

## **User Guide**

## **Flatbed Printer**



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User guide Introduction

## Introduction

#### **Printer features**

This printer is a document printer for printing manually inserted documents as well as passbooks (vertical and horizontal fold passbooks). Manual insertion of the documents is supported by an automatic document alignment.

The printer has a high processing speed and compact design. The 24-needle print head guarantees an excellent print quality.

Different factory installed models can be delivered: MSR (magnetic stribe read/writer), MICR (magnetic ink character reader), scanner and second serial interface.

Interfaces

The basic printer model is provided with three interfaces: serial (RS-232C), parallel (IEEE1284) and USB 2.0 (Full speed). A special printer version has a second serial (RS-232C) interface.

**Emulations** 

As a standard, the printer is delivered with three emulations: EPSON ESC/P, IBM 4722 + PP XL24e, Olivetti PR2e

## 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 the user and damage to the printer.



NOTE highlights general or additional information about a specific topic.

Introduction User guide

#### About this manual

The user guide contains a detailed description of the printer, its characteristic features and additional information.

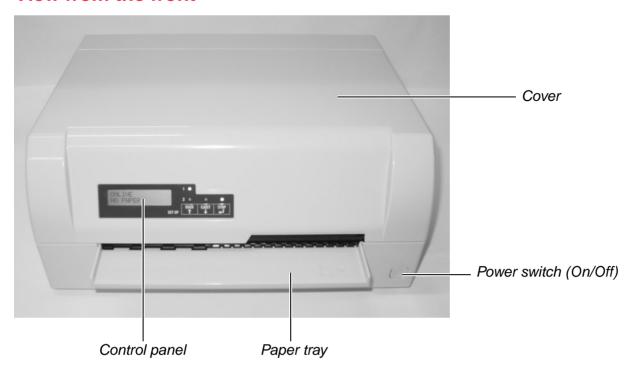
- Chapter 1 <u>Printer at a glance</u> lists all the parts of the printer.
- Chapter 2 <u>Installation</u> contains start-up instructions and points to note.
- Chapter 3 <u>Printer drivers and firmware</u> provides instructions for installing the printer driver.
- Chapter 4 <u>Control panel</u> explains how to control printer operations.
- Chapter 5 Print media tells you how to load, transport and eject media.
- Chapter 6 <u>Changing the ribbon cassette</u> explains how to remove and install a ribbon cassette.
- Chapter 7 Replacing the print head explains how to remove and install a print head.
- ▶ Chapter 8 <u>Menu</u> contains all the information necessary for controlling the printer via the control panel.
- Chapter 9 *Troubleshooting* provides instructions for rectifying faults which do not require the intervention of qualified personnel.
- ▶ Chapter 10 <u>Care and maintenance</u> provides information on the upkeep of the printer and contains important information in case the printer has to be transported.
- Appendix A <u>Specifications</u> informs you about the technical specifications of your printer and the paper which should be used.
- Appendix B <u>Character sets</u> lists the available character sets.
- Appendix C <u>Emulations</u> deals with programming via the interface.
- Appendix D <u>Interfaces</u> explains the interfaces.
- Appendix E <u>Consumables and accessories</u>, consumables and accessories contains information about options and accessories you can purchase for your printer.

User guide Printer at a glance

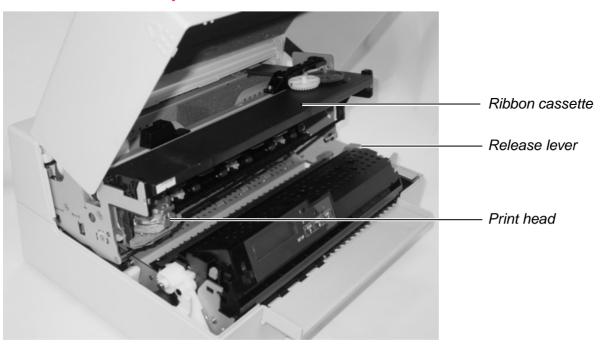


# Printer at a glance

### View from the front

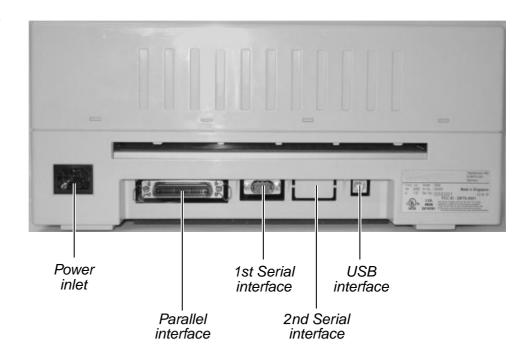


## View with cover opened



Printer at a glance User guide

## View from the rear



User guide Installation

# 2 Installation

## **Unpacking the printer**

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 re-maining packaging material.

Check the printer for any visible transport damage and missing items. The following items should be included:

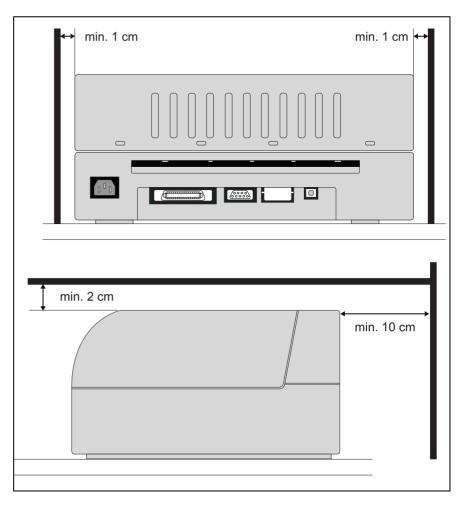
- ▶ The Quick start guide (QSG)
- ▶ This CD-ROM (at the back of the Quick start guide)
- ▶ The power cable
- ▶ The ribbon cartridge

If you find any transport damage or if any accessories are missing, please contact your dealer.

**Installation** User guide

## Placing your printer

Place the printer on a solid, flat, surface, ensuring that the printer is positioned in such a way that it can not topple, and that there is easy access to the control panel and paper input devices. Also ensure that there is sufficient space for the printed output.



Location	Minimum space	
Left and right side of th	1 cm	
Top of the printer	2 cm	
Rear of the printer	to ensure sufficient ventilation	10 cm
	to print on a DIN A4 sheet	12 cm
	to print with a built-in MICR	15 cm



The power supply cable may be damaged if the paper edges constantly chafe the insulating sheath. The user must always ensure that there is sufficient distance between the power supply cable and the paper.

User guide Installation

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



## Never place the printer in the vicinity of inflammable gas or explosive substances.

- Protect the printer from shock, impact and vibration.
- ▶ Be sure to connect the printer to a socket with the correct mains voltage.
- ▶ 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 the computer with the printer, make sure not to exceed the permitted cable length (see <u>Interface specifications</u>, page 87).
- ▶ Ensure sufficient distance between the printer and any heating radiators.
- Avoid exposing the printer to extreme temperature or air humidity fluctuations. Above all take care to avoid the influence of dust.
- ▶ Always disconnect the system from the mains before opening the device to perform maintenance work or remedy errors.
- ▶ It is recommended to install the printer in a place which is acoustically isolated from the workplace because of the noise it may produce.

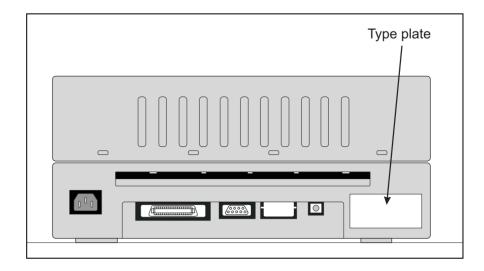
**Installation** User guide

# Checking the printer voltage

Make sure that the device has been set to the correct voltage (e.g.  $230~\rm V$  in Europe,  $120~\rm V$  in the USA). To do this, check the type plate above the power inlet at the back of the printer. Contact your dealer if the setting is incorrect.



Never switch on the printer if the voltage setting is incorrect, since this may result in severe damage.



## **Connecting the printer**



Connect the power cable to the power inlet of the printer. Connect the power cable plug to a mains socket. User guide Installation



Make sure that the printer and the computer are switched off and connect the data cable between the printer and the computer, in this example a 36-pin centronics parallel cable.

# Switching on the printer

Before switching the printer on, make sure that it is connected correctly and that you have followed all the safety and installation instructions (see section *Placing your printer*, page 6).



Press the power which is located at the front bottom right of the printer switch for switching on the printer.

The printer initializes.



When the initialization is completed, the Ready indicator and the USER 1 indicator lights up. The message **ONLINE NO PA-PER** appears on the LCD. The printer is in the online status and ready to accept data from the system. You can now insert a document or a passbook.

# Printer drivers and firmware

#### **Printer drivers**

You need to install a printer driver so that the printer can process the data from your application programs.

An original driver offers the best conditions for optimal printing results. All available printer drivers can be found on the CD-ROM enclosed with the printer, as well as on our *Internet site*, from which you can also download updated versions as necessary.

The use of any Windows printer driver from the CD-ROM requires that the printer is set to Epson emulation (see <u>Menu parameters</u>, page 57 and chapter <u>Emulations</u>, page 107).

## Installing a printer driver in Windows 95/98

To install the printer driver, proceed as follows.

- **1.** Insert the supplied online CD-ROM in the CD-ROM drive.
- **2.** Click on the **Start** button in the Windows taskbar.
- **3.** Move the mouse to **Settings** and click on **Printer** to open the printer folder.
- 4. Click on New Printer.
- **5.** Click on **Next** In the Printer Installation Wizard.
- **6.** Specify whether you want to operate the printer as a Local Printer or Network Printer by clicking on the relevant option, then press **Next**.



For instructions on installing the printer as a network printer, please consult the documentation supplied with your network operating system and/or printer server, or contact the network administrator.

- **7.** Click on **Disk**, then on **Browse**.
- **8.** Select the CD-ROM drive and open the directory n:\english\drivers\<pri>printer model>\win9x ("n" stands for the letter of your PC drive).
- **9.** Open the folder of your printer's operating system, select the file **oemsetup.inf** and click on **OK**.
- **10.** Select the printer type. Click on **OK**, then on **Next**.

- **11.** Select the port to which your printer is connected, then click on **Next**.
- **12.** If required, edit the name of the default printer and specify whether you wish to use the printer as a default printer by clicking on the relevant option. Then click on **Next**.
- **13.** Specify whether you wish to print out a test page by selecting the relevant option and click on **Finish**. The printer driver will now be installed.

## Installing a printer driver in Windows 2000/XP

The online CD-ROM contains printer drivers for the most common Windows applications. To install the printer driver, proceed as follows.

- 1. Insert the supplied online CD-ROM in the CD-ROM drive.
- 2. Click on the Start button in the Windows taskbar.
- **3.** Click on **Printers and Faxes** to open the printer folder.
- 4. Click on File and Add Printer in the menu bar.
- **5.** Click on **Next** In the Printer Installation Wizard.
- **6.** Specify whether you want to operate the printer as a **Local Printer** or **Network Printer** by clicking on the relevant option, then press **Next**.



For instructions on installing the printer as a network printer, please consult the documentation supplied with your network operating system and/or printer server, or contact the network administrator. To install a network printer, you will need Administrator rights.

If you are using the printer locally, you can continue installing the driver in one of two possible ways:

- Manual installation of printer driver: in this case, continue with Step 7.
- ▶ Automatic installation of printer driver via Plug & Play function: in this case, continue with Step 12 once the printer installation wizard has determined the printer, port and printer name.
- **7.** Select the port to which your printer is connected, then click on **Next**.
- **8.** Click on **Data Carrier**, then click on **Browse**.
- **9.** Select the CD-ROM drive and open the directory n:\english\drivers\<pri>printer model>\win2000 ("n" stands for the letter of your PC drive).
- **10.** Open the folder of your printer's operating system, select the file **OEMPRINT.inf** and click on **OK**.

- **11.** Select the printer type. Click on **OK**, then on **Next**.
- **12.** If required, edit the name of the default printer and specify whether you wish to use the printer as a default printer by clicking on the relevant option. Then click on **Next**.
- **13.** If you are using the printer as a network printer, you have the option of sharing it with other network users. In this case you must enter an access name which will be displayed to the other network users. Then click on **Next**.
- **14.** Specify whether you wish to print out a test page by selecting the relevant option and click on **Finish**. The printer driver will now be installed.

#### Other operating systems

The printer can also be used with other operating systems such as Linux or Unix. In this case, set the printer to the EPSON or IBM Proprinter emulation for which defaultdrivers are available in most operating systems.

#### **Changing printer settings**

You can make permanent changes to the printer settings using the control panel of the printer (see chapter *Menu*, page 45). Various printer settings can also be entered in the operating system of your PC, however.

- 1. Click on the **Start** button in the Windows taskbar.
- 2. Windows 95/98: move the mouse to Settings and click on Printers to open the printer folder.
  Windows 2000/XP: click on Printers and Faxes to open the printer folder.
- **3.** Move the mouse pointer to the appropriate printer symbol, press the right mouse key and click on **Properties**.

Details of the settings available in this window can be found in the Windows documentation or help pages.



Settings entered in the printer driver via Windows have priority over settings entered via the printer menu. It is therefore possible that the former may overwrite the latter.

## Form settings (Windows 2000/NT 4.0/XP)

In contrast to Windows versions 95/98/ME, in which forms are defined in the printer driver itself, Windows versions 2000/NT 4.0/XP have a central facility for managing form properties and assign one paper feed only.

If you want to set up a form not included in the Windows default settings, proceed as follows.



#### You will need Administrator rights to define new forms.

- 1. Click on the Start button in the Windows taskbar.
- 2. Click on Printers and Faxes to open the printer folder.
- 3. In the menu bar, click on File and Server Properties.
- **4.** In the window Printer Server Properties, click on Form if necessary.
- **5.** Either select an existing form from the Forms list or activate the option New Form.
- **6.** Enter a form name and the desired values.
- **7.** Click on Save to save the new form.

You can now assign this form to the paper feeds of your printer (see *Changing printer settings*, page 13).



The form cannot be assigned if its dimensions exceed the permissible paper sizes of the specified paper feed.

### **Loading firmware**

The most current version of the firmware can be downloaded from our *Internet site*. Make sure that the download consists of the following files:

- ▶ Standard Model PB Flash V1.00.exe: the memory writer (flash)
- ▶ BL\_XXXX.IPL: Bootblock of the printer
- ▶ FWXXXX.mfw: Main firmware of the printer
- ▶ PBCGXXXX.BIN: Character generator (EU/US)

#### Interface

You can use the serial, the parallel or the USB interface to download the firmware to the printer.

#### Serial interface

Make sure that the serial interface is selected in the printers menu for User 1 and that the settings for Baudrate and Protocol on printer and PC are identical.

#### Parallel interface

Make sure that the serial interface is selected in the printers menu for User 1, that in the PCs BIOS the parallel port is set to ECP and that the parallel cable meets the IEEE1284 standard.

#### **USB interface (Windows2000/XP)**

Make sure that the serial interface is selected in the printers menu for User 1, that a printer driver has been installed and the printer is defined as default printer.

## Downloading firmware to the printer

To load new firmware to the printer, proceed as follows.

- **1.** Browse to the folder where the firmware files are stored.
- 2. Double-click the Standard Model PB Flash V1.00.exe file.
- **3.** On the **Memory Writer** screen select the interface (in our example serial port).
- **4.** Make sure that the settings for port, baudrate, parity bit and stop bit are correct.
- **5.** Select **MAIN FIRMWARE** from **Download Type**.
- **6.** Click **Browse** and select the BL\_XXXX.IPL file.
- **7.** Click **FLASH NOW**; the download process starts. When the download process is finished, the printer performs an initialization
- **8.** Repeat step 5 to 7 for the FWXXX.mfw file and the PBCGXXXX.BIN file.

