PRINTRONIX PSA3

Quick Reference Guide

P7000, P7000HD, and P7000 H-Series
Cartridge Ribbon Printers

NOTICE

This Quick Reference Guide contains a CD-ROM with the following materials:

- The User's Manual
- Programmer's Reference Manuals
- Useful utility programs

The CD-ROM is in a plastic pocket in the back cover.

Save this guide. If you move or pack the printer in the future, you will need to reverse the instructions in this guide.

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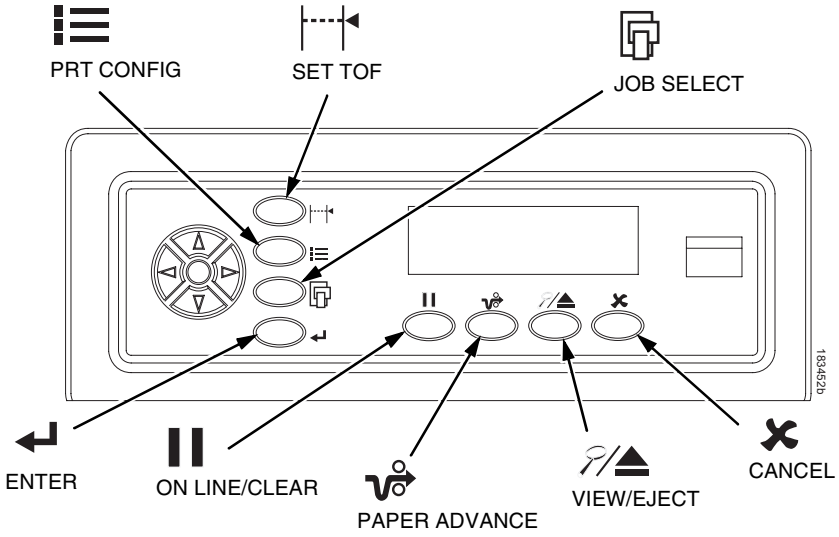
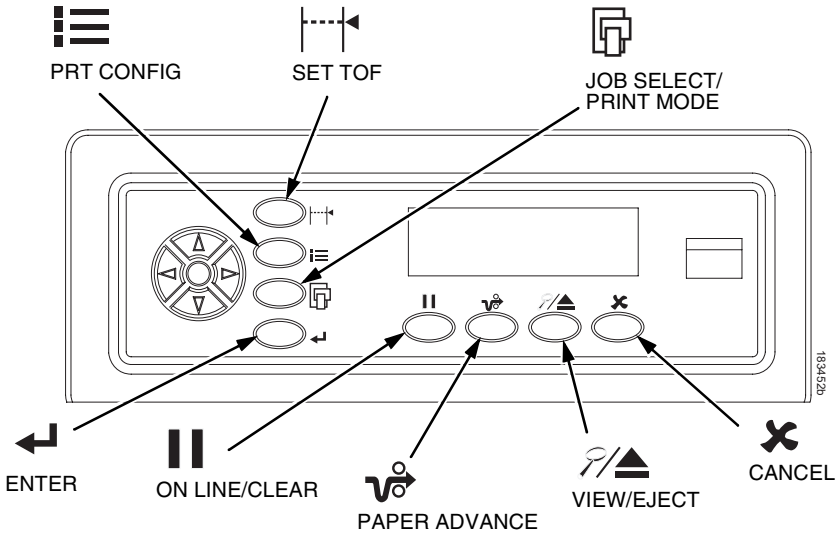
P7000 Cartridge Ribbon Printer Control Panel



P7000 H-Series Cartridge Ribbon Printer Control Panel



Loading Ribbon Cartridge And Paper

The following sections describe how to install ribbon and load paper.

