

Receipt Printer Troubleshooting

Case1: Thin printing

<If you are using an impact dot printer>

- The ink ribbon set on your printer is worn out.**

Verify the state of wear of the ink ribbon. If the ink ribbon is worn out, replace the ink ribbon and try printing.

- Ink ribbon is not set correctly.**

Verify the state of setting the ink ribbon. If not correct, set the ink ribbon correctly and try printing.

<If you are using a thermal printer>

- The printer cover is not closed correctly or the head up lever is not returned to the correct position.**

Confirm that the printer cover is closed correctly and the head up lever position is correct.

If not correct, close the printer cover correctly or return the head up lever to the correct position and then try printing.

- The paper is different from that recommended by our company.**

As it is thought that initial print density setting may not exhibit correct color, change the print density by referencing the user's manual, etc.

Case2: No printing in red.

<If you are using an impact dot printer>

- The ink ribbon is not set correctly.**

Verify the state of setting the ink ribbon. If not set correctly, set the ink ribbon correctly and try printing.

- The ink ribbon is a mono-color ribbon.**

Check the ink ribbon in use. If you want to make 2-color printing, use the ribbon for 2-color printing.

<If you are using a thermal printer>

- The paper is mono-color thermal paper.**

Check the specifications of the paper. If you want to make 2-color printing, use the paper for 2-color printing.

- The printer setting is not sufficient.**

Verify the state of setting the printer such as memory switch and customize value. Retry setting and printing.

Case3: Printing is clogged.

- As paper is not set to the paper holder correctly, overload is applied to the paper feeding.**

Check the state of setting paper to the paper holder. If not correct, set paper correctly and try printing.

Case4: Dot is missing.

<If you are using an impact dot printer>

- The ink ribbon is not set correctly.**

Verify the state of setting the ink ribbon. If not set correctly, set the ink ribbon correctly and try printing.

- Life and failure of printer head**

Verify whether the dot missing is on specific line.

If the dot missing is specific line, life or failure of printer head is assumed. Ask the agent you purchased your printer for repair.

<If you are using a thermal printer>

- Dirt or foreign object on thermal head**

Check for paper dust or foreign object on the thermal head.

If dirt or foreign object is present, try cleaning of thermal head by referencing the user's manual.

- Disconnection of heating element of thermal head**

Check for a scratch that might cause disconnection of the heating element of the thermal head

If any scratch that might cause disconnection of heating element is present, replacement of thermal head is required. Ask the agent you purchased the product for repair.

Case5: Print out is dirty.

- Ink ribbon is not set correctly.**

Verify whether the ink ribbon is set in the correct position. If not, retry setting the ink ribbon correctly.

Case6: Thin printing on 2-ply paper

- Printer setting is not correct.**

A function of paper type switching (1PLY⇔2PLY) may be provided for DIP switch depending on the product in use.

Refer to the user's manual of your product for the presence of the above function with DIP switch. If present, try using it after setting.

Case7 No printing

<If you are using an impact dot printer>

- Ink ribbon is twisted or locked or it is not set correctly.**

Verify the status of the ink ribbon. Restore the ink ribbon to the normal state or replace the ink ribbon and try printing.

- Paper is not set correctly.**

If paper is not set correctly, no-paper is detected and no printing occurs.

Verify the paper setting status. If not set properly, set it correctly and try printing.

<If you are using a thermal printer>

- Paper is set reversely, thermal paper is not set, or paper is not set correctly.**

Verify the status of setting paper and paper type. Set thermal paper correctly and try printing.

Case8: "Power Down (Data in Buffer)" is printed.

- Data is present in the input buffer at power ON.**

Some products have a backup function for input buffer.

When printer power is turned off due to power interruption during printing, "Power Down (Data in Buffer)" is printed before resuming printing after printer power is turned on.

When printing at power on, try data removal in the print buffer in accordance with the procedure shown in the user's manual.

Case9: White line(s) on graphics printing

- Effect of intermittent printing**

While graphics printing (including TrueType font printing using Windows Driver) is in operation, printing may be suspended due to communication speed if data for printing the next line is not sufficient till the printing of the current line is finished. When print data for the next line becomes sufficient, printing is resumed (resulting in herky-jerky operation).

Memory switch is assigned a buffering function depending on the product. This function allows printing after a specified amount of print data is supplied. Though it takes a little longer time from the transmission of data till the start of printing, intermittent printing can be regulated and white line(s) in graphics may be avoided.

Refer to the user's manual of the product in use and if the above function is available, set it to enable and try printing.

- About communication**

Case1: Print out is not correct.

- Condition for serial communication differs between the host and the printer.**

Verify the condition of communication between the host and the printer. Adjust the condition for communication between the host and the printer and try printing.

- Erroneous wiring of signal line for communication**

Verify whether the wiring of signal line for communication is correct. If the wiring is erroneous, correct it and try printing.

- Print data received by the printer is not correct.**

Data received by the printer may be different from the desired one due to communication timing or external noise.

Some products have the function of hexadecimal dump printing (function to print the data received by the printer in hexadecimal code).

Check the data received by the printer by using a line monitor or hexadecimal dump printing feature.

For the presence of absence of hexadecimal dump printing feature or method of using hexadecimal dump feature, refer to the user's manual of the product in use.

The output timing of ACK and the release timing of BUSY may be changed by the memory switch depending on the product.

Change the output timing of ACK and the release timing of BUSY and try printing.

If interface cable is longer than necessary, take countermeasures to prevent the effect of noise and try printing.

Use twisted pair line for the material of interface cable as an example of countermeasure.