

1000 SERIES TROUBLESHOOTING

	TROUBLE	PROBABLE CAUSE	SOLUTION
PRINTER	Paper jam.		Remove jammed paper and reload printer <i>(See page 2-7)</i> .
	Paper advances but does not print.	Incorrect paper type.	Use specified paper <i>(See page 2-7)</i> .
		Paper in backwards.	Reload paper correctly <i>(See page 2-7)</i> .
	Prints too light.	Possible printer issue.	Contact dealer or factory.
	Prints only half of characters.	Possible printer issue.	Contact dealer or factory.
	Does not supply all reports.	Printer options set incorrectly.	Set printer options <i>(See page 3-27)</i> .
REMOTE	Beeps continuously.	Beeper options setting calls for beeps to continue.	Check beeper options and reset if necessary <i>(See page 3-37)</i> .
		Timer needs reset.	Contact dealer or factory.
		Possible detection issue.	Contact dealer or factory.
	Displays colon (:) only.	Power outage.	Press Main Menu twice.
		Store hours set incorrectly.	Reset store hours <i>(See page 3-5)</i> .
		A particular timed event is inactive, e.g., Timer is set to display a window that is closed.	Reset Remote Display options <i>(See page 3-23)</i> .
	Blank display.	Remote improperly connected to Timer.	Check cable connection on top of display <i>(See page 3-23)</i> .

TROUBLE		PROBABLE CAUSE	SOLUTION
MAIN CONSOLE	Timer inaccurately shows store as closed.	Store hours set incorrectly.	Reset store hours <i>(See page 3-5).</i>
	Timer's average (AVG) column displays zeros.	Not counting cars (if <i>all</i> locations show zeros.)	Contact dealer or factory.
		Not timing cars (if <i>some</i> locations show zeros) – Possible menu detector issue.	Contact dealer or factory.
	Timer continues timing though no cars are in drive-thru.	Slowpoke.	Timer fixes itself.
		Possible detection issue.	Contact dealer or factory.
	Timer does not have power.	Power cord unplugged.	Plug in power cord.
		Circuit breaker in building is tripped (off).	Reset circuit breaker.
		Power to building is off.	
		Blown fuse.	Replace fuse (5mm x 20mm, 5 amp).
	Timer screen is blank.	Power turned off.	Resume power.
		Internal battery is disconnected or missing.	Replace battery (3 Volt Lithium).
	Keyboard does not respond.	Possible power surge.	Contact dealer or factory.
	An L light is locked on.	Possible detection issue.	Contact dealer or factory.
Headset not working.	Intercom not functioning.	Check your intercom manual and/or contact intercom dealer or factory.	