

Chapter 10 - Troubleshooting

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Introduction

Whether you are a new user of the Accel-a-Writer 812 or an old pro, this chapter can help you correct most problems encountered. It covers printer hardware starting with printer jams, followed by status messages, and a preliminary troubleshooting procedure. Then the chapter goes over miscellaneous troubleshooting and print quality issues. The final section provides specifics on XANTÉ Technical Support and how to place a service call.

Jams

This section covers preventing and clearing media jams.

Preventing Jams

Many jams are the result of using the wrong consumables, either toner or media, and handling the consumables incorrectly. The following tips can help avoid these types of jams.

- Make sure all media meets the guidelines in “Media Handling” in chapter 6.
- Make sure media is stored following the guidelines in “Storing Media” in chapter 6.
- Make sure the correct size media is loaded in the selected cassette or tray.
- When printing on various media, always follow the guidelines in the corresponding sections of chapter 6 (“Printing Transparencies,” “Printing Envelopes,” or “Printing Labels”).

- Make sure all media is in good condition—not torn, wrinkled, curled, or damp.
- Never overfill cassettes or the fold down tray. The cassettes hold approximately 250 sheets of plain or laser paper. The fold down tray holds approximately 100 sheets of laser or plain paper, 50 transparencies, 40 label sheets or up to 10 envelopes. Make sure stock does not exceed upper limit marks on the cassette or tray.
- Always load the cassette media print-side down and the fold down paper tray media print-side up.
- Empty the output tray when it gets full to prevent the media already in the tray from blocking media as it exits the printer.
- Use XANTÉ supplied toner.
- Do not use refilled toner cartridges.
- Make sure to handle and store toner cartridges following the guidelines in the “Handling and Replacing the Toner Cartridge” section of chapter 6.
- Keep the printer clean. See “Cleaning the Printer” in chapter 8 for details.

Clearing Jams

Jams can occur along the paper path in the four major areas illustrated in figure 10.1. The four areas are

- The paper pick-up areas
- The paper access door area
- The fuser assembly area
- The paper exit area

2. Check the cassette slot for jammed media. If found, gently pull the media out in the direction of the arrow in figure 10.2.

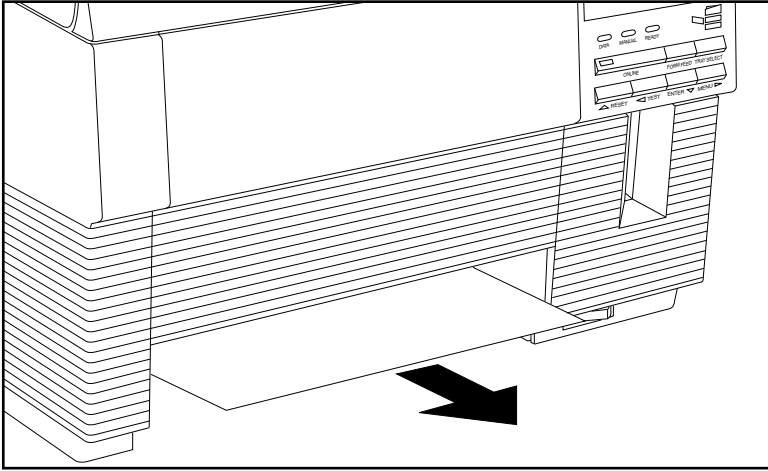


Fig. 10.2 Remove the Jam from the Cassette Slot

3. Check the fold down tray slot for a media jam. If it is there, gently pull the media out in the direction of the arrow in figure 10.3.

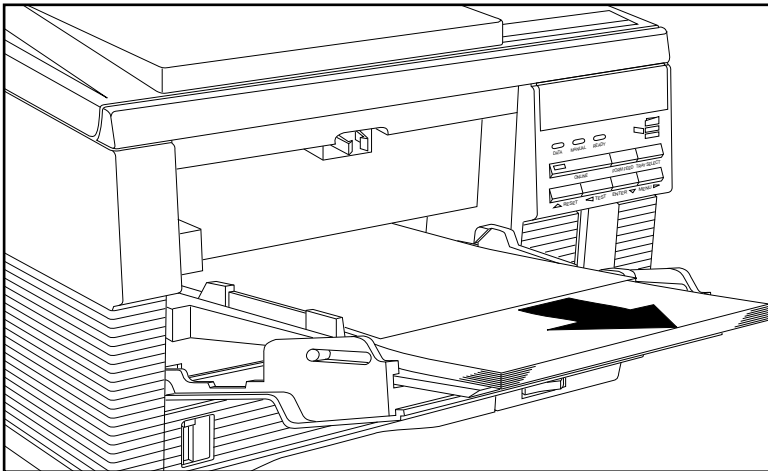


Fig. 10.3 Remove the Jam from the Fold Down Tray

4. Continue checking the paper path for jams in the access door area.

Access Door Area

Use the following procedure to clear access door area jams.

