# M150MC4 Troubleshooting

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# M150MC4 Password Settings

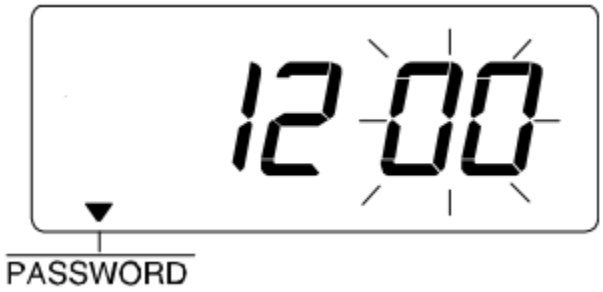
**During setup, you are able to set a password to access the device menus. Once the password is set, you must enter it before you are able to change any settings. You may choose any 4-digit number from 0001 to 9998. 0000 and 9999 are not valid passwords. All settings must be reset if you forget the password.**

**When you are setting a digit or an option on the display, flashing means that it is ready to be changed. You must press SELECT until you reach the desired digit or option. Then press SET to lock the desired value in place. Printing is always disabled while settings are being changed. Once the final SET has been completed in any given operation, printing is enabled.**

## To set the password:

1. **Unlock the unit and remove the cover. Refer to our Getting Started article for how to Open the Unit** **(see "M150MC4 Getting Started" p. 5).**
2. **Press SELECT until the arrow ▼ is above PASSWORD. The first two digits will begin to flash.**

3. **Press CHANGE until the first two digits match the first two digits of your password.**
4. **Press SET. The last two digits will begin to flash.**




5. **Press CHANGE until the last two digits match the last to digits of your password.**
6. **Press SET until the unit returns to normal operation mode.**
7. **Replace the cover and lock the unit. Refer to our Getting Started article for how to Close the Unit** **(see "M150MC4 Getting Started" p. 5).**

# M150MC4 Troubleshooting and Error Messages

## Error Codes

| Error Code | Error Message | Resolution |
|---|---|---|
| **E-00** | **CPU error** | **Contact our support team.** |
| **E-01** | **The remaining life of lithium battery for memory back-up is short.** | |
| **E-05** | **The card is not inserted in the Time Recorder Properly.** | **Correctly insert the card.** |
| **E-30** | **Cannot print, the printer motor or home position sensor is not normal.** | **Make sure that the ribbon cassette is correctly inserted in place.** |
| **E-40** | **Incorrect password** | **Enter the correct password.** |
| **E-41** | **DST setting mistake** | **Confirm and re-set the starting and ending dates for Daylight Savings Time.** |

| | | |
|---|---|---|
| **E-49** | **Setting data entered is not usable** | **Refer to the help center article related to the setting you are adjusting and enter the correct data.** |

## Additional Troubleshooting

### Unit Does Not Operate

**Ensure the power cord is properly plugged into the wall outlet and power available.**

### Unit Does Not Print

**Ensure the ribbon cassette is installed correctly and the proper print method is set.**

# M150MC4 Print Length Settings: Font Size

The default print length on the M150MC4 is set to 4. You can select from six font sizes (1-6): 1 being the smallest size and 6 being the largest.

