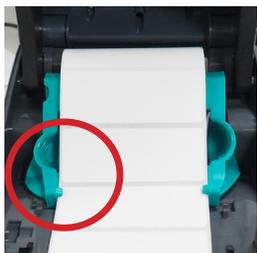# TROUBLESHOOTING TIPS FOR
ieMR LABEL PRINTERS

FOR FURTHER ASSISTANCE CONTACT THE INFOSERVICE CENTRE ON 1800 198 175

1 When loading labels, make sure the labels are fed underneath the 2 green 'feet' in front of the roller, this will stop the labels peeling off and getting caught in the roller.

2 When you close the lid of the printer, if the LED is flashing red then the lid isn't closed properly. Open the lid again and close ensuring the left hand side is fully pressed down.

3 If the indicator LED is flashing green, press the button next to the LED once, this will put the printer in online mode and enable you to print labels.

4 If your printout is missing sections, open the lid and check that a label hasn't come off inside the printer and become stuck to the print head *(the brown and black strip on the inside of the lid)*.

If it has, you need to carefully remove the label, and then remove any left over adhesive.

5 The easiest way to do this is with a REMOVE wipe. Once the adhesive has been cleaned off, remove any left over REMOVE with a lint free cloth. Make sure the area surrounding the print head is also free of adhesive.
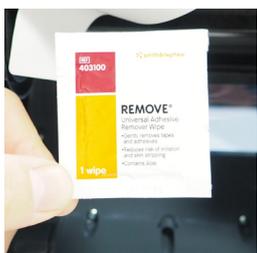
6 Check the labels are fed through the guide feet correctly, close thelid, press the button next to the LED to unpause the printer and you should be able to print labels again.

NOTE : If your printed label is not printing on one label (i.e. it's printing over multiple labels), open the lid and close it again, then press the button next to the LED. Our printers have been configured to do an automatic calibration when the lid is closed and the printer is put online (as is the case when you insert a new roll of labels). Calibration should only be required once per label change.