

Troubleshooting guide – Dymo label printer

1. Look at the front of the printer. Are the blue lights turned on?

Yes

No (the printer does not have electrical power)

- Plug the power cord into an electrical wall outlet
- Plug the power cord into the back of the printer
- Some power cords have an AC adaptor in the middle of the cord.
Check the connection at the AC adaptor is secure
- Make sure your power strip or surge protector (if any) is turned on
- Check that the wall outlet has electrical power

2. Press the forward button under each blue light. Do you feel or hear them click?

Yes

No, the button is stuck (the front panel may not be positioned correctly)

- Open the lid
- Gently lift on the top of the front panel until it clears the 4 small latches
- Raise the front end of the printer, and carefully remove the front panel by pulling it straight out
- Snap the top of the front panel onto the 4 small latches
- Firmly snap the bottom of the front panel in place and close the lid

3. Press the forward button under each blue light. Does one label come out each side?

Yes (go to Step 6)

No (either the labels are not loaded, or the printer is jammed)

- Lift the printer lid
- Press the reverse buttons one at a time
- Gently pull each roll of labels out of the printer rollers

4. Look at the front of the printer. Are the blue lights steady or flashing?

The lights are steady

The lights are flashing

- Load rolls of labels onto the spools as needed, with the holes between the labels on the left side of each spool
- Snap the Cap! Squeeze the Spool!
- Feed the labels into the printer rollers

5. Press the forward button under each blue light. Does one label come out each side?
- ✓ Yes
 - ✗ No, no label comes out (go to the section, [My printer is jammed](#))
 - ✗ No, multiple labels come out one or both sides
 - Lift the lid on the printer
 - Push the right end-cap of each spindle flush against the roll of labels (Snap the Cap! Squeeze the Spool!)
 - Close the lid
 - Press each forward button to advance any partial labels
6. On the login screen to the Precinct Atlas program, the labels must be set to print. Follow each step below to check that the printing selection is correct:
- Close the Precinct Atlas software program
 - Reopen Precinct Atlas by double-clicking on the program icon
 - Click "OK" on the login screen that says "worker"
 - Select your precinct
 - Type your name or initials
 - Select "Master" or "Secondary" as appropriate
 - Select "Yes" under "Print Labels"**
 - Click "OK"
7. Does a single test label print out, and is all information visible?
- ✓ Yes, the printer should now be working properly
 - ✗ No, (either no test label printed, or not all the information was visible on it)
8. Some precincts use multiple pairs of laptops and printers. Is the printer the correct one for this laptop?
- ✓ Yes
 - ✗ No (follow the steps below)
 - Unplug the printer from the laptop
 - Connect the correct printer to the laptop
 - Wait 30 seconds to see if a test label prints out
9. Check the printer cable connection at the back of the printer. Is it plugged in?
- ✓ Yes
 - ✗ No (follow the steps below)
 - Plug the printer cable into the back of the printer
 - Wait 30 seconds to see if a test label prints out

10. The printer cable should be connected to a certain USB port on the laptop. Is it plugged into the correct USB port?

✓ Yes

✗ No (follow the steps below)

- Unplug the printer cable from the laptop
- Plug the printer cable into the correct USB port
- Wait 30 seconds to see if a test label prints out

11. Sometimes printers stop working during the day. Follow each step below to reset the printer:

- Unplug both cables from the back of the printer
- Click "Start"
- Click "Turn Off Computer"
- Click "Restart"
- When the Precinct Atlas logo comes back up, plug both cables back into the printer
- Click "OK" on the login screen that says "worker"
- Select your precinct
- Type your name or initials
- Choose "Master" or "Secondary" as appropriate
- Select "Yes" under "Print Labels"**
- Click "OK"

12. Does a test label print out, and is all information visible?

✓ Yes, the printer should now be working properly

✗ No. See [I need to reinstall my current printer or install a new printer](#)

