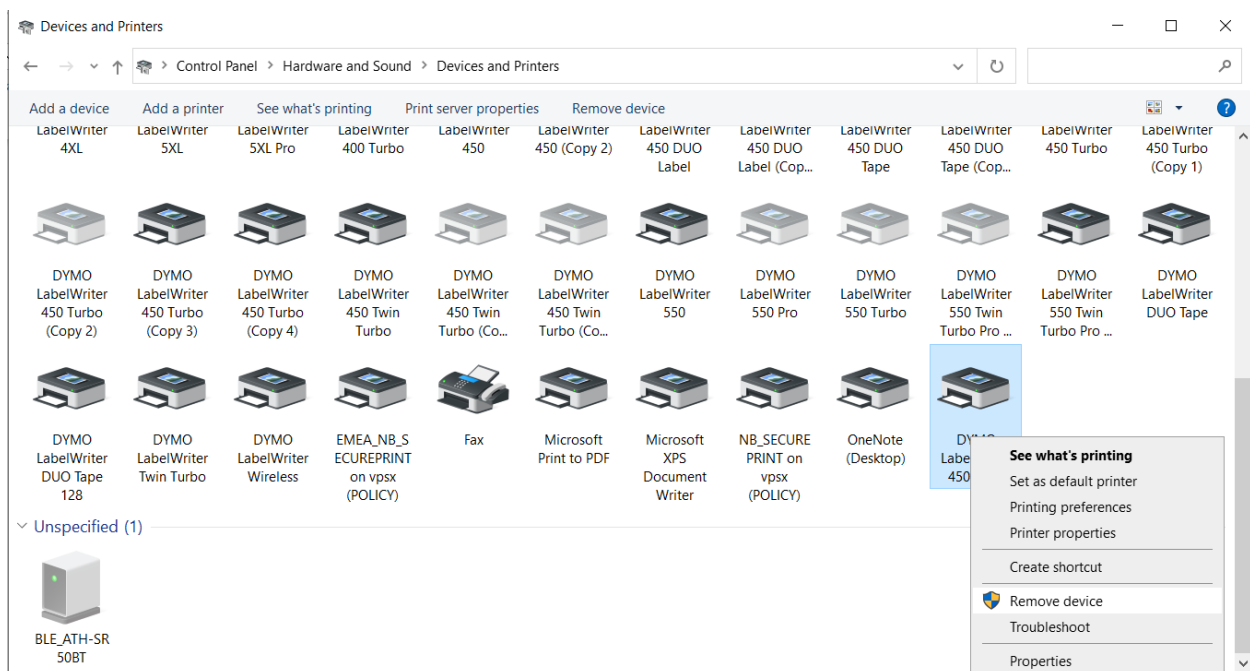# LabelWriter 450 DUO Windows 10 fix

I. Power Cycle

1. Disconnect both POWER and USB cables from the back of the DYMO printer
2. Press the front button 15 times
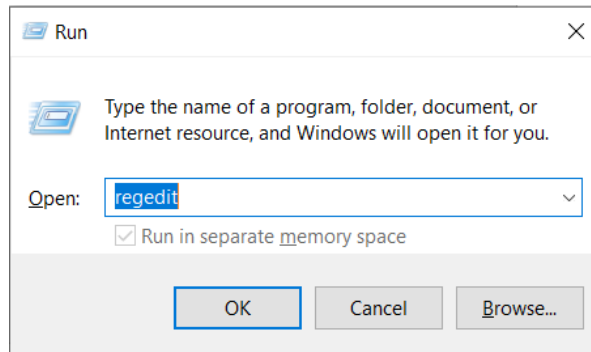3. Remove the labels from the feed
4. Connect ONLY the power cable

