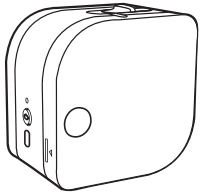
# Quick Start Guide

# P12 Pro



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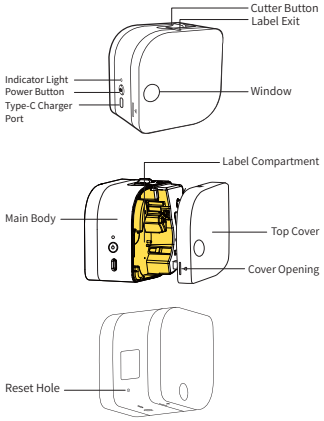
## 1. Product Introduction

### 1.1 Packing List

Printer ×1 | Label Ribbon 12mm*4 m | Quick Setup Guide ×1 | Type-C Cable ×1

ⓘNote: The complimentary ribbon has been installed in the printer and can be seen through the Window.

### 1.2 Printer Parts Instruction




## 2. Getting Started

### 2.1 Downloading the App

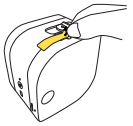
**Method 1**
Search for the "Print Master" app on App Store® or Google Play™ to download and install it.

**Method 2**
Scan the QR code to download the app.

Print Master | Download on the App Store | GET IT ON Google Play | Print Master

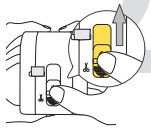
### 2.2 User Guide

01 Remove the protective film.

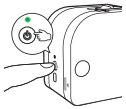


ⓘNote: This step is required for first use.

02 Push the Cutter Button to cut off the blank label



03 Long press the Power Button for 3 seconds until the Indicator Light is green to power up the printer.



04 Open the "Print Master" app.

05 Click [Auto Connect].

06 Grant Authorization.

ⓘNote: For more information about app permissions, see 6.2 Permission Description in the Online Guide.

07 Wait for the printer to be found.

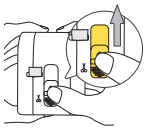
ⓘNote: You can also find manual connection options on [Home]. For more details, see 5. More Connection Methods in this guide.

08 The printer is successfully connected.

09 Edit your first label, and tap [Print] after you finish editing.

10 Printing is completed.

11 Push the Cutter Button and peel off the printed label.



12 Remove the carbon ribbon.

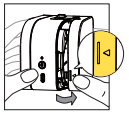
ⓘPlease skip this step if there is no carbon ribbon attached to the label.

13 Peel off the back liner along the Easy Tear Line on the back of the label.

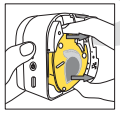
14 Attach the label to a dry, flat surface.

## 3. Replacing the Label Ribbon

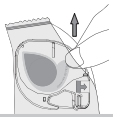
01 Place your thumb on the Cover Opening and pull it outward to open the Top Cover.



02 Remove the label ribbon to be replaced.



03 Take out a new label ribbon.

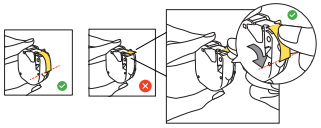


ⓘNote: Please skip this step if there is no brand new label ribbon (Packaged in Bag) separately purchased.

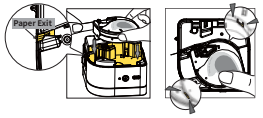
04 Remove the anti-loosening sticker.

ⓘPlease skip this step if the label ribbon to be installed is not brand new.

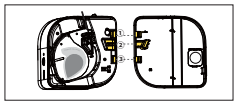
05 Check if the label ribbon has been pulled to the dashed line position as indicated in the diagram; if not, please follow the instructions on the right-hand diagram.



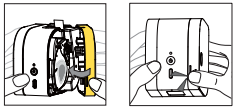
06 Place the label ribbon into the Ribbon Compartment and feed the extended ribbon into the Paper Outlet; then press down on the label ribbon until you hear a click, indicating the installation is complete.




07 Align the Top Cover clasps with marked holes ①②③ on the Main Body.



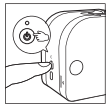

08 Push the Top Cover inward until it clicks, which indicates that it has been securely closed. Ribbon installation is now completed.



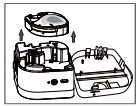
## 4. Cleaning and Maintenance

In the case of blurry print, try cleaning the Print Head. When the printer functions properly, it is recommended to perform cleaning and maintenance every 6 months.