1. Open the top cover (fig. 10.4).

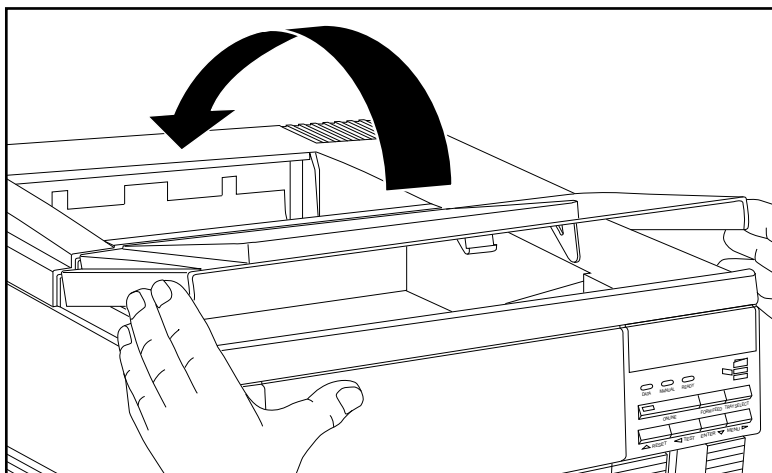


Fig. 10.4 Open the Top Cover

2. Remove the Toner cartridge and set it aside (fig. 10.5).

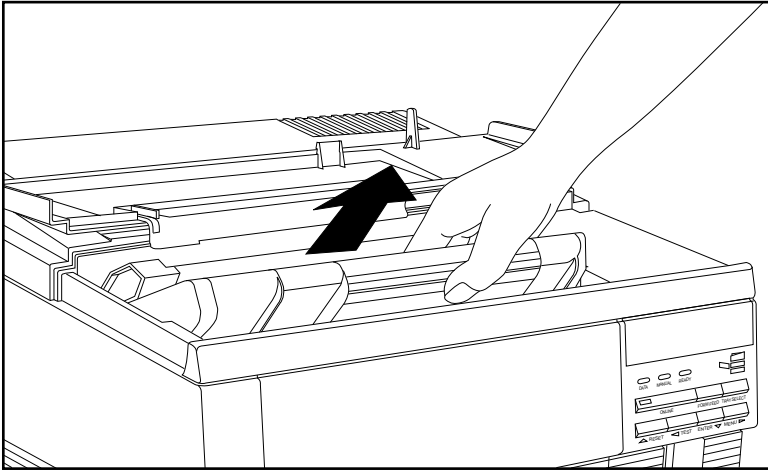


Fig. 10.5 Remove the Toner Cartridge

Caution: The toner cartridge is sensitive to bright lights and direct sunlight. Do not keep it out of the printer for any extended periods without putting it in the bag it was shipped in or covering it with a dark cloth. The cartridge contains a magnet, so keep it away from your hard disk(s) and monitor to prevent possible data loss or equipment damage.

