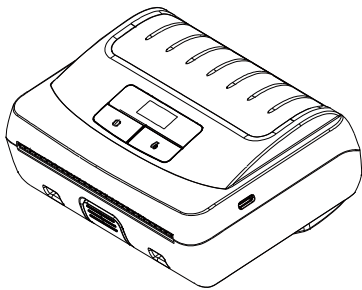


# A400 manual

Thank you for choosing POLONO  
Please keep for further reference



## Packing List



A400 printer



Type-C USB cable



Power adapter



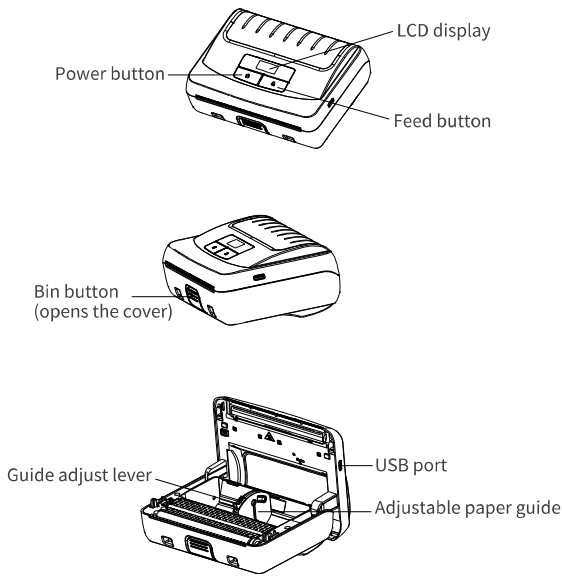
Manual



Included Paper

⚠ Notes: Items may differ depending on orders.

## Overview



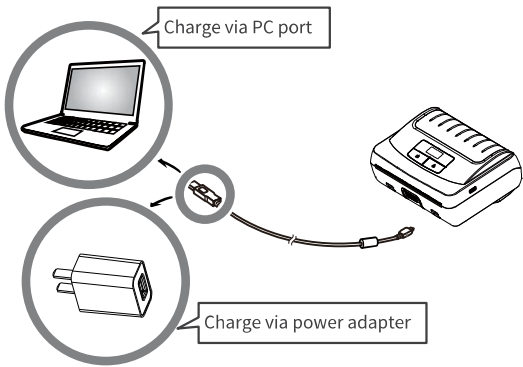
01

## Specification

Definition	203dpi
Print width	42-110 mm
Print speed	80 mm/s max
Command	CPCL,ESC/POS
Paper type	Receipt/ label
Paper roll diameter	50 mm max
Input	5V2A
Operation environment	0-45°C,10-85% RH,no condensation
Storage environment	-20 - 40°C,10-90%RH, no condensation
Product size	144x105x58.5 mm
Weight	0.48 kg

## Charging the printer

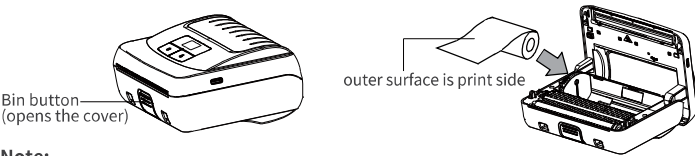
When the power of battery pack is 15%, there will be low power warning “” shown on the screen. It powers off automatically when continues printing. Connect the printer to one the following power supplies to charge.



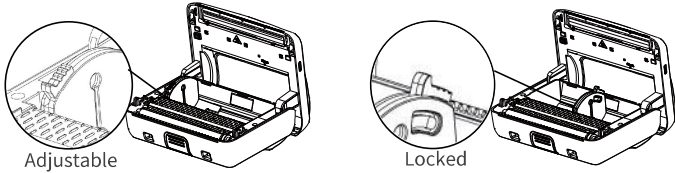
02

## Loading the paper

1. Press the bin button to open the cover.
2. Load the roll paper as shown.



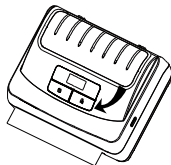
**Note:**  
1) Adjust the guide to fit paper of different sizes.  
2)When the lever is at the top, the guide is locked; when the lever is at the bottom, the guide is adjustable



3. Pull out the paper a little then close the cover. Make sure both sides are closed.



4. Press the feed button to feed one sheet.



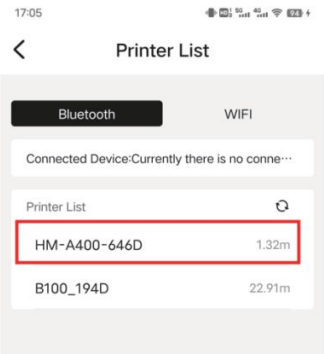
03

Windows Installation

- 1.Connect the printer to the computer via the included USB cable.
- 2.Power on the printer.
- 3.Download the driver from www.polono.com and install by proceeding through the driver setup.

Print via Mobile phone

- 1.Power on the printer by holding the Power button for 2 seconds.
- 2.Search for and install “HiLabel” on the App Store or on Google Play.
- 3.Open the “HiLabel” app and click on “not connected” in the top right to add a printer. Make sure Bluetooth and Location are enabled.
- 4.Select HM-A400-[xxxx]; [xxxx] will differ for each printer. If a PIN is required, enter 1234.



- 5.Create a new label or use “PDF printing” on “Mine” tab, edit, then print.

Note:  
1.Before printing, select “Left” for “Paper Loading Position” in the Print Preview.



Menu

- 1.When the printer is powered on, press both the Power button and the Feed button to enter the Menu.
- 2.Press the Power button to change to the next setting and press the Feed button to change the specific setting.
- 3.The settings will cycle as follows:  
Density: 1(lowest)/2/3/4(highest)  
Paper: Receipt/Back Black Mark/Label/Black Mark 2” / Black Mark 3” / Black Mark 4”  
Feed with closed cover: On/Off  
Standby time  
Power-off time  
Self-test page printing  
Port information printing  
Label learning  
Bluetooth: On/Off  
Commandset: CPCL/ESC  
Factory: OK/Cancel  
Quit the menu

Notes:  
Before entering the menu, disable Bluetooth connection.

Troubleshooting

Problem	Possible Cause	Solution
Display off, indicator off, printer not working	Printer is in Sleep mode	Press the Power button once
	Low battery	Charge for more than 1 hour
Not printing	Paper loaded incorrectly	Reload the paper correctly
Printing missing	Low battery	Charge for more than 1 hour
	Cover not closed	Close the cover again correctly
	Print head is not clean	Clean the print head with soft cloth and alcohol

FCC 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.

NOTE 1:  
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.

NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.  
FCC ID: 2A4KN-A400

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