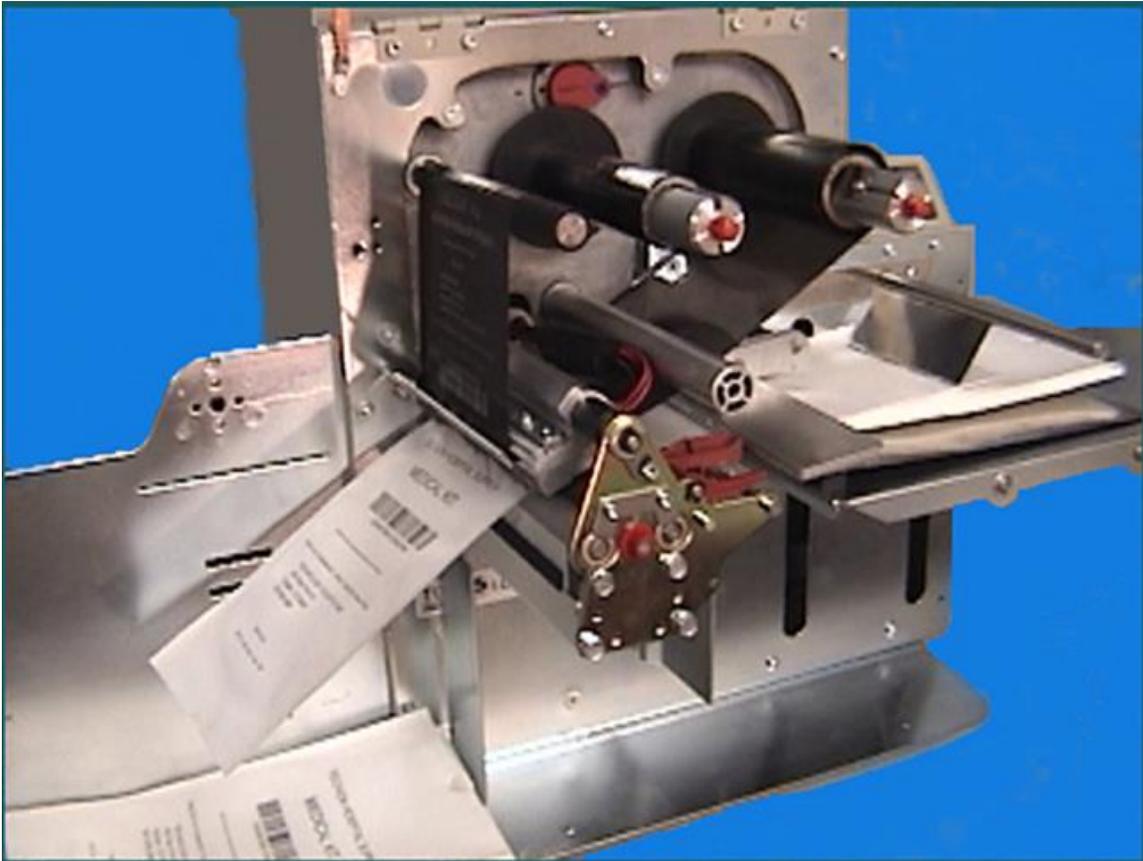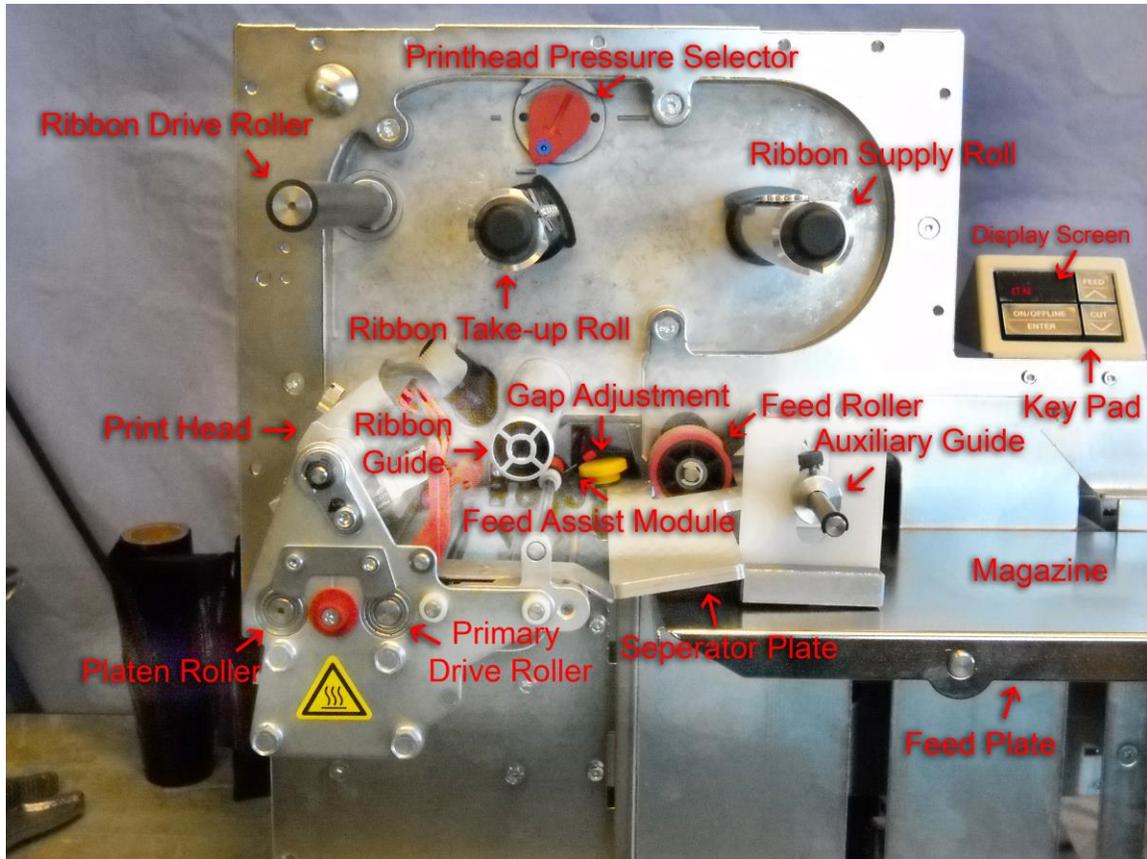# ThermaPrint Direct to Pouch Printer

OVERVIEW

First, this manual will cover setting up the Thermaprint system. Then it will explain the basic function of each button and button combination. It will explain how to access the menu, and after there will be a basic how to use the printer guide, followed by appendices with submenu, function, and error code definitions.

