



Error/Problem	Cause	Resolution
When you click Select Photo Device, The Edge closes.	Your LifeCam camera connection with The Edge may have been disrupted. Frequently the result of a Windows upgrade.	<p>There are three possible solutions:</p> <ul style="list-style-type: none"> • Reboot the PC. • Go to Administrative ► Select Photo Device and choose the correct camera. • If this is not successful: <ol style="list-style-type: none"> 1. Download and unzip the file located here: http://docs.edgeuser.com/LifecamFIX.zip. 2. Double click on it to install it. 3. Follow the prompts, always selecting the affirmative. • Open The Edge and proceed directly to trying to acquire an image. Do NOT go to Administrative ► Select Photo Device.
Edge Error: Cannot Find Device (Camera Name/Model)	Your camera connection with The Edge may have been disrupted. Frequently the result of a Windows upgrade or missed step during installation.	<p>Be sure the camera is plugged directly into the computer and not a USB hub. Unplug the camera, then plug it into a different USB port. Now try to take picture with it plugged into the alternate USB port.</p> <p>Click Administrative > Configuration and select Current from the Camera Driver menu.</p> <p>Once Edge has rebooted, click Administrative > Select Photo Device and choose your camera.</p>
The camera does not appear in the Select Photo Device menu.	Failed installation.	<ol style="list-style-type: none"> 1. Check the cables and/or reboot the PC. 2. Go to Administrative ► Select Photo Device and choose the correct camera.
GDI Error.	Computer has lost connection to the server or shared folder specified in configuration.	<ul style="list-style-type: none"> • Go to Administrative ► Configuration ► Production Settings and make sure the photo folder configuration is correct. • Make sure the camera software is not open elsewhere.
Camera box appears distorted.	Issue with display settings.	<ul style="list-style-type: none"> • Right click on your desktop and go to Display Settings. Check the text size and make sure it is 100% and try to change the resolution ratio.
For miscellaneous failures, here is a list of things to try.		<ul style="list-style-type: none"> • Open up The Edge. Go to Administrative ► Select Photo Device, make sure the camera shows up there, and highlight it and select OK. • Restart the computer and then try to acquire a picture again. • Unplug the camera and plug it back in • Try to switch to a different USB port. • Test the device at a different computer. Does it work there? If so, try reinstalling the camera on the non-working device. • Make sure camera is connected via Windows, SKIP SELECTING PHOTO DEVICE, and then go to POS ► Repair Intake. Select the photo icon then Acquire and check it. • Go to bottom left of screen and select the Windows icon, search “devices and printers” and make sure Windows sees the camera.



Problem	Resolution
Device not responding	<p>Verify your device is still being detected by Windows. You can verify this by again going to the Windows icon on the bottom left of your screen and navigating to your Control Panel, then going to Devices and Printers. The barcode scanner should be listed with your devices.</p> <ul style="list-style-type: none"> • If your device is NOT listed, unplug the scanner, and plug it into a different USB port and check connectivity again.
Barcodes do not scan.	<ul style="list-style-type: none"> • To find out where the error is, open Notepad on the computer and scan a barcode off a random item such a water bottle. It should display the barcode number within Notepad. <ul style="list-style-type: none"> ▪ If it does, then the scanner is functioning and it is likely a print issue with the barcode itself. Try reprinting the barcode. ▪ If it does not, reprogram the scanner.*
Repair envelope data goes to wrong field.	<ul style="list-style-type: none"> • Reprogram the scanner.*
Service envelopes scan correctly, but item tags do not.	<ul style="list-style-type: none"> • Reprogram the scanner.* If you are unable to scan the barcode at all even after trying various heights and angles, then this is an issue with the printed barcode try the following fixes. <ul style="list-style-type: none"> ▪ Try a different category. ▪ Verify the tag is clear and not spotty, blotched, or other issues of poor printing quality. Try re-printing this tag. ▪ If you have never been able to scan a tag easily or this is your first time trying, you may need to adjust the tag layout as well. Try adjusting the tag layout or increasing the barcode font size from 22-26 until you are able to scan this tag. You may need to copy this edited layout between all categories and reprint the tags.

See the tip sheet entitled **Hyperion 1300g for programming barcodes** (https://edgeuser.com/Portals/0/docs/HDW-2021-007_Hyperion1300G.pdf).



