

































## DS40/DS80 PHOTO PRINTERS: HOW TO TROUBLESHOOT USING THE INDICATOR LIGHTS

### Overview

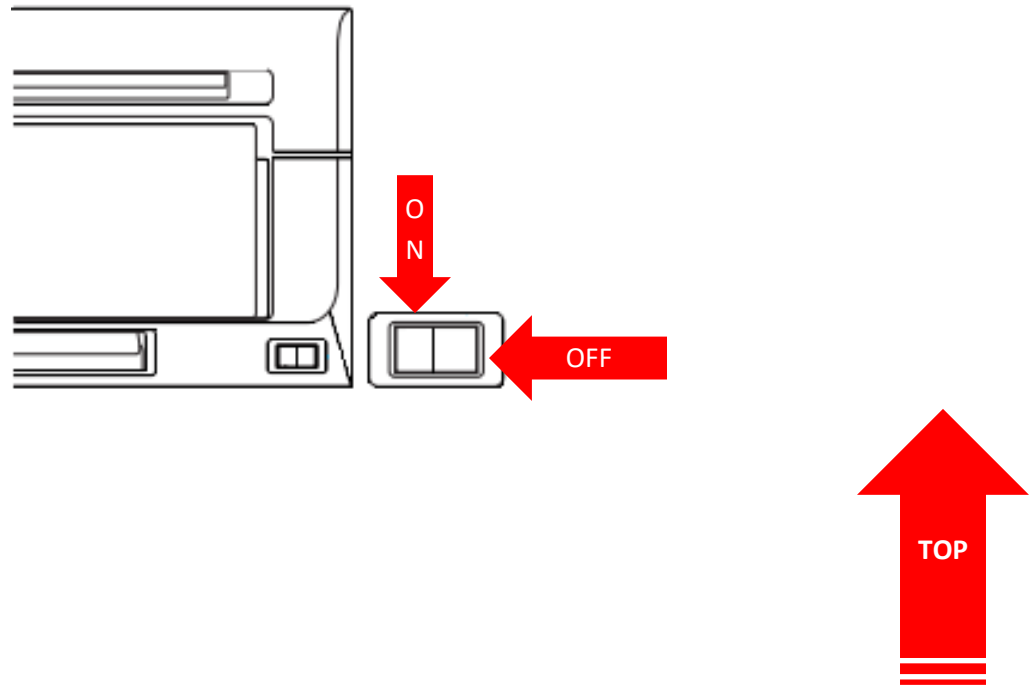
The LED lights on the front of the printer indicate the status. The lights can be on, off, or blinking. The combination of the lights indicate if there is a problem and exactly what the problem is.