Default printer and label settings

Cancel printed documents

1. Close the Precinct Atlas software program
2. Click "Start"
3. Highlight "Settings"
4. Click "Printers & Faxes"
5. Right-click on the first printer displayed
6. Click "Cancel all documents" and then click "Yes"
(if you do not see "Cancel all documents", there are none to cancel).
7. Repeat the Steps 5 & 6 for each printer displayed
8. Leave the window open

Set the default printer

1. Right-click the bold printer that says "DYMO LabelWriter"
2. Choose "Set as Default Printer"
(if you do not see it, the printer is already set as the default printer)
3. Notice the checkmark by the bold, attached printer

Select the correct labels

1. Right-click the bold printer with the checkmark
2. Choose "Properties"
3. Click "Device Settings" at the top of the window
4. Change the label type for both the left & right rolls to "30323 Shipping"
5. Click "OK"
6. Right-click the printer with the checkmark
7. Choose "Printing Preferences"
8. Click "Advanced"
9. Change the paper size to "30323 Shipping"
10. Click "OK"
11. Click "OK"
12. Close the window

Restart the computer and reopen Precinct Atlas

1. Unplug the printer's USB cable from the laptop
2. Click "Start"
3. Click "Turn Off Computer"
4. Click "Restart"
5. When the Precinct Atlas logo comes back up, plug the printer's USB cable into the laptop
6. Click "OK" on the login screen that says "worker"
7. Select your precinct
8. Type your name or initials
9. Choose "Master" or "Secondary" as appropriate
- 10. Select "Yes" under "Print Labels"**
11. Click "OK"

Frequently Asked Questions

- A. [How do I load \(or unload\) the DYMO printer?](#)
- B. [My printer is jammed](#) (DYMO LabelWriter Twin Turbo & DYMO LabelWriter 450 Twin Turbo).
- C. [The front blue lights are not on](#)
- D. [The front blue lights are on, but one or both sides is flashing](#)
- E. [How can I test that the printer is ready?](#)
- F. [No label comes out when I push the forward button](#)
- G. [The forward button doesn't push down; it seems to already be stuck in the "down" position](#)
- H. [A blank label comes out when I push the forward button, but no test label prints when I log into Precinct Atlas](#)
- I. [A test label prints when I log into Precinct Atlas, but it's missing parts or is unreadable](#)
- J. [Extra blank labels come out of the printer](#)
- K. [I need to reinstall my current printer or install a new printer](#)
- L. [I don't see a bar code on the test labels](#)

A. How do I load (or unload) the DYMO printer?

Note: There are 1 or 2 rectangular holes between each label. The holes must be towards the left side of the printer. If the holes are towards the right side on either spool:

1. Unload the labels
2. Remove the spools from each spindle
3. Reload the labels

Unloading Labels

1. Tear off any labels from the front of the printer.
2. Open the lid, and press the “reverse button” (circular buttons with an underlined triangle).
3. If the reverse button does not release the labels (such as when the power is turned off)
 - Open the lid
 - Gently pull backwards on the labels while lifting the release lever
 - Plug the printer’s power cable back in
4. If the labels back out, you are successful. Otherwise, see [My printer is jammed](#).

Loading Labels

1. Unplug the power from the back of the printer.
2. Plug the power back in.
3. Take out the spindle by gently lifting up and towards you.
4. Gently pull the circular ends of the spindle apart. Notice the piece with the rotating arrow holds the label roll.
5. Take a full roll of labels.
6. **Unroll 3 full labels from the roll and tear them off** (to ensure no sticky residue remains to jam the printer).
7. Place the roll of labels on the spindle, so that the rectangular holes are against the circular arrow (there are 1 or 2 holes between each label).
8. Press the 2 circular ends of the spindle together, until they are flush with the roll (Snap the Cap!).
9. Gently set the spindle back into the printer, so that the labels are coming towards you from the bottom of the spindle. (The spindle should be free to rotate).
10. Ensure that the printer power is on and that the blue lights are flashing.
11. Feed the end of the labels into the printer, until the printer begins to pull the roll through.
12. (DYMO LabelWriter 450 Twin Turbo only): To the right of the labels, there is a “gray slider”. Gently move it till it just touches the labels.
13. Close the lid.
14. Press the forward button on the front, and ensure that one label comes through. Remove that label from the front. Repeat these steps for the second spindle as necessary.

