

## Software and Printer Support

The printer has a flashing red light / I'm getting a print error.



Printer: TT230 Series with LCD panel

- 1 Are you running continuous media with no gaps? (Yes - 2; No - 3)
- 2 In TagPrint Pro, select **Print** tab, **Print Setup, Stock**, and make sure **Type** is set to "Continuous" and **Post Print Action** is set to "Cut" (provided you have a cutter - otherwise, "None"). If using a cutter, set "Occurrence" after every page. Click OK. Turn printer off and on again and try printing to see if the issue is resolved.
- 3 In TagPrint Pro, select **Print** tab, **Print Setup, Stock**, and make sure **Type** is set to "Labels With Gaps" and **Post Print Action** is set to "Cut" (provided you have a cutter - otherwise, "Tear Off"). Click OK. Turn printer off and on again and try printing to see if the issue is resolved.
- 4 If the problem still exists, please contact **Tech Support**.

### Technical Support

How can we help? Please tell us about the issue you are experiencing. Provide as much detail as possible, including the product name and application. If this is a "line-down" emergency, please indicate that within your message.

Technical support problems typically are handled and resolved in one business day. We understand that your issue is important and we are committed to respond to all inquiries in a timely manner.

For technical support, please fill out the ID Support form (<https://www.hellermanntyton.us/id-support>).

Phone: 800-537-1512 ext. 8380