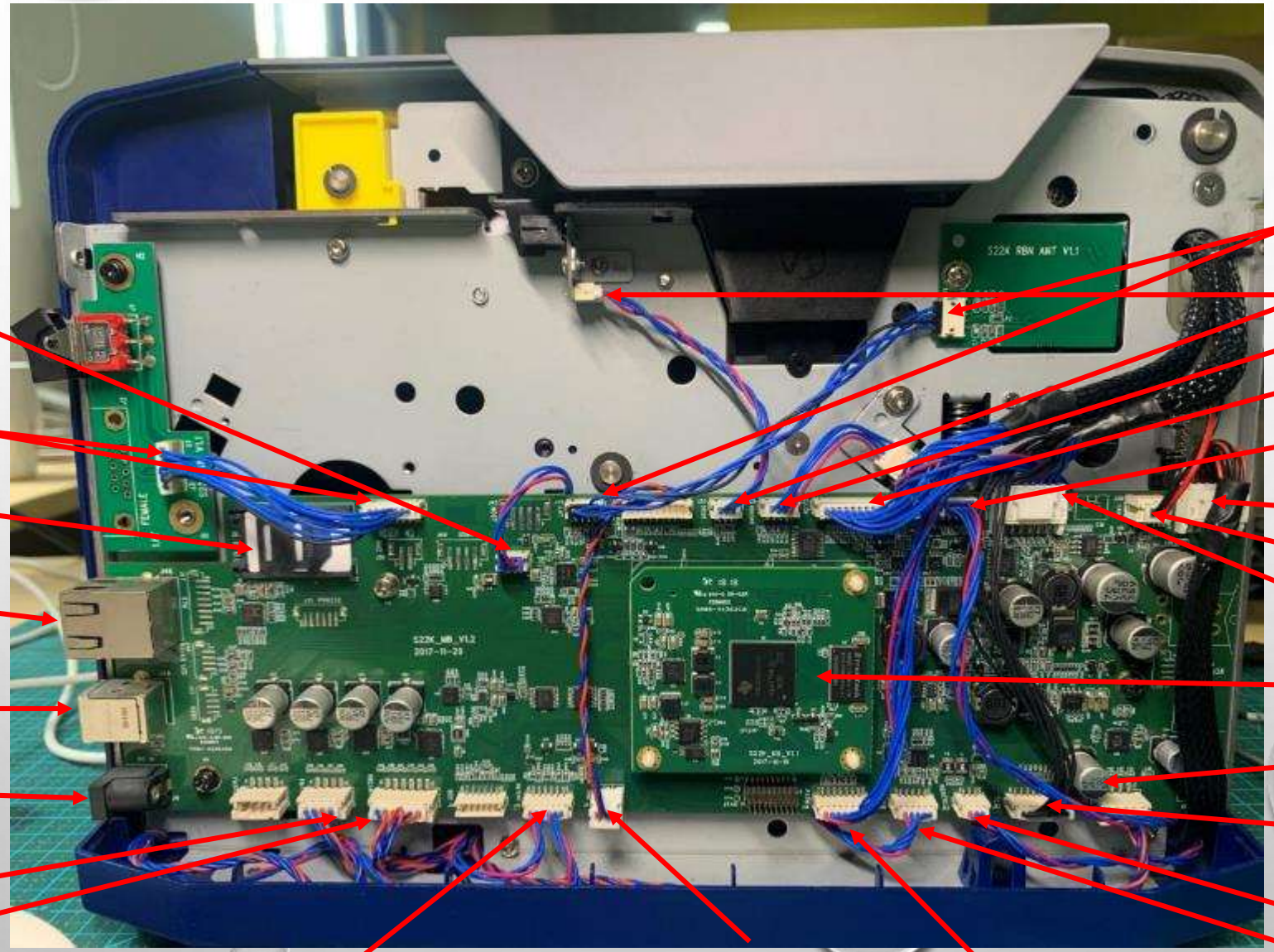
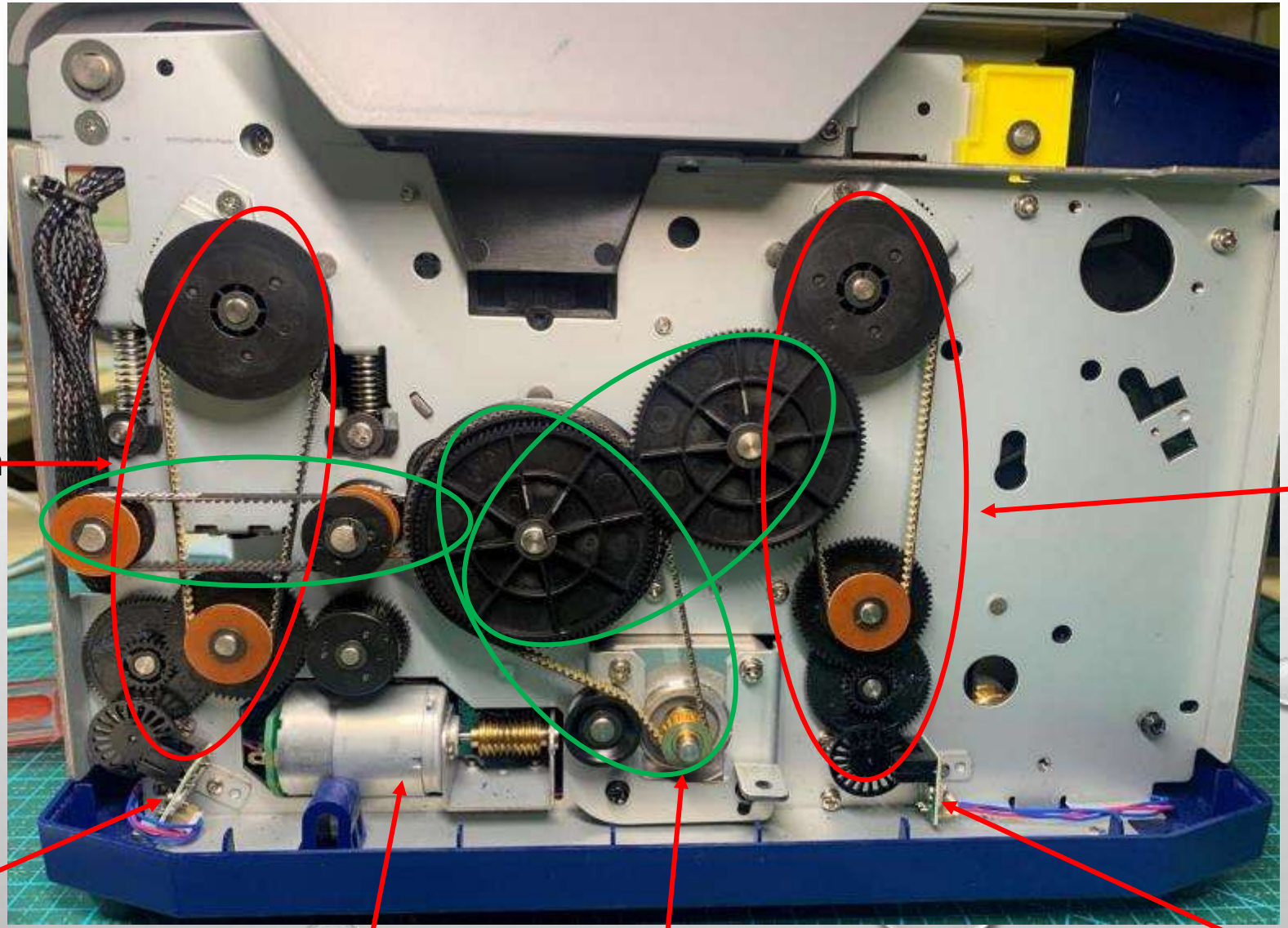
Training for Seaory S series Card Printer

1. Structure Introduction of S series card printers
2. Introduction of Fix Tools
3. Solutions for S series Card Printer Operation Trouble

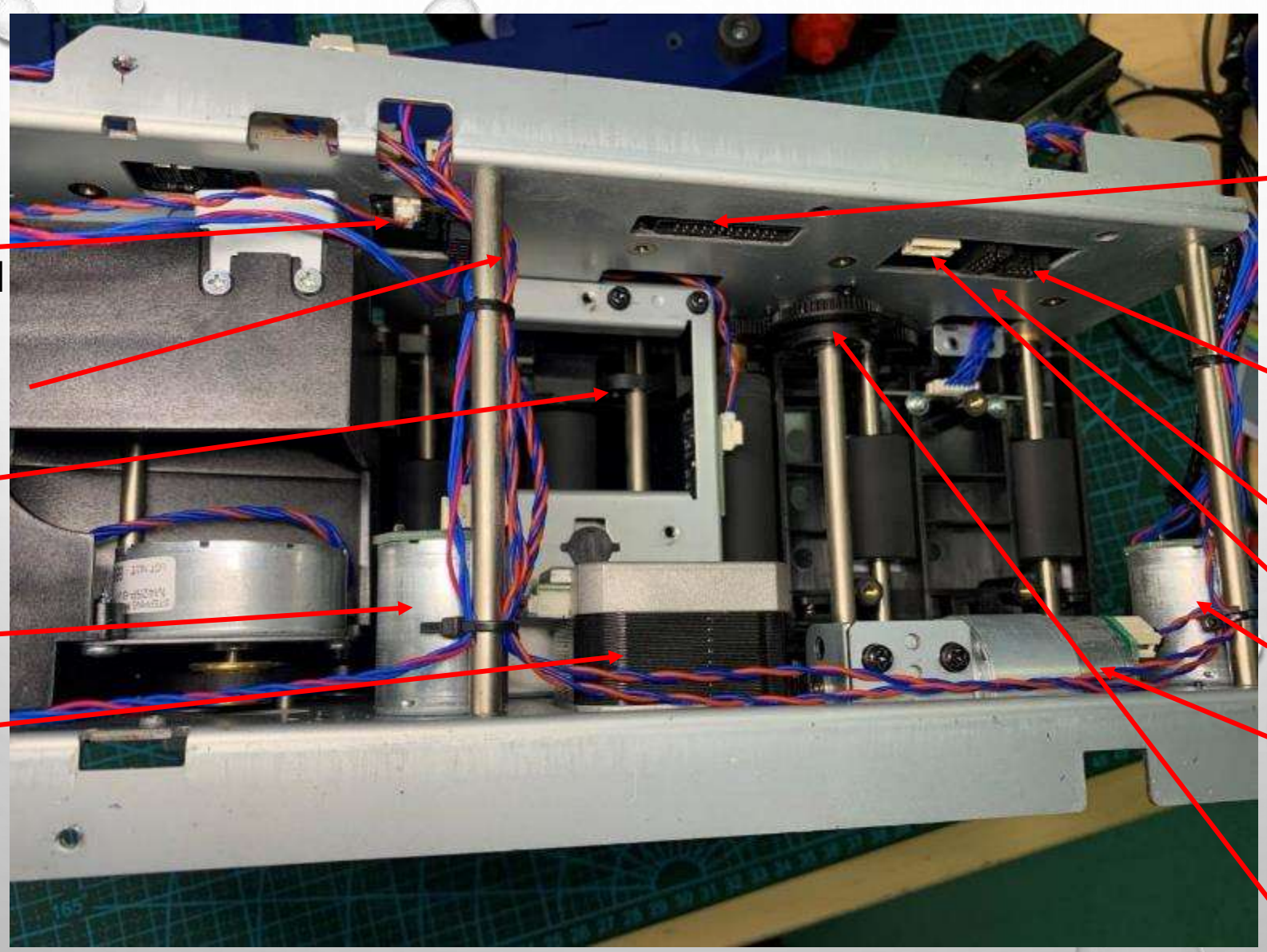
Structure Introduction of S series card printers(S21)

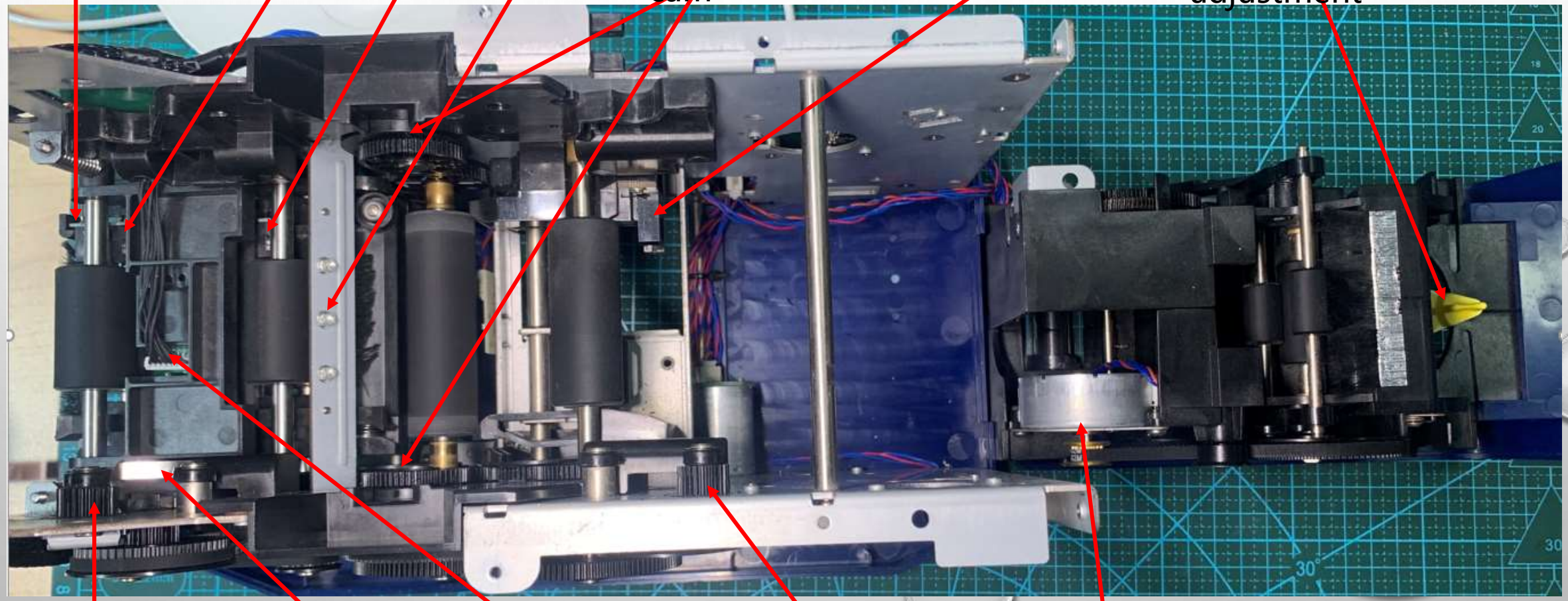
Motherboard Wiring Diagram

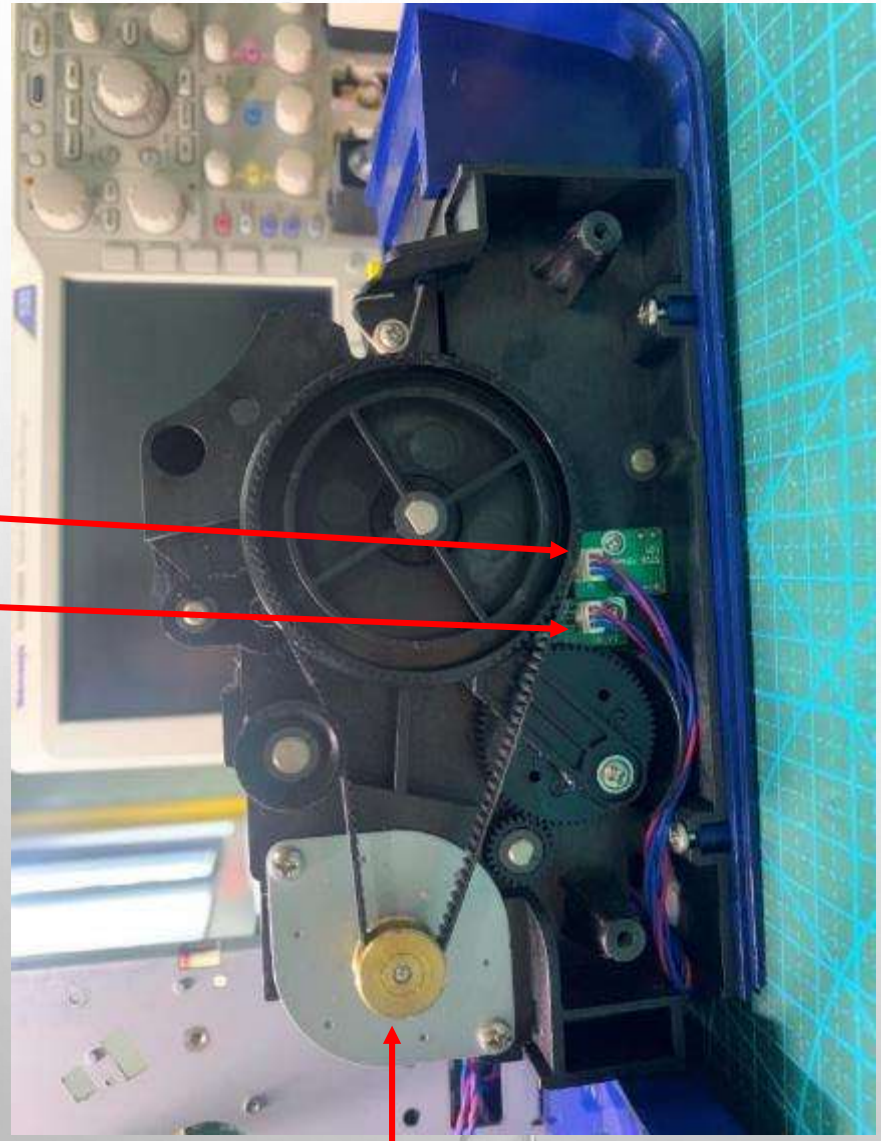


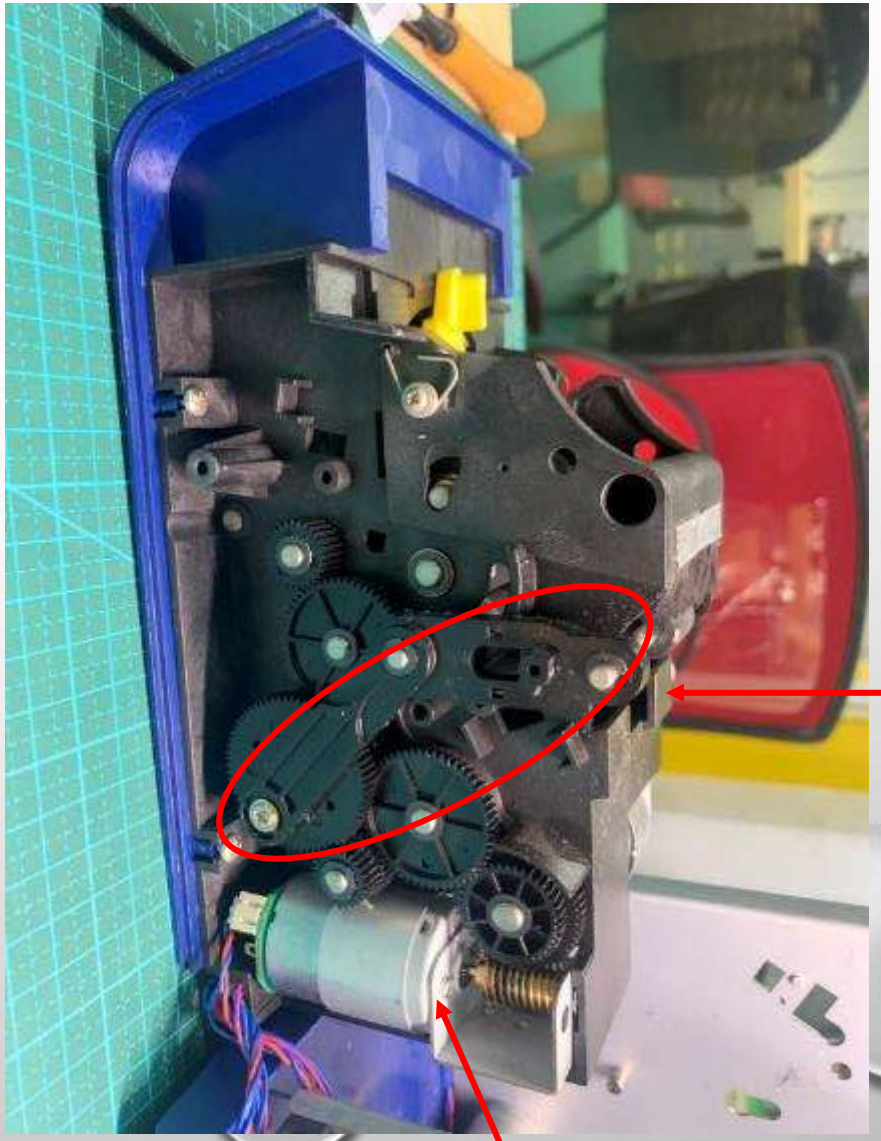

Red end ribbon drive
White end color ribbon drive
Red end ribbon coding sensor
Cam motor
Card feed motor
White end ribbon coding sensor

Internal structure diagram of bottom

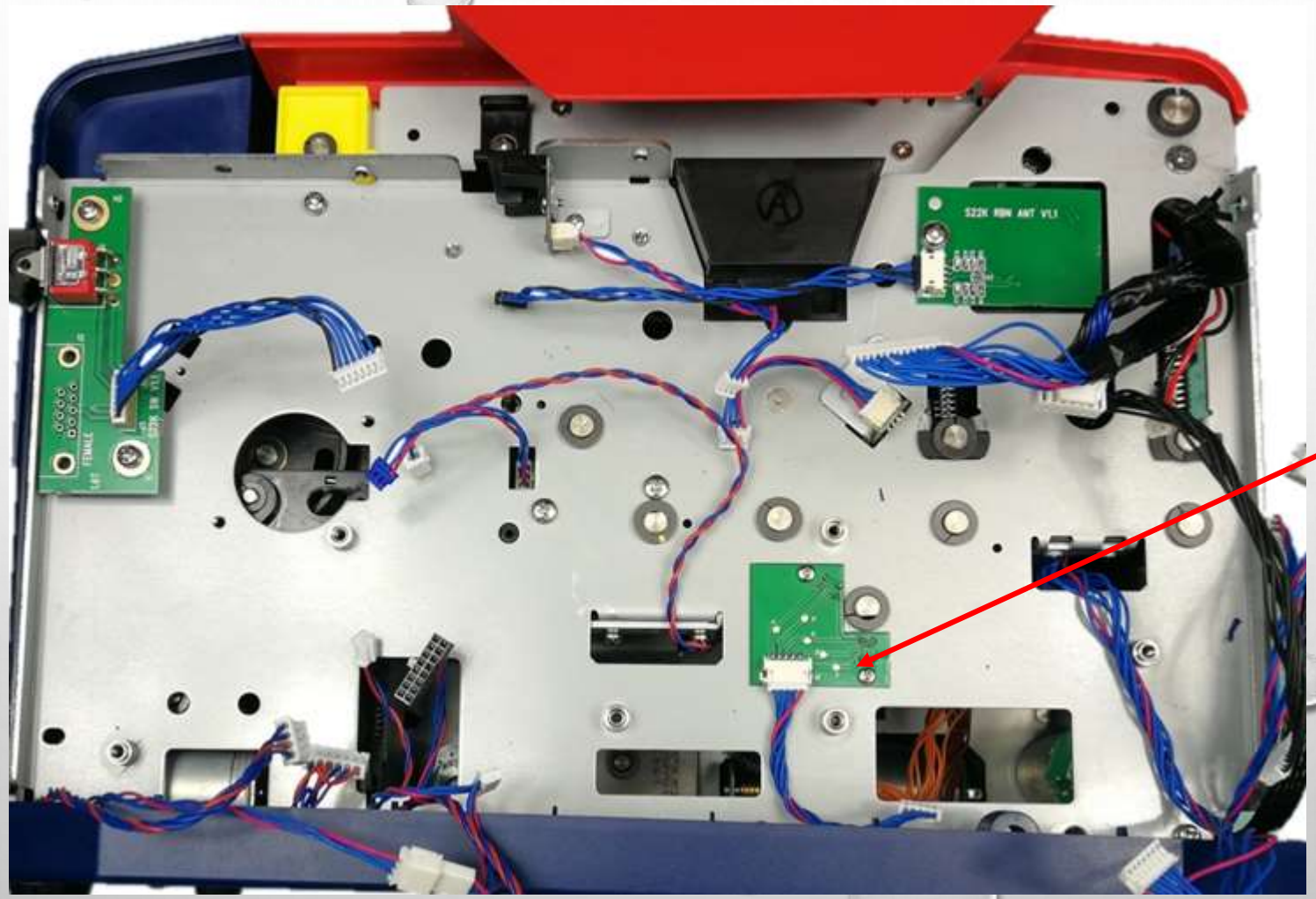



P5 Sensor
P4 Sensor
P3 Sensor
Ribbon Led sensor
TPH print head cam
P2 Sensor
Thickness adjustment
Red end drive gear
Ribbon shaft rising shrapnel
Contact type IC read head
White end drive gear
ADF card feed motor

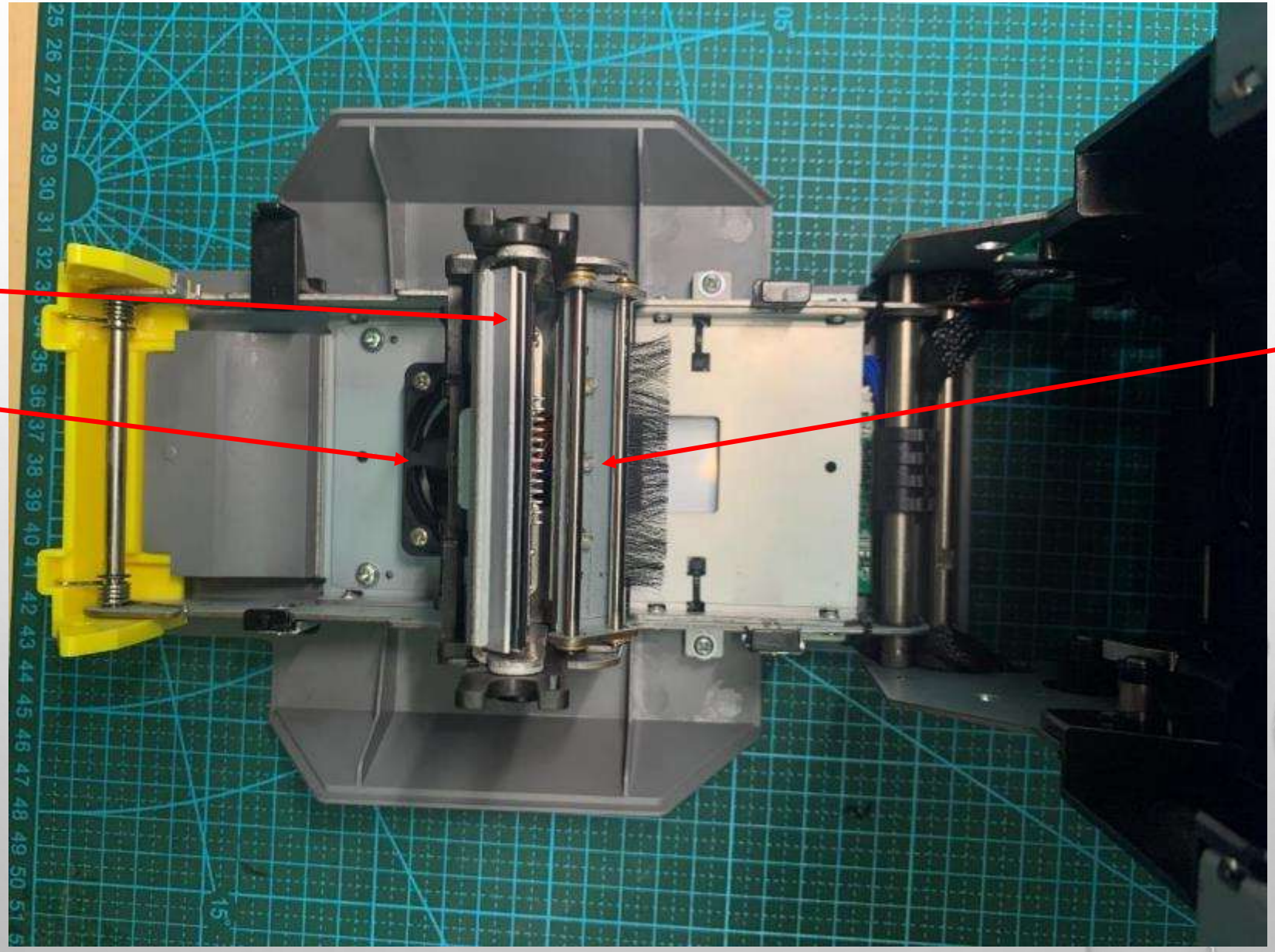

P1 Sensor
ADF cam sensor
ADF card feed motor


ADF cam mechanism
ADF card feed motor (reverse

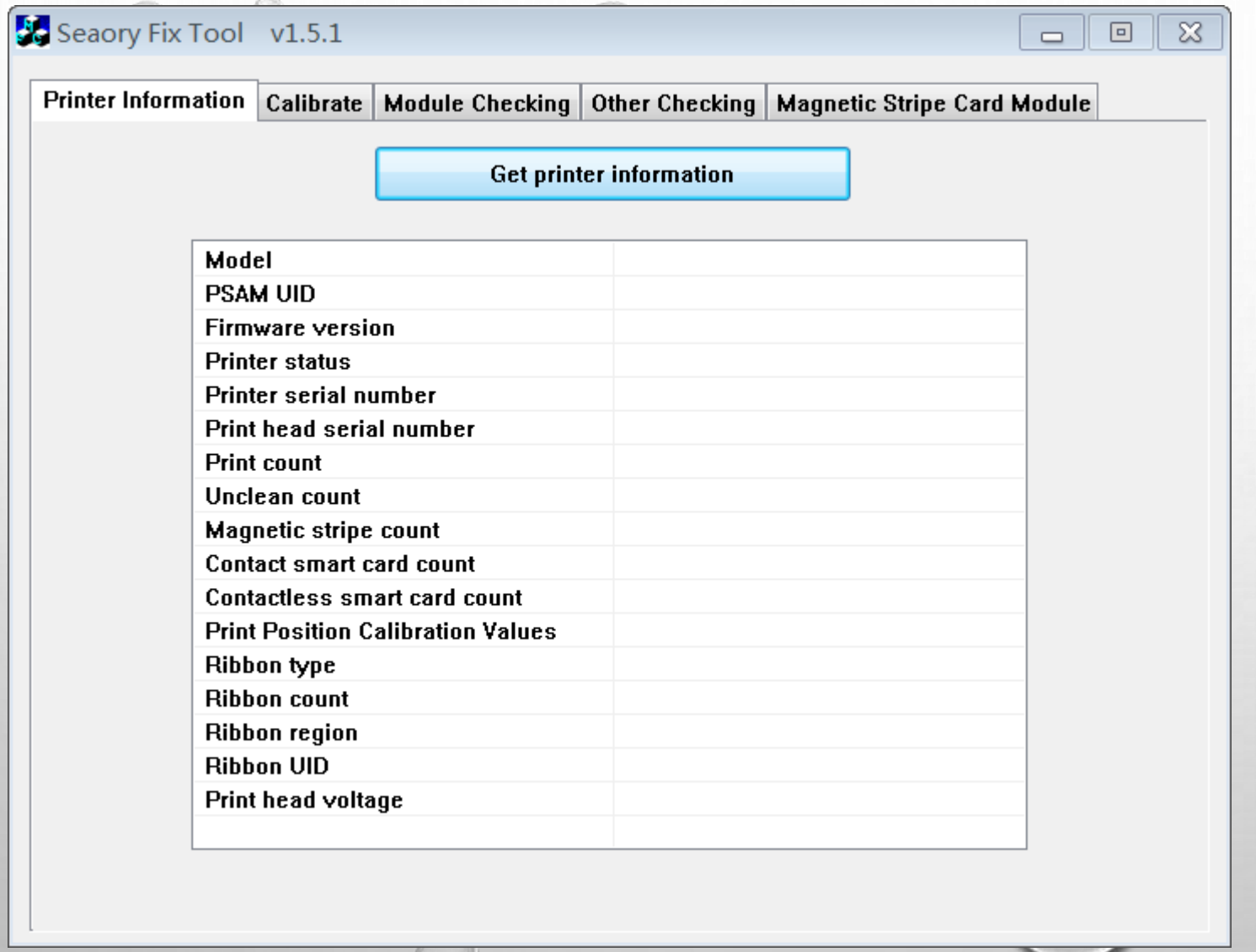
Rear view of motherboard



Top cover structure diagram

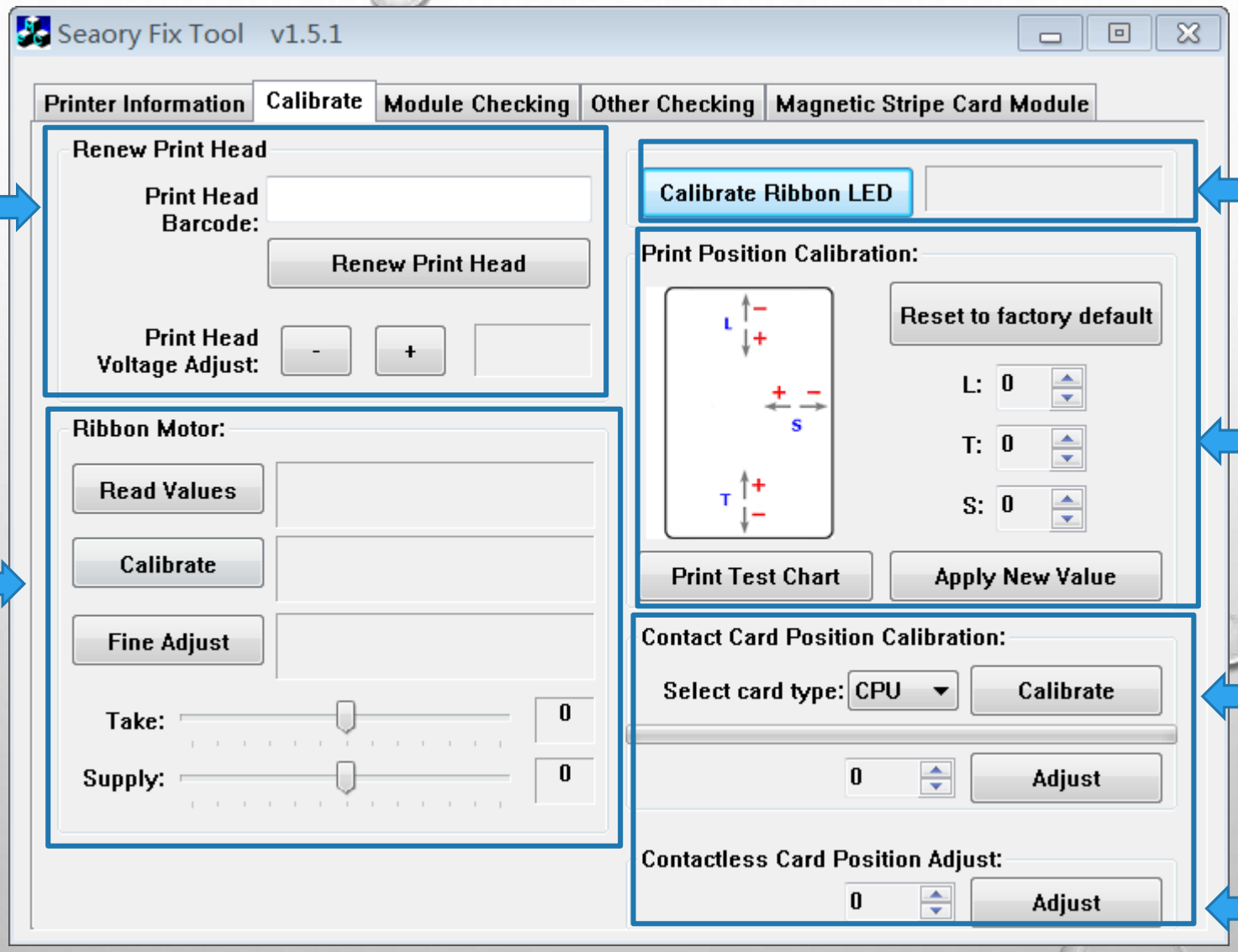


Introduction of Fix Tools


Seaory Fix Tool v1.5.1
Printer Information
Calibrate
Module Checking
Other Checking
Magnetic Stripe Card Module
Get printer information
Model
PSAM UID
Firmware version
Printer status
Printer serial number
Print head serial number
Print count
Unclean count
Magnetic stripe count
Contact smart card count
Contactless smart card count
Print Position Calibration Values
Ribbon type
Ribbon count
Ribbon region
Ribbon UID
Print head voltage