User guide Control panel

# 4 Control panel

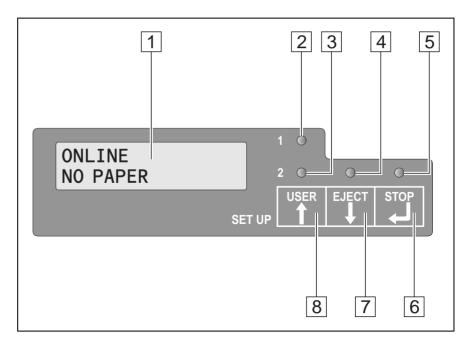
The control panel keys are used for controlling your work with the printer. The control panel is located on the front right side of your printer and consists of a two-line LC display with 2 x 16 digits, three keys for controlling the printer functions and four LED indicators displaying the status of the printer.

The functions of the keys depend on the printer's current mode (status). There are three basic modes.

- ▶ The Online mode is the printer's normal operating mode. Data from your computer can be received and printed.
- ▶ In the Offline (STOP) mode the link between printer and computer is interrupted, i.e. no data can be received and printed.
- ▶ In the Menu mode printer settings (line spacing, size of the interface buffer etc.) can be altered and saved permanently.

Control panel User guide

# Display, indicators and keys



- **1.** LCD display: Displays the internal printer status, operating instructions and error messages.
- **2.** User 1 LED: Lights up if User 1 is active (see below).
- **3.** User 2 LED: Lights up if User 2 is active (see below).
- **4.** Paper LED: Displays if paper is inserted or not; on = paper is inserted, off = no paper inserted, blinking = indicates that data are sent to the printer.
- **5.** Ready LED: Displays if printer is offline or online; on = online, off = offline.
- **6.** STOP key: Sets the printer to Online/Offline mode (see also Ready LED)
- **7.** EJECT key: Ejects inserted paper (see also Paper LED).
- **8.** USER key: Toggles between User 1 and User 2 (see also User 1 LED and User 2 LED).

User guide Control panel

## **Status indicators**

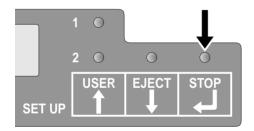
#### **Status indicator variations**

The following section describes which functions the various statuses of the indicators on the control panel have when the printer is switched on.

Stop	Eject	User 1	User 2	LCD	Meaning
off	on	_	_	STOP PAPER	Stop, paper loaded
off	off	_	_	STOP NO PAPER	Stop, no paper loaded
off	blinks	_	_	LOAD PAPER	Stop, paper required (if data + Print Start command are transferred from Host)*
on	on	_	_	ONLINE PAPER	Online, paper loaded
on	off	_	_	ONLINE NO PAPER	Online, no paper loaded
on	blinks	_	_	LOAD PAPER	Online, paper required (if data + Print Start command are transferred from Host)*
blinks	blinks	_	_	xxxxx	Error, cause of error is displayed on the LCD
_	_	on	off		Printer is being used by user 1
_	_	off	on		Printer is being used by user 2
* for EPSON/IBM emulation only					

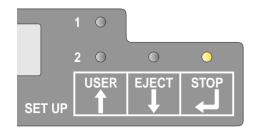
Control panel User quide

#### Ready indicator (STOP LED)



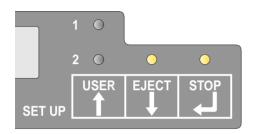
Ready indicator (STOP LED) does not light up:

▶ The printer is in the stop status (Offline) and disabled for receiving data from the system.



Ready indicator (STOP LED) lights up:

▶ The printer is switched on and in the online status. It is ready to receive data from the system.

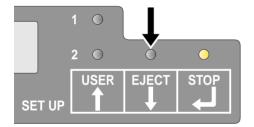


Ready (STOP LED) and Paper indicators (EJECT LED) blink:

▶ The printer is not ready. A device error has occurred. Any data transferred from the system is deleted. The cause of the error is indicated on the LCD.

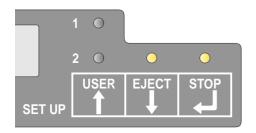
User quide Control panel

#### Paper indicator (EJECT LED)



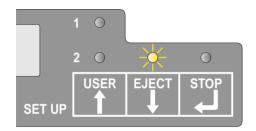
Paper indicator (EJECT LED) does not light up:

No paper is inserted in the printer.



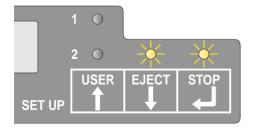
Paper indicator (EJECT LED) lights up:

▶ Paper is inserted in the printer.



Paper indicator (EJECT LED) blinks:

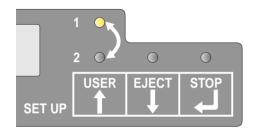
Paper required: The system has transferred data to the printer but there is no document or passbook inserted into the document support.



Ready (STOP LED) and Paper (EJECT LED) indicators blink:

▶ The printer is not ready. A device error has occurred. Any data transferred from the system is deleted. The cause of the error is indicated on the LCD. If paper is loaded, it will be ejected.

#### User 1 and User 2 indicators



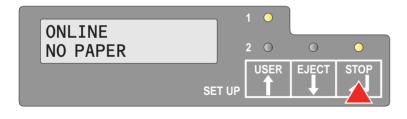
The User 1 or User 2 indicator lights up:

▶ User 1 or User 2 is active.

Control panel User quide

### **Key functions during operation**

#### STOP key



When the Ready indicator lights up, you can switch the printer from online to offline by pressing the **STOP** key. The printer can receive data.



When the Ready indicator is off, you can switch the printer from offline to online by pressing the **STOP** key. The printer cannot receive data.

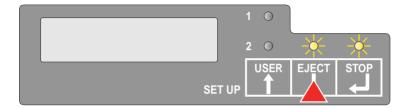
#### **EJECT key**



If paper is loaded when the printer is online (Ready and Paper indicator lights up), by pressing the EJECT key, the document will be ejected, the LCD displays **REMOVE PAPER**.



When both Ready and Paper indicator light up and there are data in the printer buffer, by pressing the EJECT key, the LCD displays **WARNING DATA IN BUFFER** (for a few seconds).

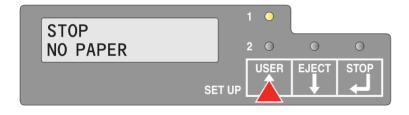


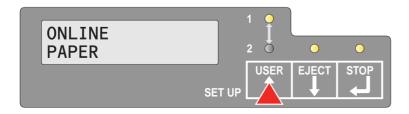
When the Ready and Paper indicators blink, an error has occured. Annotate the displayed message in the LCD display. By pressing the EJECT key, paper will be ejected if loaded.

If the error message doesn't disappear after pressing EJECT key, power the printer off and on again. If the error consists, contact your customer support.

User guide Control panel

#### **USER** key







When there is data in the printer and the Ready indicator is off (Offline status), you can delete the data in the printer by pressing the USER key. Any inserted document is ejected and user changes (User 1 to User 2 or User 2 to User 1).

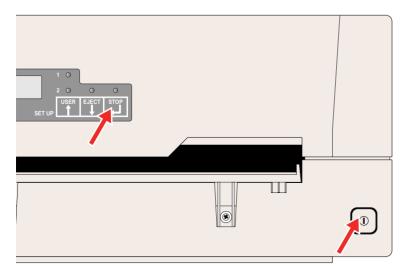
When you press the USER key in online state with paper loaded and no data exist, the User will switch back to a different user (User 1 to User 2 or User 2 to User 1), paper will be ejected and printer will go offline. Press the STOP key to go online.

If the LCD displays **Warning Data in Buffer** when you press the USER key during online state (data in printer) do not press any keys. The message will disappear after 1 second and the printout will be performed.

Control panel User quide

## Key functions when powering on

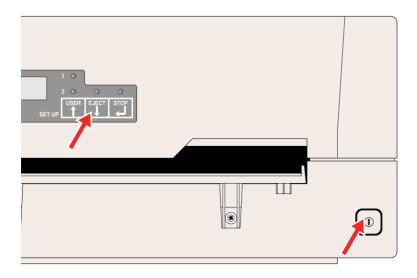
#### STOP key



By pressing the ON/OFF key and the STOP key at the same time, you will activate the "Hex dump". Keep the STOP key pressed until **Hex Dump NO PAPER** appears on the LCD display.

Refer to the section <u>Hex Dump</u>, page 63, for a description of how to activate/deactivate and perform the test printout.

#### **EJECT key**

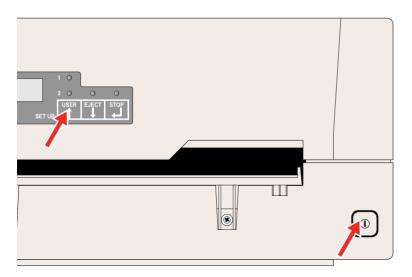


By pressing the ON/OFF key and the EJECT key at the same time, you will activate the printout of all current parameter settings (status page). Keep the EJECT key pressed until **Print StatusPage Load Paper** appears on the LCD display.

Refer to the section <u>Printing out the status page</u>, page 53, for further details on the status page.

User guide Control panel

### User key



By pressing the ON/OFF key and the USER key at the same time, you will enter the menu mode. Keep the USER key pressed until **MENU USER** appears on the LCD display.

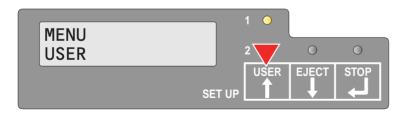
Refer to the section <u>Menu parameters</u>, page 57, for further details on the menu mode.

Control panel User quide

# Key functions in menu mode

After entering the menu mode the keys of the control panel have the following functions.

#### **USER** key



Use the USER key to return to the previous parameter group or parameter on the same menu level.

It is also used to change parameter settings. For further details refer to the section <u>Menuhandling</u>, page 47.

#### **EJECT key**

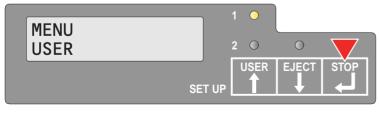


Use the EJECT key to select the next parameter group or parameter on the same menu level.

It is also used to change parameter settings. For further details refer to the section <u>Menuhandling</u>, page 47.

#### STOP key

In menu mode the STOP key has the following functions:



The STOP key is used, to select the next menu level (e.g. **MENU USER** > **Default Set User** 1), to open a parameter item for changing and to confirm changed parameter items.

For further details refer to the section <u>Menu</u> <u>handling</u>, page 47.



User quide Print media

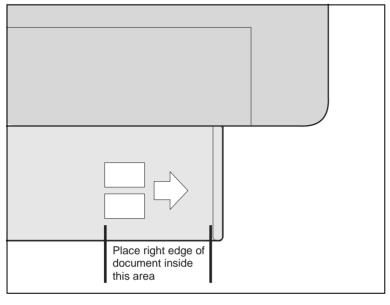
# 5 Print media

### Inserting a document

Before inserting a document make sure that the printer is switched on and the the message **ONLINE NO PAPER** is displayed in the LCD (see *Switching on the printer*, page 10).



Insert the document in such a way that the right paper edge is positioned inside the area between the left side of the symbol and the right edge of the document support, so that the document alignment can grasp it securely. This is especially important for documents that are narrower than a DIN A4 sheet.



Then push the document towards the stop into the document chute.

When the document is drawn in, the message **ONLINE PAPER** appears in the LCD.

When printing is completed, the document is transported out of the printer and released for removal. The message ONLINE NO PAPER appears on the LCD again.

Print media User guide

## Inserting a passbook

Before processing a new vertical-fold or horizontal-fold passbook, you should eliminate the stiffness of the fold by proceeding as follows.



Open the passbook on the page that you want to print. Bend the fold backwards extremely hard.

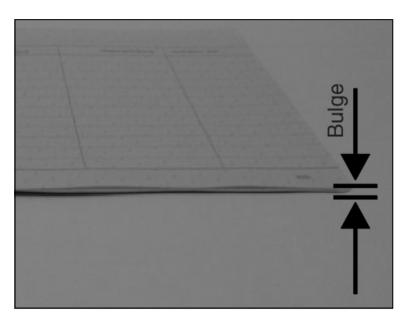


Stroke along the fold of the passbook with both thumbs and index fingers and slightly bent the passbook outwards. If you want to print a new passbook, repeat this procedure several times.



If the passbook has a magnetic stripe, take care not to crease it.

User guide Print media



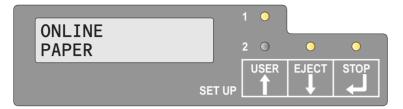
The bulge of the opened passbook should be as flat as possible to avoid malfunctions when the passbook is drawn into the printer.



Place the passbook on the right-hand side of the document support with the page to be printed facing up. Press the fold down while you push the passbook into the document chute towards the stop. Keep pushing it in until it is automatically pulled into the correct print position.



If the automatic document alignment cannot properly grasp stiff or bent passbooks, you should place the passbook manually at the stop at the right-hand side of the document support and insert it.



When the passbook is inserted, the message **ONLINE PAPER** is displayed on the LCD.



Do not use passbooks that do not correspond to the specifications listed in the section "Paper specifications". Otherwise the passbooks and the print head may be damaged.

Print media User guide



When the passbook is printed, it is automatically transported out of the printer and released for removal. If the passbook will not be transported automatically out of the printer you can eject it by pressing the EJECT key.



The message **ONLINE NO PAPER** appears on the LCD again.

User guide Print media

#### **Removing media**

If you want to remove an inserted media (cut sheet or passbook) press the EJECT key. The media is transported out of the document chute and in the LCD display appears the message:



You can now remove the media from the paper tray.



If a paper jam occurs please refer to the section <u>Clearing paper jams</u>, page 74.

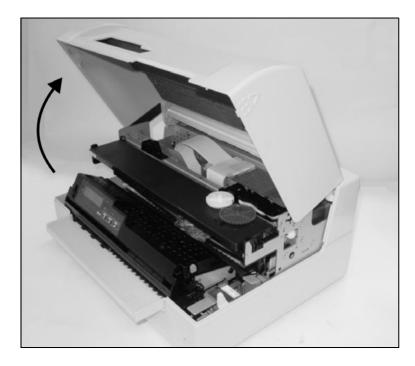
## Changing the ribbon cassette

Make sure that the printer is switched off before replacing the ribbon cassette.

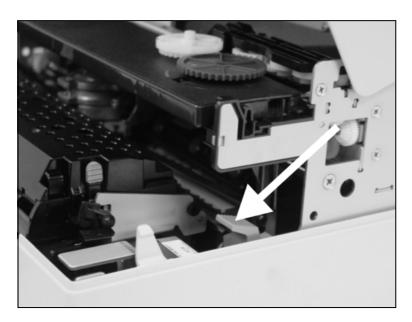


The print head may be hot if the printer has been printing for a long time. Wait until it cools down and you are no longer in danger of being burnt.

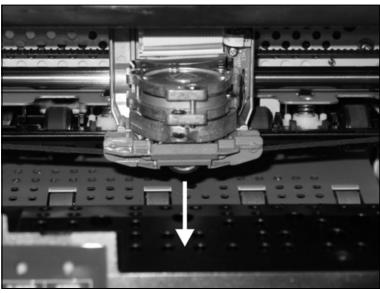
#### Removing the ribbon cassette



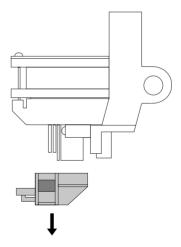
Open the cover by grasping it at the right and left-hand side and swing it upward until it clicks into position.



Press the green release lever for the printing mechanism. This swings the printing mechanism backwards.



Remove the colored ribbon guide from the print head by pulling it downwards.





Raise the front end of the ribbon cassette on both sides. Take the ribbon cassette out of the printer.



Ensure proper disposal of used ribbon cassettes in accordance with the applicable national laws and regulations.

## Inserting the ribbon cassette

Take the new ribbon cassette from the packaging and lift the ribbon guide from the cassette.

Remove the transportation lock which fixes the ribbon guide to the cassette.



