

Must Read Before Use

We strongly recommend saving this document to your local computer so that you can quickly refer to it for self-service solutions if you encounter similar issues in the future, greatly saving your time.

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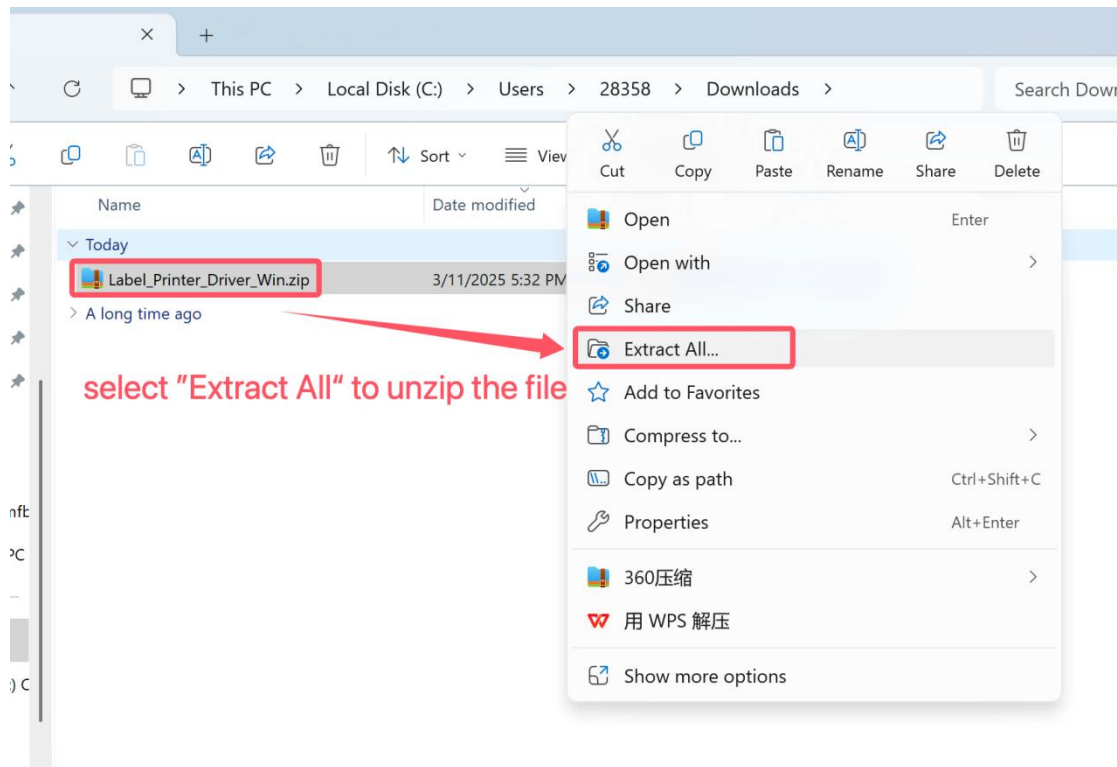
1.Quick Installation and User Guide

[For the paperless compartment series \(e.g., PM-241-BT\)](#)

[For the series with a paper compartment \(e.g., D520BT\)](#)

2.Windows Installation Guide

(1) Find the downloaded driver installation package on your computer, right-click it, and select “Extract All” to unzip the file.

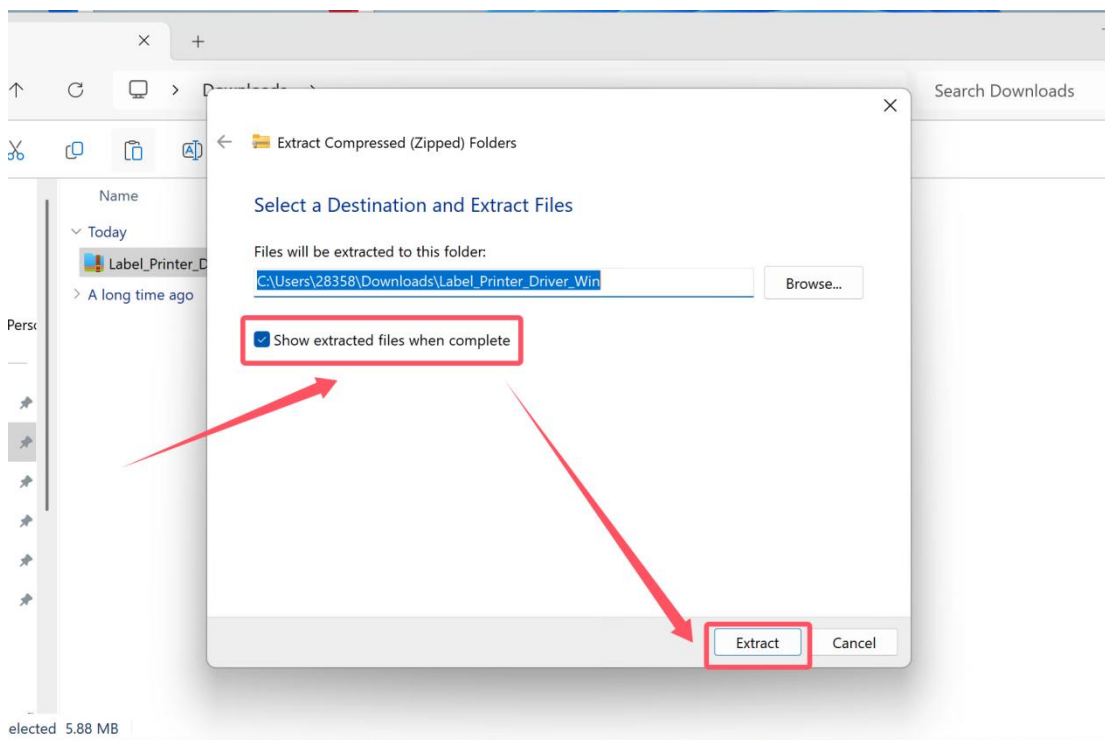


Note: If your system does not have an automatic extraction function, please click the download link to download a third-party extraction tool for decompression. (<https://www.win-rar.com/download.html?&L=0>)

