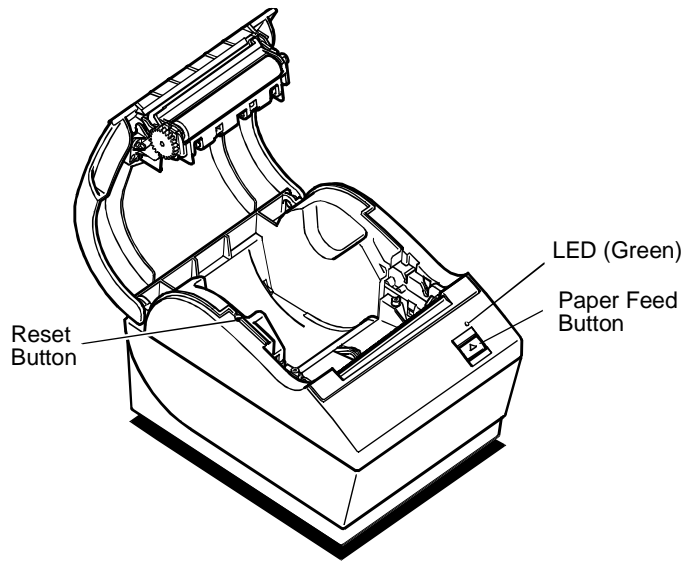


Chapter 2: Using the Printer

- ◆ Printer Controls
- ◆ Changing Paper
- ◆ Testing the Printer

Printer Controls



Reset Button

Use the Reset Button to reset the printer in case of a jam or fault condition. When the Reset Button is pressed, the printer goes through a startup routine as if it had been turned off, then on again.

Paper Feed Button

Use the Paper Feed Button to advance the paper.

Use the Reset Button with the Paper Feed Button to print the test printout. To configure the printer, set DIP switch 1 in the down (On) position and use the Reset Button with the Paper Feed Button. Make sure to reset DIP switch 1 to the up (Off) position, when you are done configuring the printer.

LED

The green LED shows the printer status by shining or flashing.

Status	LED
Paper Is Low	Flashes Slowly
Paper Is Out	Flashes Quickly
Knife Jam	Flashes Quickly then Slowly

Tone

A single beep indicates the printer has successfully completed its startup routine (after having been reset or the power supply turned on).

If the printer beeps twice, a problem may be indicated.

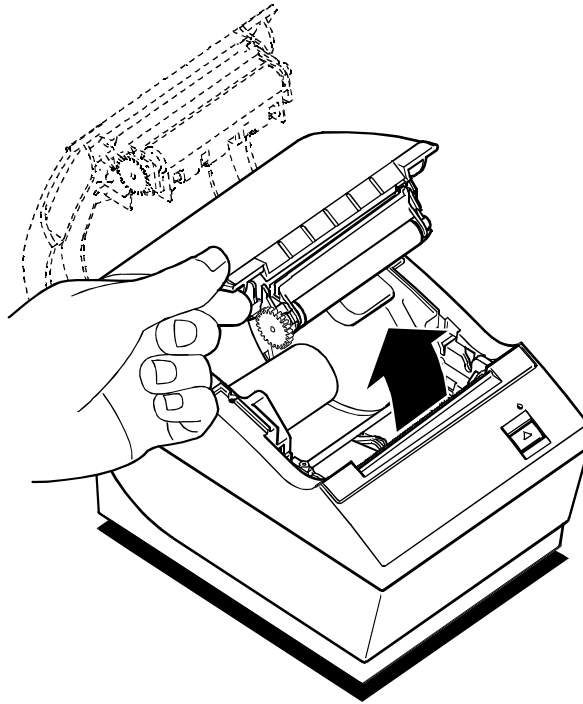
<u>For more information about</u>	<u>See these sections</u>
Paper Feed Button	"Testing the Printer" "Configuring the Printer"
Reset Button	"Troubleshooting the Printer" "Testing the Printer" "Configuring the Printer"
LED	"Troubleshooting the Printer"
Tone	"Troubleshooting the Printer"

