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TROUBLESHOOTING GUIDE

Sato CT4-LX troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Sato documentation, CT4-LX online operator manual (CT4-LX Operator Manual) (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the **Sato CT4-LX product page** →

In brief. The Sato CT4-LX is a 4-inch desktop thermal label printer controlled through a touch display, available as a direct thermal model or a combined direct thermal / thermal transfer model, with cutter, peeler, Wi-Fi / Bluetooth, RS-232C and RFID options. It reports its errors with a four-digit number (1008, 1009, 1012...) and a red LED light. The causes Sato cites most often are incorrectly loaded media or ribbon, a dirty printhead or sensor, and a badly calibrated sensor. This guide covers 30 problems documented by Sato, with the cause, the procedure to follow and the safety instructions. Click a question to open its entry.

- **An error number is displayed** (1008, 1009, 1028...): find it in the [lookup table](#) and open the matching entry.
- **No message, but the print quality is poor:** see the [faded print and cleaning](#), [marks and lines](#) and [calibration](#) entries.

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- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which error is my Sato CT4-LX showing? Lookup by message number

The CT4-LX shows its errors on the touch display as a four-digit number followed by a label; touching the number opens a detail screen with the cause and the remedy. The table links each message documented by Sato to its cause and to the entry that resolves it.

Message or state	LED light (Sato manual)	Likely cause	Entry
1001 Machine Error	—	Internal product fault	1001 / 1002
1002 Program Error	—	Program error in memory	1001 / 1002
1003 Parity Error	—	Incorrect RS-232C settings or serial cable not connected properly	RS-232C
1004 Overrun Error	—	Incorrect RS-232C settings or serial cable not connected properly	RS-232C
1005 Framing Error	—	Incorrect RS-232C settings or serial cable not connected properly	RS-232C

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Message or state	LED light (Sato manual)	Likely cause	Entry
1006 Buffer Overflow	—	Data larger than the receive memory, or mismatched interface settings	<u>RS-232C</u>
1007 Cover Open	—	Top cover open or faulty cover sensor	<u>1007 Cover Open</u>
1008 Out of Paper	—	Media missing, incorrectly loaded or jammed, or sensor badly adjusted or dirty	<u>1008 Out of Paper</u>
1009 Ribbon End	—	Ribbon missing, incorrectly loaded or torn, or faulty ribbon sensor	<u>1009 Ribbon End</u>
1010 Media Error	—	Media size in the data differs from the loaded media (Check Media Size enabled)	<u>1010 Media Error</u>
1012 Head Error	—	Worn or damaged printhead	<u>1012 Head Error</u>
1013 USB R/W Error	—	USB flash drive removed, full, defective or not formatted	<u>USB memory stick</u>
1014 USB Memory Full	—	Not enough space on the USB flash drive	<u>USB memory stick</u>

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Message or state	LED light (Sato manual)	Likely cause	Entry
1015 Cutter Error	—	Jam in the cutter or blade out of position	<u>1015 Cutter Error</u>
1017 SBPL Command Error	—	Incorrect command or parameter in the data	<u>1017 SBPL</u>
1019 RFID System Error	—	Faulty RFID module or SRA board set incorrectly	<u>RFID errors</u>
1022 Print Head Overheated (printhead overheating)	—	Product temperature above the limit	<u>1022 Overheating</u>
1024 Head Density Changed	—	Printhead missing or of a different resolution	<u>Printhead</u>
1028 Gap Not Found	—	Media skewed, label stuck on the sensor, incorrect sensor type or level	<u>1028 / 1035</u>
1035 I-mark Not Found (black mark not found)	—	Media skewed, label stuck on the sensor, incorrect sensor type or level	<u>1028 / 1035</u>
1046 EAP Authentication Error (EAP Failure)	—	EAP authentication failure on Wi-Fi	<u>Wi-Fi</u>
1047 EAP Authentication Error (EAP Timeout)	—	Timeout with the authentication server	<u>Wi-Fi</u>

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Message or state	LED light (Sato manual)	Likely cause	Entry
1050 Bluetooth Error	—	Faulty Bluetooth module	Bluetooth
1066 Paper Jam	—	Jam, or media incorrectly positioned with the linerless cutter	1066 Paper Jam
1068 WLAN Error	—	Damaged wireless LAN module	Wi-Fi
1073 RFID Undetected	—	Job without an RFID command sent to RFID labels	RFID errors
1099 Config Warning	—	Improper power shutdown	1099 Config Warning
1111 Label Waste Prevention Error (error of the label anti-waste function)	—	Media incorrectly positioned or incorrectly detected, offset too large	1111 Label Waste
1114 Tag not Found	—	RFID tag not found or unreadable	RFID errors
Red LED light	● Solid red	Product error, or power-off in progress	Red light

The numbers and English labels come from the “Error Message 10xx” pages of the CT4-LX Operator Manual; the French labels come from the “En cas d’affichage d’un message d’erreur” (If an error message is displayed) page of the French version. According to the “LED Indicator” page, the light comes on solid red in

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the event of a product error, but the pages dedicated to each message do not state the status of the light: the dash indicates this. The official table also includes other messages (NFC, calendar, other RFID label errors...) that are not covered here.

Sato CT4-LX error messages: causes and solutions

Here are the error messages from the Sato manual that relate to the media, the ribbon, the temperature and the general operation of the CT4-LX. For each one: the short answer, the cause, the steps to follow and, where the manual provides for it, the point at which you should hand over to technical support.

Why does my Sato CT4-LX show “1007 Cover Open” when the cover is closed?

Message: 1007 Cover Open (French display: “Capot ouvert”) · Light: —

Short answer: The top cover is not locked, or the sensor that monitors its opening does not detect it. Close the cover until it clicks; if the message is still displayed, the Sato manual advises dusting this sensor with an air duster.

LIKELY CAUSE

Sato cites two causes: the top cover is open or not properly latched, or the sensor that detects the opening and closing of the cover is malfunctioning.

Caution: Sato asks you to take care not to pinch your fingers when closing the top cover.

WHAT TO DO

1. Close the top cover until you hear the locking click: this is the action intended to clear the error.
2. If the message is still displayed with the cover closed, clean the cover open sensor with an air duster, at the location shown in the manual.

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3. To read the cause and the remedy on the display, touch the button showing the error number.

When to call a technician: if the error persists after cleaning the cover sensor, Sato refers you to its technical support.

Sources: [Error Message 1007 \(Cover Open\)](#) · [Cleaning the Inside of the Product](#) – CT4-LX Operator Manual (Sato) (official documentation).

Why does my Sato CT4-LX show “1008 Out of Paper” when the roll is in place?

Message: 1008 Out of Paper (French display: “Plus de papier”) · Light: —

Short answer: The CT4-LX is not detecting the media: roll missing or incorrectly installed, jam, or media sensor badly adjusted, dirty or covered by a label. Reload the media, clean the sensor, then run a calibration again.

LIKELY CAUSE

The Sato manual lists five causes: media not loaded, media incorrectly loaded, media sensor level badly adjusted, jam, or media sensor malfunctioning (dirty, label stuck on it, insufficient sensitivity).

