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**DASCOM**

**Tally**<sup>®</sup>

Quick Start Guide

T2365 T2380 Matrix Printer



### Important Information

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in accordance with the manufacturer's instructions, may cause interference in radio and television reception. It has been type tested and found to comply with the limits for class B computing devices in accordance with the specification in subpart J of part 15 of FCC rules, which are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a partial installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna,
- Relocate the peripheral away from the receiver,
- Move the peripheral away from the receiver
- Plug the peripheral into a different outlet, so that the peripheral and receiver are on different branch circuits

If necessary, the user should consult the dealer or an experienced radio/television technician for additional suggestions. The user may find the following booklet, prepared by the Federal Communications Commission, helpful: "How to Identify and Resolve Radio-TV Interference Problems".

This booklet is available from the U.S. Government Printing Office, Washington DC 20402 Stock No. 004.000.00345.4.

**WARNING:** To comply with FCC regulations on electromagnetic interference for a class B computing device, the printer cable must be shielded. To assure compliance with FCC regulations for a computing device, use a shielded interface cable with a metal shell connector. The use of cables not properly shielded may result in violating FCC regulations.

This digital apparatus does not exceed the class B limits for radio noise emissions from digital apparatus as set out in the radio interference regulations of the Canadian department of communications.

This unit complies with DOC standard C108.8-M 1983

**ATTENTION:** Le présent appareil numérique n'ement pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la classe B prescrites dans le règlement sur le brouillage radio-électrique édicté par le ministère des communications du Canada.



This device fulfils the European standards requirements by complying with the Directive of the Commission dated May 3, 1989 (89/336/EEC) relating to electromagnetic compatibility and the Directive dated February 19, 1973 (73/23/EEC) relating to low-voltage electrical equipment. Conformity with the above mentioned Directives is indicated by the CE symbol attached to the device.

Note: Conformity may be affected by:

- using interface cables not complying with the specifications
- non-observance of important instructions in the operator's manual
- installing components not approved for this device by the manufacturer

The paper used is made of raw materials treated with a chlorine-free bleaching process.

**WARNING** For continued protection against risk of fire, replace only with same type and rating of fuse. Only trained and qualified personnel may open covers or remove parts that are not explicitly shown and described in the User Guide as being accessible to the operator.

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## Introduction

### ► Symbols used



CAUTION highlights information which must be observed in order to prevent injuries to the user and damage to the printer.



NOTE highlights general or additional information about a specific topic.

### ► Important safety instructions

Read the following instructions thoroughly before starting up your printer in order to prevent injuries and avoid damage to the device.

- Keep this Quick start guide in a place which is easily accessible at all times.
- Place the printer on a solid and even base so that it cannot fall down to the ground.
- Do not expose the printer to high temperatures or direct sunlight.
- Keep all liquids away from the printer.
- Protect the printer from shock, impact and vibration.
- Be sure to connect the printer to a socket with the correct mains voltage.
- The power supply cable may be damaged if the paper edges constantly chafe the insulating sheath. The user must always ensure that there is sufficient distance between the power supply cable and the paper.



*Never carry out maintenance or repair work yourself. Always contact a qualified service technician.*



*Whenever you want to disconnect the printer from the power supply, pull the plug out from the mains socket after having switched off the printer correctly.*



*Additional safety instructions are provided at the relevant places in the text.*

### ► Using the Online CD-ROM

First install the Adobe Acrobat Reader on your hard disk, unless the program has already been installed. To install it, follow the steps described in the README file in the READER directory.

To start the online documentation, call the Windows Explorer and double click on the START.PDF file. Then follow the instructions and menus on the screen.

### ► Contents of the Online CD-ROM

The Online CD-ROM contains:

- the *User guide*: A detailed description of the printer and its impressive features;
- *Drivers*: For Windows 2000, Windows XP, Windows Server 2003, Windows 7, Windows Vista, Windows Server 2008;
- *Additional documentation*: Programming instructions and descriptions of the available options.

If your CD-ROM is defective or missing, please consult your dealer. The Online Documentation can also be downloaded via the Internet.

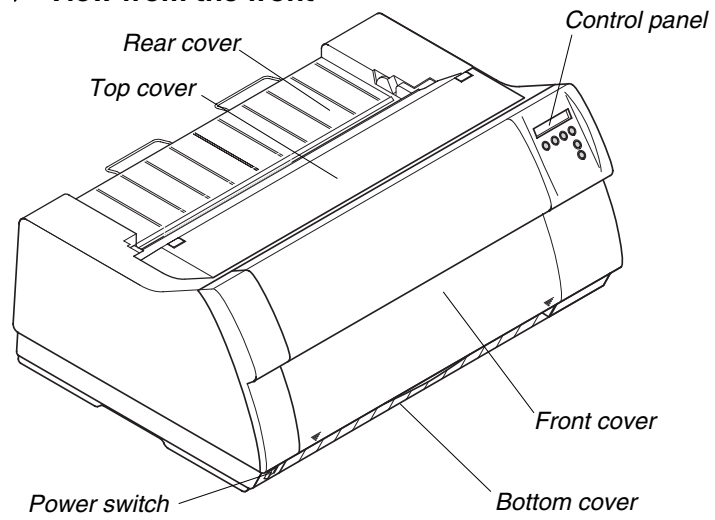
### ► Troubleshooting



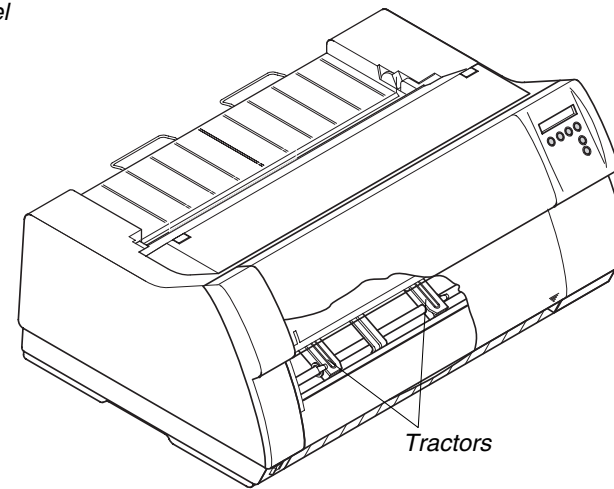
*The Chapter “Troubleshooting” of the User Guide on the Online CD-ROM contains detailed information on how to rectify errors. It deals with general printing problems as well as problems with the print quality, paper feed and ribbon cassette.*

