



User Guide

1330 Matrix Printer



Important Safety Instructions (English)

Read the following instructions thoroughly before starting up your printer.

- Never carry out maintenance or repair work yourself. Always contact a qualified service technician.
- Keep this Operator's Manual in a place which is easily accessible at all times.
- Place the printer on a solid and even base so that it cannot fall.
- Never place the printer in the vicinity of inflammable gas or explosive substances.
- Ensure the printer is connected to a socket with the correct mains voltage.
- Always disconnect the printer from the mains before opening the device to perform maintenance work or remedy errors.
- Do not expose the printer to high temperatures, direct sunlight or dust.
- Keep all liquids away from the printer.
- Protect the printer from shock, impact and vibration.

Make sure that the printer and computer are switched off before connecting the data cable.

- The print head will become very hot during printing; avoid contact with the print head after printing has finished.
- Do not perform any operation or action in any way other than those provided in this manual. When in doubt, contact your dealer or your customer support.



The device and mains-socket must all times be easily accessible.

Wichtige Sicherheitshinweise (German)

Lesen Sie bitte diese Sicherheitshinweise durch, bevor sie den Drucker in Betrieb nehmen.

- Führen Sie Wartungsarbeiten und Reparaturen keinesfalls selbst aus, sondern verständigen Sie immer einen qualifizierten Servicetechniker.
- Bewahren Sie diese Dokumentation an einem jederzeit zugänglichen Ort auf.
- Den Drucker auf stabilem und ebenem Untergrund so aufstellen, dass er nicht zu Boden fallen kann.
- Stellen Sie den Drucker keinesfalls in der Nähe von leicht entzündlichen Gasen oder explosiven Stoffen auf.
- Den Drucker nur an eine Steckdose mit der richtigen Spannung anschließen.
- Wenn Sie den Drucker vom Netz trennen wollen, den Drucker ausschalten und immer den Netzstecker an der Steckdose ziehen.
- Den Drucker weder hohen Temperaturen noch direktem Sonnenlicht und Staub aussetzen.
- Keine Flüssigkeiten mit dem Drucker in Berührung bringen.
- Den Drucker keinen Erschütterungen, Stößen oder Vibrationen aussetzen.
- Sicherstellen, dass der Drucker und der Computer ausgeschaltet sind, bevor das Datenkabel angeschlossen wird.
- Der Druckkopf wird während des Druckens heiß. Vor dem Berühren deshalb einige Zeit abkühlen lassen.
- Weichen Sie bei der Bedienung des Druckers nicht von den Anweisungen in der Dokumentation ab.
Bei Unklarheiten wenden Sie sich bitte an Ihren Händler oder Ihren Kundendienst.
- Maschinenlärminformations – Verordnung – 3.GPSGV, der höchste Schalldruckpegel beträgt 70 dB(A) oder weniger gemäß EN ISO 7779.



Das Gerät und die Netzsteckdose müssen jeder Zeit leicht zugänglich sein.

Consignes importantes de sécurité (French)

Lire attentivement les instructions suivantes avant de mettre l'imprimante en service.

- Ne jamais effectuer soi-même les travaux d'entretien et de réparations. Contacter toujours un dépanneur qualifié.
- Placer l'imprimante sur un support stable de façon à ce qu'elle ne puisse pas tomber.
- Ne jamais placer l'imprimante à proximité de sources de gaz aisément inflammables ou de substances explosives.
- Ne connecter l'imprimante à une prise que lorsque la tension est correcte.
- Pour déconnecter l'imprimante de l'alimentation principale, mettre l'imprimante hors tension et toujours débrancher le connecteur secteur de la prise murale.
- Ne pas exposer l'imprimante à des températures élevées, à la lumière directe du soleil ou à la poussière.
- Ne pas mettre l'imprimante en contact avec des liquides.
- Ne pas exposer l'imprimante à des chocs, impacts ou vibrations.
- S'assurer que l'imprimante et l'ordinateur sont hors tension avant de connecter le câble de données.
- La tête d'impression est brûlante pendant l'impression. C'est pourquoi laissez-la refroidir quelques instants avant d'y toucher.
- N'exécutez aucune opération ni action d'une autre manière que celle indiquée dans ce manuel. En cas de doute, veuillez contacter votre distributeur ou service après-vente.



Le dispositif et la prise principale doivent toujours être accessibles facilement.

Indicazioni di sicurezza importanti (Italian)

Prima di mettere in funzione la stampante, leggere attentamente le seguenti indicazioni.

- Non eseguire mai da sé gli interventi di manutenzione e riparazione, ma rivolgersi sempre a un tecnico di assistenza qualificato.
- Conservare le presenti istruzioni per l'uso in un luogo sempre accessibile.
- Collocare la stampante su una superficie stabile, per evitare che cada a terra.
- Non collocare la stampante in prossimità di gas facilmente infiammabili o di sostanze esplosive.
- Collegare la stampante a una presa di corrente con tensione adeguata.
- Per scollegare la stampante dalla rete di alimentazione, spegnere la stampante e disinserire sempre il connettore di rete dalla presa.
- Non esporre la stampante ad elevate temperature né alla luce solare diretta e alla polvere.
- Evitare il contatto della stampante con liquidi.
- Non esporre la stampante a colpi, scosse o vibrazioni.
- Verificare che la stampante e il computer siano spenti prima di collegare il cavo di trasmissione dati.
- Durante la stampa, la testina si surriscalda notevolmente. Prima di toccarla, se necessario opportuno quindi lasciarla raffreddare qualche istante.
- Non eseguire alcuna operazione o azione se non nella maniera descritta nel presente manuale. In caso di dubbio, contattare il rivenditore o dalla società incaricata dell'assistenza.



Il dispositivo e la presa di corrente devono essere sempre facilmente accessibili.

Instrucciones de seguridad importantes (Spanish)

Lea las siguientes instrucciones con esmero antes de poner la impresora en servicio.

- Nunca lleve a cabo trabajos de mantenimiento o reparación Ud. mismo, sino consulte a un técnico de servicio calificado.
- Guarde las presentes instrucciones de servicio en un lugar de fácil acceso en cualquier momento.
- Ponga la impresora sobre un base estable de manera que no pueda caer al suelo.
- Nunca coloque la impresora en la vecindad de gases de fácil inflamabilidad o sustancias explosivas.
- Asegure conectar la impresora sólo a un enchufe con un voltaje correcto.
- Cuando quiera desconectar la impresora de la red, apague la impresora y siempre tire la clavija de alimentación del enchufe.
- No exponga la impresora a temperaturas altas, a la luz solar directa y al polvo.
- No ponga la impresora en contacto con fluidos.
- Nunca exponga la impresora a sacudidas, choques o vibraciones.
- Asegúrese de que la impresora y el ordenador estén apagados antes de conectar el cable de datos.
- La cabeza de impresión se pone muy caliente durante la impresión. Por lo tanto, deje enfriarlo algún tiempo antes de tocarla.
- No permita que se realice cualquier operación o acción de una forma diferente a lo que se señala en el manual. En caso de duda, póngase en contacto con su comerciante o con su servicio post-venta.



El dispositivo y la toma de corriente deben estar ubicados de forma que sea fácil acceder a ellos.

Правила по технике безопасности. (Russian)

Прочитайте, пожалуйста, инструкцию по технике безопасности перед включением в работу принтера.

