PRINT-RITE

24-pin Dot Matrix Printer

PR-855

User Guide

Contents

Chapter 1   Setting Up the Printer

This chapter describes how to unpack and set up your printer, which includes,

Choosing a place for the printer

Unpacking the printer

Knowing well about the printer structure

Installing the ribbon cartridge

1.1 Choose a Place for the Printer

Please choose a better place for the printer before you install it.

- Place the printer in a relatively independent area because the printer will be noisy when printing in high speed.

- Place the printer on a flat, stable surface. The printer will not operate properly if it is tilted or place at an angle.

- Keep it away from heat sources or moisture or dust.

- Do not share one outlet with high-power or interferential appliances.

- Make sure the stable voltage values.

- Place the printer near a grounded outlet where you can easy unplug the power cord, do not use patchplug.

- Please use the power line along with the printer only. Otherwise it may cause fire or electric shock.

- Leave enough space for paper feeding.

- Please keep ventilation when you use the printer for a long time.

1.2 Unpacking the Printer and Check

Unpack the printer and make sure you have the following items.
- Printer*1
- Ribbon cartridge*1
- Paper guide*1
- CD*1（including driver and User Guide）
- USB line*1
- Power cord*1
- Operations Guide*1
- Adapter*1

Printer   Ribbon cartridge   Paper guide

Adapter   CD(including driver and User Guide)

USB cord   Power cord   Operations guide
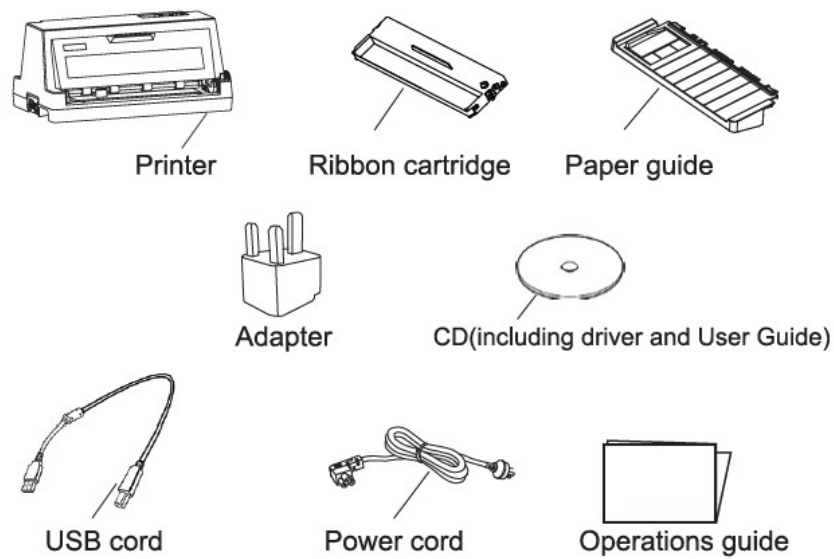
Fig. 1-1

1.3 Knowing Well about the Printer Structure
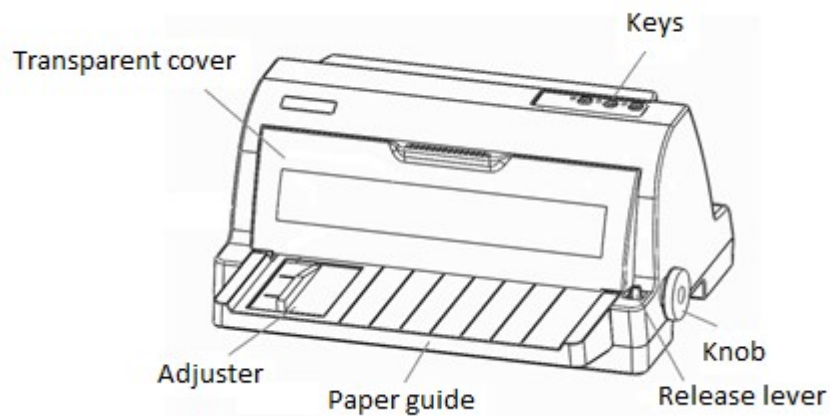

Fig. 1-2

Parts name:

Transparent cover: Protect inside parts such as printhead, keep the dust away, lower the noisy.

Keys: Operations on the printer.

Paper guide: For paper feeding and rejecting.

Knob: Paper feeding and rejecting munually.

Release lever: Move forward when using chain paper, and backward when using single sheet.

Adjuster: Adjust the width of the paper when feeding.

1.4 Installing the Printer

➢ Remove the packaging fixture and tapes (which are used for transportation)
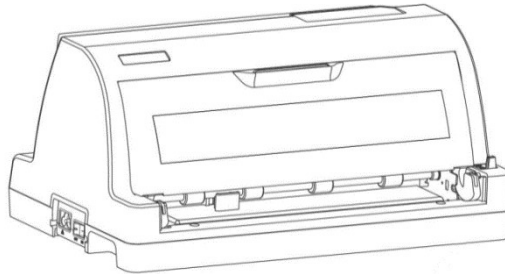
Fig. 1-3

➢ Install or replace the ribbon cartridge

Make sure the printer is turned off and unplugged.

Please follow the steps below when you replace the ribbon cartridge. We recommend that your use the genium ribbon cores or cartridge ribbons, low quality consumables will reduce lifespan of your printer.

1) Open the transparent cover as the arrow direction in Fig. 1-4, do not press it heavily.
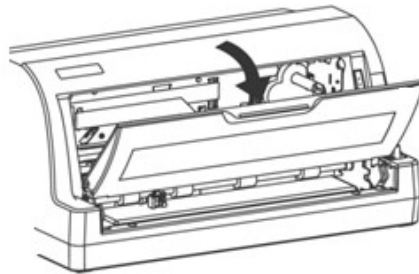
Fig. 1-4

2) Move the adjust lever to the top position as Fig. 1-5

Adjust lever
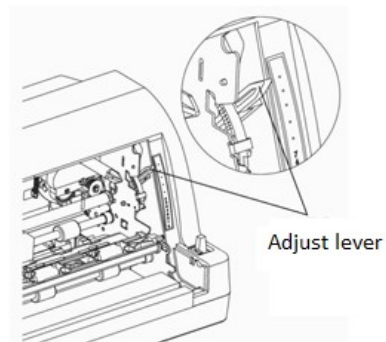
Fig. 1-5

3) Pull out the paper roller cage horizontally outward to the maxium, flip it upwards to the position as Fig. 1-6, and move the printhead leftward to the place which is near the left rack about 1cm.

