

**TROUBLESHOOTING**

**GUIDE**

**for**

**DOCUSHIELD PRINTERS**

**(Part#: CXD4-1300-Sxxx)**

**for**

**Support Associates**

**and**

**Website**

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**CHANGE LOG**

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## IMPORTANT NOTE

Any issues that are not covered in this guide are more likely customer specific installation or setup related issues that should be addressed directly to an engineer. It is advisable for customers to familiarize themselves with [C Series User's Guide](#) to be able to understand basic functionality and features of the printer and to be able to use the printer appropriately.

## ISSUE 1: HOW TO PRINT A SELF TEST FORM

- Please Note: Troubleshooting any issue will need a self-test form. This will always be the first step.
- Make sure that the media is loaded, and the printer is connected to AC Power.
- Press and hold the FEED button.
- Turn the printer ON while holding the FEED button.
- Release the FEED button when the self-test starts to print.
- Turn the printer off and then on again to return to normal printing operation.

Please Note: After performing the self-test, the printer is in hexadecimal dump mode and cannot print normally until the power is cycled (turned OFF, and then turned ON again). Refer to the picture below.



# ISSUE 2: CANNOT CONNECT TO THE PRINTER

- Make sure that either the Ethernet cable or the USB cable (or both) are plugged in depending upon how the printer is connected to the system/network (Please refer to the picture and table down below).

## Connection Ports and Power Connector



Connector	Use
A – ON/OFF switch	Controls printer power
B – Power connector	Connects to power supply
C – Ethernet connector (RJ-45)	Ethernet communications port for network connectivity
D – USB-B device port	USB communications port
E – USB-A host port	USB communications port
F – Serial/Parallel port	Serial/parallel data communications port

- Make sure that the both the 'POWER' and 'READY' lights are green. Refer to ISSUE 3 or 4 in case they are not green (Please refer to the picture down below).



- If connecting via ethernet make sure to print out a self-test form to check that the IP Address being used to connect matches the IP Address assigned to the printer. It is recommended to use Static IP Addresses. Please refer to the [C Series User's Guide](#) Chapter 6 if you need more details.
  - o Make sure you can ping the printer from the Command Prompt.
  - o Also try Pinging the printer with the printer powered off to make sure that another device is not claiming that IP Address.
- If the issue is still unresolved, then requires Escalation

### ISSUE 3: 'READY' LIGHT IS RED

- Make sure that you are not out of media, if so than put a new roll in.
- Make sure that the printhead mechanism is firmly latched into position on both sides.
- Make sure that the correct power supply for the printer is being used. The C Series printers use a 90-264VAC output power supply. The output voltage is printed on the power supply.
- Make sure that you are using the correct media. There are two media types that are accepted depending on whether the printer is single or dual sensor:
  - o Media Part# 189-CXI0027 for single sensor printers (A black bar on the back. Please refer image below)



- o Media Part# 189-CXI0036 for dual sensor printers (A black bar with DocuShield name and logo on back as well. Please refer image below)



- If the issue is still unresolved, then requires Escalation

## ISSUE 4: NO 'POWER' OR/AND 'READY' LIGHT

- Make sure that the power button (which is located on the right of the printer) is switched on.