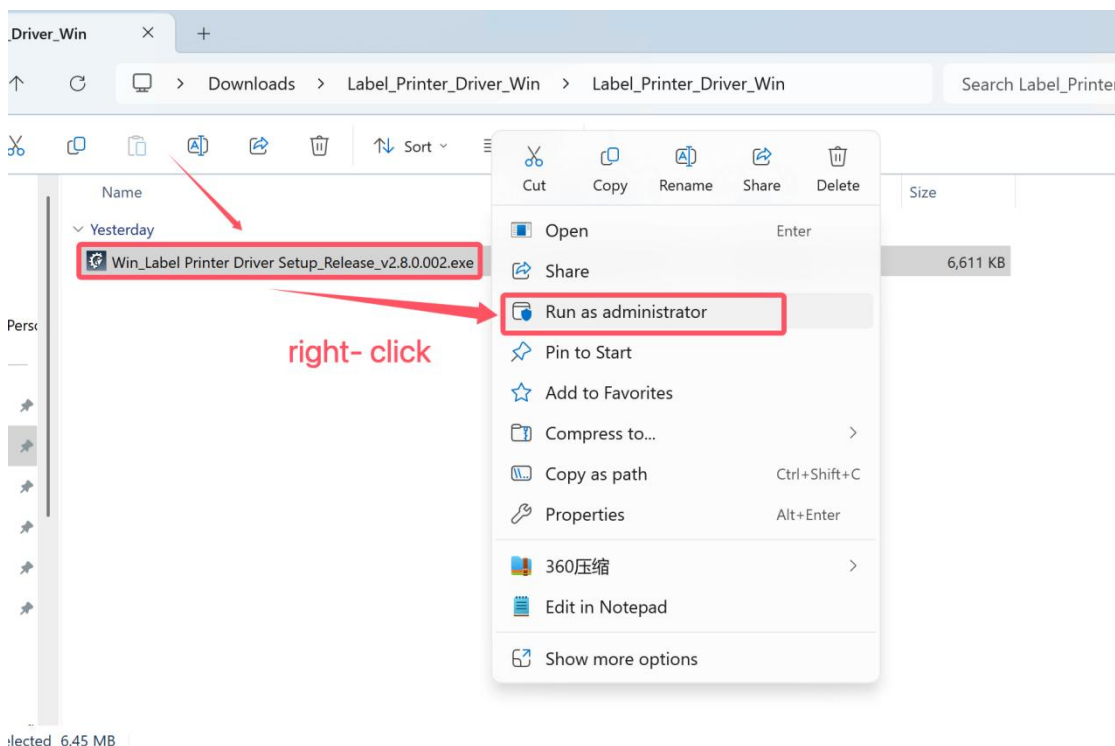
This is a tutorial on downloading, installing, and using third-party extraction software.

How to download third-party extraction software to unzip the driver installation package on Windows

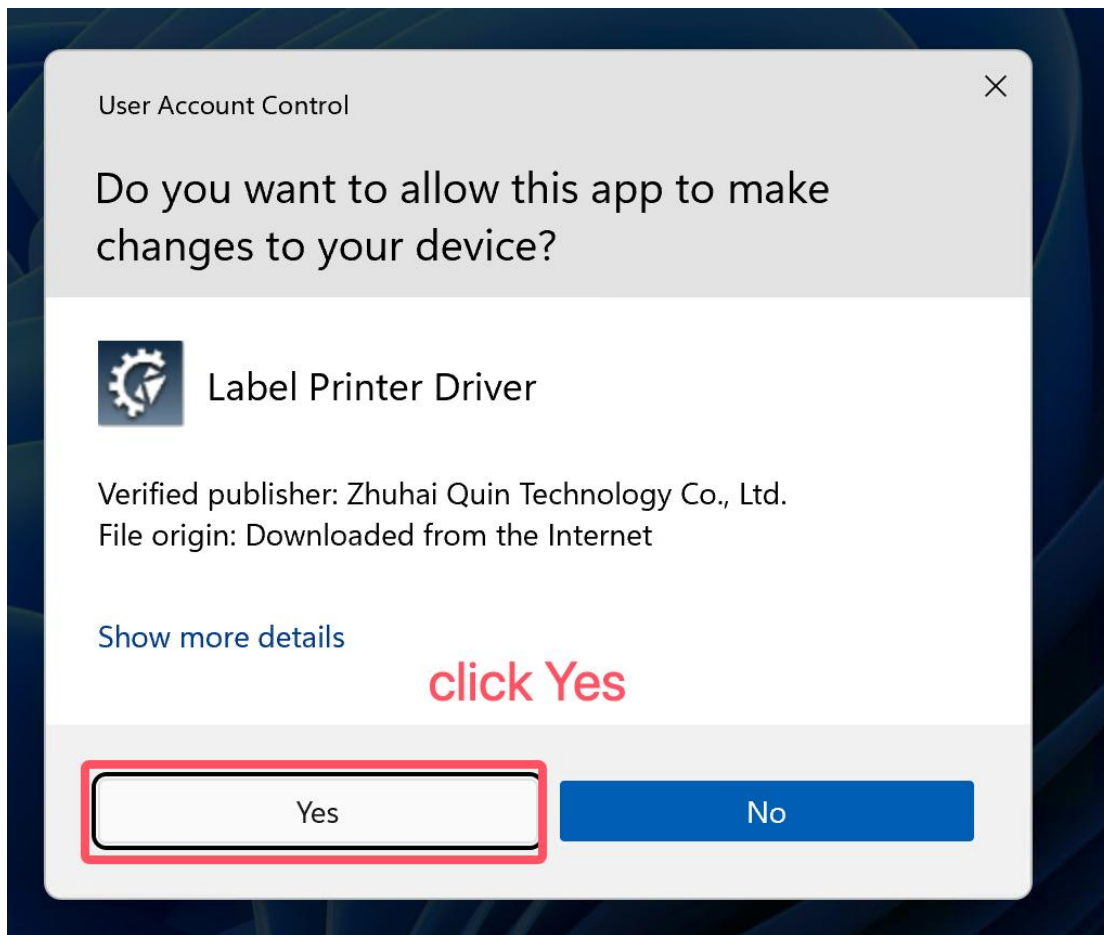
(2) Check the “Show extracted files when complete” option, then click the Extract button.



