

TROUBLE SHOOTING STAR CASHSLIP PRINTERS

This document is to assist you in identifying and trouble shooting cashslip printer problems. Please try these procedures before you call ABCS. Hopefully this will reduce your down time, and your need For technical assistance.

Start by attempting to find the problem in the list that closest matches the problem you are having. Then follow the procedures in that group. As you follow the sequence of steps, proceed to the next step if the current process fails to resolve the problem. This document is constantly being updated.

** How To Cancel A Print Job

From console, at # sign, type "**sysut**" [Enter]

Select **Printer Menu>Spooler Printer Maintenance> Highlite your printer**

Then Select the **F-8 Option key** to cancel all print jobs for this printer. (ex. Printer_a)

** Printer does not print.

Check that printer power is not disconnected

Inspect printer to ensure that **ON LINE** is lit (this means the printer is on line for printing)

Inspect computer interface cable to ensure it hasn't lost connection

Check paper spooler for paper and possible jamming

From the console, type "**sysut**" [Enter]

Select **PRINTER MENU**

Select **DISPLAY SPOOLER STATUS**; examine status to see if print jobs are stacked up for the printer.

CANCEL CURRENT PRINT JOB for this printer only & it should auto restart

CANCEL ALL PRINT JOBS for this printer only

Reset the printers factory defaults by holding the two buttons on top down, while turning the power off/on.

Attempt to reprint

Make sure to check the printers type in Software Printer Maintenance.

If all above steps fail, Call ABCS

** Printer changed to large characters during print job.

After printing is completed, turn off power and back on with both buttons on top held down to reset defaults.

** Printer stopped during a print job.

Check for alarm light, caused by the paper being out or jammed

Reset printer defaults

Attempt to reprint

If all above steps fail, Call ABCS

** Alarm light comes on.

Caused by the paper being out or jammed. Clear or reload the paper.

The cover may be off or improperly seated. Remove and reseal it.

If all above steps fail, Call ABCS