- Не выполняйте технические работы и ремонт техники самостоятельно, но сообщайте о неисправностях квалифицированным сервисным техникам.
- Данная инструкция должна быть всегда доступна каждому пользователю.
- Установите принтер на ровном и стабильном месте так, чтобы он не смог упасть на пол.
- Ни в коем случае не ставьте принтер вблизи легко воспламеняющихся газов и взрывчатых веществ.
- Включайте принтер в розетку только с соответствующим напряжением.
- Если Вы хотите отключить принтер от напряжения, сначала выключите принтер сам и затем выньте штекер из розетки.
- Берегите принтер от нагревания, от попадания на него прямых солнечных лучей и пыли.
- Не допускайте попадания жидкости на принтер.
- Нельзя подвергать принтер тряске, ударам и вибрации.
- Убедитесь, что принтер и компьютер выключены, только после этого соедините принтер с компьютером.
- Печатающая головка нагревается во время работы принтера. Поэтому подождите какое-то время, прежде чем дотронуться до нее.
- Пользуйтесь принтером так, как это написано в документации. Если у Вас возникают неясности, обращайтесь с вопросами к Вашим продавцам или в сервисный центр.



Устройство и розетка должны быть всегда легко доступна.

Instruções Importantes sobre Segurança (Portuguese)

Leia as instruções de segurança antes de usar a impressora.

- Consulte sempre um técnico qualificado para executar uma reparação .
- Coloque a impressora sobre uma base sólida e nivelada, para que ela não sofra quedas.
- Jamais instale a impressora nas proximidades de lugares onde haja gás inflamável ou substâncias explosivas.
- Assegure-se de conectar a impressora à tomada elétrica com a voltagem apropriada.
- Quando desligar a impressora da rede, desligue sempre a impressora e retire o cabo da tomada.
- Não exponha a impressora a temperaturas altas ou luz solar direta.
- Não aproxime substâncias líquidas da impressora.
- Proteja a impressora de choques, impactos e vibrações.
- Desligue a impressora e o computador antes de conectar o cabo da rede.
- A cabeça da impressora pode ficar muito quente . Portanto, espere algum tempo antes de tocá-la.
- Não faça nenhuma operação ou ação além das recomendadas neste manual. Em caso de dúvida, contate seu revendedor ou companhia de serviço.



A impressora e a tomada devem ser facilmente em todos os momentos acessíveis.

Önemli Güvenlik Talimatları (Turkish)

Lütfen, yazıcıyı işleme geçirmeden önce bu güvenlik talimatlarını bütünüyle dikkatle okuyun.

- Bakım ve tamir çalışmalarını kesinlikle ve hiçbir surette kendi başınıza yapmayın; her zamankalifiyebir uzman servis-teknisyenine haber verin.
- Yazıcıyı, üzerinden yere düşmesimümkün olmayacak sabit ve düz bir zemine yerleştirin.
- Yazıcıyı kesinlikle ve hiçbir surette kolayca yanabilecek gaz veya patlayıcı maddeler içeren nesnelere yakınına koymayın.
- Yazıcı kım kablosunu sadece doğru gerilime sahip bir prize takın.
- Yazıcıyı şebeke ağından ayırmak istediğinizde, yazıcıyı kapatın ve ağ-fişini her zaman prizden çıkartın.
- Yazıcıyı ne yüksek ısı ne de doğrudan güneş ışığına ve toza mâruz kalan mekânlarda bulundurun.
- Yazıcı hiçbir sıvı maddeyle temasta olmamalıdır.
- Yazıcı hiçbir sarsıntıya, darbeye veya titreşime mâruz kalmamalıdır.
- Veri kablosu bağlanmadan önce hem yazıcının hem de bilgisayarın kapalı olduklarından emin olmalısınız.
- Yazıcının başı basma esnasında yüksek ısıya ulaşır. Bu yüzden lütfen dokunmadan önce kısa süre soğumasını bekleyin.
- Yazıcının işletimi ve kullanımında bu dokümantasyondaki talimatların hiç dışına çıkmayın. Sorunlu görünen hususlarda lütfen imâlatçınıza veya müşteri hizmetleri servisimize başvurun.



Cihaz ve elektrik prizinin her zaman kolayca erişilebilir olması gerekir.

TRADEMARK ACKNOWLEDGEMENTS

“IBM” is a trademark of International Business Machines Corporation.

“EPSON” is a trademark of Epson America Incorporated.

“DEC” is a trademark of Digital Equipment Corporation.

“Centronics” is a trademark of Centronics Data Computer Corporation.

“DOS” is a trademark of Microsoft Corporation.

“SAP” is a trademark of SAP AG.

“Windows”, “Windows 7”, “Windows 8”, “Windows 95”, “Windows 98”, “Windows NT”, “Windows 2000”, “Windows 2003/2008/2013 Server”, “Windows XP” and “Windows Vista” are trademarks of Microsoft Corporation.

All other product names and company names appearing in this manual are the registered trademarks or trademarks of the individual companies.

TABLE OF CONTENTS

1 UNPACKING GUIDE	2
1.1 PLACING THE PRINTER	3
1.2 PRINTER COMPONENTS	3
2 SETTING UP PRINTER	5
2.1 INSTALL RIBBON	5
2.2 INSTALL THE SHEET FEEDER	8
2.3 CONNECTING THE INTERFACE CABLE.....	8
2.4 CONNECTING THE MAINS POWER.....	9
3 CONTROL PANEL OPERATION.....	10
3.1 KEYS AND LEDS	10
3.2 STARTING UP FUNCTION.....	11
4 MAINTENANCE.....	12
4.1 CLEANING AND VACUUMING THE PRINTER.....	12
4.2 CLEANING THE PAPER ROLLERS.....	12
5 TROUBLESHOOTING.....	13
5.1 PRINT QUALITY PROBLEMS AND SOLUTIONS	13
5.2 PAPER HANDLING PROBLEMS AND SOLUTIONS.....	14
5.3 OPERATING PROBLEMS AND SOLUTIONS.....	14
5.4 PRINTER FAILURES.....	15
5.5 ERROR INDICATIONS ON LEDS.....	15
5.6 DIAGNOSTIC FUNCTIONS	15
5.7 FIRMWARE UPDATE	16
6 GENERAL SPECIFICATIONS	17
FCC STATEMENT.....	19
DASCOM REPRESENTATIVES	20

Symbols used

Important information is highlighted in this manual by two symbols.



CAUTION highlights information which must be observed in order to prevent injuries to user and damage to the printer.



NOTE highlights general or additional information about a specific topic.

