

COMMON SITUATIONS:

Dot Matrix/Impact Printer:

Printing garbage- Most of the time changing the printer's emulation and driver resolves the issue. I would recommend changing the printers emulation to Epson then install or update their current driver to an Epson equivalent (see alternate driver sheet for proper Epson driver).

ML320T Jim called in regarding garbled issue. I suggested that he check the parallel port in the device manager and make sure it is a standard printer port and not an ecp printer port. I only have instructions up to Windows XP but sent to him which is on Okidoc 4209.

Character pitch and or the font changes when the printer starts printing-

-Make sure they are choosing the correct pitch and font in the application they are printing from. *NOTE: Windows will override the printer's internal menu.*

- Change the printer's emulation to Epson and update the driver on the pc to the compatible Epson driver. (See alternate driver sheet).

- You can try hard setting the pitch and the font in the printer's internal menu if changing the driver and emulation do not help.

NOTE: If the font and pitch continue to change, the application is taking control and is overriding the printer.

Printing from Quickbooks, Peachtree, etc. (proprietary applications): Use the Epson emulation and the compatible Epson driver. (See alternate driver sheet).

Print Quality issues:

Such as light printing, streaking, white lines, etc. ALWAYS make sure a genuine Oki Data ribbon is being used. 3rd party/ generic brand ribbons can damage the print head and may also affect print quality. Make sure the head gap lever is in the correct position. You can try adjusting.

Paper jam error: Follow the Oki Data Online Library walk through instructions titled "[Common Paper Jam Solution](#)"

Printer making a beeping noise: Remove from the UPS/battery back-up device.

Does not start to print where I want it to.... Mainly TOF (Top of form) adjustment, Change margin settings,

Prints light... Genuine ribbon? Check head gap, paper too thick? Reinstall ribbon

Solid Alarm light, Flashing 15- indicates a paper jam

Solid Alarm light, Flashing 10- the change lever is in the incorrect position

Flashing Alarm light- The most common alarm is the Spacing or Printhead alarm which are both very similar.

- Does the alarm occur on power up? If so, remove the ribbon and power back on. If the error continues, try sliding the space motor back and forth then restart the printer. If the same error occurs- will need service
- If the alarm, clears without the ribbon, spin the blue spindle on the ribbon to check if the ribbon advances easily. If not, the ribbon is bad. If it moves freely reinstall back into the printer and try again.

Other tips:

- Never use the manual paper feed knob on the right side of the printer when the printer is on as this will permanently misalign the TOF position. NOTE: Only use when the printer is off
- Encourage the customers to use the FF/Load button to auto feed paper into the start position
- Encourage the customers to use the Park button if they want to advance the paper back out of the printer