



USER GUIDE - Kiosk Printer Troubleshooting Guide

Kiosk Printer Troubleshooting Guide



Kiosk Printer Information

- ❖ This guide assumes that you already have some knowledge of the Kiosk device and have the keys to access the Printer.
- ❖ This guide will take you through ensuring the correct settings are configured on the Printer and then paper is aligned correctly.
- ❖ All Kiosks use Non-Perforated Sticker Rolls.



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Inside the Printer

Lift the Printer head by pressing the button on the bottom right at the front of the printer.

- ❖ The Citizen CL-S400DTZ printer can be opened up by pressing the Printer Head Release button on the front of the printer.
- ❖ This will open up the printer so we can investigate and confirm the settings inside the printer and the paper roll.



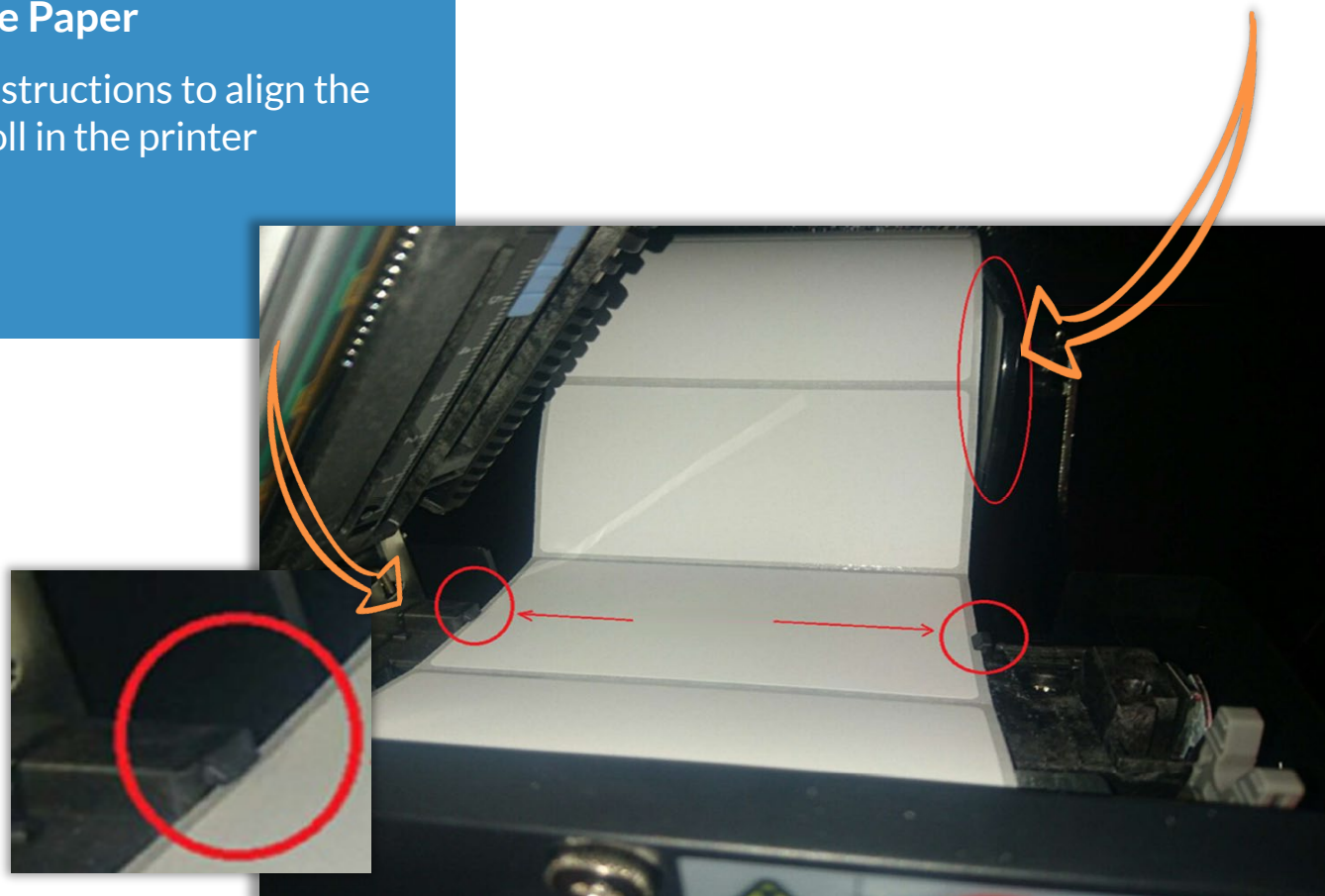
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Align the Paper

Follow instructions to align the sticker roll in the printer

- ❖ Once opened, we need to ensure the plastic paper roll aligner is on the right of the sticker roll
- ❖ Ensure the Stickers on the roll are face up, it is fed under the paper guides.