## Printer at a glance

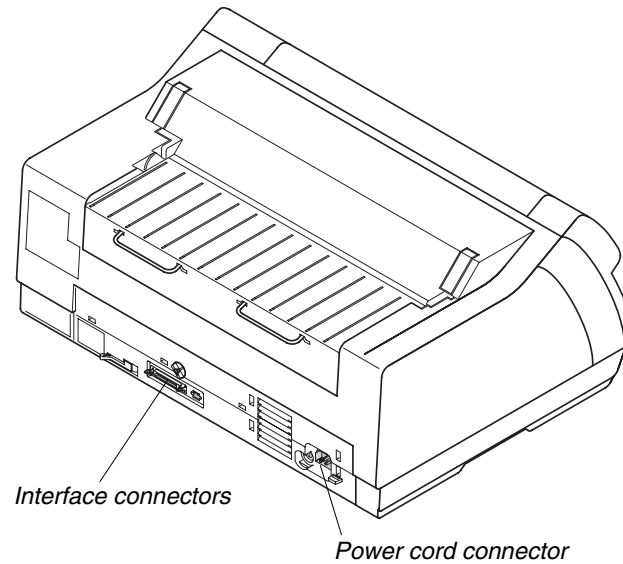
### ► View from the front



### ► Printer in tractor mode



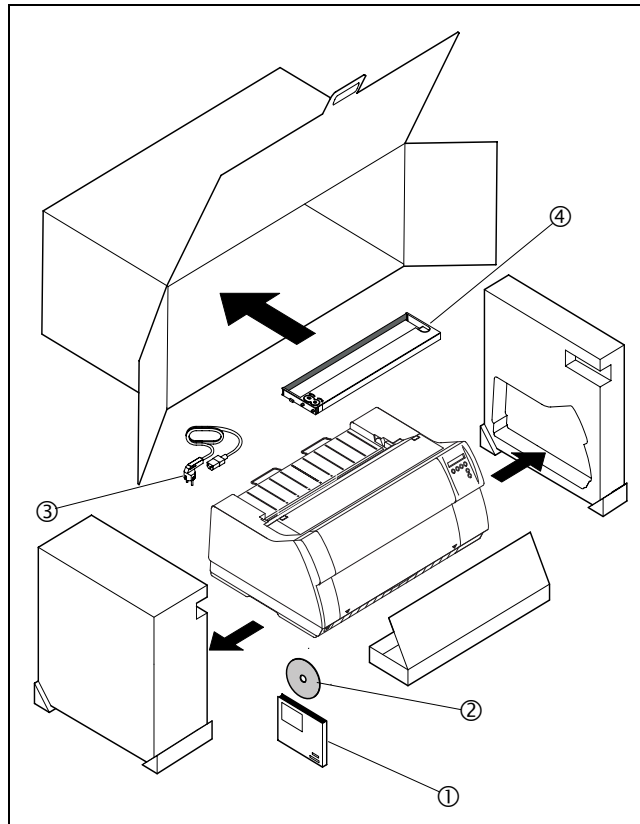
### ► View from the rear



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## Installation

### ► Unpacking the printer



Place your packaged printer on a solid base.

Make sure that the “Up” symbols point in the correct direction.

Open the packaging, take out the accessory cassette and unpack it. Pull the printer out of the cardboard box towards you and remove the remaining packaging material.

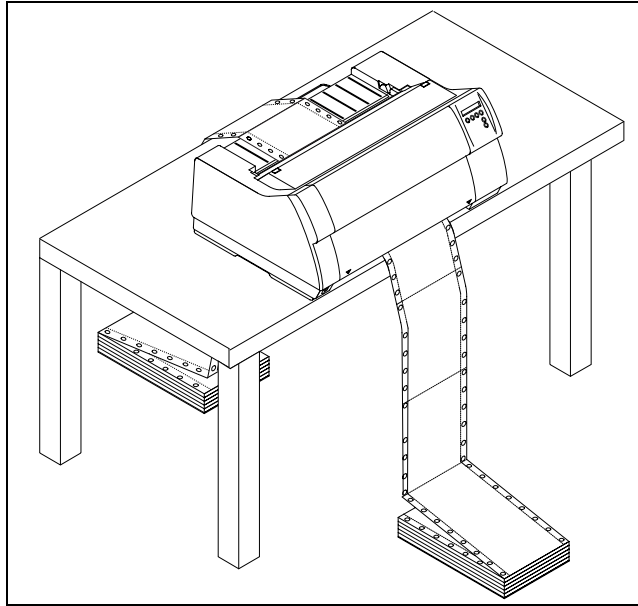
Check the printer for any visible transport damage and missing items. In addition to this Quick Start Guide (①) the CD-ROM (②), at the back of this manual), the power cable (③) and the ribbon (④) should be included.

If you find any transport damage or if any accessories are missing, please contact your dealer.



## ► Placing your printer

Place the printer on a solid, flat, surface, ensuring that the printer is positioned in such a way that it can not topple, and that there is easy access to the control panel and paper input devices. Also ensure that there is sufficient space for the printed output.



If you expect that frequent forward and reverse feeds will occur, you should place the printer as shown in the figure, if possible.



*The power supply cable may be damaged if the paper edges constantly chafe the insulating sheath. The user must always ensure that there is sufficient distance between the power supply cable and the paper.*

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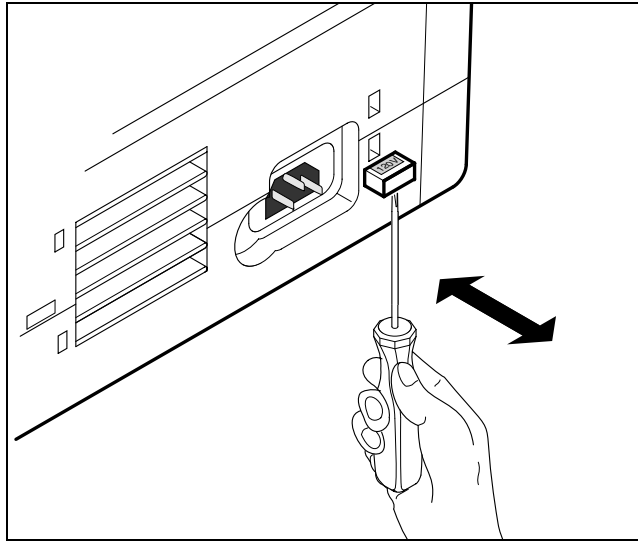
When selecting the printer location, observe the following additional instructions:



*Never place the printer in the vicinity of inflammable gas or explosive substances.*

- Do not expose the printer to direct sunlight. If you cannot avoid placing the printer near a window, protect it from the sunlight with a curtain.
- When connecting a computer to the printer, make sure not to exceed the maximum cable length (see User guide on the Online CD-ROM, *Technical Specifications*).
- Ensure sufficient distance between the printer and any heating devices/radiators.
- Avoid exposing the printer to extreme temperature or air humidity fluctuations. Above all take care to avoid the influence of dust.
- It is recommended to install the printer in a place which is acoustically isolated from the workplace because of the noise it may produce.

### ► Connecting the printer

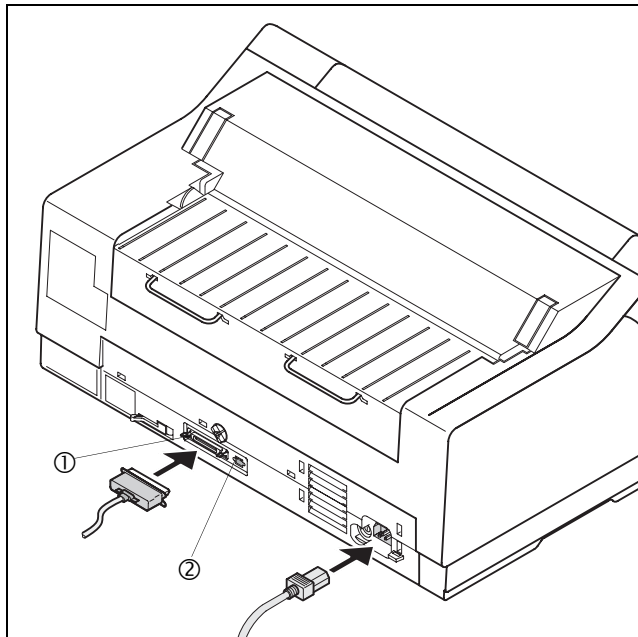


Make sure that the printer is set to the correct voltage (e.g. 230 V in Europe, 120 V in the U.S.A.). To do this, check the plate above the power inlet at the rear of the printer.

