Thermal Transfer Printer

TT4000+ Series

User Manual

HellermannTyton

Stand: 08/09

Operator's Manual for the following products:

TT4000+300 dpi
TT4000+600 dpi

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1. Information on the technical documentation

1.1. Structure and Navigation

Important information and instructions in this documentation are designated as follows:

The documentation for the thermal transfer printer **TT4000+** is comprised of the following parts:

- **Operating Instructions**
  This is included in printed form in the scope of delivery and is directed toward persons who operate the label printer and perform basic maintenance and service work on the printer
- **Configuration Instructions**
  These are available on request at HellermannTyton and are directed toward persons who set up, configure and perform more extensive maintenance and service work on the label printer.
- **Service Instructions**
  These are available on request at HellermannTyton and are directed toward trained service personnel who maintain and repair the label printer.

1.2. Warning symbols and other identification objects

Important information and instructions in this documentation are designated as follows:

	**DANGER!** Draws your attention to an exceptionally grave, impending danger to your health or life.
	**WARNING!** Indicates a hazardous situation that could lead to injuries or material damage.
	**ATTENTION!** Draws attention to possible dangers, material damage or loss of quality.
	**NOTICE!** Gives you tips. They make a working sequence easier or draw attention to important working processes.
	**ENVIRONMENT!** Gives you tips on protecting the environment.
►	Handling instruction
→	Reference to section, position, illustration number or document.
*	Option (accessories, peripheral equipment, special fittings).
Menu	Information in the display.

1.3. Intended Use

- The device is manufactured in accordance with the current technological status and the recognized safety rules. However, danger to the life and limb of the user or third parties and/or damage to the device and other tangible assets can arise during use.
- The device may only be used for its intended purpose and if it is in perfect working order, and it must be used with regard to safety and dangers as stated in the operating manual
- The device printer is intended exclusively for printing suitable materials that have been approved by the manufacturer. Any other use or use going beyond this shall be regarded as improper use. The manufacturer/supplier shall not be liable for damage resulting from unauthorized use; the user shall bear the risk alone.
- Usage for the intended purpose also includes complying with the operating manual, including the manufacturer‘s maintenance recommendations and specifications.

NOTICE!
The complete documentation is included in the scope of delivery on CD ROM, and can also currently be found in the Internet. www.HellermannTyton.co.uk/downloads

2. Safety and Environment

Read these operating instructions carefully before using the label printer for the first time. The operating instructions describe all of the functions of the label printer during operation. The available functions depend on the version used for a specific job.

2.1. Safety instructions

- The device is configured for voltages of 100 to 240 V AC. It only has to be plugged into a grounded socket.
- Only connect the device to other devices which have a protective low voltage.
- Switch off all affected devices (computer, printer, accessories) before connecting or disconnecting.
- The device may only be used in a dry environment, do not expose it to moisture (sprays of water, mists, etc.).
- Do not use the device in an explosive atmosphere.
- Do not use the device close to high-voltage power lines.
- If the device is operated with the cover open, ensure that people‘s clothing, hair, jewelry etc. do not come into contact with the exposed rotating parts.
- The device or parts of it can become hot while printing. Do not touch during operation, and allow to cool down before changing material and before disassembly.
- Risk of crushing when closing the cover. Touch the cover at the outside only. Do not reach into the swivel range of the cover.
- Perform only those actions described in this operating manual. Work going beyond this may only be performed by trained personnel or service technicians.
- Unauthorized interference with electronic modules or their software can cause malfunctions.
- Other unauthorized work on or modifications to the device can also endanger operational safety.
- Always have service work done in a qualified workshop, where the personnel have the technical knowledge and tools required to do the necessary work.
- There are various warning stickers on the device. They draw your attention to dangers. Warning stickers must therefore not be removed, as then you and other people cannot be aware of dangers and may be injured.
- The maximum sound pressure level is less than 70 dB(A).

DANGER!
Danger to life and limb from power supply.
► Do not open the device casing.

2.2. Environment

Obsolete devices contain valuable recyclable materials that should be sent for recycling.

► Send to suitable collection points, separately from residual waste. The modular construction of the printer enables it to be easily disassembled into its component parts

► Send the parts for recycling.
The Electronic circuit board of the device is equipped with a lithium battery

► Take old batteries to collection boxes in shops or public waste disposal centres.

3. Installation

3.1. Unpacking the Printer

→ Lift the printer out of the box using the hand grips.
→ Check the printer for damage which may have occurred during the transport.
→ Please check the carton for completeness

Scope of delivery

- Thermal transfer Printer
- Empty ribbon reel mounted on the ribbon take-up hub
- Tear-off plate
- Power Cable
- Drivers on CD-ROM
- USB-cable

NOTICE!
Please keep the original packaging in case the printer must be returned.

3.2. Setting-up the Printer

DANGER!
The device and printing materials will be damaged by moisture and wetness.
► Set up label printers only in dry locations protected from splash water.

