DS620A AND DS820A PHOTO PRINTERS:
HOW TO TROUBLESHOOT USING THE INDICATOR LIGHTS

Overview

The LED lights on the front of the printer indicate the status. The lights can be on, off, or blinking. The combination of the lights indicates if there is a problem and exactly what the problem is.

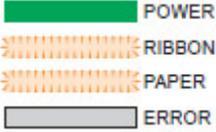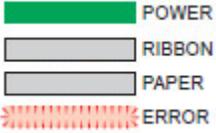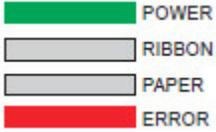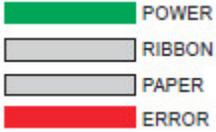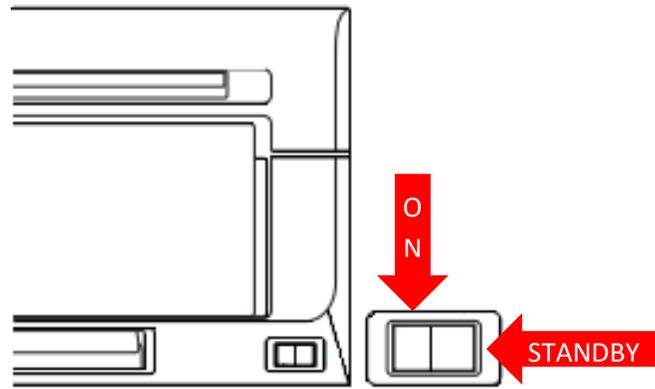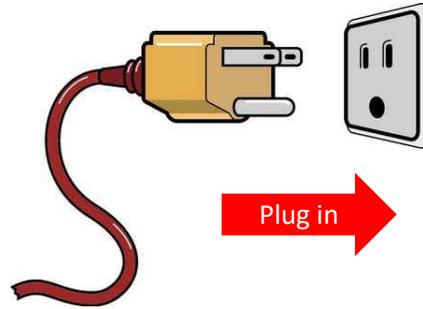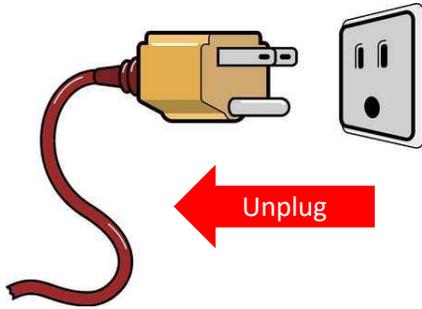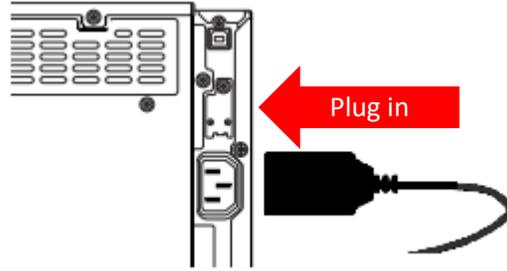| State of Indicator	Error Message	Most Probable Solution
POWER / RIBBON / PAPER / ERROR	No power	• Turn on the printer. • Reseat power cord in socket and printer. • Plug power cord into different socket. • Check power cable for defects. • Try a different power cable.
POWER / RIBBON / PAPER / ERROR	Not communicating with the computer	• Reseat USB cable in printer and computer. • Check USB cable to defects. • Plug into a different USB 2.0 port on computer. • Try a different USB 2.0 cable.
POWER / RIBBON / PAPER / ERROR	Head cool down	The print heads are being cooled. This error is cleared automatically.
POWER / RIBBON / PAPER / ERROR	No error	Printer is working properly.
POWER / RIBBON / PAPER / ERROR	Out of ribbon	• Replace media (ribbon and paper). • If already replaced, reseat ribbon properly. See page 14 of the DS620A User's Manual. • Slide the drawer shut until it locks.
POWER / RIBBON / PAPER / ERROR	Ribbon error	• Reseat the ribbon correctly. See page 14 of the DS620A User's Manual. • Slide the drawer shut until it locks.