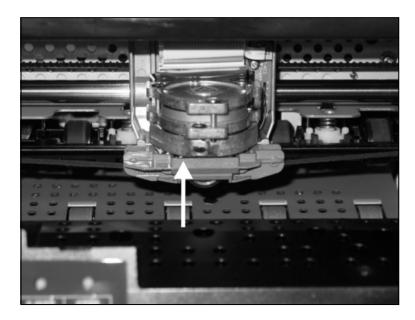
Insert the new ribbon cassette by hooking it into the rear slots of its mountings first.



Push the front of the cassette into its mounting so that it clicks into position.

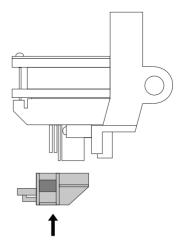


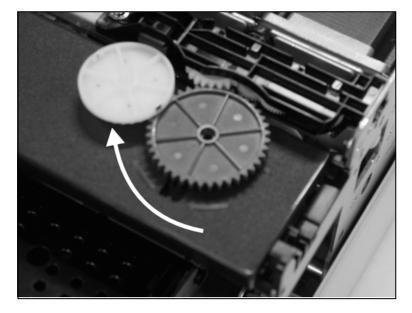
Please do not press the center of the ribbon cassette as this will deform the ribbon cassette and will cause operation problem.



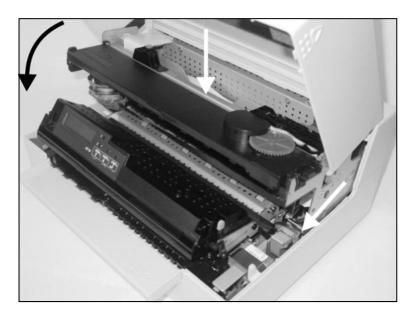
Pull the ribbon guide under the print head. Tighten the ribbon by turning the tension gear in the direction of the arrow (see image below).

Press the ribbon guide onto the print head from underneath until you hear it click into place.





Check if the ribbon is transported correctly by turning the tension gear in the direction of the arrow.



Close the main frame by pressing the colored section in the middle of the frame as shown and ensure both left and right hand sides of the frames are fully latched.

Close the cover. The printer is now ready to operate and to be switched on again.



We recommend to check the printer's operation after replacing the ribbon cassette by performing a printout of the parameter settings (see section *Printing out the status page*, page 53).

### 7

### Replacing the print head

As the print head has a very long lifetime, it is under normal circumstances hardly ever necessary to replace it.

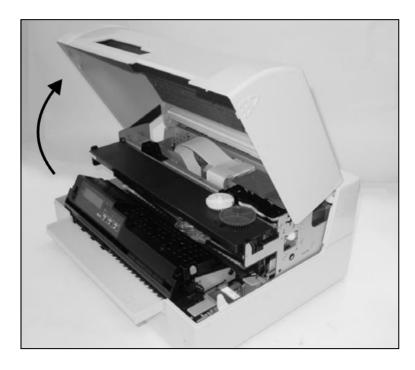


Always take care not to print over the edge or on a fold or perforation, as this can damage the needles of the print head. Damage of the needles will lead to a bad print image.

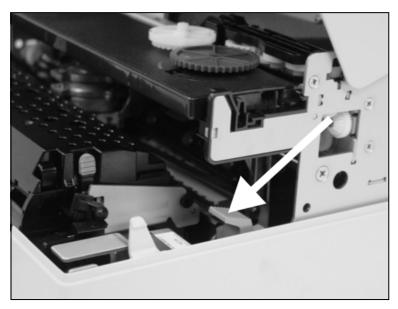
Should the print head be defective, you can replace it. Proceed as described below.

Be sure to switch the printer off before you replace the print head.

#### Removing the print head



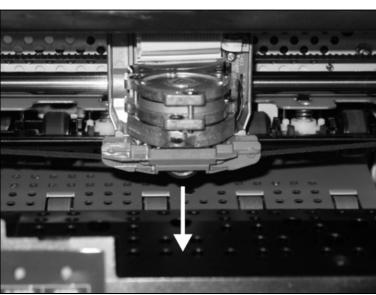
Open the cover by grasping it at the right and left-hand side and swing it upward until it clicks into position.



Press the green release lever for the printing mechanism. This swings the printing mechanism backwards.

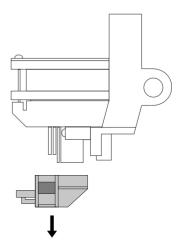


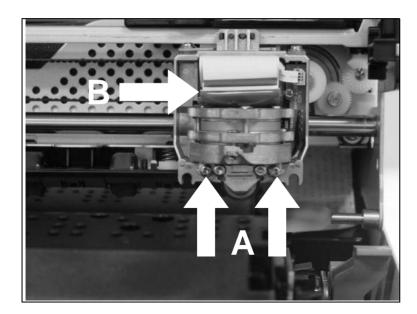
If the printer has been printing for a long time, the print head can be hot. Wait until it has cooled down so that you are no longer in danger of being burnt.



Push the print head to center position to make enough room to remove the ribbon guide from the print head.

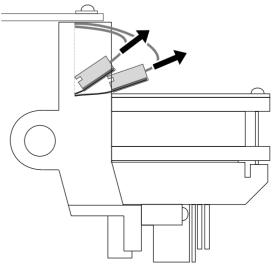
Remove the colored ribbon guide from the print head by pulling it downwards.

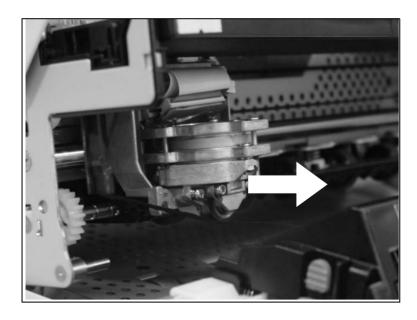




Remove the two screws **A** from the print head.

Unlock the connectors of the two flexible cables **B** and disconnect the two flexible cables from the print head.



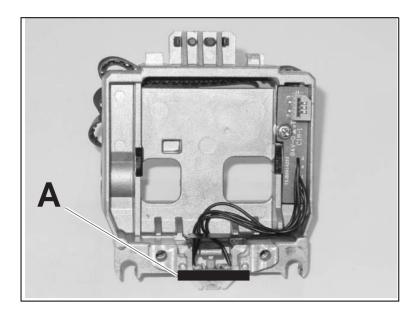


Now you can remove the print head from its mounting by pulling it forward.



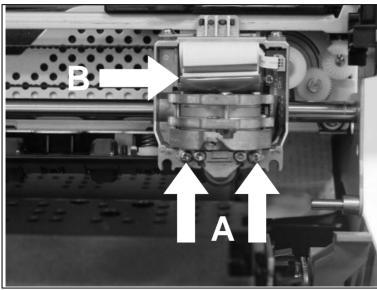
Ensure proper disposal of the print head in accordance with the applicable national laws and regulations.

### Inserting new print head



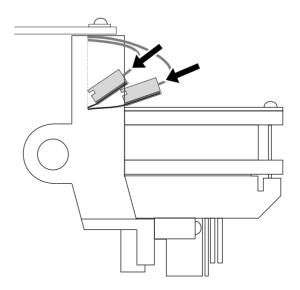
Push the print head straight down into the mounting.

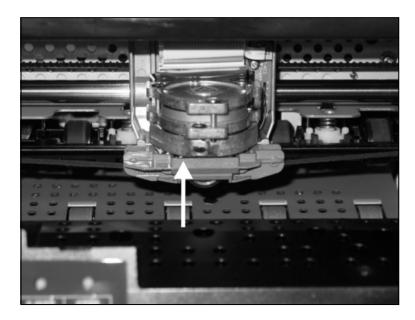
Set the print head onto the center of area **A**.



Fasten the two screws **A**.

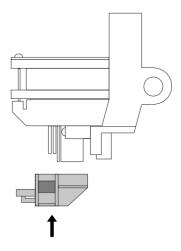
Connect the flexible cables **B** to each connector and lock the connectors.

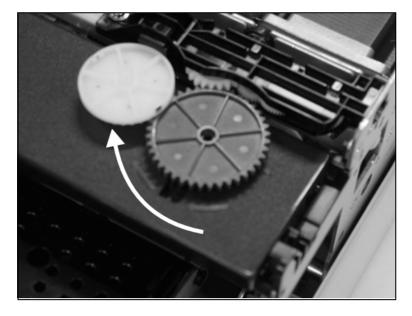




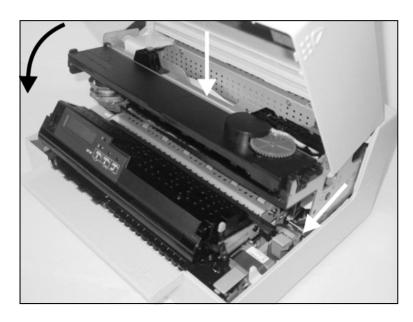
Pull the ribbon guide under the print head. Tighten the ribbon by turning the tension gear in the direction of the arrow (see image below).

Press the ribbon guide onto the print head from underneath until you hear it click into place.





Check if the ribbon is transported correctly by turning the tension gear in the direction of the arrow.



Close the main frame by pressing the colored section in the middle of the frame as shown and ensure both left and right hand sides of the frames are fully latched.

Close the cover. The printer is now ready to operate and to be switched on again.



We recommend to check the printer's operation after replacing the ribbon cassette by performing a printout of the parameter settings (see section *Printing out the status page*, page 53).

User guide Menu

### 8 Menu

# Programming via the control panel

Apart from being able to control your printer via the applications software you use, you can also program the printer directly. There are two programming options you can use:

- ▶ Programming via the control panel.
- Programming via the interface using Escape sequences or control codes.

Settings made by escape sequences have priority over settings made in menu mode; therefore they will override these. Informations on Escape sequences can be found in Appendix C, *Emulations*, page 107

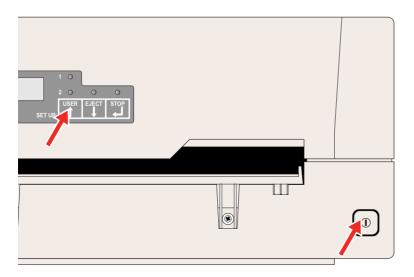
Programming via the interface gives you far greater freedom for designing your printed pages, however, it is also a more sophisticated method and requires some experience with programming languages and printer control systems.

All programming via the interface is lost after you turn off the printer, whereas the programming carried out using the control panel, is saved and stored even after you turn off the printer.

Menu User guide

#### Calling up the menu

You can access the menu in the following way:



Make sure that the printer is switched off. Hold the USER key pressed and power on the printer by pressing the ON/OFF key.

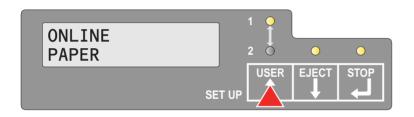
The printer initializes and in the LCD display appears the message:



# Menu configurations (User 1/User 2)

Every printer is shipped with factory default settings. Basic settings such as emulation, character pitch, form length etc., which many applications make use of, are set. At the end of this chapter you will find a menu printout (status page) (*Status page (example)*, page 56) which shows you the printer's default settings.

Your printer allows you to set and use two independent menu configurations (User 1 and User 2). If one of your applications for example requires an IBM printer while another program works better with an EPSON printer, you can set an IBM emulation configuration with the desired settings, and set the second configuration as an EPSON emulation.



The USER key allows you to change from User 1 to User 2 and vice versa during operation.

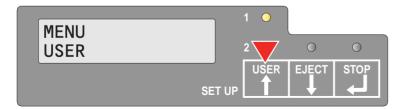
User guide Menu

#### Menu handling

#### **Key functions**

You can navigate in the current menu using the three keys of the control panel.

#### **USER** key



Press the USER key to return to the previous parameter group or parameter on the same menu level.

The USER key is also used to change parameter settings. (see also <u>STOP key</u>, page 48).

If this key is pressed when the first parameter group or parameter of the respective menu level is active, the following message appears on the LCD display:



Pressing the USER key again will open the last parameter group or parameter of the same menu level.

By pressing the STOP key you will return to the previous menu layer (see also <u>STOP key</u>, page 48).

#### **EJECT key**



Press the EJECT key to select the next parameter group or parameter on the same menu level.

The EJECT key is also used to change parameter settings. (see also <u>STOP key</u>, page 48).

If this key is pressed when the last parameter group or parameter of the respective menu level is active, the following message appears on the LCD display:

Pressing the EJECT key again will open the first parameter group or parameter of the same menu level.

By pressing the STOP key you will return to the previous menu layer (see also <u>STOP key</u>, page 48).



Menu User quide

#### STOP key

In menu mode the STOP key has the following functions:



If pressed in a main menu level the next menu level is opened (e.g. **MENU USER** > **De**-fault **Set User 1**.



If pressed when a changeable parameter item is on the display, an asterisk appears on the display; you can change this item now by pressing the USER or the EJECT key.



If pressed after you have changed an parameter item the new value is confirmed, on the LCD display appears the message **Accepted** after the changed parameter item.

User quide Menu

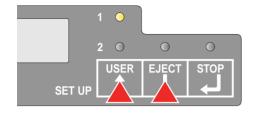
### Setting parameters (principle)

Before you begin setting the parameters, you should check which parameters your system requires. Furthermore it is recommended to print out the status page which contains the actual valid parameter values (see *Printing out the status page*, page 53).

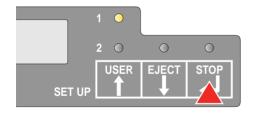
The start values, which are activated after switching on or after error correction, are determined using the adjustable printer parameters. In many cases these parameters are overwritten by means of a system application.

Changed parameter settings are stored when the settings menu is quitted and retain their values even when the printer is switched off.

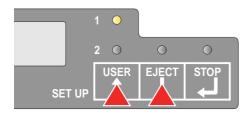
Make sure that the printer is in menu mode (see section <u>Calling up the menu</u>, page 46).



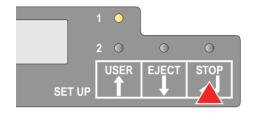
Press the EJECT key to select next main menu or press the USER key to select a previous main menu.



Press the STOP key to enter to the Parameter select mode. The LCD displays the respective parameter and MENU.

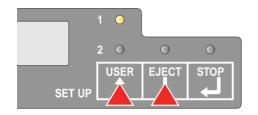


Press the EJECT key to select a next parameter or press the USER key to select a previous parameter.

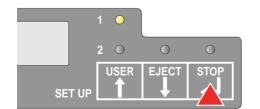


Press the STOP key to enter the MENU setting mode.

Menu User guide

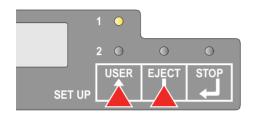


Press the EJECT key to select a next parameter value or press the USER key to select a previous parameter value.



Press STOP key to save a parameter value. In the second line of the LCD display the message **Accepted** appears. Press STOP key again to confirm the setting.

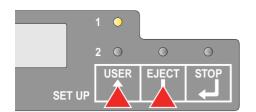
#### Terminating menu mode



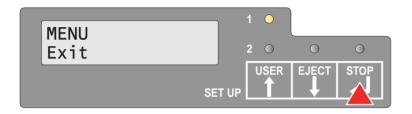
Press the EJECT key or the USER key until in the LCD display appears the message:



Press the STOP key.



Press the EJECT key or the USER key until in the LCD display appears the message:



Press the STOP key. Menu mode is terminated and the printer initializes.

User quide Menu

### Selecting the LC display language

This section describes how to make settings in the menu, using the selection of the national language as an example.

This example shows how to change from the English language to the German language. The same procedure applies to the other languages (French, Italian and Spanish).

Make sure that the printer is in menu mode (see section <u>Calling up the menu</u>, page 46).



Press the STOP key.



