

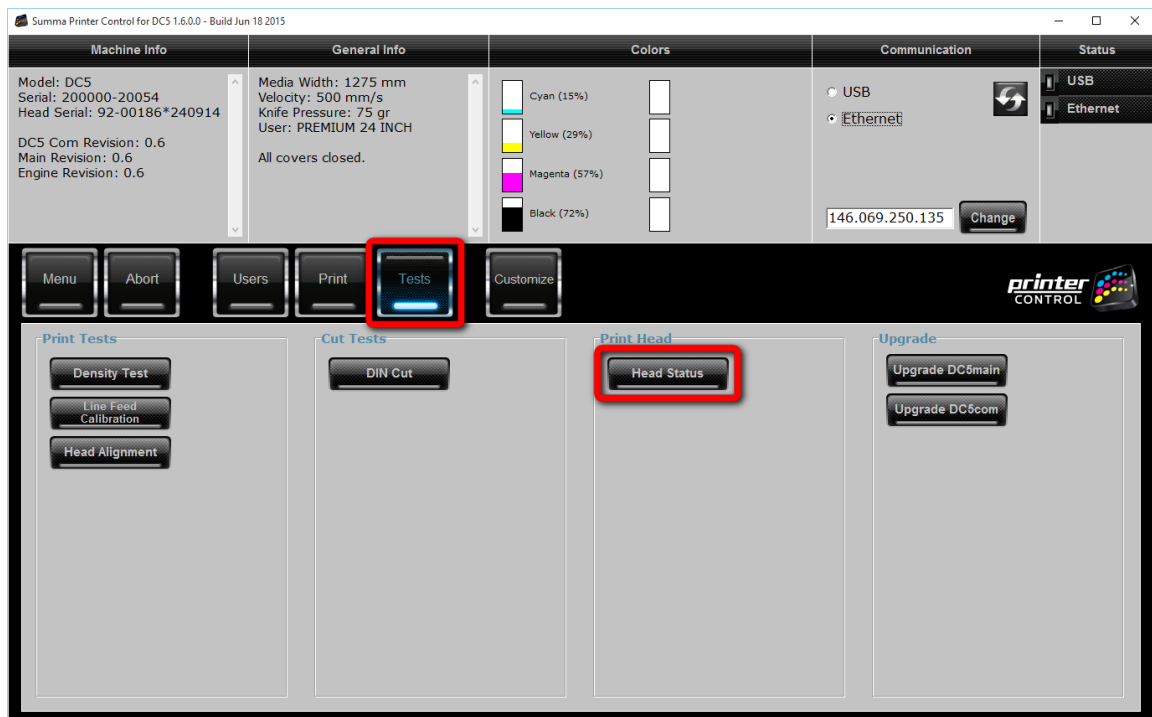
Creating a Print Head Status Report

This procedure describes how to create a print head status report.

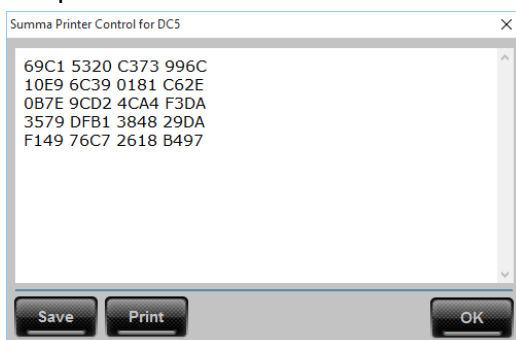
The print head status needs to be send to Summa Service whenever a printer head or a hard disk has to be changed or installed. The print head status needs to be created just before and just after the change.

To create a print head status, follow the next procedure:

1. Switch off the printer.
2. Power on the printer. This is to ensure the internal data buffers are cleared and all parameters are set to what is stored in the internal memory of the machine. Some applications may have changed some parameters to a temporary value.
3. Connect the printer with the computer using the USB or network cable.
4. Start Summa Printer Control.
5. Verify the communication parameters.
6. Click [Tests] – [Head Status]:



7. Summa Printer Control reads the necessary information from the printer and displays the print head status:



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8. This information needs to be sent to Summa Service (support@summa.eu).

There are three options to send this information:

- a. Click [Save] to save the information to a PDF type document. This document can then be attached to an email to send to Summa.
 - b. Select and copy the head status code and paste and send this information as email contents to Summa.
 - c. Click [Print] to print this information. This option prints the print head status to the default printer. In case the selected printer was a PDF printer, then the file created can be attached to an email to be sent to Summa.
9. Click [OK] to close the window.
10. Send the print head status report to Summa Service (support@summa.eu).