SETTING UP THE THERMAPRINT SYSTEM

First, the proper printer driver should be installed onto the PC that will be running the Thermaprint system. To do so, go to http://doranix.com/drivers/drivers.htm and download the driver appropriate for the operating system being used.

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Click on the following link

ThermaPrint Guides

- ThermaPrint Quick Start Guide Word Document
- ThermaPrint Quick Start Guide PDF
- ThermaPrint Status Reports and ST Error Codes PDF
- ThermaPrint Info Printouts and Parameters PDF Zipped File

ThermaPrint Printer Drivers

We recommend using the driver for the Novexx Xxtreme provided with the label generating software you are using. If it is not available use the following driver for the Operating System you are using.

- Windows 9.x, 2000, XP
- Windows NT

Then, when you have unboxed the Thermaprint system, the first thing to do is to save the box and associated foam. When the Thermaprint system needs to be returned for repair, doing this will save the machine from damage while in transit. Remove the foam from above the feed plate and save this as well. On the ends of the feed tray shafts, there are e-clips. These will need to be removed with a small flat-headed screwdriver. Once removed the feed tray can be slid onto the shafts, and the e-clips will need to be reinstalled to ensure the tray operates properly. For wider Thermaprint systems, the extended feed guide will need to be inserted into the pivot rod. It is identified by the red thumbscrew that will need to be loosened to allow the extended feed guide to be inserted, and is located beneath the ribbon feed spool. Connect the provided computer cable (Ethernet, Centronics, etc.) to the Thermaprint system and the PC with the appropriate driver installed, and connect the provided power cord to an electrical outlet and the Thermaprint System. From here, this manual will first walk you through an overview of the Thermaprint system before the manual provides an example of how to use the machine.

BASIC FUNCTIONS

       This printer has 2 modes: ONLINE (ON will be displayed on the screen) and OFFLINE (OFF will be displayed on the screen). The printer must be in the ONLINE mode in order to receive print commands, and also to print. The printer must be in OFFLINE mode in order to access the special functions, commands, and to access the menu system. The menu system will be explained in much greater detail in the following section.

ON/OFFLINE/ENTER

       This button will cycle the machine from ONLINE mode to OFFLINE mode outside of the menu system. Inside of the menu system it acts as a confirmation. For example, pressing it will confirm that you want to enter a sub menu or function menu, or confirm a selected value or state. If the printer is currently printing, pressing this button twice will pause the printer.

FEED/ /

       In ONLINE mode, this button will resume a paused print job. In OFFLINE mode, this button will feed in a pouch, which means that it will raise the pouch tray until a pouch feeds into the machine. The pouch will stop just before the print head. IF pressed again, it will feed the first pouch out of the machine and it will ready the next pouch, without printing. Inside of the menu system, FEED will cycle the current selection up, towards the top of the menu.

CUT/ V

       In ONLINE mode pressing this button alone will perform no operation with the current Thermaprint configuration. In OFFLINE mode, it enables the FOIL operation. The FOIL operation allows you to advance the ribbon without printing, and is useful for clearing wrinkles out of the ribbon. While the screen says FOIL, pressing the ENTER button will cause the label to advance while held, and pressing either FEED or CUT will return to the OFFLINE mode, exiting the FOIL operation. Inside of the menu system, CUT will cycle the current selection down, towards the bottom of the menu.

ON/OFFLINE/ENTER + FEED/ /

       This button combination performs no operation in ONLINE mode. In OFFLINE mode, it will cause the pouch tray to rise up until a pouch is ready to feed. It will not feed a pouch into the machine, like the FEED command above will. To stop the tray before a pouch is ready to feed, press the ENTER button, and the machine will stop raising the tray, and will return to OFFLINE mode.

ON/OFFLINE/ENTER + CUT/ V

      This button combination performs no operation in ONLINE mode. In OFFLINE mode, it will cause the pouch tray to lower down to the lowest setting. To stop the tray before it has reached the lowest setting, press the ENTER button, and the machine will stop lowering the tray, and will return to OFFLINE mode.

FEED/ /\ + CUT/ V

      This button combination, when performed in ONLINE mode, allows one to view and change the Heat Value of the print head. The Heat Value setting is generally overwritten by the computer when a print job is sent, so changes made on the printer may not be utilized when a print job is processed. To increase the Heat Value, press FEED. To decrease the Heat Value, press CUT. To exit this menu and return to ONLINE mode, press FEED+ CUT simultaneously.

      In OFFLINE mode, this button combination will gain access to the menus. See the following segment for more information.

ON/OFFLINE/ENTER + CUT/ V + FEED/ /

      This will cause the printer to restart. This is useful for clearing certain error messages.

      NOTE: While the printer is starting up, do not press any of the buttons while INIT is flashing. If this is done, then the printer will need to be reset in order to remove the flashing CODE message. This is a feature for repairing and servicing the machine ONLY.

