User manual
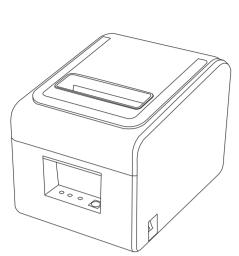
Thermal Receipt Printer

Thank you for choosing POLONO
Keep this manual for future reference

Content

Packing list

Thermal receipt printer   x1
Power adapter   x1
Power cord   x1
User manual   x1
Paper Roll   x1
U-disk drive   x1

Warning

1. Place the printer on a stable surface and keep away from vibration and impact.
2. Do not operate or store in a high temperature, humidity, or pollution environment.
3. Use the power adapter with supported outlet voltage ratings.
4. Keep debris from entering into the printer to avoid damage. Unplug immediately if this does occur.
5. Use only with thermal receipt paper to prevent damage to the roller and print head.
6. Unplug the printer when it is not being used.
7. Do not attempt to dissemble or repair the printer yourself, contact our customer support team for assistance.
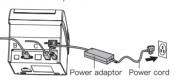8. For best results, use POLONO thermal receipt paper.
9. Parts of this manual may be changed without prior notice. POLONO retains the right to modify the technology, components, software, and hardware at its own discretion. Contact our customer support team for further information.

Connecting the cables

A. Connect the AC adapter and cable to the printer power interface.
B. Connect the data cable to the printer port.
C. Connect the cash drawer to the printer.

Power adaptor   Power cord
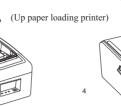

Loading Paper

To load the paper roll:

1. Use the release levers on the left side of the printer to pop open the top cover.
2. Install the paper roll with the roll feeding from the bottom. Refer to the image for a visual guide. Use hook if install 2-1/4 wide receipt paper.
3. Feed the paper through the top cover and close the cover.
4. Tear off the spare paper, if necessary.

1   2

(Up paper loading printer)

3   4

Part name

1. Power switch: Powers printer on and off.
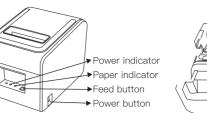2. FEED button: Press and hold to manually feed paper.
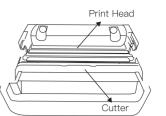3. Paper indicator: Lights up when out of paper.
4. Power indicator: Lights up when powered on and ready to print.
5. Error indicator: Flashes if out of paper, issue with paper cutter, or print head overheats.
6. Print head: Heats up to print the desired text or image onto the page.
7. Cutter: Helps cut the label along its perforated edge.

Print Head
Power indicator
Paper indicator
Feed button
Power button
Cutter

Self-test

Power off the printer. Press and hold the FEED button and power on the printer. Release the FEED button after 2 seconds to print the self-test page.

Reset

Power off the printer. Press and hold the FEED button and power on the printer. Release the FEED button after 20 seconds to reset the printer. The printer will beep before resetting.

Removing a paper jam

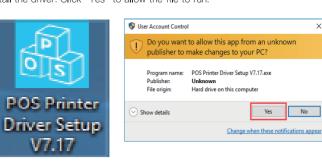PAPER indicator will flash if paper jams.

1. Restart printer.
2. Open the battery cover and turn the white gear on the paper cutter to remove the paper jam. Do not touch the paper cutter as it is sharp.
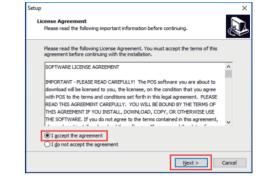3. Return the paper cutter back to its initial position using the white gear before closing the battery cover..

⚠ Note: Do not touch the print head or paper cutter.

Installing the Driver （Windows）

1. Find the driver file on the U-Disk drive or on polono.com. Double-click the icon to install the driver. Click "Yes" to allow the file to run.

2. Choose "I accept the agreement" and "Next".

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3. Choose where you want to download the driver and then click on "Next".

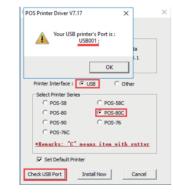4. Optional: Create a shortcut on the desktop to easily access the driver in the future. Click "Next".

5. Choose "Install".

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6. Finish the installation and run the driver.

7. If connected via USB, click on "Check USB Port" to have the software detect which port is being used by the printer.

8. If using other interfaces, such as serial or LAN, choose "Other," then click on "Install now".

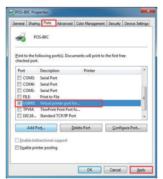9. You will see "Succeed!" if the installation is successful. Select "Yes" to configure the printer port.

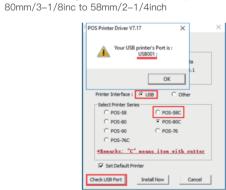10. Choose the corresponding port of the printer and click on "Apply".

11.Select the "General" tab and click on "Print the Test Page".

⚠ Note: If a test page prints, the installation has been completed successfully.

⚠ Note: If you need to print on 50/80mm (3-1/8"/2-1/4") paper, reinstall and choose "POS-58C". Follow the same steps above.
Change the paper size setting on POS software when load different size paper into the machine,such as from 58mm/2-1/4inch to 80mm/3-1/8inch or 80mm/3-1/8inc to 58mm/2-1/4inch

Maintenance

Clean the print head if you observe:

1. Unclear printing.
2. Unclear or blank printed vertical column(s).
3. Noisy feeding.

1. Power off the printer and remove the paper roll.
2. If the printer has just been used, the print head may be hot. Allow the printer to rest for at least 10 minutes before proceeding.
3. Use a soft cloth with alcohol to gently clean the print head.
4. Wait for the alcohol to dry completely.
5. Print a self-test page to check the print quality.

⚠ Note:

1. Do not touch or scratch the print head, rubber roller or sensors.
2. Do not use gas, acetone or other organic solvent cleaners.

FAQ

Q: How to install the printer driver?

1. Insert the power cable into the thermal printer.
2. Connect the printer with windows PC via USB cable.
3. Place a thermal paper roll into the printer, and turn on it.
4. Following the User Manual to install the printer driver.

Q: Does this printer work with uber?

Yes, it does.

Q: How to connect the printer to PC via Ethernet cable?

1. Insert the power cable into the thermal printer.
2. Connect the printer with windows PC via Ethernet cable.
3. Place a thermal paper roll into the printer, and turn on it.
4. Following the User Manual to install the printer driver and add a new port on your computer.

Q: How to connect the printer with a cash drawer?

1. Connect the cash drawer through RJ11/RJ12 cable.
2. Install the printer driver and set cash drawer from Printer Properties.
3. Set Open cash drawer before printing from Device Settings.

Warranty

Polono offers an extensive warranty for all products that extends through 1 YEAR 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.

If you have any question about this warranty or would like additional information, please contact us via the "Contact Seller" option or directly via e-mail at support@polono.com.

Please keep the original box,packing materials and all documentation in the event that service is required.