

# Trouble Shooting Printers

## Process of Elimination

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**

**(filename1 ----- > 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 setup 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.