Troubleshooting with the LCD Error Message Table

LCD Error Message	Cause	Solution
Calibrate Failed (PC Error Message No. 155 and 170)	Film or Ribbon calibration has failed.	Verify the film is installed correctly and there is not a Ribbon installed. If this problem persists, call for technical assistance.
Calibrate Film (PC Error Message No. 159)	Film Sensors need to be calibrated.	Select **Cancel** and then perform the Film calibration procedure.
Calibrate Ribbon (PC Error Message Nos. 128 and 170)	The print Ribbon Sensor is out of calibration.	Select **Cancel** and then perform the Ribbon calibration procedure.
Card Feed Stop (PC Error Message No. 137)	The Front Cover was opened. This caused the card transfer to stop OR the pause button was selected.	Press **Resume** or **Cancel**.
Card Jam (PC Error Message Nos. 82, 112, and 200)	A card is jammed in the Print Station or card flipping area of the Printer.	Clear the jam.
Card Jam: Prox (PC Error Message No. 86)	A card is jammed in the PROX card encoding area of the Printer.	Clear the jam.
Card Jam: Smart (PC Error Message No. 85)	A card is jammed in the smart card encoding area of the Printer.	Clear the jam.
Card Jam: Trans (PC Error Message No. 83)	Card became jammed in Printer during transfer.	Clear the jam.
Card Not Found (PC Error Message No. 69)	Card cannot be found in the Printer.	Verify card not jammed in Printer and select **Cancel**.
Check Film (PC Error Message No. 244)	The film is not able to move correctly. Check for jams/breaks.	Check for obstruction. If the problem persists, call for technical assistance.
Check Laminate 1 (PC Error Message Nos. 213 and 231)	The Laminator was unable to find the mark on the material in Cartridge 1.	Make sure there are no obstructions to the Sensor, and recalibrate the Laminator Sensor.
Check Laminate 2	The Laminator was unable to	Make sure there are no

(PC Error Message No. 232)	find the mark on the material in Cartridge 2.	obstructions to the Sensor, and recalibrate the Laminator Sensor.
Clean Printer (PC Error Message No. 71)	For best Printer performance, replace the Cleaning Roller Tape and clean the Printer's Feed Rollers and Printhead at this time.	See the appropriate **Cleaning** procedures in this document.
Cover is Open (PC Error Message No. 46)	The Cover was left open.	Ensure that the Cover is properly closed.
E-Card Encoder Startup Error (PC Error Message No. 141)	A problem was detected during Printer start-up.	Reset the Printer and try again. If this problem persists, call for technical assistance.
E-Card Startup Error (PC Error Message No. 141)	A problem was detected during Printer start-up.	Reset the Printer and try again. If this problem persists, call for technical assistance.
EEPROM Corrupt (PC Error Message Nos. 38, 39, 40, and 144)	EEPROM restored with factory default values.	If changes were, then go into the setting values and reset these numbers.
Ejecting Card (PC Error Message No. 72)	The card has been ejected already.	Click **OK** to clear the message. The user might want to know that a card has been sent to the reject bin, or out of the printer, and is either incomplete or posses a security risk if not disposed of properly.
Empty Reject Bin (PC Error Message No. 265)	The reject bin is full.	Remove the large number of rejected cards from the reject bin. Click **OK** to clear the notification message. (**Note:** In some cases, rejected cards are incomplete or pose a security risk, and should be disposed of properly.)
Failed To Initialize (PC Error Message	A problem was detected during Printer start-up.	Reset the Printer and try again. If this problem

