Printer Issues

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Problem:

There is an issue with the printer you are using with your TPC.

Solution:

1. Turn the truck engine off.
2. Unplug the printer cable from the back of the CPU or display AND from the back of the printer
3. Have the driver log out of the device.
4. Then press the power button
5. Once the unit has gone to a black screen, wait 30 seconds then power it back on.
6. Log on when asked to submit your driver ID.
7. Once the unit turns on, and you are logged in, plug the printer back in.
8. If the issue has not been resolved, please call technical support.

Related articles

- How-to change the truck number on your device
- My touchscreen is not responding. How can I fix it?
- How-to Calibrate Your Screen
- Device Auto Logging Driver Off
- How-to Change a GPS Location From N/A

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