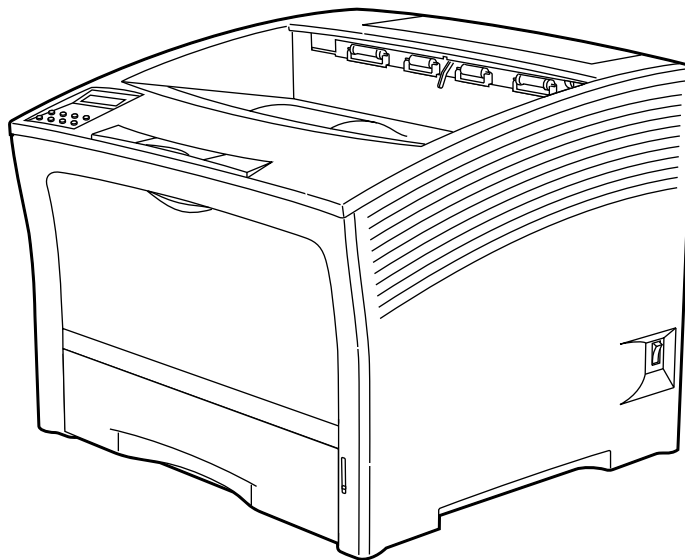


Compuprint PageMaster 280 Installation Guide



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The specifications of your printer and the content of this publication are subject to change without prior notice. Every attempt has been made to verify the accuracy of the content herein.

You can access the Compuprint server via any one of many world-wide web browsers available to Internet users. The Compuprint home page is <http://www.compuprint.net>.





Contents

Contents **iii**

Preface **1**

Welcome 2

About the Printer 2

Available Configurations 2

Features 2

About this Guide 4

Printer Orientation 4

Conventions 4

Installation Guide Contents 4

Chapter 1 **Installation Procedure 1-1**

About this Chapter 1-2

Safety Precautions 1-2

Handling the Printer 1-2

Step 1: Inspecting Package Contents 1-3

CD-ROM Contents 1-3

Step 2: Preparing a Location for the Printer 1-4

Printer Weight and Dimensions 1-4
Space Requirements 1-4
Environment 1-5

Step 3: Locating Parts of the Printer 1-6

Step 4: Installing the Toner Cartridge 1-8

Step 5: Installing Optional Printer Accessories 1-11

Step 6: Loading the Paper Tray 1-12

Step 7: Connecting the Power Cord and Turning the Printer On 1-15

Step 8: Selecting the Control Panel Language 1-16

Step 9: Printing a Test Page or Configuration Summary 1-17

Test Page 1-17
Configuration Summary 1-18

Step 10: Connecting the Printer to Host Computer 1-19

Step 11: Installing Printer Drivers and Locating User Documentation 1-19

Installing Printer Drivers and other Software for UNIX and Windows 1-19
Installing Printer Drivers for MacOS 1-20
Locating User Documentation 1-20

Step 12: Printing a Test Document 1-20

Step 13: Using the Printer 1-20

Chapter 2 Understanding and Navigating the Control Panel 2-1

About this Chapter 2-2

Control Panel Features 2-2

LCD Display 2-2
LED Indicators 2-3
Pushbuttons 2-3

Navigating the Control Panel Menus 2-4

Menu Structure 2-6

Status Menu 2-7

Chapter 3 Troubleshooting 3-1

About this Chapter 3-2

Power-on Problems 3-2**Warning Messages and Error Messages 3-2**

Warning Messages 3-3

Error Messages 3-4

Appendix A**Safety Notes and Regulatory Compliance A-1****About this Appendix A-2****Safety Notes A-2****Regulatory Compliance A-2**

Safety Compliance A-2

EMC Compliance A-3



Preface

In this Chapter . . .

- “Welcome” on page 2
- “About the Printer” on page 2
- “About this Guide” on page 4

Welcome

Thank you for selecting the Compuprint PageMaster 280 printer. This guide provides information and procedures to help you set up and install your printer. Please read through this guide and keep it at hand for later reference.

About the Printer

Available Configurations

The PageMaster 280 is available in the following configurations:

Standard Configuration - PageMaster 280

The printer is available in the following standard configuration for table-top use:

- Memory: 16MB
- Resolutions: 300 x 300 dpi, 600 x 600 dpi, and 1200 x 1200 dpi
- Paper Input: One 500-sheet A4/letter paper tray and one 150-sheet front tray for paper, transparencies, envelopes, and other non-standard print media
- Paper Output: One 500-sheet face-down tray
- Interfaces: IEEE 1284 Parallel and USB
- Printer Languages: PCL5e, Adobe Postscript 3

Network Configuration - PageMaster 280N

The printer is available in the following network-ready configuration:

- Memory: 16MB
- Resolutions: 300 x 300 dpi, 600 x 600 dpi, and 1200 x 1200 dpi
- Paper Input: One 500-sheet A4/letter paper tray and one 150-sheet front tray for paper, transparencies, envelopes, and other non-standard paper sizes
- Paper Output: One 500-sheet face-down tray
- Interfaces: IEEE 1284 Parallel, USB, 10/100BaseT, 10Base2
- Printer Languages: PCL5e, Adobe Postscript 3

Features

Your laser printer has the following features:

- Quality printing at a high speed
The printer has an output of 28 pages per minute with a resolution up to 1200 dpi.
- Flexible use of paper sources and delivery methods
The base configuration of the printer includes one 500-sheet A4/letter paper feeder and a front tray. You may also add the following options to the printer: additional 500-sheet Feeders, 2000-sheet High Capacity Feeder, Offset Output Tray, and Duplexer.
- Easy operation

The easy-to-read control panel display clearly shows the status of printer operation. Control panel pushbuttons allow you to access and view printer menus, submenus, and status messages.

- Single-element toner cartridge

The integrated toner cartridge contains both the toner and the photosensitive drum in a single housing, making replacement easy and convenient.

- Continuous printing of up to 3150 sheets

The printer can print up to 1000 sheets unattended when the offset output tray is installed, and can print up to 3150 sheets attended when the high capacity feeder and one 500-sheet paper feeder are installed.

- Network-readiness

The configuration of the printer includes an Ethernet Network Interface Card.

About this Guide

Printer Orientation

Throughout this guide, the four sides of the printer are referred to as front, rear, right, and left. The front of the printer is the side near the control panel, and the rear of the printer is opposite the front. The left and right sides of the printer are defined as the sides to the left and right, respectively, of a person who is facing the front of the printer.

Conventions

This guide uses the following conventions to emphasize information or to warn you of possible problems.

NOTE: A note is a tip or extra information that may be helpful in installing or using the printer.



CAUTION: A caution message provides information that may help you avoid equipment damage, process failure, or inconvenience. Read all caution messages carefully. Compuprint will not be responsible for damage that results from improper use of the printer.

Installation Guide Contents

This guide contains 4 chapters and 1 appendix.

Preface

The preface describes the features of the printer and outlines the organization of this guide.

Chapter 1: Installation Procedure

Chapter 1 includes all of the steps necessary to prepare your printer for use.

Chapter 2: Understanding and Navigating the Control Panel

Chapter 2 provides a brief explanation of the control panel menus and submenus, and illustrates how to navigate through those menus.

Chapter 3: Troubleshooting

Chapter 3 lists the error messages that may appear on the control panel display while you are setting up and installing the printer, and also explains the possible causes of such errors and the procedures for correcting them.

Appendix A: Safety Notes and Regulatory Compliance

Appendix A lists important safety and regulatory information.



Chapter 1

Installation Procedure

In this Chapter . . .

- “About this Chapter” on page 1-2
- “Safety Precautions” on page 1-2
- “Step 1: Inspecting Package Contents” on page 1-3
- “Step 2: Preparing a Location for the Printer” on page 1-4
- “Step 3: Locating Parts of the Printer” on page 1-6
- “Step 4: Installing the Toner Cartridge” on page 1-8
- “Step 5: Installing Optional Printer Accessories” on page 1-11
- “Step 6: Loading the Paper Tray” on page 1-12
- “Step 7: Connecting the Power Cord and Turning the Printer On” on page 1-15
- “Step 8: Selecting the Control Panel Language” on page 1-16
- “Step 9: Printing a Test Page or Configuration Summary” on page 1-17
- “Step 10: Connecting the Printer to Host Computer” on page 1-19
- “Step 11: Installing Printer Drivers and Locating User Documentation” on page 1-19
- “Step 12: Printing a Test Document” on page 1-20
- “Step 13: Using the Printer” on page 1-20

About this Chapter

This chapter guides you through the process of setting up and installing the printer. Complete the entire installation procedure to ensure a proper installation.

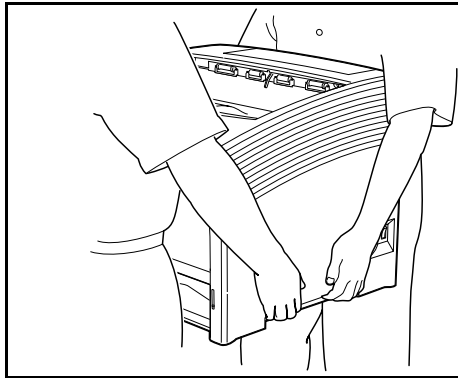
Safety Precautions

This printer is available in either of the following power specifications: 110V and 220V. The specifications that apply to your printer depend on your machine configuration. To prevent fire or shock hazards, connect the power plug only to a properly rated power outlet.

