

InfoPrint 4247 Serial Matrix Printers

InfoPrint 4247 Model X03 Printer Maintenance Information

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InfoPrint Solutions Company

Note:

Before using this information and the product it supports, read the information in “Safety and environmental notices” on page 10 and “Notices” on page 299.

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This manual provides information for diagnosing and repairing the InfoPrint 4247 Model X03 Printer.

Internet

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Contents

Safety and environmental notices	10
Safety notices	10
Danger hazard level	10
Caution hazard level	10
Attention notices	11
Safety precautions	11
Electrical safety	11
Electrostatic discharge (ESD) procedures	12
Approved power cord and receptacle	13
Electrical safety and portable power strip receptacles	13
Connecting or disconnecting a communication port, a teleport, or an attachment connector	14
Servicing during an electrical storm	14
Safety inspection	15
Instructions	15
Reference items	15
Safety inspection procedure	16
Performing a power-receptacle safety-check	16
Ground connectors check	18
Environmental notices	21
Product recycling and disposal	21
The 4247 Model X03 Serial Matrix Impact Printer	22
Print speeds	24
Paper paths	24
Paper path nomenclature	24
Print qualities	24
Print quality selection	25
4247 Model X03 differences and commonality with other models	25

Controller boards	25
Carriage	25
Covers.	25
Flash memory download and printer microcode file	26
Interlocks	26
Operator panel	26
Paper paths	27
Printhead	27
Printhead mask	27
Ribbon cartridge.	27
Test & Diagnostics.	27
Related information	28
Softcopy	28
Hardcopy	28
Chapter 1. Diagnosing Problems	29
Maintenance Analysis Procedures (MAPs)	30
Defining The Problem	30
MAP 0100: Start of call	32
MAP 0120: Parallel, serial or USB interface.	34
MAP 0122: LAN Interface	37
MAP 0130: No paper movement	39
MAP 0131: Paper path sensor	41
MAP 0140: Printhead drive	42
MAP 0150: Power supply	46
MAP 0160: Ribbon feed and ribbon lift	52
MAP 0180: Top cover interlock	56
MAP 0190: Form feed problems	57
MAP 0200: 055 AFTA errors	68
MAP 0210: Intermittent failures	70
MAPs reference tables	72

Reference table 1, error messages	72
Reference table 2, no printed characters	76
Reference table 3, print quality failures	77
Reference table 4, operator panel and miscellaneous problems	78
Reference table 5, power supply connector pins and voltages	79
Reference table 6, ribbon lift and 26-pin cable connectors	81
Chapter 2. Diagnostics.	82
Test and diagnostic information—Model X03	84
Printing the printer demonstration	84
Printing the firmware part number and version levels	84
Printing the printer configuration and the custom sets	84
Printing and clearing the error log, and printing the usage metrics	85
Running the test and diagnostic (T&D) programs	87
T&D procedures	89
T&D error messages and actions	110
Test Descriptions	113
Chapter 3. Wiring diagrams	117
18-Wire printhead resistance checks	118
Printhead cable wiring	121
Carriage Motor Wiring	122
Paper Feed Motor Wiring	124
AFTA Motor Wiring	126
Ribbon Feed Motor Wiring	128
Ribbon Lift Motor Wiring	130
Cable Diagrams	132
Operator Panel Cable Wiring	132
Sensor Cable Assembly Wiring	133
Tractor Assembly Cable Wiring	134
Attachment Connectors	135

Chapter 4. Locations	137
Chapter 5. Removals, Service Checks, and Adjustments	139
Removing Covers	143
Cover Parts Removal	143
Service Checks and Adjustments	146
Carriage Drive Belt	146
Carriage Support Shaft	147
Paper Feed Belt	148
Automatic Forms Thickness Adjustment (AFTA)	149
Print Head Gap Service Checks	153
First Line Printing	159
Bidirectional Printing	160
Tear-Off Line	160
Sensor Service Checks	161
Paper Path Service Checks	164
Ribbon Feed and Ribbon Lift Service Check	174
Printhead Drive Service Check	177
Print Quality Service Checks	182
Removals/Replacements	187
Overview	187
Printer Covers	188
Ribbon Cartridge	188
Operator Panel	190
Printhead	191
Controller Board	192
Slot Assembly	194
Engine Board	196
Power Supply	199
Ribbon Drive Motor and Drive Assembly	203
Ribbon Lift Motor	205

Automatic Forms Thickness Adjust (AFTA) Assembly	207
Carriage Drive Motor Assembly and Fan.	210
Carriage Drive Belt.	214
Paper Bail Assembly	216
Upper Feeder Assembly	218
Platen Assembly	220
Printhead Mask	223
Carriage Assembly	225
Carriage Support Shaft.	228
Encoder board	230
Sensor Cable Assembly	233
Printer Mechanical Assembly	235
Paper Feed Motor	237
Paper Feed Motor Drive Belt.	239
Lower Plastic Shield/Lower Mylar	241
Tractor Assemblies.	242
Chapter 6. Parts Catalog	244
How To Use This Parts Catalog	244
Assemblies.	246
Assembly 1: COVERS ASSEMBLY I.	247
Assembly 2: COVERS ASSEMBLY II	249
Assembly 3: Printhead and cables	251
Assembly 4: BASIC ASSEMBLY I	253
Assembly 5: BASIC ASSEMBLY II (boards and fans)	255
Assembly 6: BASIC ASSEMBLY III	258
Assembly 7: MECHANICAL ASSEMBLY I	260
Assembly 8: MECHANICAL ASSEMBLY II.	263
Assembly 9: MECHANICAL ASSEMBLY III	266
Assembly 10: Parts kits, tools, and line cords	268
Chapter 7. Preventative Maintenance	279

Appendix A. Printer configuration 280

Unlocking and locking printer configuration menu 281

Printing the printer configuration and the custom sets 281

Factory defaults 281

Changing a value in the printer configuration menu 282

IPDS configuration 282

ASCII configuration 282

LAN attachment configuration 282

Appendix B. Supplies, Forms, Paths, & Environmental Considerations 283

Overview 283

Supplies 283

Choosing a Forms Path for Your Needs 284

Choosing a Forms Path for Special Forms 286

Other Considerations for Forms 287

 Forms and Paper Specifications 287

Forms Stacking Recommendations 290

Forms Stack Input and Output Locations 290

 Forms Paths 291

Environmental Requirements 292

 Operating Environment. 292

 Shipping Environment 292

 Storage Environment. 293

Appendix C. Firmware Downloading 294

Loading code though the Parallel Port 295

Loading code though the Ethernet Port 296

Error messages 298

Notices 299

Product recycling and disposal. 302

Trademarks 303

Communication statements 304

Part number index 309

Index. 312

Safety and environmental notices

Safety notices

There are two levels of safety notices: **Danger** and **Cautions**.

Danger hazard level

The word **Danger** indicates the presence of a hazard that has the potential of causing death or serious personal injury.

DANGER notices are numbered <1-1>, <1-2>, and so forth where they appear in the text of this manual. Use the notice number to locate the national language translation of that notice in *InfoPrint 4247 Printers: Safety Information*, (S550-1020).

Example of a **Danger** notice:



DANGER

<1-10> Hazardous voltages are present. Do not touch the pins or sockets of the power receptacle.

Caution hazard level

The word **Caution** indicates the presence of a hazard that has the potential of causing moderate or minor personal injury.

CAUTION notices are numbered <2-1>, <2-2>, and so forth where they appear in the text of this manual. Use the notice number to locate the national language translation of that notice in *InfoPrint 4247 Printers: Safety Information*, (S550-1020).

Example of a **Caution** notice:



CAUTION:

<2-22> Carefully follow all cleaning instructions, using only the materials and solutions recommended by InfoPrint® Solutions Company.

Attention notices

The word **Attention** calls attention to the possibility of damage to a program, device, system, or data.

Attention notices are not numbered.

Examples of an **Attention** notices:

Attention: This is an ESD sensitive device.

Safety precautions

Electrical safety

This printer is inspected and listed by recognized national testing laboratories, such as Underwriters Laboratories, Inc. (UL) in the U.S.A. and Canadian Standards Association (CSA) in Canada. Listing of a product by a national testing laboratory indicates that the product is designed and manufactured in accordance with national requirements intended to minimize safety hazards. InfoPrint Solutions Company equipment meets a very high standard of safety in design and manufacture. Remember, however, that this product operates under conditions of high electrical potentials and heat generation, both of which are functionally necessary.

Because the paper used in the printer can burn, you should take normal precautions to prevent fire. These precautions include common sense measures, such as keeping potentially combustible materials (for example, curtains and chemicals) away from the printer, providing adequate ventilation and cooling, limiting unattended operation, and having trained personnel available and assigned to the printer.

Electrostatic discharge (ESD) procedures

Read the following electrostatic discharge (ESD) information because, if discharged into the circuitry of an integrated circuit, static electricity can damage the circuit. The following **Attention** notice in the text of this book warns of possible damage caused by ESD.

Attention: This is an ESD sensitive area. See “Electrostatic discharge (ESD) procedures” before working with parts that are sensitive to ESD.

Follow these guidelines to prevent damage to ESD-sensitive components:

- Keep an ESD-sensitive part in its original shipping container, usually a protective bag, until you are ready to install it.
- Make the fewest possible movements to minimize static electricity.
- Touch the metal frame of the printer or the assembly to discharge static electricity in your body just before touching the ESD-sensitive part.
- Hold the ESD-sensitive part by its edges. Do not touch any components, pins, or connectors. If possible, keep one hand on the frame while you are installing or removing an ESD-sensitive part.
- Do not place an ESD-sensitive part on anything that can provide a discharge path from your body through the ESD-sensitive part. If you need to put down the ESD-sensitive part, first put it into the ESD protective wrapper in which it was shipped.
- Prevent ESD-sensitive parts from being touched by other persons.
- Cables may connect to engine cards or boards that are ESD-sensitive. Be careful when working with connectors.
- Be careful when working with ESD-sensitive parts when the humidity is low. Low humidity increases static electricity.

Using the ESD kit

To safely discharge all static electricity, use the ESD kit following the guidelines under Electrostatic discharge (ESD) procedures.

- Turn off the printer before you put on the ESD wrist band.
- Connect the wrist band to an unpainted, frame-ground point of the printer.

- Remove the ESD wrist band when working on any part of the printer that has power turned on.
- Do not put the ESD mat near any electrical circuit that has power turned on. The internal resistance (1 megohm) in the ESD cable limits the current if it touches a high voltage.
- Do not put the ESD mat near a grounded surface. Ground the ESD mat only through the ESD cable. The ESD cable supplies a high resistance to ground for your safety. If the ESD mat touches a grounded surface, the high resistance in the ESD cable is bypassed, which causes the ESD mat not to work as expected.

Approved power cord and receptacle

DANGER



<1-11> Your country may require an approved power cord and plug. Ensure that you have the correct power cord and plug. Use this cord and plug only with an approved, correctly-installed power receptacle.

Electrical safety and portable power strip receptacles

Extension cords

DANGER



<1-12> Do not use an extension power-cord.

The customer must supply the correct electrical outlet which must meet the requirements stated under Approved power cord and receptacle.

Portable power strip receptacles (temporary power taps)

Portable power strip receptacles (referred to as “temporary power taps” by the National Electrical Code®) may be used if they are fully approved in the customer’s geographic location. It is the customer’s responsibility to supply a fully approved “temporary power tap”, if one is to be used.

Connecting or disconnecting a communication port, a teleport, or an attachment connector

DANGER



<1-14> Switch off printer power and unplug the printer power cord before connecting or disconnecting a communication port, a teleport, or other attachment connector.

Servicing during an electrical storm

DANGER



<1-13> Do not connect or disconnect a communication port, a teleport, or any other connector during an electrical storm.

Safety inspection

Instructions

Perform this safety inspection before performing any of the following tasks:

- Accept a machine for service agreement
- Provide per-call service
- Relocate a machine
- Review changes or attachments on any InfoPrint Solutions Company machine that is leased, on service agreement, or on per-call service

Ensure that you correct unsafe conditions before you continue.

Possible safety hazards are:

- **Electrical**—An electrically charged frame, or exposed wires or connections, can cause serious electrical shock.
- **Mechanical**—A missing safety cover or shield is hazardous. Moving parts, such as gears, shaft, and pulleys are hazardous.
- **Chemical**—Use only approved cleaning agents. Do not use other solvents or chemicals.

Reference items

You will need the following items:

- A copy of the machine EC history
- A list of current safety ECs

Safety inspection procedure

1. Check that the printer is installed near the socket-outlet and that the socket-outlet is easily accessible.
2. Turn off and unplug the printer.
3. Check exterior covers for damage (loose, broken, or sharp edges).
4. Check top main cover interlock operation (see T&D17—Top cover interlock test).
5. Check the Small Rear Cover with Interlock Board and ensure it is properly installed. See Figure 3 for the location of the Small Rear Cover and Interlocks for information about both of the cover interlocks.
6. Check the power cord for:
 - a. A third-wire ground connector in good condition. Use a meter to measure the third-wire ground continuity for 0.1 ohm or less between the external ground pin and frame ground.
 - b. A power connector ground wire fastened with a screw and star washer near the power supply. Repair as needed.
 - c. A second star washer between the frame ground and the wire lug.
 - d. A power cord of the appropriate type, shipped for the 4247 printer.
 - e. Insulation in good condition (not frayed nor worn).
7. Remove the covers (see Removing Covers).
8. Check that the power supply cover has not been removed nor tampered with.
9. Check for any obvious non-InfoPrint Solutions Company alterations.
10. Check inside the unit for any obvious unsafe conditions, such as metal-filing contamination, water or other liquids, or signs of fire or smoke damage.
11. Check for worn, frayed, or pinched cables.

Performing a power-receptacle safety-check

A trained service representative or a qualified electrician should perform all checks necessary to ensure safe operation. These should include the following checks and any other required by local regulations.

- Check the ac voltage at all associated power receptacles (see 4247 Model X03 nominal ac input power requirements).

- Check that all associated power receptacles are properly grounded.

Check safety documentation for the correct test equipment and procedures before performing any of the following tasks:

- Checking ac voltage at all associated power receptacles
- Checking that all associated power receptacles are properly grounded



DANGER

<1-10> Hazardous voltages are present. Do not touch the pins or sockets of the power receptacle.

Use only the applicable high-voltage probes. 4247 Model X03 nominal ac input power requirements gives the appropriate voltage ranges.

The printer electrical outlet and any temporary power tap, must meet the requirements as stated in 4247 Model X03 nominal ac input power requirements.

Attention: If the voltages are not within the correct operating range, allow correction before the equipment is plugged in and operated.

For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

4247 Model X03 nominal ac input power requirements

Nominal Voltage	Voltage Range	Amps	Phase / Hz
100–230 V ac	90–264 V ac	3.8–1.6 A	Single phase / 50–60 Hz

Ground connectors check

Using Figure 1 and Figure 2, ensure that all safety grounds are correctly installed.

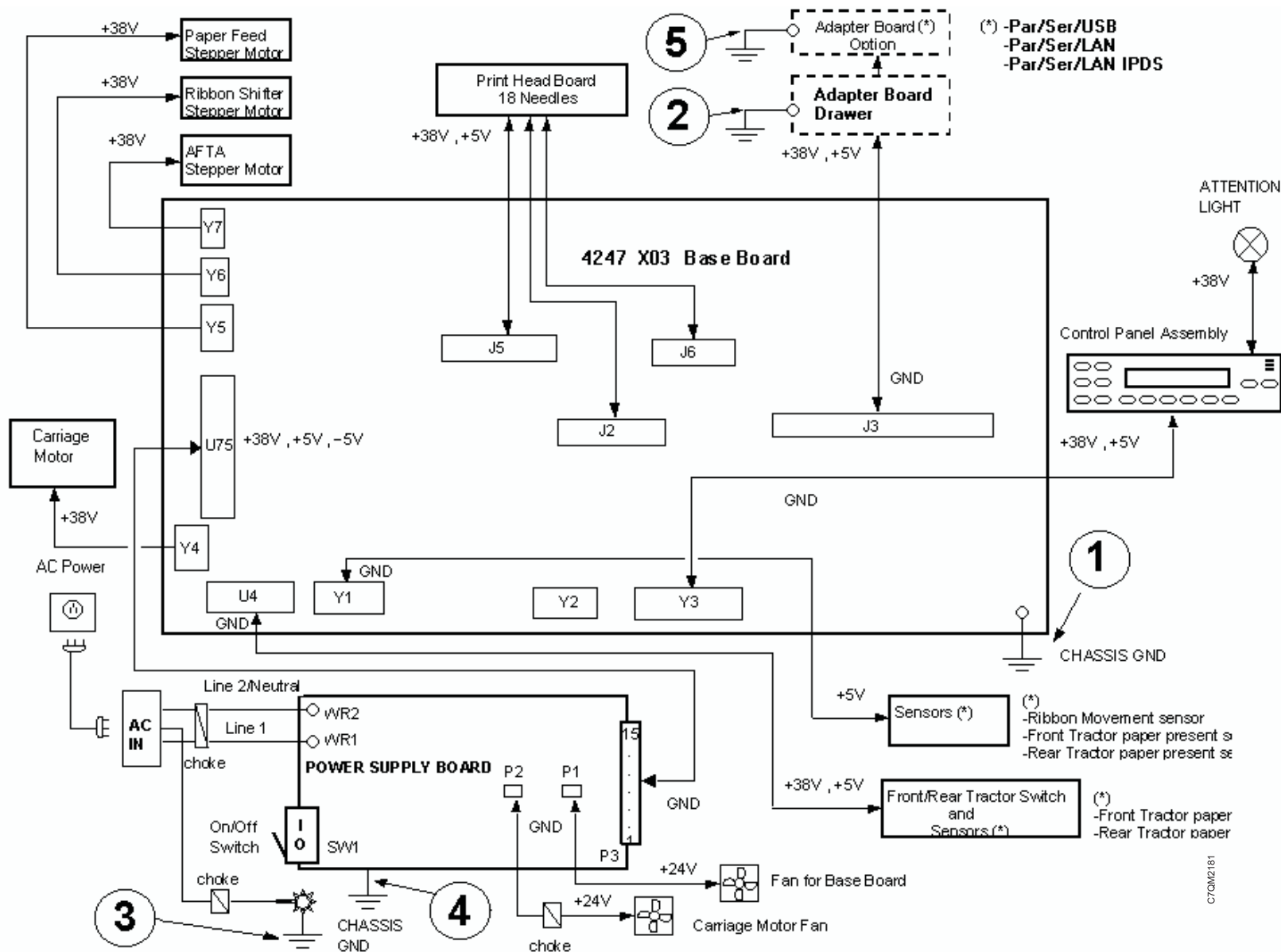
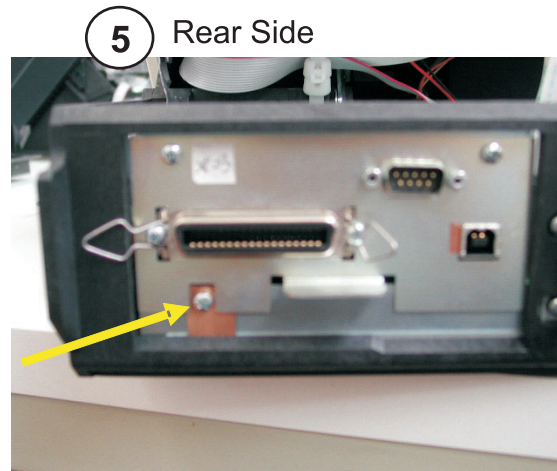
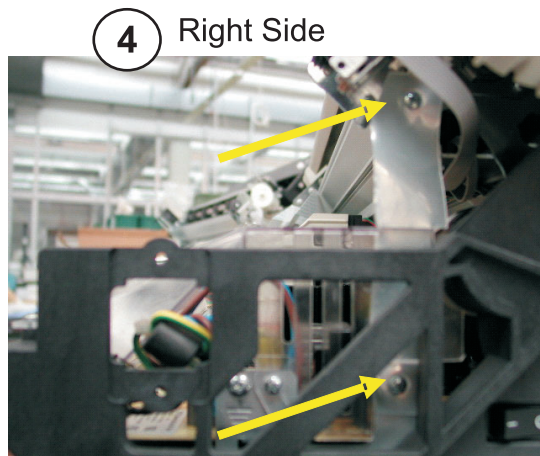
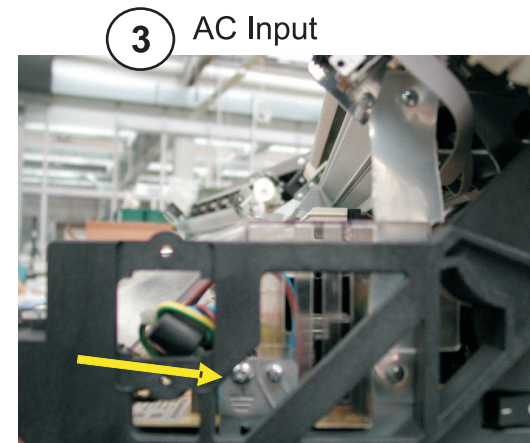
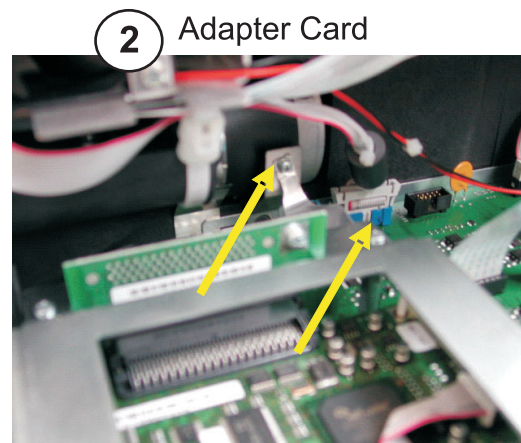
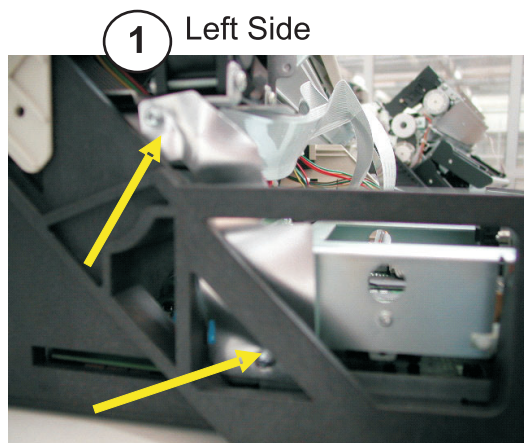


Figure 1. Ground path diagram



CTQM2182

Figure 2. Ground path illustrations

Environmental notices

Product recycling and disposal

InfoPrint Solutions Company encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed.

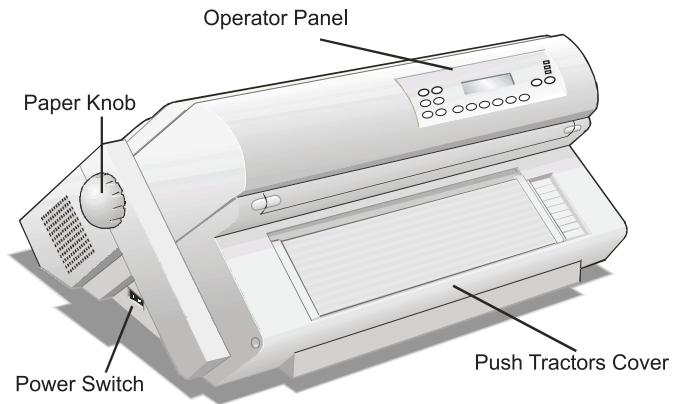
Information on recycling programs offered by InfoPrint Solutions Company can be found at <http://www.infoprint.com>.

The 4247 Model X03 Serial Matrix Impact Printer

The 4247 Model X03 is a professional, industrial impact-matrix printer capable of printing at speeds of up to 800 characters per second (cps) at 10 cpi in Data Processing (DP) mode. The 4247 Model X03 is a rugged printer, and is designed for harsh environments and demanding applications. It is complementary with previous IBM® 4247 models and offers interface cards that can be installed by the user.

The 4247 Model X03 can have either one or two straight continuous-forms paper paths. One paper path is standard, and the second path is an optional feature. The printer operator panel is common with the Model Z03 and includes the same full-function, full-size, 2 line by 24 character display, making messages and menus easy to understand.

Front View



Rear View

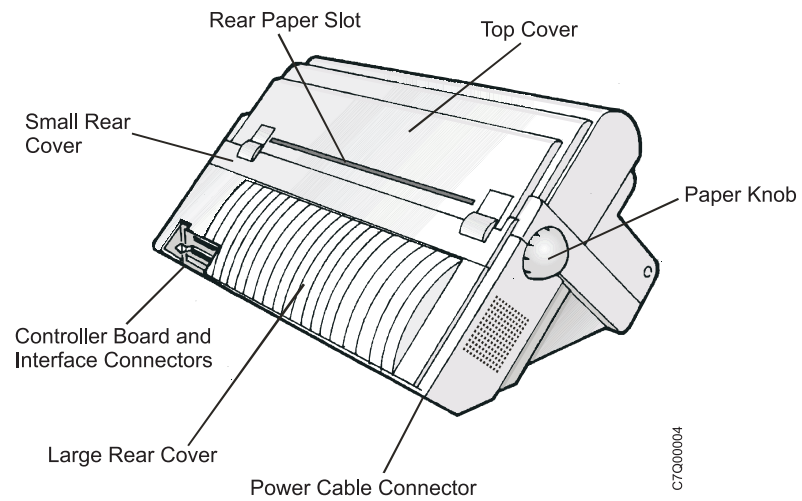


Figure 3. Covers, Front and Rear View

Print quality choices are DP mode (DP), DP Text mode (DP Text), and Near Letter Quality mode (NLQ). Versatile paper handling capability provides printing on up to 8-part forms. Typical applications include transaction processing for invoices, office or internal business documents, as well as barcodes, labels, and multipart forms.

Print speeds

The InfoPrint 4247 Model X03 print speeds (in characters per second) are up to:

- 800 cps in DP mode at 10 characters per inch (cpi)
 - 400 cps in DP Text mode at 10 characters per inch (cpi)
 - 200 cps in NLQ at 10 characters per inch (cpi)
-

Paper paths

The InfoPrint 4247 Model X03 printer provides exceptional forms handling flexibility. The base printer includes one continuous-form tractor paper-path, a second tractor paper path is optional. Both continuous form paper paths are front loading.

Paper path nomenclature

Base tractor (*rear tractor when a second tractor is installed*)

This tractor is installed at the factory on all machines. In a single tractor machine the base tractor is the front tractor. The base tractor becomes the (*rear tractor* when a second (optional) tractor is installed.

Second tractor (optional, becomes *front tractor*)

This tractor can be installed in front of the base tractor as an option. In a two tractor machine the second (optional) tractor is the *front tractor* and the base tractor becomes the *rear tractor*.

Print qualities

Print qualities for the InfoPrint 4247 Model X03 are: Data Processing (DP), Data Processing Text (DP Text), Near 2 Letter Quality (NLQ), OCR-A, and OCR-B. These print qualities on the 4247 Model X03 are equivalent in character size, shape, and resolution to the print qualities available on the 4247 Model Z03 printer.

Print quality selection

Print quality can be selected via program control or through the printer operator panel. Program control datastream commands take precedence over operator panel settings and can not be overridden.

Available printer operator panel settings are:

Print Quality = DP (default setting)

Print Quality = DP TEXT

Print Quality = NLQ

Print Quality = OCR-A

Print Quality = OCR-B

4247 Model X03 differences and commonality with other models

Controller boards

Controller board part numbers are not common between the models X03 and Z03 printers (for example, Controller Boards are not interchangeable). However, the controller board types for the X03 and Z03 are:

- Parallel, serial, and USB 2.0 interfaces
- Parallel and ASCII Ethernet 10/100 LAN interfaces
- Parallel and ASCII/IPDS Ethernet 10/100 LAN interfaces

Carriage

The 4247 Model X03 carriage is driven by a stepper motor. An optical sensor mounted to the print head carriage travels along a linear encoder strip. The sensor detects marks along the encoder strip, and returns pulses to the Engine board that are used to control the speed and position of the print head.

Covers

The 4247 Model X03 covers are heavy duty and extremely durable plastic.

Flash memory download and printer microcode file

The 4247 Model X03 flash download code is a single file that supports all printer attachment configurations. The download program, which can be executed from a DOS command window from any computer, sends code to the printer through the parallel or Ethernet ports.

Interlocks

The 4247 Model X03 printer has two cover interlocks. It is important to be aware of these interlocks as the printer's behavior is a function of whether or not the interlocks are engaged.

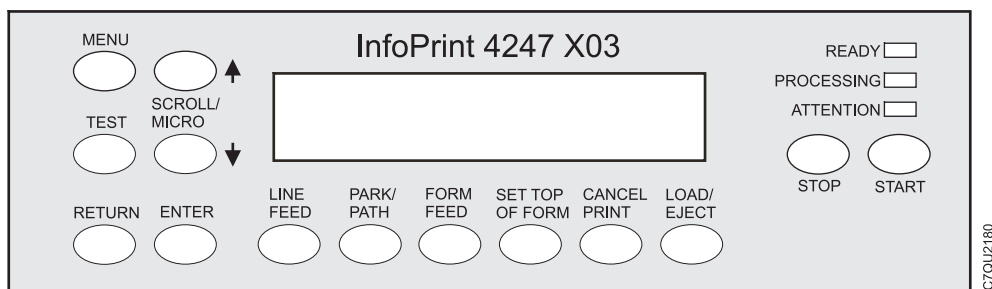
The Top Cover Interlock (magnet) is located under the top cover in the vicinity of the adjacent operator panel and is engaged when the magnet is installed and the Top Cover is closed while the operator panel is properly installed.

The Small Rear Cover Interlock (PC Board) is located underneath the Small Rear Cover and is engaged when the PC Board is properly inserted into the Rear Tractor Cable Assembly Connector.

Note: The 4247 X03 model printer does not offer a Rear Tractor option. The Small Rear Cover should always be present.

Operator panel

The 4247 Model X03 operator panel is new and common with the model Z03 printer. The new operator panel features three status indicators (READY, PROCESSING, and ATTENTION), 14 printer function keys, 2 line by 24 character display panel, and an audible alarm.



Paper paths

The 4247 Model X03 has 2 front-loading push tractor paper paths. With fewer paper paths than some previous models, the printer mechanism contains fewer parts while in general maintaining some commonality.

Printhead

The 4247 Model X03 print head is a 18-wire moving ruby print head capable of printing at speeds of up to 800 characters per second in DP mode. The 4247 Model X03 print head includes a new cable/connector not found on earlier 003 model print heads. This connector drives the carriage encoder optical sensor.

Printhead mask

The 4247 Model X03 print head mask is an easy-change metal spring attached to the carriage by two easy-access screws.

Ribbon cartridge

The 4247 Model X03 ribbon is specifically designed for the faster print speeds of the X03 printer. The ribbon cartridge and ribbon support brackets are keyed to prevent earlier model ribbons from being used on this printer. The ribbon cartridge is common for 4247 model X03, Z03, and V03 printers. Use part number 57P1743 when ordering a replacement ribbon cartridge.

Test & Diagnostics

The 4247 Model X03 T&Ds are similar to T&Ds found on earlier models. The T&D numbering scheme has changed on this model, as have the test names displayed on the operator panel (due to the new 2 line by 24 character display) and the T&Ds instructions (due to new button designations).

Related information

Softcopy

- *InfoPrint 4247 Model X03 Printer: Customer Information CD*, GK4T-3960.
Contents of CD-ROM (This CD-ROM is packaged with the printer.)
 - *InfoPrint 4247 Model X03 Printers: Quick Setup Guide*, S550-1016.
 - *InfoPrint 4247 Model X03 Printers: User's Guide*, S550-0965.
 - *InfoPrint 4247 Printers: Safety Information*, S550-1020.
 - *InfoPrint 4247 Model X03/Z03 Printers: Programming Reference*, S550-1019.

Hardcopy

- *InfoPrint 4247 Printers: Safety Information*, S550-1020.
- *InfoPrint 4247 Model X03 Printer: Quick Setup Guide*, S550-1016.

Chapter 1. Diagnosing Problems

Maintenance Analysis Procedures (MAPs)	30
Defining The Problem	30
MAP 0100: Start of call	32
MAP 0120: Parallel, serial or USB interface.	34
MAP 0122: LAN Interface	37
MAP 0130: No paper movement	39
MAP 0131: Paper path sensor	41
MAP 0140: Printhead drive	42
MAP 0150: Power supply	46
MAP 0160: Ribbon feed and ribbon lift	52
MAP 0180: Top cover interlock	56
MAP 0190: Form feed problems	57
MAP 0200: 055 AFTA errors	68
MAP 0210: Intermittent failures	70
MAPs reference tables	72
Reference table 1, error messages	72
Reference table 2, no printed characters	76
Reference table 3, print quality failures	77
Reference table 4, operator panel and miscellaneous problems	78
Reference table 5, power supply connector pins and voltages	79

Maintenance Analysis Procedures (MAPs)

Defining The Problem

These Maintenance Analysis Procedures (MAPs) are designed to aid in diagnosing printer problems. The MAPs use a sequential plan for isolating the possible causes of printer problems and point you to the part needing adjustment, repair, or exchange.

Suggestions for Using the MAPs

- Discuss the printer symptoms with the operator.
- Verify that the current configuration is correct. See Appendix A, “Printer configuration,” or the *InfoPrint 4247 Model X03 Printer: User's Guide*, S550-0965.
- Verify that the environment, the paper and the forms used are within specifications. See Appendix B, “Supplies, Forms, Paths, & Environmental Considerations”.
- Make a quick visual inspection for problems — loose or broken parts, disconnected connectors, or forms jams. This check may quickly identify problem areas.
- The normal place to start a service call in these MAPs is at MAP 0100: Start of call. This MAP sends you to a Field Replaceable Unit (FRU) or to another MAP that is indicated by the symptoms. If you bypass MAP 0100: Start of call and start the service with another MAP, you may be using the wrong MAP. The questions in that MAP may not refer to your symptom and may send you to the wrong resolution.
- These MAPs are an aid in solving most problems. If you misunderstand instructions or questions, a MAP may lead you to an incorrect resolution. Start again in the MAPs and read each step carefully. If, after going through the MAPs a second time you still have no solution to the problem, the printer may have two interrelated problems or an intermittent problem. Use other diagnostic techniques or call Support for aid.
- **Read carefully!** The MAPs will aid you in resolving the situation only if you follow every instruction and answer each question accurately.

- **Follow the sequence!** Always do one question at a time. When a procedure precedes the question, do all of the steps in the procedure before answering the question. Some steps have additional information that pertains to that step. This information is in the map flow and is an aid in describing why questions or actions are needed to find the correct failing FRU.
- **Follow instructions!** Instructions must be followed exactly in the order given. Questions rely on the instructions immediately before the questions. Do not change the conditions prepared by the instructions before answering the question. Do not power off (O) the printer or disconnect any cable unless you are instructed to do so. Whenever possible, the MAPs are written so that **No** is the error path answer.
- **Verify repair or exchange FRU!** When a card or a cable is identified as the failing FRU, reseal it and verify that the same problem remains. If the problem continues, exchange the FRU. Start again at MAP 0100: Start of call, to ensure the correct operation of the printer before returning it to the customer.

Intermittent Strategy: For intermittent symptoms, see MAP 0210: Intermittent failures.

Voltage/Continuity Readings: When taking voltage or continuity readings, do exactly as the MAP instructs.

Abbreviations Used in This Book

AFTA	Automatic Forms Thickness Adjustment
CPI	Characters Per Inch
CPU	Central Processing Unit
EMI	Electromagnetic Interference
EPA	Environmental Protection Agency
MAP	Maintenance Analysis Procedure
NLQ	Near Letter Quality
NVRAM	Non-Volatile Random Access Memory
OVFL	Overflow
T & D	Test and Diagnostic
IPDS™	Intelligent Printer Data Stream™
FRU	Field Replaceable Unit
ESD	Electrostatic Discharge

MAP 0100: Start of call

Intermittent strategy

For intermittent symptoms, see MAP 0210: Intermittent failures).

Note: MAPs will not diagnose mechanical noise problems. This type of problem should be solved by identifying the cause of the noise and then repairing or installing new parts.

MAP 0100: Start of call

Table 1. MAP 0100: Start of call

Step	Questions/Actions	Yes	No
1.	Has the Customer completed the Problem Solving Procedures in the 4247 Model X03: User's Guide.	Go to step 2.	Attempt recovery using the Problem Solving Procedures in 4247 Model X03: User's Guide. Go to step 2 as needed.
2.	Does the printer display a message?	Go to Reference table 1, error messages. Note: This table does not list all the messages that might appear in the display, such as informational messages that do not indicate an error. Refer to 4247 Model X03: User's Guide for other messages. If you cannot find the message, go to step 3.	Go to step 3.

Table 1. MAP 0100: Start of call (continued)

Step	Questions/Actions	Yes	No
3.	Is the problem no print?	Print the print test (see Printing the printer demonstration). Find the description of the failure in Reference table 2, no printed characters, and perform the action suggested.	Go to step 4.
4.	Is the problem print quality?	Find the description of the failure in Reference table 3, print quality failures, and perform the action suggested.	Find the description of the failure in “Reference table 4, operator panel and miscellaneous problems” and perform the action suggested.

MAP 0120: Parallel, serial or USB interface

Symptom explanation	Suspected FRUs/causes
Communication failures 220 Serial DSR error No print, but print test is OK Not correct printout	Printer configuration
	Host cable
	Controller board

Notes:

1. Printing in hexadecimal code is available to aid service personnel and programmers for host program debug. On the operator panel, enter **Hex Print** mode. Refer to *4247 Model X03: User's Guide* for instructions.
2. A computer, such as a laptop, can be connected to the printer parallel-port as input to help isolate some communications problems.

DANGER



Do not connect or disconnect a communication port, a teleport, or any other connector during an electrical storm.

DANGER



Switch off printer power and unplug the printer power cord before connecting or disconnecting a communication port, a teleport, or other attachment connector.

Table 2. MAP 0120: Parallel, Serial, or USB Interface

Step	Questions/Actions	Yes	No
1.	<p>The following items are listed with the most probable failing item first. Check the first list item and test the printer. If the printer still fails, continue with the next list item.</p> <p>a. Press STOP and TEST, and scroll down to PRINTER CONFIGURATION and press ENTER. To print the current configuration (<X> on the display).</p> <p>Ensure that the following settings match the host settings for your parallel, serial, or USB attachment:</p> <p>Attachment: HOT PORT SWITCH, PARALLEL, SERIAL, USB</p> <p>ASCII Configuration: EMULATION MODE, CHARACTER SET, PRINT LANGUAGE</p> <p>Parallel Interface: INTERFACE TYPE, SELECT-IN</p> <p>Serial Interface: INTERFACE TYPE, DATA BITS, BAUD RATE, PARITY, PACING PROTOCOL, CONNECTION TYPE</p> <p>b. Communications cable and connector pins.</p> <p>Reseat host cable on both ends of connection, or swap host cable with a working one.</p> <p>Replace or repair host cable as needed.</p> <p>c. Ensure that cable length restrictions are not exceeded. Refer to the signal cable information in “Appendix A. Printer Specifications” of the <i>4247 Model X03: User’s Guide</i> for attachment cable configurations.</p> <p>Is the problem fixed?</p>	Run T&D in Automatic Mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).	Go to step 2.
2.	Is the failure with the parallel attachment?	Go to step 6.	Go to step 3.

Table 2. MAP 0120: Parallel, Serial, or USB Interface (continued)

Step	Questions/Actions	Yes	No
3.	Is the failure with the serial attachment?	Go to step 4.	No trouble found. Run T&D in Automatic Mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).
4.	Install the RS-232C loop-back connector (P/N 41U2467). Run T&D07 in Single Test Mode to test the serial attachment circuits (see Running the test and diagnostic (T&D) programs). Did T&D07 run without errors?	Go to step 5.	Record the display message and go to T&D error messages and actions, and perform the suggested action.
5.	Install the loop-back connector on the host end of the cable and run T&D07 (see Running the test and diagnostic (T&D) programs). If there is a 25-pin D Shell on the cable, then use P/N 08H7268 loop-back connector. Did T&D07 run without errors?	No trouble found. Run T&D in Automatic Mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).	Install a new host cable. Run T&D in Automatic Mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).
6.	Install the parallel loop-back connector. (P/N 08H7269) Run T&D06 in Single Test Mode to test the parallel attachment (see Running the test and diagnostic (T&D) programs). Did T&D06 run without errors?	Install a new host parallel cable. Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).	Record the display message and go to T&D error messages and actions, and perform the suggested action.

MAP 0122: LAN Interface

Symptom explanation	Suspected FRUs/causes
Communications failure	Host and print server configuration
	LAN cable
	Controller board

DANGER



Do not connect or disconnect a communication port, a teleport, or any other connector during an electrical storm.

DANGER



Switch off printer power and unplug the printer power cord before connecting or disconnecting a communication port, a teleport, or other attachment connector.

Symptom	Probable cause	Action
LAN card will not communicate with host	Network problem	<ol style="list-style-type: none">1. Press STOP then TEST and scroll down to Printer Configuration and press ENTER. Ensure that the Attachment parameter is set to Hot Port Switch or LAN.2. Have the customer “ping” the printer to verify communications.3. Have the customer verify host and print server configuration. Including IP address, gateway address, and subnet mask.4. Have the customer check physical network cabling.

Symptom	Probable cause	Action
LAN card communicates with host but printer does not print or the printout is garbled.	Data stream problem	<ol style="list-style-type: none"> 1. Press STOP then TEST and scroll down to Printer Configuration and press ENTER. Ensure that the Emulation Mode, Character Set, and Print Language parameters are set correctly. 2. Have the customer check print job stream. 3. Take a data trace of the attachment and contact support.
Note: The term “ping” means to send a signal in anticipation of a return response. The return response indicates that the printer and the host are communicating.		

MAP 0130: No paper movement

Symptom explanation	Suspected FRUs/causes
Paper Load and Feed Failures No Paper Movement 099 Forms jammed 001 End of forms (forms did not load)	Paper feed motor
	Engine board
	Mechanical parts

Table 3. MAP 0130: No paper movement

Step	Questions/Actions	Yes	No
1.	Turn off the printer a. Open the top cover. b. Remove the paper bail. c. Rotate the upper feed roller by hand. Do the failing tractor pin-feed belts move?	Go to step 4.	Go to step 2.
2.	Perform the Tractor Assembly Service Check. Is the service check OK?	Go to step 3.	Repair as needed. Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).
3.	Perform the Main Paper Drive Check and Adjustment. Are the service checks OK?	Go to step 4.	Repair as needed. Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).

Table 3. MAP 0130: No paper movement (continued)

Step	Questions/Actions	Yes	No
4.	<p>Disconnect the paper feed motor connector from the Engine board. See Paper Feed Motor Wiring to measure the resistance of the motor windings.</p> <p>Is the measurement correct for both windings?</p>	<p>Install a new Engine board (see Engine Board).</p> <p>- or -</p> <p>Install a new tractor assembly cable. Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p> <p>- or -</p> <p>Install a new paper drive motor (see Paper Feed Motor).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>	<p>Install a new paper drive motor (see Paper Feed Motor). Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

MAP 0131: Paper path sensor

Symptom explanation	Suspected FRUs/causes
001 END OF FORMS	Paper sensor failure
	Engine board
	Sensor cable assembly

Table 4. MAP 0131: Paper path sensor

Step	Questions/Actions	Yes	No
1.	Try to load forms from the failing forms path. Does the form load, and is it visible between the printhead and the platen?	Go to step 2.	Probable forms-loading problem (see MAP 0130: No paper movement).
2.	Black back forms will not work in all forms paths, and can cause false forms path sensor errors. Are you trying to load black back forms?	Black back forms will work only in the second tractor forms path (see Paper path nomenclature).	Go to step 3.
3.	<ol style="list-style-type: none"> 1. Remove the forms. 2. Run T&D09 to tune the sensors (see Running the test and diagnostic (T&D) programs). 3. Turn off the printer 4. Load forms. 5. Close the top cover. 6. Turn on the printer. 7. After the printer is completely powered on, press the STOP key to make the printer Not Ready. 8. Press the LOAD/EJECT key Is there a false paper path sensor message?	<p>Run T&D18 and verify correct sensor operation. If not OK:</p> <ul style="list-style-type: none"> • Install a new Engine board (see Engine Board). - or - • Install a new sensor cable assembly (see Sensor Cable Assembly). <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>	Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).

MAP 0140: Printhead drive

Symptom explanation	Suspected FRUs/causes
053 MACHINE CHECK 3 X X 053 MACHINE CHECK 4 3 X 056 MACHINE CHECK Carriage Slams Into Sides Printing Slows or Stops Carriage does not move	Ribbon defective or incorrectly installed
	Ragged tear-offs on continuous forms
	Corner on the leading edge of the forms is catching in printhead mask/mask damaged
	Carriage belt tension is incorrect
	Carriage belt clamp is loose
	Carriage motor is defective / mounting hardware
	Carriage belt idler is not turning
	Encoder (board on carriage or codestrip) is damaged
	Mechanical interference
	Printhead gap is incorrect
	Engine board is defective
	Power supply is for wrong AC voltage
	Printhead is defective
	Printhead cable is defective or has bad connection

Table 5. MAP 0140: Printhead drive

Step	Questions/Actions	Yes	No
1.	<p>The ribbon lift bar, lift bracket, and ribbon guide are part of the ribbon assembly. These parts can cause printhead drive problems.</p> <p>Remove the ribbon.</p> <p>Print a print test, see Printing the printer demonstration, and repeat the test at least 5 times (10 pages).</p> <p>Was the printhead drive OK during the print test?</p>	<p>The problem may have been caused by a ribbon cartridge that was not correctly installed.</p> <p>Go to step 2.</p>	<p>Go to step 2.</p>
2.	<p>Turn off the printer.</p> <p>Perform the printhead drive service check (see Printhead Drive Service Check).</p> <p>Is the service check OK?</p>	<p>Go to step 3.</p>	<p>Repair as needed.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>
3.	<p>When the print wires are too close to the platen, they can cause printhead drive problems.</p> <p>Perform the AFTA service check (see Print Head Gap Service Checks).</p> <p>Is the AFTA service check OK?</p>	<p>Go to step 4.</p>	<p>Repair as needed.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>
4.	<p>Put the covers in the service position (see Removing Covers).</p> <p>Disconnect the carriage motor connector from the Engine board.</p> <p>See Carriage Motor Wiring to measure the resistance of the motor windings.</p> <p>Is the measurement correct for each winding?</p>	<p>Go to step 5.</p>	<p>Install a new carriage motor (see Carriage Drive Motor Assembly and Fan).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

Table 5. MAP 0140: Printhead drive (continued)

Step	Questions/Actions	Yes	No
5.	<p>An open printhead thermal sensor can cause the printhead drive to stop or to slow.</p> <p>Remove the printhead (see Printhead).</p> <p>See 18-Wire printhead resistance checks to measure the resistance of the thermal sensor.</p> <p>Measure between pins 5 and 6 on the printhead 26-pin connector.</p> <p>Is the resistance 1000 ohms \pm6% (60 ohms)?</p>	Go to step 6.	<p>Install a new printhead. Carefully follow the replacement procedure, Printhead.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

Table 5. MAP 0140: Printhead drive (continued)

Step	Questions/Actions	Yes	No
6.	<p>Disconnect the 26-conductor printhead cable from the Engine board (see Figure 17 in Chapter 4, “Locations”).</p> <p>See Printhead cable wiring to measure the resistance of pin 5 end-to-end and pin 6 end-to-end.</p> <p>Is the resistance 5 ohms or less for both pins?</p>	<p>Reinstall the printhead. Carefully follow the replacement procedure, Printhead.</p> <p>Install a new carriage motor (see Carriage Drive Motor Assembly and Fan).</p> <p>- or -</p> <p>Install a new Engine board (see Engine Board).</p> <p>- or -</p> <p>Install a new encoder board (see Encoder board).</p> <p>- or -</p> <p>Install a new encoder board strip (see Encoder board).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>	<p>Install new printhead cables.</p> <p>Re-install the printhead. Carefully follow the replacement procedure (see Printhead).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

MAP 0150: Power supply

The printer has a auto-ranging universal power supply.

Symptom explanation	Suspected FRUs/causes
Display blank and keys do not operate Power failure	Power supply
	Power cord
	Engine board
	Operator panel
	Sensors
	Motors
	Controller board
	Tractor assembly
	Cables

Table 6. MAP 0150: Power supply

	Questions/Actions	Yes	No																		
1.	<p>Turn off the printer.</p> <p>Unplug the power cord from the voltage source.</p> <p>Verify that the power source voltage is correct.</p> <table><tr><td>Power Source</td><td>Min</td><td>Normal</td><td>Max</td><td>Frequency</td><td>±3 Hz</td></tr><tr><td>Low</td><td>90</td><td>120</td><td>137</td><td>50/60</td><td>Hz</td></tr><tr><td>High</td><td>180</td><td>220</td><td>264</td><td>50/60</td><td>Hz</td></tr></table> <p>Is the voltage correct?</p>	Power Source	Min	Normal	Max	Frequency	±3 Hz	Low	90	120	137	50/60	Hz	High	180	220	264	50/60	Hz	Go to step 2.	<p>Have the customer repair the voltage problem.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>
Power Source	Min	Normal	Max	Frequency	±3 Hz																
Low	90	120	137	50/60	Hz																
High	180	220	264	50/60	Hz																
2.	<p>Disconnect the power cord from the printer.</p> <p>Check the power cord continuity.</p> <p>Is there continuity?</p>	Go to step 3.	Install a new power cord.																		

Table 6. MAP 0150: Power supply (continued)

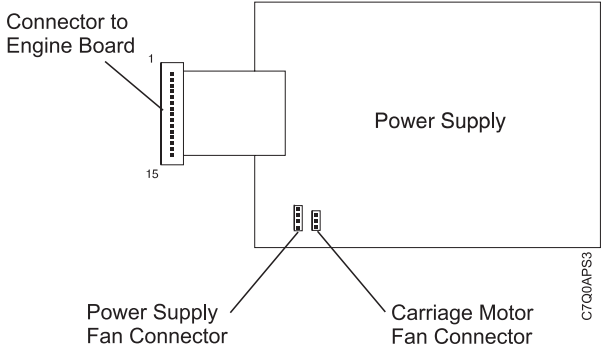
	Questions/Actions	Yes	No
3.	<p>a. Remove the rear cover (see Removing Covers).</p> <p>b. Disconnect the power supply fan from the power supply board. Power Supply Pins and Connectors:</p>  <p>c. Disconnect the carriage motor fan from the power supply board.</p> <p>d. Disconnect the power supply cable from the Engine board.</p> <p>e. Plug the power cord to the printer, then to the power source.</p> <p>f. Turn on the printer.</p> <p>g. Measure the power supply connector voltages. Measure between a connector ground pin and the voltage pins. See Reference table 5, power supply connector pins and voltages for pins and voltages.</p> <p>Are the voltage measurements OK?</p>	Go to step 4.	<p>Install a new power supply (see Power Supply).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

Table 6. MAP 0150: Power supply (continued)

	Questions/Actions	Yes	No
4.	<p>a. Turn off the printer.</p> <p>b. Connect the power supply cable to the Engine board.</p> <p>c. Disconnect all loads from the Engine board except the operator panel (see Chapter 4, "Locations").</p> <ul style="list-style-type: none"> • Printhead ribbon cables • Sensor cable • Tractor cable asm. • AFTA motor • Paper feed motor • Carriage motor • Ribbon motor <p>d. Turn on the printer.</p> <p>Does the operator panel display work?</p>	Go to step 5.	Go to step 6.

Table 6. MAP 0150: Power supply (continued)

	Questions/Actions	Yes	No
5.	<p>a. Turn off the printer.</p> <p>b. Connect 1 of the disconnected Engine board loads.</p> <p>c. Turn on the printer and observe the operator panel display</p> <p>If the operator panel display works and remains on after approximately 1 minute, the just connected load is not the problem.</p> <p>d. Repeat steps 1, 2, and 3 (connecting the following, one at a time) until the failing load is found.</p> <ul style="list-style-type: none"> • Printhead ribbon cables • Sensor cable • Tractor cable asm. • AFTA motor • Paper feed motor • Carriage motor • Ribbon motor <p>e. After all Engine board loads have been connected, connect the power supply fan and the carriage motor fan to P1 and P2 on the power supply board.</p> <p>Does the operator panel display work after each load is connected?</p>	No problem found.	Replace the faulty load FRU.
6.	<p>a. Turn off the printer.</p> <p>b. Connect the carriage and board fans to the power supply.</p> <p>c. Turn on the printer.</p> <p>Does the carriage fan turn on after about 1 minute?</p>	Go to step 7.	<p>Install a new Controller Board</p> <p>- or -</p> <p>Engine board</p> <p>- or -</p> <p>Back Panel Board.</p>

Table 6. MAP 0150: Power supply (continued)

	Questions/Actions	Yes	No
7.	<p>1. Turn off the printer.</p> <p>2. Reseat the operator panel cable connection at the Engine board and operator panel assembly.</p> <p>3. Turn on the printer.</p> <p>Does the carriage fan turn on after about 1 minute?</p>	No trouble found. Run T&D in automatic mode.	<p>Install a new operator panel</p> <p>- or -</p> <p>Operator panel cable</p> <p>- or -</p> <p>Engine board.</p>

MAP 0160: Ribbon feed and ribbon lift

Symptom explanation	Suspected FRUs/causes
053 MACHINE CHECK 4 0 X 089 RIBBON JAM Ribbon Feed or Lift Failures No visible print Print quality problems	Ribbon installation
	Ribbon cartridge (customer responsibility)
	Ribbon drive motor
	Ribbon lift motor
	Printhead cables
	Ribbon motion sensor (sensor cable)
	Engine board
	AFTA setting

Table 7. MAP 0160: Ribbon feed and ribbon lift

Step	Questions/Actions	Yes	No
1.	The following items are possible causes for ribbon feed or lift failures: <ul style="list-style-type: none"> • Ribbon installed incorrectly • Ribbon cartridge bad • Printhead cables not installed correctly Repair as needed. Does the problem still exist?	Go to step 2.	Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).
2.	Turn on the printer. Are you here because of an 053 or an 089 display message:	Go to step 3.	Go to step 4.

