

Citizen® 3535 / 3550 / Printer DIP Switch Settings

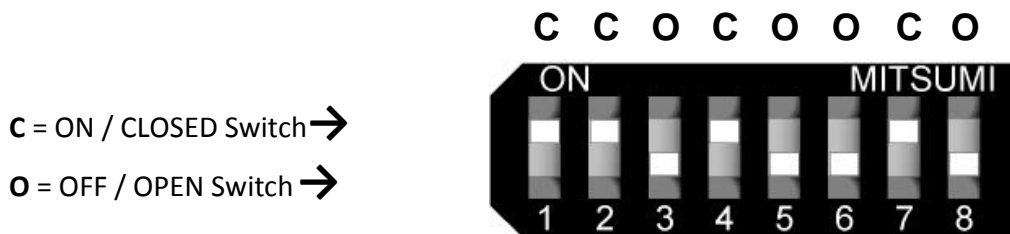
Attention: Warranty will be denied or a labor charge applied if these checks are not performed prior to returning printers under warranty.

The Citizen 3535 / 3550 series of receipt printers are utilized in a number of POS systems. Most applications use a “generic” off the shelf printer. To operate correctly, they need the correct OEM interface cable and DIP switch settings. Generic printers are typically **white** in color.

Note: We strongly recommend powering down pumps or consoles when installing peripheral equipment, such as printers and card readers (unless directed otherwise by OEM procedures or documentation).

For each OEM console there is a unique DIP switch code sequence. This is noted by a series of “C” and “O” which corresponds to each switch being On (Closed) or Off (Open).

Here is an *example* DIP switch setting for CCOCOOCCO



- The printer must be turned OFF before setting the DIP switches.
- **After** setting the DIP switches, be sure to power the printer bank On.
- To access the DIP switch banks, you must take off the top cover. They are located in a cutout on the inside of the front of the plastic printer frame. (See photo page 2)
 - DS1 is the bank closer to the edge of the case. (10 Dip Switches on 3550)
 - DS2 is the bank closer to the middle of the printer.

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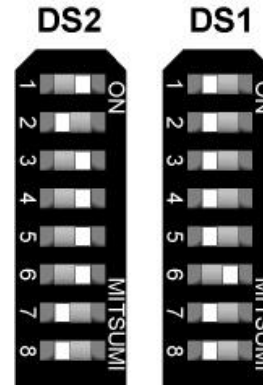
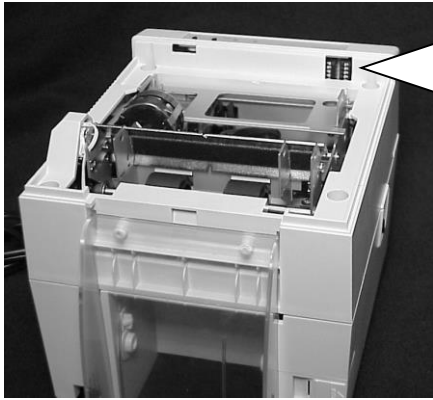


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Troubleshooting

- If the green LED “Alarm” flashes and the printer won’t operate, the paper roll may not be inserted squarely in the back of the unit.
- If a paper rewind unit is installed after remanufacture, check that “position 6” on
- DS1 is “ON” (closed).
- Perform a Printer self-test to check the functional operation of the printer. This can be done without connecting the printer to the console.

Procedure to perform a printer self-test

- 1) Insure the paper roll is properly loaded. The self-test will not operate without paper.
- 2) Confirm the ribbon cartridge is properly installed and the power switch is in the Off position.
- 3) Turn power switch ON while pressing the LF (Line Feed) switch. Release the LF switch after the printer starts printing. The printer self-test will stop automatically when completed.

If the printer fails to self-test:

If the printer failed to run a self-test, repeat steps 1-3. Be sure the LF button is held down while power is turned On.

If printer fails the self-test a second time, contact your distributor to have the printer returned to PMP for remanufacturing.

If the printer performed the self-test:

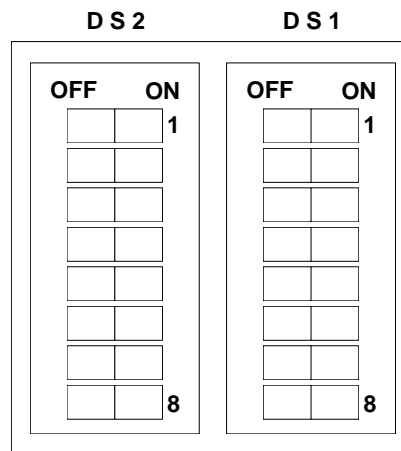
If the printer performed the self-test but does not print or print correctly when connected to the console.

- Check cable connections and retest.
- Proceed to checking DIP switches



Important - record the dipswitch settings from printer being replaced.

