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## Questions and Maintenance

1. Why does serial printer printing in disorder?

Please check if the baud rate of PC host is accordant with printer.

2. Why can't the printer open cash drawer?

Please check if the cash drawer is connected with printer properly. If connected properly, please send maintenance department to fix it.

3. Why doesn't printer test the paper?

Please clean the printer sensor with soft brush if the sensor is dirty.

4. Why can't the printer feed paper?

Maybe the FEED button or print head is damaged, please send maintenance department to fix it.

5. Why is the red light flashing with paper installed properly?

Print head is too hot or printer hasn't detect the black mark; Or the print head and cutter haven't connected correctly.

6. Why printing in disorder after using the printer for some time.

The printer interface is damaged, please change communication interface board or send maintenance department to fix it.

7. How to use the black mark system with dot-matrix printer?

Please setup the DIP switch SW-8 to "ON" on the bottom of printer, the black mark should be on the right of paper.

8. Why can't the indicator be lighting on the control panel.

Please check if power line is inserted correctly to printer, adapter and socket, and check if printer is power on. If above all correct, please send maintenance department to fix it.

9. Why the impact dot-matrix printer hasn't printed with sound.

The ribbon box is installed incorrectly, please install it correctly; Or the ribbon box is damaged, please change a new ribbon box.

10. Why are the characters fuzzy with the impact dot-matrix printer?

Setup DIP switch SW-5 to "ON", or adjust the printer by printer test program software.

11. Can DIR series printers support USB to Parallel and on-line server print?

DIR series printers all support USB to Parallel and on-line server print.

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12. What languages does DIRseries support?

DIRseries printers support simplify, traditional, Korean, Japanese and 17 sorts of international language.

13. What are the additive functions of DIR-80160 compared with DIR-80220?

Compared with DIR-80220, DIR-80160 have following additive functions: download NV image, macro-definition print, page mode print, compatible with EPSON TM-T88III roundly.

14. Why does the thermal printer print unclearly?

Please confirm if the whole print area or part of it is unclearly, if the whole print area is unclearly, maybe the print paper can't get up to the quality standard, if part of print area is unclearly, maybe the print head is duty, please clean the surface of thermal head gently with alcohol cotton, if can't print clearly, please send maintenance department to fix it.

15. Why is the red light flashing with paper installed properly?

Print head is too hot if the printer can't print after printing for some time.

16. Why is the thermal printer cutter locked?

At this time please don't prize by rigidity object, please open the front cover of cutter, adjust the gear by hand to make the printer cover open automatically.

17. Why can't parallel on-line printer print?

PC host soft and driver program interface is incorrect, please choose "LPT1".

18. What ribbon box should DIR series impact dot-matrix printer use?

DIR series impact dot-matrix printer should use ERC-39 ribbon box.

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