还原(R)
移动(M)
大小(S)
最小化(N)
最大化(X)
关闭(C) Alt+F4
About ResellerTool...
English
Chinese Simplified
Chinese Traditional

1. Renew the print head
2. Adjust the print head voltage to control the color shades of the print content



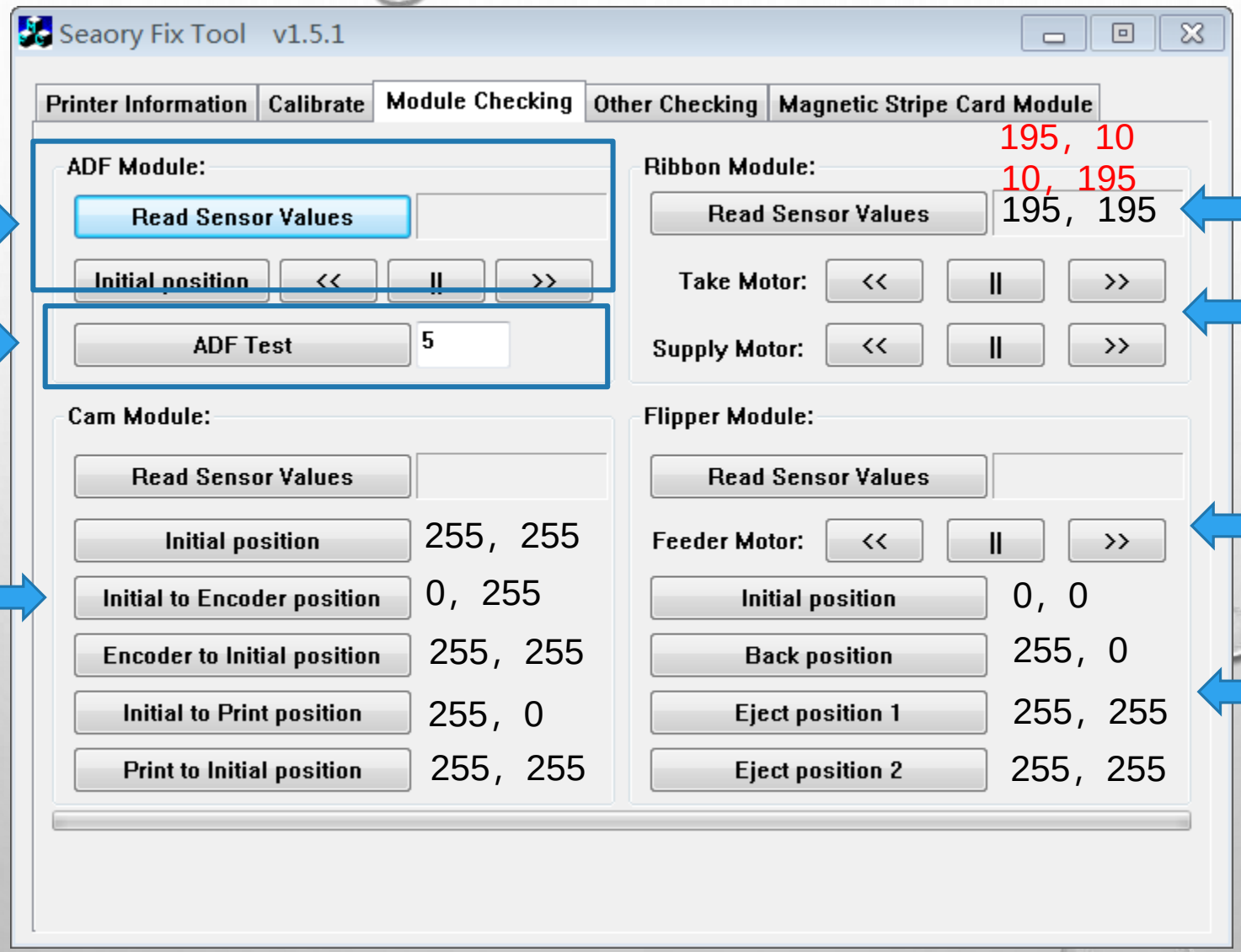
Printed cards with colored lines

Ribbon error Code 48 Calibration

Print over edge, white edge, ribbon broken

IC card reading failure Calibration

Contactless Card reading instability adjustment



Hook card and ADF sensor test

Card feeding test

Cam sensors test
Print head up-down test;
IC readhead up-down test

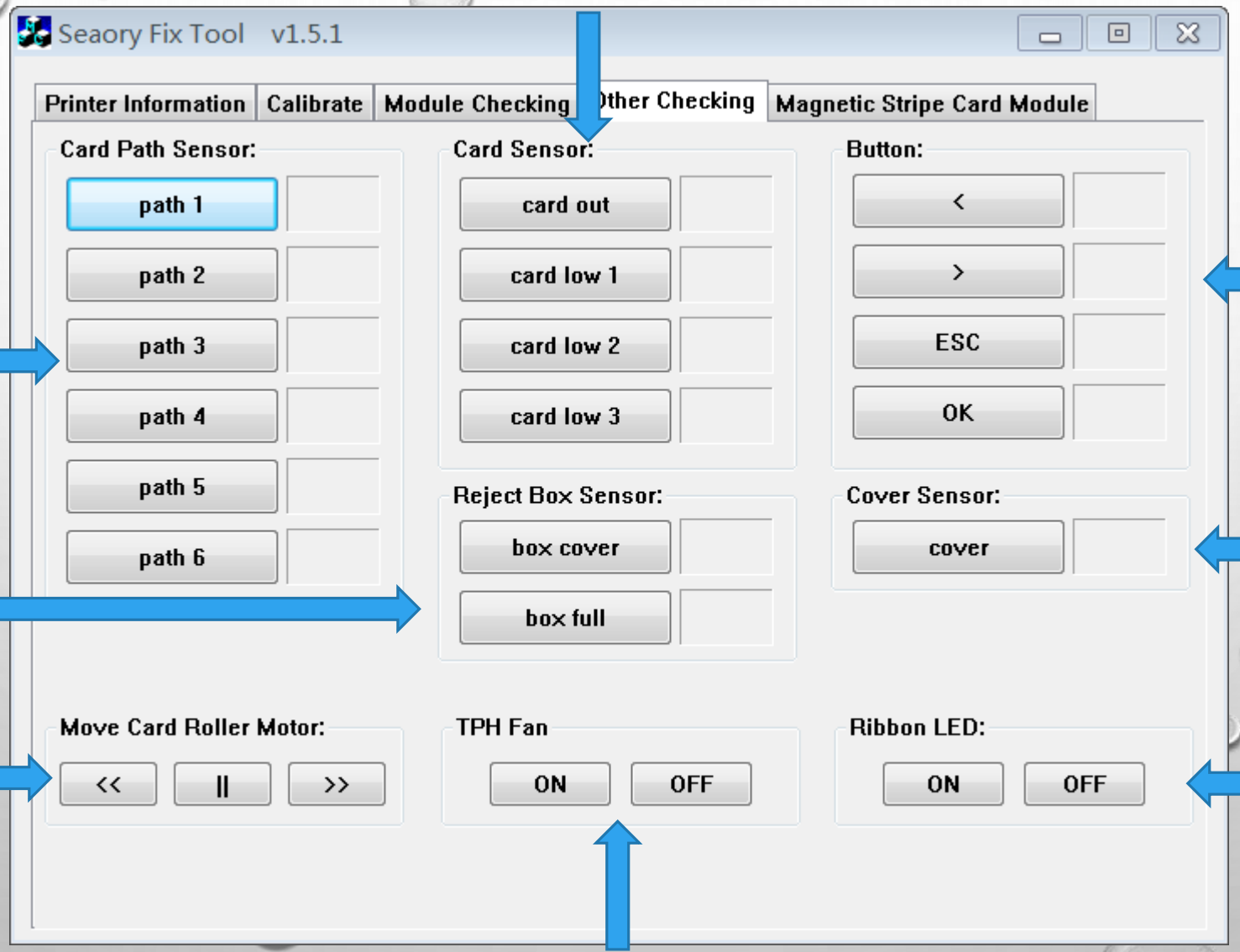
Check the sensor values in the current state

Test whether the red and white ends of the motor and gears could turn properly.

Test whether the card feeding fillper is rotating

Test whether the sensor and motor of the card feeding flipper are normal

Test whether the card sensors are in card slots



Test whether the card position sensor is normal

Test sensor of defective card slot

Test whether the card feeding is normal

Test whether the upper cover button is normal, press and hold the value is 0, release is 255

When the top cover closed, value is 0. while open, value is 255.

Test whether the ribbon lamp is damage

Check the cooling fan is move or not

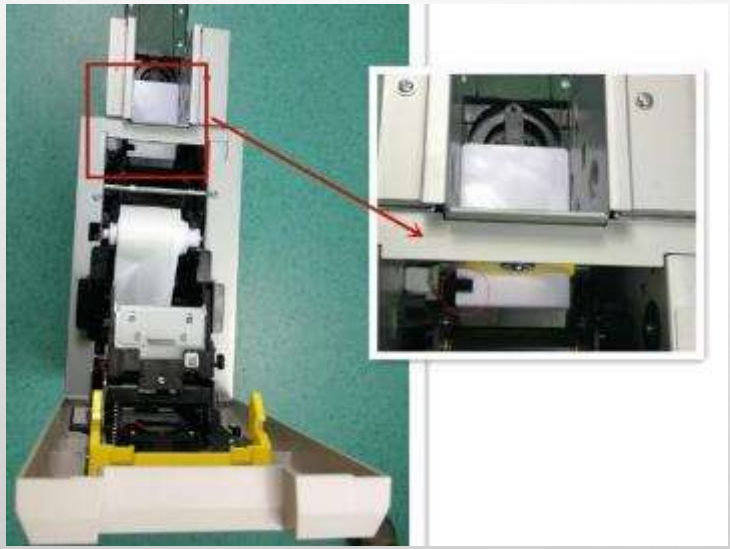
Test the stability of reading and writing values. After writing, consecutive read and write normal, means it is stable, if frequent inconsistencies in write and read data, is abnormal, shall replace the magnetic stripe module to confirm.

Solutions
for
S series Card Printer Operation Trouble

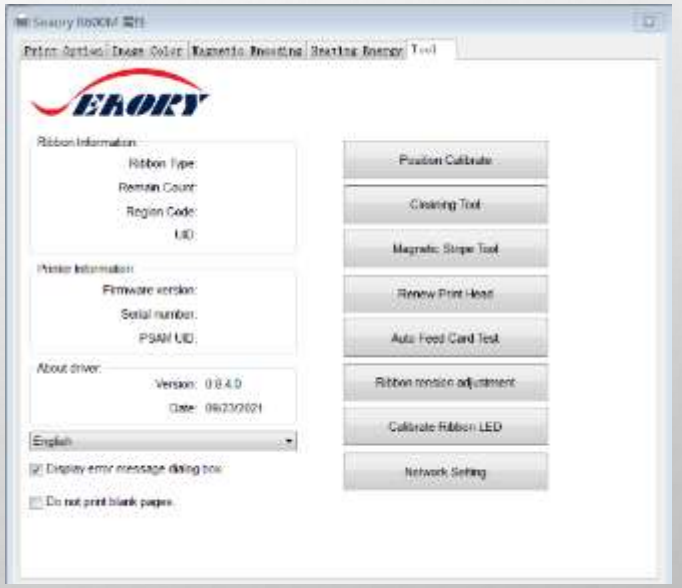
Information required

- Picture of failure
- Description of failure
- Production process number, firmware version, driver version

Error Code



Detail Image



Screenshot of driver tool

Failure Solutions

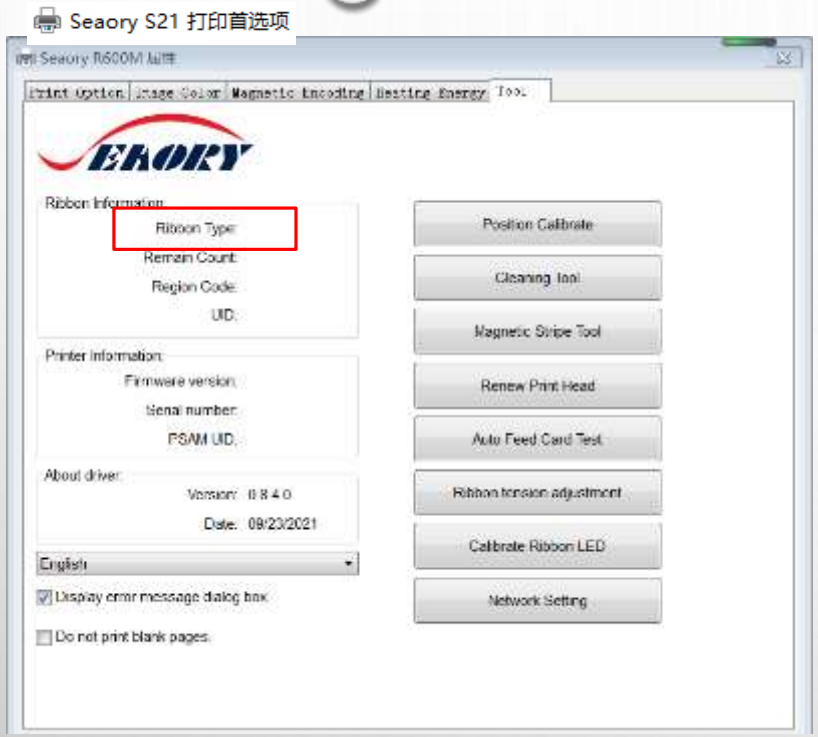
1. *About the Ribbon Failures*
2. *Printing Effect Adjustment*
3. *Card Jam*
4. *Card Feeding/output Failures*
5. *Other Failures*

1. About the Ribbon Failures

Ribbon out- Code 41

Cause: The ribbon chip count is used up, but the ribbon still has a little left.

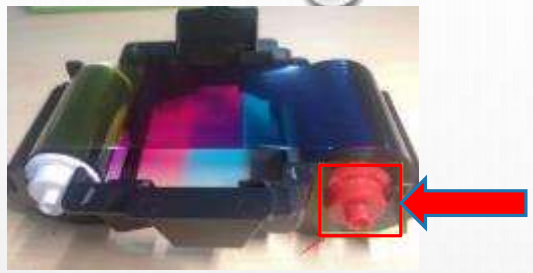
Solution: Replace a new ribbon



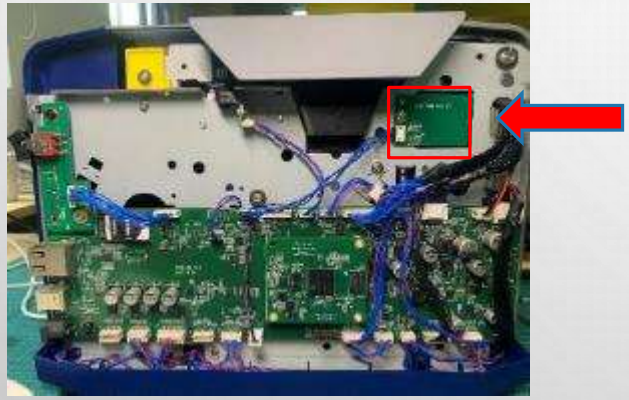
Note: Basically, this problem rarely occurs. More often than not, the ribbon is used up, and there are still one or two prints left in the chip. If there is any discrepancy with the above, please take a photo and send it to our company for confirmation.

Ribbon error- Code 42

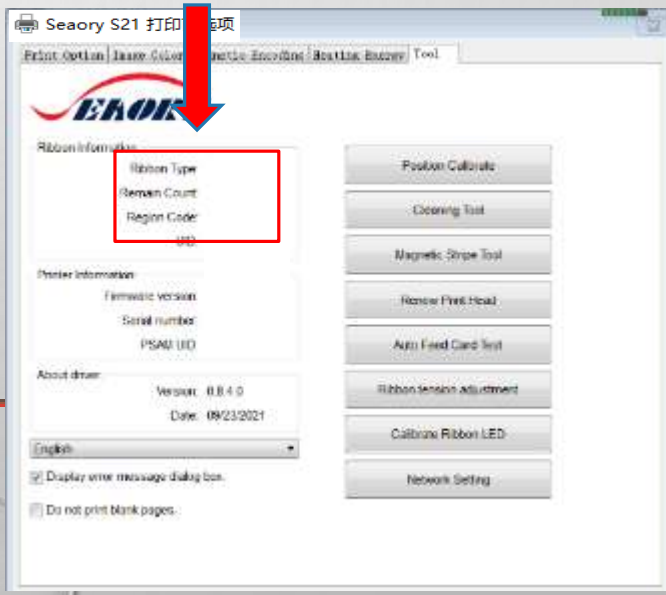
Cause 1: The ribbon chip is abnormal and unstable, the counting of the ribbon chip fails to be deducted



Cause 2: RF coil induction instability, the counting of the ribbon chip fails to be deducted



Solution: For error 42, first open the printer driver to check the ribbon information in the tool item, if fail, then cross-verify the ribbon chip and RF antenna. Chip problems to replace the chip, RF antenna problems, replace the antenna.

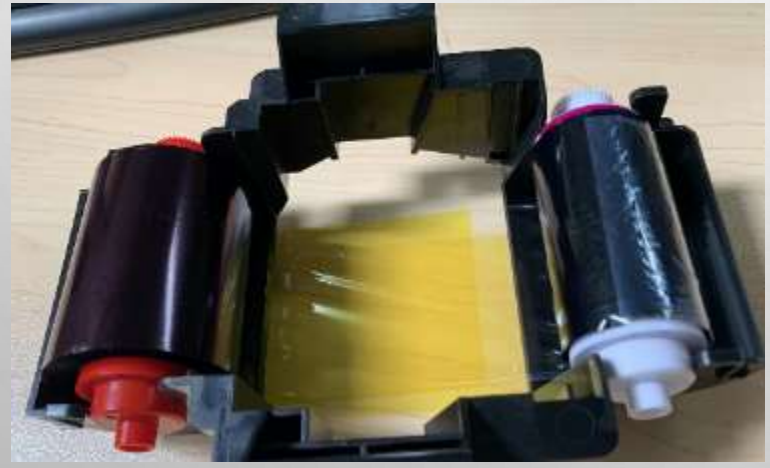


Ribbon missing- Code 43

Cause 1: No ribbon installed in the printer

Solution: Install the printer ribbon.

Cause 2: The ribbon is installed in reverse



Solution: Load the ribbon into the ribbon holder as shown, paying attention to the color correspondence between the ribbon shaft and the color posted on the ribbon holder.

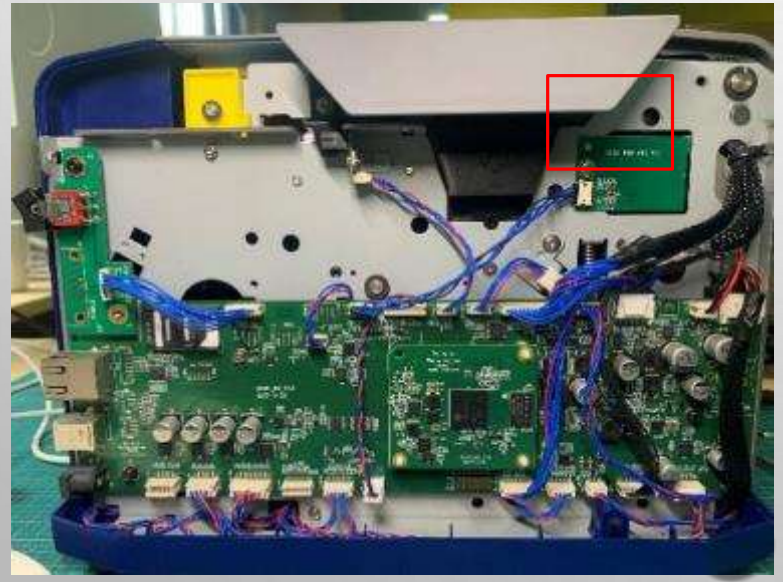
Note: The 2 situations for ribbon installed reverse: 1, The color is not installed in correspondence; 2, The color is in correspondence, but the chip direction is wrong

Cause 3: Ribbon chip damage

Solution: Replace the ribbon and test, confirm whether or not the ribbon chip problem is, replace the ribbon if it was.

Cause 4: RF antenna cable loose or antenna damage

Solution: Confirm whether the ribbon is normal,then check the RF antenna cable, if the cable is normal, replace the RF antenna



Ribbon unsupport- Code 44

Cause: The ribbon code type does not match the printer code type

Solution: Please use the ribbon corresponding to the printer code type

Ribbon missing- Code 45

Cause 1: The ribbon is broken

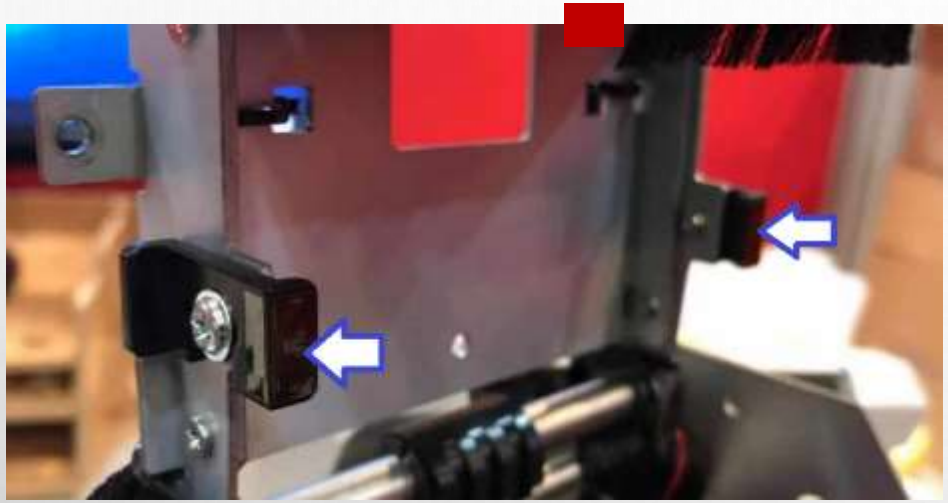
Solution: Remove the ribbon, tape the break with tape, then roll the broken ribbon to the white end

Cause 2: Ribbon shaft gear damage

Solution: Replace the ribbon shaft gear

Cause 3: Ribbon Mask loose

Solution: Adjust the ribbon mask strictly in accordance with the SOP for Install Washers of Ribbon Mask.

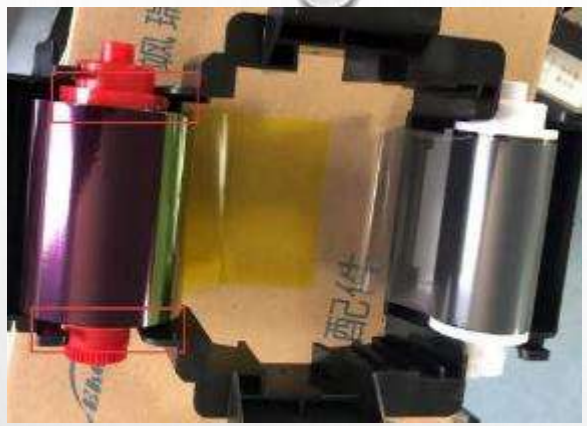


Note: The red end of the ribbon is rewind, indicating that the ribbon is not processed after the error 48, and then the self-test will indicate Ribbon missing code 45.

If the motor in pickup/receiving end does not rotate, the red motor will keep rolling the ribbon to the white end during the self-test, causing the ribbon to rewind, and then prompting ribbon error 48. After prompting ribbon error 48, the rewound ribbon at the red end is not recovered, and then when restarting the self-test, the subsequent error will be found as ribbon missing code 45 because the ribbon at the red end is rewound below the ribbon shaft.

Cause 4: The ribbon is off-axis, making it difficult for the ribbon to rotate and make a "cluck" sound

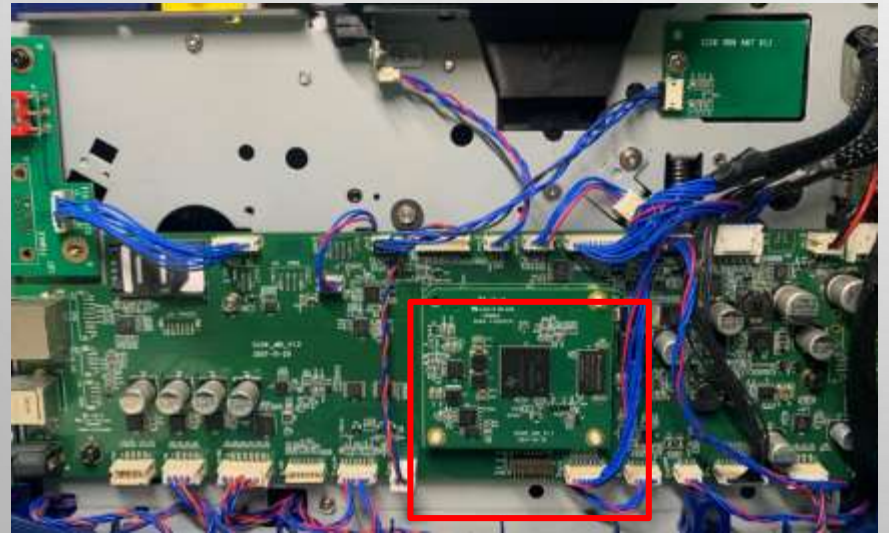
Solution: Remove the ribbon and push it to the center of the ribbon axis

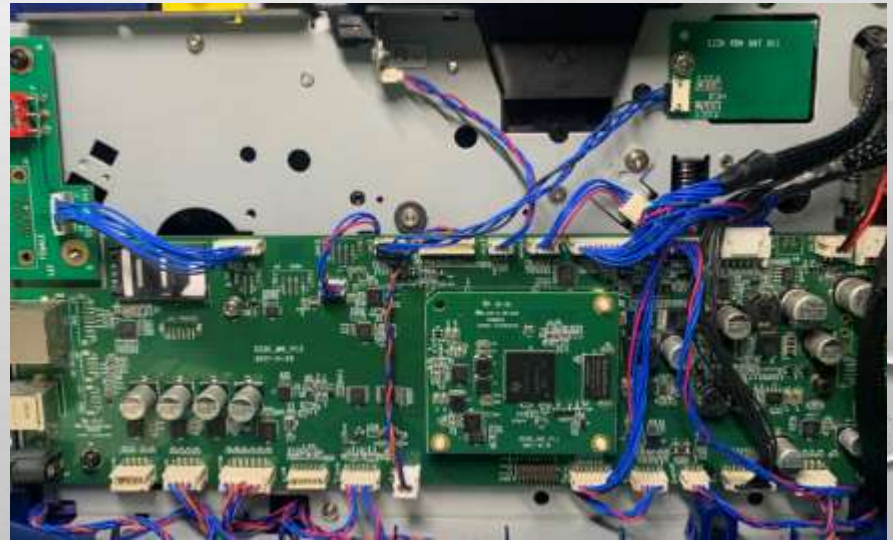


Cause 5: The core board is in poor contact, causing the gear to get stuck

Solution: Re-plug the core board

Note: When the core board contact is poor, Code 48, 49 will also occur.

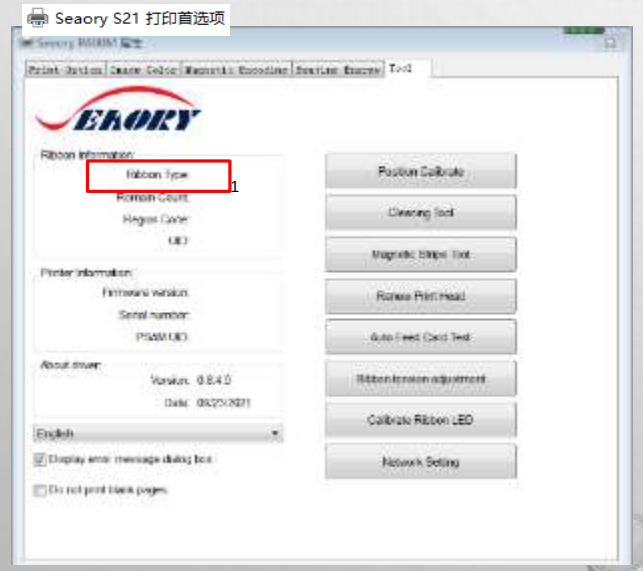




Ribbon out- Code 46

Cause: The ribbon installed in the printer is used up, but the chip count is still left.

Solution: Replace a new ribbon



Ribbon error-Code 48

Cause 1: Ribbon breaks during printing

Solution: Remove the ribbon, tape the break, then roll the broken ribbon to the white end

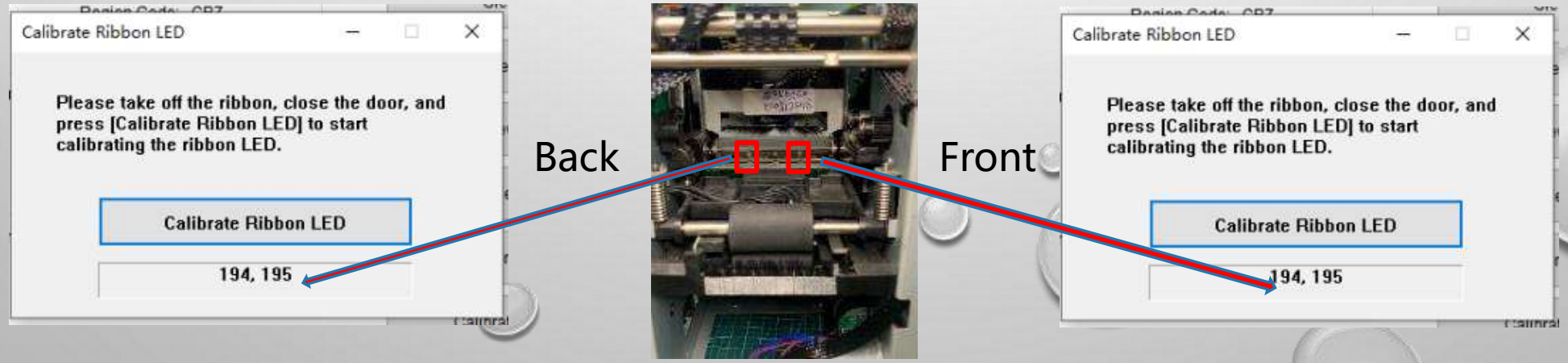
Note: If the ribbon breaks offten, please refer to the ribbon breakage failure solution

Cause 2: Sensor parameter decay

Solution: Click the Calibrate in the driver tools of the Ribbon Led for correction, the normal light value in 195, 195 or so

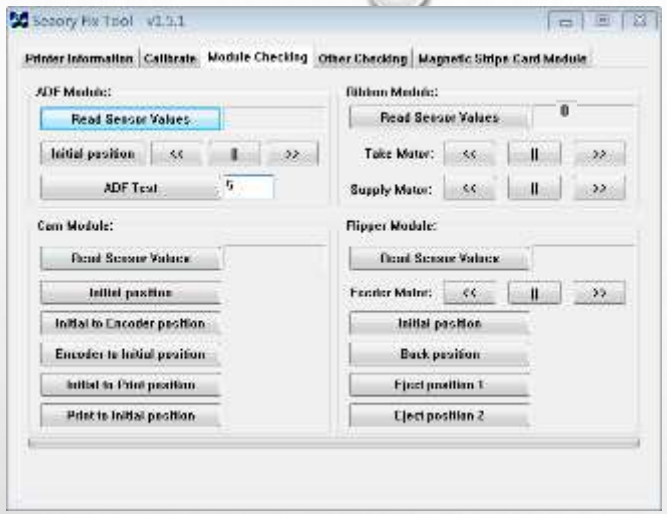
Ribbon Led value
Y: 32, 182
M: 27, 15
C: 166, 39
K: 8, 10
O: 186,195

Note: When the calibration failed, but the sensor light value is still above 50, then the sensor light gets dirty or the sensor is crooked, and the upper and lower are not aligned. If cleaning and calibration do not work, you need to trigger the corresponding upper and lower two Ribbon Leds for alignment, until the light value returns to normal.

