

# Chapter 5

## Getting Help

Your LabelWriter printer should offer years of trouble-free printing with very little maintenance. However, in the event that you encounter a problem, this chapter offers suggestions for resolving problems that can occur when using the printer. If you are unable to solve a problem, this chapter also describes how to contact DYMO Technical Support.

For complete information about programming and using the LabelWriter SE450 printer, refer to the *LabelWriter SE450 Technical Reference Guide*, available from the Developers Program page on the DYMO Web site ([www.dymo.com](http://www.dymo.com)).

### Troubleshooting

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This section provides information on how to detect and correct problems you might encounter while using your LabelWriter printer.

#### Status Light

The status light visually shows the current state of the printer:

Status Light	Description
Solid Blue	Power is on and printer is ready.
Dimmed Blue	Printer is in power saving mode.
Flashing Blue	Labels are not loaded properly or the label roll is empty.

For the LabelWriter SE450, the status light shows the current state of the printer as follows:

SE450 Status Light	Description
Solid Blue	USB cable is connected. Power is on and printer is ready.
Dimmed Blue	USB cable is connected and printer is in power saving mode.
Flashing Red	Labels are not loaded properly or the label roll is empty.
Solid Green	Serial cable is connected. Power is on and printer is ready. Printer will also show solid green when both USB and Serial cables are connected or when no cables are connected.
Dimmed Green	Serial cable is connected and printer is in power saving mode.
Flashing Green	Serial cable is connected and printer is in configuration mode. For complete information about programming and using the LabelWriter SE450 printer, refer to the <i>LabelWriter SE450 Technical Reference Guide</i> , available from the Developers Program page on the DYMO Web site. <a href="http://www.dymo.com">www.dymo.com</a>

## Performing a Printer Self-Test

If you experience problems with broken characters or other print quality issues, perform a printer self-test. The self-test verifies that all elements of the print head and printing mechanism are in working condition.

### To perform a self-test

- 1 With a roll of labels in the printer, press and hold the form-feed button on the front of the printer for five to ten seconds.

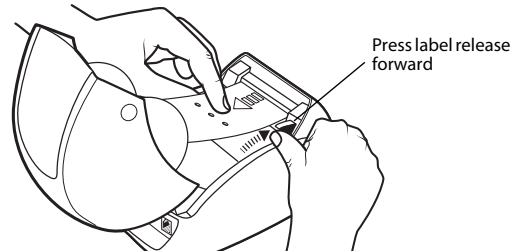
The printer begins printing vertical lines along the width of the printer. The test pattern automatically changes every 3/4 inch (19 mm).

- 2 Once the self-test begins, release the form-feed button.
- 3 To stop the self-test, press and release the form-feed button.

## 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.



## 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. Every LabelWriter printer comes with a cleaning card. See "Caring for Your Printer" on page 17 for information about the LabelWriter cleaning card.

## 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. See "Loading Labels" on page 5.
- 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.

## 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. Refer to "Clearing Label Jams" on page 20.

- 3** Make sure that your USB cable has not come loose from the back of your printer or from your computer.

Refer to the installation instructions in the *Quick Start Guide* to make sure the cable is connected properly.

- 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 **Printers and Faxes**.
- 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 Customer Service to arrange for a Return Authorization (RA). See "Obtaining Technical Support" on page 22.