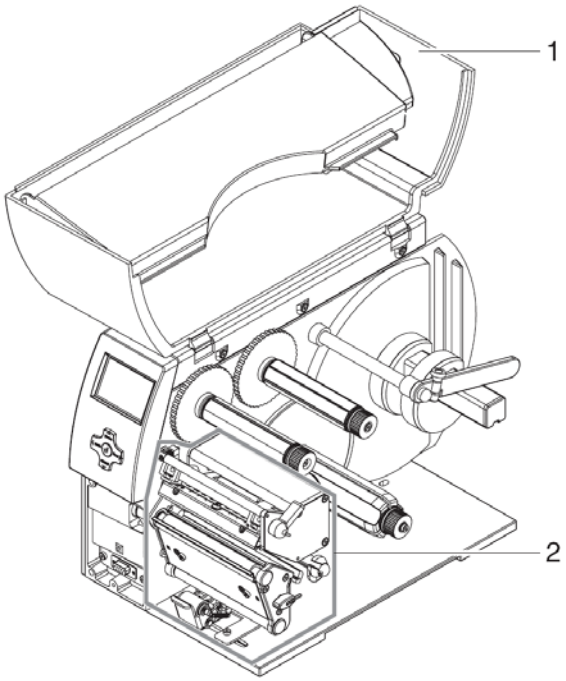
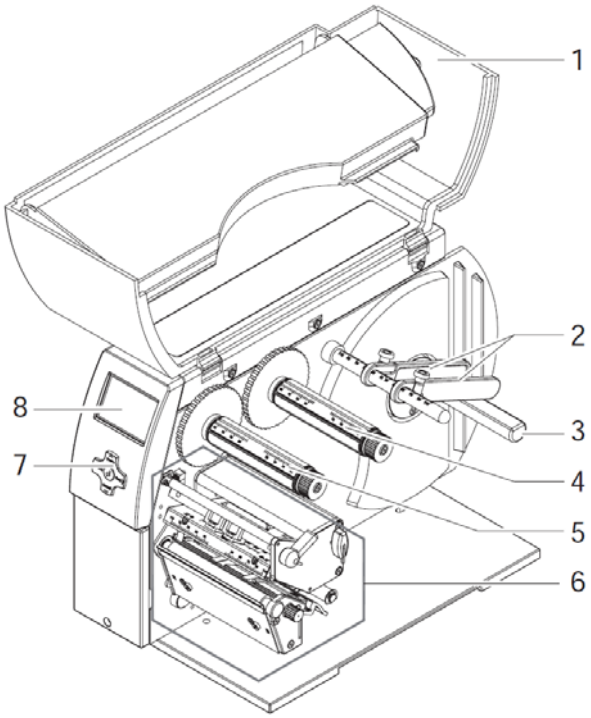


Figure 1 Remove transportation safeguards

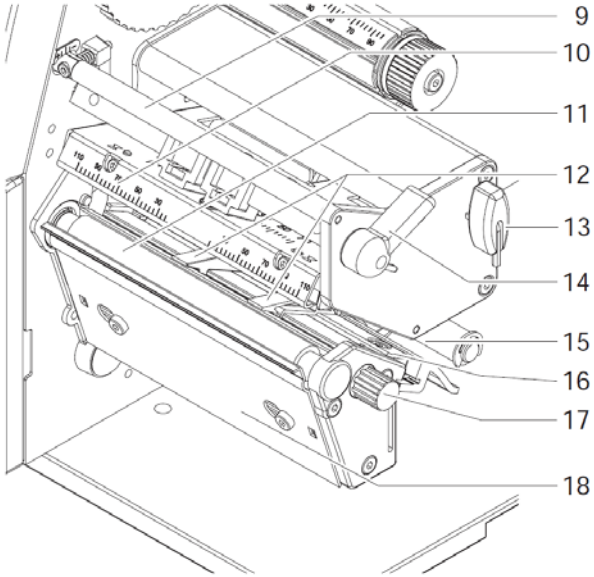
► Set up printer on a level surface
► Open the cover (1) of the printer
► Remove foam transportation safeguards near the print head (2)

3.2.1. Printer overview



(1) Cover
(2) Margin Stops
(3) Roll Retainer
(4) Ribbon supply hub
(5) Ribbon take-up hub
(6) Print mechanics
(7) Navigator pad
(8) Display

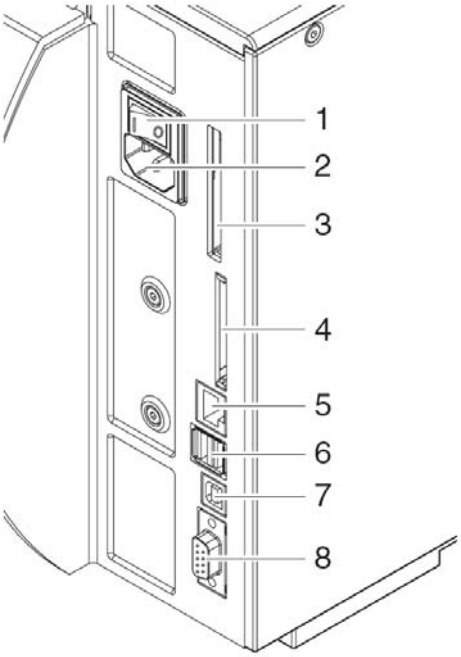
Figure 2 Overview



(9) Ribbon deflection roller
(10) Print head retainer with print head
(11) Print roller
(12) Guides
(13) Allen Key
(14) Print head locking lever
(15) Guide roller
(16) Label sensor
(17) Knob for guide adjustment
(18) Tear-off plate

Figure 3 Print mechanics

3.2.2. Connecting the device



(1) Power switch
(2) Power connection jack
(3) Slot for PC-Card Type II
(4) Interface for Memory Card
(5) E thernet 10/100 Base-T
(6) 2 USB master ports for keyboard, scanner or service key
(7) USB-High-Speed slave port
(8) Serial RS232 C port

Figure 4 Connections

NOTICE!
Please keep the original packaging in case the printer must be returned.

