## 5. TROUBLESHOOTING

### 5.1 Error Display and Remedies

"There was an error writing to LPT1:" is displayed on the personal computer.

<table>
<thead>
<tr>
<th>Phenomenon</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>The PM-100A has not been turned on.</td>
<td>1. Delete a print job in the personal computer, if any remains.</td>
</tr>
<tr>
<td></td>
<td>2. Turn on the PM-100A.</td>
</tr>
<tr>
<td></td>
<td>3. Print again.</td>
</tr>
<tr>
<td>The PM-100A’s door cover has been opened.</td>
<td>1. Delete a print job in the personal computer, if any remains.</td>
</tr>
<tr>
<td></td>
<td>2. Turn off the PM-100A.</td>
</tr>
<tr>
<td></td>
<td>3. Close the PM-100A’s door cover properly until it clicks.</td>
</tr>
<tr>
<td></td>
<td>4. Turn on the PM-100A.</td>
</tr>
<tr>
<td></td>
<td>5. Print again.</td>
</tr>
<tr>
<td>The printer port has not been properly set.</td>
<td>1. Delete a print job in the personal computer, if any remains.</td>
</tr>
<tr>
<td>(For USB connection)</td>
<td>2. Turn off the PM-100A.</td>
</tr>
<tr>
<td></td>
<td>3. Alter &quot;Print to the following port&quot; to the setting in tune with the connection method.</td>
</tr>
<tr>
<td></td>
<td>4. Turn on the PM-100A.</td>
</tr>
<tr>
<td></td>
<td>5. Print again.</td>
</tr>
<tr>
<td>A Centronics cable has not been properly con-</td>
<td>1. Click the [Cancel] button.</td>
</tr>
<tr>
<td>nected.</td>
<td>2. Turn off both the personal computer and the PM-100A.</td>
</tr>
<tr>
<td></td>
<td>3. Reconnect the Centronics cable.</td>
</tr>
<tr>
<td></td>
<td>4. Turn on the personal computer and the PM-100A.</td>
</tr>
<tr>
<td></td>
<td>5. Start up the application software again to perform printing.</td>
</tr>
<tr>
<td>A USB cable has not been properly connected.</td>
<td>1. Click the [Cancel] button.</td>
</tr>
<tr>
<td></td>
<td>2. Reconnect the USB cable.</td>
</tr>
<tr>
<td></td>
<td>3. Print again.</td>
</tr>
<tr>
<td>The sheet has not been set.</td>
<td>1. Delete a print job in the personal computer, if any remains.</td>
</tr>
<tr>
<td></td>
<td>2. Turn off the PM-100A.</td>
</tr>
<tr>
<td></td>
<td>3. Set the sheet in the PM-100A.</td>
</tr>
<tr>
<td></td>
<td>4. Turn on the PM-100A.</td>
</tr>
<tr>
<td></td>
<td>5. Print again.</td>
</tr>
</tbody>
</table>

For details, see the help function for the printer driver.
When the Lamp of the PM-100A Body Is Blinking/ Illuminated

Illumination or blinking of the green and orange lamps indicates the following conditions. If the items in the "Machine Status" column are numbered, check them in the ascending order.

<table>
<thead>
<tr>
<th>LED Lamp</th>
<th>Machine Status</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>(OFF)</td>
<td>The PM-100A has not been turned on.</td>
<td>Connect the PM-100A’s power plug to an electrical outlet. Turn on the power.</td>
</tr>
<tr>
<td>(ON in green)</td>
<td>The PM-100A is standing by.</td>
<td>—</td>
</tr>
</tbody>
</table>
| (Blinks in green) | 1. The PM-100A is running.  
2. Blinks until the end of Color Print, if activated. | — |
| (ON in orange) | 1. The door cover is opened.  
2. The sheet has not been set.  
3. The sheet has run out halfway through printing.  
4. The ink ribbon cassette has not been set.  
5. The ink ribbon has run out halfway through printing. | 1. Close the door cover properly.  
2. Reset the machine.  
3. Set the sheet.  
4. Reset the machine.  
5. Reset the machine. |
| (Blinks in orange) | 1. The receive data is abnormal.  
2. The printer head is too cold.  
3. The printer head is too hot. | Reset the machine.  
1. Turn off the PM-100A.  
2. Leave it at 10 ° or more for some time.  
3. Turn on the PM-100A.  
4. Close the application software once, and start up again to print. |
| (Blinks alternately in green and orange) | 1. The Cut mechanism is defective.  
2. Other defects | 1. Press the Cut key a couple of times.  
2. Turn the power off and on.  
3. If the machine cannot stand by, it needs repair -- contact your dealer.  
1. The PM-100A is defective.  
2. Contact your dealer. |

