Hand Book
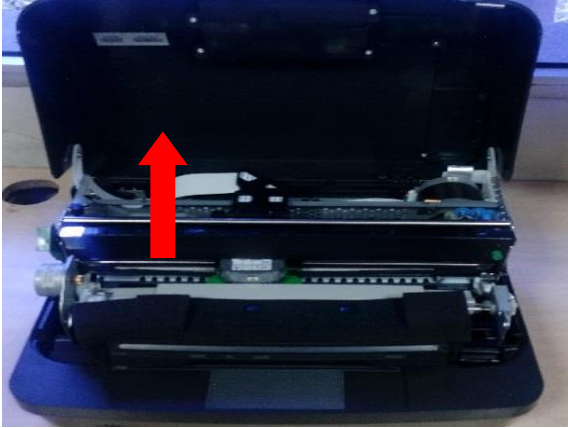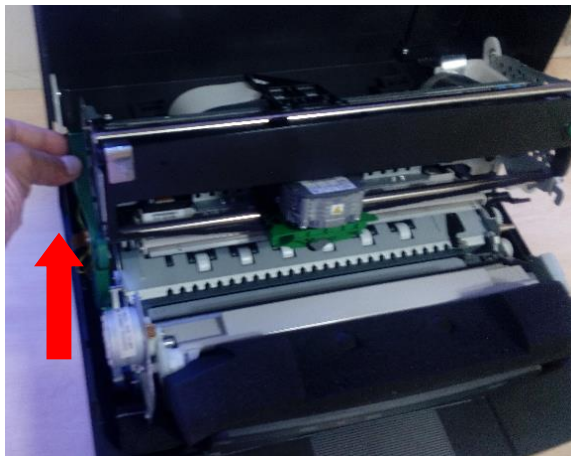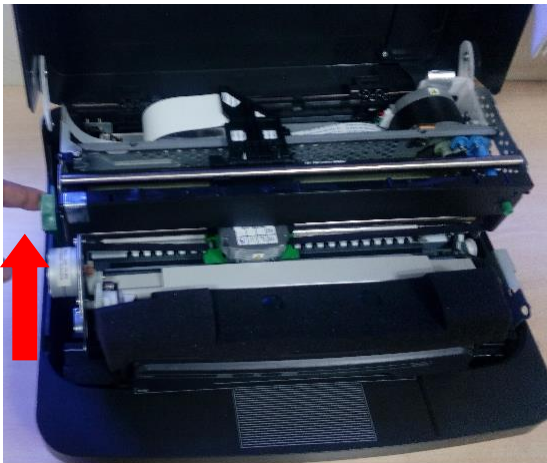
Passbook Printing
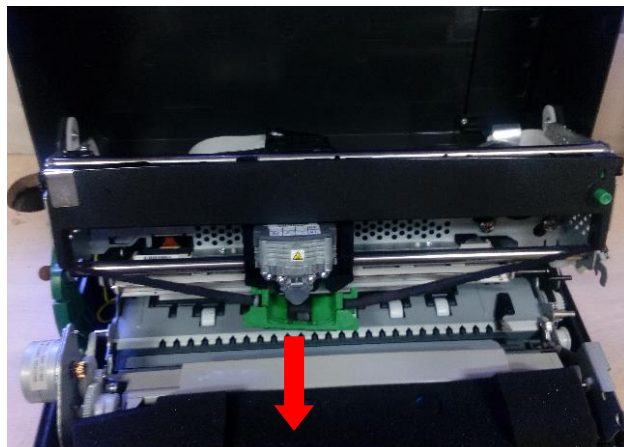
KIOSK - SBI