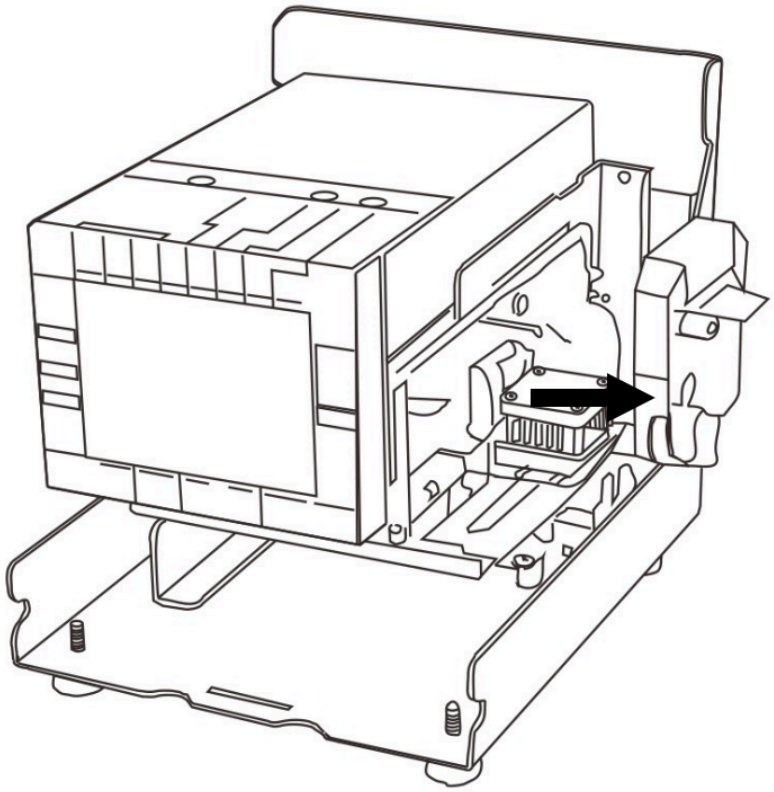
Please note, if the font size is too large to print, the font will revert to a smaller size before printing.

When you are setting a digit or an option on the display, flashing means that it is ready to be changed. You must press **SELECT** until you reach the desired digit or option. Then press **SET** to lock the desired value in place. Printing is always disabled while settings are being changed. Once the final **SET** has been completed in any given operation, printing is enabled.

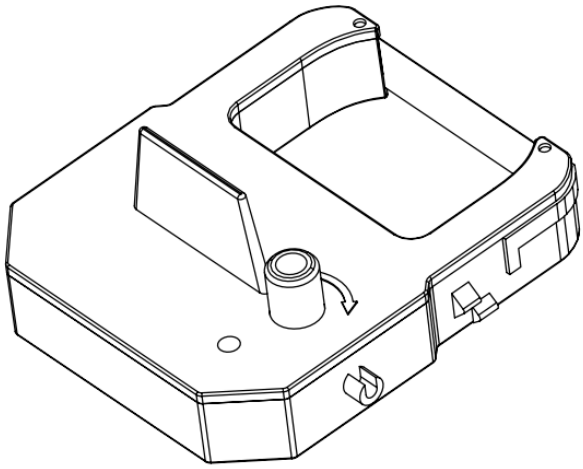
# Replace the Ink Ribbon Cassette in Your M150MC4

**To replace the ink ribbon cassette in the M150MC4:**

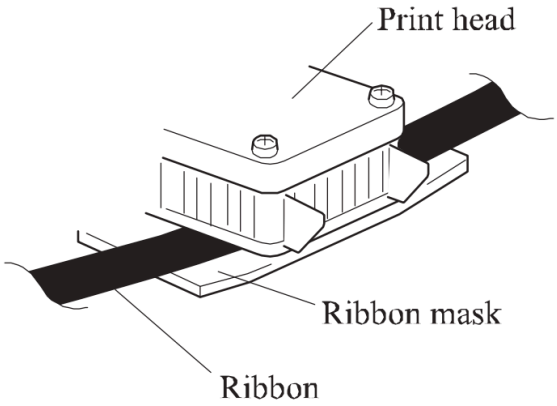
1. Unplug the device.
2. Open the Unit (see “M150MC4 Getting Started” p. 5).
3. Hold the ribbon cassette by its tab and pull the ribbon cassette straight out to remove it.



