Troubleshooting BOH Printer app Labels & printer

⚠️*Please note: Internet connection is necessary for the application to communicate with the servers.*

Printer shows as if connected in BOH Printer app Labels but nothing is printing

1. Force close the BOH Printer app.
2. Turn the printer off by pressing and holding the power button for 8 seconds. All the printer's lights will be orange.
3. Turn the printer back on, wait for the Left (diamond-shaped) status light to turn green. Note: If printer has network enable, then wait for Right (network icon) status light to turn red.
4. Open BOH Printer app Labels on your iPad or iPhone.
5. Press Find Printers and select the serial number, or Press the refresh button located under the "Select Printer" section.
6. You should now see the printer's name (this may take 30 seconds).
7. Wait for the status message at the top to say "Connected"
8. Perform a smart calibration **(see Help in BOH Printer app)**
9. Reset the network settings on the printer **(see Help: Rest Printer in BOH Printer app)**
10. Restart the device and/or tablet

BOH Printer app labels not staying connected:

1. Restart device running BOH Printer app labels.
2. Press 'Find Printers' and select the 'Serial number' .

Stops Printing

1. Switch the printer on and off.
2. Reset to Factory defaults: Hold down the single round button on the front panel. The indicator light will start a flash sequence, 1, 1-2, 1-2-3 & so on. When it flashes 4 times, release the button.
3. Label width calibration: Hold down the button single round button until the light flashes 5 times, then release it. This will make the printer enter label width calibration. It will print a series of widths, getting wider each time, on a label. When the printed width matches the label width (or your preferred setting), hit the button once to lock it in.
4. All other calibrations: Hold down the single round button until it flashes twice, then release it. This will run and print an automatic set of calibrations.

Is Pause Mode Activated on your printer:

Is the pause button a solid orange or red?

Press the pause button once and try printing again.

Make sure to go back to BOH Printer app Labels settings and check to make sure that you select the printers Serial number.