POLONO

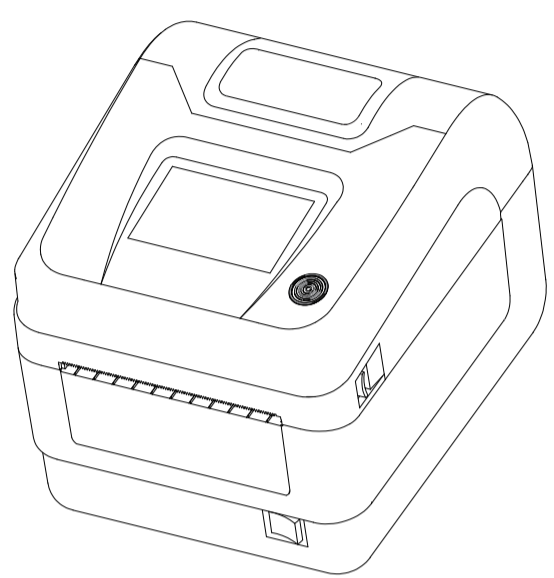# User manual

PL420 thermal label printer
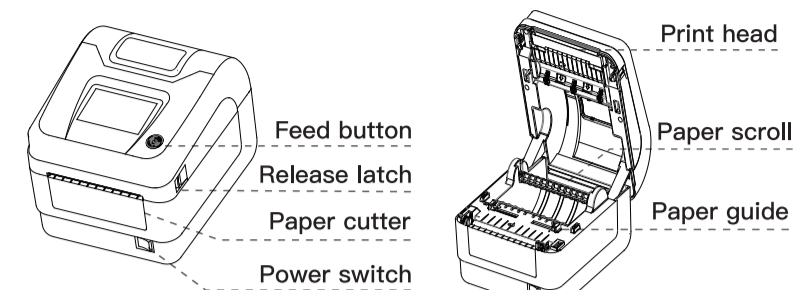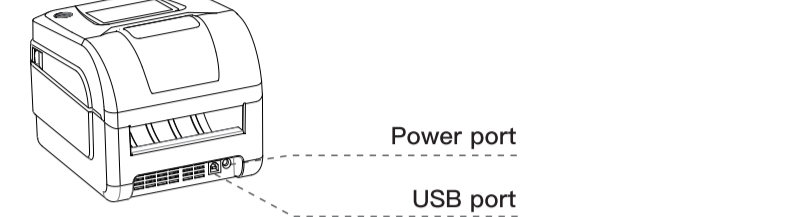
Thank you for choosing POLONO

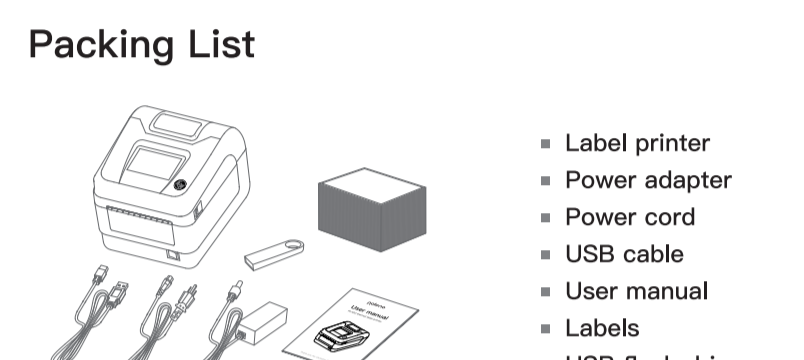
Content

Appearance

- Feed button
- Release latch
- Paper cutter
- Power switch
- Print head
- Paper scroll
- Paper guide
- Power port
- USB port

Packing List

- Label printer
- Power adapter
- Power cord
- USB cable
- User manual
- Labels
- USB flash drive

⚠ Note:
If any accessories are missing, contact us for support. Packing list may differ depending on order.

1

Connecting the Printer

1. Plug in the power cord.

2. Connect the printer to the computer using the USB cable.

3. Power on the computer.

Calibrating the Label

Pull the release latch to open the cover.

2

Load the label roll into the bin (use the paper scroll) or feed a fan–fold label through the printer from the back. The label needs to be facing upwards. Adjust the paper guide to the width of the label paper.

