10300*plus* Quick Installation and Setup Guide

CAUTION

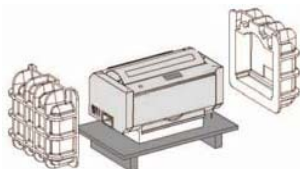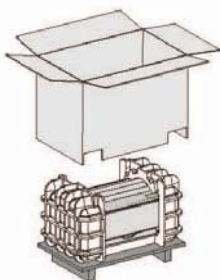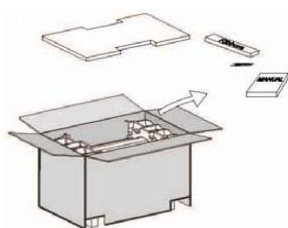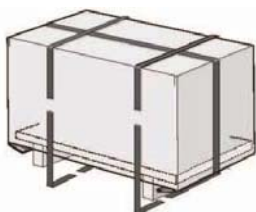|	
⚡	Hazardous voltages are present. Do not touch the pins or sockets of the power receptacle.
⚠	Carefully follow all cleaning instructions, using only the materials and solutions recommended.
⚠	High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before 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
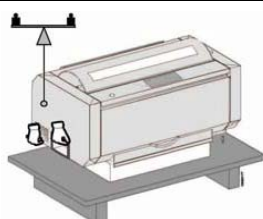- Quick Setup Guide

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

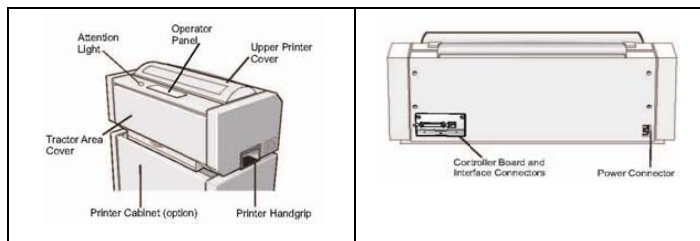## Moving the printer to the final location

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.
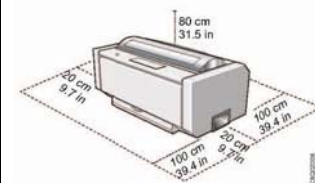- The location must be sturdy, horizontal and stable.
- Your printer must not be exposed to direct sunlight, extreme heat, cold, dust or humidity (see "Printer Specifications" in the User"s Guide you find on the CD-Rom).
– You need a power outlet compatible with the plug of the printer's power cord.
- 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
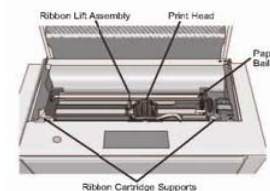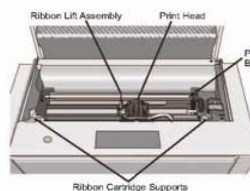**Depth:** 100cm 39.4in.) each side
Height: 80cm (31.5in.)

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.
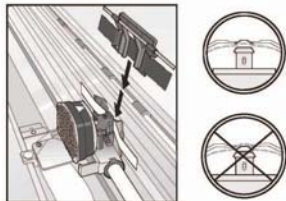

Installing the Ribbon Cartridge

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.
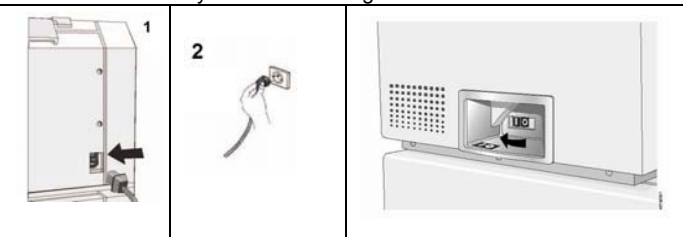

Software Driver Selection

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:
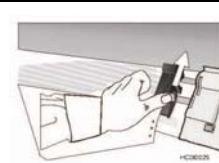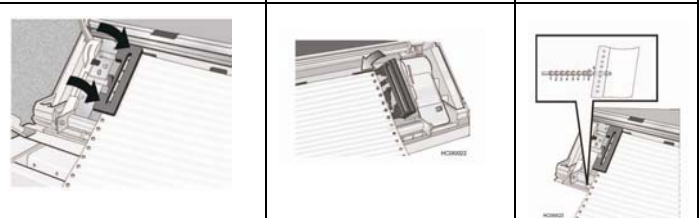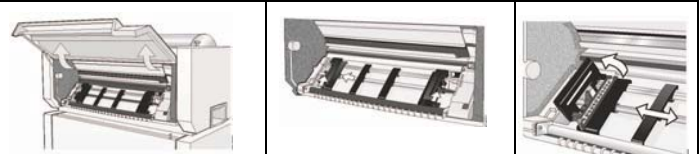- The buzzer sounds continuously.
- The Operator Panel display is partially filled with solid black boxes.
- The Operator Panel LEDs are all lit. If this is the case, power off the printer, re-seat the Controller Board, and power the printer on again.

