

Operating the InfoPrint 4100

InfoPrint 4100 Models
TS2, TD3/4, TS3, and TD5/6

S550-1298-02

RICOH

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Note:

Before using this information and the product it supports, read the information in the Notices section.

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Ricoh Company, Ltd.
6300 Diagonal Hwy 002J
Boulder, CO 80301-9270
U.S.A.

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Safety and environmental notices

This publication contains safety notices that warn users of situations that could cause them harm.

Electrical Safety

The printers are inspected and listed by the National Recognized Testing Laboratory. Listing of a product by the National Recognized Testing Laboratory indicates that the product is designed and manufactured in accordance with national requirements intended to minimize safety hazards. Remember, however, that this product operates under conditions of high electrical potentials and heat generation, both of which are functionally necessary.

SAFE00ES

Fire Safety

Because the forms used in the printer can burn, you should take normal precautions to prevent fire. These precautions include common-sense measures, such as keeping potentially combustible materials (for example, curtains and chemicals) away from the printer, providing adequate ventilation and cooling, limiting unattended operation, and having trained personnel available and assigned to the printer.

SAFE00FS-9

Lightning Safety

To avoid personal risk, do not install or reconfigure a communication port or a teleport during a lightning storm.

SAFE00LS

The laser used in the 4100 Models HS2, HS3, MS1, TS1, TS2, TS3, MD1/ MD2, HD3/HD4, HD5/HD6, TD1/TD2, TD3/TD4, and TD5/TD6 printers complies with IEC 60825-1, IEC 60825-2, EN 60825-1, and EN 60825-2. The 4100 Models HS2, HS3, MS1, TS1, TS2, TS3, MD1/ MD2, HD3/HD4, HD5/HD6, TD1/TD2, TD3/TD4, and TD5/TD6 printers are a Class 1 Laser Product that contains five enclosed Class IIb InGaAs lasers with peak power of 60 milliwatts and wavelength of 405 nanometers. Contained within the printhead, the lasers form scanning beams focused at the photoconductor.

safe00i4



CAUTION:

<86> High-temperature. Let parts cool at least 15 minutes in this area before handling.

CAUT0099

**CAUTION:**

<86> Carefully hoist the printer to prevent the hoisting slings from touching the external covers.

CAUT0910

**CAUTION:**

<88> Hazardous moving parts. Keep fingers and other body parts away. Do not insert your fingers or hands into any rotating, driving, or operating section during operation.

CAUT0912

**CAUTION:**

Power off the printer and allow the dryer rollers to cool before you start this procedure.

CAUT0913

**DANGER**

<5> High-voltage is present. Use care while working in this area.

DANG0104

**DANGER**

<28> The machine requires a dedicated power supply. Be sure to ground the AC outlet in the specified manner (grounding resistance: 100 Ohm or less).

DANG0915



<27> Laser radiation is present. Do not stare into the beam.

DANG0914

The Ricoh supplies web page contains links to the material safety data sheets for supplies.

About this publication

This publication provides information on activities you may need to perform if the Help System is not available. It provides the same information as the Help System.

The models supported by this publication are:

- Models TS2 and TD3/4 with InfoPrint Controller Operator Console
- Models TS3 and TD5/6 with InfoPrint Controller Operator Console

List of abbreviations

Special conventions

The following notation conventions are used throughout this publication:

- Words that appear in messages on either the touch panel or the printer panel display appear in COMPUTER print. For example:
 - CHECK TENSION ARM
- The words **select** and **selecting** refer to the act of touching the touch-sensitive screen, using the mouse, or using the keyboard as though you were pressing a switch, choosing an option, or entering data.
- The following notation is used to indicate the order in which tabs or buttons are selected to navigate to the desired panel or window: **Tab name** → **Tab name**. For example, selecting **Forms** → **Align Forms** displays the **Align Forms** panel.
- Words that identify switches, indicators, levers, or tab names appear in **bold** print. For example:
 - Press the **Start** key.
 - Select the **Printer Definition** tab on the Main touch panel.
- New terms appear in *italics* where the term is first defined in the publication. For example:
 - The term *forms path* refers to the entire route that the forms travel.

Related information

- *Planning for the InfoPrint 4100 Models with the InfoPrint Controller Operator Console*
- *Designing Forms for Continuous Forms Advanced Function Printers*
- *InfoPrint 4100 Models with the InfoPrint Controller Operator Console: Quick Reference Card*
- *Advanced Function Presentation™: Printer Information*
- *Guide to Advanced Function Presentation.*

Contact your marketing representative for information concerning the printer, its manuals, or its associated licensed programs.

Who should read this publication

This publication is for printer operators using InfoPrint 4100 printers.

This publication describes the general use and routine maintenance of the InfoPrint 4100 printer. Repairs, installation, and maintenance requiring more expertise can only be performed by trained Customer Support Specialists.

Chapter 1. Introducing the printer

This section describes the functional areas of the printer and the operator console. Differences between the functions and features that are available on the different printer models are noted, as applicable.

Functional areas

This section describes the following areas of the InfoPrint 4100 Printer Models TS2, TS3, TD3/4, and TD5/6:

- Forms path through each printer model for tractored and tractorless forms
- Control Unit
 - The Printer 2 control unit, which includes:
 - Operator alert area
 - Touch panel
 - Mouse
 - Keyboard
 - Power control panel
 - The Printer 1 control unit, which includes:
 - Operator alert area
 - Power control panel
- Printer operator panel
 - Display
 - Function keys
 - Indicators
- Developer area
- Forms input area and transfer station area
- Transfer station
- Vacuum, stack height, and puller controls
- Fuser entry area
- Forms exit area and stacker control panel
- Rear service area.
- Printer control panel
- Operator console
 - Main touch panel
 - Tabs on the Main touch panel
 - Buttons on the Main touch panel
 - Areas of the main touch panel
 - User controls
 - On-screen-display (OSD) controls

About forms and forms path

Form refers to pages on which the printer can print. Forms can be blank paper, preprinted paper, cards, or any other printable material, that meets the required specifications. *Paper* is a specific fiber-based material used for forms.

The term *forms path* refers to the entire route that forms travel while they are being processed. The forms path begins in the forms input area and ends in the forms exit area.

For simplicity, Figure 1 shows the general forms path when a printer is used for simplex printing and is using boxed fan-fold forms.

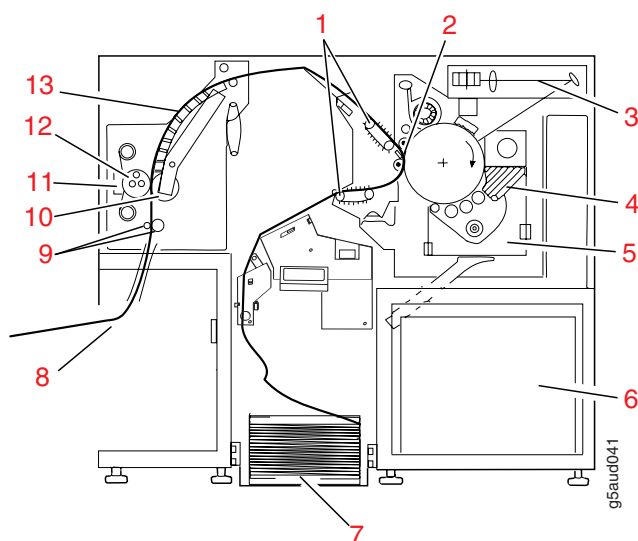


Figure 1. Forms path through an InfoPrint 4100 printer engine

1. Tractors
2. Transfer station
3. Printhead
4. Toner
5. Developer
6. Power supply
7. Forms input area
8. Forms exit area
9. Scuff rolls
10. Backup roll
11. Fuser
12. Hot roll
13. Preheat platen

Note: Note the following differences when a printer runs in simplex mode, uses forms from a preprocessing device, and has a postprocessing device installed and enabled:

- Forms enter from the right under the printer and then move up through the forms input area.

- The forms exit the printer to the left directly to the postprocessing device.

Note: Note the following differences when you use a printer for duplex printing:

- If the printer is Printer 1 in the configuration, the forms exit the printer to the left from the form exit area directly to the Buffer/Flipper Unit.
If a preprocessing device is installed, the forms enter from the right under the printer and then move up through the forms input area.
- At Printer 2, the forms enter from the right under the printer through the urge unit in the forms input area. They then move up through the forms input area.
If a postprocessing device is installed and enabled, the forms exit the printer to the left directly to the postprocessing device.

About the control unit area

The touch panel, mouse, keyboard, power control panel, and operator alert assembly are in the control unit area.

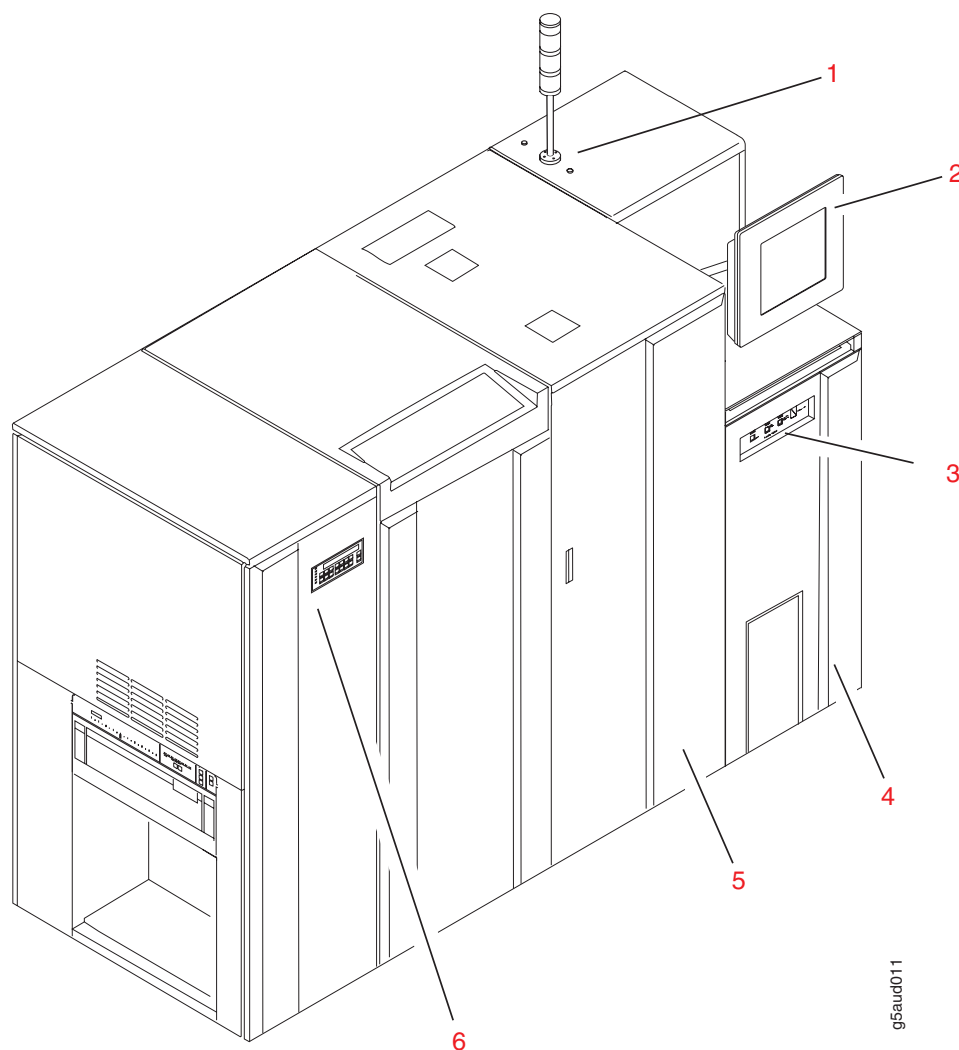


Figure 2. Control unit area

1. Operator alert assembly
2. Touch panel and operator console

3. Power control panel
4. Control unit
5. Printer engine frame
6. Printer operator panel

About the operator alert assembly

The operator alert assembly is located at the base of the operator alert light at the top of the control unit. The **Volume Control** knob adjusts the volume of the operator alert assembly. The volume can be turned completely off.

The operator alert assembly consists of a built-in operator alert light and buzzer and a volume control knob.

About the operator alert lights

Operator alert lights

The operator alert light has the following meanings:

Table 1. Meanings of operator alert light`

Machine State	Light	Audible Warning
Online, ready to print The system will print when data is received from the host.	Green	None
Stop was pressed In diagnostic mode Offline printing The system was made not ready by the operator or CE. The system cannot print data from the host. All safety interlocks are normal.	Amber	None
OK to add toner. System is still printing You can add toner without stopping the printer.	Flashing Yellow	None
Error condition The printer has stopped, and cannot continue without intervention.	Flashing Amber Touch the touch panel to make the light stop flashing.	Short duration and periodic. Touch the touch panel or press any key to stop the alarm.

About the touch panel

The touch panel provides a touch-sensitive interface to the printer.

About the mouse

You can use the mouse to navigate around the touch panel instead of touching the screen with your finger. Use the left-click button to activate a push button or make a selection on the screen.

About the keyboard and USB flash memory device

The keyboard sits on a sliding shelf below the touch panel. You can use the keyboard to enter data.

The USB port on the left side of the keyboard allows a USB flash memory device (or key) to be inserted. You can use this to restore Snapshots and configuration settings. See the *Planning and Configuration Guide* for more information.

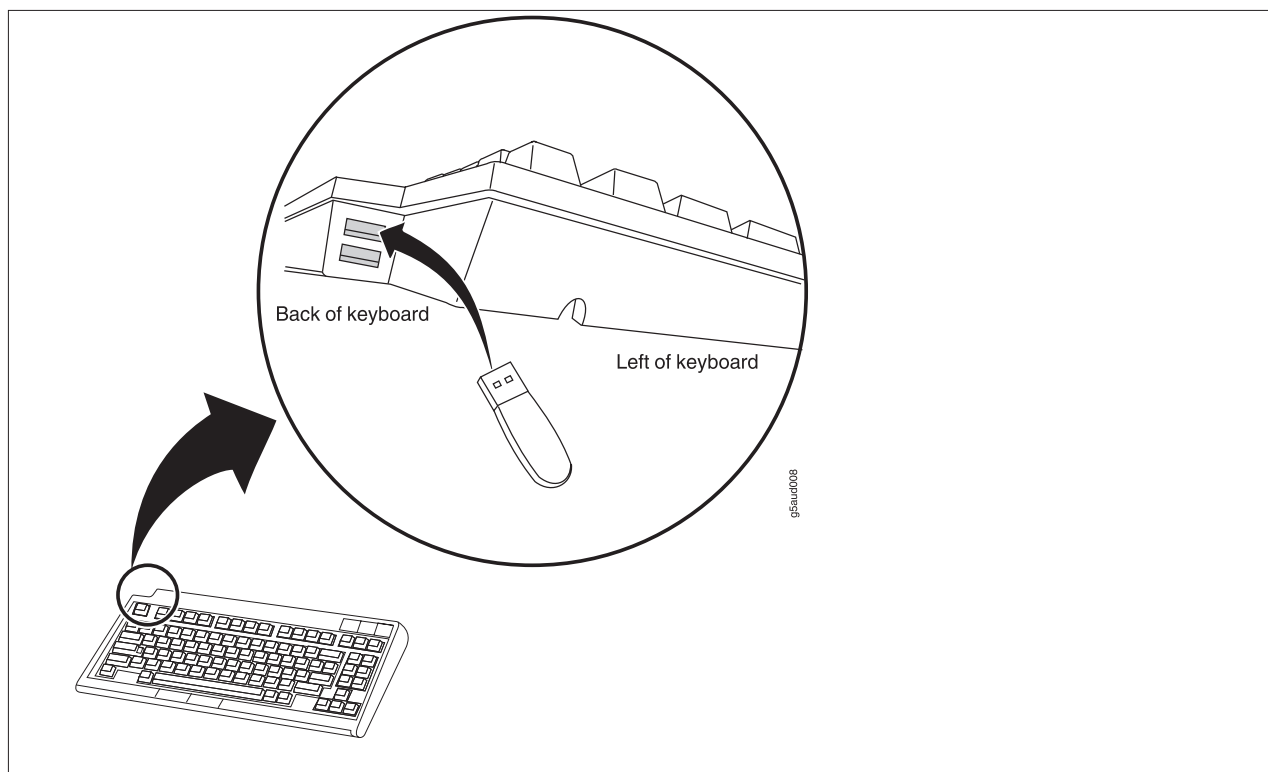


Figure 3. An example of one type of USB flash memory device

Note: The supported USB flash memory device is Feature Code 4660 (USB Flash Memory Device).

About the power control panel

On Printer 1, the power control panel provides power control for the Printer 1 control unit and the printer engine. On Printer 2, the Power Control Panel provides *direct* power control for the Printer 2 control unit and the printer engine and *remote* power control for Printer 1.

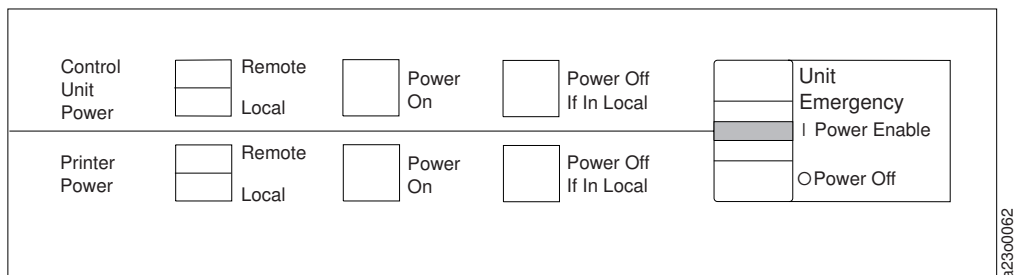


Figure 4. Power control panel

Selecting This Control:	Does This:
Control Unit Local/Remote Switch	<p>Establishes where control unit power is controlled.</p> <p>On Printer 1 - When this switch is in the Local position, the Printer 1 control unit is powered on and off by the Control Unit Power On and the Control Unit Power Off if in Local switches. In the Remote position, the Printer 1 control unit is powered on and off by Printer 2 control unit power controls.</p> <p>On dual simplex printers and Printer 2 of a duplex configuration - When this switch is in the Local position, the Printer 2 control unit is powered on and off by the Control Unit Power On and the Control Unit Power Off if in Local switches. In the Remote position, the Printer 2 control unit is powered on and off by the controlling computer system.</p>
Printer Local/Remote Switch	<p>Establishes where printer power is controlled. When this switch is in the Local position, the printer engine is powered on and off by the Printer Power On and the Printer Power Off if in Local switches. In the Remote position, the printer engine is powered on and off by the Control Unit Power On and Control Unit Power Off If In Local switches on this panel.</p>
Control Unit Power On Switch	<p>Powers on the Printer 2 control unit frame or the Printer 1 control unit frame when the Control Unit Local/Remote switch is set to Local.</p>
Printer Power On Switch	<p>Powers on the printer when the Printer Local/Remote switch is set to Local.</p>
Control Unit Power Off If In Local Switch	<p>Powers off the Printer 1 control unit when the Control Unit Local/Remote switch is set to Local.</p>
Printer Power Off If In Local Switch	<p>Powers off the printer when the Printer Local/Remote switch is set to Local.</p>
Emergency Power Off Switch	<p>On Printer 1 - When set to Power Enable, the Printer 1 control unit and printer engine can be powered on by Local or Remote control. Power Off does an emergency shutdown.</p> <p>On dual simplex printers and Printer 2 of a duplex configuration - When set to Power Enable, the Printer 2 control unit and printer engine can be powered on by Local or Remote control. Power Off does an emergency shutdown. All power is removed from the system.</p> <p>Attention: Using the Unit Emergency switch can cause loss of data and hardware problems. Therefore, you should use it only in an emergency.</p>

About the printer operator panel

The printer operator panel is on the left front cover of the printer. It serves as an auxiliary display. The printer operator panel may be more convenient to use than

the touch panels for some tasks.

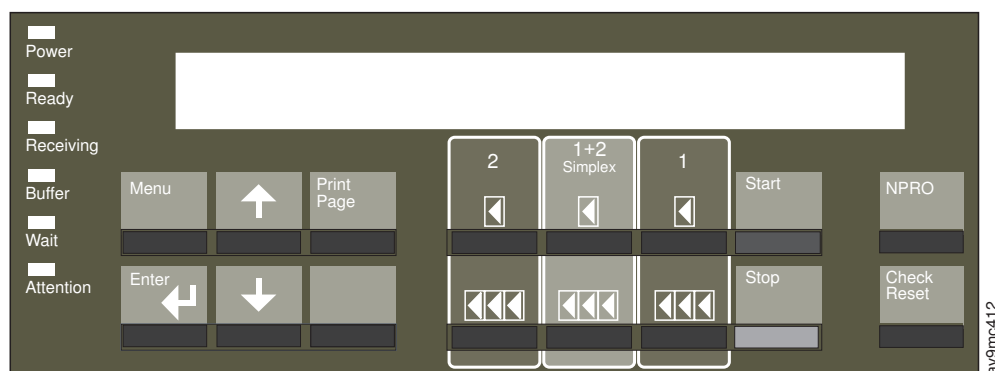


Figure 5. Printer operator panel

About the display area on the printer operator panel

The printer operator panel contains a two-row display area. When the panel is in Status mode, the display area displays status and operator messages. When the panel is in Menu mode, the same display area displays tasks that require an operator response.

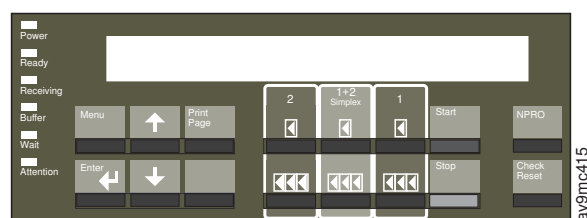


Figure 6. Display area of the printer operator panel

About the function keys

The function keys on the printer operator panel duplicate some system controls available on the touch panels. In Dual Simplex mode, the function keys let you control the printer on which the operator panel is mounted. In Duplex mode, the function keys let you control both printers.

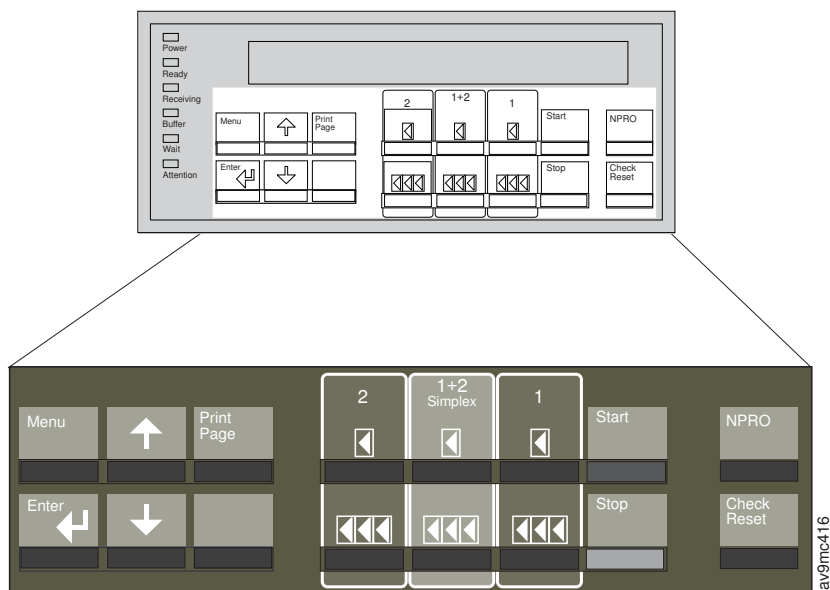











Figure 7. Function keys on the printer operator panel

Note:

1. Use the appropriate paper advance (feed page) key while doing the align forms procedures (**Forms** → **Align Forms**). See “Aligning tractorfed forms” on page 155 and “Aligning tractorless forms” on page 163.
2. Each paper advance (feed page) key on the printer operator panel is functionally equivalent to the paper advance (feed page) button on the Align Forms panel.
3. The **Start**, **Stop**, and **Check Reset** keys on the printer operator panel provide the same function as the **Start**, **Stop**, and **Check Reset** buttons on the Main touch panel.

Selecting This Control:	Does This:
Menu	<p>Use this key to change the display area of the operator panel to Menu mode. Select Menu again to return the panel to Status mode.</p> <p>In Menu mode, the display area lists tasks that require an operator response. You can use these menu function keys instead of the equivalent key on the touch panels.</p> <p>The tasks displayed depend on the state of the printer. Tasks that may be displayed are:</p> <ul style="list-style-type: none"> • Printer 1 Aligned • Align Printer 2 • Printer 2 Aligned • Added 1 Bottle/Cartridge of Toner • Added 2 Bottles/Cartridges of Toner • Added 1 Bottle of Oil <p>This key is <i>not</i> active when the panel is in Status mode.</p>
Enter	<p>Use this key when the display is in Menu mode to confirm the task displayed in the display area. This key is <i>not</i> active when the panel is in Status mode.</p>

Move Up 	Use this key in Menu mode to scroll up through the list of tasks in the display area. This key is <i>not</i> active when the panel is in Status mode.
Move Down 	Use this key in Menu mode to scroll down through the list of tasks in the display area. This key is <i>not</i> active when the panel is in Status mode.
Print Page	Use this key to print one page of a customer job. The printer is made Ready, one page is printed, and the printer is made Not Ready again. Before you can use this key, protocols must be enabled, a customer job must be queued, and the printer must be Not Ready. This key is active when the panel is in Status mode or Menu mode.
Feed 1 Page (Printer 2) 	Use this key to feed one page in Printer 2. This key can be selected multiple times; each press causes one page to feed. This key is active when the panel is in Status mode or Menu mode.
Feed Multiple Pages (Printer 2) 	Use this key to feed multiple pages in Printer 2 in a duplex system. Specify the number of pages to feed on the Align Forms panel (Forms → Align Forms). This key is active when the panel is in Status mode or Menu mode.
Feed 1 Page (Both Printers) 	Use this key to feed one page in both printers in a Duplex system or a single printer in Simplex mode. This key can be selected multiple times; each press causes one page to feed. You can also use this key to move forms forward to the next top-of-form position (NPRO page). This key is active when the panel is in Status mode or Menu mode.
Feed Multiple Pages (Both Printers) 	Use this key to feed multiple pages in both printers in a Duplex system or a single printer in Simplex mode. Specify the number of pages to feed on the Align Forms panel (Forms → Align Forms). This key is active when the panel is in Status mode or Menu mode.
Feed 1 Page (Printer 1) 	Use this key to feed one page in Printer 1. This key is active when the panel is in Status mode or Menu mode.
Feed Multiple Pages (Printer 1) 	Use this key to feed multiple pages in Printer 1. Specify the number of pages to feed on the Align Forms panel (Forms → Align Forms). This key is active when the panel is in Status mode or Menu mode.
Start	<p>Use this key to make the printer Ready to print. When the printer is Ready (or started), Menu mode keys are active but many of the other operator panel functions are disabled.</p> <p>CAUTION:</p>  <p><85> For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.</p>

Stop	Use this key to stop printing and make the printer Not Ready. Note: For printers with microcode levels below version 11.6.128, when you use this key to stop printing, you must restart printing from the same printer operator panel. Also use this key to stop the NPRO forms movement started by the NPRO key. This key is active when the panel is in Status mode or Menu mode.
NPRO	Use this key to move forms forward through the printer. The distance that forms move depends on how your printer is configured. This key is active when the panel is in Status mode or menu mode. See "Advancing forms using NPRO" on page 184.
Check Reset	Use this key to inform the control unit that the response to an operator intervention or failure condition is complete. This key does not put the printer into Ready status. This key is active when the panel is in Status mode or Menu mode.

About the indicators

Indicators on the printer operator panel communicate status from the printer.

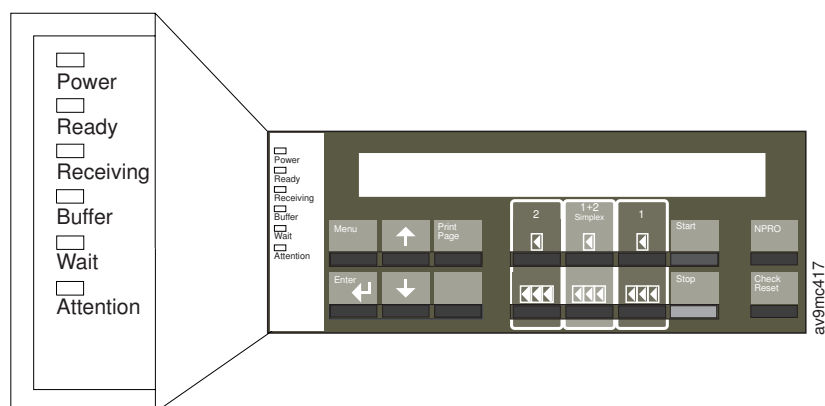


Figure 8. Indicators on the printer operator panel

This Indicator On:	Means That:
Power	The printer has power.
Ready	The printer is ready to print.
Receiving	The printer is receiving data from the host system.
Buffer	Data is in the buffer and available for printing.
Wait	The printer is in service or diagnostic mode. See the display on this printer operator panel or the touch panel for a message.
Attention	The printer requires operator intervention. See the display on this printer operator panel or the touch panel for a message.

About the developer

The standard developer for InfoPrint 4100 model printers is a customer changeable developer.

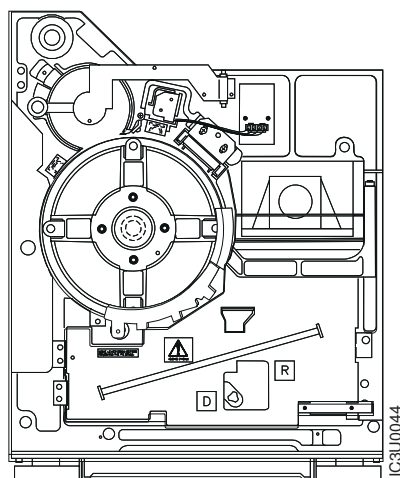


Figure 9. Customer changeable developer

Developer mix for InfoPrint 4100 printers is provided in bottles. You add developer mix to the printer through the developer mix inlet **(1)** in the developer area. The developer run push button **(3)**, marked with an **R** label, causes new developer mix to move from the developer mix inlet into the developer. The developer drain lever **(2)**, marked with a **D** label, opens and closes the developer drain.

Toner for InfoPrint 4100 models is provided in cartridges. You add toner to the printer through the toner hopper **(4)** in the developer area.

Table 2 describes the controls on the customer changeable developer.

Table 2. Developer controls

Selecting This Control:	Does This:
Developer Mix Inlet (1)	Adds developer mix to the developer.
Developer Drain Lever (2) D R4CO0110	Starts the developer mix drain process to move developer mix from the developer into an external container for disposal.
Developer Run Push Button (3) R R4CO0111	Starts the developer mix load process to move developer mix from the developer inlet into the developer.
Toner Hopper (4)	Add toner through the toner hopper.

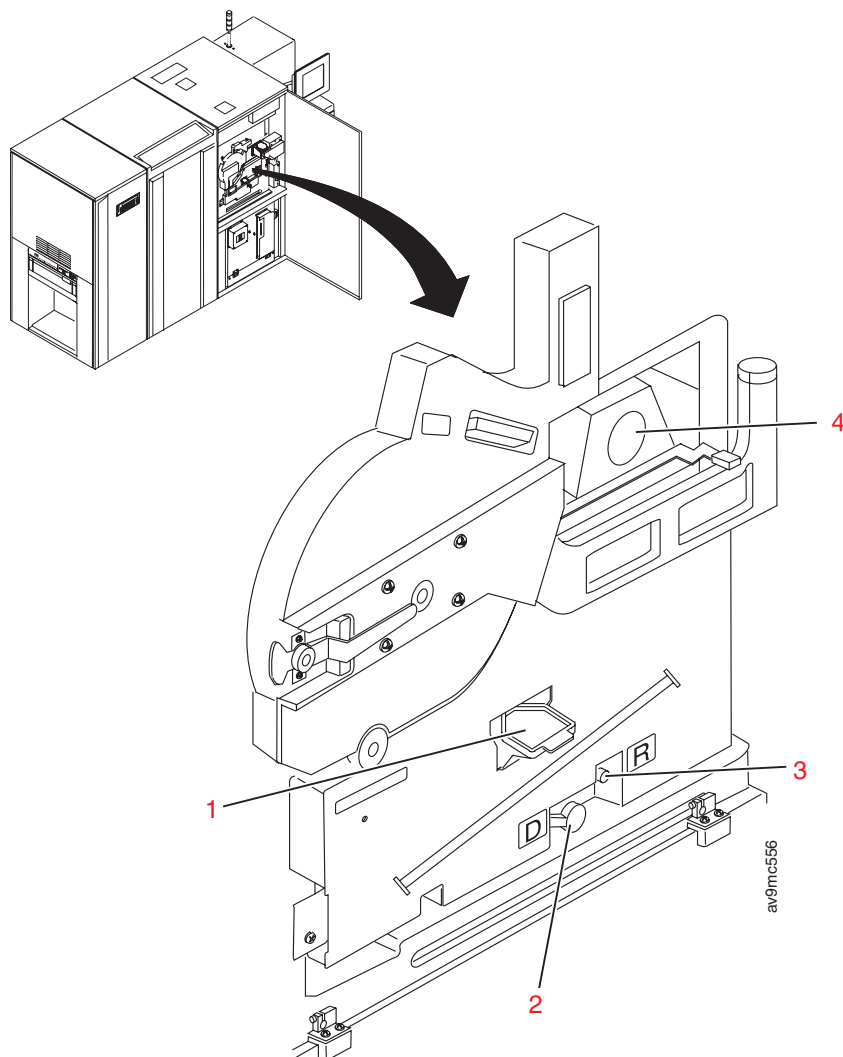


Figure 10. Developer controls on the customer changeable developer

Related information:

"Changing the developer mix" on page 289

About the forms input area and transfer station area

Forms input area: You load forms that are ready for processing into the printer at the forms input area. The developer mix drain hose is also in the forms input area (not shown).

Transfer station area: In the transfer station area, print images are transferred from the photoconductive drum to the forms that are traveling through the printer.

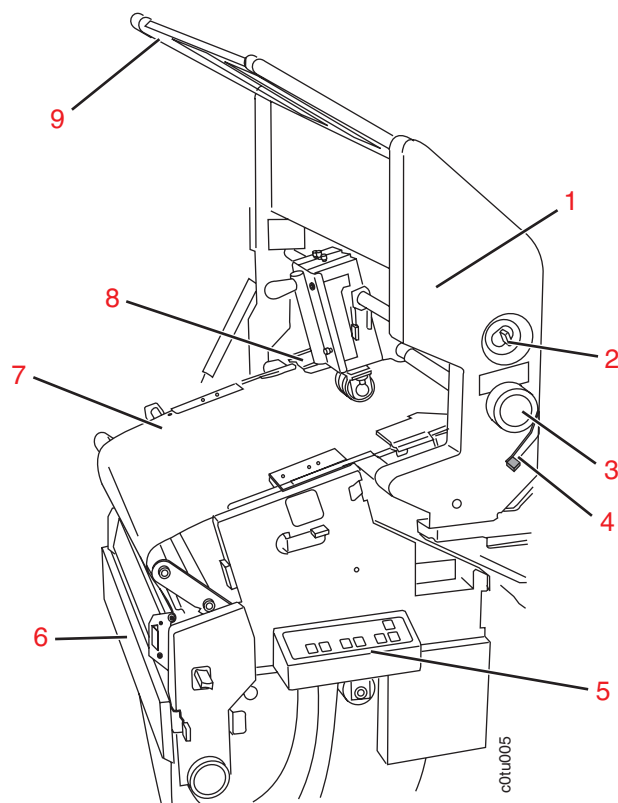


Figure 11. Forms input area and transfer station area

1. Transfer station
2. Transfer station control lever
3. Tractor control knob
4. Transfer Station Gap Lever.
5. Printer control panel
6. Premeasure gate
7. Splicing table
8. Lower tractor covers
9. Tension arm

About the printer control panel

The printer control panel is just below the transfer station. Table 3 on page 14 describes the controls on the printer control panel.

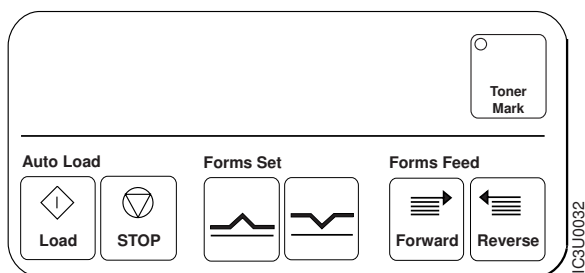


Figure 12. Printer control panel

Table 3. Printer control panel keys

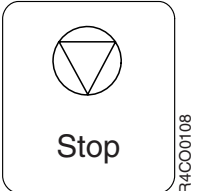
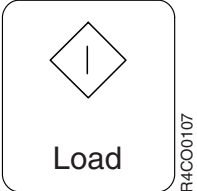
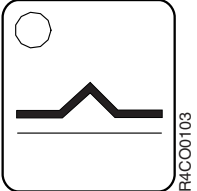
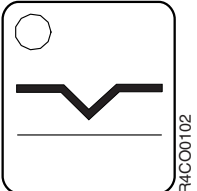
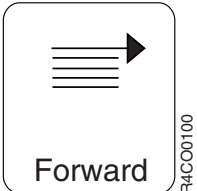
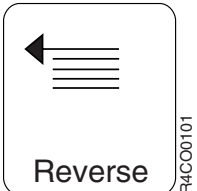

Selecting This Control:	Does This:
Auto Load Stop 	Stops the automatic forms-loading process.
Auto Load Key 	Starts the automatic forms-loading process.
Forms Set Up Fold 	<p>This control is not active on InfoPrint 4100 Models TS3 and TD5/6.</p> <p>On InfoPrint Models , this control indicates that the fold perforation on the alignment scale of the lower tractor is an up fold. If the indicator displays the opposite fold direction or no fold direction, press the appropriate key to change the setting.</p> <p>Note: Use this control only for fan-fold forms stacked at the printer stacker. If the control is not set correctly, the stacker jams.</p>
Forms Set Down Fold 	<p>This control is not active on InfoPrint 4100 Models TS3 and TD5/6.</p> <p>On InfoPrint Models ,, this control indicates that the fold perforation on the alignment scale of the lower tractor is a down fold. If the indicator displays the opposite fold direction or no fold direction, press the appropriate key to change the setting.</p> <p>Note: Use this control only for fan-fold forms stacked at the printer stacker. If the control is not set correctly, the stacker jams.</p>

Table 3. Printer control panel keys (continued)

Forms Feed Forward 	Moves the forms toward the transfer station and forms exit area. Unfused forms in the forms path between the transfer station and the fuser are not fused.
Forms Feed Reverse 	Moves the forms away from the transfer station into the input bin. This control is active when the Tension Arm is in the correct position.
Toner Mark 	Allows you to reset errors that occur while aligning tractorless forms.

About the splicing table

Note: The Splicing Table is not available on all models.

The **Web Support Guides Release lever (2)**, **Splice lever (3)**, moveable rear guide (5), moveable rear guide pins (1) and tape slot (4) are on the splicing table in the input area. Splicing forms together allows a job to continue with a new supply of the same type forms without reloading any forms.

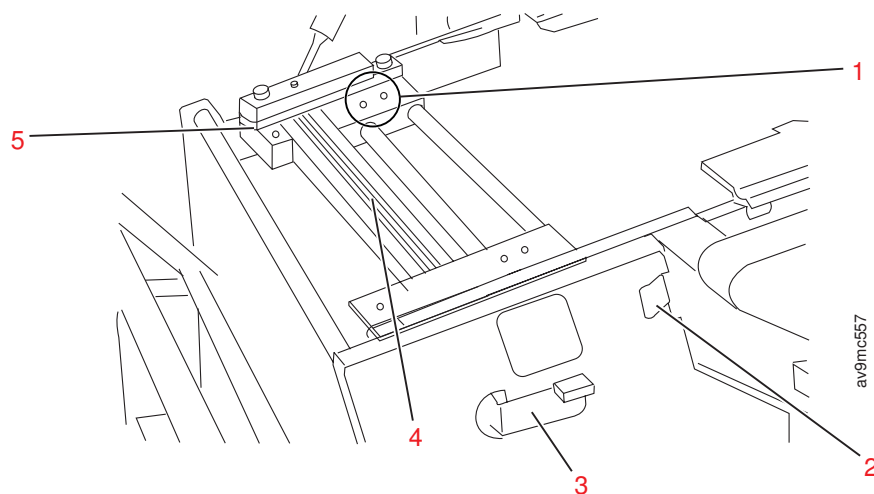


Figure 13. Splicing table

Selecting This Control:	Does This:
-------------------------	------------

Moveable Rear Guide Pins (1)	You can change the position of the guide pins to match the form size, as indicated by the form-width measurements marked on the splicing table.
Web Support Guides Release Lever (2)	Releases the plate that covers the guide pins at the front of the splicing station.
Splice Lever (Vacuum Control) (3)	Activates the splicing table vacuum. When the splice lever is <i>up</i> , vacuum is present, which holds splicing tape and forms on the splicing table. When the splice lever is <i>down</i> , no vacuum is present on the splicing table.
Tape Slot (4)	Holds splicing tape in place during splicing. When the splice lever is <i>down</i> , the splicing table vacuum holds the splicing tape on the slot.
Moveable Rear Guide (5)	Hold rear tractor holes of the forms during splicing.

About the transfer station

The **Transfer Station Control lever (1)**, **Tractor Control knob (2)** and the **Transfer Station Gap Lever (3)** are on the transfer station frame.

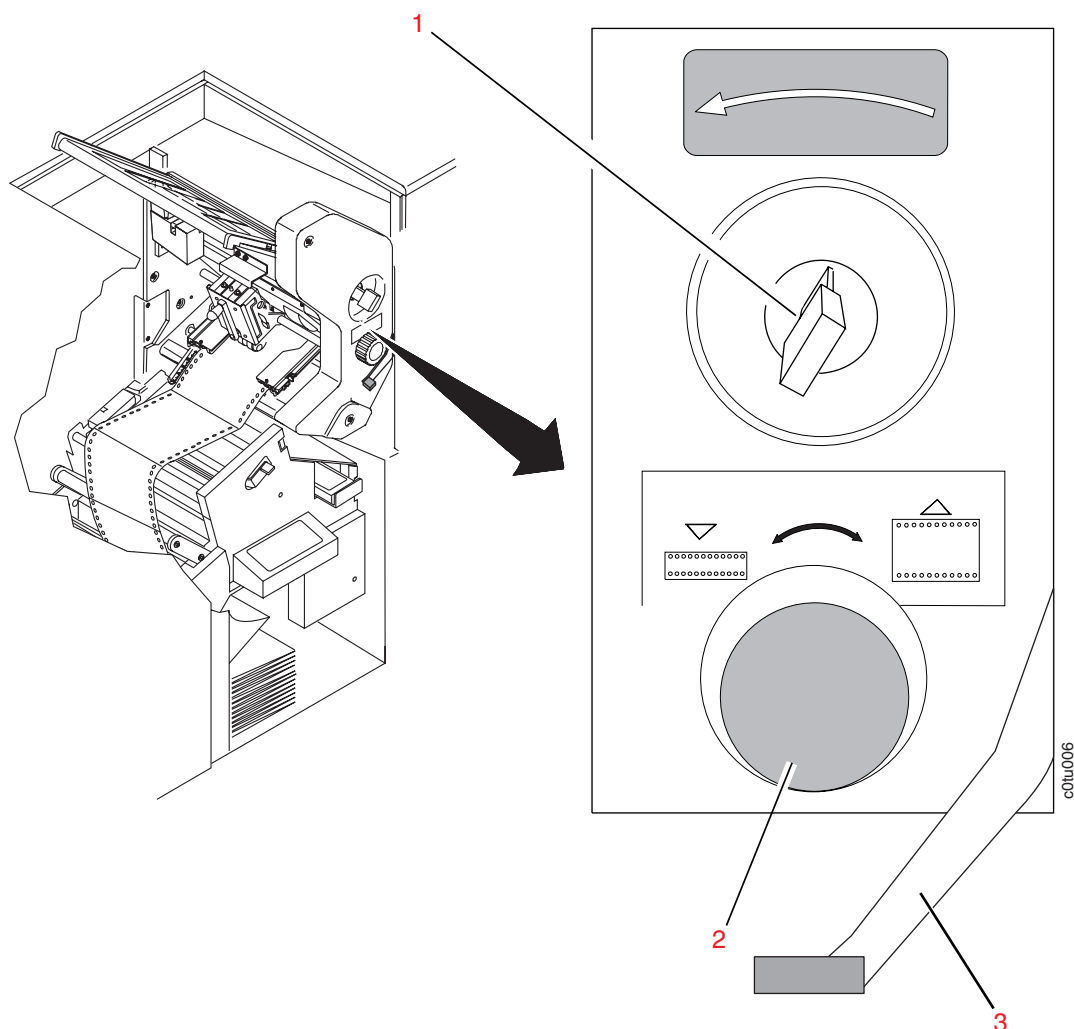
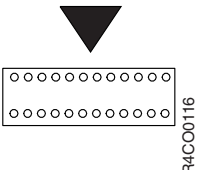
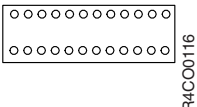
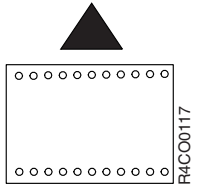
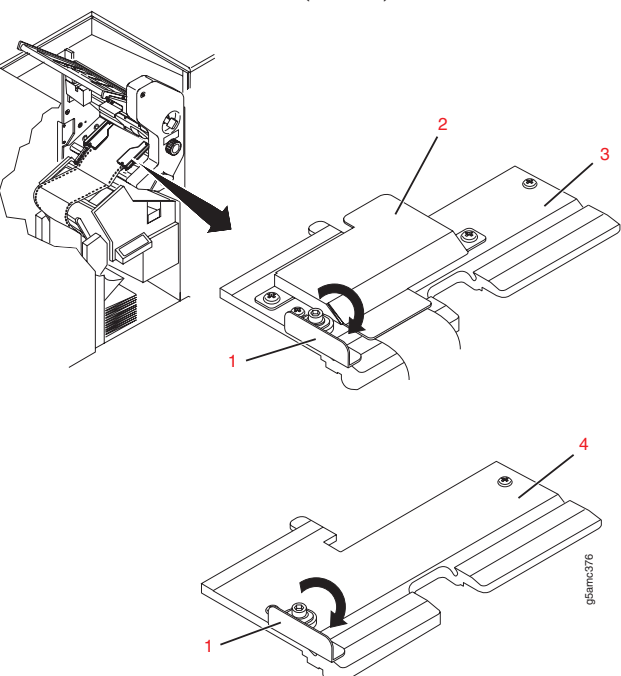
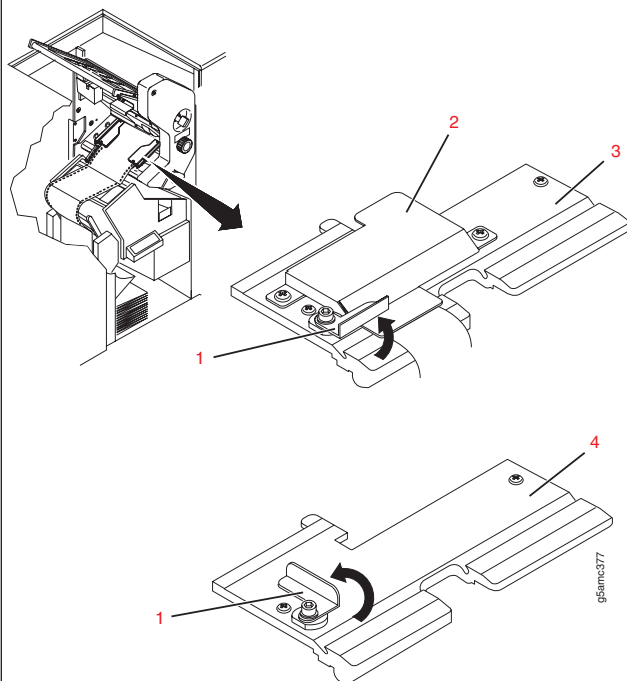


Figure 14. Transfer station control lever, tractor control knob, and Transfer Station Gap Lever

Selecting This Control:	Does This:
Transfer Station Control Lever (1) 	<p>Releases the transfer station latch and opens the transfer station.</p> <p>To open the transfer station, move the lever to the <i>left</i>.</p> <p>To close the transfer station, move the transfer station to the <i>right</i> while moving the lever to the <i>left</i> , then move the lever to the <i>right</i> to latch the transfer station in the closed position.</p> <p>During printing, the transfer station should be firmly latched in the closed position.</p>
Tractor Control Knob Narrower (2) 	<p>Changes the distance between the front and rear tractors, both upper and lower pairs. When the knob is turned <i>counterclockwise</i>, the rear tractor moves <i>closer</i> to the front tractor for narrower forms.</p>
Tractor Control Knob Wider (2) 	<p>Changes the distance between both front and rear tractors, both upper and lower pairs. When the knob is turned <i>clockwise</i>, the rear tractor moves <i>away</i> from the front tractor for wider forms.</p>
Lower tractor cover latches (locked) 	<p>Ensures the lower tractor covers remain closed during printing.</p> <p>To Lock: Rotate the latch away from the cover to latch the tractor covers.</p>

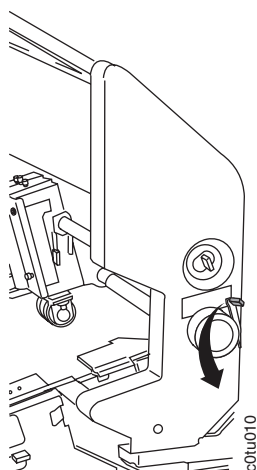
Lower tractor cover latches (unlocked)



To Unlock: Rotate the latch over the cover to unlock the front or rear lower tractor cover.

The mechanical latches may be used in the locked or unlocked positions depending on the type of forms being used.

Transfer Station Gap Lever (Enhanced Commercial Print mode)

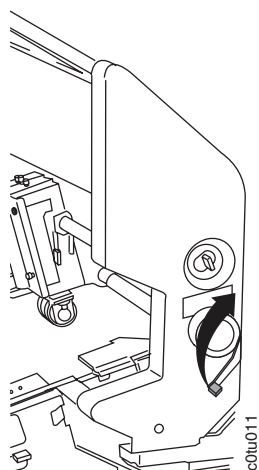


Enables the transfer station to use Enhanced Commercial Print media.

Use the Transfer Station Control Lever to open the Transfer Station.

Rotate the Lever down and to the left to support the **Enhanced Commercial Print** mode.

Note: Enhanced Commercial Print is available on your printer if a Commercial Print selection is shown on the **Forms** → **Forms Settings** panel.

Transfer Station Gap Lever (Standard Print mode)


Enables the transfer station to use standard types of media.

Use the Transfer Station Control Lever to open the Transfer Station.

Rotate the Lever up and to the right to support the **Standard** mode.

About the vacuum, stack height, lift pin lever, and puller controls

The **Vacuum** push button (4), the **Vacuum-off** warning indicator (5), the **Puller** lever (6), the **Puller Run** button (7), **Paper Dust Collector Box** (8), **Lift Pin Lever** (9), and the **Stack Height** adjustment (3) are on the left side of the input area (autoload bridge (1) and forms guide (2)).

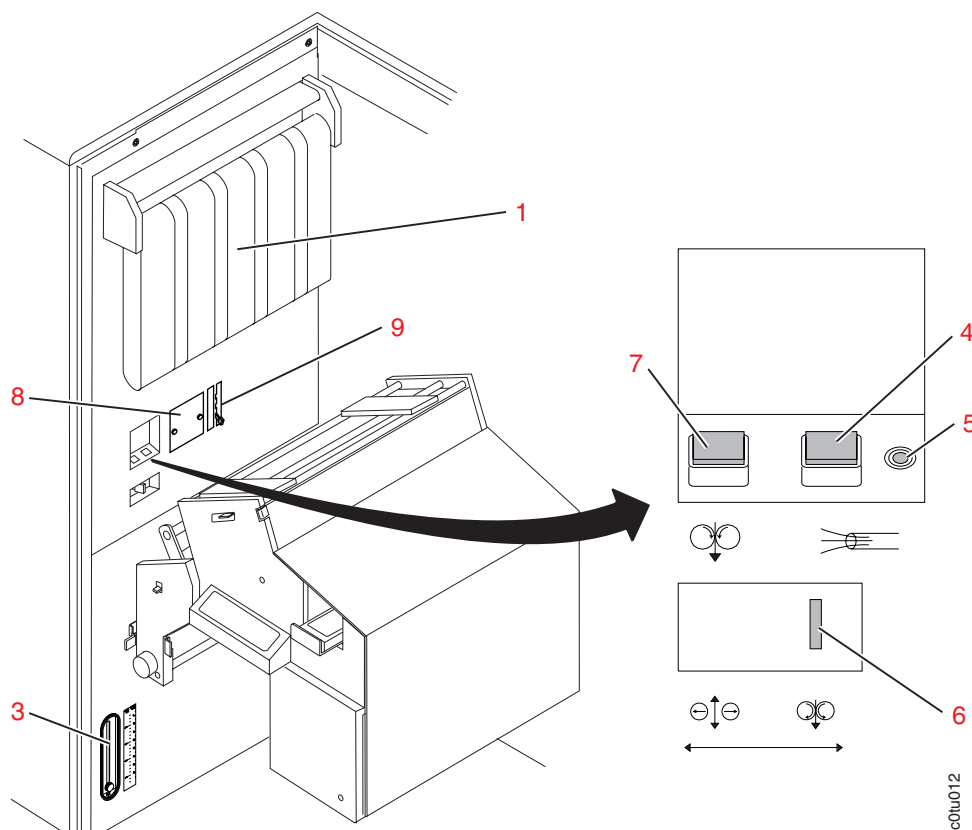
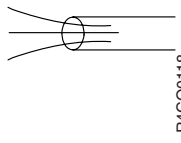
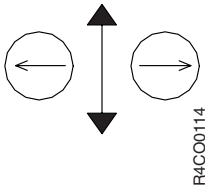
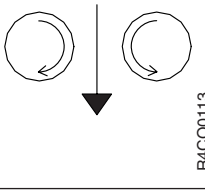


Figure 15. Vacuum, stack height, lift pin lever, and puller controls

Selecting This Control	Does This:
Vacuum Push Button (4)  R4CO0118	Turns the vacuum on or off in the fuser area. The vacuum holds the forms against the preheat platen, which partially fuses the toner to the forms. The Vacuum-Off Warning indicator is to the right of the vacuum push button. This indicator comes <i>on</i> to warn you that the forms-path vacuum is <i>off</i> .
Puller Lever, Release (6)  R4CO0114	Releases pressure on the scuff and backup rollers inside the fuser area. To release these rollers, move and hold the puller lever to the release position.
Puller Lever, Printing (6)  R4CO0113	Applies pressure to the scuff and backup rollers inside the fuser area during the printing process. The lever is spring loaded in this position, so pressure is normally applied to the scuff and backup rollers.

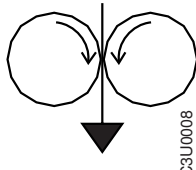
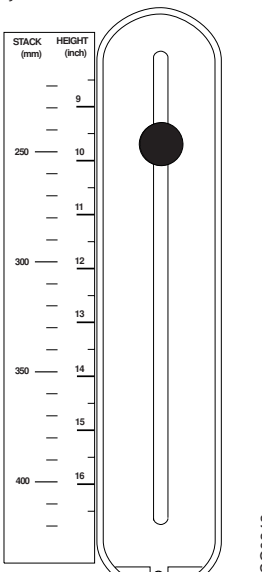
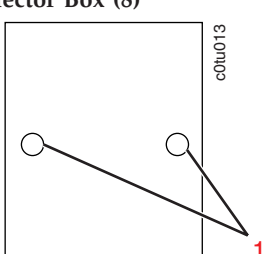
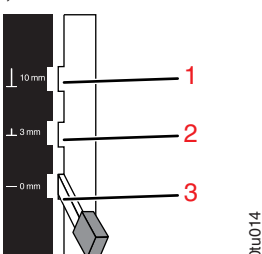
<p>Puller Run button (7)</p> 	<p>Applies pressure to the scuff and backup rollers inside the fuser area when setting the tension arm position.</p>
<p>Stack Height Adjustment (3)</p> 	<p>Turns the puller rolls on for five seconds. Note: The Stack Height Adjustment gauge is only available if a stacker is installed.</p>
<p>Paper Dust Collector Box (8)</p> 	<p>Collects the paper dust created during operation. To empty the Paper Dust Collector Box:</p> <ol style="list-style-type: none"> 1. Remove the two screws (1) on the cover plate. 2. Remove the box. 3. Dispose of the paper dust in the box. 4. Reinstall the box. 5. Reinstall the two screws.
<p>Lift Pin Lever (9)</p> 	<p>Enables the printer to use Enhanced Commercial Print (9pt) media. To set the printer engine(s) for Enhanced Commercial Print see Table 4.</p>

Table 4. Lift Pin Lever (9) Positions

Printer	Recommended Position	Other Possible Positions
Printer 1 duplex - 9pt	3mm (position 2)	0mm (position 3)
Printer 1 duplex - not 9pt	3mm (position 2)	0mm (position 3)
Printer 1 dual simplex (both)	3mm (position 2)	0mm (position 3)

Table 4. Lift Pin Lever (9) Positions (continued)

Printer	Recommended Position	Other Possible Positions
Printer 2 duplex - 9pt	10mm (position 1)	none
Printer 2 duplex - not 9pt	3mm (position 2)	10mm (position 1)
Printer 2 dual simplex (both)	3mm (position 2)	0mm (position 3)
Simplex	3mm (position 2)	0mm (position 3)

About the fuser entry area

After the forms receive print images, they pass through the fuser entry area and move toward the fuser. In the fuser area, heat and pressure from the fuser heat-roll bond the print images onto the forms.

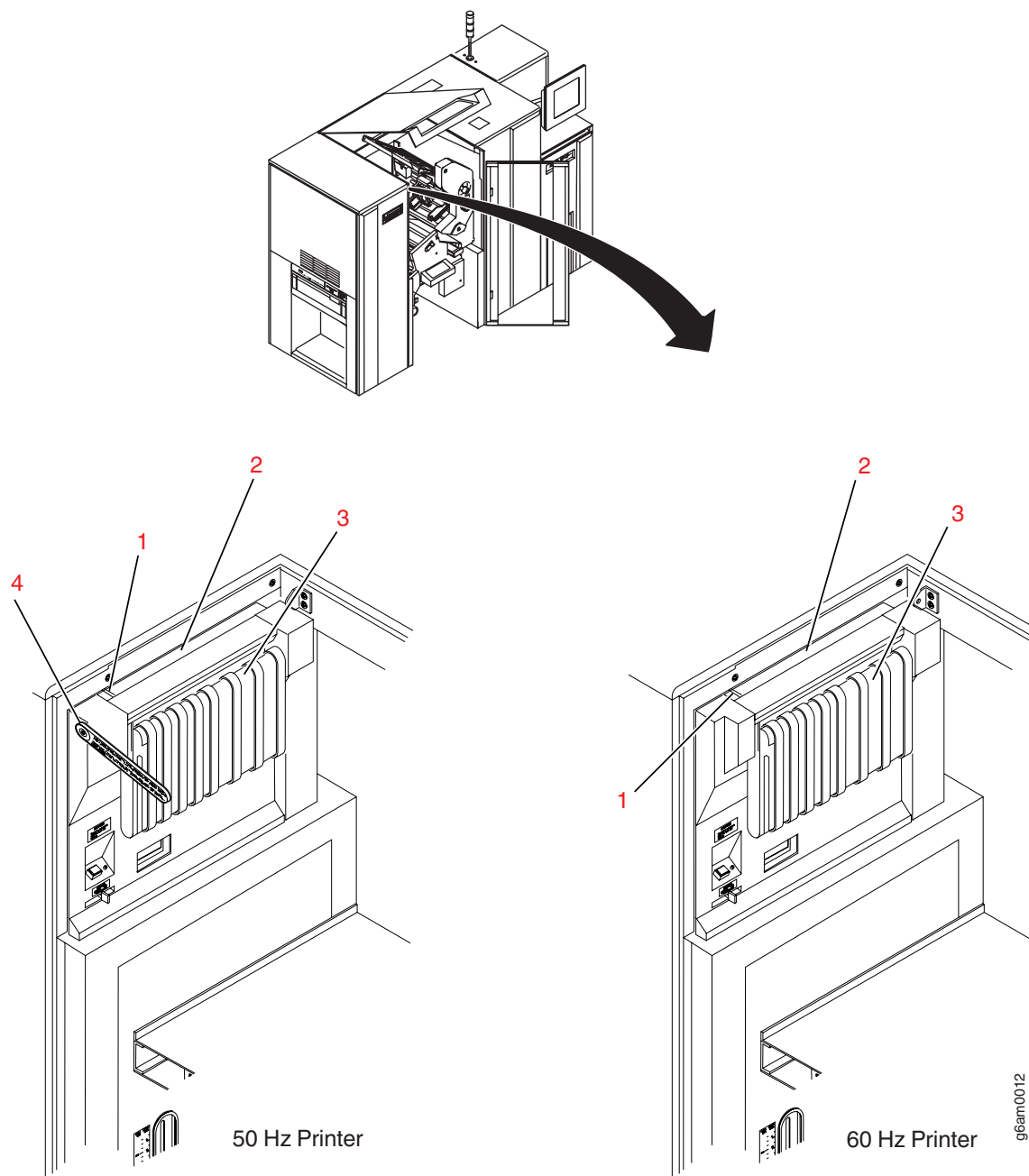


Figure 16. Fuser entry area

1. Forms alignment guide line
2. Fuser entry
3. Autoloader bridge
4. Paper cover

About the forms exit area

The printed and fused forms leave the fuser area and exit at the forms exit area where they go into a postprocessing device or, if installed on InfoPrint Models , a stacker.

On all printer models, the stacker control panel contains controls for setting the form length.

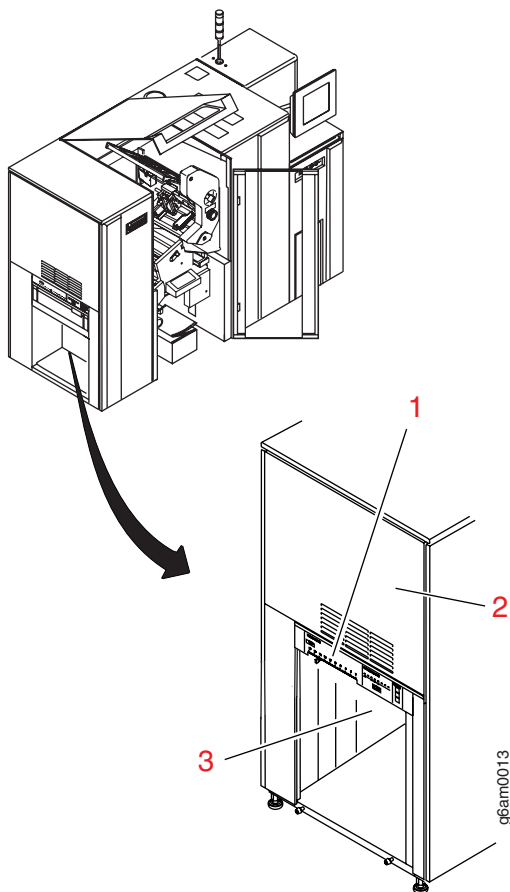


Figure 17. Forms exit area

On InfoPrint 4100 models with a stacker installed, the printed and fused forms leave the fuser area and are refolded in the stacker area. The pendulum is inside the stacker area, above the stacker table. The swinging of the pendulum helps forms to refold correctly. The stacker control panel, which is just above the stacker, contains controls for setting the form width, the form length, and the stacker table position.

Attention: Printing to the internal stacker is not supported in duplex mode.

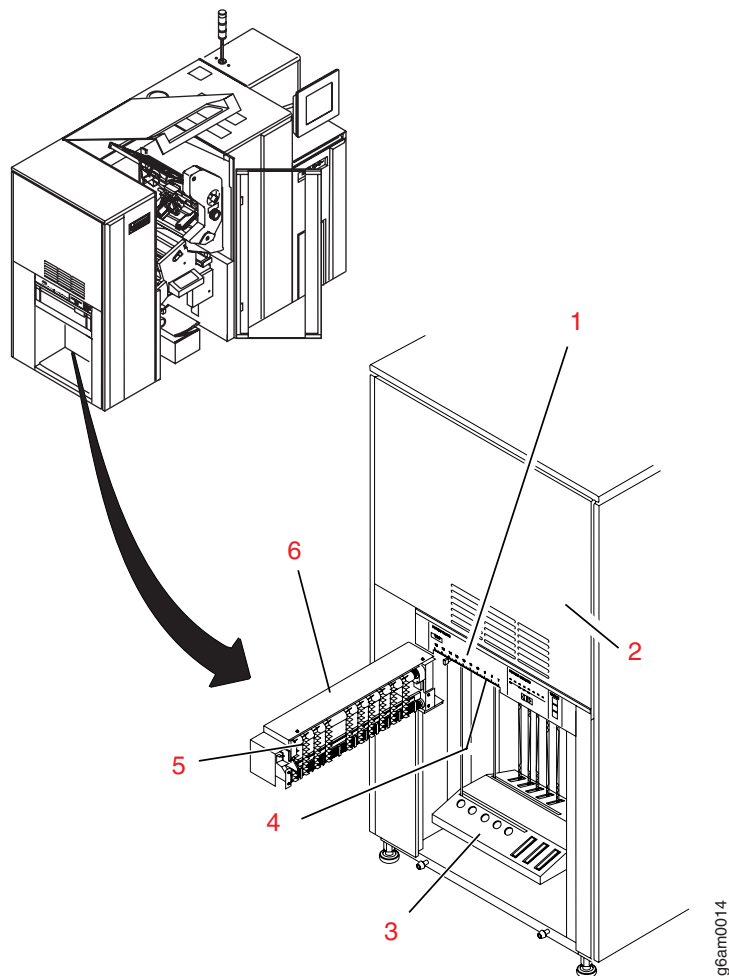


Figure 18. Forms exit area with stacker

1. Stacker control panel
2. End cover
3. Forms exit area
4. Stacker table
5. Pendulum
6. Finger belts
7. Stacker gate (open)

About the stacker control panel

The **FORMS LENGTH** control on the stacker control panel displays the current form length and lets you adjust it. The following illustration shows a forms length setting of $8 \frac{2}{3}$.

Note: When a stacker is not installed, you must still set the forms length to allow the Auto Load sequence to function properly.

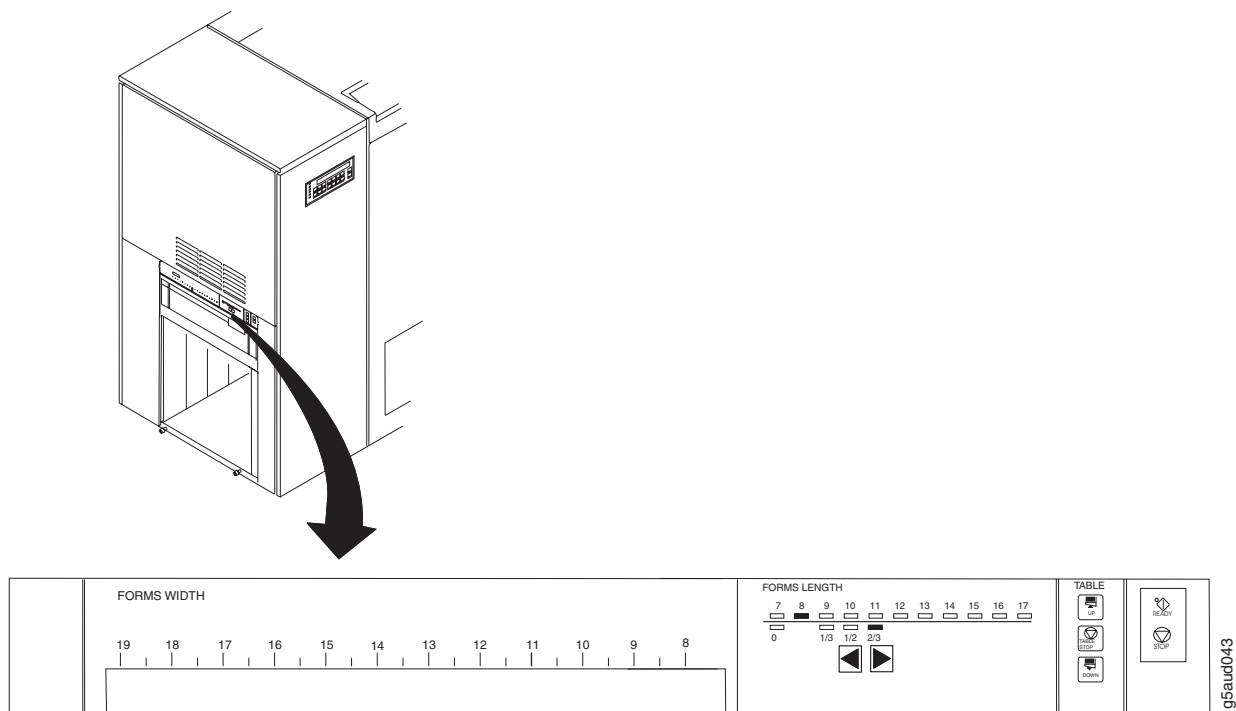


Figure 19. Stacker control panel on InfoPrint 4100 Models TS3 and TD5/6

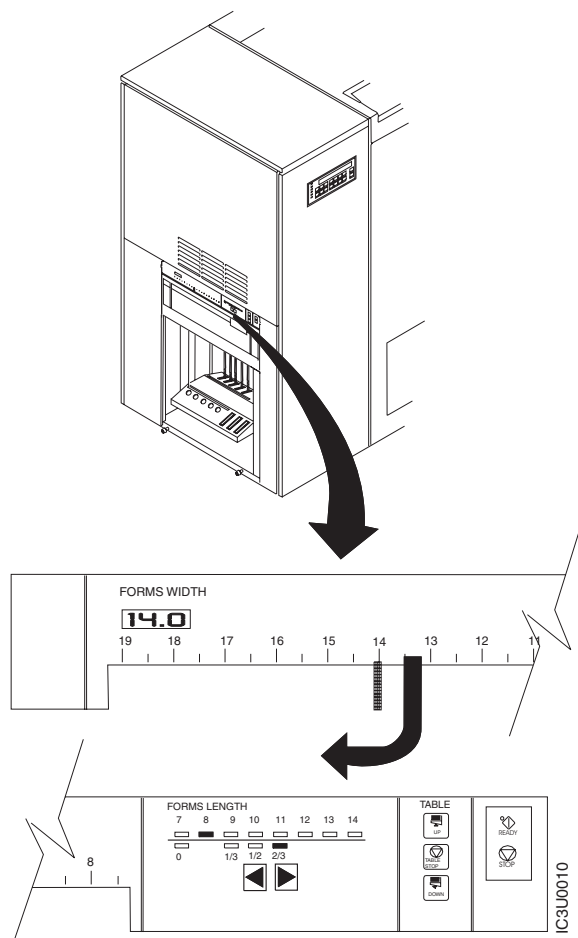
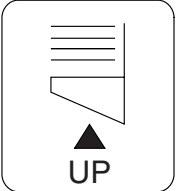
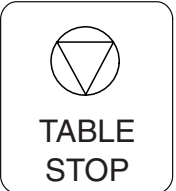
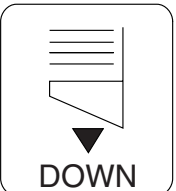




Figure 20. Stacker control panel on InfoPrint 4100 models

Selecting This Control:	Does This:
FORMS WIDTH	<p>This control is not active on InfoPrint 4100 Models TS3 and TD5/6.</p> <p>On InfoPrint 4100 with the stacker installed, this control increases or decreases the stacker forms width setting. The FORMS WIDTH lever should be set to the position that corresponds to the forms width shown on the stacker LED display (14.0 in the above illustrations).</p>
FORMS LENGTH	<p>Displays the current forms length and lets you adjust it.</p> <p>On InfoPrint 4100 with the stacker installed, this control increases or decreases the stacker forms length setting. Figure 20 shows a forms length setting of 8 2/3. To use the stacker, set the FORMS LENGTH on the stacker control panel between 7 and 14, or 7 and 17 inches.</p> <p>Note: If you are not using the stacker, you must still set the forms length to allow Auto Load to function correctly.</p>

 R4CO0104	<p>This control is not active on InfoPrint 4100 models TS3, and TD5/6.</p> <p>On InfoPrint Models with the stacker installed, this control moves the stacker table up and acts as a puller run button.</p>
 R4CO0106	<p>This control is not active on InfoPrint 4100 models TS3, and TD5/6.</p> <p>On InfoPrint Models with the stacker installed, this control stops the stacker.</p>
 R4CO0105	<p>This control is not active on InfoPrint 4100 models TS3, and TD5/6.</p> <p>On InfoPrint Models with the stacker installed, this control moves the stacker table down.</p>
 AV1M0026	<p>Makes the printer ready to print. When you press this key, all other keys except Stop are disabled.</p>
 AV1M0025	<p>Stops printing and makes the printer Not Ready.</p>

About the rear service area

Open the left rear (6) and center rear (7) covers of the printer to access the service area.

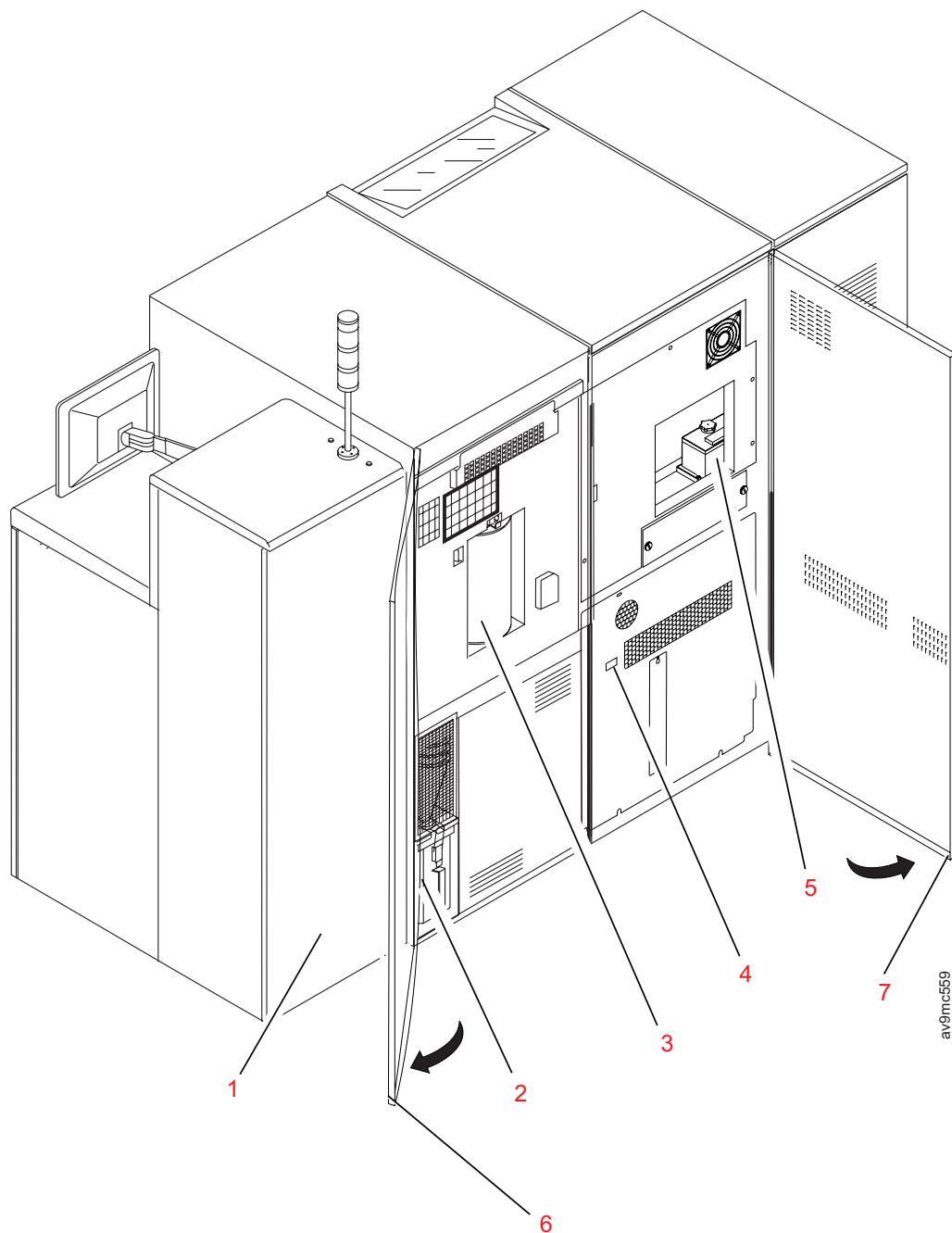


Figure 21. Rear service area

The toner collector (2), fine filter (3), usage meter (4), and fuser oil reservoir (5), are in the rear service area. The preprocessing and postprocessing device interface cable connection area (1) is behind the rear cover of either of the control unit frames.

About the power control panel

The following figure shows a power control panel.

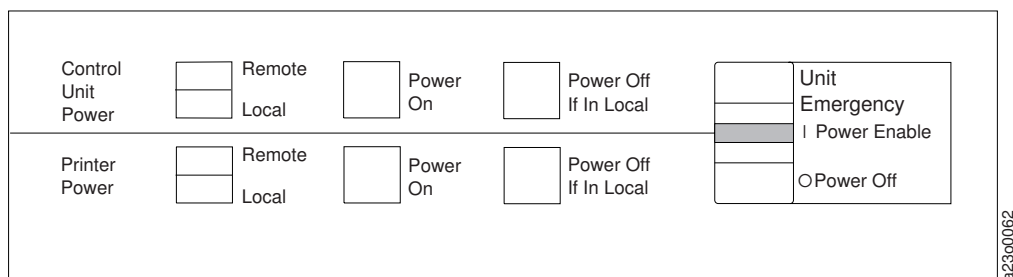


Figure 22. Power control panel

Printer 1 has two sets of power controls. One set is for the control unit frame (labeled **Control Unit Power**). The other set is for the printer attached to the control unit frame (labeled **Printer Power**).

Printer 2 also has two sets of power controls. One set is for the control unit frame (also labeled **Control Unit Power**). The other set is for the printer attached to the control unit frame (also labeled **Printer Power**).

The following switches are provided for each element in the system (the Printer 1 frame, the Printer 2 frame, and the control unit frames):

- A **Local/Remote** switch
- A **Power On** switch
- A **Power Off if in Local** switch

These switches allow many combinations of local/remote power control and power on/off control. Each power control panel in the system also contains a **Unit Emergency** switch.

Attention: The **Unit Emergency** switch lets you turn off all power to the system in the case of an emergency. **Do not use Unit Emergency Power Off switch to power off the system unless you have an emergency. Doing so can cause loss of data and hardware problems in the control unit attached to Printer 2.**

About the local and remote power controls

You can press the **Remote** and **Local** switches on the power control panel to change power control from local to remote at any time. Local power control means that you can turn power on and off using the switches on the power control panel. Remote power control means that you turn power on and off from another source, as shown in the following table.

Table 5. Remote power control

Element	Remote Power Controlled From:
Printer 2 Control Unit Power	Host System Console
Printer 1 Power	Printer 1 Control Unit
Printer 1 Control Unit Power	Printer 2 Control Unit
Printer 2 Power	Printer 2 Control Unit

Operator console

The operator console displays on a flat-panel display that has a built-in touch-sensitive interface. The operator console is located above the control unit on Printer 2.

Note: Much of the function will be grayed out on the touch panel when the printer is Ready. In order to perform these tasks you will have to stop the printer and then make it ready again when you have completed the task. You make the printer ready by selecting **Start**.

The Main touch panel on the operator console shows a graphic of the printing system with any pre/postprocessors attached to the system, status and message areas that give information about the printing system, tabs for viewing additional information and selecting other tasks, and buttons for operating the system. The touch-sensitive interface allows you to touch a button, tab, or graphic on the touch panel, or to use the mouse or the keyboard.

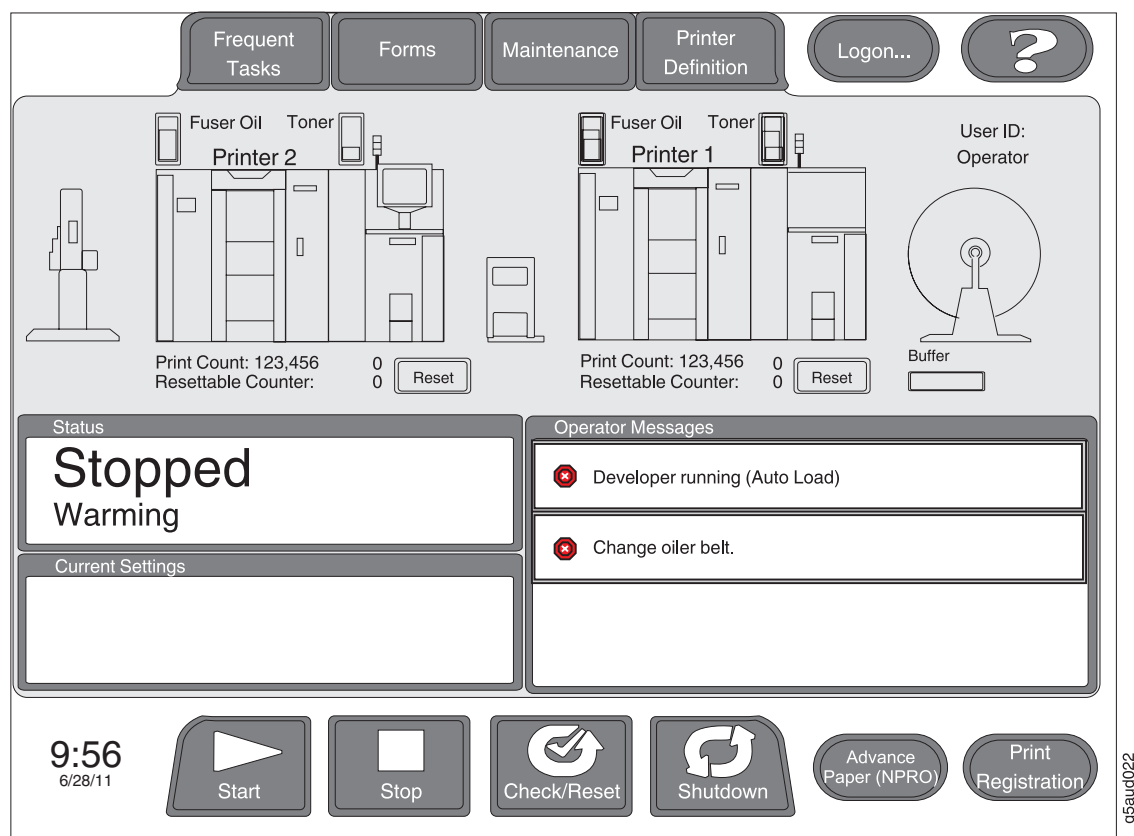


Figure 23. Main touch panel on the operator console

Touching any of the components in the graphic displays a window that gives information about that component. For example, touching the printer graphic displays a window that shows detailed status for the printer. Touching a gauge displays a window that allows you to specify that you've added a consumable or a supply, such as toner or fuser oil. In addition, if either printer is in an error state or has a warning message posted, the graphic for that printer will change color.

When you have a question about what to type or select for a particular field, touch the field to select it and select **F1** on the keyboard (or press and hold the left mouse button for two seconds). This displays a small Help window that describes the selected field and allowable entries.