Handling the Printer

Follow the guidelines below when lifting or moving the printer:

- The printer is very heavy, and should always be lifted by two people. The weight of the printer without paper tray, toner cartridge, and paper is about 55 lbs (25 kg). Never attempt to lift the printer alone.

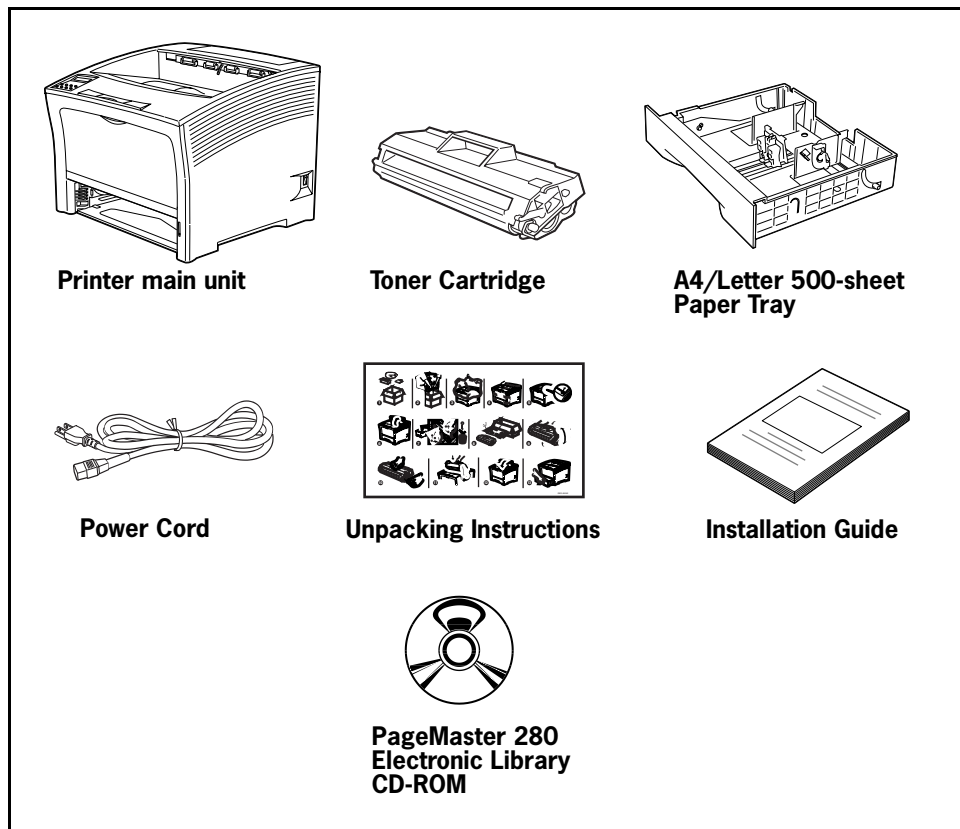


- To lift the printer, have two individuals facing each other from the front and the rear of the printer grasp the recessed areas on each side of the printer. Do not lift the printer by grasping any area other than these recessed areas.
- When lifting the printer, maintain proper lifting posture to prevent injuries.

Step 1: Inspecting Package Contents

Make sure that all of the items shown below are included in the printer packaging. If any items are missing or damaged, contact your dealer.

NOTE: If you have not unpacked your printer, please refer to the pictorial unpacking instructions included in the printer packaging. If you have completed the entire procedure shown on the unpacking instructions, you do not need to complete steps 4, 6, and 7 shown in this guide.



CD-ROM Contents

- PageMaster 280 Electronic Library CD-ROM

The PageMaster 280 Electronic Library CD-ROM contains printer drivers, software, and documentation designed to help you fully utilize the printer, and also contains Adobe PostScript fonts that match those available on the printer.

Step 2: Preparing a Location for the Printer

Printer Weight and Dimensions

This printer weighs approximately 55 lbs (25 kg) and should always be lifted by two people. The dimensions of the printer are listed below.

- Printer Height: 15.6 in (395 mm)
- Printer Width (left to right): 19.3 in (490 mm)
- Printer Depth (front to back): 18.1 in (460 mm)

Space Requirements

A certain amount of space is required for proper operation of the printer and also for performing printer maintenance and replacing consumables. Use the following figures to plan for appropriate clearances when determining a location for your printer.



CAUTION: There is a ventilation opening on the left side of the printer. To avoid overheating and fire hazards, be sure to leave a clearance of at least 8 inches (200 mm) between this opening and the nearest wall or other surface.

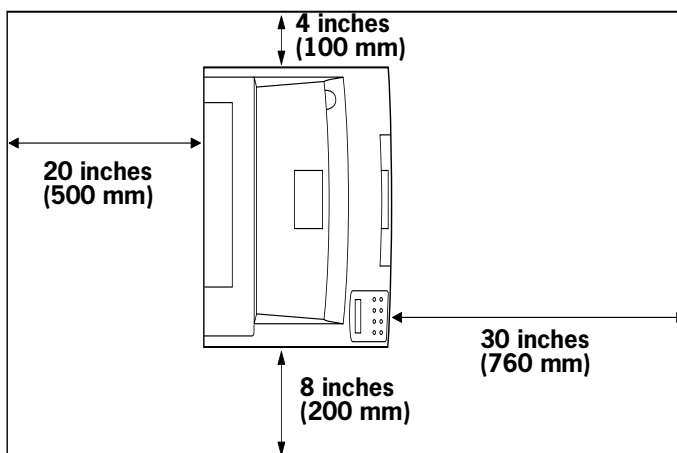


Figure 1-1: Top view of the printer.

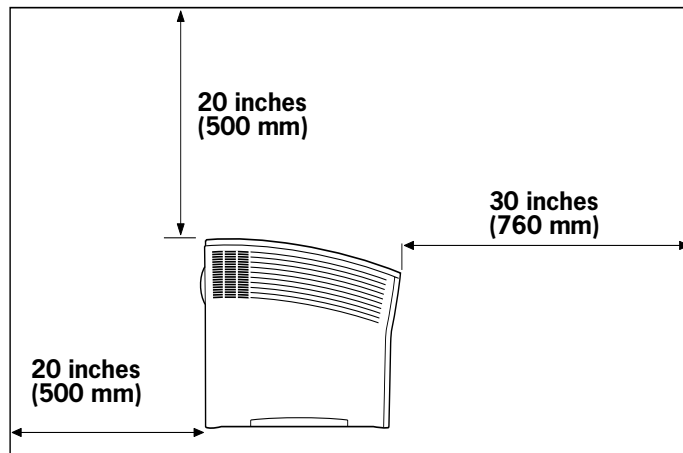
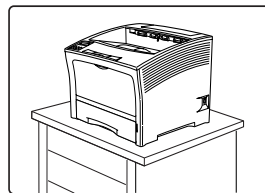


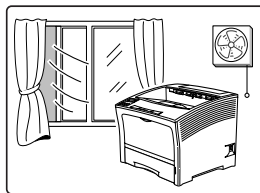
Figure 1-2: Side view of the printer.

Environment

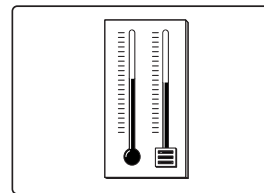
Use the following guidelines to determine the best location for the printer:



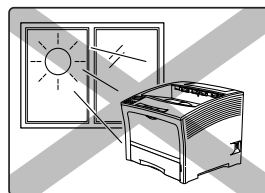
Horizontal, sturdy, and stable surface



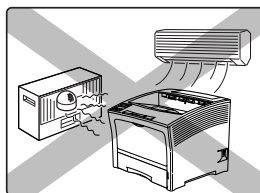
Location with good ventilation



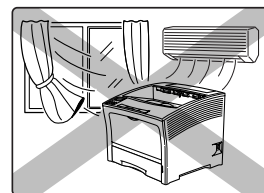
Location with stable temperature and humidity



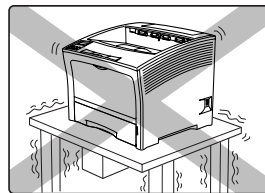
Exposed to direct sunlight



Near heating appliances



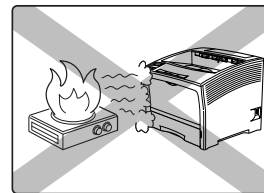
Exposed to direct air currents



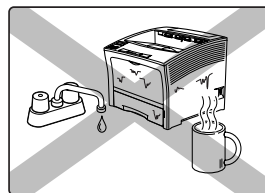
Subject to vibrations



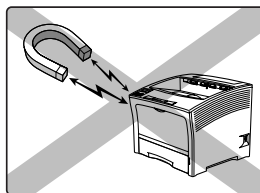
Exposed to high levels of dust and contamination



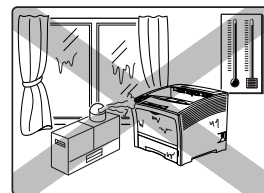
Near an open flame



Exposed to water and high humidity



Exposed to magnetic fields



Subject to extreme variations in temperature and humidity

Step 3: Locating Parts of the Printer

The following figures indicate the names and functions of the main parts of the printer.