Table 7. MAP 0160: Ribbon feed and ribbon lift (continued)

Step	Questions/Actions	Yes	No
3.	Does the ribbon motor run continuously?	Install a new Engine board (see Engine Board). Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).	Go to step 4.
4.	Perform the ribbon service check (see Ribbon Feed and Ribbon Lift Service Check). Is the service check OK?	Go to step 5.	Repair as needed.
5.	Ensure that a ribbon is installed. Run T&D09 in single test mode to test ribbon feed and lift (see Running the test and diagnostic (T&D) programs). Does the ribbon feed OK?	Go to step 6.	Go to step 7.
6.	Did the ribbon lift OK?	Return to the step that sent you to this MAP.	Go to step 8.

Table 7. MAP 0160: Ribbon feed and ribbon lift (continued)

Step	Questions/Actions	Yes	No
7.	<p>Turn off the printer.</p> <p>Disconnect the ribbon motor connector at the Engine board.</p> <p>See Ribbon Feed Motor Wiring to measure the resistance of the motor windings.</p> <p>Is the resistance correct?</p>	<p>Install a new Engine board (see Engine Board).</p> <p>- or -</p> <p>Install a new sensor cable (see Sensor Cable Assembly).</p> <p>- or -</p> <p>Install a new ribbon drive motor (see Ribbon Drive Motor and Drive Assembly).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>	<p>Install a new ribbon drive motor (see Ribbon Drive Motor and Drive Assembly).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>
8.	<p>Turn off the printer.</p> <p>Disconnect the ribbon lift motor connector at the printhead.</p> <p>Measure the resistance of the motor windings (see Ribbon Lift Motor Wiring).</p> <p>Is the resistance correct?</p>	<p>Go to step 9.</p>	<p>Install a new ribbon lift motor (see Ribbon Lift Motor).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

Table 7. MAP 0160: Ribbon feed and ribbon lift (continued)

Step	Questions/Actions	Yes	No
9.	<p>Remove the printhead (see Printhead).</p> <p>Measure the resistance between the connector pins on the printhead;</p> <p>See Reference table 6, ribbon lift and 26-pin cable connectors.</p> <p>Is the resistance 5 ohms or less for all measurements?</p>	<p>Put back the printhead.</p> <p>Install a new Engine board, see Engine Board.</p> <p>- or -</p> <p>Install new printhead cables.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>	<p>Install a new printhead (see Printhead).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

MAP 0180: Top cover interlock

Symptom explanation	Suspected FRUs/causes
096 NOT READY/COVER OPEN (False Message) CLOSE COVER (False Message) T&D17 TOP COVER INTERLOCK TEST FAILURE	Top cover
	Top cover magnet
	Operator panel
	Printer Engine board
	Operator panel cable

Table 8. MAP 0180: Top cover interlock

Step	Questions/Actions	Yes	No
1.	<p>Inspect the following parts:</p> <ul style="list-style-type: none"> Top cover magnet (Located near the right side of the operator panel, when the cover is closed) Operator panel cable and connectors <p>Are the parts OK?</p>	<p>Install a new operator panel (see Operator Panel).</p> <p>- or -</p> <p>Install a new operator panel cable.</p> <p>- or -</p> <p>Install a new Engine board (see Engine Board).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>	<p>Repair as needed.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

MAP 0190: Form feed problems

Symptom explanation	Suspected FRUs/causes
002 FORMS JAMMED FRONT 020 FORMS JAMMED REAR 088 INVALID PAPER SOURCE 099 FORMS JAMMED Forms Jam Forms Stick Together	Debris or unwanted paper in forms path
	Tractor assembly
	Mechanical parts
	Engine board
	Tractor assembly cable
	Static charge build-up

Table 9. MAP 0190: Forms feed problems

Step	Questions/Actions	Yes	No
1.	<p>Forms feed problems can have multiple causes. While following this MAP, do not stop your search after resolving the first cause. This is especially true when you are investigating environmental and usage problems. Search for additional causes.</p> <p>The error messages 002 FORMS JAMMED, 020 FORMS JAMMED, and 099 FORMS JAMMED display when forms jam in the printer or if the sensor circuit senses an incorrect situation or fails.</p> <p>Either the printer sensed that the forms have stopped processing through the printer, or the printer sensed forms are present when no forms were expected.</p> <p>The messages 002 and 020 are sensed by the tractor sensors. These messages indicate that forms have stopped. Message 099 is sensed by the paper presence sensor (located near the platen), and indicates unexpected forms are present.</p> <p>Turn off the printer.</p> <p>Is this a 002 or a 020 jam message?</p>	Go to step 2.	Go to step 15.
2.	<p>Examine the tractors for jammed or damaged forms.</p> <p>Are the forms OK?</p>	Go to step 3.	<p>Remove any jammed or damaged forms.</p> <p>You should investigate further to find the root cause of the jamming. Go to step 3.</p>

Table 9. MAP 0190: Forms feed problems (continued)

Step	Questions/Actions	Yes	No
3.	<p>Check for paper debris, such as chad, stuck inside the tractor jam sensors.</p> <p>Are the sensors free of chad?</p>	Go to step 4.	<p>Wipe the sensors with a soft cloth to remove the chad.</p> <p>Remove the tractor and wipe the upper and lower surfaces of the sensor with antistatic liquid (P/N 2200118).</p> <p>If you judge the amount of chad to be excessive, advise the customer to:</p> <ul style="list-style-type: none"> • Frequently clean out the chad. • Ask the forms supplier to reduce the chad. <p>Run T&D in automatic test mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>
4.	<p>Check for worn tractor jam sensors. Examine the plastic surfaces of the sensor for signs of wear.</p> <p>Are the sensor surfaces OK?</p>	Go to step 5.	<p>Replace the tractor assembly.</p> <p>Run T&D in automatic test mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

Table 9. MAP 0190: Forms feed problems (continued)

Step	Questions/Actions	Yes	No
5.	<p>Look closely at the tractor sensor in dim light. There is a small red LED visible in the sensor surface, over which the forms pass. You may need to cup your hand around the sensor to be able to see the LED. This LED lights if the tractor is correctly connected and the electrical circuits are OK.</p> <p>Is the red LED lighted?</p>	<p>Install a new Engine board.</p> <p>Run T&D in automatic test mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>	<p>Remove and reinstall the tractor assembly, making sure that the electrical connector tab is fully seated in the connector. Check if the red LED is now lighted. If the red LED is still not lighted, check that the small flat ribbon cable in the tractor is fully connected to the tractor motor. Check if the red LED is now lighted. If the red LED is still not lighted, install a new tractor assembly cable. Check if the red LED is now lighted. Replace the tractor assembly and check if the red LED is now lighted. If the red LED is still not lighted, install a new tractor assembly cable. Check if the red LED is now lighted. If the red LED is still not lighted, install a new Engine board. Run T&D in automatic test mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>
6.	<p>Are the forms sticking together or sticking to the covers?</p>	<p>Static electricity is present in the forms. Contact Level 2 Support for guidance. Go to step 7.</p>	<p>Go to step 7.</p>

Table 9. MAP 0190: Forms feed problems (continued)

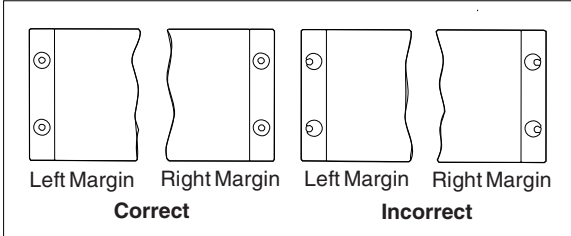
Step	Questions/Actions	Yes	No
7.	<p>Make the following checks:</p> <ol style="list-style-type: none"> Forms input and output stacking follows the recommendations in Forms Stacking Recommendations. Input forms are aligned to feed straight into the printer. Input forms are not catching on the edge of the forms carton. Printer is properly positioned on the work surface (front edge of the printer at the front edge of the work surface) to provide unrestricted forms feed for front and rear push forms paths. Forms tension between the left and right tractors is properly adjusted.  <ol style="list-style-type: none"> Forms meet specifications described in Appendix B, “Supplies, Forms, Paths, & Environmental Considerations”. Label forms meet specifications described in Appendix B, “Supplies, Forms, Paths, & Environmental Considerations.” The environment meets the specifications described in Environmental Requirements. <p>Are the checks OK?</p>	Go to step 8.	<p>Repair, as needed.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs). Continue with step 8.</p>

Table 9. MAP 0190: Forms feed problems (continued)

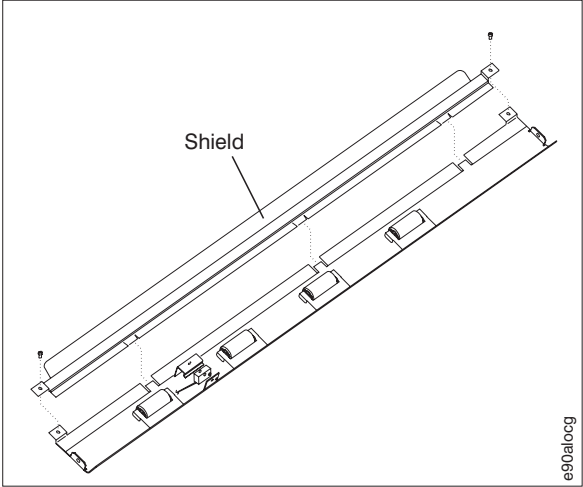
Step	Questions/Actions	Yes	No
8.	<p>Make the following checks:</p> <ul style="list-style-type: none"> Inspect the condition of the paper bail plastic shield and lower plastic shield. Ensure that the shields are firmly attached. <p>Note: If you suspect lower plastic shield damage, remove the screws to remove the plastic shield, and inspect it for damage.</p>  <ul style="list-style-type: none"> Locate and remove any paper debris, label debris, or label adhesive from the forms path. <p>Are these checks OK?</p>	Go to step 9.	<p>Repair, as needed.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

Table 9. MAP 0190: Forms feed problems (continued)

Step	Questions/Actions	Yes	No
9.	<p>Make the following checks of the printhead mask:</p> <ul style="list-style-type: none"> • Locate and remove debris or adhesive from the printhead mask opening. • Check the printhead mask for damage or incorrect installation (see Printhead Mask). <p>Are these checks OK?</p>	Go to step 10.	<p>Repair, as needed (see Printhead Mask).</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>
10.	<p>The paper bail assembly plastic shield is spring loaded away from the platen.</p> <p>Remove the ribbon.</p> <p>Remove the forms.</p> <p>Move the printhead as far to the right as possible.</p> <p>Is there spring tension holding the paper bail plastic shield open approximately 10 mm (0.39 in.)?</p>	Go to step 11.	<p>Install a new paper bail assembly plastic shield and spring.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>
11.	Do the forms jam after they leave the tractor assembly?	Go to step 12.	Go to 14.
12.	<p>Perform the main paper drive service check.</p> <p>Go to Main Paper Drive Check and Adjustment.</p> <p>Is the service check OK?</p>	Go to step 13.	<p>Repair, as needed.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

Table 9. MAP 0190: Forms feed problems (continued)

Step	Questions/Actions	Yes	No
13.	<p>Perform the AFTA service check.</p> <p>Go to Main Paper Drive Check and Adjustment.</p> <p>Is the service check OK?</p>	<p>Replace the upper feed roller if worn rollers are suspected. (This procedure is complete.)</p>	<p>Repair, as needed.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>
14.	<p>Perform the tractor assembly service check (see Tractor Assembly Service Check).</p> <p>Is the service check OK?</p>	<p>You have completed this procedure.</p>	<p>Repair as needed.</p> <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>
15.	<p>This is a 099 message. Check for customer operating errors.</p> <p>Was the customer performing a PARK operation?</p>	<p>Tear off the forms in the area between the printhead and the tear bar.</p> <p>Complete the Park operation.</p> <p>Inform the customer that forms must be torn off at the tear bar before he confirms the Park operation.</p> <p>The 099 message occurred because the printer could not completely back the forms up onto the tractor.</p>	<p>Go to step 16.</p>

Table 9. MAP 0190: Forms feed problems (continued)

Step	Questions/Actions	Yes	No
16.	<p>Check to see if the customer loads forms beyond the tractors so that they block the paper presence sensor.</p> <p>Does the customer load forms far enough to block the sensor?</p>	<p>Remove and reload the forms so that the leading edge of the forms is near the square drive shaft on the tractor assembly.</p> <p>Show the customer that this is the correct way to mount the forms.</p> <p>The 099 message occurred because the printer sensors were already sensing forms in the path when the customer tried to load forms.</p>	Go to step 17.
17.	<p>Examine the sensors and the area around the sensors for pieces of paper or chad, which the printer will sense as forms.</p> <p>Is there chad?</p>	<p>Vacuum or blow out all the chad.</p> <p>Wipe the sensor with antistatic liquid (P/N 2200118).</p> <p>If you judge the amount of chad to be excessive, advise the customer to:</p> <ul style="list-style-type: none"> • Frequently clean out the chad. • Ask the forms supplier to reduce the chad. 	Go to step 18.

Table 9. MAP 0190: Forms feed problems (continued)

Step	Questions/Actions	Yes	No
18.	<p>A paper presence sensor failure can cause a 099 forms jam message to display instead of an 001 End of Forms message.</p> <p>Did the printer fail to detect end of forms?</p>	<p>Run T&D18, including performing a sensor tune, and verify correct sensor operation. If not OK:</p> <ul style="list-style-type: none"> • Install a new Engine board (see Engine Board). • If the printer is still failing after the Engine board has been changed, install a new sensor assembly cable (go to Sensor Cable Assembly). <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>	Go to step 19.

Table 9. MAP 0190: Forms feed problems (continued)

Step	Questions/Actions	Yes	No
19.	<p>A paper presence sensor failure can cause an 099 forms jam message to display after a Park or Eject operation.</p> <p>Did a Park or Eject operation cause the error message?</p>	<p>Run T&D18, including performing a sensor tune, and verify correct sensor operation. If not OK:</p> <ul style="list-style-type: none"> • Install a new Engine board (see Engine Board). • If the printer is still failing after the Engine board has been changed, install a new sensor assembly cable (see Sensor Cable Assembly). <p>Run T&D in automatic mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>	Go to step 20.
20.	<p>Check the sensor cable assembly for wear or damage.</p> <p>Is it OK?</p>	<p>Install a new Engine board.</p> <p>Run T&D in automatic test mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>	<p>Install a new sensor cable assembly.</p> <p>Run T&D in automatic test mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).</p>

MAP 0200: 055 AFTA errors

Symptom explanation	Suspected FRUs/causes
055 MACHINE CHECK The AFTA sensor circuit did not detect that needle 5B moved at the correct time during the AFTA routine. The needle either failed to extend or was not detected when it was pushed back.	Printhead misaligned and loosely fastened
	AFTA motor defective
	26-conductor printhead cable damaged or poor connection
	Mechanical parts damaged or binding
	Printhead defective
	Engine board defective



CAUTION:

The printhead may be hot. Wait for it to cool down.

Table 10. MAP 0200: 55 AFTA errors

Step	Questions/Actions	Yes	No
1.	Perform the Standard AFTA Service Check (see Print Head Gap Service Checks). Is the service check OK?	Go to step 2.	Repair as needed. Mount forms, and try loading and parking forms several times. Run T&D in automatic test mode to verify correct printer operation (see Running the test and diagnostic (T&D) programs).

Table 10. MAP 0200: 55 AFTA errors (continued)

Step	Questions/Actions	Yes	No
2.	<p>Check the printhead cables.</p> <p>a. Remove the printhead (see Printhead).</p> <p>b. Inspect the printhead flat cables for damage.</p> <ul style="list-style-type: none"> • Disconnect the 26-conductor printhead cable from the Engine board and from the printhead. • Check the continuity of conductors 19 and 20 from end-to-end. <p>Inspect the contacts at the ends of the cable for delamination and other damage.</p> <p>Are the cables OK?</p>	Go to step 3.	<p>Install new printhead cables and reassemble the printer.</p> <p>Mount forms, and try loading and parking forms several times.</p> <p>If the error occurs again, continue with 3.</p>
3.	<p>Install a new printhead (see Printhead).</p> <p>Load and park forms several times.</p> <p>Did the error occur again?</p>	Install a new Engine board (see Engine Board).	Return the printer to service.

MAP 0210: Intermittent failures

Symptom explanation	Suspected FRUs/causes
Intermittent Failures	Loose connectors
	ESD grounds
	Damaged wires

General information

All possible indications and symptoms should be recorded to aid you in using this MAP. System error logs, when available, aid in identifying intermittent problems. Obtain all information concerning the failure from operator system aids and information:

- Error/Status codes - displayed on operator panel
- System error log - host system information
- Online problem - operator identified
- System identified problem
- Power on failure - cold start
- Long run - time failures - hot, overheated

An online program can be used to find intermittent failures. Ask the operator to run the failing job for you to observe, if possible.

Model X03 generates Error Logs and Usage Metrics

For information about error logs and usage metrics (see Printing and clearing the error log, and printing the usage metrics).

Power

Intermittent problems may be caused by faulty voltages. Check the voltages by following the procedures in MAP 0150: Power supply.

Electrostatic discharge (ESD)

Intermittent problems can also be caused by build up of electrostatic charge on the forms or bad electrostatic ground (ESD) connections. If you suspect the forms, contact level 2 support for guidance. If you suspect the problem is caused by a bad ground, perform the following check, perform Ground connectors check.

Set the meter to the lowest resistance scale and measure for 0.1 ohms or less between the ground pin of the power cord and the following parts:

Attachment

Ensure that the printer is not operated with loop-back connectors installed.

Try another host communications cable or move the failing printer to the location of a working printer and swap the host communications cable.

Environmental requirements

See Environmental Requirements.

Miscellaneous

Check for lost screws under the power supply or under the Engine board.

MAPs reference tables

Reference table 1, error messages

Table 11. Error messages

Message	Description	Action
001 END OF FORMS	Forms do not load when LOAD/EJECT is pressed. No forms movement.	See MAP 0130: No paper movement.
001 END OF FORMS	Forms are visible between the printhead and the platen. Forms path sensor cannot sense paper.	See MAP 0131: Paper path sensor.
002 FORMS JAMMED FRONT CLEAR JAM RELOAD FORMS	Jam detected at the front tractor sensor.	See MAP 0190: Form feed problems.
005 MARGIN ERROR ADJ MARGIN/LINE LENGTH	Left margin incorrect.	Press STOP , then START . Left margin value will be reset to 10 for current line only.
014 INVALID FORMS SELECT/FORM NAME SELECT NEW DEVICE (Message and form name alternate on the first line of the display)	Printer received a request for forms type not supported in current forms configuration.	Perform one of the following: <ul style="list-style-type: none">• Restart job.• Cancel job.• Select another source and restart the job.• Run the job with current source. Refer to a 4247 User's Guide for more detail.
020 FORMS JAMMED REAR CLEAR JAM RELOAD FORMS	Jam detected at the rear tractor sensor.	See MAP 0190: Form feed problems.

Table 11. Error messages (continued)

Message	Description	Action
050 MACHINE CHECK XXX	Firmware error in supervisor code.	Turn off and then turn on the printer. If message remains, install a new Controller Board. Turn off and on the printer again. If the message remains, install a new Engine Board (see Engine Board).
051 MACHINE CHECK XXX	Firmware error in interpreter code.	Turn off and then turn on the printer. If message remains, install a new Controller Board. Turn off and on the printer again. If the message remains, install a new Engine Board (see Engine Board).
052 MACHINE CHECK XXX	Firmware error in print manager code.	Turn off and then turn on the printer. If message remains, install a new Controller Board. Turn off and on the printer again. If the message remains, install a new Engine Board (see Engine Board).
053 MACHINE CHECK 2XX 053 MACHINE CHECK 42X	Firmware error in engine code.	Turn off and then turn on the printer. If message remains, install a new Controller Board. Turn off and on the printer again. If the message remains, install a new Engine Board (see Engine Board).
053 MACHINE CHECK 3XX	The firmware detected a data integrity error.	Turn off and then turn on the printer. If message remains, see MAP 0140: Printhead drive.
053 MACHINE CHECK 40X	Firmware error detected during initialization of ribbon motion sensor.	Turn off and then turn on the printer. If message remains, see MAP 0160: Ribbon feed and ribbon lift.

Table 11. Error messages (continued)

Message	Description	Action
053 MACHINE CHECK 41X 053 MACHINE CHECK ERR 43X	Firmware error detected during initialization of printhead.	Turn off and then turn on the printer. If message remains: 1. Ensure no paper or debris is blocking the printhead encoder. 2. Ensure all Engine board connectors are connected. 3. See MAP 0140: Printhead drive.
054 MACHINE CHECK	Power on initialization error	1. Power off the printer, reseal the Controller Board, and power on. 2. If the error message repeats, replace the Controller Board.
055 MACHINE CHECK	AFTA failure.	Turn off and then turn on the printer. If message remains, see MAP 0200: 055 AFTA errors.
056 MACHINE CHECK	The printhead encoder has detected an error in the location or motion of the printhead carriage.	Turn off and then turn on the printer. If message remains, see MAP 0140: Printhead drive.
068 DATA CLEARED PRESS STOP THEN START	Clear command received when the printer was not ready.	Press STOP , then START .
070 PRINTER BOARD CHANGED VERIFY MENU SETTINGS	Occurs when printer Engine board or microcode version has been replaced.	Verify printer configuration settings and Custom Sets.
086 INTERLOCK ERROR CHECK INSERTION (Model X03 only)	Small Rear Cover Interlock being detected.	Turn the power off. Ensure the Small Rear Cover is properly installed. Turn the power on.

Table 11. Error messages (continued)

Message	Description	Action
088 INVALID PAPER SOURCE Use Front or Change Menu.	Incorrect Power On Paper Source selected in configuration.	<ol style="list-style-type: none"> 1. Change the configuration to an available paper source. See the <i>4247 X03 User's Guide</i>. 2. See "MAP 0190: Form feed problems" on page 57.
089 RIBBON JAM CHECK RIBBON	The ribbon motion sensor has detected an error.	Turn off and then turn on the printer. If message remains, see MAP 0160: Ribbon feed and ribbon lift.
096 COVER OPEN False Message	The cover open sensor has detected an error.	See MAP 0180: Top cover interlock.
097 FUNCTION NOT AVAILABLE MENU LOCKED	The operator panel has been locked. This means the Configuration Menu and Printer Adjustments functions in the Test Menu cannot be used.	<p>Use the procedure in Unlocking and locking printer configuration menu:</p> <ul style="list-style-type: none"> • If you need to use these functions. • If the customer had the operator panel locked. Always lock the operator panel after completing your service procedures by performing this procedure (see Unlocking and locking printer configuration menu).
099 FORMS JAMMED CLEAR JAM PRESS START (All paper paths)	<p>Path sensor sensed paper still present after attempted Park or Eject. For fanfold forms, this message can display if you park but do not tear off the output.</p> <p>Path sensor detected forms already present when you tried to load forms into a fanfold path.</p>	<ol style="list-style-type: none"> 1. Ensure fanfold forms are torn off before parking the forms. 2. Ensure fanfold forms are loaded onto the tractor pins, with the leading edge visible on the tractor. 3. Check for pieces of paper in the paper path and under the platen. 4. If message remains, see MAP 0190: Form feed problems.

Table 11. Error messages (continued)

Message	Description	Action
220 SERIAL DSR ERROR SEE USER'S GUIDE	A remote connection serial interface error condition was detected. The Data Set Ready or Data Carrier Detect signal was not sensed.	See MAP 0120: Parallel, serial or USB interface.
221 SERIAL OVERFLOW SEE USER'S GUIDE	A serial input buffer overflow error condition was detected. Data has been lost.	<ol style="list-style-type: none"> 1. Press stop to clear the message. 2. Increase the buffer size and/or: 3. Check the SERIAL PACING PROTOCOL value set in the printer configuration against the hosts pacing protocol. 4. Restart the print job.

Reference table 2, no printed characters

Failure: No printed characters appear	Action
No print from any source (host or print test).	<p>If there is no carriage motion:</p> <ul style="list-style-type: none"> • See MAP 0140: Printhead drive. • See MAP 0150: Power supply. <p>If there is carriage motion:</p> <ol style="list-style-type: none"> 1. Check that the ribbon is seated correctly. 2. See Print Head Gap Service Checks. 3. See MAP 0160: Ribbon feed and ribbon lift.
No print from serial, parallel, or USB interfaces, but print test is OK.	See MAP 0120: Parallel, serial or USB interface.
No print from LAN attachment, but printer demonstration is OK.	See MAP 0122: LAN Interface.
Print test starts to print one line, then printer hangs.	See MAP 0140: Printhead drive.

Reference table 3, print quality failures

Print quality failures (darkness, location, quality)	Action
Print density varies, or is too light or too dark.	<ol style="list-style-type: none"> 1. See MAP 0160: Ribbon feed and ribbon lift. 2. See Print Quality Service Checks.
Character or line spacing uneven or overprinting.	<ol style="list-style-type: none"> 1. See Main Paper Drive Check and Adjustment. 2. See Printhead Drive Service Check.
Multiple-part form copies too light or missing dots.	<ol style="list-style-type: none"> 1. See Print Head Gap Service Checks. 2. See Print Quality Service Checks.
Smearing or smudging at perforations on multiple-part forms or heavy stock.	<ol style="list-style-type: none"> 1. Use Perforation Safety feature. Refer to a 4247 User's Guide. 2. See MAP 0160: Ribbon feed and ribbon lift. 3. See Main Paper Drive Check and Adjustment. 4. See Printhead Drive Service Check. 5. Check for excessive ribbon inking.
Smearing or smudging.	<ol style="list-style-type: none"> 1. See MAP 0160: Ribbon feed and ribbon lift. 2. See Main Paper Drive Check and Adjustment. 3. See Printhead Drive Service Check. 4. Check for excessive ribbon inking.
Missing dots or characters.	<ol style="list-style-type: none"> 1. See Print Head Gap Service Checks. 2. See Print Quality Service Checks.
Incorrect print, garbled print, or wrong characters print.	<p>See one of the following:</p> <ul style="list-style-type: none"> • MAP 0120: Parallel, serial or USB interface • MAP 0122: LAN Interface
Horizontal misalignment (dots or characters move left or right).	See Print Quality Service Checks.
Vertical misalignment (dots or characters move up or down).	See Print Quality Service Checks.
Vertical print line misalignment (lines move upward, page-to-page).	<ol style="list-style-type: none"> 1. Install a new upper feed roller. 2. Install a new paper bail assembly.

Reference table 4, operator panel and miscellaneous problems

Description of Failure	Action
When MENU is pressed, the operator panel displays RECALL CUSTOM SET VALUES. You cannot get other configuration menu selections to display.	This means the menu is locked. For more detail, see the Message/Description/Action information for message 097 in the table for Reference table 1, error messages.
Printer powers on to READY state with “Parallel” displayed instead of Serial, USB, or LAN.	<p>This could mean data has not been sent from the Host over Serial, USB, or LAN connection.</p> <p>If the Printer Attachment is set to Hot Port Switch, the printer will automatically switch to Serial, USB, or LAN connection when data arrives from the Host.</p>
Printer is printing in a Quality mode when another Print Quality is desired.	Check the Configuration to ensure the desired Quality setting has been selected. It is possible that the print job is selecting a different Quality setting.
Operator panel keys operate OK but display is blank and LEDs are off.	Install a new operator panel (see Operator Panel).
A line of black squares appears on the top row of the Operator Panel Display after power on.	<ol style="list-style-type: none"> 1. Power off the printer, then remove the Controller Board and check the part number on the back of the board. Ensure the part number is compatible with this printer. 2. Reinstall the Controller Board and power on. If the failure symptom repeats, install a new compatible Controller Board.
Operator panel display is blank, LEDs are off, and keys do not operate.	<ol style="list-style-type: none"> 1. Ensure that the operator panel cable is connected correctly at both ends. 2. See MAP 0150: Power supply. 3. Install a new operator panel (see Operator Panel).
Buzzer sounds continuously.	<p>Install a new Engine board (see page Engine Board).</p> <p>Install a new operator panel.</p>

Description of Failure	Action
Printing stops or slow printing.	<ol style="list-style-type: none"> 1. See MAP 0140: Printhead drive. 2. If Quiet Print function is enabled, the printer operates at 1/2 speed. Disable Quiet Print. See the <i>4247 Model X03: User's Guide</i>.
Printhead carriage only moves approximately 1 inch.	See MAP 0140: Printhead drive.
Printing starts to print 1 line, then printer hangs.	See MAP 0140: Printhead drive.
Printhead crashes into left or right side frame, or the margins shift.	See MAP 0140: Printhead drive.
AFTA wheel indications varies on same paper-weight.	See Print Head Gap Service Checks.
Fanfold paper does not load or feed. No paper movement.	See MAP 0130: No paper movement.
Fanfold paper jams.	See MAP 0190: Form feed problems.
Fanfold paper print line skew. Print line too high or low on one end of line.	See Paper Path Service Checks.
Ribbon life failures.	See MAP 0160: Ribbon feed and ribbon lift.
Ribbon feed or lift failure.	See MAP 0160: Ribbon feed and ribbon lift.
Fanfold stacking problems.	See the <i>4247 Model X03: User's Guide</i> .
Forms damage at perforations of multiple-part forms or heavy stock.	<ol style="list-style-type: none"> 1. Use Perforation Safety feature (see the <i>4247 Model X03: User's Guide</i>). 2. See MAP 0190: Form feed problems.
Forms damage.	See MAP 0190: Form feed problems.

Reference table 5, power supply connector pins and voltages

Table 12. Voltages

Pin	Voltage
Pin 1	N/A

Table 12. Voltages (continued)

Pin	Voltage
Pin 2	–5 V dc
Pin 3	+5 V dc (power down signal)
Pin 4	+5 V dc
Pin 5	+5 V dc
Pin 6	Ground
Pin 7	Ground
Pin 8	Ground
Pin 9	Ground
Pin 10	Ground
Pin 11	+38 V dc
Pin 12	+38 V dc
Pin 13	+38 V dc
Pin 14	+90 V dc (V clamp from head circuit)
Pin 15	Fan control (see note)

Notes:

1. Pin 15 is the idle control input signal from the Engine board, and will measure 0 V dc when the power supply is disconnected from the Engine board.
2. When connected to the Engine board, pin 15 will raise to +4.8 to 5.2 V dc when the Carriage Fan is turned on, and 0.0 V dc after the printer is idle for approximately 30 seconds and the Carriage Fan is turned off.

Reference table 6, ribbon lift and 26-pin cable connectors

Table 13. Connectors

Ribbon Lift Connector	26-Pin Connector
Pin 1	Pin 25
Pin 2	Pin 23
Pin 3	Pin 24
Pin 4	Pin 26

See Ribbon Lift Motor Wiring for details on the location of the pins on the connector.

Chapter 2. Diagnostics

Test and diagnostic information—Model X03	84
Printing the printer demonstration	84
Printing the firmware part number and version levels	84
Printing the printer configuration and the custom sets	84
Printing and clearing the error log, and printing the usage metrics	85
Running the test and diagnostic (T&D) programs	87
T&D procedures	89
T&D03—NVM RAM test.	90
T&D04—NVM Check test	90
T&D05—Operator panel LED and key test	91
T&D06—Parallel interface test	93
T&D07—Serial interface test	93
T&D08—LAN interface test	94
T&D09—Sensor tune/ribbon test	94
T&D10—AFTA calibrate test.	95
T&D11—First line adjustment test.	99
T&D12—Bidirectional adjustment test	100
T&D13—Tear-off line adjustment test	102
T&D14—Fanfold form printout test.	105
T&D17—Top cover interlock test.	106
T&D18—Paper path sensor test	107
T&D error messages and actions	110
Test Descriptions	113
T&D03 - NVM RAM TEST	113
T&D04 - NVM CHECK TEST	114
T&D05 - OPERATOR PANEL LED & KEY TEST	114
T&D06 - PARALLEL INTERFACE TEST	114
T&D07 - SERIAL INTERFACE TEST	114

T&D08 - LAN INTERFACE TEST	114
T&D09 - SENSOR TUNE/RIBBON TEST	114
T&D10 - AFTA CALIBRATE TEST	115
T&D11 - FIRST LINE ADJUSTMENT TEST	115
T&D12 - BIDIRECTIONAL ADJUSTMENT TEST	115
T&D13 - TEAR-OFF LINE ADJUSTMENT TEST.	115
T&D14 - FANFOLD FORM PRINTOUT TEST	115
T&D17 - TOP COVER INTERLOCK TEST.	115
T&D18 - PAPER PATH SENSOR TEST	116

Test and diagnostic information—Model X03

Printing the printer demonstration

1. Power off the printer.
2. Load the printer with at least 22 in. (55.9 cm) of blank, fanfold forms in the same tractor and forms path the customer is using.
3. Power on the printer.
4. Press the **STOP** key to make the printer Not Ready.
5. Press the **TEST** key. The message **OPERATOR PRINT TESTS** appears.
6. Press the **SCROLL/MICRO ↓** key until the **Printer Demonstration** test is displayed below **OPERATOR PRINT TESTS**.
7. Press the **ENTER** key, and wait for the test to finish.
8. Press the **CANCEL PRINT** (or **RETURN**) key to exit test mode.

Printing the firmware part number and version levels

1. Power off the printer.
2. Load the printer with at least 22 in. (55.9 cm) of blank, fanfold forms in the same tractor and forms path the customer is using.
3. Power on the printer.
4. Press the **STOP** key to make the printer Not Ready.
5. Press the **TEST** key. The message **OPERATOR PRINT TESTS** appears.
6. Press the **SCROLL/MICRO ↓** key until the **Firmware Information** test is displayed below **OPERATOR PRINT TESTS**.
7. Press the **ENTER** key, and wait for the firmware part number Controller, and Attachment Code versions to print.
8. Press the **CANCEL PRINT** (or **RETURN**) key to exit test mode.

Printing the printer configuration and the custom sets

It is possible to store up to 8 custom configurations. The current printer configuration is shown on the operator panel display in the upper right corner as <X>.

1. Load the printer with at least 22 in. (55.9 cm) of blank, fanfold forms in the same tractor the customer is using.
2. Press the **STOP** key to make the printer Not Ready.
3. Press the **TEST** key. The message **OPERATOR PRINT TESTS** appears.
4. Press the **SCROLL/MICRO** ↓ key until the **Printer Configuration** test is displayed below **OPERATOR PRINT TESTS**.
5. Press the **ENTER** key, and wait for the configuration to print. To print a custom set:
 - a. Press the **SCROLL/MICRO** ↓ key until **Print Custom Sets** is displayed.
 - b. Press the **ENTER** key and wait.
6. Press the **CANCEL PRINT** (or **RETURN**) key to exit test mode.

Printing and clearing the error log, and printing the usage metrics

Error Log: When a previously not logged error is encountered during printer operation, the Code Description is entered into the Print Error Log and the Count is set to **00001**. If the Code Description existed in the error log from a previous posting, the Count is incremented to the next higher number (see Figure 4).

The Print Error Log has a maximum capacity of 8 Code Description entries. If fewer than 8 Code Descriptions are encountered, the unused entries remain at zero. When a ninth Code Description is encountered, the oldest entry is deleted from the Print Error Log, and the new entry is included in the list. Stated another way, only the 8 most current errors are maintained in the Print Error Log.

The maximum Count that will register for an Error is 256.

Print Usage Metrics:

The test prints decimal values for the following data:

- Power-on hours
- Power-on cycles
- DP, DP text, and NLQ characters
- Number (quantity) of barcodes
- Number (quantity) of pages with graphics or images

Printing Error Logs and Print Usage Metrics:

Use the following procedure to print or clear the error log, or to print usage metrics:

1. Select the paper path from which you are going to print the error log or usage metrics.
2. Load the printer with at least 22 in. (55.9 cm) of blank, fanfold forms in the same tractor the customer is using.
3. Load forms in the selected path.
4. Press the **STOP** key to make the printer Not Ready.
5. Press and hold the **TEST** key. While holding the **TEST** key, press the **START** key.
6. Release both keys; the operator panel display message **PRESS STOP** appears.
7. Do not press the **STOP** key. Press the **MENU** key.
8. **OPERATOR PRINT TESTS** is displayed on line one and a test name on line two.
9. Press the **SCROLL/MICRO** ↓ key to scroll through the menu to **Print Error Log**, **Clear Error Log**, or **Print Usage Metrics**.
 - At the **Print Error Log** display, press the **ENTER** key; wait for the error log to print.
 - At the **Clear Error Log** display, press the **ENTER** key.
 - At the **YES** display, press the **ENTER** key. The message **Error Log Cleared** displays.
 - At the **Print Usage Metrics** display, press the **ENTER** key, and wait for the usage metrics to print.
10. To exit test mode:
 - Press the **RETURN** key to return to offline Not Ready.
 - or -
 - Press the **CANCEL PRINT** key to return to online Ready.

Figure 4 shows a sample printout of the error log. The asterisk (*) indicates the most recent error. Figure 5 shows a sample printout of the print usage metrics.

```

Print Error Log
Count   Code Description
00007   *002 FORMS JAMMED FRONT
00001   051 MACHINE CHECK
00003   020 FORMS JAMMED REAR
00001   055 MACHINE CHECK
00000   000
00000   000
00000   000
00000   000

```

Figure 4. Sample of Error Log

```

Print Usage Metrics
Power-on Hours           84
Power-on Cycles          136
DP Characters            1,541,409
DP Text Characters       131
NLQ Characters           0
Number of Barcodes       0
Pages with Graphics or Images 0

```

Figure 5. Sample of Print Usage Metrics

Running the test and diagnostic (T&D) programs

The T&D program can be run in two modes: Single Test Mode or Automatic Test Mode. Single Test Mode is used to run individual tests, for example, to perform an adjustment or print a print test. Automatic Test Mode, which runs all the tests sequentially, is used to verify correct printer operation. Automatic mode requires manual intervention for several of the tests.

1. Power off the printer.
2. **Remove all paper from the paper paths.**

Tests T&D09 through T&D14 and T&D18 can perform paper path sensor tuning. If sensors are tuned with paper in the path, paper will not feed correctly.

Note: T&D06 and T&D07 require the use of parallel and serial loopback connectors, respectively.

3. Hold the **TEST** and **SCROLL/MICRO** ↓ keys at the same time.
4. Power on the printer.
5. When the display is:

RELEASE KEYS

Release the **TEST** and **SCROLL/MICRO** ↓ keys.

6. The following message will be displayed.

TEST & DIAGNOSTIC START UP		
SINGLE	YES	NO

7. To run all the tests sequentially, go to **Automatic Test Mode** step 9.
To run specific tests, go to the **Single Test Mode** in the next step.
8. **Single Test Mode:**

Note: If you are running T&Ds in single test mode, you can only increment forward (by pressing **LOAD/EJECT**) through the tests. T&D tests increment forward in a continuous loop giving you access to any T&D through a series of **LOAD/EJECT** key presses.

TEST & DIAGNOSTIC START UP		
SINGLE	YES	NO

- a. Press the **SET TOP OF FORM** key to select YES (run single test mode). The following message will be displayed:

T&DXX Test Description		
RUN TEST?	YES	NO

- b. To scroll to the desired test, press the **LOAD/EJECT** (NO) key.
- c. To run the currently displayed test, press the **SET TOP OF FORM** (YES) key.
For a description of each test, go to Test Descriptions or return to the step that sent you here.
- d. If the test is completed successfully, the present test description is displayed again.

- e. If an error is detected, an audible alarm will sound. All LEDs will flash. An error message will be displayed.

KO(n1) FRU(N2) [N3]

Where: $n1$ is the number of the forced test; $n2$ is the FRU related to the fault; $n3$ is the Diagnostic Error Code.

- f. For a description of error messages, go to T&D error messages and actions.
- g. Press any key to return to the beginning of the failed test.
- h. The following message will be displayed:
- i. Single test mode description stops here.

9. Automatic Test Mode:

TEST & DIAGNOSTIC START UP		
SINGLE	YES	NO

- a. Press the **LOAD/EJECT** key to select NO (run automatic test mode instead). You will be prompted by the display or the instructions in T&D procedures to press keys or install paper.
- b. If the test is completed successfully, the present test description is displayed again.
- c. If an error is detected, an error message will be displayed.

KO(n1) FRU(N2) [N3]

Where: $n1$ is the number of the forced test; $n2$ is the FRU related to the fault; $n3$ is the Diagnostic Error Code.

- d. For a description of error messages, go to T&D error messages and actions.
- e. If all the tests run OK, the following message will be displayed:

END T&D.....

- f. To exit the T&D program, power off the printer, and remove any loop-back connector (if installed).

T&D procedures

1. If an error message is displayed during the T&D program, note the error information.

KO(n1) FRU(N2) [N3]

- Where: $n1$ is the number of the forced test; $n2$ is the FRU related to the fault; $n3$ is the Diagnostic Error Code.
2. Press any of the keys.
 3. The following message will be displayed:

RUN TEST?	YES	NO
-----------	-----	----

4. To repeat the last test, press the **SET TOP OF FORM** key.
5. To skip to the next test, press the **LOAD/EJECT** key.
6. To restart the T&D program from the beginning, power off the printer, then press and hold **TEST** and **SCROLL/MICRO** ↓ simultaneously while powering the printer back on.
7. For error code descriptions and repair action, go to T&D error messages and actions.

T&D03—NVM RAM test

Display:

T&D03 NVM RAM TEST		
RUN TEST?	YES	NO

1. Press **SET TOP OF FORM** to execute test. Press **LOAD/EJECT** to skip test.
2. If an error message is displayed, go to T&D error messages and actions.
3. The test completed successfully if the present test is displayed again. Press **LOAD/EJECT** to skip to the next test.

T&D04—NVM Check test

Display:

T&D04 NVM CHECK TEST		
RUN TEST?	YES	NO

1. Press **SET TOP OF FORM** to execute test. Press **LOAD/EJECT** to skip test.
2. If an error message is displayed, go to T&D error messages and actions.
3. The test completed successfully if the present test is displayed again. Press **LOAD/EJECT** to skip to the next test.

T&D05—Operator panel LED and key test

Refer to Figure 6 for this test.

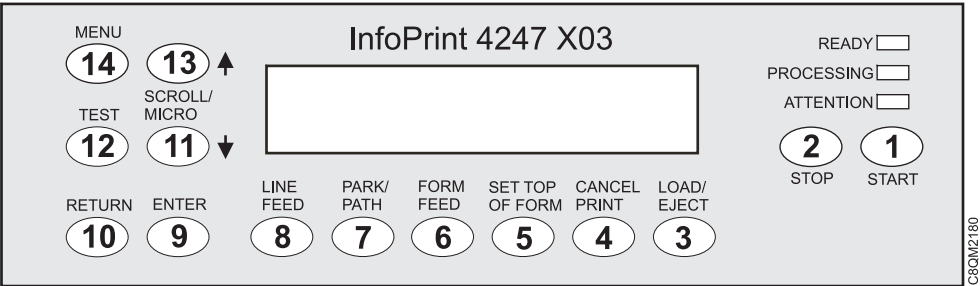


Figure 6. Operator Panel

Display:

T&D05 O.P. LED & KEY TEST		
RUN TEST?	YES	NO

Press **SET TOP OF FORM** to execute test. Press **LOAD/EJECT** to skip test.

Execution of test requires one to press each key in succession (Refer to figure for sequence: 1 thru 14) and to observe for proper LED behavior. Be sure to press each key within approximately 15 seconds from the previous key or an error message will occur. After pressing the **MENU** key (key 14), the display shows “xxxxxVERIFY LEDxxxxxx”. Press any key to complete this test. Refer to the following table for the test sequence and LED behavior.

Note: The following table has been added for reference only.

Test Sequence	Press Key to Advance to the Next Test Sequence	READY LED	PROCESSING LED	ATTENTION LED
1	START	BLINK	—	—
2	STOP	—	BLINK	—
3	LOAD/EJECT	—	—	BLINK
4	CANCEL PRINT	BLINK	—	BLINK
5	SET TOP OF FORM	BLINK	BLINK	—
6	FORM FEED	—	BLINK	BLINK
7	PARK/PATH	BLINK	ON	—
8	LINE FEED	ON	BLINK	—
9	ENTER	ON	ON	—
10	RETURN	—	ON	BLINK
11	SCROLL/MICRO↓	—	BLINK	ON
12	TEST	—	ON	ON
13	SCROLL/MICRO↑	OFF	OFF	OFF
14	MENU	ON	ON	ON
Note: After pressing the MENU key (key 14), the display shows “xxxxxVERIFY LEDxxxxxx”. Press any key to complete this test.				
15	ANY KEY	BLINK	BLINK	BLINK

1. If an error message is displayed, go to T&D error messages and actions.
2. The test completed successfully if the present test is displayed again. Press **LOAD/EJECT** to skip to the next test.

T&D06—Parallel interface test

The parallel loop-back connector (PN 08H7269) needs to be installed for this test.

Note: If the loop-back connector is not installed, an error message will be displayed. To bypass this message, press any key, then the **LOAD/EJECT** key to advance to the next test.

Display:

T&D06 PAR. INTERFACE TEST		
RUN TEST?	YES	NO

1. Install parallel loop-back connector.
2. Press **SET TOP OF FORM** to execute test.
3. If an error message is displayed, go to T&D error messages and actions. The test completed successfully if the present test is displayed again. Press **LOAD/EJECT** to skip to the next test.
4. Remove parallel loop-back connector.

T&D07—Serial interface test

Note: If a serial card is not installed, see T&D09—Sensor tune/ribbon test.

The serial RS-232 loop-back connector (PN 41U2467) needs to be installed for this test.

If a loop-back connector is not installed, an error message will be displayed. To bypass this message, press any key, then the **LOAD/EJECT** key to advance to the next test.

T&D07 SER. INTERFACE TEST		
RUN TEST?	YES	NO

1. Install RS-232 loop-back (9-pin) connector.

2. Press **SET TOP OF FORM** to execute test. Press **LOAD/EJECT** to skip test.
3. If an error message is displayed, go to T&D error messages and actions.
4. The test completed successfully if the present test is displayed again. Press **LOAD/EJECT** to skip to the next test.

T&D08—LAN interface test

T&D08 LAN INTERFACE TEST		
RUN TEST?	YES	NO

1. Press **SET TOP OF FORM** to execute test. Press **LOAD/EJECT** to skip test.
2. If an error message is displayed, go to T&D error messages and actions.
3. The test completed successfully if the present test is displayed again. Press **LOAD/EJECT** to skip to the next test.

T&D09—Sensor tune/ribbon test

Note: Ensure that there is **no** paper in any paper path. This test does the paper path sensor tuning but does not tune the tractor jam sensors, as these sensors are not adjustable.

1. Display:

T&D09 SENSOR TUNE/RIBBON		
RUN TEST?	YES	NO

2. Press **SET TOP OF FORM** to execute test. Press **LOAD/EJECT** to skip test.
3. The next part of this test is forms path sensor tuning.

Important

The forms path sensors were tuned. The tuning must be done with all paper removed. If paper is installed, remove the paper and repeat T&D09

4. When the sensors are tuned, You will be prompted to the “RIBBON RUN” test. The following message will display:

T&D09 SENSOR TUNE/RIBBON TO RUN	PRESS
------------------------------------	-------

5. Press **SET TOP OF FORM** to execute ribbon test. Visually inspect for correct ribbon movement. Press **LOAD/EJECT** to stop ribbon movement.
6. The ribbon feed and the ribbon lift motors run continuously during this test. This feeds the ribbon, and raises and lowers the ribbon lift. You must press the **LOAD/EJECT** key to stop the test. If either motor fails, go to MAP 0160: Ribbon feed and ribbon lift.
7. If an error message is displayed, go to T&D error messages and actions.
8. The test completed successfully if the present test is displayed again. Press **LOAD/EJECT** to skip to the next test.

T&D10—AFTA calibrate test

You must complete this test to:

- Calibrate the microcode for the printhead
 - and -
- Adjust the gap between the printhead needles and the platen

Note: Do not run T&D10 unless instructed to do so by the Print Head Gap Service Checks or the Automatic Forms Thickness Adjustment (AFTA).

Display:

T&D10 AFTA CALIBRATE RUN TEST?	YES	NO
-----------------------------------	-----	----

Press **SET TOP OF FORM** to execute test. Press **LOAD/EJECT** to skip test.

If any error messages display during this test, go to T&D error messages and actions.

If the AFTA mechanism is malfunctioning or not repeatable, perform the Print Head Gap Service Checks.

Display:

T&D10 AFTA CALIBRATE AFTA CALIBRATE
--

Since two tractor configurations are possible (one tractor installed or two tractors installed) the procedure followed depends on which configuration the printer is in. For the one tractor installed configuration (default tractor only), the display is:

T&D10 AFTA CALIBRATE USER FRONT FF? YES NO

If YES:

T&D10 AFTA CALIBRATE LOAD PAPER

Load 20 lb (80 g/m²) paper in front tractor and press **SET TOP OF FORM** to execute calibration using fanfold forms.

If NO:

T&D10 AFTA CALIBRATE INSERT SING. SHEET ON UP
--

Manually load a single sheet of 20 lb (80 g/m²) paper into the upper paper path. Locate the hole in the base frame and black taped area of the Guide Assembly. Insert paper into this area of the Upper Tractor Path (approximately 4 1/2 inches in board from the left edge of the Tractor Assembly).

Continue with Calibrate the microcode.

For the two tractor installed configuration the display is:

T&D10 AFTA CALIBRATE			
USER REAR FF?	YES	NO	

If YES:

T&D10 AFTA CALIBRATE			
LOAD PAPER			

Load 20 lb (80 g/m²) fanfold paper in rear (lower) tractor and press **SET TOP OF FORM** to execute calibration using fanfold forms.

If NO:

T&D10 AFTA CALIBRATE			
INSERT SING. SHEET ON UP			

Manually load a single sheet of 20 lb (80 g/m²) paper into the upper paper path. Locate the hole in the Base frame and black taped area of the Guide Assembly. Insert paper into this area of the upper tractor path. (Approximately 4 1/2 inches inboard from the left edge of the tractor assembly.)

Continue with Calibrate the microcode.

Calibrate the microcode: Place 20 lb (80 g/m²) paper in the appropriate paper path.

Display:

T&D10 AFTA CALIBRATE			
PAPER	+	RUN	-

Press **LOAD/EJECT** to move the paper down, or **SET TOP OF THE FORM** to move the paper up until the red dot painted on the left end of the platen shaft is aligned with the white dot on the left bearing. This is the position of the maximum platen eccentricity (minimum gap) where the calibration of the microcode should be made. If the platen assembly does not have a painted red dot, the procedure must be repeated at least 3 times on different points along the diameter of the platen. Select the point where the AFTA marker has the minimum value and paint a red dot on the left end of the platen shaft for later use.

Press **CANCEL PRINT** to execute AFTA.

Display:

T&D10 AFTA CALIBRATE		
STORE	YES	NO

Press **LOAD/EJECT** to change the AFTA calibrate value.

Press **SET TOP OF THE FORM** to store the AFTA calibrate value which completes the test.

To change the AFTA calibrate value if NO is selected:

Display:

T&D10 AFTA CALIBRATE			
AFTA (n)	+	RUN	-

Press **LOAD/EJECT** to decrease the AFTA value.

Press **SET TOP OF THE FORM** to increase the AFTA value.

Press **CANCEL PRINT** to execute AFTA using the displayed AFTA(*n*) value.

T&D11—First line adjustment test

This test allows you to adjust the first print-line for the lower (default) forms path and the front (second or optional) forms path (if it is installed) from the operator panel (see Paper path nomenclature). This procedure assumes both tractors are installed. The difference with the “Default Tractor Only Test” is that this tractor becomes the “Front Tractor” and the display messages reflect this difference.

The value set by this test becomes the first print-line position when the configuration menu item **Paper Load Position** is set to 0.

Note: If you adjust this value you also must run T&D13 "Tear-off line adjustment test".

1. Display:

T&D11 FIRST LINE ADJ TST RUN TEST?	YES	NO
---------------------------------------	-----	----

2. Press **SET TOP OF FORM** to execute test. Press **LOAD/EJECT** to skip test.

T&D11 FIRST LINE ADJ TST FF REAR ADJ?	YES	NO
--	-----	----

Selecting "YES" will result in the following message:

T&D11 FIRST LINE ADJ TST FANFOLD REAR CALIBRATE
--

3. To adjust the first print-line for the front tractor feed at this time, press the **LOAD/EJECT** key. However, the test will automatically advance to the front tractor first print-line adjustment after you complete the rear (base) (see Paper path nomenclature).
4. The procedure to adjust either front- or rear-tractor first print-line is the same.
5. If fanfold paper is not loaded, display:

T&D11 FIRST LINE ADJ TST LOAD PAPER
--

6. Install fanfold paper in the tractor assembly.

7. Press the **SET TOP OF FORM** key.
8. The following message will be displayed:

T&D11 FIRST LINE ADJ TST STORE	YES	NO
-----------------------------------	-----	----

9. A line of **Es** will be printed on the first printing line, and then the paper will feed to a position for viewing. The **Es** should be completely on the paper. The top of the **Es** should be approximately 1 mm (0.04 in.) below the perforation.
10. If the first print-line adjustment is correct, press the **SET TOP OF FORM** key to store the first print-line position. If the optional tractor is installed, load the paper in the optional tractor and repeat the above procedure to adjust the first print line for that tractor.
11. If the first print-line adjustment is **not** correct, press the **LOAD/EJECT** key to get the next display.

T&D11 FIRST LINE ADJ TST FRONT (n)	+	RUN	-
---------------------------------------	---	-----	---

12. Press the **SET TOP OF FORM** key once to increase the space between the top of the form and the top of the print test, or press the **LOAD/EJECT** key once to decrease the space between the top of the form and the top of the print test. The value changes on the operator panel display.
13. Press the **CANCEL PRINT** key to run the test.
14. Go to T&D11 step 9, and repeat until the line of **Es** is just below the edge of the form.
15. To exit this test without adjusting the optional second tractor first print-line, press the **LOAD/EJECT** key.
16. If an error message is displayed, go to T&D error messages and actions.
17. The test completed successfully if the present test is displayed again. Press the **LOAD/EJECT** key to skip to the next test.

T&D12—Bidirectional adjustment test

Note: This test allows the bidirectional adjustment to be made from the operator panel.

