Software and Printer Support

Print quality is poor.

Printer: TT230 Series

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 **Graphics** tab. Set **Dithering** to None. Click OK. Restart TagPrint Pro. Try printing to see if the issue is resolved.
2	**OPTION 2:** Click the **Windows Start** button and select **Devices and Printers**. Right-click your printer's driver and select **Printing Preferences**. Click on the **Options** tab. Uncheck "Use Current Printer Settings." Change **Print Speed** to 2.00 in/sec and move the **Darkness** slider to 12. Try printing to see if the issue is resolved.
3	**OPTION 3:** Remove ribbon and gently clean print head with alcohol and a cotton swab. Replace ribbon. Try printing to see if the issue is resolved.
4	**OPTION 4:** Ensure it is a HellermannTyton printer ribbon and correct type for the stock being printed. If unsure, contact **Tech Support**.
5	If the problem still exists, please contact **Tech Support** for possible Repair.

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