

ML280 ELITE

••••• USER'S GUIDE



OKI

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The most up-to-date drivers and manuals are available from the Oki Europe website:

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This product complies with the requirements of the Council Directives 2004/108/EC(EMC), 2006/95/EC(LVD) and 2011/65/EU(ROHS) as amended where applicable, on the approximation of the laws of the member states relating to electromagnetic compatibility, low voltage and restriction of hazardous substances.

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NOTES, CAUTIONS AND WARNINGS

CAUTION!

A caution appears in this manual like this. A caution provides additional information which, if ignored, may result in equipment malfunction or damage.

WARNING!

A warning appears in this manual like this. A warning provides additional information which, if ignored, may result in a risk of personal injury.

NOTE

A note appears like this. A note provides additional information to supplement the main text.

INTRODUCTION

Congratulations on purchasing this Oki printer!

In this chapter you will find a summary of the main features of your printer followed by some advice on how to use this User's Guide to get the most from your printer.

The ML280 Elite is an entry level 9 pin dot-matrix printer. It is fast, robust, compact and light. Outstanding reliability, compact size and ease of use make it ideal for industrial workstation applications, as well as customer service points in wholesale, retail and service environments.

USING THIS MANUAL

This manual will lead you logically through the unpacking, setting up and operation of your printer to help you to make the best use of its many advanced features. Also included are guidelines for troubleshooting and maintenance to ensure that it continues to perform at its best. Instructions are also provided for adding optional accessories as your needs evolve.

- ❖ The User's Guide has been written using one printer as a model, and the illustrations/screenshots reflect this. What you see will be appropriate to the model you are installing.
- ❖ The User's Guide has been designed to provide you with a clear presentation on the installation and maintenance of your new printer. This information is compiled in the logical sequence required to result in a successful installation.

NOTE

- ❖ *The information in this manual is supplemented by the extensive online help facility associated with the printer driver software.*
 - ❖ *In addition, we provide a Technical Reference Guide for those users requiring more in-depth Technical information. This is available in English only.*
-

ONLINE USAGE

This manual is intended to be read on screen using Adobe Acrobat Reader. Use the navigation and viewing tools provided in Acrobat.

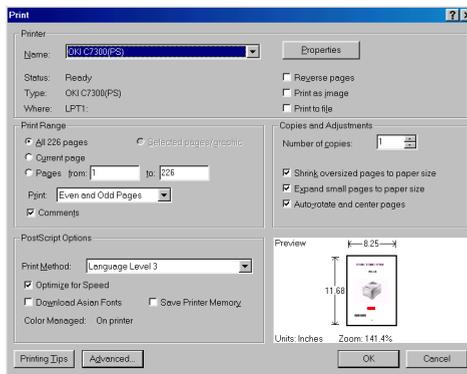
You can access specific information in two ways:

- ❖ In the list of bookmarks down the left hand side of your screen, click on the topic of interest to jump to the required topic. (If the bookmarks are not available, use the Table of Contents).
- ❖ In the list of bookmarks click on Index to jump to the Index. (If the bookmarks are not available, use the Table of Contents). Find the term of interest in the alphabetically arranged index and click on the associated page number to jump to the page containing the subject.

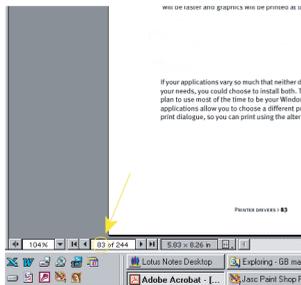
PRINTING PAGES

The whole book, individual pages, or sections may be printed. The procedure is:

1. From the toolbar, select [File], then [Print] (or press the Ctrl + P keys).
2. Choose which pages you wish to print:
 - (a) **All pages**, for the entire manual.
 - (b) **Current page** for the page at which you are looking.



- (c) **Pages from and to** for the range of pages you specify by entering your page numbers.



3. Click on **OK**.

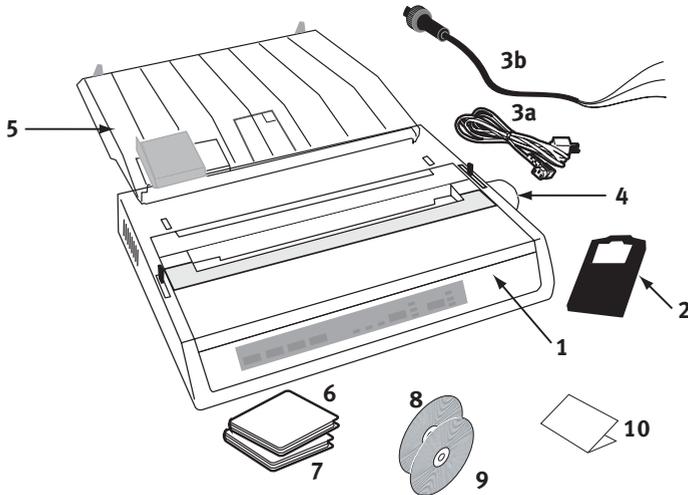
GETTING STARTED

LOCATION

- ❖ Select a firm, solid surface on which to site your printer.
- ❖ Allow enough space around the printer to easily access the platen knob and the various paper feed paths.
- ❖ Make sure a suitable grounded power outlet is available nearby.
- ❖ Read the Installation Safety Booklet.

CONTENTS AND UNPACKING

- ❖ If any items are missing, contact your dealer immediately.
- ❖ Keep your packing materials and carton in case you ever need to ship or transport the printer.

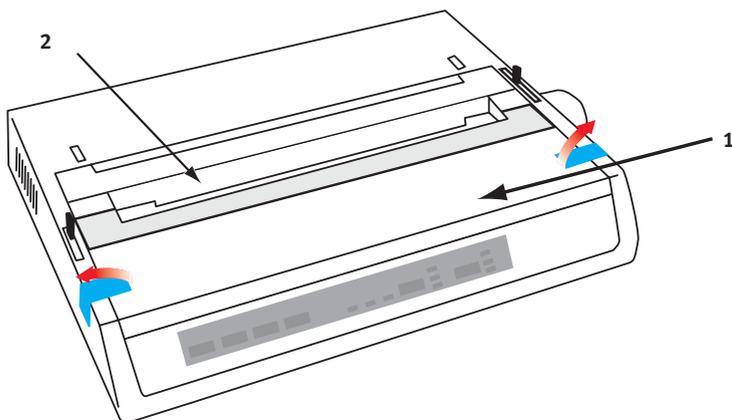


- | | |
|------------------------------------|----------------------------------|
| 1. Printer | 6. Installation Safety booklet |
| 2. Ribbon Cartridge | 7. Pan European limited Warranty |
| 3. Power Cord(s) - AC (3a);DC (3b) | 8. Manual CD |
| 4. Platen Knob | 9. Driver CD |
| 5. Sheet Separator | 10. Setup Guide |

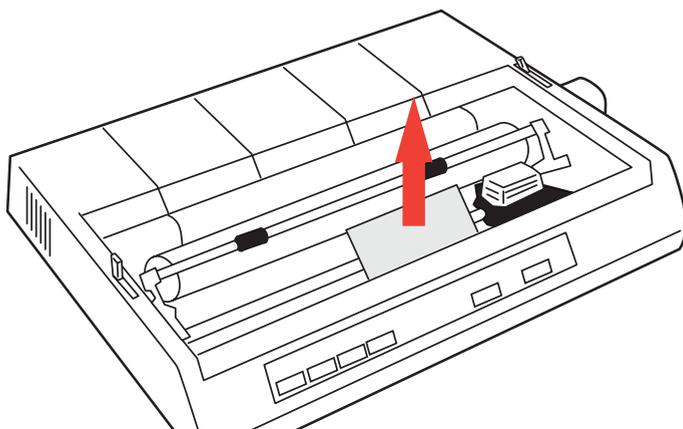
Do not plug the printer into the AC supply until the following steps have been completed:

REMOVING THE SHIPPING RESTRAINT

1. Remove any packing tape. Insert your hand in the top cover slot (2) and remove the **access cover** (1) by lifting it.



