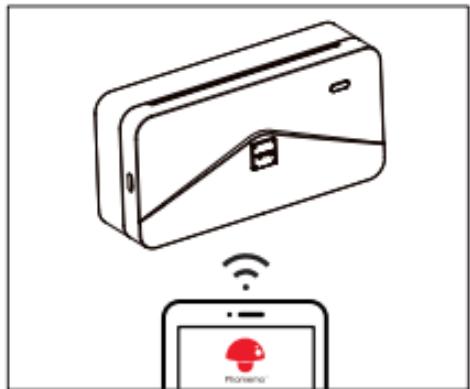
⚠ NOTE
· Android system needs to enable positioning and allow app to obtain relevant permissions.
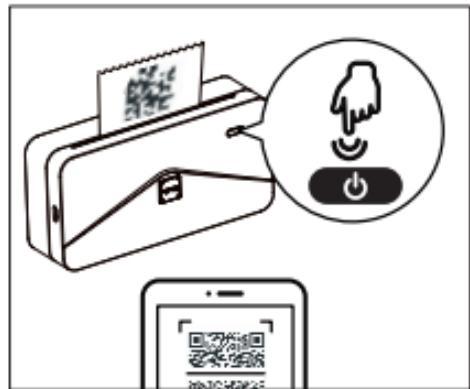
07. Warranty

Thank you for choosing our product.

* We provide "Exchange/Refund" services for customers within one year upon the purchase of the product.

08. After-sales services

Whatsapp : +86 13928088284 / +86 15338193665
Skype : Phomemo Team-Jessie / Phomemo Team-Helen
📞 +1 855 957 5321(US only)
Office Hours: Monday to Friday from 9 a.m. to 5 p.m. EST
✉ support@phomemo.com
🌐 www.phomemo.com
▶ YouTube Please search for "Phomemo" to find more guides on how to operate the printer.

09. Warranty Card

☐ Return ☐ Exchange ☐ Repair

User Info	Name:	Gender:	Phone:
	Address:		
Product Info	Purchase date:		
	Product order number:		
	Product Serial Number:		
Requirements of return /replacement /repair	Reason description:		
Maintenance records	Failure condition:		Maintenance person:
	Handling situation:		Delivery date:
	Maintenance ticket number:		Delivery date:

10. Official Thermal Paper Type

① Waterproof, oilproof, PVC thermal paper: Does not contain Bisphenol-A. Scratch-resistant. Can retain the printed image for 7-10 years.

② Color thermal paper: Does not contain Bisphenol-A. Includes colors such as yellow, pink, blue, etc. Can retain the printed image for up to 5 years.

③ Self-adhesive thermal paper: Does not contain Bisphenol-A. The thermal paper has an adhesive side that can stick to objects. Can retain the printed image for up to 10 years.

④ Semi-transparent thermal paper: Does not contain Bisphenol-A. Waterproof, oilproof, and scratch-resistant. Excellent retention of the printed image for up to 15 years.

*The above-mentioned are official Phomemo thermal papers.

*We are not responsible for any damage caused to the printer if unofficial thermal papers are used.

10.1 Print images

Steps:

1. Choose the "Print Images" function in the Phomemo App
2. Add the photos you wish to print.
3. Adjust the setting of the image in the workspace.
4. Choose the printing intensity.
5. Press the "Print" button on the lower right corner to print.

10.2 Graphic Function

The Graphics library contains various materials drawn by artists. You can modify and personalize the materials using the following steps.

Step 1: Select the "Graphic" function in the Phomemo App.

Step 2: Select any object to enter the edit screen.

Step 3: You can create personalized edits by adding text, table, image, stickers, QR codes on the edit screen. Any content edited is previewed on the edit screen.

Function	Description
Text	Selecting "Text" will insert a text box for editing. You can edit the content's font, alignment, etc.
Table	Selecting "Table" will insert a table for editing.
Image	Selecting "Image" will insert an image for editing or printing.
Emoji	Selecting "Emoji" will insert an Emoji for editing or printing.
QR Code	Selecting "QR Code" will bring you to a screen where you can insert any text or numbers to generate a QR Code.

Step 4: Press the 🖨 button on the upper right corner to print.

10.3 Printing Windows Application Files

Select the "Print Web" function in the Phomemo App and enter the URL to access the webpage. Press the "Print" button to print the content of the webpage.

