

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.

| SYMPTOM  | CAUSE AND REMEDY  |
|--|---|
| The printer does not print.<br>The POWER indicator does not light.   | <ul style="list-style-type: none"> <li>* Power is not getting to the printer.</li> <li>-Be sure the power cord is securely connected and POWER is set to ON.</li> </ul>   |
| The printer does not print.<br>The POWER indicator lights.   | <ul style="list-style-type: none"> <li>* The printer is off line.</li> <li>-Press ON/OFF LINE until the ON/OFF line indicator lights.</li> <li>-Be sure you have loaded paper.</li> <li>* The connection to the computer is not complete.</li> <li>-Check the connection between the printer and the computer.</li> <li>* The ribbon cassette is not correctly installed.</li> <li>-Install the ribbon cassette correctly.</li> </ul> |
| The printer operates correctly, but the paper does not feed properly. The ON LINE/ALARM indicator flashes. | <ul style="list-style-type: none"> <li>* The paper is jammed or not properly loaded.</li> <li>-Remove the paper and reinsert it correctly.</li> </ul>   |
| The print is light or smeared, or the ribbon is not feeding properly.                                      | <ul style="list-style-type: none"> <li>* The ribbon cassette is not properly installed.</li> <li>-Correctly install the ribbon cassette.</li> <li>* The ribbon is old or worn out.</li> <li>-Replace the old ribbon cassette with a new one.</li> <li>* The print head position is not correct.</li> <li>-Adjust the print-head gap to match the paper thickness.</li> </ul>  |
| The ON LINE/ALARM indicator flashes at 0.3 second intervals  | <ul style="list-style-type: none"> <li>* An error condition has occurred.</li> <li>-Turn the printer off and on again.</li> </ul>   |
| The ON LINE/ALARM indicator flashes at 1 second intervals.   | <ul style="list-style-type: none"> <li>* The printer is out of paper.</li> <li>-Load more paper. Then press ON/OFF LINE until the ON/OFF LINE indicator lights.</li> </ul>  |
| Erratic operation or wrong characters printing.  | <ul style="list-style-type: none"> <li>* Check interface cable at printer and computer.</li> <li>-If cable is worn or damaged replace.</li> <li>-If cable is loose or not connected, insert properly to the computer and printer.</li> </ul>  |