



# Label Printer issues

KB0010130



125 views

## Label Printer Issues

Application/Hardware	<b>Label Printer</b>
Issue Description	Label Printer issues
Ticket Categorization	<b>Request Type : Incident</b> <b>Category:</b> Hardware/Till <b>Sub Category:</b> Printer <b>Item:</b> Epson TML90/M165B label printer
Next level escalation	<b>Next Line Resolver Group:</b> DCG - KNOWHOW Eclipse

### Issue Description:

**Epson TML90 Label printers not printing labels.**

### Procedure:

- Check that the printer is powered on and that network cables are properly connected. Sometimes a Label Printer may be plugged into a NON-maintained mains supply, which means the device will switch off overnight and not turn back on automatically every morning when the power comes back on, without someone manually pressing the power button on the printer itself
- If the network cable is connected to a mini network hub, ensure that the hub has power and the connection lights are also lit (the use of hubs is now quite rare in most stores, and should only be in use in legacy stores that do not have sufficient networking ports installed)
- Check to ensure that the label printer has the correct subnet mask and gateway using the Epson Configuration utility and by carrying out a test print
- Check that the Label Printer is not defaulting to another Label Printer

### Issue Description:

**Prints to the correct printer except when printing from eclipse.**

### Procedure:

- At the Eclipse home page select administration, laser printers and select cform01 from the drop-down list. This should be set to Cform01 on ALL TILLS

### Issue Description:

**Scanner curly USB lead becomes dislodged at the scanner end and will not stay plugged in when attempting to reseat the cable.**

### Procedure: