

# Label Editor

**EPSON**<sup>®</sup>  
EXCEED YOUR VISION

**For Windows**

## **User's Guide**

**English**

*Read this document carefully to use this product safely and correctly.*

# Introduction

Thank you for purchasing this product.

For your safety, read the attached documents carefully to use the dedicated application software Label Editor correctly.

- This manual describes how to use “Label Editor”. For the settings and operations of this product, refer to this product's user's guide.
- This manual assumes your computer is running the English version of either of Microsoft Windows 10, Windows 8.1, Windows 8, Windows 7 or Windows Vista and that you are able to operate it and understand its basic terms. If you have any questions relating to your computer and operating system, please refer to their specific manuals.
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- Contents in this manual are subject to change without prior notice.
- Specifications, and design described in this manual are subject to change without prior notice.

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Please confirm the software license agreement when installing Label Editor.

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# Safety Instructions

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For your safety, read the attached documents carefully to use this product correctly. Once you have read the instructions, keep this manual handy for future reference. Items below indicate safety precautions to protect users, their surroundings and their property from possible injury or damage. Precautionary notations are categorised as follows according to personal injury and damage to the equipment if the instructions are ignored or the equipment is misused.

	<b>CAUTION</b> This symbol indicates information that, if ignored, could possibly result in personal injury or physical damage due to incorrect handling.
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The following describes the definitions and meanings for each symbol used in the precautions.

	This indicates an "Important reminder".
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	This indicates a "Prohibited" item.
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	<b>CAUTION</b>
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	The supplied disc is a data DVD-ROM for computers. Do not play it an audio DVD player. Otherwise there is a risk to hearing and audio equipment.
---	--

	Be careful of continuous use of this product, which may cause eye fatigue.
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# Preparation to use Label Editor

## Operating environment

Before installing Label Editor, make sure that your computer satisfies the following requirements.

Operating system	Windows 10 (32bit/64bit), Windows 8.1/8 (32bit/64bit), Windows 7 (32bit/64bit), Windows Vista (32bit/64bit)
Hard disk space which Label Editor uses	Approx. 300MB
Drive	DVD-ROM drive
Display	XGA (1024 x 768), High Colour or higher
Interface	USB, Ethernet 10BASE-T/100BASE-TX*, wireless LAN network*

\*Only for models supporting network connection.

### ⚠ Caution

Label Editor may not operate normally in computers upgraded to a later version of Windows. Label Editor may also not operate normally depending on the computer environment you use.

## Installing Label Editor and the printer driver

This section describes the installation method to use when connecting this printer to a computer with a USB cable.

If your printer model supports network connection and you want to connect it to your computer on a network, see the manual provided with each product or "Network Configuration Guide" on included DVD-ROM.

### ⚠ CAUTION

Do not connect this product to your computer until the install window tells you to do so.

How to connect this product to your computer

 This product's user's guide.



### ⚠ Caution

- Make sure to install Label Editor as a user with the administrator authority.
- Before installing Label Editor, close all the other applications running on your computer.
- Ensure you install the application and the printer driver in the combination included in the DVD-ROM. Label printing is not available in other combinations.
- When connecting two or more products to one computer  
The printer driver is necessary for each product individually. Installation of the printer driver for the second or later products will start when the second (or later) product is first connected to the computer. Install it according to the instructions displayed on the screen. Newly installed printer drivers are named as copies of the printer driver.

## 1 Turn on your computer and start up Windows.

Close running applications if any. Close any anti-virus software or similar also.

## 2 Insert the included DVD-ROM into the DVD-ROM drive on your computer.

An install program starts up.

Select the language to install, and click [Next].



## 3 When the installation screen appears, confirm the content and click your choice.

### When installing both Label Editor and the printer driver

[Install application and driver]: Click this item.



### When installing the printer driver only

[Install driver only]: Click this item.

When the software license agreement confirmation window appears, confirm the content and click [Agree].

➡ to Step 8

## MEMO

- If the following message appears, an old version of the application is installed. Be sure to uninstall the old one before installing the new one.
- If the following screen appears, either the application or the driver is already installed. When adding or changing items, click [Modify].

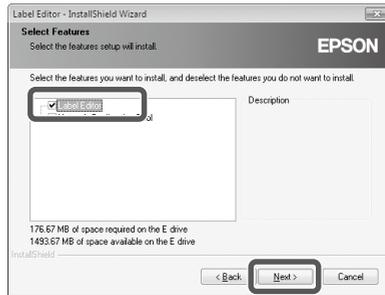


- If the installation program does not start, take the following procedure.  
Open [Computer].  
Double-click the [DVD-ROM] icon.

