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General information about error messages

Display of errors and status

When an error occurs, a message appears on the display.

9864 only: If the parameter SYSTEM PARAMETER > Signal buzzer is set to On, an additional tone signal is given.

The status can be requested using the serial interface (see Easy Plug command #!Xn).

Display

The error or status report on the display is shown as follows:

```
Status                xxxx
TextTextTextTextTextTe
```

- *Status:* Is replaced by either “PrintStatus” or “QueueStatus.”
  - -- *PrintStatus* means the error is caused by a printer error, independent of the print job. This is a message of the printer control.
  - -- *QueueStatus* means the error is caused by a faulty Easy Plug command in the print job. This is an Easy Plug message.
- *xxxx* signifies error codes from 0001 to 9999.
- *TextTextTextText* stands for a brief text explanation.

More detailed information about the error codes and the actions required is given in the descriptions of each error code.

Example

```
PrintStatus           8704
IDM Init. Error
```

Acknowledging status messages

Self-acknowledging

Self-acknowledging status messages tell you about a printer event.
The message appears for a brief period on the display and is accompanied by a short signal tone. The printer continues to operate without any user intervention.

Pay attention to each message to prevent any problems.

Acknowledging

Acknowledge codes appear on the display until the error has been corrected and acknowledged by pressing *Enter*. A short signal tone is given when the message appears.

Disabling

Disabling codes are more serious and require a “warm start” (press *Cut+Online+Feed*) or require you to turn off the printer.

Self-acknowledging	Header not underlined
Acknowledging	Header underlined once
Disabling	Header underlined twice

Tab. 1 How error codes appear in the manual indicate the seriousness of the error. The seriousness increases with the number of underlines.

General software errors

Errors in the firmware are described in the error directory as “General software errors.” They can only be corrected by Service.

If general software errors repeatedly occur, contact Service and provide the error number and the circumstances in which the error occurred.

Unspecific errors

Some errors can have more than one cause. To find the specific reason for such an error, it is important that it can be reproduced.

➔ Send the following information to Service – preferably as files:

- Layout and/or print job, which make the status message appear
- Parameter configuration of the printer, when the error occurs
- Log file of the printjob until the error occurs

➔ Use parameter SPECIAL FUNCTION > Parameter to CF, to save the current parameter configuration.

➔ Use parameter SERVICE FUNCTION > EasyPlug monitor, to send the received Easy Plug data to a serial interface. You can also save the log files of the print job on a Compact Flash card (SPECIAL FUNCTION > Parameter to CF).

Unlisted Error Codes

Call Service if you receive an error message not listed in this manual.

Listing of all Status reports

1000 No new command

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1001 Parameter Table

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1002 Comm. sorting

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1003 Too many slashes

Status General software error

Action ❍ See notes in “General software errors” section.

1004 Slash w/o param.

Status General software error

Action ➔ Press *Online* to acknowledge.

❍ See notes in “General software errors” section.

1005 2 same commands

Status General software error

Action ➔ Press *Online* to acknowledge.

❍ See notes in “General software errors” section.

1006 Letter incorrect

Status General software error: self-acknowledging

Action ❍ See notes in “General software errors” section.

1007 Command incorr.

Status Unknown command.

Action ➔ Check Easy Plug sequence.

1008 Subcomm. incorr.

Status Unknown letter in a subcommand.

Action ➔ Check Easy Plug sequence.

1009 Param. tab inc.

Status General software error

Action ➔ Press *Online* to acknowledge.

❍ See notes in “General software errors” section.

1010 #ER x #Q !

Status One or more illegal commands between #ER and #Q.

Action ➔ Check transmitted Easy Plug sequence.

❍ Notes about using Easy Plug commands can be found in the Easy Plug manual.

1011 #ER missing

Status One or more format commands without leading #ER (self-acknowledging)

Action ➔ None. The command is still carried out.

❍ Notes about using Easy Plug commands can be found in the Easy Plug manual.

1012 #IM x #Q !

Status One or more illegal commands between #IM and #Q.

Action ➔ Check Easy Plug sequence.

❍ Notes about using Easy Plug commands can be found in the Easy Plug manual.

1013 Comm. flag inc.

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1014 Uninit integer

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1015 Uninit float

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1016 Uninit string

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1017 Uninit discr

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1018 Too many discr

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1019 Uninit BCD para.

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1020 Too much image

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1021 Uninit image par

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1022 Too many files

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1023 Uninit File Para

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1024 Com. too long

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1025 Com twice there

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1026 Comm. w/o. flag

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1027 Uninit parameter

Status Parameter could not be initialized.

Action ➔ Press *Online* to acknowledge.

1028 Parameter uninit

Status General software error

Action ➔ Press *Online* to acknowledge.

❍ See notes in “General software errors” section.

1029 Param. incorr.

Status Incorrect parameter in the command.

Action ➔ Check Easy Plug sequence.

1030 Command incorr.

Status Error during the command interpretation.

Action ➔ Check Easy Plug sequence.

1031 Too many slashes

Status Too many parameters between two slashes.

Action ➔ Check Easy Plug sequence.

1032 Incorrect char.

Status Parameter contains an invalid character.

Action ➔ Check Easy Plug sequence.

1033 Uninit flash par

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1034 Uninit restrict

Status A restricted string parameter could not be initialized.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1035 Uninit combi

Status General software error. A combi parameter could not be initialized.

Action ➔ Press *Online* to acknowledge.

❍ See notes in “General software errors” section.

1036 Wrong combi para

Status General software error. A combi parameter could not be initialized.

Action ➔ Press *Online* to acknowledge.

❍ See notes in “General software errors” section.

1037 Software error

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1038 Software error

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1087 OLV not active

Status Verifier-specific Easy Plug commands have been used (#OLVI or #OLVD), *without* having set the printer to use a verifier.

Action ➔ Set the printer to verifier use.

❍ See parameter INTERF. PARAM > COM2 PORT > Function Option.

1088 No realtimeclock

Status Realtime clock-specific Easy Plug commands have been used (#YS or #YC), *without* having a realtime clock installed.

Action ➔ Install a realtime clock.

1089 Seek Fkt. Error

Status General software error. An error occurred while processing the seek function in the printer's internal file system.

Action ➔ Press *Online* to acknowledge.

❍ Please read the notes in section "General software errors".

1090 Incomplete Job

Status The actual print job is not terminated by the #Q command. The start command #ER for a label format follows another #ER command without the first format ending with #Q.

Action ➔ Press *Online* to acknowledge.

➔ End the print job with a #Q command.

1091 Wrong var field

Status An error occurred while interpreting the text string of a variable data field. The error could be caused by a #YT or a #YB command (Easy Plug). Self-acknowledging error.

Action ➔ Check the text strings of variable data fields.

1092 Rename file

Status General software error

Action ❍ See notes in “General software errors” section.

1093 Delete file

Status File cannot be deleted.

Action ➔ Make sure the file name is written correctly and it is not write-protected.

1094 More than 3 figs

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1097 Out of memory

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1099 File end

Status General software error

Action ❍ See notes in “General software errors” section.

1110 Opening Bracket

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1111 Closing Bracket

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1112 Para: No Value

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1113 No Default Value

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1114 < Limit value

Status An Easy Plug command sent to the printer contains a value that exceeds the valid range at the bottom limit. The faulty value is replaced automatically by a default value matching the limits.

Example: #YT109/-1/. The value –1 has been assigned to the parameter d. Valid value for d is 0, 1, 2, 3. Therefore, -1 exceeds the value range at the bottom limit.

Action ➔ Check the Easy Plug command for valid values and correct them if necessary.

1115 > Limit value

Status An Easy Plug command sent to the printer contains a value, which exceeds the valid range at the top limit. The faulty value is replaced automatically by a default value matching the limits.

Example: #YT109/5/. The value 5 has been assigned to the parameter d. Valid value for d is 0, 1, 2, 3. Therefore, 5 exceeds the value range.

Action ➔ Check the Easy Plug command for valid values and correct them if necessary.

1120 Incorr. logo no.

Status Logo number is invalid because it is outside of the address field. (self-acknowledging)

Action ➔ Make sure the logo number is within the range 0 to 255.

1121 Logo exists

Status Logo already exists.

Action ➔ Change the designation of the logo and resave.

1122 Creating logo

Status General software error

Action ❍ See notes in “General software errors” section.

1123 Rename logo

Status General software error

Action ❍ See notes in “General software errors” section.

1124 Logo file

Status General software error

Action ❍ See notes in “General software errors” section.

1125 Delete error

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1126 File creation

Status A file could not be created. The error may be caused by an invalid file name or insufficient printer memory.

Action ➔ Check all used file names for length, applied characters, etc. Change the file name.

➔ Check the printer's memory usage.

1127 File format

Status A file name does not match the (DOS-) filename convention.

Action ➔ Check all used file names for length, applied characters, etc. Change the name.

1128 File exists

Status A file should be loaded into the printer memory via #DF command. The command was used without adding the parameter "O" for "Overwrite", but a file already exists under the given name.

Action ➔ Rename one of both files or set the parameter to "O".

1130 Float overflow

Status Value is too high for a floating comma variable.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

➔ Reduce the value.