3. Open the paper access door by pulling the green lever on the left (fig. 10.6).

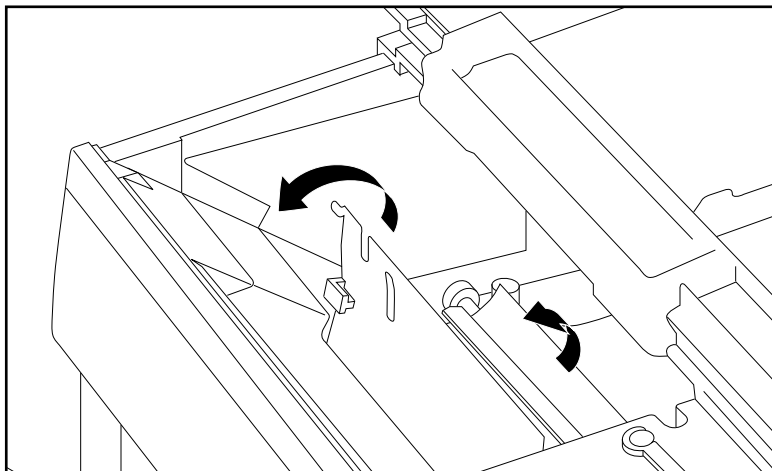


Fig. 10.6 Open the Paper Access Door

4. Check the paper access door area for a jam. If found, remove the jam in one of the following ways.
 - a. Remove the jam by gently pulling it out from the standard cassette slot if you can see the media in the slot and it will easily pull out (fig. 10.7).

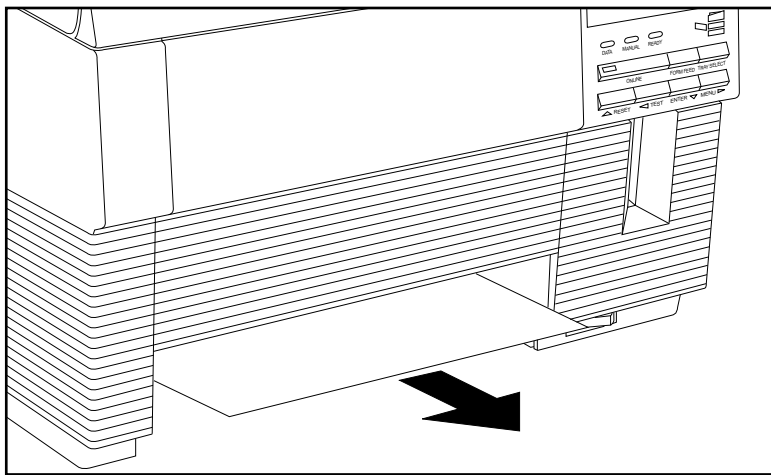


Fig. 10.7 Remove the Jam via the Cassette Slot

- b. Remove the jam gently by first moving it toward the printer and then pulling it toward you (fig. 10.8).

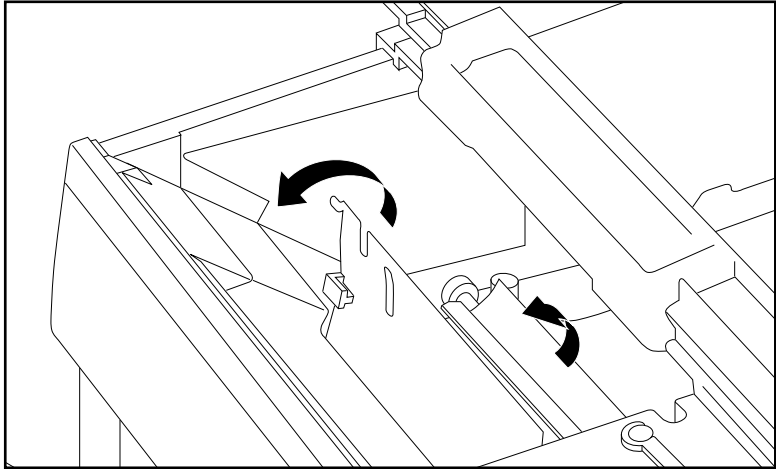


Fig. 10.8 Remove the Jam via the Access Door Area

- c. If the media has already entered the fuser area and does not come out easily, skip to the next section, “Fuser Assembly Area.”
5. Close the paper access door.
 6. Continue checking the paper path for jams in the fuser assembly area.

Fuser Assembly Area

Use the following procedure to clear fuser assembly area jams.

Warning! The fuser unit can become extremely hot during printing and can cause severe burns. Do not touch this area.

