TROUBLESHOOTING COMMON ISSUES



6XL Troubleshooting

Here are some tips for troubleshooting common issues.

Windows & MacOS

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Troubleshooting

1. Print Quality Issues

1.1 Poor printing quality

Reason ①: Cover is not completely closed

Firmly press the Cover to confirm that it has been completely closed.

Reason 2: Poor quality of label paper

The darkness of the label depends on the label manufacturer. High quality labels produce darker prints.

Reason ③: Margins and paper size

Please make sure the label size is correct before printing. If the content exceeds the label size, the printer may "shrink" the size to a smaller size resulting in faded content.

NOTE: If you are printing 4 x 6 inches labels, the sample 4 x 6 inches label should take up the full width and height of your label.

Reason ④: Print density and speed

Follow these steps to set up print density and speed.

For Mac:

Open desired file and printing

-> Select "Printer Features" in "Print", then you can change the "Darkness" (0-15) and "Speed" (0-10)

(Larger number means higher Darkness)



For Win:

-> Go to "Control panel" -> "Devices and Printers" (Right click on "This PC" , choose "Properties", then click on "Control panel"-> "Devices and Printers")

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	Properties	Advanced system settings		VVIIIGOVV310	Adjust commonly used mobility :

-> Right click on "6XL" -> Choose "Printer Preferences"

~	See what's printing Set as default printer
	Printing preferences
	Printer properties
	Create shortcut
•	Remove device
	Troubleshoot
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-> Go to "Option". You can change the Density of your printing (Larger number means higher Darkness)

6XL Printing Preferences

Lavout Page Setup Graphics Option	🖶 6XL Printing Preferences
	Layout Page Setup Graphics Option
Command	Command
Study gap label Adjust the sensor Factory Reset	Study gap label Adjust the sensor Factory Reset
Settings	Settings
Print Speed: 5 V Print Density: 8 V	Print Speed: 5 V Print Density: 8 V
Adjustment	Adjustment 1
	Horizontal: 0.00 in Vertical: 0.00
Horizontat: 0.00 in Vertical: 0.00 in	Media Handling 6
Media Handling	Post-Print: Tear Off 8
Post-Print: Tear Off V	Occurrence: After Every Page 10 11
Occurrence: After Every Page ~	After-print: 0.00 in 13
After-print: 0.00 in	inch Omm

Note: Setting the density too high may cause some unwanted dark lines and/or the label getting too hot and sticking to the printhead.

Reason (5): Dust or adhesive on the Printhead

Open Cover and use the alcohol pads to wipe the Printhead and Platen Roller clean. (Any 70% Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the Cover and turn Label Printer back on.



1.2 White spots on label

Reason: Dust or adhesive on the Printhead:

Open Cover and use the alcohol pads to wipe the Printhead and Platen Roller clean. (Any 70% Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the Cover and turn Label Printer back on.



2. Label Issues

2.1 Printing blank labels

Reason (1): Your labels are loaded in upside down

Please ensure your labels are properly loaded. The print side is facing up.



Reason②: Ensure your labels are "Direct Thermal" labels.

Reason ③: Try to print out test page

-> Double click the feed button (the top circular button) and hold it until blue light flashes 1 time, then release. Printer will print a test page. If test print looks good, please try to print your label again.

2.2 Skipping labels or continuously feeding

Reason ①: Changing your label type and size are the main causes for printer skipping labels or continuously feeding First step:

Disconnect the USB from your printer.

Run Automatic label identification: press and hold the feed button until the light turn purple, then release.

Let the printer re-learn your label. Then change your label type, size on your computer, then re-connect the USB to the printer.

Second step:

For Mac: Select or input label width and height that matches label size installed in printer in prompt window.

ip	A					
	ROC 16K 197 by 273 mm		4*6	Paper Size:	4 in	6
	Super B/A3 330 by 483 mm		Untitled 1		Width	Height
1	Tabloid 279 by 432 mm			Non-Printable	Area:	
R. I	Tabloid Oversize 305 by 457 mm	Ę				
	US Legal 216 by 356 mm	_		User Defined		0
	US Letter 216 by 279 mm					
	100 100 by 150 mm				0 in	
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Format For	D520 29 by 90 mm	1			UII	
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For Win: Go to "Control panel" -> "Devices and Printers"

(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")

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	(Properties	Advanced system settings	© 2019 Microsoft Corporation. All rights reserved.	VVINdows	10	Adjust commonly used mobility settings

-> Right click on "6XL" -> choose "Printer Preferences" -> go to "Page Setup"

See what's printing Set as default printer	Layout Page Setup Graphics Option
Printing preferences Printer properties	Paper Name: 30253 Address (2 up) ~
Remove device Troubleshoot	

-> You can choose the size you need in "Paper Name".

Hox Content Preferences



-> If there is no label size you need, you can click "New" to create a label size.

