

## Troubleshooting for P-55 printer

Displayed Error Message	Cause	Corrective action
Error Door Open	The side door open.	Shut the side door correctly.
Error No INK Cartridge	Ink ribbon cartridge is not installed. The ink cartridge was broken.	Install the ink ribbon cartridge to the printer. Use the new ink ribbon cartridge.
Error No INK Ribbon or Error INK Ribbon Jam	The ink ribbon was fully consumed. The ink ribbon was not installed. The rolling of the ink ribbon shifted. (refer to Fig.1) The core of the ink ribbon floated. (refer to Fig.2) The ink ribbon shaft nail was broken. (refer to Fig.3) The ink ribbon jammed. The ink ribbon cartridge was broken.	Install the new ink ribbon. Install the ink ribbon. Install the new ink ribbon. Push and correct the core. Install the new ink ribbon. Install the new ink ribbon. Use the new ink ribbon cartridge.
Error No TFR Cartridge	Transfer ribbon cartridge is not installed. The transfer ribbon cartridge was broken.	Install the transfer ribbon cartridge to the printer. Use the new transfer ribbon cartridge.
Error No TFR Ribbon or Error TFR Ribbon Jam	The transfer ribbon was fully consumed. The transfer ribbon was not installed. The rolling of the transfer ribbon shifted. (refer to Fig.1) The core of the transfer ribbon floated. (refer to Fig.2) The platen roller is dirty. The transfer ribbon shaft nail was broken. (refer to Fig.3) The transfer ribbon jammed. The transfer ribbon cartridge was broken. The ribbon (transfer or ink) is not installed by the new screen. (refer to Fig.4) The Setdata was erased. (Color ribbon use only)	Install the new transfer ribbon. Install the transfer ribbon. Install the new transfer ribbon. Push and correct the core. Clean the platen roller. Install the new transfer ribbon. Install the new transfer ribbon. Use the new transfer ribbon cartridge. Install the ribbon by the new screen. Update the Setdata.
Error Wrong Ribbon Set	The ribbon combination between ink side and transfer side were incorrect. The ribbon shaft flange is dirty. (Photo ribbon use only)	Install the same type of ribbon in each. Clean the ribbon shaft flange.
Error No Disc Adapter	The disc adapter has been removed. The disc adapter was broken.	Put the disc adapter. Install the new disc adapter.
Error RBN-IMG Mismatch	The type of ribbon installed in the P-55 is different from the type of ribbon specified in the print data sent from your computer.	Replace the current ribbon with the same type of ribbon as the one specified in the print data and try printing again.
Error IMG Type too Old	Print data with unidentifiable ribbon type have been sent to the P-55.	Create print data (PRN File) using the latest printer driver.
Error Invalid Setdata	Error occurred in the setdata that had been internally looked up during the printer startup.	Update the Setdata.
Error Hardware 8001	There is the foreign substance in the tray driving area.	Remove the foreign substance.
Error Hardware 8400	The Setdata was erased. (Photo ribbon use only)	Update the Setdata.
Error Hardware 8401	The FIXING ROD remains being installed.	Remove the FIXING ROD.
Error Hardware 8402	There is the foreign substance in the tray driving area.	Remove the foreign substance.
Error Hardware 8600 (or above)	The printer has a problem internally.	Contact the TEAC support.
Error Emergency Stop	A command from the PC forcibly stopped the printer.	Restart the printer and PC. Then try to print again.