If the setting is incorrect, set the coloured switch at the rear of the printer to the correct position, using a pointed object (e.g. screwdriver, ball pen or tweezers).



*Make sure that the printer is switched off before setting the correct voltage; otherwise severe damage may be caused.  
Never switch on the printer if the voltage setting is incorrect, since this may cause severe damage to the printer.*

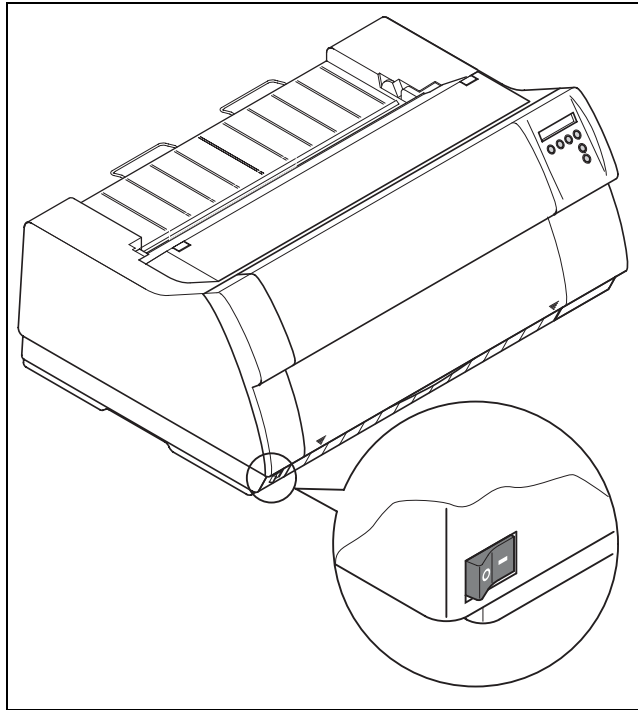


Make sure that the printer and the computer are switched off, and connect the printer to the computer with the data cable (interface cable).



*The printer by default is provided with a parallel (①) and an Ethernet (②) interface. For further information about the interfaces, refer to the User Guide on the Online CD-ROM.*

Connect the power cable to the power inlet of the printer.  
Connect the power cable plug to a mains socket.

**► Switching on the printer**

The power switch for switching on the printer is located at the bottom left at the front of the printer when viewed from the front.

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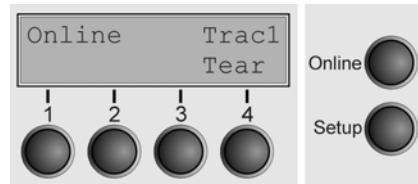
## Control panel

The control panel and the keys are used for controlling the printer operation.



*The upper line of the display shows whether the printer is in **Online** or **Offline** mode and the paper path selected (**Tractor1**).*

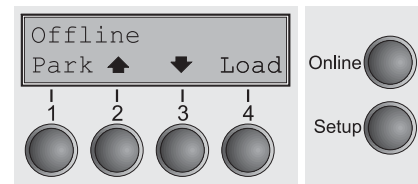
### ► Online mode



After switching on, the printer is automatically set to online mode. Only in this mode can it receive data from the computer.

- **Tear** key (4): Activates the tear function when fanfold paper is loaded (see “Moving the paper to the tear position”, page 22). If **Load** is displayed above this key, no paper is loaded in the printer or the printer is in park position. In this case the display switches between **Online** and **Load paper from Tractor1**; press the key to feed paper to the printing position.
- **Setup** key: Sets the printer to setup mode.
- **Online** key: Sets the printer to offline mode. Loaded paper will be transported to printing position. If the printer is set to online mode by pressing the **Online** key again, the printer transports the paper in tear position.

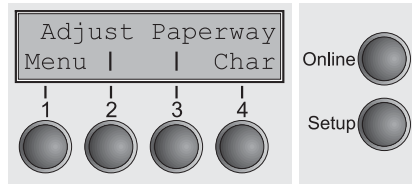
### ► Offline mode



Only in this mode is it possible to perform step, line, or form feeds from the control panel (see “Paper transport”, page 21); however, data cannot be received.

- **Park** key (1): Clears the paper path with paper loaded and activates paper path quick selection.
- **Key** ▲ (2): Short keypress: Microstep forward.  
Long keypress: Continuous paper feed.
- **Key** ▼ (3): Short keypress: Microstep reverse.  
Long keypress: Continuous paper reverse feed back to the park position.
- **Load** key (4): If no paper is loaded, see above. If paper is loaded: Loads paper from the selected paper source; the display changes to **LF/FF**.  
Short keypress: Line Feed (**LF**); long keypress: Form Feed (**FF**).
- **Setup** key: Sets the printer to setup mode.
- **Online** key: Sets the printer to online mode.

## ► Setup mode



In this mode, the following settings are available:

- **Setup** key: Sets the printer to setup mode, in which the following settings can be selected:
- **Menu** key (1): Other menu settings. Access may be disabled by the manufacturer (see note below).
- **Adjust** key (2): Sets the Tear position, first printing line and print head gap.
- **Paperway** key (3): Sets the Paper path.
- **Char** key (4): Font and number of characters per inch.



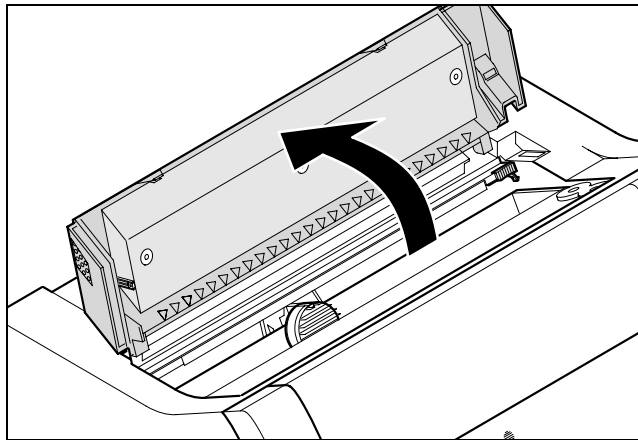
*Access to the other menu settings (**Menu**) may be – depending on the model – disabled by the manufacturer. For information on how to enable access and about the available settings, refer to the User Guide on the Online CD-ROM (section “Enabling the menu”).*

## Changing the ribbon cassette

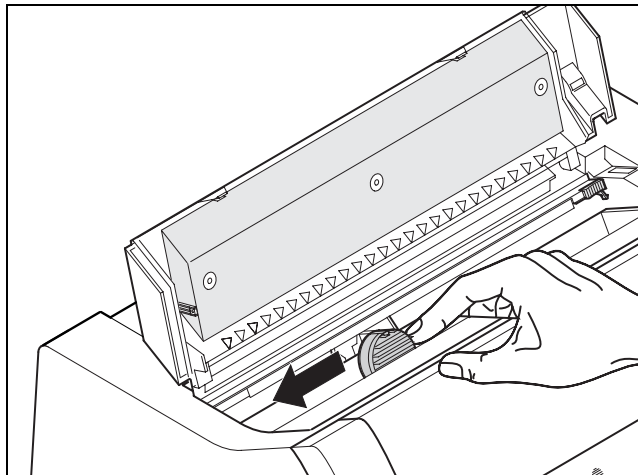
Before opening the cover, make sure that the printer is switched on so that it can execute automatic preparations for ribbon changing (widening the print head gap).



