Compuprint 4247 Serial Matrix Printers

Compuprint 4247 Model X03 Printer:
Quick Setup Guide

Note:

Before using this information and the product it supports, read the information in "Notices" on page 45.

Internet

Visit our home page: http://www.compuprint.com

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Safety and environmental notices

Safety notices

There are two levels of safety notices: **Danger** and **Cautions**.

Danger hazard level

The word **Danger** indicates the presence of a hazard that has the potential of causing death or serious personal injury.

DANGER notices are numbered **<1-1>**, **<1-2>**, and so forth where they appear in the text of this manual..

Example of a **Danger** notice:

DANGER

<1-10> Hazardous voltages are present. Do not touch the pins or sockets of the power receptacle.

Caution hazard level

The word **Caution** indicates the presence of a hazard that has the potential of causing moderate or minor personal injury.

CAUTION notices are numbered **<2-1>**, **<2-2>**, and so forth where they appear in the text of this manual.

Example of a **Caution** notice:

CAUTION:
<2-22> Carefully follow all cleaning instructions, using only the materials and solutions recommended.

Attention notices

The word **Attention** calls attention to the possibility of damage to a program, device, system, or data.

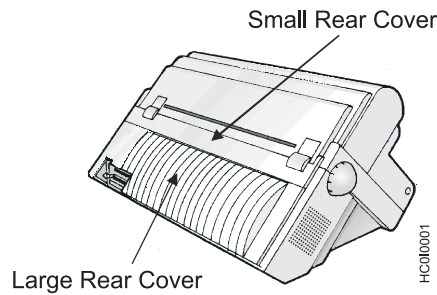**Attention** notices are not numbered.

Examples of an **Attention** notice:

Attention: The above openings must always be protected with their covers. Do not touch inside and do not insert any object into these openings or into the gears.

Safety precautions

Never remove any printer cover except to install a printer accessory as expressly described in this manual.

The following areas of the printer should be covered for safety reasons:

Small Rear Cover

Large Rear Cover

Attention: The above openings must always be protected with their covers. Do not touch inside and do not insert any object into these openings or into the gears.

Electrical safety

This printer is inspected and listed by recognized national testing laboratories, such as Underwriters Laboratories, Inc. (UL) in the U.S.A. and Canadian Standards Association (CSA) in Canada. Listing of a product by a national testing laboratory indicates that the product is designed and manufactured in accordance with national requirements intended to minimize safety hazards. This equipment meets a very high standard of safety in design and manufacture. Remember, however, that this product operates under conditions of high electrical potentials and heat generation, both of which are functionally necessary.

Because the paper used in the printer can burn, you should take normal precautions to prevent fire. These precautions include common-sense measures, such as keeping potentially combustible materials (for example, curtains and chemicals) away from the printer, providing adequate ventilation and cooling, limiting unattended operation, and having trained personnel available and assigned to the printer.

Approved power cord and receptacle

DANGER

<1-11> Your country may require an approved power cord and plug. Ensure that you have the correct power cord and plug. Use this cord and plug only with an approved, correctly-installed power receptacle.

Electrical safety and portable power strip receptacles

Extension cords

DANGER

DANGER<1-1> Do not use an extension power-cord.

The customer must supply the correct electrical outlet which must meet the requirements stated under "Printer Specifications" in the *User's Guide*.

Portable power strip receptacles (temporary power taps)

Portable power strip receptacles (referred to as "temporary power taps" by the National Electrical Code) may be used if they are fully approved in the customer's geographic location. It is the customer's responsibility to supply a fully approved "temporary power tap", if one is to be used.

Connecting or disconnecting a communication port, a teleport, or an attachment connector

DANGER

<1-14> Switch off printer power and unplug the printer power cord before connecting or disconnecting a communication port, a teleport, or other attachment connector.

Servicing during an electrical storm

DANGER

<1-13> Do not connect or disconnect a communication port, a teleport, or any other connector during an electrical storm.

Setting up your printer

To set up your printer, follow these steps.

Step 1 – Unpacking Your Printer

The following items are included in the carton:

__ • Printer
__ • One forms tractor (and optional second tractor)
__ • Ribbon cartridge
__ • Documentation and CD
__ • Controller Board (do not remove from protective package)
__ • Operator panel overlay
__ • Power cable
__ • CD Rom

> Contact your point of purchase seller if any items are missing.
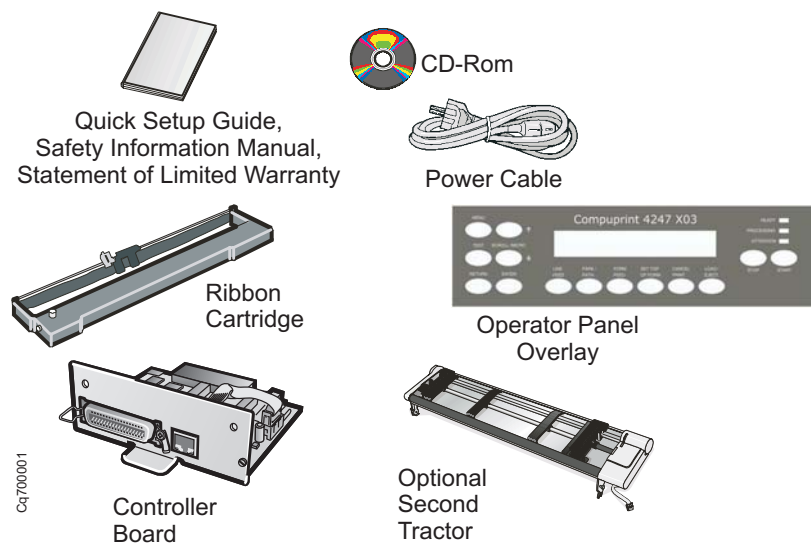
Figure 1. Carton Contents

The Controller Board includes the printer software program (firmware) and the interface connectors to the host system.

Locating Printer Parts

Refer to Figure 2 on page 2 to familiarize yourself with the printer.

Front View

Operator Panel

Paper Knob

Power Switch

Push Tractors Cover

Rear View

Rear Paper Slot

Top Cover

Small Rear Cover

Paper Knob

Controller Board and Interface Connectors

Large Rear Cover

Power Cable Connector

C7Q00004
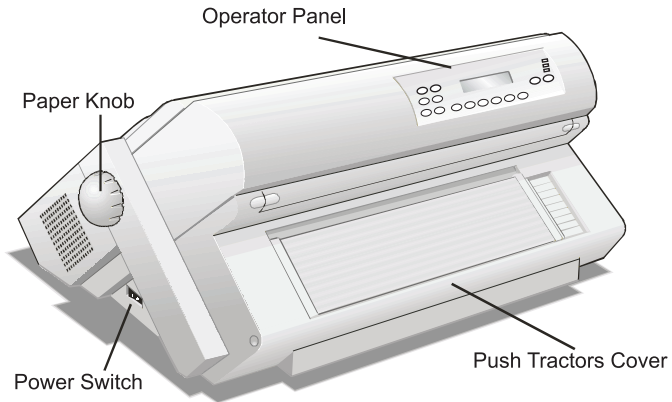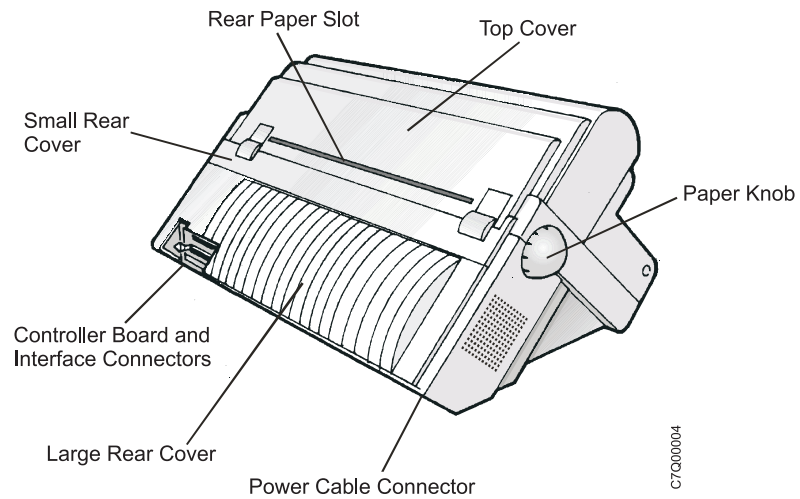
Figure 2. Printer Parts: Front and Rear View

Choosing a suitable location

⚠️ **CAUTION:**
The 4247 printer weighs 21 kg (46 lbs). Two persons are required to lift it.

Consider the following points when you choose the location for your printer:

- The distance between the printer and the host computer must not exceed the length of the interface cable. The location must be sturdy, horizontal and stable
- Your printer must not be exposed to direct sunlight, extreme heat, cold, dust or humidity (see "Printer Specifications" in the *User's Guide* you find on the CD-Rom)
- You need a power outlet compatible with the plug of the printer's power cord.
- For best continuous forms stacking, the forms should be stacked on the floor or on a surface below the base of the printer.
- For successful forms parking, the input forms stack *must* always be lower than the base of the printer.

There must be sufficient clearances on all sides for easy operation. The required space is shown in the following figure:
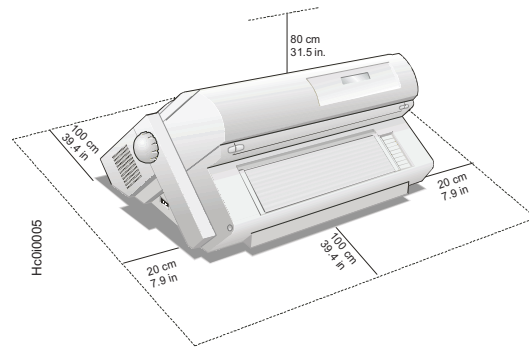
Performing a power-receptacle safety-check

DANGER

<1-10> Hazardous voltages are present. Do not touch the pins or sockets of the power receptacle.

