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TROUBLESHOOTING GUIDE

Toshiba B-852 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Toshiba documentation, B-852-R owner's manual (Owner's Manual and French user manual, Ver0120) and B-852-TS22-QQ/QP-R key operation specification (list at the end of the page)

TOSHIBA PHOTO

Toshiba B-852

In brief. The Toshiba B-852 is a large-format industrial label printer: 300 dpi printhead, print width up to 216.8 mm, media from 100 to 242 mm, thermal transfer or direct thermal; this guide covers the B-852-TS22-QP-R and B-852-TS22-QQ-R versions. Toshiba documents some twenty messages, displayed in English or French depending on the language chosen (TETE OUVERTE, FIN PAPIER, PB. PAPIER...). The most frequently cited causes are incorrectly loaded media or ribbon, a sensor that is badly positioned or badly set for pre-printed labels, and a dirty printhead. This guide covers these messages, the official procedures for loading, threshold setting and cleaning, as well as the errors of the optional cutter. Click a question to open its entry.

- **A message is displayed** (NO PAPER, HEAD OPEN, RIBBON ERROR...): find it in the [lookup table](#) and open the corresponding entry.

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- **No message, but the print quality is poor:** see [calibration](#), [ribbon and label loading](#) and [print quality](#) (printhead cleaning).
- **The problem keeps coming back:** the [preventive maintenance](#) section explains how it reduces this type of fault.

Which error is my Toshiba B-852 showing? Lookup by message and lights

The B-852 reports its errors on its one-line display, in English or in the language chosen in the parameters (TETE OUVERTE, FIN PAPIER...), and through its three lights: POWER (green), ON LINE (green) and ERROR (red). The four asterisks that follow some messages indicate the number of labels still to be printed. The table links each message to its cause and to the entry that resolves it.

Message or state	Lights (Toshiba specification)	Likely cause	Entry
HEAD OPEN	● ○ ○ POWER lit green, ON LINE off, ERROR off	Printhead block opened in online mode	HEAD OPEN
HEAD OPEN ****	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Feed or print started with the printhead block open	HEAD OPEN
COMMS ERROR	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Communication error (parity, overrun or framing error on RS-232C)	COMMS ERROR
PAPER JAM ****	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Media jammed, wrong sensor, black mark misaligned, different format	PAPER JAM

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Message or state	Lights (Toshiba specification)	Likely cause	Entry
CUTTER ERROR ****	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Media jammed in the optional cutter	<u>CUTTER ERROR</u>
NO PAPER ****	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Media run out, incorrectly loaded or slack	<u>NO PAPER</u>
RIBBON ERROR ****	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Ribbon not advancing, run out or torn, ribbon torque sensor	<u>RIBBON ERROR</u>
HEAD ERROR	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Printhead problem (faulty dots)	<u>HEAD ERROR</u>
EXCESS HEAD TEMP	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Printhead overheating	<u>EXCESS HEAD TEMP</u>
FLASH WRITE ERR.	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Flash memory write failure	<u>Memory errors</u>
FORMAT ERROR	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Flash memory format failure	<u>Memory errors</u>
FLASH CARD FULL	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Insufficient space in flash memory	<u>Memory errors</u>

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Message or state	Lights (Toshiba specification)	Likely cause	Entry
EEPROM ERROR	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Backup EEPROM cannot be read or written	<u>Memory errors</u>
Start of a command (e.g. PC001;0A00,0300,)	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Command error: the first 16 characters of the rejected command are displayed	<u>Command error</u>
SYNTAX ERROR	—	Incorrect command in firmware download mode	<u>SYNTAX ERROR</u>
POWER FAILURE	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Momentary power interruption	<u>POWER FAILURE</u>
SYSTEM ERROR	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Electrical noise, unearthed or shared power supply, host software	<u>SYSTEM ERROR</u>
LOW BATTERY	● ○ ● POWER lit green, ON LINE off, ERROR lit red	Real-time clock battery at 1.9 V or less	<u>LOW BATTERY</u>
LAN INITIAL... / DHCP INITIAL...	● ○ ○ POWER lit green, ON LINE off, ERROR off	Network or DHCP client initialisation in progress (status message)	<u>Ethernet network</u>

The light states come from the “LCD Messages and LED Indications” table (section 5.14) of the Toshiba B-852 key operation specification; the colours (POWER and ON LINE green, ERROR red) come from the owner's manual, section 3.1. The French labels are those of the French user manual and of the multilingual table in the same specification. The dash indicates that the page consulted does not specify the light states.

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Toshiba B-852 error messages: causes and solutions

The Toshiba B-852 owner's manual and key operation specification document some twenty messages. For each: 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 an authorised technician.

Why does my Toshiba B-852 show “HEAD OPEN” and refuse to print?

Message: **HEAD OPEN** or **HEAD OPEN ****** (**TETE OUVERTE** on a display set to French) ·

Lights: POWER lit green; ERROR off if the printhead was opened online, ERROR lit red if a feed or print was started with the printhead open.

Short answer: The printhead block is open: either it was opened in online mode, or a feed or print was started with the printhead open. Lower the printhead block, pressing at the points indicated to lock it, then press RESTART.

LIKELY CAUSE

The Toshiba manual distinguishes two messages: “HEAD OPEN”, printhead block opened in online mode, and “HEAD OPEN ****”, feed or print attempted while the printhead block was open. The four asterisks represent the number of unprinted labels (up to 9999).

Caution: Keep your fingers clear when opening or closing the cover and the printhead block. The printhead may be hot: do not touch it (Toshiba warnings).

WHAT TO DO

1. Lower the printhead block and press at the points indicated to lock it.
2. Close the top cover: Toshiba specifies that it must stay closed during normal operation.
3. Press RESTART to clear the error and resume printing.

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4. If the message does not clear with RESTART, switch the printer off and on again; Toshiba specifies that all print data in memory is then erased.

When to call a technician: if the message persists with the printhead locked and after a restart, Toshiba asks you not to attempt to repair the printer: switch it off, unplug it and contact an authorised Toshiba Tec technician.

Sources: [5.1 Error Messages](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [2.6 Loading the Ribbon](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.1 Error messages](#) – Toshiba B-852-R user manual (French, Ver0120) · [5.14 LCD Messages and LED Indications](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

Why does my Toshiba B-852 show “NO PAPER” when the roll is loaded?

Message: NO PAPER **** (FIN PAPIER **** in French) · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: The media has run out, is incorrectly loaded or is slack. Reload the roll, feeding it between the guides and under the upper sensor block, take up the slack, then press RESTART.

LIKELY CAUSE

The Toshiba manual cites three causes: media run out; media incorrectly loaded; media slack. Appendix 1 of the manual also covers the case of media incorrectly fitted on the roll holder.

Caution: The printhead may be hot: do not touch it, and do not touch its element when lifting the printhead block (static electricity can cause missing dots). Keep your hands clear of moving parts; Toshiba asks you to disconnect the mains power before any work on the ribbon or the media.