Loading Ribbon Cartridge

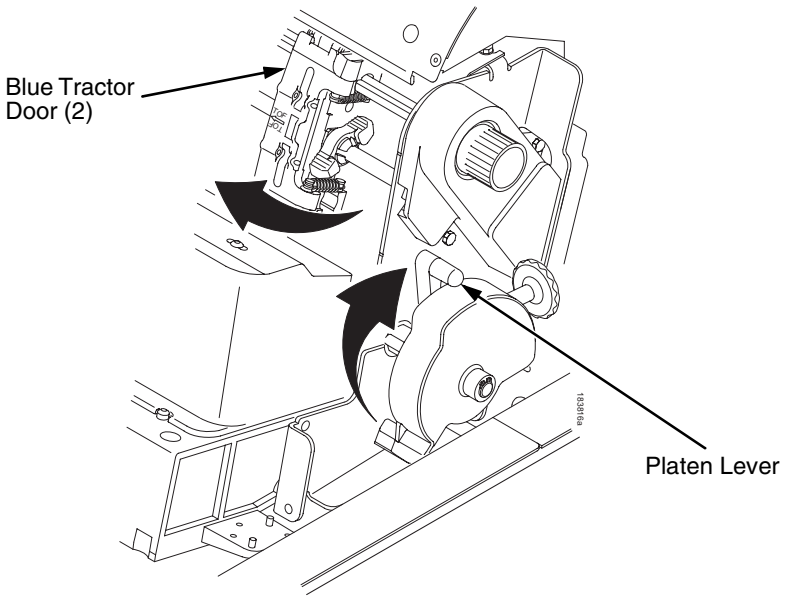


Figure 1. Preparing to Load the Ribbon Cartridge

1. Make sure the printer cover is open.
2. Raise the platen lever as far as it will go.
3. Close the tractor doors.

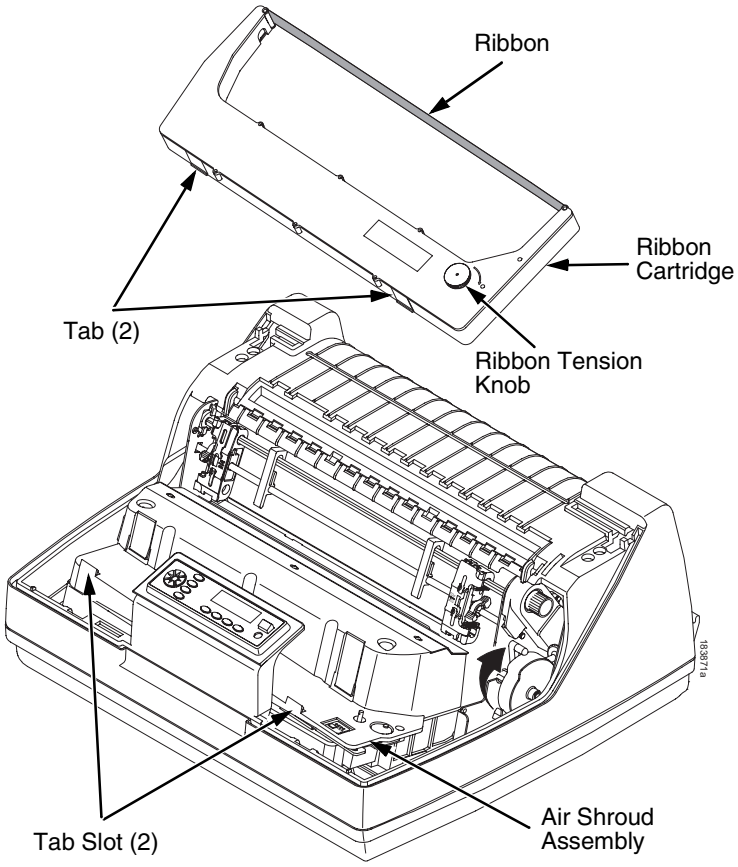


Figure 2. Installing the Ribbon Cartridge

4. Remove the ribbon slack on the ribbon cartridge by turning the ribbon tension knob clockwise.

CAUTION **Do not turn the ribbon tension knob counterclockwise. This could damage the ribbon cartridge.**

5. Hold the cartridge at an angle, so that the rear side nearest you is lower than the side with the ribbon. Find the two tabs on the outside of the cartridge and place them into the corresponding slots on the air shroud assembly (see Figure 2).

Loading Ribbon Cartridge And Paper

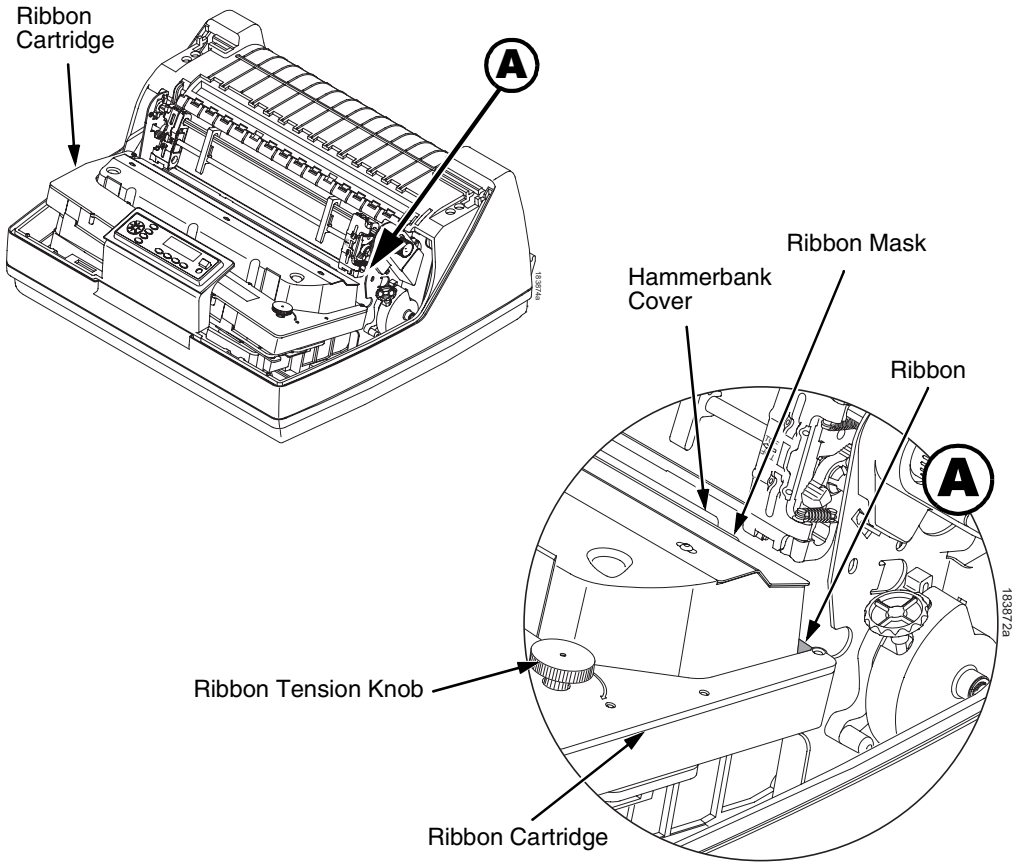


Figure 3. The Ribbon Cartridge Snapped in Place

6. Rock the cartridge downward, making sure that the ribbon goes between the hammerbank cover and the ribbon mask (see Figure 3). You will feel it snap into place.

