

Regional Training Team's (RTT's) Tips and Tricks (continued)

In this example, the **Error LED** would exhibit a double flashing lamp and the **Power LED** would exhibit a single flashing lamp. This is the error code for a "battery is under voltage" error as referenced in the printer user's manual.

Note: During the printing process, the label may not print until the errors are cleared by simultaneously holding down the **FEED** and **POWER** buttons.

To solve this particular printing issue, charge the battery according to the printer user's manual. If this does not solve the issue, the battery is most likely faulty and will have to be replaced. You can verify a suspected faulty battery by exchanging the battery with a known good battery and printing a shipping label.

Below is an example of a shipping label printed using the same printer after the battery was fully charged. (Figure 5)

The printer user's manual is a great resource on how to maintain, configure and troubleshoot the Zebra PT400/403 printer. Below is the manufacturer's website where technical documentation and support for the printer can be obtained:

Zebra Technologies Corporation - <http://www.zebra.com>

Direct link to the Zebra PT400/403 printer User's Manual:

http://www.zebra.com/id/zebra/na/en/index/resource_library/manuals.results.html?FRRBarcodePrinters=4294



Shipping label printed with a fully charged battery. (Figure 5)

For and From the Field

Reminder

If you have a *Read* or *Write* site that is no longer active or required to support your business processes, please contact the RF-ITV Global Help Desk (GHD) at help.rfitv@us.army.mil or 1 (800) 877-7925 to have it removed from the **RF-ITV Tracking Portal** database.

Combined Arms Support Command (CASCOM) In-Transit Visibility (ITV) Website

The CASCOM ITV Website has a new web address: <http://www.cascom.army.mil/organizations/cdi/esd/itv/default.aspx>

Please be sure to update your bookmark so that you can get the latest edition of the newsletter and updated In-land Location Code (ILC) lists!



[RF-ITV Global Help Desk \(GHD\)](#)

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AKO Instant Messenger Username: help.rfitv

Green Force Tracker/Lotus Sametime Group Name: PEO EIS-PM J-AIT-GHD
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Email: help.rfitv@us.army.mil

The RFID GHD should be contacted before any attempt to reach an FSE in your area.

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