DYMO®

LabelWriter® Print Server

User Guide

DYMO®

A **Newell Rubbermaid** Company

Contents

Technical and Certification Information

About the LabelWriter Print Server

Congratulations on purchasing a DYMO LabelWriter print server. Your print server will give you years of reliable service. We encourage you to take a few minutes to review how to use and care for your print server.

Using the print server, you can connect your LabelWriter 400 or later series printer directly to your network, without dedicating a computer to printer sharing. Now everyone connected to your network can print to a single LabelWriter printer. We have no doubt that the LabelWriter print server will make your job easier and more efficient.

Print Server Features

Your LabelWriter print server can be used to share any LabelWriter 400 or later series printer, including the LabelWriter Twin Turbo and LabelWriter Duo.

The print server connects to your network using a standard Ethernet connection.

Become familiar with the major components of the print server.
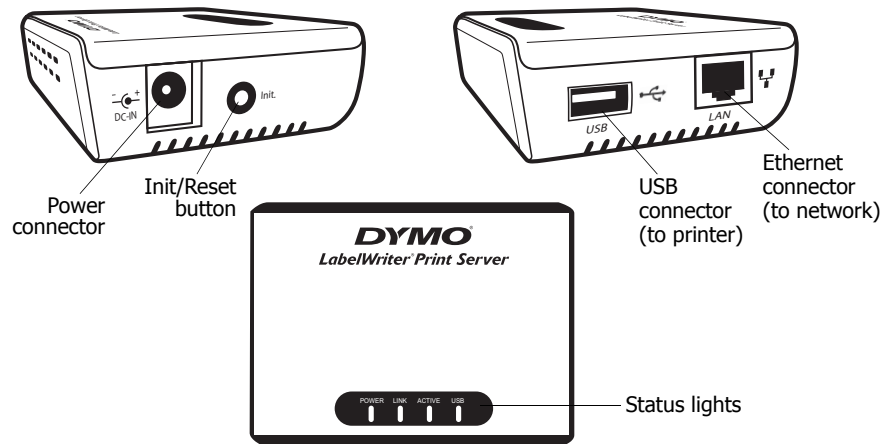
The status lights visually show the current state of the print server. See "Status Lights" on page 27 for a description of the status lights.

System Requirements

The print server requires a standard Ethernet connection and one of the following:

- Windows® XP 32-bit
- Windows Vista® 32 or 64-bit
- Mac OS® X v10.3.9 or later (LabelWriter Duo requires Mac OS X v10.5 or later)
- Linux (Linux is not officially supported. See "Adding a Printer in Linux" on page 18 for more information)

Using this Guide

This User Guide provides instructions for the DYMO LabelWriter print server on the Windows, Macintosh, and Linux platforms. For the most part, the software operates in the same way on all platforms. Any differences in features, procedures, or commands are noted within the text.

This User Guide includes information for installing and using the print server with a DYMO LabelWriter printer. Depending on the model of DYMO printer you are using, some sections of this User Guide may not apply to you. The following table provides a summary of the contents.

User Guide Chapter	Description
About the LabelWriter Print Server	This chapter gives an overview of the print server.
Installing the LabelWriter Print Server	This chapter describes how to install and configure the print server, install the Print Server Control Center software, and add a LabelWriter printer to your computer.
Managing the LabelWriter Print Server	This chapter includes information about the Print Server Control Center software. This includes information on changing the server configuration and upgrading the firmware.
Getting Help	This chapter offers suggestions for resolving problems that can occur when using the print server. If you are unable to solve a problem, this chapter also describes how to contact DYMO Technical Support.
Technical and Certification Information	This chapter contains technical and certification information for the print server.

Chapter 2

Installing the LabelWriter Print Server

This chapter describes how to install and configure the print server.

To install the print server

1 Make sure that you have everything you need to get started.

2 Connect the cables.

3 Install the LabelWriter Control Center software.

4 Configure the print server.

5 Add the printer to your computer.
See *Chapter 3, Adding a Printer* for instructions on adding a printer on your specific operating system.

Getting Started

Once you have unpacked your print server, make sure that you have all of the items shown here.

Power adapter

CD-ROM

LabelWriter Print Server
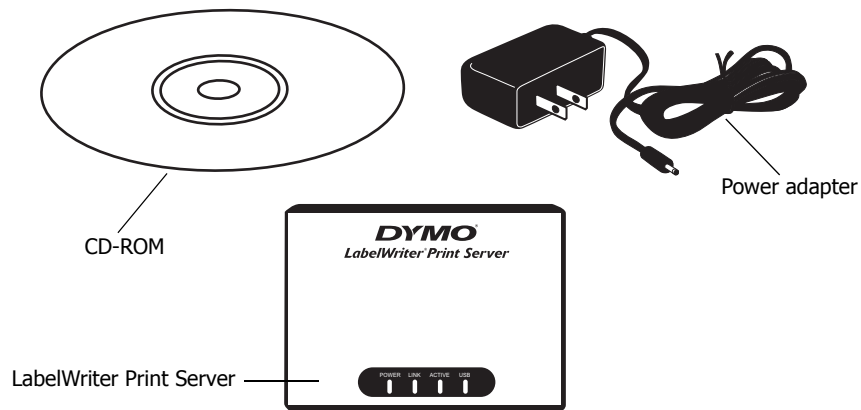
In addition to the items that come with the print server, you will need the following:

- A LabelWriter 400 or later series printer, with power adapter and USB cable
- Installed LabelWriter printer drivers (included in the DYMO Label Software installation)
- A standard Ethernet cable (available from your local office supply and other retailers)
- A working Ethernet connection to your Local Area Network

Connecting the Cables

The print server connects directly to your network using a standard Ethernet connection.

To connect the cables

1. Plug the Ethernet cable into the right side of the print server.

2. Plug the other end of the Ethernet cable into an available Ethernet connection on your network.

3. Plug the USB cable from your LabelWriter printer into the right side of the print server.
   Make sure that the USB cable is connected to your printer and that your printer is plugged in.

4. Plug the print server power adapter into the left side of the print server.

5. Plug the other end of the power adapter into a power outlet.
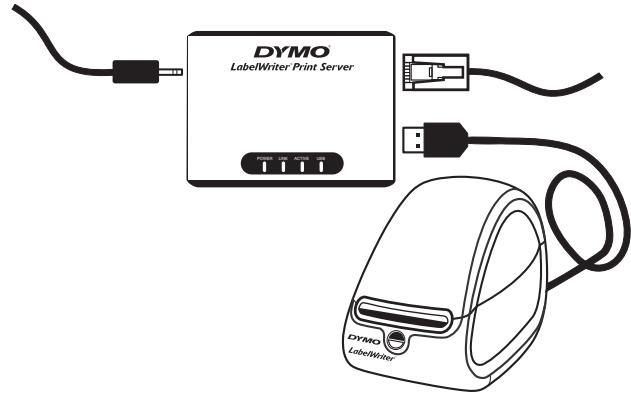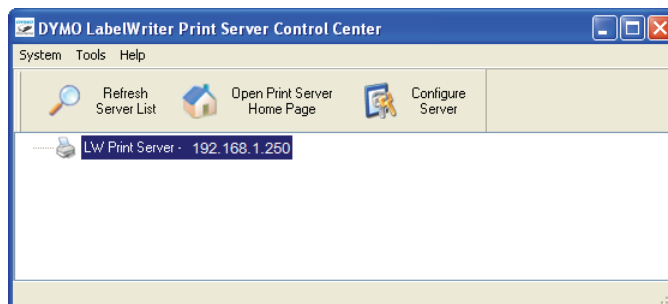
Installing the Software

The Control Center software included with your print server gives you quick access to everything that you need to configure and manage your print server. You can install the software on any computer that is connected to your network.

Installing the Software in Windows

You can install the Control Center software in Windows XP and Windows Vista.

