WPL305: During printing labels are skipped, are feeding 2 or 3 labels at a time instead of 1, or the printout is not striking on the label.

Internal User - 2017-10-25 - Printers

When printing labels on the WPL305, labels are skipped, are feeding 2 or 3 labels at a time instead of 1, or the printout is not striking on the label.

If you are printing from Wasp Labeler with the WPL305 printer, there are three separate areas to check:

1: Recalibrate the printer.

1. Turn off the printer.
2. While holding the **Feed** button, turn the printer back on. After the 2nd blink, let go of the **Feed** button.
3. Press **FEED** once after the light returns to green. The printer should feed one whole label. If does not feed one label, it is not calibrating correctly. Stop here and contact Wasp Support: we will need to correct this issue first.

2: Check the paper size selected in the printer.

The method for identifying the selected paper size varies in different versions of Windows. The method provided below is the most common.

1. Go to **Start > Devices and Printers**. You should also be able to find this in the **Control Panel**.
2. Right click the Wasp WPL-305 printer and select **Printer Properties**. (On Windows XP, this option is called **Properties**.)
3. From the **General** tab, click **Preferences**.
4. On the **Page Setup** tab, in the **Stock Name** field, select the listing matching your label size. If your label size is not on the list, please see the instructions below for adding a new label size.
5. Switch back to the **General** tab and click **Print Test Page** to make sure it prints on a single, full label. If your label is less than 1" tall, the word TEST will be cut off at the bottom. This is fine as long as a full label feeds from the printer.

Adding a New Label Size on the Page Setup Tab:

1. If your label size is not on the list on the **Page Setup** tab, click **New**.
2. In the **Edit Stock** window that opens, enter a name that you will recognize, then set the proper **Width** and **Height**.
3. Set **Exposed Liner Width** to **0** and click **OK** on the **Edit Stock** and **Printing Preferences** windows.
4. Switch the **Properties** window to the **Advanced** tab and click **Printing Defaults**.
5. Select the same **Stock Name** as you used on the **Printing Preferences** tab and click **OK**.

6. Switch back to the **General** tab and click **Print Test Page** to make sure it prints on a single, full label. If your label is less than 1" tall, the word TEST will be cut off at the bottom. This is fine as long as a full label feeds from the printer.

3: Check Settings in Labeler.

Instructions for Labeler v6

1. Verify that the **Units** are set to **Inches** rather than **Centimeters**. In Labeler v6, the ruler shows the units at the top left corner of the window. If it says **cm** there, Go to **Tools > Units** and click **Inches**.

2. Go to **File > Page Setup**. We recommend you have One-Up labels selected for **Family** if you have individual peel-off labels.

3. Select the size that corresponds to your label from the **Type** drop down menu, or click **NEW** to add a new **Type**. (If adding a new Type you will give the type a **Name** and alter the **Height** and **Width** after clicking **OK**.)

4. Go to the **Printer Setup** tab. This should be set to **Wasp WPL-305** and the paper size below should correspond to what is in the printer (and likewise what is on the **Layout** tab). You can usually select **User** from the drop-down menu for paper size and enter your size if it is not listed already.

5. Finally, check the label itself in the main **Label** view and in **File > Print Preview** to make sure nothing you are printing is running off the label (barcode too wide, object too tall etc).

Instructions for Labeler v7

1. Unlike Labeler v6, Labeler v7 does not indicate which units it is using. To make sure it is set to **Inches** rather than **Centimeters**, go to the **Design** tab, click **Units/Ruler**, and click **Inches**.

2. Next, go to the **Print** tab and click **Layout**. We recommend you have One-Up labels selected for **Family** if you have individual peel-off labels.

3. Select the size that corresponds to your label from the **Type** drop down menu, or click **NEW** to add a new **Type**. (If adding a new Type you will give the type a **Name** and alter the **Height** and **Width** after clicking **OK**.)

4. Click **Save** and **Done** once the label is set up properly.

5. Click the **Print** button on the toolbar, and click **Yes** if prompted with a warning about the margins.

6. Make sure the WPL305 is selected and click **Preferences**. The **Printing Preferences** window will appear.The **Printing Preferences** window should already be set to the stock name that you selected in the steps for **2: Check the paper size selected in the printer**, above.

7. Click **OK** to verify the stock setting is correct, then click **Apply** in the print window.

8. Click **Cancel** to return to the **Print Preview**. It should now align the black lines, indicating the label border, with the white box, indicating the paper size. If your label objects all fit within that box, you are ready to print. Otherwise, return the to **Design** tab to make any needed adjustments.

Important- Once the label file is set up properly, remember to save it.

If you work with multiple labels, each will need to have the layout updated and saved, but that will just be a matter of selecting the same size as was set up on this first label, then repositioning objects as necessary to fit the new size.