Caution: Before cleaning the inside, switch the printer off and unplug the power cord; do not touch the edge of the printhead with bare hands.

WHAT TO DO

1. Open the top cover. If the roll is empty or missing, load a new roll.
2. If the roll is in place, reload it following the media path described in the manual (a loading video is available).
3. Remove any media jammed in the printer.
4. Clean the media sensor: see the [cleaning](#) entry.

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5. Adjust the sensor level by running a [calibration](#).
6. To clear the message: close the cover after loading the media, or touch **CLEAR**.

Sources: [Error Message 1008 \(Out of Paper\)](#) · [Cleaning the Inside of the Product](#) – CT4-LX Operator Manual (Sato) (official documentation).

What should I do when my Sato CT4-LX shows “1009 Ribbon End”?

Message: **1009 Ribbon End** (French display: “Fin de ruban”) · Light: —

Short answer: The ribbon is missing, incorrectly loaded or torn, or its sensor is detecting it incorrectly. Reload the ribbon; with direct thermal labels, you can also switch the CT4-LX to direct thermal mode to print without a ribbon.

LIKELY CAUSE

According to Sato: ribbon not loaded, ribbon or media incorrectly loaded, torn ribbon, or ribbon sensor dirty or lacking sensitivity.

WHAT TO DO

1. Open the top cover and load a ribbon if there is none (procedure “Loading Ribbon (Thermal Transfer Only)”).
2. If a ribbon is in place, reload the ribbon and the media correctly.
3. If the ribbon is torn, clean its path (the three ribbon spindles) and then put it back in place: see the [cleaning](#) entry.
4. If the ribbon sensor seems to be the cause, switch the printer off and on again.
5. To clear the message: close the cover after loading the ribbon, or touch **CLEAR**.

To print on direct thermal labels without a ribbon (for example when the ribbon has run out), the Sato manual says to select **Direct Thermal** in **SETTINGS > Printing > Printing Mode**, in offline mode. This setting applies to the combined direct thermal / thermal transfer model.

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Sources: [Error Message 1009 \(Ribbon End\)](#) · [Want to Print Using the Direct Thermal Media Without Using the Ribbon \(Such as When the Ribbon Runs Out\)](#) · [Cleaning the Inside of the Product](#) – CT4-LX Operator Manual (Sato) (official documentation).

Why does my Sato CT4-LX show “1010 Media Error”?

Message: **1010 Media Error** (French display: “Erreur de support”) · Light: —

Short answer: This message only appears if the media size check (Check Media Size) is enabled: the label length specified in the data does not match the loaded media. Compare the two, correct the data or recalibrate the sensor.

LIKELY CAUSE

Sato cites three causes: the media size defined in the data differs from the actual media, it is longer than the actual media, or the media sensor level is wrong and the printer feeds the media further than expected. According to the Printing menu, the error is triggered when the media exceeds the expected length by more than 3 mm.

WHAT TO DO

1. Compare the label size defined in the print data with that of the loaded roll, and correct the data if necessary.
2. If the sizes match, adjust the media sensor level by running a [calibration](#).
3. If the error persists, switch the printer off and on again.
4. To clear the message: open and close the top cover, or touch **CLEAR**.

The check is set in **SETTINGS > Printing > Advanced > Check Media Size**; it is only available with the Gap or I-Mark sensor types.

Sources: [Error Message 1010 \(Media Error\)](#) · [\[Printing\] Menu](#) – CT4-LX Operator Manual (Sato) (official documentation).

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Why does my Sato CT4-LX show “1028 Gap Not Found” or “1035 I-mark Not Found”?

Messages: 1028 Gap Not Found (French display: “Espace introuvable”), 1035 I-mark Not Found (French display: “Marque noire introuvable”) · Light: —

Short answer: The printer cannot find the gap between the labels (1028) or the black mark (1035). Check that the media feeds straight, that the sensor type matches the media and that the sensor is clean, then run a calibration again.

LIKELY CAUSE

For these two messages, Sato gives the same causes: media drifting to one side as it feeds, label stuck on the media sensor, sensor type unsuited to the media, or sensor level badly adjusted.

WHAT TO DO

1. Reload the media so that it feeds straight.
2. Remove any label stuck on the media sensor, then clean it.
3. Check the sensor type in **SETTINGS > Printing > Sensor Type: Gap** (transmissive sensor) for labels separated by a gap, **I-Mark** (reflective sensor) for black mark media.
4. Adjust the sensor level by running a [calibration](#).
5. To clear the message: open and close the top cover, or touch **CLEAR**.

Sources: [Error Message 1028 \(Gap Not Found\)](#) · [Error Message 1035 \(I-mark Not Found\)](#) · [\[Printing\]](#)

[Menu](#) – CT4-LX Operator Manual (Sato) (official documentation).

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How do I clear the “1066 Paper Jam” error on my Sato CT4-LX?

Message: 1066 Paper Jam (French display: “Bourrage papier”) · Light: —

Short answer: The media is jammed in the printer or, with the linerless cutter, incorrectly positioned. Open the cover, remove the jammed media and reload it.

LIKELY CAUSE

Sato cites two causes: a jam, or media incorrectly loaded when the linerless cutter (option) is installed, in which case its leading edge must extend beyond the cutter blade.

Caution: If a cutter or linerless cutter is installed, Sato asks you to watch out for the blade when removing the media, so that nobody is injured.

WHAT TO DO

1. Open the top cover and locate the point where the media is jammed.
2. Remove the jammed media; the manual provides a video on the media path and how the internal parts work.
3. Reload the media and close the cover: this clears the error.
4. With the linerless cutter, place the leading edge of the media beyond the cutter blade.

Sources: [Error Message 1066 \(Paper Jam\)](#) · [The Media Has Jammed](#) – CT4-LX Operator Manual (Sato) (official documentation).

What should I do if my Sato CT4-LX shows “1022 Print Head Overheated”?

Message: 1022 Print Head Overheated (French display: “Surchauffe de la tête d'impression”) · Light: —

Short answer: The printer temperature has exceeded its limit. Stop printing and

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let it cool down: the error clears when the temperature drops.

LIKELY CAUSE

According to the Sato manual, the product temperature has exceeded the permitted value.

Caution: The printhead and the surrounding parts are hot after printing: wait for them to cool down before working inside the printer.

WHAT TO DO

1. Stop using the printer.
2. Let the temperature drop: this is the condition intended to clear the error.
3. If the message comes back despite the cooling, contact Sato technical support.

When to call a technician: if “1022” persists after cooling, Sato asks you to contact its technical support.

Sources: [Error Message 1022 \(Print Head Overheated\)](#) · [Cleaning the Inside of the Product](#) – CT4-LX Operator Manual (Sato) (official documentation).

What do the “1001 Machine Error” and “1002 Program Error” errors mean on a Sato CT4-LX?

Messages: **1001 Machine Error** (French display: “Erreur de la machine”), **1002 Program Error** (French display: “Erreur programme”) · Light: —

Short answer: This is an internal fault: a product fault for 1001, a program error in memory for 1002. Switch the printer off and on again; if the message comes back, contact Sato support.