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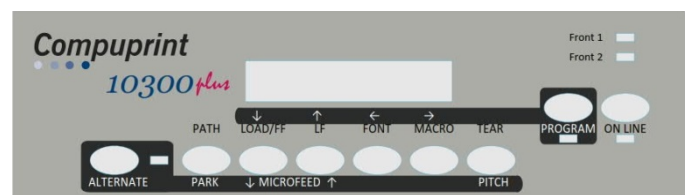1.Turn the printer on.
2.Open the Push tractors cover turning it upwards and lay it on the top

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 5 status indicators, a 1-line by 16-characters display panel, 9 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

ALTERNATE	Lit when the alternate function of the keys has been enabled pressing the ALTERNATE key
PROGRAM	Blinks when one of the printer set up procedures has been selected: Program Configuration or Power-On Configuration
ON LINE	Lit when the printer can receive and print data (printer on line). Blinks when there is data in the buffer and the printer is off line. Unlit when the printer is disabled and the buffer does not contain any data, or during the initialization, setup or tests
FRONT 1	Lit when the Front1 paper path is selected.
FRONT 2	Lit when the Front2 paper path is selected.

Keys

Pressing the function keys it is possible to activate the functions indicated by the word or symbol signed near the key. Each key may have different functions, according to the selected function modes: Normal, Alternate or Program.

Status	Normal	Alternate	Progam
ON LINE	Enables or disables the printer. -If this key is pressed while powering the printer on, the self test is printed; the printout is stopped pressing this key again. -In an error condition, once the error cause has been		Pressing this key, the input buffer is clear end a break (250msec.) on a serial interface is sent. The message RESET&BREAK is displayed

Key	Function		
	removed, press this key to enable the printer		
PROGRAM	Enables the printer setups as follows: -Pressing this key while powering on the printer, the Power-On Configuration is selected. -Pressing this key when the printer is enabled without printing or disabled the Program Setup Is enabled (PROGRAM indicator lit).		Exits the printer setups.
TEAR	Moves the paper to the tear-off position (TEAR NORMAL function must be selected in the Program Setup).		Selects the pitch to be used with the currently selected font. The selected pitch is valid until the printer is turned off.
MACRO ►	Selects one of the user macros (Macro1, Macro2, Macro3 or Macro4). If you want to select the displayed macro, wait for 2 seconds without pressing any key and the parameters of this macro will be set.		Scrolls the parameters of the functions or macros forwards.
FONT ◄	Selects the font to be used with the currently selected pitch. The selected font is valid until the printer is turned off or a new font is selected using this key.		Scrolls the parameters of the functions or macros backwards.
LF MICROFEED ▲ ▲	Performs a line feed according to the current line spacing settings.	Moves the paper forward in micro steps. Keeping the key pressed the paper is moved continuously at increasing peed.	Scrolls the setup and macro functions backwards.
LOAD/FF MICROFEED ▼ ▼	Executes a FormFeed (FF): when paper is loaded into the printer ,It advances to the ollowing page; if no paper is loaded, it is positioned for printing.	Moves the paper backward in micro steps. Keeping the key pressed the paper is moved continuously at increasing peed.	Scrolls the setup and macro functions forwards.
PATH PARK	Selects one of the paper paths in off line status. The parameters of the displayed path are set after 2 seconds without pressing any key.	Parks the paper in the currently selected paper path	
ALTERNATE	Enables the lternative key functions. If the printer is receiving print data, press the ON LINE key before Pressing the ALTERNATE key. If no printing data are in the print buffer, pressing the ALTERNATE key, the printer goes off line. The display then shows ALTERNATE to indicate that the Alternate Function of the keys is enabled (ALTERNATE indicator lit). Maybe used to abort paper parking procedure. When the printer is in Program Setup Mode, this key is disabled.		Disables the alternative key functions
ON LINE + MACRO+ ALTERNATE	Lock or unlock the access to the printer setups.		

Printing the First Document

The SELF TEST, PROGRAM SETUP and CONFIGURATION are print tests that may help familiarize you with the operator panel keys and the configuration menu you can set. These tests printouts allows you to check print quality and printer operations.
1. Loading a fanfold paper
2. While pressing **ON LINE** turn the printer on.
3. The printer now prints the SELF TEST. To stop it press again the **ON LINE** key. The display will show:

> **SELF TEST**

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. Make sure that the printer is turned off.

