

## DS40 & DS80 Printers



The DS40 and DS80 are quite similar. The instructions for one will work for the other.

The main difference is in the media width size:

- DS40 printers use 5" or 6" wide media sets.
- DS80 printers use 10" wide media sets.

The easiest way to determine what kind of printer you have is to look at the label on the front.

### ATTENTION:

Always replace paper and ribbon at the same time.

### Installing a Paper Roll

1. Pull out the media compartment drawer by lifting the blue handle under the scrap box and pulling gently.
2. Release the paper compartment release lever.
3. Remove the scrap box. Set it aside.
4. Remove the paper roll from the printer.
5. Remove the spools ends from the paper roll by pulling gently on the spools.
6. Set the spools into a new roll of paper.



### ATTENTION:

Be sure there is no gap between the paper and the spools. Failure to set correctly can result in paper jams. Set the paper into the paper compartment. Make sure the paper roll is seated so that the leading edge of the paper roll is coming over the top of the paper roll and feeding into the paper compartment from the bottom.

7. Remove the seal on the paper.
8. Advance the paper so that the paper is feeding into the printer from the bottom of the paper compartment. The printer beeps when the paper is in the correct position.
9. Replace the scrap box, and close the top of the paper compartment.
10. Close the paper compartment.



### ATTENTION:

The printer will not operate without the scrap bin in place.

### Installing a New Ribbon

1. Remove the old ribbon and discard it.
2. Set a new ribbon into the ribbon cassette. Advance the ribbon, leaving no slack.
3. Place the cassette in the printer with the supply side in the front.
4. Close the media compartment drawer.
5. The printer will cycle through the lights as it adjusts the media. When the media is aligned, four blank test images are printed.



### Repairing a Ribbon Tear

1. Open the media compartment.
2. Remove the ribbon cassette.
3. Cut the ribbon. Carefully remove any remaining ribbon from inside the mechanism.
4. Reattach the ribbon using cellophane tape, as shown.
5. Advance the ribbon several times until the tape is no longer showing.
6. Make sure there is no slack in the ribbon. Replace the cassette in the printer.



### ATTENTION:

Make sure the ribbon is placed in correctly.

7. Close the media compartment drawer. The printer will re-initialize.

### Removing a Paper Jam

1. Pull out the media compartment.
2. Release the paper compartment release lever.
3. Remove the scrap box. Set it aside.
4. Remove the paper roll from the printer. Pull any paper remaining from the printer.
5. Cut off any partially printed, wrinkled or otherwise inferior paper evenly with scissors.
6. Replace the paper and feed the paper into the printer.
7. Replace the scrap box, and close the media compartment drawer.
8. The printer will cycle through the lights as it adjusts the media. When the media is aligned, four blank test images are printed.



## DS40 & DS80 Printers

### LED Displays

Use the blinking LEDs in conjunction with the system messages to pinpoint problems with the printer, such as paper jams, ribbon errors, open printer doors, etc.. If a problem persists, call Technical Support.



The status of the LED indicates the Printer Status

Status	LED Display				Solution
	Power	Ribbon	Paper	Error	
Out of Paper*	●		●		Replace the printer ribbon and paper.
Out of Ribbon*	●	●			Replace the printer ribbon and paper.
Door is open (No Paper)	●		●		Re-install the printer paper. Allow the test prints to eject.
Door is open	●		●	●	Close the printer media compartment.
No scrap box	●			●	Re-set the scrap box.
Paper Error	●		●	●	Reset the paper roll correctly.
Ribbon Error	●	●		●	Reset the ribbon correctly.
System Error**	●			●	Turn the power OFF, then back ON.
Over-heated	○				The head is cooling off (auto-recovery). Printing will resume shortly.
Cutter Jam	●	●	●	●	Check for a paper jam at the cutter. Use caution to avoid injury from sharp components.

● indicates lit, not blinking    ● indicates lit and blinking    empty box indicates LED is OFF

\*Always replace the paper and ribbon as a SET.

\*\* If you cannot resolve the system error, contact your service representative.

### ATTENTION:

Paper and ribbon spools for the DS40 and DS80 printers are designed to run out at the same time. Always replace paper and ribbon cassettes together.

