



Operation Manual

Magazine-Me



THIS OPERATION MANUAL IS IMPORTANT TO YOU.
PLEASE READ IT BEFORE ASSEMBLING AND USING YOUR MAGAZINE-ME.



UNPACKING AND ASSEMBLY

Unpacking



NOTICE

- The photo booth ships on a skid.



CAUTION. The photo booth is very heavy. It also contains fragile parts. Movement of photo booth requires at least two people.

- 1- Remove all items from the shipping containers. Inspect the cabinet exterior units for damage. Pay special attention to cabinet edges, seams and corners.
- 2- Check to see that cable connectors are correctly secured. *Don't force connectors. They're keyed to fit in only one location.* Bent pins and reversed connections may damage your photo booth and void the warranty.



NOTICE

- The IO board communicates with the printer, PC, DBV, camera, and control panel.
- Check the cables between the PC, DBV, camera, control panel, printer and the Logic Board. Make sure that these cables connected securely.

- 3- Check to see that all booth electronic devices plug into the power strip inside the booth. Make sure that none of the power plugs are loose.
- 4- Check the wiring harnesses for disconnected plugs, frayed wires, shorts or other abnormalities.

In-Shop Assembly



CAUTION. Avoid overloading booth power support circuitry. Never plug a non-booth circuit, tool or appliance into the booth power strip.



WARNING. FOREIGN POWER. The photo booth operates on 120VAC, 60 Hz power. To operate this booth on different power specifications, you must install a line-conversion transformer. Without this transformer, the photo booth may malfunction, start a fire, or cause personal injury.

UNPACKING INSTRUCTIONS FOR MAGAZINE ME

1. Remove the shrink wrap
2. With one person supporting the Seat Top, remove the 4 bolts (2 on each side) that join the Seat Top and the brackets on the Seat Unit.



Step 1



Step 2a



Step 2b

3. Remove the 6 bolts from the shipping brackets that join the Seat unit and main housing for the electronics
4. Remove the 2 bolts that secure the Seat Unit to the pallet. Raise the levelers if necessary.
5. Take the Seat Unit off the pallet.



Step 3



Step 4



Step 5

6. Remove the 4 bolts from the shipping brackets that secure the Seat Unit Base and the main housing. Bring down the Seat Unit Base and the Diamond Plate.
7. Remove the 4 bolts (found inside the main housing) that hold the base of the main unit to the pallet. Raise the levelers if necessary.



Step 6a



Step 6b



Step 7

8. Push the main housing to edge of the pallet. Carefully tilt over while someone pulls the pallet from underneath.

9. Roll Seat Unit Base under the main housing. Bolt Seat Unit Base down using 2 - 1 1/4" bolts (with a 1/2" plain washer and a 5/16" plain washer on each bolt).



Step 8



Step 9a



Step 9b

10. Using 12 bolts (6 - 1/2" bolts and 6 - 1" bolts), attach the Seat Unit to its base. Use the 1" bolts for the horizontal holes on the bottom of the Seat Unit. Use a 5/16" lock washer with each bolt.

11. Using 12 flat-head, 3/4" security screws, screw down the Diamond Plate to the Seat Unit Base.

12. Using 4 button-head, 1" security screws, screw the Diamond Plate to the main housing.



Step 10



Step 11



Step 12

13. Using 2 people, carefully lift the Seat Unit top over the Seat Unit and main housing.



Step 13

Proceed to the next page for instructions on assembling the marquee

14. Set the Seat Unit Top down on the Seat Unit side first. The 2 short, white tabs on the bottom sides of the

Seat Unit Top stay outside of the Seat Unit (visible if inside the booth). The long, white tab (found on the bottom of the Seat Unit Top) gets inserted into the Seat Unit.

15. Using 4 button-head, 1" security screws, screw the other side of the Seat Unit Top onto the main housing.

16. Using 7 button-head, 1/2" security screws, screw the Seat Unit Top to the Seat Unit. Some shifting may be required in order to properly align the holes.



Step 14



Step 15



Step 16

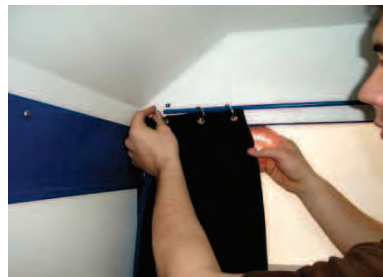
17. Slip the curtain rings into the holes on the curtains.

18. Remove the 2 button-head, 1/2" security screws on the brackets that secures the curtain rods. Remember to remove the brackets found on the Seat Unit side and not the main housing side, as these brackets are welded to the curtain rods.

