Software and Printer Support

The printer is not responding.

Printer: TT4030

1	OPTION 1: Exit TagPrint Pro. Reboot the PC. Open TagPrint Pro. Try printing to see if the issue is resolved.
2	OPTION 2: Exit TagPrint Pro. Click the **Windows Start** button and select **Devices and Printers**. Right-click your printer's driver and select **Printer Properties**. On the **General Tab**, select "Print Test Page." If no response, see below.
3	OPTION 3: Click the **Windows Start** button and select **Devices and Printers**. Right-click your printer's driver and select **Printer Properties**. Click the **Ports** tab. Is a USB port selected? If not, select one and return to the **General Tab** and select "Print Test Page."
4	OPTION 4: Exit TagPrint Pro. Click the **Windows Start** button and select **Devices and Printers**. Delete the printer driver and reinstall the latest driver. Try printing to see if the issue is resolved.
5	If the problem still exists, 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

For more information, go to https://www.hellermanntyton.us/software-and-printer-support