Frequently Asked Questions (FAQ)

Hardware

1. Why is the ribbon tearing when I print?
2. I get an error message on the printer screen?
3. The print head is dirty and I am getting poor print?
4. I´m using a TT4000+ printer and P4000 perforator but the printer cuts not perforates?
5. My printer is missing some lines on labels?
6. Can my printer use Zebra ZPL language?
7. Why is the ribbon tearing when I print and I can also get an error message saying "No Ribbon"?
8. At times with TTRC+ and some of the smaller widths of TTDTHOUT ribbon the tolerance of the core of the ribbon is at the maximum and therefore the ribbon is too loose on the spindle. This will then create an error message "out of ribbon"?
9. The ribbon and material is getting caught in the roller?
10. When using the cutter the labels get stuck inside the cutter?
11. With TipTag PU there may be drag when using the TT430 due to how it is put onto the reels?
12. I'm using TTRC+ and my ribbon rips off if I print?
13. My print result is bad on some parts of the label?
14. The print quality is poor?
15. When using very small panel labels the printer struggles to find the starting point and the label slips. (Only on thick labels)?
16. When I plug in a USB keyboard or a USB stick I get an error message?
17. I have moved my printer to a new area and now it will not work?

Software

1. When i use a new material i do not know how to create the design?
2. I connected the printer via USB and now I have more than 1 printer in my list (copies). How can I prevent this?
3. When I print the material just feeds and there is no print?
4. The print is not in the correct place on the TipTag?
5. I printed with one template and then created another and sent to print. The printer fed a few empty labels. Why? I did not open the print head?
6. Protocol error when sending job to print?
7. I get a protocol error message?
8. I send a job to print and it prints one and then misses one?
9. When printing high volumes my software crashes?
10. When installing TP3 I get an "Ooops" message?
11. How can I update my software?
12. Print quality is a problem after installing a new print head on a TT4000+?
13. How can I revert back to original settings in the label database?
14. When I do a software update all of my customised labels are removed?
15. Why can't I write a ZERO or a PLUS in a data table as the first character?
16. How do I register the software – I have lost my registration key?
17. I tried to print on continuous tubing, but the printer only forward the material without any print?
18. Is TP3 able to be installed on operating platforms other than windows?
19. The printer doesn´t print. I can print a test print from the windows driver but not from TagPrint Pro?
20. My print is not in the middle on a marker or label. How can I adjust it?

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Hardware

1. *Why is the ribbon tearing when I print?*
   Check the heat settings (darkness) in the software. If the temperature is too high it may tear the ribbon.
2. *I get an error message on the printer screen?*

Error Message	Cause	Solution
Out of ribbon	Out of transfer ribbon	Insert new transfer ribbon
	Transfer ribbon melted during printing	Decrease the heat (darkness) in the software
	The material reel rub against the ribbon	The material is fixed to tight with the margin stop
	The ribbon slips on the roller	Put some paper under the metal part of the ribbon roller to fix it.
Protocol error	Printer has received an unknown or invalid command from the computer, e.g. the command to perform a cut although a cutter is not mounted	Select **Continue** to skip the command or select **Cancel** to cancel the print job.
No label found	This is a sensor issue	Please load the material correctly and also set the sensor in the correct position.

3. *The print head is dirty and I am getting poor print?*
   Print a large black field on a high heat. This will help to remove all of the dirt.
4. *I´m using a TT4000+ printer and P4000 perforator but the printer cuts not perforates?*
   The „cutting depth" (in the printer setup) must be minus „-" e.g. -12
5. *My printer is missing some lines on labels?*
   The print head is damaged or dirty. Use spot clean pen or an alcohol solution. Refer to the printer manual.
6. *Can my printer use Zebra ZPL language?*
    Yes, this is possible but only with the TT430 printer.
7. *Why is the ribbon tearing when I print and I can also get an error message saying "No Ribbon"?*
   Check that the reel of material is not sitting on the base of the printer and causing drag.

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If the reel is too big it can rub against the ribbon. Also if the reel is fixed too tight it can contribute to this issue. For large reels please use an external reel holder.

8. *At times with TTRC+ and some of the smaller widths of TTDTHOUT ribbon the tolerance of the core of the ribbon is at the maximum and therefore the ribbon is too loose on the spindle. This will then create an error message "out of ribbon"?*
   You can add some tape onto the spindle or push some paper inside the core.

9. *The ribbon and material is getting caught in the roller?*
   May be due to the heat.

10. *When using the cutter the labels get stuck inside the cutter?*
    If the length of the label is less than 12mm long then they are likely to get stuck in the cutter. It is not recommended to cut labels less than 12mm long.

11. *With TipTag PU there may be drag when using the TT430 due to how it is put onto the reels?*
    Best option is to sell a TT4000+ or use an external reel holder. Another option is to move the springs on the print-head to the first (centre) position.

