

1. Need ink cartridges or not?

This printer is printed with ribbon, rather than ink cartridge. You just need to change the ribbon with easy operation.

2. Need special paper?

No, just ordinary A4 paper is OK. But Since printing quality has a great relationship with paper quality, please use flat and smooth paper.

3. How to buy ribbon?

Please contact with the merchant who sold you printer.

4. How long can the ribbon be stored?

Storage environment of MT800 ribbon : temperature $-5^{\circ}\text{C} \sim 45^{\circ}\text{C}$

Humidness 20%~85%RH

The ribbon needs to avoid high humidity, high temperature environment and avoid direct sunlight. Generally, it can be stored for about 2 years.

The content printed on the paper can be saved long-term.

5. How to print wirelessly with a mobile phone?

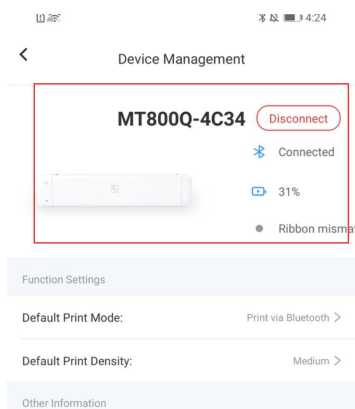
Download APP first, turn on the printer and the Bluetooth of mobile phone, then click on the top right corner of the APP to add a device. Select the corresponding device to connect, and select the document or picture to print after the connection is successful.

6. How to print with a computer?

Turn on the printer first, connect the printer and the computer with a USB cable, then download the printer driver on our official website www.hpert.com. Select the document and print it after successfully installing the driver.

7. How to check the remaining battery capacity and ribbon?

Open the APP, click "Device Management" to check:

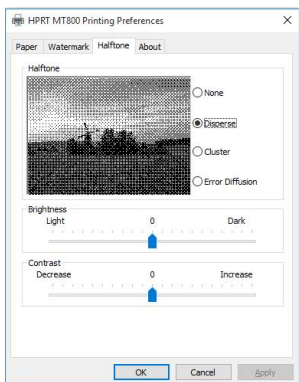


8. APP prompts “Network error” when you register

Check the the network and system permission setting of your mobile phone.

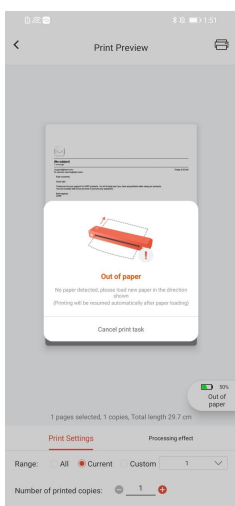
9. The printed picture turns black when using a driver to print

Adjust the halftone on the driver, select Disperse or Error Diffusion, and adjust the brightness to brighter:



10. APP prompts “Out of paper”

Check whether the paper is loaded well, and reload the paper.



11. The printer cannot be charged

Check if the green LED indicator is lighting during charging, replace the charging cable and charger to test, if it still does not work, please email us via Support to let us know the situation.

12. The printer cannot be turned on, and the charging does not respond

Check if the green LED indicator is lighting during charging, replace the charging cable and charger to test, if it still does not work, please email us via Support to let us know the situation.

13. There are no words or only black shadows when printed, and the surface of the ribbon is grainy and not glossy

The ribbon may be damaged due to high temperature, please contact the seller to deal with it.



14. You can find that printed out paper with shadows

Change another ribbon to test , it may be the ribbon problem.



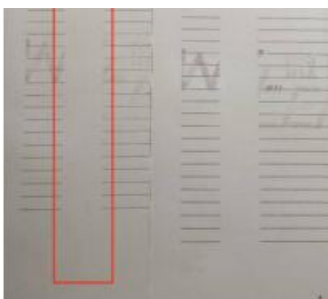
15. When I installed the Mac driver with an Apple computer, I found that it prints the blank paper out

If the printer is the first time to install the driver with MAC system, after you installing, the system will send data to the printer and print out a blank paper. However, when you go on the printing, it will be good.

Suggestion: After the blank paper is finished, pls restart the printer and reload the paper for the printing.

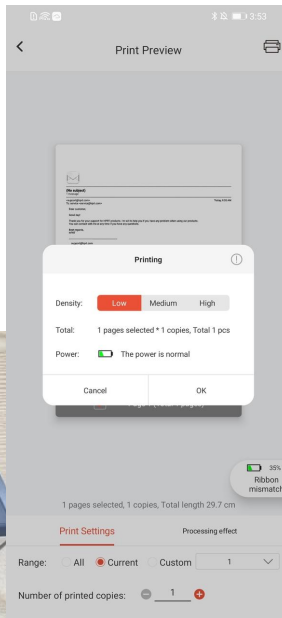
16. There is a piece of printing that cannot be printed

It may be the problem of the print head.



17. When printed, the ribbon is taken out together with the paper

Open the cover and remove the ribbon, rotate the ribbon rewind wheels of both top left and lower right (or top right and lower left) towards the center simultaneously to make it smooth. And reduce the print density on the APP.



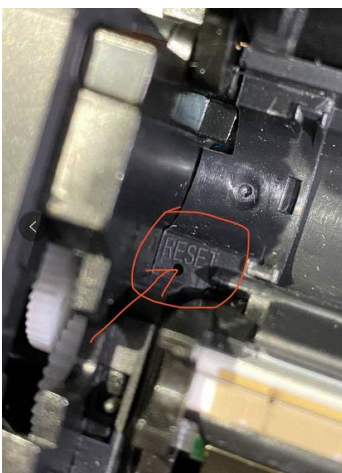
18. The ribbon is broken

Rewind the ribbon or change a new one.



19. The LED indicator flashed white and could not be turned off

Press the Reset button with a toothpick or pin.



20. The power button has been pressed for a long time but did not respond

First check whether the printer can be charged, when charging LED green light is always on. If the printer can be charged but the power button is still useless, you can press the Reset button with a toothpick or pin.

If it still doesn't work, please contact the seller or email us via Support.

21. This printer support MAC and iPad?

Mac computers can be connected via USB cable with the printer, but you need to download the driver for MAC on our website www.hppt.com first. iPad can connect the printer via APP.

22. How long will the battery be fully charged when there is no power?

It takes about 3-4 hours to fully charge, the specific charging time is related to the charging head power. The amount of power can be viewed in app "Device Management" .

23. How long can be on standby the printer when is fully charged and always turned off?

The standby time is about 26 hours.

24. How to change APP language from Chinese to other language?

The APP language follows the system. And you also can change language via "Setting" - "Switching languages". If your phone is iPhone, pls change language via your phone's Settings.

25. Can one APP account support login of multiple mobile phones at the same time?

Yes, supported.

26. Can APP support to print Excel?

No, it does not support to open Excel file in APP. Excel file should be switched to PDF for printing.

27. Can the print direction be changed in APP?

For Android system, you can follow the steps "Print Preview - Processing effect - Adjustment effect - Rotate" to set. In iOS system, image can be set to rotate for printing.

28. Does MT800 support connection of multiple mobile phones at the same time?

Not supported.

29. How to print document?

Open the document and share to our APP to print.

30. Can it copy and scan?

No. It is just a printer.

31. Does MT800 support printing in color?

The printer currently only supports black-and-white printing.

32. Is it possible to print on both sides?

No automation. It can be turned over manually to achieve double-sided printing.