

Frequently Asked Questions (FAQ) – printer troubleshooting

„Why is my thermal transfer printer not printing? “ – Possible causes and steps for printer troubleshooting.

Does the printer respond?

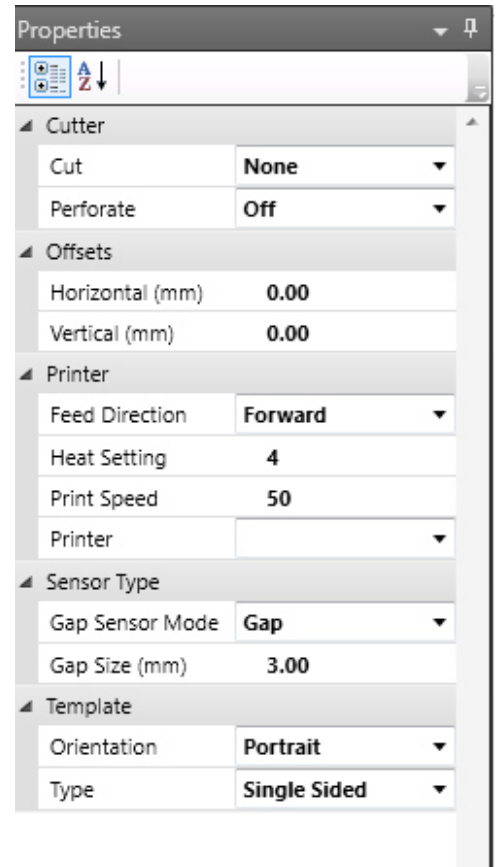
- **Yes:** If the printer responds, please observe the following checklist.
 - Please check if consumable material and colour ribbon are correctly inserted as shown in the tutorial videos, available from the internet here:
TT430: <https://youtu.be/bWSgmtIS9-k>
TT4030: <https://youtu.be/pcFC0aQqOq8>
<https://www.hellermanntyton.com/competences/thermal-transfer-printer>

- Please verify settings in the property window of the TagPrint Pro software (see page 44 in TagPrint Pro manual as well as page 14 in TagPrint Pro booklet and the following screenshot) such as
 1. Sensor
 2. Offset
 3. Heat
 4. Speed.



Settings from the label database ⁽¹⁾

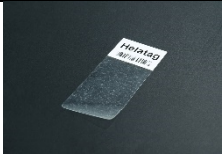






Select option	Parameter	Explanation
Alignment	Portrait, landscape	Shows the layout alignment for this template.
Feed direction	Forward, reverse	Shows the print direction for this template.
Heat setting ⁽²⁾	0 to 20	Shows the preset (recommended) printing heat for this template.
Print speed ⁽²⁾	0 to 200	Shows the preset (recommended) print speed for this template.
Sensor type	Gap, Continuous, Bottom mark, Top mark	Shows the sensor that is used for this template.
Type ⁽²⁾	Single-side, Double-side, Top side, Bottom side	Shows the type of template, for example, whether it should be printed single-sided or as a double-sided template (duplex).



(1) These settings are stored in the label database but can be changed in the template.

(2) The maximum values of the printer are specified in the respective operating instructions.

TagPrint Pro standard printer settings

Product		Heat		Speed (mm/s)	Sensor
		TT430	TT4030, TrakMark DS		
Self-laminating labels		+4	+4	50	Gap
Plain labels		+5	+5	50	Gap
Panel labels		+13	+10	50	Gap
Heat shrink (continuous)		+6	+6	30	Continuous
Heat shrink (ladder style)		+6	+6	30	Gap
TIPTAG (continuous)		+5	+5	30	Gap
TIPTAG (ladder style)		+5	+5	30	Gap

- If an error message appears on the printer display, the following table will help you find possible errors, causes and solutions:

Error Message	Cause	Solution
Out of ribbon	Out of transfer ribbon.	Insert new transfer ribbon.
	Transfer ribbon melted, ripped or torn during printing.	Cancel current print job. Decrease the heat level in the software. Clean the print head. Insert the ribbon. Restart the print job.
	The material reel rubs against the ribbon.	The material roll is oversized for the printer. In this case use an external reel holder and colour ribbon with max. 300 m length.
	The unconsumed colour ribbon is not rotating or slips on the roller (printer TT430).	Put some folded paper between the core of the reel and the ribbon roller.
Protocol error	The printer has received an unknown or invalid command from the computer, e.g. the command to perform a cut although a cutter is not mounted.	Select continue to skip the command or select cancel to cancel the print job.
No label found	Device is loaded with continuous material, but the software is set to sections.	Activate the correct sensor type "sensor continuous" in the software.
	The sensor does not find a gap.	Please set the sensor to the correct position and ensure that the sensor type "gap" is selected in the software.
Print head folded down	Print head not locked.	Lock the print head.
Out of paper	Out of material.	Load material.
	Paper inserted incorrectly.	Check paper feed. Material must be guided underneath the sensor arm.

- Self-laminating labels: The printer is not printing in the printable area but on the transparent laminate:
Change the sensor type to "lower marking". Occasionally, the Y-offset has to be adjusted in properties afterwards.
- Material slows down or print is displaced:
 1. Potentially, the material is fixed too tightly by the margin stop. Check that inserted material can be rolled off easily, even when the margin stop is closed.
 2. The material feed should only guide the material, not squeeze it or slow it down. Check for excessive resistance by gently pulling the material.
 3. Verify if the correct software template is selected.

Does the printer respond?

- **No**: If the printer is not responding, please check the connection settings of your PC against the following checklist:
 - Printer connected by USB:
 1. Please check if the printer is online or offline
(Windows → devices and printers selection → double click on the device symbol → data → use printer offline (must be deactivated)).
 2. Please verify if correct USB – connection is used
(Windows → devices and printers selection → right mouse click on printer settings → connections).
 3. Please review if Windows has potentially created a printer copy
(Windows → devices and printers selection). If so, choose this copy for printing.
 - Printer connected by network:
 1. Please check if the printer can be found in the network
 - a. Open the command line
(Windows → start → type search term "CMD" → enter; type "ping IP-address from printer" (→ under short information in the printer menu) or
 - b. via Web browser type "IP-address from printer".