II. Remove the printer from the Control Panel

1. Go to Control Panel > Hardware and Sound > Devices and Printers
2. Find DYMO printer(s) on the list
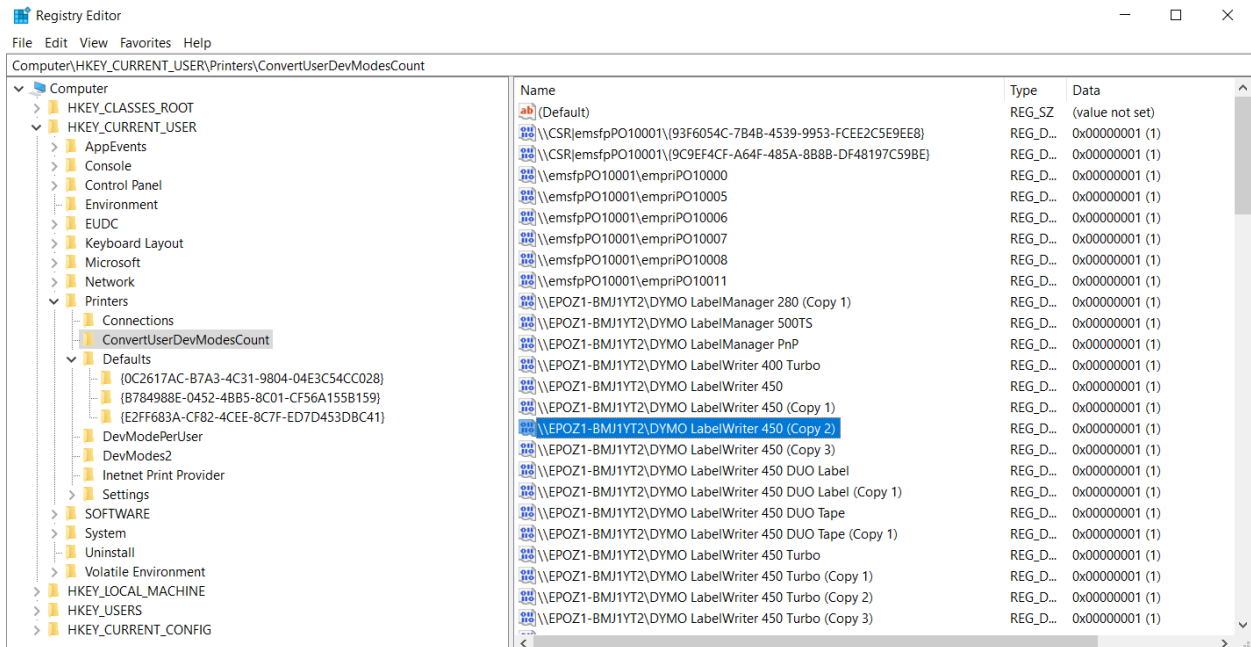3. Right-click on the printer and select "Remove device"

III. Remove all keys related to the LabelWriter 450 DUO in the registry

1. Press the Windows key + R to open the Run prompt and type in "regedit"

2. Select HKEY_CURRENT_USER > Printers

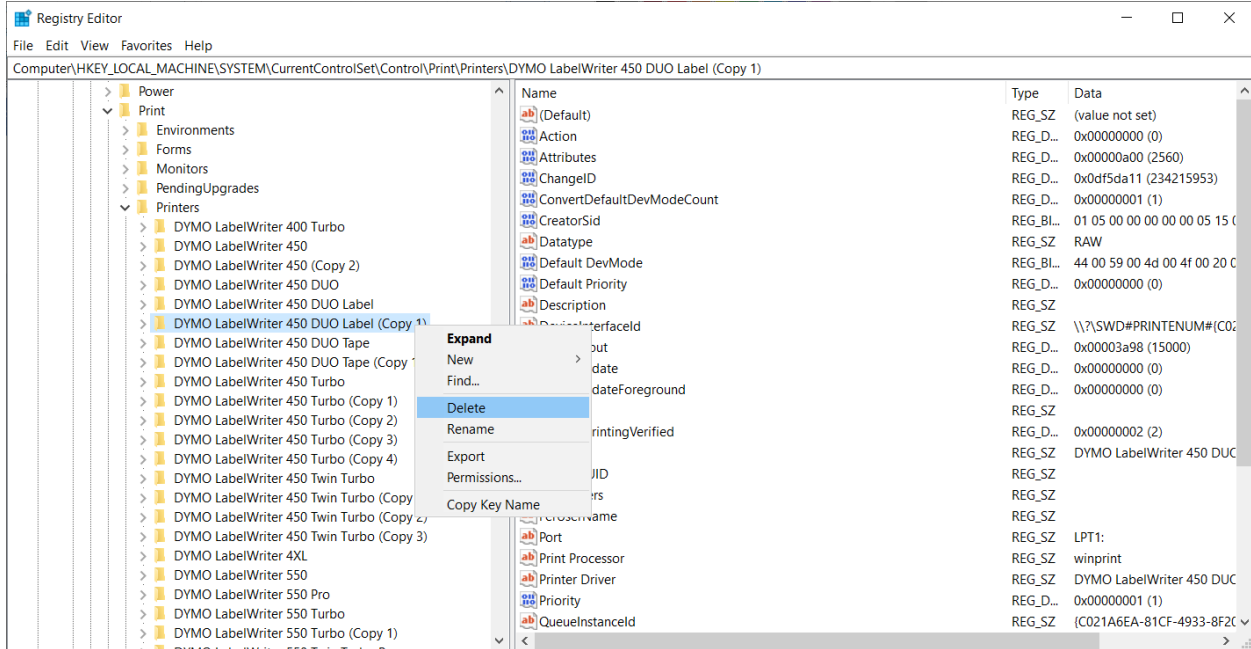3. Browse the subfolders and remove anything that says DYMO LabelWriter 450 DUO