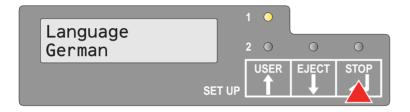
Press the EJECT key several times, until in the LCD display appears:



Press the STOP key. An asterisk appears in the display.



Press the EJECT key.



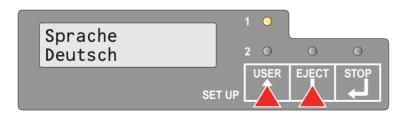
Press the STOP key.

In the LCD display appears:

Menu User quide



Press the STOP key to confirm the selection.



If you want to change other parameter items in this menu level, use the USER or EJECT key to navigate to the respective item.

If you want to navigate to the previous menu level, press the USER key several times until the message **Zurück zur vorh. Ebene (Return to Prev. Layer)** appears in the LCD display.

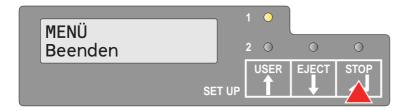


Press the STOP key.

In the LCD display appears:



Press the USER key.



Press the STOP key. Menu mode is terminated and the printer initializes.

User quide Menu

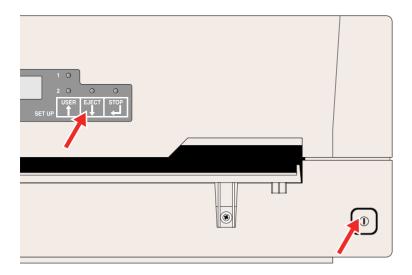
# Printing out the status page

The printer has a function that allows you to printout the current parameter settings.

There are two ways to print out the parameter settings.

- ▶ Power on + EJECT key
- ▶ Selection of "Test Print Status Page" in menu mode

#### Power on + EJECT key



Power the printer off.

Press and hold the EJECT key while switching on the printer.



The LCD displays **Print StatusPage Load Paper**. Release the EJECT key.



Insert the paper in the printer. The LCD displays **Print StatusPage Printing...** and the printout of the status page is carried out.

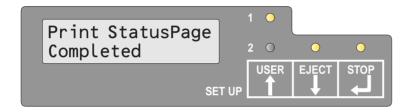
The paper will be ejected once printing is complete.



While printing, you can use the STOP key to pause the printing and LCD will display **Print StatusPage Stop**. You can resume the printing by pressing the STOP key again.

If EJECT key is pressed in the Pause state, paper will be ejected and a reset will be performed.

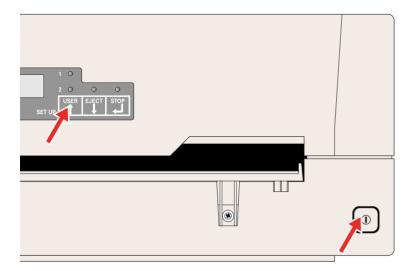
Menu User guide



When the test printout is aborted or completed, LCD will display **Print StatusPage Completed**.

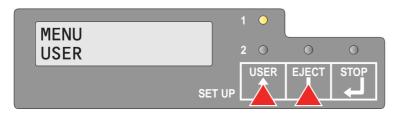
The Print setting mode will be ended automatically and a Power ON reset will be performed

### Print out status page in menu mode

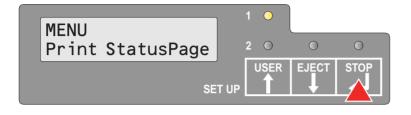


Power the printer off.

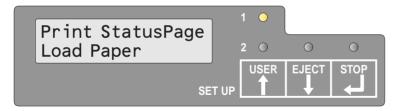
Press and hold the USER key while switching on the printer.



Press the EJECT or USER key twice. The following message appears in the LCD display:



Press the STOP key.



Insert the paper in the printer. The LCD displays **Print StatusPage Printing...** and the printout of the status page is carried out.

User guide Menu



The paper will be ejected once printing is complete.



When the test printout is aborted or completed, LCD will display **Print StatusPage Completed**.

Press the STOP key to return to menu mode.

#### Status page (example)

```
Serial No. 0000000000
SCS No. 00
Character Counter
       Firmware Version : FW_0101
CG Version : CG_0101
                                                                                 0000000869
       IPL Version
                            : BL_0101
                                                                                 0000000869
                                                     (Permanent)
        1 2 3 4 5 6 7 8 9 0 1 2 3 4 5 6 7 8 9 0 1 2 3 4
       All Current Setting List
       USER
             Select User
                                       Useri
             Change User
                                       User1
             Language
                                       English
                                                                User2
                                       User1
       CHARACTER
                                                                10CPT
             Character Pitch
                                       10CPT
             Font
                                                                Draft
                                       Draft
             Code page
                                                                437
       PAPER FORMAT
Line space
Form length
                                                                1/6
                                      68 Lines
                                                                0
             Top of form pos.
Bottom edge
                                       0/60
             Line length
Left edge
                                       80
                                                                90
                                                                Left
             Reference edge
                                       Left
       CONTROL
             Media
                                       Cut Sheet
                                                                Cut Sheet
                                                                Single-ply
Auto
             Cut sheet mode
                                       Single-ply
             Speed
                                       Auto
             Low noise
                                                                Off
                                                                                              4
       DATA
             CR Code
                                       CR=CR
                                                                LF=CR+LF
                                       LF=CR+LF
                                                                Normal
             Zero
                                       Normal
       INTERFACE
                                                                RS232_1
                                       RS232_1
             Type
                                                                 9600
             Baud rate
                                       9600
             Data bits
                                       8
                                                                8
             Stop bits
             Parity
                                                                None
                                                                Ready/Busy
             Protocol
CTS
                                       Ready/Busy
                                                                Valid
                                       Valid
       EMULATION
                                                                Olivetti
             Emulation type
                                       Epson
                                                                US-ASCII
             Country
Character Table
                                       US-ASCIT
                                                                Graphic1
                                       Graphic1
                                                                Set1
             Character set
                                       Set 1
             AGM mode
IBM 4722
                                                                Off
                                       Off
       Olivetti
                                                                PR2
1/240
             Sub Emulation
                                       PR2
       Vertical resol.
Select Options
                                       1/240
             RS232_2
MSR-H
                                       Off
                                       Off
                                       Off
             MICR
             Scanner
             MSR-V
                                       Off
L
```

User guide Menu

#### **Menu parameters**

The following section introduces and explains all the possible menu settings. The default setting is marked by an asterisk (\*)

Parameter group	Parameter	Possible settings	Description
MENU USER	Default Set	Off * All User 1 User 2	All sets all parameters to the default settings. User 1 sets all parameters of User 1 to the default settings. User 2 sets all parameters of User 2 to the default settings.
	Coyp User	User1 to User2 * User2 to User1	Copies the settings of User 1 to User 2 and vice versa.
	Select User	User1 * User2	Defines if User 1 or User 2 is loaded after powering on the printer.
	Change User	User1 * User2	Defines if the parameter settings of User 1 or of User 2 are changed.
	Language	English * German French Spanish Italian	Selects the display language.
MENU CHARACTER	Character Pitch	10 CPI * 12 CPI 15 CPI 17 CPI 20 CPI 24 CPI Proportional	Sets the characters per inch (character pitch). The higher the parameter the smaller the character spacing. If Proportional is selected, only the actually required space for the character width is used.
	Font	Draft * Courier Roman Sans Serif Script Bold Gothic Prestige Elite Orator OCR-A OCR-B	This parameter selects the character style permanently.

<sup>1)</sup> Only in Epson and IBM emulation

<sup>2)</sup> Only if MSR-H is installed

<sup>3)</sup> Only for printer model with second serial interface

Parameter group	Parameter	Possible settings	Description
	Code Page	437*, 850, 860, 863, 865, 851, 852, 853, 855, 857, 866, 869, USSR Gost, 864, 437G, 920, 858, 923 ISO 8859-2 East Europe, ISO 8859-5 Cyrillic, ISO 8859-7 Greece, ISO 8859-8 Hebrew 1250 Windows Latin2, 1251 Windows Cyrillic, 1252 Windows Latin1, 1253 Windows Greek,1254 Windows Latin5, 1255 Windows Hebrew, 1256 Windows Arabic, 1257 Windows Baltic Rim	Selects the character set. These character sets can be used according to the selected emulation.  The character sets are not necessarily available for all fonts; see also Available code pages and fonts, page 104.
MENU PAPER FORMAT	Line space	1/6 * 1/5	Sets the line density in lines per inch. 1/6 = 6 lines per inch
	Form length <sup>1)</sup>	6 Lines   68 Lines   90 Lines   A4	Sets the form length either via line formats or the standard format A4. Please note that the adjustment in lines depends on the selected LPI. For example 6 LPI at a selected line number of 90 lines results in a formlength of 15 inches (90 lines/[6lines/inch]) = 15 inches).
	Top of form pos.	0/60 10/60 * 30/60 60/60	Sets the position of the first printing line. The factory setting for the first printing position is 10/60" (4,23 mm). This is equivalent to the second line from the top.
	Bottom edge <sup>1)</sup>	0/60 * 30/60	Sets the position of the last printing line.
	Line length	80 * (Epson/IBM) 90 * (Olivetti) 94	Sets the line length; unit is number of characters at a character density of 10 cpi.
	Left edge	0 * 	Sets the left margin; unit is number of characters at a character density of 10 cpi.

Only in Epson and IBM emulation
 Only if MSR-H is installed
 Only for printer model with second serial interface

Parameter group	Parameter	Possible settings	Description
	Reference edge	Left * Right	Sets the horizontal leading edge. Left: the left edge of the character matrix is aligned to the the left edge of the document. Right: the right edge of the character matrix is aligned to the right edge of the document.
MENU CONTROL	Media	Cut Sheet * H. Binding V. Binding	Specifies the media type. Select H. Binding if you want to print pass-books with horizontal binding, V. Binding for passbooks with vertical binding. Cut Sheet: 400 cps max H. Binding: 300 cps max V. Binding: OPEN
	Cut sheet mode	Single-ply * Multi-ply (2-3) Multi-ply (4-5)	Sets the respective value for printing on cut sheets. This ensures that single or copy paper produces optimum results
	Speed	Auto * Normal High	Auto: depends on the settings of MEDIA Normal: 300 cps High: 400 cps
	Low noise	Off *	Switches the low noise function on and off.
	MSR-H Standard <sup>2)</sup>	IBM * (Olivetti) DIN/ISO * (Epson) ANSI	Selects the MSR-H (magnetic stripe reader) standards.
	MSR-H Duplicate <sup>2)</sup>	Off *	Selects if the MSR block will be duplicated or not.
MENU DATA	CR Code	CR=CR * CR=CR+LF	Defines the action prompted by a carriage return. CR=CR: carriage return only CR=CR+LF: carriage return and a line feed.
	LF Code	LF=LF * LF=CR+LF	Defines the action prompted by a line feed. LF=LF: line feed only LF=CR+LF: carriage return and line feed.
	Zero	Normal * Slashed	Selects if normal zero (0) or the slashed zero (Ø) is printed.

Only in Epson and IBM emulation
 Only if MSR-H is installed
 Only for printer model with second serial interface

Parameter group	Parameter	Possible settings	Description		
MENU INTERFACES	Туре	RS232_1 Parallel USB RS232_2 <sup>3)</sup>	Selects the interface. Printer can be configured either for serial, parallel or USB connection. Two interfaces can be used at the same time, one assigned to User 1 and one to User 2.		
	If RS232_1 is sele	cted			
	Baud rate	4800 9600 19200 38400	Selects the data transmission rate (baud rate) (baud = bit per second).		
	Data bits	7 8 *	Selects the number of data bits per data byte.		
	Stop bits	1 *	Selects if one or two stop bits are used per data byte.		
	Parity	Even Odd None *	The parity test for received data bytes can be selected. None causes transmission in both directions without parity bit. If Even or Odd is selected, the bytes are checked if they have even or odd parity.		
	Protocol	Ready/Busy * Xon/Xoff	Selects the type of protocol, i.e. a certain set of rules and procedures for ensuring error-free data exchanges between computer and printer. Details of the available protocols can be found in the section <a href="Serial attachment characteristics">Serial attachment characteristics</a> , page 127.		
	СТЅ	Valid * Invalid	Sets the signal CTS (Clear To Send) on or off.		
	If Parallel is selected				
	Parallel Bidir	On *	Sets the bidirectional data transfer (IEEE1284): if set to on ECP is supported, if off Nibble mode only is supported.		
	If RS232_2 is selected <sup>3)</sup>				
	Baud rate 2	4800 9600 19200 38400	Selects the data transmission rate (baud rate) (baud = bit per second).		
	Data bits 2	7 8 *	Selects the number of data bits per data byte.		
	Stop bits 2	1 *	Selects if one or two stop bits are used per data byte.		

Only in Epson and IBM emulation
 Only if MSR-H is installed
 Only for printer model with second serial interface

Parameter group	Parameter	Possible settings	Description
MENU INTERFACES	Parity 2	Even Odd None *	The parity test for received data bytes can be selected. None causes transmission in both directions without parity bit. If Even or Odd is selected, the bytes are checked if they have even or odd parity.
	Protocol 2	Ready/Busy * Xon/Xoff	Selects the type of protocol, i.e. a certain set of rules and procedures for ensuring error-free data exchanges between computer and printer. Details of the available protocols can be found in the section <u>Supported protocols</u> , page 127.
	CTS 2	Valid * Invalid	Sets the signal CTS (Clear To Send) on or off.
MENU EMULATION	Emulation type	Epson * (User 1) IBM Olivetti * (User 2)	Selects the emulation for the printer. For further details refer to chapter <i>Emulations</i> , page 107
MENU Epson	Country	US-ASCII * France Germany Great Britain Denmark 1 Sweden Italy Spain 1 Japan Norway Denmark 2 Spain 2 Latin America	Selects the national character set in Epson emulation. The character sets are not necessarily available for all fonts; see also section Available code pages and fonts, page 104.
	Character Table	Italic Graphic1 * Graphic2	Only available for Epson emulation. Either the Epson character set Italics or the IBM graphics character set 1 or 2 can be activated in the code range from hex. A0 to hex. FE.
MENU IBM	Character set	Set1 * Set2	Selects the character set with standard characters or extended characters in IBM emulation.
	AGM mode	Off *	Activates or deactivates the AGM (Alternative Graphics Mode) mode in IBM emulation.
	IBM 4722	Off * On	Activates or deactivates the IBM 4722 emulation. This emulation need specific protocols and drivers according to the IBM 4722 printer.

<sup>1)</sup> Only in Epson and IBM emulation

 <sup>2)</sup> Only if MSR-H is installed
 3) Only for printer model with second serial interface

Parameter group	Parameter	Possible settings	Description
MENU Olivetti	Sub Emulation	PR2 * PR50	Selects the Olivetti sub emulation.
	Vertical resol.	1/240 * 1/216	Selects the vertical resolution (line spacing)
MENU Print StatusPage	_	_	Prints out a list of alle current parameter settings.
MENU Exit	_	_	Terminates the menu mode.

Only in Epson and IBM emulation
 Only if MSR-H is installed
 Only for printer model with second serial interface

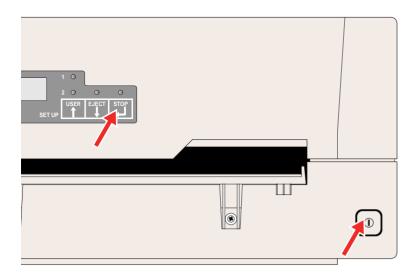
User quide Menu

#### **Test function**

#### **Hex Dump**

With the interface test (Hex-Dump/H-Dump) you can test data transmission from the computer to the printer. During this test, the data from the computer is printed out in two columns. The text in the left column is printed in hexadecimal format and in the right column in ASCII format.

#### **Activating Hex Dump**



Switch the printer off.

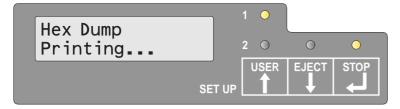
printer.