2. Remove the **printhead shipping restraint**. Keep shipping restraint for future use.



3. Reinstall the **access cover**.

INSTALLING/REPLACING THE RIBBON CARTRIDGE

CAUTION!

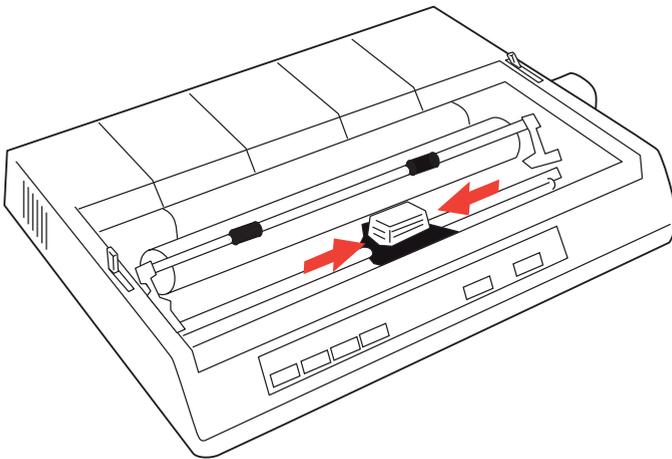
When replacing a Ribbon Cartridge, make sure you have the correct replacement ribbon for your printer. The wrong ribbon will not print when installed in your printer.

RIBBON CARTRIDGE HANDLING

- ❖ Leave unused ribbon cartridges in their packages until needed.
- ❖ Careful; the ribbon ink may cause permanent stains.
- ❖ Ribbon ink on skin or clothing can usually be removed with soap and water.

Make sure the printer is turned OFF.

1. Open the access cover and center the printhead (1).

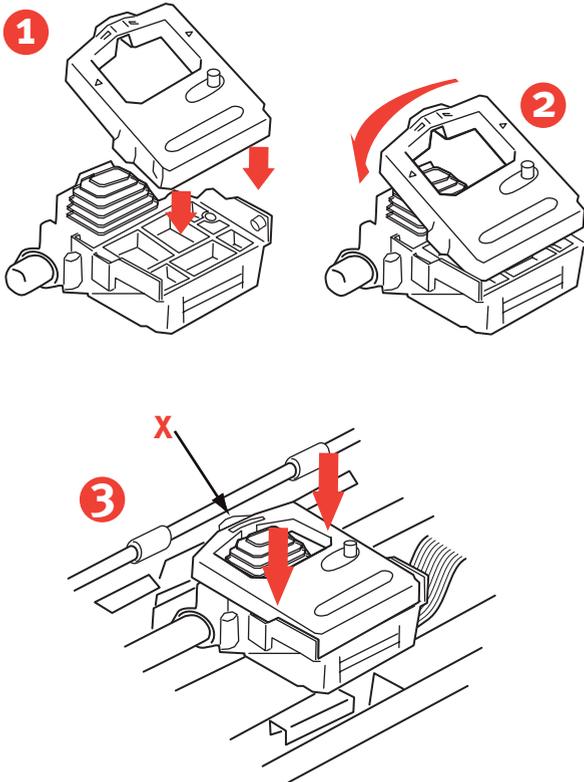


2. When replacing a Ribbon Cartridge, first remove the old one.

WARNING!

If you are replacing the ribbon Cartridge, the printhead may be HOT!

3. Unpack the ribbon cartridge and install it on the printhead.

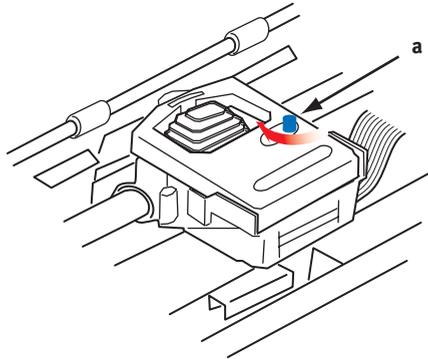


4. Press gently on the ribbon cartridge until you feel it click into place.

CAUTION!

Do not remove the ribbon shield (“X” in graphic above) from the ribbon!

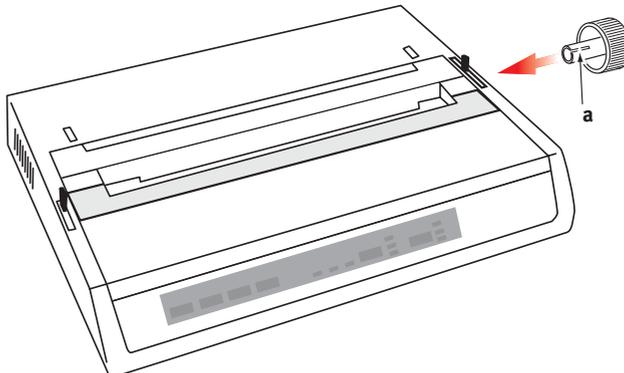
5. Turn the take-up knob (a) in the direction of the moulded arrow to take up any ribbon slack.



6. Replace the access cover.

INSTALLING THE PLATEN KNOB

If the Platen Knob is not already fitted, align the key way (a) correctly and push it firmly into place.



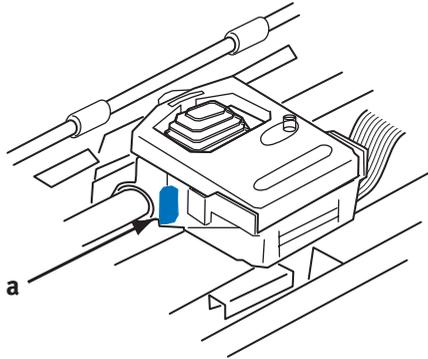
ADJUSTING THE HEAD GAP

The head gap is the distance between the print head and the platen roller. When you use envelopes or multi-part forms you will need to have a larger gap than when using plain paper. Use the recommended head gap to ensure the best print quality and easy paper feed.

CAUTION!

Incorrect setting of the print head gap can cause print head damage or ribbon jams. To avoid these problems set the print head gap for the type of stationery being used.