To install the software in Windows

1. Insert the LabelWriter Print Server CD into your CD-ROM drive. After a few seconds, the installation screen appears.
   If the installation screen does not appear:

   a. Click **Start**, then **Run** on the Windows taskbar. The Run dialog box appears.

   b. Enter **D:\install.exe** (where D is the letter assigned to the CD-ROM drive) and click **OK**.

2. Click **Install Application** and follow the instructions in the installer.

3. On the final page of the installer, make sure that the **Launch LabelWriter Print Server Control Center** check box is selected, and then click **Finish**.
   The LabelWriter Control Center starts.

Installing the Software in Mac OS

The Print Server CD contains two versions of the Mac installer; one for Mac OS 10.3, and one for Mac OS 10.4 and 10.5. Make sure that you select the appropriate installer for the version of Mac OS that you are running.

To install the software in Mac OS.

1   Insert the LabelWriter Print Server CD into your CD-ROM drive.
    The CD icon appears on your desktop.

2   Double-click the CD icon, and then double-click the **Mac** folder.

3   Double-click the **10.3** or the **10.4&10.5** folder, depending on what version of Mac OS you are running.

4   Double-click **Dymo LabelWriter Print Server Control Center.dmg**.
    The DYMO LabelWriter Print Server folder opens.

5   Drag the **DYMO LabelWriter Print Server Control Center** icon into the **Applications** folder on your computer.

6   Double-click ![icon] **DYMO LabelWriter Print Server Control Center** in the **Applications** folder to open the Print Server Control Center.
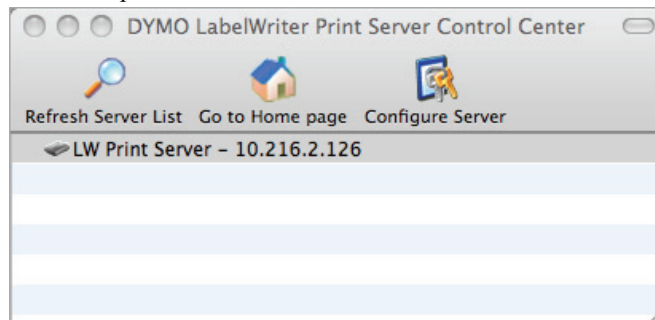
Configuring the Print Server

When you first install the print server, the server is automatically assigned an IP address. Every time the software is launched, the IP address is displayed next to the server name in the Control Center window.

By default, the server is configured to automatically get an IP address. If you are using the print server on a small office or home network, we recommend that you configure the server to use a static IP address. This will ensure that the computers connected to your network will always be able to locate the print server.

By default, the static IP address for the print server is *192.168.1.100*. You only need to change the last three numbers. When assigning a static IP address, check your router to be sure that the IP address you choose is not already in use. Refer to your router documentation for information on how to do this. A good practice when adding a print server or other shared network device to a network is to start with a number toward the top of the range, for example *192.168.1.250*, and work down from there.

Note If you do not set a static IP address, write down the IP address that appears next to the server name in the Control Center window. You will need this IP address to add the printer to your computer.

To set a static IP address

1 If the Control Center is not already open, double-click on your desktop (Windows) or in the **Applications** folder (Mac OS).

2 Click **Configure Server** on the Control Center toolbar.
   The Login to LW Print Server dialog box appears.
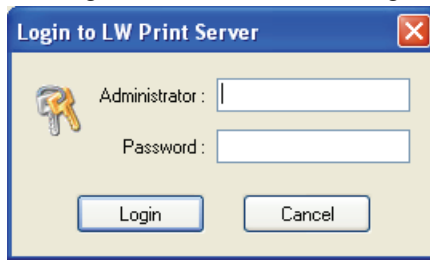
3 Enter the following in the **Administrator** and **Password** fields.
   Administrator: admin
   Password: admin

Note These are the default settings. See "Changing the Administrator Name and Password" on page 24 for information on how to change the administrator name and password.

4 Click **Login**.

The Set TCP/IP Configuration dialog box appears.
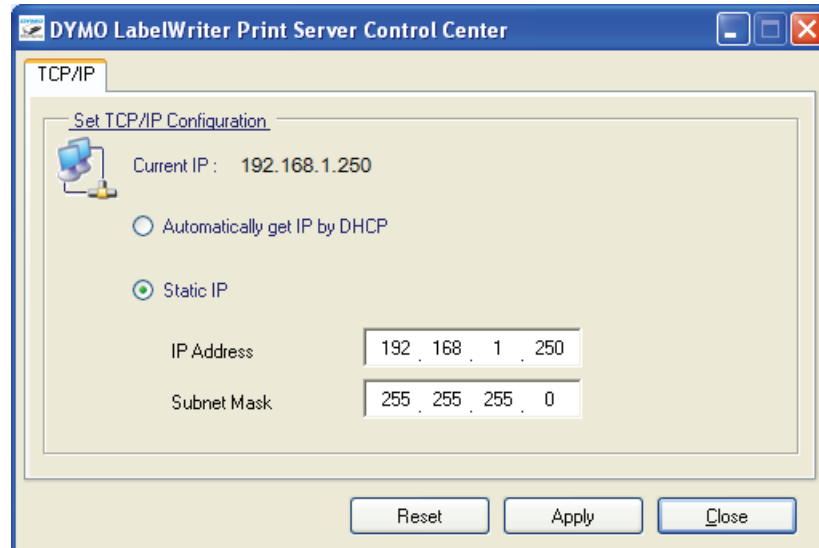
5 Select **Static IP**.

6 Enter the IP address you want to use in the **IP Address** field, and then click **Apply**.

7 Click **Yes** when prompted to save the TCP/IP configuration

8 After the server restarts, click **Close** to close the TCP/IP Configuration dialog box.

The IP address is now displayed next to the server name in the Control Center window.

> **Note** Write down this IP address; you will need this IP address to add the printer to your computer.

Next, you need to add the printer to your computer. See *Chapter 3, Adding a Printer* for information on adding the printer in your specific operating system.

Chapter 3
Adding a Printer

In order to print to the LabelWriter printer that is connected to the print server, you must first add the printer to your computer. You can add the printer to any or all of the computers connected to your network.

You must have the LabelWriter printer drivers installed on your local computer to add a printer. The printer drivers are included in the DYMO Label Software installation.

Note Because the LabelWriter Duo printer is actually two printers in one, you need to add both the label printer and the tape printer to your computer. These two printers show up separately in the printer list.

This chapter describes how to add a printer in Windows XP, Windows Vista, Mac, and Linux.

Adding a Printer in Windows XP

This section describes how to add a LabelWriter printer in Windows XP.

When adding a LabelWriter Duo printer, you will need to create separate ports for the Label printer and the Tape printer. Each port must have a unique name.

To add a LabelWriter printer

1 Click **Start**, and then click **Printers and Faxes**.

2 Click **Add a Printer**.
   The Add Printer Wizard starts.

3 Click **Next**.

4 On the **Local or Network Printer** page, do the following:

   a. Select **Local printer attached to this computer**.

   b. Make sure the **Automatically detect and install my Plug and Play printer** check box is cleared.

   c. Click **Next**.
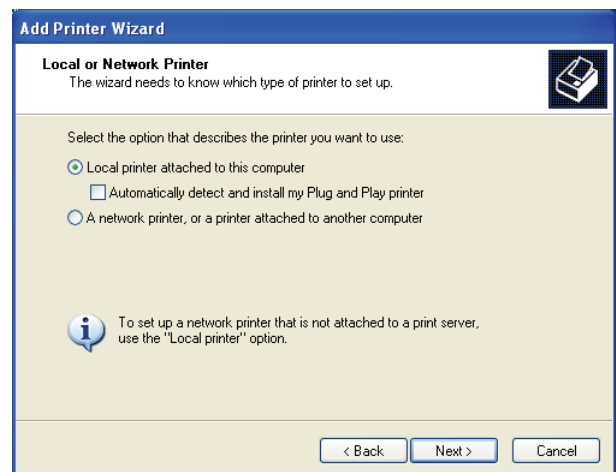
5 On the **Select a Printer Port** page, do the following:

    a. Select **Create a new port**.

    b. Choose **Standard TCP/IP Port** from the **Type of port** list.

    c. Click **Next**.