Changing Paper

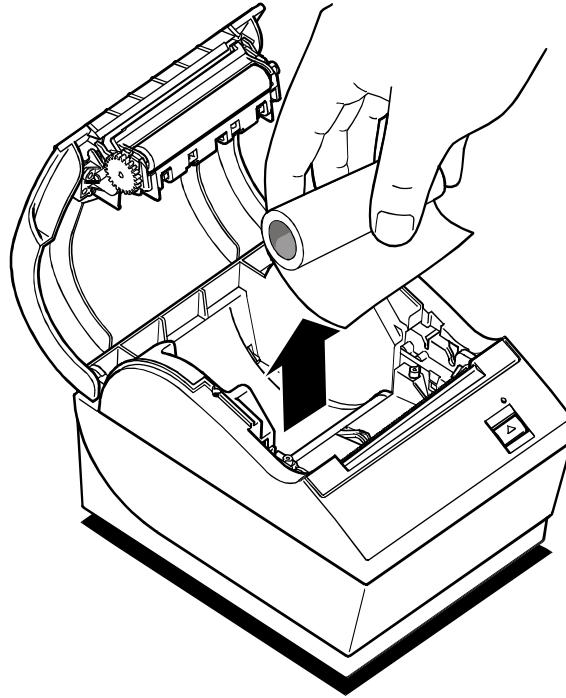
Change the paper when either of the following conditions occurs:

- ◆ Colored stripe appears on the receipt paper indicating the paper is low
Change the paper as soon as possible to avoid running out of paper part way through a transaction.
- ◆ Green LED flashes (slow flash) indicating the paper is low
Change the paper as soon as possible to avoid running out of paper part way through a transaction.
- ◆ Green LED flashes (quick flash) indicating the paper is out
Change the paper immediately or data may be lost.

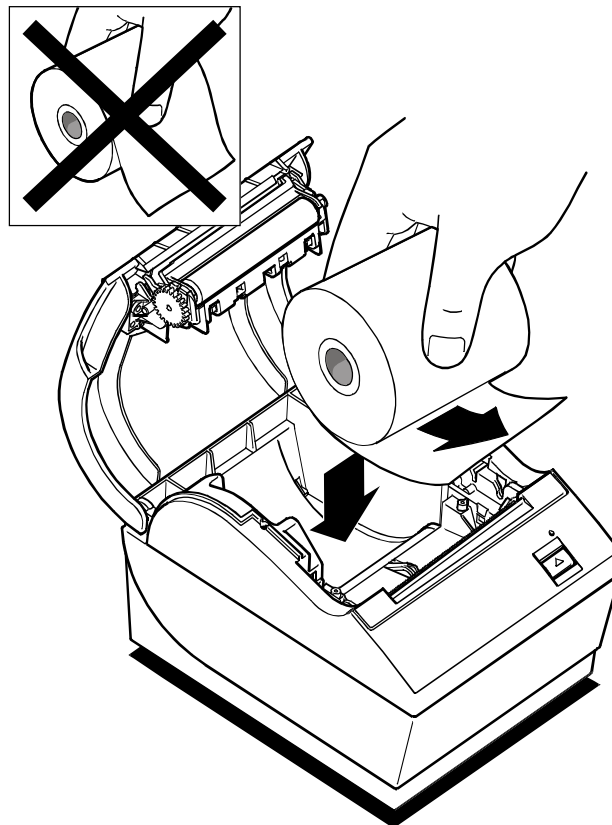
Caution: Do not operate the printer or host computer if the printer runs out of paper. The printer will not operate without paper, but it may continue to accept data from the host computer. Because the printer cannot print any transactions, the data may be lost.