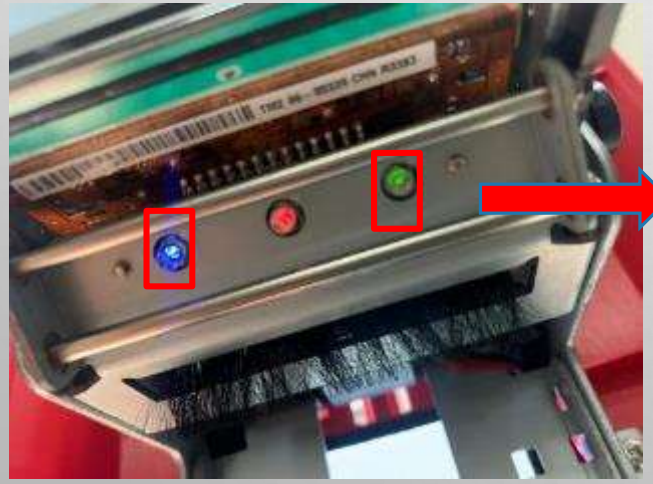


Cause 3: Sensor cable loose or sensor damage

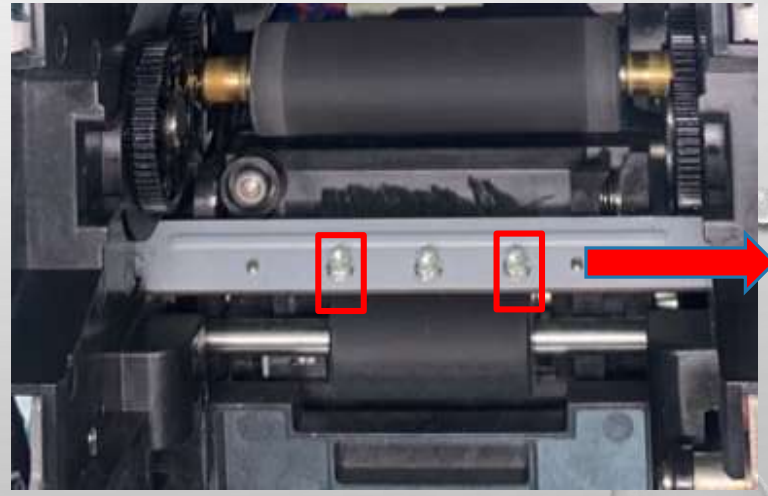
Solution: After the calibration failed and the light value showed 0, check the sensor cable, if the line is no problem then is the sensor damage, shall replace it



Note: The ribbon sensor is divided into Ribbon Led sensor and Ribbon Led, the three light beads above are the Ribbon Led and the three light beads below are the light sensor.

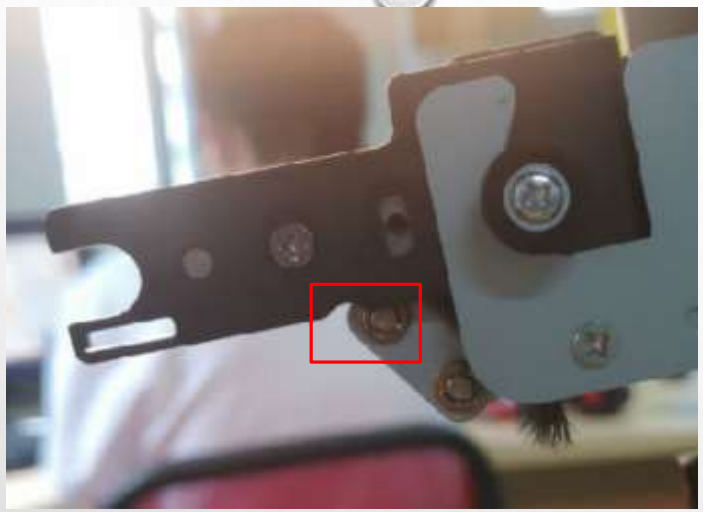


Ribbon Led is on, means it is normal



You can use the phone flash against the corresponding light beads to read the value, the light value can be above 100 is normal.

Cause 4: Ribbon Led bracket deformation



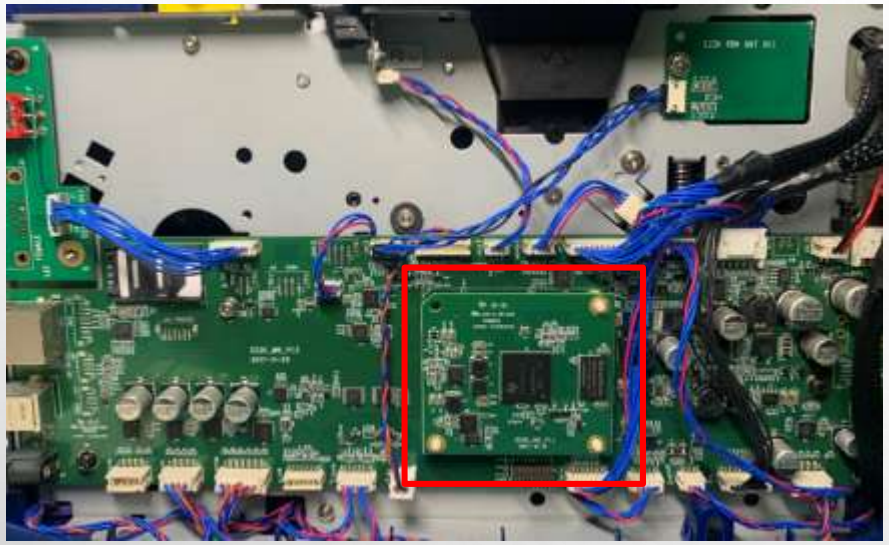
Solution: wrench the Ribbon Led bracket to the normal angle

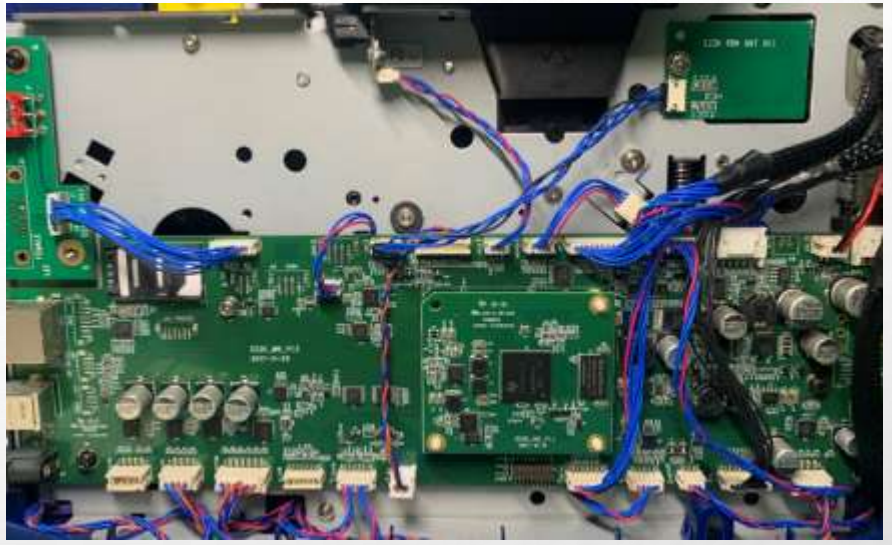
Note: The deformation of the Ribbon Led bracket is caused by the artificially misplacing of the ribbon to the bottom of the print head and then press the top cover.

Cause 5: Poor contact with the core board, resulting in gear jams

Solution: Re-plug the core board

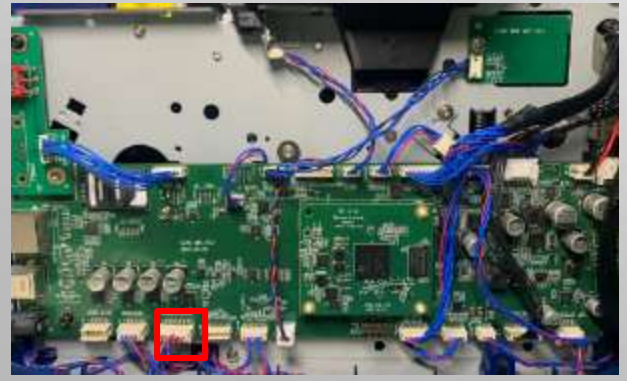
Note: When the core board contact is poor, it will also cause the failure code 45, 49

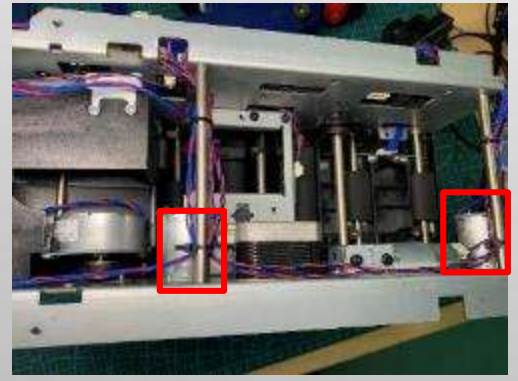




Cause 6: The supply and receiving side end of the motor cable abnormal or motor damage (color ribbon)

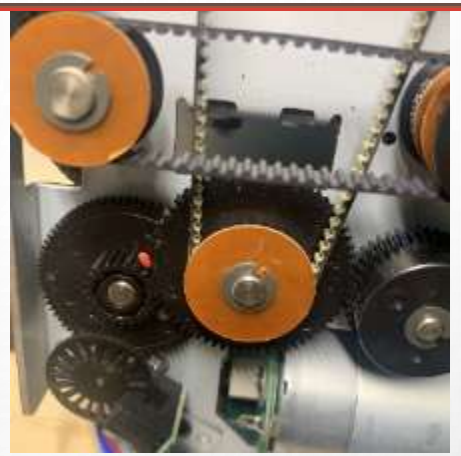
Solution: If no problem with the cable, please replace the motor





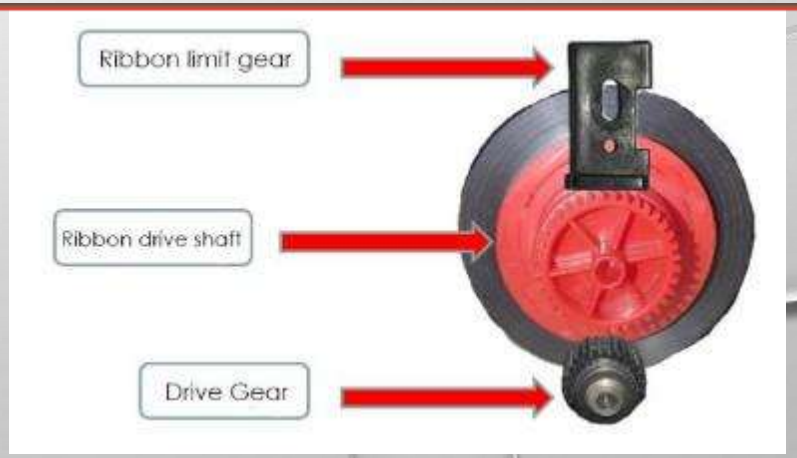
Causes 7: There are other substances between the gear of the supply end and the receiving end of the ribbon, which causes the stuck(color ribbon)

Solution: Remove other substances from the gears



Cause 8: Washers of ribbon mask(limit gear) loose, continuous gear jumping during printing (color ribbon)

Solution: Continuous “clatter” noise when gear jumping . If you hear this sound, please adjust the clamping piece according to the Washers of ribbon mask adjustment document.

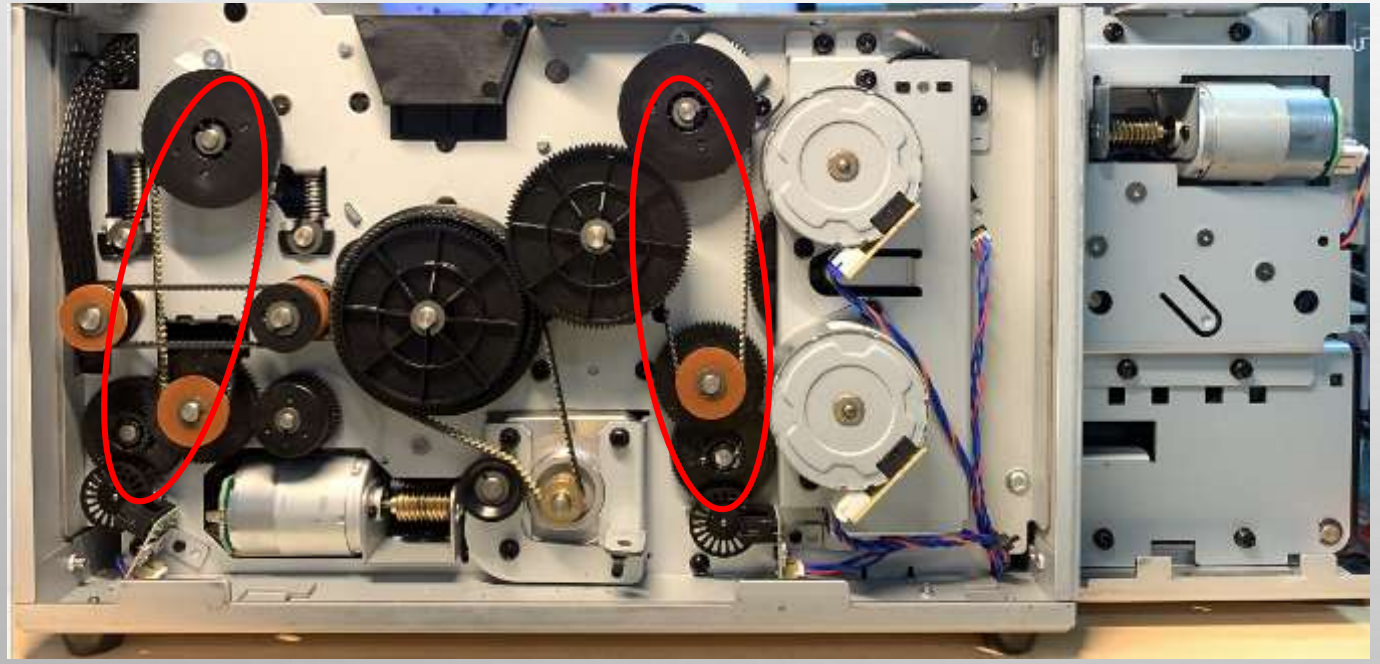


Ribbon error- Code 49

Cause 1: the ribbon drive mechanism is too tight, receiving end(pick-up end) rotation is stuck frequently, or slippage during the transmission process so that the printer determined the color block diameter abnormal.

Solution:

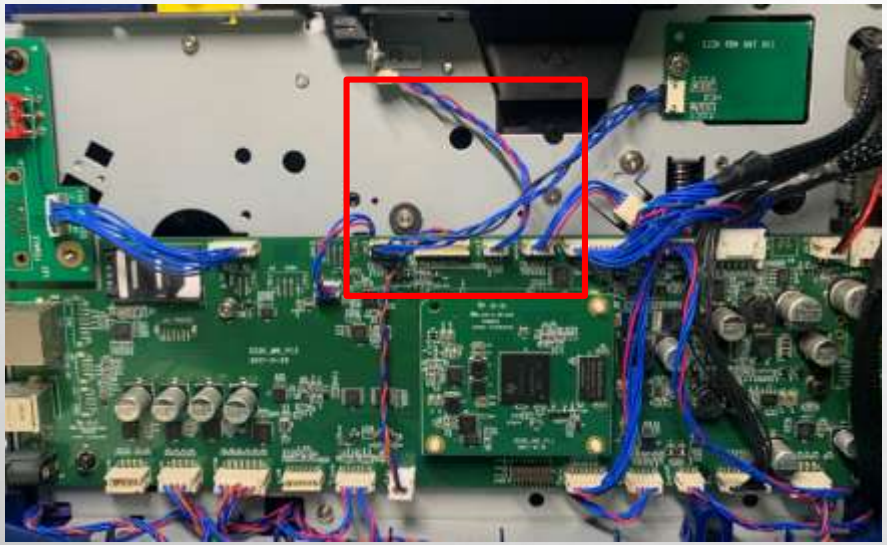
1, Check if the ribbon clamping plate is too tight
2, Check whether the ribbon gear has broken cogs
3, Check whether the printer drive gear is worn or installed too tight.

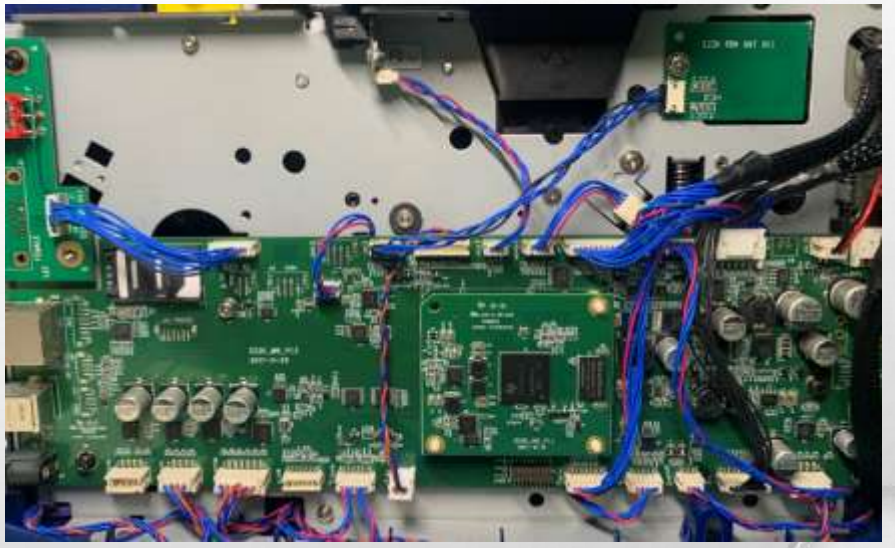


Cause 2: Poor contact with the core board, resulting in gear jams

Solution: Re-plug the core board

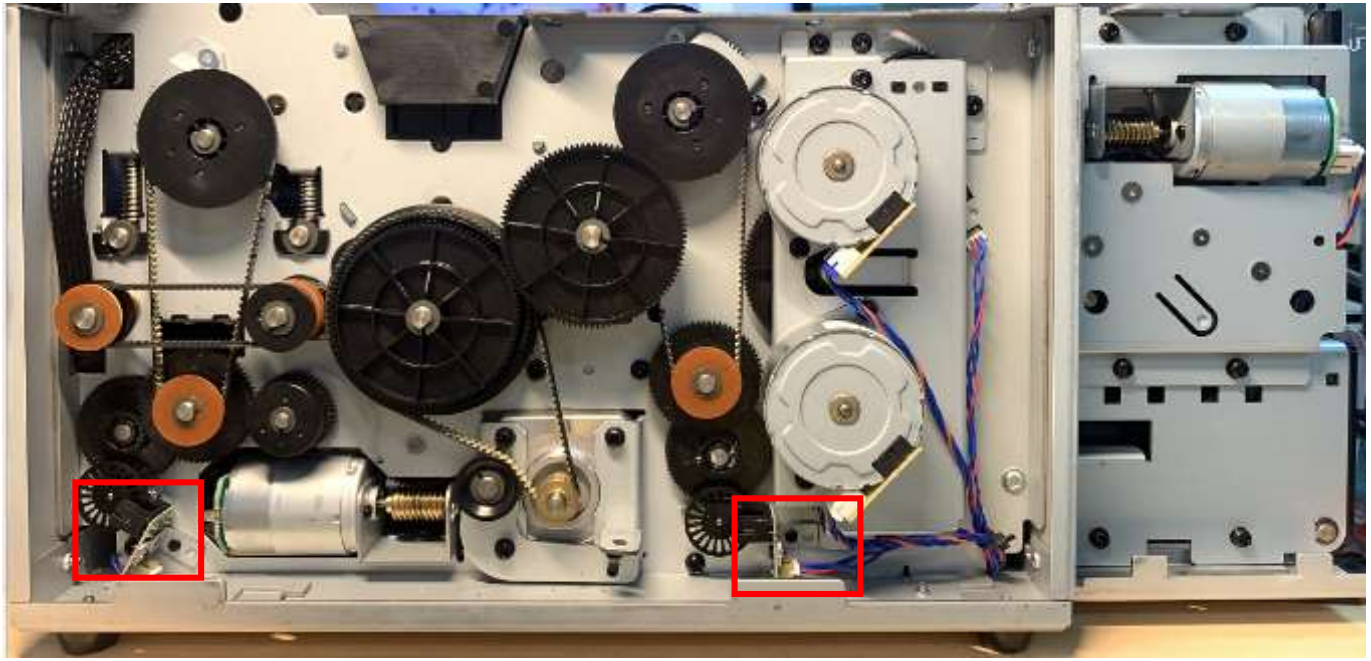
Note: When the core board contact is not good, there will also be code 45, 48 error.





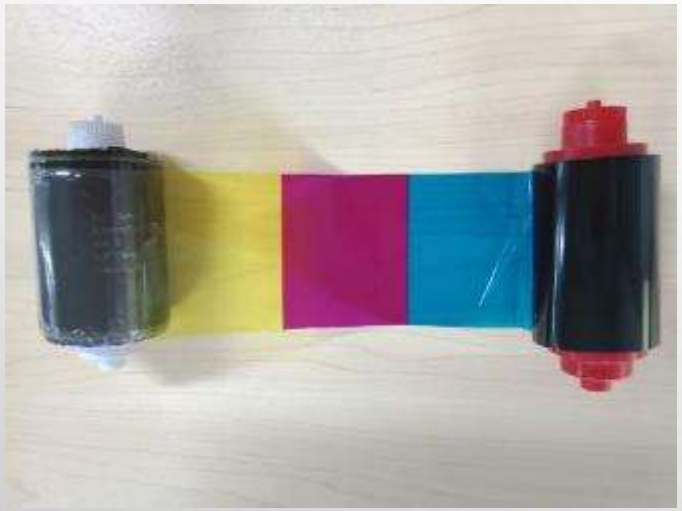
Reason 3: Poor contact of the ribbon sensor wiring and incorrect calculation of the color block length.

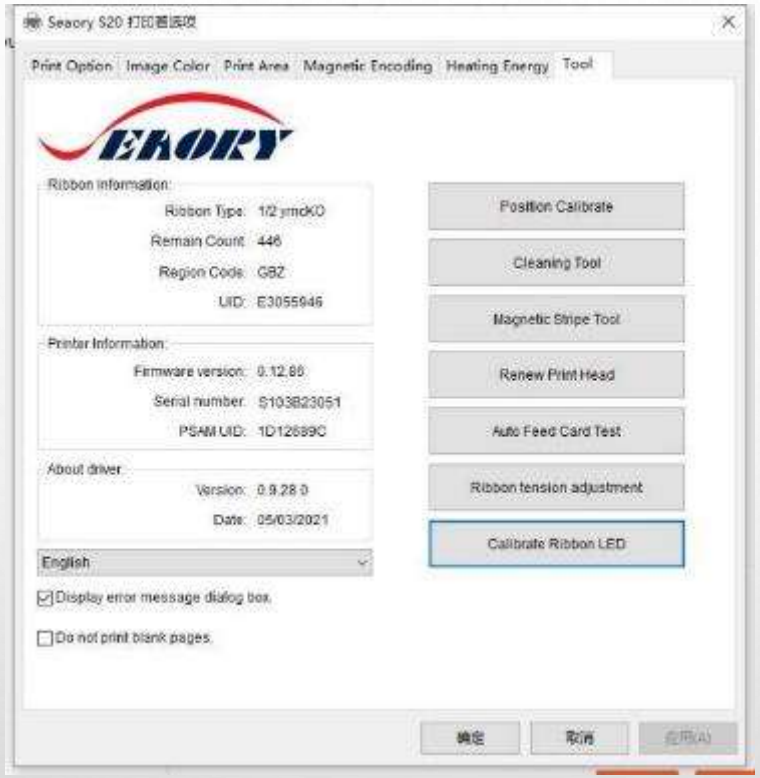
Solution: Re-plug the sensor cable



Causes 4: The ribbon type does not match the ribbon chip

Solution: Replace the ribbon

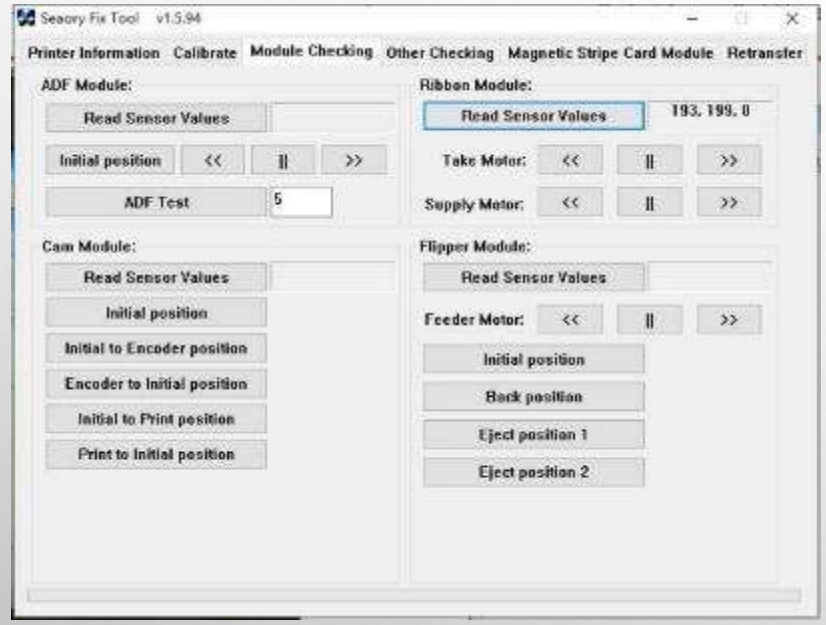


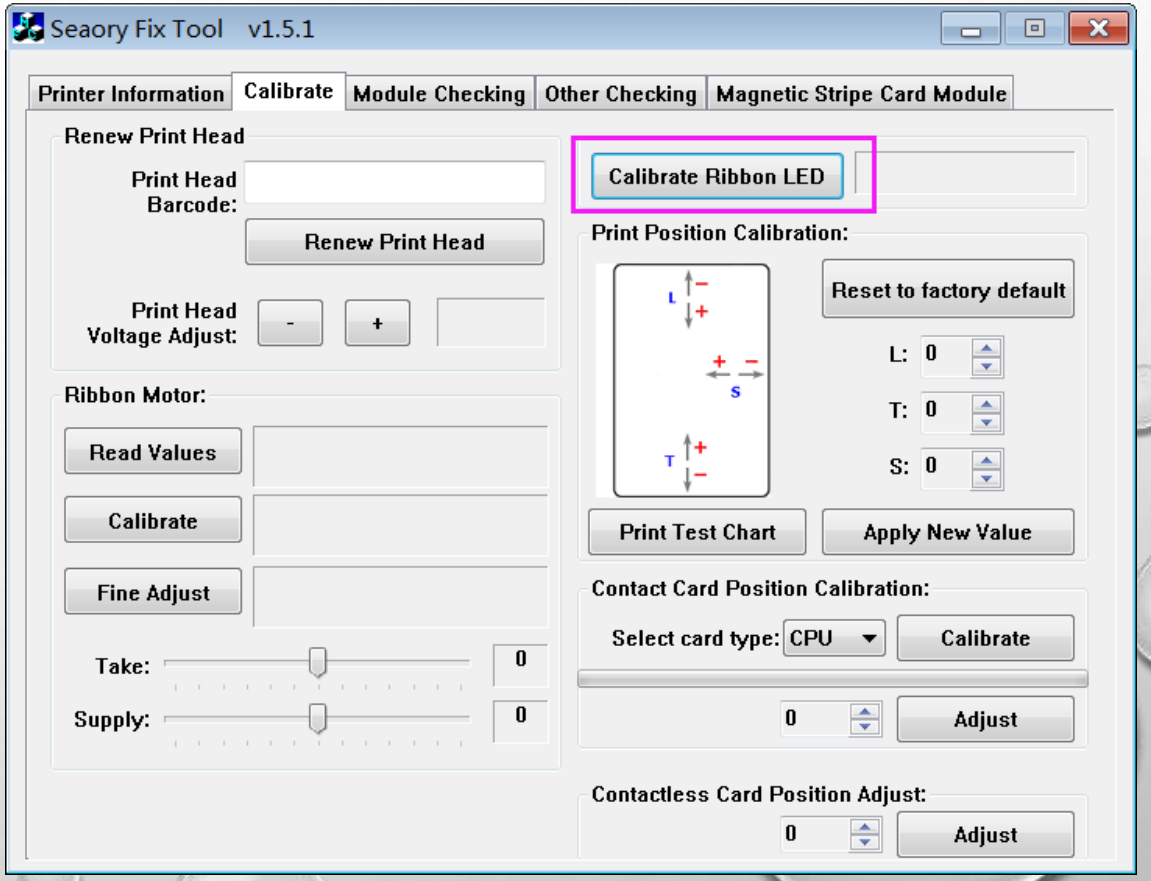


Example: Half-panel ribbon chip is encoded with YMCKO full panel ribbon type

Cause 4: The sensor light value is low (half-panel YMCKO ribbon)

Solution: Calibrate the Ribbon Led

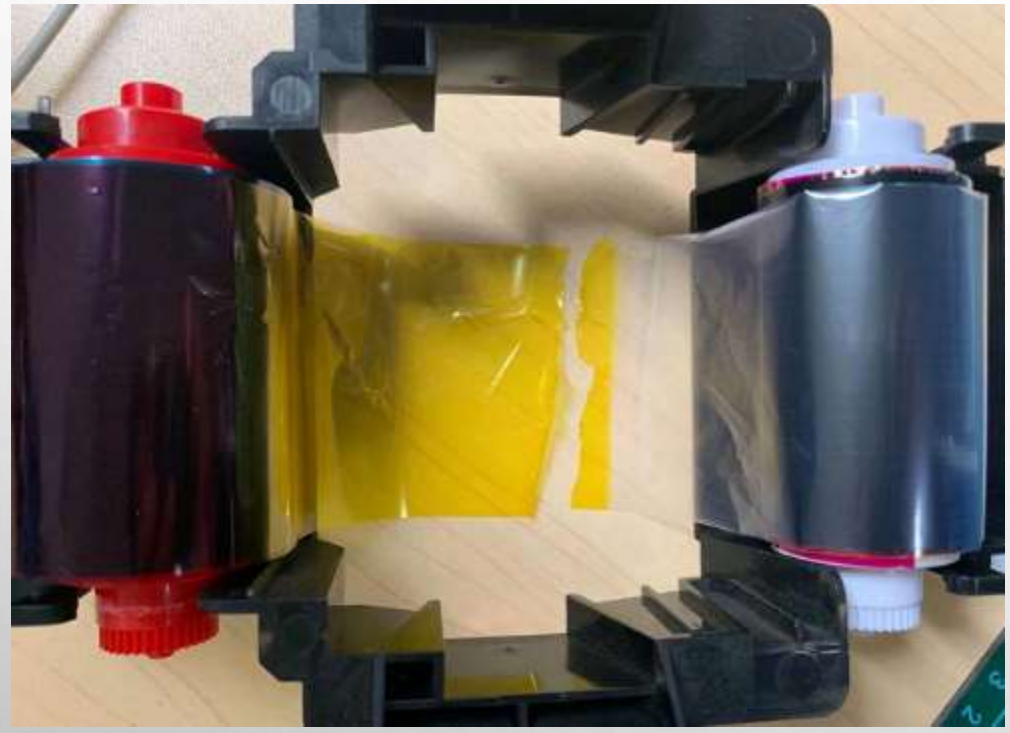


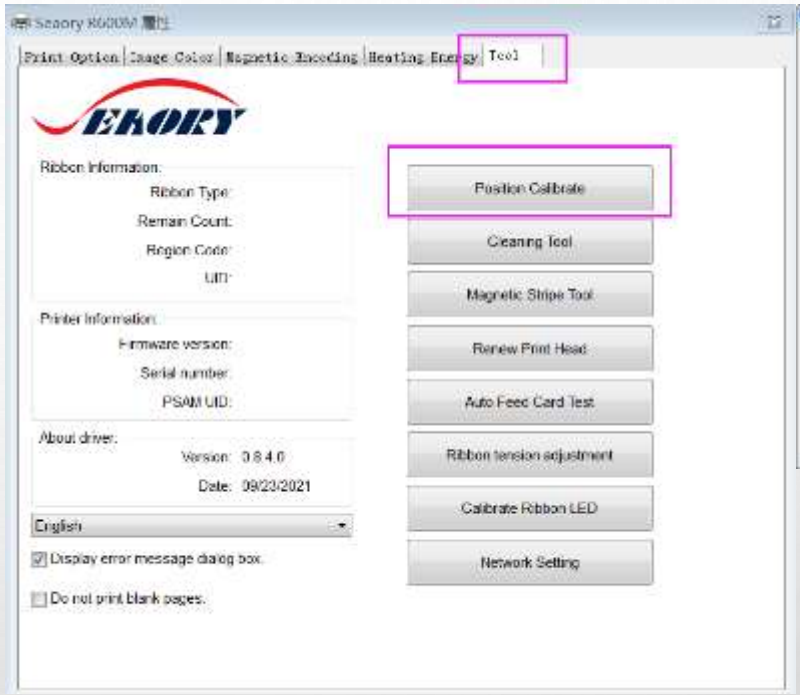


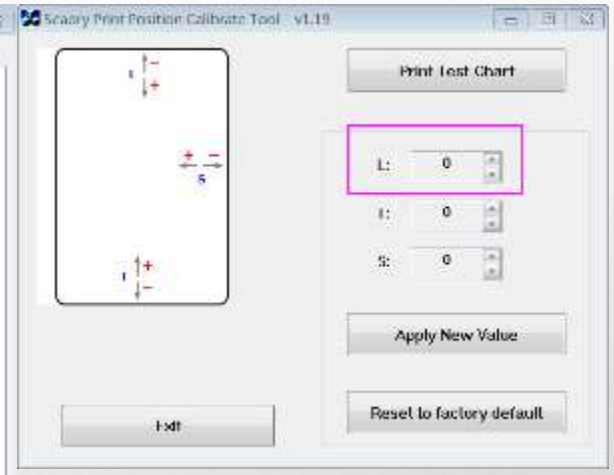
Ribbon Breakage

Cause: The print starting position is too far forward

Solution: Adjust the L+ value of print starting position through position calibrate in the driver tool







Note: The reason for ribbon breakage needs to be integrated with the card and ribbon breakage at the trace to determine, while the direction of the color block break is near the print starting end of white end, the print starting position is too far forward.

