

# TROUBLESHOOTING INSTRUCTIONS FOR

## Label Printing & Storage

### STORAGE OF LABELS

Labels should be stored at 70°–80°F with 50% relative humidity ( $\pm 5\%$ ), away from heat sources and direct sunlight. Labels should remain in the room where they will be printed for at least 48 hours prior to use to ensure proper conditioning.

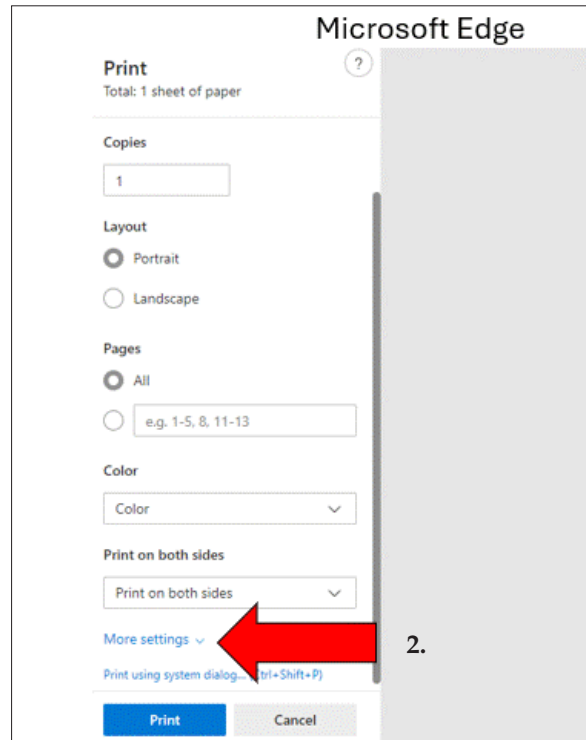
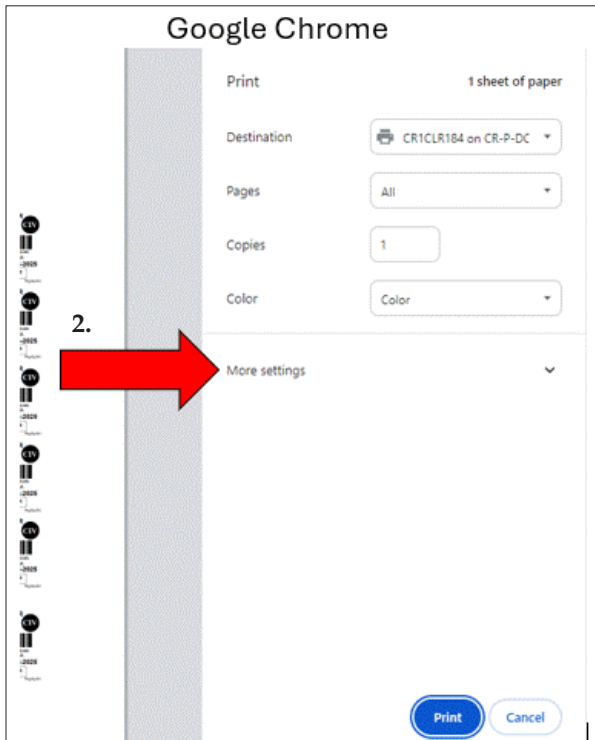
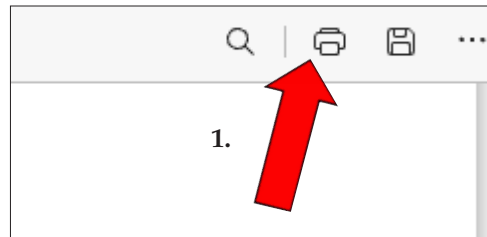
### ALIGNMENT

goHCLabels does not communicate directly with the printer. It simply generates a PDF, meaning no special equipment or downloads are required.

The PDF already includes the correct margins, but browsers such as Google Chrome and Microsoft Edge often default to Fit to Printable Area, which adds extra margins and can affect alignment.