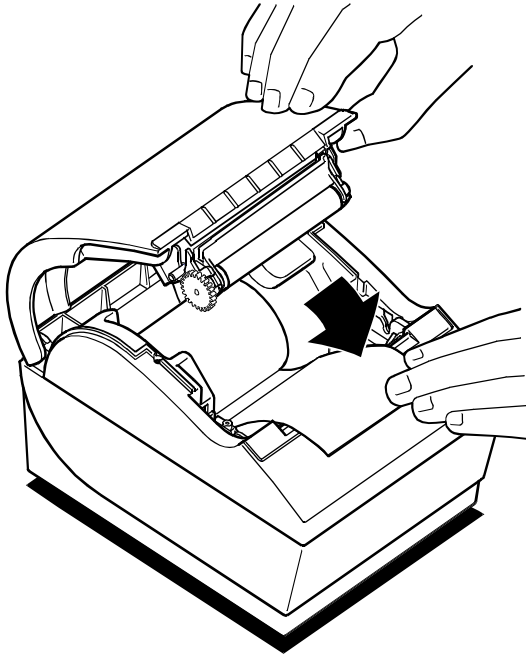


1. Open the cover.



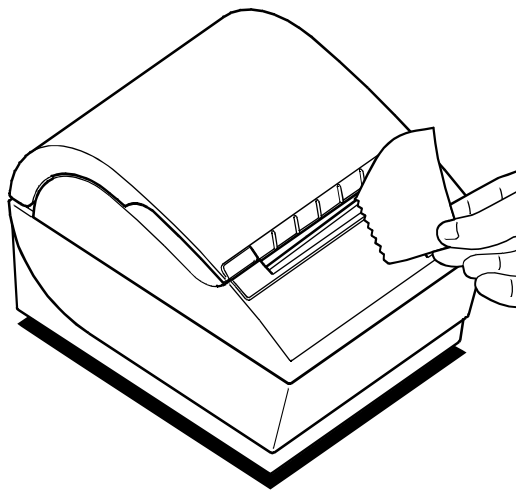
2. Remove the used roll.
3. Tear off the end of the new roll so that the edge is loose.





4. Place the new roll into the paper bucket with a few inches of paper extending over the cabinet front (or top, if printer is mounted vertically).

Caution: Be sure the paper unrolls from the bottom of the roll. Otherwise, the printer will not print or the paper will jam.



5. Close the cover and remove the excess paper by tearing it against the tear-off blade.
6. Advance the paper if necessary by pressing the Paper Feed Button.

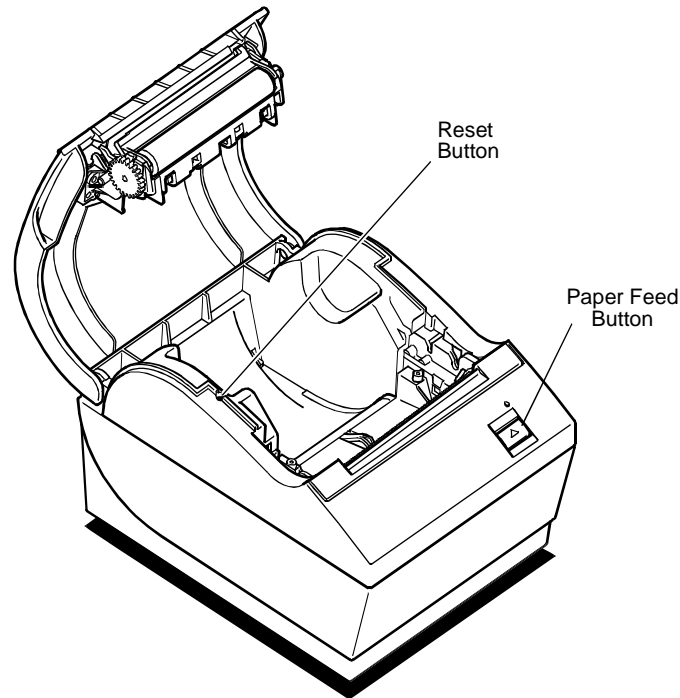
Note: In the event of a paper jam, remove the roll, tear a new clean edge, and replace it in the paper bucket. Be sure that the paper unrolls from the bottom of the roll.

For more information about	See this section
Paper jams	“Troubleshooting the Printer”

Testing the Printer

Run this test to check the printer. The test prints the settings for several functions, and partially cuts the paper between each variation.

The printouts may vary depending on the model. The test ends with a partial cut of the paper, then begins again. Several feet of paper can be used to print one pass of the test.