    The Add Standard TCP/IP Printer Port Wizard starts.

6 Click **Next**.
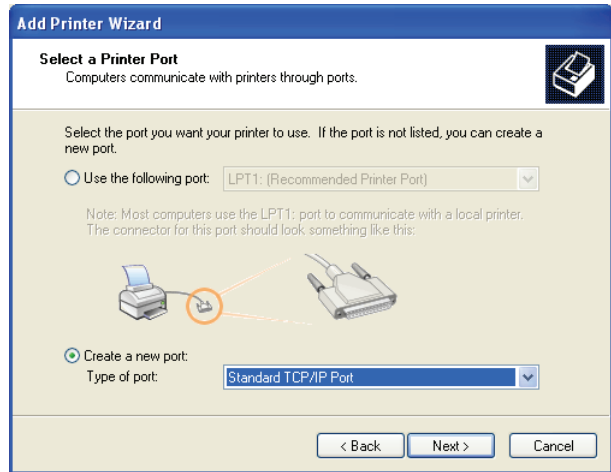
7 On the **Add Port** page, do the following:

    a. In the **Printer Name or IP Address** field, enter the IP address that you wrote down when configuring the print server.
The port name is filled in automatically.

    b. (Optional) Enter a new name for the port in the **Port Name** field.
When adding a LabelWriter Duo printer, you must give the Label printer port and the Tape printer port different names.

    c. Click **Next**.
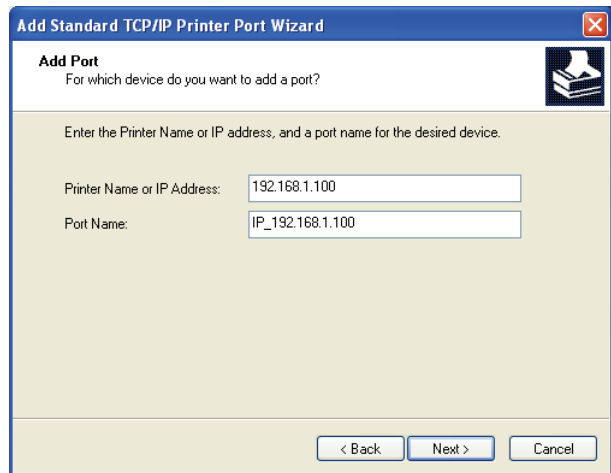
8 On the **Additional Port Information Required** page, select **Custom**, and then click **Settings**.

9 In the **Configure Standard TCP/IP Port Monitor** dialog box, do the following:

    a. Under **Protocol**, select **Raw**.

    b. Under **Raw Settings**, make sure the **Port Number** is **9100**.
This is the default value.

    c. Click **OK**.

10 On the **Additional Port Information Required** page, click **Next**.

11 On the last page of the **Add Standard TCP/IP Printer Port Wizard**, click **Finish**.

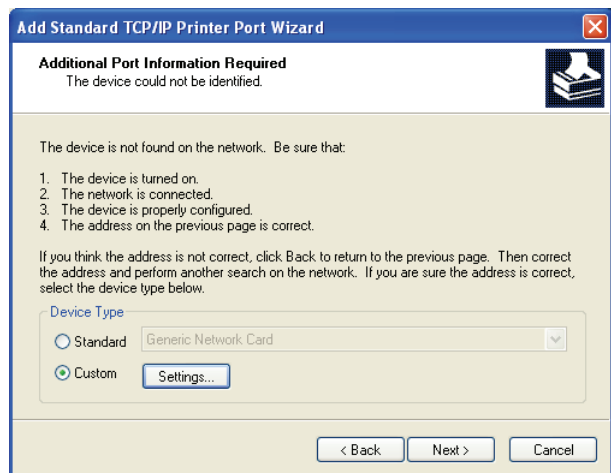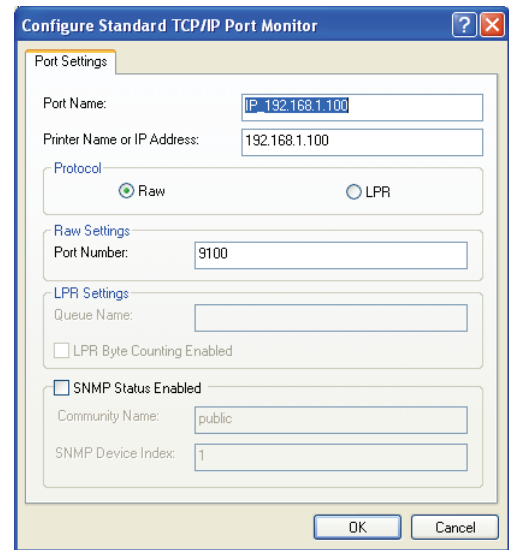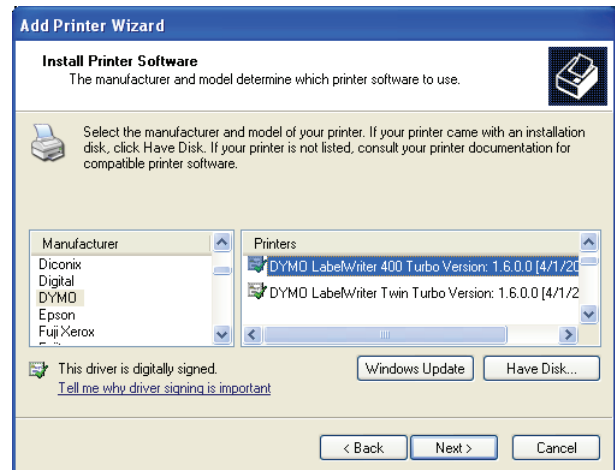**12** On the **Install Printer Software** page of the **Add Printer Wizard**, do the following:

    a. Choose **DYMO** from the **Manufacturer** list.

    b. Choose the LabelWriter printer that you are adding from the **Printers** list.
To add the LabelWriter Duo, choose **DYMO LabelWriter DUO Label**.

    c. Click **Next**.

13 On the **Name Your Printer** page, do the following:

    a. Enter a name for your printer in the **Printer name** field.

    b. Select whether or not you want to use this printer as the default printer.

    c. Click **Next**.

14 On the **Printer Sharing** page, select **Do not share this printer**, and then click **Next**.

15 To print a test label, select **Yes**, and then click **Next**.

16 Click **Finish**.
The printer is now available in the printer list. For the LabelWriter Duo, you now need to add the tape portion of the printer.

To add the Tape printer portion of the LabelWriter Duo printer

1 Repeat steps 1-8 in "To add a LabelWriter printer" on page 9.
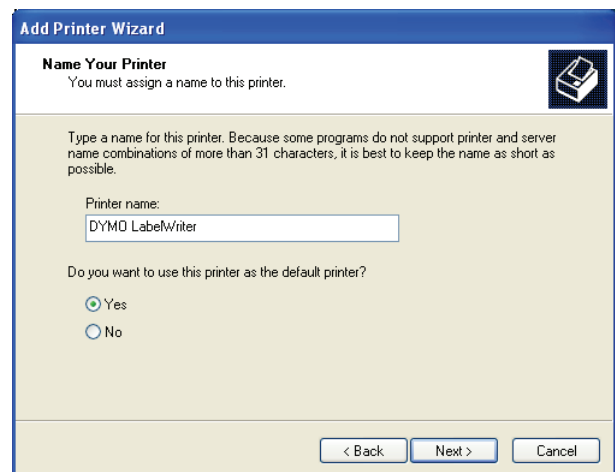
2 In the **Configure Standard TCP/IP Port Monitor** dialog box, do the following:

   a. Under **Protocol**, select **Raw**.

   b. Under **Raw Settings**, enter **9102** in the **Port Number** field.

   c. Click **OK**.

