

Dascom T2380

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To Reset T2380 Report Printer to Factory Default

IMPORTANT:

Print out the existing Printer Configuration Settings on plain paper before you perform this task because you will need your IP Address, Gateway and Subnet information as resetting could wipe it out. To print the configuration, press **Setup, Menu, Print**.

1. Turn off Printer (on/off rocker switch is located front, bottom left).
2. Hold down all 4 buttons (below the LCD)
3. Power on the printer holding the buttons until **Loading Default Initializing** is displayed.
4. Release buttons – then 2 beeps.
5. Power off the printer again
6. Hold the **setup** button and power printer back on
7. Release button when **Initializing** appears
8. Press **Online** button to display **Offline**
9. Press **Setup**
10. Press **Menu**
11. Press **Next** until **Emulate** displays
12. Press **Emulate**
13. Press > until **IBM Prop. XL24** displays
14. Press **Set**
15. Press **Next** until **Menlock** displays
16. Press **Menlock**
17. Press > until it displays **Menlock = Off**
18. Press **Set**
19. Press **Next** until **AutoTear** displays
20. Press **AutoTear**
21. Press > until **Tear @ TOF** displays
22. Press **Set**
23. Press **Online**

Note: When you reset to factory default it turns on APW and turns off AGA. You will need to change these settings. Instructions follow. Also, there are two settings that you must change and they are EMULATE should be IBM Propr. XL24 and AUTO TEAR should be TEAR @ TOF.

After a Factory Reset you will need to follow all directions through page 10.

CX-bid, AGA, APW, SleepMod & Interf

AGA should be **On**. Reset to Factory defaults this setting to Off. AGA on automatically checks paper thickness and changes gap adjustments if necessary.

CX-bid should be **Off**.

APW should be **Off**. Reset to Factory defaults this setting to On. If you receive an error about paper width (PW Sensor Error) – check this setting.

SleepMod should be **Off**. If it's on it will cause constant pauses while printing

Interf should be **Shared** If its Serial Hardware Alarm will not clear.

Note: If AGA is ok and you need to change APW, Sleepmod, or Interf, follow the AGA directions from 1 – 3 then follow the corresponding directions from 1-5.

Turning On AGA:

1. Power off the printer (on/off rocker switch is located front, bottom left).
2. Hold the Online button down while you power back on. Keep holding the online button until it beeps and displays test mode...initializing.
3. It will continue to display Test mode...initializing then it will beep three times when it's done.
4. Press next until AGA displays
5. Press AGA
6. Press On.
7. Press Set
8. If any of the other settings need to be adjusted, jump to those directions otherwise do step 9.
9. Power off/on printer.

Turning Off CX-Bid

1. Press next until CX-Bid displays
2. Press CX-Bid
3. Press Off
4. Press Set
5. If any of the other settings need to be adjusted, jump to those directions, otherwise do step 6.
6. Power off/on printer

Turning Off APW:

1. Press next until APW displays
2. Press APW
3. Press Off
4. Press Set
5. If any of the other settings need to be adjusted jump to those directions, otherwise do step 6.
6. Power off/on printer.

Turning Off SLEEPMOD:

1. Press next until SLEEPMOD displays
2. Press SLEEPMOD
3. Press Off
4. Press Set
5. Power off/on printer.

Changing Interf from Serial to Shared:

1. Press next until Interf displays
2. Press INTERF
3. Press Shared
4. Press Set
5. Power off/on printer

Note: The AGA offset is normally set to 0 but after some wear and tear, the printhead gets worn and if you change it to -2 (negative 2) it will be closer to the print and strike harder.

Note: After you are done with the changes, get another printout to make sure everything is set correctly Setup, Menu, Print.

Things to look for on the printout.

