

## Troubleshooting:

If the printer fails to operate properly, try these troubleshooting suggestions. If you still cannot eliminate the problem, contact your local Radio Shack store for assistance.

SYMPTOM	CAUSE AND REMEDY
The printer does not print. The POWER indicator does not light.	<ul style="list-style-type: none"> <li>* Power is not getting to the printer.</li> <li>-Be sure the power cord is securely connected and POWER is set to ON.</li> </ul>
The printer does not print. The POWER indicator lights.	<ul style="list-style-type: none"> <li>* The printer is off line.</li> <li>-Press ON/OFF LINE until the ON/OFF line indicator lights.</li> <li>-Be sure you have loaded paper.</li> <li>* The connection to the computer is not complete.</li> <li>-Check the connection between the printer and the computer.</li> <li>* The ribbon cassette is not correctly installed.</li> <li>-Install the ribbon cassette correctly.</li> <li>* The Dip Switches are not set correctly.</li> <li>-Recheck all settings. Printers with a serial and a parallel port are most likely to have the wrong interface enabled.</li> </ul>
The printer operates correctly, but the paper does not feed properly. The PAPER OUT indicator lights.	<ul style="list-style-type: none"> <li>* The paper is jammed or not properly loaded.</li> <li>-Remove the paper and reinsert it correctly.</li> </ul>
The print is light or smeared, or the ribbon is not feeding properly.	<ul style="list-style-type: none"> <li>* The ribbon cassette is not properly installed.</li> <li>-Correctly install the ribbon cassette.</li> <li>* The ribbon is old or worn out.</li> <li>-Replace the old ribbon cassette with a new one.</li> <li>* The print head position is not correct.</li> <li>-Adjust the print-head gap to match the paper thickness.</li> </ul>
The PAPER OUT indicator flashes	<ul style="list-style-type: none"> <li>* An error condition has occurred.</li> <li>-Turn the printer off and on again.</li> </ul>
The PAPER OUT indicator lights.	<ul style="list-style-type: none"> <li>* The printer is out of paper.</li> <li>-Load more paper. Then press ON/OFF LINE until the ON/OFF LINE indicator lights.</li> </ul>
Erratic operation or wrong characters printing.	<ul style="list-style-type: none"> <li>* Check interface cable at printer and computer.</li> </ul>

-If cable is worn or damaged replace.  
-If cable is loose or not connected,  
insert properly to the computer and  
printer.

(dte-08/06/93)