Paper roller
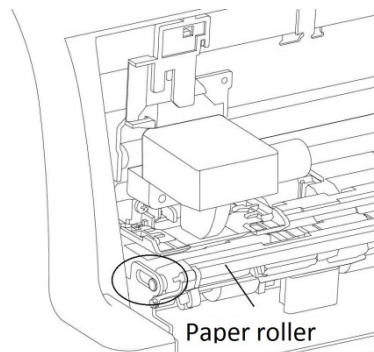
Fig. 1-6

4) Take out the ribbon cartridge, turn the knob anticlockwise as Fig. 4 to tighten the ribbon. Insert the fixed point into the frame in the direction of the arrow, then turn the ribbon cartridge till it enter into the rack totally. At last, turn the knob again to feed the ribbon down in to the printhead totally, see Fig. 1-8.
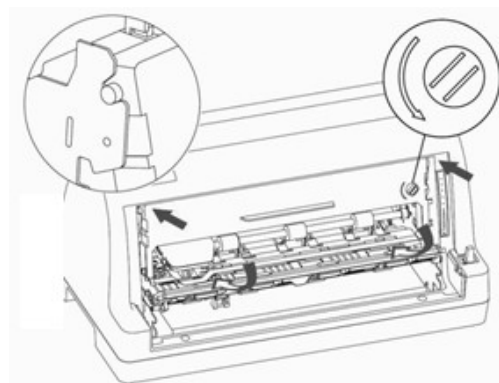
Fig. 1-7
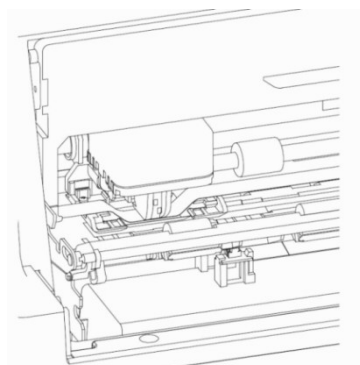
Fig. 1-8

5) Turn the paper roller cage inwards to the original position as Fig. 1-9 and close the transparent cover. Installation is done.
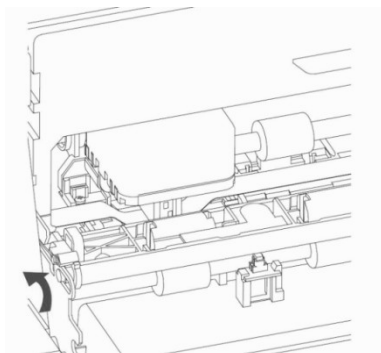
Fig. 1-9

➤ Install the paper guide

1) Take out the paper guide and remove the packaging.

2) Insert the paper guide into the rack as Fig. 1-10 shows.

Note: Slant the paper guide first, and then insert it to the rack, and make it flat at last.

Paper guide spout
(Bilateral symmetry)

Paper guide

Paper guide fixed leg
(Bilateral symmetry)
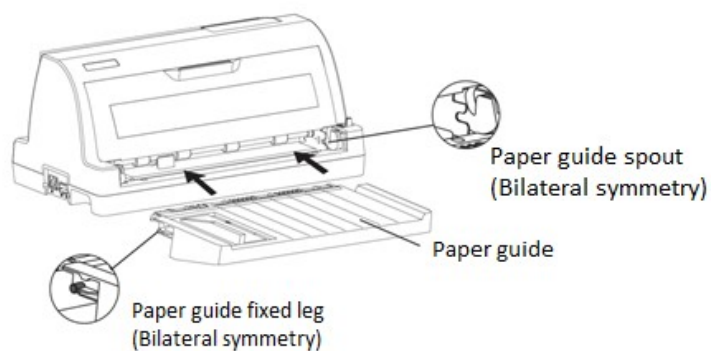
Fig. 1-10

➤ Connect the printer to computer

1) Connect the USB cable (flat shape) to the USB port of the computer as Fig. 1-11.
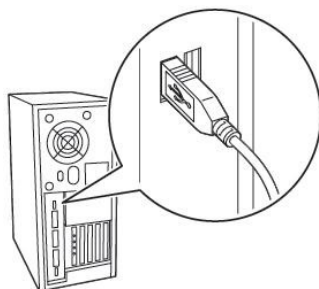
Fig. 1-11

2)   Connect USB cable(square shape) to the USB port of the printer as Fig. 1-12
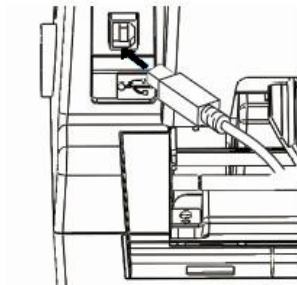
Fig. 1-12

➢   Connect the power supply

1)   Plug one end of the power cord into the pirnter and other end to grounded outlet as Fig. 1-13.

2)   Turn on the printer power switch.
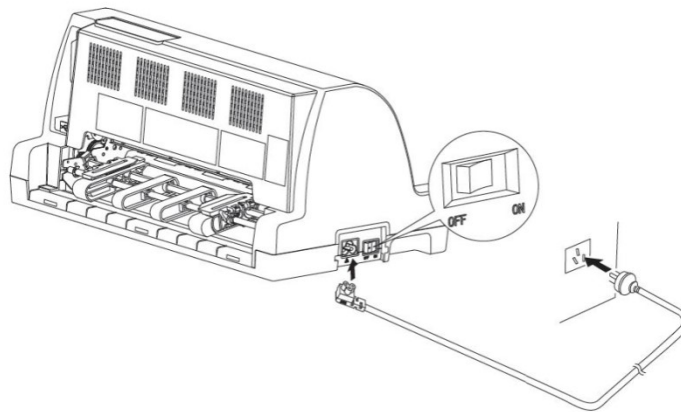
Fig. 1-13

In a residential environment, running this device may cause radio interference.

