GTX Troubleshooting

OVERVIEW

In this overview, we will discuss some troubleshooting items.   We recommend attempting the items found here if they pertain to your problem. Additionally, if you have an error code we explain how you can look up the error code. This information will be updated from time to time as more questions pertaining to various problems are fielded adding to this list.

KEY LEARNING OBJECTIVES:

☑   In this section we go over error codes and actions that might be requested for the customer take when troubleshooting with or without a tech support representative.

ADDITIONAL DOCUMENTATION:

GTX Maintenance Videos

GTX Instruction Manual

REVIEWING BASIC ERROR CODES:

We will go over where you can review the error codes for the printer in the manual. You can also utilize the GT/ISM app to look up an error code to see if you can resolve the matter on your own or if you need to contact support for further assistance.

- How to utilize the manual to look up an error code.
- How to download and utilize the app to look up an error code.

HOW TO COPY LOG DATA TO USB:

Depending on your scenario once you contact support you may be asked to retrieve the log data. You can do this in one of two ways. The first way involves utilizing the **GTX Maintenance Tool** to retrieve the data via a cable connection from the computer to the printer. The second method will require that you utilize a FAT32 formatted USB stick to retrieve the data from the printer. There is also a video available for viewing the process for retrieving log data from the printer.

- How to retrieve log data via a cable connection using the Maintenance Tool.
- How to retrieve log data using a FAT32 formatted USB stick.
- Link to the video showing how the process is performed.

PRINT HEAD REPLACEMENT PROCESS:

In the event you need to replace a print head for the printer there is a set procedure that will need to be followed. In this process we will discuss the steps that need to be taken and length of time that will be required to perform them. Please note that once the replacement process is started that until the physical replacement process is completed the person performing the task cannot stop until completion. There will also be tasks that need to be performed after the replacement is carried out.

- Listing of the step by step process.

- Amount of time on average that each process will take.
- Links to the videos for the processes to perform after replacing the head.
- Link to the video showing the actual replacement of the print head for white.

HOW TO PROFILE A GARMENT FOR PRETREAT AND INK LEVELS:

To profile a garment for pretreat you can view the video on Understanding Pretreat Volume. This video covers the how to for mix ratios and utilizing a Schulze and gram scale to figure out gram volume of pretreat sprayed on garment. When combined with the video for the highlight mask check pattern it can further help identify the ink volume that will work best for the garment. There is also a video for Highlight Mask and Whiteness explained that can give a person further insight into how ink volume is dispersed and controlled by the driver.

- Link to the video for Understanding Pretreat Volume.
- Link to the video for using the Highlight Mask Check Pattern.
- Explanation of the use of these tools in tandem.

ERROR WHEN SENDING:

When you receive an error when sending message there are a few key items that we want to check. Here we will discuss what you will want to check and try before reaching out to tech support.

- What should I do when I receive an error on the computer side?
- What should I do when I receive an error on the printer side?

FOR ADDITIONAL TECHNICAL SUPPORT INFORMATION:

GTX Support Videos

GTX Drivers/Firmware