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You can read the recommendations in the user guide, the technical guide or the installation guide for OKI ML 390 TURBO. You'll find the answers to all your questions on the OKI ML 390 TURBO in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual OKI ML 390 TURBO
User guide OKI ML 390 TURBO
Operating instructions OKI ML 390 TURBO
Instructions for use OKI ML 390 TURBO
Instruction manual OKI ML 390 TURBO

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MICROLINE 390/391 Turbo

24 Pin Printer

**User's
Guide**



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.. 119 Federal Communications Commission (FCC) ..aten Knob Operation Tip: Control Access to the Printer You can control access to the printer by changing the setting for the Operator Panel Function (in the Menu). When the Operator Panel Function is set to Full Operation (the factory default), all keys on the front panel operate. When the Operator Panel Function is set to Limited Operation, the PRINT QUALITY and CHARACTER PITCH keys don't work. This prevents these settings from being changed from the control panel when several people are using the printer. For more information, refer to "Using Your Printer, Menu Mode, Menu Settings Table, Setup, Operator Panel FunctCHARACTER PITCH 10 17 RESET EXIT POWER GROUP ALARM ITEM SET MENU PRINT 12 20 15 PROP 4 5 6 1 SEL: Glows = printer selected, ready to receive data Flashes = printer in Print Suppress Mode Not lit = printer deselected (cannot receive data) 2 QUIET: Glows = printer is in Quiet mode. 3 Print Quality: Indicates selected print quality and typeface.

4 POWER: Glows = printer is turned on. 5 ALARM: Glows = error condition exists: · out of paper (no other lights blinking) · paper jam if 15 cpi light is also blinking · paper lever is set to wrong position if 10 cpi light is also blinking. · Blinks = error condition. Turn printer off, then on; if light still flashes, contact

service dealer. 6 10 / 12 / 15 / 17 / 20 / PROP: Indicate selected character pitch. 18 \ Microline 390/391 Turbo Front Panel Keys 1 2 3 4 5 390 panel.eps 6 7 8
PRINT QUALITY SEL SEL MENU SHIFT LQ COURIER PRESTIGE ROMAN SWISS GOTHIC ORATOR LF Micro Feed Down FF/LOAD Micro Feed Up
TEAR PARK QUIET TOF UTILITY CHARACTER PITCH 10 17 RESET EXIT POWER GROUP ALARM ITEM SET MENU PRINT 12 20 15 PROP 9 1 SEL:
Selects/deselects printer (printer on-line / off-line). When held on power up, or with SHIFT key, engages Menu Mode.



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2 SHIFT: Press and hold while pressing another key to engage the alternate function for that key (e.g. , "Micro Feed Down" for LF key). 3 LF: Moves paper up one line: press and hold for repetitive line feeds. When held on power up, activates Font Test. 4 FF/LOAD: Loads/ejects single sheet of paper; loads continuous-form paper or feeds it to next page. 5 TEAR: Moves continuous-form paper up for tear-off or back down for printing.

6 PARK: Retracts continuous-form paper from the path. 7 QUIET: Turns Quiet Mode on and off. When held on power up, activates Rolling ASCII Test. 8 PRINT QUALITY: Selects print quality and typeface. 9 CHARACTER PITCH: Selects the character pitch.

Used with SHIFT key to reset the printer and clear the buffer. User's Guide: English \ 19 Installation Installation Hints · Read the setup and operating instructions in this document carefully. Be sure to save this document for future reference. · Read and follow all warning and instruction labels on the printer itself. · Place your printer on a firm, solid surface. If you put it on something unsteady, it might fall and be damaged. If you place it on a soft surface (such as a rug, sofa, or bed) the vents may be blocked, causing it to overheat. · The printer must be installed near a power outlet which will remain easily accessible. · Be certain that your power source matches the rating listed on the back of the printer. If you are not sure, check with your dealer or with your local power company.

· Your printer has a grounded, 3-prong plug as a safety feature. It will only fit into a grounded outlet. If you can not plug it in, chances are that you have an older, nongrounded outlet. Contact an electrician to have it replaced with a grounded outlet. Do not use an adapter to defeat the grounding. · Avoid damaging the power cord. Do not put anything on it or place it where it will be walked on. If the cord becomes damaged or frayed, replace it immediately. 20 \ Microline 390/391 Turbo Installation Overview · If you're using an extension cord or power strip with the printer, make sure that the total of the amperes required by all the equipment on the extension is less than the extension's rating. Generally, the total ratings of all equipment plugged into any one power line should not exceed 15 amperes.

Don't exceed this unless you know that the power line your equipment is plugged into has a rating above 15 amperes. · Protect your printer from overheating. Make sure the openings on the printer are not blocked. Do not put the printer on or near a heat source, such as a radiator or heat register. If you put the printer in any kind of enclosure, make sure it is well ventilated.

To install your new printer, follow the instructions in this section. You must complete these steps for your printer to operate properly. If you have purchased an accessory (option) for your printer, refer to the documentation you received with that accessory for installation instructions. Installation Location · Place your printer on a firm, solid surface. · Allow enough space on each side of the machine to easily access the platen knob and the various paper feed paths. · Make sure a power outlet is available nearby. User's Guide: English \ 21 Customizing the Installation Your printer has many settings (defaults) that do not need to be adjusted as part of a standard installation. However, you may need to adjust settings to fit your standards. Some settings you may need to adjust as part of your installation are: · Top of Form (TOF) · Paper Path · Printhead Gap To adjust these settings, refer to the appropriate section in "Using Your Printer." 22 \ Microline 390/391 Turbo Top of Form (TOF) ! ! ! If you turn the platen knob when the printer is turned on, you will cause the Top of Form to mis-align. Always turn the printer off before turning the platen knob! The factory default setting for the Top of Form (where the printing should begin) is one inch down from the top of the page. Your software may print the first line of print above or below where TOF is set. You may need to adjust the TOF to meet your software's needs. Use the procedures in "Using Your Printer, Top of Form, Forms Tear-Off Status (ON or OFF)." The first line prints at the red line of the plastic paper shield (1) on the printhead.

