



Products

General:

- A088(i) With EU charger
- A089(i) With UK charger



Important! Use **1.2V NiMH 1600 mAh rechargeable batteries only!** With regular batteries or lower mAh the printer will not operate. When the batteries installed have a higher mAh the printer could start reacting in a strange way.

Eventually incorrect batteries could cause damage to the circuit board of the printer.



Problems

1. Does not turn on

Batteries not charged/defect	Charge the batteries and retest. Install new rechargeable batteries if the batteries can not be charged anymore.
Incorrect batteries	Make sure the correct batteries are installed. (Use 1.2V NiMH 1600 mAh Rechargeable batteries only!)
Battery connections broken	Check if the 4 batteries make proper contact with the connectors in the battery housing. Change/repair the connections if broken.
Circuit board dead	If the batteries and connections are OK, the board is dead and the printer needs replacement.

2. Does not print

Batteries not charged/defect	Charge the batteries and retest. Install new rechargeable batteries if the batteries can not be charged anymore.
Printer settings	Check the settings of the tester and the printer. When the tester is set to IRDA and the printer is set on HP (33 kHz Encode), the printer will not respond at all on the signal. Make sure both are set to IRDA.
Corrupted printer menu (MCR-717 only!)	For the MCR-717 the printer menu could be corrupted. Check if the printer types can be selected properly. If not, see Micro-Line repair manual for instructions.

3. Strange characters printed

Incorrect batteries	Make sure the correct batteries are installed. (Use 1.2V NiMH 1600 mAh Rechargeable batteries only!)
Printer settings	Check the settings of the tester and the printer. When the tester is set to HP and the printer is set on IRDA, the printer will keep printing strange characters only. Make sure both settings match. IRDA mode is preferred when supported by the tester. Otherwise set printer to HP-mode.





Corrupted printer menu
(MCR-717 only!)

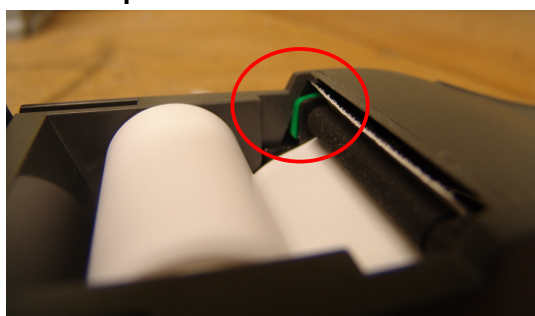
For the MCR-717 the printer menu could be corrupted. Check if the printer types can be selected properly. If not, see Micro-Line repair manual for instructions

4. Does not print LEFT side clearly

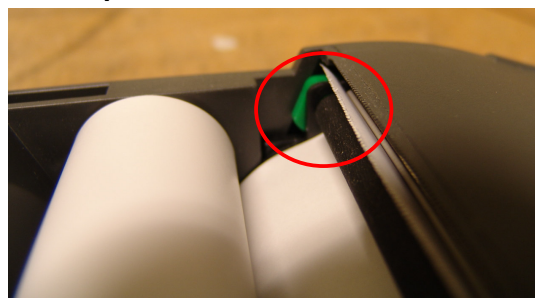
Incorrect position of green switch

The green switch on the inside presses the paper to the printer head.

Incorrect position:



Correct position:



If the switch is in the incorrect position, put a little screwdriver between the top of the switch and the bottom of the housing. Push the switch on the top to flip it.

5. Does not print RIGHT side clearly

Batteries not charged/defect

Charge the batteries and retest.

Install new rechargeable batteries if the batteries can not be charged anymore.



6. Printer stops after printing a few lines

Batteries not charged/defect	Charge the batteries and retest. Install new rechargeable batteries if the batteries can not be charged anymore.
Printer and tester not aligned	Make sure the printer and tester stay aligned until the print is finished.
Batteries of tester empty	When the internal battery of the tester is nearly empty, the signal could suddenly be interrupted when printing. Most of the time also the tester will shut down. Replace the internal battery and retry.

7. Bad quality of total print out (light grey print result)

Incorrect batteries	Make sure the correct batteries are installed (Use 1.2V NiMH 1600 mAh Rechargeable batteries only!)
Batteries not charged/defect	Charge the batteries and retest. Install new rechargeable batteries if the batteries can not be charged anymore.

8. Prints data upside down

Printer settings	Reset the printer with the following steps: <ul style="list-style-type: none">• Turn the printer OFF• Press and hold the mode button until the LED flashes 5x• Press the mode button 10x quickly• The LED will confirm with 10x flashing• Press the mode button 1x to confirm• The printer resets and will automatically turn on If the HP setting is required, select the HP printer type.
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9. Status light flashing

Flashes 1 time per second	Indication that the printer paper is not installed (correct). Check if the paper is installed correctly. If the problem remains, the printer is broken and needs replacement.
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Flashes 3 times quickly

Indication of incorrect or empty batteries. Make sure the correct batteries are installed. Make sure they are fully charged and the connections are OK.

If the problem remains, the printer is broken and needs replacement.

10. The printout is empty (pure white printout)

Incorrect paper installed

The printer is a thermal printer and will operate with thermal paper only!

If regular paper is installed, the paper comes out normally but is unprinted. Make sure thermal paper is installed.

Paper installed incorrect

Make sure the paper is installed correctly (fed from the bottom). When the paper is installed backwards, the printer is printing on the non-thermal side of the paper. The output will be completely blank.





Special instructions

1. Perform self test

Perform a self test on the printer

The printer can perform a self test with the following steps:

- Turn the printer OFF
- Press and hold the mode button for 3 to 4 seconds
- The printer should start a self test automatically

On line 6-7 of the self test the current printer setting is displayed:

- IRDA Infrared Physical layer = IRDA
- 33 kHz Encoded = HP

The self test should end with a couple of bars which start grey and end black.

When the quality of the self test is poor or the self test stops half way through (and restarts again), check and charge the batteries.

2. Set printer to IRDA mode

Change settings to IRDA

Change the printer setting with the following steps:

- Turn the printer OFF
- Press and hold the mode button until the LED flashes 5x
- Press the mode button 1x
- The LED will confirm with 1x flash
- Press the mode button 2x to select IRDA
- The printer will confirm by flashing **2x** and will turn on

Note: The IRDA-mode is the quickest communication mode. If the tester supports the IRDA mode, it is strongly advised to set this mode on the printer and the tester.

3. Set printer to HP mode

Change settings to HP

Change the printer setting with the following steps:

- Turn the printer OFF
- Press and hold the mode button until the LED flashes 5x
- Press the mode button 1x
- The LED will confirm with 1x flash
- Press the mode button 3x to select HP
- The printer will confirm by flashing **3x** and will turn on

4. Power supply / charger

Connected to power supply

The charger is no power supply. It will not take over the power when the batteries are dead or when no batteries are installed.