

Troubleshooting Printer and Printing Issues

Below are common printer and printing issues with ways to troubleshoot them or resolve them. **If all fail, please submit a ticket or have a developer on the call to troubleshoot.**

- Labels are not printing to the printer:
 1. Make sure user has their printer preferences enabled.
 2. Make sure the printer connector is running on the PC where the printer connector is installed.
 3. Make sure the Parcel Label Printing in the company page under the documents and labels tab is not set to Label on Standard Paper.
 4. Check the printer logs and see if you can see the label getting to the printer connector.
- Blank Labels:
 1. Check the settings of the printer in FreightPOP and uncheck the Zebra Printer checkbox if its checked off. If its not checked off then check it off. Below in an example when user have printer linked to the user and below that is when user have Warehouse Print Stations enabled.

ENABLE PRINTERS PREFERENCES [DOWNLOAD FREIGHTPOP CONNECTOR](#)

DOCUMENTS

4 X 6 INCH LABELS ROTATE LABEL ZEBRA PRINTER INVERT LABEL FrtPop

STANDARD SIZE PAGES Select

4 X 8 INCH W/ 2 INCH SPLIT LABELS ROTATE LABEL INVERT LABEL ZEBRA PRINTER FrtPop

4 X 6.75 INCH W/ 0.75 SPLIT LABELS ROTATE LABEL INVERT LABEL ZEBRA PRINTER FrtPop

EDIT PRINTER

USER DEFINED PRINTER NAME Pallet

PRINTER PATH \\PC55.ninealpha.com\ZDesigner GC420r

DOCUMENT TO PRINT 4 x 6 Inch Labels

ROTATE LABEL ZEBRA PRINTER INVERT LABEL IS ACTIVE

- Labels look too big:

1. Check the settings of the printer in FreightPOP and uncheck the Zebra Printer checkbox if its checked off. If its not checked off then check it off. Below in an example when user have printer linked to the user and below that is when user have Warehouse Print Stations enabled.

ENABLE PRINTERS PREFERENCES [DOWNLOAD FREIGHTPOP CONNECTOR](#)

DOCUMENTS

4 X 6 INCH LABELS ROTATE LABEL ZEBRA PRINTER

STANDARD SIZE PAGES

4 X 8 INCH W/ 2 INCH SPLIT LABELS ROTATE LABEL INVERT LABEL ZEBRA PRINTER

4 X 6.75 INCH W/ 0.75 SPLIT LABELS ROTATE LABEL INVERT LABEL ZEBRA PRINTER

PRINTERS

FrtPop

Select

FrtPop

FrtPop

SAVE

EDIT PRINTER

USER DEFINED PRINTER NAME Pallet

PRINTER PATH \\PC55.ninalpha.com\ZDesigner GC420

DOCUMENT TO PRINT 4 x 6 Inch Labels

ROTATE LABEL INVERT LABEL

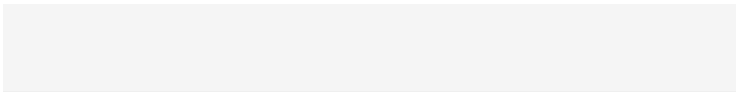
ZEBRA PRINTER IS ACTIVE

SAVE CANCEL

2. If this doesn't work, ask the user to look at the printer preferences on the PC that the printer is hooked up to. Make sure the label size it set to 4x6 or proper label size being used.

- Labels look too small:

1. Make sure the Parcel Label Printing setting is NOT set to Label on Standard Paper.



PARCEL LABEL PRINTING

4X6 LABELS ON ROLLS



UPS 4X8 WITH 2 INCH DATA SPLIT

FEDEX 4X6.75 WITH .75 INCH DATA SPLIT

LABEL ON STANDARD PAPER

DOC TAB SETTINGS

- Labels are upside down or backwards:

1. You may need to check off the appropriate printer setting to Rotate Label, Invert Label or Both.

<input checked="" type="checkbox"/> ENABLE PRINTERS PREFERENCES	DOWNLOAD FREIGHTPOP CONNECTOR			
DOCUMENTS	PRINTERS			
4 X 6 INCH LABELS	<input type="checkbox"/> ROTATE LABEL	<input type="checkbox"/> ZEBRA PRINTER	FrtPop	
STANDARD SIZE PAGES			Select	
4 X 8 INCH W/ 2 INCH SPLIT LABELS	<input type="checkbox"/> ROTATE LABEL	<input type="checkbox"/> INVERT LABEL	<input checked="" type="checkbox"/> ZEBRA PRINTER	FrtPop
4 X 6.75 INCH W/ 0.75 SPLIT LABELS	<input type="checkbox"/> ROTATE LABEL	<input type="checkbox"/> INVERT LABEL	<input checked="" type="checkbox"/> ZEBRA PRINTER	FrtPop
<input type="button" value="SAVE"/>				

EDIT PRINTER

USER DEFINED PRINTER NAME
Pallet

PRINTER PATH
\\PC55.ninwa.alpha.com\ZDesigner GC420R

DOCUMENT TO PRINT
4 x 6 Inst Label

ROTATE LABEL

IS ZEBRA PRINTER

INVERT LABEL

IS ACTIVE

SAVE CANCEL

Still having trouble? Printers CAN be a problem!

Let's refer you to FreightPOP's customer service. [Go here](#), look for the chat feature on the bottom right. Let them know what store you are from and that you are a Shipping Haus customer.

Thanks!