To adjust the print head gap, move the coloured lever located to the left of the ribbon cartridge (a), to the correct position for the type of stationery being used.....



.....as detailed in the following table:

PAPER TYPE	WEIGHT	LEVER POSITION
Single part paper	14 - 20lb (52 - 75gm)	1, 2
Form		
Two part	9 - 11 lb. (35 - 40 gm) with a	2 - 3
Three part	maximum thickness of 0.28mm	3
Four part		3

FITTING THE PAPER SEPARATOR

The Paper Separator is utilised when using single sheets (no carbons) and when using continuous stationery to separate the ingoing/ outgoing paper to prevent paper jams. It is fitted as follows:

- 1.** Grasp the paper separator by either side, with the spring loaded stays to the rear of the printer.
- 2.** Locate the two hooked lugs on the edges of the paper separator into the two corresponding slots in the top of the printer.
- 3.** Release paper separator on to the top of the printer.

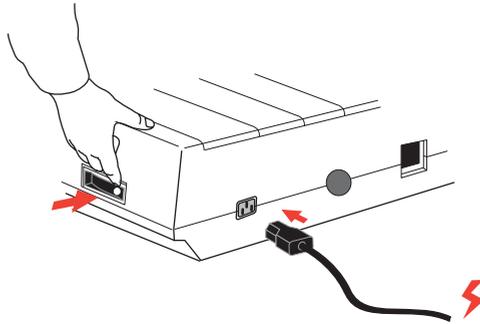
SETTING UP YOUR PRINTER

POWER CONNECTION

Make sure both the printer and the computer are switched OFF.

FOR AC MODELS:

1. Plug the power cord into the back of the printer, then into a grounded AC outlet.



2. Switch the Printer ON.

FOR DC MODELS:

With the printer switched **OFF**....

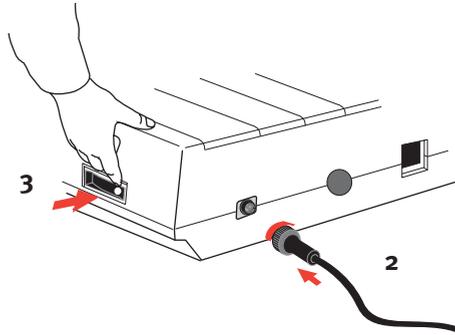
1. Terminate the free ends of the power cord with connector(s) appropriate for connection to your DC voltage source.



WARNING!

Observe polarity of connection!

2. Plug the power cord into the back of the printer and lock by twisting the collar of the connector clockwise.



3. Switch the Printer **ON**.

LOADING PAPER

Three types of paper can be used with your printer:

- Single sheet (with or without the optional cut sheet feeder)
- Roll paper (use the correct rollpaper stand)
- Fan-fold paper (with or without the optional tractor feed unit)

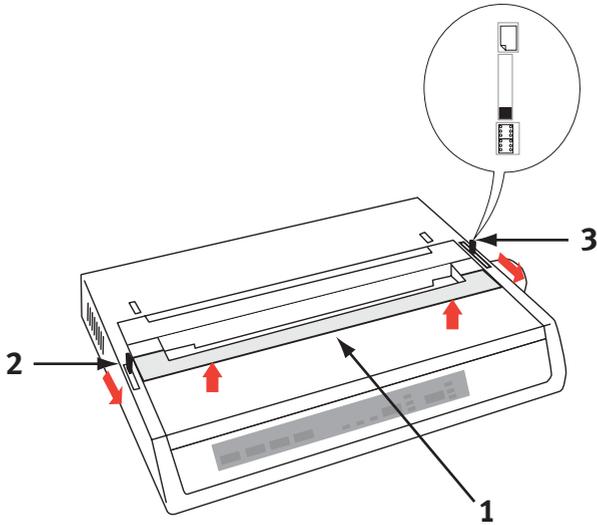
When using fan-fold paper, adjust the distance between the sprocket pins at the ends of the platen to the holes in the paper. Fan-fold paper can be fed from the rear of the printer, or, if a slotted stand is available, from underneath.

REAR FEED CONTINUOUS FORM FAN-FOLD PAPER

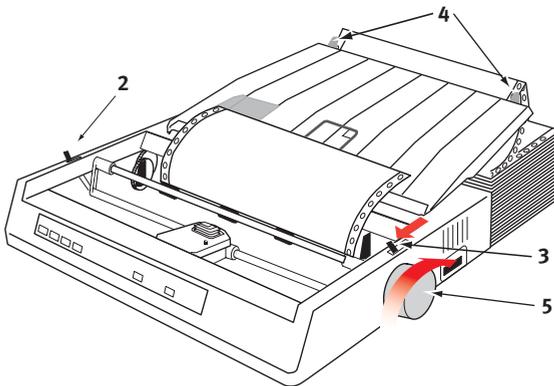
Ensure that the printer is switched **OFF** and the power supply lead removed.

1. Place a box of fan-fold paper behind the printer.

2. Remove the **Access cover** (1).



3. Move the **Bail arm lever** (2) (on the left-hand side of the printer) to the front of the machine to lift the **Bail bar**.
4. Move the **Paper lever** (3) (on the right-hand side of the printer) to the front of the machine, to the **fan-fold** symbol.
5. Insert the first sheet of paper between the separator paper guides (4).



Push the paper in just enough so that its sprocket holes engage the sprocket pins located on the platen ends.

6. Turn the **Platen knob** (5) to advance the paper until it appears in front of the platen.
7. Move the **Bail arm lever** (2) to the rear of the machine to lower the **Bail bar**.
8. Use the **Platen knob** (5) to advance the paper to the first printing line.
9. Replace the **Access cover** and switch the printer **ON**.

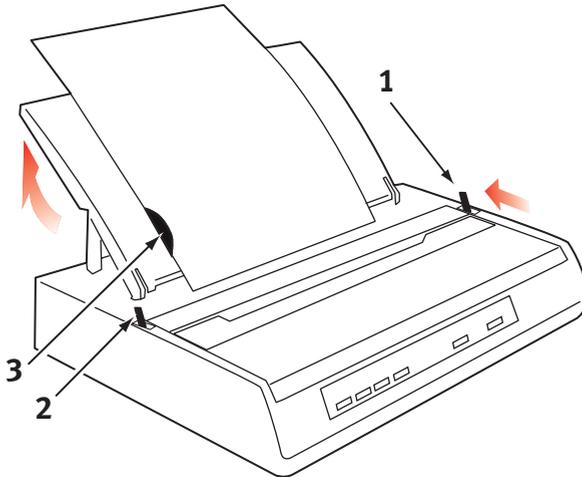
BOTTOM FEED CONTINUOUS FORM FAN-FOLD PAPER

Ensure that the printer is switched **OFF** and the power supply lead removed.

