

NEUS_PM290说明书
尺寸：80x90mm
材质：128g铜版纸

封面

正面



Thank you for choosing us as your intelligent labeling partner! We deliver cutting-edge solutions with professional services – feel free to contact us with any questions or suggestions, as your feedback directly fuels our product innovation. The app and printer require no account setup (location permissions ensure seamless device pairing, while storage access enables local design saves), though registering unlocks secure cloud backup for labels/templates. Together, let's redefine efficiency through smarter labeling experiences.

1 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, expose it to heat, 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.
7. This product is not a toy. Children should be accompanied by their guardians when using it.

2 BASIC SPECIFICATIONS

Model	PM290C
Printing method	Thermal
Resolution	203dpi
Supported paper widths	54mm
Maximum print width	48mm
Connection	Bluetooth, USB
Compatible systems	iOS, Android
Operating environment	5°C - 45°C (41°F - 113°F) No condensation
Storage environment	-20°C - 60°C (-4°F - 140°F) No condensation
Paper cutting	Tear paper
Battery Type	1200mAh Lithium battery
Input	DC 5V 1A
Charging	USB-C
Life expectancy	Print distance: 50km
Product size	83.4x83.7x39mm
Product weight	160g

3 PRODUCT OVERVIEW

Power Button
Status Indicator
Opening position
Charging Port

4 QUICK START GUIDE

• **Install Paper and Power On**
(1) Open the paper bin cover.

(2) Place the paper roll into the paper bin with the printing side facing **DOWN** and leave at least 0.5 in of the paper sticking out before closing the cover.

(3) Press and hold the Power button to turn on/off.

• **Install Paper and Power On**

Function	Operation
Power on	Press and hold the "Power button" for three seconds.
Power off	Quickly double-click the "Power button" when the device is powered on.
Print the self-test page	

Note:
* If the printer does not power on, charge for at least 30 minutes before trying again.
* If the paper roll is installed incorrectly, blank papers will be printed, please make sure the paper roll is installed with the printing side facing down.
* 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.

5 INDICATOR LIGHT STATU

Indicator light	Action	Status	Troubleshooting
Green	Solid	Ready	/
Green	Flashing	Charging	/
Red	Solid	Paper bin cover is open	Close the paper cover tightly
		Out of paper	-Replace the paper -Put the paper out of the paper outlet
		Print head overheated	Wait for the print head to cool down
Red	Flashing	Low battery	Charging

6 FAQ

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

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

Question 2
Why is the printer printing blank labels ?

The most common reason is the label paper is installed incorrectly. Make sure the label side faces down.

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Question 3
Why does the printer continuously feed labels?

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.

Question 4
Why does the printout look gray or faded?

(1) Increase print density.
(2) Use genuine label paper for best results. If the issue persists, try cleaning the print head with rubbing alcohol.

Question 5
Why can't my phone connect to the printer ?

(1) Do not pair the printer through the Bluetooth in the mobile phone system. Please turn on Bluetooth, open the APP, search for the printer in the APP and connect.
(2) Delete the historical pairing in the Bluetooth settings, restart the phone and printer and then connect.

Question 6
Can I print using multiple devices ?

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.

Question 7
Why did the printer suddenly stop printing ?

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.

Question 8
How can I center the label content when editing?

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.

7 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 may be 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.
• 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.

Power Adapter
Charging Cable
Charging Port
Type-C Interface

(1) 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.

Print head

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.

8 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 have exceeded the sales site's return period, 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.

9 FCC STATEMENT

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

"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."

Radiation Exposure Statement:
1.This equipment complies with FCC / IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0.5cm between the radiator & your body.
2.The device has been evaluated to meet general RF exposure requirement 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 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.

10 IC CAUTION

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. The device must accept any interference, including interference that may cause undesired operation of the device.

2. This device must accept any interference, including interference that may cause undesired operation of the device.

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.

Compliance Statement
This Class B digital apparatus complies with Canadian ICES-003 CAN / NMB-003(B).
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Lors de l'installation et du fonctionnement de cet équipement, la distance minimale entre le radiateur et le corps doit être de 0,5 cm.