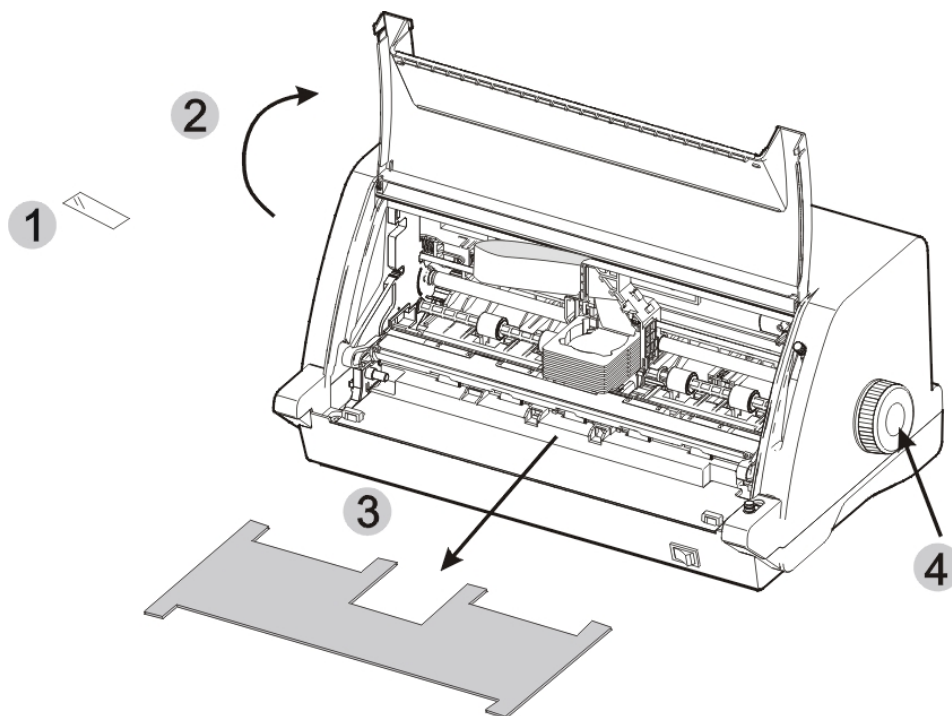
1 Unpacking Guide

- Place your packaged printer on a solid base.
- Make sure that the “Up” symbols point in the correct direction.
- Open the packaging, lift the printer out of the cardboard box and remove the remaining packaging material.
- Check the printer for any visible transport damage and missing items. If you find any transport damage or if any accessories are missing, please contact your dealer. The following items should be included:
 - Printer
 - Paper feed knob
 - Sheet feeder
 - Power cord
 - Ribbon cartridge
 - CD-ROM
 - Installation Guide

Remove the packaging materials from the printer as follows:

1. Remove all the visible tapes on the front cover and the tractor.
2. Open the front cover of the printer.
3. Remove the shipping cardboard from around the print head.
4. Install the paper feed knob.

bb



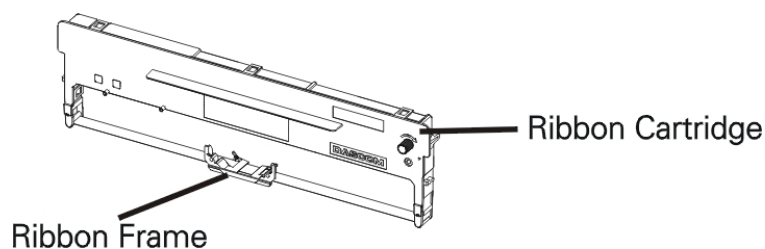
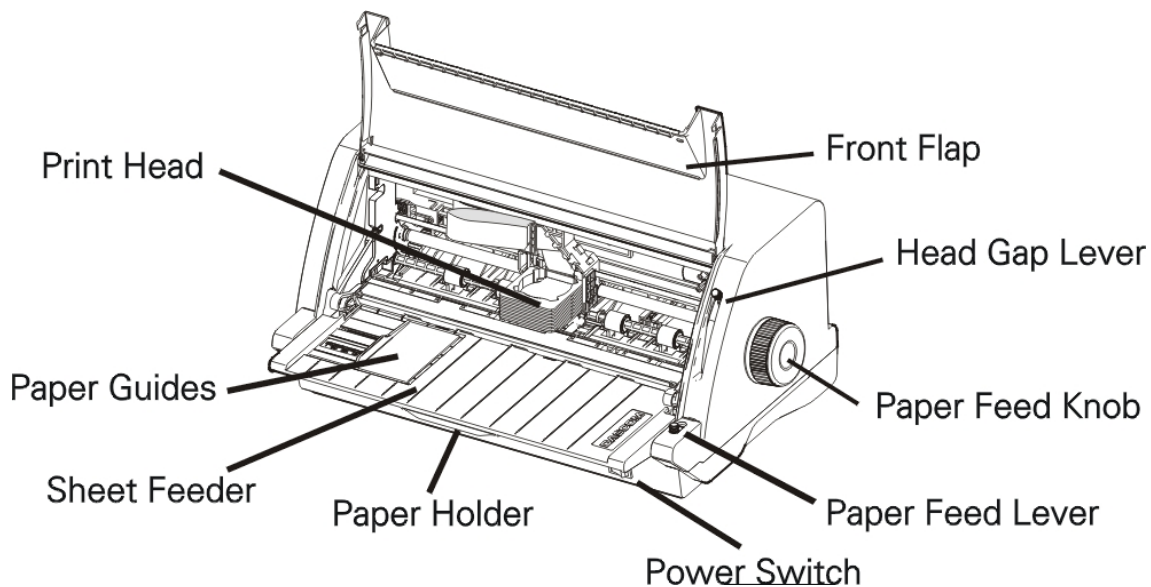
1.1 Placing the Printer

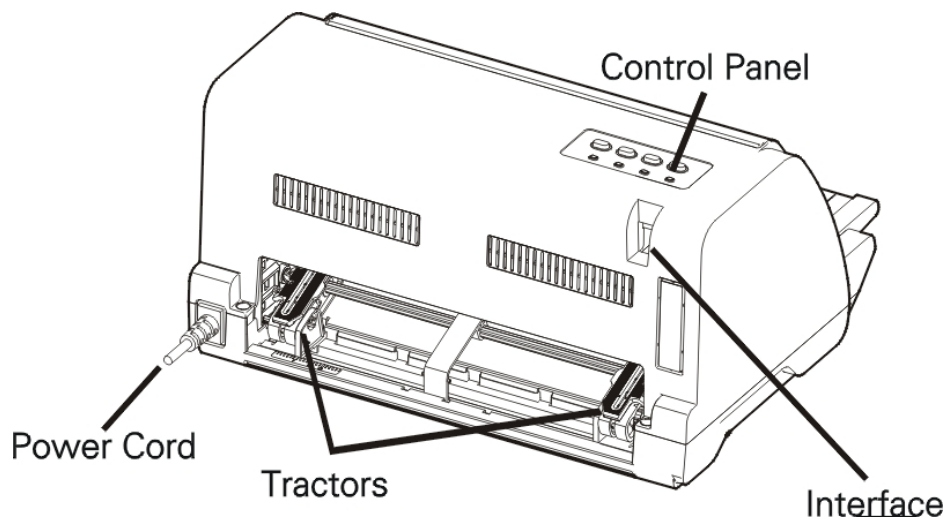
Place the printer on a solid, flat, stable surface; ensuring that the printer is positioned in such a way that it cannot move, and that there is easy access to the control panel and paper input devices. Also ensure that there is enough space for sufficient ventilation and for the printed output.