1 32t-18.eps M The Top of Form and Forms Tear-Off settings of your printer interact. How you set the Top of Form depends on the status of the Forms Tear-Off menu setting. If Forms Tear-Off is activated (set to ON), set the Top of Form using "Using Your Printer, Setting Top of Form, Forms TearOff ON (Step A)." If Forms Tear-Off is NOT activated (set to OFF), set the Top of Form using the "Using Your Printer, Setting Top of Form, Forms Tear-Off OFF (Step B)." P User's Guide: English \ 23 Unpacking the Machine Before you begin, be sure that all the items listed below are included in your package. If any items are missing, contact your dealer immediately. Keep your packing materials and carton in case you ever need to ship or transport the unit. ! 1 1 Printer 2 Ribbon Cartridge 3 Power Cord 32t-14.eps SEL SEL MENU SHIFT LF Micro Feed Down EXIT POWER FF/LO AD Micro Feed Up ALARM GROUP TEAR ITEM MENU SET PARK PRIN QUIET TOF CHA RAC T QUA 3 UTL SSD 12 20 15 PROP LITY HSD PRINT NLQ TER PITC 10 H 17 2 24 \ Microline 390/391 Turbo Shipping Restraints 1 Open the access cover (1). Remove the printhead shipping restraint (2) and tape. Turbo-1.eps 3 Grasp the tabs and lift off the paper separator (1). Remove the shipping restraint (2). Turbo-15.

eps and Turbo-16.eps 2 1 1 SEL SEL MENU SHIFT LF Micro Feed Down 2 2 EXIT POWE R FF/LOA D Micro Feed Up TEAR PARK QUIET PRINT QUALITY HSD UTL SSD ALAR M GROU P ITEM MENU SET PRINT TOF CHAR ACTE NLQ R PITCH 10 12 20 17 15 PROP 4 Install the paper separator. 2 Remove the shipping restraint (1) behind the pull-up roller assembly. 32t-16.eps Turbo-17.

eps 1 LF cro Feed own FF/LO AD Micro Feed Up TEAR PARK PRIN QUIET TOF CHA RAC T QUA LITY HSD UTL SSD TER PITC 10 H 12 20 15 PROP UP ITEM MENU SET PRINT NLQ 17 ! Keep your packing materials and carton in case you ever need to ship or transport the unit. User's Guide: English \ 25 Ribbon Cartridge ! Important: Make sure you have the correct replacement ribbon for the ML390/391 Turbo Printers (P/N52104001). The wrong ribbon WILL NOT print when installed on the ML390/391 Turbo Printers. 1 Make sure the printer is turned OFF. 2 Center the printhead (1). 32t-18.eps 1 M 26 \ Microline 390/391 Turbo 3 If you are replacing the ribbon: swing the front of the cartridge up off the printhead, then lift the cartridge out and discard it.



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Caution! The printhead may be HOT! 5 Install the new ribbon cartridge. 32T-19dn.eps ! 32T-19_up.

eps 6 Turn the take-up knob in the direction of the arrow to take up any ribbon slack. 32t-39.eps 4 Unpack the ribbon cartridge. Important! DO NOT remove the ribbon shield from the ribbon! 1 Ribbon Shield 2 Grip Points 2 3 Take-up Knob ! 32t-20.eps 1 3 User's Guide: English \ 27 Ribbon Cartridge Handling · Leave unused ribbon cartridges in their packages until needed. · When replacing a ribbon cartridge, re-use the packaging to dispose of the old ribbon cartridge. · Be careful when removing the ribbon cartridge. Do not let it touch your clothing or porous materials. The ribbon ink may cause permanent stains. · Ribbon ink on skin or clothing can usually be removed with soap and water.

Ribbon Cartridge Emergency First Aid Contact occurs with eyes. Flush eyes with large quantities of water for 15 minutes, keeping eyelids open with fingers. Seek medical attention. Contact occurs with skin Wash thoroughly with soap and water. For more information Refer to the Material Safety Data Sheet in "Warranty, Regulatory, and Safety Information.

" 28 \ Microline 390/391 Turbo Accessories If you have purchased an accessory (option) for your printer, refer to the documentation you received with that accessory for installation instructions. Power Connections 1 Make sure both the printer and the computer are OFF. 2 Plug the power cord into the back of the printer (1), then into a grounded outlet (2). 59#11.eps and Plugin.

eps 2 1 3 Turn on the printer. 32T-01A.eps User's Guide: English \ 29 Paper Loading Rear Feed, Continuous Forms Use the rear-feed path for printing on single-thickness, continuous-form paper. Use the single-sheet path (top feed) for graphics or charts. 1 Move the paper lever (1) to the position marked "REAR." 1 32T-11.eps ! 1 2 3 4 If you have paper in the paper path, be sure to remove it before installing rear-feed paper. Lock Lever Upper Tractor Cover Pins Lower Tractor Cover 32T-26.eps 2 Grasp the tabs and lift off the paper separator. 32T-23A.

eps 1 2 4 3 30 \ Microline 390/391 Turbo 3 Pull up on the lock levers and open the tractor covers. Then, move the right tractor to fit the width of the paper. 32T-27.eps 5 Move the left tractor to align the edge of the paper with the appropriate reference mark (1). Then, push back the lock lever. 32T-29A.eps 1 4 Place the first two holes in the paper over the tractor pins on either side. Close the tractor covers. 32T-29.eps 6 Adjust the position of the right tractor to center the holes in the paper on the pins.

Then, push back the right lock lever. Do not stretch the paper. 32T-29.eps User's Guide: English \ 31 Top Feed (Single Sheets) 7 Install the paper separator. Place the wire guide (1) on the pull-up roller assembly (2).

32T-31.eps Use the single-sheet path for letterhead stationery, memos, and individual envelopes. If you have continuous-form paper in the path, press PARK to remove it before loading single sheets. ! 1 Make sure the printer is on and deselected (SEL light off). 2 Place the paper lever in the position marked "TOP." " 32T-12.eps 1 2 8 Press FF/LOAD. The paper feeds into the printer. ! The factory default setting for the Top of Form (where the printing should begin) is one inch down from the top of the page. To change the setting, see "Using Your Printer, Top of Form (TOF)." 3 Open the carriage cover. Raise the paper separator to the single-sheet position. 32T-32.eps SEL SEL MENU SHIFT LF Micro Feed Down EXIT POWER FF/LO AD Micro Feed Up TEAR PARK QUIE T ALAR M GROUP ITEM MENU SET PRINT PRIN T QUA LITY HSD NLQ CHAR ACTE R PITCH 10 17 12 20 15 PROP UTL SSD TOF 32 \ Microline 390/391 Turbo 4 Make sure the wire feed guide (1) is secured in the sheet guide. 32T-33.

eps ! ! 1 Important! If the paper does not feed in, remove it. Check the paper lever position. Make sure the ALARM light is on: if it is flashing, hold the SHIFT key and press the CHARACTER PITCH (RESET) key. Reload the sheet of paper. The factory default setting for the Top of Form (where the printing should begin) is one inch down from the top of the page. To change the setting, see "Using Your Printer, Top of Form (TOF)." SEL SEL MENU SHIFT LF Micro Feed Down EXIT POW ER FF/LO AD Micro Feed Up TEAR PARK QUIE T ALAR M GROU P PRIN ITEM MENU SET PRINT T QUA LITY HSD UTL SSD TOF CHAR ACTE NLQ R PITCH 10 12 20 17 15 PROP 5 Adjust the paper feed guides (1) for the width of the paper. Place a sheet of paper in the separator. The paper will feed into the printer. 32T-15.

eps 1 SEL SEL MENU SHIFT LF Micro Feed Down EXIT POWER FF/LO AD Micro Feed Up TEAR PARK QUIE PRIN T CHA T QUA LITY HSD UTL SSD TER PITCH 10 12 20 15 PROP ALAR M GROUP ITEM MENU SET PRINT TOF RAC NLQ 17 User's Guide: English \ 33 Testing the Printer Running the printer self tests is a good way to check the installation of your printer. The two self tests are: · Font Sample Test · Rolling ASCII Test ! Wide Carriage Model Microline 391 Turbo If you are using 8.5 inch paper to run the test, make sure the paper width selection in the printer menu is set to 8.5 inches. Otherwise, printing on the platen may damage the printer.