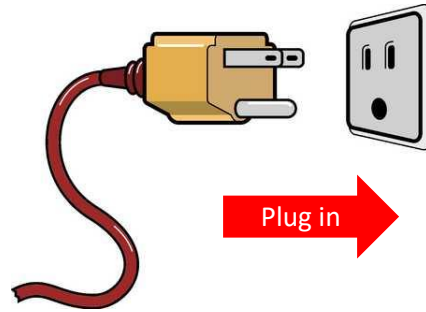
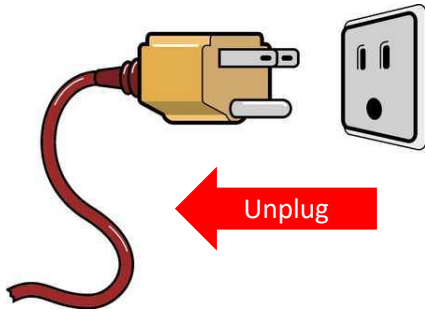
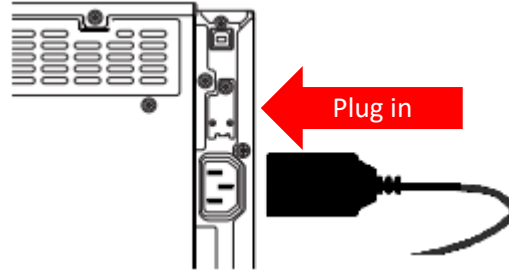
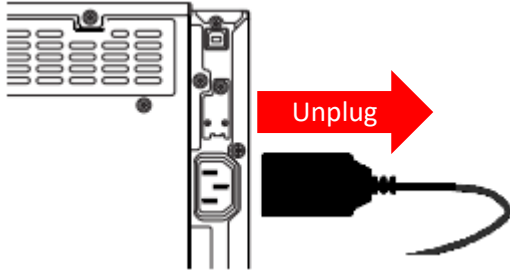
State of Indicator	Error Message	Most Probable Solution
<ul style="list-style-type: none"> <li> POWER</li> <li> RIBBON</li> <li> PAPER</li> <li> ERROR</li> </ul>	No power	<ul style="list-style-type: none"> <li><a href="#">Turn on the printer.</a></li> <li><a href="#">Reseat power cord in socket and printer.</a></li> <li><a href="#">Plug power cord into different socket.</a></li> <li><a href="#">Check power cable for defects.</a></li> <li>Try a different power cable.</li> </ul>
<ul style="list-style-type: none"> <li> POWER</li> <li> RIBBON</li> <li> PAPER</li> <li> ERROR</li> </ul>	Head cool down	The print heads are being cooled. This error is cleared automatically.
<ul style="list-style-type: none"> <li> POWER</li> <li> RIBBON</li> <li> PAPER</li> <li> ERROR</li> </ul>	No error	Printer is working properly.
<ul style="list-style-type: none"> <li> POWER</li> <li> RIBBON</li> <li> PAPER</li> <li> ERROR</li> </ul>	Out of ribbon	<ul style="list-style-type: none"> <li>Replace media (ribbon and paper).</li> <li>If already replaced, reseal ribbon properly. See page 17 of the <a href="#">DS40/80 User's Manual</a>.</li> <li>Slide the drawer shut until it locks.</li> </ul>
<ul style="list-style-type: none"> <li> POWER</li> <li> RIBBON</li> <li> PAPER</li> <li> ERROR</li> </ul>	Ribbon error	<ul style="list-style-type: none"> <li>Reseat the ribbon correctly. See page 17 of the <a href="#">DS40/80 User's Manual</a>.</li> <li>Slide the drawer shut until it locks.</li> </ul>

State of Indicator	Error Message	Most Probable Solution
 POWER  RIBBON  PAPER  ERROR	Out of paper	<ul style="list-style-type: none"> <li>• Replace media (ribbon and paper).</li> <li>• If already replaced, reseal paper properly. See page 17 of the <a href="#">DS40/80 User's Manual</a>.</li> <li>• Slide the drawer shut until it locks.</li> </ul>
 POWER  RIBBON  PAPER  ERROR	There is something in the paper path that needs to be cleared.	<ul style="list-style-type: none"> <li>• Visually check the paper path for debris and remove anything found.</li> <li>• See <a href="#">DS40-80-620_HowToClearPaperPath.docx</a>.</li> </ul>
 POWER  RIBBON  PAPER  ERROR	Door is open (No Paper)	<ul style="list-style-type: none"> <li>• Reseat the paper properly. See page 17 of the <a href="#">DS40/80 User's Manual</a>.</li> <li>• Slide the drawer shut until it locks.</li> </ul>
 POWER  RIBBON  PAPER  ERROR	Door is open.	<ul style="list-style-type: none"> <li>• Slide the drawer shut until it locks.</li> </ul>
 POWER  RIBBON  PAPER  ERROR	Scrap box not installed/not detected.	<ul style="list-style-type: none"> <li>• Reseat the scrap box.</li> <li>• See <a href="#">DS40_DS80 Printer Scrap Box Error.pdf</a>.</li> </ul>
 POWER  RIBBON  PAPER  ERROR	Media mismatch (Ribbon and paper lights blink alternately.)	<ul style="list-style-type: none"> <li>• Ribbon in the printer doesn't match the print job sent.</li> <li>• Change the media or the size of the print job.</li> </ul>
 POWER  RIBBON  PAPER  ERROR	Cutter jam	<ul style="list-style-type: none"> <li>• Check for paper jam at the cutter.</li> <li>• See <a href="#">DS Clearing A Cutter Jam.pdf</a>.</li> </ul> <p style="text-align: center;"><b>Caution:</b> Sharp components.</p>
 POWER  RIBBON  PAPER  ERROR	System error	<ul style="list-style-type: none"> <li>• Reboot the printer. (Turn off, then on.)</li> <li>• If this condition is immediate when powering up the printer, it is a system error.</li> <li>• Contact DNP Support to arrange for repair.</li> </ul>

