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## Chapter 3. Adjusting and maintaining the 4610

To keep your 4610 Models 1NR, 1NA, and 1ND printers working properly, you should periodically make printer adjustments and follow recommended maintenance procedures. This section provides instructions on using, adjusting, and maintaining your printer, and includes the following topics:

- Replenishing printer supplies
- Cleaning recommendations

For detailed technical information on the 4610 Models 1NR, 1NA, and 1ND printers, see Chapter 2, “Product specifications,” on page 9.

**Attention:** All covers must be installed on the IBM SureMark 4610 Models 1NR, 1NA, and 1ND printer before and during operation.

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### Using and maintaining the 4610

#### Replenishing consumable supplies

You are responsible for replenishing the supply roll paper.

##### Loading and replacing the paper roll

Ensure that you have the correct paper for the 4610. See “Supported thermal paper” on page 16.

1. Press and release the blue release button to release the paper door. In a wall-mount configuration, you must also pull the door fully open, because of the brake feature that decelerates it from the full force of gravity.
2. If necessary, remove any unused paper or the empty paper roll core before inserting a new paper roll.

**Note:** Refer to the label inside the printer for a diagram of how to load paper.

3. Place the paper roll into the paper roll bucket as shown on the diagram. The leading edge of the paper should come from the bottom of the roll as shown in the diagram.

**Note:** The thermal printhead will not print on paper with glue on it. If the new paper roll was sealed by glue, tear off the 6 to 8 inches of paper with glue on it before loading it.

4. Close the paper cover.
5. Press the customer receipt feed button to advance the paper, to verify that the paper is feeding correctly. Feed 30 cm (about 1 ft) of paper through to test for correct alignment.

**Attention:** Do not pull the receipt paper out of the printer with the paper access cover closed. This disengages the paper feed. The paper feed motor must then catch up before the printer can feed the paper, which causes missing lines or partial lines of print. Use the customer receipt feed button to advance the receipt and all lines will print.

## Supported thermal paper

**Attention:** Using an inferior grade of paper can affect print quality as well as the life of printheads and the printer mechanism.

**Note:** When selecting a paper, ensure that the paper's archive life meets the requirements of the tax authorities of your country for archiving tax-related data.

The paper used in the thermal receipt station must meet the following requirements:

**Width** 79.5 ± 0.5 mm (3.13 ± 0.02 in.) or 57.5 ± 0.5 mm (2.26 ± 0.02 in.)

**Outside Diameter**

102 mm (4.0 in.) maximum

**Thickness**

60 µm (0.00225 in.) optimal. Range: 41 µm minimum to 99 µm maximum.

**Important**

Paper has a significant manufacturing tolerance, and nominal paper designations do not reflect actual measurements. The manufacturing tolerance must fall within the published operating thickness range. Customers should test paper in their specific configuration before use. The intent of this specification is that if any spot measurement of the paper is outside the specified range, the paper is deemed not to meet the specification and the customer is responsible for any problems caused by paper jams.

The paper must be wound with the printing side facing out. The paper should not be attached to the core in any manner.

**Important**

Printer reliability and performance are directly related to the quality of the supplies used by the customer. The published parameters for printer performance are established using supplies that meet the specifications listed above.

Thermal paper with watermarks, coupons, or advertisements printed on the front or back of the paper **is not covered by IBM specifications**. Some inks and printing processes work acceptably, but others do not. Printer problems that are caused by supplies that do not meet IBM specifications might result in a billable service call, regardless of the existence of a service contract.

For supported papers, refer to the following Web site:

<http://www-1.ibm.com/support/docview.wss?rs=219&uid=pos1R1002033>

## Installing large paper rolls

The 4610 can accommodate extra-large rolls (up to 15 in.) of paper below the printer. Mounting hardware is necessary to avoid placing undue strain on the paper feed motor. See your IBM representative for additional information.