Keep the STOP key pressed and power the printer on by pressing the ON/OFF key. Keep the STOP key pressed until **Hex Dump NO PAPER** appears on the LCD display.



Insert a sheet of paper. The sheet is drawn in.

Send now the test file from your PC to the



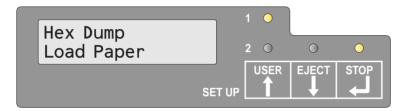
The message **Hex Dump Printing...** is displayed and the printout is carried out.

USER and SELECT key are invalid during printing is performed.

After printing is done, press the STOP key to print all remaining data of the line buffer.

You can use the STOP key to interrupt the test printout.

Menu User guide

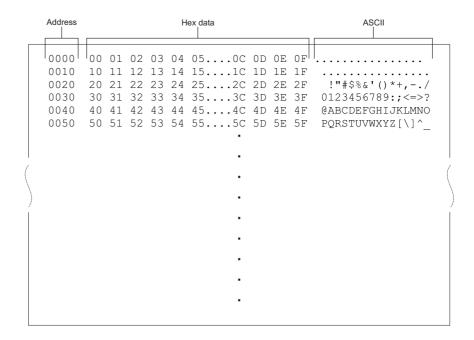


If the printer receives data and there is no paper in the printer, the message will be changed to **Hex Dump Load Paper**.

#### Exiting the test mode

You can exit the test mode only by switching the printer off.

### Test printout Hex Dump (Example)



# 9 Troubleshooting

Many of the faults and problems which may occur while using the printer are minor problems which you can solve yourself. The following chapter should help you to distinguish between a simple operating error and a major malfunction.

This chapter provides information on the rectification of faults without the assistance of specially trained personnel. Follow the advice and tips in this chapter if your printer is not working correctly.

Important notes on the care and maintenance of your printer can be found at the chapter.



Repairs should only be performed by authorised service personnel.

Troubleshooting User guide

# **General print problems**

Problem	Corrective action		
The display remains dark	Switch off the printer and proceed as follows:		
The printer is switched on, but nothing happens (nothing is displayed, no noise).	Check that the power plug is correctly connected to the socket on the printer.		
no noise).	2. Check that the power plug is seated properly in the wall socket.		
	<b>3.</b> Switch on the printer again. If the printer is now connected correctly, the printer initializes and text is shown on the display.		
	If these steps do not eliminate the fault:		
	▶ Replace the power cord and repeat step 3.		
	Check that power flows at the socket e.g. using a desk lamp, if necessary use a different socket and repeat step 3.		
	Contact your dealer if the printer cannot be powered up.		
	Do not attempt to open the printer. You might suffer an electric shock.		
The display is lit, but the printer does not print	Check that the printer is Online. If the displays shows <b>Stop</b> , then press the key Online. Try to print again.		
	2. Check the connection from the printer to the computer (interface cable):		
	Check that the interface cable is properly connected to the computer and to the printer.		
	Check that it is the correct interface cable for your printer. Information on the interface is located in the section <u>Connecting the printer</u> , page 8, and in chapter <u>Interfaces</u> , page 123.		
	▶ Check that the printer is properly adapted to the computer (configured). Refer to section The control panel (page 29). Check the parameter set in the menu under <a href="INTERFACES">INTERFACES</a> , page 60, and if necessary correct it.		
	<b>3.</b> Check whether the printer is working properly. To do this, print out a copy of the menu; see <i>Printing out the status page</i> , page 53.		
	4. Check that the top cover is closed.		
	<b>5.</b> Check that paper is inserted and loaded. Refer to the chapter <i>Print media</i> , page 27.		

Problem	Corrective action	
Problems with the paper feed The paper is not fed in	Check that the correct media type is selected in the menu, if necessary select the correct media type. See section <i>Media</i> , page 59.	
	2. Check if the right edge of the document is positioned inside the area between the left side of the symbol and the right edge of the document support. See section <a href="Inserting a document">Inserting a document</a> , page 27.	
	<b>3.</b> Make sure that the paper meets the values of the paper specifications. See section <u>Paper specifications</u> , page 85.	

Troubleshooting User guide

# **Problems with the print quality**

Problem	Corrective action		
Print is faulty	The inserted document is too thick. Use a document with the correct thickness. Refer to the section <u>Paper specifications</u> , page 85 and the chapter <u>Print media</u> , page 27.		
Print is too pale	The ribbon is used up or the ribbon cassette is not correctly fitted. Refer to the chapter <i>Changing the ribbon cassette</i> , page 33.		
Smudged print	The ribbon is damaged (e.g. frayed). Change the ribbon as described in the chapter <i>Changing the ribbon cassette</i> , page 33.		
Dots within characters are missing	1. Check whether the ribbon is damaged. To do so check the ribbon cassettes functionality by turning the green tension gear in direction of the arrow on the cassette; check if the ribbon itself is torn or has holes etc. If necessary replace the ribbon cassette; see the chapter Changing the ribbon cassette, page 33.  2. Check whether the print head is damaged. To do so print out a status page (see Printing out the status page, page 53) and check if under the lines representing the software versions all 24 lines are present. Every line represents one of the 24 needles of the print head. If not so, replace the print head; see the chapter Replacing the print head, page 39.  1. Check whether the ribbon cassette is to do so print out a status page (see Printing out the status page, page 53) and check if under the lines representing the software versions all 24 lines are present. Every line represents one of the 24 needles of the print head. If not so, replace the print head; see the chapter Replacing the print head, page 39.  1. Check whether the ribbon cassette is only. In case of a damaged print head, please contact your dealer.		
Prints undefined characters	<ol> <li>Check that the interface plug is correctly connected to the computer and to the printer.</li> <li>Check that the proper emulation and the correct character set (country, CG table or character set) is selected in the menu; see section <i>Emulation type</i>, page 61, <i>Epson</i>, page 61, <i>IBM</i>, page 61 and <i>Olivetti</i>, page 62.</li> </ol>		
	3. Check the length of the interface cable; see the chapter <a href="Interfaces">Interfaces</a> , page 123.		

# Error messages and warnings

Malfunctions are differentiated as warnings and errors. For a warning a message only appears on the LCD briefly.

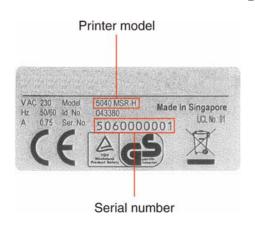
As soon as the control logic of the printer detects an error, it aborts the printout and the Ready and the Paper indicators on the control panel starts to blink. An error message is issued on the LCD. The cause of this malfunction and the possible troubleshooting actions are listed in the following table.

Press the STOP key or close the cover after eliminating the problem. The message **STOP NO PAPER** appears on the LCD. When you press the STOP key again, the printer is switched to Online. The Ready indicator lights up and the message **ONLINE NO PAPER** appear on the LCD. The printer is ready to accept data from the system.



If our suggestions on the next pages are not sufficient to eliminate the problem, you should call the Customer Service.

When you inform the Customer Service you must specify the Serial number and the model type of the printer. Hold a status page with the current parameter settings in readiness.



You can read this on the type plate on the rear of the printer. The serial number is also printed out with the status page (top right).

All the functions of the printer are controlled by the system via the interface. You can check the printer functions by printing the current listings of setups.

Troubleshooting User guide

#### Unrecoverable errors

The following errors are unrecoverable by the user. If displayed in the LCD display, power the printer off and on again.

- ▶ CAM Error
- ▶ Carrier Error
- RAM Error
- ▶ ROM Error
- ▶ EPROM Error
- ▶ CG Error
- MSR-H Error
- ▶ Key Scan Error



If the error message appears again after you have repeatedly powered the printer off and on, contact your dealer or customer service.

# Recoverable errors

Message	Condition	Corrective action
Print Head Hot Error	The print head is too hot	Power the printer off, open the cover and wait a few minutes. Then power the printer on again.
Ribbon Cassette Error	Either the ribbon cassette is not installed correctly, the function of the ribbon cassette is not correct or you are using a ribbon cassette of another manufacturer.	<ul> <li>Check if the ribbon cassette is installed correctly (see section Changing the ribbon cassette, page 33).</li> <li>Check the function of the ribbon cassette. To do this, turn the green tension gear of the ribbon cassette in the direction of the arrow. Check if the ribbon itself will be moved</li> <li>Only use original ribbon cassettes of the manufacturer.</li> </ul>
Paper Length Error	Epson/IBM emulation: When print is going across the bottom edge of a paper.  Olivetti emulation: when print will exceed the selected page length. (In case of Epson/IBM emulation paper will be ejected, if print exceeds the page length.)	<ul> <li>When Reset Error Command or General Reset Command (PR2) is received, if there is no paper in the printer, the error is canceled, and it is in a online state.</li> <li>If STOP Key is pressed, if there is no paper in the printer, it is in a offline (STOP) state, and the error is canceled.</li> </ul>
Framing Error (Serial I/F)	The Stop bit is not detected by the serial interface. "?" is printed instead of the received data until the error is canceled.	<ul> <li>If STOP key is pressed, the error is canceled and the printer is in offline (STOP) state.</li> <li>Make the Data bit and Stop bit of PC and printer compatible.</li> </ul>

Message	Condition	Corrective action
Parity Error (Serial I/F)	The setting of Parity of the Host PC differs from the Parity setting of the serial interface of the printer.  "?" is printed instead of the received data until the error is canceled.	<ul> <li>If STOP key is pressed, the error is canceled and the printer is in offline (STOP) state.</li> <li>Make the Parity settings of Host PC and printer compatible.</li> </ul>
Overrun Error (Serial I/F)	The data sent by the serial interface exceed the currently prepared Overrun Buffer.  "?" is printed instead of the received data until the error is canceled.	<ul> <li>If STOP key is pressed, the error is canceled and the printer is in offline (STOP) state.</li> <li>Check the protocol and/or the handshake of the serial connection.</li> </ul>
Cover Open Error	Olivetti emulation: the printer receives printing data, printing start, bit image or vertical position change command while the cover is open.	<ul> <li>When Reset Error Command or General Reset Command (PR2) is received, if the cover is closed, the error is canceled, and it is in a online state.</li> <li>If STOP Key is pressed, if the cover is closed, the printer is in a offline (STOP) state, and the error is can- celed.</li> </ul>
Cover Open Error	Epson/IBM emulation: The cover open sensor has detected that the cover is open.  If cover open state is detected while printing, the print out of data will stop after the processing of data under edit is completed. The LCD display will change to Cover Open after printing stops.  If paper is at TOF position, printing will not be performed and the paper will be ejected.  During cover open state inserted paper will not be loaded into the printer.	<ul> <li>If the cover is closed, the printer is shifted to online state.</li> <li>If the cover is opened during other errors (e.g. Paper Jam Error, Paper Length Error) occur, the LCD message will not be changed. However, if the cover is closed in that error state, those errors will be canceled.</li> </ul>

# Warnings

Message	Condition	Corrective action
Data in Buffer	USER or EJECT key is pressed in online state and there are data in the print buffer.	When the above-mentioned condition occurs, LCD Message is displayed "Warning Data in buffer" for 3 second and it returns to the original state. Therefore, the function of pressed key is not performed.
Remove Paper	The paper detection sensor detects a paper after paper ejection was performed.	When the ejected paper will be removed, the message disappears.

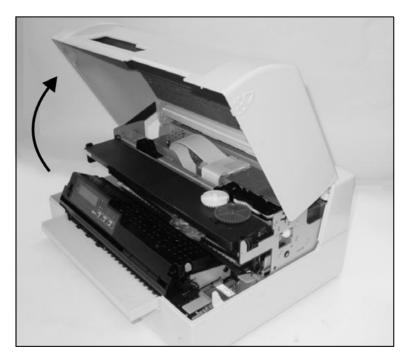
Troubleshooting User guide

# Clearing paper jams

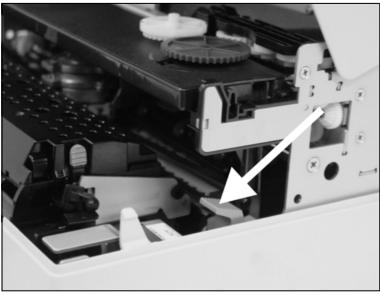
If a document which was fed into the printer is not automatically ejected or ejected after pressing the EJECT key on the control panel after its processing, a paper jam has occurred inside the printer and is displayd in the LCD display. The paper jam must be cleared manually.



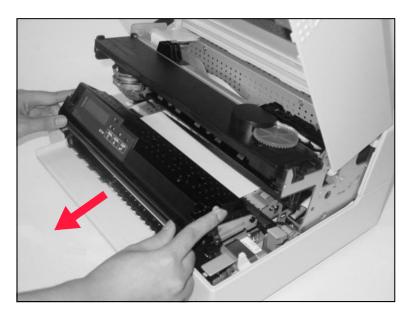
The print head may be hot if the printer has been printing for a long time. Wait until it has cooled down so that you are not in danger of being burnt.



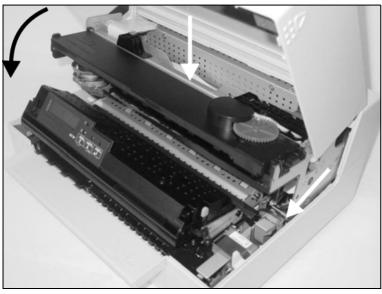
Open the cover by grasping it at the right and left-hand side and swing it upwards until it clicks into position.



Press the green release lever for the printing mechanism. This swings the printing mechanism backwards.



Press the two green release levers on both sides of the panel and lift the panel up. Then remove the jammed paper by pulling it in direction of the arrow out of the printer.



Close the main frame by pressing the colored section in the middle of the frame as shown by the white arrow and ensure both left and right hand sides of the frames are fully latched.

Close the cover. The printer is now ready to operate and to be switched on again.



We recommend to check the printer's operation by performing a printout of the parameter settings (see section *Printing out the Status page*, page 53).

User guide Care and maintenance

# Care and maintenance

The printer is designed to operate with minimal maintenance. It is advisable to clean the inside of the printer from time to time with a vacuum cleaner.



Before cleaning, turn off the printer, wait 5 to 10 seconds and disconnect the power cable.

Do not oil or grease the printer, especially the sliderails and shafts.

## Cleaning the housing

Clean the printer housing with mild detergent (use a dishwashing agent, if necessary, or a plastic cleaning agent) and a soft lint-free cloth.

Take care not to pour any liquid into the ventilation slots of the housing.



Do not use abrasive cleaners. Never use solvents or alcohol.

# Cleaning the interior

Switch the printer off before you start cleaning the interior and pull the mains plug for your own safety.

Proceed as follows to remove any paper dust that has accumulated in the printer:

- **1.** Open the printer and remove the ribbon cassette (see the section *Removing the ribbon cassette*, page 33).
- **2.** Push the print head completely aside so that the area below can also be cleaned.
- **3.** Use a special vacuum cleaner, which is also used for cleaning optical equipment, or a soft brush to remove the paper dust.



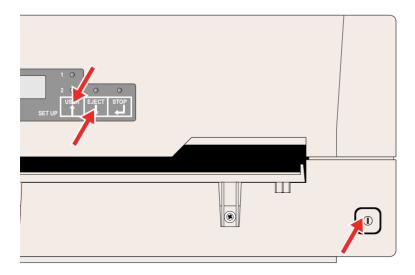
Never use any chemical liquids to clean the platen or the rollers.

- **4.** Re-insert the ribbon cassette after completing the cleaning and close the printer (see the section *Inserting the ribbon cassette*, page 35).
- **5.** Connect the printer by inserting the power plug into the wall outlet.

Care and maintenance User guide

# Cleaning the MSR-H magnetic stripe

If your printer has an MSR magnetic stripe reader, the MSR read/write head can be cleaned with a special cleaning sheet as follows.



Press the USER and EJECT key and keep the key pressed while switching on the printer.

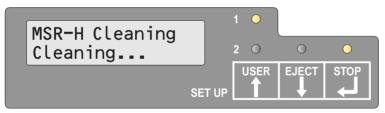


The message **MSR-H Cleaning Load paper** appears on the LCD display.



