P21 Common Questions

V1.04

catalogue

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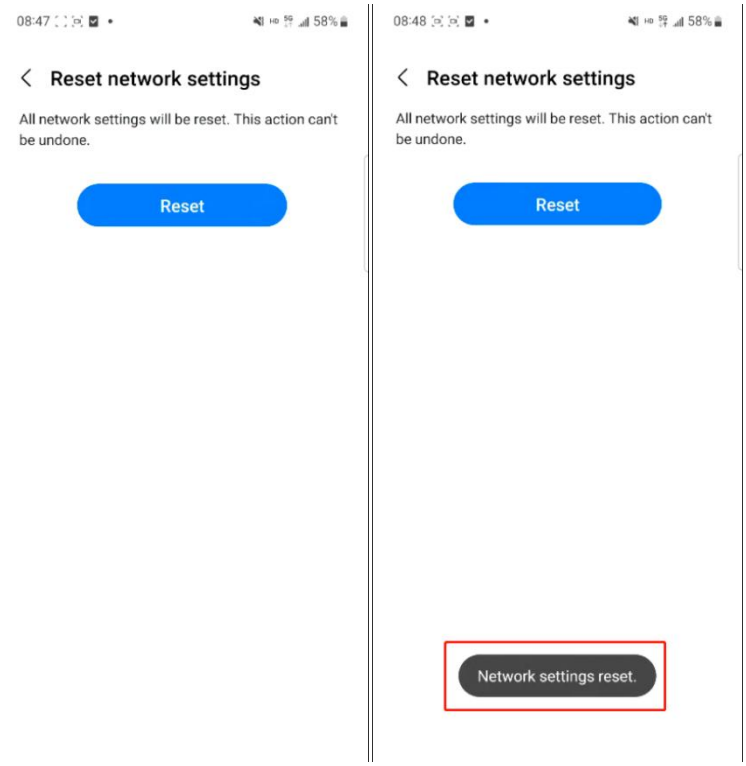
1. The app cannot connect to the printer.

1.1. How to reset the printer's Bluetooth connection

The operation steps are as follows:
1. Turn on the printer;
2. Open the paper tray cover;
3. Press the power button three times;
4. After about two seconds, the printer will beep four times, "beep beep beep beep", indicating a successful reset.

1.2. How to Reset your Mobile Network (Samsung)

1. Open the “Settings” app.
2. Scroll down and select "General management".
3. Scroll down and select “Reset”.
4. Select "Reset network settings" followed by "Reset settings" to proceed.
5. Click on "Reset" to confirm. The reset is complete when the following prompt appears at the bottom of the screen: "Network settings reset."



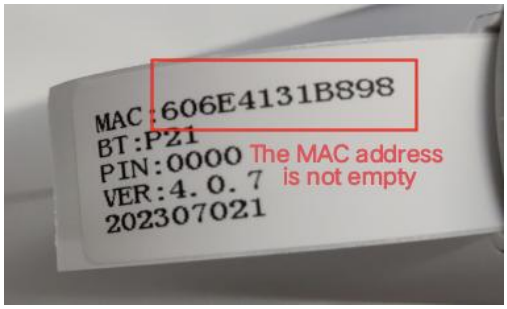
1.3. The app locates the printer, but fails to connect or disconnects as soon as it connects.

If you are able to connect on Android, but not on iOS or vice versa, or are unable to connect to any device, there is a potential issue with the Bluetooth module. Reset the printer's Bluetooth connection, restart the app, and test the connection again. If the problem persists, contact customer service.

1.4. The app is unable to locate the printer

1. Power on the printer. If the printer is powered on, the indicator will display a steady green or blue light. Note: The indicator will slowly flash green while charging. To confirm if it is powered on, temporarily disconnect the charging cable.

2. Print out a self-test page and confirm if it has a MAC address. To prepare the printer for printing, make sure the label paper is inside the tray and pull the first full label out so it protrudes from the printer when you close the paper tray cover. Press the power button two times to have the printer retract the label to the starting position. Press the power button once to print the self-test page. If the MAC address is missing, contact customer service.



3. Enable Bluetooth on the phone. If you are using an Android, you may need to enable Location as well.

4. Check to see if "P21" appears on the list of available Bluetooth devices on the phone. If it does not appear, but it is connected to other devices, you will need to disconnect a device before proceeding. The printer can connect with 5 devices simultaneously. You can also try restarting the printer, disabling then re-enabling Bluetooth, restarting the app, and restarting the phone.

5. If the printer is not connected to any other device and does not appear on the list of the phone's Bluetooth devices, reset the printer's Bluetooth and the phone's network settings. If this does not resolve the issue, contact customer service.

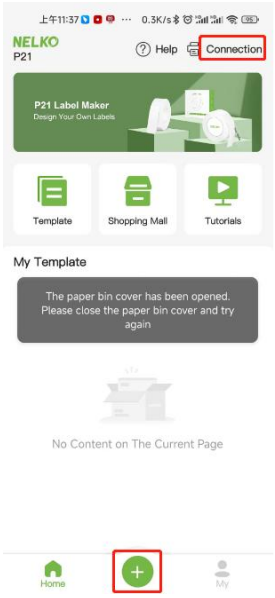
2. The indicator light displays a steady red light

A steady red light indicates the printer may be out of paper or the cover is open. Check that the printer still has paper and close the cover. If the steady red light persists:

1. Install genuine label paper. Do not remove the green sticker from the core of the roll.
2. Pull out the first label so it protrudes from the printer.
3. Close the paper tray cover.