19. Slide the bracket off of the curtain rod and slide the curtain rings over the rod.



Step 17

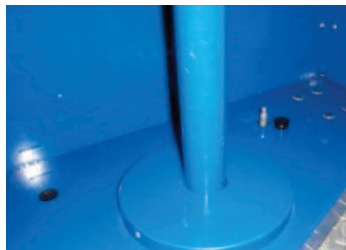


Step 18

20. Slide the bracket back on the curtain rod and screw back onto the Seat Unit.

21. Repeat steps 20 - 22 for the remaining side.

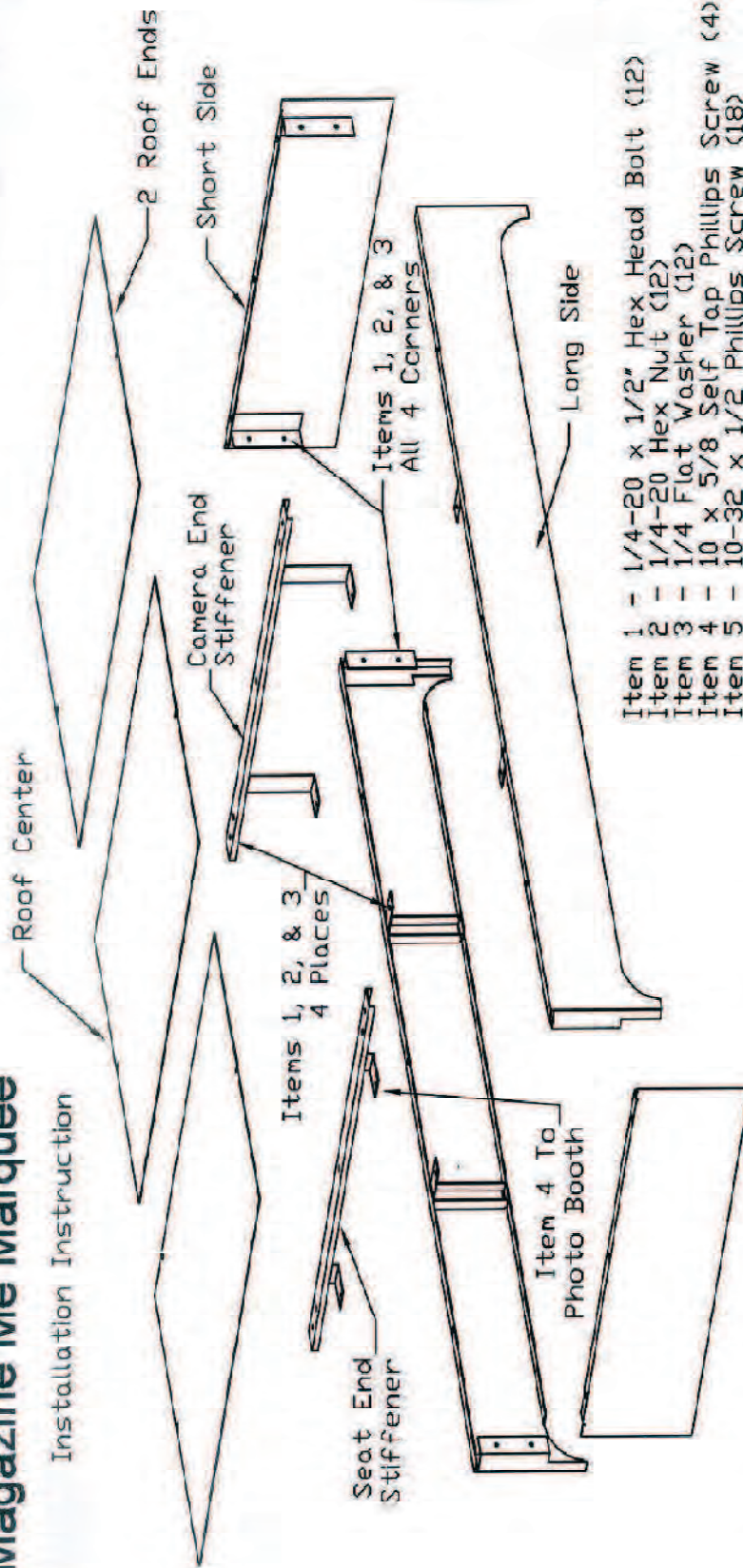
22. Screw down the 2 levelers on the Seat Unit and install the 2 black, safety caps.



Proceed to the next page for instructions on assembling the marquee

Magazine Me Marquee

Installation Instruction



- A) Bolt The 2 Short Sides To The 2 Long Sides With 8 Of Items 1, 2, & 3.
- B) Put All Hardware In Place, Square Corners, Then Tighten Hardware.
- C) Add The Stiffener With The Long Standoffs To The End That Will Be Over The Camera Area With 2 Items 1, 2, & 3.
- D) Add The Stiffener With The Short Standoffs To The End That Will Be Over The Seat Area With 2 Items 1, 2, & 3.
- E) If The Photo Booth Has A Red Dome Light Over The Seat Area It Must Be Removed.
- F) Position Marquee Assembly On Top Of Photo Booth.
- G) With The Marquee Square With Booth, Mark & Drill For The 4 Standoffs With 9/64 Drill Bit.
- H) Secure Marquee To Photo Booth With 4 Of Item 4 Screws.
- I) Position The Center & 2 Outside Roof Sections, Secure Down With 18 Of Items 5 & 6.
- J) Apply Decal Set To Finished Marquee.

