

Trouble Shooting Okidata Printers

The purpose of this document is to help you identify and trouble shoot 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 is lit up (this means the printer is on line for printing.)
- ✓ Inspect computer interface cable that it hasn't lost connection
- ✓ On the console, enter ut or sysut select printer Menu, Display spooler status; examine status to see if printer jobs are staked 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)
- ✓ Attempt to reprint
- ✓ Check printer type in software
- ✓ If all above steps fail, Call ABCS Support

Printer changed to large characters during print job.

- ✓ Press Select to take printer off line
- ✓ Set pitch to 17 to 20
- ✓ Resume printing by pressing Select
- ✓ After printing is completed, turn power off & back on to reset it.

Printer stopped during a print job.

- ✓ Reprogram printer
- ✓ Attempt to reprint
- ✓ This may be caused by improper handshake settings in the programs or in the printer. For Oki 182 & 184 failure occurs at about one page.
- ✓ If all above fails, call ABCS Support

Alarm light comes on.

- ✓ Paper may be out or jammed
- ✓ Clear, reload paper
- ✓ Possible memory board failure if the alarm light flashes
- ✓ Possibly caused by over heating of printer head if it self restarts – let the printer rest
- ✓ If all above steps fail, Call ABCS Support