

Reinstalling LabelWriter ® on Windows

This guide is a solution for the following issues:
Error – Printing' message.
LabelWriter not printing.
'Error - Out of Paper' message. - Other driver related issues.

Please follow steps below to reinstall you LabelWriter:

- 1. Remove both the power and the USB cable from the back of your LabelWriter.
- 2. Remove the labels from the feed path (use the black release lever located on the lefthand side).
- 3. Go to Control Panel\Hardware and Sound\Devices and Printers.

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4. Right-click on LabelWriter and select See what's printing.



5. If there is anything in the queue cancel it by selecting 'Cancel All Documents' in 'Printer' tab or right-click on each document and select 'Cancel'.

-	DYMO LabelWriter 4XL			(0.00)		×
Print	er Document View					
	Connect	tatus	Owner	Pages	Size	Sub
~	Set As Default Printer		NY471	1	5.97 MB	5:22
	Printing Preferences	irror	NY471	1	6.00 MB	5:22
	Update Driver	_				
1	Pause Printing			_		>
	Cancel All Documents	printer.				4
3	Sharing					
1	Use Printer Offline					
	Properties					
1	Close					

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6. Remove LabelWriter from Devices and Printers (Right-click on the LabelWriter listed under the printer heading and select Remove Device). *Administrator rights are required.*



	~		~
	DYMO LabelWriter	See what's printing Set as default printer Printing preferences Printer properties	450
		Create shortcut Remove device	
0	Microsoft X	Troubleshoot Properties	00
	Document Wri	ter (Desktop)	

7. Press the Windows key + R and type in services.msc and press Enter or type 'Services' in Windows search.

Tab	QWER	🖾 Run X
Caps Lock	A S D F	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
ी Shift	ZXCV	Open: services.msc ✓ ✓ Run in separate memory space
Ctrl	Alt	OK Cancel <u>B</u> rowse

8. Go to Services right-click on Print Spooler and select Restart.

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rvices (Local)	Services (Local)								
	Print Spooler	Name		Descri	ption	Status	Startup Type	Log On As	
		A Peer Name R	esolution Prot	Enable	s serv		Manual	Local Service	
	Stop the service	Peer Network		Enable	s mul		Manual	Local Service	
	Restart the service	1.00	ing Identity M	Provid	les ide		Manual	Local Service	
		A Performance	-	Enable	es rem		Manual	Local Service	
	Description:	Q Performance	Logs & Alerts	Perfor	manc		Manual	Local Service	
	This service spools print jobs and handles interaction with the printer.	A Phone Servic	e	Manag	ges th		Manual (Trig	Local Service	
	If you turn off this service, you won't	Riug and Play	/	Enable	es a c	Running	Manual	Local Syste	
	be able to print or see your printers.	RNRP Machin	ne Name Publi	This se	ervice	LOW-NUMBER OF T	Manual	Local Service	
		🗟 Portable Devi	ce Enumerator	Enford	es gr		Manual (Trig	Local Syste	
		A Power		Manag	ges p	Running	Automatic	Local Syste	
		Print Spoqlar	-	Thisse	rvice	Running	Automatic	Local Syste	
		🔍 Printer Ext	Start		rvice		Manual	Local Syste	
		🖏 Problem F	Stop		rvice		Manual	Local Syste	
		🖏 Program (Pause		rvice	Running	Automatic	Local Syste	
		Quality W	Resume		Win	Running	Manual	Local Service	
		🤹 Radio Mai	Restart		Mana		Manual	Local Service	
		Realtek Au			opera	Running	Automatic	Local Syste	
		Remote A	All Tasks	>	s a co		Manual	Local Syste	
		Remote A	Refresh		es di	Running	Manual	Local Syste	
		Remote D			e Des	Running	Manual	Local Syste	
		Remote D	Properties		user	Running	Manual	Network S	
	Extended / Standard /		Help			N			

- 9. Go to Control Panel\Hardware and Sound\Devices and Printers Left-Click once on any printer on the list and select Print server properties.
- 10. Go to Drivers Tab and select LabelWriter. Remove it using the Remove button on the bottom of the window.





11. Select 'Remove driver only.' in the pop-up window and select 'OK'. Confirm deleting the drivers by selecting 'Yes'.





Important: The next steps will involve removing Windows registry keys. Please be extra careful with it as removing an incorrect registry key might damage your operating system. If you don't feel comfortable with carrying out these steps, please don't do them.

12. Press Windows key + R and type in 'regedit'.



🖅 Run	×	<
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.	
Open:	regedit ~]
	Run in separate memory space	
	OK Cancel <u>B</u> rowse	

13. Go to **HKEY_CURRENT_USER\Printers**, in this folder will be 4 to 6 folders

(Connections, Defaults, DevModePerUser, etc.) Do not delete these folders. Instead,

left click on each of these folders, and some of them may contain entries for the

DYMO LabelWriter on the right hand side:

Computer	Name	Туре	Data
 HKEY_CLASSES_ROOT HKEY_CURRENT_USER AppEvents Console Control Panel Environment EUDC Identities Keyboard Layout Network Printers Connections Defaults DevModePerUser DevModeS2 Settings 	Name (Default) DVMO LabelWriter 450 DVMO LabelWriter 450 Turbo DVMO LabelWriter 450 Turbo -Server Microsoft XPS Document Writer	Type REG_SZ REG_BINARY REG_BINARY REG_BINARY REG_BINARY	Data (value 44 00 5 44 00 5 4d 00 6



- 14. Highlight the DYMO LabelWriter entries on the right-hand side, right-click, and select delete. <u>Only delete the DYMO LabelWriters from this list</u>. It will confirm that you want to delete these items, select **Yes**, and they should disappear. Once you've checked the remaining folders for DYMO LabelWriters move to the next registry location below.
- 15. Go to

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Printers,

under the Printers folder are folders of different printer models installed:



- 16. Right-click on the each DYMO LabelWriter folder on the left hand side, and select delete, it will confirm that you want to delete these items, select yes. Delete the DYMO LabelWriter folders until no more DYMO LabelWriters remain on this list.
- 17. Re-insert the labels into the feed path. Please see the guide:

How to load a label roll in a DYMO LabelWriter.

- 18. Re-attach the USB cable (ensure that it is connected to the computer).
- 19. LabelWriter should be ready to use.