IMPORTANT!: In all cases, **download the printer's user manual from our Website** and familiarize yourself with it first! The user manual will be your greatest help in knowing how to correctly operate and maintain your printer!

Printer does not seem to do anything à check the following:

- Printer is plugged into an active power source with the correct voltage and current ratings
- Power Switch (if applicable) – Is it switched to the 'ON' position?
- Power LED (if applicable) – Is it lit? Power LED is usually located on printer's main circuit board
- Is the printer's Head-up latch or lever (if applicable) secure and fully closed?

Notes: The MTP-600 Series and PL-180 Series of printers do not have LED (light) indicators. Thermal printers usually have a Head-up switch to detect if the print-head is opened (physically off the paper) or closed (on the paper). Most thermal printers will not attempt to print until the print-head is fully and securely closed. Check your manual for more details.

Printer feeds paper but does not print from the host (computer, controller, etc.)à check the following:

- Communications Cable – is the correct type of cable being used, and is it securely connected?
- DIP Switch Settings (if applicable) – must reference the user manual to set correctly
- Is the correct printer driver installed on the host (if required)?
- Is the printer connected to the same port that was selected when installing the printer driver?
- Is the host's printer port 'Ready' or 'OFFLINE'? Is there a conflict with another printer on that port?

Notes: Most of Telpar's user manuals have pinout information pertaining to a printer's communication cable and / or communication port. Dipswitches can control printer features such as serial communication settings, print orientation, text size, black mark detect, selecting serial or parallel communications, HEX dump mode, etc. The user manual MUST be used to determine the function of each switch.

Printer presents a blank document – nothing is printed on the ticket à check the following:

- <u>Thermal Printer</u>: Is the thermal paper in the printer loaded upside-down? (only one side is printable)
- <u>Impact Printer</u>:   Is there an ink ribbon loaded correctly in the printer? Is the ribbon too dry?
- Is the darkness adjustment set correctly – reference the user manual to locate the darkness control

Printer prints gibberish (apparent random characters) à check the following:

- DIP Switch Settings (if applicable) – must reference the user manual to set correctly
- Communications Cable – is it correct type of cable being used, and is it securely connected?

Notes: Most of Telpar's user manuals have pinout information pertaining to a printer's communication cable and / or communication port. Dipswitches can control printer features such as serial communication settings, print orientation, size, black mark detect, selecting serial or parallel communications, HEX dump mode, etc. The user manual MUST be used to determine the function of each switch.

Paper jams à check the following: (ALWAYS KEEP FINGERS AND TOOLS AWAYS FROM CUTTER BLADES!)

- Obstructions in the paper path (including the paper presenter loop if a presenter is used)
- Misalignment of the paper path
- Is Incorrect or out-of-spec paper is being used? (see user manual for paper specification)
- An Inoperable document cutter or damaged cutter blades not fully opening or closing.
- Customer pulls the paper before the printer is done printing or cutting

Printer suddenly stops and does not respond unless the power switch is cycled à check the following: (ALWAYS KEEP FINGERS AND TOOLS AWAYS FROM CUTTER BLADES!)

- Is there a paper jam condition? Are cutter blades not fully open (if applicable)?
- Diagnostic / Error LEDs (if applicable) – check with user manual to interpret the flash pattern
- Audible Beeper indicator (if applicable) – check with user manual to interpret sound pattern
- Dirty or defective paper sensors or Print-head Latch Switch (if applicable)

Notes: <u>KEEP ALL SENSORS CLEAN</u>! Use a pressurized air source to blow dust and debris away from printer as required!