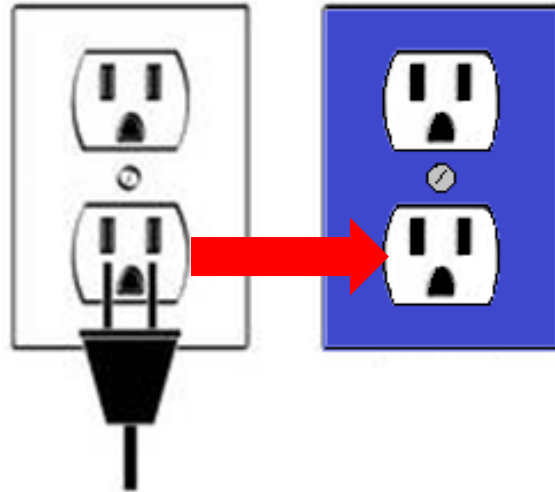
## Turn on Printer



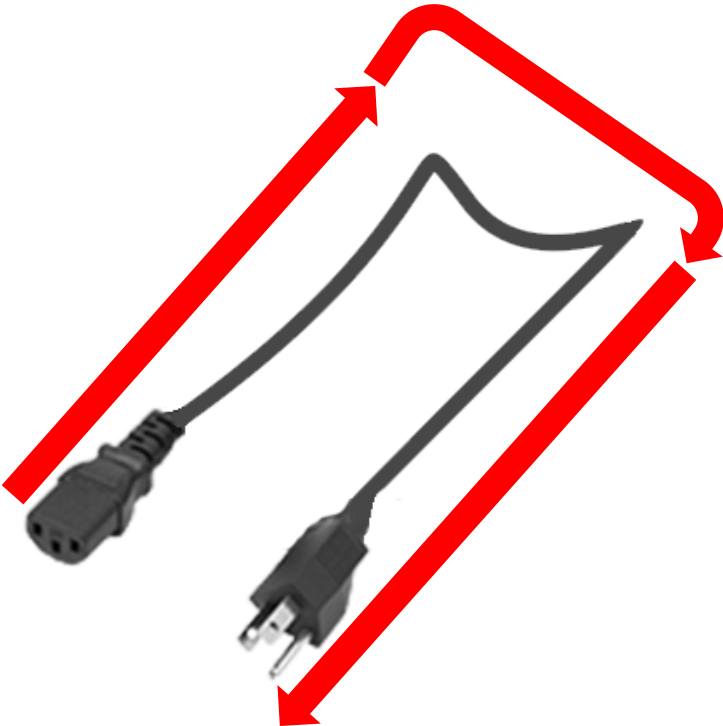
## Reset Power Cord in Printer and Socket



## Try Different Socket



# Check Power Cord for Defects



## Revision Info

Date	Initials	Description	Revision
2.18.2016	CCS	Changed copyright to 2016. Removed false PN and REV numbers. Updated Heading 1 leading. Added new pink logo.	
7.13.2016	MMH	Added Revision column to Revision Info table & removed PN from footer.	
8.24.2016	MMH	Added content.	1.0
9.19.2016	MMH	Revised content	1.1
9.21.20170	MMH	Revised content per MYoung.	1.2
12.13.2017	MMH	Reviewed by InfoDev. Ready for website publish.	1.2