

DS40/DS80 Printer Quick Reference

DS40 & DS80 Printers



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

The main difference is in paper size;

DS40 printers print 4x6 prints
DS80 printers print 5 x7, 8x10 and 8 x 12 prints

Note: If your printer is configured for use in a tower system, the printer will have small rubber feet. These feet are essential to aligning the printer in the tower and keeping it from moving.

DO NOT REMOVE THE FEET.

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



Installing Media



Always replace paper and ribbon at the same time.

Installing the Paper Roll

1. Pull out the mechanism unit by lifting the blue handle under the scrap box and pulling gently.



2. Free the paper release lever.



3. Remove the scrap box. Set aside.

4. Remove the paper roll from the printer.

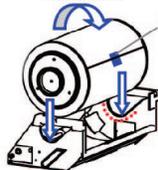
- Remove the spools ends from the paper roll by pulling gently on the spools until they come off.
- Set the spools into a new roll of paper.



There should be no gap between the paper and the spool. Failure to set correctly can result in paper jams.

7. Set the paper holder into the paper cassette in the printer. Press firmly. Make sure the end of the paper is pointed towards the front of the printer, as shown.

Paper direction



8. Remove the seal on the paper.

9. Advance the paper in the direction indicated.

The printer will beep when it is inserted far enough.



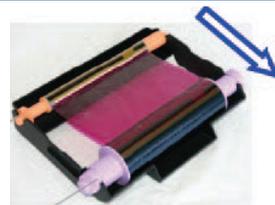
10. Replace the scrap bin, and close the top of the mechanism unit.



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

Installing a new ribbon cassette

11. 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.



12. Place the cassette in the printer with the supply side in the front.

13. Close the mechanism unit.

The printer will cycle through the lights as it adjusts the media. When the media is aligned, it will print four blank test images.

Cleaning the Platen Roller

When you are replacing media, it is a good idea to clean the platen roller as well.

- Open the mechanism unit.
- Free the paper release lever.
- Remove the scrap box.
- Remove the paper cassette.
- Using an alcohol pad provided in the cleaning kit, wipe the platen roller while rotating the roller slightly.



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

6. Replace the paper roll and scrap bin.

7. Close the mechanism unit.

Troubleshooting

Paper Jams

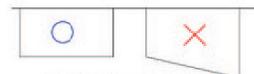
- Open the mechanism unit.
- Remove the ribbon cassette by pulling it up and out.
- Pull any paper remaining in the direction indicated and cut off the excess evenly with scissors.



4. Remove the scrap box and rewind the paper. Cut off any partially printed, wrinkled or otherwise inferior paper evenly with scissors.



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



Cut paper straight across. Do not cut paper at an angle.

5. Advance the paper in the direction indicated. When it is inserted far enough, the buzzer will sound.



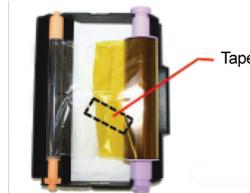
Ribbon is torn or pulled into the mechanism

- Open the mechanism unit.
- Remove the ribbon cassette by pulling it up and out.

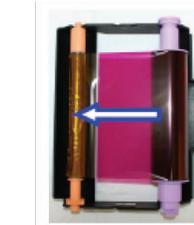


3. Cut the ribbon. Carefully remove any remaining ribbon from inside the mechanism.

4. Reattach the ribbon using cellophane tape, as shown.



5. Advance the ribbon several times as shown until the tape is no longer showing.



6. Make sure there is no slack in the ribbon. Replace the cassette into the printer.



Make sure the ribbon is placed in correctly. The mechanism door will not close if placed improperly.

7. Close the mechanism. The printer will re-initialize.

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DS40/80 LED Displays

Use the blinking LEDs in conjunction with the tower 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*	●		○		Put in a new roll of paper
Out of Ribbon*	●	○			Put in a new ribbon
Door is open (No Paper)	●		○		Set the paper properly, and close the mechanism unit
Door is open	●		○	○	Close the mechanism unit
No scrap box	●			○	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)

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

* Replace the paper and ribbon as a SET

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



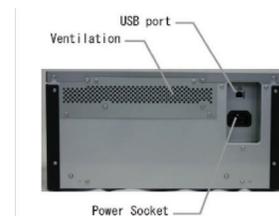
Paper and ribbon spools are designed to run out at the same time.

Always replace paper and ribbon cassettes together.

Cleaning the ventilation

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

1. Stop the print queue.
2. Gently maneuver the printer towards you, supporting it on both sides.
3. When you can reach behind the printer, disconnect any cables.
4. Turn the printer so the back of the printer is facing you.



5. Remove any dust from the ventilation area of the printer using a dust cloth or canned air.
6. Reconnect the cables to the printer, and place it back.
7. Resume the print queue.

Contact Us

If an issue occurs with your printer, contact DNP Customer Support. **Hours of Operation are from Monday through Friday, 8:00 am - 5:00 p.m. (CST)**

Phone: 1-888-749-3587
or 1-800-467-4935

E-mail: dnpsupport@dnpphoto.com
or tech@dnpphoto.com

Website: www.dnpphoto.com

After normal hours of operation, Customer Service and Tech Support offices are closed, and you must call the On-Call Emergency line.

You can reach the emergency line by calling the main customer support number, and pressing 2 to reach Tech Support, and pressing 2 again to reach the emergency technician on call.

If no one answers the support line, Press 1 to leave a message, leave the following information:

- Location Information (store name/number)
- Contact Name/Phone #
- Issue

You should receive a call back within 15 minutes. If an issue cannot be resolved via phone support, DNP will escalate to Walgreens DTR for onsite service.

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