WHAT TO DO

1. If the roll has run out, fit a new one (see [loading labels](#)) and press RESTART.

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2. Otherwise, reload the media correctly: between the paper guides, under the upper sensor block, then beyond the platen roller; close the right-hand guide to centre the media and lock the guides.
3. Check that the roll is held firmly between the two flanges of the roll holder and that the holder is in place on its frame.
4. Take up the slack in the media, then press RESTART.
5. If the error does not clear with RESTART, switch the printer off and on again (the print data in memory is erased).

Sources: [5.1 Error Messages](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [2.4 Loading the Media](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [APPENDIX 1 MESSAGES AND LEDS](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.14 LCD Messages and LED Indications](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

Why does my Toshiba B-852 show “PAPER JAM”, and how do I clear the jam?

Message: PAPER JAM **** (PB. PAPIER **** in French) · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: The media is jammed, the selected sensor does not match the media, the black mark sensor is misaligned, or the format loaded differs from the programmed format. Clear the media, clean the platen roller, reload and press RESTART.

LIKELY CAUSE

Toshiba cites five causes: media jammed in the paper path or not feeding smoothly; wrong detection sensor selected; black mark sensor not aligned with the mark; size of the loaded media different from the programmed size; gap sensor unable to distinguish the printed area from the gap between labels.

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Caution: Do not scratch the printhead or the platen roller with a sharp tool: this can cause feed faults or damage the printer. Unplug the printer before any work; the printhead may be hot (Toshiba instructions).

WHAT TO DO (INCLUDING THE OFFICIAL PROCEDURE FOR REMOVING JAMMED MEDIA)

1. Open the top cover, press the release lever and lift the printhead block.
2. Lift the upper sensor block and remove the jammed media.
3. Clean the platen roller and the sensors (see [cleaning](#)), reload the media correctly and press RESTART.
4. If the selected sensor does not match the media, switch the printer off and on again, select the appropriate sensor and resend the print job.
5. If the black mark sensor is not aligned with the mark, adjust its position (see [sensor position](#)), then press RESTART.
6. If the programmed size differs from the loaded media, switch the printer off and on again, load media of the programmed size or program the size of the loaded media, then resend the print job.
7. With pre-printed labels, the key operation specification provides for manual threshold setting (see [calibration](#)).

When to call a technician: if the gap sensor cannot distinguish the printed area from the gap between labels, the manual refers you to your authorised technician; Toshiba also asks you to contact them if cutter jams are frequent.

Cutter jams can be caused by blade wear or residual adhesive from the labels: Toshiba asks you not to use unspecified media with the cutter. With automatic calibration enabled, the printer also reports a jam if it finds neither a gap nor a mark over 500 mm of media.

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Sources: [5.1 Error Messages](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.3 Removing Jammed Media](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.3 Removing jams](#) – Toshiba B-852-R user manual (French, Ver0120) · [5.11 Automatic Calibration Setting](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification · [5.14 LCD Messages and LED Indications](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

Why does my Toshiba B-852 show “RIBBON ERROR” with a thermal transfer ribbon?

Message: RIBBON ERROR **** (ERREUR RUBAN **** in French) · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: The ribbon is not advancing correctly, or it has run out or is torn. Remove the ribbon, check its condition and replace it if necessary, then press RESTART; if it has run out, load a new ribbon.

LIKELY CAUSE

The owner's manual cites two causes: the ribbon is not advancing correctly; the ribbon has run out. Appendix 1 of the manual adds a torn ribbon and a problem with the ribbon torque sensor.

Caution: The printhead may be hot: do not touch it. Disconnect the mains power before any work on the ribbon or the media (Toshiba warnings).

WHAT TO DO

1. Open the cover, lift the printhead block, remove the ribbon and check its condition; replace it if it is damaged.
2. If the ribbon has run out, load a new one: engage one end of the core in its guide by compressing the spring, the other end on the green hub, then turn the green hub to lock it. Do the same for the take-up core.
3. Take up any slack by turning the green hub of the take-up core: a wrinkled ribbon degrades the print.

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4. Close the printhead block, pressing at the points indicated, then press RESTART.

When to call a technician: if the ribbon still does not advance correctly after replacement, switch the printer off and call an authorised Toshiba Tec technician.

The LBL/RBN END parameter in the parameter menu determines whether the printer stops immediately (TYPE1) or finishes the current label (TYPE2) when the labels run out or a ribbon error occurs.

Sources: [5.1 Error Messages](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [2.6 Loading the Ribbon](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [APPENDIX 1 MESSAGES AND LEDS](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.7 Parameter Setting](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

Why does my Toshiba B-852 show “SYSTEM ERROR” at random?

Message: **SYSTEM ERROR** (identical in French) · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: Toshiba cites electrical interference, a mains cord that is not earthed, a power supply shared with other devices or faulty host software. Move the printer away from sources of interference, plug it into a dedicated earthed socket, check the computer, then switch the printer off and on again.

LIKELY CAUSE

Four causes according to the manual: printer near a source of interference, or power cords of other devices close to the printer or the interface cable; power cord not earthed; power supply shared with other electrical devices; error or malfunction in the host computer software. The key operation specification defines this error as abnormal system operation (access to an odd address, undefined instruction...).

WHAT TO DO

1. Move the printer and its interface cable away from the source of interference and from the power cords of other devices.

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2. Earth the power cord: Toshiba requires a three-pin earthed socket.
3. Give the printer a dedicated power supply, not shared with other electrical devices.
4. Check that the host computer and its software are working correctly.
5. Switch the printer off and on again: this error does not clear with RESTART.

When to call a technician: if the error comes back despite these checks, or if an unlisted message persists after a restart, Toshiba asks you not to attempt to repair the printer: switch it off, unplug it and contact an authorised Toshiba Tec technician.

The SYSTEM ERR maintenance counter, printed by the system mode self-test, totals these errors.

Sources: [5.1 Error Messages](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [APPENDIX 1 MESSAGES AND LEDS](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.14 LCD Messages and LED Indications](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification · [6.2 Self-Test](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

What do “FLASH WRITE ERR.”, “FORMAT ERROR”, “FLASH CARD FULL” or “EEPROM ERROR” mean on my Toshiba B-852?

Messages: FLASH WRITE ERR. (ERREUR MEM FLASH), FORMAT ERROR (ERREUR DE FORMAT), FLASH CARD FULL (MEM INSUFFISANTE), EEPROM ERROR · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: These are memory errors: unable to write to flash memory, formatting failure, insufficient space to store the data, or unable to read and write the backup EEPROM. Toshiba asks you to switch the printer off and on again: RESTART does not clear them.

LIKELY CAUSE

According to the Toshiba documentation: FLASH WRITE ERR., flash memory write error; FORMAT ERROR, erase error while formatting the flash memory; FLASH CARD FULL, data cannot be stored because of insufficient space in flash memory; EEPROM ERROR, unable to read or write the backup EEPROM.

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WHAT TO DO

1. Note the message displayed.
2. Switch the printer off, then back on: all print data in memory is then erased.
3. Repeat the operation that caused the error.

When to call a technician: if the error comes back after a restart, Toshiba asks you not to attempt to repair the printer and to contact an authorised Toshiba Tec technician.