1. Display:

T&D12 BIDIR. ADJ. TEST		
RUN TEST?	YES	NO

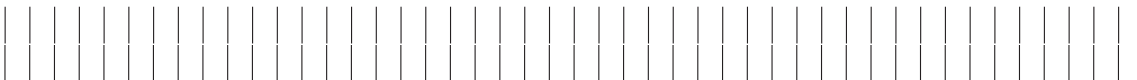
2. Press the **SET TOP OF FORM** key to execute the bidirectional test on lower (default) path.
3. Press **LOAD/EJECT** to skip to next test.
4. If test is executed, display shows:

T&D12 BIDIR. ADJ. TEST		
VERTICAL ADJUST		

5. If fanfold paper is not loaded, display:

T&D12 BIDIR. ADJ. TEST		
LOAD PAPER		

6. Install fanfold paper on the lower (default) tractor assembly, and press the **SET TOP OF FORM** key.
7. Two rows of vertical bars are printed using each bidirectional adjustment value of from -8 to +8.
The alignment is correct when the 2 rows of vertical bars form a continuous vertical line segment.
This 2-row pattern is repeated.



8. The following message will be displayed:

T&D12 BIDIR. ADJ. TEST		
STORE	YES	NO

9. If the bidirectional adjustment printout is correct, press the **SET TOP OF FORM** key to store the value.
10. If the bidirectional adjustment printout is **not** correct, press the **LOAD/EJECT** key to enter a change to vertical adj. value:

T&D12 BIDIR. ADJ. TEST			
VERT. (n)	+	RUN	-

11. Press the **SET TOP OF FORM** key once to shift the bottom row of Is to the right, or the **LOAD/EJECT** key to shift the bottom row of Is to the left. The value changes on the operator panel display.
12. Press **CANCEL PRINT** to execute the vertical adjustment test and to print the selected pattern.
13. If an error message is displayed, go to T&D error messages and actions.
14. If satisfied with the results, press the **SET TOP OF FORM** key to store the values. The display shows:

T&D12 BID. ADJ TEST	
TEAR	& PUSH KEY

Tear output and press any key to perform that action.

Press the **LOAD/EJECT** key to skip to the next test.

T&D13—Tear-off line adjustment test

This test allows you to adjust the tear-off position from the operator panel. Load fanfold paper into the appropriate tractor(s).

The value set by this test becomes the tear-off position when the configuration menu item **Tear Adjustment** is set to **0** at the operator panel.

1. Display:

T&D13 TEAR-OFF LINE ADJ		
RUN TEST?	YES	NO

2. Press **SET TOP OF FORM** to execute test. Press **LOAD/EJECT** to skip test.

IF the Default Tractor and optional Second Tractor are installed, the printer displays:

T&D13 TEAR-OFF LINE ADJ			
REAR ADJ?	YES	NO	

To adjust the tear-off line for the front tractor feed (when optional tractor is installed), press the **LOAD/EJECT** key and the tractor feed will switch to the front.

If only the default tractor is installed, the printer displays:

T&D13 TEAR-OFF LINE ADJ			
FRONT ADJ?	YES	NO	

3. With the appropriate tractor feed (Front or Rear) selected, press **SET TOP OF FORM** to run the test.
4. The procedure to adjust either front or rear tear-off line is the same.
5. A line of **Xs** will be printed on the first print-line. The paper will feed to the tear-off bar for viewing. The **Xs** should be completely on the paper. The top of the **Xs** should be approximately 1 mm (0.04 in.) below the perforation. If this condition does not exist, perform T&D11—First line adjustment test, and then return here.
6. The following message displays:

T&D13 TEAR-OFF LINE ADJ			
REAR. (n)	+	RUN	-

7. Figure 7 shows the correct position of the perforation for a clean tear-off.

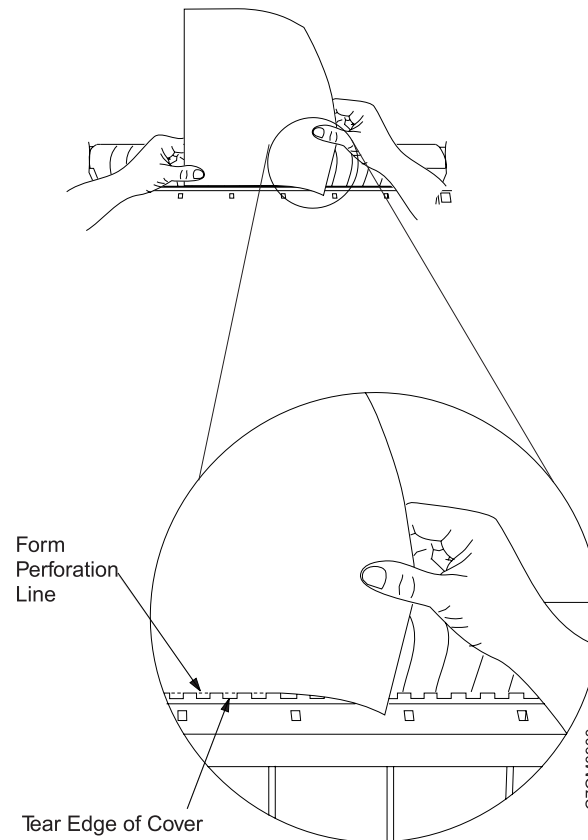


Figure 7. Tear-Off Position

If the tear-off needs to be adjusted, press the **SET TOP OF FORM** key to move the paper up, or press the **LOAD/EJECT** key to move the paper down.

The range is -128 to +127. Each unit is approximately 0.2 mm (0.008 in.).

When the tear-off is correct, go to the next step.

8. Press the **CANCEL PRINT**. The following message will display:

T&D13 TEAR-OFF LINE ADJ STORE?		
YES	NO	

9. If the tear-off adjustment is correct, press the **SET TOP OF FORM** key to store the tear-off position.
If the tear-off adjustment is **not** correct, press the **LOAD/EJECT** key, and return to step 7.
10. If the optional front tractor is installed, install the paper in the optional front tractor, and repeat the above procedure to adjust the tear-off line for the optional front tractor.
11. If an error message is displayed, go to T&D error messages and actions.
12. The test completed successfully if the paper feeds back into the printer and the present test is displayed again.

T&D14—Fanfold form printout test

Note: Use this test to check print quality, print wires, printhead wire shifter (18-wire printhead only), carrier movement, paper feed, line skew, and bidirectional (vertical) alignment. See Print Quality Service Checks for symptoms and for an example of a print sample.

1. Display:

T&D14 FANFOLD FORM PRINT RUN TEST?	YES	NO
---------------------------------------	-----	----

2. Press **SET TOP OF FORM** to execute test. Press **LOAD/EJECT** to skip test.
3. If fanfold paper is not loaded, the printer will display:

T&D14 FANFOLD FORM PRINT LOAD PAPER
--

4. Install at least two fanfold forms (11 or 12 inch) in the rear tractor assembly (see Paper path nomenclature), and press the **SET TOP OF FORM** key.

The print test will print, and the display will be:

T&D14 FANFOLD FORM PRINT TEST RUNNING
--

5. When the print test is complete, the following message is displayed:

T&D14 FANFOLD FORM PRINT TEAR & PRESS KEY
--

6. Tear off the single page printout, and press any key.
7. For printout analysis, see Print Quality Service Checks.
8. If an error message is displayed, go to T&D error messages and actions.
9. The test completed successfully if the present test is displayed again. Press the **LOAD/EJECT** key to skip to the next test.

T&D17—Top cover interlock test

Ensure the top cover interlock magnet is properly installed.

The display shows:

T&D17 TOP COVER TEST RUN TEST? YES NO
--

1. Press the **SET TOP OF FORM** to execute test.

It the top cover is open (or if the interlock magnet is not present) when this tests starts, the display shows:

T&D17 TOP COVER TEST CLOSE COVER

2. Close the cover (or properly install the interlock magnet) within 10 seconds, or an error message is generated. If an error message is generated, press **LOAD/EJECT** to resume test.
3. Press **SET TOP OF FORM** to execute the test. Press **LOAD/EJECT** to skip to the next test.

The following message is displayed upon test execution:

T&D17 TOP COVER TEST OPEN COVER

If you do not open the top cover within 10 seconds, an error message is generated, press **LOAD/EJECT** to resume test.

This display will instruct you to OPEN COVER and then CLOSE COVER.

The test completed successfully if the present test is displayed again. Press the **LOAD/EJECT** key to skip to the next test.

T&D18—Paper path sensor test

T&D18 provides information on the operation of the front fanfold presence sensor and rear fanfold presence sensor. Use the test to verify correct sensor operation.

Verify sensor operation by inserting and removing a form from a forms path, and checking for correct changes in the display status given in step 4.

1. Display:

T&D18 SENSORS TEST RUN TEST?	YES	NO
---------------------------------	-----	----

2. Press **SET TOP OF FORM** to execute sensors tune test. Press **LOAD/EJECT** to skip test; sensor status.

3. The following displays:

T&D18 SENSORS TEST PATH STAT?	YES	NO
----------------------------------	-----	----

4. Press the **SET TOP OF FORM** key to display sensor status.

Verify sensor operation by inserting and removing a form from a forms path, and checking for correct changes in the display status given in this step.

Press the **LOAD/EJECT** key to skip to step 5.

If both tractors are installed, the current path status displays:

REAR	:	X	
FRONT	:	X	PRESS A KEY

where:

- Rear: is status of the rear (default) fanfold sensor
- Front: is status of the front (second or optional) fanfold sensor
- x will be B or F to indicate PATH BLOCKED or PATH FREE

If the optional second tractor is not installed, the current path status displays:

T&D18 SENSORS TEST			
FRONT:	:	X	PRESS A KEY

where:

- Front: is status of the front (default) fanfold sensor
- x will be B or F to indicate PATH BLOCKED or PATH FREE

The display is continuously updated to indicate sensor status changes. Inserting paper into a path changes the display from :F (free) to :B (blocked).

Press any key to go to step 5.

5. The following displays:

T&D18 SENSORS TEST		
THRESH?	YES	NO

This part of the test is intended for use by Product Engineering, and allows the user to examine internal sensor threshold values stored in NVRAM.

6. Press the **LOAD/EJECT** key to skip to step 7.

Press the **SET TOP OF FORM** key to enter. Threshold values written in NVRAM display. If both tractors are installed, threshold values written in NVRAM display.)

REAR	:	X1	
FRONT	:	X2	PRESS A KEY

where:

- X1 is the threshold for the rear (default) path
- X2 is the threshold for the front (second or optional) path
- X1, X2 are numbers in hexadecimal format, which correspond to the measured voltages, resolution of 20 mV.

If the optional second tractor is not installed, threshold values written in NVRAM display:

T&D18 SENSORS TEST			
FRONT	:	X1	PRESS A KEY

where:

- x1 is the threshold for the front (default) tractor
- x1 is a number in hexadecimal format, which correspond to the measured voltages, resolution of 20 mV.

Press any key to go to step 7.

7. The following displays:

T&D18 SENSORS TEST		
SENS. LEV.	YES	NO

This part of the test is intended for use by Product Engineering, and allows the user to examine sensor output voltages.

8. Press the **LOAD/EJECT** key to skip to step 9.

Press the **SET TOP OF FORM** key to enter.

If both tractors are installed, the current sensor measurements display:

REAR	:	X1	
FRONT	:	X2	PRESS A KEY

where:

- x1 is rear (base) path measurement

- x2 is front (second or optional) path measurement
- x1, x2 are numbers in hexadecimal format, which correspond to the measured voltages, resolution of 20 mV.

The display continuously updates to track sensor output changes.

If the optional second tractor is not installed, the current sensor measurements display:

T&D18 SENSORS TEST			
FRONT	:	X1	PRESS A KEY

where:

- x1 is rear tractor path measurement rear tractor.
- x1 is a number in hexadecimal format, which correspond to the measured voltages, resolution of 20 mV.

The display continuously updates to track sensor output changes.

Press any key to go to step 9.

9. The following displays:

T&D18 SENSORS TEST		
REP. TEST	YES	NO

Press the **SET TOP OF FORM** key to restart from path status, step 2.

Press the **LOAD/EJECT** key to end the test.

The present test will be displayed again. Press the **LOAD/EJECT** key again to return to T&D13—Tear-off line adjustment test.

T&D error messages and actions

Error messages are in the following format:

K0(n1) FRU(n2) [n3]

where “n1” is the number of the forced test, “n2” is the FRU related to the fault, and “n3” is the diagnostic error code.

Table 14 shows the complete list of tests with description and the Field Replaceable Unit (F.R.U.) under test.

Table 14. T&D Tests List

TEST NUMBER (n1)	TEST DESCRIPTION	FIELD REPLACEABLE UNIT
T&D00	Reserved	N/A
T&D01	Reserved	N/A
T&D02	Reserved	N/A
T&D03	NVM RAM TEST (Non-Volatile Memory)	ENGINE BOARD
T&D04	NVM CHECK TEST (Non-Volatile Memory)	ENGINE BOARD
T&D05	OPERATOR PANEL TEST	OPERATOR PANEL / ENGINE BOARD / O.P. CABLE
T&D06	PARALLEL INTERFACE TEST (Centronix)	CONTROLLER BOARD
T&D07	SERIAL INTERFACE TEST	CONTROLLER BOARD
T&D08	LAN INTERFACE TEST	CONTROLLER BOARD
T&D09	SENSOR TUNE / RIBBON TEST	ENGINE BOARD / MOTORS / RIBBON DRIVE ASSEMBLY
T&D10	AFTA CALIBRATE TEST	ENGINE BOARD / MOTOR / PRINT HEAD / MECHANISM
T&D11	FIRST LINE ADJUSTMENT TEST	MECHANISM / ENGINE BOARD
T&D12	BIDIRECTIONAL ADJUSTMENT TEST	MECHANISM / CARRIAGE BELT / ENGINE BOARD
T&D13	TEAR-OFF LINE ADJUSTMENT TEST	MECHANISM / ENGINE BOARD
T&D14	FANFOLD FORM PRINT TEST	PRINT HEAD / ENGINE BOARD / MECHANISM
T&D15	Reserved	N/A
T&D16	Reserved	N/A
T&D17	TOP COVER INTERLOCK TEST	MECHANISM / ENGINE BOARD / OPERATOR PANEL
T&D18	PAPER SENSOR TEST	MECHANISM / ENGINE BOARD / SENS. CABLE
T&D19	Reserved	N/A

Table 15 shows the list of Field Replaceable Units (FRUs) involved in the diagnostic phase.

Table 15. FRU List

FRU (n2)	DESCRIPTION
0	Controller or Engine Board
1	Operator Panel Board
2	Sensors
3	Mechanical Parts
4	Flash on Controller Board
5	Supervisor SW

Table 15. FRU List (continued)

FRU (n2)	DESCRIPTION
6	Tractors
7	Print Head
8	Options

The following error codes are sorted by FRU and are not specified for one test.

Table 16. T&D Error Codes

FRU (n2)	ERROR CODE (n3)	ERROR DESCRIPTION	FIELD REPLACEABLE UNIT	IMPACTED AREA
0	1	Loop strobe-busy	CONTROLLER BOARD	PARALLEL I/F
0	2	Loop Slct init	CONTROLLER BOARD	PARALLEL I/F
0	3	Loop ACK-autofeed	CONTROLLER BOARD	PARALLEL I/F
0	4	Loop Pe^fit-sctin	CONTROLLER BOARD	PARALLEL I/F
0	5	Test pattern tx-rx	CONTROLLER BOARD	PARALLEL I/F
0	6	EPROM Write	ENGINE BOARD	NVM
0	7	EPROM Read	ENGINE BOARD	NVM
0	8	EPROM compare data (check)	ENGINE BOARD	NVM
0	9	Test pattern rx-tx	CONTROLLER BOARD	SERIAL I/F
0	10	Loop dtr-dsr	CONTROLLER BOARD	SERIAL I/F
0	11	Loop rts-cts	CONTROLLER BOARD	SERIAL I/F
0	12	Loop srts-dcd	CONTROLLER BOARD	SERIAL I/F
0	13	not recognized error	CONTROLLER BOARD	SERIAL I/F
0	14	Loop on CTS	CONTROLLER BOARD	SERIAL I/F
0	15	AFTA values out-of-range	ENGINE BOARD/MECHANISM	NVM/AFTA
0	16	LAN open	CONTROLLER BOARD	LAN I/F
1	1 to 14	Key 1 error to key 14	OPERATOR PANEL BOARD	KEYS
1	15	General	OPERATOR PANEL	KEYS
1	16	Cover open	OPERATOR PANEL	INTERLOCK
1	17	Cover close	OPERATOR PANEL	INTERLOCK
2	1	Paper sensor	MECHANICAL	SENSOR
2	2	Ribbon blocked sensor	MECHANICAL/SENSOR/ENGINE BOARD	SENSOR
2	3	Carriage sensor during initialization	MECHANICAL/SENSOR/ENGINE BOARD	SENSOR

Table 16. T&D Error Codes (continued)

FRU (n2)	ERROR CODE (n3)	ERROR DESCRIPTION	FIELD REPLACEABLE UNIT	IMPACTED AREA
2	4	Carriage sensor	MECHANICAL/SENSOR/ENGINE BOARD	SENSOR
3	1	Data Integrity	MECHANICAL/SENSOR/ENGINE BOARD	CARRIAGE MOVEMENT
3	2	Paper loading	MECHANICAL/SENSOR/ENGINE BOARD	PAPER MOVEMENT
5	1	Insufficient memory	CONTROLLER BOARD	SW/FLASH/RAM
5	2	Font generator	CONTROLLER BOARD	SW/FLASH/RAM
5	3	Print manager	CONTROLLER BOARD	SW/FLASH/RAM
6	1	Unknown Tractor	TRACTOR / ENGINE BOARD / MECHANISM	TRACTOR
6	2	First (default) tractor (lower)	TRACTOR / ENGINE BOARD / MECHANISM	TRACTOR
6	3	Second (optional) tractor (upper)	TRACTOR / ENGINE BOARD / MECHANISM	TRACTOR
7	1	AFTA	PRINthead / ENGINE BOARD / MECHANISM	PRINthead
7	2	Thermal sensor on print head	PRINthead / ENGINE BOARD / MECHANISM	PRINthead
7	3	AFTA offset	PRINthead / ENGINE BOARD / MECHANISM	PRINthead
7	4	Head temperature out-of-range	PRINthead / ENGINE BOARD / MECHANISM	PRINthead

Test Descriptions

T&D03 - NVM RAM TEST

This test checks the capability of the non-volatile RAM memory (NVM) to retain data.

A write pattern 0x55 and 0xAA and a read verify.

If the test result is positive, the DEFAULT parameters are loaded.

This test must be run when a “neutral” Engine board is installed as a spare part.

It correctly initialized the NVM for the specific Device ID.

T&D04 - NVM CHECK TEST

This test checks for correct read access and the checksum, and adjustment data CRC.

Note: See Engine Board for T&D requirements when installing a new Engine board.

T&D05 - OPERATOR PANEL LED & KEY TEST

This test checks the integrity of the 14 keys and the 3 LEDs on the Operator Panel.

If one key is damaged (short circuit), an error message is displayed and the T&D is halted.

All of the LEDs are lit and then go off. Then the LEDs are lit sequentially from right to left for approximately .5 second with an associated buzzer sound.

The test requests you to sequentially push the 14 keys from right to left.

At each step the display shows the message "PUSH KEY (*n*)".

A buzzer sounds twice if the wrong key is pressed.

An error message is displayed if the requested key is not activated within a few seconds.

T&D06 - PARALLEL INTERFACE TEST

This test checks (by means of a loopback connector) for the correct operation of control, status, and data signals of the bidirectional interface. You must have the parallel interface connector installed onto the Controller Board to run this test.

T&D07 - SERIAL INTERFACE TEST

This test checks (by means of a loopback connector) for the correct operation of control, status, and data signals of the serial RS232 interface. You must have the serial interface connector installed onto the Controller Board to run this test.

T&D08 - LAN INTERFACE TEST

If this interface is present, this test verifies the MAC address on the LAN.

T&D09 - SENSOR TUNE/RIBBON TEST

This test checks the correct movement of the ribbon and the ribbon lift motors.

If the **SET TOP OF FORM** key is pressed, the test is performed and the ribbon motor is activated together with the ribbon lift motor.

If the **LOAD/EJECT** key is pressed, the test is stopped.

T&D10 - AFTA CALIBRATE TEST

This test checks the AFTA to ensure it is functioning correctly.

Calibrating the AFTA is necessary if some mechanical parts related to printing are removed (carriage assembly, AFTA motor, platen assembly, and so forth).

T&D11 - FIRST LINE ADJUSTMENT TEST

This test calibrates the first print line on the lower tractor paper path. It also tests the calibration of the upper tractor path if the option upper tractor is installed.

Setting the printout for a specific customer application is useful.

T&D12 - BIDIRECTIONAL ADJUSTMENT TEST

This test calibrates bidirectional printing.

If mechanical parts related to carriage movement are removed (carriage assembly, carriage motor, carriage belt, and so forth), and are out of tolerance with respect to the factory settings, this test is used to set the printout for best performance.

T&D13 - TEAR-OFF LINE ADJUSTMENT TEST

This test calibrates the tear-off margin.

Setting the printout for a specific customer application is useful.

T&D14 - FANFOLD FORM PRINTOUT TEST

The printout for this test is a standard module (132 characters, 66 or 72 lines) to check the parts involved in printing such as the printhead, needles, carriage, and so forth.

After this test the operator tears off the printed form.

T&D17 - TOP COVER INTERLOCK TEST

This test checks the function of the micro switch installed on the operator panel board.

The display shows the “OPEN COVER” message during this test.

The printer stays in the wait state until the magnetic switch detects the cover open condition.

The display then shows the “CLOSE COVER” message and the printer will be in the wait state to detect the cover close condition.

If the actions are not performed in time, the diagnostic stops and an error is displayed.

T&D18 - PAPER PATH SENSOR TEST

This test shows the function of the paper sensors and their margins.

Chapter 3. Wiring diagrams

- 18-Wire printhead resistance checks 118
 - Printhead cable wiring 121
- Carriage Motor Wiring 122
- Paper Feed Motor Wiring 124
- AFTA Motor Wiring 126
- Ribbon Feed Motor Wiring 128
- Ribbon Lift Motor Wiring 130
- Cable Diagrams 132
 - Operator Panel Cable Wiring 132
 - Sensor Cable Assembly Wiring 133
 - Tractor Assembly Cable Wiring 134
- Attachment Connectors 135

18-Wire printhead resistance checks

The printhead is electromagnetic and has two columns which contain 9 wires. The left column (viewed from the platen or paper side) is the B side with wire 1B at the top. The right column is the A side with wire 1A at the top. The A side is raised and lowered (by an electromagnet), to increase print quality. Needle 5B is used for AFTA paper thickness measurements. The printhead is connected to the Engine board by a 22-pin cable, a 26-pin cable, and a 12-pin cable. (The 4247 Model X03 does not use the 12-pin cable.)

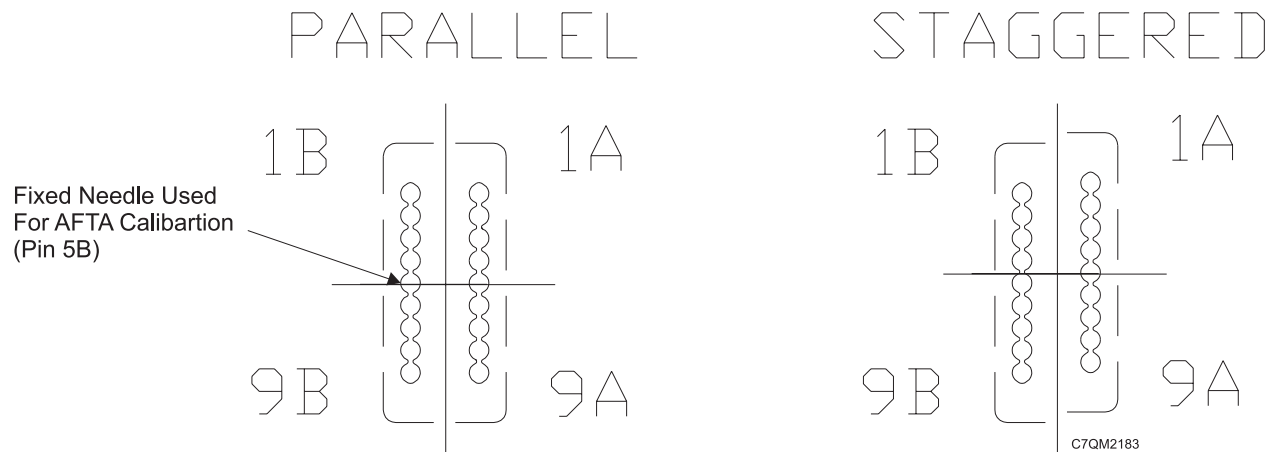
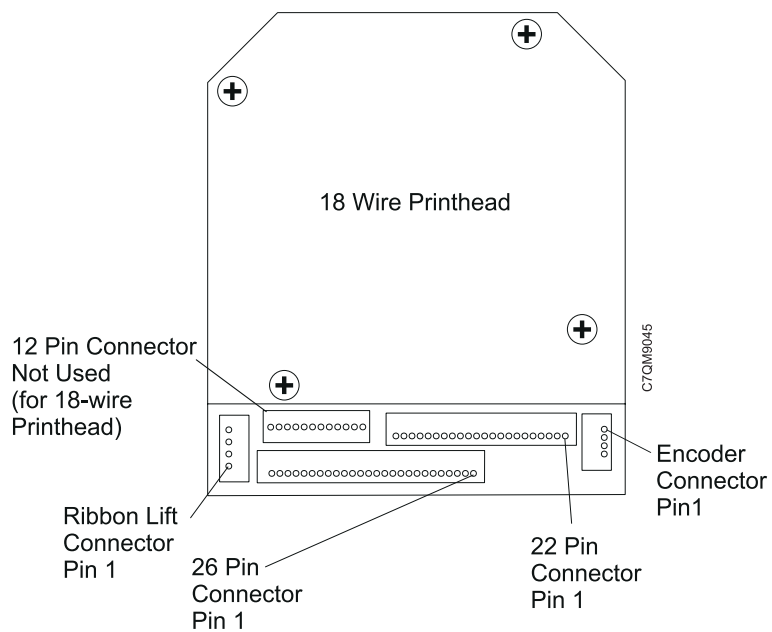


Figure 8. Print Head Needles Viewed from the Platen or Paper Side



Resistance measurements

Attention: Allow the printhead to cool before taking resistance measurements.

Part	Resistance	Temperature
Print wire coil	4 Ohms $\pm 10\%$	20°C (68°F)
Column A shifter coil	12 Ohms $\pm 5\%$	20°C (68°F)
Thermal sensor	1000 Ohms $\pm 6\%$	20°C (68°F)

18-Wire printhead resistance checks continues

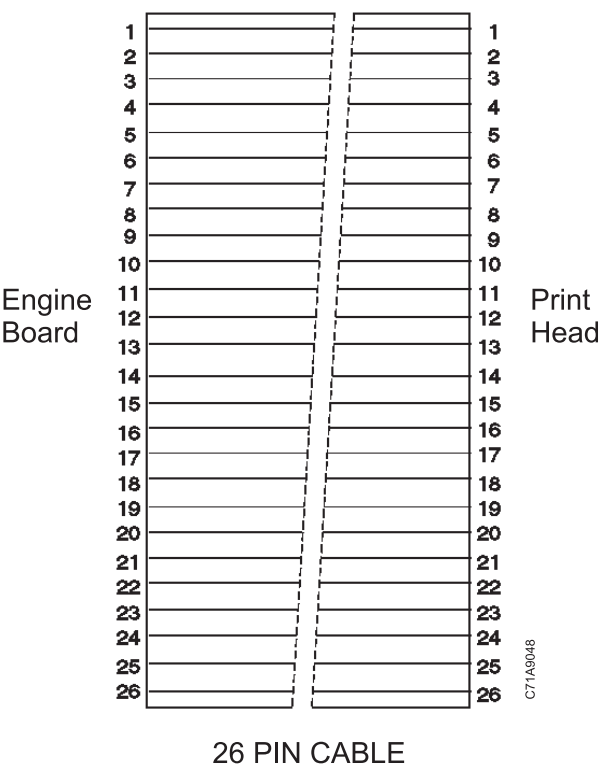
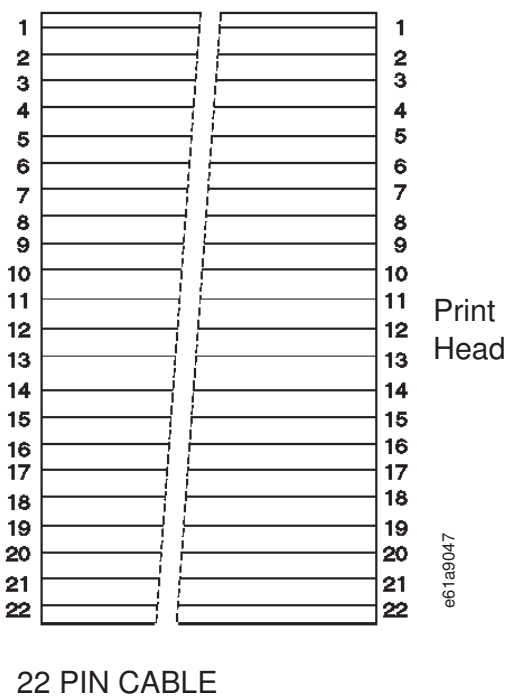
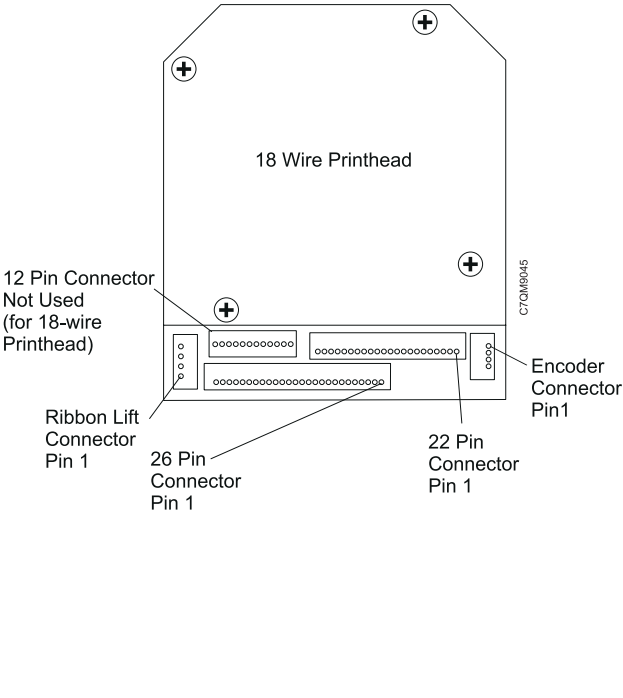
Attention: Allow the printhead to cool before taking resistance measurements.

To measure the resistance of the coil for print wire 1A, measure between pins 1 and 2 of the 22-pin cable connector.

18-Wire printhead resistance checks

22-Pin printhead connector				26-Pin printhead connector			
Pin	Name	Pin	Name	Pin	Name	Pin	Name
1	Wire 1A coil	2	Wire 1A coil	1	To encoder connector pin 1	2	To encoder connector pin 2
3	Column A shifter coil	4	Column A shifter coil	3	To encoder connector pin 3	4	To encoder connector pin 4
5	Wire 2A coil	6	Wire 2A coil	5	Thermal sensor ground	6	Thermal sensor
7	Wire 3A coil	8	Wire 3A coil	7	Wire 2B coil	8	Wire 2B coil
9	Wire 4A coil	10	Wire 4A coil	9	Wire 3B coil	10	Wire 3B coil
11	Wire 5A coil	12	Wire 5A coil	11	Wire 4B coil	12	Wire 4B coil
13	Wire 6A coil	14	Wire 6A coil	13	Wire 8B coil	14	Wire 8B coil
15	Wire 7A coil	16	Wire 7A coil	15	Wire 7B coil	16	Wire 7B coil
17	Wire 8A coil	18	Wire 8A coil	17	Wire 6B coil	18	Wire 6B coil
19	Wire 9A coil	20	Wire 9A coil	19	Wire 5B coil	20	Wire 5B coil
21	Wire 9B coil	22	Wire 9B coil	21	Wire 1B coil	22	Wire 1B coil
				23	To ribbon lift connector pin 2	24	To ribbon lift connector pin 3
				25	To ribbon lift connector pin 1	26	To ribbon lift connector pin 4

Printhead cable wiring



Note: The 4247 Model X03 does not use the 12-pin connector.

Carriage Motor Wiring

The carriage motor is a stepper motor with a 1.8° step angle. The motor connects directly to the Engine board.

RESISTANCE MEASUREMENTS

Note: Allow the carriage motor to cool before taking resistance measurements.

Table 17. Carriage Motor Resistance

Pins	Resistance	Temperature
1 and 2	0.2 ± 10% Ohm (±4.5%)	20°C (68°F)
3 and 4	0.2 ± 10% Ohm (±4.5%)	20°C (68°F)

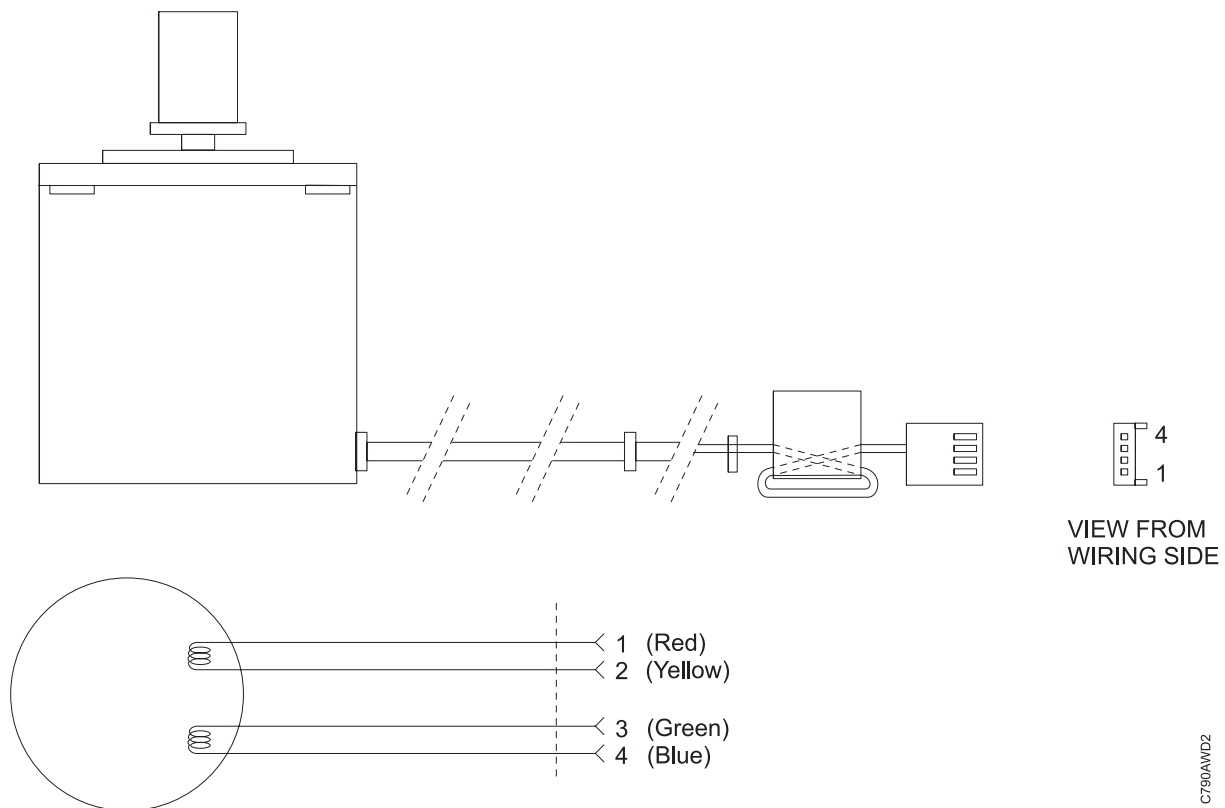


Figure 9. Carriage Motor Wiring

Paper Feed Motor Wiring

The paper feed motor is a stepper motor with a 1.8° step angle. The motor connects directly to the Engine board.

RESISTANCE MEASUREMENTS

Note: Allow the paper feed motor to cool before taking resistance measurements.

Table 18. Paper Feed Motor Resistance

Pins	Resistance	Temperature
1 and 2	0.2 Ohm ± 10%	20°C (68°F)
3 and 4	0.2 Ohm ± 10%	20°C (68°F)

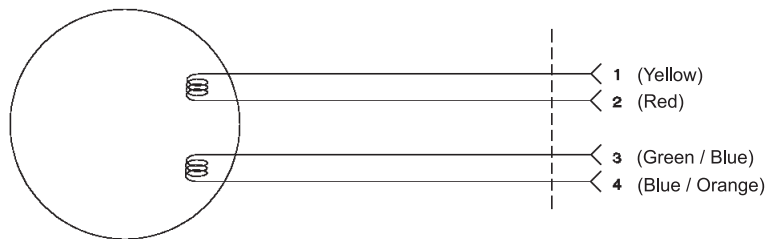
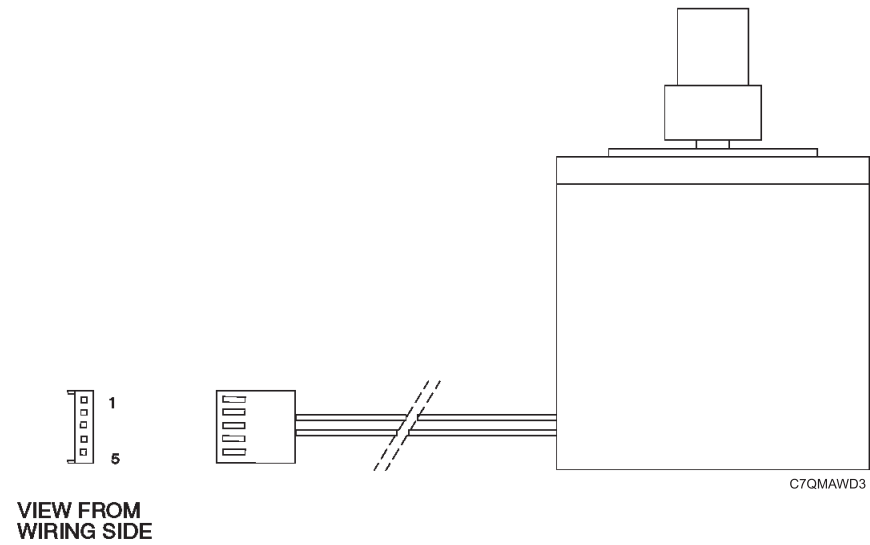


Figure 10. Paper Feed Motor Wiring

AFTA Motor Wiring

The AFTA motor is a stepper motor with a 3.6° step angle. The motor connects directly to the Engine board.

RESISTANCE MEASUREMENTS

Note: Allow the AFTA motor to cool before taking resistance measurements.

Table 19. AFTA Motor Resistance

Pins	Resistance	Temperature
1 and 2	19 Ohm \pm 10%	20°C (68°F)
3 and 4	19 Ohm \pm 10%	20°C (68°F)

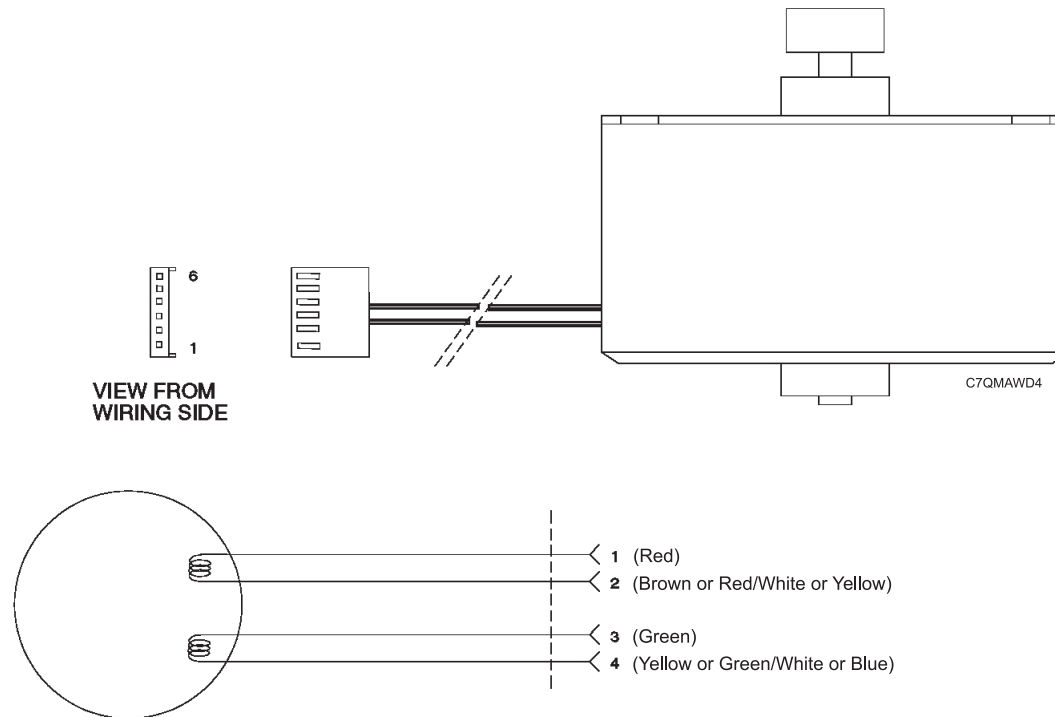


Figure 11. AFTA Motor Wiring

Ribbon Feed Motor Wiring

The ribbon feed motor is a stepper motor with a 7.5° step angle. The motor connects directly to the Engine board.

RESISTANCE MEASUREMENTS

Note: Allow the ribbon feed motor to cool before taking resistance measurements.

Table 20. Ribbon Feed Motor Resistance

Pins	Resistance	Temperature
1 and 3	14 Ohm \pm 10%	20°C (68°F)
2 and 4	14 Ohm \pm 10%	20°C (68°F)

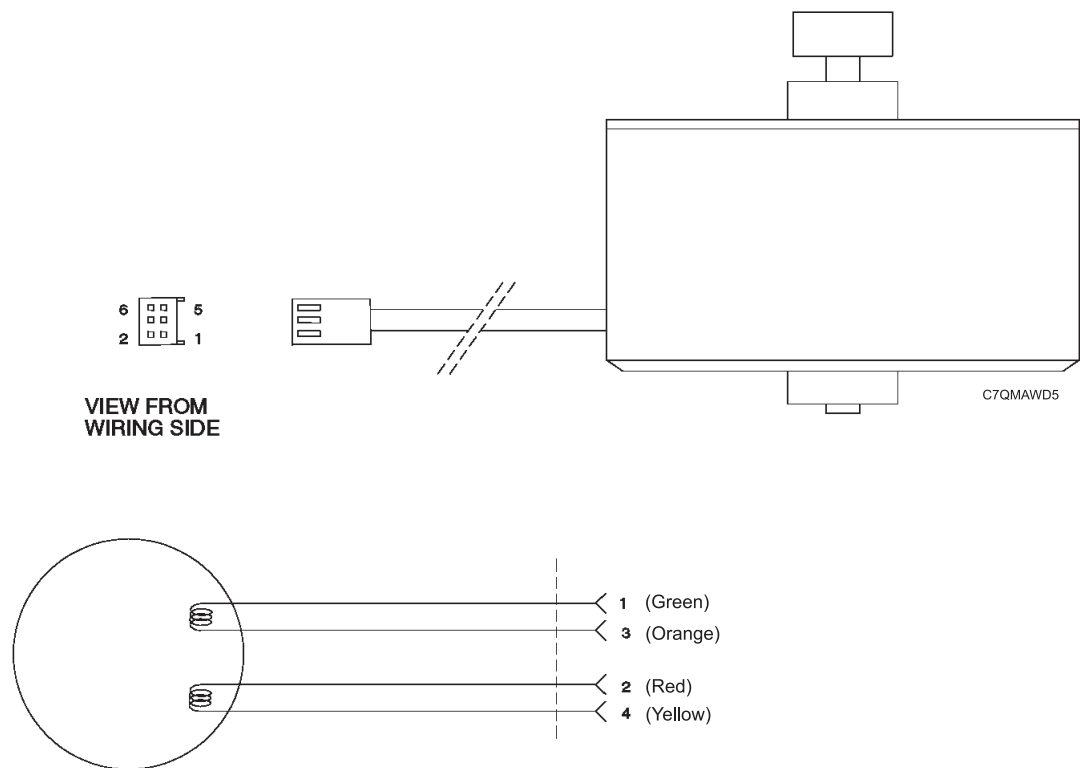


Figure 12. Ribbon Feed Motor Wiring

Ribbon Lift Motor Wiring

The ribbon lift motor is a linear actuator stepper motor with travel of 18 mm (0.71 inch). The motor connects to the printhead, and the printhead cable connects to the Engine board.

RESISTANCE MEASUREMENTS

Note: Allow the ribbon lift motor to cool before taking resistance measurements.

Table 21. Ribbon Lift Motor Resistance

Pins	Resistance	Temperature
1 and 2	150 Ohm \pm 10%	20°C (68°F)
3 and 4	150 Ohm \pm 10%	20°C (68°F)

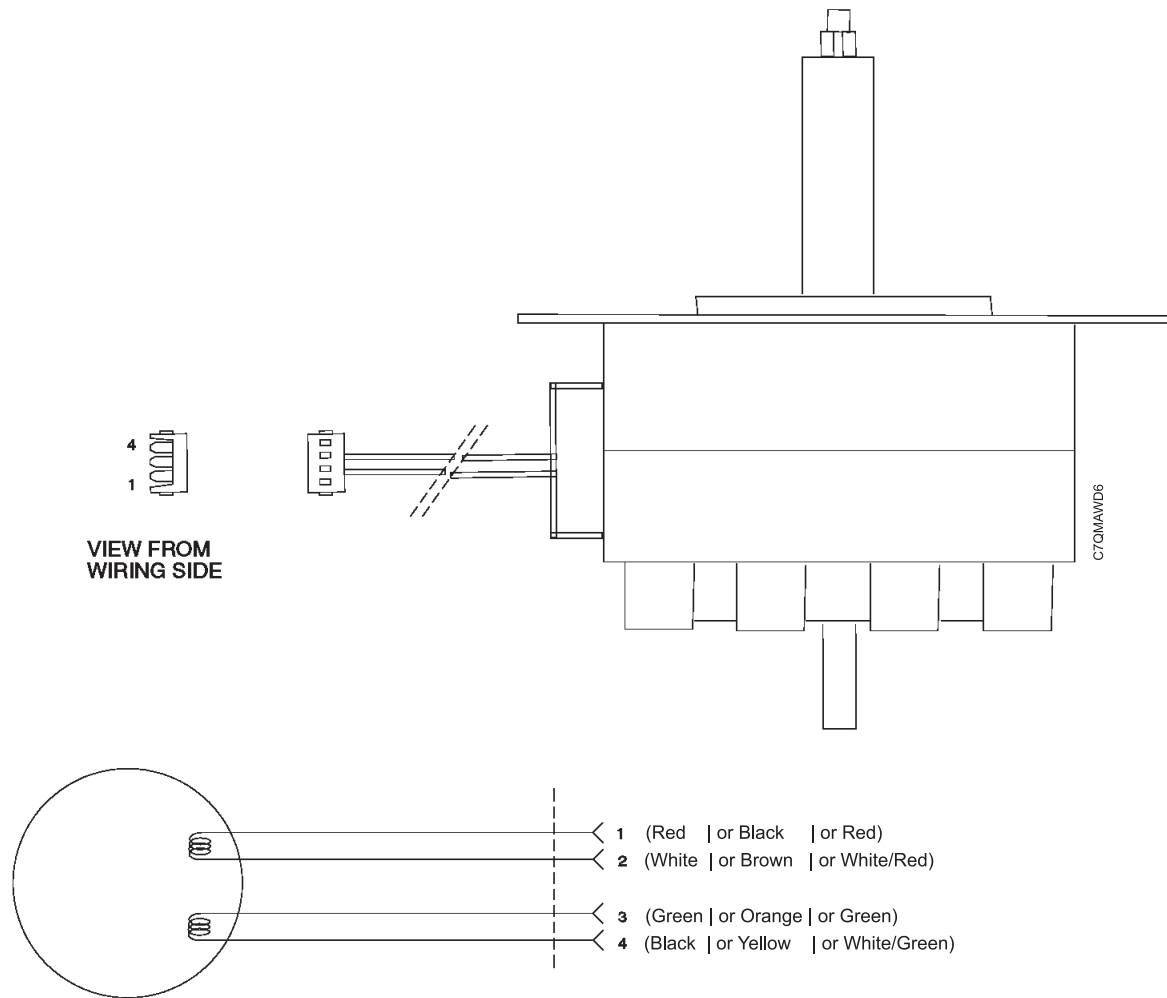


Figure 13. Ribbon Lift Motor Wiring

Cable Diagrams

Operator Panel Cable Wiring

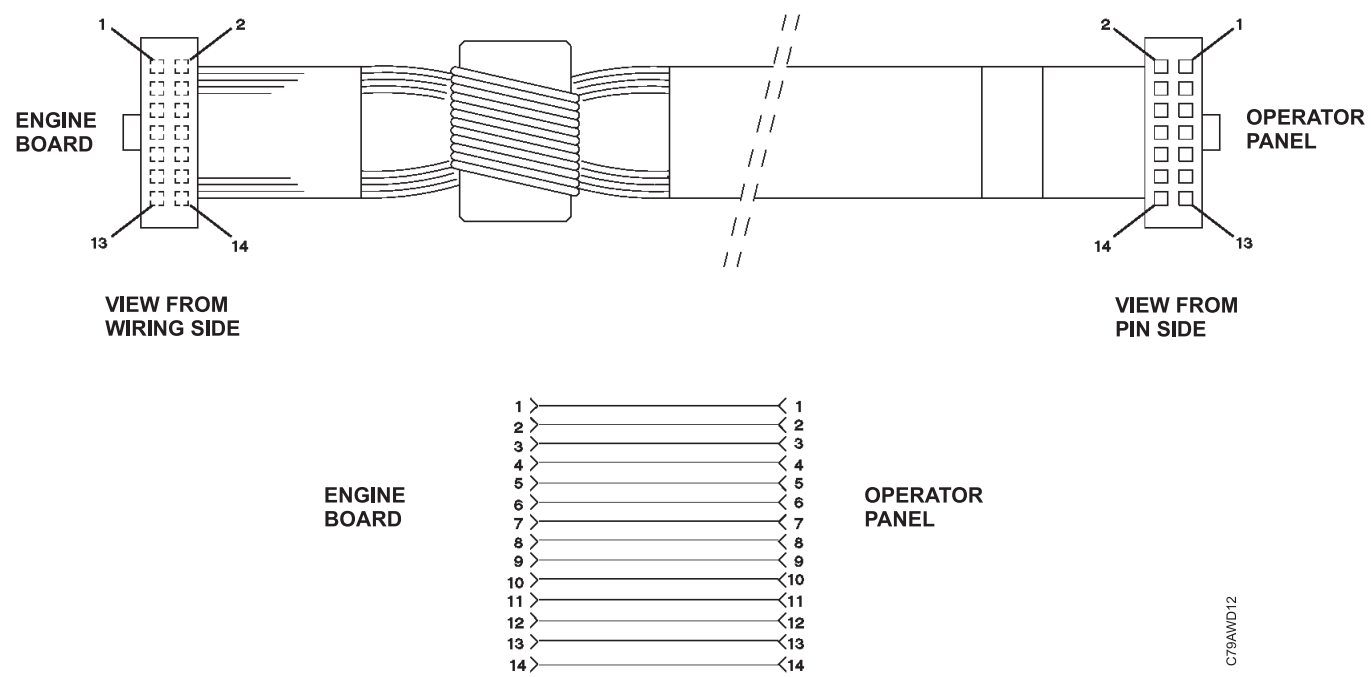


Figure 14. Operator Panel Cable Wiring

Sensor Cable Assembly Wiring

The sensor cable assembly has three optical sensors. The ribbon motion sensor is an interrupter sensor. The two paper-presence sensors are reflective type sensors.

