

Everest Printer Printhead Stuck in Raised Position

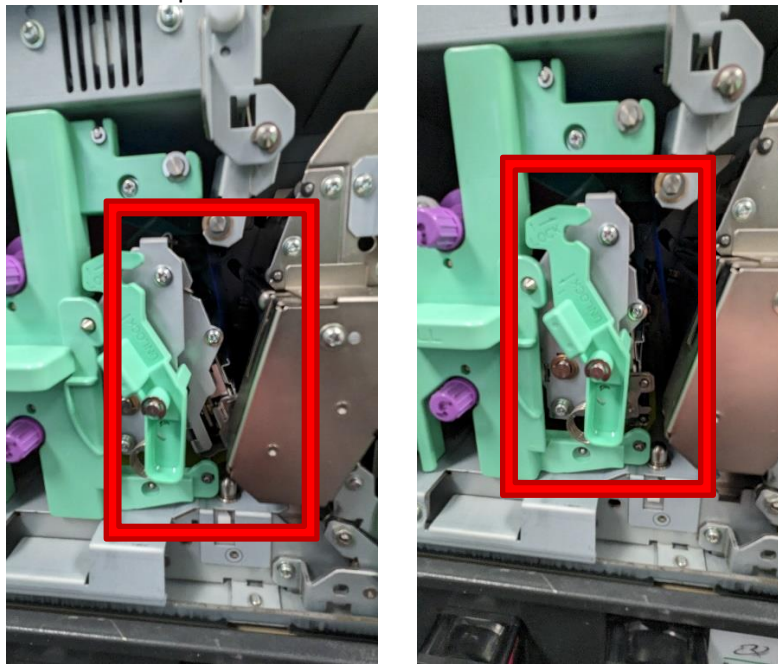
Issue: The printer printhead is stuck in a raised position, causing an obstruction to removal/installation of ribbons.

Resolution: Perform Everest Diagnostics Test 3 to return the printhead to its lowered position.

1. Boot the printer in Diagnostics mode.
 - a. Disconnect the **Power Cable** from the back of the Everest printer.
 - b. Set the **Mode Switch** to position 3.



- c. Reconnect the **Power Cable**.
2. Run Everest Diagnostics test 8.
 - a. On the front of the printer, press and release the operator button 7 times, then press and hold on the 8th press.
 - b. The printhead will raise and lower.
Note: The printer cover must be closed for this test to run.



3. Boot the printer into normal operating mode.
 - a. Disconnect the **Power Cable** from the back of the Everest printer.
 - b. Set the **Mode Switch** back to position 2.
 - c. Reconnect the **Power Cable**.