Refer to "Using Your Printer, Menu Mode, Explanations of Menu Items." 34 \ Microline 390/391 Turbo Font Sample Test ! ! The Font Sample Test automatically stops after all the available fonts print. Wide Carriage Model Microline 391 Turbo If you are using 8.5 inch paper to run the test, make sure the paper width selection in the printer menu is set to 8.5 inches.

Otherwise, printing on the platen may damage the printer. Refer to "Using Yo To run the test: · Turn the printer off, then press and hold the LF key while turning the printer back on. LF.eps LF Micro Feed Down GROUP The Font Sample Test prints a sample of the fonts standard to the printer. The top of the printout has the Printer Model, Emulation, Country Code, Interface, and Firmware Revision Level for your printer. To exit the test: · Press SEL. SEL.eps SEL SEL MENU User's Guide: English \ 35 Rolling ASCII Test ! Wide Carriage Model Microline 391 Turbo If you are using 8.5 inch paper to run the test, make sure the paper width selection in the printer menu is set to 8.5 inches.

Otherwise, printing on the platen may damage the printer. Refer to "Using Your Printer, Menu Mode, Explanations of Menu Items." To run the test: · Turn the printer off, then press and hold the QUIET key while turning the printer back on. QUIET.eps QUIET TOF ! The Rolling ASCII Test DOES NOT automatically stop.



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You must manually stop it. To exit the test: · Press SEL. SEL.eps The Rolling ASCII Print Test produces a continuous printout of all 96 ASCII characters in a rolling pattern. The type style set in the printer menu will be utilized.

Use the Rolling ASCII Test to check the following. · Print Quality Across the entire length of a line Down the entire page · Line Spacing · Character Formation The top of the printout has the Printer Model, Emulation, Country Code, and Firmware Revision Level. 36 SEL SEL MENU \ Microline 390/391 Turbo Emulations The factory default emulation for your printer is Epson® LQ. If you need to change the emulation, refer to "Using Your Printer, Emulations." Printer Drivers Before you can use your printer, you must select the correct printer driver in your software.

@@ ! For more information on printer drivers, refer to "Using Your Printer, Printer Drivers." User's Guide: English \ 37 Computer Connections Two interface types are available for your printer. · Parallel · Serial (25 pin) Attach the interface cable to the appropriate port on your computer. Connecting to the Parallel Port 1 Plug the interface cable into the parallel port (1) and secure it with the wire loops. 32T-22.

eps 1 ! FCC regulations require the use of a shielded cable no longer than 6 ft. (1.8 m). An IEEE 1284-compatible parallel cable is needed for bi-directional communications. If you purchased the Serial Interface option, see the instruction sheet provided with it. 2 Attach the other end of the cable to your computer. 38 \ Microline 390/391 Turbo Product Registration my.okidata.com Your Personal Solutions Center Register your printer and create your own personalized support center with my.okidata.

com. my.okidata.com is a powerful area of our web site designed to help you get the most from your OKI printer. It represents our commitment to providing you with solutions, finding out the latest updates about your OKI products, and getting the details on OKI programs and services that can help your bottom line. You can also · Choose to receive product updates via e-mail. · Have private access to our solutions section. · Check out the What's New section to see what's changed since your last visit. · Get your own Solutions Specialist that you can contact directly via e-mail when you need assistance. my.okidata.com offers you support, solutions and more, all personalized for you and your specific OKI printer. Start using my.okidata.com today! User's Guide:

English Registering Your Printer You can register your printer by: · visiting our website at <http://www.okidata.com>. Click on Product Registration. · filling out the hardcopy registration form and mailing it in or faxing it in. Service and Support If you need further assistance or have questions, please refer to "Service and Support.

" \ 39 Using Your Printer Top of Form (TOF) ! ! ! If you turn the platen knob when the printer is turned on, you will cause the Top of Form to mis-align. Always turn the printer off before turning the platen knob! The factory default setting for the Top of Form (where the printing should begin) is one inch down from the top of the page. Your software may print the first line of print above or below where TOF is set. You may need to adjust the TOF to meet your software's needs. Use the procedures in "Using Your Printer, Top of Form, Forms Tear-Off Status (ON or OFF)." Top of Form sets the print start position for the printer. It is adjustable in increments of 1/144 of an inch. The amount of adjustment is limited to avoid paper jams. The first line prints at the red line of the plastic paper shield (1) on the printhead. 32T-18.

eps 1 M 40 \ Microline 390/391 Turbo Top of Form (TOF) and Forms Tear-Off Forms Tear-Off Status (ON or OFF) Before you set the Top of Form, you need to know the status of the Forms Tear-Off menu setting (whether it is ON or OFF). There are two ways to determine the status of the Forms Tear-Off menu setting: · print the Menu. · use the TEAR key. To print the Menu, refer to "Using Your Printer, Menu Mode, Print the Menu Settings." To use the TEAR key: 1 Load paper. 2 Press TEAR. 3 If the paper moves up, then Forms Tear-off is OFF. If the paper moves down, then Forms Tear-off is ON. ! ! If you turn the platen knob when the printer is turned on, you will cause the Top of Form to mis-align. Always turn the printer off before turning the platen knob! Your software may print the first line of print above or below where TOF is set.

You may need to adjust the TOF to meet your software's needs. Use the procedures in "Using Your Printer, Top of Form, Forms Tear-Off Status (ON or OFF)." The Top of Form and Forms Tear-Off settings of your printer interact. How you set the Top of Form depends on the status of the Forms Tear-Off menu setting. If Forms Tear-Off is activated (set to ON), set the Top of Form using Step A.

Refer to "Using Your Printer, Setting Top of Form, Forms Tear-Off ON (Step A)." If Forms Tear-Off is NOT activated (set to OFF), set the Top of Form using Step B. Refer to "Using Your Printer, Setting Top of Form, Forms Tear-Off OFF (Step B)." User's Guide: English \ 41 Setting Top of Form, Forms Tear-Off ON (Step A) ! ! If you turn the platen knob when the printer is turned on, you will cause the Top of Form to mis-align. Always turn the printer off before turning the platen knob! Always determine the status of the Forms Tear-Off menu setting BEFORE setting the Top of Form.

