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TROUBLESHOOTING GUIDE

Toshiba B-EX6 troubleshooting guide: errors, faults and fixes

Updated 21 October 2026 · By TIMCOD maintenance technicians · Source: official Toshiba documentation, B-EX6T Series Owner's 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-EX6 product page →](#)

In brief. The Toshiba B-EX6 is a 6-inch industrial label printer (about 160 mm print width), thermal transfer or direct thermal, at 203 or 305 dpi; this guide covers the B-EX6T1, fitted with the ribbon save module and optionally RFID-compatible, and the B-EX6T3. Toshiba documents more than twenty messages, displayed in English (HEAD OPEN, NO PAPER, NO RIBBON...) or in the selected language. The causes cited most often are incorrectly loaded media or ribbon, a sensor that is mispositioned or not calibrated, and a dirty printhead. This guide covers these messages, the official procedures for loading, threshold setting and cleaning, as well as cutter and peeler problems. Click a question to open its troubleshooting entry.

- **A message is displayed** (NO PAPER, HEAD OPEN, NO RIBBON...): find it in the [lookup table](#) and open the matching 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-EX6 showing? Lookup by message and lights

The B-EX6 reports its errors on its LCD display, in English (HEAD OPEN, NO PAPER...) or in the language chosen at installation, and through its ON LINE and ERROR lights. From the online screen, the RIGHT or ENTER button opens a three-page help: error details, troubleshooting, recovery. The table links each message to its cause and to its troubleshooting entry.

Message or state	Lights (Toshiba manual)	Likely cause	Entry
HEAD OPEN	—	Printhead block opened while online, or feed / print attempted with the head open	HEAD OPEN
COMMS ERROR	—	Communication error (parity, overrun or framing error on RS-232C)	COMMS ERROR
PAPER JAM	—	Media stuck or incorrectly loaded, wrong sensor, sensor misaligned or not calibrated, different format	PAPER JAM

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Message or state	Lights (Toshiba manual)	Likely cause	Entry
CUTTER ERROR	—	Media jammed in the cutter or cutter cover not properly fitted	<u>CUTTER ERROR</u>
NO PAPER	—	Media run out or incorrectly loaded, sensor mispositioned or not calibrated, slack media	<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 near end (diameter of the remaining ribbon)	<u>NO RIBBON</u>
RIBBON ERROR	—	Ribbon not fed properly, missing or torn, ribbon sensor faulty	<u>RIBBON ERROR</u>
HEAD ERROR	—	Printhead problem	<u>HEAD ERROR</u>
EXCESS HEAD TEMP	—	Printhead overheating	<u>EXCESS HEAD TEMP</u>
REWIND FULL	—	Internal rewinder full	<u>REWIND FULL</u>
MEMORY WRITE ERR.	—	Error writing to flash memory or a USB memory stick	<u>Memory errors</u>

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Message or state	Lights (Toshiba manual)	Likely cause	Entry
FORMAT ERROR	—	Error while formatting the flash memory or the USB memory stick	<u>Memory errors</u>
MEMORY FULL	—	Insufficient storage capacity	<u>Memory errors</u>
EEPROM ERROR	—	Failure to read or write the backup EEPROM	<u>Memory errors</u>
SYNTAX ERROR	—	Incorrect command, for example in download mode	<u>SYNTAX ERROR</u>
POWER FAILURE	—	Momentary power interruption	<u>POWER FAILURE</u>
SYSTEM ERROR	—	Electrical noise, power supply not dedicated or not earthed, 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 failure after the set number of retries	<u>RFID errors</u>
RFID ERROR	—	No communication with the RFID module	<u>RFID errors</u>
RFID CONFIG ERROR	—	RFID module destination code not set	<u>RFID errors</u>

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Message or state	Lights (Toshiba manual)	Likely cause	Entry
LOW BATTERY	—	Real-time clock (RTC) battery low	<u>LOW BATTERY</u>
INPUT PASSWORD	—	Printer waiting for a password	<u>Password</u>
PASSWORD INVALID	—	Wrong password entered three times	<u>Password</u>

The messages come from section 5.1 “Error Messages” and appendix 1 “Messages and LEDs” of the Toshiba B-EX6T owner's manual; the French labels are those of the multilingual table in the Toshiba key operation specification. The state of the lights for each message was not legible in the versions consulted, hence the dash: the only states specified are the ERROR light on for NO RIBBON (section 2.3.2) and flashing for ribbon near end (key operation specification).

Toshiba B-EX6 error messages: causes and solutions

The Toshiba B-EX6T owner's manual documents more than twenty error messages. For each one: the short answer, the cause, the steps to follow and, where the manual provides for it, the point at which you need to hand over to an authorised technician.

Why does my Toshiba B-EX6 show “HEAD OPEN” when the printhead is closed?

Message: HEAD OPEN (TÊTE OUVERTE on a display set to French).

Short answer: The printhead block was opened in online mode, or a feed or print was started with the head open. Lower the printhead block, turn the head lever to the locked position, then press RESTART if a print job 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 key operation specification states that this message also appears if a feed or print is started with the head open during the “ribbon near end” state.

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 put its holder plate back in place.
2. Turn the head lever to the locked position (Lock), then close the top cover.
3. If the error appeared during a feed or print, press RESTART to resume.
4. If the message does not clear with RESTART, switch the printer off and on again; Toshiba states that the print data in memory is then erased.

Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [2.3.2 Loading the Ribbon](#) – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Why does my Toshiba B-EX6 show “NO PAPER” when labels are loaded?

Message: NO PAPER (PAS DE PAPIER in French).

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

LIKELY CAUSE

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

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Caution: Do not touch moving parts: reload the media only once the printer mechanism has come to a complete stop. The head may be hot just after printing: do not touch its components, and 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 (straight path, media centred under the head) and press RESTART (see [loading labels](#)).
3. Adjust the sensor position: gap sensor at the centre of the gap between two labels, or black mark sensor at the centre of the mark. Press RESTART.
4. Take up the slack in the media.
5. If the error persists, set the detection threshold (see [calibration](#)).

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

The manual states that a black mark sensor that is not centred on the mark can cause a PAPER JAM or NO PAPER error.

Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [2.3.1 Loading the Media](#) – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

How do I fix the “PAPER JAM” error on my Toshiba B-EX6?

Message: PAPER JAM (BOURRAGE PAPIER in French).

Short answer: The media is stuck or incorrectly loaded, or the printer cannot find the start of the labels: wrong sensor selected, sensor misaligned, format different from the one programmed, or threshold not set. Remove the stuck media, clean the head and the platen, reload and press RESTART.

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LIKELY CAUSE

Toshiba lists: media stuck or not feeding smoothly; media incorrectly loaded; wrong media sensor selected; black mark sensor misaligned with the mark; media size different from the programmed size; sensor not calibrated for the media.

Caution: Do not use any tool that could damage the printhead. Keep watches and rings away from the edge of the head: its element is easily damaged by impact (Toshiba instructions).

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

1. Open the top cover, turn the head lever to FREE, open the holder plate and then the printhead block.
2. Remove the ribbon and the media, then clear the jammed media without using a sharp tool.
3. Clean the printhead and the platen, and remove any dust or foreign matter.
4. Reload the media correctly and press RESTART.
5. If the sensor does not match the media, switch the printer off and on again, select the sensor suited to the media type and resend the job.
6. If the programmed size differs from the media loaded, load the correct media or correct the size, then resend the job. If the error persists, set the threshold (see [calibration](#)).

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

Cutter jams can be caused by wear or by adhesive residue from the labels: Toshiba asks you not to use unspecified media with the cutter.

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Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [5.3 Removing Jammed Media](#) – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Why does my Toshiba B-EX6 show “NO RIBBON”, and how do I load the ribbon?

Message: NO RIBBON (PAS DE RUBAN in 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, remove any slack, then press RESTART.

LIKELY CAUSE

According to Toshiba, the ribbon has run out. The ribbon sensor located 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 mechanism has come to a complete stop. Let the head cool down and do not touch its components, which are sensitive to static electricity (Toshiba warnings).

OFFICIAL RIBBON LOADING PROCEDURE

1. Open the cover, turn the head lever to FREE, then open the holder plate and the printhead block.
2. Slide the ribbon stoppers to the ends of the shafts, then place the ribbon on the two shafts, leaving some slack between the rolls. The stopper clips must face the inside of the printer.
3. Centre the ribbon by moving the stoppers along the shafts.
4. Lower the printhead block and put the holder plate back.

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5. Wind the leader onto the take-up core until the ribbon can be seen at the front of the printer, to remove any slack.
6. Turn the head lever to the Lock position, close the cover, then press RESTART.

Before the ribbon runs out, the “ribbon near end” icon flashes on the display and the ERROR light flashes (500 ms on, 500 ms off). Detection is based on the diameter of the remaining ribbon: about 38 mm for 30 m and 43 mm for 70 m, according to Toshiba.

Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [2.3.2 Loading the Ribbon](#) – Toshiba B-EX6T Series Owner's Manual · [3.3 Icon](#) – Toshiba B-EX6T Series Owner's Manual · [2.3.2 Loading the ribbon](#) – Toshiba B-EX6T Series French user manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

What does “RIBBON ERROR” mean on my Toshiba B-EX6?

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

Short answer: The ribbon is not feeding correctly, is not loaded or is torn, or the ribbon sensor is faulty. Remove the ribbon, check it, replace it if necessary and reload it without any slack.

LIKELY CAUSE

The Toshiba manual lists three causes: ribbon not feeding correctly; ribbon not loaded; faulty ribbon sensor. The key operation specification adds a fault in the ribbon motor torque sensor, and a jammed or torn ribbon.

WHAT TO DO

1. Remove the ribbon and check its condition; replace it if it is damaged.
2. If no ribbon is loaded, load one (see [loading the ribbon](#)).
3. Remove any slack before printing: according to Toshiba, a wrinkled ribbon degrades the print.
4. Press RESTART.

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

Only use a ribbon with thermal transfer media: Toshiba asks you not to load a ribbon with direct thermal media.

Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [2.3.2 Loading the Ribbon](#) – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Why does my Toshiba B-EX6 show “EXCESS HEAD TEMP”?

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; this error does not clear with RESTART.

LIKELY CAUSE

According to Toshiba, the printhead is overheating.

WHAT TO DO

1. Switch the printer off.
2. Let it cool down for about 3 minutes, then switch it back on.
3. Check that the ambient temperature stays within the operating range specified by Toshiba: 5 to 40 °C.

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

During long continuous print runs, the printer may also slow down to let the head cool: see [intermittent printing](#).