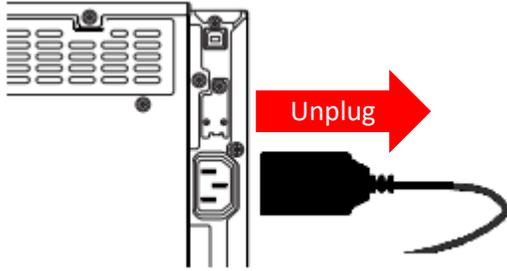| State of Indicator	Error Message	Most Probable Solution
POWER RIBBON PAPER ERROR	Out of paper	• Replace media (ribbon and paper). • If already replaced, reseat paper properly. See page 14 of the DS620A User's Manual. • Slide the drawer shut until it locks.
POWER RIBBON PAPER ERROR	There is something in the paper path that needs to be cleared.	• Visually check the paper path for debris and remove anything found. • See DS40-80-620_HowToClearPaperPath.docx.
POWER RIBBON PAPER ERROR	Paper end	• Reseat the paper properly or load a new roll. See page 14 of the DS620A User's Manual. • Slide the drawer shut until it locks.
POWER RIBBON PAPER ERROR	Door is open. (No Paper)	• Slide the drawer shut until it locks.
POWER RIBBON PAPER ERROR	Media mismatch (Ribbon and paper lights blink alternately.)	• Ribbon in the printer doesn't match the print job sent. • Change the media or the size of the print job.
POWER RIBBON PAPER ERROR	Scrap box missing (DS820 series only)	• Set the scrap box in the printer.
POWER RIBBON PAPER ERROR	Cutter jam	• Check for paper jam at the cutter. • See DS_Clearing_A_Cutter_Jam.pdf. **Caution**: Sharp components.
POWER RIBBON PAPER ERROR	System error	• Reboot the printer. (Turn off, then on.) • If this condition is immediate when powering up the printer, it is a system error. • Contact DNP Support to arrange for repair.
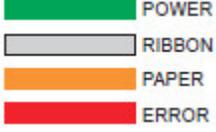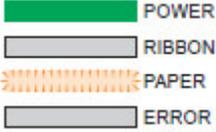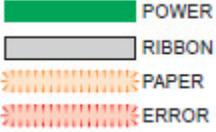
NOTE: The user's guide for the DS620 and DS820 Series printers is available on the DNP Photo website. Click here to download.
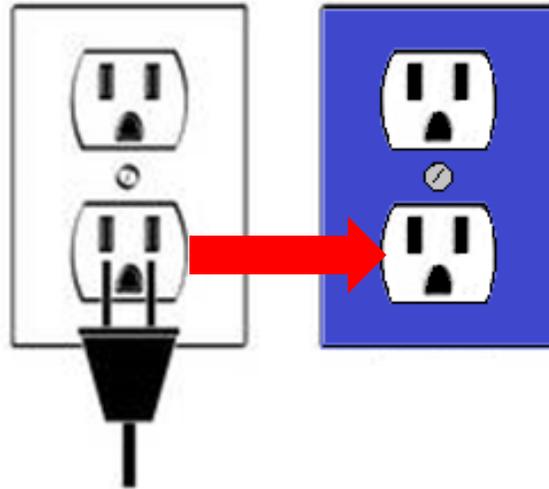
DNP Imagingcomm America Corporation
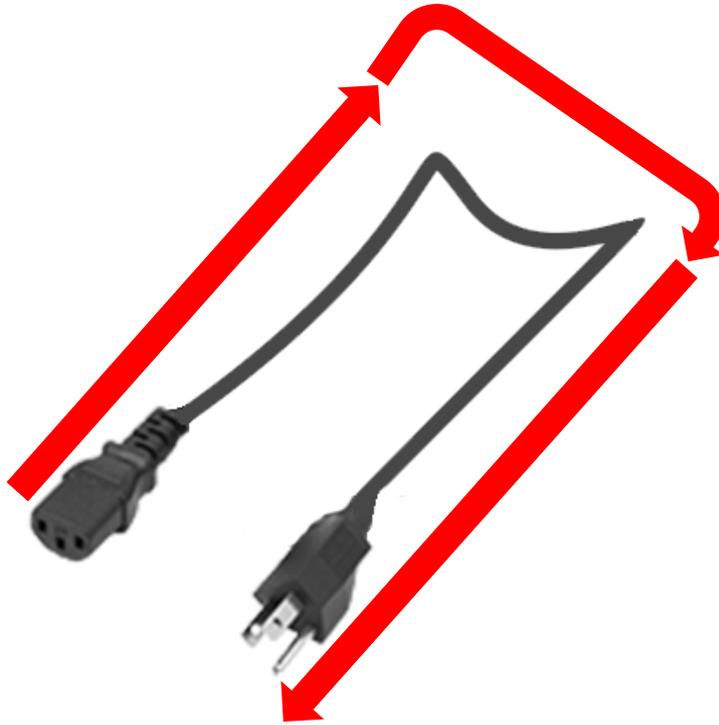
Turn on Printer