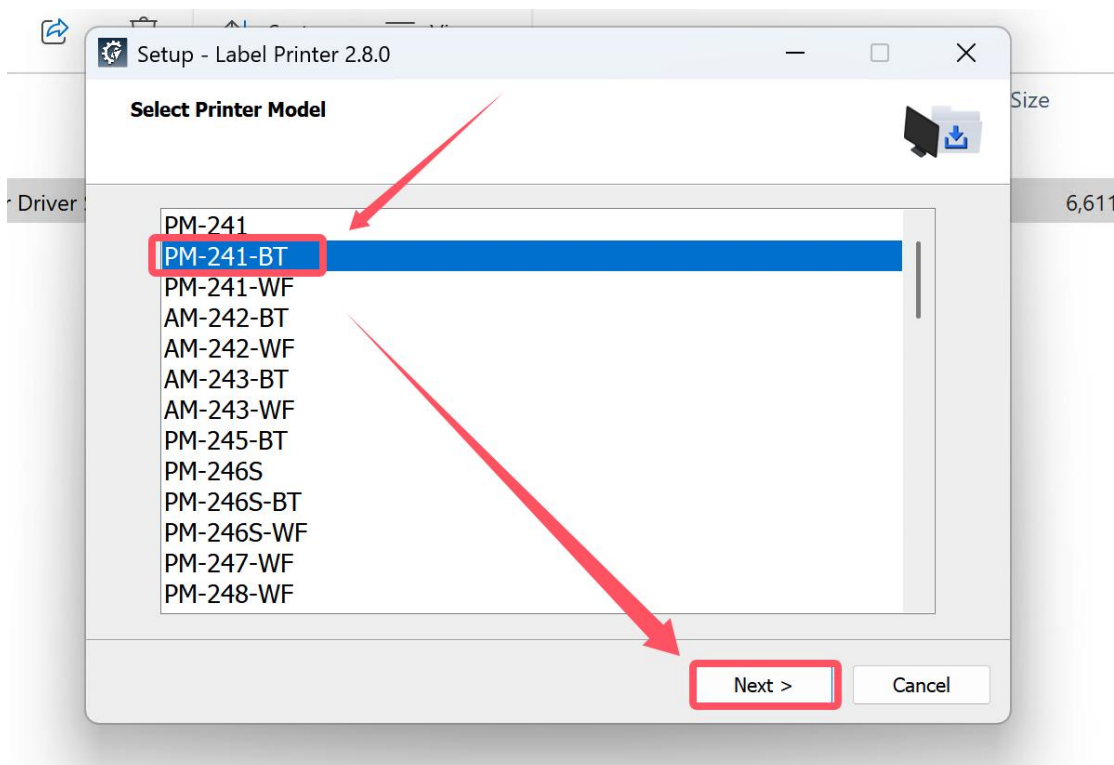
(3) Open the extracted folder, and you will find the **.exe file**, which is our printer driver. Then, right-click the file and select Run as administrator to open the program.



Note: Some computers may require manual permission confirmation. Simply click Yes. Rest assured, our driver is legally and compliantly certified and will not harm your computer.



(4) Select the corresponding printer model we are using in the pop-up installation window, then click Next. (My printer is PM-241-BT, so I select PM-241-BT here.)

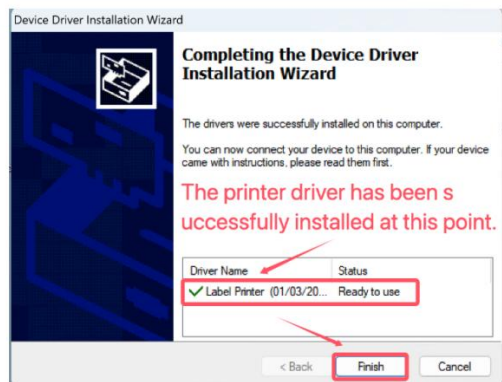
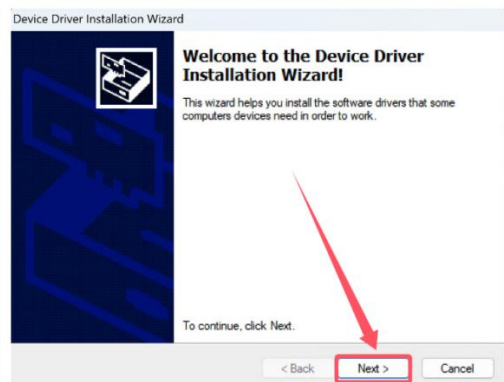
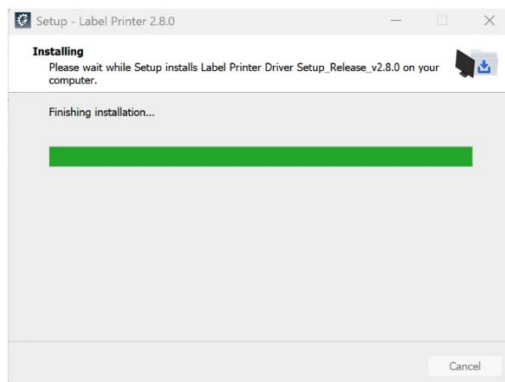
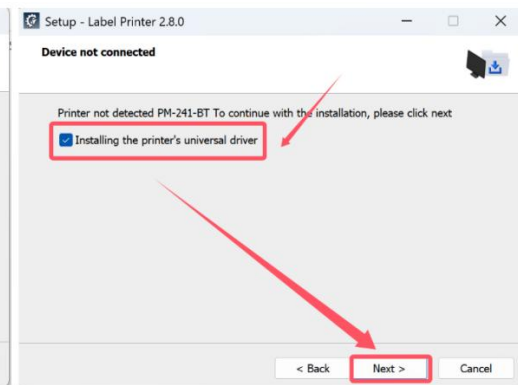
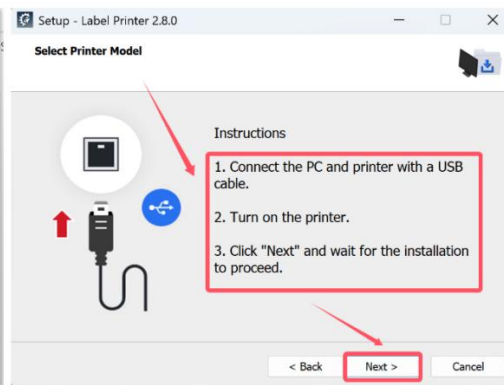
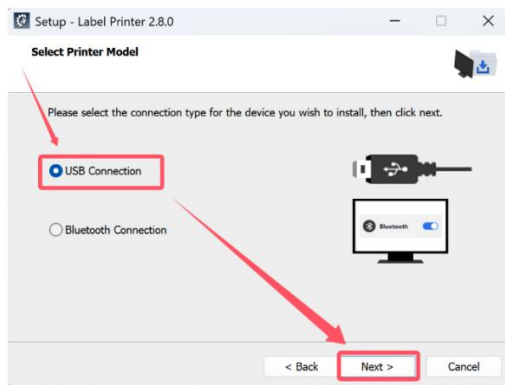


Note: If you don't know your printer model, you can check your purchase order or inspect the label on the

bottom of the machine.