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Sources: [5.1 Error Messages](#) · [Appendix 1: Messages and LEDs](#) · [6. Printer Specifications](#) – Toshiba B-EX6T Series Owner's Manual (official documentation).

What should I do when my Toshiba B-EX6 shows “HEAD ERROR”?

Message: **HEAD ERROR** (**ERREUR DE TÊTE** in French).

Short answer: The printer has detected a printhead problem: a broken heating dot or a drive circuit error, according to the key operation specification. The manual prescribes replacing the head, an operation it does not describe: call in an authorised technician.

LIKELY CAUSE

The owner's manual indicates a printhead problem; the key operation specification states: a broken dot on the thermal head or an error in the head drive circuit.

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

WHAT TO DO

1. Press RESTART: according to the message table, this error is one of those that RESTART can clear.
2. If the error does not clear, switch the printer off and on again (the print data in memory is then lost).
3. If the error comes back, the printhead needs to be replaced.

When to call a technician: replacing the head is not described in the owner's manual; Toshiba asks you not to attempt to repair the printer and to contact an authorised Toshiba Tec technician.

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Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [Appendix 1: Messages and LEDs](#) – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

How do I fix “SYSTEM ERROR” on my Toshiba B-EX6?

Messages: **SYSTEM ERROR** (**ERREUR SYSTÈME** in French); the same action applies to **INTERNAL COM ERR** and to messages not listed in the manual.

Short answer: Toshiba links this error to electrical interference (noise sources, nearby cables, power cord not earthed, shared socket) or to a problem with the host software. Move the printer away from noise sources, power it from a dedicated earthed socket, then switch it off and on again.

LIKELY CAUSE

The manual lists: printer used near a noise source, or power cords of other equipment near the printer or its interface cable; power cord not earthed; power source shared with other equipment; host computer software in error. **INTERNAL COM ERR** indicates a hardware error in the internal serial interface.

WHAT TO DO

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

When to call a technician: for **INTERNAL COM ERR**, for any message not listed or for an error that persists after restarting, Toshiba asks you to switch the printer off and call an authorised technician.

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Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [Appendix 1: Messages and LEDs](#) – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

What do “MEMORY WRITE ERR.”, “MEMORY FULL” or “EEPROM ERROR” mean on my Toshiba B-EX6?

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 messages indicate a write error, a formatting error or a lack of space in the flash memory or on the USB memory stick, or a fault in the backup EEPROM. The Toshiba manual asks you to switch the printer off and on again.

LIKELY CAUSE

MEMORY WRITE ERR.: write error in the flash memory or on the USB memory stick.
FORMAT ERROR: erase error during formatting. MEMORY FULL: insufficient capacity, the data is not saved. EEPROM ERROR: failure to read or write the backup EEPROM.

WHAT TO DO

1. Switch the printer off, then switch it back on: these errors do not clear with RESTART.
2. If the message comes back, switch the printer off and call an authorised technician, as the manual specifies for unresolved problems.

When to call a technician: if the error reappears after restarting, Toshiba asks you to switch the printer off and call an authorised technician.

Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [Appendix 1: Messages and LEDs](#) – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

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Calibration problems: my Toshiba B-EX6 does not detect the start of the labels

The B-EX6 finds the start of the labels with a gap sensor or a black mark sensor; Toshiba describes how to position the sensor and set the threshold.

How do I calibrate the label sensor on my Toshiba B-EX6 (threshold setting)?

Symptoms: start of label not detected properly, pre-printed or black mark labels not located correctly, NO PAPER or PAPER JAM errors.

Short answer: First place the sensor at the centre of the gap between labels, or of the black mark. If pre-printed labels are still not detected properly, use the threshold setting mode: PAUSE, press and hold PAUSE for 3 seconds, select the sensor, then feed at least 1.5 labels.

LIKELY CAUSE

The B-EX6 finds the start of the labels with a gap sensor (transmissive) or a black mark sensor (reflective). According to Toshiba, a sensor that is mispositioned, unsuited to the media or not calibrated causes NO PAPER or PAPER JAM errors; setting the threshold corrects detection faults with pre-printed media.

OFFICIAL THRESHOLD SETTING PROCEDURE

1. Position the sensor: gap sensor at the centre of the gap between labels, or black mark sensor at the centre of the black mark. To locate the mark, pull out about 500 mm of media, fold it back and pass it under the head again so that you can see the mark from above.
2. In online mode, press PAUSE, then hold PAUSE down for 3 seconds to enter threshold setting mode.
3. Select the sensor with UP or DOWN: “1) REFL.(PRE-PRINT)” (reflective) or “2) TRANS.(PRE-PRINT)” (transmissive), then confirm with ENTER.

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4. Load the media and press PAUSE; hold PAUSE down to feed at least 1.5 labels, then release it.
5. Read the result: OK (Mid.) is optimal; OK (High) or OK (Low) works but fine adjustment is advised; NG requires an adjustment or a new attempt with FEED. Confirm with ENTER.
6. Depending on the sensor type defined in the print command, you may need to select MANUAL THRESHOLD (system mode, SENSOR > THRESHOLD SELECT), then switch the printer off and on again; then check the feed with FEED.

When to call a technician: if setting the threshold does not fix a NO PAPER or PAPER JAM error, Toshiba asks you to switch the printer off and call an authorised technician.

