Chapter 11 - Troubleshooting

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Introduction

This chapter provides troubleshooting information to identify and resolve problems with printer power and setup, print quality, and color issues. Printer status messages and their definitions are provided as well as suggestions for troubleshooting other problems.

Status Messages

Printer front panel window messages provide printer status information and can help you determine the source of a problem or paper jam. There are 3 types of display messages:

- Printer status message (during operation and standby)—no action is required.
- Operator status message (error condition)—user level action is required.
- Service status message (error condition)—service action is required. Contact XANTÉ or your XANTÉ vendor. See “Technical Support” at the end of this chapter.

In the following list, the type of status message is indicated after the message description. If a number is referenced, it is for XANTÉ service technician use.

CHECK CLEAN ROLLER
Check the fuser cleaning roller. It may not be installed, be installed incorrectly, or need to be replaced. (Operator #14)

CHECK FUSER OIL
Check the fuser oil bottle. It may not be installed, be installed incorrectly, or oil may be low and the bottle needs to be replaced. (Operator #14)

CHECK FUSER ROLLER
The fuser roller needs cleaning. (Operator #14)
<table>
<thead>
<tr>
<th>Troubleshooting Issue</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHECK WASTE TONER</td>
<td>Check the toner waste pack. The pack may be full, not installed, or not installed correctly. (Operator #14)</td>
</tr>
<tr>
<td>DRUM PAPER JAM</td>
<td>A media jam has occurred in the back cover area near the drum. See “Clearing Jams” later in this chapter. (Operator #17)</td>
</tr>
<tr>
<td>DUPLEX BAD MEDIA</td>
<td>A media jam has occurred in the duplexer because of bad media. See “Clearing Jams” later in this chapter and “Media Specifications” in chapter 7. (Operator #17 or #11)</td>
</tr>
<tr>
<td>DUPLEX COVER OPEN</td>
<td>A duplex cover is not closed correctly. (Operator)</td>
</tr>
<tr>
<td>DUPLEX JAM UPPER</td>
<td>A media jam has occurred in the top part of the duplexer. See “Clearing Jams” later in this chapter. (Operator)</td>
</tr>
<tr>
<td>DUPLEX JAM LOWER</td>
<td>A media jam has occurred in the lower part of the duplexer. See “Clearing Jams” later in this chapter. (Operator)</td>
</tr>
<tr>
<td>DUPLEX PAPER JAM</td>
<td>A media jam has occurred in the duplexer. See “Clearing Jams” later in this chapter. (Operator #17)</td>
</tr>
<tr>
<td>E:C3 NVRAM</td>
<td>There is a NVRAM error. (Service)</td>
</tr>
<tr>
<td>E:C4 HARDWARE</td>
<td>There is an engine controller hardware error. (Service)</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E:C7</td>
<td>CLOCK</td>
</tr>
<tr>
<td>E:D1</td>
<td>YELLOW CLUTCH</td>
</tr>
<tr>
<td>E:D2</td>
<td>MAGENTA CLUTCH</td>
</tr>
<tr>
<td>E:D3</td>
<td>CYAN CLUTCH</td>
</tr>
<tr>
<td>E:D4</td>
<td>BLACK CLUTCH</td>
</tr>
<tr>
<td>E:D5</td>
<td>YK SWITCH</td>
</tr>
<tr>
<td>E:D6</td>
<td>MC SWITCH</td>
</tr>
<tr>
<td>E:E1</td>
<td>DEV MOTOR</td>
</tr>
<tr>
<td>E:E2</td>
<td>MAIN MOTOR</td>
</tr>
<tr>
<td>E:E3</td>
<td>DRUM</td>
</tr>
<tr>
<td>E:E4</td>
<td>TONER EMPTY</td>
</tr>
<tr>
<td>E:E5</td>
<td>TR SWITCH</td>
</tr>
<tr>
<td>E:E6</td>
<td>DRUM SWITCH</td>
</tr>
</tbody>
</table>