For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

"Portable power strip receptacles (temporary power taps)" on page xi, conforming to all requirements, may be used.

A qualified electrician should perform all checks necessary to ensure safe operation. These should include the following checks and any other required by local regulations.

- Check the AC voltage at all associated power receptacles (see "4247 Model X03 nominal AC input power requirements").
- Check the AC impedance to ground at all associated power receptacles.

Attention: If the voltages are not within the correct operating range, allow correction before the equipment is plugged in and operated.

4247 Model X03 nominal AC input power requirements

Nominal Voltage	Voltage Range	Amps / Watts	Phase / Hz
100–240 Vac	90–264 Vac	3.8–1.6 A	Single phase / 50–60 Hz

Removing the Shipment Locks

Open all the printer covers and make sure that you remove all the shipment locks from the printer.
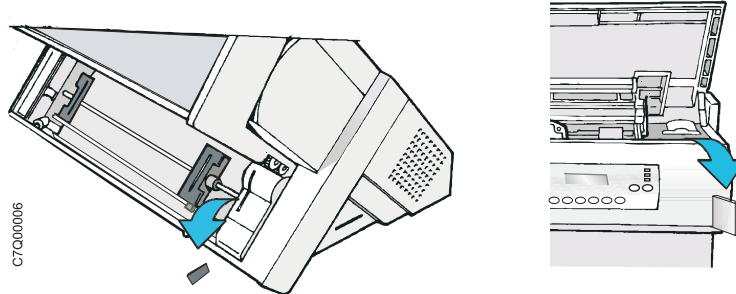
The following sections describe how to install the Operator Panel Overlay, the ribbon cartridge, and the Controller Board.

Installing the operator panel overlay

1. Remove the protective film from the printer operator panel display.
2. Remove the paper backing from the back of the overlay.
3. Carefully align the overlay ensuring free movement of the operator panel keys.
4. Press the overlay in place starting at the bottom , and continue working upwards until the overlay is pressed into place.

Step 2 - Installing the Ribbon Cartridge

We recommend that you use an approved ribbon cartridge. To install the ribbon cartridge, follow these steps:

1. Remove the ribbon cartridge from the package. Locate the ribbon guide, snap arm, ribbon advance knob, and the ribbon mounting pins.

   To avoid damage to the ribbon, do not turn the winding knob in the wrong direction.

2. Turn the ribbon advance knob in the direction of the arrow to take up any slack in the ribbon. If the ribbon does not move, contact your place of ribbon purchase to replace the ribbon cartridge.

Ribbon Guide

Snap Arm

Ribbon Advance
Knob

E61A2014

Ribbon Mounting Pins
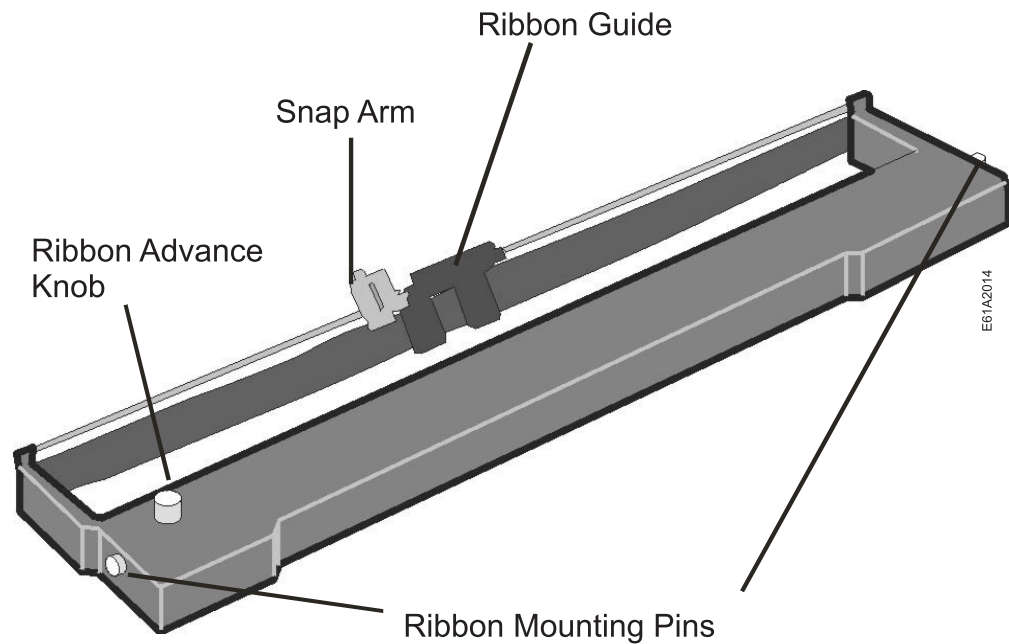
3. Open the top cover using the small handles on either side of the top cover.

C7Q00008
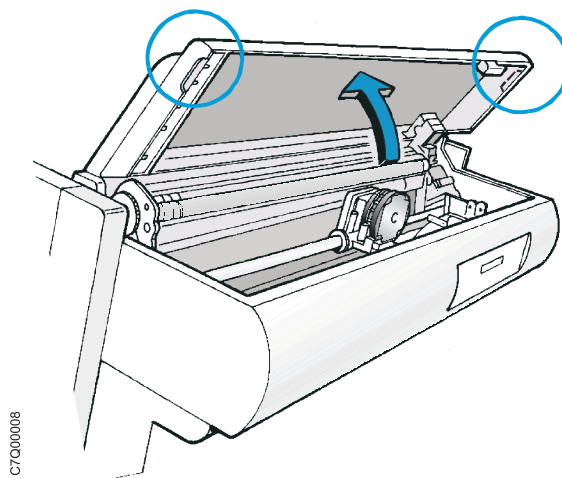
4. Slide the print head to the center of the printer.
5. Align the cartridge pins with the locking grooves on the left and right cartridge supports.

C7Q02016
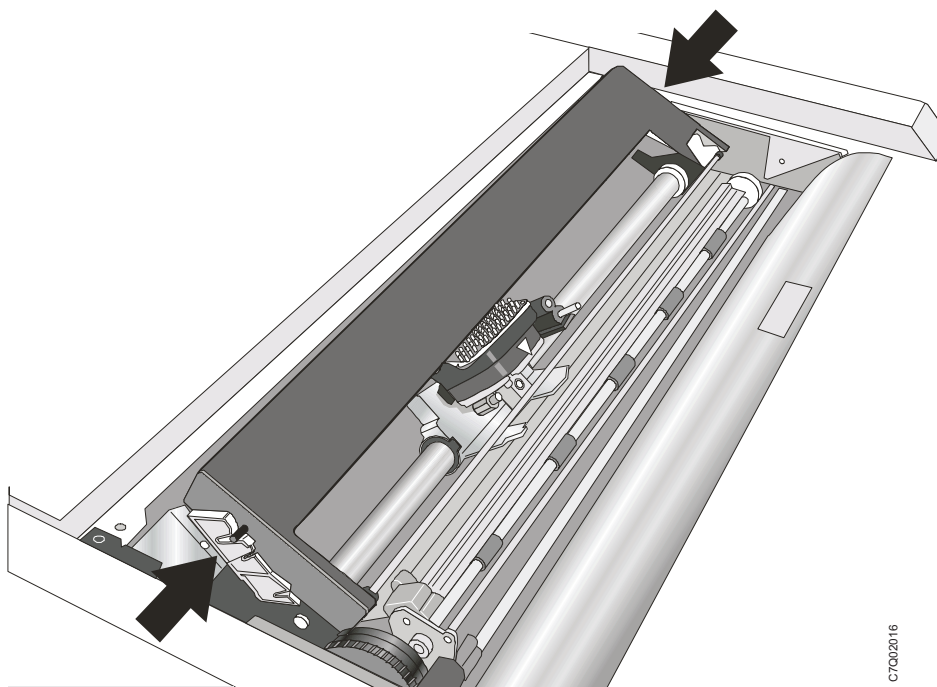
6. Position the ribbon guide over the printhead, holding it perpendicular to the print head.
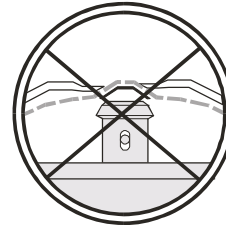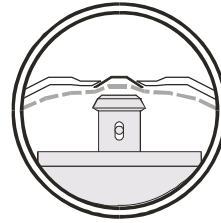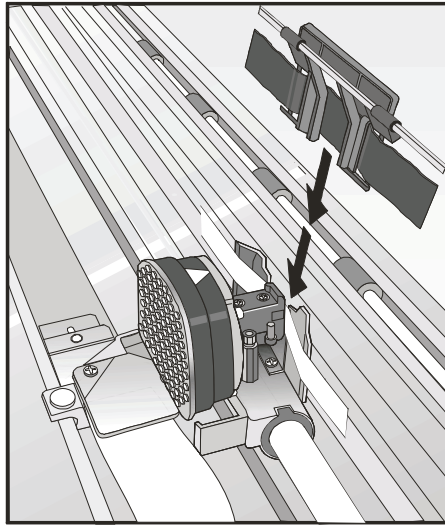
7. Turn the ribbon advance knob to take up any slack in the ribbon.

