

WPL305: ribbon feeds out with label when printing

Sicaro - 2022-09-27 - [Printers](#)

Issue:

The ribbon is coming out of the front of my WPL305 printer or the ribbon spindle is not turning.

Possible Causes/Resolutions:

1. The ribbon spindles have a lip on one side; the ribbon rolls need to be loaded so that the lip is toward the right side of the printer. See the WPL305 Printer Resources article below in Related Pages.
2. Perform the Ribbon Calibration procedure: Power off. Hold feed button. Power on. After 2 red flashes in a row, release feed button.
3. Use the [DiagTool](#) to check the Ribbon setting. If it's OFF, change it to ON, then click the Set button to save the change to the printer. See the DiagTool article below in Related Pages.
4. The printer preferences are set to Direct Thermal instead of Thermal Transfer. From the Windows Control Panel, open Devices and Printers (or Printers and Faxes). Right click the printer > Select Printing Preferences > Stock > Change Method to Thermal Transfer > Apply > OK.

If you have further issues please contact Wasp Support.

Support Agent Note: Sometimes this can be fixed by flashing firmware, even if it's the same version.

Related Content

- [WPL305 Printer Resources](#)
- [DiagTool: WPL Printer Diagnostic Utility](#)