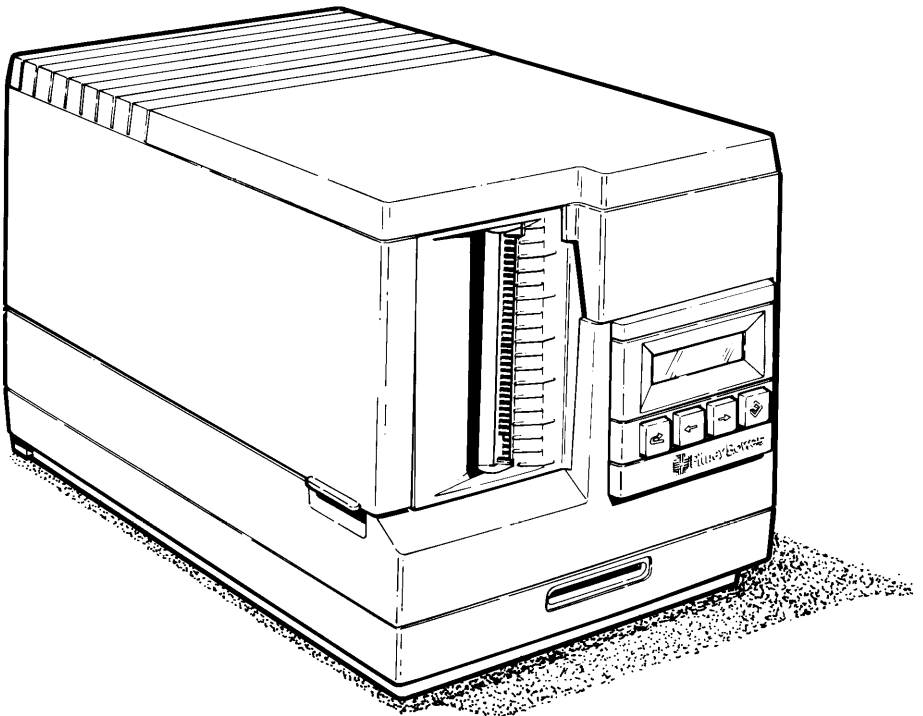


**Monarch® 9406™
Thermal Printer**

Messages Manual



Each product and program carries a respective written warranty, the only warranty on which the customer can rely. Monarch reserves the right to make changes in the product and the programs and their availability at any time and without notice. Although Monarch has made every effort to provide complete and accurate information in this manual, Monarch shall not be liable for any omissions or inaccuracies. Any update will be incorporated in a later edition of this manual.

WARNING

This equipment can interfere with radio communication if not installed and used in accordance with the instruction manual. It has been tested and found to comply with the limits for a Class A computing device pursuant to FCC Rules, Part 15, Subpart B, which provide reasonable protection against such interference when operated in a commercial environment. Operation in a residential area is likely to cause interference which the user must correct at their own expense.

CANADIAN D.O.C. WARNING

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications.

Le présent appareil numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

Trademarks

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1. About This Manual

This manual lists error messages for the 9406™ printer. It shows the text of the message, what the message means, and what action you should take to correct the problem (if necessary).

If you have trouble loading supplies or performing maintenance, refer to your *Equipment Manual*. If you have a problem you cannot solve, contact Monarch® Service at the number listed on the back of this manual.

This manual is divided into four sections:

1. About This Manual
2. Start Up Messages
3. Operation Messages
4. MPCL Error Codes.

2. Start Up Messages

The printer displays the following messages when you turn the power on. Messages are listed in the order they appear.

If the printer stops at one of these messages, turn the printer off. Wait at least 10 seconds, then turn it on again. If the problem persists, call Monarch Service at the number listed on the back of this manual.

Message	Description/Action
Copyright c 19nn Monarch Marking	A copyright statement for the software (nn represents the year).
Loading	The printer is loading internal formats from ROM.
Calibrating ...	The printer feeds supply and calculates the supply length.
PRINT MODE Ready	The printer is ready to receive a data stream.

3. Operation Messages

If you have a problem you cannot correct, write down the message (and the error number, if there is one) before you call Monarch Service.

The messages are listed in alphabetical order.

Message	Description/Action
Bad Dot Error! Press ENTER.	Call Monarch Service.
Bad Dot On Bars Press ENTER.	A bad dot on the printhead falls in the same location as a bar code on the format. Change the bar code margin position by +3 or -3 dots, depending on where the bad dot falls on the bar code. Try to download the data stream again. If the problem persists, call Monarch Service.
Bad Index Sensor Press ENTER.	There is a problem with the supplies sensor. Call Monarch Service.
Barcode Line nn Code nn	There is an error on line nn in the Bar Code field definition of the data stream you tried to download. Refer to Appendix A of this manual to determine the meaning of error code nn and to the <i>System Administrator's Guide</i> for the syntax description.