1. Place the printer on a slotted printer stand, carefully aligning the slot in the stand with the slot in the base of the printer.
2. Place a box of fan-fold paper under the printer stand.
3. Remove the **Access cover**.
4. Move the **Bail arm lever** (2) (on the left-hand side of the printer) to the front of the machine to lift the **Bail bar**.
5. Move the **Paper lever** (3) (on the right-hand side of the printer) to the front of the machine, to the **fan-fold** symbol.
6. Insert the first sheet of paper through the opening in the printer stand and the bottom of the printer.
7. Adjust the **Platen sprocket(s)** to align with the sprocket holes in the paper.
8. Use the **Platen knob** to gently pull the paper up until it appears in front of the platen, and above the Bail bar
9. Move the **Bail arm lever** to the rear of the machine to lower the **Bail bar** (6).
10. Use the **Platen knob** (5) to advance the paper to the first printing line.
11. Replace the **Access cover** and switch the printer **ON**.

TOP FEED SINGLE SHEET PAPER

Your printer can accommodate single sheets of 216mm width x 297 or 355mm length paper. Remove the Tractor Feed **unit** and any other accessories, then raise the **Paper Separator** into its upright position.



1. Switch the printer **ON**.
2. Move the **Paper lever** (1) (on the right-hand side of the printer) to the rear of the machine, to the **Blank sheet of paper** symbol.
3. Ensure that the printer is **OFF-LINE** (press the **SELECT** switch if necessary).
Make sure the **Bail arm lever** (2) is set to the rear of the machine (in its closed position).
4. Raise the paper separator as shown above.
5. Adjust the **Cut Sheet guide** (3) on the **Paper Separator** to position the left edge of the sheet.

NOTE

If letter size paper is used, set the cut sheet guide to the line mark on the paper separator. 80 character width text (10cpi) is then positioned centrally on the paper.

6. Insert a single sheet along the **Cut Sheet guide** until it reaches the pinch roller. Be sure to keep the paper inside the platen ends, otherwise the built-in sprocket rollers will tear it.
7. Move the **Bail arm lever** (2) towards the front of the machine, into the open position. The sheet of paper will be pulled around the platen.
8. Close the **Bail arm lever** (2) ensuring that the paper has been positioned correctly.
9. Press the **SELECT** button to bring the printer **ON-LINE**.
10. The sprockets can be released and moved out from the platen if required.

TESTING YOUR PRINTER

Your printer has a built-in test (self test) to make sure that your printer is set up and working correctly.

1. Firstly, load continuous forms paper into the printer (Please see the “Loading Paper” section of this Guide).
2. Hold down the **LINE FEED** button and turn the printer **ON**.
The printer will begin its test print.
3. To stop the test, press the **SELECT** button or turn the printer **OFF**.

Typical test print:

```
ML280 ELITE ME1                F/W XX.XX          42434401YR-00
                                CG XX.XX
HSD 10CPI
!"£$%^&*()0123456789:;<=>@ABCDEFGHIJKLMN0PQRSTUVWXYZ[\]abcdefghijklmnopq
nopqrstuvwxyz
```

NOTE

The top of each print test contains information about your printer model. Be sure to have a copy of the printout handy if you have to call for service.

COMPUTER CONNECTIONS

NOTE

- ...✦ *It is not recommended that you connect serial/USB and parallel cables to the printer simultaneously.*
 - ...✦ *For connection to a PC running Windows 98 or above (not Windows 95 upgraded to Windows 98) or Macintosh.*
 - ...✦ *The operation of a printer is not assured if a USB compatible device is connected concurrently with other USB compatible machines.*
 - ...✦ *Interface cables are not supplied with your printer.*
-

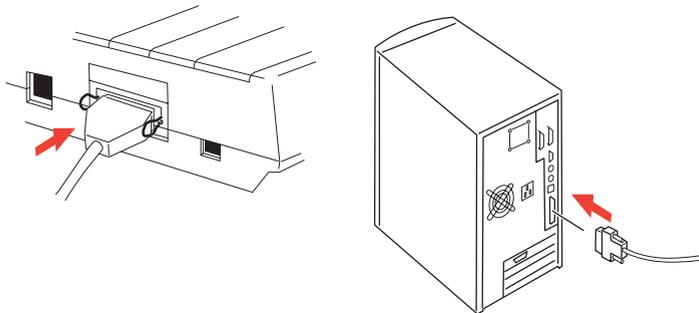
PARALLEL (LPT) CONNECTION, IEEE 1284

- ...✦ Requires a **bi-directional cable**, max. length 6 ft. (1.8 m), not supplied
- ...✦ The printer has a 36-pin Centronics type socket.

CAUTION!

Make sure the printer and computer are both turned OFF.

1. Switch both the computer and the printer **OFF**.
2. Attach a suitable **bi-directional cable** to the parallel connector on the back of the printer. Then attach and secure the cable to your computer.



3. Turn the printer and computer back **ON**.

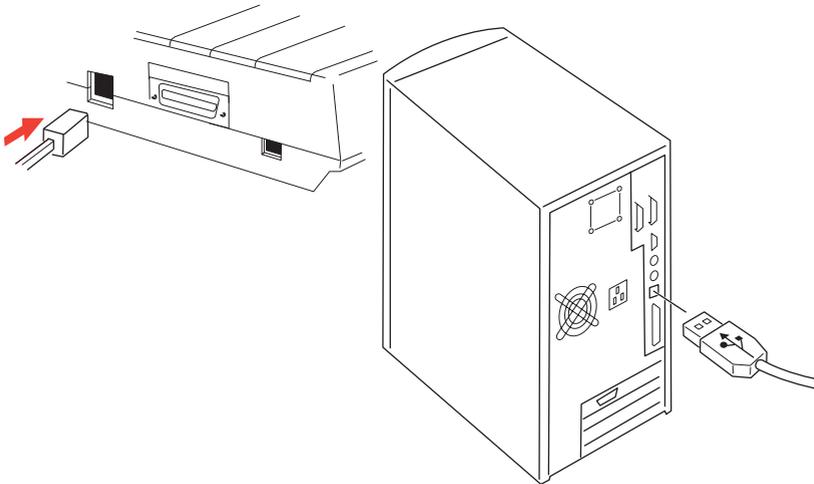
USB CONNECTION

- ...❖ Requires a USB 1.1 cable, maximum length 19.7 ft. (5 m), not supplied.
 - ...❖ Printer has a USB series “B” receptacle.
-

NOTES

- ...❖ *For connection to a PC running Windows 98 or above (not Windows 95 upgraded to Windows 98).*
 - ...❖ *The operation of a printer is not assured if a USB compatible device is connected concurrently with other USB-compatible machines.*
 - ...❖ *When connecting multiple printers of the same type, they appear as *****, ***** (2), ***** (3), etc. These numbers depend on the order of connecting or turning on each printer.*
 - ...❖ *USB is a “hot-pluggable” protocol. This means that the printer and computer do not necessarily have to be switched **OFF**.*
-

1. Attach a suitable USB cable to the printer. Then attach the cable to your computer.



2. If you have turned the computer and printer **OFF**, turn them back **ON**.

Follow any on-screen instructions.

