


## Chapter 11 Troubleshooting



If your IDXPERT™ Handheld Labeler is not performing as documented in this user manual, use the following troubleshooting and error message guides to determine the corrective action you should take. If the corrective action does not work, contact Brady's Technical Support Group.

### Troubleshooting Guide

Symptom	Cause	Corrective Action
Poor quality printing	The print head and platen roller are dirty.	Clean the printer. See <i>Cleaning</i> on page 46.
	Battery power is low.	Replace batteries.
	Wrinkled media.	Press  .
Printer does not power up when turned on	Dead Batteries	Replace batteries.
	No Batteries	Insert batteries.
	A/C adaptor not plugged in.	Ensure A/C adaptor is plugged into a proper outlet.
Printer will not feed labels	The leading edge of the media roll is uneven or torn (not a straight edge).	Use a pair of scissors to cut a straight leading edge on the marker roll.



**WARNING:** When cutting die-cut labels, make sure to cut in between labels. For continuous media, cut just before a notch. DO NOT cut into the notch!

Printer will not feed labels	The leading edge of the media roll is either out past the cartridge edge or has retracted back into it.	Ensure that the media roll edge is flush with edge of cartridge <b>and</b> under the material guides.
Printer will not feed labels	Notch edges may be folded. Printer is not detecting a notch in the media.	Fold left edge back up so that the notch can be read.
Label material has retracted into cartridge	Excessive jarring during transportation of material.	Ensure that retention label is reapplied when storing the cartridge.
Fixed length label text gets cut off	 was not pressed before cutting.	Press  to move the fixed length label to the cut position.
Label material jams in printer	Retaining label was not removed.	Remove retaining label from cartridge before inserting into printer.

## Error Messages

Error Message	Cause	Corrective Action
Head Open	The printer head mechanism is not engaged.	Lock the cartridge locking lever.
Out of Labels	The printer label cartridge is empty.	Install a new label cartridge. See <i>Replace material cartridge</i> on page 7.
No Cartridge	A cartridge is not inserted into printer.	Install a label cartridge. See <i>Replace material cartridge</i> on page 7.
Cannot Fit	The printable information will not fit on current label.	Either reduce the font size of the label data, or use a larger label size.
	The legend rotation was changed and the existing text will no longer fit.	Reduce the font size of the label data, change the rotation, or use a larger label size.
	The currently installed label is too small for legend retrieval.	Install a cartridge containing larger labels. See <i>Replace material cartridge</i> on page 7.
Invalid Label	The printer cartridge is not valid.	Install a new label cartridge. See <i>Replace material cartridge</i> on page 7.