

FAQ - Fault Description & Troubleshooting

Fault description	Cause of fault	Troubleshooting
The smart PRINTER does not go into operation.	Hardware defect	Contact Support.
The print media is not printing.	The ribbon was installed incorrectly.	Check the installed ribbon. Install the ribbon with the matte side out.
	No print media has been selected in the WAGO-Printer-Settings.	Select the print media in the WAGO-Printer-Settings.
	The installed print cylinder does not fit the print media used.	Install the right print cylinder for the print media used.
The printed image has an unwanted vertical or horizontal offset.	WAGO-Printer-Settings software was not used.	Install and use the WAGO-Printer-Settings software.
	The values in the WAGO-Printer-Settings are not optimized.	Correct the values in the WAGO-Printer-Settings.
		Read the main steps for the selected print media and make the recommended settings.
Network printing does not work.	Incomplete or missing network configuration in the printer menu.	Set the IP configuration on the device.
	Network operation via Share on the Print Server not possible.	Configure the IP port in the driver for the network printer.
The smart PRINTER does not respond to print commands.	The printer driver was not installed correctly.	Check the installation of the printer driver.
	The USB connection has been interrupted.	Check the USB connection.
	The print job in the print spooler was not completed.	Delete the print job in the print spooler.
The color intensity of the printed image is too low and/or the printed image is incomplete.	The installed ribbon does not fit the print media.	Use the correct ribbon for the print media.
	The temperature value set in the WAGO-Printer-Settings is too high or too low.	Adjust the temperature value in the WAGO-Printer-Settings.
The ribbon has torn.	The temperature value set in the WAGO-Printer-Settings is too high.	Adjust the temperature value in the WAGO-Printer-Settings.
	The installed print cylinder does not fit the print media used.	Install the right print cylinder for the print media used.
	The wrong values have been set in the printer menu.	Open the lock in the printer menu under Settings/Density.
The print media is not supported.	The smart PRINTER firmware is not up-to-date.	Update the firmware. Current firmware at: http://www.wago.com/smartprinter
Message in the display: Check ribbon	The ribbon is empty.	Install new ribbon.
	The ribbon was installed incorrectly in the smart PRINTER.	Check the installed ribbon. Install the ribbon with the matte side out.
Message in the display: Check media	The print media is not detected / check sensor position.	Restart the printer and align the sensor on the marking on the enclosure. Recalibrate the printer using the button on the back of the device.
	No ribbon is installed in the smart PRINTER.	Install the ribbon. Install the ribbon with the matte side out.