Chapter 2   Paper Handling

This chapter describes how to install the paper and notes on using various kinds of paper for printing, which includes,

Types of paper
Installing chain paper
Flat-bed paper feeding
Setting up the adjust leave to fit the paper thickness

2.1 Usage of the Printing Paper

2.1.1 Types of Paper

1)   Single paper(Flat-bed feeding)

Width	2.5in -11.7in/64mm-297mm	
Length	2.5in-14.3in/64mm-364mm	
Paper type	A6	105mm*148mm（crosswise）
	B6（JIS）	128mm*182mm（lengthways，crosswise）
	A5	148mm*210mm（lengthways，crosswise）
	B5	182mm*257mm（lengthways，crosswise）
	A4	210mm*297mm（lengthways）
	B4（JIS）	257mm*364mm（lengthways）
	Executive	7.25in*10.5in（lengthways）
	Letter	8.5in*11in（lengthways）
	Legal	8.5in*14in（lengthways）
Paper weight	Single paper	30-156g/㎡
	Multi-layer paper	40-52g/㎡
Paper thickness	Single paper	0.07-0.18mm
	Multi-layer paper	0.07-1.2mm（Thickness of multi-layer）

2) Chain paper

Width	3in-10.5in	
Length	Min 5.5in/Min 139.7mm	
Paper weight	Single paper	52-82 g/㎡
	Multi-layer paper	40-52 g/㎡（per layer）
Paper thickness	Single paper	0.07-0.11mm
	Multi-layer paper	0.07-1.2mm（Thickness of multi-layer）

2.1.2 Paper Printing Area

➢ Printing area is the range of data showed on the paper, normally not all the paper.
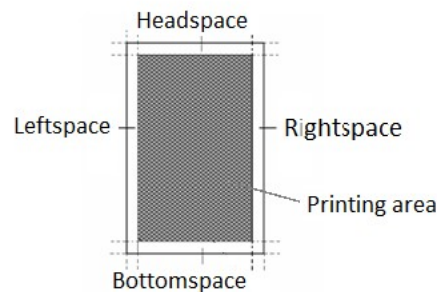
Fig. 2-1

Note: Users can customize the headspace by EDS settings, more information please see chapter 4.

➢ Actual printing area

The maximum of paper width is 11.7 inch, and the maximum of printing width is 8.5 inch.

2.1.3 Usage of the Printing Paper

➢ Usage of chain paper

When you use chain print paper, please note the paper loading position.

Please install the chain paper according to the middle one in Fig. 2-2, or the paper will be separated from the chain paper clips.
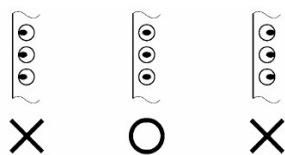
Fig. 2-2
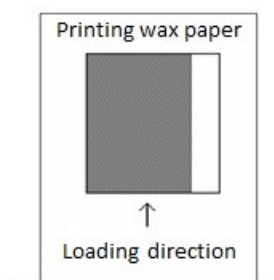
Fig. 2-3

➢   Usage of wax paper

Please install the wax paper according to Fig. 2-3.

2.2 Installing Chain Paper

1)   Check the position of release lever, adjust the lever to the front (chain paper icon position)as Fig. 2-4.
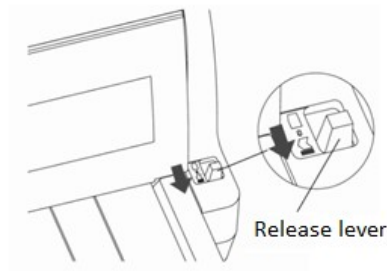
Fig. 2-4

2)   As shown in Fig. 2-5, place the perforated paper to be printed behind the printer. The height of the paper should be lower than the printer.
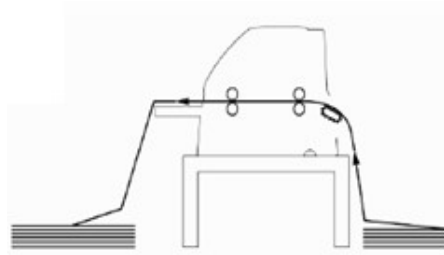
Fig. 2-5

3)   Adjust the position of adjustment lever according to the thickness of paper before feeding as Fig. 2-6. The adjustment method is shown in this Chapter 2-4.
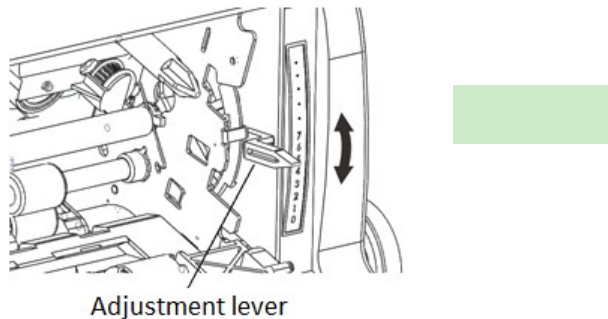
Fig. 2-6

4) As shown in Fig. 2-7 , there are 2 chain paper feeders in the back of printer, and 2 paper guides in the middle to support the paper. These 4 parts can be moved leftwards and rightwards.(**Note**: Move the right feeder leftwards to the suitable position when you printing narrow paper).
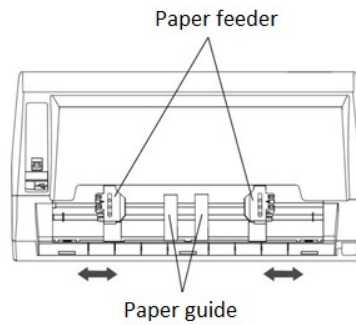
Fig. 2-7

5) Release the feeding lever upwards as shown by the arrow in Fig. 2-8. The paper feeder and paper guide can be moved left and right.(They will be locked when you move the lever downwards.)
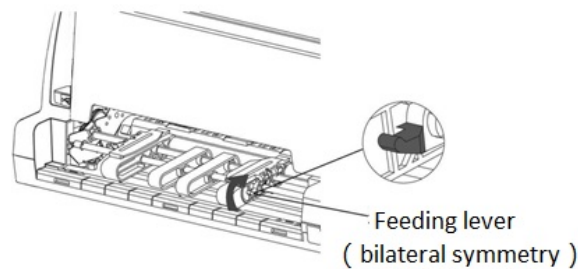
Fig. 2-8

6) Move the feeder to the suitable position, meanwhile move the paper guide to the middle of the two feeders. Open the paper gap in the direction of the arrow as Fig.2-9.
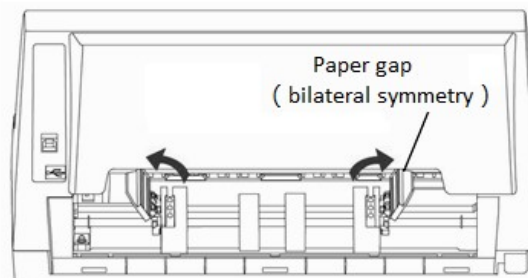
Fig. 2-9

7) Install the printing paper according to the one in the middle with a "○"below, close the paper gap and check if the hole are aligned with the sprocket, if not, It may cause the paper to tear or jam during paper walking.
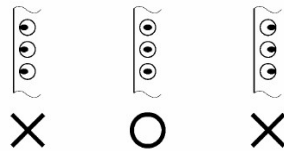
Fig. 2-10

8) Turn on the printer power switch, you will hear a beep which means paper out, the indicator light will be on. Press [LOAD/EJECT], printer will feed automatically to the print start position.

