



SPIRIT™ POCKETJET® THERMAL PRINTERS FAQ

Paper is "jammed" inside unit. Printer "eats" paper.

Artwork is too dark/opaque causing printer to overheat and melt the ink film. Many solutions may apply to reduce heat of printer. Lighten artwork, convert to outline, reduce density level on printer, reduce opacity of artwork, and apply differing filters on photo-editing software (including portrait, halftone). All artwork differs, techniques will vary based on artwork.

Stencil prints with streaked lines or gaps in the ink.

Artwork is too dark causing printer to overheat and melt the ink film. Many solutions may apply to reduce heat of printer. Lighten artwork, convert to outline, reduce density level or printer, reduce opacity of artwork, and apply differing filters on photo-editing software (including portrait, halftone). All artwork differs, techniques will vary based on artwork.

Paper feeds but no ink is deposited on paper.

- Ensure that yellow (canary) backing sheet is removed from transfer paper.
- Ensure that slip sheet (paper material) is removed from between the stencil and ink sheets.
- Ensure that stencil is not too light, try darkening image.

Paper feeds through printer at an angle/creases on one side.

Paper is likely loaded incorrectly. Once paper has been loaded into printer, press the Feed button located on the top of the unit until top of paper reaches the front edge of the printer.

Image is not flipped/mirrored when printed.

- On Windows PC: Printer will flip all images automatically when Spirit™ Pocketjet Thermal Printer driver is installed. Driver can be attained from product registration at www.reprofx.com.
- On Mac: Select to flip image on Print Options screen when prompted upon print. Choose "Flip Horizontally" or "Flip Vertically" dependent on image orientation.

When I try to download the driver from reproFX.com, I "submit" but am brought back to the same registration form with no download.

Make sure you have downloaded the driver before plugging in the Spirit Pocketjet. Also any previously downloaded Brother Pocketjet drivers will need to be uninstalled before reinstalling the Spirit Brother Pocketjet Driver before plugging the printer in.

If the previous doesn't work, delete any saved cookies and caches in your browser or register using a different browser.