

WorldShip® Troubleshoot the Thermal Label Printer

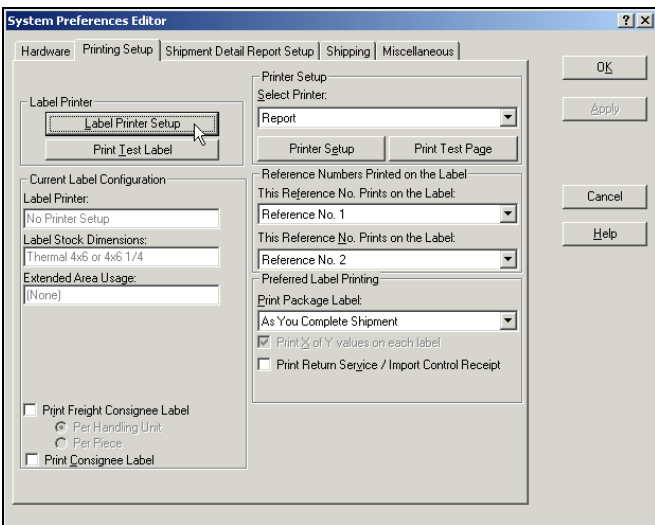


Note: Use this document to troubleshoot the UPS Thermal 2442, UPS Thermal 2543, and UPS Thermal 2844.

You may need to troubleshoot if one of the following problems occurs:

- Printing stops and the status indicator lights red.
- The status indicator remains red.
- “Garbage” prints on the thermal labels.

To troubleshoot a problem with the thermal label printer:

Step	Window (if available)
<p>1. Make sure that you chose the correct label stock dimension.</p> <p>To review your choice of label stock dimension:</p> <ul style="list-style-type: none"> • On the Tools menu, click System Preferences Editor. The System Preferences Editor window appears. • Click the Printing Setup tab. The tab shows the current label stock configuration. • If you need to change your setup, click the Label Printer Setup button. The Label Printer Setup window appears for you to make the necessary updates. <p>Note: See Set the Label Stock Configuration.</p>	
<p>2. Make sure the printer case is closed and latched.</p>	<p>None</p>
<p>3. Make sure that labels are loaded in the printer and that no labels are missing in the middle of the roll.</p>	<p>None</p>
<p>4. Make sure that labels are not jammed in the label path.</p>	<p>None</p>

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5. Make sure that the transmissive (gap) sensor is not dirty.

To clean the print head on your thermal label printer:

- Open the printer case by pulling the cover release tabs forward (these tabs are located on both sides near the top of the printer).
- Rub the cleaning pen (supplied with the printer) across the dark area of the print head.
- Wait one minute, and then close the printer case.

Tips:

- UPS recommends that you clean the print head on your thermal label printer each time you load a new roll of labels in the printer.
- For further cleaning assistance, refer to your printer documentation.

None

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6. Run the printer through Dump (Reset) Mode, as follows:
- Turn the printer off using the power switch on the back of the printer.
 - Press and hold the Feed button while turning the printer back on. The light around the Feed button will begin flashing red.
 - While the light is flashing red, release the Feed button. The light turns green, three or four labels dispense approximately three seconds later, and then the Dump Mode printout starts printing.
- Tip:** You must release the Feed button while the light is flashing red. If you hold the Feed button too long, the red light will stop flashing and you will not get a response from the printer. This is not necessarily an indication that the printer is malfunctioning (see Solid Red Light Tip below).
- Press the Feed button once to exit Dump Mode. The light turns green.

Solid Red Light Tip: If a solid red light occurs, turn the printer off for 10 seconds and then back on. The light should return to green. If it still does not return to green, repeat this step. If the light still does not return to green, call the UPS Technical Support. On the Help menu, click UPS Technical Support and scroll to find your number.

None