Current settings

Fb.No. 929F25952
 Serial No. 92925952
 Asset No.
ID:70403B PRG
 ID:70312A BOOT
 ID:070199B FPGA
 ID:48215F Gen
 ID:48149B Gen

This is the
firmware version

| | Menu 1 | Menu 2 | Menu 3 | Menu 4 | Menu 5 | Current |
|----------|---------------|-----------------|---------------|---------------|---------------|---------------|
| Font | Draft | Draft | Draft | Draft | Draft | Draft |
| CPI | 10 CPI | 10 CPI | 10 CPI | 10 CPI | 10 CPI | 10 CPI |
| LPI | 6 LPI | 6 LPI | 6 LPI | 6 LPI | 6 LPI | 6 LPI |
| Skip | 0.01inch | 0.01inch | 0.01inch | 0.01inch | 0.01inch | 0.01inch |
| ESCChar | ESC | ESC | ESC | ESC | ESC | ESC |
| Eaulate | Epson LQ-2550 | IBM Propr. XL24 | Epson LQ-2550 | Epson LQ-2550 | Epson LQ-2550 | Epson LQ-2550 |
| Bidir | On | On | On | On | On | On |
| CG-Tab | Graphic | Graphic | Graphic | Graphic | Graphic | Graphic |
| CharSet | Extended | Extended | Extended | Extended | Extended | Extended |
| Country | E-US ASCII | Table 437 | E-US ASCII | E-US ASCII | E-US ASCII | E-US ASCII |
| Sl.Zero | Off | Off | Off | Off | Off | Off |
| Auto-CR | On | On | On | On | On | On |
| Auto-LF | Off | Off | Off | Off | Off | Off |
| AutoTear | ViewTear=Off | ViewTear=Off | ViewTear=Off | ViewTear=Off | ViewTear=Off | ViewTear=Off |
| Width | 13.61inch | 13.61inch | 13.61inch | 13.61inch | 13.61inch | 13.61inch |
| LeftMrg | 0/10" | 0/10" | 0/10" | 0/10" | 0/10" | 0/10" |
| RightMrg | 136/10" | 136/10" | 136/10" | 136/10" | 136/10" | 136/10" |
| Barcode | Off | Off | Off | Off | Off | Off |
| Barmode | Unsecured | Unsecured | Unsecured | Unsecured | Unsecured | Unsecured |
| Tractor1 | # | # | # | # | # | # |
| FormLen | Letter 11" | Letter 11" | Letter 11" | Letter 11" | Letter 11" | Letter 11" |
| Head | 18 | 18 | 18 | 18 | 18 | 18 |
| FormAdj | 12/72" | 12/72" | 12/72" | 12/72" | 12/72" | 12/72" |

Interf. Shared
Printer 128 KB
CL-bid
 Menu 1
 ColorOpt Not installed
 TearAdj Trac1 0/72"
 AutoASF Off
 AutoTRA Off
Quiete. Off
AGA On
 AGA offset 0
 Pap.back normal
 PWS Low
APW Off
 ALV On
 Sound On
 Single Off
 FFmode Off
 Wrap On
 Rightzo Off
 Leftzon Off
 Head up Off
 Pagewid 136/10"
 Physia 0/10"
 Hvr Form Off
Sleepmod Off
 BarTop Off
 LCPtop Off
 Ignore Off
 GrSpeed high

Serial
Baud 9600
Format 8Bit No 1Stop
Protocol XON/XOFF
DTR DTR

| ETH-INT | OCTET 1 | OCTET 2 | OCTET 3 | OCTET 4 |
|---------------|--------------|---------|---------|---------|
| IP Addr | 206 | 194 | 164 | 68 |
| Gateway | 206 | 194 | 164 | 65 |
| Subnet | 255 | 255 | 255 | 192 |
| IP Get Method | Static | | | |
| EthSpeed | Auto-Sense | | | |
| EthConnected | 100Mbit Full | | | |

MAC Adr BC-9D-A5-00-17-6F

The court will have their own IP Address/Gateway and Subnet – the above addresses are examples. The court will find their information from the printout that you performed *before* you reset to factory default from page 2.

Assigning a Static IP Address to the T2380 Printer

You will need the Printer Configuration printout that you made at the beginning of these instructions to complete the following steps. Resetting to factory default changes the IP Get Method from Static to DHCP, it needs to be changed back to Static.