CHAPTER 1 - SAFETY

Warnings, Cautions & Notices

▲ **WARNING.** To assure safe operation, observe specifications, notices and cautions in this document. We accept no responsibility for damage or injuries arising from improper use of this product.

▲ **WARNING.** Prevent electrical shocks and equipment damage! Before connecting or disconnecting the cables or changing the paper, disconnect booth AC power. Switching off power at the booth switch still allows power to enter the booth. You may still be exposed to line current.

▲ **WARNING.** Prevent shock hazards! Only plug the AC power cord into a *grounded, three-prong* AC outlet. Never defeat or remove the power plug ground prong.

▲ **WARNING.** Don't touch exposed wires or moving parts. For example...

- Power supply modules
- The IO board

Touching these parts could cause a laceration, shock, or other injury. A printer malfunction and data loss might also result.


▲ **WARNING.** Never touch the thermal print head, or head area. The print head operates at an extremely HOT temperature. Touching it might cause a burn or other injury.

▲ **WARNING.** Every time you replenish paper, remove the residual paper from the machine. (Scrap paper from vended photo strips). Otherwise, paper debris poses a fire hazard.


▲ **WARNING.** When cleaning the head, follow the directions in the Mitsubishi manual. Never use cotton, wool or other fabric swabs, because they leave lint behind. This lint poses a fire hazard.


▲ **WARNING.** Printer protective circuitry regulates the length of time under power. Printer circuits also regulate power applied to the print head and motor. If you replace or tamper with printer circuitry, components might overheat, smoke or burn.


⚠ **CAUTION.** Only use Mitsubishi CK9069-AI Media (Apple Industries part # CK9069-AI) in the printers. Use of other media will cause the photo booth not to work and may cause poor image quality and printer damage. Using other media will void your warranty.


 **CAUTION.** The print head and associated parts are very delicate.


- Touching the print head or head area might cause a printer malfunction or data loss.
- Avoid contacting the print head area with metal objects such as tweezers or screwdrivers.
- Touching the print head or associated parts may deposit dirt. Dirt can degrade the print head heating element. Dirt deposits can pick up a charge and promote static electric damage.

 **CAUTION.** Avoid static electricity! While servicing the print head or printed circuit boards (PCB), use proper body grounding procedures.


 **CAUTION.** If condensation occurs, don't turn on the photo booth. Otherwise, you might damage the printer and/or the electronics.

 **CAUTION.** Make sure that no dust collects on the media. Never operate booth components in areas containing dust, dirt, and metallic powder. Contaminants affect print quality, camera operation, circuit board reliability and DBV operation.

 **CAUTION.** Never pull the media out while the printer is printing.. Pulling the paper in this way can damage both the media and the delicate print head.

 **CAUTION.** Follow media-loading instructions precisely. Also, if instructions do not mention a particular operation, then do not do it. Otherwise, you might jam or damage the print head, heating element and gears.

 **NOTICE.** This book uses the abbreviation "DBV" for "dollar bill validator."

 **NOTICE.** This equipment has been tested. It complies with Class A device limits, pursuant to Part 15 of FCC rules. These limits provide reasonable protection against interference when operating the equipment in a commercial environment. To ensure Class A FCC limit compliance, use only shielded cables with this unit. This equipment generates, uses, and can radiate radio frequency energy. Install and use this equipment according to the instruction manual. Otherwise, this equipment may cause harmful interference to radio communications. However, these measures do not guarantee interference prevention in a particular installation.

Operation of this equipment in a residential area is likely to cause harmful interference. At your own expense, you must correct interference. By turning this equipment off and on, you can determine if it interferes with radio or television reception. If it does, then the FCC encourages you to try to correct interference. Use one or more of following measures:

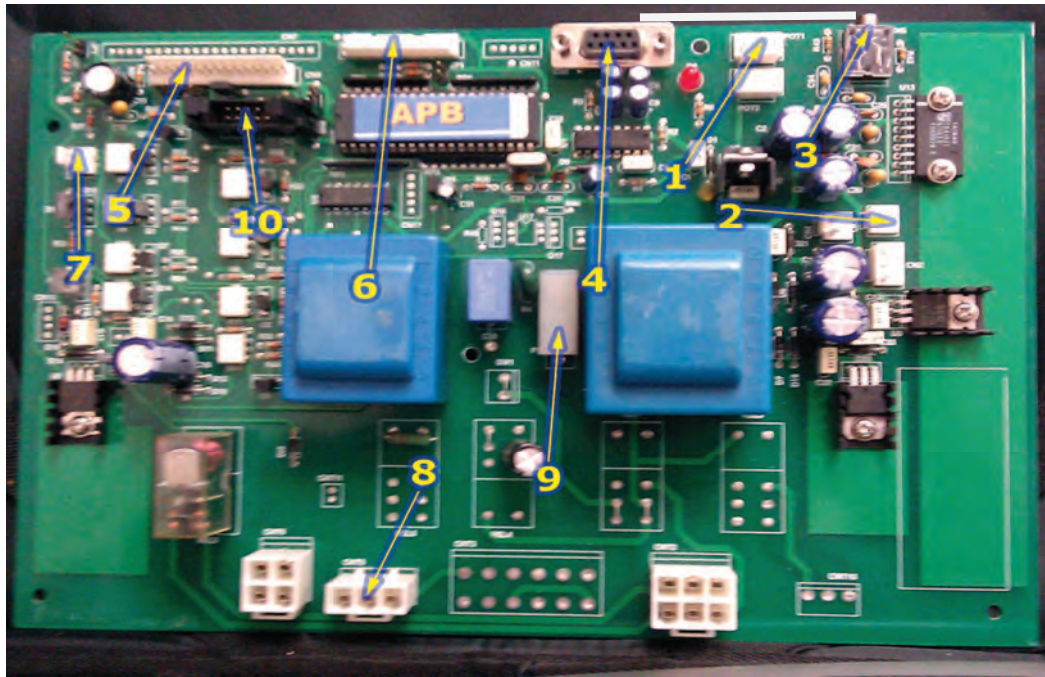
- Reorient or relocate the receiving antenna.
- Increase separation between the equipment and receiver.
- Connect the equipment and receiver to different outlets or circuits.
- Consult a dealer or experienced radio-TV technician for help.

CHAPTER 2 – OPERATIONS FACTS

Control Board (IO board) Summary

The photo kiosk system components are linked together by the IO board ...

- The Main Logic Board – (IO board), includes drivers, sound & control panel circuitry and camera circuitry.

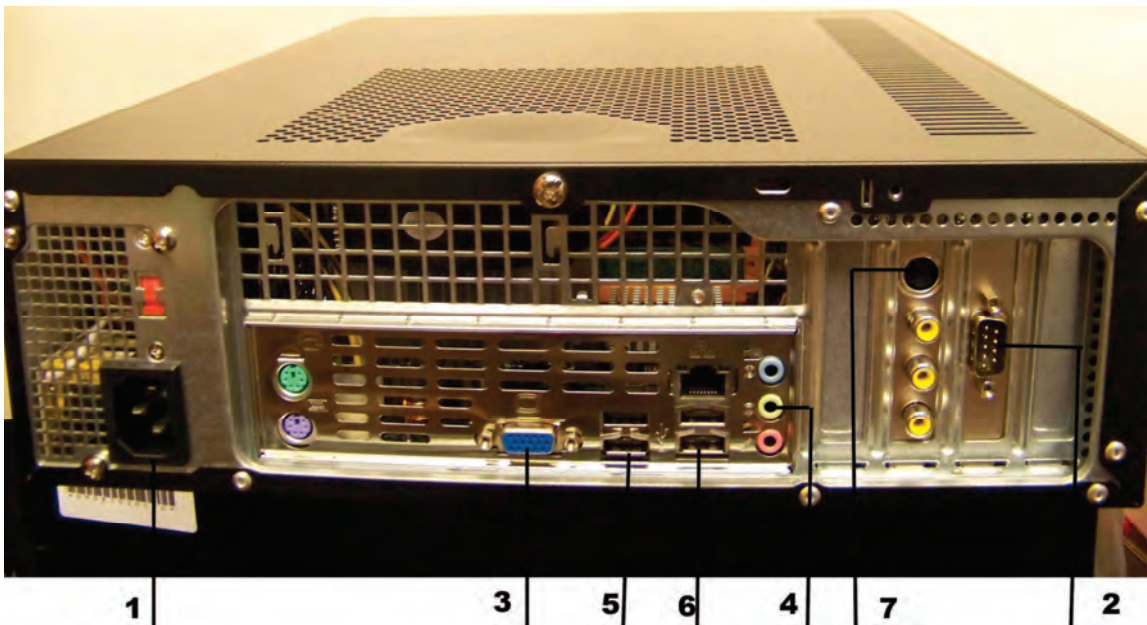


1. Pot 1- Volume Control
2. CN 3 - Speakers
3. CN 5 - Audio Input
4. CN 6 - Communication (Serial)
5. CN 8 - Dollar Bill Validator
6. CN 10 - Switches
7. CN 14 - Coin Counter
8. CNT 8 - AC Power Input
9. F1 - Fuse – 1AMP -250 V
10. CN 9 - Coin Mech or Credit Card acceptor – Where Applicable

ALL OTHER CONNECTORS ARE NOT USED

PC Computer-Connections

BELOW IS AN ILLUSTRATION OF WHERE CONNECTIONS SHOULD BE MADE, YOUR ACTUAL MACHINE MAY NOT HAVE CONNECTIONS IN THE SAME POSITION



1. Power Cable
2. COM 1 To Control Board (IO Board)
3. Monitor Cable
4. Audio Jack to Control Board (IO Board)
5. USB Printer
6. USB Camera
7. SVHS Cable to Camera

Printer Description

The Mitsubishi CP9550DW-A is a die sublimation thermal, photographic quality printer. The printer produces fast, high-resolution black and white and color photographs for indoor, self-service applications. The photo booth computer sends digital image data to the printer. Output is two four-image, two-by-six-inch photo strip. Each image is two inches x one and a half inches. From exposure to vend, per-strip turnaround time is about 17 seconds.

