

Gap wird nicht erkannt

Normally, if for any reason the printer is not able to detect the gaps, the printer will feed some labels and you will read the following error message at display: "OUT OF PAPER".

You are saying that the printer is reporting "Check Paper Path ..." , so, seems a different problem.

1st step:

Please, let us know the exact error message because there are 4 types of "Check Paper Path and Restart (x)" ... we need the number at the end as it could mean:

- a paper jam, or rest of labels at rear module.
- a paper jam or rest of labels at line feed roller.
- something is blocking the carriage.
- something is blocking the SVS.

2nd step:

Unmount the rear module and check if there is any rest of labels or something that could be blocking the paper path & normal way of work.

Check inside of the printer if something is blocking the paper path to the line feed roller.

3rd step:

Turn on the printer, load labels (better a size of 150x100mm or similar) and execute a Print Test label A a couple of times, in order to see if the printer is detecting the labels and is printing fine. The "Test print A" is a internal design on the printer, in this way, the effects of external software will be "out of the formula" and will make the troubleshooting more easy.

[Here](#) you'll find the device in our online store.

Eindeutige ID: #1139

Verfasser: n/a

Letzte Änderung: 2016-04-14 13:20