Help is provided for most of the touch panels and windows that you will view or use on the operator console. When a panel or window is displayed, select the **Help** button at the bottom of the panel or window. This displays a Help window inside a help system browser. The Help window contains information about how to use the panel and may contain links to more detailed instructions and procedures. To display the general Help System, select the **?** at the top of the Main touch panel.

Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Note: Some of the printer console panels appear only for user IDs that have Administrator authority level. Administrator panels are indicated with the following notation in the Help topics:



Administrator panel

Navigating through the task panels:

Select a tab at the top of any console panel to display additional tabs on the left side. These tabs control access to additional functions. Select a tab on the left side to navigate to the desired panel. Some panels provide buttons that display a secondary window in front of the console panel; these windows also provide additional functions. To return to the Main touch panel, select the tab at the top of the console a second time.

The following notation is used to indicate the order in which tabs or buttons are selected to navigate to the desired panel or window: **Tab name** → **Tab name**. For example, selecting **Forms** → **Align Forms** displays the Align Forms panel. Selecting **Forms** a second time displays the Main touch panel.

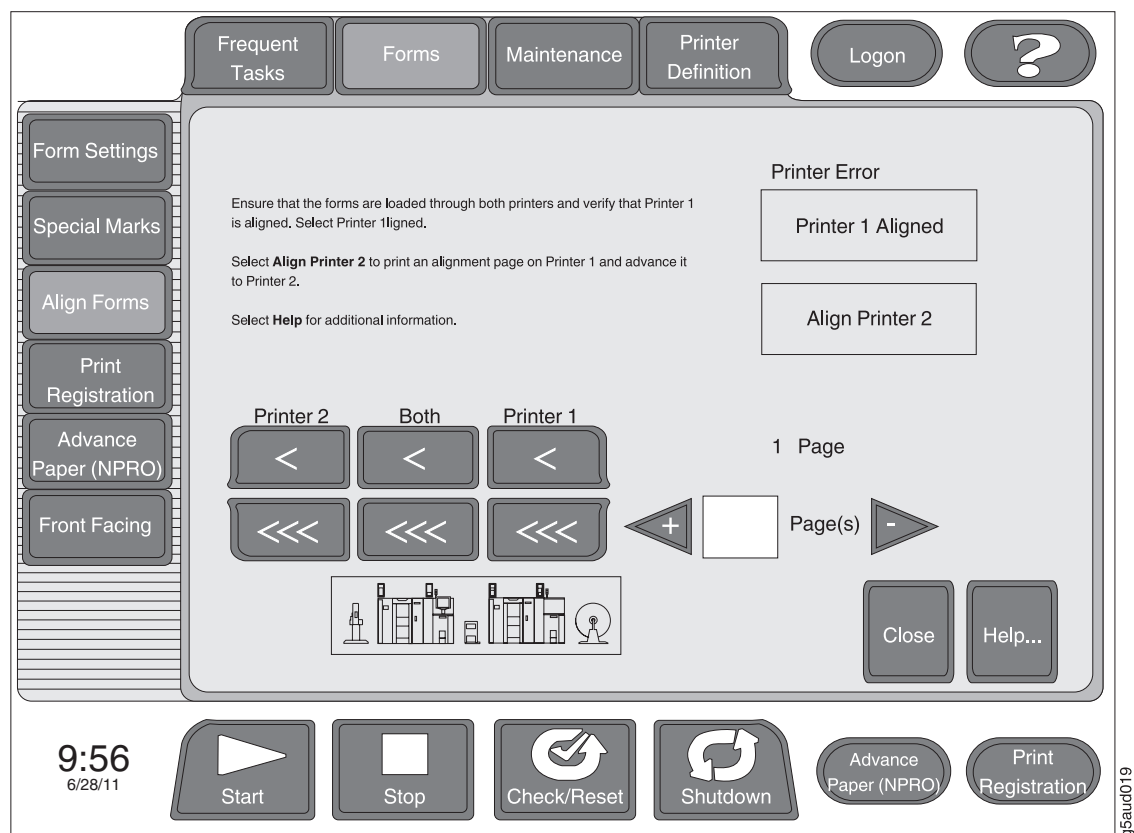


Figure 24. Align Forms panel

The Main touch panel

This section describes the Main touch panel on the operator console. Figure 25 on page 34 shows the locations of the tabs, buttons, Status area, Current Settings area, and Operator Messages area.

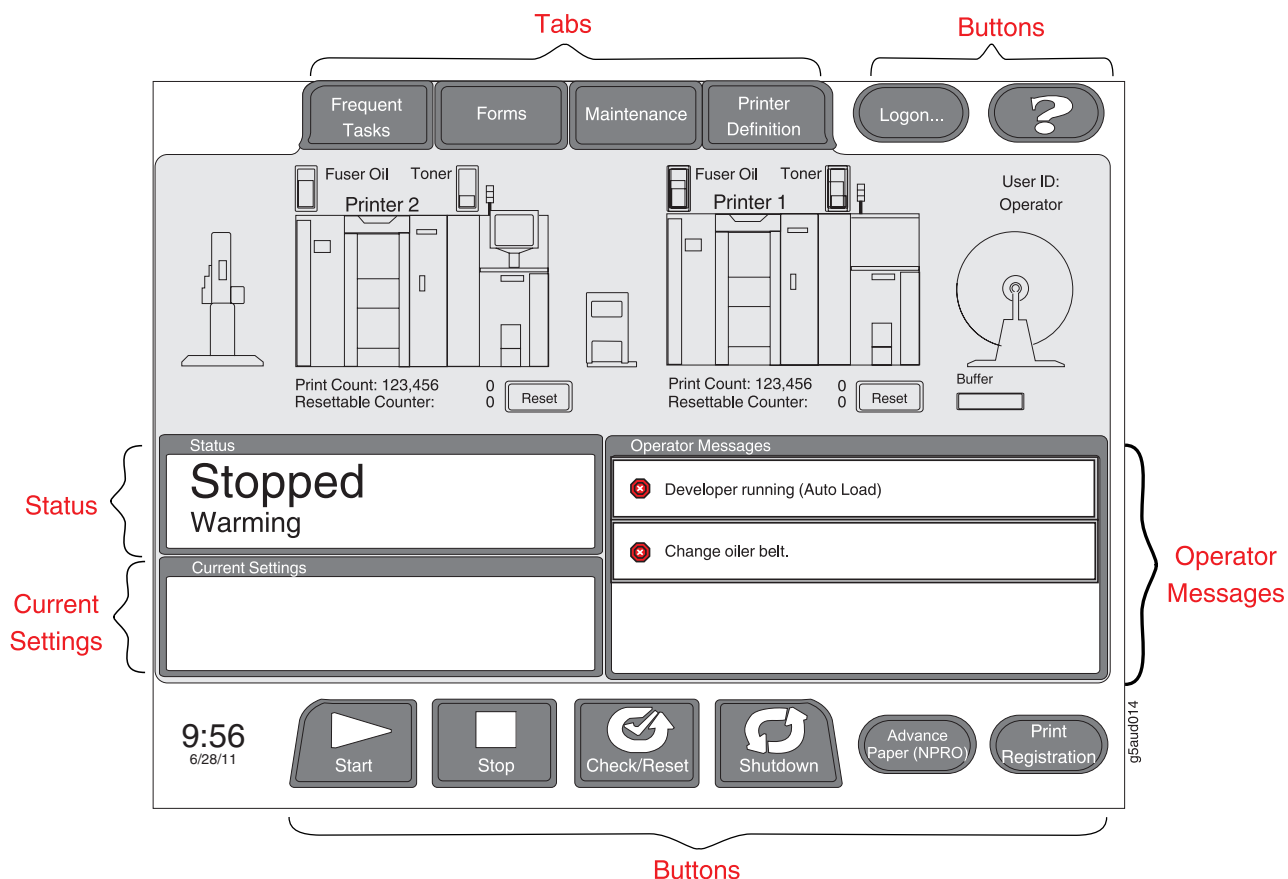


Figure 25. Location of tabs, buttons, and areas on the Main touch panel

Tabs on the Main touch panel

The following tabs are provided on the Main touch panel:

- **Frequent Tasks**
- **Forms**
- **Maintenance**
- **Printer Definition**

Selecting each tab in turn at the top of the Main touch panel displays a set of tabs on the left side of the Main touch panel. These tabs provide access to the major task panels, which allow you to perform operations on the printer.

The **Frequent Tasks** tab provides panels for doing tasks that must be done frequently. These include:

- Snapshots panel
- Manage Protocols panel
- Cancel Current Job panel
- Clear IPDS™ Buffers panel
- Pre/Postprocessors panel
- InfoPrint Manager Operations for AIX® panel (with Feature Code 4560)

The **Forms** tab provides panels for working with forms. These include:

- Form Settings panel
- Special Marks
- Align Forms panel
- Print Registration panel
- Advance Paper (NPRO) panel
- Front Facing panel

The **Maintenance** tab provides panels for doing maintenance tasks. These include:

- Print Samples panel
- Touch Panel panel
- Backup and Recovery panel
- Traces panel
- Diagnostics panels (Service only)
 - Adapter
 - Mechanism
 - Pre/Postprocessors
 - Print Quality Mode
- Logs panels (Service only)
 - Preventative Maintenance
 - Error Log

The **Printer Definition** tab provides panels for setting or changing printer configuration. These include:

- Print Quality panel
- Printer panel
 - Basic
 - Setup
 - Date/Time
 - Service (Service only)
 - Resource Utilization (service only)
 - Version
- PDL (Printer Definition Language) panel
 - IPDS
- Network panel
 - Attachments
 - Remote Access
 - Restricted Access
 - Status
- Pre/Postprocessing panel
 - Pre/postprocessing
 - Postprocessing Options
- Features panel

Buttons on the Main touch panel

Table 6 describes the buttons provided on the Main touch panel of the operator console.

Table 6. Buttons on the Main touch panel

Selecting This Control:	Does This:
Logon...	Displays the Logon window where you can change your authority level or user ID. The authority level displays in the Operator Messages title bar on the Main touch panel. You can also create new users by selecting Manage Users on the Logon window.
?	Displays the online Help system in its own Help window.
Start	Readies the printer for printing from the host.
Stop	Makes the printer Not Ready.
Check Reset	Resets the Check condition.
Shutdown	Prepares the system for shutdown and restart.
Advance Paper (NPRO)...	This is a custom button that can be set to a user-selected value using the Manage User window. By default, this custom button displays the Advance Paper (NPRO) panel (Forms → Advance Paper (NPRO)).
Set Print Registration...	This is a custom button that can be set to a user-selected value using the Manage User window. By default, this custom button displays the Print Registration panel (Forms → Print Registration).

Areas on the Main touch panel

Table 7 describes the areas on the Main touch panel that provide printer status, current printer settings, and operator messages.

Table 7. Areas on the Main touch panel

Area on Main Touch panel:	Displays This:
Status area	Displays overall status of both engines (Receiving, Not Ready, Ready) and pre/post processors when you select them on the touch panel.
Current Settings area	Displays the name of the loaded Snapshot name, the form size, and the printer resolution.
Operator Messages area	<p>Displays icons representing errors, warnings, and informational messages along with text. The messages could refer to jams, toner replacement, forms replacement, and so on.</p> <p>Note:</p> <ol style="list-style-type: none">1. If your forms are not aligned, a message will inform you that forms alignment is required. Select the message to display the Align Forms panel.2. If you are running traces, a message will inform you that traces are running. Select the message to display the Traces panel.

User controls

Use the controls at the bottom of the touch panel to:

- Switch the touch panel on and off.
- Display the on-screen-display (OSD) main menu.
- Adjust the screen brightness.

See “Adjusting the touch panel” on page 55 for instructions on making adjustments to the image on the touch panel.

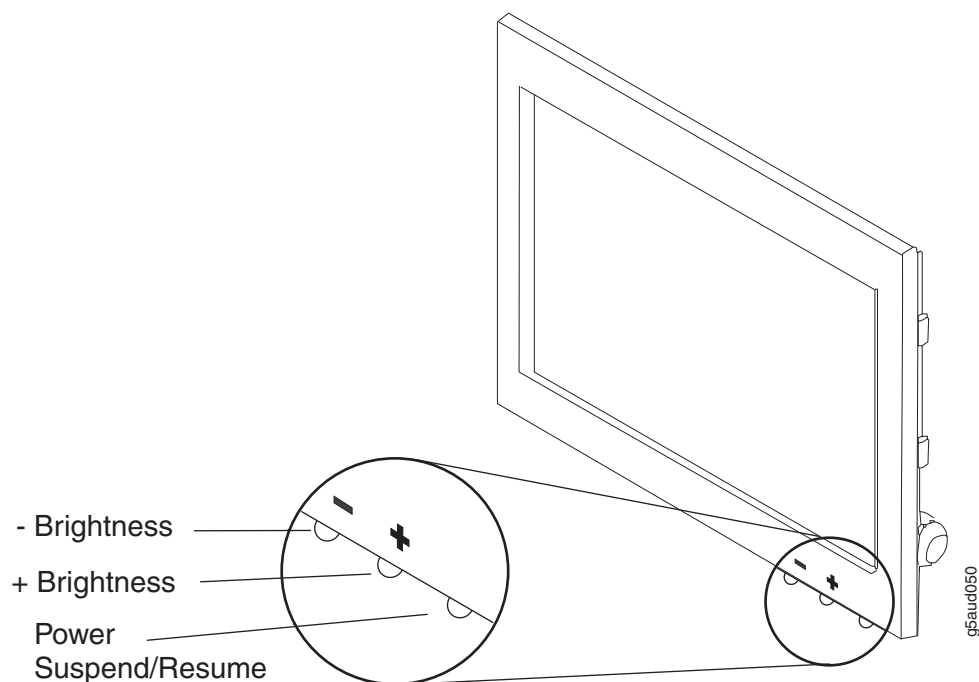
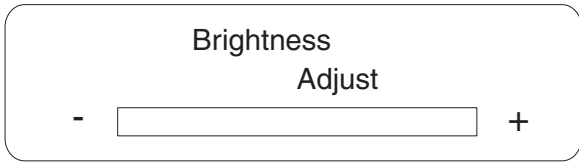


Figure 26. User controls on the touch panel

Note: Your monitor may look slightly different from the one shown. For example, it may have a cover that must be opened to access the controls at the bottom of the touch panel.

Selecting This Control:	Does This:
Power Suspend/Resume	<p>Switches the touch panel on and off. The small light next to the power control indicates the state. Green indicates that the monitor is powered on and amber indicates that the monitor is powered off.</p> <p>Note:</p> <ul style="list-style-type: none"> The on-screen-display will only display if the monitor is driven by an active video signal. Using this control does not affect power to the printer.
Brightness +/-	<ul style="list-style-type: none"> Press the plus (+) or the minus (-) button to display a menu that lets you adjust the screen brightness. As you press the plus or minus button, the menu displays the level of brightness. When you reach the desired level, stop pressing the buttons. After approximately 5 seconds, the brightness menu disappears, and the system saves your values. <div data-bbox="581 1583 1156 1743" data-label="Image">  </div>

+/-	<ul style="list-style-type: none"> Press both the plus (+) and minus (-) buttons at the same time to display the on-screen-display (OSD) main window. Note: The OSD main menu only appears when there is a video signal present. Pressing the minus (-) button while the OSD window is displayed, scrolls through the menu options. Pressing the plus (+) button while the OSD window is displayed, selects the highlighted option. When you select an option, a secondary window displays more options or settings. Press both the plus (+) and minus (-) buttons at the same time to return to the previous menu window or exit the OSD main window.
-----	---

On-screen-display (OSD) controls

The on-screen-display (OSD) controls allow you to make adjustments to the image on the touch panel. Press both the plus (+) and minus (-) buttons at the same time to display the on-screen-display (OSD) main window. See “Adjusting the touch panel” on page 55 for instructions on using the plus and minus buttons to select OSD controls.

If you have a problem using the touch panel, try the suggested actions in “Problem solving tips” on page 250 before you call the service representative.

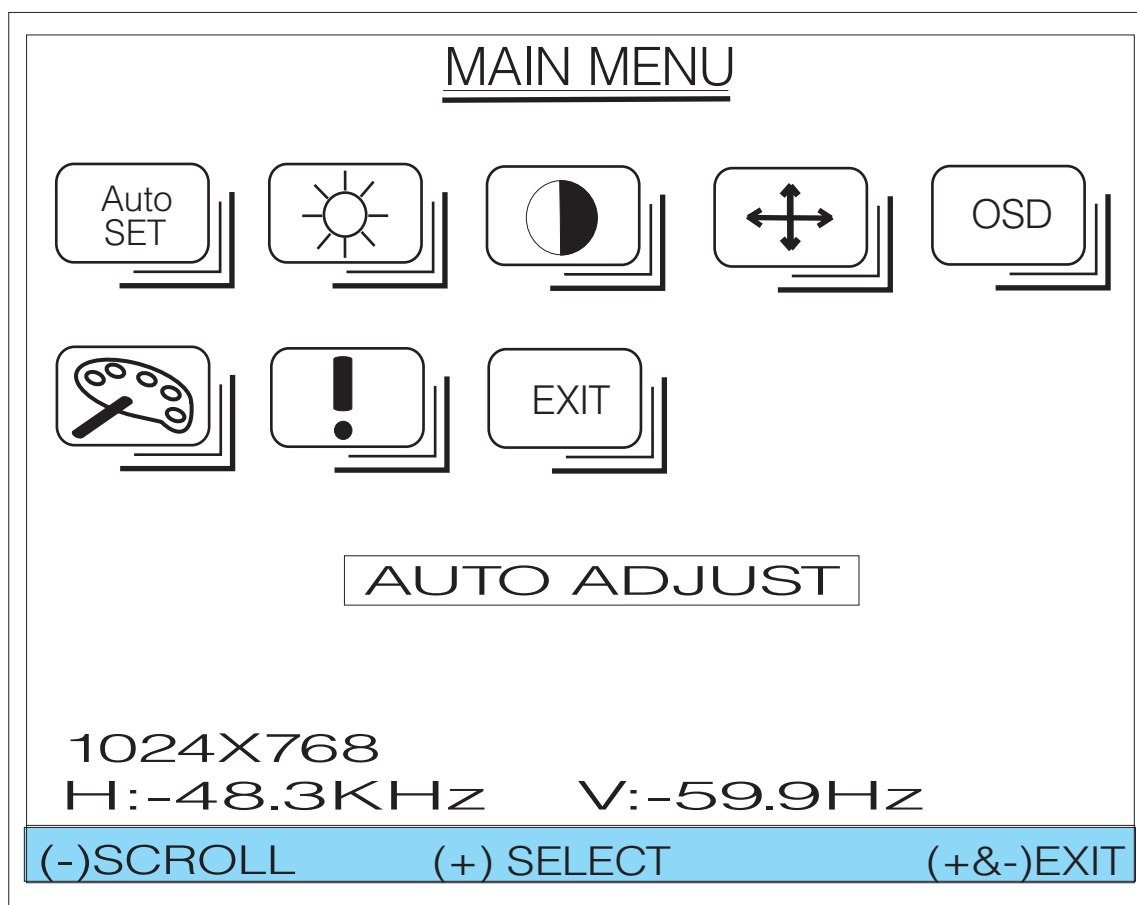

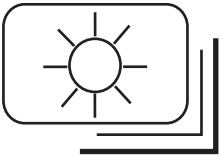
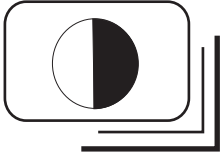
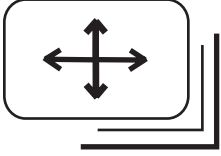






Figure 27. On-screen-display menu

OSD Icon	Description
Auto SET 	Automatically adjusts the settings.
Brightness 	Adjusts brightness.
Contrast 	Adjusts contrast.
Fine Tune 	Moves the screen left and right or up and down. Sub-menus <ul style="list-style-type: none"> • H-Position • V-Position • Clock • Phase • Memory Recall • Auto Color • Exit
OSD Setting 	Changes the position of the OSD on the touch panel. Sub-menus: <ul style="list-style-type: none"> • OSD H-Position • OSD V-Position • OSD Timeout • Language • OSD Transparency • Exit
Color Setting 	Adjusts the color settings. Sub-menus: <ul style="list-style-type: none"> • Color Setting • Red • Green • Blue • Exit

 <p>Information</p>	<p>Provides information about the monitor.</p> <p>Sub-menus:</p> <ul style="list-style-type: none">• Horizontal Refresh Rate• Vertical Refresh Rate• Version• Date
 <p>EXIT</p>	<p>Exit the OSD main window and save your settings.</p>

Chapter 2. Operator's overview

This section describes typical operator responsibilities, normal printer operation conditions, operator intervention conditions, and the procedure to place a service call.

Operator responsibilities

This section describes operator tasks, when the tasks should be performed, and where to find more information about performing the tasks.

What to Do:	When to Do It:	Where to Find More Information:
Power the printer on and off.	As necessary.	"About the power control panel" on page 29
Enable and disable protocols.	As necessary.	"Enabling and disabling protocols" on page 52
Clean all functional areas of the printer.	At the beginning of each shift.	Chapter 7, "Cleaning and Servicing the printer," on page 255
Define forms and load forms.	At start of job.	Chapter 4, "Working with Snapshots," on page 61 "Loading forms" on page 69
Thread forms (Duplex mode), ensure proper form alignment, and verify side 2 printing.	When loading new forms. After a power on or restart. After any machine-detected errors.	"Aligning tractorless forms" on page 155 "Aligning tractorless forms" on page 163 Printer definition items in the <i>Planning and Configuration Guide</i>
Change mode from Duplex to Dual Simplex, or vice versa.	As necessary.	Change the printer mode using "Switching printer modes and printer speed" on page 58
Check print quality and print samples.	At the start of every day. Before and during any important jobs.	"Checking print quality" on page 190 "Balancing print contrast between Printer 1 and Printer 2" on page 191 "Balancing print boldness between Printer 1 and Printer 2" on page 193

Replenish and check supplies.	As indicated by messages on the affected printer operator panel display.	"Adding fuser oil" on page 279 "Checking the toner collector" on page 282 "Changing the toner collector bag" on page 284 "Changing the developer mix" on page 289 "Checking the fine filter" on page 299 "Changing the fine filter" on page 300
Clear forms jams and errors.	As indicated by messages on both the touch panel and the affected printer operator panel display.	"Clearing forms jams" on page 230 "Responding to messages" on page 215 "Print quality problems" on page 248
Run traces.	As requested by the system programmer or service representative.	"Traces" on page 246
Change printer configuration.	At start of job.	Refer to the printer definition items in the <i>Planning and Configuration Guide</i> .
Clean the Buffer/Flipper Unit - module, brushes, photocell, and reflector.	Daily.	"Cleaning the buffer/flipper unit" on page 274
Clean the Buffer/Flipper Unit rollers.	Once each week.	"Cleaning the buffer/flipper unit" on page 274
Clean the oiler belt.	Once each week.	"Cleaning the oiler belt" on page 306
Change the oiler belt.	As necessary.	"Changing the oiler belt" on page 309
Check the absorbent pad in the oil pan.	Once each week.	"Checking the absorbent pad in the oil pan" on page 314
Order supplies.	As necessary.	"Appendix A: Obtaining Supplies" in the <i>Planning and Configuration Guide</i>
Report printer usage.	End of every month.	"Reporting printer usage" on page 56

Normal operation (Ready status)

Before the printer can begin printing, it must be in the *Ready* state. A printer status of *Ready* or *Not Ready* is indicated in the Status area on the Main touch panel. If the printer changes to *Not Ready* during printing, the printer stops processing the data stream and stores the remaining data in the printer buffers.

The printer is in the Ready state when all of the following conditions are met:

- The printer is powered on and ready.

- The initial microcode load (IML) sequence is complete on the system control unit.
- The transfer station and all gates are closed and latched.
- All supplies are loaded.
- The fuser is warmed up.
- No errors are present.
- All enabled preprocessing and postprocessing devices are powered on and ready.
- The **Start** key on the printer operator panel or the **Start** button on the Main touch panel has been selected.

Operator intervention (Not Ready status)

When normal operation is interrupted, the printer goes into a *Not Ready* state. Any of the following actions can cause a Not Ready state:

- Selecting the **Stop** button on the Main touch panel.
- Pressing the **Stop** key on the printer operator panel.

In addition, whenever the printer detects an intervention condition, it places itself in *Not Ready* status. It also displays an error message on the touch panel and the printer operator panel display. The following types of interventions cause a *Not Ready* status:

- The printer needs basic supplies service. For some supplies, you can temporarily bypass this message and continue processing; other supplies require you to replace them immediately.
- The printer needs basic service that involve forms handling or checking on mechanical conditions, such as an open gate. You must handle all messages of this type immediately.
- The printer or the control unit has a hardware problem, such as a forms jam or a component failure. Processing stops so that you can attempt to correct the problem, or, if necessary, call for service. You can postpone action for some messages of this type; others you must handle immediately. Some printed pages may be lost or damaged because of printer errors.

Related information:

“Responding to messages” on page 215

Service call procedure

About this task

Use this procedure only when you have tried all of the operator actions described in the error message or listed in this book.

Procedure:

Perform this procedure to collect the required information before placing a call to your service representative.

Procedure

1. Collect information about the printer system, including the machine type, model number, and serial number. This information is on a label behind the front right cover, beneath the developer, on the horizontal frame of the printer engine or on the Printer - Version panel of the touch panel. To view printer details, select **Printer Definition** → **Printer** → **Version**. You will be asked for this information when you place the service call.

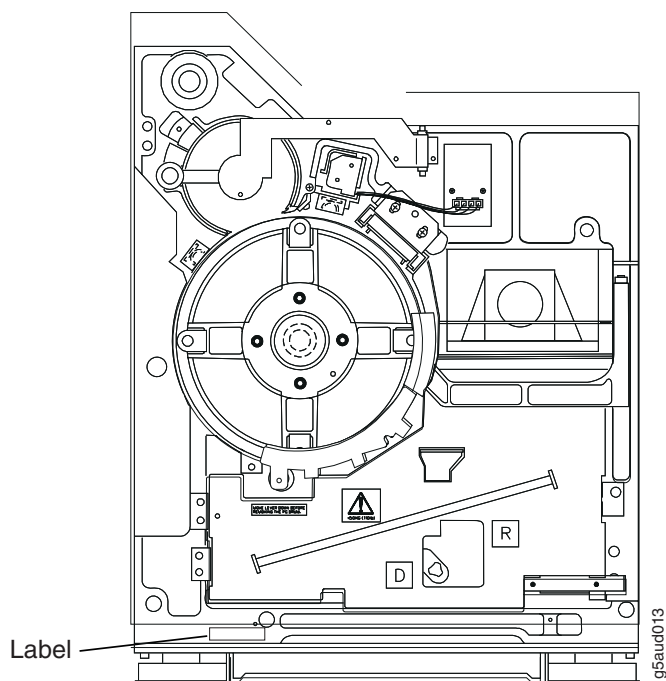


Figure 28. Location of the printer system information label

2. Collect information related to the problem. The service representative always needs the following information:
 - The message number and exact text of all messages that appear on the printer operator panel or the touch panel and their order of appearance.
 - A description of the forms that are being used (size, weight, and pre-printed forms).

Also, the following optional information may be useful:

- A description of the application that was running.
- A description of the operating environment.
- A summary of all the operator actions that were taken.

- Print samples.
3. Follow your site procedures for reporting problems. For example, you may need to notify the shift supervisor or the system programmer before you request a service call.

Chapter 3. Operating the printer

This section describes controls provided to operate the printer.

The *power control panel* provides controls for powering the printer on and off. The *printer operator console* provides controls for shutting down and restarting the system, enabling and disabling protocols, cancelling jobs, and switching printer modes. The *operator alert assembly* provides volume adjustment controls and contacts for connecting accessories. Each printer has a *printer usage meter* for accessing printer usage information.

About the power control panel

The following figure shows a power control panel.

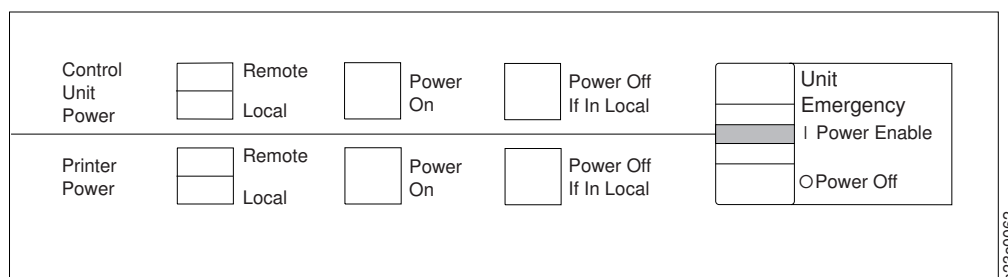


Figure 29. Power control panel

Printer 1 has two sets of power controls. One set is for the control unit frame (labeled **Control Unit Power**). The other set is for the printer attached to the control unit frame (labeled **Printer Power**).

Printer 2 also has two sets of power controls. One set is for the control unit frame (also labeled **Control Unit Power**). The other set is for the printer attached to the control unit frame (also labeled **Printer Power**).

The following switches are provided for each element in the system (the Printer 1 frame, the Printer 2 frame, and the control unit frames):

- A **Local/Remote** switch
- A **Power On** switch
- A **Power Off if in Local** switch

These switches allow many combinations of local/remote power control and power on/off control. Each power control panel in the system also contains a **Unit Emergency** switch.

Attention: The **Unit Emergency** switch lets you turn off all power to the system in the case of an emergency. **Do not use Unit Emergency Power Off switch to power off the system unless you have an emergency. Doing so can cause loss of data and hardware problems in the control unit attached to Printer 2.**

About the local and remote power controls

You can press the **Remote** and **Local** switches on the power control panel to change power control from local to remote at any time. Local power control means that you can turn power on and off using the switches on the power control panel. Remote power control means that you turn power on and off from another source, as shown in the following table.

Table 8. Remote power control

Element	Remote Power Controlled From:
Printer 2 Control Unit Power	Host System Console
Printer 1 Power	Printer 1 Control Unit
Printer 1 Control Unit Power	Printer 2 Control Unit
Printer 2 Power	Printer 2 Control Unit

Powering on the system

You can switch power on for the complete system for Duplex or for Dual Simplex mode. Or you can switch power on for only one printer and its associated control unit in Dual Simplex mode when one of the two system printers cannot be used and needs repair. In either mode, and with the use of either printer, you must switch the Printer 2 control unit power on.

The method you use to switch power on for the system depends on whether power control is set to **Local** or **Remote**. See “About the local and remote power controls” on page 30 for details.

Note:

1. The Printer 2 control unit must have power on to switch on power for Printer 1 even if Printer 2 is powered off.
2. The **Unit Emergency** switch in each printer must be in the **Power Enable** position before you can switch power on to that printer.
3. If a D208 intervention message occurs after you switch power on for the system, do the following:
 - a. Ensure the printers are powered on.
 - b. On the Main touch panel, select **Shutdown** and then **Restart**.
 - c. If the error occurs again, switch power off for the system.
 - d. Wait two minutes.
 - e. Switch power on for the system again.

Note: If you are operating the system in dual simplex mode and leave one printer powered-off, the D208 error remains on the powered-off printer panel.

Powering on the system in local-controlled mode Before you begin

Attention: You can switch power on for the complete system for duplex or for dual simplex mode. Or you can switch power on for only one printer and its associated control unit in dual simplex mode when one of the two system printers cannot be used and needs repair. In either mode, and with the use of either printer, you must switch the Printer 2 control unit power on.

Procedures:

For duplex systems: When the system master power control is to be controlled locally, set the **Local/Remote** switches as shown in the following table for the various combination of elements you want to power on.

Table 9. Local system power control - duplex models

Elements To Be Powered On	Local/Remote Switch Setting			
	Printer 2 Control Unit Frame	Printer 2 Frame	Printer 1 Control Unit Frame	Printer 1 Frame
Printer 2 control unit Printer 1 Printer 1 control unit Printer 2	Local	Remote	Remote	Remote
Printer 2 control unit Printer 2	Local	Remote	Local	Local
Printer 2 control unit Printer 1 control unit Printer 1	Local	Local	Remote	Remote

For dual simplex systems: When the system master power is to be controlled locally, set the **Local/Remote** switches to **Local**.

About this task

Do this procedure to power on the system in local-controlled mode.

Procedure

1. Ensure that both printers are connected to a three-phase electrical outlet that is reserved for the printers.
2. Press the Printer 2 control unit **Control Unit Power On** switch for any of the combinations of elements listed above.
3. Respond to any error or intervention messages that appear on the touch panel during the power-on sequence. At the completion of the power-on sequence the touch panel displays the status of the printer.
4. Check the tension arm. See “Checking the tension arm” on page 147.
5. Load forms if necessary.
6. If you are printing in Duplex mode, align the forms. See “Aligning tractorless forms” on page 155 or “Aligning tractorless forms” on page 163.
7. Enable the protocol, as required.
8. On the touch panel or printer operator panel, select **Start** to make the printer ready.

**CAUTION:**

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For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

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Powering off the system

How you switch power off for the system depends on whether power control is set to **Local** or **Remote**. For systems operating in Duplex mode, you must switch power off to the complete system whenever you want to switch power off to any single element. However, for systems operating in Dual Simplex mode, you do not have to switch power off to the complete system to power off any single element.

Powering off in local-controlled mode

About this task

Procedure:

Do this procedure to power off the system in local-controlled mode.

Procedure

1. On the Main touch panel, select **Shutdown**.
2. In Dual Simplex mode, select **Shutdown** for the other printer if desired. Wait for the message Shutting down... to appear on the touch panel. This message appears only if both printers are shutdown.
3. On the Printer 2 control unit, select the **Power Off if in Local** switch for any combination of powered-on elements.

Powering off the system using the Unit Emergency switch

About this task

Procedure:

To power off the system using the **Unit Emergency** switch, set the **Unit Emergency** switch to **Power Off**.

Attention: Do not use the **Unit Emergency Power Off** switch to switch power off to the system unless you have an emergency. Doing so can cause loss of data and hardware problems in the Printer 2 control unit.

Note: In case of an emergency, you can set the **Unit Emergency** switch to **Power Off** to remove all power from the frame (Printer 1 control unit or Printer 2 control unit) in which the switch is installed and from the attached printer engine. This action on one of the system printers has no effect on the power of the other printer in the system. However, you cannot operate the other printer.

Shutting down and restarting the system

The following sections describe procedures to shut down and restart the system.

- Shutting down the system
- Restarting the system

Shutting down the system

Before you begin

About this task

Do this procedure when:

- A recovery action procedure instructs you to shut down the system.
- You want to do a general shut down and then power off the system

Important: You should always do this procedure before you switch off power to the Printer 2 control unit, regardless of whether a recovery action procedure instructed you to switch power off to the system or you are doing it on your own.

The shutdown procedure safely prepares the system so that the Printer 2 control unit may be powered off.

Note: In Duplex mode, this procedure shuts down the complete system (both printers). In dual simplex mode, this procedure shuts down only the target printer. The other printer remains active and usable. If you are shutting down the last active Dual Simplex printer, the complete system is shutdown.

Note that once a Dual Simplex printer has been shutdown using this procedure, the only way to get it back to active use is to first shut down the other Dual Simplex printer also.

Procedure:

Do this procedure to shut down the system.

Procedure

1. On the Main touch panel, select **Shutdown**.
2. On the Shutdown panel, select **Shutdown** and **OK**. If you decide not to shut down or restart the system, select **Cancel** on this panel. If the printers are in Duplex mode, or if the printers are in Dual Simplex mode and the final simplex printer is being shut down, the following messages appear on the touch panel:
 - Control Unit is Shutting Down, Please Wait..., which displays after you select **Shutdown**.
 - Control Unit Shutdown Complete - Turn Power Off, which displays when the shutdown process is complete.
3. If necessary, switch power off to the system or to the individual printer.

What to do next

As required, correct the problem that caused you to initiate the procedure.

Restarting the system

About this task

Do this procedure when:

- A recovery action procedure instructs you to restart the system
- You are changing the **Printer Mode (Printer Definition → Basic)** configuration item from Dual Simplex to Duplex and you were instructed to do a restart to have the changes take effect.

Note: In duplex mode, this procedure applies to both printers. In dual simplex mode, this procedure applies to the target printer only.

Procedure:

Do this procedure to restart the system.

Procedure

1. On the Main touch panel, select **Shutdown**.
2. On the Shutdown panel, select **Restart** and **OK**.

Note: If you are restarting the system and are logged into the system at a higher level than the default access level, you can log back in at that same level. Select the check box next to **Retain Access Level**. If you select **Shutdown**, you cannot select the check box.

What to do next

Retry the operation that was in progress when the restart was requested.

Enabling and disabling protocols

A protocol is a method by which a host system sends print data to the printer. An adapter supports one or more protocols. After an adapter is physically installed, it must be logically installed before it can be used. A LAN adapter, such as the on-board Ethernet adapter, must be logically installed but channel adapters are automatically marked as logically installed.

Once an Ethernet adapter is installed and enabled, the protocols for the adapter may be installed and enabled. Use the Network-Attachment panel (**Printer Definition → Network → Attachments**) to install, enable, disable, and uninstall adapters and protocols.

After a protocol is installed, it may be enabled or disabled. When a protocol is enabled, a host system may send print data to the printer using that protocol. You can enable and disable protocols using the Manage Protocols panel (**Frequent Tasks → Manage Protocols**).

The installed state of each adapter is global. This means that an adapter that is installed on a Duplex configuration is also installed for the Dual Simplex configuration. On the other hand, the installed and enabled state of protocols is maintained at the printer level. This means that a protocol that is installed and enabled on a Duplex configuration may be uninstalled on Printer 1 of a Dual

Simplex configuration and installed but disabled on Printer 2. The installed and enabled state of protocols is not changed by a system restart or a shutdown/startup sequence.

After a protocol is enabled on a printer, commands may be entered on a host system that communicates with that printer.

Enabling and disabling pre/postprocessors

Before you begin

If you change the enabled status of a burster/trimmer/stacker (BTS) or an offsetter postprocessing device, you must make configuration changes on the Pre/Postprocessing panel (**Printer Definition** → **Pre/Postprocessing**). See the *Planning and Configuration Guide* for more information.

For all other types of postprocessing devices and for all preprocessing devices, you can make status changes only using the **Enable** and **Disable** options on the Pre/postprocessors panel (**Frequent Tasks** → **Pre/Postprocessors**).

About this task

The service representative configures any attached preprocessors and postprocessors when they are installed and sets the state of each device to Enabled or Disabled.

Procedure:

Do this procedure to functionally connect (enable) the printer to the processor or disconnect (disable) the printer from the processor.

Procedure

1. On the Main touch panel, select **Frequent Tasks** → **Pre/Postprocessors**.
2. Select a processor in the **Processor Name** list. The status displays next to the processor.
3. Select **Enable** or **Disable**.

Note: The internal stacker feature is supported on InfoPrint 4100 in Simplex mode only, and on in Dual Simplex mode only. When the internal stacker is enabled on printers, the printer speed must be set to **Low**. Select **Low** for the **Printer Speed** option on the Printer - Basic panel (**Printer Definition** → **Printer** → **Basic**).

Canceling a job

About this task

Procedure:

Do this procedure to cancel a job.

Procedure

1. On the Main touch panel or printer operator panel, select **Stop** to stop the printers.

- On the Main touch panel, select **Frequent Tasks** → **Cancel Current Job**.

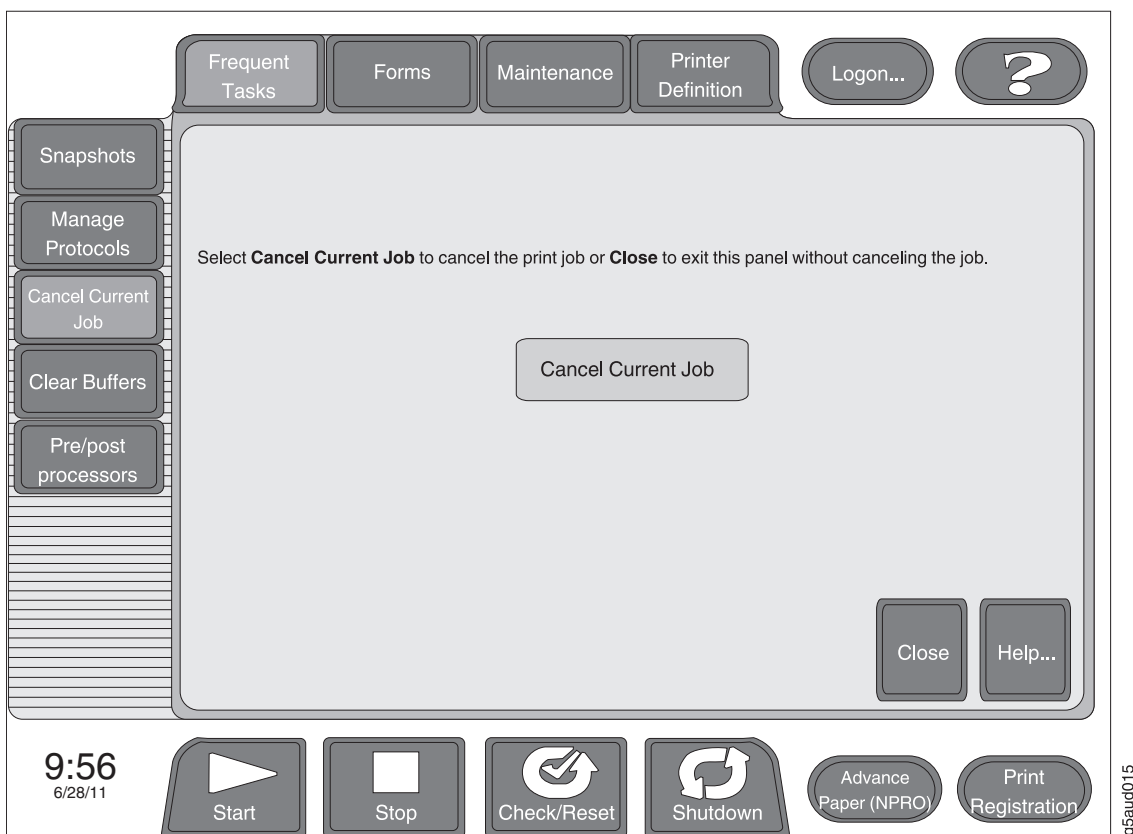


Figure 30. Cancel Current Job panel

- Notify the host system console operator whenever you cancel a print job. If necessary, ask the operator to submit the job again.

Adjusting the volume of the operator alert assembly

About this task

Procedure:

Do this procedure to adjust the volume on the operator alert assembly.

Procedure

- Locate the **Volume Control** knob (1) at the base of the operator alert assembly at the top of the control unit.

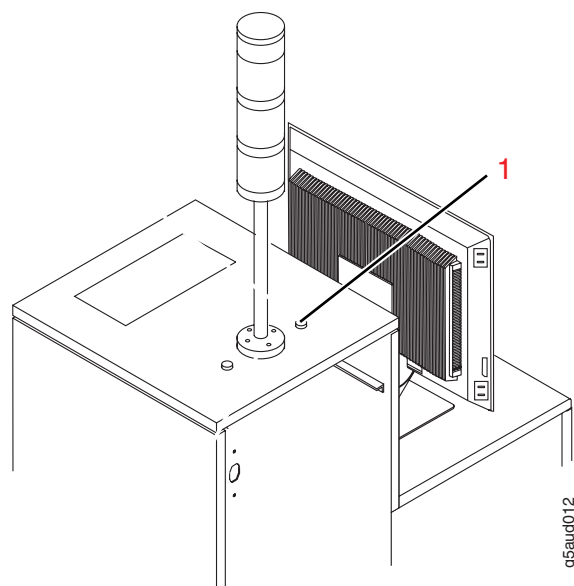


Figure 31. Volume Control knob on the operator alert assembly (1)

2. Make the volume adjustments as follows:
 - To increase the volume, turn the knob *clockwise*.
 - To decrease the volume, turn the knob *counterclockwise*.
3. Test the alarm volume by raising and then lowering the **Splice Vacuum** lever on the splicing table.
4. Repeat the above steps until you have adjusted the volume to the desired level.

Adjusting the touch panel

About this task

Procedure:

Do this procedure to adjust the image displayed on the touch panel. The on-screen-display (OSD) menus allow you to adjust the display settings such as contrast, brightness, and image position.

Procedure

1. If your touch screen has a cover over the user control buttons, open the cover so that you can access the buttons.
2. Press both the plus (+) and minus (-) buttons at the same time to display the on-screen-display (OSD) main window.
3. Use the minus (-) button to scroll through the menu options.
4. Press the plus (+) button to select the highlighted option. When you select an option, a secondary window displays more options or settings.
5. Press the plus (+) and minus (-) buttons at the same time to return to the previous menu window or exit the OSD main window. The system saves your values.

Related information:

“On-screen-display (OSD) controls” on page 38

Reporting printer usage

Before you begin

You need a Printer Usage Sheet to report printer usage. Figure 33 on page 58 shows an example. A new Printer Usage Sheet is sent to every customer every month.

About this task

Each printer has a usage meter:

- **In dual simplex mode:** The usage meter counts only the feet of forms that are processed while actually printing.
- **In duplex mode:** The usage meter in each printer counts feet of forms anytime paper is moved through the printers.

The meter advances one position for every 30.48 meters (100 feet) of forms that are processed through the transfer station. The meter reading is used for customer billing.

Note: The counts shown on these printer usage meters may not match the counts shown in Printer 1 Counter and Printer 2 Counter Status area on the Main touch panel.

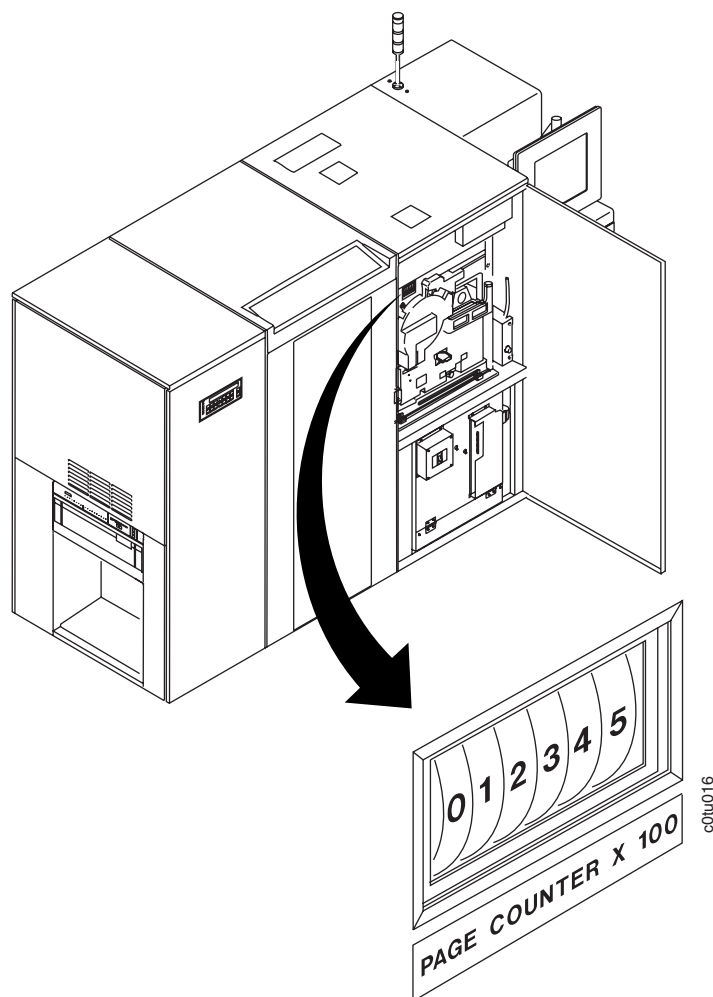


Figure 32. Printer usage meter

Procedure:

Do this procedure to print a printer usage report. Do this task on the last working day of each month.

Procedure

1. Open the right front cover.
2. Locate the label **Page Counter X 100**.
3. Write the numbers on the Printer Usage Sheet *exactly* as they appear in the printer usage meter:
 - Right-justify the numbers.
 - Do not add leading or trailing zeros.
 - Write one number in each box.
 - Keep each number inside its box.
 - Use large, simple shapes.
 - Close loops and connect lines.
 - Do not use fancy loops or curls.
4. Fill in the printer serial number, which is on a label below the developer at the front of the machine. This label also has the printer model number.

5. Fill in the machine type and the date.
6. Sign the card.
7. Mail the completed sheet to the RPPS.

REFERENCE: PLEASE RETURN BY:				
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>PLEASE RETURN TO:</p> </div> <div style="width: 50%;"> <p>ALL INQUIRIES SHOULD BE DIRECTED TO:</p> </div> </div>				
TYPE/SERIAL	PRIOR METER READING	METER READING DATE	CURRENT METER READING	REMARKS
SIGNATURE	DATE			
Z125-4383-01				
				R4C01111

Figure 33. Printer Usage Sheet

Switching printer modes and printer speed

You can switch the printer mode from Dual Simplex to Duplex and from Duplex to Dual Simplex. You can also switch the printer between high speed and low speed.

Switching from Duplex to Dual Simplex mode

Before you begin

Note: Do not change the print mode in combination with any other configuration changes. It must be done separately. Make other configuration changes *after* the printer is in the correct print mode.

About this task

Procedure:

Do this procedure to switch the printer mode from Duplex to Dual Simplex mode.

Procedure

1. On the Main touch panel, select **Stop** to stop the printer.
2. On the Main touch panel, select **Printer Definition** → **Printer** → **Basic**.
3. Select **Simplex** for **Printer Mode**.
4. Select **OK**.
5. Restart the printer, if instructions to do so are given after selecting **OK**.

Note: The changes you have made won't take effect until you have restarted the printer. If you make other configuration changes they only apply to the mode you were in before you changed.

6. Remove any forms still in the printer.
7. Load paper and load Snapshots in both printers for Dual Simplex operation.
8. Select **Start**.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Switching from Dual Simplex to Duplex mode

Before you begin

Note: Do not change the print mode in combination with any other configuration changes. It must be done separately. Make other configuration changes *after* the printer is in the correct print mode.

About this task

Procedure:

Do this procedure to switch the printer mode from Dual Simplex to Duplex mode.

Procedure

1. On the Main touch panel, select **Stop** to stop the printer.
2. On the Main touch panel, select **Printer Definition** → **Printer** → **Basic**.
3. Select **Duplex** for **Printer Mode**.
4. Restart Printer 1 when the prompt appears.

Note: The changes you have made won't take effect until you have restarted the printer. If you make other configuration changes they only apply to the mode you were in before you changed.

5. Shutdown Printer 2. When the printer restarts it will be in Duplex mode.
6. Remove any forms still in the printer.
7. Load paper in both printers and load the Snapshot for Duplex operation.
8. Do the "Align Forms" procedure. See "Aligning tractorless forms" on page 155 or "Aligning tractorless forms" on page 163.
9. Select **Start**.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Switching printer speeds

About this task

Procedure:

Do this procedure to switch printer speeds.

Note: Switching printer speed is supported on InfoPrint Models HS2, HS3, HD3/4, and HD5/6 only.

Procedure

1. On the Main touch panel, select **Stop** to stop the printer.
2. On the Main touch panel, select **Printer Definition** → **Printer** → **Basic**.
3. Select **High** or **Low** for **Printer Speed**.
4. Select **OK**.

Note: When the internal stacker is enabled on simplex printers, the printer speed must be set to low speed. To enable or disable the internal stacker, see “Enabling and disabling pre/postprocessors” on page 53.

Switching between Enhanced Commercial Print (9pt) and other forms

About this task

Note: Enhanced Commercial Print is available on your printer if a Commercial Print selection is shown on the **Forms** → **Forms Settings** panel.

Procedure

1. Select **Forms** → **Forms Settings**.
2. Enable Commercial Print by selecting **Yes**. Disable Commercial print by selecting **No**.
3. Set the Transfer Station Gap Lever to the correct position. “About the transfer station” on page 16.
4. Set the Lift Pin Lever to the correct position. “About the vacuum, stack height, lift pin lever, and puller controls” on page 19.
5. Load the forms.

Chapter 4. Working with Snapshots

This section describes how to view, sort, search, load, change, create, delete, and restore Snapshots.

Snapshots allow you to "take a picture" of some of the essential printer configuration items that you set in Printer Definition panels and form settings that you specify in the Forms Settings and Print Registration panels. Snapshots allow you to save printer and form settings that you may use frequently in your environment. Table 10 shows the settings that you can save in a Snapshot.

Table 10. Snapshot values

Forms → Form Settings	Forms → Print Registration	Printer Definition → Print Quality	Printer Definition → Printer → Basic	Printer Definition → Printer → Setup	Printer Definition → PDL → IPDS	Printer Definition → Pre/Post-Processing → Post-processing Options
<ul style="list-style-type: none"> Length Width Unit of measure for length and width IPDS - Form Name IPDS - Host Setup ID Form Bar Code Form type (tractorless or with tractor holes) Oversize Paper Paper Weight Enhanced Commercial Print 	<ul style="list-style-type: none"> Paper Feed Direction for Printer 2 Paper Feed direction for Printer 1 Across Paper Feed direction for Printer 2 Across Paper Feed direction for Printer 1 	<ul style="list-style-type: none"> Contrast Boldness Preheat Temperature Fuser Temperature Oil Rate Oil Belt Advanced... <ul style="list-style-type: none"> Use Backup Idler Roll Preheat Offset (see note 1) Urge Unit Drive Roll Control Lower Tension Arm Pressure Lower Tension Arm Startup Timing Fuser Startup boost 	<ul style="list-style-type: none"> Printer Speed Front Sheet Sequence Eject to Front Facing Auto NPRO at EOF 	<ul style="list-style-type: none"> Jam Recovery Point Distance 	<ul style="list-style-type: none"> Cut Sheet Emulation Reprint Pages After Jams IPDS Resolution IPDS Printhead Resolution 	<ul style="list-style-type: none"> Use Internal Stacker (see note 2) Offsetter Enabled BTS Enabled Offset on Mark Forms

Table 10. Snapshot values (continued)

Forms → Form Settings	Forms → Print Registration	Printer Definition → Print Quality	Printer Definition → Printer → Basic	Printer Definition → Printer → Setup	Printer Definition → PDL → IPDS	Printer Definition → Pre/Post-Processing → Post-processing Options
Note: 1. The preheat offset is a CE only value. 2. The internal stacker is available for InfoPrint 4100 Models with Feature Code 4770.						

Snapshots affect how the print job is printed. You can create and save your own Snapshot using the default Snapshots as a template. And you can select and load a specific Snapshot when you want to print a job that has the same requirements as those specified in a particular Snapshot. You can also make changes to your Snapshots and save them on your printer. You can view the Snapshot settings by selecting the **Show Details...** button on the **Snapshots** panel.

Table 11. Default Snapshots

Snapshot Name	Description-Length x Width
InfoPrint-2up Letter	2-Up Letter - 11.0 x 18.0 in
InfoPrint-2up Letter Tractorless	2-Up Letter (Tractorless) - 11.0 x 17.0 in
InfoPrint-2up A4	2-Up A4 - 296.3 mm x 445.0 mm
InfoPrint-2up A4 Tractorless	2-Up A4 (Tractorless) - 296.3 mm x 432.0 mm
Letter	Letter - 8.5 x 12.0 in
Legal	Legal - 8.5 in x 15.0 in
Ledger	Ledger - 11.0 in x 18.0 in
A3	A3 - 296.3 mm x 445 mm
Standard	Standard - 11.0 x 15.0 in

You can see a description and the ranges of values that you can enter in each field of each panel by pressing and holding the left mouse button for 2 seconds or by pressing **F1** on the keyboard.

Note: The functions will be greyed out when the printer is Ready. In order to perform any of the Snapshot tasks you will have to **Stop** the printer and then make it ready by selecting **Start**.

Viewing Snapshots

About this task

Procedure:

Perform this procedure to view the settings that are saved with a Snapshot.

Procedure

1. Select the Snapshots panel (**Frequent Tasks** → **Snapshots**) on the touch panel.

2. You can view the currently loaded Snapshot or you can select another Snapshot from the **Saved Snapshots** area.
3. View the main settings on the right hand side of the Snapshots panel.

Note: If you are viewing the Current settings, any modifications to the last loaded Snapshot will be in bold type and marked with an asterisk.

4. Select **Show Details...** to see all of the settings that are saved with the Snapshot you are viewing.

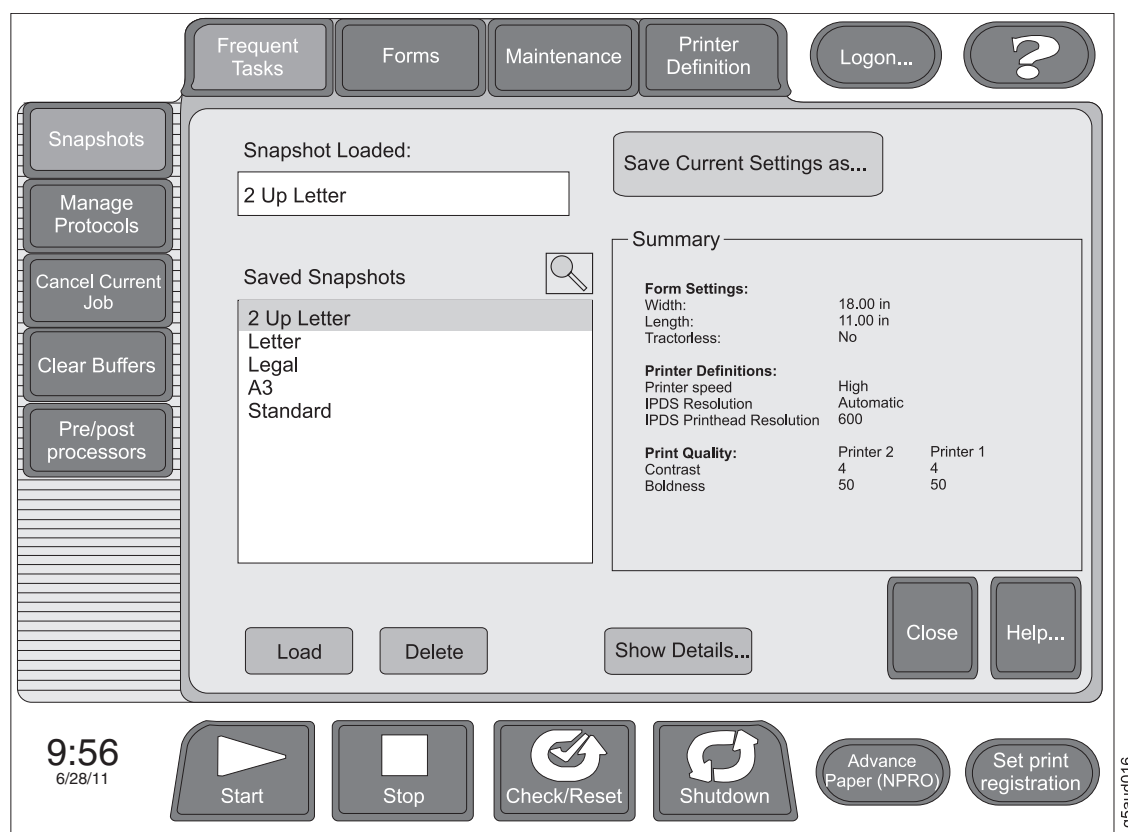


Figure 34. Snapshots panel

Sorting and searching Snapshots

About this task

Procedure:

Do this procedure to sort and search your saved Snapshots.

Procedure

1. Select the magnifying glass button at the top right corner of the Saved Snapshots list to open an expanded version of the Saved Snapshots table. All parameters saved in Snapshots have their own column in this table, including their creation date and the date that the Snapshot was used last.

Note: The parameter values are not editable from this table. You can only edit them from their original configuration or definition panels.

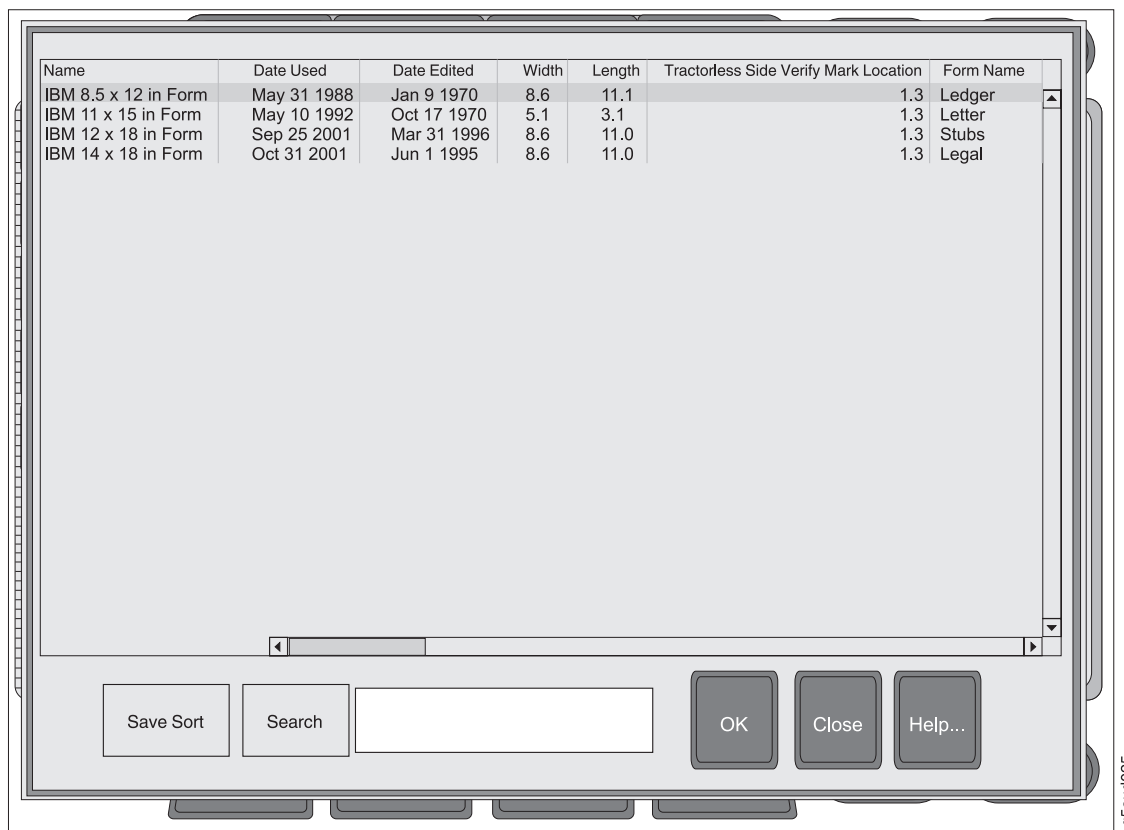


Figure 35. Sort/Search table

2. You can sort the columns in the following ways:
 - To sort, select the header of the column that contains the values for the parameter you want to look at. The column will be sorted sequentially in number fields or alphabetically in text fields.
 - To move columns, select the column you want to move with the mouse. Drag and drop it either to the left or the right. This allows you to make the columns that you use most frequently more accessible.

Note: The only column that cannot be moved is the first column that contains the name of the Snapshot.

 - To resize columns, use the mouse to select the column you want to resize and click and drag the borders until the column is the appropriate size.
3. You can select **Save Sort** to save your sort. This results in the following actions:
 - The current sorting sequence is saved for the next time you do a sort or search operation.
 - The names of the Snapshots in the **Saved Snapshots** list are listed according to your sort.
4. You can search for a specific value by completing the following steps.
 - a. Enter the value you are searching for in the Search text field.
 - b. Select **Search** and a case-insensitive search will be performed through all the columns for the first occurrence of the value.
 - c. Continue selecting **Search** to find all occurrences.

Loading Snapshots

About this task

Procedure:

Do this procedure to load a Snapshot.

Procedure

1. Select the Snapshots panel (**Frequent Tasks** → **Snapshots**) on the touch panel.
2. Select the Snapshot you would like to load from the **Saved Snapshots** area.

Note: Use Table 10 on page 61 to see which values are saved in Snapshots and where those values are defined on the console touch panels.

3. Select **Load**.

Note: If you have made any unsaved changes on any of the forms or printer panels that save Snapshot values, you will be prompted to overwrite those changes.

4. Select **Close** to return to the Main panel.

Creating Snapshots

About this task

Procedure:

Do this procedure to create and save a new Snapshot.

Procedure

1. Make sure that all printer and forms settings are set the way you want them before saving the Snapshot.

Note: Use Table 10 on page 61 to see which values are saved in Snapshots and where those values are defined on the console touch panels.

2. Select the Snapshots panel (**Frequent Tasks** → **Snapshots**) on the touch panel.
3. Select **Save current settings as....** Snapshots are saved using the current settings for printer and forms settings.
4. Enter a name for the new Snapshot.
5. Select **OK**.
6. Select **Close** to return to the Main panel.

Changing values in Snapshots

About this task

You can change the printer and forms settings values and save the new values to a Snapshot. When you change the settings for the Snapshot that is currently loaded, the word “(Modified)” appears next to the name of the Snapshot in the **Snapshot Loaded** field and on the Main panel.

You can save your changes using a new Snapshot name so that the original Snapshot can still be used. Alternatively, you can save your changes into the currently loaded Snapshot, so that your changes overwrite the original settings.

Note: Remember that the InfoPrint default Snapshots may be modified and used with the current print job, but if you want to keep those changes, you *must* save them to a *new* Snapshot.

Users with Administrative access authority can view and change values in multiple Snapshots. Refer to the *Planning and Configuration Guide* for more information.

Procedure:

Do this procedure to make changes to the currently loaded Snapshot and then save those changes.

Procedure

1. Select the Snapshots panel (**Frequent Tasks** → **Snapshots**) on the touch panel.
2. Before saving any changes to a Snapshot, make sure that all the printer and forms values are set correctly.
 - a. Select the Snapshot you want to change from the list of **Saved Snapshots**.
 - b. Select **Load** to load the settings for the selected Snapshot. The selected Snapshot is now the currently loaded Snapshot and its name is displayed in the **Snapshot Loaded** field.
 - c. Review the Snapshot settings in the right pane.
 - d. Select **Show Details...** to display all settings in a separate window. Select **OK** to close that window.
 - e. If you want to change any of the settings, navigate to the appropriate touch panel where the value is set, make the change, and select **OK** to save those changes. Any changes you make will be applied to the Snapshot that is currently loaded when you save the Snapshot.

Note: Refer to table of snapshot values (Table 10 on page 61) for a list of values that are saved in Snapshots and where those values are defined on the console touch panels.

3. Navigate back to the Snapshots panel (**Frequent Tasks** → **Snapshots**).
4. Before saving the changed Snapshot, select **Show Details...** to display the settings for the printer and forms values in the right pane. Verify that the changes are shown.
5. Select **Save current settings as...** You will be prompted to enter a name for the Snapshot you are saving. If this is a new Snapshot, the name field will be blank and you can type in the new Snapshot name. If this is not a new Snapshot, the name field will be filled in with the name of the loaded Snapshot. You can save it with that name or specify a new name. If you save it with the same name, your changes will overwrite the original Snapshot with that name.
6. Select **OK**.
7. Select **Close** to return to the Main panel.

Saving changed Snapshots

About this task

When you make changes to the settings that affect the print job, you can save these to the currently loaded Snapshot. When you change the settings, the word “Changed” appears by the name of the Snapshot on the Main panel.

Procedure:

Do this procedure to save changed snapshots.

Procedure

1. Select the Snapshots panel (**Frequent Tasks** → **Snapshots**) on the touch panel.
2. Make sure that all printer and forms settings are set the way you want them before saving the changed Snapshot.
 - a. Select **Show Details...** for the currently loaded Snapshot and review the values for the Snapshot in the right pane.
 - b. Make any required changes to the printer and forms settings.

Note: Use Table 10 on page 61 to see which values are saved in Snapshots and where those values are defined on the console touch panels.

3. Select **Save current settings as....** You will be prompted for the name of the Snapshot you want to save. The name field will be filled in with the previously saved Snapshot. You can save it with that name or specify a new name.

Note: Remember that the default Snapshots can be modified, but you *must* save them as a *new* Snapshot if you want to save those changes.

4. Select **OK**.
5. Select **Close** to return to the Main panel.

Deleting Snapshots

About this task

Procedure:

Do this procedure to delete a Snapshot.

Procedure

1. Select the Snapshots panel (**Frequent Tasks** → **Snapshots**) on the touch panel.
2. Select the Snapshot to be deleted.
3. Select **Delete**.
4. Select **OK**.
5. Select **Close** to return to the Main panel.

Restoring Snapshots

About this task

You can restore Snapshots and other configuration settings to your machine or transfer them between machines from your backup USB flash memory devices. To

restore settings from a USB flash memory device, refer to the *Planning and Configuration Guide* for more information.

Chapter 5. Working with forms

This section describes how to:

- Load, adjust, and align forms.
- Adjust the rear paper-edge guide.
- Check and adjust the tension arm.
- Splice forms at the splicing table.
- Align the forms.
- Thread the Buffer/Flipper Unit.
- Set the print registration.
- Advance forms.
- Check print quality.

Loading forms

About this task

Follow the load forms procedures when any of the following occur:

- You need to add or change forms.
- A forms jam recovery procedure prompts you to load forms.
- You see the 078A END OF FORMS message.

Note: If you are not familiar with loading forms on continuous forms printers, see “About forms and forms path” on page 2 for detailed information about the paper path.

All messages that you respond to while loading forms will appear on both the touch panels and on the printer operator panel display. Most of the controls that you need to use are available on both the touch panels and the printer operator panel. However, some may only be available on the touch panels.

You can load most forms using *automatic* load procedures. Automatic load procedures use the **Auto Load** button, which automatically loads the forms through the transfer station, across the tension arm and bridge, and into the fuser entry area, and finally moves them into the forms exit area.

If the **Auto Load** button is disabled (such as when the damper kit feature is installed), you can load the forms using *manual* load procedures. Manual load procedures require that you manually thread the forms through the transfer station, across the tension arm and bridge, and into the fuser entry area and then use the **Form Feed** button to move the forms into the forms exit area.

Alternative procedures are provided for loading special purpose forms, like preprinted forms, and changing forms.

Choosing a load procedure

About this task

The load procedure you will use depends on the following:

- The printing mode (duplex, dual simplex, or simplex)

Note: When loading both printers in a Duplex system, you will need to load Printer 1 and align the forms on Printer 1, then load Printer 2 and align the forms on Printer 2.

- The type of form you are loading (tractored or tractorless)
- The type of form feed (roll feed or boxed fanfold forms)

Use Table 12 to select the appropriate load procedure for your printing mode and the type of forms you are loading.

Table 12. Load procedures

Printing Mode	Type of Form	Type of Form Feed	Select this Load Procedure...
Duplex, Dual Simplex, and Simplex	Tractored	Roll feed	"Loading tractored roll-feed forms" on page 72
		Fanfold	"Loading tractored fan-fold forms" on page 87
	Tractorless	Roll feed	"Loading tractorless roll-feed forms" on page 104
	Tractored (Tractorless mode)	Roll feed	"Loading tractorless roll-feed forms" on page 104
Duplex	Switching between tractored and tractorless forms	Roll feed and fanfold	"Switching between tractored and tractorless forms" on page 137
Dual Simplex	Special forms - tractored or tractorless	Roll feed and fanfold	"Loading special forms" on page 116

After loading the forms, do the following as required:

- Check the tension arm. See "Checking the tension arm" on page 147.
- Align the forms. See "Aligning tractored forms" on page 155 or "Aligning tractorless forms" on page 163.
- Thread the Buffer/Flipper Unit. See "Threading a duplex system" on page 166.
- Check forms alignment. See "Checking forms alignment" on page 188.
- Check print quality. See "Checking print quality" on page 190.
- Set print registration. See "Setting print registration" on page 129.

Paper paths

Paper path through input area for tractored fan-fold and roll-feed forms

Figure 36 on page 71 shows the tractored paper path for fan-fold and roll-feed forms.

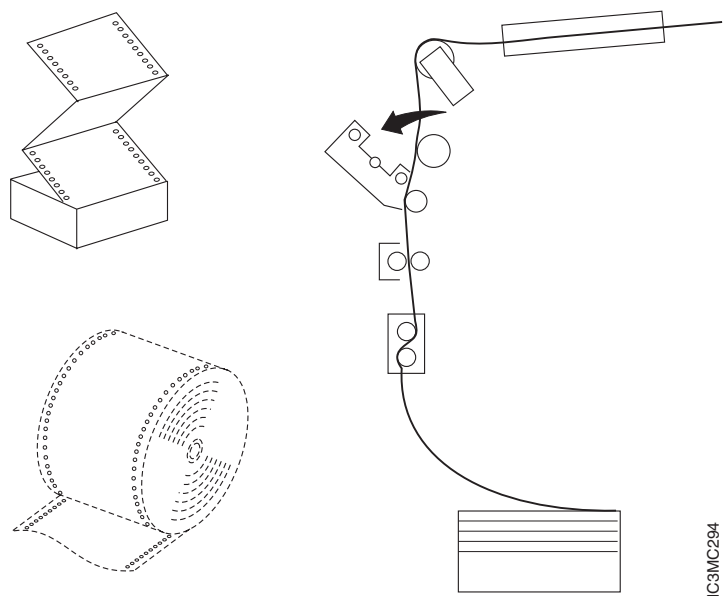


Figure 36. Tractor paper path for fan-fold and roll-feed forms

Paper path through input area for tractorless roll-feed forms

Figure 37 shows the tractorless paper path for roll-feed forms.

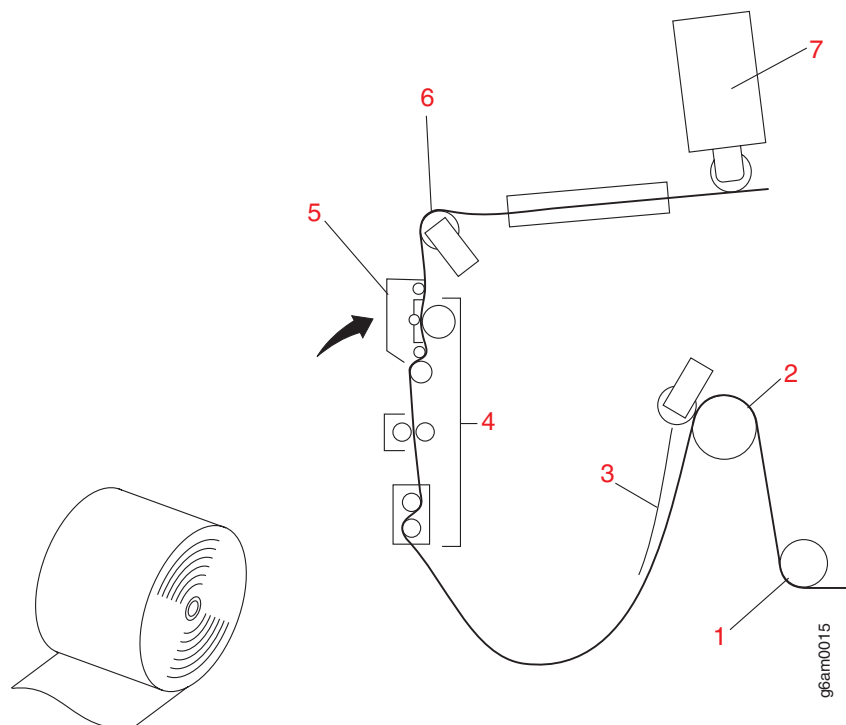


Figure 37. Tractorless paper path for roll-feed forms

Removing forms

Before you begin

If forms are loaded in Printer 1, you must remove them from the printer before doing this procedure.

About this task

Do this procedure to remove the forms from the printer.

Procedure:

Procedure

1. Open the center front and center top covers of the printer.
2. For fanfold forms, separate the forms at a perforation near the splicing table.
3. Let the forms fall back into the input area but ensure that the end-of-forms sensor is not covered by the forms in the input area.
4. Select **Advance Paper (NPRO)** on the touch panel, or press **NPRO** on the operator panel of either printer. The 078A END OF FORMS message appears on the touch panel.
5. Select or press **NPRO** again. The forms move through the printers to the forms exit area or to a postprocessing device.

Loading tractorfed roll-feed forms

Before you begin

Before doing this procedure, ensure that the center front and center top covers of the printer are open so that you can access the forms input area and the transfer station.

If forms are loaded in Printer 1, you must remove them from the printer before doing this procedure. See “Removing forms” for instructions.

About this task

This procedure describes how to load *tractorfed, roll-feed continuous forms* that are loaded at the input area of the printer and processed through to the output area of the printer. Figure 36 on page 71 illustrates the paper paths to use when loading tractorfed roll-feed forms.

Note: If you are using preprocessing or postprocessing devices with the printer, some steps involving the source and final destination of the forms may change. The provider of the preprocessing or postprocessing devices supplies specific instructions for the initial loading and exiting of forms from the printer output area.

Because you will be working inside the printer covers, we recommend that you use the printer operator panel of the affected printer whenever possible, especially while working on Printer 1.



<72> As you load forms, be careful to avoid injuries: The tractor covers are spring-loaded and can pinch if they snap shut unexpectedly. Moving forms, especially between the transfer station and the fuser entry area, can cause severe paper cuts.

Do the following steps to load tractored roll-feed forms:

- Thread the forms to the transfer station. See “Threading tractored roll-feed forms.”
- Align the forms on the tractor pins. See “Aligning the forms on the tractor pins” on page 77.
- If you are changing to a different size form on Printer 1, you must change the forms settings (or Snapshot) on Printer 1. See “Changing forms settings on Printer 1” on page 81.

Note: Do this step when loading forms in Dual Simplex mode or loading Printer 1 in Duplex mode.

- Load the forms. See “Loading forms using the Forms Feed button” on page 82.

Note: If you are using the Auto Load sequence to load the forms, you must set the forms length at the stacker control panel before starting the Auto Load sequence. See “Setting the forms length for Auto Load” on page 134 and “Starting the Auto Load sequence” on page 134.

- Check forms alignment. See “Checking alignment of tractored forms” on page 85.
- Start the printer. See “Starting the printer” on page 86.

Threading tractored roll-feed forms

About this task

Do this procedure to thread tractored roll-feed forms between the forms input area and the transform station.

Procedure:

Procedure

1. Ensure that the transfer station is closed and latched.
2. If you are loading a form with a different width, use the **Tractor Control Knob** to adjust the tractors close to the correct width. Use the scale just to the left of the tractor covers.

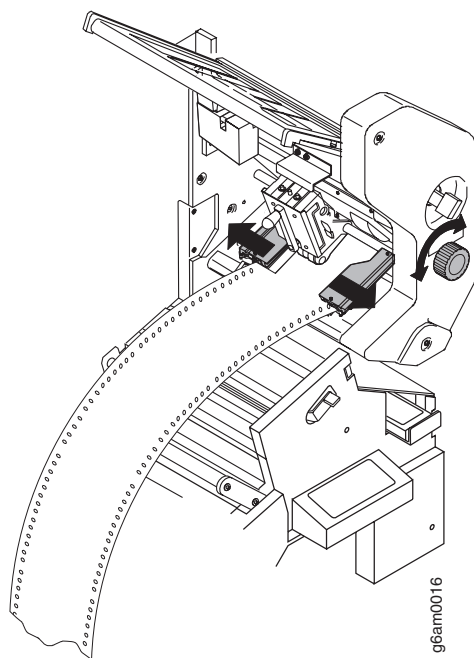


Figure 38. Forms input area with splicing table

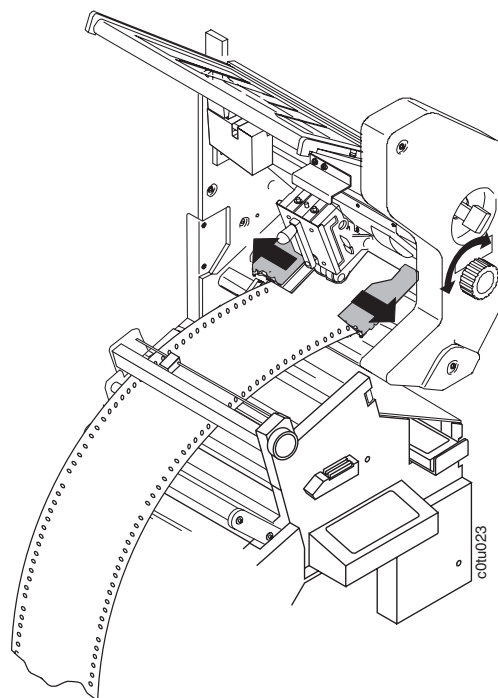
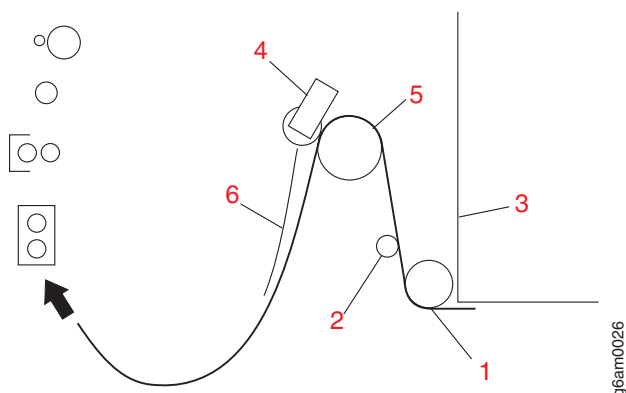
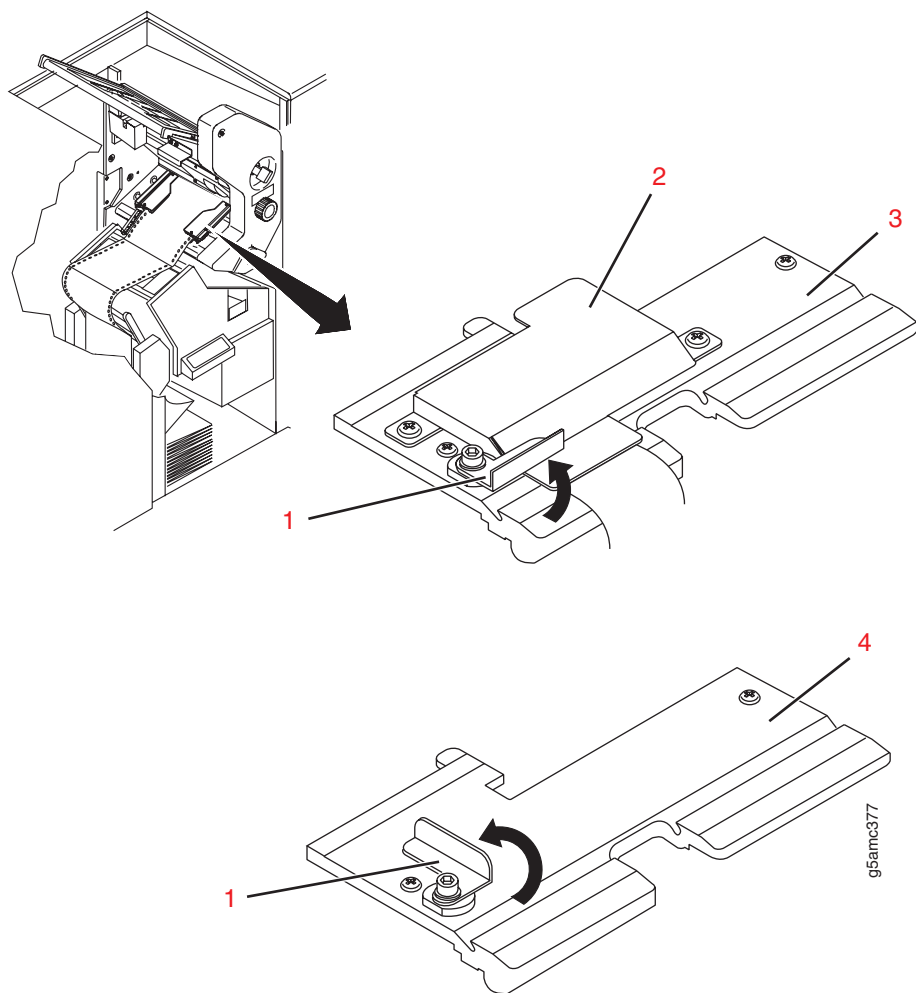


Figure 39. Forms input area with Universal Forms Control

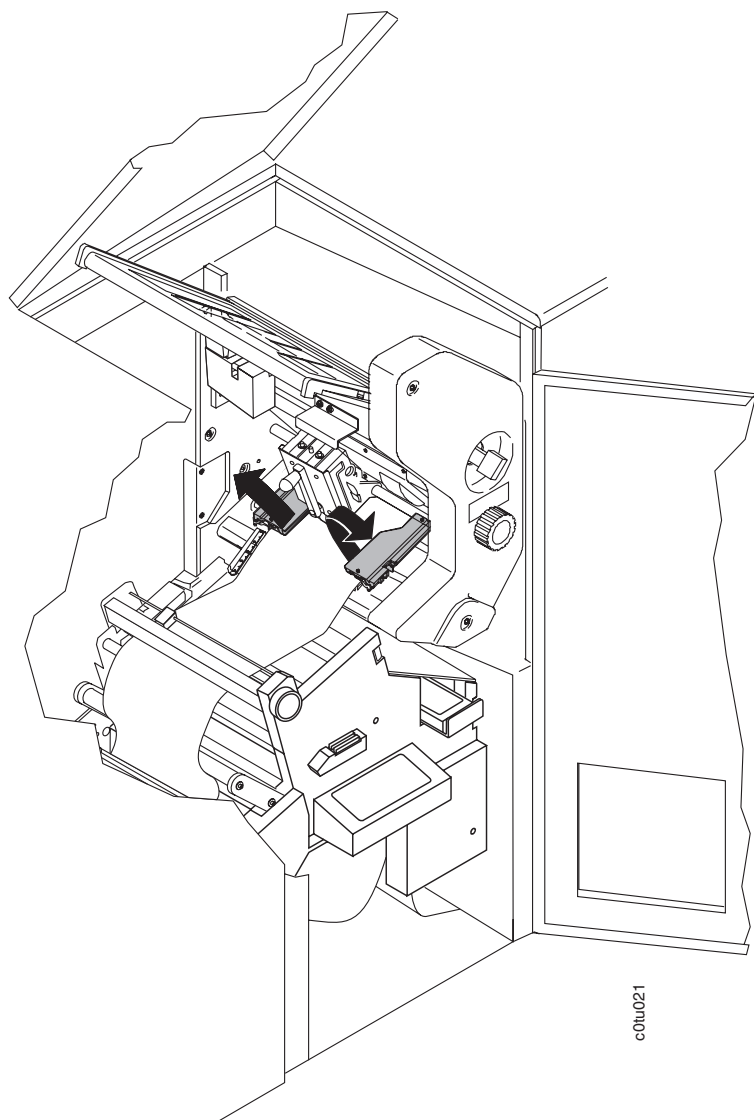
3. When threading roll-feed forms, thread the forms from the roll feeder to the forms input area, as follows:
 - a. Thread the forms under the lower roller (1) and between the bar (2) and the machine frame (3).
 - b. Raise the pressure rollers (4) and thread the forms over the urge unit driver roll (5). Leave the pressure rollers (4) open.
 - c. Thread the forms under the flap (6) and into the forms input area.
 - d. Lower the pressure rollers (4).



