

T310



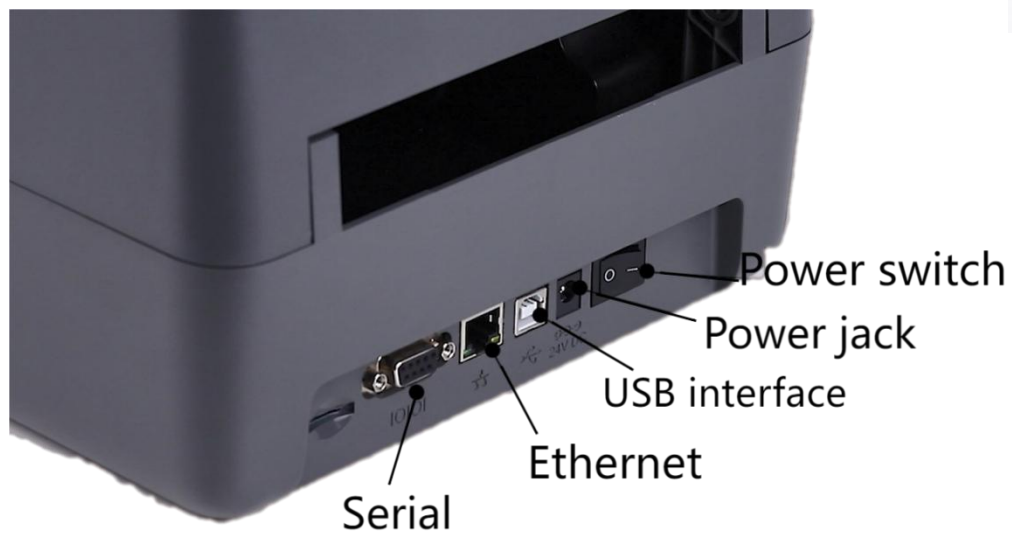
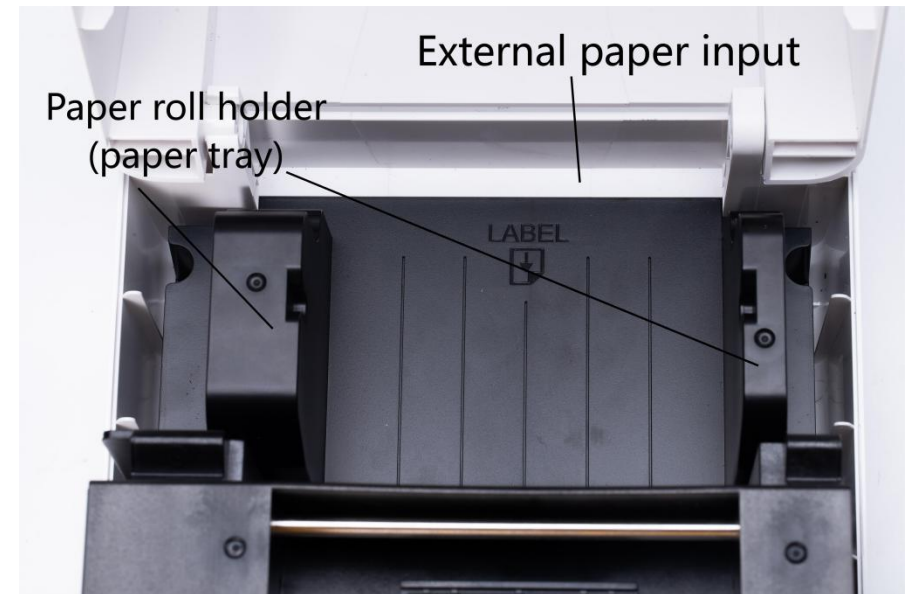
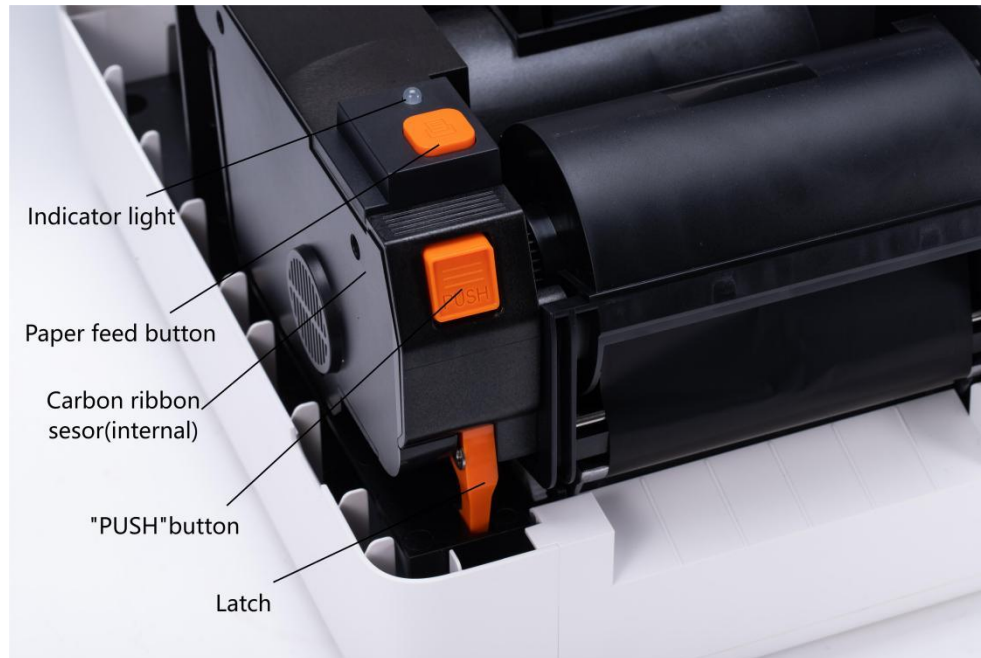
Desktop Barcode Printer