Operating Requirements

Electrical Power

Power Supply	AC 120V 50/60Hz	AC220-240V 50/60Hz
Power Consumption	2.9A (AC 120V, 50/60Hz During Printing)	1.6A (AC220-240V, 50/60Hz)
	.04A (AC 120V, 50/60Hz) When Not Printing	.03A (AC 220-240V, 50/60Hz)
Print Resolution	346 X 346 DPI (DPI: Dots per inch)	
Operating Condition	Temperature • 5-40°C (41-104°F)	Humidity • 30 - 80% (No Dewing)

Equipment Characteristics

Shipping Weight

- Approx. 875 lbs. (396.9 kg.)

Design Type

- Coin-operated photo booth

Construction

- Powder-coated, sheet steel

System

- 1 PCB, Intel microcontroller-based
- Windows XP Embedded(OS)
- OS & application PC
- APB IO Board

Peripherals


- 1 Mitsubishi digital printer CP9550DW-A
- Sony Digital Camera FCB-IX47C/IX45CP or FCB-IX47C/IX47CP
- Dollar Bill Validator


- Digital sound system
- LCD Monitor
- On Screen Diagnostic and settings

Operator Variables

- | | | | | |
|-----------|---------------------|----------------|------------|-----------------------------|
| • Pricing | • Color Adjustments | • Sound volume | • Lighting | • Real-time picture quality |
| • Logo | • Backgrounds | • Date & Time | • Programs | • Program Choices on/off |

Paper Handling

 **CAUTION.** Only use Mitsubishi CK9069-AI media (Apple Industries part # CK9069-AI) in the printers. Other media will cause the photo booth not to work and may cause printer damage. Using other media will void your warranty.

 **WARNING.** Every time you replenish media, remove any paper scrap remains from inside the machine. This buildup of paper scrap poses a fire hazard.

- Store paper in a dark and dry place. Never store print paper in places that are hot humid or exposed to direct sunlight. Temperatures must be between 55F° (13°C) and 90°F (32°C).
- Fingerprints or dust on the papers surface may degrade print quality and cause paper jams..
- The paper and ink ribbon are made of plastic. When you dispose of them, follow local regulations concerning disposal

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NOTES

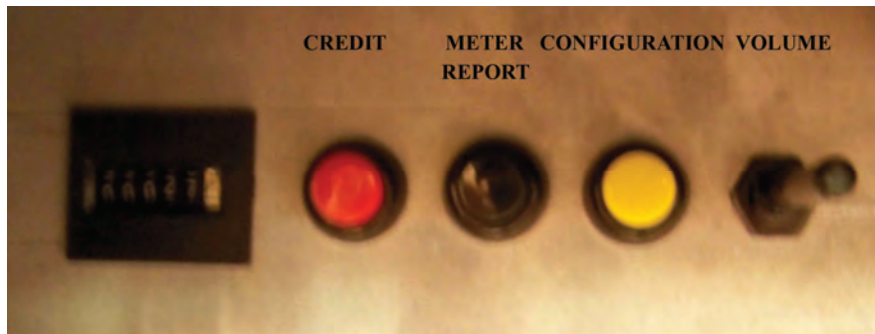
ADJUSTMENTS

Menu System (Configuration System)

SYSTEM COMMUNICATION DIAGNOSTIC BUTTONS. Your photo booth communicates with you through the monitor. You'll find the "Configuration Button" behind the service door. By pressing the "configuration button" a menu will appear... displayed on the monitor, with simple instructions for navigating through the menu on the screen. We call this communication mode the *Configuration System* because options appear in menu-like lists. You can use the Configuration System for two purposes:

- Booth adjustments
- Booth diagnostics

LOCATION. Notice the bank of three buttons located when opening the rear entry door. They are marked "Configuration", "Meter Report" & "Credit." The yellow button is the "**Configuration Button**", the black button is the "Meter Report" button and the red button is the "credit" button.



Pricing, Country & Product Settings

PRICING. The factory setting is one vend for three, one-dollar bills. The DBV can accept \$1, \$2 or \$5 bills, and maintains equivalent pricing. The DBV rejects all other bills. The DBA can accept 10 and 20 dollar bills but it is not recommended. (See the DBV manual for further instructions) To change pricing, press the "configuration button and follow the instructions on the monitor in the pricing menu.

COUNTRY CHOICE. To change Country Choice, press the "configuration button and follow the instructions on the monitor in the pricing menu.