4. Thread the forms from the forms input area and up to the Universal Forms Control (UFC) sensor or splicing table (if installed), as follows:
 - a. Open the tension gate (2).
 - b. Thread the forms through the tension bars and rollers (1), leaving the tension gate (2) and roller open.



6. Open the lower tractor covers on the transfer station.



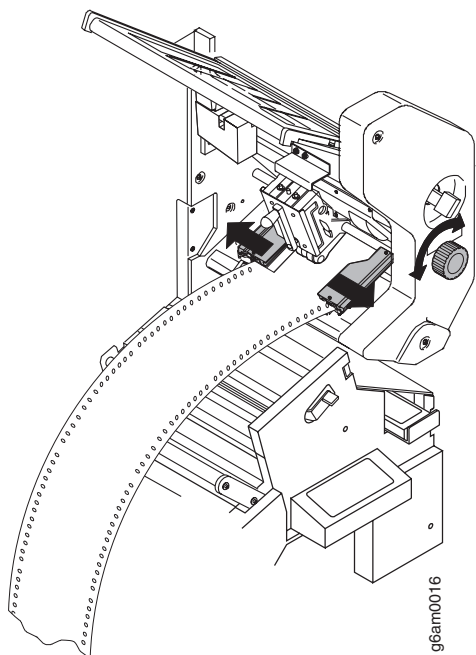
Aligning the forms on the tractor pins

About this task

Do this procedure to align the forms on the tractor pins.

Procedure

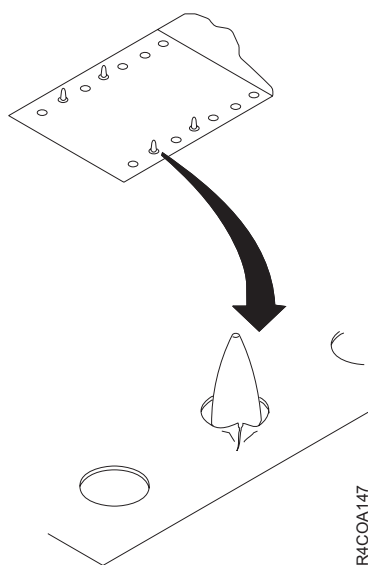
1. Locate the red line on the lower tractors.
2. Place the forms on the tractor pins so that the form edge is as close as possible to the red line without covering it.
3. If necessary, use the **Tractor Control Knob** to adjust the distance between the front and rear tractors:



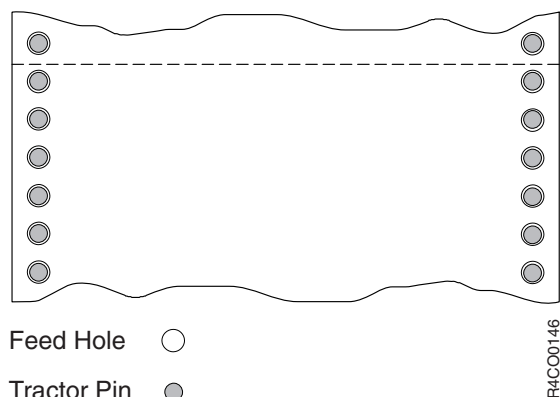
- To *increase* the distance, turn the **Tractor Control Knob** *clockwise*.
- To *decrease* the distance, turn the **Tractor Control Knob** *counterclockwise*.

When the tractors are adjusted correctly, a sheet of forms should drop easily onto the tractor pins and lay flat. The pins should be centered in the tractor holes, without binding.

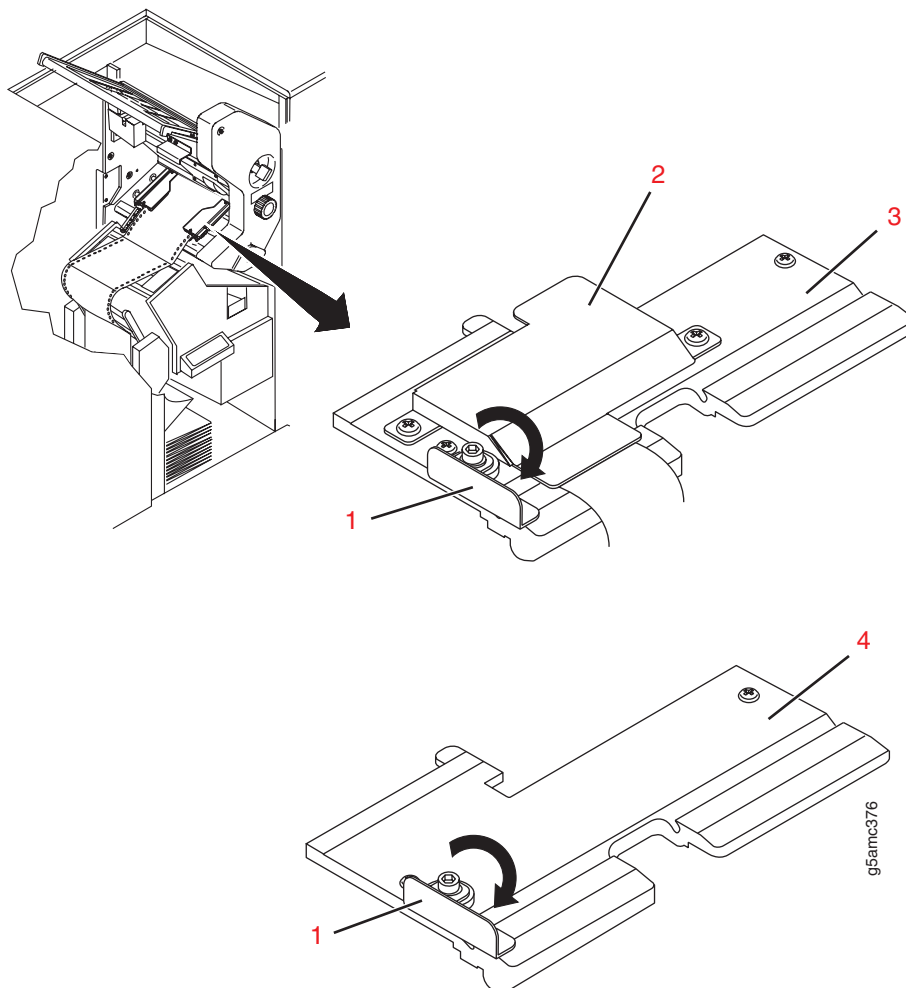
4. Ensure that the forms are aligned correctly on the tractor pins. The first tractor hole on the front edge of the form should be on the tractor pin *directly* across from the pin holding the first tractor hole on the rear edge of the form.
5. Check the position of the tractor pins in the tractor holes. If the tractor pins are pulling toward the outer edges of the form, and if you can see space between the pins and the inner edge of the tractor holes, the tractors are too far apart.



6. Check the position of the form suspended between the tractors. If the middle of the form is slack, the tractors are too close together.



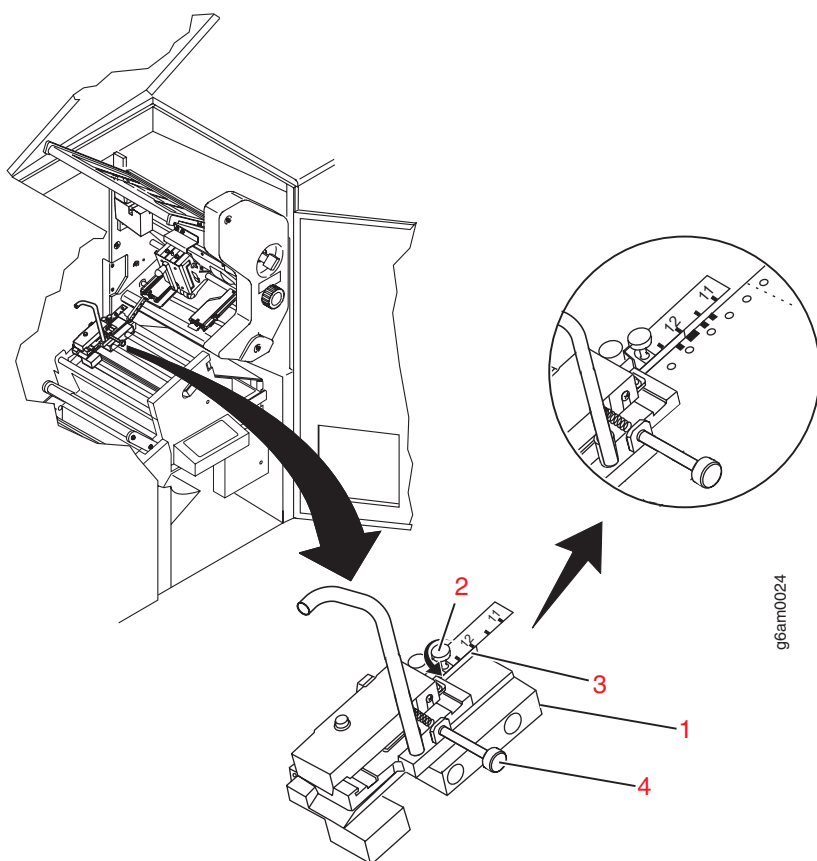
7. Close the lower tractor covers.
8. When needed, lock the front and rear lower tractor latches by rotating the latches (1) as shown.



9. Adjust the rear paper-edge guide as follows:

Note: This step applies to InfoPrint Models TS2 and TD3/4 when the Dual Toner Mark/Side Verify Sensor feature (FC 4570) is installed.

- a. Loosen the thumbscrew (2).
- b. Slide the rear paper-edge guide (1) to the correct location for the current paper width. The paper should be positioned against the vertical surface of the guide (3) so that the sensor on the bottom side of the sensor mounting plate can read side verify marks and registration marks, which are printed on the outside edge of the paper. The edge guide is also used to guide the paper in tractorless mode.



- c. Tighten the thumbscrew (2).

Note: The thumbscrew (4) adjusts the position of the sensor on the bottom side of the sensor mounting plate. It must be turned fully counterclockwise to position the sensor to read the side verify or registration marks at the outside edge of the paper (this is the default position). If you change the location of the marks (**Forms** → **Special Marks**), you must adjust the position of the sensor.

10. See "Adjusting the Universal Forms Control (UFC) sensor" on page 199 or "Adjusting the rear paper-edge guide and Dual Toner Mark/Side Verify Sensor" on page 146 for more information.

What to do next

If you are changing to a different size form on Printer 1, you must change the forms on Printer 1. See "Changing forms settings on Printer 1" on page 81. If you are using the Auto Load sequence to load the forms, you must set the form length at the stacker control panel. See "Setting the forms length for Auto Load" on page 134.

Changing forms settings on Printer 1

Before you begin

Do this procedure to select and load the correct Snapshot when you are changing to a different size form on Printer 1.

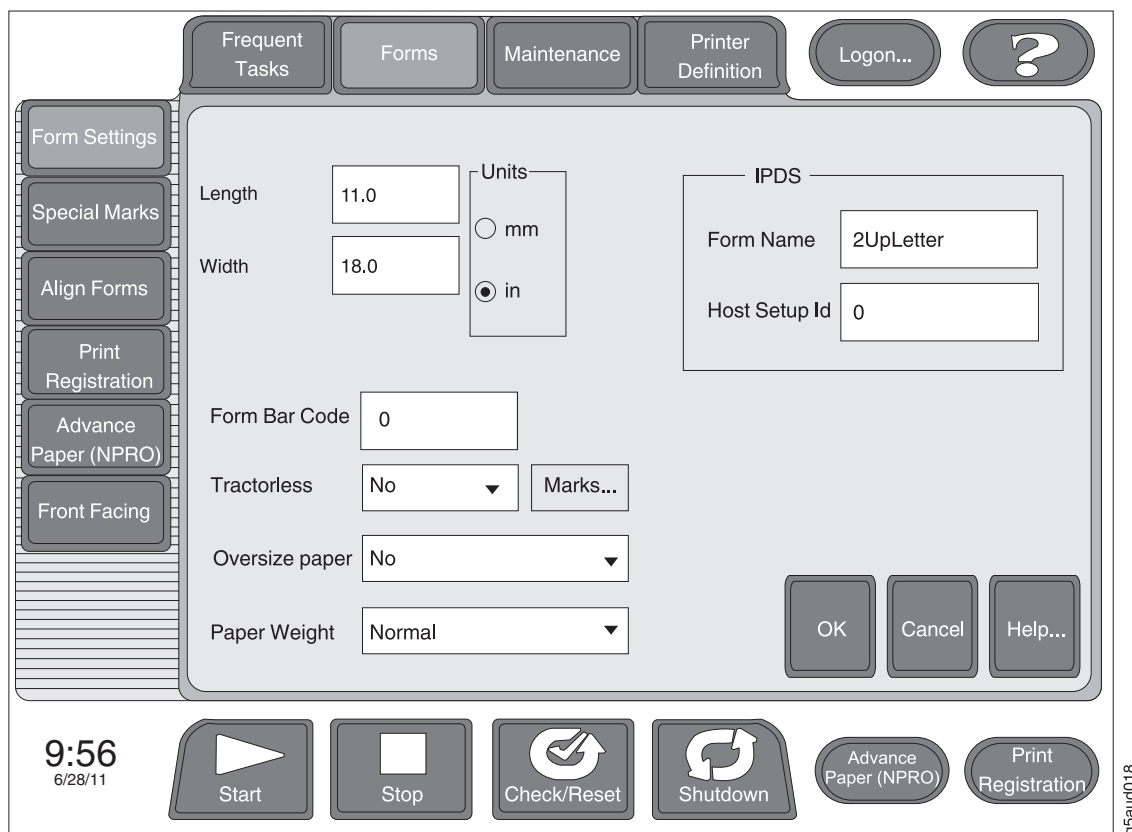
Note: Do this step when loading forms in Dual Simplex mode or loading Printer 1 in Duplex mode.

About this task

Procedure:

Procedure

1. Select **Forms** → **Form Settings** to display the Form Settings panel.



The screenshot shows the MPI software interface with the 'Form Settings' panel active. The panel is divided into several sections:

- Top Navigation:** Buttons for 'Frequent Tasks', 'Forms', 'Maintenance', 'Printer Definition', 'Logon...', and a help icon (?)
- Left Sidebar:** A vertical stack of buttons: 'Form Settings' (highlighted), 'Special Marks', 'Align Forms', 'Print Registration', 'Advance Paper (NPRO)', and 'Front Facing'.
- Main Settings Area:**
 - Dimensions:** 'Length' (11.0) and 'Width' (18.0) input fields.
 - Units:** Radio buttons for 'mm' and 'in' (selected).
 - IPDS Section:** 'Form Name' (2UpLetter) and 'Host Setup Id' (0) input fields.
 - Form Bar Code:** Input field with value 0.
 - Tractorless:** Dropdown menu set to 'No' with a 'Marks...' button.
 - Oversize paper:** Dropdown menu set to 'No'.
 - Paper Weight:** Dropdown menu set to 'Normal'.
 - Buttons:** 'OK', 'Cancel', and 'Help...' at the bottom right.
- Bottom Status Bar:**
 - Time: 9:56, Date: 6/28/11.
 - Buttons: 'Start' (play icon), 'Stop' (square icon), 'Check/Reset' (refresh icon), 'Shutdown' (power icon).
 - Additional buttons: 'Advance Paper (NPRO)' and 'Print Registration'.

Figure 40. Form Settings panel

2. If the name listed in the **Form Name** field contains the form definition you want to load, select **Cancel**.
3. If the name listed in the **Form Name** field does *not* contain the form definition you want to load, do the following:
 - a. Ensure that the length and width values are correct.
 - b. Select **Frequent Tasks** → **Snapshots**. You see a list of the currently defined Snapshots.
 - c. If you are loading a Snapshot that has been previously defined, select the Snapshot you want to load from the **Saved Snapshots** area, and select **Load**.

Note: If the Snapshot is not defined, see Chapter 4, “Working with Snapshots,” on page 61 for more information about defining Snapshots.

What to do next

If you are using the Auto Load sequence to load the forms, you must set the forms length at the stacker control panel. See “Setting the forms length for Auto Load” on page 134. If you are loading the forms manually, see “Loading forms using the Forms Feed button.”

Loading forms using the Forms Feed button

Before you begin

Hold the tension arm so that it stays aligned with the blue mark on the guide notch while you do the following steps. Otherwise, the 079A CHECK TENSION ARM 079A message appears when you turn on the forms path vacuum, and you must do the Check Tension Arm procedure.

About this task

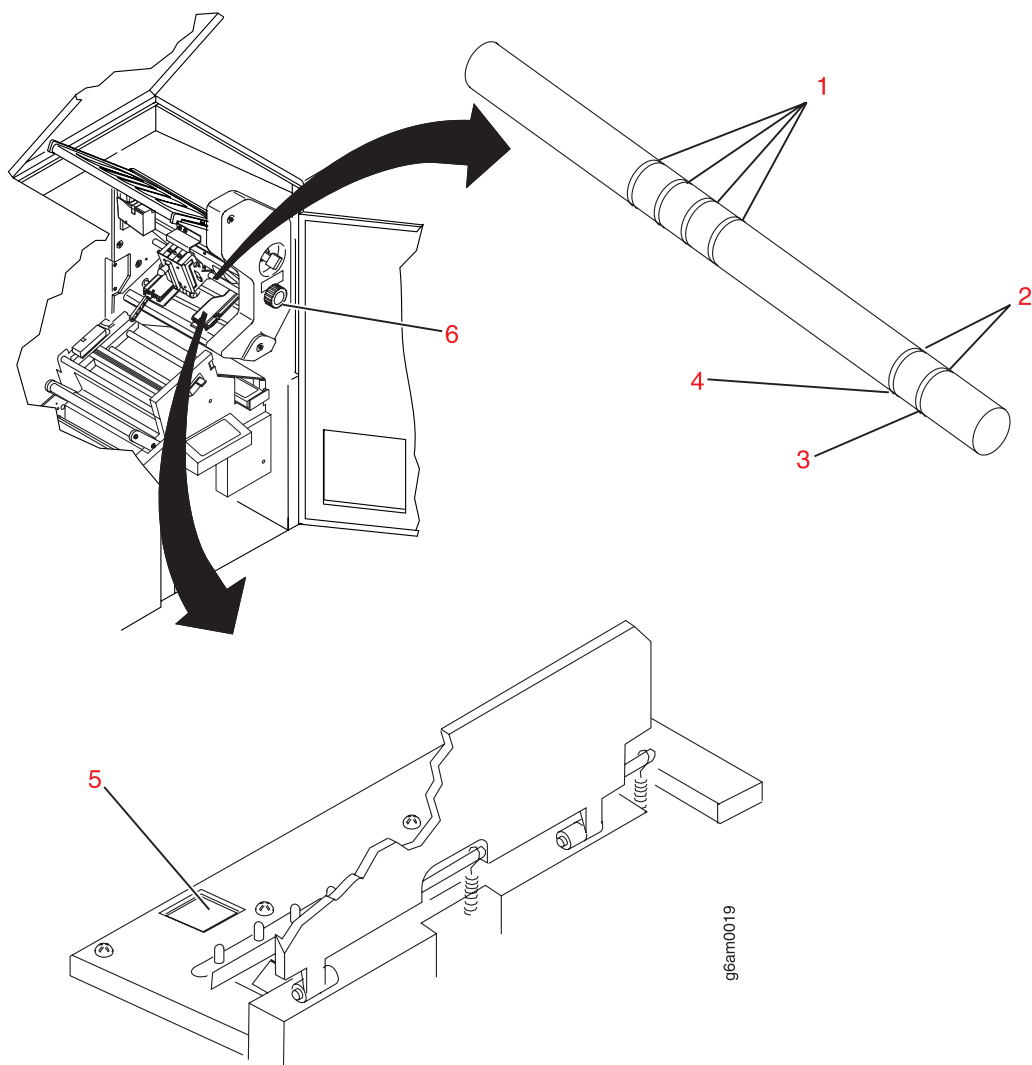
Do this procedure to manually load the forms using the **Forms Feed** button on the printer control panel.

Procedure:

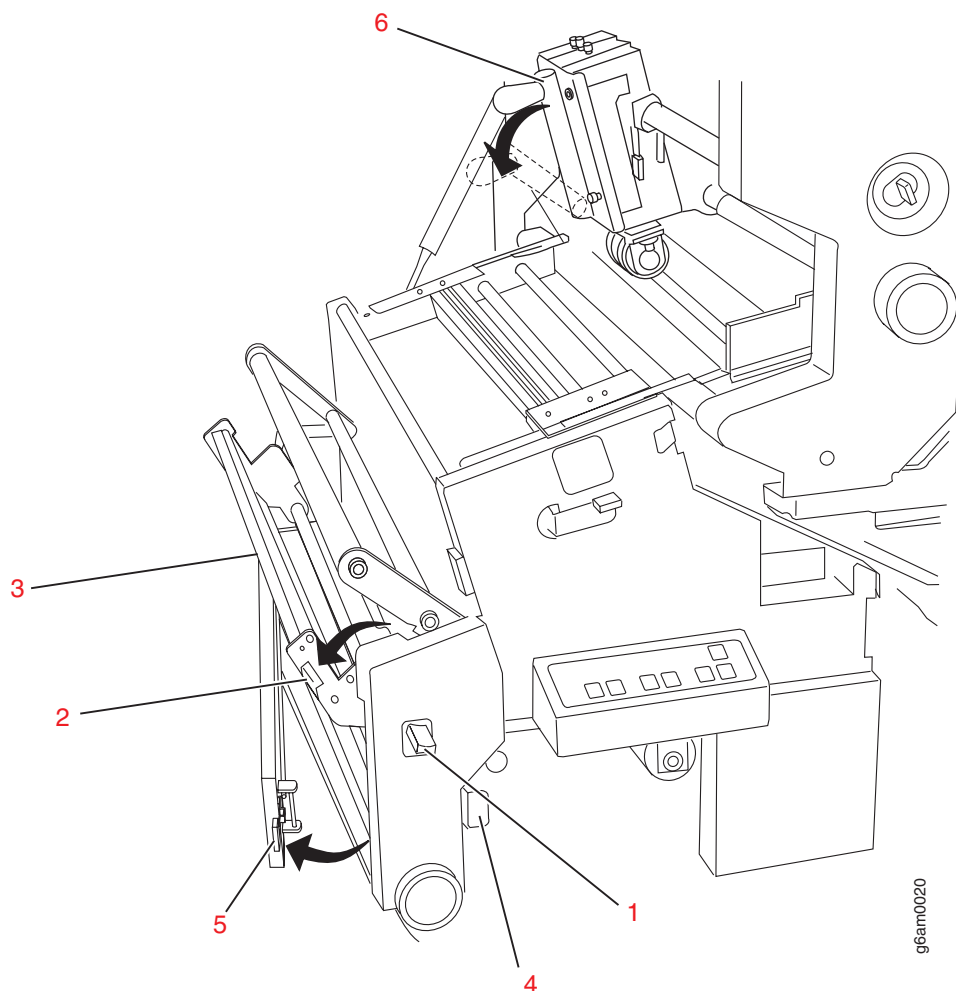
Procedure

1. Open all paper guides, tractor units, and feeding units to their widest position in both Printer 1 and Printer 2:
 - Use the **Tractor Control Knob (6)** to adjust the tractors to the widest possible width. Use the scale just to the left of the tractor covers.
 - Adjust the tractorless feeding unit (drive roller, pressure roller, and vacuum belt unit slots **(1)**) to the widest position.
 - Adjust all tractor units to the outermost position. To adjust a unit, press the blue button **(5)** while grasping the unit and slide the unit to the outermost position.

Note: Make sure the tractor slot **(2)** is in the Tractorless Feed mode **(3)**. Position **(4)** is Tractor Feed mode.



2. Swing the roller (3) into the open position by pressing down on (1) and (2).



3. Open the gate by pushing in (4) and pulling up and out on (5).
4. Engage the tractorless pressure roller (6) by moving it into the down position.
5. Turn off the forms path vacuum by pressing the **Vacuum Push Button** in the forms input area. The **Vacuum-Off** warning indicator flashes and then stays lit.
6. Use the **Forms Feed** keys on the printer control panel to feed the forms over the tension arm and into the preheat platen area, guiding them with your other hand. Keep feeding the forms until the scuff rollers grab them and feeds them into the forms exit area. Continue feeding the forms until there is enough length to allow you to splice the forms before feeding them into the post processor, or until there is enough length to reach the post processor.

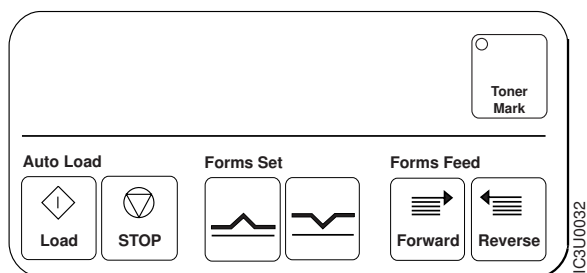
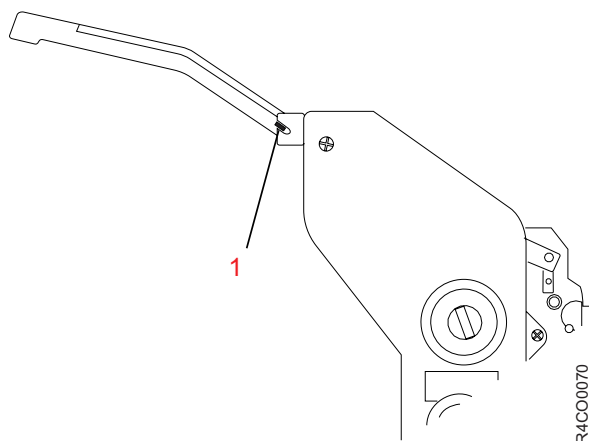


Figure 41. Forms Feed button

7. Align the top of forms sensor with the appropriate size on the scale.
8. Ensure that the tension arm is aligned correctly. The mark on the tension arm (1) should be visible in the notch in the transfer station frame.



9. Turn on the forms path vacuum by pressing the **Vacuum Push Button**. The **Vacuum-Off** warning indicator flashes and then stays off.
10. Raise the tension arm until you see the alignment mark in the guide notch.

Checking alignment of tractored forms

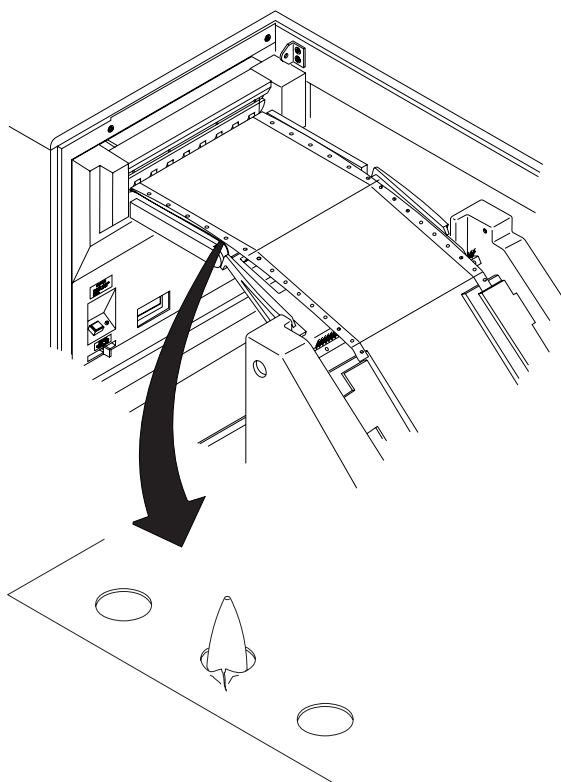
About this task

Do this procedure to check that the forms are aligned correctly on the tractor holes.

Procedure:

Procedure

1. Check the tractor holes on the forms between the transfer station and the fuser entry area. If the holes show signs of tearing, adjust the **Tractor Control Knob** as needed.



R4C00186

2. Ensure that the forms-path vacuum is on (the **Vacuum-Off** warning indicator is off).

What to do next

If you need to align the front and back sides of duplex forms, such as when you are printing on preprinted form, you must set print registration. See “Setting print registration” on page 129. Otherwise, you can start the printer. See “Starting the printer.”

Starting the printer

About this task

Do this procedure to start the printer from the touch panel or the printer control panel.

Procedure:

Procedure

Press the **Start** key on the operator panel or select **Start** on the Main touch panel for the affected printer.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

cauti0085

- If the forms now loaded in the printer are different from the forms that were used last, see “Checking print quality” on page 190.
- If preprinted forms are now loaded in the printer and you want to check or adjust the registration, see “Setting print registration” on page 129.
- If you are loading both printers in a Duplex system, you will need to load Printer 1 and align the forms on Printer 1, then load Printer 2 and align the forms on Printer 2. Depending on the type of form you are loading, refer to “Aligning tractorless forms” on page 155 or “Aligning tractorless forms” on page 163.

Loading tractorless fan-fold forms

Before you begin

Before doing this procedure, ensure that the center front and center top covers of the printer are open so that you can access the forms input area and the transfer station.

If forms are loaded in Printer 1, you must remove them from the printer before doing this procedure. See “Removing forms” on page 72 for instructions.

About this task

This procedure describes how to load *tractorless, fan-fold forms* that are loaded at the input area of the printer and processed through to the output area of the printer. Figure 36 on page 71 illustrates the paper path to use when loading tractorless fan-fold forms.

Note: If you are using preprocessing or postprocessing devices with the printer, some steps involving the source and final destination of the forms may change. The provider of the preprocessing or postprocessing devices supplies specific instructions for the initial loading and exiting of forms from the printer output area.

Because you will be working inside the printer covers, we recommend that you use the printer operator panel of the affected printer whenever possible, especially while working on Printer 1.

**CAUTION:**

<72> As you load forms, be careful to avoid injuries:

The tractor covers are spring-loaded and can pinch if they snap shut unexpectedly.

Moving forms, especially between the transfer station and the fuser entry area, can cause severe paper cuts.

CAUT0102

Do the following steps to load tractored fan-fold forms:

- If you are using fan-fold forms, position the boxed fan-fold forms in the forms input area. See “Positioning boxed fan-fold forms in the forms input area.”
- Thread the forms to the transfer station. See “Threading tractored fan-fold forms” on page 91.
- Align the forms on the tractor pins. See “Aligning the forms on the tractor pins” on page 94.
- If you are changing to a different size form on Printer 1, you must change the forms settings (or Snapshot) on Printer 1. See “Changing forms settings on Printer 1” on page 97.

Note: Do this step when loading forms in Dual Simplex mode or loading Printer 1 in Duplex mode.

- Load the forms. See “Loading forms using the Forms Feed button” on page 99.

Note: If you are using the Auto Load sequence to load the forms, you must set the forms length at the stacker control panel before starting the Auto Load sequence. See “Setting the forms length for Auto Load” on page 134 and “Starting the Auto Load sequence” on page 134.

- Check forms alignment. See “Checking alignment of tractored forms” on page 102.
- Start the printer. See “Starting the printer” on page 103.

Positioning boxed fan-fold forms in the forms input area

About this task

Do this procedure to load fan-fold forms from the forms input area to the transfer station.

Procedure:

Procedure

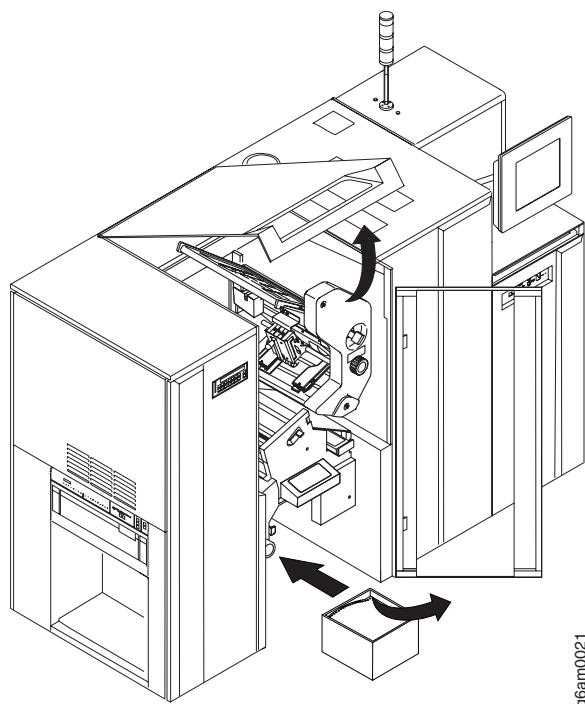
1. Open a box of forms.
2. Put the forms on the floor of the forms input area. The print surface of the forms must be toward your right (as you face the printer) as you lift forms from the stack.

Note: If you plan to leave the forms in the box, do the following:

- Ensure that the box does not interfere with form movement.

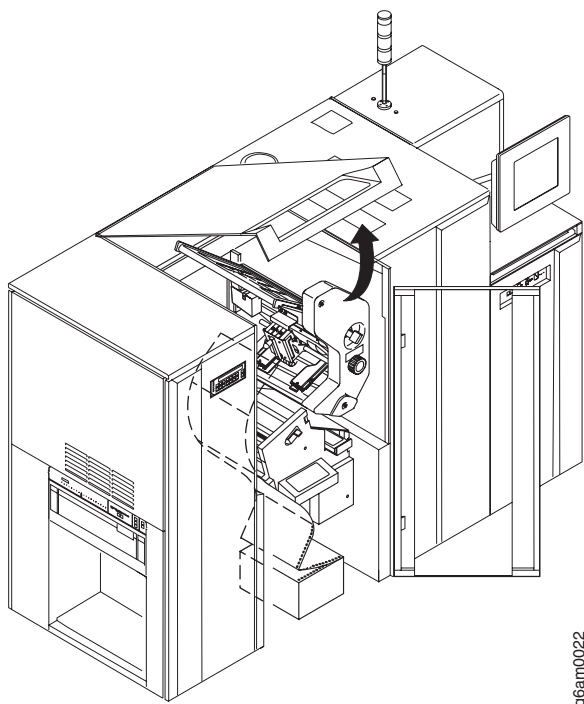
- Ensure that the box does not block any sensors in the forms input area. If you see the red light of the sensor reflecting on the box, take the forms out of the box, or cut down the sides of the box so that it is no longer blocking the sensors.

Generally, it is best to take the forms out of the box near the printer, and then slide them into position in the forms input area. Leaving forms in the box can also cause excess tension on the forms. This can cause tractor jams.



3. Position the form stack so that the forms do not twist or tear when they travel around the input guide and the splicing table.

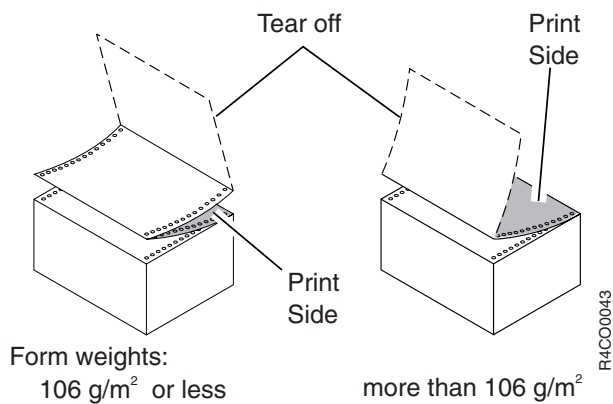
Note: Only



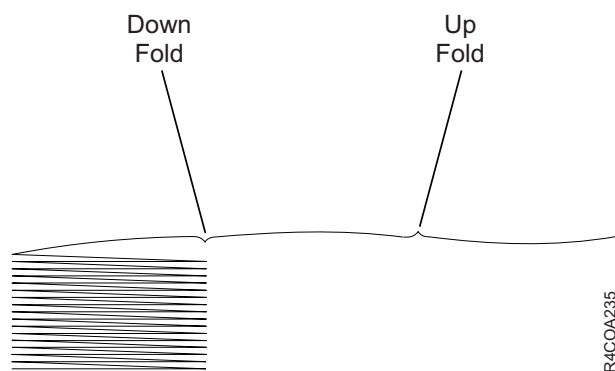
g6am0022

4. Move the form stack forward until the front edge lines up with the lip on the forms tray.

Note: Message 161 STACKER JAM appears if you do not do the following three steps correctly. Loading forms with the wrong first fold direction causes the forms to fold opposite their natural fold direction in the stacker.



5. If the form weight is more than 106 g/m² (28 lb): Ensure that the first fold perforation is a down fold. If necessary, tear off and discard the first form.

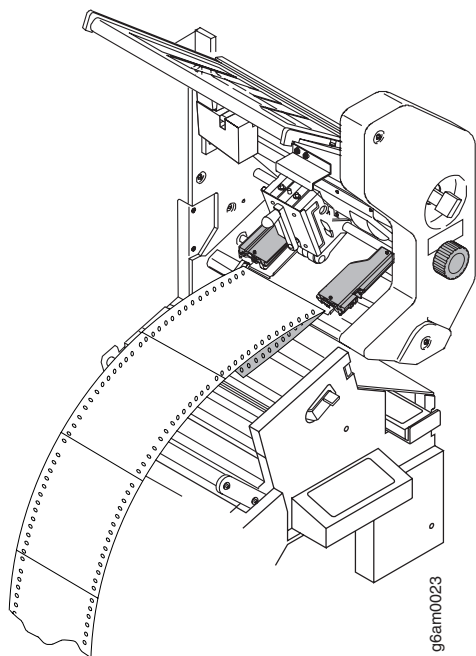


6. If the form weight is 106 g/m² (28 lb) or less:

- a. Ensure that the first fold perforation is an up fold. If necessary, tear off and discard the first form.
- b. You must fold the first form so that it is *under* the second form.

Note: To prevent jams:

- Ensure that there is not a downward curl of the first form to be loaded. If so, roll the form in the opposite direction to remove the curl.
- Ensure that the folded or leading edge is not wrinkled or torn.
- If necessary, turn the box of forms around (180°) and reload the forms.



7. Ensure that the fold between the transfer station lower tractors and the static discharge brush is a *down* fold.

Threading tractorfed fan-fold forms

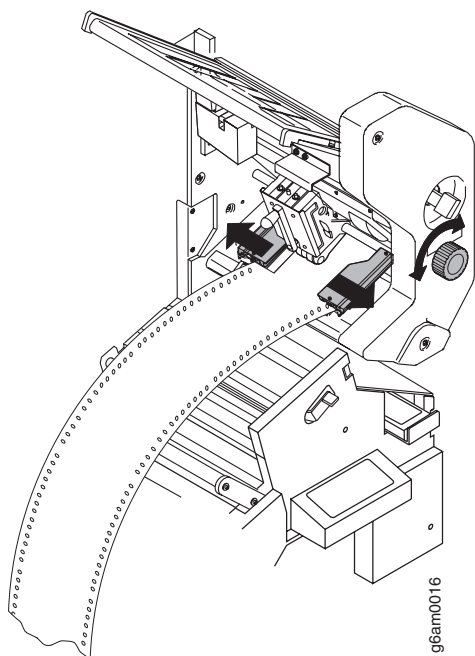
About this task

Perform this procedure to thread tractorfed fan-fold forms between the forms input area and the transform station.

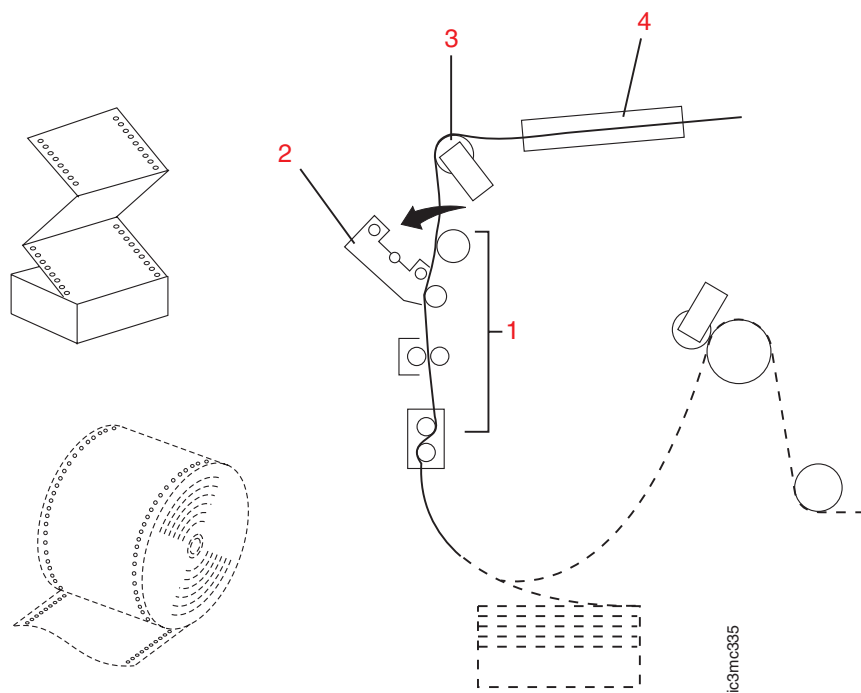
Procedure:

Procedure

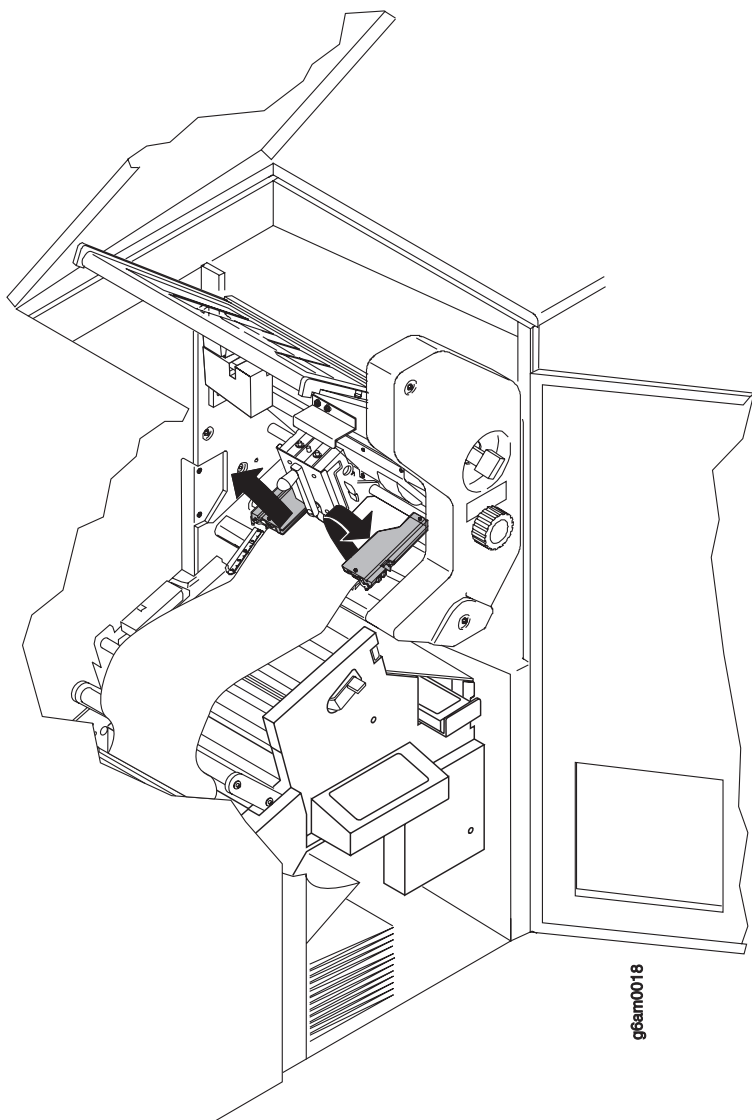
1. Ensure that the transfer station is closed and latched.
2. If you are loading a form with a different width, use the **Tractor Control Knob** to adjust the tractors close to the correct width. Use the scale just to the left of the tractor covers.



3. Thread the forms from the forms input area and up to the splicing table, as follows:
 - a. Open the tension gate (2).
 - b. Thread the forms through the tension bars and rollers (1), leaving the tension gate (2) and roller open.
 - c. Thread the forms over the forms guide (3) and across the splicing table (4).



4. Open the lower tractor covers on the transfer station.



Aligning the forms on the tractor pins

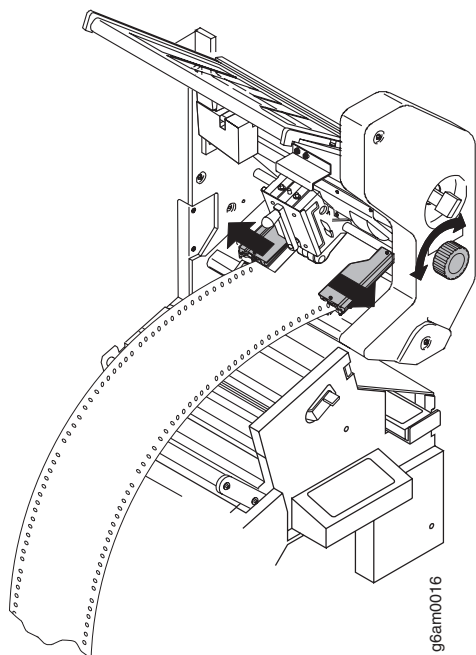
About this task

Do this procedure to align the forms on the tractor pins.

Procedure:

Procedure

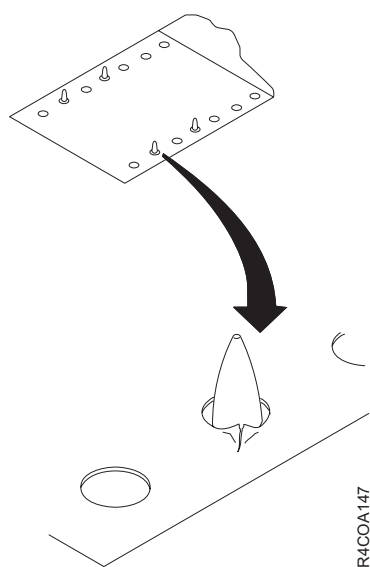
1. Locate the red line on the lower tractors.
2. Place the forms on the tractor pins so that the form edge is as close as possible to the red line without covering it.
3. If necessary, use the **Tractor Control Knob** to adjust the distance between the front and rear tractors:



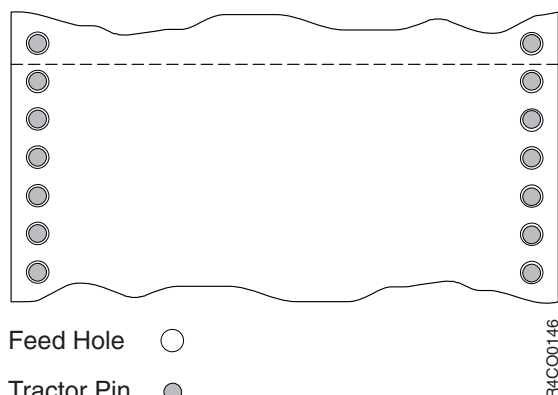
- To *increase* the distance, turn the **Tractor Control Knob** *clockwise*.
- To *decrease* the distance, turn the **Tractor Control Knob** *counterclockwise*.

When the tractors are adjusted correctly, a sheet of forms should drop easily onto the tractor pins and lay flat. The pins should be centered in the tractor holes, without binding.

4. Ensure that the forms are aligned correctly on the tractor pins. The first tractor hole on the front edge of the form should be on the tractor pin *directly* across from the pin holding the first tractor hole on the rear edge of the form.
5. Check the position of the tractor pins in the tractor holes. If the tractor pins are pulling toward the outer edges of the form, and if you can see space between the pins and the inner edge of the tractor holes, the tractors are too far apart.



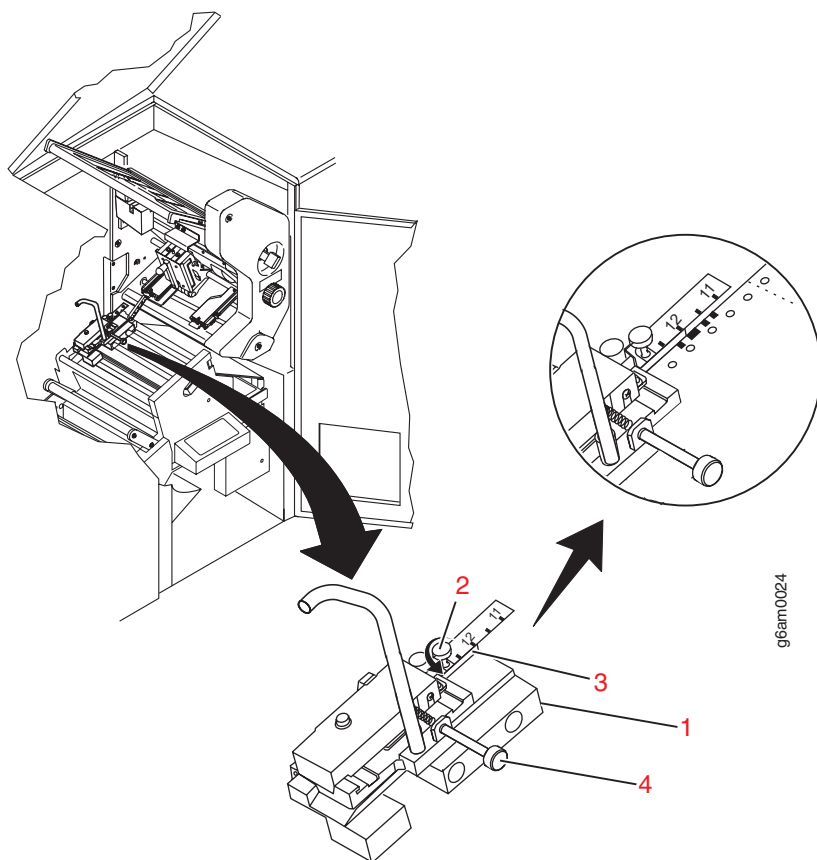
6. Check the position of the form suspended between the tractors. If the middle of the form is slack, the tractors are too close together.



7. Close the lower tractor covers.
8. Adjust the rear paper-edge guide as follows:

Note: This step applies to InfoPrint Models TS2, and TD3/4 when the Dual Toner Mark/Side Verify Sensor feature (FC 4570) is installed.

- a. Loosen the thumbscrew (2).
- b. Slide the rear paper-edge guide (1) to the correct location for the current paper width. The paper should be positioned against the vertical surface of the guide (3) so that the sensor on the bottom side of the sensor mounting plate can read side verify marks and registration marks, which are printed on the outside edge of the paper. The edge guide is also used to guide the paper in tractorless mode.



g6am0024

c. Tighten the thumbscrew (2).

Note: The thumbscrew (4) adjusts the position of the sensor on the bottom side of the sensor mounting plate. It must be turned fully counterclockwise to position the sensor to read the side verify or registration marks at the outside edge of the paper (this is the default position). If you change the location of the marks (**Forms** → **Special Marks**), you must adjust the position of the sensor.

9. See “Adjusting the Universal Forms Control (UFC) sensor” on page 199 or “Adjusting the rear paper-edge guide and Dual Toner Mark/Side Verify Sensor” on page 146 for more information.

What to do next

If you are changing to a different size form on Printer 1, you must change the forms on Printer 1. See “Changing forms settings on Printer 1.” If you are using the Auto Load sequence to load the forms, you must set the form length at the stacker control panel. See “Setting the forms length for Auto Load” on page 134.

Changing forms settings on Printer 1

Before you begin

Do this procedure to select and load the correct Snapshot when you are changing to a different size form on Printer 1.

Note: Do this step when loading forms in Dual Simplex mode or loading Printer 1 in Duplex mode.

About this task

Procedure:

Procedure

1. Select **Forms** → **Form Settings** to display the Form Settings panel.

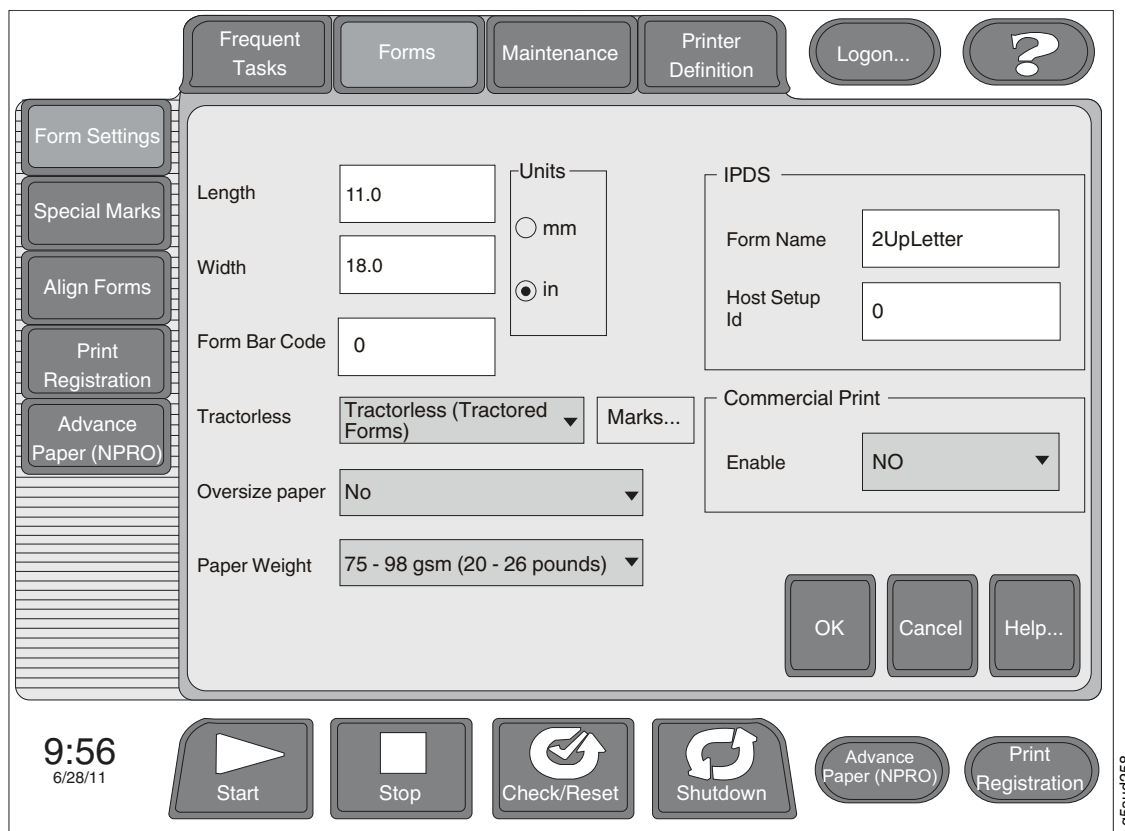


Figure 42. Form Settings panel

2. If the name listed in the **Form Name** field contains the form definition you want to load, select **Cancel**.
3. If the name listed in the **Form Name** field does *not* contain the form definition you want to load, do the following:
 - a. Ensure that the length and width values are correct.
 - b. Select **Frequent Tasks** → **Snapshots**. You see a list of the currently defined Snapshots.
 - c. If you are loading a Snapshot that has been previously defined, select the Snapshot you want to load from the **Saved Snapshots** area, and select **Load**.

Note: If the Snapshot is not defined, see Chapter 4, “Working with Snapshots,” on page 61 for more information about defining Snapshots.

What to do next

If you are using the Auto Load sequence to load the forms, you must set the forms length at the stacker control panel. See “Setting the forms length for Auto Load” on page 134. If you are loading the forms manually, see “Loading forms using the Forms Feed button” on page 82.

Loading forms using the Forms Feed button

Before you begin

Hold the tension arm so that it stays aligned with the blue mark on the guide notch while you do the following steps. Otherwise, the 079A CHECK TENSION ARM 079A message appears when you turn on the forms path vacuum, and you must do the Check Tension Arm procedure.

About this task

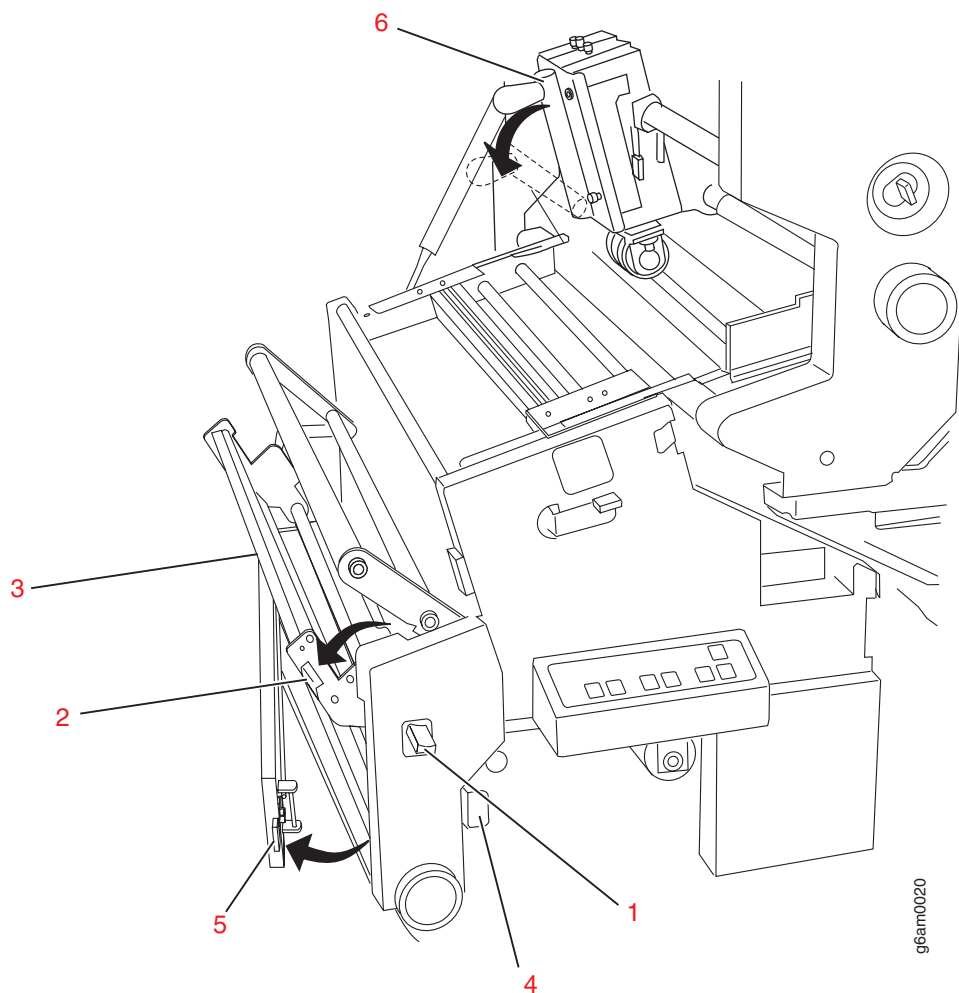
Do this procedure to manually load the forms using the **Forms Feed** button on the printer control panel.

Procedure:

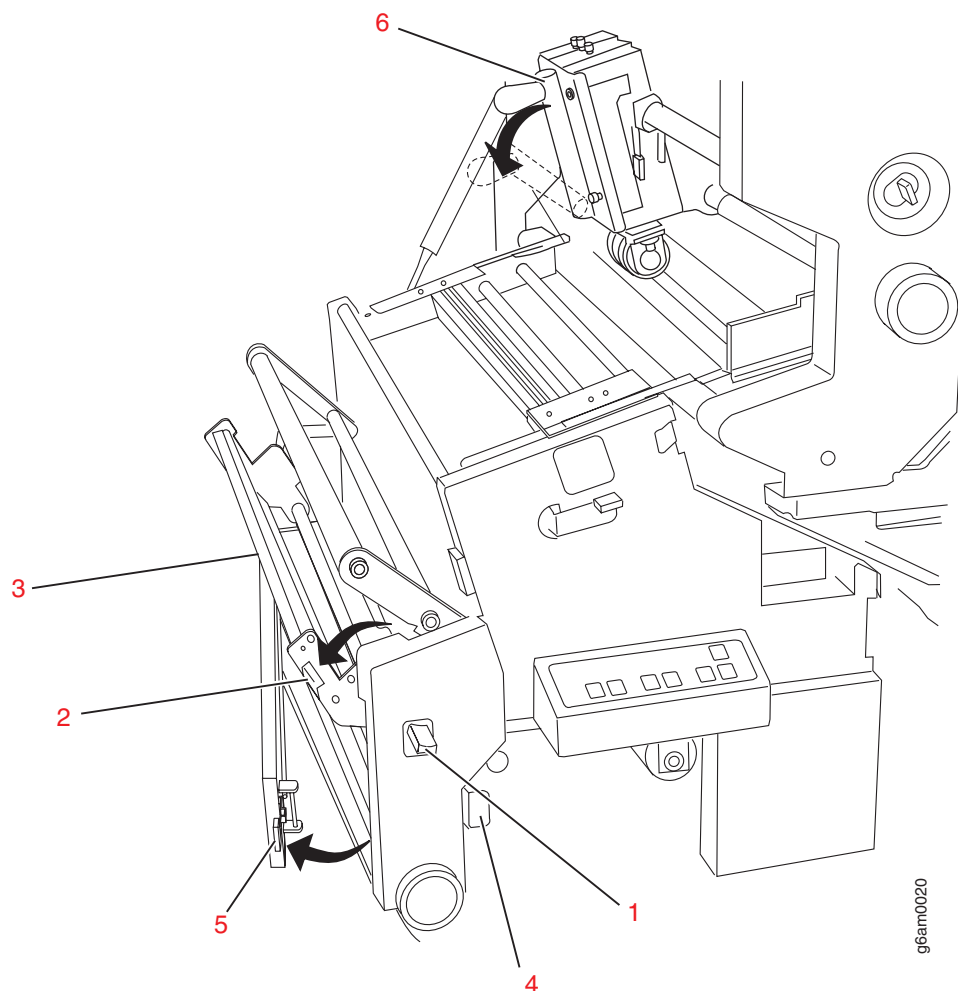
Procedure

1. Open all paper guides, tractor units, and feeding units to their widest position in both Printer 1 and Printer 2:
 - Use the **Tractor Control Knob (6)** to adjust the tractors to the widest possible width. Use the scale just to the left of the tractor covers.
 - Adjust the tractorless feeding unit (drive roller, pressure roller, and vacuum belt unit slots **(1)**) to the widest position.
 - Adjust all tractor units to the outermost position. To adjust a unit, press the blue button **(5)** while grasping the unit and slide the unit to the outermost position.

Note: Make sure the tractor slot **(2)** is in the Tractorless Feed mode **(3)**. Position **(4)** is Tractor Feed mode.



2. Swing the roller (3) into the open position by pressing down on (1) and (2).



3. Open the gate by pushing in (4) and pulling up and out on (5).
4. Engage the tractorless pressure roller (6) by moving it into the down position.
5. Turn off the forms path vacuum by pressing the **Vacuum Push Button** in the forms input area. The **Vacuum-Off** warning indicator flashes and then stays lit.
6. Use the **Forms Feed** keys on the printer control panel to feed the forms over the tension arm and into the preheat platen area, guiding them with your other hand. Keep feeding the forms until the scuff rollers grab them and feeds them into the forms exit area. Continue feeding the forms until there is enough length to allow you to splice the forms before feeding them into the post processor, or until there is enough length to reach the post processor.

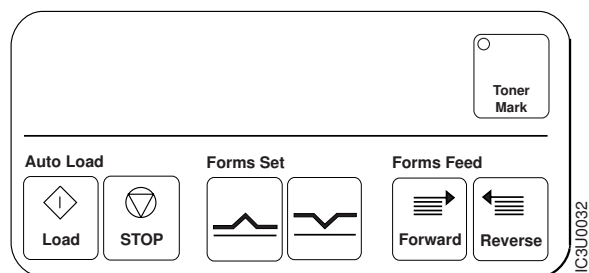
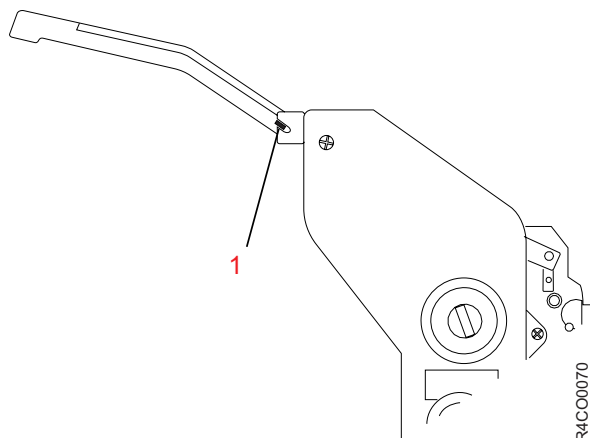


Figure 43. Forms Feed button

7. Ensure that the tension arm is aligned correctly. The mark on the tension arm (1) should be visible in the notch in the transfer station frame.



8. Turn on the forms path vacuum by pressing the **Vacuum Push Button**. The **Vacuum-Off** warning indicator flashes and then stays off.
9. Raise the tension arm until you see the alignment mark in the guide notch.

Checking alignment of tractored forms

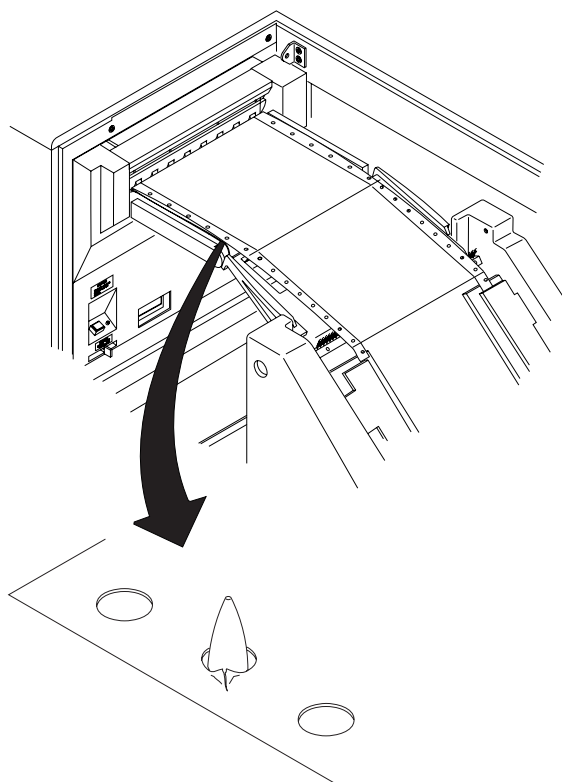
About this task

Do this procedure to check that the forms are aligned correctly on the tractor holes.

Procedure:

Procedure

1. Check the tractor holes on the forms between the transfer station and the fuser entry area. If the holes show signs of tearing, adjust the **Tractor Control Knob** as needed.



R4CO0186

2. Ensure that the forms-path vacuum is on (the **Vacuum-Off** warning indicator is off).

What to do next

If you need to align the front and back sides of duplex forms, such as when you are printing on preprinted form, you must set print registration. See “Setting print registration” on page 129. Otherwise, you can start the printer. See “Starting the printer.”

Starting the printer

About this task

Do this procedure to start the printer from the touch panel or the printer control panel.

Procedure:

Procedure

Press the **Start** key on the operator panel or select **Start** on the Main touch panel for the affected printer.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

cauti0085

- If the forms now loaded in the printer are different from the forms that were used last, see “Checking print quality” on page 190.
- If preprinted forms are now loaded in the printer and you want to check or adjust the registration, see “Setting print registration” on page 129.
- If you are loading both printers in a Duplex system, you will need to load Printer 1 and align the forms on Printer 1, then load Printer 2 and align the forms on Printer 2. Depending on the type of form you are loading, refer to “Aligning tractorless forms” on page 155 or “Aligning tractorless forms” on page 163.

Loading tractorless roll-feed forms

Before you begin

Before doing this procedure, ensure that the center front and center top covers of the printer are open so that you can access the forms input area and the transfer station.

If forms are loaded in Printer 1, you must remove them from the printer before doing this procedure. See “Removing forms” on page 72 for instructions.

About this task

This procedure describes how to load *tractorless, roll-feed continuous forms* or *tractored, roll-feed continuous forms* that are loaded at the input area of the printer and processed through to the output area of the printer. Figure 37 on page 71 illustrates the paper path to use when loading tractorless roll-feed forms.

Note: If you are using preprocessing or postprocessing devices with the printer, some steps involving the source and final destination of the forms may change. The provider of the preprocessing or postprocessing devices supplies specific instructions for the initial loading and exiting of forms from the printer output area.

Because you will be working inside the printer covers, we recommend that you use the printer operator panel of the affected printer whenever possible, especially while working on Printer 1.

**CAUTION:**

<72> As you load forms, be careful to avoid injuries:

The tractor covers are spring-loaded and can pinch if they snap shut unexpectedly.

Moving forms, especially between the transfer station and the fuser entry area, can cause severe paper cuts.

CAUT0102

You will do the following steps to load tractorless roll-feed forms:

- Thread the forms to the transfer station. See “Threading tractorless forms.”
- Adjust the tractorless feeding unit. See “Adjusting the tractorless feeding unit” on page 119.
- If you are changing to a different size form on Printer 1, you must change the forms settings (or Snapshot) on Printer 1. See “Changing forms settings on Printer 1” on page 110.

Note: Do this step when loading forms in Dual Simplex mode or loading Printer 1 in Duplex mode.

- Load the forms. See “Loading forms using the Forms Feed button” on page 112.

Note: If you are using the Auto Load sequence to load the forms, you must set the forms length at the stacker control panel before starting the Auto Load sequence. See “Setting the forms length for Auto Load” on page 134 and “Starting the Auto Load sequence” on page 134.

- Start the printer. See “Starting the printer” on page 115.

Threading tractorless forms

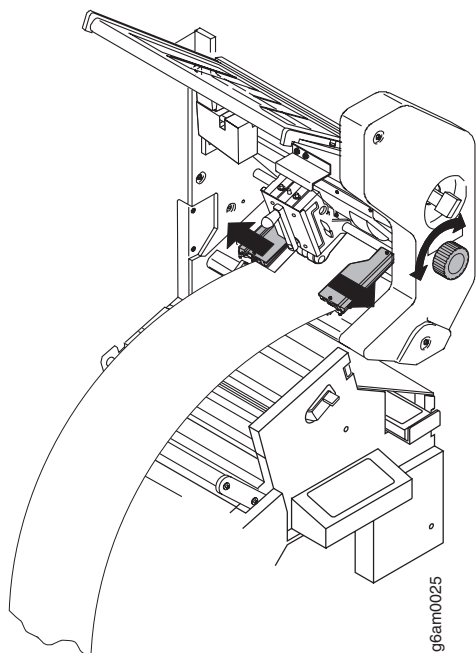
About this task

Do this procedure to thread tractorless forms from the forms input area to the transfer station.

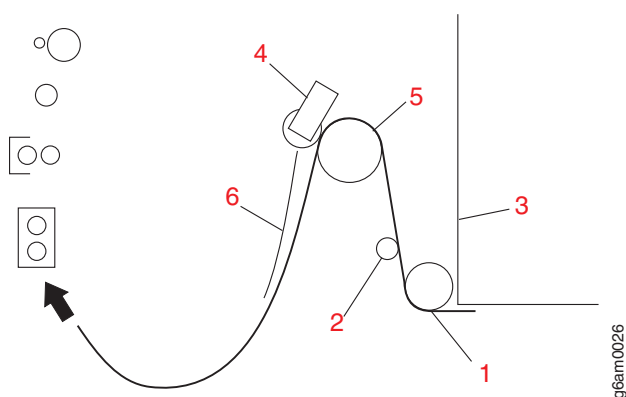
Procedure:

Procedure

1. Ensure that the transfer station is closed and latched.
2. If you are loading a form with a different width, use the **Tractor Control Knob** to adjust the tractors close to the correct width. Use the scale just to the left of the tractor covers.

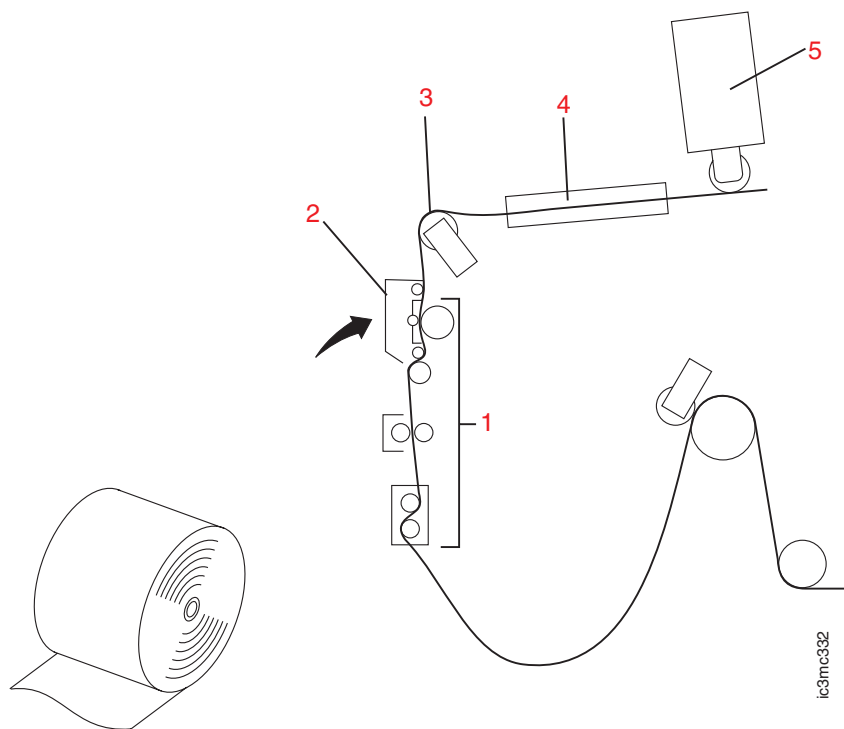


3. When threading roll-feed forms, thread the forms from the roll feeder to the forms input area, as follows:
 - a. Thread the forms under the lower roller (1) and between the bar (2) and the machine frame (3).
 - b. Raise the pressure rollers (4) and thread the forms over the urge unit driver roll (5). Leave the pressure rollers (4) open.
 - c. Thread the forms under the flap (6) and into the forms input area.
 - d. Lower the pressure rollers (4).

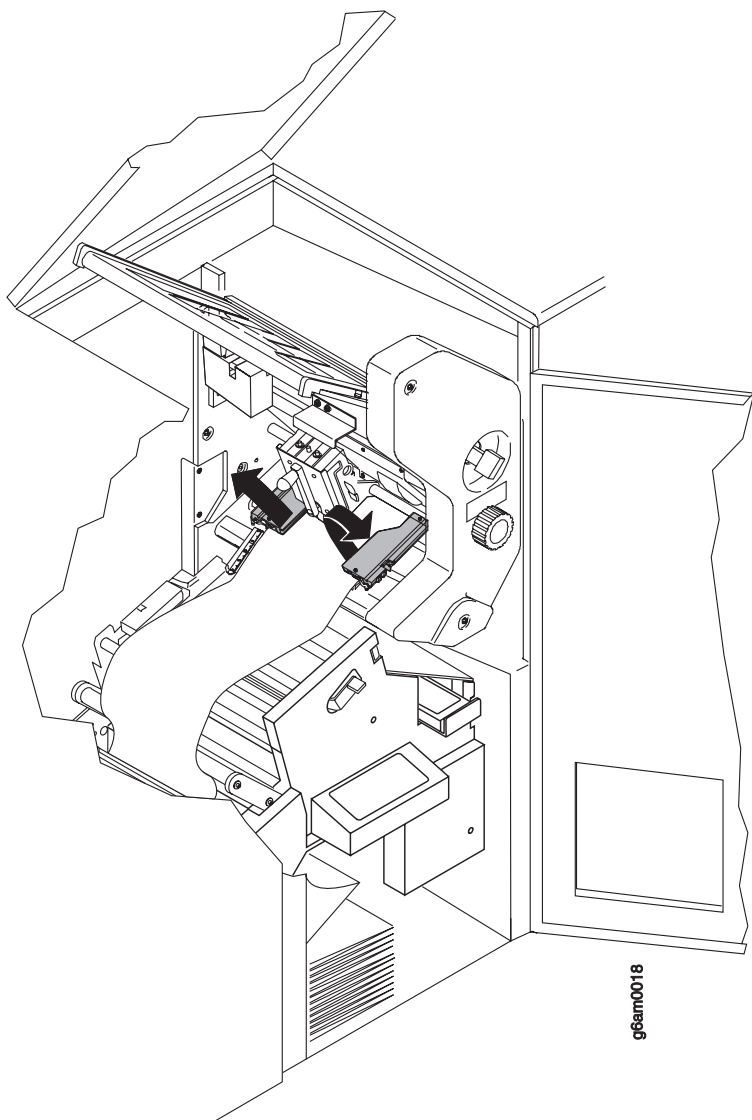


4. Thread the forms from the forms input area and up to the splicing table, as follows:
 - a. Open the tension gate (2).
 - b. Thread the forms through the tension bars and rollers (1), leaving the gate (2) and roller open.
 - c. Thread the forms over the forms guide (3) and across the splicing table (4).
 - d. Thread the forms just past the tractorless pressure roller (5) and lower the roller onto the paper.

e. Close the tension gate (2).



5. Open the lower tractor covers on the transfer station.



Adjusting the tractorless feeding unit

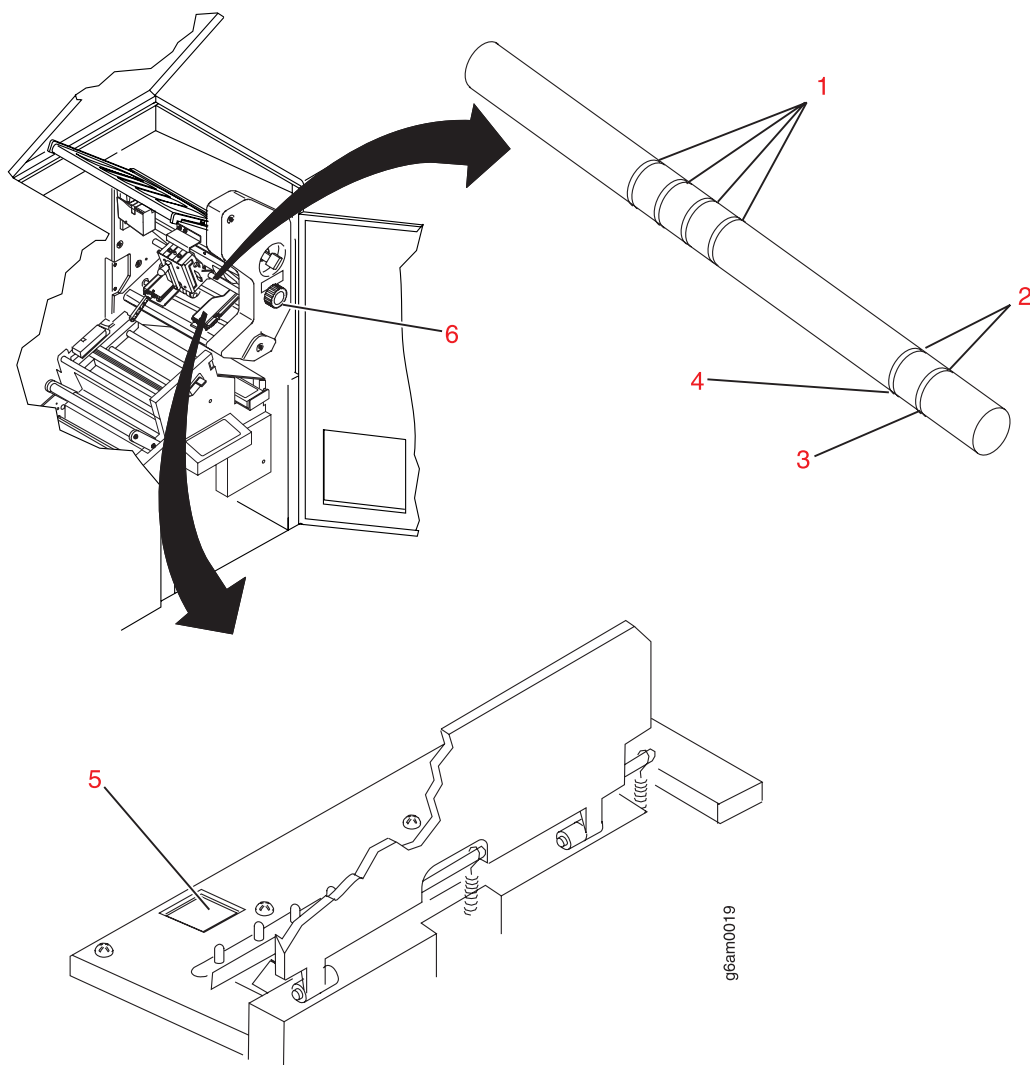
About this task

Do this procedure to adjust the tractorless feeding unit when loading tractorless forms.