While data is being saved to flash memory, the display shows SAVING (MEM LIB in French) followed by the remaining capacity, in KB, of the command and character storage areas.

Sources: [5.1 Error Messages](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [APPENDIX 1 MESSAGES AND LEDS](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.14 LCD Messages and LED Indications](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification · [5.15 LCD Messages in Different Languages \(Upper Line of LCD\)](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

Why does my Toshiba B-852 show a string of characters such as “PC001;0A00,0300,” instead of printing?

Message: the first 16 characters of a command (for example `PC001;0A00,0300,`) · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: The printer has received a command that it could not interpret: it displays the start of this command. Press RESTART; according to Toshiba, in the event of a command error, the printer then returns to its power-on state.

LIKELY CAUSE

According to the key operation specification, an error occurred while analysing a command received from the computer. The first 16 bytes of the incorrect command are displayed ([LF] and [NUL] are not displayed); codes outside the ranges 20H to 7FH and A0H to DFH appear as “?”.

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WHAT TO DO

1. Note the text displayed: it shows the start of the command rejected by the printer.
2. Press RESTART: in the event of a command or communication error, the printer returns to the power-on state, however long the button is pressed.
3. If the message comes back or if another unlisted message appears, switch the printer off and on again.

Sources: [5.14 LCD Messages and LED Indications](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification · [5.6 Reset](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification · [APPENDIX 1 MESSAGES AND LEDS](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) (official documentation).

Calibration problems: my Toshiba B-852 does not detect the start of the labels properly

The B-852 locates the start of the labels with a gap sensor or a black mark sensor; Toshiba describes sensor positioning, manual threshold setting, automatic calibration and fine adjustments.

How do I calibrate my Toshiba B-852 (threshold setting) when it does not detect the start of pre-printed labels properly?

Symptoms: start of label detected incorrectly or offset printing with pre-printed labels, or with tags that have a black mark on the back.

Short answer: With pre-printed labels, the ink can mislead the gap sensor; with black marks on the back, the reflection of the paper can vary. Toshiba then provides for manual threshold setting: in pause, hold PAUSE for 3 seconds, choose the sensor, then hold PAUSE while the printer feeds at least 1.5 labels.

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LIKELY CAUSE

According to the key operation specification, the printer normally corrects the print start position by itself, with the transmissive sensor (gaps between labels) or the reflective sensor (black marks). This correction can fail with pre-printed labels, whose ink changes the transmission of light, or with tags with black marks on the back whose reflection varies outside the marks.

Caution: During this feed, the printer detects no errors, neither label end nor cutter error (key operation specification). Keep your hands clear of moving parts.

OFFICIAL THRESHOLD SETTING PROCEDURE

1. First place the sensor in the right position (see [sensor position](#)) and load the labels; no particular label positioning is needed.
2. With the printer online and idle, press PAUSE: the display shows PAUSE.
3. Hold PAUSE down for at least 3 seconds: the display shows TRANSMISSIVE.
4. Press FEED to switch between TRANSMISSIVE (transmissive sensor) and REFLECTIVE (lower reflective sensor) and choose the sensor to set.
5. Hold PAUSE down: the printer feeds the labels to determine the threshold. Release PAUSE after at least 1.5 labels: the threshold is saved and the display returns to PAUSE.
6. Press RESTART to go back online.
7. In the print command, choose sensor type 3 (transmissive, pre-printed labels) or 4 (lower reflective, manual threshold); in the Toshiba driver, the Stock tab offers the corresponding “Manual Threshold” sensor types.

If fewer than 1.5 labels have been fed, the threshold may be wrong: start again. The setting has no effect with the printhead raised. If the position is still incorrect, Toshiba states that the sensor must be readjusted in system mode before repeating the setting; a backing that is too thick may require the transmissive sensor to be readjusted. The thresholds can also be fine-tuned (THRESHOLD<R> and THRESHOLD<T>, from 0.0 to 4.0 V) in the [fine adjustment](#) menu.



Sources: [5.5 Threshold Setting](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification · [5.8 Fine Adjustment Value Setting](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification · [3.3 Stock Tab](#) – Toshiba printer driver manual (Printer Driver Operating Manual, 27th edition) (official documentation).

How do I adjust the sensor position (gap or black mark) on my Toshiba B-852?

Symptoms: black mark not detected, PAPER JAM errors, round or offset labels not located correctly.

Short answer: With the printhead raised, turn the green sensor adjustment knob to place its arrow in the centre of the label (gap sensor), or the black mark indicator opposite the mark. According to Toshiba, a properly centred sensor detects the gaps reliably, even with round labels.

LIKELY CAUSE

The B-852 has a gap sensor (gaps between labels) and black mark sensors above and below the paper path; according to the manual, the sensors move from the centre to the left edge of the media. A misaligned black mark sensor causes the PAPER JAM error.

Caution: Do not touch the printhead element when lifting the printhead block: static electricity can cause missing dots. The printhead may be hot (Toshiba warnings).

OFFICIAL POSITIONING PROCEDURE

1. Lift the printhead block and feed the labels under the upper sensor block.
2. Gap sensor (labels): turn the green adjustment knob to move the sensor until its arrow is in the centre of the label.
3. Black mark sensor (tags), mark on the top: turn the knob until the black mark indicator is aligned with the mark.
4. Mark on the back: fold the media back to see the mark and its position relative to the sensor, then align it in the same way.
5. Close the printhead block and press RESTART if an error was displayed.

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Sources: [2.5 Setting Sensor Positions](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [1.2 Features](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [2.5 Positioning the sensors](#) – Toshiba B-852-R user manual (French, Ver0120) (official documentation).

How do I enable automatic calibration (AUTO CALIB) on my Toshiba B-852?

Symptoms: start of labels has to be found again after each change of roll or format.

Short answer: Once enabled, automatic calibration measures the gap or black mark each time the printhead is opened and then closed after power-on. Enable it in the <6> AUTO CALIB menu: ON TRANS. for the transmissive sensor (labels), ON REFLECT for the reflective sensor (black marks).

LIKELY CAUSE

According to the key operation specification, the printer analyses the sensor over 160 mm of media; if it finds at least two gaps or marks, it calculates the label length and stops 1 mm after the end of the second. Calibration accepts pitches from 10.0 to 150.0 mm.

Caution: Keep your hands clear of moving parts: the media advances during calibration.

OFFICIAL ACTIVATION PROCEDURE

1. With the printer online, press PAUSE.
2. Hold RESTART for at least 3 seconds: the display shows <1> RESET.
3. Press FEED five times to go through <2> PARAMETER SET, <3> ADJUST SET, <4> DUMP MODE and <5> EXPAND MODE to <6> AUTO CALIB.
4. Press PAUSE: the current setting is displayed (for example OFF).
5. Change the setting with the FEED and RESTART buttons: OFF (disabled), ON TRANS. (transmissive sensor) or ON REFLECT (reflective sensor).

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6. Press PAUSE to save: the display returns to <6> AUTO CALIB. Return to the <1> RESET menu with the RESTART button, then press PAUSE to go back online.

