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TROUBLESHOOTING GUIDE

Toshiba B-EX4T1 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Toshiba documentation, B-EX4T1 Series owner's manual, B-EX4T Series French user manual and B-EX4T1/4T2/4D2/6T1/6T3 key operation specification (list at the end of the page)

TIMCOD PRODUCT PAGE (IN FRENCH)

See the Toshiba B-EX4 Series product page →

In brief. The Toshiba B-EX4T1 is a 4-inch industrial label printer (104 mm print width), thermal transfer or direct thermal, at 203 dpi (B-EX4T1-GS) or 305 dpi (B-EX4T1-TS), with optional cutter, peel-off module, Wi-Fi and RFID. Toshiba documents some twenty messages, displayed in English or in the language chosen (TÊTE OUVERTE, PAS DE PAPIER, BOURRAGE PAPIER...), with three pages of on-screen help. The most frequently cited causes are incorrectly loaded media or ribbon, a sensor that is badly positioned or not set, 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 cutter, the peeler and the RFID module. 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-EX4T1 showing? Lookup by message and lights

The B-EX4T1 reports its errors on its graphic display, in English or in the language chosen (TÊTE OUVERTE, PAS DE PAPIER...), and through its ONLINE and ERROR lights. When an error occurs, the RIGHT or ENTER button opens three pages of help: error details, troubleshooting, recovery. The table links each message to its cause and to the entry that resolves it.

Message or state	Lights (Toshiba documentation)	Likely cause	Entry
HEAD OPEN	—	Printhead block opened online, or feed / print started with the printhead open	HEAD OPEN
COMMS ERROR	—	Parity or framing error on the RS-232C link	COMMS ERROR
PAPER JAM	—	Media jammed or incorrectly loaded, wrong sensor, sensor misaligned or not calibrated, different format	PAPER JAM
CUTTER ERROR	—	Media jammed in the cutter or cutter cover not properly fitted	CUTTER ERROR

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Message or state	Lights (Toshiba documentation)	Likely cause	Entry
NO PAPER	—	Media run out or incorrectly loaded, sensor badly positioned or not calibrated, media slack	<u>NO PAPER</u>
NO RIBBON	ERROR on	Ribbon run out	<u>NO RIBBON</u>
Flashing “ribbon near end” icon	ERROR flashing (500 ms on, 500 ms off)	Ribbon nearly finished	<u>NO RIBBON</u>
RIBBON ERROR	—	Ribbon not driven correctly or missing, ribbon sensor faulty	<u>RIBBON ERROR</u>
REWIND FULL	—	Internal rewinder full	<u>REWIND FULL</u>
HEAD ERROR	—	Printhead problem	<u>HEAD ERROR</u>
EXCESS HEAD TEMP	—	Printhead overheating	<u>EXCESS HEAD TEMP</u>
MEMORY WRITE ERR.	—	Error writing to flash memory or a USB memory stick	<u>Memory errors</u>
FORMAT ERROR	—	Flash memory or USB flash drive formatting error	<u>Memory errors</u>
MEMORY FULL	—	Insufficient space in flash memory or on the USB flash drive	<u>Memory errors</u>

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Message or state	Lights (Toshiba documentation)	Likely cause	Entry
EEPROM ERROR	—	Backup EEPROM cannot be read or written	<u>Memory errors</u>
SYNTAX ERROR	—	Incorrect command, especially in download mode	<u>Firmware and SYNTAX ERROR</u>
POWER FAILURE	—	Momentary power interruption	<u>POWER FAILURE</u>
SYSTEM ERROR	ERROR flashing (500 ms on, 500 ms off)	Electrical noise, unearthed or shared power supply, host software	<u>SYSTEM ERROR</u>
INTERNAL COM ERR	—	Hardware error in the internal serial interface	<u>SYSTEM ERROR</u>
RFID WRITE ERROR	—	RFID tag write failed after the set number of attempts	<u>RFID errors</u>
RFID ERROR	—	No communication with the RFID module	<u>RFID errors</u>
RFID CONFIG ERR	—	RFID module destination code not set	<u>RFID errors</u>
LOW BATTERY	—	Real-time clock battery low	<u>LOW BATTERY</u>
PASSWORD INVALID	—	Wrong password entered three times	<u>PASSWO RD INVALID</u>

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Message or state	Lights (Toshiba documentation)	Likely cause	Entry
DHCP CLIENT INIT...	—	DHCP client initialisation in progress (status message)	Network

The French labels are those of the multilingual table in the Toshiba key operation specification (section 6.10); the French user manual sometimes uses others (PB. PAPIER, FIN PAPIER, PB CUTTER...), which are given in the entries. The lights shown come from section 6.2 of this specification and section 2.3.2 of the manual; according to section 6.2, the ERROR light comes on when the printer is in an error state. The dash indicates that the page consulted does not specify the light status for this message; the colour of the lights is not specified.

Toshiba B-EX4T1 error messages: causes and solutions

The Toshiba B-EX4T1 owner's manual documents some twenty error 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-EX4T1 show “HEAD OPEN” when the printhead seems to be closed?

Message: **HEAD OPEN** (**TÊTE OUVERTE** on a display set to French; “TETE OUVERTE” in the French user manual).

Short answer: The printhead block was opened in online mode, or a feed or print was started with the printhead open. Lower the printhead block, turn the head lever to the LABEL or TAG position to lock it, then press RESTART if a print was in progress.

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LIKELY CAUSE

The Toshiba manual distinguishes two cases: the printhead block is open in online mode; a feed or print was attempted while the printhead block was open. The manual specifies that printing is only possible with the head lever in the LABEL or TAG position.

Caution: Keep your fingers clear when opening or closing the cover and the printhead block; the head is hot just after printing (Toshiba warnings).

WHAT TO DO

1. Lower the printhead block and refit the ribbon shaft holder plate.
2. Turn the head lever to the LABEL (labels) or TAG (tags) position: these positions lock the printhead and allow printing.
3. Close the top cover.
4. If the error appeared during a feed or print, press RESTART.
5. 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-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.3.1 Loading the Media](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.1 Error messages](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) · [6.10 LCD Messages and LED Indications](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

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Why does my Toshiba B-EX4T1 show “NO PAPER” when the roll is loaded?

Message: **NO PAPER** (**PAS DE PAPIER** on a display set to French; “FIN PAPIER” in the French user manual).

Short answer: The roll has run out or is incorrectly loaded, the sensor is not positioned over the gap or the black mark, its threshold is not set for this media, or the media is slack. Reload the media, adjust the sensor position, take up the slack, then press RESTART.