8. Position the snap arm with the small lever up onto the ribbon lift assembly. Push the snap arm down onto the ribbon lift assembly until it snaps into place.
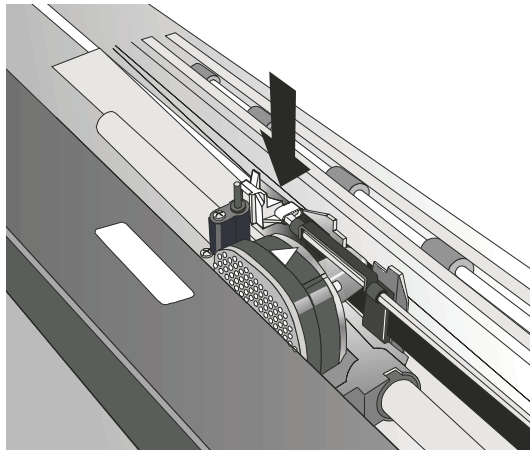
9. Align the ribbon mounting pins on the left and right side of the ribbon cartridge with the slots in the cartridge supports. Snap the ribbon cartridge down into place.
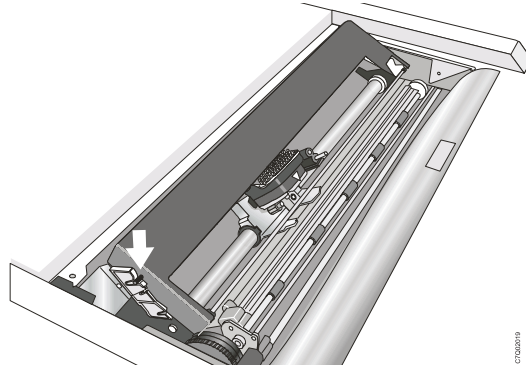
Figure 3.

10. Turn the ribbon advance knob again in the direction of the arrow to take up any slack in the ribbon, as you slide the printhead back and forth to ensure that the ribbon guide runs freely along the ribbon.

11. If the ribbon is not running freely, or to ensure that you have installed the ribbon cartridge correctly, ensure that:

   a. The left and right ribbon mounting pins are securely snapped into the cartridge supports.

   b. There are no twists or folds in the ribbon.

   c. The ribbon is not catching on the printhead.

   d. The ribbon moves when you turn the ribbon advance knob in the direction of the arrow. If the ribbon does not move, replace the ribbon cartridge. Contact your place of ribbon cartridge purchase if you believe that the ribbon is faulty.

12. Close the top printer cover.

Replacing the Ribbon Cartridge

1. Make sure that the printer is turned off for at least 15 minutes.

⚠️ **CAUTION:**
The printhead may get hot during operation. Be careful when removing or replacing the ribbon.

2. Open the top printer cover.
3. Slide the Printhead to the center of the printer.
4. Slide the Ribbon Guide out of the Printhead.
5. Free the Shifter Holder by pushing the tag towards the rear and pulling the Shifter Holder up.
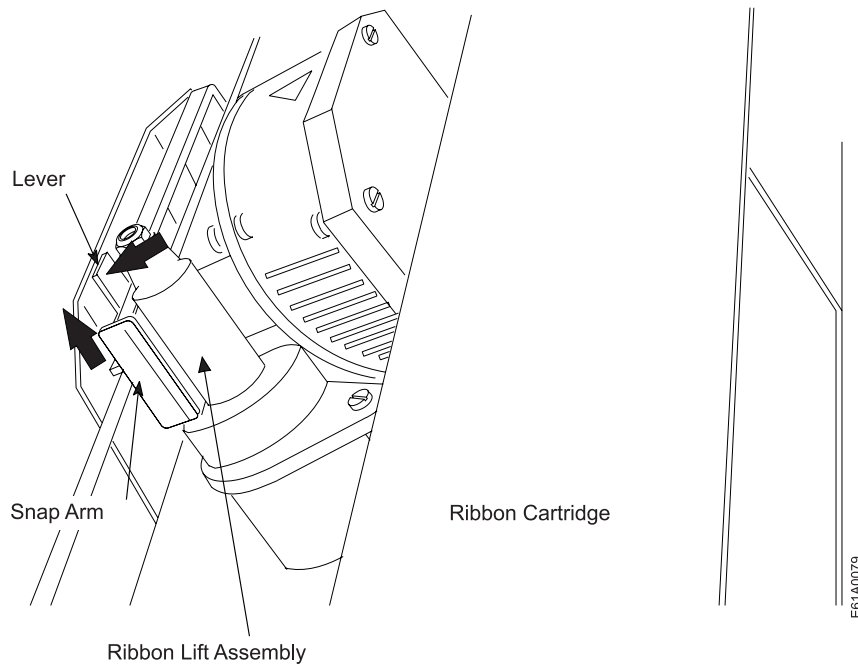
Now, you are ready to install the new ribbon cartridge.

Step 3 – Installing the Controller Board

The 4247 printer arrived with the Controller Board that you ordered.

You must install the Controller Board (received with the printer) into the proper slot in the back of the printer before it can be used.

Handling the Controller Board

Attention: Do not remove the Controller Board from the protective package until instructed to do so. Static electricity, though harmless to you, can damage sensitive Controller Board components. Use the information in this section to avoid damaging a Controller Board.

- Limit your movement. Your movement can create static electricity that, when released to the Controller Board, can damage the electronic components on the Controller Board. Sliding your foot across carpeting is an example of how you create unwanted static electricity.
- Handle the Controller Board only by the edges and prevent others from making direct contact with it.
- Before removing the Controller Board from the protective package, ground the package to exposed metal at the back of the printer. This will release any static charge that may have developed on the package or on your body. Hold the package against the metal for at least two seconds.
- When you are instructed, remove the Controller Board and install it directly into the Controller Board slot without setting it down. If you have removed the Controller Board from the protective package and cannot immediately insert it in the printer, place the protective package on a flat surface, and set the Controller Board on top of the protective package.

Inserting the Controller Board

Attention: Ensure that the printer is powered off before installing or removing the Controller Board.

If the Controller Board is installed while the printer is powered on, the controller will not synchronize with the printer mechanism board. Unpredictable printer behavior will result.

Perform the following steps to install the Controller Board:

1. Ensure that the printer is powered off. Installing the Controller Board with the printer power on will result in unpredictable printer behavior.

2. Use the screwdriver that came in the Controller Board box to remove the metal plate on the back of the printer by unscrewing the two screws.

   Note: Save the two screws as you need them to attach the Controller Board to the back printer. Save the metal plate for reuse if the Controller Board is removed.
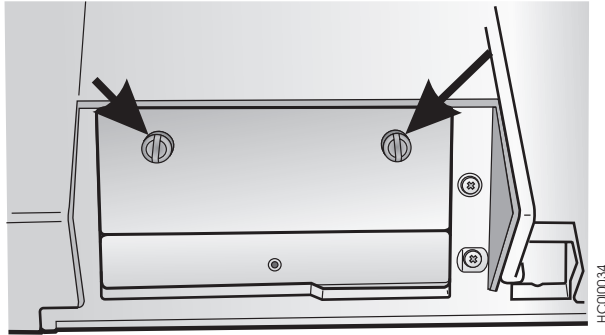
3. Use the information under "Handling the Controller Board" on page 11 as you remove the Controller Board from its shipping box and from the protective package.
4. Align the left and right sides of the Controller Board with the guides in the printer and slide it into the slot.
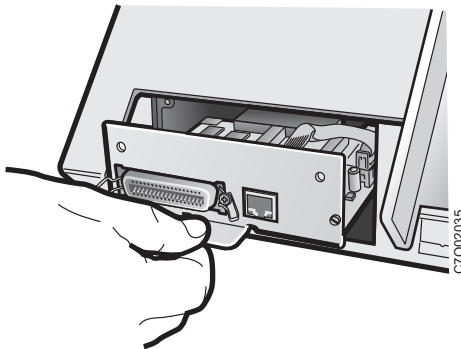
5. Gently push the Controller Board into the printer until it is seated in the connector inside the printer. The Controller Board is correctly seated in the printer when the Controller Board metal plate is aligned with the back profile of the slot.

6. Attach the Controller Board with the two captured screws using the screwdriver that came in the Controller Board box.

C7Q02036
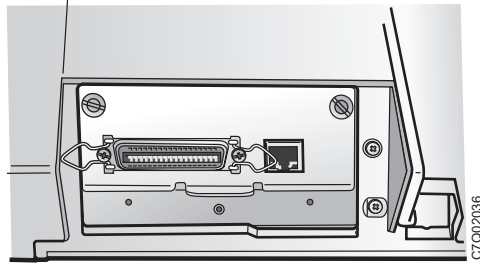
Step 4 – Starting the Printer

Host Computer Connection

This printer can be connected to your host computer with the interfaces available on the Controller Board you have found in the printer box and installed on the rear of the printer.

There are three types of Controller Boards:

1. Controller Board with a bidirectional IEEE1284 parallel interface, Serial RS-232/C 9-pin interface and USB 2.0 interface.
2. Controller Board with a bidirectional IEEE1284 parallel interface and ASCII Ethernet 10/100 BaseT LAN interface.
3. Controller Board with a bidirectional IEEE1284 parallel interface and IPDS Ethernet 10/100 BaseT LAN interface.

DANGER

Switch off printer power and unplug the printer power cord before connecting or disconnecting a communication port, a teleport, or other attachment connector.

Insert the host computer cable(s) into the back of the printer as shown below.
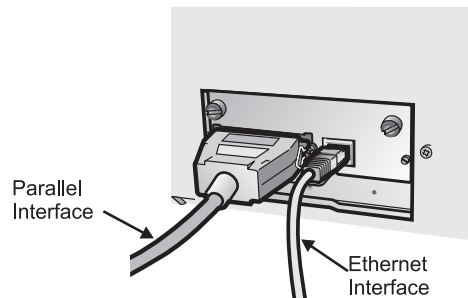
Controller Board with parallel interface and Ethernet 10/100 BaseT LAN interface.
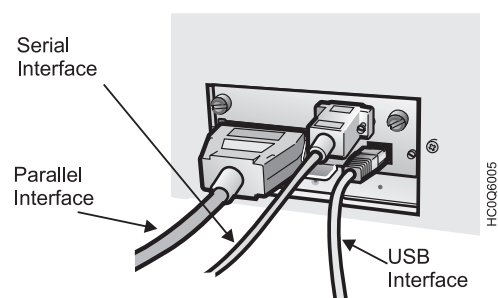
Controller Board with parallel interface, Serial interface, and USB interface.

Software Driver Selection

At this point it is necessary to configure your printer for your application package. The installation procedures depend upon the host environment.