Close the cover. Hold down the Feed button until it beeps once. The printer will begin calibrating the label paper.

⚠ Note:
Calibrate the printer each time a new label paper is loaded to prevent any printing mistakes or blank prints. Press the feed button after closing the cover.

Compatibility

Compatible with Windows and Mac only. Refer to the videos available on our website. The driver will not download or run on ChromeOS (Chromebook), Linux, or Windows arm.

3

Installing the Driver

Before setting up on Windows or Mac.
Power on the printer and connect it to the computer using the USB cable.

⚠ Note:
connect the printer to the computer by one same USB port.

Windows Setup

Download and install the Windows driver file from our website or the included USB flash drive. Select the desired installation destination and click "Next."

4

Review the information and click "Install" to proceed.

Click "Setup" to complete the installation. When using the printer, make sure it is connected to the same USB port on the computer as assigned during installation.

5

If the tips show "Printer disconnected," the printer is not connected to the computer. Reconnect the USB cable to the computer and reinstall the driver. You may also opt to try with a different USB port on the computer.

To check the status, printing preferences, or to print a test page, go to "Settings" — "Devices" — "Printers & scanners." Check the list for "Label Printer." If it is not there, the installation was not completed. If it is, click on it and select "Manage" — "Print a test page" or "Printing preferences."

Mac Setup

Compatible with MAC OS X v 10.9 OR LATER.
Refer to the installation videos on our website.
1. Download and install the Mac driver file from our website or the included USB flash drive. Select "Open" to continue.
2. Continue through the installation until "The installation was successful" window comes up.

6

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3. Go to "system preference" — "printer & scanners".
4. Click on "+" to add a printer.
5. Select "label printer PL420," choose "select software" in the drop down menu, and select "label printer"

⚠ Note:
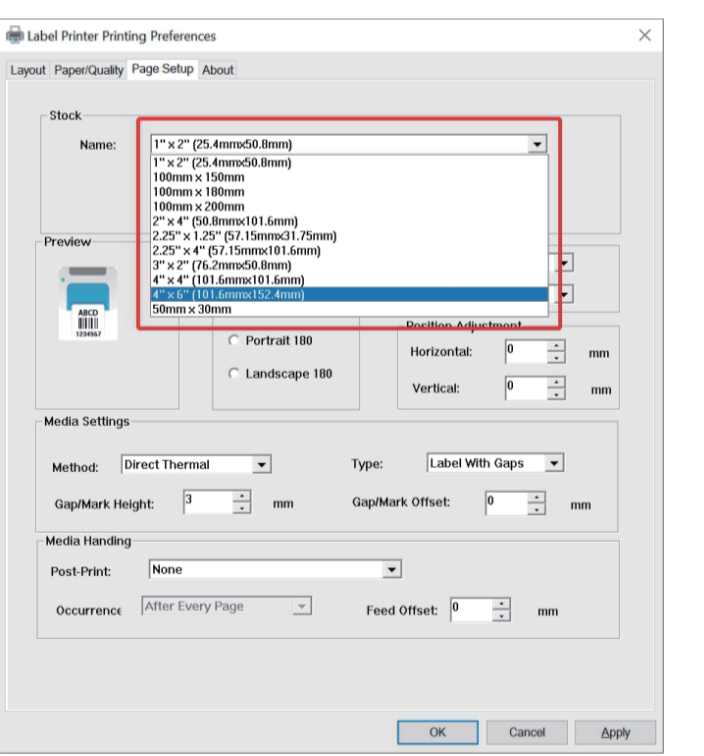Ensure the printer is powered on and connected to the computer.

7

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6. Press OK to complete the printer installation.

Printer Software

- Beep!! BT-420 Label
- Dymo Label Printer
- Epson 24-Pin Series
- Epson 9-Pin Series
- EPSON FAX
- EPSON FAX A3
- HP DeskJet Series
- HP LaserJet Series FDL A3
- Intellitech Intellbar Label Printer_2.0
- Label Printer
- LabelPrinter LabelBar
- OKI 24-Pin Series

⚠ Note:
If you need to adjust the printing preferences, open a PDF file, click on the print icon, then click on "printer preference" — "printer feature" to adjust the print speed and density.

