Chapter 4. Error Handling

Printer Status lamps are displayed in red

When the error happens, the details of the error can be confirmed with the printer status lamps.

Printer Status Lamps and Paper Setting Lamp display ●:on、 ○:off、 ＊:flashing

／ : Indicates that irrespective lit

LED Display			Status	Corrective Action
MEDIA	ERROR	PAPERSET		
／	＊	／	The drawer unit is opened.	Close the drawer unit.
○	●	＊	Paper jam occurred.	Remove the paper. If paper jam occurs frequently, consult with the service center.
○	●	●	Trouble of printer control board. The printer mechanical section is faulty.	If it occurs frequently, consult with the service center.
＊	●	／	The ink ribbon set is not supported.	Ink ribbon or printer abnormality is assumed. Consult with the Service Department.
●	●	○	Paper is not set. Out of paper.	Set paper. Replace paper.
●	●	●	The ink ribbon is not loaded. Ribbon Empty.	Set the ink ribbon. Replace the ink ribbon.

Failure Symptoms

When detecting a failure symptom, check the printer using the following table.

Symptom	Action
Power is not turned on.	• Check if the power cable is connected to the plug socket or the printer.
The personal computer does not recognize the printer.	• Check if the USB cable is connected to the personal computer or printer.
The printer does not become ready.	• Check if the drawer unit is closed. • Check if paper is jammed in the printer. • When the paper setting lamp is blinking, remove the edge of the paper until the paper setting lamp goes off.
The drawer unit does not open.	• Check if the printer is installed in a flat location. • Check if any object is placed in front of the front cover.
A straight stripe area is not printed.	• The thermal head may be dirty.　Clean the thermal head as described in Chapter 3, "Routine Maintenance". • If the blank area remains after cleaning the thermal head, the head may have been disconnected. Consult with the Service Department.
Dotted areas are not printed.	• The cleaning roller may be dirty. Clean the thermal head as described in Chapter 3, "Routine Maintenance".