
Troubleshooting KP-101

1. No prints:

- a. Unplug the charger.
- b. Check the printer LEDs:
 - i. Make sure the Power Indicator (Left LED) is blinking red.
(If it is not blinking red): Either Printer is turned off (or) battery is not charged (or) battery is dead.
 - ii. Make sure the Paper roll sensor (Middle LED) is off
(If blinking with beep): No paper roll or Sensor damage.
 - iii. Make sure the Network indicator (Right Led) is off or glowing green steadily.
(If blinking frequently): No SIM card or SIM not inserted properly or No network.



If all above steps fail, return the printer to us for repairing.

Address: D. No:14/6/8, MEENAKSHI ENCLAVE, BEHIND MARBLE ESTATE, MORAMPUDI JUNCTION, RAJAHMUNDRY, East Godavari, Andhra Pradesh, 533101

If all LEDs are in order but no prints:

1. Switch of the Printer,
2. Remove the SIM Card
3. Insert the SIM in the mobile
4. Make few transactions (QR code scan & pay), and check the messages in your mobile

5. If messages are not received in mobile:

Check the validity of the SIM Card (or) Contact Paytm/PhonePe (or) QR code provider.

6. If messages are received in your mobile:

1. Take the self-test page.

- a. Switch of the Printer
- b. By holding the “Feed button”, press the “Power on button” for few seconds
- c. The self-test page will be printed.

2. Please send the following to the WhatsApp No: 8985271528

- a. Self-test page
- b. Printer Barcode (inside the printer)
- c. Order No / Owner Email No/Owner Phone no.
- d. Photos of Printer front and back.
- e. Photo of Adapter.
- f. Printer Codes: (Ex: S1, E1, S2, E2, S3, S4)
 1. E1- Power Indicator LED is off
 2. S1- Power Indicator is blinking Red
 3. E2- Paper roll sensor is blinking with beep sound
 4. S2- Paper roll sensor is without beep
 5. E3- Network indicator is blinking frequently
 6. S3- Network indicator off or Glow green steadily.