



TROUBLESHOOTING

LED STATUS AND COLOR	PRINTER STATUS	RESOLUTION
NONE	OFF	1. Check power connection from the A.C. outlet to power supply to printer.
Solid Green	CONSTANT	1. Printer printing (normal operation). 2. Printer paused; ready to receive data (normal operation). 3. Printer paused; waiting for user action (for example, to take a dispensed label or to tap the feed button).
Solid Amber	CONSTANT	1. The cover open sensor is active. Press top cover to close and lock. 2. Printer has a syntax or command error. Check program and resend print job.
RED	BLINKING	1. Firm download in progress. Indicator lights red, then green. 2. Signal to begin media length sensing after turning ON printer. Release the feed button.
	CONSTANT	1. Media is out. Reload a new supply. Press feed button to continue. 2. Power-up failure. Switch power OFF then back ON. 3. Printer ready to receive flash programming during firmware download.

PROBLEM	RESOLUTION
Media does not advance.	1. Check interface cable connections from computer to printer. 2. Make sure top cover is locked closed. 3. Check that labels are correct. 4. Verify media has print surface up for printing. 5. Printer has a syntax or command error. Check program and re-send print job.
Media moves but nothing is printed.	1. Verify that the labels are the correct type (thermal transfer or direct thermal). 2. Check that the roll is loaded with the thermal side facing up. 3. Clean the print head with cleaning pen. 4. Ensure top cover is locked closed.
Printing is faded or poor.	1. Clean the print head with cleaning pen. 2. Adjust print speed/darkness in software. 3. Check the media and verify that print surface is facing up. 4. Check that correct thermal media is in use.
Prints only partial label or skips a label.	1. Perform media length sensing. 2. Label caught on print head. 3. Top cover is not properly latched. 4. Possible software problem. Check the printer memory configuration. Refer to the programming manual.
Printing stop and indicator lights amber or red.	1. Perform media length sensing. 2. Possible problem with label stock. Use only approved labels and tags. 3. Possible label jam. 4. Insufficient memory for label size. Check the printer memory configuration. 5. Possible software problem. Refer to the programming manual.