

Printer Troubleshooting

Common Points of Failure



DISPLAY MONITOR/LEAS



534 EE169590
S/N: MY22HCGS204242J OI&T (R03N0*

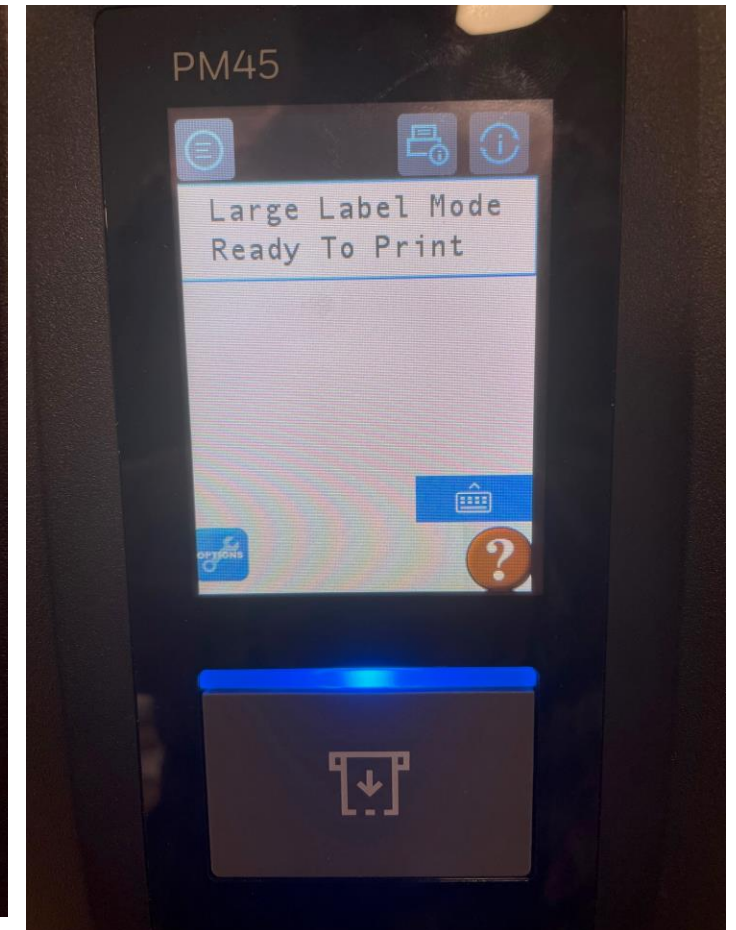
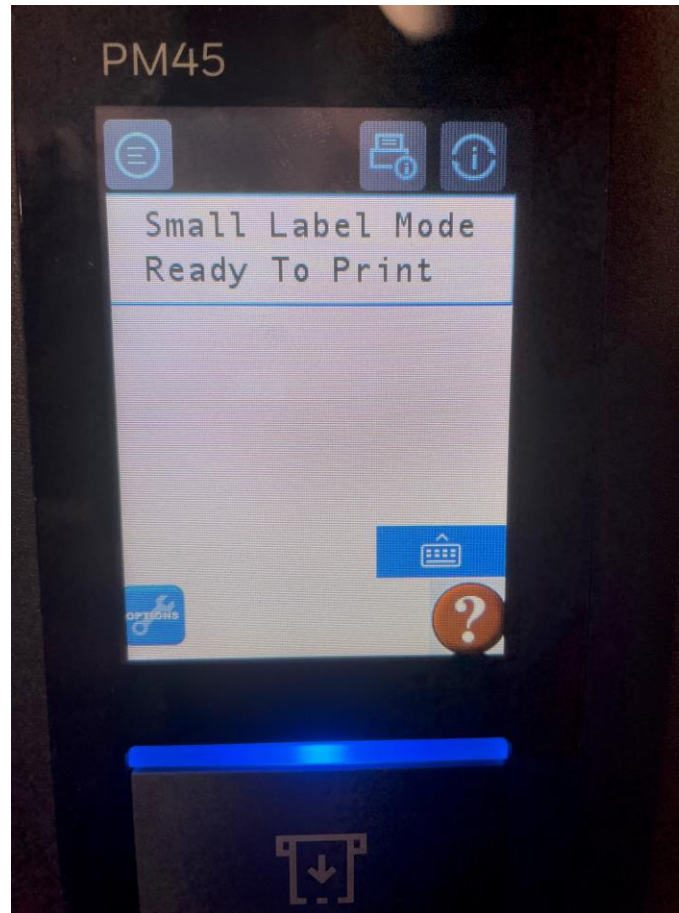
MONITOR, 19IN P1905/D