*During the process of initialization after powering on, the printer checks if a ribbon cassette is installed. It also checks during the execution of a print job the operativeness of the ribbon cassette. These functions mandatory require the use of the manufacturers original ribbon cassettes (see "Accessories", page 32). If other ribbon cassettes were used, the message "Check Ribbon" appears in the display, it is impossible to print.*



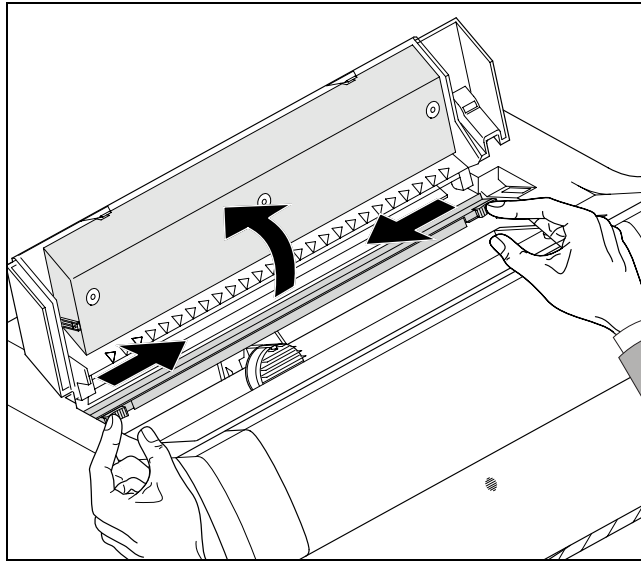
Move the paper to the park position.  
Open the printer top cover.



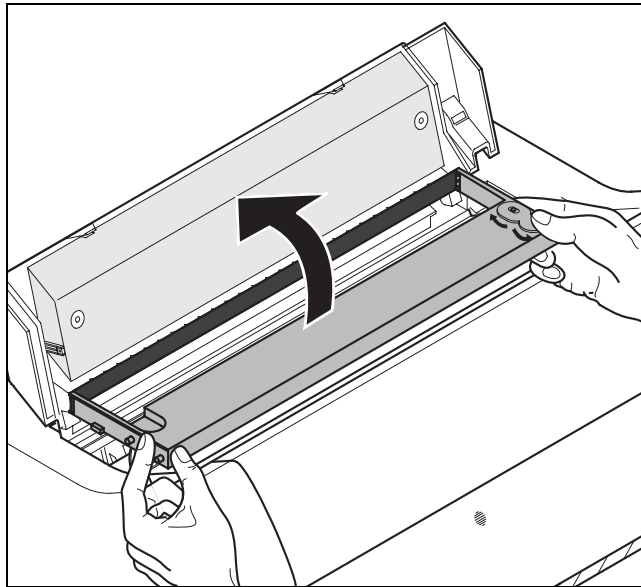
Cautiously slide the print head carriage to the left stop  
(viewed from the printer front).



*The print head heats up during printing. Let it cool down before touching, if necessary.*



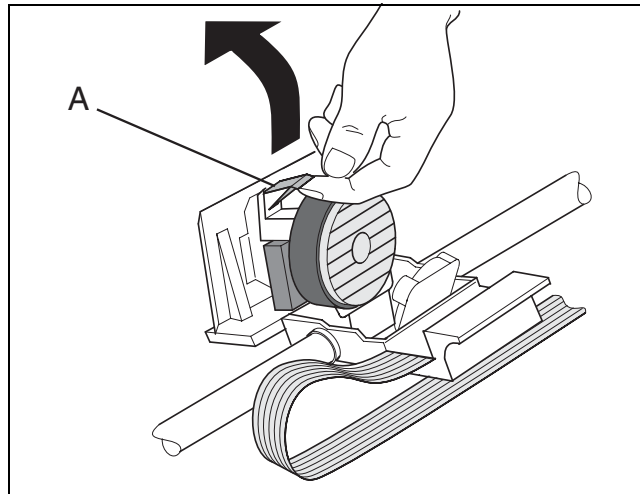
Move the coloured friction tabs on the right and on the left into the direction of the respective arrows shown in the figure and raise the friction mechanism.



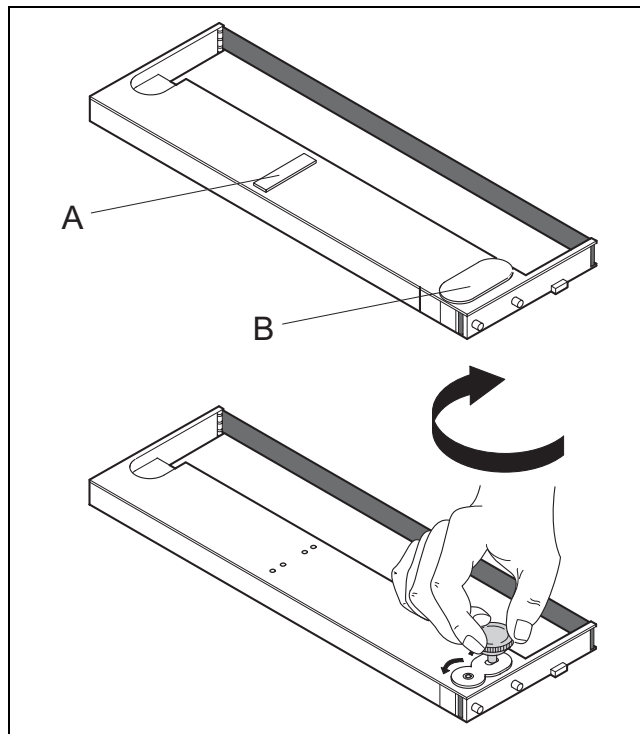
Remove the used cassette.



*We recommend use of genuine ribbon cassettes only.*



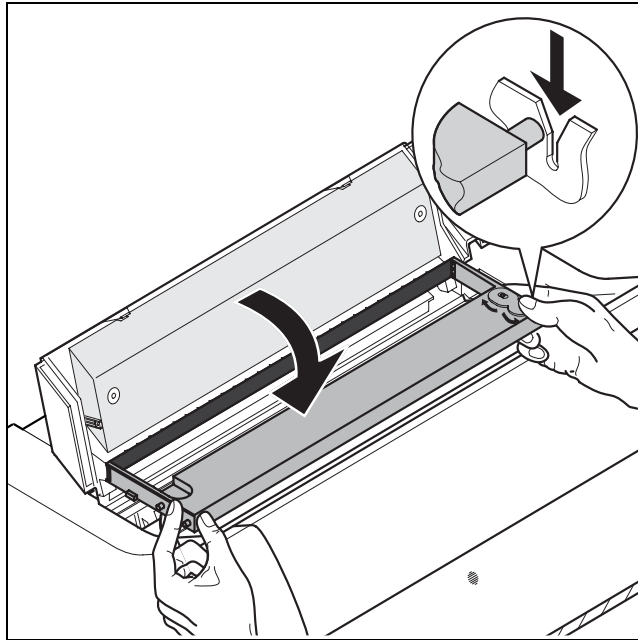
Raise the coloured insertion tongue **A**.



Remove the coloured protections **A** and **B**.