Procedure:

Procedure

1. Adjust the tractorless feeding unit (drive roller, pressure roller, and vacuum belt unit slots **(1)**) to the same position according to the following:
 - Slot 1 – 8 in. to 10.4 in. paper width
 - Slot 2 – 10.5 in. to 13.4 in. paper width
 - Slot 3 – 13.5 in. to 16.4 in. paper width
 - Slot 4 – 16.5 in. to 19.5 in. paper width



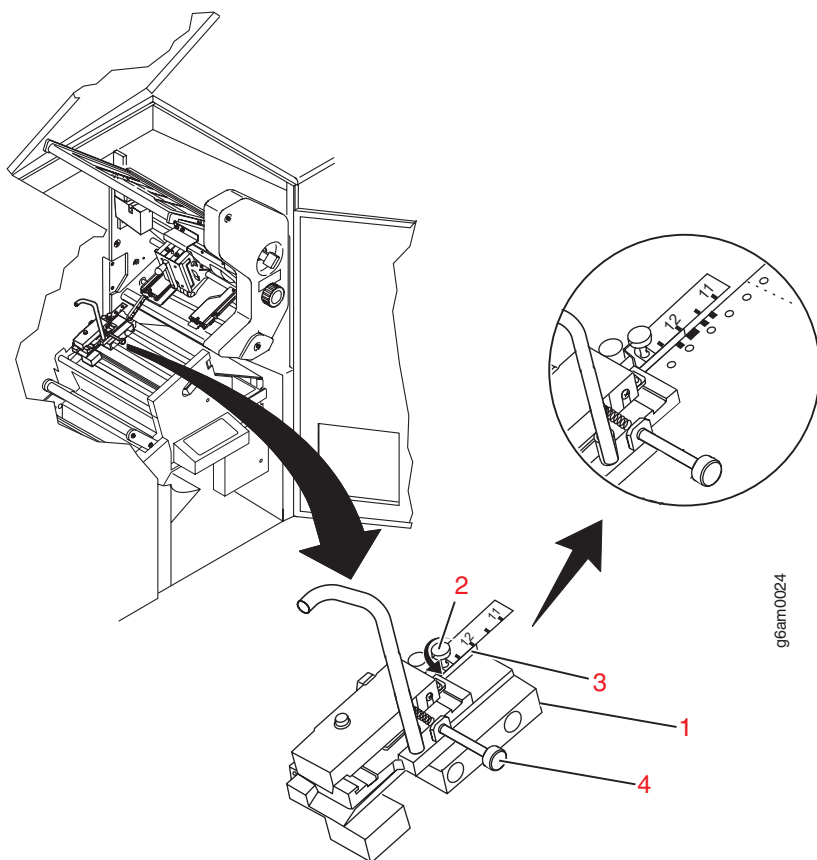
2. Adjust all tractor units. To adjust a unit, press the blue button (5) while grasping the unit and slide it to the outermost position.

Note: Make sure the tractor slot (2) is in the tractorless feed mode (3). Position (4) is tractor feed mode.

3. Ensure that the forms are aligned correctly.
4. Close the lower tractor covers.
5. Adjust the rear paper-edge guide as follows:

Note: This step applies to InfoPrint Models TS2 and TD3/4 when the Dual Toner Mark/Side Verify Sensor feature (FC 4570) is installed.

- a. Loosen the thumbscrew (2).
- b. Slide the rear paper-edge guide (1) to the correct location for the current paper width. The paper should be positioned against the vertical surface of the guide (3) so that the sensor on the bottom side of the sensor mounting plate can read side verify marks and registration marks, which are printed on the outside edge of the paper. The edge guide is also used to guide the paper in tractorless mode.



c. Tighten the thumbscrew (2).

Note: The thumbscrew (4) adjusts the position of the sensor on the bottom side of the sensor mounting plate. It must be turned fully counterclockwise to position the sensor to read the side verify or registration marks at the outside edge of the paper (this is the default position). If you change the location of the marks (**Forms** → **Special Marks**), you must adjust the position of the sensor.

6. See "Adjusting the Universal Forms Control (UFC) sensor" on page 199 or "Adjusting the rear paper-edge guide and Dual Toner Mark/Side Verify Sensor" on page 146 for more information.

What to do next

If you are changing to a different size form on Printer 1, you must change the forms on Printer 1. See "Changing forms settings on Printer 1." If you are loading the forms manually, see "Loading forms using the Forms Feed button" on page 82.

Changing forms settings on Printer 1

Before you begin

Do this procedure to select and load the correct Snapshot when you are changing to a different size form on Printer 1.

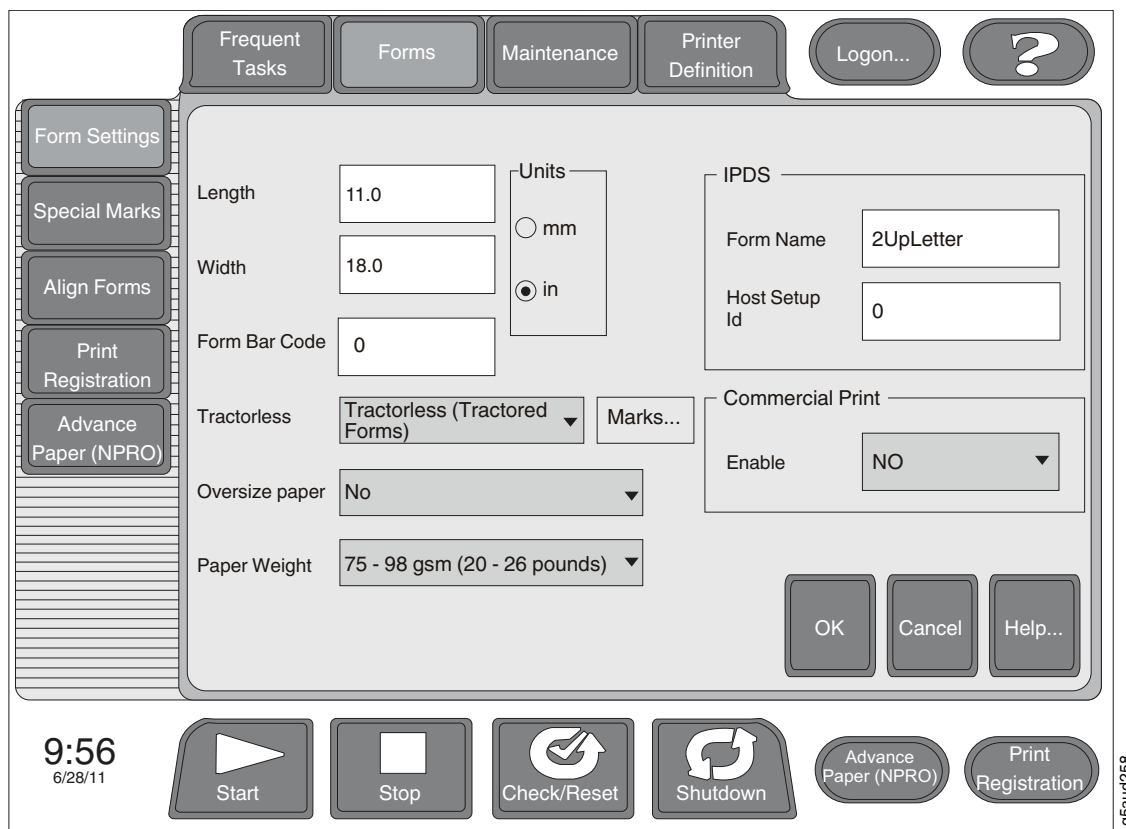
Note: Do this step when loading forms in Dual Simplex mode or loading Printer 1 in Duplex mode.

About this task

Procedure:

Procedure

1. Select **Forms** → **Form Settings** to display the Form Settings panel.



The screenshot shows the MPI software interface with the 'Form Settings' panel active. The panel is divided into several sections:

- Top Navigation:** Buttons for 'Frequent Tasks', 'Forms', 'Maintenance', 'Printer Definition', 'Logon...', and a help icon (?)
- Left Sidebar:** A vertical stack of buttons: 'Form Settings' (highlighted), 'Special Marks', 'Align Forms', 'Print Registration', and 'Advance Paper (NPRO)'.
- Main Settings Area:**
 - Dimensions:** 'Length' (11.0), 'Width' (18.0), and 'Form Bar Code' (0).
 - Units:** Radio buttons for 'mm' and 'in' (selected).
 - Tractorless:** A dropdown menu set to 'Tractorless (Tractored Forms)' with a 'Marks...' button next to it.
 - Oversize paper:** A dropdown menu set to 'No'.
 - Paper Weight:** A dropdown menu set to '75 - 98 gsm (20 - 26 pounds)'.
 - IPDS:** 'Form Name' (2UpLetter) and 'Host Setup Id' (0).
 - Commercial Print:** An 'Enable' dropdown menu set to 'NO'.
- Bottom Buttons:** 'OK', 'Cancel', and 'Help...'.
- Footer:** A status bar showing the time '9:56' and date '6/28/11', along with large buttons for 'Start', 'Stop', 'Check/Reset', 'Shutdown', 'Advance Paper (NPRO)', and 'Print Registration'.

Figure 44. Form Settings panel

2. If the name listed in the **Form Name** field contains the form definition you want to load, select **Cancel**.
3. If the name listed in the **Form Name** field does *not* contain the form definition you want to load, do the following:
 - a. Ensure that the length and width values are correct.
 - b. Select **Frequent Tasks** → **Snapshots**. You see a list of the currently defined Snapshots.
 - c. If you are loading a Snapshot that has been previously defined, select the Snapshot you want to load from the **Saved Snapshots** area, and select **Load**.

Note: If the Snapshot is not defined, see Chapter 4, “Working with Snapshots,” on page 61 for more information about defining Snapshots.

What to do next

If you are using the Auto Load sequence to load the forms, you must set the forms length at the stacker control panel. See “Setting the forms length for Auto Load” on page 134. If you are loading the forms manually, see “Loading forms using the Forms Feed button” on page 82.

Loading forms using the Forms Feed button

Before you begin

Hold the tension arm so that it stays aligned with the blue mark on the guide notch while you do the following steps. Otherwise, the 079A CHECK TENSION ARM 079A message appears when you turn on the forms path vacuum, and you must do the Check Tension Arm procedure.

About this task

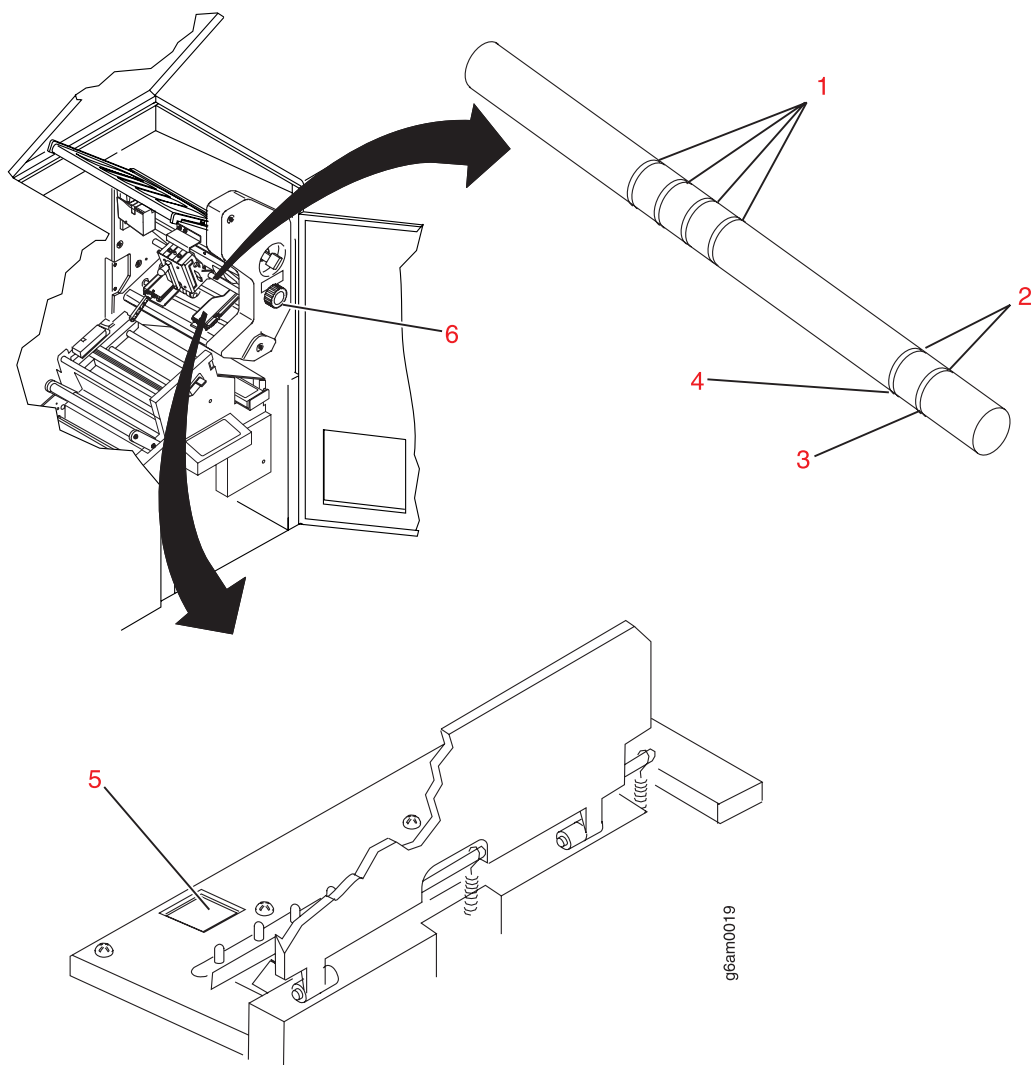
Do this procedure to manually load the forms using the **Forms Feed** button on the printer control panel.

Procedure:

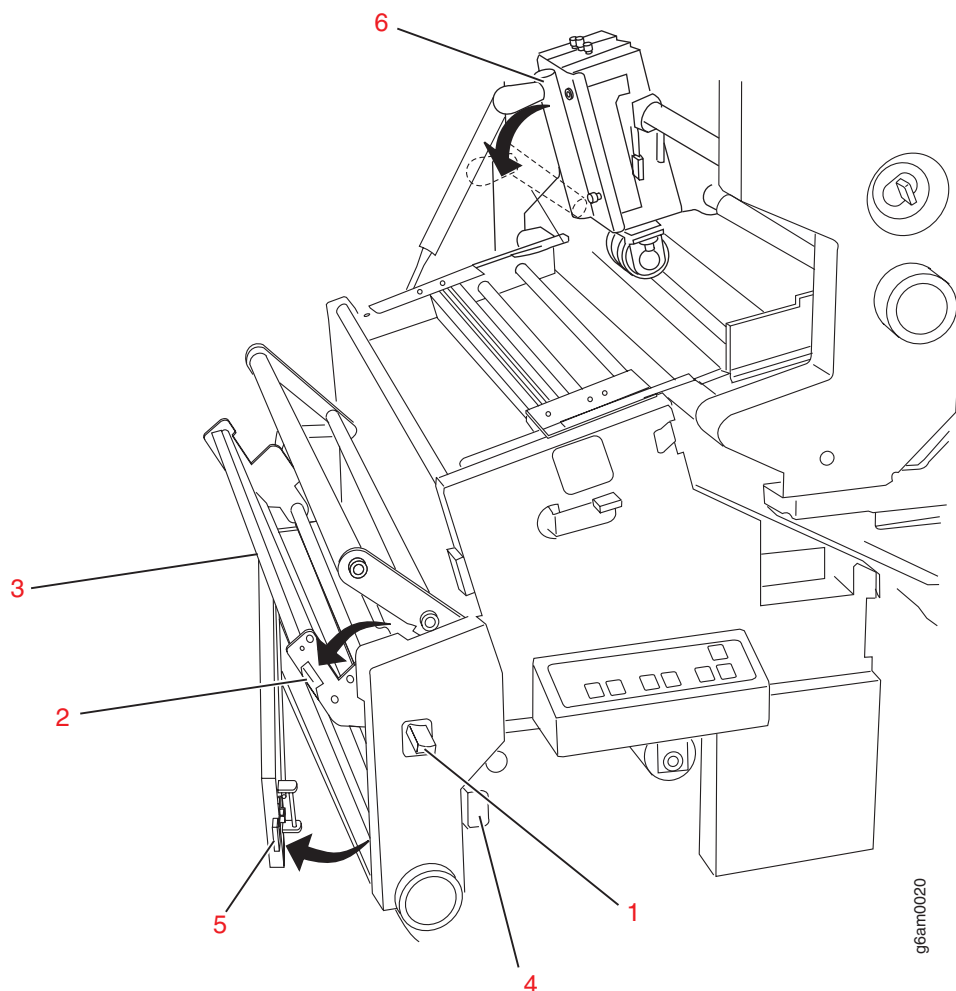
Procedure

1. Open all paper guides, tractor units, and feeding units to their widest position in both Printer 1 and Printer 2:
 - Use the **Tractor Control Knob (6)** to adjust the tractors to the widest possible width. Use the scale just to the left of the tractor covers.
 - Adjust the tractorless feeding unit (drive roller, pressure roller, and vacuum belt unit slots **(1)**) to the widest position.
 - Adjust all tractor units to the outermost position. To adjust a unit, press the blue button **(5)** while grasping the unit and slide the unit to the outermost position.

Note: Make sure the tractor slot **(2)** is in the Tractorless Feed mode **(3)**. Position **(4)** is Tractor Feed mode.



2. Swing the roller (3) into the open position by pressing down on (1) and (2).



3. Open the gate by pushing in (4) and pulling up and out on (5).
4. Engage the tractorless pressure roller (6) by moving it into the down position.
5. Turn off the forms path vacuum by pressing the **Vacuum Push Button** in the forms input area. The **Vacuum-Off** warning indicator flashes and then stays lit.
6. Use the **Forms Feed** keys on the printer control panel to feed the forms over the tension arm and into the preheat platen area, guiding them with your other hand. Keep feeding the forms until the scuff rollers grab them and feeds them into the forms exit area. Continue feeding the forms until there is enough length to allow you to splice the forms before feeding them into the post processor, or until there is enough length to reach the post processor.

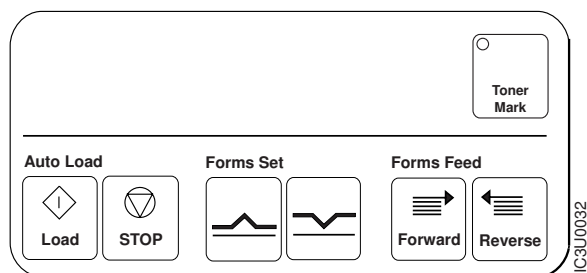
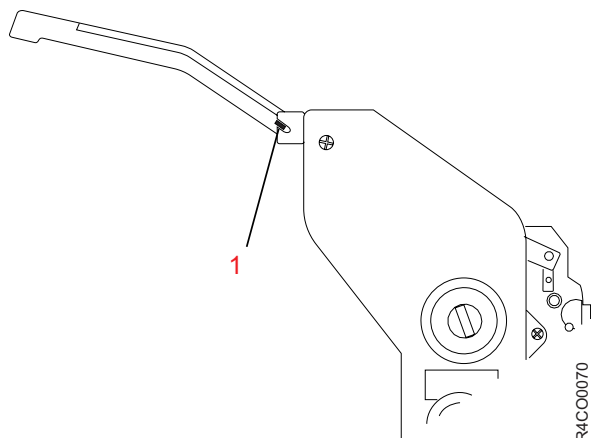


Figure 45. Forms Feed button

7. Ensure that the tension arm is aligned correctly. The mark on the tension arm (1) should be visible in the notch in the transfer station frame.



8. Turn on the forms path vacuum by pressing the **Vacuum Push Button**. The **Vacuum-Off** warning indicator flashes and then stays off.
9. Raise the tension arm until you see the alignment mark in the guide notch.

Starting the printer

About this task

Do this procedure to start the printer from the touch panel or the printer control panel.

Procedure:

Procedure

Press the **Start** key on the operator panel or select **Start** on the Main touch panel for the affected printer.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

- If the forms now loaded in the printer are different from the forms that were used last, see “Checking print quality” on page 190.
- If preprinted forms are now loaded in the printer and you want to check or adjust the registration, see “Setting print registration” on page 129.
- If you are loading both printers in a Duplex system, you will need to load Printer 1 and align the forms on Printer 1, then load Printer 2 and align the forms on Printer 2. Depending on the type of form you are loading, refer to “Aligning tractorless forms” on page 155 or “Aligning tractorless forms” on page 163.

Loading special forms

Before you begin

Before doing this procedure, ensure that the center front and center top covers of the printer are open so that you can access the forms input area and the transfer station.

If forms are loaded in Printer 1, you must remove them from the printer before doing this procedure. See “Removing forms” on page 72 for instructions.

About this task

This procedure describes how to load special forms using the Auto Load sequence when the printer is in Dual Simplex mode. The printers are designed so that special-purpose forms can be loaded semiautomatically by the operator. “Paper paths” on page 70 illustrates the paper paths to use when loading special forms.

Do this procedure when you need to add or change special-purpose forms, you are prompted by a step in a forms jam recovery procedure, or when you see the 078 END OF FORMS message.

Note: If you are using preprocessing or postprocessing devices with the printer, some steps involving the source and final destination of the forms may change. The provider of the preprocessing or postprocessing devices supplies specific instructions for the initial loading and exiting of forms from the printer output area.

Because you will be working inside the printer covers, we recommend that you use the printer operator panel of the affected printer whenever possible, especially while working on Printer 1.



CAUTION:

<72> As you load forms, be careful to avoid injuries:

The tractor covers are spring-loaded and can pinch if they snap shut unexpectedly.

Moving forms, especially between the transfer station and the fuser entry area, can cause severe paper cuts.

CAUT0102

You will do the following steps to load special forms:

- If you are using fan-fold forms, position the boxed fan-fold forms in the forms input area. See “Positioning boxed fan-fold forms in the forms input area” on page 117.
- If you are using tractorless forms, adjust the tractorless feed unit. See “Adjusting the tractorless feeding unit” on page 119.
- If you are changing to a different size form on Printer 1, you must change the forms settings (or Snapshot) on Printer 1. See “Changing forms settings on Printer 1” on page 123.

Note: Do this step when loading forms in Dual Simplex mode or loading Printer 1 in Duplex mode.

- Load the forms. See “Loading forms using the Forms Feed button” on page 124.

Note: If you are using the Auto Load sequence to load the forms, you must set the forms length at the stacker control panel. See “Setting the forms length for Auto Load” on page 134. If you are loading the forms manually, see “Loading forms using the Forms Feed button” on page 82.

- Check forms alignment. See “Checking alignment of tractored forms” on page 128.
- Set the print registration. See “Setting print registration” on page 129.
- Start the printer. See “Starting the printer” on page 133.

Positioning boxed fan-fold forms in the forms input area

About this task

Do this procedure to load fan-fold forms from the forms input area to the transfer station.

Procedure:

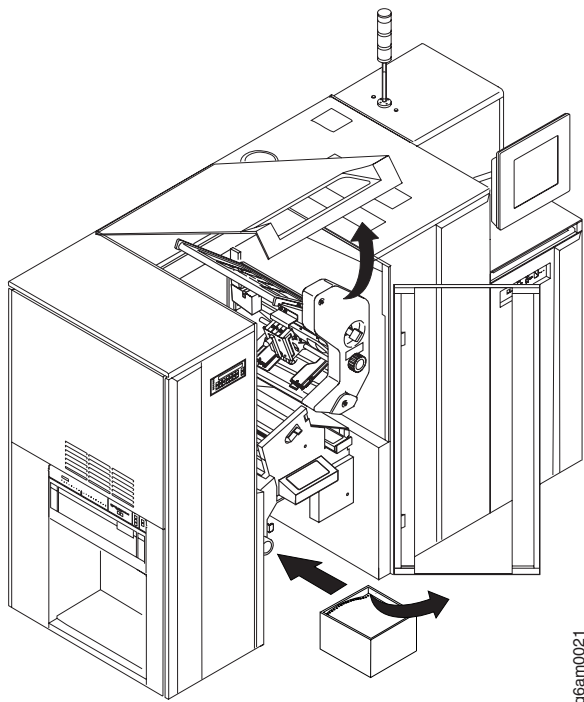
Procedure

1. Open a box of forms.
2. Put the forms on the floor of the forms input area. The print surface of the forms must be toward your right (as you face the printer) as you lift forms from the stack.

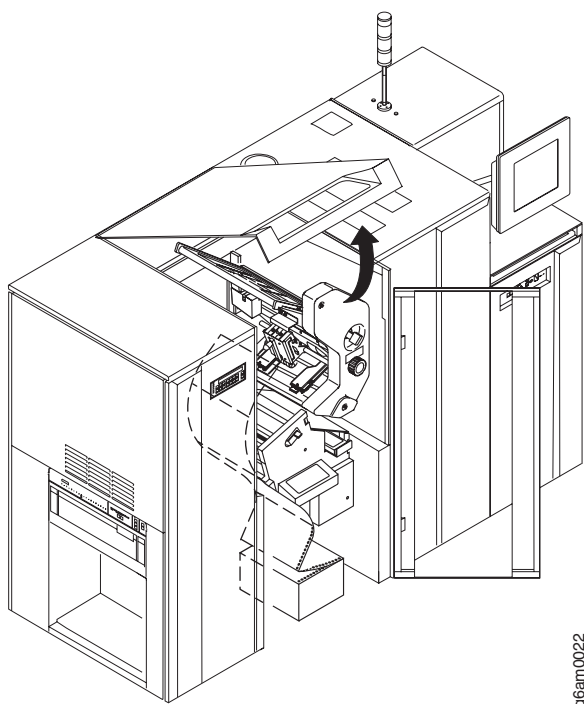
Note: If you plan to leave the forms in the box, do the following:

- Ensure that the box does not interfere with form movement.
- Ensure that the box does not block any sensors in the forms input area. If you see the red light of the sensor reflecting on the box, take the forms out of the box, or cut down the sides of the box so that it is no longer blocking the sensors.

Generally, it is best to take the forms out of the box near the printer, and then slide them into position in the forms input area. Leaving forms in the box can also cause excess tension on the forms. This can cause tractor jams.



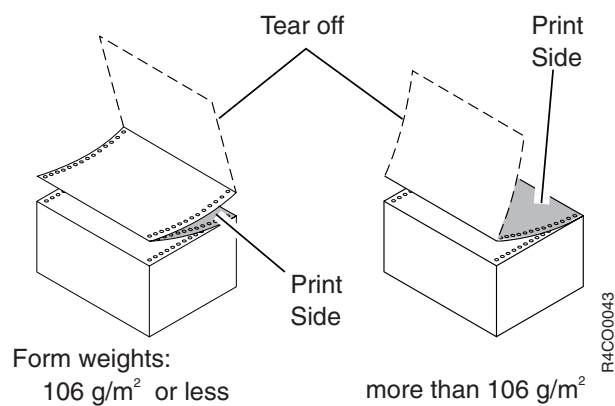
3. Position the form stack so that the forms do not twist or tear when they travel around the input guide and the splicing table.



4. Move the form stack forward until the front edge lines up with the lip on the forms tray.

Note: Message 161 STACKER JAM appears if you do not do the following three steps correctly. Loading forms with the wrong first fold direction causes the

forms to fold opposite their natural fold direction in the stacker.



What to do next

Adjust the tractorless feeding unit. See “Adjusting the tractorless feeding unit.”

Adjusting the tractorless feeding unit

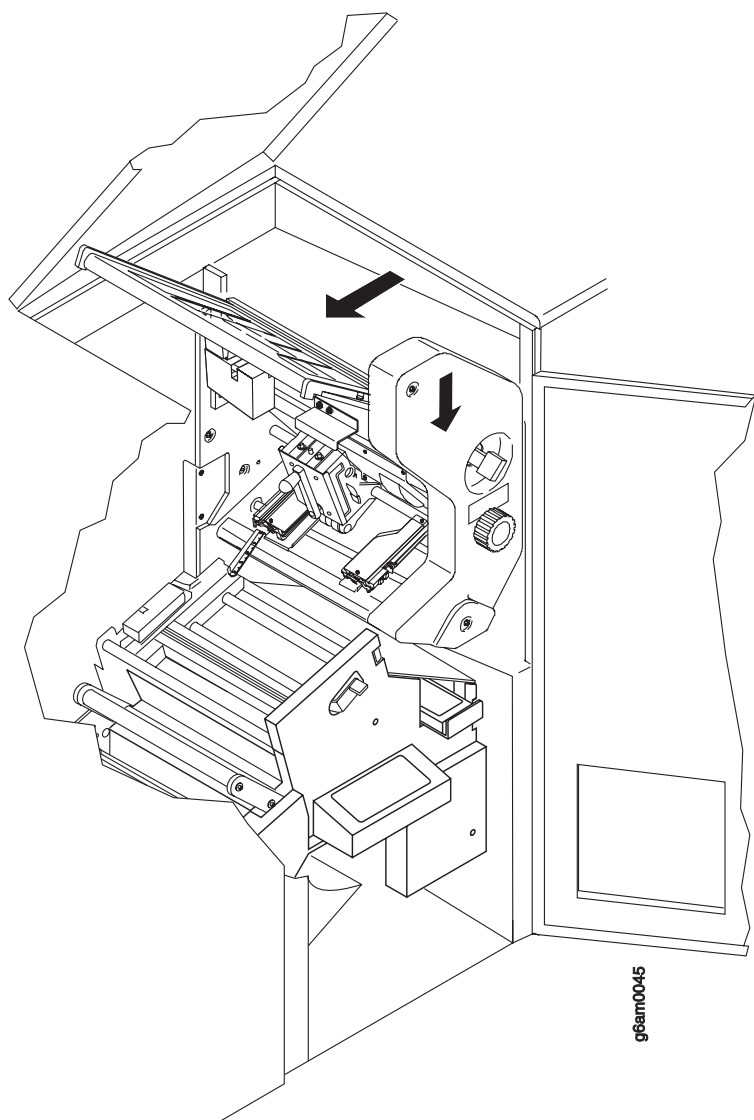
About this task

Do this procedure to adjust the tractorless feeding unit when loading tractorless forms.

Procedure:

Procedure

1. Open the lower tractor covers.
2. Release the **Transfer Station Control Lever** and tilt the transfer station away from the photoconductive drum

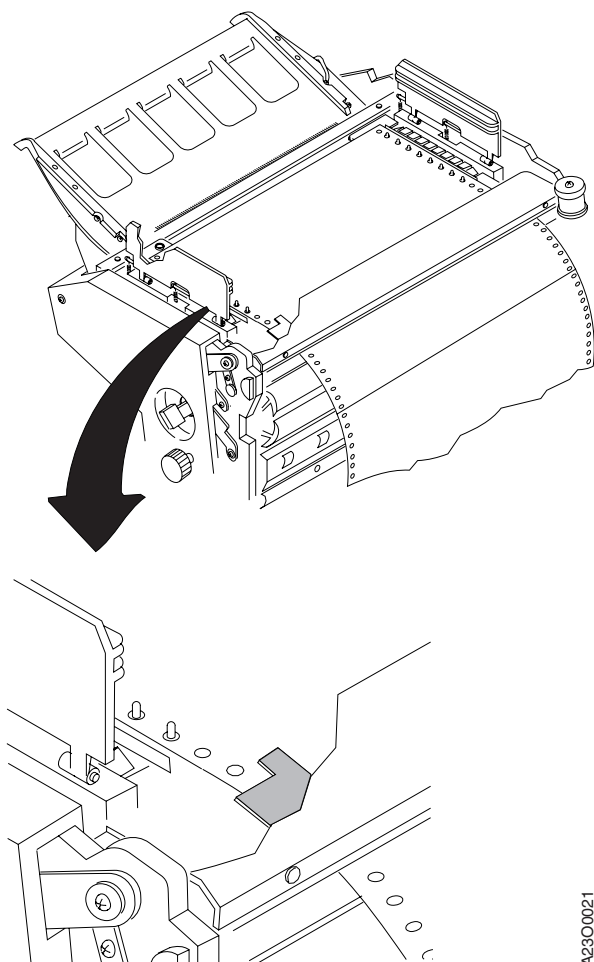


g6am0045

3. Ensure that the transfer station is open completely.

Note: The photoconductive drum is easily damaged, and it is *very* expensive to replace. When the transfer station is open, be extremely careful not to let anything touch the photoconductive drum.

4. Move the tractors up and then lower them to the outer position.
5. Open the upper tractor covers.



6. Bring the forms up from the input area, over the forms guide(s), under the static brush, and across the splicing table.
7. If you are loading a form with a different width, use the **Tractor Control Knob** to adjust the tractors close to the correct width. Use the scale just to the left of the tractor covers.
8. Without putting the forms on the tractor pins if you are using tractored forms, carefully thread the forms:
 - a. Over the transfer station lower tractors
 - b. Around the retractors
 - c. Under the small, plastic paper guides to the right of the upper tractors
 - d. Over the upper tractors
9. If necessary, use the **Tractor Control Knob** to adjust the distance between the front and rear tractors:
 - To *increase* the distance, turn the **Tractor Control Knob** *clockwise*.
 - To *decrease* the distance, turn the **Tractor Control Knob** *counterclockwise*.

When the tractors are adjusted correctly, a sheet of forms should drop easily onto the tractor pins and lay flat if you are using tractored forms. The pins should be centered in the tractor holes, without binding.
10. Place the forms to the right of the transfer station jam sensor.

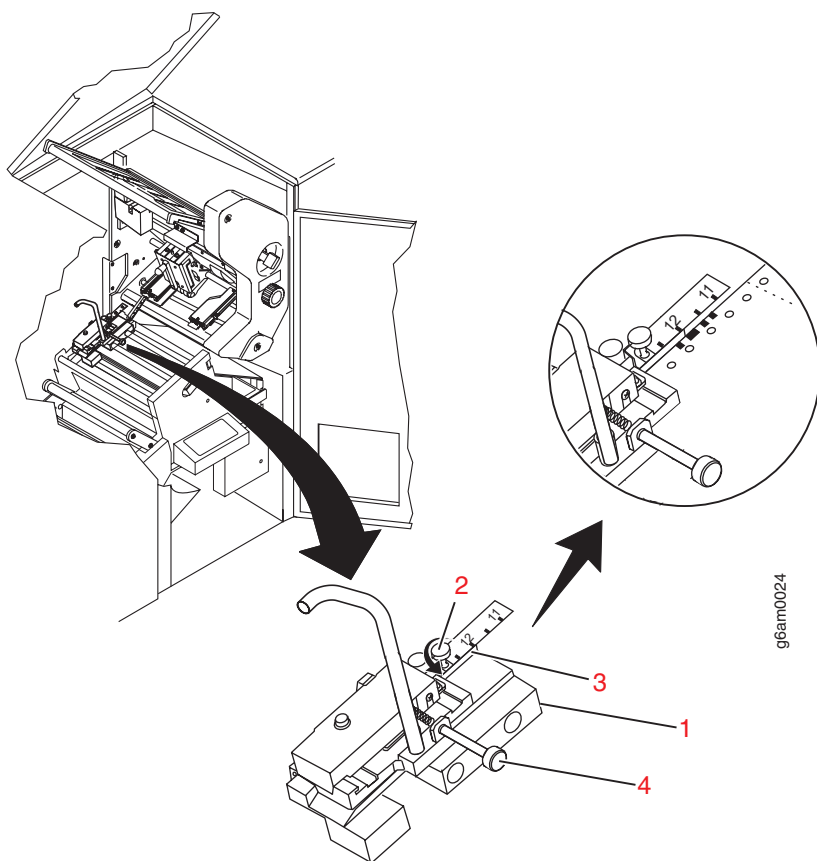
Note: Do not cover the jam sensor with the forms.

The first tractor hole on the front edge of the tractored form should be on the upper tractor pin *directly* across from the pin holding the first tractor hole on the rear edge of the form.

11. Close the upper tractor covers.
12. Gently push the transfer station toward the photoconductive drum until it locks securely into position.
13. Remove any slack from the forms and place the forms on the lower tractor pins, if using tractored paper.
14. Remove any slack from the forms and place the forms on the lower tractor pins, if using tractored paper.
15. Close the lower tractor covers.
16. Adjust the rear paper-edge guide as follows:

Note: This step applies to InfoPrint Models MS1, HS2, HS3, MD1/2, HD3/4, and HD5/6 when the Dual Toner Mark/Side Verify Sensor feature (FC 4570) is installed.

- a. Loosen the thumbscrew (2).
- b. Slide the rear paper-edge guide (1) to the correct location for the current paper width. The paper should be positioned against the vertical surface of the guide (3) so that the sensor on the bottom side of the sensor mounting plate can read side verify marks and registration marks, which are printed on the outside edge of the paper. The edge guide is also used to guide the paper in tractorless mode.



- c. Tighten the thumbscrew (2).

Note: The thumbscrew (4) adjusts the position of the Dual Toner Mark/Side Verify Sensor on the bottom side of the sensor mounting plate. It must be turned fully counterclockwise to position the sensor to read the side verify or registration marks at the outside edge of the paper (this is the default position). If you change the location of the marks (**Forms** → **Special Marks**), you must adjust the position of the sensor. See “Adjusting the rear paper-edge guide and Dual Toner Mark/Side Verify Sensor” on page 146 for more information.

What to do next

For tractor forms, check that the forms are aligned correctly on the tractor holes. See “Checking alignment of tractor forms” on page 128. For tractorless forms, start the printer. See “Starting the printer” on page 133.

Changing forms settings on Printer 1 Before you begin

Do this procedure to select and load the correct Snapshot when you are changing to a different size form on Printer 1.

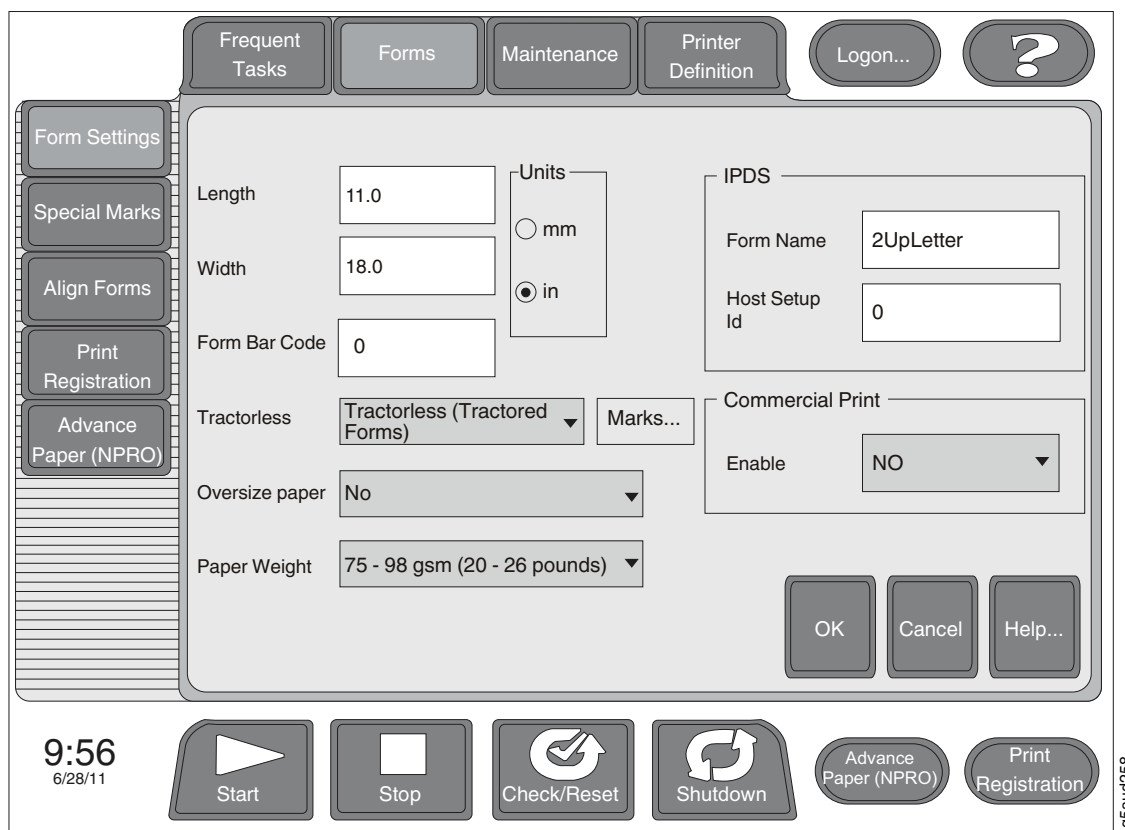
Note: Do this step when loading forms in Dual Simplex mode or loading Printer 1 in Duplex mode.

About this task

Procedure:

Procedure

1. Select **Forms** → **Form Settings** to display the Form Settings panel.



The screenshot shows the 'Form Settings' panel of the MPI software. At the top, there are tabs for 'Frequent Tasks', 'Forms', 'Maintenance', and 'Printer Definition', along with 'Logon...' and a help icon. The left sidebar contains buttons for 'Form Settings', 'Special Marks', 'Align Forms', 'Print Registration', and 'Advance Paper (NPRO)'. The main area contains fields for 'Length' (11.0), 'Width' (18.0), 'Form Bar Code' (0), 'Units' (mm and in, with 'in' selected), 'IPDS' (Form Name: 2UpLetter, Host Setup Id: 0), 'Tractorless' (Tractorless (Tractored Forms)), 'Marks...', 'Commercial Print' (Enable: NO), 'Oversize paper' (No), and 'Paper Weight' (75 - 98 gsm (20 - 26 pounds)). At the bottom, there are buttons for 'OK', 'Cancel', and 'Help...'. Below the panel, there is a status bar showing the time '9:56' and date '6/28/11', and a row of buttons: 'Start', 'Stop', 'Check/Reset', 'Shutdown', 'Advance Paper (NPRO)', and 'Print Registration'.

Figure 46. Form Settings panel

2. If the name listed in the **Form Name** field contains the form definition you want to load, select **Cancel**.
3. If the name listed in the **Form Name** field does *not* contain the form definition you want to load, do the following:
 - a. Ensure that the length and width values are correct.
 - b. Select **Frequent Tasks** → **Snapshots**. You see a list of the currently defined Snapshots.
 - c. If you are loading a Snapshot that has been previously defined, select the Snapshot you want to load from the **Saved Snapshots** area, and select **Load**.

Note: If the Snapshot is not defined, see Chapter 4, "Working with Snapshots," on page 61 for more information about defining Snapshots.

What to do next

If you are using the Auto Load sequence to load the forms, you must set the forms length at the stacker control panel. See "Setting the forms length for Auto Load" on page 134. If you are loading the forms manually, see "Loading forms using the Forms Feed button" on page 82.

Loading forms using the Forms Feed button

Before you begin

Hold the tension arm so that it stays aligned with the blue mark on the guide notch while you do the following steps. Otherwise, the 079A CHECK TENSION ARM

079A message appears when you turn on the forms path vacuum, and you must do the Check Tension Arm procedure.

About this task

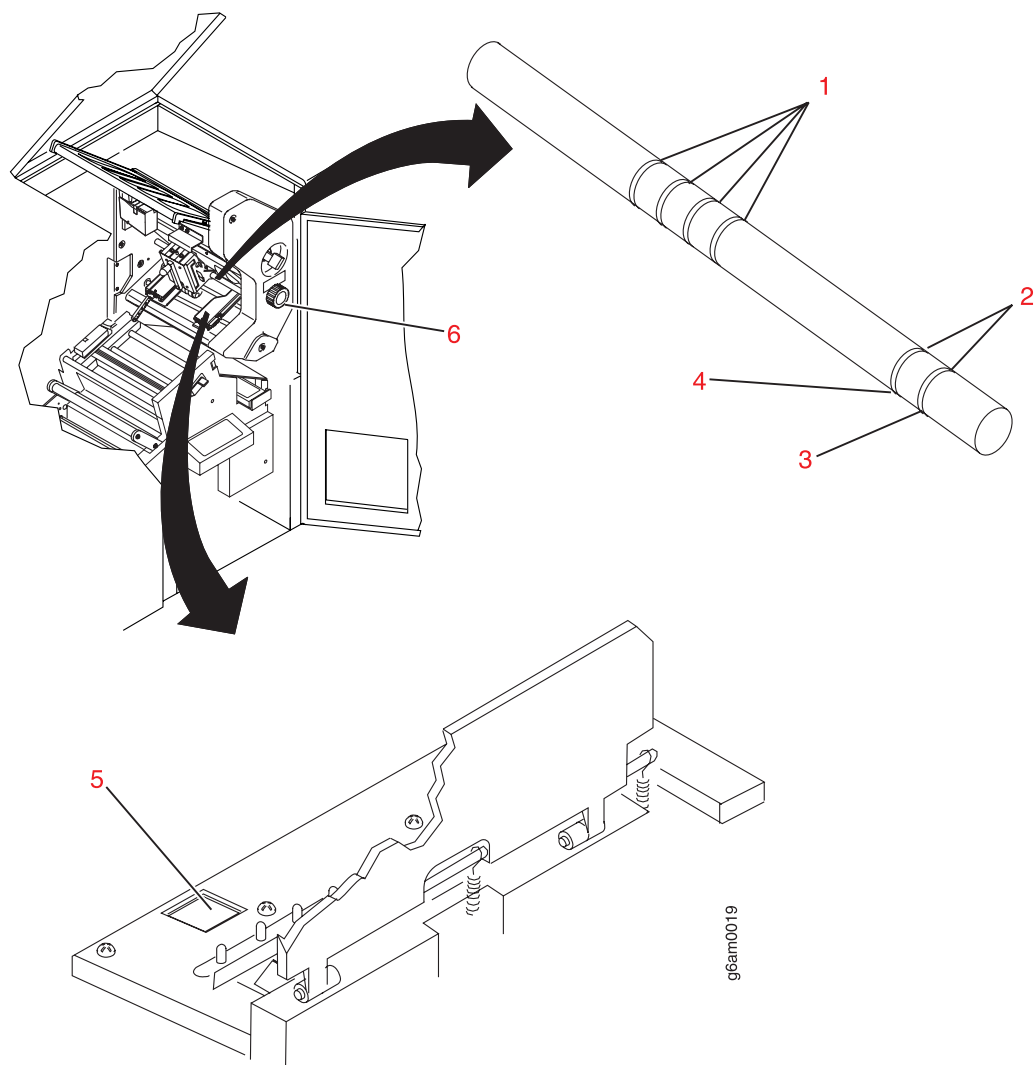
Do this procedure to manually load the forms using the **Forms Feed** button on the printer control panel.

Procedure:

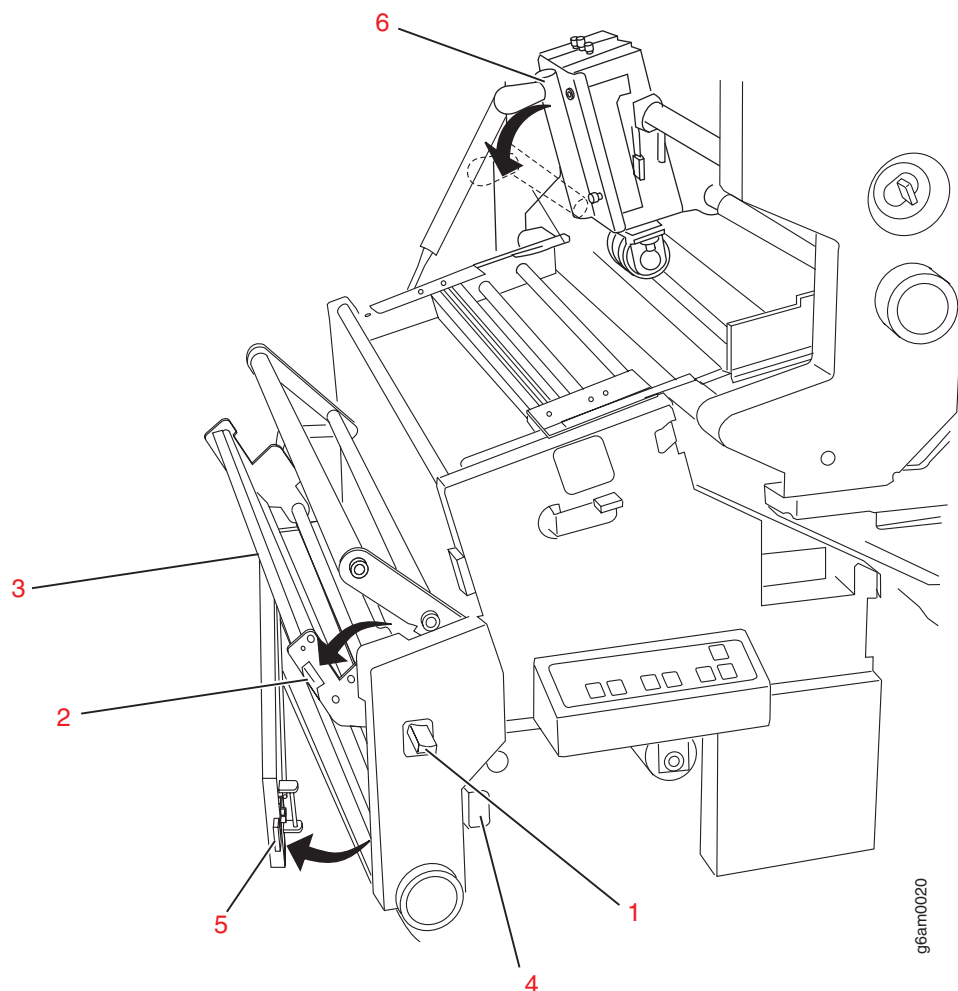
Procedure

1. Open all paper guides, tractor units, and feeding units to their widest position in both Printer 1 and Printer 2:
 - Use the **Tractor Control Knob (6)** to adjust the tractors to the widest possible width. Use the scale just to the left of the tractor covers.
 - Adjust the tractorless feeding unit (drive roller, pressure roller, and vacuum belt unit slots **(1)**) to the widest position.
 - Adjust all tractor units to the outermost position. To adjust a unit, press the blue button **(5)** while grasping the unit and slide the unit to the outermost position.

Note: Make sure the tractor slot **(2)** is in the Tractorless Feed mode **(3)**. Position **(4)** is Tractor Feed mode.



2. Swing the roller (3) into the open position by pressing down on (1) and (2).



3. Open the gate by pushing in (4) and pulling up and out on (5).
4. Engage the tractorless pressure roller (6) by moving it into the down position.
5. Turn off the forms path vacuum by pressing the **Vacuum Push Button** in the forms input area. The **Vacuum-Off** warning indicator flashes and then stays lit.
6. Use the **Forms Feed** keys on the printer control panel to feed the forms over the tension arm and into the preheat platen area, guiding them with your other hand. Keep feeding the forms until the scuff rollers grab them and feeds them into the forms exit area. Continue feeding the forms until there is enough length to allow you to splice the forms before feeding them into the post processor, or until there is enough length to reach the post processor.

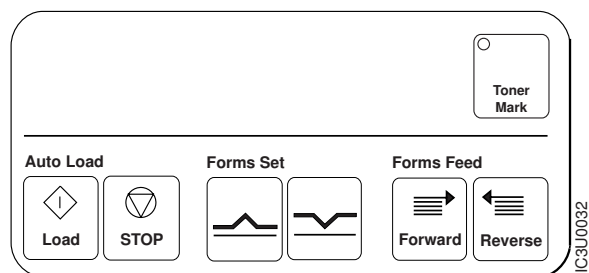
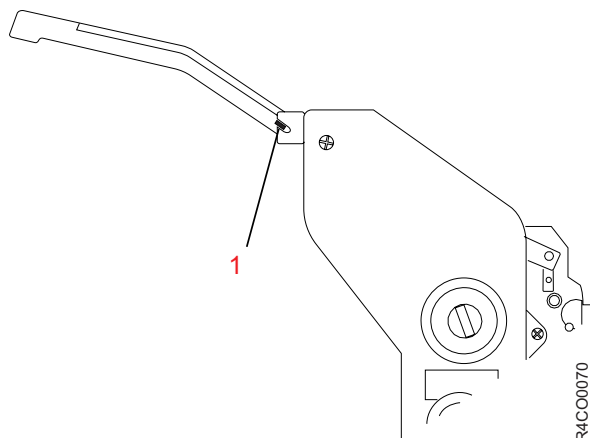


Figure 47. Forms Feed button

7. Ensure that the tension arm is aligned correctly. The mark on the tension arm (1) should be visible in the notch in the transfer station frame.



8. Turn on the forms path vacuum by pressing the **Vacuum Push Button**. The **Vacuum-Off** warning indicator flashes and then stays off.
9. Raise the tension arm until you see the alignment mark in the guide notch.

Checking alignment of tractored forms

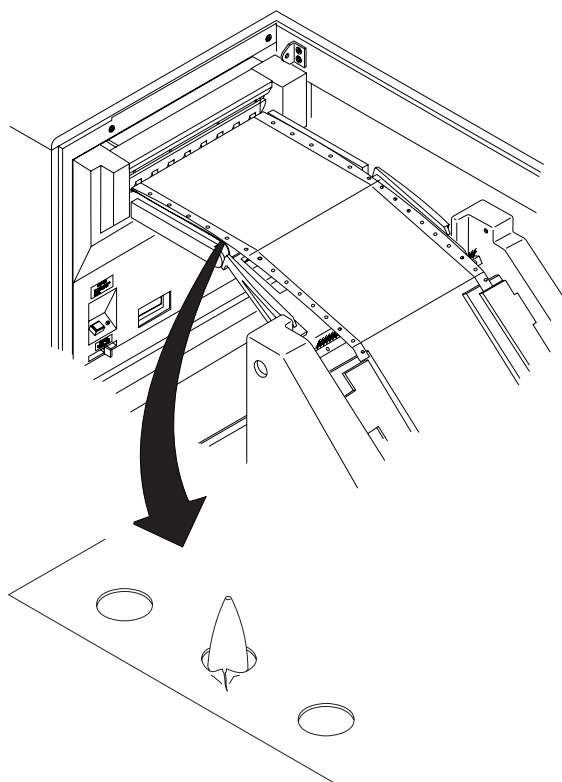
About this task

Do this procedure to check that the forms are aligned correctly on the tractor holes.

Procedure:

Procedure

1. Check the tractor holes on the forms between the transfer station and the fuser entry area. If the holes show signs of tearing, adjust the **Tractor Control Knob** as needed.



R4CO0186

2. Ensure that the forms-path vacuum is on (the **Vacuum-Off** warning indicator is off).

What to do next

If you need to align the front and back sides of duplex forms, such as when you are printing on preprinted form, you must set print registration. See “Setting print registration.” Otherwise, you can start the printer. See “Starting the printer” on page 133.

Setting print registration Before you begin

Things To Keep In Mind When You Adjust the Print Position:

Print jobs with data too close to the edges of the forms do not have the full adjustment range. If you attempt to adjust the print position off the page, Print Error Markers (PEMs) result, which are marks turned on by the host system. If PEMs are turned off, missing data can occur.

If the Adjustment Required Is Out of Range:

If more than 20 mm adjustment (from 0) is required, refer the application owner to the *Planning and Configuration Guide*.

Note:

1. Once you have determined the adjustments for a particular form, you can save it in a Snapshot or make a note of the adjustment values on the Forms Identification Work Sheet (from the *Planning and Configuration Guide*).

2. Be aware that occasionally some maintenance procedures can affect the print position. If this happens, adjust the print position as needed.

About this task

Do this procedure to align the front and back sides of duplex forms or whenever you print on preprinted forms. Setting print registration allows you to adjust the position of the image on the paper.

Note: A print job must be queued so that print data is available to print test pages during this procedure. Visual verification of the results of moving the print data and print test portions of this procedure cannot be completed without available queued print data.

In printing, the term *registration* refers to the relative print positions of images that are printed at different times. For example, when you process preprinted forms, the registration is good if the new image printed by the system printer aligns correctly with the preprinted image (as shown in Figure 48.)

Note: Print registration settings do not apply to print samples.

Kuhlly Conditioning			
Name	Quantity	Item #	Date
Smithson, R.T.	14	714562	05/29/90
Barckley, Wm.	03	518329	06/02/90
Martins, S.J.	08	487641	06/03/90
Balons, G.E.	21	894265	06/03/90
A-1 Towing	11	462894	06/03/90
Jones, S.W.	02	783466	06/04/90
Kelly, J.M.	16	186435	06/06/90
Fischer, G.M.	45	087462	06/07/90
Adams, T.A.	14	812576	06/07/90
Mark IV Prop.	19	428967	06/08/90
Hill, W.A.	05	932465	06/11/90
Cullen, E.T.	22	943251	06/26/90
Hertler, D.E.	10	147563	06/27/90
R4CO0037			

Figure 48. Example of good print registration

Print that extends beyond box edges and text that overlaps other text are examples of poor registration (as shown in Figure 49 on page 131).

Kuhly Conditioning			
Name	Quantity	Item#	Date
Smithson, R.T.	14	714562	05/29/90
Barckley, Wm.	03	518329	06/02/90
Martins, S.J.	08	487641	06/03/90
Balons, G.E.	21	894265	06/03/90
A-1Towing	11	462894	06/03/90
Jones, S.W.	02	783466	06/04/90
Kelly, J.M.	16	186435	06/06/90
Fischer, G.M.	45	087462	06/07/90
Adams, T.A.	14	812576	06/07/90
MarkIVProp.	19	428967	06/08/90
Hill, W.A.	05	932465	06/11/90
Cullen, E.T.	22	943251	06/26/90
Hertler, D.E.	10	147563	06/27/90

r4co0038

Figure 49. Example of poor print registration

Print registration values are stored as part of a Snapshot. The adjustment remains in effect (even when the printer is powered off) until it is changed later by another Print Registration procedure or another Snapshot is loaded.

Procedure:

Procedure

1. Select **Stop**.
2. Select **Forms** → **Print Registration** to display the Print Registration panel.

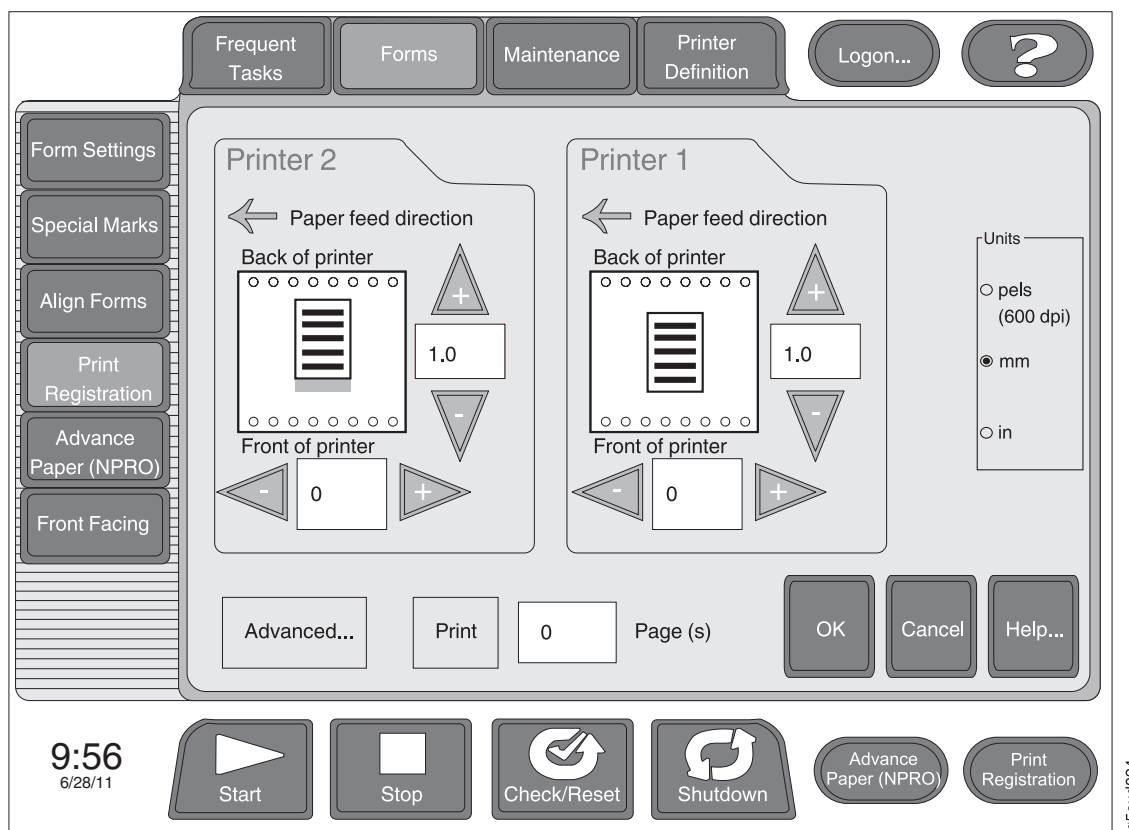


Figure 50. Print Registration panel

3. Select the arrows or type in numbers to change the print position. Values can be entered in PELs, inches, or millimeters.

Note:

- a. Remember that you are not moving the physical forms. You are moving the image on the paper.
 - b. Be aware that the printed output can be rotated when it is printed.
 - c. The values vary depending on the printhead resolution (PEL) selected for the printer. This value is set in the PDL - IPDS panel (**Printer Definition** → **Printer** → **PDL** → **IPDS**).
4. To print a few pages of the current job with the current registration values, do the following from the touch panel:

Note: This step and the remainder of the procedure can only be accomplished if a queued print job is available.

- a. Enter a value for X in **Print X Pages**, where X specifies the number of pages you want to print.
- b. Select **Print**. The printer uses the print registration values currently displayed on the Print Registration panel.

Note: You must wait while the printer receives the job from the host.

- c. Look at the pages just printed (located above the transfer station) to determine how much to adjust the print position, if at all.
5. Select **OK** to return to the Main touch panel.

6. Select **Start** on the printer operator panel or on the Main touch panel to begin printing.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Note:

- a. After the printer has run for a few seconds, select **Stop**. Then look at the output to ensure that the print position is still correct. Sometimes the print position changes slightly when forms are moving at full speed.
- b. Most applications generate a few sample pages at the beginning of each job so that you can adjust the forms without losing any output. If you need more sample pages to test, ask the host system console operator to restart the job.

Starting the printer

About this task

Do this procedure to start the printer from the touch panel or the printer control panel.

Procedure:**Procedure**

Press the **Start** key on the operator panel or select **Start** on the Main touch panel for the affected printer.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

- If the forms now loaded in the printer are different from the forms that were used last, see “Checking print quality” on page 190.
- If preprinted forms are now loaded in the printer and you want to check or adjust the registration, see “Setting print registration” on page 129.
- If you are loading both printers in a Duplex system, you will need to load Printer 1 and align the forms on Printer 1, then load Printer 2 and align the

forms on Printer 2. Depending on the type of form you are loading, refer to “Aligning tractorless forms” on page 155 or “Aligning tractorless forms” on page 163.

Setting the forms length for Auto Load

About this task

Do this procedure to set the forms length at the stacker control panel. The forms length value is used when doing the Auto Load sequence.

Procedure:

Procedure

1. If you are loading forms that are the *same* as the forms that were last used on the printer, no action is required. Go to “Starting the Auto Load sequence.” Otherwise, continue to the next step.
2. For the Auto Load sequence to execute properly, you must set the forms length on the stacker control panel to match the folding length of the forms you are loading.
 - a. Set the **FORMS LENGTH** as follows:
 - For forms that are 7 inches or greater - set the forms length to the actual length of the form.
 - For forms that are 3-1/2 to 6-2/3 inches - set the forms length to two times the actual length of the form.
 - For forms that are 3 or 3-1/3 inches - set the forms length to three times the length of the actual form (at the perforation to perforation distance) as it is folded before printing.
 - b. Press the **FORMS LENGTH** key to increase or decrease the form length (see “About the stacker control panel” on page 25).

Note: The forms length value entered here is the form length *as measured from fold perforation to fold perforation before printing*. For example, if a form has page perforations that are 3-1/2 inches apart and fold perforations that are 7 inches apart, use 7 as the stacker form-length value. Refer to “Valid Forms Lengths in Inches” in the *Planning and Configuration Guide* for help in deciding the correct length to specify at the stacker control panel.

Starting the Auto Load sequence

About this task

Do this procedure to start the Auto Load sequence.

Note: This procedure is for tractorless forms. If you are loading tractorless forms and the damper kit is installed, **Auto Load** controls will not be available on the printer control panel. You must load the forms using the manual load procedure (see “Loading forms using the Forms Feed button” on page 82 for instructions).

Procedure:

Procedure

1. Press the **Auto Load - Load** key on the printer control panel to start the automatic loading process.

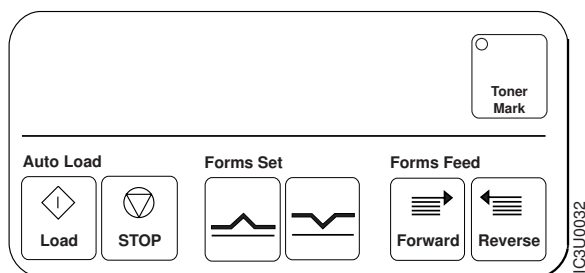


Figure 51. Auto Load - Load key on the printer control panel

The automatic loading process does the following:

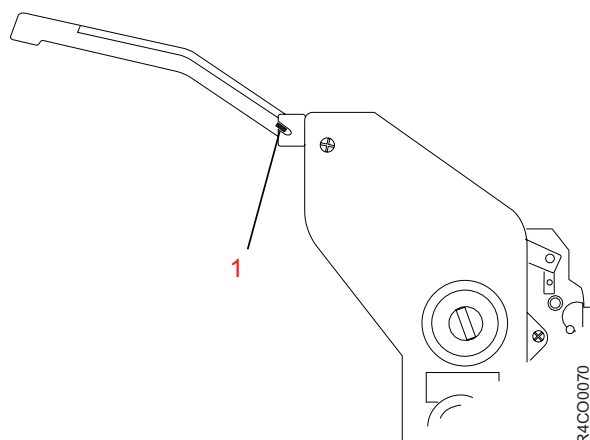
- Raises the auto load bridge.
- Lowers the tension arm.
- Passes the forms through the transfer station, across the tension arm and bridge, and into the fuser entry area.
- Moves the forms into the forms exit area.

After a slight pause, the automatic loading process does the following:

- Adjusts the tension-arm position.
- Lowers the auto load bridge.

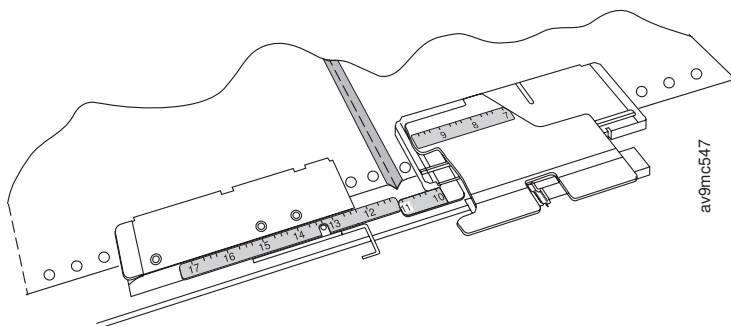
Note: If a forms jam occurs during the Auto Load sequence, see “Clearing forms jams” on page 230.

2. Ensure that the tension arm is aligned correctly. The mark on the tension arm (1) should be visible in the notch in the transfer station frame. See “Checking the tension arm” on page 147.



3. At the transfer station, ensure that the perforation is aligned with the correct forms length (the forms length set at the stacker control panel). For example, forms that are 11 inches long should be aligned so that the perforation is at the 11-inch mark. The forms length must be set as follows:
 - For forms that are 7 inches or greater - set the forms length to the actual length of the form.
 - For forms that are 3-1/2 to 6-2/3 inches - set the forms length to two times the actual length of the form.

- For forms that are 3 or 3-1/3 inches - set the forms length to three times the length of the actual form (at the perforation to perforation distance) as it is folded before printing.



4. If the perforation is not aligned correctly, do the following:

Note: Hold the tension arm so that it stays aligned with the blue mark on the guide notch while you do the following steps. Otherwise, the 079A CHECK TENSION ARM 079A message appears when you turn on the forms path vacuum, and you must do the Check Tension Arm procedure (see “Checking the tension arm” on page 147).

- a. Press the vacuum push button. The **Vacuum-Off** warning indicator flashes and then stays lit.
- b. Use the **Forms Feed Forward** key on the printer control panel to adjust the position of the perforation. Only the Forward key works with the tension arm held down. Adjust the perforation forward as far as necessary.
- c. Press the vacuum push button. The **Vacuum-Off** warning indicator flashes and then stays off.

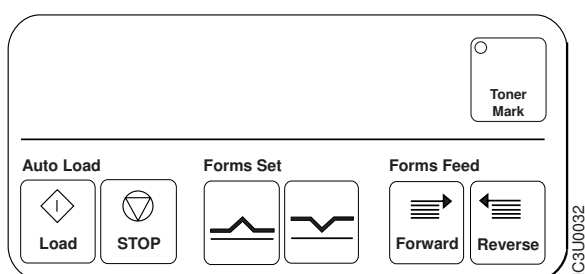


Figure 52. Forms Feed Forward key on the printer control panel

5. Ensure that the **Forms Set** indicator on the printer control panel is set to match the fold direction of the fold on the transfer station lower tractors. If it is not, press the correct **Forms Set** key.

Note: This step is required only if you are using fan-fold forms, and the forms are going to the stacker.

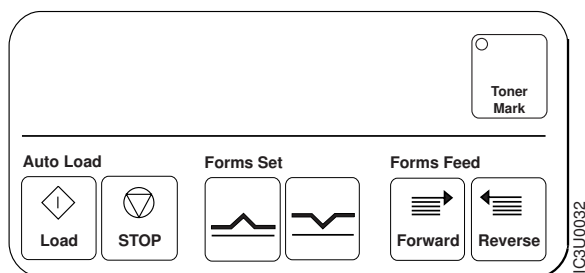


Figure 53. Forms Set key on the printer control panel

Switching between tractorless and tractorless forms

Before you begin

Before doing this procedure, ensure that the center front and center top covers of the printer are open so that you can access the forms input area and the transfer station.

About this task

This procedure describes how to switch the type of forms without having to manually reload the forms already in the printer. This procedure assumes you already have forms loaded in the printer and you are switching from tractorless to tractorless forms or from tractorless to tractorless forms. "Paper paths" on page 70 illustrates the paper paths on InfoPrint 4100 models for tractorless and tractorless roll-feed and fan-fold forms.

Note: If you are using preprocessing or postprocessing devices with the printer, some steps involving the source and final destination of the forms may change. The provider of the preprocessing or postprocessing devices supplies specific instructions for the initial loading and exiting of forms from the printer output area.

Because you will be working inside the printer covers, we recommend that you use the printer operator panel of the affected printer whenever possible, especially while working on Printer 1.



CAUTION:

<72> As you load forms, be careful to avoid injuries:

The tractor covers are spring-loaded and can pinch if they snap shut unexpectedly.

Moving forms, especially between the transfer station and the fuser entry area, can cause severe paper cuts.

CAUT0102

You will do the following steps to switch between types of forms:

- Feed the new forms through the printer. See "Feeding new forms through the printer" on page 138.
- Adjust the printer for the new forms. See "Adjusting the printer for new forms" on page 141.

- Load the correct settings for the new forms. See “Loading the correct forms settings” on page 144.
- Start the printer.

Feeding new forms through the printer

About this task

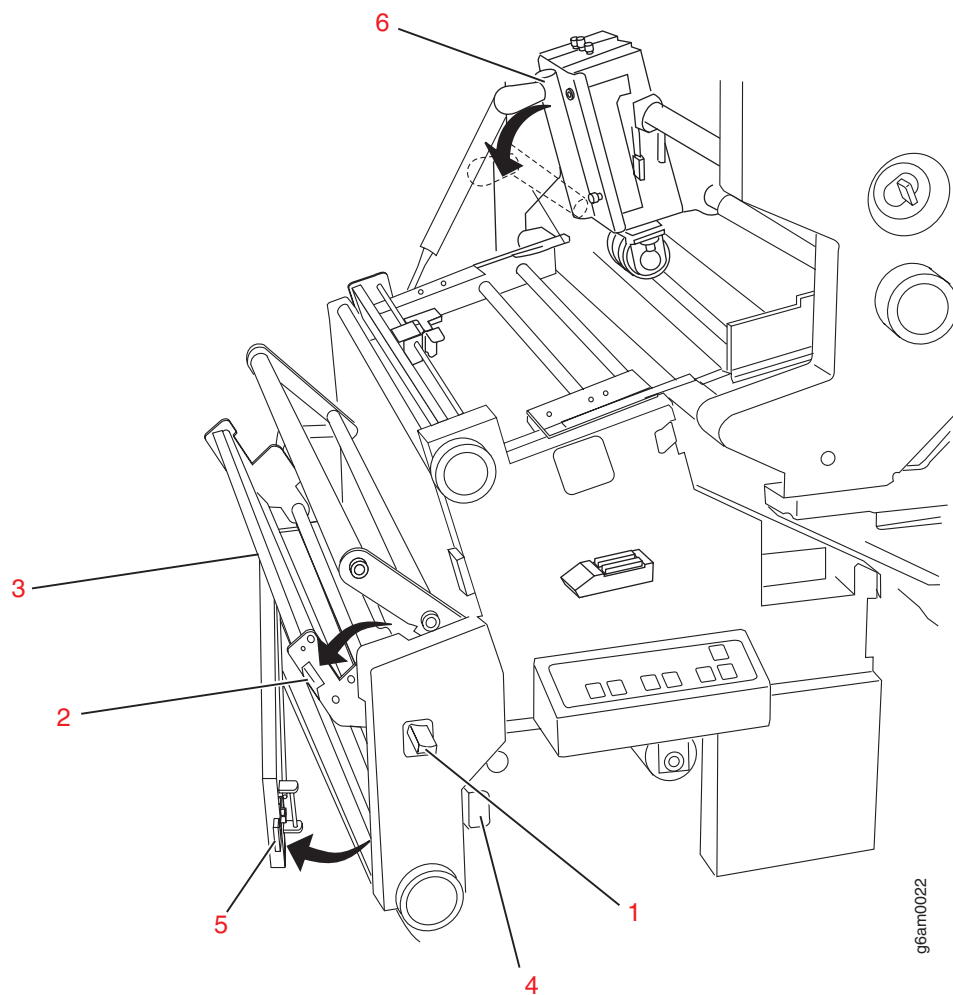
Do this procedure to splice new forms to the old forms and then feed the new forms through the printer. You can splice the new forms you want to use, tractorfed or tractorless, to the old forms. Doing this allows you to switch forms without manually reloading the printer.

Procedure:

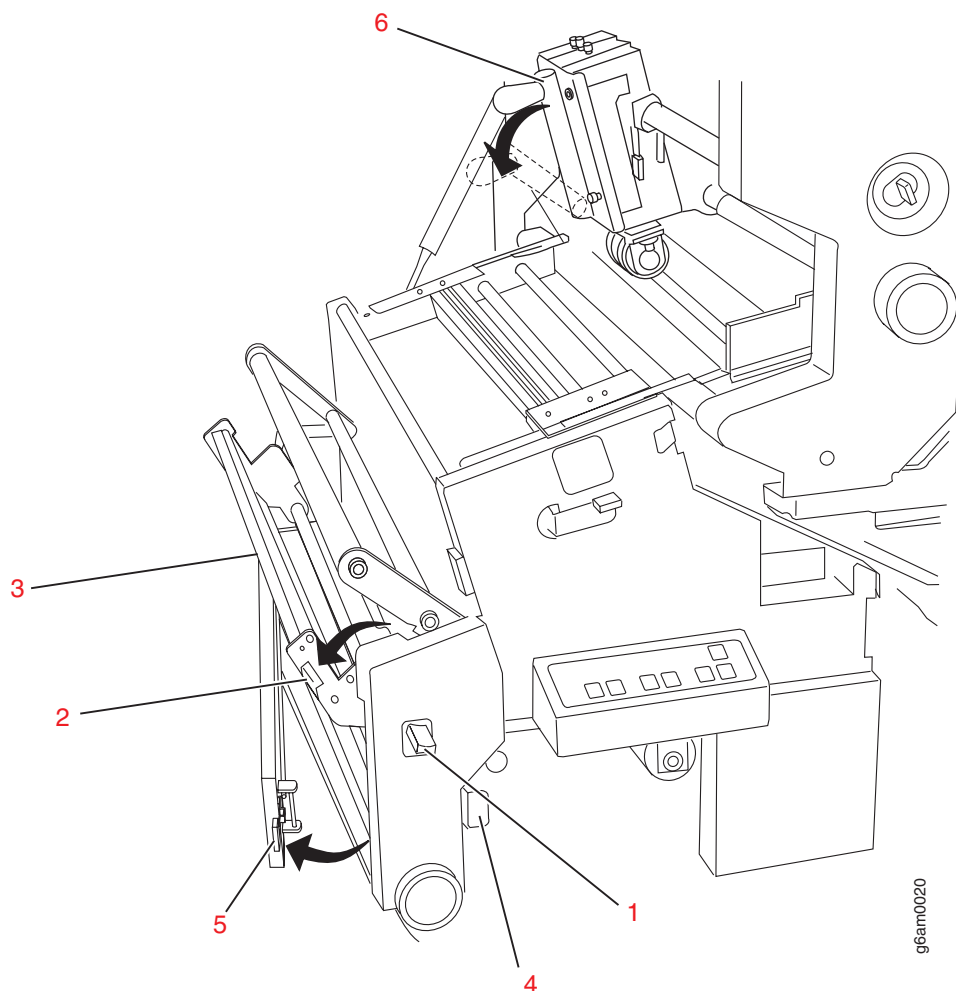
Procedure

1. Splice a new supply of forms to the trailing edge of the old supply before it enters Printer 1. The forms will most likely be of a different size, so line up the forms at the front edge (the edge closest to the operator).
2. Open all paper guides, tractor units, and feeding units to their widest position in both Printer 1 and Printer 2:
 - Use the **Tractor Control Knob (6)** to adjust the tractors to the widest possible width. Use the scale just to the left of the tractor covers.
 - Adjust the tractorless feeding unit (drive roller, pressure roller, and vacuum belt unit slots **(1)**) to the widest position.
 - Adjust all tractor units to the outermost position. To adjust a unit, press the blue button **(5)** while grasping the unit and slide the unit to the outermost position.

Note: Make sure the tractor slot **(2)** is in the Tractorless Feed mode **(3)**. Position **(4)** is Tractor Feed mode.



3. Swing the roller (3) into the open position by pressing down on (1) and (2).
The following graphic shows the InfoPrint 4100 Models HS3, and HD5/6.



4. Open the gate by pushing in (4) and pulling up and out on (5).
5. Engage the tractorless pressure roller (6) by moving it into the down position.

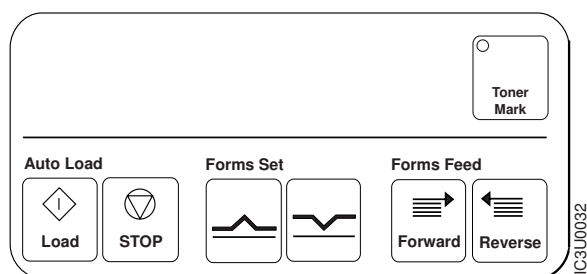


Figure 54. Forms Feed button on the InfoPrint 4100 printer

6. Press the **Forms Feed** button on the Printer 1 control panel to feed the forms through Printer 1 until you have enough slack between Printer 1 and Printer 2 to feed the forms through Printer 2.
7. Press the **Forms Feed** button on the Printer 2 control panel to feed the forms through Printer 2

Adjusting the printer for new forms

About this task

Do this procedure to adjust the printer for new forms after feeding new forms through the printer. By adjusting the printer for the new forms, you can avoid receiving error messages associated with the change.