3 On the **Additional Port Information Required** page, click **Next**.

4 On the last page of the **Add Standard TCP/ IP Printer Port Wizard**, click **Finish**.

5 On the **Install Printer Software** page of the **Add Printer Wizard**, do the following:

   a. Choose **DYMO** from the **Manufacturer** list.

   b. Choose **DYMO LabelWriter Duo Tape** from the **Printers** list.

   c. Click **Next**.
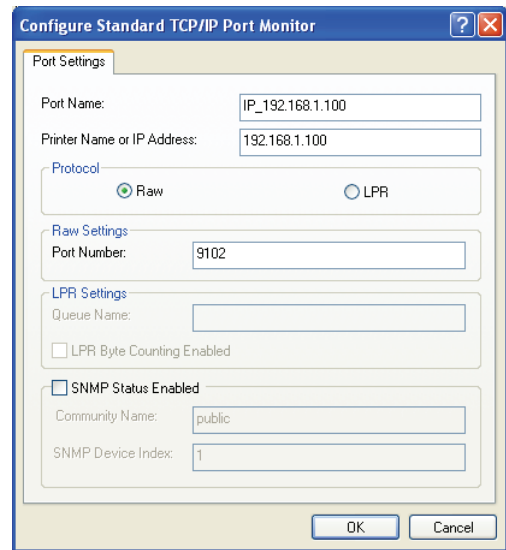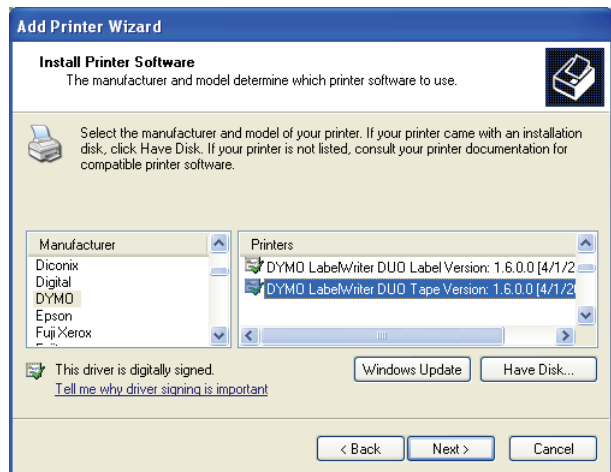
6 On the **Name Your Printer** page, do the following:

   a. Enter a name for your printer in the **Printer name** field.
      This name must be different than the LabelWriter Duo Label printer name.

   b. Select whether or not you want to use this printer as the default printer.
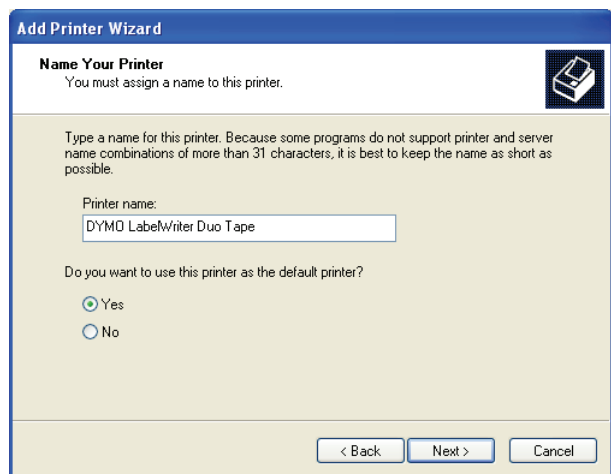
   c. Click **Next**.

7 On the **Printer Sharing** page, select **Do not share this printer**, and then click **Next**.

8 To print a test label, select **Yes**, and then click **Next**.

9 Click **Finish**.
   The LabelWriter Duo Tape printer is now available in the printer list along with the Label printer.

Adding a Printer in Windows Vista

This section describes how to add a LabelWriter printer in Windows Vista.

When adding a LabelWriter Duo printer, you will need to create separate ports for the Label printer and the Tape printer. Each port must have a unique name.

To add a LabelWriter printer

1   Click **Start**, and then click **Control Panel**.

2   Under **Hardware and Sound**, click **Printer**.

3   Click **Add a Printer**.
    The Add Printer dialog box appears.

4   Click **Add a local printer**.

5   On the **Choose a printer port** page, do the following:

    a. Select **Create a new port**.

    b. Choose **Standard TCP/ IP Port** from the **Type of port** list.

    c. Click **Next**.
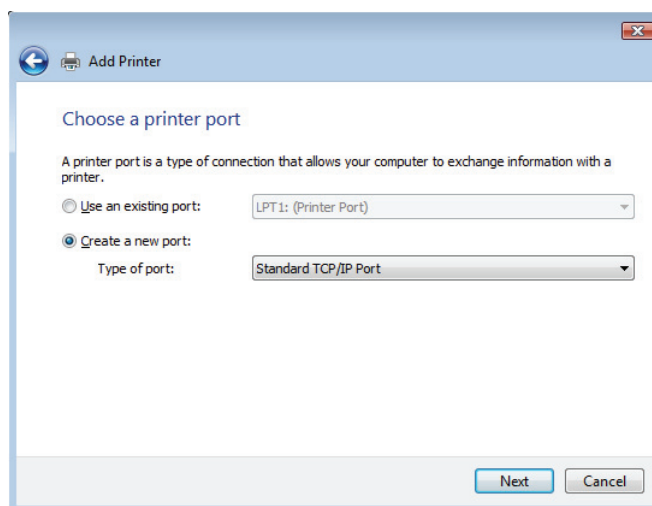
6   On the **Type a printer hostname or IP address** page, do the following:

    a. Enter the IP address that you obtained when configuring the print server in the **Hostname or IP Address** field.
The port name is filled in automatically.

    b. (Optional) Enter a new name for the port in the **Port name** field.
When adding a LabelWriter Duo printer, you must give the Label printer port and the Tape printer port different names.

    c. Click **Next**.
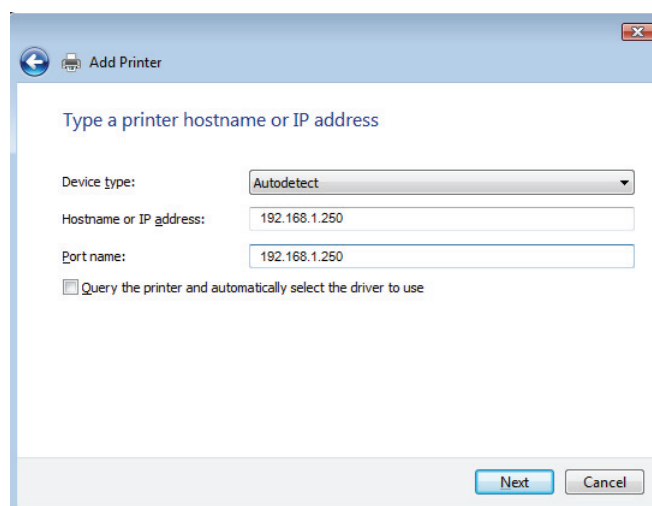
7 On the **Additional Port Information Required** page, select **Custom**, and then click **Settings**.
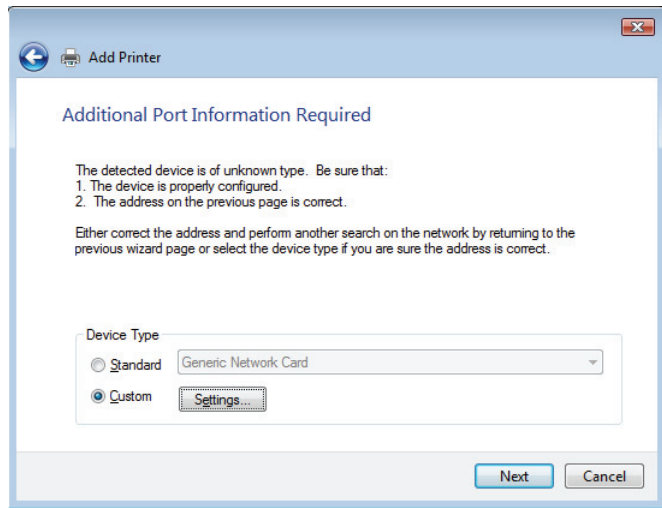
8 In the **Configure Standard TCP/IP Port Monitor** dialog box, do the following:

    a. Under **Protocol**, select **Raw**.

    b. Under **Raw Settings**, make sure the **Port Number** is **9100**. This is the default value.

    c. Click **OK**.