8

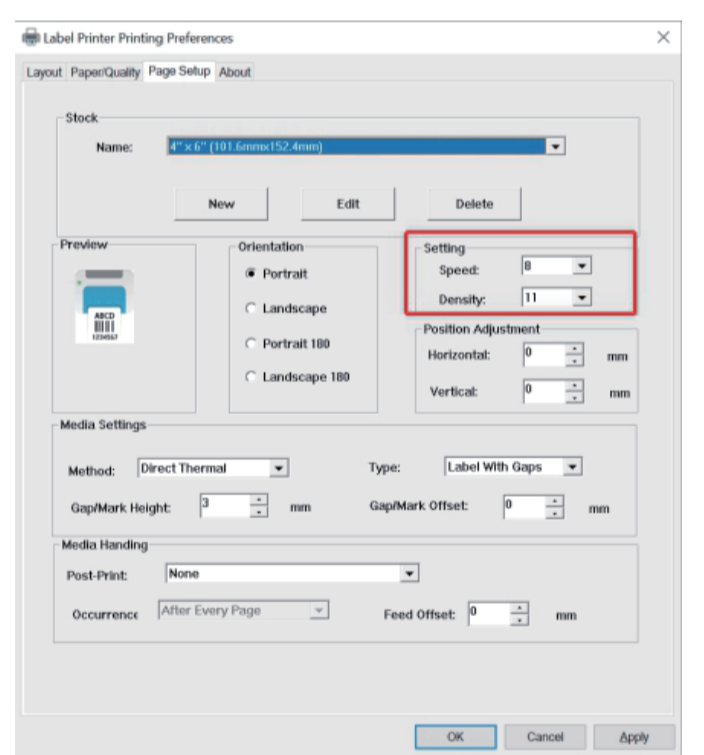# Setting up the Printing Preferences

Windows

1. Page size

Go to "Settings" — "Devices" — "Printers & scanners" — "Label Printer" — "Manage" — "Printing preferences" — "Page Setup", choose from the drop down or customize the page size. Generally, most labels are 4"x6".
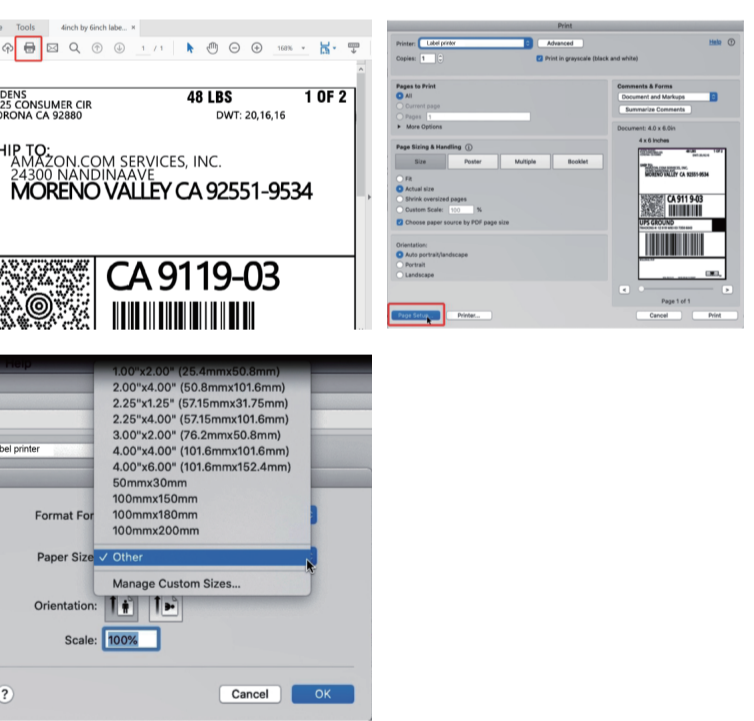
9

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2. Set the print speed and density

If the print speed is slow or if the print Is faint, adjust the print speed and density accordingly.

