The most common causes of E4 printer problems:

1. Dirty, improperly calibrated or improperly positioned tape sensor: This can cause:

A. Random skipping of labels
B. Printing wanders on the label **(loss of correct alignment)**
C. Printer errors **(ready and media lights flashing)**

2. Incorrect installation of the ink ribbon:

1. If the new ink ribbon is loaded with the **dull side of the ink ribbon facing in**. This causes the ink to come in direct contact with the printhead. This can cause:

A. Poor print quality.
B. The ink ribbon to stick to the printhead and burn holes in the ink ribbon.
C. Buildup of burned ink on the printhead.

   This will reduce the lifespan of the printhead, and cause permanent damage to the printhead.

2. If the **flat ends** of the ink ribbon spindles are **not installed toward the left side of the printer**. This can cause:

A. The ink ribbon will not feed correctly, or will not feed at all.
B. Slack in the ink ribbon.
C. The ink ribbon to stick to the label tape during printing.
D. The ink ribbon to stick to the printhead.
E. Intermittent printer errors **(ready and ribbon lights flashing)**

3. If the ink ribbon is installed **without the rewind paper core** in place. This can cause:

A. Intermittent printer errors **(ready and ribbon lights flashing)**
B. Slack in the ink ribbon.
C. The ink ribbon to stick to the label tape during printing.
D. The ink ribbon will not rewind properly.
E. The ink ribbon to stick to the printhead.

3. Incorrect switch settings:

The 8 switches on the back of the printer **must ALL be in the OFF position** for correct operation of the printer.

If any of the switches are turned on, it will cause unpredictable problems, such as:

- **A.** The labels will back up into the printer before printing.
- **B.** The printer will randomly skip labels.
- **C.** The printer will not calibrate properly.
- **D.** The print quality will be poor, or it may not print at all.
- **E.** The printer will not communicate correctly with the computer causing printer, and possible computer errors.

- **F**. A random combination of any of the above

If any of the switches need to be turned OFF:

- **1.** Turn off the printer. **DO NOT** unplug any of the cables.
- **2.** Turn off the switches by sliding them to the OFF position.
- **3.** Restart the printer.
- **4.** Re-calibrate the tape sensor.