**EDT Printer Troubleshooting and Fixing Steps v2016.01.12**

**Problem:** Printer not printing well

**Solution:**

Check the following step by step:

1. Switch Off the Printer
2. Blue gear near the ribbon is on position 1 (there are four positions 0 to 4). See image below.
3. Lever is in the upward position, so that when you roll the paper it moves well both backwards and forward. See image below.
4. Ensure that the rails where you anchor the label paper is in the right position. See image below.
5. Switch On the Printer
6. Under the Tear Off text in front of the printer, the font should show a blinking light on the right while the other light is always off. The blinking light signifies the Draft Condensed font that is recommended for printing on labels. See image below.
7. Connect Printer to EDT PC in the same port as before. And see Instructions below in case the printer does not print after that.

**Problem:** Printer not printing after re-connecting it to PC (Meaning it is working Offline)

**Solution:**

Check the following step by step:

1. Make sure the printer is Switched On and is connected
2. Go to *Start Menu > Devices and Printers*
3. *Right-Click* on the *Generic / Text Only* printer and select *See what’s printing > Generic Text / Only*.
4. Select menu *Printer > Cancel All Documents* (To clear the pool of labels that were not printed while the printer was offline) and confirm with *Yes*.
5. Select menu *Printer >* Un-check *Use Printer Offline* menu option (this makes it available Online) and close

Copying Active Printer Port Settings from EPSON LX-300+ to Generic Text / Only

1. *Right-Click* on the active *EPSON LX-300+* printer and select *Printer Properties > Ports* and look in the window to see which port is selected e.g. USB001 and note it down. Click *OK* to close the *EPSON Printer Properties* window.
2. *Right-Click* on the *Generic / Text Only* printer and select *Printer Properties > Generic Text / Only > Ports* and check the printer port that you noted down in the previous step e.g. USB001. Click *Apply* and *OK* to close the window.
3. Test printing from the EDT using Patient View and Clicking on any patient’s dispensing history.