



4209 Rolling Hills Lane
Vacaville, CA 95688
(800) 735-8560 [Tel] (707) 451-6422 [Dir]
www.landmarkimage.com
landmark@landmarkimage.com
You     / landmarkimage

Vacaville PRINT Center.com

Thermal Printer Troubleshooting Steps - for use at Teller Line

1. Perform both steps 2 & 3 ***exactly and in their entirety***... do not stop midway to see “if it has worked”
2. First Printer Reboot:
 - a. Turn the printer off
 - b. Disconnect the printer cable
 - c. Wait 15 seconds
 - d. Power the printer back on *without plugging the printer cable back in*
 - e. With the printer on, do the following **within 1 second or faster**
 - open cover
 - press & release “feed” button
 - close cover

Note: If done fast enough, printer will produce a printout. This is great, but even without the printout, this step should perform a reset function.

3. Second Printer Reboot
 - a. Turn the printer off (still with the printer cable disconnected)
 - b. Wait 15 seconds
 - c. Turn the printer on (still with the printer cable disconnected)
 - d. Check the green light on the back of the printer. It should have a steady beat but even if it doesn't, proceed through the rest of these instructions.
 - e. With the power on, reconnect the printer cable.
 - f. Wait 30 seconds – anything in the printer buffer or JetDirect buffer should start printing in this time.