

NETUM 58MM Bluetooth Receipt Printer

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FAQ

Q: Does this printer come with paper?

A: It comes with one small roll 57*30mm receipt paper, if you need more please order for extra.

Q: Does it support wifi?

A: The printer do not support wifi, only support usb & Bluetooth.

Q: Will this work with MAC or Chrome book?

A: No, this printer can only work with Windows / Linux by USB conenction.

Q: Is it compatible with Square register?

A: No, is it not compatible with Square.

Q: Will this work with Laptop by Bluetooth?

A: No, the printer can only work with computer/laptop by usb connection

Q: Where can I find the driver to install the printer?

A: Please find below link for the driver :

<https://www.netum.net/pages/thermal-receipt-printer-setup-guide>

Q: Do you provide support for Secondary development?

A: Yes, we can provide SDK

Q: Does it work with ios and Android device?

A: Yes, the printer can work with iOS and Android devce by Bluetooth

Q: What's the maximum size of paper can this printer print?

A: The printer can work with thermal paper with the width within 58mm.

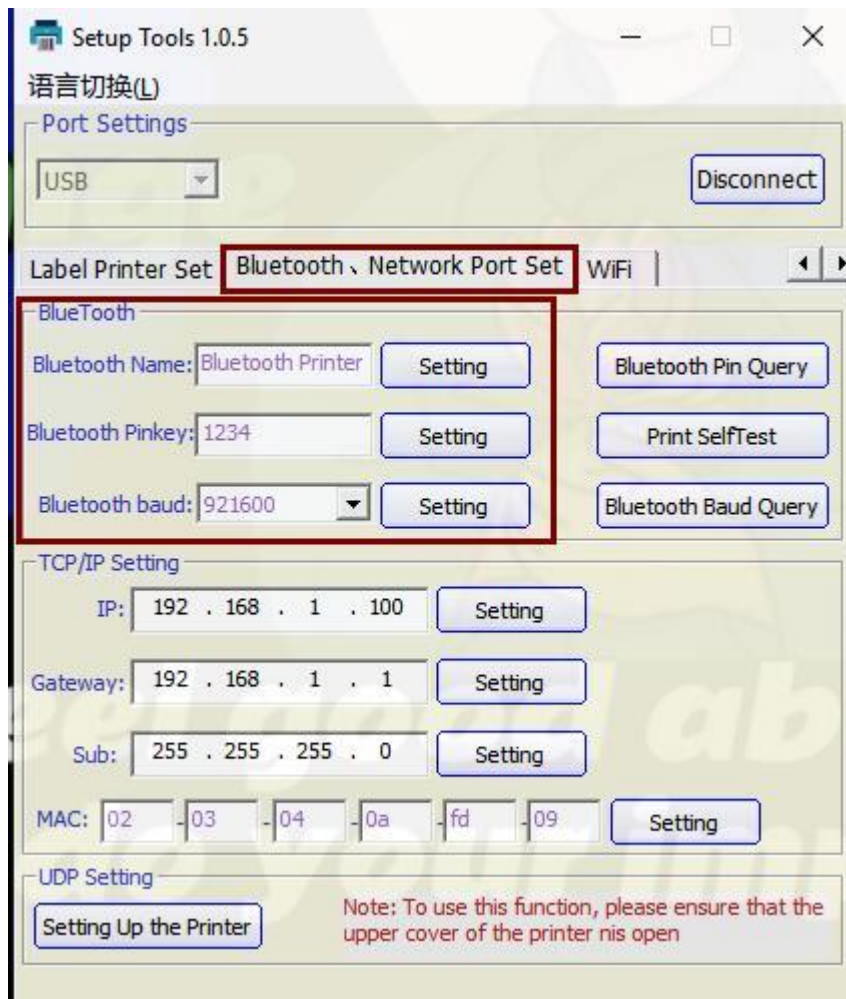
Q: What's the printer pin code?

A: Please try "0000" or "1234"

Q: Can I revise the Bluetooth name and password for this printer?

A: Yes, you can change these settings by tools; Get tools:

<https://www.netum.net/pages/thermal-receipt-printer-setup-guide>



Q: Does the printer support other language? For example/German/ French/Arabic/Spanish ?