MENU STRUCTURE

      The ThermaPrint system has a complex menu system, but is simply navigated with the proper know how. Below is an image that demonstrates how to move through the menu system. The boxes with a bold outline are sub-menus. Beneath the sub-menus are the functions within each sub-menu. A full list is available in Appendix A.
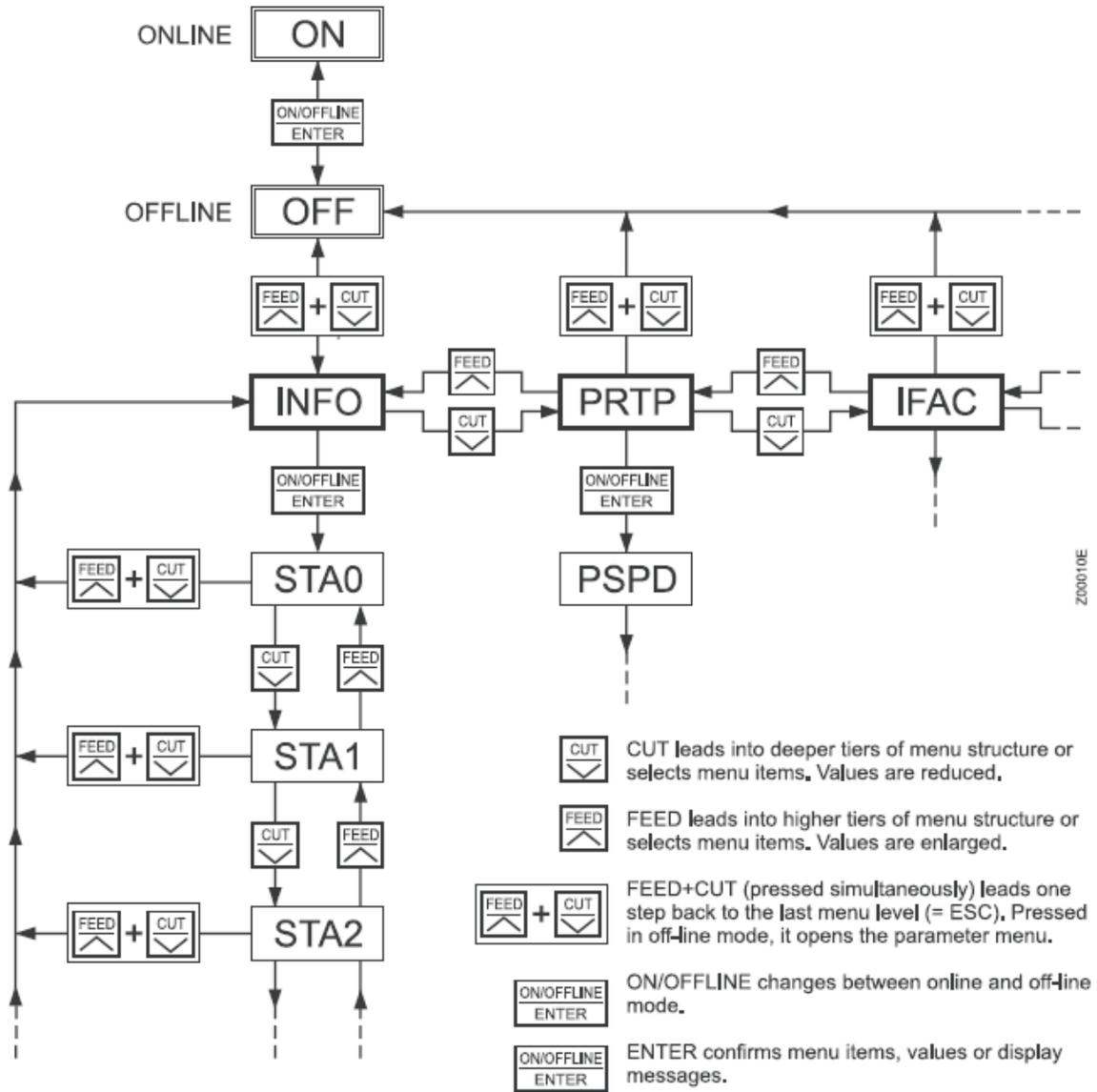
Fig. 1: How to navigate the menu structure.

Here is an example of how to navigate the menu system.

EXAMPLE:

I turn on the machine and wish to access the MLEN function. Looking in Appendix A, I see that the MLEN function is the third function within the PRTP sub-menu. So, I press the ENTER button to change from ONLINE mode to OFFLINE mode. I then press FEED and CUT simultaneously to access the sub-menus. The screen now says INFO. I press CUT to change to the PRTP sub-menu, and then I press the ENTER button to enter the functions within that sub-menu. The screen now says PSPD, so I press the CUT button twice to change

the function to the MLEN function. I then press ENTER to access that function. The next section of this manual will describe what each sub-menu is, and what each function does along with any options within the function. Do not change anything within the MLEN function at this time. After I make my selection within the MLEN I press FEED and CUT simultaneously 3 times to return to OFFLINE mode. After the first press, the screen will say MLEN, after the second it will say PRTP, and after the third it will say OFF.

HOW TO USE THE PRINTER

First plug the printer into an electrical outlet and a computer using the provided cables. Thread the machine with ribbon according to the ribbon threading diagram under the hood of the machine, ensuring the coated side faces down when under the print head. Turn the machine on. On the computer, ensure that you are using the correct drivers, which are available from our website: www.doranix.com or contacting us at info@doranix.com or (303)-271-0986. Place the machine into OFFLINE mode by pressing the ON/OFFLINE mode button. Place a stack of the product to be printed on the pouch tray. The tray can be lowered by pressing the ENTER and CUT buttons simultaneously to enable the DOWN function if necessary. Once the product is on the tray, press the FEED button once.

When the printer is done feeding a product into the ready position; return the printer to ONLINE mode by pressing the ON/OFFLINE mode button. Then, on the computer, print the desired number of product. When the printer is finished with the print job, place the machine into offline mode, lower the tray using the DOWN function, place a new stack of product on the pouch tray, and repeat.

ROUTINE MAINTENANCE

All exterior rotating parts should be wiped down with a rag and isopropyl alcohol weekly. Also, the machine should be blown out with compressed air biweekly or weekly if in a dusty environment.

TROUBLESHOOTING TIPS

IF the printer will not print:
Are there any status messages (Appendix B) that are shown on the display screen when a print job is sent, or when the printer feeds a pouch through the machine? Some have simple solutions involved, described in Appendix B.