2.3 Flat-bed Paper Feeding

2.3.1 Flat-bed Paper Feeding with Single Paper and Multi-layer Paper

➤ When you print by flat-bed, no need to take down the chain paper, but you need to reject the chain paper to the feeding position.

➤ For paper path, you can choose to feed and reject from the front, or feed from the front and reject from the back. Details please refer to chapter 4.

2.3.2 Flat-bed Paper Feeding

1) Check the position of release lever, as shown in Fig. 2-11, adjust the release lever to the back(which is the flat-bed icon position).
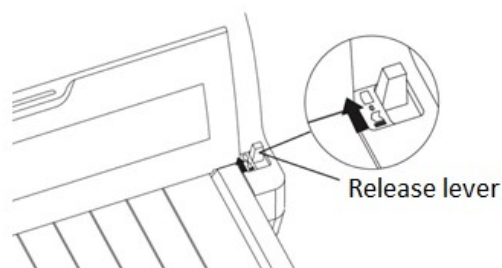
Fig. 2-11

2) There is a adjuster on the left of the paper guide which is for feeding location. As shown in Fig.2-12, you can move the adjuster left and right. The moving part of the regulator has a scale that you can use to determine the paper feeding position.
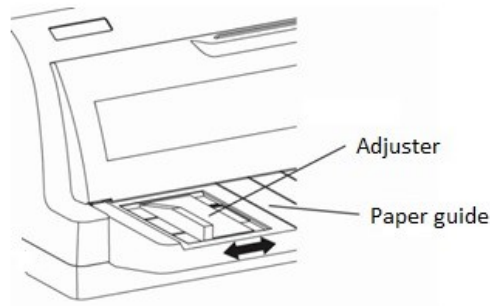
Fig. 2-12

3) Open the cover before feeding, and adjust the lever according to the thickness of the paper as Fig. 2-13. Details please refer to chapter 2-4.
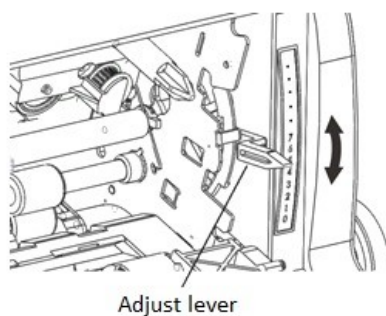
Fig. 2-13

4) Turn on the printer, the printer beeps and the paper out light flashes.

5) Insert the printing paper face up as the arrow in Fig. 2-14. The printer will feed automatically the paper to the printing position. The ONLINE indicator light is on. It's ready to print.
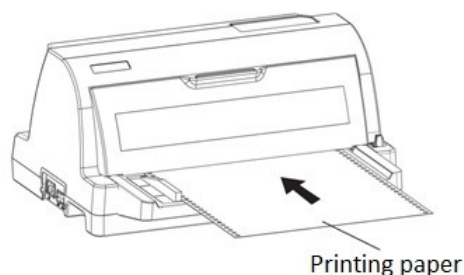
Fig. 2-14

Note: Please put the paper correctly before you feeding. Please reject it if the paper is slanting.

Turn off the printer if you can't reject, and reject the paper by turning the knob.

2.4 Setting up the Adjust Lever

To get the best printing effect while protecting the printhead, please make sure adjust the lever correctly according to the total thickness of printing paper. The bigger the number of adust lever setting, the thicker the papers that can be printed. If the printout appears dim or the character appears to be missed or missing, the value of this setting may be too high. Instead, if the value of this setting is too low, the printout may be dirty, and the paper feeding may be incorrect or the ribbon may be damaged. Please refer to the data given in the table below to select the appropriate lever position.

Paper type		Adjust lever position
Plain paper	single paper	1 or 2
	chain paper	1 or 2
Multi-layer copy paper(carbonless)	2(original+1 copy)	2
	3(original+2 copies)	3
	4(original+3 copies)	4
	5(original+4 copies)	5
	6(original+5 copies)	6
	7(original+6 copies)	7
Name card		5 or 6

When the adjustment lever is toggled from high level to 2 or below, the printer will sound a bee. The printer will sound two chirps when the adjustment lever is toggled from low level to 3 or above , which indicate it entries into multi-layer mode.

Note: Please set the printer to multi-layer mode when you use wax paper.

    This printer is applicable to the recycled paper.

Chapter 3   Control Panel Operation

There are 3 keys and 3 indicator lights on the control panel. Through the combination of these keys, many complex functions can be performed.

The printer's control panel is shown below, with three buttons from left to right: [PRINT MODE], [TEAR OFF], [ONLINE].
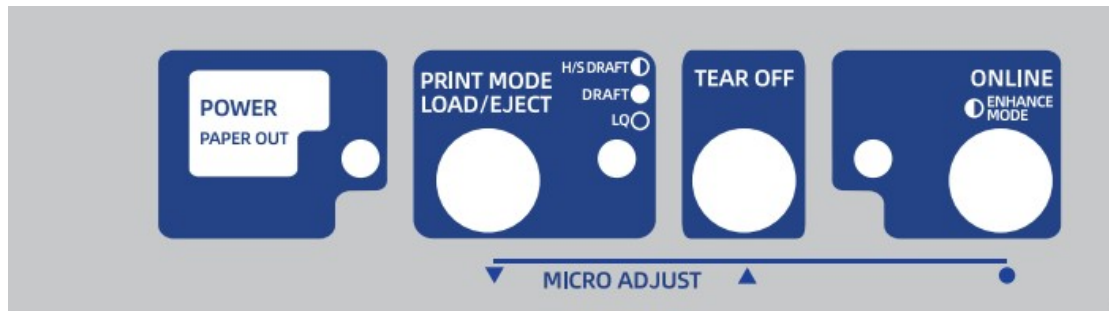
Fig. 3-1

3.1 Operations in Online State

➢   Online key and offline status

[ONLINE] is a switch-type key, i.e.: press once for offline, press again for online.