With calibration enabled, the label length, print length and sensor type sent by command are ignored. If no gap or mark is found over 500 mm, the printer stops on a jam. The ribbon is driven during calibration without triggering a ribbon error. With the cutter, the media is cut and ejected at the end if the last print used cutting.

Source: [5.11 Automatic Calibration Setting](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

How do I correct a print offset, cut offset or contrast on my Toshiba B-852?

Symptoms: print offset on the label, cut in the wrong place, print too light or too dark.

Short answer: The B-852 offers fine adjustments in the <3> ADJUST SET menu: feed (FEED ADJ.), cut position (CUT ADJ.), back feed (BACK ADJ.), horizontal offset (X ADJUST) and contrast (TONE ADJ.). You access it in pause by holding RESTART for 3 seconds, then pressing FEED twice.

LIKELY CAUSE

The Toshiba key operation specification describes these corrections in the fine adjustment menu, accessible from the reset menu.

OFFICIAL PROCEDURE (ADJUST SET MENU)

1. With the printer online and idle, press PAUSE.
2. Hold RESTART for at least 3 seconds: the display shows <1> RESET.
3. Press FEED twice: <2> PARAMETER SET, then <3> ADJUST SET.
4. Press PAUSE to enter the list. For each setting, choose the value with FEED and RESTART, then press PAUSE to save it and move on to the next.



5. Available settings: FEED ADJ. and CUT ADJ. (from -50.0 to +50.0 mm), BACK ADJ. (from -9.9 to +9.9 mm), X ADJUST (from -99.9 to +99.9 mm), TONE ADJ.<T> (thermal transfer) and TONE ADJ.<D> (direct thermal) from -10 to +10 steps, then the ribbon motor voltage and the sensor thresholds.
6. After the last setting, press PAUSE (<3> ADJUST SET), RESTART twice to return to <1> RESET, then PAUSE: the printer goes back online.

The Toshiba driver also offers fine adjustments for feed, back feed and cutting in its Stock tab.

Sources: [5.8 Fine Adjustment Value Setting](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification · [3.3 Stock Tab](#) – Toshiba printer driver manual (Printer Driver Operating Manual, 27th edition) (official documentation).

Ribbon and label loading problems on the Toshiba B-852

The official media and ribbon loading procedures, and the Toshiba rules for avoiding ribbon wrinkling.

Why does the paper on my Toshiba B-852 not advance, or why does the FEED button cause an error?

Symptoms: the media does not advance, or an error appears as soon as FEED is pressed after a full reset.

Short answer: According to Toshiba, the media is incorrectly loaded or the printer is in an error state. Just after a full reset, FEED also causes an error if the media does not match the default conditions (gap sensor, thermal transfer, 76.2 mm pitch): correct them through the driver or the print command, then press RESTART.



LIKELY CAUSE

The manual cites two causes for media that does not advance: media incorrectly loaded; printer in an error state. The error when FEED is pressed occurs when feeding or printing is requested outside the default conditions.

Caution: If the removable flange faces downwards once the roll is loaded, the roll may fall under its own weight and cause injury. The roll holder assembly can be heavy: mind your fingers. The printhead may be hot; keep your hands clear of moving parts and disconnect the mains power before working on the media (Toshiba warnings).

OFFICIAL MEDIA LOADING PROCEDURE

1. With the roll holder placed on its right side: loosen the green knobs, remove the removable flange, fit the roll (media unwinding from underneath), refit the flange pressing only on it for automatic centring, then tighten the knobs without overdoing it.
2. Place the roll holder in the rear notches of the frame (brass rings properly seated) and feed the media, from underneath the roll, into the rear slot.
3. Raise the top cover, press the release lever and lift the printhead block fully.
4. Unlock the paper guides, move the right-hand guide outwards, then pass the media between the guides, under the upper sensor block and beyond the platen roller (or as far as the cutter outlet).
5. Close the right-hand guide to centre the media, lock the guides, then move the roll holder forward into the front notch of the frame.
6. Set the printhead pressure lever (see [faded print](#)), then close the printhead block and the cover.
7. If an error appears when FEED is pressed just after a full reset, adapt the print conditions in the driver or the print command, then press RESTART.

The roll holder accepts 38, 40, 42 and 76.2 mm cores (remove the spacers for 38 to 42 mm). Toshiba requires labels wound inwards: outward-wound media may not feed properly.



Sources: [2.4 Loading the Media](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.2 Possible Problems](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.2 Possible problems](#) – Toshiba B-852-R user manual (French, Ver0120) (official documentation).

Why does the ribbon on my Toshiba B-852 wrinkle?

Symptoms: wrinkles on the ribbon, degraded print quality.

Short answer: Toshiba cites two causes: slack left in the ribbon when loading, and a ribbon width poorly matched to the media. Take up any slack by turning the green hub of the take-up core, and use a ribbon at least 10 mm wider than the media, without an excessive difference.

LIKELY CAUSE

The manual states that a wrinkled ribbon degrades print quality and that all slack must be taken up when loading. To avoid wrinkles, the ribbon must be at least 10 mm wider than the media, but too great a difference also causes wrinkles.

Caution: The printhead may be hot: do not touch it. Disconnect the mains power before any work on the ribbon (Toshiba warnings).

WHAT TO DO

1. Reload the supply roll: engage one end of the core in its guide by compressing the spring, the other end on the green hub, then turn the green hub to lock it. Do the same for the take-up core.
2. Take up any slack by turning the green hub of the take-up core.
3. Check the combination recommended by Toshiba: 120 mm ribbon for 100 to 110 mm media, 160 mm for 110 to 150 mm, 220 mm for 150 to 242 mm.
4. Close the printhead block, pressing at the points indicated.

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Sources: [2.6 Loading the Ribbon](#) · [7.2 Ribbon](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) (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).

Toshiba B-852 print quality: faded, blurred or blank print

Toshiba links most print defects to the ribbon/media combination, to loading and to a dirty printhead.

Why is the print on my Toshiba B-852 faded or blurred, and how do I clean the printhead?

Symptoms: blurred, faded or uneven print.

Short answer: Toshiba cites a ribbon poorly matched to the media and a dirty printhead. Clean the printhead with the cleaning pen supplied, choose a ribbon suited to the media and, if a tag or thin media prints too light, set the printhead pressure lever to the low position.

LIKELY CAUSE

According to the manual, blurred print comes from a ribbon unsuited to the media or a dirty printhead. The printhead pressure lever has two positions: high (low pressure) for thin tag stock and narrow media, low (high pressure) for labels, thick tag stock and wide media; the low position is mandatory for full-width media.

Caution: Unplug the mains cord before any maintenance (risk of electric shock). Let the printhead cool down, do not touch its element with bare hands (static electricity) and do not bring any hard object near it. Do not use thinner or benzene, and use only the printhead

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cleaner supplied: another product may shorten the life of the printhead. Do not pour water on the printer (Toshiba warnings).

