



Troubleshooting the LabelWriter 4XL Printer

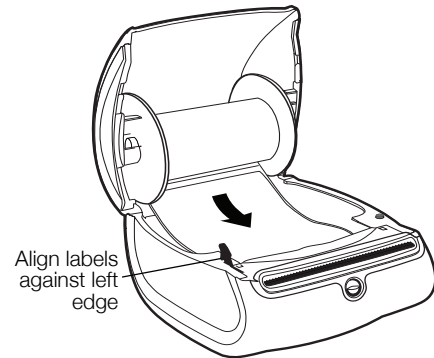
Labels Do Not Print as Expected

If the label does not print as shown in DYMO Label software, make sure the label type and size selected in the software matches the actual labels in the printer.

Labels Do Not Feed Correctly

If your labels do not feed correctly, check the following:

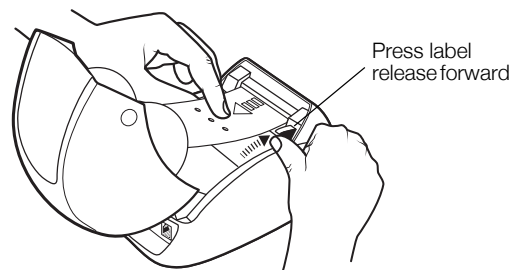
- Make sure your labels are loaded properly and that the left edge of the label is aligned with the left edge of the label feed slot.
- Make sure you are using DYMO-branded labels. The perforated holes between the labels made by other manufacturers are frequently not detectable by DYMO printers. When the perforations are not detected, the labels will not feed correctly. Using third-party labels may also void your warranty.



Clearing Label Jams

To clear labels that have become jammed in the printer

- 1 Tear off any labels that have already fed through the printer.
- 2 Press the label release lever forward and pull the jammed label out of the label feed slot.
- 3 If labels become stuck to the platen, carefully peel the label away. Press the forward feed button to move the platen if needed to reach all of the stuck label.



Correcting Poor Print Quality

Poor print quality is most frequently caused by one of the following:

- An old roll of labels
- Labels made by a manufacturer other than DYMO
- Labels where the thermal coating has been compromised
- A dirty print head

First, make sure you are using DYMO-branded labels. Do not use third-party labels because the thermal coating on other labels has a different sensitivity than DYMO-branded labels. Also, the perforated holes between the labels made by other manufacturers are frequently not detectable by LabelWriter printers.

If the print quality becomes faint, small dots of white appear scattered through the printed characters, or light and dark patches of printing appear, you are probably using a faulty roll of labels. Try using a different roll from a fresh box. If the second roll prints correctly, the problem is with the first roll of labels.

Another possibility is that the LabelWriter print head needs cleaning. Clean the label path with a LabelWriter Cleaning Card. Cleaning cards are available from www.DYMO.com.

Cleaning the Print Head

If you need to clean the print head, cleaning cards can be ordered from www.DYMO.com.

- 1 Open the printer cover. If there are labels loaded in your printer, press the reverse feed button to remove the labels.
- 2 Open the cleaning card packet and remove the cleaning card.
NOTE: Take necessary precautions when using the cleaning card by using eye protection and gloves.
- 3 Place the cleaning card in the label slot from inside the printer and press the forward feed button to advance the cleaning card through the label slot.

- 4 Remove the cleaning card.

NOTE: For the LabelWriter 4XL, you may have to repeat the previous steps in order to cover the width of the print head.

- 5 Load the labels back in the printer.
- 6 Properly dispose of the cleaning card.

Printer Does Not Print or Stops Printing

If your printer does not print or stops printing while in use, follow the steps below to track down the problem.

- 1 Make sure the printer is still getting power and that the power cable has not been disconnected.
If the status light on the front of the printer is not lit, check to make sure the power cable is plugged in, and that your power strip is working.
To make sure the problem is not with the outlet or power strip, try plugging something else into the wall outlet and power strip.
- 2 Confirm that the printer is feeding labels properly by pushing the form feed button while the printer is on.
If the labels are jammed, the status light will blink.
- 3 Make sure that your USB cable has not come loose from the back of your printer or from your computer.
- 4 (Windows) Check that your LabelWriter printer driver is installed correctly.
The LabelWriter printer driver takes print data from your software and directs it to the LabelWriter printer. The driver is automatically installed when you install the software that comes with your printer. However, the driver may have been changed or deleted by mistake.
 - a From the Start menu, choose **Devices and Printers**.
 - b Right-click the LabelWriter printer icon, and then choose **Properties**.
 - c From the Properties dialog box, click **Printing Preferences**.
 - d From the Preferences dialog box, click **Advanced**.
The Advanced dialog box appears.

If no errors are displayed the Advanced dialog box, the printer driver is installed correctly.

If you are still having problems after checking the above items, contact DYMO Customer Care.