



Mt3/Mt3B Troubleshooting Guide

Problem	Possible Cause	Solution
<ul style="list-style-type: none"> ▪ Printer will not turn on 	<ul style="list-style-type: none"> ▪ Discharged battery 	<ul style="list-style-type: none"> ▪ Recharge battery overnight
<ul style="list-style-type: none"> ▪ "Battery Charging" indicator not lighting when AC Adaptor is plugged in. 	<ul style="list-style-type: none"> ▪ No AC power ▪ Bad AC adaptor 	<ul style="list-style-type: none"> ▪ Check AC outlet and Adaptor ▪ Fully charged battery pack
<ul style="list-style-type: none"> ▪ Battery not charging 	<ul style="list-style-type: none"> ▪ Battery incorrectly installed or no AC 	<ul style="list-style-type: none"> ▪ Check battery installation and AC adaptor
<ul style="list-style-type: none"> ▪ Poor print quality 	<ul style="list-style-type: none"> ▪ Low battery ▪ Print head is dirty 	<ul style="list-style-type: none"> ▪ Check or recharge the battery ▪ Clean the print head
<ul style="list-style-type: none"> ▪ Paper not feeding 	<ul style="list-style-type: none"> ▪ Obstruction in paper path or improperly installed 	<ul style="list-style-type: none"> ▪ Check the paper path. Verify installation. Use paper with the correct thickness.
<ul style="list-style-type: none"> ▪ Error/MCR indicator lit RED 	<ul style="list-style-type: none"> ▪ Print mechanism jam ▪ Error reading MCR ▪ No Paper 	<ul style="list-style-type: none"> ▪ Clear the paper path. ▪ Magnetic stripe on card must be facing toward the paper supply door. ▪ Load Media
<ul style="list-style-type: none"> ▪ Prints illegible characters 	<ul style="list-style-type: none"> ▪ Improper Baud rate and parity 	<ul style="list-style-type: none"> ▪ 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.
<ul style="list-style-type: none"> ▪ Printer will not print 	<ul style="list-style-type: none"> ▪ Low or defective battery ▪ Paper not loaded correctly ▪ Communications not set correctly 	<ul style="list-style-type: none"> ▪ Check or replace the battery ▪ Make sure the paper is loaded correctly, not backwards ▪ Verify communications between the host device and the printer by performing a printer self test

If the problem is not identified following above trouble shooting guide, contact Printek Technical Support at (888) 211-8300.

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