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**HEDMAN<sup>®</sup>**

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THE HEDMAN COMPANY • 1158 West Armitage • Chicago, Illinois 60614 • (312) 871-6500

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***OPERATING INSTRUCTIONS  
HE-1600  
CHECK AUDIT SYSTEM***

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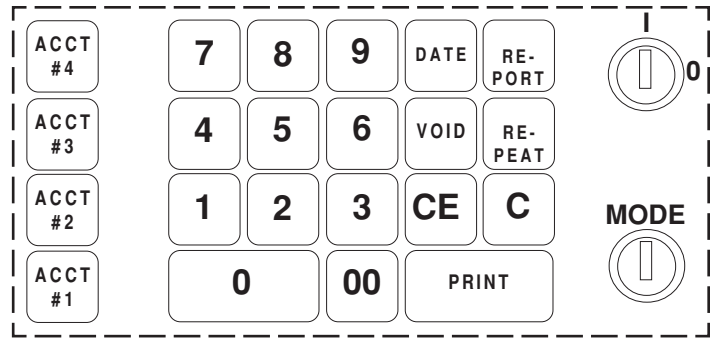
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# OPERATOR TROUBLESHOOTING GUIDE

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
Unit generates an error tone whenever attempting to print a document.	Print head is not in home position.	Turn unit OFF and then ON to reset printer.
Unit generates an error tone when attempting to make an entry. No error message appears.	Attempting to make entries in improper sequence.	Refer to Operator or Programming reference manual.
Information printing at incorrect locations on the document.	Using wrong account key when processing transaction or not properly aligning when inserting document.	Verify proper account key is being used. If problem persists, have your manager verify print locations in "Print Location Mode".
"Access Denied" appears whenever operator enters password.	Incorrect password entry or set up.	Have your manager verify password in "Password Setup Mode".
"Exceeded Limit" appears when entering amounts.	Operator accessing wrong account key or amount of entry exceeds "Account Limit".	Have your manager verify proper account key is being used, and the Account Limit in the "Account Options Mode"
Display fails to illuminate.	No power.	Verify power cord is plugged into wall outlet.
Poor print quality.	Worn ribbon.	Replace ribbon.
Paper jams.	Improper ribbon installation, paper path obstructed or improperly fed document.	Check ribbon installation, attempt to clear paper path by depressing "SCROLL" key or turn power OFF and carefully removing document.
Document does not fully eject.	Form length set incorrectly.	Have your manager verify form length setting in "Print Location Mode"
Document is smeared.	Paper may be creased or paper weight may be too heavy.	Use only new, clean paper stock.
Unit prints on backside or upside down.	Document inserted improperly.	Refer to Operator Manual.
Document feed problem.	Paper may be creased or paper weight may be too heavy.	Use only new, clean paper stock.

## KEYS DEFINED:

"I" (ON)/"O" (OFF) key lock. Turn to "I" to turn the HE-1600 ON. The unit may be locked by removing the key in the OFF position.



## MODE KEY

**LOCK** is used to access the executive mode for programming and executive reports.

**DATE** key is used to set date and time and also for form feed. Setting date and time are only accessible when memory has been cleared.

**ACCT** keys each represent a different account or document.

**"0"** thru **"9"** and **"00"** numeric keys are used to enter numeric values.

**PRINT** key is used to print documents or to enter data.

**"C"** key is used to clear an entire operation and return to the Home Menu.

**"CE"** key is used to clear numeric entries.

**REPEAT** key is used to repeat a previous transaction.

**REPORT** key is used to print operator reports when password option is activated

**VOID** key is used to void a transaction. Void key can be deactivated by programmer.

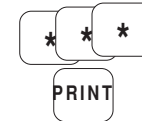
**NOTE:** If the unit prompts for a yes or no (Y/N) answer, Y="1" and N="0"

## PASSWORD:

The HE-1600 can be programmed to require a password before operating the machine. If necessary, enter your password and press **PRINT**. The machine is then ready for transactions.

