

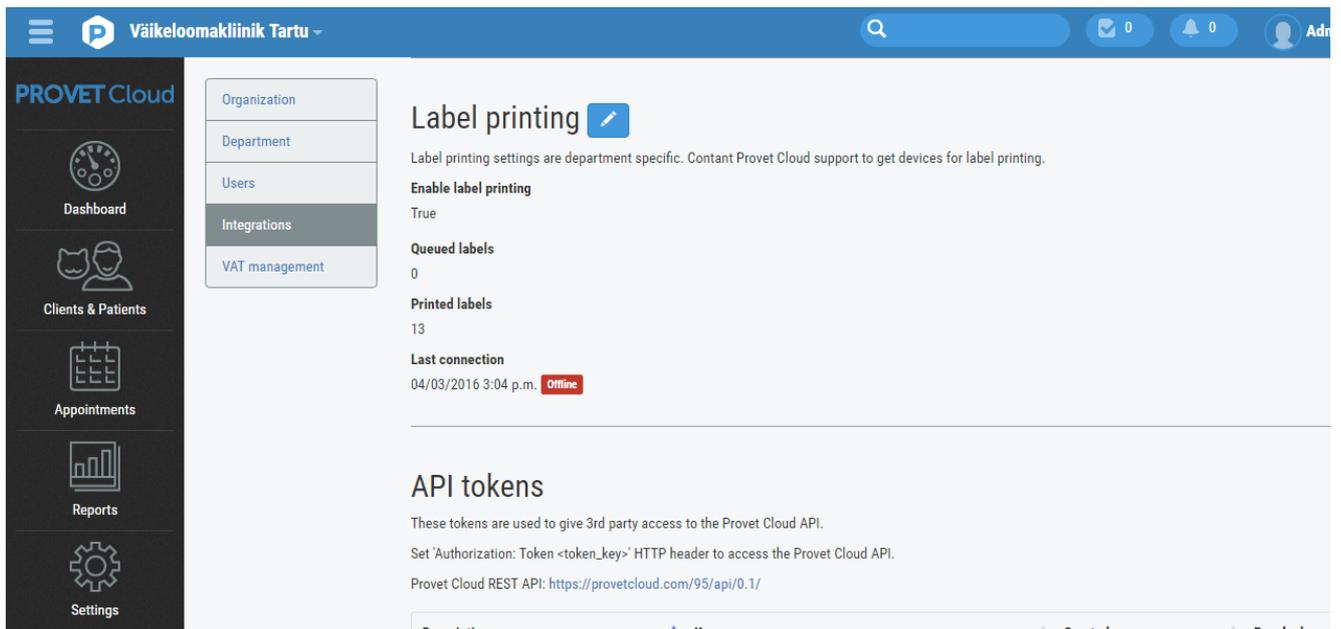
What to do when your label printer gets offline

It may happen that your DYMO® label printer connected to Provet Cloud goes offline. As a consequence, you will not be able to print labels from the system. Instead, all the labels you ordered through Provet Cloud are added to a queue. The queue will not empty unless the printer is reset.

See further below, how to check the status of the printer and fix the issue.

1. How do I know that my printer has gone offline?

No labels come out of the printer and the connection status shown in Provet Cloud under Settings >> Integrations >> Label printing >> Last connection is “Offline” (a red tag) with the last connection time shown.



2. Why does the printer go offline?

There might have been a temporary problem with your internet connection, which brought about an interaction in the communication between the server where your Provet Cloud is situated and the Provet Cloud (black) box located next to the printer at your place.