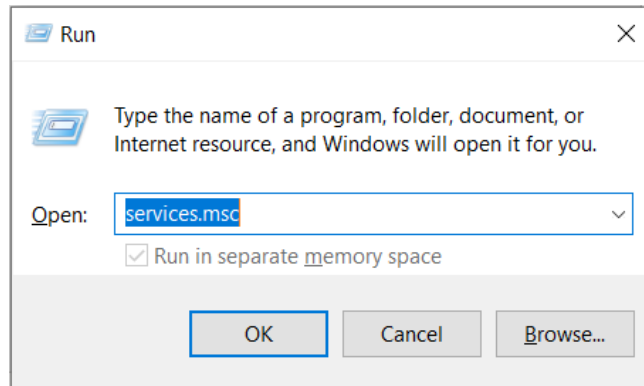   _Note_: You might have one entry in the Defaults folder, read "Data"

4. Select HKEY_LOCAL_MACHINE > System > CurrentControlSet > Control > Print > Printers

5. Highlight the entire LabelWriter 450 DUO folder and delete it

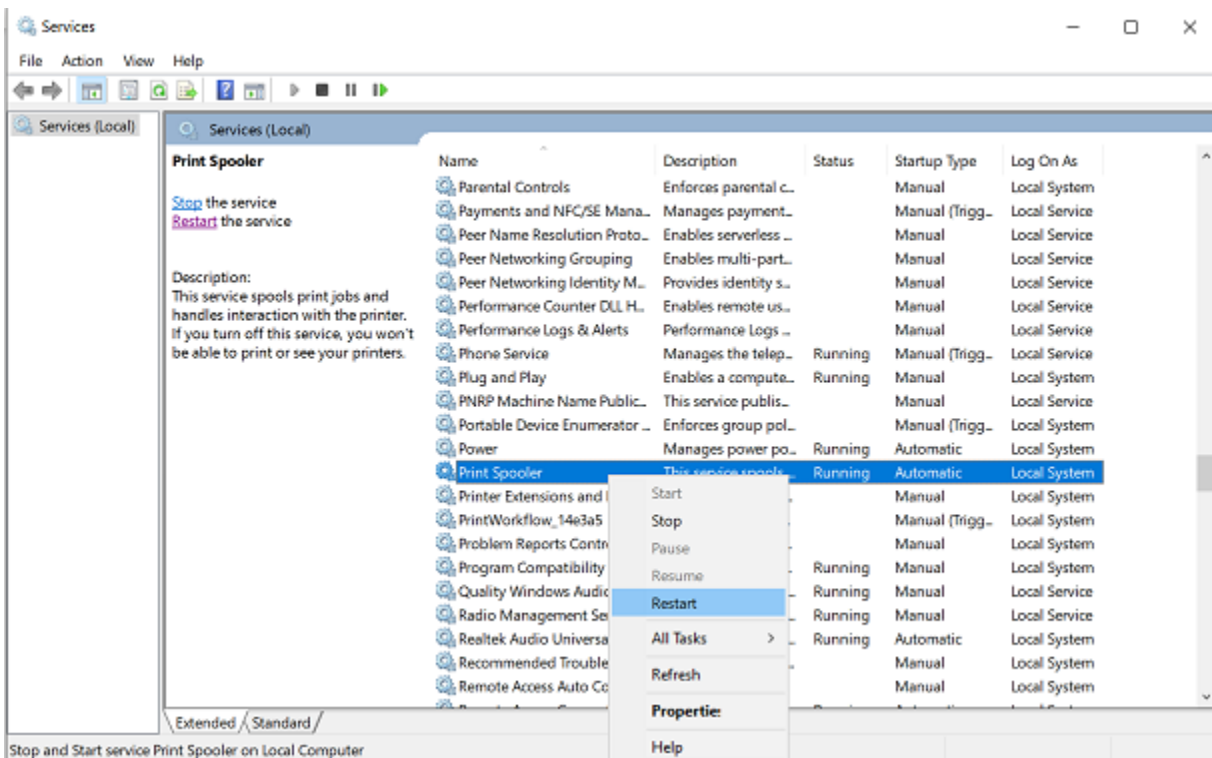   _Note_: You might have a "Label" and "Tape" mentioned separately, remove both.