Batch ERROR	<p>The printer received a batch without a corresponding format.</p> <p>Send a format to use with the batch.</p>
Batch Line nn Code nn	<p>There is an error on line nn in the batch data stream you tried to download.</p> <p>Refer to Appendix A of this manual to determine the meaning of error code nn and to the <i>System Administrator's Guide</i> for the syntax description.</p>
Batch Field # No Data Expected	<p>You tried to send online data to a field that did not need data. # represents the field number.</p> <p>Refer to the <i>System Administrator's Guide</i> to correct the error.</p>
Bitmap Line nn Code nn	<p>There is an error on line nn in the Bitmap field data stream you tried to download.</p> <p>Refer to Appendix A of this manual to determine the meaning of error code nn and to the <i>System Administrator's Guide</i> for the syntax description.</p>
Buffer Overflow	<p>There is no more room in the print buffer to receive data for printing.</p> <p>Check for a mismatch in flow control between the host and the printer. Try to download the data again. If the problem persists, call Monarch Service.</p>

Checkdigit
Line nn Code nn

There is an error on line nn in the Check Digit field definition of the data stream you tried to download.

Refer to Appendix A of this manual to determine the meaning of error code nn and to the *System Administrator's Guide* for the syntax description.

Check Printhead.
Press ENTER.

Call Monarch Service.

Check Ribbon.
Press ENTER.

One of the following problems may have occurred. Solutions are listed in parentheses:

- The printer is out of ribbon (replace the ribbon).
- The ribbon is not loaded properly (remove the ribbon and load it correctly). Make sure it follows the correct path, is not jammed, the dull side faces the supply, and the delivery and take-up ends are on the correct spools.
- You have selected **Yes** for the ribbon default, but have not loaded a ribbon (load a ribbon, or change the ribbon default to **No**).

Check Supply.
Press ENTER.

One of the following problems may have occurred. Solutions are listed in parentheses:

- The supply is not loaded correctly (remove the supply and re-load it correctly).
- The supply is not routed through the supply sensor (route the supply through the supply sensor).
- The supply is missing black marks or apertures (check the supply strip for missing marks, remove bad supplies, and re-load the printer with good supply).
- You have loaded indexed supplies and set the supply type to non-indexed or loaded non-indexed supplies and set the supply type to indexed (check the supply type and make sure it matches the supply that is loaded).

Constant
Line nn Code nn

There is an error on line nn in a Constant Text field definition in the data stream you tried to download.

Refer to Appendix A of this manual to determine the meaning of error code nn and to the *System Administrator's Guide* for the syntax description.

Data
Line nn Code nn

There is an error on line nn in a data field definition in the data stream you tried to download.

Refer to Appendix A of this manual to determine the meaning of error code nn and to the *System Administrator's Guide* for the syntax description.

Duplicate
Line nn Code nn

There is an error on line nn in a Duplicate field definition of the data stream you tried to download.

Refer to Appendix A of this manual to determine the meaning of error code nn and to the *System Administrator's Guide* for the syntax description.

Error loading
NV parameters

The printer cannot read the NVRAM device.

Call Monarch Service.

Error saving
NV parameters

The printer cannot write to the NVRAM device.

Call Monarch Service.

Exception Packet
Not Recognized

You sent the printer an undefined exception packet.

Correct the packet and send it again.

Graphic
Line nn Code nn

There is an error on line nn in a Graphic field definition of the data stream you tried to download.

Refer to Appendix A of this manual to determine the meaning of error code nn and to the *System Administrator's Guide* for the syntax description.

H/W Error nn

The printer stopped printing because of a hardware error.

Record the error number (nn) and report the message and error number to Monarch Service.

Host Error
Buffer Overflow

The flow control settings on the printer and the host do not match.

Make the flow control settings match on the printer and the host and resend the data.

Host Error:
Framing.

The printer cannot communicate with the host.

Make sure:

- the host is turned on
- the communications cables are connected correctly
- the communications parameters on the printer match the host's parameters
- communications are active.

Then re-transmit the data.

Host Error:
Not Ready.

You are trying to communicate with a host, but the host is not ready.

Make sure:

- the host is turned on
- the communications cables are connected correctly
- communications are active.

Then re-transmit the data.

Host Error:
Overrun.

One of the following flow control problems occurred between the printer and the host:

- The flow control settings on the printer and the host do not match.
- The printer is receiving information from the host faster than it can process it.
- The printer received an incorrect flow control character.