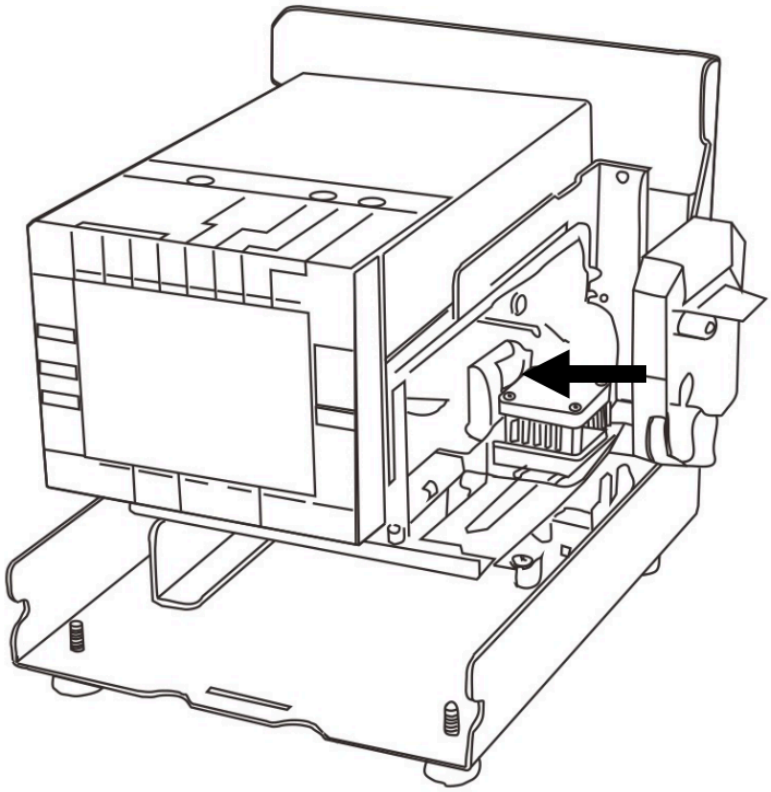
4. Turn the knob of the new ribbon cassette in the direction of the arrow (clockwise) to tighten the ribbon.



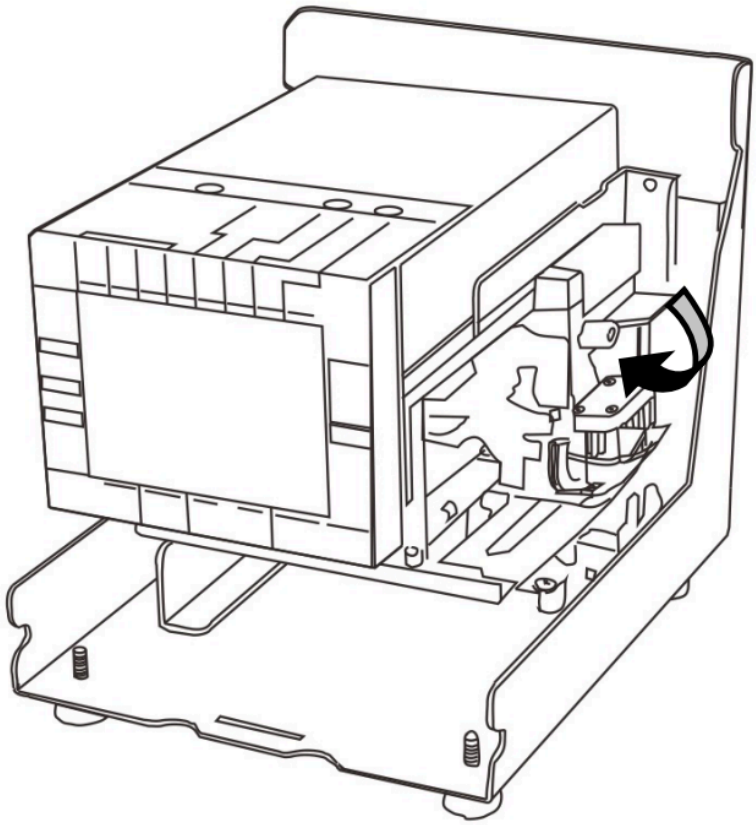
5. Install the ribbon cassette. Position the ribbon is between the print head and the ribbon mask. Printing will not function properly if the ribbon is placed behind the ribbon mask.



