

DYMO[®]

LabelWriter[®]

Quick Start Guide



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Unpacking the Printer

NOTE Do not plug the printer into the ACE computer until instructed to do so later in this Quick Start Guide.

- 1 Unpack the printer and save the packing materials.
- 2 Make sure all the items in Figure 1 are present.

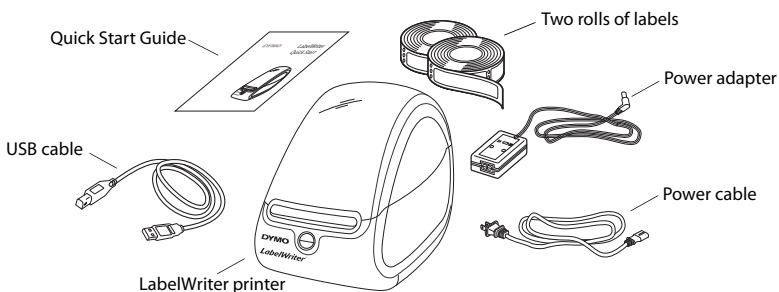


Figure 1

Become familiar with the printer's major components. See Figure 2.

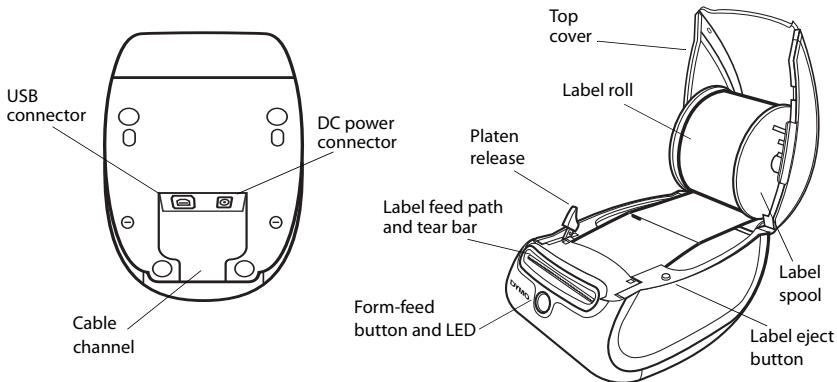


Figure 2

The form-feed button on the front of the printer advances a single label. The label eject button is used to remove labels from the printer when changing rolls.

The LED status light visually shows the current state of the printer:

- Solid blue - power is on and the printer is ready.
- Flashing blue - labels are not loaded properly or label spool is empty.

Connecting the Printer

NOTE Do not connect the printer to the ACE computer until instructed to do so later in this Quick Start Guide.

To connect the power

- 1 Plug the power cord into the power adapter. See Figure 3.
- 2 Plug the power adapter into the power connector on the bottom of the printer. See Figure 4.
- 3 Plug the other end of the power cord into an available 120-volt power outlet. The blue LED on the front of the printer may flash.
- 4 Plug the USB cable into the USB port on the bottom of the printer.
- 5 Insert the power and USB cables through the cable channel and set the printer down.

NOTE DO NOT CONNECT the other end of the USB cable to the ACE computer until instructed to do so later in this Quick Start Guide.

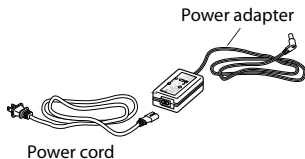


Figure 3

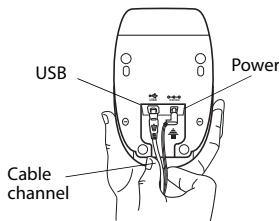
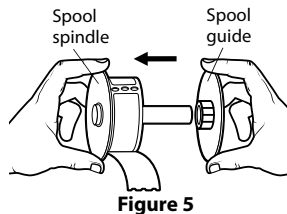


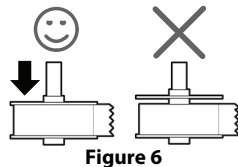
Figure 4

Loading Labels

- 1 Press the form-feed button to eject the labels that protected the printer during shipment.
- 2 Remove the protective film from the top cover.
- 3 Open the top cover and remove any packing material inside the label compartment.
- 4 Remove the label spool from inside the cover.
- 5 Remove the spool guide by pulling it off the spool spindle.

