

A. Troubleshooting

When encountering problems, the cause may be the printer or may sometimes be due to other problems with your system. Please review the following tables to solve common problems you may encounter with your printer. You may also visit <u>www.printek.com</u> for additional "FAQ's" that may assist you.

If you are still unable to solve your problem, please contact the company from whom you purchased your printer since they are most familiar with your systems. If they are unable to help you, please contact Printek Technical Support at (800) 368-4636.

I. General Error Conditions

Whenever the printer detects an error condition the Alert (red) Indicator will either flash or stay on. In some cases, the audible alarm will also sound. Please refer to the following table for a list of what causes these conditions and how they may be corrected.

| Error Indicator | Possible Cause | Solution |
|----------------------|-----------------------------------|---------------------------------------------------------------|
| Flashes | Paper Out or Paper Door not fully | Make sure the door is fully |
| | closed | closed by opening the door |
| | | and closing it again until the door "clicks" closed. Check |
| | | the platen roller for damage. |
| | | , , |
| Stays On, With Alarm | Print job too large for printer | Divide long documents into |
| | memory | individual pages. |
| | | Printer power must be cycled |
| | | to clear error. |

II. Fault Description and Resolution

| Printer turns itself off. Not enough power is being supplied to the printer. Check pin 8 of the D- connector for positive voltage. Poor print quality. Electrostatic discharge May occur in extreme low humidity conditions. Turn printer back on with power button. Poor print quality. Print head dirty Clean print head. Refer to "Maintenance" section of the Operator's Manual. Poor quality or "old" paper Verify paper from approved source. Try new roll of paper. Obstruction in paper path, or paper improperly installed Check paper path and reinstall paper (see "Quick Start Instructions"). Paper not feeding. Poor quality paper Verify paper from approved source. Paper does not advance to black mark reliably. Black Mark density/contrast black mark reliably. Adjust Mark Sensitivity as described in Device Settings Menu. Poor quality paper Verify paper from approved source. Adjust Mark Sensitivity as described in Device Settings Menu. Paper not feeding reliably, or print is compressed vertically Heavy or thick forms; specialty paper with slick finish Lower the Max Paper Speed as described in Device Config Menu. Paper Door not fully closed Verify printer and host settings match. | Problem | Possible Cause | Solution |
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| Paper Door not fully closed Verify door is closed. | Print Garbled. | Improper Interface | Verify printer and host |

| Problem | Possible Cause | Solution |
|-------------------------|----------------------------|-------------------------------------|
| Printer will not print. | Paper not loaded correctly | Check paper path and |
| | | reinstall paper (see " <u>Quick</u> |
| | | Start Instructions"). |
| | Improper Interface | Verify printer and host |
| | configuration | settings match. Print a self- |
| | | test to verify printer settings |
| | | and to verify printer is |
| | | functioning properly. |

B. Obtaining Service

If service is required for your printer, please contact the company where you purchased your printer.

If they are unable to assist you, contact Printek Customer Service at (800) 368-4636 to obtain a Return Authorization Number. Printers without Return Authorization will not be accepted.