3. Print a sample file

Open a PDF file with Adobe Acrobat Reader in the 4x6 format, click the print icon, and choose the PL420 printer. Click on "Properties" to set the page size, speed, and density.
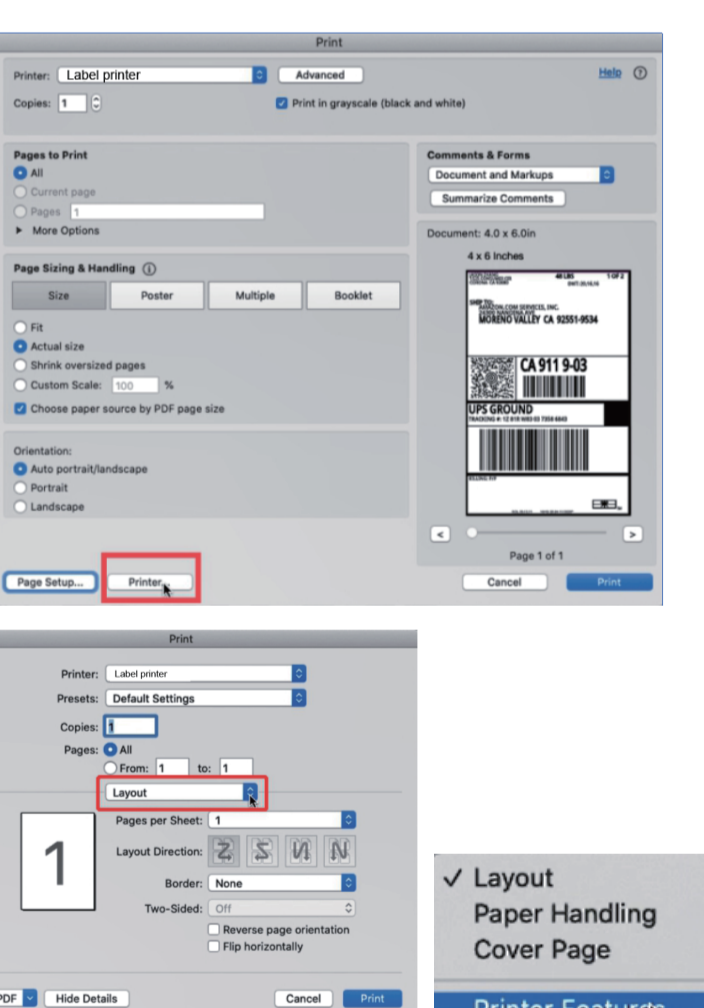
10

Mac
1. Set the page size

Open a PDF file (Adobe Acrobat Reader is shown here, details may vary with different software), click on print icon, click Page Setup to select the page size. Customize the page size by clicking on Manage Custom sizes.

11

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2. Set the print speed and darkness

Click on "printer preference" — "Printer Features" to adjust the speed and darkness.

- ✓ Layout
- Paper Handling
- Cover Page
- **Printer Features**

12

Maintenance

The printer head can be very hot while printing or just after printing.
1. Power off and unplug the printer. Open the cover and wait for the print head to cool down if it has been used recently.
2. Clean the print head with alcohol using a soft towel or cotton swab. Do not use water or other liquids.
3. Wait for the alcohol to dry completely before closing the cover.
4. Plug the printer back in and power it on. Connect it to the computer and print a test page to check the print quality.

Tips

1. Recalibrate the printer when changing to a different label size. Hold down the Feed button until it beeps once.
2. Press the Feed button once to feed one label.
3. Hold down the Feed button until it beeps twice to print a self–test page.
4. Use Polono label paper only for best results.
5. The printer must be connected to the same USB port on the computer as during installation. Connecting to a different USB port may lead to nothing printing.
6. If the paper jams, power off the printer and open the top cover to allow the print head to cool down. Remove the paper jam and clean the rubber with alcohol. Wait for the alcohol to dry completely before closing the cover and powering the printer back on.

