

6. Troubleshooting

6.1. Error Message

SMART-51 printer shows the error message in the LCD display when it occurs. Click the Left button to retry or the right button to cancel an operation.

The following shows the error message on your Smart Printer. For checking a status of printer, please use a CardPrinterTest or CardPrinterDiagnostics in the Utilities folder of Install CD.

No	LCD Message	Description and Countermeasures
1	Card In Error	<p>Fail to move a card from the hopper to the printer inside.</p> <ul style="list-style-type: none"> - Check the card thickness and adjust the card thickness control lever - Check cards are stuck because of static electricity - Clean Hopper roller and cleaning roller
2	CardMove Int Err	<p>Fail to move a card in the printer.</p> <ul style="list-style-type: none"> - Remove a card if the ribbon is attached - Check the rollers and cards, and clean them if they are polluted - Check the operating state of the card feeding rollers and sensors
3	CardMove Ext Err	<p>Fail to move a card between printer and other module(flipper/laminator)</p> <ul style="list-style-type: none"> - Check the rollers and cards, and clean them if they are polluted - Check the operating state of the card feeding rollers and sensors
4	Card Out Error	<p>Fail to discharge a card after printing, encoding or laminating.</p> <ul style="list-style-type: none"> - Remove a card if the ribbon is attached - Check the rollers and cards, and clean them if they are polluted - Check the operating state of the card feeding rollers and sensors
5	TPH UpDown Error	<p>The Head Up/Down Motor or Sensor don't work correctly in printing or booting up</p> <ul style="list-style-type: none"> - Check the operating state of the Head Up/Down Motor and Sensor. - Check the status of the mirror sticker in the Head Up/Down Gear.
6	IC UpDown Error	<p>The IC Head Up/Down Motor or Sensor don't work correctly in printing, encoding or booting up.</p>

		<ul style="list-style-type: none"> - Check the state of the Cable between a module and a main board - Check the operating state of the IC Motor
7	Ribbon Seek Err	<p>The printer can't search the ribbon panel in printing or booting up</p> <ul style="list-style-type: none"> - Check the operating state of the Ribbon Motor - Check the operating state of the ribbon encoder sensor and gears - Check and clean the Color In/Out Sensor - Check the operating state of the color in/out Sensor
8	Ribbon Move Err	<p>The printer can't wind the ribbon in printing or booting up.</p> <ul style="list-style-type: none"> - Check the operating state of the Ribbon Motor - Check the operating state of the ribbon encoder sensor and gears
9	MAG R/W Error	<p>Fail to read or write the magnetic stripe.</p> <ul style="list-style-type: none"> - Check the surface and direction of magnetic card - Check the coercivity of magnetic card and encoding configuration - Check the rollers, encoder and cards, and clean them if they are polluted
10	MAG T1 Error	<p>Fail to read a track 1 of the magnetic stripe.</p> <ul style="list-style-type: none"> - Check the surface and direction of magnetic card - Check the coercivity of magnetic card and encoding configuration - Check the rollers, encoder and cards, and clean them if they are polluted
11	MAG T2 Error	<p>Fail to read a track 2 of the magnetic stripe.</p> <ul style="list-style-type: none"> - Check the surface and direction of magnetic card - Check the coercivity of magnetic card and encoding configuration - Check the rollers, encoder and cards, and clean them if they are polluted
12	MAG T3 Error	<p>Fail to read a track 3 of the magnetic stripe.</p> <ul style="list-style-type: none"> - Check the surface and direction of magnetic card - Check the coercivity of magnetic card and encoding configuration - Check the rollers, encoder and cards, and clean them if they are polluted
13	Printing Error	<p>Error occurs while printing</p> <ul style="list-style-type: none"> - Check a card is jammed - Check usage of a genuine ribbon and cards - Check the rollers, encoders and cards, and clean them if they are polluted