1. Press Setup
2. Press Menu
3. Press Next until you see I/O
4. Press I/O
5. Press Next until ETH-INT
6. Press ETH-INT
7. Press Next until IP-Get M
8. Press IP-Get M
9. Press > until Static displays
10. Press Set
11. Press Setup
12. Press Online

To setup or change the IP address, Gateway or Subnet:

Follow the above steps 1-6 then follow the steps below. *You will need to refer to the Printer Configuration that you printed out before starting this process.*

EXAMPLE (XXX.XXX.XXX.XXX) where XXX represents each octet from the printout.

1. Press IP Addr
2. Press OCTET1 Press < > to get the first set of IP Address that you need
3. Press Set
4. Press OCTET2 Press < > to get the second set of IP Address that you need
5. Press Set
6. Press Next
7. Press OCTET3. Press < > to get the third set of IP Address that you need
8. Press Set
9. Press OCTET4. Press < > to get the last set of IP Address that you need
10. Press Set
11. Press Next
12. Press Gateway
13. Press OCTET1 Press < > to get the first set of Gateway that you need
14. Press Set
15. Press OCTET2 Press < > to get the second set of Gateway that you need
16. Press Set
17. Press Next
18. Press OCTET3. Press < > to get the third set of Gateway that you need
19. Press Set
20. Press OCTET4. Press < > to get the last set of Gateway that you need
21. Press Set

22. Press Next until Subnet
23. Press OCTET1 Press < > to get the first set of Subnet that you need
24. Press Set
25. Press OCTET2 Press < > to get the second set of Subnet that you need
26. Press Set
27. Press Next
28. Press OCTET3. Press < > to get the third set of Subnet that you need
29. Press Set
30. Press OCTET4. Press < > to get the last set of Subnet that you need
31. Press Set
32. Press Online

Note: After you are done with the changes, get another printout to make sure everything is set correctly Setup, Menu, Print.

Setting up Menus

There are 5 settings for a print menu. You must choose which 5 form settings you would like to use. The following is just an example:

- Menu 1 – 8 ½ x 11 Paper
- Menu 2 – Notice of Case Setting
- Menu 3 – Warrants
- Menu 4 – Summons/Subpoena
- Menu 5 – Checks

This is how to change between menus:

1. Press **Setup**
2. Press **Menu**
3. Press **Menu** Use the < > to change between menu 1 and 5. Let's make it 1.
4. Press **Set** Now you are ready to continue with the settings
5. Press **Next** until you see **CPI**
6. Press **CPI** press < > to **10** Press **SET** If it's already at 10, just press **EXIT**
7. Press **NEXT** until you see **LPI**
8. Press **LPI** press < > to **6** Press **SET** If it is already at 6, just press **EXIT**
9. Press **NEXT** until you see **EMULATE**
10. Press **EMULATE** it should be set to **IBM Propr. XL24** if it is not press < > until IBM Propr. XL24 displays, press **SET**. If it is already **IBM Propr. XL24** press **EXIT**.
11. Press **NEXT** until you see **AUTO TEAR**
12. Press **AUTO TEAR** it should be **TEAR @ TOF** if it is not, press < > until **TEAR @ TOF** displays, press **SET**
13. Press **SELECT** when you see **PAPER**
14. Press **PAPER**, Press **TRAC1**, Press **FORMLEN**, Press **LINES**. **LINES** should be 66 if it's not, press < > until 66 is displayed, press **SET**.
15. Press **NEXT** or **BACK** until you get to **FORMADJ**
16. Press **FORMADJ**, Use the < > to change the setting. Press **SET** or **EXIT**.
17. Press **ONLINE**
18. Press **SET**
19. Press **ONLINE**

To change to Menu 2:

1. Press **Setup**
2. Press **Menu**
3. Press **Menu** Use the < > to change to menu 2.
4. Press **Set**

Using the AOC's Summary of Form Settings for the T2380 (eService Center answer 675) you can follow steps 5 through 22 for other forms.

Continue with Menu's 3-5.

After you setup the menus, get a print out and keep it handy with the names of the forms you are using.

