
mPower prints an incomplete design



Technical Support

**Version 1
December 13, 2011**



Contact Info

Corporate Office: **AnaJet Inc.**
3050 Redhill Ave
Costa Mesa, CA 92626
USA

Telephone: **714.668.6000**
Toll Free: **877-6-ANAJET (877.626-2538)**
Fax: **714.662.3600**

Revision History

Revision	Description	Author	Date
1.0	Initial release.	Salvador Venegas – Tech support	December 13, 2011

Troubleshooting incomplete prints on mPower

Introduction

This is a troubleshooting guide on how to resolve issues with partial prints. This is not to be confused with colors dropping out or banding.

Scope

This applies to mPower printers only.

Symptoms

- The print will start working on the design but then at some point it will completely stop printing.

Possible causes

1. If a USB memory stick is being used to load files into the printer, the USB stick may have corrupted files or the USB device is damaged. This could happen if the USB device is not being ejected properly from the computer or from the printer. To avoid this, please use the Eject option to safely remove USB disks.
2. If the printer is connected via USB cable then ensure the cable is connected properly and that it is not too long.