

ECOENCLOSE

Shipping Labels Guide

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Reach out to us at hello@ecoenclose.com with any questions.

FREQUENTLY ASKED QUESTIONS

SHIPPING LABELS – HOW DO I USE THE SHEET TEMPLATES?

Depending on your shipping application, you can print our sheet labels in a few ways.

1. If you are using an application such as USPS, they offer an option of "2 labels per sheet" when printing. You can print directly from their site onto the label sheet. This may overrun a bit on our 6.5 x 4.5" labels, to avoid any overrun you can use the 8.5 x 5.5" size labels.
2. If printing a larger quantity of labels at once, you may be able to change your printer settings to the label size (8.5 x 5" or 6.5 x 4.5") and print.
3. Copy and paste into the template. The template has margins on the 6.5 x 4.5" size, so it will paste within that area. If you want to print two labels at once, you will copy and paste the second label into the bottom portion of the template.

[Find our templates here.](#)

THERMAL LABELS – WHY IS THE RECYCLING INFORMATION NOT ON THE LINER?

It would be great if we could print on the back of thermal labels, and we did think about this ahead of time. We print on the back of our non-thermal liners, but unfortunately, we cannot print on the back of the Thermal Labels. As soon as we have that option, we will do so.

We researched this exact topic before launching. In our discussions with EcoCycle (our local MRF), they suggested that these labels would likely go through with their sorting equipment/process with all paper products. Their main point/frustration was that many people are likely recycling the silicone release liners, which are also being sorted as paper and contaminating the recycling stream. So even if the liners are not labeled, they are still a huge win for the recycling community.

PRINTER CALIBRATION

DYMO LABELWRITER 4XL PRINTER – ZERO WASTE THERMAL LABEL

Dymo printers are designed to NOT work with anything but DYMO labels. Despite this, our customers have successfully used our timing mark labels, but they do not work for everyone.

**Please remember that Dymo does not warranty their printer unless their labels are used, and they may not be willing to troubleshoot with you if using our labels.*

Here are some troubleshooting steps that may help with any issues you are experiencing:

- Printer Does Not Print or Stops Printing: Reset the printer.
- Unplug the unit and the USB for two full minutes, then plug them back in to reset.
- Make sure the power is turned on.
- Using a pointed non-metal tool, press and hold the RESET button on the back of the printer for at least five seconds.
- After five seconds, release the RESET button to begin the printer reset.

If the labels do not feed correctly:

- The thermal rolls can shift during shipping, so the outer layers may not align perfectly with the core. Set the labels on a table or counter, and lightly tap to align. If that doesn't help, remove a few layers until you have a tighter coil.
- With the printer document properties, go to Stock > Media Settings, and select "Continuous."
- Alignment is off, or there are inconsistencies with the print: Clean the Dymo 4XL sensor.
- Printing blank labels: Clean the Dymo 4XL sensor.

If your labels are not printing as expected, [learn to recalibrate the printer here.](#)

MUNBYN PRINTER – ZERO WASTE THERMAL LABEL TROUBLESHOOTING

- Turn on the printer.
- Press FEED button and hold on.
- Release the button when you hear one 'Di' sound.
- Then, the printer will calibrate the label size.

Munbyn ITPP941

The Munbyn ITPP941 printer works with our black timing mark labels. Since our labels are on a roll rather than fan-fold labels, you must purchase the label roll holder for behind the printer.

ROLLO PRINTER – ZERO WASTE THERMAL LABEL TROUBLESHOOTING

We recommend the black timing mark in the 250 count for the Rollo Thermal Printer. If you are having any issues, here are some troubleshooting tips that may help:

- Unplug the unit and the USB for two full minutes. Plug back in and restart the printer; Press FEED button and hold on; Release your finger when you hear five "Di" sounds. Then, you will hear another long "Di" sound, which means the printer was reset.
- Recalibrate the printer: <https://www.youtube.com/watch?v=6CQPBkk8bJM>

Pull out the USB cable and leave for 2 minutes. You may have to input the size of these labels (4x6") as they may differ from what you previously used. For example, if you have historically been using UPS labels, those are 4 x 6.25". Our thermal labels are 4 x 6", so you would have to change the setting for the label size.

You may also need to clear the history on your computer.

The thermal rolls can shift during shipping, so the outer layers may not align perfectly with the core. Set the labels on a table or counter and lightly tap to align. If that doesn't help, remove a few layers until you have a tighter coil.

If none of the above have worked, we advise you to contact Rollo's exceptional customer support team for their feedback or contact us for further troubleshooting.