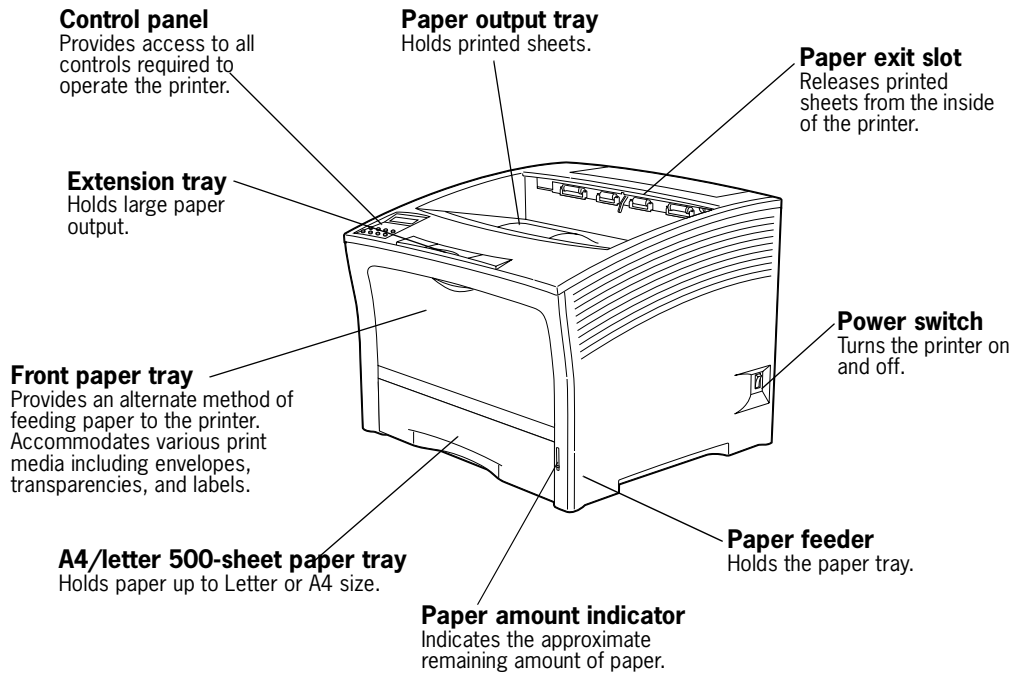


Figure 1-3: Front of the Printer.

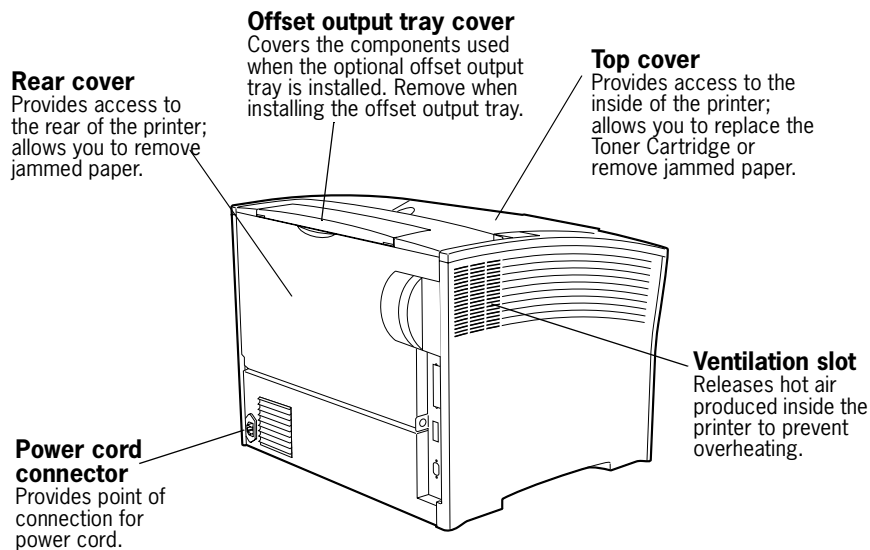


Figure 1-4: Rear of the Printer.

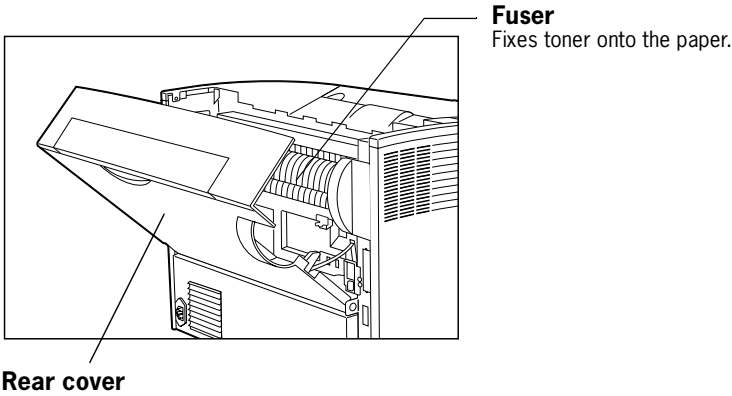


Figure 1-5: Internal Parts of the Printer.



CAUTION: The fuser becomes very hot while the printer is operating. If you need to remove the drum cartridge to remove a paper jam, turn the power off and wait at least 10 minutes before removing the drum cartridge and touching the fuser.

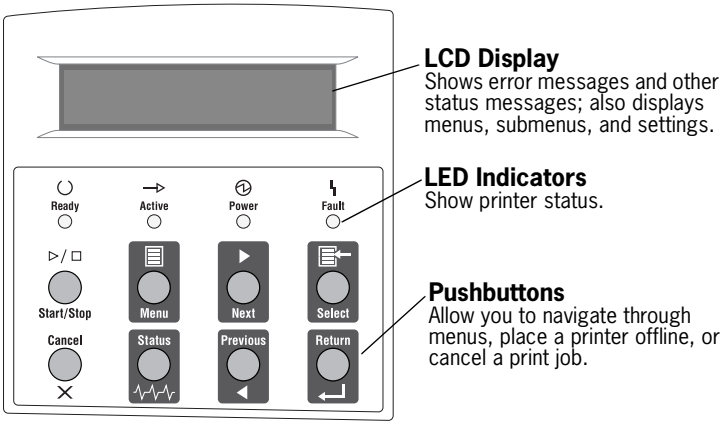
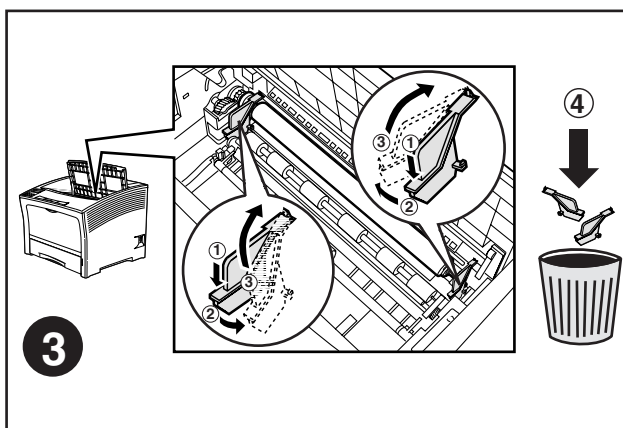
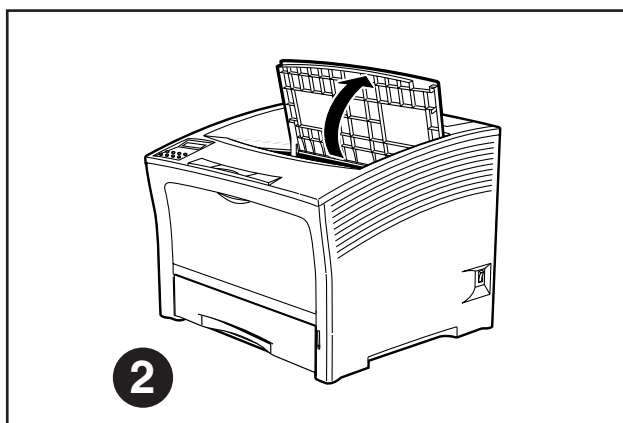
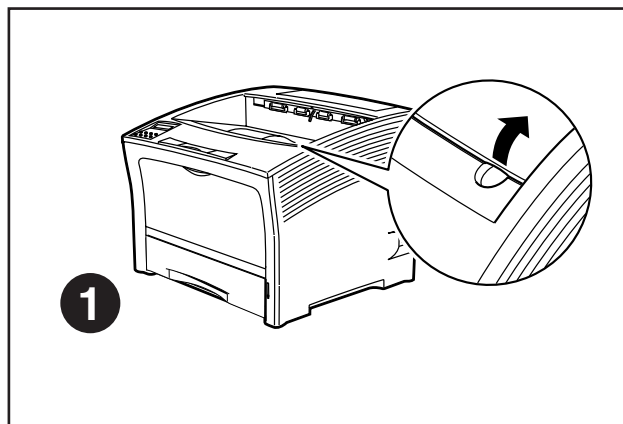
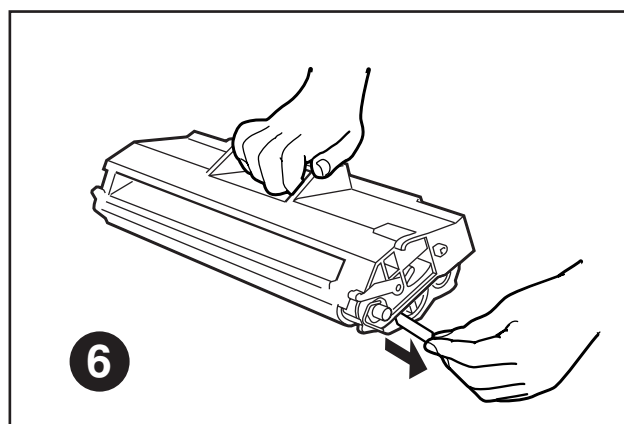
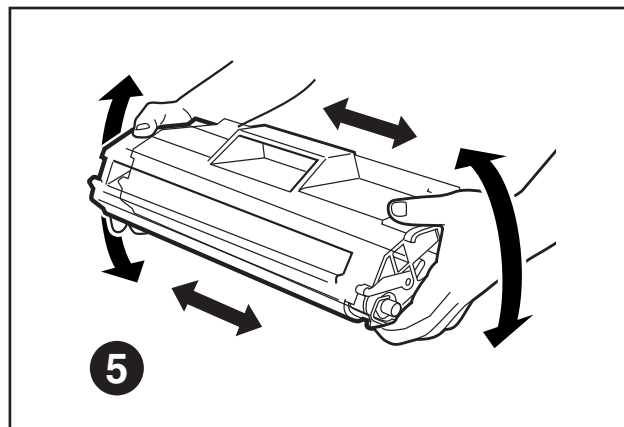
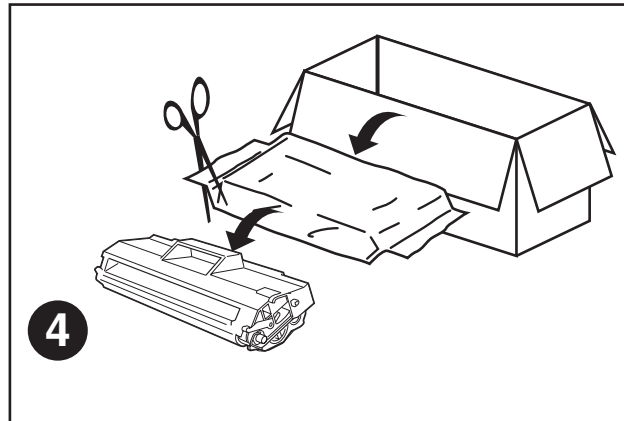