A: Yes, the printer support 100+ languages, but it need to switch the corresponding language by tools.

Q: How to print the self-test page?

A: Turn off the printer--keep pressing the “feed” button---turn on the printer--release the feed button after the red lights on.

Q: How can I know whether the printer compatible with my application/ POS register/system or not?

A: We have pointed out on the page which APP can work and which one cannot, if you can't find it and not sure the compatibility, you can contact our customer service team, we will test and then feedback to you.

DO NOT SUPPORT: Square / Mac / iZettle / uber eats / Grubhub / Gloriafood / Doordash / Clover / Open Table / MobiPOS Lite / Intuit Gopayment / Shopify / FileMake Go / Sum up / Credit Card Reader / Linga POS / Raspberry Pi / Dymo / Cassa Digitale / Hello Cash / Invoice2go / FileMake Go / Cash Register...(Continuously updating)

General Troubleshooting

Q: Why does the printer fail to power on?

A: Please make sure the tape on the battery has been removed before power on.



If the printer still can't power on, please charge for 1-hour and then restart.

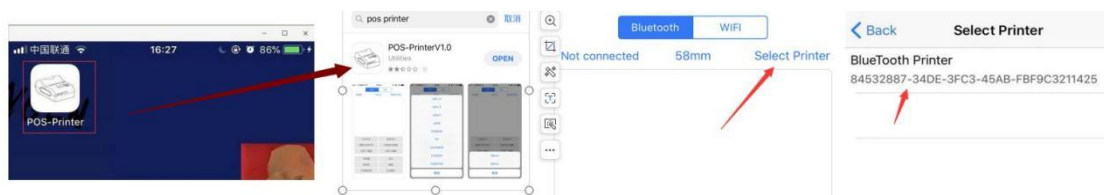
Q: Why does the printer print blank?

A: Please check if the correct thermal receipt paper is being used, thermal printer can only work on thermal paper. If the paper is correct, please check if the paper is properly loaded, be careful not to confuse the front and back.

Q: The printer can not connect to Bluetooth / it can't work with iPhone via Bluetooth

A: Please make sure the Bluetooth has been opened. In addition, the printer can not connect with the device via its built-in Bluetooth, must be connected through an application/software as a mediator;

For example: take the POS-PrinterV1.0 as test application, it need to install similar application on the device, and find the printer in the APP to connect.



Note: The printer do not support iOS Air Print function.

Q: I can't find the printer on my application/register/system. I can find the printer and connect well, but I can't print any contents.

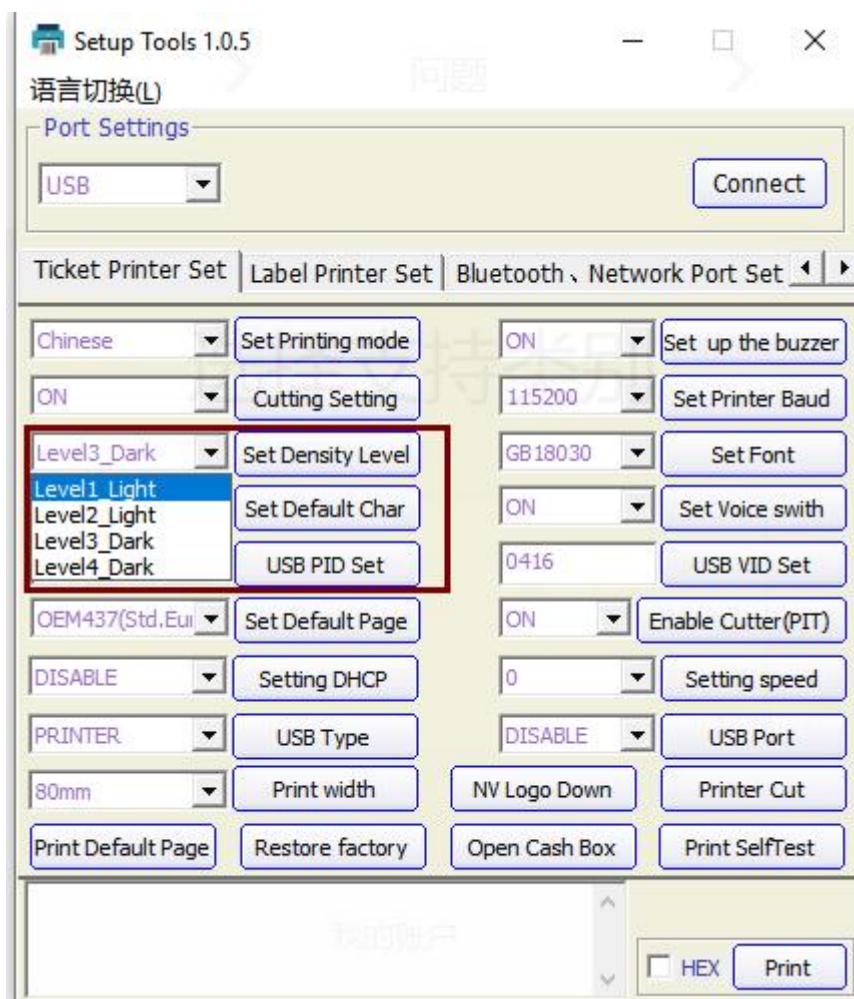
A: This may be caused by incompatibility between the printer and the application/register/system, there is currently no solution to this situation, we suggest you apply for and return and refund.