6. Push the ribbon cassette until it snaps into position.



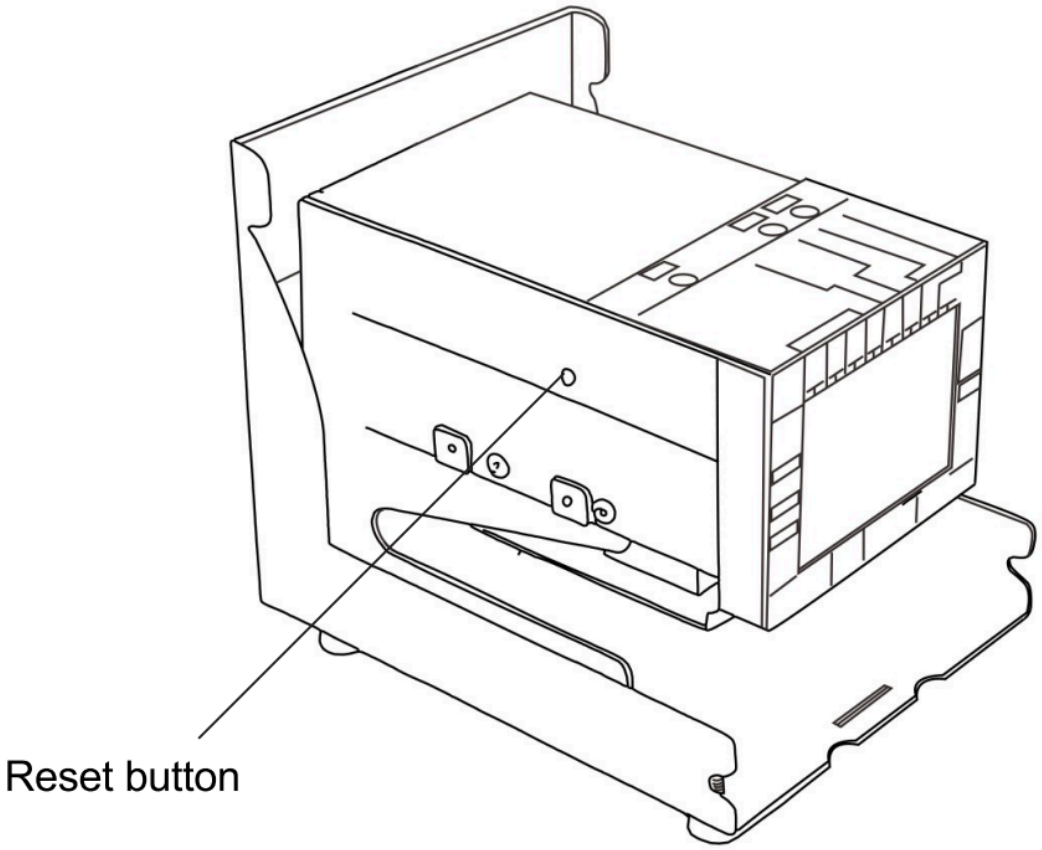
7. Turn the knob of the ribbon cassette in the direction of the arrow to tighten the ribbon.



8. Close the Unit (see “M150MC4 Getting Started” p. 5).

# Reset Your M150MC4 to Factory Settings

Press the reset switch with a pointed object to return all settings to the factory default settings. All custom settings will be deleted and will revert to the factory default settings when the reset switch is pressed.


Reset button

| Feature | Factory Default Settings |
|---|---|
| Time | 8:00 AM |
| Date | 01/01/2008 |
| 12/24 Hour Format | 1 (12 hour format, AM/PM) |
| Print Order | 1 (M.D.H.Min) |
| Year Digit | 1 (2 digits) |
| Hour/Minute | Hour Default: 1 (12 hours)<br>Minute Default: 1 (60 minute format) |
| Leading Zero | 1 (zero disabled) |
| Pre-Programmed Comments | 1 (RCVD) |
| Language | 1 (English) |
| Print Length | 4 |
| Print Direction | 1 (right-hand margin form) |
| Daylight Saving Time | 1 (automatic) |
| Password | 0000 |

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