

## Software and Printer Support

### ShrinkTrak/foam nameplate labels slip in my TT230SM Series printer.

- 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 **Post-Print Action** is set to **NONE**. Click **Apply** and **OK**. Restart TagPrint Pro. Try printing to see if the issue is resolved.
- 2** **OPTION 2:** In TagPrint Pro, select the **PRINT** ribbon. Ensure your TT230 driver is selected. Click **Print Setup**. Select the **Stock** tab. Ensure that the **Post-Print Action** is set to **NONE**. Click **OK**. Try printing to see if the issue is resolved.
- 3** **OPTION 3:** Ensure the markers are not creating undue drag on the printer. For thick labels on a roll, we recommend using the optional label caddy (part number 556-00235) as opposed to dispensing the markers directly from the carton. In most cases, dispensing from the carton is not an issue, but if the cardboard core is not turning freely, the printer cannot pull the tag efficiently, causing the ShrinkTrak to misalign in the printer.
- 4** If the problem persists, 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