In online status (indicator light is on), printer receives the data from the computer and print normally.

In offline status (indicator light is off), printer stops printing and sends a signal to the computer that it cannot receive data.

If printing paper is loaded, printer will be on-line when it's power-on. If unloaded, it will be offline and paper out light is on. When you load the paper, printer will return to online status.

Note: Most of the operations should be done in offline state.

➢   Chain paper auto tear off function

When printer is online, press the [TEAR OFF] key, printer will feed till the cutting position. After tearing paper, printer will automatically reject to the paper head and then continue to print.

➢   Printing mode settings

When printer is online, press the [PRINT MODE] key for about 2 seconds to switch to another printing mode.

There are 3 printing modes for option;

Draft: PRINT MODE light blinks, printing in fastest speed but in lower print quality.

HS-LQ: PRINT MODE light on, printing in faster speed and in moderate print quality.

LQ: PRINT MODE light off, printing in best quality but in lowest speed.

Note: Please do not change the printing mode when printer is working, or it will affect print quality.

➢ Enhance printing mode

In online status, adjust the adjust lever to 3 and above. Press the [ONLINE] key for about 2 seconds, ENHANCE light blinks, and printer switch to Enhance printing mode.

3.2 Operations in Offline State

1. Single key function when offline

➢ Online

Printer will stop printing and send a signal to the computer that it cannot receive data in offline state (indicator light off). If printing paper is ready, printer will be online when you press key [ONLINE].

➢ Line skipping

When printer is offline, press key[TEAR OFF] once, printer will feed a line forward. If press and hold Key , printer will feed forward until you release the key.

Note: The paper (flat-bed feeding) will move backward.

The paper (chain paper feeding) will move forward.

➢ Loading or unloading the paper

When you use chain paper, press [LOAD/UNLOAD] in offline state(PAPER OUT light on), printer will load the chain paper.

If there is print paper in offline state, press [LOADE/UNLOAD], printer will return the chain paper to the chain paper feeder.

Insert the single paper(flat-bed feeding) along the paper guide, printer will feed automatically. If you want to unload the paper, press [LOADE/UNLOAD], printer will reject the paper to the paper guide or it will reject from the back of printer.

2. Combination key function in offline state

Combination keys function means operation by two or more than two keys to complete an operation.

➢ Feeding a little forward or backward

When printer is offline.

Press [ONLINE] and hold, press [TEAR OFF] at the same time, printer will feed continuously in

small steps until the keys are released.

Press [ONLINE] and hold, press[LOAD/UNLOAD], printer will reject the paper continuously in small steps until the keys are released.

➢ Page head settings

When printer is offline.

Press [ONLINE] for about 2 seconds, release it when you hear a beep, then press [TEAR OFF] and hold, printer will feed continuously till you release the key. If you press [LOAD/UNLOAD] and hold, printer will reject the paper continuously until you release the key.

Note: When using punch paper, do not attempt to return the paper to the top page, as the printer paper may get stuck inside the printer.

After the adjustment, press [ONLINE] and hear a beep, paper head position is saved at present, if you want to save the settings permanently, please press [ONLINE] for about 2 seconds and hear two beeps, the current page top position is saved already and will not lost after power off.

Note: The range of head space is 0-4 inch. It will stop automatically when reach to 0 inch, and you cannot save the settings if exceed 4 inches, it will reset to defaults after power on.

➢ Clear the buffer area

Printer will store the received data in the buffer area. If you stop printing accidentally, the data in the buffer area will cause messy code when you start printing again, so you need to turn off the power and clear this part of data.

3.3 Power on Functions

There are some special functions by pressing different keys and power on the printer at the same time.

➢ Self-checking

Press [ONLINE] and power on the printer at the same time, the printer will conduct self-checking, print ROM version number and EDS settings.

Printer will stop self-checking when power off.

➢ HEX printing

Printing by this mode is good for analyzing the problems when there is an error.

Press [TEAR OFF] and power on the printer at the same time, printer switches to HEX printing mode when you hear a beep.

Log out the printer HEX printing mode when power off.

➢ EDS settings

Press [PRINT MODE] and power on the printer at the same time, the printer will enter into EDS

settings. Details please see chapter 4.

➢ Printing pin testing page

Long press [ONLINE] and [TEAR OFF] and power on the printer at the same time, printer will print pin testing page.

Note: Make sure turn off the printer after the completion of above power on functions. Printer will work normally after restart.

Chapter 4   Parameter Settings

EDS settings (DIP switch settings) can save the settings when power down, the settings are as follows:

1) Longitudinal calibration parameter settings

2) System parameter settings

3) Emulation parameter settings

4) Resetting to defaults

4.1 How to Set the Parameter

1) Long press [PRINT MODE] and power on the printer at the same time, release the key until the printhead stops moving.

2) Load A4 paper horizontally, printer will feed automatically and start to print, if printer reject the paper, reload it.

3) Select the previous item by pressing [LOAD/UNLOAD](decrease set value), select the next item by pressing [TEAR OFF] (increase set value).

4) Long press [ONLINE] and press [PRINT MODE] at the same time, you can go back to the previous menu.

5) Restart the printer.

Note: After adjusting the parameters, you need to press the key [ONLINE] to save. Please refer to Fig. 4-1.