DANGER!
The device and printing materials will be damaged by moisture and wetness.
► Set up label printers only in dry locations protected from splash water.

3.2.3. Connection to the Power Supply

The printer is equipped with a wide area power unit. The device can be operated with a supply voltage of 230 V~/50 Hz or 115 V~/60 Hz without adjustment.

Make sure that the device is switched off!

(1) Plug the power cable into the power connection socket (2)
(2) Plug the power cable into a grounded socket.

3.2.4. Connecting to a Computer or Computer Network

ATTENTION!
Inadequate or no grounding can cause malfunctions during operations.
Ensure that all computers and cables connected to the label printer are grounded.

► Connect the label printer to a computer or network by a suitable cable.
For details of the configuration of the individual interfaces → ***Configuration Manual.***

3.3. Switching on the Device

When all connections have been made:

► Switch the printer on at the power switch (Figure 4, Number 1).

The printer performs a system test, and then shows the system status **Ready** in the display (Figure 5, Number 1)

If an error occurs during the system test, the symbol and type of error are displayed.

4. Control panel

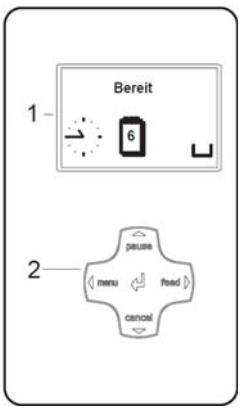
The user can control the operation of the printer with the control panel, for example:

- Issuing, interrupting, continuing and cancelling the print jobs
- Setting printing parameters, e.g. heat level of the print head, print speed, interface configuration language and time of day (→ ***Configuration Manual***)
- Start the test functions (→ ***Configuration Menu***)
- Control stand alone operation with a memory module (→ ***Configuration Menu***)
- Update the Firmware (→ ***Configuration Menu***)

Many functions and settings can also be controlled by software applications or by direct programming with a computer using the printer's own commands. → ***Programming Manual*** for details.
Settings made on the control panel make the basic settings of the label printer.

NOTICE!
It is advantageous, whenever possible, to make adaptations to various print jobs in the professional label editing software **Tagprint Pro**.

4.1. Structure of the Control Panel



1. Graphic Display
2. Navigator Pad

Figure 5 Control Panel

The graphical menu informs the user about the current status of the Printer and its print jobs, informs about errors and shows the printers settings in the menu.

The symbols shown in the following table may appear in the status line of the display, depending on the printer configuration. They enable the current printer status to be seen quickly. For the configuration of the status line → ***Configuration Manual.***

During the online menu of the printer the active functions light up white (e.g. **Menu** or **Feed**) Active Functions light up orange in the offline menu (Arrow, Key ↵).

Key function of the

Keys: **Pause, cancel, menu, feed**:

Arrows: Cursor shift to up, down, left or right within the printer menu

Key ↵ Parameter setting within the printer menu, receive concise information about current error.

4.2. Functions of the operating panel during printing

4.2.1. Symbol indicators

The symbol indicators shown in the following table can appear on the status line of the screen, depending on the configuration of the printer. They inform you of the current status of the printer at a glance. For configuration of the status line, see the **"*Configuration Instructions*"**.

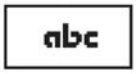
Symbol	Meaning	Symbol	Meaning
	**Time**		**Ethernet Status**
	**Date**		**Print head temperature**
	**Digtial clock**		**PPP-credit**
	**Ribbon Supply**		**Debug window for ABC-programmes**
	**Wi-Fi signal strength**		**Control of the lower display line is handed over to an abc program**
	**User memory in the clock circuit**		**Used memory**
	**Input buffer**		**Access to memory card**
	**Printer is receiving data**		

Table 1 Indicator symbols during printing

4.2.2. Printer status

- Mode **Ready**

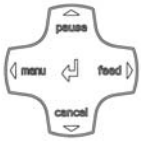
  The printer is ready and can receive data. The display shows the text **Ready** and the configured symbol indicators, such as time and date .

Button	Label	Function
menu	illuminates	go to offline menu (see "***Configuration Instructions***")
feed	illuminates	advances an empty label
pause	Illuminates once a print job is complete	repeat printing of last label
cancel	illuminates	clear print buffer, repeated printing of the last label is then not possible

Table 2 Functions in Ready mode

- Mode **Printing Label**

  The printer is carrying out a print job. Data transfer for a new print job is possible in 'Printing' mode. The new print job starts once the preceding job is completed.
  The display shows the text **`Printing Label`** and the number of the printed label within the print.



Button	Label	Function
pause	illuminates	pause print job, printer switches to **`Pause`** mode
cancel	illuminates	press briefly → cancel current print job press and hold → cancel current print job and delete all print jobs

Table 3 Functions in Printing Label mode

- Mode **Pause**

  The print job has been interrupted by the operator. The display shows the text **`Pause`** and the symbol

Button	Label	Function
pause	illuminates	continue print job, printer switches to **`Printing Label`** mode
cancel	illuminates	press briefly → cancel current print job press and hold → cancel current print job and delete all print jobs

Table 4 Functions in Pause mode

- Mode **Fault - correctable**

An error that can be remedied by the operator without canceling the print job has occurred. he print job can be continued once the error is remedied. The display shows the symbol , the error type and the number of labels still to be printed.