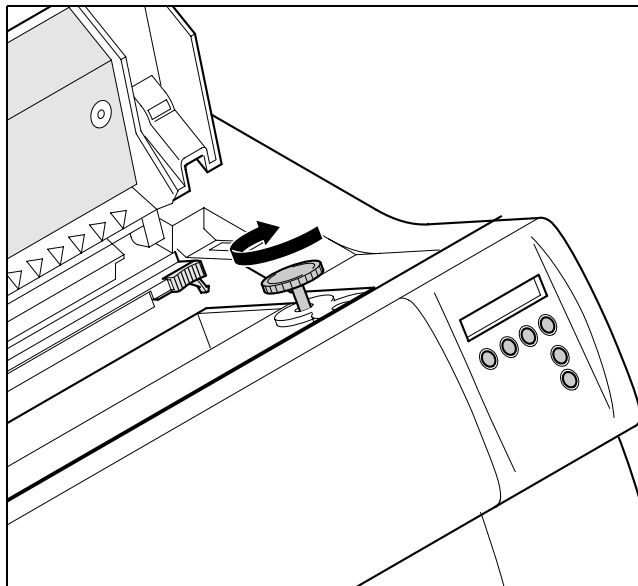
Insert the coloured ribbon tension knob into the right-hand front location of the new ribbon cassette. Turn the knob in the direction of the arrow in order to take up slack of the ribbon.





Slightly tilt the ribbon cassette forwards and thread in the ribbon between the coloured insertion tongue and the ribbon support (transparent plastic plate).

Align and insert the cassette into the guides on the left and right, then press down until it clicks into place.

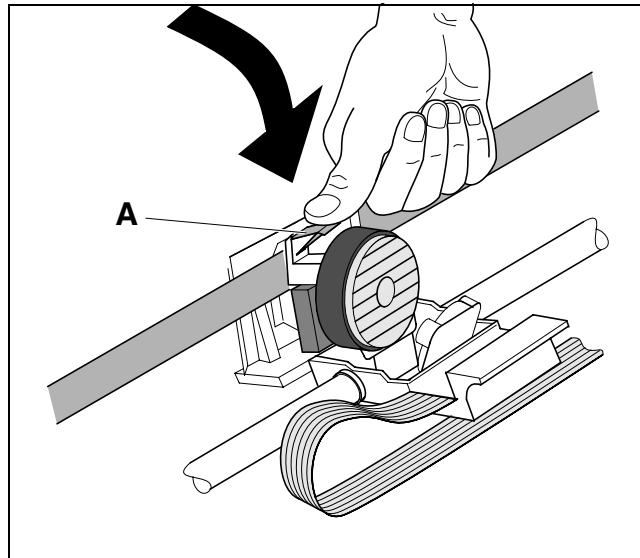


Insert the coloured tension knob into one of the two locations.

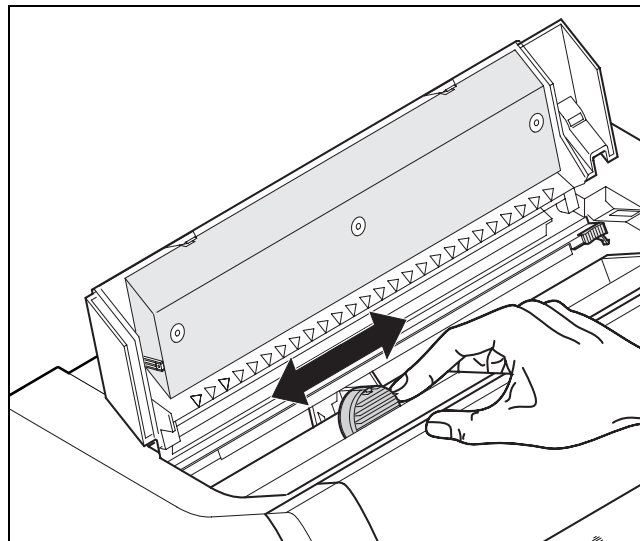
Turn the tension knob in direction of the arrow to take up slack in the ribbon until it is seated correctly at the bottom in the ribbon support.



*Remove the knob.*



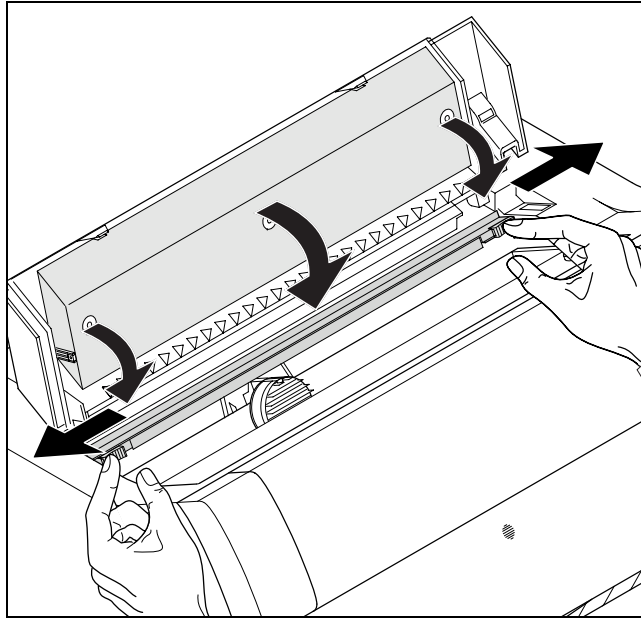
Press down the coloured insertion tongue **A**.



Move the print head carriage back and forth several times. If the ribbon is correctly seated, there must be no perceptible resistance.



*The ribbon should be transported during the travel from left to right. If this is not the case, you should check that the ribbon cassette is correctly inserted on the right.*



Press the friction mechanism down until it clicks into place.

Close the top cover.

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## Paper handling

This section describes how to load fanfold paper, transport paper and move the paper to the tear position.

### ► Loading paper

Your printer can process fanfold paper. For information on the supported paper sizes, please refer to page 31 (“Paper specifications”).

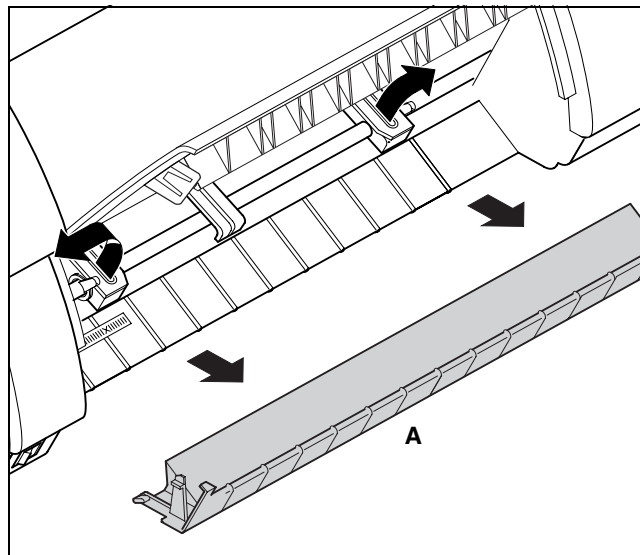


*Only use dust-free or low-dust paper. Many paper qualities are suitable for this printer. For more information, please refer to the User guide on the Online CD-ROM.*

The printer by default is adjusted in such a way, that it will automatically check the width of the inserted paper before starting a print job. If the paper couldn't be detected (for example because it is positioned too far right), the message “PW sensor defect” appears in the display, it is impossible to print. If a printing line overrides the measured paper width, the characters out of range will not be printed and the message “Paperwidth error” appears in the display. The printer switches to of-line mode. You can restart the printing process by pressing the **Online** key.