When selecting the printer location, observe the following additional instructions:

- Never place the printer near to any flammable gas or explosive substances.
- Do not expose the printer to direct sunlight. If you cannot avoid placing the printer near a window, protect it from the sunlight with a curtain.
- When connecting a computer to the printer, make sure the maximum recommended cable length is not exceeded.
- Ensure sufficient distance between the printer and any heating devices/radiators.
- Avoid exposing the printer to extreme temperature or air humidity fluctuations. Avoid exposure to dusty environments.
- It is recommended the printer is installed in a position which reduces noise exposure to the work place during printing.
- The socket-outlet shall be installed near the equipment and shall be easily accessible.

1.2 Printer Components



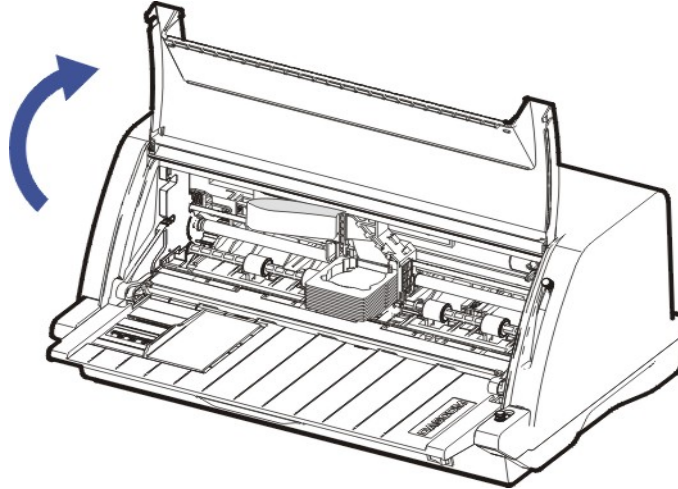


Component	Function
Front Flap	Protect the printerhead and other parts inside .And reduce noise.
Paper Guides	Adjust positioning of single sheet paper.
Sheet Feeder	Support the cut sheet so as to ensure the paper in and out easily.
Paper Holder	For single sheet in larger sizes.
Print Head	24-pin printing mechanism
Head Gap Lever	Adjusts the gap between the print head and various form thickness.
Control Panel	Shows printer status, for printer setup.
Paper Feed Lever	Two positions:  = continuous forms;  = single sheet paper
Paper Feed Knob	Manual feed or vertical positioning of paper
Power Switch	Power printer ON or OFF
Ribbon Cartridge	Install ribbon in the printer.
Ribbon Frame	For guiding ribbon installation on print head.
Tractors	For feeding and adjustment of continuous forms.
Power cord	Connect the printer and power socket.
Interface	Connects interface cable from the host.

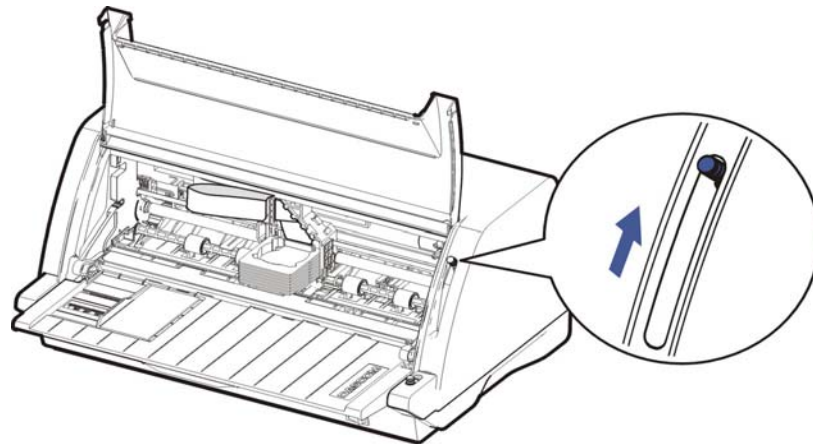
2 Setting Up Printer

2.1 Install Ribbon

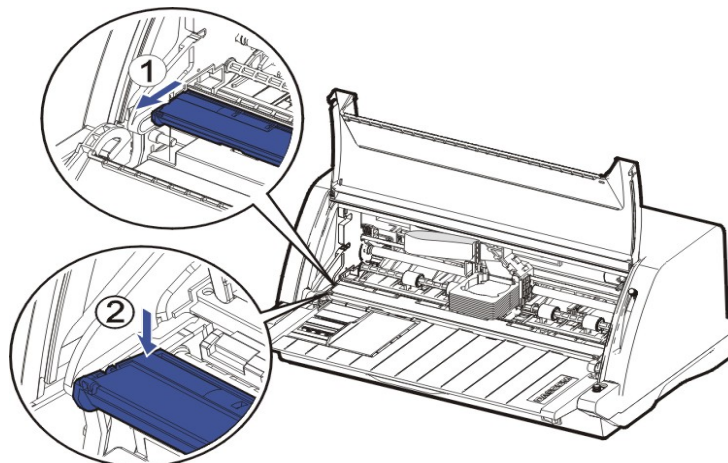
1. Switch off the printer.
2. Open the Front Flap as shown in below picture.



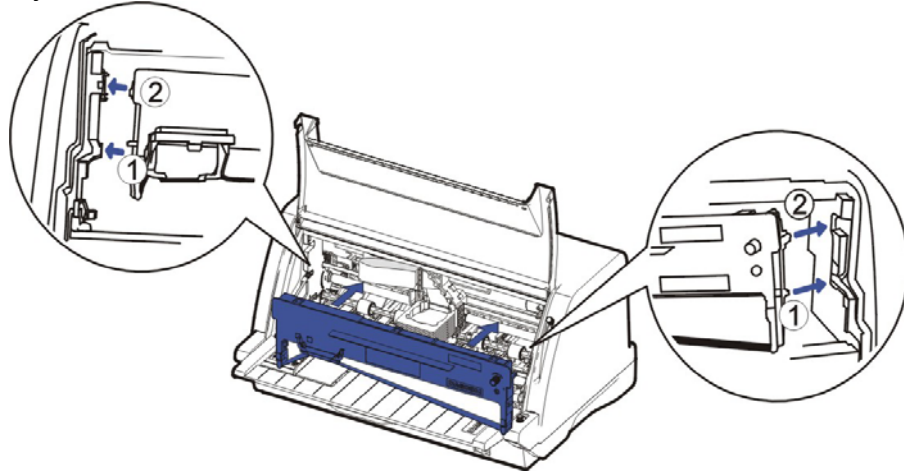
3. Move the Head Gap Lever forward to the most open position, labeled Ribbon. This is to make the biggest gap between the print head and the print bar.