During threshold setting, paper end and ribbon end are not detected. The values are kept in memory: there is no need to repeat the procedure for the same media. The initial setup wizard also offers a CALIBRATE mode (OFF, LABEL/GAP, BLACK MARK), and automatic calibration is set in SET PARAMETERS > CALIBRATE in user system mode.

Sources: [Threshold Setting \(section 6.6\)](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [2.3.1 Loading the Media](#)  – Toshiba B-EX6T Series Owner's Manual · [2.6.6 Initial Setting Wizard](#)  – Toshiba B-EX6T Series Owner's Manual · [5.1 Error Messages](#)  – Toshiba B-EX6T Series Owner's Manual (official documentation).

Why does my Toshiba B-EX6 go into error as soon as I press FEED?

Symptom: error when pressing FEED, on a new or reset printer.

Short answer: In its initial state, the printer feeds according to its default settings: gap sensor, thermal transfer printing and a label pitch of 76.2 mm. If your media is different, set the print conditions in the driver or by command, then clear the error with RESTART.

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LIKELY CAUSE

According to the Toshiba manual, the feed was requested with the default settings (gap sensor, thermal transfer, 76.2 mm pitch), which do not match the media loaded.

WHAT TO DO

1. Press RESTART to clear the error.
2. In the printer driver (Stock tab) or by command, set the print method, the sensor type, and the label size and gap to match your media.
3. Then feed one or two labels with FEED to set the print start position.

The initial setup wizard, launched at first start-up or after the parameters have been cleared, lets you choose printing with or without ribbon and the calibration mode (OFF, LABEL/GAP, BLACK MARK).

Sources: [5.2 Possible Problems](#) – Toshiba B-EX6T Series Owner's Manual · [2.8 Print Test](#) – Toshiba B-EX6T Series Owner's Manual · [2.6.6 Initial Setting Wizard](#) – Toshiba B-EX6T Series Owner's Manual · [Key functions in online mode, \[FEED\] key \(section 6.1.1\)](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Ribbon and label loading problems on the Toshiba B-EX6

The official media and ribbon loading procedures, and Toshiba's advice for preventing wrinkling.

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Why does the paper not feed in my Toshiba B-EX6, and how do I load the labels?

Symptom: the media does not feed.

Short answer: According to Toshiba, the media is incorrectly loaded or the printer is in an error state. First deal with the message displayed, then reload the roll: media centred, guides adjusted to the width, straight path under the head and sensor positioned over the gap or black mark.

LIKELY CAUSE

The manual lists two causes: media incorrectly loaded; printer in an error state.

Caution: Do not touch moving parts: load the media only once the printer mechanism has come to a complete stop (fingers, jewellery and clothing could be caught). Let the head cool down, do not touch its components and keep your fingers clear when closing the cover (Toshiba warnings).

OFFICIAL MEDIA LOADING PROCEDURE

1. If an error message is displayed, deal with it first (see the [lookup table](#)).
2. Open the top cover, turn the head lever to FREE, release the holder plate and open the printhead block.
3. Turn the locking ring of the roll holder anticlockwise, remove the roll holder, then place the roll on the shaft.
4. Pass the media around the guide shaft and pull it towards the front of the printer.
5. Push the roll holder back against the roll, which centres itself automatically, then tighten the ring clockwise, without overtightening.
6. Place the media between the guides, adjust them to the width and tighten the locking screw; check that the media is straight and centred under the head.
7. Lower the printhead block, position the sensor over the gap or black mark, load the ribbon if needed, then lock the head lever and close the cover.

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Do not turn the locking ring too far: it can come off the roll holder. Toshiba recommends storing rolls flat on their side, in their bag, away from dust, heat, humidity and sunlight.

Sources: [5.2 Possible Problems](#) · [2.3.1 Loading the Media](#) · [7.4 Care/Handling of Media and Ribbon](#) – Toshiba B-EX6T Series Owner's Manual (official documentation).

How do I stop the ribbon wrinkling on my Toshiba B-EX6?

Symptoms: wrinkled ribbon, degraded print.

Short answer: Toshiba asks you to remove all slack from the ribbon before printing, because a wrinkled ribbon degrades the print. Also check that the ribbon is centred by its stoppers, fitted with their clips facing the inside of the printer.

LIKELY CAUSE

According to the manual, slack in the ribbon causes wrinkles that reduce print quality. The manual also asks you to centre the ribbon using the stoppers, fitted with their clips facing inwards.

WHAT TO DO

1. Check that the ribbon stoppers are fitted with their clips facing the inside of the printer and that the ribbon is centred.
2. Wind the leader onto the take-up core until the ribbon appears at the front, to remove any slack.
3. Lock the head lever (Lock) and close the cover.
4. Choose a ribbon suited to the media type, and do not load a ribbon with direct thermal media.

On the B-EX6T1, ribbon save mode stops the ribbon feed over unprinted areas; it requires a minimum unprinted area of 20 mm at 3 and 5 ips, 25 mm at 8 ips, 35 mm at 10 ips and 60 mm at 12 ips.

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Sources: [2.3.2 Loading the Ribbon](#) · [5.2 Possible Problems](#) – Toshiba B-EX6T Series Owner's Manual (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-EX6 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-EX6 blurred or faded, and how do I clean the printhead?

Symptoms: blurred image, faded or uneven print.