**If you can't solve the problem at the above-mentioned, please contact the TEAC support.**

Fig.1 Regarding the rolling gap of the ribbon

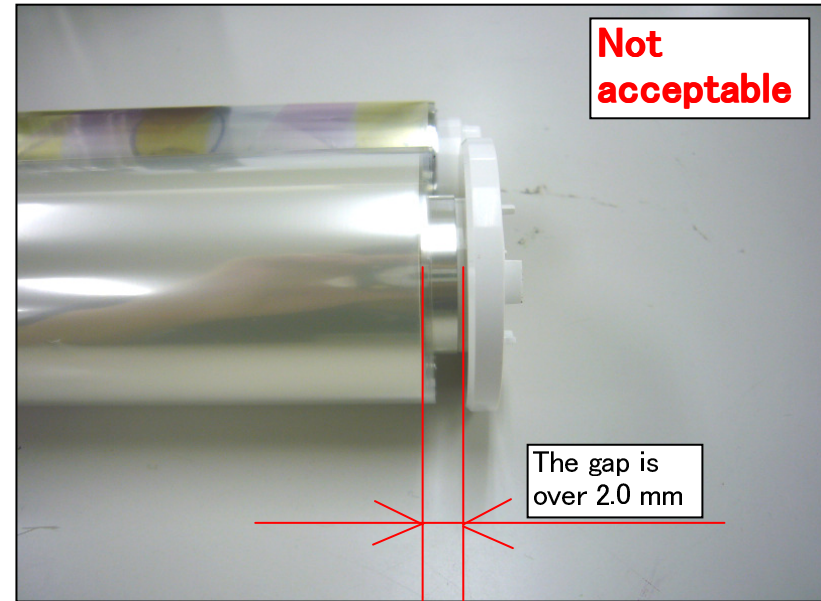
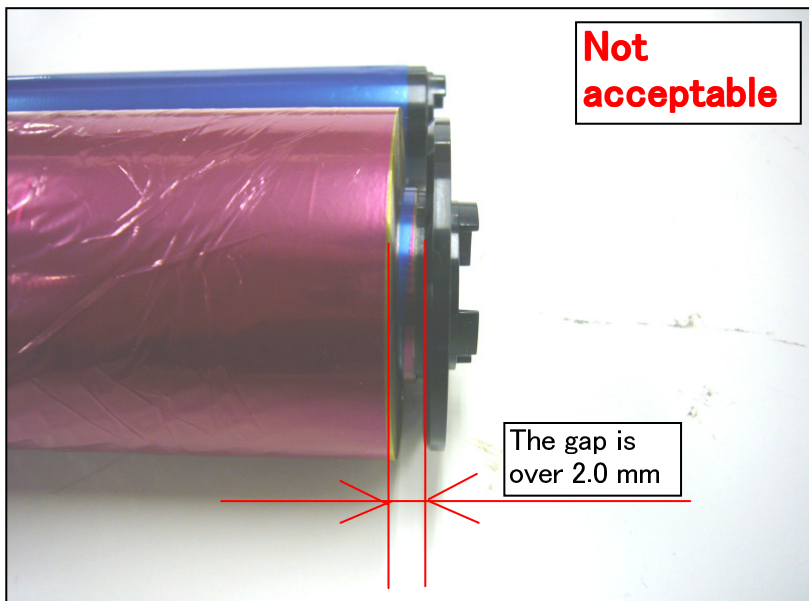
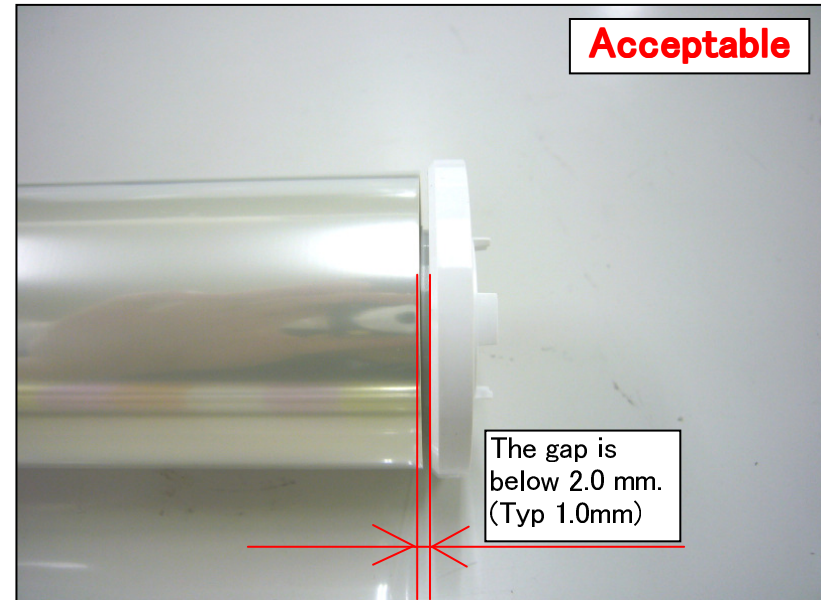
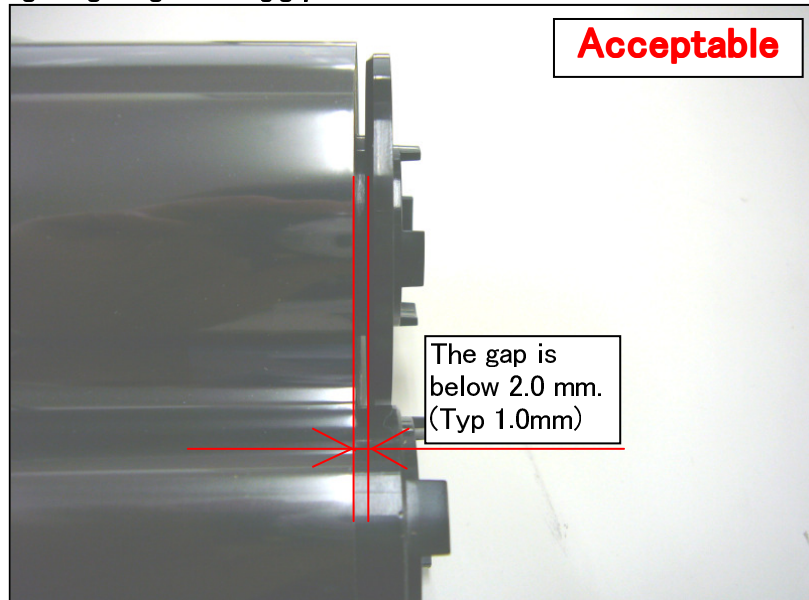