LIKELY CAUSE

The Toshiba manual cites five causes: media run out; media incorrectly loaded; sensor position not adjusted; sensor not calibrated for the media used; media slack.

Caution: Do not touch moving parts: load the media only once the printer has completely stopped. The printhead is hot just after printing; keep your fingers clear when closing the cover (Toshiba warnings).

WHAT TO DO

1. If the roll has run out, load a new one and press RESTART.
2. Otherwise, reload the media correctly, with a straight path centred under the printhead (see [loading labels](#)), then press RESTART.
3. Adjust the sensor position: gap sensor in the centre of the labels, or black mark sensor in the centre of the mark. Press RESTART.
4. Take up the slack in the media.
5. If the error persists, set the sensor threshold (see [calibration](#)).

When to call a technician: if setting the threshold does not resolve the error, Toshiba asks you to switch the printer off and call an authorised Toshiba Tec technician.

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The manual specifies that a black mark sensor that does not detect the centre of the mark can cause a PAPER JAM or NO PAPER error.

Sources: [5.1 Error Messages](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.3.1 Loading the Media](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.1 Error messages](#) – Toshiba B-EX4T Series user manual (French, Ver0220) · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Why does my Toshiba B-EX4T1 show “PAPER JAM”, and how do I clear the jam?

Message: **PAPER JAM** (**BOURRAGE PAPIER** on a display set to French; “PB. PAPIER” in the French user manual).

Short answer: The media is jammed or incorrectly loaded, or the printer cannot find the start of the labels: wrong sensor chosen, black mark sensor misaligned, format different from the programmed format or threshold not set. Remove the jammed media, clean the printhead and the platen roller, reload and press RESTART.

LIKELY CAUSE

Toshiba cites six causes: media jammed or not feeding smoothly; media incorrectly loaded; wrong sensor selected; black mark sensor misaligned with the mark; media size different from the programmed size; sensor not calibrated for the media used.

Caution: Do not use any sharp tool and keep watches and rings away from the printhead: its element is easily damaged by impact. Do not scratch the printhead or the platen roller (Toshiba instructions).

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

1. Switch off and unplug the printer, open the top cover, turn the head lever to FREE and release the ribbon shaft holder plate.

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2. Open the printhead block, remove the ribbon and the media, then clear the jammed media without using any tool that could damage the printer.
3. Clean the printhead and the platen roller, remove dust and foreign matter, reload the media correctly and press RESTART.
4. If the sensor chosen 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 misaligned, adjust its position (see [calibration](#)), 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. If the sensor is not calibrated for the media, set the threshold (see [calibration](#)).

When to call a technician: if the error persists after setting the threshold, Toshiba asks you to switch the printer off and call an authorised Toshiba Tec technician; also contact them if the cutter jams frequently.

Cutter jams can be caused by wear or by label adhesive on the blade: Toshiba asks you to use only specified media. The manual also specifies that a rotary cutter without the ribbon saving module (B-EX904-R-QM-R) can cause a PAPER JAM or RIBBON ERROR.

Sources: [5.1 Error Messages](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [5.3 Removing Jammed Media](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.3.1 Loading the Media](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.3 Removing jams](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) · [6.10 LCD Messages and LED Indications](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).



Why does my Toshiba B-EX4T1 show “NO RIBBON”, and how do I load the ribbon?

Message: NO RIBBON (PAS DE RUBAN on a display set to French) · Light: ERROR on.

Short answer: The ribbon has run out: the ribbon sensor, at the back of the printhead block, has detected its end. Load a new ribbon, take up any slack, then press RESTART.

LIKELY CAUSE

According to Toshiba, the ribbon has run out. The ribbon sensor mounted at the back of the printhead block detects the end of the ribbon, displays NO RIBBON and turns on the ERROR light.

Caution: Do not touch moving parts: load the ribbon only once the printer has completely stopped. The printhead is hot just after printing, and its element is sensitive to static electricity: do not touch it (Toshiba warnings).

OFFICIAL RIBBON LOADING PROCEDURE

1. Open the cover, turn the head lever to FREE, release the ribbon shaft holder plate and open the printhead block.
2. Slide the ribbon stoppers onto the ends of the shafts, with the clips facing the inside of the printer, then place the ribbon on the shafts leaving some slack between the spools, following the threading diagram.
3. Centre the ribbon by moving the stoppers.
4. Lower the printhead block and refit the holder plate, aligning its holes with the shafts.
5. Wind the leader onto the take-up core until you can see the inked ribbon at the front of the printer, to take up any slack.
6. Turn the head lever to the locked position, close the top cover, then press RESTART.

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Before the ribbon runs out, the “ribbon nearly finished” icon flashes on the display and the ERROR light flashes at one-second intervals (500 ms on, 500 ms off). Toshiba asks you not to load a ribbon with direct thermal media.

Sources: [5.1 Error Messages](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.3.2 Loading the Ribbon](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [3.2 LCD](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [6.2 LED Function](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Why does my Toshiba B-EX4T1 show “RIBBON ERROR” when the ribbon is installed?

Message: **RIBBON ERROR** (**ERREUR RUBAN** in French).

Short answer: The ribbon is not advancing correctly, it is not loaded, or the ribbon sensor is faulty. Remove the ribbon, check its condition and replace it if necessary, reload it without slack, then press RESTART.

LIKELY CAUSE

Toshiba cites three causes: the ribbon is not advancing correctly; the ribbon is not loaded; problem with the ribbon sensor.

Caution: Load the ribbon with the printer stopped and let the printhead cool down (Toshiba warnings).

WHAT TO DO

1. Remove the ribbon and check its condition; replace it if necessary.
2. If no ribbon is loaded, install one (see [loading the ribbon](#)).
3. Take up any slack by winding the leader onto the take-up core, then press RESTART.

When to call a technician: if the error persists after replacing the ribbon, or if the ribbon sensor is faulty, Toshiba asks you to switch the printer off and call an authorised Toshiba Tec technician.

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The manual specifies that a rotary cutter used without the ribbon saving module (B-EX904-R-QM-R) can cause a PAPER JAM or RIBBON ERROR.

Sources: [5.1 Error Messages](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.3.1 Loading the Media](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.1 Error messages](#) – Toshiba B-EX4T Series user manual (French, Ver0220) (official documentation).

Why does my Toshiba B-EX4T1 show “SYSTEM ERROR”?

Message: **SYSTEM ERROR** (**ERREUR SYSTÈME** on a display set to French) · Light: ERROR flashing (500 ms on, 500 ms off).

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: 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 operation detected by the system.