Is the ribbon properly threaded, with the coated side facing down as it passes under the print head?

Will an info print-out work correctly? To do so, enter the menu system, enter the INFO submenu, and then press enter on the STA0 message. It should print a status message.

Does the printer feed pouches through completely? Ensure the separator is correctly aligned. The Gap Adjustment (see the Feature Identification Image) knob allows for proper separation adjustment, it is a yellow thumbscrew set into the machine on the leading edge of the feed plate. It is below the ribbon take-up spool.

IF the print is skewed on the product:
Adjust the two red press rollers on the short tag above the primary drive roller so that they are either at the edges of the product, or both all the way inside as far as they will go.

IF the print is wrongly positioned along the length of the pouch:
Ensure that the sensor is set to reflective mode. TO do this, enter the menu system, enter the SYSP submenu, and under the option SENS ensure that REFL is selected.

IF the print quality is poor:
Adjust the print speed and heat value (sometimes called temperature/ darkness/ etc.) used within the labeling software. How to change this varies from software to software, but should be under label setup, page setup, or label properties. To improve quality, try to decrease print speed and increase the heat value.

Increase the print head pressure. This is an oblong orange knob above the ribbon take-up spool (the Printhead Pressure Selector). Clockwise decreases pressure and counter-clockwise increases pressure. This may cause wrinkling of the product if too much pressure is applied.

IF the printer will not feed product or double feeds product:
Ensure that the separator gap is appropriately adjusted.

In the menu system, under INFO->MTYP, ensure PUN is selected.

Contact technical support. Make a note of any error messages that appear on the display screen.

FURTHER QUESTIONS/ISSUES

Please call at (303) 271-0986 or email to info@doranix.com **and your question or issue will be addressed as soon as possible.**

APPENDIX A: SUBMENU AND FUNCTION DEFINITIONS

OFF

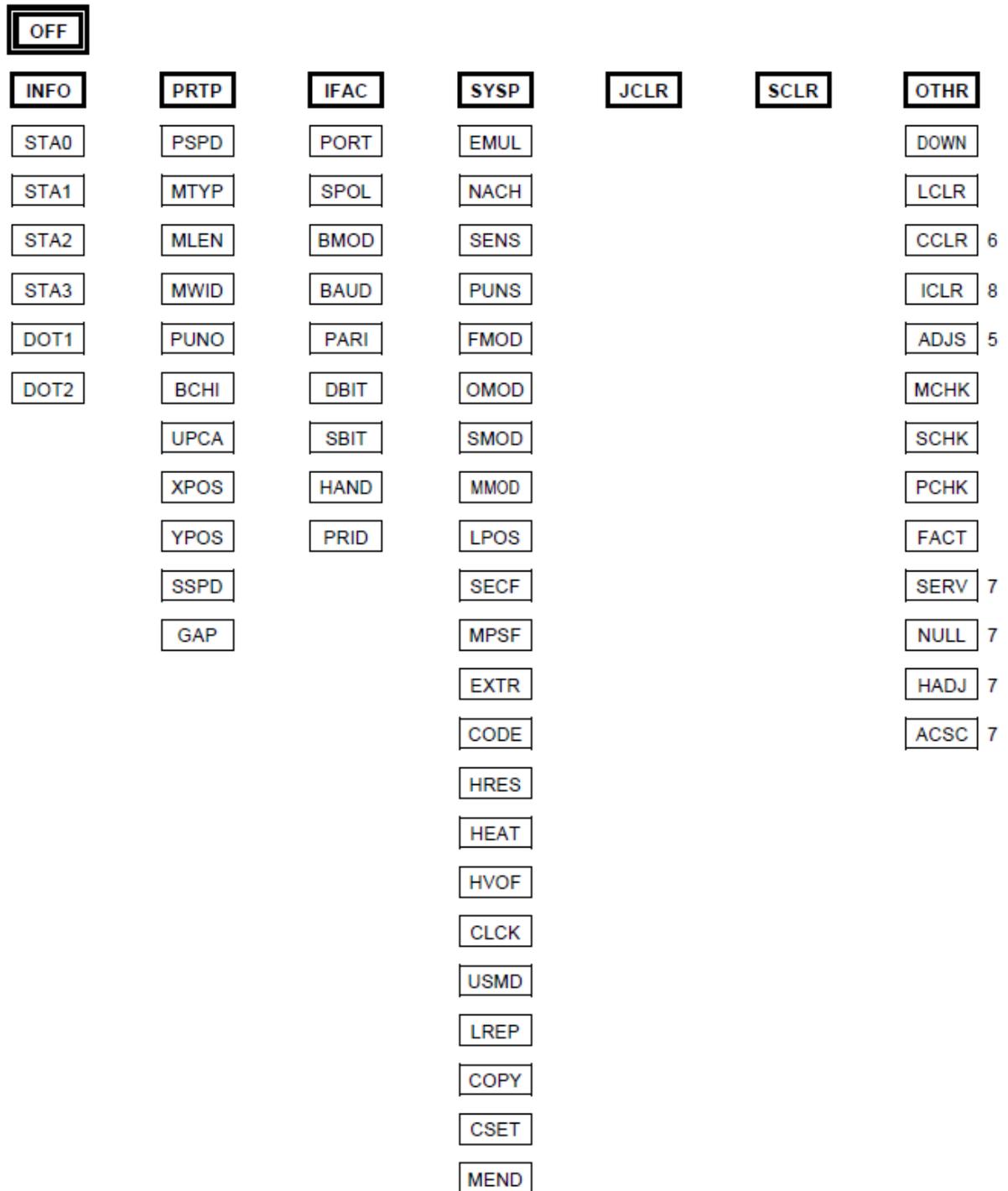| INFO	PRTP	IFAC	SYSP	JCLR	SCLR	OTHR
STA0	PSPD	PORT	EMUL			DOWN
STA1	MTYP	SPOL	NACH			LCLR
STA2	MLEN	BMOD	SENS			CCLR 6
STA3	MWID	BAUD	PUNS			ICLR 8
DOT1	PUNO	PARI	FMOD			ADJS 5
DOT2	BCHI	DBIT	OMOD			MCHK
	UPCA	SBIT	SMOD			SCHK
	XPOS	HAND	MMOD			PCHK
	YPOS	PRID	LPOS			FACT
	SSPD		SECF			SERV 7
	GAP		MPSF			NULL 7
			EXTR			HADJ 7
			CODE			ACSC 7
			HRES			
			HEAT			
			HVOF			
			CLCK			
			USMD			
			LREP			
			COPY			
			CSET			
			MEND			

Fig 2: Full menu architecture. Some functions appearing here are not available in all configurations.