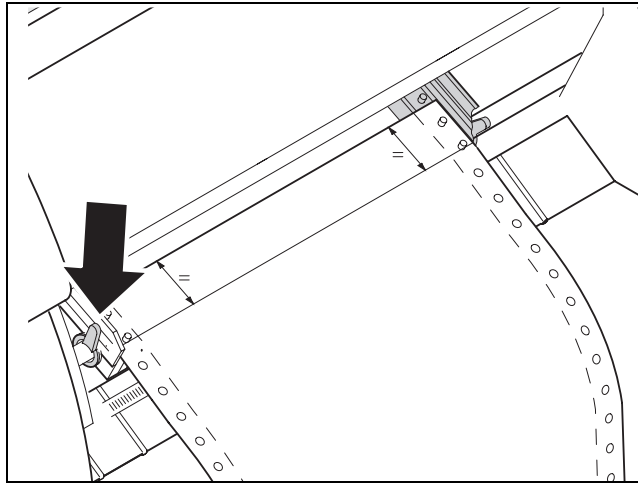
*For further information on paper width measurement, please refer to the User Guide on the Online CD-ROM.*



Raise the front cover.

Remove the bottom cover **A**.

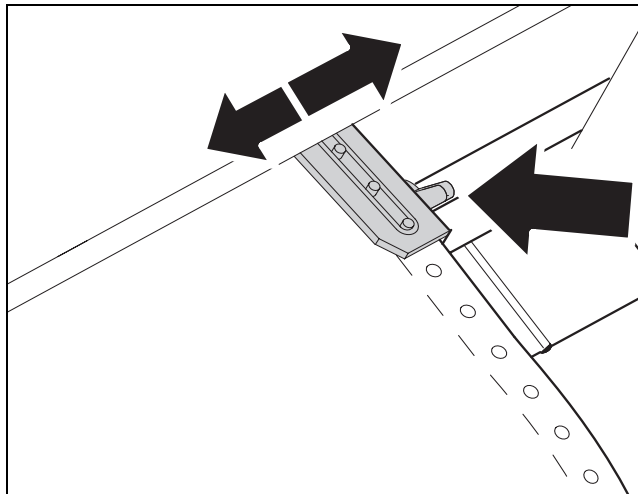
Open the right and left tractor flaps.



Open the coloured latch lever and align the tractor so that the first printing position on the paper matches the **X** mark on the printer housing.

Lock the coloured lever again.

Place fanfold paper into the left-hand tractor.



Open the coloured latch lever of the right-hand tractor and align it to the paper width.

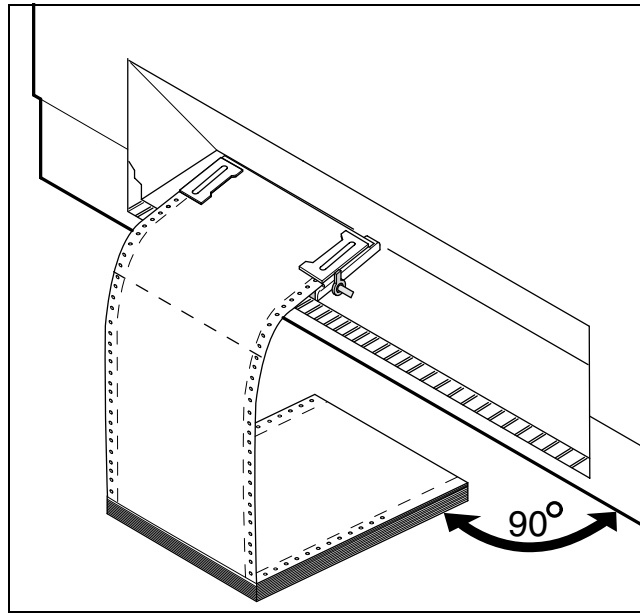
Insert the fanfold paper into the right-hand tractor.

Make sure that it is inserted by the same length as on the left-hand tractor in order to avoid any paper jam.

Close the tractor flap and lock the tractor by turning the tractor lever to the rear.

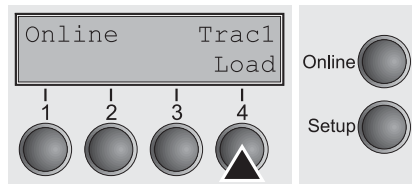


*Do not tension the paper excessively to avoid tearing the perforation holes; do not allow excessive slack since in this case the paper will bulge and there may be problems in the feeding process.*

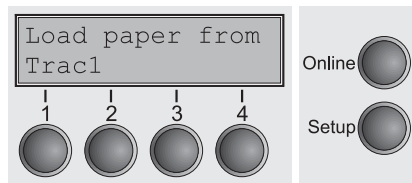


Make sure to align the paper stack in parallel with the printer and that the paper flow is unobstructed.

Lower the front cover. Switch the printer on. The active paper source (**Tractor1**) appears in the display. The display alternates between...



and ...

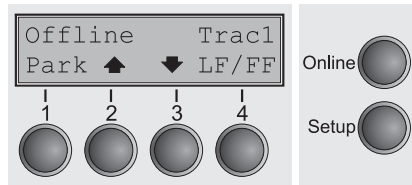


The paper is automatically loaded when the printer is in online mode and receives data from the computer.



*Only press the **Load** (4) key if you want to load paper before starting the printout.*

## ► Paper transport



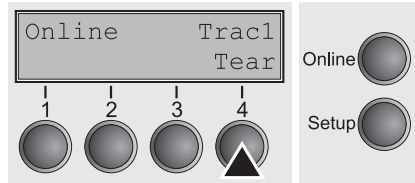
Loaded paper can be transported in the printer in several ways.

Make sure that the printer is in offline mode (**Pause**); press the **Online** key, if necessary.

- **Key Park** (1): If fanfold paper is loaded in the printer, it is fed to the park position or the tear position.
- **Key ▲** (2): Short keypress: Paper is transported upwards step by step  
Long keypress: Continuous transport upwards.
- **Key ▼** (3): Short keypress: Paper is transported downwards step by step  
Long keypress: Continuous transport downwards.
- **Key LF/FF** (4): Short keypress: Line Feed (**LF**) is effected  
Long keypress: Form Feed (**FF**) is effected.
- **Key Online**: Moves Paper to tear position if the automatic tear function is activated.

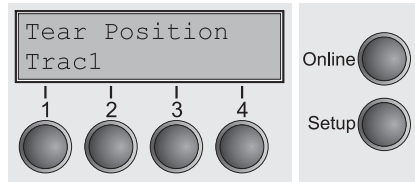
► **Moving the paper to the tear position**

You can use the Tear key to move the paper to the tear position. The tear edge is located at the front side of the paper output opening.

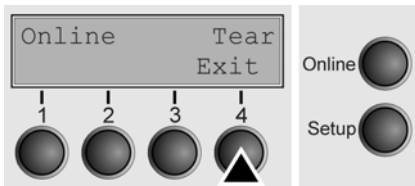


Make sure that the printer is in online mode. If necessary, press the **Online** key. Press the **Tear** (4) key. The printer moves the perforation edge of the fanfold paper to the tear edge of the top cover .

The display alternates between...

