Troubleshooting for POSTEK RFID Printers

RFID Error Code		Explanation	Solution
ON RFID LABEL	**VOID0**	**Fails to read any RFID label**	**Increase the RFID read power and test print&encode directly.**
	VOID1	**Fails to write RFID label**	**1) Check whether the RFID label is locked;** **2) Check whether the encoding data exceeds the chip memory;** **3) Check the data format is correct or not, usually it should be 4 bytes or multiples of 4 bytes;** **4) Check whether it's special label, which can only be encoded for once;** **5) If all above situations are excluded, for TXR series printers, decrease the RFID write power and test print&encode directly.**
	VOID2	**Fails to read the next RFID label**	**Set the RFID OFFSET value manually: measure the distance between the RFID chip and the leading edge of the label, and manually input the RFID offset value, then test print&encode directly.**
	VOID3	**Multiple RFID labels are read**	**Decrease the RFID read power test print&encode directly.**
ON LCD Display	**RFID ERROR 01-14**	**RFID Calibration Error**	**1) Perform RFID calibration again;** **2) Set the RFID OFFSET value manually and icnrease the RFID read power, and print&encode directly.**
RFID Offset Measurement			
Operation Steps		**To adjust the RFID settings, please press the MENU button to enter the setup menu and press the PAUSE button to find RFID OFFSET and RFID POWER. When increase/decrease the value, please adjust 2 dB /mm each time. After adjusting the values, please DO NOT perform RFID calibration again, just print directly.** **To perform RFID calibration, please press the MEDIA CALIBRATION button, the printer would then perform media calibration and RFID calibration automatically. Please roll back the RFID tags after calibration manually and place the first label on top of the platen roller, press FEED button, the printer would feed one label and stop at correct postion.** **If problem still exists, please get in touch with Postek at tech@postek.com.cn or elaine.chen@postek.com.cn.**	