- Resetting Operation
  1. Turn off the PM-100A.
  2. Delete a print job in the personal computer, if any remains.
  3. Turn on the PM-100A.
  4. Print again.
## 5.2 Troubleshooting

<table>
<thead>
<tr>
<th>Phenomenon</th>
<th>Check Point</th>
<th>Remedy</th>
</tr>
</thead>
</table>
| The machine does not function. | The power cord is not properly connected to the electrical outlet. | 1. Connect the power cord properly to the electrical outlet.  
2. Turn on the PM-100A.  
3. Print again. |
| A printer cable is not properly connected to the personal computer and printer. | | 1. Turn off both the personal computer and the PM-100A.  
(In the case of USB connection, you may leave them turned on)  
2. Connect the printer cable properly to the personal computer and the PM-100A.  
3. Turn on both the personal computer and the PM-100A.  
4. Start up the application Software to print again. |
| "Print to the following port" set with Properties for the printer does not match the type of printer cable used. | | 1. Re-set "Print to the following port" according to the personal computer connecting method. |
| The USB cable used is longer than 2 m. | | 1. The USB cable connecting between the personal computer and PM-100A should be up to 2 m. |
| Two or more PM-100As are linked through a USB connection. | | 1. Only one PM-100A can be linked to each personal computer. |
| The sheet does not come out. | The sheet has not been properly set. (Orange lamp ON) | 1. Turn off the PM-100A.  
2. Set the sheet.  
3. Delete a print job in the personal computer, if any remains.  
4. Turn on the PM-100A.  
5. Print again. |
| The ink ribbon cassette has not been set. (Orange lamp ON) | | 1. Turn off the PM-100A.  
2. Open the door cover, and set the ink ribbon cassette.  
3. Delete a print job in the personal computer, if any remains.  
4. Turn on the PM-100A.  
5. Print again. |
| The ink ribbon has run out. (Orange lamp ON) | | 1. Turn off the PM-100A.  
2. Open the door cover, and set the new ink ribbon cassette.  
3. Delete a print job in the personal computer, if any remains.  
4. Turn on the PM-100A.  
5. Print again. |
<table>
<thead>
<tr>
<th>Phenomenon</th>
<th>Check Point</th>
<th>Remedy</th>
</tr>
</thead>
</table>
| The sheet does not come out.            | The sheet is jamming in the cutter section. (Orange lamp blinking)           | 1. Turn off the PM-100A, and disconnect the power plug from the electrical outlet.  
2. Open the door cover, and remove the jamming sheet.  
3. Cut the front end of the sheet straight with scissors, etc., and set it again.  
4. Delete a print job in the personal computer, if any remains.  
5. Turn on the PM-100A.  
6. Print again. (Note) If the jamming sheet cannot be removed, contact your dealer. |
| The sheet comes out without being printed. | The ink ribbon cassette has been set without rewinding as far as the front end of the ink ribbon. | 1. Turn off the PM-100A.  
2. Open the door cover, and remove the ink ribbon cassette.  
3. Turn the gear of the ink ribbon cassette until the ribbon's color becomes visible entirely.  
4. Delete a print job in the personal computer, if any remains.  
5. Turn on the PM-100A.  
6. Print again. |
| The ink ribbon has run out.             |                                                                              | 1. Turn off the PM-100A.  
2. Open the door cover, and set the new ink ribbon cassette.  
3. Delete a print job in the personal computer, if any remains.  
4. Turn on the PM-100A.  
5. Print again. |
| The ribbon and sheet come out together. | The Print Density has been set too high.                                   | 1. Open Properties for the printer.  
2. Under the "Option" tab, lower the Print Density by changing the setting of Print Density graduation by graduation.  
3. Click [OK] to print again. |
| The sheet set for "Sheet Type" under the [Option] tab does not match the one set in the PM-100A. |                                                                              | 1. Open Properties for the printer.  
2. Change the setting of "Sheet Type" under the [Option] tab to the same as the sheet set in the PM-100A.  
3. Click [OK] to print again. |
| The ribbon is slack upon setting the ink ribbon cassette. |                                                                              | 1. Open the door cover, to remove the ink ribbon cassette.  
2. Take slack out of the ribbon.  
3. Set the ink ribbon cassette.  
4. Print again. |
| Ink is repelled in spots when printed.  | The sheet set for "Sheet Type" under the [Option] tab does not match the one set in the PM-100A. | 1. Open Properties for the printer.  
2. Change the setting of "Sheet Type" under the [Option] tab to the same as the sheet set in the PM-100A.  
3. Click [OK] to print again. |
## Troubleshooting