Refer to "Using Your Printer, Top of Form, Forms Tear-Off Status (ON or OFF)." 1 Turn the printer ON. 2 Park the paper. 3 With paper out of the unit, (red alarm light should be on) press SHIFT (1) and QUIET/TOF (5) to reset the current Top of Form. 4 Press FF/LOAD (3) to load the paper. 5 Press SEL/MENU (6) to take the printer off line. The SEL light goes out. 6 Wait until the paper moves up to the tear position, then press and hold TEAR (4). The paper moves to the current Top of Form. Keep pressing and holding TEAR.

7 Press and hold SHIFT and release TEAR. 42 \ Microline 390/391 Turbo 8 As you continue to hold SHIFT, press the LF / Micro Feed Down (2), or FF/LOAD / Micro Feed Up (3), depending on which direction you want to move the paper to align Top of Form. Press LF / Micro Feed Down to decrease the space (move Top of Form higher). The paper moves down. Press FF/LOAD / Micro Feed Up to increase the space (move Top of Form lower). The paper moves up. 32T-FP.eps ! The first line prints at the red line of the plastic paper shield (7) on the printhead. 32T-18.eps 7 M 1 SEL 2 3 4 5 6 SEL MENU SHIFT LF Micro Feed Down FF/LOAD Micro Feed Up TEAR PARK QUIET TOF EXIT POWER GROUP ALARM ITEM MENU SET PRINT 9 Keep holding SHIFT and press QUIET/TOF a few times to set the Top of Form.



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10 When the Top of Form is at the correct position, release all keys. 11 Press SEL/MENU to place the printer on-line. User's Guide: English \ 43 Setting Top of Form, Forms Tear-Off OFF (Step B) !! If you turn the platen knob when the printer is turned on, you will cause the Top of Form to mis-align. Always turn the printer off before turning the platen knob! Always determine the status of the Forms Tear-Off menu setting BEFORE setting the Top of Form. Refer to "Using Your Printer, Top of Form, Forms Tear-Off Status (ON or OFF).

" 1 Turn the printer ON. 2 Press SEL/MENU (6) to take the printer off line. The SEL light goes out. 3 Press and hold SHIFT (1). Then, press LF / Micro Feed Down (2) or FF/LOAD / Micro Feed Up (3), depending on which direction you want to move the paper to align the tear-off position.

44 \ Microline 390/391 Turbo Press LF / Micro Feed Down to decrease the space (move Top of Form higher). The paper moves down. Press FF/LOAD / Micro Feed Up to increase the space (move Top of Form lower). The paper moves up. 32T-FP.eps ! The first line prints at the red line of the plastic paper shield (7) on the printhead. 32T-18.eps 7 M 1 SEL 2 3 4 5 6 SEL MENU SHIFT LF Micro Feed Down FF/LOAD Micro Feed Up TEAR PARK QUIET TOF EXIT POWER GROUP ALARM ITEM MENU SET PRINT 4 Keep holding SHIFT and press QUIET/TOF a few times to set the Top of Form. 5 When Top of Form is at the correct position, release all keys. 6 Press SEL/MENU to place the printer on line.

If you turn the platen knob when the printer is turned on, you will cause the Top of Form to mis-align. Always turn the printer off before turning the platen knob! !! For information on resetting the Top of Form to the factory default, refer to "Using Your Printer, Top of Form, Reset Top of Form to Factory Default." User's Guide: English \ 45 Temporary Top of Form Change !! If you turn the platen knob when the printer is turned on, you will cause the Top of Form to mis-align. Always turn the printer off before turning the platen knob! The factory default setting for the Top of Form (where the printing should begin) is one inch down from the top of the page. To change the Top of Form (move it lower) for one page only: 1 Press SEL to deselect the printer. 2 Press LF to change the position of the Top of Form. 46 \ Microline 390/391 Turbo Reset Top of Form to Factory Default !! If you turn the platen knob when the printer is turned on, you will cause the Top of Form to mis-align. Always turn the printer off before turning the platen knob! The factory default setting for the Top of Form (where the printing should begin) is one inch down from the top of the page. There are two ways to reset the Top of Form to the factory default: · with the printer ON. · with the printer OFF.

Printer ON 1 With the printer ON, and paper parked (out of the printer) Press QUIET / TOF. Printer OFF 1 With the printer OFF, and no paper installed, Press and hold PARK + QUIET/TOF while turning on the printer. User's Guide: English \ 47 Forms Tear-Off @@To determine the status of the Forms Tear-Off menu setting, refer to "Using Your Printer, Top of Form, Forms Tear-Off Status (ON or OFF)." For information on setting the Top of Form, refer to "Using Your Printer, Top of Form, Setting Top of Form, Forms Tear-Off (ON or OFF)." When printing stops, the paper advances to the tear-off position. The default setting for Forms Tear-Off is OFF. There are two types of Forms Tear-Off: · Automatic Forms Tear-Off · Manual Forms Tear-Off !! The Forms Tear-Off feature allows a printed page (continuous forms, rear or bottom feed, with no pull tractor option installed) to be torn off without wasting paper or adjusting the printer. Forms Tear Off automatically moves the paper from the initial printing position to the tear-off position, after a time interval (which you select through the menu). The top of the page (perforation) is even with the tear bar. The tear bar is located under the clear top of the access cover. @@@@The pause must be for two or more seconds. No data is lost. Uneven print registration will occur due to the paper movement. If the problem occurs, use the menu to turn off this feature. DO NOT use Forms Tear-Off with labels or multi-part forms! @@! ! @@@@The pause must be for two seconds or more. No data is lost. Uneven print registration will occur due to the paper movement. If the problem occurs, use the menu to turn off Forms Tear-Off. DO NOT use Forms Tear-Off with labels or multi-part forms! @@@@The top of the page (perforation) is even with the tear bar. The tear bar is located under the clear top of the access cover.

@@@@When printing stops, the paper advances to the tear-off position. TEAR Key and Automatic Forms Tear-Off If you press TEAR (1) when Forms Tear-Off is turned on (activated in the printer menu), the printer retracts the paper to the Top of Form position. 1 32T-FP.eps SEL SEL MENU SHIFT LF Micro Feed Down @@To determine the status of the Forms Tear-Off menu setting, refer to "Using Your Printer, Top of Form, Forms Tear-Off Status (ON or OFF)." For information on setting the Top of Form, refer to "Using Your Printer, Top of Form, Setting Top of Form, Forms Tear-Off (ON or OFF)." !!! If the software package you are using "pauses" while sending data to the printer, Forms Tear Off may be activated (if it is enabled through the Menu). The pause must be for two or more seconds. No data is lost. Uneven print registration will occur due to the paper movement. If the problem occurs, use the menu to turn off this feature.