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LIKELY CAUSE

Sato indicates a fault that has occurred in the product (1001) or a program error in the memory (1002).

WHAT TO DO

1. Switch the printer off: this is the action intended to clear these two errors.
2. Switch it back on.
3. If the message reappears, contact Sato technical support.

When to call a technician: if “1001” or “1002” comes back after a restart, the manual refers you to Sato technical support.

Sources: [Error Message 1001 \(Machine Error\)](#) · [Error Message 1002 \(Program Error\)](#) – CT4-LX Operator Manual (Sato) (official documentation).

What does “1017 SBPL Command Error” mean on my Sato CT4-LX?

Message: **1017 SBPL Command Error** (French display: “Erreur de commande SBPL”) · Light: —

Short answer: The data sent contains an incorrect command or parameter in the SBPL language. The detail screen shows the position and the command at fault: correct the print data.

LIKELY CAUSE

Sato specifies that the detail is displayed in the form **Caaa: <bb>: cc : Caaa** gives the position of the faulty ESC command (counted after the start command **<A>**), **<bb>** the name of the command, **cc** the nature of the problem (invalid command or parameter, registration area exceeded, print position or barcode outside the printable area, QR code generation error...).

WHAT TO DO

1. Touch the button showing the error number to read the detail **Caaa: <bb>: cc** .

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2. Correct the print data at the position indicated.
3. If the error persists, switch the printer off and on again.
4. To clear the message, touch **CANCEL**.

This message is only displayed if the **Show Error** option in the **Applications > SBPL** menu is set to **Enabled**.

Source: [Error Message 1017 \(SBPL Command Error\)](#) [↗](#) – CT4-LX Operator Manual (Sato) (official documentation).

Why does my Sato CT4-LX show “1099 Config Warning” after a power cut?

Message: **1099 Config Warning** (French display: “Avert. config.”) · Light: —

Short answer: The power was cut off incorrectly, for example by unplugging the cord while the printer was on. Touch **CLEAR**, and from now on switch the printer off using the normal procedure.

LIKELY CAUSE

According to Sato, this warning follows an incorrect power shutdown, such as removing the mains cord while the printer is on.

Caution: Do not handle the power supply, and do not plug in or unplug the cord, with wet hands: risk of electric shock.

WHAT TO DO

1. Touch **CLEAR** to clear the message.
2. From now on, switch the printer off following the “Powering Off the Product” procedure before unplugging it.
3. The manual also provides for resetting the printer from the settings menu: see the [reset](#) entry.

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A reset can erase data and settings: Sato advises backing them up first (Clone function).

Sources: [Error Message 1099 \(Config Warning\)](#) · [No Power/Nothing on the Screen](#) · [Procedures for Initializing](#) – CT4-LX Operator Manual (Sato) (official documentation).

Sato CT4-LX calibration: the printer skips labels or stops in the wrong place

Calibration sets the level of the media sensor. Sato recommends it as soon as the printer detects labels incorrectly.

How do I calibrate the label sensor on a Sato CT4-LX?

Symptoms: skipped labels, stopping in the wrong place, “1008”, “1028” or “1035” messages.

Short answer: Auto-calibration is started from **SETTINGS > Printing > Advanced > Calibrate > Auto-calibration**. Load the media with one label peeled off, so that the sensor only sees the liner, then choose the sensor type to adjust.

LIKELY CAUSE

According to Sato, the Calibrate function adjusts the media sensor level; it is used when the printer detects the media incorrectly.

OFFICIAL AUTO-CALIBRATION PROCEDURE

1. Open the top cover.
2. Peel a label off its liner and position the liner so that no black mark is above the sensor. Linerless media (wristbands, newsprint) are loaded as they are.
3. Close the top cover.
4. Open **SETTINGS > Printing > Advanced > Calibrate > Auto-calibration** and touch the sensor type to adjust: **Gap + I-Mark**, **Gap**, **I-Mark** or **Label Top**.

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5. Confirm the confirmation screen, then touch the button offered again.
6. Reload the media normally.
7. Check the result: for Gap, I-Mark or Gap + I-Mark, display the offline screen and touch **FEED** to check that the media feeds correctly; for Label Top, display the online screen and check that the media is correctly positioned at the start of printing.

When to call a technician: if the media still does not feed correctly after auto-calibration, Sato advises contacting your Sato dealer or its technical support.

Auto-calibration does not work with media that has no gap and no black mark. **Label Top** does not appear if the peeler or the linerless cutter is installed, and does not apply to linerless media. If a failure message appears, reload the media and start again. The same menu allows manual adjustment of the levels (**GAP Levels**, **I-Mark Levels**), and the **Tools > Media Startup** wizard brings together media type, sensor, darkness and calibration.

Sources: [\[Printing\] Menu](#) · [\[Tools\] Menu](#) – CT4-LX Operator Manual (Sato) (official documentation).

Why does my Sato CT4-LX not stop in the right place, or why is the print shifted on the label?

Symptoms: the label does not stop at the specified position, or the print is shifted in the media feed direction.

Short answer: Sato blames incorrectly loaded media or ribbon, an unsuitable sensor type, a label stuck on the sensor, an incorrect position setting, or a dirty platen roller and sensor. Reload, check the sensor type, clean, then adjust the print position.

LIKELY CAUSE

The Sato pages “The Label Does Not Stop at the Specified Position” and “The Print Position Is Shifted Vertically” cite: media and ribbon incorrectly loaded, sensor type not matching the media, label stuck on an internal part such as the sensor, incorrect position setting (pitch or vertical reference point), dirty platen roller and media sensor.

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WHAT TO DO

1. Reload the media and the ribbon correctly.
2. Choose the sensor type suited to the media in **SETTINGS > Printing > Sensor Type**.
3. Remove any label stuck on the sensor or another internal part, then clean the platen roller and the media sensor (see the [cleaning](#) entry).
4. Adjust the print position in **Printing > Advanced > Adjustments > Pitch** and in the **Printing > Imaging** menu.

Sources: [The Label Does Not Stop at the Specified Position/The Label Does Not Stop](#) [↗](#) · [The Print Position Is Shifted Vertically from the Media Feed Direction](#) [↗](#) – CT4-LX Operator Manual (Sato) (official documentation).

Label feed problems on the Sato CT4-LX

These entries cover media that does not feed and the error from the label anti-waste function, specific to the CT4-LX.

Why is the media not feeding in my Sato CT4-LX?

Symptoms: nothing comes out when you touch FEED or start a print job.

Short answer: First read any error message on the display. Otherwise, open and close the cover, touch FEED in offline mode, then check the loading of the media and ribbon and that there is no jam.

LIKELY CAUSE

The Sato manual considers an error in progress, a cover that was not opened and closed before the attempt, incorrectly loaded media or ribbon, or a jam.

Caution: With a cutter or linerless cutter installed, watch out for the blade when removing

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the jammed media.