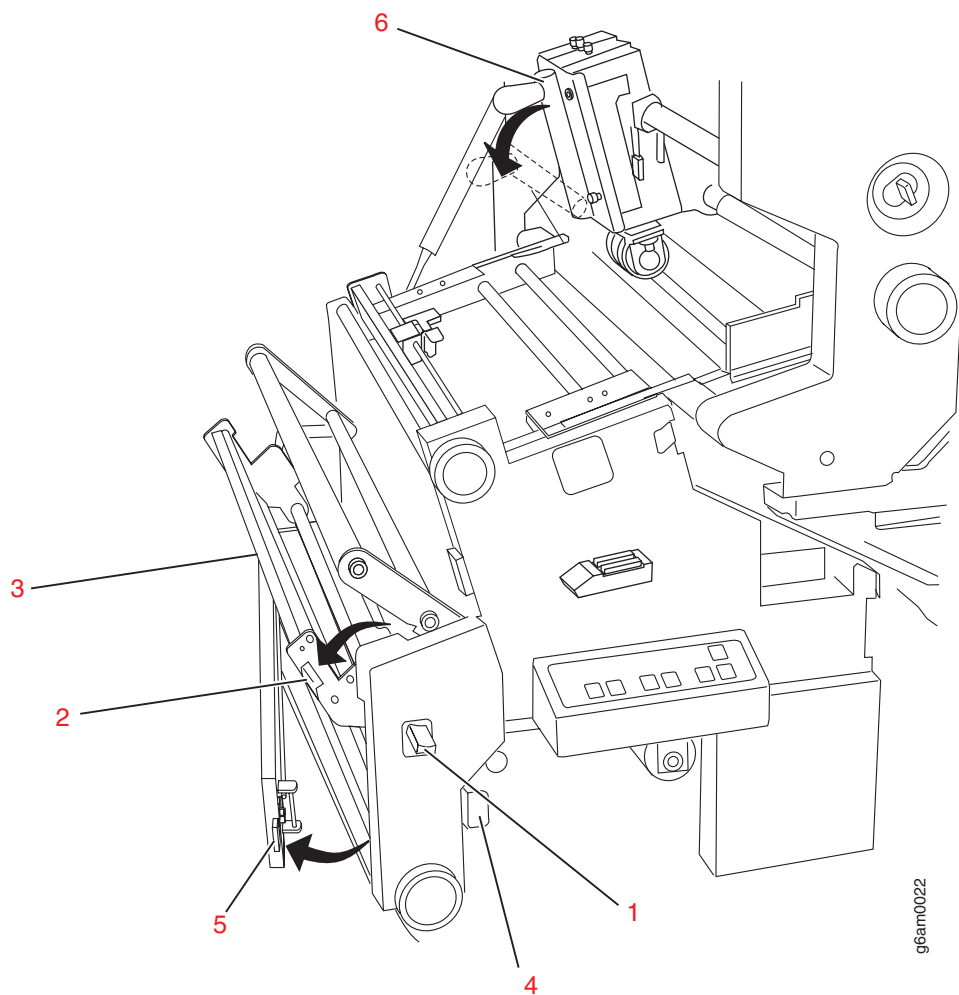
Procedure:

Procedure

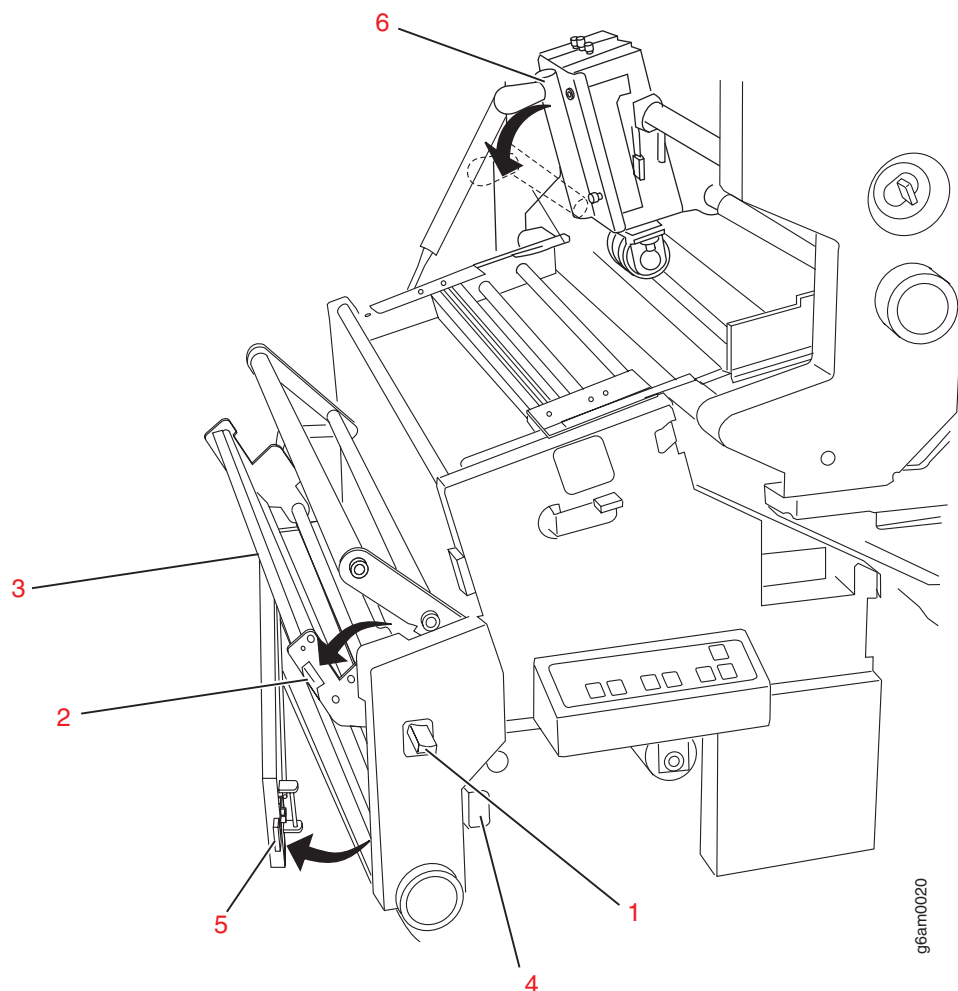
1. Use the **Tractor Control Knob (6)** to adjust the tractors close the correct width. Use the scale just to the left of the tractor covers.
2. If your new forms are tractored, locate the red line on the lower tractor. Place the forms on the tractor pins so that the form edge is as close as possible to the red line without covering it. If necessary, use the **Tractor Control Knob** to adjust the distance between the front and rear tractors:
 - To increase the distance, turn the **Tractor Control Knob** *clockwise*.
 - To decrease the distance, turn the **Tractor Control Knob** *counterclockwise*.

When the tractors are adjusted correctly, a sheet of forms should drop easily onto the tractor pins and lay flat. The pins should be centered in the tractor holes, without binding. Verify that the forms are aligned correctly on the tractor pins.

3. If you are using tractorless forms, adjust the tractorless feeding unit (drive roller, pressure roller, and vacuum belt unit slots **(1)**) to the same position according to the following:
 - Slot 1 – 8 in. to 10.4 in. paper width
 - Slot 2 – 10.5 in. to 13.4 in. paper width
 - Slot 3 – 13.5 in. to 16.4 in. paper width
 - Slot 4 – 16.5 in. to 19.5 in. paper width
4. Adjust all tractor units. Make sure the tractor slot **(2)** is in the tractorless feed mode **(3)** for tractorless forms or position **(4)** for tractored forms.
 - a. To adjust a unit, press the blue button **(5)** while grasping the unit and slide the unit to the correct position.

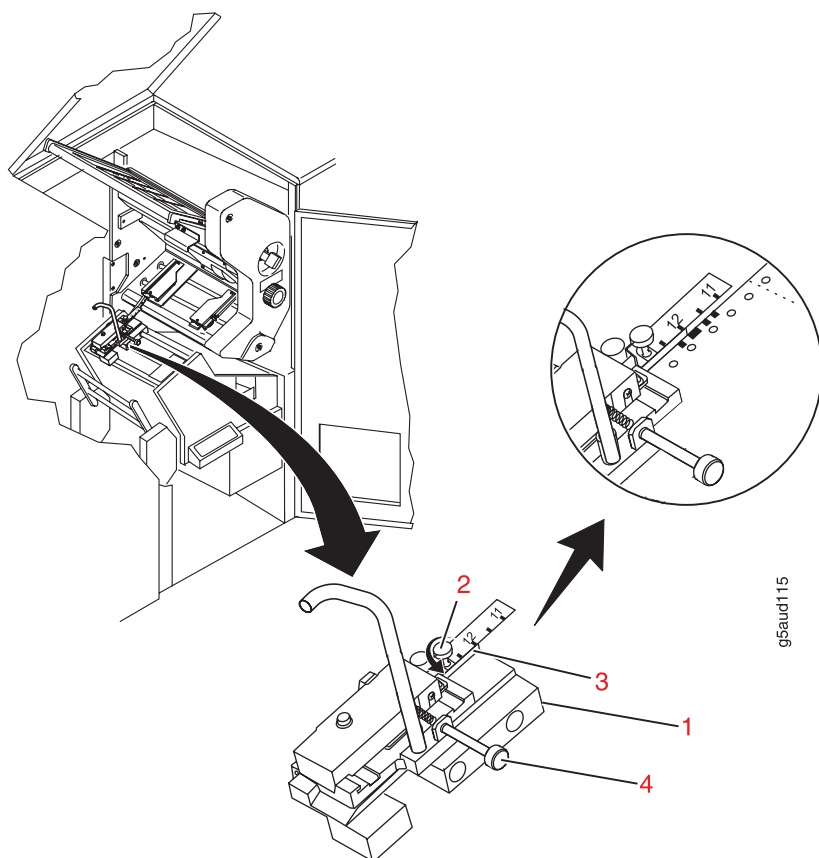


5. If you are using tractorless forms, leave the roller (3) in the open (tractorless) position. If you are using tractorless forms, swing the roller into the closed (tractorless) position.



Note: If the Tractorless Steering Assembly (RPQ 8B5010) is installed on the tractorless pressure roller assembly, you can turn the knob to adjust the steering in case of forms jams.

6. Close the gate (5).
7. If there is a Universal Forms Control (UFC) sensor, thread the forms from the forms input area and up to the or splicing table (if installed), as follows:
 - a. Open the tension gate.
 - b. Thread the forms through the tension bars and rollers, leaving the tension gate and roller open.
 - c. Thread the forms over the forms guide.
 - d. Rotate open the UFC sensor and thread the form under the UFC shafts.
8. Adjust the rear paper-edge guide as follows:
 - a. Loosen the thumbscrew (2).
 - b. Slide the rear paper-edge guide (1) to the correct location for the current paper width. The paper should be positioned against the vertical surface of the guide (3) so that the sensor on the bottom side of the sensor mounting plate can read side verify marks and registration marks, which are printed on the outside edge of the paper. The edge guide is also used to guide the paper in tractorless mode.



c. Tighten the thumbscrew (2).

Note: The thumbscrew (4) adjusts the position of the sensor on the bottom side of the sensor mounting plate. It must be turned fully counterclockwise to position the sensor to read the registration mark at the outside edge of the paper (this is the default position). If you change the location of the registration mark (**Forms** → **Special Marks**), you must adjust the position of the sensor.

9. See "Adjusting the rear paper-edge guide and Dual Toner Mark/Side Verify Sensor" on page 146 for more information.
10. If you are using tractorless forms, engage the tractorless pressure roller (6).
11. If you are using tractored forms, disengage the tractorless pressure roller (6).
12. Ensure that the forms are aligned correctly and the printer is adjusted properly.

Loading the correct forms settings

About this task

Do this procedure to load the correct forms settings after you have adjusted the printers. Forms settings are specified using the Form Settings panel. Form settings are also contained in a Snapshot, so if you prefer, you can load a Snapshot that contains the settings in just one step.

Procedure:

Procedure

1. If you are *not* using Snapshots, and you want to change the currently loaded form, do the following:
 - a. Select **Forms** → **Forms Settings** to display the Form Settings panel.
 - b. Change the values in **Width**, **Length**, **Form Name**, as needed.
 - c. Select **OK** to save the current form settings.

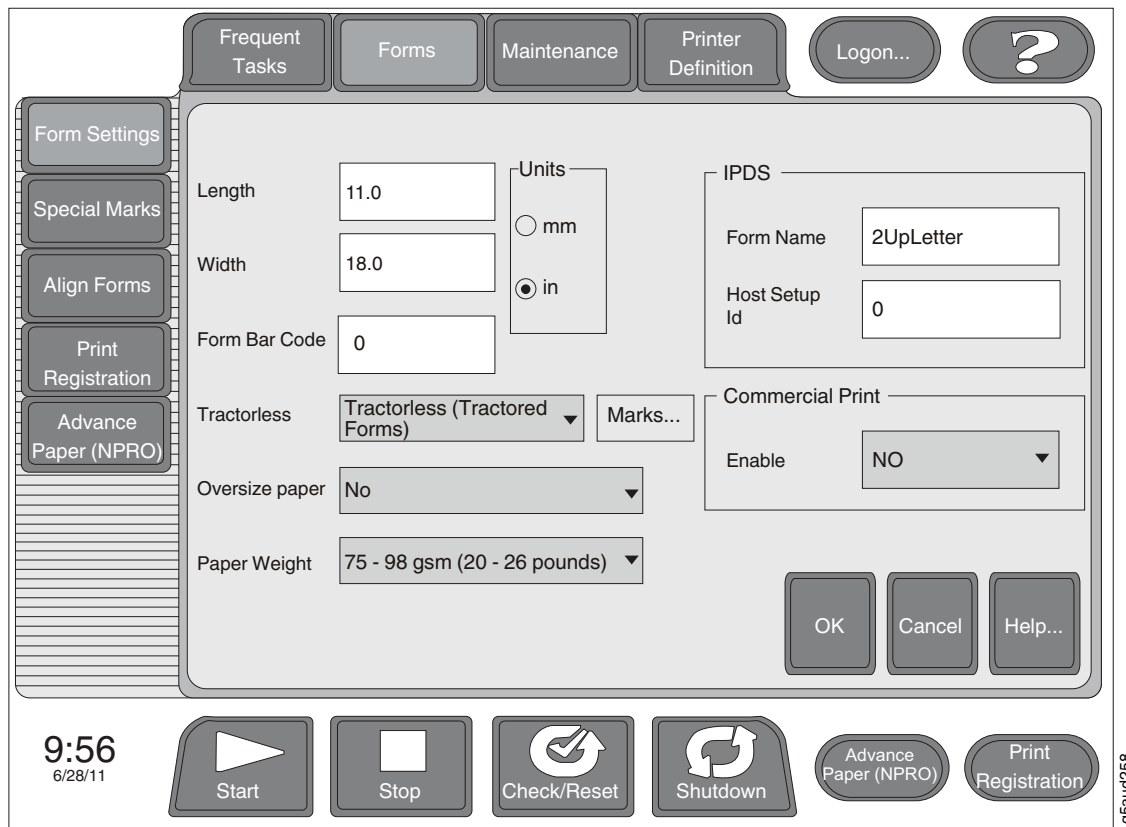


Figure 55. Form Settings panel

2. If you are using Snapshots and the form settings you want to use are already contained in a Snapshot, do the following:
 - a. Select **Frequent Tasks** → **Snapshots**. You see a list of the currently defined Snapshots.
 - b. Select the Snapshot that contains the form settings you want to load.
 - c. Select **Load**.
 - d. Select **OK**.

Note: If you are using Snapshots but the form settings you want to use are not currently contained in a Snapshot, refer to “Creating Snapshots” on page 65 for information about saving the form settings you created in Step 1 into a new Snapshot.

Adjusting the rear paper-edge guide and Dual Toner Mark/Side Verify Sensor

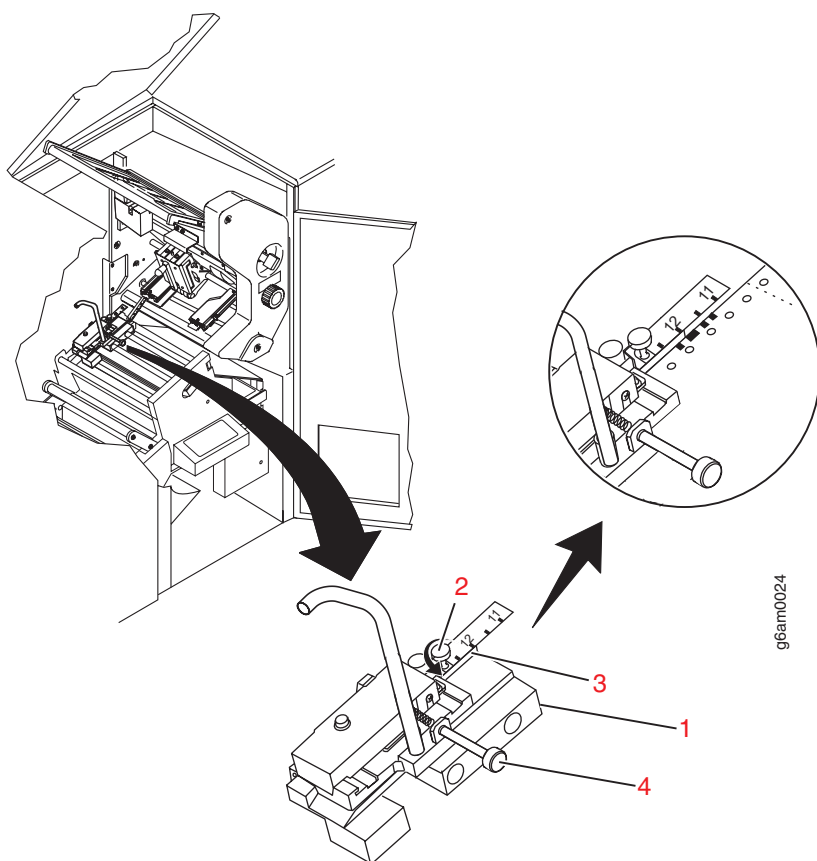
About this task

Procedure:

Do this procedure to adjust the rear paper-edge guides when you load forms, change paper sizes, and splice forms. The edge guide is also used to guide the paper in tractorless mode. You can also do this procedure when you want to move the side verify marks or registration marks and move the toner mark/side verify sensor to the corresponding position to read the mark.

Procedure

1. Loosen the thumbscrew (2).
2. Slide the rear paper-edge guide (1) to the correct location for the current paper width. The paper should be positioned against the vertical surface of the guide (3) so that the sensor on the bottom side of the sensor mounting plate can read side verify marks and registration marks, which are printed on the outside edge of the paper.

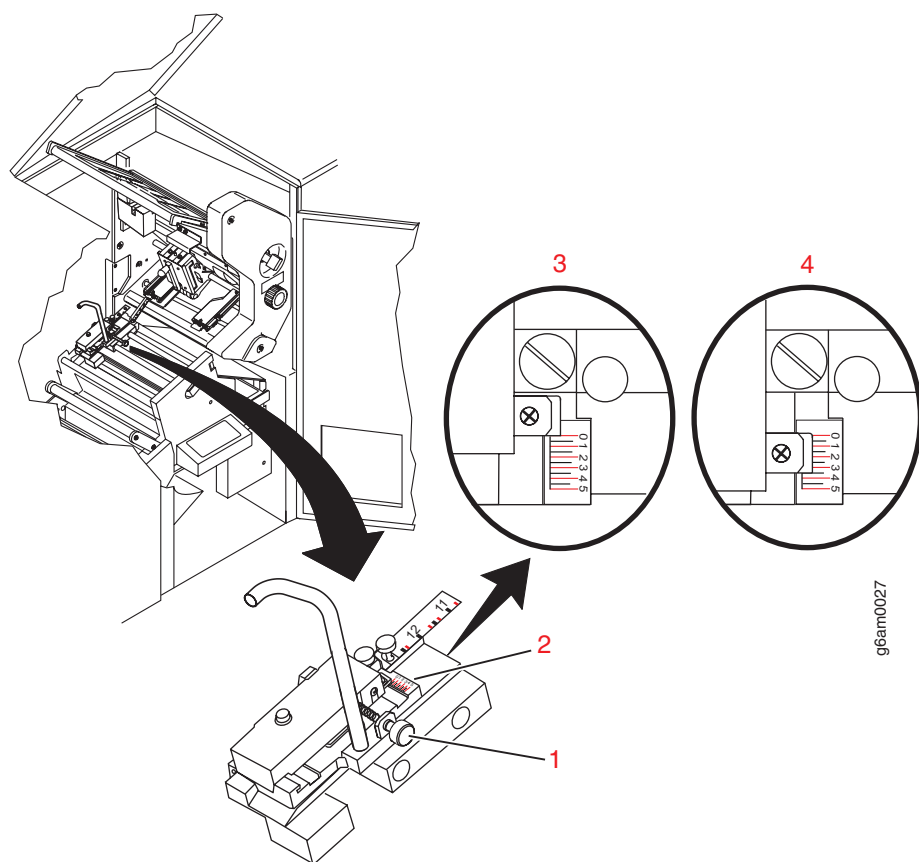


g6am0024

3. Tighten the thumbscrew (2).
4. The thumbscrew (1) (below) adjusts the position of the sensor on the bottom side of the sensor mounting plate. The sensor in Printer 2 reads side verify marks and registration marks that were printed on side 1 of the form by Printer 1. If you move either mark from the default position, you must move the sensor to the correct position so that it can read the mark. You use the Special

Marks panel to change the location of the mark (**Forms** → **Special Marks**). To move the sensor, turn the thumbscrew clockwise to position the sensor to the appropriate position to read the new placement of the mark. Use the scale mounted on the sensor mounting plate (2) to position the sensor to correspond to the placement of the mark.

- For marks that are printed at the edge of the form (the default position), make sure that the sensor is positioned in the backmost position. The default **Offset** value specified in the Special Marks panel is set to 0.01. To do this, turn the thumbscrew counterclockwise until the reference edge lines up with the red line at position 0 on the scale (3) (which should be the most rear position where the thumbscrew stops turning).
- For marks that are printed between the tractor holes and the printable area of the form, make sure that the sensor is positioned to correspond to the **Offset** value specified in the Special Marks panel. For marks printed inside the tractor holes but not in the printable area, the **Offset** value should be be set to 0.350. To do this, turn the thumbscrew clockwise until the reference edge lines up with the black line between 3 and 4 on the scale (4).



Checking the tension arm

About this task

Do this procedure when:

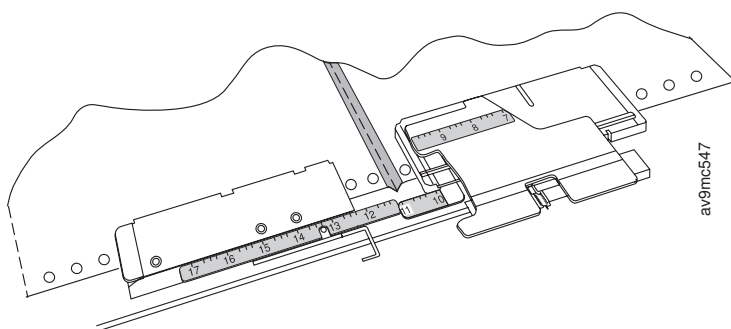
- You load forms
- You switch power on to the system
- You see the 079A CHECK TENSION ARM message

Note: Because this procedure may require you to have visible access to the tractor area, we recommend that you use the operator panel of the affected printer to complete the steps.

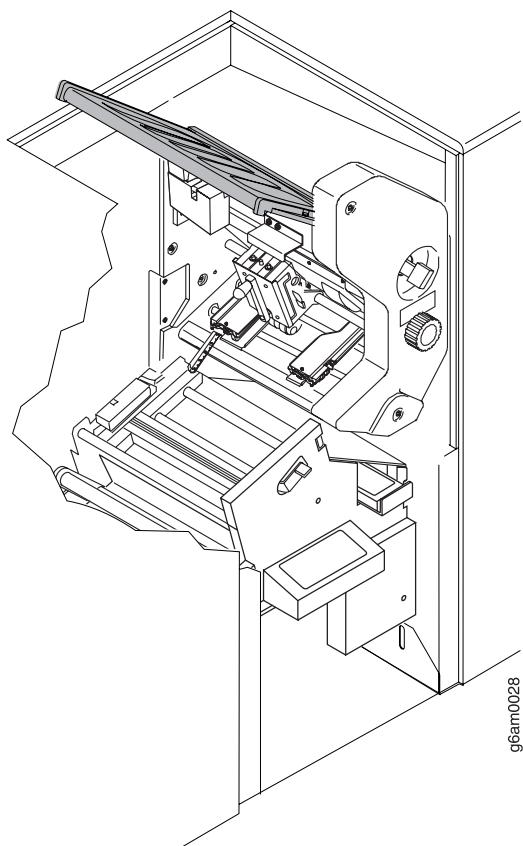
Procedure:

Procedure

1. Open the center and top covers of the printer.
2. If you are using the stacker, ensure that the **Forms Set** indicator on the printer control panel is set to match the fold direction of the fold perforation that is closest to the red line on the transfer station lower tractors. If it is not, press the correct **Forms Set** key.



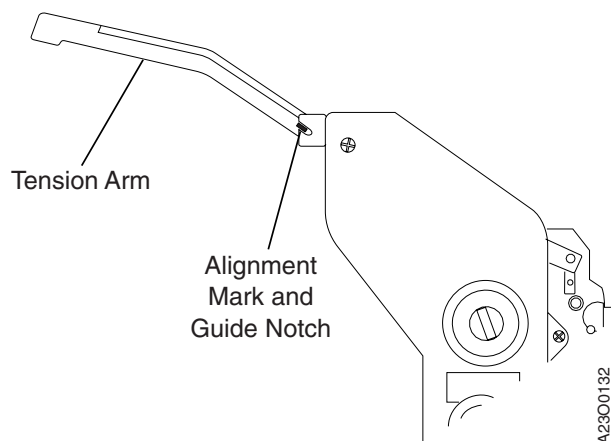
3. Locate the guide notch on the transfer station frame.



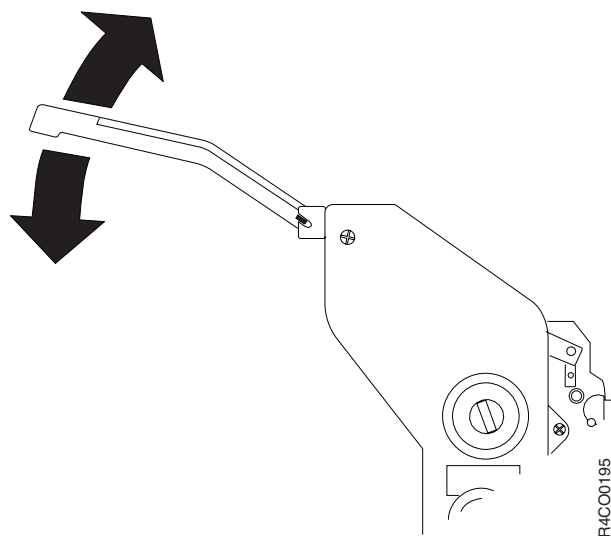
4. For the printer to operate, the line on the tension arm must be visible through the guide notch. If it is not visible, do the following to move the tension arm to the correct position:

Note: It is necessary to hold the tension arm down while you press the stacker table **UP** switch or the **Puller Run** button.

Note: It is necessary to hold the tension arm down while you press the **Puller Run** button.



- a. Press the **Puller Run** button on the left side of the input area. This causes the puller rolls to run for five seconds.
- b. Gently push the tension arm to the correct position.



- c. When the line is visible in the guide notch, turn on the forms path vacuum by pressing the forms path vacuum push button. The **Vacuum-Off** warning indicator flashes and then stays off.
 - d. If the intervention panel is still displayed, press **Check Reset** on the operator panel or the touch panel. If the message continues, contact your service representative.
5. Close the center and top covers of the printer.

6. Select **Start** on the printer operator panel or on the Main touch panel for the affected printer.
7. If the tension arm is in the correct position, but the 079A CHECK TENSION ARM message is still displayed, contact your service representative. See “Service call procedure” on page 44 for instructions.

Splicing tractor forms

Before you begin

You need the following items when you splice forms:

- A supply of the same type of forms as those that are currently loaded
- The splicing tape

Note: Splicing tape that has been exposed to air for more than 24 hours tends to lose its adhesive quality. If the tape does not seem sticky, discard the roll and use a new one.

About this task

Do this procedure to splice a new supply of boxed tractor forms to the last page of the previous supply of forms. Roll-feed forms are typically spliced at the roll (on the unwinder).

Note: This procedure is for tractor forms. Splicing cannot be done at the splicing table if the hardware for printing tractorless forms is installed.

The controls you need to accomplish this task are available on both the Main touch panel and on the printer operator panel of the affected printer. Because you work with mechanisms inside the printer covers, we recommend that you use the printer operator panel.

Procedure:

Procedure

1. Open the center front and center top covers of the printer.
2. Select **Stop** on the printer operator panel or on the Main touch panel for the affected printer.

Note: Do *not* switch power to the printer off during this process.

3. If you are changing from roll-feed forms to boxed fan-fold forms, do the following to remove the roll-feed forms:
 - a. Cut the roll-feed forms just below the end-of-forms sensor in the input area.
 - b. Attach the input end of the form to the printer frame using a magnet. Ensure that the end-of-forms sensor is not covered by the form in the input area.
4. If you are splicing fan-fold forms, locate a supply of boxed fan-fold forms and have it available near the forms input area.
5. Locate a fresh roll of splicing tape.
6. Open the tractor covers.

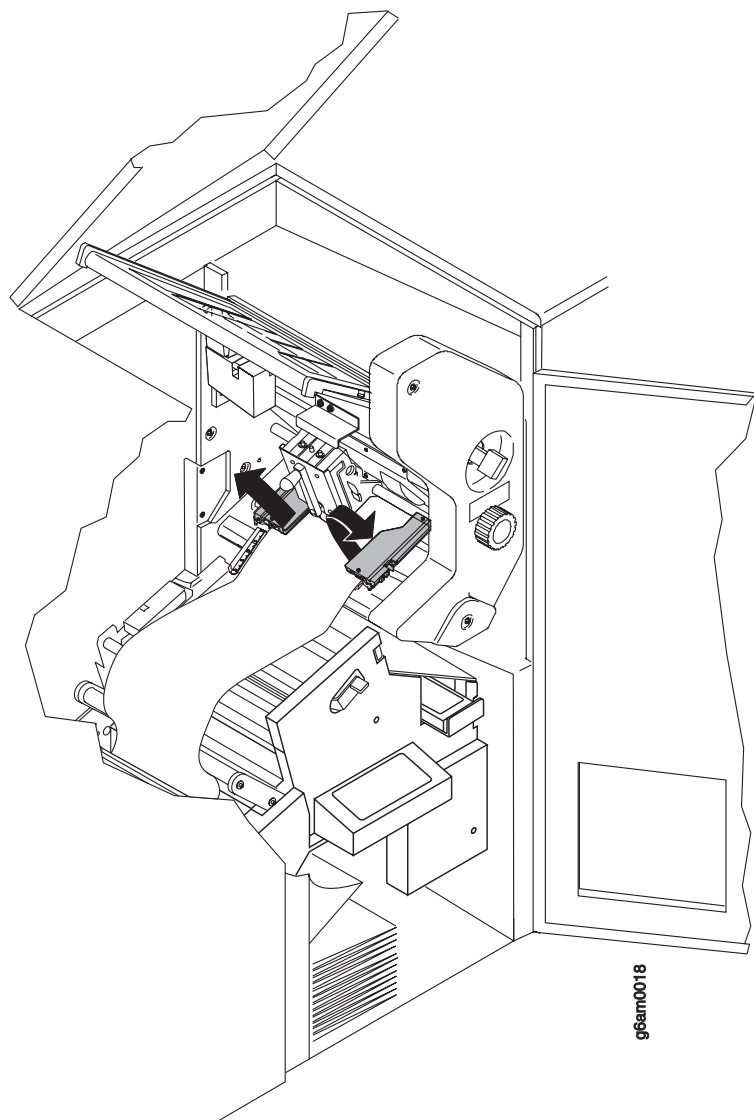


Figure 56. Tractor covers

7. Loosen the thumbscrew on the rear paper-edge guide with the toner mark/side verify sensor **(1)** (see Figure 57 on page 152).

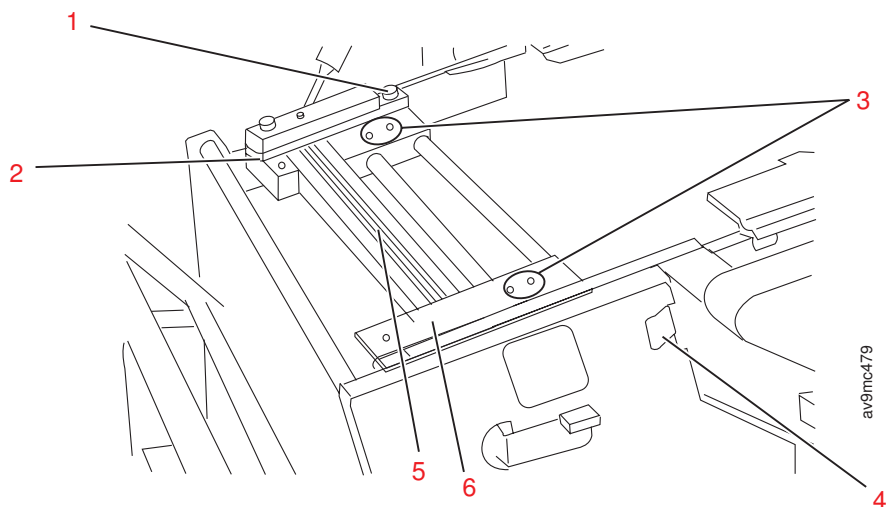


Figure 57. Splicing table

8. Move the rear paper-edge guide (2) to the proper paper width so that the tractor holes are aligned with the guide pins (3) on the front and rear guides. Press down on the metal plate (6) (see Figure 57).
9. Lift the paper out of the tractors and push it up so that the trailing edge aligns with the center of the splicing table tape slot. There should be some slack in the forms (3) .

Note: This step cannot be performed if the hardware for printing tractorless forms is installed. Instead, advance the paper and splice to the right of the splicing table.

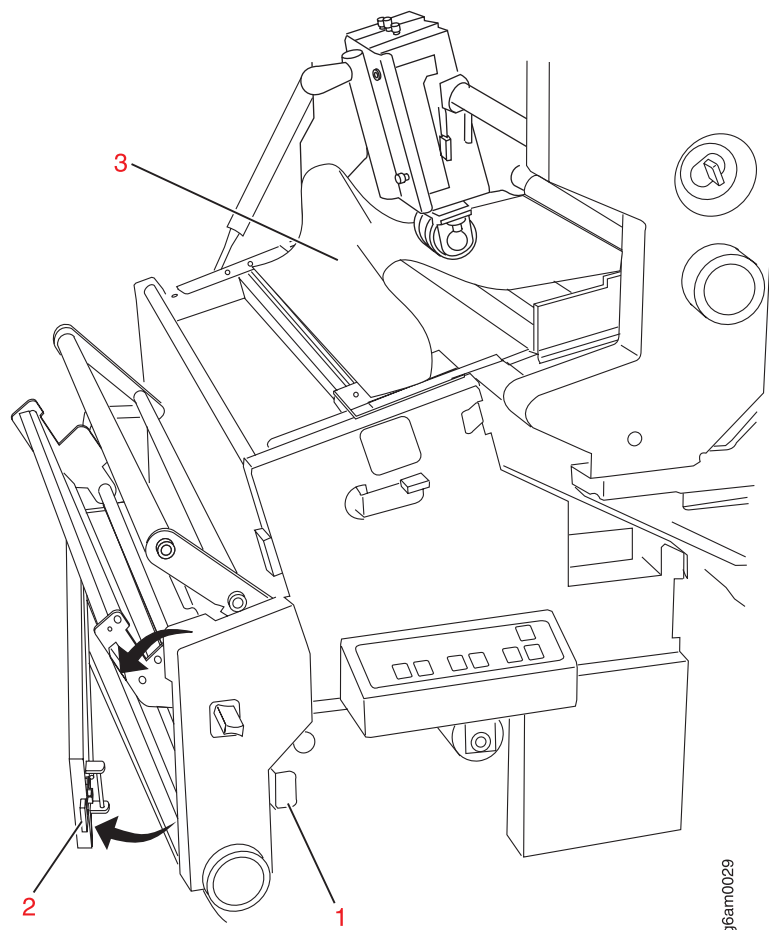


Figure 58. Tension gate

10. Align the tractor holes with the front and rear guide pins.
11. Move the **Splice Lever** to the "Splice" position to turn on the splicing table vacuum. You see the 0782 SPLICE LEVER IN SPLICING POSITION message.

Note: When the splicing table vacuum is on, you should hear a hissing sound and feel suction if you put your finger on the tape slot.

12. If you are splicing fan-fold forms, move the box of fan-fold forms into the forms input area.
13. Open the tension gate by pushing in (1) and pulling out on (2) (see Figure 58).
14. Thread the new forms to be spliced as shown in the threading diagram on the printer. See "Paper paths" on page 70 for detailed instructions on threading forms through the paper path.

Note: Tractored forms must be spliced at a perforation that is centered between tractor holes. Ensure that the fold direction of the new forms is the same as the fold direction of the currently-loaded forms. If necessary, tear off a page of the new forms.

15. Move the new forms into position. Align the leading edge of the new forms with the center of the splicing table tape slot. Align the tractor holes with the front and rear guide pins.
16. Close the tension gate.

17. Ensure that the forms are aligned squarely on the tape slot and secure them using the splicing tape.

Note: Splicing tape tends to lose its adhesive quality when it is touched. Avoid touching the adhesive with your hands. Also, keep tape away from the forms until you are ready to actually tape them.

18. Press firmly on the forms and tape along the tape slot. Ensure that the print surfaces of both forms are securely attached to the splicing tape.
19. Move the **Splice Lever** to the "Run" position to turn off the splicing table vacuum.
20. Take up the slack in the paper web and align the forms on the tractor feed pins.
21. Press the blue button (4) to release the web support guide so that it covers the guide pins at the front of the splicing station.

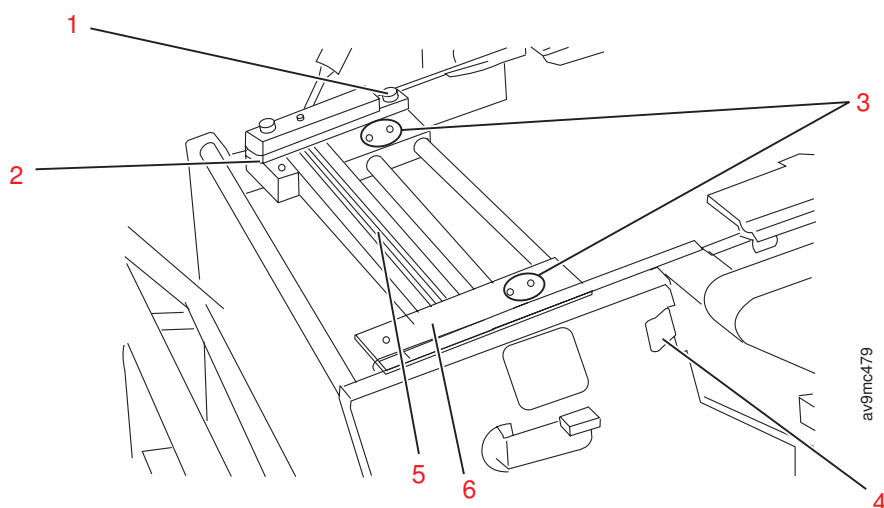


Figure 59. Splicing table

Ensure that the new forms are correctly loaded. They should pass from the input area and over the forms guides on the left side of the splicing table.

22. Close the tractor covers.
23. Lift the paper off the rear guide pins and move the rear paper-edge guide with the toner mark/side verify sensor to the run position. See "Adjusting the rear paper-edge guide and Dual Toner Mark/Side Verify Sensor" on page 146.
24. Close the center front and center top covers of the printer.
25. Select **Start** on the printer operator panel or on the Main touch panel for the affected printer.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Aligning tractorfed forms

About this task

In duplex printing, the printer will normally automatically align forms when you select **Start** if the **Auto Align** field is set to "Yes". The Auto Align setting can be found by selecting Printer Definition | Printer | Setup from the console. However, at times you will need to align forms manually.

Do this procedure to align tractorfed forms in duplex mode and whenever the Align Forms Required message displays in the Operator Messages area of the Main touch panel.

Procedure:**Procedure**

1. Make sure that the forms are aligned correctly in Printer 1 and that the forms are draped correctly between the printers.
2. Select **Start**. Although nothing happens initially when you select **Start**, the printer will align itself as the job is printed.

What to do next**Note:**

The following restrictions apply to using the auto align function:

- You cannot auto-align if you are using intelligent postprocessing devices.
- You cannot auto-align if you are using the UP3I intelligent pre- and postprocessing interface.
- You must have **Side Verify** enabled (**Forms** → **Special Marks** → **Side Verify Marks** → **Edit**) unless you're running tractorless on the InfoPrint 4100.
- Forms cannot be less than 3 inches in length.
- Auto-align of a duplex system cannot be done if the system is out of paper.

Note:

1. Proper completion of this task is important to ensure that Printer 2 prints side 2 pages correctly opposite the side 1 pages that were printed by Printer 1.
2. Side 2 Verify functionality prints verification marks on side 1 and then reads those marks in Printer 2 to ensure that side 1 is aligned with side 2.
3. You can print numbers next to the verification marks on both sides of the pages by using the **Side Verify Page Numbers** item on the Printer - Setup panel. You can then visually inspect these marks to ensure that sides 1 and 2 of the forms are properly synchronized. See "Verifying synchronized duplex printing for

tractored forms” on page 195 and the “Printer Configuration Items” table in the *Planning and Configuration Guide* for more information

Select one of the following alignment procedures to load forms in duplex mode or when you receive an error in the Operator Messages area of the Main touch panel:

- “Aligning forms in both printers”
- “Aligning forms with no forms in Printer 2” on page 158
- “Aligning forms when forms are broken between printers” on page 160

Aligning forms in both printers

Before you begin

This procedure assumes that:

- The form position is set properly based on its paper size on Printer 1 before beginning this procedure or the resulting print will not be aligned at the top of the form.
- You have visually checked the entire forms path and have found that the forms are not separated.
- All interventions are cleared. If interventions exist, you may have to manually re-thread the forms and then select **Check Reset** until all interventions are cleared and remain cleared.

About this task

Do this procedure to align forms that are loaded through both printers in a duplex system.

Procedure:

Procedure

1. Select **Forms** → **Align Forms** to display the Align Forms panel.

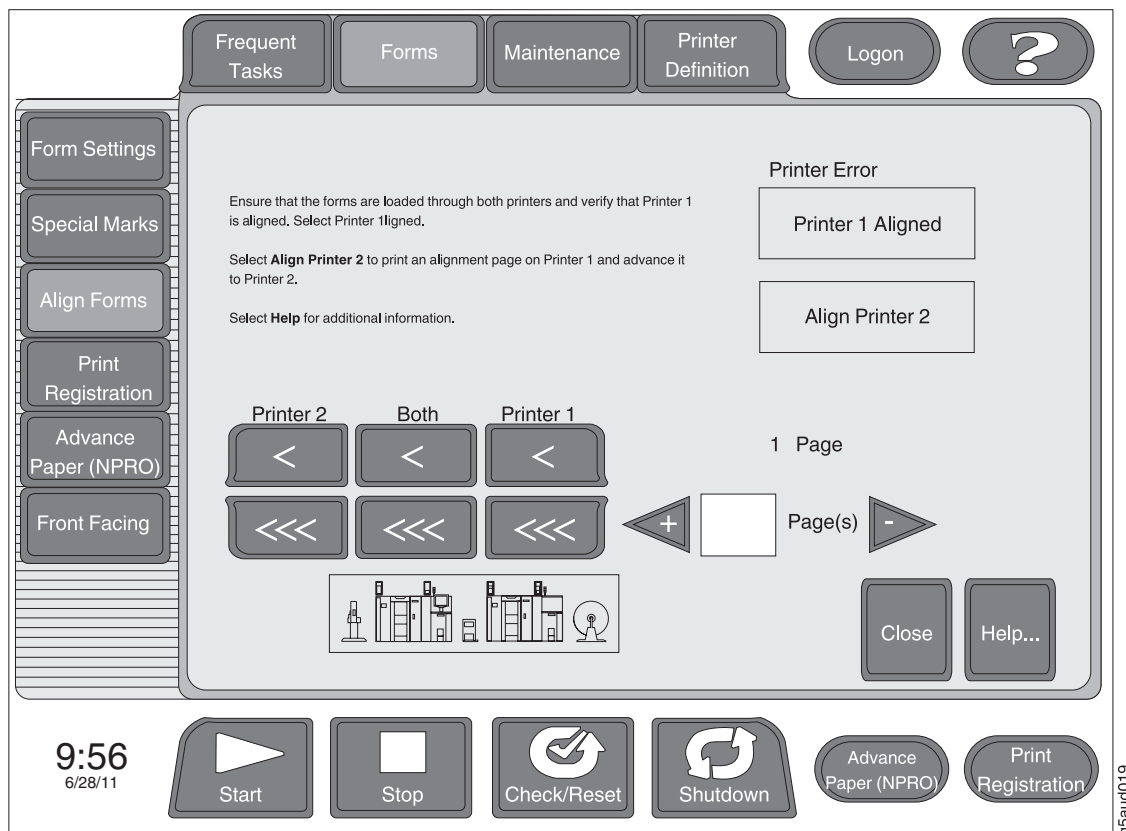


Figure 60. Align Forms panel

2. Ensure that forms are properly threaded through Printer 1 and Printer 2.
3. If you would like to change the length of the paper between the printers, select the appropriate paper advance (feed page) key on the Align Forms panel or on the printer operator panel.
To permanently change the length of the paper between printers, change the value of "Printer 1 to Printer 2 Distance" on the Printer - Setup panel (**Printer Definition** → **Printer** → **Setup**).
4. Select **Printer 1 Aligned** on the Align Forms panel after you have visually verified that the forms are aligned. This activates the **Align Printer 2** function.
5. Select **Align Printer 2**.
 - a. This prints an alignment mark on a page in Printer 1, which is designated as an alignment page.
If you are using perforated forms, the alignment mark is printed on the leading perforation of the page.
A one-bar or two-bar pattern is also printed on the alignment page to show whether Side 1 or Side 2 of the form is being printed on Printer 1.
 - b. This feeds a fixed length of forms through both Printer 1 and Printer 2.
The fixed length is based on the **Printer 1 to Printer 2 Distance** configuration item shown on the Printer - Setup panel. It is a multiple of the current loaded Snapshot page length that is closest to the "Printer 1 to Printer 2 Distance" without exceeding it.
6. Visually verify that the alignment mark printed on Printer 1 is aligned to the correct form length mark on the input station alignment scale on Printer 2.

Note: When forms are longer than 14" in size, the printer prints a dashed line with 14" next to it. Line this mark up with the 14" mark on the ruler in Printer 2. Otherwise, the alignment line would not reach the ruler.

- a. If the Printer 1 alignment mark is short of the appropriate forms length scale mark in Printer 2, select the appropriate paper advance (feed page) key on the Align Forms panel or on the printer operator panel, pressing as many times as necessary until the Printer 1 alignment mark is aligned at Printer 2.
 - b. If the Printer 1 alignment mark is past the forms length scale mark in printer 2, add some more buffer loop between Printer 1 and the Buffer/Flipper Unit. Select the appropriate paper advance (feed page) key several times. Then select **Cancel** on the panel. You must now perform this Align Forms procedure again.
7. After you have visually verified that the Printer 1 alignment mark is aligned correctly on Printer 2, select **OK** at the verification panel. This informs the control unit that the alignment is complete.
 8. If a postprocessing device is installed and not threaded, select **Advance Paper (NPRO)** to advance enough forms to thread the postprocessing device.
 9. Select **Close** to close the panel.
 10. Select **Start** on the printer operator panel or on the Main touch panel to begin printing.



CAUTION:

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For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

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Aligning forms with no forms in Printer 2 Before you begin

This procedure assume that:

- The form position is set properly based on its paper size on Printer 1 before beginning this procedure or the resulting print will not be aligned at the top of the form.
- You have visually checked the entire forms path and have found that the forms are not separated.
- All interventions are cleared. If interventions exist, you may have to manually re-thread the forms and then select **Check Reset** until all interventions are cleared and remain cleared.

About this task

Procedure:

Procedure

1. If there is not enough slack to load forms through both printers, select the appropriate paper advance (feed page) key on the Align Forms panel or on the printer operator panel, to advance enough forms through Printer 1 to load Printer 2.
2. Select **Forms** → **Align Forms** to display the Align Forms panel.

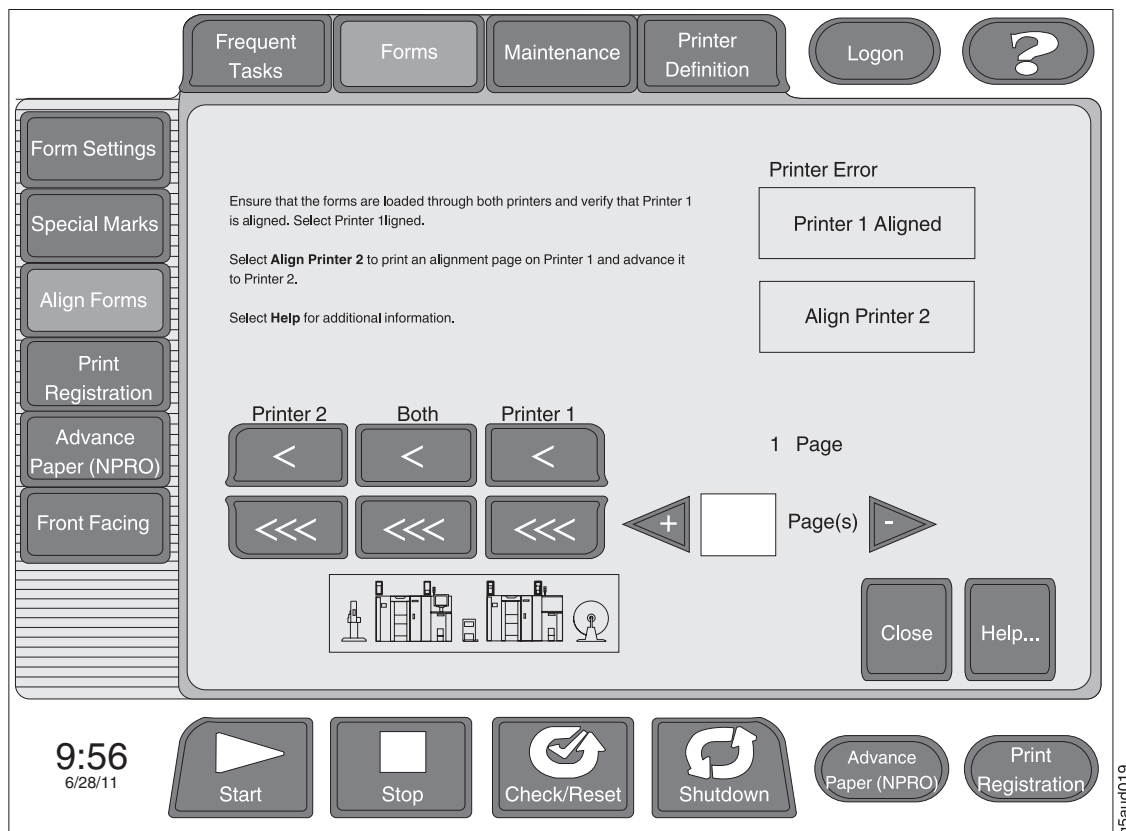


Figure 61. Align Forms panel

3. Select **Printer 1 Aligned** on the Align Forms panel after you have visually verified that the forms are aligned. This activates the **Align Printer 2** function.
4. Select **Align Printer 2**.
 - a. This prints an alignment mark on a page in Printer 1, which is designated as an alignment page.
If you are using perforated forms, the alignment mark is printed on the leading perforation of the page.
A one-bar or two-bar pattern is also printed on the alignment page to show whether Side 1 or Side 2 of the form is being printed on Printer 1.

Note: When forms are longer than 14" in size, the printer prints a dashed line with 14" next to it. Line this mark up with the 14" mark on the ruler in Printer 2. Otherwise, the alignment line would not reach the ruler.
 - b. This feeds a fixed length of forms through Printer 1.
The fixed length is a multiple of the current loaded Snapshot page length that is closest to the "Printer 1 to Printer 2 Distance" without exceeding it.
5. Load the forms in Printer 2. See "Loading forms" on page 69 to select the appropriate load procedure.

6. Visually verify that the alignment mark printed on Printer 1 is aligned to the correct form length mark on the input station alignment scale on Printer 2.
 - a. If the alignment mark is aligned at Printer 2, check to see if there are enough forms between Printer 1 and the Buffer/Flipper Unit. If you need to increase the buffer loop, change the "Printer 1 to Printer 2 Distance" printer configuration item. See the item in the Printer Definition Items table in the *Planning and Configuration Guide* for more information.
 - b. If the Printer 1 alignment mark is short of the appropriate forms length scale mark in Printer 2, select the appropriate paper advance (feed page) key on the Align Forms panel or on the printer operator panel, pressing as many times as necessary until the Printer 1 alignment mark is aligned at Printer 2.
 - c. If the Printer 1 alignment mark is past the forms length scale mark in printer 2, add some more buffer loop between Printer 1 and the Buffer/Flipper Unit by selecting the appropriate paper advance (feed page) key several times. Then select **Cancel** on the panel. You must now perform this Align Forms procedure again.
7. After you have visually verified that the Printer 1 alignment mark is aligned correctly on Printer 2, select **OK** at the verification panel. This informs the control unit that the alignment is complete.

Note: If your visual verification of alignment is incorrect, printing will not be allowed to occur.

8. If a postprocessing device is installed and not threaded, select **Advance Paper (NPRO)**, or select the appropriate paper advance (feed page) key on the Align Forms panel or on either printer operator panel, as many times as necessary to advance the forms enough to thread the postprocessing device.
9. Select **Close** to close the panel.
10. Select **Start** on the printer operator panel or on the Main touch panel to begin printing.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

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Aligning forms when forms are broken between printers

Before you begin

This procedures assume that:

- The form position is set properly based on its paper size on Printer 1 before beginning this procedure or the resulting print will not be aligned at the top of the form.
- You have visually checked the entire forms path and have found that the forms are not separated.

- All interventions are cleared. If interventions exist, you may have to manually re-thread the forms and then select **Check Reset** until all interventions are cleared and remain cleared.

About this task

A jam occurring between Printer 1 and Printer 2 normally causes the forms to tear and separate. Printer 1 continues to print and dump forms out on the floor between Printer 1 and Printer 2. Printer 2 feeds forms and prints until an 078A END OF FORMS message appears on Printer 2. At that time, both printers stop feeding forms.

The following procedure gives you a method of splicing the separated forms back together between Printer 1 and Printer 2 so that re-threading of Printer 2 and a postprocessing device (if installed) is not required.

Procedure:

Procedure

1. Do one of the following depending on whether the forms can be spliced:
 - a. If the forms were damaged during the separation and there is sufficient slack in the forms, splice the forms together at the Printer 2 splicing table. See "Splicing tractored forms" on page 150.
 - b. If forms were damaged by the separation and must be removed or there is not enough slack to splice the forms together, select the appropriate paper advance (feed page) key on the Align Forms panel or on the printer operator panel, to advance the forms through Printer 1 enough to splice the forms at the Splicing Table of Printer 2.
2. Select **Forms** → **Align Forms** to display the Align Forms panel.

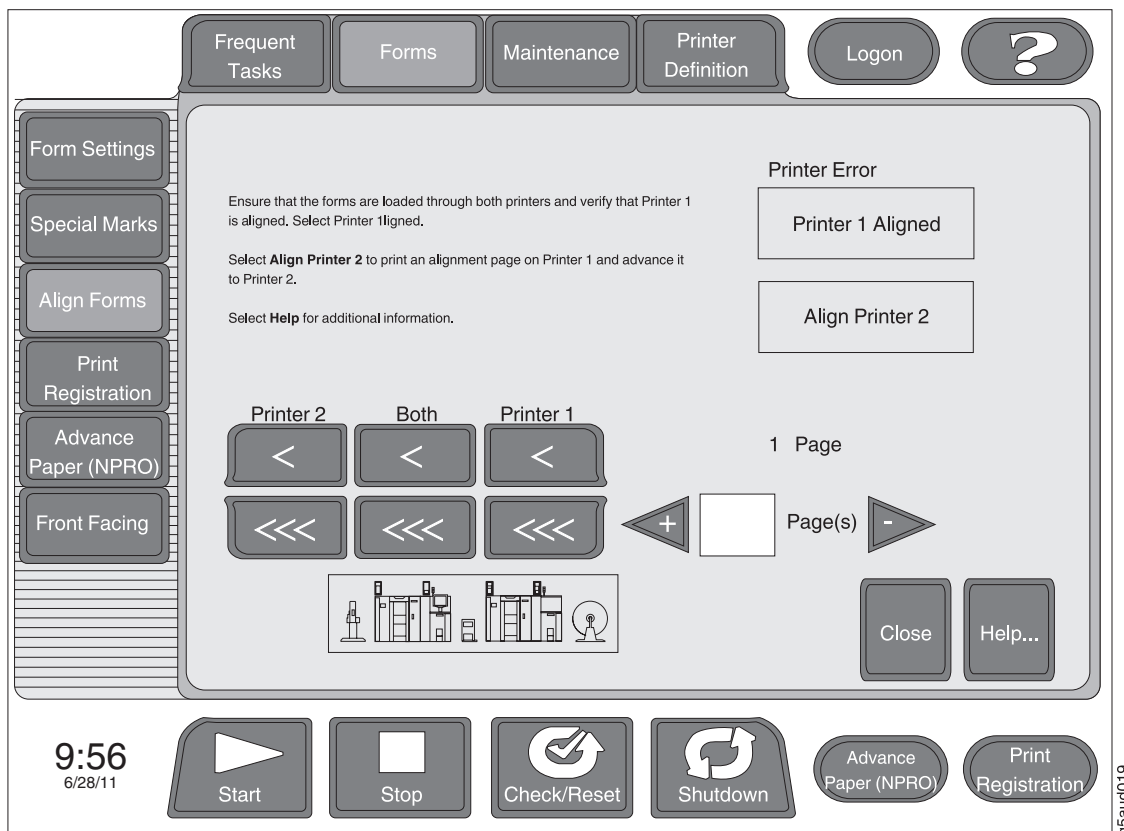


Figure 62. Align Forms panel

3. Select **Printer 1 Aligned** on the Align Forms panel after you have visually verified the forms are aligned. Then select **Align Printer 2** or press the appropriate paper advance (feed page) key on the Printer 1 operator panel. This restarts the alignment procedure.
 - a. This prints an alignment mark on a page in Printer 1, which is designated as an alignment page.
 If you are using perforated forms, the alignment mark is printed on the leading perforation of the page.
 A one-bar or two-bar pattern is also printed on the alignment page to show whether Side 1 or Side 2 of the form is being printed on Printer 1.

Note: When forms are longer than 14" in size, the printer prints a dashed line with 14" next to it. Line this mark up with the 14" mark on the ruler in Printer 2. Otherwise, the alignment line would not reach the ruler.
 - b. This feeds a fixed length of forms through Printer 1.
 It is a multiple of the current loaded Snapshot page length that is closest to the "Printer 1 to Printer 2 Distance" without exceeding it.
4. Visually verify that the alignment mark printed on Printer 1 is aligned to the correct form length mark on the input station alignment scale on Printer 2.
 - a. If the alignment mark is aligned at Printer 2, check to see if there are enough forms between Printer 1 and the Buffer/Flipper Unit. If you need to increase the buffer loop, change the "Printer 1 to Printer 2 Distance" printer configuration item. See the item in the Printer Definition Items table in the *Planning and Configuration Guide* for more information.

- b. If the Printer 1 alignment mark is short of the appropriate forms length scale mark in Printer 2, select the appropriate paper advance (feed page) key on the Align Forms panel or on the printer operator panel, pressing as many times as necessary until the Printer 1 alignment mark is aligned at Printer 2.
 - c. If the Printer 1 alignment mark is past the forms length scale mark in printer 2, add some more buffer loop between Printer 1 and the Buffer/Flipper Unit by selecting the appropriate paper advance (feed page) key several times. Then select **Cancel** on the panel. You must now perform this Align Forms procedure again.
5. After you have visually verified that the Printer 1 alignment mark is aligned correctly on Printer 2, select **OK** at the verification panel. This informs the control unit that the alignment is complete.

Note: If your visual verification of alignment is incorrect, printing will not be allowed to occur.

6. If a postprocessing device is installed and not threaded, select **Advance Paper (NPRO)**, or select the appropriate paper advance (feed page) key on the Align Forms panel or on either printer operator panel, as many times as necessary to advance the forms enough to thread the postprocessing device.
7. Select **Close** to close the panel.
8. Select **Start** on the printer operator panel or on the Main touch panel to begin printing.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

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Aligning tractorless forms

About this task

The printer aligns forms when you select **Start** if the **Auto Align** field is set to "Yes". The Auto Align setting can be found by selecting Printer Definition | Printer | Setup from the console. However, at times you will need to align forms manually. Select this task when you load forms in Duplex mode or when you receive an error in the Operator Messages area of the Main touch panel.

Note:

1. If the forms are not aligned, the Align Forms Required message is displayed. Select the message and the Align Forms panel displays.
2. The printer can align itself in duplex mode if you receive a Align Forms Required error. It will align itself as the job is printed. Nothing happens initially when you select **Start**. If you are going to use this auto-align function make sure that Printer 1 is aligned and that the forms are draped correctly between the printers.

The following restrictions apply:

- You cannot auto-align if you are using the UP³I intelligent pre- and postprocessing interface.
- You must have the **Side 2 Verify** function enabled unless you are using tractorless paper.
- Forms cannot be less than 3 inches in length.
- Auto-align of a duplex system cannot be done if the system is out of paper.

Procedure:

Procedure

1. Select **Forms** → **Align Forms**.

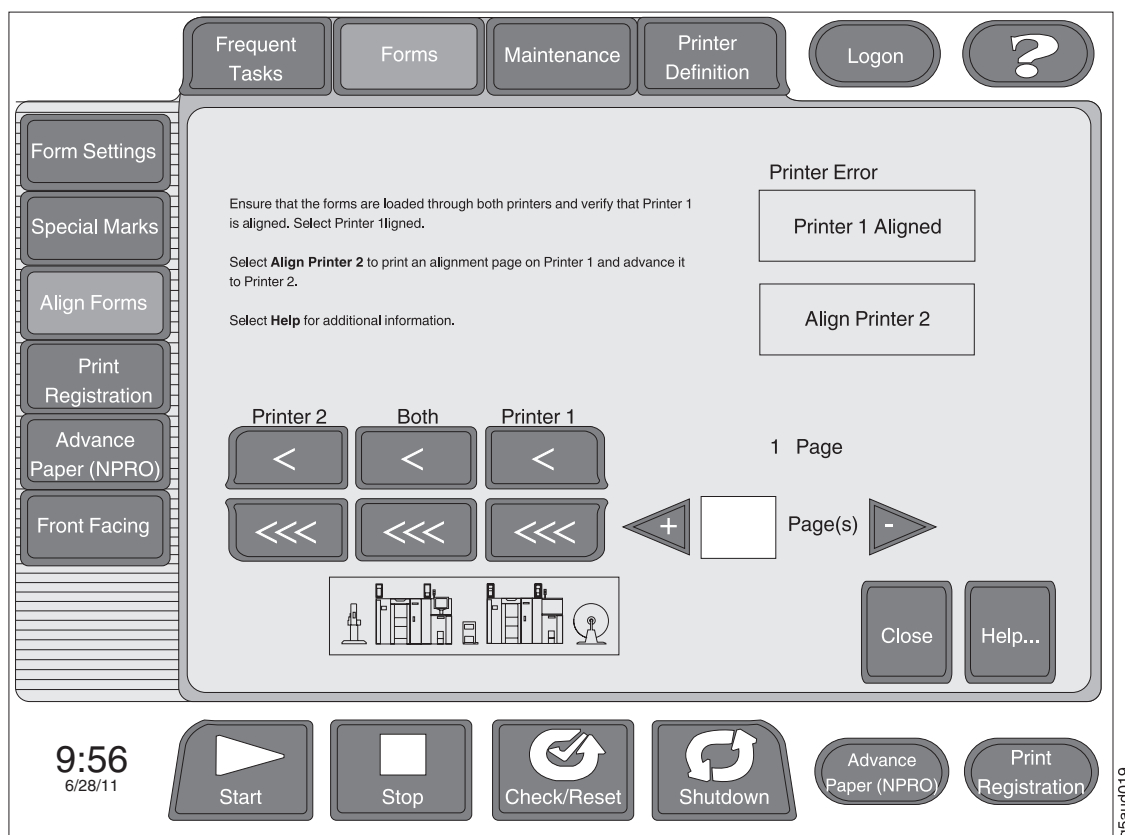
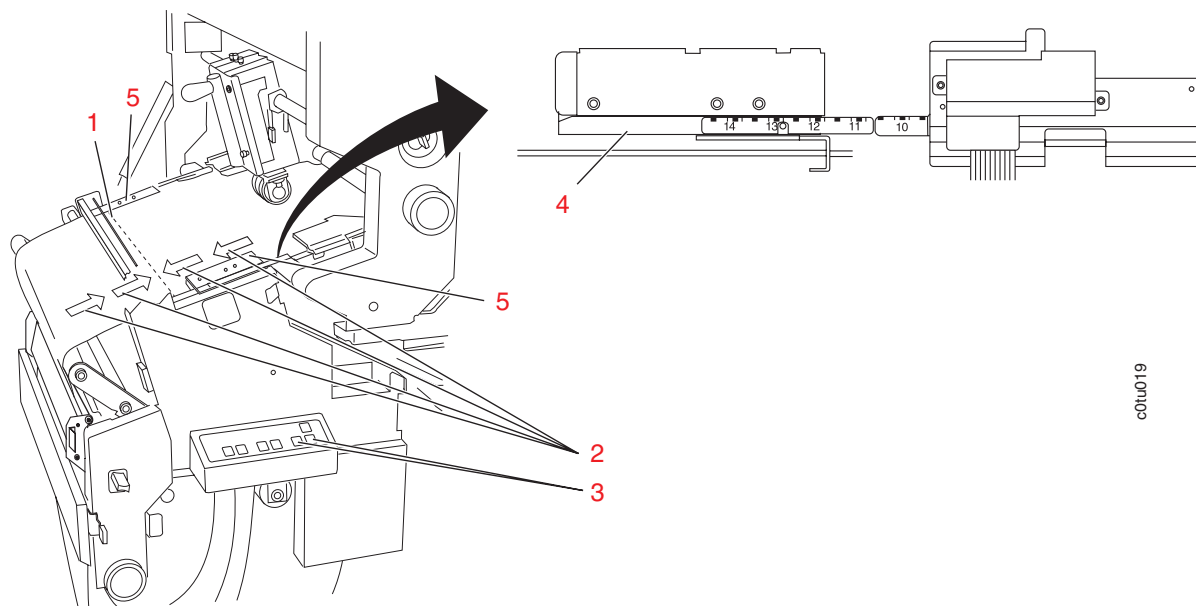


Figure 63. Align Forms panel

2. Ensure that forms are properly threaded through Printer 1 and Printer 2.
3. Select **Printer 1 Aligned** on the Align Forms panel after you have visually verified that the forms are aligned. This activates the **Align Printer 2** function.
4. Select **Align Printer 2**.
 - a. Printer 1 prints a page with a dashed line (1). It also prints one or more pages of arrows (2) on both sides of the line pointing towards it.
 - b. Printer 1 then prints a solid alignment mark on the alignment page. A one-bar or two-bar pattern is also printed on the alignment page to show whether Side 1 or Side 2 of the form is printed on Printer 1.
 - c. A fixed length of forms is fed through both Printer 1 and Printer 2. This length is based on the "Printer 1 to Printer 2 Distance" configuration item set in the Printer - Setup panel (**Printer Definition** → **Printer** → **Setup**).

5. Open the left and center covers of Printer 2.
6. Press the **Forms Feed Reverse** or **Forms Feed Forward** buttons (3) on the operator panel until the dashed alignment mark lines up with the end of the ruler at or near the 17" mark (4).



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7. Select **OK** at the verification touch panel. The solid alignment mark on the alignment page automatically aligns with the ruler.
8. Visually verify that the solid alignment mark printed on Printer 1 is aligned to the correct form length mark on the input station alignment scale on Printer 2. If the alignment mark is aligned at Printer 2, check to see if there are enough forms between Printer 1 and the Buffer/Flipper Unit. If you need to increase the buffer loop, change the "Printer 1 to Printer 2 Distance" printer configuration item. See the item in the Printer Configuration Items table in the *Planning and Configuration Guide* for more information.
9. If a postprocessing device is installed and not threaded, select **Advance Paper (NPRO)**, or select the appropriate paper advance (feed page) key on the Align Forms panel or on either printer operator panel, as many times as necessary to advance the forms enough to thread the postprocessing device.
10. Select **OK** to close the panel.
11. Select **Start** on the printer operator panel or on the Main touch panel to begin printing.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Threading a duplex system

This section describes how to thread a duplex system to achieve the following configurations:

- Straight-line (inline) configurations
- Left-angle configurations
- H configurations

Threading a duplex system in a straight-line (inline) configuration

About this task

In addition to Printer 1 and Printer 2, buffering and/or cooling equipment between the printers may need to be threaded for duplex printing. The InfoPrint 4100 model that you have will determine the equipment that must be threaded.

For InfoPrint Models TD3/4 or TD5/6 with the Web Cooling System, you must thread the Vacuum Unit (1), the Cooling Tower (2), and the Air-Bearing Turn Unit (3).

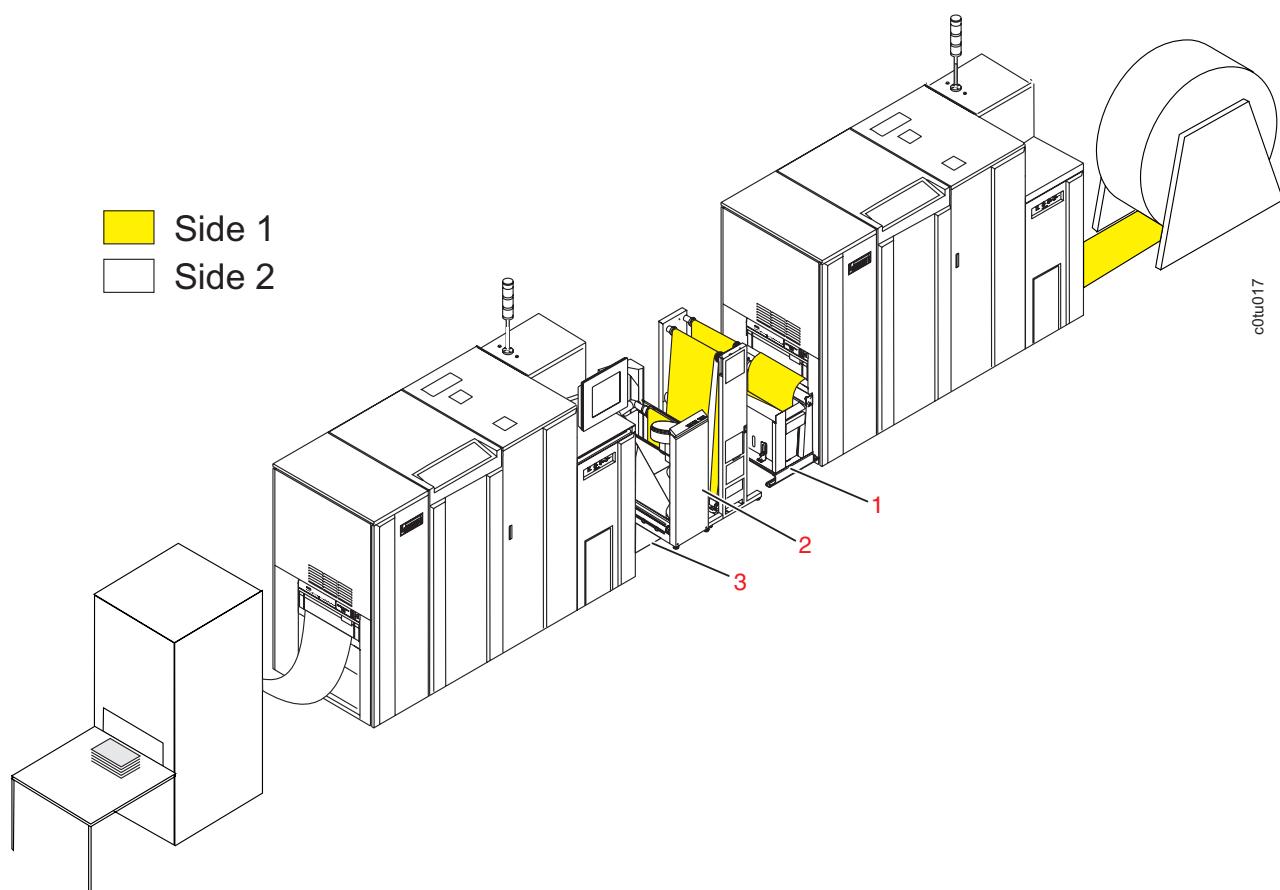


Figure 64. Straight-line (inline) configuration using the Vacuum Unit, the Cooling Tower, and the Air-Bearing Turn Unit

Do this procedure to thread a duplex system set up in a straight-line (or inline) configuration.

Procedure

When the Web Cooling System is installed, thread the forms using the following illustrations as a guide. The web will loosen in the Vacuum Unit (2) after leaving Printer 1. The forms will also need to be threaded through the Air Bearing web turn unit after leaving the Cooling Tower (1). The result is that the web is cooled and then the forms are inverted 180° between Printer 1 and Printer 2.

The web is placed on top of the rollers of the vacuum unit with a loop of loose

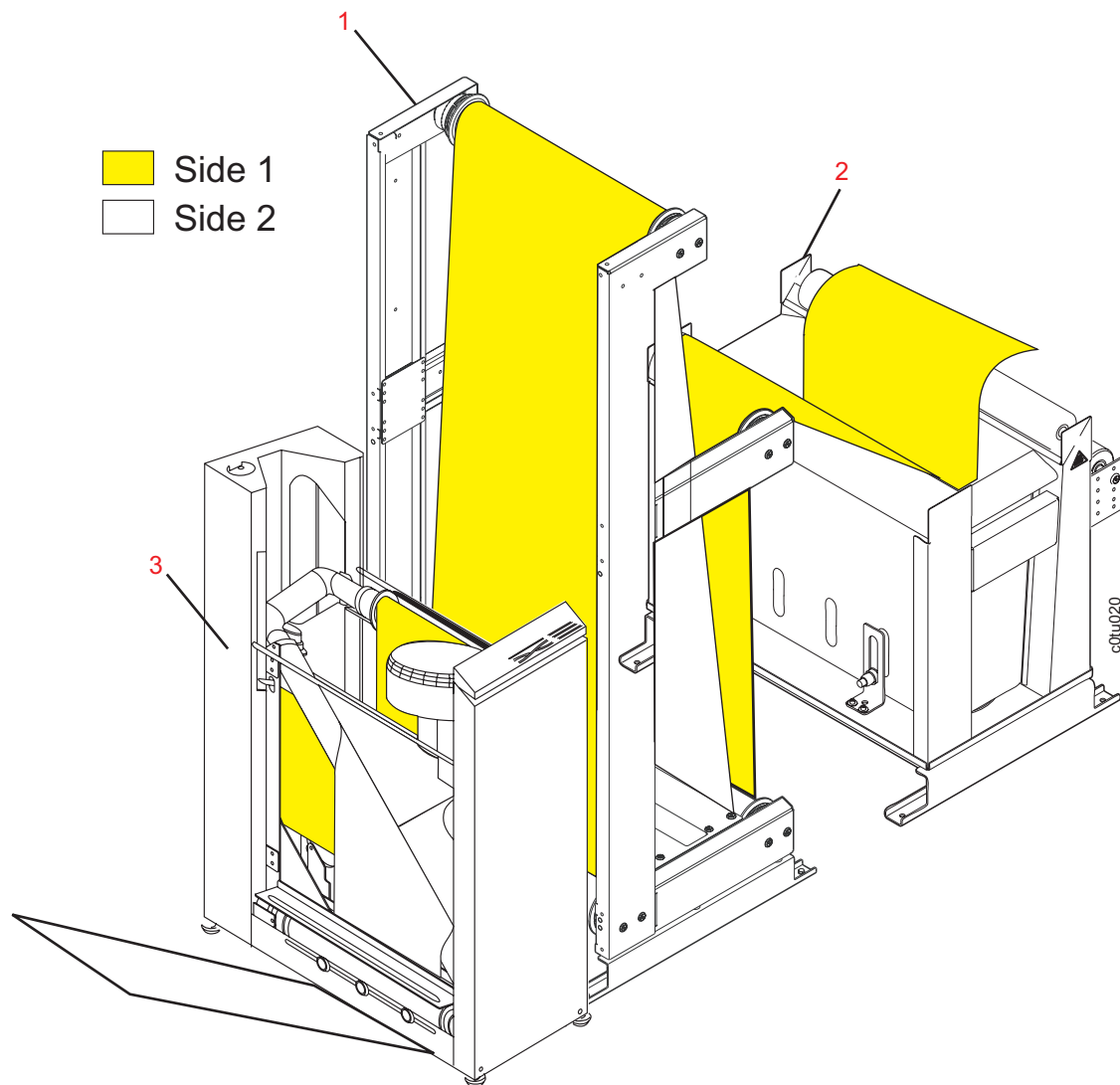
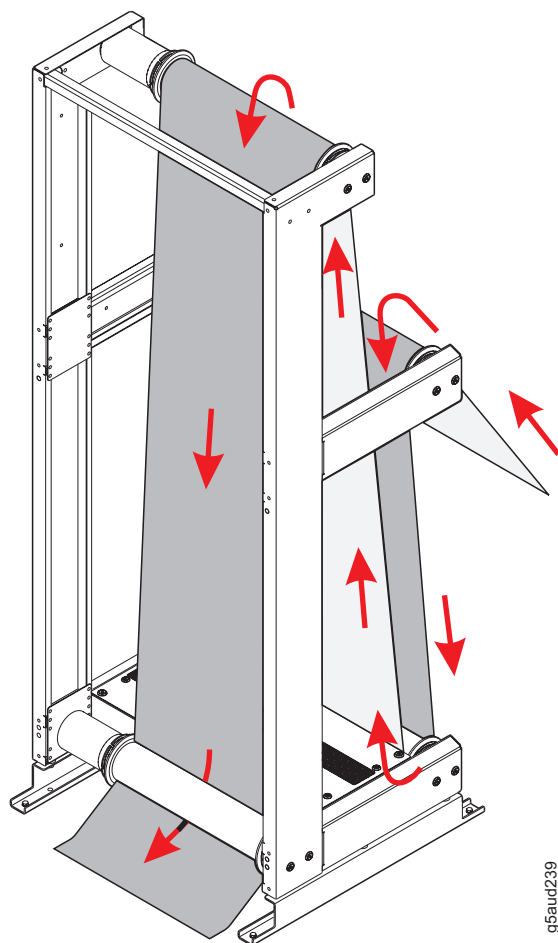


Figure 65. Threading the Vacuum Unit and the Cooling Tower

web between them.

The Cooling Tower can be threaded using the following illustration as a guide.



g5aud239

Figure 66. Threading the Cooling Tower

Threading a duplex system in a left-angle configuration

About this task

Do this procedure to thread a duplex system set up in left-angle configuration.

Threading the web cooling system in a left angle configuration:

For a printer with the web cooling system, you must thread the vacuum unit (4), the cooling tower (5), and the turn unit (6).

About this task

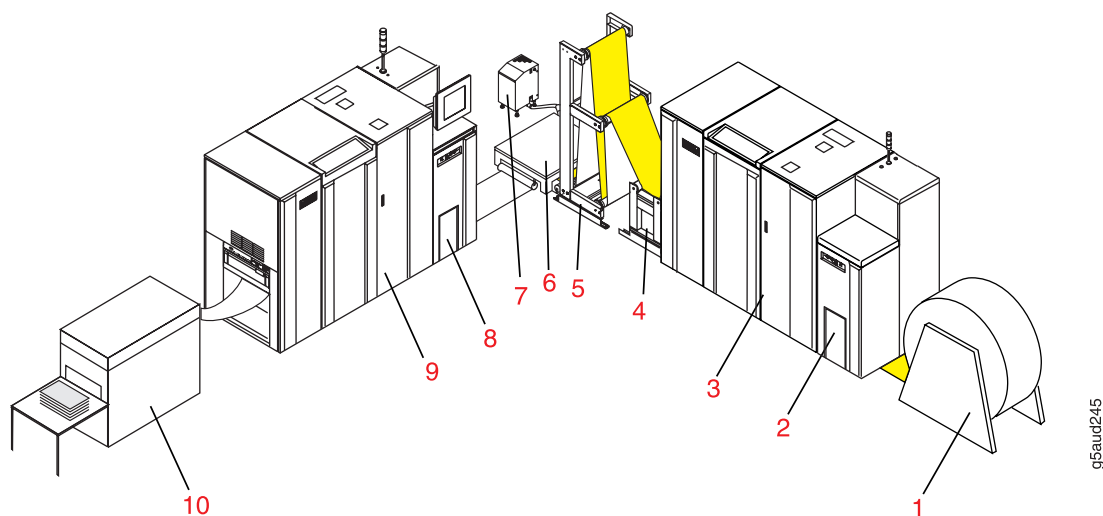


Figure 67. Left angle configuration with cooling system

Procedure

1. After the web exits printer 1 loop it down into the vacuum unit (2).

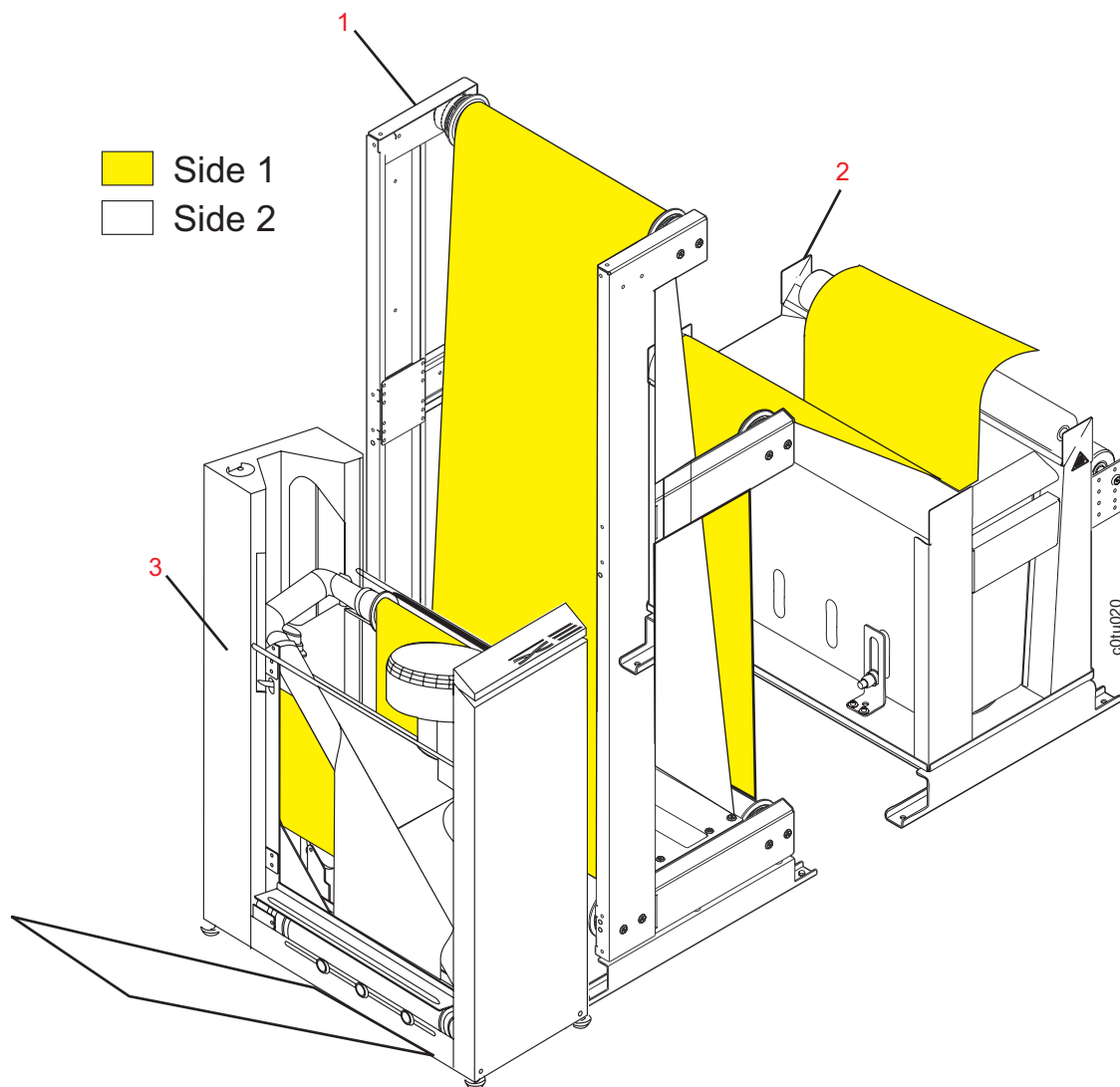
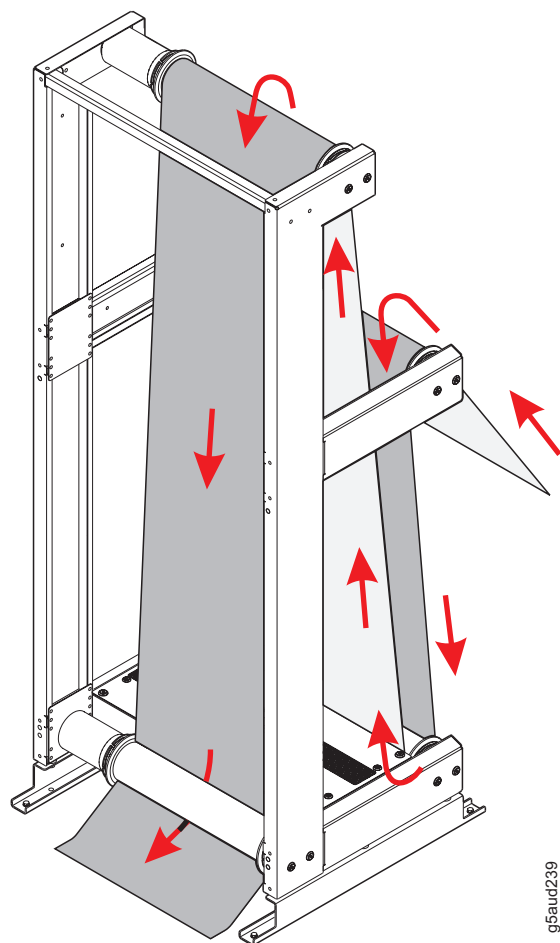


Figure 68. Vacuum unit and cooling tower

The vacuum unit provides adjustable tension on the forms to control the web and the cooling tower cools the web before it enters the turn unit.