In a Windows® Windows environment, the printer supports the Plug & Play feature.

Power Connection

DANGER

Your country may require an approved power cord and plug. Ensure that you have the correct power cord and plug. Use this cord and plug only with an approved, correctly-installed power receptacle.

1. Make sure the power outlet is near the printer location and easily accessible.
2. Make sure that the power switch is in 0 position (OFF).
3. Insert the power cable plug into the printer connector and the other power cable end into a convenient outlet.
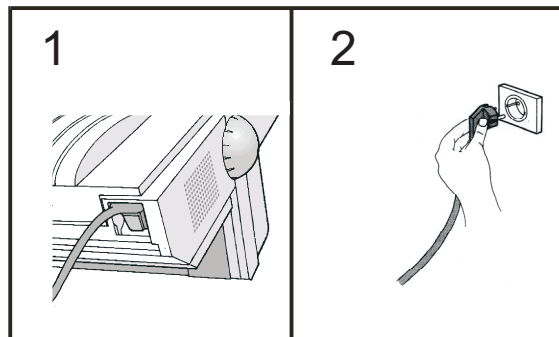
HC0I0014

4. Turn the printer on, press the power switch in the I position (ON).

HCOI0015
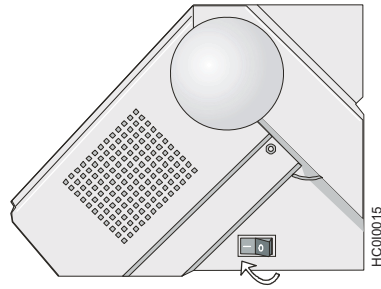
Attention: If, for any reason, the Controller Board was not correctly installed in the printer, the printer will not work and the following audio/visual symptoms will occur:
- The buzzer sounds continuously
- The Operator Panel display is partially filled with solid black boxes
- The Operator Panel LEDs are all lit.

If this is the case, power off the printer, re-seat the Controller Board, and power the printer on again.

Step 5 – Changing the Display Language (from English)

The printer is delivered with English as the default language. Follow this procedure to change the language in which messages and menu items will appear in the operator panel display.

1. Press **MENU** to enter configuration.
2. Press **SCROLL/MICRO↑** or **SCROLL/MICRO↓** until the printer displays:

```
CONFIGURATION MENU
Display Language
```

3. Press **ENTER** to display the current value.
4. Press **SCROLL/MICRO↑** or **SCROLL/MICRO↓** until the language you want is displayed.
5. Press **ENTER**. An asterisk (*) will be displayed in front of the selected value.
6. Press **RETURN** to return to the Configuration Menu.
7. Press **START**. The printer displays:

```
Press ENTER to Save
Press START to Not Save
```

8. Choose between one of these options:
   - If you want to use the selected display language as the printer default for this session only (the printer will use the existing defaults the next time it is powered on), press **START**. The printer will exit the menu and become *ready*.
   - *OR*
   - If you want to keep the selected display language as the printer default, press **ENTER**. The printer displays:

```
Save Current Values
Custom Set A
```

9. Press **ENTER**.
10. Press **START** again. The printer will exit the menu and become *ready*.

Step 6 – Loading Fanfold Paper

This sequence describes how to load the fanfold paper with the push tractor (default). For the other paper paths please see the *User's Guide* you find on the CD-Rom.

1. Turn the printer on.

2. Open the Push tractors cover turning it upwards and lay it on the top of the printer.

C7Q00016
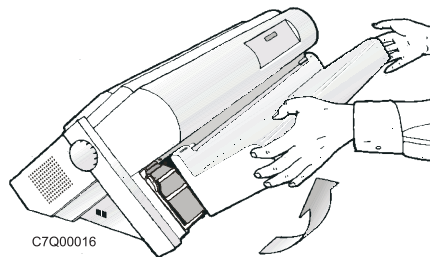
3. Unlock the tractors by moving the sprocket levers up. Slide the left tractor to the left.

C7Q02031
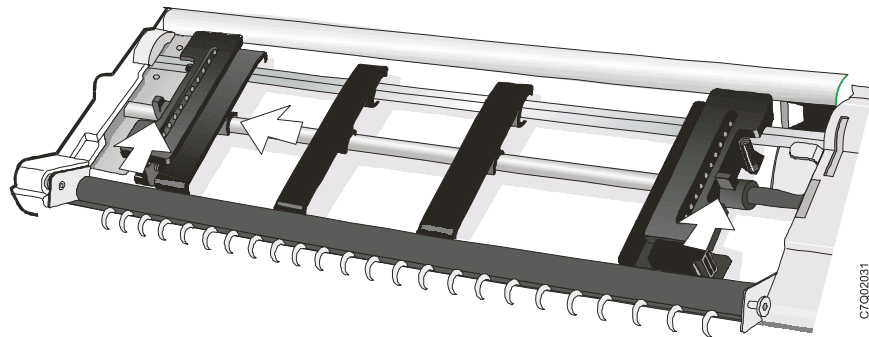
4. Space the paper guides along the tractor bar. Open the left and right sprocket covers.
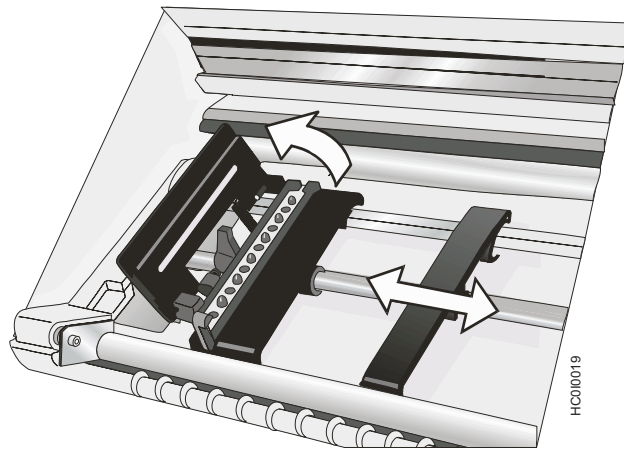
5. Hold the fanfold paper in front of the sprockets and insert the paper perforation on the left sprocket pins and close the left sprocket cover.
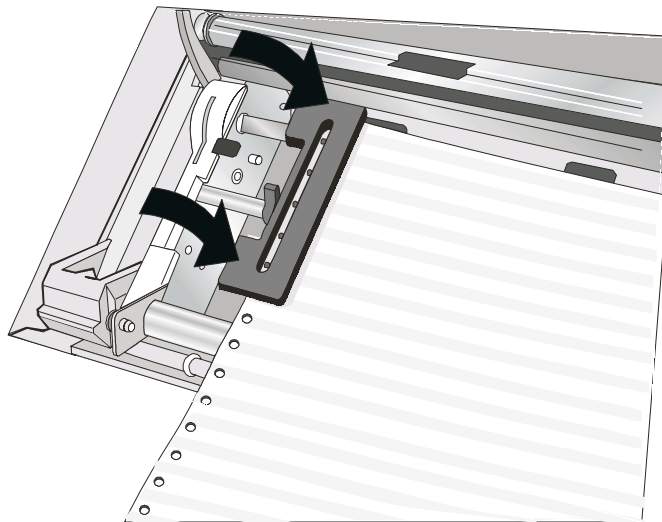
6. Insert the paper on the right sprocket pins.

HC0I0022
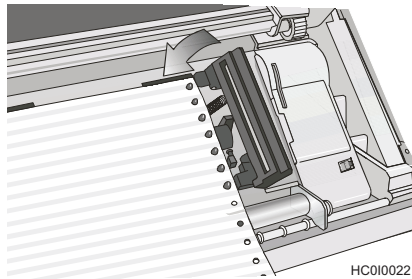
7. Match the left sprocket for the first printing position, that is the left margin must match the 9th mark on the printer cabinet.

   Note: Aligning the left-hand edge of the paper past the 22nd spacer on the printer cabinet will cause the paper to be misaligned with the Paper Load Sensor resulting in a '001 End of Forms' error.

HC0I0023
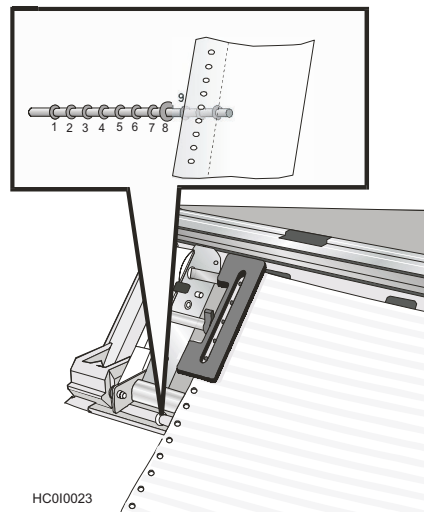
8. Adjust the right sprocket gently to remove slack from the paper. Lock the left and right sprockets moving the sprocket levers to the up position.

HC0I0025
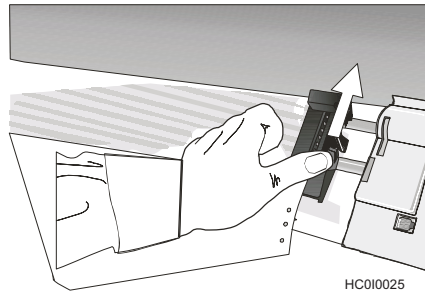
9. Close the Push tractors cover.

HC0I0026
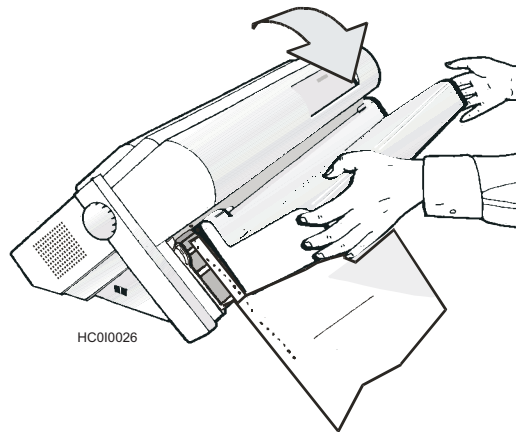
10. Press the **STOP** key to take the printer **Not Ready**.
11. Press the **LOAD/EJECT** key to load the paper into the printer.
12. Press the **START** key to put the printer **Ready**.