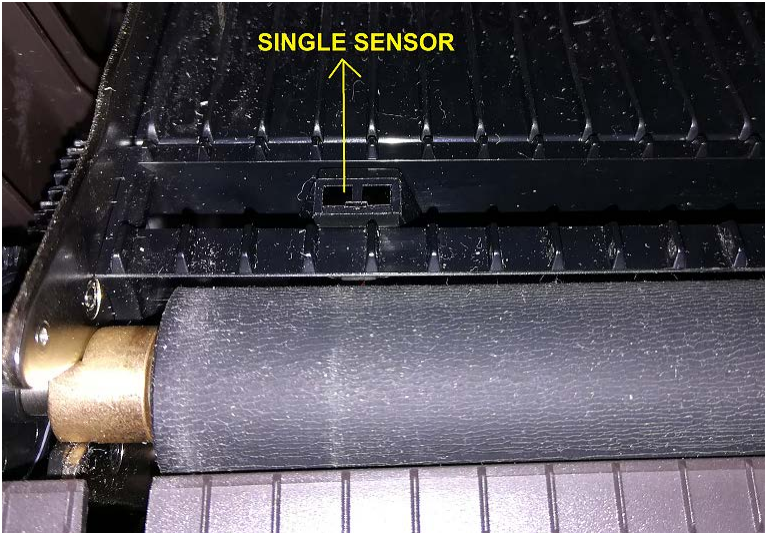
- Make sure that the power supply is connected properly to the back of the printer and that no pins are bent. If the pins are bent and causing the issue, then the power supply need to be replaced.



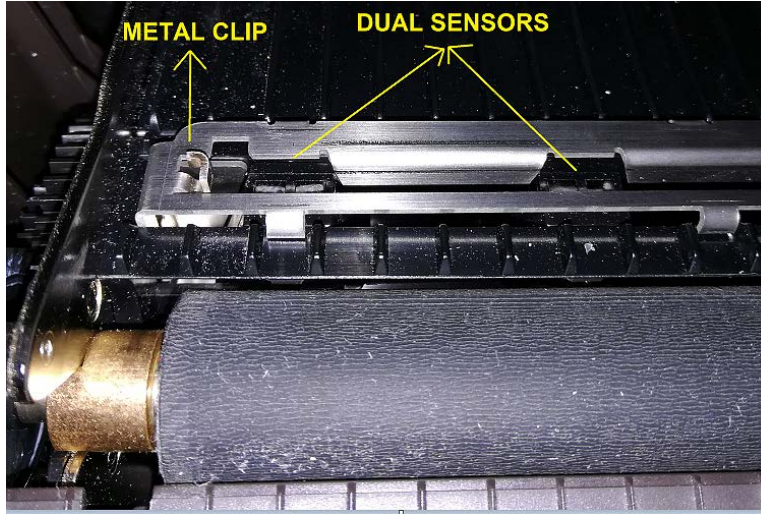
- If the issue is still unresolved, then requires Escalation

# ISSUE 5: PRINTER NOT CALIBRATED (INCLUDES LABELS SKIPPING OR PRINTER FEEDING BLANK LABELS)

- Label skipping or printer feeding blank labels can frequently be corrected by performing a printer calibration.
- Check to see if the printer is single sensor or dual sensor. Please refer to the images below to check the differences. Also, you can tell which type it is, by printing a self-test form and checking the firmware:
  - o For Single sensor: 195-170-xxx
  - o For Dual sensor: 195-185-xxx
- For both single sensor and dual sensor printers you can calibrate them by doing the following:
  - o Performing a Self-Test.
  - o When the Self-Test has finished printing the printer's default settings, the text 'Press Feed Switch Now to Calibrate Index' prints on the media. Press the FEED button at this time to perform the calibration.
  - o Once completed, the printer must be power cycled at this time to return to its proper printing state.
  - o If calibration was successful, pressing the FEED button ejects only one label at a time.
  - o For more details and other ways to perform calibration please refer to the Calibration Section in Chapter 4 of the 'C Series User's Guide'.







- If the issue is still unresolved, then requires Escalation

## **ISSUE 6: PRESCRIPTIONS PRINTING TOO LIGHT OR TOO DARK**

- Requires Escalation.

## **ISSUE 7: PRINTER DROPPING OFFLINE**

- This issue is specific to printers connected via ethernet.
- Make sure you can ping the printer from the Command Prompt.
- Also try Pinging the printer with the printer powered off to make sure that another device is not claiming that IP Address
- Please make sure that the printer has the latest firmware version '405' on it. If not, depending upon whether it is a single or dual sensor appropriate latest firmware file has to be loaded on to the printer.
- Also make sure that the 'GARP Time' is set to 1 minute. If not, send the 'V\_Ethernet\_GARP.txt' script to the printer. This setting can be found on the self-test form.
- If the issue is still unresolved, then requires Escalation

## **ISSUE 8: DRIVERS NOT INSTALLED**

- Requires Escalation.