B. My printer is jammed (DYMO LabelWriter Twin Turbo & DYMO LabelWriter 450 Twin Turbo).

Removing both rolls of labels

1. Tear off any labels from the front of the printer
2. Open the lid
3. Inside the printer, tear off the label nearest the jam
4. Remove the spindle
5. Repeat these steps for the second spindle

Removing jammed labels

If any of the following steps *completely* remove the jammed label(s) *and* the blue lights begin flashing, see [How do I load \(or unload\) the DYMO printer?](#)

1. While lifting the release lever on the jammed side, gently pull backwards on the labels.
 - If this step completely removes the jammed label, unplug the power from the back of the printer, then plug it back in to see if the blue lights start flashing.
2. Press the “reverse button” on the jammed side (a small circular button with an underlined triangle).
3. Press the forward button on the jammed side.
4. If the blue lights remain steady, continue with “Removing interior jams”.

Removing interior jams (If you have already *completely* removed the jammed labels *and* the blue lights are flashing (apply power), **do not** complete these steps, instead see [How do I load \(or unload\) the DYMO printer?](#))

1. Open the lid.
2. There are 4 small latches holding the front panel in place. (The front panel says “DYMO LabelWriter Twin Turbo” or “LabelWriter 450 Twin Turbo”).
3. Gently lift on the top of the front panel until it clears the 4 latches.
4. Raise the front end of the printer, and carefully remove the front panel by pulling it straight out.
5. Pull forward on the release lever, and remove all visible label fragments. Rotating the white gear or pressing the forward button may help to keep the label from tearing further (apply power).
6. Each piece with the 2 small latches may be raised to remove label fragments underneath.
 - a. (DYMO LabelWriter Twin Turbo only): Lift the piece with the 2 small latches up and towards you. The piece snaps out of place.
 - b. (DYMO LabelWriter 450 Twin Turbo only): To the right of each release lever, there is a gray slider. The piece snaps out of place when lifting up on the slider.
 - c. Again while lifting the release lever, try turning the white gear either direction to push the label through the front or out the back. You may also try pressing the forward or reverse buttons while lifting the release lever (apply power).

- d. Use tweezers to remove any fragments left behind where the blank labels go into the printer.
 - e. With the release lever lifted, again use tweezers to remove any fragments left behind where the printed labels come out.
 - f. All fragments should now be removed from the printer.
 - g. Snap each piece with the 2 small latches back into place.
7. Disconnect the printer's power cable.
 8. Plug the printer's power cable in (the blue lights should now be flashing).
 9. Realign and snap the top of the front panel onto the 4 small latches.
 10. Snap the bottom of the front panel in place.

C. The front blue lights are not on.

The printer does not have electrical power.

1. Plug the power cord into an electrical wall outlet
2. Plug the power cord into the back of the printer
3. Some power cords have an AC adaptor in the middle of the cord. Check the connection at the AC adaptor is secure
4. Make sure your power strip or surge protector (if any) is turned on
5. Check that the electrical wall outlet has power

D. The front blue lights are on, but one or both sides is flashing.

The side or sides that are flashing need label rolls. [See How do I load \(or unload\) the DYMO printer?](#)

E. How can I test that the printer is ready?

1. Open Precinct Atlas.
2. Ensuring that "Print Labels" is set to "Yes" on the Precinct Selection screen, log into your precinct.
3. Make sure you can read "Top Label Text" on "Bottom Label Text" completely. Also check that there is a bar code in the center of the label, and that the label setting is set to "30323 Shipping".

F. No label comes out when I push the forward button.

[Start with Question 1](#) of the Troubleshooting Guide.

