TM-U950 TROUBLESHOOTING GUIDE (TSD #11)

***IMPORTANT:** To remove power from the Ruby SuperSystem, always disconnect power from the AC input of the Ruby power supply.
Removing and replacing the printer power connector with power applied to the Ruby power supply can damage the power
supply.

SYMPTOM	PROBABLE CAUSE	CORRECTIVE ACTION
No lights on the control panel.	1. Power switch on front of printer is OFF	1. With power removed from the system, turn the switch ON, then power up the system.
	2. Improperly installed power supply cable.	2. With power removed from the system, remove the power cable from the printer, and re-insert it until it snaps in.
	3. Damaged system power supply.	3. Replace the power supply
ERROR light is on steady, and nothing is printed	1. Printer cover is not properly closed.	1. Press down on the cover until it clicks into place. If you cannot close the cover, make sure that the OPEN<->LOCK levers on the cutter assembly are closed.
	2. Printer failure	2. With power removed from the system, replace the printer.
RECEIPT OUT light is on	1. Receipt paper roll is not installed properly or is at or near the end.	1. Check the receipt paper roll and replace if necessary.
JOURNAL OUT light is on	1. Journal paper roll is not installed properly or is at or near the end.	1. Check the journal paper roll and replace if necessary.
Both the ERROR light and the RECEIPT OUT light are on.	1. Receipt paper is completely out.	1. Install a new paper roll and load the paper.
	2. Excessive paper dust or debris is present in the paper guide unit, disabling the Receipt side paper detector sensor.	2. Remove the paper from the receipt feed path. Open the lock levers on the cutter assembly, and raise the cutter assembly so that you can spray compressed air into the paper guide unit and the paper feed paths.
Both the ERROR light and the JOURNAL OUT light are on.	1. Journal paper is completely out.	1. Install a new paper roll and load the paper.
	2. Excessive paper dust or debris is present in the paper guide unit, disabling the Journal side paper detector sensor.	2. Remove the paper from the journal feed path. Open the lock levers on the cutter assembly, and raise the cutter assembly so that you can spray compressed air into the paper guide unit and the paper feed paths.
ERROR light is blinking	1. Paper jam	1. Remove the printer ribbon. Remove the print head cover, insert Tronitec's paper jam removal tool, and then remove the paper and debris with tweezers and compressed air.
	2. Excessive paper dust in carriage assembly.	2. Remove the ribbon, remove the print head cover, and remove the carriage cover. Using compressed air, clear the carriage area of any paper dust and debris.
	3. Print head overheating	3. If there is no paper jam, and the printer has been printing for quite a while, allow the printer a few minutes to cool down, and it should resume printing.

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ERROR light is off, but nothing is printed.	1. Loose data cable	1. If printer passes its self-test, check the data cable at both ends for loose connections.
	2. Incorrect DIP Switch settings	2. Via the self-test, print the printer's interface settings and verify the following settings: Baud rate = 9600 bps; Data bits = 8 bits; Parity = none Stop bit = 1 bit or more; Handshaking = DTR/DSR Receive error = prints'?'; Buffer Capacity = 2048 bytes Handshaking Operation = Off-line or receive buffer full
	3. Faulty null modem.	3. With power removed from the system, replace the null modem.
"PRINTER MECH ERROR" reported by the Ruby console	1. If ERROR light on printer is flashing, there could be a possible paper jam or cutter jam.	1. After clearing the paper jam, press the pushbutton switch that is located on the null modem.
	2. Printer ERROR light is not flashing, and the printer was installed without removing power from the system power supply.	2. To replace a printer, the entire Ruby system should be powered down, the printer installed, and then the entire system can be powered back up.
Printer unavailable message.	1. Power to the Ruby system needs to be cycled.	1. Remove power to the system, verify the data and power connections to the printer and then power the system back up.
Printer printing ???????…	1. The data cable is not securely installed into the back of the printer and/or Ruby console.	1. With power removed from the system, remove the data cable from the null modem, re-install it into the null modem and make sure it snaps into place. Do the same for the other end of the data cable where it plugs into the Ruby console.
	2. Power cable is not securely installed into the back of the printer.	2. With power removed from the system, remove the power cable from the printer, and re-insert it until it snaps in.
	3. Power/printer port connector is not securely installed into the Ruby console.	3. Secure the connector to the Ruby connector via the standoff screws.
	4. The Multi-Station printer file has not been down-loaded to the Ruby.	4. Place the Ruby into SysMgr mode, and then use Gemstall to upgrade to the proper settings for a Multi-Station printer.
	5. Printer has a communications problem.	5. With power removed from the system, replace the printer.
A line of dots is missing in the printout.	1. Print head failure	1. With power removed from the system, replace the printer.
Printout is faint	1. Worn out ribbon.	1. Replace the ribbon. DO NOT adjust the platen in an attempt at extending the life of the ribbon. Damage will occur to the print head if the platen is adjusted.
Printer sounds like it is print-ing, but nothing is printed.	1. Incorrectly installed or worn out ribbon.	1. Check the installation of the ribbon. If installed correctly, install a new ribbon.