HoxL Printing Preferences

Layout	Page Setup	Graphics	Option
	Settings -		
	P	aper Name:	30253 Address (2 up) ~
			New Edit Delete
	Rotate		
			Portrait
		1	O Landscape
			ABCD O Portrait 180
			Pordat 100

-> Change Paper name and input width and height, click "OK"

Name:	New_4	*6	
Туре:	Label	~	
Width:	4	in	
Height	6	in	
Left:	0.00	in	
Right	0.00	in	

Note: The application you are using (i.e. Adobe Reader) could be over-riding your driver label setting and sending the print in a larger/smaller size to printer. Look for "Page Setup" or "Paper Size" in the print prompt and ensure it is set to the size you want.

Reason(2): The sensor which detects the paper, is covered by dust and that causes the detection is incorrect

Turn off printer. Open the Cover and use the alcohol pads to clean the sensor. (Any 70% Alcohol pad would work.) Allow 2-3 minutes for components to dry, then close the Cover and turn Label Printer back on.

2.3 I get horizontal label instead of vertical label

You can setup printer to rotate it for you automatically.

For Mac:

Open a desired file and printing -> select printing direction in "Orientation"

Preview	File Edit View Go Tools New from Clipboard	S Window Help		Page Setup	
•• U	Open Open Recent	жо С			
P	Close Window Close Selected PDF Document Save	0625000 3€W 03€W 8€S	Format For:	Any Printer	0
PRI	Rename Move To Revert To	, DAY	Paper Size:	Untitled 1 102 by 152 mm	0
John S	Enter Password		Orientation:	O +▲ Portrait O +► Landscape	
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SHIP TO:	Export Export as PDF Share	>	?	Car	ncel OK

For Win:

Go to "Control panel" -> "Devices and Printers"

(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")

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Servi	Pr	roperties	Advanced system settings	© 2019 Microsoft Corporation. All rights reserved.	VVINCOWS		Adjust commonly used mobility settings

-> Right click on "6XL" -> choose "Printer Preferences"



-> Go to "Page Setup" -> Select "Portrait" under "Rotate"



2.4 Barcode is not printing clearly

①The source file wasn't created in the ideal quality:

Print the sample label to test if your printer is working well. You can download the sample label from website: https://doc.labelife.net/Labels-Sample.pdf

(2) High print speed or density:

Try reducing your print speed (try 3 in/sec) and your print density (try 3 as well) to see if you obtain a better result.

For Mac:

-> Select "Printer Features" in preview



-> You can change the printing speed and the Darkness of your printing



(Larger number means higher Darkness)

For Win:

-> Go to "Control panel" -> "Devices and Printers"

(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")

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~	See what's printing Set as default printer
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•	Remove device
	Troubleshoot
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-> Go to "Option"

ayout	Page Setup Graphic	s Option				
	Command					
	Study gap	label	Adjust the	sensor	Factor	y Reset
	Settings	3				
	Print Speed:	5	~	Print Density:	8	~
	Adjustment					
	Horizontal	0.00	in	Vertical:	0.00	in
	Media Handling —					
		Post-Print:	Tear	Off	~	
		Occurrence	Afte	r Every Page	\sim	
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-> You can change the printing speed and the Darkness of your printing

(Larger number means higher Darkness)

6XL Printing Preferences	👼 6XL Printing Preferences
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Media Handling Post-Print: Tear Off ✓	- Media Handling 6 7 Post-Print: Tear Off 8 9
Occurrence: After Every Page \lor	Occurrence: After Every Page 10 11
After-print: 0.00 in	After-print: 0.00 in 13 14
Size units (inch O mm	Size units inch O mm

2.5 Paper jams or label prints only half and stops

Reason: High print density

High print density causes the label to get too hot and get stuck to the Printhead. Different labels require different heating temperatures. Set your print speed to "4 in/sec" and density to "2" and try print again. If the label is too light, increase the density by 1.

For Mac:

-> Select "Printer Features" in preview

	Print			
Printer: Presets:	6XL Default Settings		0	
Copies:	1			
1	 From: 1 From: 1 Layout Paper Handling Cover Page Printer Features Border: Two-Sided: 	to: 1 None Off Flip horizon	e orientation tally	
? PDF V Hide Details			Cancel	Print

-> You can change the printing speed and the Darkness of your printing (Larger number means higher Darkness)

Print	Print
Printer: 6XL	Printer: 6XL C
Presets: Default Settings	Presets: Default Settings
<u>^</u>	Copies: 1
Copies: 1	Pages: 🗿 All
Pages: 🗿 All	O From: 1 to: 1
O From: 1 to: 1	Printer Features
Printer Features	Feature Sets: Printer Settings 📀
Printer Default Feature Sets: 1	Darkness - Printer Default
Darkness 3	ColorOption 1 2
ColorOption 5	DegreeOfGrayRecognition
DegreeOfBlackRecognition 6	5
DegreeOfGrayRecognition: 4 📀	? PDF V Hide Details 7 Cancel P
	9
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PDF V Hide Details Cancel	Print 11