WHAT TO DO

1. If an error message is displayed, deal with it first using the [lookup table](#).
2. Open and then close the top cover, switch to offline mode and touch **FEED**.
3. Reload the media and the ribbon correctly.
4. Look for a jam and remove any jammed media (see the [1066 Paper Jam](#) entry).

Sources: [Media Does Not Feed](#) · [The Media Has Jammed](#) – CT4-LX Operator Manual (Sato) (official documentation).

What should I do when my Sato CT4-LX shows “1111 Label Waste Prevention Error”?

Message: 1111 Label Waste Prevention Error (French display: “Erreur de prévention de gaspillage d'étiquette”) · Light: —

Short answer: The label anti-waste function cannot position the media. Reload it with the leading edge aligned with the media outlet and close the cover; if necessary, recalibrate and reduce the offset.

LIKELY CAUSE

Sato cites three causes: media loaded in the wrong place, media incorrectly detected, or an offset value (Offset) or RFID starting point value (Starting Point) that is too large.

WHAT TO DO

1. Open the top cover and align the leading edge of the media with the media outlet.
With the optional cutter and labels of 20 mm or less, place this edge about 10 mm inside the printer.
2. Close the cover: the error clears.
3. If the media is incorrectly detected, run **Auto-calibration** (see the [calibration](#) entry).

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4. If necessary, reduce the value of **Printing > Advanced > Adjustments > Offset**, or of **Interface > RFID > Paper > Starting Point** on an RFID model.

If the problem persists, the manual advises disabling the Label Waste Prevention function in SETTINGS, opening and closing the cover to clear the error, applying the settings above, then enabling the function again. If the AEP function is enabled, reload the media as in step 1.

Source: [Error Message 1111 \(Label Waste Prevention Error\)](#)  – CT4-LX Operator Manual (Sato) (official documentation).

Several of these faults involve the ribbon or labels used. TIMCOD supplies [labels](#), [thermal transfer ribbons](#) and [printheads](#) for thermal printers (pages in French).

Faded print, marks, blank labels: Sato CT4-LX print quality

For most print defects, the Sato manual starts with cleaning the printhead and checking the loading, before any adjustment.

Why is the print on my Sato CT4-LX too faded, and how do I clean the printhead?

Symptoms: light print over the whole label.

Short answer: Sato cites incorrectly loaded media or ribbon, a dirty printhead, or badly set darkness and speed. Clean the printhead with a cotton swab soaked in cleaning fluid, print a test label, then adjust Darkness and Speed.

LIKELY CAUSE

According to the page “The Overall Printout Is Light”: media and ribbon incorrectly loaded, dirty printhead, unsuitable darkness or speed.

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Caution: Sato asks you to switch off and unplug the printer before cleaning, to wait for the printhead to cool down, not to touch the edge of the printhead with bare hands (risk of injury), never to use organic solvents (thinner, benzine) and not to pinch your fingers when closing the cover.

OFFICIAL CLEANING PROCEDURE, THEN SETTINGS

1. Switch the printer off and unplug the power cord from the mains socket.
2. Press the release latch, open the top cover and remove the media and the ribbon.
3. Blow the dust off the sensor with an air duster.
4. Wait for the printhead to cool down, then wipe it with a cotton bud or a cotton cloth soaked in cleaning fluid.
5. On the combined direct thermal / thermal transfer model, open the ribbon unit and wipe the three ribbon spindles.
6. Wipe the platen roller, the three sensors and the media holder with a cloth soaked in cleaning fluid.
7. Put the media and the ribbon back, then close the cover by pressing on both ends until it clicks.
8. Print a test label: in offline mode, **SETTINGS** > **Tools** > **Test Print**.
9. If the print is still faded, adjust **Darkness** (from 1, the lightest, to 10, the darkest) and **Speed** in the **Printing** menu; Sato points out that too high a speed can affect quality.

Intervals given by Sato: printhead and roller at every media roll or every 50 m; sensors, guide and media path with the cleaning kit at the same frequency; printhead with the cleaning sheet every 6 rolls or 300 m. The cleaning sheet is not used when the cutter or linerless cutter is installed.

Sources: [The Overall Printout Is Light](#) · [Cleaning the Inside of the Product](#) · [Cleaning Intervals](#) · [Cleaning the Print Head with a Cleaning Sheet](#) · [\[Printing\] Menu](#) – CT4-LX Operator Manual (Sato) (official documentation).

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Why does my Sato CT4-LX print marks or lines, with unreadable barcodes?

Symptoms: dirty areas, black or white streaks, barcode not read by the scanner.

Short answer: The printhead is dirty or a label is stuck to it, or the media and ribbon are incorrectly loaded. Clean the printhead, print a test label, then reload the media and ribbon; if the barcode is still unreadable, the printhead may be faulty.

LIKELY CAUSE

The Sato pages “A Part of the Printout Is Dirty and Black/White Streaks Appear” and “Cannot Read the Barcode” cite a printhead that is dirty or covered by a label, and incorrect loading of the media and ribbon. For barcodes, insufficient margins around the code (left and right, or on all four sides of a 2D code) also prevent reading.

WHAT TO DO

1. Clean the printhead following the procedure in the [faded print](#) entry.
2. Print a test label (**Tools > Test Print**, in offline mode).
3. Reload the media and the ribbon correctly.
4. For a barcode, check that the label template leaves sufficient margins around the code.

When to call a technician: if barcodes are still unreadable after cleaning and reloading, the manual indicates that the printhead may be faulty and refers you to Sato technical support.

The **Head Check** function in the Printing menu detects faulty heating elements, but Sato specifies that it does not guarantee barcode readability: regular checking with a scanner is still necessary.

Sources: [A Part of the Printout Is Dirty and Black/White Streaks Appear](#) · [Cannot Read the Barcode](#) · [\[Printing\] Menu](#) – CT4-LX Operator Manual (Sato) (official documentation).

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Why does my Sato CT4-LX feed labels without printing anything?

Symptoms: the requested number of labels comes out, but they are blank.

Short answer: Sato blames incorrectly loaded media or ribbon, a printhead or sensor that is dirty or covered by a label, or an incorrectly installed printhead. Reload, clean, then print a test label.

LIKELY CAUSE

According to the page “Media Is Fed According to the Specified Number, but Not Printed”: incorrect loading of the media and ribbon, printhead and media sensor dirty or covered by a label, printhead incorrectly installed.

Caution: Before working on the printhead: printer switched off and unplugged, printhead cooled down. Sato recommends wearing gloves and touching neither the heating part nor the terminals of the printhead.

WHAT TO DO

1. Reload the media and the ribbon correctly.
2. Clean the printhead and the media sensor (see the [cleaning](#) entry).
3. Print a test label: in offline mode, **SETTINGS > Tools > Test Print**.
4. Check that the printhead is correctly installed, referring to the “Replacing the Print Head” procedure.

Sources: [Media Is Fed According to the Specified Number, but Not Printed](#)  · [Replacing the Print Head](#)  – CT4-LX Operator Manual (Sato) (official documentation).

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Sato CT4-LX printhead: error and replacement

The head check on the CT4-LX can report a worn printhead; this entry explains what to do and how Sato describes its replacement.