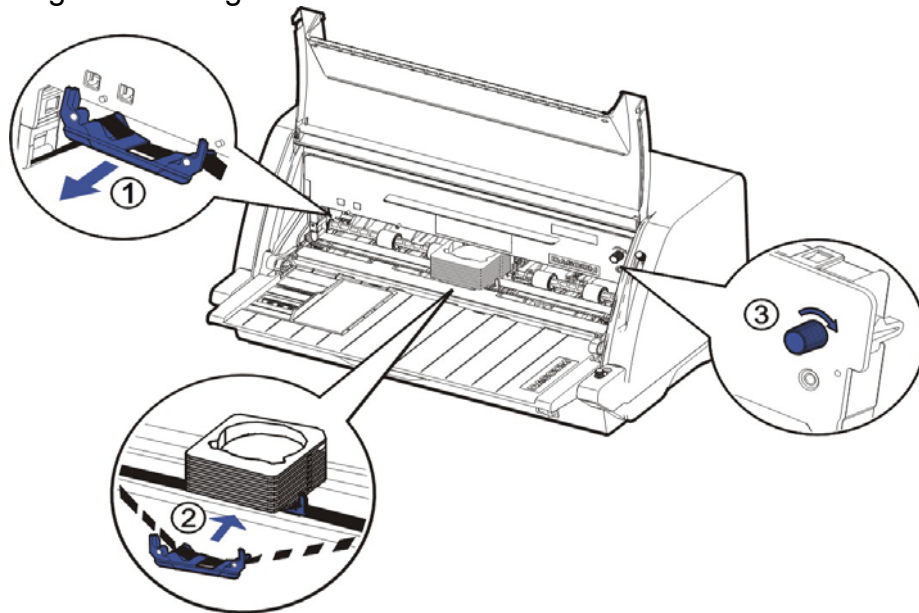
4. Pull the Upper Friction Frame and then press down it until it is fixed on the side plates.



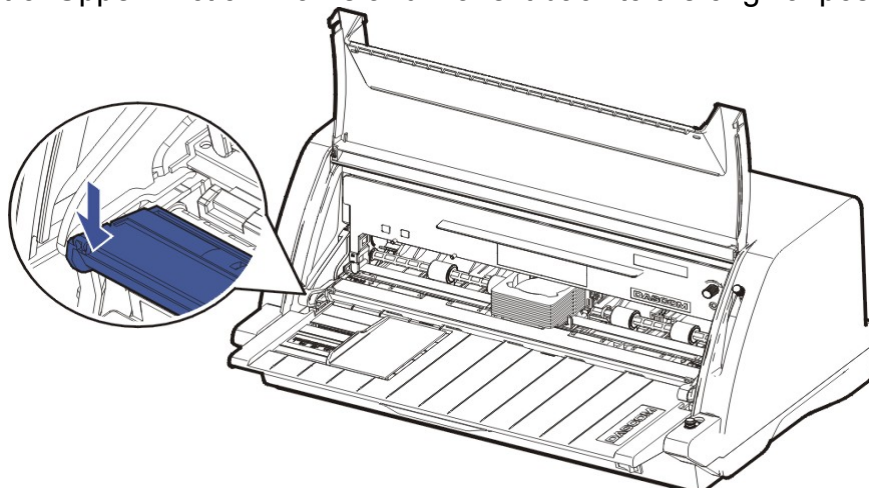
5. Move the Printhead to the center of Carriage Guide Shaft carefully.
6. Slant the Ribbon Cartridge a little and install the position ① and ② on the Ribbon Cartridge into the side plate of printer. Press the Ribbon Cartridge slightly and make sure it is fixed correctly.



7. Release the Ribbon Guide from the Ribbon Cartridge. Push the Ribbon Guide onto the Printhead. And then turn the ribbon knob in clockwise direction until the ribbon fabric is taut. Move the carriage left and right to make sure the ribbon fabric is taut.



8. Press the front of Upper Friction Frame and make it back to the original position.



9. Adjust the Head Gap Lever to the right scale based on different paper thickness.
10. Close the Front Flap. When the Front Flap is closed, the Front Flap can avoid dust and reduce printing noise when the printer is working. Opening the Front Flap is just for Ribbon installation and adjustment.



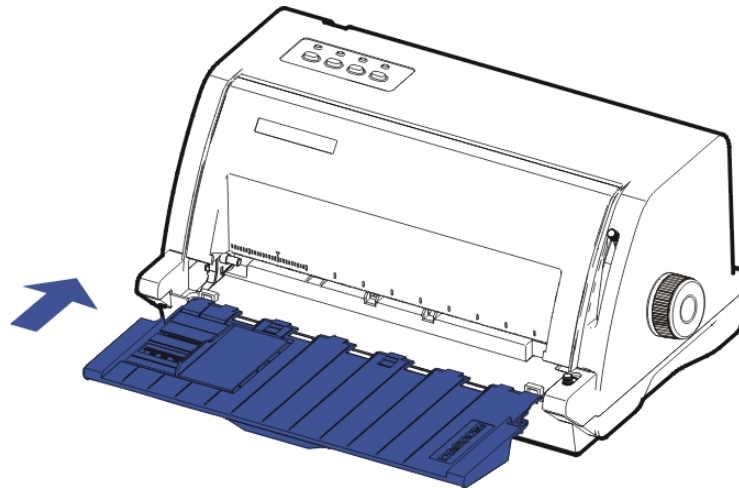
Note on Ribbon Cartridge Removal:

- 1) Eject any paper loaded in the printer.
- 2) Turn off the printer power.
- 3) Set the gap lever to the most open position labeled “RIBBON”.
- 4) Open the front cover.
- 5) Move the carriage to the middle. Be careful not to touch the print head if printing had just been performed, as the print head may be hot.
- 6) Remove the blue ribbon frame from the print head.
- 7) Use fingers to take hold of the handle on the ribbon cartridge firmly, and pull the cartridge towards you to unlatch it. Some force may be needed to unlatch the cartridge.
- 8) Remove the ribbon fabric from the print head carefully without entangling it.

2.2 Install the Sheet Feeder

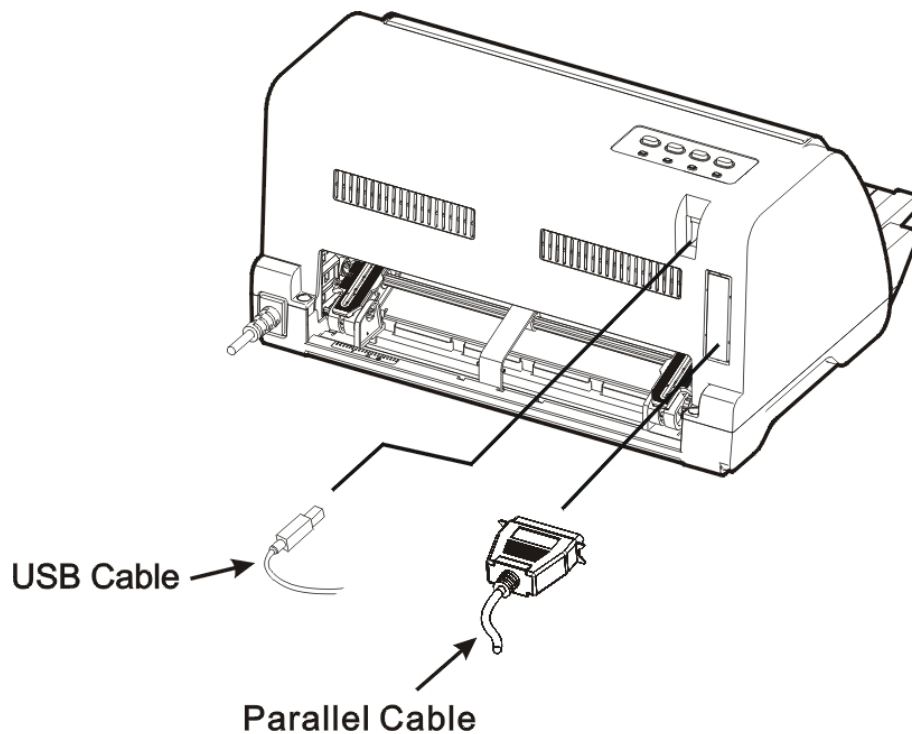
As shown in the picture below, ensure the sheet feeder fingers fit into the slots in front of the printer. Push in the sheet feeder until its sides latch on the fixed bolts in the printer. The sheet feeder is now installed successfully.