WHAT TO DO

1. Move the printer and its interface cables away from the source of interference and from the power cords of other devices.
2. Earth the power cord.
3. Give the printer a dedicated power supply.
4. Check that the host computer and its software are working correctly.
5. Switch the printer off and on again: RESTART does not clear this error.

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

According to the key operation specification, the INTERNAL COM ERR message indicates a hardware error in the internal serial interface; RESTART does not clear it.

Sources: [5.1 Error Messages](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [6.2 LED Function](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

What do “MEMORY WRITE ERR.”, “FORMAT ERROR”, “MEMORY FULL” or “EEPROM ERROR” mean on my Toshiba B-EX4T1?

Messages: MEMORY WRITE ERR. (ERR. ECRITURE MÉMOIRE), FORMAT ERROR (ERREUR DE FORMAT), MEMORY FULL (MÉMOIRE PLEINE), EEPROM ERROR (ERREUR EEPROM), with the French labels in brackets.

Short answer: These are memory errors: unable to write to or format the flash memory or the USB flash drive, insufficient space to save, 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 manual: MEMORY WRITE ERR., write error in flash memory or on the USB flash drive; FORMAT ERROR, formatting error in flash memory or on the USB flash drive; MEMORY FULL, insufficient space in flash memory or on the USB flash drive; EEPROM ERROR, unable to read or write the backup EEPROM.

WHAT TO DO

1. Note the message displayed.
2. Switch the printer off, then back on: the print data in memory is then erased.

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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.

Sources: [5.1 Error Messages](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [Appendix 1: Messages and LEDs](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Calibration problems: my Toshiba B-EX4T1 does not detect the start of the labels properly

The B-EX4T1 locates the start of the labels with a gap sensor or a black mark sensor; Toshiba describes sensor positioning, manual threshold setting and the choice of calibration.

How do I calibrate my Toshiba B-EX4T1 (threshold setting) when it does not detect the start of the labels properly?

Symptoms: start of label detected incorrectly, PAPER JAM or NO PAPER errors with no jam, especially with pre-printed labels or black marks on the back.

Short answer: First place the sensor in the centre of the labels, or in the centre of the black mark. If the start is still detected incorrectly, set the threshold: in pause, hold PAUSE for 3 seconds, choose the reflective or transmissive sensor, then hold PAUSE while the printer feeds at least 1.5 labels. The OK (Mid.) result is optimal; confirm with ENTER.

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LIKELY CAUSE

According to the key operation specification, the ink on some pre-printed labels prevents the transmissive sensor from detecting the gaps correctly; with black marks on the back, the reflection of the media can vary outside the marks. The manually set threshold is kept in non-volatile memory: there is no need to repeat it for the same media.

Caution: During the setting, neither the end of the media nor the end of the ribbon is detected: watch the feed and keep your hands clear of moving parts.

OFFICIAL SENSOR POSITIONING AND THRESHOLD SETTING PROCEDURE

1. Gap sensor: slide the sensor by hand to place it in the centre of the labels.
2. Black mark sensor: pull about 500 mm of media out of the front, fold it back and pass it under the printhead beyond the sensor so that you can see the mark from above, then align the sensor with the centre of the mark.
3. With the printer online, press PAUSE, then hold PAUSE down for 3 seconds.
4. Choose the sensor with UP or DOWN: 1) REFL.(PRE-PRINT) (reflective) or 2) TRANS. (PRE-PRINT) (transmissive), then press ENTER.
5. Load the media if the display asks you to, then press PAUSE to start.
6. Hold PAUSE down to feed the media over at least 1.5 labels, then release.
7. Read the result: OK (Mid.) is optimal; OK (High) or OK (Low) may fail if the gap is very small; NG requires a fine adjustment (RIGHT button). Press ENTER to confirm and return to pause, or FEED to start again.
8. In the print command, choose sensor type 3 (transmissive, pre-printed media) or 4 (reflective, manual threshold); in the Toshiba driver, the Stock tab offers the corresponding “Manual Threshold” types.

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 thick backing may require the transmissive sensor to be readjusted. The DETECTION LEVEL menu in user system mode is also used to set the threshold.

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Sources: [6.6 Manual Threshold Setting](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [2.3.1 Loading the Media](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.6.2 Threshold Setting Mode](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [3.5 User System Mode](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [3.3 Stock Tab](#) – Toshiba printer driver manual (Printer Driver Operating Manual, 27th edition) (official documentation).

How do I enable automatic calibration on my Toshiba B-EX4T1?

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

Short answer: The calibration type is chosen in the initial setup wizard (CALIBRATE screen: OFF, LABEL/GAP or BLACK MARK), which appears at first start-up and after the parameters have been cleared. After that, the CALIBRATE parameter is in the SET PARAMETERS menu of user system mode.

LIKELY CAUSE

According to the manual, the initial setup wizard asks for the language, the print mode (with or without ribbon) and the calibration type. With calibration disabled, it asks for media detection and the paper length.

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

OFFICIAL PROCEDURE (INITIAL SETUP WIZARD)

1. At first start-up, or after the parameters have been cleared, the STARTUP SETTINGS screen appears: press ENTER.
2. Choose the language, then the print mode: with ribbon or without ribbon.
3. On the CALIBRATE screen, choose LABEL/GAP (labels with gaps) or BLACK MARK with UP or DOWN and confirm with ENTER; OFF disables calibration.
4. With calibration disabled, the wizard asks for media detection, then the paper length (76 mm by default, from 10 to 1500 mm).

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5. Confirm the end of the wizard: the settings are saved, the DHCP client initialises and the printer goes online.
6. To change the setting later: online, hold MODE for 3 seconds to open user system mode, then open SET PARAMETERS > CALIBRATE.

In the wizard, the MODE button returns to the start screen without saving. Toshiba asks you to run automatic calibration before each RFID calibration, to place the media at the print start position.

Sources: [2.6.10 Initial Setting Wizard](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [8 Initial Setting Wizard](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [6.7 RFID Calibration](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [3.5 User System Mode](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) (official documentation).

Ribbon and label loading problems on the Toshiba B-EX4T1

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

Why does the paper on my Toshiba B-EX4T1 not advance, or why does the FEED button cause an error?

Symptoms: the media does not advance, or an error appears when 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. 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.

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Caution: Do not touch moving parts: load the media only once the printer has completely stopped, to avoid fingers, jewellery or clothing being caught. The printhead is hot just after printing; do not touch its element (static electricity) and keep watches and rings away from it (Toshiba warnings).