Q: Unclear and blurry printing.

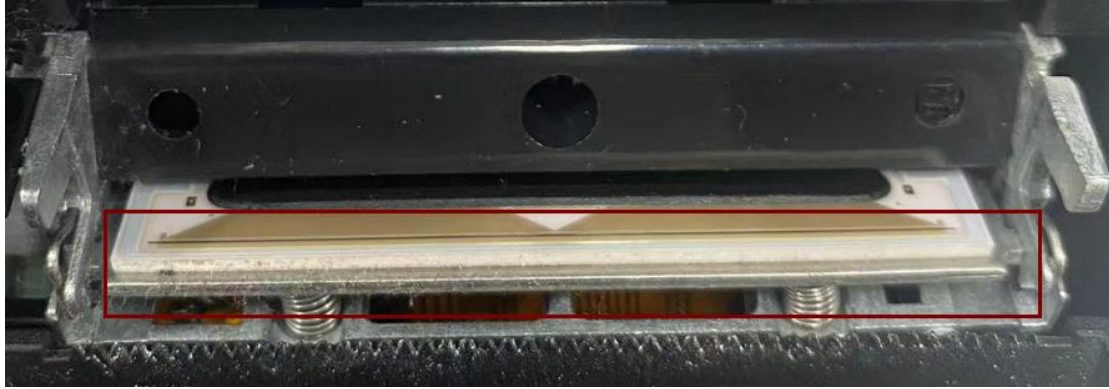
A: Please check the printer density, if the density is not enough, the printed contents will be very light.(Level 3 is recommended)

How to adjust the density:

1. **Adjust by button:** Turn off the printer--keep pressing the feed button--turn on the printer --when you see the red light " on -- off -- on", release the feed button. The printer will print out the current density level.
2. **Adjust by tools**



If the printing effect is still poor please maintain the print head; How to maintain it--Turn off the printer and wait for about one minute till it cool down, use wipes or alcohol wipes to clean the print head, wait a few minutes till the print head dry and then turn on the printer to test it.



Q: I can't find the printer on my device

A: On computer: please ensure that you have successfully connected the printer to the computer and installed the driver well, if still can't find the printer, please try to connect with other USB interface.

On mobile device: please make sure you have downloaded the application to work with it, if you can't find it in the application, it should be a compatibility issue, please contact the customer service team for further support or apply for a refund and return.

Q: When installing the driver, it was detected as malicious software.

A: We ensure the driver is safe, please turn off the protective software / antivirus software on the device to better install the driver.

Q: There is no any response when I charge for the printer

A: Please try with another USB cable, if it still can't work, please contact us for further support.

Q: Print garbled characters

A: 1. Please check whether the printer language corresponds to the language you need to print or not, if they do not match, please change the language by tools.



Q: The printer keep printing blank, won't stop. (on windows)

A: Please follow these steps to reset and then re- test the printer

“Start” -- “Run” -- type “SPOOL” and enter -- find the “PRINTER” folder -- delete all the print tasks inside