9 On the **Additional Port Information Required** page, click **Next**.
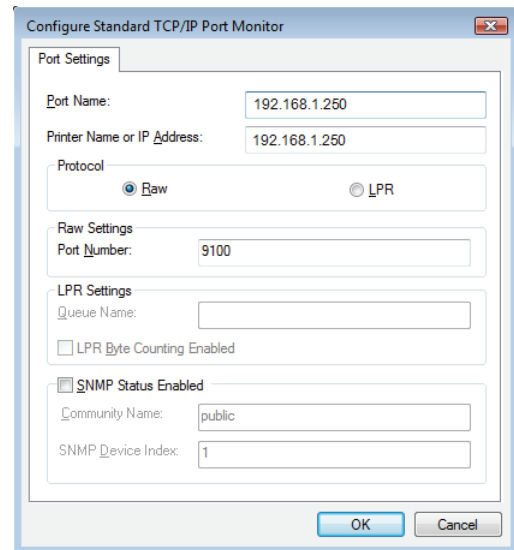
10 On the **Install the printer driver** page, do the following:

    a. Choose **DYMO** from the **Manufacturer** list.

    b. Choose the LabelWriter printer that you are adding from the **Printers** list. To add the LabelWriter Duo, choose **DYMO LabelWriter DUO Label**.
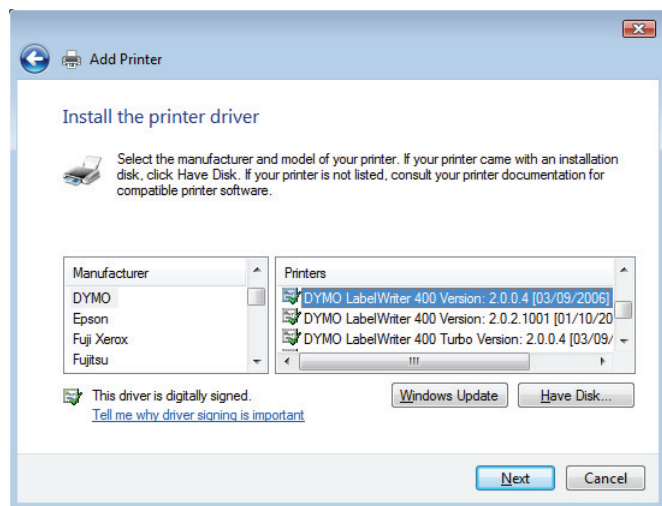
    c. Click **Next**.

11 On the **Type a printer name** page, do the following:

    a. Enter a name for your printer in the **Printer name** field.

    b. Select whether or not you want to use this printer as the default printer.

    c. Click **Next**.

12 To print a test label, click **Print a test page**.

13 Click **Finish**.

The printer is now available in the printer list. For the LabelWriter Duo, you now need to add the tape portion of the printer.
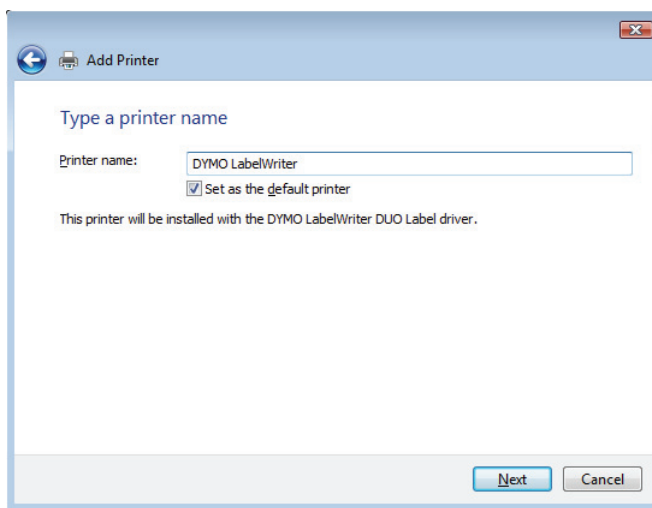
To add the Tape printer portion of the LabelWriter Duo printer

1 Repeat steps 1-7 in "To add a LabelWriter printer" on page 13.

2 In the **Configure Standard TCP/IP Port Monitor** dialog box, do the following:

    a. Under **Protocol**, select **Raw**.

    b. Under **Raw Settings**, enter **9102** in the **Port Number** field.

    c. Click **OK**.

3 On the **Additional Port Information Required** page, click **Next**.
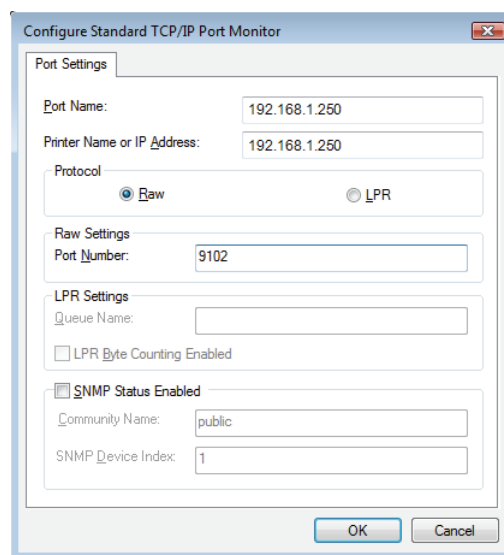
4 On the **Install the printer driver** page, do the following:

    a. Choose **DYMO** from the **Manufacturer** list.

    b. Choose **DYMO LabelWriter Duo Tape** from the **Printers** list.

    c. Click **Next**.
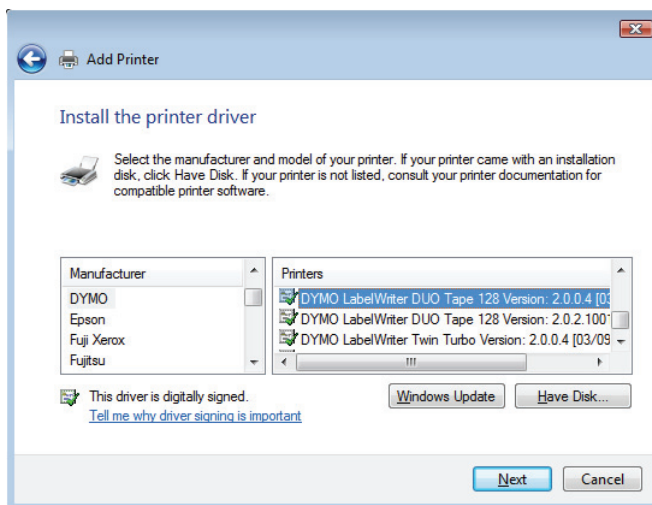
5 On the **Type a printer name** page, do the following:

a. Enter a name for your printer in the **Printer name** field.
This name must be different than the LabelWriter Duo Label printer name.

b. Select whether or not you want to use this printer as the default printer.

c. Click **Next**.

6 To print a test label, click **Print a test page**.

7 Click **Finish**.
The LabelWriter Duo Tape printer is now available in the printer list along with the Label printer.

Adding a Printer in Mac OS

When adding a printer in Mac OS, the printer appears in the Printer Name list as lw print server-nnn-usb1, where nnn represents the last three numbers of the IP address assigned to the print server.

Note You must be running Mac OS 10.5 or later to add a LabelWriter Duo printer connected to the print server.

To add a LabelWriter printer

1 Choose **System Preferences** from the **Apple** menu.

2 Click **Print & Fax**.

3 Click ➕ at the bottom of the **Printers** list.

4 Click **Default** on the toolbar.

5 Select **lw print server-nnn-usb1** from the **Printer Name** list.

> **Note** If you are adding a LabelWriter Duo printer, you will also see lw print server-nnn-usb1-2 in the list. You will add this printer later.