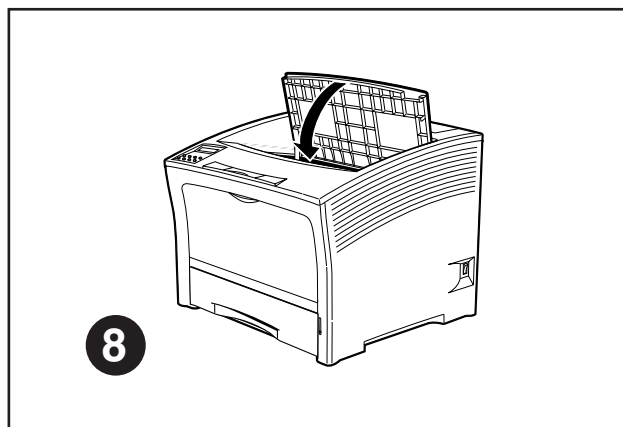
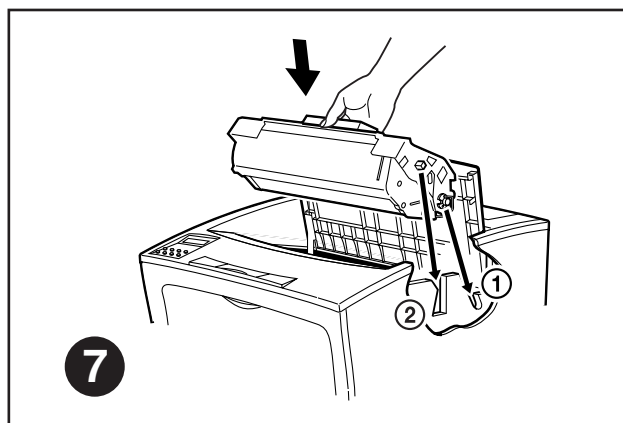
Figure 1-6: Control Panel.

Step 4: Installing the Toner Cartridge

Use the following procedure to install the toner cartridge:







Step 5: Installing Optional Printer Accessories

Install any optional accessories by following the instructions provided with each item. The following figure shows all of the available accessories as installed on the printer:

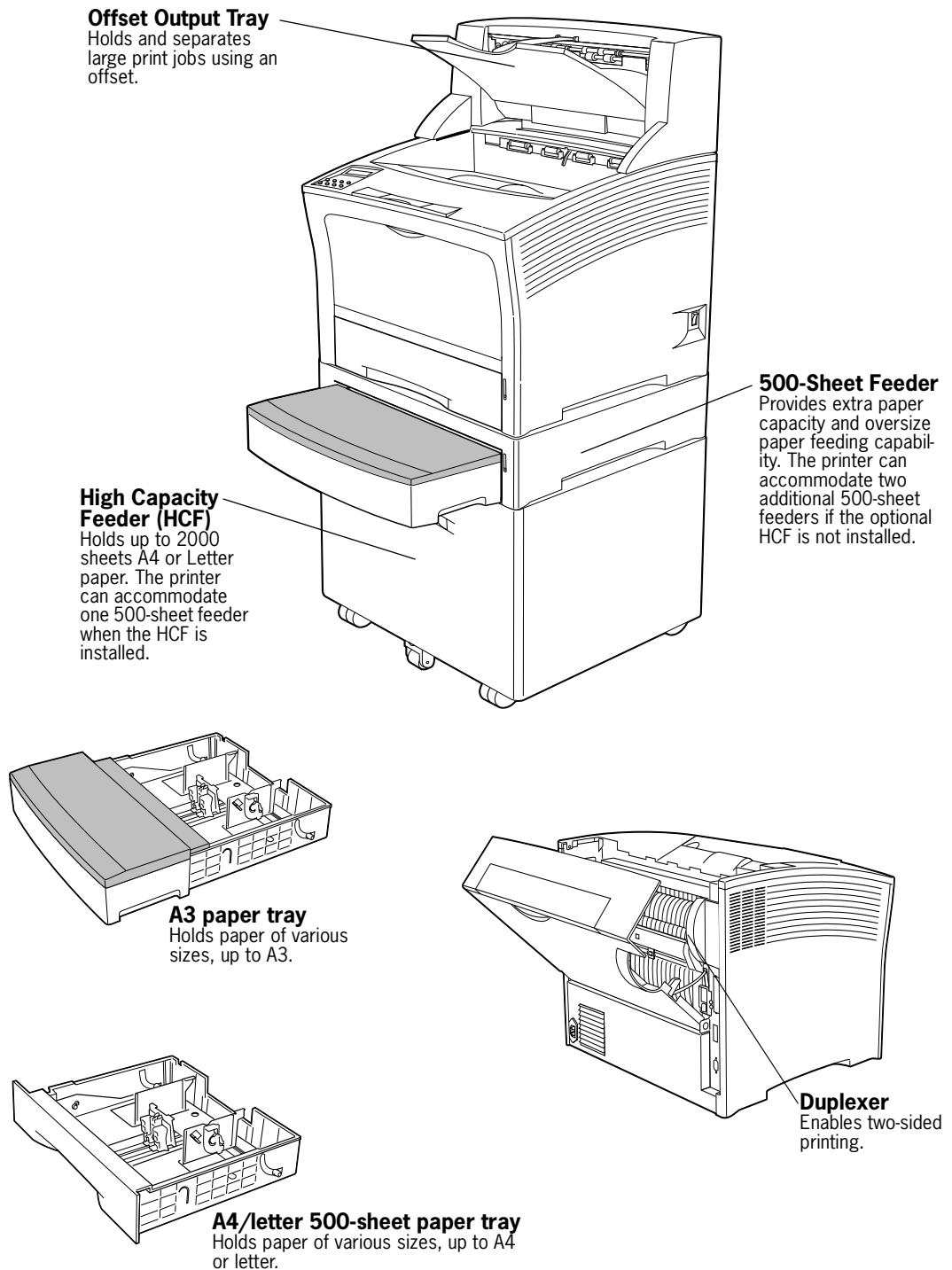
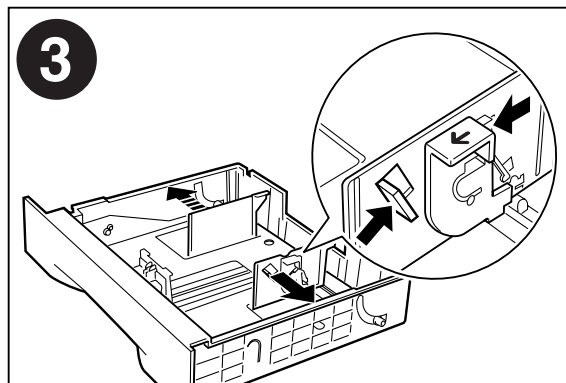
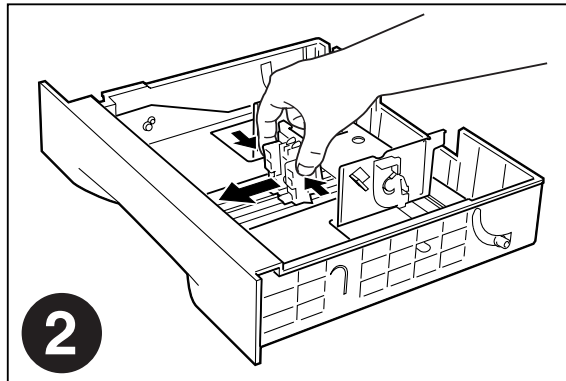
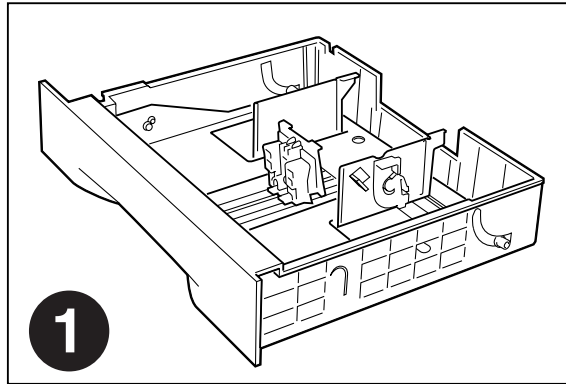