1131 Combi overflow

Status Valid is too high for a combi variable.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

➔ Reduce the value.

1140 Line too long

Status Error during conversion from EPT into BIN: valid line length exceeded.

Action ➔ Reduce line length.

1141 Para. incorr. BI

Status Error during processing of a Bit Image parameter.

Action ➔ Press *Online* to acknowledge.

1150 Integer overflow

Status Value too high for an integer variable.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

➔ Reduce the value.

1160 String too long

Status A string parameter exceeds the maximum string length of 256 characters (1024 characters in 2-dimensional bar codes respectively).

Action ➔ Reduce the number of characters in the string.

1170 X Pos > width

Status X position exceeds valid maximum value.

Result The previously set print offset is retained.

Action ➔ Reduce the value for X position.

1171 X Pos < zero

Status Value for X position < zero.

Result The previously set print offset is retained.

Action ➔ Check the value for X position.

1172 Y Pos > length

Status Y position exceeds the label length.

Result The previously set print offset is retained.

Action ➔ Reduce the value for Y position.

➔ Select a longer label.

1173 Y Pos < zero

Status Value for Y position < zero.

Result The previously set print offset is retained.

Action ➔ Check the value for Y position for signs.

1174 Max width: right

Status Maximum label width – right exceeded. Fields such as character, line or logo do not fit into the physical print format (self-acknowledging).

result Only fields that fit completely into the print format print.

Action ➔ Change value for width or position of fields.

1175 Max width: left

Status Maximum label width – left exceeded. Fields such as character, line or logo do not fit into the physical print format (self-acknowledging).

result Only fields that fit completely into the print format print.

Action ➔ Change the value for width or position of fields.

1176 Max length: top

Status Maximum label length – top exceeded.

Action ➔ Correct label layout: Position the drawing fields to fit on the label or modify the label length.

1177 Max length: bot.

Status Maximum label length – bottom exceeded.

Action ➔ Correct label layout: Position the drawing fields to fit on the label.

1178 x Dots < zero

Status Bit Image.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

1200 GetRLE reset st

Status (number of bytes) * (number of lines) does not correspond to the file length.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

1201 GetRLE error st

Status GetRLE byte has error status.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

1210 itoa Short Strin

Status General software error

Action ❍ See notes in “General software errors” section.

1240 New FS>E

Status General software error

Action ❍ See notes in “General software errors” section.

1241 New Read Pointer

Status Faulty memory assignment for print jobs.

Action ❍ See notes in "Unspecific errors" section.

1242 New FE in job

Status Invalid memory assignment for print jobs.

Action ❍ See notes in "Unspecific errors" section.

1243 New delete order

Status Invalid memory assignment for print jobs.

Action ❍ See notes in "Unspecific errors" section.

1244 New wrong pos.

Status Invalid memory assignment for print jobs.

Action ❍ See notes in "Unspecific errors" section.

1245 New no space

Status Invalid memory assignment for print jobs.

Action ❍ See notes in "Unspecific errors" section.

1246 New HP no space

Status Invalid memory assignment for print jobs.

Action ❍ See notes in "Unspecific errors" section.

1247 Out of memory

Status Invalid memory assignment for print jobs.

Action ❍ See notes in "Unspecific errors" section.

1260 TimeDate string

Status General software error

Action ➔ Press *Online* to acknowledge.

❍ See notes in “General software errors” section.

1270 #-comm. invalid

Status General software error

Action ❍ See notes in “General software errors” section.

1272 Wrong #!..

Status Invalid use of the immediate command "#!A..". The specified parameter value exceeds the range (0 to 31).

Action ➔ Specify a valid parameter value.

1273 Wrong #!C..

Status Invalid use of the immediate command "#!C..". The specified parameter value exceeds the range (A, F).

Action ➔ Specify a valid parameter value.

1276 #!P wrong number

Status Invalid use of the immediate command "#!P..". The specified parameter value exceeds the range (0 to 31).

Action ➔ Specify a valid parameter value.

1277 Wrong #!S..

Status Invalid use of the immediate command "#!S..". The specified parameter value exceeds the range (P, R).

Action ➔ Specify a valid parameter value.

1278 Wrong #!X..

Status Invalid use of the immediate command "#!X..". The specified parameter value exceeds the range (S, B, P).

Action ➔ Specify a valid parameter value.

1279 #!X wrong number

Status Invalid use of the immediate command "#!X..". The specified parameter value exceeds the valid range.

Action ➔ Specify a valid parameter value.

1282 Spooler FB > L

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1285 #!-comm. incorr.

Status Invalid use of the immediate command "#!..!. The specified letter is unknown.

Action ➔ Specify a valid letter.

1290 Label limit

Status Value for x or y position exceeds the label limit.

Action ➔ Reduce the value for the x or y position.

1291 Draw field

Status Function call, drawing object, unsuccessful.

1300 Invalid Command

Status General software error

Action ❍ See notes in “General software errors” section.

1301 Table full

Status General software error

Action ❍ See notes in “General software errors” section.

1310 Wrong Field ID

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1320 No Default Value

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1321 Bar Code Object

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1322 Logo Object

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1323 Line Object

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1324 Rectangle Object

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1325 Truedoc Object

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1326 Fix Field Creati

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1327 Update Field Cre

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1328 Var Field Creati

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1329 Count Field Crea

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1330 Create clk. field

Status General software error

Action ❍ See notes in “General software errors” section.

1331 Field type inv.

Status Invalid field type

Action ➔ Press *Online* to acknowledge.

1332 Field length inc.

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1333 Logo not there

Status Selected logo does not exist.

Action ➔ Check file name / existence of the logo.

1334 #YV Data incorr.

Status Illegal entries for a #YV field (variables data field).

Action ➔ Press *Online* to acknowledge.

➔ Correct data.

❍ Notes about using Easy Plug commands can be found in the Easy Plug manual.

1335 #YV Field cont.

Status Content of the #YV field (variables data field) could not be pasted.

Action ➔ Press *Online* to acknowledge.

❍ Notes about using Easy Plug commands can be found in the Easy Plug manual.

1336 #YV no. incorr.

Status #YV field (variables data field) with the given number not found.

Action ➔ Press *Online* to acknowledge.

➔ Check the number of the #YV field.

❍ Notes about using Easy Plug commands can be found in the Easy Plug manual.

1390 Web width zero

Status The printer was set to printing several label rows (Easy Plug command #ER, n > 1); but the label width was incorrectly set to zero (b = 0).

Action ➔ Correct the #ER command regarding the setting of parameter b.

❍ Notes about using Easy Plug commands can be found in the Easy Plug manual.

1391 Web > Width

Status The printer was set to printing several label rows (Easy Plug command #ER, n > 1); but one or both of the parameters n and b are set so n * b (label row width * no. of rows) exceeds the material width.

Action ➔ Correct the #ER command regarding the setting of parameters n and b.

❍ Notes about using Easy Plug commands can be found in the Easy Plug manual.

1392 Job memory full

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1393 Job struct creat

Status The error can have several causes.

Action ❍ See notes in "Unspecific errors" section.

1394 Invalidation

Status General software error

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

1395 Label too wide

Status A printjob contains an #IM-command which exceeds the maximum label/print width. The maximum print width depends on the printer type.

❍ See the user manual for the maximum label width.

Action ➔ Reduce the label width set by the #IM-command in the print job, until the label width matches the maximum print width.

1396 Label too long

Status Label length setting exceeds the maximum label length. The maximum label length depends on the printer's memory configuration.

❍ The info-printout "Memory Status" shows the maximum label length. See the user manual for more information.

Action ➔ Reduce the label width setting.

1397 Label too short

Status The label length defined in the #IM command is smaller than the minimum length.

Action ➔ Correct the length value in the label layout definition.

1398 Label too small

Status The label width defined in the #IM command is smaller than the minimum width.

Action ➔ Correct the width value in the label layout definition.

1470 X-Offset

Status The x-position of a layout field (graphics, text, ...) is beyond the label margin. The field is shifted automatically to the first valid position at the correct side of the margin.

Action ➔ Check the x-positions of the layout fields and change them.

1471 Y-Offset

Status The y-position of a layout field (graphics, text, ...) is beyond the label margin. The field is shifted automatically to the first valid position at the correct side of the margin.

Action ➔ Check the y-positions of the layout fields and change them.

1501-1535 Messages, which can occur with MLI

Avery Dennison's MONARCH LANGUAGE INTERPRETER™ (MLI™) helps you use a MONARCH® 9854™ or 9864™ printer which was set up for use with ZIH Corp.'s ZPL II®. If you have any questions about using a MONARCH® printer with these data streams, please contact Service. This section lists the error messages that may appear when using the ZPL II® commands interpreted by the MONARCH® 9854™/9864™ printer's MONARCH LANGUAGE INTERPRETER™.

1501 Unknown MLI Cmd

Error level 1

Status An unknown ZPL II® command was encountered.

Action ➔ Check if the printjob was processed correctly. If yes, ignore the message, if no, change the printjob.

1502 MLI Hash Error

Error level 1

Status General software error.

Action See notes in "General software errors" section.

1503 Filename Too Long

Error level 1

Status Filename is too long.

Action ➔ Rename the file with a shorter name.

