



## MtP400 Troubleshooting Guide

### Error Messages



Whenever the printer detects an error condition, the  $\Delta$  Error Indicator will either flash or go to a steady on condition. The indicator flashes for errors that can be easily corrected such as Paper Fault or Paper Door Open.

The indicator will stay on without flashing for errors that cannot be recovered without loss of data. These are typically caused by interface configuration errors such as serial handshaking, or baud rate, and will require that the printer be turned off to clear the error.

Message	Possible Cause	Solution
Paper Fault	Media supply is empty.	Install new roll or cassette.
	Paper Fault/Black Mark sensor is dirty.	Clean the Black Mark sensor as described in the Operator's Manual.
Paper Door Open	Paper door not fully closed.	Make sure the door is fully closed by opening the door and closing it again until the door "clicks" closed. Check the platen roller for damage.
Parity Error	Serial I/O not configured correctly.	Verify that the parity selection made in the Serial Interface Setup Menu matches the setting on the host system.
I/O Overflow	Serial I/O not configured correctly.	Verify that the handshaking selections (ETX/ACK, XON/XOFF, RTS/CTS) selections made in the Serial Interface Setup Menu match the settings on the host system.
I/O Error	Optional interface – IrDA, Bluetooth, or Wi-Fi not responding.	Printer requires service.

### Other Problems

Problem	Possible Cause	Solution
Printer will not turn on.	Battery not installed properly.	Remove and reinstall battery making sure the battery release lever "clicks" when fully installed.
	Discharged battery.	Recharge battery.
Printer turns itself off.	Auto Power Down is enabled.	Change setting in Options Menu as described in the Operator's Manual.
	Battery discharged.	Replace or recharge battery.
	Electrostatic discharge.	May occur in extreme low humidity conditions. Turn printer back on with power button.

<b>Problem</b>	<b>Possible Cause</b>	<b>Solution</b>
❑ Battery Indicator does not light or does not stay lit when power supply is connected.	Battery already fully charged.	No action required.
	Power supply not receiving power.	Check building/vehicle circuit breakers/fuses.
	Faulty power supply.	Check output of power supply with voltmeter. 9 VDC.
	Battery not installed properly.	Remove and reinstall battery making sure the battery release lever “clicks” when fully installed.
Battery not charging.	Faulty power supply.	Check input and output of supply with voltmeter.
	Faulty battery.	Replace battery.
Poor print quality.	Low battery.	Check and recharge battery.
	Print head dirty.	Clean print head as described in Operator’s Manual.
	Poor quality or “old” paper.	Verify paper from approved source. Try new roll or cassette of paper.
Paper not feeding.	Obstruction in paper path or paper improperly installed.	Check paper path and reinstall paper.
	Does not pull paper from cassette.	Clean Pick Roller as described in Operator’s Manual.
	Poor quality paper.	Verify paper from approved source.
Paper not feeding reliably or print is compressed vertically	Poor quality paper.	Verify paper from approved source.
	Heavy or thick forms or labels. Specialty paper with slick finish.	Lower the Max Paper Speed as described in Operator’s Manual.
Print Garbled.	Low Battery.	Check and recharge battery.
	Improper interface configuration.	Verify printer and host settings match.
Printer will not print.	Low Battery.	Check and recharge battery.
	Paper not loaded correctly.	Check paper path and reinstall paper.
	Improper interface configuration.	Verify printer and host settings match. Use test print to verify printer setting and to verify printer is functioning properly.
Cannot print via optional interface,  Wireless Indicator does not light.	Interface not configured correctly.	With printer on, press and hold the  Enter Button to print out current configuration. Make sure the interface is selected and Make sure printer and host set ups match.

**Printek, Inc.**  
 1517 Townline Road  
 Benton Harbor, MI 49022  
 Ph: (800) 368-4636  
 Fax: (269) 925-8539  
 Web: [www.printekmobile.com](http://www.printekmobile.com)  
 E-mail: [info@printekmobile.com](mailto:info@printekmobile.com)