### Cleaning the Printer

If printer is overheating regularly, you may need to clear the ventilation area of the printer.

1. Gently maneuver the printer towards you, supporting it on both sides.
2. When you can reach behind the printer, disconnect any cables.
3. Turn the printer so the back of the printer is facing you.
4. Remove any dust from the ventilation area of the printer using a dust cloth or hand-held vacuum.
5. Reconnect the cables to the printer, and place it back.



### Cleaning the Platen Roller

Only clean the platen roller when directed to do so by Technical Support.

1. Open the printer media compartment drawer.
2. Release the paper compartment lever.
3. Remove the scrap box.
4. Remove the paper cassette.
5. Using an approved alcohol pad that was provided in the printer cleaning kit, wipe the platen roller while rotating the roller slightly.



### ATTENTION:

Use only the alcohol pads provided in the kit. Take care to avoid sharp edges.

6. Replace the paper roll and scrap box.
7. Close the media compartment drawer.

### For Technical Support

For technical support or to order media:

#### Phone:

1-855-367-7604

#### Outside the US:

(724) 696-89575

#### Email:

dnpsupport@dnp.imgcomm.com

#### Website:

[www.dnpimagingcomm.com](http://www.dnpimagingcomm.com)

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[www.dnpphoto.com](http://www.dnpphoto.com)

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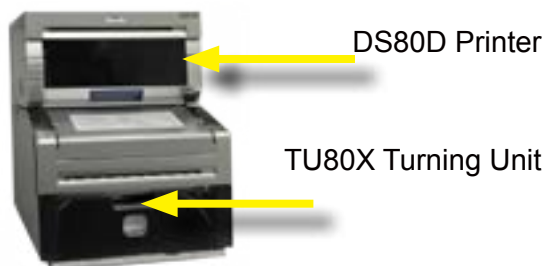
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## DS80DX Printers




## Replacing the Simplex Media

1. Pull out the media compartment drawer by lifting the blue handle under the scrap box and pulling gently. 
2. Press the blue paper compartment release lever on the side of the paper compartment. 
3. Remove the scrap box and set it aside.
4. Remove the paper roll from the printer. Remove the spool ends from the paper roll by pulling gently on the spools until they come off.
5. Set the spools into a new roll of paper.

### ATTENTION:

Be sure there is no gap between the paper and the spools. Failure to set correctly results in paper jams.



6. Set the paper into the paper compartment. Make sure the paper roll is seated so that the leading edge of the paper roll is coming over the top of the paper roll. 
7. Remove the PULL sticker from the paper.

8. Advance the paper so that the paper is coming over the top of the paper roll and feeding into the printer at the front edge of the paper compartment. The printer beeps when the paper is in the correct position.
9. Replace the scrap bin and close the top of the paper compartment.
10. If you are finished, close the media compartment drawer.

### ATTENTION:

The printer will not operate without the scrap bin in place.




## Installing a New Ribbon

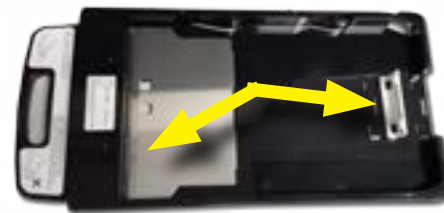
1. Remove the old ribbon and discard it. Set a new ribbon into the ribbon cassette. Advance the ribbon in the direction shown, leaving no slack. 
2. Place the cassette in the printer with the supply side the front. 
3. Close the media compartment drawer.
4. The printer will cycle through the status lights as the media adjusts. When the media is ready, four blank test images are printed.


### ATTENTION (DS80DX ONLY):

Due to two different paper supplies (rolled simplex and sheeted duplex paper) the printer ribbon will run out before the paper. For *ONLY DS80DX* printers, it is advised to change the ribbon and paper as necessary, and not at the same time.

## Replacing the Duplex Sheet Paper

1. Remove the slide ramp from the printer. 
2. Gently remove the scrap box by lifting the box up and away from the turning unit. 
3. Use the handle to pull the paper tray out the turning unit. 
4. Throw away any left over paper.
5. Verify that the silver paper lift and white paper guide tab are in the correct positions and seated properly.