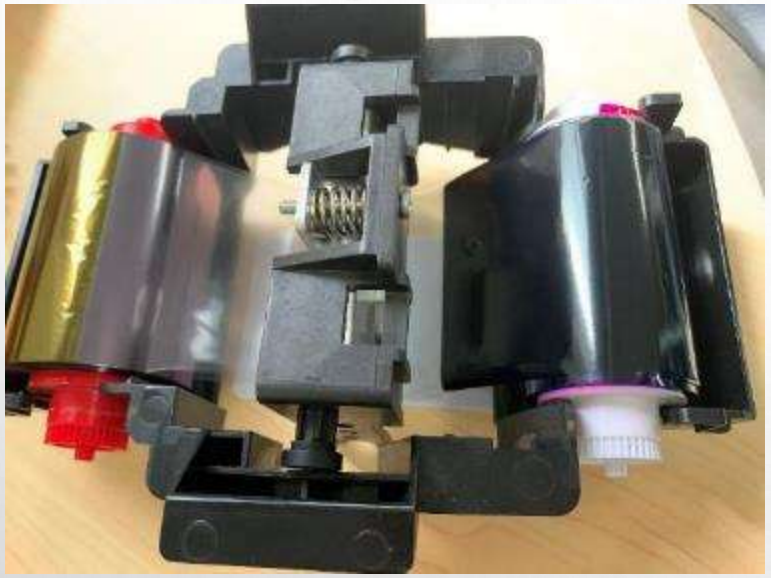
Cause 2: Repeated printing the same card

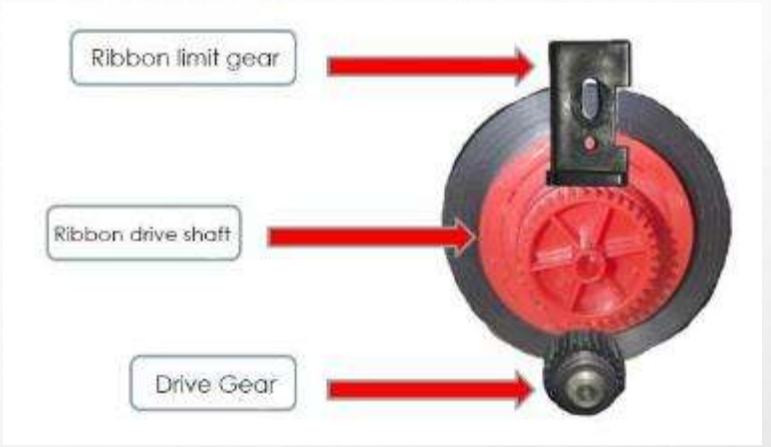
Solution: Make sure the card is printed repeatedly, please use a new blank card for printing

Note: It is not recommended to reuse the card that has been printed (even the card is still blank). The content is not printed on, does not mean that the laminate layer is not covered, it can be judged through the ribbon print traces.

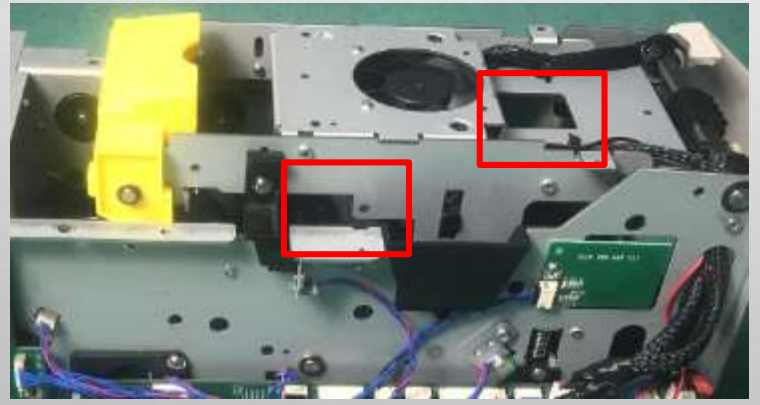
Cause 3: Abnormal ribbon tension

Solution: Adjust the clamping plate of ribbon axis mask strictly accordance with the Washers of ribbon axis mask document





Note: The abnormal ribbon tension is usually caused by artificially adjustment if it is serious. You can remove the top cover to observe the tension state of the ribbon during the printing, the ribbon should not be too loose or too tight.



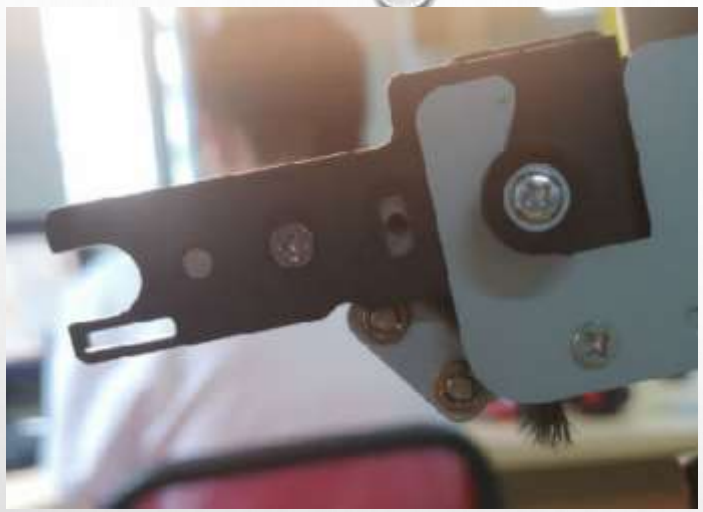
Cause 3: Print head bracket broken

Solution: Replace the print head bracket

Note: Print head bracket breakage is usually caused by the ribbon up shrapnel failure so that the ribbon collapse, when the top cover closed, the print head would be crushed due to ribbon resistance deviated from the guide slot on both sides of the print head

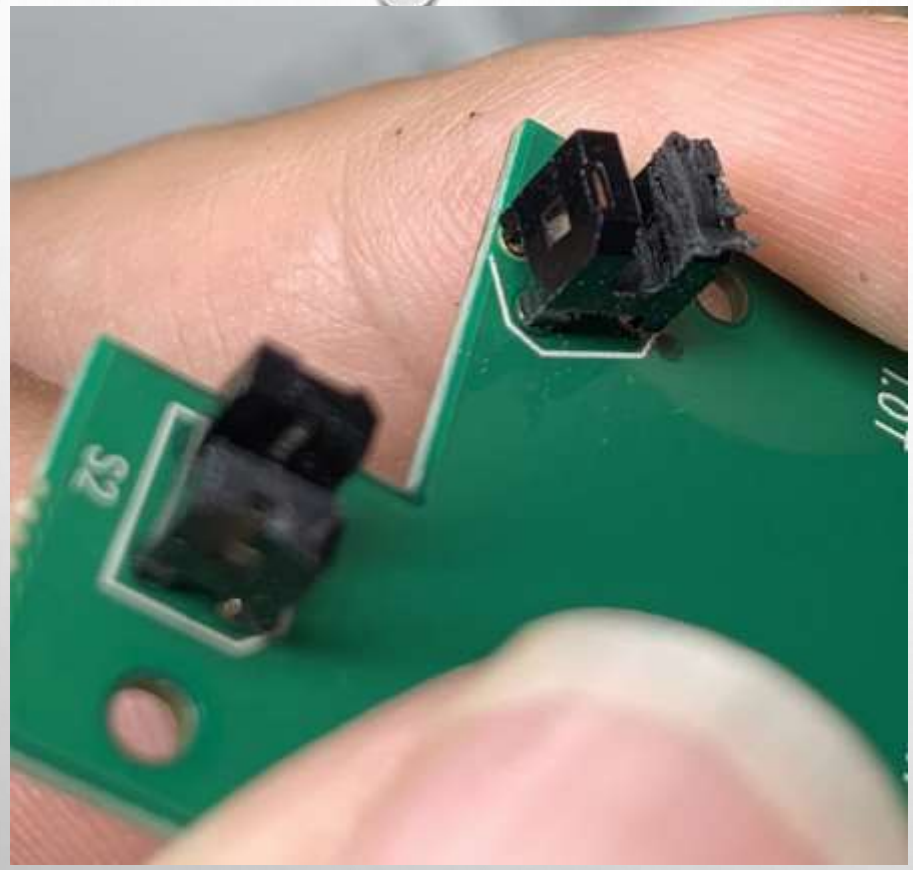
Cause 4: Ribbon LED bracket deformation

Solution: Wrench the Ribbon Led bracket to the normal angle, re-roll the broke ribbon in good condition

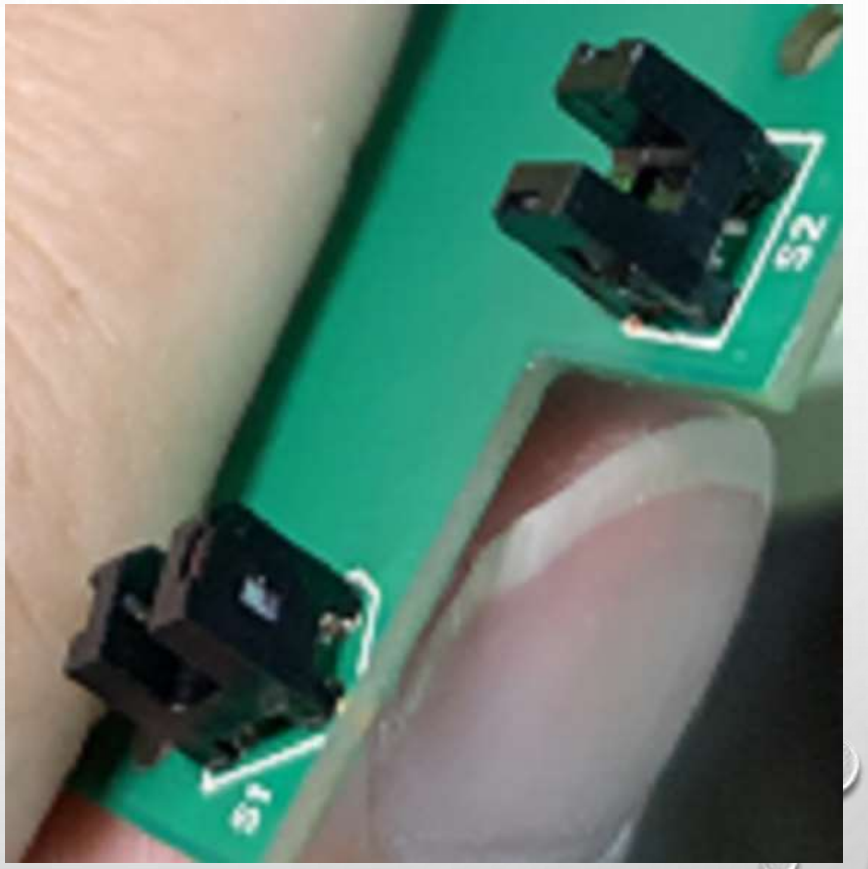


Note: The deformation of the ribbon LED bracket is caused by artificially misplacing the ribbon bellow the print head and then press hard the top cover.

Cause 5: Dirt in the cam sensor



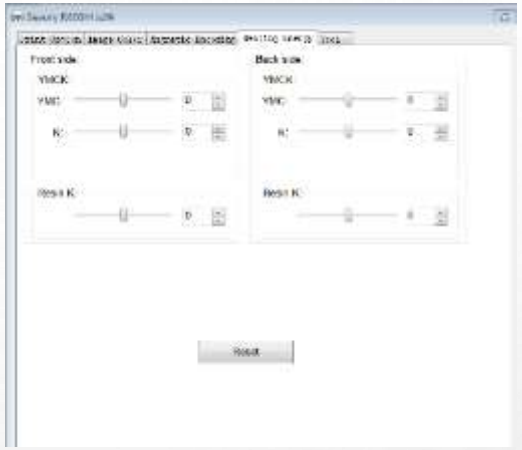
Solution: Clean the cam sensor



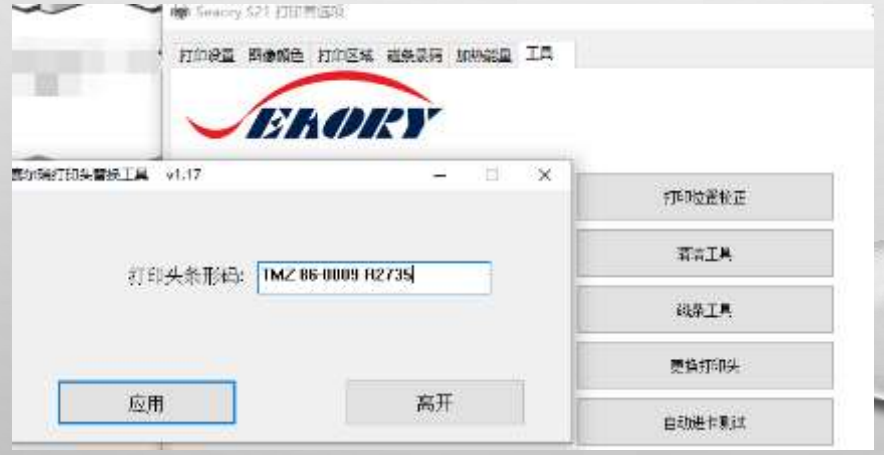
Note: Dirt in the cam sensor will cause the sensor to misjudge the position of the cam mechanism, resulting in abnormal downward or upward pressure on the print head when printing

Cause 6: Printing temperature is too high

Solution: Reduce the value of heating energy



Note: The heating energy value is not correct, usually due to the when replacement of the print head with not replacing the print head barcode, please enter the replacement print head barcode in the driver



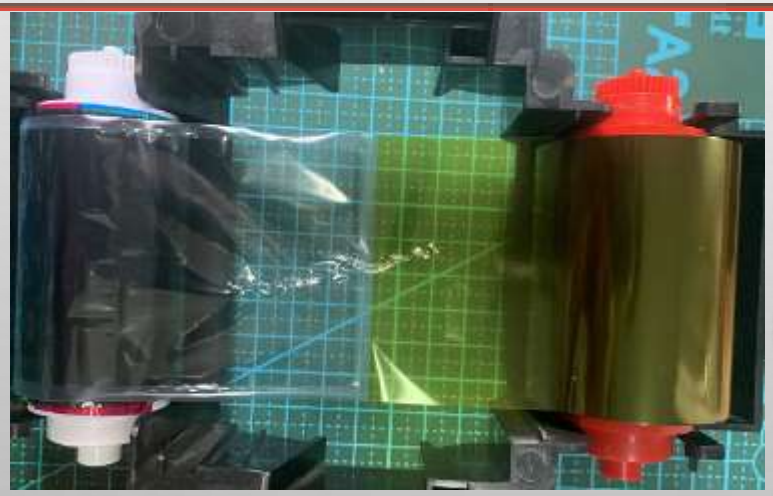
2. Printing Effect Adjustment

Discoloration / Abnormal streaks / Other wrinkles

Cause 1: Abnormal ribbon tension causes some abnormal streaks at the beginning or middle of the printing

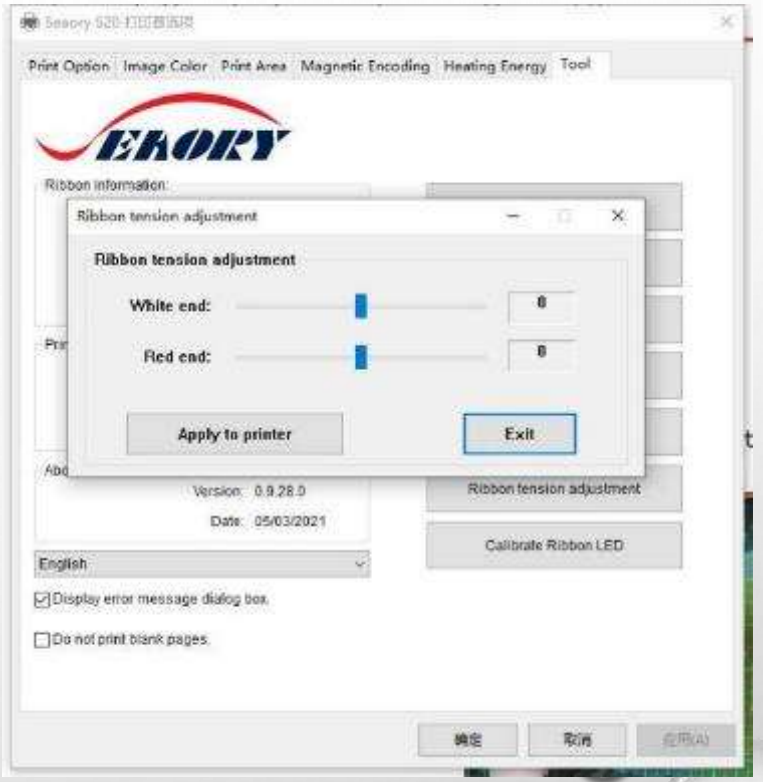
Solution: Driver: Print Option - Tools - Ribbon Tension Adjustment - Red End (-)

Note: Abnormal printing caused by abnormal ribbon tension, we can find abnormalities in the ribbon traces, such as the winkles traces on the ribbon in the picture below.



Cause 2: Abnormal ribbon tension causes wrinkles when laminating

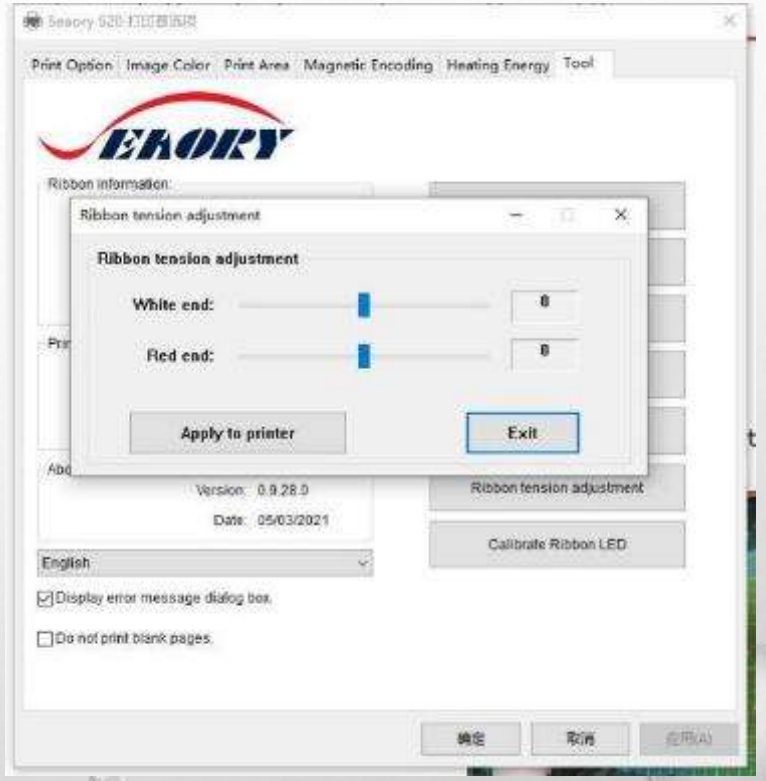
Solution: Drive Print Option - Tools - Ribbon Tension Adjustment - White End (+)



Note: It can also be solved by reducing the O-layer heating energy.

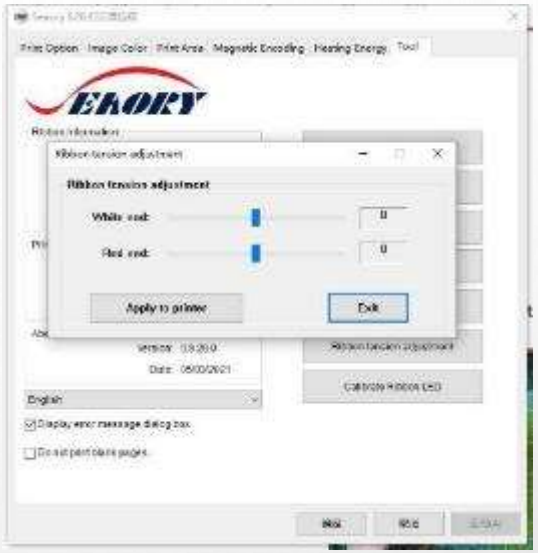
Cause 3: Abnormal ribbon tension causes wrinkles at the edge of card when laminating

Solution: Driver: Print Options - Tools - Ribbon Tension Adjustment - Red End (+)



Cause 4: Abnormal ribbon tension causes color patterns at the edge of card

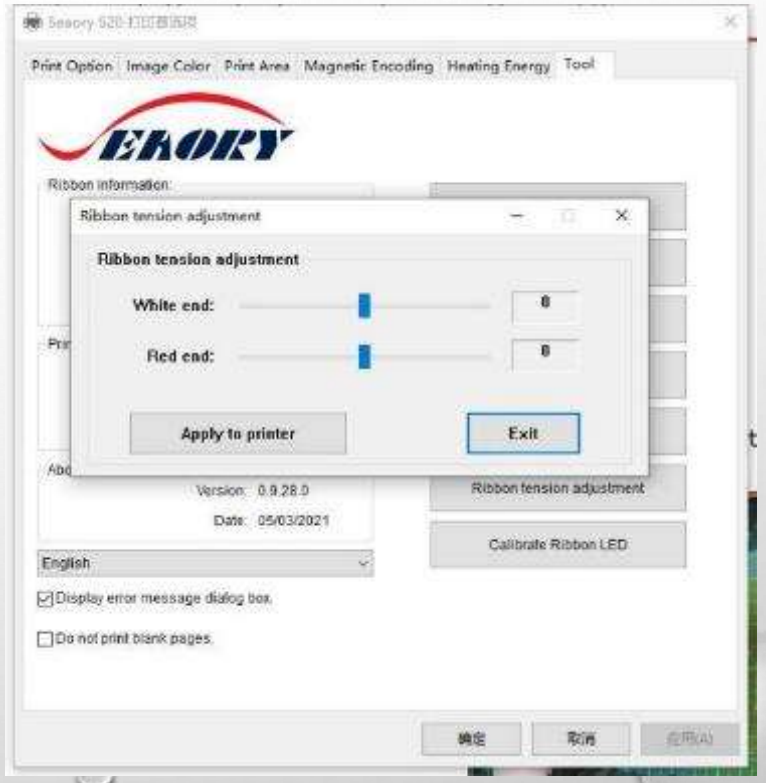
Solution: Driver: Print Options - Tools - Ribbon Tension Adjustment - Red End (+)



Note: There is another situation that causes color patterns at the edge of card when the ribbon is off-axis, so pay attention to it when checking.

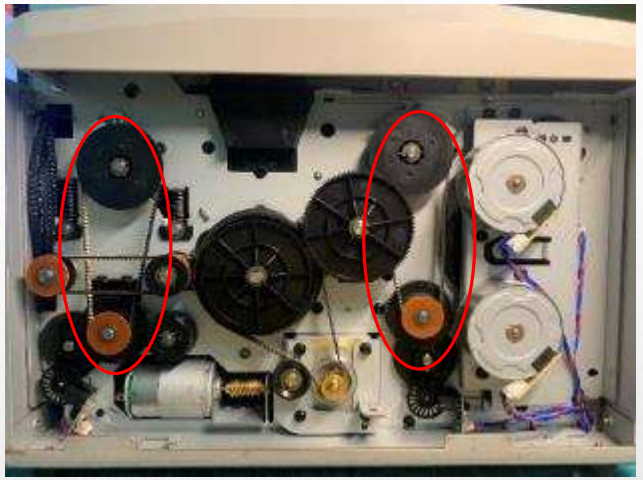
Cause 5: The ribbon tension abnormalities causes horizontal lines on image

Solution: Driver: Print Option - Tools - Ribbon Tension Adjustment - Red End (+) White (-)



Cause 6: Abnormal ribbon tension causes a serious mess on images

Solution: If it occurs without adjusting the clamping plate, please check if there is any other substances in the gear mechanism



Note: Severe messy pattern is usually caused by improper adjustment of clamping plate artificially. If the clamping plate has not been moved, then there are some substances dropped into the ribbon drive gear or TPH cam gear,which causes the gear to rotate abnormally.

A blank vertical line running through the card

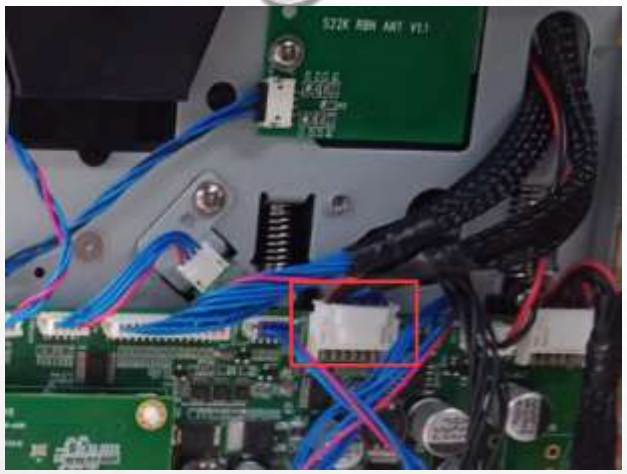
Blank vertical lines

Cause 1: Dirt or broken needle of the print head

Solution: clean the print head first, if failed, you need to replace the print head

Cause 2: The print head signal line damage or poor contact

Solution: Replug the wiring cables again and check if the wiring cable communication is normal



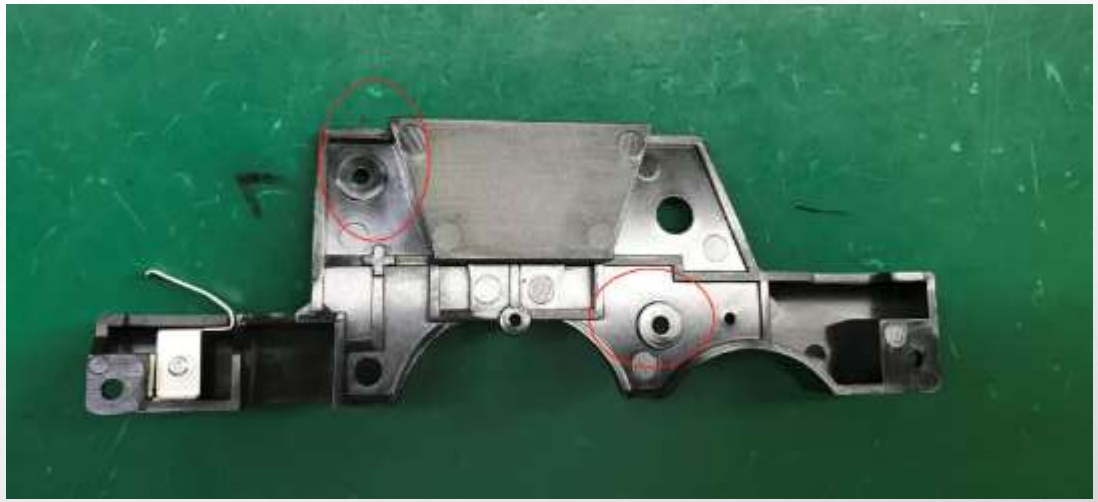
Note: This failure is somewhat similar to the print head needle broken, but it does not usually appear such a wide blank vertical lines at the first time, you can check the specific print head to distinguish.

Skewed Print

Skewed print

Cause: The print head has a slight offset during the printing process

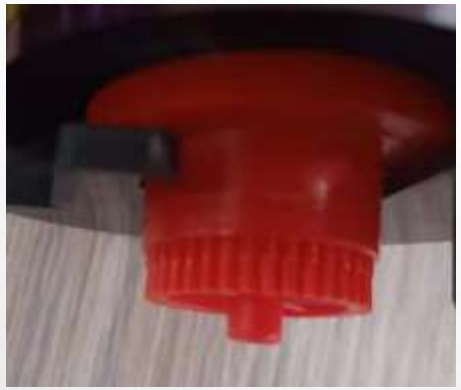
Solution: Remove the guide slot with the shrapnel, add a washer of about 0.5mm shown as the red circle and lock it back.



Print slippery with yellow blocks

Print slippery with yellow blocks

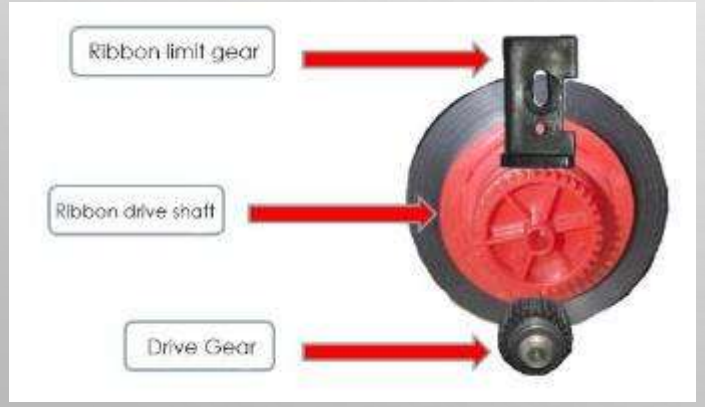
Cause 1: Ribbon gear wear

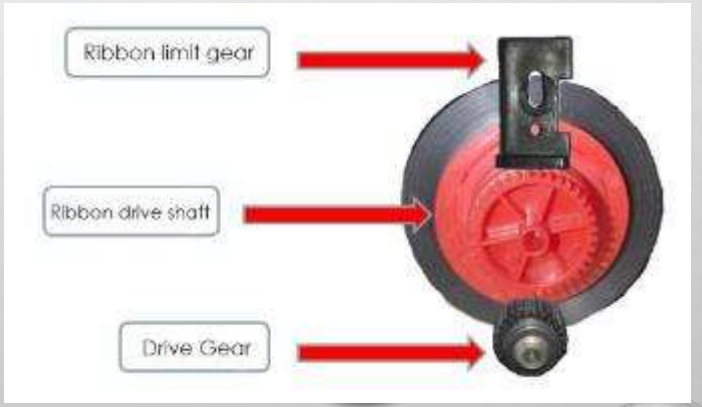


Solution: Replace the ribbon shaft gear

Cause 2: Washers of ribbon axis mask loose

Solution: Adjust the Washers of ribbon axis mask strictly in accordance with the SOP for Install Washers of ribbon axis mask

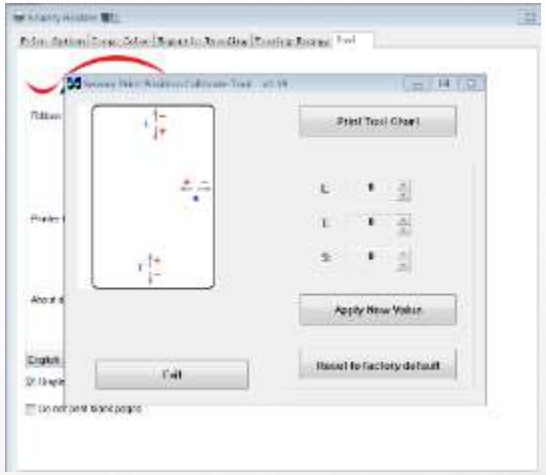




Print blank cards

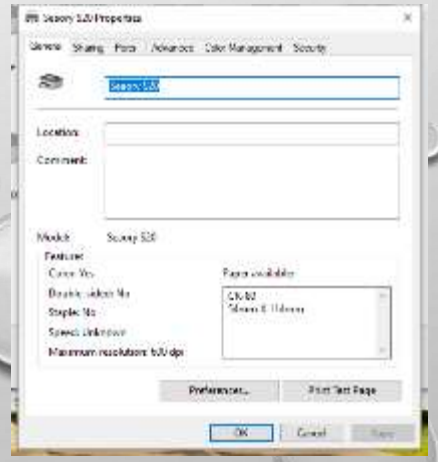
Cause 1: The starting end of the print is out of range of the card and prints to the cam

Solution: Driver - Tools - Print Position Calibtation - Adjust the "L+" value.