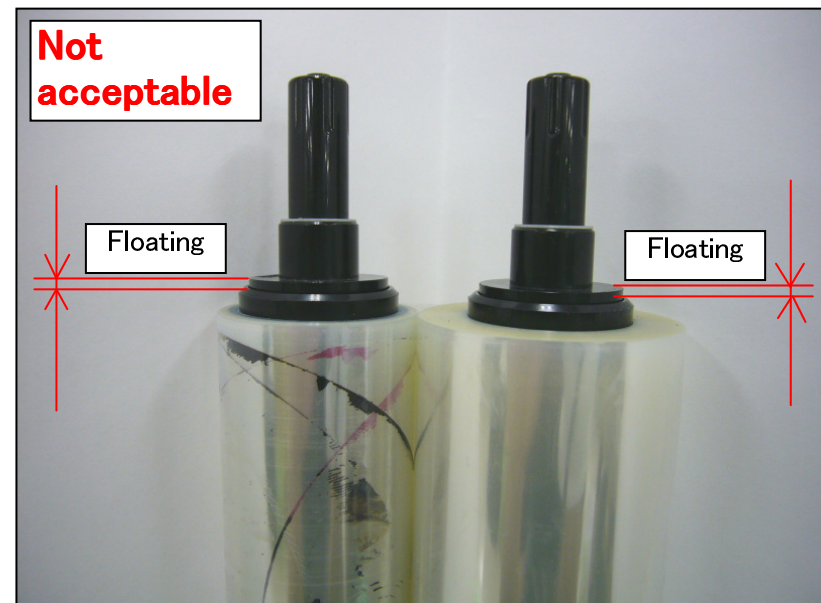
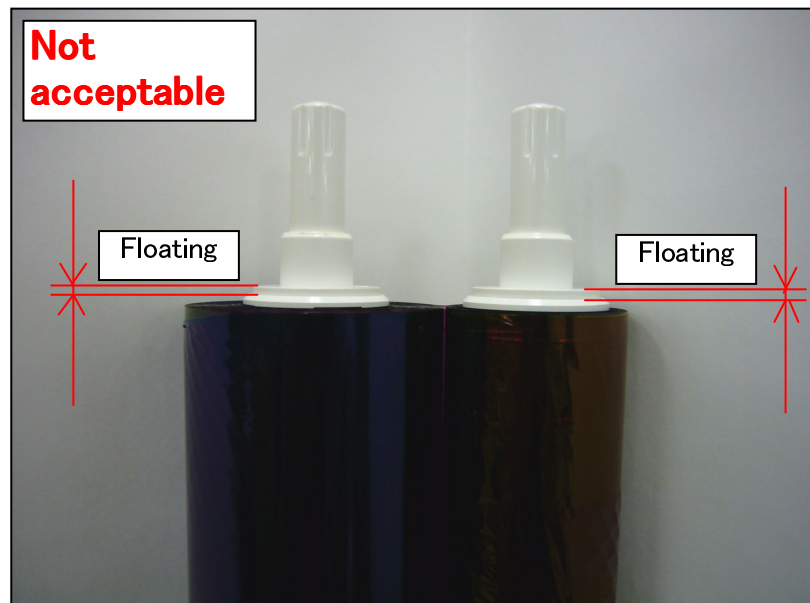
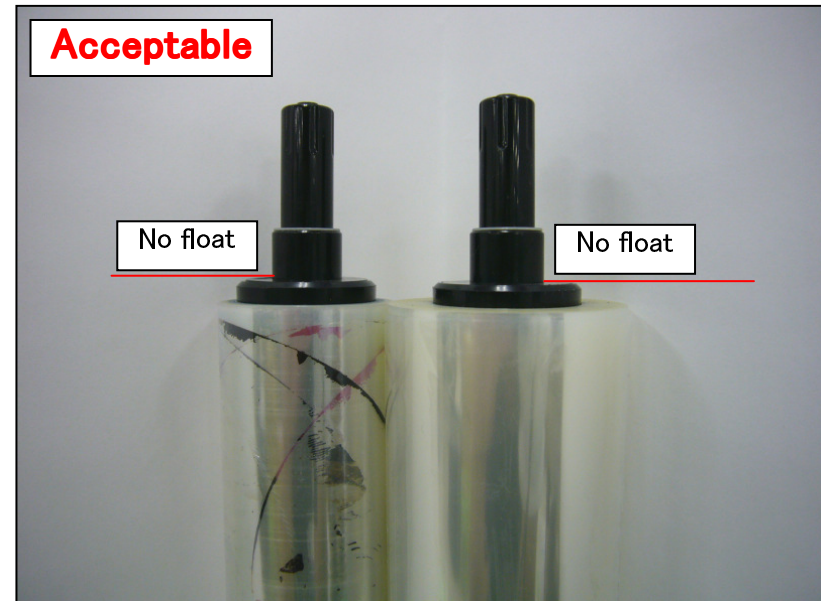
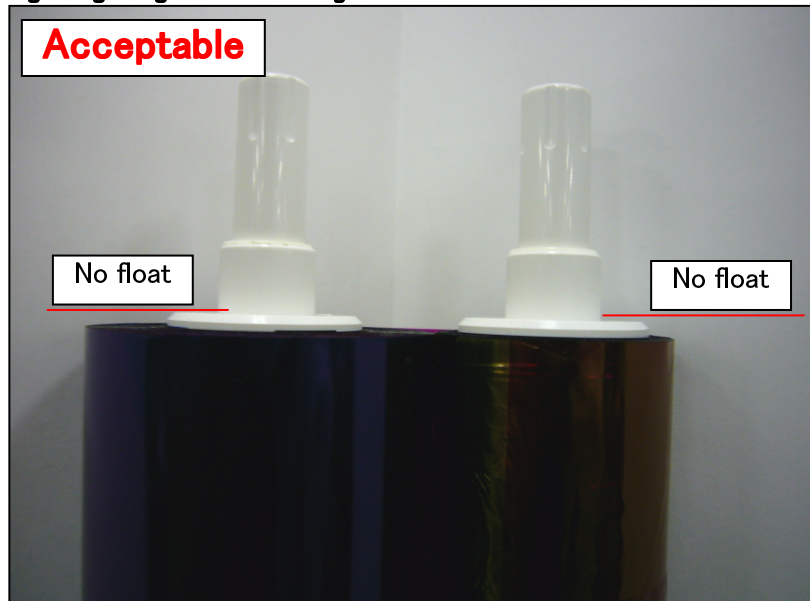