1504 Param > Max

Error level 1

Status Parameter exceeds the maximum value defined.

Action ➔ Shorten the parameter.

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1505 Param < Min

Error level 1

Status Parameter is shorter than the minimum value allowed.

Action ➔ Change the parameter.

1506 No Previous

Error level 1

Status Graphics command sets current row data to the previous row data, but the previous row data does not exist.

Action ➔ Check and change graphics data.

1507 Not enough data

Error level 1

Status Not enough data for graphics command.

Action ➔ Check and change graphics data.

1508 String Too Long

Error level 1

Status String characters exceed the maximum number of allowed characters.

Action ➔ Check and change the command.

1509 Wrong Byte Cnts

Error level 1

Status The row size or total size parameters is not valid (equals 0). Occurs when the downloaded graphic or downloaded font command is in process.

Action ➔ Check and change the command.

1510 Wrong Param

Error level 1

Status Control characters are not allowed for discrete parameter (single letter parameter).

Action ➔ Check and change the command.

1511 Bar Parm Error

Error level 1

Status Parameters to a bar code command is wrong or does not conform to the specifications.

Action ➔ Change the bar code command.

1512 Code128 Mode Err

Error level 1

Status Code128 barcode command specifying mode type other than 'AUTO'.

Action ➔ Change the bar code command.

1513 Wrong Mode

Error level 2

Status Coda block barcode command specifying mode type other than 'F'.

Action ➔ Change the bar code command.

1514 ^BX Parm Err.

Error level 2

Status Data Matrix bar code command specified an escape sequence character. This is not supported.

Action ➔ Change the bar code command.

1515 Conv to ECC200

Error level 1

Status Data Matrix bar code command specified non ECC200 level. Program tries to convert to ECC200.

Action ➔ Change the bar code command.

1516 Bad Drive: x

Error level 2

Status The drive selected is not a valid drive. (We support only 'R' and 'B' while MLI supports 'R', 'B', 'Z' and 'E').

Action ➔ Select a valid drive.

1517 Mask String: x

Error level 2

Status The mask string used in ^SF command is not supported.

Action ➔ Change the print job.

1518 Bad Format: x

Error level 2

Status The graphic format selected is not supported (Compressed binary and PNG format).

Action ➔ Convert graphic to a supported format.

1519 Cmd Init Error

Error level 1

Status General software error.

Action See notes in “General software errors” section.

1520 Unsupported Cmd

Error level 1

Status Non critical commands are not supported.

Action ➔ Check and change the commands in the printjob.

1521 Unsupported: x

Error level 2

Status Critical commands are not supported.

Action ➔ Check and change the commands in the printjob.

1522 Bad Char Set x

Error level 2

Status The character set selected by ^CI command is not supported. (For example, Japan, EUC-Kanji and etc.).

Action ➔ Use a supported character set.

1523 Cmd Parm Error

Error level 1

Status Error encountered while parsing command parameter.

Action ➔ Check and change the commands in the printjob.

1524 d/mm not chg x

Error level 2

Status Command tries to lower print density on a 200 dpi printer.

Action ➔ Check and change the commands in the printjob.

1525 USI not exist

Error level 1

Status The printer is not equipped with a USI board.

Action ➔ Change the printjob.

➔ Install a USI board.

1526 Can't Off CV

Error level 1

Status Command tries to turn off bar code validations.

Action ➔ Check and change the commands in the printjob.

1527 Offset illegal

Error level 2

Status RTC command specified a clock offset not supported (possibly a negative offset).

Action ➔ Correct the command.

1528 Language illegal

Error level 2

Status Language specified by RTC command is not English or German.

Action ➔ Correct the command.

1529 Invalid Prn Mode

Error level 1

Status Print modes other than cutter mode are selected (Tear-off, Rewind or Peel-off modes in ^MM command).

Action ➔ Correct the command.

1530 Inc free str mem

Error level 2

Status Not enough available memory in the free store parameter.

Action ➔ Increase the value set in SYSTEM PARAMETER > Free store size (at least 2048 Kbytes).

1531 Inc RAM disc

Error level 2

Status Not enough RAM disc.

Action ➔ Increase the value set in SYSTEM PARAMETER > Ram disk size (at least 2048 Kbytes).

1532 No Fixfont

Error level 2

Status No fixfonts in Flash.

Action ➔ Load fixfont.

1533 No Speedo Font

Error level 2

Status No speedo fonts in Flash.

Action ➔ Load speedo font.

1534 ^XA missing

Error level 1

Status Command should be placed inside of ^XA…^XZ pair.

Action ➔ Change the printjob.

1535 ^XZ missing

Error level 1

Status Command should be placed outside of ^XA…^XZ pair.

Action ➔ Change the printjob.

2000-2009 Messages caused by Easy Plug variables

2000 Double var name

Status Attempt to define a variable with an already existing name.

Action ➔ Choose another name for the variable.

2002 Var. data length

Status The maximum length of a variable was exceeded.

Action ➔ Correct the variable length.

2003 Expr. bracket

Status The number of open and close brackets in the expression is not equal.

Action ➔ Check the brackets in the expression.

2004 Exp. quotemark

Status The number of quotemarks in the expression is *not* a multiple of two.

Action ➔ Check the quotemarks in the expression.

2005 Exp. comma pos.

Status Unexpected comma in the expression.

Action ➔ Check the syntax of the expression regarding commas.

2006 Exp.functionname

Status A wrong function name is used in the expression.

Action ➔ Check if the function names used in the expression are spelled correctly and if the functions exist. Change the function name.

2007 Exp.fct.paratype

Status A wrong parameter type in an expression was detected.

Example: SubStr(“Text”,o,”A”) causes an error because “A” is not a number.

Action ➔ Check the expression and correct it.

2008 Exp.fct.paraCnt

Status Wrong number of function parameters in the expression.

Action ➔ Check the expression and correct it.

2009 Exp. name wrong

Status An undefined variable name is used in an expression.

Action ➔ Check the variable names and correct the spellling or define a new variable.

3000 RS232 Overrun

Status Receive error at the RS232 interface *COM1* (overrun).

Action ➔ Press *Online* to acknowledge.

3001 RS232 Parity

Status Receive error at the RS232 interface *COM1* (parity).

Action ➔ Press *Online* to acknowledge.

➔ Check parameter setting at printer (INTERF. PARAM. > COM1 PORT > Parity) and PC.

❍ See the User Manual for more information about printer parameters.

3002 RS232 Frame

Status Receive error at the RS232 interface *COM1* (frame).

Action ➔ Press *Online* to acknowledge.

➔ Check parameter setting at printer (INTERF. PARAM. > COM1 PORT > Baud rate and INTERF. PARAM. > COM1 PORT > stop bits) and PC.

❍ See the User Manual for more information about printer parameters.

3003 RS232 Overrun

Status Receive error at the RS232 interface *COM2* (overrun).

Action ➔ Press *Online* to acknowledge.

3004 RS232 Parity

Status Receive error at the RS232 interface *COM2* (parity).

Action ➔ Press *Online* to acknowledge.

➔ Check parameter setting at printer (INTERF. PARAM. > COM2 PORT > Parity) and PC.

❍ See the User Manual for more information about printer parameters.

3005 RS232 Frame

Status Receive error at the RS232 interface *COM2* (frame).

Action ➔ Press *Online* to acknowledge.

➔ Check parameter setting at printer (INTERF. PARAM. > COM2 PORT > Baud rate and INTERF. PARAM. > COM1 PORT > stop bits) and PC.

❍ See the User Manual for more information about printer parameters.

3010 Spooler Overflow

Status Error caused by a faulty handshake at a serial or Centronics interface. Data overflows the printer's data buffer, because the host does not stop sending data to the printer.

Action ➔ Press *Online* to acknowledge.

➔ Check the connections of the data line, especially the signal wires belonging to the handshake.

3011 Send buffer full

Status The send buffer is full. This error may occur when the printer status is requested several times (#!Xn), but the status reply is not read out.

Action ➔ Make sure the status reply is read out.

4100-4106 Messages which can only occur with OLV-Option

4100 No OLV data

Status The verifier detects the bar code type and/or the bar code data, which was just printed and read, does not match the bar code specified in the print job. The error may have one of the following causes:

- verifier is not connected/enabled
- The bar code has not been printed
- The bar code has been printed poorly, so the verifier cannot detect it.

Action

➔ Check if the verifier is connected properly

➔ Check the printout quality. If the printout is poor, change the print parameters and/or use a different material/ribbon-combination.

➔ Perform a printhead dot check. There may be a defective dot.

➔ If the bar code has not been printed at all: check the print job.

4101 OLV limit exceed

Status The read bar code exceeds a user-specified limit. The limits (contrast or readability), can be set via the parameter menu or via Easy Plug command.

Action

➔ Check the printout quality.

➔ Change the limit.

➔ Change the print parameters or the material/ribbon combination.

4103 OLV barcode type

Status The verifier detects the bar code type, which was just printed and read, does not match the bar code specified in the print job.

Action

➔ Check the printout.

4104 OLV Timeout

Status General software error

Action

❍ See notes in “General software errors” section.

4105 No OLV response

Status This error occurs after turning on the printer with the verifier already turned on. The verifier's version number was not successfully read.