There is a process timing clock error. (Service)
There is a yellow switching clutch error. (Service)
There is a magenta switching clutch error. (Service)
There is a cyan switching clutch error. (Service)
There is a black switching clutch error. (Service)
There is a YK switching solenoid error. Ensure the front door is securely latched. (Operator/Service)
There is a MC switching solenoid error. Ensure the front door is securely latched. (Operator/Service)
There is a developing motor error. (Service)
There is a main motor error. (Service)
There is a transfer drum error. (Service)
There is a toner empty sensor failure. (Service)
There is a transfer roller solenoid error. (Service)
There is a drum cleaning solenoid error. (Service)
<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>E:E7 DRUM CLUTCH</td>
<td>There is a drum cleaning clutch error. (Service)</td>
<td></td>
</tr>
<tr>
<td>E:E8 FUSE CLUTCH</td>
<td>There is a fuser unit clutch error. (Service)</td>
<td></td>
</tr>
<tr>
<td>E:E9 BELT SENSOR</td>
<td>There is a belt marker sensor error. Replace the OPC belt cartridge. (Operator)</td>
<td></td>
</tr>
<tr>
<td>E:EL ERASE LED</td>
<td>There is an erase LED error. (Service)</td>
<td></td>
</tr>
<tr>
<td>E:F0 COOLING FAN</td>
<td>There is a cooling fan error. (Service)</td>
<td></td>
</tr>
<tr>
<td>E:F2 OZONE FAN</td>
<td>There is an ozone fan error. (Service)</td>
<td></td>
</tr>
<tr>
<td>E:F4 FUSER FAN</td>
<td>There is a fuser fan error. (Service)</td>
<td></td>
</tr>
<tr>
<td>E:F5 HV UNIT</td>
<td>There is an HV (high voltage) unit error. Check OPC charge corona for a broken wire. If broken, replace the OPC belt cartridge. (Operator/Service)</td>
<td></td>
</tr>
<tr>
<td>E:HO FUSER TEMP</td>
<td>There is a fuser thermistor error. (Service)</td>
<td></td>
</tr>
<tr>
<td>E:H2 FUSER TEMP2</td>
<td>There is a fuser temperature 2 error. (Service)</td>
<td></td>
</tr>
<tr>
<td>E:H3 FUSER TEMP3</td>
<td>There is a fuser temperature 3 error. (Service)</td>
<td></td>
</tr>
</tbody>
</table>

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E:H4 FUSER TEMP4 There is a fuser temperature 4 error. (Service)
E:L1 BEAM DETECT There is a beam detector error. (Service)
E:L2 SCANNER There is a scanner motor error. (Service)
E:LL LASER POWER There is a laser power error. (Service)
E:P1 DUPLEX P1 There is a duplex controller hardware error. (Service)
E:P3 FEEDER There is a feeder pass select solenoid error. (Service)
E:P4 DUPLEX MOTOR There is a duplex motor error. (Service)
E:P5 OUTER PASS There is an outer pass select solenoid error. (Service)
E:P6 DUPLEX FAN There is an optional fan error. (Service)
E:FIXING ROLLER There is a hardware problem with the fuser. (Service)
E:FUSER There is a fuser error, such as a temperature inaccuracy. (Service #H0-4)
E:LASER There is a hardware problem with the laser. (Service #L1, L2, LL)
E:MOTOR There is a hardware problem with the motor. (Service #E1-2)
<table>
<thead>
<tr>
<th>Troubleshooting Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>EARLY PAPER JAM</td>
<td>A media jam has occurred along the paper path caused by media reaching a position earlier than expected. See “Clearing Jams” later in this chapter. (Operator #17)</td>
</tr>
<tr>
<td>EXIT PAPER JAM</td>
<td>A media jam has occurred after media has been printed but before it has been deposited in the output area. See “Clearing Jams” later in this chapter. (Operator #17)</td>
</tr>
<tr>
<td>FRONT COVER OPEN</td>
<td>The printer’s front cover is open. Close it. (Operator #18)</td>
</tr>
<tr>
<td>FRONT PAPER JAM</td>
<td>A media jam has occurred caused by media not being pulled from the tray properly. See “Clearing Jams” later in this chapter. (Operator #17)</td>
</tr>
<tr>
<td>FUSER COVER OPEN</td>
<td>The fuser cleaning roller panel cover is not closed properly. Close it. (Operator #18)</td>
</tr>
<tr>
<td>HOLDING</td>
<td>The printer is offline and data is coming across one (or more) of the interfaces. The printer cannot receive the data when it is offline. Press the front panel Online key. (Operator)</td>
</tr>
<tr>
<td>INITIALIZING</td>
<td>The printer is warming up and performing setup routines. Wait until READY/IDLE displays. (Status)</td>
</tr>
<tr>
<td>Troubleshooting Action</td>
<td>Description</td>
</tr>
<tr>
<td>------------------------</td>
<td>-------------</td>
</tr>
<tr>
<td>INNER PAPER JAM</td>
<td>A media jam has occurred inside the printer. Check the back cover area. See “Clearing Jams” later in this chapter. (Operator #17)</td>
</tr>
<tr>
<td>INSTALL BELT</td>
<td>The OPC belt cartridge is not installed or is installed incorrectly. Reinstall correctly. See “OPC Belt Cleaning” in chapter 9. (Operator #16)</td>
</tr>
<tr>
<td>INSTALL FUSER</td>
<td>The fuser either is not installed or is installed incorrectly. Install the fuser. See “Replacing the Fuser Unit” in chapter 9. (Operator #16)</td>
</tr>
<tr>
<td>INSTALL LOWER CASSETTE</td>
<td>The lower cassette is not installed or is installed incorrectly. See “Paper Cassette” in chapter 2. (Operator #12)</td>
</tr>
<tr>
<td>INSTALL TRANSFER ROLLER</td>
<td>The transfer roller is not installed correctly. See “Replacing the Transfer Roller” in chapter 9. (Operator #16)</td>
</tr>
<tr>
<td>INSTALL XXXX TONER</td>
<td>The indicated color (XXXX) toner cartridge either is not installed or is installed incorrectly. See “Toner Cartridges” in chapter 2. (Operator #16)</td>
</tr>
<tr>
<td>JAM RECOVERY</td>
<td>After a media jam has been cleared, the printer is reprinting the jammed page and then will print the rest of the job. (Status)</td>
</tr>
</tbody>
</table>
LATE PAPER JAM  A media jam has occurred caused by the media not reaching the exit roller at the correct time. See “Clearing Jams” later in this chapter. (Operator #17)

