

Software and Printer Support

The printer is skipping labels.



Printer: TT230 Series

- 1 **OPTION 1:** Click the **Windows Start** button and select **Devices and Printers**. Right-click your printer's driver and select **Printing Preferences**. Click on the **Stock** tab. Make sure the **Gap Height** is 0.02.
- 2 In TagPrint Pro, ensure **part number** and **Printer Family** are correct. Try printing to see if the issue is resolved.
- 3 **OPTION 2:** In TagPrint Pro, go to the **Utilities Tab**. Check for updates. Update program and try printing to see if the issue is resolved.
- 4 **OPTION 3:** On your USB key, open the **DiagTool** and look for firmware revision. Compare against the **current list** and, if not up-to-date, upload new firmware and try printing to see if the issue is resolved.
- 5 **OPTION 4:** Put printer in **dump mode**:
 - 1) Turn printer off.
 - 2) Press and hold Feed button while powering the printer back on.
 - 3) While still holding Feed button, LED will blink green, orange and then red; immediately release Feed button when LED turns red.
 - 4) Printer should feed some label material.
- 6 **OPTION 5:** Click the **Windows Start** button and select **Devices and Printers**. Delete the printer driver and reinstall the latest driver. Try printing to see if the issue is resolved.
- 7 If the problem still exists, please contact **Tech Support** for possible Repair.

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Technical Support

How can we help? Please tell us about the issue you are experiencing. Provide as much detail as possible, including the product name and application. If this is a "line-down" emergency, please indicate that within your message.

Technical support problems typically are handled and resolved in one business day. We understand that your issue is important and we are committed to respond to all inquiries in a timely manner.

For technical support, please fill out the ID Support form (<https://www.hellermanntyton.us/id-support>).

Phone: (833) 635-4315