



PRINTEKMOBILE™

MLP-35

Troubleshooting

Problem	Possible Cause	Solution
Press the power button and the printer does not work.	The battery has not been installed correctly.	Install the battery correctly.
	The battery has run out of power.	Charge immediately.
Printer automatically shuts down.	The battery has run out of power.	Charge or replace the battery immediately.
	Electrostatic discharge	Restart the printer.
The power light is off when the power adapter is connected.	Power adapter does not power on.	Check if the power adapter is properly connected.
	Power adapter is damaged.	Use the voltmeter to check if the adapter voltage is 5VDC
	The battery has not been installed correctly.	Install the battery correctly.
Cannot charge the battery.	Battery damage or adapter has quality issue.	You can try to replace battery or adapter.
Poor print quality or ink fades.	Mechanism contaminated with paper dust.	Clean the mechanism. Cleaning pens available from Printek.
	Quality problems of printing Paper	Please purchase approved Media.
No paper feeding.	There is a jam in the paper path, or the media is loaded in reverse.	Check the paper path and install the media again.
	Poor quality of printing paper	Please purchase approved Media.
	Paper door is not closed.	Be sure the paper door latches when closing.
Only feeding paper, no printing.	The media is loaded in reverse.	Load the paper correctly according to this user guide.
Can't feed the paper steadily to the label.	Label / Media Sensor contaminated	Cleaning sensor
	Printer does not power on to setup the label Paper fully.	Restart the printer.
	Label threshold is incorrect.	Adjust label threshold
The printer is not stable or prints all the content together.	Poor quality of printing paper	Please purchase approved Media.
	Use the media with sliding layer.	Reduce maximum print speed
	Paper door is not closed.	Be sure the paper door latches when closing.

Problem	Possible Cause	Solution
The printout is garbled.	Emulation language or data code system is not correct.	Setup the correct emulation language and data code system.
The printer accepted the print data but did not print it.	Low voltage	Please check and charge.
	Media has not been properly loaded.	Properly load media.
	Emulation language or data code system is not correct.	Setup the correct emulation language and data code system.
The printer is not printing through the optional interface.	The interface setting is not correct.	Print the self-test page and correct the interface setting.

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.