LOW TONER XXXX  Toner in the designated (XXXX) color cartridge is low. Replace the cartridge. (Operator #13)

NEAR FULL STACK  The output area is almost full and needs to be emptied to prevent the stack from blocking the output area and causing a media jam. See “Clearing Jams” later in this chapter. (Operator #12)

NEAR WASTE TONE  The toner waste pack is almost full and needs replacing soon. See “Replacing the Toner Waste Pack” in chapter 9. (Operator #14)

OFFLINE  The printer is off line. It cannot receive or process data. Press the front panel Online key. (Status)

OUTER PAPER JAM  A media jam has occurred after the paper has been printed but before it has been deposited in the output tray. See “Clearing Jams” later in this chapter. (Operator #17)

OVERHEAT PAUSE  The printer is pausing to prevent overheating during processing. (Status)
PAPER JAM  A media jam has occurred along the paper path. See “Clearing Jams” later in this chapter. (Operator)

PAPER OUT  There is no media in the selected cassette, the selected cassette or feeder is not properly installed, or tray chaining is selected and all trays do not contain the same size media. (Operator)

POWERSAVE  After 30 minutes of inactivity, the printer has gone into power save mode to save energy. See “Power Save” in chapter 6. (Operator #19)

PROCESSING  The printer is processing a job to print. (Status)

READY/FONT ACCEL  AccelaFont is updating the RAM disk at runtime with the most recently used fonts. (Status)

READY/IDLE  The printer is on line and ready to accept a print job. (Status)

READY/PRINTING  The printer is completing a print job and ready to accept a new job to begin processing. (Status)

RESET 1  The printer has reset to factory default settings and the Online, test, and Duplex keys can be released safely. See “Level 1 Reset” in chapter 6. (Operator)
<table>
<thead>
<tr>
<th>Description</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RESETTING JOB</strong></td>
<td>The printer is resetting after the Reset key has been pressed and an active job has been cancelled. (Status)</td>
</tr>
<tr>
<td><strong>ROLLER OPEN</strong></td>
<td>The transfer roller panel is open in the lower feeder unit (LFU). See “Replacing Transfer Roller” in chapter 9. (Operator #18)</td>
</tr>
<tr>
<td><strong>STACKER FULL</strong></td>
<td>The output area on the top of the printer is full and needs to be emptied. (Operator #12)</td>
</tr>
<tr>
<td><strong>TEST PRINT</strong></td>
<td>The printer is printing a start-up page. (Status)</td>
</tr>
<tr>
<td><strong>TOP COVER OPEN</strong></td>
<td>The printer’s top cover is open. Close the cover. (Operator #18)</td>
</tr>
<tr>
<td><strong>TRANSFER ROLLER COVER OPEN</strong></td>
<td>The back cover over the transfer roller is open. Close the cover. If it will not close, see “Replacing Transfer Roller” in chapter 9. (Operator #18)</td>
</tr>
<tr>
<td><strong>W: BELT CART</strong></td>
<td>Check the OPC belt Cartridge. It may need to be replaced. See “Removing or Installing the OPC Belt Cartridge” in chapter 2. (Operator)</td>
</tr>
<tr>
<td><strong>W: FUSER</strong></td>
<td>Check the fuser. It needs cleaning or replacing. See “Replacing the Fuser” and “Cleaning the Interior” in chapter 9. (Operator)</td>
</tr>
<tr>
<td><strong>W: TRANS DRUM</strong></td>
<td>Check the transfer drum. (Service)</td>
</tr>
</tbody>
</table>

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240,000 pages have printed. It is time for transfer roller and drum replacement or maintenance. Contact XANTÉ or your XANTÉ vendor. (Operator/Service)

The printer is processing a job and waiting to receive more data before printing. (Status)

The printer is warming up. (Status)

The designated color (XXXX) toner cartridge is empty. “See Removing and Installing a Toner Cartridge” in chapter 2. (Operator)

Appears when the printer is first turned on, before initialization begins. (Status)

Power and Setup Issues

This section provides tips for resolving problems concerning power to the printer and the host as well as printer setup.

My printer has no power.

- Make sure the power cord is plugged into the printer and the power source. See “Connecting the Power Cord” in chapter 2.
- Make sure the printer is turned on. See “Turning the Printer On” in chapter 2.
- Make sure the power source is grounded, working, and rated for 100V, 15 A.
The printer has power but no start-up page prints.

- Make sure the start-up page feature is enabled. See “Start-up Page” in chapter 6.
- Check the front panel window for a status message. See “Status Messages” in this chapter.
- Make sure toner cartridges are installed properly. See “Toner Cartridges” in chapter 2.
- Make sure media is in the selected tray and the tray is properly installed. See “Paper Cassette.” in chapter 2.
- Make sure that the printer has had enough time to print the start-up page. Warming up from a cold startup can take up to 3 minutes before the page prints.

