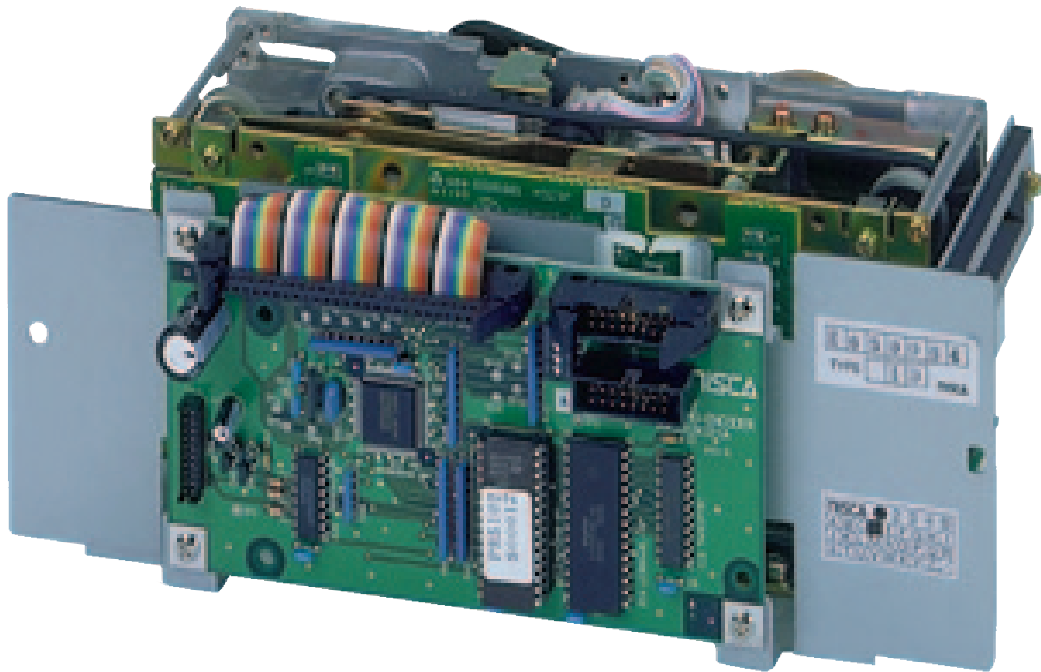




Encoder Troubleshooting



Section 6 Troubleshooting

In this section, the causes and the countermeasures for troubles in the encoder unit are described.

6.1 Troubleshooting by messages on the LCD display.

When an error is detected on the LCD on the operational panel of the printer (PR5100). The cause and countermeasure for the trouble as displayed on the LCD are explained below:

- ◇ User does the recovery operation following the error messages displayed on the LCD. Almost all errors can be recovered by users. However, if the error is not recovered normally by the user, a service person must be called.
- ◇ When there is a service person call, ask the detailed symptom of the trouble as well as the detailed error code.
- ◇ When an error occurs, the two digit hexadecimal number which appears on the right corner of the second line of the LCD is the detailed error code. (There are some errors which do not have the detailed error code.) The detailed error code is important to determine the cause of the trouble. “E” mark is attached in front of the two digit detailed error code to show that the trouble is in the encoder. In the explanation in this section, a wild card (E**) or E plus two digit numbers (hexadecimal) are used to indicate the detailed error code.
- ◇ The number used in the table or the LCD display in the next section are the numbers allocated to each error messages, not the detailed error codes.

For the messages on the LCD panel relating to the printer itself or the entire printer system, refer to the printer PR5100.

No.	Code	Symptom	Check/Repair
1	E53	When verifying the magnetic encode data during writing operation. And when reading, all data are "0"	<p>(1) Check the direction of the card and type position of the card track.</p> <p>(2) Check whether the card has the data (when reading only).</p> <p>(3) Check the connection of the harness. •ASM-ENXG harness</p> <p>(4) Signals may not be transmitted normally from the data write signal port, write timing port, read data signal port or read timing port. Replace the following: • PBA-MG-SUB</p> <p>(5) If the error repeats after the replacement, replace the encoder unit.</p>
	E54	When verifying the magnetic code data during writing operation, and when reading, the beginningmark in the data to be read was not found	<p>(1) Check the connection of the harness. • ASM-MG-SUB</p> <p>(2) Replace the following: • PBA-MG-SUB</p> <p>(3) Signals may not be transmitted normally from write signal port, write timing port, read data signal port or read timing port. Replace the following: • PBA-MG-SUB</p> <p>(4) If the error repeats after the replacement, replace the encoder unit.</p>
	E55	When reading the magnetic code data, a vertical parity error has occurred.	<p>(1) Check connection of the harness. • ASM-ENXG harness</p> <p>(2) Replace the following: •PBA-MG-SUB</p> <p>(3) If the error repeats after the replacement, replace the encoder unit.</p>
	E56	When reading the magnetic code data, a horizontal parity error has occurred.	<p>(1) Check connection of the harness. • ASM-ENXG harness</p> <p>(2) Replace the following: • PBA-MG-SUB</p> <p>(3) If the error repeats after the replacement, replace the encoder unit.</p>

