ACSTechnologies™

Labels for Dot Matrix Printers

Frequently Asked Questions

General Frequently Asked Questions

I recently updated my operating system from Windows 98 to Windows 2000 or Windows XP. Why won't my labels print to my dot matrix printer now?

This is a hardware issue. There may not be driver support for your dot matrix printer with Windows 2000 or Windows XP, or the printer manufacturer may no longer provide new driver software for the printer. To solve this problem, try one of the following:

- Consider upgrading hardware and/or printers before upgrading operating systems.
- Print to another printer.
- Export the information and print from Microsoft Word or another supported word processing package. Because Microsoft Word uses its own print drivers, rather than the drivers supplied by your printer's manufacturer, reports can be printed from Word without the manufacturer's driver. ACS Reports use the manufacturer's print driver.

Refer to the next FAQ for possible driver emulation options.

I'm having trouble with labels skipping and/or creeping when I print them on my dot matrix printer. What can I do to correct this?

There are certain printer drivers that can be used to emulate dot matrix printers. Following is a list of dot matrix printer drivers and possible emulation drivers.

Okidata Dot Matrix Printer Emulations, Drivers, and Recommended Alternative Drivers			
Driver	**Native Emulations**	**Windows Driver**	**Recommended Alternate Driver**
ML 182 Plus	IBM 5152, Microline	ML 184 Turbo	Generic / Text Only
ML 184 Turbo	IBM 5152, Microline	ML 184 Turbo	Generic / Text Only
ML 320	Epson FX, IBM	ML 320, ML 320-	Epson FX 286e, IBM PPR I, II, III,

Okidata Dot Matrix Printer Emulations, Drivers, and Recommended Alternative Drivers			
Driver	**Native Emulations**	**Windows Driver**	**Recommended Alternate Driver**
	PPR or Microline	IBM	Generic / Text Only
ML 320 Turbo	Epson FX (Esc/P2), IBM PPR III, Microline	ML 320 Turbo	Epson FX 286e, IBM PPR I, II, III, Generic / Text Only
ML 321	Epson FX. IBM PPR or Microline	ML 321, ML 321 - IBM	Epson FX 286e, IBM PPR I, II, III, Generic / Text Only
ML 321 Turbo	Epson FX (Esc/P2), IBM PPR III, Microline	ML 321 Turbo	Epson FX 286e, IBM PPR I, II, III, Generic / Text Only
ML 380	Epson LQ	ML 380	Epson LQ-1050, Epson LQ-2500
ML 390	Epson LQ, IBM X24	ML 390	Epson LQ-2500, IBM X24
ML 390 Plus	Epson LQ, IBM X24	ML 390 Plus	Epson LQ-1050, IBM X24
ML 390 Turbo	Epson LQ, (Esc/P2), IBM PPR, IBM AGM	ML 390 Turbo	Epson LQ-2550, IBM PPR I, II, III, IBM Graphics 9pin
ML 391	Epson LQ, IBM X24	ML 391	Epson LQ-2500, IBM X24
ML 391 Plus	Epson LQ, IBM X24	ML 391 Plus	Epson LQ-1050, IBM X24
ML 391 Turbo	Epson LQ (Esc/P2), IBM PPR, IBM AGM	ML 391 Turbo	Epson LQ-2550, IBM PPR I, II, III, IBM Graphics 9pin Wide
ML 393	Epson LQ	ML 393	Epson LQ-2550

Okidata Dot Matrix Printer Emulations, Drivers, and Recommended Alternative Drivers			
Driver	**Native Emulations**	**Windows Driver**	**Recommended Alternate Driver**
ML 393+	Epson LQ, IBM X24	ML 393 Plus	Epson LQ-2550, IBM X24
ML 393C	Epson LQ	ML 393C	Epson LQ-2550
ML 395	Epson LQ, IBM X24e	ML 395	Epson LQ-2550, IBM X24e
ML 395C	Epson LQ, IBM X24e	ML 395C	Epson LQ-2550, IBM X24e
ML 520	Epson FX, IBM PPR, Microline	ML 520, ML 520-IBM	Epson FX 286e, IBM PPR I, II, III, Generic / Text Only
ML 521	Epson FX, IBM PPR, Microline	ML 521, ML 521-IBM	Epson FX 286e, IBM PPR I, II, III, Generic / Text Only
ML 590	Epson LQ (Esc/P2), IBM XL 24e	ML 590, ML 590C	Epson LQ-2550, IBM XL 24e
ML 591	Epson LQ (Esc/P2), IBM XL 24e	ML 591, ML 591C	Epson LQ-2550, IBM XL 24e
PM 3410	Epson FX, IBM PPR III or Microline, Pacemark	OkidataPacemark 3410	Epson DFX-5000, IBM PPR III, Generic / Text Only
PM 4410	Epson FX, IBM PPR III, Microline	PM 4410	Epson DFX-8000, IBM PPR III, Generic / Text Only

For more information on your specific printer, visit www.okidata.com and follow these steps:

1. On the left-navigation menu, click **Support**.
2. On the left-navigation menu, click **Solutions Support**.
3. Under **Dot Matrix Printers**, select your printer from the drop-down list.
4. On the left-navigation menu, click **Manuals** to access the available manuals for your printer.

Why don't my dot matrix labels line up correctly when I print using ACS 6.0?

If custom settings were entered in ACS 5.0 so that labels would line up correctly, the settings will not work in ACS 6.0. Most ACS 6.0 labels use custom page sizes. Your labels will line up correctly with all default settings selected in Printer Setup.

To select the default settings:

1. On the ACS **Utilities** menu, select **Printer Setup**.
2. Select the following options:

   - **Use Default Fonts**
   - **Use Default Orientation**
   - **Use Default Paper Settings**
   - **Use Default Margins**

3. Click **OK**.

Why do I get a blank page when I try to preview or print dot matrix labels using ACS 6.0?

A custom paper size has been entered in Printer Setup, and the printer you are using does not support the custom paper size. You can correct the issue by changing the paper size to 8 ½ x 11.

To change the paper size:

1. On the ACS **Utilities** menu, click **Printer Setup**.
2. Click **Printer Setup**.
3. Click **Properties…**.
4. Select the appropriate options to change the paper size to 8 ½ x 11. Options will vary depending on the printer.
5. Adjust the page margins as needed.

> ⊠ **Note:** This problem will most likely occur when printing the following labels:
>
> **Avery Label 4013 Dot Matrix (1-up) Courier**
>
> **Avery Label 4013 Dot Matrix (1-up) Courier New**
>
> **Avery Label Dot Matrix (1-up) for Label Printer**
>
> **Avery Label Dot Matrix (3-up Wide Carriage)**

Why do I receive a "letter size not supported" error when I try to print to my direct impact printer (ex: Pitney Bowes or Bryce) using ACS 6.0?

This error message indicates that the printer settings for margins or orientation have been exceeded. ACS 6.0 only recognizes certain page sizes, such as envelopes and cards, based on an 8 ½ x 11 page. To correct this issue, you can change the paper size for your labels to Envelope #10 in the printer settings.

To access printer settings:

1. On the **ACS Reports** window, select the labels you want to print.
2. Click **Print**.
3. Click **Properties**.
4. Change the **Paper Size** to **Envelope #10**.

If you do not want to change the paper size, you can leave the page size at 8 ½ x 11 and adjust the margins in **ACS Printer Setup** as needed.