My printer does not respond properly to my Macintosh using a LocalTalk connection.

- Make sure all cables are connected and seated properly. See “Connecting to the LocalTalk Port” in chapter 2.
- Make sure both ends of the LocalTalk network have terminating resistors installed. See “Connecting to the LocalTalk Port” in chapter 2.
- Make sure the Macintosh is set up for LocalTalk. See “Connecting to the LocalTalk Port” in chapter 2.
- Make sure the correct Adobe PostScript printer driver and your printer’s PPD are installed and configured properly. See “Adobe PostScript Printer Drivers” in chapter 3.
- Make sure the correct Adobe PostScript printer driver and your printer are selected in the Chooser. See “Adobe PostScript Printer Drivers” in chapter 3.
- Make sure the AppleTalk button is active in the Chooser.
- Make sure the LocalTalk port is enabled on the printer. See “Interface Control” in chapter 6.
- Make sure the printer is on line. See “Interface Control” in chapter 6.
My printer does not respond properly to my PC using a parallel connection.

- Make sure all cables are connected and seated properly. See “Connecting to the Parallel Port” in chapter 2.

- Make sure the correct Adobe PostScript printer driver and your printer’s PPD are installed and configured properly. See “Adobe PostScript Printer Drivers” in chapter 4.

- Make sure the parallel port is enabled on the printer. See “Interface Control” in chapter 6.

  Note: If printing binary data, make sure the parallel mode is set to PS TBCP.

- Make sure the printer is online. See “Interface Control” in chapter 6.

- Make sure the previous job has been cleared from the printer by sending an end-of-job marker using the D.PS file. See “PS_Files Folder” in chapter 4.

- Set the data format to ASCII in your application.

My printer does not respond properly to my PC using a serial connection.

- Make sure all cables are connected and seated properly. See “Connecting to the Serial Port” in chapter 2.

- Make sure the correct Adobe PostScript printer driver and your printer’s PPD are installed and configured properly. See “Adobe PostScript Printer Drivers” in chapter 4.

- Make sure the parallel port is enabled on the printer. See “Interface Control” in chapter 6.

- Make sure the printer is online. See “Interface Control” in chapter 6.

- Make sure communication settings in your application, printer, and PC match. See “Interface Control” in chapter 6.
• Make sure the previous job has been cleared from the printer by sending an end-of-job marker using the D.PS file. See “PS_Files Folder” in chapter 4.

• Set the data format to ASCII in your application.

My printer does not respond properly to my host using an Ethernet connection.

• Make sure all cables are connected and seated properly. See “Connecting to the Ethernet Ports” in chapter 2.

• Make sure the correct Adobe PostScript printer driver and your printer’s PPD are installed and configured properly. See “Adobe PostScript Printer Drivers” in chapter 3 (Macintosh) or 4 (PC).

• Make sure the printer’s Ethernet interface is configured properly for your operating environment. See chapter 5 and “Interface Control” in chapter 6.

Note: If your printer is configured as a Novell Print Server and the Novell network becomes unavailable, the printer may disable the Novell Print Server interface. When the Novell network is available, re-enable the interface using the front panel configuration menus or XANTÉ Command Center.

• Make sure the Macintosh or PC is configured properly to communicate using the Ethernet connection. See chapter 5.

• Make sure the printer is online. See “Interface Control” in chapter 6.

• Make sure the network is available.

• Reduce the number of items on the network to determine the problem’s source.

• Make sure that you are using a crossover or UTP test cable if you are using twisted pair cable to direct connect a printer and an Ethernet configured host without a hub.

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• Do not use a transceiver that allows devices to daisy chain on a twisted pair network.

*When I print a scanned image, it is so dark that most of the detail is lost.*

• Rescan the image with a higher resolution. Generally, black and white images should be scanned at a resolution of two times the line screen desired on the printed output. Multiply this number by the ratio of the printed output size to the original image size.

\[
SR = \text{Print Image LPI} \times 2 \times \text{Image Size Ratio}
\]

\[
SR = \text{the Scan resolution}
\]

\[
\text{Image Size Ratio} = \frac{\text{printed image size}}{\text{original image size}}
\]

For example, for a line screen of 95, set the scanner resolution to 190 dpi (95 x 2). To print the same image at 75% of its original image size, set scanner resolution to 142 dpi (95 x 2 x .75).

Scanning the image at a lower than optimum resolution results in less detail. Scanning at a higher resolution increases file size and processing time, and it may only slightly increase the amount of detail.

**Color Issues**

This section provides tips for resolving printer output color quality problems.

*Colors on my output are out of registration.*

• The OPC belt cartridge may not be seated properly. Reinstall it. See “Removing or Installing the OPC Belt Cartridge” in chapter 2.

• Make sure the correct profile is selected when you print using profiles.
Output colors are not right.

- One or more of the toner cartridges may not be seated properly. Reinstall the cartridges. See “Removing and Installing a Toner Cartridge” in chapter 2.

