

Troubleshooting Printers

1. Is the printer receiving power? LED lights are usually lit when the unit is on.

Causes for the LED light not being on:

Turn the unit ON
The power cable may be loose or unplugged

2. The printer will not come online

Try turning the printer off and counting to ten, then turn the printer back on. If this fails then try a reboot of the system.

If the above step fails, you will need the unit serviced.

3. Is the Alarm light on?

YES – Check the paper to see if there is a paper jam.
NO - If the menu light is flashing on and off, this means the printer head is overheating and may need to be replaced if it occurs on a regular basis. Try swapping out heads and see if performance improves.

4. Is the printer properly connected?

YES – Check the terminal configuration. Have the customer fax you a copy so you can look it over for mistakes.

YES – The connector may be bad, swap out connectors with a similar printer (i.e. okidata for okidata, some printers use a special connector like Texas Instruments.)

YES – Can you spool a print job to it from Unix? Try the following: `gdoc lp -d[printer name] [filename]`

[printer name] → i.e. printer -b
(filename) → i.e. phonebook

YES – Turn the printer off then back on after a ten second wait to remove any locks on the unit.

5. Does the printer work in another location with another port/line?

NO – Does the other printer work in the old location? If yes then swap out serial cards. Then print to both printers.

YES – Then the line or port on Digi or Maxspeed may be bad. Re-crimp the ends to insure they are not bad or loose and listen for the click. Remember all lines are head to head.

YES – Punchblocks can be crossed or not. If not crossed, one cable needs to be straight through.

6. Does the old printer work on the other line?

YES – Try disabling the port with this command line **disable tty???**
All printers are set up on disabled ports.

YES – Try unlocking the port with this command line **unlock -d -y tty???**
Then disable the port as above.

7. Does the printer work with a different port?

NO – The printer definitely needs to be serviced.
OKIDATA Local Repair and Support – 1-800-556-0101

YES – Check the configuration in the software. It may be that the port is not properly set up or has gone bad.

Troubleshooting Okidata Printers

The purpose of this document is to help you identify and troubleshoot Okidata printer problems.

Please try these procedures before you call ABCS Support. Hopefully this will reduce your down time, when you need technical assistance.

Find the problem in the list that is most closely matched to your problem and follow the procedures in that group. As you follow the sequence of steps, proceed to the next step only if the present one fails to resolve the problem. Unfortunately not all contingencies can be included in this document.

Printer does not print

Check that printer power is not disconnected
Inspect printer to ensure that select lite is lit up (this means the printer is online for printing)
Inspect computer interface cable (to make sure that it hasn't lost its connection).

From the prompt (on the console) type # sysut	Then hit the enter key
Now select Printer Menu	Then hit the enter key
Now select Spooler Printer Maint.	Then hit the enter key

Check the printers spooler status; examine status to see if printer jobs are stacked up for the printer.

Cancel current job for this printer only – it should auto restart

Cancel ALL print jobs for this printer only.

Attempt to reprint

Reprogram printer (not possible on Okidata 182, 184 models) and attempt to reprint

Check printer type in software

If all above steps fail, call ABCS Support.