Cause 2: The task sent is abnormal and transmits blank information to the printer

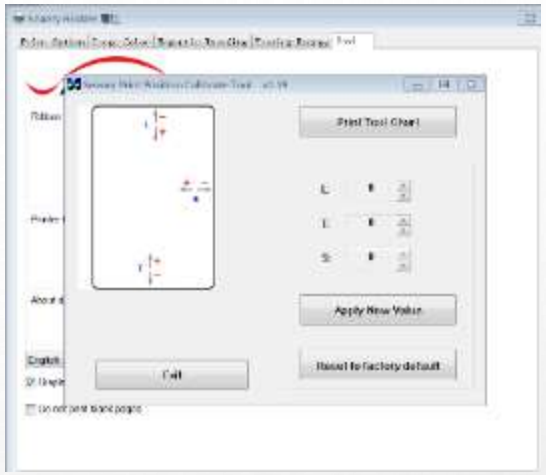
Solution: Check whether there is any abnormality in the transmitted content, you can change another method to print and verify



Color printing unpositioning

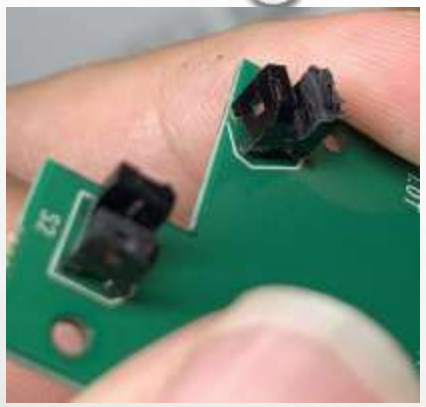
Cause 1: The starting end of the print is out of range of the card and prints to the cam

Solution: Driver - Tools - Print Position Calibtation - Adjust the "L+" value.

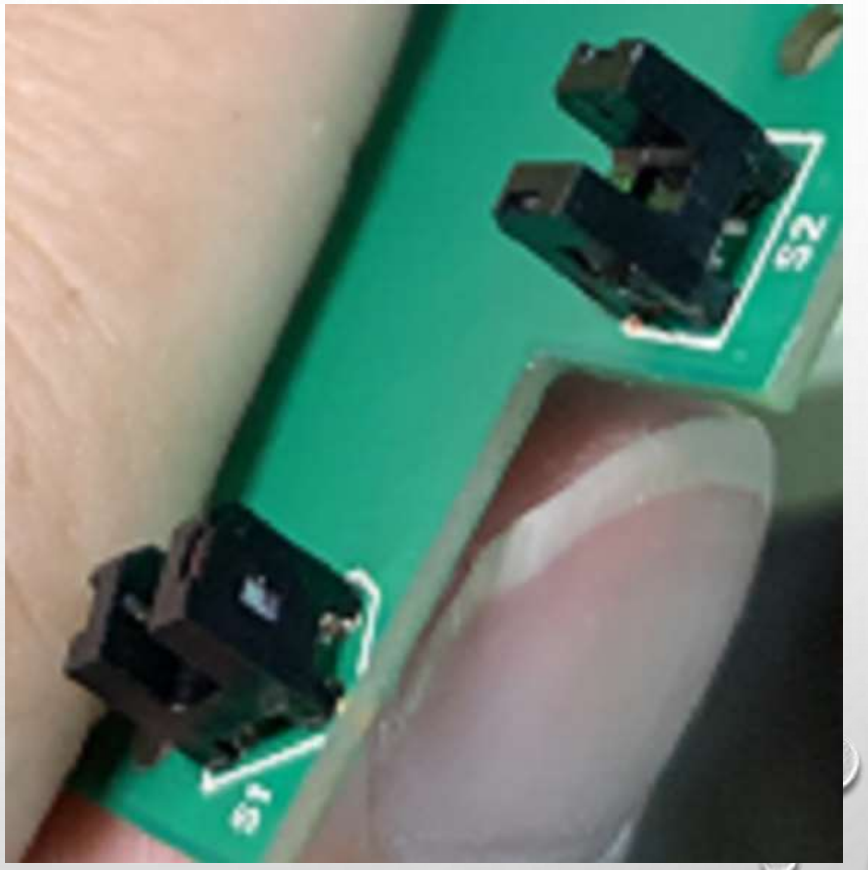


Note: The limit of the margin adjustment of the printing end will increase the possibility of the ribbon printing on the CAM, and the judgment method is to view the print trace on the ribbon, and it can be clearly seen that the print trace on the ribbon has the grain on the CAM.

Cause 2: Dirt on TPH cam sensor



Solution: Clean the TPH cam sensor



Note: Dirt on the TPH cam sensor will cause the print head to not press down onto the card properly when printing because the sensor misjudges the position of the cam mechanism.

Defective printing & Unclear printing

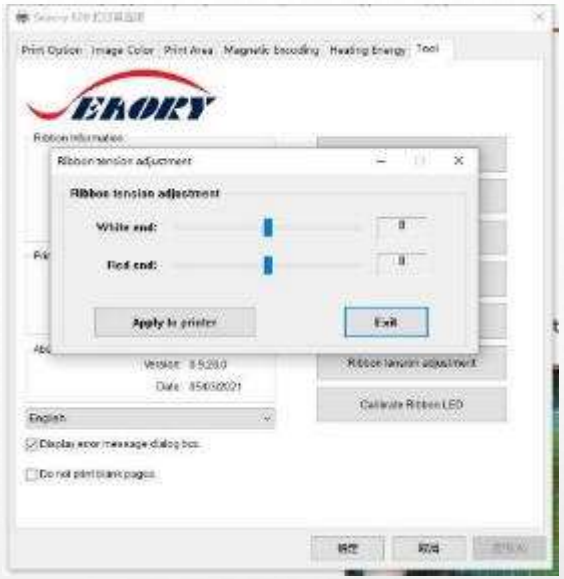
Cause 1: Uneven surface of the card causes the defective printing

Solution: replace a new card and reprint

Cause 2: There is ink on card surface while printing with no lamination, resulting in unclear printing

Solution: Please replace the card with a laminated film to print.

Cause 3: Abnormal ribbon tension causes defective printing **Solution:** Adjust the ribbon tension red (-)



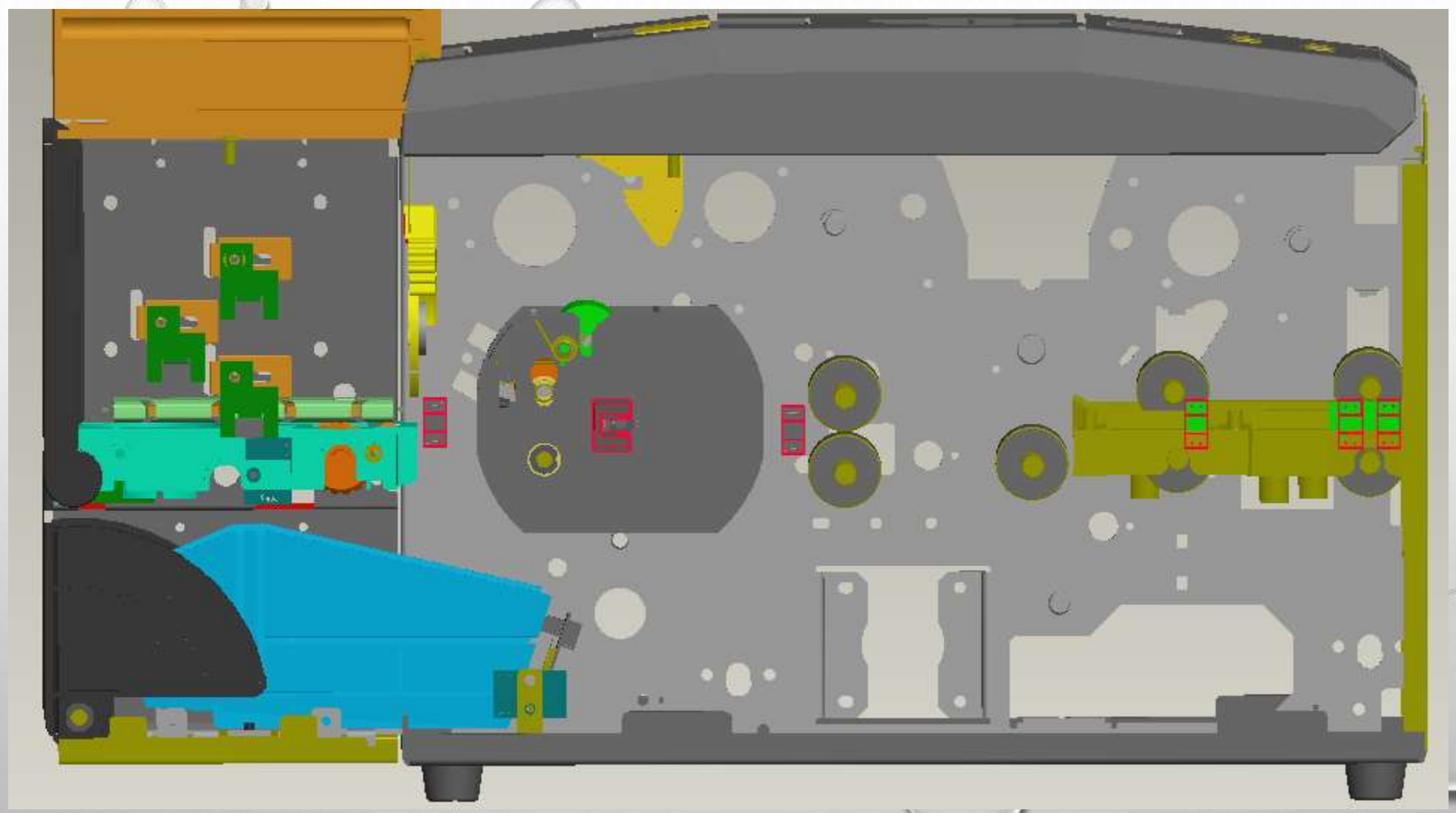
Note: There is also a situation where the ribbon is off-axis, so pay attention to it when troubleshooting.

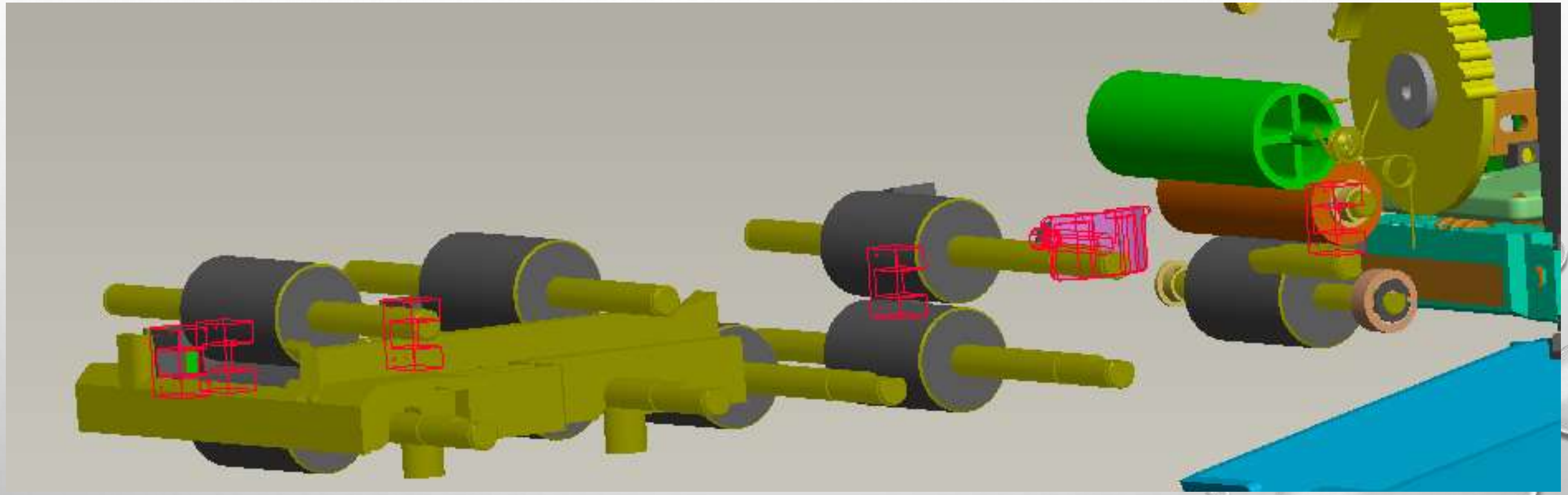
Cause 4: Repeated printing of color ribbons

Solution: Stop repeating to print the same side of the card

Note: The printed blank cards should not be used again, although there is no content printed on, it does not mean there is no lamination.

3. Card Jam





Card jam caution when cards in printer:

1.The card is still keep in the printer after printing finished. When the printer is reset, the card in the machine is detected and the card jam is reported.

2. A card is inserted into the printer before it is dispensed, and the self-service kiosk is removed every day when the staff gets off work. Next day the printer will be reported the card jam.

3. The ribbon tension is abnormal, and the ribbon adheres to the card when printing, causing the card to move off the track or get stuck in the track.

4. Repeated printing of the card may cause the ribbon to stick to the card, causing the card to move off the track or get stuck in the track.

5. The cards overlap into the printer.

Card jam caution when no cards in printer

1.The use time of the printer is too long, or the use of the environment is too dusty, and it is not cleaned on time, resulting in the accumulation of a lot of dust at the sensor, which affects the normal work of the sensor.

2. In the process of card dispensing, the sensor line contact is poor, and the vibration will cause misjudgment.

3. The broken pieces of the ribbon falling to the sensor while printing.

Soltion:

Please deal with it according to the corresponding failure case. If the Card jam does not match with the above situation, please provide the detailed card issuing process, failure log, jamming photos and videos of the site to our company for confirmation.

Causes:

Card jam 10	1、The card is out of track in the process of card walking, and the sensor does not detect the card；2、Poor contact of the sensor line, the vibration generated by the rotation motor makes the sensor misjudged
Card jam 11	1、P1 sensor card jam；2、P1 sensor dirt or foreign objects；3、P1 sensor's cable is adnormal；4、P1 sensor damaged；5、Cleaning wheel or spring comes off（S22K and S22、S22M）
Card jam 12	1、Card jam at Card input month (P1) or card flip point (P6)；2、dirt or foreign object、sensor's cable is adnormal、sensor damaged（Probability is almost 0）
Card jam 13	1、card jam at card flip point (P6); 2、dirt or foreign objects at card flip point (P6)；3、card flip point (P6) damage
Card jam 14	1、Turnover device (P6) and card moving roller (P2) have card jam；2、dirt or foreign object、sensor's cable is adnormal、sensor damaged（Probability is almost 0）
Card jam 15	1、P2 sensor card jam；2、P2 sensor dirt or foreign objects；3、P2 sensor's cable is adnormal；4、P2 sensor damaged
Card jam 16	1、P3 sensor card jam；2、P3 sensor dirt or foreign objects；3、P3 sensor's cable is adnormal；4、P3 sensor damaged
Card jam 17	1、card jam in P3+P4 sensor；2、dirt or foreign object at P3+P4 sensor；3、abnormal cable of P3+P4 sensor；4、P3+P4 sensor damaged（Probability is almost 0）
Card jam 18	1、Card jam or ribbon at the card exit mouth sensor (P3+ P4 +P5 OR P4+P5)；2、P3+P4+P5&P4+P5 sensor cable abnormal；3、P3+P4+P5&P4+P5 sensor abnormal（Probability is almost 0）
Card jam 19	1、card jam at P5 sensor；2、dirt or forgien object at P5 sensor；3、abnormal cable of P5 sensor；4、P5 sensor damaged
Card jam 1B	1、P4 sensor is damaged or foreign objects.；2、P4 sensor's cable is abnormal；3、P4 sensor damaged
Card jam 1A	Card jam or something jam between not the nearest two group sensors

4. Card Feeding/output Failures

Introduction of card feeding error code corresponding to the direction of card feed

Card feed error - Code51

Front end

Card feed error - Code52

Back end

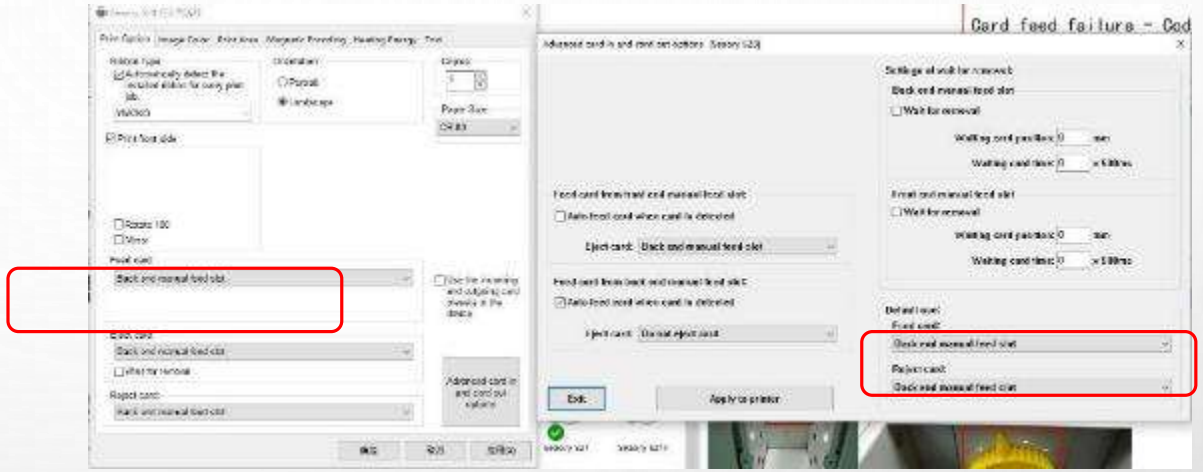
Card feeding Error-Code51

Cause 1: Wrong setting of the direction of the card feed, such as the back-end card feed, while set the auto card feed from the card feed slot in the driver

Solution: Please set the correct card feed direction.

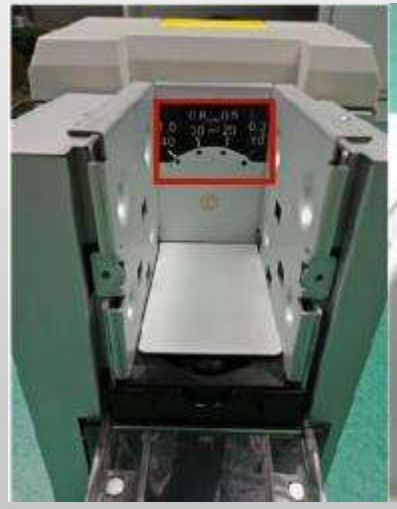
Front end

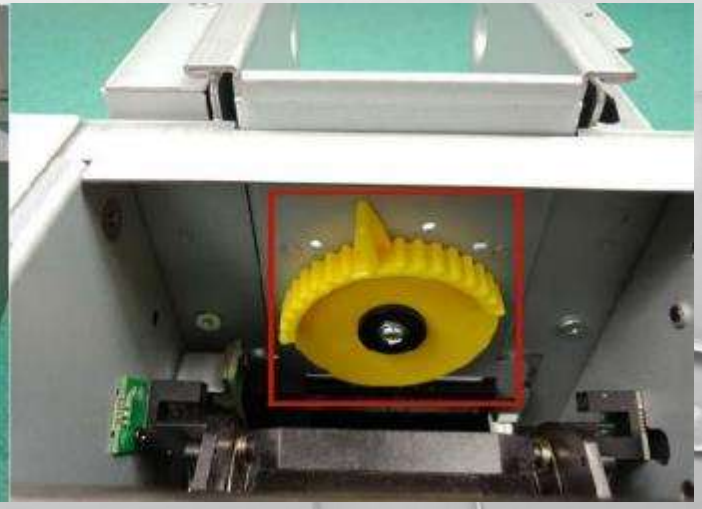
Back end



Cause 2: Improperly set the card feed scale

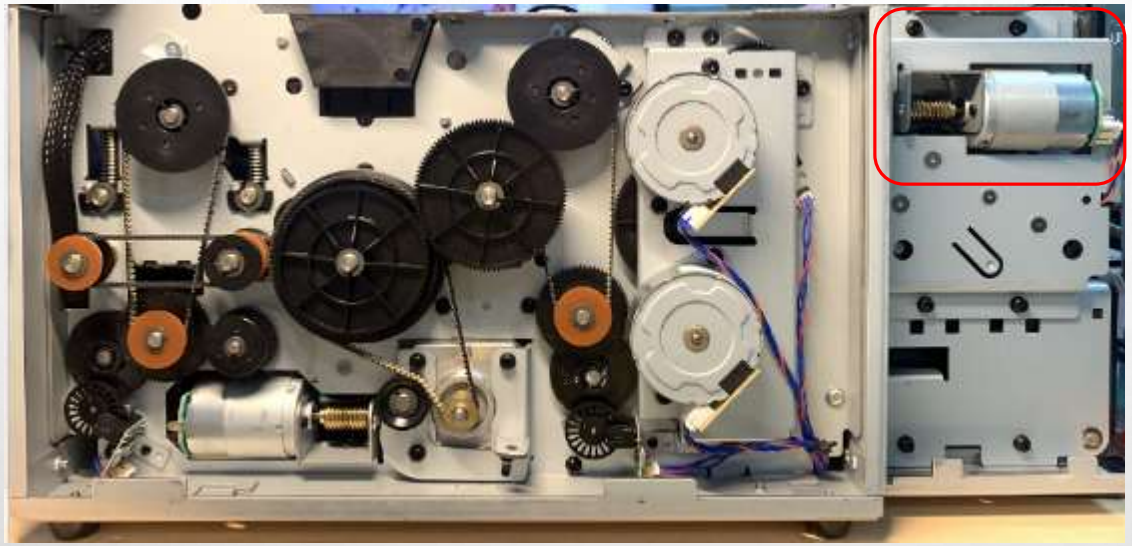
Solution: Please set the card feed scale according to the thickness of the card

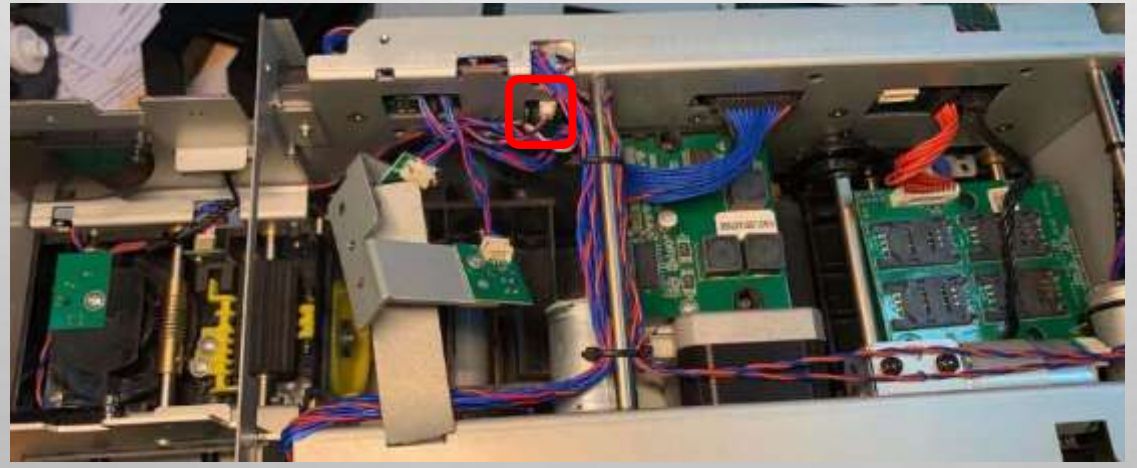




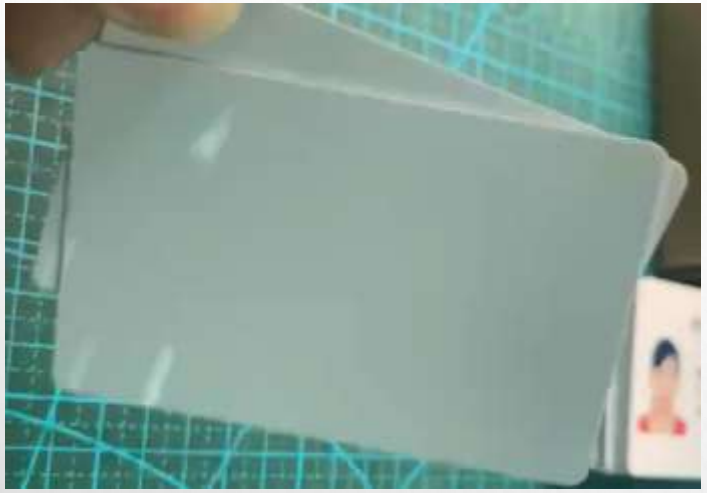
Cause 3: Card feed motor damage or cable loose

Solution: First check whether the card filpper can rotate or not, if falied please check the motor wiring first, otherwise that is the problem of motor damage, and needs to be replaced.

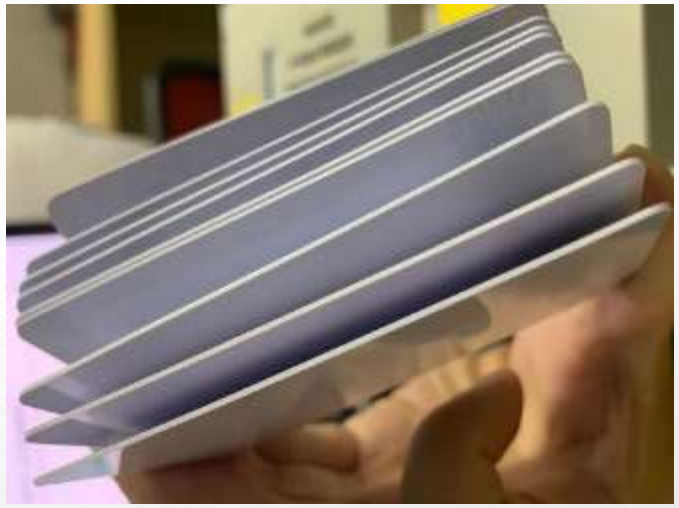




Cause 3: The cards are stuck together by static electricity so that the card feeding failure



Solution: Spread out the cards and let cool for a while before using.



Cause 4: The card deformation resulting in insufficient roller contact card area

Solution: Remove the deformed cards and leave the normal ones

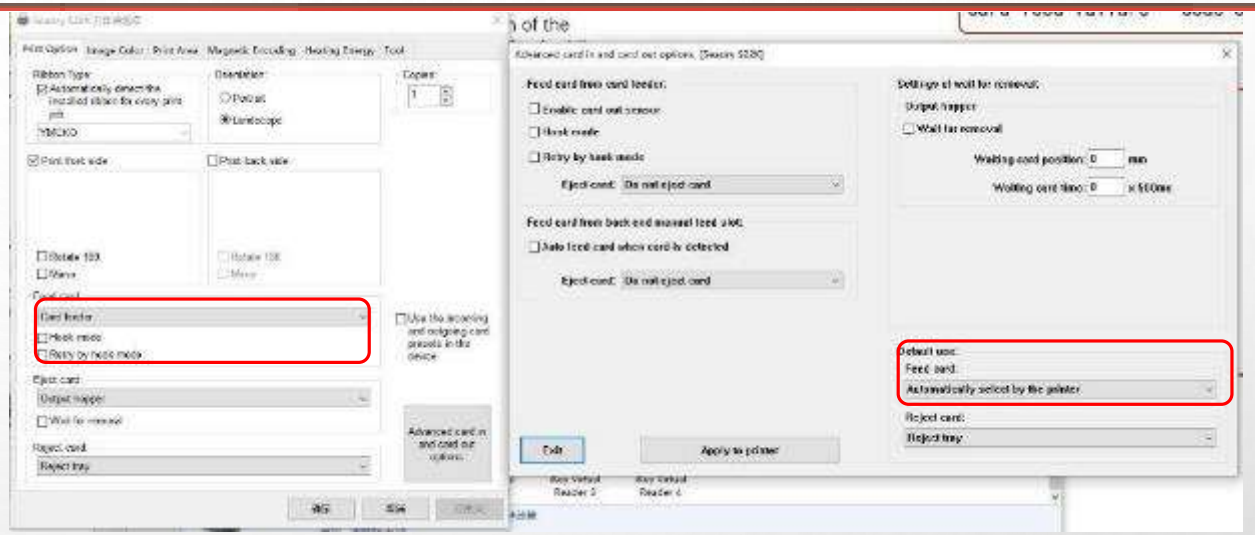
Card feeding Error-Code52

Cause 1: The direction of the card is set incorrectly, for example, the card feed by front end of printer is set to the card feed by rear end in the driver

Solution: Please set the correct card feed direction.