Output is not as glossy as it should be.

- The fuser cleaning roller may be stained and need replacement or the fuser roller may need to be replaced. For replacement information, contact XANTÉ; see “Technical Support” at the end of this chapter.

Colors are mixing on my output.

- Make sure that the toner cartridges are fully seated in the printer and the printer’s front cover is closed completely. See “Removing and Installing a Toner Cartridge” in chapter 2.

- Check the toner cartridge(s) for damage and replace if necessary. See “Removing and Installing a Toner Cartridge” in chapter 2.

Two colors on my output are misregistered.

- The OPC belt cartridge may not be seated properly. Reinstall it. See “Removing or Installing the OPC Belt Cartridge” in chapter 2.

- The OPC belt cartridge may be damaged. Replace it. See “Installing or Replacing an OPC Belt Cartridge” in chapter 2.
Print Quality Issues

This section provides tips for resolving printer output quality problems.

One side of my output is faded.

- The printer may not be level. It needs to be within 1.5° of level.

The Background is smeared due to toner spread.

- The toner cartridge(s) may need replacing. See “Removing and Installing a Toner Cartridge” in chapter 2.
- The OPC belt cartridge may need replacing. See “Removing or Installing the OPC Belt Cartridge” in chapter 2.

Little areas are missing or look peeled off the edge of the image

- Toner may be low in the cartridge or the cartridge may need replacing. See “Toner Cartridge” in chapter 2.
- The OPC belt cartridge may be damaged. Replace it. See “Removing or Installing the OPC Belt Cartridge” in chapter 2.

Toner density is irregular horizontally.

- The OPC belt cartridge may be damaged. Replace it. See “Removing or Installing the OPC Belt Cartridge” in chapter 2.
Light streaks come in from the left or right side of the page.

- Make sure that the printer is level within 1.5° and that the front cover is closed securely.
- Remove the toner cartridges in use and shake them gently from side to side to redistribute toner evenly. See “Redistributing Toner” in chapter 2.
- Toner may be low or the cartridge may need replacing. See “Toner Cartridges” in chapter 2.

Output is wrinkled and has banding shadows, misregistration, and offset images.

- Media may not meet the requirements in “Media Specifications” in chapter 7. If necessary, replace the media. See “Paper Cassette” in chapter 2.
- Make sure the transfer roller and media discharger are clean and firmly in place. See “Transfer Unit Cleaning” in chapter 9.
- Make sure the fuser unit is seated in place and secured there by the thumbscrews (fig. 9.10). The fuser unit may need to be replaced. If so contact XANTE; see “Technical Support” at the end of this chapter.
Vertical white lines appear in specific color areas when printing in four color mode.

- Paper, dust, debris, and toner may have accumulated inside the printer. Clean it. See “Cleaning the Printer” in chapter 9. Use the paper cassette cover to prevent dust and debris from settling on the paper and getting into the printer.

- The toner cartridge of the color in question may have debris on its developer roller. Remove the cartridge and clean its roller surface by gently wiping it off with a dry, lint-free cotton cloth. Use the white gear on the end of the cartridge to rotate the roller to reach all sides.

- Remove the toner cartridges in use and shake them gently from side to side to redistribute toner evenly. See “Redistributing Toner” in chapter 6.

- Toner may be low or the cartridge may need replacing. See “Toner Cartridges” in chapter 2.

Vertical white lines appear from the leading edge all the way down the image.

- The optical unit lens may need cleaning. See “Optical Unit Lens Cleaning” in chapter 9.

- Toner may be low or the cartridge may need replacing. See “Toner Cartridges” in chapter 2.
Vertical White bands appear on my output.

- Oil may have gotten on the transfer unit and drum, the OPC belt cartridge, and the toner cartridges. Clean them. See “Cleaning the Printer” in chapter 9.
- If an oil spill is large, the OPC belt cartridge, transfer drum, and toner cartridges may need to be replaced. See “Toner Cartridges” and “Removing or Installing the OPC Belt Cartridge” in chapter 2. For transfer drum replacement, contact XANTÉ; see “Technical Support” at the end of this chapter.

Fine black lines appear on my image.

- The wire grid on the OPC belt cartridge may be dirty. Clean it. See “OPC Belt Cartridge Cleaning” in chapter 9.
- The OPC belt cartridge may be damaged. Replace it. See “Installing or Replacing an OPC Belt Cartridge” in chapter 2.
- The toner cartridge of the color in question may have debris on its developer roller. Remove the cartridge and clean its roller surface by gently wiping it off with a dry, lint-free cotton cloth. Use the white gear on the end of the cartridge to rotate the roller to reach all sides.

Vertical lines appear on my printed image.

- Dust, dirt, and debris may have accumulated in the transfer unit area. Clean it. See “Transfer Unit Cleaning” in chapter 9.
Horizontal banding appears on my output.

- Vibration can damage the OPC belt cartridge causing the belt to rotate unevenly. Replace the cartridge. See “Installing or Replacing an OPC Belt Cartridge” in chapter 2.

Horizontal white banding causing part of the image to disappear.