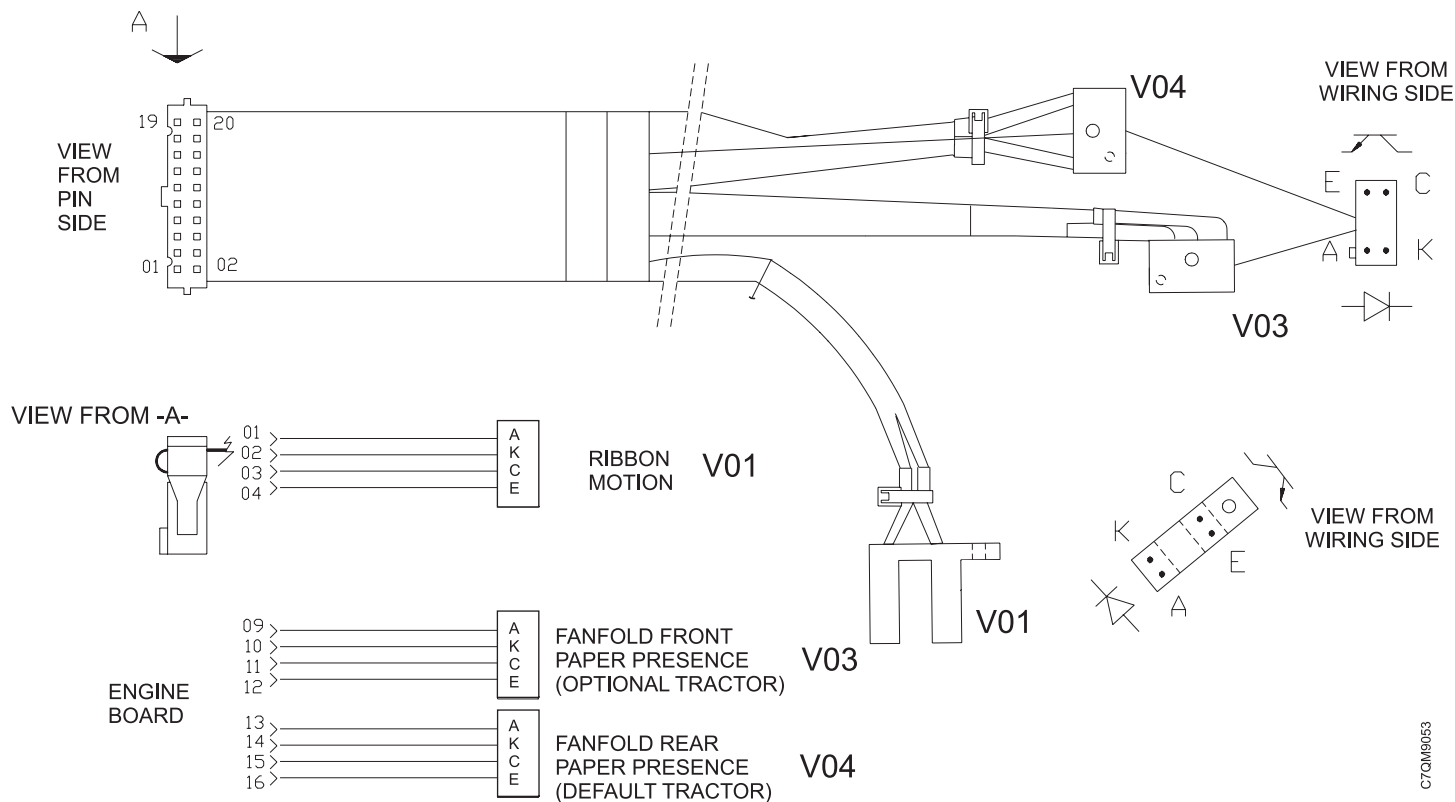


Figure 15. Sensor Cable Assembly Wiring

Tractor Assembly Cable Wiring

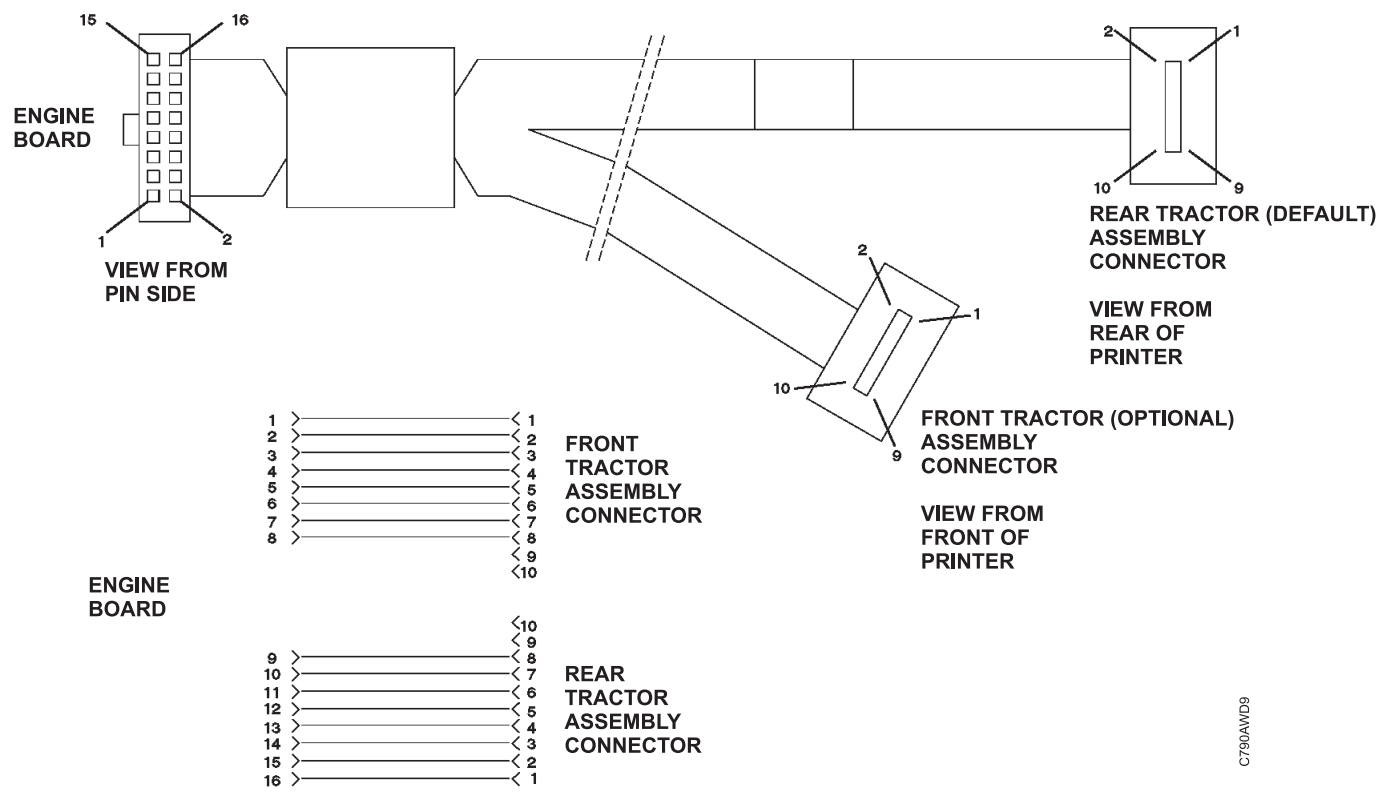


Figure 16. Tractor Assembly Cable Wiring

Attachment Connectors

Table 22. RS232/C serial interface signals

Signal Name	Pin Number	Local Connect. Source	Remote Connect. Source	Description
SIGNAL GROUND	5	—	—	Always connected to the 0 Volts of the Power Supply
TXD	3	Printer	Printer	Transmitted Data Signal (an output from printer). A MARK condition is held during IDLE communication state. An indeterminate state is present when printer is powered off.
RXD	2	Host	Data Set	Received data signal (an input to printer).
RTS	7	Printer	Printer	Request to Send Signal (an output from printer). Active HIGH level signal. It is HIGH until the printer is powered off, then an indeterminate state is present .
CTS	8		Data Set	Active HIGH level signal indicates that the host or data set is ready to receive data from the printer.
DSR	6		Data Set	Active HIGH level signal. Indicates that the host or data set is ready to be connected to the printer and is ready for data transfer.
DCD	1		Data Set	Active HIGH level signal. Indicates that the host is transmitting or the data set is receiving the Data Carrier signal.
2nd RTS	9	Printer		Functionally equivalent to the DTR signal.
DTR	4	Printer	Printer	Data Terminal Ready. Normally HIGH (ON). Indicates that the printer is ready to initiate a connection.

Table 23. Parallel Connector Pin Assignments

Pin	Signal Name	Description
1	-STROBE	Strobe
2-9	Data	Eight Data Lines
10	-ACKNLG	Acknowledge
11	BUSY	Busy
12	PE	Out of Paper
13	SLCT	Printer Selected
14	-AUTO FEED XT	Automatic Line Feed on EOL
15	Unused	
16	LOGIC GROUND	Logic Ground
17	CHASSIS GROUND	Chassis Ground
18	+5 V DC	External Power
19-30	GROUND	Ground
31	-INIT	Initialize Printer
32	-ERROR	Printer Error
33	GROUND	Ground
34, 35	Unused	
36	-SLCT IN	Make Printer Selected

Chapter 4. Locations

Attention: The electronic parts of this printer can be damaged by electrostatic discharge (ESD). Ensure that ESD protection devices and procedures, including a static discharge wrist strap are used while working on this printer.

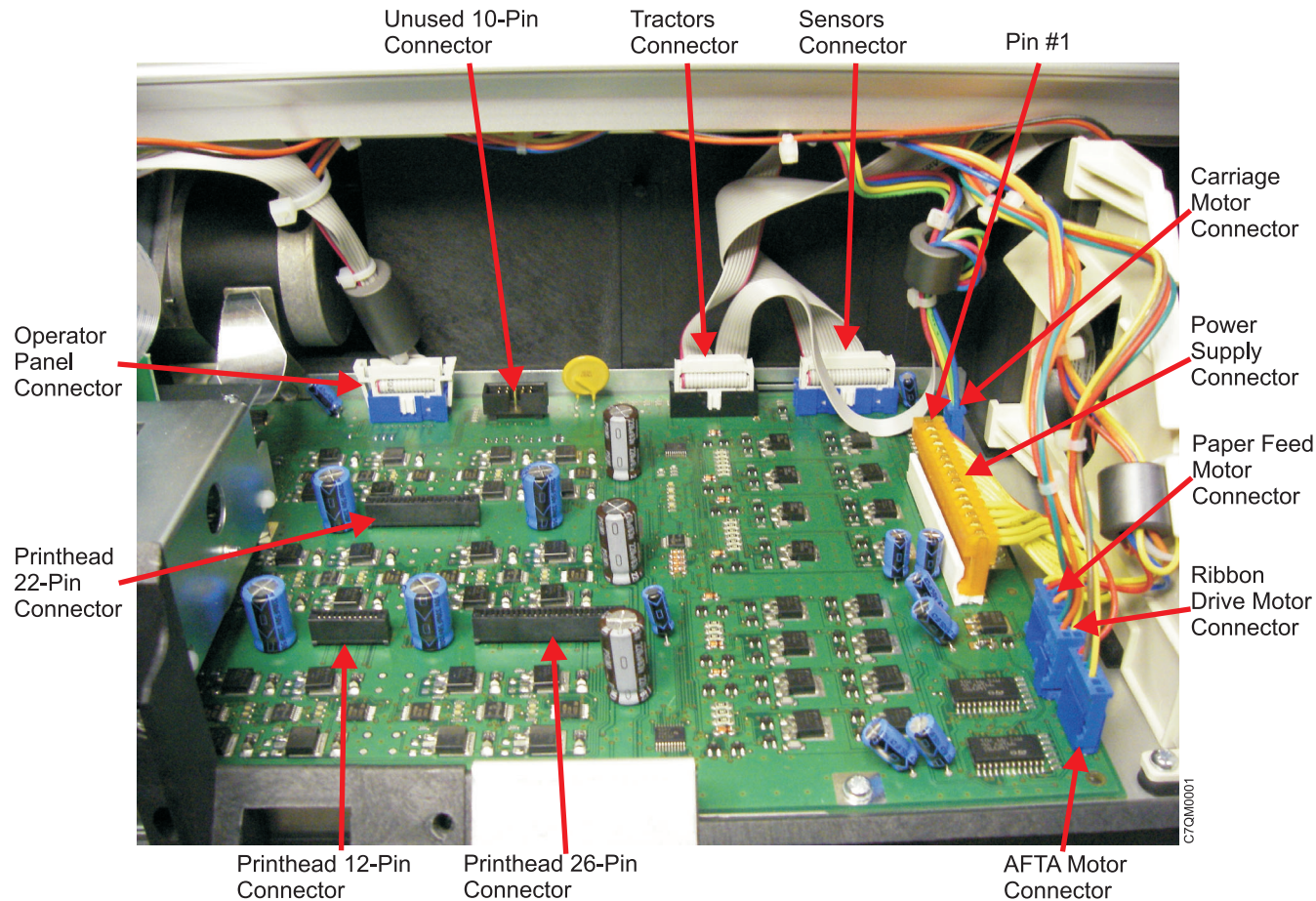


Figure 17. Engine Board

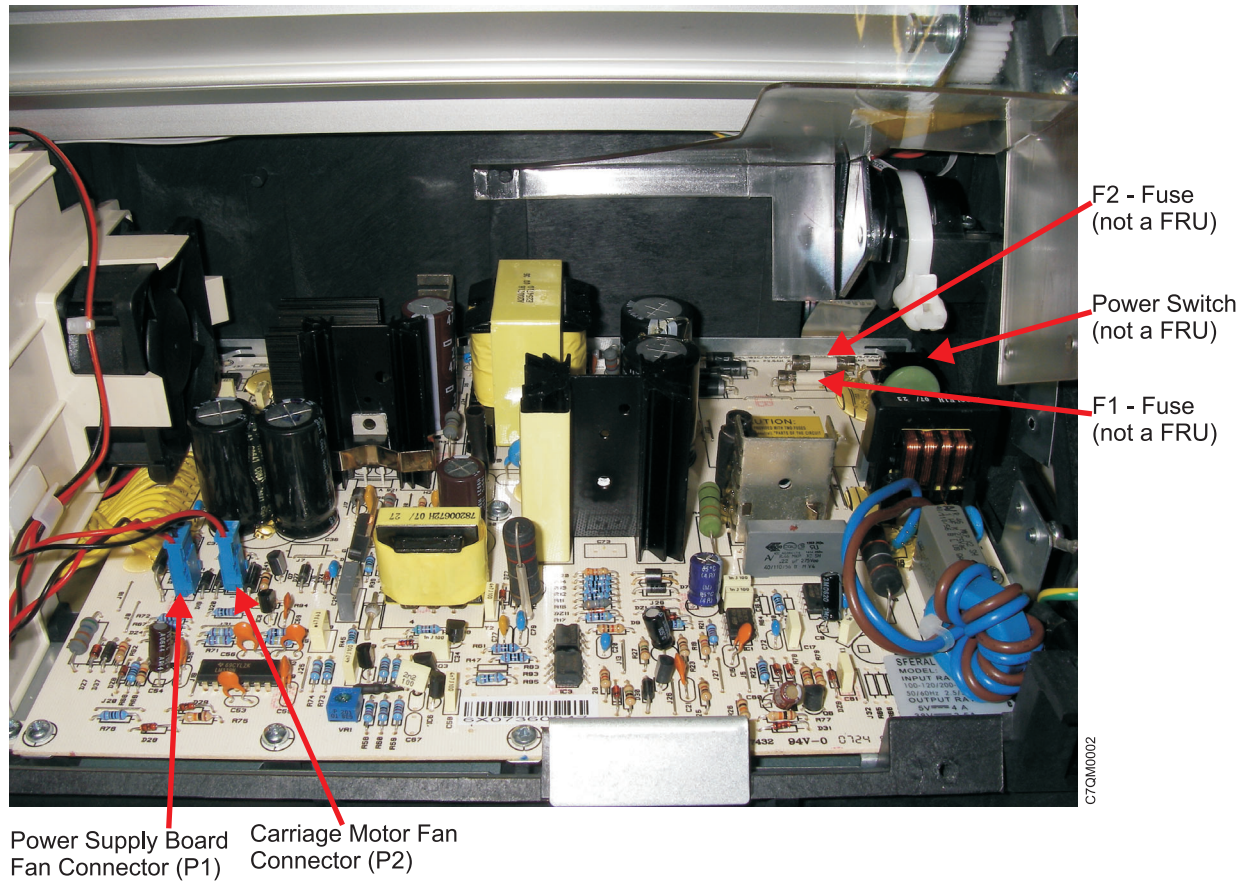


Figure 18. Power Supply

Chapter 5. Removals, Service Checks, and Adjustments

Removing Covers	143
Cover Parts Removal	143
Service Checks and Adjustments	146
Carriage Drive Belt.	146
Service Check	146
Adjustment	147
Carriage Support Shaft.	147
Service Check and Adjustment.	147
Paper Feed Belt	148
Service Check	148
Adjustment	149
Automatic Forms Thickness Adjustment (AFTA)	149
Preparation.	149
Overview of Steps	150
Print Head Gap Service Checks	153
AFTA Power Off Checks	154
AFTA Power On Checks	155
AFTA Print Quality Check	157
AFTA Gap Check	159
First Line Printing	159
Service Check	159
Adjustment	159
Bidirectional Printing	160
Service Check	160
Adjustment	160
Tear-Off Line	160
Service Check	160
Adjustment	160

Sensor Service Checks	161
Paper Presence Sensor Check	161
Tractor Sensor Check and Adjustment.	162
Paper Path Service Checks	164
Main Paper Drive Check and Adjustment	164
Forms Paths Checks.	167
Tractor Assembly Service Check.	168
Ribbon Feed and Ribbon Lift Service Check.	174
Printhead Drive Service Check.	177
Print Quality Service Checks.	182
Fanfold Forms Printout.	182
Removals/Replacements.	187
Overview	187
Printer Covers	188
Ribbon Cartridge	188
Removal	188
Installation	189
Operator Panel.	190
Printhead.	191
Controller Board	192
Slot Assembly	194
Engine Board	196
Power Supply	199
Removal	199
Ribbon Drive Motor and Drive Assembly.	203
Removal	203
Replacement.	204
Ribbon Lift Motor.	205
Removal	205
Replacement.	206
Automatic Forms Thickness Adjust (AFTA) Assembly	207

Removal	207
Replacement	209
Carriage Drive Motor Assembly and Fan.	210
Removal	210
Carriage Drive Belt.	214
Removal	214
Replacement	215
Paper Bail Assembly	216
Removal	216
Installation	216
Upper Feeder Assembly	218
Platen Assembly	220
Removal	220
Replacement	221
Printhead Mask	223
Carriage Assembly	225
Removal	225
Replacement	226
Carriage Support Shaft.	228
Removal	228
Installation	228
Encoder board	230
Sensor Cable Assembly	233
Removal	233
Replacement	233
Printer Mechanical Assembly	235
Removal	235
Replacement	236
Paper Feed Motor	237
Removal	237
Replacement	238

Paper Feed Motor Drive Belt.	239
Removal	239
Replacement.	240
Lower Plastic Shield/Lower Mylar	241
Removal	241
Replacement.	241
Tractor Assemblies.	242
Front (Optional, Second) Tractor.	242
Rear (Default, Base) Tractor	242

Removing Covers



DANGER

To prevent serious personal injury from electrical shock when connecting or disconnecting the interface cable, set the printer power switch to O (Off) and unplug the power cable.



DANGER

Do not connect or disconnect any communication port, teleport, attachment connector, or power cord during an electrical storm.

Cover Parts Removal

Attention: Turn off the printer and disconnect the power cord from the rear of the printer.

1. Open the front tractor cover (item 1) and remove it by unhooking it from the main cover (item 14).
2. Open the top cover (item 2) and remove it by acting on its pins located on both sides.
3. Remove the magnetic interlock (item 3) by pulling it out the top cover.
4. Remove the large, rear cover (item 4) by extracting it from the main rear cover.
5. Remove the small rear cover with the interlock board (item 5), by extracting them from the main rear cover.
6. Remove the right and left gear covers and the paper deflector (item 6).
7. Remove the paper knob (item 7).
8. Unscrew the two screws (item 8) located on the back of the rear cover.
9. Unscrew the two screws (item 9) located on both sides of the main cover.
10. Remove the rear cover (item 10).
11. Remove the upper tractor (item 11).
12. Unscrew the two screws (item 12) located on the front of the main cover.

13. Unplug the connector of the Operator Panel cable (item 13) and extract it from the cable clamp.
14. Remove the main cover (item 14).

Replace the Cover Parts following the above instructions in the reverse order.

Note: Skip step 3 on page 143 if the replacement of the magnetic interlock is not required.

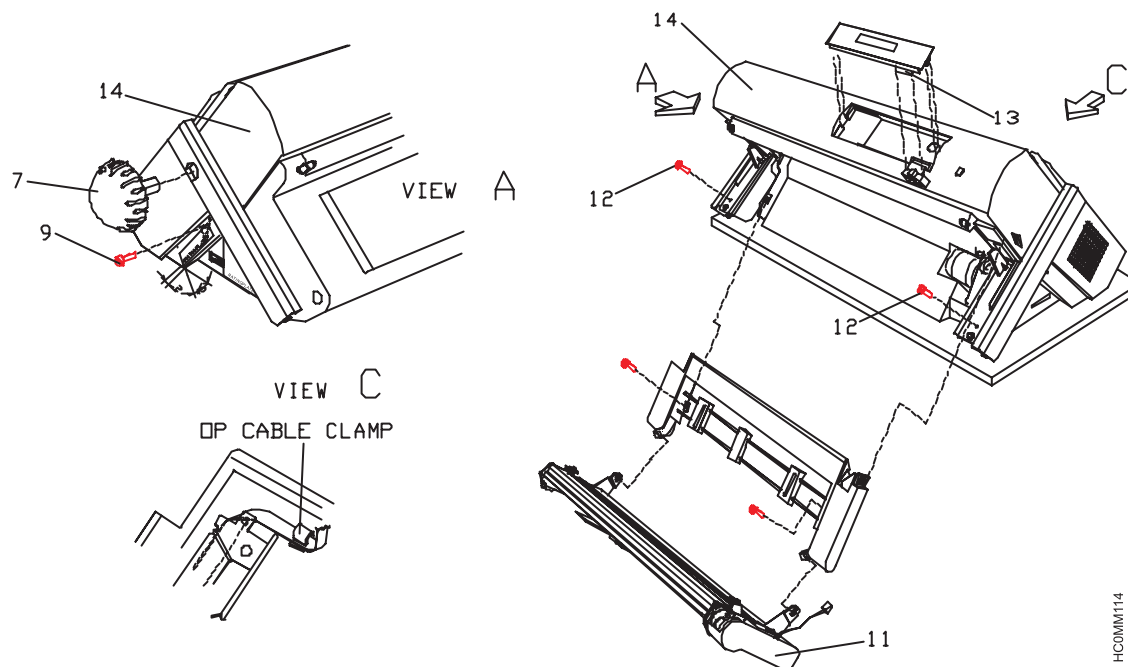


Figure 19. Cover Parts

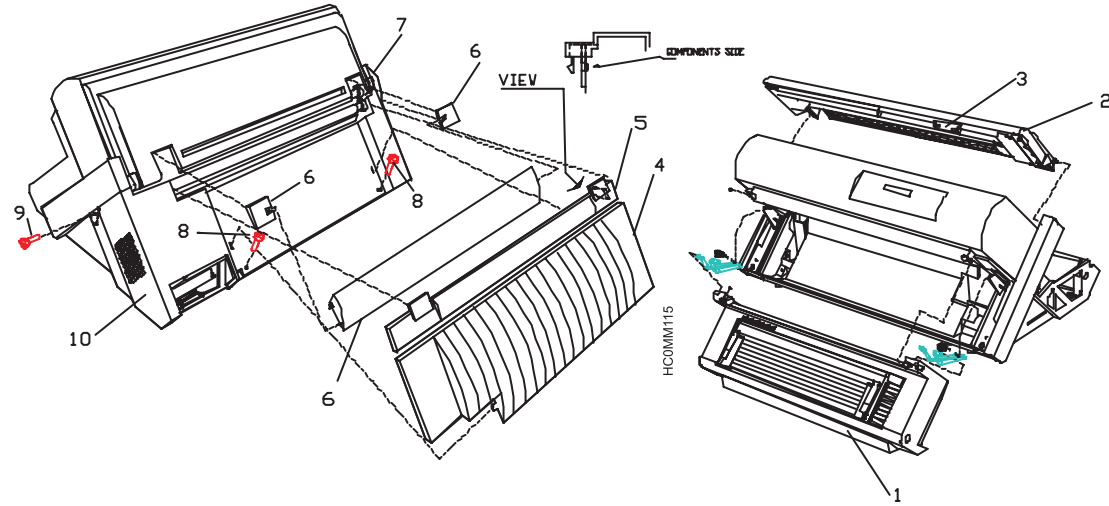


Figure 20. Cover Parts (cont.)

Service Checks and Adjustments

Carriage Drive Belt

Service Check



CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

1. Power off (O) the printer.
2. Remove the ribbon cartridge. See Ribbon Cartridge.
3. Move the printhead to the right side stop.
4. Using a push-pull scale (such as P/N 44D9056) to check the belt tension, apply pressure to the upper half of the belt (at a point midway between the printhead and the left side frame) until it begins to touch the bottom half of the belt. To accurately measure the tension, it is critical for the raised surfaces of the teeth to align, as shown in Figure 21.
The correct force required to bring the top of the belt into contact with the bottom of the belt is 0.9 ± 0.05 kg (2.0 ± 0.1 lb).
5. If the measurement is correct, the service check is complete. Stop here and return to the step that sent you here.
If the measurement is not correct, go to the adjustment.

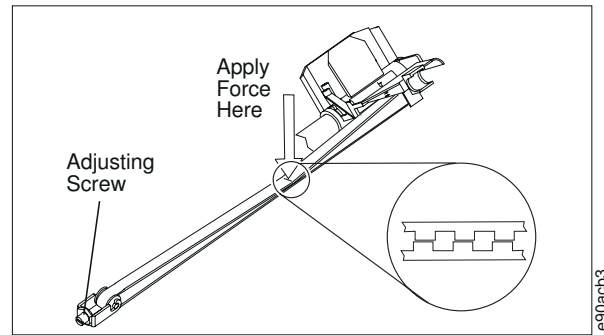


Figure 21. Carriage Belt. (Viewed From Top) - Teeth must align during measurement.

Adjustment

1. Remove the printer covers. See Removing Covers.
2. Loosen the lock nut and adjust the screw until a force of 0.85 to 0.95 kg (1.9 - 2.1 lb) is required to push the upper half of the belt (center between the printhead and the left side frame) to touch the bottom half of the belt.
3. Tighten the lock nut and check the adjustment again.
4. Repeat steps 2 and 3, as needed. Incorrect belt tension contributes to '056' errors (also seen as margin shifts and printhead slams).

Carriage Support Shaft

Service Check and Adjustment

1. Remove all paper, the ribbon cartridge, and the paper bail assembly.
2. Loosen the right side support shaft screw.
3. Measure the gap between the printhead and the platen at both ends of the platen, right and left.
The correct gap is 0.25 to 0.30 mm (0.010 to 0.012 in.) when the AFTA indicator is pointed at 1.
The correct difference in the gap between the left and right ends is ≤ 0.08 mm (0.003 in.).

4. Using pliers, rotate the eccentric bushing until a minimum difference between the left and right end gaps is obtained. See Figure 22.
5. While holding the eccentric bushing with pliers to prevent it from moving, firmly tighten the right side support shaft screw.

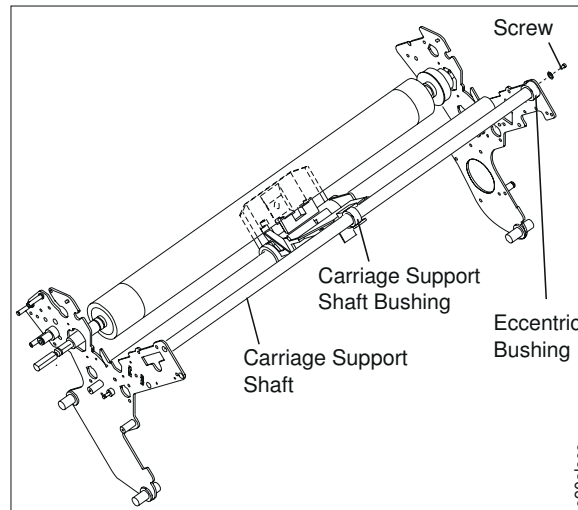


Figure 22. Carriage Support Shaft

Paper Feed Belt

Service Check

1. Power off (O) the printer.
2. Remove the printer covers. See Removing Covers.
3. Remove the Rear (default) Tractor assembly.
4. Use a push-pull scale (P/N 44D9056, or equivalent) to push on the lever to verify that the tension on the belt is between 0.55 and 0.75 kg (1.2 - 1.6 lb).

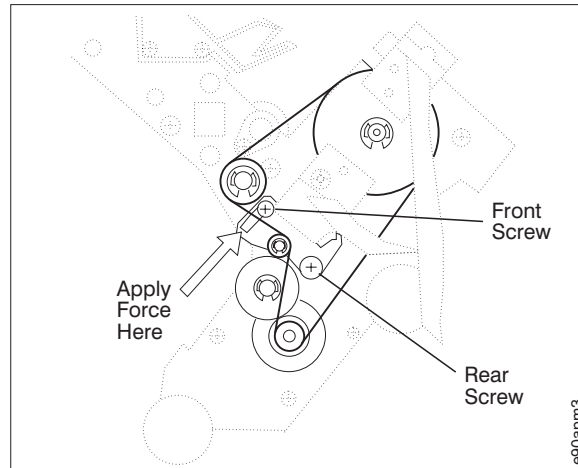


Figure 23. Paper Feed Belt Tension Lever. (Viewed From Right Side)

Adjustment

1. Loosen the 2 screws that mount the tension lever.
2. Use the push-pull scale to push on the lever to tension the belt to 0.55 to 0.75 kg (1.2 - 1.6 lb).
3. Tighten the front screw first, then the rear screw.

Automatic Forms Thickness Adjustment (AFTA)

Follow this procedure to set the correct print gap without using a feeler gauge. This procedure applies to printers NOT yet disassembled. If a printer has been disassembled (shafts have been removed, and so forth) perform the **Print Head Gap Service Checks** before using this procedure.

Preparation



CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

- If needed, with a dry cloth or toothbrush, clean the white surfaces around the print head needles to clear away any excessive ink.
- Verify that the print head is setting squarely against both mount blocks in the carriage by loosening the two (hex) mounting screws, pressing the print head toward the platen and retightening the screws.

Overview of Steps

1. Find the minimum gap (Gap A) that will ensure reliable paper feeding. A smaller gap can pinch the paper and cause jams.
2. Find the maximum gap (Gap B) that will still ensure good print quality (character darkness). A larger gap will result in degraded print quality (darkness).
3. Determine the gap (Wheel position) that produces dark print and will ensure reliable paper feeding.
4. Calibrate AFTA using T&D10 and single-part forms to the Wheel position determined above.
5. Reposition the Wheel to indicate '1' as needed.

Step 1. **Find the minimum gap (Gap A) for reliable paper feeding.**

- a. Power off and remove the paper bail and ribbon.
- b. Advance the platen by rotating the upper feed roller shaft until the WHITE dot on the left end of the platen shaft is aligned with the WHITE mark on the shaft bearing.
- c. Rotate the AFTA Wheel to the full open gap position. Move the print head carriage to the WHITE mark on the lower mylar assembly, or to the AFTA position near the left end of the platen if no mark is present.

Note: The AFTA position nominally corresponds to to print position 10.

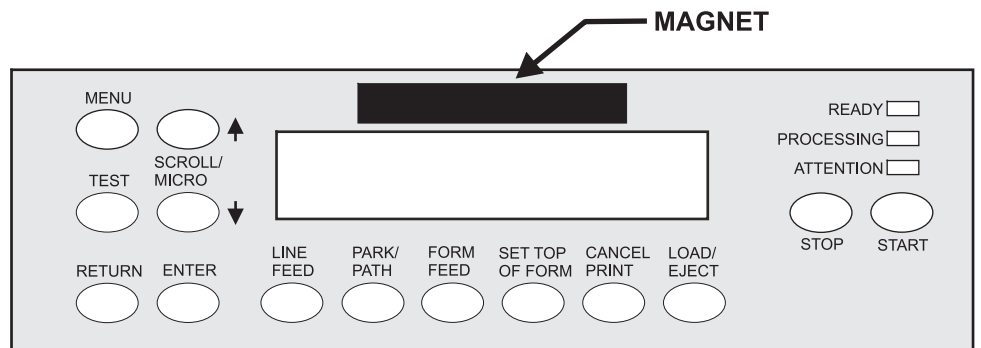
- d. Slide 1-part paper (nominal 20 lb. (80 gram/m²) up past the carriage. Rotate the AFTA Wheel closed, to a very small gap. The paper should be pinched by the carriage and will NOT slide when pulled backwards.
- e. As you continue to pull on the paper, begin to rotate the Wheel in small increments to open the gap. Note the Wheel position where you can begin to pull the paper backwards with a friction that remains constant as you continue to open the gap. This gap is where the paper is released from the carriage assembly pinch and begins to slide freely.
- f. Close the gap again and repeat this a few times until you agree on the Wheel position number where paper begins to slide with constant friction. The constant friction is from the Lower Mylar assembly.

- g. This Wheel position number is the minimum carriage to platen gap required for 1-part Paper Sliding. Determine the minimum gap for reliable paper feeding by adding 0.5 to this Paper Sliding AFTA Wheel position number.

Gap A → Add 0.5 to this Paper Sliding number to get Print Head Gap A.

Step 2. Find the maximum gap (Gap B) that gives DARK printed characters

- Install the bail assembly and a new or nearly new ribbon.
- Remove the top cover magnet and place this magnet (horizontally) above the top of LCD display as shown below. This overrides the top cover interlock and allows you to observe the Wheel position with power on.



- Power on holding the **TEST** and **SCROLL/MICRO↓** keys to enter the T&D menu. Verify that T&D10—AFTA calibrate test is set to '0' value and STORE the value. Power off to exit the T&D menu and then back on.
- Power off and then power on the printer. Make print samples at FIXED GAP 1.0, 2.0, 3.0, and 4.0 settings. Write the actual Wheel position on each sample.
 - Load forms on the front tractors.
 - Press **STOP**, **TEST**, and **SCROLL/MICRO↓** until "OPERATION PRINT/TEST Printer Adjustments" displays.
 - Press **ENTER** and "Front AFTA" displays.
 - Press **ENTER**, scroll to "Fixed 1", and then press **ENTER** again.

- 5) Press **START** and record the actual wheel position corresponding to the print sample that just printed.
- 6) Repeat step 5 after scrolling to “Front AFTA = Fixed 2” and pressing **ENTER**.
- 7) Repeat step 5 after scrolling to “Front AFTA = Fixed 3” and pressing **ENTER**.
- 8) Repeat step 5 after scrolling to “Front AFTA = Fixed 4” and pressing **ENTER**.
- 9) Repeat step 5 after scrolling to “Front AFTA = Fixed 5” and pressing **ENTER**.
- e. Find print head gap that begins to give DARK print.

Note: DARK characters are bold and black. Light characters are gray. Very light characters are even gray and begin having missing dots.

- f. Referring to Table 24, if you see Examples 1, 2, or 3 note the Wheel position number where DARK begins. If you see Example 4, you will need to use T&D10—AFTA calibrate test to decrease the gap by the value by –4. This will make the samples look like Examples 1, 2, or 3.

Table 24. Fixed Gap Settings

Menu Setting	Wheel Position	Character PQ and Result			
		Example 1	Example 2	Example 3	Example 4
FIXED GAP 1.0	A	DARK	DARK	DARK	LIGHT
FIXED GAP 2.0	B	LIGHT	DARK	DARK	very light
FIXED GAP 3.0	C	very light	LIGHT	DARK	
FIXED GAP 4.0	D		very light	LIGHT	
FIXED GAP 5.0	E			very light	
Gap B →		Choose Wheel Position A	Choose Wheel Position B	Choose Wheel Position C	Choose Wheel T&D12 = –4

Gap B → The Wheel position where DARK characters begin is Print Head Gap B.

Step 3. Determine the Wheel Position resulting in the correct print head gap.

Determine the Wheel position that will provide the best print quality while ensuring reliable paper feeding.

Gap A versus Gap B Comparison	Chosen Wheel Position
If Gap B is equal to Gap A or up to 0.5 Wheel number greater	Use Gap A for print head gap
If Gap B is greater than Gap A by more than 0.5 Wheel number	Use Gap A +0.5 for print head gap
If Gap B is LESS than Gap A, the print needles are worn down	Replace print head & repeat samples

Step 4. **Calibrate AFTA using T&D10—AFTA calibrate test.**

- Change the T&D10 AFTA value until the wheel goes to the chosen wheel position from Step 3.
- Store this value and exit the T&Ds.

Step 5. **Reposition the Wheel to indicate '1' when 1-part paper is loaded.**

- Remove covers.
- Loosen both AFTA wheel screws.
- Hold the AFTA wheel at reference position '1' and slowly drop it to its normal position. If the two teeth are touching during the gears engagement, put the marker gear in the first free tooth and tighten both screws.

Print Head Gap Service Checks



CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

AFTA allows the printer to maintain a consistent distance between the print head and the face of the forms. Maintaining this distance (or gap) allows the printer to produce correct print darkness, properly feed forms, and sustain print head drive operation.

Perform this Service Check if parts of the machine have previously been removed or replaced.

Important: The print head should ONLY be replaced when:

- A print needle is broken, causing missing print dots in characters or “055 AFTA Machine Check” errors.
- NLQ print quality is deficient due to a damaged/burnt moving ruby coil.
- Print needles have worn down from usage and the print head gap setting produces too small a gap for proper forms feeding and carriage motion.

AFTA Power Off Checks

Perform this check if the AFTA indicator wheel, motor, gears, carriage shaft, or platen have been removed at any time for service. This section will verify that these hardware pieces are correctly located and moving smoothly without binding.

This check verifies the position of the gap indicator wheel (wheel), and the manual operation of the mechanism for smooth and complete rotation. Use the wheel as an indicator as you adjust the distance between the print needles and the platen. Each numeral change on the wheel represents 0.1 mm (0.004 in.) change of AFTA gap. The numbers '0' through '6' are printed on the wheel, but the numbers can be considered to go beyond the '6' to an implied number of '13'. When all adjustments are correct, the AFTA Indicator Wheel will adjust to point to '1' when single part 20 lb. (80 gram/m²) paper is loaded into the printer.

1. Verify the smooth rotation of the indicator wheel.

- Power off and remove the ribbon.
- Hand-cycle the wheel to a higher value, until the mechanical stop is against the frame. This is the full-open gap position. The travel of this rotation should equal about 10 to 11 numbers on the wheel. The travel through the entire range must be smooth and free of any binding as you rotate the wheel between the full-open and full-closed positions.

If you feel any binding check the intermediate gear (gray) and the wheel gear (white) for damaged teeth. Replace parts, as needed.

Ensure that the motor is not pushed upwards too much against the intermediate gear. Loosen and retighten the motor screws; this allows the motor to fall away from the intermediate gear.

2. Check the ends of the (large) carriage shaft for correct adjustment.

- If the carriage shaft is too tight, you will notice binding at the frame.
- If the carriage shaft is too loose, you will notice clicking at the frame when you grasp the carriage shaft and attempt to move it up and down.

How to correct the location: To achieve the correct adjustment, loosen the 2 screws of the carriage shaft retainer to relieve the bind. Bias the carriage shaft retainer toward the lower carriage shaft retainer screw (the 5 o'clock position), and retighten the screws. With Correct location: When you grasp and attempt to move shaft, it turns freely but does not click at the frame.

3. Verify the correct mounting of the platen.

- Remove the paper bail, grasp the left end of the platen shaft and attempt to move up and down. If you hear a clicking where the bearing goes into the frame, loosen and tighten the bearing retainer-plate screws, while biasing the retainer toward the lower screw (the 5 o'clock position). Retighten the 2 screws and verify there is no clicking when you grasp the carriage shaft and attempt to move it up and down.

4. Verify the initial full open alignment of the wheel by following these steps:

- a. Rotate the wheel to the full-open gap position. The pointer of the wheel should be in the range of 3 to 4 numbers higher than 6 (at about 9 or 10). This approximate setting will vary from printer to printer.
- b. If it is not in this range, loosen the 2 screws that hold the wheel.
- c. Pull the gear away from the intermediate gear.
- d. Move only the wheel to align the pointer with a number in the range of 9 to 10.
- e. Retighten the screws.

5. Verify that the print head mounting hardware and proper seating.

- Loosen the 2 print head screws, press the print head squarely toward the platen and retighten both screws. This is especially important if the printer has been giving Print Integrity errors or if print head has been hitting the side wall of the printer.

6. Inspect the print head cable for damage and a poor connection at the print head.

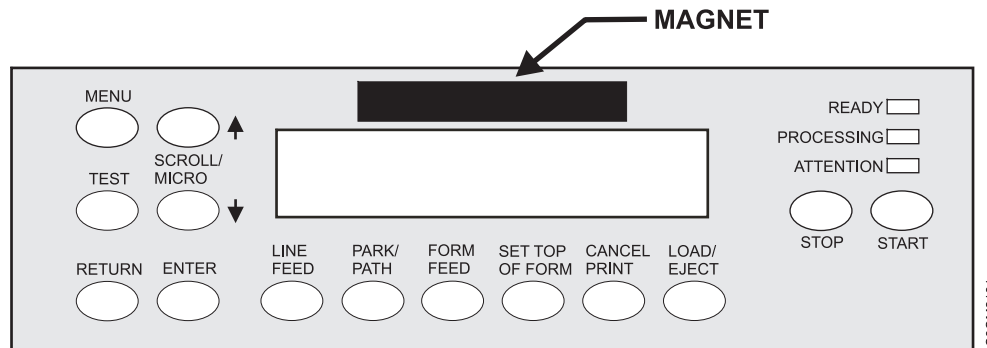
- Replace the print head cable, as needed.

AFTA Power On Checks

Perform this check only after completing the Power Off Check. This section verifies correct motor and print head needle operation.

1. Verify AFTA operation with single-part forms.

- Remove the top cover magnet and place this magnet above the top right side of the LCD display as shown below. This overrides the top cover interlock and allows you to observe the Wheel position with power on.



- Reinstall the paper bail and ribbon. Power on (I) the printer.
 - Verify the menu configuration is set to Front AFTA = 0. This invokes the microcode to use the print head needle, motor, and the internal logic to detect the thickness of the forms that are positioned against the platen.
 - Load a single sheet of 20 lb. (80 g/m²) paper. This paper is about 0.1 mm (0.004 in.) thick. Occasionally 20 lb. paper might measure as little as 0.09 mm (0.0038 in.) thick
 - As this paper loads, verify that under motor control, the wheel rotates from the full-open position (near the 9 to 10 mark) to the full-close position (near the 0 to 2 mark).
 - Park and reload the forms a few times to verify that the wheel position is repeatable.
 - a. If the wheel does not rotate, power off (O) the printer and check the motor connections, motor, and the engine board.
 - b. If the wheel does not move to the full-open position, then to the full-close position, power off (O) the printer and check for binds in the mechanism.
 - When the wheel moves repeatedly to full-open and back to the same position, note the closed position number (near the 0 to 2 mark). For later use identify that number as A.
2. **Verify AFTA operation with two-part forms.**
- In this section, using a 2 layer form, you must get the wheel position to increase by 1 number above the result A using the 1 layer of single part form.
- Park the single-part forms.
 - Set the operator panel menu item Front AFTA = 0.

- With the single part form, fold the beginning of the forms along a left-to-right perforation to make 2 layers. Mount this 2 layer form onto the tractor pins. This now a combined paper thickness of approximately 0.2 mm (0.008 in.).
 - Perform a Load operation on this double-thickness of forms. After performing a Load, the wheel should repeatedly go to a wheel number that is 1 greater (+/- 0.5 on the wheel) than the number A that you recorded above. Based on the results you get:
 - a. If the number does not increase, perform T&D10—AFTA calibrate test*, then return to Verify AFTA operation using single-part forms.
 - b. When the number is seen to increase, remove the wheel and align the pointer to '2'. Go to Final Verification of AFTA calibration using single-part forms.
- * Set the T&D10—AFTA calibrate test adjustment value to 0 (zero) and STORE.

3. Final Verification of AFTA calibration using single-part forms.

This section will use the FIXED GAP setting to give final verification that the AFTA setup is complete.

- Set the Front AFTA in this printer configuration to Fixed 1.
- Load single-part, 20 LB (80 g/m².) forms into the printer , using the **LOAD** key. Note the wheel position.
- If the wheel position for FIXED 1.0 is different than the number you noted at A, run T&D10—AFTA calibrate test and set the adjustment value to 0 (zero) and STORE.
- To verify that the wheel position is now correct, repeat the Load operation using single-part forms, with the settings AFTA = 0 and FIXED 1.0. The wheel should go to the same position. Repeat step above if the wheel positions are different by more than +/-0.5.

AFTA Print Quality Check

Perform this check only after completing the **Power Off Check** and then the **Power On Check**.

In above procedures the AFTA operation has been verified. In this procedure, samples will be printed to allow you to verify that the print gap is correct. No feeler gages are used.

This procedure creates print samples at various, increased-gap settings to show changes in the character darkness. This change in darkness will verify that the gap setting is correct. If the print darkness does NOT change as specified, you should perform the **Print Head Gap Calibration** procedure.

Ensure that you have a new or nearly new ribbon cartridge loaded in the printer. With printer power on (I), load white, single-part, 20 lb. (80 g/m²) paper.

Make print samples at FIXED 1.0, 2.0, 3.0 and 4.0 settings

1. Load forms on the front tractors.
2. Press **STOP**, **TEST**, and **SCROLL/MICRO**↓ until “OPERATION PRINT/TEST Printer Adjustments” displays.
3. Press **ENTER** and “Front AFTA” displays.
4. Press **ENTER**, scroll to “Fixed 1”, and then press **ENTER** again.
5. Press **START** and record the actual wheel position corresponding to the print sample that just printed.
6. Repeat step 5 after scrolling to “Front AFTA = Fixed 2” and pressing **ENTER**.
7. Repeat step 5 after scrolling to “Front AFTA = Fixed 3” and pressing **ENTER**.
8. Repeat step 5 after scrolling to “Front AFTA = Fixed 4” and pressing **ENTER**.

Inspect the print samples for the proper print darkness.

Proper gap:

- If the FIXED 1.0 sample is dark, the FIXED 2.0 sample is light (gray), and the FIXED 3.0 sample is very light with missing dots, the gap is set correctly for print quality.
- Go to AFTA Gap Check.

Gap is too small:

- If the FIXED 1.0 sample is dark, the FIXED 2.0 sample is also dark, and the FIXED 3.0 sample is light (gray), you should create a FIXED 4.0 sample. The FIXED 4.0 sample should appear light, and exhibit some missing dots.
- Using T&D10—AFTA calibrate test, increase the T&D10 adjustment value +2, and STORE, to increase the wheel position 0.5.
- Rerun the samples to verify satisfactory results. After you are satisfied with the results, go to AFTA Gap Check.

Gap is too large:

- If the FIXED 1.0 sample is light, the FIXED 2.0 sample is very light with missing dots, and the FIXED 3.0 sample is unreadable (due to lightness) the gap is too large.
- Using T&D10—AFTA calibrate test, decrease the T&D10 adjustment value –2, and STORE, to decrease the wheel position 0.5.
- Rerun the samples to verify satisfactory results, and go to AFTA Gap Check.

AFTA Gap Check

1. Set the menu configuration to Front AFTA = 0. This invokes the microcode to use the print head needle, motor, and the internal logic to detect the thickness of the forms that are positioned against the platen.
2. Load 1-part paper into the printer and press the Form Feed key to move a full page above the carriage. Remove the paper bail assembly. Advance the platen using the paper advance knob until the WHITE dot on the left end of the platen shaft is aligned with the WHITE mark on the shaft bearing.
3. Record the AFTA Wheel number (it should be indicating near '1').
4. Move the print head carriage the AFTA position near the left end of the platen.
5. Tear off the forms at a perforation below the tractors, open the tractor doors, and remove the paper from the tractor pins.
6. Rotate the AFTA Wheel closed to a very small gap. The paper should be pinched by the carriage and will NOT slide when pulled backwards.
7. As you continue to pull on the paper, begin to rotate the Wheel in small increments to open the gap. Note the Wheel position where you can begin to pull the paper backwards with a friction that remains constant as you continue to open the gap. This gap is where the paper is released from the carriage assembly pinch and begins to slide freely. This is '**Paper-Sliding Gap**'.
8. Close the gap again and repeat this a few times until you agree on the Wheel position number where paper begins to slide with constant friction. The constant friction is from the Lower Mylar assembly. Repeat this a few times until you agree on the Wheel position number where paper begins to slide with constant friction.
9. If the AFTA setup used by the printer (recorded above) is less than the '**Paper-Sliding Gap + 0.5**' then the print head needles may be worn down and the print head should be replaced.

First Line Printing

This adjustment uses T&D11 to locate the first print-line, using the operator panel.

Service Check

The Vert and Load values should be zero, and the first line on the print test should be below the perforation.

Adjustment

1. Run the T&D program in single test mode (see Running the test and diagnostic (T&D) programs).
2. Scroll to T&D11.

Bidirectional Printing

This procedure uses T&D12 and T&D14 to perform bidirectional adjustment from the operator panel.

Run the T&D program in single test mode (see Running the test and diagnostic (T&D) programs).

Service Check

Use T&D14 to print NLQ characters. If the vertical bars on the characters are not aligned, perform the adjustment. As an aid in evaluating the print, see Print Quality Service Checks.

Adjustment

1. Scroll to T&D12
2. Run the Bidirectional Printing test and make adjustments, as needed (see T&D12—Bidirectional adjustment test.)
3. Scroll to T&D14
4. Run the Fanfold Form Printout test, and check vertical alignment on Line 7 of the printout. For more information, see Figure 35 (see T&D14—Fanfold form printout test).
5. Repeat the adjustment steps until you have obtained the best alignment of vertical lines on the T&D14 printout.

Tear-Off Line

Use T&D13 to adjust the tear-off line, using the operator panel.

Service Check

1. Load forms into the tractors.
2. Press **STOP** to make the printer **Not Ready**.
3. Press **LOAD/EJECT, FORM FEED**, then **LOAD/EJECT**. This advances the forms to the tear position.
4. Compare the alignment of the perforations on the forms to the tear edge of the printer cover. Perform the Adjustment, if indicated.

Adjustment

1. See Running the test and diagnostic (T&D) programs.
2. Scroll to T&D13.

Sensor Service Checks

You are here because the printer displayed a '002/020/099 FORMS JAMMED' message, or an unrecoverable '001 END OF FORMS' message.

Note: If the printer displays a 001 END OF FORMS message **after** you load forms, proceed to Paper Presence Sensor Check.

To determine whether you should investigate the FORMS JAMMED message as a paper presence sensor condition or a tractor sensor condition, perform this test. While the message is in the display, open and close the printer top cover.

- If the carriage moves across the print line and returns, follow the Paper Presence Sensor Check.
- or -
- If the carriage does **not** move across the print line, follow the Tractor Sensor Check and Adjustment beginning on 162.

Paper Presence Sensor Check

This Check informs you when to use T&D09—Sensor tune/ribbon test.

The two paper presence sensors are located near the platen in the Front Push and the Rear Push paper paths. Before you perform T&D09, follow these steps to verify that you actually need to perform T&D09 Do not perform T&D09 until you are instructed to do so.

1. If the printer displayed a '099 FORMS JAMMED' message during Load or Park operations, determine the cause. Load and Park problems are often customer-use problems. Do **not** perform T&D09 because of a Load or Park problem.

- or -

If the printer displayed a '099 FORMS JAMMED' message after the operator loaded forms, the forms may have been loaded too far onto the tractor or blocked the paper presence sensor. Thus, when attempting to reload the forms, the sensor has already sensed paper and will display the message.

Instruct the customer that when loading forms to install the forms with the top edge of the first form to be near the square drive shaft of the tractor assembly.

- or -

If the printer displayed a '099 FORMS JAMMED' message while an operator was performing a Park operation, advise the operator that the forms perforation must be torn off at the tear bar before confirming the Park operation. The error occurs when the printer backs up the forms, but does **not** detect that the paper is back on the tractor. The printer stops and displays '099 FORMS JAMMED.'

2. Load forms into one of the push tractors. The top of the forms should be near the square drive shaft of the tractor. Do not push the forms into the printer. This would block the paper presence sensor.
3. Press the **LOAD/EJECT** key. The first form moves into the print area.

Note: If the forms move into the print area, but the top of the forms move past the printhead, and the '001 END OF FORMS' message returns to the display, perform T&D09. The paper presence sensor in that forms path did not sense the forms.

4. If your printer displays a '099 FORMS JAMMED' message when a paper load is attempted using the **LOAD/EJECT** key or under host command, you may have paper already in one of these paths. Remove the paper; look for debris or chad. Remove all paper debris.
5. If it appears you have paper loaded into a path, press the **PARK/PATH** key. If the Path message changes to a different path, perform T&D09. The paper presence sensor in that path does not recognize that forms are present.
6. Perform T&D09 to reset the rear path sensor threshold level. This should remove the '099' FORMS JAMMED message.

Note: If the printer is using a rear and front path, repeat steps 2 and 3 at the beginning of this service check.

Tractor Sensor Check and Adjustment

Use this procedure when the printer displays a '002/020 FORMS JAMMED' message that is caused by a forms tractor sensor.

To verify that the tractor sensor is requesting the message, with the '002/020 FORMS JAMMED' message in the display, open and close the printer top cover. If the carriage does **not** move across the print line, investigate the tractor sensor.

The tractor sensor is located under the black cover on each tractor assembly. When the printer is operating correctly, a light beam between the transmitter and receiver of the tractor is interrupted by the tractor holes in the forms, as the forms travel through the tractor.

Attention: Do **not** use T&D09 for this procedure. T&D09 only applies to the paper presence sensors.

When the printer displays a '002/020 FORMS JAMMED' message, examine the tractor for damaged forms.

- If you **do** find damaged forms in the tractor, go to MAP 0190: Form feed problems to check the forms path.
 - or -
- If you **do not** find damaged forms in the tractor:
 1. Look for paper chad inside the tractor sensor. If you find chad:
 - a. Use a lint-free cloth to wipe the sensor. As a preventative measure, apply antistatic liquid (P/N 2200118) to the sensor, using a lint-free cloth. Consider occasional treatment, if problem recurs.
 - b. If you find chad, and judge it to be excessive, advise the customer to:
 - Frequently clean out the chad.
 - Ask the forms supplier to reduce the chad.
 2. With the printer powered on, look at the back of the tractor sensor. In a darkened room, you should be able to see the red dot of the light emitting diode (LED). If the LED is not lighted, verify that the tractor is plugged correctly into the electrical socket. If you determine the mechanical connection is adequate but the LED is not lighted, replace the tractor assembly.
 3. Verify the sensor can read the tractor holes in the forms.
 - a. Mount forms onto the tractor pins.
 - b. While holding the paper in place, advance the forms by hand cycling the upper feed roller.
 - c. Ensure the sensor is positioned so the LED light passes through the tractor holes.
 - d. If adjustment is indicated, loosen and retighten the sensor.
 - e. If adjusting the sensor does not correct the condition, replace the tractor assembly.

Paper Path Service Checks

Main Paper Drive Check and Adjustment

1. Power off (O) the printer.
2. Remove the printer covers (see Removing Covers).
3. Inspect the following parts for wear, damage, or binds. Hand cycle the paper feed mechanism. Install new parts, as needed.

Note: Remove the Paper Bail and use the Rollers on the Upper Feed Roller Assembly to hand cycle the hardware while inspecting the parts.