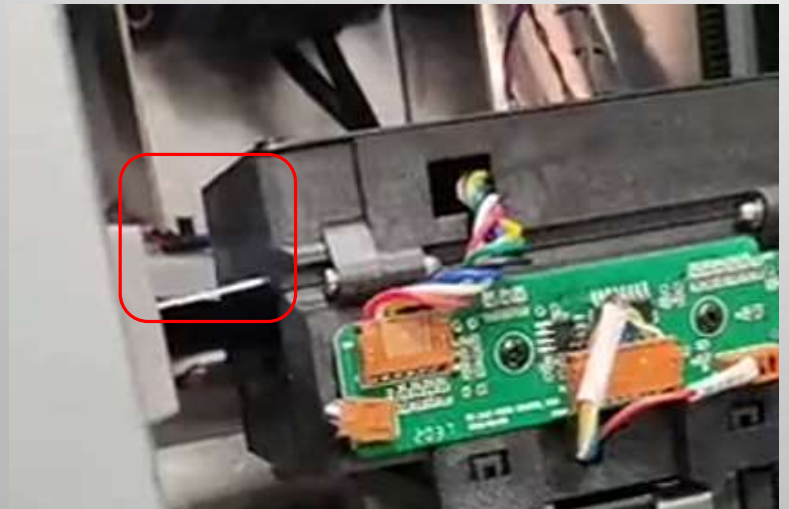
Front end

Back end

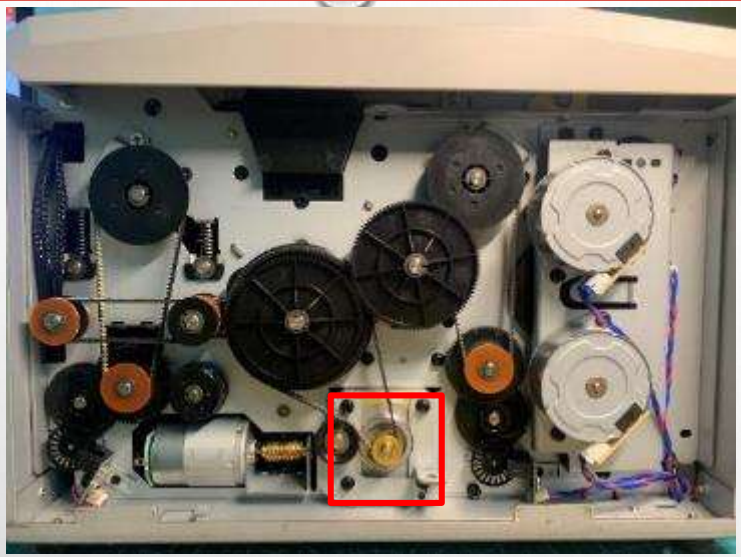


Cause 2: external factors lead to the inability of card feeding

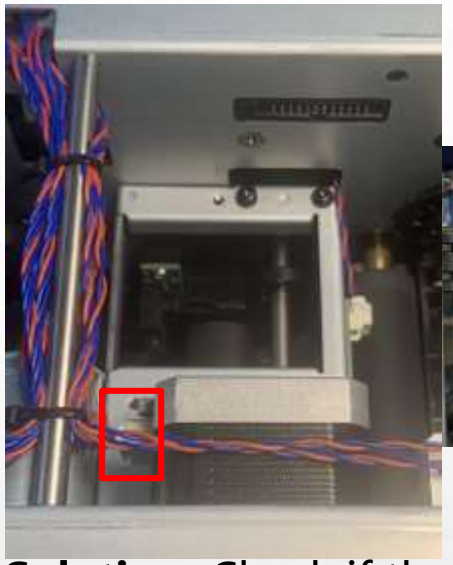
Solution: Please check the external factors, such as the carriage is not aligned with the printer

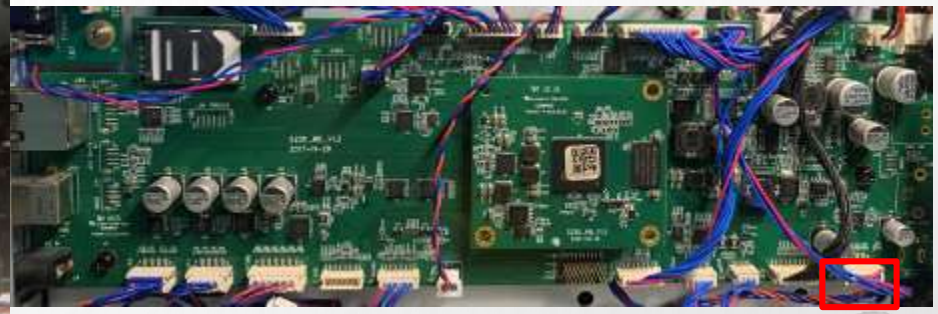


Cause 3: Card feed motor damage or wiring loose



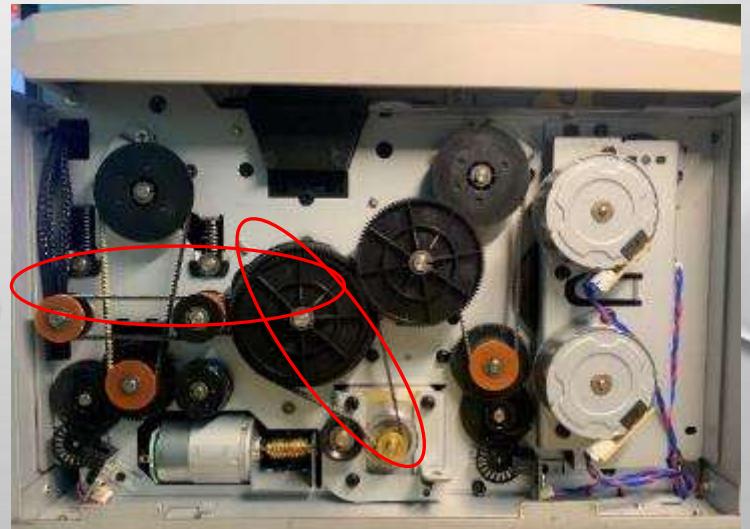
Solution: When moving the card, the moto does not turn, and the wiring should be replaced if there is no abnormal





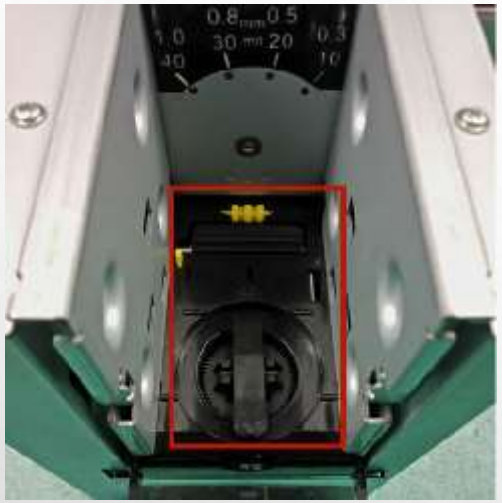
Causes 4: Card feed mechanism gear jammed or belt broken

Solution: Check if the belt is broken, check if there is any other substances jammed between the gears



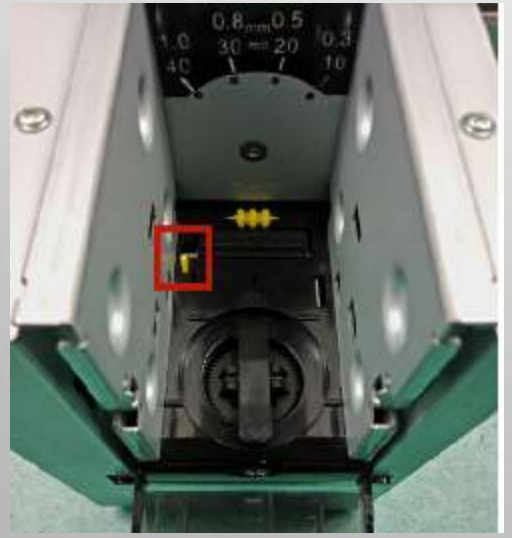
Card output - Error Code 5F

Cause 1: No cards in card slot



Solution: Put the cards in card slot

Cause 2: The yellow no card detection rob fall off



Solution: Put the yellow no card detection rob back

5. Other Failures

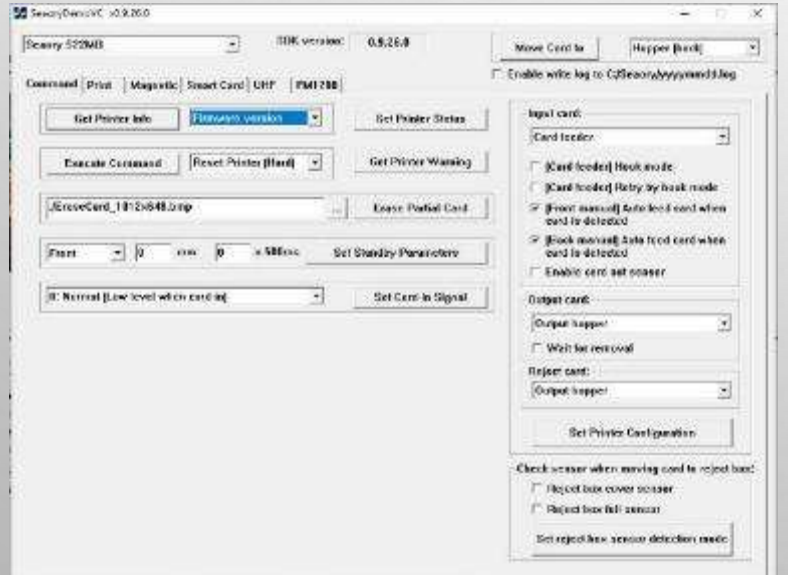
ADC Error- Code 2

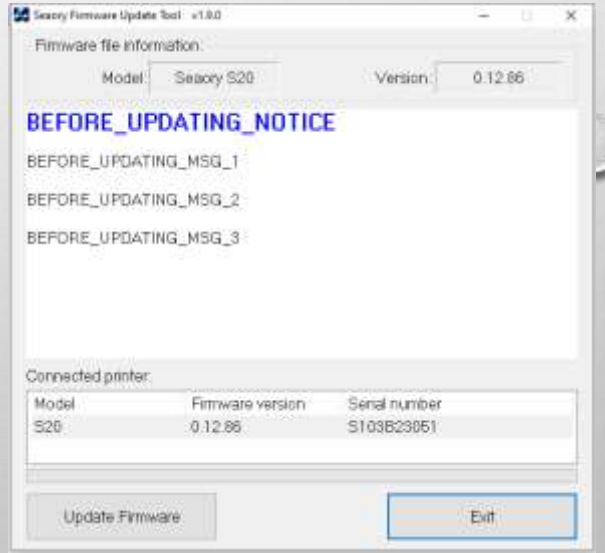
Cause 1: Abnormal print head cable

Solution: If the print head cable is not broken, please re-plug the cable

Cause 2: The previous firmware 0.12.72 execution appears when there is a card reset

Solution: Update firmware to 0.12.74 and above

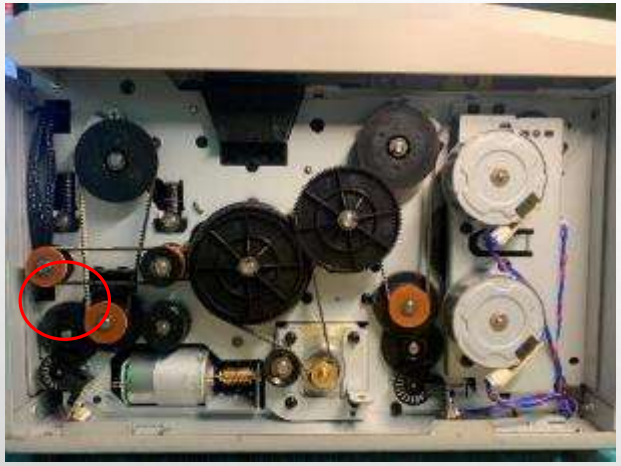


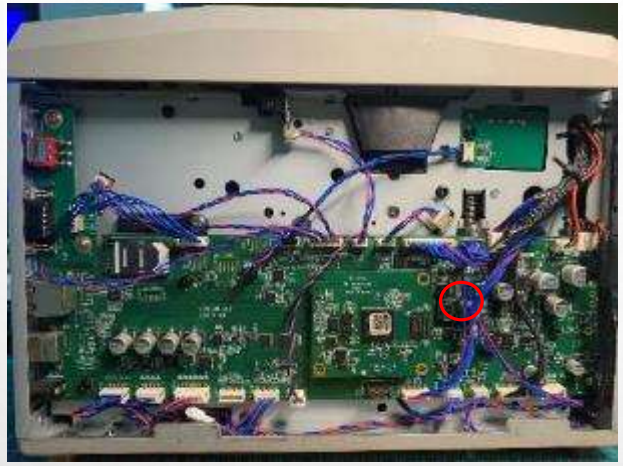


Ribbon supply end error- Code 4

Cause 1: The ribbon supply side of the sensor wiring is loose or sensor damage (color ribbon)

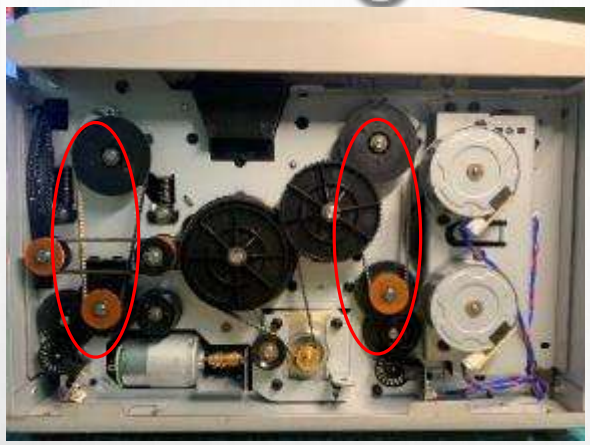
Solution: Check whether the wiring is abnormal, if working, replace the sensor



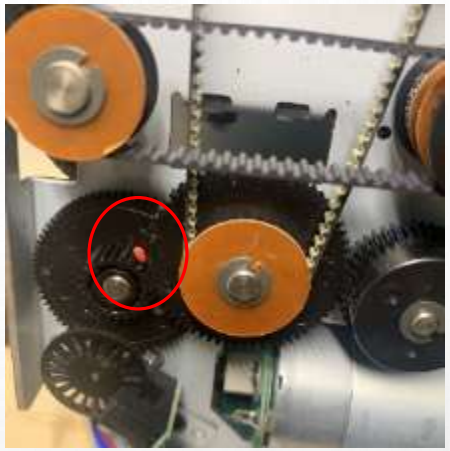


Ribbon receiving end error- Code 3

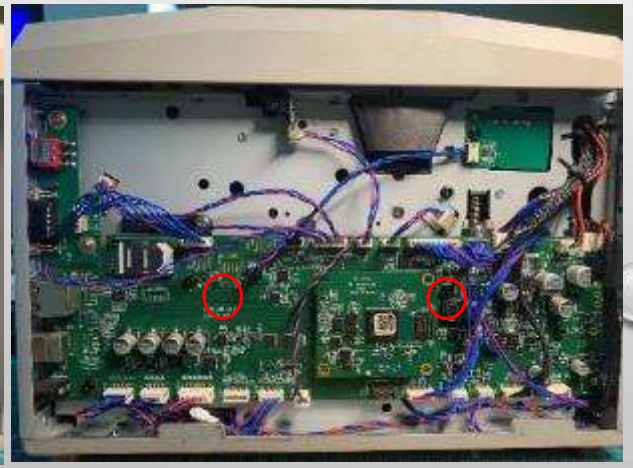
Cause 1: Ribbon supply end, receiving end drive gear jammed (black ribbon)



Solution: Clear the dust or debris from the gears



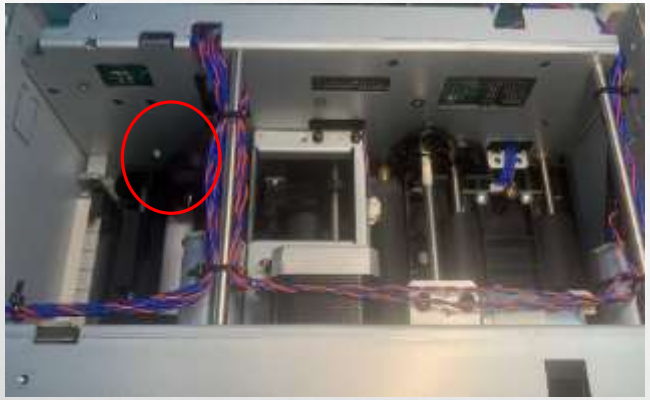
Causes 2: The ribbon supply side (black ribbon), the receiving end of the sensor cable is loose or sensor damage

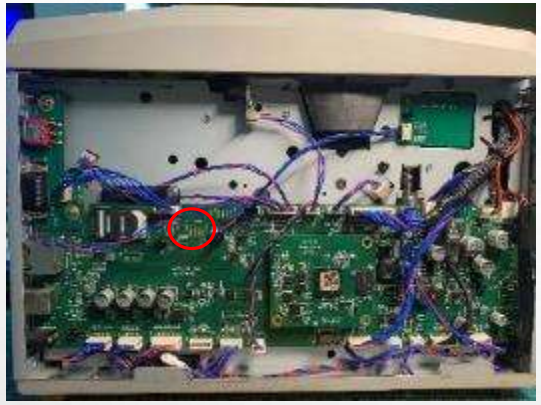


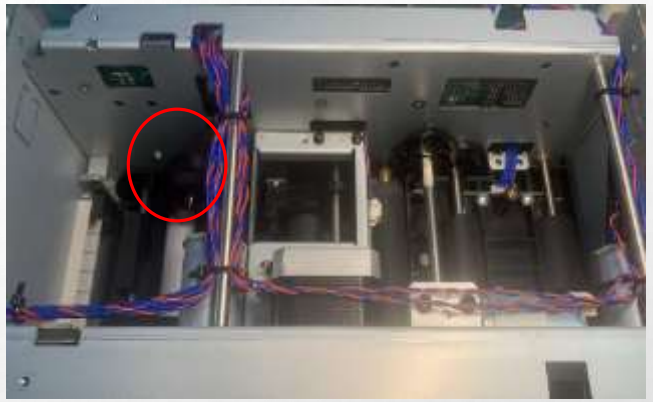
Solution: Check whether the cable is abnormal, if working, replace the motor

Causes 3: the ribbon receiving end of the motor cable abnormal or motor damage (black ribbon)

Solution: Check whether the moto is abnormal, if working, replace the motor

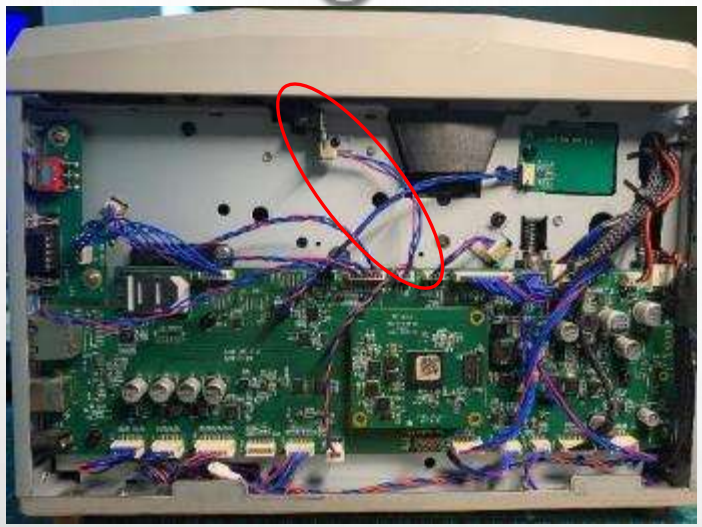




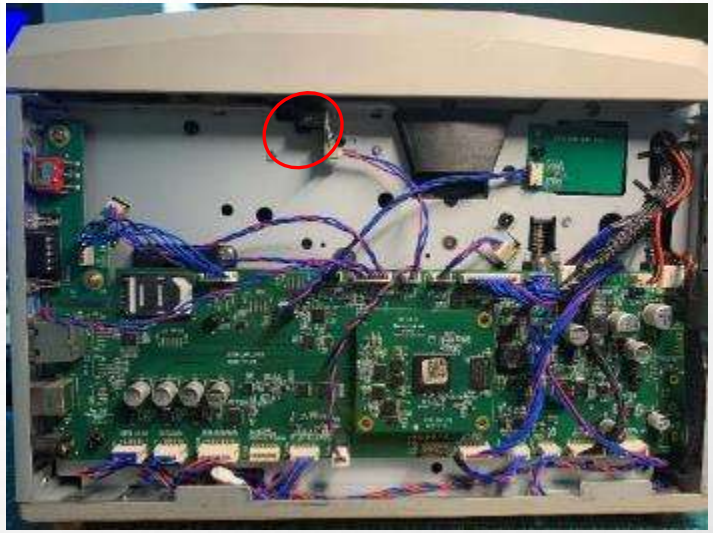


Top cover open- Code 21

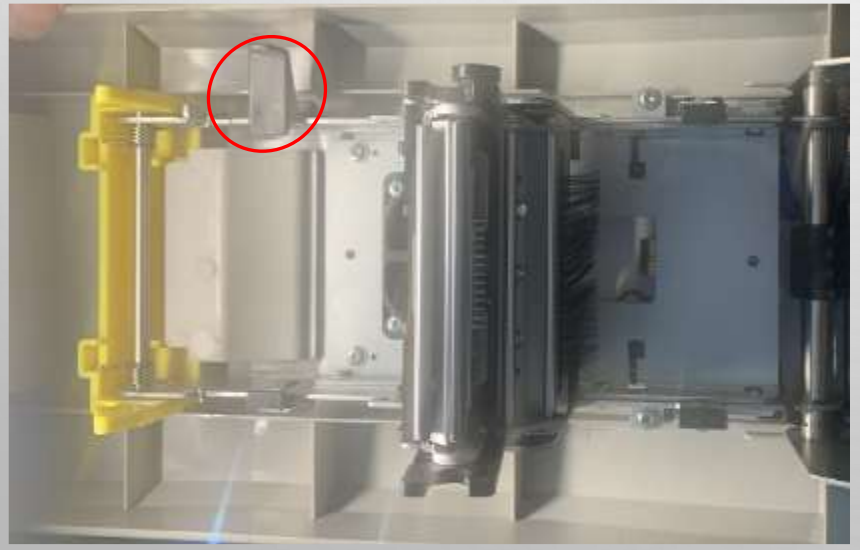
Cause 1: The top cover sensor lining abnormal or sensor damage



Solution: If no abnormal wiring occurs, cleaning the sensor is invalid. Replace the sensor

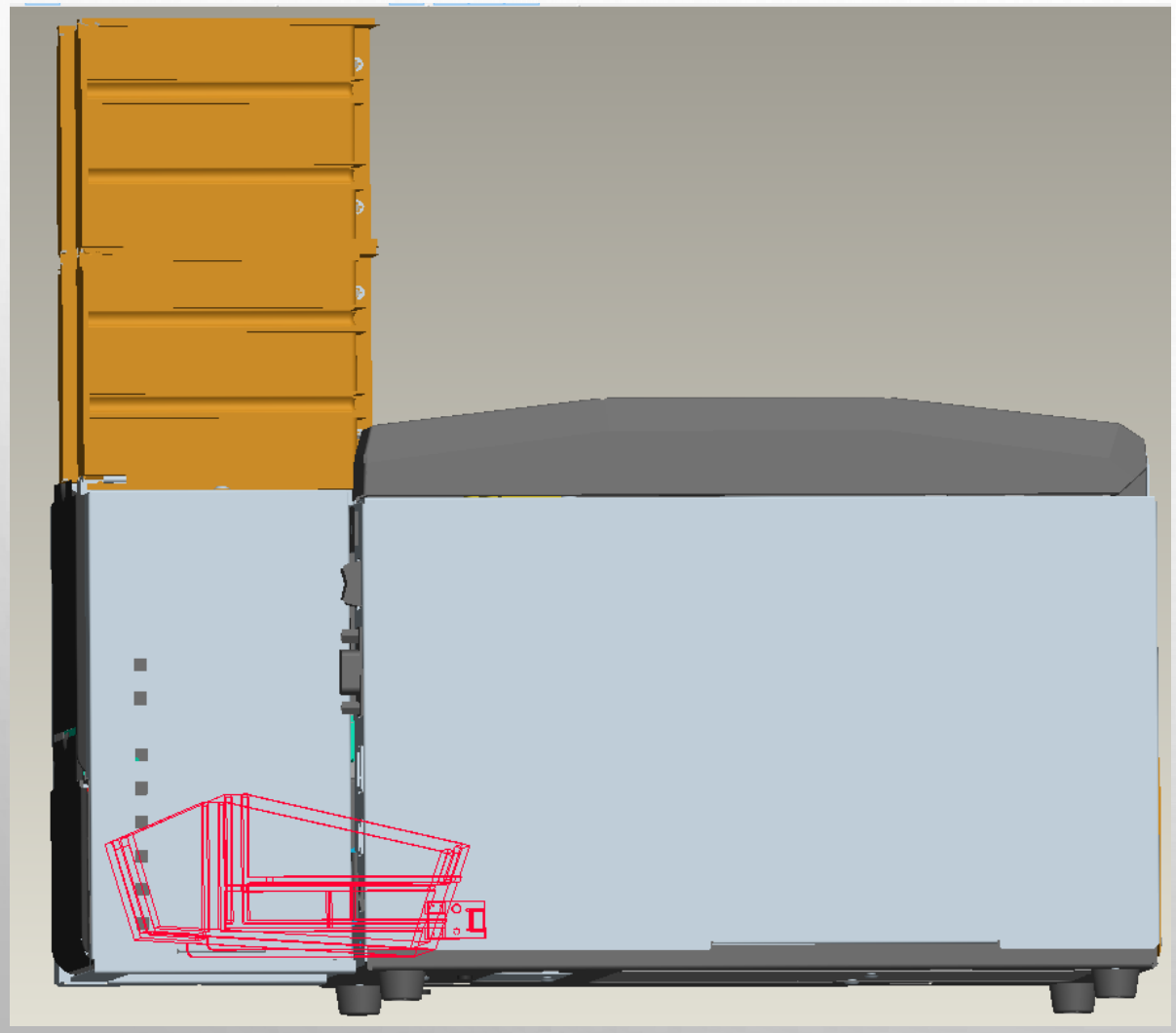


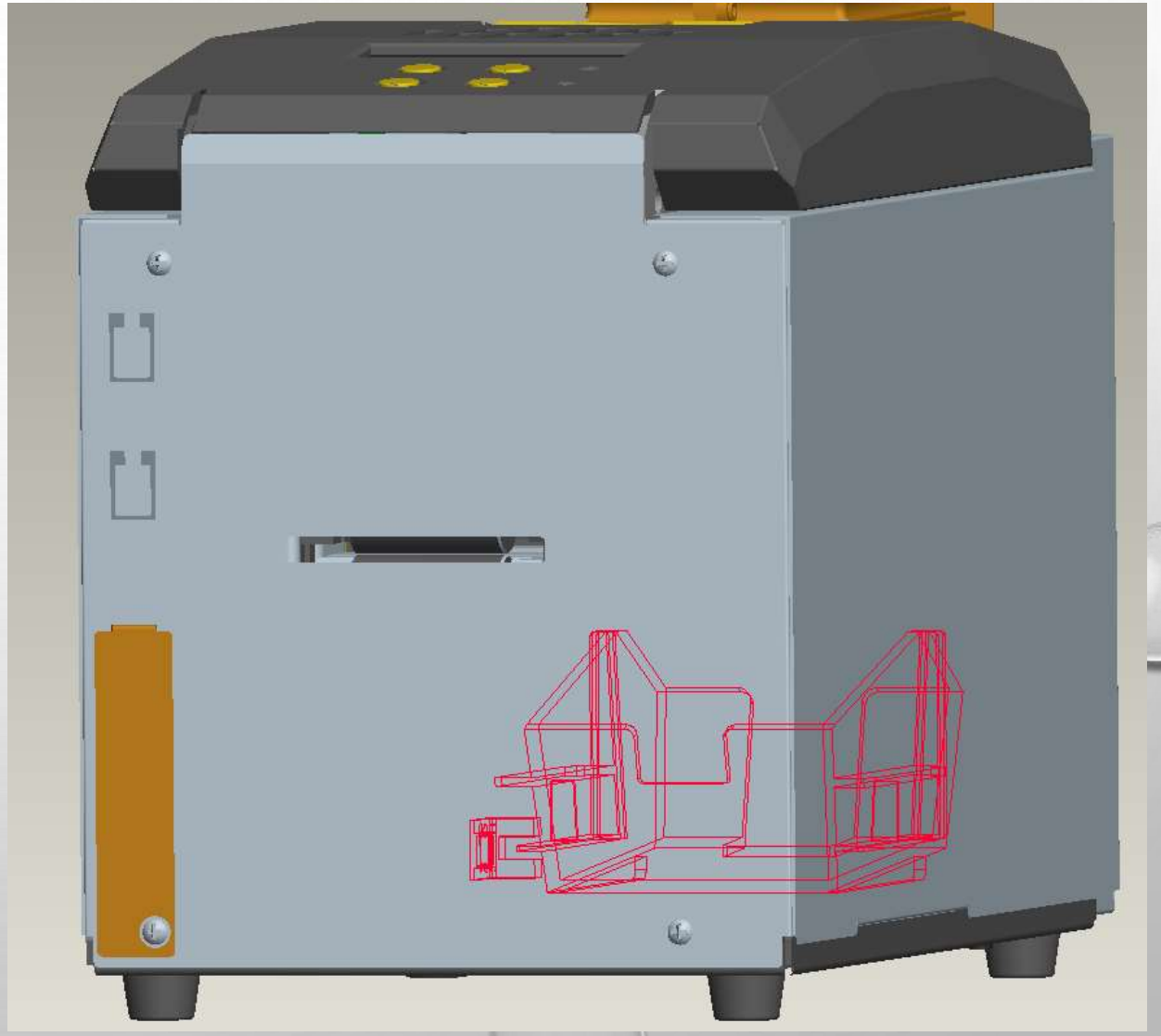
Cause 2: The switch sensing mask on the top cover is broken

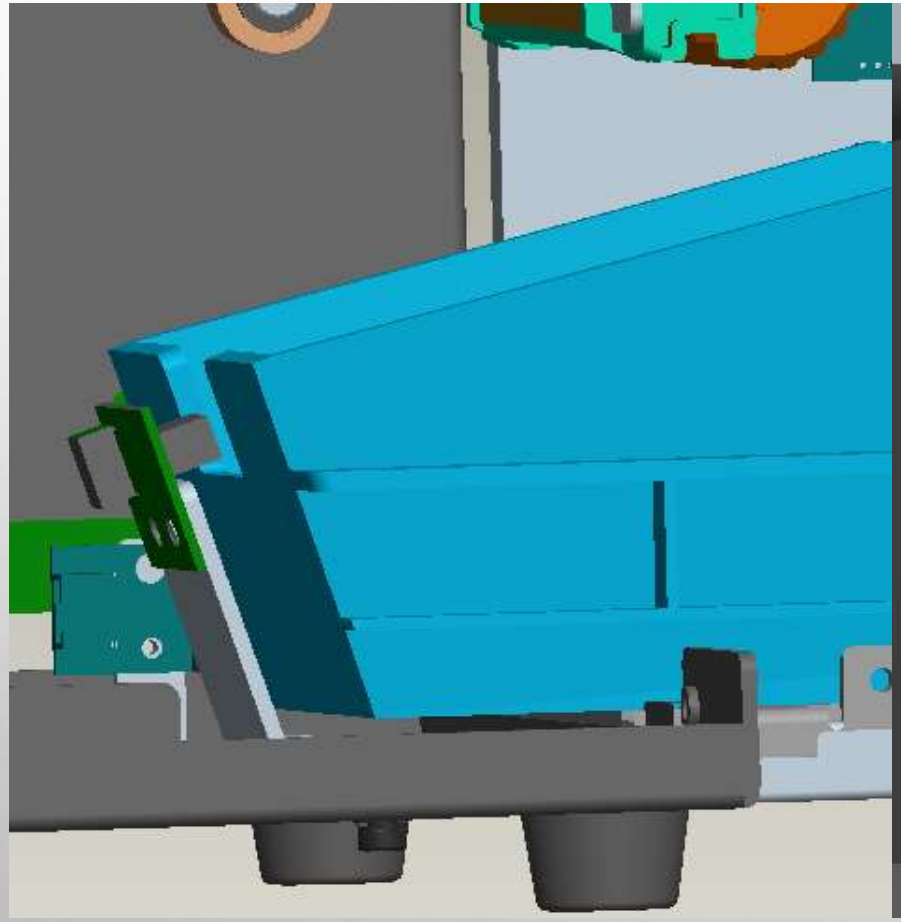


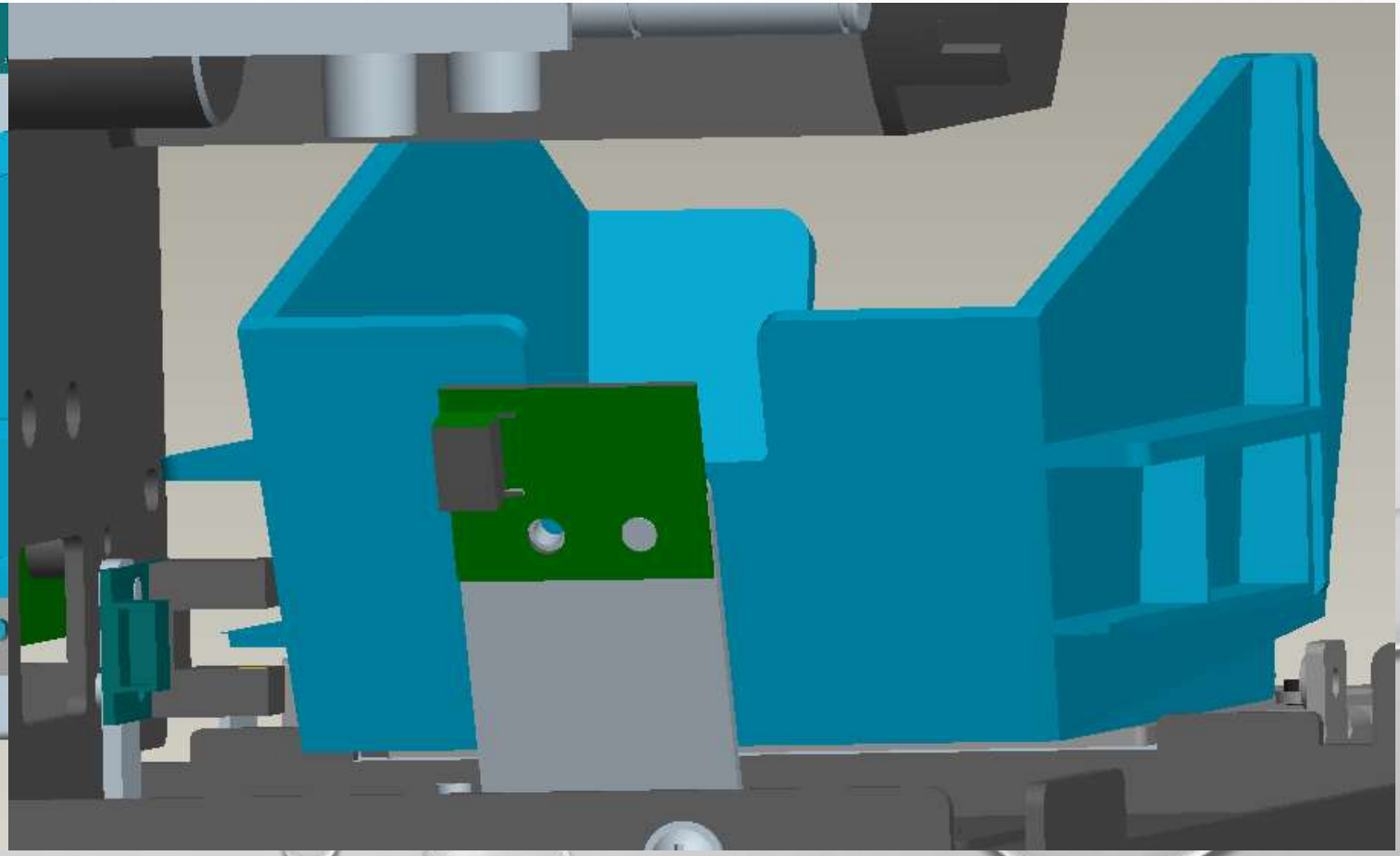
Solution: Replace sensing mask

Defective card box open- Code 22









Cause 1: Defective card box open

Solution: Close the defective card box

Cause 2: The defective card box sensor wiring is loose or sensor is off

Solution: If no abnormal wiring occurs, move the sensor about 2mm in the direction of the defective card box..

Defective card box full- Code 23

Cause 1: The defective card box load more than 30 cards.

