Troubleshooting for Thermal Printers

PRINTER SKIPPING

If the printer starts to skip sections on the label or starts to print strangely, turn off both the printer and computer, unplug one from the other, and leave them for a few minutes. Then turn on the printer, while the computer is still off and not connected to the printer, and then calibrate the labels. Once this is done, plug the communications cable into both the computer and printer, and re-boot the computer.

PRINT CALIBRATION

If the printer starts to skip labels or does not print on the same section of the label each time, it may mean that the print sensor is not reading the gaps between the labels correctly. If you are using a die cut label stock (gaps), make sure you have selected the GAP sensor (through the menu buttons on the printer). Also make sure that the print sensor (plastic notch) is positioned above the labels, and then calibrate, by holding the FEED button down for 3 seconds. If you are using a continuous label stock, make sure you have selected the CONTINUOUS sensor (through the menu buttons on the Thermal Transfer printer).

RE-SET PRINT CALIBRATION

Menu – Media Settings – Enter – Sensor Calibration – Enter – Enter – Follow Instructions - Press Menu – Back to ready

PRINT QUALITY

If the printer is not printing clearly, turn it off and let it cool down for a few minutes in case of overheating. Give the print head a clean with an alcohol wipe (this should be done a couple of times a week to maintain clear print and to prevent scratches on the print head).

RIBBON WRINKLES

Adjust Printhead Leveling Cam (green dial on right end of printhead) turn so as to make small adjustments (large adjustments will cause loss of print to one side of label) If this is unsuccessful, use flat head screwdriver to turn green button on top of printhead. Arrows should always match direction with each other. Patience should be exercised with above steps and each one repeated until ribbon wrinkle does not occur. You will need to print 20-50 labels to confirm this. If above does not work, adjust side screw with Philips head screwdriver and turn rotating rod bit by bit, testing print each turn. Only do this with assistance from Tech Support.

PRINT MISSING ON LABEL

Is print missing on one side of label when printing? The Printhead Leveling Cam may have accidentally been moved. This is the dial on right end of printhead. Turn dial until print resumes evenly and if label is not printing, it may be because wrong ribbon is used. Matching ribbon to label can be trial and error, consult catalogue for ribbon cross reference chart.

Check ribbon is suited to the label material, usually -

- Matte Labels – Use Wax-Resin or Wax Ribbon
- Gloss Labels – Use Resin Ribbon

HOW TO CHECK A RIBBON TYPE

To check if a ribbon is "Ink Out" ribbon and not an "Ink In "type use sticky tape and adhere to outer side of ribbon. It will remove ink and leave clear spot if it is "Ink Out"

SOFTWARE PROBLEMS

Refer to the software sections of your manuals, tutorials and quick start guides that are supplied with the software or online literature at www.bradyid.com

PRINTER PROBLEMS

Refer to the user manuals, tutorials and quick start guides that are supplied with the printer or online literature at www.bradyid.com

WHO TO CONTACT FOR HELP

Jabac on (03) 9720 0700 or Brady Tech Support on Freecall 1800 644 834