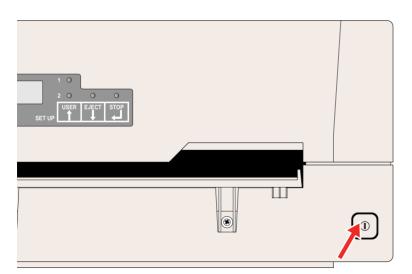
Insert the special MSR-H cleaning sheet at the right side of the printer.

The cleaning routine starts at once.



The message **MSR-H Cleaning Cleaning...** appears on the LCD.

User guide Care and maintenance



Switch the printer off and on again in order to set the printer in the normal operating mode.



The cleaning sheet can be used several times.

Care and maintenance User guide

# Transport of the printer

#### **Preparations for transport**

If you intend to transport the printer over a short distance only, ensure that it has been switched off correctly.



Never remove the mains plug when you can still hear mechanical noise.

Make sure that the printer is transported horizontally. Don't tilt the printer nor put it upside down. Keep the packaging for future transport.

#### Shipping the printer

When shipping the printer, the printer and its accessories must be properly packed. If your carton or packing material is lost, contact your dealer or service representative.



Properly packing the printer requires all the original packing materials.

- **1.** Turn off the power switches of the printer and the host computer. Disconnect the power cord from the printer.
- **2.** Disconnect the interface cable.
- **3.** Remove the ribbon cassette (refer to section <u>Removing the ribbon</u> <u>cassette</u>, page 33).
- **4.** Pack the printer and accessories in the shipping carton (refer to section *Unpacking the printer*, page 5).



# Printer specifications

Printer system	Serial impact matrix printer Printhead with 24 needles Diameter 0.22 mm		
Print speed			
Draft (High Speed)	CPI 10 12 15 16.6 17.1 20	CPS 400 480 600 400 342 400	
Draft (Normal)	CPI 10 12 15 16.6 17.1 20	CPS 300 360 400 200 228 266	
Letter Quality (High Speed)	CPI 10 12 15 16.6 17.1 20	CPS 133 160 200 200 228 266	
Letter Quality (Normal)	CPI 10 12 15 16.6 17.1 20	CPS 100 120 150 150 171	
Tab speed	6 IPS (Inches Per Second)		
Print width	94 characters/line at 10 cpi 112 characters/line at 12 cpi 141 characters/line at 15 cpi		

Character pitch	10, 12, 15, 17.1, 20 and 24 (16.6 only for PR2)	
Fonts	Draft LQ Roman Sans Serif Courier Bold Prestige Script Orator Orator-S Gothic OCR-A <sup>1)</sup> OCR-B	
	If OCR-A font is selected, the code page will automatically select DIN as code page.	
Emulations	Epson ESC/P IBM 4722 (including Proprinter XL24E) Olivetti PR2E	
Resolution	Horizontal 120 to 360 dpi Vertical 180 dpi	
Print attributes in all character pitches	Emphasized Super/Subscript Italic Double-strike Double-width Double-height Underline Overscore Scoring	
Line spacing	Optional in microsteps n/60 inches n = 0 to 127 n/180 inches n = 0 to 255 n/360 inches n = 0 to 255	
Nominal voltage	120 V ± 10%, 230 V ± 10%	
Line frequency	50/60 Hz ± 3%	
Network form	For use in power distribution systems with neutral and protective earth conductors (TN)	

Rated current intake	Operation (maximum): US: 1.30 A; EU: 0.59 A Standby:	
	US: 0.11 A; EU: 0.072 A	
Apparent power consumption	Operation (maximum): US: 89.7 VA; EU: 93.6 VA Standby: US: 88.8 VA; EU: 11.4 VA	
True output	Operation (maximum): US: 70.0 W; EU: 73.0 W Standby US: 6.9 W; EU: 8.9 W	
Noise Sound output level Sound pressure level	L <sub>WAd</sub> : 7.1 dB in operation L <sub>pAm</sub> : 55 dB in operation	
Paper feed	Friction feed	
MTBF (Mean Time Between Failures)	10,000 power on hours at 25% DC (duty cycle)	
Dimensions	Height: 168 mm, Width: 378 mm, Depth: 280 mm	
Weight	Standard = 9,10 kg, MSR-H = 9,95 kg	
Service life Print head Ribbon	300 million dots/pin (normal copy mode) 10 million characters in ANK DRAFT10 cpi	
<b>Environmental condition</b>	s	
Operation Temperature Rel. humidity Climate	+10° to +35°C 15 to 75% IEC/EN 60721-3-3, class 3K2	
Storage Temperature Rel. humidity Climate	-5° to +45°C 5 to 95% IEC/EN 60721-3-1, class 1K3	
Transport Temperature Rel. humidity Climate	-20° to +60°C 5 to 95% IEC/EN 60721-3-2, class 2K2	

DIN EN 60 950 / VDE 0805, TUV (EN 60950) / Certified CE Mark, UL 60950 3rd Edition / C-UL (CSA C22.2 No 60950-00) new reversion, IEC 60950-1, EN 55022 :1998 (Class B), EN 55024
:1998, FCC PT 15B : 2000 (Class B), EN61000-3- 2 :2000, EN61000-3-3: 1995

# Paper specifications

Single and multi-copy sheet			
Paper width	70 to 240 mm		
Paper length	70 to 500 mm		
Paper weight	Single sheet: Multi sheet:	60 to 160 g/m <sup>2</sup> 80 to 260 g/m <sup>2</sup>	
Paper thickness	Single sheet: Multi sheet:	0.08 to 0.5 mm 0.08 to 0.5 mm	
Number of copies	Original + four copies (Co	ppy mode)	
Passbook			
Paper width	Open book	105 to 235 mm (Horizontal stitch type) 105 to 235 mm (Vertical stitch type)	
Paper length	Open book	140 to 210 mm (Horizontal stitch type) 125 to 210 mm (Vertical stitch type)	
Corner radius	0 to 10 mm		
Cover thickness	0.2 to 0.5 mm		
Passbook thickness	2.0 mm max. (one cover + inner page)		
Thickness difference	1.4 mm max.		
Paper weight	75 to 120 g/m <sup>2</sup>		
Book condition	Recommend to be flattened carefully before insertion.		
Cheques for the magnetic ink reader			
The magnetic ink reader (MICR) processes cheques that have a printing zone with magnetizable ink.			
Document width	76 to 102 mm		
Document length	152 to 210 mm		

Multi-copy sheets	Sets of forms may be used only if the top edge is bound. The binding edge should be as soft as possible. A wavy binding edge may hamper the smooth feeding of these sets. Multi-part forms have to be inserted with the glued top facing down. Multi-part forms should be tested for suitability.
Paper quality	Light pulp paper of medium fine quality, paper bearing the quality mark SM Post and photocopy paper are suitable for use.  Unsuitable are: satin-finisch or coated papers, imitation art papers, and embossed papers.  Since paper as natural material reacts strongly to environmental influences (e.g. humidity, temperature), the place of storage should be selected carefully. We recommend that this kind of paper should be tested extensively before larger quantities are acquired.  Should papers with a dark reverse side be used, these should also be tested for their functionality. Please pay attention to the use of infrared reflecting colors, when acquiring these papers.
Passbooks	Passbooks shall be free of any metallic parts such as staples or metal clips. Adhesion of any form of stamps or seals is prohibited, as the reliability will be impaired. Passbooks should not have any pages of a smaller size than the cover pages. Passbooks should have no tears, creases, folds or loose stitched. Level the pages before use at the time when you open a folded passbook. Warp of pages will degrade the reliability. When you open a folded passbook, curve forms where the pages are bound in the center of the passbook. If the curved part is too large, such passbooks may be not used.

# Interface specifications

Parallel interface	bidirectional							
Type of data transmission	8-bit parallel interface (Centronics compatible) IEEE-1284; Nibble mode							
Transmission rate	Max. 30 KHz							
Signal status	Low: 0,0 V to +0,4 V							
	High: +2,4 V to +5,0 V							
Connection cable	Material: AWG 28 at least							
	Length: up to 2,0 m Twisted-pair cable with double-shield, acc. IEEE Std 1284 – 1294							
Voltage supply of external	U = +5 V ±10%							
devices on pin 18	I = 0,5 A <sub>max</sub>							
Interface connections	Printer side: Amphenol 57-40360, 36-pin (or compatible)							
	Cable side: Amphenol 57-30360, 25-pin (or compatible)							
Capacity of data buffer	32 KB max.							
Serial interface	RS232C interface							
Synchronization	Asynchronous							
Transmission rate	600 bauds to 38 400 bauds							
Signal status	OFF = Mark = log.1 = -3 V to -15 V							
	ON = Space = log. 0 = +3 V to +15 V							
Connection cable	Length up to 15 m							
Interface connections	ITT Cannon connector, series DB-9 S							
Transmission protocol	XON/XOFF, READY/BUSY							
Capacity of data buffer	32 KB max.							
USB interface	USB 2.0 Full mode (12 MHz)							

User guide Character sets

# **Character sets**

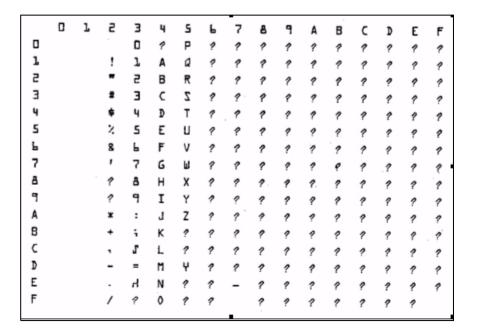
This chapter shows the character sets and contains a list of all available character sets which can be selected via control panel or by escape sequences.

The following example shows you how to find the hexadecimal value for a character from the symbol set tables.