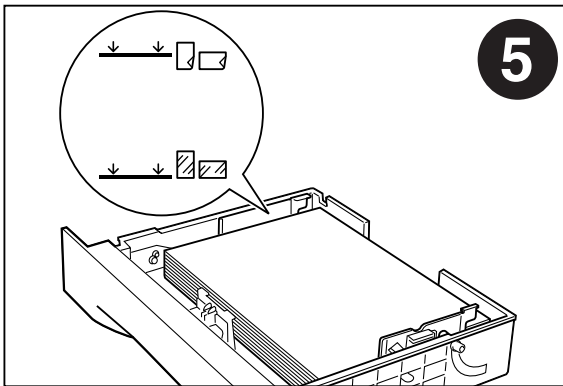
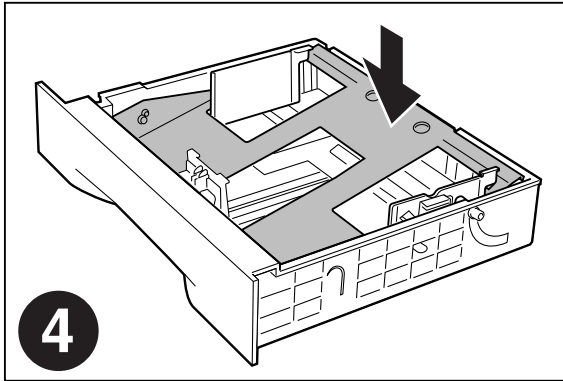
Figure 1-7: Optional Accessories.

Step 6: Loading the Paper Tray

The 500-sheet A4/letter paper tray that sits inside the printer can accommodate paper sizes up to letter or A4. The tray has two length guides that are located on the sides of the tray, and one width guide that is located near the center of the tray. These guides allow you to adjust the size of the area that holds paper.

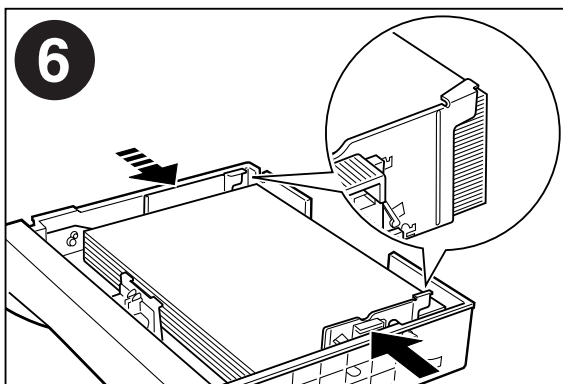
Use the following procedure to load paper into the 500-sheet A4/letter paper tray:

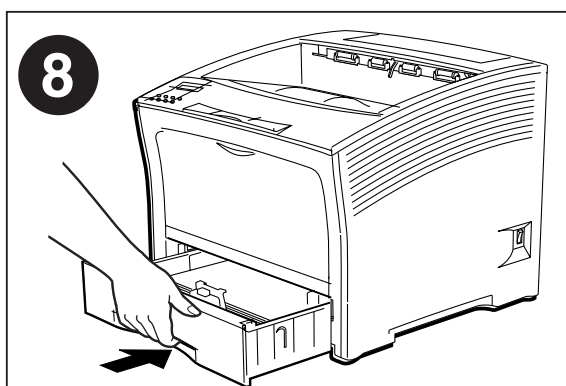
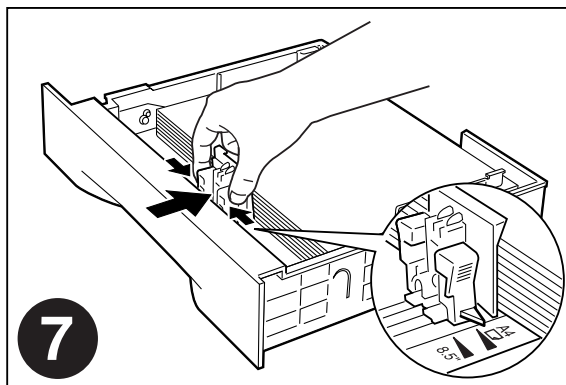




CAUTION: Do not overload the tray, and make sure the paper stack is beneath the retaining clips on both sides of the tray. Fan paper before placing it in the tray, and place paper in the tray with the print side up.

NOTE: To avoid paper jams and other paper transportation problems, make sure the length and width guides are adjusted to match the paper size and are locked firmly into place.

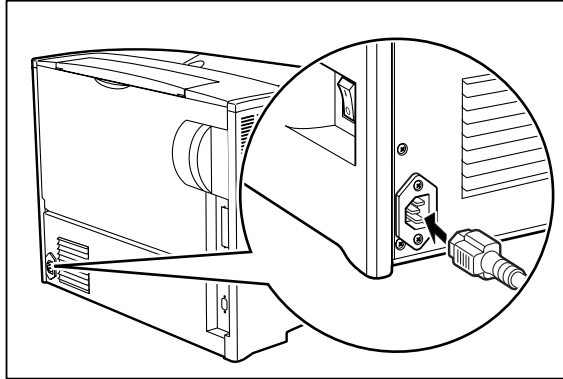




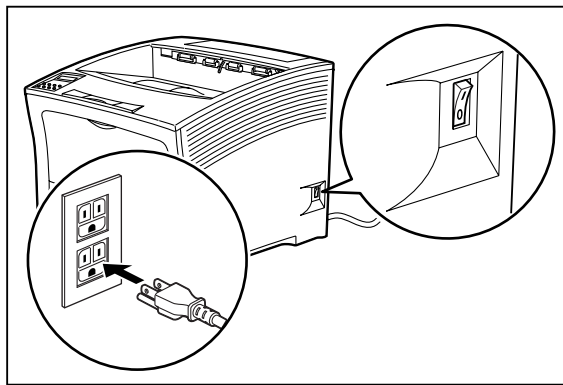
Step 7: Connecting the Power Cord and Turning the Printer On

Use the following procedure to connect the power cord and turn the printer on:

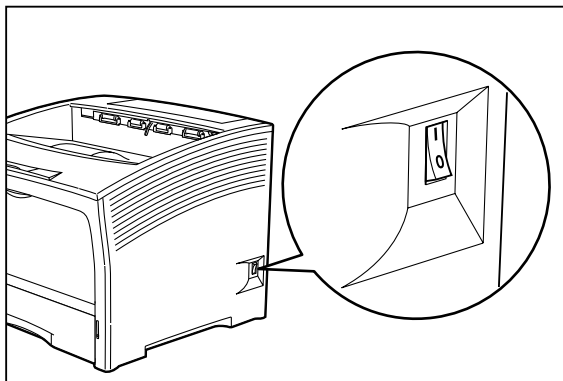
1. Insert the power cord into the AC connector on the rear of the printer.



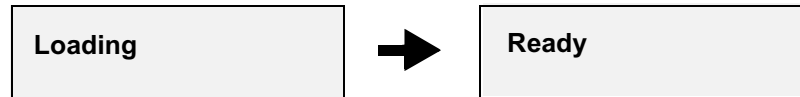
2. Verify that the power switch of the printer is in the [O] (off) position, then insert the plug of the power cord into the AC outlet.



3. Turn the printer on by pressing [I] on the power switch on the right side of the printer.



The status message **“Loading”** appears on the display. This message indicates that the printer is warming up and is not ready to print. After about 60 seconds, the status message changes to **“Ready”**, indicating that the printer is ready to print.



NOTE: If an error message appears on the display after you turn the printer on, refer to “Warning Messages and Error Messages” on page 3-2.

Step 8: Selecting the Control Panel Language

English is the default language for all control panel error and status messages; however, these messages are also available in French, German, Italian, and Spanish. Use the following procedure to change the display language:

NOTE: Please see [Chapter 2 Understanding and Navigating the Control Panel](#) for a brief overview of the control panel and its menus and submenus.

1. Press the **MENU** button on the control panel.
2. Press the **NEXT** button until the text “**System Menu**” is shown on the second line of the display.
3. Press the **SELECT** button to enter the system menu.
4. Press the **NEXT** button until the text “**Display Language**” is shown on the second line of the display.
5. Press the **SELECT** button to enter the display language submenu. The default language “**English**” is shown on the second line of the display.
6. Choose a language:

To change the control panel display language to French, press the **NEXT** button until the text “**Francais**” is shown on the second line of the display.

To change the control panel display language to German, press the **NEXT** button until the text “**Deutsch**” is shown on the second line of the display.

To change the control panel display language to Italian, press the **NEXT** button until the text “**Italiano**” is shown on the second line of the display.

To change the control panel display language to Spanish, press the **NEXT** button until the text “**Espanol**” is shown on the second line of the display.
7. Press the **SELECT** button to select the language you identified in Step 6.
8. Press the **RETURN** button to exit the display language submenu.