The error may have one of the following causes:

- Wrong connection cable between verifier and printer
- Invalid interface parameter setting for Com2
- Verifier's power supply interrupted or not available
- Defective I/O board (Com2)

Action

➔ Check the possible causes of failure and exchange defective parts.

4106 OLV Software

Status General software error

Action ❍ See notes in “General software errors” section.

5000 Bus device

Status One of the devices connected to the I^2C bus (output stage boards) does not respond. This message appears first in a sequence of two or three messages, which helps isolate the error source.

Action ➔ Press *Online* to acknowledge.

➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, please contact Service.

Example The parameter SYSTEM PARAMETERS > Periph. device is set to "Cutter" without a cutter output stage board installed. The following messages appear one after another:

1. Status 5000 Bus device — Error with the I^2C bus communication.

➔ Press *Online*.

2. Status 5005 Knife-fault — Either no cutter output stage board is installed or the I^2C bus data cable is not connected to the board (see Tab. 2)

➔ Press *Online*.

3. Status 5020 I2C Timeout 4 — Time limit exceeded without a response from the cutter (4 = Cutter, see 0).

➔ Press *Online*.

One of the following messages may appear next:

Status #	Text	Missing output stage for the following device:
5005	Knife-fault	Cutter motor
5006	Head-fault	Printhead lift motor
5008	Ribbon end	Ribbon motor

Tab. 2 I^2C bus not connected messages.

One of the following messages may appear next:

Status #	Text
5020	I2C Timeout xx
5021	I2C Conf. xx
5022	I2C Busy xx
5023	I2C LAB xx
5024	I2C BER xx
5025	I2C Polling xx

Tab. 3 Messages to locate the I^2C bus error. xx = ID of the concerned device

#	Device	9864	9854
0	CPU	X	X
1	Feed motor	X	
2	Foil motor	X	
3	Printhead motor	X	
4	Peripheral motor	X	
5	Dispenser motor	X	
5	Rewinder motor		
8	Rewinder (internal)		X
12	USI board	X	
13	AI board		
15	I/O board		X

Tab. 4 Assignment of IDs in the status messages related to the I^2C bus.

5001 No gap found

Status No gap found or several blank labels fed.

Action

➔ Press *Online* to acknowledge.

➔ Check the print mask for gap definition (material length).

➔ Make sure the correct material is loaded.

➔ Make sure the photoelectric switch (sensor or punch sensor) is clean and material is loaded correctly.

➔ Check sensitivity of the photoelectric switch (Parameter SYSTEM PARAMETERS > Sens. punch-LS). Materials providing a poor contrast between label and backing paper or between reflex mark and label require a higher sensitivity setting.

➔ Press *Online* to confirm and the material feeds forward automatically until the next gap is found.

5002 Material end

Status Material end. Material no longer in the gap LS.

Action

1. Press *Online* to acknowledge the status report.
   Display: *OFFLINE x JOBS*
2. Load material and check the position of the photoelectric switch (punch sensor). Adjust if necessary.
3. Press *Online*: processing of the job continues, gap is reinitialized.

5003 Cover open

Status 9864: *Cover open*

Cover is open. Opening the cover causes all other waiting messages to be deleted while the "Cover open" message is displayed. Closing the cover deletes the message.

9854: *Printhead pressure lever open*

The printhead pressure lever was opened, during:

- the feeding of material or
- printing.

The error message is deleted when the printhead pressure lever is closed.

Action ➔ Close the cover or printhead lever.

5004 Rewinder mat. tear

Status Label material at the backing paper rewinder is torn off.

The *9854 Dispenser* also displays this message if the backing paper sleeve was too large during material initialization or the backing paper web could not be tightened.

Action ➔ Press *Online* to acknowledge.

➔ Secure label material to the rewinder.

5005 Knife-fault

Status Error at the cutter.

Action ➔ Press *Online* to acknowledge.

5006 Head-fault

Status Printhead lifting error (head sensor).

Action ➔ Check if dirt is preventing the printhhead contact lever from moving freely and clean if necessary.

➔ If not successful, call Service.

5008 Ribbon end

Status Ribbon end

Action

- When using thermal printing:

1. Check whether the parameter SYSTEM PARAMETER > Ribbonautoecon. is set to "deactivated".
2. Press *Online* to acknowledge.
3. Turn off the ribbon end detection,
   parameter: SYSTEM PARAMETER > Ribbonautoecon.
4. Press *Online*: processing of the job continues, gap LS is reinitialized.

- When using heat transfer printing:

Action 1

1. Tighten ribbon or set the spring plate on the ribbon unwind reel so the ribbon core turns the reel with it and the ribbon core can still be removed.
2. Press *Feed* to acknowledge the status report.
   Display: OFFLINE x JOBS
3. Press *Online*: processing of the job continues, gap LS is reinitialized.

Action 2

1. Press *Cut* to deactivate the sound.
2. Press *Feed* to acknowledge the status report.
   Display: OFFLINE x JOBS
3. Load a new ribbon.
4. Press *Online*: processing of the job continues, gap LS is reinitialized.

5009 USI start error

Status This status message can only be triggered with activated parameter DP INTERFACE > Start error stop. It occurs when another start signal is given while printing a label.

Action ➔ Press *Online* to acknowledge. Press *Feed* to continue with the print job.

5010 Paper jam

Status There is a paper jam.

Action ➔ Press *Online* to acknowledge.

➔ In case of false triggering, increase the setting of the paper jam level.

❍ See parameter SERVICE FUNCTION > Paper jam level.

5012 Delete H8 loader

Status Error while loading the H8 firmware: the old firmware on the machine could not be deleted.

Action
- ➔ Press *Online* to acknowledge.
- ➔ Reload the firmware.
- ➔ If the error occurs repeatedly, the bootloader must be reloaded.

5013 Prog H8 loader

Status Error while loading the H8 firmware: the new firmware could not be written.

Action
- ➔ Press *Online* to acknowledge.
- ➔ Reload the firmware.
- ➔ If the error occurs repeatedly, the bootloader must be reloaded.

5014 Power

Action
- ➔ Press *Online* to acknowledge.

5015 Scanner

Status Error at the scanner.
The scanner is tested during printer initialization by turning it on for a moment. A properly working scanner sends a reply signal to the printer. No signal sends a message.

Action
- ➔ Press *Online* to acknowledge.
- ➔ Is the red scanner LED light on? If not, there is no power. Check if the scanner connection cable is plugged in correctly and if the connection cable is damaged.
- ➔ Is the yellow scanner LED light on shortly after turning on the printer? If not, the scanner test was faulty.

5016 ALX Rewinder

Status The output stage board belonging to the rewinder motor is not connected or damaged.

Action
- ➔ Check if the board is connected properly.
- ➔ Exchange the board to verify if it is damaged.

5017 Power Supply

Status Communication fault of the power supply while performing the "Head dot test".

The power supply did not switch to the dot check mode. Also, the power supply may have caused disturbances on the processor line. Even if the switchover is defective (the message is continuously displayed), the printer can be used in normal operation mode.

Action
- ➔ Press *Online* to acknowledge.

➔ Try again. If the error message continues to appear, exchange the power supply.

❍ Call Service for more information.

5018 Dot check area

Status The current measurement circuit inside the power supply delivers a value which is too high. This can be a power supply defect or a printhead dot has too low resistance.

Action ➔ Press *Online* to acknowledge.

➔ Try again. If the error message continues to appear, contact Service.

5020 I2C Timeout xx

Status Timeout error during communication via the I^2C bus with the printer.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, contact Service.

5021 I2C Conf. xx

Status Confirmation error during communication via the I^2C bus with the printer.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, contact Service.

5022 I2C Busy xx

Status Error during communication via the I^2C bus with the printer. Printer always reports that it is busy.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, contact Service.

5023 I2C LAB xx

Status Error during communication via the I^2C bus with the printer.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, contact Service.

5024 I2C BER xx

Status Error during communication via the I^2C bus with the printer.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, contact Service.

5025 I2C Polling xx

Status Polling error during communication via the I^2C bus with the printer.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, contact Service.

5026 Motorprotect CPU

Status (9854 only) The motor driver board (output stage board) is overheated or defective.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

If the error message continues to appear, replace the motor driver board.

5028 PS overheat

(9854 only)

Status The temperature inside the power supply exceeds the limit.

Action ➔ Let the power supply cool down.

5060 Stacker full

Status This message only appears if a stacker is applied as peripheral device and indicates the stacker is full or the protection cover is opened.

Action ➔ Empty stacker

➔ Close cover

➔ If the message appears when the cover is closed and the stacker is empty, check the function of lid switch and micro switch.

5061 Dispenser motor

Status The output stage board for the dispenser motor is not present or defective.

Action ➔ Press *Online* to acknowledge.

➔ Check the output stage board for the dispenser motor and exchange it.

5062 Disp. lift motor

Status The output stage board for the dispenser lift motor is not present or defective.

Action ➔ Press *Online* to acknowledge.

➔ Check the output stage board for the dispenser lift motor and exchange it.

5063 Press roll

Status Dispenser version: press roll is not closed.

Action ➔ Close the press roll.