Short answer: Toshiba cites an unsuitable ribbon / media combination and a dirty printhead. Clean the head with the printhead cleaner or a cotton swab lightly moistened with ethyl alcohol, and check that the ribbon is suitable for the media.

LIKELY CAUSE

According to the manual: ribbon and media not matched; dirty printhead.

Caution: Unplug the power cord before any maintenance, let the head cool down, do not use volatile solvents (thinner, benzene), do not touch the head element with bare hands (static electricity) and never pour water onto the printer (Toshiba instructions).

OFFICIAL CLEANING PROCEDURE (PRINthead, PLATEN, 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 holder plate and open the printhead block.
3. Remove the ribbon and the media.
4. Clean the head element with the printhead cleaner, or with a cotton swab or soft cloth lightly moistened with alcohol.
5. Wipe the platen, the feed roller and the pinch roller with a soft cloth lightly moistened with alcohol, and remove the dust inside the printer.
6. Wipe the gap sensor and the black mark sensor with a soft, dry cloth, then reload the media and the ribbon.
7. If the image is still blurred, choose a ribbon suited to the media type.

Toshiba recommends cleaning daily with heavy use, weekly with light use, and every time you change the media or ribbon. The printhead cleaner is available from authorised Toshiba Tec technicians. The covers and the panel are cleaned with a soft cloth, dry or lightly moistened with a mild detergent, never with alcohol.

Sources: [5.2 Possible Problems](#) · [4.1.1 Print Head/Platen/Sensors](#) · [4. Maintenance](#) · [4.1.2 Covers and Panels](#) – Toshiba B-EX6T Series Owner's Manual (official documentation).

Why is my Toshiba B-EX6 producing blank labels?

Symptom: nothing is printed on the media.

Short answer: According to Toshiba, the media or ribbon is incorrectly loaded, the head is not installed correctly, or the ribbon is not suitable for the media. Reload the media and ribbon, close the printhead block properly and choose a suitable ribbon.

LIKELY CAUSE

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

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WHAT TO DO

1. Reload the media (see [loading labels](#)).
2. Reload the ribbon (see [loading the ribbon](#)).
3. Check that the printhead is installed correctly and close the printhead block.
4. Choose a ribbon suited to the media type.

The manual states that a ribbon is only used with thermal transfer media.

Sources: [5.2 Possible Problems](#) · [2.3.2 Loading the Ribbon](#) – Toshiba B-EX6T Series Owner's Manual (official documentation).

Why does my Toshiba B-EX6 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 spaces out its printing to let the printhead cool down. The Toshiba user manual states that you can keep using it this way, with no effect on its service life or on safety.

LIKELY CAUSE

According to the French user manual, the head temperature rises during a long continuous print run; the printer then reduces its printing rate 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 message EXCESS HEAD TEMP, follow the [head too hot](#) entry.

Source: [Troubleshooting](#) – Toshiba B-EX6T Series French user manual (official documentation).

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Toshiba B-EX6 communication problems: COMMS ERROR

What the Toshiba manual says to do when the printer no longer communicates with the host computer.

Why does my Toshiba B-EX6 show “COMMS ERROR” (communication error)?

Message: COMMS ERROR .

Short answer: A communication error has occurred (parity, overrun or framing error on the RS-232C serial link, according to the messages appendix). Check that the interface cable is properly connected to the printer and the computer and that the computer is switched on, then press RESTART.

LIKELY CAUSE

The manual indicates a communication error; the messages appendix specifies a parity, overrun or framing error on the RS-232C link.

WHAT TO DO

1. Check that the interface cable is correctly connected to the printer and to the host computer.
2. Check that the host computer is switched on.
3. Press RESTART to clear the error.

As standard, the B-EX6 has USB and local area network (LAN); the RS-232C serial interface, parallel and Wi-Fi are options. When LAN or Wi-Fi is active, the online screen shows the IP address and, on Wi-Fi, the signal level and the status of the connection to the access point.

Sources: [5.1 Error Messages](#) · [Appendix 1: Messages and LEDs](#) · [2.4 Connecting the Cables to Your Printer](#) · [3.2 LCD](#) – Toshiba B-EX6T Series Owner's Manual (official documentation).

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Toshiba B-EX6 cutter, peeler and rewinder: errors and cleaning

Errors and malfunctions of the optional modules: disc or rotary cutter, peeler module, rewinder.

How do I fix “CUTTER ERROR” on my Toshiba B-EX6?

Message: **CUTTER ERROR** (**ERREUR MASSICOT** in French), with the cutter installed.

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

LIKELY CAUSE

Toshiba cites two causes, with the cutter installed: media jammed in the cutter; cutter cover not properly fitted. The key operation specification adds the case of a cutter that has not returned to its home position.

Caution: The cutter blade is sharp: switch the printer off before working on it and take care not to cut yourself (Toshiba warning).

WHAT TO DO

1. Switch the printer off, open the top cover, turn the head lever to FREE and open the printhead block.
2. Open the cutter unit (plastic screw for the disc cutter) and remove the jammed media.
3. Refit the cutter cover correctly.
4. Switch the printer back on and press RESTART.

When to call a technician: if the error persists after the media has been removed, Toshiba asks you to switch the printer off and call an authorised technician; also contact one if the cutter jams frequently.

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Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [4.1.3 Optional Disc Cutter Module](#) – Toshiba B-EX6T Series Owner's Manual · [5.3 Removing Jammed Media](#) – Toshiba B-EX6T Series Owner's Manual · [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-EX6 not cut, and how do I clean it?

