

macOS_Installation_Must Read

1. Quick Start Guide

1.1. Printer Preparation

1.2. Driver Installation

1.3. Connect the printer to your laptop via USB.

2. Troubleshooting Guide

2.1. How to verify if the printer is powered on correctly.

2.2. Is the printer support Bluetooth connection for macOS?

2.3. How to deal with the "unidentified developer" warning?

2.4. How to verify if the printer connect to your Mac correctly?

2.5. How to resolve the "Out of Paper" error.

2.6. How to resolve the "Can't power off" issue.

2.7. Resolving the "Printer offline" issue.

3. Helping Center Self-Service

4. Contact Support

1. Quick Start Guide

Important Note: This printer requires a USB connection for use with macOS. Bluetooth connectivity is exclusively for mobile phones and tablets.

1.1. Printer Preparation

1. Power Activation: Press and hold the power button (2~3 seconds) until status LED illuminates.
2. Loading a print paper.
3. Connect the printer directly to your laptop port via **USB**.
4. Here are tutorials for references.

<https://www.youtube.com/watch?v=k1SIBgDoqyw>


(Using M08F as an example.)

<https://www.youtube.com/watch?v=dKoCmfdnZgk>

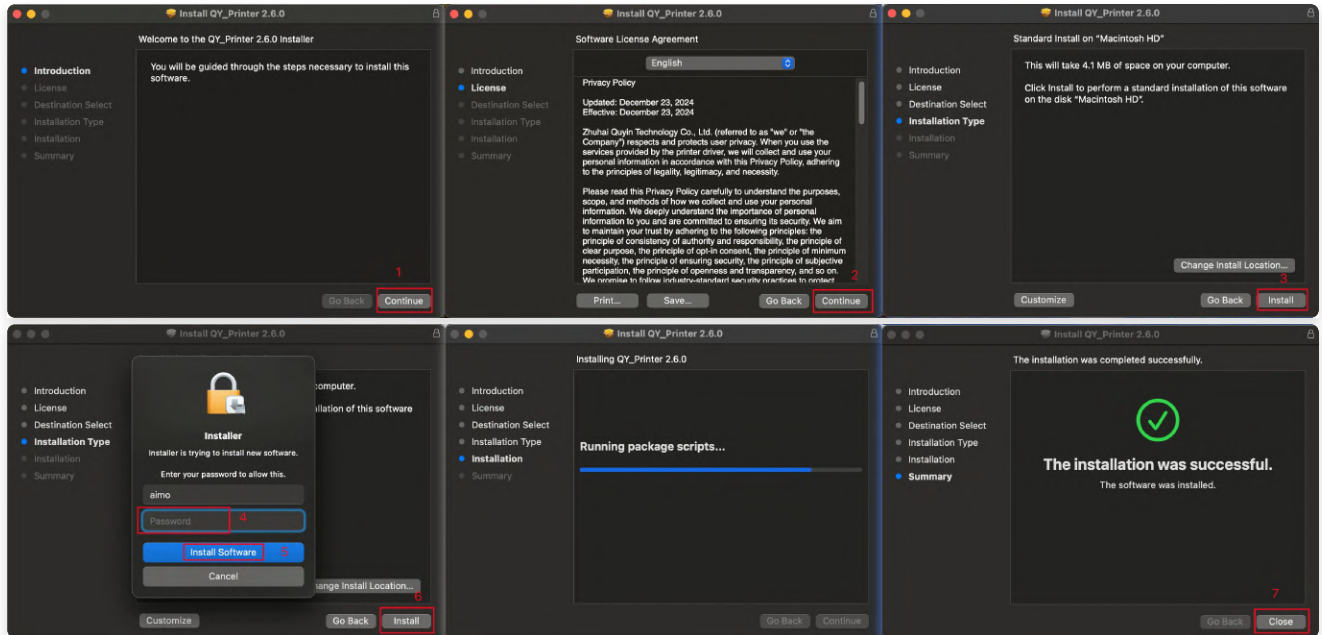
(Using M832 as an example.)

1.2. Driver Installation

1. Double click the ".dmg" file to install the driver

 QY_Printer-2.6.0.005.dmg

2. Follow the on-screen prompts to complete the installation.



3. You can also refer to the demo video below:

<https://youtu.be/g3uqJvxxf7E?si=fb-oGlp3N4QBLAcB>

1.3. Connect the printer to your laptop via USB.

1. Connect the printer directly to your laptop via USB cable, avoiding USB hubs entirely.



2. If your laptop exclusively has USB-C ports, first attach a USB-C to USB-A adapter directly to

the computer port (not the printer side).



2. Troubleshooting Guide

2.1. How to verify if the printer is powered on correctly.

1. Unplug the cable and observe the indicator light.
2. If the light is off, the printer is not powered on.
3. Press and hold the power button for 2~3 seconds to power it on.
4. If you encountered with charging issues, please refer to the following link:
[\[M08F\] How to Charge Your Printer Correctly](#)
[\[M832\] How to Charge Your Printer Correctly](#)

2.2. Is the printer support Bluetooth connection for macOS?

1. Does not support Bluetooth connectivity for macOS.
2. You need connect with USB cable. (Refer to "Quick Start Guide" Setp 3.)
3. If you need connect with Bluetooth, please use mobile devices. (iOS/Android).

