



Maintenance and Troubleshooting

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Troubleshooting

Generally, when a malfunction or an abnormal condition occurs, the READY LED will keep blinking and printing and communication between the host and printer will stop.

- ▶ To understand what the problem is, please check the LEDs.
- For details refer to topic section „Commissioning and Operation“, chapter „Printer Status“.

Printer Status

There are three LED indicators on the front panel, READY, MEDIA and RIBBON. These indicators display the operation status of the printer.

Blinking LED	Description
MEDIA	The printer is at pause state. Press PAUSE or CANCEL to return to normal state.
MEDIA READY	The media is uninstalled or used up. Load new media to the printer.
RIBBON READY	The ribbon is uninstalled or end-of-ribbon occurred. Load new ribbon to the printer. If you just use thermal media set bit 1 of DIP switch to OFF position.
READY	The format or baud rate of the RS232 communication is inconsistent between the printer and host.
READY	The cutter can not cut off the media, check the media and cutter.
READY	The printer buffer is full caused by the loaded soft fonts, graphics or forms. Check the format of these data. Call for service.

Tab. 1: LED blink signals, showing the printer status.

Problems on media

Possible Problems	Solutions	Remarks
Missing gap	Check the media path Check the position of label sensor.	If you use continuous media, check your application soft ware and driver. You should select continuous.
Media out	Supply the media roll	
Media not installed	Install the media roll	
Media jam	Recover the jam	

Tab. 2: Possible Problems on Media.

Problems on ribbon

Possible Problems	Solutions	Remarks
Ribbon has run out	Supply the ribbon roll	Does not apply to direct thermal. If you use direct thermal, set bit 1 of DIP switch to OFF.
Ribbon jam	Recover the jam	Not for direct thermal.
Ribbon sensor error	Replace the ribbon sensor	Not for direct thermal.

Tab. 3: Possible Problems on ribbon.

Miscellaneous

Printer Time out

The host shows "Printer Time out".

- Is the communication cable (parallel or serial) connected securely to your parallel or serial port on the PC and to the connector on the printer ?
- Is the printer power turned on ?
- ▶ If the power cord is connected, the power switch is at position '1' and the power LED is still not illuminated, call for service.

No output

The data has been sent, but there is no output from the printer.

- Check the active printer driver, it should be Label Dr. for your Windows system and the label printer.
- Check the emulation and the print (command) file.

Vertical streaks

Vertical streaks in the printout (see [Fig. 1](#)) usually indicate a dirty or faulty print head.

- Clean the print head first, if they still persist, replace the print head.

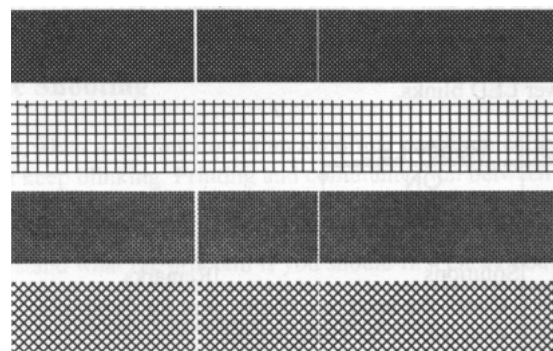


Fig. 1: Vertical streaks in the printout.

Unstable rotation

Unstable ribbon roll rotation.

- Check the label path and make sure the head latch is securely closed

Poor printout

Poor printout quality.

- The ribbon may be not qualified.
- The media may be not qualified.

- Adjust the Darkness (heat temperature).
- Slow down the print speed.
- Refer to the following paragraphs and clear the related modules.

Recovery

In order to continue your print jobs after any abnormal conditions have been recovered, simply press the CANCEL button or restart the printer. Make sure that the LED indicator is illuminated and not blinking and remember to resend your files.

Caring for your printer



- ➔ Before maintenance, be sure to turn off the printer power!

Cleaning the print head

- ➔ The print head should be cleaned at least every time the ribbon is replaced and more often depending on actual usage and conditions!
 1. Turn off the printer.
 2. Open the cover and the print head module and remove the ribbon.
 3. Rub the print head with a piece of cotton, which has been moistened with alcohol.
 4. Check for any traces of black coloring or adhesive on the cotton after cleaning.
 5. Repeat if necessary until the cotton is clean after it is passed over the head.

Cleaning the roller

- ➔ The roller should be cleaned whenever it has been in contact with foreign materials such as dust or adhesives!
 - ➔ Using a cotton moistened with alcohol, clean the roll and rip off the attached glue.

Cleaning the media compartment

- ➔ Every time a media roll is printed this compartment should be cleaned to reduce the incidence dust!
 - ➔ Clean the media compartment with cotton, which has been moistened with a mild detergent.

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