2. Press and hold the **PROGRAM** key pressed while powering on the printer until the RELEASE KEY message is displayed.
As soon as the PROGRAM key gets released, the following message will be displayed:

> **PRINTOUT? NO**

3. Press the ► key to show YES
The printer Configuration setup is printed. The printout starts as soon as you select this value.
The Configuration setup indicates:
- Emulation options
- Interface
- Functions

At this point, the Power On Configuration Setup procedure is finished. Press the PROGRAM key again to exit and the printer has returned on line.
4. Press PROGRAM key when the printer is turned on and is off line or on line without printing. The displays will show :

> **PRINTOUT? NO**

5. Press the ► key to show YES
The Program setup is printed. The Program setup indicates:
- The currently selected vlues
- The current selected macro is marked with the #x# symbols (USER MACRO #x#).
- The current Firmware release.

Press the PROGRAM key again to exit and the printer has returned on line.
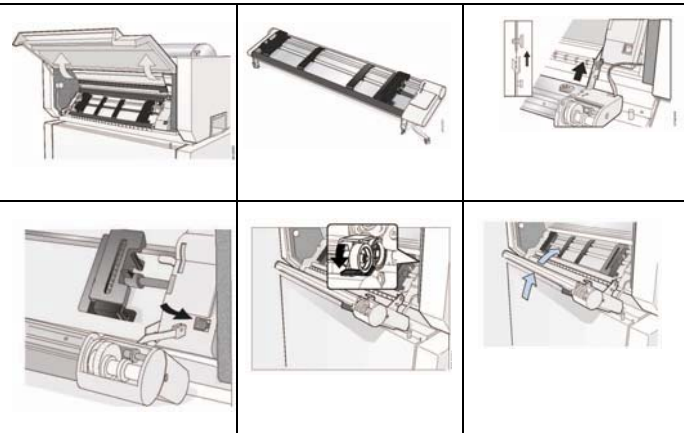See "Printer Configuration" in the User's Guide for more information about these printouts.

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.
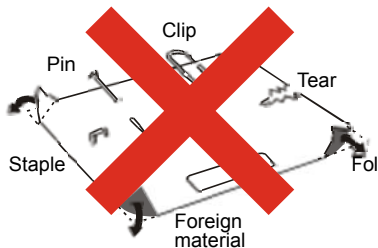3. Wait at least 15 minutes for the printhead to cool before starting this procedure

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

A.G.A. NOT OPER ADJUST THE GAP	Indication: The automatic gap adjustment (A.G.A) is not operating. Solution: Press the ONLINE key to reset the error condition. Adjust the print head gap to a fixed distance. Select the print head fixed gap adjustment function in the 'Program Menu'. See the User's Guide you find on the CD-Rom.
BUFFER OVERFLOW CHARACTER LOST	Indication:Buffer overflow. Solution:Turn the printer off and on again, or press the PROGRAM and ON LINE key successively to clear the
	buffer. Check the printer SERIAL INTERFACE settings. See the User's Guide you find on the CD-Rom.
DATA SET OFF	Indication: Buffer overflow. Solution: Turn the printer off and on again, or press the PROGRAM and ON LINE key successively to clear the buffer. Check the printer SERIAL INTERFACE settings. See the User's Guide you find on the CD-Rom.
NVM CHANGE REMOVE PAPER	Indication: If this error is displayed during the printer power on, an NVM error condition occurs. Solution: Turn the printer off and on again. If the problem is not solved call Service.
PAPER JAM CHECK ALL PATHS	Indication: A paper jam occurs in a paper path. Solution: Check all the paper paths and press the ON LINE key
PRINT INTEGRITY	Indication: Print head movement is blocked. Solution: Check ribbon cartridge installation and for other possible blockages to the Print head carriage.
RIBBON BLOCKED CHECK RIBBON	Indication: The ribbon of the cartridge isblocked. Solution: Check the ribbon. Press the ON LINE key to reset the error condition.
INTERLOCK ERROR CHECK INSERTION	Indication: Top area cover not installed Solution: Install the top area cover
NO PATH AVAILABLE	Indication: An electromechanical failure occurs in the paper paths. Solution: Call Service.

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 (see "Printer Specifications" in the User's Guide).
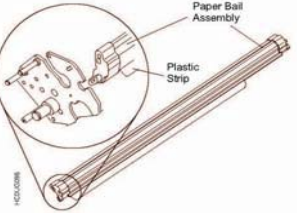
Print quality and ribbon problems

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:

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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.

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