No.	Code	Symptom	Check/Repair
2	E66	When reading the magnetic encode data, the data format of the card (bit number) is different from the specified format (bit number).	<ol style="list-style-type: none"> (1) Check and set the card again. (2) Check connection of the harness. <ul style="list-style-type: none"> • ASM-ENXG harness (3) Replace the following and check again: <ul style="list-style-type: none"> • PBA-MG-SUB (4) If the error repeats after the replacement replace the encoder unit.
	E20	While transporting the card in the encoder unit, the sensor judged as no card.	<ol style="list-style-type: none"> (1) Check the connection of the harness. <ul style="list-style-type: none"> • ASM-ENXG harness (2) Signals may not be output normally from the sensor port. Replace the following and check again. <ul style="list-style-type: none"> • PBA-MG-SUB (3) If the error repeats after the replacement, replace the encoder unit
	E31	When ejecting the card, a card remaining jam occurred in the encoder unit.	<ol style="list-style-type: none"> (1) Check connection of the harness. <ul style="list-style-type: none"> • ASM-ENXG harness (2) Signals may not be output normally from the sensor port. Replace the following and check again. <ul style="list-style-type: none"> • PBA-MG-SUB (3) If the error repeats after the replacement, replace the encoder unit.
3	E48	While transporting the card in the encoder, a card remaining jam occurred at S0.	<ol style="list-style-type: none"> (1) Check connection of the harness. <ul style="list-style-type: none"> • ASM-ENXG harness (2) Signals may not be output normally from the sensor port. Replace the following and check again. replacement, replace the encoder unit. <ul style="list-style-type: none"> • PBA-MG-SUB (3) If the error repeats after the replacement, replace the encoder unit.
	E44	While transporting the card unarrival in the encoder a card jam occurred at SN2.	<ol style="list-style-type: none"> (1) Check connection of the harness. <ul style="list-style-type: none"> • ASM-ENXG harness (2) Signals may not be output normally from the sensor port. Replace the following and check again. replacement, replace the encoder unit. <ul style="list-style-type: none"> • PBA-MG-SUB (3) If the error repeats after the replacement, replace the encoder unit.

No.	Code	Symptom	Check/Repair
3	E45	While transporting the card in the encoder, a card remaining jam occurred.	<p>(1) Check connection of the harness.</p> <ul style="list-style-type: none"> • ASM-BNMG harness <p>(3) Signals may not be output normally from the sensor port. Replace the following and check again.</p> <ul style="list-style-type: none"> • PBA-MG-SUB <p>(1) If the error repeats after the replacement, replace the encoder unit.</p>
	E46	While transporting the card in the encoder, a card unarrival jam occurred at S4.	<p>(1) Check the connection of the harness.</p> <ul style="list-style-type: none"> • ASM-BNMG harness <p>(2) Signals may not output normally from the sensor port. Replace the following and check again.</p> <p>PBA-MG-SUB</p> <p>(3) If the error repeats after the replacement, replace the encoder unit.</p>
	E47	While transporting the card in the encoder unit, a card remaining jam occurred at S4.	<p>(1) Check the connection of the harness.</p> <ul style="list-style-type: none"> • ASM-BNMG harness <p>(2) Signals may not be output normally from the sensor port. Replace the following and check again.</p> <ul style="list-style-type: none"> • PBA-MG-SUB <p>(3) If the error repeats after the replacement, replace the encoder unit.</p>
	E49	While transporting the card in the encoder, card unarrival jam occurred at S3.	<p>(1) Check connection of the harness.</p> <ul style="list-style-type: none"> • ASM-ENXG harness <p>(2) Signals may not be output normally from the sensor port. Replace the following and check again.</p> <ul style="list-style-type: none"> • PBA-MG-SUB <p>(3) If the error repeats after the replacement, replace the encoder unit.</p>
	E4A	While transporting the card in the encoder, card remaining jam occurred at S3.	<p>(1) Check connection of the harness.</p> <ul style="list-style-type: none"> • ASM-ENXG harness <p>(2) Signals may not be output normally to the port. Replace the following and check again.</p> <ul style="list-style-type: none"> • PBA-MG-SUB

No.	Code	Symptom	Check/Repair
4	E10	In the serial communication between the encoder and the printer, undefined command has been received	<ol style="list-style-type: none"> (1) Turn the power switch off and on again. (2) Check the connection of the harness. <ul style="list-style-type: none"> • ASM-ENXG harness (3) Replace the following and check again. <ul style="list-style-type: none"> • PBA-MG-SUB
	E40 E41	Trouble has occurred at S0. Trouble has occurred at S4.	<ol style="list-style-type: none"> (1) Check connection of the harness. <ul style="list-style-type: none"> • ASM-ENXG harness (2) Replace the following and check again <ul style="list-style-type: none"> • PBA-MG-SUB (3) If the error repeats after the replacement replace the encoder unit.
	E50 E51	Abnormally high temperature of the magnetic head occurred.	<ol style="list-style-type: none"> (1) Check that the environment for use is within the specification of the encoder. (2) Turn the power OFF and let the head cool. (3) Check the connection of the harness. <ul style="list-style-type: none"> • ASM-ENMG harness (4) Replace the following and check again. <ul style="list-style-type: none"> • PBA-MG-SUB (5) If the error repeats after the replacement, replace the encoder unit.
	E57	In the IC encoder, contact and release has not been made within the specified time.	<ol style="list-style-type: none"> (1) Check the connection of the harness. <ul style="list-style-type: none"> • ASM-ENXG harness • ASM-ENIC harness (2) Replace the following and check again. <ul style="list-style-type: none"> • PBA-MG-SUB (3) If the error repeats after replacement, replace the encoder
	E65	Setting the type of the encoder is not correct.	<ol style="list-style-type: none"> (1) Check the setting of the dip switch. (2) Check the connection of the harness <ul style="list-style-type: none"> • ASM-ENXG harness (3) Replace the following and check again. <ul style="list-style-type: none"> • PBA-MG-SUB