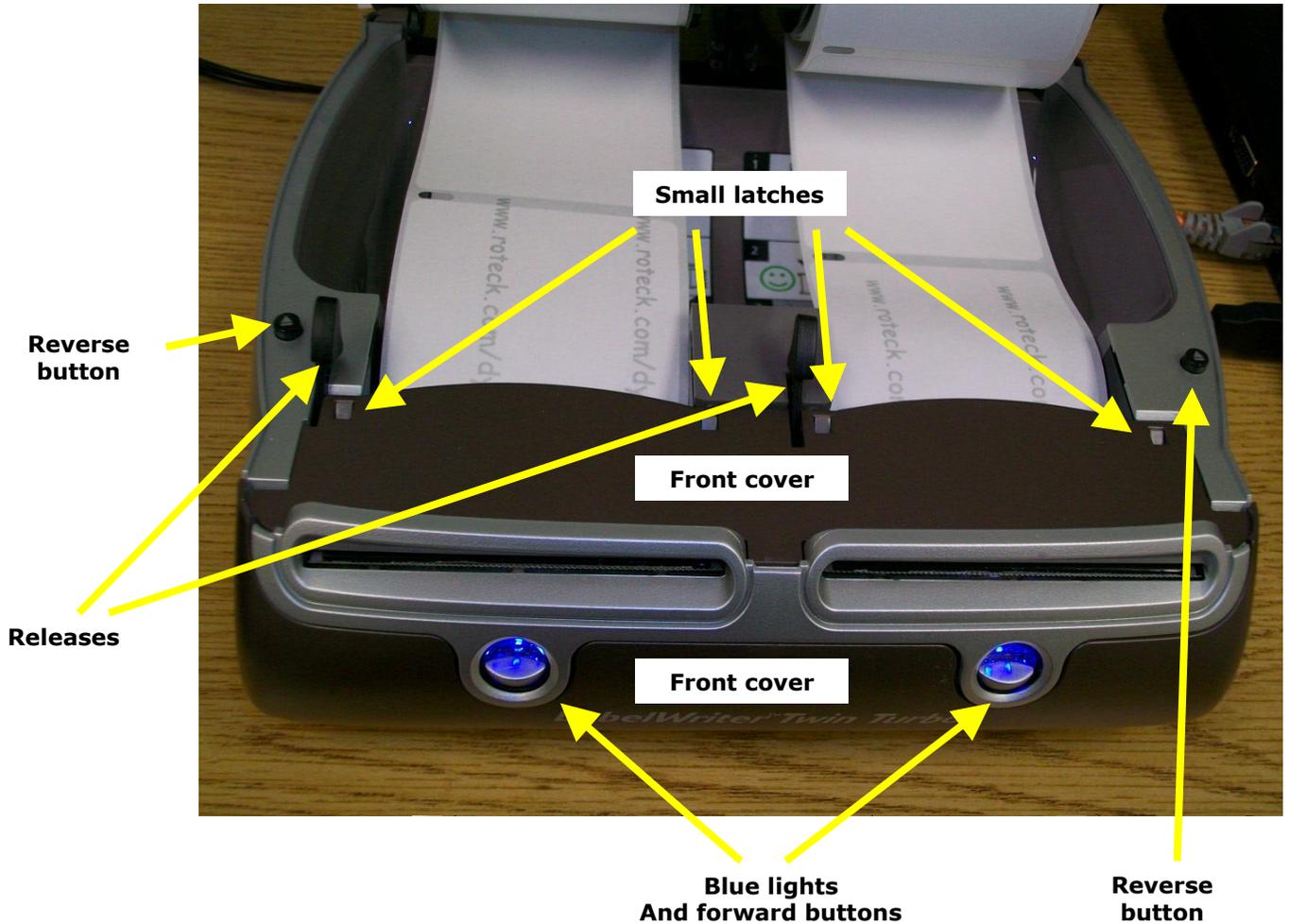


Troubleshoot label printer

The Precinct Atlas



Blue lights

If the blue lights are not showing on the front of the label printer, the printer does not have power. Check the connections between the label printer, power cord, power strip, extension cord, and wall outlet. Also, some power strips have a button that must be set to the “On” position.

Flashing blue lights

If either or both of the blue lights are flashing, then one or both sides of the printer are out of labels or the labels have not been fed through. Reload or feed the labels as needed.

Check that labels will come out

Press once on each of the two forward buttons. If one blank label comes out, that side of the printer is not jammed and is operating correctly. If no labels come out or multiple blank labels come out, you likely have a jam.

Check the computer / printer partnership

If you have two computers and label printers at a precinct, and neither of the printers is working at the start of the day, check to make sure that each label printer is partnered to the correct computer. Each label printer should have been configured to a specific computer prior to Election Day. If you confirm this is a problem, detach the cords from the back of the label printers and switch the printers to their correct laptops. Wait a moment to see if your previous labels print out; if not, you may need to reboot the computers and/or reconfigure the printers.

Check printer cable / USB port partnership

Check that the printer cable is inserted into the correct USB port on the computer. As opposed to a mouse that can be attached to any USB port on the laptop, the label printer must always be attached to the same USB port.

Forward buttons don't "give"

If you cannot feel the forward buttons "give" when you press them and if no labels come out, the front cover of the printer is not on straight. Gently pull up on the top of the front cover to release the four small latches and pull it straight out from the front of the printer. Press each forward button and you should feel it "give". Carefully push the front cover straight onto the printer and gently snap the small latches back in place. Press the forward buttons again to test if the front cover is on straight.

Jammed label

If you can feel the forward button "give" when you press it, but no label comes out, that side of the label printer is likely jammed. Raise the lid of the printer and press the small reverse button for that side of the printer. If the label does not "back out", pull forward on the release and physically pull the labels out backward. If the blue light starts flashing, you have likely fixed the jam; feed the labels back into that side of the label printer. If the blue light is not flashing, press the forward button on the front of the printer. If the blue light is still not flashing, you will need to carefully remove the front cover (see **Forward buttons don't "give"** above) and try to find a piece of label that came off and is stuck inside the printer roller.

One more thing

If you have checked all the above, unplug both the power cord and printer cable from the back of the label printer. Wait ten seconds and plug them back in.

Configuration

If you have eliminated the problems above, then you will need to reconfigure your current printer, or to replace it with another label printer and configure the new printer.