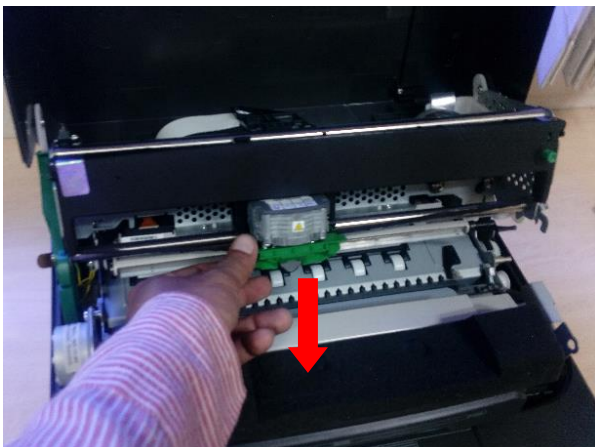# Ribbon Cartridge Installation

1) Open printer TOP cover

2) Open Carriage Unit with help of Left Side Locking Lever (Green Color)
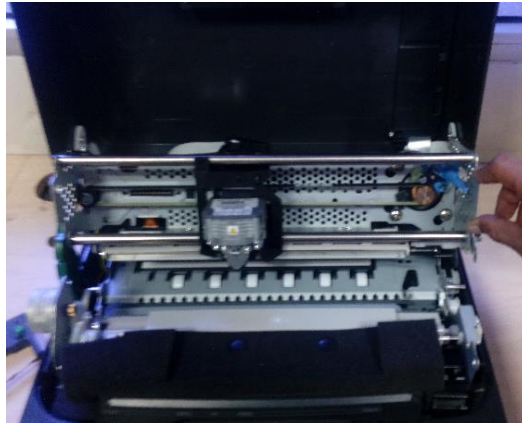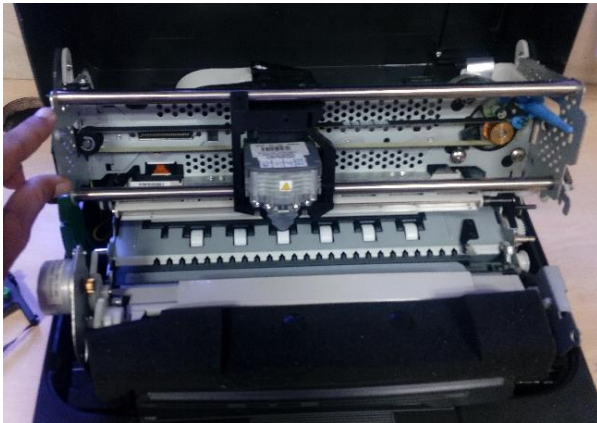

3) Remove (loosen) green socket from Print Head Unit, by pressing downwards both side of socket

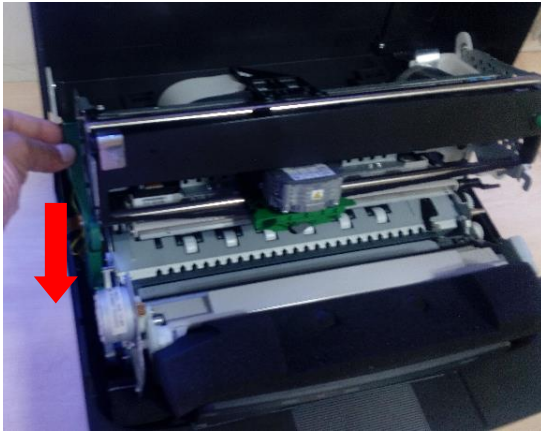4) Remove cartridge from printer
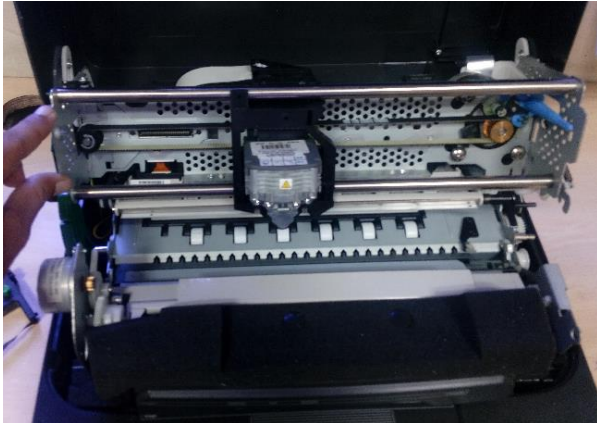
5) Install cartridge both end to proper position

6) Install (fix) green socket to Print Head Unit, by pressing upwards both side of socket

7) Close Carriage Unit with help of Left Side Locking Lever (Green Color) & press downwards to lock properly

<u>Troubleshooting</u>

1) Error "**PBK001**"

   Solution - 1
   1. In normal cases, Kiosk will recover this error automatically. If not, please restart (Power Cycle) the Kiosk.

2) Error "**PBK002**"

   Solution - 1
   1. Printer is in offline mode. Open Printer tray and press "LOCAL" Button of Passbook printer to put printer back to Online mode. Machine will automatically show welcome screen after some time.

