

Chapter 10 - Troubleshooting

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Introduction

Whether you are a new user of the Accel-a-Writer 8200 or an old pro, this chapter can help you correct most problems encountered. You will find as you go through this section that printing issues usually derive from one of three areas: applications, host hardware, or printer hardware.

This chapter covers printer hardware. It starts with printer jams, followed by status messages and a preliminary troubleshooting procedure. Then it 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,” “Printing Labels,” or “Printing on Variable Sized Media”).

- 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, or 40 label sheets. Make sure stock does not exceed upper limit marks on the cassette or tray.
- Always load the cassette media print-side up and the fold down paper tray media print-side down.
- Make sure the paper stop on the output tray is adjusted for the size media in use.
- 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 occur along the paper path in the areas illustrated in figure 10.1. Since media jams can occur in several areas at the same time, you need to check the full paper path.

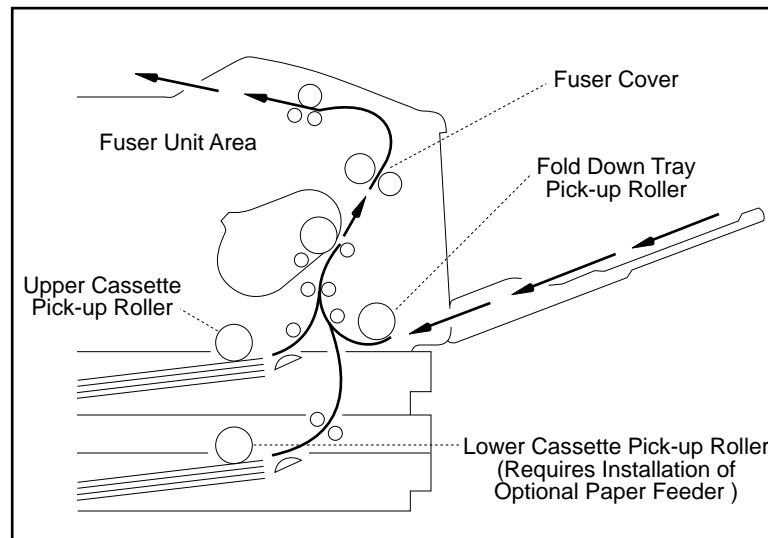


Fig. 10.1 The Paper Path

To fix media jams

1. Open the fold down paper tray (fig. 9.6) if it is closed. If it is open and has media in it, remove the media.
2. Open the front cover (fig. 9.7).

Warning! The fuser unit and print delivery guides can become extremely hot during printing and can cause severe burns. Do not touch these areas.

3. Check the pick up roller area for a jam. If found, remove the media by pulling it in the direction of the arrow in figure 10.2.

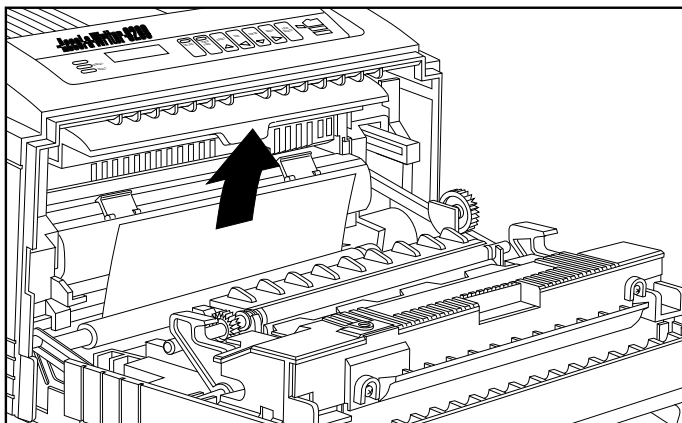


Fig. 10.2 Remove Media from the Roller Area

4. Check the fuser unit area for a jam. If found, use the following procedure to remove the media.
 - a. If any part of the media comes out of the fusing unit on the inside toward the printer, pull the media out in the direction of the arrow in figure 10.3.

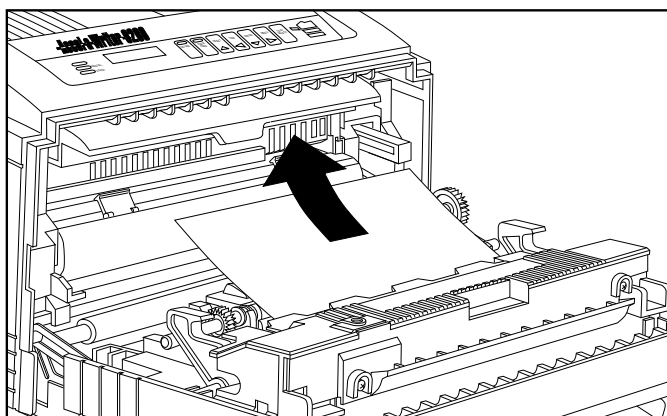


Fig. 10.3 Remove Media from the Fuser Area

- b. If the media has passed through the fuser unit and only appears toward the outside of the printer, pull the media in the opposite direction of the arrow in figure 10.3.
5. Check the output tray for a jam. If found, pull the media out from the output tray (fig. 10.4).