CAUTION **Make sure that the ribbon does not twist or fold over.**

7. Turn the ribbon tension knob clockwise a few times to make sure the ribbon tracks correctly in the ribbon path.

Loading Paper (Standard Configuration)

When you start this procedure, verify that the printer cover is open, the platen lever is raised, and the tractor doors are open.

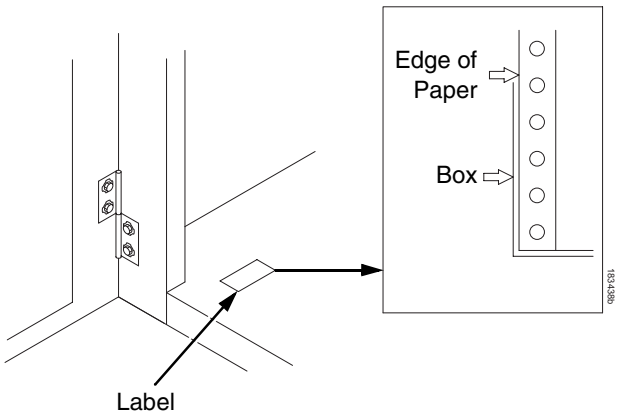


Figure 4. Aligning the Paper Supply

1. Prepare the paper supply:

   Cabinet Model

   a. Open the front door of the printer cabinet.

   b. Place the paper supply inside the printer, on the floor of the cabinet.

   c. Align the paper supply with the front label on the floor of the printer.

   d. Ensure that the paper pulls freely from the box.

   e. Feed the paper up through the paper slot.

NOTE: The P7220 and P7200HD model have a metal paper guide (see Figure 5 on page 12). Load the paper on top of this guide.

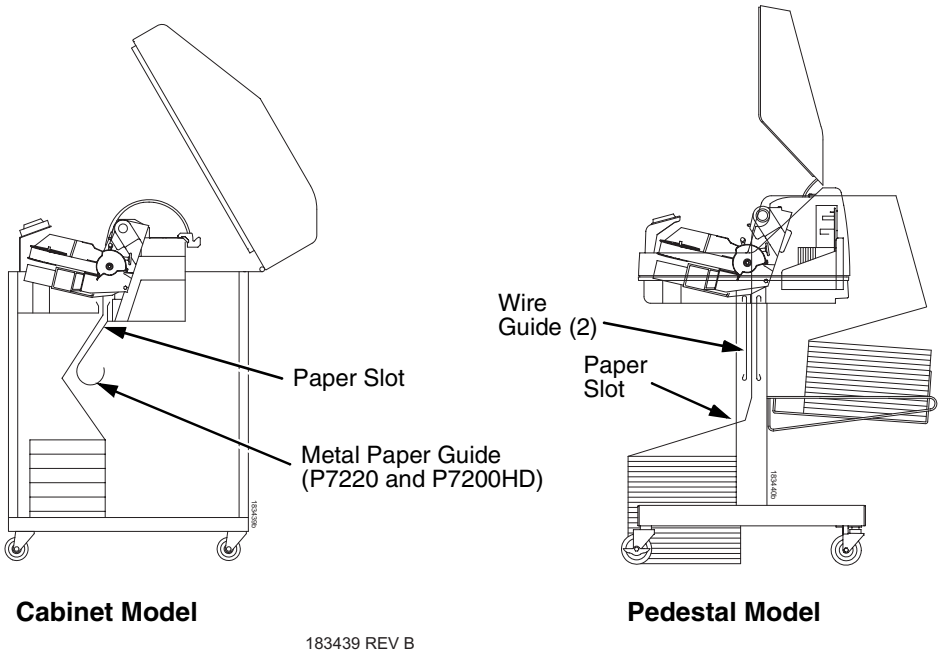


Figure 5. Feeding the Paper Through the Paper Slot

Pedestal Model

a. Place the paper supply on the floor in front of the printer, or on the optional paper shelf, if attached.

b. Ensure that the paper pulls freely from the box.

NOTE: Be sure the paper feeds between the two wire guides.

2. Hold the paper in place with one hand (to prevent it from slipping down through the paper slot) while pulling it through from above with your other hand.

