

Wayne® IBM® SureMark™ 4610-TF6 printer Troubleshooting Checklist

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. Canned compressed air is available at most computer stores such as Staples. Using good quality paper (not recycled) will greatly reduce dust and extend the life of the printer. Paper size: width 79.5 mm- outside roll diameter 80 mm.

The thermal print head will not print on paper that has glue on it. If your new paper roll is sealed with glue, tear off 6 to 8 inches of paper before loading.

Printer ready indicator light is off. (See Figure 1)

Check that the printer power switch, which is located under the top cover, is set to "ON" (see Figure 2).

Check all electrical connections and that the Point of Sale system is "ON".

Printer ready indicator light is blinking

Check that the paper is loaded correctly. Close the cover and push the paper feed button.

Caution: Do not pull the receipt paper

Do not pull the receipt paper out of the printer with the top cover closed. This disengages the paper feed. The paper feed motor must then catch up before the printer can feed the paper, which causes missing lines or partial lines to print. Always use the paper feed button on the outside of the case (see Figure 1) to advance the receipt and all lines will print.

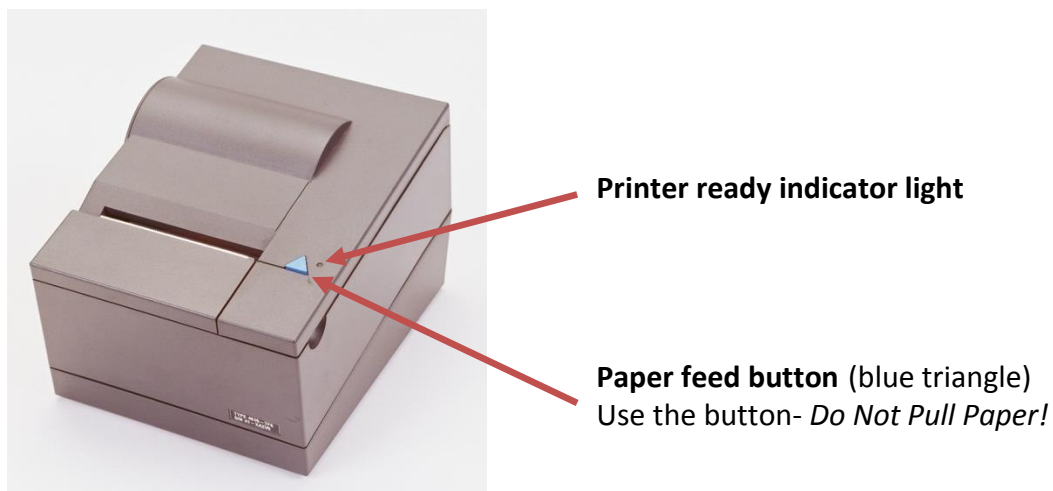


Figure 1- Paper Feed Button