14	Init Error	<p>Error occurs while initializing</p> <ul style="list-style-type: none"> - Check the status of installation of ribbon and laminating film - Check the laminator turning on if the laminator is installed
15	DeviceCon Error	<p>Fail to communicate between a printer and a flipper/laminator</p> <ul style="list-style-type: none"> - Check the laminator turning on if the laminator is installed - Check a cable between a printer and a flipper/laminator
16	Lami Error	<p>Error occurs while laminating</p> <ul style="list-style-type: none"> - Remove a card after opening a laminator top cover - Check usage of a genuine laminating film and cards
17	Flipper Error	<p>Error occurs while operating a flipper</p> <ul style="list-style-type: none"> - Remove a card after opening a flipper cover - Check the card size
18	Ribbon Zero	<p>All ribbons are used</p> <ul style="list-style-type: none"> - Install the new ribbon after purchasing it in the place of purchase
19	RibbonNotFound	<p>Ribbon is not installed or not searched</p> <ul style="list-style-type: none"> - Install a ribbon if not - Check usage of a genuine ribbon
20	TPH Not Found	<p>Thermal Print Head is not installed or not recognized</p> <ul style="list-style-type: none"> - Check the print head installation - Contact the place of purchase
21	TPH Over Heat	<p>Thermal Print Head is overheated</p> <ul style="list-style-type: none"> - Lower the temperature when the temperature of circumstance is too high - Take a stop for 10 minutes and print again. - Contact the place of purchase if this message is shown regularly
22	Invalid Data	<p>Error occurs when the abnormal printing data is transmitted.</p> <ul style="list-style-type: none"> - Replace the USB cable USB - Change the USB port in the PC - Reinstall the printer driver
23	Wrong Password	<p>The password is not correct</p> <ul style="list-style-type: none"> - Input the correct password

		- Contact the place of purchase if you forget the password
24	SetCommandFail	Failed to execute a command of the printer <ul style="list-style-type: none"> - Replace the USB cable USB - Change the USB port in the PC - Turn off/on the printer
25	Spool Full	The printing data is full in the spooler <ul style="list-style-type: none"> - This message disappear after printing all data to send <li style="padding-left: 40px;">- Turn off/on the printer if the spool data is full without printing

6.5. Card movement

6.5.1. Cards can't enter into the printer from input hopper.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).
- **Card thickness control lever is set improperly.**
Regulate the card thickness control lever to fit the current card thickness.
- **Bad card array.**
Array the cards again and put them on input hopper as section 2.4 in this manual.
- **Cards have static and moisture.**
Remove the moisture or static.

6.5.2. Card Transfer Error occurs when the ribbon is coiled around the transfer roller or the printing roller.

Open the top cover and remove the card and the coiled ribbon from SMART-51 printer using front LED buttons. If this problem occurred frequently, check the below things.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).
- **The transfer roller or the printing roller is contaminated with the dust and dirt**
Remove the dust and dirt with the cleaning kit as section 6.2
- **Wrong printing position setting.**
Please contact the local supplier
- **When operating temperature and humidity is out of the acceptable operating limit of the printer.**
Adjust the operating environment of the printer.

6.5.3. An Error occurs while the card is being transferred.

First of all, check the Error message at LCD display.

Open the top cover and remove the card by LED buttons.

If this problem occurs frequently, check the followings.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).

- **Printer setting is changed or is not proper.**
Please contact the local supplier.
- **The transfer roller or the printing roller is contaminated with the dust and dirt.**
Remove the dust and dirt with the cleaning kit as section 6.1.
- **The card surface is contaminated with the dust and dirt.**
Check the card surface and remove the dust and dirt and try again. If this problem occurs again, retry with new card.

6.6. Printing quality

6.6.1. Not printed or wrong colors printed spot.

- **The card surface is contaminated with the dust and dirt.**
After checking the card, change it to another card.
- **The cleaning roller is contaminated with the dust and dirt.**
Check the cleaning roller. If there is much dust, change the cleaning roller to the new one.
- **Much dust in the printer.**
Clean the inside of the printer with the cleaning kit.

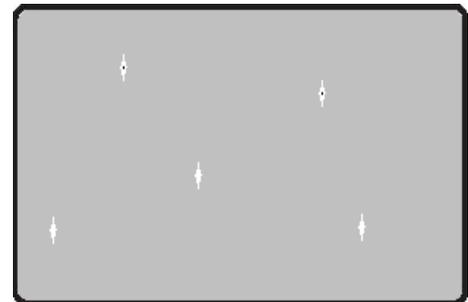


Figure 118 Printing quality trouble 1

6.6.2. Not printed horizontal line.

- **The ribbon cartridge is installed improperly.**
Check the ribbon cartridge installation state and whether the ribbon has wrinkles.
- **The printer head is contaminated with the dust and dirt.**
Clean the printer head with cleaning kit.
- **The printer head is damaged.**
Please contact the local supplier to replace the printer head.



