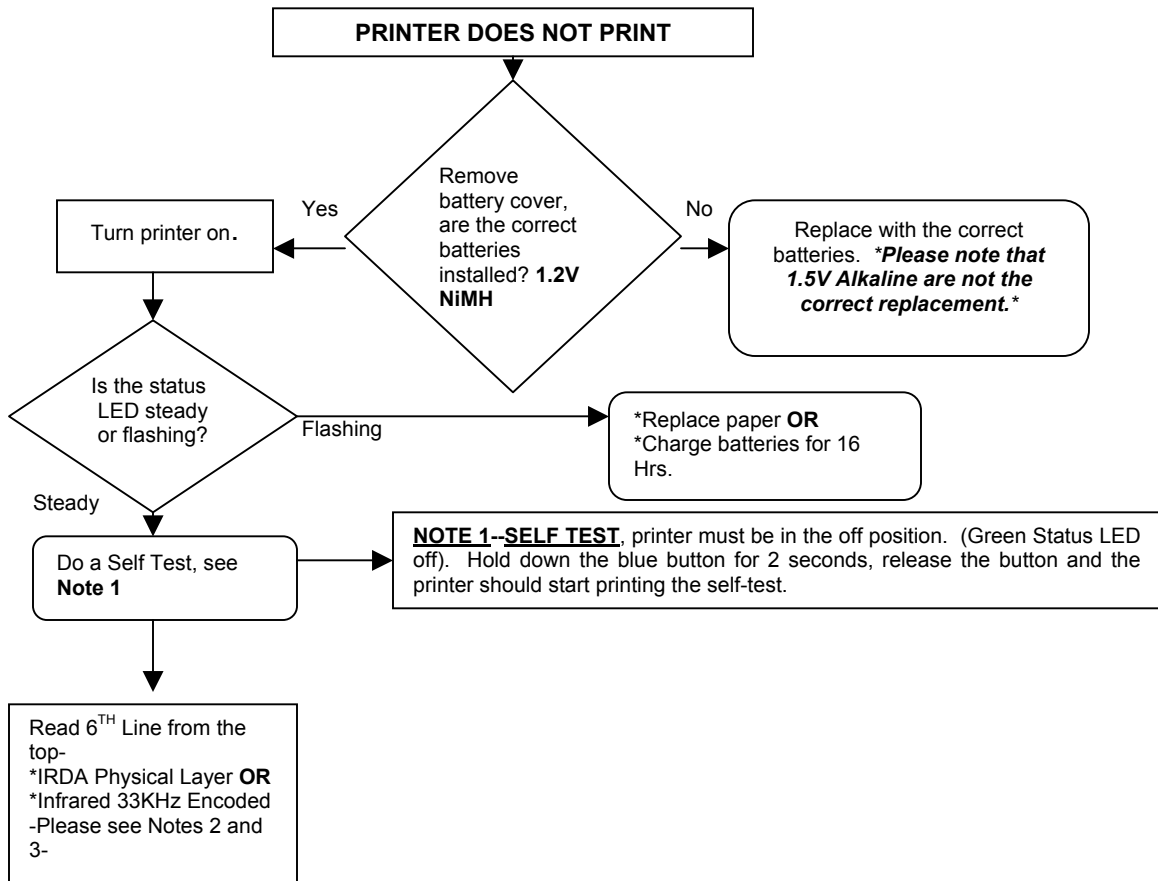# MIDTRONICS PRINTER TROUBLESHOOTING AND FAQ'S

**If your customer is experiencing problems printing, please have them perform the following checks and self-test. **

BATTERY CHARGER MUST BE DISCONNECTED

PRINTER DOES NOT PRINT

Remove battery cover, are the correct batteries installed? **1.2V NiMH**

Yes → Turn printer on.

No → Replace with the correct batteries. *Please note that 1.5V Alkaline are not the correct replacement.*

Is the status LED steady or flashing?

Flashing → *Replace paper **OR** *Charge batteries for 16 Hrs.