5064 Backing paper

Status (Dispenser version printers) Appears when the diameter of the rewinded backing paper roll has become too large.

Action ➔ Clear the internal liner takeup roller.

➔ Press *Online* to acknowledge.

5100 No H8 response

Status Error while performing the "Sensor Test" function.

Action

➔ Press *Online* to acknowledge.

➔ Contact Service.

Instructions for Service:

The error can occur in connection with the exchange of the CPU board of an ALX 92x machine.

➔ Acknowledge error, set all sensors, restart.
➔ If the error message still appears: Reload firmware and/or perform a forced bootloader start with "Clear params".
➔ If the error continues to appear, send us the CPU board with a fault description.

5101 Headadjust error

Status Error while performing the "Head Alignment" function.

Action

➔ Press *Online* to acknowledge.

➔ Contact Service.

5102 Dot Defective

Status Defective printhead dot detected while performing the "Head dot test" function.

Action

➔ Press *Online* to acknowledge.

5120 Home position

Status The applicator cannot reach the home position. The stacker has been moved and the stepper motor loses steps and does not regain the home position.

Preconditions for this error to occur:

- The parameter DP INTERFACE > Interface type is set to *USI Applicator*.
- Internal inputs are enabled.

Action

➔ Do not forcefully move the applicator.
➔ Press *Online* to acknowledge.

5121 Touch down

Status The applied applicator does not reach the Touch Down Position. It extends completely without reaching any product or other resistance.

Preconditions for this error to occur:

- The parameter DP INTERFACE > Interface type is set to *USI Applicator*.
- Internal inputs are enabled.

Action

➔ Correct the applicator position. The applicator must reach the product before it is completely extended.
➔ Press *Online* to acknowledge.

5122 PLC not ready

Status The connected PLC is not on line.

Preconditions for this error to occur:

- The parameter DP INTERFACE > Interface type is set to *USI Applicator*.
- Internal inputs are enabled.

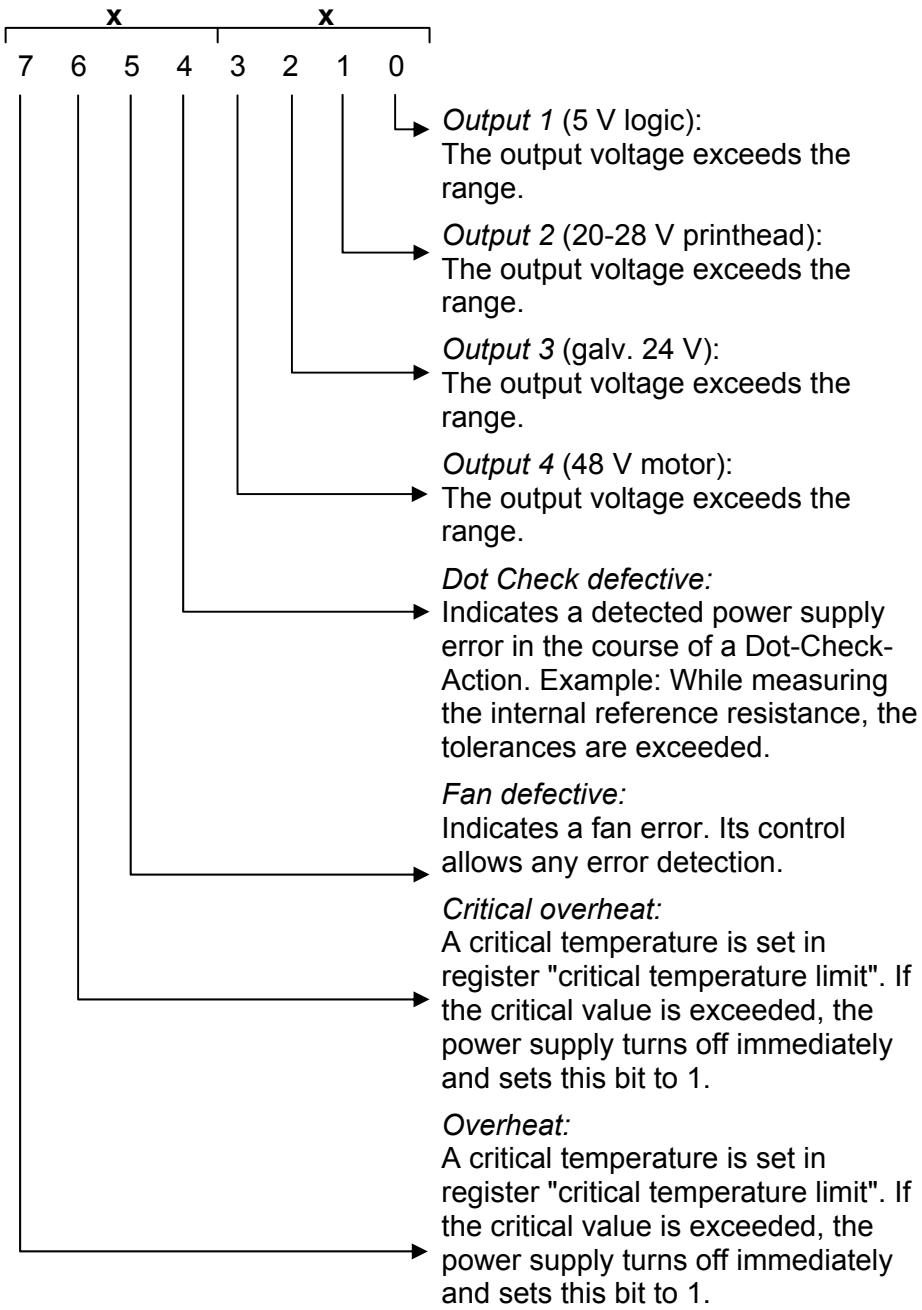
Action

➔ Check if the PLC is powered on.
➔ Check if the PLC shows any error status.
➔ Press *Online* to acknowledge.

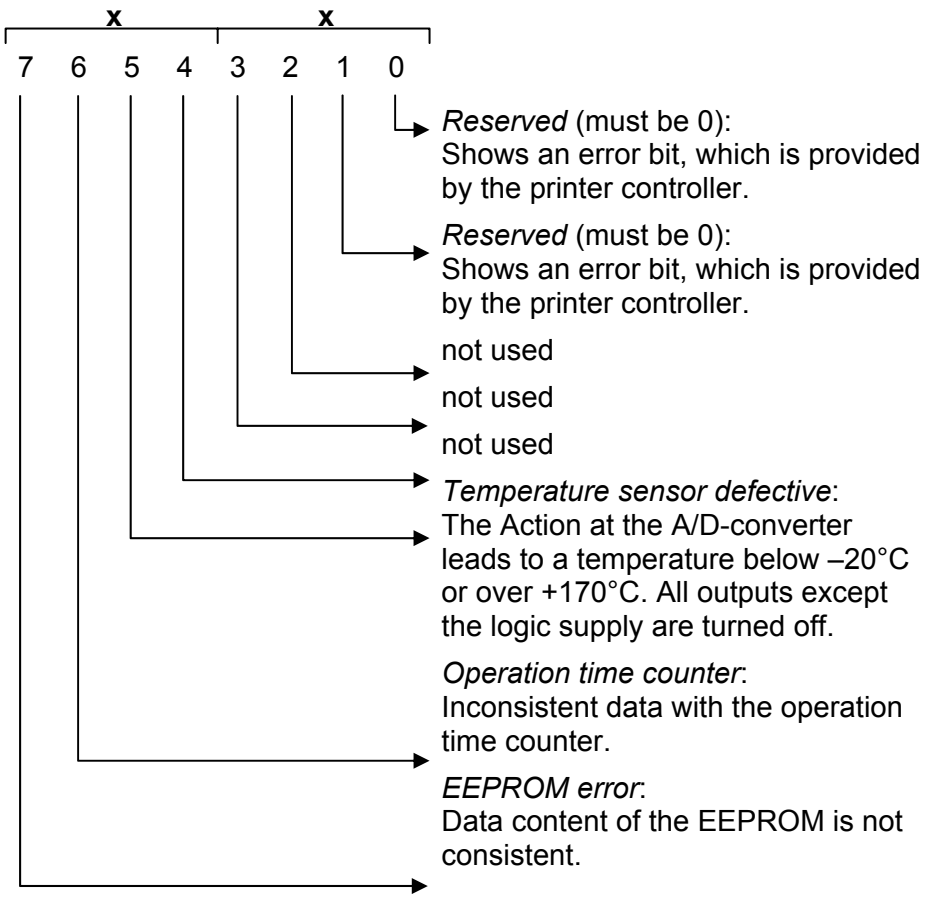
5130 PSU xxxxxxxx

Status Power supply failure. "xxxxxxxx" = four byte long error code in hexadecimal form. Every bit stands for a certain status of the power supply. The bit is set to "1" if the status occurred.

