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FAQs and solutions

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一、 operating guide

(1) Hot transfer printing supports paper and carbon belt specifications

Hot transfer printer, supported paper and carbon tape specifications.

problem analysis:

1. The 3-inch thermal transfer printer supports 20-90MM paper, with a valid printing range of 80MM; it supports carbon bandwidth

The degree was 20 - 90MM and the length was 300M.

2. The 4-inch thermal transfer printer supports 20-118MM paper, with a valid printing range of 104MM; carbon support

The band width is 20-110MM; the length is 300M

3. The minimum print height for 3 inch and 4 inch thermal transfer printers is 10MM. Less than 10MM dozen of content

It's going to deviate.

(2) LED indicator light instructions

problem analysis:

1. When the blue light and the green light are fixed, the printer has entered the hot transfer mode, after the switch cover, the printing will be

Automate detects the use of carbon bands. ——— hot transfer printing mode

2. When the blue light is fixed, the printer has entered the direct heat sensing mode (thermal), after the switch cover, hit

Printing printing automatically detects no carbon band. — — direct thermal sensing mode (thermal sensitivity)

3. When the printer cover is opened, a sound occurs, and the blue, red, and green indicators will flash simultaneously.

The ——— opens on the machine cover.

4. Click the "PAUSE" button, the printer is suspended when the blue indicator is on

and off.

—— suspend.

5. The blue indicator keeps flashing when the key print.—— keypress printing.

6. With no label paper, the printer sounds, and the red indicator keeps flashing.——
paper

exhaust.

7. When there is no carbon belt, the printer will sound, and the red light is fixed and
the green light flashes.

The —— carbon band is exhausted.

8. When the black mark / gap is not found, a noise will make, the red indicator will
be fixed and the blue light will keep flashing

bright.The —— could not find the gap / black mark.

9. When the cutting is set but the cutter is not installed with the printer, the printer
will sound and indicates blue and red

The light flashes and flashes with the green indicator.The —— does not have a
cutter installed.

10. When the printer overheat, it sounds and the blue and red indicators flicker.——
superheat.

11. For other errors, the printer sounds and red lights flicker with green lights.——
other

wrong.

(3) Restore the default with the automatic paper measurement

If you restore the default settings, and how the printer performs the automatic paper
measurement.

problem analysis:

1. Restoring the default settings can be set by the software / keys.

2. Software: Open PrinterUtility to read all printer information —— select and click
all " General initial

Restart "——" printer —— Now the printer has restored its factory settings.

3. Key: Press PUASE and FEED simultaneously until the Blue Light is on and the red

light is off. At the same time loose

Turn on the PAUSE; the FEED key, and the printer restores the factory settings.

(4) Key function description

Key button functions and problems.

problem analysis:

1. When the printer is ready (LED blue bright) click the key (FEED) scroll goes to the next label

The front end of the paper.

2. When the printer status (when waiting for the key to print) when starting the key print requirement (Demand) function,

The printer stops and waits for the user to press the "FEED" button before printing the next label.

3. When the printer is in print, press PAUSE

The power indicator flashes blue, and just press the "PAUSE" button again to resume printing.

4. When the printer enters the error state and resolves the error, press PAUSE to restore the print function,

And reprint the tag layout that just caused the error.

Boot self-inspection:

A: Power off the printer.

B: Verify that the printer has installed the label paper and turn off the printer upper cover.

C: Press the feed paper " FEED button and turn on the printer. When the blue indicator light is on separately, release the press

Key, the printer will "beep", print out the self-inspection page.

Enter the USB storage device function:

A: Power off the printer.

B: Ensure that the printer has installed the sticker paper and turn off the printer cover.

C: Press and hold the pause PAUSE button, and turn on the printer. When the blue

indicator is on separately, release the button, and the printer will "beep" after the startup is completed, and the printer storage device will appear on the computer.

Enter error mode:

A: Power off the printer.

B: Ensure that the printer has installed the sticker paper and turn off the printer cover.

C: Press the paper button and pause button, and turn on the printer. When the blue light and red light illuminate at the same time, the printer will "beep" after opening the machine, when the printer enters the error mode and will print "NOW IN DUMP MODE"

skip "AUTO.BAS" order:

A: Power off the printer.