ON

STANDBY

BACK
TO
TOP

Turn on Printer

Reseat Power Cord in Printer and Socket

Unplug

Plug in

Unplug

Plug in

BACK
TO
TOP

DNP Imagingcomm America Corporation

Try Different Socket

BACK
TO
TOP

Check Power Cord for Defects

BACK TO TOP

DNP Imagingcomm America Corporation

Reseat USB Cable in Printer and Computer

Unplug

Plug in

Unplug

Plug in

BACK TO TOP

Check USB cable to defects.

BACK
TO
TOP

DNP Imagingcomm America Corporation

Plug into a different USB 2.0 port on computer.

BACK
TO
TOP
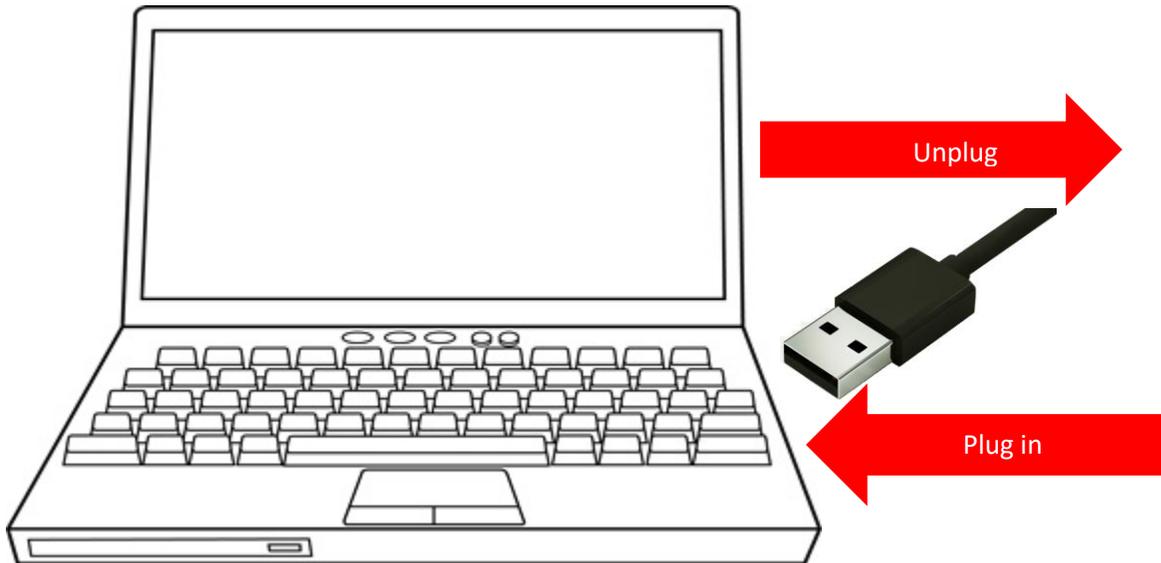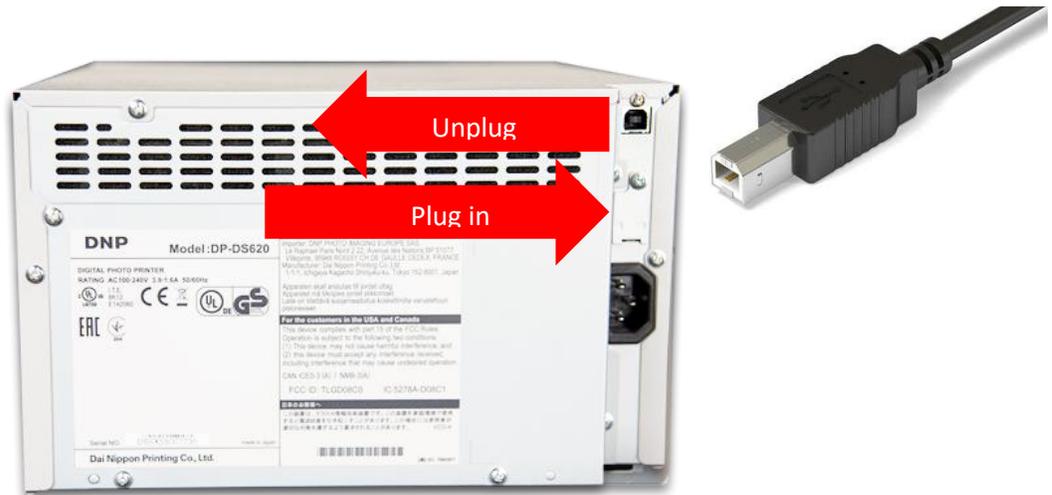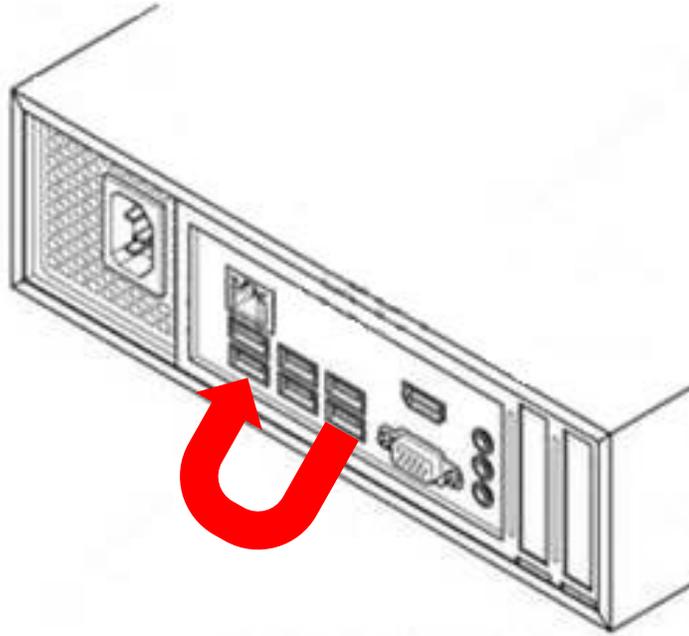
Revision Info

Date	Initials	Description	Revision
2.18.2016	CCS	Changed copyright to 2016. Removed false PN and REV numbers. Updated Heading 1 leading. Added new pink logo.	
7.13.2016	MMH	Added Revision column to Revision Info table & removed PN from footer.	
8.24.2016	MMH	Added content.	1.0
9.22.2016	MMH	Revised content.	1.1
9.25.2014	MMH	Revised content per tech review and product manager review.	1.2
12.13.2017	MMH	Reviewed by InfoDev. Ready for website publish.	1.2