The Print Using field is filled in automatically.

6 (Optional) Enter a name for the printer.

7 Click **Add**.
The printer is now available in the Printers list. For the LabelWriter Duo, you now need to add the tape portion of the printer.
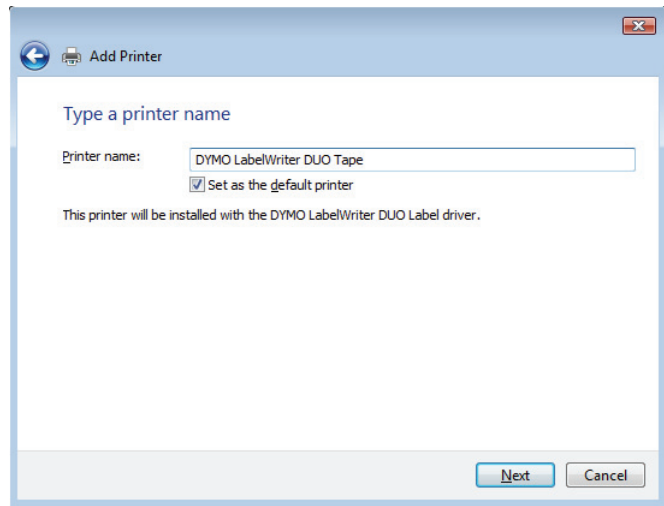
To add the Tape printer portion of the LabelWriter Duo printer

1 Click ➕ at the bottom of the **Printers** list.

2 Click **Default** on the toolbar.

3 Select **lw print server-nnn-usb1-2** from the **Printer Name** list.
The Print Using field is filled in automatically.

4 (Optional) Enter a name for the printer.

5 Click **Add**.
The LabelWriter Tape printer is now available in the Printers list along with the Label printer.
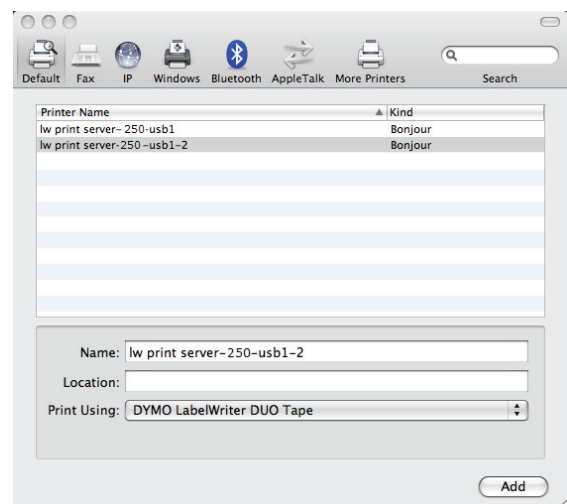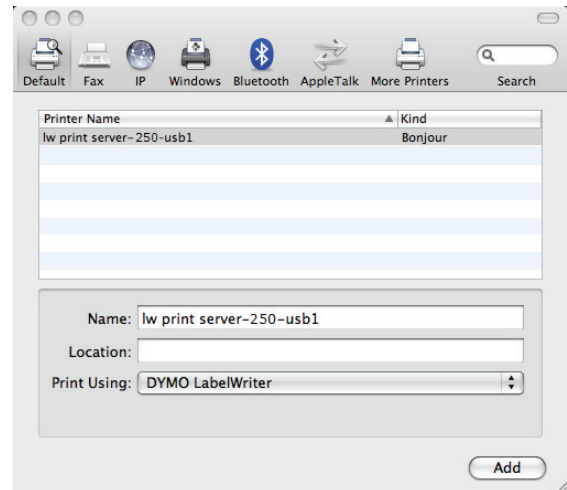
Adding a Printer in Linux

DYMO does not officially support installing the print server on a Linux system. However, the steps in this section describe how to add a printer on Ubuntu 8.04 (CUPS version 1.3.7).

Note DYMO LabelWriter drivers for CUPS must be installed prior to installing the print server.

To add a LabelWriter printer

1 Open any Web browser and go to the CUPS Home Page, **http://localhost:631**.

2 Select the **Administration** tab, and then click **Find New Printers**.

3 Locate the DYMO LabelWriter printer that is connected to the print server in the **Available Printers** list and click **Add This Printer**.

Note If you are adding the DYMO LabelWriter Duo printer, make sure that you select DYMO LabelWriter Duo Label from the list. If you see the Tape printer and not the Label printer in the Available Printers list, click Reload until the Label printer is displayed in the list.

4 Make any changes you want to the name, location, or description of the printer and then click **Continue**.
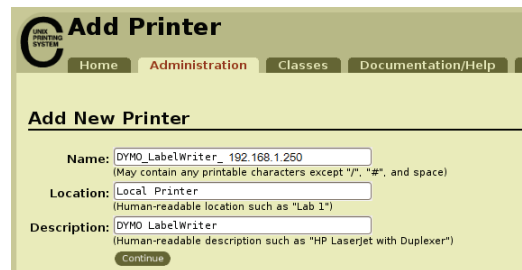
5 Choose the DYMO LabelWriter printer that you are adding from the **Model** list, and then click **Add Printer**.
The printer is now available.
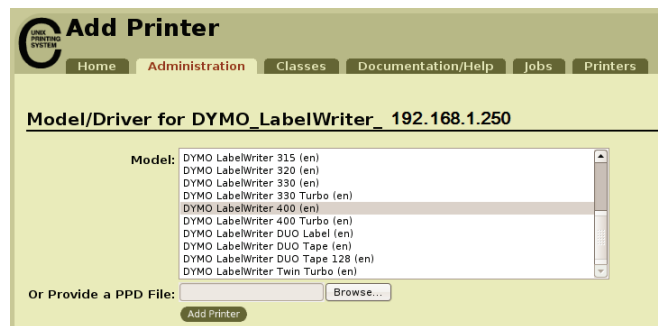
6 Print a test label.
See "Printing a Test Label" on page 20 for information on how to print a test label.
For the LabelWriter Duo, you now need to add the tape portion of the printer.

To add the Tape printer portion of the LabelWriter Duo printer

1 Select the **Printers** tab.

2 Write down the Device URI for the LabelWriter Duo Label printer.

3 Select the **Administration** tab, and then click **Add Printer**.

4 On the **Add New Printer** page, do the following:

    a. Enter a name for the printer, such as *Duo Tape*, in the **Name** field.

    b. (Optional) Enter a location and description for the printer.

    c. Click **Continue**.

5 Choose **AppSocket/HP Jetdirect** from the **Device** list, and then click **Continue**.

6 On the **Device URI** page, do the following:

    a. Enter the Label printer Device URI in the **Device URI** field.

    b. Enter **:9102** at the end of the Label printer Device URI.

    c. Click **Continue**.
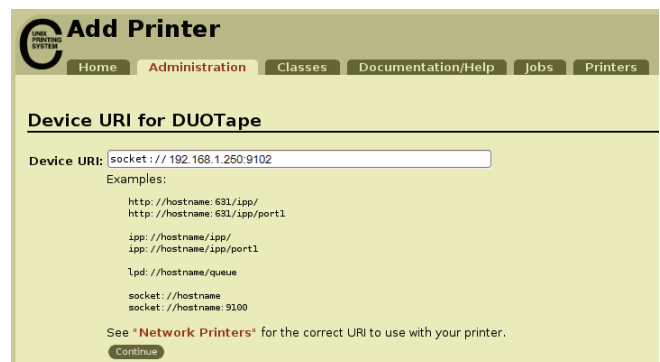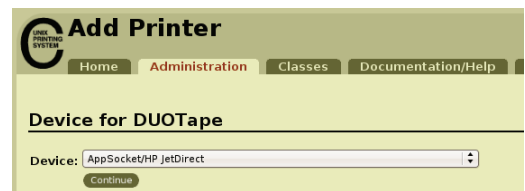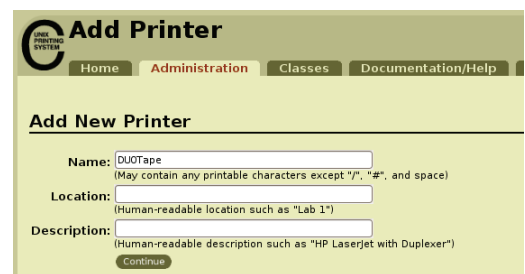
7 Select **DYMO** from the **Make** list, and then click **Continue**.