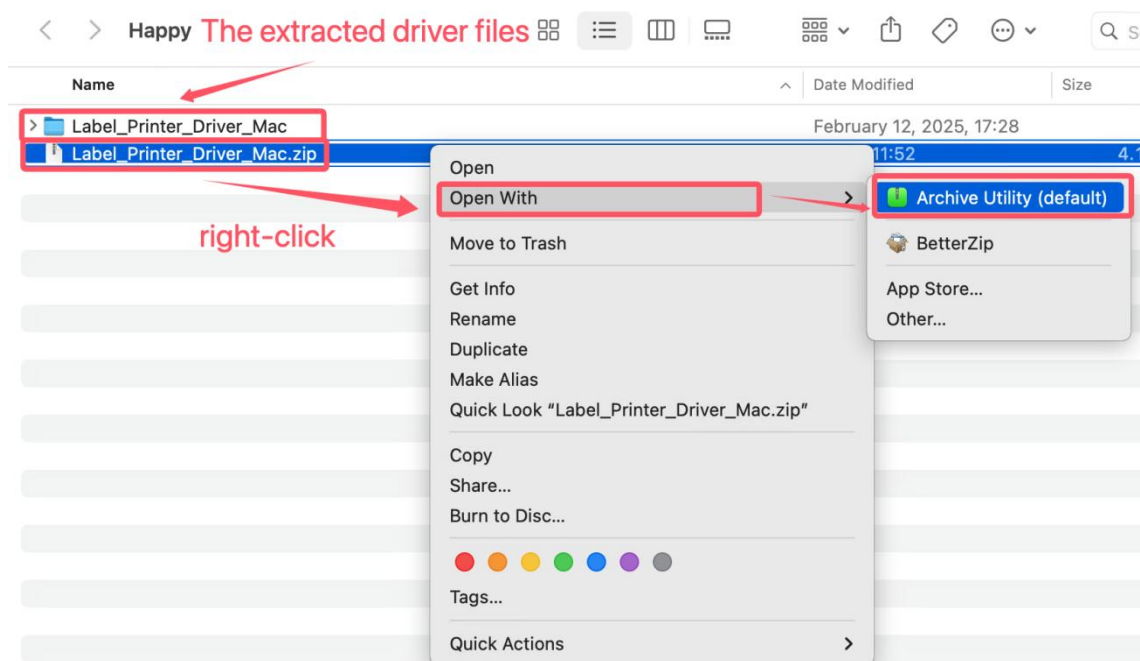


(5) Follow the steps and click “Next” step by step until the driver is successfully installed.



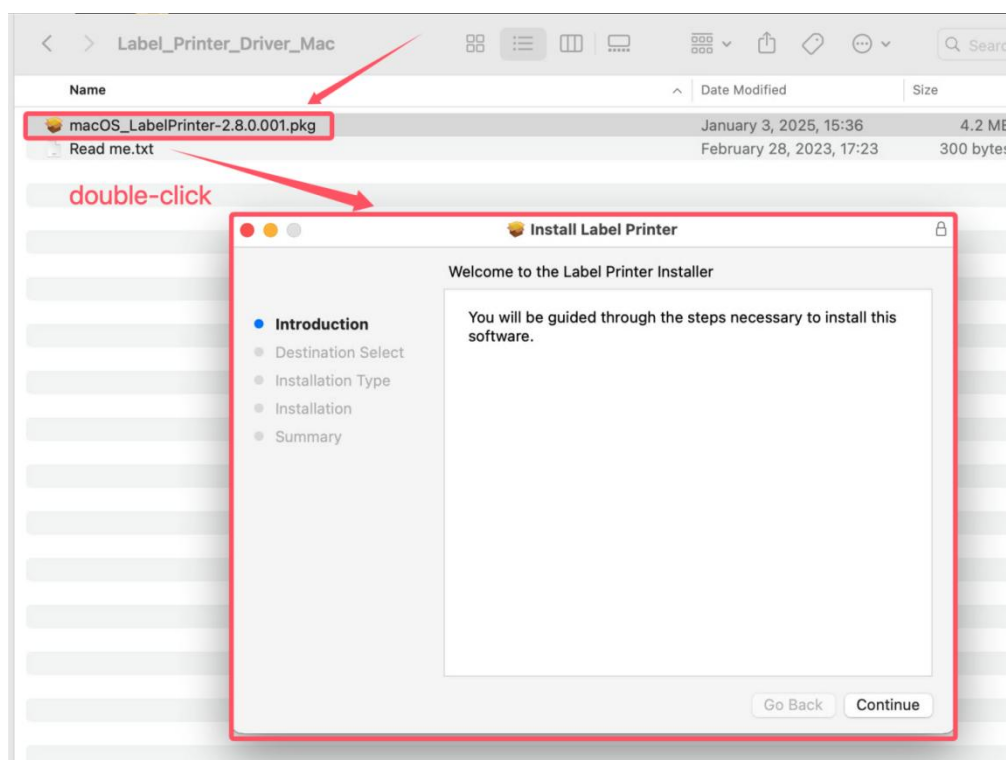
3.macOS Installation Guide

(1) Find the driver installation package we downloaded, right-click on it, and select “Open With” > “Archive Utility” (macOS built-in) to extract the files.

