

# 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 is lit up (this means the printer is online 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 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.