

HOW TO FIX MY LABEL PRINTER

The most common issues are:

- The printer is not switched on
- It's not plugged in
- Your school internet access has changed

We'll run through some simple steps that should help you.

1. Check that the power is on

Often the power to the label has been turned off overnight.

Check that the green light is on. You will see a solid green light here:

If not, check it is switched on at the side.





Check the cables at the back, and track them to the power socket on the wall.



Switching the printer on may have solved your issues.

The labels may start coming out immediately, or you may need to reprint all your labels (see the section further on in this document).

Otherwise, check that the label printer is plugged in to your PC.

2. Check that the printer is plugged in

There will be a cable coming from the back of the label printer (see above) which runs to the PC. Check this is plugged in.

Then check that the printer cable is plugged in to your PC.

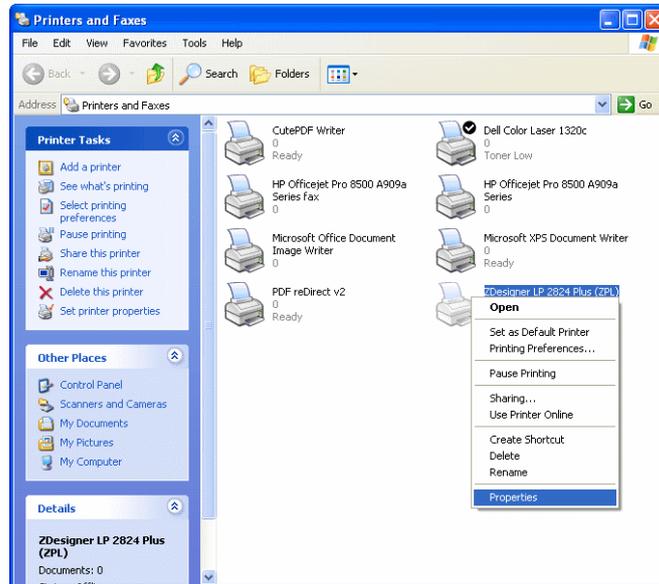


Try unplugging this from the PC and plugging this back in. Sometimes this solves the problem and, hey presto, life is sweet.

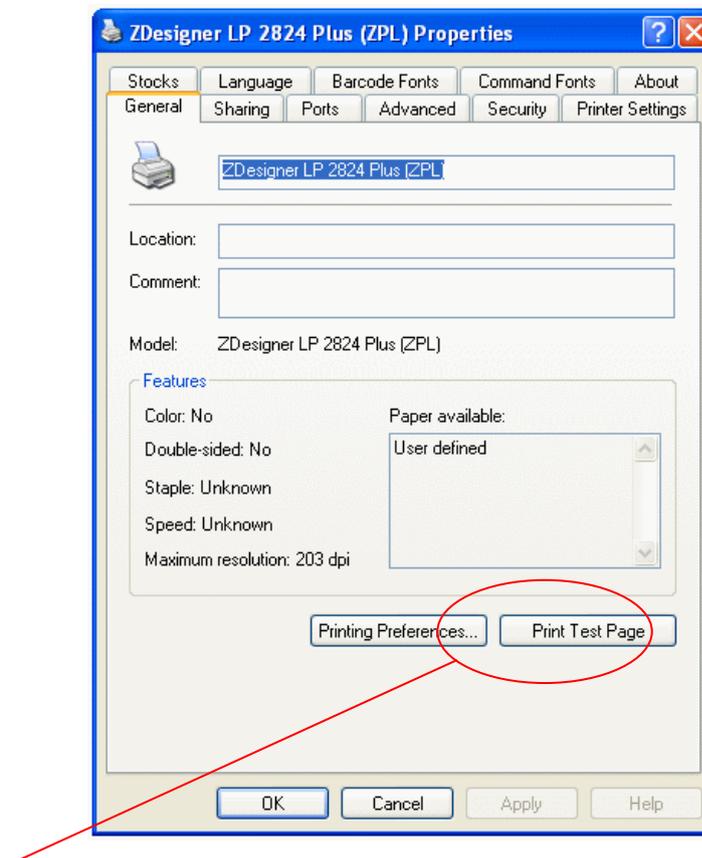
If you still have issues let's see if we can print a test page.

3. Print a test page

Go to the Start menu in Windows and find Printers and Faxes. Right click on the Label Printer icon to open the Properties.



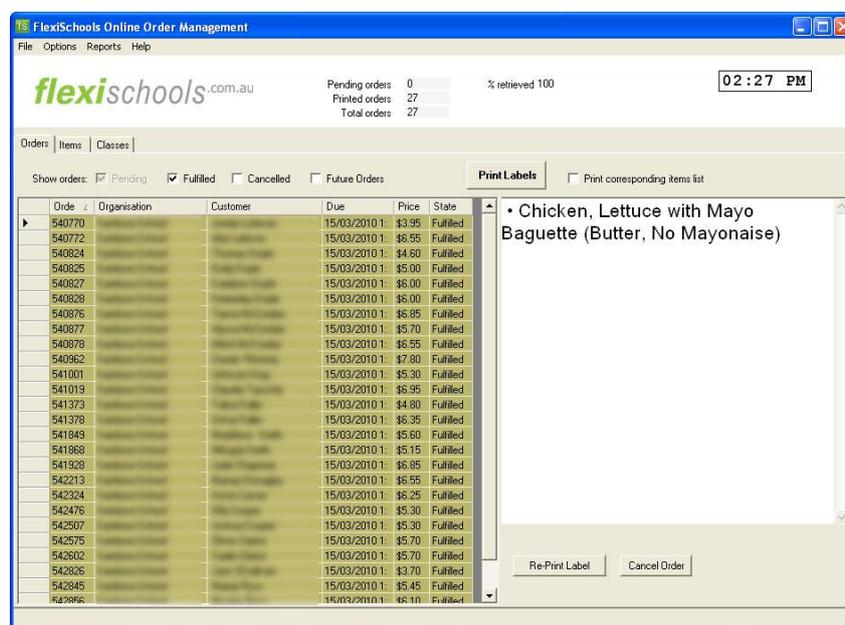
You will see the following



Click on Print Test Page and see if anything comes out of the printer.

If this works we now want to see if the orders print on the labels.

Go to the FOOM application and reprint a label.



If this works, you may need to reprint all your labels.

4. Reprint all your labels

If you have already tried to print your labels in the FlexiSchools Online Order Management (FOOM) application you cannot use the "Print Labels" button to fulfill all again.

Close down the FOOM and **call the Customer Services Helpline on 1300 361 769** and we can reset the orders so that you only need to click the button once.

You should now be set for the day.

If all else fails, go to section 7.

5. What if you can't connect to the internet?

This may be due to changes in your internet access at school.

Just see if you can browse the internet without difficulty. Go to your search engine and see if you can do a random search.

You should contact your **School IT Administrator** and see if changes were made to the username and/or password that allow you access to the internet.

This may need updating in the Proxy Settings in the FOOM.



The image shows a 'Proxy Login Details' dialog box with a blue title bar. The main area is light beige and contains the following elements: a prompt 'Please enter your PROXY username & password' with a green padlock icon; a 'Username' text box with a note '(blank if no credentials)'; a 'Password' text box; a 'Proxy URL' text box containing 'proxy.mydomain.com.au'; a 'Proxy Port' text box containing '8080'; and 'Apply' and 'Cancel' buttons at the bottom.

6. Need Help?

Call the Customer Services Team on 1300 361 769