Button	Label	Function
pause	flashes	continue print job after error recovery, printer switches to **`Printing Label`** mode
cancel	illuminates	press briefly → cancel current print job press and hold → cancel current print job and delete all print jobs
Button ↵	illuminates	call up help – brief information on error recovery is displayed

Table 5 Functions in 'error which can be remedied' mode

- Mode Fault - irrecoverable

An error that cannot be remedied without cancelling the print job has occurred. The display shows the symbol , the error type and the number of labels still to be printed.

Button	Label	Function
cancel	flashes	press briefly → cancel current print job press and hold → cancel current print job and delete all print jobs
Button ↵	illuminates	call up help – brief information on error recovery is displayed

Table 6 Functions in 'error which cannot be remedied' mode

- Mode **System error**

If an error has occurred while the system was starting up, the symbol and the error type are displayed.

⇒ Switch off printer via the power switch and switch it on again.

-or

⇒ Push the **`cancel`** button.

⇒ If the error occurs repeatedly, notify the Service Department.

5. Loading media

NOTICE!
For adjustments and simple installation work, use the accompanying hexagonal wrench located in the bottom section of the print unit. See Figure 4, Item 8. No other tools are required for the work described here.

5.1. Loading continuous labels or tubing from a roll

5.1.1. Positioning the label roll on the roll retainer

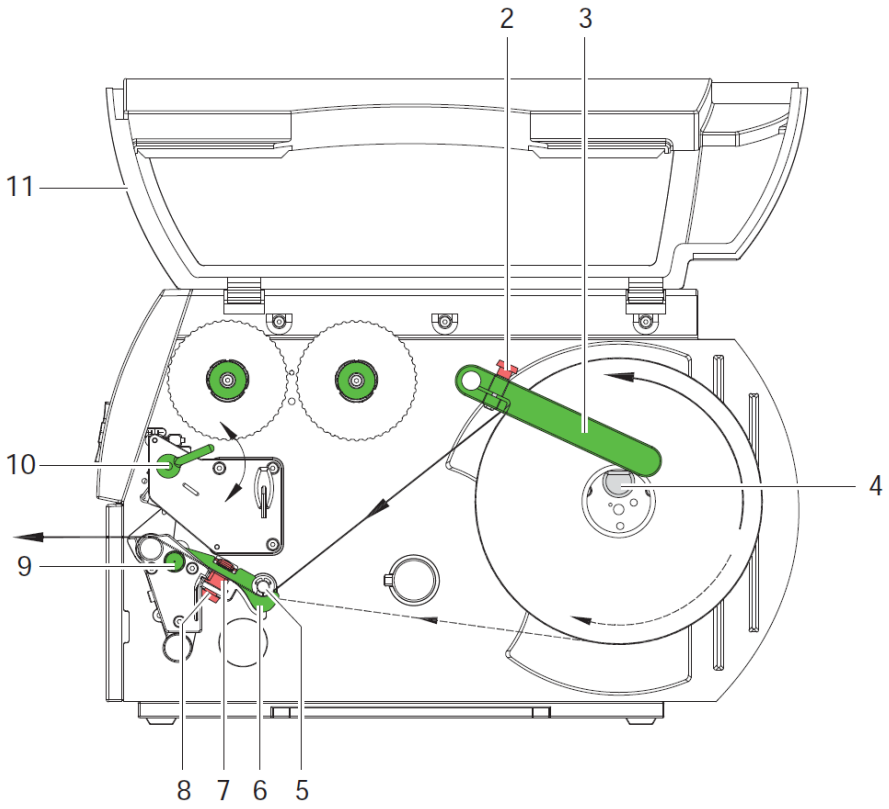


Figure 6 Loading labels from a roll

1. Open cover (11).
2. Loosen knurled screw (2) and swivel guide (3) upward and push it all the way out.
3. Load label roll on the roll retainer in such a way that the labels can be inserted into the print head in the right position. The printing side of the labels must be visible from above.
4. Supplying longer label strips approx. 40 cm
5. Push label roll until it contacts the housing wall.
6. Swivel guide (3) downward onto the roll retainer (4) and push it against the label roll so that it rests against the supplying media.
7. Tighten knurled screw (2).

