



My Index embosser does not work

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*Index Braille opens
the door to Windows*





Power in OK

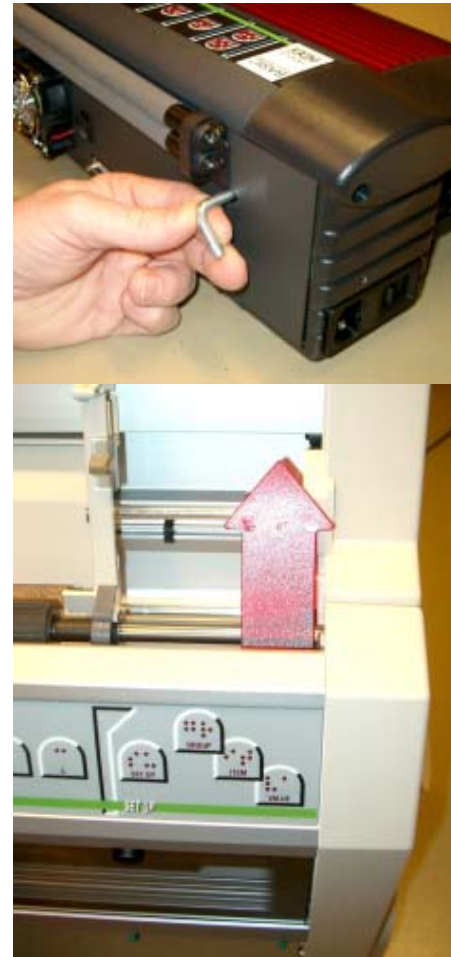
- **Check the incoming power**
- **115/230 V switch in correct position**
- **Light on on/off switch lighted = incoming fuse OK**
- **Any of the LED lighted = power OK on mainboard. (Backplate Basic, Mainboard Everest/4X4)**
- **Fuse incoming (4.0 A, slow blow)**
Fuse main (6.3 A, slow blow)
(Swedish slow blow fuses may be market with "T" = Trög = slow blow)



Transport locking removed

Transport locking have to be removed before switching on the embosser

- **Everest/4X4 PRO, remove the two red printhead locking's on the top of the embosser**
- **Basic-D/-S, remove the steel bar printhead locking on the backplate**



Paper OK loaded

- **Everest/4X4 PRO**
Good paper for sheet feeder
Margin guides in positions
Place the two paper supports in positions
Green coloured document supports in positions
Sheet/card selectors in positions
Paper measured and embosser calibrated
Test paper movement (FF)
- **Basic-D/-S**
Insert paper in tractor feeders
Slight tension to the paper
Test paper movement (FF)
Green paper support arrow in position



Help printout

- Press the "help" key on front panel.
A test printout with current settings will be embossed
- OK printout = The standalone embosser works
- NOT OK printout, see next slide



System reset

- **Faulty setting of the embosser.**
A system reset will reset all parameters to factory setting.
- **Power on + "group" starts system reset completed when "Setup 000 loaded" echoes**
- **Paper calibration (power on + item) may be necessary when upgrading firmware**
- **Make a test printout (power on + "on line" + "on line")**



Paper Calibration Everest/ 4X4 PRO

**Embosser: prints outside the paper, prints only one line of dots (not proper braille) on paper.
When pressing "value" in stand by mode it echo's "zero lines per page" or another unlikely value**

- ◆ **Power on + "item", embosser will feed one page and estimate the paper length**
- ◆ **Adjust to correct length with "10" and "1", (10=+0,15 mm, 1=-0.15mm) save with "setup". A millimetres scale is available on Index Catalogue 2002 cover page. A new paper with a slant line of dots in the footer is embossed**
- ◆ **Count number of dots, give input with "10" and "1" and save with "setup".**
- ◆ **Everest = ready
4X4 PRO will emboss a folding line. Check position and adjust with "10" and "1" and save with "setup".**



Make a test printout

- **Test printout**
Install paper, hold "on line" pressed during "power on" and press "on line" once again
- **Check that the printout from all 13 hammers is OK**
- **Make a volume test with minimum 20 pages. Power on + "off line" starts the test**
- **Adjust vertical alignment if necessary with the "hammer" program**



Printhead moves correctly

- **The printhead, axle connectors, bearings, motor etc can have damages, check in the following way:**
- **Remove glass (Everest/4X4) or backplate (Basic) and move the printhead by hand (no power).**
 - moves smoothly = OK
- **Intermittent friction**
 - Check if the bearing on plastic string in correct position
 - Check if the gear wheel on printhead motor connected OK (Loctite 638)
 - Damaged paper in the printhead
 - Printhead bearings of old type not connected OK
- **Make a power on "on line", "on line" test printout and paper calibration if necessary**



Test printout from WinBraille

- **Make a test printout of the "readme" file in the WinBraille directory**
- **Check that parallel port is in SPP mode**
- **Open "readme", translate and emboss it in WinBraille**
OK printout = your system is correct
Not OK = follow instructions for mainboard and printhead exchange, module replacement information and prices on www.indexbraille.com



*Win***BRAILLE**

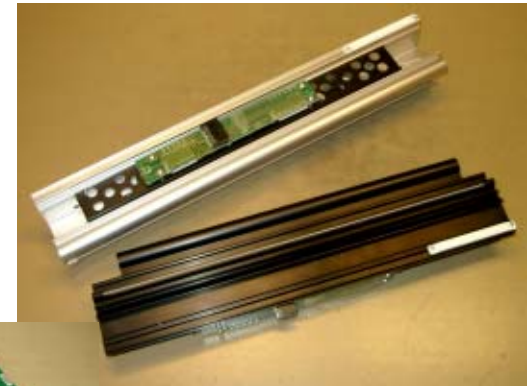
Firmware installation

- Follow firmware installation instructions, condensed form:
- Check embosser version, software version, speech feedback 3 or 4 bits, Centronics port on computer in SPP (BIOS setting), new firmware version on www.indexbraille.com
- Start up the embosser with power on + "value" – beep, beeper, beeeper.
- Run installation program
- Calibrate the paper (EV/4X4) if necessary



Module exchange

- To simplify service Index has introduced a module exchange system
- Exchange modules are printinghead, mainboards and sheet feeder
- Before installing a new mainboard, check the resistor on the hammers (1.8-2.4 ohm)
 - Any hammer < 1.8 ohm = exchange both printinghead and mainboard
- Make a paper calibration





Embossers still not working

- **Return the complete embosser to Index Braille in Sweden or an authorised service centre**
- **Older embossers can be exchanged for a new Index embosser at a special price.**

For details, please contact support@indexbraille.com