3. Pull the paper above and behind the ribbon mask, which is a silver metal strip.

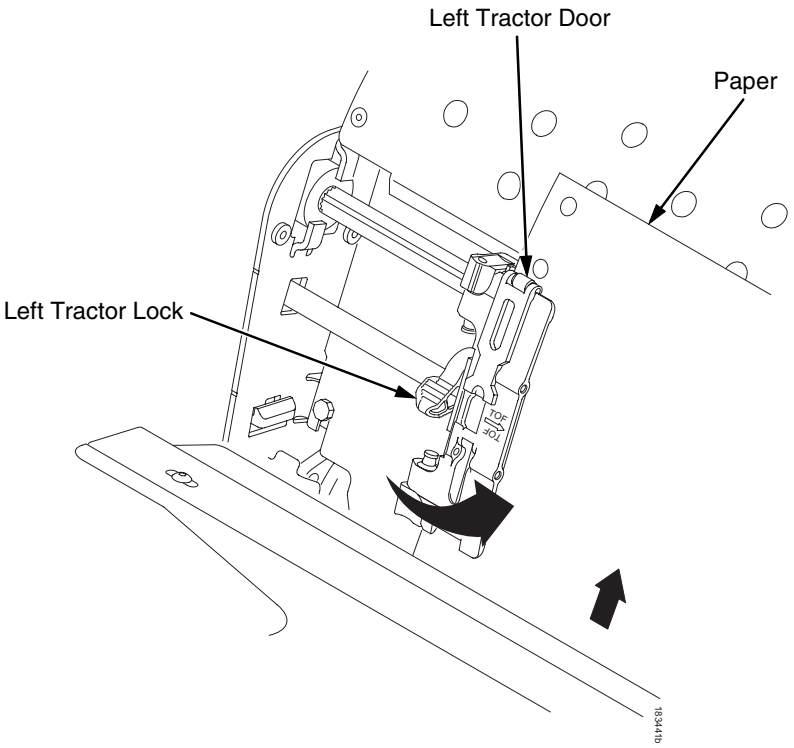


Figure 6. Loading Paper onto the Left Tractor Sprockets

4. Load the paper on the left tractor sprockets.
5. Close the tractor door.

CAUTION **To avoid damage to the printer caused by printing on the platen, always position the left tractor unit directly to the left of the "1" mark on the paper scale.**

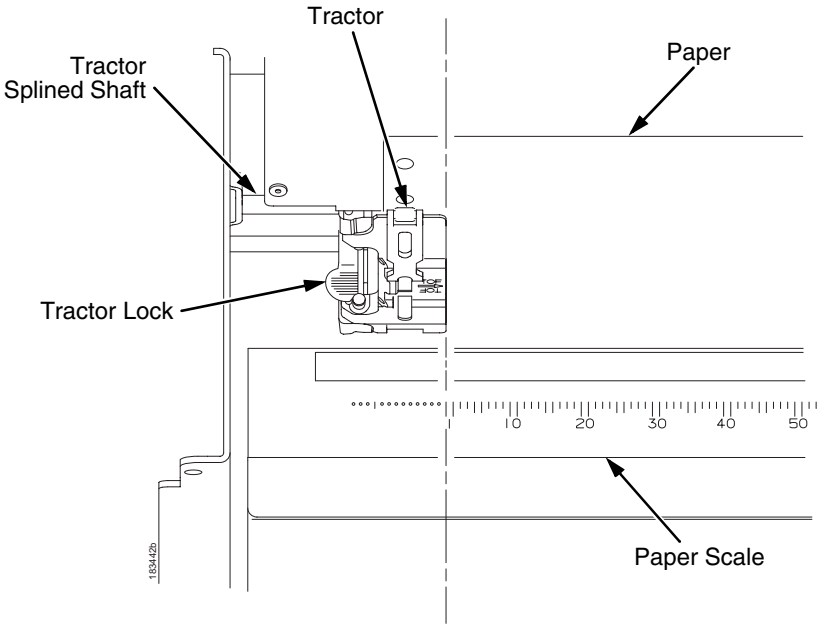


Figure 7. Using the Paper Scale as a Guide

6. If adjustment is necessary:
   a. Unlock the left tractor by placing the tractor lock in the middle position.
   b. Slide the tractor until it is directly to the left of the number "1" on the paper scale and lock it. You can also use the paper scale to count columns.
   c. Lock the left tractor.

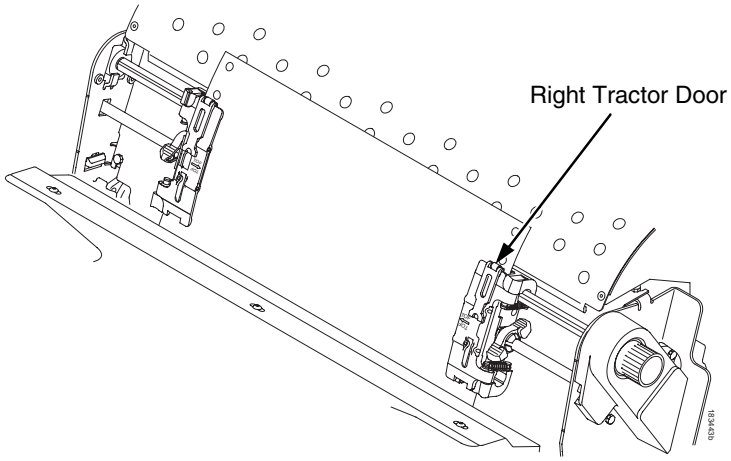


Figure 8. Loading the Paper onto the Right Tractor Sprockets

7. Unlock the right tractor.
8. Load the paper onto the right tractor sprockets.
9. Close the tractor door.
10. Make sure the leading edge of the first sheet of paper is parallel to the top of the tractors. If the paper is misaligned, reload it onto the tractor sprockets until its edge is parallel to the splined shaft.
11. Slide the right tractor to remove paper slack or to adjust for various paper widths.
12. Lock the right tractor.