## 4 When the license agreement dialogue box appears, confirm the content and click [Agree].

To abort installation: Click [Disagree].

- 5** When the screen to select application to be installed, confirm [Label Editor] is checked and click [Next].



- 6** When the destination selection dialogue box appears, confirm the destination folder, and click [Next].  
Installation starts.  
To change the destination folder: Click [Browse...].
- 7** When the completion message appears, the installation is complete. Click [Finish].

To create a desktop shortcut, turn on the check box.

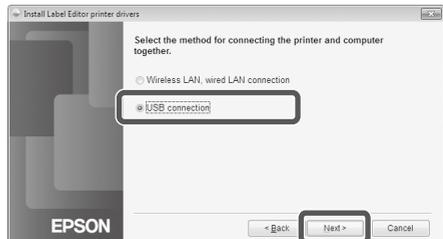
Install the printer driver next.

- 8** Confirm the printer to use, then click [Next].



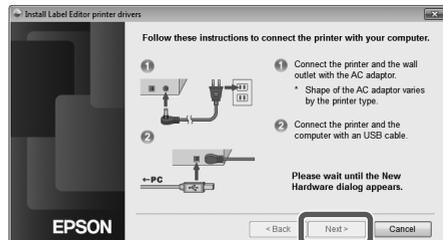
If your printer model supports network connection, the screen below for selecting the connection method appears after Step 8.

When this screen appears, click [USB connection], and then click [Next].



- 9** Connect the product to the computer following the instructions on the screen. After the connection is established, click [Next].

For how to connect the product to the computer This product's user's guide



- ⑩ **When the completion message appears, the installation is complete. Click [Finish].**

## Uninstalling Label Editor and/or the printer driver

### ① **Caution**

- When uninstalling the printer driver, disconnect the product from the computer.
- Before uninstalling Label Editor and/or the printer driver, close all the other applications running on your computer.
- To uninstall Label Editor and/or the printer driver, carry out the following procedure using the included DVD-ROM.

- ① **Insert the included DVD-ROM into the DVD-ROM drive on your computer.**

- ② **Select the language installed, and click [Next].**

- ③ **When the installation program starts, click [Remove].**



- ④ **Click [Yes].**

Uninstallation starts.  
To abort uninstallation: Click [No].



**When uninstalling the printer driver only**

[No]: Click this item.

➞ to Step 6

- ⑤ **When the completion message appears, the uninstallation is complete. Click [Finish].**

Uninstallation of the application is complete.

Uninstall the printer driver next.

- ⑥ **Click [Yes].**



- 7 **Confirm the printer and click [Remove].**



- 8 **When the completion message appears, the uninstallation is complete. Click [Yes].**

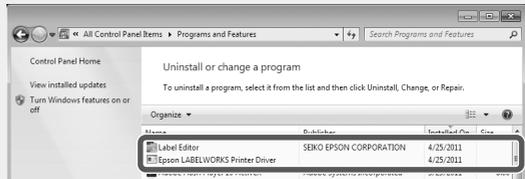
The computer reboots.

### ! **Caution**

After uninstalling the printer driver, restart the computer.

### **MEMO**

You can also uninstall Label Editor and the printer driver as follows. Select "Control Panel" - "Programs and Features" and uninstall Label Editor and/or the driver.



# ● How to Create, Open and Save a File

When you need more information on how to operate Label Editor, refer to Label Editor Help.

[Using Label Editor Help](#)

## Creating a new file

For a new label, configure the tape width and the tape length first.

### ❶ Start Label Editor.

#### Double click the shortcut icon on the desktop.

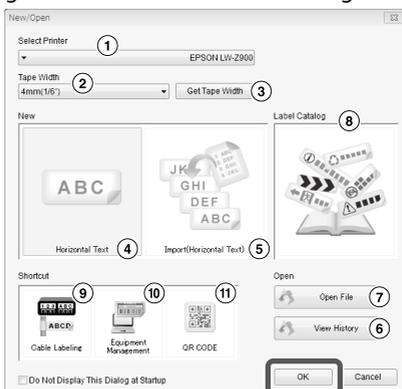
You can start Label Editor from the Start menu of the Windows.

“All Programs” - “EPSON” - “Label Editor” - “Label Editor”

The “New/Open” screen appears.

### ❷ On the “New/Open” screen, configure the necessary items and click [OK].

For [Open File] or [View History], just click the item itself. Then, the screen to specify file opens. The following items can be selected and configured.



