



Article	MAC OSX: Dymo LabelWriter not Recognised	Level	BASIC
Symptom	Dymo LabelWriter Printer not printing on Macintosh		
Cause	Not Applicable		
Resolution	Connect the Dymo LabelWriter printer in the correct sequence		
Dated	Monday, July 14, 2008 12:10 PM		

### SUMMARY

A Dymo label printer, that previously was OK, no longer is recognised or print.

### ASSUMPTIONS

- None

### RESOLUTION

In order to get the Dymo label printer working it must be re-connected to the Macintosh in a certain order.

#### *Re-connecting the Dymo label printer*

1. Ensure that both the printer and Macintosh are both powered down.
2. Connect, but do not turn on, the printer to the Macintosh.
3. Turn on the Macintosh, and when prompted log in as normal.

*Wait until the Macintosh has completely logged on and is performing no additional tasks. Do not start any applications at this point in time.*

4. Now turn on the printer and the Macintosh should recognise the Dymo label printer.
5. Test the printer by printing a label.

#### *Troubleshooting*

If the above procedure does not fix the problem, you may need to take the additional steps of ensuring that the drivers have been correctly recognised.

1. Select **System Preferences** from the **Apple** menu.
2. Click on **Print & Fax**.
3. Click the **Set Up Printers** button.

*This will display all faculty printers, and so please be patient as this may take a while to display.*

4. Click on the **Add** button.
5. Ensure that DYMO LabelWriter is selected and if prompted New Printer drivers detected click **OK**.
6. Highlight your model of labelwriter e.g. LabelWriter 310, and click **Add**.

*The printer should now appear in your list of printers.*

7. Test the printer by printing a label.

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**RELATED INFORMATION**

- Once working the Macintosh can be shutdown/restarted and the Dymo label will work OK; however should the Dymo label printer lose power while the Macintosh is turned on - you will need to repeat the above process to make the printer work again.