

Frequently Asked Questions

Q1: Why won't my U-print power on?

A1: The Uprint Printer requires that it is connected via USB to a fully powered USB port on a PC to power on. Please try reseating the USB cable in a different PC port and reseating the cable at the printer.

Q2: My Ribbon has become loose how can I adjust it?

A2: Remove the cartridge from the printer and roll the ribbon with a sharp ended object at the hub of cartridge until it is tight.

Q3: I am unable to print what can I do?

A3: Probably the ribbon cartridge has run out. Replace the cartridge according to loading procedure.