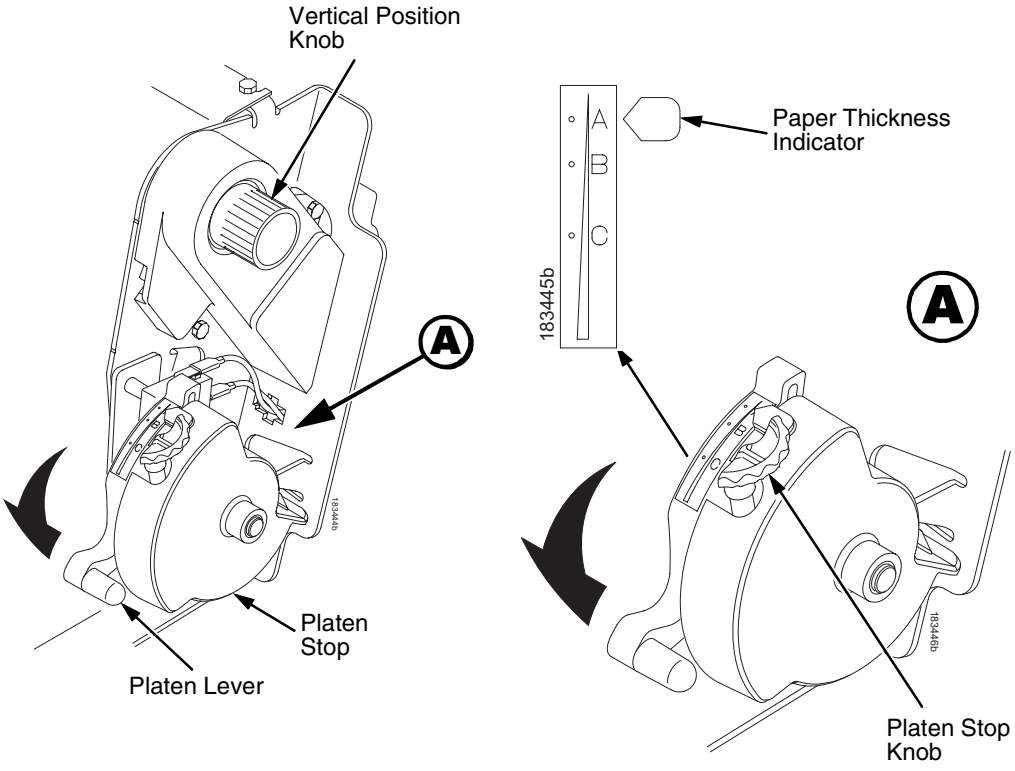


Figure 9. Set the Platen Lever based on the Paper Thickness

13. Raise the platen lever all the way.
14. Turn the vertical position knob to feed the paper up into the paper guide assembly.
15. Turn the platen stop knob clockwise or counterclockwise to match the paper thickness. (The A-B-C scale corresponds approximately to 1-, 3-, and 6-part paper thickness).

NOTE: The platen stop allows you to set an optimum and consistent thickness that is not affected when opening and closing the platen lever.

16. Lower the platen lever until it stops.

17. If necessary, press ❚❚ **ON LINE/CLEAR** to remove the "LOAD PAPER" fault message from the display.
18. Press the **PAPER ADVANCE** key several times to make sure the paper feeds properly beyond the tractors over the lower paper guide. Feed sufficient paper to ensure the paper stacks correctly.
19. Close the printer cover.
20. Close the cabinet door.
21. Press **ON LINE/CLEAR** to place the printer online and resume printing.

Set The Top-Of-Form

Every time you load paper, you set the top-of-form (TOF) location. This procedure must be performed the first time paper is introduced into the printer, and every time new paper is loaded.

1. Press ❚❚ **ON LINE/CLEAR** to place the printer in offline mode. The LCD will display "OFFLINE / QUICK SET-UP."

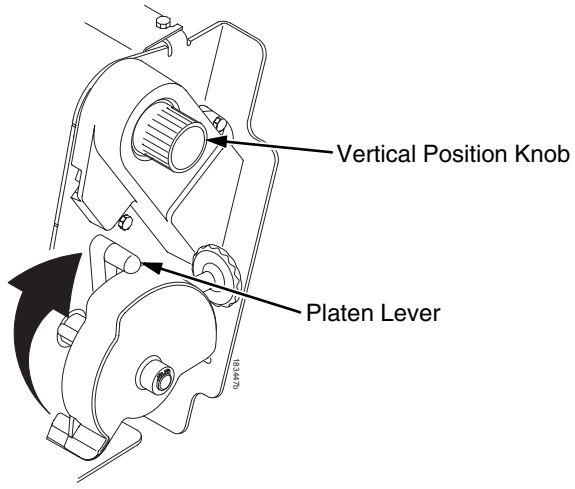


Figure 10. Raising the Platen Lever

2. Raise the platen lever as far as it will go. This allows you to turn the vertical position knob freely to align the top-of-form.