OFFICIAL MEDIA LOADING PROCEDURE

1. Open the top cover, turn the head lever to FREE, release the ribbon shaft holder plate and open the printhead block.
2. Turn the locking ring anticlockwise and remove the flange from the roll holder spindle.
3. Place the roll on the spindle, pass the media around the guide shaft and pull it towards the front of the printer.
4. Refit the flange (lug in the groove of the spindle) and push it against the roll to centre it automatically, then tighten the ring without overdoing it.
5. Place the media between the guides, adjust them to its width and tighten the locking screw; check that the path is straight and centred under the printhead.
6. Lower the printhead block, position the sensor (see [calibration](#)), then turn the head lever to the LABEL (labels) or TAG (tags) position and close the cover.
7. If an error appears when FEED is pressed after a full reset, adapt the print conditions in the driver or the print command, then press RESTART.

For a tag less than 50 mm wide, Toshiba asks you to set the head lever to the LABEL position. The correct position may vary depending on the media: if in doubt, the manual refers you to an authorised technician.

Sources: [2.3.1 Loading the Media](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [5.2 Possible Problems](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [7.1 Media](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.2 Possible problems](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) (official documentation).

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Why is the ribbon on my Toshiba B-EX4T1 wrinkling?

Symptoms: wrinkles on the ribbon, streaks or poorly printed areas.

Short answer: Toshiba cites slack left in the ribbon and a ribbon width poorly matched to the media. Take up all slack when loading, and use a ribbon at least 5 mm wider than the media, without an excessive difference.

LIKELY CAUSE

According to the manual, printing with a wrinkled ribbon degrades print quality. To avoid wrinkles, the ribbon must be at least 5 mm wider than the media, but too great a difference also causes wrinkles. Printing in the non-guaranteed areas of the media can also wrinkle the ribbon.

Caution: Load the ribbon with the printer stopped and let the printhead cool down (Toshiba warnings).

WHAT TO DO

1. Reload the ribbon, centred with the stoppers, with the stopper clips facing the inside of the printer.
2. Wind the leader onto the take-up core until you can see the inked ribbon at the front of the printer, to take up any slack.
3. Choose a ribbon at least 5 mm wider than the media, without an excessive difference; for 120 mm media, Toshiba specifies a 112 mm ribbon.
4. Do not print in the non-guaranteed areas of the media shown in the manual.

The optional ribbon saving module (B-EX904-R-QM-R) stops the ribbon from advancing over non-printed areas, provided that a minimum non-printed area, which depends on the speed, is observed (20 mm at 3 inches per second, 75 mm at 14 inches per second).

Sources: [2.3.2 Loading the Ribbon](#) · [7.2 Ribbon](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) (official documentation).

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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-EX4T1 print quality: blurred, faded, blank or intermittent print

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

Why is the print on my Toshiba B-EX4T1 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 Toshiba printhead cleaner or a cotton bud lightly moistened with alcohol, choose a suitable ribbon and check the position of the head lever (LABEL for labels, TAG for tags).

LIKELY CAUSE

According to the manual, blurred print comes from a ribbon unsuited to the media or a dirty printhead. The head lever has two pressure levels: LABEL for labels, TAG for tags; the correct position may vary depending on the media.

Caution: Unplug the mains cord before any maintenance (risk of electric shock) and let the printhead cool down. Do not touch its element with bare hands (static electricity), keep watches and rings away from it and do not knock it. Do not use thinner or benzene, and do not pour water on the printer (Toshiba warnings).

OFFICIAL CLEANING PROCEDURE (PRINthead, ROLLERS, SENSORS)

1. Switch the printer off and unplug it.

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2. Open the top cover, turn the head lever to FREE, release the ribbon shaft holder plate and open the printhead block.
3. Remove the ribbon and the media.
4. Clean the printhead element with the printhead cleaner, a cotton bud or a soft cloth lightly moistened with alcohol.
5. Wipe the platen roller, the feed roller and the pinch roller with a soft cloth lightly moistened with alcohol, and remove dust and foreign matter.
6. Wipe the gap sensor and the black mark sensor with a soft dry cloth.
7. Reload the media and the ribbon, then check the position of the head lever.

Toshiba recommends this cleaning every day with heavy use, every week with light use, and at each change of media or ribbon. The printhead cleaner can be obtained from an authorised Toshiba Tec technician. The fine position and contrast adjustments are part of user system mode.

Sources: [4.1.1 Print Head/Platen/Sensors](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [5.2 Possible Problems](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.3.1 Loading the Media](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [3.1.1 Printhead, rollers and sensors](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) (official documentation).

Why does my Toshiba B-EX4T1 output blank labels with no printing?

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.

LIKELY CAUSE

The manual cites three causes: media or ribbon incorrectly loaded; printhead incorrectly installed; ribbon and media poorly matched.

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Caution: Load the media and the ribbon with the printer stopped; the printhead is hot just after printing (Toshiba warnings).

WHAT TO DO

1. Reload the media (see [loading labels](#)).
2. Reload the ribbon without slack (see [loading the ribbon](#)).
3. Close the printhead block properly and turn the lever to the LABEL or TAG position.
4. Choose a ribbon suited to the media.

Toshiba asks you not to load a ribbon with direct thermal media.

Sources: [5.2 Possible Problems](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.2 Possible problems](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) · [2.3.2 Loading the Ribbon](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) (official documentation).

Why does my Toshiba B-EX4T1 print intermittently during long runs?

Symptom: printing pauses from time to time during a long continuous print run.

Short answer: During a long continuous print run, the printer pauses printing from time to time to let the printhead, whose temperature has risen, cool down. The Toshiba user manual states that you can continue to use it like this: this behaviour affects neither its service life nor its safety.

LIKELY CAUSE

According to the French user manual, the printhead temperature rises during a long continuous print run; the printer then pauses printing to cool it down.

WHAT TO DO

1. Let the printer carry on: according to Toshiba, this behaviour is normal.
2. If the printer stops with the EXCESS HEAD TEMP message, follow the [EXCESS HEAD TEMP](#) entry.

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Source: [Troubleshooting \(intermittent printing\)](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) (official documentation).

Toshiba B-EX4T1 printhead: HEAD ERROR and overheating

The two printhead errors documented by Toshiba and what to do about them.

What does “HEAD ERROR” mean on my Toshiba B-EX4T1, and does the printhead need replacing?

Message: **HEAD ERROR** (**ERREUR DE TÊTE** on a display set to French; “ERREUR TETE” in the French user manual).

Short answer: The Toshiba manual reports a printhead problem, and the solution given is to replace the printhead. This replacement is not described in the owner's manual: have it done by an authorised technician.

LIKELY CAUSE

According to the manual, the printhead has a problem.