DO NOT use Forms Tear Off with labels or multi-part forms! @@@@! DO NOT use Forms Tear-Off with labels or multi-part forms! @@@@ Forms Tear-Off set ON If you press TEAR (1) when Forms Tear-Off is turned on (activated in the printer menu), the printer retracts the paper to the Top of Form position. ! Forms Tear-Off CANNOT be used when the optional pull tractor is engaged. 32T-FP.eps 1 SEL ! Forms Tear-Off CANNOT be used when the optional pull tractor is engaged. 32T-FP.

eps SEL MENU SHIFT LF Micro Feed Down FF/LOAD Micro Feed Up TEAR PARK QUIET TOF 1 EXIT POWER GROUP ALARM ITEM MENU SET PRINT SEL SEL MENU SHIFT LF Micro Feed Down FF/LOAD Micro Feed Up TEAR PARK QUIET TOF EXIT POWER GROUP ALARM ITEM MENU SET PRINT 52 \ Microline 390/391 Turbo Paper Park ! Never park labels! SEL SEL MENU SHIFT LF Micro Feed Down 1 Paper park allows you to print a single sheet (cut-sheet) page without removing continuous feed paper from the printer. @@Press PARK. Raise the paper separator to the single-sheet feed position. Place the wire feed guide in the paper separator. @@@@2 Lower the paper separator into the continuous-forms position.



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Swing the wire feed guide over onto the pull-up roller. 3 Move the paper lever to the appropriate position. @@For bottom feed, (2), the paper lever is in the center position. 4 If necessary, load continuous-form paper. @@Make sure the printer is turned off before you open the access cover. @@@@It also increases the impact strength of the pins in the printhead. To engage the expanded printhead gap: 1 Turn the printer off. @@@@Be sure the printhead is fully inserted before proceeding. ! Important! The clamp must be between the black projection on the printhead and the metal plate on the carriage, on both sides. 58 \ Microline 390/391 Turbo 11 Reinstall the ribbon cartridge.

32T-19dn.eps 12 Replace the pull-up roller assembly and the access cover, then turn the printer on. 32T-04DN.eps and 32T-02.eps 13 Change the printer's secondary menu (make sure paper is loaded!) to engage the expanded printhead gap: a) Press SEL + TEAR while turning the printer back on. b) Press LF to advance through the menu to the Technical group (last option in menu). c) Press FF/LOAD to advance through the items to Expanded Gap. d) Press TEAR to change the setting for Expanded Gap to Valid. e) Press SHIFT + MENU to exit the menu and save your setting. SEL SEL MENU SHIFT LF Micro Feed Down EXIT POWER FF/LOAD Micro Feed Up TEAR PARK QUIET ALARM GROUP PRINT ITEM MENU SET PRINT QUALIT Y HSD NLQ UTL SSD TOF CHARA CTER 17 PITCH 10 12 20 15 PROP User's Guide: English \ 59 Print Quality ! Important! Front panel settings for print quality and character pitch are overridden by software commands.

The lights will always reflect the printer's state. 390 Panel.eps PRINT QUALITY LQ UTILITY COURIER PRESTIGE ROMAN SWISS GOTHIC ORATOR Press PRINT QUALITY to select: LQ: Letter Quality · Highest quality, slowest speed · Seven typefaces · Recommended for correspondence Utility · Medium quality, medium speed · Gothic font only · Recommended for internal documents and high-volume data. To engage high speed 390 cps printing, select Utility for the Print Quality and 15 cpi for the Character Pitch. ! 60 \ Microline 390/391 Turbo Typeface ! Important! Front panel settings for print quality and character pitch are overridden by software commands.

The lights will always reflect the printer's state. 390 Panel.eps PRINT QUALITY LQ UTILITY COURIER PRESTIGE ROMAN SWISS GOTHIC ORATOR When Letter Quality is engaged, the front panel lights indicate which typeface is selected. Courier: LQ and COURIER lights are on Gothic: LQ and GOTHIC lights are on Orator: LQ and ORATOR lights are on Prestige: LQ and PRESTIGE lights are on Roman: LQ, COURIER, and GOTHIC lights are on Swiss: LQ, ORATOR, and PRESTIGE lights are on Swiss Bold: LQ light is on User's Guide: English \ 61 Character Pitch ! Important! Front panel settings for print quality and character pitch are overridden by software commands. The lights will always reflect the printer's state.

Press CHARACTER PITCH/RESET to select the width of characters in characters per inch, or Proportional. 390 Panel.eps CHARACTER PITCH 10 17 RESET 12 20 15 PROP 10 cpi · Recommended for standard text 12 cpi · Recommended for standard text · Yields more text per page 15 cpi · Recommended for spreadsheets and large volumes of data · Yields more text per page · In HSD mode, yields fastest printing 17.1 cpi, 20 cpi · Recommended for spreadsheets · Smallest print PROP (LQ only) · Recommended for a more polished appearance · Proportional spacing 62 \ Microline 390/391 Turbo Printer Reset When you reset the printer, you reinitialize it. You will need to reset the printer to clear some error conditions To reset the printer: 1 Press and release the SEL key to take the printer off-line. The SEL light will be out. 2 Then, press and hold the SHIFT key and press the RESET (CHARACTER PITCH) key. 3 The printer is reset. ! Important! A printer reset is NOT the same as a reset to factory defaults. A printer reset reinitializes the printer, but does NOT affect any menu settings.

A reset to factory defaults returns ALL menu settings to the factory defaults. User's Guide: English \ 63 Emulations Available Emulations Your printer has three emulations: · Epson® LQ -- factory setting · IBM® Proprinter · IBM® AGM Changing Emulations 1 Make sure paper is loaded. 2 Press SHIFT + SEL. The printer enters the Menu Mode. 3 Press LF. The following line prints: Printer Control Emulation Mode EPSON LQ 4 Press TEAR consecutively until the emulation you wish to select prints in the right-hand column. @@@@Use one as close to the top of the list as possible. @@@@With the SHIFT key, prints the previous Group. 2 ITEM: Prints next Item in the Group. With the SHIFT key, prints previous Item in the Group.

3 SET: Prints next Setting for an Item. With the SHIFT key, prints previous Setting for an Item. 4 PRINT: Prints a copy of all the Menu settings. @@5 MENU light: Glows when the printer is in the Menu Mode. User's Guide: English \ 67 Entering and Exiting Menu Mode To enter or exit the Menu Mode, hold SHIFT while pressing SEL.