ROLLO PRINTER – CORE SIZE ADAPTOR

[**Acrimet Core for Acrimet Tape Dispenser 1" and 3" Replacement \(Clear Crystal Color\)**](#)

ZEBRA LABEL PRINTER – ZERO WASTE THERMAL LABEL TROUBLESHOOTING

Zebra Label Printers all have a black timing mark and gap setting. This [**article**](#) guides you on how to find settings and move your printer from one setting to another.

Zebra GC420D TROUBLESHOOTING

We have successfully used all EcoEnclose's label stocks on this Zebra printer. Switching between stocks is not 'plug-and-play'; a few settings must change.

We have experienced issues where the printer intermittently disconnects during printing. This will cause an error in the print queue requiring the operator to clear the entire printer queue. If the printer does not reconnect after repeated attempts, we recommend uninstalling and then reinstalling then printer driver.

Settings for EcoEnclose's Labels

1. Open the printer properties
2. Under the 'General' tab, select 'Preferences'
3. Under the 'Page Setup' tab, there is a drop-down selection wherein you can choose from four different label types. Our label types are 'Labels with Gaps' and 'Labels with Black Marks' (Choose the option based on the stock ordered)
4. Under 'Page setup', set media width and height to 4" and 6", respectively.
5. Under the 'Operation mode', change 'mode' to the preferred finishing mode.
 - a. We succeed better with the 'cutter' setting as this model does not incorporate tear-off teeth.
6. Lastly, select Calibrate media under the 'maintenance' tab to ensure labels feed to the correct point.

Troubleshooting

- Cannot find printer in connected devices
 - Ensure the correct driver is installed for model number.
 - If this does not cause the printer to become discoverable, uninstall printer driver and then reinstall.
- Print is not centered on label
 - In the printing preferences under the print options tab, set the horizontal and vertical offset measurements.
- Printer is cutting before or after the perforations
 - In the printing preferences under operation mode, change the cutting offset measurement.

TROUBLESHOOTING

THERMAL LABELS – LIGHT PRINT

Check the source file, it may be low quality. If it seems like the original low-quality print was designed for an 8.5 x 11 size, change the label settings to 4 x 6". (You can also use shipping management software like *Shipping Easy*).

Clean the printer head to remove any dust. Open the printer, and clean the silver strip, or printer head, with some rubbing alcohol.

Optimize the printer for a high-quality print. Navigate to the printer and scanner menu. Click on your label printer, and press "Manage". Click on "Printing Preferences", under Graphics Tab make sure Dithering is set to "none". Go to the Options tab and uncheck "Use Printer Settings". Set the darkness to the highest possible amount, and press "Apply".

Turn up the setting for the direct thermal heat. You may need to adjust depending on the brand of label roll used.

Change the label roll. Older rolls turn a bit yellow and become less sensitive to heat. We recommend using it within one year of purchase.

THERMAL LABELS – INDUSTRIAL ROLL ISSUE

Our industrial-size rolls of the Zero Waste shipping labels utilize a gap/transmissive setting and are used in a thermal printer with a 7.75" roll. Ensure your printer is on the gap setting for printing.

THERMAL LABELS – INK DISAPPEARING

Are you using clear plastic tape over the labels? Tape with hotmelt adhesive (like clear plastic tape) contains plasticizers that tend to neutralize thermal images. We do not recommend putting clear tape over the labels as they should stick well.

If the tape covers part of the label, we recommend our clear [**Cello Tape**](#).

KRAFT LABELS – INK SMEARING

Our kraft labels have a thicker material than a standard label which may cause issues with ink smearing. If you set your printer up for a heavier stock, that should resolve the issue. In doing so, more heat is applied from the printer, allowing the fusion of the ink to the paper.

SHIPPING LABELS – ADHESIVE ISSUES

The texture of 100% recycled paper packaging can be a challenge for pressure-sensitive adhesives due to the shorter fibers in recycled content. Most customers succeed if using a standard shipping label and applying firm pressure.

Tips:

1. Apply firm pressure along the entire label length, back and forth.
2. Put the label on the packaging before adding the product.
3. Is it overfilled? If the package is overstuffed and not flat, the surface area for the label adhesion is diminished. When this happens, the label can peel up underneath the void space. A smaller label may be a good solution.
4. Is there any humidity in your facility? The moisture level of a mailer/box does sometimes affect how a label sticks. We recommend about 40-60% humidity, if possible. If you have issues during winter, your indoor air may be very dry due to heating. We recommend running a humidifier where you keep your office supplies if this is an issue.
5. If there is any dust accumulation, the dust can keep shipping labels from sticking well.
6. Temperature is also important. Any adhesive product must be stored in a climate-controlled environment (not too hot, not too cold).
7. How long have you had the labels? Due to the adhesive, labels have a shelf life of about a year.