## **ISSUE 9: NEW OR REPLACED WORKSTATION**

- Requires Escalation.

## **ISSUE 10: HOW TO GET PRINTER STATUS**

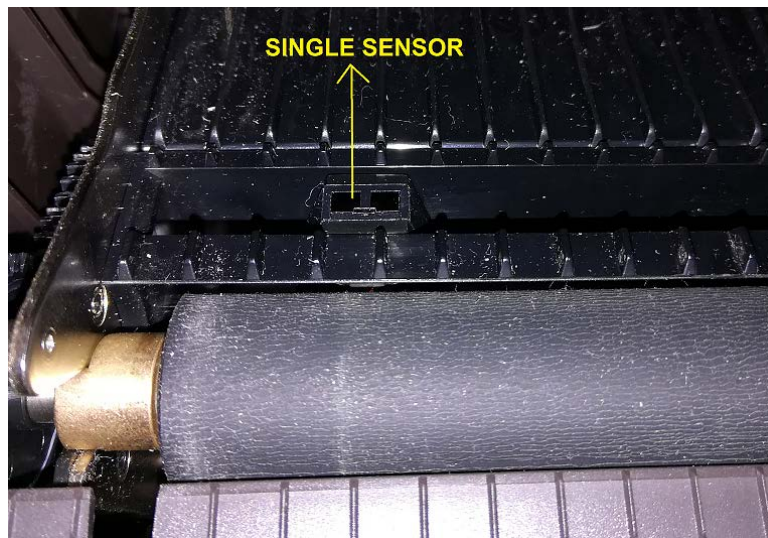
- Requires Escalation.

## **ISSUE 11: GRAPHIC ERROR**

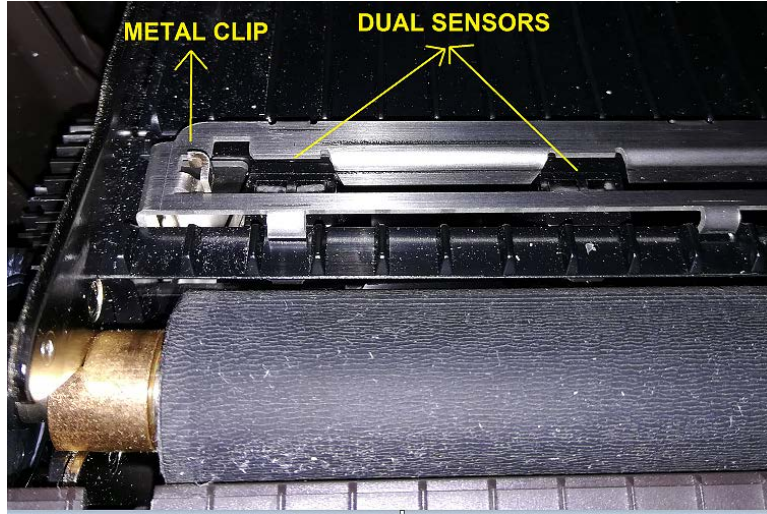
- Requires Escalation.

## **ISSUE 12: GETTING PAPER OUT WHEN THE PAPER IS LOADED**

- Please Note: The paper out issue will continue to happen unless the correct media is loaded. So it is essential to load the correct media.
- For single sensor printers - make sure that the right media (189-CXI0027) is loaded (Printer f/w v 195-170-xxx)



- For dual sensor printers (PIC) - make sure that the right media (189-CXI0036) is loaded (Printer f/w v 195-185-xxx)



- Once the correct media is loaded refer ISSUE 5 for calibrating the printer.
- If the issue is still unresolved, then requires Escalation