1. Check the fuser area for a jam. If found, gently pull the media out in the direction of the arrow in figure 10.9.

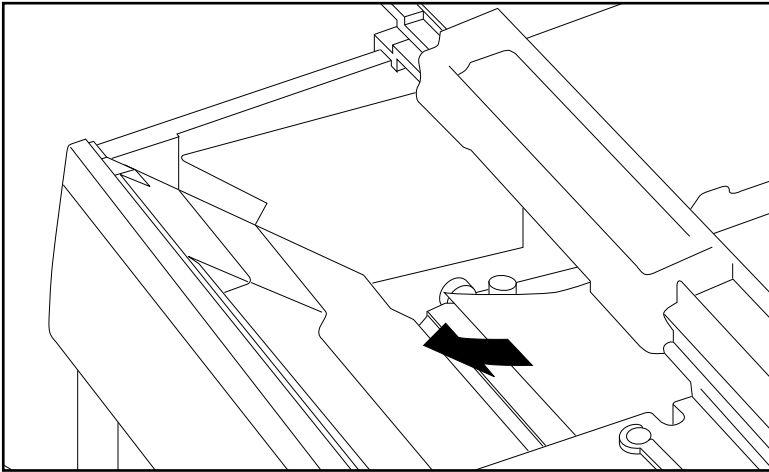


Fig. 10.9 Remove the Jam from the Fuser Assembly Area

2. Align and slide the toner cartridge back into the printer until it rests securely in place (fig. 10.10). If the cartridge is not seated correctly, the top cover will not close completely.

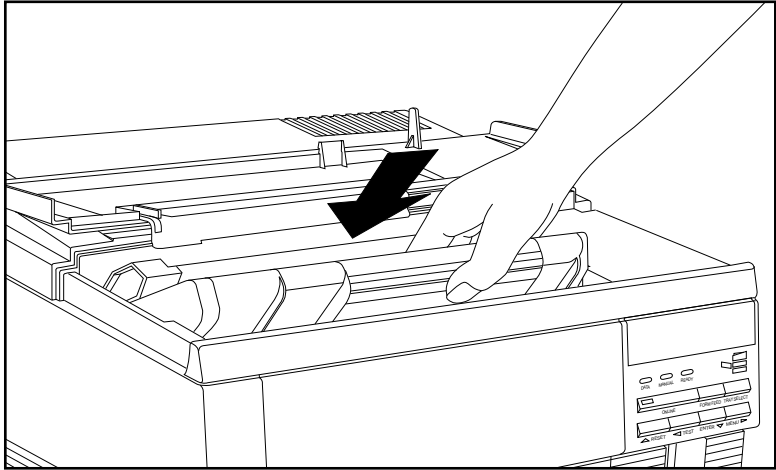


Fig. 10.10 Load the Toner Cartridge

3. Close the top cover.
4. Continue checking the paper path for jams in the paper exit area.

Paper Exit Area

Use the following procedure to clear paper exit area jams.

1. Open the rear cover by pressing in and pulling the latch back and down (fig. 10.11).

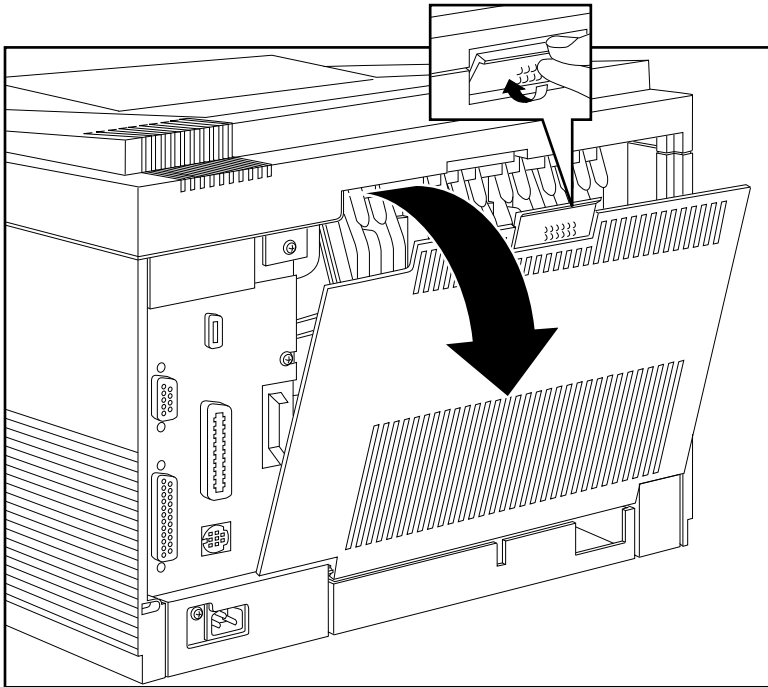


Fig. 10.11 Open the Rear Cover

2. Remove the jam using one of the following methods.
 - a. If the media is not completely past the fuser area, first gently pull the media's trailing edge loose from the fuser unit and then pull the lead edge to remove the media via the paper exit (fig. 10.12).