- Record the original printer dipswitch settings in the diagram below:



- Change the DIP switch settings on the printer being installed to match the original printer.
- See photo on page two for the location of DIP switches in the Citizen® printer. The switches are very small and can be difficult to read and change without a good light. We suggest using a small blade screwdriver or ballpoint pen if you need to make changes to the Dip switch settings.
- Connect all cables to printer and test printer from console.
- Refer to the last page for the most common DIP switch settings for Citizen 3500 series printers.

General Operation and Caution

- Use only high quality ribbon cartridges, preferably those made by the OEM.
- Replace ribbon cartridge before it is completely worn will help improve the life of the print head.
- Using good quality paper will greatly reduce dust and extend the life of the printer. Do not use recycled paper.
- The printer should never be operated without loading paper and a ribbon cartridge. Doing so may damage the print head.
- Be careful not to drop paper clips, pins, coins and other objects into the printer. These items can jam the mechanism and damage the printer.
- 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 gently blow out the dust and debris, especially in the sensor areas. Use canned compressed air to blow out the printer each time you change a roll of paper or once a week.

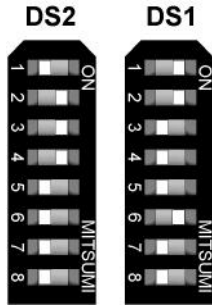
For further assistance, please call PMP Corporation at 1-800-243-6628



Generic 3535 (White Case)

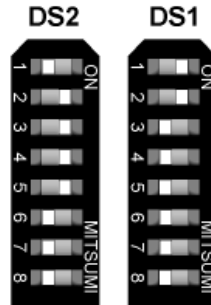
TMS-16, TMS MPC/405, TMS 800F Plus

DS2 DS1
OCCCCOOO CCOOOCOO



Petrosmart EZ Consoles only

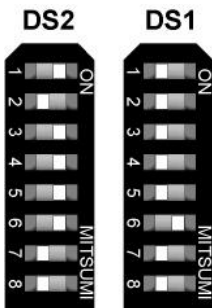
DS2 DS1
OCCCCOOO CCOOOOOO



Gilbarco® Systems

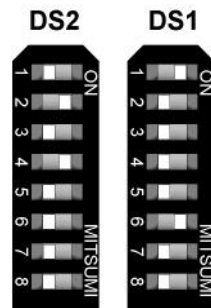
Gilbarco PC based systems

DS2 DS1
COCCCCOO OOOOOCOO



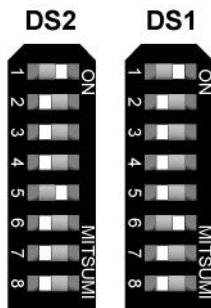
Gilbarco PC (Alternate Version)

DS2 DS1
OCOCOOOO CCOOOCOO



Bennett®

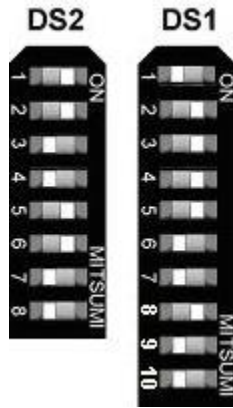
DS2 DS1
COOOCOOO CCOOOCOO



Generic 3550 (White Case)

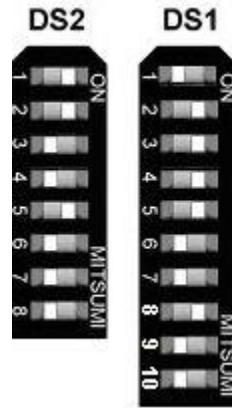
3550 Petrosmart EZ Console only

DS2 DS1
CCOOCCOO OCCCCOOCOO



3550 TMS-16,MPC/405 and 800F Plus

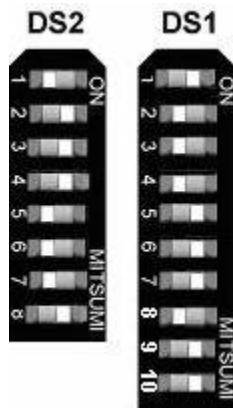
DS2 DS1
CCOOCOOO OCCCCOOCOO



Gilbarco® Systems

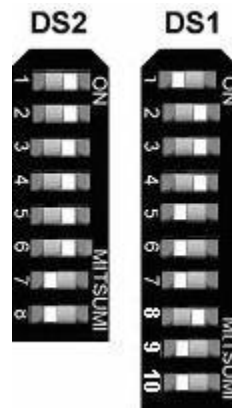
Gilbarco

DS2 DS1
OCCCOOOC COOOCOCOCC



Factory Default

DS2 DS1
CCCCCCOO OCCCOOOCOO



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