What should I do if my Sato CT4-LX shows “1012 Head Error”?

Message: **1012 Head Error** (French display: “Erreur de tête”); see also **1024 Head Density Changed** (French display: “Densité de tête modifiée”) · Light: —

Short answer: The head check has detected a worn or damaged printhead: Sato provides for its replacement. In the meantime, the error clears when you switch the printer off; then check your barcodes with a scanner.

LIKELY CAUSE

For “1012”, Sato indicates a worn or damaged printhead, detected by the head check. The “1024” message appears when no printhead is installed or when a printhead with a different resolution from the old one has been fitted.

Caution: Unplug the cord before replacing the printhead and let it cool down. Sato asks you to wear gloves, to touch neither the heating part nor the terminals, not to touch the edge of the printhead with bare hands (risk of injury) and not to plug in or unplug the cord with wet hands.

WHAT TO DO

1. To clear “1012”: switch the printer off, or change the head check conditions (**Head Check, Printing** menu) in **SETTINGS**.
2. Alternatively: keep your finger on **CLEAR** until it is completely blue; the printer goes offline and the head check stays disabled until the power is switched off.
3. Check with a scanner the barcodes on the labels printed after the error.

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4. Replace the printhead (“Replacing the Print Head” procedure): with the printer switched off and unplugged, open the top cover, open the head cover to about 45° holding its left and right tabs, remove the printhead, insert the new one, tilt it upwards and close the head cover and then the top cover.
5. For “1024”: install a printhead, or a printhead with the same resolution (203 or 305 dpi) as the old one.

When to call a technician: if “1012” persists, Sato asks you to contact its technical support; the printhead needs replacing.

Sources: [Error Message 1012 \(Head Error\)](#) · [Error Message 1024 \(Head Density Changed\)](#) · [Replacing the Print Head](#) · [\[Printing\] Menu](#) – CT4-LX Operator Manual (Sato) (official documentation).

TIMCOD supplies [printheads for thermal printers](#) (page in French).

My Sato CT4-LX is not communicating: USB, network, Wi-Fi, Bluetooth, RS-232C

For each interface, the Sato troubleshooting pages provide a list of checks in a specific order, reproduced below.

Why does my Sato CT4-LX print nothing when I send a label from the computer over USB?

Symptoms: the data is sent but nothing comes out; the computer does not communicate with the printer over USB.

Short answer: Check the interface cable, the printer's interface settings and the printer name selected in the driver. Sato then advises restarting the printer and the computer, then reinstalling the driver with an administrator account.

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LIKELY CAUSE

The pages “Cannot Output After Data Is Sent” and “Cannot Communicate via USB” cite: interface cable not connected properly, printer interface settings not matching the computer or the network, computer USB port disabled or disrupted by other devices, wrong printer name in the driver.

WHAT TO DO

1. Reconnect the interface cable correctly.
2. In offline mode, open **SETTINGS** > **Interface** (for USB: **Interface** > **USB**) and check that the settings match the computer and the network.
3. On the computer, check that the USB port is enabled, try another port and disconnect the other USB devices.
4. In the driver, select the correct printer name (the driver manual is available on the Sato website for your region).
5. Switch the printer and the computer off and on again.
6. If nothing changes, uninstall the driver and then reinstall it with an administrator account.

Sources: [Cannot Output After Data Is Sent](#) ⓘ · [Cannot Communicate via USB](#) ⓘ – CT4-LX Operator Manual (Sato) (official documentation).

My Sato CT4-LX is not communicating on the network (LAN): what should I check?

Symptoms: no response to ping, network print jobs lost.

Short answer: Check the network cable, then the port and protocol configured in the printer, and finally the IP address and subnet mask. If the host gets no response to ping, also check the power and the status of the hub.

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LIKELY CAUSE

According to the page “Cannot Communicate via LAN”: LAN cable not connected properly, port or protocol set incorrectly in the printer, incorrect IP address or subnet mask, hub switched off or faulty.

WHAT TO DO

1. Reconnect the LAN cable correctly.
2. In offline mode, open **SETTINGS** > **Interface** > **Network** > **Settings** > **LAN** > **Ports** and enter the port and protocol again.
3. If the ping fails, check the IP address and subnet mask in the **LAN** menu, as well as the power and the status of the hub.
4. If the error persists, switch the printer off and on again.

Source: [Cannot Communicate via LAN](#)  – CT4-LX Operator Manual (Sato) (official documentation).

Why will my Sato CT4-LX not connect to Wi-Fi (errors 1046, 1047 or 1068)?

Possible messages: 1046 EAP Authentication Error (EAP Failure) , 1047 EAP Authentication Error (EAP Timeout) , 1068 WLAN Error · Light: —

Short answer: Wi-Fi requires the optional wireless LAN / Bluetooth kit. Check that it is installed, move the printer away from sources of interference and metal obstacles, then check the settings in the Wi-Fi menu; 1046 and 1047 relate to EAP authentication, 1068 to a damaged Wi-Fi module.

LIKELY CAUSE

The page “Cannot Communicate via Wireless LAN” cites: wireless kit missing, nearby devices using the same frequency band (other Wi-Fi equipment, microwave ovens), an obstacle such as metal shelving between the printer and the host, incorrect interface



settings. “1046” indicates an EAP authentication failure; “1047” a timeout with the authentication server (it does not appear if the printer is not connected to the access point); “1068” a damaged wireless LAN module.

WHAT TO DO

1. Check that the wireless LAN / Bluetooth kit (option) is installed.
2. Move the printer away from other Wi-Fi devices and microwave ovens, and remove metal obstacles between it and the host.
3. In offline mode, open **SETTINGS** > **Wi-Fi** and enter the settings again.
4. For “1046” or “1047”: correct the **EAP Conf.** settings in the Wi-Fi menu and check the configuration of the access point and the authentication server; touch **CLEAR**, or **SETTINGS** to change the settings.
5. If the error persists, switch the printer off and on again.

When to call a technician: in the event of “1068 WLAN Error”, the wireless LAN module must be replaced: if you cannot do this yourself, Sato refers you to its technical support.

Sources: [Cannot Communicate via Wireless LAN](#) · [Error Message 1046 \(EAP Authentication Error \(EAP Failure\)\)](#) · [Error Message 1047 \(EAP Authentication Error \(EAP Timeout\)\)](#) · [Error Message 1068 \(WLAN Error\)](#) – CT4-LX Operator Manual (Sato) (official documentation).

How do I restore the Bluetooth connection on my Sato CT4-LX?

Possible message: **1050 Bluetooth Error** (French display: “Erreur Bluetooth”) · Light: —

Short answer: Bluetooth requires the optional wireless LAN / Bluetooth kit, enabled in the Bluetooth menu. The connection works up to 10 m with no metal obstacle; if the display shows 1050, the Bluetooth module is faulty.

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LIKELY CAUSE

According to Sato: kit not installed, Bluetooth function disabled, interference from devices using the same frequency band, an obstacle (metal shelving) or too great a distance, incorrect interface settings. The “1050” message indicates a faulty Bluetooth module.