- Drive belt
- Pulleys
- Bearings or bushings
- Gears

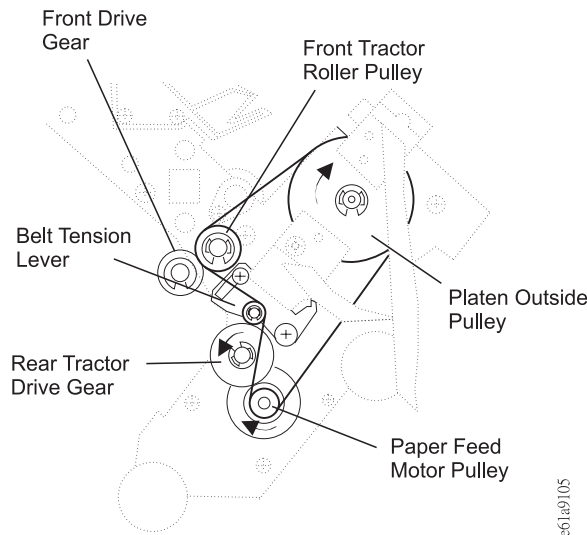


Figure 24. Paper Feed Main Drive. (Viewed From Right Side) Arrows show forward (up) paper feed.

4. Perform the following:
 - a. Remove all forms.
 - b. Open the Top Cover and remove the ribbon (see Ribbon Cartridge).
 - c. Move the printhead to the far right.
 - d. Inspect the paper bail.

Ensure that the upper plastic shield is spring-loaded **away from the platen**. This allows the paper to feed under the upper plastic shield when the carriage is at the right side. The paper bail plastic shield should be held open approximately 10 mm (0.4 in.) by spring tension.
 - e. Inspect the following parts for wear, damage, or binds. Install new parts, as needed.
 - Upper feed roller
 - Upper feed roller pulley
 - Upper feed roller drive belt
 - Platen
 - Platen inside pulley
 - Lower plastic shield
 - Bearings or bushings
 - f. Reinstall any parts that were removed or not replaced in this procedure.

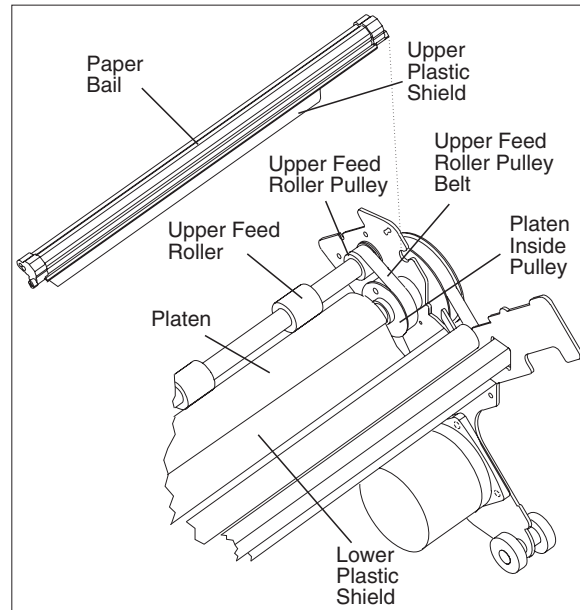


Figure 25. Paper Feed Main Drive. (Viewed From Top)

5. The following adjustments, when out of range, can cause paper feed failures. Ensure that they are correct:
 - a. Print Head Gap Service Checks.
 - b. Sensor Service Checks.
 - c. Paper Feed Belt.
6. Clean the following parts with isopropyl alcohol (PN 2155966):

**CAUTION:**

Isopropyl Alcohol is flammable. Avoid sparks and open flame.

- Upper feed rollers
 - Platen
 - Lower plastic shield
 - Paper bail rollers
 - Upper plastic shield
7. Use a lint-free cloth to clean the tractor assembly jam sensor.
 8. If a problem still exists, continue with the next section.

Forms Paths Checks

Front and Rear Push Path Check:

1. Locate and remove from the forms path torn pieces of paper or other foreign material that can cause forms jams.
2. Inspect the following parts for wear, damage, or binds. Install new parts, as needed.
 - Front and rear tractor drive gear
 - Tractors and feed pins
 - Paper bail
3. Ensure that the paper bail is in the lower, detented position (touching the upper feed roller assembly).
4. Use a lint-free cloth to clean the jam sensor, which is located on the tractor assembly.

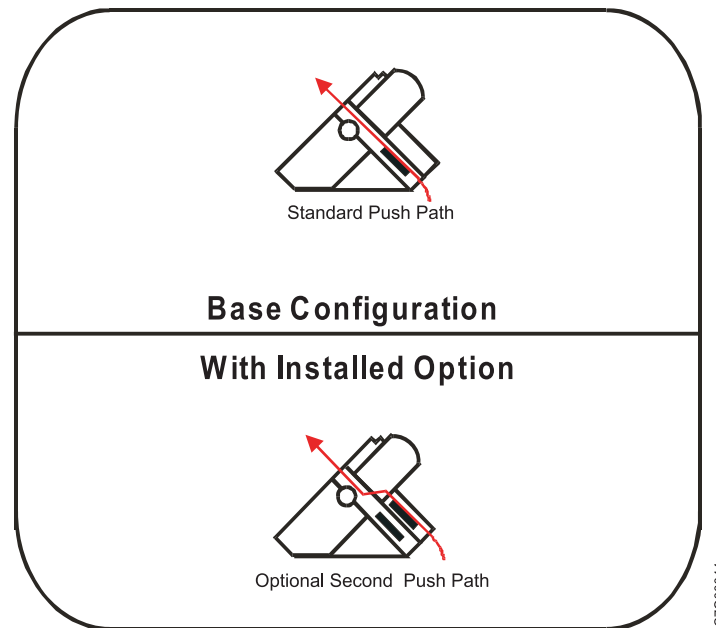


Figure 26. Standard and Optional Second Paper Paths. (Viewed From Left Side)

5. Return to the step that sent you here.

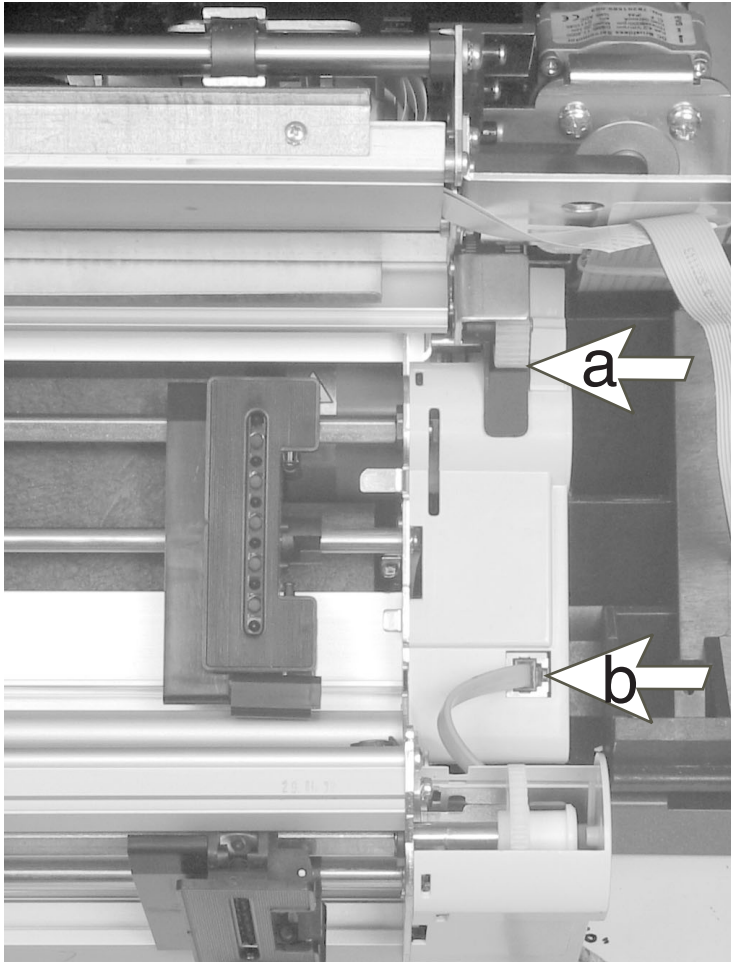
Tractor Assembly Service Check

Paper path nomenclature:

Base tractor (rear tractor when a second tractor is installed): This tractor is installed at the factory on all machines. In a single tractor machine the base tractor is called the front tractor. The base tractor becomes the (*rear tractor* when a second (optional) tractor is installed).

Second tractor (optional, becomes front tractor): This tractor can be installed in front of the base tractor as an option. In a two tractor machine the second (optional) tractor is called the *front tractor* and the base tractor becomes the *rear tractor*.

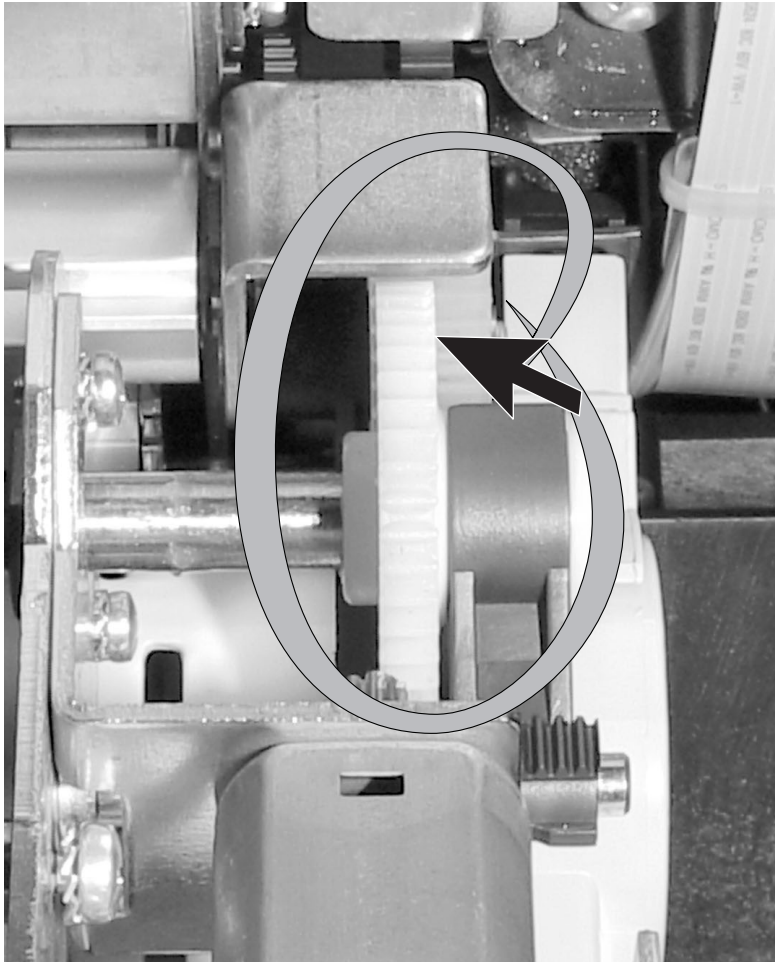
Front tractor service check:



e61a9108

1. Turn off (O) the printer and remove forms from the tractor.
2. Front tractor service check (if present):
 - a. Inspect and clean the front tractor pin feed belts and pins.
3. Rotate the front tractor forward as shown at left and inspect the following:
 - a. Inspect and clean the printer drive gear (the drive gear cover should be open).
 - b. Disconnect, inspect, and connect the rear tractor connector.

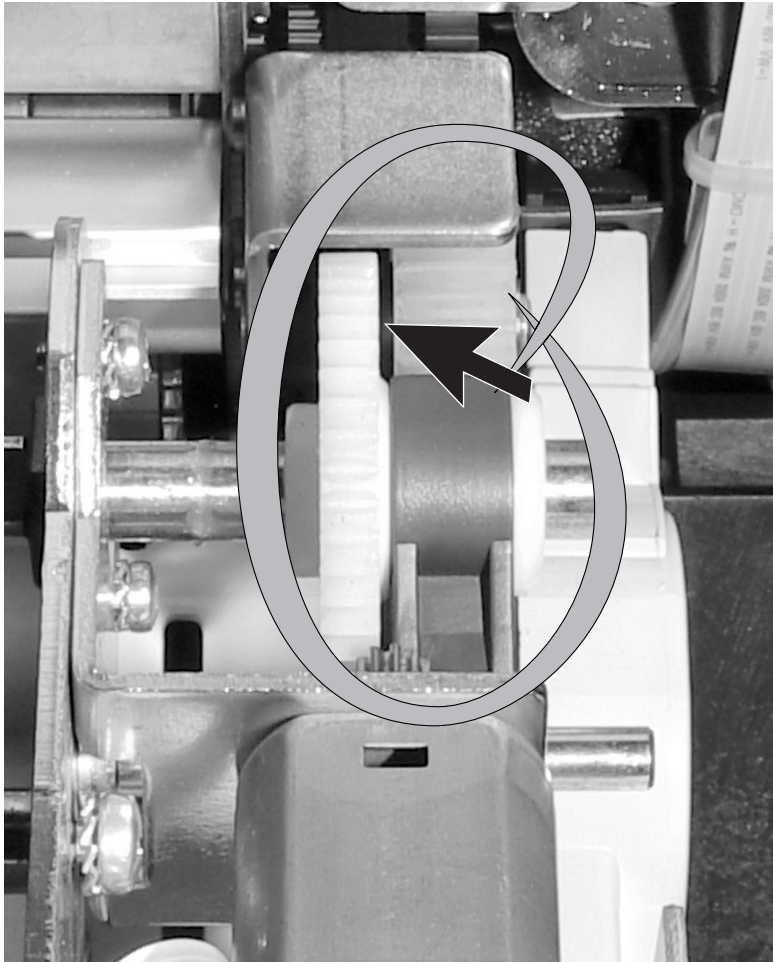
Tractor drive gear in the *drive* position (engaged)



e61a9109

4. Observe the position of the tractor drive gear.
 - In the engaged position, the tractor drive gear drives the pin feed belts.
 - In the idle position, the tractor drive gear does not drive the pin feed belts.
5. Move the drive gear to the right (drive position).
6. Perform the Rear tractor service check.

Tractor drive gear in the *idle* position (not engaged)

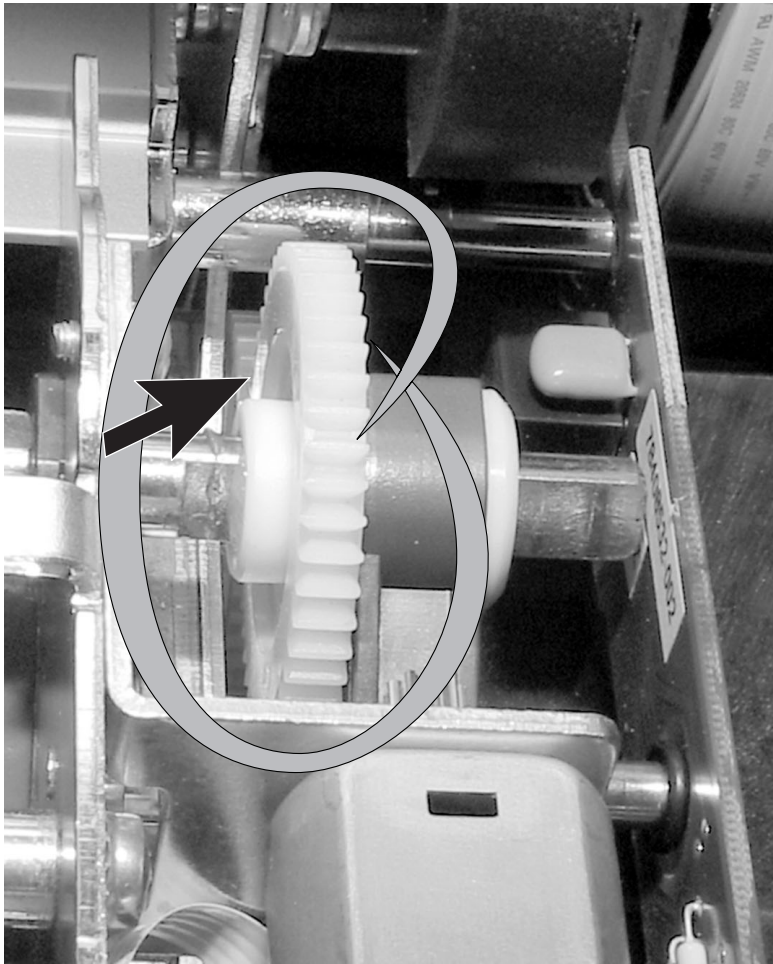


e61a9110

7. Turn on the printer.
The drive gear should move left (idle position).
8. Select the front tractor path at the operator panel if **READY Front** is not displayed by pressing the **STOP** and the **PARK/PATH** keys.
9. Press **LOAD/EJECT**.
The drive gear should move right (drive position).
10. If the front tractor drive gear fails to smoothly move in both directions, exchange the following FRUs one at a time. Test each FRU. If the problem remains, reinstall the original FRU and continue.
 - a. Front tractor asm.
 - b. Engine board
 - c. Tractor cable asm.

Rear tractor service check:

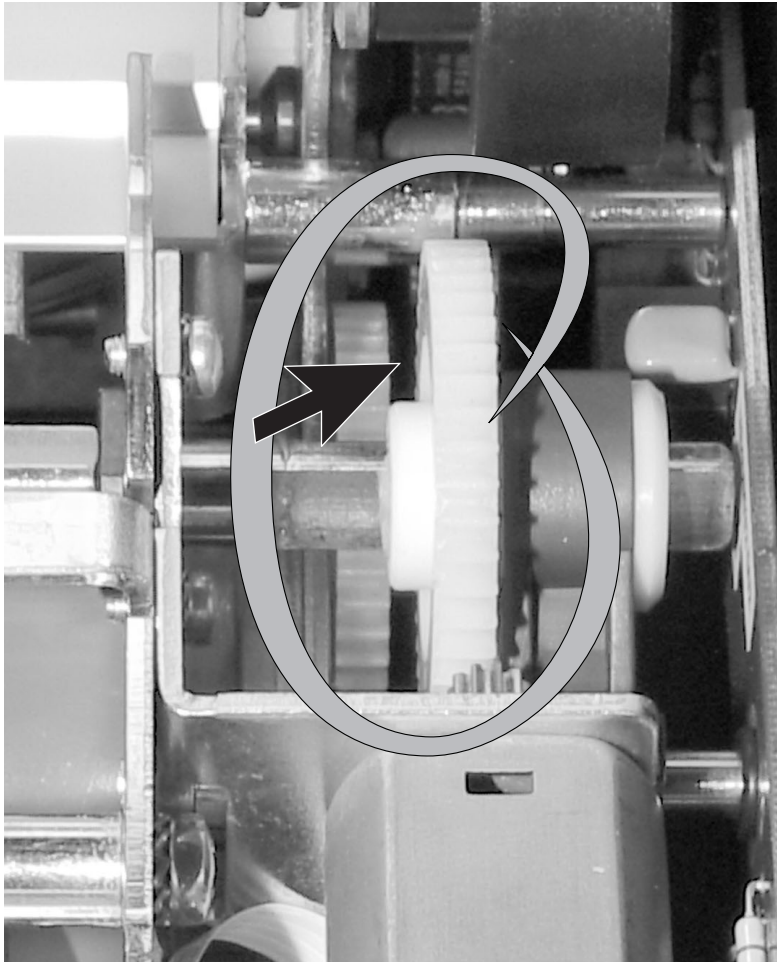
Tractor drive gear in the *drive* position (engaged)



1. Turn off the printer.
2. Perform the Front tractor service check.
3. Remove the front tractor asm.
4. Inspect and clean the rear tractor pin feed belts and pins.
5. Remove the 2 screws and remove the rear tractor asm.
6. Observe the position of the rear tractor drive gear.
 - In the engaged position, the tractor drive gear drives the pin feed belts.
 - In the idle position, the tractor drive gear does not drive the pin feed belts.
7. Move the drive gear to the right (idle position).
8. Install the rear tractor into the printer.
9. Turn on the printer.
10. When the power-on sequence completes, turn off the printer.
11. Remove the rear tractor and look at the rear tractor drive gear.

The gear should have moved left (drive position).

Tractor drive gear in the *idle* position (not engaged)



e61a9112

12. Install both tractors.
13. Turn on the printer.
14. Select the front tractor path at the operator panel if **READY Front** is not displayed by pressing the **STOP** and the **PARK/PATH** keys.
15. Press **LOAD/EJECT**.
16. Turn off the printer.
17. Remove both tractor assemblies.
18. Look at the rear tractor asm.
The drive gear should have moved right (idle position).
19. If the rear tractor drive gear fails to smoothly move in both directions, exchange the following FRUs one at a time. Test each FRU. If the problem remains, reinstall the original FRU and continue.
 - a. rear tractor asm.
 - b. Engine board
 - c. Tractor cable asm.

Ribbon Feed and Ribbon Lift Service Check

You are here because of an 089 RIBBON JAM message or any of the other symptoms in MAP 0160: Ribbon feed and ribbon lift.

1. Open the Top Cover and remove the ribbon cartridge. See Ribbon Cartridge.
2. Advance the ribbon by turning the knob in the direction of the arrow. The ribbon should freely advance without the ribbon folding over. Replace the ribbon cartridge if you locate a problem such as a ribbon that binds or is folded over.

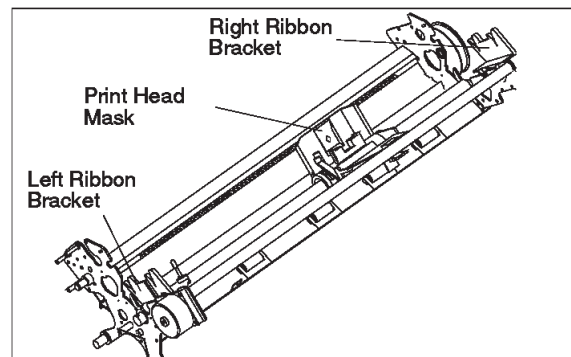


Figure 27. Ribbon Carriage and Ribbon Brackets. (Viewed From Top Left)

3. Inspect the left ribbon bracket for wear, damage, or binds. Repair the following parts, as needed:
 - Ribbon feed spool tabs
 - Ribbon motion sensor
 - Ribbon spool teeth

Note: The ribbon feed spool has three tabs on the bottom that interrupt the ribbon motion sensor.

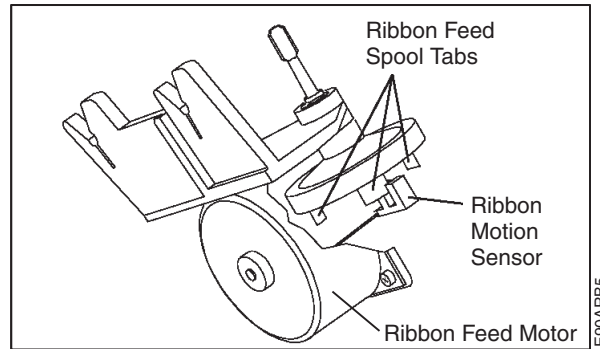


Figure 28. Ribbon Spool Tabs/Sensor

4. Use a lint-free cloth to clean the ribbon motion sensor.
5. Inspect the following parts for wear, damage, or binds. Repair as needed.
 - Printhead carriage
 - Printhead mask (mounted on carriage between ribbon and platen)
 - Ribbon mounting brackets
6. Ensure that the lift motor mounting screws are tight.
7. Ensure that the lift motor connector is connected to the printhead assembly.
8. Ensure there are no breaks in the ribbon lift motor cable.

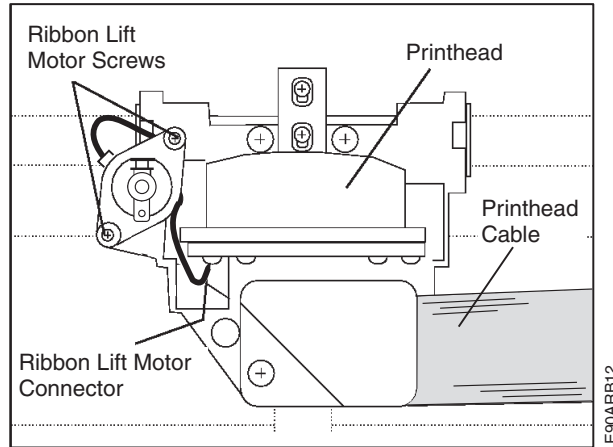


Figure 29. Ribbon Lift Motor. (Viewed From Top)

9. Ensure that the printhead cables are connected at both ends correctly.
10. Install the ribbon cartridge.
11. Perform T&D09. Verify that the ribbon is driven up and down by the ribbon lift motor, and pulled to the left by the ribbon feed motor.
12. Return to the step that sent you here.

Note: If the Ribbon Lift Motor lifts and lowers the ribbon during T&D09, but not during printing, the cause might be a faulty Controller board. Replace the Controller board.

Printhead Drive Service Check

Note: In any steps in this procedure, replace any parts you find to be broken or irreparably loose.

1. Power off (O) the printer.
2. Locate and remove from the forms paths torn pieces of paper or other foreign material that can cause forms jams. Also inspect the printhead movement area.
3. Remove the printer covers.
4. Inspect the encoder sensor and encoder strip for cleanliness, damage, or a loose mounting.

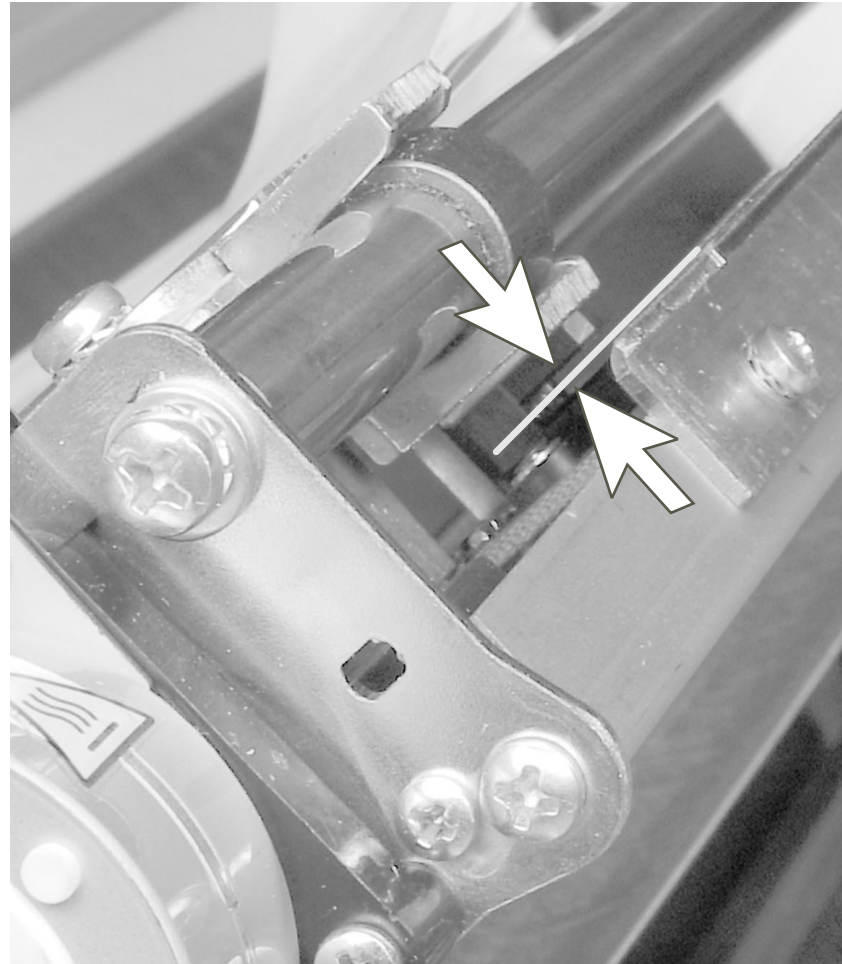


Figure 30. Encoder Sensor and Encoder Strip

5. Inspect the carriage motor and pulley for wear, damage, binds, or looseness. Ensure that the 4 screws and grommets that support the carriage motor are not damaged. Verify that the cooling fan is installed correctly and air is blowing towards the motor.

To inspect the carriage motor, remove the printhead and loosen the belt clamp to free the belt. Move the belt to rotate the motor pulley and the idler pulley. If the rotation indicates bearing damage,

replace the idler pulley or the carriage motor.

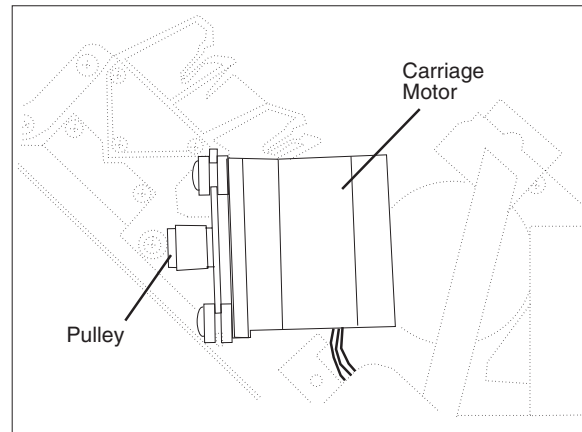


Figure 31. Carriage Motor. (Viewed From Right Side)

6. Inspect the following parts associated with the carriage drive belt for wear, damage, binds, and correct adjustment and installation.
 - Carriage drive belt idler pulley must be free-turning. Slide the carriage throughout the full travel, and ensure that the pulley turns.
 - Carriage drive belt clamp must properly mesh with the belt teeth, and be fastened tightly. Replace the clamp if the screw will not tighten.
 - Carriage drive belt tension must be correct. See Carriage Drive Belt.

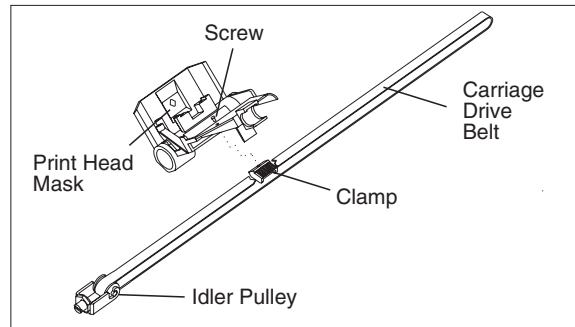


Figure 32. Carriage Drive Belt. (Viewed From Top)

7. Inspect the carriage shafts and the attached hardware. Look for damage, binds, or incorrect installation.

Note: Do not lubricate the shafts.

You should find the carriage shafts to be clean. If the (small) carriage support shaft is coated with a thick, viscous film, replace the carriage support shaft bushing. If the (large) carriage shaft is coated, replace the carriage assembly.

8. Verify that the carriage shaft retainers and the sheetmetal wear surfaces are installed correctly. The retainers are installed correctly when the shafts are pinched into location on the printer side frames.

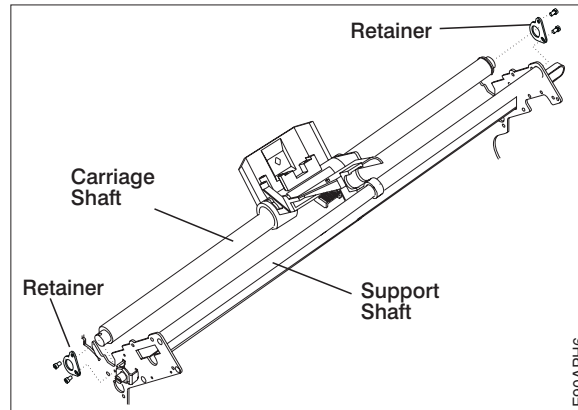


Figure 33. Carriage Shaft Components. Viewed From Top

9. Inspect the printhead mask for wear, damage, and correct installation. Ensure the corners of the forms are not jamming in the diamond-shaped hole.
To inspect both sides of the mask, remove the printhead and open the gap.
To replace the printhead mask, remove the support shaft and platen to gain access to the front of the carriage.
10. Inspect for wear or damage the plastic shields that cover the platen.

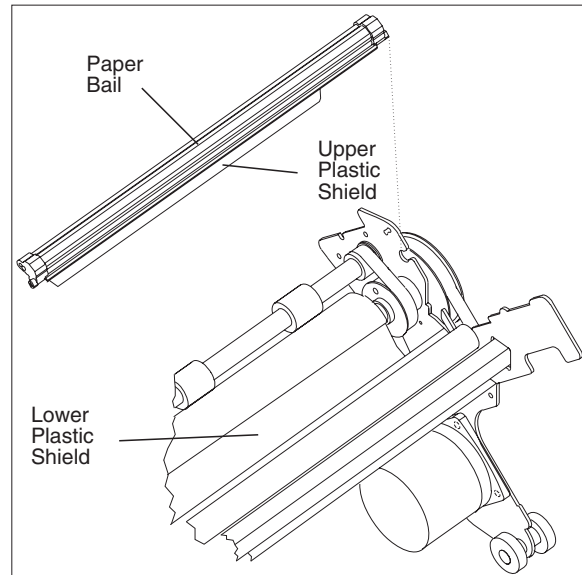


Figure 34. Plastic Shields. (Viewed From Top)

11. Return to the step that sent you here.

Print Quality Service Checks

Fanfold Forms Printout

1. Print the T&D14 fanfold print test on 14 ⁷/₈ x 11 in. white, fanfold forms, and using a new ribbon (see Running the test and diagnostic (T&D) programs).
2. If you are here due to problems with multiple-part forms, use the problem forms to print this print test.
3. Use the information in Table 25 to analyze the printout in Figure 35.

Table 25. Print Quality Tests and Actions (Fanfold)

Line	Description	Action, if failure
1	Skew test in draft mode. The line should print parallel to the edge of paper.	See Main Paper Drive Check and Adjustment. The upper right corner may be catching in printhead mask.
2	Skew test in NLQ mode. The line should print parallel to the leading edge of paper.	See Main Paper Drive Check and Adjustment.
3	Logic and microcode data.	
4	<p>Printhead wire test.</p> <p>The 18-wire printhead print wires are numbered 01A - 09A and 01B - 09B (see Figure 35).</p> <p>The wire numbers are printed under each group. Look for light or missing dots. The 18-wire printhead xxB line segments (see Figure 35) should be slightly lower than the xxA line segments.</p>	<p>Print the T&D14 fanfold print test after completing each of the following steps:</p> <ol style="list-style-type: none"> 1. Check the printhead cable connections. Repair as needed. 2. Install a new printhead. See Printhead. 3. Install a new Engine board. See Engine Board. 4. Install new printhead cable. 5. Run T&D in automatic mode to verify correct printer operation. See Running the test and diagnostic (T&D) programs.
5	Paper feed test. Prints three lines of alternating line segments and spaces. The top and bottom lines are printed first. The middle line is printed after line 12 prints and the paper feeds back to line 5. The middle line should be centered between the first and third lines.	See Main Paper Drive Check and Adjustment.
6	Bidirectional printing test. Prints four lines. Each H should align with the H above or below.	<ol style="list-style-type: none"> 1. See Bidirectional Printing. 2. See Printhead Drive Service Check.

Table 25. Print Quality Tests and Actions (Fanfold) (continued)

Line	Description	Action, if failure
7	Bidirectional printing test. Prints four lines. Each vertical line should align with the vertical line above or below.	<ol style="list-style-type: none"> 1. See Bidirectional Printing. 2. See Printhead Drive Service Check.
8	The first line is 10 CPI draft mode, the second line is 17.1 CPI draft mode, and the third line is 10 CPI NLQ mode.	See Printhead Drive Service Check.
9	Printhead wire shifter test. Prints two lines. To print in NLQ mode, one set of nine wires (1B to 9B) is shifted up, by a solenoid, relative to the fixed set of nine wires (1A to 9A). In this test, the first line prints a <i>less than</i> (<) symbol (NLQ mode), <i>tilde</i> (~) (draft mode), and a <i>greater than</i> (>) symbol (NLQ mode). The second line prints a <i>less than</i> symbol (draft mode), <i>tilde</i> (NLQ mode), and a <i>greater than</i> symbol (draft mode).	<ol style="list-style-type: none"> 1. Install a new printhead. See Printhead. 2. Install a new Engine board. See Engine Board. 3. Install new printhead cables.
10	Printhead drive test. Prints 20 lines: one full line of dots and 19 lines of “H” pattern. The left margin should be even.	See Printhead Drive Service Check.
11	Colored ribbon test.	Ignore. Color ribbon option not available on this printer.
12	Continuous straight line.	<ol style="list-style-type: none"> 1. See Main Paper Drive Check and Adjustment. 2. See Printhead Drive Service Check.
13	See line 5.	
14	Skew test in draft mode. The line should print parallel to the edge of paper.	See Main Paper Drive Check and Adjustment.



Removals/Replacements

Overview

This section describes the removal and installation of the printer parts, and contains two levels of safety notices.



Danger calls attention to a situation that is potentially lethal or extremely hazardous to people.



Caution calls attention to a situation that is potentially hazardous to people.

The electronic parts of this printer can be damaged by electrostatic discharge (ESD). Use ESD protection devices and procedures, including a static discharge wrist strap, while working on the printer.



DANGER

To prevent serious personal injury from electrical shock when connecting or disconnecting the interface cable, set the printer power switch to O (Off) and unplug the power cord.



DANGER

Do not connect or disconnect any communication port, teleport, attachment connector, or power cord during an electrical storm.

Printer Covers

See “Removing Covers” on page 143.

Ribbon Cartridge

Removal



CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

1. Open the top cover.
2. Push the printhead to the center of the printer.
3. Turn the ribbon advance knob to maintain fabric tension.
4. Press the tab **1** to the rear while pulling tab **2** up to disengage the ribbon from the lift assembly.

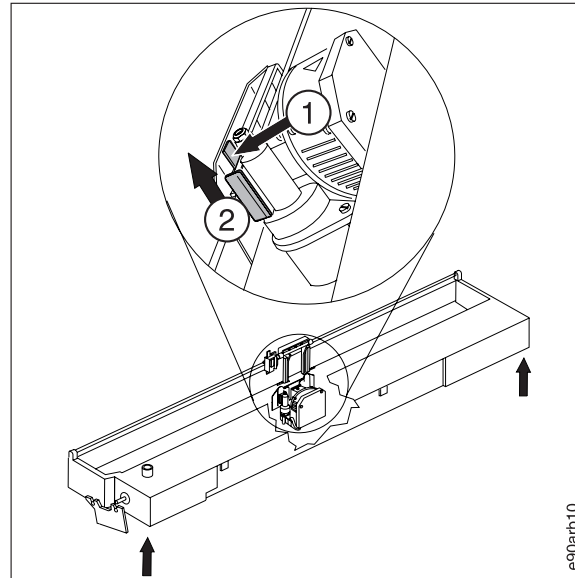


Figure 36. Moving the Carriage to Center - Close-up

5. Pull the ribbon cartridge upwards until both ends snap free from the cartridge supports.
6. Lift the ribbon cartridge from the printer.

Installation

1. Before installing, turn the ribbon advance knob in order to maintain fabric tension. If the ribbon does not move, replace the ribbon cartridge.
2. Move the printhead to center.
3. Push the ribbon cartridge downwards until both ends snap into the cartridge supports.
4. Insert the ribbon guide between the ribbon/printhead mask and the printhead. Position the white snap arm on to the ribbon lift assembly with the tab pointing upwards. Push the snap arm downwards until it snaps. If it does not snap, repair or replace the ribbon cartridge.

Operator Panel

Attention: Do not attempt to perform this operation without taking all recommended antistatic precautions.

1. Power off the printer.
2. Open the top cover (item 1) and remove the ribbon cartridge.
3. Unplug the cable connector (item 2) from the rear of the Operator Panel (item 3).
4. Disengage the Operator Panel from the cover by pressing inward on the left tab on the Operator Panel Bracket from inside and under the top cover.

Replace the operator panel following the above instructions in the reverse order.

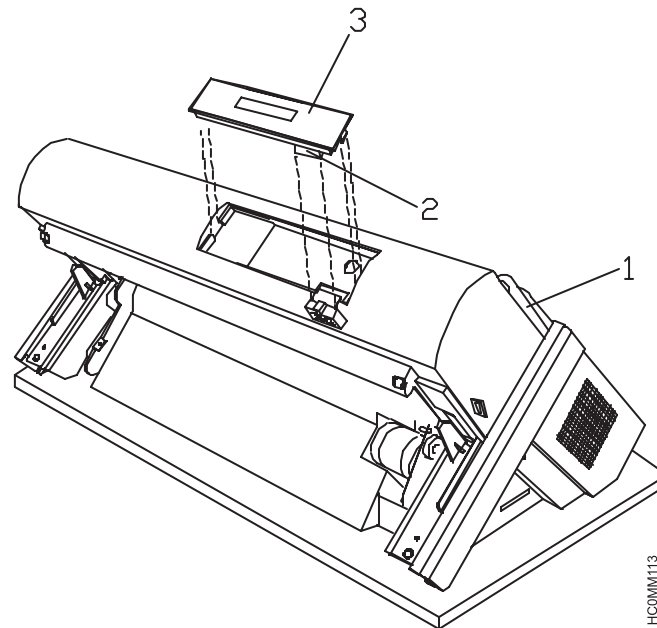


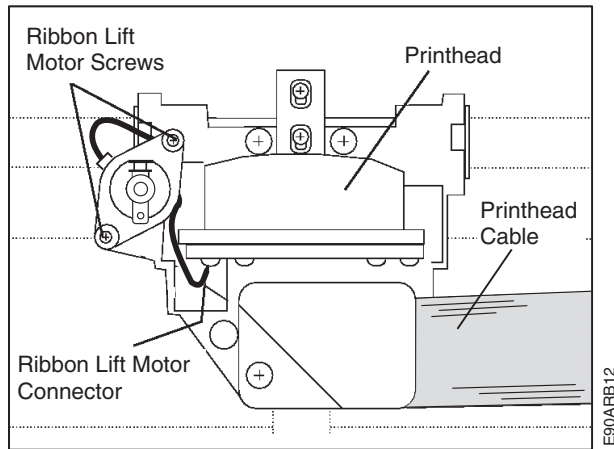
Figure 37. Operator Panel removal

Printhead



CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.



1. Turn off the printer and disconnect the power cord from the rear of the printer.
2. Open the top cover and remove the ribbon.
3. Move the printhead to the center of the printer.
4. Remove the cable clamp screw and cable clamp.
5. Remove the 2 printhead screws.

Attention: In the next step, use care not to pull the wires out of the ribbon lift connector. Hold the printhead cable (or the encoder cable) just above the connector and pull the cable out of the connector (these are not locking connectors).

6. Disconnect the ribbon lift cable.
7. Disconnect the encoder cable.
8. Disconnect the printhead cables.
9. Remove the printhead.

Installation notes

When you reinstall the printhead:

1. Push the printhead toward the platen with equal pressure on both sides of the printhead.
2. Tighten the printhead mounting screws while continuing to push the printhead toward the platen.
3. Perform the AFTA service check (see Print Head Gap Service Checks).

Controller Board

DANGER



<1-13> Do not connect or disconnect a communication port, a teleport, or any other connector during an electrical storm.

DANGER



<1-14> Switch off printer power and unplug the printer power cord before connecting or disconnecting a communication port, a teleport, or other attachment connector.

Attention: This is an ESD sensitive area. See Electrostatic discharge (ESD) procedures before working with parts that are sensitive to ESD.

The Controller Board is located in the slot assembly that plugs into the Engine Board. The Controller Board is customer installable and is easily removed or installed from the rear of the printer.

The Controller Board provides the input commands for the Engine Board, the management of the parallel interface, the serial RS232 (9-pin) interface, and the Ethernet 10/100 (ASCII and ASCII-IPDS) LAN interface.

The Controller Board also includes flash memory with firmware and character generator. This facilitates downloading firmware version updates to the controller.

Attention: Do not attempt to perform this operation without having taken all recommended antistatic precautions. Turn the power OFF.

1. Unscrew the two screws (item 45) securing the Controller board to the base assembly.
2. Remove the Controller Board (item 115) by pulling it out from its slot.

Replace the Controller Board following the above instructions in the reverse order.

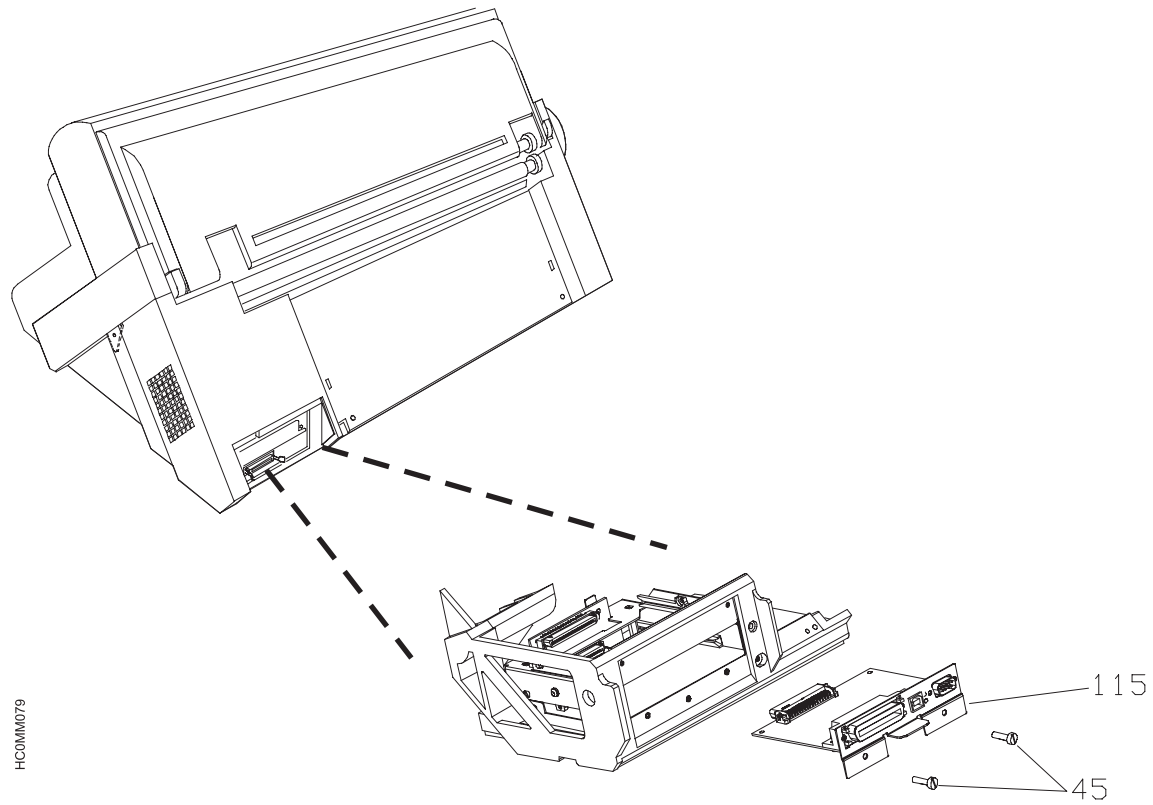


Figure 38. Controller Board

Slot Assembly

DANGER



<1-13> Do not connect or disconnect a communication port, a teleport, or any other connector during an electrical storm.

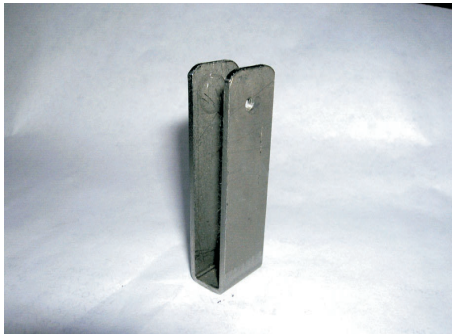
DANGER



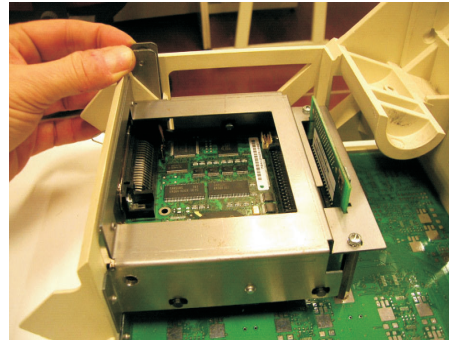
<1-14> Switch off printer power and unplug the printer power cord before connecting or disconnecting a communication port, a teleport, or other attachment connector.

1. Remove the Controller Board.
2. Remove the Rear Cover Group.
3. Unscrew the six screws on the top, lateral, and rear sides of the Slot Assembly.

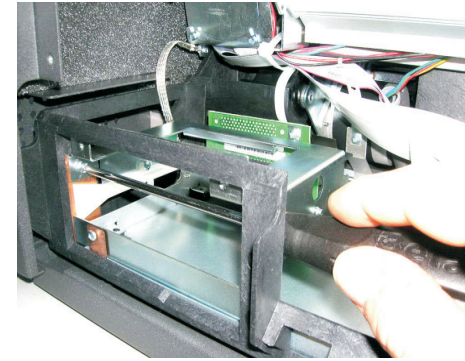
Note: Using a screwdriver, remove the screw that attaches the Slot Assembly to the metal insert by passing the screwdriver through the access hole. This screw is located at the opposite side of the Slot Assembly from the access hole (see Figure 39).



Metal Insert



Slot Assembly installed to the Base Assembly



Screw removal with minimum 5" screwdriver

Figure 39. Slot Assembly

Note: When reordering the Slot Assembly (P/N 44D8979), this metal insert is included. Models X03 and Z03 are shipped with this insert installed at the factory. Save or discard the spare.

4. When removing the Slot Assembly, first lift up on the Back Panel Board Connector (the Back Panel Board Connector mounts to the Engine Board).

Engine Board



DANGER

<1-13> Do not connect or disconnect a communication port, a teleport, or any other connector during an electrical storm.



DANGER

<1-14> Switch off printer power and unplug the printer power cord before connecting or disconnecting a communication port, a teleport, or other attachment connector.

Attention: This is an ESD sensitive area. See Electrostatic Discharge (ESD) procedures before working with parts that are sensitive to ESD.

Note: Power off (O) the printer and unplug the power cord from the printer.

1. Remove the Rear Cover Group.
2. Remove the Controller Board and the Slot Assembly.
3. Remove the Back Panel Board (item 110) from the Engine board.
4. Unplug all the connectors from the Engine board by acting on their bends.
5. Unscrew the seven screws (4 self-tapping screws and 3 threaded screws; 2 are posts) securing the Engine board and extract it from the base.

Note: Note the type and location of each screw.

Replace the Engine Board following the above instructions in reverse order, paying attention both to the rear horizontal guides and the relevant bottom shield.

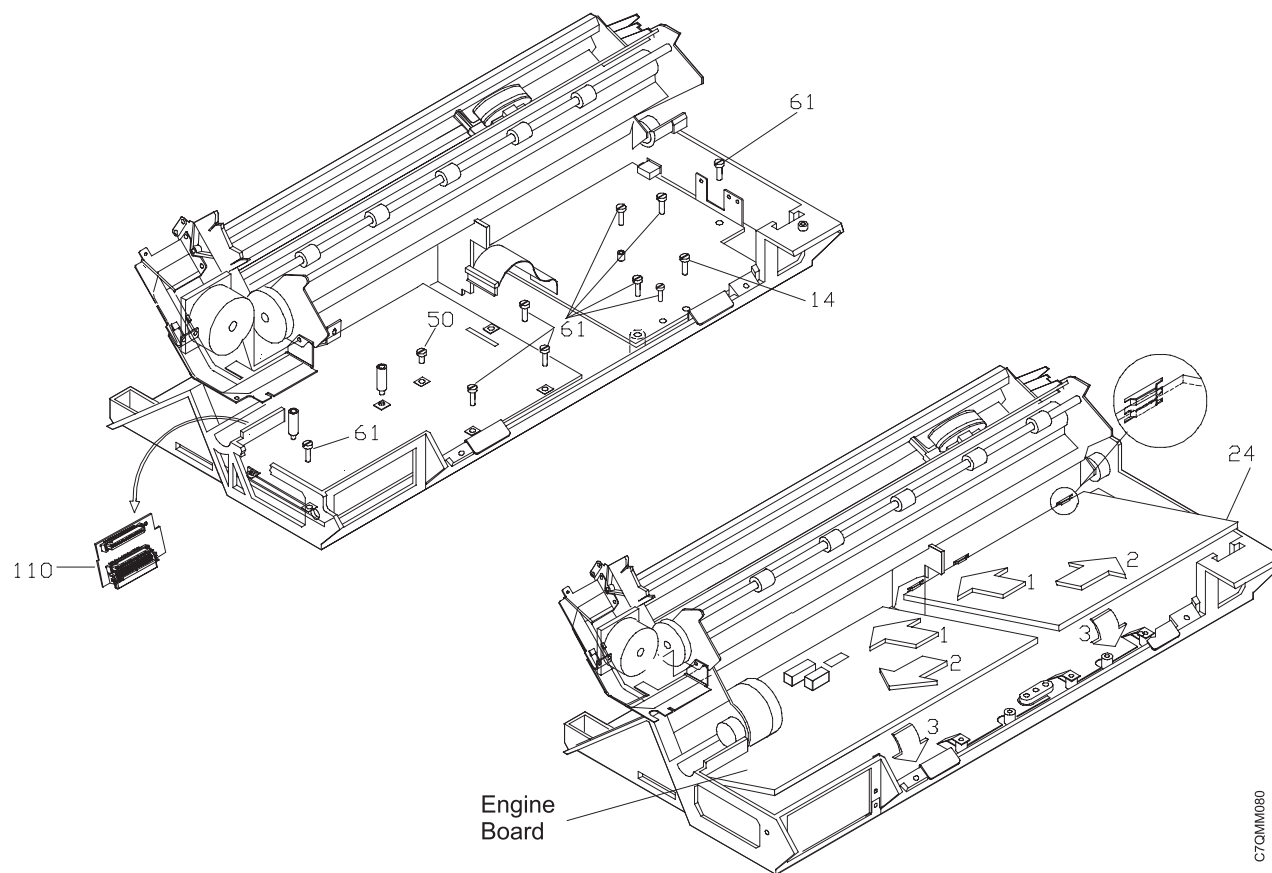
Note: When a new engine board spare part is installed, the printer after initialization will automatically display the message "RUN T&D". You need to run T&D03—NVM RAM test to write the printer model (device ID) into the non-volatile memory on the new Engine Board.

