# Software and Printer Support

## My text is not aligned on the label.

Printer: TT230 Series with LCD panel

Be sure you are using the driver for the newer TT230 series printer with LCD screen.

**1** OPTION 1: Click the **Windows Start** button and select **Devices and Printers**. Right-click your printer's driver and select **Printing Preferences**. Click on the **Stock** tab. Make sure the **Gap Height** is 0.02. Try printing to see if the issue is resolved.

**2** OPTION 2: Put printer in **dump mode**. On the LCD, select **Menu, Diagnostics, Dump Mode**. After dump completes, select **Cancel**. Try printing to see if the issue is resolved.

**3** OPTION 3: On the LCD, select **Menu, Diagnostics, Sensor, Gap**. Intensity should be around 8 and Reading in the 200s. Try printing to see if the issue is resolved.

**4** If the problem still exists, please contact **Tech Support** for possible Repair.

## 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: (833) 635-4315

For more information, go to https://www.hellermanntyton.us/software-and-printer-support