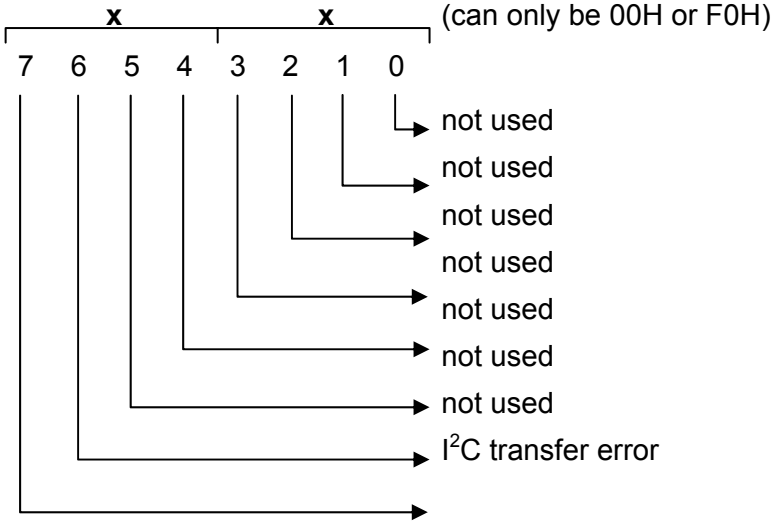
- Byte 1: xxxxxx**xx**



- Byte 2: xxxx**xx**xx



- Byte 3: xx**xx**xxxx



- Byte 4: **xx**xxxxxx (not used)
- Example: 0000F020 means: "EEPROM error" and "Fan defective".

5131 PSU communicat.

Power supply communication
(9864 only)

Status An error occurred during communication with the power supply via I^2C bus.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, contact Service.

5150 No USI interface

Status (DPM / PEM / ALX 92x only)
This error appears if no USI is detected while the printer is powering up.

Action ➔ Check if the USI is defective or not built in.

5151 Applic. interf.

Applicator interface

Status (DPM / PEM / ALX 92x only)
Neither Applicator Interface (AI), nor USI are connected to the device.

Action ➔ Connect a USI or AI to the device.

5200 Home position

Status The applicator did not reach its home position within the given time frame.

Possible causes:

- The applicator is jammed
- Applicators driven by compressed air – the air supply may be interrupted or turned off
- Cable not properly connected

Action ➔ Check cable and compressed air connections; reconnect them properly.
➔ Remove any obstacles around the applicator.

5201 Touch down

Status The applicator did not reach its touch down position within the given time frame.

Action ➔ Check cable and compressed air connections; reconnect them properly.
➔ Remove any obstacles around the applicator.

5203 Touch down sens.

Status The touchdown sensor(s) was/were already triggered before the application.

Action ➔ Check cable and compressed air connections; reconnect them properly, if necessary.

5204 Start delay

Status The applicator received another start signal while printing/applying a label.

Precondition: Parameter APPLICATOR PARA > Start error stop or DP INTERFACE > Start error stop is set to *On*.

Action
➔ Check the labelling procedure, increase the product distance.
➔ Set parameter *Start error stop* to *Off*.

5205 Applicator gen.

Status General software error

Action
❍ See notes in “General software errors” section.

5206 Applicator resp.

Status Communication with the AI exceeded a given time frame.

Action
➔ Turn off the printer and on again after 30 seconds. If the error still occurs after several tries, contact Technical Support.

5207 Appl. driver 1

Status Shortcut or overheat at power output 1 of the AI.

Action
➔ Check the connections.

5208 Appl. driver 2

Status Shortcut or overheat at power output 2 of the AI.

Action
➔ Check the connections.

5209 Appl. driver 3

Status Shortcut or overheat at power output 3 of the AI.

Action
➔ Check the connections.

5210 Appl. driver 4

Status Shortcut or overheat at power output 4 of the AI.

Action
➔ Check the connections.

5500 Unknown

Status General software error

Action
❍ See notes in “General software errors” section.

5501 General

Status General software error

Action
❍ See notes in “General software errors” section.

5502-5551 Messages which can only occur with RFID option

5502 RFID internal

Status General software error

Action ❍ See notes in “General software errors” section.

5504 No RFID job

Status A print job, which is not defined as RFID printjob, contains RFID-specific Easy Plug commands (e. g. #RT, #RFW, …).

RFID printjobs are defined in the #IM command by defining the distance between label edge and transponder antenna (parameter "d").

Action ➔ Change the print job.

5510 RFID COM timeout

Status Timeout error. There was no communication between the reader module and COM2 in the given time frame.

Action ➔ Repeat the operation that caused the error.

➔ Check if the reader module board is properly connected.

➔ Check if the reader module board is defective.

5512 COM open failed

Status There was a communication problem at COM2 while powering up the printer. The interface cannot be opened by the printer firmware – or it is used by another firmware part.

Action ➔ Check if COM2 is available.

➔ Check the function of the COM2 interface.

5513 Get baud failed

Status There was a communication problem between COM2 and the reader module while powering up the printer. The baud rate of the reader module is not detected correctly by the printer firmware. Baud rate and/or parity and/or another setting of transmission parameters at the reader module is faulty.

Action ➔ Check if the reader module board is connected correctly.

➔ Check if the reader module board is defective.

➔ Check the setting of the transmission parameters at the reader module.

5521 No transponder

Status Either there is no transponder (tag) or more than one transponder within reach of the antenna.

Action ➔ Check the label material feeding. Remove a paper jam.

5522 Tag write err

Status A transponder (tag) cannot be written on for one of the following reasons:

- Faulty address: attempted to write a protected area.
- The tag is recognized but out of the antennas reach.
- Noise signals interfere with the transmission.

Action ➔ Check the system for the error causes and correct them.

5523 Tag address err

Status Faulty address: The address is beyond the logical or physical address range of the transponder.

Action ➔ Change the address.

5524 CMD not applicable

Status A command cannot be interpreted by the transponder.

Action ➔ Change or remove the command.

5525 Tag read err

Status A transponder (tag) cannot be read for one of the following reasons:

- The tag is recognized but out of the antennas reach.
- Noise signals interfere with the transmission.

Action ➔ Check the system for the error causes and correct them.

5526 Tag select first

Status A read or write command was given without selecting the transponder at first.

Action ➔ Add a select command before using the read/write command.

5527 Tag RF comm err

Status Transponder and reader are unable to communicate for one of the following reasons:

- More than one transponder is within the antennas reach.
- No transponder is within the antenna's reach.

Action ➔ Check the label material feeding. Remove a paper jam.

5528 EEPROM failure

Status

- The reader cannot write on the transponder EEPROM.
- A faulty checksum was detected before writing on the EEPROM.

Action ➔ Repeat the writing attempt.

➔ Try another transponder.

5529 Parameter range

Status Faulty address. Transponders of the same type may have different size memory ranges and addresses.

The error occurs if the block address is beyond the address range of the transponder.

Action
➔ Change the address.
➔ Use a transponder with a wider address range.

5530 Unknown CMD

Status The reader does not support the command.

Action
➔ Change or replace the command.

5531 Protocol length

Status General software error

Action
❍ See notes in “General software errors” section.

5532 CMD not avail.

Status The command cannot be executed.

Action
➔ Check if all system components match the specifications.

5540 ISO error #1

Status Faulty system configuration for one of the following reasons:

- Incorrect reader firmware version.
- The applied transponders do not match the reader.

Action
➔ Verify the firmware.
➔ Verify the transponder and use another transponder that is recognized by the reader.

5541 ISO error #2

❍ See ISO error #1.

5542 ISO error #3

❍ See ISO error #1.

5543 ISO error #15

❍ See ISO error #1.

5544 ISO error #16

❍ See ISO error #1.

5545 ISO error #17

❍ See ISO error #1.

5546 ISO error #18

❍ See ISO error #1.

5547 ISO error #19

❍ See ISO error #1.

5548 ISO error #20

❍ See ISO error #1.

5549 ISO error ???

❍ See ISO error #1.

5550 Wrong tag type

Status A transponder type was detected that is not recognized by the reader. It cannot be used.

Action ➔ Use another transponder that is recognized by the reader.

5551 Max Tags failed

Status The maximum number of invalid labels was reached. Set this value in the parameter SYSTEM PARAMETERS > Max Tags To Stop.

Diagonal stripes are printed on invalid labels.

Action ➔ Increase the maximum value of invalid labels.

➔ Try another transponder. Verify the data being programmed.

5560 TCS full / cover

Status This message appears when a stacker is applied as peripheral device:

- when the stacker is full
- when the stacker cover is open

Action ➔ Empty the stacker.
➔ Close the cover.

5590 Odd hex string

Status A character string was sent to the transponder (Easy Plug command #RFS) and interpreted as hexadecimal (use #RFS with parameter "B"). The character string must consist of an equal number of characters.

Action ➔ Send an equal number of characters.

5600 Job without #Q

Status The print job misses the declaration of the print amount (Easy Plug command #Q).

Action ➔ Insert a #Q command with the print amount.

5601 Job memory full

Status The memory for Easy Plug printjobs is full.

Action ➔ Reduce the reserved memory for one or more of the following memory areas:

- Free store size (SYSTEM PARAMETER > Free store size)
- RAM disk size (SYSTEM PARAMETER > Ram disk size)
- Font download size (SYSTEM PARAMETER > Font downl. area)

➔ If there are printjobs in the printer queue, wait until they are processed.

6000 Param. incorrect

Status Novram check sum error.