INFO Info Printouts

A material width of 100 mm (STA4: 50 mm) is necessary to print the report. The status print out STA0 to STA3 is approx. 200 mm long.

☐ Printing of individual reports can be deactivated for certain peripheral options. For detailed information refer to the description of parameter SYSP/PEPH.

STA0 Report Parameter Settings

A protocol can be printed to provide an overview of customer-specific parameter settings.

STA1 Logo Buffer, Memory Report

A protocol of the assigned logo addresses can be printed out for managing the logo memory.
The amount of free memory capacity available for the logo data is dependent on the card being used. If such a card has not been inserted, the free internal memory capacity of the printer is made available for storing the logo.

STA2 Font Library

Print samples of all installed characters, bar codes and line samples.
☐ For a complete list of characters refer to topic section "Internal Fonts".

STA3 Service Report

Test printout about feed roller, print head and service parameters.
Preferably reel material with a width of approx. 100 mm should be used.

Counter Max. Value
Service Operations
Head number
Roll number
Knife number
255
Head run length 131 km
Roll run length 8.800 Jahre
Cuts on knife 4.300.000.000
Total material length 430.000 km
Total foil length 430.000 km
Total cuts 4.300.000.000
Total head moves 4.300.000.000
Head strobes 4.300.000.000
Operation time 8.800 Jahre

DOT1 Print Test for Punched Material

Special pattern for highlighting absent dots on the thermal bar. The test is concluded using the ENTER button.

DOT2 Print Test for Endless Material

Special pattern for highlighting absent dots on the thermal bar. The test is concluded using the ENTER button.

PRTP Printer Parameters

PSPD Print Speed

The print speed (material feed) can be adjusted according to the ribbon and material combination being used in order to optimise the contrast depth and the density of the print image.
PS 4 Minimum print speed = 4 inches per second
PS 10 Maximum print speed = 10 inches per second

Progression Unit interval = 1 inch/s

MTYP Material Type

Definition of the materials used. A distinction is made between reel material and punched material (hole punches, self-adhesive material with register punch holes). The detected punch position corresponds to the start of the label.

ENDL If material without gaps is to be used
PUN If material with gaps is to be used

MLEN Setting Material Length

The material length (label length) is the distance between the gaps, measured from the front edge (beginning) of a label to the front edge of the next label.

L 5 Minimum length input = 5 mm
Lxxx Maximum length input (depending on print head width and memory configuration, see also STA0)

Progression Unit interval = 1 mm

MWID Setting Material Width

Wxxx Setting of the material width. Important for mirroring the printout at the center line, because the center line is calculated as the middle of the set material width. Setting range: minimum width (depending on the device) up to maximum width (depending on print head width and memory configuration); Unit interval: 1 mm.

PUNO Gap Offset

The zero position can be determined in millimeters offset in (+) or against (-) the feed direction from the detected gap position.

☐ The value is overwritten by the appropriate Easy Plug command when sending label formats.
Pxxx xxx = -15 to 300 (TTX 350: -50 to 300); Unit interval: 1 mm

BCHI Bar Code Height

The barcode height can be changed by a factor of between 1 and 10 mm (BCHI factor).
B 1 Smallest progression factor
B 10 Largest progression factor
Progression Unit interval = 1 mm
The effective bar code height is calculated by multiplying the value in the label layout (mask) by the BCHI enlargement factor.
Effective barcode height = (layout value + 1) * BCHI
Example The value BCHI = B 3 is set. With the Easy Plug command in the label layout, the value /4/ is given as the bar code height (1 is standard).
Result: (4 + 1) * 3 = 15 mm
The bar code is printed with a height of 15 mm

UPCA Bar Code Plain Copy Line

The position of the first and last number in the plain-copy line can be adjusted as required.
STD The first and last character of the UPCA or the first character on the UPCE are moved upwards.
SPEC All the characters in the plain-copy line are in one line below the code.

XPOS Print Offset on the X-axis

The zero point of the mask is moved in relation to the edge of the label on the X- axis, i.e. lengthways to the material.
XP 8 Maximum offset away from the edge of the label = +2 mm
XP 0 No offset
XP-8 Maximum offset towards the edge of the label = -2 mm
Progression Unit interval = 0.25 mm
The setting range -24...0...+24 (-6 to +6 mm) applies for 8-dot emulation.

YPOS Print Offset on the Y-axis

The zero point of the mask is moved in relation to the gap position on the

Y-axis, i.e. in the feed direction.
CP8 Maximum offset in feed direction = +2 mm
YP 0 No offset
CP -8 Maximum offset opposed to feed direction = -2 mm
Progression Unit interval = 0.25 mm
The setting range -24...0...+24 (-6 to +6 mm) applies for 8-dot emulation.

SSPD Feed without Printing

The feed speed can be increased between print periods, thereby reducing
the total print time, particularly with long labels with a minimum printed
surface.
SS 4 Minimum feed speed = 4 holes per second
SS12 Maximum feed speed = 12 inches per second
Progression Unit interval = 1 inch/s
Setting In print applications with length calculating units (e.g. consecutive
numbering), the value for the feed speed should not be set too high. This
can help to avoid alternating between abrupt braking to 0 (zero) and
acceleration to print speed.