Set The Top-Of-Form

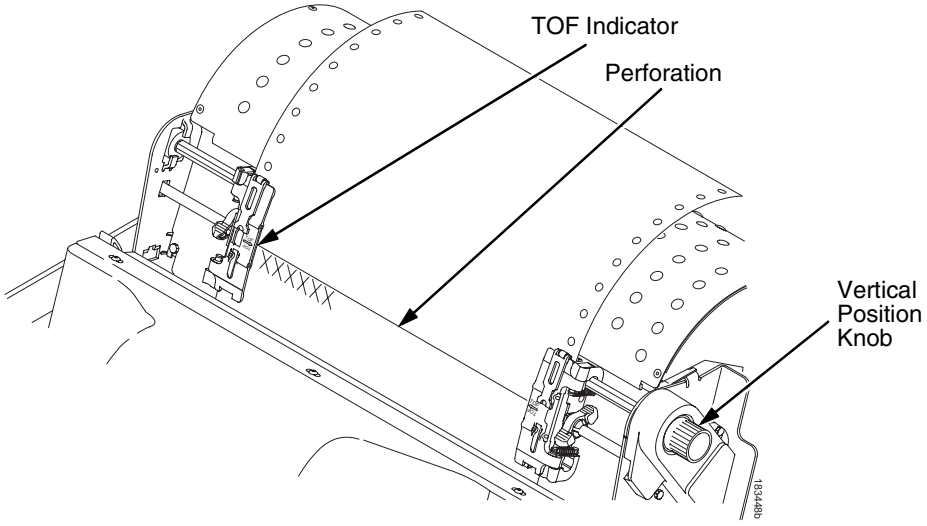


Figure 11. Aligning the First Print Line with the TOF Indicator

3. Locate the TOF indicator. It is a small tab located on both the right and left tractor doors.
4. Turn the vertical position knob to align the top of the first print line with the TOF indicator. For best print quality, it is recommended that the top-of-form be set at least one print line or more below the perforation.

NOTE: For exact positioning, press the **VIEW/EJECT** key to move the last data printed to the tractor area for viewing. While in View mode “Printer in View” displays. Press the Up or Down Arrow keys to move the paper vertically in small increments. Pressing the VIEW/EJECT key a second time moves the paper back to the adjusted print position. The key works both online and offline provided that the printer is in View mode. (This procedure is applicable for both the cabinet and pedestal models.)

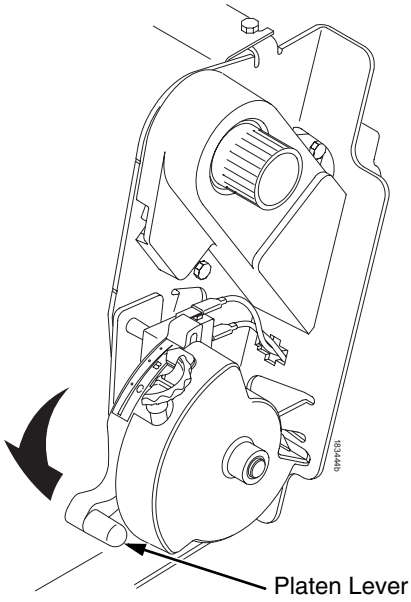


Figure 12. Closing the Platen Lever

5. Lower the platen lever until it stops.
6. Press **ON LINE/CLEAR** to remove any fault messages (such as “LOAD PAPER”) from the message display.
7. Press **SET TOF**. The top-of-form position you have set moves down to the print position.
8. Press **ON LINE/CLEAR** to place the printer in online mode.

Clearing Paper Jams

IMPORTANT **Be careful when pulling any paper backwards through the paper path, especially when using label stock. If you are not careful, labels can detach and adhere to the printer within the paper path, where only a service representative can remove them.**

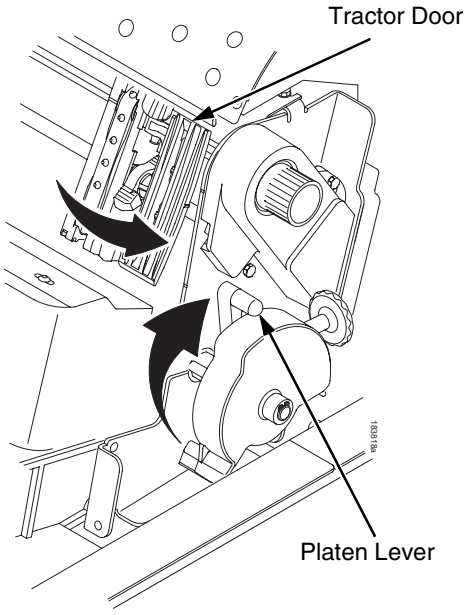


Figure 13. Raising the Platen Lever

1. Open the printer cover.
2. Raise the platen lever as far as it will go (see Figure 13).

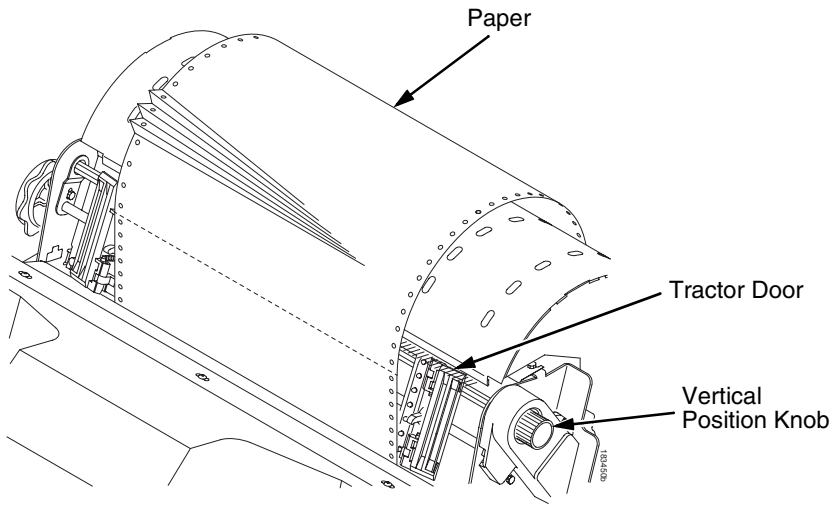


Figure 14. Clearing a Paper Jam

3. Open both tractor doors.
4. Inspect the paper path and tractors for jammed or torn paper. Remove any pieces of paper by turning the vertical position knob (see Figure 14).
5. Check that the ribbon mask has not been bent in such a way as to block the paper path. If the ribbon mask is damaged or bent, contact a service representative.
6. Check the paper path between the face of the platen and the ribbon mask for pieces of torn paper and ribbon lint.