G. The forward button doesn't push down; it seems to already be stuck in the "down" position.

1. Open the lid
2. There are 4 small latches holding the front panel in place. (The front panel says "DYMO LabelWriter Twin Turbo" or "LabelWriter 450 Twin Turbo")
3. Gently lift on the top of the front panel until it clears the 4 latches

4. Raise the front end of the printer, and carefully remove the front panel by pulling it straight out
5. Realign and snap the top of the front panel onto the 4 small latches
6. Snap the bottom in place
7. Close the lid

H. A blank label comes out when I push the forward button, but no test label prints when I log into Precinct Atlas.

[Start with Question 6](#) of the Troubleshooting Guide.

I. A test label prints when I log into Precinct Atlas, but it's missing parts or is unreadable.

[Start with Question 8](#) of the Troubleshooting Guide.

J. Extra blank labels come out of the printer

The black spindle that holds the spool is not closed completely. Snap the Cap!

1. Open the lid
2. Press the circular end pieces of each spindle flush against the label roll (Snap the Cap!)
3. Close the lid
4. Press each forward button to remove any partial labels
5. Tear off those labels

(When loading, ensure the circular ends of the spindle are flush against the roll).

K. I need to reinstall my current printer or install a new printer.

Canceling printed documents

1. Close Precinct Atlas and any other open programs
2. Click "Start"
3. Highlight "Settings"
4. Click "Printers & Faxes"
5. Right-click on the first printer displayed
6. Click "Cancel all documents" (if you do not see it, there are none to cancel).
7. Click "Yes"
8. Repeat the above three steps for each printer displayed
9. Leave the window open

Deleting old DYMO printers

1. Close Precinct Atlas and any other open programs
2. Click "Start"
3. Highlight "Settings"
4. Click "Printers & Faxes"

5. Disconnect the printer's USB cable
6. Right-click on all printers that say "DYMO LabelWriter" and choose "Delete"
7. Click "Yes" to confirm that you want to delete the printer
8. If you receive a warning that the default printer has been changed or deleted just click "OK"

Connections

Note: Mark the USB port on the laptop that you use with the printer. Otherwise, it may need to be "reconfigured" if it plugged into a different port. Likewise, the laptop and printer should stay paired together to avoid reconfiguration.

1. Plug the power cord into an electrical wall outlet
2. Plug the power cord into the back of the printer
3. Some power cords have an AC adaptor in the middle of the cord. Check the connection at the AC adaptor is secure
4. Make sure your power strip or surge protector (if any) is turned on
5. Check that the electrical wall outlet has power
6. Connect the rectangular end of the printer's USB cable to the computer, and the square end of the cable to the printer

Setting the default printer

1. Right-click the bold printer that says "DYMO LabelWriter"
2. Choose "Set as Default Printer" (if you do not see it, it is already the default)
3. Notice the checkmark by the bold attached printer

Selecting the correct labels

1. Right-click the printer with the checkmark
2. Choose "Properties"
3. Click "Device Settings" at the top of the window
4. Change the label type for both the left & right rolls to "30323 Shipping"
5. Click "OK"
6. Right-click the printer with the checkmark
7. Choose "Printing Preferences"
8. Click "Advanced"
9. Change the paper size to "30323 Shipping"
10. Click "OK"
11. Click "OK"
12. Close the window

Restarting the computer

1. Unplug the printer's USB cable from the laptop.
2. Click "Start"
3. Click "Turn Off Computer"
4. Click "Restart"
5. When the Precinct Atlas logo comes back up, plug the printer's USB cable into the laptop

Logging into Precinct Atlas

1. Close the Precinct Atlas software program
2. Reopen Precinct Atlas by double-clicking on the program icon
3. Click "OK" on the login screen that says "worker"
4. Select your precinct
5. Type your name or initials
6. Select "Master" or "Secondary" as appropriate (for Secondary computers, make sure it's connected to a Master and that the Master computer is on)
- 7. Select "Yes" under "Print Labels"**
8. Click "OK"
9. If a label does not successfully print when you log into the program, call the County Auditor.

L. I don't see a bar code on the test labels

See the "Barcode Font Installation" documents.