

XPress Printer Troubleshooting:

Problem:	Fix:
Not printing at all. No Green light on printer or no Red or Green light on scanner	Check power connections and power switch.
Printer is working, but labels are blank.	Check the print ribbon; it may be inserted upside down. Please confirm that ribbon and ribbon spindles are mounted correctly.
Printer LED flashing GREEN	Ribbon or Labels have been changed and the feed button was not pressed after the printer lid was closed. Press Feed Button now.
Printer LED flashing RED	<ol style="list-style-type: none"> 1) Printer lid was opened, close lid and press the feed button. 2) Printer has had an error in label feeding or the printer has run out of labels or ribbon. Do not turn Printer off. Replace exhausted supply item and close printer lid and press the feed button. 3) Label Gap Sensor not detecting Label gaps, Open printer and make sure Green Label Guides are positioned correctly against edges of label stock and close printer and Press Feed Button.
Printer feeds or prints a few labels then stops and status LED on printer turns red.	<ol style="list-style-type: none"> 1) Printer has had an error in label feeding or the printer has run out of labels or ribbon. Do not turn Printer off. Replace exhausted supply item and close printer lid and press the feed button. 2) Label Gap sensor guides may not be positioned against edge of label media. Open lid and adjust label sensor guide. Close lid and press the feed button. 3) Label Index setting may have been reset. Follow the Label Index Procedure below.

<p>Print Ribbon feeds out the front with the Labels.</p>	<ol style="list-style-type: none"> 1) Check Ribbon Spindles to see that they are correctly mounted and locked into the ribbon hubs on the right side of the ribbon compartment. 2) Follow the Printer Ribbon Sensor Reset Procedure below.
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Label Index Procedures: Only use these steps if the printer prints a label then stops and the LED turns Flashes RED

1. Turn off the printer. Wait 10 seconds before going to the next step.
2. Hold down the feed button on top of printer.
3. Turn on printer and continue to hold down feed button.
4. Status LED will begin flashing RED five (5) times, and then flashing AMBER, release the feed button when the LED begins flashing AMBER.
5. The printer will feed several labels then begin printing the standard test pattern and printer settings.
6. When the printer stops printing press the feed button once.
7. Turn off the printer and wait 10 seconds before turning the printer back on.
8. Printer is now ready.

Printer Ribbon Sensor Reset Procedures:

1. Turn off the printer. Wait 10 seconds before going to the next step.
2. Hold down the feed button on top of printer.
3. Turn on printer and continue to hold down feed button.
4. Status LED will begin flashing RED. Release the feed button.
5. Printer Ribbon Sensor has been reset and the printer is now ready.

Printer Clear Settings/Reset Procedure: Use only when printer will not correctly reset label gap indexing.

1. Turn off the printer. Wait 10 seconds before going to the next step.
2. Hold down the feed button on top of printer.
3. Turn on printer and continue to hold down feed button.
4. Turn on printer and continue to hold down feed button.
5. Status LED will begin flashing RED five (5) times, and then flashing AMBER five (5) times and then flash GREEN, release the feed button when the LED begins flashing GREEN.
6. The LED will turn AMBER then back to solid GREEN. Turn off the printer and wait 10 seconds before turning the printer back on.
7. Use the Label Index Procedure above to reset the label index settings.
8. Printer is now ready.

For other issues or problems, please contact us for support,

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