

Datagger Troubleshooting and FAQ

Most common problems can be solved before calling Technical Support by referring to this section.

Q: My Printer was working great, but I unplugged the USB cable from the PC. Now that I've plugged it back in, the Printer is not responding or printing tags.

A: When installing the printer and software, the computer "binds" the printer to the specific USB port that it is plugged into. If it is ever necessary to unplug the USB cable from the PC (moving, cleaning, etc), it is VERY IMPORTANT to note the particular port and location, and plug the cable back into the same place. If the printer does not print after plugging the cable back in, try another USB port(s) on the PC until the printer resumes printing.

Q: When I click Print, one label prints, then the printer skips a few labels, and then the rest of my labels come out fine.

A: This is NORMAL. When the printer is first turned on, it must sense the height of the labels. This happens automatically the first time that you print after turning the power on, by feeding a few extra labels. This can be avoided by pressing the **FEED** button on top of the printer once the Paused light turns off.

Q: When I click on the Print button, I get a message stating that "This document was previously formatting for the Printer Generic Text Only", which is not available.

Or

When I click on the Print button, the yellow (Pause) light on top of the Printer blinks, but then nothing else happens.

A: The Generic Driver required to print on the label printer is not installed. Refer back to the Printer Installation section at the beginning of this manual to install the correct driver. After installation of the driver, re-install the software.

Q: When I click on the Print button, a page comes out of my regular printer, but nothing happens on the Label printer

A: Make sure that the correct cable is connected to your label printer. If you selected LPT1 during the installation of the Printer, the Label Printer should be plugged into the same place where your desktop printer is typically connected.

Q: The printer started to print a label, but now the red Fault light on top of the printer is on, and nothing prints.

A: The Fault light means that there is a problem with the way that the labels and/or ribbon are loaded in the printer. Make sure the roll of labels is loaded in the printer all the way to the *left*, and that the ribbon is traveling through the correct path in the printer mechanism. For assistance loading labels and ribbon, review the instructions and photos at <http://archcrown.com/support/loadingdatamaxe-classprinter.htm>.

(continued on next page)

Q: When the printer prints, the correct number of labels comes out the printer, the Fault light is not on, but the labels come out blank.

A: The ribbon is loaded with the wrong side facing the labels. Only the inner surface of the black ribbon actually contains “ink”. The ribbon must be loaded so that this surface faces the labels. One way to test this is to stick a piece of Scotch tape to the surface of the ribbon that faces the labels, and then peel the tape off. If the tape comes away with black on it, then the ribbon is loaded correctly. If the tape comes away clean, then the wrong surface of the ribbon is facing the labels and the ribbon should be reversed.

Q: The Printer prints, but nothing prints on the right side of the labels. Only the left side shows printing.

A: This happens when the printhead (the mechanism that holds the ribbon spindles) is not locked all the way down prior to printing. Make sure that the large green lever on the right side of the printer is completely locked around the small black plastic tab in the printhead mechanism.

Q: The Printer prints, but nothing prints on the left side of the labels. Only the right side shows printing.

A: This happens when the roll of ribbon is not pushed all the way down on the ribbon spindle. Make sure that the ribbon is pressed all the way to the left until it will not go any farther, the left edge of the ribbon should line up with the left edge of your labels.

Q: The printer only printed 4 of the last 5 labels that I asked for

Or

The printer always prints 1 less that I put in the Print Qty field

A: The printer will print the exact number of labels requested, but the last label printed will often be under the cover of the printer, so it is not visible. Push the **FEED** button on top of the printer to expose the last label printed.

Q: When I click on the Print button, I get an error message on the screen that says the “Action cannot be completed...”

A: This usually happens when you enter a number in the Item Number field that you have previously entered for another item. Change the Item Number to a unique value and try to print again.

If you still have difficulty with the system after consulting the above, please call Arch Crown Technical Support at 800-526-8353, between 9 a.m. and 5 p.m., M-F, Eastern Standard Time.