



PRINTEK MOBILE™

I80 Series

A. Troubleshooting

When encountering problems, the cause may be the printer or may sometimes be due to other problems with your system. Please review the following tables to solve common problems you may encounter with your printer. You may also visit www.printek.com for additional “FAQ’s” that may assist you.

If you are still unable to solve your problem, please contact the company from whom you purchased your printer since they are most familiar with your systems. If they are unable to help you, please contact Printek.

I. General Error Conditions

Whenever the printer detects an error condition the Alert (red) Indicator will either flash or stay on. In some cases, the audible alarm will also sound. Please refer to the following table for a list of what causes these conditions and how they may be corrected.

Error Indicator	Possible Cause	Solution
Flashes	Paper Out or Paper Door not fully closed	Make sure the door is fully closed by opening the door and closing it again until the door “clicks” closed. Check the platen roller for damage.
Stays On, With Alarm	Print job too large for printer memory	Divide long documents into individual pages. Printer power must be cycled to clear error.

II. Fault Description and Resolution

Problem	Possible Cause	Solution
Printer will not turn on	AC adaptor not plugged in	Ensure plug is fully into connector.
Printer turns itself off	Electrostatic discharge	May occur in extreme low humidity conditions. Turn printer back on with power button
Poor print quality	Print head dirty	Clean print head. Refer to Maintenance section of this document.
	Poor quality or "old" paper	Verify paper from approved source. Try new roll of paper
	Obstruction in paper path or paper improperly installed	Check paper path and reinstall paper.
Paper not feeding	Poor quality paper	Verify paper from approved source
Paper does not advance to black mark reliably	Dirty Black Mark/Paper Sensor	Clean sensor
	Black mark density/contrast	Adjust Mark Sensitivity as described to Device Menu Settings
Print is compressed vertically	Poor quality paper	Verify paper from approved source
	Heavy or thick forms or specialty paper with slick finish	Lower the Max Paper Speed as described in the Device Config Menu.

B. Obtaining Service

If service is required for your printer, please contact the company where you purchased your printer.

If they are unable to assist you, contact Printek retailer to obtain a Return Authorization Number. Printers without Return Authorization will not be accepted.