Figure 119 Printing quality trouble 2

6.6.3. Unclear or not uniform print.

- **Uneven or bad card surface.**
Change the card.
- **Too high or low setting of the color density.**
Please contact the local supplier. The color density default of your printer needs to be changed.
- **The printer head is contaminated with the dust and dirt.**
Clean the printer head with cleaning kit.



Figure 120 Printing quality trouble 3

6.6.4. Not aligned color print.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).
- **Uneven or bad card surface.**
Change the card.
- **The transfer roller or printing roller is contaminated with the dust and dirt.**

Clean the rollers with the cleaning kit as section 6.1.
- **Worn-out printer.**
Please contact the local supplier.

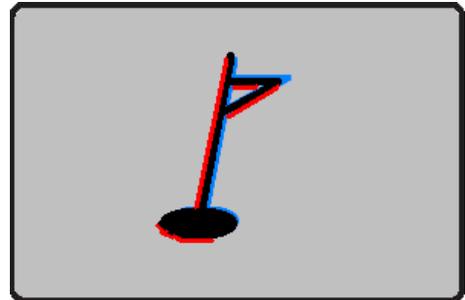


Figure 121 Printing quality trouble 4

6.6.5. Unplanned color print.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).
- **Uneven or bad card surface.**
Change the card.
- **The transfer roller or printing roller is contaminated with the dust and dirt.**

Clean the rollers with the cleaning kit as section 6.1.
- **Worn-out printer.**
Please contact the local supplier.



Figure 122 Printing quality trouble 5

6.7. Magnetic stripe encoding

6.7.1. Magnetic encoding error.

First of all, Please press left LED button to retry.

- **The magnetic head is contaminated with the dust and dirt.**
Clean the magnetic head with the cleaning kit.
- **The magnetic encoding data is not transmitted or the wrong data is transmitted.**
Check the setting of the program and the driver and the magnetic encoding data you transmitted.
- **The card is not magnetic card, or inserting direction is wrong.**
Change the card or the direction.
- **Bad magnetic stripes on the card.**
Change the card.

6.8. General operation

6.8.1. Ribbon snapped during printing.

Open the top cover and take out the cartridge. After putting the snapped pieces on together, install the cartridge again. Check the followings if this kind of problem occur frequently.

- **Non-standard cards or bad cards.**
Change the cards. You can use only ISO CR-80 card (54mm x 86mm).
- **Too high or low setting of the color density.**
Please contact the local supplier. The color density default of your printer needs to be changed.

6.8.2. LCD display “Ribbon Not Found”

Press the left LED button to retry. If it occurs frequently, check the followings.

- **Not genuine ribbon.**
Change to the genuine ribbon.

- **Ribbon is consumed.**
Printing is not possible if ribbon is used up. Change the ribbon.
- **Snapped ribbon.**
Open the top cover and take out the cartridge. After putting the snapped pieces on together, install the cartridge again.

**6.8.3. Printer doesn't operate even if the printing data has been transmitted.
Check the following.**

- **Printer power off.**
Check the power. Turn on the printer power.
Check the printer adaptor whether it is connected with a socket and the printer.
- **Bad power adaptor.**
Please contact the local supplier for replacement of the adaptor.
- **The printer driver is "Offline".**
Change the printer driver to "Online".
- **The printer's USB cable is disconnected or the connection is bad.**
Check the cable's connection between PC and the printer.
If not good, make the USB cable connection again.
- **Bad USB cable.**
Change the USB cable.
- **The printing is operated with another printer driver.**
Select the correct SMART-51 printer driver again.
- **Wrong USB port setting of the printer driver.**
Check the port setting of the printer driver and change the port setting.
- **No ribbon in the printer or error occurred.**
Install ribbon in the printer or resolve the error.
- **Too long power or USB cable (more than 1.5M).**
Use the cable provided with the printer.
- **PC's USB port is down:**
Reboot your PC.