12. Frequently Asked Questions

Common problems and solutions		
Problem	**Reason**	**Solution**
Only half the paper is printed	1. The paper holder is not installed correctly	Reinstall the paper holder according to the paper adapter.
	2. The printer head did not connect properly	Reinstall the paper holder according to the paper adapter.
The printer cannot charge properly	1. Unable to charge	Connect the printer. You can check the remaining power of the printer at the Bluetooth connection indicator in the upper right corner.
	2. The charger is overheating	Use a 5V⎓2A charger. Under normal circumstances, the printer will be fully charged in 2-5 hours.
	3. Unable to switch on printer	Do not leave the printer uncharged for more than 3 months or so. The battery power might run out completely and fail to activate or charge.
Cannot connect to the Printer's Bluetooth	1. Your phone's Bluetooth is deactivated	Activate your phone's Bluetooth. (Bluetooth function does not activate automatically. You have to activate it manually)
	2. The App cannot detect the printer	The printer is not turned on. Turn on the printer.
		Press the Power Button of the printer twice to print the QR Code. Scan the QR Code to connect to the printer.
	3. Connecting to multiple devices	Disconnect your printer from other existing phones. You may only connect the printer to one phone at a time.
		You cannot connect to the printer while connected to your Bluetooth earphones. Disconnect from all other devices before connecting to the printer.
	4. The phone's location has not been turned on	Android devices need to turn on their location.
Unable to print	1. Paper comes out without prints	The paper is installed the other way round. The printing surface should be installed facing up.
	2. System Bug	Restart your phone.
	3. There's a black line on the paper	The paper is stuck, pull out some paper.
	4. The Indicator light is flashing	There's no power. Charge for half an hour.
		Reinstall the paper. The paper is not pulled to the output slot. Pull a segment of paper out of the paper output slot.
Paper jammed in the printer	1. The paper roll has become loose and causes a jam	Remove the paper holder, manually pull the paper roll tight, and reinstall the paper holder. Or use the paper roll directly.
	2. There's a foreign object in the printer	Open the printer's paper compartment and use rubbing alcohol to clean the interior of the printer.
App shows that the printer has run out of paper	1. No paper comes out	Reinstall the paper. The paper is not extended toward the paper output slot.
	2. The sensor cannot detect any paper	The sensor has malfunctioned. Use rubbing alcohol to clean the sensor.
	3. System Bug	Uninstall and reinstall the App
Missing prints	1. The paper holder is not installed correctly	Reinstall the paper holder according to the paper adapter.
	2. The paper is wrinkled or deformed	Take out the paper and cut off the deformed area. Reinstall and continue to print.
	3. The printer's cover is not closed properly	Close the printer's cover properly using your palm.
	4. The printer's power is too low	No power. Charge before printing.
		Set the printing intensity to the highest.
	5. The paper is exposed to the air for a long time	The paper will expire even if placed inside the machine when exposed to humidity and the air for a long time.
		Store unused paper in a sealed bag or container.
The text on the paper is faint	Improper storage	Thermal paper should not be glued together.
		Record your edits before you print. After printing, avoid using permanent markers or rollerball pens on the paper.
		Environmental temperature, humidity, alcohol, sanitizers, sweat, or hand soap can cause the text to fade.
		Store the printing papers away from sunlight in a dry environment.
		After printing, do not store the paper with the printing surface touching another printing surface or plastic surface.
		Please choose self-adhesive thermal paper. Some alkaline-based adhesive will cause the print to fade faster.

13. FCC INFORMATION (U.S.A.)

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 A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
The device has been evaluated to meet general RF exposure statement.
The device can be used in portable exposure condition without restriction

14. ISED NOTICE (Canada)

- English:
This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:
(1) This device may not cause interference.
(2) This device must accept any interference, including interference that may cause undesired operation of the device.
IC RF exposure statement:
The device has been evaluated to meet general IC RF exposure requirement.
The device can be used in portable exposure condition without restriction.
- French:
L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique 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;
2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement
IC Déclaration d'exposition aux RF:
L'appareil a été évalué pour répondre aux exigences générales d'exposition aux RF d'IC.
L'appareil peut être utilisé dans des conditions d'exposition portable sans restriction.

⚠ WARNING

Please pay attention to electrical safety. Do not disassemble, crush or puncture the battery. This product is not a toy.
Bitte achten Sie auf elektrische Sicherheit. Zerlegen, zerquetschen oder durchstechen Sie die Batterie nicht. Dieses Produkt ist kein Spielzeug.
Veuillez noter la sécurité électrique. Ne pas démonter, écraser ou piquer la batterie. Ce produit n'est pas un jouet.
Si prega di prestare attenzione alla sicurezza elettrica. Non smontare, schiacciare o perforare la batteria. Questo prodotto non è un giocattolo.
Preste atención a la seguridad del consumo de electricidad. No retire, triture o pinche la batería. Este producto no es un juguete.
Lütfen elektrik güvenliğine dikkat edin. Bataryi dağıtma, yıkma veya yumruklama. Bu ürün oyuncak değil.
Var uppmärksam på elsäkerheten. Ta inte isär, krossa eller punktera batteriet. Den här produkten är ingen leksak.
Let op elektrische veiligheid. Demonteer, verpletter of prik de batterij niet. Dit product is geen speelgoed.
Proszę zwrócić uwagę na bezpieczeństwo elektryczne. Nie demontuj, nie miażdż ani nie przebijaj akumulatora. Ten produkt nie jest zabawką.

⚠ Warning: Operation of this equipment in a residential environment could cause radio interference.

Special Notes

The company assumes full responsibility for the revision and explanation of this manual, exercising utmost diligence to guarantee its accuracy. Nevertheless, please note that any technical improvements to the product may not be separately notified, and that the images of the product, accessories, software interfaces, etc. in this manual serve solely as illustrations and references. Due to product updates and upgrades, the actual product may vary slightly from the images. Please refer to the physical product for accurate representations.