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Printer Hardware

FAQ Guide

FAQ's

Q: How can I determine if I need to make printer or software changes with your labels or ID bands?

A: The best way to determine this is to collect a physical sample or aquire a picture with dimensions of the label or wristband they're currently using. This allows our team to match the current item with a "drop-in" replacement and, in most cases, avoid any changes including software changes. However, if the organization decides to entirely revamp their process by switching to a new type of label or wristband (eg. From a poly to a direct thermal cartridge), it may require a new printer.

Q: How can I be sure your labels will fit our printers, especially if there are very slight UOM differences?

A: Start by identifying your printer make and model. Every manufacturer provides "Printer Specification Sheets" like this one, that have been created to help end users identify the specifications of their printer and the labels that should be used with it. A web search of your printer make and model should bring up the corresponding printer specification sheet. Within these documents, there is usually a section titled "media specifications". This is where you will find key information such as maximum print width, roll diameter, etc. Once you have gathered this information and provided it to our team, we will be able to double check it against our label rolls and make absolutely sure they'll fit.

Q: How can you determine if a label is compatible with a certain printer (e.g. Zebra)?

A: See answer to *"How can we be sure your labels will fit our printers, especially if there are very slight UOM differences?"*

When providing the specifications of your printer to our team, be sure to note whether the printer is Thermal Transfer or Direct Thermal capable, so we can best identify which labels you should use. Some printers are capable of both and would have a setting that would need to be adjusted to switch from one to another.

Q: What if I was told my system is only compatible with labels from another company?

A: The software system only sends data to the printer. The EHR/HIS or LIS or PIS software system is a one-way transmission and it doesn't know or care what labels are in the printer. Our labels are compatible with all the major printer brands like Zebra, Datamax, Etc.

Q: How can I determine if a printer needs to be reprogrammed or if hardware settings need to be adjusted?

A: So long as the format and sizing of the label stays the same there is no adjustment needed. Our team is dedicated to always crossing to a "drop in" replacement, so there should be no adjustments needed, provided you are using the same label currently and are not making formatting changes.

Q: How do you adjust the printer settings for a black bar label vs. no black bar?

A: Access the computer that is controlling the printer and follow the steps below:

1. Open the printer page
2. Open printer settings
3. Within that there will be a field for print sensing and there are usually 3 options: Continuous, Gap Sense, & Black Bar Sense.
4. Choose Black Bar Sense. Depending on whether the label has or does not have a black bar, this is where you would toggle that setting on/off.

Q: What can lead to a label smudging/smearing in a my printer?

A: If you are encountering this issue, it is likely that there is a printer setting that can be adjusted to fix the problem. Both of the printer settings listed below can be found by following the same steps found within the answer to *"How do you adjust the printer settings for a black bar label vs. no black bar?"* To solve the issue, one of the two following settings may need to be adjusted.

1 - Print Speed. Print speed ranges from 1"/second up to 10" s/second. The slower the print speed the crisper the image created. It is possible that the print speed is too high.
OR
2 –Darkness or Heat Setting. The heat setting will range from 5-30. The higher the setting the darker the barcode gets.

Always adjust the print speed down first. Only turn the darkness up if needed. Be cautious adjusting the settings as you want the printer to print as fast as possible while still producing a crisp print. Too dark of a barcode can be hard to read as well as cause additional wear on the print head long term. Also, be sure that the labels AND ribbon that are being used are suitable for the specific use-case. If the labels will come in contact with alcohol, xylene, or other chemicals, be sure to use a resistant label, as well as a high-quality ribbon (full resin). Using the wrong label or ribbon can lead to smearing as well. This information applies for both direct thermal and thermal transfer labels.