Error message	Description	Prompt file index
KNIFE DID NOT HOME	Knife did not home properly during initialization or after a knife jam. If knife motor is rotating smoothly, the problem is either the knife home sensor or the MCB. If the knife does not rotate or is uneven, the problem is either the knife motor or MCB.	12
STACKER FULL	The stacker is full. Remove labels from the stacker. If this message occurs when the stacker is not full, test the stacker on another printer. If it works, the problem is either the printer internal harness or the MCB. If it doesn't work, the stacker is defective.	13
STACKER SENSOR ERROR	These errors indicate that the printer could not home the stacker tray. Make sure the stacker position sensors are not blocked and that the stacker tray runs up and down smoothly. Check the stacker upper position sensor using the VCP Diagnostics. The problem could be the stacker, printer stacker harness or MCB.	14
STACKER CAL RANGE ERROR		15
STACKER SENSOR BLOCKED		16
CLOSE BOTTOM PRINTHEAD	The bottom printhead must be open for a single sided format.	17
ST1 LOW TEMP READ ERR	These errors indicate that the printer is measuring a printhead temperature that is out of range. This is caused by a defective printhead, printhead cable or MCB. Check the printhead cable connections at both the printhead and MCB.	18
ST2 LOW TEMP READ ERR		19
STACKER JAM	This error was for an upstacker option that was never implemented.	20
LBL TOO SHORT FOR SPEED	The label is too short for the selected print speed. Refer to the printer's User Manual for minimum label lengths.	40

Error message	Description	Prompt file index
STOCK OUT	This indicates that the stock roll is empty. If this occurs when the stock roll is not empty and the stock is securely held by the arbor, test the stock unwind motor in the VCP Diagnostics. If the motor turns during the test, the MCB is defective. If the motor does not turn, check the motor connection to the MCB. If the connection is secure, the motor is defective.	45
INK OUT BOTTOM	This indicates that the bottom ink roll is empty. If this occurs when the bottom ink roll is not empty, test the bottom ink motors (unwind and rewind) in the VCP Diagnostics. If the motor turns during the test, the MCB is defective. If the motor does not turn, check the motor connection to the MCB. If the connection is secure, the motor is defective.	46
INK OUT TOP	This indicates that the top ink roll is empty. If this occurs when the top ink roll is not empty, test the top ink motors (unwind and rewind) in the VCP Diagnostics. If the motor turns during the test, the MCB is defective. If the motor does not turn, check the motor connection to the MCB. If the connection is secure, the motor is defective	47
HEAD OPEN BOTTOM	These messages indicate that the indicated print head is open when it should be closed. If this occurs continuously or does not occur even if the head is open, check the head open sensor and MCB.	50
HEAD OPEN TOP		51
MISSED SENSE MARK	MISSED SENSE MARK. Check the alignment of the sensor to the sense mark on the stock. If this does not correct the problem, check the alignment of the top and bottom sensors (SNAP 700). If the error continues to occur, the problem may be the sensor or the MCB.	53
HEAD 1 OVER TEMP		55

Error message	Description	Prompt file index
HEAD 2 OVER TEMP	This message indicates that the printhead is overheated. If this error occurs while printing, allow the printhead to cool. The error will clear automatically. If this error occurs while the printhead is cool, check the printhead and printhead cable. If these are OK, the problem may be in the MCB.	56
VERIFIER HALT 1	These errors indicate the Barcode Verifier detected a bad barcode. It is highly unlikely that this error will occur erroneously. It is more likely that the printer will not issue this error when a barcode is bad or missing. If this occurs, check to make sure the verifier is enabled and that the format has verification enabled. Then check the cable connections. Hardware failures that could cause this are the verifier, the harnesses or the MCB.	58
VERIFIER HALT 2		59
SOFTWARE IMAGER ERROR	This is an internal software error. Clear the error and continue. Clear the error and continue. If the error continues to occur, report the problem (including the circumstance under which the error occurred, the PCMate and printer firmware versions, and the format and batch that were being printed) to Engineering	60
SERIAL COMM OVERFLOW	This message indicates that the printer's serial buffer overflowed. This will not occur when using PCMate with the Virtual Control Panel (VCP). If using third party software, make sure the Serial Handshaking Protocol of the printer and the host are both set the same. If using hardware handshaking (RTS/DTS), make sure the serial cable has the RTS and DTS signal wires.	65
TOO MANY FIELDS	This error indicates that there are too many fields in the format. Reduce the number of fields in the format.	66