OFFICIAL CLEANING PROCEDURE (PRINthead, ROLLER, SENSORS)

1. Switch the printer off, unplug it and open the top cover.
2. Press the release lever, lift the printhead block and remove the ribbon.
3. Clean the printhead element with the cleaning pen supplied (part no. 24089500013).
4. Lift the upper sensor block by its tab and wipe the gap sensor and the black mark sensor with a soft dry cloth.
5. Wipe the platen roller with a soft cloth lightly moistened with ethyl alcohol.
6. If the print remains faded on thin media, switch the printhead pressure lever to the low position; contrast can also be set with TONE ADJ. in the fine adjustment menu.

Toshiba recommends regular cleaning, and at each change of media or ribbon. A replacement cleaning pen can be obtained from an authorised Toshiba Tec technician.

Sources: [4.1.1 Print Head / Platen / Sensors](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.2 Possible Problems](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [2.4 Loading the media](#) – Toshiba B-852-R user manual (French, Ver0120) · [4.1 Maintenance](#) – Toshiba B-852-R user manual (French, Ver0120) (official documentation).

Why does my Toshiba B-852 output blank labels without printing anything?

Symptoms: the media advances, but nothing is printed.

Short answer: According to Toshiba, the media or ribbon is incorrectly loaded, the printhead is not properly in place, or the ribbon is not suited to the media. Reload the media and the ribbon, close the printhead block properly and choose a compatible ribbon.

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LIKELY CAUSE

The manual lists four causes: media incorrectly loaded; ribbon incorrectly loaded; printhead incorrectly installed; ribbon and media not matched.

Caution: The printhead may be hot: do not touch it. Disconnect the mains power before working on the ribbon or the media (Toshiba warnings).

WHAT TO DO

1. Reload the media (see [loading labels](#)).
2. Reload the ribbon without slack (see [loading the ribbon](#)).
3. Lower the printhead block and press at the points indicated to lock it.
4. Choose a ribbon suited to the media used.

Sources: [5.2 Possible Problems](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.2 Possible problems](#) – Toshiba B-852-R user manual (French, Ver0120) (official documentation).

Toshiba B-852 printhead: missing dots, HEAD ERROR, overheating

The printhead check built into system mode and the two printhead errors documented by Toshiba.

Why does my Toshiba B-852 print with missing dots, and how do I check the printhead?

Symptoms: missing dots in the print, incomplete lines or characters.

Short answer: Toshiba warns that touching the printhead element with bare hands can cause missing dots through static electricity. First clean the printhead, then run the automatic printhead check from system mode: NORMAL END indicates a



printhead with no faulty dots, HEAD ERROR indicates faulty dots.

LIKELY CAUSE

The manual mentions static electricity as a cause of missing dots when the printhead element is touched. The key operation specification provides a thermal printhead check that looks for faulty dots.

Caution: Do not touch the printhead element with bare hands and do not bring any hard object near it; the printhead may be hot (Toshiba instructions).

OFFICIAL PRINTHEAD CHECK PROCEDURE

1. Clean the printhead (see [cleaning the printhead](#)) and try again.
2. If dots are still missing, switch the printer off, then switch it back on while holding down FEED and PAUSE: system mode opens on the <1> DIAG menu.
3. Press PAUSE to go through the print type and issue type screens, to the maintenance counter screen.
4. Press FEED to display AUTO DIAGNOSTIC, then FEED again to display HEAD CHECK.
5. Press PAUSE to start the check: the display shows CHECKING.
6. Read the result: NORMAL END means that no dots are faulty, HEAD ERROR indicates faulty dots. Press PAUSE to return to the DIAG menu. If HEAD ERROR is displayed, see the [HEAD ERROR](#) entry.

The AUTO HD CHK parameter in the parameter menu lets you run this printhead check automatically at each power-on.

Sources: [2.4 Loading the Media](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [6.2 Self-Test](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification · [5.7 Parameter Setting](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

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What does “HEAD ERROR” mean on my Toshiba B-852, and does the printhead need replacing?

Message: **HEAD ERROR** (**ERREUR TETE** in French) · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: The Toshiba manual reports a printhead problem; the key operation specification refers to faulty dots on the thermal printhead. The solution given is to replace the printhead, then press RESTART.

LIKELY CAUSE

The owner's manual indicates a printhead problem. According to the key operation specification, this message indicates faulty dots on the thermal printhead; it also appears at the end of the system mode printhead check when a faulty dot is found.

Caution: Do not touch the printhead element with bare hands: static electricity can damage it (Toshiba caution).

WHAT TO DO

1. Confirm the diagnosis with the system mode printhead check (see [printhead check](#)).
2. If HEAD ERROR is confirmed, the printhead must be replaced; the error is then cleared with RESTART.
3. Replacing the printhead is not described in the owner's manual: have it done by an authorised technician.

When to call a technician: the owner's manual does not describe printhead replacement, and Toshiba asks you not to attempt to repair the printer yourself: call in an authorised Toshiba Tec technician.

Sources: [5.1 Error Messages](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.14 LCD Messages and LED Indications](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification · [6.2 Self-Test](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

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Why does my Toshiba B-852 stop with “EXCESS HEAD TEMP”?

Message: **EXCESS HEAD TEMP** (**TETE TROP CHAUDE** in French) · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: The printhead has overheated. Switch the printer off and let it cool down for about 3 minutes before switching it back on: RESTART does not clear this error.

LIKELY CAUSE

According to Toshiba, the printhead is overheating.

Caution: Do not touch the printhead: it may be very hot (Toshiba warning).

WHAT TO DO

1. Switch the printer off.
2. Let the printhead cool down for about 3 minutes.
3. Switch the printer back on and restart printing.

When to call a technician: if the error persists after cooling down, Toshiba asks you to call an authorised Toshiba Tec technician.

The manual gives an operating temperature of 5 to 40 °C.

Sources: [5.1 Error Messages](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [6. PRINTER SPECIFICATIONS](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.14 LCD Messages and LED Indications](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

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

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Toshiba B-852 connection problems: COMMS ERROR, Ethernet, Wi-Fi

What the Toshiba documentation provides for the serial link, the standard Ethernet network and the optional Wi-Fi module.

Why does my Toshiba B-852 show “COMMS ERROR”?

Message: **COMMS ERROR** (**ERR. COMMUNICAT.** in French) · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: A communication error has occurred; the key operation specification states that it is a parity, overrun or framing error on the RS-232C serial link. Check that the interface cable is properly connected and that the computer is switched on, then press RESTART.

LIKELY CAUSE

According to the manual, a communication error has occurred. The key operation specification defines it as a parity, overrun or framing error during RS-232C communication.

WHAT TO DO

1. Check that the interface cable is firmly connected to the printer and to the computer.
2. Check that the computer is switched on.
3. Press RESTART: in the event of a communication error, the printer returns to its power-on state.

The RS-232C serial port is an optional board (B-SA704-RS-QM-R). Its parameters (speed, data length, stop bit, parity, flow control) are set in the <2> PARAMETER SET menu (see [parameter menu](#)).

Sources: [5.1 Error Messages](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [1.6 Options](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.14 LCD Messages and LED Indications](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification · [5.6 Reset](#)  – Toshiba B-852-TS22-

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QQ/QP-R key operation specification (official documentation).