METER REPORT. The Meter Report can be activated by pressing the meter report button located within the bank of three buttons behind the lower service door. The Meter Report will give the following information printed out on a sheet from the printer:

MACHINE ID: C34518
 REPORT # 0
 06/08/2011 10:55
 SOFTWARE V 1.0.5
 MONEY IN: \$0.00
 VENDS: 75
 ERRORS: 491
 PAPER REMAINING 126

MAGAZINE COVERS \$5.00 Vends 75

Start	End	Vends	Money In	Stock
14-13-11 16:15	04-15-11 10:13	8	\$0.00	267
14-15-11 10:13	04-18-11 10:58	0	\$0.00	267
14-18-11 10:58	04-19-11 10:10	1	\$0.00	267
14-19-11 10:10	04-20-11 09:42	3	\$0.00	254
14-20-11 09:42	04-21-11 09:40	0	\$0.00	232
14-21-11 09:40	04-22-11 08:22	0	\$0.00	189
14-22-11 08:22	04-22-11 08:29	2	\$0.00	187
14-22-11 08:29	04-22-11 08:31	0	\$0.00	187
14-22-11 08:31	04-22-11 08:34	0	\$0.00	187
14-22-11 08:34	04-22-11 09:02	0	\$0.00	187
14-22-11 09:02	04-22-11 09:03	0	\$0.00	187
14-22-11 09:03	04-22-11 14:40	10	\$0.00	177
14-22-11 14:40	04-25-11 13:00	0	\$0.00	177
bre...	06-07-11 15:29	51	\$0.00	127

ast errors
 14-18-11 15:56 PRINTER ERROR 1008
 14-18-11 15:56 PRINTER ERROR 1008
 14-18-11 15:56 PRINTER ERROR 1008

- 1- Machine ID
- 2- Report Number
- 3- Date and Time
- 4- Printer Software version
- 5- Money In:
- 6- Number of vends
- 7- Errors
- 8- Remaining vends
- 9- Price and amount of vends for individual categories
- 10- Start: Daily power up report
- 11- End: Power down report
- 12- Vends: Amount of vends per event
- 13- Money: Amount per event
- 14- Stock: Remaining media in printer

NOTE: Each printed meter report will reduce the number of available vends by one

PRINTER TEST & IMAGE ADJUSTMENTS. The Image Adjustments can be activated by pressing the Configuration Button located within the bank of three buttons behind the lower service door. Follow the directions on the menu displayed on the monitor. The Image Adjustment menu will allow you to:

- 1- Adjust the brightness of the image in real time
- 2- Adjust the contrast of the image in real time
- 3- Adjust the zoom of the camera in real time
- 4- Adjust the printer colors
- 5- Print a test of the image from the printer

SET CLOCK. The system time can be set by pressing the Configuration Button located within the bank of three buttons behind the lower service door. In the main menu go to diagnostics and select Date and Time to make the changes.

When the photo booth is off, a chip in the PC stores the time. This chip operates on internal, lithium battery power. The battery in the PC lasts for at least 10 years.



CAUTION. If hard drive in PC fails or the software is re-installed, the booth loses data. This data includes adjustments, pricing, and diagnostics report.

SOUND TESTS & ADJUSTMENTS. When the booth is activated by a customer, vending sound alerts the customer. For prospective customers, vending sound also serves an audio merchandising function.

- [] 1. The Sound & Test Adjustments can be activated by pressing the Configuration Button located within the bank of three buttons behind the lower service door. Follow the directions on the menu displayed on the monitor. The Sound & Test Adjustment menu will allow you to:
 - 1- Perform a sound test
 - 2- Set Vend Volume

NOTES

OPERATION

Loading Media (Film & Paper)

▲ WARNING

- AVOID BURNS AND HEAD DAMAGE! Don't touch the print head.

⚠ CAUTION

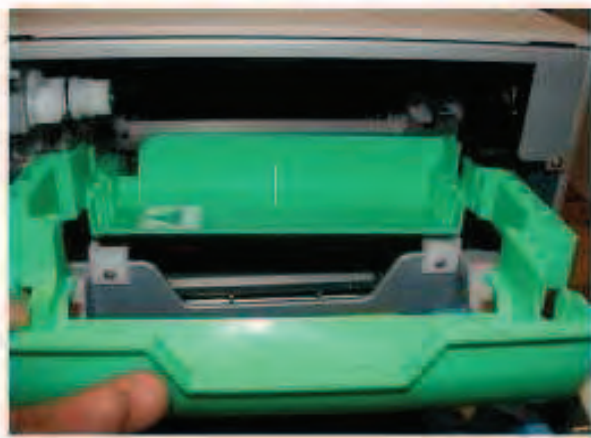
- Only use Mitsubishi CK9069-AI media (Apple Industries part # CK9069-AI) in the printer. Other media will cause the booth not to work and may cause printer, PC and control board damage. Using other paper will void your warranty.