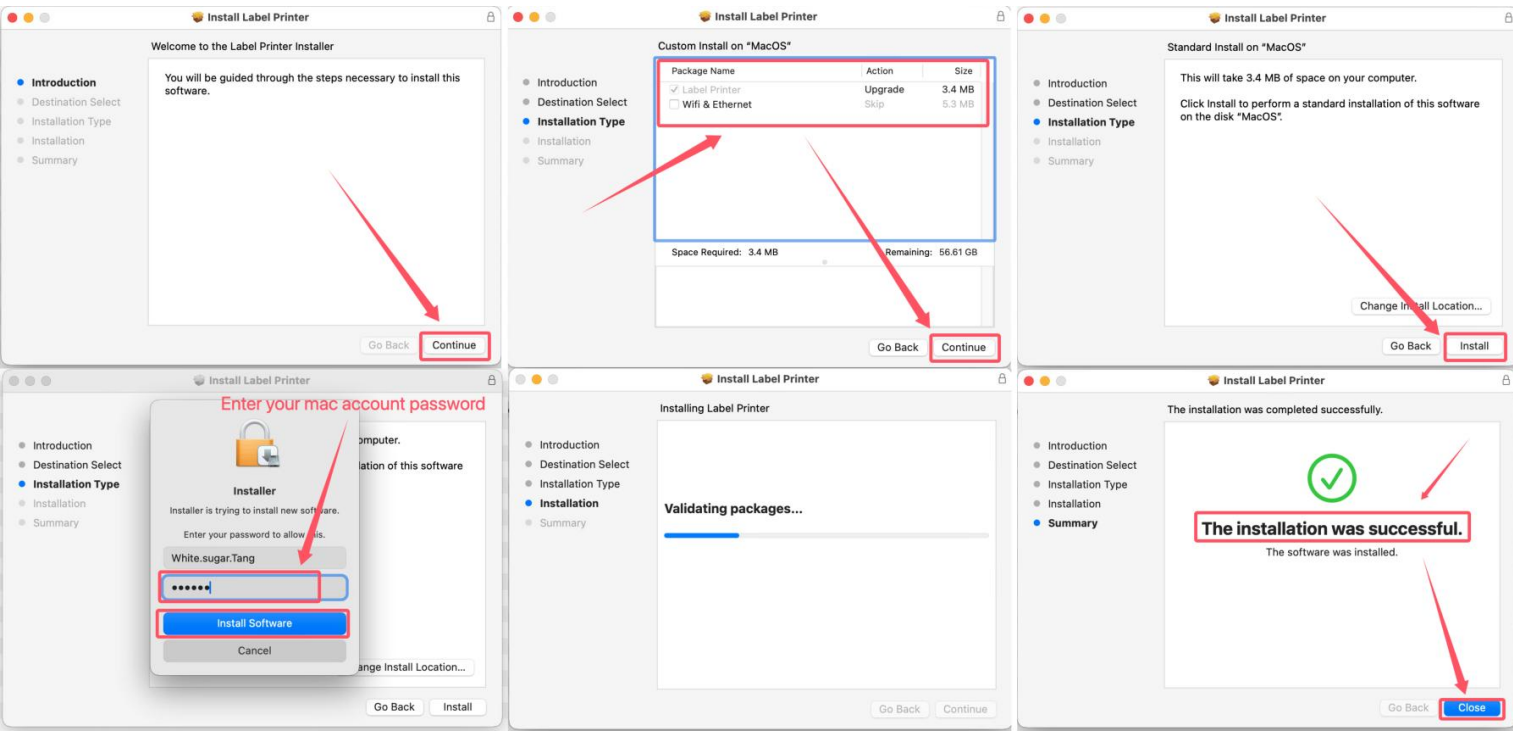


Note: If your Mac cannot extract the files using the built-in utility, [please click this link](#) for instructions on downloading and using third-party software for extraction.

(2) Open the extracted driver folder, double-click the PKG installation file inside, and run the driver installation program.



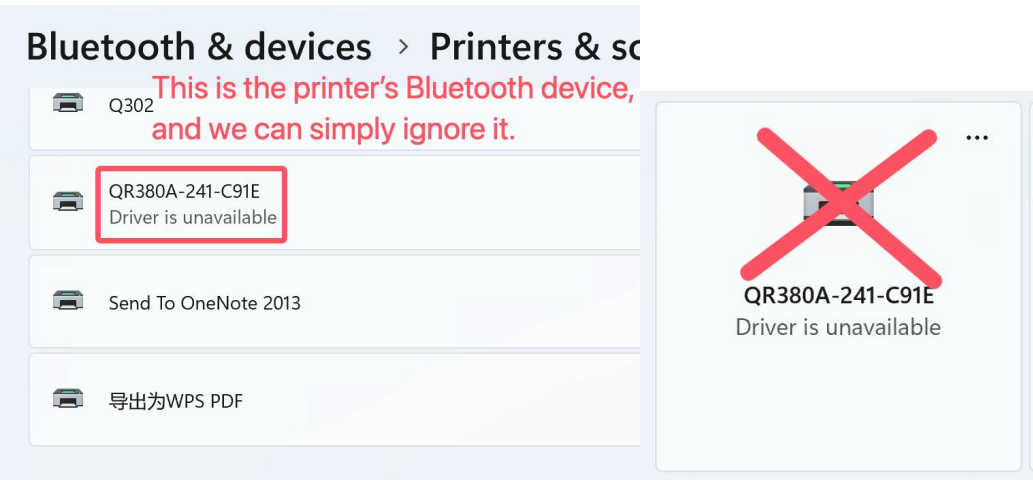
(3) Follow the installation guide step by step until the driver is successfully installed (you will need to enter your Mac account password for authorization during the process).



4.Troubleshooting Guide

【1】 How to Resolve the “Driver Unavailable” Status for a Printer on a Computer

1.This is because your computer has paired with the printer via Bluetooth, but the printer’ s Bluetooth does not support direct printing from a computer.

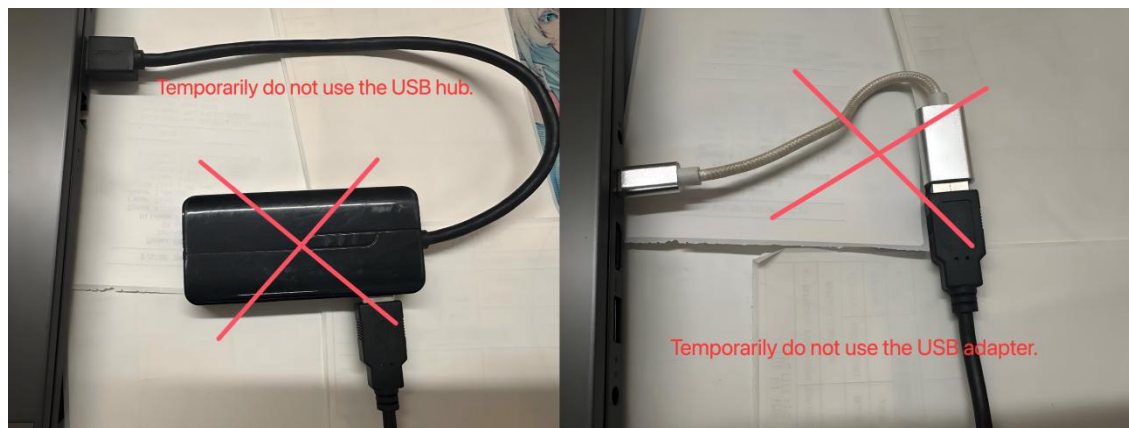


2.This issue usually occurs due to a problem with the printer' s USB connection, causing you to mistakenly recognize the Bluetooth device as the actual printer. To troubleshoot the issue, please follow the steps we provide.