Symptom: the cutter does not cut the labels.

Short answer: Toshiba cites a cutter cover that is not properly fitted, jammed paper or a dirty blade. Put the cover back in place, remove the jammed paper and clean the blade with a soft cloth lightly moistened with alcohol.

LIKELY CAUSE

Three causes in the manual: cutter cover not properly fitted; paper jammed in the cutter; dirty blade.

Caution: Switch the printer off before cleaning; the blade is sharp, so take care not to cut yourself (Toshiba warning).

OFFICIAL CUTTER CLEANING PROCEDURE

1. Switch the printer off and open the top cover.
2. Turn the head lever to FREE, release the holder plate and open the printhead block.
3. Disc cutter: unscrew the plastic screw to open the unit. Rotary cutter (Europe only): unscrew the two metal screws and remove the cutter cover.
4. Remove the jammed paper and clean the blade with a soft cloth lightly moistened with alcohol.
5. Refit the cutter cover correctly.

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To preserve the blade, Toshiba asks you to cut only through the liner, never through the labels, whose adhesive fouls the cutter; not to cut card thicker than specified; and to cut after a perforation, not on it.

Sources: [5.2 Possible Problems](#) · [4.1.3 Optional Disc Cutter Module](#) · [4.1.4 Optional Rotary Cutter Module](#) · [2.3.1 Loading the Media](#) – Toshiba B-EX6T Series Owner's Manual (official documentation).

Why does the peeler module on my Toshiba B-EX6 not peel the labels?

Symptom: in peel-off mode, the label stays on the liner.

Short answer: According to Toshiba, the label is too thin or its adhesive is too strong. Check that the media meets the specifications in the manual and enable the Pre Peel function.

LIKELY CAUSE

The manual cites a label that is too thin or an adhesive that is too strong.

WHAT TO DO

1. Check the media specifications (section 7.1 of the manual) and change labels if necessary.
2. Enable the Pre Peel function (ON).
3. Check the loading in peel-off mode: about 500 mm of free liner, passed under the peel-off plate, wound anticlockwise onto the take-up core and secured with the clip; turn the core a few times to remove the slack.
4. Set the selector to the STANDARD/PEEL OFF position.

The peeler module (B-EX906-H-QM-R) is an option; with its guide plate, it can also rewind the labels and their liner.

Sources: [5.2 Possible Problems](#) · [2.3.1 Loading the Media](#) · [1.5 Options](#) – Toshiba B-EX6T Series Owner's Manual (official documentation).

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What should I do when my Toshiba B-EX6 shows “REWIND FULL”?

Message: **REWIND FULL** (**REENROULEUR PLEIN** in French).

Short answer: The built-in rewinder is full. Remove the wound liner, then press RESTART.

LIKELY CAUSE

According to Toshiba, the internal rewind unit is full.

WHAT TO DO

1. Remove the liner from the rewinder.
2. Press RESTART to resume.

The liner can be wound directly onto the core or onto a cardboard core.

Sources: [5.1 Error Messages](#) · [2.3.1 Loading the Media](#) – Toshiba B-EX6T Series Owner's Manual (official documentation).

Toshiba B-EX6 power supply: POWER FAILURE and LOW BATTERY

The B-EX6 runs on mains power; LOW BATTERY refers to the battery of its internal clock.

What does “POWER FAILURE” mean on my Toshiba B-EX6?

Message: **POWER FAILURE** (**ERREUR D'ALIMENTATION** in French).

Short answer: A momentary power interruption has occurred. Check that the power supply matches the printer's specifications and do not plug it into the same socket as high-consumption equipment.



LIKELY CAUSE

Toshiba indicates a momentary power interruption; the key operation specification states that the display may then be corrupted.

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

WHAT TO DO

1. Check that the power source matches the printer's specifications (100 to 240 V AC, 50/60 Hz).
2. If the socket is shared with equipment that draws a lot of power, plug the printer into another socket.
3. Switch the printer off and on again: this error does not clear with RESTART.

Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [6. Printer Specifications](#) – Toshiba B-EX6T Series Owner's Manual · [2.5.2 Turning OFF the Printer](#) – Toshiba B-EX6T Series Owner's Manual · [Appendix 1: Messages and LEDs](#) – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Why does my Toshiba B-EX6 show “LOW BATTERY”?

Message: **LOW BATTERY** (**BATTERIE FAIBLE** in French).

Short answer: This is not a power battery: it is the real-time clock (RTC) battery that is low. Toshiba asks you to have it replaced by a technician; in the meantime, you need to set the date and time in system mode, then reset the printer.

LIKELY CAUSE

According to Toshiba, the voltage of the real-time clock (RTC) battery is low.

WHAT TO DO

1. To continue using the printer, switch it off while it is in the error state.

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2. Switch it back on in system mode, set the date and time of the RTC clock, then reset the printer.
3. The date and time remain correct as long as the printer stays switched on.

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

According to Toshiba, system mode is mainly intended for maintenance staff.

Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [2.6.4 Outline of Each Mode](#) – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

Toshiba B-EX6 firmware and reset

The firmware update modes and the different ways to reset the printer, according to Toshiba.

What does “SYNTAX ERROR” mean on my Toshiba B-EX6, and how is the firmware updated?