- Make sure that the transfer unit is properly installed and the transfer roller lock lever is closed (fig. 9.3).
- The transfer unit may be damaged. Replace it. For transfer unit replacement, contact XANTÉ; see “Technical Support” at the end of this chapter.

Toner stains appear on my output.

- Toner stains are usually due to loose toner inside the printer. Clean it. See “Cleaning the Printer” in chapter 9.
- Check the toner waste pack for damage and replace it if necessary. See “Replacing the Toner Waste Pack” in chapter 9.
- One of the toner cartridges may have debris on its developer roller. Remove the cartridge and clean its roller surface by gently wiping it off with a dry, lint-free cotton cloth. Use the white gear on the end of the cartridge to rotate the roller to reach all sides.
- Check the toner cartridge(s) for damage and replace if necessary. See Removing and Installing a Toner Cartridge” in chapter 2.
White or black spots appear on my output.

- Dust or debris may have accumulated on the OPC belt or drum. Remove the OPC belt cartridge and clean the belt’s surface by gently wiping it off with a dry, lint-free cotton cloth.

- The OPC belt cartridge may be damaged. Replace it. See “Removing or Installing an OPC Belt Cartridge” in chapter 2.

- Make sure the transfer roller and media discharger are clean and firmly in place. See “Transfer Unit Cleaning” in chapter 9.

- The transfer unit drum may be damaged. Replace it. For drum replacement information, contact XANTÉ; see “Technical Support” at the end of this chapter.

- One of the toner cartridges may have debris on its developer roller. Remove the cartridge and clean its roller surface by gently wiping it off with a dry, lint-free cotton cloth. Use the white gear on the end of the cartridge to rotate the roller to reach all sides.

- Check the toner cartridge(s) for damage and replace if necessary. See “Removing and Installing a Toner Cartridge” in chapter 2.

The density is varying on my output.

- Media may be damaged or may not meet the requirements in “Media Specifications” in chapter 7. If necessary, replace the media. See “Paper Cassette” in chapter 2.

11-24 Troubleshooting
• Check the toner cartridge(s) for damage and replace if necessary. See “Removing and Installing a Toner Cartridge” in chapter 2.

• Make sure the transfer roller is firmly in place and its lock lever is closed securely.

• The transfer unit drum may be damaged. Replace it. For drum replacement information, contact XANTE; see “Technical Support” at the end of this chapter.

A residual image from a previously printed page appears on the output.

• The printer’s drum needs to be cleaned. Open the printer’s front and top covers. Remove the OPC belt cartridge. Then, wipe the drum off using a clean, dry, lint free cotton cloth. Reinstall the OPC belt cartridge and close the front and top covers. See “Removing or Installing an OPC Belt Cartridge” in chapter 2.

• The drum cleaner may need to be replaced. For replacement information, contact XANTE; see “Technical Support” at the end of this chapter.

• The high voltage unit (HVU) may need to be replaced. For replacement information, contact XANTE; see “Technical Support” at the end of this chapter.

The back side of the output is stained.

• The cleaning roller may need to be replaced. See “Installing or Replacing the Cleaning Roller” in chapter 2.
• The fuser unit’s backup and fuser rollers need to be cleaned. Turn off the printer, open the top cover, and remove the cleaning roller (fig. 2.18) to expose the backup and fuser rollers underneath. Then, wipe these two rollers off using a clean, dry, lint free, cotton cloth. Reinstall the cleaning roller, close the top cover, and turn on the printer.

A blank page prints or a specific color is missing.

• The laser light path may be blocked by paper or debris. Check for media jams and clear any found.

• The transfer unit may be damaged. Replace it. For transfer unit replacement information, contact XANTÉ; see “Technical Support” at the end of this chapter.

• The OPC belt cartridge may be damaged. Replace it. See “Removing or Installing an OPC Belt Cartridge” in chapter 2.

• The high voltage unit (HVU) or transfer solenoid may be damaged. For replacement information, contact XANTÉ; see “Technical Support” at the end of this chapter.

Part of the printed image is missing.

• Make sure media meets the requirements in “Media Specifications” in chapter 7. If necessary, replace the media. See “Paper Cassette” in chapter 2.

• The wrong media may be selected. Make sure the right media is selected in the application and printer front panel.
• The fuser unit may need to be replaced. If so contact XANTÉ; see “Technical Support” at the end of this chapter.

**Solid color print on the image or text is washed out.**

- Make sure media meets the requirements in “Media Specifications” in chapter 7. If necessary, replace the media. See “Paper Cassette” in chapter 2.

- The toner may have settled in the cartridge. Remove and shake it gently side to side to redistribute the toner. See “Toner Cartridge” in chapter 2.

- Toner may be low in the cartridge or the cartridge may need replacing. See “Toner Cartridge” in chapter 2.

**Random dots appear on the printed media.**

- Media may not meet the requirements in “Media Specifications” in chapter 7. If necessary, replace the media. See “Paper Cassette” in chapter 2.

- The toner cartridge may need replacing. See “Toner Cartridge” in chapter 2.

