

## Printer Trouble Shooting Guide

**Problem: Green light is flashing**

Solution: Printer is out of labels. Install a new roll of labels.  
If labels are installed, look for jammed or damaged labels, and reload the labels.  
The green light can also flash if the wrong labels are used.

**Problem: Label jam**

Solution: Open the cover. Cut the label roll between the back feed slot and the roll.  
Push the form feed button to advance the labels through the printer.  
Cut the label strip through so there will be a flat edge on the end of the strip. Reload the labels again.

**Problem: Printer will not print**

Solution: Make sure the printer cable is properly connected.  
Make sure the printer is turned on. The green light will be on.  
Check the power connection at the wall and at the printer.  
Plug the printer into another wall outlet.

**Problem: Self Test to verify that the printer is printing properly**

Solution: Load a roll of labels.  
Make sure the power cord is connected.  
Turn the printer off.  
Hold the form feed button down and as you are holding it down, turn the printer on.  
When the printer starts printing, release both buttons simultaneously.  
The printer will print out a few lines and at the bottom of it, it will say "ready".

**Problem: Paper label roll does not fit in the printer**

Solution: The right hand plate on the spindle has a triangle on one side.  
This side should be facing the paper roll. Snap the plate on tightly. If the plate is not in this position the spindle will not fit in the slot properly.

**Problem: Print quality is poor**

Solution: Print head may be temporarily misaligned. Unload and reload the labels and try printing again.

**Problem: Printer prints gibberish**

Solution: Can happen if there is a power surge. Unplug and plug the printer again.

**Problem: Printing is faint**

Solution: This is a thermal printer which does not have any ink to change. Reload the labels, clean the rollers and reload the labels after the rollers have been allowed to air dry.

**Recommended Labels:**

Dymo Labelwriter White Shipping Labels, 2-1/8" x 4", 220 labels per roll  
Available at office supply stores. 2-1/4" x 4" or 2-5/16" x 4" will also work.