Message: SYNTAX ERROR (ERREUR DE SYNTAXE in French).

Short answer: The printer has received an incorrect command in download mode, for example during a firmware update. The Toshiba manual asks you to switch the printer off and on again.

LIKELY CAUSE

According to the manual, an incorrect command was received in download mode, for example during a firmware update. The key operation specification states that the second and third lines of the display show the bytes of the command concerned.

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WHAT TO DO

1. Switch the printer off and on again.
2. To update the firmware, Toshiba provides a download mode (boot and main programs) and an automatic configuration mode that updates the firmware from a USB memory stick.
3. If the error persists, switch the printer off and call an authorised technician.

The owner's manual does not detail the firmware update procedure.

Sources: [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual · [2.6.4 Outline of Each Mode](#) – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#) – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

How do I reset my Toshiba B-EX6 or clear an error?

Need: get out of an error, clear the data received or return to the initial settings.

Short answer: To get out of an error or a pause, hold CANCEL down for 3 seconds: the printer performs a quick reset and goes back online. Errors that RESTART does not clear require you to switch the printer off and on again; clearing the RAM (RAM CLEAR) is done in system mode.

LIKELY CAUSE

The Toshiba key operation specification distinguishes resuming with RESTART, the quick reset with CANCEL 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 (risk of a jam or damage) or when the ONLINE light is flashing (risk to the connected computer).

OFFICIAL PROCEDURES

1. Simple resume: press RESTART to resume after a pause or a recoverable error.

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2. Quick reset: in an error or pause state, hold CANCEL down for 3 seconds; the data received is cleared as long as the button is held down. Release it only once all the data has been deleted, otherwise a command error may occur.
3. Restart: check that the display shows ON LINE and that the ONLINE light is solid, switch the printer off with its power switch, then switch it back on. The print data in memory is erased.
4. Return to the initial settings: after clearing the RAM (RAM CLEAR) in system mode, switch the printer off and on again; the initial setup wizard then asks for the language, printing with or without ribbon and the calibration mode.

According to Toshiba, system mode is mainly intended for maintenance staff. The quick reset sets the print counter to zero and clears the image memory; if automatic calibration is enabled, it then runs.

Sources: [Quick Reset \(section 6.9\)](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [Information Mode \(section 6.8\)](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [2.5.2 Turning OFF the Printer](#)  – Toshiba B-EX6T Series Owner's Manual · [2.6.6 Initial Setting Wizard](#)  – Toshiba B-EX6T Series Owner's Manual · [2.6.4 Outline of Each Mode](#)  – Toshiba B-EX6T Series Owner's Manual · [5.1 Error Messages](#)  – Toshiba B-EX6T Series Owner's Manual (official documentation).

Toshiba B-EX6T1 RFID errors

The RFID module is only available as an option for the B-EX6T1; here are the messages Toshiba documents.



How do I fix “RFID WRITE ERROR” or “RFID ERROR” on my Toshiba B-EX6T1 RFID?

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

Short answer: RFID WRITE ERROR indicates that writing an RFID tag failed despite the set number of retries: press RESTART. RFID ERROR indicates that the printer is no longer communicating with the RFID module: switch it off and on again.

LIKELY CAUSE

RFID WRITE ERROR: tag write failure after the set number of retries. RFID ERROR: no communication with the RFID module. RFID CONFIG ERROR: RFID module destination code not set (models with a pre-installed U2 or U4 module).

WHAT TO DO

1. RFID WRITE ERROR: press RESTART.
2. RFID ERROR: switch the printer off and on again, as RESTART is not enough.
3. If the error persists, switch the printer off and call an authorised technician.

When to call a technician: if an RFID error persists after restarting, Toshiba asks you to switch the printer off and call an authorised technician.

The RFID module (B-EX706-RFID-U4-EU/US/AU-R) is only available as an option for the B-EX6T1; GS/TS12-CN-R models do not support it. According to the key operation specification, RFID calibration requires calibration to be carried out first (SET PARAMETERS > CALIBRATE), and only the FRONT antenna position can be used.

Sources: [5.1 Error Messages](#)  – Toshiba B-EX6T Series Owner's Manual · [1.5 Options](#)  – Toshiba B-EX6T Series Owner's Manual · [6.10 LCD Messages and LED Indications](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification · [RFID Calibration \(section 6.7\)](#)  – Toshiba B-EX4T1/4T2/4D2/6T1/6T3 Key Operation Specification (official documentation).

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Other Toshiba B-EX6 problems: password, power-up

Cases that relate neither to printing nor to consumables.

What should I do if my Toshiba B-EX6 shows “PASSWORD INVALID”?

Messages: INPUT PASSWORD , PASSWORD INVALID / Please Power OFF .

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. PASSWORD INVALID: incorrect password entered three times in a row.

WHAT TO DO

1. Switch the printer off and on again, as the Please Power OFF message indicates: RESTART does not clear this error.
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](#) · [Appendix 1: Messages and LEDs](#) – Toshiba B-EX6T Series Owner's Manual (official documentation).

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My Toshiba B-EX6 will not switch on: what should I check?

Symptom: no response when switched on.

Short answer: Toshiba cites a disconnected power cord, a faulty mains socket, or a blown fuse or tripped circuit breaker. Plug the cord back in, test the socket with another appliance and check the fuse or circuit breaker.