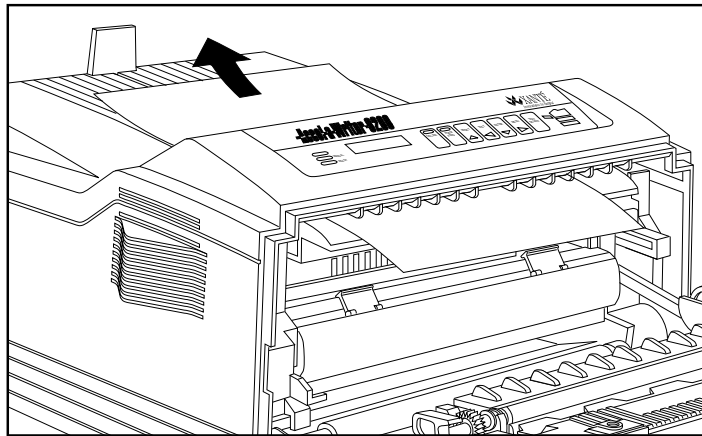


Fig. 10.4 Remove Media from the Output Tray

6. Check the paper cassette area for a jam. If found, use the following procedure to remove the jam.
 - a. Remove the cassette currently selected.
 - b. If you find a jam, remove the media (fig. 10.5) from the cassette slot. If you use two cassettes and cannot remove a jam from the lower cassette slot, remove it through the upper cassette slot.

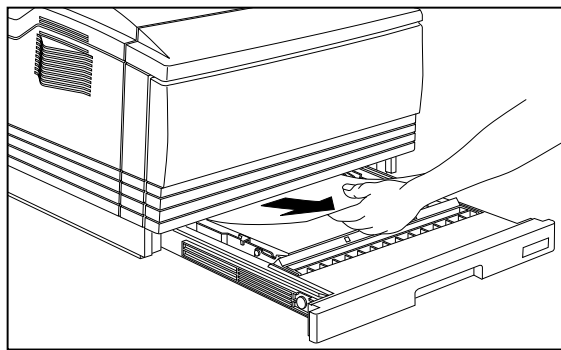


Fig. 10.5 Remove Media from the Cassette Area

7. Close the front cover; then, open the fuser cover and check that area for a jam. If found, remove the jam by pulling the media out in the direction of the arrow in figure 10.6.

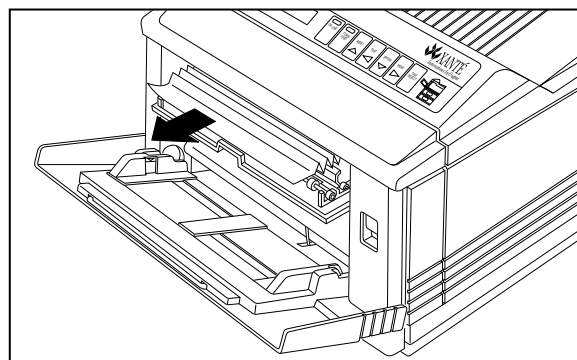


Fig. 10.6 Remove Media from the Fuser Cover Area

8. Close the fuser cover and, if you are not going to use the fold down tray, close it. Then, resume printing from your application.

Note: Your printer has an automatic jam recovery feature. This means if the feature is enabled and a multiple page job jams, as long as you do not turn off the printer to remove the jam, the printer reprints the jammed page and the rest of the job. See “The Jam Recovery Menu” in chapter 5 for more details.

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 you can solve easily without a long troubleshooting process or a service call.

Accel-a-Writer	Power to the printer has been turned on and the printer is coming up to full power before beginning to initialize.
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 in place. Install a toner cartridge or reseal the current one.

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, the selected media source is out of paper, or trays have different size media loaded when tray chaining is selected. Push the cassette in, fill the current media cassette or tray, or make sure the same size media is in both cassettes when chaining.
PRINTER OPEN	The printer is not closed completely. Make sure the front cover and output tray are closed completely.
PROCESSING	The printer is processing a job, getting it ready 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.
- 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, and make sure EtherTalk is selected.

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.
- Try sending an end-of-job marker using the XANTÉ Utilities D.PS file. If the previous job lacked this marker, the printer expects more data and will not print until it receives the end-of-job. See “PS Directory” in chapter 4 for details.

Miscellaneous Troubleshooting

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

§ *The printer powers on, but no start-up page prints (the start-up page is the page that prints when the printer is turned on).*

∞ 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:STRTUP PAGE appears in the display window and press the Enter ↓ key.

If STRTUP 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.

§ *All the lights on the printer are staying on.*

∞ Possible Solution:

- Be patient. Each time you turn your printer on, a RAM test is performed. For the printers with large RAM sizes, this test can take a little longer.

§ *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 document, the printer needs to be in HP-GL mode.
- If the file is a PostScript file and the printer is set to AIS 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."*

∞ 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 8200 printer.
- If you have an Ethernet setup, select Control Panels from the Apple menu; then select Network and make sure EtherTalk is selected.
- Continue printing as usual.

§ *The Accel-a-Writer 8200 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 8200 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.
- Set the toner density to a heavier setting. See “Adjusting the Density Dial” 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 7 for details.

§ *Horizontal 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.
- Adjust the toner density to a lighter setting. See “Adjusting the Density Dial” 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.
- Set the printer for a resolution higher than 600 dpi if one is available. See “The Configuration Menu Structure” section in chapter 5 for details.

§ *Vertical 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 horizontal location but staggered in the vertical 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 pages's horizontal axis.*

∞ 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.