8 Select the DYMO LabelWriter DUO Tape printer that you are adding from the **Model** list, and then click **Add Printer**.
The printer is now available.
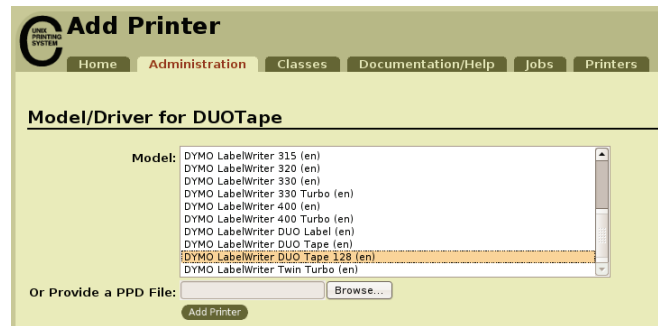
Printing a Test Label

Make sure that the printer is connected and working properly by printing a test label after you have added a printer.

To print a test label

1 Select the **Printers** tab on the CUPS Home Page.

2 Locate the printer that you want to use to print the test label and click **Print Test Page**.

Chapter 4

Managing the LabelWriter Print Server

With the Print Server Control Center software, you can quickly view server information and configure the IP address. The print server also has an internal set of web pages that can be accessed from the Control Center for even more management options.

About the Control Center

From the Print Server Control Center you can:

- View server information. (Windows only)
- Access the server home page.
- Configure the server.

If you have more than one LabelWriter Print Server connected to your network, you can access all of the print servers from the Control Center.

To view print server information (Windows only)

1 Double-click on your desktop.
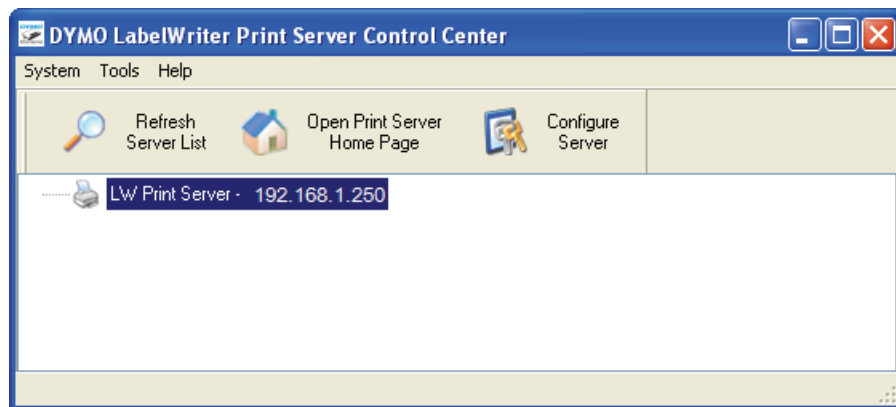
2 Select the server you want to view information for from the servers list.

3 Choose **Configuration** from the **Tools** menu.
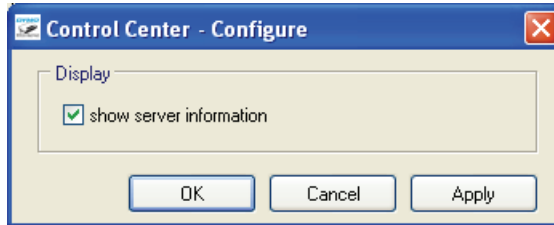
4 Select the **show server information** check box, and then click **OK**.

The server information is now displayed in a separate pane under the servers list.
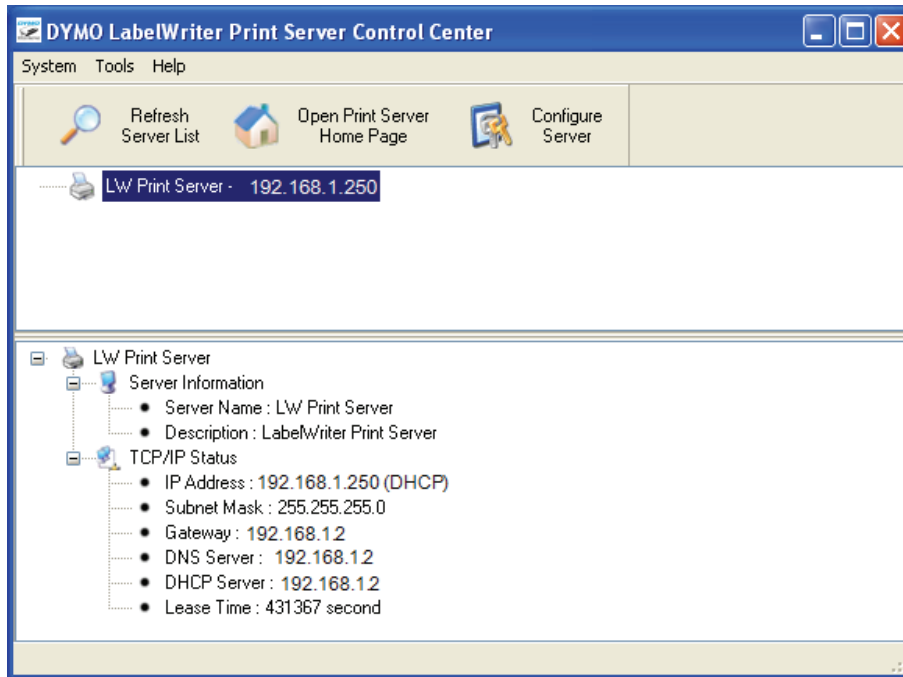
About the Print Server Web Pages

From the Print Server Web pages, you can:

- View server status.
- Change the configuration.
- Change the administrator name and password.
- Upgrade the firmware.
- Restart the server.
- Reset the server to factory default settings.

To access the Print Server Home Page

1 Open the Print Server Control Center.

2 Select the print server you want to access from the servers list.

3 Click **Open Print Server Home Page** (Windows) or **Go to Home Page** (Mac OS) on the toolbar.

Note You can also access the print server home page by entering the IP address for the print server in the address bar of your Web browser.

Viewing the Print Server Status

The print server status page displays the print server status and TCP/IP configuration.

To view print server status

♦ Click **Status** at the top of the Print Server home page.

Configuring the Server

From the Print Server Configuration page, you can change the server name and description, configure the IP address, change the administrator name and password, and perform maintenance on the print server.

To access the print server Configuration page

1 Click **Config** at the top of the Print Server home page.

2 Enter the following in the **Administrator** and **Password** fields, and then click **Login**.
>   **Administrator:** admin
>   **Password:** admin

> **Note** These are the default settings. See "Changing the Administrator Name and Password" on page 24 for information on how to change the administrator name and password.

Changing the Server Name and Description

You can change the name and description of the print server. If you have more that one print server connected to your network, giving each server a distinct name or description makes it easy to distinguish between servers.

To change the server name and description

1 Click **General Configuration** on the left side of the **Configuration** page.

2 Enter a new name for the server in the **Server Name** field.

3 Enter a new description for the server in the **Server Description** field.

4 Click **Submit**.
The print server name and description are updated.

Changing the TCP/IP Configuration

You can configure the print server to obtain an IP address automatically or assign a static IP address that you choose.

If you are using the print server on a small office or home network, we recommend that you configure the server to use a static IP address. This will ensure that the computers connected to your network will always be able to locate the print server.

