




Error Status

There are three possible error types: automatically recoverable errors, recoverable errors, and unrecoverable errors.



Automatically Recoverable Errors

Printing is no longer possible when automatically recoverable errors occur. They can be recovered easily, as described below.

Error	Error description	Error LED flash code 	Recovery measure
Roll paper cover open error	The roll paper cover was opened during printing.		Recovers automatically when the roll paper cover is closed.
Print head temperature error	A high temperature outside the head drive operating range was detected.		Recovers automatically when the print head cools.

Recoverable Errors

Printing is no longer possible when recoverable errors occur. They can be recovered easily by turning the power on again or sending an error recovery command from the driver after eliminating the cause of the error.


Error	Error description	Error LED flash code 	Recovery measure
Autocutter error	Autocutter does not work correctly.		Remove the jammed paper or foreign matter in the printer, close the roll paper cover, send the error recovery command, or turn the power on to recover.




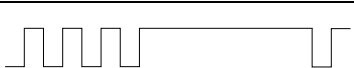

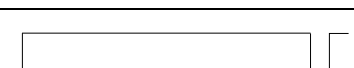
CAUTION

The error recovery command is valid only if a recoverable error (excluding automatically recoverable errors) occurs.

Unrecoverable Errors

Printing is no longer possible when unrecoverable errors occur. The printer must be repaired.

 CAUTION	Turn off the power immediately when unrecoverable errors occur.
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Error	Error description	Error LED flash code  Approx. 160 ms
Memory R/W error	After R/W checking, the printer does not work correctly.	
High voltage error	The power supply voltage is extremely high.	
Low voltage error	The power supply voltage is extremely low.	
CPU execution error	The CPU is executing an incorrect address.	
Internal circuit connection error	Internal circuits are not connected correctly.	 Approx. 2.56 s

Removing Jammed Paper

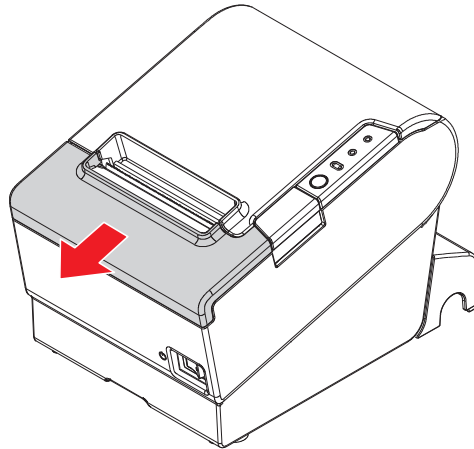
When a paper jam occurs, never pull out the paper forcibly. Open the roll paper cover and remove the jammed paper.

When the roll paper cover cannot be opened, follow the steps below to remove the jammed paper.

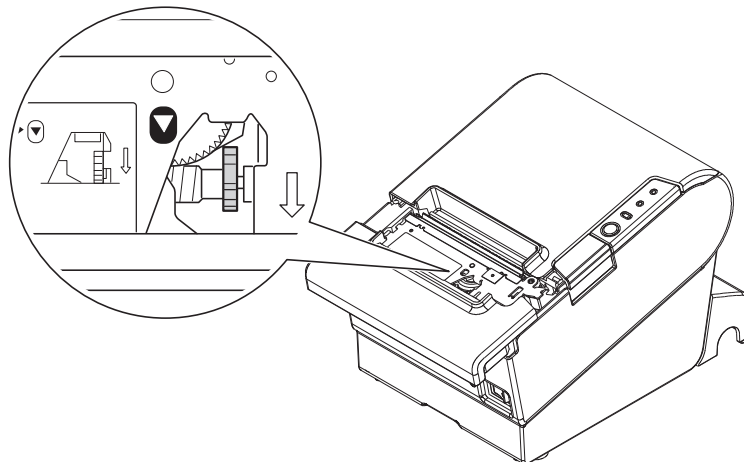



Do not touch the thermal head (See "[Cleaning the Thermal Head](#)" on page 93.) because it can be very hot after printing.

- 1 Turn off the printer.
- 2 Slide the cutter cover toward the front to open it.



- 3 Turn the knob until you see a triangle in the opening.
This returns the cutter blade to the normal position. There is a label near the cutter to assist you.





4 Close the cutter cover.

5 Open the roll paper cover and remove the jammed paper.