1. To start the test, press the Paper Feed Button and Reset Button at the same time.
The printer begins printing the data and character sets until you stop the test. This can be given to a service representative if it appears there is a problem. See the sample test printout on the following page.
(Another way to run the test is to press the paper feed button and then open and close the cover.)
2. To stop the test, press the Paper Feed Button.

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*** A794 - Diagnostics Form ***

Model number       : A794-3105
Serial number      : A990605546

Boot Firmware
  Revision          : V2.01
  CRC               : 5F6C
  P/N               : 189-1071374D

Flash Firmware
  Revision          : V2.04
  CRC               : 0669
  P/N               : 189-1072147A

H/W parameters
  Flash Memory Size : 512 kbytes
  Flash Logos/Fonts : 64 kbytes
  Flash User Storage : 64 kbytes
  CPU Clock Freq.   : 50 MHz
  Head Setting      : A
  Energy Coeff.     : 100
  Max Speed Step    : 31
  Paper Width       : 80 mm
  Max Power         : 55 W
  Knife             : Enabled
  Partial Cut       : 140 steps
  Paper Low Sensor  : Disabled

Comm. Interface
  RX Buffer Size    : 4096
  Interface Type   : RS232
  Parameters
    Baud Rate      : 9600
    Data Bits      : 8
    Stop Bit(s)    : 1
    Parity         : NONE
    Flow Control   : DTR/DSR
    Reception Errors : Ignore

Resident Code Pages : 437, 850, 852, 858
                    : 860, 863, 865, 866

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For more information about	See this section
Poorly printed test printout	“Troubleshooting the Printer”

Troubleshooting the Printer

The printer is simple and generally trouble-free, but from time to time minor problems may occur. Follow these procedures to determine the cause and resolution of any problems the printer may be having. If the procedures in this section do not correct the problem, contact a service representative.

For more information about	See this section
Detailed and technical troubleshooting	“Service Level Troubleshooting” in the <i>A794 Service Guide</i>

Printer Tone and Green LED

Problem	Possible Causes	What to Do	Where to Go
Green LED, quick continuous flashing.	Paper out. Cover off. Knife unable to home.	Put in a new paper roll. Put the cover on. Contact your authorized service representative.	<i>A794 Owner's Guide</i> Contact your authorized service representative.
Green LED, slow continuous flashing.	Paper is low (if Paper Low Sensor is installed). Other problems may be indicated.	Put in a new paper roll. Contact your authorized service representative.	<i>A794 Owner's Guide</i>
Printer beeps (two-tone—low frequency, high frequency).	Printer has been turned on and is ready to operate.	No action is required.	
Printer beeps and flashes green LED in various combinations.	These all indicate serious problems.	Contact your authorized service representative.	

Printing Problems

Problem	Possible Causes	What to Do	Where to Go
Colored stripe on the receipt.	Paper is low.	Change the paper.	<i>A794 Owner's Guide</i>
Receipt does not come out all the way.	Paper is jammed.	Open the receipt cover, inspect the knife, and clear any jammed paper.	
Printer starts to print, but stops while the receipt is being printed.	Paper is jammed.	Open the receipt cover, inspect the knife, and clear any jammed paper.	
Receipt is not cut.	Paper is jammed.	Open the receipt cover, inspect the knife, and clear any jammed paper.	
	The printer is not configured for a knife.	Contact your authorized service representative.	
Print is light or spotty.	Paper roll loaded incorrectly.	Check that the paper is loaded properly.	<i>A794 Owner's Guide</i>
	Thermal printhead is dirty.	Use recommended thermal receipt paper.	<i>A794 Media and Supplies Guide</i>
Vertical column of print is missing.	This indicates a serious problem with the printer electronics.	Contact your authorized service representative.	
One side of receipt is missing.	This indicates a serious problem with the printer electronics.	Contact your authorized service representative.	

Printer Does Not Work

Problem	Possible Causes	What to Do	Where to Go
Printer Does Not Function When Turned On.	Printer not plugged in.	Check that printer cables are properly connected on both ends.	<i>A794 Setup Guide</i>
		Check that the host or power supply is getting power.	<i>A794 Setup Guide</i>
	Receipt cover not fully closed.	Close and latch the receipt cover.	