Steady → Do a Self Test, see **Note 1**

NOTE 1--SELF TEST, printer must be in the off position. (Green Status LED off). Hold down the blue button for 2 seconds, release the button and the printer should start printing the self-test.

Read 6TH Line from the top-
*IRDA Physical Layer **OR**
*Infrared 33KHz Encoded
-Please see Notes 2 and 3-

** IMPORTANT **

NOTE 1: Find out what printer options you have in your tester, **if your tester has the IRDA option, then follow the steps above and ensure your printer is configured to IRDA by doing a self test**. Some of our testers support both the HP 82240B and the IRDA (Martel) printers. If your tester does not have the IRDA option, then configure the printer to "Infrared 33 KHz Encoded". See Notes 2 and 3.

NOTE 2- IRDA- Configuration procedure.
With the printer off, hold down the mode button until the it starts flashing rapidly (5 times)-as soon as the LED starts flashing release the mode button, as soon as the LED stops flashing-click the mode button one time.> Wait 5 seconds and the LED will flash 1 time > Click mode button 2 times-Wait 5 seconds and the LED will flash 2 times and > Printer will turn on by it self and feed the paper ¼". Perform self-test and identify 6TH line from the top, it should say **IRDA Physical Layer**, if not repeat above procedure.

NOTE 3- Infrared 33KHz Encoded- Configuration procedure.
With the printer off, hold down the mode button until the it starts flashing rapidly (5 times)-as soon as the LED starts flashing release the mode button, as soon as the LED stops flashing-click the mode button one time.> Wait 5 seconds and the LED will flash 1 time > Click mode button 3 times-Wait 5 seconds and the LED will flash 3 times and > Printer will turn on by it self and feed the paper ¼". Perform self-test and identify 6TH line from the top, it should say **Infrared 33KHz Encoded**, if not repeat above procedure.

In any event, please feel free to contact one of our Customer Service Representatives for further assistance.

Midtronics, Inc.

RESETTING THE PRINTER AND TESTER DIRECTIONS

The tester and the printer must be set to the same mode to function: both set to "HP" mode, or both to "IRDA" mode, depending on which tester/printer is being used.

 -If you have an **HP printer** – (brown or black with 3 buttons on the front) your tester must be set to the HP setting as per below.

-If you have the **Martel printer** – (gray with 1 blue mode button) your tester and printer will usually be set to "IRDA" mode, or "Other". (Please note that some testers to not have this capability and only function in HP mode. If so, please follow the directions below to re-setting your printer to the HP mode)

Directions:
Please set the tester as follows:

1. Disconnect from batteries.

2. Turn on tester by pressing menu button (bottom button) for approx. 1-2 sec. The unit will turn on.

3. Scroll with the up arrow until you see "select printer" menu

4. Press enter (crooked arrow)

5. You will see options when scrolling up and down - 'other printer' and 'HP' or 'IRDA' (depending on the tester you have)

6. Set the tester to the appropriate setting (HP printer – HP mode, Martel printer usually IRDA mode or Other mode) and press enter

7. Scroll to "print results" and try printing to your printer

8. Please make sure that the 9 volt battery in the tester is new, and the green rechargeable batteries (Martel printer only) in the printer are charged.

This should correct the problem. However, if you are still having difficulties, it may mean that the Martel printer has been reset to the wrong setting. (HP printer only functions in one mode and cannot be re-set) In this case, please try the following:

1. Make sure that the light on your Martel printer is steady (if blinking please charge over night)

2. Turn off printer

3. Hold down the blue mode button until the light on the printer start blinking 5 times. (as soon as blinking starts, please release the button)

4. After the 5 blinks, press the button 1 time only.

5. Wait - the light will blink 1 time.

6. After 1 blink, press the button 2 times only.   (3 times for HP mode)

7. Wait - the light will blink 2 times.   (3 times if HP)

8. Now the printer is re-set to the IRDA mode.   (HP mode)

Now you should try printing to the printer again.