Moving Through the Menu When the printer is in Menu Mode, you can move forward or backwards through the menu. Moving Forward To move forward, press GROUP, ITEM, or SET, whichever is appropriate. For more information, refer to "Using Your Printer, Menu Mode." Moving Backward To move backward, press and hold SHIFT, then GROUP, ITEM, or SET, whichever is appropriate. For more information, refer to "Using Your Printer, Menu Mode." 68 \ Microline 390/391 Turbo Resetting Menu to Factory Defaults Printing the Menu Settings ! ALWAYS print the current Menu Mode settings before you reset or change the Menu settings. @@To print the Menu Mode Settings, refer to "Using Your Printer, Menu Mode, Printing the Menu Settings." ! ALWAYS print the current Menu Mode settings before you reset or change the Menu settings. To reset the Menu to the standard settings (factory defaults): 1 Turn the printer off. 2 Press SEL + LF while turning the printer on. 1 Make sure paper is loaded in the printer. 2 Enter the Menu Mode (SHIFT + SEL). 3 Press PRINT (PARK key). ! To print out a listing of the settings for all menu items, regardless of the emulation selected or the accessories installed, enter the Menu Mode, then press SHIFT + PRINT QUALITY. User's Guide: English \ 69 Changing the Menu Settings ! ALWAYS print the current Menu Mode settings before you reset or change the Menu settings.

@@To print the Menu Mode Settings, refer to "Using Your Printer, Menu Mode, Printing the Menu Settings." 1 Press SHIFT + SEL to enter the Menu Mode.



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2 Use the **GROUP**, **ITEM** and **SET** keys to make your changes: Press **GROUP** until the Group you wish to change appears in the first column. Press **ITEM** until the Item you wish to change appears in the second column. Press **SET** until the setting you want appears in the third column. 3 Press **SHIFT + SEL** to exit the Menu Mode and save your settings. ! Important! If you turn off the printer without first exiting the Menu Mode, the changes you have made will be lost. 70 \ Microline 390/391 Turbo Menu Settings Table For a complete explanation of each menu item, refer to "Using Your Printer, Menu Mode, Explanations of Menu Items." The table below shows the items which may appear in the menu. Settings which are engaged at the factory (defaults) are set in bold italic.

Some groups or entries will only appear when a specific emulation is engaged, as noted. Group Item Printer Control Emulation Mode Font Print Mode Pitch Proportional Spacing Style Size Character Set Language Set Symbol Sets Zero Character Code Page Settings (Defaults are set in bold italic) EPSON LQ, IBM PPR, IBM AGM LQ Courier, LQ Roman, LQ Swiss, LQ Swiss Bold, LQ Orator, LQ Gothic, LQ Prestige, Utility 10 cpi, 12 cpi, 15 cpi, 17.1 cpi, 20 cpi No, Yes Normal, Italics Single, Double Set I, Set II American, French, German, British, Danish I, Swedish, Italian, Spanish I, Japanese, Norwegian, Danish II, Spanish II, Latin American, French Canadian, Dutch, Publisher Slashed, Unslashed USA, Canada French, Multilingual, Portugal, Norway, BRASC II, Abicom User's Guide: English \ 71 Menu Settings Table (Continued) For a complete explanation of each menu item, refer to "Using Your Printer, Menu Mode, Explanations of Menu Items." The table below shows the items which may appear in the menu. Settings which are engaged at the factory (defaults) are set in bold italic.

Some groups or entries will only appear when a specific emulation is engaged, as noted. Group Rear Feed Bottom Feed Item Line Spacing Form Tear-Off Skip Over Perforation Page Width (wide model only) Page Length Line Spacing Form Tear-Off Skip Over Perforation Page Width (wide model only) Page Length Settings (Defaults are set in bold italic) 6 LPI, 8 LPI Off, 500 ms, 1 sec, 2 sec No, Yes 13.6", 8" 11", 11-2/3", 12", 14", 17", 3", 3.5", 4", 5.5", 6", 7", 8", 8.

5" 6 LPI, 8 LPI Off, 500 ms, 1 sec, 2 sec No, Yes 13.6", 8" 11", 11-2/3", 12", 14", 17", 3", 3.5", 4", 5.5", 6", 7", 8", 8.5" 72 \ Microline 390/391 Turbo Menu Settings Table (Continued) For a complete explanation of each menu item, refer to "Using Your Printer, Menu Mode, Explanations of Menu Items." The table below shows the items which may appear in the menu. Settings which are engaged at the factory (defaults) are set in bold italic. Some groups or entries will only appear when a specific emulation is engaged, as noted. Group Top Feed Item Line Spacing Bottom Margin Page Width (wide model only) Page Length Wait Time Page Length Control Graphics Receive Buffer Size Paper Out Override Print Registration Settings (Defaults are set in bold italic) 6 LPI, 8 LPI Valid, Invalid 13.6", 8" 11", 11-2/3", 12", 14", 17", 3", 3.

5", 4", 5.5", 6", 7", 8", 8.5" 500 ms, 1 sec, 2 sec By MENU Setting, By Actual Page Length Bi-directional, Uni-directional 8 K, 1 Line, 23K No, Yes 0, set in 0.05 mm increments: press **SEL** to shift registration to the left; press **SHIFT + SEL** to shift registration to the right. Set-Up User's Guide: English \ 73 Menu Settings Table (Continued) For a complete explanation of each menu item, refer to "Using Your Printer, Menu Mode, Explanations of Menu Items." The table below shows the items which may appear in the menu. Settings which are engaged at the factory (defaults) are set in bold italic. Some groups or entries will only appear when a specific emulation is engaged, as noted. Group Set-Up (continued) Item Operator Panel Function Reset Inhibit Print Suppress Effective Auto LF Auto CR+ SI Select Pitch (10 cpi) * SI Select Pitch (12 cpi) * Time Out Print Auto Select Graphics Speed Centering Position Settings (Defaults are set in bold italic) Full Operation, Limited Operation No, Yes Yes, No No, Yes No, Yes 17.1 cpi, 15 cpi 20 cpi, 12 cpi Valid, Invalid No, Yes Low, High DEFAULT, MODE 1, MODE 2 * Appears only when the IBM emulation is selected.

74 \ Microline 390/391 Turbo Menu Settings Table (Continued) For a complete explanation of each menu item, refer to "Using Your Printer, Menu Mode, Explanations of Menu Items." The table below shows the items which may appear in the menu. Settings which are engaged at the factory (defaults) are set in bold italic. Some groups or entries will only appear when a specific emulation is engaged, as noted. Group Parallel I/F Item I-Prime Pin 18 Auto Feed XT** Settings (Defaults are set in bold italic) Buffer Print, Invalid, Buffer Clear +5V, Open Invalid, Valid * * Appears only when the Epson emulation is selected.

User's Guide: English \ 75 Explanations of Menu Items Refer to "Using Your Printer, Menu Mode, Menu Settings Table" for an overview of the menu structure. Auto CR (IBM). If you want the printer to automatically add a carriage return when a Line Feed is received at the end of a line, change the setting to Yes. Auto LF. If your printout is consistently double spaced, select No; if it overprints, select Yes.

