5 Maintenance And Adjustment

5.4 Troubleshooting

Problem		Solution
The printer is switched on but the LED does not light up.	♦	Check the power supply. Please see the Section 2.6
The LED lights up red and printing is interrupted.	♦ ♦ ♦	Check the software settings (driver settings) or command codes. Look for the error alert in the table in Section 3.2. Error Alerts. Check whether the print mechanism is closed correctly. Please see the Section 3.2
The label stock passes through the printer but no image is printed.	♦ ♦ ♦	Please make sure that the label stock is loaded the right way up and that it is suitable material. Choose the correct printer driver. Choose the correct label stock and a suitable printing mode.
The label stock jams during printing.	♦	Clear the paper jam. Remove any label material left on the thermal print head and clean the print head using a soft lint-free cloth dipped in alcohol. Please see the Section 5.1
There is no printed image on some parts of the label.	♦ ♦ ♦ ♦	Check whether any label material or ribbon is stuck to the thermal print head. Check for errors in the application software. Check whether the starting position has been set incorrectly. Check the ribbon for wrinkles.
There is no printed image on part of the label or the image is blurred.	♦ ♦	Check the thermal print head for dust or other dirt. Check the quality of the print medium.
The printed image is positioned incorrectly.	♦ ♦ ♦	Check whether there is paper or dust covering the sensor. Check whether the label stock is suitable. Contact your supplier. Check the paper guide settings.
A label is missed out during printing.	♦ ♦ ♦	Check the label height setting. Check whether there is dust covering the sensor. Run the auto-detection function. Please see the Section 3.3
The printed image is blurred.	♦ ♦ ♦	Check the darkness setting. Check the thermal print head for dust or dirt. Please see the Section 5.1 Check if the ribbon is suitable for label stock.

Notice

* If any problems occur that are not described here, please contact your dealer.