No. 141)		persists, call for technical assistance.
Film Align Error (PC Error Message Nos. 26 and 176)	The film is not able to move correctly. Check for jams/breaks.	Check for obstruction. If the problem persists, call for technical assistance.
Film Break/Jam (PC Error Message No. 158)	The film is not able to move correctly. Check for jams/breaks.	Check for obstruction. If the problem persists, call for technical assistance.
Film Low (PC Error Message No. 156)	The HDP film will soon run out.	If printing a large number of cards, replace the Film now or monitor the Printer until the Film is gone and install a new Film.
Film Out (PC Error Message Nos. 156 and 157)	The HDP film has run out.	Install a new roll of film and press **Resume** to continue or **Cancel** to reset.
Film: Wrong Material (PC Error Message No. 173)	The HDP Film is not installed properly or has been damaged.	Verify the correct film is installed in the film Cartridge.
Flipper Jam (PC Error Message Nos. 74 and 199)	A card is jammed in the card flipping area of the Printer.	Open the Printer's Flipping Module Cover. Clear any cards in the Flipping Module by opening the Printers Cover and using the **Forward** and/or **Back** buttons located on the Printer's Front Cover. Ensure that the Flipper Module can rotate freely. Close the Printer's Flipping Module Cover. Press the **Resume** button on the Printer's Front Cover to continue printing. To cancel the print, press the **Cancel Print** button from the Driver's display dialog.
Head Loading (PC Error Message No. 111)	An unrecoverable error has occurred during printing.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Head Resistance (PC Error Message	The EE setting in Driver for head resistance is out of	Enter a value for head resistance in the EE

No. 6)	range.	settings in the Driver.
		Reset the correct value according to the steps in the Troubleshooting Section.
		If this problem persists, call for technical assistance.
Head Sensor Error (PC Error Message No. 8)	The Printhead Temperature Sensor is not functioning or is not connected properly. **OR** The Printhead is not cooling properly.	If the problem persists, call for technical assistance.
Head Voltage Err (PC Error Message Nos. 103 and 105)	A hardware fault has prevented setting the correct Printhead voltage.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Headlift Error (PC Error Message Nos. 102, 103, 104, and 105)	This is a problem with the Printhead Lift or Transfer Roller Headlift.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Heater Error (PC Error Message No. 161)	The Transfer Heater Roller is too hot.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Invalid Film (PC Error Message Nos. 94, 95, 96, 164, 165, and 166)	An unauthorized film is installed in the Printer.	Get the correct Film from your dealer.
Invalid Password (PC Error Message No. 136)	Printing disabled at this time.	Press **Cancel** to abort this print job and then check security settings at host computer.
Invalid Ribbon (PC Error Message No. 93)	An unauthorized Ribbon is installed in the Printer.	Get the correct Ribbon from your dealer.
Job Data Error (PC Error Message No. 106)	The print data sent to the Printer is corrupt or has been interrupted.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Lam 1 Tag Err (PC Error Message No. 259)	A RFID read or write error occurred on Cartridge 1.	Retry, and if it fails again the material cannot be used.

Lam 2 Tag Err (PC Error Message No. 260)	A RFID read or write error occurred on Cartridge 2.	Retry, and if it fails again the material cannot be used.
Lam Async Error (PC Error Message No. 245)	The Printer timed out waiting for communication from the Laminator.	Check Lam power/connections and restart the Printer.
Lam Card Jam (PC Error Message No. 53, 212, 214, and 215)	A jam occurred somewhere between the Printer and the Laminator.	Open covers and clear the obstruction/jam.
Lam Check Card (PC Error Message No. 213)	A jam occurred inside the Laminator.	Open Lam cover and clear the obstruction.
Lam Com Error (PC Error Message No. 246)	There was a communication failure between the Printer and Laminator.	Check Lam power/connections and restart the Printer.
Lam Error (PC Error Message Nos. 237 and 238)52	A generic unknown error as occurred.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Lam Card Not Ejected (PC Error Message No. 216)	The card is not ejected from the Laminator.	The Lamination material is stuck to the card.
Lam Handler Startup Error (PC Error Message No. 66)	A problem was detected during Printer start-up.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Lam Handler Startup Error (PC Error Message No. 141)	After powering up the Printer, the Laminator was detected, but an error occurred which would prevent its use.	Check Laminator power and connections and restart the Printer.
Lam Internal Error (PC Error Message No. 48)	A generic unknown error as occurred in the Laminator.	Check Laminator power and connections and restart the Printer.
Lam No Film (PC Error Message No. 157)	There is no material loaded in the Laminator.	Load Laminator material.
Lam Timeout (PC Error Message	The Printer timed out while processing information related	Check Lam power/connections and