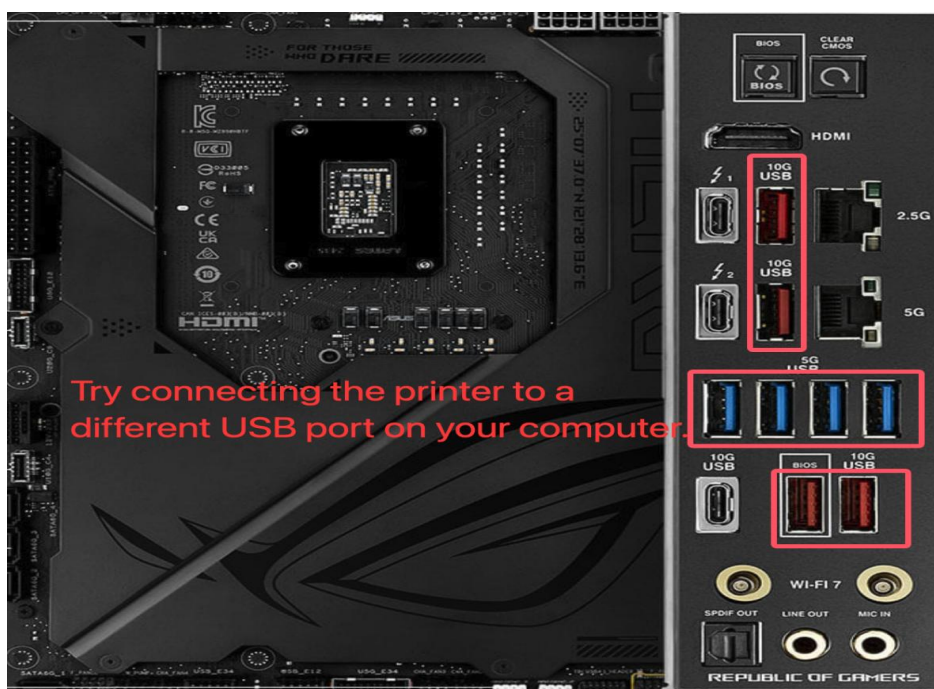
(1) Ensure that the USB connection between the printer and the computer is correct, and that both ends of the USB cable are fully inserted into the printer and the computer.



(2) If you are using a USB adapter or USB hub, please try removing the adapter and hub first, then connect the printer directly to the computer and try again.

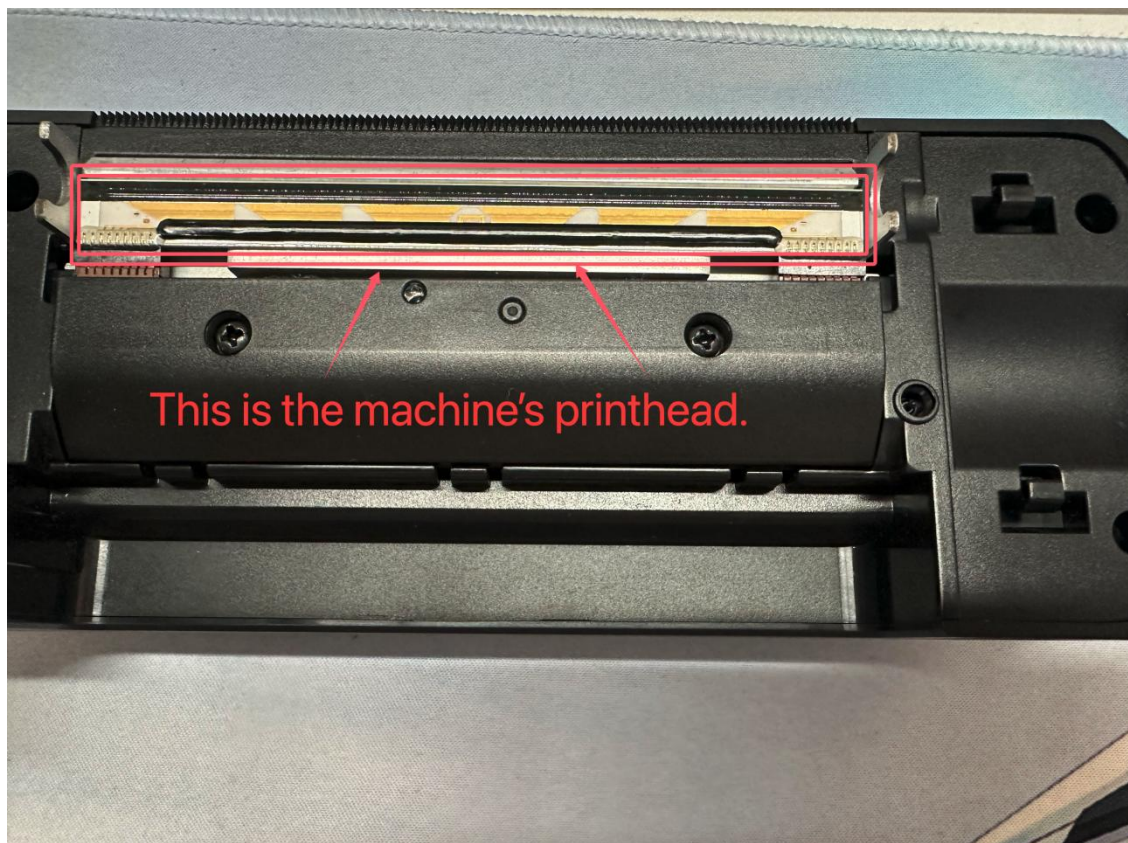


(3) Try connecting the printer' s USB data cable to a different USB port on your computer (most computers have multiple USB ports).



【2】 How to solve unclear or blurry printing issues.

1.Referencing the illustration, we can try using an alcohol wipe to clean the printhead. (The printhead is usually located on the inside of the machine's top cover. Open the top cover and check the inner side to locate it.)