5.1.2. Inserting media strip into the print head

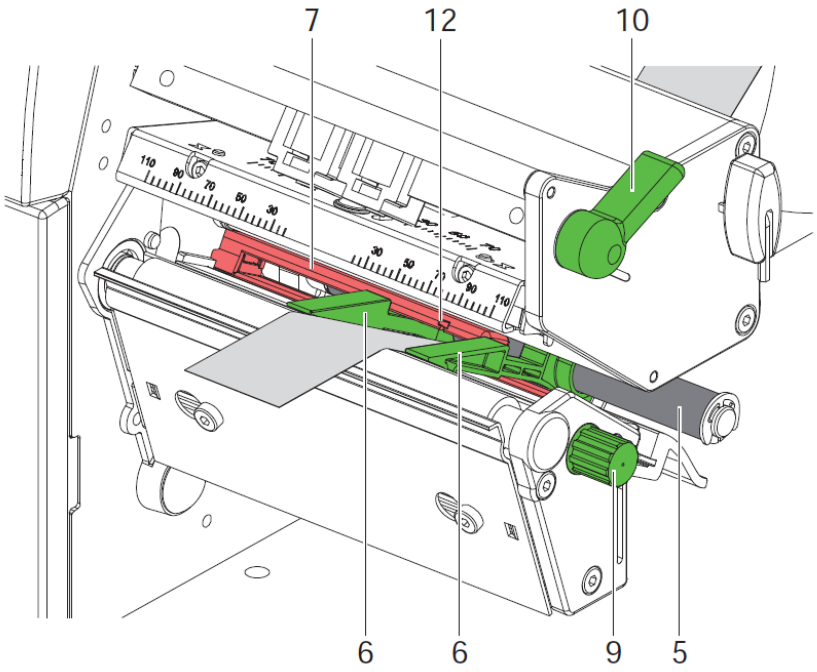


Figure 7 Inserting a media strip into the print head

1. Turn lever (10) counter clockwise to lift the print head.
2. Move guides (6) apart with the knob (9) until the media can pass between them.
3. Push media strip below the guide roller (5) between the guides (6).
4. Guide media strip through the label sensor (12) in such a way that it leaves the print mechanics between print head (10, fig 3) and the print roller (11, fig 2).
5. Move guides (6) against the edges of the material by turning the knob (9).

5.1.3. Setting the Labels Sensor (Figures 7 & 8)

The label sensor (7, fig. 7) can be shifted perpendicular to the direction of paper flow for adaptation to the media. The sensor unit of the label sensor is visible from the front through the print unit and is marked with an indentation (12, fig. 7) in the label sensor retainer. When the printer is switched on, a yellow LED illuminates the sensor position.

- ► Loosen the knurled knob (8, fig 6) and position label sensor by moving the knurled knob in such a way that the sensor can detect the label gap or a reflex or cut-out mark.
- ► - or, if the labels deviate from a rectangular shape, -
- ► Align label sensor with the front edge of the label in the direction of paper flow.
- ► Re-tighten the knurled knob.
- ► Turn lever (10, fig. 7) clockwise to lock the print head.

5.2. Loading Fanfold Labels

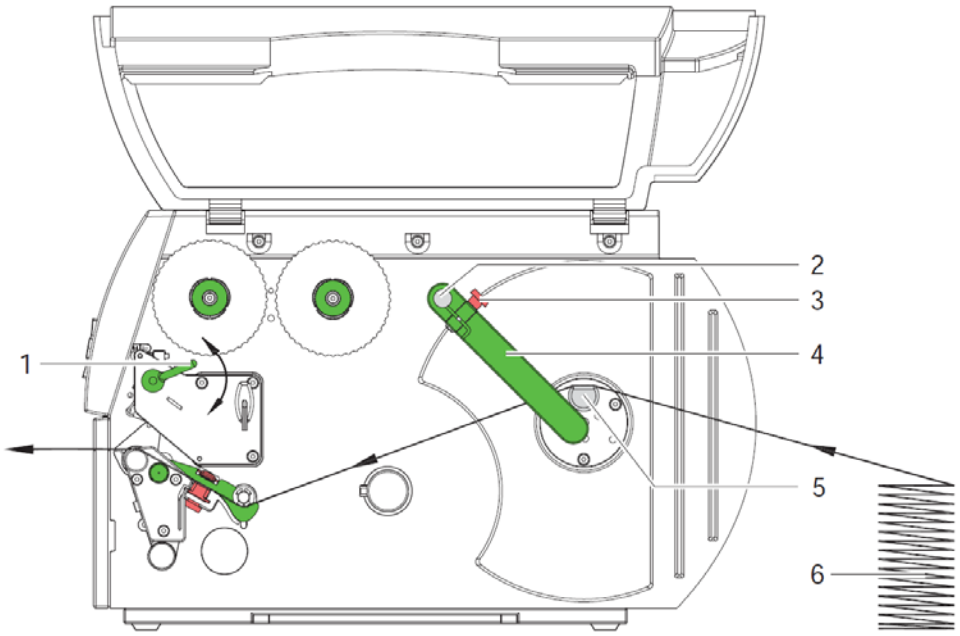


Figure 8 Loading fanfold labels

1. Loosen knurled screw (3) and slide guide (2) outward completely and swivel it downward past the roll retainer (5).
2. Position label stack (6) behind the printer. Ensure that the labels on the strip are visible from above.
3. Guide label strip to print unit via the roll retainer (5).
4. Push guide (4) against the label strip, swivel it upward against the roll retainer and tighten knurled screw (3).
5. Insert label strip into print head (see 5.1.2 on Page 16).
6. Set label sensor (see 5.1.3 on page 6).
8. Turn lever (1) clockwise to lock the print head.

5.3. Loading transfer ribbon

NOTICE!
With direct thermal printing, do not load a transfer ribbon; if one has already been loaded, remove it.