No. 247)	to the Laminator.	restart the Printer.
Lam1 Wrong Film (PC Error Message No. 233)	Material in Cartridge 1 of the Laminator does not match the material type specified by the job.	Make sure Driver material matches what is actually in the Laminator.
Lam2 Wrong Film (PC Error Message No. 234)	Material in Cartridge 2 of the Laminator does not match the material type specified by the job.	Make sure Driver material matches what is actually in the Laminator.
Laminate 1 Bad (PC Error Message No. 259 and 261)	The Lamination material in Cartridge 1 is not valid for this Laminator.	Install valid material.
Laminate 1 Jam (PC Error Message No. 229)	A Jam occurred with the Laminator material in Cartridge 1.	Open Lam cover and clear the obstruction
Laminate 1 Low (PC Error Message Nos. 239)	The material is getting low in Lamination Cartridge 1.	Make sure more is on hand for when it runs out.
Laminate 1 Out (PC Error Message No. 208)	The Laminate in Cartridge 1 has run out.	Replace it with a new roll of material.
Laminate 2 Bad (PC Error Message No. 260 and 262)	The Lamination material in Cartridge 2 is not valid for this Laminator.	Install valid material.
Laminate 2 Jam (PC Error Message No. 230)	A Jam occurred with the Laminator material in Cartridge 2.	Open Lam cover and clear the obstruction.
Laminate 2 Low (PC Error Message No. 240)	The material is getting low in Lamination Cartridge 2.	Make sure more is on hand for when it runs out.
Laminate 2 Out (PC Error Message No. 209)	The Laminate in Cartridge 2 has run out.	Replace it with a new roll of material.
Lm1 Headlift Err (PC Error Message No. 217)	The Laminator failed to move or sense the lower (Lam Module 1) head.	Check head connections and call for service/repair.
Lm2 Headlift Err (PC Error Message No. 218)	The Laminator failed to move or sense the upper (Lam Module 2) head.	Check head connections, call for service/repair.
Mag Encoder Paused (PC Error Message	The Magnetic Encoder is in a pause state.	

No. 143)		
Mag Encoder Startup Error (PC Error Message No. 63 and 141)	A problem was detected during Printer start-up.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Mag Verify Error (PC Error Message No. 30)	Print could not verify MAG write. OR The magnetic stripe was not encoded properly.	Check the Cards and click on Cancel Print.
Multiple Feed (PC Error Message No. 70)	Multiple cards were fed into the Printer.	Remove all cards and try again.
No E-card Encoder (PC Error Message No. 202)	You are trying to send encoding data, but the Printer is not configured with this Encoder type.	You are trying to send encoding data, but the Printer is not configured with this Encoder type.
No Film (PC Error Message No. 28)	Film is not installed in Printer. **OR** Film RFID tag is bad.	Install the Film and press **Resume**. To cancel the print, press the **Cancel Print** button or the **Cancel** button located on the Printer.
No Flip Module (PC Error Message No. 201)	Two-sided job sent to a one-sided Printer.	Verify the Printer has flipper capabilities via the LCD Menu. If Flipper capabilities are present, ensure that the **Print Both Sides** option in the Driver is set correctly. Press the **Resume** button on the Printer's Front Cover to continue printing. To cancel the print, press the **Cancel Print** button from the Driver's display dialog.
No Flip Module (PC Error Message No. 45 and 201)	The desired lamination requires a Flipper Module.	Change the Cartridge location of the Lamination material (if it is dual sided), or buy a Flipper Module.
No iClass Encoder (PC Error Message	You are trying to send encoding data, but the Printer is not configured with this	You are trying to send encoding data, but the Printer is not configured