1. Enter T&D in the **Single Test Mode** (see Running the test and diagnostic (T&D) programs).
2. Run T&D03 NVM Test in **Single Test Mode**.
3. Power off the printer. At this point NVM has the X03 device ID written into it and the Engine Board can be used in normal operation.

A new engine board contains all adjustments stored in NVM as manufacturing default values. Therefore, it is mandatory to run the following T&Ds that save adjustment values:

- T&D10—AFTA calibrate test
- T&D11—First line adjustment test
- T&D12—Bidirectional adjustment test
- T&D13—Tear-off line adjustment test
- T&D18—Paper path sensor test.

Note: Use the Printer Configuration printout to verify configuration settings.



C70MM080

Figure 40. Engine Board

Power Supply

Removal



DANGER

To prevent serious personal injury from electrical shock when connecting or disconnecting the interface cable, set the printer power switch to O (Off) and unplug the power cord.



DANGER

Primary power is present on the power supply when the power cord is connected, even when the power switch is set to O (Off).

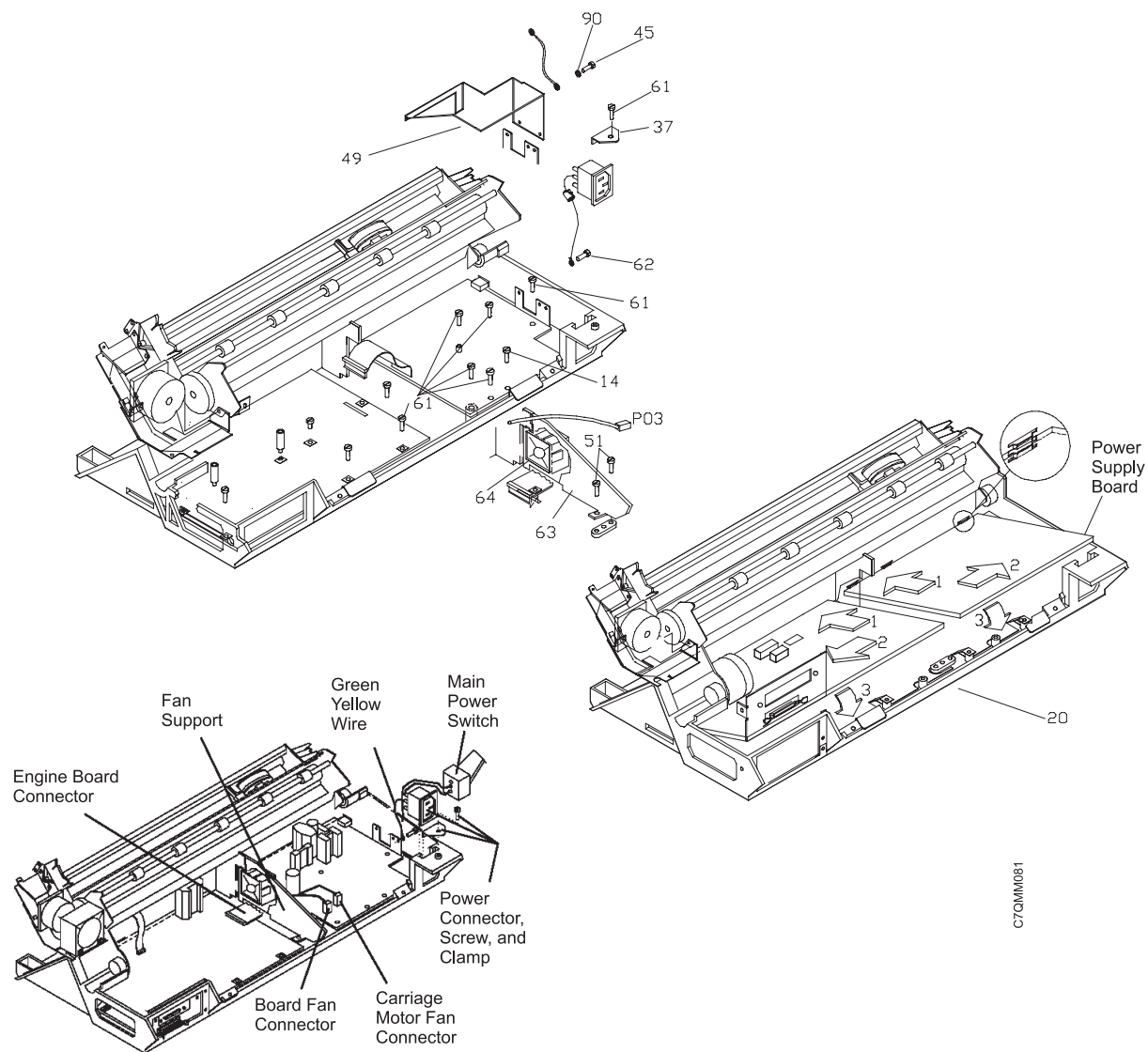
Attention: Do not attempt to perform this operation without having taken all recommended antistatic precautions.

1. Remove the main rear covers.
2. Unplug the two fan connectors from the Power Supply Board.
3. Unscrew the two screws (item 51) fixing the fan support and extract it together with the fan assembled.
4. Unscrew the screw securing the inlet bracket (item 37) and remove it.
5. Unscrew the screw (item 62) securing the ground cable to the metal shield.
6. Unscrew the screw (item 45) fixing the ground strip of the mechanical assembly to the lower shield.
7. Unscrew the screws securing the power supply cover (item 49) to the lower shield and remove it.
8. Unscrew the six screws securing the power supply board to the base unit.

9. Unplug the connector from the Engine board and gently extract the power supply board from the printer.

Note: Note the type and location of each screw.

Replace the Power Supply Board following the above instructions in the reverse order, paying attention to the rear horizontal guides.



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Figure 41. Power Supply Board

Note: When installing the green/yellow ground wire, the second star washer must be located between the wire lug and the frame.

Ribbon Drive Motor and Drive Assembly



CAUTION:

The ribbon motor may be hot. Wait for it to cool down.

Removal

1. Turn off power and disconnect the power cord from the rear of the printer.
2. Remove the main, rear, and front covers. See Removing Covers.
3. Remove the ribbon. See Ribbon Cartridge.
4. Disconnect the ribbon motor cable connector from the Engine board (see Figure 17 in Chapter 4, “Locations”). Note the location of the connector and the cable path to aid installation.

Note: If the motor is being removed only to access other parts, do not disconnect the connector.

5. Remove the ribbon motor mounting screws and remove the ribbon drive motor. Note the type and location of each screw to aid installation.

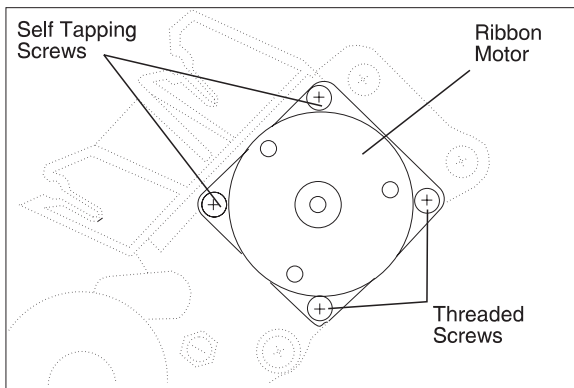


Figure 42. Ribbon Motor Screws. (Viewed From Left Side)

6. Remove the retaining clip from the drive shaft and then lift the shaft out of the bracket.

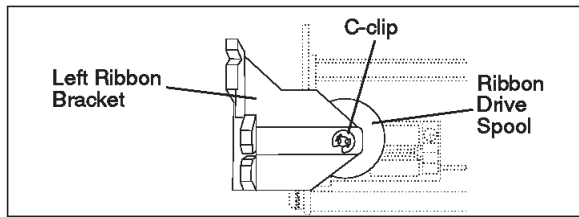


Figure 43. Ribbon Drive Spool Retaining Clip. (Viewed From Top)

7. Lift the left ribbon bracket up and out of the printer.

Replacement

Follow the removal steps in reverse order.

Ribbon Lift Motor



CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

Removal

1. Turn off power and disconnect the power cord from the rear of the printer.
2. Open the top cover and remove the ribbon.
3. Remove the 2 ribbon lift motor screws, and unplug the connector from the socket on the printhead circuit card.

Attention: Do not pull the wires out of the connector.

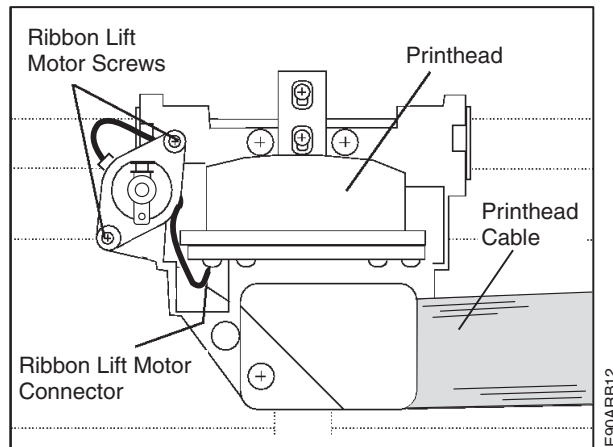


Figure 44. Ribbon Lift Motor. (Viewed From Top)

Replacement

1. Carefully route the cable around the platen side of the motor between the mounting post and the motor body.
2. Ensure the cable does not contact any moving parts.
3. Reinstall the ribbon lift motor screws.
4. Reinstall the ribbon, and close the cover.

Automatic Forms Thickness Adjust (AFTA) Assembly

Removal

1. Turn off the power and remove the power cord.
2. Remove the main, rear, and front covers. See Removing Covers.
3. Record the indicator setting.
4. Disconnect the AFTA motor connector from the Engine board (see Figure 17 in Chapter 4, “Locations”).
5. Remove the cable from the cable retainers located in the rear part of the mechanical assembly.

Note the location of the connector and the cable path as a guide for reinstallation.

Note: If the motor is being removed only to access other parts, do not disconnect the connector.

6. Remove the 2 AFTA motor screws and remove the motor.

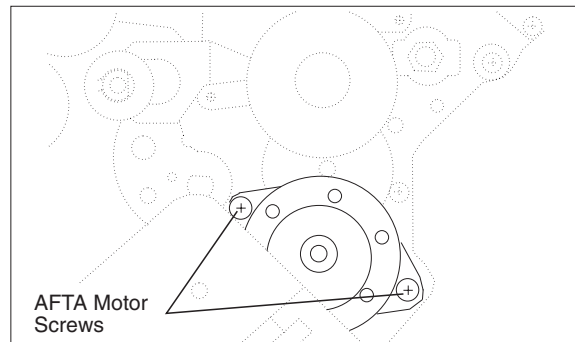


Figure 45. AFTA Motor Screws. (Viewed From Left Side)

7. Remove the 2 AFTA indicator mounting screws and remove the indicator.

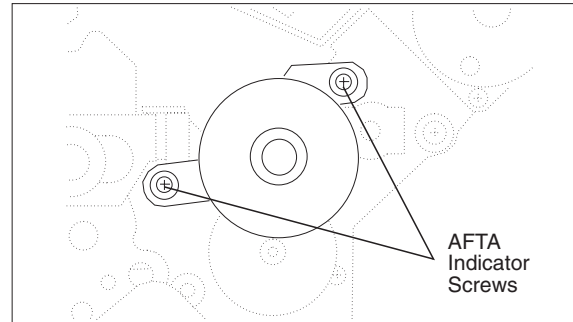


Figure 46. AFTA Indicator Screws. (Viewed From Left Side)

8. Remove the retaining clip and the intermediate gear.

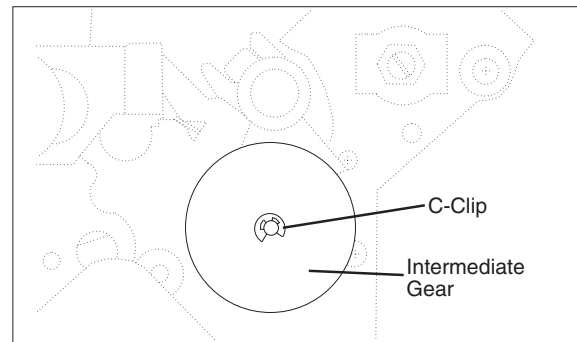


Figure 47. Intermediate Gear Retaining Clip. (Viewed From Left Side)

9. Remove the screw and the carriage shaft gear.

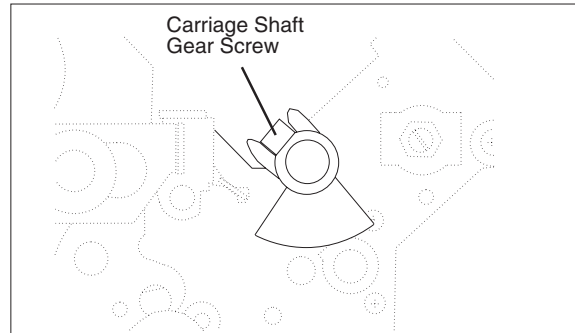


Figure 48. Carriage Shaft Gear Screw. (Viewed From Left Side)

Replacement

1. Follow the removal steps in reverse order.
2. If the carriage shaft has not been moved, install the indicator set to the number noted in step 3.
3. Perform the AFTA service check. See Print Head Gap Service Checks.

Carriage Drive Motor Assembly and Fan



CAUTION:

The carriage motor may be hot. Wait for it to cool down.

Removal

1. Turn off power and disconnect the power cord from the rear of the printer.
2. Open the top cover and Remove the ribbon.
3. Remove the main, rear, and front covers. See Removing Covers.
4. Disconnect the Carriage Motor Fan connector (P02) from the **power supply board** and remove the cable from the cable retainers located in the rear part of the mechanical assembly (see Figure 18 in Chapter 4, “Locations”).
5. Disconnect the carriage motor connector from the **Engine board** and remove the cable from the retainers located in the rear part of the mechanical assembly (see Figure 17 in Chapter 4, “Locations”).

Note: If the motor and fan are being removed only to access other parts, do not disconnect the connectors.

6. Remove the following:
 - Fan nuts and screws (items 66 and 67)
 - Fan

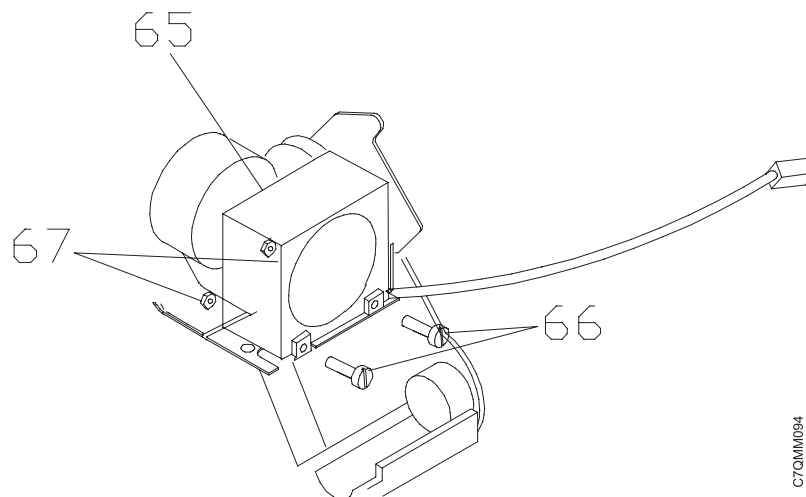
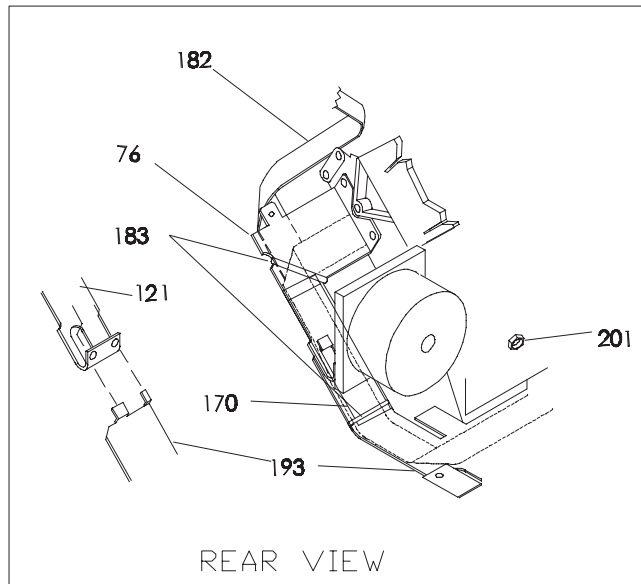


Figure 49. Carriage Drive Motor Fan

7. Perform the following:
 - a. Cut the self-lock plastic strips retaining the cables to the carriage motor bracket.
 - b. Unscrew the two screws securing the motor bracket both on the right side of the mechanical assembly and to the ground shield.
 - c. Remove the M3 nut which secures the motor bracket to the front tractor connector support.
 - d. Remove the rear motor bracket (item 193) by taking it from the rear.
 - e. Unscrew the four studs securing the carriage motor to its support.
 - f. Slide off the carriage belt from the carriage motor pulley.
 - g. Remove the carriage motor assembly.



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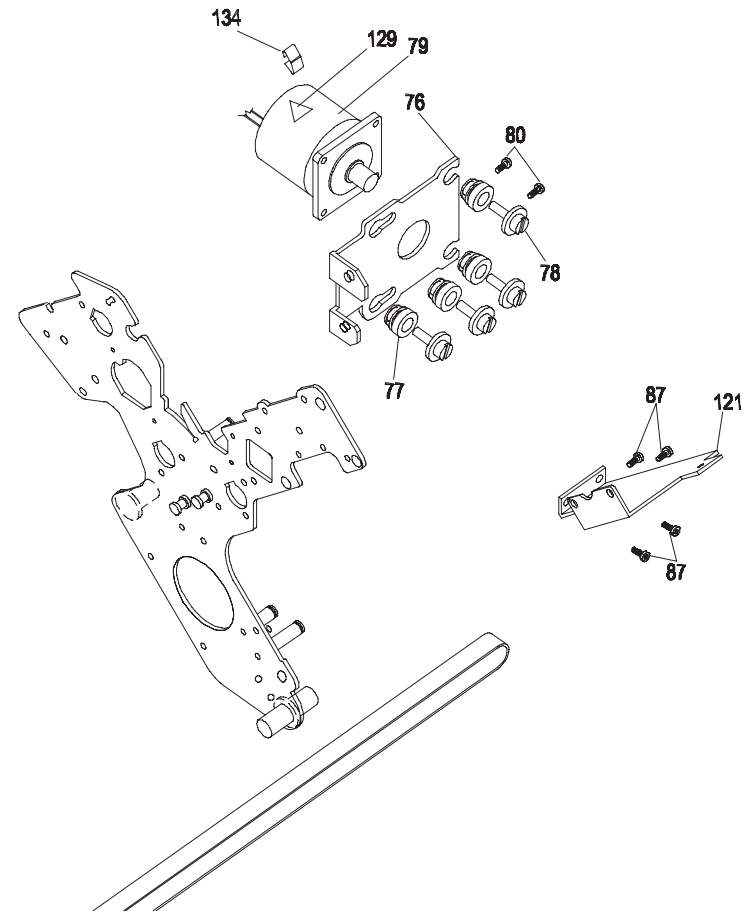


Figure 50. Carriage Motor

Replace the carriage motor and fan by following the above instruction in reverse order.

Notes:

1. If needed, loosen the idler pulley to install the belt on the motor pulley.
2. The Engine and Power Supply board connectors are keyed. Ensure that they are installed correctly.
3. Install new cable ties.

4. Perform the carriage belt tension service check. See Carriage Drive Belt.
5. Perform the bidirectional printing service check. See Bidirectional Printing.

Carriage Drive Belt

Removal



CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

1. Remove the main, rear, and front printer covers. See Removing Covers.
2. Remove the ribbon. See Ribbon Cartridge.
3. Move the printhead to the center of the printer.
4. Remove the printhead cable clamp.
5. Remove the printhead screws.
6. Disconnect the Encoder Cable (if necessary) from the Printhead Connector. Do not disconnect the other cables. Place the printhead beside the carriage.

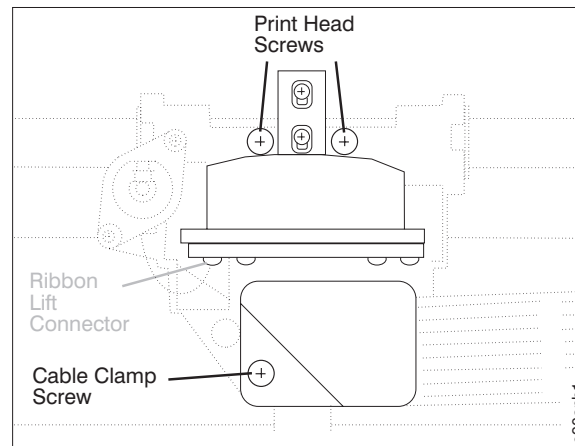


Figure 51. Printhead. (Viewed From Top)

7. Loosen but do not remove the belt clamp screw that is installed underneath the Printhead. Slide the belt laterally towards the front of the printer and away from the Belt Clamp located underneath the Belt Clamp

screw.

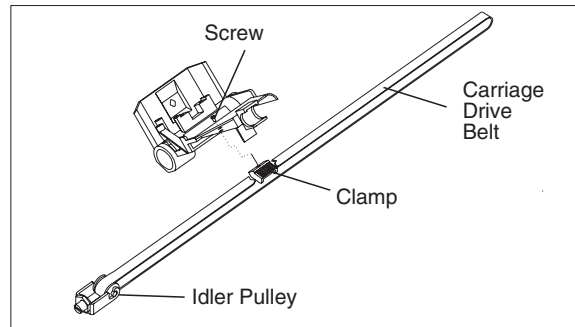


Figure 52. Carriage Drive Belt Clamp. (Viewed From Top)

8. Loosen the idler pulley hex nut and then slacken the belt by turning the Idler Pulley screw.
9. Remove the belt.

Replacement

1. Follow the removal steps in reverse order.

Note: Ensure that the front edge of the belt is flush with the front edge of the belt clamp. The belt halves should be parallel including while the carriage is in motion.

2. Perform the carriage belt tension service check. See Carriage Drive Belt.
3. Perform the bidirectional printing service check. See Bidirectional Printing.
4. Perform the AFTA service check. See Print Head Gap Service Checks.

Paper Bail Assembly

Removal



CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

1. Power off (O) the printer and remove the power cord.
2. Open the Top Cover and remove the ribbon. See Ribbon Cartridge.
3. Move the printhead to the far right.
4. Note the position of the paper bail (assembly).
5. To remove the paper bail, grasp it as shown in Figure 53. Rotate the paper bail toward the front of the printer until the pivot posts on the sides can disengage.

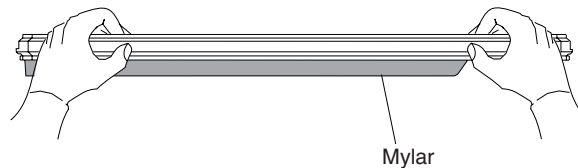


Figure 53. Grasping Paper Bail

Installation

1. Move the printhead to the far right.
2. Grasp the paper bail, as shown in Figure 53.

Important

To avoid damaging the plastic strip, ensure the plastic strip points down.

3. Insert the left and right paper bail end caps, and pivot the paper bail down into the side frames.

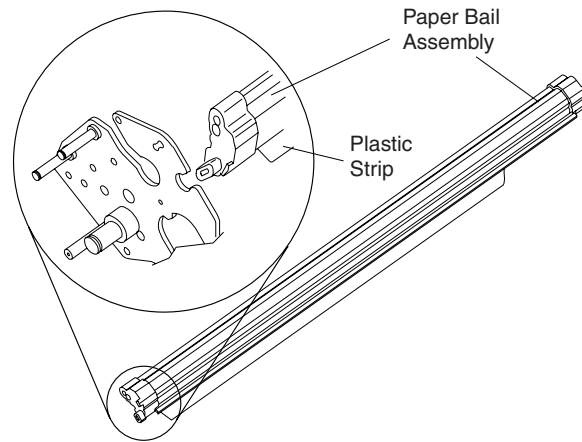


Figure 54. Installing Paper Bail While Noting Position of End Cap

4. Rotate the paper bail toward the back of the printer, closing it as far as it will go.
5. Reinstall the ribbon cartridge.

Upper Feeder Assembly

1. Remove the Main, Rear, and Front Covers.
2. Remove the inked ribbon cartridge.
3. Remove the bail assembly.
4. Remove the “C” ring (item 9) which retains the upper feeder axis on the left side of the mechanical assembly, and shift the bushing on the feeder assembly axis to the right.
5. Remove the right bushing (item 8).
6. Rotate the platen belt out of the upper feeder assembly gear.
7. Remove the upper feeder assembly (item 90) from the left side of the mechanical assembly, and slightly rotate the feeder assembly located on the left side towards the front side.

Replace the upper feeder assembly following the above instructions in the reverse order.

Platen Assembly

Removal

1. Remove the main, rear, and front printer covers. See Removing Covers.
2. Remove the ribbon.
3. Remove the Upper Feeder Assembly. See Upper Feeder Assembly.
4. Set the AFTA indicator on its highest setting to move the printhead away from the platen.
5. Remove the retaining clip.
6. Loosen the paper feed drive belt tension screws.

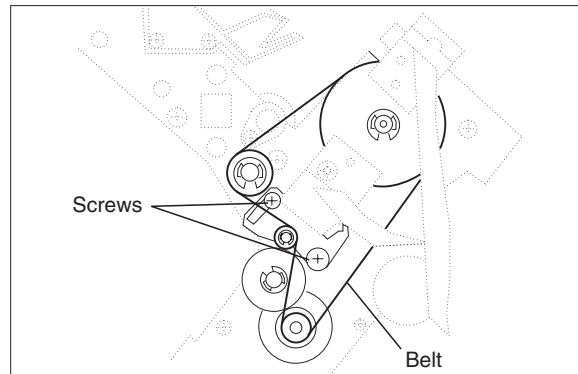


Figure 56. Paper Feed Drive Belt Tension Screws

7. Remove the following:
 - Drive pulley retaining clip
 - Left side bearing screws
 - Left side bearing and special washer

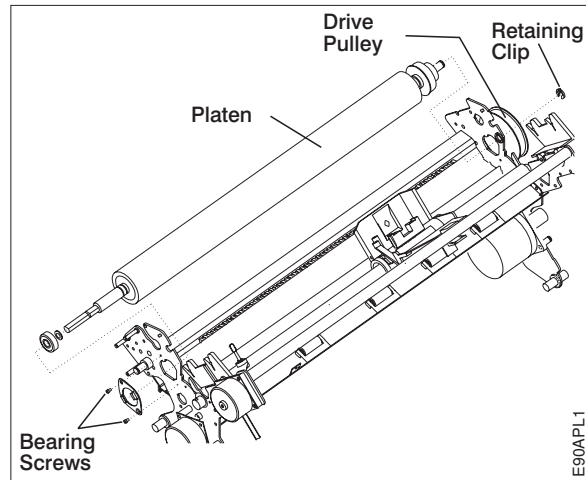


Figure 57. Platen. (Viewed From Top)

8. Slide the platen to the left until the right side is free; lift and remove.

Replacement

1. Follow the removal steps in reverse order.

Note: Ensure the upper feed roller shaft drive belt is installed on the feed roller shaft.

2. Reinstall the bearing retainer; position it in a way that eliminates any radial looseness of the bearing.

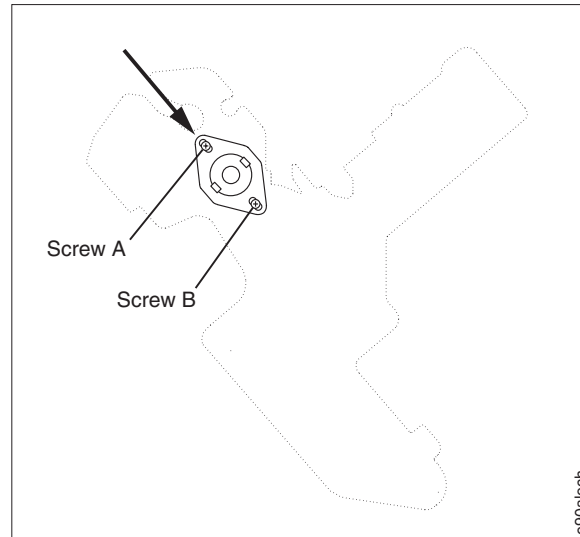


Figure 58. Platen Bearing Retainer. Push Retainer in Direction of Arrow

To do this, push the retainer toward the front bottom corner of the printer (shown by arrow in Figure 58) while you tighten the screws.

3. Perform the paper feed belt tension adjustment. See Paper Feed Belt.
4. Perform AFTA service check. See Print Head Gap Service Checks.
5. Ensure there is no end play in the Platen and that the Platen rotates freely without binding.

Printhead Mask



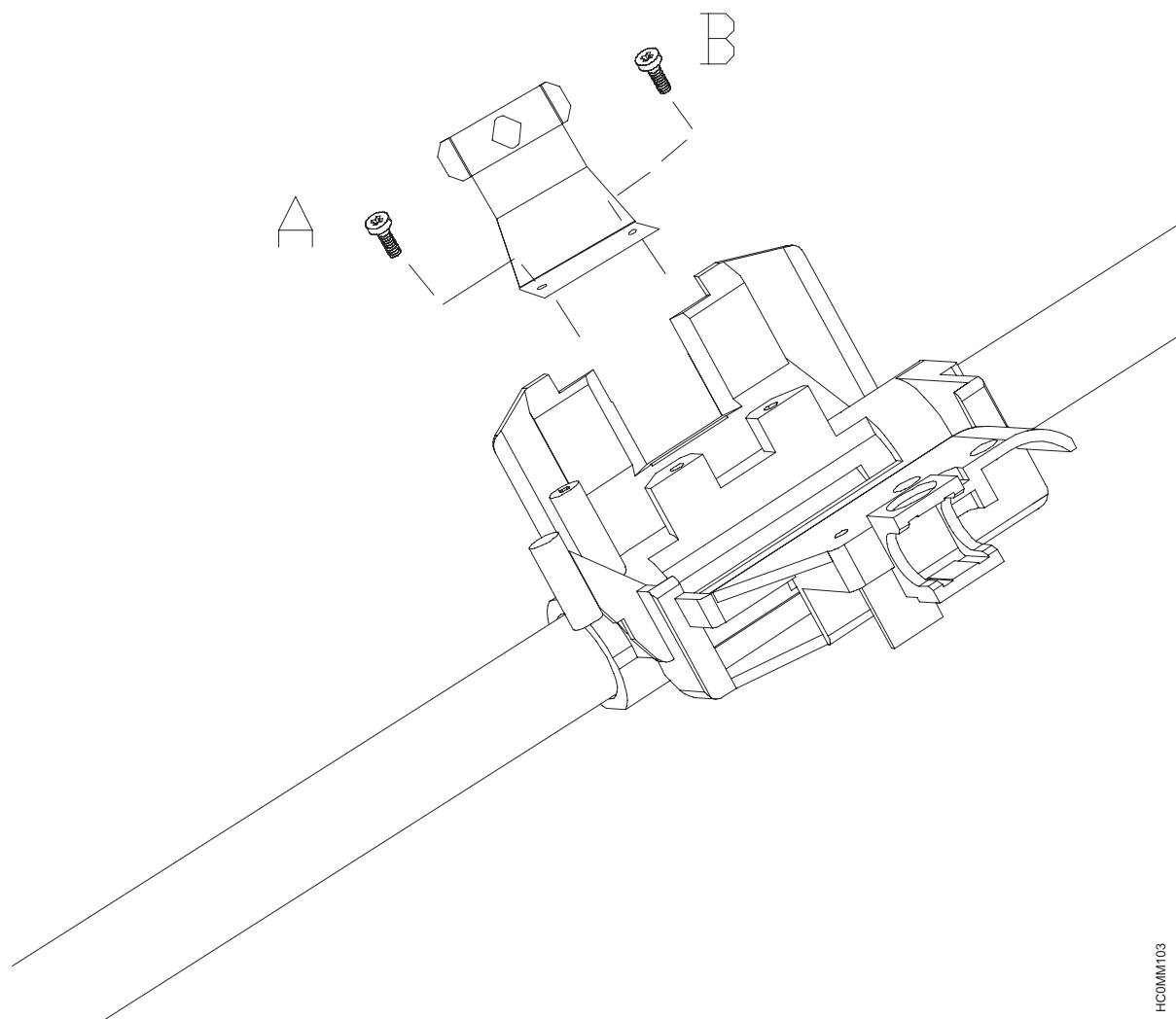
CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

1. Open the top cover.
2. Remove the inked ribbon.
3. Unscrew the screws A and B.
4. Gently remove the ribbon mask.

Replace the Printhead Mask following the above instructions in the reverse order.

Note: You may find it useful to remove the Printhead (without disconnecting any of the Printhead cables) and the Paper Bail Assembly to facilitate removing the Printhead Mask.



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Figure 59. Printhead Mask Removal

Carriage Assembly

Removal



CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

1. Power off the printer and remove the power cable.
2. Remove the printer covers. See Removing Covers.
3. Remove the printhead. See Printhead.
4. Remove the AFTA assembly. See Automatic Forms Thickness Adjust (AFTA) Assembly.
5. Remove the paper bail assembly. See Paper Bail Assembly.

Attention: Use care not to damage the Encoder Strip.

6. Perform the following:
 - a. Loosen the carriage belt clamp screw and remove the belt from the clamp.
 - b. Remove the left carriage shaft screws and retainer.

Attention: Small sheet metal wear surfaces may be present straddling the side frame where the carriage shaft was resting; they are easily lost.

- c. Remove the carriage and shaft.

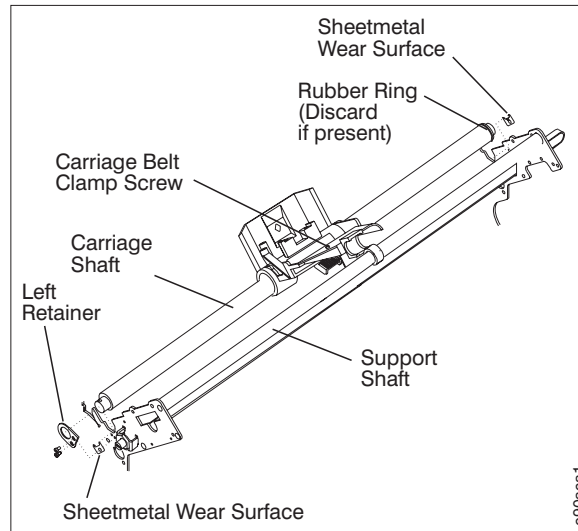


Figure 60. Carriage and Shaft. (Viewed From Top)

Replacement

1. Follow the removal steps in reverse order.
2. Ensure the sheet metal wear surfaces (if present) are seated correctly on the side frame.
3. Ensure the end of the carriage shaft with the screw hole is on the left side.
4. Install the felt wipers after you place the carriage and black plastic holders on the shaft.
 - a. Wrap the wipers around the shaft. Slip them into the black plastic holders, then snap the holders into the carriage.
 - b. Do **not** lubricate the felt wipers.
5. Reinstall the left retainer; position it in a way that eliminates any radial looseness of the carriage shaft.
To do this, push the retainer lightly toward the front bottom corner of the printer (shown by arrow in Figure 61) while you tighten the screws.

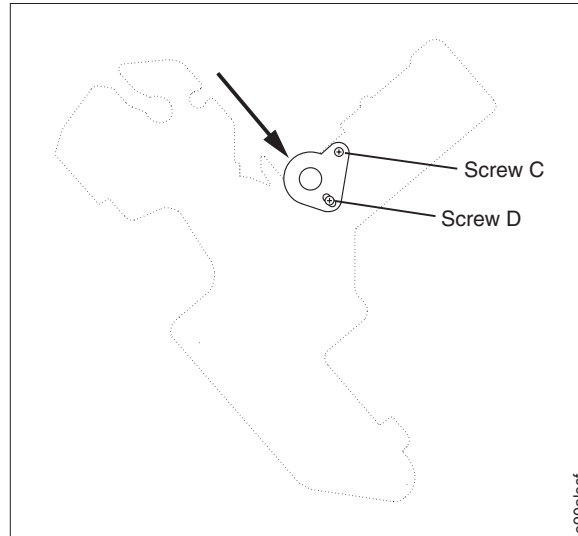


Figure 61. Carriage Left Retainer. Push Retainer in Direction of Arrow

6. Perform the AFTA adjustment. See Print Head Gap Service Checks.
7. Perform the carriage drive belt service check. See Carriage Drive Belt.
8. Perform the bidirectional adjustment. See Bidirectional Printing.

Carriage Support Shaft

Removal

1. Remove the main and front covers.
2. Mark the position of the eccentric adjustment bushing for reference during installation.

Attention: Use care not to damage the Encoder Strip.

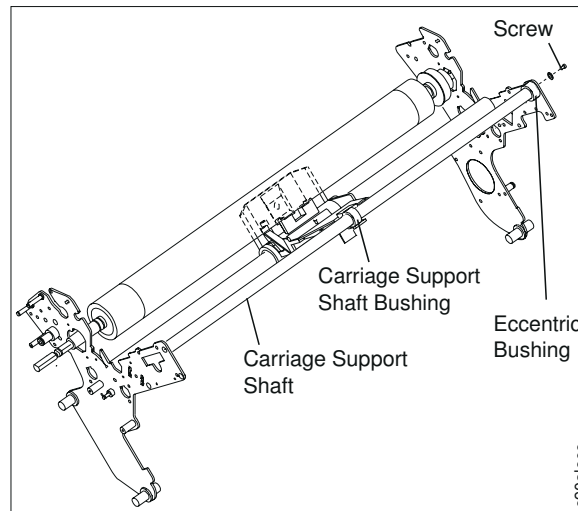


Figure 62. Carriage Support Shaft Components

3. Remove the left and right (carriage) support shaft screws.
4. Remove the old support shaft from the printer.

Installation

1. Install the carriage assembly support bushing on the new shaft.
2. Install the eccentric bushing onto the flat end of the new shaft.
3. Install the new shaft into the printer, with the eccentric bushing on the right side.
4. Position the eccentric bushing to the reference mark.
5. Install the support shaft into the right side of the frame using the screw.

6. Install the support shaft into the left side of the frame using the screw.
7. Perform the carriage support shaft adjustment. See Carriage Support Shaft.

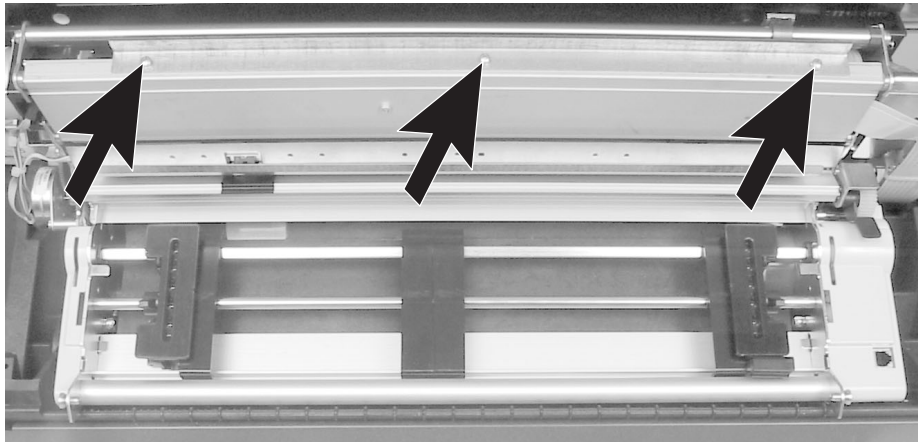
Encoder board



CAUTION:

<2-25> High temperature; switch off the printer and allow at least 20 minutes for parts in this area to cool before handling.

Attention: This is an ESD sensitive area. See Electrostatic discharge (ESD) procedures before working with parts that are sensitive to ESD.



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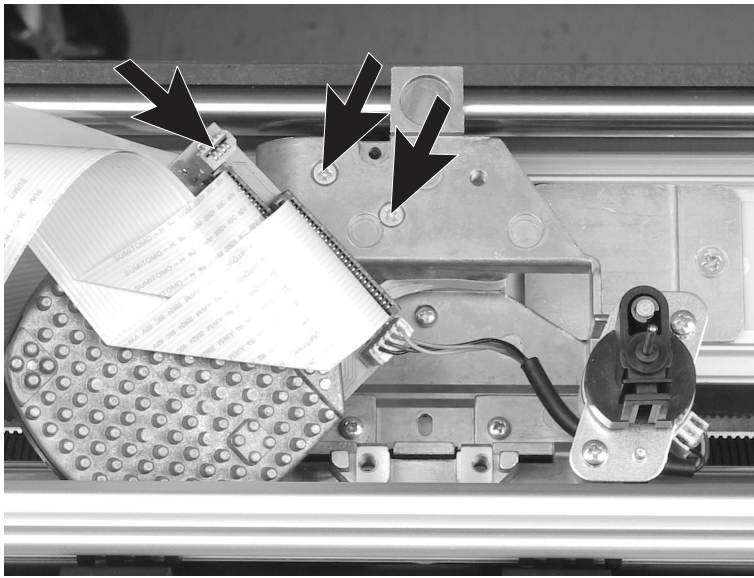
Perform the following procedures first:

1. Remove the rear and top cover (see Removing Covers.)
2. Remove the Printhead.

Do not remove the printhead cables yet.

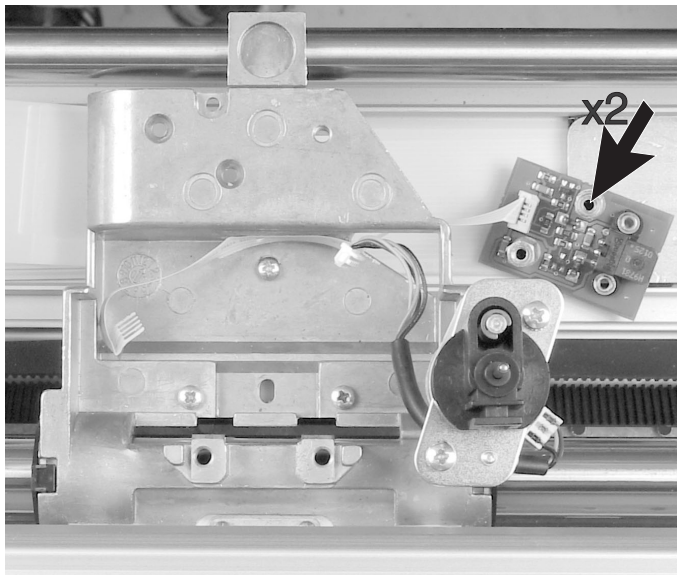
Then:

1. **Attention:** Use care not to scratch the encoder strip in this step.
Remove the 3 screws holding the encoder strip, and carefully remove the encoder strip.



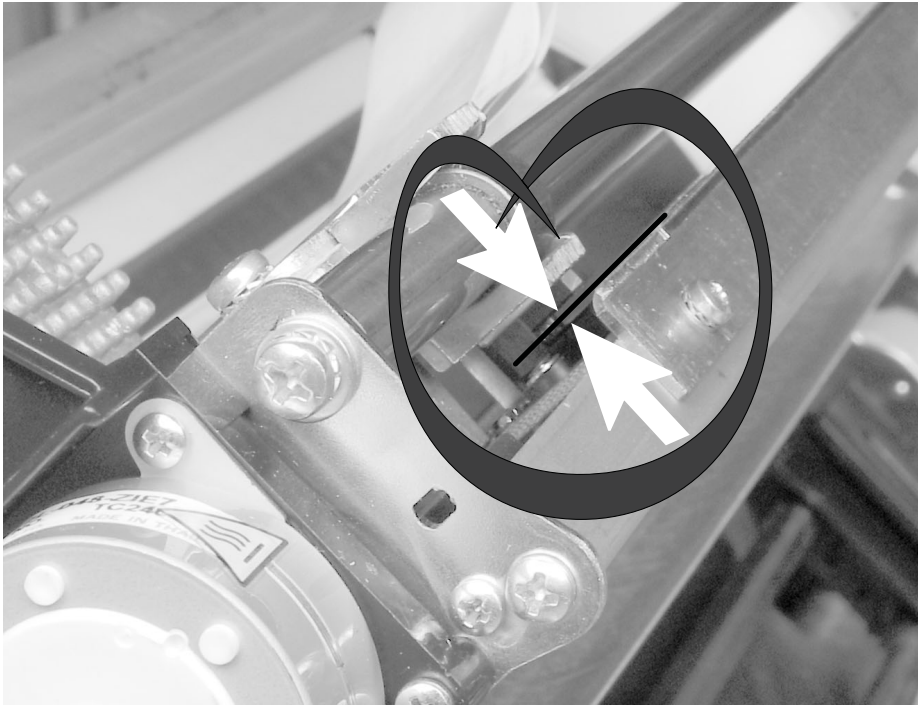
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2. Disconnect the encoder cable from the encoder cable from the printhead.
3. Remove the 2 screws holding the encoder asm.



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4. Remove the 2 stand-offs from the encoder board.

**Installation notes:**

1. Manually set the AFTA wheel in sector 3 and insert the encoder strip into the encoder sensor slot.
2. Ensure that the encoder strip is centered within the encoder sensor the entire length of carriage travel.

Sensor Cable Assembly

Removal

1. Power off the printer and remove the power cable.
2. Remove the main, rear, and front printer covers. See Removing Covers.
3. Remove the ribbon drive motor and lift ribbon cartridge support. See Ribbon Drive Motor and Drive Assembly.
4. Remove the upper feed roller assembly. See Upper Feeder Assembly.
5. Remove the platen assembly (some steps are completed). See Platen Assembly.
6. Disconnect the sensor cable connector from the Engine board (see Figure 17 in Chapter 4, “Locations”). Note the location and path of the cable to aid installation.
7. Remove the screws for each of the 3 sensors and remove the cable assembly.

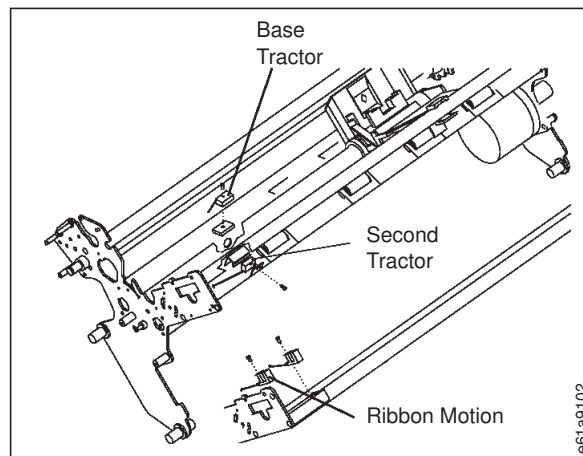


Figure 63. Sensor Cable and Sensor Locations

Replacement

1. Follow the removal steps in reverse order.
2. Perform the sensor tuning service check. See Sensor Service Checks.

3. Perform the AFTA service check. See Print Head Gap Service Checks.
4. Perform the first line printing service check. See First Line Printing.

Printer Mechanical Assembly

Removal



DANGER

To prevent serious personal injury from electrical shock when connecting or disconnecting the interface cable, set the printer power switch to O (Off) and unplug the power cord.



DANGER

Do not connect or disconnect any communication port, teleport, attachment connector, or power cord during an electrical storm.

1. Remove the main, rear, and front covers. See Removing Covers.
2. Remove the Front (optional second) Tractor.
3. Remove the Rear (base) Tractor.
4. Disconnect all connectors from the Engine board (see Figure 17 in Chapter 4, “Locations”).
5. Disconnect the carriage motor fan connector from the power supply (Figure 18 in Chapter 4, “Locations”).
6. Perform the following:
 - a. Remove the 2 ground strip screws.
 - b. Remove the 2 mounting screws.

Note: The right side screw can be accessed through the cable slot in the fan mounting bracket, or by using an offset screwdriver.

- c. Remove the 2 wire ties.

- Note:** The printer mechanical assembly will not come straight up. Pivot it to the front, disengaging the rubber grommets, and then lift it out.
- d. Remove all of the screws holding the Mechanical Assembly onto the Base Assembly and remove the Mechanical Assembly.

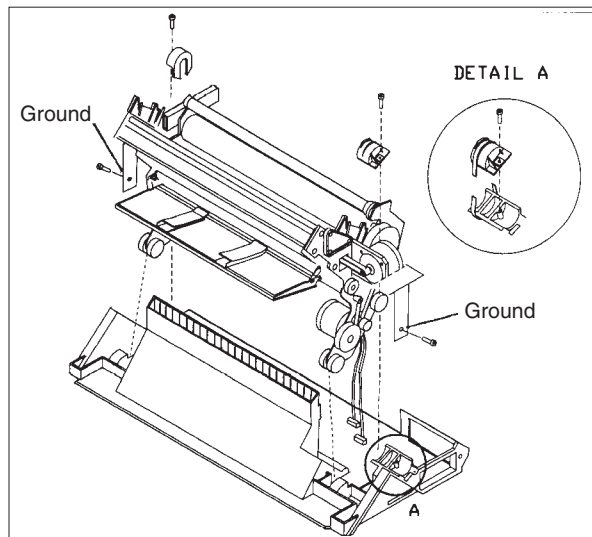


Figure 64. Printer Mechanical Assembly

Replacement

Follow the removal steps in reverse order.

Attention: Do not pinch the cables during installation.

Paper Feed Motor



CAUTION:

The paper feed motor may be hot. Wait for it to cool down.

Removal

1. Remove the main, rear, and front covers. See Removing Covers.
2. Remove the printer mechanical assembly. See Printer Mechanical Assembly.
3. Loosen the paper belt tension lever screws and remove the paper drive belt from the paper feed motor gear. Note the path of the belt to aid installation.

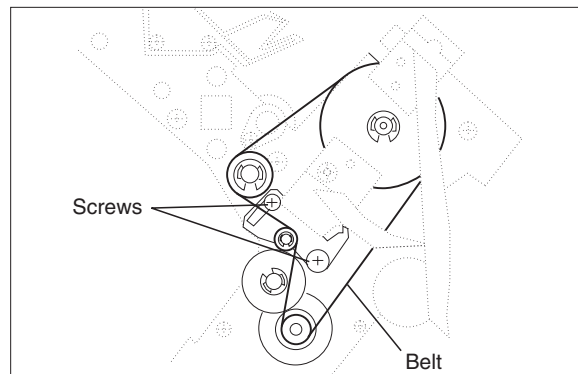


Figure 65. Paper Feed Motor Belt. (Viewed From Right Side)

4. Remove the 4 mounting screws and remove the motor.

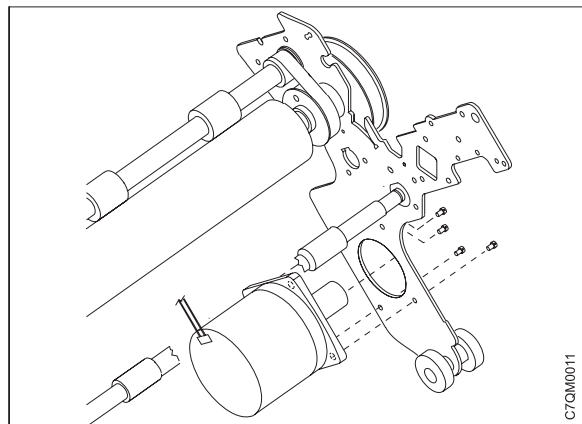


Figure 66. Paper Feed Motor

Replacement

1. Follow the removal steps in reverse order.
2. Perform the paper feed belt tension service check. See Paper Feed Belt.

Paper Feed Motor Drive Belt

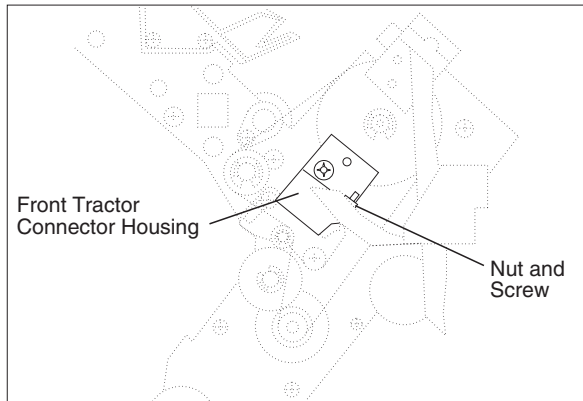
Removal

Perform the following procedure first:

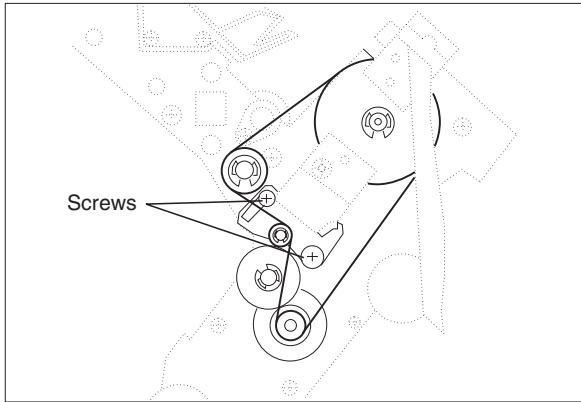
1. Remove the main, rear, and front covers. See Removing Covers.

Then:

2. Remove the nut from the front tractor connector housing.



3. Remove the stop screw from the front tractor connector housing.
4. Slide the cable and connector out of the housing.
5. Loosen the paper feed belt tension lever screws through the access holes in the frame and remove the paper feed belt. Note the path of the belt to aid installation.



Replacement

1. Follow the removal steps in reverse order.
Attention: Ensure that cables do not rub on paper feed belt.
2. Perform the paper feed belt tension service check. See Paper Feed Belt.