❶	Select this product from the list.
❷	Click  and select a tape width for the label to create.
❸	Click this to get the width, color, and other information for the installed tape.
❹	Click this when creating a new label or when importing data from another file to create a label.
❺	Click this when importing data from another file to create a label. <a href="#">Successive Import Printing</a>
❻	Displays the list of created files, and allows you to confirm and open a file on the preview screen. <a href="#">Opening a file from the history list</a>
❼	Opens a created file. <a href="#">Opening a created file</a>
❽	Click to display the Label Catalog. <a href="#">Using Label Catalog</a>
❾	Click to display the Cable label forms. <a href="#">Creating a Label for Cable</a>
❿	Click to display label forms. <a href="#">Creating a Label for Managing Equipment</a>
⓫	Click to display a settings screen. <a href="#">Creating a Label with a Barcode</a>

The configured tape appears on the “layout edit window” and becomes ready for text entry and editing. [Creating a Label](#)

## Opening a created file

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- 1 On the “New/Open” screen, click [Open File].

### MEMO

You can open it from the menu bar. “File” - “Open”

- 2 Select a file and click [Open].

The selected file appears on the “layout edit window”, then text entry and editing become available.

## Opening a file from the history list

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- 1 On the “New/Open” screen, click [View History].

- 2 When the following screen appears, select a file and click [OK].

The selected file appears on the “layout edit window”, then text entry and editing become available.



## Saving the created labels

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- 1 On the “layout edit window”, click .

- 2 The file is saved as either of the following.

Newly created label: When the Save as dialogue box appears, specify the destination folder and the file name, and click [Save].

Revised label: When clicking [Save], the file will be overwritten.

### MEMO

You can save it from the menu bar. “File” - “Save As” / “File” - “Save”

## Ending Label Editor

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- 1 Click  on the top right of the screen.

Label Editor is closed.

### MEMO

If the following message appears when  is clicked, the current data of the “layout edit window” is not saved yet.

[Yes]: Saves the file.

[No]: Without saving the file, ends Label Editor.

[Cancel]: Returns to the “layout edit window”.



# ● Creating a Label

The following describes the basic way to create labels using the label below as an example.

**Example:**



How to enter text  Step 2

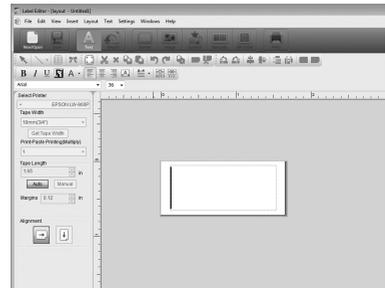
How to insert a frame  Step 3

How to insert a symbol  Step 4

How to print  Step 5

- 1 On the “New/Open” screen, select [Horizontal Text], then click [OK].**  
A new tape for editing appears on the “layout edit window”.

- 2 Click .**  
When clicking on the tape, the cursor appears and text entry becomes available.



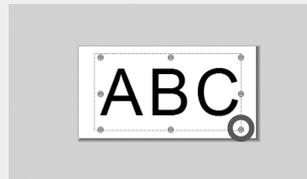
After text entry is complete, click the area other than the tape.  
The entered text will be inserted.



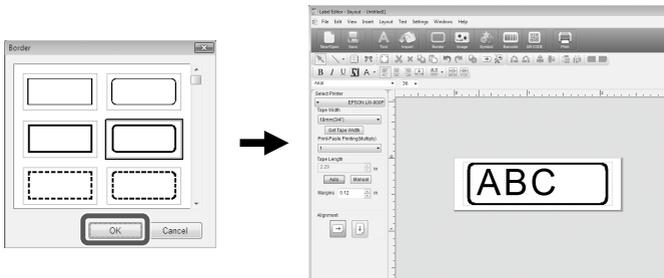
## MEMO

### Adjusting the size and the position

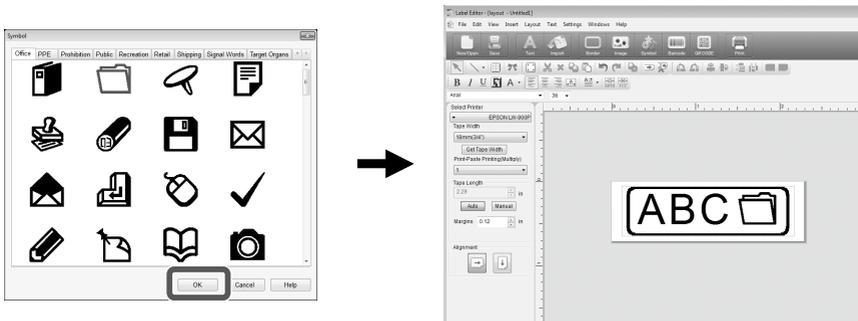
By operating the scaling handles, you can adjust the size and the position of the arranged text.



- 3** Click .  
**When a dialogue box appears, select a border and click [OK].**  
The selected border is inserted in the print area.  
Adjust the size or the position as necessary.



