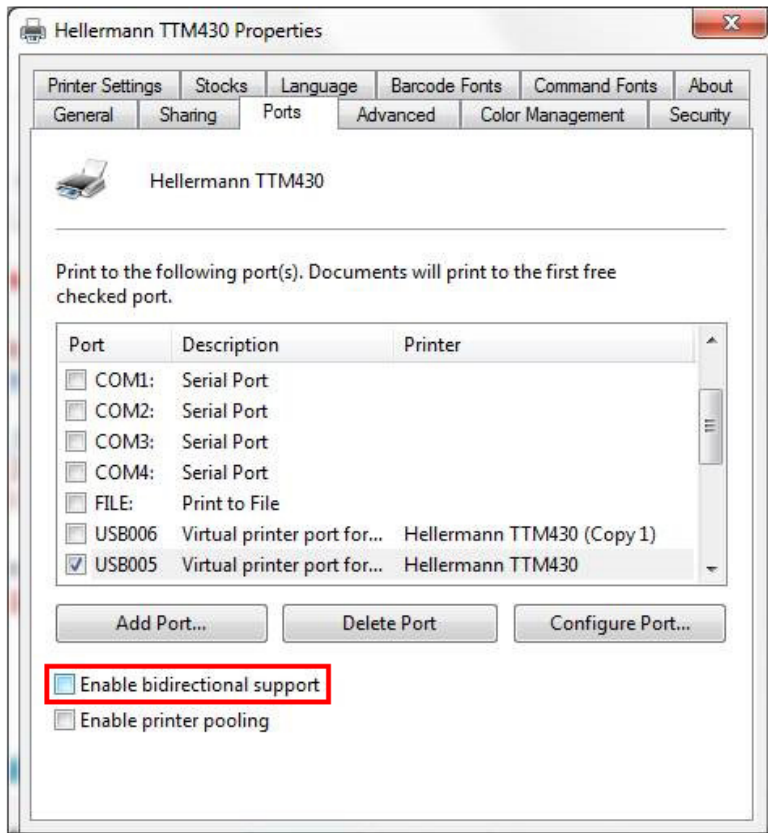


## Software and Printer Support

I get a cutter error when using my TTM430.

- OPTION 1:** Click the Windows Start button and select **Devices and Printers**. Right-click your printer's driver and select **Printer Properties**. Make sure "Enable bi-directional support" box is unchecked.



- OPTION 2:** Switch off printer, remove any visible material. Switch the printer off and then on.
- OPTION 3:** Close and restart TagPrint Pro.
- OPTION 4:** It could be a label is jammed in the cutter unit itself. Remove the cutter and open the back plate to check if there are any labels stuck in the cutter mechanism.
- If the problem still exists, please contact **Tech Support** for possible Repair.

## Software and Printer Support

### 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