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## Troubleshooting KP-202

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### 1. No prints:

#### 1. Check the printer LEDs:

- i. Make sure the Power Indicator (Left LED) is Green.  
Not blinking: Printer is off or adaptor is faulty.
- ii. Make sure the Network indicator (3rd LED) is off.  
Blinking: No SIM card or SIM not inserted properly or No network.
- iii. Make sure the Paper roll sensor (4th LED) is off.  
Blinking or with beep: No paper roll or Sensor damage.  
  
(2nd LED is not important)

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 glowing green steadily.