- 4** Click .  
**When a dialogue box appears, select a symbol and click [OK].**  
When clicking on the "layout edit window", the selected symbol is inserted into the position you click.  
Adjust the size or the position as necessary.



- 5** Click .  
**When a dialogue box appears, configure the necessary items and click [OK].**  
Printing starts.  
To check settings or other details, see the following page.  [Printing a Label](#)

# Using Label Catalog

You can select your favorite template to create the label.

**1 On the "New/Open" screen, select [Label Catalog], then click [OK].**

The [Label Catalog] appears.

You can also open this screen by selecting "File" - "Label Catalog" from the menu bar.



## Basic operations

	The table of contents. Clicking a category here switches the displayed catalog page.
	A catalog page. Select a template to edit or print it.
	Click  to select the tape width to use. The templates that match the selected tape width are displayed in the catalog page.
	Used to move to the next or previous category.
	Used to turn the page. These buttons perform the same operation as the  buttons in the catalog page.
	Registers a frequently used template to  .  Registering to Favorites
	Click this icon, then move the mouse pointer to a template in the catalog page to enlarge the display of the template. Click this icon again to release enlarged displays.
	Prints the selected template.
	Used to change the text or font of the selected template.
	Displays help information.

## 2 Click on a template, then edit or print it.

To change the font size or do other editing, click ⑤.  
The "layout edit window" appears.  Creating a Label

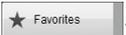
To print the selected template, click ④.  
 Printing a Label

## Registering to Favorites

Registers a frequently used template to .

### 1 Select a template, and click .

You can also perform the same operation by right-clicking on a template and selecting [Add to Favorites] from the menu that appears.

The template is registered to .

Clicking  in the table of contents displays the registered templates.

Removing a template from the .

### 1 Select a template, and click .

You can also perform the same operation by right-clicking on a template and selecting [Delete Favorite] from the menu that appears.

## Reprinting a previously printed label

### 1 Click .

The print log is displayed.

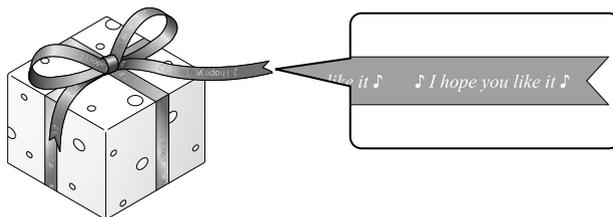
### 2 Select the template to print, and click .

To check settings or other details, see the following page.  Printing a Label

# ● Creating an Original Ribbon

This section describes how to create an original ribbon with a custom message printed on it repeatedly.

Printing a ribbon requires special ribbon tape. See the supplies catalog that came with the product for information on the types of tape available.



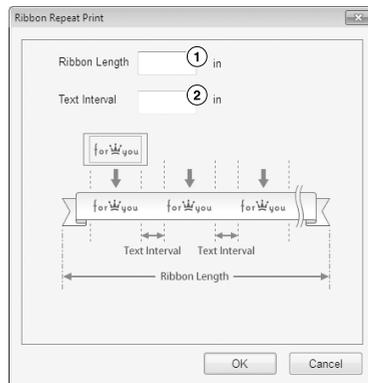
## 1 Creating the text to be printed on the ribbon.

Creating a Label

## 2 Enter the text for the ribbon, then click .

A settings screen appears.

- 1 Specify the ribbon length.
- 2 Specify the space between each repeated text block.



## 3 Configure the settings and click [OK].

The set conditions are displayed.

To check the ribbon's overall appearance, see the following page. Checking a Label's Overall Appearance

## 4 Click .

When a dialogue box appears, configure the necessary items and click [OK].

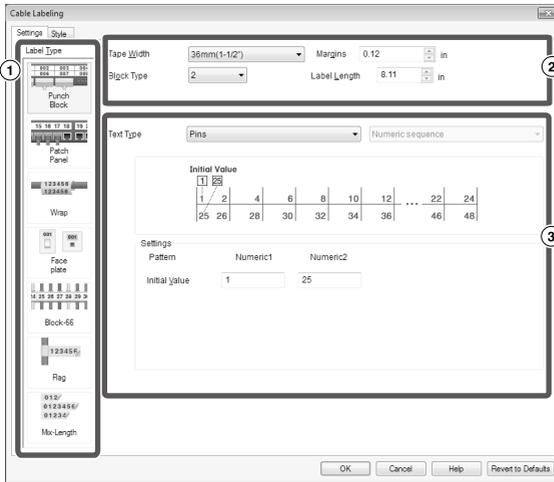
Printing starts.