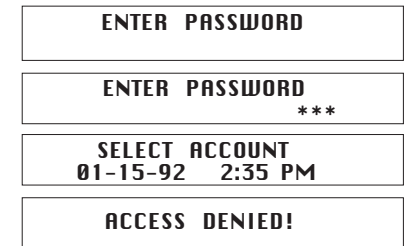
When password is activated a 5 to 99 second timeout will also be activated. If nothing is entered in the machine for the amount of seconds programmed, the display will return to the home menu.

- KEYSTROKE -



IF PASSWORD IS NOT ACCEPTED

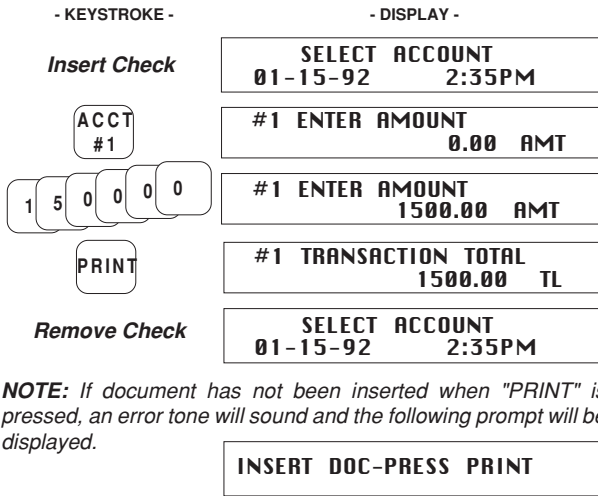
- DISPLAY -



## PRINTING CHECKS:

The HE-1600 can print "cutsheet" checks of up to 9-1/2" wide x 16-1/2" long. Insert check by placing it backwards and upside down into the paper guide (just like a typewriter). Then align the left edge of check with left edge of guide.

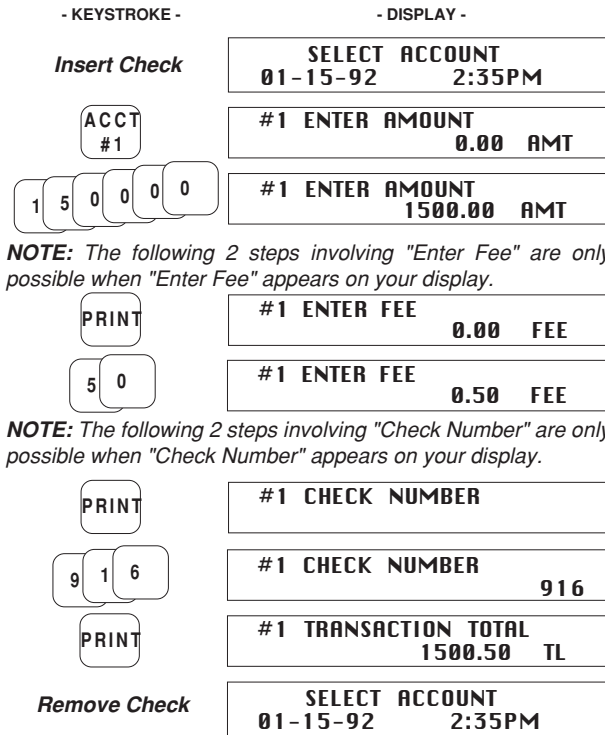
When using multi-part forms align the glued or fastened edge with the corresponding edge of the guide. i.e. if the right edge is glued align it with the right edge of the guide.



**NOTE:** If document has not been inserted when "PRINT" is pressed, an error tone will sound and the following prompt will be displayed.

## TRANSACTIONS INVOLVING FEES and/or CHECK NUMBERS

An account can be programmed to allow entering a check number and/or adding a fee when printing a check.



