#### Troubleshooting Tips for Hema-Trax ISBT Label Printer

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| Purpose | The purpose of this procedure is to provide guidance on how to troubleshoot the Hema-Trax printer. |

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| Policy | Labels from the Hema-Trax printer will be used to relabel altered blood products with bar code legible component and expiration date that reflects the new product. |

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| Procedure | When the ISBT label does not print, look at the status light on the printer and use the table below to direct you to actions to correct the problem.   |  |  |  | | --- | --- | --- | | What the Status Light is Telling You | | | | LED Status and Color | Printer Status | Refer to Number for Fix | | Off | Off | 1 | | Solid Green | On | 2 | | Solid Amber | Stopped | 3 | | Flashing Green | Normal Operation | 4 | | Flashing Red | Stopped | 5 | | Double Flashing Green | Paused | 6 | | Flashing Amber | Paused | 7 | | Alternately Flashing Green and Red | Needs Service | 8 | | Flashing Red, Red and Green | Needs Service | 9 | |

1. The printer is not receiving power.

• Have you turned on the printer power?

• Check power connections from the wall outlet to the power supply, and from the power supply to the printer.

• Disconnect the printer from the wall outlet for 30 seconds and then reconnect the printer to the wall outlet.

2. The printer is on and in an idle state.

No action necessary.

3. The printer has failed its power on self-test (POST).

• If this error occurs right after you turn on the printer, contact Local IT for

assistance. When the printer is operating normally, the printer status light will be amber for about 10 seconds before turning green (solid or blinking).

4. The printer is receiving data.

* Press button next to flashing light

• As soon as all of the data has been received, the status LED will turn green and the printer will automatically resume operation.

5. The media is out.

• Load labels. ***NOTE:*** the illustration in the label cavity may be inaccurate so be sure the labels are on top

6. The print head is open.

• Close the top cover and then press the Feed button to resume printing.

7. The printer is paused.

• Press the Feed button to resume printing.

. The print head is over temperature.

• Printing will stop until the print head cools to an acceptable printing temperature. When it does, the printer will automatically resume operation.

8. FLASH memory is not programmed.

• Contact Local IT for assistance.

9. The print head or motor has had a critical failure.

• Contact Local IT for assistance

No Print on Label

• Load labels correctly. ***NOTE:*** the illustration in the label cavity may be inaccurate so be sure the labels are on top

• Be sure you’re logged in using the appropriate lab location.

Printing a configuration label

• Prints a detailed printer configuration status label. The label can be used to verify printing,

Maintenance and troubleshooting.

• Press and hold the feed button until the green LED flashes once and the release

If none of these actions fix the problem, open up a High Priority Help-Desk ticket to request installation of the reserve ISBT printer. *Note: If asked, it is located in the local Desktop supply area. TAT for replacement is 4 hrs.*

The IP listed in MA 7 is for the HemaTrax server. The individual printer IP’s are listed below:

