What to Do If...

NOTICE If you want to completely stop the operation of the PC-60, press the ⏻ key.
If the sub power cannot be switched off, then switch off the main power. In such cases, however, the printing head remains in contact with the sheet, and attempting to pull out the sheet or move the carriage while in this state which may damage the head.

If the PC-60 doesn't run...

PC-60	Is the PC-60 sub power on?	Turn on the sub power (See “2 Powering On”) .
	Is the sheet loading lever not in the lowered position?	If the sheet loading lever has not been lowered, load the material correctly and lower the sheet loading lever.
	Has the front cover not been closed?	Close the front cover. Operation is paused while the front cover is open. The FRONT COVER LED flashes while the front cover is open.
	If connected via the serial port, do the communication parameters for the PC-60 match those of the computer?	Set the DIP switches correctly (see “1 DIP Switch Settings”) .
	Has the ribbon been used up?	Replace with a new ribbon cartridge (see “The COLOR LED Flashes and Operation Stops...”) .
	Has the piece material been replaced with another one?	Printing of the piece material now loaded has finished. When this happens, the PIECE LED flashes to signal that the sheet needs to be changed.
Connection cable	Are the computer and the PC-60 linked with the right cable?	The type of cable you need is determined by your computer and the software you are using. Even if the computer is the same, running different software may require a different cable. Use the cable specified in your software.
	Is the cable making a secure connection?	Connect securely (See “Set-up and Connections”) .
Software	Has the correct driver selection been made for the application software?	Select the appropriate PC-60 driver.
	Are the settings for the driver software correct?	Make the correct settings for the output port and communication parameters (see "Installing the DRIVER").

Clean, attractive printing is impossible

Is the printing head dirty?	Clean the printing head (see “ Care and Maintenance”). If cleaning will not improve the printing quality, the printing head might reach to the end of its life. Contact your dealer for replacement of the printing head.
Is the surface of the platen dirty or scratched?	Clean the platen (see “ Care and Maintenance”).
Is the material dirty?	Remove superficial soiling, then load the material.
Is the material free of dust or damage?	Material that is dusty or damaged may not only fail to yield attractive printing results, but may even destroy the printing head. When preparing material for storage, take care to ensure that it is protected from dust.

Is the cleaning pad free of dust or damage?	A dusty or damaged cleaning pad may destroy the printing head. Gently wipe away any adhering dust or grime. Also, if the cleaning pad becomes damaged, replace it immediately.
Has the cleaning pad deteriorated?	Continuing to use a cleaning pad that has deteriorated may impair printing quality. As a general guideline, the cleaning pad should be replaced with a new one after printing about 50 m of material (24" in width).
Has the material been sufficiently acclimated before use?	The material may shrink or expand due to absorption of moisture in the air. If such shrinking or expansion occurs during printing, the printed pattern may be misaligned. Pull out the amount of roll material to be used, and allow to stand for 30 minutes to an hour. The amount of time required for acclimation varies according to the type of material.
Has a used-up ink ribbon been flipped over or rewound and reused?	A used ribbon cartridge cannot be reused. Do not attempt to turn over and reinstall a used ribbon cartridge, or to rewind the ink ribbon and reuse the cartridge.
Have the ribbon cartridges been installed correctly?	Correctly load the cartridge in the cartridge holder. Ribbon looseness or slack in the ribbon can also have a negative effect on attractive printing. (See “5 Installing a Ribbon Cartridge”) .
A cartridge change error occurs	
Have the ribbon cartridges been installed correctly?	Correctly install the ribbon cartridges. (See “5 Installing a Ribbon Cartridge”) .
Cartridge detection is incorrect	
Has a marker seal on a ribbon cartridge become dirty?	Wipe off any grime on marker seals.
Are ribbon cartridges designed exclusively for the PC-60 being used?	Use only exclusive PC-60 ribbon cartridges.
Full-color printing is impossible	
Is the full set of four-color ribbon cartridges (CMYK) installed?	Full-color printing cannot be performed unless all four colors (CMYK) are available. Load the ribbon cartridges for cyan, magenta, yellow, and black in the cartridge holders (See “5 Installing a Ribbon Cartridge”) .
Have the correct settings been made for the software driver?	Specify Process Color at the driver setup screen. (Please refer to the help file for the PC-60 DRIVER.)
Does the computer have enough memory?	If the computer runs out of memory during operations, try closing other open applications or restarting Windows®. If you still get a message about insufficient memory, check how much free space is left on your hard drive. Windows® normally uses a portion of the hard drive as virtual memory, and so an error message may appear if the hard drive runs out of free space. If this happens, delete unneeded files or move them to a different drive to free up more space. If you've followed the steps above and still get an error message about insufficient memory, installing more RAM in your computer is recommended.

The Material is not cut properly

Are the blade and blade holder installed correctly and securely?	Install these so that there is no looseness (see “4 Installing a Blade”).
Is the blade chipped?	If it is, replace it with a new one (see “4 Installing a Blade”).
Check if there are any dirty deposits on the blade.	If dirty, remove and clean the blade.
Make sure you are using an appropriate cutter force setting.	Perform a “cutting test,” then adjust the cutter force slider as necessary to obtain the optimum cutter force (see “6 Cut Test & Self-test”).

The material slips away from the pinch rollers during operation

Is the loaded material straight, and not at an angle?	If the loaded material is crooked, it may come loose from the pinch rollers during feed operations. Make sure the material is straight by aligning it with the guideline stickers when loading (See “3 Loading the Material”).
Is lengthy printing or cutting (1.5 m or more) being performed?	The material can be made less likely to come loose by moving the pinch rollers inward by a small amount. Also, make the DIP switch setting to enable the prefeed function (SW-8), or, alternatively, use key operations after loading the material to feed the material by the amount to be used to make sure that the material will not come loose from the pinch rollers, and then perform the actual printing or cutting. (See “To Perform Long Printing/Cutting”) .
Is roll material being used?	When using roll material, make the DIP switch setting to enable the prefeed function (SW-8 -- see "1 DIP Switch Settings"). If the prefeed function has been disabled, pull out from the roll the amount to be used, and then carry out printing or cutting. Slippage of the material may occur if the PC-60 has to pull out the material wound on the roll as is performs printing or cutting.
Make sure that the left and right edges of the material do not touch the inner surfaces of the PC-60 during operation. Such contact may damage the material, and could also make it impossible to advance the material–thus causing it to slip.	

Printing or cutting stops before the normal end is reached

Has the material been displaced from the sensors at the front or rear?	If the material becomes separated from the front or rear sensor during printing or cutting, operation stops. Be sure to use material of adequate size for the current printing or cutting job (See “About the Printing/Cutting Area”) .
Has a ribbon cartridge run out of ribbon?	If there is no more ink ribbon left for printing, replace the ribbon cartridge with a new one (See “The COLOR LED Flashes and Operation Stops...”) .
Has a ribbon cartridge of the color selected for the driver been loaded?	If a ribbon cartridge of the driver-specified color is not installed, the COLOR LED flashes and printing stops. Install a ribbon cartridge of the color selected for the driver (See “The COLOR LED Flashes and Operation Stops...”) .

All LEDs flash at the same time

The unit may have malfunctioned.	When a fatal error has occurred, all LEDs flash five times, then the LEDs at any two locations flash once. All operations except for switching off the main power are disabled at this time. Switch the main power off and back on. If the unit still doesn't recover, note which two LEDs flash once and contact your vendor or the nearest Roland DG Corp. Sales Center.