WHAT TO DO

1. Check that the wireless LAN / Bluetooth kit is installed.
2. In offline mode, enable the function in **SETTINGS** > **Bluetooth** > **Enable**.
3. Keep the host within 10 m, with no metal obstacle, and move away devices that use the same frequency band.
4. Enter the settings in the **Bluetooth** menu again.
5. If the connection does not come back, restart the printer and the computer, then reinstall the driver with an administrator account.
6. In the event of “1050”, touch **CLEAR**, or **SETTINGS** to change the Bluetooth settings.

When to call a technician: the “1050 Bluetooth Error” message indicates a Bluetooth module that must be repaired by Sato technical support.

Sources: [Cannot Communicate via Bluetooth](#) · [Error Message 1050 \(Bluetooth Error\)](#) – CT4-LX Operator Manual (Sato) (official documentation).

What do errors 1003, 1004, 1005 and 1006 mean on my Sato CT4-LX on an RS-232C serial connection?

Messages: 1003 Parity Error , 1004 Overrun Error , 1005 Framing Error , 1006 Buffer Overflow · Light: —

Short answer: Errors 1003 to 1005 come from incorrect RS-232C settings or a serial cable not connected properly; 1006 indicates data larger than the receive memory. Correct the interface settings, reconnect the cable with the printer

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switched off, then touch CLEAR.

LIKELY CAUSE

For “1003” (parity error), “1004” (overrun error) and “1005” (framing error), Sato cites incorrect RS-232C settings or an RS-232C cable not connected properly. For “1006” (buffer overflow), the host is sending more data than the receive memory can accept, or the interface settings do not match between the printer and the host.

WHAT TO DO

1. Set the printer's RS-232C interface again so that it matches the host.
2. If the cable is the cause: switch the printer off, reconnect the RS-232C cable correctly, then switch it back on.
3. For “1006”: set the host so that it does not send more data than the receive memory, and review the interface settings on both sides (see the driver manual).
4. To clear the error, touch **CLEAR**, or **SETTINGS** to correct the settings.

On the CT4-LX, the RS-232C interface is an option.

Sources: [Error Message 1003 \(Parity Error\)](#) · [Error Message 1004 \(Overrun Error\)](#) · [Error Message 1005 \(Framing Error\)](#) · [Error Message 1006 \(Buffer Overflow\)](#) – CT4-LX Operator Manual (Sato) (official documentation).

Sato CT4-LX cutter and peeler: errors and missed cuts

These entries relate to the cutter and peeler options of the CT4-LX.

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How do I free the cutter on my Sato CT4-LX after “1015 Cutter Error”?

Message: **1015 Cutter Error** (French display: “Erreur de massicot”) · Light: — · Other symptom: the media is not cut.

Short answer: The media has jammed in the cutter, or the blade has not returned to its position. Remove the jammed media taking care with the blade, then touch **CUTTER ACTION** to bring the blade back.

LIKELY CAUSE

Sato cites a jam in the cutter and a blade that does not return to its position. When the media is simply not cut, with no message, the page “The Media Is Not Cut” refers to the print mode setting.

Caution: Sharp blade: Sato asks you to take care not to injure yourself on the cutter blade when removing the media.

WHAT TO DO

1. Remove the media jammed in the cutter (the manual provides a video on the media path).
2. Touch **CUTTER ACTION** to bring the blade back to its position: this is also the command that clears the error.
3. If the error persists, switch the printer off and on again.
4. If the media is not cut and there is no error message: touch **FEED** in offline mode, restart the printer, then check that **SETTINGS > Printing > Print Mode** is set to a cutter mode.

Sources: [Error Message 1015 \(Cutter Error\)](#) · [The Media Is Not Cut](#) – CT4-LX Operator Manual (Sato) (official documentation).

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Why does my Sato CT4-LX in peeler mode not print the next label after the previous one has been removed?

Symptoms: in peel mode, the next label does not come out even though the previous one has been removed.

Short answer: The media is incorrectly loaded, or the liner is slack. Reload the media keeping the liner taut; if necessary, clean the peeler sensor, located in the media outlet.

LIKELY CAUSE

According to the corresponding Sato page: media incorrectly loaded, or liner loaded with slack.

WHAT TO DO

1. Reload the media correctly.
2. Check that the liner is taut and not slack.
3. If the problem persists, clean the peeler sensor, located in the media outlet.

Source: [The Label Is Not Printed Even If the Previous Label Is Dispensed](#)  – CT4-LX Operator Manual (Sato) (official documentation).

My Sato CT4-LX will not switch on: power problems

The CT4-LX is powered by an AC adapter; the Sato manual suggests two simple checks.

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My Sato CT4-LX will not switch on and the display stays black: what should I do?

Symptoms: no light, nothing on the display.

Short answer: Check that the AC adapter and the power cord are firmly connected, at the printer end and at the socket end, then switch on again. If nothing changes, try another mains socket.

LIKELY CAUSE

Sato cites an AC adapter or cord not connected properly, or a mains socket that is not live.

Caution: Do not handle the power supply or plug in the cord with wet hands: risk of electric shock.

WHAT TO DO

1. Firmly connect the AC adapter and the power cord, at the printer end and at the socket end.
2. Switch the printer on.
3. If the display stays off, plug the printer into another mains socket.

When to call a technician: if the printer still does not switch on from a live socket, the manual refers you to Sato technical support.

Source: [No Power/Nothing on the Screen](#)  – CT4-LX Operator Manual (Sato) (official documentation).

Resetting a Sato CT4-LX: data and settings

The reset is done from the touch display; Sato points out that it is rarely necessary.

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How do I reset a Sato CT4-LX to factory settings?

Menu concerned: SETTINGS > Tools > Reset.

Short answer: Open SETTINGS, then Tools > Reset, and choose what should be reset: the data, the settings or both, with the Factory Reset option to return to the factory values. Sato points out that initialisation is rarely necessary and that erased data cannot be recovered.

Caution: According to Sato, initialisation can change the print conditions, and lost data cannot be recovered.

OFFICIAL RESET PROCEDURE

1. If necessary, first back up settings and data to a USB flash drive with **Tools > Clone**.
2. From the home screen or the offline screen, touch **SETTINGS**, then **Tools**.
3. Touch **Reset** and choose the type: **Data** (stored data), **Data & Settings** (data and settings) or **Settings** (settings only).
4. For Data & Settings or Settings, choose the scope: **User Reset**, **User Reset (-Interface)**, **Factory Reset**, **Factory Reset (-Interface)**, **Interface** or **Printing**.
5. Check your choices on the confirmation screen, then start the initialisation.
6. Wait until it finishes: depending on the items chosen, the printer restarts.

The “-Interface” options keep the interface settings. Initialising the data erases stored fonts and graphics. The manual does not describe a firmware update: the printer's web interface offers an **Install Package** function, for which Sato refers you to your dealer or its technical support.

