

DS620A & DS820A Printers



Installing the Paper

1. Pull out the media compartment drawer by lifting the handle under the scrap box and pulling gently.
2. Release the paper compartment release lever.
3. Remove the scrap box. Set it aside.
4. Remove the paper roll from the printer.
5. Remove the spools ends from the paper roll by pulling gently on the spools until they come off.
6. Set the spools into a new roll of paper.



ATTENTION:
Be sure there is no gap between the paper and the spools. Failure to set correctly can result in paper jams.

7. Set the paper into the paper compartment. Make sure the paper roll is seated so that the leading edge of the paper roll is coming over the top of the paper roll and feeding into the paper compartment from the bottom.

8. Remove the seal on the paper.
9. Advance the paper so that the paper is feeding into the printer from the bottom of the paper compartment. The printer beeps when the paper is in the correct position.
10. Replace the scrap bin, and close the top of the paper compartment.
11. Close the paper compartment.



ATTENTION:

The printer will not operate without the scrap bin in place.

Installing a New Ribbon

1. Remove the old ribbon from the printer and discard it.
2. Set a new ribbon into the ribbon cassette.
3. Advance the ribbon in the direction shown, leaving no slack.
4. Place the cassette in the printer with the supply side in the front.
5. Close the media compartment drawer.
6. The printer will cycle through the lights as it adjusts the media. When the media is aligned, four blank test images are printed.



NOTE:

If you have installed the media and a red error light is shown on the front of the printer, reseal the paper and ribbon to clear the error condition.

Fixing a Ribbon Tear

1. Open the media compartment.
2. Remove the ribbon cassette.
3. Cut the ribbon. Carefully remove any remaining ribbon from inside the mechanism.
4. Reattach the ribbon using cellophane tape, as shown.
5. Advance the ribbon several times until the tape is no longer showing.
6. Make sure there is no slack in the ribbon.



ATTENTION:

Make sure the ribbon is placed in correctly.

7. Close the media compartment drawer. The printer will re-initialize.

Fixing Paper Jams

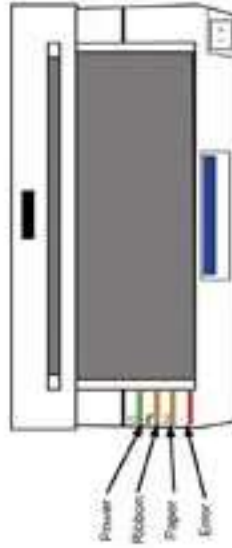
1. Pull out the media compartment.
2. Release the paper compartment release lever.
3. Remove the scrap box. Set it aside.
4. Remove the paper roll from the printer. Pull any paper remaining from the printer.
5. Cut off any partially printed, wrinkled or otherwise inferior paper evenly with scissors.
6. Replace the paper and feed the paper into the printer.
7. Replace the scrap box, and close the media compartment drawer.
8. The printer will cycle through the lights as it adjusts the media. When the media is aligned, four blank test images are printed.



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LED Displays

Use the blinking LEDs in conjunction with the system messages to pinpoint problems with the printer, such as paper jams, ribbon errors, open printer doors, etc.. If a problem persists, call Technical Support.



The status of the LED indicates the Printer Status

Status	LED Display			Solution	
	Power	Ribbon	Paper		Error
Out of Ribbon*	●	●	●	●	Replace the printer ribbon and paper.
Out of Ribbon*	●	●	●	●	Replace the printer ribbon and paper.
Door is open (No Paper)	●	●	●	●	Re-install the printer paper. Allow the test prints to print.
Door is open	●	●	●	●	Close the printer media compartment.
No scrap box	●	●	●	●	Go get the scrap bin.
Paper Error	●	●	●	●	Reset the paper roll correctly.
Ribbon Error	●	●	●	●	Reset the ribbon correctly.
System Error**	●	●	●	●	Turn the power OFF. Then back ON.
Over-heated	●	●	●	●	The head is cooling off (Auto-recognition). Printing will resume shortly.
Cutter jam	●	●	●	●	Check for a paper jam at the cutter. Use caution to prevent injury from sharp components.

● indicates it is not blinking. ● indicates lit and blinking. ● empty box indicates LED is OFF.
 *Always replace the paper and ribbon as a SET.
 ** If you cannot resolve the system error, contact your service representative.

ATTENTION:

Paper and ribbon spools for the DS620A printer is designed to run out at the same time. Always replace paper and ribbon cassettes together.

Cleaning the Printer

If printer is overheating regularly, you may need to clear the ventilation area of the printer.

1. Gently maneuver the printer towards you, supporting it on both sides.
2. When you can reach behind the printer, disconnect any cables.
3. Turn the printer so the back of the printer is facing you.
4. Remove any dust from the ventilation area of the printer using a dust cloth or hand-held vacuum.
5. Reconnect the cables to the printer, and place it back.



For Technical Support

For technical support or to order media:

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