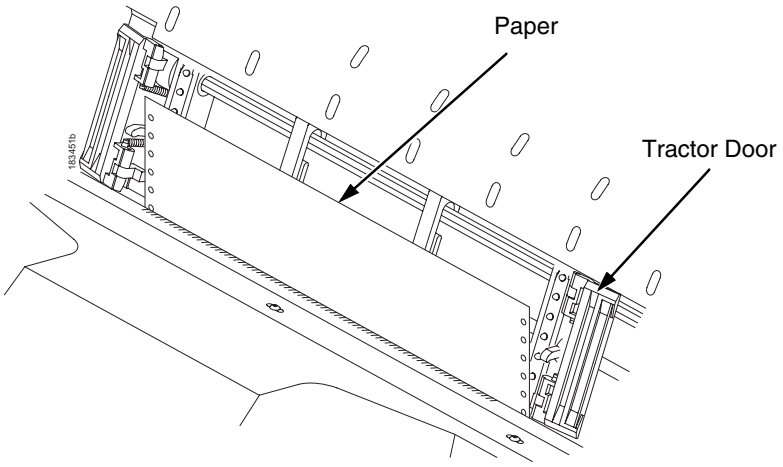


Figure 15. Reloading Paper

7. Reload the paper in the tractors (see Figure 15).

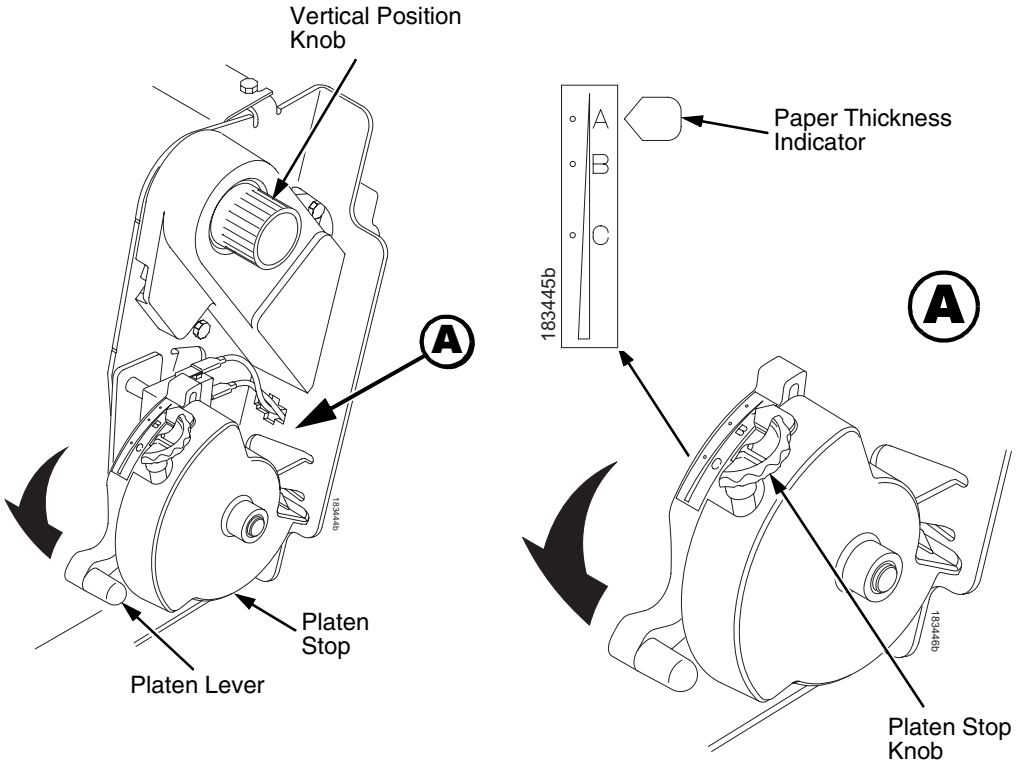


Figure 16. Setting the Platen Lever

8. Raise the platen lever all the way.
9. Turn the vertical position knob to feed the paper up into the paper guide assembly.
10. Turn the platen stop knob clockwise or counterclockwise to match the paper thickness (A-B-C scale corresponds approximately to 1-, 3-, and 6 part paper thickness). See Figure 16.
11. Lower the platen lever until it stops.
12. If necessary, press ❙❙ **ON LINE/CLEAR** to remove the “load paper” fault message from the display.

13. Press the **PAPER ADVANCE** key several times to make sure the paper feeds properly beyond the tractors over the lower paper guide. Feed sufficient paper to ensure the paper stacks correctly.
14. Close the printer cover.
15. Close the cabinet door.
16. Press **ON LINE/CLEAR** to place the printer online and resume printing.

NOTE: On Cabinet models, ensure that the paper folds the same way in the stacking area inside the cabinet. If possible, close the rear cabinet door. Longer forms may require the doors to be open.

On Pedestal models, when printing, ensure that the paper folds the same way in the stacking area as it does in the paper supply area. Forms are designed to stack only when using the rear exit path. Forms cannot be stacked when using the top exit paper path.