2. Thread the web through the cooling tower



g5aud239

Figure 69. Threading the Cooling Tower

3. Thread the web through the turn unit and into printer 2.

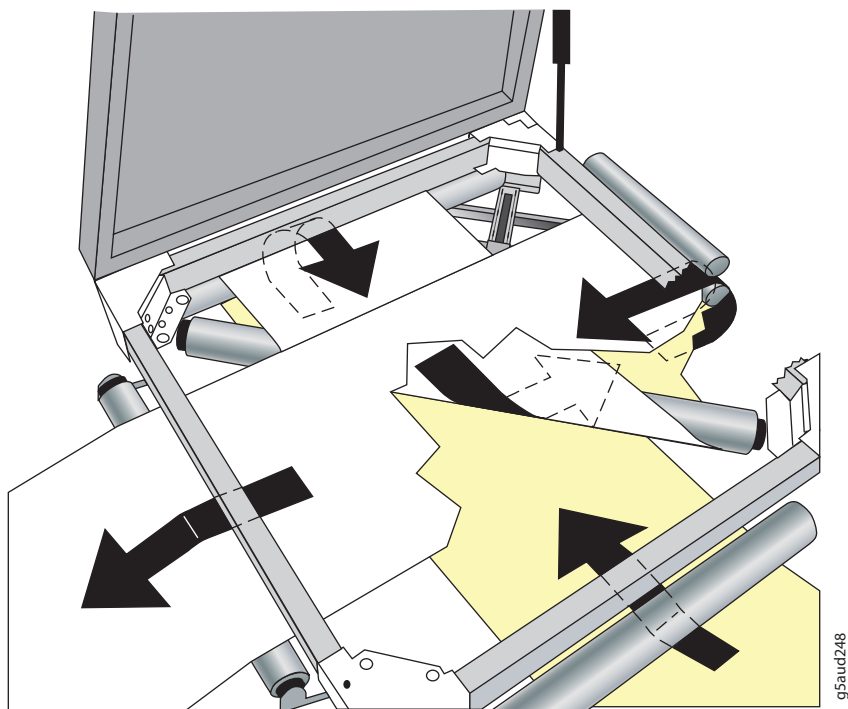


Figure 70. Turn unit with wide paper

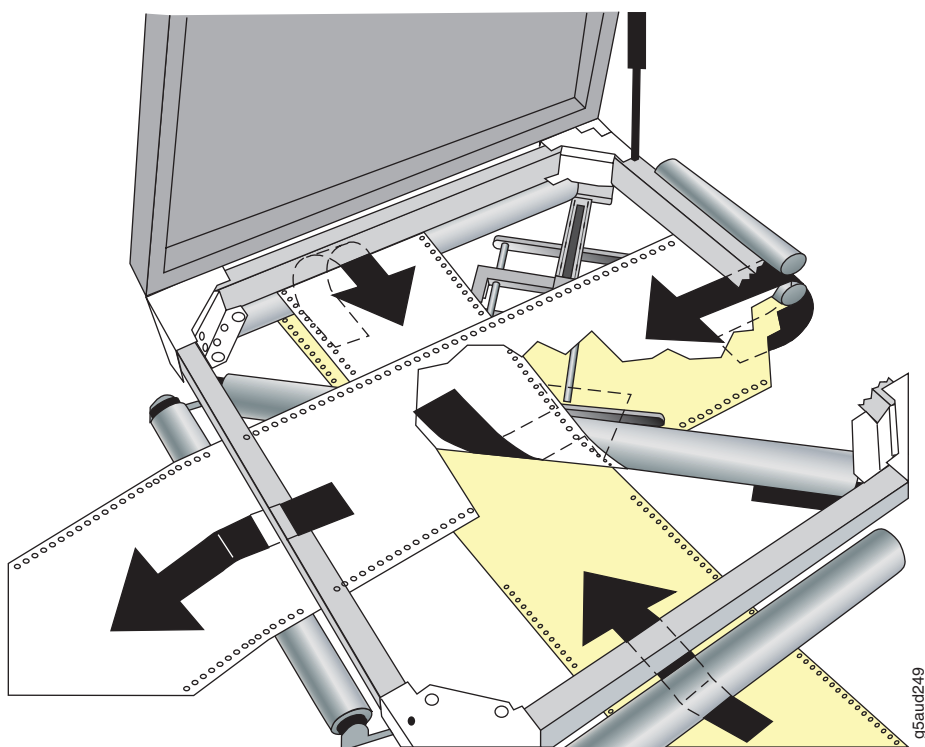


Figure 71. Turn unit with narrow paper

Results

Note: The Web Cooling System is the best cooling solution for high speed duplex printing, resulting in longer drum life and less down time.

Threading a duplex system in an H configuration

About this task

Perform this procedure to thread a duplex system set up in an H configuration, which is used for printers configured so that the fronts of both printers face in the same direction.

Threading the cooling system in an H configuration:

For a printer in an H configuration with the web cooling system, you must thread the vacuum unit (4), the cooling tower (5), and two turn units. (6).

About this task

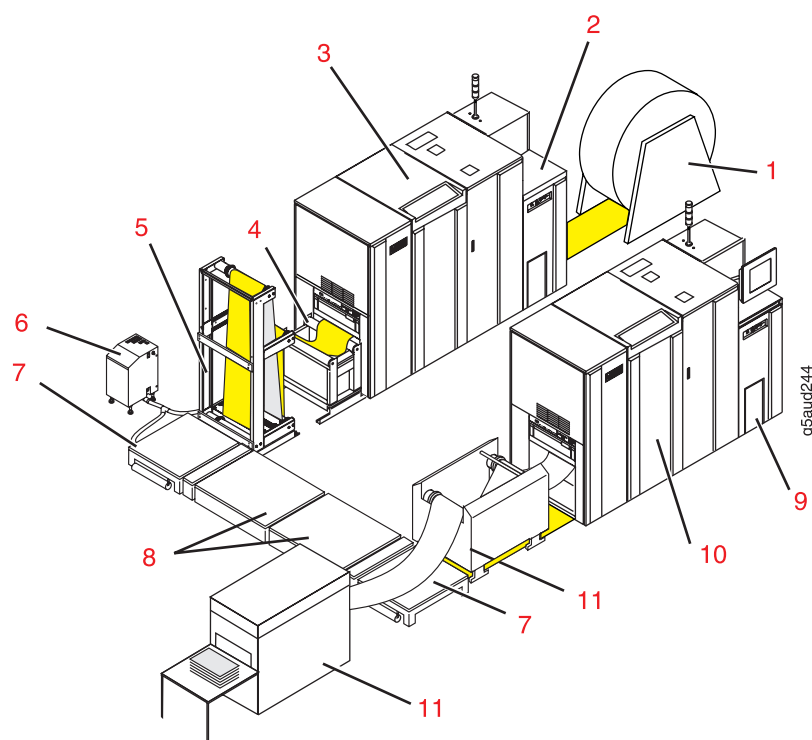
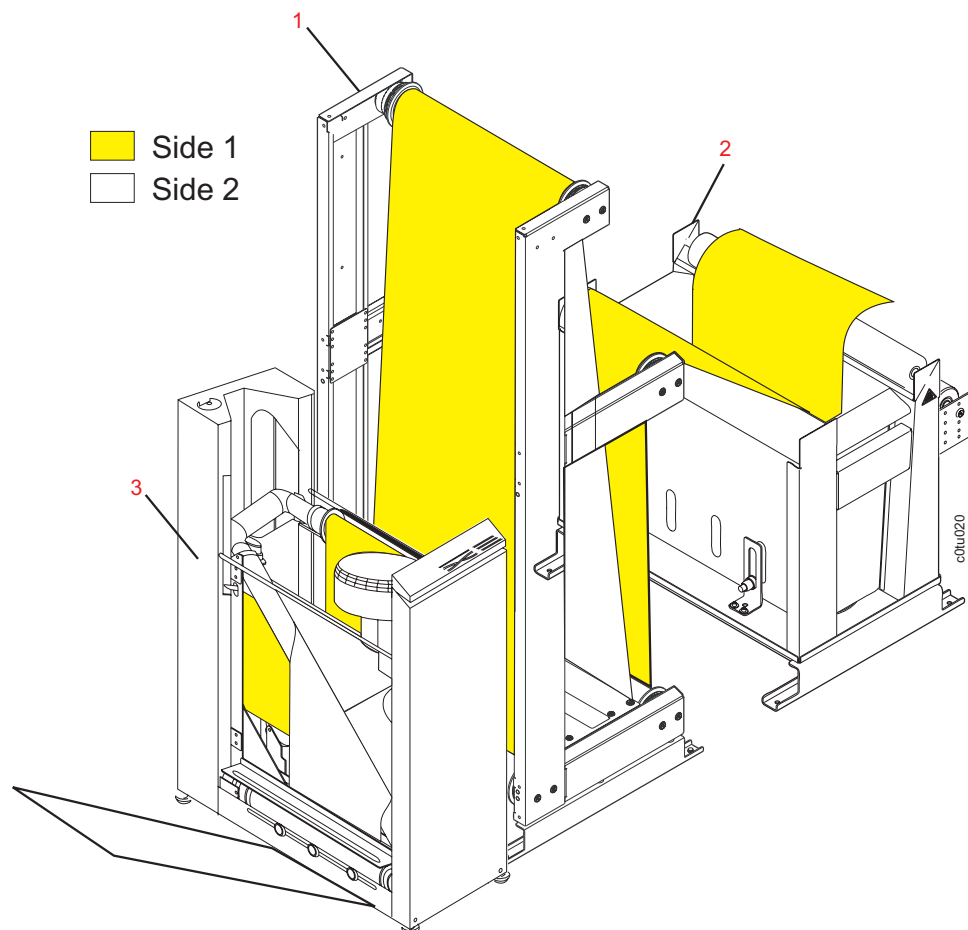


Figure 72. H configuration with cooling system

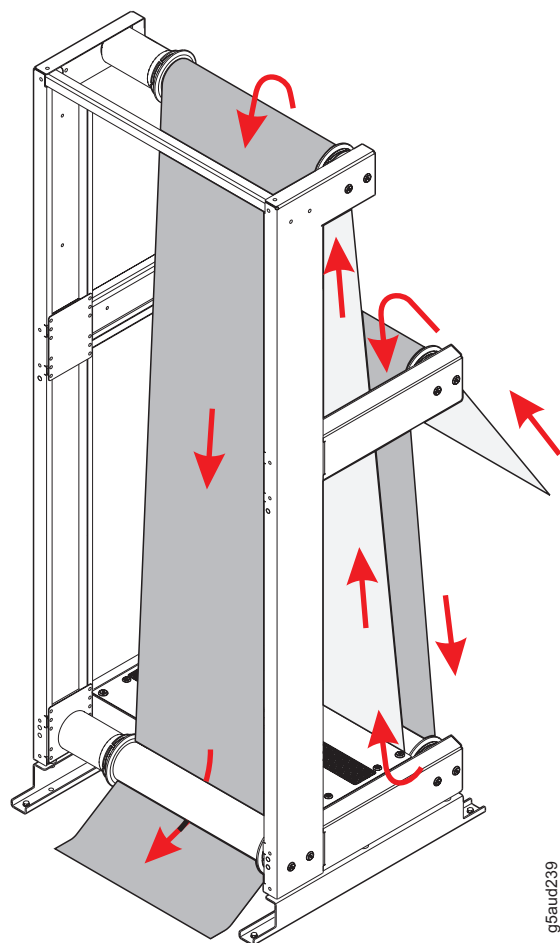
Procedure

1. After the web exits printer 1 loop it down into the vacuum unit (2).



The vacuum unit provides adjustable tension on the forms to control the web and the cooling tower cools the web before it enters the turn unit.

2. Thread the web through the cooling tower



g5aud239

Figure 73. Threading the Cooling Tower

3. Thread the paper through two turn units and two walk overs

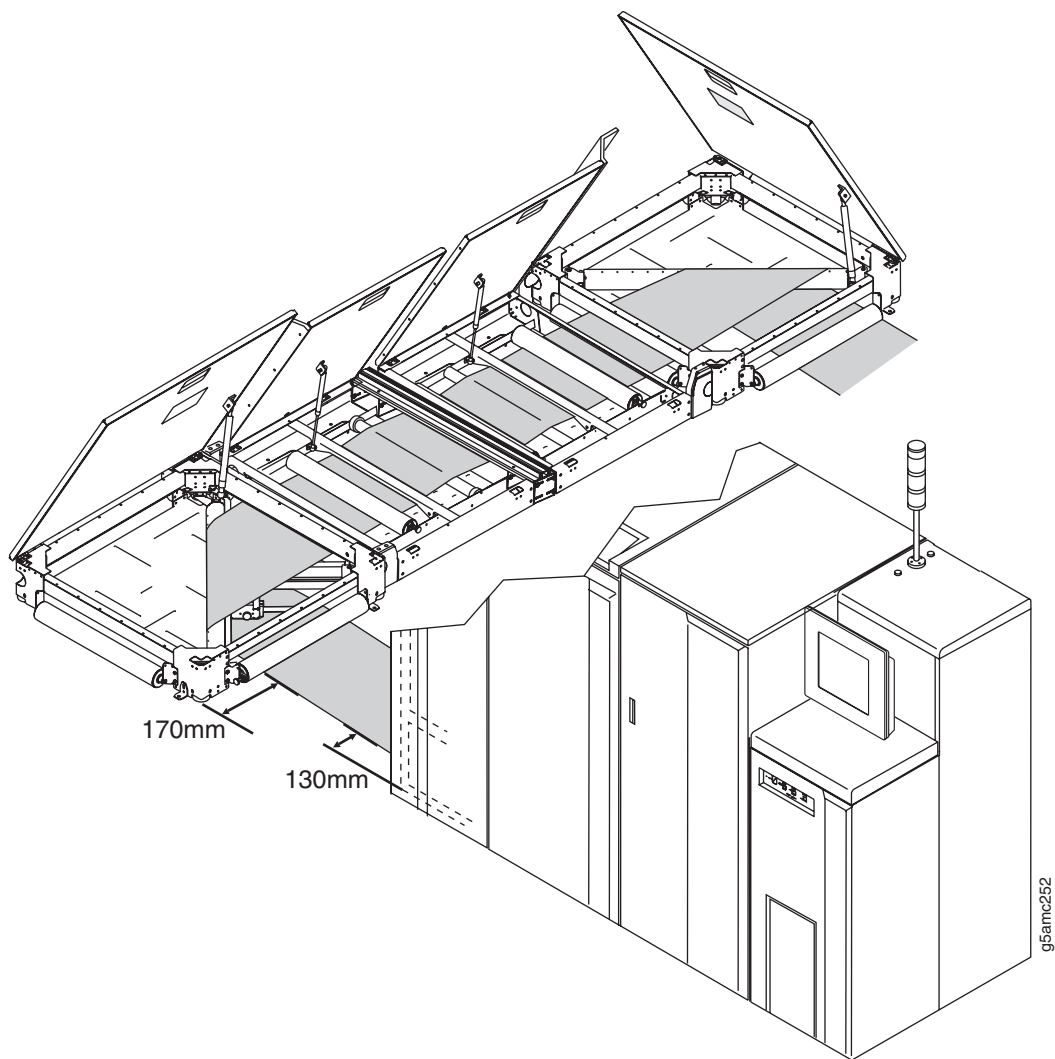


Figure 74. Turn units and walk overs.

4. Thread the web through the first turn unit and through the two walk overs.

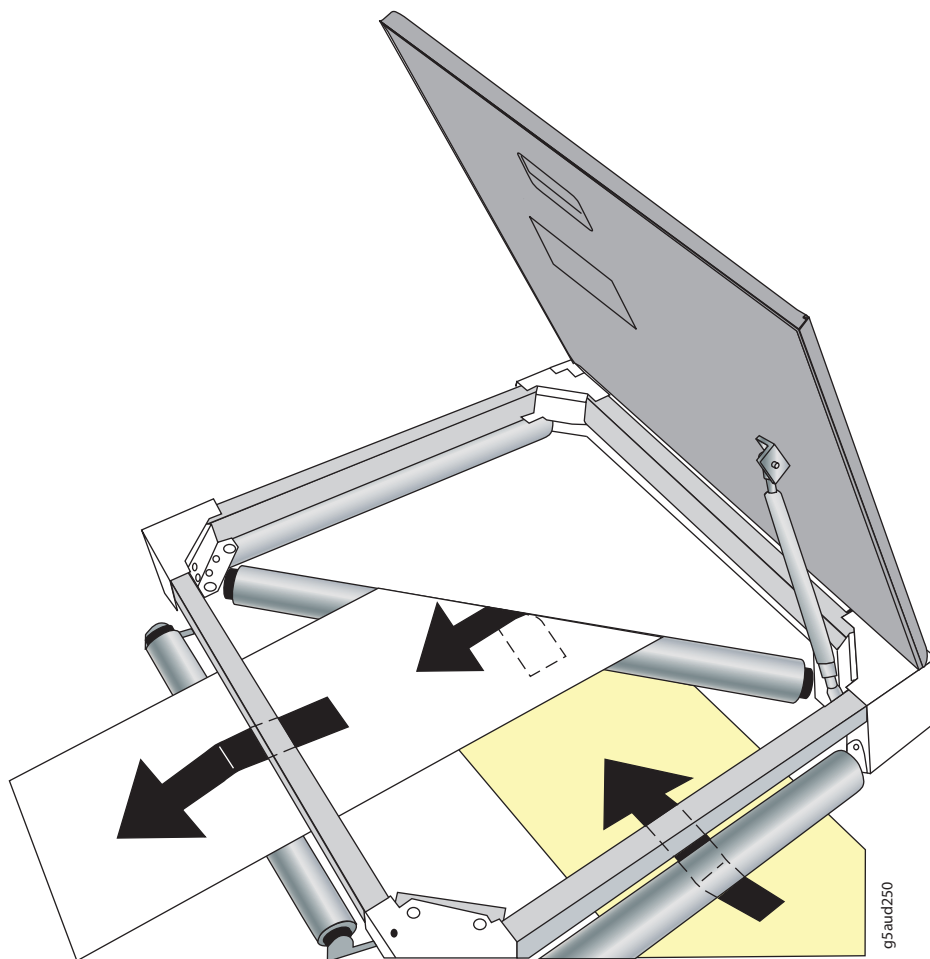


Figure 75. First turn unit

5. Set the second turn bar to the correct forms width. For wide forms, the diagonal bar will be pulled all the way to the center.
6. Thread through second turn unit and into printer 2.

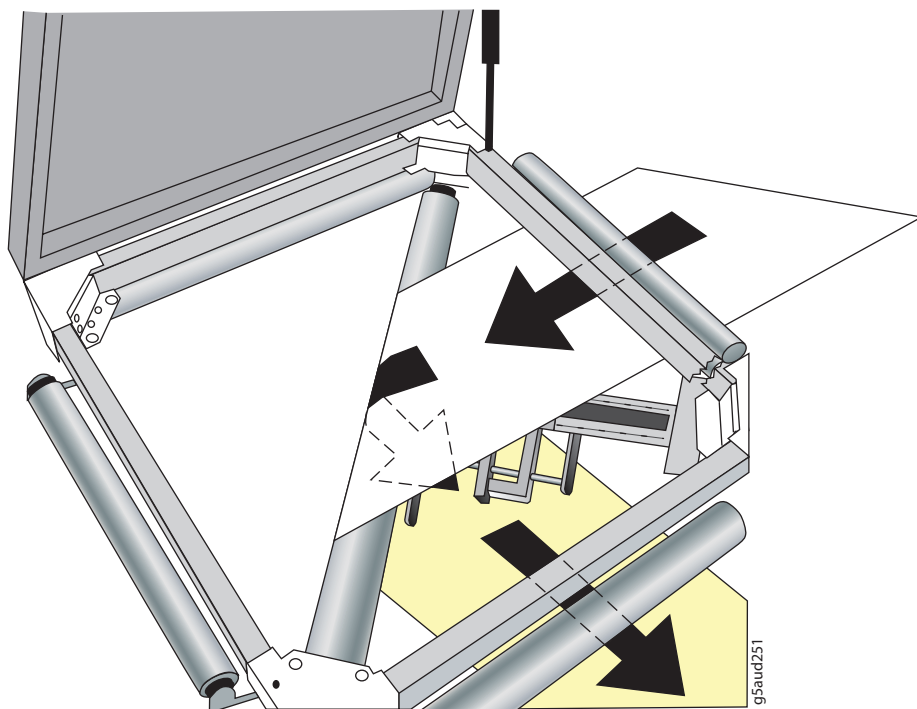


Figure 76. Second turn unit

Adjustments for paper size are made on this turn unit.

Setting printer resolution

About this task

Do this procedure to set the IPDS printhead resolution and the IPDS resolution for jobs that the printer will accept from the print server.

Procedure:

Procedure

1. Select **Printer Definition** → **PDL** → **IPDS** to display the PDL - IPDS panel.
2. Select either 600 or 480 for **IPDS Printhead Resolution**.
3. Select a value for **IPDS Resolution**. If the printhead resolution is set to 480, the **IPDS Resolution** is set to 240 and cannot be changed. If the printhead resolution is set to 600, you can set the **IPDS Resolution** to 240, 300, or 600 dpi, or you can select Automatic. When you select a specific resolution, the printer will only accept jobs in that resolution. When you select Automatic, the printer will accept jobs in any resolution.
4. Select **OK** to save your settings and return to the Main touch panel.

Setting print registration

Before you begin

Things To Keep In Mind When You Adjust the Print Position:

Print jobs with data too close to the edges of the forms do not have the full adjustment range. If you attempt to adjust the print position off the page, Print

Error Markers (PEMs) result, which are marks turned on by the host system. If PEMs are turned off, missing data can occur.

If the Adjustment Required Is Out of Range:

If more than 20 mm adjustment (from 0) is required, refer the application owner to the *Planning and Configuration Guide*.

Note:

1. Once you have determined the adjustments for a particular form, you can save it in a Snapshot or make a note of the adjustment values on the Forms Identification Work Sheet (from the *Planning and Configuration Guide*).
2. Be aware that occasionally some maintenance procedures can affect the print position. If this happens, adjust the print position as needed.

About this task

Do this procedure to align the front and back sides of duplex forms or whenever you print on preprinted forms. Setting print registration allows you to adjust the position of the image on the paper.

Note: A print job must be queued so that print data is available to print test pages during this procedure. Visual verification of the results of moving the print data and print test portions of this procedure cannot be completed without available queued print data.

In printing, the term *registration* refers to the relative print positions of images that are printed at different times. For example, when you process preprinted forms, the registration is good if the new image printed by the system printer aligns correctly with the preprinted image (as shown in Figure 77.)

Note: Print registration settings do not apply to print samples.

Kuhlly Conditioning			
Name	Quantity	Item #	Date
Smithson, R.T.	14	714562	05/29/90
Barckley, Wm.	03	518329	06/02/90
Martins, S.J.	08	487641	06/03/90
Balons, G.E.	21	894265	06/03/90
A-1 Towing	11	462894	06/03/90
Jones, S.W.	02	783466	06/04/90
Kelly, J.M.	16	186435	06/06/90
Fischer, G.M.	45	087462	06/07/90
Adams, T.A.	14	812576	06/07/90
Mark IV Prop.	19	428967	06/08/90
Hill, W.A.	05	932465	06/11/90
Cullen, E.T.	22	943251	06/26/90
Hertler, D.E.	10	147563	06/27/90
R4CO0037			

Figure 77. Example of good print registration

Print that extends beyond box edges and text that overlaps other text are examples of poor registration (as shown in Figure 78).

Kuhly Conditioning			
Name	Quantity	Item#	Date
Smithson, R.T.	14	714562	05/29/90
Barckley, Wm.	03	518329	06/02/90
Martins, S.J.	08	487641	06/03/90
Balons, G.E.	21	894265	06/03/90
A-1Towing	11	462894	06/03/90
Jones, S.W.	02	783466	06/04/90
Kelly, J.M.	16	186435	06/06/90
Fischer, G.M.	45	087462	06/07/90
Adams, T.A.	14	812576	06/07/90
MarkIVProp.	19	428967	06/08/90
Hill, W.A.	05	932465	06/11/90
Cullen, E.T.	22	943251	06/26/90
Hertler, D.E.	10	147563	06/27/90

r4co0038

Figure 78. Example of poor print registration

Print registration values are stored as part of a Snapshot. The adjustment remains in effect (even when the printer is powered off) until it is changed later by another Print Registration procedure or another Snapshot is loaded.

Procedure:

Procedure

1. Select **Stop**.
2. Select **Forms** → **Print Registration** to display the Print Registration panel.

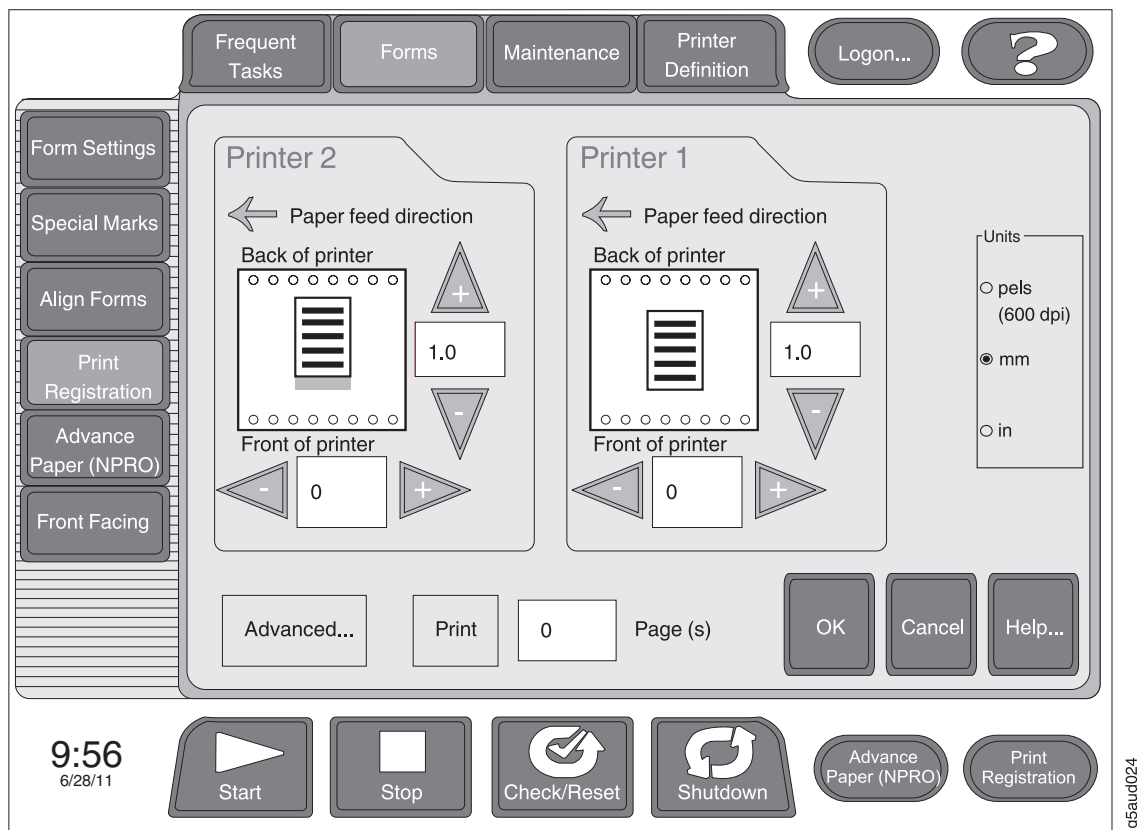


Figure 79. Print Registration panel

3. Select the arrows or type in numbers to change the print position. Values can be entered in PELs, inches, or millimeters.

Note:

- a. Remember that you are not moving the physical forms. You are moving the image on the paper.
 - b. Be aware that the printed output can be rotated when it is printed.
 - c. The values vary depending on the printhead resolution (PEL) selected for the printer. This value is set in the PDL - IPDS panel (**Printer Definition** → **Printer** → **PDL** → **IPDS**).
4. To print a few pages of the current job with the current registration values, do the following from the touch panel:

Note: This step and the remainder of the procedure can only be accomplished if a queued print job is available.

- a. Enter a value for X in **Print X Pages**, where X specifies the number of pages you want to print.
- b. Select **Print**. The printer uses the print registration values currently displayed on the Print Registration panel.

Note: You must wait while the printer receives the job from the host.

- c. Look at the pages just printed (located above the transfer station) to determine how much to adjust the print position, if at all.
5. Select **OK** to return to the Main touch panel.

6. Select **Start** on the printer operator panel or on the Main touch panel to begin printing.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Note:

- a. After the printer has run for a few seconds, select **Stop**. Then look at the output to ensure that the print position is still correct. Sometimes the print position changes slightly when forms are moving at full speed.
- b. Most applications generate a few sample pages at the beginning of each job so that you can adjust the forms without losing any output. If you need more sample pages to test, ask the host system console operator to restart the job.

Setting printer registration

About this task

If you are printing a job that requires different registration for duplex and simplex jobs, select **Advanced...** on the Print Registration panel.

Procedure:**Procedure**

1. Enter the correct values in the **Paper Feed Direction** and **Across Paper Feed Direction** columns for the following fields:

Simplex Side

Adjusts the settings for a simplex job.

Duplex Side Long-edge Binding Front Side

Adjusts the settings for Side 1 of a duplex job.

Duplex Side Long-edge Binding Back Side

Adjusts the settings for Side 2 of a duplex job.

Duplex Short-edge Binding Front Side

Adjusts the settings for Side 1 of a tumble duplex job.

Duplex Short-edge Binding Back Side

Adjusts the settings for Side 2 of a tumble duplex job.

2. Select **OK**.

Note:

- a. You may get a warning message about inconsistent registration values. Read the message carefully and follow the instructions to adjust the appropriate print position.

- b. The **Front Sheet Sequence** printer configuration value informs you which side of the duplex form is printed on each printer in the system. This value is set in the Printer - Basic panel (**Printer Definition** → **Printer** → **Basic**).
3. Select the arrows or type in numbers to change the print position. Values can be entered in PELs, inches, or millimeters.

Note:

- a. Remember that you are not moving the physical forms. You are moving the image on the paper.
 - b. Be aware that the printed output can be rotated when it is printed.
 - c. The values vary depending on the printhead resolution (PEL) selected for the printer. This value is set in the PDL - IPDS panel (**Printer Definition** → **Printer** → **PDL** → **IPDS**).
4. To print a few pages of the current job with the current registration values, do the following from the touch panel:

Note: This step and the remainder of the procedure can only be accomplished if a queued print job is available.

- a. Enter a value for X in **Print X Pages**, where X specifies the number of pages you want to print.
 - b. Select **Print**. The printer uses the print registration values currently displayed on the Print Registration panel.

Note: You must wait while the printer receives the job from the host.

- c. Look at the pages just printed (located above the transfer station) to determine how much to adjust the print position, if at all.
5. Select **OK** to return to the Main touch panel.
6. Select **Start** on the printer operator panel or on the Main touch panel to begin printing.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Note:

- a. After the printer has run for a few seconds, select **Stop**. Then look at the output to ensure that the print position is still correct. Sometimes the print position changes slightly when forms are moving at full speed.
 - b. Most applications generate a few sample pages at the beginning of each job so that you can adjust the forms without losing any output. If you need more sample pages to test, ask the host system console operator to restart the job.

Non-Process Runout (NPRO)

NPRO (Non-Process Runout) (**Forms → Advance paper (NPRO)**) moves forms forward through the forms path.

- **In Dual Simplex mode: Advance Paper (NPRO)** moves the forms forward to the forms exit area. Forms are fused as they move toward the forms exit area.
- **In Duplex mode: Advance Paper (NPRO)** moves forms forward through the forms path of Printer 1, the Buffer/Flipper Unit, and Printer 2. Pages that were already printed on Printer 1 are printed on Printer 2, and Printer 1 processes blank pages. After all the pages are printed on Printer 2, the forms move forward through the forms path of both printers without printing until all the pages that were printed on Printer 2 are in the forms exit area. Pages already printed on Printer 1 at the start of this procedure and pages printed on Printer 2 during this procedure are fused as they move toward their respective forms exit areas.

The distance NPRO moves forms depends on the printer configuration. There is a fixed NPRO length that can be increased with two different configuration items. You may want to increase the fixed length, for example, if you are using a postprocessing device.

Two configuration parameters let you extend the NPRO length when the 078A END OF FORMS message is not displayed:

- The **Extended NPRO** parameter in the Pre/Postprocessing panel. Refer to the *Planning and Configuration Guide* for more information.
- The **NPRO Length** parameter in the Printer - Setup panel. Refer to the configuration procedure and the NPRO Length item in the Printer Definition Items table in the *Planning and Configuration Guide* for more information.

Note: If you set the **Extended NPRO** value for an **enabled** pre/postprocessor to a non-zero value, it takes precedence over the **NPRO Length** item, regardless of the particular values specified.

Advancing forms using NPRO

Before you begin

NPRO is usable only under certain conditions, which balance safety considerations with operator convenience.

The following conditions must be met before NPRO can function:

- The printer is in a Not Ready state.
- Forms are loaded.
- And the following printer conditions are not present:
 - Program Check
 - Out of Supplies
 - Printer Error
 - Intervention Required (except 078A END OF FORMS).
- There are no intervention conditions present on any preprocessing or postprocessing devices except 078A END OF FORMS.

About this task

Do this procedure to advance forms using the **NPRO** button.

Procedure:

Procedure

1. Press **Stop**.
2. Press **NPRO** on the Align Forms panel.
3. Select **Forms** → **Advance Paper (NPRO)** to display the Advance Paper (NPRO) panel. Starting with the page at the transfer station, the forms move through the printer to the forms exit area. The distance they move is the fixed NPRO length plus an additional length if either the **NPRO Length** value **Printer Definition** → **Printer** → **Setup**) or the **Pre/postprocessor Extended NPRO** (**Printer Definition** → **Pre/Postprocessing**) value is set to a non-zero value.

Advancing one page using NPRO

Before you begin

NPRO is usable only under certain conditions, which balance safety considerations with operator convenience.

The following conditions must be met before NPRO can function:

- The printer is in a Not Ready state.
- Forms are loaded.
- And the following printer conditions are not present:
 - Program Check
 - Out of Supplies
 - Printer Error
 - Intervention Required (except 078A END OF FORMS).
- There are no intervention conditions present on any preprocessing or postprocessing devices except 078A END OF FORMS.

About this task

Do this procedure to advance the forms one page using the **Advance One Page** button.

You may do the following steps at either a printer operator panel or at the Main touch panel. Whichever you choose, perform all the required steps at the same panel.

Procedure:

Procedure

1. Select **Stop**.
2. Select **NPRO** on the Align Forms panel or the printer operator panel.
3. Select **Forms** → **Advance Paper (NPRO)** to display the Advance Paper (NPRO) panel.
4. On the Advance paper (NPRO) panel, select **Advance One Page**. Forms advance to the next top-of-page position.

Checking for front-facing pages

Before you begin

This procedure assumes the following:

- The Front Facing panel displays the message **Next is Front**.
- The printer has been auto loaded (see “Loading forms” on page 69).
- The Check Forms Alignment procedure has been completed (see “Checking forms alignment” on page 188).

Note:

1. To use the eject-to-front-facing-page facility, the printer configuration item **Eject to Front Facing** on the Printer - Basic panel must be set to **Enabled**.
2. Perform this task only for fan-fold forms being stacked in the printer stacker or re-folded in a postprocessing device. This task has no benefit if a postprocessing device processes the forms that separates each page, either by bursting or cutting.
3. Perform this task only for fan-fold forms being re-folded in a postprocessing device. This task has no benefit if a postprocessing device processes the forms that separates each page, either by bursting or cutting.
4. In duplex mode use this procedure only on Printer 1.

About this task

Do this procedure when your system uses the eject-to-front-facing-page facility and you need to tell the printer that the next page to be printed is a front-facing or a back-facing page.

For example, the following situations might require you to perform this task:

- Loading a new Snapshot in the printer
- Reloading forms after you clear a forms jam
- Restarting printing operations in the middle of a job

The **Eject To Front Facing** option on the Printer - Basic panel (**Printer Definition** → **Printer** → **Basic**) is used with fan-fold forms to allow the first page of each job to be printed on a front-facing sheet. Use the Front Facing panel (**Forms** → **Front Facing**) to indicate the orientation (either front facing or back facing) of the next sheet to be printed. After you inform the printer of the orientation, the printer can ensure that the first page of the next job will print on a front-facing sheet. The printer inserts a blank sheet after jobs with odd-numbered pages to position the next job correctly.

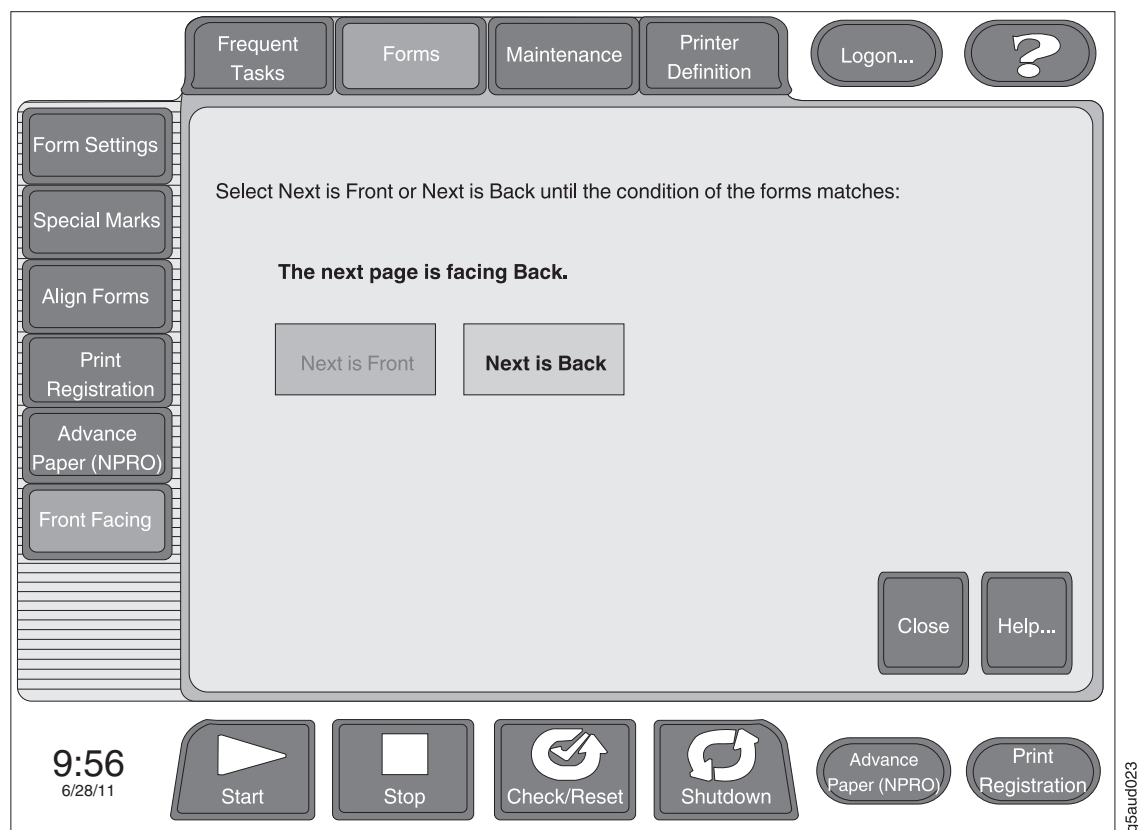


Figure 80. Front Facing panel

Next is Front is the default condition.

Procedure

1. Look at the direction of the forms fold at the alignment guide.
 - a. If the fold is an *up* fold (as shown below), the next page printed is a back-facing page.

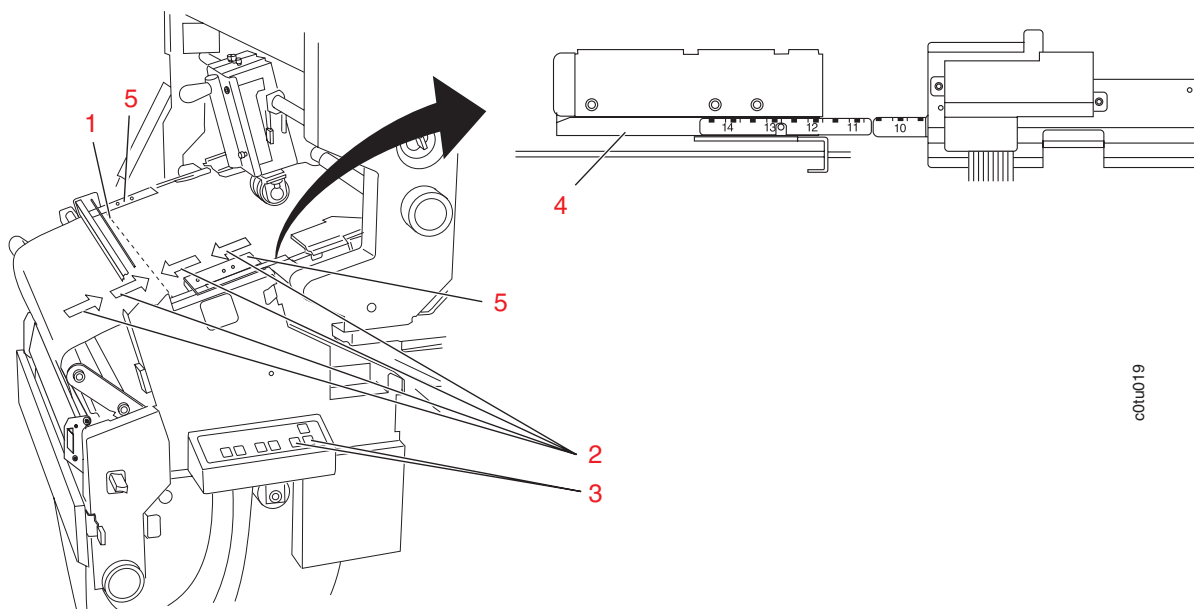


Figure 81. Forms fold at the alignment guide

- b. If the fold is a *down* fold, the next page printed is a front-facing page.
2. If the fold direction is the way you want, do the following to start or continue a print job:
 - a. If necessary, select **Next is Back**. The message on the panel changes to **Next is Back**, and the **Next is Back** button is grayed out. Selecting the **Next is Front** button changes the message and the buttons back to what they were originally.
 - b. Select **Close**.
3. If the fold direction is not the way you want, do the following to start or continue a print job:
 - a. Advance the forms by one page by using one of the following methods:
 - On the printer operator panel or the Align Forms panel, select **NPRO**.
 - From the touch panel, select **Forms** → **Advance Paper (NPRO)** and select **Advance One Page**.
 - b. If necessary, select **Next is Back** to set the panel message text to agree with the fold direction. The message on the panel changes to **Next is Back**. The **Next is Back** button is grayed out.
 - c. Select **Close**.

Checking forms alignment

About this task

Do this procedure to check forms alignment. Do this procedure when you see a CHECK FORMS ALIGNMENT message or whenever you load, splice, or adjust forms.

Procedure:

Procedure

1. At the lower transfer station tractors, ensure that the forms perforation (1) is aligned with the correct forms length on the tractor scale (4).

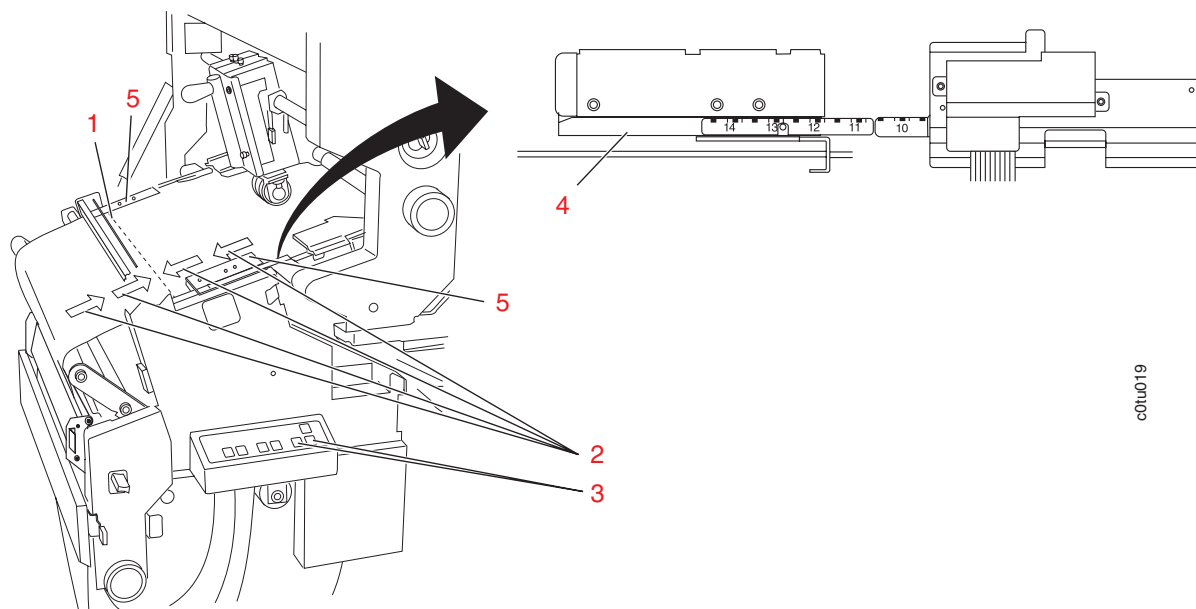


Figure 82. Forms alignment

2. If the forms perforation (1) is not aligned correctly, do the following:
 - a. Hold the tension arm so that it stays aligned with the blue mark on the guide notch while you do the following steps. Otherwise, the 079A CHECK TENSION ARM 079A message appears when you turn on the forms path vacuum, and you must do the Check Tension Arm procedure.
 - b. Turn off the forms path vacuum by pressing the **Vacuum Push Button** in the input area of the affected printer. The **Vacuum-Off Warning** indicator flashes and then stays lit.
 - c. Use the **Forms Feed** keys (3) on the printer control panel to adjust the position of the perforation.
 - d. Turn on the forms path vacuum by pressing the **Vacuum Push Button**. The **Vacuum-Off Warning** indicator flashes and then stays off.
 - e. Raise the tension arm until you see the alignment mark in the guide notch (see "Checking the tension arm" on page 147).

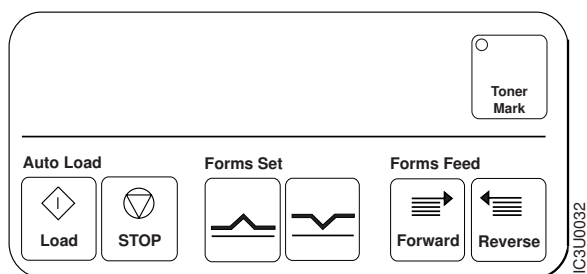


Figure 83. Forms Set indicator on the printer control panel

3. If you are using the stacker, ensure that the **Forms Set** indicator on the printer control panel is set to match the fold direction of the fold perforation on the lower transfer station tractors.
4. If you are doing this procedure as a step in an intervention procedure, continue with the steps in that procedure.

5. If you are doing this when you load, splice, or adjust forms, select **Start** on the printer operator panel or on the Main touch panel for the affected printer.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

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Checking print quality

Before you begin

Check print quality at least once each shift, and also when you do any of the following:

- Print on preprinted forms
- Change from one kind of form to another
- Print bar codes

About this task

Print quality problems are commonly caused by the following:

- Paper chads in the transfer corona
- Dirty corona wires
- Photoconductor scratches

Procedure:

Procedure

1. Inspect a sampling of printed output. To print a variety of samples, do the following:
 - a. Disable protocols on the Manage Protocols panel.
 - b. Select **Maintenance** → **Print Samples** to display the Print Samples panel.
 - c. Select the type and number of internal print samples you wish to print, and then select **Print**.
2. Check for the following in the printed output:
 - Is the print dark enough?
 - Is the printing clear and easy to read, especially close to edges, perforations, holes, and cuts?
 - Is print quality uniform across the page?
 - Are spots or blank areas on every page, or on every other page?
 - Is the contrast on the forms balanced between Printer 1 and Printer 2?
 - Is the boldness on the forms balanced between Printer 1 and Printer 2?

Note: Many print quality problems are directly related to the kind of forms being used and the application being processed. If a particular form or application regularly produces unsatisfactory output, refer the application

owner to the *Forms Design Reference for Continuous Forms Advanced Function Printers*. This publication contains detailed information about selecting forms and designing applications for use with continuous-forms printers.

3. If the output shows any of the problems mentioned above, see “Print quality problems” on page 248.

Saving Print Quality Settings to a Snapshot

About this task

Procedure:

Do this procedure to save a Snapshot that contains your changed print quality settings. You can save your settings to a new Snapshot or change an existing one that you want to use for checking print quality settings.

Procedure

1. Select (**Forms** → **Forms Settings** on the touch panel). Select the correct paper weight range for the paper you are printing.
2. Select (**Printer Definition** → **Print Quality** on the touch panel).
3. In the **Recommended settings** field, select the appropriate range for the paper weight you selected in the Forms Settings panel. This sets the print quality settings to the correct values based on the paper weight you selected.
4. Select the Snapshots panel (**Frequent Tasks** → **Snapshots**) on the touch panel.
5. Make sure that all printer and forms settings are set the way you want them before saving the changed Snapshot.
 - a. Select **Show Details...** for the currently loaded Snapshot and review the values for the Snapshot in the right pane.
 - b. Make any required changes to the printer and forms settings.

Note: Use Table 10 on page 61 to see which values are saved in Snapshots and where those values are defined on the console touch panels.

6. Select **Save current settings as...** You will be prompted for the name of the Snapshot you want to save. The name field will be filled in with the previously saved Snapshot. You can save it with that name or specify a new name.

Note: Remember that the four default Snapshots can be modified, but you *must* save them as a *new* Snapshot if you want to save those changes.

7. Select **OK**.
8. Select **Close** to return to the Main panel.

“Creating Snapshots” on page 65

“Saving changed Snapshots” on page 67

Engine print balancing procedures

This section describes the following procedures for balancing the print to match the appearance of the solid black areas and the gray areas between the two printers. The procedures should be performed sequentially.

- Balancing print contrast between Printer 1 and Printer 2.
- Balancing print boldness between Printer 1 and Printer 2.

Balancing print contrast between Printer 1 and Printer 2:

About this task

Do this procedure to balance the print contrast between Printer 1 and Printer 2. This procedure matches the optical density of the solid areas between printers. The contrast adjustment increases and decreases optical density. Higher contrast values produce higher density.

Procedure:

Procedure

1. Select **Maintenance** → **Print Samples** to display the Print Samples panel.
2. Select **Diagnostic** from the Source list.
3. Select **Primary** and **Alternate** from the Print Samples list.
4. Run a Primary Print Sample quantity of 500 to stabilize the print quality.
5. Run the Alternate Print Sample to compare the front and back sides of the forms.

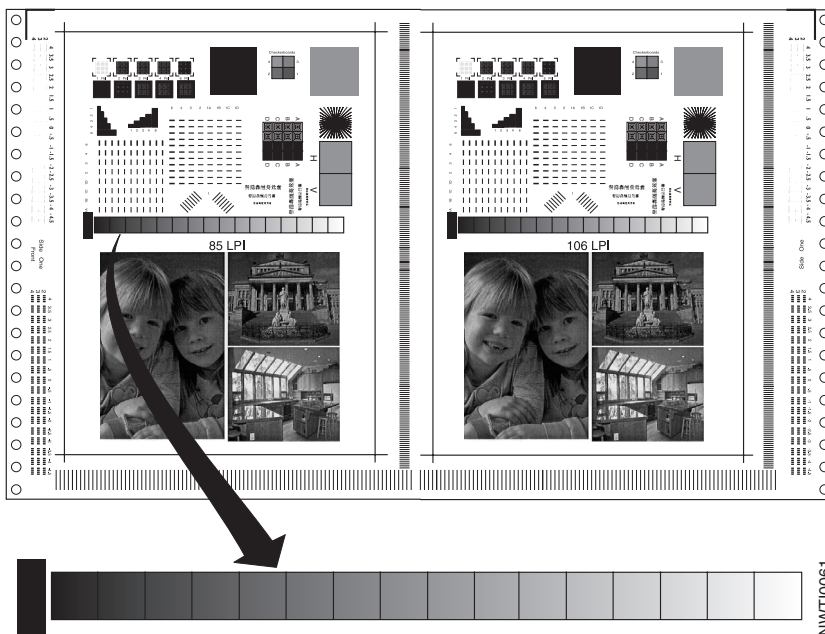


Figure 84. Alternate Print Sample

Note: This Alternate Print Sample is only for high resolution printers. Low resolution printers use a different Alternate Print Sample.

6. If the print contrast between Printer 1 and Printer 2 is not balanced, do the following:
 - a. Starting with a lower contrast value, increase the value until the large black square on the Alternate Print Samples just fills in with solid black on one of the printers. Repeat this step for the other printer.
 - b. Compare the samples marked 85 LPI.
 - c. Use the **Contrast** control on the Print Quality panel (**Printer Definition** → **Print Quality**) as necessary to make the black squares of equal darkness on both printers. This may result in different contrast values for each printer.

Note: The contrast values change only for the loaded Snapshot.

Balancing print boldness between Printer 1 and Printer 2:

About this task

Do this procedure to balance the PQE boldness between Printer 1 and Printer 2. After the contrast has been adjusted, this procedure is used to match the appearance of halftones between printers. PQE boldness is used to adjust the appearance by altering dot gain. The boldness adjustment increases and decreases dot gain. Higher boldness values produce higher dot gain.

Procedure:

Procedure

1. Select **Maintenance** → **Print Samples** to display the Print Samples panel.
2. Select **Diagnostic** from the Source list.
3. Select **Alternate** from the Print Samples list.
4. Run the Alternate Print Sample at 50% boldness to compare the front and back sides of the forms.
5. If the PQE boldness between Printer 1 and Printer 2 is not balanced, do the following:
 - a. Select the Print Quality panel (**Printer Definition** → **Print Quality**).
 - b. Adjust the PQE boldness of the printer with the lighter print to match the appearance of the 85 LPI gray scale of the darker print.
 - c. Compare the gray scale appearance of both printers by folding one gray scale sample next to the gray scale sample of the other printer.
 - d. Select **OK** to save the PQE boldness values in the printer configuration.

Note: The PQE boldness values change only for the loaded Snapshot.

Unloading the stacker

About this task

Do this procedure when you need to remove printed forms from the stacker or when you see the 0796 STACKER FULL message.

Note: This procedure applies only to InfoPrint Model TS2 with the internal stacker feature installed.

Some controls you need to use to accomplish this task are available only on the stacker control panel. Some are available on both the printer operator panel and the touchscreen panel.

Procedure:

Procedure

1. If it is necessary to stop the printer, press **Stop** on the printer operator panel or on the Main touchscreen panel.
2. If you need to remove all the forms from the forms path, separate the forms at a perforation near the splicing table. Ensure that the end-of-forms sensors are uncovered. Raise the static brush on the splicing table so the forms fall back into the box area or the input area.
3. If you need to move forms to the stacker, choose one of the following to fuse and move the forms.

- On the printer operator panel, press **NPRO**.
- On the Main touchscreen panel, select **Advance Paper (NPRO)**.

If **END OF FORMS** appears, repeat this step again.

4. On the stacker control panel, press the stacker table **Down** switch and wait for the stacker table to stop moving.
5. Open the stacker gate.
6. If you did not do an NPRO, leave 4 to 5 pages of blank forms attached to the end of the job to ensure correct folding when you resume printing.



CAUTION:

<74> The weight of the paper in the stacker can be very heavy.

CAUT0104

Do not attempt to remove a full stack from the stacker.

- Limit the maximum weight of the stack by breaking the output into small stacks (start with a stack 150 mm (6 in.) high) by separating the forms at convenient perforations.
 - The stacker height is adjustable.
 - Use a ruler, knife, or letter opener to break hard-to-reach perforations when you separate forms.
 - Follow these guidelines when you lift forms out of the stacker:
 - a. Ensure that you can stand safely without slipping.
 - b. Try to keep your back straight and balance the weight of the forms between your feet.
 - c. Use a slow lifting force. Never move suddenly or twist when you attempt to lift.
 - d. Lift by standing or by pushing up with your leg muscles. This action removes the strain from the muscles in your back.
7. Remove the output from the stacker.
 8. On the stacker control panel, press the table **UP** switch.
 9. Close the stacker gate.
 10. To continue, make the printer Ready by selecting **Start** on the printer operator panel or on the Main touchscreen panel for the affected printer.



CAUTION:

<85> For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Note: You can adjust the stacker table to limit the stack height. This allows you to adjust the height and weight of the printed forms. This adjustment can cause the **STACKER FULL** message to appear more frequently. Remember that

the stacker needs to be emptied more often as the stack height and weight are reduced. To adjust the stacker table, see “About the forms exit area” on page 23.

Using the printer stacker with a postprocessor

About this task

Note: This procedure applies only to InfoPrint Models MS1 and HS2 with the internal stacker feature installed.

If a postprocessing device is disabled or not yet configured, you may continue to use boxed forms and the printer stacker. If the postprocessing device includes any rollers, sensors, or any other hardware that would interfere with the operation of the stacker, you must remove those interferences before you attempt to use the stacker.

If the **Use Internal Stacker** configuration item on the Postprocessing Options panel (**Printer Definition**Pre/Postprocessing → **Postprocessing Options** panel is set to **Yes** and there are no postprocessing devices installed and enabled on the printer, the stacker table automatically rises when printing begins. To raise the stacker table manually, press the table **UP** switch on the stacker control panel.

Note: When the internal stacker is enabled on HS2 printers, the printer speed must be set to low speed. Refer to “Switching printer speeds” on page 60 for instructions on changing the printer speed.

If a postprocessing device is installed on a printer and is enabled, the stacker table is lowered and is prevented from moving upward. The pendulum and other devices in the stacker are also prevented from operating.

In Duplex mode, the stacker (if installed) in Printer 1 is always disabled as if a postprocessing device were installed and enabled.

Attention: Printing to the internal stacker is not supported in duplex mode.

Verifying synchronized duplex printing for tractored forms

About this task

The Side 1/Side 2 Verify feature automatically checks to make sure that the duplex printing system is properly aligned and the printing on both sides of the forms is synchronized. If the verification system detects that the data to be printed on Side 2 does not synchronize with the data printed on Side 1, or if it detects the printing alignment from Side 1 to Side 2 is off by more than 4.2 mm (1/6th inch), it stops the printer and displays an error on the touch panel.

Special marks

Special marks are marks that are printed on the form for verification purposes, alignment, or postprocessing. The special marks that you can select to print are side verify marks, registration marks for tractorless printing, and registration marks for top of form. You can also create your own special marks using the Special Marks panel.

This section describes the following procedures for printing special marks on selected printers.

- Using side verify marks.
- Using registration marks for tractorless printing.
- Using registration marks for top of form.
- Using registration marks for UP3I synchronization.
- Creating user-defined special marks.

Note: After changing special marks values, you can restore the previous values using the restore configuration function to restore from the USB flash memory device. Special marks are not saved to Snapshots.

Figure 85 shows the adjustments you can make to the size and placement of side verify marks relative to the front and back of printer. Use the Edit window for each selected mark to make adjustments.

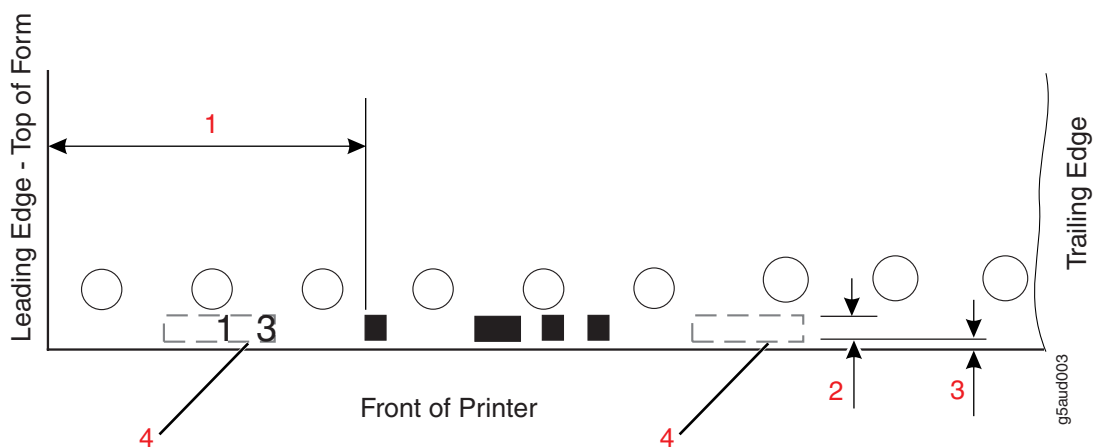


Figure 85. Size and placement of side verify marks

1. **Mark Distance From the Top of Form** specifies the placement of the mark in the paper-feed direction, relative to the top of the form (the distance from the top edge of the form to the top edge of the mark).
2. **Mark Width** specifies the width of the mark. (This field is available to service personnel only.)
3. **Offset** specifies the placement of the mark in the across paper-feed direction, relative to the front (outside) edge of the form.
4. **Page Number Location** specifies the location of the page number (before or after the side verify mark). This prints the same page number on the front and back side of the page for use in page verification. The page number can be specified for either or both printers.

Note: Figure 85 on page 196 shows side verify marks on tractorless paper. The marks are in the same location on tractorless paper.

Figure 86 shows the adjustments you can make to the size and placement of registration marks relative to the front and back of the printer. Use the Edit window for each selected mark to make adjustments.

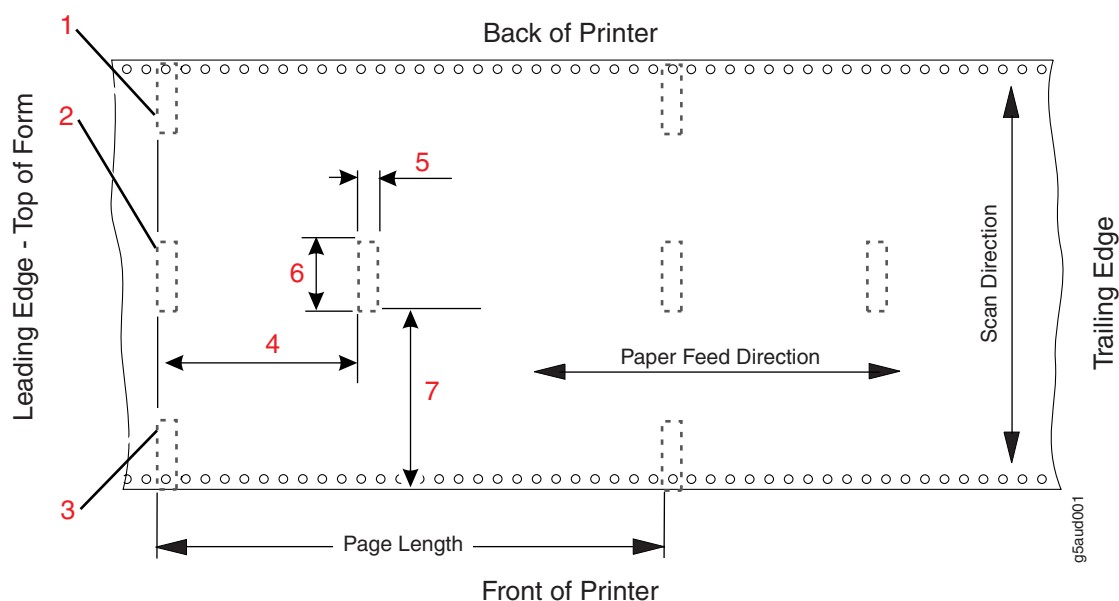


Figure 86. Size and placement of registration marks

1. **Alignment** value set to **Towards Back of Printer** positions the mark at the back edge of the form (the back edge of the mark is aligned with the back edge of the form). Use the **Offset** field to adjust the alignment from this starting position.
2. **Alignment** value set to **Centered** positions the mark in the center of the form (the center of the mark is aligned with the center of the form). Use the **Offset** field to adjust the alignment from this starting position.
3. **Alignment** value set to **Towards Front of Printer** positions the mark at the front edge of the form (the front edge of the mark is aligned with the front edge of the form). Use the **Offset** field to adjust the alignment from this starting position.
4. **Mark Distance From the Top of Form** specifies the placement of the mark in the paper-feed direction, relative to the top of the form (the distance from the top edge of the form to the top edge of the mark).
5. **Mark Height** specifies the height of the mark.
6. **Mark Width** specifies the width of the mark.
7. **Offset** specifies the placement of the mark in the across paper-feed direction, relative to the alignment starting position specified in **Alignment**.

Note: When printing on tractorless forms, the registration mark must be positioned so that it can be read by the toner mark/side verify sensor. For this reason, you should specify a value for **Offset** that will restrict the placement of the mark to ensure that it will be read by the sensor.

Note: Figure 86 shows registration marks on tractorless paper. The marks are in the same location on tractorless paper.

Selecting the Universal Forms Control (UFC) sensors

Use these instructions to select which UFC sensor you want to adjust. Choosing the lower mark sensor reads the front of the forms; choosing the upper mark sensor reads the back of the forms. This function is only available in Administrator or Service mode.

Before you begin

Before performing these steps, ensure that the printer is in the Not Ready state and has no errors.

About this task

If the UFC sensor is installed in printer 1, it is used to read preprinted marks on tractorless forms. If side 2 verify is enabled, printer 2 will always use the Look Down sensor

Procedure

1. Select **Forms** → **Form Settings**.
2. Set **Tractorless** to **Yes**.
3. Select **Marks**.
4. In the **Print registration marks** section:
 - Set **Printer 1** to **Yes** to print registration marks on tractorless forms.
 - Set **Printer 2** to **Yes** to print registration marks on the front of the form.
5. In the **Preprinted registration marks** section, set **Printer 1** or **Printer 2** to:
 - **Yes: Back** to select the Look Down sensor.
 - **Yes: Front** to select the Look Up sensor.

Note: In **Printer 2** the Look Up sensor may only be used in duplex printing if Side 2 Verify is disabled. The Look Up sensor may be used with Side 2 Verify for same side printing only. In simplex mode, either the Look Up or Look Down sensor is selectable.

6. Select **Close**.
7. Select **OK** The lights on selected sensor will turn on.

Related tasks

“Adjusting the Universal Forms Control (UFC) sensor in look down mode”

Follow these steps to set the UFC sensor to read registration or side verify marks from above the forms. This function is only available in Administrator or Service mode.

“Adjusting the Universal Forms Control (UFC) sensor in look up mode” on page 203

Follow these steps to set the UFC sensor to read registration or side verify marks from below the forms (same side printing only). This function is only available in Administrator or Service mode.

Related reference

“Diagnostics - Testing and adjusting the Universal Forms Control (UFC) sensor” on page 371

Service and administrators use the Diagnostics - Adjusting the universal forms control module to run diagnostic tests to identify problems with the Universal Forms Control (UFC) sensor. Instructions are displayed about how to execute the selected test.

Adjusting the Universal Forms Control (UFC) sensor

Purpose

Use “Adjusting the Universal Forms Control (UFC) sensor in look down mode” or “Adjusting the Universal Forms Control (UFC) sensor in look up mode” on page 203 for information about adjusting the Universal Forms Control (UFC) sensor.

Adjusting the Universal Forms Control (UFC) sensor in look down mode

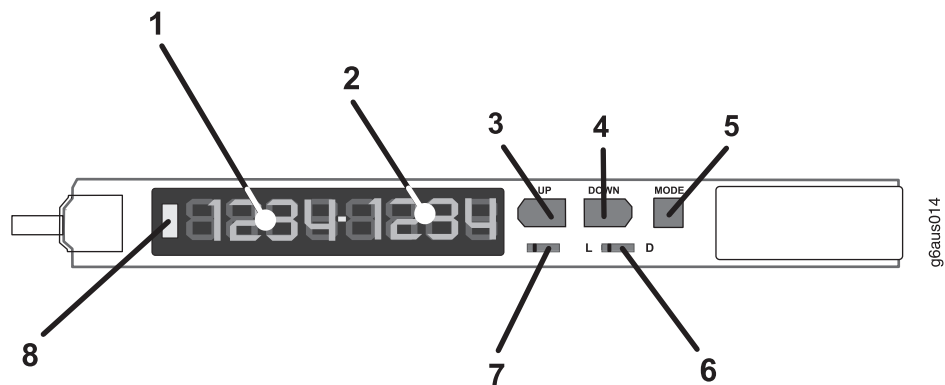
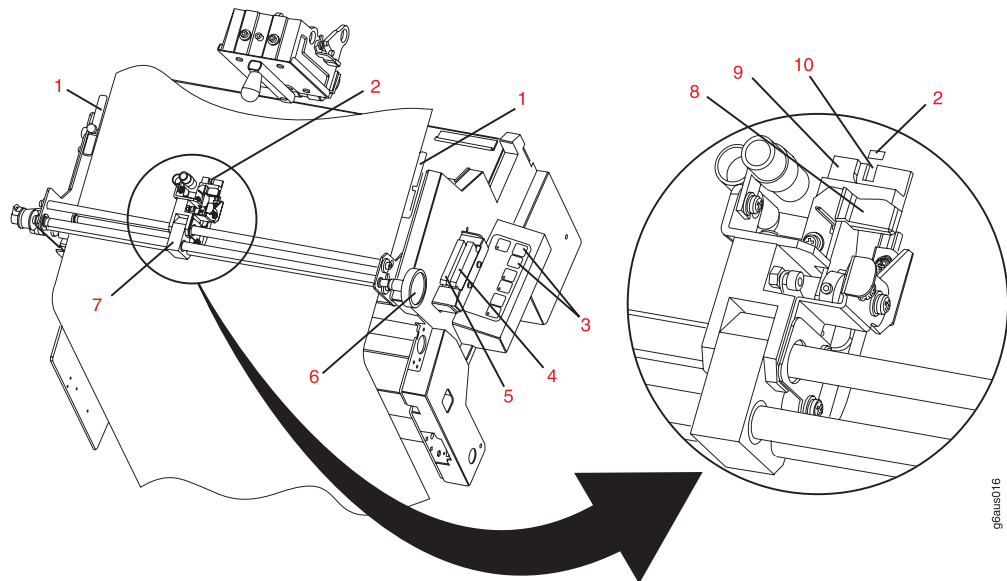
Follow these steps to set the UFC sensor to read registration or side verify marks from above the forms. This function is only available in Administrator or Service mode.

Before you begin

Before adjusting the UFC sensor, follow the steps in “Selecting the Universal Forms Control (UFC) sensors” on page 198.

About this task

Open the cover of the upper UFC sensor control module (5).




The UFC sensor control module user interfaces:

1. Brightness display
2. Mark threshold display
3. **Up** button
4. **Down** button
5. **Mode** button
6. **L - D** switch
7. **Set - Run** switch
8. Operation indicator light

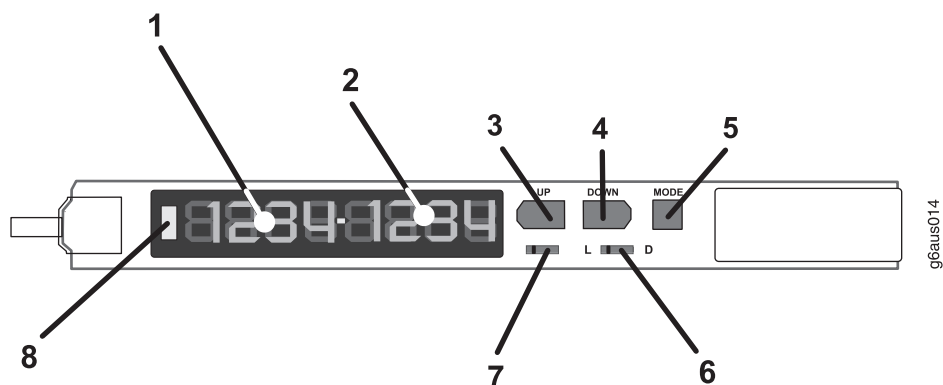
Potential error indicators:

-  - Brightness level is too low.
-  - Brightness level is too high.

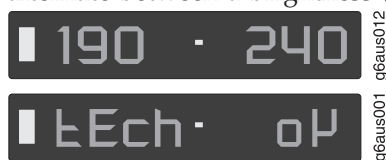
-  - Contrast between the mark and background is too low.

Procedure

1. Go to **Maintenance** → **Adjustments & Diagnostics** and select the **Sensor Adjustment mode** button. The window that opens will remain open and running during the rest of this procedure.

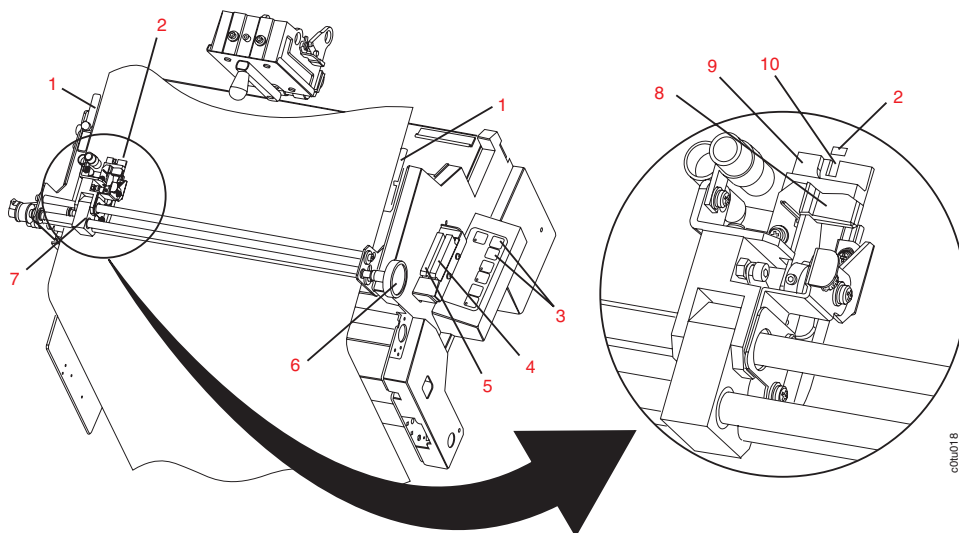


2. Ensure that the **L - D** switch is set to **D**.
3. Select **SET** by moving the **Set - Run** switch (7) to the left. The display will alternate between a brightness (1) / mark threshold (2) reading similar to this

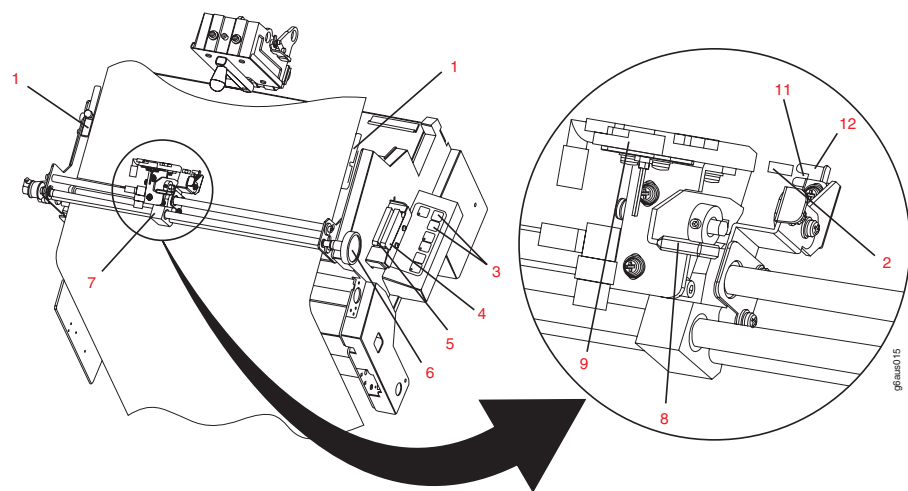


and the sensor adjustment mode display

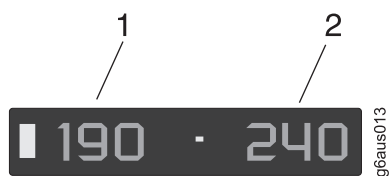
4. Adjust the sensor to read the mark (2).



- a. Align the opening of the mark alignment guide (10) to the mark (2) by rotating the mark sensor positioning knob (6).

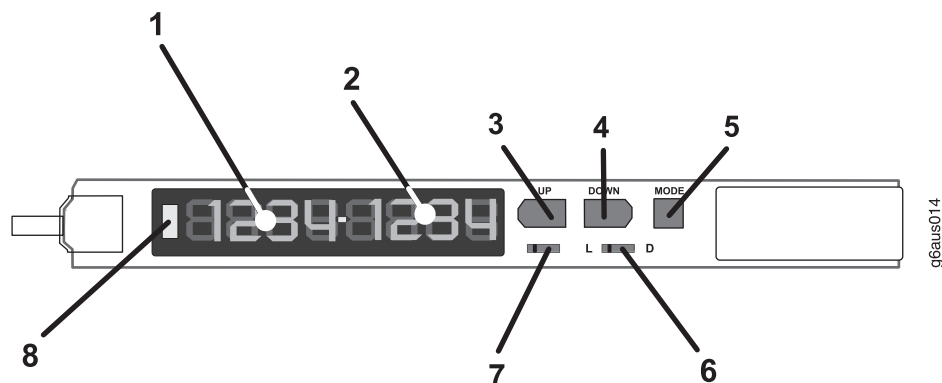



- b. Open the upper mark sensor assembly (7) by raising the upper mark sensor assembly lever (8).
- c. Align the opening of the scale alignment guide (11) with the mark (2) using the **Forms Feed Forward** and **Forms Feed Reverse** buttons (3). While in sensor adjustment mode these buttons will move the forms very slowly. Use Forms Feed Forward/Reverse with the sensor closed until the lowest value is displayed.
- d. Close the upper mark sensor assembly (7).
- e. Rotate the mark sensor positioning knob (6) until the brightness reading is at it's lowest point.
- f. Press and hold the orange **UP** button until the displayed numbers blink twice then release the **UP** button. The display will alternate between a brightness (1) / mark threshold (2) reading similar to this



and this display

5. Adjust the sensor to read the forms background brightness.



- a. Use the **Forms Feed Reverse** button (3) until the sensor is over an area of the form without any printing and the brightness reading is at it's highest point.
 - b. Press and hold the orange **UP** button until the displayed numbers start to blink, then release the **UP** button.
 - c. This output  means you have successfully adjusted the sensor. Any other displayed characters means you need to repeat the adjustment process.
6. Select **RUN** by moving the **Set - Run** switch (7) to the right. The display will stop blinking and the UFC sensor is ready to use.
 7. Press the **Toner Mark** button. The forms will move under the upper mark sensor so that the printed mark is registered.
 8. Exit diagnostic mode at the operator panel.

What to do next

Related tasks

“Adjusting the Universal Forms Control (UFC) sensor in look up mode”

Follow these steps to set the UFC sensor to read registration or side verify marks from below the forms (same side printing only). This function is only available in Administrator or Service mode.

“Selecting the Universal Forms Control (UFC) sensors” on page 198

Use these instructions to select which UFC sensor you want to adjust. Choosing the lower mark sensor reads the front of the forms; choosing the upper mark sensor reads the back of the forms. This function is only available in Administrator or Service mode.

Related reference

“Diagnostics - Testing and adjusting the Universal Forms Control (UFC) sensor” on page 371

Service and administrators use the Diagnostics - Adjusting the universal forms control module to run diagnostic tests to identify problems with the Universal Forms Control (UFC) sensor. Instructions are displayed about how to execute the selected test.

Adjusting the Universal Forms Control (UFC) sensor in look up mode

Follow these steps to set the UFC sensor to read registration or side verify marks from below the forms (same side printing only). This function is only available in Administrator or Service mode.

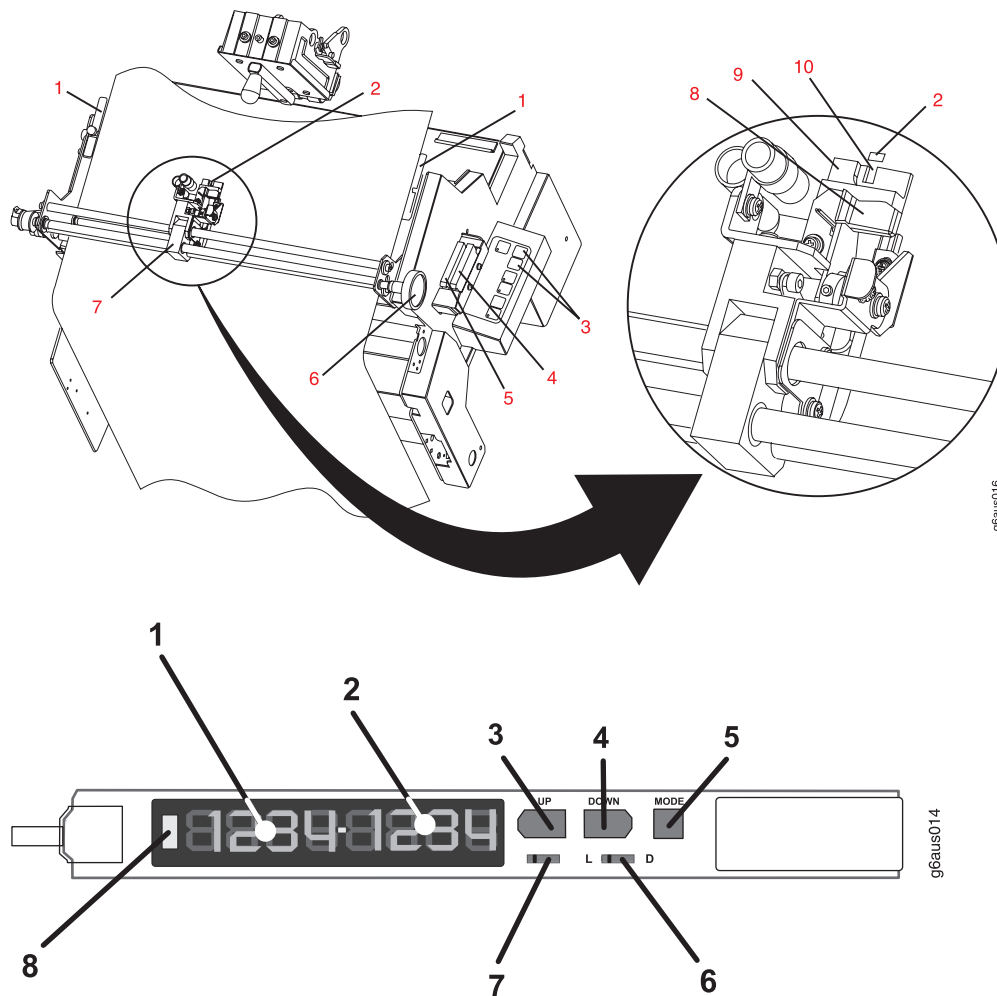
Before you begin

Before adjusting the UFC sensor, follow the steps in “Selecting the Universal Forms Control (UFC) sensors” on page 198.

Note: The Side 2 Verify with the Look Up sensor is only available in same side printing mode. Duplex print with Side 2 Verify requires the Look Down sensor be used.

About this task

Open the cover of the lower UFC sensor control module (4).