B: Hold down "PAUSE" and "FEED" keys, and turn on the printer power, the red light alone, release the key printer will "beep" after the machine, the printer will skip "AUTO.BAS" order.

Printer initialization:

A: Power off the printer.

B: Press the paper key and pause button, and turn on the printer power. When the blue indicator light turns on separately for the second time, release the button. Now the printer will "beep" and then "beep" silently in a few seconds. The printer restores the print parameters to the default factory settings

二、 Print effect issues

(1) The printing is not clear.

problem analysis:

1. Verify that the carbon belt is installed correctly.
2. Confirm whether the carbon belt type is selected correctly, and the different carbon belt types have different label types.
3. Open PrinterUtility press "Ctrl" + "AIT" + "M" to enter the heat tuning page, the heat tuning most
High 20 lowest-20.
4. Verify that the label out shaft is deformed.
5. Drive the heat to shift to the peak.

(2) Resin carbon band print is not clear

problem analysis:

1. Resin carbon belt: contains the highest resin composition, in the printing temperature requirement is also higher than the wax base, mixed base carbon belt, because most resins are relatively hard, the high content of resin makes this carbon belt has excellent anti-friction resistance and chemical resistance, corrosion.-Scope of application: water washing marks, jewelry labels, chemical barrels, pharmaceutical products and storage production process.Suitable for label material-PET / dumb silver.
2. Wax based carbon belt: contains a high percentage of wax based raw materials, these raw materials determine the melting point, melting point affect the heat when printing, generally speaking, because wax melting point is far lower than resin, wax based carbon belt printing heat is far lower than with mixing base and resin carbon belt, and because most wax than resin, printing circular durability wax based carbon belt than mixed base and resin, most wax based carbon belt only one coating.-Scope of application: clothing hanging tag labels, supermarket labels, retail labels and ordinary industrial labels.Suitable materials: copper plate paper, hanging card paper, synthetic paper, snow copper paper.

3. Wax / tree mixed base carbon belt: contains high ratio of resin ingredients, which determines the high melting point, with this carbon belt printing compared with wax based carbon belt also need higher heat, because most of the resin is harder than wax, print the circular scratch and chemical corrosion is better than wax based carbon belt, most of the mixed base carbon belt is composed of two or more layers of coating.-Scope of application: warehouse receipt, shipping labels, clothing tags, and retail labels.-Applicable materials: water washing cloth, copper plate paper, hanging card paper, snow copper paper, synthetic paper.
4. Price order: from low to high —— wax based carbon band-mixed base carbon band-resin carbon band

(3) Print the jump page

Ppage jump when printed (black marks on the back of the sheet).

problem analysis:

1. Whether the label size setting in the drive is correct.
2. Set to a black mark with a black mark gap of 2.
3. Reloading drive.

(4) The printed content deviates

problem analysis:

1. If printed in Bartender, resize the label appropriately; see if the label size is set as solid Interlabel size.
2. If the instructions are transferred to the printer for printing, the instruction content can be adjusted appropriately.
3. Set the print content off-position in the drive.

(5) Longitudinal content is not fully printed

The printed content on the label paper is not fully printed, only half the longitudinal.

problem analysis:

1. Determines if the label paper size of the printer setting is consistent with the actual label size.
2. Check for foreign bodies on the print head and wipe them clean with alcohol.

3. Replace the print head to see if the problem is broken.
4. Uninstall the driver, and reinstall it.
5. Check if the line in the print head is disconnected

(6) The print content zooms in

The label sheet specifications in the software are set correctly, but the printed content is either reduced or enlarged.

problem analysis:

1. Driver installation error. For example, the printer model is the GS-2406T (print head resolution 203dpi) installation drive

The dynamic model is GA-3406T (print head resolution 300dpi) reduces the printed content, and vice versa.