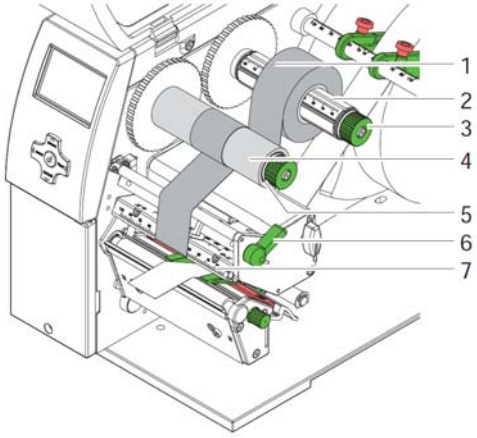


Figure 9 loading

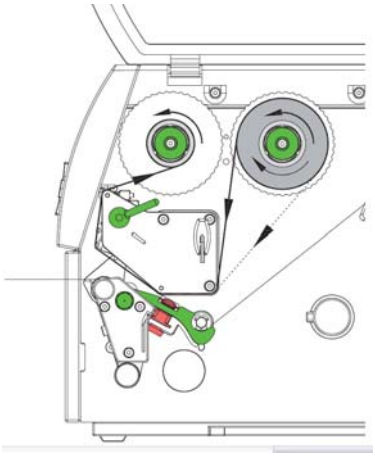


Figure 10 Feed path of transfer ribbon

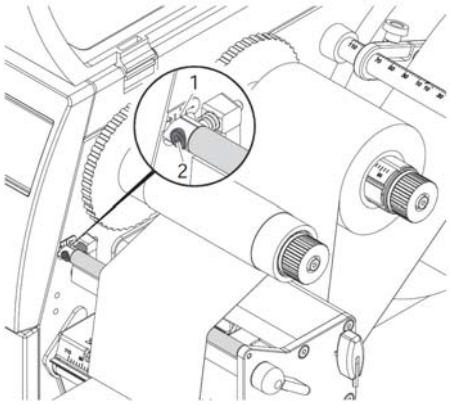
1. Clean print head before loading the transfer ribbon (see 7.3 on page 24)
2. Turn lever (4) anti clockwise to lift the print head.
3. Slide transfer ribbon roll (1) onto the ribbon supply hub (2) until it stops and so that the colour coating of the ribbon faces downward when being unwound. No rotation direction is specified for the ribbon supply hub (2).
4. Hold transfer ribbon roll (2) firmly and turn knob on ribbon supply hub (3) anti clockwise until the transfer ribbon roll is secured.
5. Slide suitable transfer ribbon core onto the transfer ribbon take-up hub (4) and secure it in the same way.
6. Guide transfer ribbon through the print unit as shown in Figure 10.
7. Secure starting end of transfer ribbon to the transfer ribbon core (4) with adhesive tape. Ensure anti clockwise rotation direction of the transfer ribbon take-up hub here.
8. Turn transfer ribbon take-up hub (4) anti clockwise to smooth out the feed path of the transfer ribbon.
9. Turn lever (6) clockwise to lock the print head.

NOTICE!
To rewind the transfer ribbon use a core with a width between the width of the supply roll and 115 mm.

5.4. Setting the Feed Path of the Transfer Ribbon

Transfer ribbon wrinkling can lead to print image errors. Transfer ribbon deflection can be adjusted so as to prevent wrinkles.

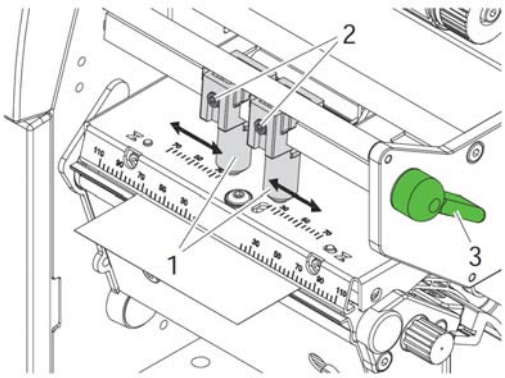
NOTICE!
The adjustment is best carried out during printing.



1. Read current setting on the scale (1) and record if necessary.
2. Turn screw (2) with Allen key and observe the behaviour of the ribbon. In the + direction, the inner edge of the ribbon is tightened, and the outer edge is tightened in the - direction.

Figure 11 Setting the feed path of the transfer ribbon

5.5. Setting the Head Locking System



The print head is pushed on via two plungers (1). In the basic setting the plungers are set in the middle of the print head retainer. This setting can be used for the most applications.

3. If the print density decreases in the outer areas when using very large media, the plungers can be displaced :
4. Turn lever (3) clockwise to lock the print head.
5. Loosen threaded pins (2) at the plungers (1) with Allen key.
6. Displace plungers symmetrically as necessary maximal to the scale value 70.
7. Tighten the threaded pins (2).

Figure 12 Setting the head locking system

5.6. Removing and installing the rewind guide plate, dispense plate or tear-off plate

To convert the printer for use in another operating mode, a rewind guide plate, a dispense plate or a tear-off plate may need to be installed.

ATTENTION!
For printer versions with a locking system on the rewind assist roller, the locking system on the rewind assist roller must be removed (see 5.7, page 21) for operation in Rewind mode before installation of the rewind guide plate.