IV. Restart the Print spooler service
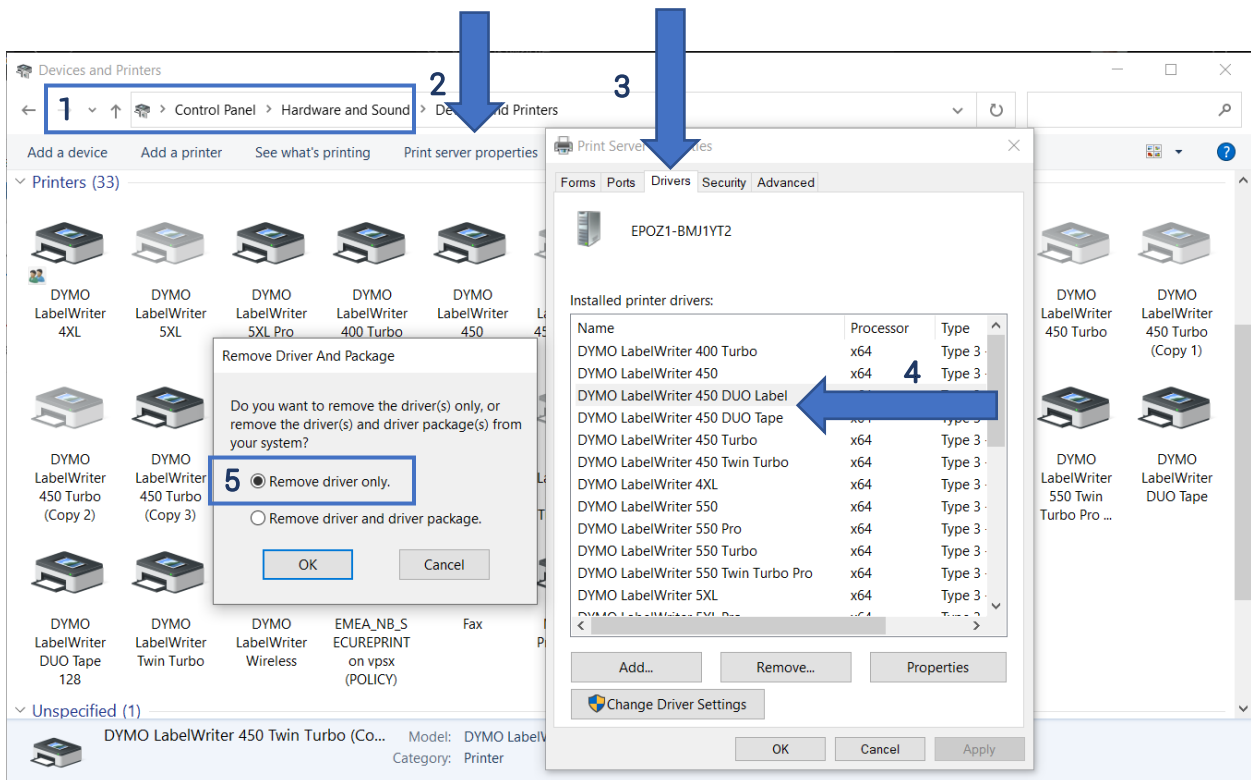
1. Press the Windows key + R and type in "services.msc"

2. Find "Print Spooler"

3. Right-click on it and select "Restart"

V. Remove the printer from "Print server properties"

1. Go to Control Panel > Hardware and Sound > Devices and Printers.

2. Highlight <u>any</u> printer in the list with a single left-click and look for "Print server properties" on the top of the window.

3. Go to "Drivers" tab.

4. Highlight the LabelWriter 450 DUO drivers and click on "Remove" button.

5. Select "Remove driver only"

VI. Connect the printer

1. Connect the power cable back to the printer

2. Connect the USB cable to the back of your printer and to your PC

6. From the same location (Control Panel > Hardware and Sound > Devices and Printers.), right-click on the NEW LabelWriter 450 DUO

3. Check if it shows 2 options, Label and Tape on 1 device. Right click on the DYMO LabelWriter 450 DUO, then select "see what's printing". You should have both DYMO LabelWriter 450 DUO Label and DYMO LabelWriter 450 DUO Tape available (see image below)

4. If yes, try to print