Lower Plastic Shield/Lower Mylar

Removal

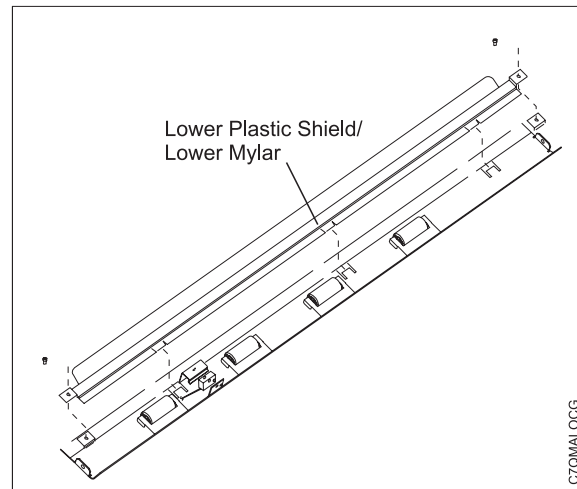


Figure 67. Lower Plastic Shield/Lower Mylar

1. Open the Top Cover and remove the ribbon cartridge. See Ribbon Cartridge.
2. Remove the Bail Assembly.
3. Remove the screw on each end of the plastic shield assembly.
4. Remove the Lower Plastic Shield by sliding it between the Mask and the Platen.

Note: To simplify this operation, move the AFTA Marker in order to put the Printhead at the furthest position from the Platen.

Replacement

Follow the removal steps in reverse order being careful not to damage the Printhead Mask.

Tractor Assemblies

Attention: Do not remove or install the tractor assemblies with the printer powered on.

Front (Optional, Second) Tractor

Note: This tractor can be installed in front of the base tractor as an option. In a two tractor machine the second (optional) tractor is the *front tractor* and the base tractor is the *rear tractor*.



CAUTION:

<2-53> If the second tractor unit is not installed, make sure the gear protector cover is closed. Do not touch inside the printer or insert any object into the gears.

1. Open the front tractor cover and rotate the tractor forward.
2. Unplug the electrical connection cable (item 2) between lower and upper tractor on the right side of the lower tractor.
3. Remove the upper tractor assembly (item 1) after unhooking (item 3) it from the lower tractor.

Rear (Default, Base) Tractor

Note: This tractor is installed at the factory on all machines. In a single tractor machine, the base tractor is the front tractor. The base tractor becomes the rear tractor when a second (optional) tractor is installed.

1. Unscrew the two fixing screws (item 4) located on the left and right sides.
2. Remove the lower tractor unplugging the connector (item 5) on the right side. Replace the tractor group following the above instructions in reverse order.

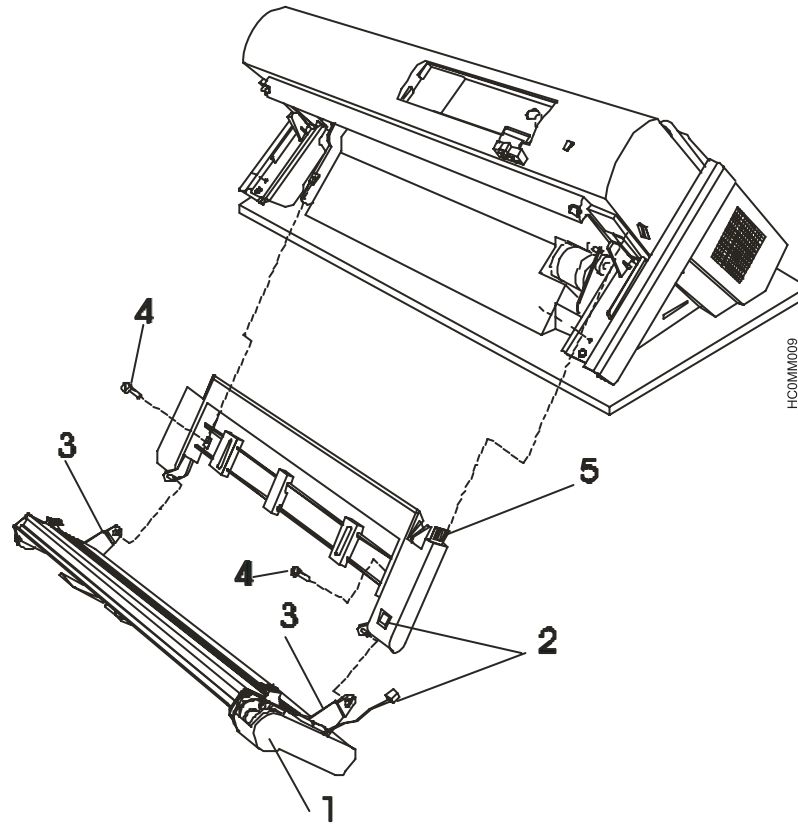


Figure 68. Tractor Assemblies

Chapter 6. Parts Catalog

How To Use This Parts Catalog	244
Assemblies.	246
Assembly 1: COVERS ASSEMBLY I.	247
Assembly 2: COVERS ASSEMBLY II	249
Assembly 3: Printhead and cables	251
Assembly 4: BASIC ASSEMBLY I	253
Assembly 5: BASIC ASSEMBLY II (boards and fans)	255
Assembly 6: BASIC ASSEMBLY III	258
Assembly 7: MECHANICAL ASSEMBLY I	260
Assembly 8: MECHANICAL ASSEMBLY II.	263
Assembly 9: MECHANICAL ASSEMBLY III	266
Assembly 10: Parts kits, tools, and line cords	268

How To Use This Parts Catalog

- **SIMILAR ASSEMBLIES:** If two assemblies contain a majority of identical parts, they are broken down on the same list. Common parts are shown by one index number. Parts peculiar to one or the other of the assemblies are listed separately and identified by description.
- **AR:** (As Required) in the Units column indicates that the quantity is not the same for all machines.
- **NP:** (Non-Procurable) in the Units column indicates that the part is non-procurable and that the individual parts or the next higher assembly should be ordered.
- **NR:** (Not Recommended) in the Units column indicates that the part is procurable but not recommended for field replacement, and that the next higher assembly should be ordered.
- **PP:** (Parts Packet) This entry in the Description column indicates that a parts packet contains one or more of these parts.

- NS: (Not Shown) in the Asm-Index column indicates that the part is procurable but not shown on the associated art. The description identifies the part.
- R: (Restricted) in the Units column indicates that the part has a restricted availability.
- INDENTURE: The indenture is marked by a series of dots located before the parts description. The indenture indicates the relationship of a part to the next higher assembly. For example:

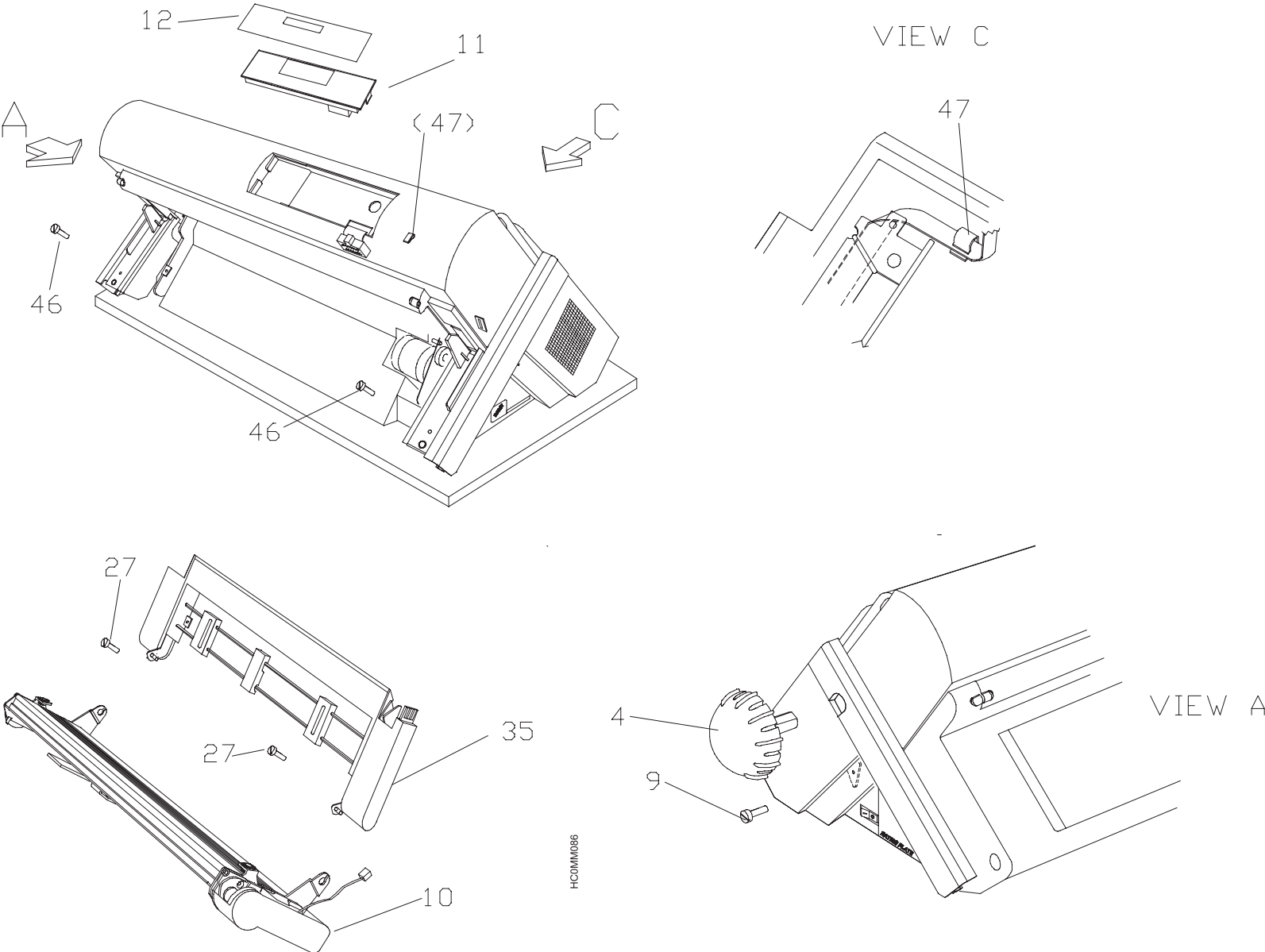
Indenture	Relationship of Parts
(No dot)	MAIN ASSEMBLY
(One dot)	<ul style="list-style-type: none"> • Detail parts of a main assembly
(One dot)	<ul style="list-style-type: none"> • Subassembly of the main assembly
(Two dot)	<ul style="list-style-type: none"> • • Detail part of a one-dot subassembly
(Two dot)	<ul style="list-style-type: none"> • • Subassembly of a one-dot subassembly
(Three dot)	<ul style="list-style-type: none"> • • • Detail part of a two-dot subassembly

Table 26. Example Assembly

Asm — Index	Part Number	Units	Description
1—	5373637	1	Cover Asm. Rear-Red
—	5356589	1	Cover Asm. Rear-White
—1	5942568	1	•Seal, Top
—2	1842563	2	•Clip, Retaining
—3	53789523	R	•Finger Stock Asm.
—4	53568711	NR	••Channel, Finger Stock
—5		AR	•Seal, Bottom
—6	41695289	2	•Clip, Retaining
—7		NP	•Cover, Rear, Without Paint
—8		2	•Screw, Panel PP

Assemblies

Assembly 1: COVERS ASSEMBLY I

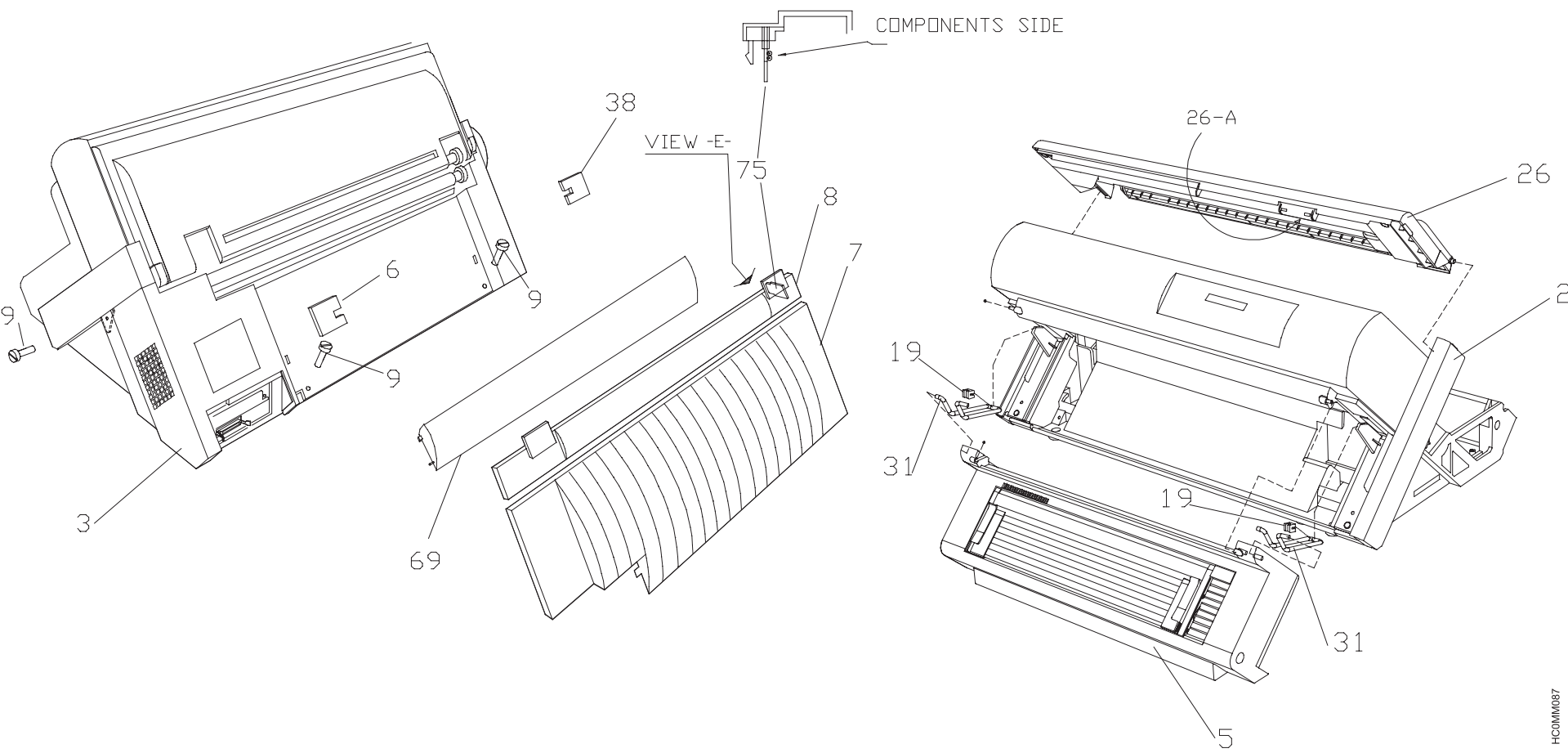


Assembly 1: (continued)

Asm-Index	Part Number	Units	Description
1-4	44D8962	1	Hand Grip
-9	41U2328	1	Screw 3.9 x 16 (misc. Kit item 15)
-10	44D8978	1	Upper Tractor Assembly 6 pin (<i>optional</i>)
-11	44D8942	1	Operator Panel Assembly
-12	44D8448	1	O.P. Overlay English
-12	44D8449	1	O.P. Overlay German
-12	44D8450	1	O.P. Overlay French
-12	44D8451	1	O.P. Overlay Spanish
-12	44D8452	1	O.P. Overlay Italian
-12	44D8453	1	O.P. Overlay Danish
-12	44D8454	1	O.P. Overlay Dutch
-12	44D8455	1	O.P. Overlay Finnish

Asm-Index	Part Number	Units	Description
-12	44D8456	1	O.P. Overlay Norwegian
-12	44D8457	1	O.P. Overlay Swedish
-12	44D8458	1	O.P. Overlay Portuguese
-12	44D8459	1	O.P. Overlay Russian
-12	44D8460	1	O.P. Overlay Polish
-27	08H7355	2	Screw M3 x 8 (misc. Kit item 7)
-35	44D8977	1	Lower Tractor Assembly 6 pin (default)
-46	41U2328	2	Screw T.C.I.C. 3.9 x 25 (misc. Kit item 16)
-47	41U2290	1	Clamp for Cable (misc. Kit item 13)

Assembly 2: COVERS ASSEMBLY II



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Assembly 2: (continued)

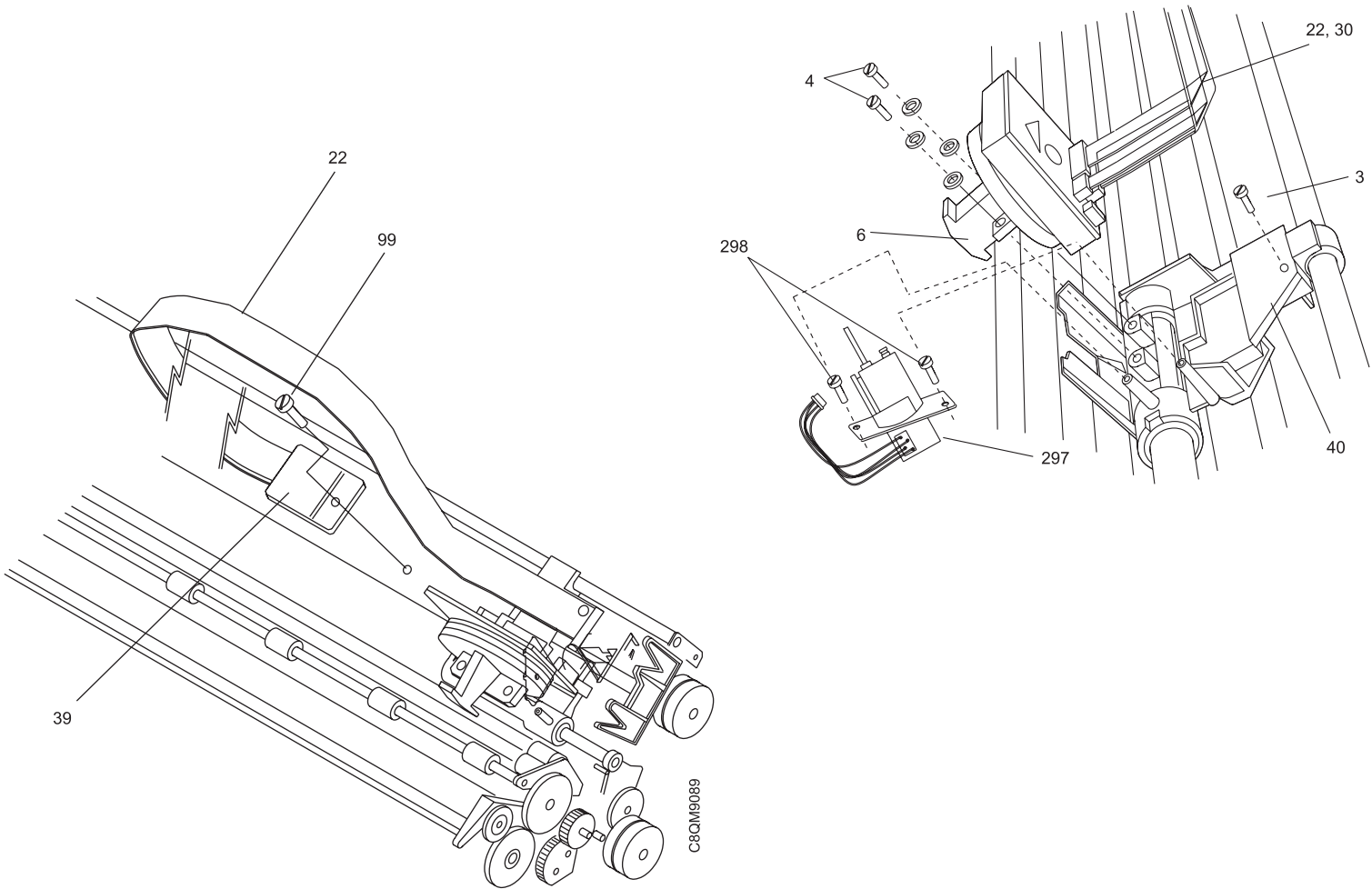
Asm-Index	Part Number	Units	Description
2-2	44D8963	1	Main Cover Group
-3	44D8964	1	Rear Cover Group (<i>Note 1</i>)
-5	44D8965	1	Front Cover Group
-6	44D8969	1	Gear Cover Left
-7	44D8964	1	Rear Cover Group (<i>Note 1</i>)
-8	44D8966	1	Small Rear Cover
-9	41U2328	3	Screw 3.9 x 13 (misc. Kit item 15)

Asm-Index	Part Number	Units	Description
-19	41U2460	1	Slide (Cover Support)
-26	44D8967	1	Top Cover Group
-26-A	08H7370	1	Magnet Interlock
-31	41U2460	2	Slide (Cover Support)
-		1	Printer Data Plate Part of item 3
-38	44D8968	1	Gear Cover Right
-69	44D8970	1	Rear Deflector
-75	41U2468	1	PWA GX2INT Board

Notes:

1. Rear Cover Group includes item 3 and item 7 of Assembly 2: COVERS ASSEMBLY II.
2. Slide (Cover Support) includes metal lever (item 31) and plastic slide (item 19).

Assembly 3: Printhead and cables

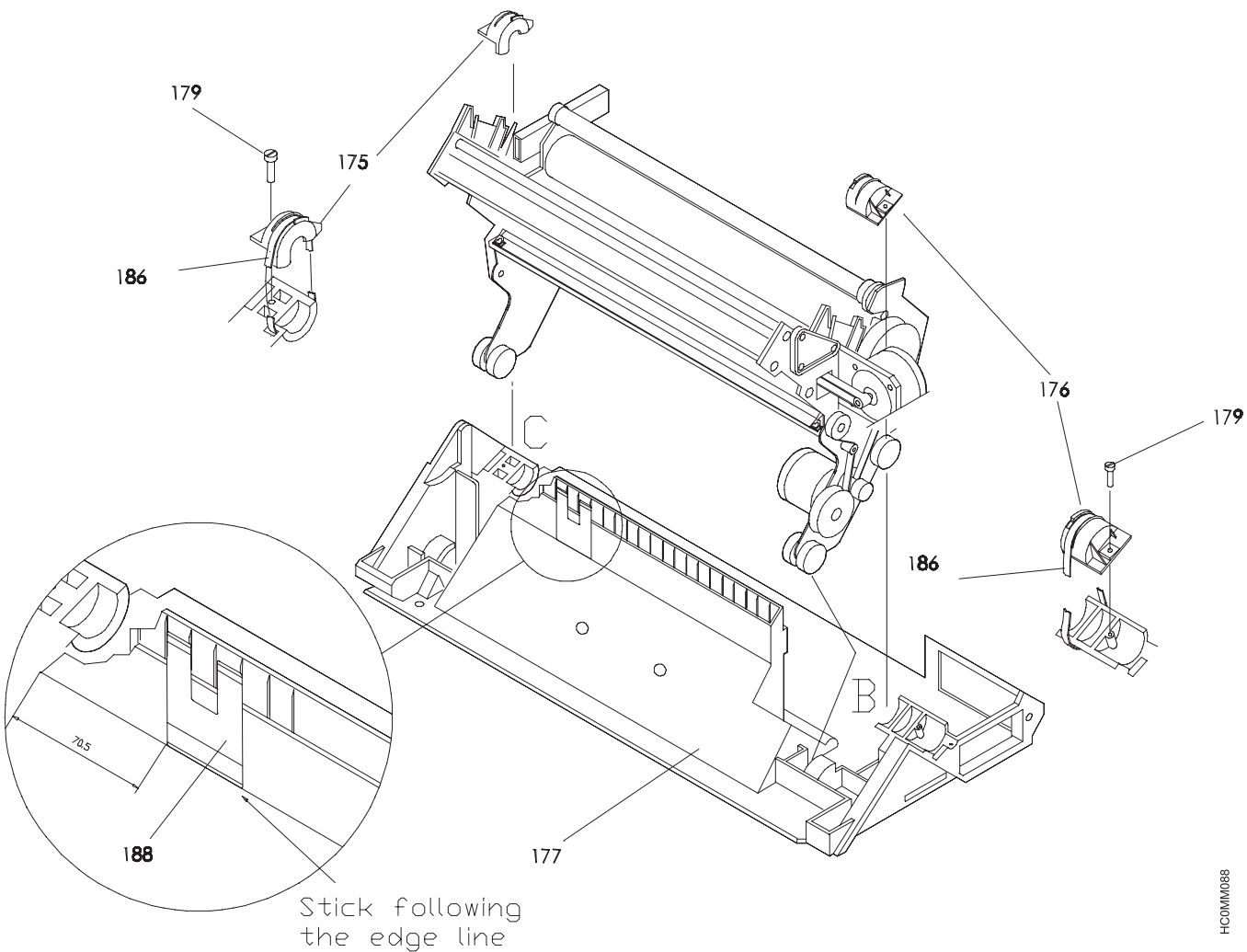


Assembly 3: (continued)

Asm-Index	Part Number	Units	Description
3-22	41U2466	1	Cable 24, printhead
-6	44D8948	1	Printhead, ER18MR C+
-297	08H7359	1	Motor assembly, shifter
-103		1	Washer, star
-30	75P0534	1	Protector, printhead cable (Mylar)
-39	63H6349	1	Bracket assembly, print head cable with M4 x 6 screw
-40	08H7253	1	Bracket assembly, print head cable

Asm-Index	Part Number	Units	Description
-4	02N7555	6	Screws M4 x 14 and washers, printhead mounting (5 sets)
-298	08H7355	2	Screw M3 x 8 (Misc. kit item 7)
-3	08H7355	1	Screw M4 x 8 (Misc. kit item 19)
-99	08H7355	1	Screw M4 x 6 (Misc. kit item 9)

Assembly 4: BASIC ASSEMBLY I

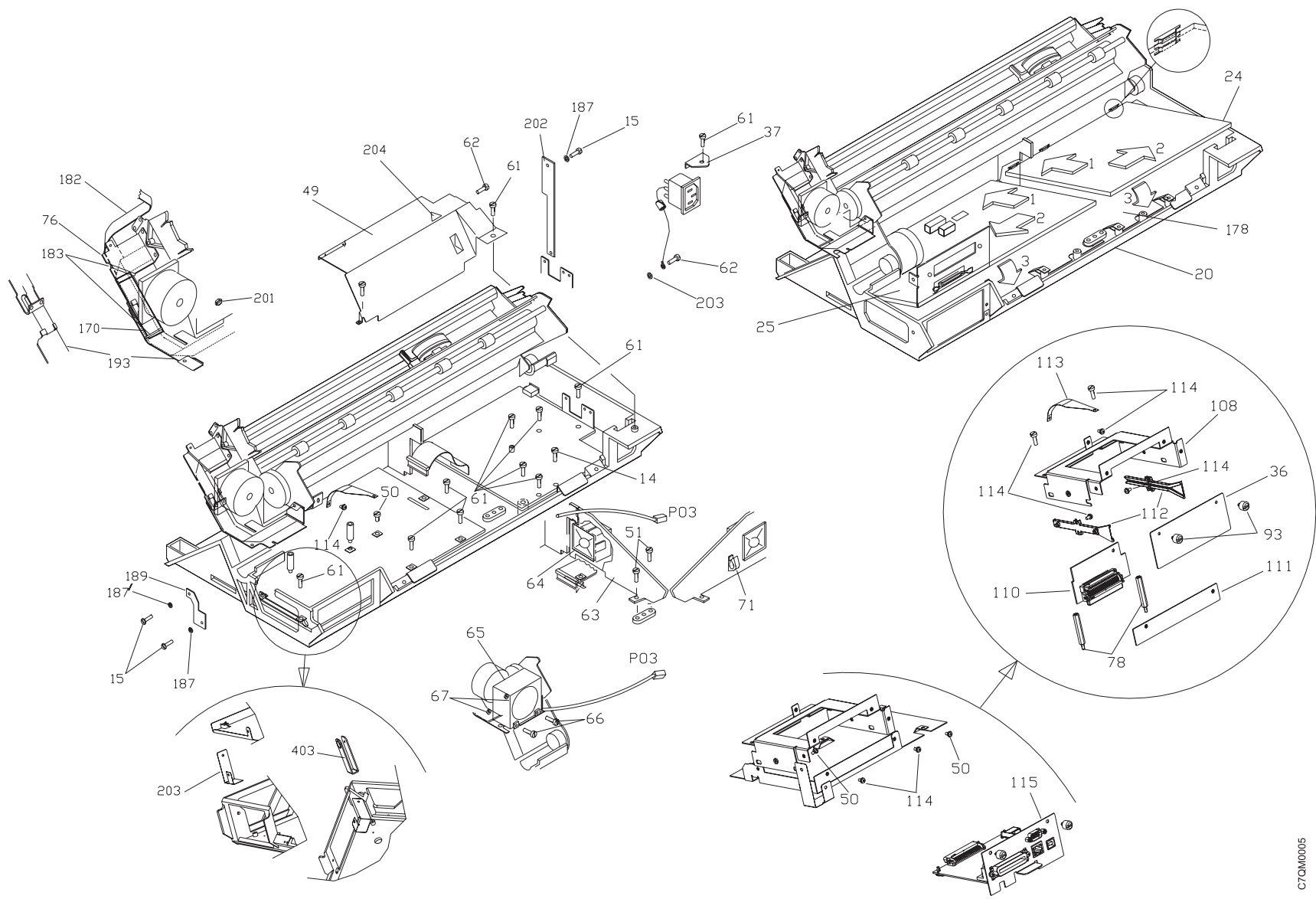


Assembly 4: (continued)

Asm-Index	Part Number	Units	Description
4-175	08H7353	1	Mechanical Block (misc. Kit item 1)
-176	08H7353	1	Mechanical Block (misc. Kit item 2)
-177	41U2426	1	Base Assembly

Asm-Index	Part Number	Units	Description
-179	41U2328	2	Screw 3.9 x 16 (misc. Kit item 15)
-186	63H6062	2	Fastener Loop Self-Lock
-188	63H6375	1	Printing Position Mylar

Assembly 5: BASIC ASSEMBLY II (boards and fans)



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Assembly 5: (continued)

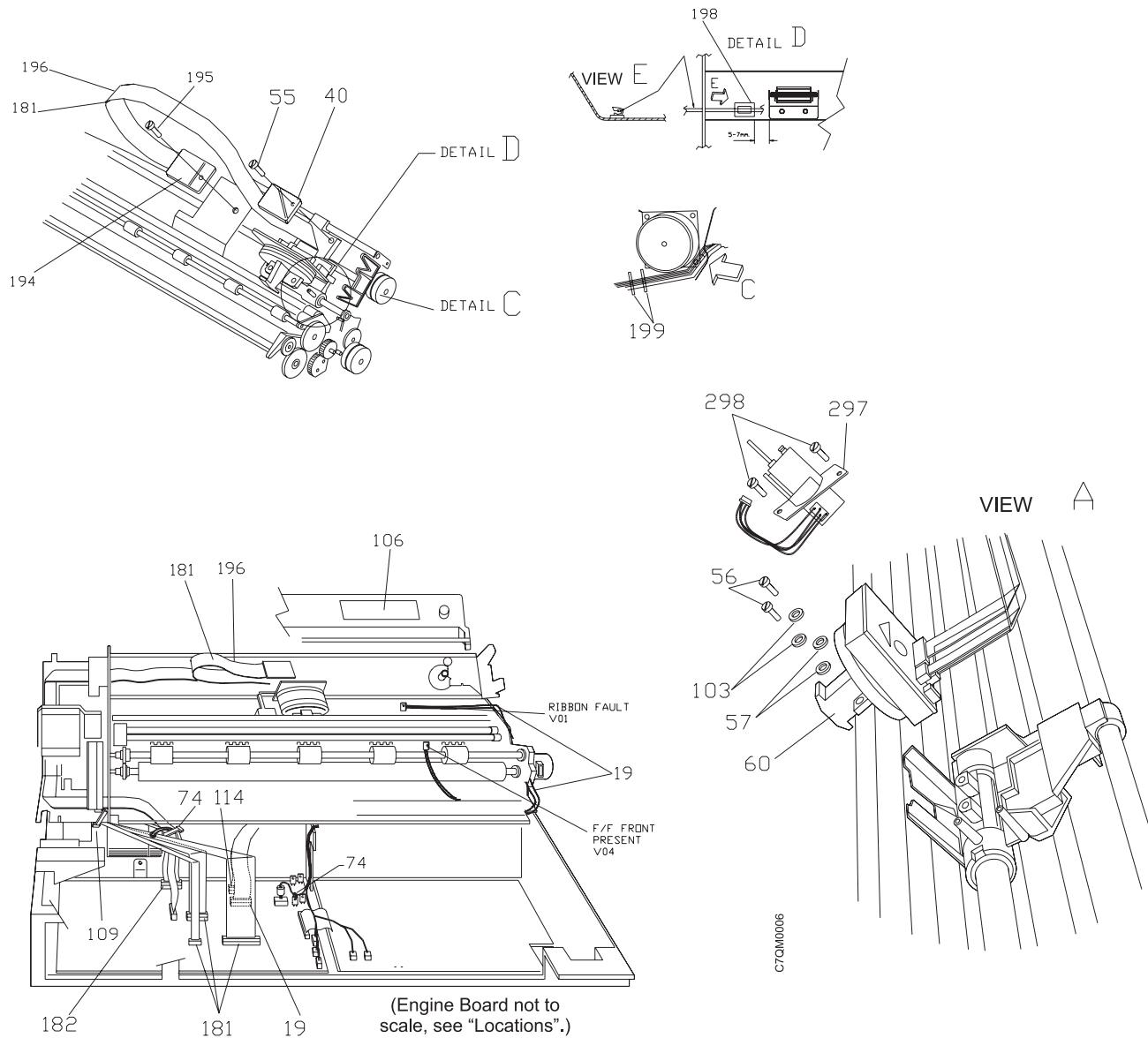
Asm-Index	Part Number	Units	Description
5-14	08H7355	1	Screw M3 x 8 (misc. Kit item 15)
-15	08H7355	2	Screw M3 x 4 (misc. Kit item 3)
-20	41U2426	1	Base Assembly
-24	44D8947	1	Power Supply 120-240V
-25	44D8929	1	Engine Board
-36	NP		Slot Plug
-37	08H7351		Inlet (misc. Kit item 11)
-49	44D9001	1	Power Supply Cover
-50	08H7355	5	Screw M3x8 (misc. Kit item 5)
-51	41U2328	2	Screw 2.2 x 9.5 (misc. Kit item 4)
-61	41U2328	10	Screw 2.9 x 9.5 (misc. Kit item 11)
-62	08H7355	1	Screw M4 x 6 (misc. Kit item 11)
-63	08H7265	1	Fan Support
-64	08H7258	1	Fan Assembly, Power Supply
-65	44D8930	1	Fan Assembly, Carriage
-66	08H7355	2	Screw M3 x 30 (misc. Kit item 21)
-67	41U2329	2	Nut M3 (misc. Kit item 17)
-71	41U2290	1	Cable Clamp (misc. Kit item 12)
-76	NP	1	Carriage Motor Support
-78	NP	2	Spacer Support
-93	NP	2	Cap Stud (Installed on Controller)

Asm-Index	Part Number	Units	Description
-108	44D8979	1	Slot Assembly Kit (<i>note 4</i>)
-110	41U2610	1	Back Panel Board (<i>note 1</i>)
-113	NP	1	Ground Strip
-114	08H7355	2	Screw M3x6 (misc. Kit item 13)
-115	44D8403	1	SBCS Controller Parallel, Serial, USB 2.0 (<i>note 2, 3</i>)
-115	44D8406	1	SBCS Controller Parallel, Ethernet 10/100 ASCII (<i>note 2, 3</i>)
-115	44D8409	1	SBCS Controller Parallel, Serial, Ethernet 10/100 ASCII-IPDS (<i>note 2, 3</i>)
-170	NP	1	Protection Mylar
-178	41U2427	1	Lower Shield
-182	08H7249	1	O. P. Cable
-183	08H7264	2	Fastener Loop Self-Lock (50 per pack)
-187	41U2329	3	Washer Split D 3.2 (misc. Kit Item 25)
-189	NP	1	Ground Strip
-193	NP	1	Bracket group
-201	41U2329	1	Nut M3 (misc. Kit Item 17)
-202	NP	1	Ground Strip
-203	NP	1	Ground Strip
-204	NP	1	Warning Label
-205	41U2329	1	Washer Lock D4.3 (misc. Kit Item 21)
-403	44D8979	1	Grounding plate (metal insert) (<i>note 4</i>)

Notes:

1. Item 110 is the Back Panel Board of the Slot Assembly and is plugged into the Engine Board.
2. SBCS=Single Byte Character Set Controller
3. Controller firmware included. There is no need to flash download firmware into the new controller under normal conditions.
4. Item 403 is a grounding plate and is shipped together with the slot assembly item 108.

Assembly 6: BASIC ASSEMBLY III

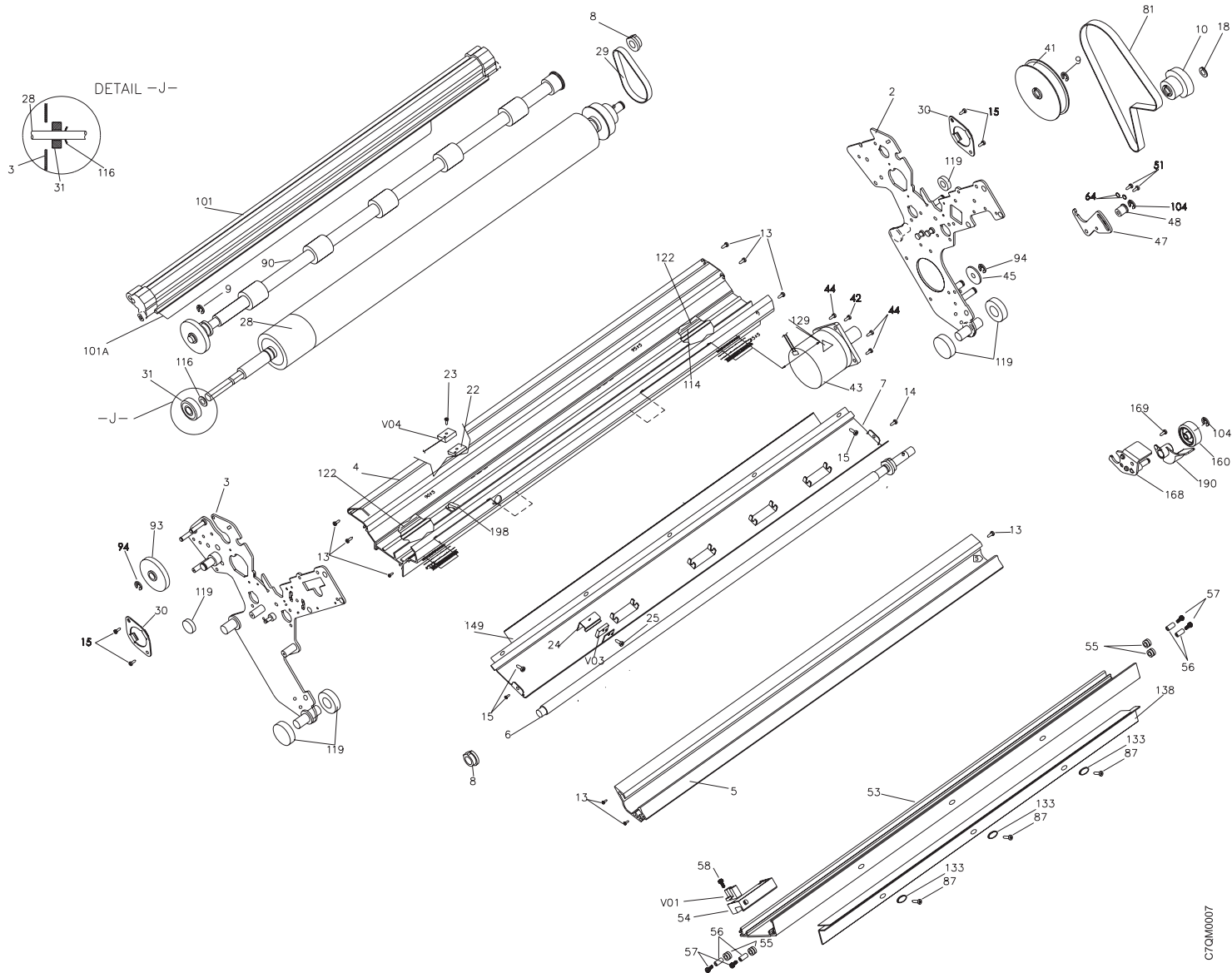


Assembly 6: (continued)

Asm-Index	Part Number	Units	Description
6-19	44D8949	1	Sensors Cable Assembly
-40	08H7253	1	P.H. Bracket
-55	08H7355	1	Screw M4 x 8 (misc. Kit item 19)
-56	08H7355	2	Screw M4 x 14 (misc. Kit item 2)
-57	41U2329	2	Washer (misc. Kit item 8)
-60	44D8948	1	Print Head ER18MR C+
-74	08H7264	2	Fastener Loop Self Lock (50 per pack)
-103	41U2329	2	Washer Internal Teeth (misc. Kit item 24)
-109	08H7264	1	Fastener Loop Self Lock (50 per pack)
-114	08H7248	1	Tractor (Alternance) Cable Assembly

Asm-Index	Part Number	Units	Description
-181	41U2466	1	P.H. Cable 24
-182	08H7249	1	O.P. Cable
-194	63H6349	1	Frame Bracket with M4x6 screw
-195	08H7355	1	Screw M4x6 (Flat Head) (misc. Kit item 23)
-196	75P0534	1	Protection Mylar for PH Cable
-198	41U2290	1	Cable Clamp (misc. Kit Item 13)
-199	NP	2	Fastener Loop-Self-Lock
-297	08H7359	1	Color Motor Assembly
-298	08H7355	2	Screw M3 x 6

Assembly 7: MECHANICAL ASSEMBLY I



Assembly 7: (continued)

Asm-Index	Part Number	Units	Description
7-2	NP	1	Right Frame
-3	NP	1	Left Frame
-4	NP	1	Base Frame
-5	NP	1	Guide Assembly
-6	41U2392	1	Lower Feeder Assembly (note 1)
-7	75P0547	1	Support Spring
-8	08H7351	2	Bush (misc. Kit item 7)
-9	41U2329	3	Ring Benzing D.7 (misc. Kit item 6)
-10	41U2393	2	Front Pulley
-13	41U2328	9	Screw 3.5 x 13 (misc. Kit item 1)
-14	08H7355	1	Screw M3 x 6 (misc. Kit item 1)
-15	08H7355	6	Screw M3 x 4 (misc. Kit item 3)
-18	41U2329	1	Ring Ret. D.8 (misc. Kit item 7)
-22	08H7353	1	Spacer (misc. Kit item 3)
-23	41U2328	1	Screw 2.2 x 9.5 (misc. Kit item 4)
-24	41U2290	1	Sensor Plate (misc. Kit item 4)
-25	08H7355	1	Screw M2 x 8 (misc. Kit item 4)
-28	41U2330	1	Platen Assembly
-29	08H7287	1	Platen Belt Toothed (Packaged 5 per pack)
-30	41U2290	2	Bearing Retainer (misc. Kit item 5)
-31	08H7351	1	Bearing (misc. Kit item 8)

Asm-Index	Part Number	Units	Description
-41	08H7288	1	Pulley (Packaged 5 per pack)
-42	08H7355	2	Screw M3 x 8 (misc. Kit item 7)
-43	41U2469	1	Paper Motor Assembly
-44	08H7355	2	Screw M3 x 10 (misc. Kit item 8)
-45	08H7301	1	Gear, Front Tractor Idler (Packaged 10 per pack)
-47	08H7311	1	Paper Feed Belt Tension Lever
-48	08H7302	1	Idler (Packaged 5 per pack)
-51	08H7355	1	Screw M4 x 6 (misc. Kit item 9)
-53	NP	1	Cable Profile Assembly
-54	08H7353	3	Home Sensor Support (misc. Kit item 4)
-55	41U2290	4	Damper VGA (misc. Kit item 2)
-56	41U2290	4	Damper Spacer (misc. Kit item 6)
-57	41U2328	4	Screw 3.5 x 19 (misc. Kit item 17)
-58	41U2328	1	Screw 2.9 x 9.5 (misc. Kit item 11)
-81	08H7307	1	Paper Belt Toothed (Packaged 5 per pack)
-87	08H7355	2	Screw M3 x 6 (misc. Kit item 13)
-90	44D8950	1	Upper Feeder Assembly
-93	08H7309	1	Double Gear
-94	41U2329	1	Ring Benzing D6 (misc. Kit item 5)

Assembly 7: (continued)

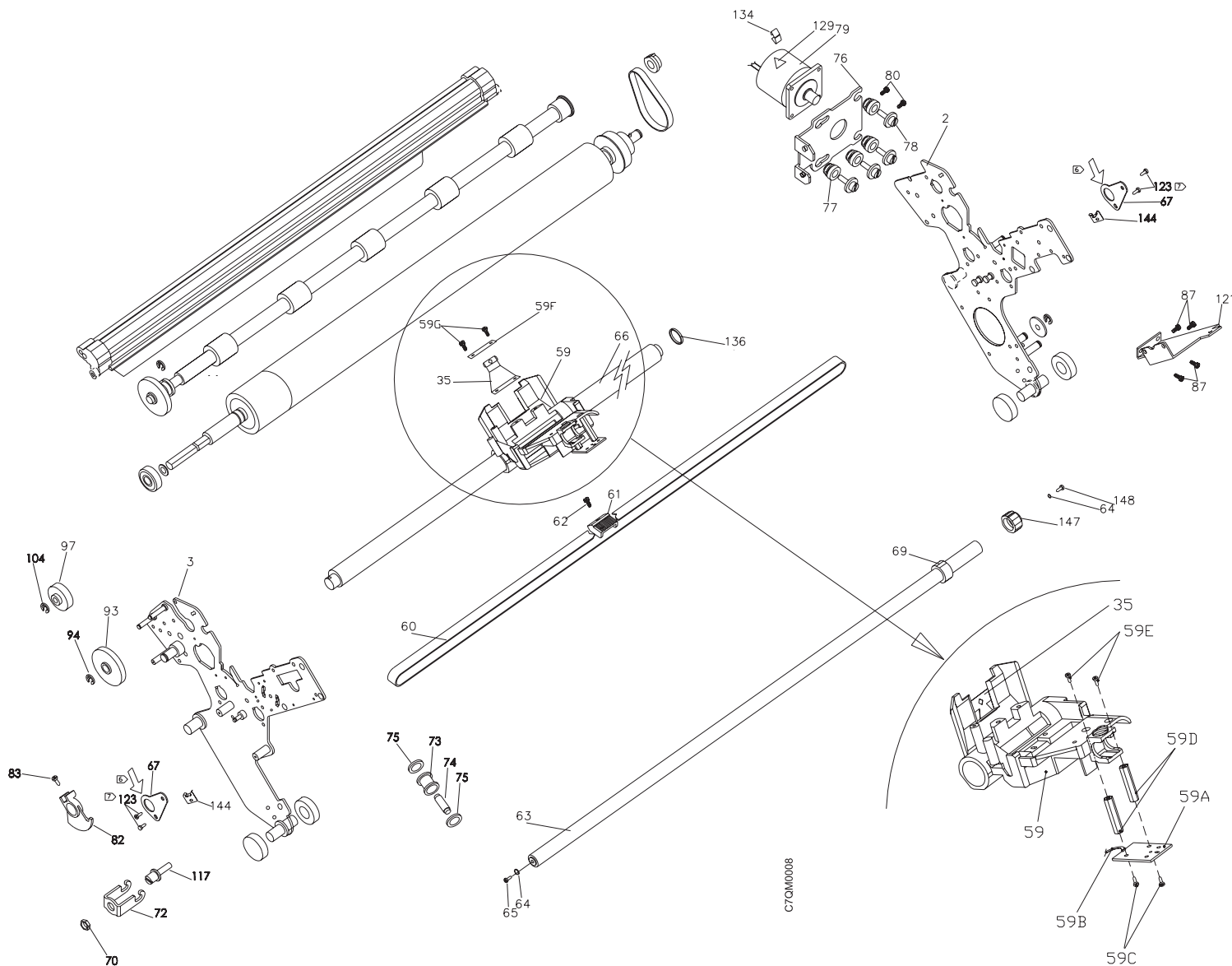
Asm-Index	Part Number	Units	Description
-101	01P7165	1	Bail Assembly
-101A	01P7164	1	Kit, Bail Assembly (Upper Plastic Shield Coil Spring and Right End Cap)
-104	41U2329	1	Ring Benzing D4 (misc. Kit item 3)
-114	08H7248	1	Tractor (Alternance) Cable Assembly
-116	41U2329	2	Thrust Washer (misc. Kit item 11)
-119	41U2290	6	Vibrodamp (misc. Kit item 1)
-122	41U2290	2	Cable Clamp (misc. Kit item 10)
-133	41U2329	3	Washer Flat D3.2 (misc. Kit item 20)
-138	75P0530	1	Support Code Strip

Asm-Index	Part Number	Units	Description
-149	24H7729	1	Lower Mylar Assembly
-160	41U2611	1	Dual Tractor Gear (misc. Kit item 1)
-168	41U2611	1	Bracket Pulley Pivot (misc. Kit item 2)
-169	41U2328	1	Screw 3.5 x 19 (misc. Kit item 17)
-184	08H7355	2	Screw M3 x 6 (misc. Kit item 13)
-190	41U2611	1	Gear Protection (misc. Kit item 3)
-01	44D8949	1	V01 Reflective Sensor (<i>note 2</i>)
-03	41U2271	1	V03 Opto Interrupter, Sensor Kit (<i>note 2</i>)
-04	41U2271	1	V04 Opto Interrupter, Sensor Kit (<i>note 2</i>)

Notes:

1. Lower Feeder Assembly (item 6) is for cut sheet and is nonfunctional in this regard. The purpose of the bar is to hold tension between the side frames.
2. Opto Interrupters (V03 and V04) and Reflective Sensors (V01) are included in the Sensor Cable Assembly. Opto Interrupter sensors can be replaced individually.

Assembly 8: MECHANICAL ASSEMBLY II



Assembly 8: (continued)

Asm-Index	Part Number	Units	Description
8-2	NP	1	Right Frame
-3	NP	1	Left Frame
-35	75P0548	1	Ribbon Mask
-59	41U2317	1	Carriage Assembly (note 1)
-59A	41U2310	1	PWA 2ENC99 Board
-59B	75P0532	2	Cable ENC99
-59C	08H7355	2	Screw TCIC M3 x 8 (misc. Kit item 7)
-59D	NP	2	Spacer Sensor (note 1)
-59E	08H7355	2	Screw TSIC M3 x 8 (misc. Kit item 15)
-59F	NP	1	Mask Plate
-59G	41U2328	2	Screw M2.5 x 4 (note 1, misc. Kit item 9)
-60	08H7304	1	Carriage Belt Toothed
-61	08H7353	1	Belt Bracket (misc. Kit item 5)
-62	41U2328	1	Screw 2.9 x 13 (misc. Kit item 7)
-63	63H6274	1	Rear Bar (note 2)
-64	41U2329	2	Washer (misc. Kit item 8)
-65	08H7355	1	Screw M4 x 8 (misc. Kit item 10)
-66	63H6063	1	Main Shaft
-67	41U2290	2	Shaft Retainer (misc. Kit item 7)
-69	08H7351	1	Carriage Bush (misc. Kit item 13)
-70	41U2329	1	Nut Hexagonal M5 (misc. Kit item 18)

Asm-Index	Part Number	Units	Description
-72	08H7315	1	Loose Pulley Bracket
-73	08H7305	1	Pulley Assembly
-74	08H7351	1	Pivot (misc Kit item 10)
-75	08H7353	2	Spacer (misc. Kit item 8)
-76	NP	1	Carriage Motor Support
-77	41U2290	1	Motor Damp (misc. Kit item 3)
-78	41U2290	1	Stud (misc. Kit item 8)
-79	44D8925	1	Carriage Motor Assembly
-80	08H7355	2	Screw M4 x 6 (misc. Kit item 11)
-82	08H7308	1	AFTA Sector
-83	08H7355	1	AFTA Stud (misc. Kit item 22)
-87	08H7355	4	Screw M3 x 6 (misc. Kit item 13)
-93	08H7309	1	Double Gear
-94	41U2329	1	Ring.D.6 (misc. Kit item 5)
-97	08H7310	1	Movable Gear (Packaged 5 per pack)
-104	41U2329	1	Ring Benzing D.4 (misc. Kit item 3)
-117	08H7314	1	Loose Pivot <i>(note 3)</i>
-121	41U2290	1	Clamp 79 (misc. Kit item 14)
-123	08H7355	4	Screw M3 x 4 (misc. Kit item 16)
-129	NP	1	Thermal Label
-134	NP	1	Finger Soft Grounding
-136	08H7353	1	O-Ring (misc. Kit item 11)

Assembly 8: (continued)

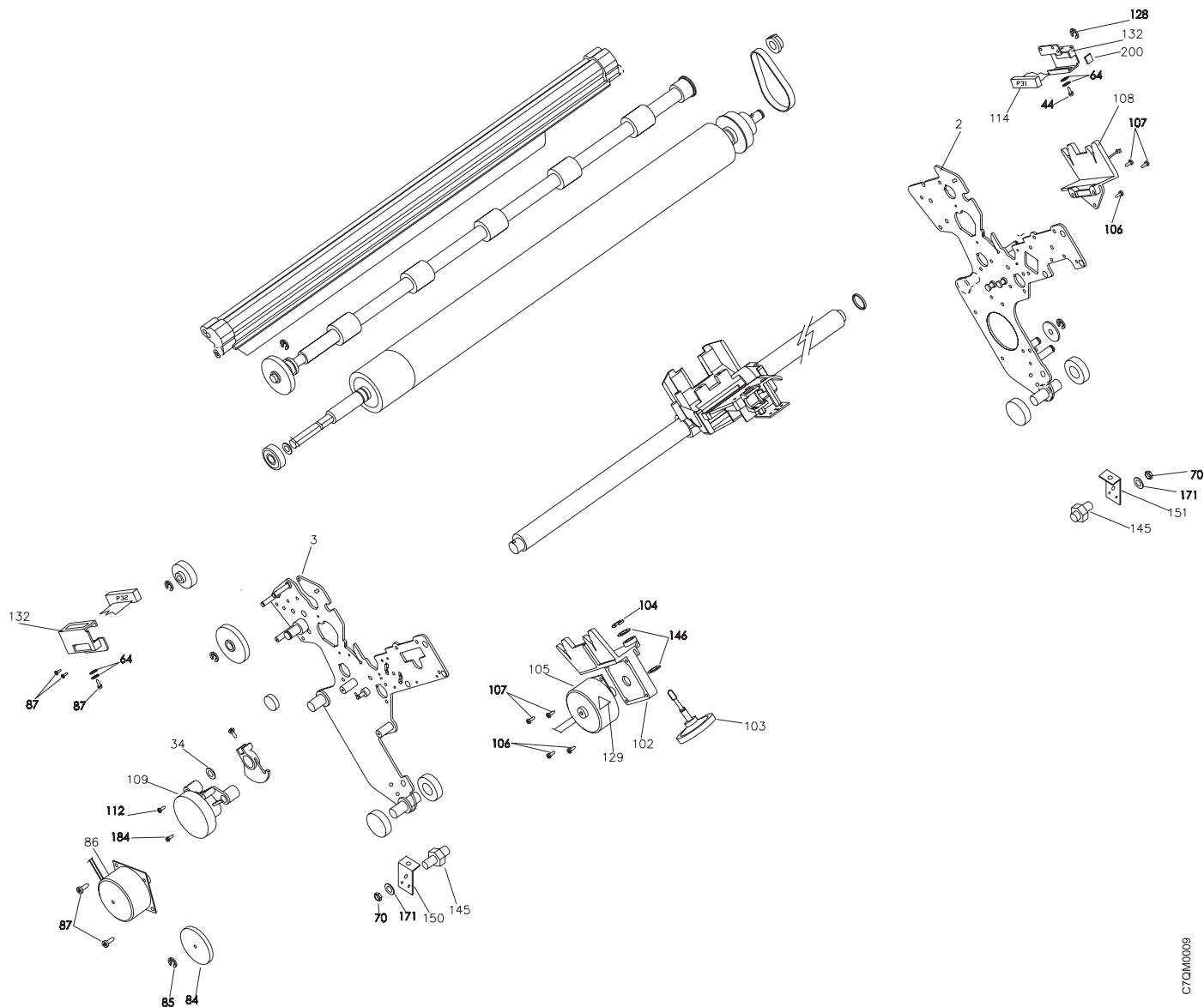
Asm-Index	Part Number	Units	Description
-144	08H7351	2	Wear Resistant Spring (misc. Kit item 12)
-147	63H6274	1	Eccentric bushing (<i>note 2</i>)

Asm-Index	Part Number	Units	Description
-148	63H6274	1	Screw M4 x 12 (<i>note 2</i>)

Notes:

1. Carriage Assembly (item 59) includes items 59A, 59B, 59C, 59D, 59E, 59F, and 59G. Also assembled on the carriage, two bushings, two oiled felts, two flanges, and the Ribbon Mask (item 35).
2. Rear Bar Kit includes item 63, 147 and 148.