For Win:

-> Go to "Control panel" -> "Devices and Printers"

(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")



-> Right click on "6XL" -> choose "Printer Preferences"



-> Go to "Option"

ayout	Page Setup	Graphics Option	1		
	Command -				
	Stu	idy gap label	Adjust the	e sensor	Factory Reset
	Settings -	3			
	Print	Speed: 5	~	Print Density:	8 ~
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	Media Handlin	g			
		Post-Pr	int: Tear	r Off	~
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-> You can change the printing speed and the Density of your printing (Larger number means higher Darkness)

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out Page Setup Graphics Option	Layout Page Setup Graphics Option
Command	Command
Study gap label Adjust the sensor Factory Reset	Study gap label Adjust the sensor Factory Reset
Print Speed: 5 V Print Density: 8 V Adjustment 2	Print Speed: 5 V Print Density: 8 V Adjustment 1
Horizontat 4 5 6	Horizontat 0.00 in Verticat 0.00
Media Handling Post-Print: Tear Off ~	Media Handling 7 Post-Print: Tear Off 8
Occurrence: After Every Page \sim	Occurrence: After Every Page 10
After-print: 0.00 in	After-print: 0.00 in 13
Size units	- Size units

2.6 Same label keeps printing

Reason: When printer doesn't accept a label was printed correctly, it will attempt to re-print it:

Turn power switch off. This clears any pending print jobs. Disconnect the USB from your printer. Run Automatic label identification: press and hold the feed button until the light turn purple, then release. Let your printer re-learn your label.

3. Other Issues

3.1 Printer doesn't turn on

Ensure power connection

A. Ensure the wall plug has electricity by plugging another device into that same plug.

B. Follow the power cable to the adapter and check that the cable that goes to printer is plugged in all the way into the power adapter.

C. Ensure the plug that goes into printer is fully inserted.

D. Turn the power switch off and on (I: On; O: Off). This switch is located on the back side of printer.

3.2 Nothing happens with I try to print

Reason: Printer is connected to a new USB Port:

Open your "Control Panel" -> "Printers and Devices" and note which Label Printer is "active". It may be Label Printer, Label Printer (Copy 1), Label Printer (Copy 2), etc. Then be sure to print to the same active printer name when printing.

3.3 Printer makes loud noise when printing

Reason: Print speed being set too low or density set too high:

Set your print speed to "5 in/sec" and density to "4" and print. If the label is too light, increase the density by 1. For Mac:

-> Select "Printer Features" in preview



-> You can change the printing speed and the Darkness of your printing



(Larger number means higher Darkness)

For Win:

-> Go to "Control panel" -> "Devices and Printers"

(Right click on "This PC", choose "Properties", then click on "Control panel"-> "Devices and Printers")

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-> Right click on "6XL" -> choose "Printer Preferences"

~	See what's printing Set as default printer
	Printing preferences
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	Create shortcut
•	Remove device
	Troubleshoot
_	Properties

-> Go to "Option"

ayout	Page Setup	Graphics 0	ption		
	Command				
	Stu	dy gap label	Adjus	t the sensor	Factory Reset
	Settings -	23	5		
	Print	Speed: 5	5 ~	Print Densit	v: 8 ~
		-prote E			
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	Media Handlin	g			
		Pos	st-Print:	Tear Off	~
		Oci	currence:	After Every Page	· · ·

-> You can change the printing speed and the Darkness of your printing

(Larger number means higher Darkness)

XL Printing Preferences	🖶 6XL Printing Preferences
out Page Setup Graphics Option	Layout Page Setup Graphics Option
Command	Command Study gap label Adjust the sensor Factory Reset
Settings	Settings
Print Speed: 5 V Print Density: 8 V	Print Speed: 5 V Print Density: 8 V
Adjustment 2	Adjustment 1
Horizontat 5 Verticat 0.00 in	Horizontat: 0.00 in Verticat: 0.00 4
Media Handling	- Media Handling 6 7
Post-Print: Tear Off V	Post-Print: Tear Off 8
Occurrence: After Every Page \lor	Occurrence: After Every Page 10 11
After-print: 0.00 in	After-print: 0.00 in 12 13
Size units	- Size units 14
inch Omm	● inch ○ mm

3.4 Why are the label sizes in millimeters?

Reason: Windows is designed to use the metric system.

To convert inches to millimeters on Google.

3.5 There is a Spark

Please ensure you turn the printer off using the power switch on the back of the printer before connecting or disconnecting the power cable.

Connecting the power cable while switch is in ON position can produce a spark.

Should there continue to be spark, please check the ground connection of your power outlet or try a different outlet.