To check settings or other details, see the following page. Printing a Label

# Creating a Label for Cable

You can easily create a label for cable just by selecting Label Type and entering the settings required. You can export the created label data that can be transferred to a printer or smart device.

- 1 In the “New/Open” screen, select [Cable Labeling], then click [OK].
- 2 The screen below appears. Enter the settings, then click [OK].



## Settings tab

- 1 Select the Label Type to create.
- 2 Set the length, text orientation, margins, and other settings of the label.
- 3 Make the settings for the text and sequence numbers.

## Style tab

- 1 Set the font, font size, and other settings.
- 2 Turn on the checkbox to export the label data. Select [For Printer] to export the label data to be transferred to the printer. Select [For Smart device] to export the label data to be transferred to a smart device.



- 3 Click . When a dialogue box appears, configure the necessary items and click [OK]. Printing starts.

To check settings or other details, see the following page.  Printing a Label

# Creating a Caution/Prohibition Label

## Flow of creating a caution/prohibition label



### ① Creating a label

Create a label by placing the ◇ / ⊘ mark over a symbol.

### ② Printing

Print the text part and ◇ / ⊘ mark.

### ③ Affixing the labels together

Affix the two labels together with one over the other.

Here, we describe how to create a caution/prohibition label using two tapes.

By preparing two types of tape, you can create a label in which the ◇ / ⊘ mark and text part are different colors.

#### Example:

Text part

Tape color: white

Text color: black

◇ / ⊘ mark

Tape color: transparent

Text color: red

## Creating a label

### ① Click .

### ② On the “GHS ISO WHMIS” tab, select the symbol to insert and then click [OK].

When clicking on the “layout edit window”, the selected symbol is inserted into the position you click.

Adjust the size or the position as necessary.

### ③ Click .

### ④ Select a mark and then click [OK].

When clicking on the “layout edit window”, the selected mark is inserted into the position you click.

Align the mark over the symbol you inserted in step

②. Adjust the size or the position as necessary.



# Printing

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## Printing the text part

- 1 Click .  
The Print dialogue box appears.



- 2 Select [Print all except GHS or ISO BORDER] for [Select printing] and then click [OK].  
Only the text part is printed.

## Printing the / mark

- 1 Click .  
The Print dialogue box appears.

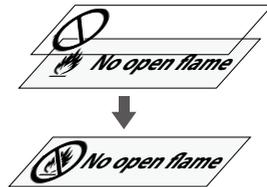


- 2 Select [Print only GHS or ISO BORDER] for [Select printing] and then select [OK].  
Only the  /  mark is printed.

# Affixing the labels together

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- 1 Affix the  /  mark label over the text part label.



# Creating a Label for Managing Equipment

You can easily create a label for managing equipment just by selecting a template and entering the settings required. You can export the created label data to transfer it to a smart device.

- 1 In the "New/Open" screen, select [Equipment Management], then click [OK].
- 2 Select a template, then click [OK].

The screenshot shows a dialog box titled "Equipment Management". It contains a preview of a label with the following data:

Asset class	Fixed asset
Equipment name	Laptop
Admin no.	ABC0123
Date	04/01/20XX
Section	Information System Department

Asset name	Laptop
Admin no.	ABC0123
Date	04/01/20XX

Asset number	ABC0123
Asset name	Laptop
Date	04/01/20XX
	XX Co., Ltd.

At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

- 3 The screen below appears. Enter the settings, then click [OK].

The screenshot shows the "Equipment Management" dialog box with several settings highlighted by numbered circles:

- 1: A preview of the label template selected in Step 2, showing the same data as the previous screenshot.
- 2: A dropdown menu for "Recommended Tape Width" set to "18mm(3/4)".
- 3: A "Data Entry" section with three input fields: "1. Asset name", "2. Admin no.", and "3. Date".
- 4: A "Data Importing (for Multiple Labels)" section with a text input field and a "Reference" button.
- 5: A checkbox labeled "Create Data for Smart device" which is currently unchecked.

At the bottom of the dialog box, there are two buttons: "OK" and "Cancel".

- 1 The template selected in Step 2 appears.
- 2 The tape width which is suitable for the template is displayed. Click  to select a tape width. Place a tape cartridge of the selected tape width in this printer.
- 3 Enter the text to be printed on the label.

