4247-Z03*plus* Quick Installation and Setup Guide

CAUTION

⚡	Hazardous voltages are present. Do not touch the pins or sockets of the power receptacle.
⚠	Carefully follow all cleaning instructions, using only the materials and solutions recommended.
⚠	High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.
⚠	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.
⚠	This printer has an optional printer pedestal. If the printer is installed on any other stand or surface, this stand or surface must support the printer weight of 33kg (73lb) and with stand the print action vibration.

Unpacking Your Printer

The following items are included in the carton:

- Ribbon Cartridge
- Power Cord
- CD for drivers and User's Guides
- Quick Setup Guide

Contact your point of purchase seller if any items are missing.
Attention! Always retain the original printer packaging in case of any shipment of the printer.

Unpacking the printer
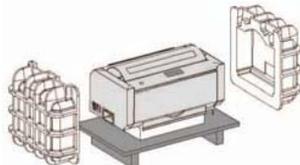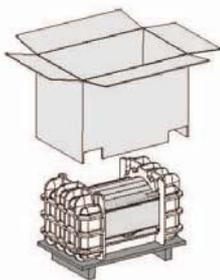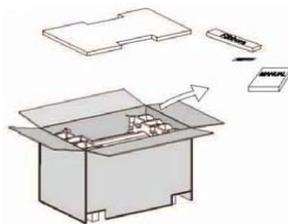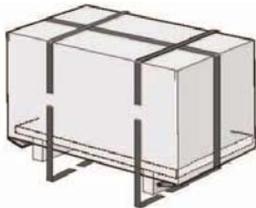
Moving the printer to the final location

Attention: The lifting handles are located forward of the center of gravity.
For good printer balance, each person should place one hand in a gray lifting handle and the other hand under the rear of the printer.
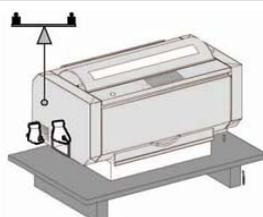
Locating Printer Parts

Front View	Rear View
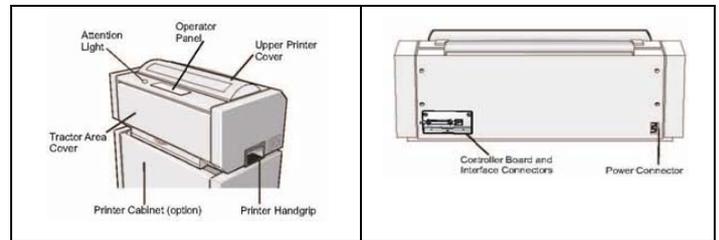
Choosing a suitable location

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.
Area outside the printer:
Width: 20cm (7.9in.) each side
Depth: 100cm 39.4in.) each side
Height: 80cm (31.5in.)
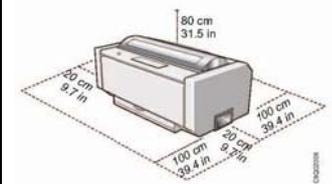
Nominal AC input power requirements

Nominal Voltage	Voltage Range	Amps/Watts	Phase/Hz
100–240Vac	90–264Vac	2.9–1.3A	Single 50-60Hz

Removing the Shipment Locks

1. Open the tractor area cover and make sure that you remove all shipping locks, including the 2 knurled shipping lock screws. Store the lock swith the packing material.
2. Open the upper printer cover. If there is a wire tie around the print head, remove it.
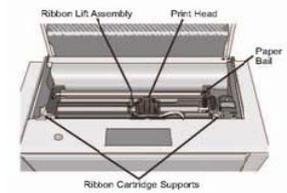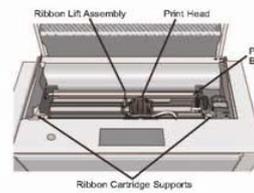
Installing the Ribbon Cartridge

We recommend that you use an approved original 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.
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.
3. Open the top cover using the small handles one it her side of the top cover.
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.
6. Position the ribbon guide over the print head, 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.
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 print head 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 not wists or folds in the ribbon.
c. The ribbon is not catching on the print head.
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.