The UFC sensor control module user interfaces:

1. Brightness display
2. Mark threshold display
3. **Up** button
4. **Down** button
5. **Mode** button
6. **L - D** switch
7. **Set - Run** switch
8. Operation indicator light

Potential error indicators:

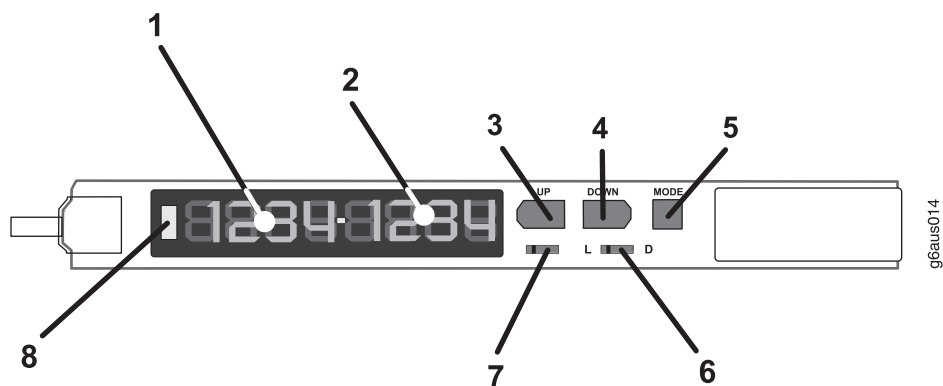
-  - Brightness level is too low.
-  - Brightness level is too high.

-  - Contrast between the mark and background is too low.

There are two methods to adjust the lower mark sensor to read the mark. Method one is used when the light from the lower mark sensor can be used to locate the mark (See step 4); Method two is used when the forms are too heavy to locate the mark using the light from the lower mark sensor (See step 5)

Procedure

1. Go to **Maintenance** → **Adjustments & Diagnostics** and select the **Sensor Adjustment mode** button. The window that opens remains open and running during the rest of this procedure.



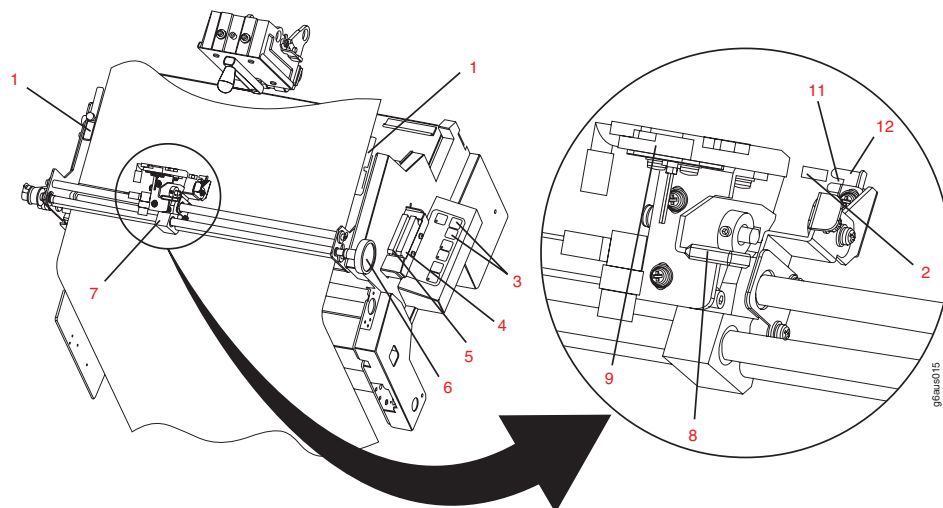
2. Ensure that the **L - D** switch is set to **D**.
3. Select **SET** by moving the **Set - Run** switch (7) to the left. The display will alternate between a brightness (1) / mark threshold (2) reading similar to this



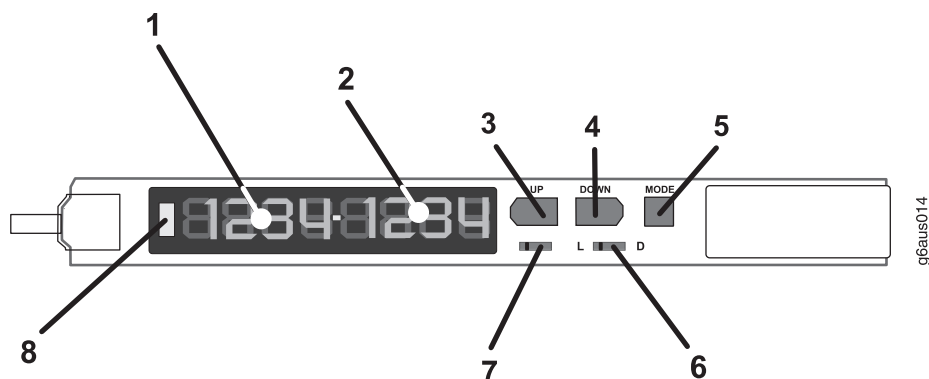
and the sensor adjustment mode display



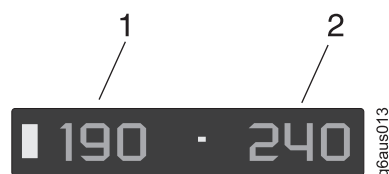
4. Adjust the sensor to read the mark (method one).



- a. Measure the width of the mark (2) that the lower mark sensor will be reading. In step (e) this measurement will be used to center the sensor light on the mark.
- b. Open the upper mark sensor assembly (7) by raising the upper mark sensor assembly lever (8).
- c. Place the printed mark above the lower sensor by using **Forms Feed** buttons (3) and the mark sensor positioning knob (6). Position the lower mark sensor light near the center of the mark.
- d. Turn the mark sensor positioning knob (6) to the right until the brightness reading begins to increase (about five points). The lower mark sensor light is now at the edge of the mark.
- e. Turn the mark sensor positioning knob (6) to the left until it is half the measurement taken in step (a) from the edge of the mark. One full turn of the mark sensor positioning knob (6) moves the sensor 10mm (0.4 inch). For example if the mark is 10mm wide then you would turn the mark sensor positioning knob (6) a half of a rotation to place the sensor light in the center of the mark. The brightness reading should now be at its lowest point.
- f. Close the upper mark sensor assembly (7).

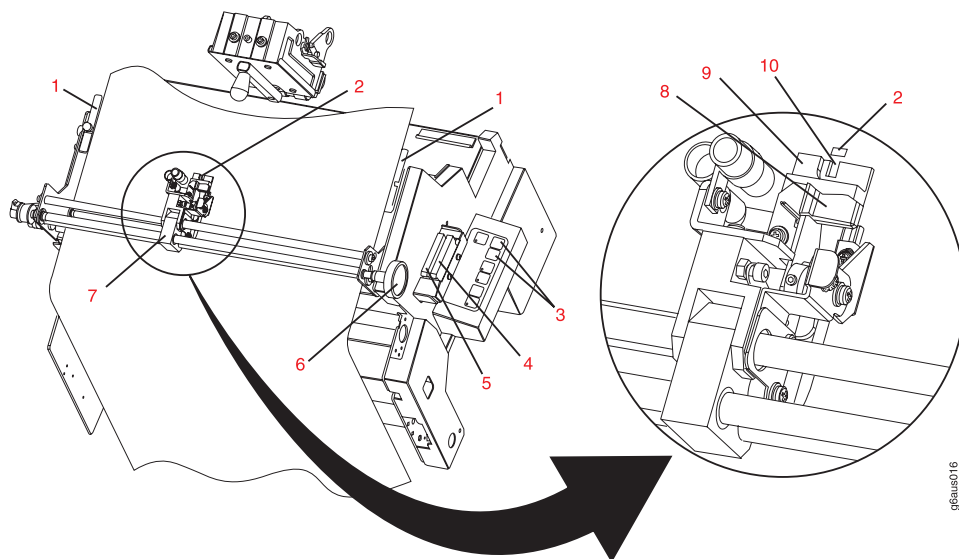


- g. Press and hold the orange **UP** button until the displayed numbers blink twice then release the **UP** button. The display will alternate between a brightness (1) / mark threshold (2) reading similar to this

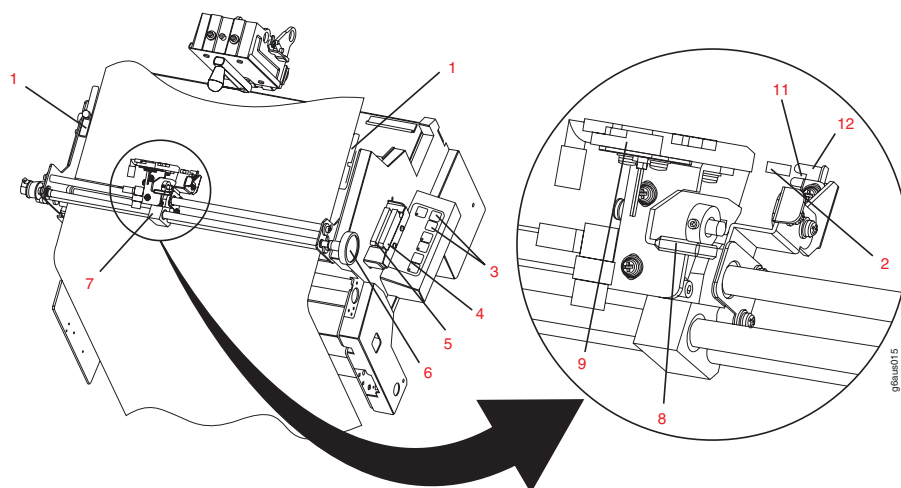


and this display 

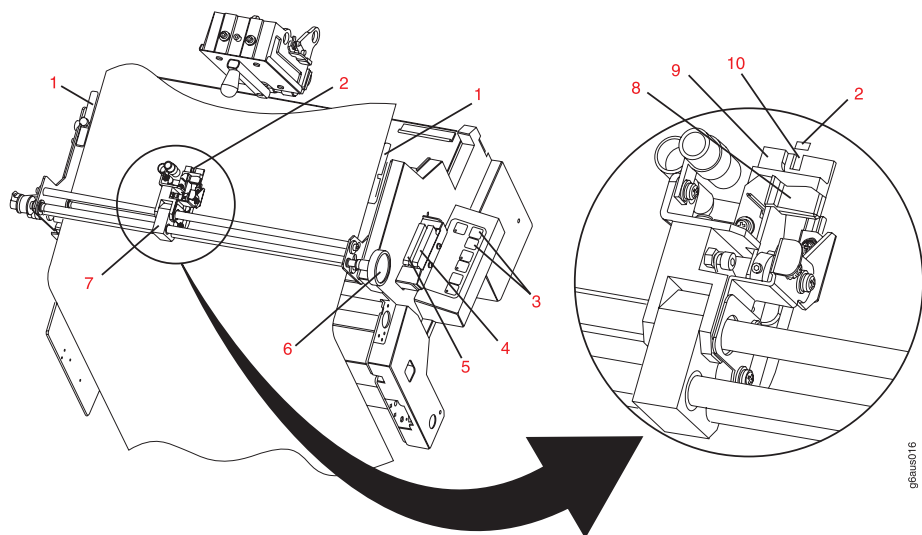
- h. Perform step 6 and then perform step 5.
5. Adjust the sensor to read the mark (method two). This is recommended for thick papers where the Look Up sensor light is not visible from above.



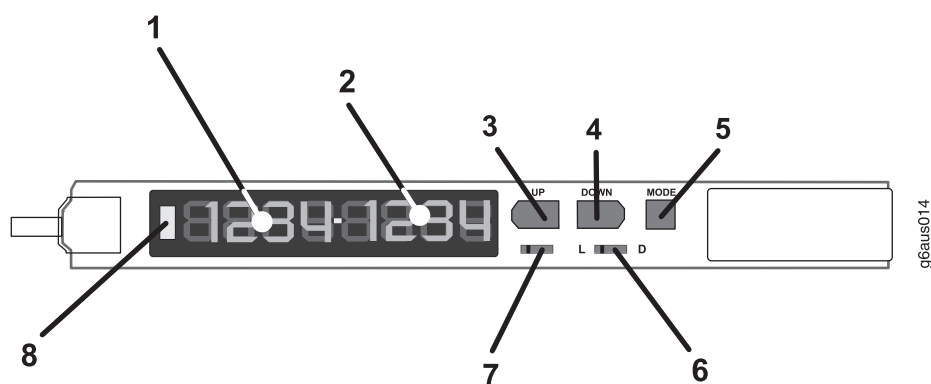
- Measure the width of the mark (2) that the lower mark sensor will be reading. In step (e) this measurement will be used to center the sensor light on the mark.
- Locate the mark on the underside of the form in the form loop just before the upper mark sensor assembly (7) and make a pin hole about 1/4 of an inch in front and to the left of the mark.
- Advance the forms until the pinhole (2) is just past the upper mark sensor assembly (7).
- Align the opening of the mark alignment guide (10) to the pinhole (2) by rotating the mark sensor positioning knob (6).
- Open the upper mark sensor assembly (7) by raising the upper mark sensor assembly lever (8).



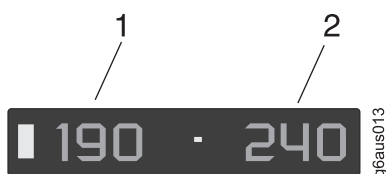
- Using the pinhole as a guide position the opening of the scale alignment guide (11) next to the mark (2) using the **Forms Feed Reverse** button (3). While in sensor adjustment mode these buttons will move the forms very slowly
- Close the upper mark sensor assembly (7).



- h. Turn the mark sensor positioning knob (6) to the left until the brightness reading begins to drop (about five points). The lower mark sensor light is now at the edge of the mark.
- i. Turn the mark sensor positioning knob (6) to the left until it is half the measurement taken in step (a) from the edge of the mark. One full turn of the mark sensor positioning knob (6) moves the sensor 10mm (0.4 inch). For example if the mark is 10mm wide then you would turn the mark sensor positioning knob (6) a half of a rotation to place the sensor light in the center of the mark. The brightness reading should now be at its lowest point.

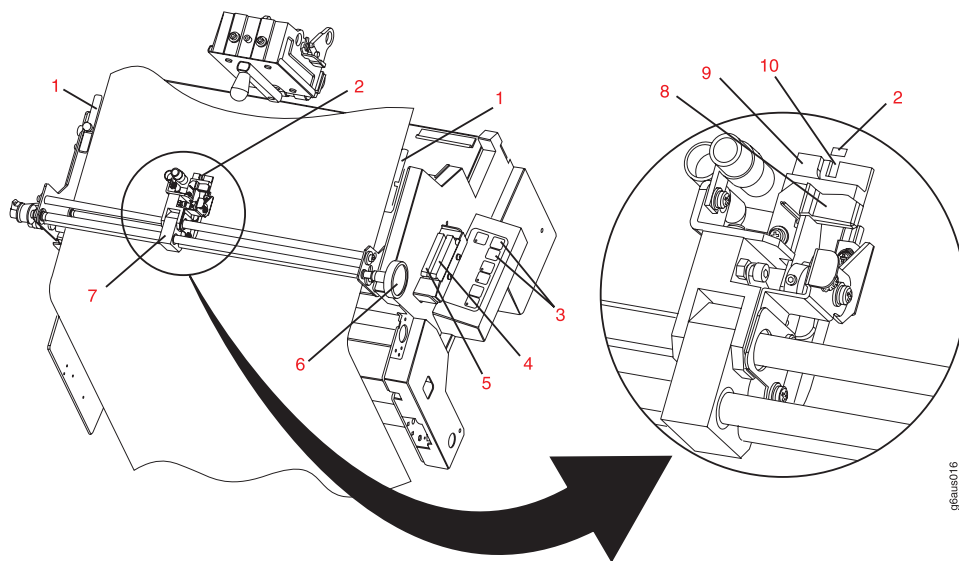


- j. Press and hold the orange **UP** button until the displayed numbers blink twice then release the **UP** button. The display will alternate between a brightness (1) / mark threshold (2) reading similar to this

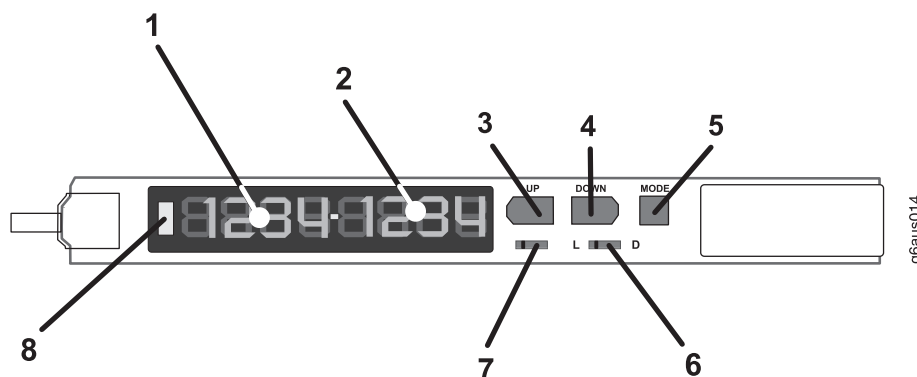


and this display

6. Adjust the sensor to read the forms background brightness.



- a. Use the **Forms Feed Reverse** button (3) until the brightness reading is at it's highest point.



- b. Press and hold the orange **UP** button until the displayed numbers start to blink then release the **UP** button.
7. Select **RUN** by moving the **Set - Run** switch (7) to the right. The display will stop blinking and the UFC sensor is ready to use.

Related tasks

“Adjusting the Universal Forms Control (UFC) sensor in look down mode” on page 199

Follow these steps to set the UFC sensor to read registration or side verify marks from above the forms. This function is only available in Administrator or Service mode.

“Selecting the Universal Forms Control (UFC) sensors” on page 198

Use these instructions to select which UFC sensor you want to adjust. Choosing the lower mark sensor reads the front of the forms; choosing the upper mark sensor reads the back of the forms. This function is only available in Administrator or Service mode.

Related reference

“Diagnostics - Testing and adjusting the Universal Forms Control (UFC) sensor” on page 371

Service and administrators use the Diagnostics - Adjusting the universal forms control module to run diagnostic tests to identify problems with the Universal Forms Control (UFC) sensor. Instructions are displayed about how to execute the selected test.

Using side verify marks

About this task

Do this procedure to define or specify side verify marks, which are used to determine the correct placement of the back side of a duplexed page. Use the Edit window to change the size and location of the mark.

When printing in Duplex mode, Printer 1 prints a side verify mark on the page. Printer 2 reads the mark and uses it to determine the correct placement of the back side of the page. This ensures that the back side prints on the same sheet as its corresponding front side. You may choose to print human readable page numbers along with the side verify mark. The page numbers can be placed above or below the side verify mark.

Note: Side verify marks are placed relative to the physical edge of the form to allow printing the mark in the tractor strips on tractorized forms. The marks are printed in the same location on tractorless forms.

Procedure:

Procedure

1. Select **Forms** → **Special Marks** to display the Special Marks panel.
2. Select **Side Verify** in the Special Marks window.
3. If you want to make changes to the side verify mark, select **Edit...** to display the Edit window and use the following fields to change the type, size or location of the mark.
 - In the **Enabled** field, select Printer 1 or both printers to print the mark (usually Printer 1).
 - In the **Side Verify Page Numbers** field, select the printer you want to print page numbers.
 - **Across Paper Feed Direction** provides options to specify the width of the mark and the offset from the front (outside) edge of the form. (The **Mark Width** field is available to service personnel only.)

- **Paper Feed Direction** provides options to specify the placement of the mark relative to the top of the form and the location of the page number (before or after the mark).
- **Use Tractorless Mark for Side Verify** provides the option to select **Yes** to use the tractorless mark for side verification or **No** to print the normal mark for side verification.

Note: When **Same Side Printing** is set to **Yes for duplex data**, the side verify mark is automatically positioned to an equivalent position on the opposite side of the page so that the mark can be read by the sensor. This could change the mark alignment position and its offset value in the **Across Paper Feed Direction**.

4. Select **OK** to save your changes.

Related information:

“Using the Dual Toner Mark/Side Verify Sensor (FC 4570/9570)” on page 407

Using registration marks for tractorless printing

About this task

Do this procedure to define or specify registration marks used for tractorless printing. Use the Edit window to change the size and location of the mark.

When using the tractorless registration mark, a short line is printed to help align the form when tractorless paper is used. Since there are no tractor holes and there may or may not be perforations in the paper, these marks help the printer find the top of each form. Front and back sides of duplexed pages can be aligned in this way.

For Printer 1, when printing in Duplex mode, tractorless marks must be preprinted on the form and enabled using the Form Settings panel (**Forms** → **Form Settings**). Select **Yes** for **Tractorless** and select **Marks...** to display the Marks window. In the Marks window, select **Yes** for **Preprinted Registration Marks**.

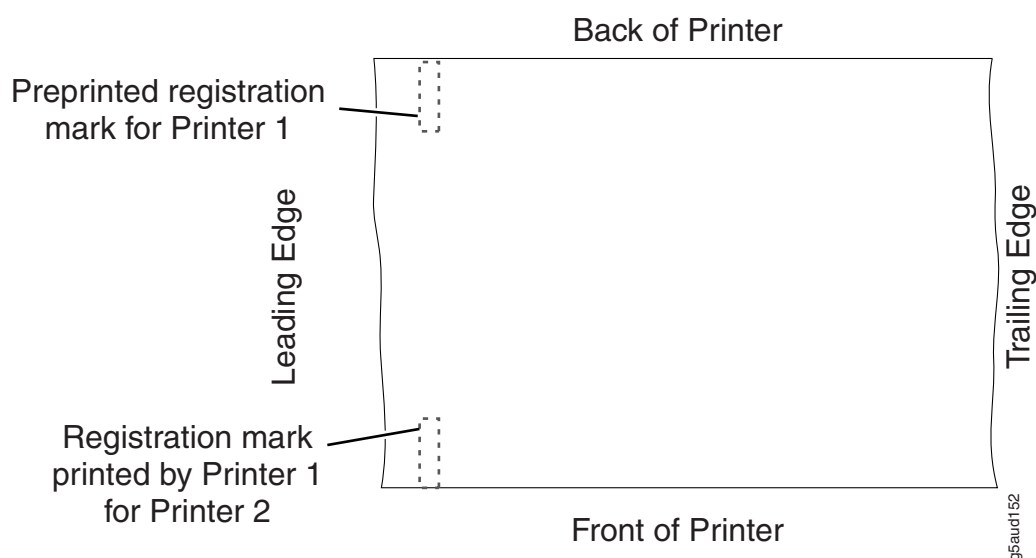


Figure 87. Placement of registration marks for tractorless forms

For Printer 2, the marks may be preprinted on the form or printed on the form by Printer 1. If they are preprinted, they must be enabled using the Marks window as described for Printer 1 above. If the marks are printed by Printer 1, they can be enabled using the Edit window.

Note: When printing on tractorless forms, the registration mark must be positioned so that it can be read by the toner mark/side verify sensor. For this reason, you should specify a value for **Offset** that will restrict the placement of the mark to ensure that it will be read by the sensor.

Procedure:

Procedure

1. Select **Forms** → **Special Marks** to display the Special Marks panel.
2. Select **Registration Marks for Tractorless Printing** in the Special Marks window.
3. If you want to make changes to the registration mark, select **Edit...** to display the Edit window and use the following fields to change the size or location of the mark.
 - In the **Enabled** field, select the printer you want to print the mark (usually Printer 1).
 - **Across Paper Feed Direction** provides options to set the width of the mark, the alignment of the mark relative to the front or back edge of the form, and the offset relative to the alignment value.
 - **Paper Feed Direction** provides options to set the height of the mark and the placement of the mark relative to the top of the form.
4. Select **OK** to save your changes.

Note: When **Same Side Printing** is set to **Yes for duplex data**, the registration mark is automatically positioned to an equivalent position on the opposite side of the page so that the mark can be read by the sensor. This could change the mark alignment position and its offset value in the **Across Paper Feed Direction**.

Using registration marks for top of form

Before you begin

About this task

Do this procedure to define or specify registration marks used to register the top of the form. Use the Edit window to change the size and location of the mark.

When using the top-of-form registration mark, a short line is printed at the front edge of the form to indicate the leading edge or top of the form. This mark is used primarily by printer operators or to align the paper in a post processor for cutting and separating the forms at the correct point. You can use this option to indicate the leading edge on perfless paper.

Note: Registration marks are placed relative to the physical edge of the form to allow printing the mark in the tractor strips on tractorless forms. The marks can be printed in the same location on tractorless forms. See “Selecting the Universal Forms Control (UFC) sensors” on page 198 or “Using the Dual Toner Mark/Side

Verify sensor in Duplex mode” on page 408 for information about configuring the printer to use the appropriate sensor when printing on preprinted forms in tractorless mode.

Procedure:

Procedure

1. Select **Forms** → **Special Marks** to display the Special Marks panel.
2. Select **Registration Marks for Top of Form** in the Special Marks window.
3. If you want to make changes to the registration mark, select **Edit...** to display the Edit window and use the following fields to change the size or location of the mark.
 - In the **Enabled** field, select the printer you want to print the marks.
 - **Across Paper Feed Direction** provides options to set the width of the mark, the alignment of the mark relative to the front or back edge of the form, and the offset relative to the alignment value.
 - **Paper Feed Direction** provides options to set the height of the mark and the placement of the mark relative to the top of the form.
4. Select **OK** to save your changes.

Related information:

“Using the Dual Toner Mark/Side Verify Sensor (FC 4570/9570)” on page 407

“Selecting the Universal Forms Control (UFC) sensors” on page 198

Use these instructions to select which UFC sensor you want to adjust. Choosing the lower mark sensor reads the front of the forms; choosing the upper mark sensor reads the back of the forms. This function is only available in Administrator or Service mode.

Using registration marks for UP3I synchronization

About this task

Do this procedure to define or specify registration marks used for UP3I device synchronization. Use the Edit window to change the size and location of the mark.

When using the UP3I registration mark, a black rectangular mark is printed at the location specified in the Edit window. This mark is used to ensure the pages are synchronized as they are processed by the UP3I devices. The mark is printed after events such as a paper jam to help ensure page synchronization.

Note: Registration marks are placed relative to the physical edge of the form to allow printing the mark in the tractor strips on tractored forms. The marks are printed in the same location on tractorless forms.

Procedure:

Procedure

1. Select **Forms** → **Special Marks** to display the Special Marks panel.
2. Select **Registration Marks for UP3I** in the Special Marks window.
3. If you want to make changes to the registration mark, select **Edit...** to display the Edit window and use the following fields to change the size or location of the mark.

- **Across Paper Feed Direction** provides options to set the width of the mark, the alignment of the mark relative to the front or back edge of the form, and the offset relative to the alignment value.
 - **Paper Feed Direction** provides options to set the height of the mark and the placement of the mark relative to the top of the form.
4. Select **OK** to save your changes.

Creating user-defined registration marks

About this task

Do this procedure to define or specify registration marks for your own purposes. Use the Add window to create a name for your user-defined registration mark. Use the Edit window to define the size and location of the mark.

Note: Registration marks are placed relative to the physical edge of the form to allow printing the mark in the tractor strips on tractored forms. The marks are printed in the same location on tractorless forms.

Procedure:

Procedure

1. Select **Forms** → **Special Marks** to display the Special Marks panel.
2. Select **Add...** in the Special Marks window.
3. Type the name for your user-defined registration marks.
4. Select **Next** to save your change and display the Edit window.
5. In the Edit window, use the following fields to change the size or location of the mark.
 - In the **Enabled** field, select the printer you want to print the marks.
 - **Across Paper Feed Direction** provides options to set the width of the mark, the alignment of the mark relative to the front or back edge of the form, and the offset relative to the alignment value.
 - **Paper Feed Direction** provides options to set the height of the mark and the placement of the mark relative to the top of the form.
6. Select **OK** to save your changes.

Chapter 6. Taking care of problems

This section describes how to respond to messages, how to recover after a forms jam, how to clear the forms path, suggestions for preventing jams, running traces, print quality problems, sudden failure conditions, and suggestions for solving problems.

Responding to messages

Messages display information about how the printer is running. There are two types of operator messages: *warnings* and *interventions*.

Operator messages display in the Operator Messages area on the Main touch panel. Operator messages also appear in the printer operator panel display for the printer on which the error occurred.

Warning messages do not stop the printer from printing, but if the problem is not solved it could potentially cause problems. Touch the warning message to open a message window, which provides more information. Figure 88 shows an example of a warning message in the Operator Messages area.

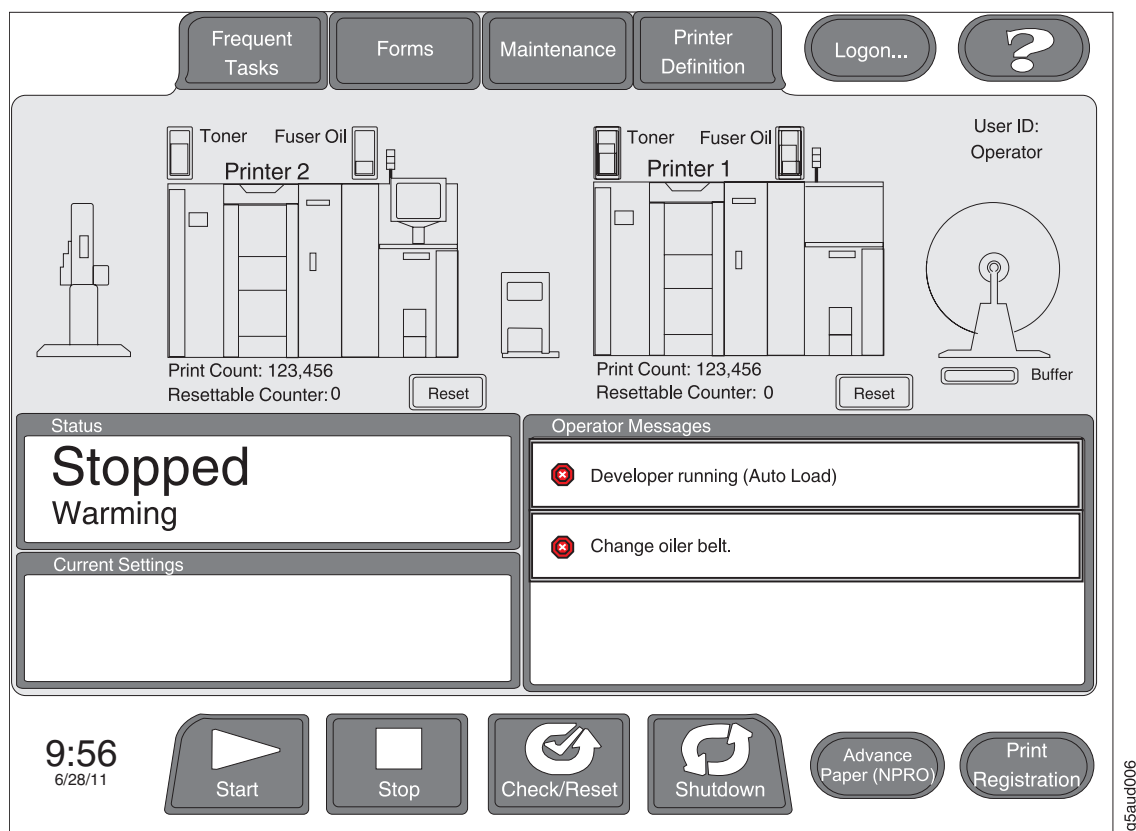


Figure 88. Warning messages

Intervention messages display in a separate message window. Intervention messages will stop printing and to restore the printer to the Ready state, you must

follow any recovery directions that appear in the message window. Figure 89 shows an example of an intervention message in a message window.

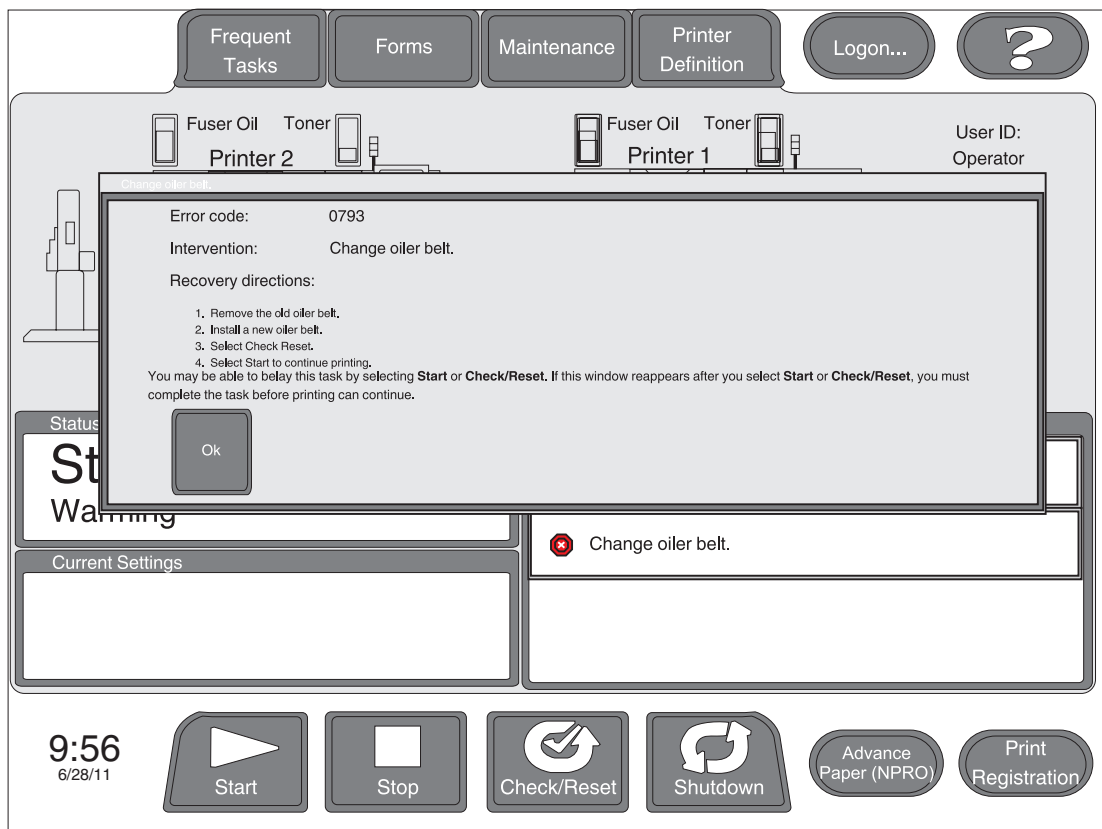


Figure 89. Intervention messages with recovery directions

Some intervention messages have additional troubleshooting information that displays in a detailed message window. Figure 90 on page 217 shows an example of an intervention message with troubleshooting actions. Select the **Troubleshooting** button and take any recovery actions suggested in the detailed message window that displays. The suggested actions are arranged based on the most likely condition that could cause the error and you should follow the suggestions in the order listed. Use the mouse to select the colored text; these are links that display a related online help topic.

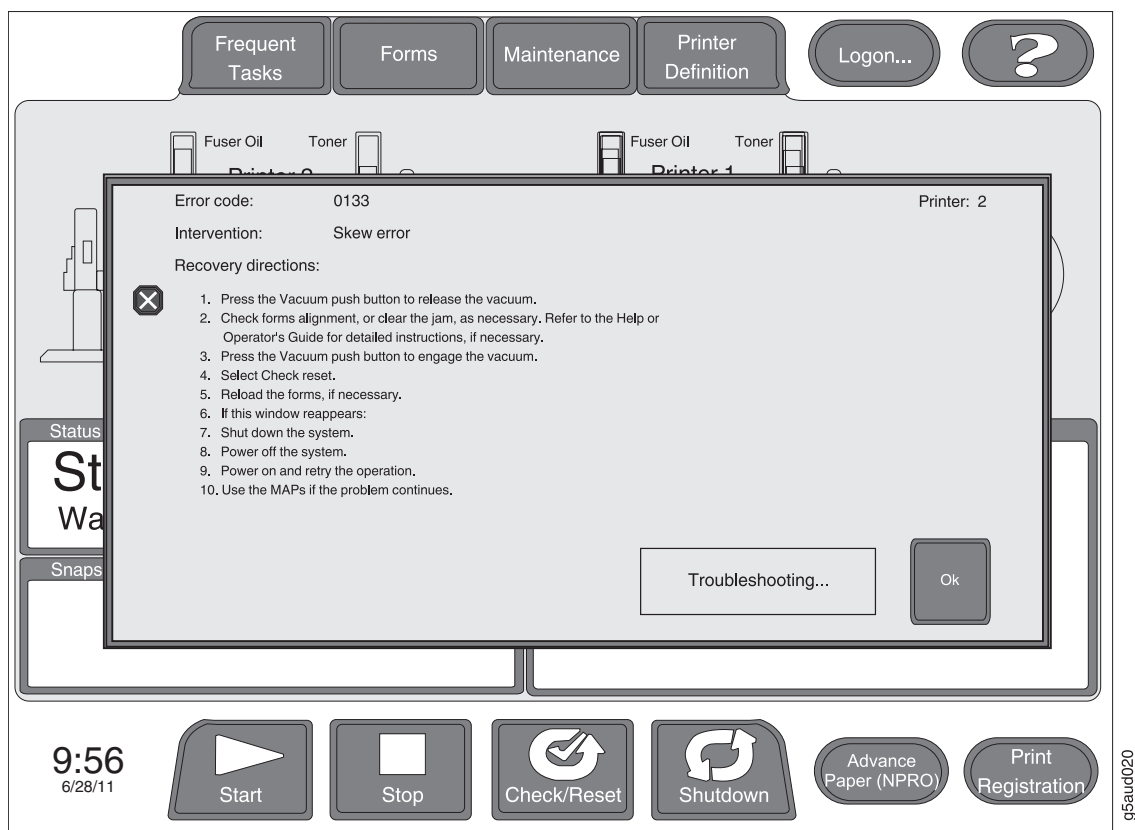


Figure 90. Intervention messages with troubleshooting actions

Operator message codes

Table 13 provides descriptions of operator message codes and troubleshooting suggestions for each message code.

Table 13. Operator message codes

Code	Description	Reference
0111	Forms not set at upper tractor	See "Clearing forms jams" on page 230.
011F	Lower tractor forms jam	<ol style="list-style-type: none"> 1. Open the transfer station. 2. Check forms alignment, or clear the jam, as necessary. 3. Select Check Reset. 4. Reload the forms, if necessary. 5. If this window reappears: <ol style="list-style-type: none"> a. Shut down the system. b. Power off the system. c. Power on and retry the operation. <p>If this does not fix the problem, call for service.</p>
0119	Upper tractor forms jam	See "Clearing forms jams" on page 230.

Table 13. Operator message codes (continued)

Code	Description	Reference
0131	Tension arm down	<ul style="list-style-type: none"> • See “Checking the tension arm” on page 147. • See “Clearing forms jams” on page 230.
0132	Tension arm up	
0133	Skew error	See “Clearing forms jams” on page 230.
0134	Fuser wrap	
0184	Transfer station forms jam (Auto Load)	
0185	Upper fuser forms jam (Auto Load)	
018C	Toner mark not sensed	<ul style="list-style-type: none"> • Check to see if the verification mark was printed correctly. • See “Aligning tractorless forms” on page 155. • See “Aligning tractorless forms” on page 163.
018D	Registration mark not sensed	<ul style="list-style-type: none"> • Check to see if the verification mark was printed correctly. • See “Aligning tractorless forms” on page 155. • See “Aligning tractorless forms” on page 163.
018E	The Mark Sensor is not Ready	<ul style="list-style-type: none"> • Rotate the upper mark sensor assembly down to the closed position. • If the upper mark sensor assembly is in the closed position, do the following: <ol style="list-style-type: none"> 1. Shut down the system. 2. Power off the system. 3. Power on and retry the operation. <p>If this does not fix the problem, call for service.</p>
0191	Upper tractor forms jam (Auto Load)	See “Clearing forms jams” on page 230.
0196	Splice lever down (Auto Load)	See “Splicing tractorless forms” on page 150.
0198	End-of-forms (Auto Load)	<ul style="list-style-type: none"> • Splice or load new forms. • See “Splicing tractorless forms” on page 150. • See “Loading forms” on page 69.

Table 13. Operator message codes (continued)

Code	Description	Reference
019F	The premeasure gate is open (Auto Load)	<ol style="list-style-type: none"> 1. Press Auto Load Stop. 2. Clear the paper path. 3. Select OK. 4. Ensure that the forms are threaded correctly. 5. Close the premeasure gate. 6. If this window reappears: <ol style="list-style-type: none"> a. Shut down the system. b. Power off the system. c. Power on and retry the operation. <p>If this does not fix the problem, call for service.</p>
0237	Developer card failure	<ul style="list-style-type: none"> • Ensure the developer communication cable is plugged in correctly.
0782	Splice lever down	<ul style="list-style-type: none"> • Ensure that the splice lever is in the run position. • See “About the splicing table” on page 15.
0783	Transfer station open	<ul style="list-style-type: none"> • Ensure that the transfer station is latched. • See “About the transfer station” on page 16.
0784	Vacuum is OFF	<ul style="list-style-type: none"> • Hold down the tension arm. • Press the Vacuum push button to turn on the forms vacuum. • See page “About the vacuum, stack height, lift pin lever, and puller controls” on page 19.
0785	Change toner collector bag	See “Changing the toner collector bag” on page 284.
0786	Add toner	
0787	Check toner collector bag	<ul style="list-style-type: none"> • Ensure that the toner collector is properly positioned. • See “Checking the toner collector” on page 282.
0788	Change developer mix	See “Changing the developer mix” on page 289.
0789	Developer drain open	<ul style="list-style-type: none"> • Ensure that the developer drain is closed. • See “About the developer” on page 10.
078A	End of Forms	See “Loading forms” on page 69.
0791	Change fine filter	See “Changing the fine filter” on page 300.
0792	Add fuser oil	See “Adding fuser oil” on page 279.

Table 13. Operator message codes (continued)

Code	Description	Reference
0794	Oiler gate open	<ul style="list-style-type: none"> • Ensure that the oiler gate is closed. • See “Cleaning the oiler belt” on page 306.
0795	Set forms direction	See “About the printer control panel” on page 13.
0799	Check fine filter	See “Checking the fine filter” on page 299.
079A	Check Tension Arm	See “Checking the tension arm” on page 147.
079D	Oil supply low	<ul style="list-style-type: none"> • Add one or two bottles of oil. See “Adding fuser oil” on page 279. • After adding oil, select the appropriate button on the intervention message window to indicate the number of bottles of oil you added.
079E	Developer mismatch	<p>The customer-changeable developer installed in the printer is not the correct toner type. Make sure the correct customer-changeable developer is installed in the printer.</p> <ol style="list-style-type: none"> 1. Make sure the correct customer-changeable developer is installed in the printer. 2. Select OK to close the message window and retry the operation. <p>If the problem continues, call for service.</p>
07D1	Developer interface error	Ensure the developer communication cable is plugged in correctly.
07D2	Developer interlock switch open	Ensure that the developer is seated properly and that the gate is shut.
07D3	Tractor initial position error	Verify proper position of tractors and correct if necessary.
07D4	The premeasure gate is open	<ol style="list-style-type: none"> 1. Ensure that the forms are threaded correctly. 2. Close the premeasure gate. 3. Select Check Reset. <p>If the problem continues, call for service.</p>
07D7	Toner Collector is full or not installed correctly	<ol style="list-style-type: none"> 1. Ensure that toner collector is not full 2. Ensure that the toner collector is properly positioned. 3. See “Checking the toner collector” on page 282.

Table 13. Operator message codes (continued)

Code	Description	Reference
07D8	Incorrect Retractor Gap Position - Tractorless Enhanced Commercial Print	The Transfer Station Gap Lever is not in the expected position. 1. Move the Transfer Station Gap Lever to the bottom position. 2. Select Start to continue printing. 3. Call for service if the problem continues.
07D9	Incorrect Retractor Gap Position	The Transfer Station Gap Lever is not in the expected position. 1. Move the Transfer Station Gap Lever to the top position. 2. Select Start to continue printing. 3. Call for service if the problem continues.
07DA	Lift Pin Position Error	The lift pins are not in the expected position. 1. Move the Lift Pin Lever to the 3 mm position. 2. Select Start to continue printing. 3. Call for service if the problem continues.
07DB	Lift Pin Position Error	Forms → Form Settings → Commercial Print is set to Yes , but the lift pins are not in the expected position. 1. If using 9pt forms, move the Lift Pin Lever to the 10 mm position. 2. If 9pt forms are not loaded, set Forms → Form Settings → Commercial Print to No . 3. Select Start to continue printing. 4. Call for service if the problem continues.
07DC	Lift Pin Position Error	The lift pins are not in the expected position. 1. If 9pt forms are not loaded, move the Lift Pin Lever to the 3mm position. 2. If using 9pt forms, set Forms → Form Settings → Commercial Print to Yes and move the Lift Pin Lever to the 10 mm position. 3. Select Start to continue printing. 4. Call for service if the problem continues.
D204	Pre/postprocessor NOT READY line became active.	See “Clearing a forms jam in a postprocessing device” on page 239 or “Clearing a forms jam between the printer and a postprocessing device” on page 238.
D21F	Page too complex	Page needs to be redesigned.

Table 13. Operator message codes (continued)

Code	Description	Reference
D220	MICR printing requested with no MICR installed	<ul style="list-style-type: none"> If MICR printing is required, be sure the MICR developer has been inserted into the proper printer. If MICR printing is not required, disable the MICR function on the Advanced panel (Printer Definition → Printer → Advanced).
D230	MICR CCD installed without MICR printing enabled	<p>To print non-MICR data using MICR supplies, select Close. Otherwise do the following to print MICR data:</p> <ol style="list-style-type: none"> Select Printer Definition → Printer → Advanced to display the Printer - Advanced panel. For MICR Installed, select the printer engine where the MICR CCD is installed. <p>If you do not want to print using MICR supplies, install a different CCD.</p>
D231	Output Buffer Size exceeded	<p>The Output Buffer Size is not sufficient for the jobs currently being printed. Do the following to clear this condition:</p> <ol style="list-style-type: none"> Select Forms → Advance Paper (NPRO) to display the Forms - Advance Paper (NPRO) panel. Select Advance to End to advance the paper from the transfer station to the stacker or other output devices. <p>If the problem continues, call for service.</p>
D71F	Side 1/Side 2 mismatch	<ul style="list-style-type: none"> Perform the “Aligning tractored forms” on page 155. Check the print quality of the verification marks. Look for light or smeared print. Fix any print quality problems. See “Print quality problems” on page 248.
D720	Verification mark position incorrect	<ul style="list-style-type: none"> Ensure that the forms are aligned correctly. See “Checking forms alignment” on page 188. Examine your forms. Preprinted marks within the carrier strip as well as some colored forms can cause this error. If you are using any of these forms, disable verification checking. See “Verifying synchronized duplex printing for tractored forms” on page 195.
D721	Hardware error: verification mark sensor	<ul style="list-style-type: none"> Check the print quality of the verification marks. Look for light or smeared print. Fix any print quality problems. See “Print quality problems” on page 248.

Table 13. Operator message codes (continued)

Code	Description	Reference
D724	Side 2 verify has been disabled	<ul style="list-style-type: none"> If the Side 2 Verify function is required, see “Aligning tractor forms” on page 155. If the Side 2 Verify function is not required, select OK.
D731 - D733 and D71A - D71C	Noise on pre/post interface 1, 2, 3, 4, 5, or 6	Ensure that the cable from your pre/postprocessor device is still physically connected to the pre/post connector and that the connector is the same port that is configured on the Pre/postprocessing panel (Printer Definition → Pre/postprocessing).
07D4	Premeasure Gate Open	<p>The premeasure gate is open.</p> <ul style="list-style-type: none"> Ensure that the forms are threaded correctly. Close the premeasure gate. Select Check Reset. <p>If this does not fix the problem, call for service.</p>

Intervention messages

Intervention messages display in a separate message window. This section provides detailed troubleshooting suggestions and additional information about the following intervention messages:

- “0133 Skew error”
- “0119 Upper tractor forms jam” on page 224
- “079A, 0131, 0132 Tension errors” on page 225
- “D720 Verification mark position incorrect” on page 226
- “0134 Fuser wrap” on page 226
- “0093 Input loop paper jam” on page 227

0133 Skew error

About this task

Symptom: The forms are not feeding straight through the fuser. This error most often occurs when the form skews toward the front or rear of the printer as it enters the fuser. This error was detected by the skew sensor (Figure 98 on page 268), which is located at the top of the preheat platen. To be correctly aligned, the form must be positioned so that the edge of the form is at the center of the lens of the skew sensor.

Possible causes and suggested recovery actions:

Procedure

1. The skew sensor may be dirty. Check it for paper dust or toner buildup and clean it if necessary (see “Cleaning the forms input area” on page 264).
2. Ensure that the form is aligned correctly with the red line at the entry point to the preheat platen.

3. Ensure that the tension arm is aligned correctly. The blue mark on the tension arm should be visible in the guide notch in the transfer station. If necessary, check the tension arm (see “Checking the tension arm” on page 147).
4. Check the paper path and ensure that the forms are aligned correctly at the transfer station:
 - For tractorless forms, ensure that the tractor holes are aligned correctly on the tractor pins.
 - For tractorless forms, ensure that the forms are correctly threaded and aligned on the drive mechanisms, including the upper vacuum transport and the lower drive roll.
5. Ensure that the forms are aligned correctly with any preprocessing devices and ensure that nothing interferes with the paper path.
6. If a Buffer/Flipper Unit is installed (duplex mode), check that the buffer flipper is positioned so that the forms are correctly aligned between Printer 1 and the flipper and between the flipper and Printer 2.
7. Forms jams can also cause this skew error. Ensure that the forms are loaded correctly:
 - Ensure that the forms are positioned correctly in the forms input area. The forms must not twist or tear when they travel around the input guide, splicing table, and transfer station.
 - For boxed forms, ensure that the box does not interfere with form movement.
 - For non-preprinted boxed forms, rotate the box 180° and thread the forms again.
8. Some forms have a tendency to skew. Set the preheat temperature to a lower value (**Printer Definition** → **Print Quality**) and try printing again.

Related information:

“Clearing forms jams” on page 230

provides more specific instructions on clearing forms jams.

“Suggestions for preventing jams” on page 245

provides additional suggestions about preventing forms jams.

0119 Upper tractor forms jam

About this task

Symptom: The upper tractor jam sensor has not sensed the passing of the pin feed holes for more than 2 inches. This error most often occurs when paper dust blocks the sensor. This error was detected by the upper tractor jam sensor (Figure 100 on page 270), which is located at the upper front tractor assembly.

Possible causes and suggested recovery actions:

Procedure

1. The upper tractor jam sensor may be dirty. Check it for paper dust or toner buildup and clean it if necessary (see “Cleaning the transfer station area” on page 269).
2. While doing an auto load procedure, the form may not have loaded correctly from the lower tractors to the upper tractors.
3. Ensure that the upper tractor jam sensor and the black area on the underside of the upper tractor cover are free of scratches, dust, chads, and adhesive.

4. If stray room light is falling on the sensor, close the top printer cover. Printing or dark colors between the pin feed holes on the back of the form can appear to the sensor to be a torn form.
5. The forms or tractor holes may be torn. This can be caused by a clinging chad that is caught in the urge unit. Check the preprocessor to ensure that it is not causing too much resistance or drag on the forms. Also check the urge unit and buffer/flipper unit.
6. The forms may have lifted off the tractor pins. Ensure that the tractor holes are aligned correctly on the tractor pins. Turn the **Tractor Control** knob as necessary to ensure that the forms are tight between the tractors.
7. The forms are not flat and tight over the sensor. Ensure that the forms are positioned correctly in the forms input area. The forms must not twist or tear when they travel around the input guide, splicing table, and transfer station.
8. If the jam occurs only with one kind of form, especially one that has not been used before on the printers, the problem may be form-related. Forms that are unusually heavy or light and forms that have holes or cuts are all likely to cause jams.
9. If the forms are in a box, ensure that the box does not interfere with form movement.

Related information:

“Clearing forms jams” on page 230
provides more specific instructions on clearing forms jams.

“Suggestions for preventing jams” on page 245
provides additional suggestions about preventing forms jams.

079A, 0131, 0132 Tension errors

About this task

Symptom: The position of the tension arm is incorrect. The tension arm is in the down or upper position. This error most often occurs when the tension arm is not positioned correctly or you are running heavy forms. This error was detected by the upper tractor jam sensor (Figure 100 on page 270), which is located at the upper front tractor assembly.

Possible causes and suggested recovery actions:

Procedure

1. The tension arm may be misaligned. The blue mark on the tension arm should be visible in the guide notch in the transfer station. If necessary, check the tension arm (see “Checking the tension arm” on page 147).
2. The forms may be slipping at the hot roll. This can be caused by forms that have absorbed moisture or forms that are smooth or coated.
3. If you are running with high preheat temperatures, or running unusually heavy forms or narrow forms, the upper or lower tension arm may need adjustment.
4. The forms are not installed correctly or the forms are broken. A double-sheet feed can also cause this error.
5. If the tension arm drifts up when the vacuum is turned off, there will not be enough vacuum to hold the form correctly on the preheat platen. If this is the case, call for service.
6. If the problem occurs after an NPRO, the upper tractor jam sensor may be dirty. Check it for paper dust or toner buildup and clean it if necessary (see “Cleaning the transfer station area” on page 269).

7. If a postprocessing device is being used, it may be prematurely pulling the paper out of the fusing area. Check the postprocessor to ensure that it is not causing too much resistance or drag on the forms.
8. When running tractorless paper, the lower pressure roller may not be engaged.

Related information:

“Clearing forms jams” on page 230

provides more specific instructions on clearing forms jams.

“Suggestions for preventing jams” on page 245

provides additional suggestions about preventing forms jams.

D720 Verification mark position incorrect

About this task

Symptom: The printer could not read the verification marks at the expected location. Side verify marks are small toner marks printed on the leading edge of the form; the marks are used for front-to-back data synchronization. This error most often occurs when dust blocks the sensor. This error was detected by the Toner Mark/Side Verify sensor (Figure 97 on page 267), which is located at the back side of the splicing table in the forms input area.

Possible causes and suggested recovery actions:

Procedure

1. The forms may be misaligned. Check the forms alignment on both printers. The perforation must be aligned correctly. See “Checking forms alignment” on page 188.
2. The UFC sensor or toner mark/side verify sensor may be dirty. Check it for paper dust or toner buildup and clean it if necessary (see “Cleaning the forms input area” on page 264).
See “Adjusting the rear paper-edge guide and Dual Toner Mark/Side Verify Sensor” on page 146.
3. The rear paper-edge guide may not be adjusted correctly for the size form you are using.
4. The UFC sensor may not be positioned correctly over the mark. See “Adjusting the Universal Forms Control (UFC) sensor” on page 199.
5. Examine your forms. Preprinted marks within the carrier strip as well as some colored forms can cause this error. If you are using any of these forms, disable verification checking. See “Verifying synchronized duplex printing for tractorless forms” on page 195.
6. Verify the print quality of the verification marks. Check for light or smeared print.

Related information:

Forms Design Reference provides more information about specifying clear zones for verification marks.

0134 Fuser wrap

About this task

Symptom: The forms are wrapped around the backup roll or there is a forms jam in the hot roll area on Printer 2.

Possible causes and suggested recovery actions:

Procedure

1. If there is also a stacker jam, the forms may have been pushed back into the sensors. Correct the stacker jam, and ensure that the folding direction of the forms is set correctly in the stacker and with the **Forms Set** switch. If you need to clear the stacker jam, see "Clearing a forms jam in the Stacker" on page 234 for instructions.
2. If this error occurs while doing an auto-load procedure, ensure that the first sheet is folded over the second sheet. If the leading edge of the form is curled, this would prevent it from feeding into the scuff rolls.
3. If the forms are wrapping around the hot roll, the fuser oil feed rate may be set too low. If they are consistently wrapping around the hot roll, you may need to set the oil feed rate higher.
4. Light-weight forms with heavy print density or large areas of solid area fill may stick to the hot roll if the oil feed rate is too low or if the oiling system has failed.
5. Light-weight or slightly damp forms can cause wraps.

Related information:

"Clearing forms jams" on page 230
provides more specific instructions on clearing forms jams.

"Suggestions for preventing jams" on page 245
provides additional suggestions about preventing forms jams.

0093 Input loop paper jam

About this task

Symptom: The printer is not maintaining the correct paper length on the input loop. This error was detected by the feed loop sensors (Figure 99 on page 269), which are located in the forms input area below the transfer station.

Possible causes and suggested recovery actions:

Procedure

1. The input feed loop sensors and LEDs may be dirty. Check them for paper dust and clean them if necessary (see "Cleaning the forms input area" on page 264).
2. Check for paper jams in these areas:
 - At the base of the input area or at the urge unit motor
 - Around the guide roll at the base of the input area of the machine
 - Within the urge unit assembly area
3. Check that both pinch rollers are properly contacting the drive roller on the urge unit.
4. Ensure that the forms are aligned correctly with any preprocessing devices and ensure that nothing interferes with the paper path.
5. If a buffer/flipper unit is installed (duplex mode), check that the buffer flipper is positioned so that the forms are correctly aligned between Printer 1 and the flipper and between the flipper and Printer 2.

Related information:

"Clearing forms jams" on page 230
provides more specific instructions on clearing forms jams.

"Suggestions for preventing jams" on page 245
provides additional suggestions about preventing forms jams.

0161 Stacker jams

About this task

Symptom: This error can be caused by a forms jam in the stacker. The error was detected by the stacker jam sensors Figure 101 on page 273, which are located in the stacker area above the stacker table.

Possible causes and suggested recovery actions:

Procedure

1. The forms are not folding correctly. The forms stack should lie flat without bowing between forms.
2. The **Forms Set** key on the printer operator panel is set incorrectly. It should be set to match the fold direction of the fold perforation that is on the lower transfer station tractors. "About the printer control panel" on page 13 describes how to set the **Forms Set** key.
3. The **Forms Width** lever or **Forms Length** lever on the stacker control panel is set incorrectly. "About the forms exit area" on page 23 describes how to set the levers.
4. The stacker table is not lowering correctly. Check the stacker area and remove any obstructions.
5. The stacker jam sensors and mirrors may be dirty. Clean the six stacker jam sensors and the two mirrors with a soft dry cloth (see "Cleaning the stacker area" on page 271).
6. The forms are out of specification.

Related information

"Clearing forms jams" on page 230

provides more specific instructions on clearing forms jams.

"Suggestions for preventing jams" on page 245

provides additional suggestions about preventing forms jams.

Hard program checks

About this task

Hard program check error messages appear when the system encounters an error it cannot recover from without a shutdown or restart. They display in a separate message window.

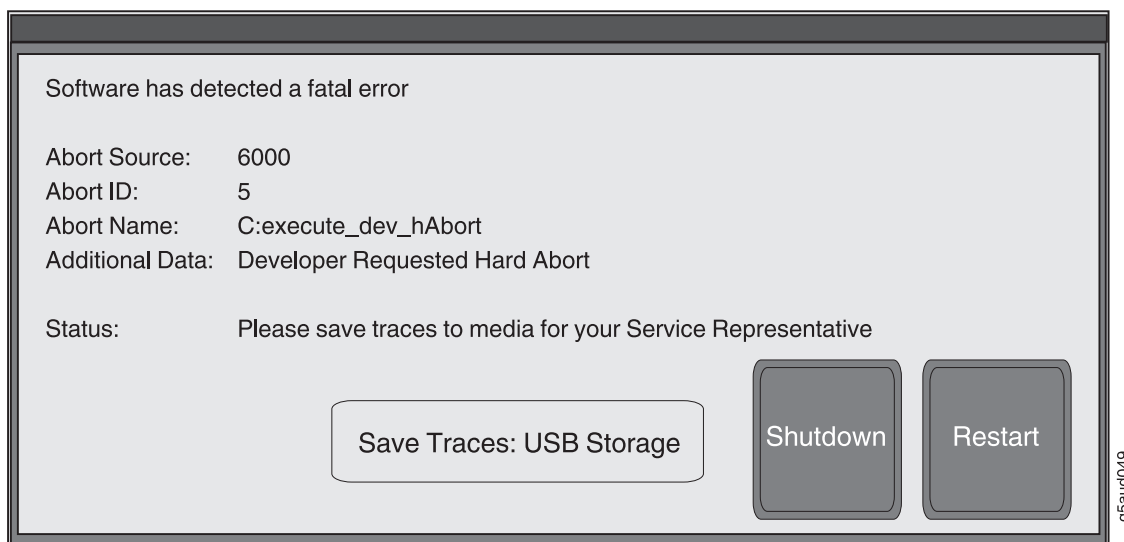


Figure 91. Example of hard program check window

Procedure:

Procedure

1. For a **Hard Program Check** that occurs during either a power-on/bring-up sequence or normal operations, do the following:
 - a. Select **Save Traces** to save all existing trace data to a USB flash memory device, if desired. Give the device to the CE.
 - b. Select **Restart**. If the window does not reappear after you complete the Restart procedure, try the operation that was in progress when the Program Check condition occurred again.
 - c. If the window reappears after you complete the Restart procedure, select **Shutdown**.
 - d. After you complete the Shutdown procedure, power off the system.
 - e. Switch power on to the system.
 - f. After the completion of the power on sequence, try the operation that was in progress when the Program Check condition occurred again.
 - g. Call for service if the problem continues.
2. For a **Master Program Check** that occurs only during a power-on/bring-up sequence, do the following:
 - a. Select **Save Traces** to save trace data to a USB flash memory device, if desired.
 - b. Select **Continue**.
 - c. If the window reappears, call for service.

Status messages

Status messages describe the condition of a printer or the system. Sometimes they are a response to operator action. Status messages display in the status area of the Main touch panel.

Status messages appear only for your information and do not necessarily mean that something is wrong. However, if a printer is not performing the way you think it should, a status message can give you information about what to do.

Table 14 shows the status messages displayed on line 1. Table 15 shows the status messages displayed on line 2.

Table 14. Status messages - line 1

Message	Description
READY	The system is ready to accept print jobs from the host system.
NOT READY	The system is not ready to accept print jobs from the host system.
RECEIVING	The system is receiving print job data from the host system.

Table 15. Status messages - line 2

Message	Description
WARMING UP	The fuser in one or both system printers is warming up so that print jobs can begin.
SLEEPING	The printer configuration Fuser Inactivity Timer in one or both system printers has timed out and the fuser has been turned off.
NOT AVAILABLE	The touch panel cannot communicate with either or both of the system printers. When an enabled preprocessing or postprocessing device has been powered off.
PRINTING	The system is printing.
PRE/POST-PROCESSOR BUSY	An enabled preprocessing or postprocessing device is showing Busy status on its interface.
PRE/POST-PROCESSOR NOT READY	An enabled preprocessing or postprocessing device is showing Not Ready status on its interface.
PRE/POST-PROCESSOR EOF	An enabled preprocessing or postprocessing device is showing End-of-Forms status on its interface.
PRE/POST-PROCESSOR PAUSED	An enabled preprocessing or postprocessing device is showing Paused status on its interface.
"blank"	No secondary status message to display.

Clearing forms jams

The following sections describe how to clear the forms jams:

- Jam is visible
- Jam is not visible
- Jam is in the Stacker
- Jam is in the Transfer Station, the Upper Fuser, or the Stacker Pendulum area
- Jam is in the Transfer Station, the Upper Fuser, or the Forms Exit area
- Jam is between Printer 1 and Printer 2
- Jam is between the printer and a postprocessing device
- Jam is in the postprocessing device

Clearing a forms jam when the jam is visible

Before you begin

To clear the jam message from the printer operator panel display and the touch panel, press the **Vacuum** push button twice: once to turn the vacuum off and again to turn the vacuum back on.

About this task

The following intervention messages can be displayed when a forms jam occurs:

Intervention	Error Code
Forms Not Set at Upper Tractor	0111
Upper Tractor Forms Jam	0119
Tension Arm Down	0131
Tension Arm Up	0132
Skew Error	0133
Fuser Wrap	0134

Procedure:

Do this procedure to clear the forms jam when the jam is visible.

Procedure

1. Press the **Vacuum** push button to turn the forms vacuum off.
2. Clear the forms path.
3. Hold down the tension arm while you press the **Vacuum** push button to turn the forms vacuum on.
4. If any of the intervention messages are still displayed, press **Check Reset** on the affected printer operator panel or select **OK** on the touch panel.
5. Check for and resolve or postpone any other error or intervention message that appears on the printer operator panel or the touch panel.
6. Check for and resolve or postpone any other error or intervention message that appears on the printer operator panel or the touch panel.
7. **For Dual Simplex Operations:** Reload the forms.
8. **For Duplex Operations:** If the jam was within Printer 1, reload the forms.
9. **For Duplex Operations:** Select **Forms** → **Align Forms**.
 - a. Select **Forms Feed** once. This provides enough forms beyond Printer 1 to splice (on the floor between Printer 1 and Printer 2) the forms just auto loaded on Printer 1 to the forms extending from the input area of printer 2.
 - b. Complete the “Align Forms” procedure (**Forms** → **Align Forms**).
 - c. Check the forms alignment for both Printer 1 and Printer 2.
10. Select **Start** on the printer operator panel or on the Main touch panel for the affected printer.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

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What to do next

- See “Recovering from a forms jam” on page 243.
- See “Suggestions for preventing jams” on page 245 if the error recurs frequently.

Related tasks

“Clearing the forms path” on page 240

“Checking forms alignment” on page 188

“Loading forms” on page 69

“Aligning forms when forms are broken between printers” on page 160

“Splicing tractored forms” on page 150

Clearing a forms jam when the jam is not visible

Before you begin

To clear the jam message from the printer operator panel display and the touch panel, press the **Vacuum** push button twice: once to turn the vacuum off and again to turn the vacuum back on.

About this task

The following intervention messages can be displayed when a forms jam occurs:

Intervention	Error Code
Forms Not Set at Upper Tractor	0111
Upper Tractor Forms Jam	0119
Tension Arm Down	0131
Tension Arm Up	0132
Skew Error	0133
Fuser Wrap	0134

Note:

- Be aware that dark-colored backing on the forms can cause the printer to display these messages.
- The message 0119 Upper Tractor Forms Jam may appear if the top cover of the printer engine is open and is allowing light to affect an optical sensor. Ensure that the top cover is closed.

Procedure:

Do this procedure to clear the forms jam when the jam is not visible.

Procedure

1. Clean the upper tractor jam sensor.
2. Open the upper tractor covers and ensure that the tractor holes align with the tractor pins.
3. Press the **Vacuum** push button to turn the forms vacuum off.
4. Hold down the tension arm while you do the following:
 - a. Select **Forms Feed** on the printer control panel to align the form perforation of the first full page with the correct length alignment mark on the lower tractors. See Figure 92 on page 234 for details.
 - b. Press **Stacker Up** on the stacker control panel to make the forms taut.
 - c. Slowly move the Tension Arm up to line up the mark with the alignment slot. While you hold the Tension Arm, press the **Vacuum** push button to turn the forms vacuum on.

Note: If you do not hold the Tension Arm while you turn on the forms vacuum, you see a 079A Check Tension Arm intervention required message. You must handle this message before you can continue with this procedure.

5. If any of the intervention messages are still displayed, press **Check Reset** on the affected printer operator panel or select **OK** on the touch panel.
6. Check for and resolve or postpone any other error or intervention message that appears on the printer operator panel or the touch panel.
7. Check to ensure that the perforation is aligned at the correct forms length of the lower tractor station alignment scale and adjust if necessary. Ensure that you check both printers.
8. If necessary, complete the “Align Forms” procedure (**Forms** → **Align Forms**).
9. Select **Start** on the printer operator panel or on the Main touch panel for the affected printer.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

What to do next

- See “Recovering from a forms jam” on page 243.
- See “Suggestions for preventing jams” on page 245 if the error recurs frequently.

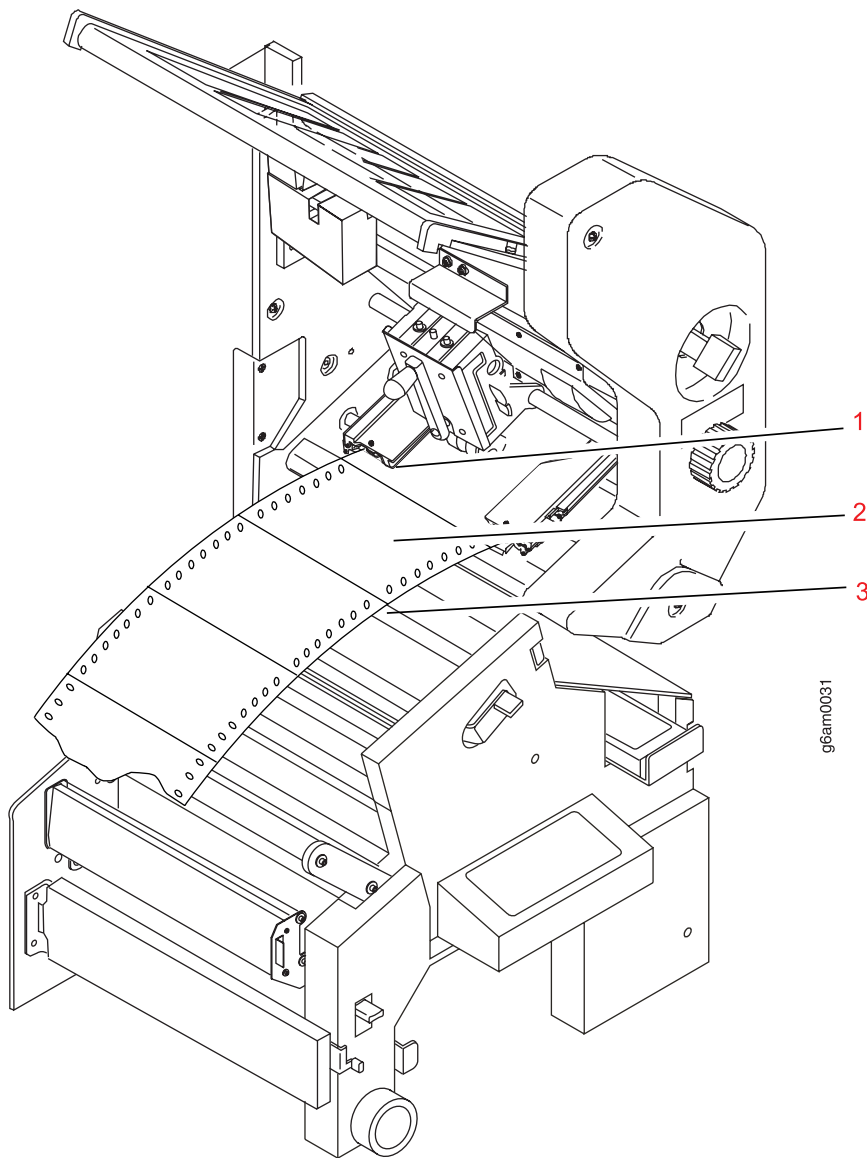


Figure 92. Reestablishing forms alignment

1. Alignment mark
2. First full page
3. Align this perforation

Related tasks

“Cleaning the transfer station area” on page 269

“Aligning forms when forms are broken between printers” on page 160

Clearing a forms jam in the Stacker

Before you begin

To clear the jam message from the printer operator panel and the touch panel, you must open and close the stacker gate, *or* you must lower and then raise the stacker table.

About this task

The following intervention messages can be displayed when a forms jam occurs in the stacker:

Intervention	Error Code
Stacker Forms Jam	0161 or 0164

Important: If this error occurs shortly after you use the auto load function, you may be loading forms with the wrong first-fold direction. This causes the forms to fold opposite their original fold direction in the stacker. See steps 3 and 4 in “Clearing a forms jam in the Stacker” on page 234

Note: These errors are not set when a Postprocessing Device Interface feature is installed and enabled.

Procedure:

Do this procedure to clear a forms jam in the stacker.

Procedure

1. Visually check to see if a forms jam is actually present.
2. Open the stacker gate.
3. If you do not find a jam, clean the stacker jam sensors.
4. If you find a jam, clear the forms from the stacker and pendulum area.

Note: When you remove the forms from the stacker, leave 4 to 5 pages attached to the end of the job running in the stacker. This ensures correct forms folding when printing resumes.

5. Close the stacker gate.
6. If any of the intervention messages are still displayed, press **Check Reset** on the affected printer operator panel or select **OK** on the touch panel.
7. Check for and resolve or postpone any other error or intervention message that appears on the printer operator panel or the touch panel.
8. If necessary, complete the “Align Forms” procedure (**Forms** → **Align Forms**).
 - a. Select **Forms Feed** twice. This provides enough forms beyond Printer 1 to auto load Printer 2.
 - b. Complete the “Align Forms” procedure by adding enough forms beyond Printer 2 to splice (on the floor between Printer 2 and a postprocessing device) the forms just auto loaded on Printer 2 to the forms remaining threaded in a postprocessing device.
 - c. Do all the steps in “Checking forms alignment” on page 188 for both Printer 1 and Printer 2.
9. Ensure that **Forms Set** on the printer control panel displays the same fold direction as the fold on the lower tractors.
10. Select **Start** on the printer operator panel or on the Main touch panel for the affected printer.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

cauti0085

What to do next

- See “Recovering from a forms jam” on page 243.
- See “Suggestions for preventing jams” on page 245 if the error recurs frequently.

Related tasks

Chapter 7, “Cleaning and Servicing the printer,” on page 255

“Clearing the forms path in the Stacker and Pendulum areas” on page 243

“Aligning forms when forms are broken between printers” on page 160

“Splicing tractored forms” on page 150

Clearing a forms jams in the Transfer Station, the Upper Fuser, or the Forms Exit area

Before you begin

To clear the jam message from the printer operator panel and the touch panel, you must press **Auto Load - Stop** on the printer control panel.

About this task

The following intervention messages can be displayed when a forms jam occurs in the transfer station area, the upper fuser area, or the forms exit area:

Intervention	Error Code
Transfer Station Forms Jam (Auto Load)	0184
Upper Tractor Forms Jam (Auto Load)	0191
Upper Fuser Forms Jam (Auto Load)	0185

Automatic reprinting is not necessary for this type of jam because printing was not occurring when this jam was detected.

Note: Be aware that dark-colored backing on the forms can cause the printer to display these messages.

Procedure:

Do this procedure to clear a forms jam in the transfer station, upper fuser, and forms exit area.

Procedure

1. Select **Auto Load - Stop** on the printer control panel.
2. Visually check to see if a forms jam is actually present.

- a. For error codes 0184 and 0191, if there is no jam in the transfer station area, clean the upper tractor jam sensor. See “Cleaning the transfer station area” on page 269
- b. If there is a forms jam, clear the forms from the appropriate area:
 - For error codes 0184 and 0191, clear the forms from the transfer station area (see “Clearing the forms path in the Transfer Station area” on page 240 for details).
 - For error code 0185, clear the forms from the fuser and forms exit areas (see “Clearing the forms path in the Fuser area” on page 241 for details).
 - For error code 0192, clear the forms from the stacker and pendulum area (see “Clearing the forms path in the Stacker and Pendulum areas” on page 243 for details).
3. If the intervention is still displayed, press **Check Reset** on the operator panel of the affected printer or select **OK** on the touch panel.
4. Check for and resolve or postpone any other error or intervention message that appears on the printer operator panel or the touch panel.
5. **For Dual Simplex Operations:** If you found a forms jam, reload the forms.
6. **For Duplex Operations:** If the jam was within Printer 1, reload the forms.
7. **For Duplex Operations:** If necessary, complete the “Align Forms” procedure again (**Forms** → **Align Forms**).
 - a. Select **Forms Feed Forward** once. This provides enough forms beyond Printer 1 to splice (on the floor between Printer 1 and Printer 2) the forms just auto loaded on Printer 1 to the forms remaining in the forms path.
 - b. Complete the “Align Forms” procedure (**Forms** → **Align Forms**).
 - c. Do all the steps in “Checking forms alignment” on page 188 for both Printer 1 and Printer 2.
8. Select **Start** on the printer operator panel or on the Main touch panel for the affected printer.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

What to do next

- See “Suggestions for preventing jams” on page 245 if the error recurs frequently.

Related tasks

“Loading forms” on page 69

“Aligning forms when forms are broken between printers” on page 160

“Splicing tractored forms” on page 150

Clearing a forms jam between Printer 1 and Printer 2

About this task

A jam occurring between Printer 1 and Printer 2 normally causes the forms to tear and separate. Both Printer 1 and Printer 2 continue to feed forms and print until an error condition is detected and displayed. A large supply of forms may be present on the floor at the output of Printer 1.

Procedure:

Do this procedure to clear a forms jam between Printer 1 and Printer 2.

Procedure

1. Do not flush any forms out of either printer.
2. Manually pull the forms through the buffer/flipper unit under Printer 2 and up into forms input area of Printer 2.
3. Begin the “Align Forms” procedure (**Forms** → **Align Forms**). If necessary, select the appropriate paper advance (feed page) key on the Align Forms panel or on the printer operator panel, to feed enough forms to splice (at the Printer 2 splicing table) the forms from the buffer/flipper unit to the forms remaining in the Printer 2 path.
4. Make sure all interventions have been cleared. As necessary, follow the recovery instructions to clear any active interventions.
5. Complete the “Align Forms” procedure.
6. Select **Start** on the printer operator panel or on the Main touch panel.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Related tasks

“Aligning forms when forms are broken between printers” on page 160

Clearing a forms jam between the printer and a postprocessing device

About this task

A jam or separated form that occurs between the postprocessing device and the printer is not detected and presented as a form jam. The usual error condition presented is error message D204 PRE/POST NOT READY LINE BECAME ACTIVE on the touch panel or error message D204 PRINTER ERROR on the affected printer operator panel. This error message occurs when the Pre/postprocessor Busy Timer included in the characteristics section of an installed and enabled postprocessing device has timed out. (Refer to the *Planning and Configuration Guide* for details.)

Procedure:

Do this procedure to clear a forms jam between the printer a postprocessing device.

Procedure

1. Clear the forms path of any jam, or clear any forms feeding problem between the postprocessing device and the printer.
2. Select **OK** on the touch panel.
3. If you must remove damaged or separated forms in the forms path between the postprocessing device and the printer, advance the forms through the printer enough to enable splicing. On the floor between the printer and the postprocessing device, splice the forms exiting the printer to the forms remaining in the postprocessing device.
4. Make the postprocessing device Ready.
5. Select **Start** on the printer operator panel or on the Main touch panel for the affected printer.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Clearing a forms jam in a postprocessing device

About this task

When a paper jam occurs in a postprocessing device that causes the device to go to a Not Ready condition, the Intervention window appears. This causes a number of pages to be reprinted. The distance from the printer to the farthest postprocessing device attached to the printer determines the number of pages reprinted.

If a paper jam occurs in the postprocessing device and causes a Not Ready condition, error code D204 displays in the Intervention window.

Procedure:

Do this procedure to clear a forms jam in a postprocessing device.

Procedure

1. Remove the jammed paper from the postprocessing device.
2. If you want to reprint pages, select **OK**.
3. Select **OK** on the Intervention window.
4. Select **Start** on the Main touch panel.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

cauti0085

Clearing the forms path

The following sections describe how to clear the forms path in the following areas:

- Transfer Station area
- Fuser area

Clearing the forms path in the Transfer Station area

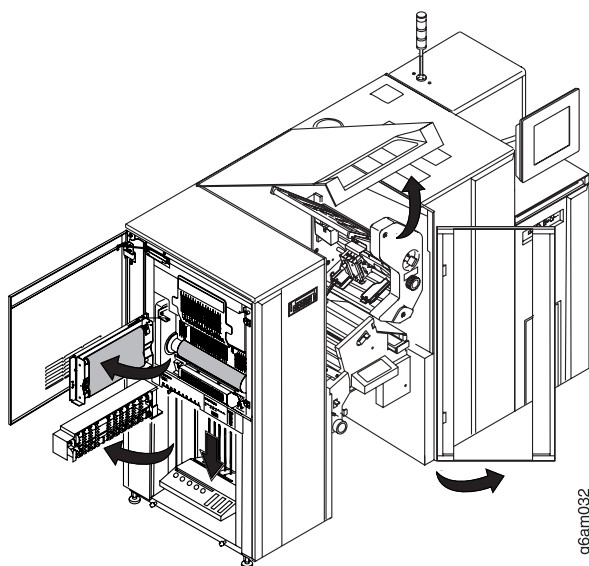
About this task

Procedure:

Do this procedure to clear a forms jam from the Transfer Station area.

Procedure

1. Open the covers.



Attention: Do **not** use the Forms Feed keys on the printer control panel if forms are jammed in the transfer station.

2. Break the forms at a perforation near the splicing table.
3. Break the forms at a perforation between the tension arm area and the fuser entry area.
4. Open the lower transfer station tractor covers.
5. Check for torn carrier strips, oversized carrier holes, and torn paper.

6. Remove any torn forms, carrier strips, and paper chads from the lower tractor area.
7. Open the transfer station by tilting the transfer station away from the photoconductive drum.

Attention:

The photoconductive drum is easily damaged, and it is **very** expensive to replace. When the transfer station is open, be extremely careful not to let anything touch the photoconductive drum.

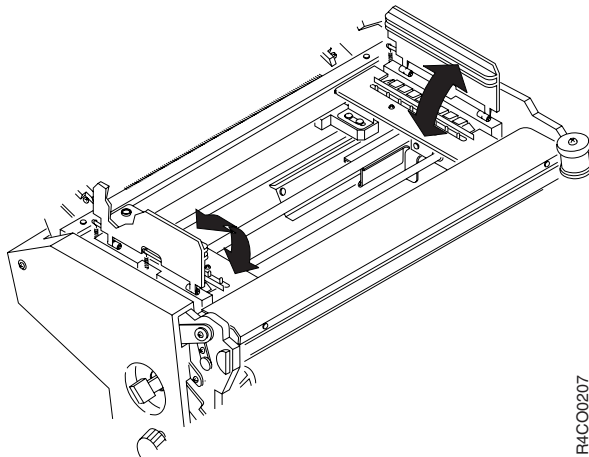


CAUTION:

<73> Do not wear jewelry (rings, watches, or bracelets) when working in this area.

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8. Open the upper transfer station tractor covers.



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9. Check for torn carrier strips, oversized carrier holes, and torn paper.
10. Remove any torn forms, carrier strips, and paper chads from the transfer station area, the transfer corona, and the retractors.
11. Close the upper tractor covers.
12. Gently push the transfer station toward the photoconductive drum until it locks securely into position.
13. Close the lower tractor covers.
14. Press the **Vacuum** push button. The **Vacuum Off Warning Indicator** flashes and then stays lit.
15. Press the **Forms Feed - Forward** key to clear the forms from the fuser area.

Clearing the forms path in the Fuser area

About this task

Procedure:

Do this procedure to clear a forms jam from the Fuser area.