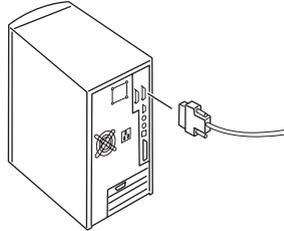
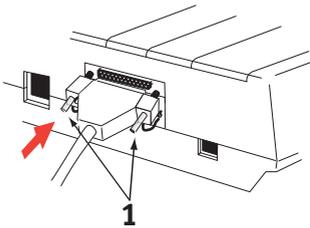
SERIAL CONNECTION

The Serial Interface Board is an option on this printer and is supplied with installation and setup instructions. Once this board has been installed, the serial interface settings will appear in the printer menu and may need to be adjusted to match your PC.

CAUTION!

Make sure the printer and computer are both turned OFF.

1. Switch both the computer and the printer **OFF**.
2. Plug the cable into the serial ports of both your PC and printer and tighten the thumbscrews (1).



The cable should comply with the RS232C Serial Interface Specification and have a maximum length of 15 metres (49ft).

3. Turn the printer and computer back **ON**.

PRINTER DRIVERS

Printer drivers enable your computer to communicate with the printer. As with most printer manufacturers, Oki creates printer drivers for use with popular types of software, such as Microsoft Windows operating systems, from Windows 95 onwards. Installing a printer driver is normally a simple process of making a selection within the software. If a driver is not available by name for your printer, contact the software manufacturer and ask if they can supply an updated version of their software with additional drivers. Alternatively, check the driver availability on the Oki Europe Web Site at:

www.okieurope.com

If you are using bespoke software or software created specifically for your company, it is unlikely that the CDs supplied with this software will include drivers for your printer. In this instance you will have to choose a driver as closely compatible as possible. Compatible drivers contain printing codes that will operate your printer. They may not offer the special features of an original driver, but they will allow you to perform normal printing tasks.

Oki's printers contain more than one printer emulation selectable via the menu system. See the table below for compatible drivers. However, please note that the emulations listed toward the bottom of this list are more basic and offer fewer of the printer's features.

MICROLINE EMULATION	IBM EMULATION	EPSON LQ EMULATION
ML280 Microline	ML280 IBM	ML280 Epson
	IBM Graphics Printer	Epson FX80
		Epson FX

OPERATING YOUR PRINTER

FRONT PANEL OPERATION



The Front Panel has 9 indicators and 6 buttons. The function of each is as follows:

Indicators

- SELECT** Lit - Printer ON-LINE, **unlit** printer OFF-LINE. **Flashes** with **ALARM** on to indicate a fault has been detected.
- ALARM**  If lit permanently and **SELECT** is **not** lit - it is indicating paper out or paper jam if a Cut Sheet Feeder is in use.
-  If lit permanently and **SELECT** is **flashing** - it is indicating that auto diagnostics have detected an error.
-  If **flashing** and **SELECT** is lit - it is indicating either printhead temperature protection circuit, firmware protection of line feed or space motor is operating. In any case, normal print operation will resume after a cooling period.
- POWER** Indicates that the printer is connected to the supply and is switched **ON**.
- PITCH** Indicates the current character pitch selected.
- MODE** Indicates the current print mode selected - NLQ, Utility, HSD (HSD is SSD if 12cpi is selected).

Buttons

- LINE FEED** Advances the paper one line for each press.
- FORM FEED** Advances the paper to the next top of form (TOF) or ejects any single sheet paper from the printer.
- TOF SET** Sets new top of form (TOF) position.
- SELECT** Places printer **ON** or **OFF** line
- PITCH** Changes the character pitch setting (cpi)
- MODE** Changes the print style setting.

Additional button functions if pressed at Power ON

LINE FEED	Initiates the printer self test.
SELECT and LINE FEED	Initiates the printer's continuous rolling ASCII test.
SELECT and FORM FEED	Places the printer into a Hex dump mode, printing all data and control commands received as HEX codes for fault finding.
SELECT	Enters the printer's Menu Mode.
TOF SET	Selects the print pitch as 17 cpi.

SETTING PRINTER DEFAULTS

The printer has an internal **MENU** containing a number of default conditions that can be set to enable your printer to match the parameters required by your computer.

ENTERING THE MENU MODE

1. Power on the printer while holding down the **SELECT** button. The **12** and **UTILITY** LEDs will flash.
2. Press the **SELECT** button to print the complete menu. This will detail the current default settings.
3. Press the **LINE FEED** button to select the relevant group that needs to be changed (the group is the left-hand column on the MENU printout).
4. Press the **FORM FEED** button to select the relevant item within the selected group (the Item is the centre column on the MENU printout).
5. Press the **TOF SET** button to cycle through the settings available for the item you want to change (the settings are the right-hand column on the MENU printout).
6. Once you have reached the setting that you want, press either the **LINE FEED** button (for the next group) or the **FORM FEED** button (for the next item) to be changed.

Follow steps to 3 to 5 until all your required settings have been changed.

7. On completion of the changes, press the **PITCH** and **MODE** buttons together to exit and save all the changes you have made.

NOTE

Important, do not exit the menu mode by switching off the printer, as this will not save any changes you have made.

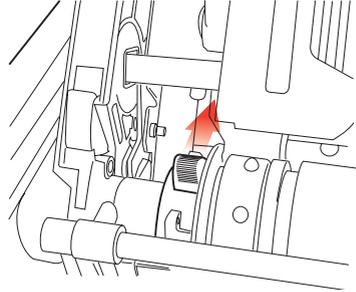
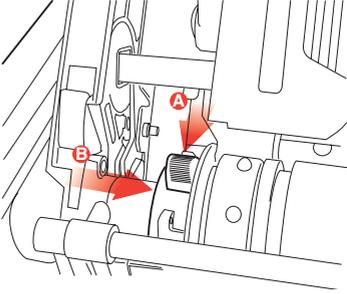
DEFAULT MENU SELECTIONS

GROUP	ITEM	SETTING
Printer Control	See the Printer Driver section of this document for more information.	IBM
Font	Print Mode	Utility
	Draft Mode	SSD
	Pitch	10 CPI
	Proportional Spacing	No
	Style	Normal
Symbol Sets	Size	Single
	Character Set	Set II
	Language Set	ASCII
	Zero Character	Unslashed
	Code Page	USA
Vertical Control	Slashed Letter O	No
	Line Spacing	6 LPI
	Skip Over Perforation	No
Set-up	Page Length	12"
	Graphics	Uni-directional
	Receive Buffer Size	64K
	Paper out Override	No
	Print Registration	0
	Operator Panel Function	Semi Operation
	Reset Inhibit	No
	Printer Suppress Effective	Yes
	Auto LF	No
	Auto CR	Yes
	S1 Select Pitch (10 CPI)	17.1 CPI
	S1 Select Pitch (12 CPI)	20 CPI
	Time Out Print	Valid
	Auto Select	No
ESC/S1 Pitch	17.1	
CSF/RPS Pitch	RPS	
Impact Mode	Normal	
Parallel I/F	I - Prime	Buffer Print
	Pin 18	+5V
	Bi - Direction	Enable

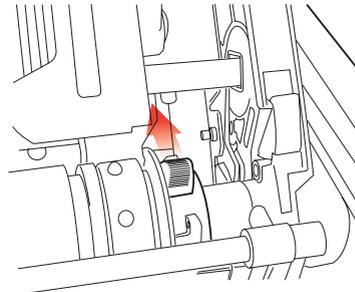
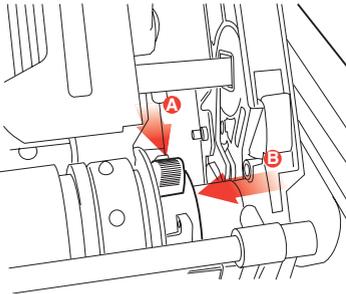
USING THE PULL TRACTOR UNIT (IF FITTED)

Paper can be loaded either from the rear of the printer or from the bottom if you have a slotted printer stand.