The ribbon must be between the print head noose and the mask.
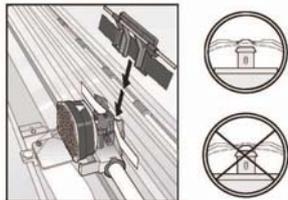
Host Computer Connection

There are two types of Controller Boards:
1. Controller Board with a bidirectional IEEE1284 parallel interface, Serial RS-232/DB9, USB 2.0 and ASCII Ethernet 10/100 BaseT LAN interface.
2. Controller Board with a bidirectional IEEE1284 parallel interface, Serial RS-232/DB9, USB 2.0 and IPDS Ethernet10/100 BaseT LAN 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® environment, the printer supports the Plug&Play feature.

Power Connection

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.
4. Turn the printer on, press the power switch in the position (ON).
Attention: Use always wall oulet with ground wire.
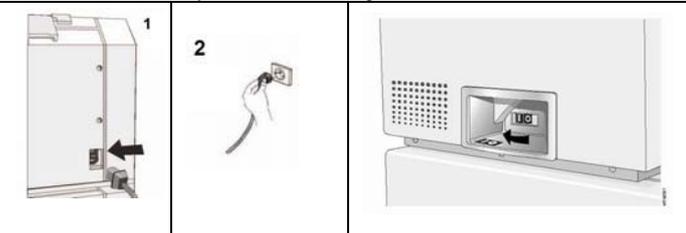
Attention: If, for any reason, the Controller Board was not correctly installed in the printer, the printer will not work and the following audio/visual symptoms will occur:
- The buzzer sounds continuously.
- The Operator Panel display is partially filled with solid black boxes.
- The Operator Panel LEDs are all lit. If this is the case, power off the printer, re-seat the Controller Board, and power the printer on again.

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.
3. Unlock the tractors by moving the sprocket levers up. Slide the left tractor to the left.
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.
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.
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.
9. Close the Push tractors cover.
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.
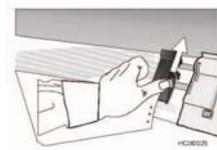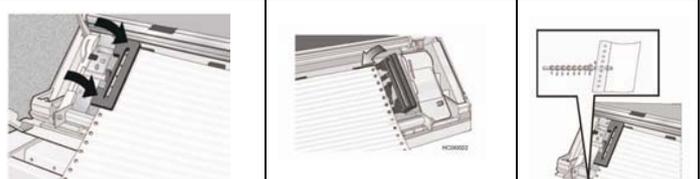
Operator Panel

The operator panel contains 3 status indicators, a 2-line by 24-characters display panel, 14 printer function keys, and an audible alarm as indicated in the figure below. For indicators and function keys there is a short description. For details see User'Guide.
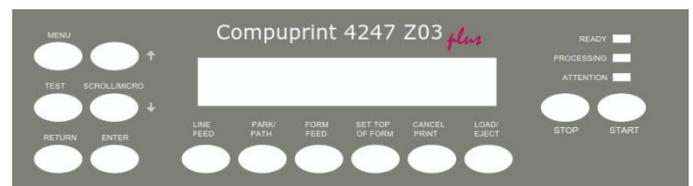
Indicators

READY	If the READY indicator is lighted, the printer is ready to print. If READY is not lighted, the printer is not ready to print. The printer can receive data when this indicator is not lighted, but no data can be printed.
PROCESSING	If lighted, the printer is printing or processing data. If blinking, the printer buffer contains data that cannot be printed immediately. If not lighted, there is no data to process and no data in the print buffer.
ATTENTION	If blinking, the printer requires operator intervention (for example, to add forms or to clear a forms jam). The type of intervention needed appears on the display panel. If not lighted, the printer does not require immediate attention.

Keys

MENU	Use the Menu function key to enter the Configuration Menu. This function key is valid when the printer is not ready or the printer is ready and no job is in progress. After you enter the Configuration Menu, paper movement functions are not available.
SCROLL/MICRO↑ **SCROLL/MICRO↓**	Use SCROLL/MICRO or SCROLL/MICRO to perform the following functions: - Adjust forms upward or downward when the printer is not ready. - Scroll through the Configuration Menu categories, parameters, and values. - Scroll through the Operator Print Tests menu items.
TEST	Press TEST to enter the Operator Print Tests menu. The Test function is valid only when the printer is not ready. There are several tests available.
RETURN	Pressing RETURN in the Configuration Menu returns to the previous

