

# Troubleshooting

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Many of the faults and problems which may occur while using the printer are minor problems which you can solve yourself. The following chapter should help you to distinguish between a simple operating error and a major malfunction.


This chapter provides information on the rectification of faults without the assistance of specially trained personnel. Follow the advice and tips in this chapter if your printer is not working correctly.

Important notes on the care and maintenance of your printer can be found at the end of this chapter.




**Repairs should only be performed by authorised service personnel.**

## General print problems

Problem	Corrective action
<p><b>The display remains dark</b> The printer is switched on, but nothing happens (nothing is displayed, no noise).</p>	<p>Switch off the printer and proceed as follows:</p> <ol style="list-style-type: none"> <li>1 Check that the power plug is correctly connected to the socket on the printer.</li> <li>2 Check that the power plug is seated properly in the wall socket.</li> <li>3 Switch on the printer again. If the printer is now connected correctly, the printer initializes and text is shown on the display.</li> </ol> <p>If these steps do not eliminate the fault:</p> <ul style="list-style-type: none"> <li>▶ Replace the power cord and repeat step 3.</li> <li>▶ Check whether the fuse is faulty and if so exchange it.; see <a href="#">Replacing the fuse</a>.</li> <li>▶ Check that power flows at the socket e.g. using a desk lamp, if necessary use a different socket and repeat step 3.</li> <li>▶ Contact your dealer if the printer cannot be powered up.</li> </ul> <p> <b>Do not attempt to open the printer. You might suffer an electric shock.</b></p>
<p><b>The display is lit, but the printer does not print</b></p>	<ol style="list-style-type: none"> <li>1 Check that the printer is <b>Online</b>. If the displays shows <b>Offline</b>, then press the key <b>Online</b>. Try to print again.</li> <li>2 Check the connection from the printer to the computer (interface cable): <ul style="list-style-type: none"> <li>▶ Check that the interface cable is properly connected to the computer and to the printer.</li> <li>▶ Check that it is the correct interface cable for your printer. Information</li> <li>▶ on the interface is located in the section <a href="#">Connecting the printer</a>, and in chapter <a href="#">Interfaces</a>.</li> <li>▶ Check that the printer is properly adapted to the computer (configured). Refer to section <a href="#">The control panel</a>. Check the parameter set in the <b>Setup</b> menu under <a href="#">Settings for interfaces (I/O)</a>, and if necessary correct it.</li> </ul> </li> <li>3 Check whether the printer is working properly. To do this, print out a copy of the menu; siehe <a href="#">Printing out menu configurations (Print)</a>.</li> <li>4 Check that the top cover is closed.</li> <li>5 Check that paper is inserted and loaded. Refer to the section <a href="#">Loading paper</a>.</li> </ol>

Problem	Corrective action						
<p><b>Problems with the paper feed</b> The paper is not fed in</p>	<ol style="list-style-type: none"> <li>1 Check that the display shows the correct paperway, if necessary select the correct paperway with the key <b>Park</b>. If you wish to use optional paper types, make sure they are correctly installed.</li> <li>2 Make sure that the paper guide is correctly adjusted at the side.</li> </ol> <p><b>i</b> <b>When having torn off the fanfold paper the fanfold paper moves to the park position.</b> If necessary, drive the remaining paper manually to the park position with the ↓ key.</p>						
<p><b>Paper jam</b></p>	<ol style="list-style-type: none"> <li>1 Open the top cover. If a paper jam should occur, then remove the jammed paper by tearing it off at the tear off edge (the tear off edge is located at the outfeed for the fanfold paper).</li> <li>2 Press the key to transport the paper backwards.</li> <li>3 You may support the paper return feed by cautiously pulling the paper in the correct direction.</li> </ol> <p>Before you replace the fanfold paper, refer to the instructions in the section <i>Loading paper</i>.</p> <p>You should pay special attention to the following points:</p> <ul style="list-style-type: none"> <li>▶Insert the paper straight.</li> <li>▶After inserting the paper, close the tractors.</li> <li>▶Adjust the tractors, the paper should be positioned in the tractors straight but without tension.</li> <li>▶Adjust the printhead gap to the paper thickness (if AGA=Off).</li> <li>▶Set the parameter Head-up to <b>On</b>, see section <i>Increasing the printhead gap (Head up)</i>.</li> <li>▶Clean upper friction, see section <i>Cleaning the upper friction</i>.</li> </ul>						
<p><b>Does not or intermittently not print with the internal Ethernet interface (ETH-INT)</b></p>	<ol style="list-style-type: none"> <li>1 Check if a proper interface cable is used: Cat.5e, 100 MHz</li> <li>2 Check if the connected switch or hub is set like the printers interface e.g. <table border="0" style="margin-left: 40px;"> <tr> <td style="padding-right: 20px;">Switch</td> <td>Printer</td> </tr> <tr> <td style="padding-right: 20px;">100 MHz, Full duplex</td> <td>100/Full</td> </tr> <tr> <td style="padding-right: 20px;">or Autosense</td> <td>Autosensing</td> </tr> </table> </li> <li>3 Refer to the printers menu. In the printout of the menu settings the actual connection link status is reported.</li> <li>4 The LED next to the RJ45 connector are indicating the link status of the ETH-INT.  green off: no link  green flash: link  orange off: half duplex  orange on: full duplex </li> </ol>	Switch	Printer	100 MHz, Full duplex	100/Full	or Autosense	Autosensing
Switch	Printer						
100 MHz, Full duplex	100/Full						
or Autosense	Autosensing						