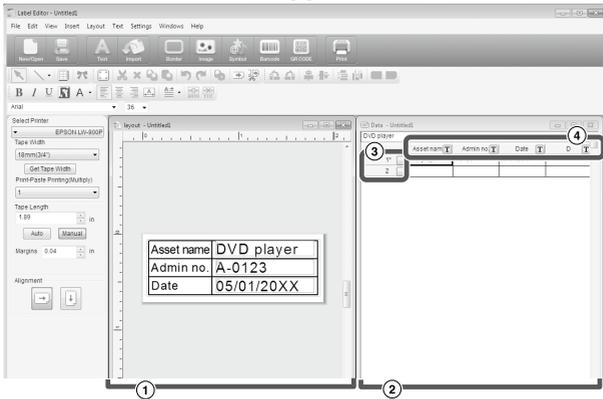
You can print multiple different labels using the same template by first creating a list file for the selected template and entering all the data into it.

When using a list file, specify the file path in 4 above.

Supported list file formats: xls, xlsx, txt, csv, xlsm

- 5 Turn on the checkbox to export the label data to be transferred to a smart device.

#### 4 After the screen below appears, check the font and character size.



#### 1 layout window

The screen shows the appearance of the text entered in Step 3 in the template selected in Step 2. Adjust the text size or position if needed.

#### 2 Data creation window

The text entered in Step 3 is displayed. You can change the text by double-clicking the cell.

#### 3 Low number

Enter  to the  to print items. Only checked items can be printed.

#### 4 Column attribute

Displays the template headers.

#### 5 Click .

**When a dialogue box appears, configure the necessary items and click [OK].**

Printing starts.

To check settings or other details, see the following page. [🔗 Printing a Label](#)

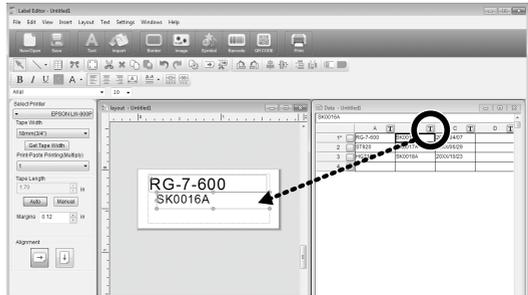


# Laying out labels

- 1 Drag **T** on the column attribute to lay out to the “layout edit window” and drop it there.

The content of the column is displayed there. Adjust the position and size as necessary.

To do the same, select the cell on the “data creation window” and right click it, then select “Import Frame” on the pop up menu.



## MEMO

- When [Tape Length] is set to [Auto], the import frame size becomes a length that is variable depending on the number of characters.
- The content of the currently selected cell is laid out.
- The data out of the print area will not be printed.

# Printing labels

Click .

**When a dialogue box appears, configure the necessary items and click [OK].**

Printing starts.

To check settings or other details, see the following page.  Printing a Label

# Saving the created files

**To save the current status of the layout and the data to import**

Click  or select “File” - “Save” or “Save As” from the menu bar.

**To save the data to import into another file format**

Savable file format: txt ,csv.

Select “File” - “Import Data” - “Save” from the menu bar.

If a dialogue box to specify the destination folder appears, specify your destination folder and click [Save].

# Creating a Label with a Barcode

## MEMO

- When inserting a barcode, be sure to leave some margins on both right and left sides.
- Using a barcode reader, check the barcode label is readable.
- The setting items differ depending on the barcode type. Configure the displayed setting items.

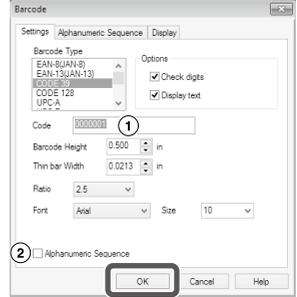
### ① Click or .

The barcode setting dialogue box appears.

#### Creating a QR code

You can also click [QR CODE] in the “New/Open” screen to open a settings screen.

### ② Select a barcode type, enter the code, and configure other settings, then click [OK].



The image shows the 'Barcode' settings dialog box. It has three tabs: 'Settings', 'Alphanumeric Sequence', and 'Display'. The 'Settings' tab is active. Under 'Barcode Type', a list includes EAN-8(JAN-8), EAN-13(JAN-13), POSTNET, CODE 128, and UPC-A. The 'Code' field contains '0000001'. Other settings include Barcode Height (0.500 in), Thin bar Width (0.0213 in), Ratio (2.5), Font (Arial), and Size (10). There are checkboxes for 'Check digits' and 'Display text', both of which are checked. A circled '1' points to the 'Code' field. At the bottom, there is a circled '2' next to the 'Alphanumeric Sequence' checkbox, which is currently unchecked. 'OK', 'Cancel', and 'Help' buttons are at the bottom right.

#### Setting Sequence Numbers for Barcode

① Select the entered code.

② Turn on the check box of [Alphanumeric Sequence].

③ Make the setting for sequence numbers on the “Alphanumeric Sequence” tab and then click [OK].