Led Indicator

Led status	Explanation	Solution
Green steady	Ready to print	/
Flashing green	Print head overheated	Printer will resume when the printer cools down
Flashing red (every 2 seconds)	1. Out of paper 2. Wrong paper size	1. Load paper 2. Hold down Feed until it beeps once to calibrate
Flashing red (2 times per second)	Cover is open	Close the cover

13

FAQ

1. Why does the printed label come out blank, print incorrectly, or skip a label?
Cause 1: Incorrect print area.
Cause 2: Incorrect page size or print density setting.
Cause 3: Label paper is upside down.
Solution:
1. Load the label paper, label side up, and calibrate the printer by holding down the Feed button until it beeps once.
2. Check the page size and make sure it matches the label paper that has been loaded in the printer. Change the print density if necessary.
Make sure the loaded label paper, the file source, and the page size are all the same. For best results, select the 4x6 format when downloading labels from the shipping or market platform.

2.Why don't I see the printer listed under Printers & scanners?
Cause 1: This printer is NOT compatible with ChromeOS (Chromebook) or Linux and does not work with smart devices such as phones and tablets.
Cause 2: The driver was not installed correctly.
Solution:
The printer must be powered on and connected to the computer using the USB cable before running the installer. Try reinstalling the driver with this prerequisite.

3.Why are the labels printing out slowly or faintly?
Cause 1: Speed setting is too slow.
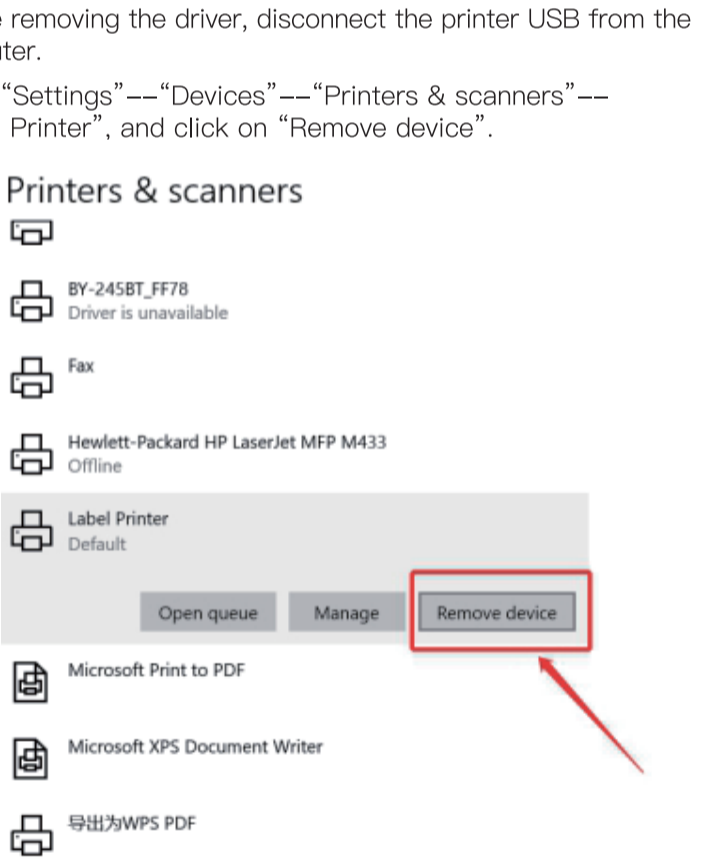Cause 2: Density setting is too low.
Solution:
For Windows: Go to "Settings" — "Devices" — "Printers & scanners" — "Label Printer" — "Manage" — "Printing preferences" — "Page Setup" to adjust the print speed and density.

14

For Mac: Open a PDF file, click on the print icon, then click on "printer preference" — "printer feature" to adjust the print speed and density.