Auto Feed XT (Epson). If your system uses pin 14 of the parallel interface to control automatic line feed, change the setting to Valid. Auto Select. If you always use the same Top of Form position, change the setting to Yes. Bottom Margin. Change to Invalid if you want the printer to ignore the bottom margin setting. Centering Position. Used to limit printhead travel when printing narrow columns. Select Mode 1 for the narrow carriage printer. Select Mode 1 or Mode 2 for the wide carriage printer.

Character Set. Choose IBM Set I or IBM Set II Code Page. Choose the Code Page character set you wish to use: USA (IBM 437), Canada French (IBM 863), Multilingual (IBM 850), Portugal (IBM 860), Norway (IBM 865), BRASC II, or Abicom. Emulation Mode. Choose the printer emulation. Form Tear-Off. Choose 500 ms, 1 sec, or 2 sec to turn the Form Tear-Off feature on and to set the time interval for the printer to wait before advancing the paper. Graphics. Change to bi-directional graphics for faster printing. Optimize the registration using the Print Registration setting in the Menu.

Graphics Speed. Change to High for faster printing when optimum print quality is not an issue. ! Caution!! This can cause loss of data and damage the printhead by allowing printing without paper. 76 \ Microline 390/391 Turbo Explanations of Menu Items (Continued) Refer to "Using Your Printer, Menu Mode, Menu Settings Table" for an overview of the menu structure.



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I-Prime.

Determines what the printer will do when it receives the I-Prime signal from the software. Buffer Print prints out the buffer contents before resetting. Buffer Clear dumps the buffer contents immediately. Invalid causes the printer to ignore the I-Prime command. Language Set.

Replaces certain standard symbols with special characters used in foreign languages. Line Spacing. Change to 8 lines per inch (lpi) to get more lines on a page. Operator Panel Function. Change to Limited Operation to deactivate the PRINT QUALITY and CHARACTER PITCH buttons. This prevents these from being changed from the control panel when several people are using the printer. Page Length. Selects the length of the paper you are using. Page Length Control. Change the setting to "by Actual Page Length" if you wish to print on single-sheets longer than 17 inches.

When "by Actual Page Length" is selected, the menu setting for Top Feed Page Length is ignored. Page Width (Wide Carriage only). Change to 8" to print on letter-size paper. Paper Out Override. Senses when less than 1" (25 mm) of paper remains and stops printing. Change to Yes to override the sensor. ! Caution!! This can cause loss of data and damage the printhead by allowing printing without paper. Pin 18. Sets the signal on pin 18 to +5 volts or to open. Pitch.

Choose the character width, in character per inch (cpi). Print Mode. Choose the quality and typeface of printing. Print Registration. Change the setting as required to obtain the best registration for bi-directional printing.

User's Guide: English \ 77 Explanations of Menu Items (Continued) Refer to "Using Your Printer, Menu Mode, Menu Settings Table" for an overview of the menu structure. Print Suppress Effective. If your system uses the DC1 and DC3 codes for something other than the print suppress mode, change the setting to No. Proportional Spacing. Change the setting to Yes to engage proportional spacing of characters.

Receive Buffer Size. Selects the amount of memory devoted to holding received data. Choosing 1 Line will tie up your computer while printing, but if you abort the print job, the printer will stop much sooner. Reset Inhibit. Select Yes to prevent your software from resetting your printer's settings. SI Select Pitch, 10 cpi (IBM). Sets the pitch to be engaged when the printer control panel is set for 10 cpi and the SI command is received. SI Select Pitch, 12 cpi (IBM). Sets the pitch to be engaged when the printer control panel is set for 12 cpi and the SI command is received. Size.

Change to Double for double width and height printing. Skip Over Perforation. Change to Yes if you want the printer to go to the next page when it comes within 1" (25 mm) of the bottom of the page. Keep it set to No if your software has its own page formatting controls. Style. Change to italics if you want the printed characters to be slanted. Time Out Print. If your software spends a long time processing between portions of data it feeds to the printer, change the setting to Invalid to keep your printer from dumping the received data while it is waiting for more. Wait Time. Sets the amount of time the printer will wait for more data before moving to the form tear-off position.

Zero Character. If you do not want the printer to use a slash to distinguish the number zero from the capital letter O, change the setting to Unslashed. 78 \ Microline 390/391 Turbo Maintenance Replacing the Ribbon Cartridge If you need instructions for replacing the ribbon cartridge, you can refer to the · packaging of the new cartridge · web site · "Installation, Ribbon Cartridge." For the best results, use genuine OKI ribbons. For information on obtaining consumables, refer to "Accessories.

" For information on the web site, refer to "Service and Support, Internet Support." ! Make sure that the printer model number for the ribbon is the same as the model number for your printer. If the model numbers don't match, the ribbon WILL NOT work in the printer. User's Guide: English \ 79 Printer Cleaning You should clean the printer every six months (or after about 300 hours of operation). 3 Use a clean, dry cloth to dust around the carriage shaft and platen. Remove any loose bits of paper. 4 Install the pull-up roller assembly. Close the access cover. 32T-04Dn.eps ! Never use solvents or strong detergents on the cabinet: they could cause damage. 1 Turn off the printer. Then, use the platen knob to back the paper out of the printer. 2 Open the access cover. Remove the pull-up roller assembly. 32T-04Up.

eps 80 \ Microline 390/391 Turbo Paper Jams Rear-Feed Paper Jams 1 Turn off the printer. Then, use the platen knob to back the paper out of the printer. 32T-01B.eps and 32T-37BK.eps ! Make sure the printer is turned off before you open the access cover. 2 Open the access cover. Remove the pull-up roller assembly. 32T-04UP.eps User's Guide: English \ 81 3 Remove any torn pieces of paper. 4 Grasp the tabs and lift off the paper separator (1).

Load paper. Make sure you lock the tractor covers (2). 1 6 Turn on the printer. 32T-01a.eps 7 Press FF/LOAD.

FF.eps 2 32T-23A.eps FF/LOAD Micro Feed Up 5 Install the paper separator. Install the pull-up roller assembly. Close the access cover. 32T-23A.eps and 32T-04DN.eps ITEM 82 \ Microline 390/391 Turbo Rear-Feed, Repeating Paper Jams If the paper keeps jamming, you may have: · defective paper. · misaligned paper. · bits of paper stuck in the paper path. Defective Paper Replace the paper with a fresh stack. Misaligned Paper 1 Turn off the printer. Then, use the platen knob to back the paper out of the printer. 2 Tear off a couple of sheets of paper, leaving a new, clean, square-cut edge. 3 Reload the paper and turn the printer back on.

Bits of Paper Stuck in the Paper Path 1 Turn off the printer. Then, use the platen knob to back the paper out of the printer. 2 Open the access cover. Remove the pull up roller assembly. Remove any torn pieces of paper. 32T-04up.eps 3 Grasp the tabs and lift off the paper separator (1). 32T-23A.eps 1 User's Guide: English \ 83 4 Fold some continuous-form paper over three times to make a page four sheets thick. Then, load it on the tractors and close the covers. 32T-41R.eps 6 Remove any paper pieces. Then, use the platen knob to back the paper out. 32T-42R.eps 5 Use the platen knob to draw the quadruple-thick page around the platen.