No. 177)	Encoder type.	with this Encoder type.
No Mag Module (PC Error Message No. 31)	MAG encoding job sent to Printer without MAG encoder. You are trying to send encoding data, but the Printer is not configured with this Encoder type.	
No MiFare Encoder (PC Error Message No. 203)	You are trying to send encoding data, but the Printer is not configured with this Encoder type.	To cancel, click on **Cancel Print**.
No Prox Encoder (PC Error Message No. 32)	You are trying to send encoding data, but the Printer is not configured with this Encoder type.	To cancel, click on **Cancel Print**.
No Ribbon (PC Error Message No. 25)	No Ribbon is installed in the Printer. **OR** Ribbon RFID tag is bad.	Install the correct Ribbon and press the **Resume** button located on the Printer's LCD display. To cancel the print, press the **Cancel Print** button from the Driver's display dialog and the **Cancel** button located on the Printer's LCD display.
No Smart Encoder (PC Error Message No. 33)	You are trying to send encoding data, but the Printer is not configured with this Encoder type.	To cancel, click on **Cancel Print**.
Printing Error (PC Error Message No. 107)	An error was detected during printing.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Reboot Required (PC Error Message Nos. 9, 65, 67, and 163)	Unspecified system error detected by the Printer Firmware.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Reinsert Ribbon (PC Error Message No. 141)	The Ribbon must be reinserted for proper functioning of the Printer.	Reinsert the Ribbon or press **Resume**.
Remove Card (PC Error Message No. 68)	A card is jammed in the Print Station or card flipping area of the Printer.	Clear the jam and press **Cancel**.
Remove Ribbon	The print Ribbon is not installed properly or has been	Verify the correct Ribbon is installed in the Ribbon

	damaged.	Cartridge.
(PC Error Message No. 139)		Remove it and replace it with the correct Ribbon.
Remove Lam Mtl (PC Error Message No. 210)	Single sided Lam job specified but material is loaded in both Modules.	Remove either Lamination Cartridge.
Remove Lam1 Mtl (PC Error Message No. 204)	Single sided lamination on the back side is specified but material is loaded in the Lam 1 Module.	Remove Cartridge 1.
Remove Lam2 Mtl (PC Error Message No. 205)	Single sided lamination on the front side is specified but material is loaded in the Lam 2 Module.	Remove Cartridge 2.
Ribbon Break/Jam (PC Error Message No. 99, 108, and 109)	The Ribbon is not able to find the next panel correctly. Check for jams/breaks.	If jammed, clear the jam. If broken, repair by taping the Ribbon back on to the take-up core. Press **Resume** to continue or **Cancel** to abort.
Ribbon Low (PC Error Message No. 92)	The print Ribbon will soon run out.	If printing a large number of cards, replace the Ribbon now or monitor the Printer until the Ribbon is gone and install a new Ribbon.
Ribbon Miscue (PC Error Message No. 97)	The Ribbon is not able to find the next panel correctly. Check for jams/breaks.	If jammed, clear the jam. If broken repair by taping the Ribbon back on to the take-up core. Press **Resume** to continue or **Cancel** to abort.
Ribbon Out (PC Error Message No. 91, 100 and 101)	The print Ribbon has run out.	Install a new Ribbon and press **Resume** to continue.
Ribbon Tension (PC Error Message No. 98)	The Ribbon tensions may be out of range.	Check and adjust the setting through the TOOLBOX under the Advanced Settings tab. If this problem persists, call for technical assistance. Press **Resume** to continue or cancel to abort.
Ribbon: Wrong Material	The print Ribbon is not installed properly or has been damaged.	Verify the correct Ribbon is installed in the Ribbon Cartridge.

(PC Error Messages No. 93, 122, and 172)		
System Fault (PC Error Message No. 164)	Unspecified system error is detected by the Printer Firmware.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Unable to Feed (PC Error Message Nos. 14 and 81)	The Printer is unable to feed a card from the Card Cartridge.	Verify there are cards in the Card Cartridge. Verify cards are not stuck together or jammed, and they are the correct thickness.
Utility Error (PC Error Message Nos. 129)	Command resulted in an error.	See [Resolving the Communication Errors](#).
Waiting for Data (PC Error Message No. 147)	The Printer has stopped receiving data from the PC.	Reset the Printer and try again. If this problem persists, call for technical assistance.
Wrong Film (PC Error Message Nos. 162 and 163)	The print film installed in the Printer does not match the film type selected in the Printer Driver. **OR** A Self-test job cannot be printed with the print media installed.	Replace film in Printer with type specified in the Driver. A reboot is required.
Wrong Ribbon (PC Error Message No. 93)	The print Ribbon installed in the Printer does not match the Ribbon type selected in the Printer Driver. OR A Self-test job cannot be printed with the print media installed.	Replace Ribbon in Printer with type specified in the Driver.