Problems and solutions

Troubleshooting Quick Reference

Symptom	Cause	Solution
POWER indicator is not on	Power connector is loose or not connected.	Insert power connector.
	Power outlet is not active.	Turn on the power outlet.
	Power switch is set to *off*.	Set power switch to *on*.
COVER indicator is on	The cover is open.	Close the cover.
TRANSFER ROLL indicator is on	Transfer roll has run out.	Replace the transfer roll.
	Dust or foreign matter is sticking to the transfer roll sensors.	Wipe off sensors with a lint-free cloth moistened with isopropyl alcohol. (Sensors are located on the inside top cover above the thermal head and in front of the idler.)
TRANSFER ROLL indicator is blinking	You have installed a short (A/A4) transfer roll and loaded long (B/A3/WB) media.	Install the correct size transfer roll for the media.
MEDIA indicator is on	Paper tray is empty.	Load paper into the paper tray.
	Paper tray is not installed or is not correctly installed.	Install the paper tray correctly.
MEDIA indicator is blinking	Printer is waiting for a manual feed (indicator blinks for 60 seconds).	Load a single sheet or cancel the manual feed command by pulling out the paper tray and pushing it in again.
ERROR indicator is on	Printer is cooling down after printing a dense image (large areas of dye coverage).	Wait 5 minutes for the indicator to go out.
		If it does not go out, turn the printer off and back on again.
		If the indicator is still on after the power-up sequence, the printer requires service.
JAM indicator is on	Transfer roll jam.	Turn the green knob to rotate the rollers and free the jammed transfer roll; or, wind the endcaps to release the jammed transfer roll.
	The transfer roll or transfer roll tray is not installed.	Load the transfer roll and the transfer roll tray.
	Transfer roll can't wind because it is torn.	Replace the transfer roll.

Troubleshooting Quick Reference (cont'd.)

Symptom	Cause	Solution
JAM indicator is on (cont'd.)	Transfer roll does not wind.	Reload the transfer roll correctly.
	There is a wrinkle or irregularity on the transfer roll.	Turn the endcaps until the transfer roll is taut or replace the transfer roll with a new one if necessary.
	Paper jam.	Remove the jammed paper.
	Correct sized paper is not loaded in the paper tray.	Load the correct size paper.
	The paper tray is set to a different size than the loaded media.	Set the paper tray to the correct size: set the paper guides on the paper tray to the same size as the loaded media.
	Too much paper is loaded in the paper tray.	Reduce the amount of paper to below the red line on the paper tray label.
Transfer roll is wrinkled	Transfer roll is not installed correctly.	Reinstall the transfer roll correctly.
	Dirty separator bar.	Clean the separator bar.
Transfer roll is jammed	Transfer roll is not installed correctly.	Make sure that the transfer roll is installed correctly.
	Dirty platen or pinch rollers.	Clean the platen and pinch rollers.
	Dirty separator bar.	Clean the separator bar.
Paper is jammed	Paper or transparency is not installed correctly.	Make sure that paper or transparencies are installed correctly.
	Dirty paper-feed rollers.	Clean the paper-feed rollers.
	Paper is wrinkled or curled	Change the paper.
	The paper guide was left open.	Close the paper guide.
Print is blurry or dots are missing.	Transfer roll is wrinkled.	Remove the transfer roll tray and wind the endcaps to remove wrinkles. Reinstall the transfer roll tray.
	Dirty thermal head.	Clean the thermal head.
	Dirty platen or pinch roller.	Clean the platen and pinch rollers.
Bad registration	Transfer roll problem.	Make sure that the transfer roll and transfer roll tray are installed correctly.
	Paper is jammed.	Clear the paper jam.
	Dirty thermal head.	Clean the thermal head.
	Dirty platen or pinch rollers.	Clean the platen and pinch rollers.