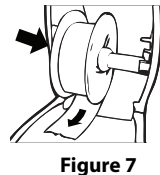


- 6 Hold the spool spindle in your left hand and place the label roll on the spindle so that the labels feed from underneath and the left edge of the label roll is flush against the side of the spool. See Figure 5.
- 7 Slide the spool guide onto the right side of the spool and press the guide tightly against the side of the label roll, **leaving no gap** between the roll and the spool. See Figure 6.



NOTE The label roll must fit snugly against both sides of the label spool, with no gaps, to avoid drifting as the labels feed through the printer.

- 8 Insert the label spool into the slot in the printer cover with the labels extending from underneath the roll. See Figure 7.



- 9 Align the left edge of the label with the left edge of the label feed slot and insert the label into the slot. See Figure 8.

The printer feeds the labels, stopping at the beginning of the first label. If the printer does not feed the labels, make sure the first label is fully inserted and then press the form-feed button.



Figure 8

- 10 Close the top cover.

Configuring the Software


- 1 Plug the USB cable into the top left USB port on the back of the ACE computer.
The computer will automatically recognize the new printer after a few seconds and display a message when the printer is ready for use.
- 2 From the **Start** menu, select **Settings/Printers and Faxes**.
A window appears listing all of the available printers.
- 3 Make a note of the exact name of the DYMO LabelWriter 400 printer that is showing “Ready” as the Status.
The printer name shown as being Ready may be listed as “DYMO LabelWriter 400 (Copy 1)” or something similar.
- 4 Click the **X** in the upper right-hand corner of the window to close it.
- 5 Double-click the DYMO Label icon on the desktop.
DYMO Label Software will start.

- If a message appears asking if you want to register DYMO Label Software, click **Register Later** and close the window.
 - If a message appears stating “To successfully complete the installation of the DYMO Label Software, please either plug in a USB DYMO printer or add a network attached DYMO printer to your workstation”, select **OK**.
 - If an application error window appears, select **Cancel** and DYMO Label Software will complete the loading process.
 - If an information dialog box appears when DYMO Label Software starts, select **Cancel**.
- 6 From the **File** menu, select **Change Printer** and then select the DYMO LabelWriter 400 printer you noted in step 3.
 - 7 From the **File** menu, select **Exit** to close DYMO Label Software.

Setting Up Facility ID, Printer ID, and Printing 3982 Labels

- 1 Double-click the Internet Explorer icon on the desktop, type **<https://coars.usps.gov>** in the address bar, and press the **Enter** key on the keyboard.

NOTE *DO NOT log in to COARS.*

- 2 When the COARS web site has finished loading, click the Label Printing  icon.

A pop-up window appears.

- 3 Enter the Facility ID and Printer ID that was provided with the printer. They are located on a label on the outside of the printer packaging.

NOTE *The Facility ID is a 7-digit number beginning with the number 1. The Printer ID is a 7-digit number beginning with the number 8.*

4 Click **OK**.

Immediately, the printer will print a label containing the Facility ID and Printer ID.

5 Apply this label to the right side of the printer for future identification.

If 3982 labels for the configured Facility ID are in the queue, these label will also print.

Replacing the Computer or Printer

When replacing the LabelWriter 400 printer, refer to the “Connecting the Printer” section and “Loading Labels” section of this Quick Start Guide. You must click the Print ID Label button, located on the Label Printing Application screen, to print the label containing the Facility ID and Printer ID. If 3982 labels for the configured Facility ID are in the queue, these labels will also print.

CAUTION *To ensure all labels will print after a new printer is installed, all subsequent users will be required to perform steps 2 through 7 of the “Configuring the Software” section.*

NOTE *If you are replacing the computer, follow the instructions in “Configuring the Software” section and then the “Setting Up Facility ID, Printer ID, and Printing 3982 Labels” section to complete the installation.*

Getting Help

To request help with a DYMO label printer, call the IT Help Desk at 1-800-USPS HELP. When asked for the name of the application you are having trouble with, say “COARS” and follow the prompts.

You can also access the IT SELF HELP application on the USPS Blue Page from any ACE computer.

- 1 Go to the USPS Blue page at <http://blue.usps.gov>.
- 2 Click **IT SELF HELP**.
- 3 Click **ENTER IT SELF HELP**.
- 4 Enter the ACE login and password.
- 5 Click **PRINTERS/PERIPHERALS** on the left side of the page.
- 6 Click the DYMO printer link.
- 7 Select the appropriate link that best describes the problem.

If the printer needs to be returned for repair or replacement, contact the Material Distribution Center to request a replacement printer. Call 1-800-332-0317 and choose Option 4 to reach a Customer Service Representative.

DYMO®

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