(7) Test page print random code

When printing the test page, the printer prints the code.

problem analysis:

The ding when printing the test page depends on what port (cable) you connect to the printer.

parallel port:

1. Please check that the cable of the bill printer is plugged in (turn off the printer, plug and plug several more times

end);

2. Change the printer to other good computers to see if normal use, if you can table

There is a problem with the LPT port (print port);

3. If you cannot print properly, check the parallel cable for fault (replace free data Line) If it can print normally, there is a problem with the data line;

4. If you cannot print properly, check the printer interface for problems, (replace the interface and plug in

Go up, bad contact, change another interface) if you can print normally, the printer has bad contact or other faults;

gorge line:

1. The port rate does not match (the printer is the same as the port port rate of the

computer) the printer

The port rate can be modified through the DIP switch, and the computer's port rate can be modified in the driver port configuration.

2. The serial port cable may fail, please replace another good data cable.
3. If the printer's serial port has bad contact or other faults, please turn off the printer first, and then plug and pull the data several more times

Line, or replace a good interface card;

4. If the serial port of the computer fails, please replace it to any other computer for print test;

internet access:

1. Network cable aging, please replace the good quality crystal head;
2. The network port has a fault, please update the network card driver or repair the motherboard;
3. There is a large interference source where the network cable passes, please stay away from the interference source;

USB mouth:

1. Please update the USB driver;
2. USB interface contact to other good USB port (recommended behind computer host

USB mouth)

(8) The printing quality is not good

problem analysis:

1. The carbon belt and label are not installed correctly.
2. Dust or adhesive accumulation is present on the printing head.
3. Print concentration was set improperly.
4. Improper selection of carbon bands or labels.
5. The print head is damaged.
6. The label shaft is worn out or improperly installed.
7. The print head connection is disconnected or detached.
8. Too high printing speed, too low printing concentration will affect the printing

quality and so on

三、 Cutting cutter / Stripper problem

(1) The cutter / stripping position is not on the clearance

problem analysis:

1. Open the drive, select the printer name that you connect to. Right-click, select Print Preferences, and find a location below the volume Adjust, remove the hook and enter the vertical offset distance (which needs to be adjusted by your paper cutting / or stripping criteria) If you want him to move back, enter (-) more. For him to move forward, just enter the number you want to offset.
2. Open PrinterUtility to read the printer information, find "feed offset" enter the distance you need to offset.

(2) The stripper has no stripping action

problem analysis:

1. There is no settings in the drive.
2. There is no stripping " set in the PrinterUtility
3. The wire end of the stripper may be loose.
4. The stripping sensor breaks down, replace the sensor and try again.
5. The Stripper is not supported for this model.

(3) Cutting the knife has no paper cutting action

problem analysis:

1. Post-print Action Cut is not set in the drive.
2. The cutting line tip of the cutter may have fallen off.
3. If the knife sensor is broken, try to replace the new knife sensor.
4. The PrinterUtility may be set to "tear paper"
5. The printer may not support the cutter feature.

(4) The paper is not in place

GI-2408T with cutter, cutter is not cut in place.

problem analysis:

1. Press the " FEED button to test the paper, and then ask the printer to see if it can be cut to the gap.

2. Is the label size set correctly, is it two rows or a single row of labels (two rows and a single row of label set method is not the same).

3. If you use Bartender for printing, the software is how much the cutting position can be set

Distance, print- -attribute- -volume-media processing- -paper feed (cutting position up to positive, cutting position down to negative)

四、Communication problem

(1) The USB host transmission is over time

Description: After USBhost connects to the printer, the transmission is displayed when the printer information is read with "PrinterUtility".

problem analysis:

1. This phenomenon is normal, and when the printer receives your incoming data
The machine is printed. Read the printer information through the USB interface,
please restart the printer again.
2. If the problem is still not solved after the reboot, basically the data in the printer
flash memory is not deleted.
Open File Manager and find another hard drive open to see if there is " AUTO.BAS"
document. Locate the delete and reboot.

(2) Unable to ping on the printer

Description: The ping has no printer IP.

problem analysis:

1. Verify that the printer is in the same LAN network as the PC.
2. Is the changed printer IP in conflict with other devices.
3. Has the printer MAC address been changed, open the FWOOL upgrade tool, press
"F9" to pop up the MAC
Page, click "Set"
4. Conify any problems with the cable or port.