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

WHAT TO DO

1. Note the message and switch the printer off and on again to check whether it persists.
2. If HEAD ERROR persists, the printhead must be replaced.
3. Replacing the printhead is not described in the owner's manual: entrust it to an authorised Toshiba Tec technician.

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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.

Toshiba offers optional 203 dpi (B-EX704-TPHE2-QM-R) and 305 dpi (B-EX704-TPHE3-QM-R) printheads to change the printer's resolution. System mode includes a printhead check (HEAD CHECK), described in the Toshiba key operation specification.

Sources: [5.1 Error Messages](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [1.5 Option](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Why does my Toshiba B-EX4T1 stop with “EXCESS HEAD TEMP” during printing?

Message: **EXCESS HEAD TEMP** (**TETE TROP CHAUDE** in French).

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 is hot just after printing (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.

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

Not to be confused with intermittent printing, which is normal during long runs (see [intermittent printing](#)). The manual gives an operating temperature of 5 to 40 °C.

Sources: [5.1 Error Messages](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [6. Printer Specifications](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.1 Error messages](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) (official documentation).

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

Toshiba B-EX4T1 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.

Why does my Toshiba B-EX4T1 show “COMMS ERROR”?

Message: **COMMS ERROR** (“ERR. COMMUNICAT.” in the French user manual; truncated label “ERREURS DE COMMUNICAT” in the key operation specification).

Short answer: A communication error has occurred; the key operation specification states that it is a parity 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 or framing error during RS-232C communication; RESTART lets you resume.

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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.

The RS-232C serial port is an optional board (B-EX700-RS-QM-R); USB and LAN are standard.

Sources: [5.1 Error Messages](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [1.5 Option](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.1 Error messages](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) · [6.10 LCD Messages and LED Indications](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Why can my Toshiba B-EX4T1 not be reached on the network (Ethernet or Wi-Fi)?

Symptoms: no IP address shown on the display, Wi-Fi icon off or flashing, `DHCP CLIENT INIT...` message at start-up.

Short answer: The B-EX4T1 has an Ethernet port as standard; Wi-Fi requires an optional board (B-EX700-WLAN-QM-R or B-EX700-WLAN3-QM-S). According to the manual, the display shows the IP address when LAN or Wi-Fi is enabled, and the Wi-Fi icon is on when the printer is connected to an access point, flashing when roaming, and off when it is disconnected.

LIKELY CAUSE

The manual describes the indicators on the online screen: IP address icon when LAN or Wi-Fi is enabled; on Wi-Fi, signal strength on four levels and an access point connection icon.

Caution: Keep at least 20 cm between the wireless module and the body (excluding hands, wrists, feet and legs). Outdoors, only the 2.4 GHz band is permitted. Do not use the printer in aircraft or hospitals where this is prohibited: it can interfere with pacemakers and medical equipment. Do not dismantle or modify the module (Toshiba instructions).

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WHAT TO DO

1. Look at the online screen: if there is no IP address icon, LAN or Wi-Fi is not enabled.
2. On Ethernet, check the cable on the standard RJ-45 connector.
3. On Wi-Fi, check the connection icon and the signal level; check that the board is installed (B-EX700-WLAN-QM-R board inserted in its slot and cover fixed with two screws, or B-EX700-WLAN3-QM-S module with its antenna mounted vertically).
4. Keep the printer away from microwave ovens, which can degrade wireless communication, and use it indoors, away from windows.
5. The network settings are in the Interface > LAN/WLAN menu in system mode; the Toshiba Printer Setting Tool for the B-EX4 Series also connects over LAN and Wi-Fi.
6. On the computer side, install the driver on a standard TCP/IP port (add a local printer, TCP/IP port, manufacturer TEC or TOSHIBA).

After the parameters have been cleared, the initial setup wizard reinitialises the DHCP client. The procedure for the LAN/WLAN menu is in the Toshiba key operation specification (section 9.9.1).

Sources: [2.4 Connecting the Cables to Your Printer](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.1.1 WLAN Module Installation](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [3.2 LCD](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.6.10 Initial Setting Wizard](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [Printer Setting Tool – SETTING TOOL FOR B-EX4 Series](#) – Toshiba Tec download page for the setting tool · [2.2 Installation under Windows](#) – Toshiba printer driver manual (Printer Driver Operating Manual, 27th edition) (official documentation).

Toshiba B-EX4T1 cutter, peeler and rewinder: errors and cleaning

Errors and malfunctions of the optional modules: disc or rotary cutter, peel-off module and internal rewinder.

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Why does my Toshiba B-EX4T1 show “CUTTER ERROR”, and how do I free the cutter?

Message: CUTTER ERROR (ERREUR MASSICOT on a display set to French; “PB CUTTER” in the French user manual), cutter installed.

Short answer: Media is jammed in the cutter, or the cutter cover is not fitted properly. Remove the jammed media and refit the cover correctly, then press RESTART.

LIKELY CAUSE

Toshiba cites two causes: media jammed in the cutter; cutter cover not fitted properly.

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

WHAT TO DO

1. Switch the printer off before working on the cutter.
2. Loosen the two plastic-headed screws and remove the cutter cover (rotary cutter: remove the screws under the cover).
3. Remove the jammed paper, then clean the cutter with a soft cloth lightly moistened with alcohol.
4. Refit the cutter cover correctly, switch the printer back on and restart printing; if the error appeared without a restart, press RESTART.

When to call a technician: if the error persists after the media has been removed, or if the cutter jams frequently, switch the printer off and call an authorised Toshiba Tec technician.

Toshiba asks you to cut through the backing paper and not through the labels: adhesive builds up on the blade and reduces the quality and service life of the cutter. Tag stock thicker than the specified limit also shortens its service life.

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Sources: [5.1 Error Messages](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.1.3 Optional Cutter Module](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.3.1 Loading the Media](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Why does the cutter on my Toshiba B-EX4T1 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, remove the cover, take out the jammed paper, clean the blade with a soft cloth lightly moistened with alcohol and refit the cover.

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. Loosen the two plastic-headed screws and remove the cutter cover (rotary cutter: remove the screws under the cover).
3. Remove the jammed paper.
4. Clean the cutter with a soft cloth lightly moistened with alcohol.
5. Refit the cutter cover.

The B-EX4T1 accepts a disc cutter (B-EX204-QM-R), which stops the media at each cut, and a rotary cutter (B-EX204-R-QM-R), which cuts without stopping; the rotary cutter requires the B-EX904-R-QM-R ribbon saving module.

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Sources: [5.2 Possible Problems](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.1.3 Optional Cutter Module](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [1.5 Option](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [3.1.3 Massicot Optionnel](#) – Toshiba B-EX4T Series user manual (French, Ver0220) (official documentation).