### Chapter 5

#### Phenomenon

- **Ink is repelled in spots when printed.**
- **Print blurs.**
- **Print leaves a trail.**
- **The top of print looks jagged.**

#### Check Point

- Dust and dirt have adhered to the sheet surface.
- The Print Density has been set too low.
- The sheet set for "Sheet Type" under the [Option] tab does not match the one set in the PM-100A.
- The sheet set for "Sheet Type" under the [Option] tab does not match the one set in the PM-100A.

#### Remedy

1. Open Properties for the printer.
2. Under the [Option] tab, increase the set value of Print Density one by one to print, so that the printed characters will not blur.
3. If the problem still persists, leave the machine at 10°C or higher (15°C or higher recommended) for some time, and then use it again.
4. Change the setting of "Sheet Type" under the [Option] tab to the same as the sheet set in the PM-100A.
5. Click [OK] to print again.

---

### Prior to setting the sheet, cut off its outermost surface that has been exposed to dust.

### Ink is also repelled by adhesion of an adhesive agent, oil, or a fingerprint. Do not touch the sheet surface directly with fingers, to keep it clean.

### When the machine is not used, put the sheet in a vinyl packing bag, and store it in a dark, cool place.

### The sheet surface has been roughened.

### Store the sheet in a dark, cool place.

### If stored in direct sunshine, the sheet itself may shrink, failing in normal printing.

### The standard Print Density is "5" at normal temperature (20°C).

### The sheet set for "Sheet Type" under the [Option] tab does not match the one set in the PM-100A.

### The machine is set for "Sheet Type" under the [Option] tab does not match the one set in the PM-100A.

### The machine is used at 10°C or lower.

### The machine is used at 35°C or higher.
### Troubleshooting

**CHAPTER 5. TROUBLESHOOTING**

Ink transferability at the top of print may be degraded at low temperature, deteriorating printing quality. Use the machine in a warm place (15 °C or higher recommended).

Prior to cutting the sheet, use the sheet feed key of the PM-100A to feed the printed sheet to the cutter section, and press the cutter key.

When you want to fully cut the sheet with the cutter each time, re-set Auto cut to "ON" under the [Option] tab.

Set Printing length to the same value as the Printing length set with the application software.

<table>
<thead>
<tr>
<th>Phenomenon</th>
<th>Check Point</th>
<th>Remedy</th>
</tr>
</thead>
<tbody>
<tr>
<td>The top of print looks jagged.</td>
<td>The machine is used at 15 °C or lower.</td>
<td>* Ink transferability at the top of print may be degraded at low temperature, deteriorating printing quality. Use the machine in a warm place (15 °C or higher recommended).</td>
</tr>
<tr>
<td>Print is disrupted halfway or swelling out.</td>
<td>Auto cut has been set to &quot;OFF.&quot;</td>
<td>* Prior to cutting the sheet, use the sheet feed key of the PM-100A to feed the printed sheet to the cutter section, and press the cutter key. When you want to fully cut the sheet with the cutter each time, re-set Auto cut to &quot;ON&quot; under the [Option] tab.</td>
</tr>
<tr>
<td>The Printing length set with the application software does not match Printing length under the [Sheet] tab.</td>
<td></td>
<td>* Set Printing length to the same value as the Printing length set with the application software.</td>
</tr>
</tbody>
</table>