

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

Perform an Offline Printer Test

Performing an Offline Printer Test will help ensure the printer is operating correctly.

- 1. Open the top cover.
- Press and hold the small blue or black paper feed button (see Figure 2) for 5 seconds. The printer ready indicator light will make one quick flash followed by a pause. A beeper may make a short single tone periodically.
- 3. Release the paper feed button.
- 4. Close the top cover.
- 5. The printer will print an Offline Printer Test (see Figure 3)
- 6. Check that the information printed is correct for your model and configuration.
- 7. To return to operation mode: lift the cover, turn the printer OFF and back ON by cycling the power switch.
- 8. The printer ready indicator light should now be on continuously and ready for operation.



The Printer's S/N is: 41-AGXWH Microcode EC level is 47 Serial Interface: EIA-232 : 9600 Baud, XON/XOFF !"#\$%&'()*+,/0123456789:;<=>?@ABCDE FGHIJKLMNOPQRSTUVWXYZ[\]^_`abcdef9hiJk Imnopqrstuvwxyz{ }`CüéääààcêëëĭîîAAÉæ &ôöòùùÿöUØ£Ø\$\$áíóúññöš¿?#¥§1@x 1↓↔AAà t j]1 4€* ãĂ ^L r ⁺ r]-†0HI:∭·····0	
∂ĐĖĖĖÍIIIÓβôò ôõµÞÞúûùý±+ R∎ ▶ Cuts: 178281 CR Characters: 143429513 CR Motor Steps: 73251166 CR Cover Openings: 3638	
Date of Manufacture (MMYY): ????	

Figure 3 – Offline Printer Test

Figure 2 – Location of Paper Feed Button and Power Switch under cover.

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