Steps:

1. Click the printer icon to print (or press CTRL + P).
2. Click More Settings to open the dropdown menu.



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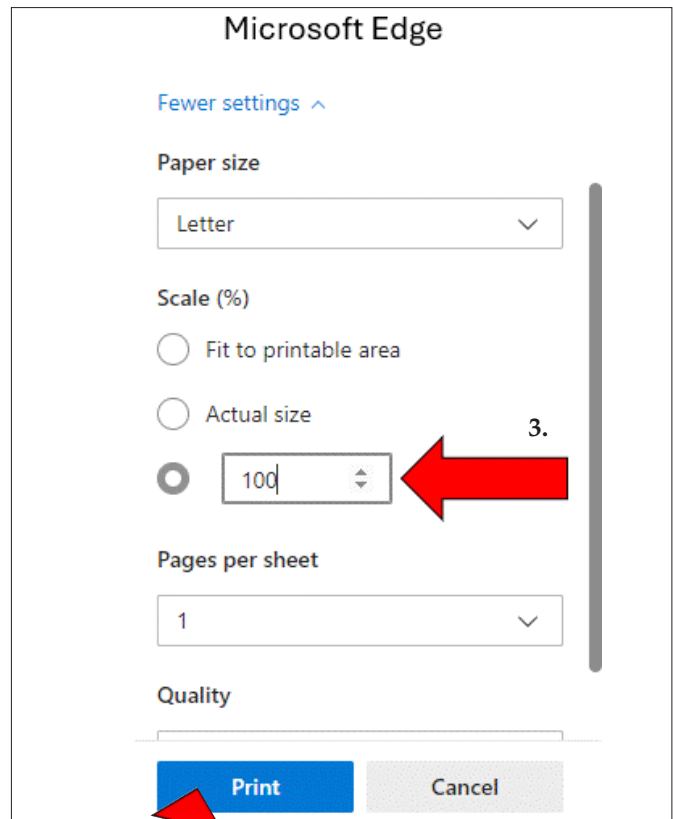
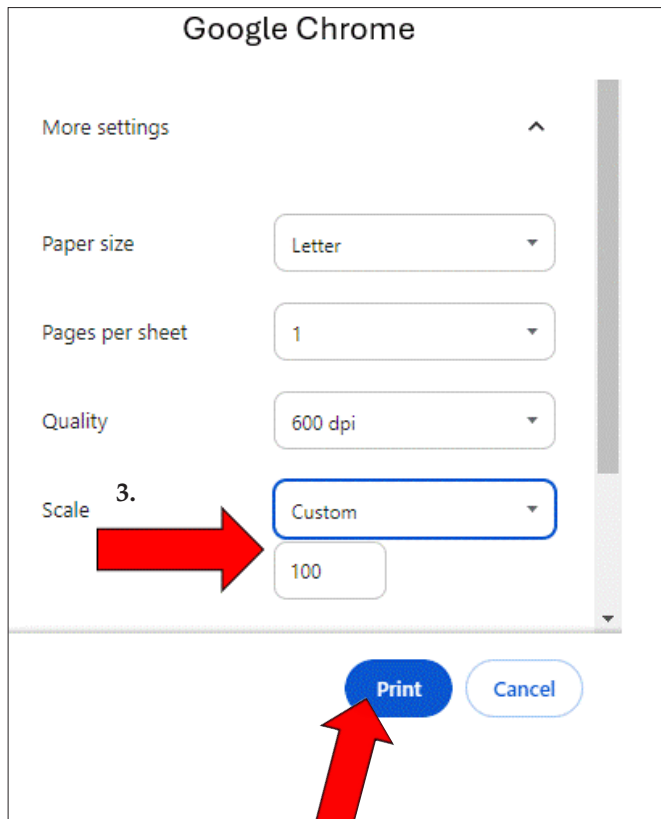
The Scale setting often defaults to Fit to Printable Area.

3. Change the Scale setting from Fit to Printable Area to Custom: 100 in Chrome or 100% in Edge.

- In Edge, if 100% is not displayed automatically, type 100 manually.

4. Click Print

This removes the extra margins that are likely causing the alignment issues.