Parameter settings

Print Mode

Power on

Adjust the parameter by lengthways

Online

Online +Print Mode

Online

Load/ Unload

Line Skip

Load/Unload | Line skip

1.LQ   -1   Min-8 Max 8

2.HS   -1   Min-8 Max 8

3.Draft   -1   Min-8 Max 8

System parameter

Online

Online +Print Mode

Online

Load/ Unload

Line Skip

1. Emulation mode | ESC/P | OKI

2. Tear paper type | Long | Short

3. Auto tear paper | Valid | Invalid

4. Printing direction of picture | Bi-D | Uni-D

5. Paper-out direction (flat-bed feeding) | In the front | In the back

6. Delay detection (flat-bed feeding) | 1sec | 0.5sec | 1.5sec | 2sec

7. Silent printing | Auto | Invalid | Valid

8. Broken pin | 0 | 1-24

9. Compress printing | Invalid | Valid

10. Copy paper writing | Valid | Invalid

11. Reject paper automatically when power on | Valid | Invalid

12. Enhancing printing | Invalid | Valid

13. Pin power (single paper) | 3 | 1-4

14. Pin power (multi-layer paper) | 2 | 1-4

15. Pin power (enhance) | 2 | 1-3

Emulation parameter

Online

Online +Print mode

Online

Load/ Unload

Line Skip

1. Paper Size | A4 | 2.5 in 2.75 in 3 in 3.5 in 11/3 in 4 in 4.5 in 5 in 5.5 in 6 in 7 in 8 in 11 in B5 A4 12 in 14 in Customize

2. Page head (flat-bed) | 2/12 in | 0 in 1/12 in 2/12 in 3/12 in 4/12 in 5/12 in 6/12 in 7/12 in 8/12 in 9/12 in 10/12 in 11/12 in 12/12 in 13/12 in Customize

3. Page head (chain paper) | 2/12 in | 0 in 1/12 in 2/12 in 3/12 in 4/12 in 5/12 in 6/12 in 7/12 in 8/12 in 9/12 in 10/12 in 11/12 in 12/12 in 13/12 in Customize

4. Printing mode settings | Invalid | Valid

5. Page length settings | Valid | Invalid

6. Page head settings | Valid | Invalid

7. In case of paper jam | Invalid | Valid

Reset to defaults

Online

Online +Print Mode

No | Yes | Online

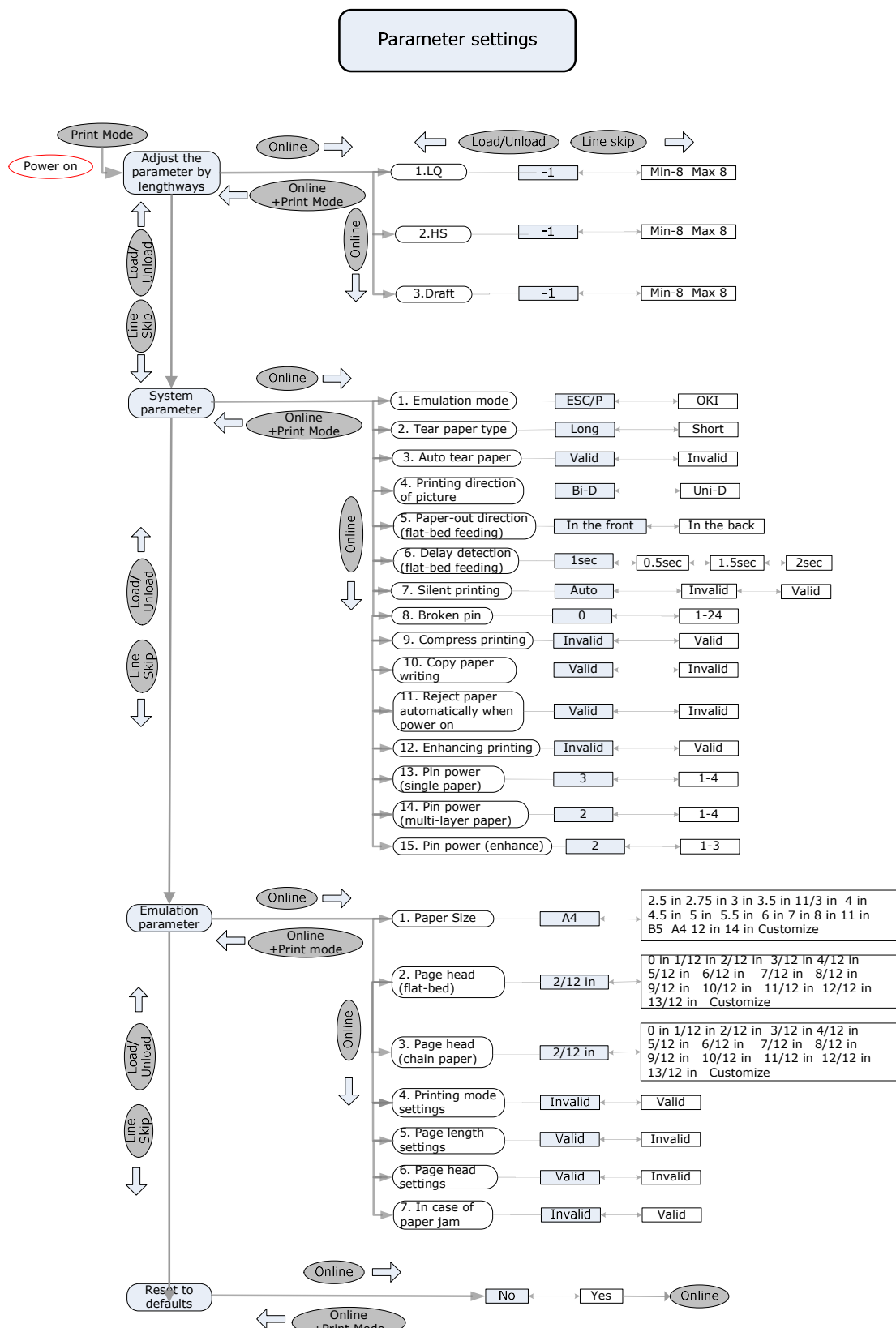Fig. 4-1

4.2 Parameter Description

4.2.1 Longitudinal calibration parameter settings

Table. 4-1 Longitudinal calibration parameter settings

	Function	Default settings	Optional settings
1	LQ	-1	Min-8 Max8
2	HS	-1	Min-8 Max8
3	Draft	-1	Min-8 Max8

Note: Printer will print a new line when you press [LOAD/UNLOAD] and [TEAR OFF] to increase or decrease set values. Each line includes function name, set value and several"**|**", adjust "**|**" in a line and then press [ONLINE] to save settings, meanwhile it will go to next parameter settings automatically.