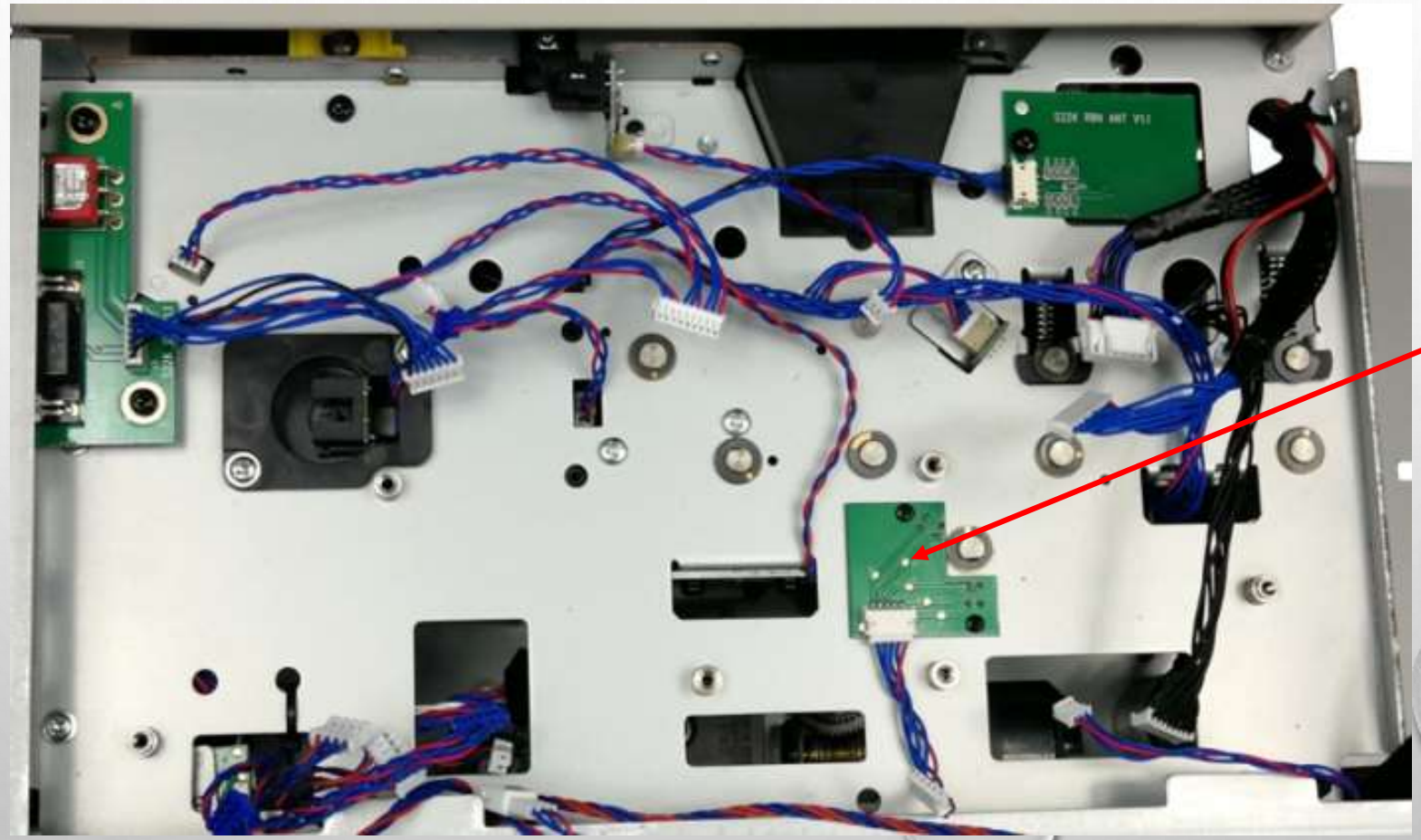
Solution: Take out the cards

Cause 2: Cards in the defective card box are not moved into right place which causing a blocking the sensor

Solution: Take out the cards

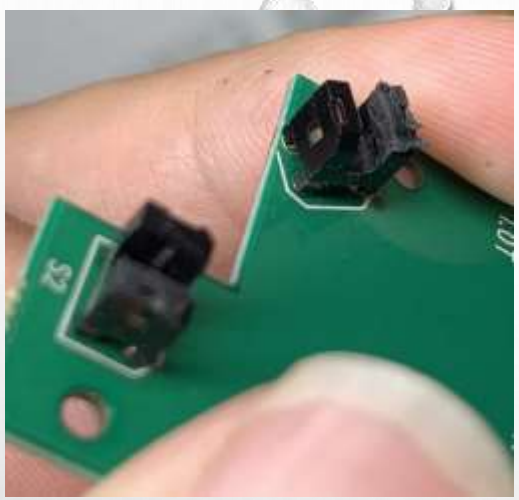
TPH CAM error- Code 31

Rear view of motherboard



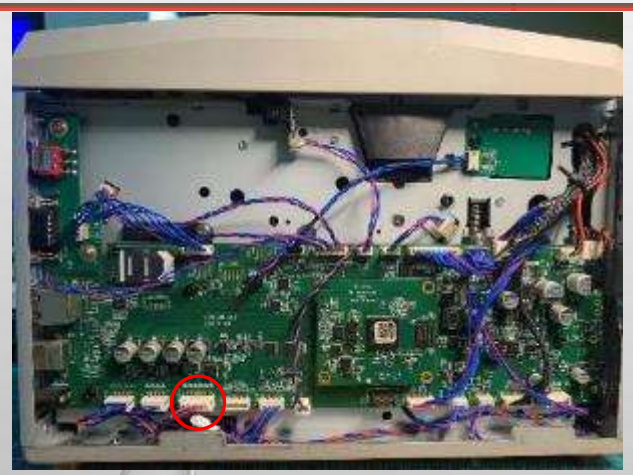
TPH cam sensor

Cause 1: Dirt or damage on the cam sensor



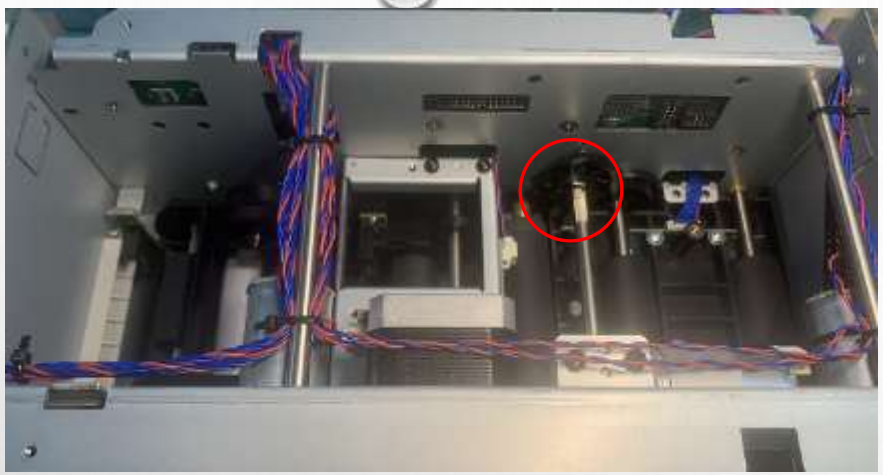
Solution: Clean the cam, if failed, replace the sensor.

Cause 2: The CAM motor wiring is abnormal or the motor is damaged



Solution: The motor does not rotate during the boot self-test, please check whether the wiring is normal, if no problem with the wiring, replace the CAM motor

Cause 3: The gear of the CAM mechanism is stuck by some other substances.

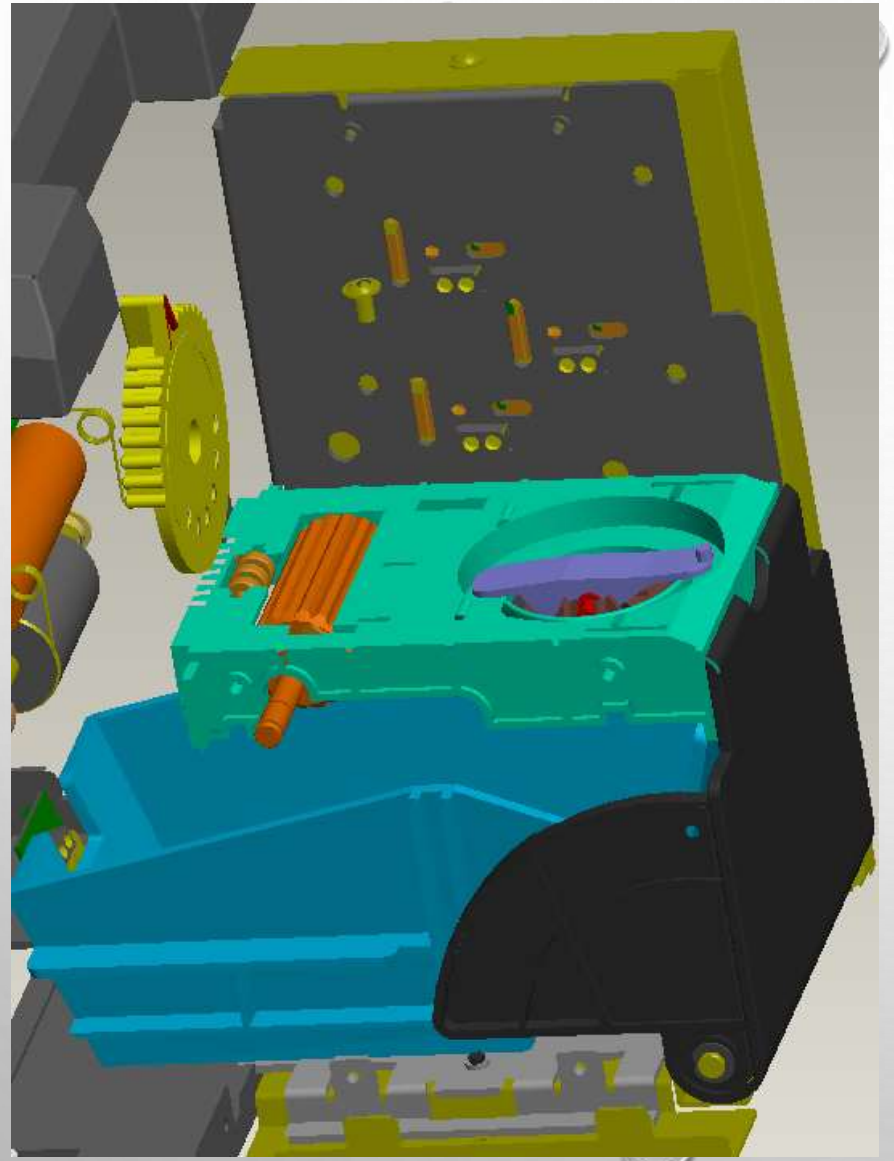


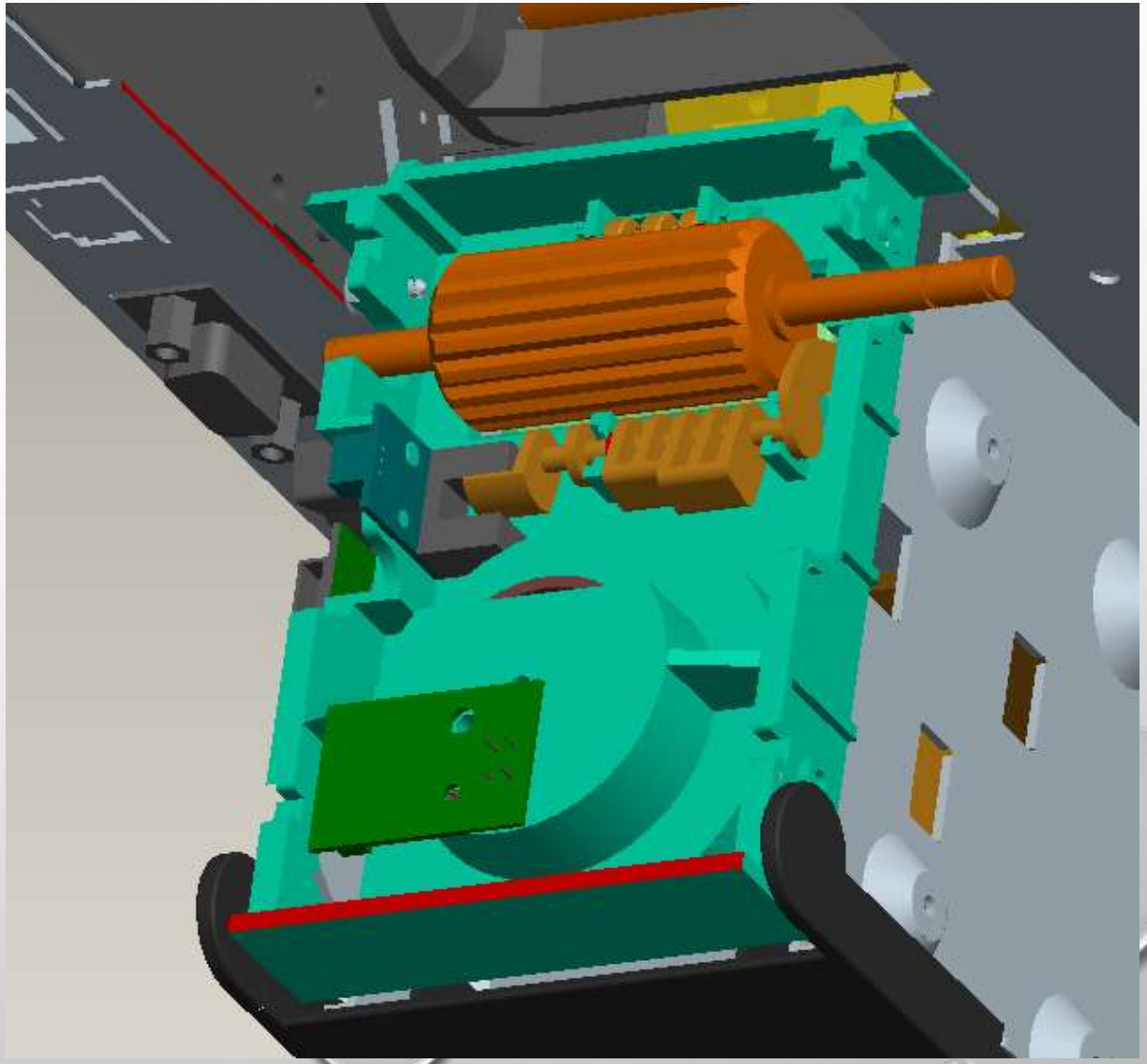
Solution: Remove other substances from the cam mechanism gears

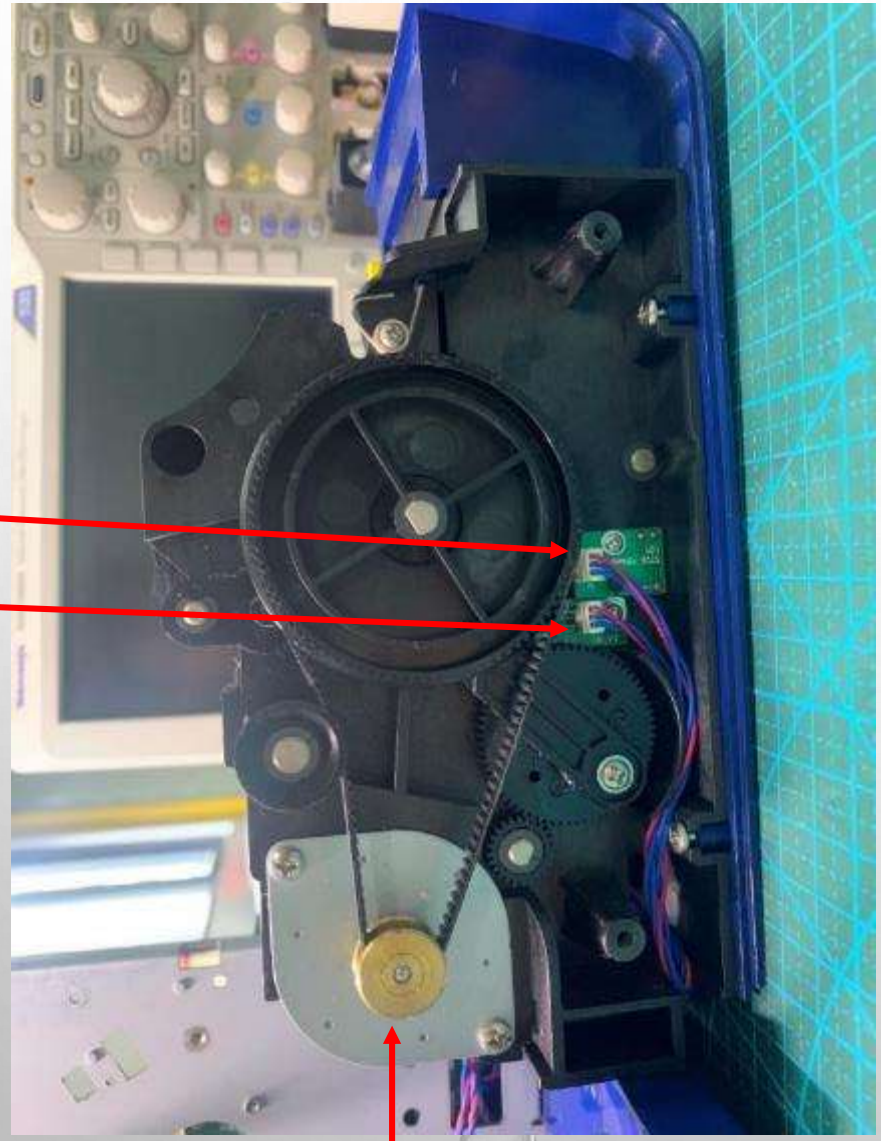
Cause 4: The power adapter is not original which causing the insufficient power supply

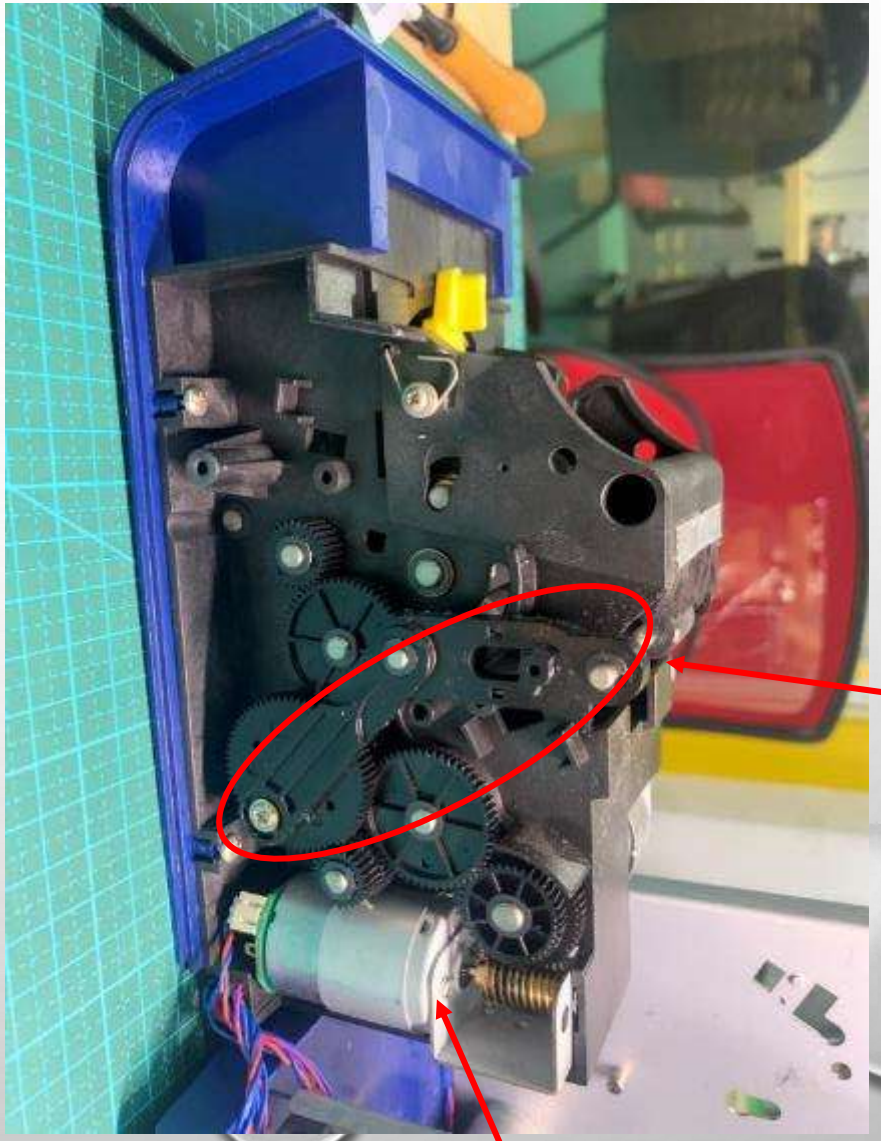
Solution: Please use the original power adapter

ADF CAM error- Code 32



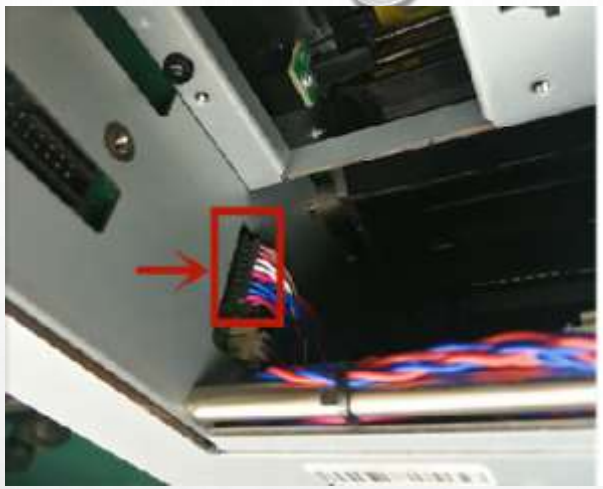


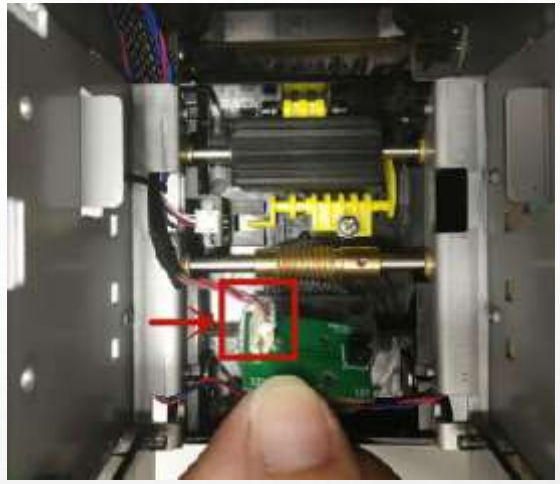

P1 sensor
ADF cam sensor
ADF card feeding motor


ADF cam mechanism
ADF card feeding motor (reversing card feed cam)

Cause 1: ADF sensor cable is loose

Solution: Re-plug the ADF sensor cable



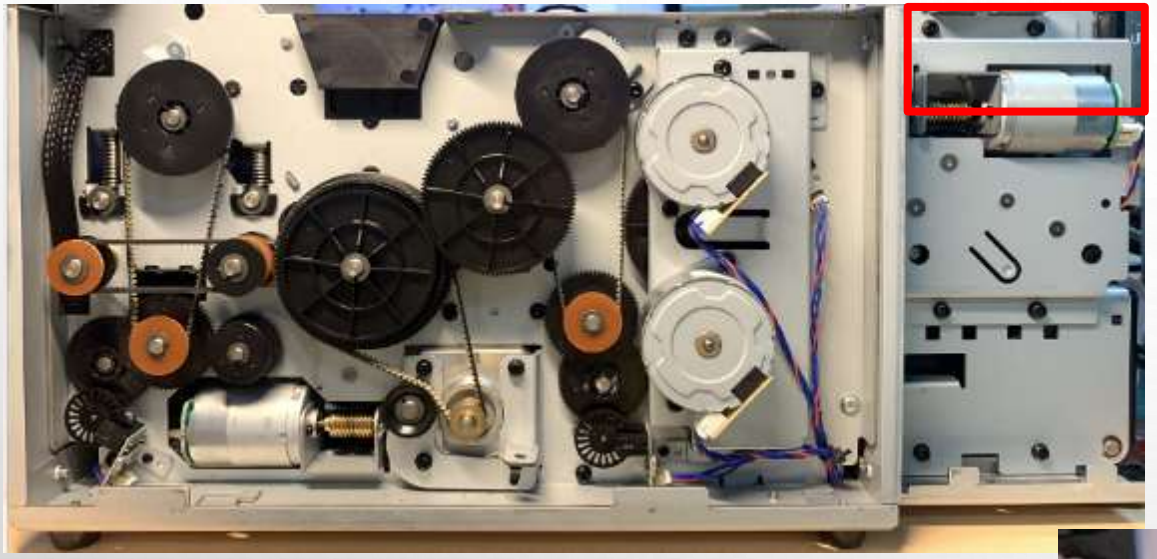


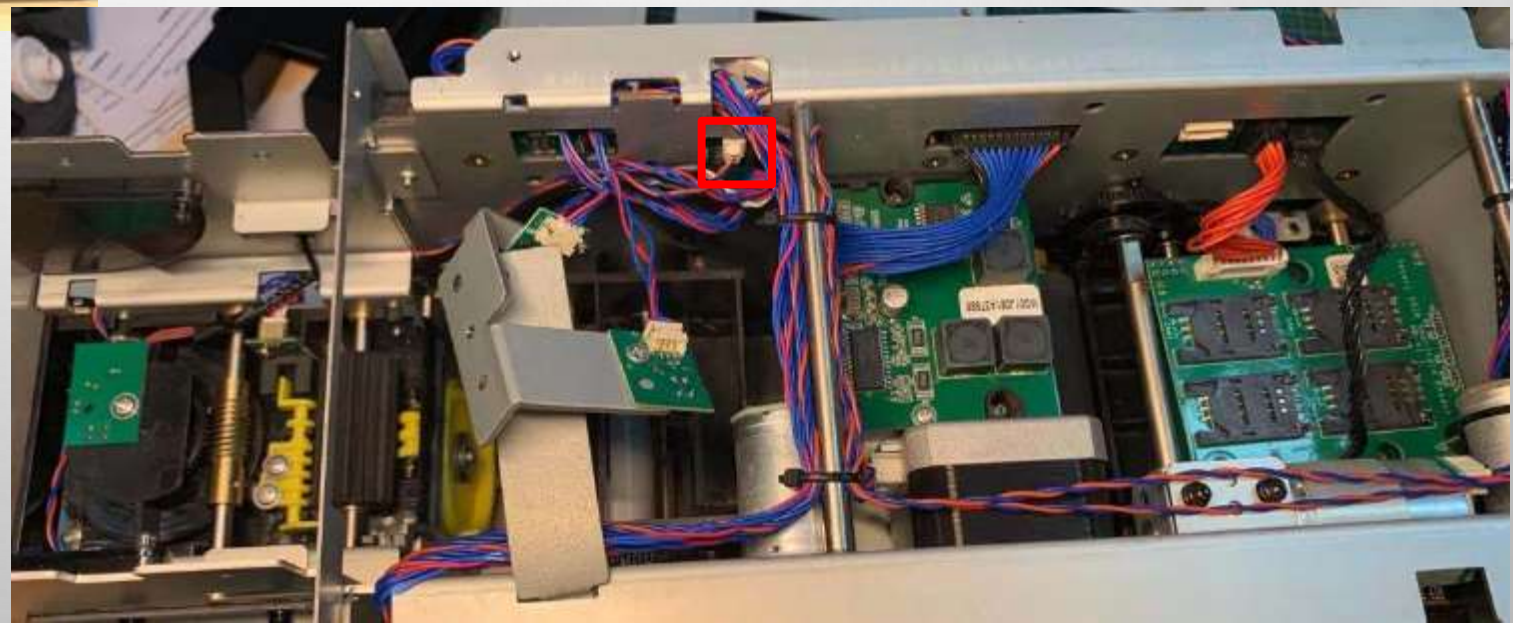
Cause 3: Damage of the ADF sensor

Solution: Replace the ADF sensor

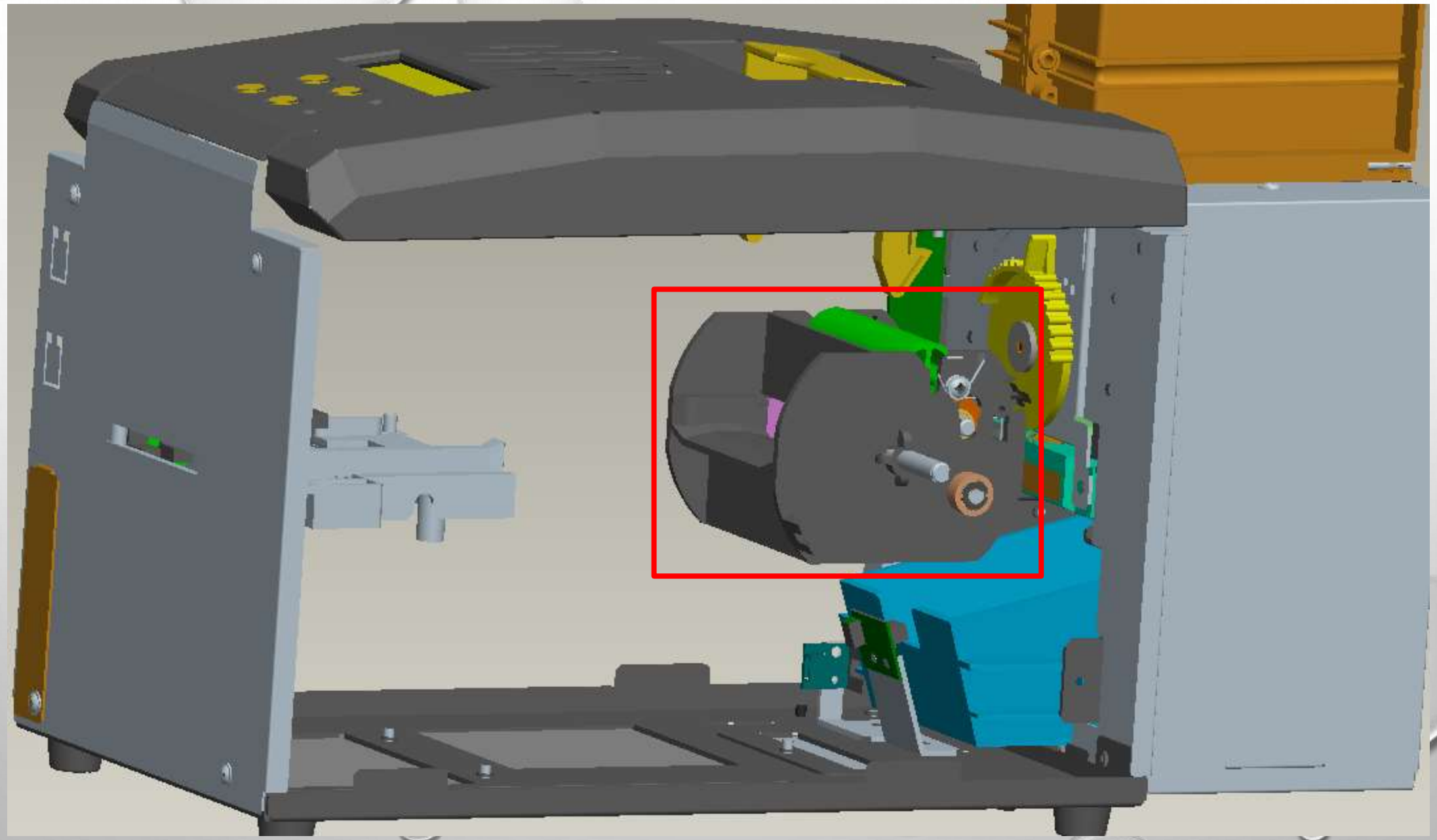
Cause 3: ADF motor sensor contact is poor or motor damage