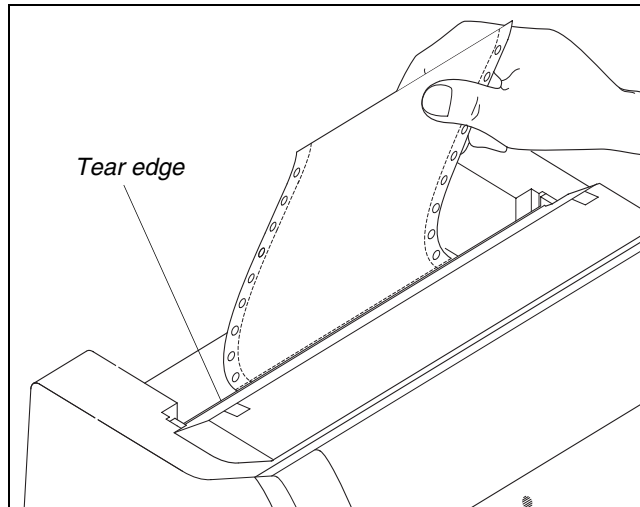


and...



After having torn off the paper, press the **Exit** key. The printer returns the paper to the first printing position.

If a print job is active, the printer automatically returns the paper to the first printing position.

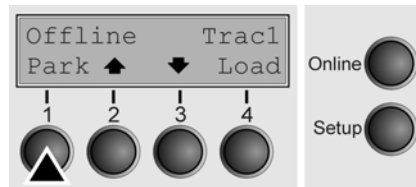




## ► Removing paper



*Never use force to remove the paper from the printer. Otherwise the mechanical components may be damaged.*



Make sure that the printer is in offline mode; press the **Online** key, if necessary.

Press the **Park** (1) key. If fanfold paper is loaded in the printer, it is fed to the tear position. The text **Tear paper off/Press any key** appears in the display.

Then press any key. Now remove the paper from the tractor.

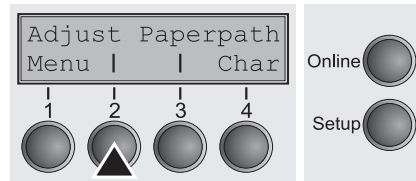
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## Settings

### ▶ Setting the tear position

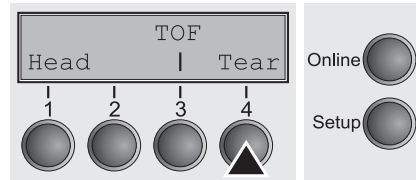
This section describes how to set the tear position, the first printing line, the print head gap as well as the font selection and the character density.

If the tear position of the paper is not aligned with the tear edge of the top cover of the printer, you can adjust it. Inserted paper needs to be torn off if necessary and retracted to park position.

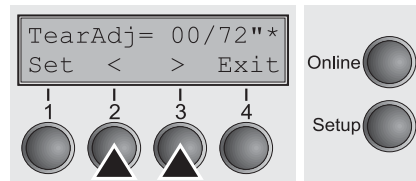


Press the **Setup** key. The printer changes to setup mode.

Press the **Adjust** (2) key.



Press the **Tear** (4) key. The printer performs a form feed.



The tear edge is located at the front side of the paper output opening.

Press the **<** (2) or **>** (3) key to move the perforation to the desired position. Confirm the input by pressing the **Set** (1) key.

Confirm the input again by pressing the **Setup** key. The printer is reset to the initial status.



*The correction made – a maximum of approx. 1" (2.5 cm) in each direction – will be retained after switching the printer off. It can be set separately for each paper path.*

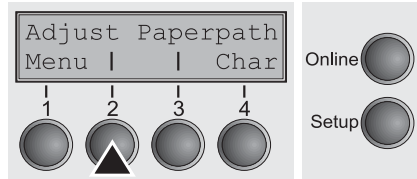
*Make sure that the set form length corresponds to the actual length of the forms you are using.*

► **Setting the first printing line (TOF)**

You can use the TOF function for setting the position of the first printing line for each paper source and each menu individually.



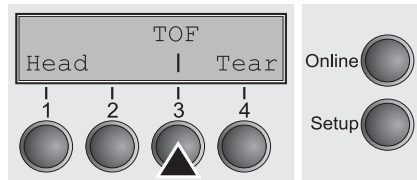
*Before using the TOF function, you first have to set the tear position (see above).*



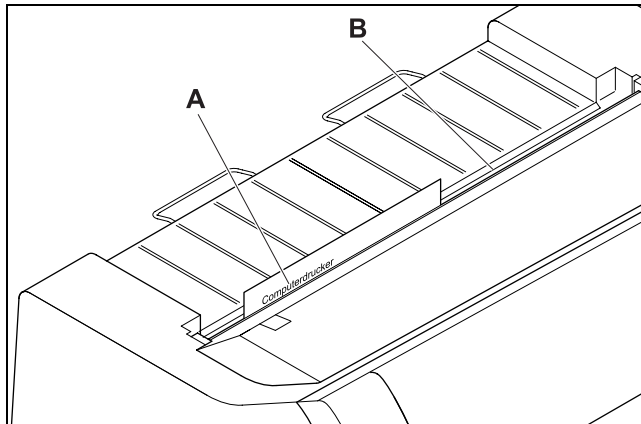
Swing the rear cover towards the front (see “Printer at a glance”, page 5).

Press the **Setup** key. The printer changes to setup mode.

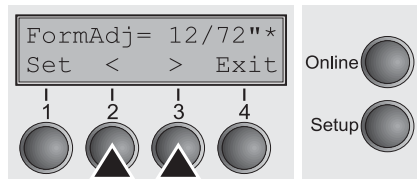
Press the **Adjust (2)** key.



Press the **TOF (3)** key.



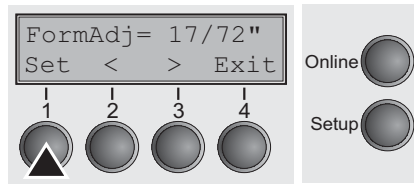
The paper is fed to the position where the bottom edge of the first printing line **A** is aligned with the tear edge **B** of the printer. The factory setting for the first printing position (TOF) is 12/72". This is equivalent to the second line from the top.



Press the **< (2)** or **> (3)** key to move the first printing line to the desired position. You can set values from 0 to 220/72".



*12/72" corresponds to a printing line.*



Confirm the input by pressing the **Set** (1) key.

Press the **Setup** key. The printer returns to the initial status.



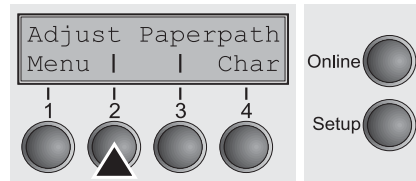
*The setting made will be retained after switching off the printer. For more details, please refer to the User guide on the Online CD-ROM.*

## ► Setting the print head gap

The printer features automatic print head gap adjustment to the thickness of the paper used. In setup mode, you can enter a correction value to modify the head gap that is normally determined automatically. This correction is useful for modifying the appearance of the type face. This correction will modify the appearance of the font. It may be necessary to obtain optimum printing results on certain paper types.

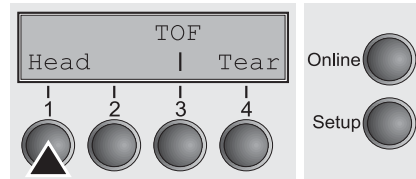


*The AGA (automatic gap adjustment) function must be set to "ON". For more detailed information, refer to the User guide on the Online CD-ROM.*

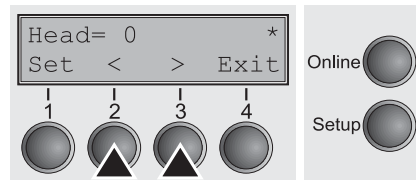


Press the **Setup** key. The printer changes to setup mode.

