PRINTER
Frequently Asked Questions

Q: What should I do when I get a error message showing “Out of paper” while printing, even if media is loaded?

A: 1, Check if the media has run out in the printer.

2, Check if the media guides are properly adjusted for the media.

3, Check if the media is loaded **under,** not above, its media sensor. Ensure the LED on the media sensor is positioned at the centre of media or aligned to gap/hole/notch so that the media sensor can detect where one label ends and the next one begins.

4, Check if the thermal transfer ribbon is loaded **above** the media sensor. If loaded under the media sensor, reload the ribbon above the media sensor .

Q: What do I do if get a error message showing “Out of ribbon” error while printing even if a thermal transfer ribbon is loaded?

A: 1, Check if the ribbon is loaded securely without any slippage on the hubs.

(a) For T3212/T3224/T6112DS printers, check if the knobs on both take-up (front)/pay-off (rear) ribbon hubs are secured by turning counter clockwise.

2, Check if the ribbon has run out or is reaching near the end. Sometimes the ribbon fails to feed out smoothly as it reaches near to the end because it causes too much tension. Replace it with a new ribbon.

3, Check if the ribbon is winding up in counter clockwise direction on its take-up (front) ribbon hub. Check the ribbon patch direction label on the printer or in the printer manual.

Q: What type of media can be printed on which TE printers, and what ribbon should I use?

A: Please use the following link 411-121005 to download the latest version of the “IDENTIFICATION PRINTER PRODUCT RIBBON MATRIX” at the bottom of the web page.

Q: Are TE printers USB-3 compatible?

A: All TE printers use a USB-2 connection. A connection can be made from your USB-3 PC to TE Printers via a USB-2 cable. (Maximum USB-2 speeds and capacity)

Q: Where can I get the latest TE printer driver?

A: Please use this link Drivers to download TE Printer drivers and TE printer Firmware. download links are located near bottom of the website.

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Q: What causes my TE printers to print vertical streaks or white void spots?

A: The print head may be dirty or damaged.

1, Click 411-121037 to download a cleaning instruction, and follow the instruction to clean its print head and also its platen roller.
2, If no improvement is seen after cleaning, either the print head and/or the platen roller may be damaged. Please order a replacement print head and/or platen roller from a TE Connectivity distributor. For spare part numbers, consult TE Connectivity Identification Solutions technical support regional contact details: **411-121057** Technical Support Contact Information

Q: Why does my TE printer not respond to any print command ?

A: Check if the correct TE printer driver is installed on your PC.

1, Open < Printers & Scanners for Windows 10. For all other Operating systems contact your local IT department or TE Technical support.

2, Check if a matching TE printer icon for your printer model appears under 'Printer and Faxes' section. If there is no matching printer model icon, or if it only appeared under 'Unspecified' section, no TE printer drivers are installed yet, even if PC recognizes its hardware connection.

3, Install the matching TE printer driver under a **local administrator** logon so that its icon appears under 'Printers and Faxes' section.

B, Check if the correct printer port is assigned on its printer driver.

1, Right-click on the matching TE printer icon to open its printer properties windows.

2, Click on the 'Ports' tab to find out which port has a check mark. If connected with a USB cable, a 'USB###' virtual printer port should be selected.

3, Disconnect the USB cable from PC while the printer is ON to see if the printer icon shows a colour change.

4, If there is no change, select to a different USB virtual printer port and repeat the previous cable connection test until selecting the correct USB virtual printer port with the icon colour change.

C, Double-click on the correct printer icon to check if its print queue windows show any print job remaining with error. If there are any, click on <Printer→ Cancel All Documents> menu to clear the print queue.

D, Check if correct printer model and printer port are selected from TE software.

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Q: Where and how do I get technical support or evaluation/repair service for TE printer?

A: If you have purchased a TE printer from a distributor please contact them in the first instance. If you have purchased directly from TE or cannot obtain help from your distributor please use the technical support regional contact details **411-121057** Technical Support Contact Information with the following information:
Printer Model & Serial Number (A picture of label located at the back panel of the printer will be useful.)

Problem (s) and Symptom (s)

Customer's full contact information

<Additional Information>

TE software information (name & version)

Product information (TE Media & Thermal Transfer Ribbon)

Computer information (Windows OS version and system info <32/64 bits>)

Q: How can I get spare parts for my TE printer?

A: please go to the following TE document download link Parts, and download one of the following Illustrated parts lists.

404-121033 (for the T2212 Printers)

404-121026 (for the T3212 & TE3224 Printers)

404-121018 (for the T6112DS Printer)

Alternatively using the same document download link down load the global Field support contact details **411-121057**

Q: How should I clean the Printer Print head?

A: please go to the TE document download link 411-121037, and download TE document **411-121037**. This will give you details and instructions to maintain your Thermal transfer print heads.

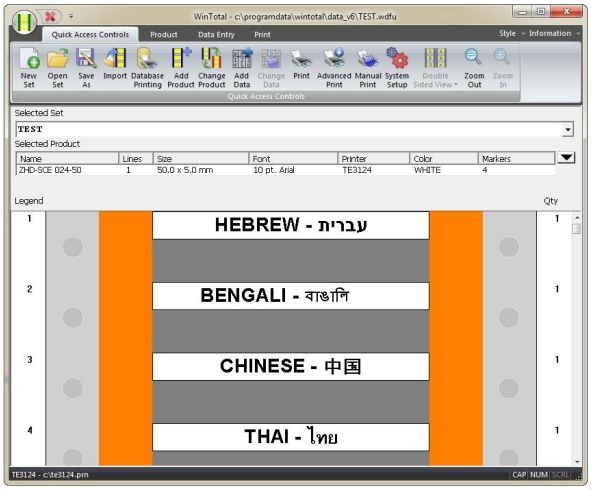


Printer Information

Print quality and print performance can only be guaranteed when specific TE printer and ribbons are used.

The current list of printers and ribbons can be found in TE document 411-121005 'Identification Printer Product Ribbon Matrix'. This document can be found in 'Access Our Tools':

411-121005



Software

WINTOTAL software, available to download for a 14 day evaluation period from the Identification Printer Software page:

www.te.com/wintotal

Contact a TE representative for further information

Ordering Information

DESCRIPTION	PART NUMBER
T2212-PRINTER	1-2186527-1
T2212-SWARE-PRINTER	1-2186528-1
T3212-PRINTER	1-2186500-1
T3212-SWARE-PRINTER	1-2186501-1
T3224-PRINTER	1-2186502-1
T3224-SWARE-PRINTER	1-2186503-1
T6112DS-PRINTER	CP8122-000

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