

Printronix Technical Bulletin	Number T-0015	Revision A
	Product Type Thermal	Date 3/26/98
Subject T3XXX Thermals with FGL F/W Getting Media Error	Originator Mike Ramunni	Page 1 of 1

Subject:

T3XXX Thermals with FGL F/W Using Continuous Forms displaying 'TOF FAULT' or 'MEDIA ERROR'..

Information:

Customers with T3204, T3306 and T3308 printers with IGP/FGL emulation firmware may need to change the **CONT. LABEL LEN** option in the Setup Menu from **'0000 in'** (factory default) to the desired Label length whenever they select **CONTINUOUS** under the **SELECT TOF** option in the Setup menu.

Problem Frequently Seen is 'Media Error' With Continuous Forms

Customer installs continuous forms (no gap or reflective stripe) in the printer, changes the **Select TOF** option to **CONTINUOUS**, but fails to change the **CONT. LABEL LEN** option from **0000 in** (factory default) to desired label length. When the FEED button is pressed, no media will advance and when a Self Test printout or an ON Line print job is attempted, approximately 16 inches of blank media advances with only a portion of printing completed, followed by a Media Error light indication.

NOTE: This problem does not exist on T3000 series thermal printers with LP+/PGL or VGL emulation firmware as the **Page Length** option has **4.0 inches** as the factory default.

Resolution:

In the Setup Menu under the **Select TOF** option the user has three choices: **Gap** (factory default), **Reflective** and **Continuous**. **Gap** sets the printer to sense the transmissive gap between labels which then dictates label length and TOF (Top of Form) position. **Reflective** sets the printer to sense the carbon stripe located on the back of the media which dictates label length and the TOF position. **Continuous** offers no special area on the media for the printer to sense label length, therefore the user must specify the desired label length in the Setup menu under **CONT. LABEL LEN.**, especially since the factory default is **0000 in**.

SELECT TOF options are described in the IGP/FGL Setup Guides (T3204 & T3306/08). The Guides only state the following: Select Continuous when no TOF format is desired. Label lengths are then set by the PAPER LENGTH function.

The Setup Guides should read: The desired label length must then be entered under the CONT. LABEL LEN option or no media will advance when the FEED button is pressed and if printing is attempted, unpredictable media advancement, loss of print data and Media Error light indications may occur.

To access the **CONT. LABEL LEN** option settings, the user must follow the directions in the Setup Guide in Section 3 Configuring the Printer - Label Options Menu - Continuous Label Length. The desired Label Length must be specified in 1/100 inch increments.

Example: a 6 in label length would be entered as **0600 in**.

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