

This article contains troubleshooting steps to help resolve issues with our older model of the Standard Cutting Table Solution (CTBS).

Determine your Cutting Table Solution Model

A standard cutting table solution consists of a corded scanner, a separate keypad and a printer. Determine whether you have the older or 2.0 (newest) CTBS. These instructions will only work for the older one. The old CTBS standard keypad has 25 keys with a 1-line LCD display above them. The 2.0 keypad has 30 keys and no LCD display. Also, all the components of the 2.0 CTBS plug into the black/silver control module box. The old CTBS Standard does not have this box.

Deluxe cutting table solutions have portable phaser-type scanners with a cradle connection to a printer. Do not use these instructions for a deluxe cutting table solution.

These step-by-step troubleshooting instructions will walk you through resolving issues with the older CTBS. This can be difficult! If the cutting table still does not work after using these instructions or you have trouble with the process, please contact JMM Support.

Troubleshooting Steps

1. Turn the printer off, wait 5 seconds and turn the printer back on.
2. Press the "1/2" yellow fraction key, then press the "1/3" yellow fraction key. If both barcodes print, try using the cutting table solution like normal. If it works, you're done.

If it does not work with the scanner but works when you press any two yellow fraction keys, one after the other, there is an issue with the scanner (rare). Contact JMM Support for further assistance.

If it does not work when pressing any two yellow fraction keys continue with Step 3.

3. Reset the printer (printer dump):

Turn off the printer. While holding down the green feed button on top of the printer, turn the printer on. When the red light begins to blink, release the green button. Some diagnostic info will print (it may feed out some blank paper or labels and then print).

When it finishes printing, press the green feed button once. It should print "Out of Dump". If it doesn't, press it one more time and it should print. (Occasionally it does not print those words.)

Near the top of the printout it should have printed "Serial Port 96,O,8,1." If it says "96,N,8,1" either the wrong printer is attached or the printer has lost its programming. Contact JMM Support for assistance.

4. On the printer, underneath the Serial Port label it will say either Page Mode or Line Mode. The printer needs to be in Page Mode to operate correctly.

If it is in Page Mode continue with Step 5.

If it is in Line Mode, skip to the "Switching to Page Mode" topic at the end of this article.

5. Near the bottom of the printout, locate the line that reads something like q448 Q100,x. The number after the comma indicates whether the printer is in paper or label mode. If the number is 0 the printer is in paper mode. Any other number indicates it is in label mode.

If it is not in the correct mode for the type of media you have, refer to the "Switching between Paper and Label Modes" topic at the end of this article.

6. If everything on the printout is good up to this point try resetting the keypad.

Disconnect the power. To find the power supply, look at the back of the printer. There is a connector with two cords coming out of it. One cord will be connected to the keypad; the other will be connected to a power outlet. Disconnect the one connected to the power outlet and look at the keypad. The display should be blank (if you see a dashed line you have disconnected the wrong power supply).

Once the keypad is off, hold down the 0 and the 1 keys on the keypad. Plug the power supply back in while holding both keys down. (Don't let them go - you may need a helper for this step). Listen for a long beep. Continue to hold the keys down until the continuous beep sounds.

Reset the printer again:

Turn off the printer. While holding down the green feed button on top of the printer, turn the printer on. When the red light begins to blink,

release the green button. Some diagnostic info will print (it may feed out some blank paper or labels and then print). When it finishes printing, press the green feed button once. It should print "Out of Dump". If it doesn't, press it one more time and it should print. (Occasionally it does not print those words.)

Tear off the printout. Now try pressing two fraction keys. If the printer does not print you may need to try resetting the keypad again.

Resetting the keypad can be tricky. Try resetting it again and if that does not work try a third time. If it still does not work contact JMM Support.

If both barcodes print, try using the scanner and see if it works as normal. If it works you're done.

If it prints when you press two fraction keys but not when you scan there is an issue with the scanner (issues with the scanner are rare), contact JMM Support for further assistance.

Switching to Page Mode

To switch the printer from Line Mode to Page Mode:

1. Turn off the printer.
2. While holding down the green feed button on top of the printer, turn the printer on. When the red light begins to blink, release the green button.
3. When the light starts flashing green hold down the feed button again and don't let it go until the light turns amber or red. The printer should not respond in any way. (If it does start feeding out paper, redo this procedure starting at step 1).
4. Reset the printer (printer dump):

Turn the printer off.

While holding down the green feed button on top of the printer, turn the printer on. When the red light begins to blink, release the green button. Some diagnostic info will print (it may feed out some blank paper or labels and then print). When it finishes printing, press the green feed button once. It should print "Out of Dump". If it doesn't, press it one more time and it should print. (Occasionally it does not print those words.)

Check the printout. It should now say Page Mode. If so, continue with

Step 5.

If it is not in Page Mode, try doing this procedure again. If the printer will not switch into Page Mode contact JMM Support.

5. Turn the printer off, wait 5 seconds and turn the printer back on.

Press the "1/2" yellow fraction key, then press the "1/3" yellow fraction key. If both barcodes print, try using the cutting table solution like normal. If it works, you're done.

If it does not work with the scanner but works when you press any two yellow fraction keys, one after the other, there is an issue with the scanner (rare). Contact JMM Support for further assistance.

If it does not work when pressing the two yellow fraction keys, start again at the top with step 1.

Switching between Paper and Label Modes

1. Turn off the printer, wait 5 seconds turn the printer back on.
2. Using the keypad:

To put the printer in Paper Mode, press the "Alt" and the "5/8" yellow fraction key down at the same time and let them go at the same time.

To put the printer in Label Mode, press the "Alt" and the "3/8" yellow fraction key down at the same time and let them go at the same time.

3. Press the Pink Enter key.
4. Reset the printer (printer dump):

Turn off the printer. While holding down the green feed button on top of the printer, turn the printer on. When the red light begins to blink, release the green button. Some diagnostic info will print (it may feed out some blank paper or labels and then print).

When it finishes printing, press the green feed button once. It should print "Out of Dump". If it doesn't, press it one more time and it should print. (Occasionally it does not print those words.)

5. Turn the printer off, wait 5 seconds then turn the printer back on.

Press the "1/2" yellow fraction key, then press the "1/3" yellow fraction key. If both barcodes print, try using the cutting table solution like

normal. If it works, you're done.

If it does not work with the scanner but works when you press any two yellow fraction keys, one after the other, there is an issue with the scanner (rare). Contact JMM Support for further assistance.

If it does not work when pressing the two yellow fraction keys, start again at the top with step 1

Note:

If the printer's red light comes on during the printer dump (reset) and feeds out a lot of paper at the beginning, it is probably in label mode or you are using paper. Follow the instructions above to switch it to paper mode.