**Vertical streaks appear on the printed media.**

- The toner cartridge may need replacing. See “Toner Cartridge” in chapter 2.
Repetitive defects appear on the printed media.

- The paper path may be dirty. Print several blank sheets to clean the path. If necessary, clean the printer. See “Cleaning the Printer” in chapter 9. Use the paper cassette cover to prevent dust and debris from settling on the paper and getting into the printer.
- The toner cartridge may need replacing. See “Toner Cartridge” in chapter 2.

Some characters are missing or only partially printed.

- The media may not meet the requirements in “Media Specifications” in chapter 7. If necessary, replace the media. See “Paper Cassette” in chapter 2.
- The toner cartridge may need replacing. See “Toner Cartridge” in chapter 2.

Toner on the printed media smears when rubbed.

- Media may be damp or otherwise damaged. Make sure media meets the requirements in “Media Specifications” in chapter 7. If necessary, replace the media. See “Paper Cassette” in chapter 2.
- The fuser may not be working properly. The printer displays the E: FUSER status message if there is a hardware problem with the fuser.

Instead of my image (or text), the output is a blank page.

- The printer may feed two or more sheets of media at a time. Reduce the size of the media stack. See “Paper Cassette” in chapter 2.

11-28 Troubleshooting
• The toner cartridge(s) may be empty and need replacing. If a color is called for in an image, but the cartridge for that color is empty, the printer will not print. If a cartridge is empty but your job does not call for that color, the job will print. See “Toner Cartridges” in chapter 2.

**Blank areas appear in my image (or text).**

- Media may be damp or otherwise damaged. Make sure media meets the requirements in “Media Specifications” in chapter 7. If necessary, replace the media. See “Paper Cassette” in chapter 2.

**Media comes out of the printer creased or crumpled.**

- Media may be damp or otherwise damaged. Make sure media meets the requirements in “Media Specifications” in chapter 7. If necessary, replace the media. See “Paper Cassette” in chapter 2.
- Media may be loaded improperly. Make sure it is loaded print side up.

**Print is smudged or small spaces are plugged.**

- Media may be damp or otherwise damaged. Make sure media meets the requirements in “Media Specifications” in chapter 7. If necessary, replace the media. See “Paper Cassette” in chapter 2.
- The toner cartridge may need replacing. See “Toner Cartridge” in chapter 2.
Only a portion of my document printed.

- Make sure the document size in your application’s Page Setup matches the document size specified in the Print dialog box.

Mechanical Issues

This section provides tips for resolving problems with the printer’s mechanical setup.

My printer stops printing periodically on long jobs.

- These are the printer’s automatic cool down cycles during long, continuous jobs. Initially at approximately 200 planes (100 2-sided copies) the printer stops printing for about 3 minutes. Then it pauses for cool down about every 50 planes until the job is finished.

My printer is making funny noises.

- Make sure the printer is set up on a stable, level surface. See “Printer Location” in chapter 2.
- Make sure all covers on the printer are closed firmly.
- Make sure all paper cassettes are seated properly. See “Paper Cassette” in chapter 2.
- There may be a foreign object in the printer. Turn off the printer and remove the object. See chapter 2 for basic setup and chapter 10 for optional paper feeder setup.
- Make sure all rollers are installed and seated properly into place.
I can’t remove the paper cassette.

- Do not remove the cassette by force.
- Make sure you are using the proper procedure to remove the paper cassette. See “Paper Cassette” in chapter 2.

Media Jams

This section contains suggestions for solving media jams.

Preventing Jams

Use the following guidelines to prevent most media jams.

- Make sure the printer is level and in an appropriate location. See “Printer Location” in chapter 2.
- Make sure media meets the guidelines in “Media Specifications” in chapter 7.
- Make sure media is stored following the guidelines in “Media Specifications” in chapter 7.
- Make sure media is loaded properly in the selected cassette.
  - Make sure the correct size media is loaded in the selected cassette.
  - Follow the guidelines for the type of media you are using. See “Media Types” in chapter 7.
  - Make sure media is loaded according to the procedures and guidelines in “Paper Cassette” in chapter 2 and “Media Sources” in chapter 7.
- Make sure the output tray does not become overfilled.
- Use XANTÉ supplied toner.
- Keep the printer clean. See “Cleaning the Printer” in chapter 9.
  Use the cassette cover to prevent dust and debris from settling on the paper and getting into the printer.
Locating Jams

Media Jams occur along the paper path in the areas illustrated in figures 11.1 and 11.2.

Fig. 11.1 Printer Paper Path
Check for media jams in the following areas

- Output area (A)
- Cassette area (B)
- Back cover area (C)
- Paper exit fuser area (D)
- Duplexer top cover area (E)
- Duplexer lower cover area (F)

Use the procedures in “Clearing Jams” to remove media jams.
Clearing Jams

This section describes removing media jams from specific locations.

**Warning:** Remove jams slowly and carefully to prevent tearing the paper. Media scraps in the printer can become a fire hazard.

**Clearing an Output Area Jam**

If the jam occurs when the media is almost out of the printer, gently pull the media the rest of the way out of the printer.

