

**CONNECTION WITH USB DATA SIGNAL EQUIPMENT**

**CONNECTING TO PERSONAL COMPUTER (EXAMPLE)**

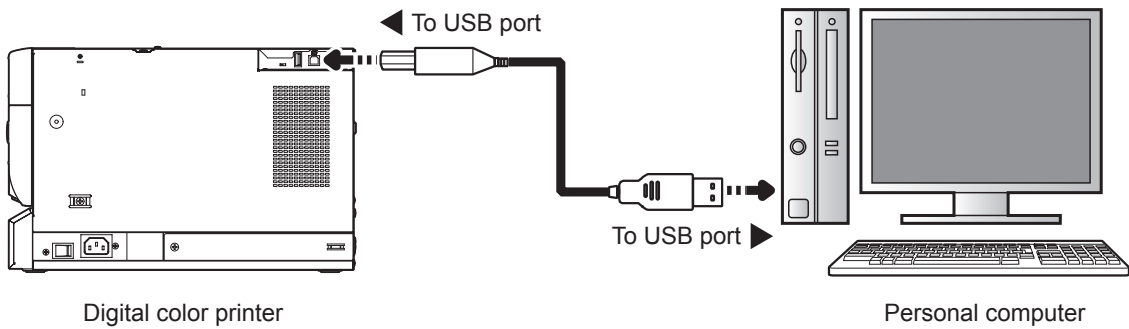
Check that the printer is turned on before connection.

- 1 Turn on the power of a personal computer.
- 2 Install the printer driver.

**NOTE**

- Do not yet connect the printer to a personal computer.

Connect the printer to a personal computer as shown below.



**NOTE**

- A USB cable is not supplied with this unit. Use the USB 2.0 certified cable of 2 m or less in length.

**PRINTER DRIVER INSTALLATION**

- The printer driver is required to print the data from the personal computer connected with this unit. The printer driver for Windows® is supplied with this unit.

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**NOTE**

- Refer to the following website to check the latest version of the printer driver and the printer information.  
[http://www.mitsubishielectric.co.jp/ldg/ja/products/visual/lineup/printer/photo/download\\_01\\_english.html](http://www.mitsubishielectric.co.jp/ldg/ja/products/visual/lineup/printer/photo/download_01_english.html)

# ERROR MESSAGES AND COUNTERMEASURES

## INDICATIONS ON THE FRONT PANEL AND COUNTERMEASURES

■ If, for some reason, printing is not possible or an error occurs during printing, the indicators on the front panel will illuminate or blink. In this case, follow the procedure described below.

☉: Steady on ●: Off ☉●: Blinking

ALARM	PAPER RIBBON	POWER	Causes and Countermeasures	Page
●	●	☉ (Green)	The printer is in the standby mode.	7
●	●	☉ (Orange)	The printer is in the power save mode. When the printer is idle for an extended period, it automatically enters the power save mode from the standby mode, reducing power consumption. It may take time that the printer is ready to print images after the image data is sent.	7
☉●	●	☉ (Green)	The printing unit is open. • Close the printing unit.	7
☉●	●	☉● (Green)	The paper strip bin is removed. • Attach the paper strip bin firmly.	7
☉●	☉●	☉ (Green)	A paper jam or a problem concerning the ink ribbon occurs. • Refer to “Overcoming paper jams.”	18
●	●	☉● (Green)	The printer is receiving image data. The temperature of the thermal head is too high or too low. • Wait until the indication goes off. When the indicator stops blinking, the printer resumes printing automatically.	7
●	☉●	☉ (Green)	The ink ribbon which is not available to this printer is installed. • Replace the ink ribbon with a new one. The actual combination of ink ribbon and print paper is inconsistent with the setting made by the personal computer. • Open the printing unit and confirm that the actual combination of ink ribbon and print paper is consistent with the setting made by the personal computer. After checking, close the printing unit.	13-14
●	☉	☉ (Green)	The print paper or ink ribbon is not installed. The print paper or ink ribbon is used up. • Install new print paper or ink ribbon.	11-14
☉	●	☉ (Green)	Other errors	20

When the ALARM or the PAPER RIBBON indicator illuminates or blinks, open the door and carry out the above countermeasures.

PRECAUTIONS

FEATURES

PREPARATION

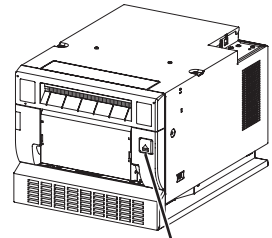
TROUBLE-SHOOTING

OTHERS

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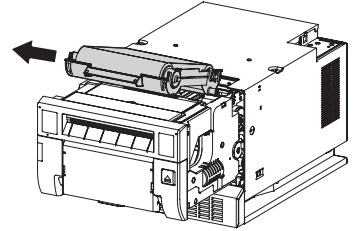
## OVERCOMING PAPER JAMS

- 1 Press the OPEN button to open the printing unit.**  
Make sure that the power is turned on before opening the printing unit.

