



PegasusTM
Powered by Onsite

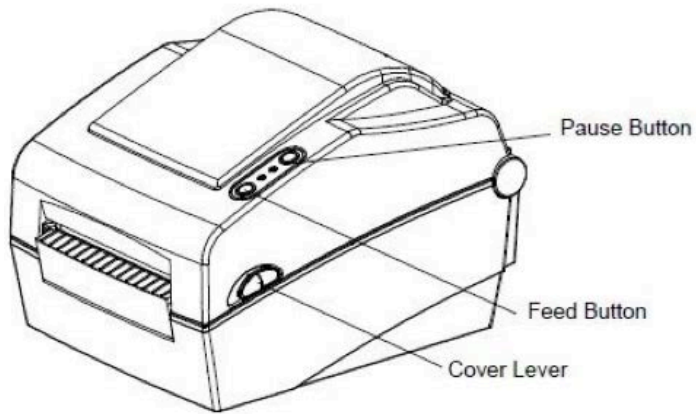
Sticker Printer 101

Scope:

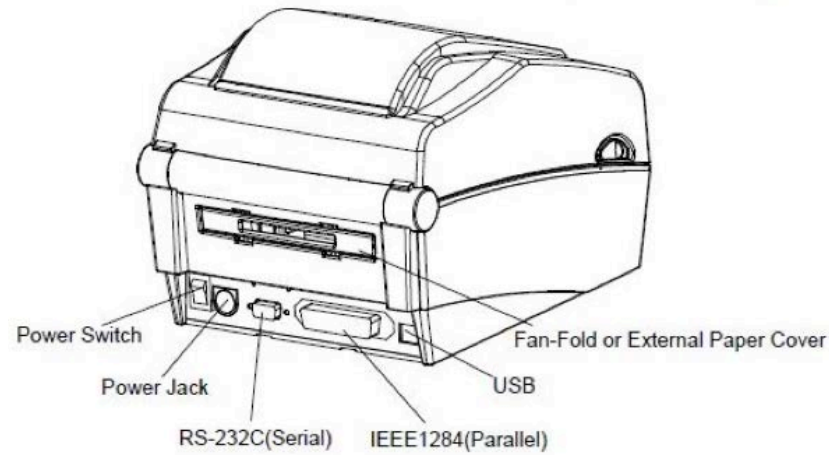
This document is used to help diagnose and troubleshoot a Bixelon DX420

Unit Description:

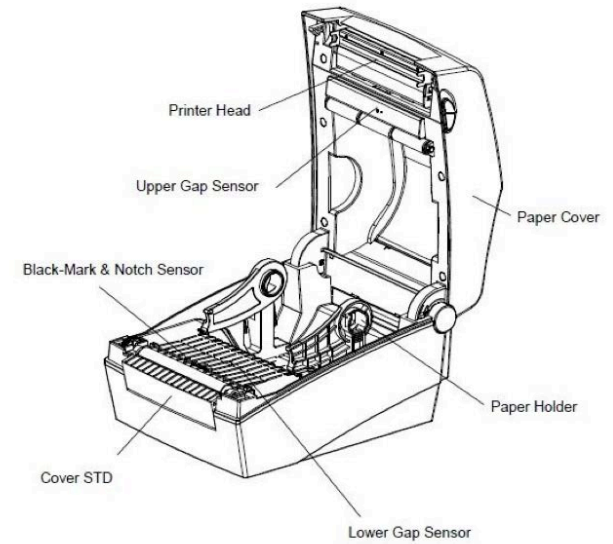
Printer Parts Front



Printer Parts Back



Printer Parts Internal



Contact Us:

e: support@onsitetrackeasy.com.au

p: 1300 131 194

w: pegasus.net.au

How to Install a Sticker Roll:

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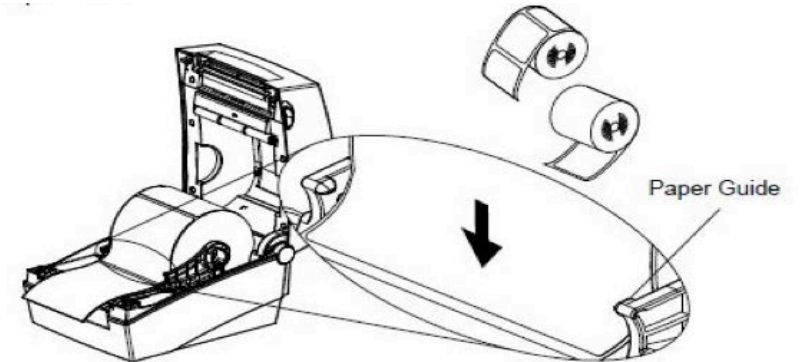
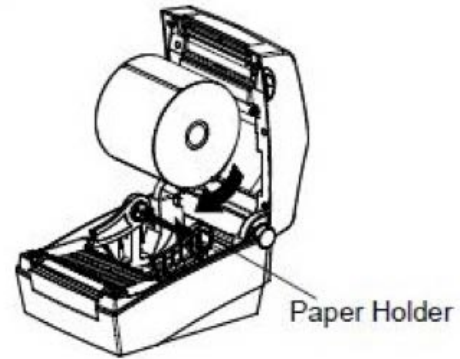
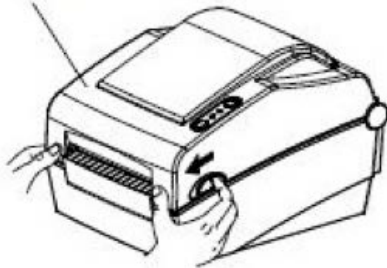
1. Open the Paper Cover