Press **Setup**

Press **Menu**

Press **Print**

RESETTING BACK TO FACTORY DEFAULT wipes out menu settings. This is one reason why it's very important that you have a printout then you can go back and recreate the menus.

Changing the Head Gap

A. If multi-part paper is jamming in the Dascom 2380 printers

The printer is online/Trac1

1. Press the **Setup** button.

Menu/Adjust/Paperway/Char will display

2. Press the **Adjust**.

Head/TOF/Tear Displays

3. Press **Head**.

4. Head is normally set to 0, press the greater than sign > until it's at +4.

5. Press **Set**.

6. Press **Setup**.

You may also need to change to hvyform so the last page will come through.

Another adjustment that may need to be changed is the FormAdj may need to be 15. This is a suggestion as each printer can be different.

B. If labels are jamming, follow the instructions above and at step 4 you will want to make it +2.

Note: If the head is 0 then follow step 4 above until it's at +2. But if it's at +4 and you want it to be +2, press the less than sign < until it's at +2. Continue with steps 5 and 6.

How to Set Hvyform To Strike Harder on Multiple Copies

Power **off** the printer (on/off rocker switch is located front, bottom left).

Hold the **online** button as you power back on. **Keep holding the online button until it beeps and displays test mode...initializing.**

Release the online button.

It will continue to display test mode initializing. It will then beep three times.

When it displays the following:

```
ASCII80      ASCII136
Back         Next
```

Press the back button until you see the display below.

It will now display the following:

```
Back         HvyForm
              Next
```

Press **HvyForm**, the following menu displays:

```
HvyForm=Off      *
Set              < >      Exit
```

Press < > this toggles from off to on.

To print multiple copies, you want the HvyForm to be **On**.

Press Set
Press **Online**.

Another alternative to hvy form is changing the font to draft copy. Draft Copy makes the printhead go over the print twice.

Important Note: After you are done printing multiple forms, turn HvyForm to off; otherwise you may go through the ribbons.

Always Park the Printer Before you Remove the Paper.

Parking the printer resets the AGA to know the thickness of the paper being loaded. It also helps prevent paper jams (during the loading process and throughout the printing cycle) and it helps stop the intermittent pauses during printing.

1. Press **Online** button to make Offline
2. Press **Park**
3. It will now flash "Load Paper from Trac1"
4. Open Bottom lid and remove paper. Add the new paper
5. Press Trac1 on LED Menu
6. Press **Load**
7. Press **Online**

Setting the Ethernet Speed

1. Press **Setup**
2. Press **Menu**
3. Press **Next** until you see **I/O**
4. Press **I/O**
5. Press **Next** until you see **ETH-INT**
6. Press **ETH-INT**
7. Press **Next** until you see **ETH-SPEED**
8. Press **ETH-SPEED**
9. If not already on AUTO-SENSE press < > until AUTO-SENSE
10. Press **Set**
11. Press **Online**

Setting the Left Margin

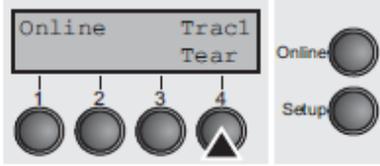
1. Make sure the correct menu is selected.
(Infraction Hearing Notice – Menu 3)
2. Press **Setup** Button.
3. Press **1**. Menu
4. Press **1**. Back Button once.
5. Press **2**. LFT MRG
6. Change the setting from 0 to 5.
7. Press **Set**
8. Press **Online**.

Once you have set the margin *Never Unclamp the Left Margin Clamp*

Moving the Paper to the Tear Position

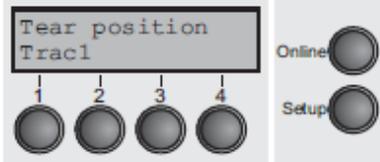
Moving the paper to the tear position

You can use the Tear key to move the paper to the tear position. The tear edge is located at the front side of the paper output opening.



