Technical Notes

Frozen at Do Not Turn Off

Tech Note Number: 654

Applicable Models: AnaJet SP-200 printer series

If when sending a print job to the printer, and before pressing the Print Button, the Control Panel LCD reads "DO NOT TURN OFF" (Fig. 1) and does not go away within a few minutes and appears to be frozen, this is the result of a scheduled Auto Maintenance attempting to initialize concurrently with the attempted print job. Additionally, this could also occur if the RESET SERVICE COUNT is nearly approaching the print engine maximum reset value and is interrupted by a scheduled Auto Maintenance.
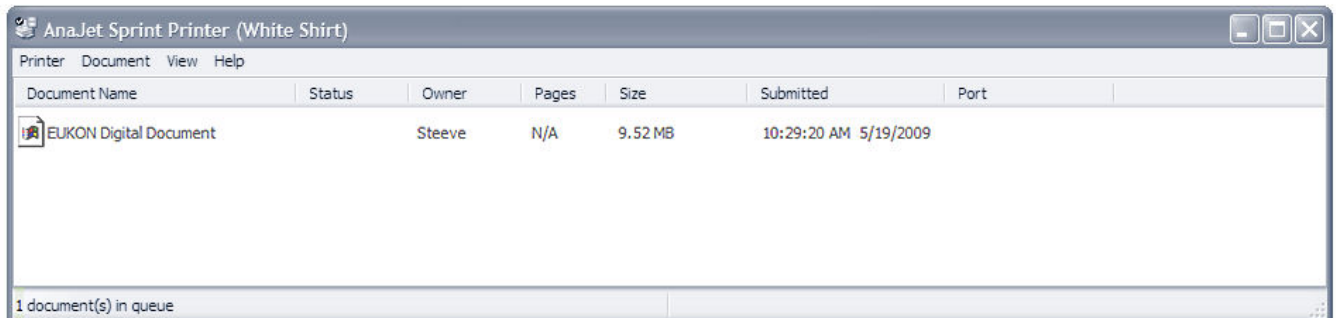
Fig. 1

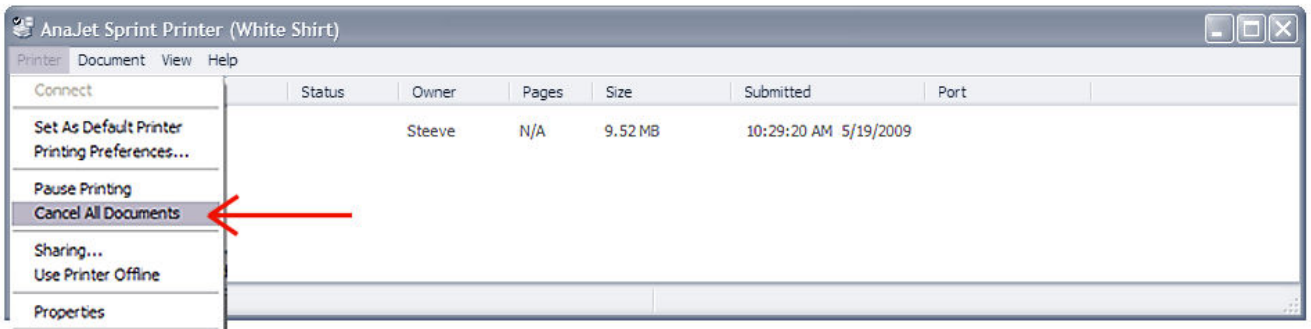To resolve this, we need to restart the AnaJet SPRINT Printer.

First, power down the printer at the rear power switch, then access the print queue by going to the computer's Control Panel and then to Printers and Faxes (or just Printers in Windows Vista®). Open the AnaJet SPRINT Printer print queue by double-clicking the AnaJet SPRINT Printer icon. The print queue will appear as below. (Fig. 1a)
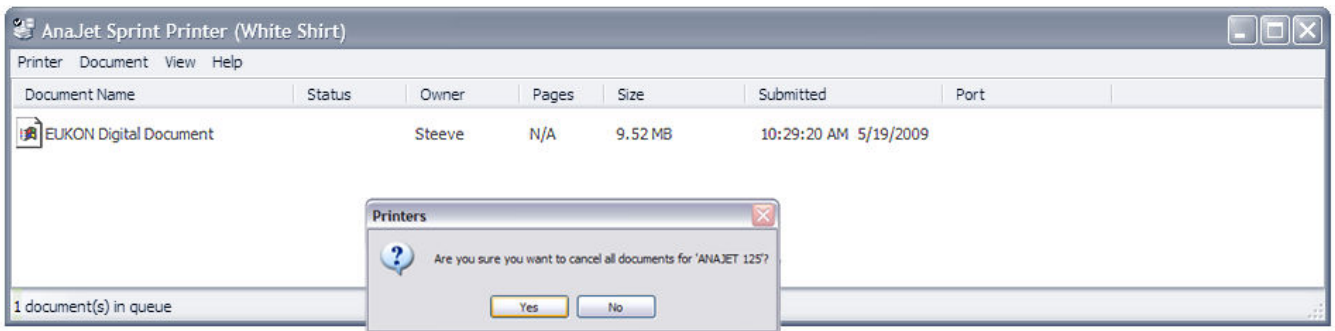
Fig. 1a

Document Name	Status	Owner	Pages	Size	Submitted	Port
EUKON Digital Document		Steeve	N/A	9.52 MB	10:29:20 AM 5/19/2009	

1 document(s) in queue

You will see all pending print jobs for the AnaJet. To clear the print queue, select "Printer" and then click "Cancel All Documents". (Fig. 1b)
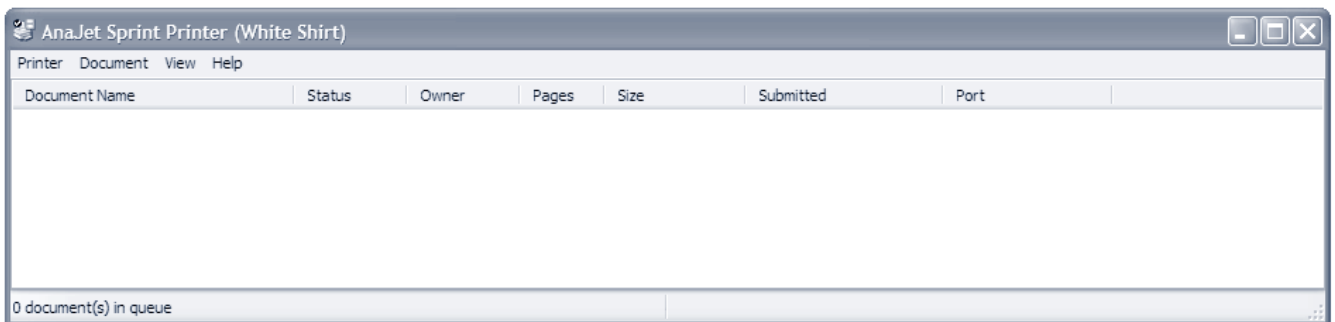
Fig. 1b

You will then be asked to confirm canceling all documents, click "Yes". (Fig. 1c)

Fig. 1c

The print queue should now be clear of any pending documents and appear as below. (Fig. 1d)

Fig. 1d

Now power the printer back up by first turning on the rear power switch, followed by pressing the Power Key on the Control Panel. The printer will now start up normally.