2. Spread the Paper Holder and insert the paper roll

2. Pull the paper so that it extends out of the front of the printer*. Push the paper under both of the paper guides.

* Whether the paper label is wound inwards or outwards, its printing surface must face up.

Paper Cover



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Basic Troubleshooting:

Error Lights: If the printer isn't behaving as expected, use this table to determine what the issue may be. (Red = Most likely, Orange = Less likely)

NOTE: This information will come in handy when talking to an Onsite Support Technician during remote support process

LED 1		LED 2		Printer Status	
Color	Status	Color	Status		
Green	On	Green	On	Print standby mode	Print standby mode
Red	On	Orange	On	Error mode	Paper jam (gap/black mark is not recognized)
Red	On	Green	Blink	Error mode	Printer head overheating
Red	On	Red	Blink	Error mode	Paper Cover open
Red	On	Orange	Blink	Error mode	No paper
Red	On	-	Off	Error mode	Media calibration failure
Red	Blink	Red	Blink	Error mode	Auto-Cutter error
Orange	On	Orange	On	Mode switching notification	Mode switching notification
Green	Blink	Red	On	Wait for input	Print is paused temporarily. Wait for button input
Green	Blink	Green	Blink	Wait for input	Cover Close Mode. Wait for button input
Green	On	Red	Blink	Wait for input	Print Cancel Mode. Wait for button input

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If the printer is displaying the more common errors highlighted above, you are free to attempt to rectify it by either replacing the sticker roll or cleaning the machine (see Cleaning Instructions).

If you are unable to resolve the issue or the problem persists, please call the Onsite Support Team on 1300 131 194 or email them on support@onsitetrackeasy.com.au

Once you have spoken to an Onsite Support Technician complete the following steps:

Self Test:

The self-test function checks whether the printer has any problems.

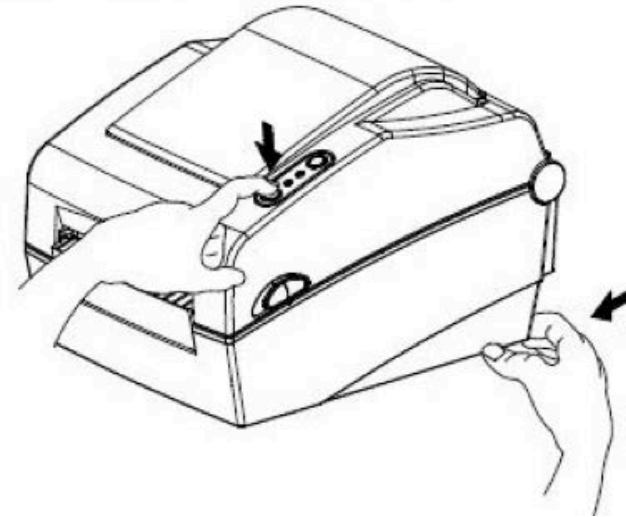
- Firmware version, printer configuration information, printing quality checking pattern, and peripheral configuration information, etc.

Users cannot perform this procedure if using the printer's label peel-off option.

If the printer does not function properly, contact an authorised dealer.

The self-test checks the following:

1. Make sure that the paper roll has been installed properly
2. To begin the self-test turn on the power while pressing the feed button. (Hold the button until the printer starts self-test printing).



Factory Reset:

This function is used to reset the printer settings to factory default settings.

How to reset the printer:

1. Press the Pause button for two seconds during Print Standby Mode.
2. Both LEDs will become an orange colour and the printer will be set to Stand-Alone Configuration Mode.
3. Press the Feed button at the third LED sequence (Status LED is green and LED 2 is blinking red four times) to reset the printer to factory settings, and Smart Media Detection function will be executed.

If neither the Self Test nor the Factory Reset resolve the issue, the Onsite Technician will advise you of the next steps.

