

TallyGenicom TechNote GEN_T_007

Printer Does Not Power Up Online - Tally Branded Serial and Inkjet Printers

Issue / Symptom: Tally branded Serial and Inkjet printers connected to a MarkNet X2000 print server via the parallel port hang in initialization and do not come up Online.

Affects models that have the CX-BID parameter shown in the Current Settings page. This parameter sets IEEE 1284 Bidirectional Parallel Interface ON or OFF.

Serial Models: T2150, T2250, T2155, T2170, T2265 , T2045, T2060

Ink Jet Models: T3010, T3110, T3016, T3116

Procedure:

The CX-BID menu allows for connecting external host connectivity devices to the parallel port. Set the CX-BID parameter to OFF to disable bidirectional parallel mode.

1. Power off the printer
2. Disconnect the parallel cable from the MarkNet X2000 print server
3. Hold the ONLINE key pressed while powering up the printer until TESTMODE is displayed
4. Once printer finishes Initializing, the display will show BACK ASCII80 ASCII136 NEXT
5. Press the NEXT button, button 4 from the left, until CX-BID is displayed
6. Press the button under CX-BID
7. Use the < or > arrow button to turn CX-BID OFF then press the button under SET
8. Once the asterisk is displayed next to OFF, turn the printer off
9. Reconnect the parallel cable from the MarkNet X2000 to the printer and power up the printer
10. The printer should come up to an ONLINE state

Additional Notes/Comments:

Need help? Call our knowledgeable sales staff at: [1-800-243-3338](tel:1-800-243-3338)