➔ Check the setting of the printhead resistance (parameter SYSTEM PARAMETER > Head resistance) before you press *Online*. The value is invalid.

Action ➔ Press *Online* to confirm. All parameters are reset to the factory defaults.

6001 Nov. prog. err.

Status Error during allocation of main memory.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, contact Service.

6002 New prog. vers.

Status Occurs after a firmware update. Then, the printer reports that new firmware is available.

Action ➔ Press *Online* to acknowledge. All parameters are reset to the factory defaults.

6003 Memory error

Status Error during partitioning of the main memory.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, contact Service.

6004 Load H8 program

Status Appears, when
a) no valid H8 firmware is loaded
b) after a boot loader restart

Action Case a)

1. Press *Online* to confirm.
2. Load H8 firmware.

❍ Call Service for information about loading firmware.

Case b)

➔ Press *Online* to confirm.

❍ Call Service for information about loading firmware.

6005 Fixfont data

Status Defective fixfonts.

Action ➔ Load the new firmware.

❍ Call Service for information about loading firmware.

6006 Speedofont data

Status Defective speedo fonts.

Action ➔ Load the new firmware.

❍ Call Service for information about loading firmware.

6010 Printengine soft

Status General software error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

6012 Start next job

Status The message appears at the end of a printjob if the single job mode (SYSTEM PARAMETERS > Single job mode) is activated. It indicates that the next printjob should be started.

Action ➔ Press *Online* to acknowledge. Start next printjob.

6030 Param. checksum

Status Wrong parameter checksum.

Action ➔ None.

6031 New Parameters

Status By loading a new firmware version, some new parameters have been added to the parameter menu.

Action ➔ None.

6101 No sensor found

Status Error while performing the "Sensor Test" function.

Action ➔ Press *Online* to acknowledge.

➔ Contact Service.

6200 Filesystem regis

Status General software error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

6201 File sys. format

Status Error while formatting the RAM disk or the Compact Flash card.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on. If the error message continues to appear, contact Service.

6202 Drive open

Status Cannot access the Compact Flash card.

Action ➔ Format the Compact Flash card using the PC card drive. Try to write to the card again.

➔ Try another Compact Flash card.

6203 Filesystem close

Status Cannot access the Compact Flash card.

Action ➔ Format the Compact Flash card using the PC card drive. Try to write to the card again.

➔ Try another Compact Flash card.

6204 Disk directory

Status Cannot open the work directory.

Action ➔ Press *Online* to acknowledge.

➔ Verify the designation of the work directory.

6205 Write disk

Status Error while writing to RAM disk or Compact Flash card.

Action ➔ Press *Online* to acknowledge.

6206 Read disk

Status Error while reading from RAM disk or Compact Flash card.

Action ➔ Press *Online* to acknowledge.

6207 No file card

Status No Compact Flash card found.

Action ➔ Press *Online* to acknowledge.

➔ Check if a Compact Flash card is loaded.

➔ If the Compact Flash card was inserted after turning on the printer, turn off the printer and on again.

6300 Out of memory

Status Not enough free memory available to load additional print jobs. The job buffer is completely full.

Action ➔ Delete spooler using the parameter SPECIAL FUNCTION > Delete spooler.

6301 Incomplete job

Status Easy Plug could not interpret a certain print job. The print job may not be ended with the #Q-command.

Action ➔ Make sure the print job ends with the #Q command.

6310 Centr. Timeout

Status The Easy Plug command #!Xn triggers a status acknowledgement via the Centronics interface, but the PC does not respond.

Action ➔ Check the data line connecting printer and PC.

6311 Centr. Timeout

Status The Easy Plug command #!Xn triggers a status acknowledgement via the Centronics interface, but the PC does not respond.

Action ➔ Check the data line connecting printer and PC.

8001 Shared Memory

Status General software error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

8002 Stream Buffer

Status General software error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

8103 TrueDoc Font

Status Error: specified font is not loaded.

Action ➔ Check font number. Load the font file or select another font.

8104 Speedo alloc

Status Error while initializing the speedo fonts.

Action ➔ Load new firmware.

❍ Refer to the service manual, topic section "Firmware".

8105 Load TrueType

Status Damaged font file.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.
➔ Load the font file or select another font.

8106 Fonttype wrong

Status General software error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

8107 Character set

Status General software error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

8108 Symbol set

Status General software error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

8109 TT-specifications

Status General software error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

8110 Unknown char.

Status Character is not included in the character set (character set does not support all characters).

Action ➔ Select another character or character set.

8111 Stream type

Status General software error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

8112 Font not supp.

Status The specified TrueType font is not loaded. Text using this font is ignored.

Action ➔ Use another TrueType font.

8200 Fixfont number

Status Incorrect fix font number.

Action ➔ Check fix font number and change if necessary.

8201 Font downl. full

Status The font download buffer is full.

Action ➔ Allocate more memory for the download buffer using the parameter SYSTEM PARAMETERS > Font downl. area.

➔ Rename some speedo-fonts on the Compact Flash card, you do not use. All speedo-fonts named fontxxx.spd (xxx = font no.) are being loaded into the font download buffer while the system starts.

❍ For more information, see "Using Compact Flash Cards" in the User Manual.

8202 Font deleted

Status Tried to access a font that is not available on Compact Flash card or on RAM disk (font was deleted or renamed).

Action ➔ Check the label layout. Load the font file or use another font.

8300 Bar code corr.

Status Error: a bar code correction factor greater than +/- 25% has been selected.

Action ➔ Reduce correction factor.

8301 Bar code data

Status Incorrect bar code data. The bar code data is not valid for the selected bar code type.

Action ➔ Use valid data for the bar code type.

8302 Barcode checksum

Status Error while calculating the bar code check sum.

Action
- ➔ Check transmitted data.
- ➔ If the error continues to occur, contact Service. Send the transmitted Easy Plug data.

8303 Bar code sample

Status Error while calculating the bar code sample.

Action
- ➔ Check whether the transmitted data is valid for the bar code type and change the data.

8304 Bar c. plain-copy

Status Error while integrating the plain-copy line in the bar code sample.

Action
- ➔ Check whether the transmitted data is valid for the bar code type and change the data.

8305 Bar code print

Status Error while calculating the bar code print image.

Action
- ➔ Press *Online* to acknowledge.

Action
- ➔ Check whether the transmitted data is valid for the bar code type and change the data.

8306 Plain-copy len.

Status Illegal: bar code plain-copy line has more than 300 characters.

Action
- ➔ Reduce line length.

8307 Readline dist.

Status General software error.

Action
- ➔ Turn off the printer, wait 30 seconds, then turn it back on.
- ❍ See notes in “General software errors” section.

8308 Bar code ratio

Status Illegal bar code ratio.

Action
- ➔ Select another ratio.

8309 Module range

Status Maximum range of the bar code module exceeded.

Action
- ➔ Reduce module range.

8310 Bar code element

Status Bar code element exceeds the maximum size of 253 dots (21 mm).

Action ➔ Reduce the bar code element size.

8311 Barcode table

Status General software error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

❍ See notes in “General software errors” section.

8400 PDF417 ECC

Status Bar code PDF417: incorrect ECC level (Error Correction Level).

Action ➔ Change the ECC level.

8401 PDF417 Lines

Status Bar code PDF417: illegal number of lines.

Action ➔ Change the number of lines.

8402 PDF417 Columns

Status Bar code PDF417: illegal number of columns.

Action ➔ Change the number of columns.

8403 PDF417 Style

Status Bar code PDF417: incorrect style.

Action ➔ Change the style.

8404 PDF417 Command

Status Bar code PDF417: incorrect command.

Action ➔ Press *Online* to acknowledge.

➔ Change the commands.

8405 PDF417 Size

Status Bar code PDF417: incorrect size.

Action ➔ Change the size.

8406 PDF417 Details

Status Bar code PDF417: incorrect details.

Action ➔ Change the details.

8407 PDF417 Coding

Status Bar code PDF417: coding error.

Action ➔ Turn off the printer, wait 30 seconds, then turn it back on.

➔ Press *Online* to acknowledge.

8500 Code 25Int len.

Status Bar code Code 25 Interleaved: input line too long.

Action ➔ Shorten input line.

8501 Postcode length

Status Bar code postcode: illegal data length.

Action ➔ Check length of the transmitted data and set it to the valid length.

8600 EAN Length

Status Bar code EAN: illegal data length.

Action ➔ Check length of the transmitted data and set it to the valid length.

8601 UPCE Numbers sys.

Status Error: First data character of the transmitted data is not 0 or 1.

Action ➔ Change the first data character to 0 or 1.

8700 IDM Data with 0

Status Bar code IDM: data may not contain 0x0.

Action ➔ Correct the data.

8701 IDM Data length

Status Bar code IDM: Illegal length of data string.

Action ➔ Check the length of the transmitted data and set it to the valid length.

8702 IDM Coding

Status Bar code IDM: coding error.

Action ➔ Contact Service.

8703 IDM Self-test

Status Bar code IDM: error during self-test.

Action ➔ Contact Service.

8704 IDM Init. error

Status Bar code IDM: error during initializing.

Action ➔ Contact Service.

8705 IDM rows/columns

Status The input data does not match the given matrix or invalid number of row/columns.

