**Note: The printer can only connect with macOS throught USB.**

### Complete the Installation

Double click the “.pkg” file to install the driver, follow the on-screen prompts to complete the installation.

Please refer to the demo video below:

<https://oss.qu-in.ltd/printerFiles/videos/macOS_DemoVideo.mov>

**Note: If you encounter the "unidentified developer" warning during driver installation, please refer to the following link for assistance.**  
<https://support.apple.com/en-sg/guide/mac-help/mh40616/15.0/mac/15.0>

### Connect the Printer to Your Mac.

1. Connect the printer directly to your Mac using a USB cable. (***Please avoid using a USB hub***)
2. If your Mac only has USB-C ports, use a USB-C to USB-A single port adapter. Ensure the adapter is connected to the PC side, not the printer.  
   

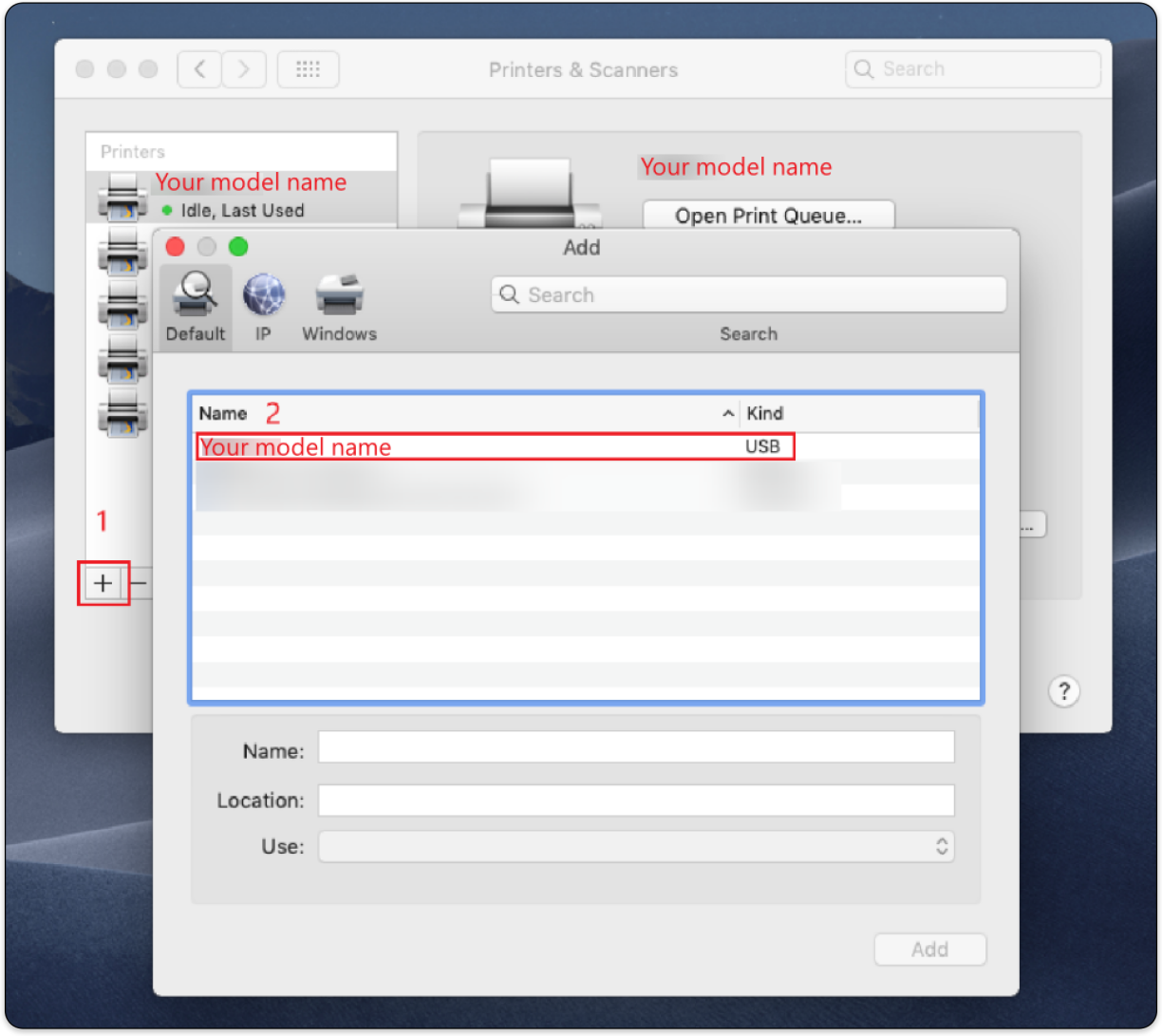
### How to verify if the printer is powered on correctly.

To check if the printer is powered on, unplug the cable and observe the indicator light. If the light is off, the printer is not powered on.

**Note: Press and hold the power button for 2~3 seconds to power it on.**

### How to verify if the printer connect to your Mac connectly.

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



### Self-service query platform

Copy the link below and open it in your browser.

<https://help.phomemo.com/portal/en/home>

### Contact Support for Further Assistance.

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

Email: [bestservice2012@outlook.com](mailto:bestservice2012@outlook.com) or WhatsApp: +1 (971) 476-7804

1. A demo video about the issue.
2. If you're using a Mac, please provide a screenshot following setp 4.
3. Your order number, purchase date, and purchase platform.