Why can my Toshiba B-852 not be reached on the Ethernet network, and where do I set its IP address?

Symptoms: printer unreachable on the network; LAN INITIAL... then DHCP INITIAL... messages during initialisation.

Short answer: First check that LAN is enabled in the <7> LAN menu: the OFF setting disables it. The IP address, gateway, subnet mask, socket port and DHCP are then set in system mode, <7> IP ADDRESS menu.

LIKELY CAUSE

The B-852 has a 10/100BASE LAN port as standard. According to the key operation specification, LAN can be disabled (OFF) or enabled with or without SNMP (ON SNMP ON, ON SNMP OFF). At power-on, the display shows LAN INITIAL... then DHCP INITIAL... while the network and the DHCP client are initialising.

WHAT TO DO

1. Check the network cable: Toshiba forbids connecting a cable coming from outside the building directly to the LAN port; go through a router, hub or modem located in the same building.
2. Enable LAN: in pause, hold RESTART for 3 seconds (<1> RESET), press RESTART until <7> LAN is displayed, then press PAUSE. Choose ON SNMP ON or ON SNMP OFF with FEED and RESTART, then save with PAUSE.
3. Check the network settings: the self-test parameter printout (<1> DIAG. menu in system mode) shows, among other things, the socket port, the MAC address and the DHCP settings.
4. To change the printer's IP address, gateway, subnet mask, socket port or DHCP, use the <7> IP ADDRESS menu in system mode, reserved for the administrator (FEED and PAUSE held down at power-on).

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5. On the computer, install the driver on a standard TCP/IP port: add a local printer, choose the TCP/IP port, manufacturer TEC or TOSHIBA, then the model.

The step-by-step procedure for the IP ADDRESS menu is in the Toshiba key operation specification (section 6.8).

Sources: [2.7 Connecting the Cables to Your Printer](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.12 LAN Enable/Disable Setting](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification · [6.1 Outline of System Mode](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification · [5.14 LCD Messages and LED Indications](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification · [2.2 Installation under Windows](#)  – Toshiba printer driver manual (Printer Driver Operating Manual, 27th edition) (official documentation).

How do I configure and troubleshoot Wi-Fi on my Toshiba B-852 (wireless network module)?

Symptoms: printer unreachable over Wi-Fi; module LED2 or LED3 flashing at start-up.

Short answer: Wi-Fi is only available on the B-852 with the optional B-SA704-WLAN-QM-R module. It is configured from a computer connected to the module; at start-up, LED2 flashing indicates a wired LAN error and LED3 flashing a wireless network error.

LIKELY CAUSE

The Toshiba guide for the module (B-SA4T, B-SX6T, B-SX8T and B-852-R series) describes its lights: LED1 (red) flashes at start-up and stays on during operation; in error mode at start-up, LED2 flashes for a wired LAN error and LED3 for a wireless network error.

WHAT TO DO

1. Watch the module's LED1 light: it flashes during start-up, then stays on during operation.
2. In error mode at start-up, identify the light that is flashing: LED2 for a wired LAN error, LED3 for a wireless network error.



3. To configure the module (host name, IP address in the access point's network, security), connect a computer to the module and use the browser-based configuration tool described in the Toshiba guide, then save and restart the module.
4. The module's INIT switch (SW1) restores the access point settings: when set to ON, lights 1 to 3 flash for about 3 seconds and then stay on; setting it back to OFF during those 3 seconds restores the default settings at the next start-up.

The module's default addresses and credentials are given in the Toshiba guide and are not repeated here. The IP LESS switch (SW2) allows operation without an IP address, but without TELNET, FTP or a web browser.

Sources: [3.3 LED Indication and 3.4 DIP SW](#)  – Toshiba B-SA4T/SX6T/SX8T/852-R wireless network setting specification (Wireless LAN Setting Specification, 3rd edition) · [APPENDIX 2 INTERFACE](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) (official documentation).

Toshiba B-852 cutter: CUTTER ERROR and faulty cutting

The B-852 has no peeler module; only the optional B-7208-QM-R cutter is concerned.

Why does my Toshiba B-852 show “CUTTER ERROR”, and how do I free the cutter?

Message: CUTTER ERROR **** (PB. CUTTER **** in French), optional cutter installed · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: Media is jammed in the optional cutter. Remove the jammed media, then press RESTART; if the cutter cover has to be removed, switch the printer off first, as the blade is sharp.



LIKELY CAUSE

According to Toshiba, media is jammed in the cutter. Cutter jams can be caused by blade wear or residual adhesive from the labels.

Caution: Disconnect the power before cleaning the cutter: the blade is sharp (Toshiba warnings). Do not use unspecified media with the cutter.

WHAT TO DO

1. Clear the media jammed in the cutter, then press RESTART.
2. If the paper cannot be reached, switch the printer off, remove the plastic-headed screw and take off the cutter cover.
3. Remove the jammed paper and debris, then clean the blade with a dry cloth.
4. Refit the cutter cover, switch the printer back on and restart printing.

When to call a technician: if the error persists, or if cutter jams are frequent, switch the printer off and call an authorised Toshiba Tec technician.

Sources: [5.1 Error Messages](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [4.1.3 Optional Cutter Module](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.3 Removing Jammed Media](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.15 LCD Messages in Different Languages \(Upper Line of LCD\)](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

Why does the cutter on my Toshiba B-852 not cut the labels?

Symptoms: the media comes out without being cut, or the cut is uneven.

Short answer: Toshiba cites three causes: cutter cover not fitted properly, jam in the cutter, dirty blade. With the printer switched off, refit the cover, remove the jammed paper and clean the blade with a dry cloth.

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LIKELY CAUSE

According to the manual: cutter cover not fitted properly; media jammed; dirty blade.

Caution: Disconnect the power before cleaning the cutter: the blade is sharp (Toshiba warnings).

OFFICIAL CUTTER CLEANING PROCEDURE

1. Switch the printer off.
2. Remove the plastic-headed screw and take off the cutter cover.
3. Remove the jammed paper and debris.
4. Clean the blade with a dry cloth.
5. Refit the cutter cover correctly.

Cutting is only available with the optional B-7208-QM-R cutter. In cut mode, Toshiba specifies a label at least 32 mm long, a gap of 6 to 20 mm and a pitch of at least 38 mm (25.4 mm for a tag).

Sources: [5.2 Possible Problems](#) · [4.1.3 Optional Cutter Module](#) · [7.1 Media](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) (official documentation).

Toshiba B-852 power supply: POWER FAILURE, LOW BATTERY, printer that will not switch on

The B-852 runs on mains power; LOW BATTERY concerns the battery of the optional real-time clock.

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Why does my Toshiba B-852 show “POWER FAILURE”?

Message: **POWER FAILURE** (identical in French) · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: A momentary power cut has occurred. Check the power source and, if the socket is shared with high-consumption devices, plug the printer into another socket; this error does not clear with RESTART.

LIKELY CAUSE

According to Toshiba, a momentary power failure has occurred.

Caution: Use only the cord supplied, plugged into a three-pin earthed socket, and plug it in with the power switch off (Toshiba instructions).