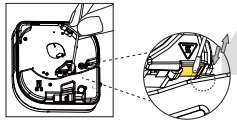
01 Long press the Power Button for 3 seconds until the Indicator Light is off to turn off the printer.



02 Open the Top Cover and remove the label ribbon.

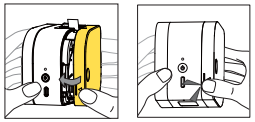


03 Use a cotton swab dipped in a small dab of alcohol to gently wipe the Print Head up and down about 10 times.



ⓘNote: Please avoid scraping the Print Head with any hard objects, as it may cause damage to the Print Head and worsen print quality.

04 After wiping, wait 5 seconds for the alcohol to evaporate. Then, reinstall the label ribbon to complete the cleaning process.



ⓘNote: For detailed instructions on installing a label ribbon, see steps 05-08 in 3. Replacing the Label Ribbon in this guide.

## 5. More Connection Methods

01 Select your printer.

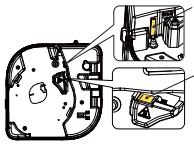
02 Click [ ] at the top right corner for connection.

03 Wait for the printer to be discovered.

04 The printer is successfully connected.

## 6. Safety Instructions

### 6.1 Cutter and Print Head Instructions



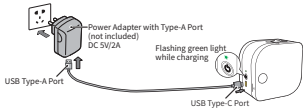

Cutter: ⚠Warning: This cutter has sharp edges. Do not touch the edges of the cutter.

Print Head: ⚠Warning: The component can be HOT! Touching it when it is hot can cause burns to your fingers. Before you touch the Print Head, please wait for at least 30 minutes after turning off the printer.

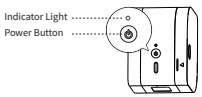
### 6.2 Charging Instructions

1. Please prepare your own power adapter (DC 5V/2A) with a Type-A port.
2. Insert the Type-C Port (smaller end) of the USB cable into P12 Pro's Type-C charger port, and plug the Type-A Port (bigger end) of the USB cable into the Type-A port of the power adapter.
3. After connecting the printer to a power outlet through the power adapter, please check the status of the Indicator Light—a slow flashing green light indicates that the printer is on, while a fast flashing green light indicates that the printer is off.
4. Please charge the printer for at least 20 minutes for immediate use. Charging will be completed in 2 to 3 hours, or when the indicator light stays solid green.
5. As the printer may heat up during charging, avoid placing it on materials such as cotton or linen while charging.
6. Once the battery is fully charged, please unplug it promptly.

ⓘNote: Using the printer while charging will slow down the charging speed. To preserve battery life, it is not advisable to print while charging.




## 7. Additional Instructions




### 7.1 Button Instructions

| Button Type | Action | Function |
|---|---|---|
| Power Button | Long press for 3s | Power on/off |
| | Double press | Print a self-test page |

### 7.2 Indicator Light Instructions

| Status | Description | Advised Action |
|---|---|---|
| Solid Green Light | Device functioning properly and fully charged | / |
| Flashing Green Light | Charging | / |
| Solid Red Light | Label ribbon missing/ No ribbon detected | Reinstall label ribbon |
| Flashing Red Light | Low battery | Charge for 1 hour |
| Light remains off after long pressing Power Button for 3 seconds | Battery depleted | Charge for 4 hours |

ⓘNote: For instructions on reinstalling the label ribbon, see 3. Replacing the Label Ribbon in this guide. For charging instructions, see 6.2. Charging Instructions in this guide.

### 7.3 Accessing Detailed Electronic Guides

Scan the QR code to access detailed electronic guides for more instructions.

## 8. Warranty Card

☐ Exchange ☐ Return

| | |
|---|---|
| Customer Information | Name:<br>Sex:<br>Telephone:<br>Address: |
| Product Information | Date of purchase:<br>Order no:<br>Serial no: |
| Return/Exchange Form | Reason for Return/Exchange: |

**Special Notes**

The company takes full responsibility for the revision and explanation of this manual, with utmost care taken to ensure its accuracy. However, 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 are for illustrative purposes and reference only. Due to product updates and upgrades, the actual product may be slightly different from the images. Please rely on the actual product for all details.

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

## IC Warning statement

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.

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 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.
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.

This device complies with part 15 of the FCC rules and RSS-247 of Industry Canada. 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.

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.