Troubleshooting

Product Description





Product Description



Troubleshooting

The following table contains common issues and solutions for users. If you have followed our recommended solutions to troubleshoot your problem but the problem persisted, please contact the technical support department of your retailer to obtain further help.

Problem	Possible factor	Solution
Printing aborted, indicator light is flashing red.	<ul style="list-style-type: none">* After replacing the paper with a different size, the printer is not detecting the current paper size.	<ul style="list-style-type: none">* Carry out the paper calibration operation as follows:<ol style="list-style-type: none">1.Cancel the current printer job on your computer or mobile phone.2.Turn off the printer and restart, in the printer standby state (blue light),press and hold the paper feed button for about 3 seconds until the purple light appears,Release the paper feed button, and the printer automatically paper correction.3.Observe the paper outlet, the following state shows that the paper calibration is successful:<ul style="list-style-type: none">- Gap paper: the paper stays in the gap position.- Continuous paper: the paper stops after a period of walking.- Black mark paper: paper stays at the black mark centre line position.
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Troubleshooting

**Printing aborted,
indicator light is
flashing red.**

* Out of paper.

* The paper needs to be replaced as follows:

1. Cancel the current printer job on your computer or mobile phone.
2. Replace the new paper roll.
3. Turn off the printer and restart it. Press the paper feed button once to have the printer print out one sheet of paper.



If you are installing a new paper roll with different size, you need to perform a paper calibration operation after installation..

* Ribbon exhaustion (a silver page on the ribbon indicates that the ribbon is exhausted).

* Please replace the ribbon as follows:

1. Cancel the current printer job on your computer or mobile phone.
2. Replace the ribbon with a new one.
3. Turn off the printer and restart it.

* Paper type/size/gap settings do not match actual paper.

* Printing PDF/images directly: Please check and set the correct paper type, size, gap or black mark height value on the driver (continuous paper does not need to be set).

Printing with editing software: Please check and set the correct paper type, size, gap or black mark height value on the editing software (continuous paper does not need to be set).



When using black mark paper or continuous paper, be sure to check that the paper types correspond.

Troubleshooting

**Printing aborted,
indicator light is
flashing red.**

* Gap sensor is stuck with a label.

* Cancel the current printer job on your computer or mobile phone, check if there is a label stuck on the gap sensor, and remove any labels that are stuck on it, turn off the printer and restart it.

**Ribbon follows paper
when printing**



* Printer is currently in thermal mode and the ribbon recycling function is disabled.

* If using thermal transfer mode:

1. Restart the printer, the ribbon will tighten automatically. (If there is any remaining untightened ribbon, please turn off the printer again and restart it.)

2. In the driver -> Options, set the print method to "Thermal Transfer".

⚠ If it is a mobile phone Bluetooth connection, just perform step 1.