Printing Your First Document

The Quick Reference is a popular print test that may help familiarize you with the operator panel keys and the configuration menu you can set. The Quick Reference printout allows you to check print quality and printer operations.

- Each key is listed with a corresponding description to the right.
- Each parameter is shown with the corresponding values you can select printed to the right.

1. Ensure that the printer is offline. If the printer is *ready*, press **STOP** to make the printer *not ready*.
2. Press **TEST**.
3. Press **SCROLL/MICRO↑** or **SCROLL/MICRO↓** until the printer displays:

```
OPERATOR PRINT TESTS
Quick Reference
```

4. Press **ENTER** or **START** to print this test. The **READY** indicator comes on and printing begins. Press **STOP** if you want stop the Print Test before it completes printing.
5. Wait for the printer to stop printing and the **READY** indicator to go off.
6. Press **FORM FEED** until you can remove the printout. The printout should be clear and readable.

YOU HAVE JUST COMPLETED A SETUP AND CHECKOUT OF THE PRINTER.

We recommend that you now print your printer configuration defaults. Save this printout for future reference. You can create a printout of the printer configuration by following these steps:

1. Press **SCROLL/MICRO↑** or **SCROLL/MICRO↓** until the printer displays:

```
OPERATOR PRINT TESTS
Print Custom Sets
```

2. Press **ENTER** or **START** to print this test. See "Print Custom Sets" in the *User's Guide* for more information about this printout.
3. To exit Print Test, press **RETURN** to make the printer *not ready* or **CANCEL PRINT** to make the printer *ready*.

Configuring the Printer

See the *User's Guide* on the CD-ROM for information about how to make and save printer configuration setting changes.

Installing the optional second tractor

A second optional tractor is available for your printer. This tractor may be installed on the first (standard) front tractor.

1. Open the tractor area cover.

C7Q00016
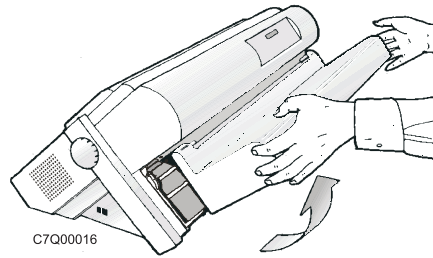
2. Unpack the second tractor.

e61a2023
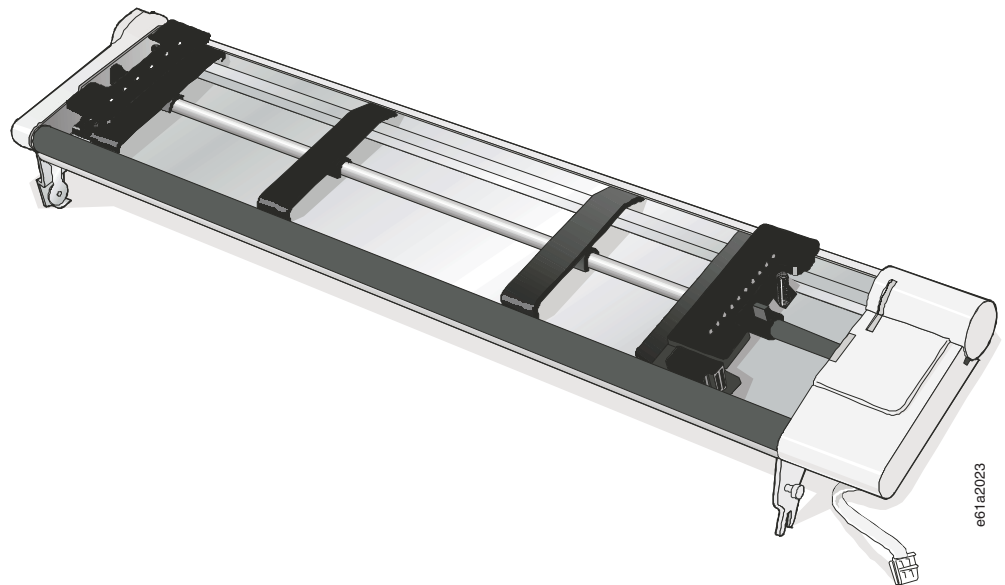
3. Align the hooks on both sides of the second tractor with the pins on the first tractor. Push the second tractor on the pins until it is fully engaged.
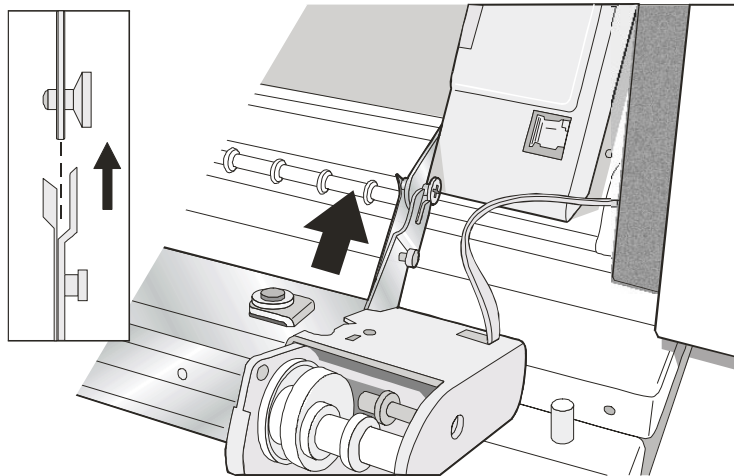
4. Connect the second tractor to the first using the electrical cable/connector provided on the tractor.
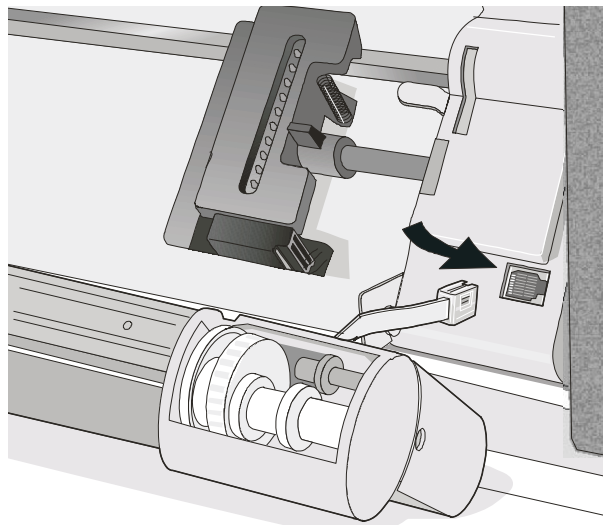
5. Rotate the tractor gear protection cover downwards to free the gear.

C7Q02026
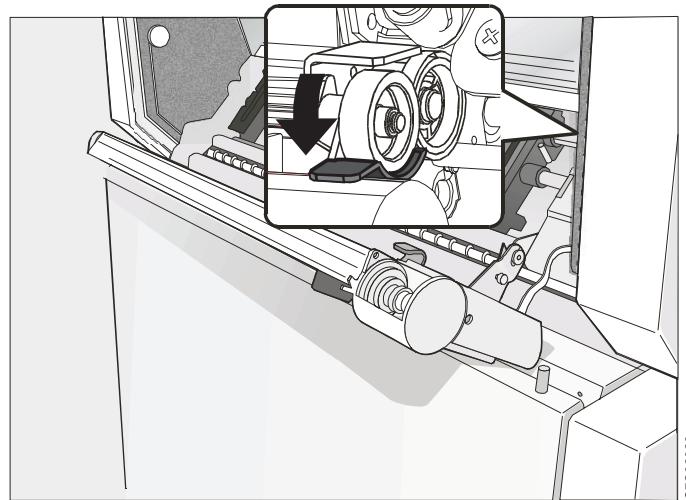
6. Rotate the second tractor into the closed operating position.

C7Q02027
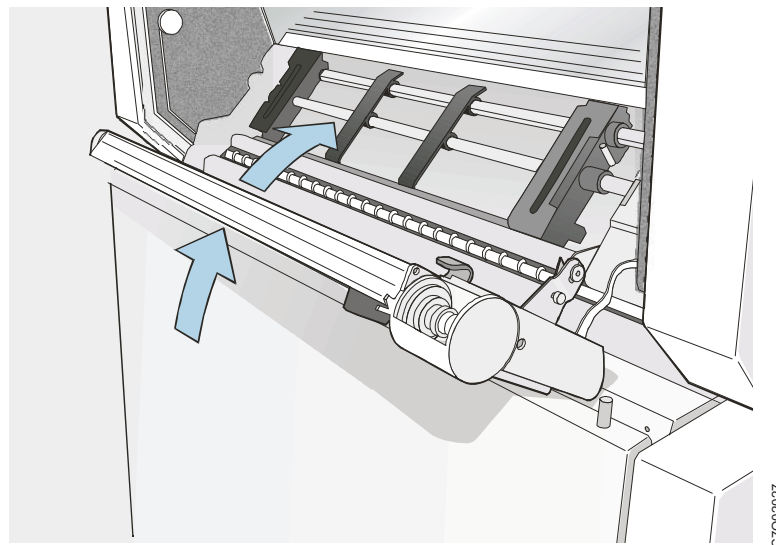
7. To load paper onto the first tractor when the second tractor is installed, rotate the second tractor out and insert paper between the two tractors. (See "Step 6 – Loading Fanfold Paper" on page 18 for paper loading procedures.)

