

SP2000

"FREQUENTLY ASKED QUESTIONS / TROUBLE SHOOTING GUIDE"

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INTRODUCTION

The Star SP-2000 is a fully graphics capable, 9 pin Dot Matrix printer with a print speed of 3.1 line per sec. It is available with or without an Autocutter, and with or without Red / Black printing. In addition, a "Re-Winder" is available as an option.

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ANSWERS

1. CAN I DETECT THE END OF THE PAPER ROLL BEFORE IT ACTUALLY RUN'S OUT?

The SP-2000 has an optional low cost, "Near End Paper Sensor" that will enable a warning to be given when the paper roll is close to running out. The Sensor is adjustable to identify Near End or Very Near End. Full fitting instructions are supplied with each Sensor.

2. CAN I MOUNT THE PRINTER VERTICALLY E.G. ON A WALL?

The SP-2000 has an Optional "Wall Mounting Kit" that can be used to mount the printer onto a vertical surface, however, when the printer is vertically mounted, it is not possible to use the "Re-wind" option or the "Near End Paper Sensor" option.

3. WHAT IS THE MAXIMUM PAPER WIDTH I CAN USE?

The SP-2000 uses 76mm wide paper, however, this width is not adjustable. In addition, the printer can user Single or Multi-part paper. Single ply up to 0.1mm thick and Multi-part 2 ply to a total thickness of 0.14mm. and 3 ply to a total thickness of 0.20mm.

4. CAN I “SAVE” A SECOND COPY?

The SP-2000 has a Paper Re-wind option that will enable a “Journal” copy of all output to be wound onto an internal spindle. Full fitting instruction are supplied with each re-wind unit.

5. CAN I PRINT IN RED / BLACK?

The SP-2000 is available as either a “Mono” (black or purple) output printer or as a Dual colour (red / black) output printer.

6. WHY WILL MY PRINTER NOT PRINT AT THE FULL SPEED OF 3.1 LINES PER SECOND IN ESC/POS \hat{O} MODE?

It is possible that your SP-2000 is printing in “Uni-directional” mode, this could be a result of the ESC/POS™ Windows driver selecting the Uni-directional mode at the end of each line. Please see Technical Tip E 008 for a full explanation.

7. WHY WILL MY PRINTER NOT PRINT AT THE FULL SPEED OF 3.1 LINES PER SECOND IN STAR MODE?

The SP-2000 is set (by default) to Uni-directional print for all graphics, and Bi-directional print for text, however, selected text functions will automatically revert to Uni-directional printing, these include Red / Black printing, Emphasised printing and Enlarged printing. To increase the throughput to the full 3.1 lines per second, it is possible to set the “EDS” to Uni-directional Text “Invalid”, and also Bi-directional Graphics to “Valid” (see SP-2000 Memory Switch Table for details). This configuration change can be done using the utility ‘dtool.exe’ which is available from the Star UK Web Site (<http://www.starmicronics.co.uk>) and supplied with the printer drivers from version 1.5 onwards.

If you are printing from Windows and most of your content is graphics based, please ensure that you are using version 1.5 or later of the driver. This version of the driver uses a lower resolution, single pass graphics printing command by default which is much quicker than earlier drivers (high resolution can still be selected within driver properties if required).

8. WHY DOES MY PRINTER NOT CUT AT THE END OF THE RECEIPT, BUT FEEDS EXTRA PAPER WHEN USING THE WINDOWS DRIVERS?

At the end of a printout from the SP2000 (Receipt Type) driver a <FF> (Form Feed) code is sent to the printer which causes the feed. For Windows driver use the SP2000 needs to be configured to cut when it receives a form feed instruction by setting the correct memory switch (EDS). The utility ‘dtool.exe’ which is supplied with Windows drivers version 1.5 and later can be used to configure this feature.