To remove the sheet feeder, use one hand to hold the printer and the other hand to pull and unlatch the sheet feeder.



2.3 Connecting the Interface Cable

The 36-pin Centronics parallel and USB ports are located at the rear of the printer. **IMPORTANT:** Make sure the printer and the computer are switched off before connecting or disconnecting the interface cable to prevent electrical damage to the interface ports.

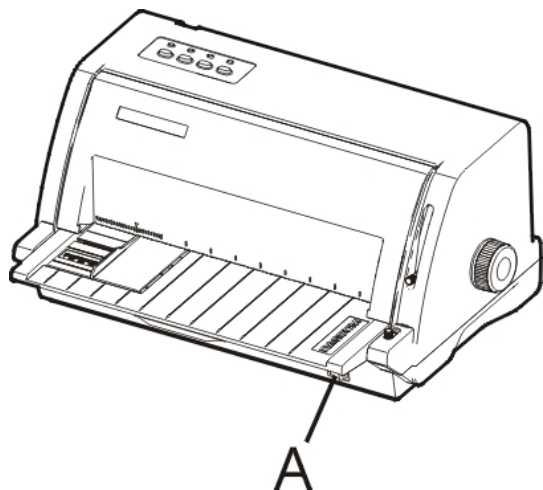


2.4 Connecting the Mains Power

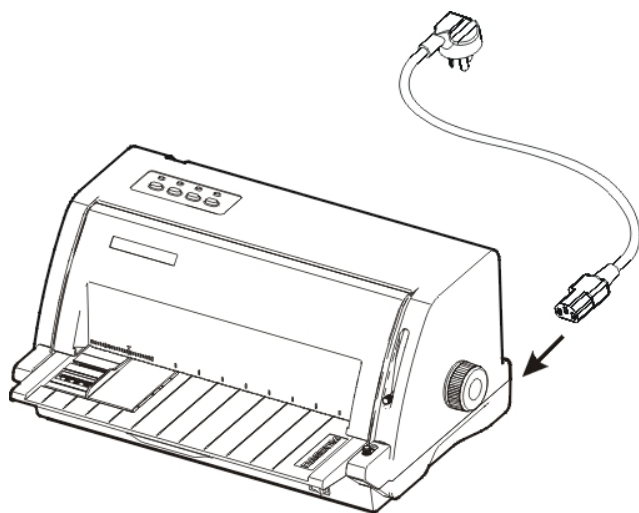
Checking the printer voltage

Make sure that the device has been set according to your country's power supply voltage. To do this, check the rating plate at the back of the printer. Contact your dealer if the setting is incorrect.

i *Never switch on the printer if the voltage setting is incorrect; this may result in electrical damage to the printer.*



Make sure that the power switch "A", located to the right side of the printer, is in the OFF position.

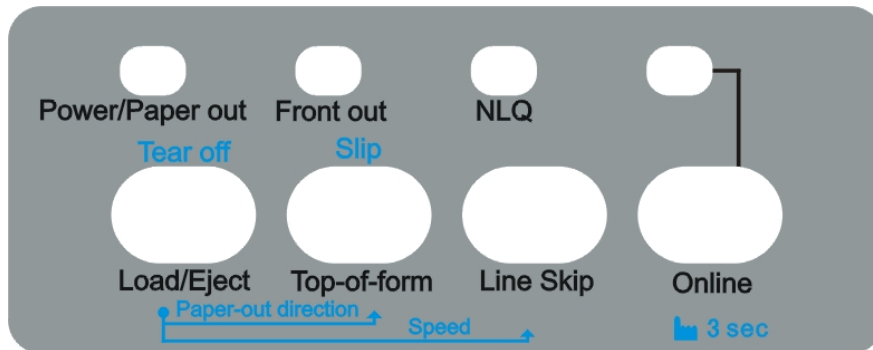


Connect the power cord to the power inlet of the printer. Connect the power cord plug to a mains socket. Switch on the printer.

3 Control Panel Operation

3.1 Keys and LEDs

There are 4 keys on the Control Panel, from right to left: **【Online】** key, **【Line skip】** key, **【Top-of-form】** key and **【Load/Eject】** key. Meanwhile, there are 4 LEDs, from right to left: **【Online】** LED, **【NLQ】** LED, **【Front out】** LED, **【Power/Paper out】** LED, The Control Panel is shown as below:



Instruction for each key and each LED:

■ LED

- 1、**【Power/Paper out】**: On: paper loaded; Flashing: Paper out; On or Flashing: Power on;
- 2、**【Online】** : On: on line; Off: Off line;
- 3、**【NLQ】**: On: NLQ; Off: LQ; Flashing: Ultra high speed.
- 4、**【Front out】**: On: after printing, single sheet paper exits at the front; Off: after printing, single sheet paper exits at the rear.

■ Keys

1、**【Online】** Key

The printer can be set online or offline by this key.

When the printer is at online status, press this key one time to switch the printer to offline status, And this Online LED is off. Press this key again to switch the printer to online status. And this Online LED is on.

When the paper is not loaded or paper out, and the printer is offline. Power LED is flashing; After the paper is loaded, the printer will be reset to online status, Power LED is on. The printer is available. If the paper is at tear-off position, press this key to eject the paper to starting print position.

2、**【Line skip】** Key

When the print is at Online/Offline status, paper will be fed one line forward when press this key one time. If continuous form is used, by holding down this key, the printer will initially feed a few lines and then perform a form feed. If the paper is at tear-off position, press this key to eject the paper to starting print position.

3、**【Top-of-form】** Key

Holding down this key, the printer will start to feed the paper backward at Micro Feed mode.

Paper feed will be stopped when release this key.

4、**【Load/Eject】** Key

When press this key, the printer will act differently based on different paper.

When the paper is loaded (Online/Offline)

- When cut sheet is used, printer will eject paper from front automatically.
- When continuous paper is used, printer will eject paper from rear automatically. If it is necessary, you can press this key again and again to eject paper until paper is left the print bar.

When the paper is on tear-off position, printer will eject paper to starting print position.

3.2 Starting up function

■ Self checking

When the printer is power off, hold down the **【Online】** key and POWER switch at the same time until restoration of the printhead is finished. Please load paper and then the printer will start self-checking.

The printer will print the version number of the firmware first, and then print current parameter setting and test needles. After then, the printer will printer the list of character set.

Continuous paper with width of 10 inches is recommended as self-checking requires whole printing width and many lines are printed.

4 Maintenance

Your printer requires very little care. Occasional cleaning and replacement of the ribbon cartridge are all that is required. Cleaning is recommended approximately every 6 months or 300 hours of operation, whichever is sooner. Lubrication of the printer is not usually necessary. If the print head carriage does not move smoothly back and forth, clean the printer in the manner described in this chapter. If the problem continues, contact your dealer to determine whether lubrication may be necessary.



Switch printer off and unplug the power cord from the mains before doing any maintenance work.

