

If the printer fails to operate properly, try these troubleshooting suggestions. If you still cannot eliminate the problem, contact your local Radio Shack store for assistance.

Printer does not turn on:

- * No power from the power outlet. Connect to a different power outlet.
- * AC Adapter not securely inserted into power outlet or printer power jack. Turn off power and re-insert the AC Adapter in the power outlet and printer power jack.
- * AC Adapter is damaged. Check the adapter and replace.

Data sent but not printed:

- * Interface cable not securely connected. Turn off power and reconnect the interface cable to the printer and computer.
- * Damaged interface cable. Check the interface cable and replace.

Removing Paper Jams:

When paper jams occur, the ALARM indicator lights and the printer is set offline. In this case, remove the jammed paper according to the following procedure:

1. Lift the paper release lever.
2. Remove the jammed paper carefully by pulling on the end of the paper.
3. Load a new sheet of paper and press the ON LINE switch to set the printer online.

Note: If the platen becomes soiled with ink, clean it by feeding a few sheets of paper.

Print Quality:

If printing problems such as irregular dot printing or dot missing occur, execute the print head cleaning according to the following operation:

1. Make sure that the printer is online and paper is loaded.
2. Press and hold down both the FWD ADJ and REV ADJ switches.
3. When print head cleaning is completed, press the LF/FF switch to perform a print check.
4. If print problems persists, repeat the above operations 2 to 3 times.
5. If print problems are not solved by following the above step (4), reinstall the Tandy Jet cartridge and repeat the steps (2) and (3) again. (If the Tandy Jet cartridge is not installed correctly, print problems such as dot missing may occur.)

This printer can print on plain stationery paper. However, if the print looks blurred, make sure that the paper used satisfies the specifications.

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