



DATE CODE GENIE FAQs and INSTRUCTIONAL VIDEOS

<https://www.datecodegenie.com/videos>

## Frequently Asked Questions

### Printer Issues

#### What do the different LED lights mean on my printer?

There's a handy chart! [View Attached Media >>](#)

#### Why won't my printer feed paper?

It's possible that the pressure plate is not set properly. Make sure that the pressure plate is set so that the cavity to the left of the plate is roughly 2" (5 cm) wide. To set the pressure plate, hook the smaller hook into the groove in the back of the printer so that the protruding nub on the bottom of the pressure plate sits in the groove on the bottom of the printer cavity. It is also possible that the label roll was improperly inserted. Make sure to place the Date Code Genie label roll in the printer cavity so that the labels come out from under the roll - not over the roll. Make sure the roll is wound tight. [View Attached Media >>](#)

#### Why does my printer feed paper but not print?

First, make sure you are using "Date Code Genie" brand labels. Labels from other manufacturers could damage your system and will void all warranties. Next, make sure that the label roll is properly inserted. Labels should come out from under the roll - not over the roll.

[View Attached Media >>](#)

#### How do you load labels into the printer?

First, press down on the printer cover release button to open the printer. Then simply place the roll of labels in the printer so that the labels come out from under the roll - not over the roll. Finally, pull a few labels out of the printer towards you and close the printer cover so that a few labels protrude. When turned on, the printer will automatically align itself. [View Attached Media >>](#)

## **Tablet & App Issues**

### **My tablet won't turn on. What do I do?**

Push down and hold the power button (located on the top-right of the tablet) until the screen turns on. If problem persists, contact Date Code Genie. [View Attached Media >>](#)

### **My tablet won't connect to the internet.**

Select the "Settings" app and tap on "Wi-Fi" then press scan. You should see your available Wi-Fi connections on the right side of the screen. If you do not, please contact your Internet Service Provider.

### **How do I edit allowed apps?**

On the bottom left of the screen, tap "Admin Options." Enter password (Default 1234). Tap "Edit Allowed Apps." Check/uncheck apps you want to allow or prohibit. [View Attached Media >>](#)

### **When I tap "Print" it says, "Error: Printer is offline"**

Make sure your printer is turned on and system is plugged into a working power source. Turn printer off, wait a moment and turn on. If problem persists, contact Date Code Genie.

### **My Date Code Genie App is frozen.**

Press the tablet's power button located on the top right side. Press and hold until screen turns off. Wait 30 seconds. Then press and hold the power button until the screen turns back on.

### **When I open the Date Code Genie app it asks me for a UDID #. What is it?**

The UDID number is the unique code that links your system to your web portal. Contact Date Code Genie for your unique UDID.

## **General Questions**

### **What are the warranty terms for my Date Code Genie System?**

Date Code Genie is proud to stand behind its products and boasts one of the longest warranties in the industry. To find out specific warranty info, please contact us, as warranty terms differ depending on the country in which it was sold.

### **How should I clean the housing and screen?**

Turn off system. Using a damp (but not wet) cloth lightly rub the housing and screen. For tough dirt, mix a bit of mild hand soap into the water. Make sure system is thoroughly dry before turning on.

### **Why is the print on my labels unclear?**

It's possible that the print head, roller and printer cavity have label residue on them. Take a cotton swab dipped in rubbing alcohol and lightly rub away any residue. Use an air duster or damp cloth to clear away any dust from the printer cavity. Make sure printer is completely dry before printing any labels.

**Email Us: [info@datecodegenie.com](mailto:info@datecodegenie.com)**

**Call Us: 1-800-774-0519**