Cleaning

The housing and the cover of the printer help protect it against dust, dirt, and other contaminants. However, paper produces small particles that accumulate inside the printer. This section explains how to clean and vacuum the printer and how to clean the paper bail rollers. It is easier to clean the printer when the cover is open.

4.1 Cleaning and Vacuuming the Printer

If the print head carriage does not move smoothly back and forth or paper particles have accumulated in the printer, clean the printer.

To clean and vacuum the printer:

1. Remove any paper from the printer. Make sure that the power is off, and then disconnect the printer power cord.
2. Using a soft vacuum brush, vacuum the exterior of the printer. Also vacuum the cut sheet edge.
3. Use a soft, damp cloth to wipe the exterior of the printer, including the cover. A mild detergent may be used. Do not use solvents, kerosene, or abrasive cleaning materials that may damage the printer.
4. Open the cover of the printer and remove the ribbon cartridge. Using a soft vacuum brush, gently vacuum the platen, the print head carriage and shaft, and surrounding areas. You can easily slide the print head to the left or right when the power is off. Be careful not to press too hard on the flat head cable that extends from the print head carriage.
5. Re-install the ribbon cartridge.
6. Remove the single sheet feeder and clean the form tractors and the surrounding areas.
7. Re-install the single sheet feeder.

4.2 Cleaning the Paper Rollers

Clean the platen and paper bail rollers occasionally or when stains or smudges appear on the paper. Use a mild detergent as appropriate. Do not use alcohol to clean the platen or the rollers. Alcohol may cause the rubber to harden.

To clean the rollers and the platen:

1. Apply a small amount of water to a soft cloth. Avoid spilling liquid inside the printer.
2. Place the cloth against the platen and manually rotate the paper feed knob.
3. Repeat this procedure for each roller.
4. To dry the platen, place a dry cloth against the platen and the rollers and manually rotate the paper feed knob.

5 Troubleshooting

Your printer is extremely reliable, but occasionally problems may occur. This chapter provides information on some of the common problems you may encounter and how you may solve them. If you encounter problems that you cannot resolve, contact your dealer or service partner for assistance.

5.1 Print Quality Problems and Solutions

Problem	Solution
Printing is too light or too dark.	<ul style="list-style-type: none">• Make sure that the ribbon cartridge is properly installed and that the ribbon feeds smoothly.• Replace the ribbon if necessary.• Make sure that the print gap lever is set for the thickness of your paper.
Smears and stains appear on the page.	<ul style="list-style-type: none">• Make sure that the print gap lever is set for the thickness of your paper.• Check for ribbon wear. Replace the ribbon if necessary.• Check whether the tip of the print head is dirty. Clean the head with a soft cloth if necessary.• The print head may need to be replaced.
Printing is erratic or the wrong characters are printed. Many “?” or unexpected characters are printed.	<ul style="list-style-type: none">• Make sure that the interface cable is securely connected to both the printer and computer.• Make sure that the printer driver selected in your software is the same as the emulation selected on the printer.• Check the length of the interface cable. (Maximum Parallel & USB: 2 meters)• Try another interface cable.
The page is blank.	<ul style="list-style-type: none">• Make sure that the ribbon cartridge is properly installed.• Make sure the gap lever is set correctly.
Printing is vertically misaligned (jagged).	Use the printer's vertical alignment function to check the vertical print alignment. If necessary, adjust the print alignment.
The top margin is wrong.	<ul style="list-style-type: none">• Check the application top margin setting.• Adjust the Top Margin setting in Page Setup menu if necessary.
Lines are double spaced instead of single spaced.	Change the Auto LF setting in the System Setup menu to No.
The printer overprints on the same line.	Change the Auto CR setting in the System Setup menu to No.
The next print line starts where the previous line ended instead of at the left margin.	Change the Auto CR setting in the System Setup menu to Yes.

5.2 Paper Handling Problems and Solutions

Problem	Solution
Paper cannot be loaded or fed.	<ul style="list-style-type: none"> • Make sure that the paper select lever located on the top right of the printer is set correctly. Move the lever to the front for single sheets or to the rear for continuous forms. • Make sure that the paper covers the paper-out sensor.
Paper jams while loading.	<ul style="list-style-type: none"> • Turn off the printer and remove the jammed paper. Remove any obstructions from the paper path. • Make sure that the Print Gap lever is set for the thickness of your paper. • Make sure that the paper is not folded, creased, or torn. • Make sure that the left and right tractors are set so that the continuous forms are stretched taut.
Paper jams while printing.	<ul style="list-style-type: none"> • Turn off the printer and remove the jammed paper. Remove any obstructions from the paper path. • Make sure that the Print Gap lever is set for the thickness of your paper. • For continuous forms, make sure that the incoming and outgoing paper stacks are correctly placed. Paper should feed straight.
Paper slips off the forms tractors or the perforated holes of the paper tear during printing.	Make sure that the forms tractors are positioned correctly for the width of your paper and that the perforated holes of the paper fit directly over the tractor pins.

5.3 Operating Problems and Solutions

Problem	Solution
The power does not turn on.	<ul style="list-style-type: none"> • Check whether the mains voltage is correct. • Make sure that the power cord is securely connected to both the printer and the mains power outlet. • Make sure that the power outlet is functional. If not so, use other outlet. • Turn the power off. Wait a minute and then turn the printer on again. If the printer still has no power, contact your dealer.
The printer is on but it will not print.	<ul style="list-style-type: none"> • Make sure that the Online indicator is lit. • If you use the interface cable, make sure it is securely connected to both the printer and the computer. • Make sure paper is loaded. • Run the printer Status Page. If printing executes normally, the problem is caused by: the interface, the computer, incorrect printer settings, or incorrect software settings. • Make sure that the printer driver selected in your software is the same as the emulation selected on the printer.
Paper select lever error	If paper is loaded and the paper select lever is moved to the incorrect position, the printer turns offline, and the buzzer sounds continuously. Switch the paper select lever back to its correct position.

5.4 Printer Failures

A user cannot generally resolve a problem involving defective printer hardware. Power off and on again the printer to recover any fatal error. If the problem cannot be resolved, contact your dealer or service partner.

5.5 Error Indications on LEDs

Error Description	Operation Status	Paper Out LED	Online LED	Tear Off LED	Buzzer Sound
EEPROM	Off	Off	Off	flashing	None
Printhead temperature is too low	flashing	Off	Off	flashing	None
Carriage initial position	Off	Off	flashing	flashing	continuous
Raster reading trouble	Off	Off	flashing	flashing	continuous
Front feed Sensor trouble	Off	Off	On	flashing	None
Paper width trouble	Off	Off	On	On	Once
Paper jam	flashing	No change	No change	On	Once
Printhead too hot	flashing	flashing	No change	flashing	None
Paper path switching trouble	flashing	No change	No change	flashing	continuous
Paper end rear Sensor trouble	Off	Off	On	Off	None
Printhead temperature is too low	flashing	Off	Off	flashing	None
Carriage initial position	Off	Off	flashing	flashing	continuous

5.6 Diagnostic Functions

The printer diagnostic functions are Self-Test page, hex-dump mode and print alignment adjustment.