Note ☐ When changing the print speed (PSPD), the feed speed (SSPD) is set
equal to the print speed (PSPD). An alternative feed speed must be reentered
if required.

GAP Gap Detection Mode

AUTO AUTO mode, for material with a contrast zone = gap in the label.
AUTO is the default setting, suitable for all materials, in which a difference
between labels and gap is preset at more than 2 values (see Sensor Check
description).
MAN MAN mode, for material with several different contrast zone.
The range of the value automatically measured by the gap detection can be
defined specifically for the label material. This allows materials with high contrast
proof points within the label to be processed, which would
otherwise be measured as 'false' gaps by the system. The corresponding
setting value is then equal to, or smaller than, the value measured at the
actual gap.
Mxxx Mxxx is displayed (xxx = 0 to 255) after selecting the MAN parameter. The
value xxx stands for the current contrast within the photoelectric switch of
the material which has just been inserted. This serves to determine which
material has been inserted.
A suitable threshold value can be set after confirmation with the ENTER
button. A figure between 0 and 255 appears on the display, which can be
altered according to the required threshold value.
Example Self-adhesive material with black bars lengthways across the label
– Reading:
Masking paper 30
Masking paper + label 60
Masking paper + label + black bars 190
– Setting value: 60

A setting value of 60 means that all readings over 60 are ignored, therefore also the reading 190 at the black bar.

IFAC Interface Parameters

PORT Interface Type

RS23 Serial interface (V24/DB25, RS232)
CENT Parallel interface (Centronics)

☐ The Centronics interface is standard. This may be different with older firmware versions!

SPOL Spooler Size

The memory capacity of the printer buffer can be set according to the requirements of each customer.
8KB 8 KByte (example), other values as follows:
Value 8 KByte 16 Kbyte 32 KByte 64 KByte
Display 8KB 16KB 32KB 64KB

☐ All data present in the printer buffer is deleted!
The maximum print format is influenced by the spooler size, provided that no RAM card is being used for memory expansion.

BMOD Spooler Mode

The operating mode of the spooler can be used to enter customer-specific settings, which determine whether print series are processed individually (the interface is only ready to receive new data after the required number of labels of a single series has been printed), or whether several series of spooler print data can be received during printing.

BOFF Single Print Series Mode
BON Multi-Print Series Mode

<20H Filter for characters smaller than 20H

YES Filter function activated. Characters smaller than 20H are filtered out of the data flow.
NO Filter function deactivated. Characters smaller than 20H are treated as normal characters.

BAUD Data Transfer Speed

Speed of data transfer using the serial interface.

300 300 Baud (example), other values as follows:

Value 300 600 1200 2400 4800 9600 19200 38400

Display 300 600 1200 2400 4800 9600 192. 384.

PARI Parity

The PARI parameter defines the parity check of the data transmitted via the serial interface.
The parity bit is for checking data transmission. If the check shows an error, a corresponding message is displayed. The setting must be identical at the sender and the receiver. Normally transmission is set without a parity bit.
ODD Odd parity
A parity bit is added so that there is an odd number of 1 bits.
EVEN Even parity
A parity bit is added so that there is an even number of 1 bits.
NONE No check bit. Sending and receiving without check bit.
CLRP Check bit is always 0 (zero). Sending and receiving without parity check.

DBIT Number of Data Bits

This parameter can be defined in connection with both the serial and the parallel interface
7BIT 7 data bits
8BIT 8 data bits

SBIT Number of Stop Bits
Number of stop bits at the serial interface
1BIT 1 stop bit
2BIT 2 stop bit

HAND Data Synchronisation

Synchronisation at the serial interface
RTS Data synchronisation by hardware
XON Data synchronisation by software

PRID Printer Identification Number

IDxx Identification Number 0 - 31 (xx = 0 - 31)

SYSP System Parameters

EMUL Print interpreter

For Service Technician Only
NACH Character sets

For Service Technician Only
SENS Photoelectric switch, beginning of label

The optional reflex photoelectric switch for labels with reflecting length markings, or the normal factory-fitted photoelectric switch for labels with transparent or register gaps (self-adhesive labels), must be defined according to the application.
NORM Transparency photoelectric switch (for gaps)
REFL Reflex photoelectric switch (for reflecting markings)

PUNS Material Photoelectric Switch

These parameters are for adjusting the sensitivity of the material photoelectric switch.

SP x x = 1 to 8 Unit interval = 1
1 = Maximum sensitivity, for narrow gaps (perforations).
8 = Minimum sensitivity for clearly recognizable gaps.

☐ Too high a level of sensitivity can lead to gaps being detected which do not even exist (on proofs, material thickness fluctuations, perforations etc.).

FMOD Ribbon Automatic Economy

The ribbon feed can be interrupted during print periods with the ribbon automatic economy parameter. This saves ribbon, particularly with long labels with a minimum print area. The automatic function should only be activated with unprinted areas from approx. 10 mm in length.

A selection can be made between heat transfer printing and thermal printing. It is necessary to select the type of printing in order to be able to switch over the ribbon end detection.

☐ FMOD can not be activated with parameter cut mode (CMOD) set to batch mode (BTCH).
SAVE Ribbon automatic economy ON
      LEHU Lift printhead at the end of printing
      LEHD Lower the printhead at the end of printing
NONE Ribbon automatic economy OFF

OMOD On-line/Off-line Stand-by

Operating mode of the printer after it has been switched on
ONLI Printer goes immediately to on-line mode after being switched on
OFFLI Printer goes immediately to off-line mode after being switched on

SMOD Single Job Mode

In the single job mode (also called the stop mode) the printer stops after every job and waits until the operator restarts the printing process.

OFF Single job mode is deactivated
ON Single job mode is activated

☐ The single job mode is deactivated by default! If a print job has been received, MAT blinks on the printer display. If a material designation has been transmitted MAT blinks in alternation with the transmitted material designation. The printing process can be initiated or continued by pressing the FEED button.

