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ProfiTouch Technical Article

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Title: Troubleshooting a Printer that won't print
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Symptoms: **A printer that has been printing in the past is no longer printing or prints "blank" tickets:**

Cause: **There are many reasons a printer can stop printing. Independent of your printer and connection type, these troubleshooting procedures should help resolve the issue.**

Additional Information:
Step 1 – Determine your Printer Connection Type
- **If your printer is equipped with a Print Server, you will see a device on the back or the bottom of the printer similar to one of the pictures below. If you do not have a Print Server then you have a Parallel data connection, a Serial data connection or an Ethernet data connection. All of these cable connections are different but easy to find and disconnect.**

Step 2 – Turn the printer off and disconnect all data connections.
- **Turn the printer off with the on/off switch which is located on the front or back of the printer depending on your printer type.**

- **Disconnect all of the data and power cables from the printer. If you have a Print Server, disconnect all of the data and power cables from it and disconnect it from the printer.**

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Step 3 – Verify power connections.

- **Trace the Power Cable back to the wall outlet, unplug it, count to 5 and plug it back in. If you have a Print Server, do the same for it's power cord.**

Step 4 – Re-connect all cables.

- **If you have a Print Server, <u>re-connect it to the printer first</u> and then re-connect all of the data and power to the Print Server. If you do not have a Print Server then re-connect the data and power cables to the printer.**

Step 5 – Verify paper quality in printer.

- **Before attempting to print a "test page", you should open the printer and verify that it has the correct paper type and that it is correctly loaded. If your printer produces blank tickets, then you likely have the wrong paper type in a Thermal printer or a misguided ribbon in an Impact printer.**

Step 5 – Re-boot the Printer and print a "test page."

- **With all of the data and power cables reconnected and the proper paper in place, verify that you have power lights on both the printer and Print Server if you have one. If you do not have any other error lights on the printer then hold the Feed Button down on the printer and turn it on.**
- **If the printer is functioning properly, then it should produce a "test page" filled with letters, numbers and configuration data. If the printer does not produce a "test page", then contact the Pyrimont Support department for additional troubleshooting. If the printer does produce a "test page", then hit the Feed Button once more to verify that the paper is feeding and verify that the printer is on-line. If you have any "backed up" tickets, they should start printing.**

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