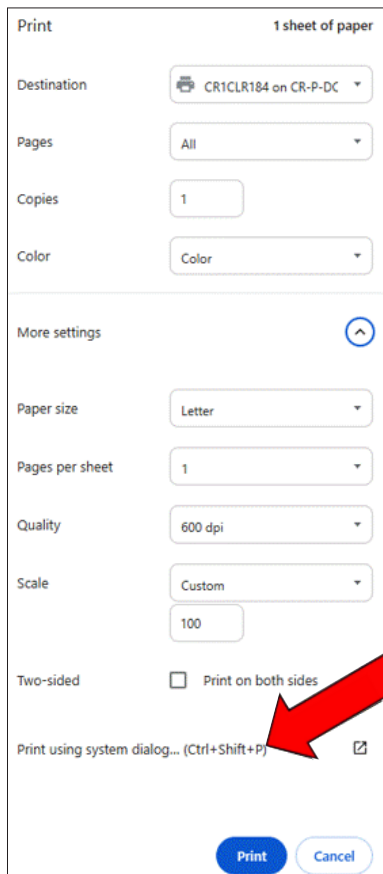
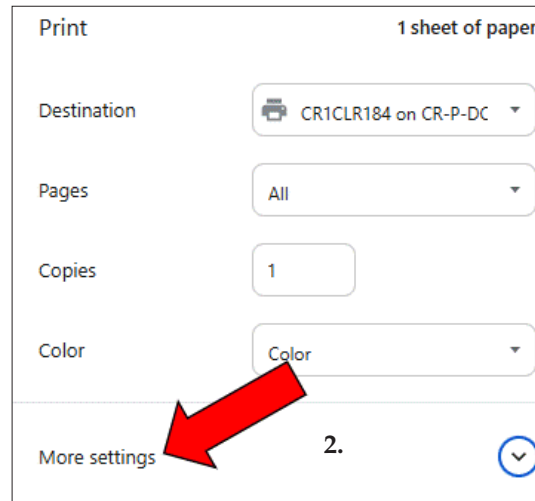
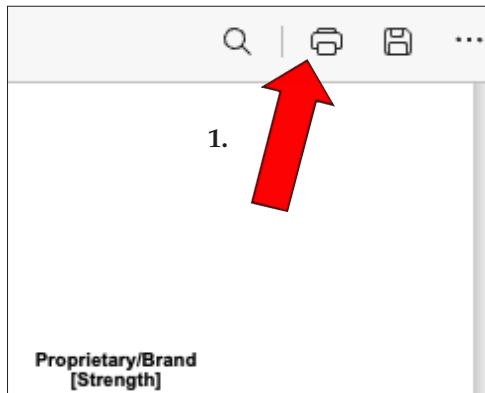
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## SMEARING/ALIGNMENT & ADJUST PAPER/MEDIA TYPE

Printer behavior varies. Most printers will apply scaling automatically, but some require adjusting the Paper/Media Type when printing.

Steps (example below):

1. Click the printer icon on the PDF page.
2. Open the More Settings dropdown.
3. Scroll to the bottom and select Print Using System Dialog.

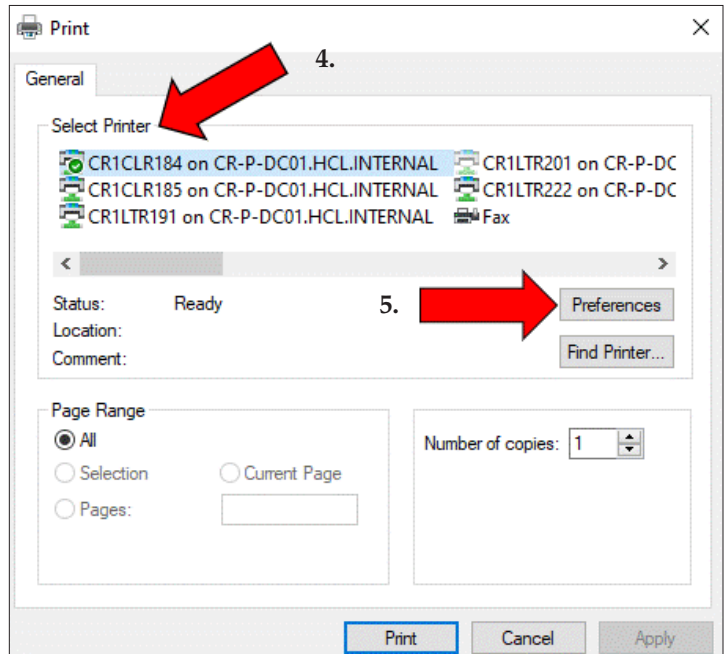


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This opens a popup window, which is similar on most printers.