The image shows the 'Alphanumeric Sequence' tab of the 'Barcode' settings dialog box. It displays a table with the header 'Values are shown as a pound sign (£)'. The table has columns for 'Ex.', 'Format', 'Initial Value', and 'Result'. The first row shows '£####' as the format, '10' as the initial value, and '0010' as the result. Below the table, there is a circled '3' pointing to the 'Attributes' dropdown menu, which is set to 'Numerals'. Other fields include 'Format' (set to '#'), 'Initial Value' (set to '1'), 'Increment' (set to '1'), and 'Repetition' (set to '1'). There is also a checkbox for 'Max (min)'. 'OK', 'Cancel', and 'Help' buttons are at the bottom right.

### ③ When a message appears, click [OK].

The cursor becomes the barcode height.

### ④ Move the cursor to where you want to insert the barcode, and click there.

The barcode is inserted there.

You can adjust the position and the size while the scaling handles appear.

# Other Functions

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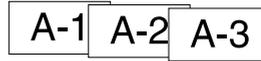
The following labels can be created with Label Editor.

## Sequence Number Print

**Main menu: Insert - Alphanumeric Sequence**

Make settings on the Alphanumeric Sequence window. You can combine multiple formats to set sequence numbers.

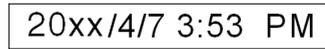
On the Print dialogue box, turn on "Alphanumeric Sequence" when printing.



## Adding Date and Time

**Main menu: Insert - Date and Time Settings**

Make settings on the Date and Time Settings window.



## Decorating text

**Main menu: Insert - Text Art**

Enter text and make settings on the Text Art window.



## Adding a background pattern

**Main menu: Insert - Background Pattern**

Make settings on the Select Background Pattern window. You can create an original background pattern or use text as a pattern.



You can create various labels other than described above. For the details, see Label Editor Help.

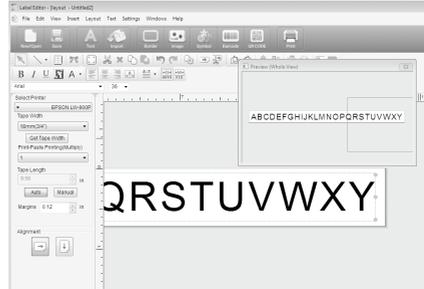
 Using Label Editor Help

# ● Checking a Label's Overall Appearance

You can edit a label while checking label's overall appearance. This is useful when creating long label such as ribbon.

- 1 **Select [Preview (Whole View)] from the [View] menu on the menu bar.**  
A window appears.

The area enclosed by the red box is the area currently displayed in the "layout edit window."



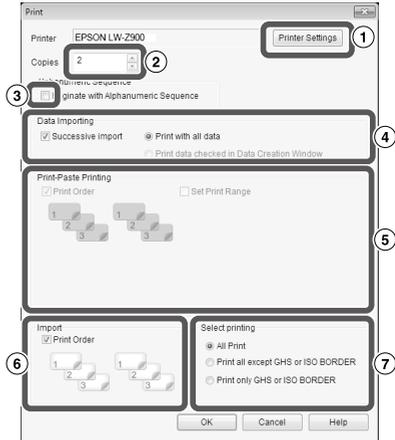
Click  to close the window.

# Printing a Label

Follow the steps below to print a label.

## 1 Click .

A dialogue box for print settings appears.



## 1 Select the printer to use.

You can also make settings such as Mirror print, and the tape cutting method.

## 2 Specify how many labels to print.

## 3 Turn this item on when using the sequence number print. Other Functions

## 4 Turn this item on when using the successive import print function or when printing a label for managing equipment. Other Functions, Creating a Label for Managing Equipment

Successive import:

Turn on this checkbox to print successively.

Print with all data:

Print all the data in the rows displayed in the “data creation window”.

Print data checked in Data Creation Window:

Turn this on when printing the data in the specified rows on the “data creation window”. Only the selected rows are printed.

## 5 Turn this item on when doing Print-Paste Printing.

Print Order: Specifies the print order.

Set Print Range: Selects the parts to print.

## 6 Used to set the print order when multiple labels have been created for merge printing from a list, such as for merge printing or for labels for managing equipment.

## 7 Select the printing method. Here, you can select the label to print, which is created with the GHS or ISO BORDER function. Creating a Caution/Prohibition Label

All Print: Prints normally.

Print all except GHS or ISO BORDER:

Prints all except the diamond/prohibition mark.

Print only GHS or ISO BORDER:

Prints only the diamond/prohibition mark.

## 2 Configure the settings and click [OK].

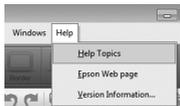
Labels will be printed.