![Fig. 11.3 Remove the Output Area Jam](image)

11-34 Troubleshooting
Clearing a Paper Cassette Area Jam

1. Pull the cassette straight out until it stops (fig. 11.4).

   ![Fig. 11.4 Pull Out the Cassette](image)

2. Remove any jammed media from the cassette (Fig. 11.5).

   ![Fig. 11.5 Remove any Jam from the Cassette](image)

3. Remove any jammed media from in the printer’s cassette opening by gently pulling it out (fig. 11.6).
4. Slide the cassette back into the printer until it seats firmly into place.

**Clearing a Back Cover Area Jam**

1. Open the printer’s back cover (fig. 11.7).
2. Remove any jammed media from the back cover area by gently pulling it out toward you (fig. 11.7).

3. Close the back cover.

**Clearing a Paper Exit Fuser Area Jam**

1. Open the printer’s top cover by pulling the cover’s latch forward and lifting the cover up and back (fig. 11.8).

![Top Cover and Latch Diagram]

*Fig. 11.8 Open the Top Cover*

2. Remove any jammed media from inside the paper exit area using the following procedure.
   a. Push the fuser tension levers toward the back of the printer to remove pressure from the media (fig. 11.9).
Fig. 11.9 Open the Fuser Tension Levers

Note: Occasionally a jam can be pulled gently up and out of the printer (fig. 11.9). However, we recommend pulling it out through the back cover area because the entire image may not be fused. Unfused toner could dirty the rollers.

b. Open the printer’s back cover and gently pull the media down and back out of the printer (fig.11.10).

c. Pull the fuser tension levers back up into their original positions toward the front of the printer (fig. 11.9).
3. Close the printer’s back and top covers. Then, turn the printer on.

**Clearing a Duplexer Top Cover Area Jam**

*Caution:* Duplexer jams occur before the image is fused. Be careful when removing duplexer jams to prevent unfused toner from staining your clothes or hands.

1. Open the duplexer’s top cover (fig. 11.11).

*Fig. 11.11  Open the Duplexer’s Top Cover*
2. Remove any jammed media from the Duplexer’s top cover area by gently pulling it out toward you (fig. 11.11). If the media doesn’t pull out easily, you can rotate the roller knob clockwise to move the media out.

3. Remove any jammed media from the back of the printer by pulling it gently out toward you (fig. 11.11).

4. Close the duplexer’s top cover and check the front panel to see if the jam message has cleared. If not, continue to the next section.

**Clearing a Duplexer Lower Cover Area Jam**

*Caution:* Duplexer jams occur before the image is fused. Be careful when removing duplexer jams to prevent unfused toner from staining your clothes or hands.

1. Open the duplexer’s lower cover (fig. 11.12).

*Fig. 11.12 Open the Duplexer’s Lower Cover*
2. Remove any jammed media from the back of the printer by gently pulling it out and down (fig. 11.12).

3. Close the duplexer’s lower cover and check the front panel to see if the jam message cleared. If not, continue to step 4.

4. Open the duplexer’s lower cover (fig. 11.12); then, open the media guide’s cover and remove any media jam by gently pulling the media down and out (fig. 11.13). If the media comes out easily, skip to step 6; otherwise, continue to step 5.

5. Open the duplexer’s top cover (figs. 11.11 and 11.8) and the printer’s top cover. Then, remove any jammed media using the following procedure.
   
   a. Push the fuser tension levers toward the back of the printer to remove pressure from the media (fig. 11.14).
b. Go down to the media guide area (fig. 11.13) and pull the media gently down and out.

c. Go to the top of the printer and pull the fuser tension levers back up into their original positions (fig. 11.14); then, close the printer’s top cover and the duplexer’s top cover.

6. Close the duplexer’s media guide cover; Then close the duplexer’s lower cover (fig. 11.13).

**Technical Support**

If you encounter problems that cannot be resolved by following the procedures in this chapter, you may call XANTÉ’s Technical Support at 800-926-8393 (US and Canada) from 7 a.m. until 7 p.m. Central Standard Time (CST) Monday through Thursday and 7 a.m. until 6 p.m. CST on Friday. From other areas, call your XANTÉ vendor.

*Note:* Depending on your service agreement, there may be a charge for Technical Support.
To assist our technicians in serving you more effectively, please have the following information available when calling for Technical Support.

- Start-up page from the printer
- Printer model and serial number (on the XANTÉ sticker located on inside front cover on the lower right)
- Your computer type and operating system (version number)
- Configuration menu settings for your printer interface
- Amount of printer memory (shown on start-up page)
- Applications (including version numbers) you are using
- Full description of the problem
- List of error or status messages if applicable

You can fax questions to XANTÉ’s Technical Support at 334-473-6502 or email questions via www.xante.com/techsupport. Include your name, your company name, and the troubleshooting information listed earlier in this section. Indicate whether you wish the response to be faxed or emailed and include the appropriate number or address.

If you have access to the internet, you can access XANTÉ’s web page at www.xante.com. From this site, you can download printer drivers, software, PPDs, and access other technical information.

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