Step 9: Printing a Test Page or Configuration Summary

Test Page

Printing a test page verifies that the printer is operating correctly. Use the following procedure to print a test page:

1. Press the **MENU** button on the control panel.
2. Press the **NEXT** button until the text “**Functions**” is shown on the second line of the display.
3. Press the **SELECT** button to enter the functions submenu.
4. Press the **NEXT** button until the text “**Print Test**” is shown on the second line of the display.
5. Press the **SELECT** button to enter the print test submenu.
6. Press the **NEXT** button to toggle between “**Single**” and “**Continuous**”. If you choose **Single**, the printer will print a single test page. If you choose **Continuous**, the printer will continue printing pages until you press the **START/STOP** button.
7. Press the **SELECT** button to print the test page(s).

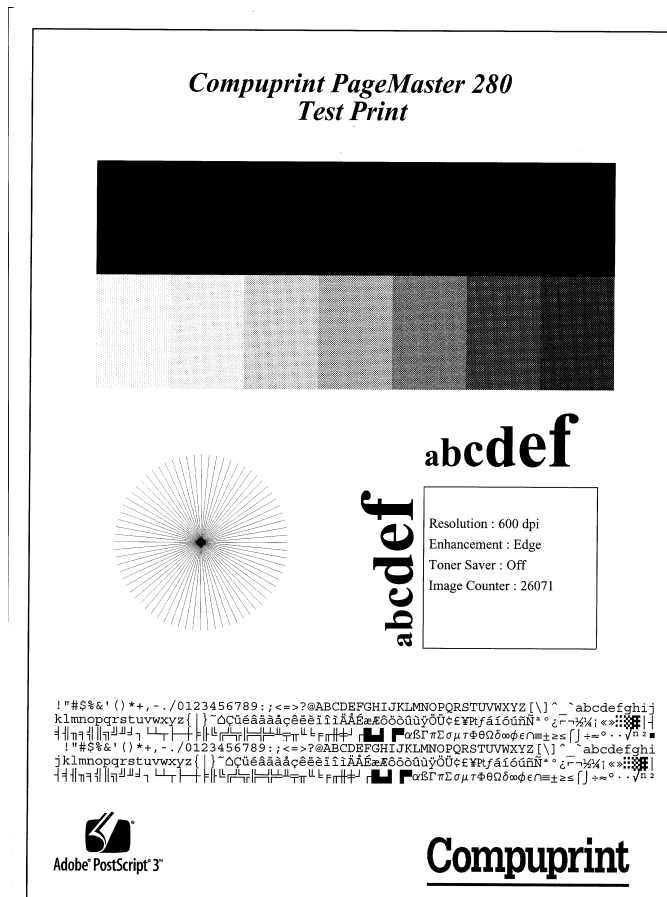


Figure 1-8: Test Page.

Configuration Summary

A configuration summary lists the current printer settings. Use the following procedure to print a configuration summary:

1. Press the **MENU** button on the control panel.
2. Press the **NEXT** button until the text **"Functions"** is shown on the second line of the display.
3. Press the **SELECT** button to enter the functions submenu.
4. Press the **NEXT** button until the text **"Print Summary"** is shown on the second line of the display.
5. Press the **SELECT** button to print the configuration summary page(s).

NOTE: The content of the configuration summary for your printer is dependent upon the optional printer accessories that are installed. The summary shown below is for a printer with several optional printer accessories installed—your configuration summary may not contain all of the information included below.

Tray 2 cont'd
Media Type = Plain
Level = Low
Tray 3
Media Size = Letter LEF
Media Type = Plain
Level = 3/4 Full
Face Down Tray = OK
Offset Tray = OK
Toner = OK

INFORMATION
Product Version : 1.43
PostScript/PCL 5e Version : 3010.106
Engine Version : 2.20 (E899-28)
USB NVRAM Checksum : 0F11
Installed Memory : 32 Mbytes
Printer Name : Compuprint PageMaster 280
Serial Number : 123456789
Image Counter : 26069
Sheet Counter : 13439
Toner Page Count : 14618

OPTIONS
Duplex Installed
900 Sheet Feeder Installed (Tray 2)
HCF Installed (Tray 3)
Offset Tray Installed
User FLASH Installed

Compuprint PageMaster 280

MENUS

Paper Menu
Copies = 1
Duplex = Off
Duplex Bind = Long Edge
Default Source = Tray 3
Manual Feed = Off
Output Tray = Face Down Tray

Media Size/Type
Front Tray
Media Size = Letter LEF
Media Type = Plain
Tray 1
Media Type = Plain
Tray 2
Media Type = Plain
Tray 3
Media Type = Plain
Tray Linking = On
Blank Pages = Print
Output Linking = On

Interface Menu
Port
Parallel = On
USB = Off

Parallel Setup
Interpreter = Auto Switch
Format = Raw
Mode = Bidirectional
Delay Out Close = Off

USB Setup
Interpreter = Auto Switch
Format = Raw
Delay Out Close = Off

PS Menu
Print PS Errors = On
Manual Feed TO = 0

PCL Menu
Orientation = Landscape
Font Source = Internal
Font Number = 0
Pitch = 10.00
Symbol Set = 8U/Roman 8
Macro Filter = Off
Lines Per Page = 60
CR Mode = CR-CR
LF Mode = LF=LF
FF Mode = FF=FF
Print Area = Normal

PCL Menu cont'd
Parameter Values
Paper Source
Front Tray = 8
Tray 1 = 1
Tray 2 = 4
Tray 3 = 5
Auto-Select = 7

Paper Size
Executive = 1
Letter = 2
Legal = 3
Statement = 4
Folio = 5
Ledger = 6
A6 = 24
A5 = 25
A4 = 26
B5 = 45
B4 = 46
Monarch Envelope = 80
Com10 Envelope = 81
DL Envelope = 90
C5 Envelope = 91

System Menu
Display Language = English
Power Saver = 15
Wait Timeout = 60
Job Timeout = 0
Jam Recovery = On
Hex Print = Off

Quality Menu
Resolution = 600 dpi
Enhancement = Edge
Toner Saver = Off

STATUS
Front Tray
Media Size = Letter LEF
Media Type = Plain
Level = Empty

Tray 1
Media Size = A4 LEF
Media Type = Plain
Level = OK

Tray 2
Media Size = Ledger

Figure 1-9: Configuration Summary.

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Step 10: Connecting the Printer to Host Computer

You must connect the printer to your computer using an IEEE 1284 parallel cable or a USB cable. These cables are user-supplied, the printer does not include either of these cables. The parallel and USB ports can not be used simultaneously, and the default configuration of your printer has the USB port turned off. If you would like to use the USB port instead of the parallel port, use the following procedure to turn the USB port on:

1. Press the **MENU** button on the control panel.
2. Press the **NEXT** button until the text “**Interface Menu**” is shown on the second line of the display.
3. Press the **SELECT** button to enter the interface menu.
4. Press the **NEXT** button until the text “**Port**” is shown on the second line of the display.
5. Press the **SELECT** button to enter the port submenu.
6. Press the **NEXT** button until the text “**USB**” is shown on the second line of the display.
7. Press the **SELECT** button to enter the USB submenu.
8. Press the **NEXT** button until the text “**On**” is shown on the second line of the display.
9. Press the **SELECT** button to change the USB setting to **On**.
10. Press the **START/STOP** button to exit the menu system.

NOTE: For more information about USB settings, please refer to the **User Guide** included on the Electronic Library CD-ROM.

Step 11: Installing Printer Drivers and Locating User Documentation

Installing Printer Drivers and other Software for UNIX and Windows

To install printer drivers and other software for UNIX and Windows, go to the SOFTWARE folder located on the Electronic Library CD-ROM. The SOFTWARE folder contains the following sub-folders:

- **Drivers Folder**
The Drivers folder contains all of the printer drivers necessary to print from Windows 3.1 and 95/98, and Intel Windows NT 3.5.1 and 4.0 systems. Refer to the DRIVERS.TXT file included in this folder for more information about installing and using driver software.
- **EZWebCon Folder**
The EZWebCon folder contains the EZWebCon software used to configure and manage your Network Interface Card. Refer to the README.TXT file included in this folder for more information about installing and using EZWebCon.
- **NetPort Folder**
The NetPort folder contains the network port software that allows you to print directly from Windows 95/98 and Intel Windows NT 4.0 systems. Refer to the README.TXT file included in this folder for more information about installing and using this software.

- PFDload Folder

The PFDload folder contains information about downloading printer firmware updates. Refer to the README.TXT file included in this folder for more information.

- UnixSW Folder

The UnixSW folder contains Compuprint UNIX Printing Software, which is an enhanced print filter and network socket driver that allows you to take advantage of all of the printing features of your printer. Refer to the INSTSALL.PDF file included in this folder for more information about installing and using Compuprint UNIX Printing Software.

- USB Folder

The USB folder contains USB installation files for Windows 95 and 98, and also includes a program to test USB system readiness. Refer to the README.TXT file included in this folder for more information about installing and using USB.

Installing Printer Drivers for MacOS

To install printer drivers for MacOS, refer to the following folder on the Electronic Library CD-ROM:

- Compuprint PageMaster Printer Driver folder

The Printer Driver folder contains the AdobePS driver installation kit and PPD file for the printer. These items are available in English, German, French, Italian, and Spanish.