605 EE45790
CHR: 788L S/N: H674445980RKL

Printer Screens

- The printer should automatically detect the correct label size upon installation of the labels and the screen will say “Small” or “Large” Label Mode.
- This document will guide you through troubleshooting if you get an error





**Verify sensor is in
middle of label**

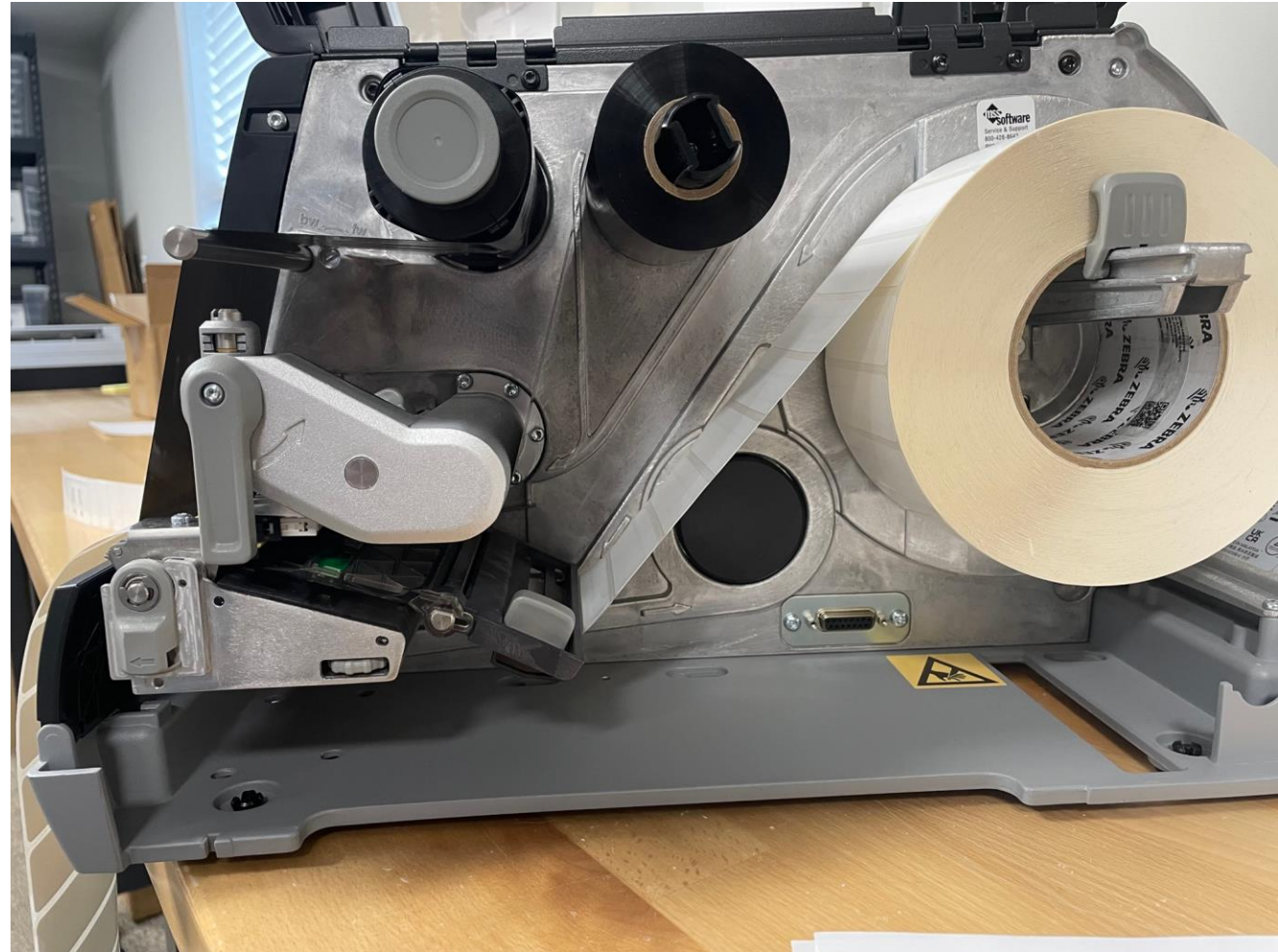
Sensor Position

Double check the location of the media sensor. The media sensor should be in the middle of the label.