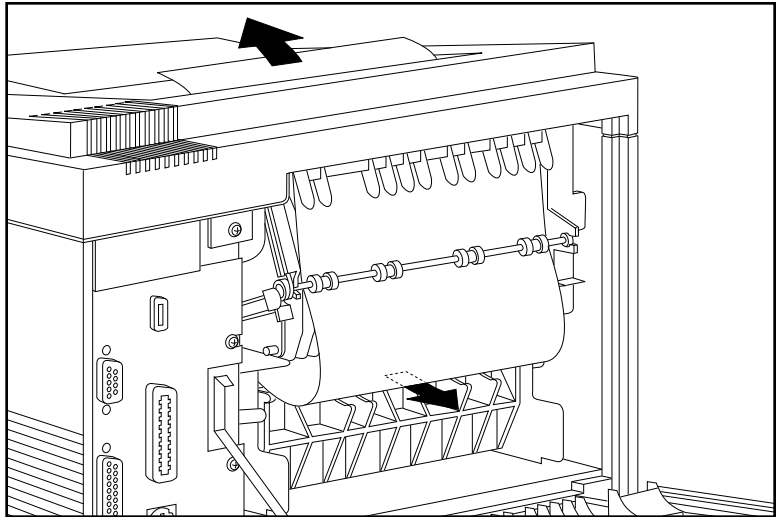


Fig. 10.12 Remove the Jam from the Fuser and Paper Exit Area

- b. If the media is past the fuser area, press and hold down the green lever on the left to release the paper lock bar. Remove the jam by pulling the media's trailing edge down in the direction of the arrow in figure 10.13, and then release the green lever.

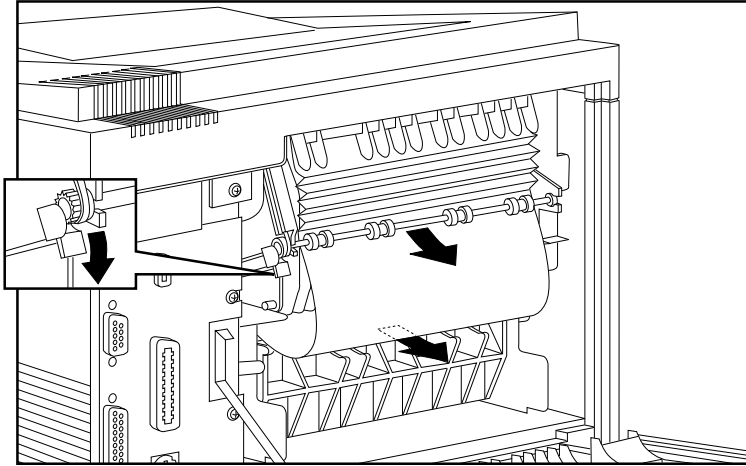


Fig. 10.13 Remove a Jam from the Paper Exit Area

3. Close the rear cover, making sure it latches firmly.

Status Messages

Often, you can solve questions by checking the display window on your printer's front panel for printer status or service messages.

Printer Status Messages

The following messages alert you to the general status of your printer or to situations which require you take some action such as loading paper.

ACCEL-A-WRITER	The power to the printer has been turned on and the printer is coming up to full power before beginning to initialize.
FEED B5	Manual feed is selected and B5 media is selected and needs to be loaded into the printer.
FEED <PAGE SIZE>	Manual feed is selected. <PAGE SIZE> is replaced by the size of the selected media, such as letter.
FIRST JOB	The printer is checking to see if there is an initializing file (such as STARTPAGE) which needs to be run.
INITIALIZING	The printer is warming up, performing setup routines, and getting ready to go on line.
NO EP-CART	The toner cartridge is either not in the printer or not seated firmly in the printer. Install a toner cartridge or reseal the current cartridge.
OFFLINE	The printer is off line which means it is not ready to receive and process data.
PAPER JAM	A media jam has occurred along the paper path. Clear the jam using the procedure in “Clearing Jams” earlier in this chapter.
PAPER OUT	Either the cassette is pulled out or the selected media source is out of paper. Push the cassette in or fill the current media cassette or tray.
PRINTER OPEN	The printer is not closed completely. Make sure the top cover is closed completely.