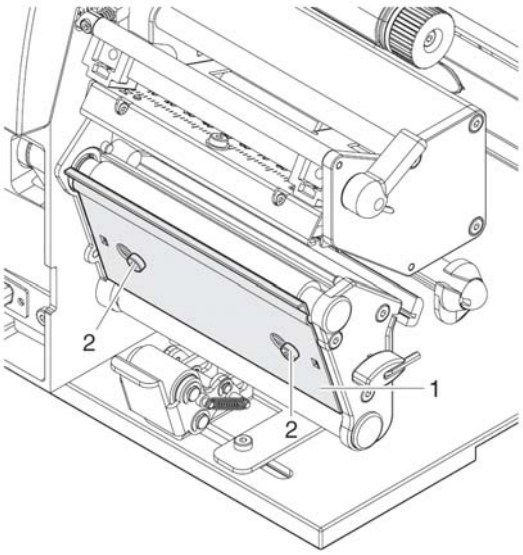


Figure 13 Removing and installing tear-off plate

Removing a plate

1. Loosen screws (2) several turns.
2. Slide plate (1) to the right and remove it.

Installing a plate

3. Place plate (1) onto the screws (2) and slide to the left completely
4. Tighten screws (2).

6. Printing

ATTENTION!
The print head can be damaged if handled improperly!
⇒ Do not touch the bottom of the print head with your fingers or sharp objects.
⇒ Ensure that the labels are clean.
⇒ Ensure smooth label surfaces. Raw labels are like emery and reduce the service life of the print head.
⇒ Print at the lowest possible print head temperature.

6.1. Synchronization

The printer is ready for operation when all connections have been made, the labels and, if necessary the transfer ribbon, have been loaded and the print head is locked. For details on printer configuration, see the *'Configuration instructions'.*
After loading the label medium, synchronization is necessary. During synchronization, the printer automatically determines the length of the loaded labels and sets label advancement accordingly.

1. Press the **feed** button to start synchronization.
2. Remove empty labels after synchronization.

The printer is synchronized with the loaded label medium.

NOTICE!
Synchronization is not necessary if the print head was not opened between different print jobs, even if the printer was switched off.

6.2. Tear-Off mode

In Tear-Off mode, labels or continuous media are printed. After printing, the label strip is separated by hand. The label printer is equipped with a tear-off plate for this. Optionally, the label can be cut off or label strips can be wound up externally.

6.3. Peel-Off mode (Option)

In Peel-Off mode, the labels are automatically peeled off the carrier medium after printing and presented for removal. The label printer is equipped with a dispense plate and a peel-off sensor or peel-off adapter. The carrier medium is wound up inside the printer.

6.4. Internal rewinding (Option)

The labels are wound up internally after printing with the carrier medium for later use. The label printer is equipped with a rewind guide plate for this.

7. Cleaning and basic maintenance

7.1. Cleaning information

DANGER!
Risk of death via electric shock!
► Disconnect the printer from the power supply before performing any maintenance work.

The label printer requires very little maintenance.
It is important to clean the thermal print head regularly. This guarantees a consistently good printed image and plays a major part in preventing premature wear of the print head.
Otherwise, the maintenance is limited to monthly cleaning of the device.

ATTENTION!
The printer can be damaged by aggressive cleansers.
Do not use abrasive cleaners or solvents for cleaning the external surfaces or modules.

► Remove dust and paper fluff from the print area with a soft brush or vacuum cleaner.
► The cover of the printer can be cleaned with a standard cleanser.

7.2. Cleaning the Print Roller

Accumulations of dirt on the print roller may impair the media transport and the print quality.
► Lift the print head.
► Remove labels and transfer ribbon from the printer.
► Remove deposits with roller cleaner and a soft cloth.
► If the roller appears damaged, replace it → *Service Manual.*

7.3. Cleaning the print head

Cleaning intervals: direct thermal printing - every media roll change
thermal transfer printing - every ribbon roll change

Substances may accumulate on the print head during printing and adversely affect printing, e.g. differences in contrast or vertical stripes.

ATTENTION!
Print head can be damaged!
Do not use sharp or hard objects to clean the print head.
Do not touch protective glass layer of the print head.

ATTENTION!
Risk of injury from the hot print head line.
Ensure that the print head has cooled down before starting cleaning.

► Lift the print head.
► Remove labels and transfer ribbon from the printer.
► Clean print head surface with special cleaning pen or a cotton swab dipped in pure alcohol.
► Allow print head to dry for 2–3 minutes before commissioning the printer.

8. Fault Correction

8.1. Types of Errors

The diagnostic system indicates on the screen if an error has occurred. The printer is set into one of the three possible error states according to the type of error.

State	Display	Button	Comment
Correctable error		**pause** flashes **cancel** illuminates	→ 4.2.2, page 15
Irrecoverable error		**cancel** flashes	
Critical fault		-	

Table 7 Types of Errors

8.2. Troubleshooting

Problem	Cause	Comment
Transfer ribbon creases	Transfer ribbon deflection not adjusted	Adjust the transfer ribbon deflection → 5.4 on page21
	Transfer ribbon too wide	Use a transfer ribbon slightly wider than the width of label.
Print image has smears or voids	Print head is dirty	Clean the print head →7.3 on page 24
	Temperature too high	Decrease temperature via software.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer does not stop after transfer ribbon runs out	Thermal printing is chosen in the software	Change to thermal transfer printing.
Printer prints a sequence of characters instead of the label format	Printer is in ASCII dump mode	Cancel the ASCII dump mode.
Printer transports label media, but transfer ribbon does not move	Transfer ribbon incorrectly inserted	Check and, if necessary, correct the transfer ribbon web and the orientation of the label side.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer only prints each second label	Setting of the size in the software is too large	Change the size in the software.
Vertical white lines in the print image	Print head is dirty	Clean the print head → 7.3 on page 24
	Print head is defective (failure of heat elements)	Change the print head.
Horizontal white lines in the print image	Printer is used with the `backfeed > smart` In the cut or peel-off node	Set the `backfeed > always` in the setup. →Configuration Manual.
Print image is irregular, one side is lighter	Print head is dirty	Clean the print head → 7.3 on page 24

