Basic Printer Support Guide

Basic Troubleshooting for ITD Printer

Problem: Printer not printing.

Power: Is the Printer Turned On? Are the cords plugged in?

(Green Light Next to the Yellow Feed Button)

Problem: Printing blank Labels.

Power Supply: Do you have the correct power supply plugged in?

(ITD will have a yellow zip tie on our cords)

Labels: Are you using ITD approved Labels?

(Generic Labels Won't Work)

Problem: Printing on two labels and then skipping labels.

Alignment: Make sure the Sensor bar is pushed all the way to the right.

Problem: I've tried to troubleshoot all of this, and nothing is working.

Hard Reset: Turn off the printer. (Button on the right side)

1) Hold down the yellow feed button and don't let go.
2) **Turn on the printer** while holding down the yellow button.
3) The printer will have a solid red light, after 10 seconds **it should start to flash then let go.**
4) This should feed a few labels (recalibrates the printer) then the printer will print its configuration.

NEED MORE HELP? Please submit a support ticket if you have tried the above and you are still not able to print: Ticket – ITD Food Safety: https://itdfoodsafety.com/ticket/