Why does the peel-off module on my Toshiba B-EX4T1 not peel the labels?

Symptoms: the labels stay on their backing in peel-off mode.

Short answer: Toshiba cites a label that is too thin or an adhesive that is too strong. Change the label, following the media specifications in the manual, or enable the pre-peel function (Pre Peel); also check that the backing paper is wound correctly and that the rewinder selector is set to STANDARD/PEEL OFF.

LIKELY CAUSE

According to the manual, the label media is too thin or the adhesive is too sticky.

Caution: Do not touch moving parts: load the media only once the printer has completely stopped (Toshiba warning).

WHAT TO DO (INCLUDING THE OFFICIAL LOADING PROCEDURE FOR PEEL-OFF MODE)

1. Remove the labels from the start of the roll to free 500 mm of backing paper.
2. Pass the backing paper under the peel-off plate.
3. Wind it anticlockwise onto the rewinder spool and secure it with the clip (long side in the shallow groove).
4. Turn the spool anticlockwise a few turns to take up the slack.
5. Set the rewinder selector to STANDARD/PEEL OFF.
6. If the labels still do not peel off, change the label (see the media specifications in the manual) or enable the Pre Peel function.

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The peel-off module is option B-EX904-H-QM-R. The manual does not specify where the Pre Peel function is set; the user system mode menus are described in the Toshiba key operation specification.

Sources: [5.2 Possible Problems](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.3.1 Loading the Media](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.2 Possible problems](#) – Toshiba B-EX4T Series user manual (French, Ver0220) (official documentation).

What should I do when my Toshiba B-EX4T1 shows “REWIND FULL”?

Message: **REWIND FULL** (**REENROULEUR PLEIN** on a display set to French; “REWIND FULL” in the French user manual).

Short answer: The internal rewinder is full. Remove the backing paper wound on the rewinder, then press RESTART.

LIKELY CAUSE

According to Toshiba, the internal rewinder is full.

Caution: Do not touch moving parts: work on the printer only once it has completely stopped (Toshiba warning).

WHAT TO DO

1. Open the top cover.
2. Remove the backing paper wound on the rewinder spool.
3. If you are continuing in peel-off mode, re-attach the backing paper to the spool (see [peel-off module](#)).
4. Close the cover and press RESTART.

Sources: [5.1 Error Messages](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.1 Error messages](#) – Toshiba B-EX4T Series user manual (French, Ver0220) · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

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Toshiba B-EX4T1 power supply: POWER FAILURE, LOW BATTERY, printer that will not switch on

The B-EX4T1 runs on mains power; LOW BATTERY concerns the battery of the optional real-time clock.

Why does my Toshiba B-EX4T1 show “POWER FAILURE”?

Message: **POWER FAILURE** (**ERREUR D'ALIMENTATION** on a display set to French; “DEFAULT ALIMENTATION” in the French user manual).

Short answer: A momentary power cut has occurred. Check that the power supply matches the printer's specifications and do not plug it into the same socket as high-consumption devices; this error does not clear with RESTART.

LIKELY CAUSE

According to Toshiba, a momentary power failure has occurred. The key operation specification states that the display may be disrupted just before the message appears.

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

WHAT TO DO

1. Check that the power source matches the printer's specifications.
2. If the socket is shared with high-consumption devices, use a different socket.
3. Switch the printer off and on again, once the ONLINE and ERROR lights have stopped flashing.

Sources: [5.1 Error Messages](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.1 Error messages](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) · [6.10 LCD Messages and LED Indications](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

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Why does my Toshiba B-EX4T1 show “LOW BATTERY”?

Message: **LOW BATTERY** (**BATTERIE FAIBLE** on a display set to French).

Short answer: This is not a power battery: the real-time clock battery (optional B-EX700-RTC-QM-R board) is low. Toshiba asks you to have it replaced by a technician; to carry on in the meantime, switch the printer back on in system mode, set the date and time, then reset it.

LIKELY CAUSE

According to Toshiba, the real-time clock battery voltage is low. RESTART does not clear this error.

WHAT TO DO

1. Switch the printer off while it is in the error state.
2. Switch it back on in system mode, holding FEED and PAUSE (or MODE) at power-on.
3. Set the date and time of the real-time clock again.
4. Reset the printer to put it back online.
5. The date and time remain correct as long as the printer stays switched on; they are lost the next time it is switched off.

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

According to Toshiba, system mode is mainly for maintenance technicians; its RTC menu includes a battery check (BATTERY CHECK), described in the key operation specification.

Sources: [5.1 Error Messages](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [1.5 Option](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.6.9 General View of Key Operation](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.1 Error messages](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) · [6.10 LCD Messages and LED Indications](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

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Why will my Toshiba B-EX4T1 no longer switch on?

Symptoms: display off, no lights on 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, test the socket with the cord of another device 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: risk of fire, electric shock or damage (Toshiba instruction).

WHAT TO DO

1. Check that the mains cord is properly plugged into the printer and the socket.
2. Test the socket with the cord of another electrical device.
3. Check the fuse and the circuit breaker of the electrical installation.
4. Set the power switch to on ("I" side): the ON LINE message should appear and the ONLINE and POWER lights should come 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.

After switching off, the ONLINE and ERROR lights flash together: Toshiba asks you not to switch the printer back on until they have stopped flashing.

Sources: [5.2 Possible Problems](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.5 Turning the Printer ON/OFF](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [4.2 Possible problems](#)  – Toshiba B-EX4T Series user manual (French, Ver0220) (official documentation).

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Toshiba B-EX4T1 driver, firmware and reset

Installing the Windows driver, the firmware update modes and the different ways of resetting the printer according to Toshiba.

How do I install the Windows driver for my Toshiba B-EX4T1, and what should I do if it is not recognised over USB?

Symptoms: unable to print from Windows, undefined device after connecting USB, printer properties cannot be opened.

Short answer: Toshiba provides a Windows driver to download from its website; first uninstall any old driver and restart the computer. Over USB, if an undefined device appears, run the PnP recovery tool; if the printer properties will not open, delete all printers with Driver Wizard, restart and reinstall the driver.

LIKELY CAUSE

According to the manual, once the Toshiba driver is installed, the printer is used from Windows like a laser or inkjet printer, over USB or LAN. The driver manual, which covers the B-EX4T1-GS12 (203 dpi) and TS12 (305 dpi), describes the workarounds in case of failure.