**NOTE:** The following 2 steps involving "Enter Fee" are only possible when "Enter Fee" appears on your display.

**NOTE:** The following 2 steps involving "Check Number" are only possible when "Check Number" appears on your display.

## REPLACING RIBBON

- 1) Turn OFF the HE-1600.
- 2) Remove cover.
- 3) Remove old ribbon by gripping the cartridge and lifting it straight up and out.
- 4) Tighten the ribbon on the new ribbon cartridge. Refer to Figure 1.
- 5) Position the print head to the center of the platen.
- 6) Install cartridge by positioning left side over drive pin. Rotate knob as shown in Figure 3 to engage cartridge with drive pin and seat it firmly on the plastic support. Move right end of cartridge back and forth to align the locating pin in the plastic support with the cartridge. Press down on right end of cartridge to firmly seat it on plastic support.
- 7) Insert ribbon between the ribbon guide and print head.
- 8) Tighten the ribbon again. Refer to Figure 3.
- 9) Cartridge is on a slight incline when it is correctly in place. This prolongs ribbon life.

Figure 1

Figure 2

Figure 3

## CARE AND MAINTENANCE OF THE HE-1600

The HS-1600 is designed to withstand normal day-to-day operation and operate trouble-free with little care and maintenance.

For optimal operation you must clean the HE-1600 as follows:

- 1) Turn OFF the HE-1600.
- 2) Use soft cloth to carefully remove all dust and dirt.
- 3) If outer case is dirty, clean with a soft, clean cloth dampened with a mild detergent or soap solution. Keep cover in place to prevent solution from getting inside the unit.

### WARNING

DO NOT USE ABRASIVE CLEANERS, ALCOHOLS OR THINNERS TO CLEAN THE HE-1600. THEY CAN DAMAGE THE CASE AND THE ELECTRONIC COMPONENTS.

DO NOT SPRAY DIRECTLY ON OR INSIDE THE HE-1600 WITH CLEANING SOLUTION OR LUBRICANTS; IT COULD CAUSE THE ELECTRONIC COMPONENTS AND THE CASE TO BE DAMAGED.

### SIGN ONLY FEATURE:

An account can be programmed to print a signature only.

- KEYSTROKE -

- DISPLAY -

**Insert Check**

SELECT ACCOUNT  
01-15-92 2:35PM

ACCT  
#4

#4 SIGN ONLY  
PRESS PRINT

PRINT

**NOTE:** "Check Number" will be displayed if your machine is programmed for check numbers or fees. Enter the check number and press PRINT.

#4 TRANSACTION TOTAL  
0.00 TL

**Remove Check**

SELECT ACCOUNT  
01-15-92 2:35PM

### REPEATING TRANSACTIONS:

Repeat transactions for the same amount can be completed by simply using the Repeat key. Depressing the Repeat key will recall the immediately previous transaction.

- KEYSTROKE -

- DISPLAY -

**Insert Check**

SELECT ACCOUNT  
01-15-92 2:35PM

REPEAT

**NOTE:** "Check Number" will be displayed if your machine is programmed for check numbers. Enter the check number and press PRINT.

#1 PRESS PRINT  
1500.50 R

PRINT

#1 TRANSACTION TOTAL  
1500.50 R

**Remove Check**

SELECT ACCOUNT  
01-15-92 2:35PM

### VOIDING TRANSACTIONS:

A check can be voided and the amount of the check subtracted from memory and the report totals. A void operation can be selected either before or after selecting the proper account key.

**NOTE:** If the HE-1600 has been programmed to not allow voiding, the void key will be inoperative.

- KEYSTROKE -

- DISPLAY -

**Insert Check to be Voided**

SELECT ACCOUNT  
01-15-92 2:35PM

VOID

SELECT ACCOUNT  
TO VOID

ACCT  
#3

#3 ENTER AMOUNT  
0.00 UD

1 5 0 0 0 0

#3 ENTER AMOUNT  
1500.00 UD

PRINT

**NOTE:** If the account is programmed for Fees and/or Check Numbers the display will prompt for them now. Enter the fee amount and/or check number and press print.