WHAT TO DO

1. Check the power source: B-852-TS22-QQ-R at 100 to 120 V, 60 Hz; B-852-TS22-QP-R at 220 to 240 V, 50 Hz.
2. If the socket is shared with high-consumption devices, use a different socket.
3. Switch the printer off and on again.

The POWER FAIL maintenance counter, printed by the system mode self-test, totals these power failures.

Sources: [5.1 Error Messages](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [2.3 Connecting the Power Cord](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [6. PRINTER SPECIFICATIONS](#)  – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.14 LCD Messages and LED Indications](#)  – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

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Why does my Toshiba B-852 show “LOW BATTERY” at start-up?

Message: **LOW BATTERY** (identical in French) · Lights: POWER lit green, ON LINE off, ERROR lit red.

Short answer: This is not a power battery: the real-time clock battery (option B-SA704-RTC-QM-R) is at 1.9 V or less and the battery check is enabled. RESTART does not clear it: hold RESTART until <1> RESET appears, disable the battery check in the <8> RTC SET menu and set the date and time; have the battery replaced by an authorised technician.

LIKELY CAUSE

According to Toshiba, the real-time clock battery voltage is equal to or less than 1.9 V. The key operation specification states that the printer then stops at power-on when the battery check (LOWBATT. CHECK) is set to ON.

WHAT TO DO

1. Hold RESTART down until <1> RESET is displayed.
2. Press RESTART until <8> RTC SET is displayed, then press PAUSE.
3. Set the date and then the time, confirming each step with PAUSE.
4. On the LOWBATT. CHECK line, choose OFF with FEED or RESTART, then confirm with PAUSE.
5. Return to the <1> RESET menu with the RESTART button, then press PAUSE to go back online.

When to call a technician: to replace the real-time clock battery, Toshiba asks you to contact an authorised Toshiba Tec technician.

With the battery check disabled, the clock works even with a weak battery, but the date and time are lost each time the printer is switched off and must be checked at each power-on. According to the key operation specification, the check is set to OFF when the printer leaves the factory and must be set to ON to use the clock function.

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Sources: [5.1 Error Messages](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.1 Error messages](#) – Toshiba B-852-R user manual (French, Ver0120) · [1.6 Options](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.13 Real Time Clock \(RTC\) Setting](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

Why will my Toshiba B-852 no longer switch on?

Symptoms: display off, POWER light off after pressing the power switch.

Short answer: Toshiba cites three causes: mains cord unplugged, faulty wall socket, blown fuse or tripped circuit breaker. Plug the cord back in, try another socket and check the fuse and the circuit breaker.

LIKELY CAUSE

According to the manual: power cord unplugged; problem with the mains socket; blown fuse or tripped circuit breaker.

Caution: Switch the printer on and off with its power switch, not by plugging in or unplugging the cord, and use only the cord supplied (Toshiba instructions).

WHAT TO DO

1. Check that the mains cord is properly plugged into the printer and the socket.
2. Plug the printer into another wall socket.
3. Check the fuse and the circuit breaker of the electrical installation.
4. Set the power switch to on: the ON LINE message (PRETE in French) should appear, with the POWER and ON LINE lights on.

When to call a technician: if the printer still does not switch on, Toshiba asks you not to attempt to repair it: unplug it and contact an authorised Toshiba Tec technician.

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Sources: [5.2 Possible Problems](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.2 Possible problems](#) – Toshiba B-852-R user manual (French, Ver0120) · [2.8 Turning the Printer ON/OFF](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) (official documentation).

Toshiba B-852 driver, firmware and reset

The workarounds from the Toshiba driver manual and the reset procedures described in the manual.

Why is my Toshiba B-852 not recognised over USB, or why will its properties not open in Windows?

Symptoms: undefined device after connecting USB, driver installation failed, printer properties cannot be opened.

Short answer: The Toshiba driver manual provides three workarounds: the PnP recovery tool if an undefined device appears after Plug and Play installation; the TECDRVIN tool if installation has failed; over USB, if the properties will not open, delete all printers with Driver Wizard, restart, then reinstall the driver.

LIKELY CAUSE

The Toshiba driver manual, which covers the B-852-R (B-852-TS22-QQ/QP-R), describes these cases in its installation precautions.

WHAT TO DO

1. Log on to the computer as an administrator.
2. USB installation: with the printer switched on, connect it to the computer with the USB cable; driver installation starts automatically. Check that a new icon appears in the Printers folder.
3. If an undefined device is created, run Start > TOSHIBA TEC > TPCL Printer Driver > PnP recovery, then click Install.

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4. If installation has failed, or after uninstalling, run TECDRVIN from the same menu, then click Install.
5. If the USB printer properties will not open: delete all printers with Driver Wizard, restart the computer, reinstall the driver and add the printer again.

For Plug and Play installation on a parallel port, the driver manual asks you to set the PLUG & PLAY parameter to ON in the printer.

Sources: [1.7 Cautions for installation \(IMPORTANT\)](#) [↗](#) · [2.3 Installation under Windows \(USB with Plug & Play Enabled\)](#) [↗](#) – Toshiba printer driver manual (Printer Driver Operating Manual, 27th edition) (official documentation).

Why does my Toshiba B-852 show “SYNTAX ERROR” during a firmware update?

Message: SYNTAX ERROR .

Short answer: According to the user manual, the printer received an incorrect command while it was in firmware download mode. Switch the printer off and on again.

LIKELY CAUSE

The Toshiba user manual indicates an incorrect command received in firmware download mode.

WHAT TO DO

1. Switch the printer off, then back on without holding any button: it restarts in online mode.
2. Download mode is entered by holding FEED, RESTART and PAUSE down at power-on; enter it only to load firmware.



Sources: [5.1 Error messages](#) – Toshiba B-852-R user manual (French, Ver0120) · [5.1 Error Messages](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [4 General View of Key Operation](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

How do I reset my Toshiba B-852 and clear the current data?

Need: cancel a job, clear the data received or get out of an error.

Short answer: Resetting clears the print data received from the computer and returns the printer to the idle state. Press PAUSE, hold RESTART for at least 3 seconds until <1> RESET appears, then press PAUSE.

LIKELY CAUSE

The Toshiba manual describes resetting from the control panel; according to the key operation specification, the printer then returns to the state it would be in after a restart.

Caution: Switch the printer off with its power switch, never by unplugging the cord. Do not switch it off during printing or while the ON LINE light is flashing (Toshiba instructions).

OFFICIAL RESET PROCEDURE

1. With the printer switched on, idle or printing, press PAUSE: printing stops.
2. Hold RESTART down for at least 3 seconds: the display shows <1> RESET.
3. Press PAUSE: the data received from the computer is cleared and the printer returns to idle (ONLINE).

Pressing RESTART for less than 3 seconds in an error or in pause restarts printing. Switching the printer off also clears all print data. System mode also has a <6> RAM CLEAR menu (resetting the maintenance counters or the parameters), reserved for the technician or the administrator.