Make sure the printer and the host flow control settings match (both are DTR or both are Xon/Xoff). If the message persists, call Monarch Service.

Host Error:
Parity.

The parity on the printer does not match the parity on the host.

Set the printer's parity to match the host's parity.

Invalid Command!
Press ENTER.

You tried to delete a packet from read-only memory.

Invalid Data. The field requires a specific type of data (alphabetic only, specific range of numbers, etc.). Refer to your *System Administrator's Guide* for acceptable characters for the field.

Invalid Length. You sent an incorrect number of characters for a bar code.
Send the data again.

Line
Line nn Code nn There is an error on line nn in a Line field definition of the data stream you tried to download.
Refer to Appendix A of this manual to determine the meaning of error code nn and to the *System Administrator's Guide* for the syntax description.

Low Voltage
Press ENTER. Call Monarch Service.

Max Feed Length.
Press Enter. One of the following problems occurred. Solutions are listed in parentheses.

- The length of the supply you are using is longer than the maximum length the printer will accept (replace the supply with the correct length).
- The supply that is loaded is non-indexed and the supply type is set to indexed (check the supply type to make sure it matches the supply that is loaded).

Memory Full
CD Not Saved

There is no more room in the printer to store a check digit packet.

Refer to your *System Administrator's Guide* for information about deleting a check digit packet.

Memory Full
Format Not Saved

There is no more room in the printer to store or copy a format.

Refer to your *System Administrator's Guide* for information about deleting a format.

Memory Full
Graph Not Saved

There is no more room in the printer to store a graphic.

Refer to your *System Administrator's Guide* for information about deleting a graphic.

NextBit
Line nn Code nn

There is an error on line nn in a Next-Bitmap field definition in the data stream you tried to download.

Refer to Appendix A of this manual to determine the meaning of error code nn and to the *System Administrator's Guide* for the syntax description.

No Font #

A font style in the data stream you tried to download does not exist. # represents the number of the font style in the data stream.

Refer to the *System Administrator's Guide* to correct the error.

NVRAM corrupted
CDs 79FF

The NVRAM device is clear and it is about to reinitialize itself with the printer's default data.

Out of Paper.
Press ENTER.

The printer is out of supply or it is not loaded correctly. To correct, re-load the supply.

Pre-Image Error:
Incorrect Format

You sent the printer a pre-image packet with an invalid format ID number. The format you specified is invalid for a pre-image packet.

Correct the format ID number and send the packet again.

Pre-Image Error:
No Format Found

You sent the printer a pre-image packet with an invalid format ID number. The format you specified does not exist.

Correct the format ID number and send the packet again.

Printhead Closed
Press ENTER.

The printhead is closed and ready to resume operation.

Printhead Open!
Close Printhead

The printhead is open. Close the printhead. If the message persists, call Monarch Service.

PRINT MODE
Drawing...

The printer is compiling the graphic data for the batch you downloaded.

PRINT MODE
Imaging...

The printer is compiling the imaging text data for the batch you downloaded.

PRINT MODE
No Format Found!

The format for the batch you tried to download has not been downloaded to the printer.
Download the format, then re-transmit the batch data.

PRINT MODE
Syntax Error nn

There is an error in the Format field definition of the data stream you tried to download.
Refer to Appendix A of this manual to determine the meaning of syntax error nn and to the *System Administrator's Guide* for the syntax description.

PRINT MODE
Printing...

The batch you downloaded is printing.

Quad
Line nn Code nn

There is an error on line nn in a Quadrilateral Box field definition of the data stream you tried to download.
Refer to Appendix A of this manual to determine the meaning of error code nn and to the *System Administrator's Guide* for the syntax description.

RPQ

There is an error in the RPQ packet you tried to download.
Correct the packet and download it again.

Remove Label
From Exit Chute

The printer is set in on-demand mode. Printed labels must be removed before the next label will print.
Remove the printed label from the printer.

Rule Record
Line nn Code nn

There is an error on line nn in a Field Option definition in the data stream you tried to download.

Refer to Appendix A of this manual to determine the meaning of error code nn and to the *System Administrator's Guide* for the syntax description.

Text
Line nn Code nn

There is an error on line nn in a text field definition in the data stream you tried to download.

Refer to Appendix A of this manual to determine the meaning of error code nn and to the *System Administrator's Guide* for the syntax description.

Too Many Formats

You sent the printer more formats than it can hold. The printer's storage limit is 30 moderate size packets, which can be formats, batches, check digits or graphics.