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Error Opening Port.	Windows lost connection with the printer. It may have lost power or been disconnected.	<ul style="list-style-type: none"> • Check the cables. • Otherwise, it must be reconfigured: <ol style="list-style-type: none"> 1. Open The Edge and go to Administrative ► Configuration ► Tag Printer 1 Settings ► Port Number and expand that option.** 2. Select Test Ports and select your printer or the USB port the printer is attached to from the list. Notice that unavailable ports are grayed-out, making your choice easier. 																												
Red light appears after print or calibration.	Tags or ribbon are not loaded correctly.	<ul style="list-style-type: none"> • Check to make sure tags and ribbon are properly loaded. • Make sure the tags are lined up with the sensor. • Make sure the holders are not too tight. • Re-calibrate as described in http://docs.edgeuser.com/TIP-2014-043_GoDex_Printer_SetUp.pdf. 																												
The ribbon sticks to tags.	Tags or ribbon are not loaded correctly.	<ul style="list-style-type: none"> • Check to make sure the ribbon is installed correctly. • Unroll the ribbon a few inches and roll it back up. • Unroll the tag roll a few inches and roll it back up. 																												
Tags are skipping or not ejecting properly.	Configuration settings are not correct for the tag type.	<ul style="list-style-type: none"> • Adjust Center Adjustment and Tag Stop Position settings for this printer in The Edge Configuration window. Recommended settings are as follows.** <table border="1"> <thead> <tr> <th colspan="2">Tag Printer 1 Settings</th> </tr> </thead> <tbody> <tr><td>TagAdjustGap</td><td>5</td></tr> <tr><td>TagAdjustLeft</td><td>5</td></tr> <tr><td>TagAdjustTop</td><td>12</td></tr> <tr><td>TagDPI</td><td>203</td></tr> <tr><td>TagPrinter</td><td>windows:Godex EZ-1100 Plus</td></tr> <tr><td>TagPrinterBurnSetting</td><td>15</td></tr> <tr><td>TagPrinterType</td><td>Godex</td></tr> <tr><td>TagRetries</td><td>30</td></tr> <tr><td>TagSensorMode</td><td>Default</td></tr> <tr><td>TagSpecialBeginBatch</td><td></td></tr> <tr><td>TagSpecialEach</td><td></td></tr> <tr><td>TagSpecialEndBatch</td><td></td></tr> <tr><td>TagStopPosition</td><td>15</td></tr> </tbody> </table>	Tag Printer 1 Settings		TagAdjustGap	5	TagAdjustLeft	5	TagAdjustTop	12	TagDPI	203	TagPrinter	windows:Godex EZ-1100 Plus	TagPrinterBurnSetting	15	TagPrinterType	Godex	TagRetries	30	TagSensorMode	Default	TagSpecialBeginBatch		TagSpecialEach		TagSpecialEndBatch		TagStopPosition	15
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The printing quality is poor.	Configuration settings are not correct for the printer type.	<ul style="list-style-type: none"> • Increase the burn setting in The Edge Configuration window. Default is 15. The higher the value, the darker the print. We recommend adjusting in increments of 5.** 																												

**Additional tag printer settings and instructions can be found in the tip sheet entitled Tag Printer Configuration (http://docs.edgeuser.com/TIP-2014-057_Tag_Printer_Configuration.pdf).



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Error Opening Port.	Windows lost connection with the printer. It may have lost power or been disconnected.	<ul style="list-style-type: none"> • Check the cables. • Otherwise, it must be reconfigured: <ol style="list-style-type: none"> 1. Open The Edge and go to Administrative ► Configuration ► Tag Printer 1 Settings ► Port Number and expand that option.** 2. Select Test Ports and select your printer or the USB port the printer is attached to from the list. Notice that unavailable ports are grayed-out, making your choice easier.
	Printer is open and carriage is released.	<ul style="list-style-type: none"> • Reset the printer: <ol style="list-style-type: none"> 1. Turn the printer off then back on. 2. After the Pause light goes out, press the Feed button one time. • Reload the ribbon and tags.
When printing tag, the Fault light is on.	Tags or ribbon are not loaded correctly or printer is not calibrated.	<ul style="list-style-type: none"> • Check the ribbon and the tags how they are loaded. After verifying these settings and still doesn't work, then the printer will need to be calibrated as described in http://docs.edgeuser.com/TIP-2017-083_DataMax_Tag_Printer_SetUp_and_Troubleshooting.pdf. Or Search on Youtube.com using keyword: Calibrating Datamax 4203 printer.**

Additional tag printer settings and instructions can be found in the tip sheet entitled **Tag Printer Configuration (http://docs.edgeuser.com/TIP-2014-057_Tag_Printer_Configuration.pdf).

Please also note that the DataMax tag printer is no longer an officially supported tag printer model so while these steps may help restore tag printing capability, it is not guaranteed. Please contact **Edge Support with your device's specific model number for further questions on compatibility.