WHAT TO DO

1. Download the driver and its installation manual from the Toshiba Tec download area (toshibatec.com).
2. If an old driver is installed, uninstall it and restart the computer before installing the new one.
3. Log on as an administrator, switch the printer on and connect it with the USB cable: installation starts automatically; check that a new icon appears in the Printers folder.
4. If an undefined device is created, run Start > TOSHIBA TEC > TPCL Printer Driver > PnP recovery, then Install; if installation has failed, run TECDRVIN from the same menu.

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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.
6. Do a test print from the Stock tab in the driver properties (print mode, sensor type, issue mode, speed, gap between labels).

Sources: [2.7 Printer Drivers](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.8 Print Test](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [1.7 Cautions for installation \(IMPORTANT\)](#)  – Toshiba printer driver manual (Printer Driver Operating Manual, 27th edition) · [2.3 Installation under Windows \(USB with Plug & Play Enabled\)](#)  – Toshiba printer driver manual (Printer Driver Operating Manual, 27th edition) (official documentation).

How do I update the firmware on my Toshiba B-EX4T1, and what should I do about a “SYNTAX ERROR”?

Message: SYNTAX ERROR (ERREUR DE SYNTAXE on a display set to French).

Short answer: Toshiba provides two routes: download mode (FEED, RESTART and PAUSE held down at power-on) and automatic configuration mode, which updates the firmware from a USB flash drive (CANCEL held down at power-on). SYNTAX ERROR indicates an incorrect command received in download mode: switch the printer off and on again.

LIKELY CAUSE

According to the manual, SYNTAX ERROR appears when an incorrect command, for example a print command, is received in download mode. The key operation specification associates it more broadly with a command analysis error; up to 42 bytes of the command concerned are then shown on lines 3 and 4 of the display.

Caution: Do not switch the printer off during printing or while the ONLINE light is flashing, and use the power switch rather than the cord (Toshiba instructions).

WHAT TO DO

1. If a SYNTAX ERROR occurs in download mode, switch the printer off and on again.

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2. Outside download mode, a command error is cleared with RESTART; the bytes displayed let you identify the rejected command.
3. Download mode: switch the printer off, then switch it back on while holding FEED, RESTART and PAUSE until the menu appears; it is used to load the boot and main programs.
4. Automatic configuration: switch the printer off, then switch it back on while holding CANCEL until the menu appears; the printer updates its firmware with the program saved on the USB flash drive.
5. After switching off, wait until the ONLINE and ERROR lights have stopped flashing before switching the printer back on.

Preparing the USB flash drive and the automatic configuration file is described in the Toshiba key operation specification (section 12). The Printer Setting Tool for the B-EX4 Series also lets you configure the printer and send files to it.

Sources: [5.1 Error Messages](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.6 Outline of Each Mode](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.5 Turning the Printer ON/OFF](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [6.10 LCD Messages and LED Indications](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [Printer Setting Tool – SETTING TOOL FOR B-EX4 Series](#)  – Toshiba Tec download page for the setting tool (official documentation).

How do I cancel a print job or reset my Toshiba B-EX4T1?

Need: cancel a job, get out of an error or return to the initial settings.

Short answer: In an error or in pause, hold CANCEL for at least 3 seconds: the printer performs a quick reset, deletes the data received and goes back online. Errors that RESTART does not clear require the printer to be switched off and on again; the RESET menu in user system mode also resets the printer.



LIKELY CAUSE

The Toshiba key operation specification distinguishes resuming with RESTART, cancelling the job with CANCEL (quick reset) and restarting, which is needed for errors that RESTART cannot clear.

Caution: Switch the printer off with its power switch, not by unplugging the cord. Do not switch it off during printing or while the ONLINE light is flashing (Toshiba instructions).

OFFICIAL PROCEDURES

1. Resume: RESTART resumes printing after a pause or a recoverable error.
2. Cancelling the job: in an error or in pause, hold CANCEL for 3 seconds; the data received is deleted as long as the button is held. Release it once all the data has been deleted, otherwise a command error may occur.
3. Reset: online, hold MODE for 3 seconds to open user system mode, then choose RESET.
4. Restart: check that ON LINE is displayed and that the ONLINE light is solid, switch off with the power switch, wait for the ONLINE and ERROR lights to stop flashing, then switch back on. The print data is erased.
5. Returning to the initial settings: after a RAM clear (RAM CLEAR) in system mode, the initial setup wizard appears at the next start-up (language, printing with or without ribbon, calibration).

According to Toshiba, system mode is mainly for maintenance technicians; the RAM CLEAR procedure is in the key operation specification. The printer may ask for a password when entering user system mode (see [PASSWORD INVALID](#)).

Sources: [6.9 Job Cancellation](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [3.3 Operation Example](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [3.5 User System Mode](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.5 Turning the Printer ON/OFF](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.6.10 Initial Setting Wizard](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) (official documentation).

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Toshiba B-EX4T1 RFID errors

The RFID module is only available as an option; here are the messages and the RFID calibration that Toshiba documents.

Why does my Toshiba B-EX4T1 RFID show “RFID WRITE ERROR” or “RFID ERROR”?

Messages: `RFID WRITE ERROR ( ERREUR ECRITURE RFID )`, `RFID ERROR ( ERREUR RFID )`, `RFID CONFIG ERR ( ERREUR CONFIG. RFID )`.

Short answer: RFID WRITE ERROR indicates that writing an RFID tag has failed despite the set number of attempts: press RESTART. RFID ERROR indicates that the printer is no longer communicating with the RFID module: switch it off and on again. If write failures recur, Toshiba provides for an RFID calibration.

LIKELY CAUSE

RFID WRITE ERROR: tag write failed after the set number of attempts. RFID ERROR: no communication with the RFID module. RFID CONFIG ERR: RFID module destination code not defined (models with a pre-installed U2 or U4 module); RESTART does not clear it.

WHAT TO DO (INCLUDING THE OFFICIAL RFID CALIBRATION PROCEDURE)

1. RFID WRITE ERROR: press RESTART.
2. RFID ERROR: switch the printer off and on again, as RESTART is not enough.
3. Before an RFID calibration, run automatic calibration (see [automatic calibration](#)) to place the media at the print start position.
4. Online, press PAUSE, then hold ENTER for 3 seconds: the RFID calibration start screen appears (CANCEL to cancel).
5. Press ENTER to start the calibration and wait for the result.
6. If a tag is detected, press ENTER to save the position and the AGC value, or CANCEL to discard them; if no tag is found (Not found), press CANCEL.

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

According to the key operation specification, RFID calibration applies only to the B-EX4T1-QM with the B-EX700-RFID-U4-EU/US/AU-R module and the TSE Web tag (NXP U-Code G2iL chip); only the FRONT antenna position can be used. Calibration writes EPC data to the tag, which cannot then be reused reliably; its result serves as a guide without guaranteeing perfect reading and writing. It is not available in peel-off mode.

