

# Panasonic

## Troubleshooting Guide

### Printer Not Printing

Fault Cause	Code	Possible Cause	Solution	Reference Document	Parts Required	Price	Remarks
Power	P01	Check if the power is connected, reconnect power, restart the power.					
Paper Jam or Insufficient Paper	P02	Check and clear paper jams inside the printer, refill paper.					
Printer Driver Error or Not Installed	P03	Reinstall or update the driver.		Can provide driver			
Ribbon Jam	P04	Adjust or replace the ribbon; remove the ribbon and check if the metal parts of the mechanism are deformed. If deformed, replace the mechanism.					
Print Head or Ink/Toner Low or Blocked	P05	Replace toner or clean the thermal print head.					
Motor Damage	P06	Check cable connections and the condition of PCB IC21, IC22, and PWB. If power supply is normal, replace the mechanism.					
Printer Interface Failure (e.g., USB Port)	P07	Check the printer interface and test with other devices.					
Other Issues	P08	Replace spare parts and send the printer to the manufacturer for inspection.					

### Barcode Scanner Not Responding

Fault Cause	Code	Possible Cause	Solution	Reference Document	Parts Required	Price	Remarks
Power	Q01	Check if the power is connected, reconnect power, restart the power.					
USB Cable Disconnection	Q02	Reconnect the cable.					
Scanner Connection Issue (e.g., USB Cable)	Q03	Check the connection between the scanner and the kiosk.					
Driver Not Installed	Q04	Reinstall or update the scanner driver (it should be pre-installed).		Can provide driver			

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### Screen Not Lighting Up

Fault Cause	Code	Possible Cause	Solution	Reference Document	Parts Required	Price	Remarks
Key Pad Light	M01	Red light indicates sleep mode (no input source or PC off), green light on but no display, proceed to M05 step.					
Power Failure or Loose Plug	M02	Check the plug and power cord, ensure proper connection.					
HDMI Cable	M03	Reconnect the cable or replace with a new HDMI cable.					
Screen Hardware Damage	M04	Test if the screen is damaged by using another input source (e.g., notebook, HDMI input). If the screen still does not display, it may be an LED backlight issue; replace the screen.					
Board Failure	M05	Replace the board (AD/PW).					

### Touch Screen Not Responding

Fault Cause	Code	Possible Cause	Solution	Reference Document	Parts Required	Price	Remarks
USB Power	T01	Check if the USB cable (for USB power) is properly connected to the PC. You can unplug the USB cable, shut down the computer, restart it, and then reconnect the USB cable.	Can provide Autoscan for quick testing				
Cable Disconnection	T02	Check the cable condition, reconnect or replace the cable.					
Touch Module Failure	T03	If there are dead spots in the touch screen, replace the damaged touch glass.					

### Display Issues

Fault Cause	Code	Possible Cause	Solution	Reference Document	Parts Required	Price	Remarks
Screen Off Center	S01	Check graphics card type, computer settings, OSD adjustments, and replace VGA with HDMI.					
Screen Resolution Error	S02	Adjust the screen resolution in the Windows system settings.					
Bright/Dark Spots or Shadows	S03	Check if environmental overheating is causing panel failure.					
Screen Ripple	S04	Check cables and distance, and ensure the computer's performance meets requirements.					
Screen Bright Lines	S05	Check cables and screen panel.					

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### Sound Output Issues

Fault Cause	Code	Possible Cause	Solution	Reference Document	Parts Required	Price	Remarks
No Sound from Speaker	A01	Check if the sound is muted, verify correct sound device is selected on the computer, check external speaker I/O on AD board.					
Sound Volume Too Low	A02	Adjust computer volume, or use remote control to adjust the volume.					
Cable Disconnection	A03	Reconnect the cable.					
Speaker Damage	A04	Replace the speaker.					
Motherboard Failure	A05	If the motherboard cannot detect the audio device, replace the motherboard.					

### IPC Not Powering On

Fault Cause	Code	Possible Cause	Solution	Reference Document	Parts Required	Price	Remarks
System Boot Failure or OS Crash	IPC01	This could be a storage SSD or memory issue. Go to Windows > "System" to verify if properly configured; if the system cannot boot, replace the IPC (Motherboard, SSD, RAM, CPU replacement).					
Power Supply Issue	IPC02	Check if the power cord is loose and verify the adapter's power supply. Perform a cross-test with a new adapter.					
Automatic Shutdown	IPC03	Check for dirt or loose parts, inspect the cooling fan, and clean to ensure no overheating. If the fan behaves abnormally, go to BIOS/UEFI to check fan speed (should be above 3000 RPM).					
BIOS-RTC Error	IPC04	Connect a keyboard, press the required key to bypass the error, then restart the system to verify if the error persists. If the RTC-Bad error continues, update the BIOS (if it's an old version, F4, update to F5) and replace the CMOS battery. If the issue persists, replace the motherboard.	CMOS battery instructions: <<BIOS Battery Measurement Manual.pdf>> BIOS upgrade instructions: <<BIOS Update Summary.pdf>>				
Cannot Enter UEFI	IPC05	Check the SSD's partition format for the operating system.	Please refer to <<Boot				
Motherboard Failure	IPC06	Replace the motherboard.					

### Appearance Issues

Fault Cause	Code	Possible Cause	Solution	Reference Document	Parts Required	Price	Remarks
Exterior Damage, Damage, or Loosening	AP01	Take photos, inspect and document the casing, and replace or repair if necessary.					
Screen Detachment or Displacement	AP02	Disassemble and					