Most Frequent Problems and Solutions

Problem	Corrective Action
Poor print quality • dark print • light print • light print on half of the page • missing dots or characters • smeared print • wavy vertical lines	• Adjust the forms thickness lever setting. Print quality can be affected if it is too loose or too tight. • Adjust the paper tension horizontally by moving the right tractor. Print quality can be affected if it is too loose or too tight. • Make sure the ribbon threads between the hammerbank cover and ribbon mask, as shown on the ribbon path diagram on the pedestal models. Turn the ribbon cartridge knob clockwise to ensure that the ribbon tracks correctly in the ribbon path. • Be sure to use an approved ribbon.
Torn or damaged forms	• Reset the forms thickness lever for thicker paper. • Adjust the paper tension horizontally by moving the right tractor. Too high a paper tension can cause tearing of the tractor feed holes. • Check the paper slot for foreign material. • For thick, multipart forms, set the OPEN PLATEN @ BOF to enable. Refer to the Printer Control Menu in the User's Manual.
Loss of forms position	• Set the forms thickness lever for thicker paper.

Problem	Corrective Action
Lost dots (incompletely formed characters) Horizontally or vertically misaligned character positions Erratic character height Vertically misaligned print	• Lower the forms thickness lever. • Adjust the paper tension horizontally by moving the right tractor. Print quality can be affected if it is too loose or too tight. • Clear the paper path of any obstructions. • If problems persists, contact a service representative.

Contact Information

Printronix Customer Support Center

IMPORTANT

Please have the following information available prior to calling the Printronix Customer Support Center:

- Model number
- Serial number (located on the back of the printer)
- Installed options (i.e., interface and host type if applicable to the problem)
- Configuration printout (Press PRT CONFIG on the control panel, then press Enter)
- Is the problem with a new install or an existing printer?
- Description of the problem (be specific)
- Good and bad samples that clearly show the problem (faxing of these samples may be required)

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Visit the Printronix web site at www.printronix.com

For More Information

This *Quick Reference Guide* provides general information for use of your printer. Refer to the *User's Manual* (located on the CD-ROM included with this book) for more detailed information including:

- Other Configuration Menus
- Interfaces
- Diagnostics and Troubleshooting
- Printer Options
- Specifications
- Glossary of Terms

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This product has been tested and found to comply with the limits for Class A Information Technology Equipment according to European standard EN 55022. The limits for Class A equipment were derived for commercial and industrial environments to provide reasonable protection against interference with licensed communication devices.

WARNING

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Properly shielded and grounded cables and connectors must be used in order to reduce the potential for causing interference to radio and TV communications and to other electrical or electronic equipment. Printronix cannot accept responsibility for any interference caused by using other than recommended cables and connectors.

Industry Canada Compliance Statement

This Class A digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe A conform á la norme NMB-003 du Canada.

Statement of CISPR 22 Compliance

Attention: This is a Class A Product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Japanese VCCI Class A

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German Conformity Statement

Handbuchtexte: FCC class A entspricht: EMVG Klasse A

Text Für alle in Deutschland vertriebenen EN 55022 Klasse A Geräte:

Zulassungsbescheinigung laut dem Deutschen Gesetz über die elektromagnetische Verträglichkeit von Geräten (EMVG) vom 18. September 1998 (bzw. der EMC EG Richtlinie 89/336):

Dieses Gerät ist berechtigt in Übereinstimmung mit dem Deutschen EMVG das EG-Konformitätszeichen - CE - zu führen.
Verantwortlich für die Konformitätserklärung nach Paragraph 5 des EMVG ist die:
Printronix GmbH
Goethering 56
D-63067 Offenbach Germany

Informationen in Hinsicht EMVG Paragraph 4 Abs. (1) 4:

Das Gerät erfüllt die Schutzanforderungen nach EN 55024 und EN 55022 Klasse A.

EN 55022 Klasse A Geräte müssen mit folgendem Warnhinweis versehen werden: “Warnung: dies ist eine Einrichtung der Klasse A. Diese Einrichtung kann im Wohnbereich Funkstörungen verursachen; in diesem Fall kann vom Betreiber verlangt werden, angemessene Maßnahmen durchzuführen und dafür aufzukommen.”

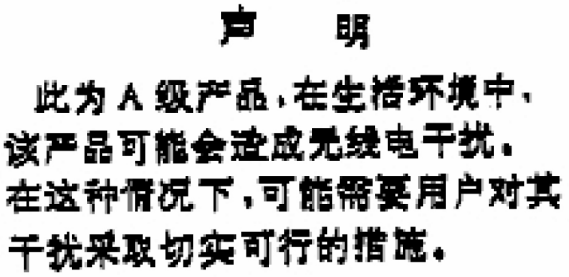
EN 55024 Hinweis:
Wird dieses Gerät in einer industriellen Umgebung betrieben (wie in EN 55024 festgelegt), dann kann es dabei eventuell gestört werden. In solch einem Fall ist der Abstand bzw. die Abschirmung zu der industriellen Störquelle zu öergrvßern.

Anmerkung:
Um die Einhaltung des EMVG sicherzustellen sind die Geräte, wie in den Printronix Handbüchern angegeben, zu installieren und zu betreiben.

China

Declaration:

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may need to perform practical actions.



Taiwan

Warning:

This is a Class A product. In a domestic environment this product may cause radio interference in which case the user will be required to take adequate measures.

警告使用者:
這是甲類的資訊產品，在
居住的環境中使用時，可
能會造成射頻干擾，在這
種情況下，使用者會被要
求採取某些適當的對策。

Korea

A급 기기(업무용)

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CAUTION:

This product is equipped with a 3-wire power cord and plug for the user's safety. Use this power cord in conjunction with a properly grounded electrical outlet to avoid electrical shock.

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