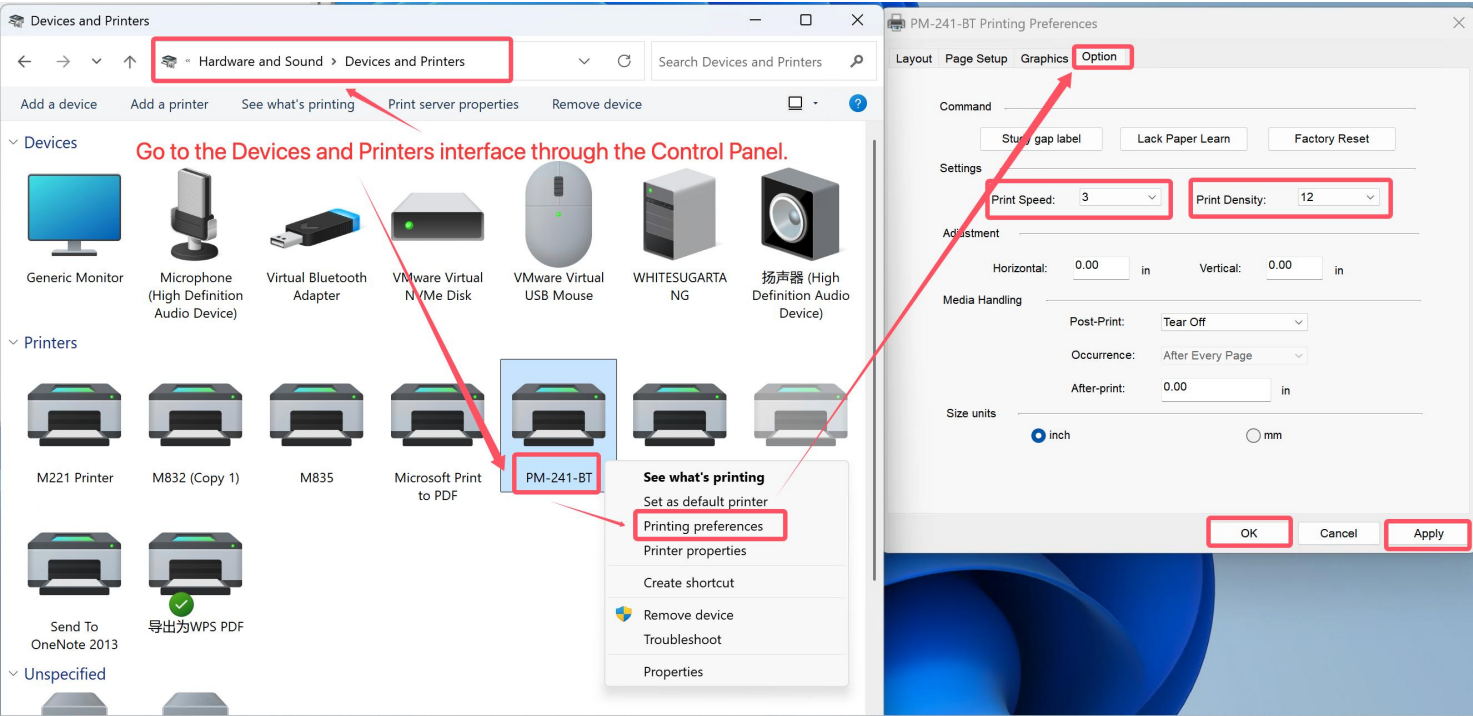


We can try using a cotton swab dipped in alcohol to wipe the printhead back and forth to ensure there are no stains or adhesive residues.

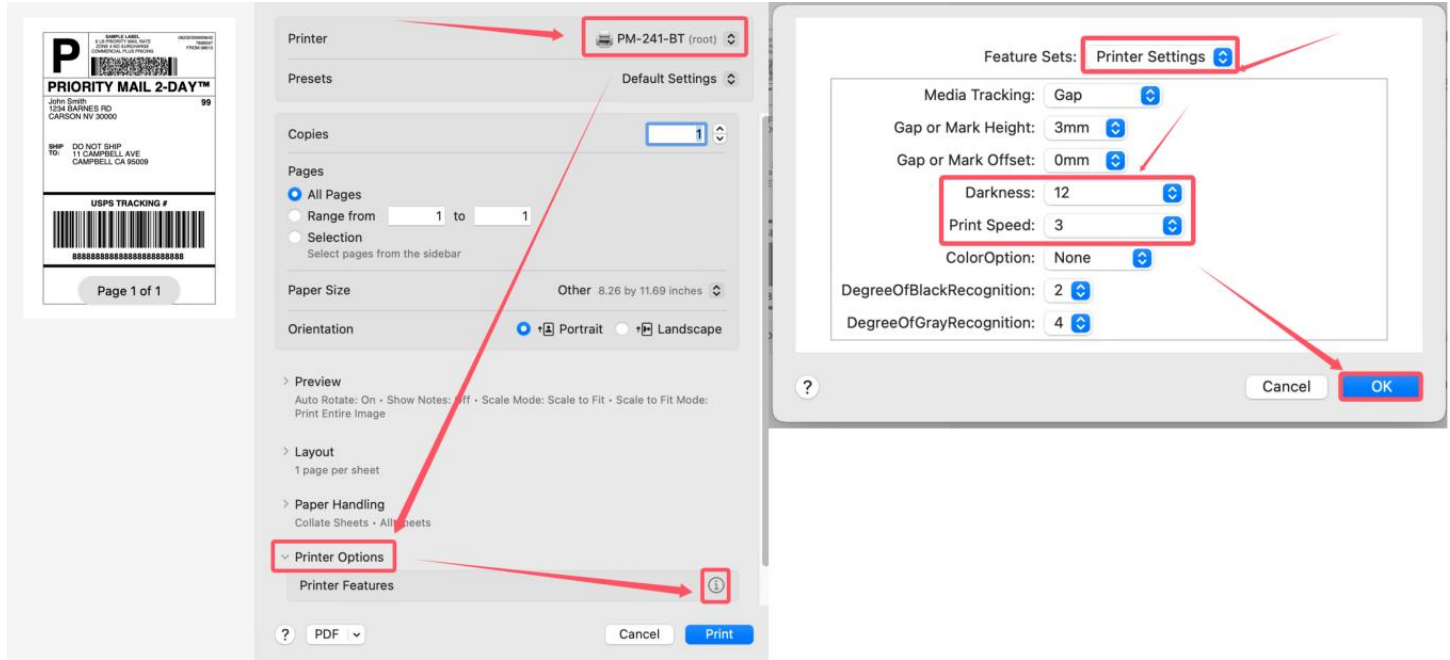


2.Try increasing the print density in the driver or lowering the print speed slightly

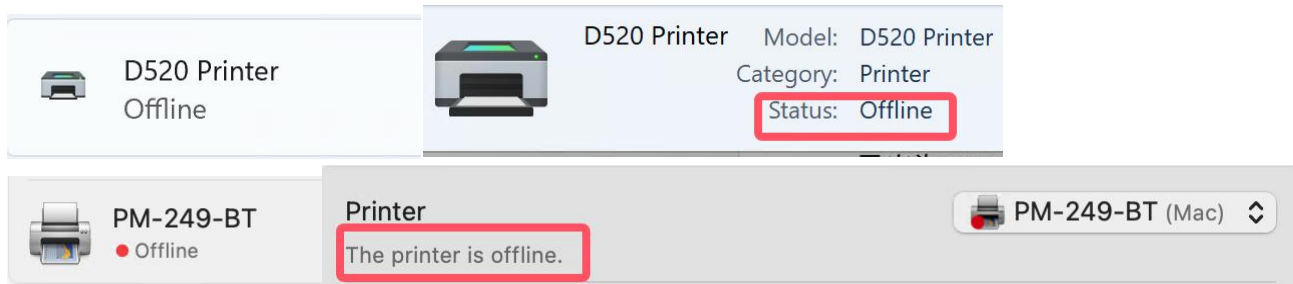
For Windows



For macOS



【3】 The printer is displayed as offline.



This situation usually occurs due to an issue with the printer's USB connection. Please refer to [troubleshooting guide link 【1】](#) to check the USB connection.

【4】 How to fix the blank printing issue?

1. Check if the paper is installed incorrectly. The paper has a backing and a printing side. Make sure the printing side is facing up.



2.Please ensure you are using our official original adapter to power the printer (refer to the image).



【5】 How to resolve the issue of Bluetooth not connecting to the printer?