Ink Ribbon Installation

Ink sheet

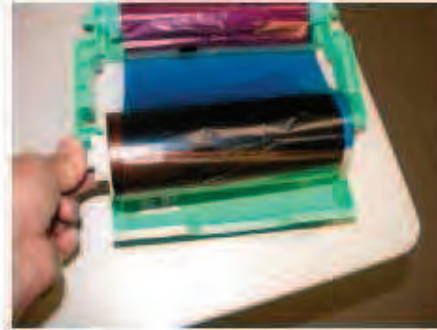


Pull the tray out



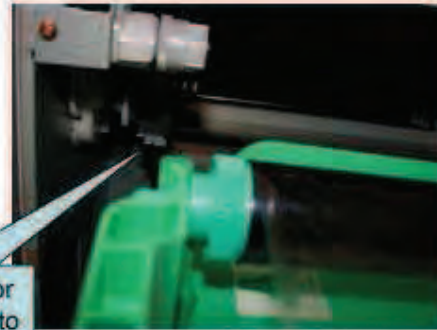
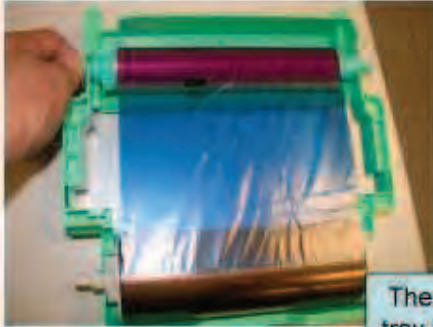
Ink ribbon installation

Takeup roll at front



Supply roll at back, ribbon comes from bottom to top

Tighten the sheet



Insert the tray

The green color tray tab needs to sit on top of this metal

Ink tray installation



Push the tray up, you will hear a click when the tray is in the correct position



Paper Roll Assembly



Squeeze the two notches towards center



Insert it into the paper roll



Paper Loading



Drop it into the slot

Paper Loading



Insert between the metal and black rubber roller



Paper edge needs to reach the black cover



Paper feeding mechanism



Close the door



Printer will automatically feed and cut three times



Transportation requirements

1. Remove paper
2. Remove ink sheet but leave empty tray in
3. Close the door
4. Wait until the Paper/Ink Ribbon green LED starts **blinking**



NOTES

<h2>NOTES</h2> <hr/>

MAINTENANCE

Booth-Wide Inspection

Periodically check the entire booth. Your profits depend on booth cleanliness and booth performance. A shabby, malfunctioning booth can't merchandise itself as well as a properly maintained booth can. Upkeep is the only way to assure that the booth can earn for you. Regularly check that the booth...

- Has plenty of paper. Use only Apple Industries CK9069-AI media (Apple Industries part # CK9069-AI). Be sure that you load it properly.
- Stacker is installed and empty at the beginning of every business day.
- Seat is clean.
- Make sure the cabinet is clean and free from graffiti, stains and scratches. Replace or refurbish worn-out graphics and surfaces.
- Pricing and vending options are up to date and competitive.
- Bill validator operates properly and doesn't stick, jam or otherwise malfunction.
- Camera lens window is clean, graffiti-free and unscratched.
- Fluorescent photo lamps all operate properly.
- Rapidly exposes and prints splendid, snappy images with a full tonal range.

Camera Window Cleaning

1. Spray plastic or glass cleaner on a lint-free, non-abrasive wipe. This cleaner is for the window only. Never use it directly on the camera lens!
2. Gently wipe dust and dirt off the camera window inside the booth. Use a straight-across motion, rather than a circular motion. Don't scrub over stubborn dirt.
3. Inspect the glass for cracks. Scratches and gouges that may degrade images.

Printer Inspection

Be sure that you load the paper properly. Clean the printer at least once a year. Regularly check that the print.

- Feeds paper properly.
- Operates as it did when new.
- Makes no abnormal sound.
- Produces outstanding print quality

NOTES

Using Troubleshooting Tables

Troubleshooting Tables guide you to appropriate remedies based on photo booth malfunctions. The idea is to think of each malfunction or indication as a symptom. A symptom usually isn't the problem, and you shouldn't treat the symptom as the problem. Many problems produce more than one symptom. Some of these symptoms may be misleading. Together, all the symptoms generally suggest one or more causes. Each cause associates with a treatment procedure.

Start troubleshooting by finding your booth's symptom on the tables. By testing and considering each cause, you'll find one or more that seem more likely. The Troubleshooting Tables should help you to narrow down the possibilities and take corrective action.