See Chapter 9, "Editing and Reviewing Formats," in the *System Administrator's Guide* to learn how to delete a format from the printer.

Too Many Packets
CD Not Saved

You tried to download one more check digit packet than the printer can store.

Refer to your *System Administrator's Guide* for information about deleting check digit packets.

Too Many Packets
Format Not Saved

You tried to download or copy one more format than the printer can store.

Refer to your *System Administrator's Guide* for information about deleting formats.

Too Many Packets
Graph Not Saved

You tried to download one more graphic than the printer can store.

Refer to your *System Administrator's Guide* for information about deleting graphics.

Verify Failed!

The printer could save only part of the format.

Remove any unneeded formats from printer memory and try to save the format again.

Writing to ROM!
Format Not Saved

The data stream you tried to download specifies communication to the wrong device type.

Refer to the *System Administrator's Guide* for a list of valid devices. Correct the error, then re-transmit the data.

Writing to ROM!
Graph Not Saved

The graphic data stream you tried to download specifies communication to the wrong device type.

Refer to the *System Administrator's Guide* for a list of valid devices. Correct the error, then re-transmit the data.

Appendix A

MPCL Error Codes

This appendix lists MPCL error codes. The following table lists the codes in numerical order, followed by an explanation of the code's meaning.

Code	Explanation
01	The format ID is out of range. Use a number from 1 to 99.
04	The format length has exceeded the maximum feed length (9 inches).
05	The format width has exceeded the physical limit (4.23 inches).
10	The field number is out of range. Use a number from 1 to 30.
11	The number of characters in the field is out of range. Use a number from 1 to 30.
12	The field's row position is out of bounds. The image length is 8 inches.
13	The field's column position is out of bounds. The maximum image width is 4 inches.
15	Invalid character rotation. Enter 0 (for 0-degree rotation), 1 (for 90-degree rotation), 2 (for 180-degree rotation), or 3 (for 270-degree rotation).
16	Invalid field rotation. Enter 0 (for 0-degree rotation), 1 (for 90-degree rotation), 2 (for 180-degree rotation), or 3 (for 270-degree rotation).
17	The field number is out of sequence. All numbered fields must be in sequential order.
20	Invalid vertical magnification. Use a number from 1 to 7.

- 21 Invalid horizontal magnification. Use a number from 1 to 7.
- 30 The bar code height is greater than the image length. The height limit is 8 inches.
- 31 The human-readable portion of the bar code is invalid. See the *System Administrator's Guide* for a list of values.
- 32 Invalid bar code type. See the *System Administrator's Guide* for a list of values.
- 33 The bar code density is greater than the maximum allowed. See the *System Administrator's Guide* for a list of values.
- 40 The line thickness is too large. Valid thicknesses are 1 through 99 dots.
- 41 The vector angle is greater than 359 degrees. Use an angle from 0 to 359 degrees.
- 42 The end row falls outside the image length. The maximum image length is 8 inches.
- 43 The end column falls outside the image width. The maximum image width is 4 inches.
- 50 The graphic ID is out of range. Use an ID from 1 to 99.
- 51 Invalid imaging mode. You must use zero.
- 101 The number of prints is outside the valid range. Use a number from 1 to 9999.
- 104 The batch ID is out of range. Use a number from 1 to 99.
- 106 The batch field number is greater than 30. Enter a smaller number.
- 200 Invalid rule number. Use 1, 4, 5, 30, 31, 42, or 60.
- 300 The printer does not support database packets. It supports only check digit and graphics packets.

- 311 The check digit selector is out of range. Use a number from 1 to 9.
- 312 The check digit modulus is out of range. Use a number from 2 to 11.
- 313 The check digit length is greater than 30. Use a smaller number.
- 321 The graphic ID is out of range. Use a number from 1 to 99.
- 322 Invalid graphic imaging mode. You must use zero.
- 323 The graphic's row position is out of bounds. Use a number no more than 8 inches.
- 324 The graphic's column position is out of bounds. Use a number no more than 4 inches.
- 326 The line thickness in the graphic is greater than 99. Enter a smaller number.
- 327 Invalid graphics direction. For next and duplicate bit maps, use 0 or 1. For line vectors, use a number from 0 to 359.
- 328 The end position of a line segment is out of bounds. It must be within the imagable area.
- 329 Invalid adjustment count. Use a number from 0 to 250 for next and duplicate bit maps.
- 330 Invalid graphic duplicate count. Use a number no greater than 250.
- 500 Not enough memory to process the current format.

For supplies, service, or assistance call:

TOLL FREE:

1-800-543-6650 (In the U.S.A.)

1-800-263-4650 (In Canada)