By default, the static IP address for the print server is *192.168.1.100*. You only need to change the last three numbers. When assigning a static IP address, check your router to be sure that the IP address you choose is not already in use. Refer to your router documentation for information on how to do this. A good practice when adding a print server or other shared network device to a network is to start with a number toward the top of the range, for example *192.168.1.250*, and work down from there.

To obtain an IP address automatically

1 Click **General Configuration** on the left side of the **Configuration** page.

2 Select **Automatically get IP by DHCP**.

3 Click **Submit**.

To assign a static IP address

1 Click **General Configuration** on the **Configuration** page.

2 Select **Static IP**.

3 Enter the IP address you want to use in the **IP Address** field.

4 Click **Submit**.

Changing the Administrator Name and Password

You can change the administrator name or password at any time. The administrator name and password are set to the following by default.

> **Administrator:** admin
> **Password:** admin

To change the administrator name and password

1 Click **User Accounts** on the left side of the **Configuration** page.

2 Enter a new administrator name in the **New Administrator** field.

3 Enter a new password in the **New Password** field.

4 Enter the password again in the **Retype Password** field, and then click **Submit**.
   The administrator name and password are now updated.

Upgrading the Firmware

You can upgrade your print server whenever new firmware becomes available.

We recommend that you only upgrade the firmware if you are instructed to do so by a DYMO Technical Support representative or if you are experiencing a problem that has been identified as a firmware issue.

This section describes how to upgrade the firmware for your print server.

To upgrade the server firmware

1 Click **Maintenance** on the left side of the **Configuration** page.

2 Click **Download New Firmware**.
   The Support page of the DYMO Web site opens in your default Web browser.

3 Locate the print server firmware upgrade on the downloads page and follow the on-screen instructions to download the new firmware to your computer.

4 On the **Maintenance** page, click **Upgrade Firmware**, and then click **Browse**.

5 Navigate to and select the firmware file that you downloaded, and then click **Open**.

6 Click **Upload**.
   When the Print Server home page appears, the print server has been restarted and is upgraded with the new firmware.

Getting Help

Your LabelWriter Print Server should offer years of trouble-free service with very little maintenance. However, in the event that you encounter a problem, this chapter offers suggestions for resolving problems that can occur when using the print server. If you are unable to solve a problem, this chapter also describes how to contact DYMO Technical Support.

Troubleshooting

This section provides information on how to detect and correct problems you might encounter while using your print server.

Status Lights

The status lights visually show the current state of the print server.

Power	Solid - power is connected.
	Off - no power is connected.
Link	Solid - server is connected to the network.
	Off - no Ethernet connection.
Active	Flashing - the network is active.
USB	Solid- printer is connected to the server.
	Flashing - USB error.
	Off - printer is not connected.

Restoring the Print Server to the Factory Default Settings

You can restore the print server to the factory default settings either from the Print Server Web pages or manually from the print server.

To restore the print server from the Web pages

1 Click **Open Print Server Home Page** (Windows) or **Go to Home Page** (Mac OS) on the Control Center toolbar.

2 Click **Configuration** at the top of the page.

3 Enter your administrator name and password, and then click **Login**.

4 Click **Maintenance** on the left side of the page.

5 Click **Reset to Factory Default**.

6 Click **Yes** when prompted to load the factory default settings.

When the Print Server home page appears, the print server has been restored to the factory default settings.

To restore the print server manually

1 Unplug the print server power adapter.

2 Press and hold the **Init/Reset** button on the side of the print server and plug in the print server power adapter.

3 Continue to hold the **Init/Reset** button until the **Power** and **USB** status lights flash.

4 Unplug the print server power adapter, and then plug the print server power adapter in again. The print server is now restored to the factory default settings.

Limited Warranty

Your DYMO® LabelWriter® Print Server comes with a warranty against defects in materials, design, or workmanship, for two years from the original date of purchase, when used in accordance with all operating instructions. Normal wear and tear is not covered, nor is excessive use, abuse or damage caused by a user either intentionally or accidentally.

EXCEPT AS PROVIDED HEREIN, SANFORD MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, AND SANFORD SPECIFICALLY EXCLUDES WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. SANFORD'S LIABILITY UNDER THIS WARRANTY SHALL BE LIMITED TO REPAIR OR REPLACEMENT OF THE PRINT SERVER. SANFORD SHALL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, WHETHER OR NOT FORESEEABLE.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE AND COUNTRY TO COUNTRY.

Obtaining Technical Support

If you experience problems with the setup or use of your print server, carefully read this manual to make sure you have not missed something that is covered in the documentation.

If you cannot resolve your problem by consulting the documentation, you can obtain additional information and assistance from DYMO.

DYMO maintains an Internet Web site at www.dymo.com that includes the latest support information for your LabelWriter Print Server.

You can also contact DYMO Technical Support by phone or fax from 9 am to 8 pm, Eastern time.

Phone: (203) 588-2500
Fax: (203) 588-2560 or (203) 355-7060

Visit the Support area of our Web site at www.dymo.com to contact us by email.

Returning Your Print Server for Repair

In order to claim warranty coverage, a dated proof of purchase for the print server is required.

You can obtain warranty service by contacting DYMO's Technical Support department for a Return Material Authorization number (RMA). Products sent to DYMO for repair without authorization will be returned to you at your expense.

Obtaining an RMA Number from DYMO

Contact the Technical Support department at (203) 588-2500 between 9 am and 8 pm Eastern time. A Technical Support specialist will ask you to describe the problem and to provide the serial number of the product. Upon confirmation of the defect, the service representative will give you an RMA number to use when returning the print server.

Shipping the Print Server to DYMO

The RMA number must be clearly written on the side of the shipping container used to return the print server. Unless otherwise instructed by DYMO, the product must be sent freight prepaid to the following repair center:

DYMO Service Center
RMA#nnnnnn-nnnnnn (include your RMA# here)
30 Commerce Road
Stamford, CT 06902-5506

Note We recommend using a form of shipment that offers tracking and proof of delivery.

DYMO will repair the defects covered under warranty at no charge within approximately three working days. DYMO will return the repaired print server to you using an equivalent shipping method.

Note The original warranty on the print server remains – the warranty does not restart from the repair date.

Except as otherwise provided by law, you may be required to pay all shipping charges, and you will be so notified at the time that you request an RMA from DYMO. Upon return of the print server and finding that the service required is covered by this warranty, we may repair or replace the print server, at our discretion.

Out-of-Warranty Repairs

DYMO will notify you if your print server is not eligible for warranty service, and will repair such print servers, for a reasonable charge, only after authorization from you.

Note Please DO NOT send products to DYMO without first obtaining an RMA number. Packages shipped without an RMA number will be returned to you at your expense.

Chapter 6

Technical and Certification Information

This chapter contains technical and certification information for the LabelWriter Print Server.

Technical Specifications

	LabelWriter Print Server
Dimensions (WHD)	3.07 in (78 mm) by 2.31 in (59 mm) by 0.88 in (22 mm)
Weight	2.1 ounces (58 g)
Power	DC IN 5V/2A adaptor
Interface	USB 1.1/2.0 Low, Full, and Hi-Speed compliant

Device Certification

This product is CE compliant and has an NRTL certificate (cTUVus : US and Canada) and a GS certification.

This product is RoHS compliant.

Declaration of Conformity

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Documentation Feedback

We are constantly working to produce the highest quality documentation for our products. We welcome your feedback. Send us your comments or suggestions about our online Help, printed, or PDF manuals.

Please include the following information with your feedback:

- Product name and version number
- Type of document: printed manual, PDF, or online Help
- Topic title (for online Help) or page number (for printed or PDF manuals)
- Brief description of content (for example, step-by-step instructions that are inaccurate, information that requires clarification, areas where more detail is needed, and so on)
- Suggestions for how to correct or improve the documentation

We also welcome your suggestions for additional topics you would like to see covered in the documentation.

Send email feedback to:

documentation@dymo.com

Please keep in mind that this email address is only for documentation feedback. If you have a technical question, please contact Customer Service.