SYMPTOM	CAUSE	REQUIRED ACTION
<ul style="list-style-type: none"> No illumination, no obvious sign of operation 	No AC power Open Fuse	<ol style="list-style-type: none"> 1. Check that booth is plugged in. 2. Check that booth power switch is on. 4. Check BREAKER located on Power strip and switch
<ul style="list-style-type: none"> Machine lights up, monitor flashes brand logo then there is no activity on the screen 	No power to the computer	<ol style="list-style-type: none"> 1. Check to see that the power cord that plugs into the computer is snug in the socket on the PC 2. Check to see that the PC has not shut itself off. Press the power button on the front of the PC case 3. Replace the power supply inside the computer case. Call customer service to obtain a new one.
<ul style="list-style-type: none"> Machine starts boot sequence, monitor brand logo flashes, software loads and completes entire diagnostic sequence it results in a blank screen 	No communication with the control board via power loss or cable failure.	<ol style="list-style-type: none"> 1. Check power LED on I/O control board. Located between POT1 CN6 (see page 2-1) <p>If LED is out :</p> <p>Check to see that CNT 8 has 120v AC Check to see that F1 (2A FB) is not open</p> <p>If fuse is good and power is present</p> <p>. Check nine pin Sub-D serial connector on I/O board CN6 and make sure it is connected firmly to socket on board and on back of PC</p>

<ul style="list-style-type: none"> Machine lights up, LED's on computer case illuminate, after 3 minutes or so the DBA lights illuminate and blink. Monitor brand logo does not appear 	<p>Monitor has no power or has shut itself off during transport</p>	<p>Check to see that the power cord and the vga signal cable to the monitor is connected to the back of the monitor</p> <p>Check also to see that the monitor has not come out of position in the housing. Occasionally in transport the monitor will shift downward and actuate the power button. Loosen monitor bracket, turn monitor on and then tighten the bracket while the monitor is in its correct position.</p>
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Camera		
Symptom	Cause	Required Action
<p>Live image on screen is blurry and resulting prints are blurry as well</p>	<p>Dirt and debris on camera glass</p>	<ol style="list-style-type: none"> 1. Spray glass cleaner on paper towel and clean glass on both sides. If problems persists closer examination is necessary, often the cause can be detected by studying the blurry print and find the object that the camera is focusing on.
<p>Live image is completely white, resulting prints are completely Black</p>	<p>Capture card within the PC has loss connection</p>	<ol style="list-style-type: none"> 1. Pull PC from cabinet, remove cover, locate capture card. 2. Remove set screw that holds card. 3. Gently remove capture card, and reinsert
<p>Live image as well as resulting prints has a blue screen in place of where the captured picture would be.</p> <p>(When calling for service to report a "blue screen" problem, please be specific about the details so your situation can be resolved promptly)</p>	<ol style="list-style-type: none"> 1. Camera has no power 2. Video signal is not reaching the computer 	<ol style="list-style-type: none"> 1. Check S-VHS cable, make sure it's properly connected. Refer to Chapter 2 – Setup 2. Check to see that there is 12VDC at the camera <p>Move the large panel that covers the back of the monitor and camera Using a Digital Multi Meter check to see that there is 12vDC at the power connector</p>
<p>image on screen appears too close</p>	<p>Zoom</p>	<p>Check to see that the zoom level under the camera settings screen is set to 0</p>



NOTICE. Toll-free service phone: 1.888.607.2444

PRINTER		
Symptom	Cause	Required Action
Machine comes up and after the the photobooth loads a message appears at the end of the startup that says “Fatal Printer Error...Check connections and reboot “	Printer USB connection inserted in wrong USB port Printer is unplugged or off Printer is in a state of alarm Dip switch 5 on back of printer is not in the “on” position	Make sure printer is connected to USB port on bottom row closest to VGA connector (older CPUS only) Check to see if the printer power and ready LED’s are lit. Correct source of alarm (paper jam etc) Turn dip switch 5 to the on position.



NOTICE. Toll-free service phone: 1.888.607.2444

PERSONAL TROUBLESHOOTING NOTES

SYMPTOM	CAUSE	REQUIRED ACTION

APPLE INDUSTRIES, INC. WARRANTY POLICY

All parts (except for light bulbs and cabinet wheels) are under warranty against actual defects in material and workmanship under normal and customary use for a period of one year from the date of purchase. This Warranty does not include labor, unless the defect occurs within 30 days of purchase. The customer is responsible for the inbound freight of items sent in for warranty repair. The customer must call customer service for an RMA on all returns. There is no charge for utilizing our telephone technical assistance, which is available 9:00 am-5:00 pm EST Monday-Friday, except holidays.

Apple may, in its discretion, provide an advance exchange of parts under Warranty. In the event that an advance exchange of parts is provided by Apple, regular ground shipping (U.S. only) of the new parts will be provided by Apple, at no cost to the customer. Any special shipping requests are the responsibility of the customer. Shipping to return the defective parts is the sole responsibility of the customer. All such defective parts must be returned within 15 calendar days after receiving the new replacement parts. If the defective parts have not been returned by the customer within the 15 calendar days, or if any of the parts are deemed not defective or otherwise not under Warranty, no credit will be issued, the advance replacement will be considered a final sale and Apple will charge customer's credit card accordingly. Apple may require customer's credit card as a condition to an advance exchange of parts.

This warranty shall be null and void if the equipment has been tampered with or serviced by a person not authorized by Apple to perform the service.

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