MMOD Material Type, Single Label/Leporello

The type of the label to be processed is set here
TAG Processing single-sheet labels. The magazine is being used and can be moved up or down.
LEPO Processing Leporello material (reel folded). The magazine is moved automatically up or down.

LPOS Label Position of the First Label

Determines the position of the first label of the new print job
HEAD Label is fed underneath the head
DEPO Label remains on the stack

EXTR Single Start /Stacker

The parameter determines, if and how an incoming signal at the optional single start connector will be interpreted.

NONE Signal interpretation disabled.
SNGL The signal triggers the printing of a single label. This setting may be used e.g. for printing single labels by means of a foot switch.
STAC The signal triggers the display of a status report and stops the printer. This

setting may be used when using a stacker (= stacker full signal).

CODE Password

For Service Technicians Only
HRES Print head resistance

For Service Technicians Only
HEAT Lowering the head temperature

For Service Technicians Only
HVOF Offset for head voltage

For Service Technicians Only
CLCK Realtime clock

For Service Technicians Only
USMD Single Start

Here the operator defines the number of labels per signal input (e.g. from a foot switch) which are to be called-up out of an active print job.

☐ The parameter EXTR must be set to SNGL if this feature is used.

Q 1 1 label is to be printed per signal printed (default), a maximum of 10 labels per signal is possible (display Q 1 to Q 10).

LREP Routine Gap Sensing

The maximum search path for gaps which cannot be found can be varied. In cases of difficult gap detection (i.e. minimum variation in the light transparency, gap to label) shortening the search path is to be recommended. Label loss resulting from gaps not being detected can be reduced in this way. Printing does not take place during the search process.

R 0 0 (zero) label length. A gap must be found after a printed label, otherwise an error message is given. A maximum of 5 label lengths can be set until an error message appears.

R 5 5 label lengths. A gap must be found after a maximum of 5 label lengths, otherwise an error message is given.

COPY Reprint Last Printed Label

After an error has occured, the last printed label can be optional reprinted. The parameter "COPY" switches this option on/off.

On Reprint the last printed label in case of an error.
Off Don´t reprint the last label.

CSET Using Character Sets

For Service Technicians Only
MEND Material End Detection

For Service Technicians Only

JCLR Delete Print Job

JCLR can be used to delete the current or interrupted print job.

ENTER Press the ENTER button in order to delete the print job (accompanied by an acoustic signal)
FEED Press the FEED or CUT (NEXT) button if the print job should not be deleted

SCLR Delete Printer Memory

The entire spooler can be deleted with SCLR.

ENTER Press the ENTER button in order to delete the printer memory and the current print job (accompanied by an acoustic signal)

☐ All print jobs are deleted!

FEED Press the FEED or CUT (NEXT) button if the printer memory should not be deleted

OTHR Special Functions (Others)

DOWN Downloading logo/characters

For Service Technicians Only

LCLR Formatting logo card

For Service Technicians Only

CCLR Formatting colour card

For Service Technicians Only

ICLR Formatting image card

For Service Technicians Only

MCHK Memory check

For Service Technicians Only

SCHK Sensor check

For Service Technicians Only

PCHK Demo print

Continuously running demo print with cut after each label.
ENTER Press the ENTER button in order to start the test print (accompanied by an acoustic signal). Press ENTER button again to stop the test print.
FEED Press the FEED or CUT (NEXT) button if the test print should not be started.

FACT Factory Settings

For Service Technicians Only

APPENDIX B: STATUS REPORTS AND ERROR MESSAGES

.... No display
Status No display (display dark), no power supply.
Measure ☐ Check: main cable connection, mains cable, mains fuses in the voltage selector, connecting cable to the display, transformer wiring.
☐ If not successful, call Service for help.

LOCK Printer blocked by malfunction
Status A malfunction has stopped the printer from operating.
Measure Ensure that the Interlock Safety Guides are completely closed and that the integrated safety switch is depressed. Ensure that the red emergency stop button is released. Turn OFF the printer, wait 10 seconds, and then turn the printer back on. If message persists, contact Service for help.

Vxxx Version Number
Status Version number displayed
Error Operating keys jammed, keys do not react.
Measure ☐ Release jammed button by pressing it repeatedly.
☐ Program working incorrectly: reload program, if necessary replace EPROM.
☐ If not successful, call Service for help.

ST01 Factory Settings
Status After acknowledgement all parameters are reset to the factory settings.
Measure ☐ Print parameter settings (STA0).
☐ Check whether customer-specific parameters deviate from factory settings.
☐ Reset parameters.

ST02 Write error NOVRAM
Status Write error in NOVRAM memory
Error EEPROM error, hardware error
Measure ☐ Call Service for help.

ST03 No Material in SNGL Gate
Status After acknowledgement all parameters are reset to the factory settings.
Measure If auto single start is activated:
1. Press CUT button to switch off signal tone.
2. Press FEED button to acknowledge status report. Display: OFF
3. Insert material.
4. ON/OFF button: processing of the job continues, punch is reinitialised.

ST05 Material End
Status Material end. Material no longer in the punching LS.
Measure 1. Press CUT (NEXT) button to switch off signal tone.
2. Press FEED button to acknowledge status report. Display: OFF

3. Insert material and check position of photoelectric switch. Correct if necessary.
4. Press ON/OFF button: processing of the job continues, punch is reinitialised.
Full size and Feed options:
☐ Check programming of length in format.
☐ Confirm with ON/OFF button.

ST06 Print Head Overheated
Status Print head is too hot.
Measure
☐ Take breaks in printing.
☐ Check HRES.
☐ If not successful, call Service for help.

