



Mt2/Mt2B Troubleshooting Guide

Problem	Possible Cause	Solution
Printer will not turn on	Discharged battery	Recharge battery overnight
“Battery Charging” indicator not lighting when AC Adaptor is plugged in.	No AC power Bad AC adaptor	Check AC outlet and Adaptor
	Fully charged battery pack	None required
Battery not charging	Battery incorrectly installed or no AC	Check battery installation and AC adaptor
Poor print quality	Low battery	Check or recharge the battery
	Print head is dirty	Clean the print head
Paper not feeding	Obstruction in paper path or improperly installed	Check the paper path. Verify installation. Use paper with the correct thickness.
Error/MCR indicator lit RED	Print mechanism jam	Clear the paper path.
	Error reading MCR	Magnetic stripe on card must be facing toward the paper supply door.
	No Paper	Load Media
Prints illegible characters	Improper Baud rate and parity	Verify the printer and Host setting match. Use test print to verify printer setting. In MS-DOS use “write direct to port”. In Windows, use generic printer driver, print manager, and direct write to port.
Printer will not print	Low or defective battery	Check or replace the battery
	Paper not loaded correctly	Make sure the paper is loaded correctly, not backwards
	Communications not set correctly	Verify communications between the host device and the printer by performing a printer self test

Printek, Inc.
 1517 Townline Road
 Benton Harbor, MI 49022
 Ph: (800) 368-4636
 Fax: (269) 925-8539
 Web: www.printek.com
 E-mail: info@printek.com