- **Self-Test page:** Tells you whether the printer hardware is functioning correctly. If the printer hardware is functional, any problems you are having are probably caused by incorrect printer settings, incorrect software settings, the interface, or the computer.
- **HEX-DUMP MODE:** Allows you to determine whether the computer is sending the correct commands to the printer, and whether the printer is executing the commands correctly. This function is useful to programmers or others who understand how to interpret hex dumps.
- **PRINTING ALIGNMENT ADJUSTMENT:** Allows you to check and, if necessary, correct the printer's vertical line print alignment in bi-directional mode.

5.7 Firmware Update

Sometimes it is necessary update the firmware to solve a problem. The latest firmware file may be obtained from your dealer or downloaded from our website www.dascom.com. Before upgrading firmware, it is strongly recommended to print the Main Menu page to keep a record of the old settings.

Note: Firmware update should only be performed by an authorized service person. We disclaim any responsibility for any damage caused if it is performed by any other person.

To load new firmware, proceed as follows:

1. Switch off the printer. Connect your PC to the parallel port on the printer.
2. Press and hold down 4 keys while powering on the printer.
3. Alternate flashing of L1 and L4 LEDs indicates printer is ready for firmware update.
4. Go to the DOS prompt window. Copy the firmware file (with extension .MOT) to your printer as follows:
`COPY /B <filename>.mot PRN`
5. When new firmware is being received, L1 and L4 will flash together, followed by L1 and L3 flashing together.
Note: Do not interrupt the downloading process to prevent possible flash memory corruption.
6. When downloading is completed, the carriage returns to home position. Printer initializes normally.

6 General Specifications

Print System	Serial impact dot matrix			
Print Technology	Uni-/bi-directional logic seeking for text and graphics (software selectable)			
Print Speed	Pitch	DRAFT	NLQ	LQ
	10 CPI	300 CPS	200 CPS	100 CPS
	12 CPI	360 CPS	240 CPS	120 CPS
	15 CPI	450 CPS	300 CPS	150 CPS
Print Head	Number of pins: 24 pins/ 12x2 staggered			
	Life: 400 million strokes/pin			
	Pin diameter: 0.2 mm			
Font	Draft, Roman, Sans Serif, Courier, Prestige, Script, OCR-B, OCR-A, ORATOR, GOTHIC, SOUVENIR			
Character Set	Standard character set I、 Standard character set II IBM character set I、 IBM character set II OCR-A character set I、 OCR-A character set II OCR-B character set I、 OC-B character set II International Character sets: 15 country (see the note) Note: USA、 France、 Germany、 UK、 Denmark I、 Sweden、 Italy、 Spain I、 Japan、 Norway、 Denmark II、 Spain II、 Latin America、 Denmark/Norway、 China			
Printable Columns	Characters per line (CPL)			
	Pica (10 CPI)	82 CPL		
	Elite(12 CPI)	98 CPL		
	Micron(15 CPI)	123 CPL		
	Condensed(17.1 CPI)	140 CPL		
	Condensed Elite(20 CPI)	164 CPL		
	Proportional	changeable		
Font Matrix	Character	Matrix(Draft)	Matrix(LQ)	
	Pica	24*12	24*36	
	Elite	24*10	24*30	
	Half condensed	16*7	16*10	
	Super/Subscript	16*8	16*24	
	Proportional		24*n	
	Proportional super/subscript		16*n	
Graphics	Graphics Matrix	DPI		
	8*480(single density)	60		
	8*960(double density)	120		
	8*960(high speed double density*)	120		
	8*1920(quadruple density*)	240		
	8*640(CRT I)	80		
	8*720(CRT II)	90		
	24*480(single density)	60		
	24*960(double density)	120		
	24*720(CRT III)	90		
	24*1440(triple)	180		
	24*2880(sextuple*)	360		
		(note: the asterisk marks only printing one adjacent dot)		
Line Spacing	1/6", 1/8", n/60", n/180", n/360"			

Paper Specifications	Paper type: Single ply、 Fanfold paper、 Label、 Cheque、 Card and Envelope、 Multilayer paper Paper thickness: Maximum thickness is 1.0mm	
	Paper size:	
	Cut Sheet Width:55mm~297mm (2.2"~11.7") Length:55mm~305mm (2.2"~12")	Fanfold Paper Width:55m~290mm (2.2"~11.4") Length:76mm~559mm (3"~22")
Paper Feed method	Push tractor(Fanfold paper) Friction (Cut sheet)	
Paper Feed Speed	8.0 IPS (inches per second)	
Copy Capability	Original + 6 copy	
Ribbon Type	Dascom 80D-8 Ribbon cartridge/ Dascom M21-1 fabric	
Ribbon Life	10 million characters (rolling Draft 10 CPI)	
Buffer Capability	8M	
Interface	USB	
Noise Level	Less than 57dB	
Ambient Conditions	Temperature: Operating: +0 to +45 °C Stand-by: -20 to +55 °C Humidity: Operating: 10 to 96%RH (No condensation) Stand-by: 5 to 96%RH (No condensation)	
MTBF	30,000 hours at 25%duty cycle	
Dimensions	395mm(L)×320mm (W)×205mm (H) 15.55"(L)×12.60"(W)×8.07"(H)	
Weight	4.2kg	
Power Supply	Voltage rating: AC220V±15% Frequency:50/60Hz Power Consumption:34W Conform to the highest level of energy efficiency of GB25956-2010,for detail power consumption information, please refer to the chapter which includes company open information in user guide	
Environmental Protection	Conform to HJ/T302-2006 《Technical Requirements of Environmental protection product for Printer、 Fax and Multi-function machine 》 Conform to requirements of Pollution Controlling and Management Method of Electronic products.	
Factory Optional Units	Parallel interface Network port WiFi Bluetooth Serial interface Feed form at optional positon Black mark location	

FCC STATEMENT

Changes or modifications not expressly approved by the responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

DASCOM REPRESENTATIVES

GERMANY

DASCOM Europe GmbH
Heuweg 3
D-89079 Ulm
Deutschland
Tel.: +49 (0) 731 2075 0
Fax: +49 (0) 731 2075 100
www.dascom.com

UNITED KINGDOM

DASCOM GB Ltd
Hart House, Priestley Road,
Basingstoke, Hampshire
RG24 9PU, England
Phone: +44 (0) 1256 481481
Fax: +44 (0) 1256 481400
www.dascom.com

SINGAPORE (ASIA PACIFIC)

DASCOM AP Pte Ltd
21 Bukit Batok Crescent
#29-81, WCEGA Tower
Singapore 658065
Phone: +65 6760 8833
Fax: +65 6760 1066
www.dascom.com

AMERICAS

DASCOM Americas Corporation
421 W. Main Street, Waynesboro, VA 22980, USA
Phone: +1 (877) 434 1377
www.dascom.com

FRANCE

DASCOM Europe GmbH
117 Avenue Victor Hugo
92100 Boulogne-Billancourt
France
Phone: +33 (1) 73 02 51 98
www.dascom.com

CHINA

JIANGMEN DASCOM COMPUTER
PERIPHERALS CO., LTD
No.399, jinxing Road,
Jianghai District Jiangmen,
P.R. China
www.dascom.com

"All rights reserved. Translations, reprinting or copying by any means of this manual complete or in part or in any different form requires our explicit approval. We reserve the right to make changes to this manual without notice. All care has been taken to ensure accuracy of information contained in this manual. However, we cannot accept responsibility for any errors or damages resulting from errors or inaccuracies of information herein."