(3) Could not read the printer information

The setup tool can never read the printer information and shows that the
transmission is over time.

problem analysis:

1. Open the Computer File Manager and find disk E or F to see if there is an "A U T
O" inside. BAS" document,
If there is any delete off.
2. Record the underlying program version, turn off the printer power, and press

down the PAUSE and FEED keys simultaneously. blue

The light and red light twice and release the PAUSE and FEED keys. The blue and red lights will go out at the moment. Press PAUSE again until you hear the beep blue light start to flash quickly. Open the underlying version of the Tera Term to burn the software. Click top right-New connection-OK (top left) Send the file. Select the underlying version file to upgrade Note: The underlying version file must select the DFW file format. Select the binary in the lower left corner. Click to determine. The printer's indicator light keeps flashing right now. Until the indicator returns to normal, burn the underlying version is complete. Finally, FWTOOL burning software is needed to burn the general program version.

(4) How to modify the Bluetooth WIFI settings

Customers use a Bluetooth printer and want to connect to the printer's W or Bluetooth with their mobile phone, but they do not know the Bluetooth name of the printer or want to change the Bluetooth name.

problem analysis:

1. Open PrinterUtility to read the printer information, find "Bluetooth Settings" on the right side of the software

Read the Bluetooth message at the Bluetooth name you want to change the Bluetooth name after click Set. And then restart the printer.

2. After on the printer, turn on the phone or PDA device for Bluetooth connection. (The Gprinter can be downloaded

There are so many templates to choose from inside)

3. The PIN code is the PIN code that you need to enter when you connect

五、 Paper media movement problem

(1) Do not call the police after the continuous paper walk

problem analysis:

1. Problem with the machine sensor, try replacing the sensor.
2. There is a problem with the current program version of the machine, and upgrade the corresponding program version.
3. The PrinterUtility sensor had a problem with the setup and found the "tag sensor" to change both penetration and reflection to weak.

(2) Single / double row label labeling is not accurate

problem analysis:

1. The induction emission point of the sensor is not in the correct position, not in the label transverse / longitudinal clearance.
2. Wrong selection of the type of sensor-divided into: label, penetration, reflection test.
3. The induction strength of the sensor is not adjusted correctly- -divided into: weak, weak, medium, strong generally adjusted to weak or medium.
4. The receiving and transmitting value of the label sensor of the program version is not high enough to upgrade the printer program version.
5. Initialize the system setting, initialize the label sensor.
6. Replace the label sensor.

(3) Do not call the police after the continuous paper walk

Description: When set to continuous paper, no alarm after printing the paper

problem analysis:

1. Test whether the same situation is consistent with the customer machine setting.
2. If no problems described by the customer occur during the test. Check that the customer settings is correct.
3. Determine if there is a problem with the sensor, or replace the sensor and test it again to see if the results are different.
4. System initialization; label sensor initialization; label sensor changed to weak or

medium.

(4) Cannot produce paper normally

The printer did not move the paper

problem analysis:

1. Press the key FEED key to see if the machine reacts.
2. Print the test page to see if the printer leaves the paper.
3. Move the switch cover to see if the machine automatically calibrates the paper.
4. When printing to see if the machine has the sound of motor rotation, or the motor idling, if so, please

Return to the factory for maintenance.

5. Whether the paper label shaft is stuck in a foreign body.
6. Turn the paper label shaft out vigorously with your hand, whether it can turn, and feel whether the sound of the rotation is normal.

Note: Turn it off when turning. Otherwise, it may burn out the motor or the motherboard.

(5) Multi-row printing positioning is not correct

When printing multiple rows of paper, the printer positioning problems?

problem analysis:

1. If the improper position of the printer label sensor, the "arrow" of the sensor can not face the lateral gap or

The longitudinal gap. In any case, the sensor must be under the label paper to sense the size of the label, and the gap distance.