## Problems with the print quality

Problem	Corrective action
<b><i>Print is too pale</i></b>	<ol style="list-style-type: none"> <li>1 The ribbon is used up or the ribbon cassette is not correctly fitted. Refer to the section <i>Inserting the ribbon cassette</i>.</li> <li>2 The printhead to platen gap is not correctly set, refer to the section <i>Setting the print head gap</i>.</li> <li>3 For printers with the AGA = ON: Enter a correction value &lt;0. See the section <i>Setting the print head gap</i>, (page 43).</li> </ol>
<b><i>Smudged print</i></b>	<ol style="list-style-type: none"> <li>1 The ribbon is damaged (e.g. frayed). Change the ribbon as described in the section <i>Inserting the ribbon cassette</i>.</li> <li>2 The printhead gap is too small, increase the gap. See the section <i>Setting the print head gap</i>.</li> <li>3 For printers with the AGA = ON: Enter a correction value &gt;0 (correction value 0 to +10). See the section <i>Setting the print head gap</i>, (page 43).</li> </ol>
<b><i>Prints undefined characters</i></b>	<ol style="list-style-type: none"> <li>1 Check that the interface plug is correctly connected to the computer and to the printer.</li> <li>2 Check that the proper emulation and the correct character set (country, CG table or character set) is selected in the <b>Setup</b> menu.</li> <li>3 Check the length of the interface cable, see section <i>Interface specifications</i>.</li> <li>4 Set <b>CX-bid</b> in the advanced menu to <b>Off</b>, see section <i>Bidirectional parallel interface (CX-bid)</i>.</li> <li>5 Check that the printer is properly adapted to the computer (configured). Refer to section <i>The control panel</i>. Check the parameter set in the <b>Setup</b> menu under <i>Settings for interfaces (I/O)</i>, and if necessary correct it.</li> </ol>
<b><i>The first line is not completely printed out at the top</i></b>	Check the function FormAdj. Refer to the section <i>First printing position (FormAdj)</i> .
<b><i>Dots within characters are missing</i></b>	<ol style="list-style-type: none"> <li>1 Check whether the ribbon is damaged, if necessary replace it; see the section <i>Inserting the ribbon cassette</i>.</li> <li>2 Set the correct printhead gap.</li> <li>3 Check whether the platen is damaged.</li> <li>4 Check whether the printhead is damaged.</li> </ol> <p> <b>Only use genuine ribbon cassettes. In case of points 3 or 4, please contact your dealer.</b></p>

## Error messages via the display

Message	Possible cause	Corrective action
Eject Error	The printer cannot eject the paper or cannot place the paper in the park position.	<p>Check the following:</p> <ul style="list-style-type: none"> <li>▶Whether the paper path is blocked by a foreign object.</li> <li>▶Whether the paper is damaged.</li> <li>▶Whether the upper friction is down and clicked into place.</li> <li>▶Whether the printhead gap is too small; see section <i>Setting the print head gap</i>.</li> </ul>
Load Error	The printer cannot feed in the loaded paper.	<p>Check the following:</p> <ul style="list-style-type: none"> <li>▶Whether the paper path is blocked by a foreign object.</li> <li>▶Whether the paper is damaged.</li> <li>▶Whether the tractors are closed and locked.</li> <li>▶Whether the paper is too tight or loose.</li> <li>▶Whether the paper is within the specified range.</li> </ul> <p>Details see section <i>Loading paper</i>.</p>
<p>Load paper from ...</p> <p>alternating with</p> <p>Printing</p>	The paper has run out during operation.	<ol style="list-style-type: none"> <li>1 Printer is switched on but no paper is loaded in the displayed (active) paper compartment.</li> <li>2 The paper is not fed past the light barrier.</li> </ol> <ul style="list-style-type: none"> <li>▶Insert paper in the active sheet feeder.</li> <li>▶Place the paper more to the left.</li> </ul> <p>If the display shows <b>Online</b> or <b>Offline</b> instead of <b>Print</b>, the printer has loaded no paper and there is no print job. It is no error message in this case, actions are not required.</p>
Paper Jam	Paper jam.	<ul style="list-style-type: none"> <li>▶Eliminate the paper jam detected by the paper motion sensor. For the procedure, see <i>Paper jam</i>.</li> </ul>
Cover open	Top cover is open.	<ul style="list-style-type: none"> <li>▶Close the top cover.</li> </ul>