Assembly 9: MECHANICAL ASSEMBLY III



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Assembly 9: (continued)

Asm-Index	Part Number	Units	Description
9-2	NP	1	Right Frame
-3	NP	1	Left Frame
-34	41U2290	1	Spacer (misc. Kit item 15)
-44	08H7355	1	Screw M3 x 10 (misc. Kit item 8)
-64	41U2329	1	Washer (misc. Kit item 8)
-70	41U2329	2	Nut Hexagonal M5 (misc. Kit item 18)
-84	08H7319	1	Gear, AFTA Idler (Packaged 10 per pack)
-85	41U2329	1	Ring D.2.3 (misc. Kit item 1)
-86	08H7320	1	AFTA Motor Assembly
-87	08H7355	5	Screw M3 x 6 (misc. Kit item 13)
-102	75P0538	1	Left Cartridge Support Assembly (<i>note 1</i>) (Packaged 5 per pack)
-103	75P0539	1	Ribbon Drive Assembly (<i>note 1</i>) (Includes support and drive shafts)
-104	NP	1	Ring Benzing D4 (<i>note 1</i>)
-105	08H7324	1	Ribbon Motor Assembly
-106	08H7355	3	Screw M3 x 14 (misc. Kit item 14)

Asm-Index	Part Number	Units	Description
-107	41U2328	4	Screw 2.9 x 19 (misc. Kit item 8)
-108	75P0537	1	Right Cartridge Support (Packaged 5 per pack)
-109	75P0542	1	AFTA Indicator Group (Packaged 5 per pack)
-112	08H7355	2	Screw M3 x 8 (misc. Kit item 15)
-114	08H7248	2	Tractor (Alternance) Cable Assembly
-128	41U2329	1	Washer Quick Lock (misc. Kit item 15)
-129	NP	1	Warning Label
-132	08H7360	1	Tractor Cable Connector Support
-145	41U2329	2	Pivot Mech (misc. Kit item 26)
-146	NP	1	Washer 60D (<i>note 1</i>)
-150	NP	1	Tractor Support Bracket Right
-151	NP	1	Tractor Support Bracket Left
-171	41U2329	2	Washer Lock D5.3 (misc. Kit item 27)
-184	08H7355	1	Screw M3 x 6 (misc. Kit item 17)
-200	NP	1	Foam Strip

Notes:

1. Ribbon Drive Assembly item 103 includes items 102, 104, and 146.

Assembly 10: Parts kits, tools, and line cords

Asm- Index	Part Number	Units	Description
10-			Parts kits, tools, and line cords
-16	08H7351	1	• Parts kit 1, mechanical
-17	41U2290	1	• Parts kit 2, mechanical
-18	08H7353	1	• Parts kit 3, plastic parts
-20	08H7355	1	• Parts kit 5, metric screws
-21	41U2328	1	• Parts kit 6, self tapping screws
-22	41U2329	1	• Parts kit 7, nuts, washers, and retaining clips
-23	41U2611	1	• Kit, Dual Tractor Gear
-24	41U2425	1	• Kit, reshipping
-25	41U2467	1	• Tool, connector, loop-back, serial (9-pin) RS232C
-25A	08H2768	1	• Tool, connector, loop-back, serial (25-pin) RS232
-27	08H7269	1	• Tool, connector, loop-back, parallel
-30			• Line cords

Asm- Index	Part Number	Units	Description
10-	08H7351		KIT MECHANICAL I
-1		1	Spring 3
-2		2	Spring
-3		2	Spring
-4		2	Roller Spring
-5		1	Spring
-6		2	Bush
-7		2	Bush 20
-8		1	Bearing
-9		1	Bush Sint
-10		1	Pivot
-11		1	Inlet
-12		2	Wear Resistant Spring
-13		1	Bush-700

Assembly 10: (continued)

Asm-Index	Part Number	Units	Description
10-	41U2290		KIT MECHANICAL II
-1		1	Vibrodamp
-2		2	Damper VGA
-3		2	Motor Damp
-4		1	Sensor Plate
-5		1	Bearing Retainer
-6		1	Damper Spacer
-7		1	Shaft Retainer

Asm-Index	Part Number	Units	Description
-8		1	Stud 33/24
-9		1	Spring Guide
-10		1	Cable Retainer 2
-11		1	Spacer ST
-12		2	Clamp for Cable
-13		1	Clamp for Cable
-14		1	Clamp 79
-15		1	Spacer

Assembly 10: (continued)

Asm- Index	Part Number	Units	Description
10-	41U2611		KIT DUAL TRACTOR GEAR
-1		1	Dual Tractor Gear

Asm- Index	Part Number	Units	Description
-2		1	Bracket Pulley Pivot
-3		1	Gear Protection

Assembly 10: (continued)

Asm-Index	Part Number	Units	Description
10-	08H7353		KIT PLASTIC PARTS
-1		1	Mechanical Block
-2		1	Mechanical Block
-3		1	Spacer
-4		1	Support Sensor
-5		1	Belt Bracket

Asm-Index	Part Number	Units	Description
-6		1	Slide
-7		2	Bush
-8		2	Spacer
-9		2	Bushing
-10		3	O Ring D4.48
-11		3	O Ring D5

Assembly 10: (continued)

Asm-Index	Part Number	Units	Description
10-	08H7355		KIT METRIC SCREWS
-1		3	Screw M3 x 6
-2		4	Screw M4 x 14
-3		3	Screw M3 x 4
-4		3	Screw M2 x 8
-5		3	Screw M3 x 8
-6		3	Screw M3 x 4
-7		3	Screw M3 x 8
-8		3	Screw M3 x 10
-9		3	Screw M4 x 6
-10		3	Screw M4 x 8
-11		3	Screw M4 x 6

Asm-Index	Part Number	Units	Description
-12		3	Screw M3 x 6
-13		3	Screw M3 x 6
-14		3	Screw M3 x 14
-15		3	Screw M3 x 8
-16		3	Screw M3 x 4
-17		3	Screw M3 x 6
-18		3	Screw M3 x 10
-19		3	Screw M4 x 8
-20		3	Screw M3 x 4
-21		3	Screw M3 x 30
-22		3	AFTA Stud
-23		3	Screw M4 x 6

Assembly 10: (continued)

Asm-Index	Part Number	Units	Description
10-	41U2328		KIT SELF TAPPING SCREWS
-1		5	Screw M3.5 x 13
-2		5	Screw M2.2 x 6.5
-3		5	Screw M2.2 x 13
-4		5	Screw M2.2 x 9.5
-5		5	Screw M3.5 x 16
-6		5	Screw M2.9 x 9
-7		5	Screw M2.9 x 13
-8		5	Screw M2.9 x 19

Asm-Index	Part Number	Units	Description
-9		5	Screw M2.5 x 4
-10		5	Screw M2.9 x 9.5
-11		5	Screw 2.9 x 9.5
-12		5	Screw S.T. 2.9 x 9.5
-13		5	Screw S.T. 2.9 x 6.5
-14		5	Screw 3.5 x 13
-15		5	Screw 3.9 x 13
-16		5	Screw 3.9x25
-17		5	Screw 3.5x19

Assembly 10: (continued)

Asm-Index	Part Number	Units	Description
10-	41U2329		KIT WASHER & CIRCLIPS
-1		5	Ring Benzing D2.3
-2		5	Ring Benzing D3.2
-3		5	Ring Benzing D4
-4		5	Ring Benzing D5
-5		5	Ring Benzing D6
-6		5	Ring Benzing D7
-7		5	Ring Benzing D8
-8		5	Special Washer
-9		5	Ring Ret D4
-10		5	Ring Ret D8
-11		5	Thrust Washer 22
-12		5	Washer 21
-13		5	Washer Flat D4.3
-14		5	Washer Quick Lock D6

Asm-Index	Part Number	Units	Description
-15		5	Washer Quick Lock D8
-16		3	Friction Spacer
-17		5	Nut Hexagonal M3
-18		5	Nut Hexagonal M5
-19		5	Insulating Washer
-20		5	Washer Flat D3.2
-21		5	Washer 60D
-22		5	Thrust Washer
-23		2	Washer 60D
-24		5	Washer Internal Teeth.
-25		2	Washer Split D3.2
-26		2	Pivot Mech.
-27		2	Washer Lock D5.3
-28		2	Nut Hexagonal M4

Assembly 10: (continued)

Asm- Index	Part Number	Units	Description
10-	41U2425	1	Reshipping Kit
-1		1	Shipment Block
-2		2	Shipment Block
-3		1	Polystyrene Caps
-4		1	Polystyrene Sheet

Asm- Index	Part Number	Units	Description
-5		1	Cardboard Box
-6		1	Plastic Bag 250mm x 450mm
-7		1	Cardboard Corner

Assembly 10: (continued)

Asm- Index	Part Number	Units	Description
10-	39M5123	1	Line Cord Europe
-	39M5151	1	Line Cord United Kingdom
-	39M5165	1	Line Cord Italy
-	39M5158	1	Line Cord Switzerland
-	39M5130	1	Line Cord Denmark
-	39M5144	1	Line Cord South Africa
-	39M5172	1	Line Cord Israel
-	39M5081	1	Line Cord U.S.A. 9 foot

Asm- Index	Part Number	Units	Description
-	39M5080	1	Line Cord U.S.A. 6 foot
-	39M5102	1	Line Cord Australia
-	39M5095	1	Line Cord South America
-	39M5206	1	Line Cord China
-	39M5068	1	Line Cord Argentina
-	39M5247	1	Line Cord Taiwan
-	39M5193	1	Line Cord Japan (non-locking)

Chapter 7. Preventative Maintenance

There are no Preventative Maintenance Procedures for the 4247 Printer.

Appendix A. Printer configuration

Unlocking and locking printer configuration menu 281

Printing the printer configuration and the custom sets 281

Factory defaults 281

Changing a value in the printer configuration menu 282

IPDS configuration 282

ASCII configuration 282

LAN attachment configuration 282

This section contains information for configuring the 4247 Model X03 printer.

You will find directions for viewing, changing and printing the menus. Use this section as an aid while verifying or changing configuration items.

Unlocking and locking printer configuration menu

With a locked printer configuration menu you can only recall Saved Custom Sets A through H and prevent an unauthorized user from changing parameter values. Unlocking the Printer Configuration menu allows a full range of Configuration Parameter settings.

Follow this procedure to unlock or lock the printer configuration menu.

1. Press the **STOP** key.
2. Press and hold the **TEST** key. While holding the **TEST** key, press the **START** key.
3. Release both keys. The printer displays “PRESS STOP”.
4. Do not press the **STOP** key. Press **SET TOP OF FORM**. The configuration menu lock will toggle from locked to unlocked or from unlocked to locked when this full procedure is repeated.

Printing the printer configuration and the custom sets

Load the printer with at least 22 in. (55.9 cm) of blank, fanfold forms in the same tractor the customer is using.

1. Press the **STOP** key to make the printer **NOT READY**.
2. Press the **TEST** key. The message **OPERATOR PRINT TESTS** appears.
3. Press the **SCROLL/MICRO ↓** key until the **Printer Configuration** test is displayed below **OPERATOR PRINT TESTS**.
4. Press the **ENTER** key, and wait for the configuration to print.
To print a custom set :
 - a. Press the **SCROLL/MICRO ↓** key until **Print Custom Sets** is displayed.
 - b. Press the **ENTER** key and wait.
5. Press the **CANCEL PRINT** key to exit test mode.

Factory defaults

Configuration values that have been changed from default values are indicated with an asterisk (*).

Changing a value in the printer configuration menu

1. Press **STOP**. The printer becomes *not ready*.
2. Press **MENU** to display the CONFIGURATION MENU on the operator panel display.
3. Press **SCROLL/MICRO** ↑ or **SCROLL/MICRO** ↓ until you find the Category you want.
4. Press **ENTER** to select that Category.
5. Press **SCROLL/MICRO** ↑ or **SCROLL/MICRO** ↓ until you find the Parameter you want.
6. Press **ENTER** to select that Parameter.
7. Press **SCROLL/MICRO** ↑ or **SCROLL/MICRO** ↓ until you find the Value you want.
8. Press **ENTER** to select a new Value. An asterisk (*) appears to indicate the new current Value.
9. To return to the CONFIGURATION MENU, press **RETURN** to return to the Parameter level, and then press **RETURN** again.
10. To save changes to a Custom Set, return to the CONFIGURATION MENU. Select Configuration Storage. Select Save Current Values. Select a Custom Set.
11. To return the printer to *ready* from any level, press **START**.

IPDS configuration

See Chapter 6: “IPDS configuration” of the *InfoPrint 4247 Model X03: User’s Guide*.

ASCII configuration

For information about parallel, serial, and LAN interfaces, see Chapter 7: “ASCII configuration” of the *InfoPrint 4247 Model X03: User’s Guide*.

LAN attachment configuration

See the AXIS Online CD that is shipped with the LAN controller board or visit the Axis website at www.axis.com.

Appendix B. Supplies, Forms, Paths, & Environmental Considerations

Overview

This section outlines some of the information that InfoPrint Solutions Company provides to the customer in the *4247 Model X03 User's Guide*.

Supplies

Ribbon cartridges and paper are the only supplies you need for your printer. The correct part number for a ribbon cartridge is **57P1743**. Contact your place of purchase to order ribbon cartridges.

For more information about InfoPrint supplies, visit our web page at www.infoprint.com

Choosing a Forms Path for Your Needs

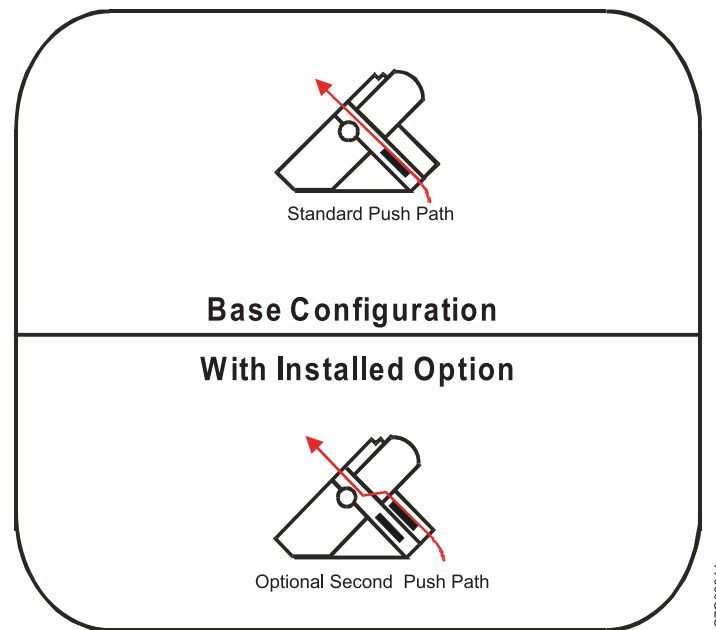


Figure 69. Forms Handling Paper Paths

Table 27. Considerations For Choosing a Path

Function	Rear Tractor ¹	Front Tractor ²	Comments
Autoload	X	X	
Document on Demand (DOD) / Tear Off	X	X	
Tear Off Adjustment	X	X	
Dual Path Forms Input	X	X	Requires 2 tractors. InfoPrint Solutions Company recommends optional printer stand
Park	X	X	Requires manual tear off
Quiet Mode	X	X	Reduces throughput by 50%
AFTA	X	X	
Top of Form	X	X	
Vertical Adjustment	X	X	
Horizontal Adjustment	X	X	

Notes:

1. Base Tractor (Rear Tractor when an optional tractor is installed). This tractor is installed at the factory on all machines. In a single tractor machine, the Base Tractor is the Front Tractor. The Base Tractor becomes the Rear Tractor when a second optional tractor is installed.
2. Second tractor (optional, becomes Front Tractor). This tractor can be installed in front of the Base Tractor as an option. In a two tractor machine, the second (optional) tractor is the Front Tractor and the Base Tractor becomes the Rear Tractor.

Choosing a Forms Path for Special Forms

Note: InfoPrint Solutions Company recommends selecting first the front push then the rear push as your choices for forms paths.

The 4247 Printer can print on various sizes, dimensions, and weights of forms. InfoPrint Solutions Company recommends you test all forms for your application before ordering large quantities. Use Table 28 when you are choosing which path to use for special forms or paper.

Table 28. Selecting Path for Special Forms Types

Forms Type	Rear Tractor ¹	Front Tractor ²	Comments
Black-Back Forms		X	Must be used on the optional second tractor
Labels or form stock with stick-on card or form, or forms of varying thicknesses.	X	X	Do not back up forms through the printer mechanism. Do not use Park. Do not use Document on Demand (DOD) / Tear Off.
1-Part to 8-Part	X	X	

Notes:

1. Base Tractor (Rear Tractor when an optional tractor is installed). This tractor is installed at the factory on all machines. In a single tractor machine, the Base Tractor is the Front Tractor. The Base Tractor becomes the Rear Tractor when a second optional tractor is installed.
2. Second tractor (optional, becomes Front Tractor). This tractor can be installed in front of the Base Tractor as an option. In a two tractor machine, the second (optional) tractor is the Front Tractor and the Base Tractor becomes the Rear Tractor.
3. This printer does **not** support the following types of forms:
 - Greater than 8-part forms
 - Greater than 40 lb paper
 - Greater than 0.64 mm (0.025 in.) total forms thickness
 - Less than 15 lb paper
 - Less than 0.08 mm (0.003 in.) paper thickness

Other Considerations for Forms

Consider the following items, unless Table 27 or Table 29 provides other direction.

- InfoPrint Solutions Company recommends you test the Park function when you intend to run multiple-part forms. If you notice forms feed problems, try using the Eject function. If using the Eject function is effective, disable the Park function.
- When your printer is loaded with different forms in the front push and the rear push tractors, your job (or the operator) can select the desired source, and alternate between the two paths. The operator must tear off the forms to allow the printer to change paths.
- See Table 29 for recommended paper weight and thickness.
- For forms stacking convenience, consider ordering and using the optional 4247 printer stand.

Forms and Paper Specifications

The 4247 Printer prints on continuous forms. The customer should test and evaluate all forms in the anticipated physical environment, and should consider the affects of such factors as temperature and humidity on forms handling, print registration, and print quality before ordering large quantities of forms. See Environmental Requirements.

Table 29 lists various paper and forms specifications. The customer's forms should meet the following specifications.

Table 29. Forms and Paper Specifications

FANFOLD FRONT 1 FANFOLD FRONT 2		WEIGHT	THICKNESS	WIDTH	LENGTH
SINGLE PART		55-150 g/m2 (15-40 lbs)	0.635mm (0.025") max	3" — 17"	24" max
MULTI-PART (with carbon) 1+5 copies max.	First sheet	55-150 g/m2 (15-40 lbs)			
	Attached sheet	45-75 g/m2 (12-20 lbs)			
	Carbon	14-35 g/m2 (4-9 lbs)			
MULTI-PART (chemical) 1+7 copies max	First and other copies	45-75 g/m2 (12-20 lbs)			

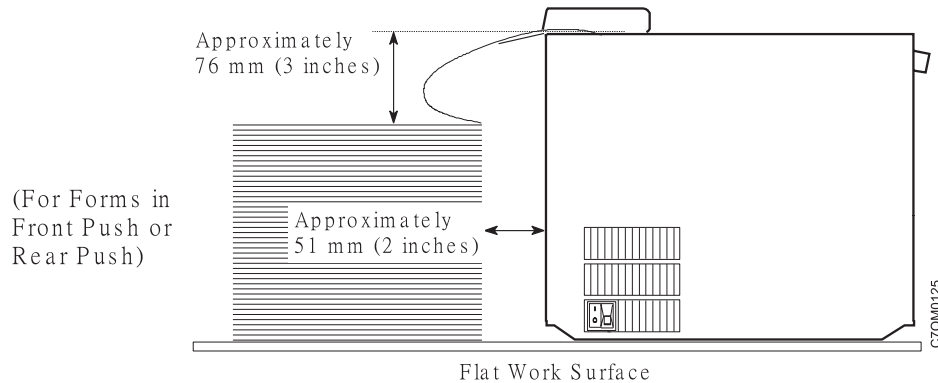
Continuous Forms Notes:

1. Test forms less than 152.4 mm (6 in.) in length or width for satisfactory stacking. These forms may require additional operator attention.
2. For optimum performance, restrict the printable area to be within 6.4 mm (0.25 in.) from all edges, holes, or folds on the forms.
3. Some multiple-part forms (such as mailers or forms with thick/heavy perforations) may cause problems when using the Park function. Try the forms first. To minimize parking problems, discuss your needs with your forms supplier when selecting forms.
4. InfoPrint Solutions Company does not recommend continuous forms with adhesive labels.
5. To prevent the separation of labels from continuous-forms when using the **LOAD/EJECT** or **PARK/PATH** keys, set "Front Forms Backup = Disabled" or "Rear Forms Backup = Disabled" in the Configuration menu. Making this configuration change does the following:
 - Disables the **LOAD/EJECT** key, and tear-off function

- Modifies how the **PARK/PATH** key works. You cannot back up the forms to park them. Break the forms at a perforation before they enter the printer. Press **PARK/PATH** twice, and the forms will move forward until ejected from the printer.
6. Black-back forms must be run on the optional second tractor.

Forms Stacking Recommendations

InfoPrint Solutions Company recommends the following maximum stacking height when stacking continuous forms on the same work surface as the printer.



Forms Stack Input and Output Locations

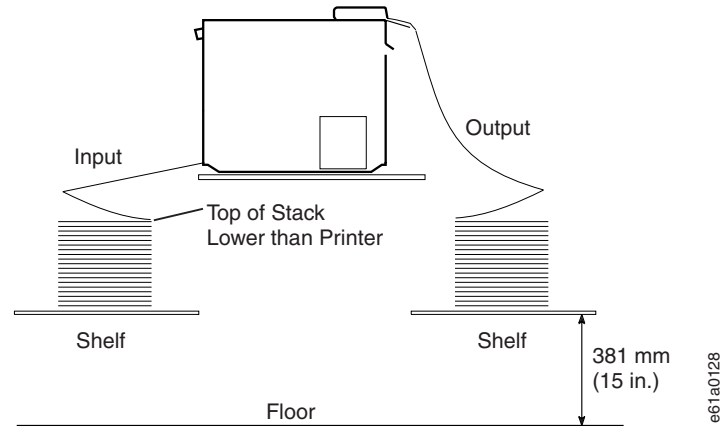
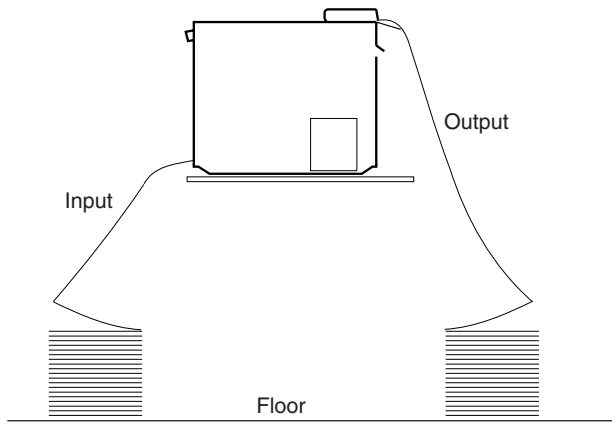
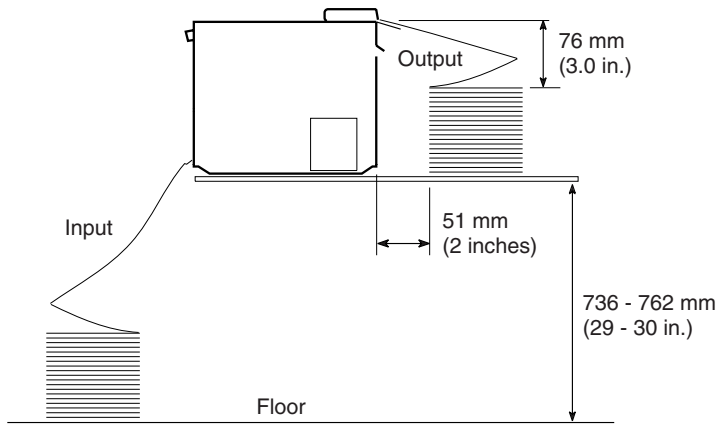
See the diagrams on the following pages for ways to stack input and output forms for your printer.

For satisfactory stacking results, the distance from the printer table to the floor should be 736 to 762 mm (29 to 30 in.) and the distance between the shelf and the floor should be 381 mm (15 in.). InfoPrint Solutions Company offers an optional printer stand that is specially designed for the 4247 Printer. For more information on this printer stand, contact your place of purchase or your InfoPrint Solutions Company Marketing Representative.

Note: For successful forms parking, the input forms stack **MUST** always be lower than the printer.

Forms Paths

Front Push Forms Path



Environmental Requirements

The printer operates correctly in environments that are typical of most business offices.

Attention: Damage to the printer can result if you power on (l) the printer immediately after the printer has been moved from an environment that does not meet the following operating requirements. If the printer has been in such a location, ensure you move the printer to the recommended operating environment at least 24 hours before you power on (l) the printer.

Operating Environment

The following tables show the operating environment requirements for the printer.

Environment	Requirement
Temperature range	10° to 40° C (50° to 104° F)
Relative humidity range	10% to 90% RH (non-condensing)

Note: The best conditions for feeding and stacking are within a temperature range of 15.6 to 32.2°C (60 to 90°F) and a relative humidity range of 26 to 62%.

Shipping Environment

The following table shows the shipping environment requirements for the printer.

Environment	Requirement
Temperature range	–35° to 65° C (–31° to 149° F)
Relative humidity range	5% to 95% RH (non-condensing)

Storage Environment

The following table shows the storage environment requirements for the printer.

Environment	Requirement
Temperature range	–35° to 65° C (–31° to 149° F)
Relative humidity range	5% to 95% RH (non-condensing)

Note: Ribbon performance and print quality may degrade when exposed to temperatures in excess of 41°C (105°F) for an extended period of time.

Appendix C. Firmware Downloading

Loading code though the Parallel Port 295

Loading code though the Ethernet Port 296

Error messages 298

4247 X03 firmware (code) resides in flash memory. Throughout the printer's life cycle firmware changes may be made to address issues discovered in the lab, or by customers in the field. Normally it's not necessary to upgrade your printer, but if needed upgrading your printer's firmware is easy to do. 4247 Base and Interface code can be installed through either the printer's Parallel or Ethernet ports in a one file download operation.

Loading code though the Parallel Port

Follow these instructions to load code through the parallel port using any computer with DOS or DOS Windows®. The instructions assume that you are nearby the printer and can access the operator panel.

1. For Windows computers install a 'Generic/Text Only' print driver.
In Windows click Start → Control Panel → Printer and Faxes → Add printer and choose the following settings.
 - Local printer attached to this computer
 - Port = LPT1
 - Manufacturer = Generic
 - Printer = Generic / Text Only
 - Name your printer → Generic /Text Only
 - Default printer = Yes
 - Printer Sharing → Do not share
 - Test Page → No
2. Printout the printer configuration menus to ensure original settings can be restored at the end of this procedure. Label the printouts “old”.

Note: Loading new code won't change any of the printer's network interface settings (IP, subnet mask, gateway addresses), but other user defined configuration settings can be reset to factory default values.

- a. Load forms in the front tractor and power on.
 - b. Press the **STOP** key to make the printer *NOT READY*.
 - c. Press the **TEST** key and the printer displays **OPERATOR PRINT TESTS**.
 - d. Press the **SCROLL/MICRO ↓** key until **Printer Configuration** displays below OPERATOR PRINT TESTS.
 - e. Press the **ENTER** key and wait for the configuration to print.
3. Power off the printer.

4. Connect a standard parallel cable between your computer's LPT1 port and the printer.
5. Press and hold the printer **START** and **STOP** keys and power on the printer.
6. Release the keys after **RELEASE KEYS** displays and **WAITING CODE** will display with all LEDs flashing.
7. In a DOS window type: copy *drive:\directory\filename.bin* lpt1: /b <enter>
For example: copy c:\temp\4247-X03_0009.bin lpt1 /b
8. While the printer code is being received **RECEIVING CODE** displays.
9. While the printer code is being updated **ERASING SECT.XX** followed by **WRITING SECT.XX** displays.
10. After the code download completes and is verified, **CODE OK** displays before the printer automatically reboots and **STARTING UP** displays.

Note: If "**NVM CHANGE**" displays, this means that all of the printer configuration settings have been restored to factory defaults.

11. Printout the printer configuration menus again (as described above) and label them "new".
12. Compare the old and new configuration printouts and restore the printer's configuration as needed.

Loading code though the Ethernet Port

Follow these instructions to FTP printer code to a network attached printer. The instructions assume that you are nearby the printer and can access the operator panel.

1. Printout the printer configuration menus to ensure original settings can be restored at the end of this procedure. Label this set of configurations as old.

Note: Loading new code won't change any of the printer's network interface settings (IP, subnet mask, gateway addresses), but other user defined configuration settings can be reset to factory default values.

- a. Load forms in the front tractor.
- b. Press the **STOP** key to make the printer *NOT READY*.
- c. Press the **TEST** key and the printer displays **OPERATOR PRINT TESTS**.
- d. Press the **SCROLL/MICRO ↓** key until **Print Custom Sets** displays below OPERATOR PRINT TESTS.
- e. Press the **ENTER** key and wait for the configuration to print.

- f. Press the **RETURN** key until **NOT READY** displays
2. Make sure the code file is in the same directory that you will launch the FTP service from.
3. In Windows:
 - a. Click Start → Control Panel → Network and Internet Connections.
 - b. Click “Network Connections”.
 - c. Double click “Local Area Connections”.
 - d. Highlight “Internet Protocol (TCP/IP)”.
 - e. Click “Properties”.
 - f. Set “Subnet Mask” and “Default Gateway” to the values on the printer Configuration Setup Printout.
 - g. Set “IP Address” to the printer's address + 1.

Example: If printer IP is 009.17.162.233 then set the computer IP to 009.17.162.234.

 - h. Click OK and close the window.
4. Connect your computer to the printer with an Ethernet cross-over cable.
5. Verify that the printer can be contacted from your computer.

In a DOS window, type “ping xxx.xxx.xxx.xxx” <enter> where “xxx.xxx.xxx.xxx” is the printer's IP address.
6. Open the FTP connection to the printer.

In a DOS window type **ftp xxx.xxx.xxx.xxx** <enter> where xxx.xxx.xxx.xxx is the printer IP address.
7. Type **root** for user login <enter>.

Type password (default=**root**) for password <enter>.

Type the commands: **ha** <enter> **bin** <enter> **cd firmware** <enter>.
8. Start the file transfer by typing: **put filename.bin** where filename.img is the name of the code file and press enter.

For example: put 4247-X03_0009.bin <enter>.
9. While the printer code is being received, the printer will display **REMOTE CONTROL** for approximately 1 minute.
10. When the file is successfully transferred the following host message appears:

Enter Quit/Bye command to write CODE.

11. Close the FTP connection by typing the command: `bye <enter>`. After the FTP session is closed the file update will start.
12. After the code update completes, the printer automatically reboots and **STARTING UP** displays.
13. Printout the printer configuration menus again and label them “new”. Compare the new printout to one the old printout, and restore the old menu settings as needed.

Note: The new code version level also prints out.

Error messages

INVALID CODE: Binary code file is corrupt or incompatible.¹

ERROR RECOVERY ACTION: Open the Windows (Generic/Text only) print driver queue, cancel all pending print documents, and try again. If the error repeats the code file may be corrupted or incompatible with this printer model. After displaying this message, the printer automatically discharges any code upgrade and escapes from the firmware downloading procedure returning in normal ON LINE status.

FILE NOT FOUND: Code file cannot be found by DOS.

ERROR RECOVERY ACTION: Change the path in the DOS window to the directory where the code file is located.

1. For models X03 and Z03 printers, code is not compatible between the two printers, that is, the Z03 code may not be installed on a X03 Controller Board or X03 code on an Z03 Controller Board.

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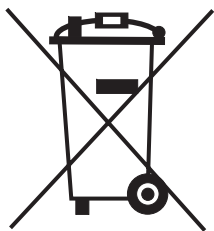
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This unit must be recycled or discarded according to applicable local and national regulations. InfoPrint Solutions Company encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed. InfoPrint Solutions Company offers a variety of product return programs and services in several countries to assist equipment owners in recycling their IT products. Information on InfoPrint Solutions Company product recycling offerings can be found on InfoPrint Solutions Company's Internet site at:

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Notice: This mark applies only to countries within the European Union (EU), Norway, and Switzerland.

Appliances are labeled in accordance with European Directive 2002/96/EC concerning waste electrical and electronic equipment (WEEE). The Directive determines the framework for the return and recycling of used

appliances as applicable throughout the European Union. This label is applied to various products to indicate that the product is not to be thrown away, but rather reclaimed upon end of life per this Directive.

In accordance with the European WEEE Directive, electrical and electronic equipment (EEE) is to be collected separately and to be reused, recycled, or recovered at end of life. Users of EEE with the WEEE marking per Annex IV of the WEEE Directive, as shown above, must not dispose of end of life EEE as unsorted municipal waste, but use the collection framework available to customers for the return, recycling and recovery of WEEE. Customer participation is important to minimize any potential effects of EEE on the environment and human health due to the potential presence of hazardous substances in EEE. For proper collection and treatment, contact your local InfoPrint Solutions Company representative.

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This unit may have lead-containing materials – such as circuit boards and connectors – that require special handling. Before this unit is disposed of, these materials must be removed and recycled or discarded according to applicable regulations. This book contains specific information on batteries and refrigerant where applicable.

This product may contain a sealed, lead-acid battery; lithium battery; nickel-metal-hydride battery; or nickel-cadmium battery. Batteries of these types must be recycled or disposed of properly. Recycling facilities may not be available in your area.

In the United States, InfoPrint Solutions Company has established a collection process for reuse, recycling, or proper disposal of used batteries and battery packs from InfoPrint Solutions Company equipment. For information on proper disposal of the batteries in this product, please contact InfoPrint Solutions Company.

For information on disposal of batteries outside the United States, contact your local waste disposal facility.

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Communication statements

Federal Communications Commission (FCC) Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Properly shielded and grounded cables and connectors must be used in order to meet FCC emission limits. InfoPrint Solutions Company is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

European Union (EU) Conformity Statement:



Hereby, InfoPrint Solutions Company declares that this product is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

InfoPrint Solutions Company cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product, including the fitting of non-InfoPrint Solutions Company option cards.

This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to European standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication devices.

Important

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Properly shielded and grounded cables and connectors must be used in order to reduce the potential for causing interference to radio and TV communications and to other electrical or electronic equipment. InfoPrint Solutions Company cannot accept responsibility for any interference caused by using other than recommended cables and connectors.

Industry Canada Compliance Statement

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Statement for CISPR 22 Edition 2 Compliance: Attention: This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Japanese VCCI Class A:

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

JEITA Statement:

・定格入力電力表示

(社)電子情報技術産業協会 家電・汎用品高調波抑制対策ガイドライン
実行計画書に基づく定格入力電力値: W

または

高調波ガイドライン適合品

または

高調波ガイドライン準用品

German Conformity Statement

Handbuchtex te: FCC class A entspricht : EMVG Klasse A

Text für alle in Deutschland vertriebenen EN 55022 Klasse A Geräte:

Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) vom 18. September 1998 (bzw. der EMC EG Richtlinie 89/336):

Dieses Gerät ist berechtigt in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen. Verantwortlich für die Konformitätserklärung nach Paragraph 5 des EMVG ist die: InfoPrint Solutions Company Deutschland GmbH, 70548 Stuttgart. Informationen in Hinsicht EMVG Paragraph 4 Abs. (1) 4:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse A.
--

EN 55022 Klasse A Geräte müssen mit folgendem Warnhinweis versehen werden: "Warnung: dies ist eine Einrichtung der Klasse A. Diese Einrichtung kann im Wohnbereich Funkstörungen verursachen; in diesem Fall kann vom Betreiber verlangt werden, angemessene Maßnahmen durchzuführen und dafür aufzukommen."

Anmerkung:

Um die Einhaltung des EMVG sicherzustellen sind die Geräte, wie in den InfoPrint Solutions Company Handbüchern angegeben, zu installieren und zu betreiben.

China:

Declaration:

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may need to perform practical actions.

声 明

**此为 A 级产品,在生活环境中,
该产品可能会造成无线电干扰。
在这种情况下,可能需要用户对其
干扰采取切实可行的措施。**

**DANGER**

This product is equipped with a 3-wire power cord and plug for the user's safety. Use this power cord in conjunction with a properly grounded electrical outlet to avoid electrical shock.

Part number index

Part Number	Asm-Index	Page	Part Number	Asm-Index	Page	Part Number	Asm-Index	Page
01P7164	7-101A	262	08H7315	8-72	264	08H7355	5-50	256
01P7165	7-101	262	08H7319	9-84	267	08H7355	5-62	256
02N7555	3-4	252	08H7320	9-86	267	08H7355	5-66	256
08H2768	10-25A	269	08H7324	9-105	267	08H7355	6-195	259
08H7248	6-114	259	08H7351	10-	270	08H7355	6-298	259
08H7248	7-114	262	08H7351	10-16	269	08H7355	6-55	259
08H7248	9-114	267	08H7351	5-37	256	08H7355	6-56	259
08H7249	5-182	256	08H7351	7-31	261	08H7355	7-14	261
08H7249	6-182	259	08H7351	7-8	261	08H7355	7-15	261
08H7253	3-40	252	08H7351	8-144	265	08H7355	7-184	262
08H7253	6-40	259	08H7351	8-69	264	08H7355	7-25	261
08H7258	5-64	256	08H7351	8-74	264	08H7355	7-42	261
08H7264	5-183	256	08H7353	10-	273	08H7355	7-44	261
08H7264	6-109	259	08H7353	10-18	269	08H7355	7-51	261
08H7264	6-74	259	08H7353	4-175	254	08H7355	7-87	261
08H7265	5-63	256	08H7353	4-176	254	08H7355	8-123	264
08H7269	10-27	269	08H7353	7-22	261	08H7355	8-59C	264
08H7287	7-29	261	08H7353	7-54	261	08H7355	8-59E	264
08H7288	7-41	261	08H7353	8-136	264	08H7355	8-65	264
08H7301	7-45	261	08H7353	8-61	264	08H7355	8-80	264
08H7302	7-48	261	08H7353	8-75	264	08H7355	8-83	264
08H7304	8-60	264	08H7355	1-27	248	08H7355	8-87	264
08H7305	8-73	264	08H7355	10-	274	08H7355	9-106	267
08H7307	7-81	261	08H7355	10-20	269	08H7355	9-112	267
08H7308	8-82	264	08H7355	3-298	252	08H7355	9-184	267
08H7309	7-93	261	08H7355	3-3	252	08H7355	9-44	267
08H7309	8-93	264	08H7355	3-99	252	08H7355	9-87	267
08H7310	8-97	264	08H7355	5-114	256	08H7359	3-297	252
08H7311	7-47	261	08H7355	5-14	256	08H7359	6-297	259
08H7314	8-117	264	08H7355	5-15	256	08H7360	9-132	267

Part Number	Asm-Index	Page	Part Number	Asm-Index	Page	Part Number	Asm-Index	Page
08H7370	2-26-A	250	41U2290	8-78	264	41U2329	7-94	261
24H7729	7-149	262	41U2290	9-34	267	41U2329	8-104	264
39M5068	10-	278	41U2310	8-59A	264	41U2329	8-64	264
39M5080	10-	278	41U2317	8-59	264	41U2329	8-70	264
39M5081	10-	278	41U2328	1-46	248	41U2329	8-94	264
39M5095	10-	278	41U2328	1-9	248	41U2329	9-128	267
39M5102	10-	278	41U2328	10-	275	41U2329	9-145	267
39M5123	10-	278	41U2328	10-21	269	41U2329	9-171	267
39M5130	10-	278	41U2328	2-9	250	41U2329	9-64	267
39M5144	10-	278	41U2328	4-179	254	41U2329	9-70	267
39M5151	10-	278	41U2328	5-51	256	41U2329	9-85	267
39M5158	10-	278	41U2328	5-61	256	41U2330	7-28	261
39M5165	10-	278	41U2328	7-13	261	41U2392	7-6	261
39M5172	10-	278	41U2328	7-169	262	41U2393	7-10	261
39M5193	10-	278	41U2328	7-23	261	41U2425	10-	277
39M5206	10-	278	41U2328	7-57	261	41U2425	10-24	269
39M5247	10-	278	41U2328	7-58	261	41U2426	4-177	254
41U2271	7-03	262	41U2328	8-59G	264	41U2426	5-20	256
41U2271	7-04	262	41U2328	8-62	264	41U2427	5-178	256
41U2290	1-47	248	41U2328	9-107	267	41U2460	2-19	250
41U2290	10-	271	41U2329	10-	276	41U2460	2-31	250
41U2290	10-17	269	41U2329	10-22	269	41U2466	3-22	252
41U2290	5-71	256	41U2329	5-187	256	41U2466	6-181	259
41U2290	6-198	259	41U2329	5-201	256	41U2467	10-25	269
41U2290	7-119	262	41U2329	5-205	256	41U2468	2-75	250
41U2290	7-122	262	41U2329	5-67	256	41U2469	7-43	261
41U2290	7-24	261	41U2329	6-103	259	41U2610	5-110	256
41U2290	7-30	261	41U2329	6-57	259	41U2611	10-	272
41U2290	7-55	261	41U2329	7-104	262	41U2611	10-23	269
41U2290	7-56	261	41U2329	7-116	262	41U2611	7-160	262
41U2290	8-121	264	41U2329	7-133	262	41U2611	7-168	262
41U2290	8-67	264	41U2329	7-18	261	41U2611	7-190	262
41U2290	8-77	264	41U2329	7-9	261	44D8403	5-115	256

Part Number	Asm-Index	Page	Part Number	Asm-Index	Page	Part Number	Asm-Index	Page
44D8406	5-115	256	44D8966	2-8	250	NP	5-189	256
44D8409	5-115	256	44D8967	2-26	250	NP	5-193	256
44D8448	1-12	248	44D8968	2-38	250	NP	5-202	256
44D8449	1-12	248	44D8969	2-6	250	NP	5-203	256
44D8450	1-12	248	44D8970	2-69	250	NP	5-204	256
44D8451	1-12	248	44D8977	1-35	248	NP	5-36	256
44D8452	1-12	248	44D8978	1-10	248	NP	5-76	256
44D8453	1-12	248	44D8979	5-108	256	NP	5-78	256
44D8454	1-12	248	44D8979	5-403	256	NP	5-93	256
44D8455	1-12	248	44D9001	5-49	256	NP	6-199	259
44D8456	1-12	248	63H6062	4-186	254	NP	7-2	261
44D8457	1-12	248	63H6063	8-66	264	NP	7-3	261
44D8458	1-12	248	63H6274	8-147	265	NP	7-4	261
44D8459	1-12	248	63H6274	8-148	265	NP	7-5	261
44D8460	1-12	248	63H6274	8-63	264	NP	7-53	261
44D8925	8-79	264	63H6349	3-39	252	NP	8-129	264
44D8929	5-25	256	63H6349	6-194	259	NP	8-134	264
44D8930	5-65	256	63H6375	4-188	254	NP	8-2	264
44D8942	1-11	248	75P0530	7-138	262	NP	8-3	264
44D8947	5-24	256	75P0532	8-59B	264	NP	8-59D	264
44D8948	3-6	252	75P0534	3-30	252	NP	8-59F	264
44D8948	6-60	259	75P0534	6-196	259	NP	8-76	264
44D8949	6-19	259	75P0537	9-108	267	NP	9-104	267
44D8949	7-01	262	75P0538	9-102	267	NP	9-129	267
44D8950	7-90	261	75P0539	9-103	267	NP	9-146	267
44D8962	1-4	248	75P0542	9-109	267	NP	9-150	267
44D8963	2-2	250	75P0547	7-7	261	NP	9-151	267
44D8964	2-3	250	75P0548	8-35	264	NP	9-2	267
44D8964	2-7	250	NP	5-113	256	NP	9-200	267
44D8965	2-5	250	NP	5-170	256	NP	9-3	267

Index

A

- adjustments
 - bidirectional printing 160
 - carriage drive
 - adjustment 147
 - carriage support shaft 147
 - first line printing 159
 - listing of 146
 - paper feed drive belt tension 148
 - sensor 94
 - sensors 161
 - tear-off line 160
- Adjustments 142, 146
- AFTA
 - remove/install 207
- AFTA motor
 - wiring 126
- attachment
 - about 34
 - connectors
 - parallel attachment 34, 135
 - serial attachment 34, 135
- MAP 34
- remove/install 34

B

- belt
 - carriage drive
 - adjustment 147
 - remove/install 214
 - service check 146

- belt (*continued*)
 - paper feed drive
 - adjustment 148
 - remove/install 239
- bidirectional printing adjustment
 - about 160

C

- cable diagrams 132
- carriage drive belt
 - adjustment 147
 - remove/install 214
 - service check 146
- carriage motor
 - remove/install 210
 - wiring 122
- carriage support shaft
 - remove/install 228
- catalog, parts 244
- Circuit Diagrams 118
- configuration
 - changing a value in the printer
 - configuration menu 282
- Configuration Menus 280
- Configuring the Printer 280
- connector
 - attachment 135
- Connectors 81
- controller board
 - remove/install 192
- cooling fans
 - carriage motor 210

- covers
 - service position 143

D

- Defining the Problem 30
- Diagnosing Problems 30
- Diagnostics 84
- Diagnostics, Model X03 84
- Downloading firmware 295

E

- encoder board
 - remove/install 230
- engine board
 - remove/install 196
- Environmental Considerations 283
- error logs 85
- error messages
 - START MAP 32
 - T&D Error Messages and Actions 32, 110
- Error Messages 72
- Error Messages, Model X03 72

F

- fanfold form printout
 - about 182
- fans, cooling
 - carriage motor 210
- firmware P/N & level, how to print 84

first print-line adjustment

about 159

form feed problems

MAP 131 Paper Path Sensor 41

Forms 283

forms considerations

environmental requirements 292

other 287

specifications 283

stacking recommendations 290

forms feed problems

MAP 130 No Paper Movement 39

MAP 190 Forms Feed Problems 58

forms path

choosing 284

for special forms 286

forms specifications 288

front and rear push path service

check 167

H

How to Print Firmware P/N & Level 84

How to Print the Error Log 85

How to Print the Printer

Configuration 84

How to Print the Printer

Demonstration 84

How to Run T&D Program 87

I

intermittent failures MAP 70

L

Locations 137

logs, error 85

lower plastic shield/lower mylar 241,
242

M

Maintenance Analysis Procedures
(MAPs) 30

MAP

0100 - START 32

0120 - Parallel, serial or USB
interface 34

0122 - LAN Interface 37

0130 - No paper movement 39

0131 - Paper Path Sensor 41

0140 - Printhead drive 42

0150 - Power supply 46

0160 - Ribbon feed and ribbon lift 52

0180 - Top Cover Interlock 56

0190 - Form feed problems 57

0200 - 055 AFTA errors 68

0210 - Intermittent failures 70

MAP 0100, Start of call 32

MAPs 30

mask, printhead 223

menu

printer configuration

changing a value 282

locking/unlocking 281

messages

T&D error 110

motors

AFTA

remove/install 207

wiring 126

carriage

remove/install 210

wiring 122

paper feed

remove/install 237

wiring 124

ribbon drive

remove/install 203

ribbon feed

wiring 128

ribbon lift

remove/install 205

wiring 130

mylar, lower 241

N

No Printed Characters 76

notices 299

O

operator panel

cable wiring 132

lock and unlock 75, 281

remove/install 190

Operator Panel and Miscellaneous
Problems 78

P

- paper feed motor
 - drive belt 239
 - remove/install 237
 - wiring 124
- paper specifications 287
- Parts Catalog 244
- Paths 283
- position, covers service 143
- power supply
 - MAP 46
 - remove/install 199
- Print Quality Failures 77
- print quality service check
 - fanfold printout 182
- print test, how to print 84
- Printer Configuration 280
- printhead
 - MAP 43
 - mask 223
 - remove/install 191
 - wiring 118
- printing
 - error log 85
 - firmware P/N & level 84
 - printer configuration 84
 - printer demonstration 84

R

- Removals and Adjustments 142
- Removals and Replacements 187
- remove/install
 - AFTA 207
 - carriage assembly 225

- remove/install (*continued*)
 - carriage drive belt 214
 - carriage motor 210
 - carriage support shaft 228
 - controller board 192
 - encoder board 230
 - engine board 196
 - lower mylar/lower plastic shield 241
 - lower plastic shield/lower mylar 241
 - operator panel 190
 - paper bail assembly 216
 - paper feed drive belt 239
 - paper feed motor 237
 - platen assembly 220
 - power supply 199
 - printer mechanical assembly 235
 - printhead 191
 - printhead mask 223
 - ribbon 188
 - ribbon drive assembly 203
 - ribbon lift motor 205
 - sensor cable assembly 233
 - slot assembly 194
 - tractor assemblies 242
- Replacements 187
- requirements
 - environmental 292
 - paper 287
- ribbon
 - feed
 - MAP 52
 - remove/install 203
 - service check 52, 174
 - lift
 - remove/install 205
 - service check 174

- ribbon feed motor
 - wiring 128
- ribbon lift motor
 - wiring 130

S

- sensors
 - adjustment 94, 161
 - remove/install 233
 - service checks 161
 - wiring 133
- serial attachment
 - wiring 135
- service check
 - printhead drive 177
- service checks
 - carriage drive belt 146
 - carriage support shaft 147, 228
 - paper feed belt 148
 - paper paths
 - front and rear push 167
 - listing of 164
 - main drive 164
 - print quality
 - fanfold printout 182
 - ribbon feed/lift 174
- Service Checks and Adjustments 146
- service position, covers 143
- shield, lower plastic 241
- slot assembly
 - remove/install 194
- specifications, forms 287
- stack locations 291
- stacking recommendations 290
- start of call 32

Supplies 283

T

T&D03 - NVM RAM test 90
T&D04 - NVM Check test 90
T&D05 - Operator panel LED and key test 91
T&D06 - Parallel interface test 93
T&D07 - Serial interface test 93
T&D08 - LAN interface test 94
T&D09 - Sensor tune/ribbon run test 94
T&D10 - AFTA calibrate test 95
T&D11 - First line adjustment test 99
T&D12 - Bidirectional adjustment test 100
T&D13 - Tear-off line adjustment test 102
T&D14 - Fanfold form printout test 105
T&D17 - Paper path sensor test 107
T&D17 - Top cover interlock test 106
tear-off line adjustment 160
Test and Diagnostic information, Model X03
 How To Run T&D Tests 87
 T&D Descriptions
 listing of 89
 T&D Error Messages 110
 T&D03 - NVM RAM test 90
 T&D04 - NVM Check test 90
 T&D05 - Operator panel LED and key test 91
 T&D06 - Parallel interface test 93
 T&D07 - Serial interface test 93
 T&D08 - LAN interface test 94

Test and Diagnostic information, Model X03 *(continued)*

T&D09 - Sensor tune/ribbon run test 94
T&D10 - AFTA calibrate test 95
T&D11 - First line adjustment test 99
T&D12 - Bidirectional adjustment test 100
T&D13 - Tear-off line adjustment test 102
T&D14 - Fanfold form printout test 105
T&D17 - Top cover interlock test 106
T&D18 - Paper path sensor test 107
Tests and Diagnostics, Model X03 84
top cover interlock MAP 41, 56
tractor assembly
 cable wiring 134

U

usage metrics 85

V

Voltages 79

W

Wiring Diagrams 118



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