PROCESSING	The printer is processing a job, preparing it to print.
READY/ IDLE	The printer is on line and ready to accept a print job.
READY/PRINTING	The printer is completing a print job and ready to accept a new job to begin processing.
RESET TO STOP	The printer has been taken off line during an active job.
RESETTING JOB	The printer is resetting after the Reset ↑ key has been pressed and an active job has been cancelled.
TEST PRINT	The printer is printing a test page when the printer is off line and not working within the menu structure.
TONER LOW	The toner is running low. Try redistributing toner in the current cartridge or install a new toner cartridge.
WAITING	The printer is waiting to receive more data on a job before printing.
WARMING UP	The printer is warming up and the fuser unit has not reached optimum temperature yet. Wait until READY/ IDLE appears in the display window before sending a job to the printer.

Printer Service Messages

You may see one of the following messages occasionally which indicates a mechanical issue requiring a service call. Be sure to make a note of the message before calling.

SERVICE A	The fuser unit needs attention.
SERVICE B	The laser diode, scanning mirror, or scanning motor needs attention.
SERVICE E	An engine part other than one covered by SERVICE A or B needs attention.

Preliminary Troubleshooting

Preliminary troubleshooting covers both a general once over of the printer and then specific checks depending on the environment, Macintosh, PC, or Ethernet. Also, Ethernet troubleshooting is covered in the Ethernet upgrade documentation.

The General Checkup

If you experience problems printing, the following quick checkup may provide an easy, fast solution regardless of your printing environment.

- Make sure the power cord is plugged into the printer and the power source.
- Make sure the power source is working.
- Make sure all cables are connected and seated properly.
- Depending on your working environment, either go to the next section, “Macintosh Environment Checkup” or skip to “PC Environment Checkup” later in this chapter.

Macintosh Environment Checkup

In a Macintosh environment, if you experience printing problems, other than quality ones, the following quick checkup may provide an easy, fast solution.

- Make sure all LocalTalk cabling and transformer boxes are connected correctly. If there are any open sockets, close them with terminating resistors. See “Connecting in a Macintosh Environment” in chapter 2 for details.
- Make sure you select the correct LaserWriter icon and your printer, and verify that LocalTalk is active in the Chooser.
- Make sure the correct LaserWriter file is in your System Folder.
- Make sure you install screen fonts to match the printer fonts you use. See “Loading Screen Fonts” in chapter 3 for details.
- If you have an Ethernet setup, make sure all Ethernet cabling is connected correctly. See your network documentation for details.
- If you have an Ethernet setup, open the Control Panel, click Network, make sure Ethernet is selected, and change from LocalTalk to EtherTalk.

PC Environment Checkup

In a PC environment, if you experience printing problems, other than quality ones, the following quick checkup may provide an easy, fast solution.

- Make sure your application, printer, and host communications settings all match. You can check and change printer settings through the front panel (see “The Configuration Menu Structure” in chapter 5). See your application and host documentation for checking and changing those respective settings.

Miscellaneous Troubleshooting

This section covers miscellaneous troubleshooting except for print quality. Print quality is covered in the next section.

§ *The printer powers on, but no start-up page prints.*

∞ Possible Solutions:

- The start-up page option may not be enabled. To check this, press the Menu →key until SETUP:MISC appears in the display window. Press the Enter ↓ key to enter the SETUP:MISC menu. Then, if necessary, press the Menu →key until MISC:STARTUP PAGE appears in the display window and press the Enter ↓ key.

If STARTUP PAGE:YES is capitalized, this feature is already enabled; if so, press the On Line key and skip to the next bullet item in this list. If not, press the Enter ↓ key to select this option, and then press the On Line key. Turn the printer off and back on; the start-up page should print.

- Check the display window on the front panel for messages.
- Make sure the toner cartridge is installed.
- Make sure that the source cassette or tray is selected and it has media loaded. If you use a cassette, make sure it is seated firmly in the printer.
- Remove the paper cassette from the printer. If there is no front panel activity or engine light activity, replace the paper cassette, turn the printer off and try to start it again.

§ *The printer powers up, but I cannot print from my application.*

∞ Possible Solutions:

- Make sure all cables are connected and seated properly.
- Make sure the printer is on line. The On Line key LED should be lit and the display window should read READY/IDLE or READY/PRINTING. If not, press the On Line key once to put the printer on line.
- If you work in a Macintosh environment, make sure the printer is selected in the Chooser.
- Remove the paper cassette from the printer. If there is no front panel activity or engine light activity, replace the paper cassette, turn the printer off, and start the printer again.