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Sources: [3.3 Reset](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [2.8 Turning the Printer ON/OFF](#) – Toshiba B-852-R owner's manual (Owner's Manual, Ver0120) · [5.6 Reset](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification · [6.1 Outline of System Mode](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

Other Toshiba B-852 settings: display language and parameters

The parameter menu, useful for switching the display to French.

How do I switch the display on my Toshiba B-852 to French (parameter menu)?

Need: change the display language or a printer parameter.

Short answer: The display language is set in the <2> PARAMETER SET menu, on the LCD line: English, German, French, Dutch, Spanish, Japanese or Italian. In French, the messages become, for example, TETE OUVERTE, FIN PAPIER or PB. PAPIER.

LIKELY CAUSE

The Toshiba key operation specification describes the parameter menu, accessible from the reset menu.

OFFICIAL PROCEDURE (PARAMETER SET MENU)

1. With the printer online, press PAUSE, then hold RESTART for at least 3 seconds: <1> RESET is displayed.
2. Press FEED (<2> PARAMETER SET), then PAUSE: the first parameter, FONT CODE, is displayed.
3. Press PAUSE to confirm each parameter without changing it, until you reach the LCD line (for example LCD ENGLISH).

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4. Choose the language with FEED and RESTART, then press PAUSE to save it.
5. Continue with PAUSE to the last parameter: <2> PARAMETER SET reappears. Press RESTART (<1> RESET), then PAUSE to go back online.

The same menu also sets the RS-232C parameters, the function of the FEED button (feed or print), the automatic printhead check at power-on (AUTO HD CHK), Plug and Play and the behaviour when labels or ribbon run out (LBL/RBN END).

Sources: [5.7 Parameter Setting](#) · [5.15 LCD Messages in Different Languages \(Upper Line of LCD\)](#) – Toshiba B-852-TS22-QQ/QP-R key operation specification (official documentation).

When should you call a technician for a Toshiba B-852?

The entries above first suggest reloading, cleaning, an adjustment or a restart. Toshiba asks you not to attempt to repair the printer yourself: in the following cases, switch it off, unplug it and call in an authorised Toshiba Tec technician:

- **“HEAD OPEN” persisting with the printhead locked:** after closing the printhead block again and restarting.
- **“PAPER JAM” caused by the gap sensor, or frequent cutter jams:** sensor that cannot distinguish the printed area from the gap between labels.
- **Persistent “RIBBON ERROR”:** ribbon that still does not advance after replacement.
- **Recurring “SYSTEM ERROR” or unlisted message:** after checking the earth, the dedicated power supply and the computer.
- **Memory errors after restarting:** flash memory or backup EEPROM.
- **“HEAD ERROR”:** printhead replacement, not described in the owner's manual.
- **“EXCESS HEAD TEMP” after cooling down:** head overheating that does not go away.
- **Persistent “CUTTER ERROR”:** cutter to be checked.
- **“LOW BATTERY”:** replacement of the real-time clock battery.
- **Printer that will not switch on:** after checking the cord, the socket, the fuse and the circuit breaker.

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Avoiding recurring faults on the Toshiba B-852: 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 B-852 fleet:

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 Toshiba technicians

Support from teams who know your equipment.

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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).

Toshiba B-852 troubleshooting: frequently asked questions

How do I calibrate a Toshiba B-852?

First place the sensor in the centre of the label, or opposite the black mark. If the start of the labels is still detected incorrectly, especially with pre-printed labels, set the threshold: in pause, hold PAUSE for 3 seconds, choose TRANSMISSIVE or REFLECTIVE with FEED, then hold PAUSE while the printer feeds at least 1.5 labels. Automatic calibration can also be enabled in the AUTO CALIB menu. [See the detailed entry.](#)

What does “NO PAPER” mean on a Toshiba B-852?

NO PAPER, or FIN PAPIER in French, indicates that the media has run out, is incorrectly loaded or is slack. Reload the roll between the guides and under the upper sensor block, take up the slack, then press RESTART. [See the detailed entry.](#)

Why does my Toshiba B-852 show “HEAD OPEN”?

The printhead block was opened in online mode, or a feed or print was started with the printhead open. Lower the printhead block, pressing at the points indicated to lock it, then press RESTART. [See the detailed entry.](#)

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What should I do about a “RIBBON ERROR” on a Toshiba B-852?

The ribbon is not advancing correctly, or it has run out or is torn. Remove the ribbon, check it and replace it if necessary, take up any slack, then press RESTART. If the ribbon still does not advance, Toshiba asks you to call an authorised technician. [See the detailed entry.](#)

How do I clean the printhead on a Toshiba B-852?

Switch off and unplug the printer, lift the printhead block and remove the ribbon. Clean the printhead element with the cleaning pen supplied, wipe the sensors with a dry cloth and the platen roller with a cloth lightly moistened with ethyl alcohol. Toshiba recommends this cleaning at each change of media or ribbon. [See the detailed entry.](#)

How do I reset a Toshiba B-852?

Press PAUSE, hold RESTART for at least 3 seconds until RESET is displayed, then press PAUSE. The data received from the computer is cleared and the printer returns to idle. [See the detailed entry.](#)

How do I set a Toshiba B-852 to French?

In pause, hold RESTART for 3 seconds, press FEED to display PARAMETER SET, then PAUSE. Confirm the parameters with PAUSE until you reach the LCD line, choose the language with FEED and RESTART, then save with PAUSE. [See the detailed entry.](#)

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How do I adjust the print contrast on a Toshiba B-852?

Contrast is set in the ADJUST SET fine adjustment menu, with TONE ADJ. for thermal transfer and for direct thermal, from -10 to +10 steps. On thin media that prints too light, Toshiba also says to set the printhead pressure lever to the low position. [See the detailed entry](#).

Sources consulted

All the causes, procedures and messages in this guide come from the documents below, part of the official Toshiba documentation, consulted on 20 October 2026.

- [Barcode Printers Owner's Manual B-852-TS22-QP-R / B-852-TS22-QQ-R](#) [↗](#) – B-852-R owner's manual, Ver0120 (English) **official**
- [Barcode printer user manual B-852-TS22-QP-R / B-852-TS22-QQ-R](#) [↗](#) – B-852-R user manual, Ver0120 (French) **official**
- [TOSHIBA Bar Code Printer B-852-TS22-QQ/QP-R Key Operation Specification](#) [↗](#) – key operation specification, first edition, Toshiba America Business Solutions **official**
- [TOSHIBA Barcode Printer Printer Driver Operating Manual](#) [↗](#) – printer driver manual, 27th edition (June 2024) **official**
- [TOSHIBA Barcode Printer B-SA4T/SX6T/SX8T/852-R Series Wireless LAN Setting Specification](#) [↗](#) – B-SA704-WLAN-QM wireless network module specification, 3rd edition **official**

The B-852 data sheet hosted on toshibatec.eu and, in the B-852 key operation specification, sections 6.4 to 7 (system mode fine adjustment and test print, sensor adjustment, RAM CLEAR, IP address, download mode) were not consulted for this guide and are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- [All Toshiba printer troubleshooting guides \(B-EX4T1, B-EX6\)](#)

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- [Maintenance and repair of Toshiba 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)
- [Printer cleaning kits](#) (in French)

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