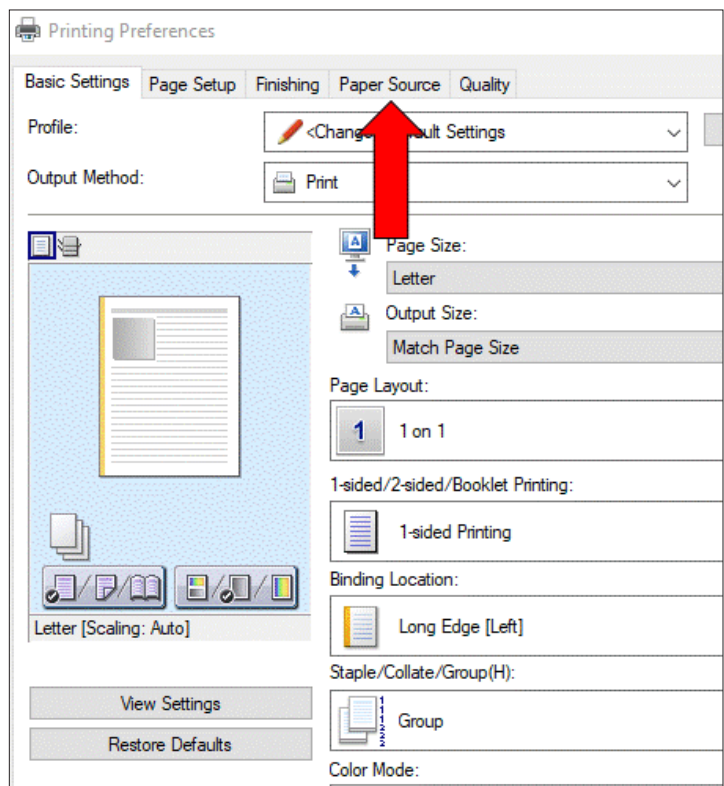
4. Hover over the printer listed under Select Printer to highlight the correct printer (clicking will start printing immediately).

5. Click Preferences.



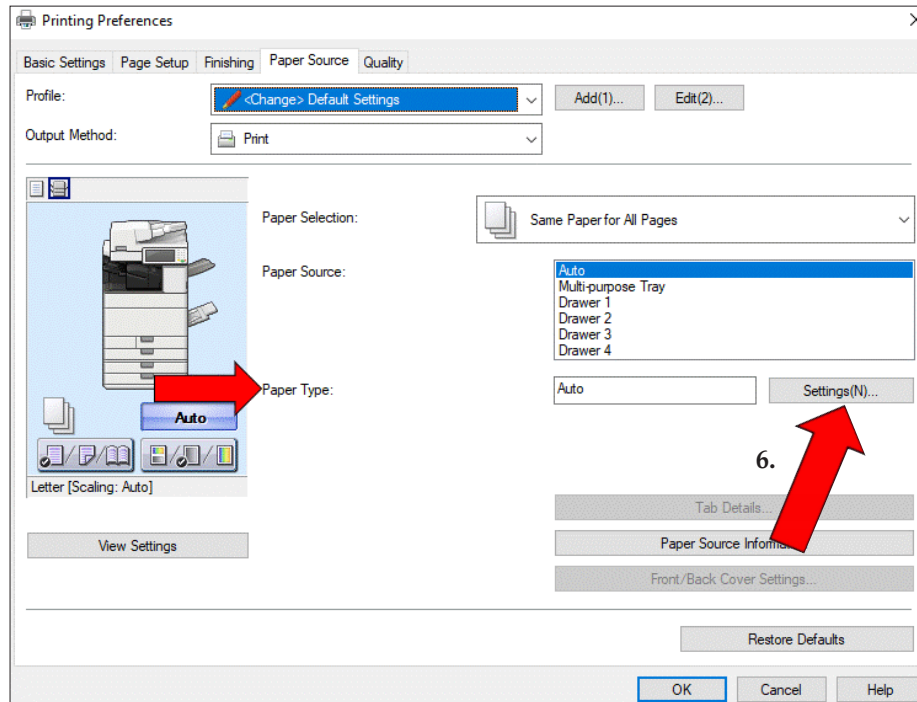
Options under Preferences vary by printer and may require exploring to locate the Paper/Media Type setting.

- The key step is to change the Paper/Media Type to Labels. This adjusts the heat settings and can resolve label smearing issues.
- In the example to the right, this setting is located under the Paper Source tab.



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6. Next to Paper Type, click Settings.



7. In the Paper/Media Type options, select Labels or Heavy.
  - This step prepares the printer for thicker media by adjusting the heat settings.
8. Click OK