This clears any jammed bits of paper. 32T-42R.eps 7 Load regular paper (making sure the tractor covers are closed). Install the paper separator. 32T-23A. eps 84 \ Microline 390/391 Turbo 8 Install the pull-up roller assembly. Close the access cover. 32T-04DN.eps 10 Press FF/LOAD. FF.eps FF/LOAD Micro Feed Up ITEM 9 Turn on the printer. 32T-01A.eps User's Guide: English \ 85 Single-Sheet Paper Jams 1 Turn off the printer.



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2 Then, use the platen knob to back the paper out. 32T-43.

eps 4 Remove any torn pieces from around the carriage. 5 Install the pull-up roller assembly. Close the access cover. 32T-44Dn.eps SEL SEL MENU SHIFT LF Micro Feed Down EXIT POWER FF/LOAD Micro Feed Up TEAR PARK QUIET PRINT QUALITY HSD UTL SSD ALARM GROUP ITEM MENU SET PRINT TOF CHARACTER NLQ R PITCH 10 12 20 15 PROP 6 Turn on the printer. Load paper. 32T-01A.eps and 32T-15.eps 3 Open the access cover. Remove the pull-up roller assembly.

32T-44Up.eps SEL SEL MENU SHIFT LF Micro Feed Down EXIT POWER FF/LOAD Micro Feed Up TEAR PARK QUIET PRINT CHARACTER QUALITY HSD UTL SSD TER PITCH 10 H 12 20 15 PROP ALARM GROUP ITEM MENU SET PRINT TOF RAC NLQ 17 86 \ Microline 390/391 Turbo Troubleshooting General Information Here are some general things to check before proceeding with detailed troubleshooting. · Is the printer plugged in and turned on? · Are the connections (power and interface) secure? · Is the product being operated under the proper ambient conditions? · Does the paper being used meet the specifications for this product? · Is the paper properly installed? · Has the ribbon been replaced as recommended? · Is the ribbon properly installed? · Is an OKI ribbon being used? · Is the printhead gap correctly set? · Are the correct printer drivers being used for the printer? ! Settings in your software application will override any settings in your printer driver. Your printer driver settings will override any settings from the printer menu or printer front panel. Internet Support Oki Data provides support via the Internet.

Oki Data's main web site, www.okidata.com, is the gateway to Oki Data's products and services. my.okidata.com

is a powerful area of Oki Data's web site designed to help you personalize the information and service you get from Oki Data. For more information, refer to "Service and Support, Internet Support." User's Guide: English \ 87 List of Problems Problem 1: My word processor files do not print the way I have the menu and front panel set. Problem 2: Nothing happens when I turn on the printer. Problem 3: The printer does not print when the computer sends data.

Problem 4: I'm getting strange symbols, incorrect fonts, etc., when I try to print a document. Problem 5: Ink smears on the paper when I print on narrow forms. Problem 6: I've installed a new ribbon and the printing is smeared and streaked. Problem 7: The ALARM light is flashing.

Problem 8: The ALARM light is on and the Character Pitch 10 light is flashing. Problem 9: The ALARM light is on and the Character Pitch 15 light is flashing. Problem 10: The printer needs paper, but the ALARM light is not on and I cannot load the paper. Problem 11: The Print Quality and Character Pitch keys on the front panel don't work. Problem 12: Continuous-form paper sticks to the paper separator. 88 \ Microline 390/391 Turbo Problem 1: My word processor files do not print the way I have the menu and front panel set. Solution: Always remember that: 1 Settings in your software application will override any settings in your printer driver. 2 Your printer driver settings will override any settings from the printer menu or printer front panel. Solution: Before sending a file to the printer, many word processors send either an "initialization string" or an I-Prime signal to the printer. The initialization string contains codes that override the panel and menu settings.

To change your printer to ignore the reset code, enter the Menu Mode, go to the Set-Up group and change the setting for Reset Inhibit to Yes. Refer to "Using Your Printer, Menu Mode." The I-Prime signal will automatically override any front panel settings you have made. To eliminate this problem, enter the Menu Mode, go to the Parallel Interface group and change the setting for I Prime to Invalid. Refer to "Using Your Printer, Menu Mode."

User's Guide: English \ 89 Problem 2: Nothing happens when I turn on the printer. Solution: Check the power cord connection to the outlet. If you are using a power strip, make sure it is turned on, and that a fuse hasn't blown or that a circuit breaker hasn't tripped. Problem 3: The printer does not print when the computer sends data. Solutions: 1 Is the SEL light on? If not, press the SEL key.

2 Check that the interface cable is securely connected to both the printer and the computer. 3 If you have the optional serial interface board installed, check to be sure that it is firmly seated in the printer. Problem 4: I'm getting strange symbols, incorrect fonts, etc., when I try to print a document. Solutions: 1 Check to be sure that the printer driver you have selected in your software matches the printer emulation. Press SHIFT and SEL keys, then press GROUP key. This will print a line showing the emulation you have selected. 2 If you have embedded any printer commands in your software, check to be sure that you entered them correctly. 90 \ Microline 390/391 Turbo Problem 5: Ink smears on the paper when I print on narrow forms. Solution: This may be caused by excessive printhead travel from the centering position.

Enter the Menu and set the Centering Position to MODE 1. Refer to "Using Your Printer, Menu Mode." For the wide-carriage printer, if MODE 1 doesn't work, try setting the Centering Position to MODE 2. Problem 6: I've installed a new ribbon and the printing is smeared and streaked. Solution: The ribbon shield is either loose or missing. Remove the ribbon cartridge and check the ribbon shield. If it is loose, secure it. If it is missing, find it and install it. Problem 7: The ALARM light is flashing. Solution: Try turning the printer off and then back on again.

If the light still blinks, call for service. Problem 8: The ALARM light is on and the Character Pitch 10 light is flashing. Solution: This indicates that the paper lever is set at the wrong position for the paper you are trying to use. Move it to the proper setting. User's Guide: English \ 91 Problem 9: The ALARM light is on and the Character Pitch 15 light is flashing.

Solution: This indicates a paper jam. Press the SEL key and correct the paper jam situation. Refer to "Maintenance, Paper Jams." Problem 10: The printer needs paper, but the ALARM light is not on and I cannot load the paper. Solution: Press and release the SEL key.

Then, press and hold the SHIFT key and press the RESET (CHARACTER PITCH) key. The printer is reset. Problem 11: The Print Quality and Character Pitch keys on the front panel don't work. Solution: The Operator Panel Function in the printer menu can be used to disable these buttons (Limited Function). If the printer is part of a customized system or if it is used by a number of people, the system manager may have used this option to make sure the printer is always set properly.



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