

## THERMAL PRINTER TROUBLESHOOTING STEPS

**IMPORTANT NOTE:** Never send reports or any kind of test pages to the thermal printer. These printers can only accept Teller Voucher transactions.

If you have a printer that is not responding, do these steps in order:

- 1)** Check to make sure that all power and data cables are in firmly. If they were loose, try another transaction. If not, continue with steps below.
- 2)** Pull the data cable, turn the printer OFF and wait for 15 seconds. Hold the FEED button and turn the printer back on – release the feed button as soon as the printer begins to print. After the printer prints a short report, press the FEED button one more time. The printer should print a long test – about 2 feet long.
- 3)** Press OPEN (the button that opens the printer top to replace the paper), then press FEED, then CLOSE (close the printer top). This should be done in quickly – in about the time you say “OPEN, FEED, CLOSE”. You should get a print out that will give you your program and configuration set-up. Keep this printout; you may need to provide information found on this sheet to the printer distributor (CDP).
- 4)** Check the back of the printer for a green light that is just above and slightly to the left of your data connection. This light should have a steady “heart beat” of on/off, on/off. If the light in steady on or off, or has a fast flicker, you may need to send the printer in for repair. You should call Carswell Data Products and tell them you have a printer with a problem. They may ask you to fax the printout that you got from step #3.
- 5)** If the printer has a steady “heart beat”, please reattach the data cable and turn the printer on. If the printer begins to print, let it continue for a couple of minutes. If it doesn’t stop printing, turn the printer off and call Carswell Data Products.
- 6)** If the printer doesn’t print anything, send a VOUCHER TRANSACTION to the printer. If it prints anything other than the transaction, call Carswell Data Products at 800-869-0493 for repair procedures.