Solution: Re-plug the ADF motor cable, if failed, replace the motor



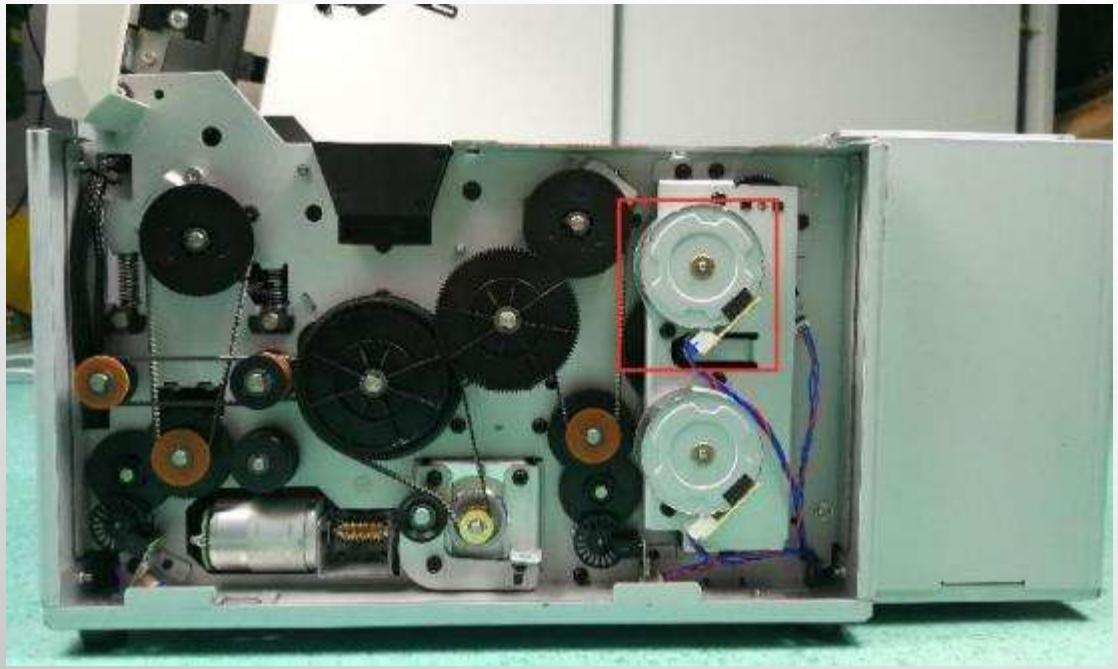


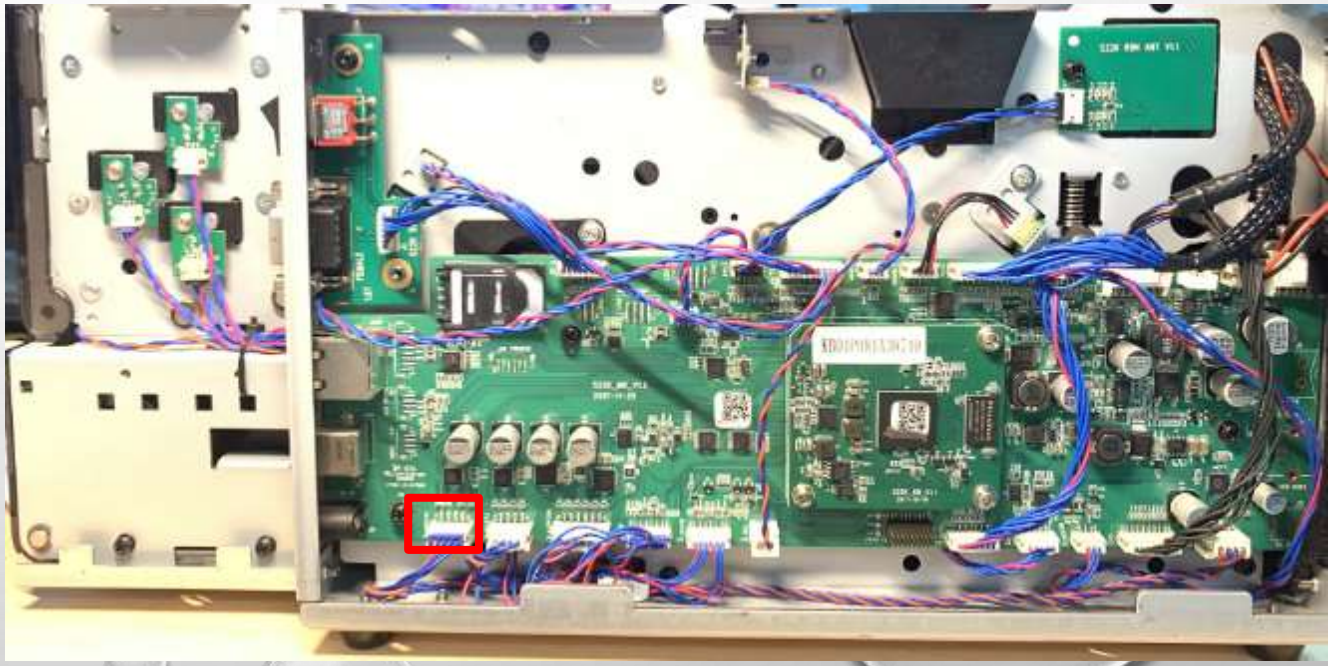
Card Flipper error- Code 33



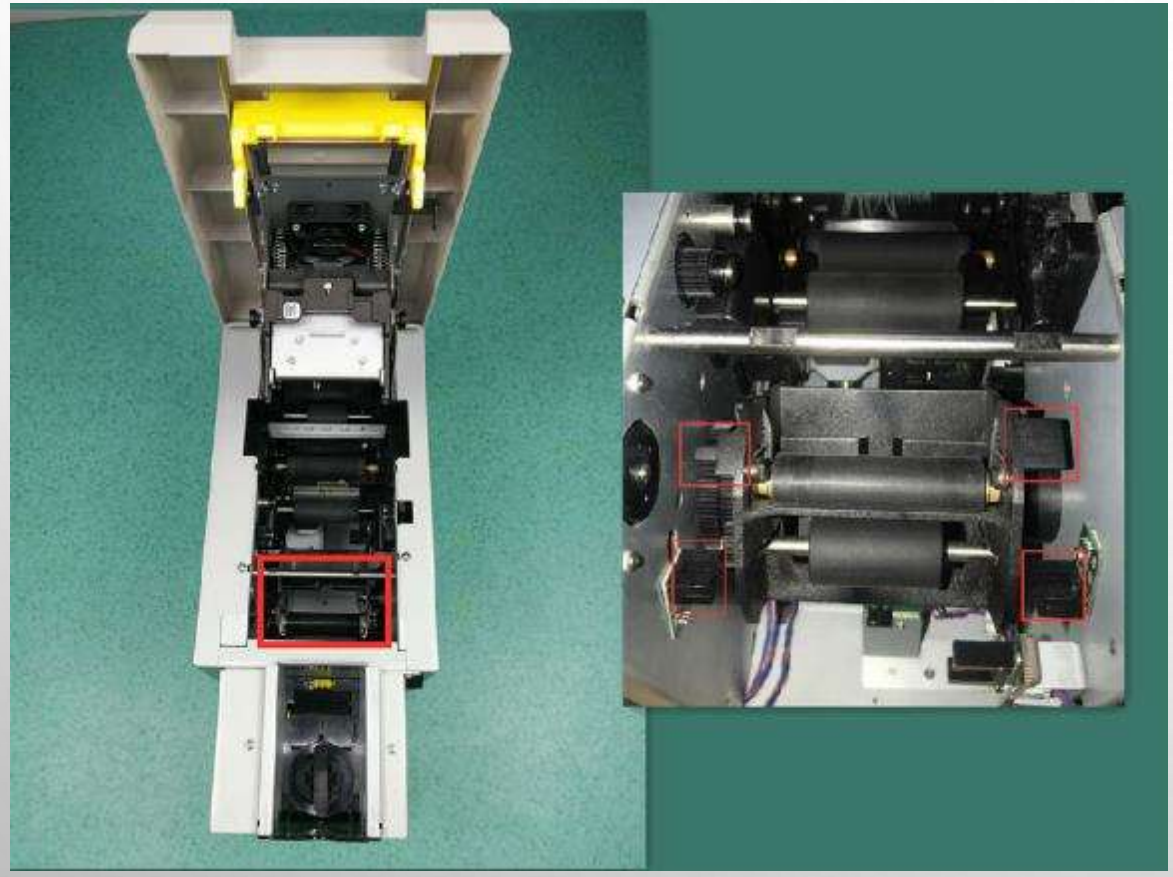
Cause 1: Poor contact of card flipper motor cable or flipper motor damage which resulting in the flipper can not flip and positioning.

Solution: Re-plug the motor cable, if still failed, replace the motor





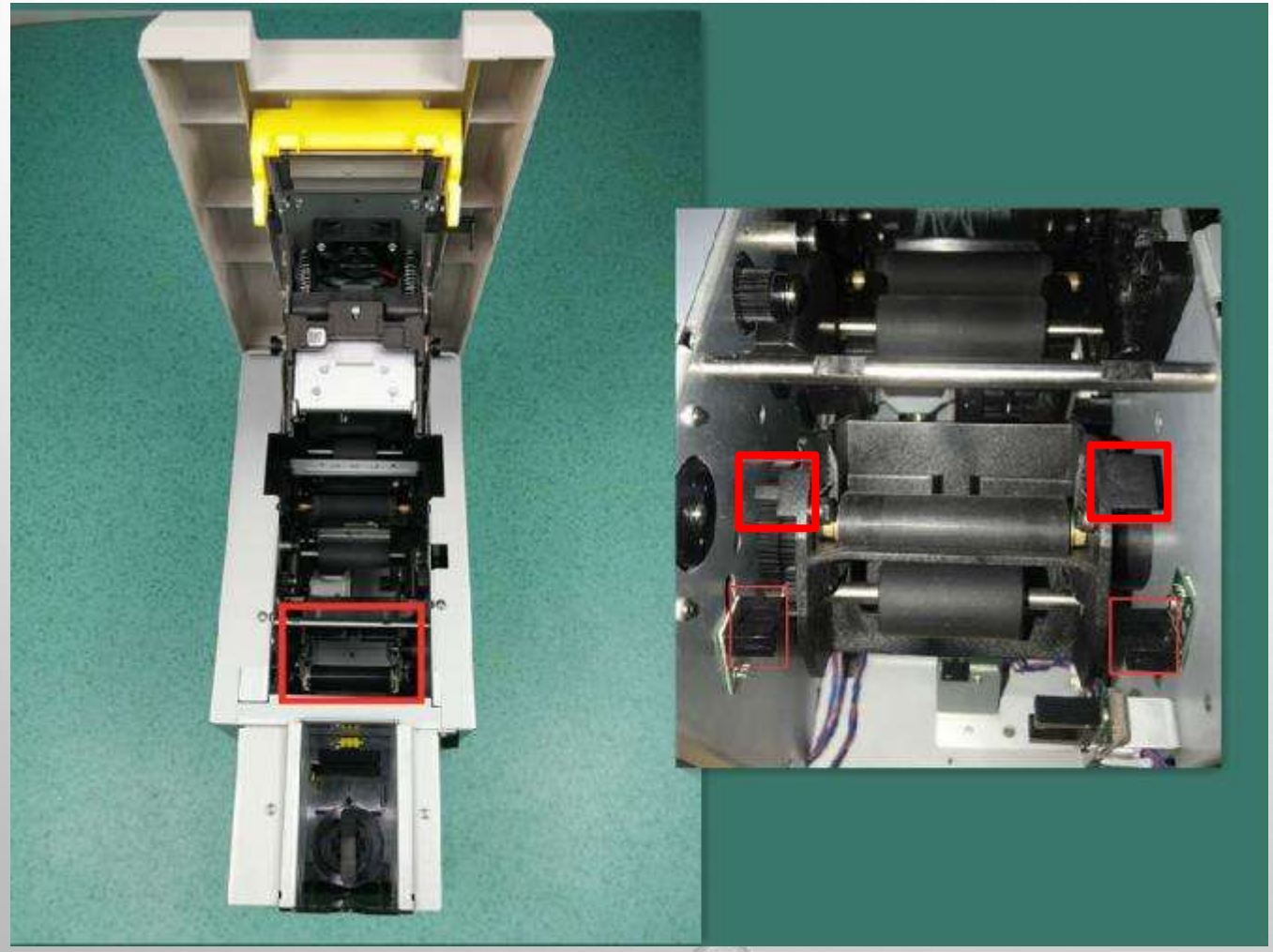
Cause 2: Poor contact with the sensor cable or sensor damage, resulting in card flipper alignment failure

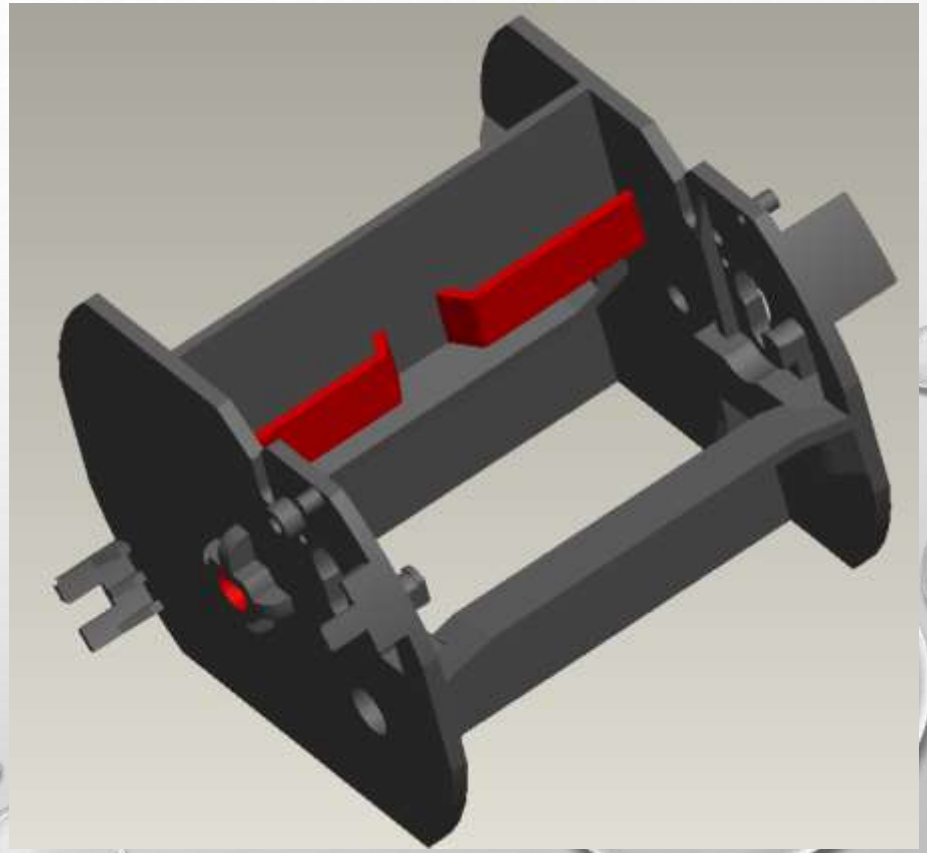


Solution: re-plug the sensor cable, if failed, replace the sensor

Cause 3: The black masking piece on both sides of the flipper broken

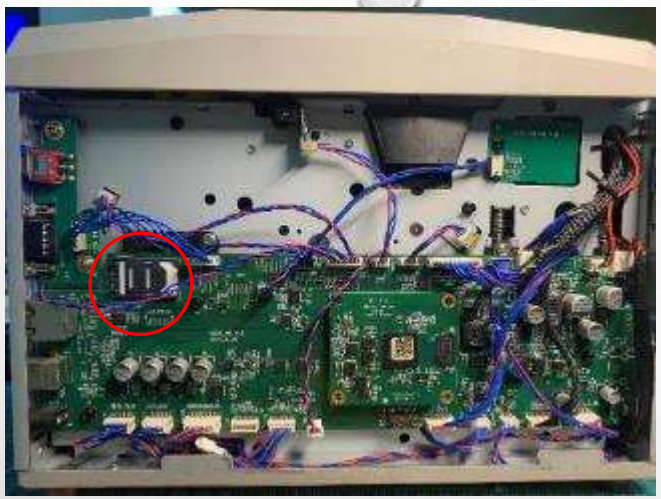
Solution: Replace the card flipper mechanism





Authentication Error- Code 62

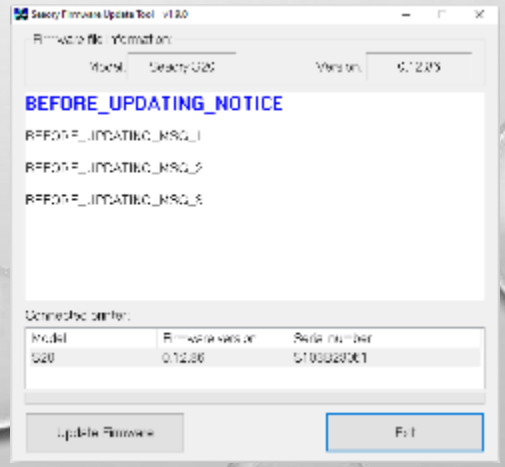
Cause 1: Poor connect of PSAM card



Solution: Clean the PSAM card

Cause 2: The motherboard PSAM card circuit chip burned out

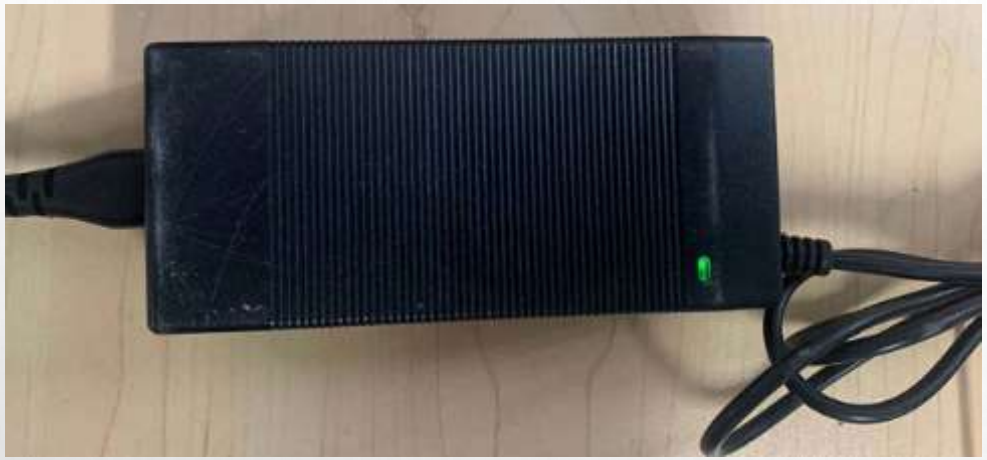
Solution: If the firmware is 0.12.66 and below, before the failure, please upgrade the firmware 0.12.68 and above; The motherboard has been broken, go through the after-sales process to repair



No response when power on

No response when power on

Cause 1: Damage of the adapter

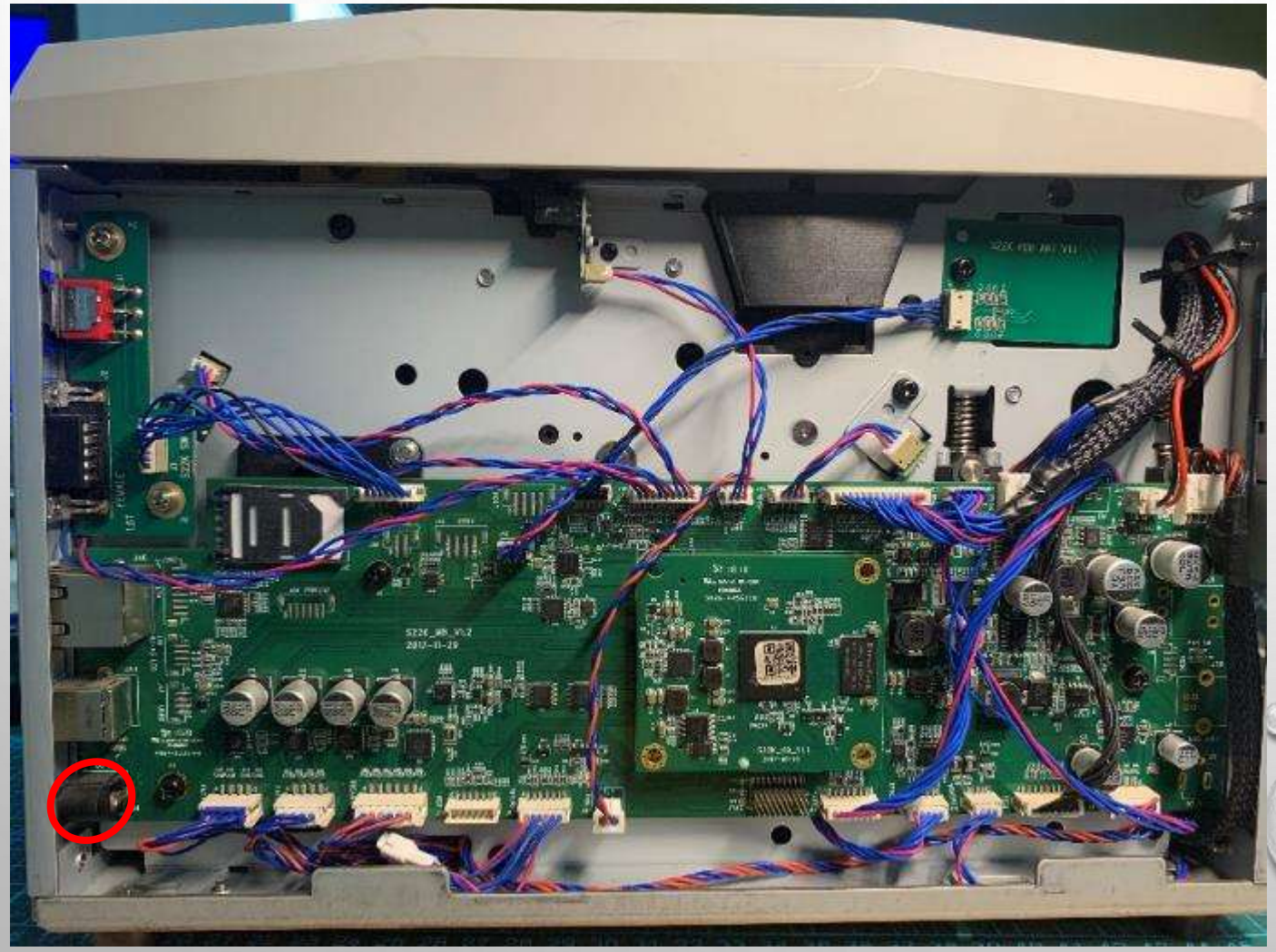


Solution: Replace the adapter

No response when power on

Cause 2: DC power interface or motherboard damage

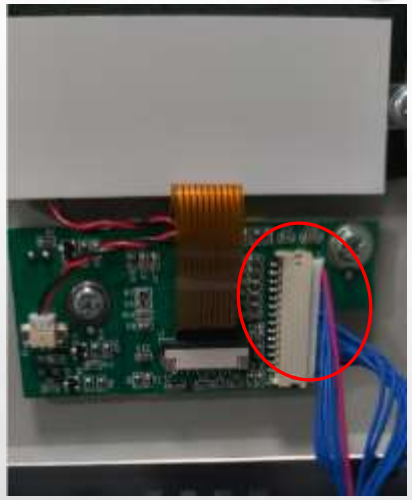
Solution: Required for an after-sale service

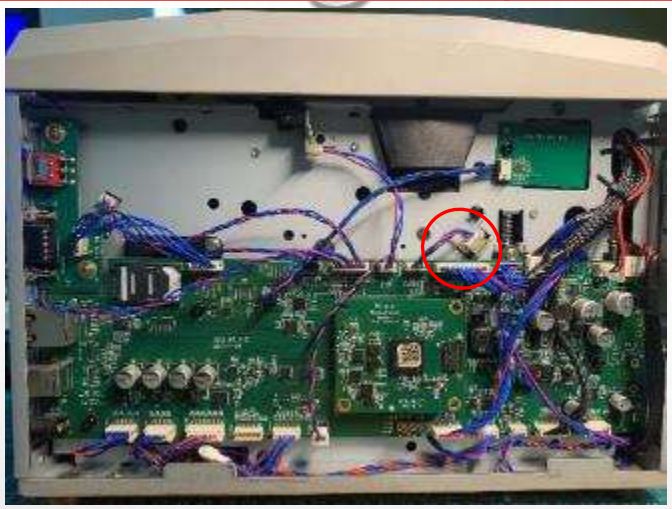


Display does not show text

Display does not show text

Cause 1: Poor contact with the display wiring

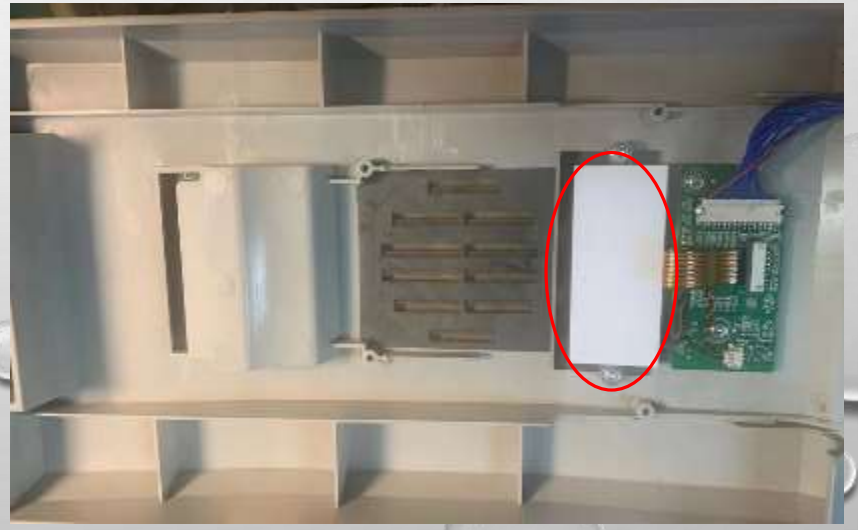




Solution: Remove the wiring again. If the failed, weld the bottom wiring

Cause 2: Damage of the dispaly

Solution: Replace the display



Abnormal communication between the printer and the computer

Abnormal communication between the printer and the computer

Cause 1: Abnormal computer USB interface

Solution: Replace the USB interface (it is recommended to use the rear interface)

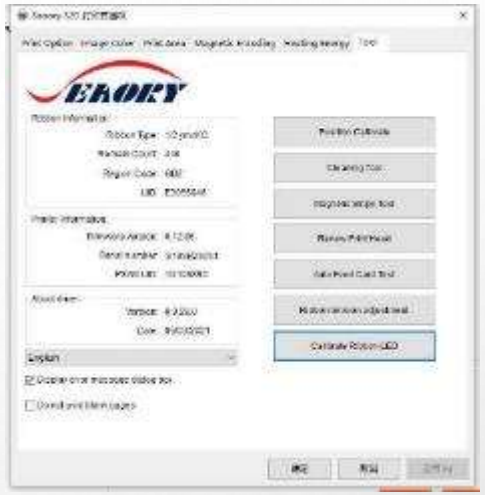
Cause 2: Use non-original USB cable, or USB adapter device connection

Solution: Please use the original USB cable to connect directly to the computer

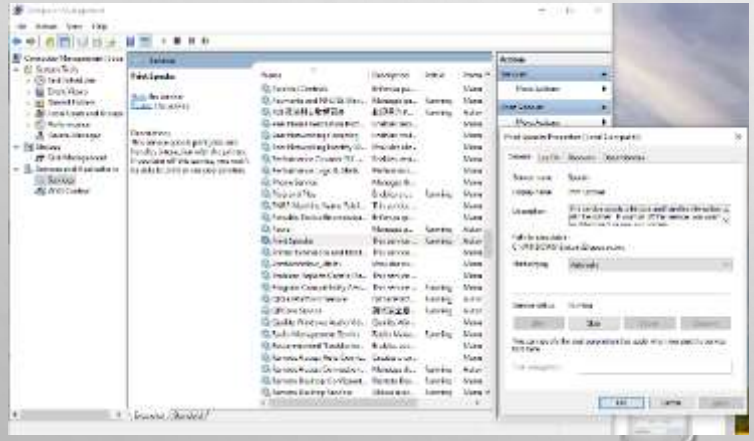
Abnormal communication between the printer and the computer

Cause 3: Uncorrect driver version

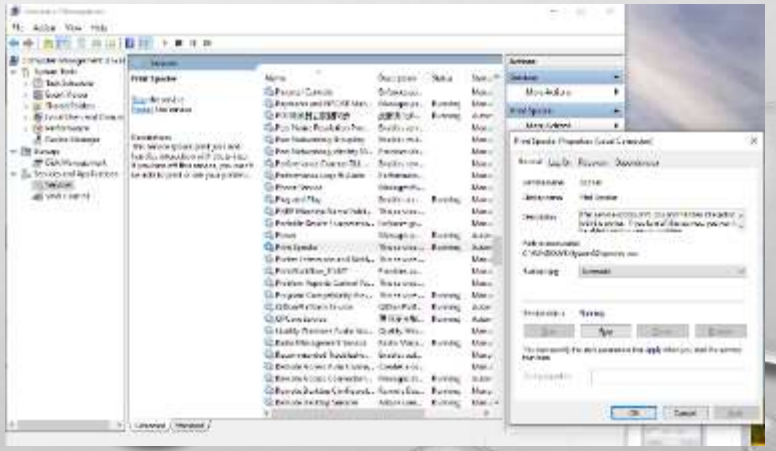
Solution: Update the driver to version 0.9.27.0 or above



Cause 4: Abnormal shutdown of the printing service

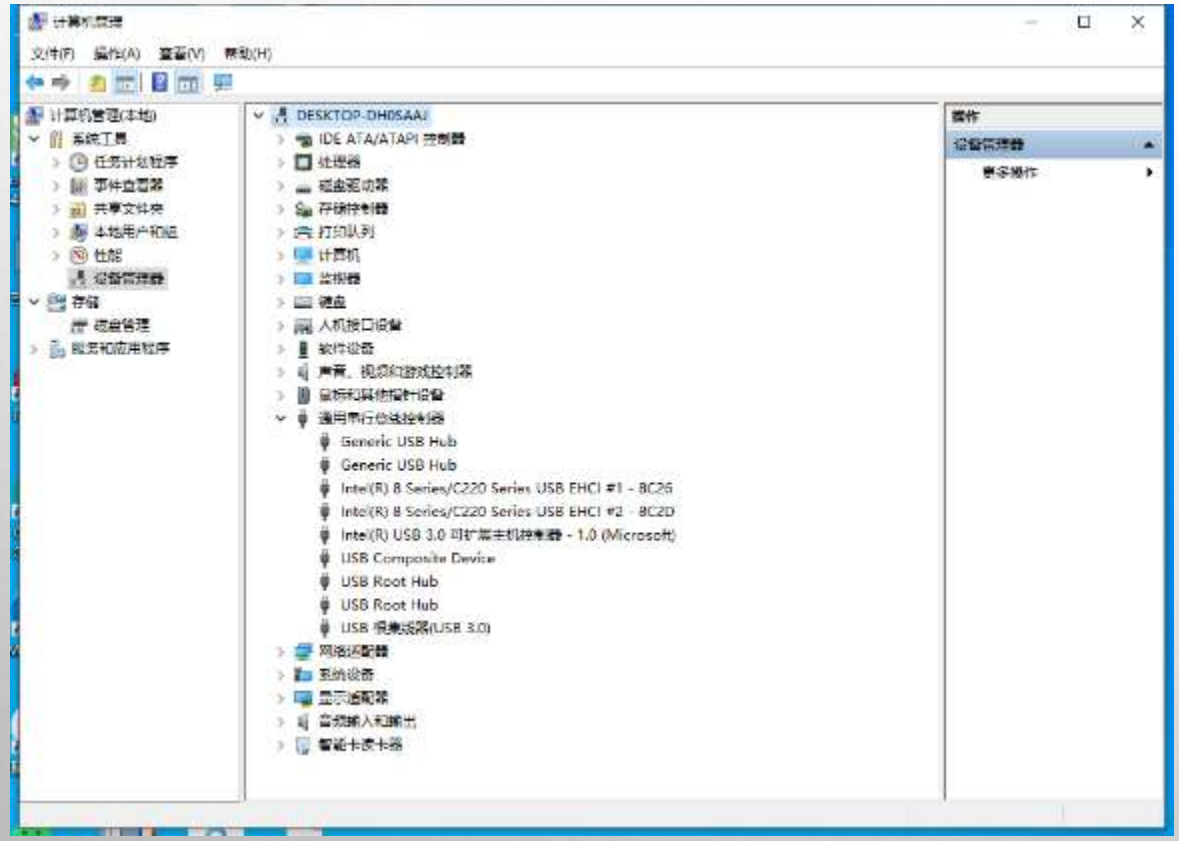


Solution: Restart the print service



Cause 5: Completely unresponsive when printer connected to the computer

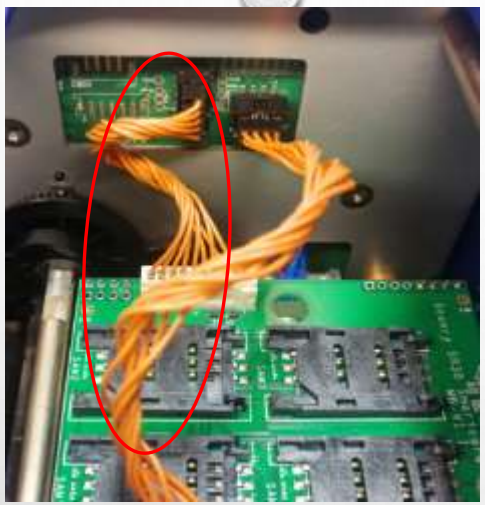
Solution: change another computer to confirm whether it is the problem of computer, if it is the same result after several attempts, it determined the printer motherboard damage, return it to the factory.



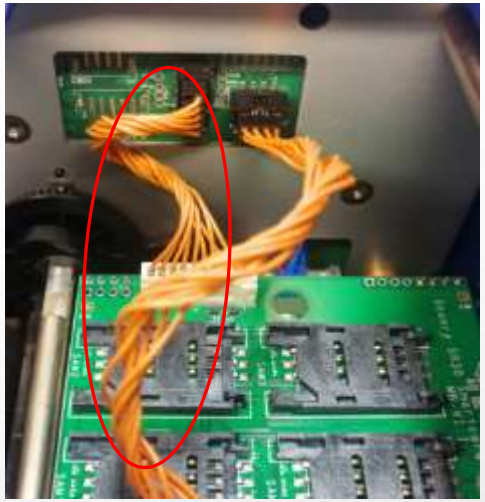
Module cannot be connected

Module cannot be connected

Cause 1: Abnormal or poor contact of the cable

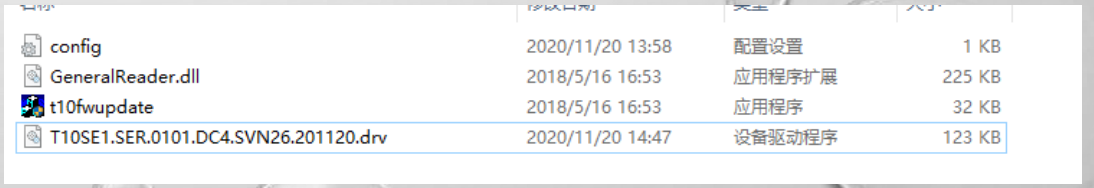


Solution: If no abnormalities of the cable, re-plug



Cause 2: Module damage or firmware abnormal

Solution: If failed again after updating the firmware, replace the module



Thank you