C7Q02190
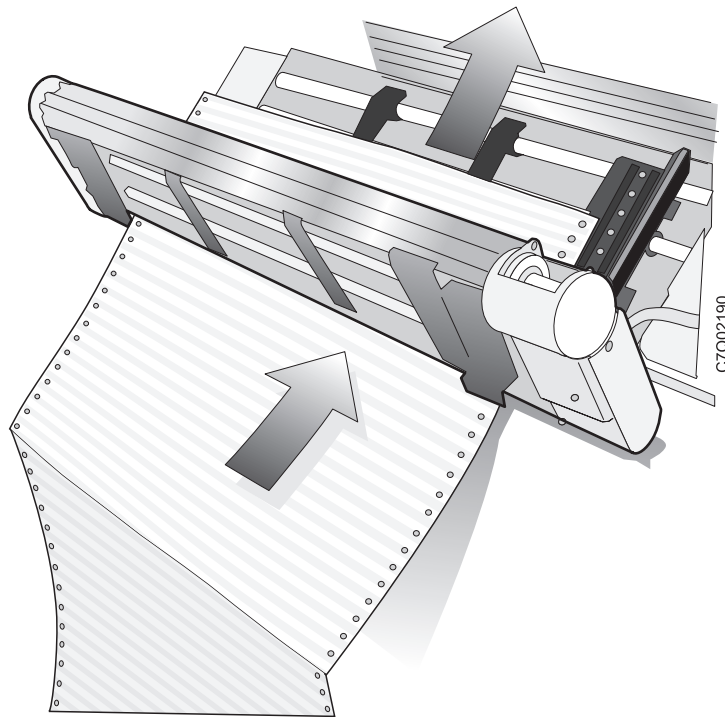
Removing the optional second tractor

If you need to remove the second optional push tractor, turn the printer off.

1. Disconnect the connector cable and press on the push buttons on either side to disengage the tractor. Then pull the tractor off.
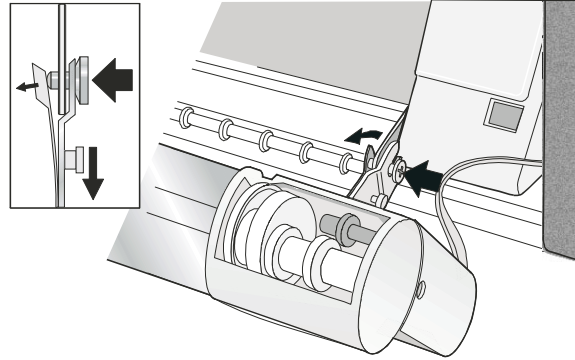
CAUTION:
<2-53> If the second tractor unit is not installed, make sure the gear protector cover is closed. Do not touch inside the printer or insert any object into the gears.

2. Close the tractor gear protection cover.
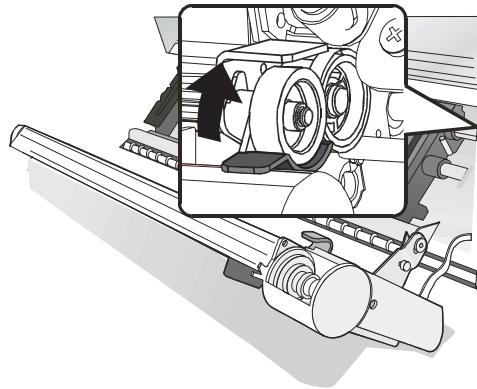
Maintenance

Cleaning the printer

⚠ **CAUTION:**
<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

⚠ **CAUTION:**
<2-22> Carefully follow all cleaning instructions, using only the materials and solutions recommended.

Periodic cleaning will help keep your printer in top condition so that it will always provide optimal performance.

Before you clean the printer:

1. Turn off the printer.
2. Unplug the power cord.
3. Wait at least 15 minutes for the printhead to cool before starting this procedure.

Cleaning inside the printer

Every few months, use a soft brush and a vacuum cleaner to remove dust, ribbon lint, and pieces of paper. Remove the ribbon cartridge to prevent the ribbon from going into the vacuum cleaner. Vacuum any dust from around the printhead and in the printer cavity.

Attention: Do not allow any staples, paper clips, or small metal pieces to fall inside the printer.

Cleaning the outside covers

Clean the outside of the printer with a damp cloth and mild soap. Do not use any spray-type or chemical cleaners anywhere on your printer. Do not put any liquids or spray near the air vents. For stubborn ink stains on the cover, use a commercial mechanic's hand cleaner.

Do not use an abrasive cloth, alcohol, paint thinner, or similar agents because they may cause discoloration or scratching.

Problem Solving

Using status code and problem listings

When a problem with the printer occurs, the printer displays a status code and message. The message on the display identifies the problem and gives a recommended action.

Status Code and Messages Displays

Find the code listed in numeric order on the following pages and perform the steps to fix the problem. Only codes on which an operator can take action are included.

Note: If you get a code that you cannot find in this section, record the code and run the job again. If you get the same code, call for service.

No Status Code Displays

Scan the "Problem list index" on page 34 and go to the page listed beside the problem. Find your problem in the chart, read down the page to the "Solution" and perform the recommended recovery action. If you still cannot correct the situation, turn off the printer, wait 10 seconds, and turn on the printer. If the problem persists, call for service

Status codes and recovery actions

Display Message	Recovery Action

001 END OF FORMS
LOAD FORMS
 	
An end-of-forms condition exists in one of the forms paths.
	Action 1
	  1. Press **STOP** to silence the alarm.
	  2. Load forms in the appropriate forms path.
	  3. Press **LOAD/EJECT**.
	  4. Press **START**.
	Action 2
	  If the message displays again, verify that the left hand edge of the form is not aligned past the 22nd spacer on the printer cabinet. Adjust the form so that it is further to the left inside the 22nd spacer on the printer base (see "Step 6 – Loading Fanfold Paper" on page 18).
	Action 3
	  If the message displays again, remove the forms and tune the paper presence sensor. See "Sensor Tune" in "Printer Adjustments" in the *User's Guide*.

002 FORMS JAMMED FRONT **CLEAR JAM RELOAD FORMS**	1. Press **STOP** to silence the alarm. The message remains in the display. 2. Clear the jammed or torn form. If the paper is difficult to remove from the printhead area, rotate the AFTA wheel (located on the left side under the ribbon cartridge) to a higher number to clear the jam. 3. Reload forms onto the tractor. 4. Close the top cover. 5. Press **LOAD/EJECT** to load forms. 6. Press **START** to restart the print job. If the message displays again, perform the actions under "Forms buckle, twist, jam, or tractor holes tear" on page 38.

Display Message	Recovery Action
003 FORMS EJECTED **PRESS LOAD**	Auto Restore is set to Disabled and an Eject has moved the form up to the Tear Bar. The printer is waiting. This is most likely to occur during a tear off operation. Tear the forms at the perforation at the Tear Bar. Then a manual Restore must be done by pressing **LOAD/EJECT**. If the **Processing** light is blinking, the next job has already been received and is pending.
003 FORMS EJECTED	Auto Restore is set to Data or Timer and an Eject has moved the form up to the Tear Bar. The printer will restore the form automatically either when the next job is received (Auto Restore = Data) or after a defined time elapses (Auto Restore = Timer).
005 MARGIN ERROR **ADJ MARGIN/LINE LENGTH**	1. Press **STOP**. The left margin automatically resets to 10 units (see Chapter 11, "Printer Adjustments" in the *User's Guide* 2. Press **START**.
009 INVALID KEY PRESS **009 INVALID KEY PRESSES** **009 INVALID KEY PRESS** **PRESS STOP FIRST**	1. Check the operator panel function. 2. Reenter the correct operation. See "Checking and Changing Configuration Parameter Values" in the *User's Guide*.

014 INVALID FORMS SELECT
ADD PATH OR PRESS START
 	
014 XXXXXXXX
ADD PATH OR PRESS START
 	
The device requested by the job being sent is not installed in the printer. The above messages alternate at one second intervals where **XXXXXXXX** tells the requested forms device which can be **Front** or **Rear**.
	1. To print the job with the requested paper source:
	    a. Turn off the printer.
	    b. Install the desired forms device.
	    c. Turn on the printer.
	    d. Resubmit the print job.
	2. To cancel the job now and resubmit the job later with the correct device installed:
	    a. Press **STOP**.
	    b. Press **CANCEL PRINT**.
	3. To print the job with an available paper source:
	    a. Press **STOP**.
	    b. Press **PARK/PATH**.
	    c. Select an available forms path.
	    d. Press **START**.
	4. To print the job with the current paper source:
	    a. Press **STOP**.
	    b. Press **START**.

020 FORMS JAMMED REAR **CLEAR JAM RELOAD FORMS**	1. Press **STOP** to silence the alarm. The message remains in the display. 2. Clear the jammed or torn form. If paper is difficult to remove from the printhead area, note the setting on the AFTA wheel, rotate the AFTA wheel to a higher number to clear the jam, and return the AFTA wheel to the original setting. 3. Reload forms onto the tractor. 4. Close the top cover. 5. Press **LOAD/EJECT** to load forms. 6. Press **START** to restart the job. 7. If the message displays again, perform the actions under "Forms buckle, twist, jam, or tear."
026 HEX PRINT ACTIVE	1. Press **START**. All data will print in hexadecimal code until you press **STOP**.