12. *I'm using TTRC+ and my ribbon rips off if I print?*
    There is too much heat or too much pressure on the print head.

13. *My print result is bad on some parts of the label?*
    The print roller or print head could be worn.
    The material may have an un-even surface.
    The pressure on the print-head may be inconsistent on each side (TT4000+).
    The springs on the TT430 print-head may be in different positions.
    Heat could also be an issue – you may need to increase the heat.
    There may be dust on the material or print head.

14. *The print quality is poor?*
    Have you selected the correct ribbon? Check the print head alignment, pressure etc.

15. *When using very small panel labels the printer struggles to find the starting point and the label slips. (Only on thick labels)?*
    De-activate the tear-off mode directly on the printer. This may only be an issue with the TT430, we need to check if this also happens with the TT4000+.

16. *When I plug in a USB keyboard or a USB stick I get an error message?*
    Use the USB ports on the rear of the printer, not the front ones.

17. *I have moved my printer to a new area and now it will not work?*
    Ensure you have the cables in the correct place.

Frequently Asked Questions (FAQ)

Software

1. *When i use a new material i do not know how to create the design?*
    Refer to the user manual for a new label design.

2. *I connected the printer via USB and now I have more than 1 printer in my list (copies). How can I prevent this?*
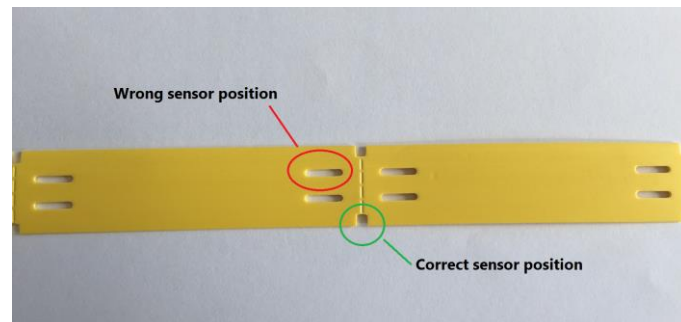

    Before disconnecting the printer from PC please "Safely Remove Hardware and Eject Media". Best option is to use an Ethernet connection.

3. *When I print the material just feeds and there is no print?*
    This is probably caused by selecting "continuous sensor" when you really need the gap sensor.

4. *The print is not in the correct place on the TipTag?*
    This is probably caused by selecting the incorrect sensor.

5. *I printed with one template and then created another and sent to print. The printer fed a few empty labels. Why? I did not open the print head?*
    This may be an issue with the template. Please check the label and page dimensions. Refer also to the properties box in TP3.

6. *Protocol error when sending job to print?*
    This is caused when your default printer is not a TT430 or TT4000+. You must select the TT printer in the properties box before sending to print otherwise the software will try to use settings from your default printer therefore causing the protocol error.

7. *I get a protocol error message?*
    This may be an issue with the template. Create a new template. Refer to previous question regarding printer selection.

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8. *I send a job to print and it prints one and then misses one?*
    The template dimensions need to match the size of the material. Sometimes you may need to reduce the dimensions in the template.

9. *When printing high volumes my software crashes?*
    Please update to the latest version of TP3.

10. *When installing TP3 I get an "Ooops" message?*
    Ensure that you have .Net Framework 4.0 installed.
    https://www.microsoft.com/de-de/download/details.aspx?id=17718

11. *How can I update my software?*
    Use the update function on the Utility ribbon or go to the website, login and download.
    http://www.hellermanntyton.com/tagprint

12. *Print quality is a problem after installing a new print head on a TT4000$^+$?*
    Ensure the printer driver is correct. For example 300 dpi or 600 dpi.

13. *How can I revert back to original settings in the label database?*
    Re-install the software.

14. *When I do a software update all of my customised labels are removed?*
    Databases will not merged together at the moment. You need to make a backup of the label database (Please check the Work folder in TP3. Standard is C:\Users\Public\Documents\TagPrint\work).

15. *Why can't I write a ZERO or a PLUS in a data table as the first character?*
    You need to use ' (apostrophe) before the zero or plus.

16. *How do I register the software – I have lost my registration key?*
    Please look at the backside of the box in the right hand corner and advise the number to printersupport@hellermanntyton.de. We will advise you of the code.

17. *I tried to print on continuous tubing, but the printer only forward the material without any print?*
    Please activate the correct sensor = „sensor continuous".

18. *Is TP3 able to be installed on operating platforms other than windows?*
    No

19. *The printer doesn´t print. I can print a test print from the windows driver but not from TagPrint Pro?*
    Please ensure your windows printer name is no longer than 32 characters.

20. *My print is not in the middle on a marker or label. How can I adjust it?*
    Option 1= Change the X and Y Offset settings in the printer Menu (Settings → Machine parameters)
    Option 2= Change the X and Y Offset settings in the label properties in TagPrint Pro 3.0