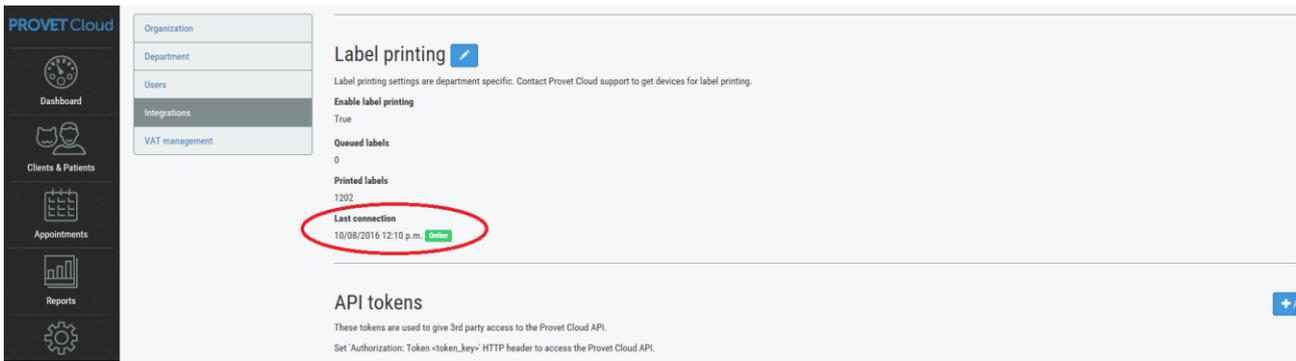
The disruption of the connection may also happen because there are no labels left in the printer. If this happens, just open the printer deck and replace the emptied labels roll.

3. What to do in case of a disruption?

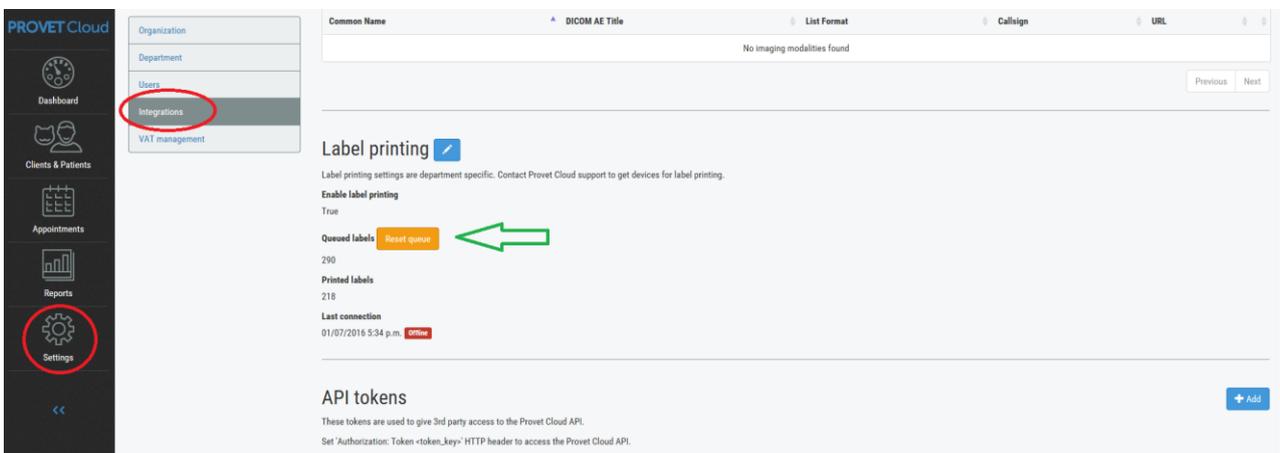
First, check the settings of the printer in your Provet Cloud. Make sure that the “Enable label printing” field reads “True”. If it read “False”, click on the blue pen icon to enable label printing (tick the box).

When label printing is enabled, unplug the power cable from both the printer and the Provet Cloud (black) box. However, do not disconnect the USB cable between the (black) box and the printer.

Wait approx. 1 minute (the blue light on the front side of the printer gets off). Re-connect power supply of both the printer and the (black) box and wait until the printer light gets on again. Check the status of your connection in Provet Cloud. It should read as “Online” in green letters. See below.



Upon a successful re-connection, all labels which have been left waiting in the queue will be automatically printed out. You may choose to reset the queue in your Provet Cloud prior to plugging the printer into power socket (there might be a considerable number of unprinted labels). Just click on the button “reset queue” (see picture below).



4. What if the above steps do not help and the labels still do not print from Provet Cloud?

Contact our support here: <https://provet.info/en/contact-us>. We will get in touch with you as quickly as we can.