§ *When I print a legal size document, the text is chopped off for a letter size page.*

∞ Possible Solutions:

- If you try to print legal size documents from the fold down tray, you have to select legal paper size and manual feed within your application.
- If you have a legal tray installed, you have to select legal paper size within your application.

§ *When printing a legal size page, the printer jams on the output tray.*

∞ Possible Solutions:

- The printer does not see the paper size as legal paper. Make sure that a legal size paper tray is in the printer and that legal size paper is chosen within your application. Then, try printing the file again.
- Select legal paper size and manual feed within your application. Then, print from the fold down tray.

- Make sure the paper stop on the output tray is adjusted for legal, not letter size output.

§ *When I send a file to be printed, page after page of text prints and the type looks like a program listing.*

∞ Possible Solutions:

- Make sure the printer and application settings are the same. If you are printing a PostScript document, the printer needs to be in PostScript or AIS mode. If you are printing a PCL 5 document, the printer needs to be in PCL5 or AIS mode. If you are printing an HP-GL 7475A document, the printer needs to be in HP-GL 7475A mode.
- If the file is a PostScript file and the printer is set to automatic emulation sensing, put the printer in PostScript mode and send the PostScript document again.
- Send a copy of the file that is giving you trouble to XANTÉ's Technical Support with a brief description of the problems. See "Calling for Technical Support" later in this chapter for details.

§ *When downloading a font or PostScript file using System 7, the Macintosh displays the message, “Looking for LaserWriter...” and then “Cannot find printer on chooser.” displays.*

∞ Possible Solutions:

- Open the System Folder and view by icon.
- Open the Extensions folder and view by icon.
- Drag the LaserWriter driver out of the Extensions folder and into the System Folder.
- Remove any LaserPrep files from the System and Extensions folders.
- Turn both your Macintosh and printer off and then back on again.
- Select the Chooser from the Apple menu, make sure LocalTalk is active, and select the Accel-a-Writer 812 printer.
- If you have an Ethernet setup, select Control Panels from the Apple menu; then select Network and make sure Ethernet is selected.
- Continue printing as usual.

§ *The Accel-a-Writer 812 does not show up on the Chooser.*

∞ Possible Solutions:

- Check for proper termination on all LocalTalk cables and boxes. See “Connecting in a Macintosh Environment” in chapter 2 for details.
- If you have an Ethernet setup, make sure all Ethernet cabling is connected correctly. See your network documentation for details.
- Make sure the interface is enabled.
- Disable all background printing and print spoolers.
- Try a new cable between your Macintosh host and printer.

- Reboot the printer and your host. Try selecting the Accel-a-Writer 812 from the Chooser again.

Print Quality Troubleshooting

This section covers print quality troubleshooting. For other general troubleshooting matters, see the previous section “Miscellaneous Troubleshooting.”

§ *The solid black print is washed out.*

∞ Possible Solutions:

- Clean the printer. See “Cleaning the Printer” in chapter 8 for details.
- Remove the toner cartridge and redistribute the toner. See “Redistributing Toner” in chapter 6 for details.
- Use laser quality media and make sure it meets all the requirements in the “Media Handling” section of chapter 6.
- Install a new toner cartridge. See “Handling and Replacing the Toner Cartridge” in chapter 6 for details.

§ *Scanned images are dark and the details are lost.*

∞ Possible Solutions:

- Check the original image to see if it is dark. If not, rescan the image and try to print it again.
- Try increasing the gamma corrections setting on your printer. Even if the original image which you scanned is too dark, the gamma feature on your printer allows you to adjust midrange grayscale values without altering the black shadow or white highlight values. This can bring out details in the midranges. See “Making Gamma Corrections” in chapter 6 for details.

§ *Vertical banding on images occurs when printing.*

∞ Possible Solutions:

- Use a new toner cartridge, not a refilled toner cartridge.
- Clean the printer. See chapter 8, “Maintenance,” for details.
- Remove the toner cartridge and redistribute the toner. See “Redistributing Toner” in chapter 6 for details.
- Install a new toner cartridge. Remember, a new cartridge may need a short break-in run of several copies since toner can settle during storage. See “Handling and Replacing the Toner Cartridge” in chapter 6 for details.
- Replace the media with new media, making sure it meets all the requirements in the “Media Handling” section of chapter 6.
- Adjust the screen frequency for the images within the applications. The printer default screen frequency is 85 lpi. Also, see chapter 7, “Advanced Imaging,” for more details on screen frequency.