	level of the menu.
ENTER	The Enter function is available when the Configuration Menu or Operator Print Tests Menu is displayed. Pressing ENTER selects the displayed option. The Enter function is also used during some of the tests.
LINE FEED	Press LINE FEED to cause the printer to advance the forms one print line, based on the current LPI setting. If you hold LINE FEED more than four seconds, the forms move continuously until you release the key.
PARK/PATH	Pressing this key causes the printer to enter the Park function in either the ready and not ready state. The continuous forms will backup (reverse the process direction of) the forms in the forms path.
FORM FEED	This key advances the forms so that the next form is at the top of form position. The Form Feed function is available when the printer is not ready.
SET TOP OF FORM	This should only be used when printing occurred and no Top-of-Forms commands have been passed to the printer (such as Form Feed or Printer initialization). The Set Top of Form function is available only when the printer is not ready, and the paper is loaded to the print line. This key can be used only for the continuous forms paper sources. Press SET TOP OF FORM to set the top of form position for continuous paper sources only.
CANCEL PRINT	When this key is pressed while the printer is active and on line, the attachment sends a "cancel request" to the host. For any attachment option, the CANCEL PRINT button clears all print data and buffers. This function is valid only when the printer is not ready.
LOAD/EJECT	The LOAD/EJECT function depends on what active form path you have selected. This section describes the function for each of the paper paths. The LOAD/EJECT key performs the following functions: -Automatically loads forms After the forms are loaded under the sensor and onto the tractors at the bottom of the forms device press LOAD/EJECT to automatically load the forms to the top of form position. - Moves forms to the tear-off position
STOP	If the printer is in a ready state, press STOP to: -Make the printer not ready and cause the READY message to disappear from the operator panel display -Stop printing as soon as possible without losing print data -Stop a test if the printer is in test mode -Stop the printer alarm from beeping -Allow you to use the other printer function keys If an error condition appears on the operator panel display, press STOP to: -Clear the error message from the display -Stop the printer alarm from beeping.
START	Press START to perform the following functions: -Make the printer ready and cause the READY message to appearing the operator panel display. -Exit the Configuration Menu and make the printer ready. If a partial reset is required, it is performed to put configuration changes into effect before the printer becomes ready.
MENU	Use the Menu function key to enter the Configuration Menu. This function key is valid when the printer is not ready or the printer is ready and no job is in progress. After you enter the Configuration Menu, paper movement functions are not available.

Printing the 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.
1. Each key is listed with a corresponding description to the right.
2. Each parameter is shown with the corresponding values you can select printed to the right.
3. Ensure that the printer is off line. If the printer is ready, press **STOP** to make the printer not ready
4. Press **TEST** Press **SCROLL/MICRO Up** or **SCROLL/MICRO Down** until the printer displays:

> **OPERATOR PRINT TESTS Quick Reference**

5. 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.
6. Wait for the printer to stop printing and the READY indicator to go off.
7. Press **FORM FEED** until you can remove the printout. The printout should be clear and readable.
YOU HAVE JUST COMPLETED A SETUP AND CHECK OUT 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 Up** or **SCROLL/MICRO Down** until the printer displays:

> **OPERATOR PRINT TESTS Print Customs Sets**

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

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.
2.Unpack the second tractor.
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.
6.Rotate the second tractor into the closed operating position.
7.To load paper onto the first tractor when the second tractor is installed, rotate the second tractor outstands insert paper between the two tractors.
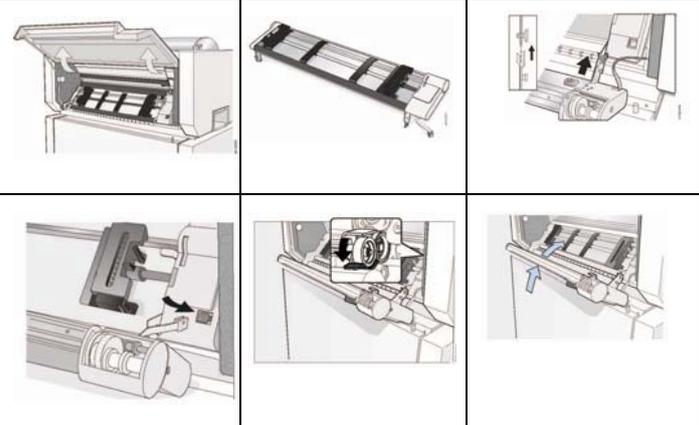
Removing and Installing the Controller Board