Locating User Documentation

To locate other documentation that will assist you in operating and maintaining your printer, go to the MANUALS folder on the Electronic Library CD-ROM. You can open and read these manuals directly from the CD-ROM, save the manuals to the hard drive of your computer, or print the manuals. The MANUALS folder includes the following documents in Adobe PDF format:

- User Guide
- Printer Installation Guide (English, French, German, Italian, Spanish)
- Other installation and user guides for printer options

Refer to the README.TXT file (UNIX and Windows) or the Read Me First file (MacOS) included in the MANUALS folder for more information about the documentation.

Step 12: Printing a Test Document

After completing the installation procedure, verify that the printer is working correctly by printing a document from an application. If the printer is not functioning correctly or if an error message is displayed on the control panel, see **Chapter 3: Troubleshooting**.

Step 13: Using the Printer

Once you have completed the installation procedure, please refer to the **User Guide** included on the Electronic Library CD-ROM for detailed information about using the printer.



Chapter 2

Understanding and Navigating the Control Panel

In this Chapter . . .

- “About this Chapter” on page 2-2
- “Control Panel Features” on page 2-2
- “Navigating the Control Panel Menus” on page 2-4
- “Menu Structure” on page 2-6

About this Chapter

This chapter explains the control panel and its functions, and also demonstrates how to navigate through the control panel menus and submenus that allow you to view and change the printer settings.

Control Panel Features

The control panel is located on the front of the printer, and contains the display, indicators, and pushbuttons that allow you to view and change the printer settings.

The figure below shows the control panel features.

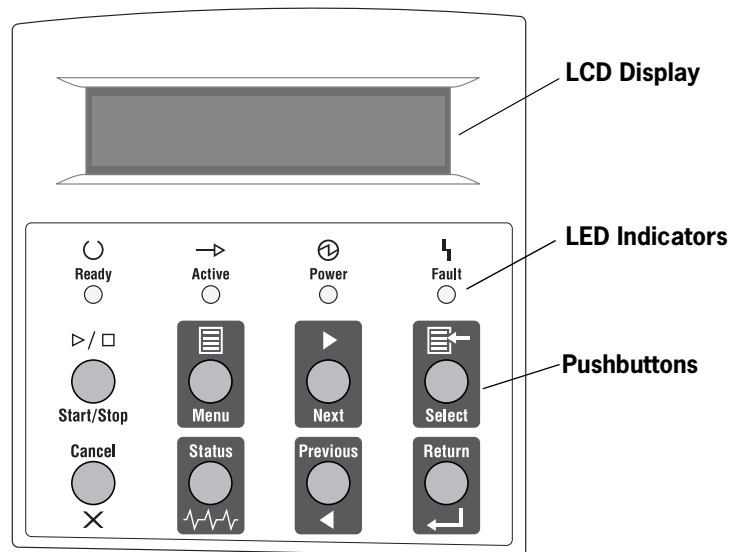






Figure 2-1: Control Panel.

LCD Display

The LCD display shows status and error messages that inform you of the current status of the printer, and also displays menus, submenus, and printer settings when you are in the menu system. The display contains two lines of text, each with a maximum of sixteen characters.






LED Indicators




The LED indicators also indicate printer status. The four indicators can each be on, off, or blinking, indicating different phases of printer operation. The table below explains the LED indicators.

LED	Color	When Off	When On	When Blinking
 Ready	Green	Printer is NOT READY	Printer is READY	N/A
 Active	Green	Printer is IDLE	Printer is ACTIVE (processing a job)	Printer is WAITING (a partial job has been printed, and the printer is waiting for additional job data)
 Power	Green	POWER is off	POWER is on	Power Saver Mode ON
 Fault	Yellow	Printer is not in error mode	There is an error that requires user intervention, such as a paper jam, a service call required, etc.	N/A

Pushbuttons

The control panel pushbuttons allow you to access and navigate menus, and also assist you in recovering from printer errors. The table below explains the functions of the eight pushbuttons.

Pushbutton	Function
 Start/Stop	START/STOP—Push this button to start or stop the printer, or to exit the menu system.
 Menu	MENU—Push this button to enter the menu system.
 Next	NEXT—Push this button to move to the next menu, submenu, or setting within the same level of the menu structure.
 Select	SELECT—Push this button to select the menu or submenu that is shown on the second line of the display or to choose and save the setting shown on the second line of the display.
 Cancel	CANCEL—Push this button to cancel an action.

Pushbutton	Function
	STATUS—Push this button to enter the Status Menu and view the current status of printer.
	PREVIOUS—Push this button to return to the previous menu, submenu, or option within the same level of the menu structure.
	RETURN—Push this button to move up one level in the menu structure to the menu shown on the first line of the display.

Navigating the Control Panel Menus

When you press the **MENU** button on the control panel, you enter the printer's menu system. At that point, the first line of the display contains the text "**Menu**", indicating that you are in the menu system. The second line of the display lists the active menu, which you can change by pressing the **NEXT** or **PREVIOUS** button.

Menu
Paper Menu

If you press the **NEXT** button repeatedly, the second line of the display cycles through the main menus in the following order:

- Paper Menu
- Interface Menu
- PS Menu
- PCL Menu
- System Menu
- Quality Menu
- Functions

NOTE: Additional menus and submenus may appear in the printer menu system when other options are installed.

The following figure shows the sequence of pushbuttons and display messages that would allow you to change the number of copies printed. This example illustrates the basic relationship between menus and submenus and demonstrates how the NEXT, PREVIOUS, SELECT, and RETURN buttons help you to navigate through the menus.

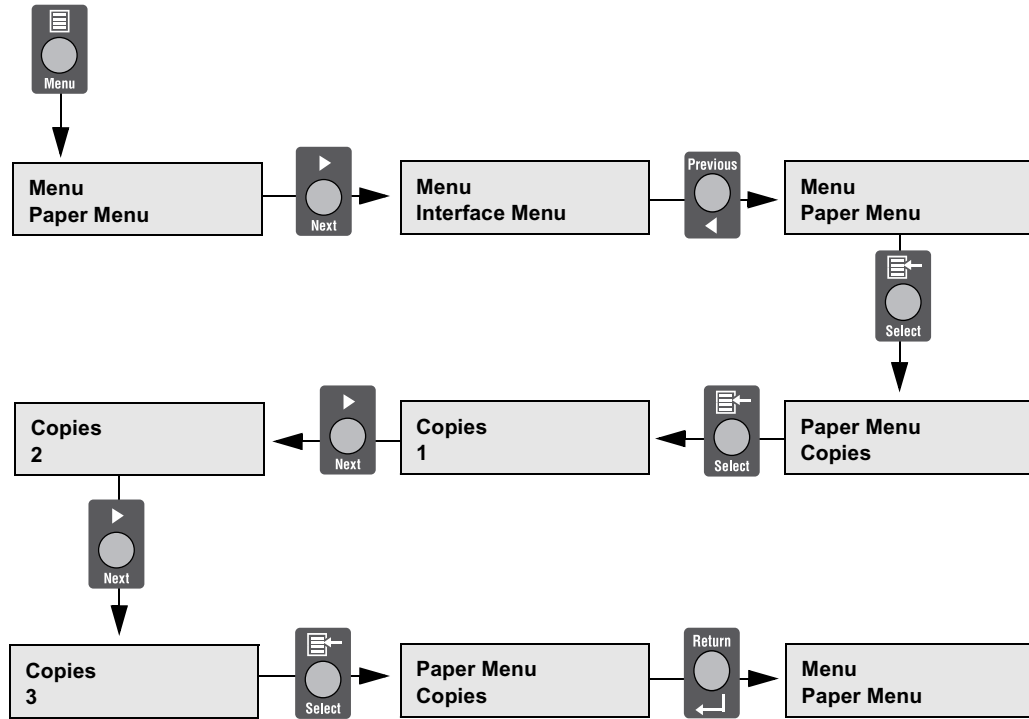


Figure 2-2: Navigating the Paper Menu.

1. Press the **MENU** button on the control panel.
2. Press the **NEXT** button until the text “**Paper Menu**” is shown on the second line of the display.
3. Press the **SELECT** button to enter the paper menu.
4. Press the **NEXT** button until the text “**Copies**” is shown on the second line of the display.
5. Press the **SELECT** button to enter the copies submenu.
6. Press the **NEXT** or **PREVIOUS** button to increase or decrease the number of copies printed.
7. Press the **SELECT** button to save this setting.
8. Press the **START/STOP** button to exit the menu system.

Menu Structure

The following figure shows the structure of the control panel main menus and submenus. For more specific information about using and navigating the printer menu system, see the User Guide provided on the Electronic Library CD-ROM.

Paper Menu Copies Default Source Manual Feed Output Tray Media Size/Type Front Tray 1 Tray 2 (optional) Tray 3 (optional) Tray Linking Blank Pages	Interface Menu Port Parallel USB Parallel Setup Interpreter Format Mode USB Setup Interpreter Format	PS Menu Print PS Errors Manual Feed TO	PCL Menu Orientation Font Source Font Number Pitch Symbol Set Macro Filter Lines Per Page CR Mode LF Mode FF Mode
System Menu Factory Defaults Display Language Powersaver Wait Timeout Job Timeout Jam Recovery Hex Print	Quality Menu Resolution Enhancement Toner Saver	Functions Reset Printer Print Summary Print Test Print Fonts	

Figure 2-3: Printer Menu Structure.

NOTE: Additional menus and submenus may appear in the printer menu system when other options are installed.

Status Menu

In addition to the main menus listed above, the printer also provides a status menu that allows you to view the current printer settings.