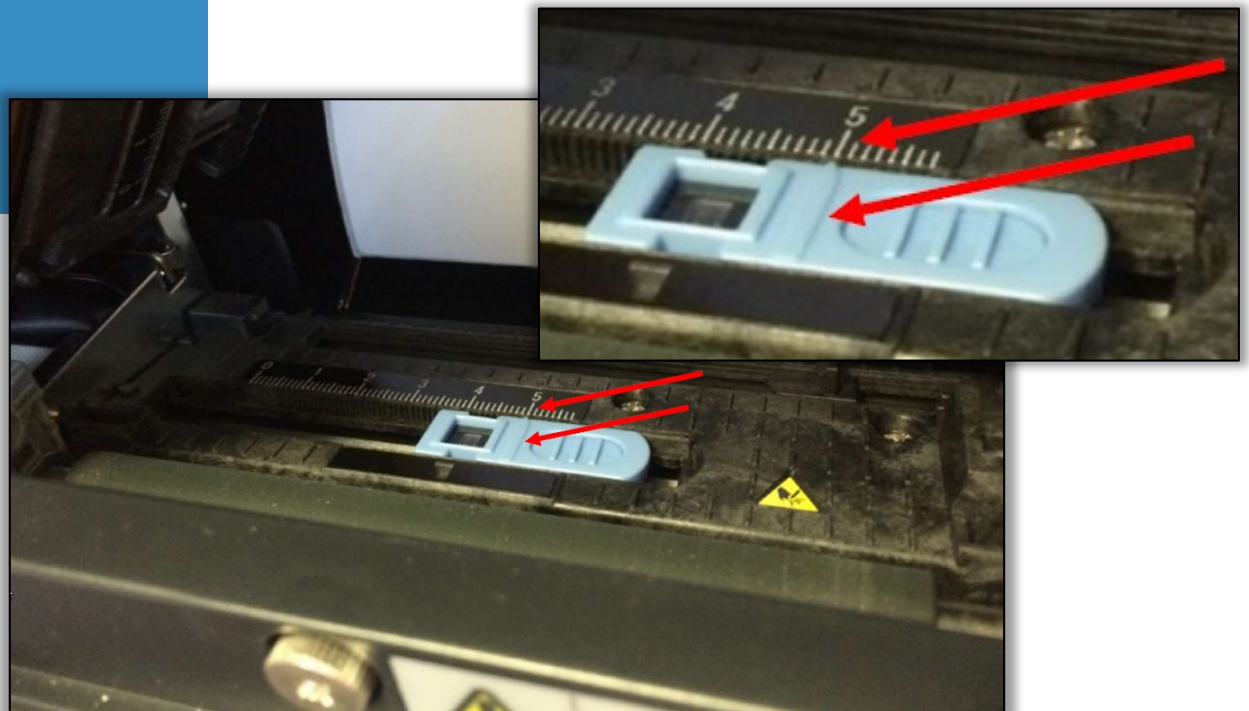
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Check Gap Sensors

Two gap sensors need to be checked

- ❖ 2 x Paper gap sensors are inside the printer.
- ❖ Ensure the bottom sensor is aligned to have the arrow notch point onto number 5



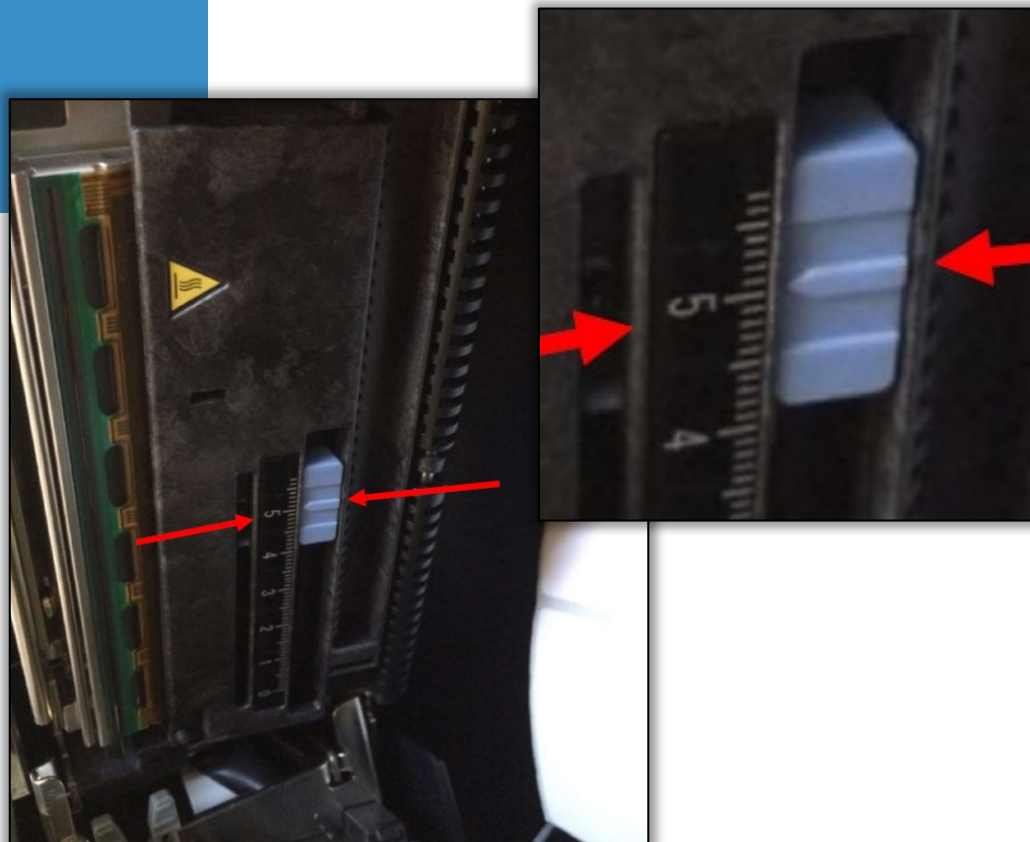
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Check Gap Sensors

Two gap sensors need to be checked

- ❖ 2 x Paper gap sensors are inside the printer.
- ❖ Ensure the top sensor, situated on the print head, is aligned to have the arrow notch point onto number 5



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Test Feed

You can now test the feed function

- ❖ Once all checks have taken place, you can do a test feed.
- ❖ Pressing the FEED button once will feed a sticker through and cut it.
- ❖ If this is successful, then printer should be fine to resume normally operation.





FOR ANY QUESTIONS OR ASSISTANCE PLEASE CALL

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OR EMAIL support@onsitetrackeasy.com.au