§ *Horizontal white lines occur on the page.*

∞ Possible Solutions:

- Clean the printer. See “Cleaning the Printer” in chapter 8 for details.
- Remove the toner cartridge and redistribute the toner. See “Redistributing Toner” in chapter 6 for details.
- Install a new toner cartridge. Remember, a new cartridge may need a short break-in run of several copies since toner can settle during storage. See “Handling and Replacing the Toner Cartridge” in chapter 6 for details.

- Replace the media with new media, making sure it meets all the requirements in the “Media Handling” section of chapter 6.

§ *Marks on the page occur in the same vertical location but staggered in the horizontal direction.*

∞ Possible Solutions:

- Clean the printer. See “Cleaning the Printer” in chapter 8 for details.
- Remove the toner cartridge and redistribute the toner. See “Redistributing Toner” in chapter 6 for details.
- Install a new toner cartridge. Remember, a new cartridge may need a short break-in run of several copies since toner can settle during storage. See “Handling and Replacing the Toner Cartridge” in chapter 6 for details.

§ *The start-up page has banding along the vertical axis of the page.*

∞ Possible Solutions:

- Clean the printer. See “Cleaning the Printer” in chapter 8 for details.
- Remove the toner cartridge and redistribute the toner. See “Redistributing Toner” in chapter 6 for details.
- Install a new toner cartridge. Remember, a new cartridge may need a short break-in run of several copies since toner can settle during storage. See “Handling and Replacing the Toner Cartridge” in chapter 6 for details.
- Replace the media with new media, making sure it meets all the requirements in the “Media Handling” section of chapter 6.

§ *Under Windows, character spacing is altered, changing pagination when printing a document at a resolution that is different than the resolution defined when it was created.*

∞ Possible Solution:

- Make sure you select a resolution in your application that is available in your printer.

Calling for Technical Support

You can solve most printer problems by following the suggestions in this chapter. Be sure to read this chapter before calling for technical support. If these solutions do not work, gather the following troubleshooting information, and then call XANTÉ's Technical Support.

Troubleshooting Information

- A start-up page from the printer
- The model of your printer
- The current printer firmware version (this appears on the start-up page)
- The type of host and the operating system (version number) you are using
- The current emulation and interface in use (and protocol if using the serial interface)
- The amount of printer memory (this appears on the start-up page)
- The application(s), including version(s) used
- A full description of the problem
- A list of error or status messages if they appear

If you have the troubleshooting information available when you call, it helps our technicians serve you more quickly. You also have a choice of phone, fax, or bulletin board support.

XANTÉ Phone Support

Before you call for support, be sure to gather the information listed in the previous section, “Troubleshooting Information.” Contact XANTÉ’s Technical Support at 800-926-8393 in the US and Canada, at 95-800-926-8393 in Mexico, and at 334-342-4846 elsewhere from 7 a.m. until 7 p.m. Central time Monday through Thursday and 7 a.m. until 6 p.m. on Friday. This means that most weekdays if you are in the continental US, you can reach support during normal business hours from 8 a.m. until 5 p.m. regardless of your time zone. If the technical lines are busy, you will be given a call number and your call will be placed next in line for the first available technician.

XANTÉ Fax Support

You have an option of 24 hour fax support. XANTÉ’s Technical Support fax number is 334-342-4635. If you decide to use our fax support, be sure to include the information listed under “Troubleshooting Information” earlier in this section. Also, indicate whether you wish the response to be faxed or phoned and include your appropriate number.

XANTÉ Bulletin Board Support

XANTÉ provides a 24 hour technical service bulletin board. The board number is 334-342-4746. The setup is 8 data bits, no parity, and one stop bit with baud rates up to 14,400. Before you use the bulletin board, be sure to gather and include the information listed under “Troubleshooting Information” earlier in this section. New users can log on as new.

The XANTÉ bulletin board contains the latest utility files, and technical bulletins will be added as they become available. You can also use the bulletin board to upload problem files for us to test.