6. Locate the new sheet paper pack. 
7. Place the paper pack in the paper tray, making sure that the top and bottom protective sheets are in place.
8. Seat the paper guide against the paper - taking care not to bend the paper.
9. Replace the paper tray in the turning unit, seating it completely in the turning unit.
10. Replace the scrap box by aligning notches on the bottom of the box with the grooves in the turning unit housing.
11. Replace the slide ramp on the printer so that the paper feeds into the paper catchers.

## DS80DX Printers Troubleshooting

### LED Displays

Use the blinking LEDs in conjunction with the system messages to pinpoint problems with the printer, such as paper jams, ribbon errors, open printer doors, etc.. If a problem persists, call Technical Support.



The status of the LED indicates the Printer Status

Status	LED Display				Solution
	Power	Ribbon	Paper	Error	
Out of Paper*	●		●		Replace the printer ribbon and paper.
Out of Ribbon*	●	●			Replace the printer ribbon and paper.
Door is open (No Paper)	●		●		Re-install the printer paper. Allow the test prints to eject.
Door is open	●		●	●	Close the printer media compartment.
No scrap bin	●			●	Re-set the scrap box.
Paper Error	●		●	●	Reset the paper roll correctly.
Ribbon Error	●	●		●	Reset the ribbon correctly.
System Error**	●			●	Turn the power OFF, then back ON.
Over heated	○				The head is cooling off (auto-recovery). Printing will resume shortly.
Cutter Jam	●	●	●	●	Check for a paper jam at the cutter. Use caution to avoid injury from sharp components.

● indicates lit, not blinking    ● indicates lit and blinking    empty box indicates LED is OFF

### Fixing Simplex Paper Jams

1. Open the printer.
2. Remove the ribbon cassette by pulling it up and out.
3. Pull any paper remaining in the direction indicated and cut off the excess evenly with scissors.
4. Remove the scrap box and rewind the paper. Cut off any partially printed, wrinkled or otherwise inferior paper evenly with scissors.

#### NOTE:

Make sure you cut the paper as evenly as possible. Failure to do so can result in another paper jam.

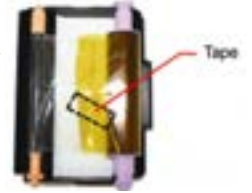


5. Advance the paper so that the paper is feeding into the printer from the bottom of the paper compartment. The printer beeps when the paper is in the correct position.
6. Replace the scrap bin, and close the top of the paper compartment.
7. Close the paper and media compartment drawer.
8. The printer will cycle through the lights as it adjusts the media. When the media is aligned, four blank test images are printed.



### Fixing a Ribbon Tear

1. Open the media compartment drawer.
2. Remove the ribbon cassette.
3. Cut the ribbon. Carefully remove any remaining ribbon from inside the mechanism.
4. Reattach the ribbon using cellophane tape, as shown.
5. Advance the ribbon several times towards the take-up spool until the tape is no longer showing.
6. Make sure there is no slack in the ribbon. Replace the cassette in the printer.



#### ATTENTION:

Make sure the ribbon is placed in correctly. The media compartment drawer will not close if placed improperly.

7. Close the media compartment drawer. The printer will re-initialize.

#### ATTENTION (DS80DX ONLY):

Due to two different paper supplies (rolled simplex and sheeted duplex paper) the printer ribbon will run out before the paper. For *ONLY DS80DX* printers, it is advised to change the ribbon and paper as necessary, and not at the same time.

## DS620A & DS820A Printers



### Installing the Paper

1. Pull out the media compartment drawer by lifting the handle under the scrap box and pulling gently.
2. Release the paper compartment release lever.
3. Remove the scrap box. Set it aside.
4. Remove the paper roll from the printer.
5. Remove the spools ends from the paper roll by pulling gently on the spools until they come off.
6. Set the spools into a new roll of paper.



#### ATTENTION:

Be sure there is no gap between the paper and the spools. Failure to set correctly can result in paper jams.

7. Set the paper into the paper compartment. Make sure the paper roll is seated so that the leading edge of the paper roll is coming over the top of the paper roll and feeding into the paper compartment from the bottom.

8. Remove the seal on the paper.
9. Advance the paper so that the paper is feeding into the printer from the bottom of the paper compartment. The printer beeps when the paper is in the correct position.
10. Replace the scrap bin, and close the top of the paper compartment.
11. Close the paper compartment.

