If the printer fails to operate properly, try these troubleshooting
suggestions. If you still cannot eliminate the problem, contact your local
Radio Shack store for assistance.

```
No Power:
```

If the POWER switch is turned on, but the POWER indicator is turned OFF:

° Make sure the power cord is securely plugged into an AC outlet.

```
Paper Jams:
```

If the fanfold paper jams in the printer, check the following:

° Be sure you locked the tractors.
° Be sure you set the paper lever toward the front of the printer.
° Be sure you adjust the print lever, if you are using multi-part or thick
  paper.
° Be sure you closed the top cover properly.
° Be sure the paper stack is straight.

If the paper does not feed correctly into the printer, check the following:

° For fanfold paper make sure the paper is locked in the tractors.
° Be sure the paper lever is set correctly, according to the paper type
  (toward you for fanfold paper, away from you for single sheets)

If the paper parking function or the perforation tear off function does not
operate, check the following:

° Be sure the paper lever is set toward you.
° Be sure the tractor is installed in the push tractor position.
° Be sure the printer is off line. The paper parking function only oper-
  ates when the printer is off line.

```
No Printing:
```

If the printer does not print, check the following:

° The print lever might be set for thicker paper (toward you). Set the
  lever toward the back of the printer (away from you).
° Be sure the ribbon is correctly positioned between the print head and
  the ribbon mask (thin steel plate).

If the print head does not move, do the following:

° Rotate the ribbon feed knob. If it is locked, replace the ribbon
  cassette. ° Check for dirt and debris in the print head. Clean the

print head assembly.
° Clean and lubricate the carriage shaft if it is smudged or out of oil.

```
Incorrect Font:
```

If the printer does not produce the expected printing characteristics, be
sure the printer you selected in your software matches the printer's DIP
switch settings. If the font indicators are turned of during printing,
check the following:

° Your software might be sending a reset command to your printer. If so,
  press Font LOCK in the MODE menu to protect the font setting.
° If Font LOCK does not protect your PITCH setting, specify a pitch sett-
  ing in your software.

```
Faded or Smudged Characters:
```

If the printing is faded, do the following:

° The print lever might be set for thicker paper (toward you). If so, set
  the print lever toward the back of the printer (away from you).
° Set the paper lever for the type of paper you are using.
  Check an replace the ribbon cassette if necessary.

Note: Be sure the ribbon feeds properly. Remove the ribbon cassette and
      rotate the ribbon feed knob. If it is locked, replace the ribbon
      cassette.

If the printing appears faded on the last page of multi-part copies, be
sure the paper is loaded from the bottom of the printer.

If the printing is smudged, check the following:

° The print lever might be set for thinner paper (away from you). If so,
  set the print lever toward the front of the printer (toward you).
° The ribbon mask or platen might have ink on them. Clean the Ribbon Mask
  and platen.

```
No Color Printing:
```

If the printer does not print color, check the following:

° Be sure the color ribbon cassette is installed properly.
° Be sure the color motor is installed correctly.
° Be sure DIP switch 2-8 is set to ON.
° Be sure the COLOR indicator is turned on.

If colors are improperly mixing, check the following:

° Be sure the color ribbon cassette is installed properly.
° The ribbon height might be incorrect. Set the color motor's adjustment

lever.

(dtc-08/06/93)