(6) Print the jump page

When printing, the content will appear page skipping situation, such as a dozen, empty a piece.

problem analysis:

1. Determine if the sensor is on the label gap (longitudinal and lateral gap).
2. Whether the actual label size is the same as setting the label size, if not, please reset the label size.
3. Whether the label sensor is gap paper (gap paper is about 2-3mm

Distance of; no gap, no mark; black paper is a black line at the bottom of the label)

六、 Other problems

(1) The power indicator light is not on

problem analysis:

1. Verify that the printer is powered on and turns the printer power switch on.

(2) No reaction after the printing operation

problem analysis:

1. Check if the USB or other transmission line is correctly connected to the printer interface.

2. Reconnect the data cable, or replace it.

3. Are the carbon belt and label installed correctly.

4. Whether the carbon belt type and label type are selected correctly.

5. Clean the print head with alcohol, be careful not to clean it with tough items, otherwise it will be damaged,

This can affect the printing quality.

6. The printer is not set correctly.

7. The print head line is poorly connected and reinstalled after removal.

(3) No response occurred after sending the data

problem analysis:

1. Is there a corresponding printer driver installed.

2. The port selected when installing the printer drive matches the port where the computer connects to the printer.

3. Is the printer now offline.

4. Is the printer selected when printing is the current printer.

5. If the instruction is transmitted to the printer for printing, determine if the instruction is incorrect.

6. Verify that the USB data cable is correctly connected to the printer.

(4) Turn on the self-inspection page

The printer automatically prints a self-test page after each startup.

problem analysis:

1. Press the word " FEED to see if the machine can produce the paper normally.
2. Can the self-inspection page be printed manually.
3. Press FEED until you hear the beep and release the FEED key. See if the machine can be

Automatically print out the self-test page.

4. Change the key motherboard to see if the printer can leave the paper normally. And print out the content normally.

(5) Carbon belt recycling tape idling

After the carbon belt is installed, the carbon belt recovery shaft will be idle.

problem analysis:

1. As the result of the diameter of the carbon belt cylinder is too large, Jiabprinter carbon belt shaft unified diameter is 25MM. When buying the carbon belt,

Note the diameter parameters of the carbon belt tube.

(6) Cannot print with the BarTender

Can not print with Bartender

problem analysis:

1. Verify that the printer model is selected correctly.
2. Verify that the printer port selection is correct when the printer drive is installed.
3. Verify that the printer is already connected to the computer via the USB.
4. Make sure that the printer is currently in readiness.
5. After you uninstall the drive, and then reinstall the drive.
6. Open the system settings to see if they is TSPL or.

(7) Transfer the archives to the printer memory

The customer needs to put the files / fonts into the printer memory.

problem analysis:

1. Open PrinterUtility to read the printer information, find the File Management page, open, open

Two memory devices were later found later. Change the two memory devices to consistency. (Memory-restart printer, the data is automatically deleted; NOR flash-mainly save smaller files; Nand Flash-mainly save some documents with large

file memory; NOR flash and N flash restart a n d data will not disappear, but these three types of storage devices, the file name should be changed to " AUTO.BAS" document)

2. How do you run the file in the printer? Find the command tool inside the PrinterUtility, run time to lose

Enter the "RUN," AUTO.BAS ” ” AUTO.The BAS is the name of your file.The same goes to pass the font to the printer.Choose the storage type according to your own needs.

(8) The printer indicator is red during printing.

problem analysis:

1. The red light starts because the printer sensor does not sense the label or the carbon tape needs to allow the printer to retest paper.

2. Turn off the printer, press PAUSE, and then turn on until the printer has paper After, let go.See if the printer has retraction action, if not repeat the above way to try several times, until the printer retraction action.

3. If this is not tried again and again, you can initialize the printer first, namely how to shut down and hold down at the same time "PAUSE" and "FEED" keys, turn on until the printer indicator flash again and test as just before.Until there is retraction.

(9) The portable printer is automatically turned off

The portable printer automatically turns off?

problem analysis:

1. Low battery charge.
2. Bad battery contact, change the battery.
3. Determine whether the printer is screen off or off.
4. Determine if the automatic shutdown is shutdown in the printer settings.

(10) The power indicator light is not on

problem analysis:

1. The socket plug of AC and power supply plug are not correctly connected to the socket of the printer.
2. The printer power button is not turned on.