
10.2 Troubleshooting

Your printer is extremely reliable, but occasionally problems may occur. This chapter provides information on some of the common problems you may encounter and how you may solve them. If you encounter problems that you cannot resolve, contact your dealer or service partner for assistance.

10.2.1 Print Quality Problems and Solutions

Problem	Solution
Printing is too light or too dark.	<ul style="list-style-type: none">• Make sure that the ribbon cartridge is properly installed and that the ribbon feeds smoothly.• Replace the ribbon if necessary.• Make sure that the print gap lever is set for the thickness of your paper.
Smears and stains appear on the page.	<ul style="list-style-type: none">• Make sure that the print gap lever is set for the thickness of your paper.• Check for ribbon wear. Replace the ribbon if necessary.• Check whether the tip of the print head is dirty. Clean the head with a soft cloth if necessary.• The print head may need to be replaced.
Printing is erratic or the wrong characters are printed. Many “?” or unexpected characters are printed.	<ul style="list-style-type: none">• Make sure that the interface cable is securely connected to both the printer and computer.• Make sure that the printer driver selected in your software is the same as the emulation selected on the printer.• Check the length of the interface cable. (Maximum Parallel & USB: 2 meters, Serial: 15 meters)• Try another interface cable.
The page is blank.	<ul style="list-style-type: none">• Make sure that the ribbon cartridge is properly installed.• Make sure the gap lever is set correctly.
The top margin is wrong.	<ul style="list-style-type: none">• Check the application top margin setting.• Adjust the Top Margin setting in Page Setup menu if necessary.
Lines are double spaced instead of single spaced.	<ul style="list-style-type: none">• Change the Auto LF setting in the System Setup menu to No.
The printer overprints on the same line.	<ul style="list-style-type: none">• Change the Auto CR setting in the System Setup menu to No.
The next print line starts where the previous line ended instead of at the left margin.	<ul style="list-style-type: none">• Change the Auto CR setting in the System Setup menu to Yes.

10.2.2 Paper Handling Problems and Solutions

Problem	Solution
Paper cannot be loaded or fed.	<ul style="list-style-type: none"> • Make sure that the paper select lever located on the top right of the printer is set correctly.
Paper jams while loading.	<ul style="list-style-type: none"> • Turn off the printer and remove the jammed paper. Remove any obstructions from the paper path. • Make sure that the Print Gap lever is set for the thickness of your paper. • Make sure that the paper is not folded, creased, or torn. • Make sure that the left and right tractors are set so that the continuous forms are stretched tightly.
Paper jams while printing.	<ul style="list-style-type: none"> • Turn off the printer and remove the jammed paper. Remove any obstructions from the paper path. • Make sure that the Print Gap lever is set for the thickness of your paper. • For continuous forms, make sure that the incoming and outgoing paper stacks are correctly placed. Paper should feed straight.
Paper slips off the forms tractors or the perforated holes of the paper tear during printing.	<ul style="list-style-type: none"> • Make sure that the forms tractors are positioned correctly for the width of your paper and that the perforated holes of the paper fit directly over the tractor pins.

10.2.3 Operating Problems and Solutions

Problem	Solution
The power does not turn on.	<ul style="list-style-type: none"> • Check whether the mains voltage is correct. • Make sure that the power cord is securely connected to both the printer and the mains power outlet. • Make sure that the power outlet is functional. If not , use other outlet. • Turn the power off. Wait a minute and then turn the printer on again. If the printer still has no power, contact your dealer.
The printer is on but it will not print.	<ul style="list-style-type: none"> • Make sure that the Online indicator is lit. • If you use the interface cable, make sure it is securely connected to both the printer and the computer. • Make sure paper is loaded. • Run the printer Status Page. If printing executes normally, the problem is caused by: the interface, the computer, incorrect printer settings, or incorrect software settings. • Make sure that the printer driver selected in your software is the same as the emulation selected on the printer.
Paper select lever error	<ul style="list-style-type: none"> • If paper is loaded and the paper select lever is moved to the incorrect position, the printer turns offline, and the buzzer sounds continuously. Switch the paper select lever back to its correct position.