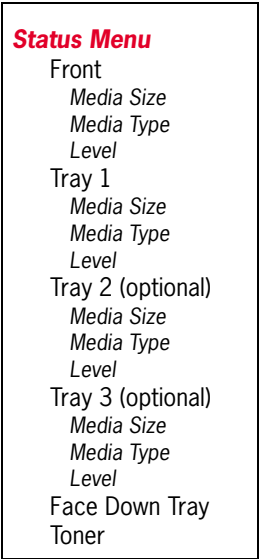


Figure 2-4: Status Menu.



Chapter 3

Troubleshooting

In this Chapter . . .

- “About this Chapter” on page 3-2
- “Power-on Problems” on page 3-2
- “Warning Messages and Error Messages” on page 3-2

About this Chapter

This chapter provides procedures to identify and solve problems that may occur while you are setting up and installing the printer.

Power-on Problems

If you have problems turning on the printer, check the possible causes listed in the table below. If the printer will not start after checking these items, turn the printer off, disconnect the power cord from the AC outlet, and contact your dealer or an authorized service provider.

Description	Possible Cause	Action
There is no power.	The power switch is not set to [I] (on).	Check the power switch. See “Step 7: Connecting the Power Cord and Turning the Printer On” on page 1-15.
	The power cord is not properly plugged into an AC outlet or into the AC connector on the rear of the printer.	Set the power switch to [O] (off) and then connect the power cord firmly to the AC connector and to the AC outlet. See “Step 7: Connecting the Power Cord and Turning the Printer On” on page 1-15.
	Voltage of the AC power is not correct.	Verify that the AC outlet is rated for the voltage of your printer. See “Safety Precautions” on page 1-2.
	The fuse on the power cord is not functioning. (UK only)	Verify that the fuse on the power cord is intact. (UK only)
Power is frequently interrupted.	The printer is malfunctioning.	Turn the printer off and disconnect the power cord from the AC outlet. Contact your dealer or an authorized service provider.

Warning Messages and Error Messages

The control panel display shows both warning messages and error messages. Warning messages use only the second line of the display and indicate conditions that do not prevent the printer from operating. For example, if Tray 1 is out of paper but the printer is currently drawing paper from Tray 2, a warning message will appear on the second line of the display indicating that Tray 1 is out of paper—but the printer will continue to operate, drawing paper from Tray 2.

Error messages use both lines of the display and indicate conditions that prevent the printer from operating. The first line of an error message contains the error code and type of error, while the second line of the display contains information about the action required to recover from the error.

Warning Messages

The following table lists warning messages, possible causes, and the actions required to correct each cause.

Warning Message Line 2 of display	Possible Cause	Action
Tray 1 Missing	Tray 1 is not installed.	Install the tray.
Tray 2 Missing	Tray 2 is not installed.	Install the tray.
Tray 3 Missing	Tray 3 is not installed.	Install the tray.
Paper Low Tray 1	The paper supply in tray 1 is low.	Add paper to the tray. See "Step 6: Loading the Paper Tray" on page 1-12.
Paper Low Tray 2	The paper supply in Tray 2 is low.	Add paper to the tray. See the User Guide for more information about adding paper to optional paper trays.
Paper Low Tray 3	The paper supply in Tray 3 is low.	Add paper to the tray. See the User Guide for more information about loading paper to optional paper trays.
Paper Out Tray 1	There is no paper in Tray 1.	Add paper to the tray.
Paper Out Tray 2	There is no paper in Tray 2.	Add paper to the tray.
Paper Out Tray 3	There is no paper in tray 3.	Add paper to the tray.
Output Tray Full	The output tray is full.	Remove paper from the tray.
Offset Tray Full	The offset output tray is full.	Remove paper from the tray.
HCF Lifting	The HCF is lifting.	Wait until the HCF has finished lifting completely.
Maintenance Req	Maintenance is required.	Call service.

Error Messages

The table below lists error messages, the possible causes of each error, and the actions required to recover from each error.

Error Message Line 1	Error Message Line 2	Possible Cause	Action
E0 JAM HCF E1 JAM TRAY/REGI E2-1 JAM MISFEED E2-2 MISFEED DUP E3 JAM REGI/FUSR E4 EXIT JAM E7 JAM DUPLEX E8 JAM OFF. TRAY	Remove Paper	There is a paper jam inside the printer.	Remove the jammed paper from the indicated location. See the User Guide for information about removing paper jams.
E5 TRAY OUT	Reposition Front	The front tray is out.	Reposition or close the front tray.
E5 COVER OPEN	Top/Rear	The top cover or rear cover is open.	Close the top or rear cover.
E5 COVER OPEN	Offset Tray	The offset tray cover is open.	Close the offset tray cover.
E5 COVER OPEN	Close HCF Cover	The HCF cover is open.	Close the HCF cover.
J3 TONER CART.	Install/Reset	The toner cartridge is not installed, or an incorrect cartridge is installed.	Install the correct toner cartridge according to the specifications. See "Step 4: Installing the Toner Cartridge" on page 1-8.
LOAD PAPER TRAY1	Paper Size/ Paper Type	Tray 1 is empty.	Load paper into the tray.
LOAD PAPER TRAY2	Paper Size/ Paper Type	Tray 2 is empty.	Load paper into the tray.
LOAD PAPER TRAY3	Paper Size/ Paper Type	Tray 3 is empty.	Load paper into the tray.
LOAD PAPER FRONT	Paper Size/ Paper Type	The front tray is empty.	Load paper into the tray.
OUTPUT TRAY FULL	Remove Paper	The output tray is full.	Remove paper from the tray.
OFFSET TRAY FULL	Remove Paper	The offset output tray is full.	Remove paper from the tray.

Error Message Line 1	Error Message Line 2	Possible Cause	Action
U2 ROS FAILURE	Call Service	The ROS has failed.	Turn the printer off, then turn it on. If the problem reoccurs, contact an authorized service provider.
U4 FUSER FAILURE	Call Service	The fuser has failed.	
HCF UNIT FAILURE	Call Service	The HCF has failed.	
OFFSET TRAY FAIL	Call Service	The offset tray has failed.	
DUPLEX FAILURE	Call Service	The duplexer has failed.	
MAIN MOTOR FAIL	Call Service	The main motor has failed.	
ENGINE NV FAIL	Call Service	The engine has failed.	
FAN FAILURE	Call Service	The fan has failed.	Press the START button.
MAINTENANCE REQ	Press Start	The printer needs maintenance.	

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Appendix A

Safety Notes and Regulatory Compliance

In this Chapter . . .

- “About this Appendix” on page A-2
- “Safety Notes” on page A-2
- “Regulatory Compliance” on page A-2

About this Appendix

This appendix lists important safety precautions and identifies the applicable regulatory compliances of your printer.

Safety Notes

- Be sure to switch off and unplug the printer before accessing the interior of the printer for cleaning, maintenance, or fault clearance. Accessing the interior of a live machine exposes you to the risk of electric shock.
- Do not place the printer in a hot, humid, dusty, or poorly ventilated environment. Prolonged exposure to these adverse conditions may cause fire or expose you to electric shock.
- The printer is capable of operating normally within the following environmental limits:
 - Temperature range: 50°F -95°F (10°C -35°C)
At high temperatures (95°F /35°C), humidity should be at or below 70%.
 - Humidity range: 15%-85% (no condensation)
At maximum humidity (85%), temperature should be at or below 82°F(28°C).
- Stop operation immediately if your printer produces smoke, excessive heat, unusual noise, or smell. These conditions can indicate or result in a fire. Immediately switch off and unplug the printer, and contact your point of purchase.
- The fuser becomes very hot in normal operation. If a paper jam has occurred, turn the power off and wait at least 10 minutes before removing the drum cartridge and touching the fuser section.

Regulatory Compliance

Safety Compliance

This product conforms the following safety standards:

- UL1950
- CSA C22.2 No. 950
- EN 60950
- IEC 950
- 73/23/EEC

Class 1 Laser Device and CDRH Compliance

This printer is certified as a Class 1 laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. This certification indicates that the printer does not emit hazardous laser radiation. Since radiation emitted inside the printer is completely confined within the protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation.

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration implemented regulations for laser products on August 1976. These regulations apply to laser products marketed in the United States. The label on the printer indicates compliance with the CDRH regulations and must be attached to laser products marketed in the United States.

EMC Compliance

Class B Equipment

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

If your machine is a 220-240V model, there is no need to attach a separate earth line since the earth connection is incorporated in the power line. Plug it into a properly rated outlet.

The use of a non-shielded interface cable with the reference devices is prohibited. Shielded interface cables must not exceed the following limitations:

- The length of the IEEE 1284 parallel interface cable must be 50 feet (15 meters) or less.
- The length of the Ethernet interface cable must be 328 feet (100 meters) or less for type 10/100BASE-T or 185 meters (607 feet) or less for type 10/BASE-2.
- The length of the power cord must be 10 feet (3 meters) or less.

This equipment generates, uses, and can radiate radio frequency energy. If the equipment is not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, try to correct the interference using one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment and the receiver to outlets that are on different circuits.
- Consult with the dealer or an experienced radio/television technician to help.
- Always use the power cord provided with your machine. When an extension cord is required, always use a properly rated cord.
- In countries other than the United States, please contact your point of purchase.

Other EMC Standards

This product also conforms to the following EMC standards:

- CNS 13438
- VCCI V-3/97.04
- AS/NZS 3548:1995 including A1:1997 and A2:1997
- EN55022: 1994 including A1:1995 and A2:1997
- FCC Part 15, Subpart B (CFR 47, 1995)
- CISPR22: 1993 including A1:1995 and A2:1996



