

4 Troubleshooting

This chapter explains corrective actions taken when the printer malfunctions or when an error message is displayed.

Items to check when a malfunction occurs

When the printer malfunctions during operation, take corrective action with reference to the following table. If the corrective action does not solve the problem, consult with the service personnel at the dealer where you purchased the printer.

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Menu Setting Table
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Cleaning (p.52)

| Indication | Check | Corrective action |
|--|---|---|
| The LED do not light up when printer power is connected. | 1) Is the plug of the power cord correctly inserted into the electric outlet? | 1) Insert the plug of the power cord correctly in the electric outlet. |
| | 2) Is the connector of the power cord correctly inserted into the power inlet of the printer? | 2) Insert the connector of the power cord correctly into the power inlet of the printer. |
| | 3) Is the power cord damaged? | 3) Replace the power cord. Consult with the dealer where the printer was purchased to make sure you obtain a cord made especially for the printer. Note: Do not use any power cord except one made especially for the printer. |
| | 4) Is power supplied to the electric outlet the printer is connected to? | 4) Check to make sure power is supplied to the outlet. If there are any problems, make sure power is supplied to the building. Or find out if a power failure has occurred. |
| | 5) Is the main fuse in the building's fuse box burnt out? | 5) If necessary, replace the main fuse in the building's fuse box, and reset the main breaker. Ask a qualified serviceman to carry out the replacement. |
| Paper is feeding, but nothing is printed. | 1) Is the thermal printhead dirty? Is a label stuck to the head? | 1) If it is dirty, remove the dirt with the attached head cleaner. If a label is stuck to the thermal printhead remove it. Note: Do not use a metal object to remove a label stuck to the inside of the printer. (This may damage the thermal printhead.) If adhesive label material is stuck to the thermal printhead, remove it with a soft cloth soaked in ethyl alcohol. |
| | 2) Is the recommended ribbon or a ribbon of the same type used? | 2) Use the recommended ribbon or a ribbon of the same type. |
| The printer is not printing neatly. | 1) Are the media and the ribbon correctly set? | 1) Correctly set the media and the ribbon. |
| | 2) Is the printing density too high or too low? | 2) Set the appropriate printing density using the menu or control software. |
| | 3) Is the platen dirty? Is it deformed? | 3) If it is dirty, clean it with ethyl alcohol. If it is deformed, replace it. Note: Consult with the dealer that supplied the printer concerning the replacement. |

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Adjustment (p.51)*

*Ribbon Tension
Adjustment (p.50)*

*Setting the Ribbon
(p.26)*

| Indication | Check | Corrective action |
|---|--|--|
| The printer is not printing neatly. | 4) Is the thermal printhead dirty? Is a label stuck to the head. | 4) If it is dirty, remove the dirt with the attached head cleaner. If a label is stuck to the head, remove it. Note: Do not use a metal object to remove a label stuck to the inside of the printer. (This may damage the thermal printhead.) If adhesive label material is stuck to the print head, remove it with a soft cloth soaked in ethyl alcohol. |
| | 5) Is the recommended ribbon or a ribbon of the same type used? | 5) Use the recommended ribbon or a ribbon of the same type. |
| | 6) Is the thermal printhead in the correct position for the media that is used? | 6) Adjust the offset of the thermal printhead with the media thickness adjustment dial. |
| | 7) Is the printer's head pressure balance correct for the width of the media that is used? | 7) Adjust the thermal printhead pressure with the media width adjustment dial. |
| The printing position changes. | 1) Are the media and the ribbon correctly set? | 1) Correctly set the media and the ribbon. |
| | 2) Is the platen dirty? Is it deformed? | 2) If it is dirty, clean it with ethyl alcohol. If it is deformed, replace it. Note: Consult with the dealer that supplied the printer concerning the replacement. |
| | 3) Are the data contents and the command signals from the host appropriate? | 3) If an error message is displayed, check the content of the software and the communication status set by the host computer. |
| | 4) Are the menu values set appropriately? | 4) Set the correct menu values using the operating panel or the host computer. |
| | 5) Are the sensitivities of the media sensors appropriate for the media that is used? | 5) Set the media sensitivity to appropriate values. If this does not solve the problem, change the "Sensor level" that is set in the "System setup." |
| The ribbon is wrinkled | 1) Is the ribbon tension suitable for the ribbon that is used? | 1) Adjust the tension with the ribbon tension adjustment knob. |
| | 2) Is the ribbon used correctly balanced to the right and left? | 2) Adjust the left - right balance with the ribbon balance adjustment knob. |
| | 3) Is the printing density too high? | 3) Set the appropriate printing density using the menu or control software. |
| | 4) Are the media and ribbon the recommended products or equivalent products? | 4) Use the recommended products or equivalent products. If this does not correct the problem, contact a service representative. |
| The ribbon slips (ribbon dirt is produced.) | 1) Is the ribbon tension suitable for the ribbon that is used? | 1) Adjust the tension with the ribbon tension adjustment knob. |
| The ribbon does not wind. | 1) Is the ribbon set in the correct course? | 1) Set the ribbon in the correct course. |
| | 2) Is the ribbon winding direction reversed? | 2) Set the correct winding direction. |