FieldPro 541 Series

Troubleshooting

When encountering problems, the cause may be the printer or may sometimes be due to other problems with your system. Please review the following tables to solve common problems you may encounter with your printer. You may also visit www.printek.com for additional "FAQ's" that may assist you.

If you are still unable to solve your problem, please contact the company from whom you purchased your printer since they are most familiar with your systems. If they are unable to help you, please contact Printek Technical Support at (800) 368-4636.

I.   General Error Conditions

Whenever the printer detects an error condition the Alert (red) Indicator will either flash or stay on. In some cases, the audible alarm will also sound. Please refer to the following table for a list of what causes these conditions and how they may be corrected.

Error Indicator	Possible Cause	Solution
Flashes	Paper Out or 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.
Stays On, With Alarm	Print job too large for printer memory	Divide long documents into individual pages. Printer power must be cycled to clear error.

II. Fault Description and Resolution

Problem	Possible Cause	Solution
Printer will not turn on.	Battery not installed properly	Remove and reinstall battery making sure the battery is seated with door closed.
	Discharged battery	Recharge battery.
Printer turns itself off.	Battery discharged	Replace or recharge battery.
	Electrostatic discharge	May occur in extreme low humidity conditions. Turn printer back on with power button.
Battery Indicator does not light or does not stay lit when power adapter is connected.	Battery already fully charged	No action required.
	Power supply not receiving power	Check building/vehicle circuit breakers/fuses.
	Faulty power adapter	Check output of power adapter with voltmeter. Should be 19 VDC.
Battery not charging.	Faulty power adapter or battery	Try new power adapter or replace battery.
Poor print quality.	Low battery	Check and recharge battery.
	Print head dirty	Clean print head. Refer to "Maintenance" section of the Operator's Manual.
	Poor quality or "old" paper	Verify paper from approved source. Try new roll of paper.
Paper not feeding.	Obstruction in paper path, or paper improperly installed	Check paper path and reinstall paper (see "Quick Start Instructions").
	Poor quality paper	Verify paper from approved source.
	Paper Door not fully closed	Verify door is closed.
Paper does not advance to black mark reliably.	Dirty Black Mark/Paper Sensor	Clean Sensor as described in "Maintenance" section of the Operator's Manual.
	Black Mark density/contrast	Adjust Mark Sensitivity as described in Device Settings Menu.
Paper not feeding reliably, or print is compressed vertically	Poor quality paper	Verify paper from approved source.

Problem	Possible Cause	Solution
	Heavy or thick forms; specialty paper with slick finish	Lower the Max Paper Speed as described in Device Config Menu.
	Paper Door not fully closed	Verify door is closed.
Print Garbled.	Low Battery	Check and recharge battery.
	Improper Interface configuration	Verify printer and host settings match.
	Paper Door not fully closed	Verify door is closed.
Printer will not print.	Low Battery	Check and recharge battery.
	Paper not loaded correctly	Check paper path and reinstall paper (see "Quick Start Instructions").
	Improper Interface configuration	Verify printer and host settings match. Print a self-test to verify printer settings and to verify printer is functioning properly.

A. Obtaining Service

If service is required for your printer, please contact the company where you purchased your printer.

If they are unable to assist you, contact Printek Customer Service at (800) 368-4636 to obtain a Return Authorization Number. Printers without Return Authorization will not be accepted.