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SOURCE: Compaq Computer Corporation INFORMATION BLITZ

INFORMATION BLITZ TITLE: LA400/LA450/LA700 BLACK RIBBONS USAGE

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DEPARTMENT: CCS - Global Services Fulfillment

DPD, SMB, MVS, Consumer Services

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PRODUCT NAME(S) IMPACTED: LA400/LA400plus/LA450/LA700 printers.

PRODUCT FAMILY(IES):

PRODUCT NUMBERS:

Storage

Systems

Networks

PC

Software

Other (specify) ☒ PRINTERS

PROBLEM STATEMENT:

Calls have been received from Compaq Services call centers indicating that there is some confusion in the interchangeability of the two ribbons due to the description and the mounting characteristics differences.

BACKGROUND: There are two black ribbons that can be used with subject printers:

- Digital P/N = LA40R-KA Compaq P/N = 126336-B21
- Digital P/N = 3X-LA70R-KL Compaq P/N = 126340-B21

Currently, the LA40R-KA ribbon has a description and is marked as an LA400/LA450/LA700 Black Ribbon. The 3X-LA70R-KL has a description as an LA700 Long Life Black Ribbon.

While these two black ribbons can be used on either the LA400/LA450 or the LA700, there are some pre-requisites and/or restrictions that govern their use. This informational blitz is being issued to provide guidance to all concerned.

The two ribbon cartridges have slightly different mounting characteristics. The LA40R-KA has "two fingers" on each end of the cartridge that are snapped into the plastic holder on each end of its mounting area and held in place on a fixed basis.

The 3X-LA70R-KL has only "one finger" on each end of the cartridge that is snapped into the plastic holder on each end of its mounting area and is allowed to rotate slightly. The 3X-LA70R-KL also has a plastic "guide" that rides on the metal bar of the ribbon cartridge. The plastic holder on both the LA400/LA450 and the LA700 are identical and can accept either ribbon cartridge.

The reason for use of one ribbon or the other is dependent upon whether the color mechanism is installed or not. The color mechanism provides a "ribbon lifting" capability to allow full access to the four bands of the ribbon from top to bottom. The LA400/LA450 ships without the color mechanism. It is available as an option. The LA700 ships with the color mechanism as a standard installed item.

Applicable part numbers are:

- Color Mech: Digital P/N = LA40X-CK
Compaq P/N = 126330-B21
- Color Ribbon: Digital P/N = LA40R-KC
Compaq P/N = 126337-B21

SOLUTION:

A change in the description of the LA40R-KA is being made to reflect it as an LA400/LA450 Black Ribbon. Reference to the LA700 will be removed. The information or guidance that call center representatives need to know and pass on to their customers is as follows:

LA400/LA450:

- The ribbon that should be used in an LA400/LA450, without the color mechanism installed is the LA40R-KA.
- If the color mechanism is installed, the customer can use either the LA40R-KA or the 3X-LA70R-KL. It is recommended that since the customer has installed the color mechanism, that they use the 3X-LA70R-KL. The benefits are same cost with greater life in terms of characters printed.
- If the color mechanism is installed, the customer can also use the LA40R-KC color ribbon for color printing. The color ribbon cannot be used if the color mechanism is not installed.

LA700:

- The LA700 comes standard with the color mechanism installed.
- The customer can use either the LA40R-KA or the 3X-LA70R-KL. It is recommended that since the customer has the color mechanism, that they use the 3X-LA70R-KL. The benefits are same cost with greater life in terms of characters printed.
- The customer can also use the LA40R-KC color ribbon for color printing since the color mechanism is installed.

ADDITIONAL COMMENTS: N/A

*****< NOTE >*****
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