3) Error "**PBK003**"

   Solution - 1
   1. Printer Top cover is not closed properly. Open Printer tray, Close Passbook printer cover properly and press LOCAL button of passbook printer to bring printer in online mode. Machine will automatically show welcome screen after some time.

4) Error "**PBK004**"

   Solution 1
   1. No Connectivity / response from Middleware / Server. Wait for network connectivity. Machine will automatically show welcome screen once network connectivity resumed.
   2. Contact Bank's network team or escalate case to respective LHO for the resolution.

5) Error "**PBK005**"

   Solution 1
   1. Network cable is loose or plugged out. Make sure Network Cable is plugged in properly. Machine will automatically show welcome screen after some time.

6) Error "**PBK006**"

   Solution 1
   1. Printer is not showing connected. Please check USB and Power Cable of Printer. Connect them properly to the printer. Wait for some time Machine will automatically show welcome screen.
   2. If problem remained same, please ask Lipi representative to attend the machine.

7) Error "**PBK007**"

   Solution 1
   1. Paper / Passbook Jammed inside the printer. Open top cover, left upper assembly using green lever and gently remove the Jammed passbook from the printer. Restart machine to bring machine to online mode.

8) **No Power**

Solution 1
1. Check and ensure power cable of machine is properly connected to Mains Plug.
2. Check Power button of PC is ON

9) **No Display**

Solution 1
1. Check and ensure power cable of machine is properly connected to Mains Plug.
2. Check Power button of PC is on or not.
3. If PC & Printer is powered ON then make sure that the Display power cable must be tight at Spike Guard from the Machine.

10) **Passbook Jam**

Solution 1
1. Open printer top cover, check any passbook or paper jam inside printer.
2. Remove the jammed passbook/paper gently out of from printer.
3. Close TOP cover, press Local button to bring printer to Online mode.
4. Machine will automatically show welcome screen after some time.

11) **Barcode not Reading**

Solution 1
1. Open printer top cover & Open left side green lever of cartridge.
2. Clean scanner surface with soft and lint free cotton cloth Close TOP cover, press Local button to bring printer to Online mode.
3. Machine will automatically show welcome screen after some time.

12) Printing is not clear / dull

Solution 1
1. Ribbon Cartridge got exhausted.
2. Replace old ribbon with new one.

13) **No sound / Voice Guidance**

Solution 1
1. Lipi engineer visit required to resolve this issue.

14) **Ribbon Jam**

Solution 1

1. Open printer top cover & Open left side green lever of cartridge
2. Try to remove jammed ribbon from printer & replace ribbon cartridge with new one.

<u>Printing Guideline</u>

1) While inserting the Passbook in KIOSK make sure Barcode should be Downwards and Passbook insertion in correct direction.(Printing side upwards)

2) Do not insert Folded Passbook in KIOSK.

3) Always insert Passbook in KIOSK with last printed page.

4) Always follow instruction on display screen.

5) Barcode Label Must be placed on Passbook.

6) Barcode Printing Quality and alignment of Barcode label must be proper. Barcode label must be straight as shown in above picture

How to Shutdown Machine

Step 1: From KIOSK start Screen: Enter into maintenance mode by click / touch highlighted area (Right – Top Corner) for more than 5 times.

Step 2: Select User as "Bank Official". Enter 13 digit Account number as "0000000111111" and password as "111111" using touch number panel of the screen and click Login.
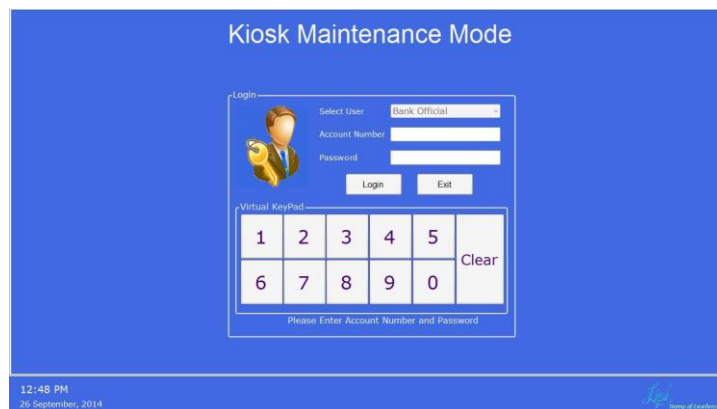
Step 3: After login below Main Menu screen will appear. Click on "Shutdown System" button to power OFF the Machine.