Action ➔ Change the number of rows/columns or the input data.

8760 EAN128 field len

Status The field length specified does not match the data provided.

Action ➔ Change the data length.

8761 EAN128 Data type

Status The data type (alphanumeric, numeric) specified does not match the data provided.

Action ➔ Change the data type.

8762 EAN128 Ident.

Status Invalid data identifier.

Action ➔ Change the data identifier.

8800 Maxicode Mode

Status Maxicode: faulty mode

Action ➔ Change mode.

8801 Maxicode Sys no

Status Maxicode: incorrect system number

Action ➔ Correct the system number.

8802 Maxicode Zipcode

Status Maxicode: incorrect zipcode.

Action ➔ Correct the zipcode.

8803 Maxicode Class

Status Maxicode: faulty class code.

Action ➔ Correct the class code.

8804 Maxi. Sec. mess.

Status Maxicode: secondary message has an illegal length.

Action ➔ Correct the length of secondary message.

8805 Maxicode Country

Status Maxicode: faulty country code.

Action ➔ Correct the country code.

8830 Cod49 Datalength

Status The user data string is too long. Not all characters can be coded in the bar code. The bar code does not print.

Action ➔ Shorten the data string.

8831 Cod49 wrong data

Status The data string contains invalid characters. The bar code does not print.

Action ➔ Correct the data string.

8850 Unknown filetype

Graphic files with the extention declared in the Easy Plug command #YG are not supported.

Action ➔ Convert the graphics file to another file format or use another supported graphic format. Check if the spelling of the file extension is correct.

8851 Graphic open

Status The graphics file defined in the Easy Plug #YG command cannot be found on the Compact Flash card for one of the following reasons:

- Path and/or designation of the graphics file stored on the Compact Flash card does not match the path and/or designation defined by the #YG command.
- The file is not available on the Compact Flash card.

Action ➔ Check if the spelling of the graphics file is the same both in the #YG command and on the Compact Flash card.

8852 Graphic header

Status A graphics file defined by an Easy Plug #YG command should be processed. The file header does not match the file.

Action ➔ The graphics file may be corrupted. Check the file and replace it.

8853 Graphic palette

Status A graphics file defined by an Easy Plug #YG command should be processed. Error reading the graphics palette.

Action ➔ The graphics file may be corrupted. Check the file and replace it.

8854 Graphic read

Status A graphics file defined by a Easy Plug #YG command should be processed. Error reading the file.

Action ➔ The graphics file may be corrupted. Check the file and replace it.

8856 Free store size

Status The memory size for loading and converting the graphics file is too small.

Action ➔ Increase the memory size for the parameter SYSTEM PARAMETER > Free store size.

8857 Wrong mem config

Wrong memory configuration

Status Too many memory configurations requested. Parameters as SYSTEM PARAMETER > Font downl. area or SYSTEM PARAMETER > Ram disk size or SYSTEM PARAMETER > Free store size request more or less memory. The fault occurs if the sum of requested memory space exceeds the amount of available memory.

After error confirmation, the relevant parameters are reset to factory default settings. The printer restarts.

Action ➔ Change the settings of the relevant memory parameters.

8900 Codablock columns

Status Bar code Codablock: illegal number of columns.

Action ➔ Correct the number of columns.

8901 Codablock rows

Status Bar code Codablock: illegal number of rows.

Action ➔ Correct the number of rows.

8902 Codablock softw.

Status Bar code Codablock: software error.

Action ➔ Call Service.

8903 Codablock infogr

Status Bar code Codablock: info not in line.

Action ➔ Call Service.

8950 Logo open

Status Failure when attempting to read a logo, which has previously been copied on RAM disk or on Compact Flash card (thus using Easy Plug command #DK).

Action
- ➔ Reload the logo via #DK command.
- ➔ If this error reoccurs, call Service.

8951 File format

Status General software error.

Action
- ➔ Turn off the printer, wait 30 seconds, then turn it back on.
- ❍ See notes in “General software errors” section.

8952 Not installed

Status General software error.

Action
- ➔ Turn off the printer, wait 30 seconds, then turn it back on.
- ❍ See notes in “General software errors” section.

9000 Wrong errornum

Status General software error.

Action
- ➔ Turn off the printer, wait 30 seconds, then turn it back on.
- ❍ See notes in “General software errors” section.

9001 Software Error

Status General software error.

Action
- ➔ Turn off the printer, wait 30 seconds, then turn it back on.
- ❍ See notes in “General software errors” section.

9003 Print head type

Status The wrong printhead type is selected in the printer menu.

Action
- ➔ Correct the setting of the printhead type.
- ❍ Set the printhead type using parameter SPECIAL FUNCTION > Printhead type.

9005 No Printhead

Status Printhead could not be detected for one of the following reasons:

- Printhead cable not connected
- Wrong printhead type
- Defective printhead cable
- Defective CPU board
- Printhead cable plugged into wrong connector on the CPU board

Action ➔ Check printhead cable, printhead and CPU board, and replace defective parts.

9007 Bad MAC Address

Status This error message appears when an invalid MAC address is programmed to the CPU board. Valid means the MAC address matches the range *00.0a.44.xx.xx.xx*.
In this case, the network is not initialized. To work with the network, a valid (Avery-) MAC address must be programmed on the board. This can only be done by an authorized service technician or by the factory.

Action
➔ Press *Online* to acknowledge. The printer starts, but cannot be used with a network.
➔ Contact Service for help reprogramming the boards MAC address.
➔ If new programming is not possible, exchange the CPU board.

9009 Temporary MAC

Temporary MAC address.

Status This error message appears when the MAC address has the value *00.0a.44.00.00.00*. This MAC address is used only during production.

Action
➔ Press *Online* to acknowledge. The printer starts and the network can be used.
➔ Contact Service for help reprogramming the boards MAC address.
➔ If new programming is not possible, exchange the CPU board.

9011 Bootloader ext.

Bootloader external device.

Status At least one external device (AI, BLDC output stage) has no valid application loaded. The printer remains in the bootloading status and returns this message. The error only occurs if an AI is applied.

Action ➔ Load a valid application.

9013 Head voltage

Status Faulty 5 V printhead supply voltage for one of the following reasons:

- *Only 9854*: Printhead was connected to the wrong connector on the CPU board.
- Short circuit or the printhead is defective.

Action

➔ *Only 9854*: Check if the printhead is connected to the correct connector on the CPU board. Change the connector, if necessary.

➔ Replace the printhead.

9014 Motor voltage

Status Faulty 45 V motor supply voltage. – a short circuit or the printhead is defective.

Action

➔ Replace the printhead.

9015 Network init.

Status Error while the network initializes.

Action

➔ Contact your network administrator.

9016 DHCP Failed

Status DHCP failed. This may happen, if parameter INTERF. PARAM. > ETHERNET PARAM. > IP Adressassign is set to *DHCP*, but no IP address can be found.

Action

➔ Contact your network administrator.

9017 RTC read failed

Status Error while trying to read the realtime clock (RTC). An Easy Plug command to read out the RTC is sent, but no RTC is built in.

Action

➔ Check if the printer is supplied with a RTC by printing a status printout.

❍ See parameter INFO PRINTOUT > Printer status

The actual date is on the printout below the header "Systemversion" if a RTC is installed.

➔ Check if the error occurs repeatedly or occasionally.

If it occurs repeatedly:

➔ *9854*: replace the CPU board.
9864: Replace the RTC. If the error still occurs, replace the CPU board.

❍ See notes in “General software errors” section if the error reoccurs.

9018 #!CA wrong Pos.

Status The #!CA command is placed at an invalid position – Easy Plug cannot process the command at this position (for example, while loading files onto a Compact Flash card).

Action ➔ Call the #!CA command at a valid position.

9020 Param. ID wrong

Status A non-existing parameter ID was used**.**

Action ➔ Correct the parameter ID.

9022 No network link

Status This message occurs when the Ethernet address assign is set to DHCP. The cause is usually a bad network connection.

Action ➔ Check if the network connector is plugged in properly.

9024 Not possible !

Status Detecting the material length (a function, which is normally used with MLI is not possible, because a printjob is currently processed).

Action ➔ Retry as soon as the printjob is processed.

9030 Log file:CF full

Status An attempt to store data on the Compact Flash card was not successful, because of a full card.

Action ➔ Clear some storage space on the Compact Flash card.
➔ Load an empty card.

9031 Log file: nnnn

Status File access error. *nnnn* = error code of the operating system.

Action ➔ Repeat the operation. If the message reappears, send a message to Service including the error code.

9032 EP file log stop

Status Someone tried to send data after an error message appeared. This deactivates the Easy Plug file logging.

Action ➔ Reactivate the file logging.

9034 Use min 16MB RAM

Status The printer does not have enough RAM. The applied firmware version needs at least 16 MB RAM for operation.

Action ➔ Extend the printer's RAM.

9035 No printpr. stop

Status This message appears while loading new firmware onto the H8 (64 Bit) boards that are connected to the H8 (for example, applicator interface).

Action ➔ Turn off the printer and on again and reload the firmware.

9036 DMA switch off

Status An error message of the DMA controller was discovered.
A reset is not sufficient!

Action ➔ Turn off the printer and back on again.