Display Message	Recovery Action
050 MACHINE CHECK X Y Z **SEE USER'S GUIDE** **051 MACHINE CHECK X Y Z** **SEE USER'S GUIDE** **052 MACHINE CHECK X Y Z** **SEE USER'S GUIDE** **053 MACHINE CHECK X Y Z** **SEE USER'S GUIDE** **054 MACHINE CHECK** **SEE USER'S GUIDE** **055 MACHINE CHECK** **SEE USER'S GUIDE** **056 MACHINE CHECK** **SEE USER'S GUIDE** An unrecoverable error has occurred. Record the error information X, Y, Z.	1. Turn off the printer. 2. Wait 10 seconds, then turn on the printer. 3. If the printer displays this status code again, call for service.
059 CANCEL PRINT ACTIVE This an informational message. The printer displays this message after you press **CANCEL PRINT**.	1. Press **START** to cancel the current print job or press **CANCEL PRINT** again (before pressing **START**) to return the printer to **READY**. (The print job will not be cancelled.)
068 DATA CLEARED **PRESS STOP THEN START**	1. Press **STOP**. 2. Press **START**.
070 PRINTER BOARD CHANGE **VERIFY MENU SETTINGS** Configuration and custom sets values may have been lost when the printer board was modified.	1. Press **STOP**. 2. Press **MENU**. 3. Verify the configuration values and custom sets. (See "Checking and changing configuration parameter values" and "Custom sets" in the *User's Guide*.) 4. Press **START** or **RETURN** to exit the menu. If the printer displays this status code again, call for service..
086 PRINTER BOARD CHANGE **VERIFY MENU SETTINGS**	1. Turn the power off. 2. Ensure the Small Rear Cover is securely installed. See Figure 2 on page 2. 3. Turn the power on.
088 INVALID PAPER SOURCE **USE FRONT OR CHANGE MENU** Incorrect Power On Paper Source selected in configuration. Change the configuration to an available paper source.	1. Press **STOP**. 2. See "Configuring the Printer" in the *User's Guide*.
089 RIBBON JAM **CHECK RIBBON**	1. Turn off the printer. 2. Remove the ribbon cartridge. 3. Turn the ribbon advance knob to be sure that the ribbon is advancing correctly. If the ribbon does not advance correctly, replace the ribbon cartridge. 4. Reinstall the ribbon (see "Step 2 - Installing the Ribbon Cartridge" on page 6). 5. Turn on the printer. 6. If the printer this status code again, call for service.

Display Message	Recovery Action
091 FANFOLD PARK **TEAR OUTPUT PRESS PARK**	1. Tear off the forms at the perforation before entry into the printer. 2. Press **LOAD/EJECT**.
092 FANFOLD EJECT **TEAR INPUT PRESS EJECT**	1. Tear off the forms at the perforation. 2. Press **PARK/PATH**.
093 EJECT PENDING	This is an informational message. The printer displays this message after you press **LOAD/EJECT** to eject the forms when Continuous Forms Eject Mode is set to **Delayed Eject** (see "Printer Setup" in the *User's Guide*). The printer displays **003 FORMS EJECTED/PRESS LOAD** after the forms are ejected.
095 OPTION NOT AVAILABLE **CHANGE PRINT LANGUAGE**	1. Press **STOP**. 2. Change the **Print Language** value in the Configuration Menu category to something other than **OCR-A** or **OCR-B**.
096 NOT READY **COVER OPEN**	1. Close the printer top cover. 2. Press **START** to make the printer **READY**.
097 FUNCTION DISABLED **MENU LOCKED** This message is displayed when Menu is pressed when the Menu Lock feature is enabled.	Contact your system programmer.
099 FORMS JAMMED **CLEAR JAM PRESS START** The printer has detected paper in one of the paper paths. This often occurs if you press **PARK/PATH** before tearing off the forms.	This detection of unexpected forms was done by one of these paper presence sensors located near the platen: • Front forms path • Rear forms path • If you had just pressed **LOAD/EJECT** or were printing when printing unexpectedly stopped, proceed with *Corrective Action 1*. • If you had just pressed **PARK/PATH** with the **091 FANFOLD PARK...** message, proceed with *Corrective Action 2*.
099 FORMS JAMMED **CLEAR JAM PRESS START** The printer has detected paper in one of the paper paths. This often occurs if you press **PARK/PATH** before tearing off the forms.	*Corrective Action 1* An extra form, a torn piece of form, or paper chad is located in the forms path when there should be no paper present. Remove this paper to clear the **099** message. 1. Remove the forms from the appropriate tractor. 2. Remove any pieces of paper, paper chad, or paper dust with puffs of blown air from the sensors located approximately 3 inches from the left end of the platen.

Display Message	Recovery Action
099 FORMS JAMMED **CLEAR JAM PRESS START** The printer has detected paper in one of the paper paths. This often occurs if you press **PARK/PATH** before tearing off the forms.	*Corrective Action 2* **099** message during a Park operation The Park operation, initiated with the **PARK/PATH** key and **091 FANFOLD PARK...** message, requires that any fanfold forms above the tear bar be torn off before confirming the Park operation with a second press of **PARK/PATH**. Failure to tear off forms may result in the **099** message indicating that the forms have has backed up a certain distance but were not detected as being back on the tractor. 1. Press **STOP** once. The **099** message will change back to the **091 FANFOLD PARK...** message. 2. Press **STOP** a second time. The **099** message remains on the display but the alarm will stop. 3. Open the top cover. 4. Tear off at any form perforation above the carriage or printhead. 5. Close the top cover. 6. Press **PARK/PATH** once. The park operation will restart. If the **099** message returns, the forms have been backed up a certain distance but the printer again did not detect that the forms are back on the tractor. Repeat the steps for *Corrective Action 2*. If the path has been successfully cleared, the forms will be parked.
220 SERIAL DSR ERROR **SEE USER'S GUIDE** A remote connection serial interface error occurred.	1. Turn off the printer. 2. Ensure the interface cable is connected to the printer and to the modem. 3. Ensure the serial configuration parameters are set correctly (see "Parallel, Serial, and USB Configuration" in the *User's Guide*). 4. Turn on the printer.
221 SERIAL OVERFLOW **SEE USER'S GUIDE** A serial input buffer overflow error was detected. (Data has been lost.)	1. Press **STOP** to clear the message. 2. Compare the **SERIAL PACING PROTOCOL** value that is set in the printer to the pacing protocol of the host system (see "Serial interface pacing protocol" in the *User's Guide*). 3. Restart the print job

Problem list index

1. **Forms problems index**

Table 1. Forms buckle, twist, jam, or tractor holes tear

Problem	Page
Right tractor adjusted incorrectly	38
Printer is not at edge of the table	38
Forms supply too high	38
Forms supply not aligned with printer	38
Forms catching on carton edge.	38
Ribbon twisted or folded	38
Form contains excessive moisture	38
Forms seem defective	38

Table 2. Forms do not feed past printhead

Problem	Page
Change AFTA setting	38
Ribbon twisted or folded	38
Using thick, multi-part forms	38

Table 3. Forms do not stack correctly

Problem	Page
Forms do not stack correctly (table)	38
Forms do not stack correctly (rack)	39
The forms do not meet specifications.	39
Forms contain excessive moisture	39
Forms too dry	39

Table 4. Characters off registration

Problem	Page
First print position is adjusted incorrectly	39

2. Print quality and ribbon problems index

Table 5. Unreadable characters

Problem	Page
Ribbon dry or worn	39
AFTA setting needs decreasing	39
Poor quality multiple-part forms	39
Bidirectional adjustment needs to be made	39
Forms thickness exceeds forms specifications.	39

Table 6. Missing dots or irregular characters

Problem	Page
Ribbon worn	40
Ribbon twisted or folded	40
AFTA setting needs to be changed	40

Table 7. Ribbon smudging forms

Problem	Page
Ribbon twisted or folded	40
AFTA setting needs to be increased	40
Ribbon cartridge defective	40
Ribbon over inked	40

Table 8. Printing is too light or partial characters print

Problem	Page
AFTA setting needs to be changed	40
Ribbon guide not correct	40

Table 9. Ribbon snagging, tearing, or not moving

Problem	Page
Ribbon worn	40
Ribbon cartridge not properly installed	40

Table 10. Line-to-line horizontal misregistration

Problem	Page
Dot registration not aligned	40

3. **Configuration problems index**

Table 11. Printer doesn't print or prints wrong characters

Problem	Page
Printer doesn't print or prints wrong characters	41

4. **Miscellaneous problems index**

Table 12. Printer has no power

Problem	Page
Power cord not connected	41

Table 13. Throughput of printer at half speed

Problem	Page
Quiet Print function is set on	41

Forms problems

Causes are listed for each problem in order of priority.

Problem: Forms buckle, twist, jam, or tractor holes tear

1: The right tractor is adjusted incorrectly.
Solution: Move the right tractor to obtain proper forms tension. The tractor pins should be in the center of the tractor holes.

2: The printer is not at the edge of the table.
Solution: Move the printer to the front edge of the table if having problems with front forms path or move the printer to the rear edge of the table if having problems with the rear forms path.

3: The forms supply is not below the level of the printer.
Solution: Move the forms supply to the floor or on a shelf below the level of the printer.

4: The forms supply is not aligned with the printer.
Solution: Reposition the forms supply so that the forms feed evenly.

5: The forms are catching on the carton edge.
Solution: Remove the uneven carton edges, or remove the forms from the carton.

Note: As the forms reach the bottom of the box, this problem can occur more often.

6: The ribbon is twisted or folded.
Solution: Check the ribbon for folds or twists.

7: The forms contain excessive moisture.
Solution: Store the forms in a cool, dry place before using them, or store the forms in the printer area for 24 hours.

8: The forms are defective or does not meet specifications.
Solution: Try unloading the forms and then reloading forms. Forms should meet the requirements specified under "Supplies, optional features, and maintenance" in the *User's Guide*.

Problem: Forms do not feed past printhead

1: The Automatic Forms Thickness Adjustment (AFTA) setting for the paper source you are using needs to be changed.
Solution: See the procedure for adjusting the forms thickness setting through the operator panel under "Printer adjustments" in the *User's Guide*.

2: The ribbon is twisting or folding.
Solution: Replace the ribbon.

3: You are using thick multiple-part forms.
Solution: See the procedure for setting perforation safety to *Enabled* through the operator panel (see "Printer Setup" in the *User's Guide*).

Problem: Forms do not stack correctly

1: The forms do not stack correctly on the table behind the printer.

Solution: Use the recommended table size (see "Printer Specifications" in the *User's Guide*.).

Note: Up to 101.6 mm (4 in.) of forms may stack on the table behind the printer without decreasing the ability of the forms to stack correctly.

2: The forms do not stack correctly in the output rack on the table.
Solution: Check for obstructions to the forms path (cables, cords, or other items). If you find an obstruction, remove or relocate it.

