



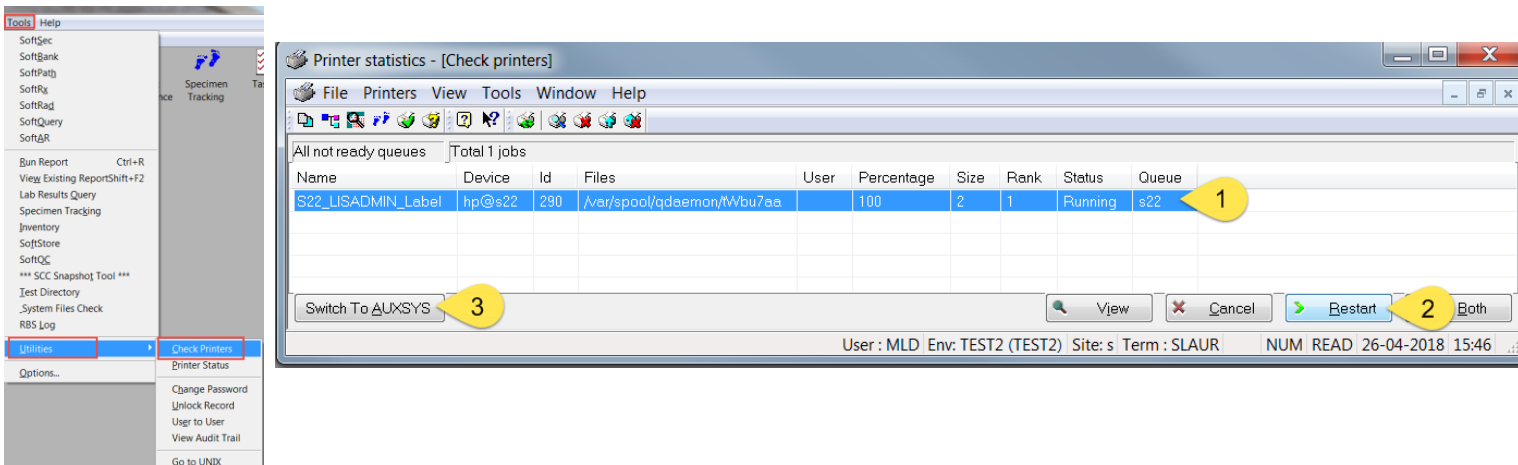
SCC-LIS_TIP OF THE WEEK

MODULE: SoftLab/SoftMic	SOFTWARE VERSION: 4.08
TOPIC: Restart Printers	ISSUE DATE: 26Apr2018
DISTRIBUTION: End Users_All	PAGE: 1 of 1
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TOPIC/QUESTION: Nothing from LIS is printing on one particular printer. What should I do?

ANSWER/TIP: More than likely the communication has been lost between LIS and the label/laser printer. This can happen for various reasons including small power blips or turning off the printer while replacing the roll of labels.

To check the LIS-PRINTER connection go to: **Tools>Utilities>Check Printers**



1→Highlight any printers listed

2→Click “Restart”

3→Look for printers on both MAIN and AUXILIARY systems by using the toggle button.

****IF** the printer causing problems does not appear in the printer statistics list...

Or

****IF** the printers you restart won't disappear from the printer statistics list...

Or

****IF** you get any sort of pop-up error ... i.e →

THEN:

****CONTACT AN LIS ADMINISTRATOR****