Fig.2 Regarding the core floating of the ribbon





**Fig.3 Regarding the shaft nail breakage**

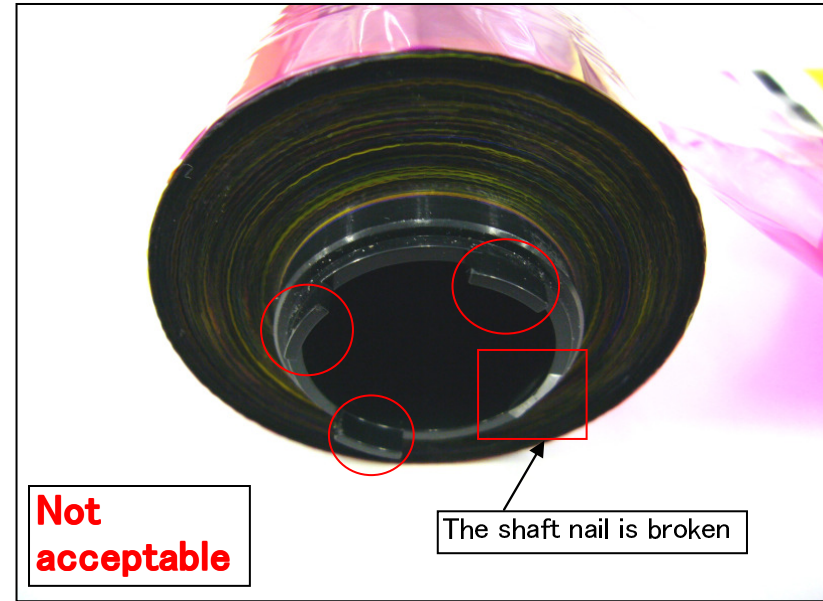
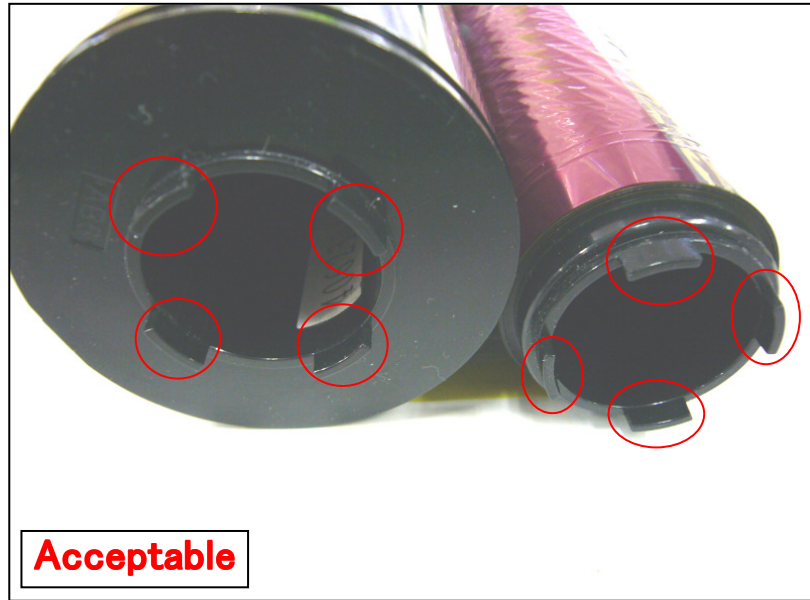


Fig.4 Regarding installing the ribbon to the cartridge