Press the **Adjust (2)** key.



Press the **Head (1)** key.



Use the **< (2)** or **> (3)** key to set the range within which the automatic gap adjustment is to be corrected. You can select values in the range from -10 to +10.

Confirm the input by pressing the **Set (1)** key.

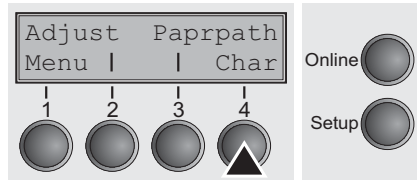
Press the **Setup** key. The printer returns to the initial status.



*Negative values decrease the print head gap, positive values increase it. Changing the automatically determined value may have a strong effect on the printing quality. The setting made will be retained after switching off the printer.*

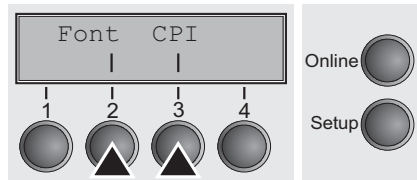
### ► Selecting character density and font

You can use the **CPI** (Character Per Inch) key in setup mode to select the number of characters per inch to be printed. You can use the **Font** key to select fonts.

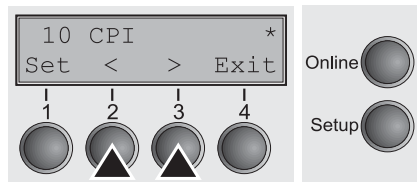


Press the **Setup** key. The printer changes to setup mode.

Press the **Char** (4) key.

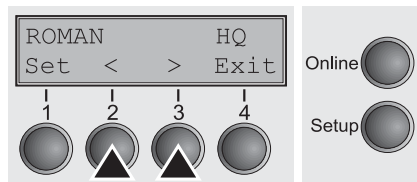


Press the **CPI** (4) or **Font** (1) key (in our example, press CPI).



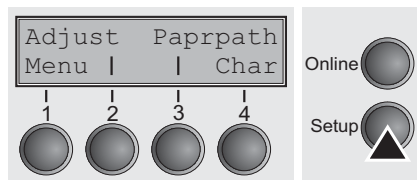
Use the **<** (2) or **>** (3) key to set the desired character density. Confirm the selection by pressing the **Set** (1) key.

You can cancel the selection and leave the setting unchanged by pressing the **Exit** (4) key.



If you pressed the **Font** (2) key, use the **<** (2) or **>** (3) key to select the desired font. Confirm the selection by pressing the **Set** key.

You can cancel the selection and leave the setting unchanged by pressing the **Exit** (4) key.



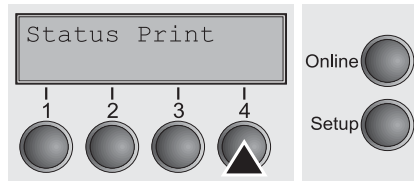
Press the **Setup** key. The printer returns to the initial status. It is also possible to press the **Online** key. The printer then changes directly to online mode.



*The selection made will not be retained after switching off the printer. For more details on how to set the character density permanently, please refer to the User guide on the Online CD-ROM.*

## Printing out status page

The status page contains all selected menu settings and the installed control software and the character generators.



Make sure that blank paper is inserted in the valid paper source (default is Tractor 1). Keep the **key 4** depressed for approx. 5 seconds while turning on the printer. After completion of the initialization the printer pulls the paper in print position and begins with the printout.



*The status page contains important informations which facilitates the solution of problems or errors for the service technician.*

## Technical data

### ► Printer specifications

Type	T2365	T2380	T2365MC
<b>Printing method</b>	Serial with 24-needle print head		
<b>Printing width</b>	136 characters at 10 cpi		
<b>Print speed</b>	(bidirectional mode, 12 cpi)	(bidirectional mode, 12 cpi)	(bidirectional mode, 12 cpi)
<b>HSQ</b> (Matrix 12 x 8)	800 cps	1000 cps	800 cps
	(bidirectional mode, 10 cpi)	(bidirectional mode, 10 cpi)	(bidirectional mode, 10 cpi)
<b>HSQ</b> (Matrix 12 x 10)	650 cps	800 cps	640 cps
<b>DPQ</b> (Matrix 12 x 12)	600 cps	667 cps	533 cps
<b>CPQ</b> (Matrix 24 x 12)	300 cps	333 cps	270 cps
<b>NLQ</b> (Matrix 24 x 18)	200 cps	222 cps	180 cps
<b>LQ</b> (Matrix 24 x 36)	100 cps	111 cps	90 cps
<b>Throughput (ECMA 132)</b>	605 pages/h 10.08 pages/min	625 pages/h 10.42 pages/min	595 pages/h 9.92 pages/min
<b>Character densities</b>	10 cpi, 12 cpi, 15 cpi, 17.1 cpi, 20 cpi		
<b>Max. resolution</b>	horizontal: 360 dpi; vertical: 360 dpi		
<b>Emulations</b>	MTPL, Genicom ANSII, Epson LQ2550/LQ2170, IBM XL 24; others on request		
<b>Noise level</b>	≤ 54 dB (A) (LQ Mode Sans Serif, 10 cpi)	≤ 55 dB (A) (LQ Mode Sans Serif, 10 cpi)	≤ 54 dB (A) (LQ Mode Sans Serif, 10 cpi)
<b>Dimensions</b>	624 x 430 x 276 mm (W x D x H)		
<b>Weight</b>	20.7 kg		
<b>Power supply</b>	U.S.A./Canada 120 V ±10%, 60 Hz ±2%, Europe 230 V ±10%, 50/60 Hz ±2%		
<b>Power consumption</b>	at 100% throughput 60 VA when idling 18 VA	at 100% throughput 70 VA when idling 18 VA	at 100% throughput 60 VA when idling 18 VA
<b>Ambient conditions</b>	Temperature: 10° to 35°C; Air humidity: 16% to 73%		
<b>Print head</b>	No. of needles: 24; Needle diameter: 0.25 mm		
	No. of copies: 1 original + 6 copies (max.)	No. of copies: 1 original + 5 copies (max.)	No. of copies: 1 original + 8 copies (max.)
<b>Approvals</b>	ISO 60950, CE, GOST, VDE/GS+CB, cULus, FCC/B, CCC, Energy Star		



For more information on printer specifications as well as interface specifications, refer to the User guide on the Online CD-ROM.



### ► Paper specifications

<b>Fanfold paper Tractor1</b> Continuous single forms Single set of forms (requires individual testing)	Paper weight	60–120 g/m <sup>2</sup>
	No. of copies	1 + 6 (T2365) 1 + 5 (T2380) 1 + 8 (T2365MC)
	Form thickness (max.)	0.60 mm
<b>Sets of forms</b>	Sets of forms can only be processed if the top edge is bound.	

ENGLISH



*For more information on general paper specifications as well as paper specifications for the optional tractor units and the automatic sheet feeder, refer to the User guide on the Online CD-ROM.*

## Accessories

Ribbon cassettes	Order no.
Black ribbon cassette	062471



*For additional accessories and options, please refer to the User guide on the On-line-CD-ROM.*

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