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General Information:

Cleaning the Unit:

Printing quality might be degraded by dust, foreign substance, adhesive substance, or other pollution materials stuck in the printer head or inside the printer.

When dirty, clean the print head as follows:

***CAUTION**

- Make sure to turn the printer off prior to cleaning.
- As the print head gets very hot during printing, if intending to clean the print head, turn the printer power off and wait approximately 2-3 minutes before commencement.
- When cleaning the print head, take care not to touch the heated portion of the print head.
- The printer head is susceptible to damage from static electricity, etc.
- Take care not to allow the print head to become scratched and/or damaged in any way.

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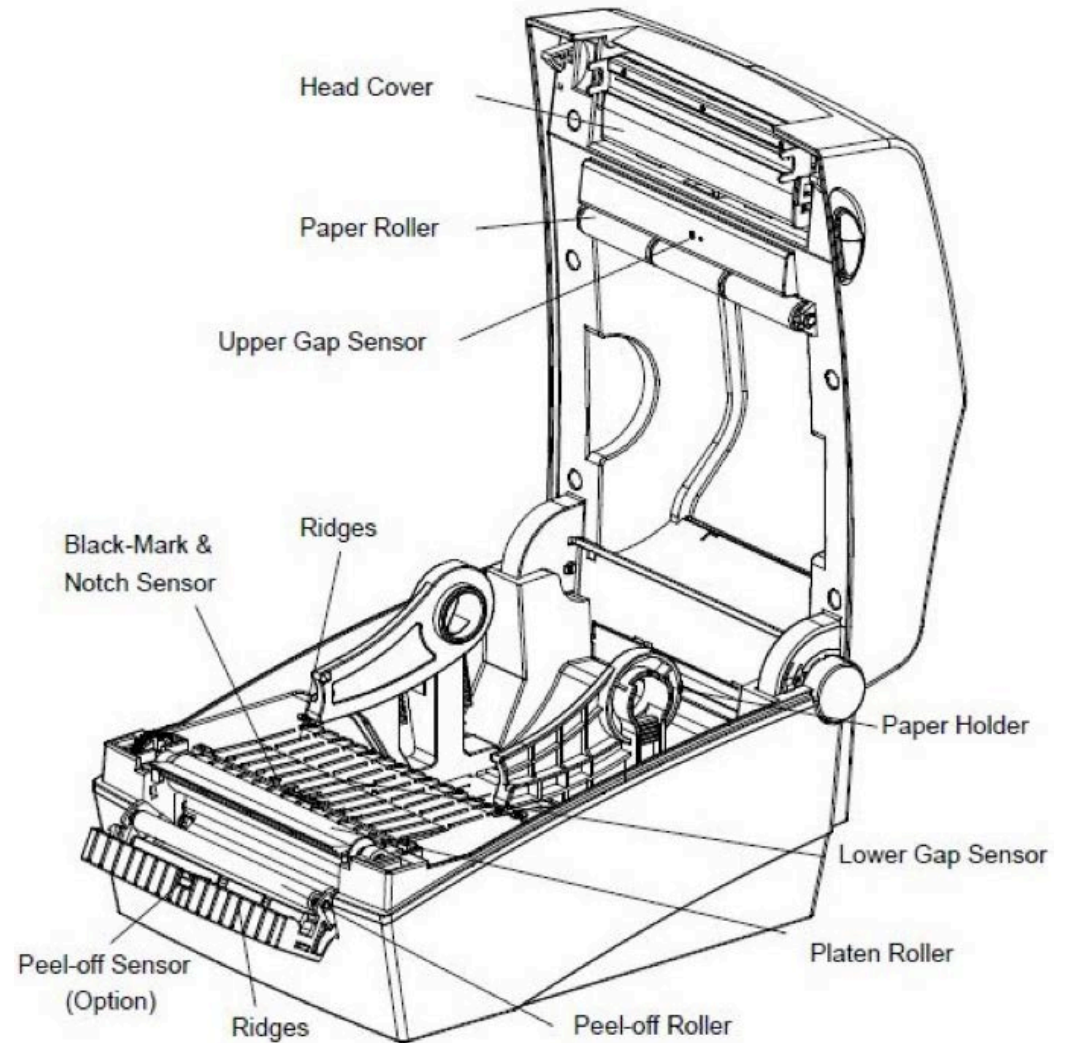
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Cleaning Instructions:

1. Open the paper cover and then remove the paper.
2. Remove any dust or foreign substance using a dry cloth or cotton swab.
3. Soak the cloth or cotton swab in alcohol for medical use and use it to remove adhesive foreign substances or other pollution materials.
4. After cleaning the parts, do not use the printer until the alcohol has evaporated completely (1-2 minutes) and the printer has completely dried.

Note: Clean the parts when there is a degradation of performance the in printing quality or paper detection.



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