Error message	Description	Prompt file index
SOFTWARE MISMATCH	This message indicates that the AT and MCB versions do not match. This may occur if the MCB is changes without upgrading the software, or if the flash disk module is replaced with a used one. Upgrade the printer to the latest firmware revision. This error will not normally occur as the printer should load the backup operating system automatically.	79
CORRUPTED BATCH	This error indicates that the number of data elements in the batch do not match the number of fields in the format. Check the host data stream for errors.	90
VERIFIER ERROR		91
ERROR PROGRAMMING MCB !	This error indicates that the printer could not write the software to the MCB during an upgrade. Try rebooting the printer. If the error continues, replace the MCB, then the motherboard.	94
MCB NOT RESPONDING	Reboot the printer. If this does not correct the problem, replace the MCB	96
SECURITY QUEUE FULL	This message may occur when running secure batches. This is an internal software error. It does not indicate a hardware failure. To clear this error, connect the printer to PCMate. If this does not correct the error, upgrade the printer to the latest firmware version and connect the printer to PCMate. If this still does not correct the problem, turn the printer off and remove the battery on the MCB from its holder momentarily. NOTE: this will cause all settings in the printer to return to their default values and all life counts to be cleared. Also all actual counts stored in the security queue will be lost.	144
OUTDATED SW. UPGRADE	This error indicates that the software version does not support the printer type in which it is installed. Upgrade to the latest printer version.	148

Error message	Description	Prompt file index
OPEN TOP PRINTHEAD	This message indicates that the top platen roller is closed when there is no print on the top station. If this error occurs even if the top station is open or does not occur when the top station is closed, check the top station head open sensor and MCB.	149
RFID COMM ERROR. REBOOT.	This error indicates a failure with communications between the MCB and the RFID Reader. Reboot the printer. If the error continues, first upgrade to the latest printer software version. If it still continues, replace the RFID Reader or the MCB.	163
RFID READER NOT DETECTED	The RFID Reader was not detected during machine power-up. This error will occur is an RFID format is printed on a non-RFID printer. If this error occurs on an RFID printer, check the internal harness connections to the RFID Reader, the MCB and the System Power Harness. Check the RFID Reader, Harness and MCB.	168
MULTIPLE RFID NO-READS	This message indicates that that there were several consecutive read failures (SNAP 600RFID Gen 0). Check that the stock is OK. Try to read a known good tag using the Manual Read feature of the VCP RFID Diagnostics. Problems may be in the RFID Reader, harness or MCB.	170
SENSE MARK CAL ERROR	Sense Mark Calibration error. This is generally caused by the sensor not being aligned with the sense mark. Perform the sensor alignment procedure found in the printer's Users Manual. If this does not work, the problem could be the sensor or the MCB.	175
MISSED HOLE SENSEMARK	missed hole sense mark error	179
MISSED T REFL SENSEMARK	missed top reflective sense mark error	180
MISSED B REFL SENSEMARK	missed bottom reflective sense mark error	181

Error message	Description	Prompt file index
MISSED CONTR SENSEMARK	missed contrast sense mark error These errors indicate that the printer did not see a sense mark when expected. This is generally caused by a bad sense mark (e.g. unpunched hole) or mis-alignment of the sensor to the sense mark.	182
HOLE SENSEMARK CAL ERR	hole sense mark calibration error	184
T REFL SENSEMARK CAL ERR	top reflective sense mark calibration error	185
B REFL SENSEMARK CAL ERR	bottom reflective sense mark calibration	186
CONTR SENSEMARK CAL ERR	error contrast sense mark calibration error These are the same as the SENSE MARK CAL ERROR above, modified to indicate the selected sensor type.	187
SENSOR FAILURE	reduce sense mark led current failure	197
	cannot fine-tune LED current down low enough These errors indicate that the MCB could not calibrate the sensors. However, these errors indicate that there may be a hardware failure in the sensor circuit. The problem may be the sensor or the MCB.	198
INCOMPATIBLE HARDWARE	hot knife is not compatible with RFID 600 machine	199
MCB Backup battery low	These errors indicate the MCB has detected a supply voltage out of tolerance. Measure the actual voltage and replace the power supply if it is actually out of spec. If the voltages are correct, replace the MCB.	200
-5V PS TOO LOW		201
12V PS TOO LOW		202
-12V PS TOO LOW		203
24V PS TOO LOW		204
3.3V PS TOO LOW		205
5v PS TOO LOW		206
MCB Backup battery high		207
-5V PS TOO HIGH		208
12V PS TOO HIGH		209
-12V PS TOO HIGH		210
24V PS TOO HIGH		211
3.3V PS TOO HIGH		212
5V PS TOO HIGH		213

Error message	Description	Prompt file index
MULT RFID WRITE FAILURES	There were several consecutive RFID write failures. This may be caused by defective stock or bad format. If these are the problem, check and replace as necessary the RFID reader, RF cable or antenna.	221
RESET HARDWARE FAILURE	The printer did not reset when the command was issued. First check the connector from the MCB to the reset switch connector on the motherboard. If this is OK, replace the MCB.	244
SOFTWARE XXX PRESS START	NOTE: XXX is the error number These are internal software errors. They do not represent a hardware failure. They can be caused by unusual situations that were not anticipated or found during development and testing. If one of these errors occurs, first try pressing the START button to clear the error and start printing. If the error continues, try the following steps until the problem is resolved: 1. Reboot the printer and try printing the print job again. 2. Upgrade the printer to the latest software version. 3. Upgrade PCMate to the latest version. If none of these steps works, report the problem to Engineering. Please include a detailed description of the problem, the circumstances under which it occurred, the PCMate and printer software versions and the format and batch(es) that caused the problem.	