LIKELY CAUSE

Three causes in the manual: power cord disconnected; mains socket not working; blown fuse or tripped circuit breaker.

WHAT TO DO

1. Plug in the power cord.
2. Check the socket by plugging in the cord of another electrical appliance.
3. Check the fuse or the circuit breaker.
4. Set the power switch to ON: on a normal start-up, the display shows ON LINE and the ON LINE and POWER lights come on. If another message is displayed or if the ERROR light comes on, see the [lookup table](#).

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

Sources: [5.2 Possible Problems](#) · [2.5.1 Turning ON the Printer](#) · [5.1 Error Messages](#) – Toshiba B-EX6T Series Owner's Manual (official documentation).

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When should you call a technician for a Toshiba B-EX6?

The entries above first suggest reloading, cleaning, setting the threshold or restarting. 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 technician:

- **Persistent “NO PAPER”**: after reloading, positioning the sensor and setting the threshold.
- **Persistent “PAPER JAM”, or frequent cutter jams**: diagnosis of the paper path and the cutter.
- **Persistent “RIBBON ERROR”**: faulty ribbon sensor.
- **“EXCESS HEAD TEMP” after cooling down**: head overheating that does not go away.
- **“HEAD ERROR”**: printhead replacement, not described in the owner's manual.
- **“SYSTEM ERROR”, “INTERNAL COM ERR” or a message not listed**: possible hardware or software fault.
- **Memory errors after restarting**: faulty flash memory or backup EEPROM.
- **Start of label still not detected properly after threshold setting**: media sensor to be checked.
- **Persistent “CUTTER ERROR”**: cutter to be checked.
- **Persistent RFID error**: RFID module to be checked.
- **“LOW BATTERY”**: replacement of the internal clock battery.
- **Printer that will not switch on**: possible internal power supply fault after checking the cord, the socket and the fuse.

Avoiding recurring faults on the Toshiba B-EX6: 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.

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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-EX6 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.

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).

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Toshiba B-EX6 troubleshooting: frequently asked questions

How do I calibrate a Toshiba B-EX6?

First place the sensor at the centre of the gap between labels, or of the black mark. If the start of the labels is still not detected properly, particularly with pre-printed media, set the threshold: press PAUSE, hold PAUSE down for 3 seconds, select the reflective or transmissive sensor, then feed at least 1.5 labels while holding PAUSE down. The OK (Mid.) result is optimal; confirm with ENTER. [See the detailed entry.](#)

What does “NO PAPER” mean on a Toshiba B-EX6?

NO PAPER 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 mispositioned or not calibrated, or slack media. Reload the media, adjust the sensor position and press RESTART. [See the detailed entry.](#)

Why does my Toshiba B-EX6 show “HEAD OPEN”?

The printhead block was opened while online, or a feed or print was started with the head open. Lower the printhead block, turn the head lever to the locked position, close the cover and press RESTART. [See the detailed entry.](#)

How do I clean the printhead on a Toshiba B-EX6?

Switch the printer off and unplug it, open the printhead block and remove the ribbon and the media. Clean the head element with the Toshiba cleaner or a cotton swab lightly moistened with alcohol, then wipe the platen and the rollers. Toshiba recommends this

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cleaning every day with heavy use, every week with light use, and every time you change the roll or ribbon. [See the detailed entry.](#)

How do I clear an error on a Toshiba B-EX6?

Most errors clear with the RESTART button once the cause has been corrected. In an error or pause state, holding CANCEL down for 3 seconds performs a quick reset and deletes the data received. Errors that RESTART cannot clear, such as EXCESS HEAD TEMP or SYSTEM ERROR, require you to switch the printer off and on again. [See the detailed entry.](#)

What should I do about a “RIBBON ERROR” on a Toshiba B-EX6?

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

Why does the cutter on my Toshiba B-EX6 not cut?

Toshiba cites a cutter cover that is not properly fitted, jammed paper or a dirty blade. Switch the printer off, open the cutter unit, remove the jammed paper and clean the blade with a soft cloth lightly moistened with alcohol, taking care with the sharp blade. [See the detailed entry.](#)

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What is the difference between the Toshiba B-EX6T1 and the B-EX6T3?

Both print at 6 inches, at 203 or 305 dpi, with the same speeds and basic interfaces. The B-EX6T1 comes with the ribbon save module as standard and accepts the RFID module as an option and, in Europe, the rotary cutter, which the B-EX6T3 does not offer.

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-EX6T SERIES Owner's Manual](#)  – B-EX6T1 / B-EX6T3 owner's manual, version 0201 (English) **official**
- [TOSHIBA B-EX6T SERIES barcode printer user MANUAL](#)  – B-EX6T1 / B-EX6T3 French user manual, version 0200 **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**

The French brochure “B-EX6T1 & B-EX6T3” hosted on be.toshibatec.eu and chapters 9 to 13 of the key operation specification (CALIBRATE and RAM CLEAR procedures, fine adjustments) were not consulted for this guide and are not cited. The toshibatec.eu B-EX6T3 product page offers no downloads. 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-EX6](#)
- [All Toshiba printer troubleshooting guides](#) (B-852, B-EX4T1)
- [Maintenance and repair of Toshiba printers](#)
- [All printer troubleshooting guides, all brands](#)

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- [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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PDF version of the page <https://www.timcod.fr/repairation/en/printer-troubleshooting/toshiba/b-ex6>, updated on 21 October 2026.

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