1. Remove the access cover.

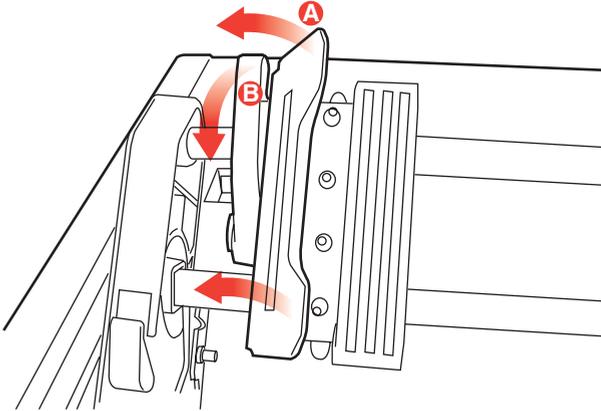


2. Adjust the left tractor if necessary, making sure that it is not more than 12.7mm (0.5 inch) from the left-hand end of the tractor unit. To move the tractor, pull the lock lever forward, slide the tractor to the desired position, then push the lock lever backward to lock it in place.



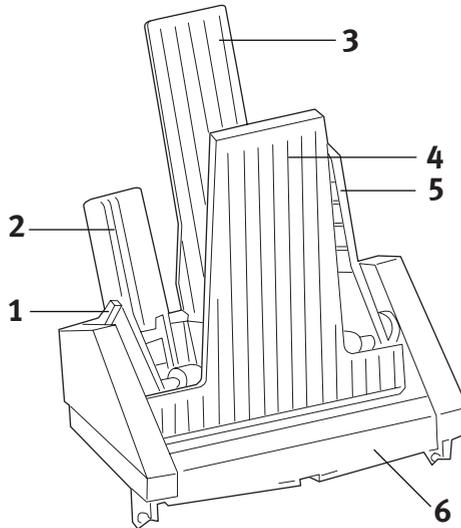
3. Adjust the right tractor to the paper width by pulling its lock lever forward, sliding the tractor to the desired position, then pushing the lock lever backward to lock it in place.

4. Pull the paper under the Bail bar and up to the level of the tractor unit.
5. Open the sprocket covers and slide the paper release lever forward.



6. Locate the sprocket holes in the paper over the sprockets on the tractor unit and close both sprocket covers (leave the paper release lever open).
7. Replace the access cover.

USING THE CUT-SHEET FEEDER (IF FITTED)



1. Paper set lever
2. Left paper guide
3. Rear sheet support
4. Front sheet support
5. Right paper guide
6. Front sheet guide

1. Place the **paper set lever** (1) in the RESET position.
2. Release the **paper guides** by pushing the **locking levers** downward.
3. Move the **left paper guide** (2) to the position where you wish to set the left-hand edge of the sheet, making sure that this paper guide is not set to the right of the **paper out sensor** (the groove in the platen).
4. “Flex” a paper stack (not more than 170 sheets of 60g/m² (16lb.) paper). Square the stack, turn over and repeat the bending. The stack of paper should not exceed 16mm thickness.

5. Insert the paper stack into the hopper and push it against the **left** paper guide, making sure that the paper fits under the corner separators.
6. Adjust the right paper guide to the paper width.
7. Push both **paper guide locking levers** upward into the locked position.
8. Push the **paper set lever** (1) gently backward into the set position.

MANUAL LOADING WITH THE CUT-SHEET FEEDER INSTALLED.

1. Gently insert the paper from directly above the **front sheet support**.
2. Use the **FORM FEED** button to feed the sheet.
3. Turn the Platen knob clockwise/anti-clockwise for fine adjustment.

NOTE

The manually set sheet is printed automatically, even when other sheets are loaded in the hopper. When the FORM FEED button is pressed, the manually inserted sheet will be fed from the cut-sheet feeder.

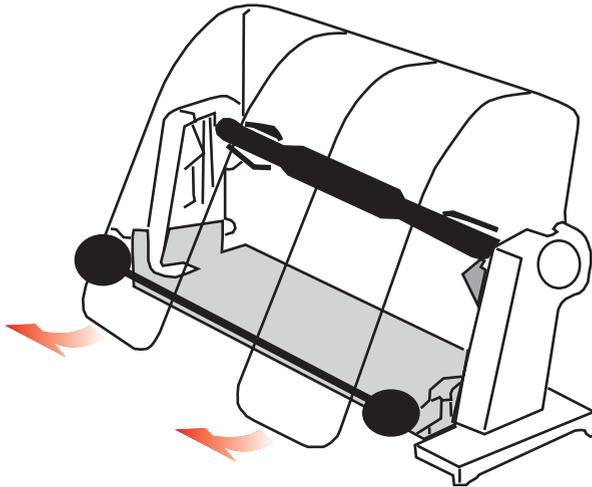
CAUTION!

- ❖ **Do not manually feed paper if a sheet is being fed from the hopper. Simultaneous feeding of paper will result in a paper jam.**
- ❖ **To manually feed a sheet of paper, you must use the FORM FEED button to feed the paper. If the paper is being fed manually and is positioned using the platen knob rather than the FORM FEED button, it may be ejected just before printing begins (use the Platen Knob for fine adjustment *only*).**

CUT-SHEET FEEDER CONTROLS

The printer's control switches also control the operation of the cut-sheet feeder. The control switches, however, function only when the printer is off-line or deselected (SELECT indicator is not lit).

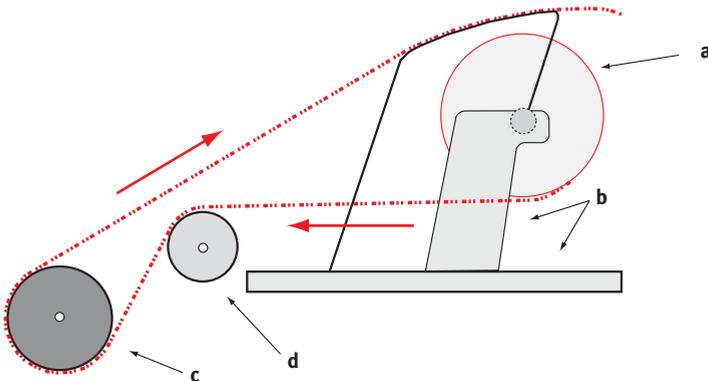
USING THE ROLL PAPER STAND (IF FITTED)



LOADING THE PAPER

1. Open the paper separator all the way.
2. Remove the paper roller.
Note that there is a disk on the left end of the roller.
3. Slide the roller into a tube of paper.
Ensure the disk is on the left side and paper must roll up from the bottom.
4. Replace the paper roller back into the stand, with the disc on the left side.
5. Feed the paper over the roller on the stand. **NOT UNDER!**
6. Adjust the round paper guides at either side to the paper width.