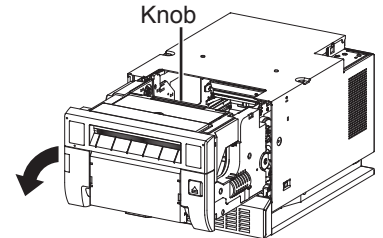


OPEN button

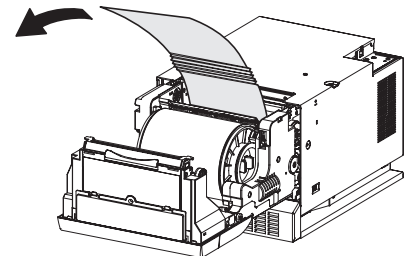
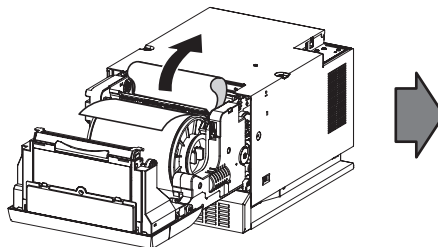
- 2 Remove the ink cassette.**



- 3 Remove the paper strip bin and then pull the knob to open the door.**



- 4 Pull out the defective part of the print paper to the direction of an arrow.**

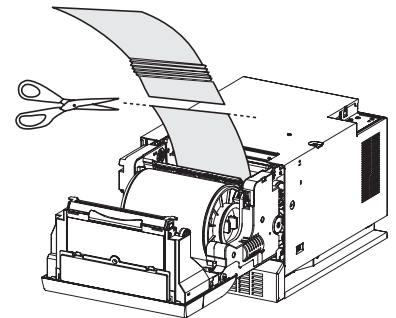


- 5 Cut off the defective part of the print paper with scissors.**

### NOTE

- Make sure to cut off the printed part of the print paper. Failure to do this may result in the ink ribbon sticking to the print paper and being torn.
- Make sure to clean the thermal head and the platen roller. [Refer to "CLEANING" \(on pages 21 and 22\).](#)

- 6 Remove the print paper.**



- 7 Install the print paper and the ink cassette with the ink ribbon.**  
[\(Refer to pages 11-15.\)](#)

Make sure that the power is turned on before installing the print paper and the ink cassette with the ink ribbon.

- 8 Close the door.**

- 9 Close the printing unit by pushing it.**

- 10 Attach the paper strip bin.**

PRECAUTIONS

FEATURES

PREPARATION

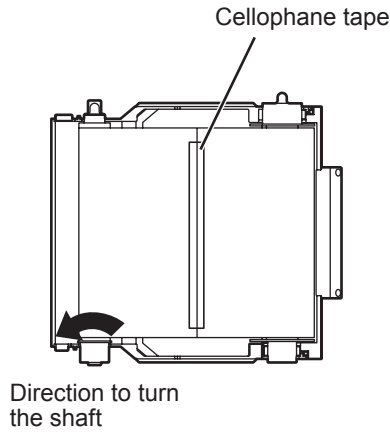
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## REPAIRING A TORN INK RIBBON

- 1 Position the ink cassette with the torn ink ribbon on a flat, clean surface.
- 2 Place a piece of transparent adhesive cellophane tape on the center of the ink ribbon.



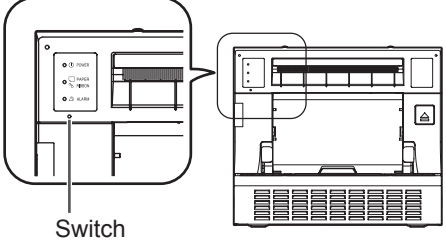
- 3 Wind the shaft of the ink ribbon in the direction of the arrow so that the cellophane tape is not seen.
- 4 Install the ink cassette in the printer.

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# ERROR MESSAGES AND COUNTERMEASURES

## BEFORE CALLING FOR SERVICE

■ For the following symptoms, check the unit again before calling for service.

Symptom	Check & Remedy
The power is not turned on.	<p>Is the power cord plug disconnected from the outlet?</p> <ul style="list-style-type: none"> <li>→ Connect the power cord plug to the outlet firmly.</li> <li>→ The protective circuit may be working. Turn off the power and wait for about two minutes. Then turn on the power again.</li> </ul>
The printing unit doesn't open.	<p>Are you turning off the power during printing procedure?</p> <ul style="list-style-type: none"> <li>→ Turn on the power and then open the printing unit.</li> </ul>
The image is not printed.	<p>Is the PAPER RIBBON indicator or the ALARM indicator illuminating or blinking?</p> <ul style="list-style-type: none"> <li>→ Refer to "Overcoming paper jams."</li> </ul> <p>Is the appropriate size of data sent to this unit?</p> <ul style="list-style-type: none"> <li>→ Make sure that the appropriate size of image data is sent to this unit.</li> </ul> <p>Is the print paper or the ink ribbon used up?</p> <ul style="list-style-type: none"> <li>→ Check them.</li> </ul> <p>Is the printing unit set firmly?</p> <ul style="list-style-type: none"> <li>→ Set the printing unit firmly.</li> </ul> <p>→ When the indicators keep illuminating or blinking though the above operations are performed, remove the ink ribbon and print paper and reinstall them.</p>
An error can not be resolved.	<p>→ Turn off and on the power of the printer with the printing unit set firmly. This printer starts initialization. Press the switch inside of the hole of the front panel with a thin stick or the like for 5 seconds or more.</p> <div style="text-align: center;">  </div>

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## INSTRUCTIONS FOR TRANSPORTATION

When transporting this unit for some reason such as repair, follow the instructions below.

- 1. Use the original packaging.**  
 The genuine package unit may not endure more than one round trip. If the unit is transported with the package unit more than one round trip, it may not be guaranteed.  
 Purchase another package unit when transporting this unit again.  
 Pack the unit with the accessories (ink ribbon and print paper) removed.
  - 2. Close the printing unit firmly.**  
 When closing the printing unit, push it until a click is heard.
- CAUTION**

  - When the printing unit is not closed firmly or you press the OPEN button accidentally, the printing unit may open. It can cause injury or damage.
- 3. If the ink ribbon, print paper, or ink cassette can not be taken out, consult with your dealer.**

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