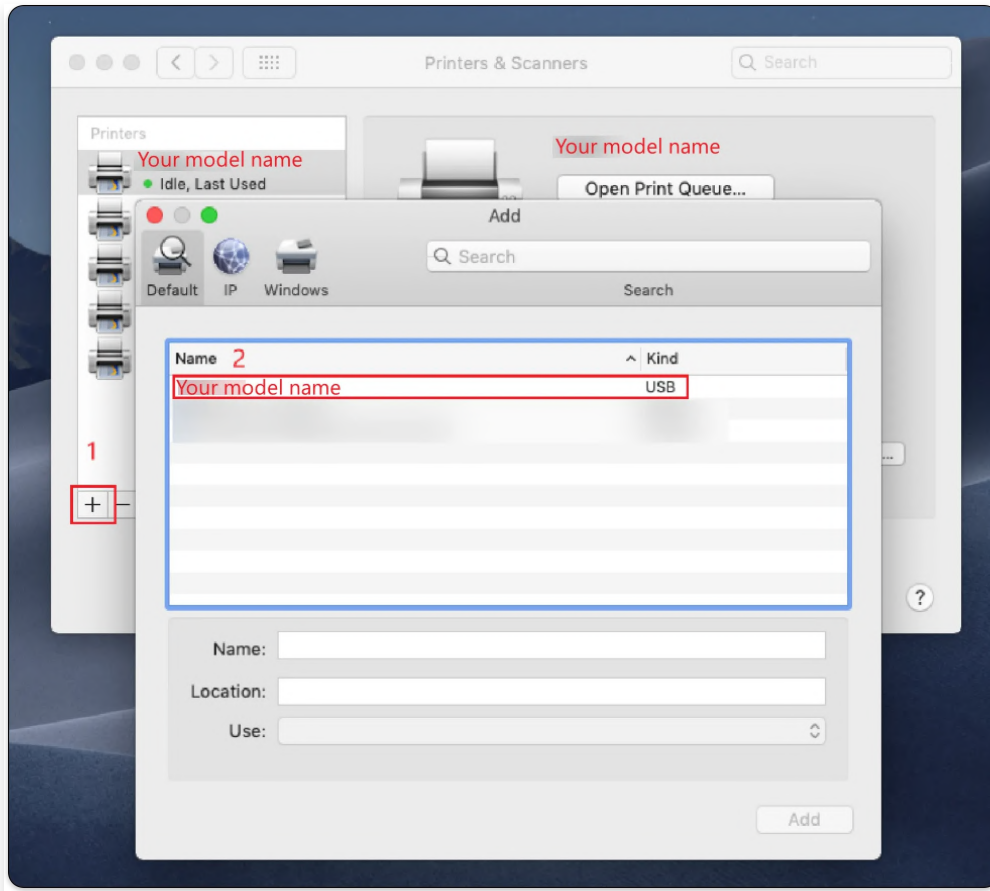
2.3. How to deal with the "unidentified developer" warning?

Please check with the following link to deal with the issue:

<https://support.apple.com/en-sg/guide/mac-help/mh40616/15.0/mac/15.0>

2.4. How to verify if the printer connect to your Mac correctly?

1. On your Mac, open "System Perferences", click "Printers & Scanners" and then click the "+" to add a printer.
2. If "Your printer model" is displayed, it confirms that the connection is correct.



3. If "Your printer model" is not displayed, please go back to "Quick Start Guide" Step 3.

2.5. How to resolve the "Out of Paper" error.

Please refer to the following steps to **reflash the paper sensor**.

1. Power on the printer, do not load print paper (The indicator light of the printer should be solid red.)
2. Press and hold the power button for about 10 seconds until the green light flashed twice. (The printer will turn off first, do not release your hand until the green light flashes twice.)
3. After completing the above operation, reload the paper and print.
4. You can also refer to the demo video below:

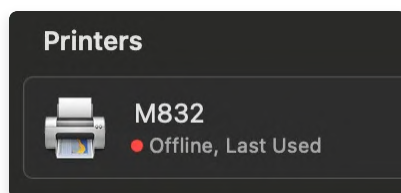
https://www.youtube.com/watch?v=xBAsoEnIb0&ab_channel=Labelife

2.6. How to resolve the "Can't power off" issue.

1. If the printer indicator light is on and it can't be turned off or charged, you can try using a paperclip to poke the reset hole (near the charging port) of the printer to fix it.
2. Refer to the demo picture below:



2.7. Resolving the "Printer offline" issue.



This issue often occurs by:

1. The printer is not powered on correctly.
2. The USB is not connected correctly.

3. Helping Center Self-Service

<https://help.phomemo.com/portal/en/kb/articles/a4-printer-faqs-for-m08f-series-m832-series-p831-series-tattoo-printing-etc>

4. Contact Support

Email: bestservice2012@outlook.com

WhatsApp: +1 (971) 476-7804

If the issue persists, please contact our support team with the following information:

1. A demo video about the issue.
2. Your order number, purchase date and purchase platform.