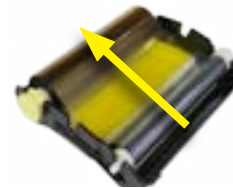


#### ATTENTION:

The printer will not operate without the scrap bin in place.

### Installing a New Ribbon

1. Remove the old ribbon from the printer and discard it.
2. Set a new ribbon into the ribbon cassette.
3. Advance the ribbon in the direction shown, leaving no slack.
4. Place the cassette in the printer with the supply side in the front.
5. Close the media compartment drawer.
6. The printer will cycle through the lights as it adjusts the media. When the media is aligned, four blank test images are printed.

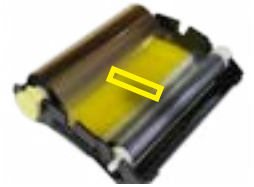


#### NOTE:

If you have installed the media and a red error light is shown on the front of the printer, reseal the paper and ribbon to clear the error condition.

### Fixing a Ribbon Tear

1. Open the media compartment.
2. Remove the ribbon cassette.
3. Cut the ribbon. Carefully remove any remaining ribbon from inside the mechanism.
4. Reattach the ribbon using cellophane tape, as shown.
5. Advance the ribbon several times until the tape is no longer showing.
6. Make sure there is no slack in the ribbon. Replace the cassette in the printer.



#### ATTENTION:

Make sure the ribbon is placed in correctly.

7. Close the media compartment drawer. The printer will re-initialize.

### Fixing Paper Jams

1. Pull out the media compartment.
2. Release the paper compartment release lever.
3. Remove the scrap box. Set it aside.
4. Remove the paper roll from the printer. Pull any paper remaining from the printer.
5. Cut off any partially printed, wrinkled or otherwise inferior paper evenly with scissors.
6. Replace the paper and feed the paper into the printer.
7. Replace the scrap box, and close the media compartment drawer.
8. The printer will cycle through the lights as it adjusts the media. When the media is aligned, four blank test images are printed.



## DS620A & 820A Printers

### LED Displays

Use the blinking LEDs in conjunction with the system messages to pinpoint problems with the printer, such as paper jams, ribbon errors, open printer doors, etc.. If a problem persists, call Technical Support.



The status of the LED indicates the Printer Status

Status	LED Display				Solution
	Power	Ribbon	Paper	Error	
Out of Paper*	●		●		Replace the printer ribbon and paper.
Out of Ribbon*	●	●			Replace the printer ribbon and paper.
Door is open (No Paper)	●		●		Re-install the printer paper. Allow the last prints to eject.
Door is open	●		●	●	Close the printer media compartment.
No scrap box	●			●	Re-set the scrap box.
Paper Error	●		●	●	Reset the paper roll correctly.
Ribbon Error	●	●		●	Reset the ribbon correctly.
System Error**	●			●	Turn the power OFF, then back ON.
Over-heated	○				The head is cooling off (auto-recovery). Printing will resume shortly.
Cutter Jam	●	●	●	●	Check for a paper jam at the cutter. Use caution to avoid injury from sharp components.

● indicates lit, not blinking    ○ indicates lit and blinking    empty box indicates LED is OFF  
 \*Always replace the paper and ribbon as a SET.  
 \*\* If you cannot resolve the system error, contact your service representative.

### ATTENTION:

Paper and ribbon spools for the DS620A printer is designed to run out at the same time. Always replace paper and ribbon cassettes together.

### Cleaning the Printer

If printer is overheating regularly, you may need to clear the ventilation area of the printer.

1. Gently maneuver the printer towards you, supporting it on both sides.
2. When you can reach behind the printer, disconnect any cables.
3. Turn the printer so the back of the printer is facing you.
4. Remove any dust from the ventilation area of the printer using a dust cloth or hand-held vacuum.
5. Reconnect the cables to the printer, and place it back.



### For Technical Support

For technical support or to order media:

#### Phone:

1-855-367-7604

#### Outside the US:

(724) 696-89575

#### Email:

dnpsupport@dnp.imgcomm.com

#### Website:

[www.dnpimagingcomm.com](http://www.dnpimagingcomm.com)

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