Sources: [5.1 Error Messages](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [2.6.3 RFID Calibration Mode](#) – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [6.7 RFID Calibration](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Other Toshiba B-EX4T1 problems: password

The message that appears after the password has been entered incorrectly several times.

What should I do if my Toshiba B-EX4T1 shows “PASSWORD INVALID”?

Messages: `INPUT PASSWORD` , `PASSWORD INVALID` / `Please Power OFF` (`MOT DE PASSE INVALIDE` on a display set to French).

Short answer: An incorrect password has been entered three times in a row.

Toshiba asks you to consult the system administrator; the printer must be switched off and on again.

LIKELY CAUSE

`INPUT PASSWORD`: the printer is waiting for a password to be entered, for example when entering user system mode. `PASSWORD INVALID`: incorrect password entered three times in a row.

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WHAT TO DO

1. Switch the printer off and on again, as the Please Power OFF message indicates.
2. Ask the printer's system administrator for the password.

This guide does not give out any password: contact your administrator or refer to the Toshiba documentation.

Sources: [5.1 Error Messages](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [3.5 User System Mode](#)  – Toshiba B-EX4T1 Series owner's manual (Owner's Manual, version 0201) · [6.10 LCD Messages and LED Indications](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

When should you call a technician for a Toshiba B-EX4T1?

The entries above first suggest reloading, cleaning, threshold setting 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.
- **Persistent “NO PAPER”:** after reloading, positioning the sensor and setting the threshold.
- **Persistent “PAPER JAM”, or frequent cutter jams:** after setting the threshold; paper path and cutter to be checked.
- **Persistent “RIBBON ERROR”:** ribbon that still does not advance, or ribbon sensor faulty.
- **“SYSTEM ERROR”, “INTERNAL COM ERR” or a message not listed:** possible hardware or software fault.
- **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.

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- **Persistent “CUTTER ERROR”**: cutter to be checked.
- **Persistent RFID error**: RFID module 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.

Avoiding recurring faults on the Toshiba B-EX4T1: 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-EX4T1 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.

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Controlled maintenance costs

A predictable budget instead of unplanned repairs.

Specialist Toshiba 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).

Toshiba B-EX4T1 troubleshooting: frequently asked questions

How do I calibrate a Toshiba B-EX4T1?

First place the sensor in the centre of the labels, or in the centre of 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 the reflective or transmissive sensor, then hold PAUSE while the printer feeds at least 1.5 labels. The OK (Mid.) result is optimal; confirm with ENTER. [See the detailed entry.](#)

What does “NO PAPER” mean on a Toshiba B-EX4T1?

NO PAPER, or PAS DE PAPIER in French, indicates that the printer no longer detects any media. Toshiba cites a roll that has run out or is incorrectly loaded, a sensor that is badly positioned or not calibrated, or slack media. Reload the media, adjust the sensor position and press RESTART. [See the detailed entry.](#)

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Why does my Toshiba B-EX4T1 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, turn the head lever to the LABEL or TAG position to lock it, close the cover and press RESTART. [See the detailed entry.](#)

What should I do about a “RIBBON ERROR” on a Toshiba B-EX4T1?

The ribbon is not advancing correctly, is not loaded, or the ribbon sensor is faulty. Remove the ribbon, replace it if it is damaged, reload it without slack and press RESTART. If the error persists, Toshiba asks you to call an authorised technician. [See the detailed entry.](#)

How do I clean the printhead on a Toshiba B-EX4T1?

Switch off and unplug the printer, open the printhead block and remove the ribbon and the media. Clean the printhead element with the printhead cleaner or a cotton bud lightly moistened with alcohol, then wipe the rollers with a cloth lightly moistened with alcohol and the sensors with a dry cloth. Toshiba recommends this cleaning every day with heavy use, every week with light use, and at each change of media or ribbon. [See the detailed entry.](#)

How do I cancel a print job on a Toshiba B-EX4T1?

Pause the printer with PAUSE, or wait for the error state, then hold CANCEL for at least 3 seconds. The printer performs a quick reset, deletes the data received and goes back online. [See the detailed entry.](#)

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How do I update the firmware on a Toshiba B-EX4T1?

Toshiba provides download mode, entered by holding FEED, RESTART and PAUSE at power-on, and automatic configuration mode, entered by holding CANCEL, which updates the firmware from a USB flash drive. If a SYNTAX ERROR occurs in download mode, switch the printer off and on again. [See the detailed entry.](#)

What does “REWIND FULL” mean on a Toshiba B-EX4T1?

REWIND FULL, or REENROULEUR PLEIN in French, indicates that the internal rewinder is full. Remove the backing paper wound on the rewinder, then press RESTART. [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.

- [Manuals for Barcode Printer](#)  – Toshiba Tec, barcode printer manuals download page **official**
- [Toshiba Barcode Printer B-EX4T1 SERIES Owner's Manual](#)  – B-EX4T1 owner's manual, version 0201 (English) **official**
- [Toshiba Barcode Printer B-EX4T1 SERIES Owner's Manual](#)  – B-EX4T1 owner's manual, version 0220 (English), error messages identical to version 0201 **official**
- [TOSHIBA B-EX4T Series barcode printer user manual](#)  – B-EX4T Series user manual, Ver0220 (French) **official**
- [TOSHIBA Barcode Printer B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification](#)  – key operation specification, 9.0 Edition (BS22001500-EN), Toshiba America Business Solutions **official**
- [TOSHIBA Barcode Printer Printer Driver Operating Manual](#)  – printer driver manual, 27th edition (June 2024) **official**

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- [Printer Setting Tool – SETTING TOOL FOR B-EX4 Series](#)  – Toshiba Tec download page for the setting tool **official**

In the B-EX4T1/4T2/4D2/6T1/6T3 key operation specification, chapters 9 to 13 (system mode: printhead check, parameters, RAM CLEAR, LAN/WLAN, clock; user system mode; download; automatic configuration) were not consulted for this guide, nor were the symbols in the per-message light tables of this specification and of the manual (appendix 1); they are not cited. If the fault falls under these documents, refer to the manufacturer's documentation or ask the TIMCOD technicians.

See also

- Product page on timcod.fr (in French): [Toshiba B-EX4 Series](#)
- [All Toshiba printer troubleshooting guides \(B-852, B-EX6\)](#)
- [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)
- [RFID labels and RFID printers](#) (in French)
- [Printer cleaning kits](#) (in French)

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