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Character sets User guide

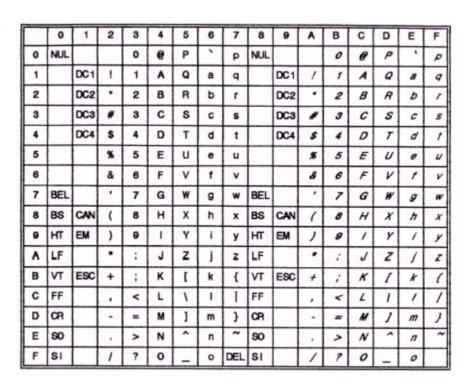
# **OCR-A** character set



User guide Character sets

# **Epson character sets**

#### Italic

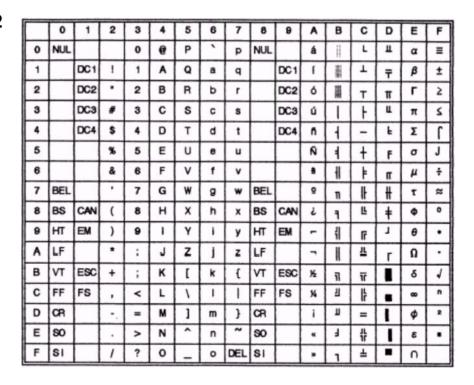


# Graphic1

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Character sets User guide

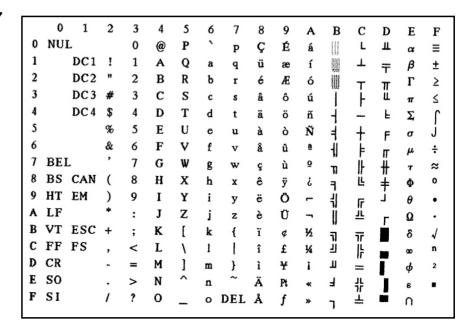
# Graphic2



User quide Character sets

# **IBM** code pages

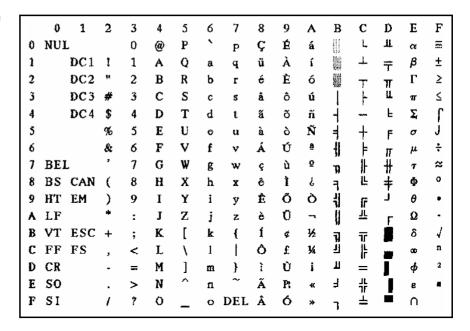
# Code page 437



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Character sets User quide

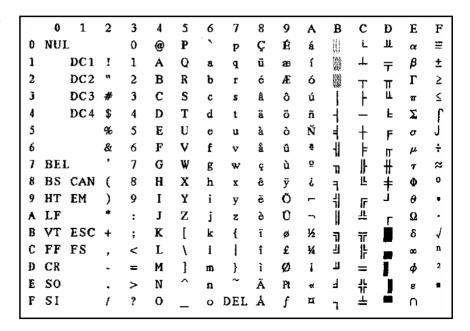
# Code page 860



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User guide Character sets

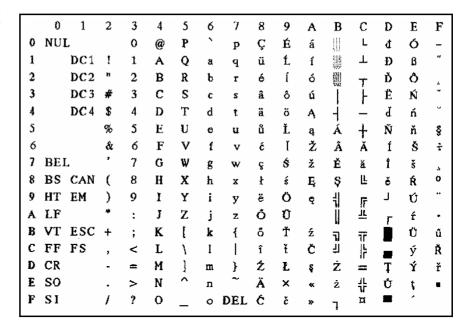
# Code page 865



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Character sets User quide

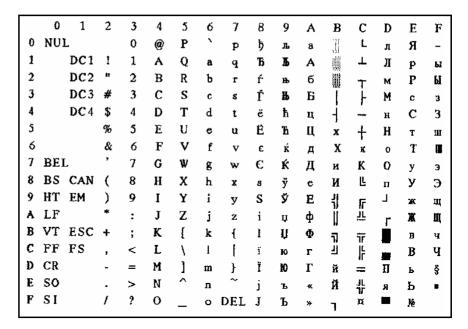
# Code page 852



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User guide Character sets

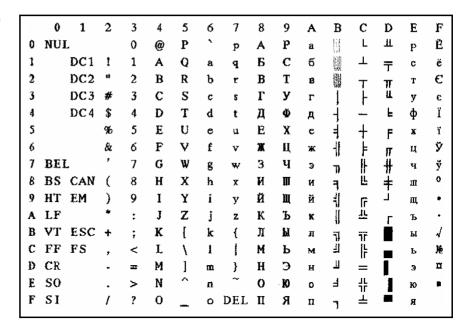
# Code page 855



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Character sets User quide

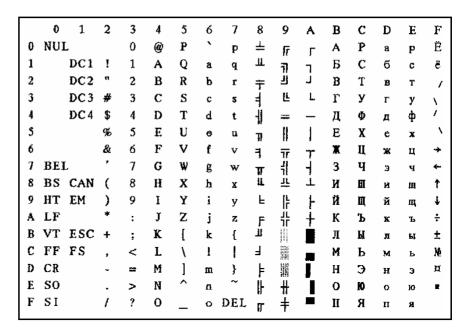
# Code page 866



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User guide Character sets

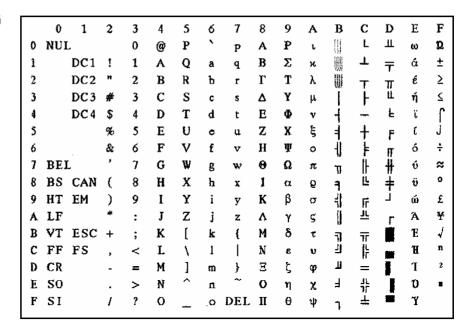
# Code page USSR Gost



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Character sets User quide

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User quide Character sets

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Character sets User guide

# ISO code pages

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User guide Character sets

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A LF
                   J
                          j
                                                            'n
B VT ESC +
                  K
                      [
                          k
                                                        ב
                                                        5
C FF FS
                  L
                          1
                                             14
  CR
                  М
                      ]
                                             1/2
                                                        b
                          m
E SO
                  N
                          n
                                                        מ
               >
F SI
                  0
                          o DEL
                                                        Ĭ
```

Character sets User guide

# Available code pages and fonts

The following list includes all the character sets you can select from the control panel or via ESC sequences and specifies the fonts in which they are available.

The printer does not support all code pages in the all fonts. See the Code page Table and Notes.

- **1** The Roman typeface is selected on these code pages.
- 2 The OCR-B typeface are available on ASCII character set and a part of character of code page 437, 850, 860, 863, 865 and 858. OCR-B font is able to be printed by Euro Symbol character.
- **3** OCR-A character set is prior to any code page or nationality.

Code page/Font	Draft	Roman	Sans Serif	Courier	Bold	Prestige	Script	Orator	Orator-S	Gothic	OCR-A	OCR-B
PC 437	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	6	2
PC 850	✓	✓	✓	✓	✓	<b>✓</b>	✓	✓	✓	✓	€	2
PC 860	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	€	2
PC 863	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	€	2
PC 865	✓	✓	✓	<b>✓</b>	✓	✓	✓	✓	✓	✓	6	0
PC 852	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	6	0
PC 853	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	6	0
PC 857	✓	✓	✓	✓	✓	✓	✓	✓	<b>✓</b>	✓	€	0
PC 437G	✓	<b>✓</b>	✓	✓	✓	0	0	0	0	0	€	0
PC 851	✓	✓	✓	✓	✓	0	0	0	0	0	€	0
PC 855	✓	<b>✓</b>	✓	✓	✓	0	0	0	0	0	€	0
PC 866	✓	✓	✓	✓	✓	0	0	0	0	0	€	0
PC 869	✓	✓	✓	✓	✓	0	0	0	0	0	€	0
USSR GOST	✓	✓	✓	✓	✓	0	0	0	0	0	€	0
PC 920	✓	✓	✓	✓	✓	✓	✓	✓	<b>✓</b>	✓	€	0
PC 858	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	6	2

User guide Character sets

Code page/Font	Draft	Roman	Sans Serif	Courier	Bold	Prestige	Script	Orator	Orator-S	Gothic	OCR-A	OCR-B
PC 923	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	€	0
ISO 8859-1 Latin 1	✓	✓	✓	<b>✓</b>	✓	<b>✓</b>	✓	✓	✓	✓	€	0
ISO 8859-2 Latin 2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	€	0
ISO 8859-5 Cyrillic	✓	✓	✓	✓	✓	0	0	0	0	0	6	0
ISO 8859-7 Greek	✓	✓	✓	✓	✓	0	0	0	0	0	₿	0
ISO 8859-8 Hebrew	✓	✓	0	0	0	0	0	0	0	0	€	0

# **C** Emulations

When a printer understands the control set written for another printer type, it is said to emulate the other printer. Your printer emulates, i.e. "understands" the Olivetti PR2 in its standard version.

# **Escape sequences**

Escape sequences or control codes tell the printer that the following transmitted code is a printer command and not a printable character. They allow the selection of printer functions or the changing of printer parameters from the computer. By transmitting an escape sequence, you are able to change the previously set configuration of the printer (e.g. character set).

This chapter contains an introduction into the sequences and control codes which are used by your printer.



The settings made by escape sequences have priority over the settings made in menu mode; therefore they override these.

**Emulations** User guide

# What are escape sequences?

An escape sequence consists of an ESCape control character (ESC = decimal 27 or hexadecimal 1B) followed by one or more characters, which represent commands to the printer. Please note that this escape character has nothing to do with the ESC key on your computer keyboard.

For example, the control character ESC followed by the character "4" tells your printer to print the subsequent text in italics.

# Control codes give simple instructions to the printer to do a specific function. Unlike escape sequences, control codes do not begin with the ESC control code. Instead, they consist of special single-character non-printing commands (e.g. LF, FF, DC2).

# How are escape sequences used?

Control codes

Escape sequences are transmitted to the printer by your computer software via the printer driver. Experienced users and programmers can also control the printer directly via control sequences, however before you start working with escape sequences and control codes, we recommend that you study the computer software manual.

To enter control codes the Ctrl key and an ASCII character must be pressed simultaneously. For instance, by pressing Ctrl and J a line feed is accomplished (it is required to output the character string on the printer). More information concerning this topic is contained in your computer software manual and the corresponding Programmer's Application Manuals (see [[Querverweis auf Manual auf der CD]]).



The selected emulation must correspond to the printer driver of your application program. Settings caused by ESC sequences remain valid, until they are switched off by another control code. All settings are reset to the original menu, when the printer is switched off.

# List of available control codes

The following table shows the available sequences in the various emulations.

If you want to know more about control codes, we recommend our Programmer's Application Manual on this CD-ROM. Detailled information on PR2 control codes you find in the original PR2 programmer's manual.

### PR2 mode

Command sequence	Function
Page Layout	
ESC Q nnn mmm ESC Z	Define document length
ESC J nnn	Define left margin
ESC T nnn	Define top of form " TOF"
ESC M nnn	Define bottom of form "BOF"
ESC & nn	Elementary vertical spacing
Print Pitches	
ESC <	Print pitch 10 cpi
ESC =	Print pitch 12 cpi
ESC >	Print pitch 166 cpi
ESC a n	Print pitch
ESC?	Proportional spacing
Print Attributes	
ESC R nnn	Select graphic font
ESC 3	Double width
ESC 4	Cancel double width
ESC d	Double height and double width
ESC e	Cancel double height and double width
ESC ! W 1	Double height
ESC!W0	Cancel double height
ESC ! sp nnn	Add columns to the right of the character
ESC (	Bold face
ESC)	Cancel bold face
ESC * n	Underline
ESC +	Cancel underline
ESC`n	Superscript - Subscript
ESC {	Cancel superscript-subscript

Printer Operations	
ESC S 5	Select printer device
LF	Line feed forward
FF	Form feed (ejection from rear)
CR	Carriage return
BS	Back Space
ESC 7	Line feed back
ESC H nnn	Set absolute horizontal position
ESC I nnn	Set relative vertical position
ESC L nnn	Set absolute vertical position
ESC O	Eject document
ESC ^ 0	Change emulation
ESC [ nnn	Select character set
BEL	Bell
DEL	Clear print memory
ESC # n	Assign reference for ESC L nnn
ESC   A nnn	Define offset in elementary steps
ESC   B nnnn	Define document width in elementary steps
ESC 'n	Set up document type
ESC / m nnnn	Absolute vertical position in elementary steps
ESC -	Measure document length
ESC } -	Measure document width
ESC S nnnn	Measure document length or width : answer
Graphics	
ESC 1 p mmmm nnn	9 pin BIM print
ESC 1 P mmmm nnn	24 pin BIM print
ESC 2	Reset BIM mode
ESC X nnn	Set relative horizontal position
Downline Loading Characters (DLL)	
ESC h 0 n m d0 d1 d2 D1 D2Dm	9 pin DLL
ESC h 0 n m d0 d1 d2 D1 D2Dm	24 pin DLL
ESC: 000	Copy character generator into user memory
ESC m n 0	Select character generator

Printer Control				
ESC Z	Request for primary ID			
ESC/7	Printer ID			
ESC i	Request for basic machine configuration			
ESC p x y z k	Printer configuration			
ESC j	Status request			
ESCrx	Synchronous basic machine status			
ESC sp B	Request for Document Status			
ESC B id m ESC Z	Synchronous Document Status			
ESC sp b	Request for FW Release ID			
ESC b idrel1;idver1; idreln;idvern ESC Z	FW Release ID			
ESC sp a	Request for Set-Up configuration			
ESC a byte1 byte2 byte3 byten ESC Z	Set-Up configuration			
ESC I	Reset error			
ESC n	Olivetti controlled selection			
ESC 0	General reset			
ESC U n	Book operator			
ESCrx	Answer to book operator command			
ESC	Select automatic operator booking			
ESC _	Select manual operator booking			
ESC!Gn	Select 9 or 24 pin graphics and DLL			
Magnetic Device Control				
ESC]	Passbook magnetic stripe read			
ESC t datiGS	Data to be recorded on the magnetic stripe			
ESC\	Record and verify magnetic stripe			
ESC } r	MICR magnetic read			
ESC Y E k1 K2	Set horizontal magnetic device			
ESC Y B k1 K2	Set MICR Magnetic Read			
Bar Code Print				
ESC x mm; hh; zz; n ESC Z	Set Bar Code Print			
ESC y dati ESC Z	Activate Bar Code Print			
External paper handling device control				
ESC } +	Form position control			
ESC } L t nnn	Passbook positioning			
ESC } M nnn	Negative bottom of form			
ESC } W	Wait for end of print			

ESC } 0 P	Reset form parking
ESC s nnnn	Measure form position : answer
Image acquisition	
ESC } p	Image acquisition
STX mn	Data transmission from image reader.

# PR50 mode

Command sequence	Function
Page Layout	
ESC Q nnn mmm ESC Z	Define document length
ESC J nnn	Define left margin
ESC T nnn	Define top of form " TOF"
ESC M nnn	Define bottom of form "BOF"
ESC & nn	Elementary vertical spacing
Print Pitches	
ESC <	Print pitch 10 cpi
ESC =	Print pitch 12 cpi
ESC >	Print pitch 166 cpi
ESC ?	Proportional spacing
Print Attributes	
ESC R nnn	Select graphic font
ESC 3	Double width
ESC 4	Cancel double width
ESC d	Double height and double width
ESC e	Cancel double height and double width
ESC (	Bold face
ESC)	Cancel bold face
ESC * n	Underline
ESC +	Cancel underline
ESC`n	Superscript - Subscript
ESC {	Cancel superscript-subscript
Printer Operations	
ESC S 5	Select printer device
LF	Line feed forward
FF	Form feed (ejection from rear)
CR	Carriage return
ESC 7	Line feed back
ESC H nnn	Set absolute horizontal position
ESC I nnn	Set relative vertical position
ESC L nnn	Set absolute vertical position
ESC O	Eject document

ESC ^ 0	Change emulation				
ESC [ nnn	Select character set				
BEL	Bell				
DEL	Clear print memory				
ESC # n	Assign reference for ESC L nnn				
ESC   A nnn	Define offset in elementary steps				
ESC   B nnnn	Define document width in elementary steps				
ESC 'n	Set up document type				
ESC / m nnnn	Absolute vertical position in elementary steps				
ESC -	Measure document length				
ESC } -	Measure document width				
ESC S nnnn	Measure document length or width : answer				
Graphics					
ESC 1 p mmmm nnn	9 pin BIM print				
ESC 2	Reset BIM mode				
Downline Loading Characters (DLL)					
ESC h 0 n m d0 d1 d2 D1 D2Dm	9 pin DLL				
ESC: 000	Copy character generator into user memory				
ESC m n 0	Select character generator				
Printer Control					
ESC Z	Request for primary ID				
ESC//	Printer ID				
ESC i	Request for basic machine configuration				
ESC p x y z k	Printer configuration				
ESC j	Status request				
ESCrx	Synchronous basic machine status				
ESC sp B	Request for Document Status				
ESC I	Reset error				
ESC n	Olivetti controlled selection				
ESC 0	General reset				
ESC U n	Book operator				
ESC r x	Answer to book operator command				
ESC	Select automatic operator booking				
ESC _	Select manual operator booking				
	l l				

Magnetic Device Control	
ESC]	Passbook magnetic stripe read
ESC t datiGS	Data to be recorded on the magnetic stripe
ESC \	Record and verify magnetic stripe
ESC } r	MICR magnetic read
ESC Y E k1 K2	Set horizontal magnetic device
ESC Y B k1 K2	Set MICR Magnetic Read
External paper handling device con	trol
ESC } +	Form position control
ESC } L t nnn	Passbook positioning
ESC } M nnn	Negative bottom of form
ESC } W	Wait for end of print
ESC } 0 P	Reset form parking
ESC s nnnn	Measure form position : answer

# IBM mode

Command seque	nce	Function			
Horizontal position	control				
BS	08H	Backspace			
HT	09H	Horizontal tab			
CR	0DH	Carriage return			
ESC BS	1BH 08H	Backspace			
ESC HT	1BH 09H	Horizontal tab			
ESC CR	1BH 0DH	Carriage return			
ESC D	1BH 44H	Set horizontal tabs			
ESC X	1BH 58H	Set horizontal margins			
ESC d	1BH 64H	Relative mode inline forward			
Vertical position	control				
LF	0AH	Line feed			
VT	0BH	Vertical tab			
FF	0CH	Form feed			
ESC LF	1BH 0AH	Line feed			
ESC VT	1BH 0BH	Vertical tab			
ESC FF	1BH 0CH	Form feed			
ESC 0	1BH 30H	Select 1/8" line spacing			
ESC 1	1BH 31H	Select 7/72" line spacing			
ESC 2	1BH 32H	Start text line spacing			
ESC 3	1BH 33H	Set graphics line spacing			
ESC 4	1BH 34H	Set top of form			
ESC 5	1BH 35H	Automatic line feed			
ESC A	1BH 41H	Set text line spacing			
ESC B	1BH 42H	Set vertical tabs			
ESC C	1BH 43H	Set form length in lines			
ESC C 0	1BH 43H 00H	Set form length in inches			
ESC J	1BH 4AH	Graphics variable line spacing			
ESC N	1BH 4EH	Set automatic perforation skip			
ESC O	1BH 4FH	Cancel automatic perforation skip			
ESC[\	1BH 5BH 5CH	Set vertical units			
ESC]	1BH 5DH	Reverse line feed			

Character attribu	tes	
SO	0EH	Double-wide printing by line
SI	0FH	Condensed printing
DC2	12H	Select 10 cpi
DC4	14H	Cancel double-wide printing by line
ESC SO	1BH 0EH	Double-wide printing by line
ESC SI	1BH 0FH	Condensed printing
ESC DC2	1BH 12H	Select 10 cpi
ESC DC4	1BH 14H	Cancel double-wide printing by line
ESC -	1BH 2DH	Continuous underscore
ESC:	1BH 3AH	Select 12 cpi
ESC E	1BH 45H	Select emphasized mode
ESC F	1BH 45H	Cancel emphasized mode
ESC G	1BH 47H	Select double strike mode
ESC H	1BH 47H	Cancel double strike mode
ESC I	1BH 49H	Select print mode
ESC P	1BH 50H	Proportional space mode
ESC S	1BH 53H	Start subscript or superscript printing
ESC T	1BH 54H	Cancel subscript or superscript printing
ESC W	1BH 57H	Continuous double-wide printing
ESC [ @	1BH 5BH 40H	Set presentation highlight
ESC_	1BH 5FH	Continuous oversore
Download and ch	aracter code set	tting
ESC 6	1BH 36H	Select character set 2
ESC 7	1BH 37H	Select character set 1
ESC =	1BH 3DH	Character font image download
ESC[T	1BH 5BH 54H	Set code page
ESC \	1BH 5CH	Print continuously from all character chart
ESC ^	1BH 5EH	Print single character from all character chart
Bitimage		
ESC K	1BH 4BH	Normal density bit image graphics
ESC L	1BH 4CH	Dual density bit image graphics
ESC Y	1BH 59H	Dual density bit image graphics
ESC Z	1BH 5AH	High density bit image graphics
ESC [g	1BH 5BH 67H	High resolution graphics

Barcode				
ESC [f	1BH 5BH 66H	Setup barcode parameter		
ESC[p	1BH 5BH 70H	Set barcode data		
Others	1	,		
BEL	07H	Beeper		
DC1	11H	Select printer		
DC3	13H	Deselect printer		
CAN	18H	Cancel Data		
ESC BEL	1BH 07H	Beeper		
ESC DC1	1BH 11H	Select printer		
ESC DC3	1BH 13H	Deselect printer		
ESC CAN	1BH 18H	Cancel data		
ESC Q	1BH 51H	Deselect printer		
ESC R	1BH 52H	Set all tabs to power on settings		
ESC U	1BH 55H	Set print direction		
ESC [ K	1BH 5BH 4BH	Set initial condition		
ESC j	1BH 6AH	Stop printing		
AGM control com	mand			
ESC *	1BH 2AH	Select Graphics Mode		
ESC 3	1BH 33H	Set graphics line spacing (n/180")		
ESC A	1BH 41H	Set text line spacing (n/60")		
ESC J	1BH 4AH	Graphics variable line spacing (n/180")		
4722 unique com	mand			
ESC[J	1BH 5BH 4AH	Set single line density		
ESC [ F	1BH 5BH 46H	Page Presentation Media		
ESC [ c	1BH 5BH 63H	Message		

# **Epson mode**

Command sequence		Function			
Horizontal position control	Horizontal position control				
BS	08H	Backspace			
HT	09H	Horizontal Tab			
CR	0DH	Carriage Return			
ESC\$	1BH 24H	Set Absolute Print Position			
ESC D	1BH 44H	Select Horizontal Tabs			
ESC Q	1BH 51H	Set Right Margin			
ESC \	1BH 5CH	Set Relative Print Position			
ESC a	1BH 61H	Select Justification			
ESC I	1BH 6CH	Set Left Margin			
Vertical position control					
LF	0AH	Line Feed			
VT	0BH	Vertical Tab			
FF	0CH	Form Feed			
ESC +	1BH 2BH	Select n/360" Line Spacing			
ESC /	1BH 2FH	Select Vertical Tab Channel			
ESC 0	1BH 30H	Select 1/8" Line Spacing			
ESC 2	1BH 32H	Select 1/6" Line Spacing			
ESC 3	1BH 33H	Set Graphics Line Spacing (n/180")			
ESC A	1BH 41H	Set n/60" Line Spacing			
ESC B	1BH 42H	Set Vertical Tabs			
ESC C	1BH 43H	Set Page Length in Lines			
ESC C 0	1BH 43H 00H	Set Page Length in Inches			
ESC J	1BH 4AH	Perform n/180-inch Line Feed			
ESC N	1BH 4EH	Set Skip Over Perforation			
ESC O	1BH 4FH	Cancel Skip Over Perforation			
ESC b	1BH 62H	Select Vertical Tabs in Channels			
ESC j	1BH 6AH	Perform Reverse n/180-inch Line Feed			
Character attributes					
SO	0EH	Double-Wide Printing 1 Line			
SI	0FH	Select Condensed Mode			
DC2	12H	Cancel Condensed Mode			

DC4	144	Cancel Double Wide Printing 1 Line	
	14H	Cancel Double-Wide Printing 1 Line	
ESC SO	1BH 0EH	Double-Wide Printing 1 Line	
ESC SI	1BH 0FH	Select Condensed Mode	
ESC!	1BH 21H	Master Select	
ESC (-	1BH 28H 2DH	Select Score	
ESC -	1BH 2DH	Auto Underscore	
ESC 4	1BH 34H	Select Italic Mode	
ESC 5	1BH 35H	Cancel Italic Mode	
ESC E	1BH 45H	Select Emphasized Mode	
ESC F	1BH 46H	Cancel Emphasized Mode	
ESC G	1BH 47H	Select Double-strike Mode	
ESC H	1BH 48H	Cancel Double-strike Mode	
ESC M	1BH 4DH	Select 12 cpi	
ESC P	1BH 50H	Select 10 cpi	
ESC S	1BH 53H	Select Subscript or Superscript Printing	
ESC T	1BH 54H	Cancel Subscript or Superscript Printing	
ESC W	1BH 57H	Turn Double-wide Mode On/Off	
ESC g	1BH 67H	Select 15 cpi	
ESC k	1BH 6BH	Select Typestyle Family	
ESC p	1BH 70H	Turn Proportional Mode On/Off	
ESC q	1BH 71H	Select Character Style	
ESC w	1BH 77H	Turn Double-high Mode On/Off	
ESC x	1BH 78H	Select Letter Quality or Draft	
Download and character code s	setting	,	
ESC %	1BH 25H	Select User-defined Set	
ESC &	1BH 26H	Define User-Defined Characters	
ESC 6	1BH 36H	Enable Printable Characters	
ESC 7	1BH 37H	Enable Upper Control Codes	
ESC:	1BH 3AH	Copy ROM to RAM	
ESC R	1BH 52H	Select an International Character Set	
ESC t	1BH 74H	Select Character Table	
ESC (t	1BH 28H 74H	Assign Character Table	
Bitimage	l	I	
ESC *	1BH 2AH	Select Graphics Mode	
ESC?	1BH 3FH	Reassign Graphics Mode	

ESC K	1BH 4BH	Select Single-density Graphics Mode
ESC L	1BH 4CH	Select Double-density Graphics Mode
ESC Y	1BH 59H	Select High-speed Double-density Graphics Mode
ESC Z	1BH 5AH	Select Quadruple-Density Graphics Mode
Others	<u>,                                      </u>	
BEL	07H	Beeper
DC1	11H	Select Printer
DC3	13H	Deselect Printer
CAN	18H	Cancel Line
DEL	7FH	Delete Character
ESC EM	1BH 19H	Set Auto Sheet Feeder Mode
ESC SP	1BH 20H	Set Inter Character Space
ESC#	1BH 23H	Cancel MSB Control
ESC <	1BH 3CH	Select Unidirectional Mode 1 Line
ESC =	1BH 3DH	Set MSB to 0
ESC >	1BH 3EH	Set MSB to 1
ESC @	1BH 40H	Initialize Printer
Additional commands		
ESC U	1BH 55H	Turn Unidirectional Mode On/Off
ESC[n!p	1BH 5BH n 21H 70H	Absolute vertical positioning (from the top)
ESC[n!q	1BH 5BH n 21H 71H	Change between document and journal printing
ESC [ n # p	1BH 5BH n 23H 70H	Relative vertical positioning backwards
ESC [ n " p	1BH 5BH n 22H 70H	Absolute vertical positioning (from the bottom)
ESC [ n # q	1BH 5BH n 23H 71H	Selection of type fonts/ character sets
ESC[n\$p	1BH 5BH n 24H 70H	Paper feed of the document
ESC [ n1 n5 ! r	1BH 5BH n1 n5 21H 72H	Parameter block MSR
ESC [ " r	1BH 5BH 22H 72H	Reading a MSR track
ESC [#rSTXETX	1BH 5BH 23H 72H 02H03H	Writing a MSR track
ESC [ % r	1BH 5BH 25H 72H	Deleting a MSR track
ESC[n!t	1BH 5BH n 21H 74H	Setting control points/initializing the control cycle
ESC [ " t	1BH 5BH 22H 74H	Requesting the document width
ESC [#t	1BH 5BH 23H 74H	Document edge detection
ESC[n\$t	1BH 5BH n 24H 74H	Activating passbook processing
ESC [ n % t	1BH 5BH n 25H 74H	Specification of the horizontal leading edge

ESC[n(t	1BH 5BH n 28H 74H	Mode switch-over for handling end of paper
ESC[n)t	1BH 5BH n 29H 74H	Setting control point II
ESC[n*t	1BH 5BH n 2AH 74H	Dual station control
ESC[n,t	1BH 5BH n 2CH 74H	Increasing the copying power
ESC[n!z	1BH 5BH n 21H 7AH	Global printer status
ESC [ " z	1BH 5BH 22H 7AH	Requesting special printer messages
ESC [n; m " z	1BH 5BH n m 22H 7AH	Special printer messages
ESC [ n # z	1BH 5BH n 23H 7AH	Requesting printing unit parameters
ESC [ n1 ; ; n9 # z	1BH 5BH n1 n9 23H 7AH	Printing unit parameters
ESC [ m ; h ; z ; n * r STX (data) ETX	1BH 5B 3XH 3BH 3XH 3XH 3BH 3XH 3XH 3BH 3XH 2AH 72H 02H (data) 03H	Prints barcode according

User guide Interfaces

# **D** Interfaces

Your printer offers the possibility of operating either via a parallel, a serial or a USB interface. There is a printer model with a second serial interface. This chapter informs you about the interfaces and describes the communication between your computer and the printer.

# Interface settings for User 1 and User 2

Your printer allows you to set and use two independent menu configurations for the selection of the interfaces (User 1/User 2).

It is possible, to select different intefaces for User 1 and User 2 (e.g. User 1: serial interface and User 2: parallel interface).

It is also possible to select the same interface for User 1 and User 2. If so, any changes of the interface settings in menu mode (see <u>Menu, interfaces</u>, page 60) for one user will be transferred to the other user.

Interfaces User guide

# **Parallel interface**

The bidirectional parallel interface offers the so called "nibble" mode of the IEEE1284 interface norm. This enables installation in accordance with Windows "Plug & Play".

The standard parallel interface is able to transfer data at a speed of max. 30,000 bytes per second. When the receiving buffer is full, the data input is blocked until the data buffer is empty. This guarantees data transmission in blocks of 1 KB.

# **Connector assignment**

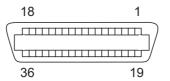
#### **Nibble Mode**

Pin	Signal	In/Out	Pin	Parallel	In/Out
1	nSTORBE	In	19	Signal GND	
2	DATA0	In	20	Signal GND	
3	DATA1	In	21	Signal GND	
4	DATA2	In	22	Signal GND	
5	DATA3	In	23	Signal GND	
6	DATA4	In	24	Signal GND	
7	DATA5	In	25	Signal GND	
8	DATA6	In	26	Signal GND	
9	DATA7	In	27	Signal GND	
10	nACK	Out	28	Signal GND	
11	BUSY	Out	29	Signal GND	
12	PE	Out	30	Signal GND	
13	SELECT	Out	31	nINIT	In
14	nAUTOFEED	Out	32	nERROR	Out
15	NC		33	Signal GND	
16	Signal GND		34	NC	
17	Chassis GND		35	+5V DC	Out
18	+5V DC	Out	36	nSELECT IN	In

User guide Interfaces

# **ECP** mode

Pin	Signal	In/Out	Pin	Parallel	In/Out
1	HostClk	In	19	Signal GND	
2	DATA0	Bi-Di	20	Signal GND	
3	DATA1	Bi-Di	21	Signal GND	
4	DATA2	Bi-Di	22	Signal GND	
5	DATA3	Bi-Di	23	Signal GND	
6	DATA4	Bi-Di	24	Signal GND	
7	DATA5	Bi-Di	25	Signal GND	
8	DATA6	Bi-Di	26	Signal GND	
9	DATA7	Bi-Di	27	Signal GND	
10	PeriphClk	Out	28	Signal GND	
11	PeriphAck	Out	29	Signal GND	
12	nAckReverse	Out	30	Signal GND	
13	Xflag	Out	31	nReverseRequest	In
14	HostAck	In	32	nPeriphRequest	Out
15	NC		33	Signal GND	
16	Signal GND		34	NC	
17	Chassis GND		35	+5V DC	Out
18	+5V DC	Out	36	1284Active	In



Transmission length: max. 2,0 m

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# **Serial interface RS232C**

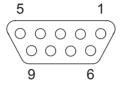
Your printer's serial interface supports the RS232C specification. The signals are received and transmitted by a 9 pin connector.

Use a serial interface cable that meets the requirements of your host PC.

Туре	RS232C interface
Synchronization	Asynchronous
Transmission rate	300 Baud to 38.400 Baud
Signal status	OFF (log.1)–3 V to –15 V ON (log. 0)+3 V to +15 V
Connection cable	up to 15 m length
Interface connections	ITT Cannon connector, series DB-9 S
Transmission protocol	XON/XOFF, READY/BUSY
Capacity of data buffer	32 KB max.

# **Connector assignment**

Pin	Signal	Signal from	Ready/Busy	XON/XOFF
1	CD	_	_	_
2	TXD	Printer	Valid	Valid
3	RXD	PC	Valid	Valid
4	RTS	Printer	Invalid	Valid
5	Signal GND	_	Valid	Valid
6	DTR	Printer	Valid	Valid
7	DSR	PC	Valid	Valid
8	CTS	PC	Invalid	Valid
9	CI	_	_	_



Transmission length: max. 15 m

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# Serial attachment characteristics

#### **Data rates**

The interface supports the following data rates.

- ▶ 4800 bps
- ▶ 9600 bps
- ▶ 19200 bps
- ▶ 38400 bps

#### Supported protocols

This interface will also support the following:

- ▶ 7 or 8 Data Bits
- ▶ Even, Odd, None Parity
- ▶ 1 or 2 Stop Bit(s)
- ▶ Ready/Busy or XON/XOFF handshaking

#### **Data Transfer**

A data frame consists of a start bit, seven or eight data bits, 0 or 1 parity bit(s) and 1 or 2 stop bit(s). With these combinations, 9, 10, 11 and 12 bit frames are available:



### **Parity**

There are three possible parity settings: Even, Odd, None.

- ▶ When Even parity is specified, the interface expects to receive data frames with even parity and will transmit data with even parity.
- ▶ When Odd parity is specified, the interface expects to receive data frames with odd parity and will transmit data with odd parity.
- ▶ Parity will be checked whenever "Even" of "Odd" parity is selected. If a parity error is detected, "PARITY ERROR" message will be displayed on the LCD. Printer will continue to receive data.
- When "No" parity is specified, the interface does not except data frames to include a parity bit, and the interface transmits data without parity bits.

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#### Handshaking

Handshaking in the serial environment is most commonly handled by manipulating the following 4 handshaking lines:

- ▶ RTS (Request to Send)
- ▶ CTS (Clear to Send)
- ▶ DSR (Data Set Ready)
- ▶ DTR (Data Terminal Ready)

#### Ready/Busy

When Ready/Busy protocol is selected, DTR will be used to pace the data flow from PC. When the serial interface is BUSY (Buffer is full, Printer is out of paper or an error is detected), DTR will be dropped to indicate to PC that Printer cannot receive any more data.

#### XON/XOFF

When XON/XOFF protocol is selected, Printer indicates to PC that it is busy and not ready to receive any more data by sending an XOFF (DC3 X'13') character. When the serial interface is ready to receive more data, an XON (DC1 X'11') will be transmitted.

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# Configuring the serial interface of the PC

#### **DOS** mode

To use the serial interface of your PC, you must add the following mode commands to the AUTOEXEC.BAT file:

```
mode com1:9600,n,8,1,p
mode lpt1:= com1:
```

With the first MODE command, you configure the serial interface Com1 of your PC to the printer's factory defaults. The second MODE command redirects the parallel standard output port LPT1 of your PC to Com1

Transmission rate: 9600 bauds
Parity: none
Data bits: 8
Stop bits: 1

These settings must be modified to use other values.

#### Windows 95/98/ME

Click on the **Start** button in the Windows taskbar. Move the mouse to **Settings** and click on **Control Panel**. Click on **System**, followed by **Device Manager**. Click on **Ports**, **COM1** and **Port Settings**.

**Bits per second:** 9600 bauds

Data bits:8Parity:noneStop bits:1

These settings must be modified to use other values.

#### Windows 2000/XP

Click on the **Start** button in the Windows taskbar. Click on **Printers** (Windows 2000) or on **Printers and Faxes** (Windows XP) to open the printer folder. In the menu bar, click on **File** and **Server Properties**. Click on **Ports**, then select **COM1** and click on **Configure**.

**Bits per second:** 9600 bauds

Data bits: 8
Parity: none
Stop bits: 1

These settings must be modified to use other values.

# **USB** interface

The USB (Universal Serial Bus) interface has the following features:

- ▶ Full compliance with the Universal Serial Bus Specification Revision 2.0 for Full Speed Mode.
- ▶ USB Function Controller with two FIFO-based Endpoints: One bidirectional Control Endpoint 0 (8 bytes) One receive Endpoint 1 (1\*64 byts)
- ▶ The signaling bit rate is 12 Mb/s (Full speed).

# **Consumables**

Only use ribbon cassettes from the manufacturer as products from other manufacturers may damage the print head or the ribbon drive.

Consumables	Order no.
Fabric ribbon in recyclable cassettes, color: black	043 393

# **Accessories**

Only use print heads that are approved to prevent damage to your printer.

Accessories	Order no.
Print head 24 needles	400 805

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