The printer is shipped with the controller board already installed.
The following operations explain how to remove the controller and install a new one into the proper slot in the back of the printer before it can be used.
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.
Attention: Ensure that the printer is powered off before installing or removing the Controller Board.
1. Use the screwdriver that came in the Controller Board box to remove the controller board on the back of the printer by unscrewing the two screws.
2. Align the left and right sides of the Controller Board with the guides in the printer and slide it into the slot.
3. Gently push the new 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.
4. Firmly fix the Controller Board with the two captured screws using the screwdriver that came in the Controller Board box.
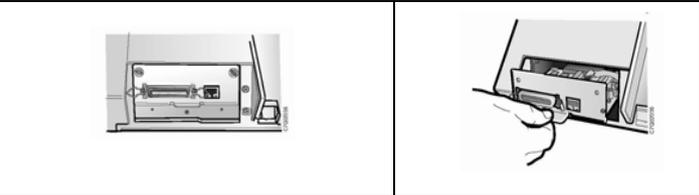
Maintenance - Cleaning the printer

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 print head and in the printer cavity.

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.

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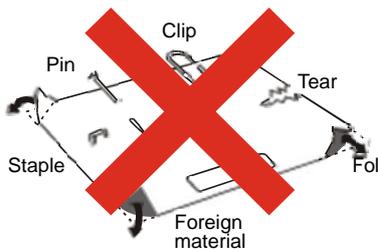
Problem Solving

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" hereafter 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

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 "Loading Fanfold Paper").
	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".
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 PRESS LOAD	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.
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.
050 MACHINE CHECKXYZ SEE USER'S GUIDE **051 MACHINE CHECKXYZ SEE USER'S GUIDE** **052 MACHINE CHECKXYZ SEE USER'S GUIDE** **053 MACHINE CHECKXYZ SEE USER'S GUIDE** **054 MACHINE CHECKXYZ SEE USER'S GUIDE** **055 MACHINE CHECKXYZ SEE USER'S GUIDE** **056 MACHINE CHECKXYZ 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 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 Configuration and custom sets values changing 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.
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	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

you press PARK/PATH before tearing off the forms.	Action 1. If you had just pressed PARK/PATH with the 091 FANFOLD PARK... message, proceed with Corrective Action 2.
	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.
	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

Troubleshooting

Causes are listed for each problem in order of priority.

Forms problems

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 olding. 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: Yhe forms may be outside nominal specifications (see "Supplies, optional features and maintenance" in the User's Guide").
4. The form 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 form length is outside this range, operator assistance may be required.
5. Form are too dry.
Solution: condition the forms for 24 hours or more at the manufacturer recommended temperature and humidity setting.

Characters are off registration
1. The first print position I adjusted incorrectly.
Solution: Check your settings for the left margin, tear position and the paper load position

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(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 AFTA 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 "Bidirecional 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: Set 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 to 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 Set 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: Set 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 does not print or prints wrong characters
1. Nothing is printed or the wrong characters print.
Solution: Ensure the printer cable is attached to the host. Assure the configuration menu parameters values for your printer attachment (see "Parallel, Serial, USB and LAN 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 in the wall outlet.

Problem: Throughput o printer at half speed
1. The Quiet Print function is set on.
Solution: Ensure the Quiet Print" function is 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 perforation 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 the 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 paper bail assembly and rotate it toward the front of the printer until the pivots posts on the sides disengage from the printer frame. c. Lift the bail assembly out of the printer and set it aside. d. Removed jammed forms by polling in the direction of the printing.	

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

a. Grip the paper bail assembly as shown in the illustration.	Plastic

Important! To avoid damaging the plastic, ensure the plastic points down

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

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.
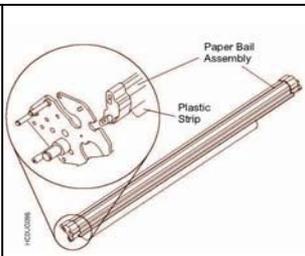
9. Reload the forms.

Detailed information on the Configuration of the Printer and not reported in this Quick Guide can be found in the User's Guide present in the CD and also in the download link of the website:

www.compuprint.com