7. Feed the paper down behind the platen and use platen knob to bring paper through the printer.
Lift the bail arm as paper comes round to front of platen. (The paper release lever needs to be in the top position to perform this step).
8. Continue to feed the paper through for approx. 4 inches.
9. Move the paper release lever toward the front of the machine. Align the paper so that the exit and entry paper edges align. Return the paper release lever to the rear position to re-apply pressure on platen.
10. Close the bail arm.
11. Replace the access cover. Fit the cover tabs into the slots at the printer front. Lower the cover carefully, making sure the paper fits through the front slot in the access cover.
12. Lower the paper separator so that paper enters the printer from under the separator and exits the printer going over the separator (see below).
13. Turn the platen knob to move the paper to the point where you want printing to start. (Many word processing packages automatically allow for a top margin of 25.4mm (1 inch)).



Correct paper path

- | | | | |
|---|------------|---|------------------|
| a | Paper roll | b | Roll Paper Stand |
| c | Platen | d | Paper Guide |

MAINTENANCE

REPLACING THE RIBBON CARTRIDGE

See [“Installing/Replacing the Ribbon Cartridge”](#) on page 11 .

ADJUSTING THE PRINTHEAD GAP

See [“Adjusting the Head Gap”](#) on page 14

LOADING PAPER

See [“Loading Paper”](#) on page 17

TESTING YOUR PRINTER

See [“Testing your printer”](#) on page 22

TROUBLESHOOTING

GENERAL INFORMATION

Here are some general things to check before proceeding with detailed troubleshooting.

- › Is the printer plugged in and turned ON?
- › Are the connections (power and interface) secure?
- › Is the product being operated under the proper ambient conditions?
- › Does the paper being used meet the specifications for this product?
- › Is the paper properly installed?
- › Is the ribbon properly installed?
- › Is an Oki ribbon being used?
- › Is the printhead gap correctly set?
- › Are the correct printer drivers being used for the printer?

NOTE

- › Settings in your software application will normally override any settings in your printer driver.
- › Printer driver settings normally override settings from the printer menu or printer front panel.

Problem

My word processor files do not print the way I have the menu and front panel set.

Solution

Remember: The note above!

Before sending a file to the printer, many word processors send either an “initialization string” or an **I-Prime** signal to the printer.

The initialization string contains codes that override the panel and menu settings. To change your printer to ignore the reset code, enter the **Menu Mode**, go to the **Set-Up** group and change the setting for **Reset Inhibit** to **Yes**.

The I-Prime signal will automatically override any front panel settings you have made. To eliminate this problem, enter the **Menu Mode**, go to the **Parallel Interface** group and change the setting for **I-Prime** to **Invalid**.

For more information on changing menu settings, see “Changing the Menu Settings” in Chapter 3.

Problem

Nothing happens when I turn ON the printer.

Solution

Check the power cord connection to the outlet and to the printer. If you are using a power strip, make sure it is turned ON, and that the fuse hasn't blown or that the circuit breaker hasn't tripped. If the solution is not obvious — call for service.

Problem

The printer does not print when the computer sends data.

Solutions

1. Is the **SEL** light on? If not, press the **SEL** key.
2. Check that the interface cable is securely connected to both the printer and the computer.
3. If you have the optional serial interface board installed, check to be sure that it is firmly seated in the printer and that the interface cable is securely connected to both the printer and the computer.

Problem

I'm getting strange symbols, incorrect fonts, etc., when I try to print a document.

Solutions

1. Check to be sure that the printer driver you have selected in your software matches the printer emulation.
2. Please refer to the **Printer Driver** section for details of emulations, then check the menu settings (see “Setting Printer Defaults” in the **Operating your Printer** section).
3. If you have embedded any printer commands in your software, check to be sure that you entered them correctly.

Problem

Ink smears on the paper when I print narrow columns.

Solutions

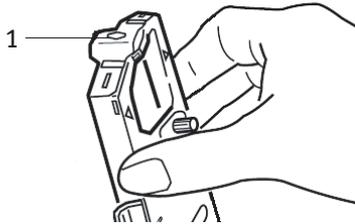
The head gap could be too close. Check that the head gap is set correctly (see the table in “Adjusting the head gap” in the **Getting Started** section).

Problem

I've installed a new ribbon and the printing is smeared and streaked.

Solution

The ribbon shield (1) is either loose or missing.



Remove the ribbon cartridge and check the ribbon shield.

If it is loose, secure it. If it is missing, find it and install it. If you cannot find it, replace the ribbon cartridge.

Tip: If you still have an old ribbon cartridge, remove the shield from it and install it on the ribbon cartridge on your printer.

Problem

There are dots missing in my printouts (typically, tops and /or bottom of characters missing).

Solution

The head gap may not be set correctly. Try moving the headgap lever to a lower setting. If that doesn't help, the printhead may be damaged; call for service.

Problem

*The **ALARM** light is flashing.*

Solution

Try turning the printer **OFF** and then back **ON** again. If the light still blinks, call for service.

Problem

*The **Print Quality** and **Character Pitch** keys on the front panel don't work.*

Solution

The Operator Panel Function in the printer menu can be used to disable these buttons (Limited Function). If the printer is part of a customized system or if it is used by a number of people, the system manager may have used this option to make sure the printer is always set properly.

Check with your system manager before changing any menu settings.

Problem

My printer keeps indicating “Paper out” when there is paper installed.

Solution

The most likely cause is that the paper sensor groove in the platen is not being covered by paper. Re-align paper to cover the sensor groove.

Problem

When I am using continuous feed paper, the sprocket holes are torn, causing alignment problems.

Solution

The most likely cause is that the paper lever is set to friction feed. Move the lever to “Fan-fold” (to the front of the printer)

CLEARING PAPER JAMS

REAR FEED JAMS

1. Turn the printer **OFF**.
2. Use the platen knob to back the paper all the way out of the printer.

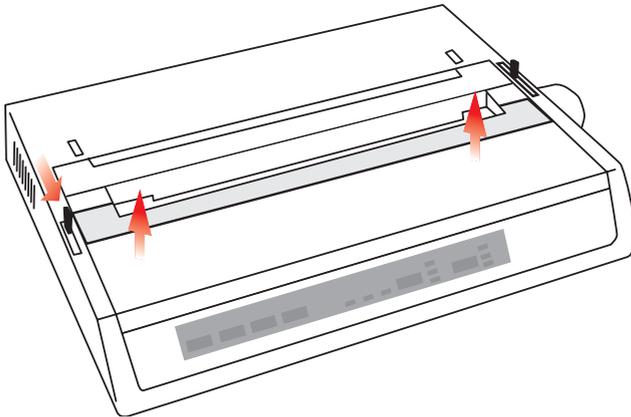
CAUTION!