ST07 Ribbon End
Status Printer: ribbon end
Measure Printer When using thermal printing:
1. Check whether parameter FMOD is set to Number.
2. Press FEED button to acknowledge status report. Display: OFF
3. Switch off the ribbon end detection, parameter: FMOD.
4. Press ON/OFF button: processing of the job continues, punch LS is reinitialised.
When using heat transfer printing:
Measure 1 1. Tauten ribbon or set the spring plate on the ribbon unwind mandrel so that the ribbon core turns the mandrel with it and the ribbon core can still
be removed.
2. Press FEED button to acknowledge status report. Display: OFF
3. Press ON/OFF button: processing of the job continues, punch LS is reinitialised.
Measure 2 1. Press CUT (NEXT) button to deactivate the acoustic signal.
2. Press FEED button to acknowledge status report. Display: OFF
3. Insert new ribbon.
4. Press ON/OFF button: processing of the job continues, punch LS is reinitialised.
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ST08 Gap Not Found
Status No gap found or 3 or more labels missing.
Measure ☐ Check gap definition in print mask (material length).
☐ Check whether the correct material has been inserted.
☐ Check that the photoelectric switch is clean
☐ Check material guide and position of photoelectric switches.
☐ After confirmation with the ON/OFF button, the material is automatically fed forwards and the next gap is searched for.
If material does not come into the gap LS:
☐ Material too short.

ST10 RAM Card Error
Status RAM card check total error
Measure
☐ Check whether the correct RAM card (spooler and logo) has been inserted.
☐ Reformat card.

☐ All data on the card will now be deleted!

ST11 RAM Card Error
Status RAM card check total error
Measure
☐ Check whether the correct RAM card (spooler and logo) has been inserted.
☐ Reformat card.

☐ All data on the card will now be deleted!

ST15 Print Head Lifting Malfunction/Contact Roller Raised
Status Printer: Print head lifting malfunction (head sensor).
Laminator: Contact roller raised (lever open).
Measure Printer Ensure the Interlock Safety guides are correctly closed and the integrated safety switch is depressed. Check whether dirt is preventing the head contact lever from moving freely, if necessary clean.
☐ If not successful, call Service for help.

ST20 Immediate Command False
Status Easy Plug: false immediate command (self-acknowledging).
Measure ☐ None. The command is ignored.

ST21 Format command false
Status Easy Plug: format command between #ER and #Q false (self-acknowledging).
Measure ☐ None. The print job is carried out anyway.

ST22 Command Without #ER
Status Easy Plug: format command without leading #ER (self-acknowledging).
Measure ☐ None. The command is still carried out.

ST23 Command Invalid
Status Easy Plug: command is invalid or unknown (self-acknowledging).
Measure ☐ None. The command is ignored.

ST24 Receive Error RS232
Status RS232 receive error, handshake problems.
Measure 1. Switch off signal tone with CUT (NEXT) button.
2. Press FEED button to acknowledge status report. Display: OFF The job is active, but incorrectly recognised characters are not used.
3. Continue processing the job with ON/OFF button
or cancel and reinitiate the job in programme option SCLR.

☐ Check parameter setting : HAND, DBIT, BAUD, PARI, SBIT, HAND.
☐ Check external factors.
☐ Check transmission line.

ST25 Receive Buffer Overflow

Status Receive buffer overflow (spooler).
Result Interface is switched inactively,
receive buffer is erased.
Measure ☐ Switch off signal tone with CUT (NEXT) button.
☐ Press FEED button to acknowledge status report. Display: OFF
☐ Check transfer synchronisation (HAND).

ST26 False Size/Print Position

Status Invalid size or print offset to gap (self-acknowledging).
Result The size of the previous format or print offset is retained.
Measure ☐ None.

ST27 Number Overflow

Status Number overflow (self-acknowledging).
Measure ☐ Check whether numbers larger than 65000 or format positions which
exceed the maximum memory capacity have been used.

ST28 Outside of the Valid Range

Status Character, line or logo does not fit into the physical print format (self-
acknowledging).
Result Only characters which completely fit into the print format are printed.
For example, the bar code is not printed if the Easy Plug command #MXC
(MaxiCode) is faulty (code outside of the label).
Measure ☐ Alter the positions accordingly.

ST29 Logo Number Allocated

Status Logo number is already present (self-acknowledging).
Result Old logo is not overwritten.
Measure ☐ Either delete the old logo first or use a new logo number.

ST30 Logo too Big

Status Logo is too big for logo buffer or format memory (self-acknowledging).
Measure ☐ None.

ST31 Logo Number Invalid

Status Logo number outside of address range (invalid logo number, self-
acknowledging).
Measure ☐ Check whether the entered logo number is smaller than 0 (zero) or larger
than 255.
☐ Check whether the selected logo number is already assigned.

ST59 Printer Cancellation not Possible

Status Printer cancellation (printer reset) has already been carried out.
Measure ☐ If intended, carry out cancellation.

☐ All previously collected data is lost!

☐ If operator error, exit menu.

ST60 Memory Error
Status Memory allocation error, system is disabled.
Measure ☐ Switch off and switch on again.

☐ Wait at least 10 seconds before switching on again!

☐ If not successful, call Service for help.

ST61 Font Error
Status Font error, system is disabled.
Measure ☐ Switch off and switch on again.

☐ Wait at least 10 seconds before switching on again!

☐ If not successful, call Service for help.

ST62 Too Many Commands
Status Too many commands transmitted or label too long (self-acknowledging).
Measure ☐ Remove some commands.

☐ Correct label length or expand memory (by removing superfluous plug-in cards or decrease size of spooler).

ST69 Interrupt Error
Status Invalid (not initialized) interruption, system halted.
Measure ☐ Switch off and switch on again.

☐ Wait at least 10 seconds before switching on again!

☐ If not successful, call Service.

ST70 Stepper Board Error
Status TDI stepper board does not answer.
Measure ☐ Switch off and switch on again.

☐ Wait at least 10 seconds before switching on again!

☐ If not successful, call Service for help.

ST71 Print Head Actuation Malfunction
Status Error during actuation of print head, check total number of head strobes is false (system halt).
Measure ☐ Switch off and switch on again.

☐ Wait at least 10 seconds before switching on again!

☐ If not successful, call Service for help.

ST98 Undefined Interface Error

Status Interface: undefined error

Measure ☐ Acknowledge.

ST99 Non-Defined Status Report

Status System: undefined error

Measure ☐ Acknowledge.