# Label Printer Troubleshooting

*Audience: All Hospital-based Nursing*

Provides guidance on troubleshooting for label printers

## Specimen Label Requirements

Every label on a lab specimen is required to display clearly and legibly:
- Patient's first and last name
- Patient's MRN and/or DOB
- Date and time of specimen collection

**Failure to include this eye-readable information may result in specimen rejection by the laboratory.**



**Example of an acceptable lab label**
*(all required elements are legible)*



**Example of an unacceptable lab label**
*(missing MRN/DOB, name not legible)*

## Correcting Specimen Label Printer Alignment

If required elements are not printing clearly on the label, try the following:
- Turn the label printer off, pause and turn it back on to allow it to auto calibrate.
- Turn the label printer off, open the lid, reseat the labels, close the printer lid and turn the power back on. This will recalibrate and realign the label feed stock within the printer.
- Turn the label printer off, open the lid, clean the printer head with alcohol prep, close the lid and turn the power back on.
- If the alignment issue is not resolved, please contact the IT Help Desk to create a ticket. Be sure to include the label printer hostname for printer maintenance and/or troubleshooting.



## Things Not To Do
- DO NOT press and hold the button on the printer for several seconds. This resets the printer incorrectly and will not resolve the problem.
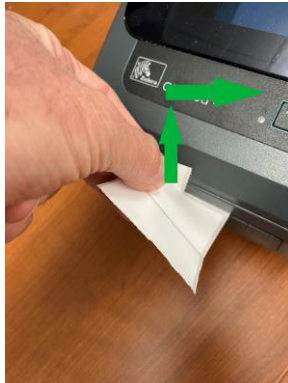
## Tearing and Removing a Specimen Label from the Printer

**Hardwired Label Printer**

Do NOT pull straight towards you.          Do pull UP and ACROSS (right or left).



**Wireless Label Printer**

Do NOT pull straight up.          Do pull TOWARDS you and ACROSS (right or left).