Check the status of the light. It should be a steady green (or blue if connected via Bluetooth).

If the steady red light persists and the printer is connected via the app, click on the “New” at the bottom of the home page of the app to confirm the specific error, otherwise contact customer service for further assistance.



3. The printer fails to print after it returns paper

Recalibrate the printer. Note: This method will use up 1-2 labels.

1. Power on the printer.
2. Open the paper tray cover.
3. Install genuine label paper. Do not remove the green sticker from the core of the roll.

4. Close the paper tray cover and check that the indicator status is either a steady green or blue light.
5. Click the power button to print the self-test page. The printer will automatically calibrate the printing position after printing this page.

4. Label paper specifications

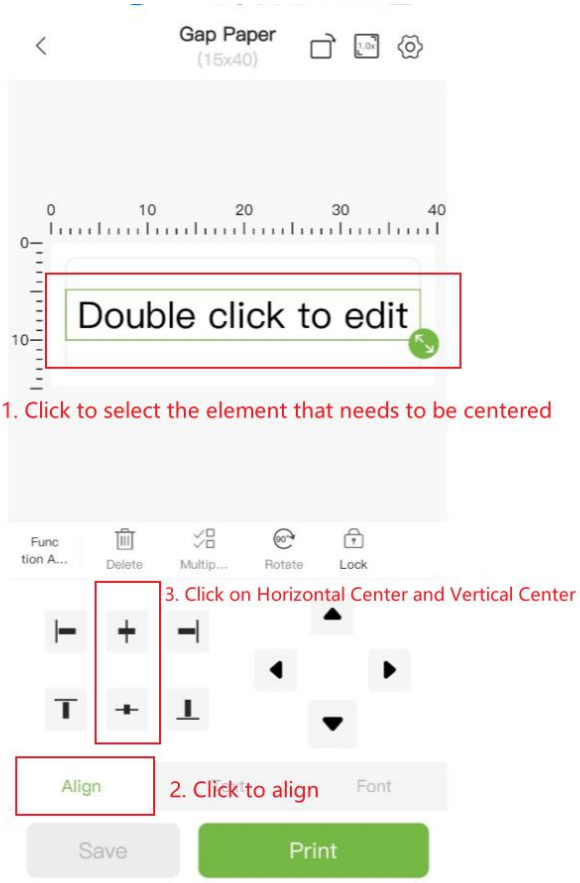
Use genuine label paper for best results. Do not remove the green sticker from the core of the roll. Doing so will result in the printer identifying the roll as non-genuine. The use of non-genuine label paper may result in blurry or misaligned printing. The following label sizes can be used in this printer:

12*40mm
15*30mm
15*40mm

We currently offer the following labels:
12*40mm – white
15*30mm – white, transparent
15*40mm – white, transparent

5. Content is not centered when printing

This happens when the content is not centered within the app or the label is not calibrated within the printer. Use genuine label paper for best results.
Check to see if the content is aligned within the app. Click on any element within the field and click on “Align” to switch over to the alignment functions. The left half is for auto-alignment and the right half is for manual alignment.



To calibrate the label paper within the printer, pull the first label out so it protrudes from the printer when you close the paper tray cover. Press the power button two times to have the printer retract the label to the starting position. Try printing again.

If you are still unable to center the printed content, contact customer service.

6. Poor print quality

Use genuine label paper for best results. Do not remove the green sticker from the core of the roll. Doing so will result in the printer identifying the roll as non-genuine. If you are using genuine label paper and the app prompts you to use genuine label paper, contact customer service.

7. Missing print content(s)

Open then close the paper tray cover. Press down on the cover with your hand (as shown) and try printing again. Try this 2-3 times. If the issue persists, contact customer service.



8. Switching the app’s language

Currently, the app supports 10 languages: Simplified Chinese, Traditional Chinese, English, French, German, Italian, Spanish, Polish, Russian, and Japanese. The app will default to the system language and if the system language is not supported by the app, it will use the default language (Simplified Chinese for Android and English for iOS). Refer to the following to change the language:

9. When the app opens Help or other pages, I get "Please check the network."

These modules in the app are linked to an external website, such as our website or Amazon store page, which requires network access. To clear the message:

1. Check that your device has access to the internet;
2. Make sure the app has been granted permission to access the network.

9.1. Enabling app network access permissions on iOS

Open the “Settings” app.
Scroll down and select "Nelko".
Select “Wireless Data” to view permissions. We recommend selecting “WLAN &

Cellular Data” for best results.

9.2. Enabling app network access permissions on Android

Specific settings may vary per device. The following is completed on a Samsung:

Open the “Settings” app.
Select “Connections”.
Select “Data usage” followed by “Manage app data”.
Scroll down and select "Nelko". We recommend selecting “Data and WLAN” for best results.

10. Why do I need to download a specific app to use the printer?

The P21 printer is specifically designed to provide a better printing experience, which includes compatibility, stability, and customization options. By utilizing our own app, we are able to provide and improve upon the user experience. We have a privacy policy and user agreement in place to protect personal information and data security.