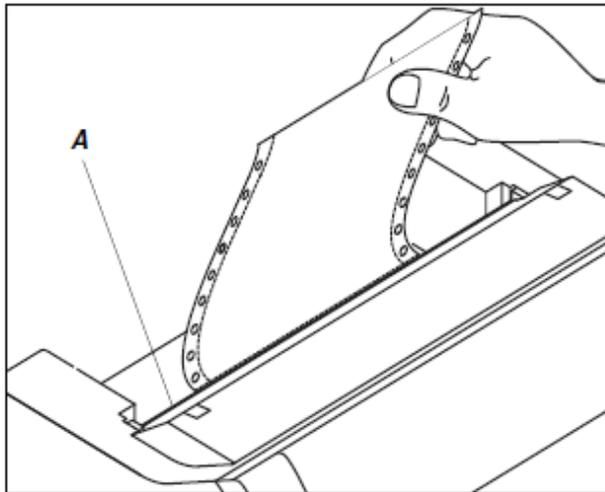
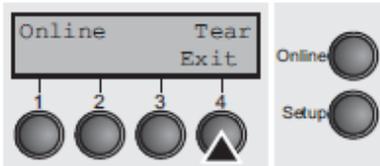
Make sure that the printer is in online mode. If necessary, press the Online key.

Press the Tear (4) key. The printer moves the perforation edge of the fanfold paper to the tear edge. The tear edge is located at the front side of the paper output opening (see below).



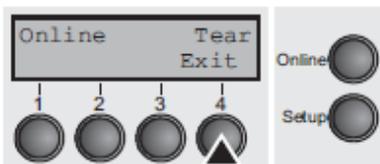
The display alternates between...

and...



Tear off paper at the tear edge A.

i Make sure you tear the paper off straight, otherwise a paper jam may occur.



After having torn off the paper, press the Exit (4) key. The printer returns the paper to the first printing position.

If a print job is active, the printer returns the paper automatically to the next printing position.

Troubleshooting:

Changing the Ribbon

You Tube has a great video on how to change the ribbon.

<http://www.youtube.com/watch?v=dO3hnsF0gQ>

Note: Life of the ribbon is only 6 months whether in the box or not, so only order enough to last 6 months. If your ribbons are older than 6 months and you experience print quality problems, place an emergency order. **Suggestion:** When you receive a ribbon order, take a permanent marker and put the date you received the ribbons on the box(es). This will help you to use the oldest ribbons first. It will also assure that the ribbons are not older than 6 months.

Printing Loudly or a Grinding Noise

Change the ribbon. If you just changed it, take it out, make sure the red tab was taken off. Check inside the printer to see if the red tab might have fallen off inside. Put the ribbon back on securely.

Check the printer emulation: It should be IBM Propr. XL24

1. Press **Online** to make the display **Offline**
2. Press **Setup**
3. Press **Menu**
4. Press **Next** until Emulate
5. Press **Emulate**
6. If it does not display **IBM Propr. XL24**, press the arrow until it does display
7. Press **Set**
8. Press **Online**

If still printing slow, contact AOC Customer Services, Line 1.

Dascom T2380 Check Ribbon

1. If you receive this error, please verify that the ribbon part # is **062471**.
2. Replace the Ribbon.
3. Make sure there is no plastic tab that may have fallen off the ribbon cartridge or anything else under the ribbon cartridge that may be lifting it up.
4. Check that the print head carriage moves easily. With the printer power turned off slide the print head back and forth on the carriage. Make sure that it slides easily.

Print is too light

1. Change the ribbon. If that did not help.
2. Check the font, if it's Draft change it to Draft/Copy

Hardware Alarm

Power off the printer for 15 minutes, then power back on. If you still have the hardware alarm, contact AOC Customer Services, Line 1.

Print Head Hot

Power off the printer for 15 minutes, then power back on. If you still have print head hot contact AOC Customer Services, Line 1.

Setup Key or Menu Key Locked

Power off the printer. Hold down the Setup Key or Menu Key and power the printer on while the affected key is held down. Keep the affected key held down until the printer begins to initialize.

Printing Slow

Press Setup, Menu. Press Next or arrow until you see QUIETM, press QUIETM. Press Off then set the font to draft.