15

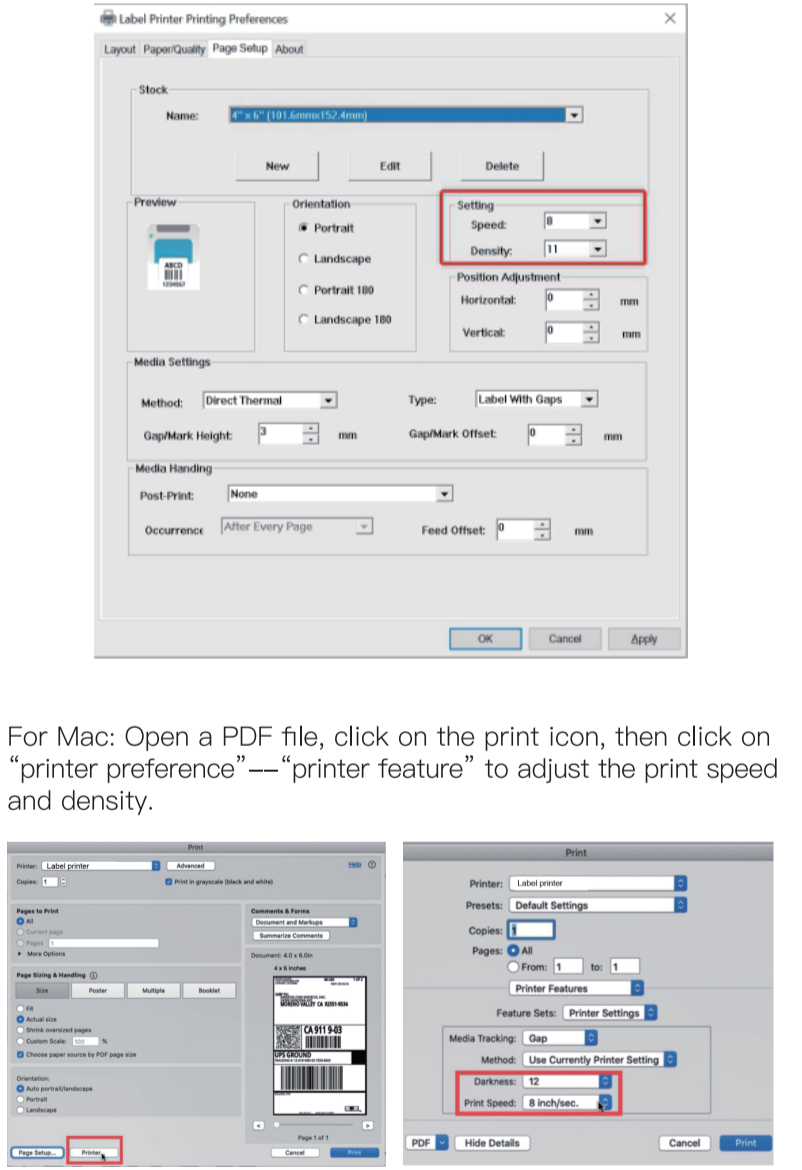
Removing the Driver

For Windows
Before removing the driver, disconnect the printer USB from the computer.
Go to "Settings" — "Devices" — "Printers & scanners" — "Label Printer", and click on "Remove device".
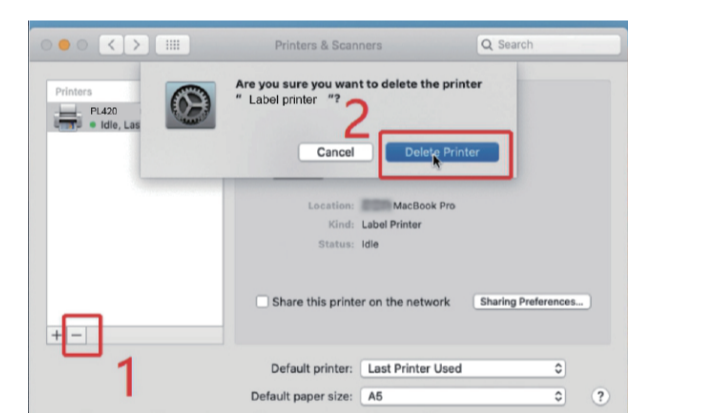
Printers & scanners

- BY-241BT_FF70
  Driver is unavailable
- Fax
- Hewlett-Packard HP LaserJet MFP M433
  Offline
- Label Printer
  Default

  Open queue   Manage   Remove device

- Microsoft Print to PDF
- Microsoft XPS Document Writer
- RB|NWPS PDF

For Mac
Before removing the driver, disconnect the printer USB from the computer.

16

Go to "launchpad" — "system preference" — "printer & scanners", click on "label printer", then click on the minus icon below the list of printers and click "Delete Printer".

Warranty

1. Polono offers an extensive warranty for all products that extend s through 1 YEAR order date. This warranty covers quality related issues and product defects.

2. 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.

3. This warranty does not apply in case of abuse, mishandling, or unauthorized repair of the product.

4. 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.

18