Make sure the printer is turned **OFF** before you open the access cover.

WARNING!

The printhead may be **HOT!**

3. Open the **access cover**, move the **bail arm lever** toward the front of the printer and remove any torn paper.



4. Reload the paper (see section on “Maintenance”), move the bail arm lever towards the rear of the printer and close the access cover.
5. Turn the printer **ON**.

REAR FEED, REPEATING PAPER JAMS

If the paper keeps jamming, you may have:

- › defective paper
- › misaligned paper
- › bits of paper in the paper path

Defective Paper

Replace the defective paper with a fresh stack.

Misaligned Paper

1. Turn the printer **OFF**.
2. Use the platen knob to back the paper all the way out of the printer.
3. Tear off a couple of sheets of paper, leaving a new, clean, square-cut edge.
4. Reload the paper and turn the printer back **ON**.

Bits of paper in the paper path

Depending on which paper feed method you are using, remove any accessories, open the access cover and remove any debris from the paper path.

WARNING!

- ...❖ Always ensure that the printer is switched **OFF** and that the power supply lead is disconnected.
- ...❖ If the printer has been recently used, the printhead may be **HOT!**

SINGLE SHEET PAPER JAMS

- 1.** Turn off the printer.
- 2.** Use the platen knob to back the paper out.
- 3.** Open the access cover.
- 4.** Remove any torn pieces from around the carriage.
- 5.** Close the access cover.

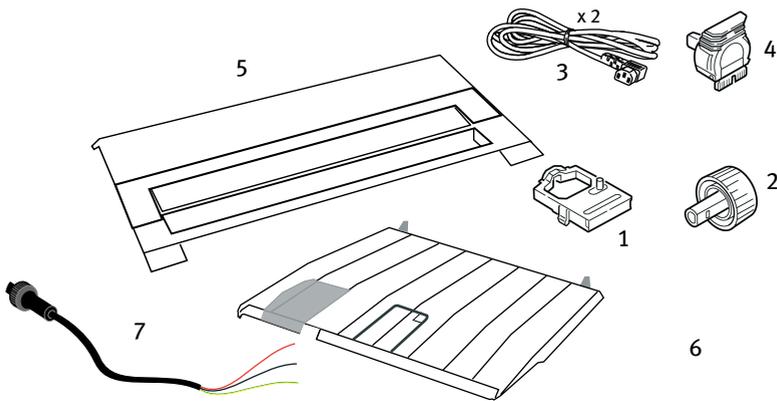
PARTS AND ACCESSORIES

PURCHASING PARTS & ACCESSORIES

Before you purchase parts and accessories, make a note of your printer model name (see the front of the unit) and have the correct part number and description of the item you wish to purchase. Item descriptions and part numbers are provided in this section.

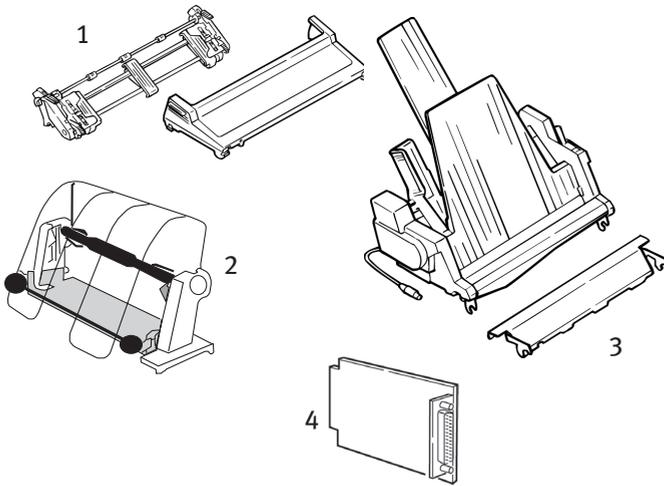
- ❖ Consult the dealer where you purchased your printer.
- ❖ Locate an Authorised Oki Data Reseller by visiting your local Oki web site. Links to all countries are provided on:

<http://www.okieurope.com>



ITEM	PART NUMBER	COMMENT
Ribbon Cartridge (1)	09002303	Life - 3 million characters
Platen Knob (2)	3PB4043-2156P7	
Power Cord AC (3) - Euro	YS4011-1272P001	
UK	YS4011-1273P001	
Power Cord DC (7)	YS4100-1187P001	
Printhead (4)	42666401	Life - 200 million characters
Access Cover (5)	3PA4017-3044P10	
Sheet Guide (6)	2PA4017-337864	

OPTIONS



OPTION	PART NUMBER
Pull Tractor Assembly (1)	09002363
Roll Paper Stand (2)	09002334
Cut Sheet Feeder (3)	09000689
Serial Interface Card, RS232 (4)	09002353
Serial Interface Card, RS422 (not shown)	09002357
Current Loop Interface Card (not shown)	09000685

All Accessories are supplied complete with an Installation Guide.

SPECIFICATIONS

Item	Specification
Print Method	Impact dot matrix
Printhead	9 pins, 0.30 mm (0.0118") diameter, with thermal protection
Emulations (co-resident)	Epson FX IBM Graphics Oki MICROLINE
Print Speed	
High Speed Draft (HSD)	333cps*
Utility (UTL)	250cps*
Near Letter Quality (NLQ)	62.5cps*
	* cps = characters per second

Paper Specifications

Type	Feed	Weight	Width (range)
Cut Sheets	Top only	16 to 21lb. (60 to 81g/m ²)	
Single part Continuous	Rear/Bottom	14 to 20lb. (53 to 75g/m ²)	3 to 9.5 inches
Multi Part Continuous	Rear/Bottom	14 to 20lb. (53 to 75g/m ²)	3 to 9.5 inches
Maximum thickness		0.28mm (0.11 inches)	
Maximum number of sheets		4 (original plus 3 copies) carbonless	

Reliability

Ribbon Life (black)	3 million characters, on average
Printhead Life	200 million characters average in 10cpi utility mode
Mean Time Between Failures (MTBF)	20,000 hours at 25% duty cycle and 35% page density
Mean Time to Repair (MTTR)	15 minutes

General Printer Characteristics

Dimensions	Height: 80mm (height) x 372mm (width) x 275mm (depth)
Weight	4.5Kg
Buffer size	128Kb
Noise level	<54dBA and <51dBA in Quiet Mode
Power requirements	AC - 230VAC (+6%;-14%), 240VAC (±10%;) @50/60Hz (±2%) DC - 9.6VDC ↔ 31.2VDC, 4.0 ↔ 1.8A

Item	Specification
Temperature	
Operating	5 to 40°C
Storage	-40 to +70°C)
Humidity	
Operating	20 to 80% RH
Storage	5 to 95% RH
Interfaces:	
Standard:	Centronics parallel, IEEE-1284 compliant
	USB 1.1
Optional:	RS-232C Serial
	RS-422
	Current Loop

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