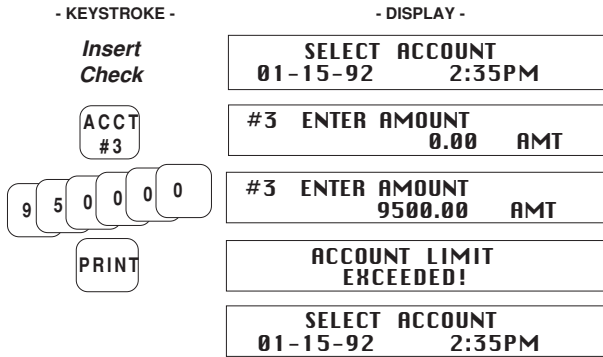
#3 TRANSACTION TOTAL  
1500.00 UD

**Remove Voided Check**

SELECT ACCOUNT  
01-15-92 2:35PM

**EXCEEDING  
PREPROGRAMMED  
LIMITS:**

If the amount entered exceeds the account limit, an error message ("ACCOUNT LIMIT EXCEEDED!") is displayed for three seconds, and then returns to home menu.



**MEMORY LOW WARNING FUNCTION:**

When the internal memory is nearly full, the following prompt will be displayed:

MEMORY LOW  
CLEAR TOTALS

At 490 checks in memory, an audible tone sounds for three seconds, and the above prompt is displayed. It will continue to be displayed until 500 checks are issued. Then the following prompt is displayed.

MEMORY IS FULL  
CLEAR TOTALS

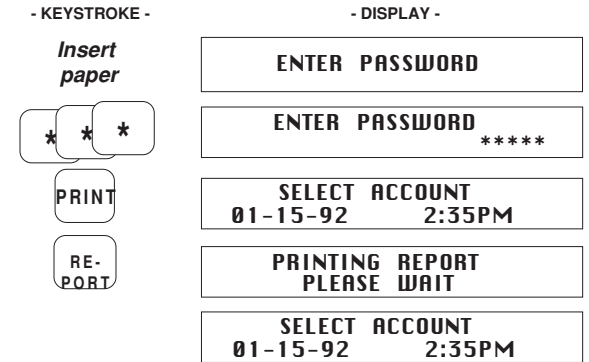
When memory is full, all operational keys are disabled except "REPORT" key if password option is used.

If operator passwords are active, depressing the "REPORT" key will allow each operator to print their own report. "MEMORY FULL - CLEAR TOTALS" continues to be displayed until the executive or manager clears the totals.

**OPERATOR REPORTS:**

The "REPORT" key is used to print operator reports, and is only active when the HE-1600 has been programmed for passwords.

Use 8-1/2" x 11" of A-3 paper for printing reports.



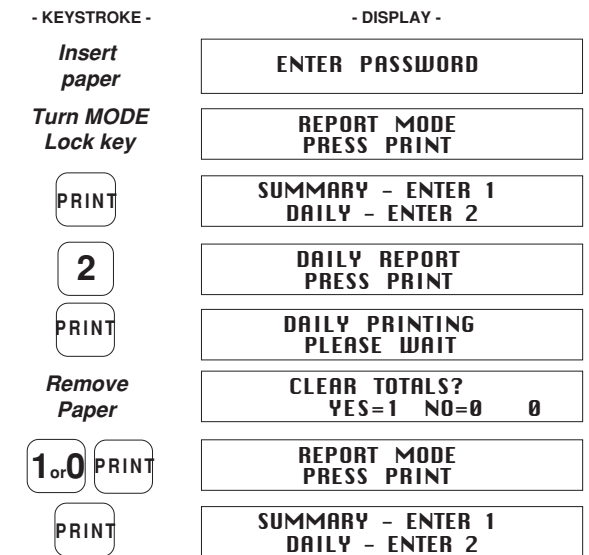
**SUMMARY and DAILY  
REPORTS,  
CLEARING TOTALS  
(MEMORY):**

Summary and Daily Reports are only for Executive or Manager use. A MODE Lock Key is necessary.

For example purposes we selected #2 to print a Daily Report. A Summary Report would be printed by selecting #1

Totals can only be cleared after printing either a Daily report or a Summary report. Therefore, it is recommended that both a Summary and Daily report be printed before clearing totals.

Use 8-1/2" x 11" or A-3 paper for printing reports.



**NOTE:** Use the same key sequence to print a Summary Report