Table 6 Problem solution

8.3. Error Messages and Fault Corrections

Error message	Cause	Comment
ADC malfunction	Hardware error	Switch the printer off and then on. If error recurs call service.
Barcode too big	The barcode is too big for the allocated area of the label	Reduce the size of the barcode or move it.
Barcode error	Invalid barcode content, e.g. alphanumeric characters in a numerical barcode	Correct the barcode content.
Battery low	Battery of the PC card is flat	Replace battery in the PC card.
File not found	Requested file is not on the card	Check the contents of the card.
Head error	Hardware error	Switch the printer off and then on. If error recurs replace print head.
Wrong revision	Error when updating the firmware. Firmware not compatible with the hardware version.	Load the compatible firmware.
Name exists	Duplicate usage of field name in the direct programming	Correct programming.
Remove ribbon	Transfer ribbon is loaded although the printer is set to direct thermal printing	For direct thermal printing remove ribbon.
		For thermal transfer printing set the printer in the configuration or in the software to transfer printing.
Out of ribbon	Out of transfer ribbon	Insert new transfer ribbon.
	Transfer ribbon melted during printing	Cancel current print job. Change heat level via software. Clean the print head → 7.3 on page 21. Load transfer ribbon. Restart print job.
	The transfer is loaded with thermal labels, but the software is set to transfer printing	Cancel current print job. Set software to direct thermal printing. Restart print job.
FPGA malfunction	Hardware error	Switch the printer off and then on. If error recurs call service.
Device not conn.	Programming addresses a non-existent device	Either connect this device or correct the programming.
No record found	Refers to the optional memory card; Database access error	Check programming and card contents.
No DHCP server	Printer is configured for DHCP, but there is no DHCP server, or the DHCP server is currently not available.	Switch off DHCP in the configuration, and assign a fixed IP address. Please contact your network administrator.
No label found	There are labels missing on the label material	Press **pause** key repeatedly until printer is recognizes the next label on the material.
	The label format as set in the software does not correspond with the real label format	Cancel current print job. Change the label format set in the software. Restart print job.
	Printer is loaded with continuous paper, but the software is set on labels	Cancel current print job. Change the label format set in the software. Restart print job.
No Link	No network link	Check network cable and connector. Please contact your network administrator.
No SMTP server	The printer is configured for SMTP, but there is no SMTP server, or the SMTP server is currently not available.	Switch off SMTP in the configuration. **Caution!** Then a warning cannot be sent by email. Please contact your network administrator.
No Timeserver	Timeserver is selected in the configuration, but there is no	Switch off Timeserver in the configuration. Please contact your

	Timeserver, or the Timeserver is currently available	network administrator.
No label size	The size of the label is not defined in the programming.	Check programming.

Table 7 Error Messages and Fault Corrections Part 1

Error message	Cause	Comment
Head open	Print head not locked	Lock print head.
Head too hot	Print head is overheated	After pausing the print job will be continued automatically. If the fault recurs repeatedly, reduce the heat level or the print speed via software.
Read error	Read error when reading from the memory card	Check data of the card. Backup data, reformat card.
Cutter jammed	The cutter is unable to cut the labels but is able to return into its home position	Press the **cancel** key. Change material.
Card full	No more data can be stored on the memory card.	Replace card.
Cutter blocked	Cutter cannot return into its home position and stays in an undefined position	Switch off the printer. Remove material. Switch on the printer. Restart print job. Change material.
	No cutter function	Switch the printer off and then on. If error recurs call service.
Out of paper	Out of label roll	Load labels.
	Error in the paper feed	Check paper feed.
Protocol error	Printer has received an unknown or invalid command from the computer.	Press the pause key to skip the command or press the cancel key to cancel the print job.
Buffer overflow	The input buffer memory is full and the computer is still transmitting data.	Use data transmission via protocol (preferably RTS/CTS).
Write error	Hardware error	Repeat the write process, reformat card.
Write protected	PC card write protection is activated.	Deactivate the write protection.
Font not found	Error with the selected download font.	Cancel current print job, change font.
Invalid setup	Error in the configuration memory	Re-configure printer. If error recurs call service.
Voltage error	Hardware error	Switch the printer off and then on. If error recurs call service. It is shown which voltage has failed. Pleae note
Memory overflow	Current print job contains too much information, e.g. selected font, large graphics	Cancel current print job. Reduce amount of data to be printed.
Structural error	Error in the file list of the memory card, data access is uncertain.	Format memory card.
Unknown card	Card not formatted. Type of card not supported.	Format card, use different type of card.
USB error Device stalled	A USB device has been detected, but it is not working	Do not use the USB device.
USB error Too much current	The USB device consumes too much current	Do not use the USB device.
USB error Unknown device	Failure to detect USB device	Do not use the USB device .

Table 7 Error Messages and Fault Corrections Part 2