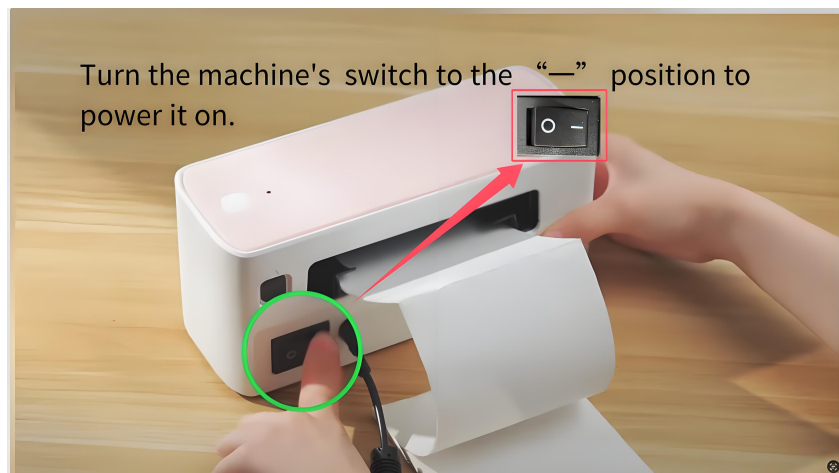
1.Please ensure that the computer' s Bluetooth is turned on and the printer is powered on.

Bluetooth & devices

[View more devices](#)

Bluetooth
Discoverable as "WHITESUGARTANG"

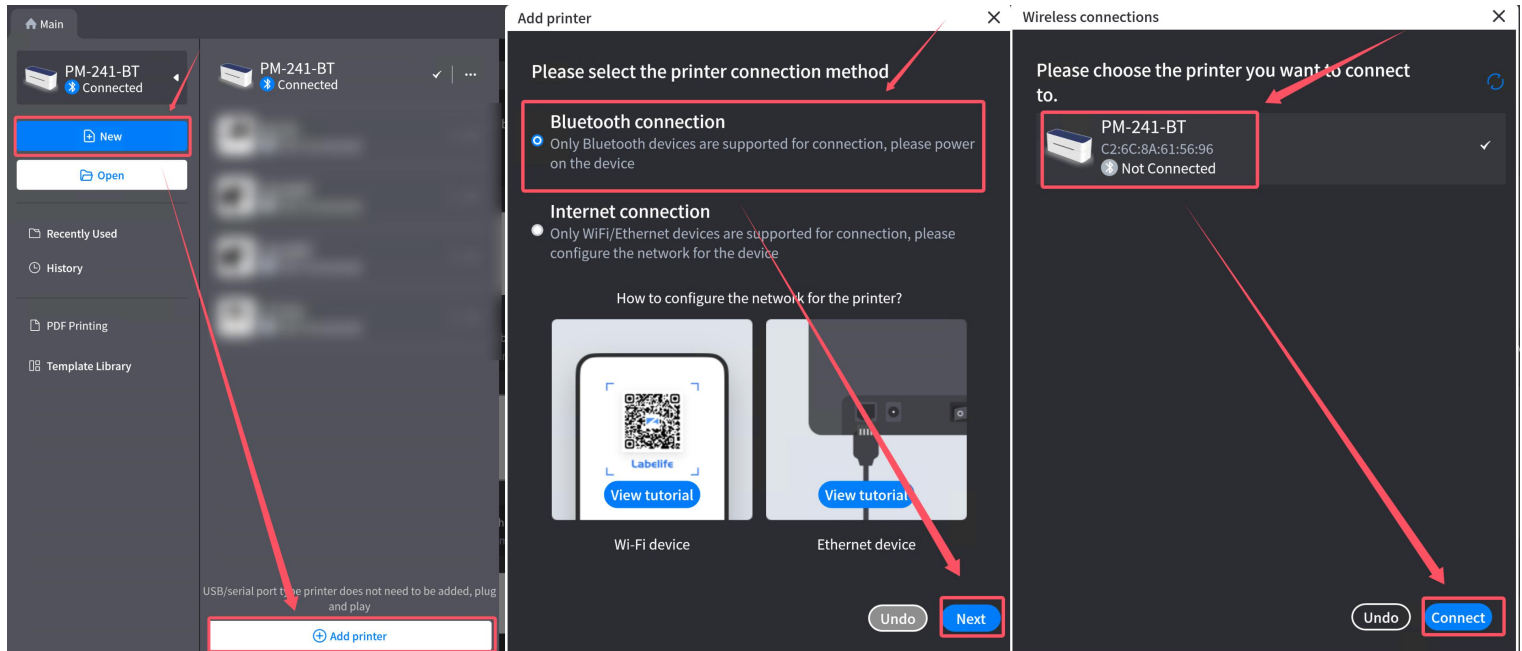
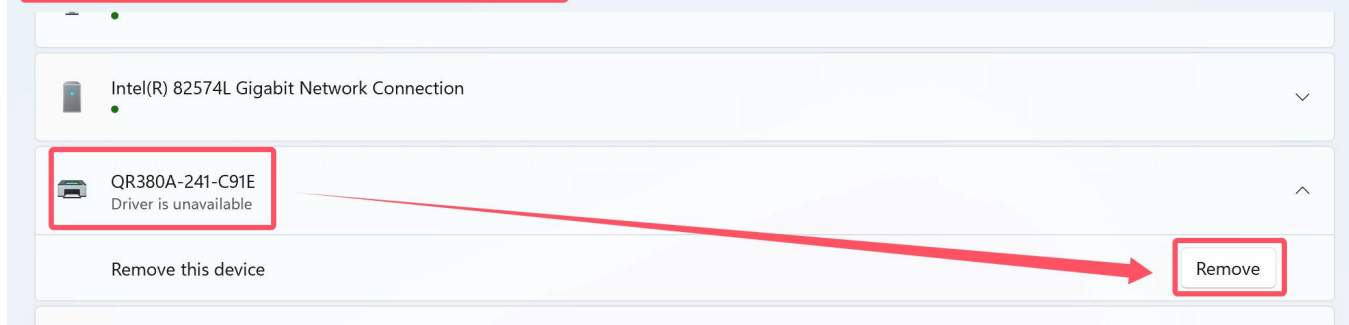
On ☒



2. Try removing the printer' s Bluetooth device and then search for it again in the app to reconnect.

(The printer' s Bluetooth device is usually displayed with a “QR” prefix or directly as the printer model.)

Bluetooth & devices > Devices



5.Help Center Self-Service

Self-Service Troubleshooting Guide for Common Issues

6.Contact Support

Email: bestservice2012@outlook.com

WhatsApp: +1(971) 476-7804

If you are unable to troubleshoot and resolve the issue through self-service, please contact our support team and provide the following information:

1. A basic text description of the issue.
2. Video or image materials related to the issue.
3. Your order number, purchase date, and purchase platform.



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