If the sensor is in the wrong position, the printer will not start/stop in the correct position

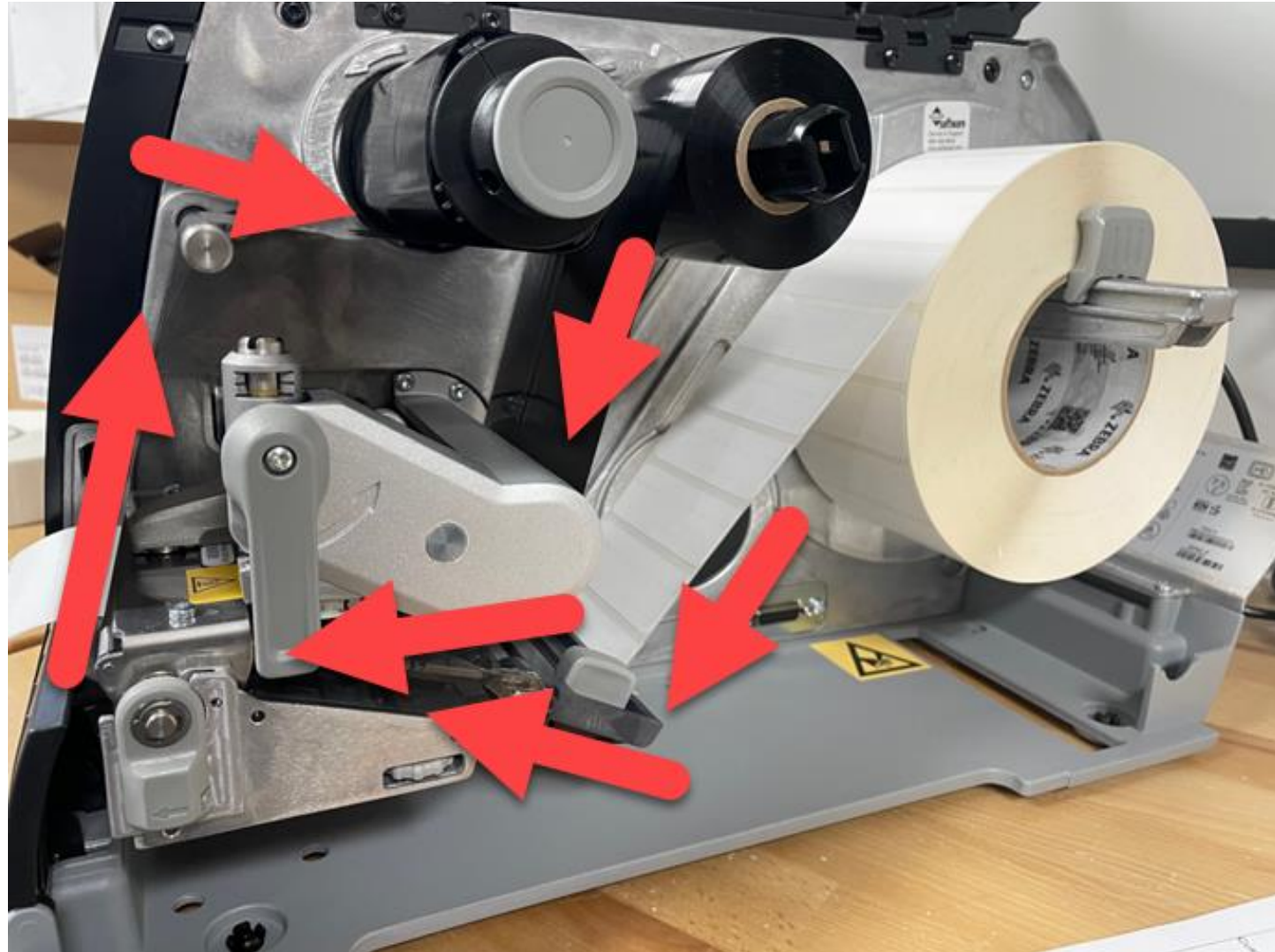
Media Installed

- Be sure labels and ribbons are installed correctly.
- This picture shows the correct path for ribbon and labels



Media Installed

- Alternate view of the labels and ribbon installed



Support

- Please email or call for additional support
- (800) 428-8643
- support@mss-software.com