

Wayne Plus® Olivetti (Model WP/RJ) Troubleshooting Ribbon Cartridge Checklist

Attention: Warranty will be denied or a labor charge applied if these checks are not performed prior to returning printers under warranty.

A tight or jammed ribbon cartridge is one of the most common causes of printer failure. As the printer operates, the print carriage mechanism advances the ink ribbon to supply fresh ink to the print head. If the ribbon cartridge is tight, the print carriage may jam.

Don't let a defective ribbon cartridge jam your printer! Check EVERY new ribbon cartridge before installing it in your printer by turning the green ribbon advance knob by hand. It should turn smoothly and easily. If it does not turn as easily as the old cartridge you are replacing, it may jam your printer.

After installing the ribbon cartridge, turn the green ribbon advance dial counter-clockwise to remove any slack in the ribbon. Also make sure the ribbon cartridge is fully seated downward on the print carriage.

Troubleshooting Tips:

- 1) If the printer stops working and the console says "Check Printer"
 - Check connections: power supply to printer, and communication cable from console to printer.
 - Clear the console, try to enter the sale again.
 - If still not responding, turn printer off then on. The printer should print the cause of the problem on the journal receipt paper. If the problem is "Mechanical Problem", inspect the ribbon cartridge for a tight ribbon.
- 2) If you have recently installed a new ribbon cartridge and the printer does not work:
 - Remove the new ribbon cartridge and run a \$0.00 sale to operate the printer without a ribbon cartridge. If the printer now works, there may be a problem with the new ribbon cartridge. Inspect for a tight ribbon.

Other Helpful Hints.....See reverse side.



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Other Helpful Hints...

- Remove the receipt after each sale to prevent a paper jam.
- Printers gather paper dust and debris through normal use. Continued accumulation will eventually cause erratic operation or prevent operation of the printer. It is important to blow out the dust and debris, especially in the sensor areas. Use canned compressed air (sold at electronics stores such as Radio Shack) each time you change the roll of paper or once a week. Using good quality paper will greatly reduce dust and extend the life of the printer. NEVER USE RECYCLED PAPER!
- Paper jams can be very difficult to clear without causing damage. It is best to avoid them. Never use a screwdriver, knife or the like. Our experience shows that small, delicate parts are damaged or dislodged by use of these improper tools.

For further assistance, call PMP Corporation at 1-800-243-6628.



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