If using thermal mode:

1. Remove the ribbon and restart the printer.

2. In Driver->Options, set the print mode to "Thermal".

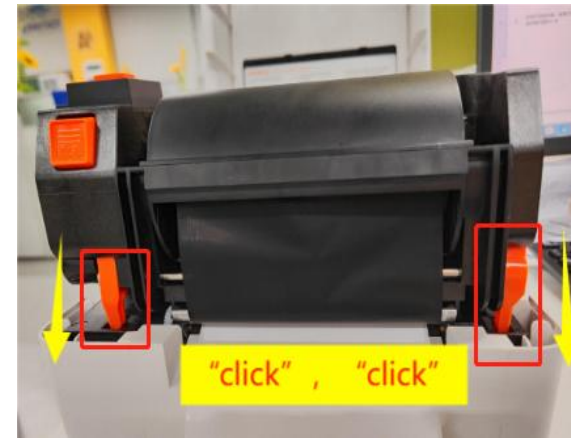
⚠ If the mobile phone is connected by Bluetooth, perform step 1.

Troubleshooting

Blank or incomplete printouts

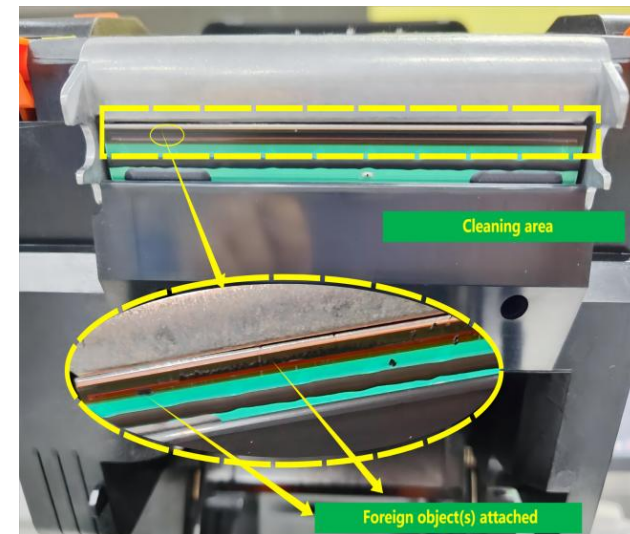
* Print head not covered tightly.

* Press the "Push" button and the printer automatically lifts the print head, presses down on both sides of the catch and re-covers it until makes two "clicks" .



* Print head is jammed by a foreign object.

* Clean the print head as follows: Open the top cover of the printer, press the "push" button, and use a cotton swab or non-woven cloth soaked in alcohol to wipe the print head.



Troubleshooting

Blank or incomplete printouts

- * Paper not printed face up.
- * Reinstall the paper roll, making sure the print side is facing up.
- * Power adapter power mismatch.
- * Please use the official power adapter, or a power adapter with an output power of 24v=2.5A.

Printed content has irregular white streaks or white dots

- * Dust on the print head or adhesive on the ribbon.
- * Clean the print head as follows: Open the top cover of the printer, press the “push” button, and use a cotton swab or non-woven cloth soaked in alcohol to wipe the print head.

During printing, the second printout appears blank



- * Paper jam slot is too tight, the paper is squeezed unevenly, and the printer fails to recognise the paper correctly.
- * Open the printer and press the “push” button to adjust the distance of the paper slot to make sure the paper is flat.
- ⚠ A small gap can be left between the paper and the paper slot.

Troubleshooting

Printed output appears to have a light color tone

* Print speed is too high and the print concentration is too low to have a light color tone.

* Please set the appropriate print, print concentration(adjust to high) and print speed (adjust to low) on the driver.

Recommended : print speed 4, print concentration 8.

After connecting the printer to the computer, it will automatically print continuously.

* If there are any pending print jobs on the computer, the printer will automatically resume and continue executing those print tasks upon connection.

* Please check and cancel any print jobs on the computer.

After clicking "Print" , the printer does not respond

* Printer is not connected to the computer in USB connection mode.(USB cable is loose)

* Please check "Control Panel - Devices and Printers" to see if there is a "T310printer" printer icon, re-plug the USB cable until the icon appears, and the icon lights up.

* Printer is occupied by other devices connected in Bluetooth connection.

* Check if Bluetooth is disconnected and reconnect Bluetooth.

* The print job has been paused on the computer.

* Please check and release the "paused" print job on your computer.

Troubleshooting

PC connects to Bluetooth, can't find the printer

* Bluetooth function of the printer does not work.

* Please follow the steps below to eliminate:

1.double-click the "paper feed" button , the printer automatically prints the self-test page, check whether there is Bluetooth address information on the self-test page, no means that the Bluetooth function is not in effect.

2.turn off the printer, open the cover at the bottom of the printer, re-plug the Bluetooth electronic board.



Please contact customer service to obtain the instructional video, or scan the QR code to view it.

* Does not support the computer system Bluetooth direct connection, need to be connected through the software "labelife".

* Download and install the "labelife" , and connect to the Bluetooth connection portal on the " labelife " editing interface.