

Printer Trouble-Shooting

If you are having problems with your barcode label printer or sales ticket printer, these are the steps to take to troubleshoot the problem:

- 1) Make sure the printer is on and plugged to the computer. The printer needs to be plugged directly into the computer and cannot go through a router. Make sure the printer port is not being used by any other application.
- 2) If possible, test the printer with a different printer cable. This eliminates the possibility that the cable is the source of the problem.
- 3) Do a printer self-test. The self-test resets the printer to factory settings and is useful if the formatting seems to need adjusting. Self-tests are particularly useful when switching from one barcode media type to another as the self-test realigns the printer head. To do a self-test follow these steps:
 - a) Turn the printer off;
 - b) Turn the printer back on while holding the feed button down.
 - c) When you see the feed light blink, let go of the button. The printer will begin printing gibberish. Let it finish.
 - d) When it is done, press the feed button one more time. The printer will most likely print some more gibberish. The self-test is then done.
- 4) If the printer did not print anything during the self-test, the printer is defective and needs to be repaired.
- 5) If you have a thermal printer and the printer seemed to be printing during the self-test but nothing printed, check to make sure you didn't feed the thermal paper/labels upside down. These will only print if the correct side is facing the print head.
- 6) If the self-test was successful and you are still experiencing problems, make sure you have not installed any of the manufacturer's drivers. If you have, you need to uninstall them or XpertMart™ will not work correctly. We use all of our own drivers.
- 7) Make sure you have configured the drivers correctly. You must choose the port the printer is hooked-up to (USB, LPT1, COM1, etc) and which driver is to be used. The label printer settings are set in the Station Configure>Label Printer menu. The sales ticket printer settings are set in the Configure Documents>Document Printer Port and Configure Documents>Invoice Format menu.
- 8) If you recently upgraded to a new version of XpertMart™ or recently downloaded new drivers, make sure they are compatible. The version and drivers must coincide or they will not work.