Message	Possible cause	Corrective action
Hardware Alarm	Internal hardware error.	<ul style="list-style-type: none"> <li>▶ Try switching off and on.</li> <li>▶ Check if changes to options have been previously carried out.</li> <li>▶ Note down the display message. Contact your dealer.</li> </ul>
Parity Error	Transmission error from computer to printer via the optional serial interface.	<ul style="list-style-type: none"> <li>▶ Compare the interface configuration of your printer with the settings of your computer (protocol), see <i>Interfaces</i>.</li> <li>▶ Check the cable, if necessary replace it.</li> <li>▶ The cable exceeds the maximum allowed length, see <i>Interface specifications</i>.</li> </ul>
Frame Error	Transmission error (serial interface).	<ul style="list-style-type: none"> <li>▶ Compare the format setting of your printer with the setting of your computer.</li> <li>▶ Check the permissible cable length, see <i>Interface specifications</i>.</li> <li>▶ See parity error.</li> </ul>
Overrun Error	Received data which has not yet been printed is overwritten with new data.	<ul style="list-style-type: none"> <li>▶ If an optional serial interface is installed: Check that the correct busy protocol (e.g. XON XOFF) is set in the menu <b>Serial interface, protocol</b>, see <i>Protocol (Protocol)</i>.</li> <li>▶ Check the interface cable, see section <i>Connecting the printer</i>, and <i>Interfaces</i>.</li> </ul>
Paperwidth Error Press Online	A print job exceeds the paper width with the automatic paper width detection active.	<ul style="list-style-type: none"> <li>▶ Cancel the print job or load suitable paper, see also <i>Automatic paper width detection (APW)</i>.</li> <li>▶ Try shifting the paper slightly to the right.</li> <li>▶ Try shifting the paper slightly to the left.</li> <li>▶ Check if the setted paper width in your driver and application.</li> </ul> <p>If this message appears although the loaded paper is wide enough, please contact your technical service.</p>
Head Hot	The printer prints at lower speed.	<ul style="list-style-type: none"> <li>▶ No action required.</li> </ul> <p>When this message comes up even in a "cold" printer, please contact your</p>

Message	Possible cause	Corrective action
AED Error	<p>Only if an automatic cutting device is installed.</p> <p>No standard paper, transport holes are not like standard.</p> <p>Paper moved too far to the right.</p> <p>Paper width sensor defect.</p>	<p>technical service.</p> <ul style="list-style-type: none"> <li>▶Remove all paper from the printer, align paper correctly on the left side.</li> <li>▶Use different paper.</li> <li>▶Disable the AED sensor, see <i>Automatic detection of the top paper margin (AED)</i>.</li> </ul> <p>If you cannot remove the error, please contact your technical service.</p>
PW Sensor defect	<p>Paper moved too far to the right.</p> <p>Preprinted black area on the left side of the paper.</p> <p>Paper width sensor defect.</p>	<ul style="list-style-type: none"> <li>▶Remove all paper from the printer, align paper correctly on the left side.</li> <li>▶Use different paper.</li> <li>▶Disable the APW sensor, see <i>Automatic paper width detection (APW)</i>.</li> </ul> <p>If you cannot remove the error, please contact your technical service.</p>
Check Ribbon	<p>The ribbon misses, is damaged and blocked or a non-genuine ribbon is installed.</p>	<ul style="list-style-type: none"> <li>▶Only use genuine ribbon cassettes of the manufacturer.</li> </ul> <p><b>i</b> <b>During the process of initialization after powering on, the printer checks if a ribbon cassette is installed. It also checks during the execution of a print job the operativeness of the ribbon cassette. These functions mandatory require the use of the manufacturers original ribbon cassettes <i>Accessories</i>.</b></p> <ul style="list-style-type: none"> <li>▶Replace the ribbon.</li> <li>▶Check that the print head carriage moves easily.</li> </ul>

## Additional display messages

These are not error messages, they give operating instructions and information from the printer to the user.

Message	Possible cause	Corrective action
	—	▶To proceed press any key.
Loading Default	The factory-set parameters are loaded and are written into all menus.	▶No action required.
Park position	You are informed when the fanfold paper is in the park position.	▶No action required.
Tear paper off	Note for the operator to tear off the paper automatically positioned at the tear off edge.	▶Tear paper off.
Load paper from ...	Paper is not available in the selected paper path (... indicates the active paper path). Data is in the interface receiver buffer.	▶Load paper, see section <i>Loading paper</i> .



**If messages appear which are not described here, please contact your customer service representative with exact details of the message.**