# Using Label Editor Help

With the Label Editor Help, you can check the functions other than those described in this manual, or when you are at a loss for how to operate Label Editor when creating a label.

## 1 Open Label Editor Help.

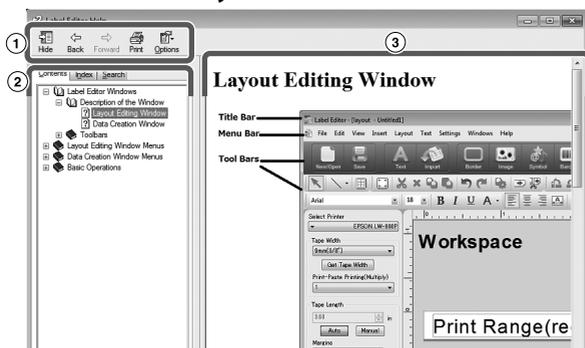
Open it from the menu bar.  
“Help” - “Help Topics”



### MEMO

- You can start Label Editor Help from the Start menu of the Windows.  
“All Programs” - “EPSON” - “Label Editor” - “Label Editor Help”
- When editing on the “layout edit window”, Label Editor Help can be started by pressing the [F1] key.

## 2 Click a menu item you want to know on the menu.



① Tool bar	Click a button to use the function.
② Menu	Displays the help menu. You can search for what you want to know with “Search” or “Index”.
③ Description	Shows the description of the selected item.

# Printing from Other Applications

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This product can be used as a printer.

You can create labels by editing data with a commercially available application, and by printing the data with this product.

Depending on the applications, printing may not be completed correctly.

- ❶ Specify this product in the printer settings.**
- ❷ Make settings for paper.**  
Specify the width of currently installed tape, the length and margins of the label, etc.
- ❸ Enter text, an image, etc.**  
Arrange the text and image within the print area.
- ❹ Check the print status with the print preview function.**
- ❺ Print the label.**

## **MEMO**

When printing an image

This product prints color image data in black and white tone.

This tone is adjustable. The tone setting can be made in the Properties dialogue box of the printer setting window.

# Troubleshooting

This section covers problems such as Label Editor not starting or printing not completing, and suggests solutions.

## Printing does not start

### Are there any messages displayed on the computer screen?

Check the content of message.

### Is the printer driver installed?

Install the printer driver.  Installing Label Editor and the printer driver

### Did you reboot the computer after installing the printer driver?

The printer driver may not be installed correctly unless the computer is rebooted. Re-install the printer driver.  Installing Label Editor and the printer driver

### Is the product correctly connected to the computer?

Check the cable connecting the printer and the computer.  This product's user's guide

### Is the selected printer correct?

If the wrong printer is selected, printing cannot be completed.

### Is the printer offline?

If the computer boots up without the product connected, the printer setting may be set to offline. Cancel the offline state.

- ① Open the "Devices and Printers" ("Printers" for Windows Vista) window. Windows 10: Click the start button and select "Settings". Enter "Devices and Printers" in the search box. When it appears in the search result field, click it. Windows 8.1/8: On the Charms Bar, select "Settings" - "Control Panel" - "Hardware and Sound" - "Device and Printers" in order. Windows 7/ Windows Vista: Select "Start" - "Control Panel" - "Hardware and Sound" - "Device and Printers" ("Printers" for Windows Vista) in order.
- ② Double-click on the icon of the printer to open a pop-up window that shows all current print jobs.
- ③ Click "Printer" in the menu bar of the window, and uncheck "Use Printer Offline".

## Characters are missing or faint

### Is the print head dirty?

Clean the print head.  This product's user's guide

### Is there any slack in the ink ribbon or tape?

Remove the slack.  This product's user's guide

### Are the margin and paper settings correct?

When using commercially available applications, configuration of margins is necessary. Check the current settings. The print can be checked with the print preview function or similar. Be sure to check the preview before printing.  Printing from Other Applications

## Printing stops halfway

### Check if enough tape remains in the current cartridge.

If the tape has run out, replace the tape cartridge with a new one.  This product's user's guide

## Tape is not cut after printing

### Is "Don't cut" selected?

Check the settings of the printer driver.

### Is the cutter blade worn?

The cutter blade may eventually become worn and dull. If so, contact the EPSON customer support centre for further advice.

## Half-cut cannot be made correctly

### Is the "Half cut" setting enabled?

Check the settings of the printer driver.

### Is "Don't half cut" selected?

Check the settings of the printer driver.

### Is the blade for half-cut worn?

The cutter blade may eventually become worn and dull. If so, contact the EPSON customer support centre for further advice.

## MEMO

If none of the above has solved the problem or the symptom is other than the above, contact the EPSON customer support centre.