Sources: [Procedures for Initializing](#)  – CT4-LX Operator Manual (Sato) · [\[Tools\] Menu](#)  – CT4-LX Operator Manual (Sato) · [Tools](#)  – CT4-LX Operator Manual (Sato), web configuration (official documentation).

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Sato CT4-LX RFID errors

These messages only concern CT4-LX printers fitted with the RFID option.

What should I do in the event of an RFID error (“1114 Tag not Found”, “1073”, “1019”) on a Sato CT4-LX?

Messages: 1114 Tag not Found , 1073 RFID Undetected , 1019 RFID System Error

· Light: —

Short answer: With 1114, the printer cannot find or read the RFID tag: check the inlay and the antenna settings, then try again with **RETRY**. 1073 indicates a job without an RFID command sent to RFID labels; 1019 an RFID module that must be repaired by Sato.

LIKELY CAUSE

According to the Sato manual: “1114”, RFID tag not found or unreadable; “1073”, job without an RFID command sent to RFID labels while the RFID Undetected Warning option is enabled; “1019”, RFID module malfunctioning or SATO RF Analyze (SRA) board set incorrectly.

Caution: Do not use an RFID label that has caused an error: the printer prints the error message on that label.

WHAT TO DO

1. For “1114”: check the label inlay, then the printer and antenna settings.
2. Touch **RETRY** to try again according to the mode set in **Retry Mode**, or **ABORT**. To cancel the whole job, open and close the cover (switching to offline), then touch **CANCEL**.
3. For “1073”: add an RFID write command to the job, disable **RFID Undetected Warning**, or load ordinary media; touch **CANCEL** to clear.
4. For “1019”: switch the printer off to clear the message and contact Sato support.

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When to call a technician: in the event of “1019 RFID System Error”, the RFID module must be repaired or replaced, or the SRA board reconfigured: Sato asks you to contact its technical support.

These messages only concern CT4-LX printers fitted with the RFID option.

Sources: [Error Message 1114 \(Tag not Found\)](#) · [Error Message 1073 \(RFID Undetected\)](#) · [Error Message 1019 \(RFID System Error\)](#) · [CT4-LX Operator Manual \(Sato\)](#) (official documentation).

Other Sato CT4-LX problems: red light, USB flash drive

Two common everyday situations: understanding the LED light and dealing with USB flash drive errors.

Why is the light on my Sato CT4-LX red?

Light: solid red LED.

Short answer: According to Sato, the solid red light indicates a product error; it also comes on while the printer is powering off. Read the message shown on the display and follow the matching entry.

LIKELY CAUSE

The “LED Indicator” page describes four states: solid blue in online mode, flashing blue when the power is on, off when the printer is switched off or in offline mode, solid red in the event of a product error or while powering off.

WHAT TO DO

1. Read the error message shown on the touch display.
2. Touch the button showing the error number to display the cause and the remedy.
3. Find this number in the [lookup table](#) and open the matching entry.

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Sources: [The LED Lights Red](#) · [LED Indicator](#) · [Error Message 1001 \(Machine Error\)](#) – CT4-LX Operator Manual (Sato) (official documentation).

What do “1013 USB R/W Error” and “1014 USB Memory Full” mean on my Sato CT4-LX?

Messages: **1013 USB R/W Error** (French display: “Erreur L/E carte”), **1014 USB Memory Full** (French display: “Carte mémoire pleine”) · Light: —

Short answer: There is a problem with the USB flash drive connected to the printer: removed during writing, full, defective or not formatted. Reconnect it, free up space or format it as FAT32, then touch CLEAR.

LIKELY CAUSE

For “1013”, Sato cites a drive removed during writing, insufficient space for copying, a write failure or an unformatted drive. For “1014”, the free space on the drive is insufficient.

WHAT TO DO

1. Plug the USB memory stick back in if it was removed during writing.
2. Delete unnecessary data from the drive, or use a drive with enough free space.
3. If writing still fails, replace the drive.
4. Format the drive as FAT32 if it is not already.
5. Touch **CLEAR** to clear the message.

The USB flash drive is used in particular for the Clone and AutoClone functions in the Tools menu; Sato recommends checking the drive for viruses before using it.

Sources: [Error Message 1013 \(USB R/W Error\)](#) · [Error Message 1014 \(USB Memory Full\)](#) · [\[Tools\] Menu](#) – CT4-LX Operator Manual (Sato) (official documentation).

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When should you call a technician for a Sato CT4-LX?

The entries above first suggest reloading, cleaning, calibrating or restarting. The Sato manual refers you to its technical support as soon as an error persists, and in particular in the following cases:

- **Persistent “1007 Cover Open” with the cover closed:** cover sensor to be checked after cleaning has had no effect.
- **Persistent “1022 Print Head Overheated”:** the error does not clear after cooling.
- **“1001” or “1002” after a restart:** internal fault or program error that keeps coming back.
- **Auto-calibration has no effect:** the media still does not feed correctly: dealer or Sato support.
- **Barcodes still unreadable:** the printhead may be faulty.
- **Persistent “1012 Head Error”:** worn or damaged printhead to be replaced.
- **“1068 WLAN Error”:** damaged wireless LAN module to be replaced.
- **“1050 Bluetooth Error”:** Bluetooth module to be repaired.
- **Printer will not switch on from a live socket:** power fault to be diagnosed.
- **“1019 RFID System Error”:** RFID module to be repaired or replaced, or SRA board to be reconfigured.

Avoiding recurring faults on the Sato CT4-LX: preventive maintenance

Several entries in this guide point to sensors that are badly positioned or dirty, a printhead or platen roller that needs cleaning, or unsuitable settings or consumables. These are exactly the points a preventive maintenance visit checks before they cause a breakdown.

TIMCOD preventive maintenance is part of the through-life maintenance (MCO) TIMCOD provides for your fleet (page in French): scheduled preventive visits by certified technicians, with a detailed report. What it brings to a CT4-LX fleet:

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Fewer breakdowns, less downtime

Fewer production interruptions caused by label printers.

Worn parts detected in time

Printhead, platen roller, sensors: spotted before they cause a breakdown.

Regular cleaning and checks

Printhead, rollers and sensors cleaned and checked at every visit.

Longer service life

A well-maintained, properly adjusted printer lasts longer.

Print quality maintained

Legible barcodes, with darkness and printhead pressure suited to your consumables.

Fewer emergency call-outs

Incidents are handled during scheduled visits rather than as emergency repairs.

Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Sato technicians

Support from teams who know your equipment.

In addition, TIMCOD corrective maintenance includes phone support (hotline), repair to working order, express exchange and, as an option, SWAP. Maintenance contracts come in three levels (Essentiel, Confort, Premium).

Sato CT4-LX troubleshooting: frequently asked questions

How do I calibrate a Sato CT4-LX?

Open the cover, peel off a label so that the sensor only sees the liner, then close the cover. Then run Auto-calibration in the SETTINGS, Printing, Advanced, Calibrate menu and choose the sensor type to adjust. Reload the media and check the feed with the FEED

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button in offline mode. [See the detailed entry.](#)

How do I clean the printhead on a Sato CT4-LX?