4.2.2 System parameter settings

Table. 4-2   System parameter settings

	Function	Default settings	Optional settings
1	Emulation mode	ESC/P	OKI
2	Paper tearing type	Long	Short
3	Auto paper tearing	Valid	Invalid
4	Image print direction	Bi-D	Uni-D
5	Paper-out direction (flat-bed feeding)	Front out	Rear out
6	Delay detection (flat-bed feeding)	1sec	0.5sec 1.5sec 2sec
7	Silent printing	Automatic	Invalid Valid
8	Broken pin number	0	1-24
9	Compress printing	Invalid	Valid
10	Form printing	Valid	Invalid
11	Reject paper automatically when power on	Valid	Invalid

12	Enhance printing	Invalid	Valid
13	Pin power (single paper)	3	1 ~ 4
14	Pin power (multi-layer paper)	2	1 ~ 4
15	Pin power(enhance)	1	1 ~ 3

1) **Emulation mode**

ESC/P: Adopt ESC/P control code standard.

OKI: Adopt OKI 5330 control code standard.

2) **Paper tearing type**

For continuous chain paper,

Long: After printing the whole text, one page comes out by manual or automatic tearing according to the length of the paper.

Short: After printing the whole text, the paper comes out about 2 inches by manual or automatic tearing.

3) **Tear paper automatically**

For continuous chain paper,

Invalid-- Manually tear off

Valid-- Auto tear off

① Manualy tear off: after prin ting the whole text, press [LOAD/UNLOAD] in online state, the paper will go to the tear paper position automatically. Press [LOAD/UNLOAD] again, the paper will reject to the initial position of the next page and printer starts to print.

② Auto tear off: When the text is printed and no data is printed within 1-2 seconds, the printer will automatically move the paper out to the tear off position. When new data is received , the paper returns to the start position of the next page and starts a new page printing. Auto Tear off is valid for any page length.

4) **Image print direction**

Dot matrix images

Bi-D: bidirectional printout (in alternate directions) to improve the speed.

Uni-D: unidirectional printing (from left to right) to improve accuracy.

5) **Paper-out direction(flat-bed feeding)**

Front out : paper out from the feeding direction

Rear out : paper out from the back of the printer.

6) **Delay detection (flat-bed feeding)**

The time that printer will wait when load a single paper.

0.5 sec

1 sec

1.5 sec

2 sec

7) **Silent printing**

Automatic: Automatically adjust whether or not to print silently according to the printed

content.

Invalid: The sound is normal when printing and the print is good.

Valid: Less sound when printing, but the print is not good.

8) **Broken pin number**

0: Indicates that there is no broken needle in the printhead.

1-24:Indicates the broken pin number of the printhead.

① Broken pin compensation:

When the pin number is set from 1 to 24, the broken pin compensation function is activated.

The data at the location of the broken pin can be printed with the adjacent normal pin to

achieve the normal printing effect. And the printhead life can be increased.

② How to judge the broken pin:

When you print pin testing page, if there is a horizontal line after the pin number, it means

pin of this number is intact, and the number will be set as 0 as default. If there is no

horizontal line after the number, it means this pin is broken, and you need to set the pin

number and start the broken pin compensation function.

Note: Only one broken pin can be set under this function, please contact with local dealer or maintenance station if too much broken pins. When you choose this function, it will feed backwards sometimes, and it will print for several times till finish.

9) **Compress printing**

Invalid: set as default, compress printing is invalid.

Valid: printer will compress the data crosswise to 75%.

10) **Form printing**

Valid: The printer will switch to Uni-D printing automatically when printing forms, effectively

correcting column misalignment.

Invalid: The printer will print Bi-D when printing forms.

11) **Reject paper automatically when power on**

Valid: Printer will reject paper automatically when power on.

Invalid: Printer will not reject paper automatically when power on.

12) **Enhance printing**

For pin power,

Valid: Printer switches to enhance printing mode, it fits for multi-layer paper.

Invalid: Printer default mode.

13) **Pin power(single paper)**

The pin power is as below when adjust lever is below 3.

Min 1   Max 4

14) **Pin power(multi-layer paper)**

The pin power is as below when adjust lever is 3 and above 3.

Min 1   Max 4

15) **Pin power(enhance)**

The pin power is as below when adjust lever is above 3.

Min 1   Max 3

4.2.3 Emulation parameter settings

Fig. 4-3 Emulation parameter settings

	Functions	Default settings	Optional settings
1	Paper size	A4	2.5in 2.75in 3in 3.5in 11/3in 4in 4.5in 5in 5.5in 6in 7in 8in 11in B5 A4 14in 12in customize
2	Page head (flat-bed)	2/12in	0in 1/12in 2/12in 3/12in 4/12in 5/12in 6/12in 7/12in 8/12in 9/12in 10/12in 11/12in 12/12in 13/12in customize
3	Page head (chain paper)	2/12in	0in 1/12in 2/12in 3/12in 4/12in 5/12in 6/12in 7/12in 8/12in 9/12in 10/12in 11/12in 12/12in 13/12in customize
4	Printing mode settings	Invalid	Valid
5	Page length	Valid	Invalid

	settings		
6	Page head settings	Valid	Invalid
7	Paper anti-jamming	Invalid	Valid

1)   Paper size

Select different size of paper.

2.5in 2.75in 3in 3.5in 11/3in 4in 4.5in 5in 5.5in 6in 7in 8in 11in B5 A4 12in 14in Customize

2)   Page head (flat-bed)

Page head means the distance from top edge of paper to the top edge of the first line of characters. You can select the values below.

0in   1/12in   2/12in   3/12in   4/12in   5/12in   6/12in   7/12in   8/12in   9/12in   10/12in   11/12in 12/12in   13/12in   custmize

3)   Page head (chain paper)

Page head means the distance from top edge of paper to the top edge of the first line of characters. You can select the values below.

0in   1/12in   2/12in   3/12in   4/12in   5/12in   6/12in   7/12in   8/12in 9/12in   10/12in   11/12in   12/12in   13/12in   Customize

4)   Printing mode settings

Valid: valid for printing mode settings.

Invalid: invalid for printing mode settings.

5)   Page length settings

Valid: valid for page length settings.

Invalid: invalid for page length settings.

6)   Page head settings

Valid: valid for page head settings.

Invalid: invalid for page head settings.

7)   **Paper auti-jamming**

Invalid: No sweeping paper action during printing.

Valid: Paper sweeping is performed during printing to prevent paper jams.

4.2.4 Resetting to defaults

Fig. 4-4 Resetting to defaults

	Functions	Default settings	Optional settings
1	Reset EDS to defaults	NO	YES/NO

Chapter 5   Troubleshooting and Maintenance

This chapter is for reference guidance during maintenance. In the event of failure, please read the instructions in the chapter and be careful in maintenance.