3: The forms do not meet specifications.
Solution: The forms may be outside nominal specifications (see "Supplies, optional features, and maintenance" in the *User's Guide*).

4: The forms contain excessive moisture.
Solution: Store the forms in a cool, dry place before using them or leave in the printer for 24 hours.

Note: Forms stack best when the forms are 203.2 to 304.8 mm (8 to 12 in.) long. If the forms length is outside this range, operator assistance may be needed.

5: Forms are too dry.
Solution: Condition the forms for 24 hours or more at the manufacturer recommended temperature and humidity settings.

Problem: Characters are off registration
1: The first print position is adjusted incorrectly.
Solution: Check your settings for the left margin, tear position, and the paper load position (see "Printer Specifications" in the *User's Guide*.).

Print quality and ribbon problems
Problem: Unreadable characters
1: The ribbon is dry or worn.
Solution: Check the ribbon and replace it if it is dry or worn.

2: The Automatic Forms Thickness Adjustment (AFTA) setting for the paper source you are using needs to be decreased. Paper must be loaded for this adjustment to be effective.
Solution: See the procedure for adjusting the forms thickness setting through the operator panel (see "Printer adjustments" in the *User's Guide*).

3: Poor quality multiple-part forms.
Solution: Try new forms (Fast Draft)

4: Bidirectional adjustment needs to be made.
Solution: See the procedure for setting the bidirectional adjustment (see "Bidirectional adjustment" in the *User's Guide*).

5: Forms thickness exceeds forms specifications.
Solution: Use forms that meet specifications (see "Continuous forms specifications" in the *User's Guide*).

Problem: Missing dots or irregular characters

1:   The ribbon is worn.
           Solution: Check the ribbon for wear; replace it if necessary.

2:   The ribbon is twisted or folded.
           Solution: Straighten the ribbon.

3:   The Automatic Forms Thickness Adjustment (AFTA) setting for the paper source you are using needs to be changed. Paper must be loaded for this adjustment to be effective.
           Solution: See the procedure for adjusting the forms thickness setting through the operator panel (see "Printer adjustments" in the *User's Guide*).

Problem: Ribbon smudging forms

1:   The ribbon is twisted or folded.
           Solution: Try moving the printhead back and forth while turning the ribbon advance knob. If the ribbon advance knob does not turn, replace the ribbon.

2:   The Automatic Forms Thickness Adjustment (AFTA) setting for the paper source you are using needs to be increased. Paper must be loaded for this adjustment to be effective.
           Solution: See the procedure for adjusting the forms thickness setting through the operator panel (see "Printer adjustments" in the *User's Guide*).

3:   The ribbon cartridge is defective.
           Solution: Replace the ribbon cartridge.

4:   A new ribbon is over-inked.
           Solution: Replace the ribbon.

Problem: Printing is too light or partial characters print

1:   The Automatic Forms Thickness Adjustment (AFTA) setting for the paper source you are using needs to be changed. Do not attempt to manually move the AFTA wheel. Paper must be loaded for this adjustment to be effective.
           Solution: See the procedure for adjusting the forms thickness setting through the operator panel (see "Printer adjustments" in the *User's Guide*).

2:   The ribbon guide is seated incorrectly or the white snap arm is not snapped into place.
           Solution: Remove the ribbon and reinstall it.

Problem: Ribbon snagging, tearing, or not moving

1:   The ribbon is worn.
           Solution: Replace the ribbon cartridge.

2:   The ribbon cartridge is not properly installed.
           Solution: Remove and then reinstall the same ribbon.

Problem: Line-to-line horizontal misregistration

1:   The dot registration of the characters printed is not aligned.
           Solution: See "Printer adjustments" in the *User's Guide*.

Configuration problems

Problem: Printer doesn't print or prints wrong characters

1: Nothing is printed or the wrong characters print.

Solution:
- Ensure the printer cable is attached to the host.
- Check the configuration menu parameter values for your printer attachment (see "Parallel, Serial, and USB Configuration" in the *User's Guide*).

Miscellaneous problems

Problem: Printer has no power

1: The power cord is not connected.

Solution: Ensure the power cord is plug into the back of the printer and also into the wall outlet.

Problem: Throughput of printer at half speed

2: The Quiet Print function is set on.

Solution: Ensure the "Quiet Print" function in the Printer Configuration menu is disabled.

Clearing Forms Jams

Use the following procedure to clear forms jams from the printer.

1. Open the top cover.
2. Tear off the forms at perforations before it enters the printer and after it exits the printer.
3. Open the tractor doors and remove forms from the tractors.
4. Try to move the printhead off of the form and to the far right. **Do not force it.**
5. Remove jammed forms by pulling in the direction of printing.
6. If the jam cannot be removed, lightly pull the form in the opposite direction.
7. If the jam still cannot be removed, remove the paper bail assembly:

   a. Remove the ribbon cartridge.

   b. Grip the bail assembly and rotate it toward the front of the printer until the pivot posts on the sides disengage from the printer frame.

   c. Lift the bail assembly out of the printer and set it aside.

   d. Remove jammed forms by pulling in the direction of printing.

8. If you removed the paper bail assembly in the previous step, reinstall it, as follows:

   a. Grip the bail assembly as shown in the following illustration.

> **Important!**
> To avoid damaging the plastic, ensure the plastic points down.

Plastic

HC0UG095
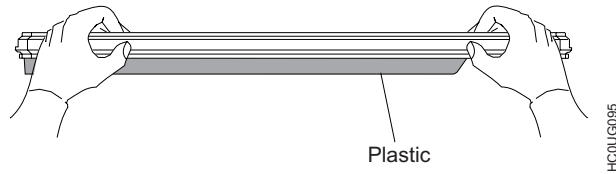
Figure 4.

    b. Insert the left and right paper bail end cap pivots into the side frames.
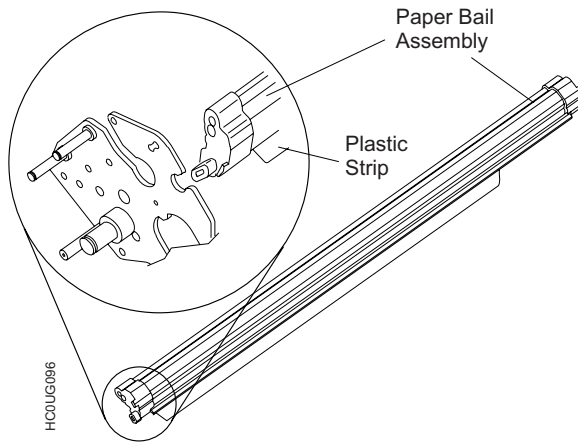

Paper Bail
Assembly

Plastic
Strip

HC0UG096

Figure 5.

    c. Rotate the paper bail assembly toward the back of the printer, closing it as far as it will go.

    d. Reinstall the ribbon cartridge.

9. Reload the forms.

Options

Option	Description
Printer Stand	An optional stand provides input and output shelves for handling fanfold paper.
Second forms tractor	An optional second tractor can be installed. In this way it is possible to handle two different types of fanfold paper simultaneously with the printer.
Controller Board	There are three Controller Board options: 1. Allows a host connection to parallel, serial, and USB 2.0 interfaces. 2. Allows a host connection to parallel and ASCII Ethernet 10/100 BaseT LAN network interfaces. 3. Allows a host connection to parallel and IPDS Ethernet 10/100 BaseT LAN interfaces

Notices

Thanks for choosing the 4247 printer.

Your printer is a reliable working equipment that will be very useful in your daily job.

Our printers have been designed to be compact and respectful of the work environment. They offer a wide range of features and multiple functions that confirm the high technological level reached by the printers with Compuprint brand.

To maintain these printing performances unchanged in the long run, Compuprint has developed specific consumables for each printer type that assure an excellent operation with high printing quality level reliability.

Compuprint srl recommends to use only its original consumables with original packaging (identified by its holographic label).

In this way, a proper use of the printer at quality level stated in the product characteristics can be assured.

All typical usage problems related to not certified consumables may be avoided, such as an overall quality print level degradation and, often, the reduction of the product life due to the fact that the proper working conditions for the print heads and other printer parts are not assured.

Moreover, Compuprint does not only certify its consumables in terms of working conditions but also carefully controls their compliance with the international standard rules concerning:

- no cancerous materials;
- no flammability of the plastic materials;
- other standards

Compuprint advises the customers not to use products for which the compliance to this safety rules are not warranted. Finally seek your dealer or contact a Compuprint office and be sure that are provided you the original consumables.

FFC Notes

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense. Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. Compuprint is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment. This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

European Union (EU) Conformity Statement

Compuprint srl declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 2006/95/EC, 2004/108/EC.
Per the applicable requirements of EU directive 98/37/EC ("machines") sound pressure of the above product (measured according to EN27779) does not exceed 70dBA.
This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to European standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication devices. Important This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.
Properly shielded and grounded cables and connectors must be used in order to reduce the potential for causing
interference to radio and TV communications and to other electrical or electronic equipment.
Compuprint srl cannot accept responsibility for any interference caused by using other than recommended cables and connectors.

Industry Canada Compliance Statement

This Class A digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe A est conform à la norme NMB-003 du Canada.

Statement for CISPR 22 Edition 2 Compliance

Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

User Information according to European Directive 2002/95/EC and 2003/108/EC

This unit must be recycled or discarded according to applicable local and national regulations.

The symbol shown on the left, applied to the product or on its packing, indicates that, at end of life, the product is not to be thrown away, or disposed as unsorted municipal waste, but separately collected.

Compuprint srl encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed.

Customer that needs to dispose this equipment must contact the produce and follow the collection framework available locally for the return, recycling and recovery of WEEE.

Customer participation to the separate collection is important to minimize any potential effects on the environment and human health, due to the potential presence of hazardous substances in the equipment, and aids the reuse and recycle of the materials by which the equipment is made.

Uncorrect disposal of the product by the customer will be punished according to the local regulations and Laws.

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