# TallyGenicom TechNote GEN_T_009

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## NVRAM Clear Procedure - T6212 / T6215 / T6218, T6306 / T6312

**Issue / Symptom:** Clearing the NV RAM - This procedure should be performed every time new firmware code is flashed to the printer. It may also clear "strange" problems that don't seem to have any kind of reasonable explanation.

**Special Instructions:**
This procedure will reset ALL special configurations. Ensure, if possible, that a Current Configuration page is available to use for setting non-default values afterwards.

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**Procedures:**

Take the printer OFFLINE
Turn ON the Tech Access feature (hold ENTER and LINE FEED keys depressed approx. 5 seconds - until printer "beeps")
Press the MENU key then UP Arrow to Offline - Test Menu
Press ENTER then UP Arrow to Test Menu - Diag
Press ENTER then UP Arrow to Diag - Clear
Press ENTER then UP Arrow to Clear - NVRAM
Press ENTER

In about 7 seconds, the Display will show NVRAM Fault - Press Clear
Clear the calibrations and re-calibrate the printer, see TechNote gen_t_031.

Proceed with testing and reconfiguring

Note: The Platen Open error message is normal as a result of loading new code or clearing the NVRAM. You will have to calibrate the platen sensor before anything else can be accomplished.

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Need help? Call our knowledgeable sales staff at: *708-597-4222*