5.1 Troubleshooting

Faulty parts	Analysis
Power	Power cord is not connected.
Print	Printer doesn't work or stop working. Poor print effect. There are missing points in characters or image. It can't print the fonts or characters when you use application software. The result of printing does not match the required one.
Paper feed	Single paper feeding incorrectly. Chain paper feeding incorrectly. Fail in paper ejecting. Characters are printed in the same line. The header and footer margin are not ideal.

Caution: Do not fix the printer if you are not sure how to do, or it will cause damage.

1) **Power**

   If the power light is off, please check according to the form below.

Inspection	Solutions
Is the plug connected with the outlet well?	Power off first, make sure they are connected well then power on.
Is there power output from the outlet?	Power off first, connect the plug to another outlet to check if the output is normal.
Is the power output DC voltage normal?	Make sure the output voltage meets the requirement. If not, please contact the dealer.

2) Print

If printer doesn't work or stop working when printing, please check according to the form below.

Inspection	Solutions
Is USB cord connected or not?	Make sure the USB cord is connected with computer and printer well.
Is the ONLINE light on or not?	If not, press the key [ONLINE].
Is the PAPER OUT light on or not?	If yes, please load paper.
Does printer beep continuously?	Stir the release lever to the initial position.
Is there a paper jam?	Power off and clear the paper, make sure the edge of feeding paper is smooth.
Does the ribbon cartridge prevent the printhead from moving?	Power off and take the ribbon cartridge out, make the ribbon straight or replace it.
Does printer work with application software well?	Make sure the installation of software is correct. Reinstall it if necessary.
Can printer conduct self-checking?	Power off and reset the printer to conduct self-checking function. Please contact with the dealer if not.

If print fuzzy or irregularly, please check according to the form below.

Inspection	Solutions
Is the ribbon cartridge installed well?	Reinstall it if necessary.
Is the ribbon cartridge damaged?	Replace it if necessary.
Adjust lever position is correct?	Stir the lever to the lower position.

If there is missing points, please check according to the form below.

Inspection	Solutions
Are the missing points irregular?	Power off and take out the ribbon cartridge, turn the knob to make it tight.
Do the missing points appear on the same line?	This printhead is damaged, please change a new one or replace the pins.

If the long string of the printing form is out of alignment, please check according to the form

below.

Inspection	Solutions
Are the table lines out of alignment?	Adjust the longitudinal calibration parameters.

If the application software cannot print the selected character or font, please check according to the form below.

Inspection	Solutions
Is the application software properly installed?	Reinstall it if necessary.
Is the correct font selected?	Make sure the settings are correct, try to transfer the fonts.
Is the printing character different from inputting character?	Maybe the national character group setting goes is wrong, or you select wrong character set. Deal with it by software.

If the printing result is different from requirement, please check according to the form below.

Inspection	Solutions
Is the printout not good as expected?	Select HEX printing, analyze the data from computer, it can help tracking the path of error.

3) Paper feeding

If a single sheet paper does not feed smoothly, please check according to the form below.

Inspection	Solutions
Is the release lever pushed back the position of this icon ⬜ ?	Stir release lever to this icon ⬜ position.
Feeding by pressing the key in the online state?	Feeding key is valid when offline.
Is the paper too thick?	There is a limit to the thickness of paper, please refer to Chapter 2.2.1.

If chain paper feeding is abnormal, please check according to the form below.

Inspection	Solutions
Is the release lever is at the position of this icon ?	Stir release lever to this icon position.
Are the paper holes in the right position?	Aligning the holes.
Are the two paper clips are too near or too far from each other?	The distance between the two paper clips will affect feeding. Adjust it appropriately if not.
Are Paper clips locked or covered?	Make sure paper clips are locked and covered.
Is the feeding path unhindered?	The distance between chain paper place and printer shouldn't exceed 1m, and the path should be smooth, or it will cause paper jam.
Feeding by pressing the key when online?	Feeding key is valid when offline.
Is the paper too thick?	There is a limit to the thickness of paper, please refer to Chapter 2.2.1.

If failing in rejecting paper, please check according to the form below.

Check	Solutions
Is the release lever at the position of this icon ?	Release lever should be at the icon position when you use chain paper.
Does the printer reject paper normally?	Check if the PAPER OUT light is on after rejecting.

If the page length, page heading and page footing are not as good as expected, please check according to the form below.

Check	Solutions
Is the position of the first line too high or too low?	Adjust it by feeding a little.
Does the page length meet the actual requirement?	Adjust it by software command mode or EDS switch settings.

5.2 Maintenance

This printer has a sturdy structure. It's suitable for high-intensity printing. But to extend the printer life span, please maintain it carefully.

- Choose a better environment for placing the printer(see chapter 1).
- Avoid subjecting the printer to severe vibration.
- Keep dust away from the printer, it will shorten the printer life.
- Clean the outside printer with neutral cleanser or ethyl alcohol, do not make the inside circuit board or mechanical part wet.
- Clean the inside printer with brush or small dust collector, do not break the electric wire or other components and parts.
- Avoid dropping small metal objects such as pins and crank pins into the machine, it will cause short out and printer will be damaged.
- Please power off and unplug the power line when you don't use the printer, the consumed power is zero at that moment.
- Do not use gaseous cleanser which is inflammable on printer or around, it will cause fire.
- Please operate the printer according to the instruction.
- Please contact your dealer if printer cannot work or there is significant change on the performance.

Appendix 1: Instructions for pollution control of electronic information products

Name and content of hazardous and noxious substances in product

Name	Hazardous and noxious substances or element					
	Pb	Hg	Cd	Cr (VI)	PBB	PBDE
Power line	O	O	O	O	O	O
Printed circuit board	O	O	O	O	O	O
Plastic	O	O	O	O	O	O
Metal shaft	×	O	O	O	O	O
Hardware	O	O	O	O	O	O
Label	O	O	O	O	O	O
Other metal	O	O	O	O	O	O

O: Indicates that the concentration of the hazardous substance in all homogeneous materials in the parts is below the relevant threshold of the SJ/T11363-2006 standard.

X: Indicates that the concentration of the hazardous substance of at least one of all homogeneous materials in the parts is above the relevant threshold of the SJ/T11363-2006 standard.

Note: The substance which is out of limits in the products can not be replaced or reduced because of technology and economy.

This mark must be showed on the electronical products which are sold in China, the number inside means environment-friendly use period(EFUP) of products in normal use.