Switch off and unplug the printer, open the cover and remove the media and the ribbon. Once the printhead has cooled down, wipe it with a cotton bud or a cotton cloth soaked in cleaning fluid, without organic solvent. Sato advises this cleaning at every roll or every 50 m of media. [See the detailed entry.](#)

What does error 1008 mean on a Sato CT4-LX?

The 1008 Out of Paper message indicates that the printer is not detecting any media. Sato cites a roll missing or incorrectly loaded, a jam, or a media sensor that is badly adjusted, dirty or covered by a label. Reload the media, clean the sensor, then run a calibration again. [See the detailed entry.](#)

Why is the light on my Sato CT4-LX red?

According to Sato, the solid red light indicates a product error; it also comes on while the printer is powering off. Read the message shown on the display and touch the error number to see the cause and the remedy. [See the detailed entry.](#)

How do I restore a Sato CT4-LX to factory settings?

Touch SETTINGS, then Tools and Reset, choose Settings or Data & Settings, then the Factory Reset option. First back up your settings with the Clone function if necessary, because erased data cannot be recovered. Depending on the items chosen, the printer restarts at the end. [See the detailed entry.](#)

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What should I do about the 1012 Head Error on a Sato CT4-LX?

The head check has detected a worn or damaged printhead, and Sato provides for its replacement. The error clears when you switch the printer off; then check your barcodes with a scanner. If it persists, contact Sato technical support. [See the detailed entry.](#)

How do I print without a ribbon on a Sato CT4-LX?

With direct thermal labels, choose Direct Thermal in the Printing, Printing Mode menu, in offline mode. This setting applies to the combined direct thermal / thermal transfer model. [See the detailed entry.](#)

Why will my Sato CT4-LX not connect to Wi-Fi?

Wi-Fi requires the optional wireless LAN / Bluetooth kit. Check that it is installed, move the printer away from sources of interference and metal obstacles, then check the settings in the Wi-Fi menu. Errors 1046 and 1047 relate to EAP authentication, 1068 to a damaged Wi-Fi module. [See the detailed entry.](#)

Sources consulted

All the causes, procedures and messages in this guide come from the pages below of the Sato CT4-LX online operator manual (CT4-LX Operator Manual, English and French versions), consulted on 20 October 2026.

- [When an Error Message Appears](#)  – CT4-LX Operator Manual (Sato) **official**
- [When an error message is displayed](#)  – CT4-LX operator manual (Sato), French version **official**
- [Troubleshooting](#)  – CT4-LX Operator Manual (Sato) **official**

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- [Error Message 1001 \(Machine Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1002 \(Program Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1003 \(Parity Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1004 \(Overrun Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1005 \(Framing Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1006 \(Buffer Overflow\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1007 \(Cover Open\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1008 \(Out of Paper\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1009 \(Ribbon End\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1010 \(Media Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1012 \(Head Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1013 \(USB R/W Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1014 \(USB Memory Full\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1015 \(Cutter Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1017 \(SBPL Command Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1019 \(RFID System Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1022 \(Print Head Overheated\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1024 \(Head Density Changed\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1028 \(Gap Not Found\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1035 \(I-mark Not Found\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1046 \(EAP Authentication Error \(EAP Failure\)\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1047 \(EAP Authentication Error \(EAP Timeout\)\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1050 \(Bluetooth Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1066 \(Paper Jam\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1068 \(WLAN Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1073 \(RFID Undetected\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1099 \(Config Warning\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**
- [Error Message 1111 \(Label Waste Prevention Error\)](#) ⓘ – CT4-LX Operator Manual (Sato) **official**

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- [Error Message 1114 \(Tag not Found\)](#)  – CT4-LX Operator Manual (Sato) **official**
- [\[Printing\] Menu](#)  – CT4-LX Operator Manual (Sato) **official**
- [\[Tools\] Menu](#)  – CT4-LX Operator Manual (Sato) **official**
- [Tools](#)  – CT4-LX Operator Manual (Sato), web configuration **official**
- [Cleaning the Inside of the Product](#)  – CT4-LX Operator Manual (Sato) **official**
- [Cleaning the Print Head with a Cleaning Sheet](#)  – CT4-LX Operator Manual (Sato) **official**
- [Cleaning Intervals](#)  – CT4-LX Operator Manual (Sato) **official**
- [Replacing the Print Head](#)  – CT4-LX Operator Manual (Sato) **official**
- [LED Indicator](#)  – CT4-LX Operator Manual (Sato) **official**
- [Procedures for Initializing](#)  – CT4-LX Operator Manual (Sato) **official**
- [The Overall Printout Is Light](#)  – CT4-LX Operator Manual (Sato) **official**
- [A Part of the Printout Is Dirty and Black/White Streaks Appear](#)  – CT4-LX Operator Manual (Sato) **official**
- [Cannot Read the Barcode](#)  – CT4-LX Operator Manual (Sato) **official**
- [Media Is Fed According to the Specified Number, but Not Printed](#)  – CT4-LX Operator Manual (Sato) **official**
- [The Print Position Is Shifted Vertically from the Media Feed Direction](#)  – CT4-LX Operator Manual (Sato) **official**
- [The Label Does Not Stop at the Specified Position/The Label Does Not Stop](#)  – CT4-LX Operator Manual (Sato) **official**
- [Media Does Not Feed](#)  – CT4-LX Operator Manual (Sato) **official**
- [The Media Has Jammed](#)  – CT4-LX Operator Manual (Sato) **official**
- [Want to Print Using the Direct Thermal Media Without Using the Ribbon \(Such as When the Ribbon Runs Out\)](#)  – CT4-LX Operator Manual (Sato) **official**
- [The Label Is Not Printed Even If the Previous Label Is Dispensed](#)  – CT4-LX Operator Manual (Sato) **official**
- [The Media Is Not Cut](#)  – CT4-LX Operator Manual (Sato) **official**
- [Cannot Output After Data Is Sent](#)  – CT4-LX Operator Manual (Sato) **official**
- [Cannot Communicate via USB](#)  – CT4-LX Operator Manual (Sato) **official**
- [Cannot Communicate via LAN](#)  – CT4-LX Operator Manual (Sato) **official**
- [Cannot Communicate via Wireless LAN](#)  – CT4-LX Operator Manual (Sato) **official**

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- [Cannot Communicate via Bluetooth](#)  – CT4-LX Operator Manual (Sato) **official**
- [No Power/Nothing on the Screen](#)  – CT4-LX Operator Manual (Sato) **official**
- [The LED Lights Red](#)  – CT4-LX Operator Manual (Sato) **official**

See also

- Product page on timcod.fr (in French): [Sato CT4-LX](#)
- [All Sato printer troubleshooting guides](#) (FX3-LX, PW208NX, CL4NX, CL6NX Plus, PW4NX, WS2, WS4)
- [Maintenance and repair of Sato printers](#)
- [All printer troubleshooting guides, all brands](#)
- [Through-life maintenance \(MCO\): preventive and corrective maintenance](#) (in French)
- [Consumables for thermal printers: labels, thermal transfer ribbons, printheads](#) (in French)
- [RFID labels and RFID printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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