Procedure

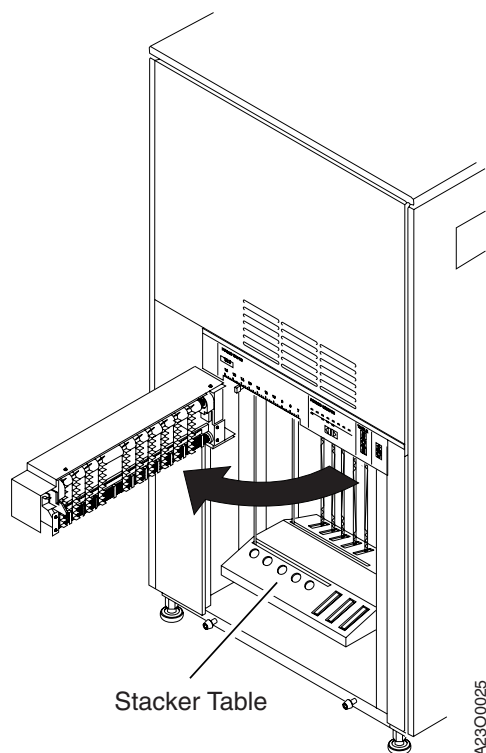
1. Open the stacker gate.
2. Break the forms at a perforation near the forms guide.
3. Break the forms at a perforation near the pendulum.
4. Unload the forms from the stacker.
5. Close the stacker gate.
6. Press the **Vacuum** push button. The **Vacuum-Off Warning Indicator** flashes and then stays lit.
7. Move the puller lever to the left.
8. Grasp the forms near the fuser entry area and pull them up and out of the fuser. (This moves the forms in the opposite direction from their usual path.)
9. If the forms will not pull up, or if some forms remain in the pendulum, do the following:
 - a. Lower the stacker table.
 - b. Open the stacker gate.
 - c. Grasp both sides of the forms and pull down evenly.
 - d. Close the stacker gate.
 - e. Raise the stacker table.



CAUTION:

<70> The oiler belt, oiler wick roll, and their environments are *high-temperature* areas. Be very careful when working in these areas.

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10. If forms remain in the fuser, do the following:

- a. Open the fuser gate.
 - b. Lower the hot roll shield.
 - c. Remove any forms you see.
 - d. Raise the hot roll shield.
 - e. Close the fuser gate.
11. Press the vacuum push button. The **Vacuum-Off Warning Indicator** flashes and then stays off.

Clearing the forms path in the Stacker and Pendulum areas

About this task

Procedure:

Do this procedure to clear a forms jam from the Stacker and Pendulum areas.

Procedure

1. Open the stacker gate.
2. Ensure that the forms are folding correctly. That is, the forms stack should lie flat (without bowing between forms).
3. Ensure that the **Forms Set** indicator on the printer control panel is set to match the fold direction of the fold perforation that is on the lower transfer station tractors.
4. Separate the forms at the perforation near the top of the stacker. Save as much of the output as possible. Work with the host system console operator to recover any lost pages.
5. Unload forms from the stacker.

Note: When you remove the forms from the stacker, leave 4 to 5 pages attached to the end of the job running in the stacker to ensure correct forms folding when printing resumes. .

6. Ensure that the correct forms length and width are selected at the stacker panel.
7. If you receive a message when no forms appear jammed, clean the six stacker jam sensors and the two mirrors with a soft dry cloth.

Related tasks

“Unloading the stacker” on page 193

Chapter 7, “Cleaning and Servicing the printer,” on page 255

Recovering from a forms jam

Before you begin

You must set the following basic configuration items (**Printer Definition** → **Printer** → **PDL** → **IPDS**) to allow automatic reprinting after a forms jam recovery:

- **Reprint Pages after Jams:** Must be set to either:
 - Yes
 - No Recovery for MICR Pages
 - No

- Restart the entire job

You must re-thread the printer with the jam.

In addition to re-threading the printer with the jam, you may also have to re-thread the other printer (if the jam occurred in Printer 1). Whenever re-threading is required, the Align Forms window (**Forms** → **Align Forms**) automatically appears on the touch panel. This requires you to execute and complete the “Align Forms” procedure.

Related tasks

“Aligning tractor forms” on page 155

Suggestions for preventing jams

The best way to prevent jams is to use forms and applications that were designed for use with the printers. Adjusting or repairing the printer cannot correct form and application problems.

If a particular form jams frequently, refer the application owner to the *Forms Design Reference*. This book contains detailed information about selecting forms and designing applications for use with continuous-forms printers.

It is also important to ensure that the forms are loaded correctly. To prevent jams from happening, do the following:

- Ensure that the forms are not being damaged either in the forms input area or before they reach the transfer corona within the printer engine, or in the Buffer/Flipper unit between the printers when they are in duplex mode.
- Ensure that the perforations have ties at the ends, not cuts.
- Ensure that the back side of the forms do not have dark colors or markings with dual simplex mode, or that either side of the forms do not have dark colors or markings when the printers are in duplex mode.
- If you are using fan-fold forms, ensure that the folded or leading edge is not wrinkled or torn.
- If you are using fan-fold forms and the first page is folded under, ensure that the tractor holes line up *exactly*, especially if you are using forms with a 1/3-inch or 2/3-inch length.
- Ensure that the tractor holes are aligned correctly on the tractor pins.
- Ensure that the forms are positioned correctly in the forms input area. The forms must not twist or tear when they travel around the input guide, splicing table, and transfer station.
- If the forms are in a box, ensure that the box does not interfere with form movement.
- If you are using fan-fold forms and the stack of forms seems to curve (dishing), roll the first form in the opposite direction of the curve. Then unroll it before you put the form on the transfer station lower tractors.
- Load different forms, or if you are using fan-fold forms, a new box of the same forms. Ensure that the forms are loaded correctly.
- If the jam occurs only with one kind of form, especially one that has not been used before on the printers, the problem may be form-related. Forms that are unusually heavy or light and forms that have holes or cuts are all likely to cause jams.

Forms orientation may have an effect jam frequency. On forms that are not preprinted, do the following:

- If you are using fan-fold forms, rotate the box 180 degrees. This can change the frequency of jams.
- Remove damaged sections.
- If you are using fan-fold forms and you folded back the first page of the form, try loading the form *without* folding. Conversely, if you did *not* fold the form, try doing so.
- If you are using fan-fold forms, ensure that you leave four to five blank forms correctly folded in the stacker when you resume printing.

Traces

The Traces panel lets you save internal event traces, or capture a print job as an aid in resolving problems. Internal event tracing is always active. The current state of recent events is saved when you request that traces be saved. As a separate action, the current in-progress job, or the next job to be processed, may be captured.

Note:

1. Traces affect both printers when you are printing in duplex mode. In dual simplex mode, all trace actions apply only to that printer.
2. Enabling additional traces may affect performance.

This section provides procedures for doing the following:

- Saving traces to a USB flash memory device.
- E-mailing traces.
- Archiving traces to the hard drive.

Saving traces to USB flash memory devices

Before you begin

A USB flash memory device is required for this procedure.

About this task

Procedure:

Do this procedure to save traces to a USB flash memory device.

Procedure

1. Insert a USB flash memory device into the USB port at the back of the keyboard.
2. Select **Maintenance** → **Traces** on the Main touch panel.
3. Select **Save Traces...** after the error occurs. Select **OK**.
4. Select **USB Device** and select **OK**.
5. Select the trace file that you want to save and select **OK**. This will save the trace information onto the USB flash memory device after the trace completes.

E-mailing traces

Before you begin

Note:

1. TCP/IP ethernet must be installed and enabled before you can use e-mail trace. See the *Planning and Configuration Guide* for information about configuring this protocol.
2. Before you can e-mail your saved trace data, the printer must be correctly configured to send e-mails. Configure the printer to use e-mail using the Remote Access - E-mail panel (**Printer Definition** → **Network** → **Remote Access** → **E-mail**). You must also specify a customer SMTP mail server for the **SMTP Server Hostname** option. See the *Planning and Configuration Guide* for information about configuring the printer to send e-mails.
3. Traces affect both printers when you are printing in duplex mode. In dual simplex mode, all trace actions apply only to that printer.

About this task

Procedure:

Do this procedure to e-mail traces.

Procedure

1. Select **Maintenance** → **Traces** on the Main touch panel.
2. Select **Save Traces...** after the error occurs.
3. Select **E-mail** and select **OK**. This will save the trace information and display a window showing the e-mail destination information.
4. Enter a detailed description of the problem in the **Description** field. The non-blank fields on the window are:
 - The **To** field contains the internet address of the default mail destination. This field can be edited.
 - The **Subject** field contains the machine serial number and time stamp. This field is read only.

Note: Sending the trace to the specified e-mail destination does not initiate a service call.

5. Select **OK** to send the e-mail trace.

Archiving traces to the hard drive

Before you begin

Note:

1. Traces affect both printers when you are printing in duplex mode. In dual simplex mode, all trace actions apply only to that printer.

About this task

Procedure:

Do this procedure to archive traces to the hard drive.

Procedure

1. Select **Maintenance** → **Traces** on the Main touch panel.
2. Select **Save Traces...** after the error occurs. Select **OK**.
3. Select **Archive** and select **OK**.
4. Enter a description of the circumstances of the trace and select **OK**. This saves the trace information to an archive file system on the hard drive for use by your service representative.

Print quality problems

Many print quality problems are directly related to the kind of forms that are being used and the application that is being processed. If a particular form or application regularly produces unsatisfactory output, refer the application owner to the *Forms Design Reference*. This publication contains detailed information about selecting forms and designing applications for use with continuous forms printers.

The following table describes possible print quality problems and suggests actions that may correct the symptoms.

Table 16. Print quality symptom table

Symptom	Action
Repeating spot patterns.	Clean the printer and the oiler belt. See Chapter 7, "Cleaning and Servicing the printer," on page 255 and "Cleaning the oiler belt" on page 306.
Print is too dark or characters appear too wide.	Refer to "Creating a Snapshot" in the <i>Planning and Configuration Guide</i> to adjust the contrast.
In duplex printing mode there is a noticeable difference in the printing contrast between the front and back sides of the form, even though the Contrast Switch setting is set the same on both printers.	It is normal for printing contrast to vary between printers. Adjust the contrast setting for both printers to balance the contrast between the printers. Refer to "Creating a Snapshot" in the <i>Planning and Configuration Guide</i> to adjust the contrast. See "Engine print balancing procedures" on page 191.
Blank spots (voids) or light areas appear near perforations.	This problem is usually related to forms design, and it cannot be corrected by adjusting the printer. The following restrictions, copied from the <i>Forms Design Reference for Continuous Forms Advanced Function Printers</i> G544-3921, must be maintained: Print quality may be poor when printing near folding perforations, an internal perforation, or any cut in the form. To ensure correct operation and print quality, maintain the following distances: <ul style="list-style-type: none"> • From non-folding and internal perforations: 1.27 mm (0.05 in.) • From folding perforations: <ul style="list-style-type: none"> – For text, OCR, and bar codes: 8.5 mm (0.33 in.) – For images and solid-area fill: 12.7 mm (0.5 in.) • From binder holes and cuts: 2.54 mm (0.1 in.) If the specified distance from the page perforations is not being maintained, refer the application owner to the <i>Forms Design Reference</i> .
Loss of edge definition or lighter print contrast (boldness) at the trailing edge of bar codes, shaded or solid fill areas, or formatted bold text characters.	The problem can be reduced or eliminated by increasing the contrast. Remember to adjust the contrast setting on both printers to balance the contrast between the front and back of the forms. Refer to "Creating a Snapshot" in the <i>Planning and Configuration Guide</i> to adjust the contrast. See "Engine print balancing procedures" on page 191.

Table 16. Print quality symptom table (continued)

Symptom	Action
Blank spots (voids) or light areas not near perforations.	<ul style="list-style-type: none"> • Ensure that the forms are smooth and flat. Feel the forms, especially near the perforation. If you find lumps, bumps, or wrinkles, load another box of forms. This kind of problem can be caused by storing forms in a poor environment (for example, high humidity). • Clean the coronas. See Chapter 7, “Cleaning and Servicing the printer,” on page 255. • Refer to “Creating a Snapshot” in the <i>Planning and Configuration Guide</i> to adjust the contrast.
Print has white streaks.	<ul style="list-style-type: none"> • Clean the coronas. See Chapter 7, “Cleaning and Servicing the printer,” on page 255. • If necessary, remove the coronas and look for forms chads in the wire or corona housing. Be careful not to touch the wire with your hands.
Print is too light.	<ul style="list-style-type: none"> • Refer to “Creating a Snapshot” in the <i>Planning and Configuration Guide</i> to adjust the contrast. • Clean the coronas. See Chapter 7, “Cleaning and Servicing the printer,” on page 255. • If an operator opened and closed the developer drain <i>without</i> replacing the developer mix, replace the developer mix now. Opening the drain resets the developer mix usage timer, which could result in the developer mix being used beyond its normal life and result in immediate print quality problems. See “Changing the developer mix” on page 289.
Print rubs off easily.	<ul style="list-style-type: none"> • If print rubs off solid fill areas (logos, bar codes) on the form, lighten the contrast until fuse grade is acceptable. Remember to adjust the contrast setting on both printers to balance the contrast between the front and back of the forms. Refer to “Creating a Snapshot” in the <i>Planning and Configuration Guide</i> to adjust the contrast. • Ensure that the hot roll temperature and the oil rate are set correctly for the forms being used. Use “Creating a Snapshot” in the <i>Planning and Configuration Guide</i> to adjust the fusing temperature and the amount of fuser oil used during printing. • Ensure that the preheat platen temperature is set correctly for the forms being used. • Clean the oiler belt. See “Cleaning the oiler belt” on page 306 if you need instructions. • Ensure that the forms were fused. For example, did you use Forms Feed when you should have used NPRO? • Ensure that the hot roll shield is up. • Load a different box of forms. The forms you are running may be too heavy (more than 160 g/m² (42 lb) when running simplex mode, or more than 105 g/m² (28 lb) when running duplex mode), or too moist, or have too rough a surface.
Print is offset (double images).	<ul style="list-style-type: none"> • Use “Creating a Snapshot” in the <i>Planning and Configuration Guide</i> to adjust the fusing temperature and the amount of fuser oil used during printing. • Clean the oiler belt. See “Cleaning the oiler belt” on page 306 if you need instructions. • Ensure that the hot roll shield is up.

Table 16. Print quality symptom table (continued)

Symptom	Action
Print is not correctly registered.	<ul style="list-style-type: none"> • Ensure that the print position is adjusted correctly. See “Setting print registration” on page 129 for more information. • Check forms alignment. See “Checking forms alignment” on page 188 if you need instructions.
Dark background or dirty prints.	Clean the printer, particularly the coronas and the oiler belt. See Chapter 7, “Cleaning and Servicing the printer,” on page 255 and “Cleaning the oiler belt” on page 306.
Dark streaks.	Clean the printer, particularly the coronas and the oiler belt. See Chapter 7, “Cleaning and Servicing the printer,” on page 255 and “Cleaning the oiler belt” on page 306.
Dark or fuzzy 0.5-inch (12-mm) wide band across width of page (print bloom); characters appear bolder or slightly larger than normal.	This problem may occur at the point where pages stop in the fuser. The problem may also be application-related, and if so, cannot be corrected by adjusting the printer.
Any other print quality problem or any of the above problems that persist after you have followed all of the corrective steps.	Call your service representative. See “Service call procedure” on page 44.

Sudden failures

If your printer has been operating satisfactorily for a reasonable period and then suddenly fails, consider the following questions:

- Is the printer processing a new application?
- Is the printer using new forms?
- Are forms or other supplies being obtained from a new supplier?
- Have the Advanced Function Printing™ licensed programs been updated?
- Have any changes occurred in the operating system environment?
- Has the printer been re-cabled or moved?
- Have any configuration items been changed recently?

If the answer to any of these questions is "yes", that may be the cause of the problem. Work with your system programmer, service representative, or application owner to resolve the situation.

Problem solving tips

The following tables summarize some hard-to-classify symptoms, a discussion of the probable cause, and some actions for you to try. Table 17 lists problems with the touch panel and Table 18 on page 251 lists other general problems.

Table 17. Miscellaneous touch panel problems

Symptom	Description	Suggested Action
The screen is blank, the power indicator is off, and the printer is not silent.	There may be no power to the monitor.	<ul style="list-style-type: none"> • Ensure that the touch panel is switched on.

Table 17. Miscellaneous touch panel problems (continued)

Symptom	Description	Suggested Action
The screen is blank and the power indicator is a steady green.	Brightness and contrast may be too low.	<ul style="list-style-type: none"> Adjust the brightness and contrast. See "On-screen-display (OSD) controls" on page 38.
The screen is blank and the power indicator is steady amber.	The touch panel is not receiving a video signal.	<ul style="list-style-type: none"> Ensure that the printer controller is powered on. Ensure that the signal cable is firmly connected to the printer controller. Ensure that no pins are bent in the signal cable connector. Touch the touch panel or move the mouse to restore operation.
Image appears to be discolored.	The color setting may be incorrect.	<ul style="list-style-type: none"> Adjust the color settings.
The printer operator panel display and the touch panel are blank, all indicators are off, and the printer is silent.	The printer is not getting any electrical power.	Determine if some or all of your building is experiencing a power outage. If not, contact your service representative. See "Service call procedure" on page 44.

Table 18. Miscellaneous general problems

Symptom	Description	Suggestion Action
The printer frequently jams during auto load.	<p>Loading problems are usually caused by the forms that are being loaded.</p> <p>If a particular form jams frequently, refer to the application owner to the <i>Forms Design Reference</i>. This book contains detailed information about selecting forms and designing applications for use with a continuous forms printer.</p>	<ul style="list-style-type: none"> Ensure that the folded or leading edge of the form is not wrinkled or torn. If the first page is folded under, ensure that the tractor holes line up <i>exactly</i>. If you are using forms with a 1/3- inch or 2/3-in increment, ensure that the fold is on a perforation that is centered between tractor holes. This occurs only once every three pages. If the stack of forms seems to curve (dishing), roll the first form in the opposite direction of the curve, and then unroll it before you put the form on the transfer station lower tractors. If all of the above actions fail, manually load the forms.
A message appears repeatedly on the printer operator panel display and a touch panel window.	None	<ul style="list-style-type: none"> Ensure that you have tried all of the actions described in the message. See "Responding to messages" on page 215. If the message continues, call your service representative. See "Service call procedure" on page 44.

Table 18. Miscellaneous general problems (continued)

Symptom	Description	Suggestion Action
A status message is displayed for a long time without changing.	Some messages give status about operations that really <i>do</i> take a long time. For example, during a Restart operation the control unit is transferring programs from the hard disk into the control unit memory, and it cannot display a new message until those programs are up and running.	<ul style="list-style-type: none"> • Wait at least five minutes before attempting any recovery action. • If the message does not change and recovery actions fail, call your service representative. See “Service call procedure” on page 44.
Some function switches do not respond when pressed.	The printers keep only potentially valid controls (hardware switches and touch panel push buttons) active while operating. For example, when the printer operator panel display shows READY, only the Stop function is active; you must stop the printer before using any other functions.	If a function key <i>should</i> be active but is not, call your service representative. See “Service call procedure” on page 44.
The alarm is sounding.	The audible alarm tone should sound whenever an interruption message appears in an touch panel window and on the printer operator panel display. The intervention light on top of the printer comes on at the same time.	<ul style="list-style-type: none"> • Select the Check Reset push button on the interruption window. • If the alarm continues, call your service representative. See “Service call procedure” on page 44.
The intervention light on top of the printer comes on, but the alarm does not sound.	The alarm volume may be set to a low volume or alarm suppression may be set to Yes in the printer configuration.	Adjust the alarm volume control. See “Adjusting the volume of the operator alert assembly” on page 54.
The printer operator panel display and the touch panel status area shows READY, but the printer does not respond when the host system console operator directs a job to it.	There is probably a problem with the protocol hardware connecting the printer to the controlling computer system, such as the channel is not enabled or cables are not connected.	Work with the system console operator and the system programmer to resolve the problem. Review the questions in “Sudden Failures” to see if there have been any changes in the environment that might affect protocol hardware. See “Sudden failures” on page 250.
The printer starts and stops repeatedly, or the forms move at an irregular speed.	This problem may be related to the application that is being processed, or to the printer configuration. If the printed pages are complex to format; many transmission errors occur; or the buffered data commands are issued by the host, the printers must pause as those pages are created in memory.	Work with the system engineer or system programmer to resolve the problem. The <i>Forms Design Reference</i> contains detailed information about selecting forms and designing applications, and may be of use in resolving the problem.
The printer operator panel display and the touch panel shows END OF FORMS, but forms are present.	Something is preventing the printer from sensing that forms are available. Narrow forms sometimes slide sideways, away from the paper sensor.	<ul style="list-style-type: none"> • Inspect the forms below the splicing table for holes in the printable area.

Table 18. Miscellaneous general problems (continued)

Symptom	Description	Suggestion Action
Missing data at the rear of the forms (printer right-hand side).	The rear tractor could be out of adjustment.	<ul style="list-style-type: none">• Ensure that you are using the correct form width for the form ID that was entered.• Ensure that the correct form ID was entered for that form.

Chapter 7. Cleaning and Servicing the printer

About this task

This section describes how to:

- Clean various areas of the printer and Buffer/Flipper units
- Clean various sensors
- Add supplies like fuser oil, toner, and developer mix
- Check the toner collector and change the toner collector waste bag
- Check and change the fine filer
- Clean and change the oiler belt
- Check the absorbent pad in the oil pan
- Replace the customer-replaceable corona wires

Clean the following areas of both printers before each shift:

- Developer area and corona wires
- Forms input area
- Transfer station area
- Stacker area
- Early drum jam sensor and Universal Forms Control (UFC) sensor
- Buffer/Flipper unit
- Rear service area

Clean the following area at least once each week:

- Oiler belt.

Recommendations About Cleaning the Printer



DANGER

<1-15> To vacuum toner, use only an approved vacuum cleaner.

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- Clean the printer before each shift or more often if necessary.
- The following procedure specifies that you unload forms from the printer before you clean.
 - Unloading forms before cleaning requires reloading the forms after cleaning.
 - Loading forms is a time-consuming activity and requires flushing forms out of the entire forms path, then reloading and threading the entire forms path.
 - We recommend that for normal, once-per-shift cleaning of the printer you leave forms loaded on the printer, and do the best job you can working around the forms. We also recommend that you do an additional cleaning when you load a new type of form or when you have cleared the forms path.

- You should clean the printer only with a vacuum cleaner that is approved for toner applications.
- You need the following items to clean the printer:
 - Toner-certified vacuum cleaner
Ensure that the vacuum cleaner used to clean the printer meets the following requirements:
 - All attachments or tools that are connected to the vacuum cleaner through which paper dust, toner, or developer mix pass are non-conductive.
 - Vacuum-cleaner motor cooling *must* be separate from the vacuum line so that these same substances do not contact the electrical brushes of the vacuum-cleaner motor. Filtering the vacuum line and allowing the filtered air to cool the motor is not safe.
 - Cloth or paper towels
 - Cotton swabs
 - Long-handled nylon bristle brush (P/N 451555)

Procedure:

Perform this procedure to clean the printer.

Procedure

1. Disable the protocol.
2. Separate the forms at a perforation near the splicing table.
3. Raise the static brush at the splicing table so that the forms fall back into the input area. Ensure that the end-of-forms sensor is not covered by forms in the input area.
4. Advance the forms by doing one of the following:
 - On the touch panel, select **Advance Paper (NPRO)**.
 - On the operator panel, press **NPRO**.
 - Manually advance the paper.

The 078A END OF FORMS message appears on the touch panel.

Note: NPRO does not operate if the forms have not been aligned.

5. Select **Advance Paper (NPRO)** or press **NPRO** again. In Duplex mode, the forms move through both Printer 1 and Printer 2 to a postprocessing device behind Printer 2. In Dual Simplex mode, the forms move through the printer to the stacker or to a postprocessing device behind the printer.

If the forms have moved to a postprocessing device, switch off power to the printer. If the forms have moved to a printer stacker, unload the stacker and do the “Shutdown” procedure.

6. Unload the stacker.
7. Perform the “Shutdown” procedure.
8. Switch off power to the printer.

Attention: Damage to the printer can occur if printer power is not turned off before you use the vacuum cleaner.

9. Plug a toner-certified vacuum cleaner into an ac outlet near the printer.

Related information:

“Cleaning the oiler belt” on page 306

“Enabling and disabling protocols” on page 52

Cleaning the developer area

About this task

Procedure:

Do this procedure to clean the developer area. Use this procedure when your printer does not have the customer-replaceable corona wires installed.

Procedure

1. Open the right front cover of the printer.
2. To clean each corona (preclean, precharge, and charge), do the following:

Important: There is no device to prevent you from pulling out the coronas. Be careful not to break the thin wires and tiny retractor springs inside the corona.

- a. Pull each white corona (the shaded areas in the illustration) toward you until it is *almost* out of its track. A brush inside the corona housing cleans the corona as you pull it out and then push it back in.
- b. Gently push each corona back into place. Make sure that the corona is pushed in completely.

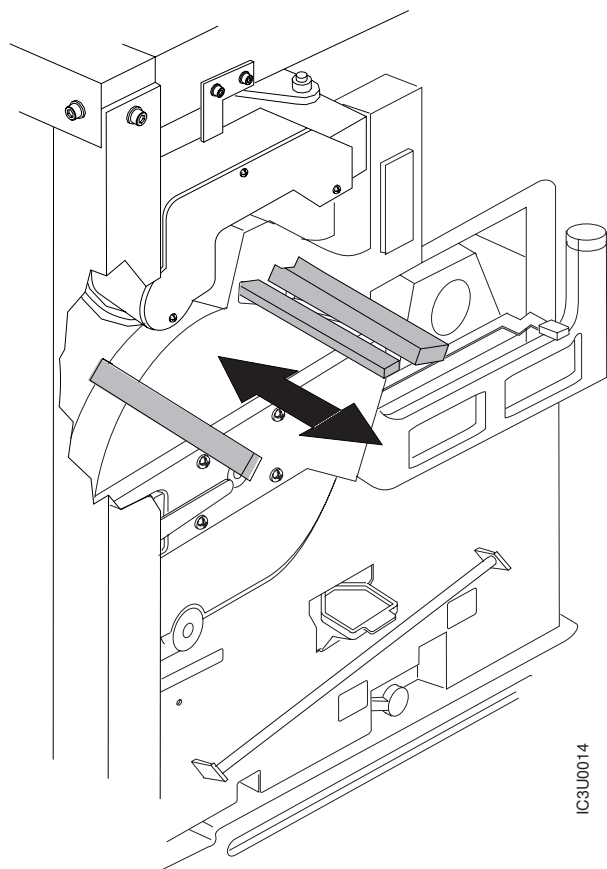
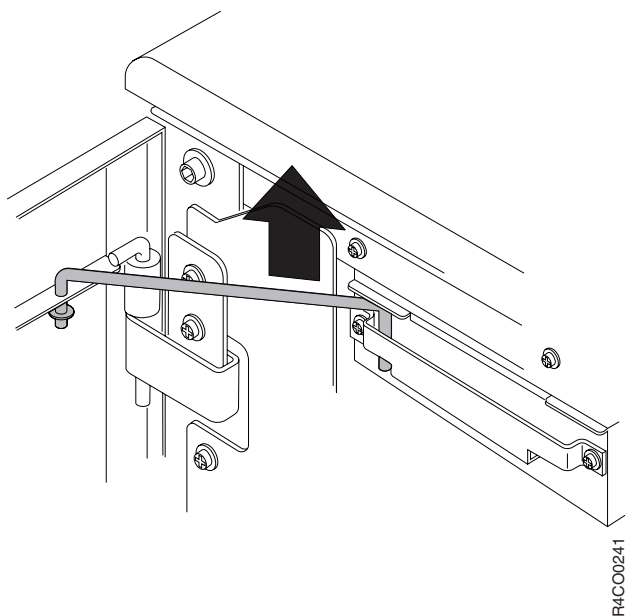


Figure 94. Corona locations

3. Use a cloth or paper towel to wipe away any paper dust, toner, or other debris from the developer area.

4. Close the right front cover of the printer. Lift the cover hinge bar and slide the bar toward the printer.



Important: The printer right front door *must* be completely closed whenever the printer is running. Light entering the printer can significantly reduce print quality.

Cleaning the customer-replaceable corona wires and developer area

About this task

Procedure:

Perform this procedure to clean the corona wires and developer area. Use this procedure when your printer has the customer-replaceable corona wires installed.

Procedure

1. Open the right front cover of the printer (1) and locate the preclean, precharge, and charge coronas.

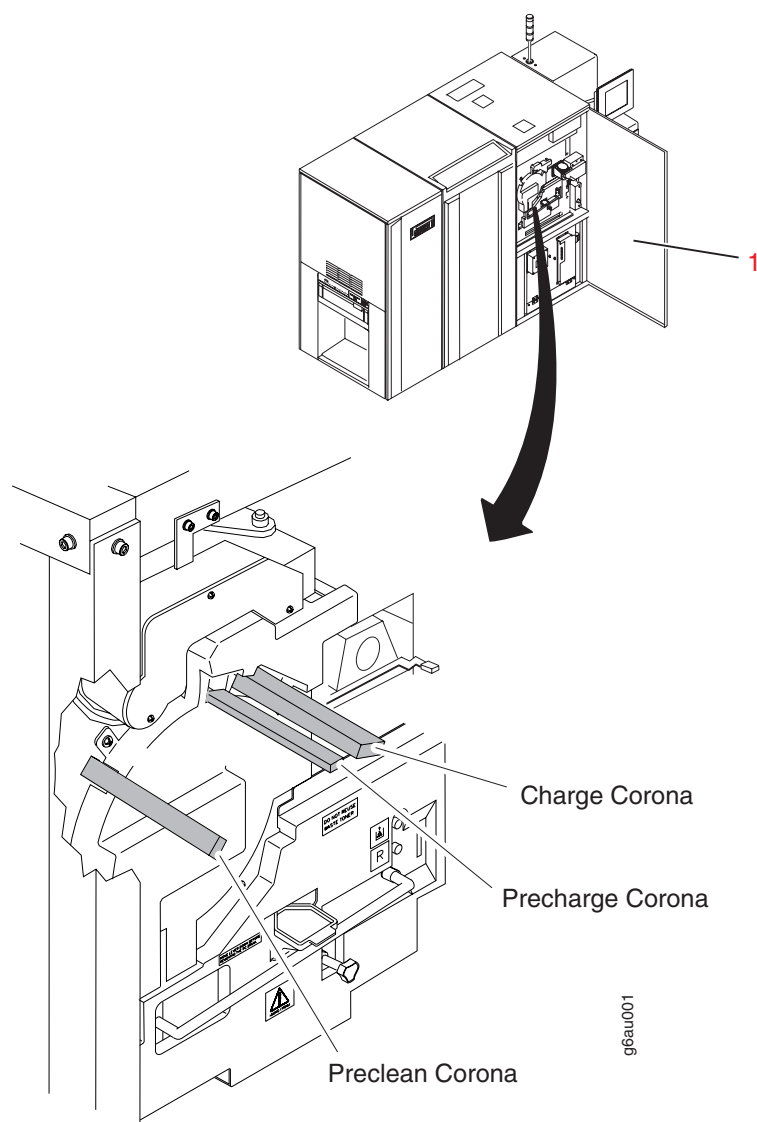
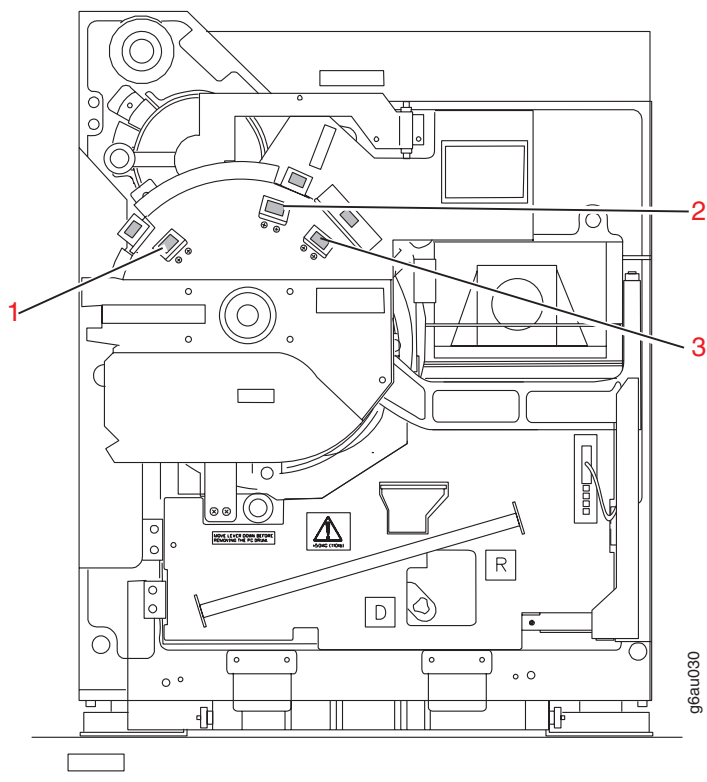


Figure 95. Preclean, precharge, and charge corona locations

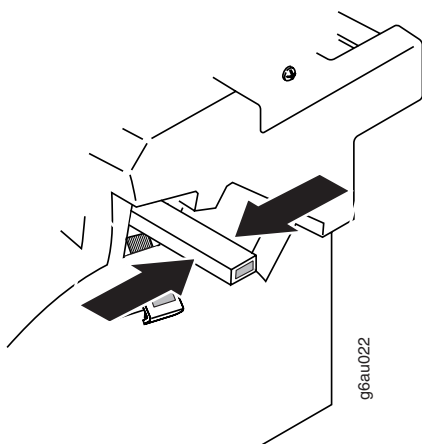
2. Perform the following to clean the preclean, precharge, and charge corona wires:

Important: There is no device to prevent you from pulling the corona assembly out of the printer. Be careful not to break the thin wires. Do not touch the wires.

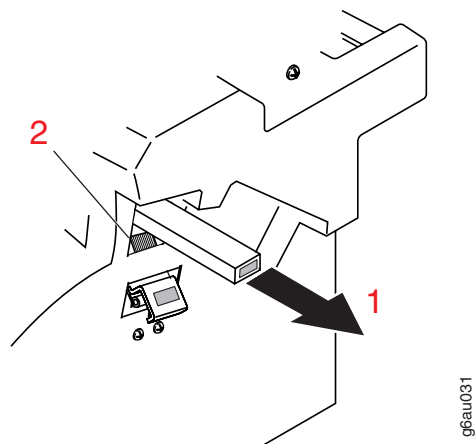
- a. Locate the three cleaning-brush levers for the preclean (1), precharge (2), and charge (3) coronas. These levers engage the cleaning bushes inside each corona housing.



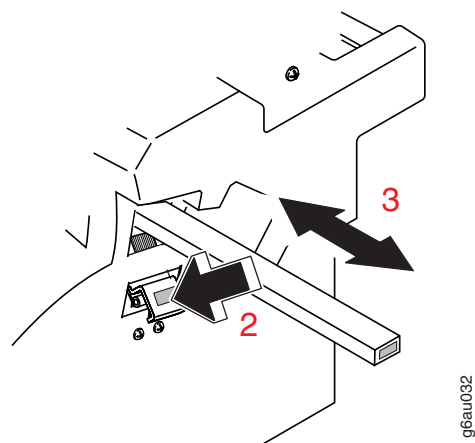
Note: Grasp the corona assembly from each side of the handle as shown below. If you grasp the assembly at the bottom, the cartridge will pop out and the wire will break.



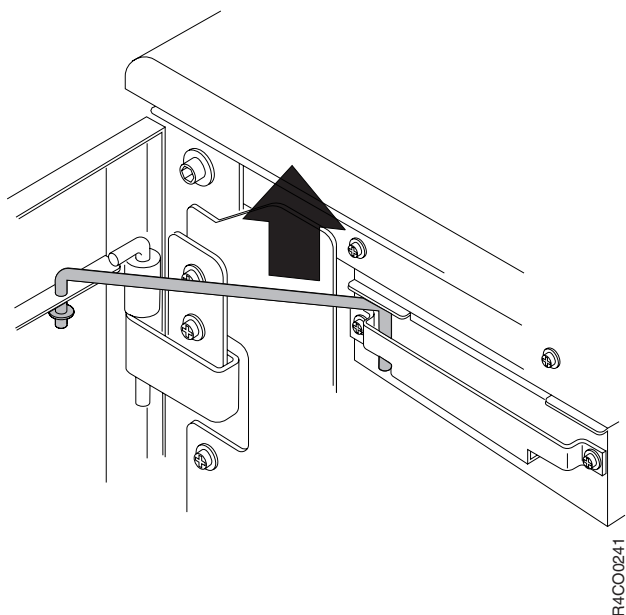
- a. Pull the corona assembly (1) out several inches until you can see the cleaning brush inside the corona housing.



- b. Press and hold the cleaning-brush lever (2) to engage the cleaning brush.
- c. Pull the corona assembly (3) back and forth several times while continuing to press the lever (2) so that the brush cleans the corona wire.

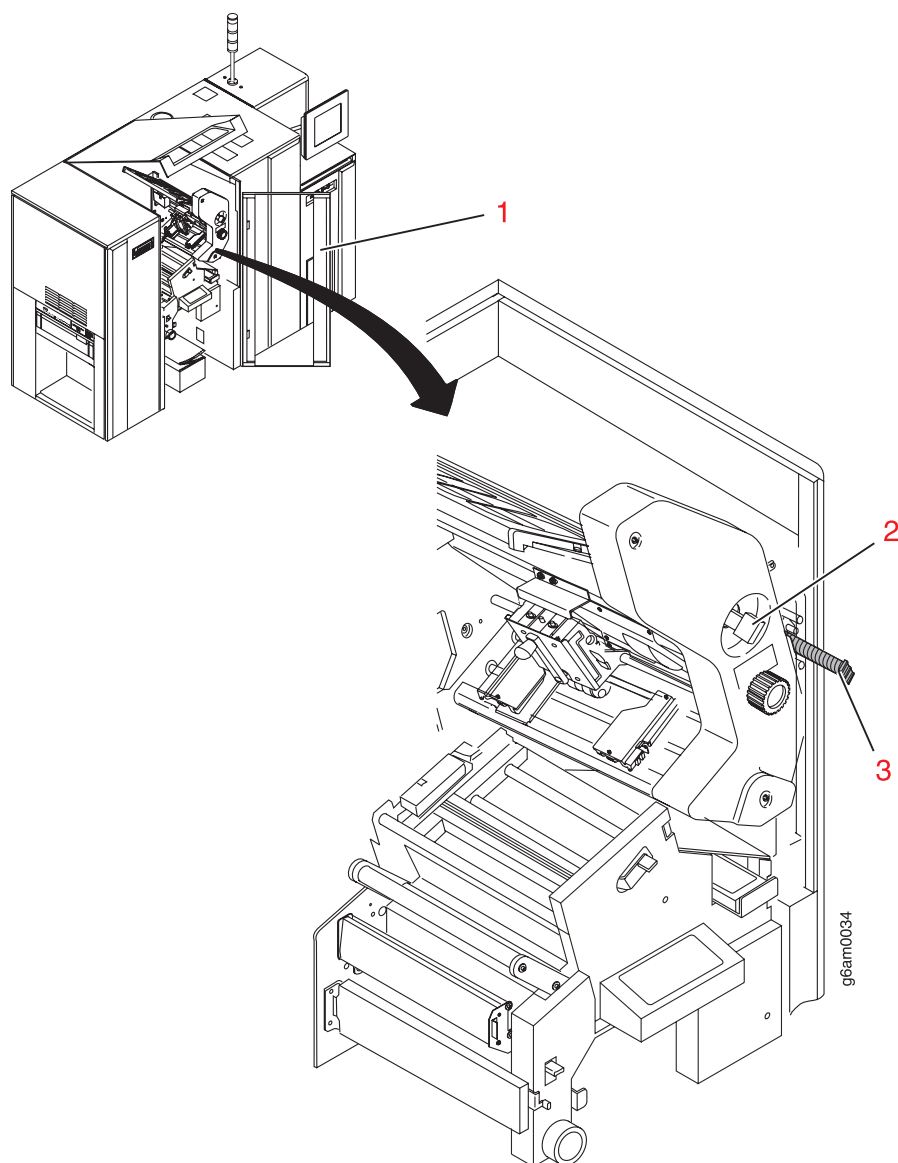


- d. Release the lever.
 - e. Gently push each corona assembly back into place. Make sure that the corona assembly is pushed in completely.
3. Use a cloth or paper towel to wipe away any paper dust, toner, or other debris from the developer area.
 4. Close the right front cover of the printer by lifting the cover hinge bar and sliding the bar toward the printer.



Important: The printer right front door *must* be completely closed whenever the printer is running. Light entering the printer can significantly reduce print quality.

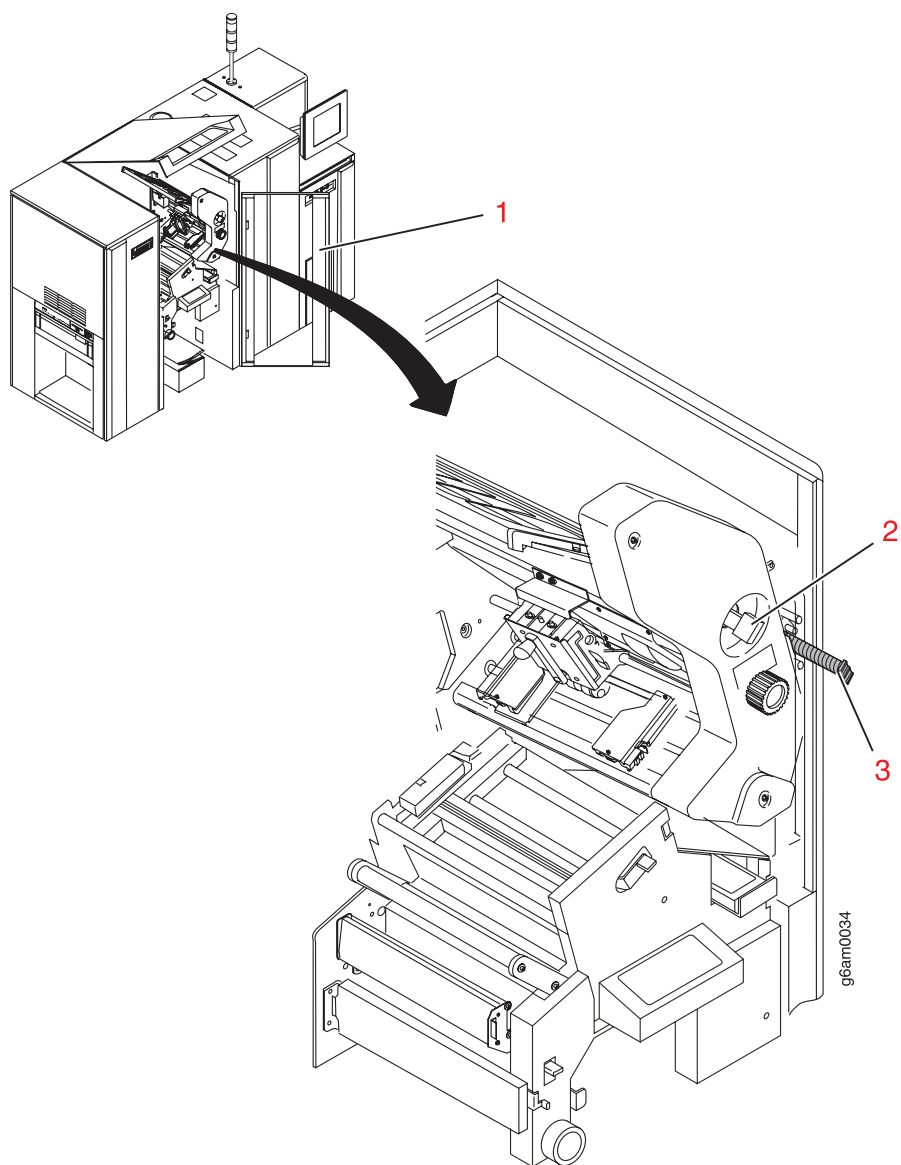
5. Open the printer center front cover (1).
6. Open the transfer station by pushing the transfer station control lever (2) to the left and locate the (3).



7. Pull the transfer corona assembly (3) back and forth several times to clean the corona wire. The cleaning brush for the transfer corona is always engaged.

Important: There is no device to prevent you from pulling the corona assembly out of the printer. Be careful not to break the thin wires. Do not touch the wires.

8. Close the transfer station by gently pushing the transfer station toward the photoconductive drum and latch it in place, using the transfer station control lever (2).
9. Close the printer center front cover (1).



Cleaning the forms input area

About this task

Procedure:

Do this procedure to clean the forms input area.

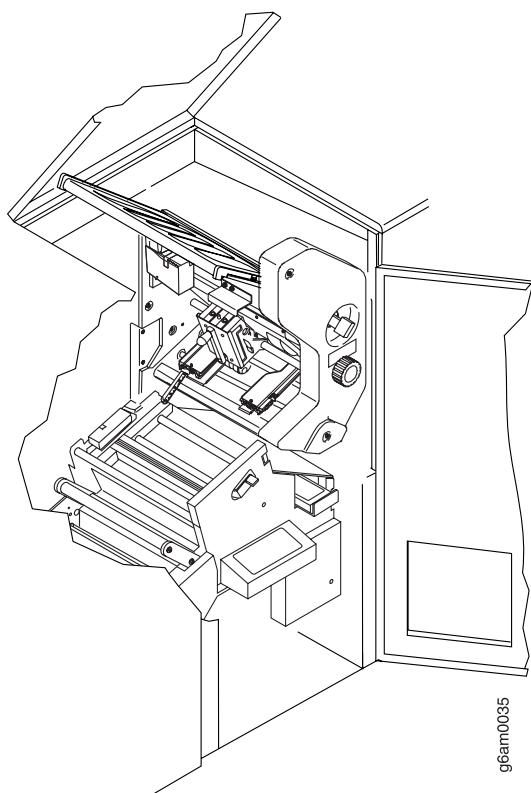
**DANGER**

<1-15> To vacuum toner, use only an approved vacuum cleaner.

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Procedure

1. Open the center top and center front covers of the printer.
2. Use a toner-certified vacuum cleaner to clean the following:
 - Input area
 - End-of-forms sensor
 - Forms guide
 - Splicing table and attached static brush



3. **Cleaning the Universal Forms Control sensor:** Clean the upper and lower UFC sensors follows:
 - a. Rotate open the UFC sensor assembly (1).
 - b. Dampen a lint free cloth with distilled water.

Note: Do not use solvents as they will damage the sensors.
 - c. Gently wipe the upper (2) and lower (3) UFC sensors.
 - d. Rotate closed the UFC sensor assembly.

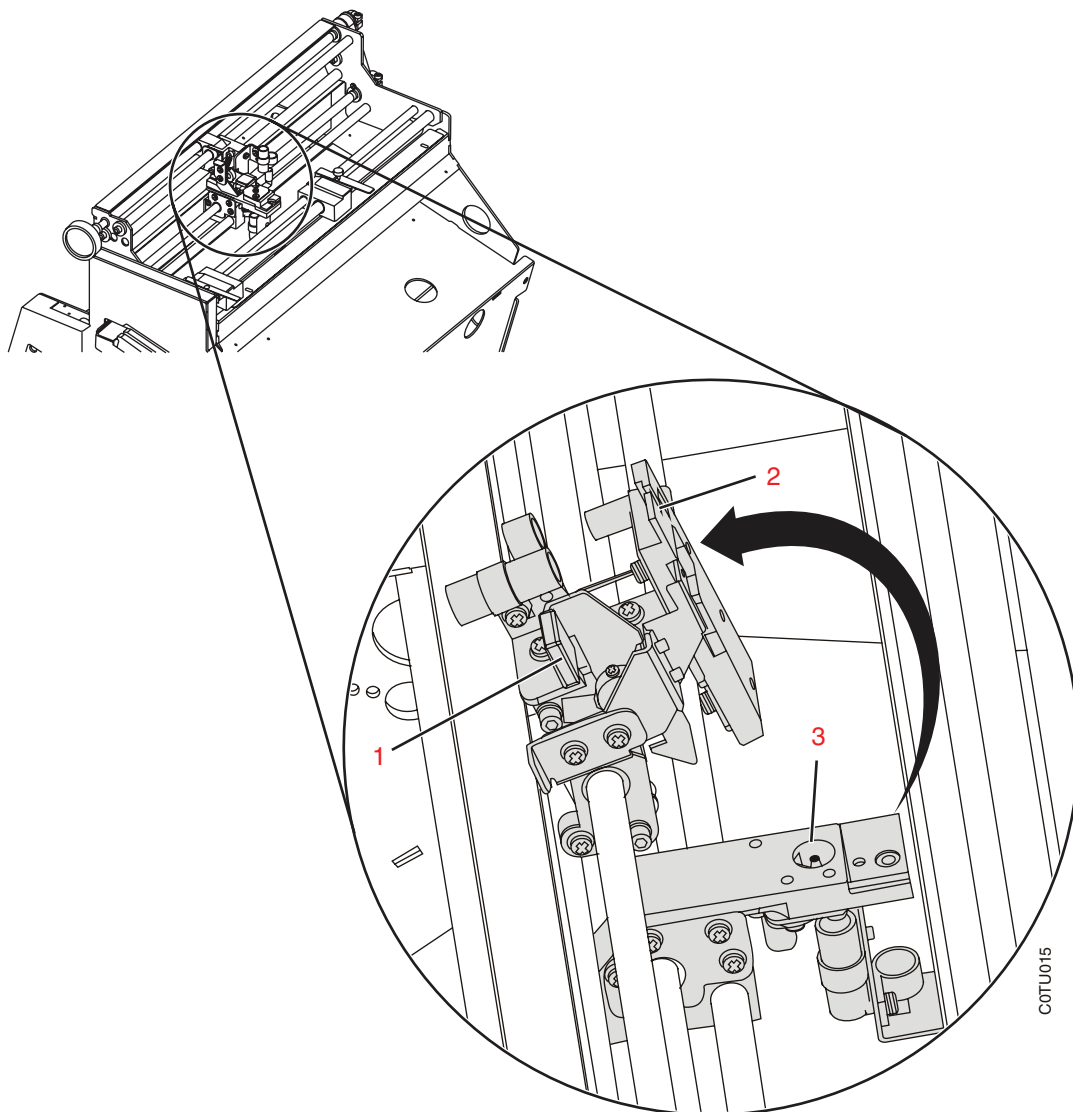


Figure 96. Universal Forms Control Sensors

4. **Cleaning the toner mark/side verify sensor (if installed):** Clean the area under the toner mark/side verify sensor (2) as follows:
 - a. Loosen the thumbscrew (1).
 - b. Flip the sensor up so that you can access the area under the sensor.
 - c. Use a toner-certified vacuum cleaner to clean the bottom of the sensor and the surrounding area (3).
 - d. Flip the sensor back into place.
 - e. Tighten the thumbscrew.

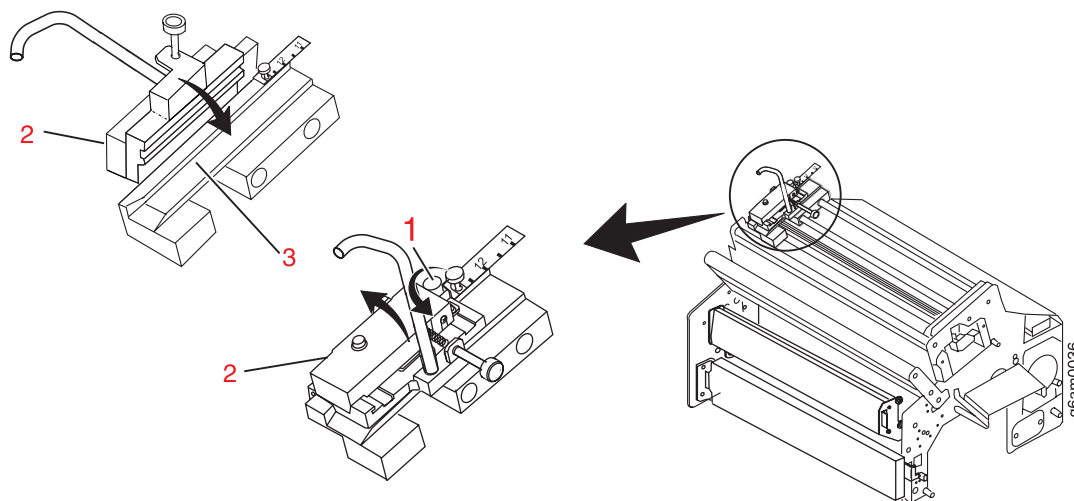


Figure 97. Toner Mark/Side Verify sensor (if installed)

5. Cleaning the skew sensor

Note:

- You will need a long-handled nylon bristle brush to clean the skew sensor. Ask your service representative to provide the brush (P/N 451555).
- Hold the tension arm so that it stays aligned with the blue mark on the guide notch while you do the following steps. Otherwise, the 079A CHECK TENSION ARM message appears when you turn on the forms path vacuum, and you must do the Check Tension Arm procedure.

Clean the skew sensor as follows:

- Turn off the forms path vacuum by pressing the **Vacuum Push Button**. The **Vacuum-Off Warning Indicator** flashes and then stays lit.
- Lift the paper off the tractor pins and move it aside so that you can access the skew sensor and the surrounding areas.

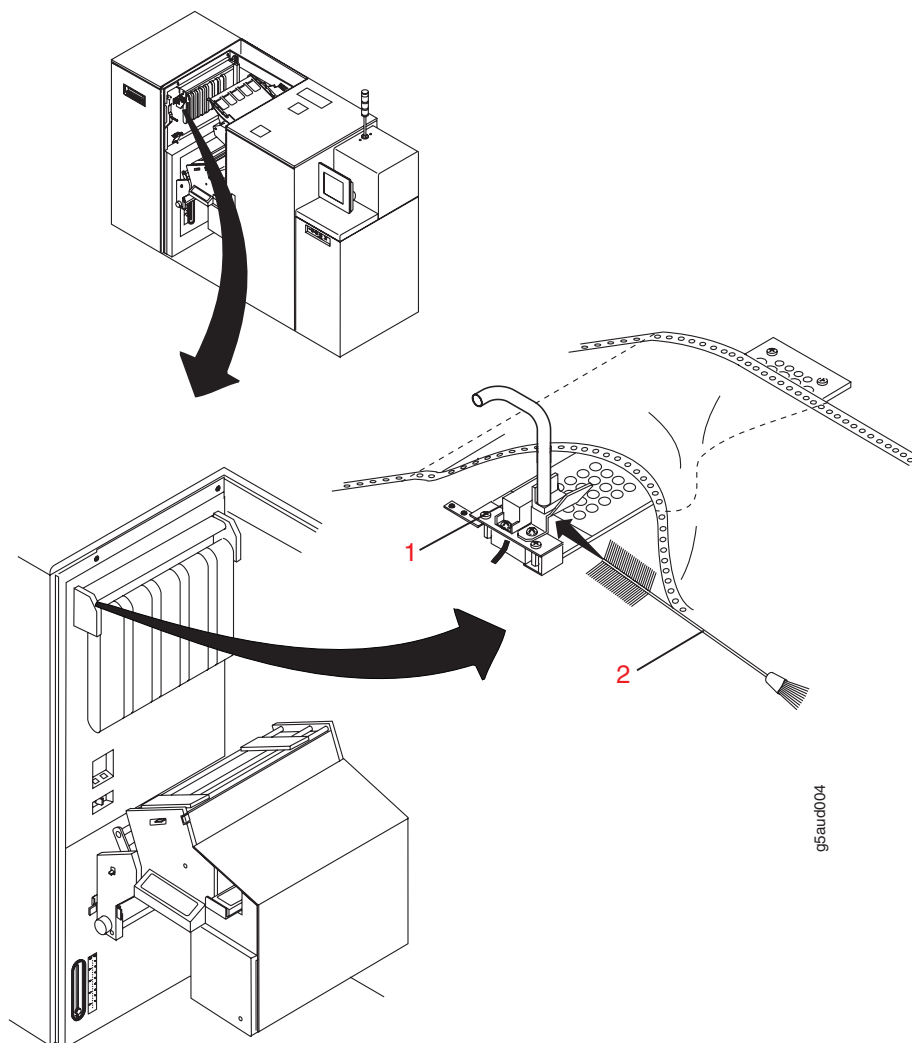


Figure 98. Skew sensor

- c. Use the nylon brush to clean paper dust or other debris from the upper and lower surface of the skew sensor (1) and the area around the skew sensor (2).
 - d. Move the paper back onto the tractor pins.
 - e. Press the **Puller Run Button** while holding the tension arm down to tighten the form. Make sure that the form is aligned correctly with the red line at the entry point to the preheat platen (to the right of the skew sensor).
 - f. Turn on the forms path vacuum by pressing the **Vacuum Push Button**. The **Vacuum-Off Warning Indicator** flashes and then stays off.
6. **Cleaning the feed loop sensors**
- Use a soft cloth, cotton swab, or toner-certified vacuum cleaner to clean any paper dust, toner, or other debris from the feed loop sensors (1) and (2).

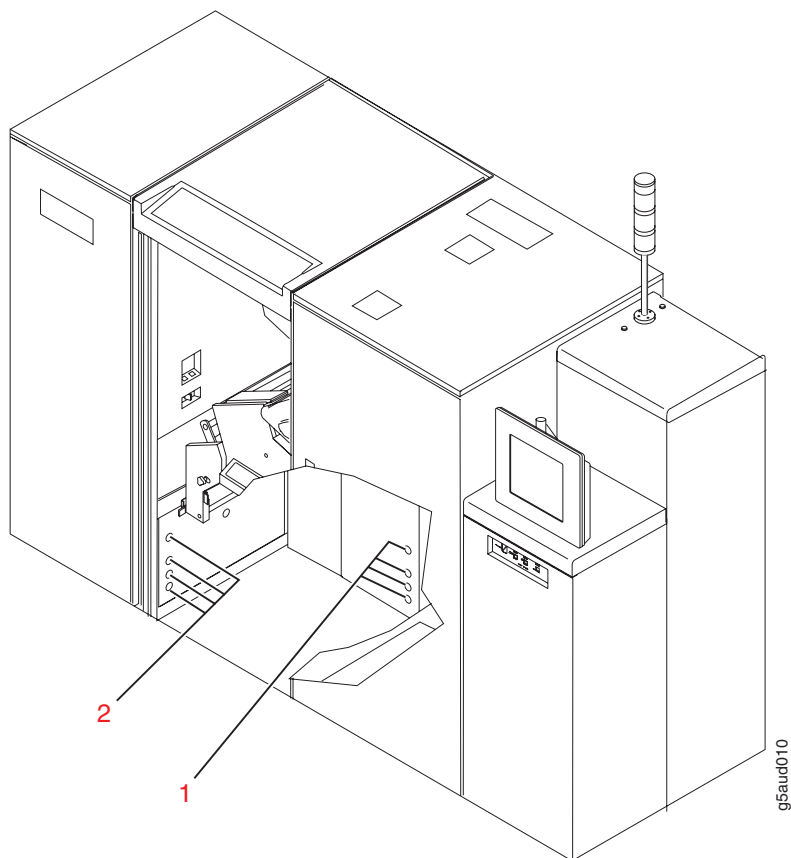


Figure 99. Feed loop sensors

Cleaning the transfer station area

About this task

Procedure:

Do this procedure to clean the transfer station area.

Attention:

Cleaning is not required behind the transfer station because the photoconductive drum is easily damaged.



CAUTION:

<71> The tractor covers are spring-loaded and can pinch if they snap shut unexpectedly.

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Procedure

1. Open the lower tractor covers.
2. Vacuum the lower tractor pins to remove forms dust and debris.
3. Close the lower tractor covers.

4. Open the upper tractor covers.

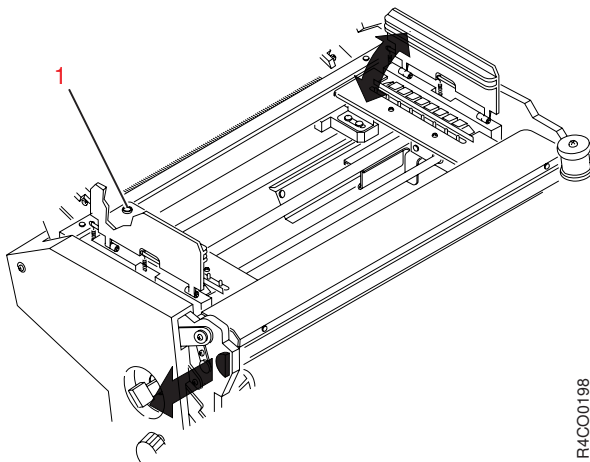


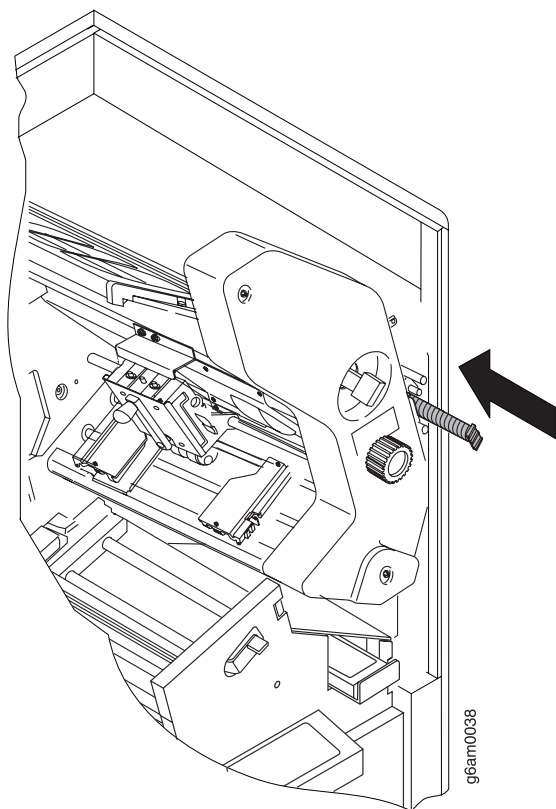
Figure 100. Upper tractor jam sensor

5. Use a soft cloth to clean the upper tractor jam sensor (1) and the glass window under the upper front tractor cover. If necessary, use a pencil eraser to remove any forms residue.
6. Use a vacuum cleaner to remove dust and debris around the upper tractor pins.
7. Close the upper tractor covers.
8. Clean the static discharge brush on the transfer station, which is located near the tension arm.
9. To clean the transfer corona, do the following:

Note:

There is no device to prevent you from pulling out the coronas. Be careful not to break the thin wires and tiny retractor springs inside the corona.

- a. Open the transfer station, and tilt it away from the photoconductive drum.
- b. Gently pull the white corona (the shaded area in the illustration) toward you until it is *almost* out of its track. A brush inside the corona housing cleans the corona.



- c. Gently push the corona back into place. Make sure that the corona is pushed in completely.
 - d. Gently push the transfer station toward the photoconductive drum and latch it using the Transfer Station Control Lever.
10. Close the center top and center front covers of the printer.

Related information

“About the transfer station” on page 16

Cleaning the stacker area

About this task

Procedure:

Do this procedure to clean the stacker area.



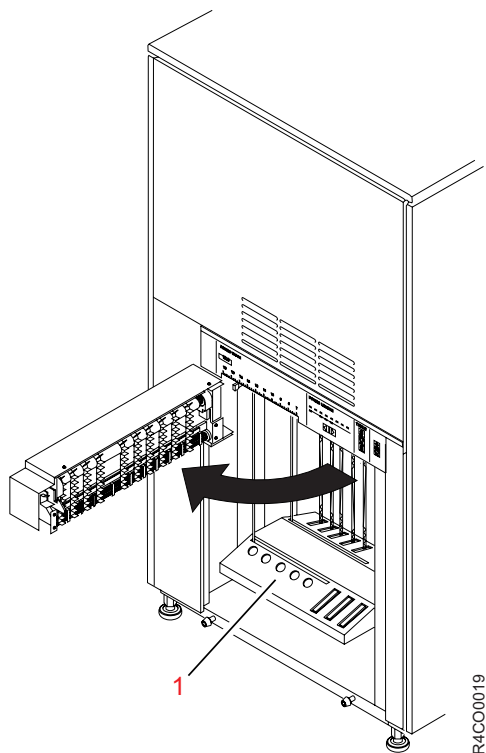
DANGER

<1-15> To vacuum toner, use only an approved vacuum cleaner.

hcs0115

Procedure

1. Open the stacker gate.



2. Use a toner-certified vacuum cleaner to clean paper dust, chads, and other debris from the following:

- Pendulum
- Stacker table
- Finger belts
- Stacker floor

Note: If you cannot open the stacker gate completely because of an installed postprocessing device, open the gate as wide as you can. Clean as much of the area as you can reach.

3. Use a soft cloth to clean the six stacker jam sensors and two mirrors.

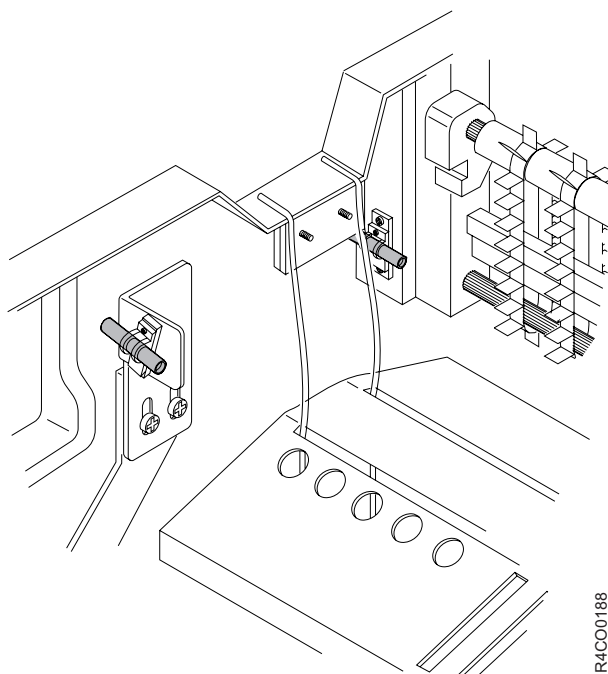
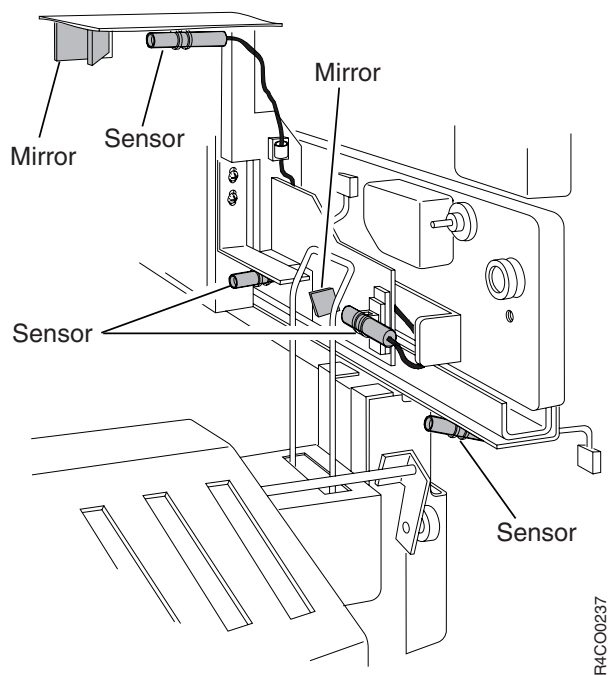


Figure 101. Stacker jam sensors



4. Close the stacker gate.

Cleaning the buffer/flipper unit

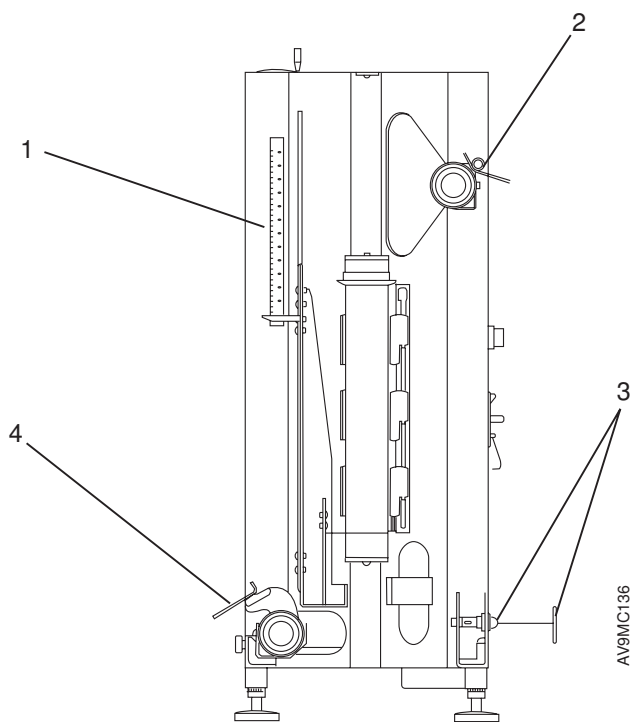
About this task

Procedure:

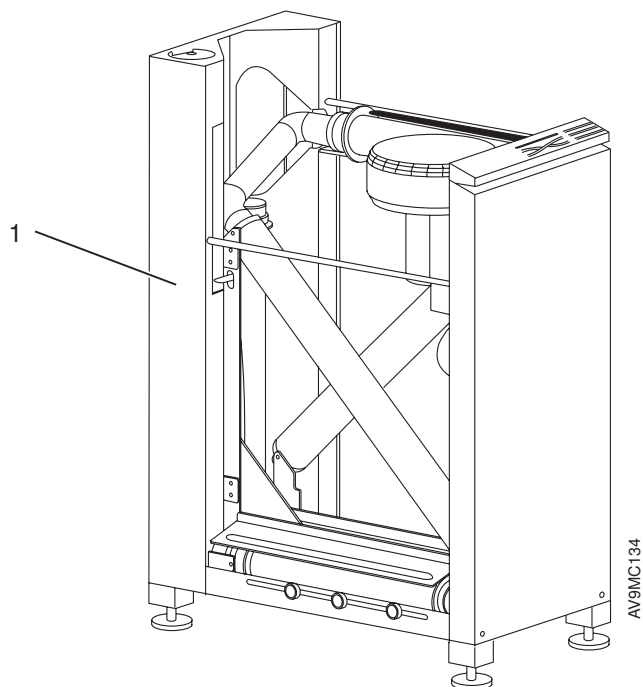
Do this procedure to clean the buffer/flipper unit.

Procedure

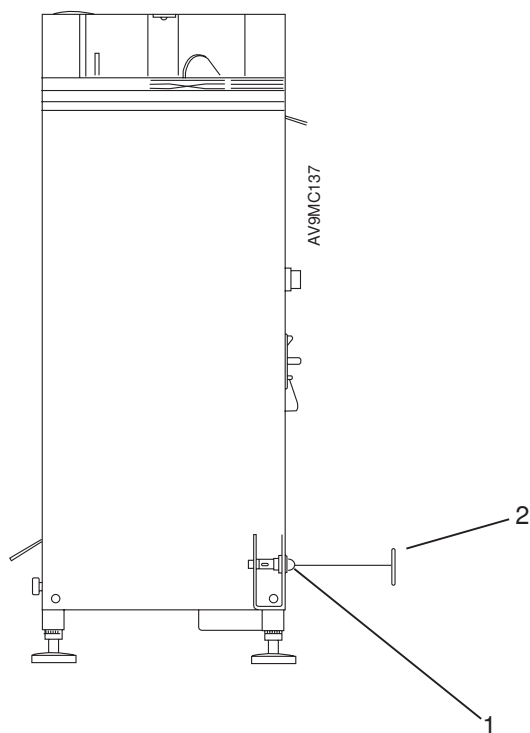
1. Clean the following parts of the buffer/flipper unit:
 - Clean the entire module (1).
 - Clean the brake brush and antistatic brushes (2).
 - Clean the photocell and reflector (3).
 - Clean the brake brush and antistatic brushes (4).



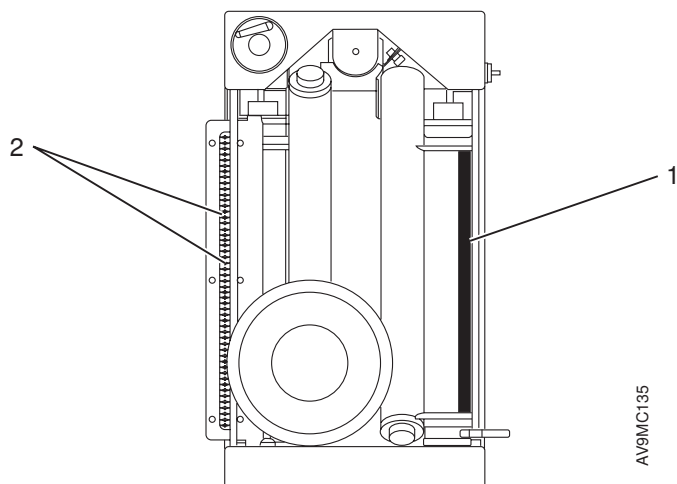
2. Remove paper dust from all parts of the module (1) using toner-certified vacuum cleaner.



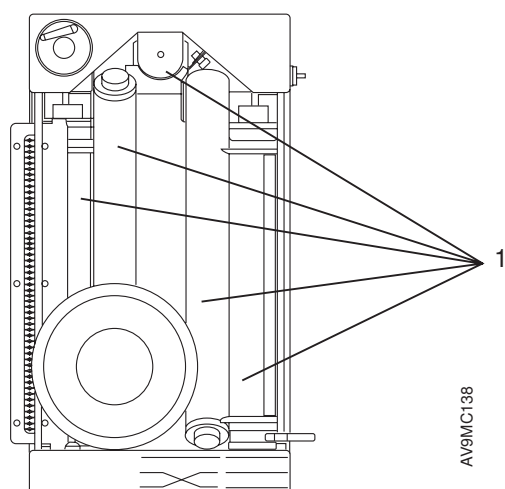
3. Use a soft, dry cloth to clean the photocell (1) and the reflector (2).
Never touch the photocell and reflector with your hands. Skin grease results in quicker soiling and causes errors.



4. Clean paper dust from the brake brush (1) and antistatic brushes (2) using a toner-certified vacuum cleaner.



5. Clean the rollers (1).



6.



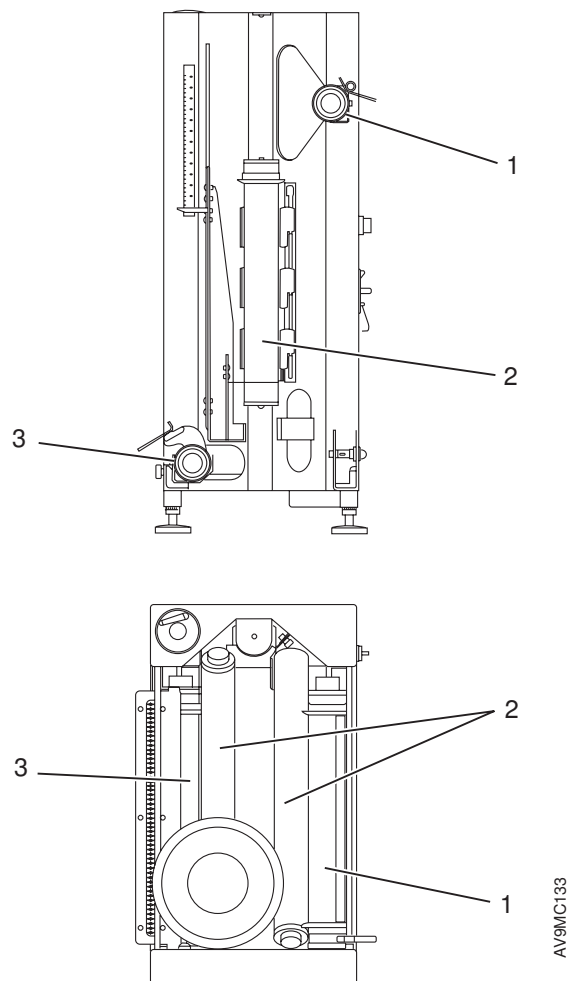
CAUTION:

<86>

Isopropyl alcohol is extremely flammable in liquid or vapor state. Keep away from heat, sparks, and open flame. Use with adequate ventilation. Keep container closed when not in use.

caut0186

Clean the in-feed roller (1), the diverter rollers (2), and the run-out roller (3) with a cloth that has been soaked in a cleaning agent, such as isopropyl alcohol. **Do not use a solvent.**



Cleaning the web cooling system

About this task

Procedure:

Do this procedure to clean the web cooling system.



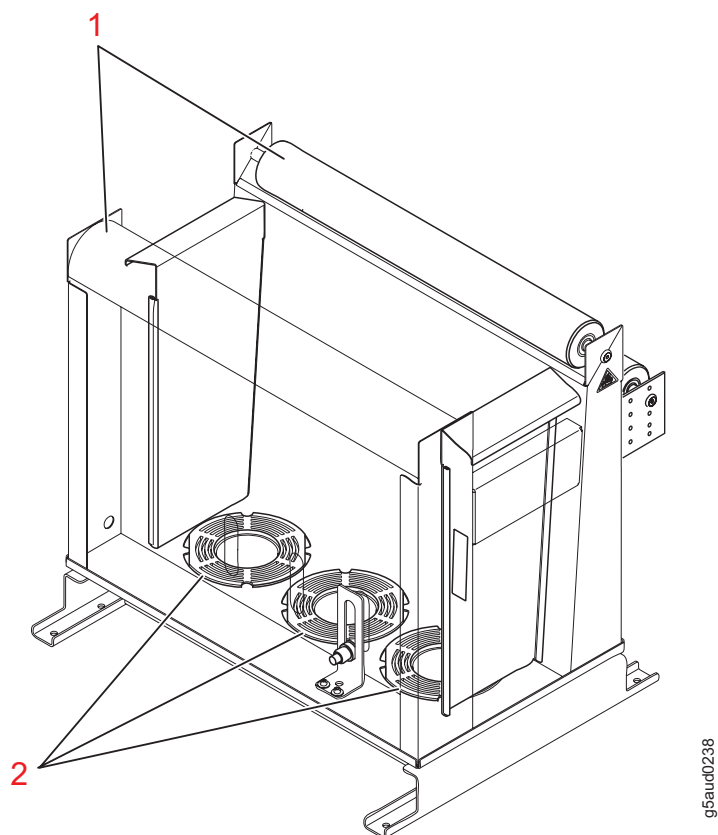
DANGER

<1-15> To vacuum toner, use only an approved vacuum cleaner.

hcsf0115

Procedure

1. Make sure no jobs are running and then lift the web away from the vacuum unit.
2. Use a toner-certified vacuum cleaner to clean paper dust, chads, and other debris from the rollers (1) and the fans (2).



g5aud0238

3.



CAUTION:

<86>

Isopropyl alcohol is extremely flammable in liquid or vapor state. Keep away from heat, sparks, and open flame. Use with adequate ventilation. Keep container closed when not in use.

caut0186

Lift the web from the cooling tower and vacuum each roller and the base. Check for toner on the rollers and remove it with a soft cloth and isopropyl alcohol.

Cleaning the rear service area

About this task

Procedure:

Do this procedure to clean the rear service area.

Procedure

1. Open the left rear and center rear covers of the printer.
2. Vacuum any spilled toner from around and under the Toner Collector bottle.
3. Use a soft cloth to clean the *inside* cover surfaces in the rear service area.
4. Close all covers securely.

5. Use a soft cloth moistened with water to clean the covers and panels.

Important:

Do not use commercial cleaners that might contain ammonia, solvents, or other volatile chemicals. The vapors from these cleaners can cause chemical reactions that reduce print quality.

6. Power on the printer.
7. Load forms into the printer, if necessary.

This step is not required if you did not unload forms before you started this procedure.

8. Enable the protocol, if necessary.

Related information:

“About the developer” on page 10

“About the power control panel” on page 29

“Loading forms” on page 69

“Loading special forms” on page 116

“Enabling and disabling protocols” on page 52

Adding fuser oil

Before you begin

You need the following items when you add fuser oil:

- Fuser oil bottle
- Plastic spout (packaged with the oil)
- Paper towels

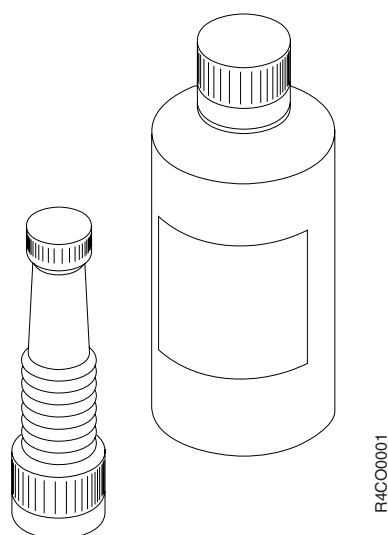


Figure 102. Fuser oil bottle and plastic spout

About this task

Procedure:

Do this procedure when you see the 0792 ADD FUSER OIL or 079D OIL LEVEL LOW message.

Note: You do not have to replace fuser oil the first time you see the ADD FUSER OIL message. To bypass the message, select **Start** on printer operator panel or on the Main touch panel.

The ADD FUSER OIL message reappears each time end-of-forms is reached, or every 4 000 feet of forms thereafter if you are using a roll-feed preprocessing device. When certain additional feet of forms have been processed since the message originally appeared, you **must** add fuser oil before you can return the printer to Ready status.

Attention:

Using the wrong fuser oil causes print quality problems. Refer to the “Supplies Work Sheet” in Appendix A. Obtaining Supplies in the *Planning and Configuration Guide* for the correct part number.

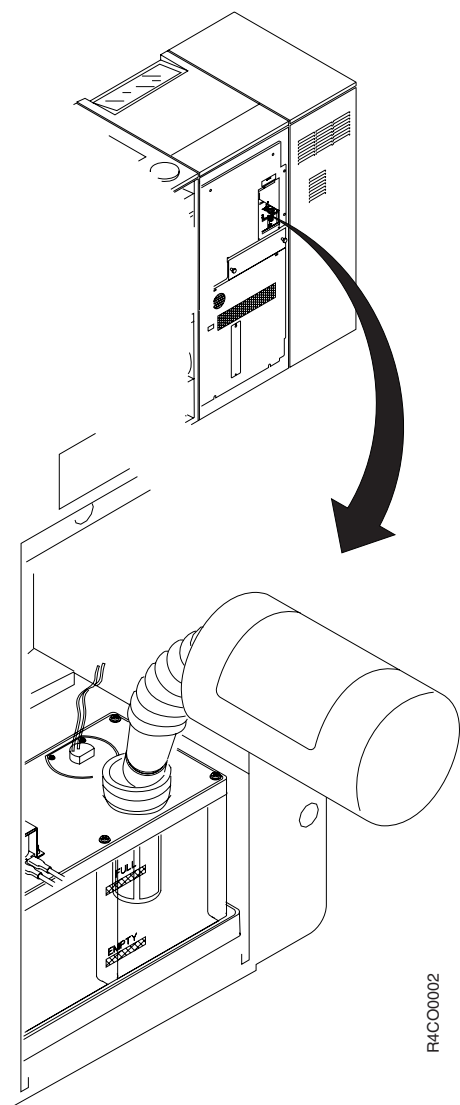
Procedure

1. Open the center rear and left rear covers of the printer.
2. Remove the cap from the oil reservoir. Put the cap in a safe place.
3. Locate a bottle of fuser oil and a plastic spout. (Every new package should contain a bottle of fuser oil and a plastic spout.)
4. Ensure that the spout is clean.
5. Remove the bottle lid and the inner seal.
6. Screw the spout onto the bottle of fuser oil.
7. Bend the spout and carefully place it into the oil reservoir opening.

Tip:

When you add fuser oil, be careful to pour *slowly*. A filter in the reservoir restricts the flow of fuser oil.

8. Tip the bottle to let the fuser oil drain into the oil reservoir.



R4CO0002

9. Remove the spout and put the lid on the bottle. If the bottle is empty, discard the bottle and the spout. If some oil remains, store the bottle and spout in a clean, dark place.
10. Ensure that the oil reservoir cap is clean. Put the cap back in place.
11. Close the center and left rear covers of the printer.
12. Select the appropriate fuser oil gauge on the Main touch panel.
13. On the panel that appears, specify the amount of fuser oil you added.

Note:

The gauges on the printer show how much more you can print by using the information you specify. It is important to specify how much fuser oil you add.

14. To resume processing, select **Start** on the printer operator panel or on the Main touch panel.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

cauti0085

Checking the toner collector

About this task

Procedure:

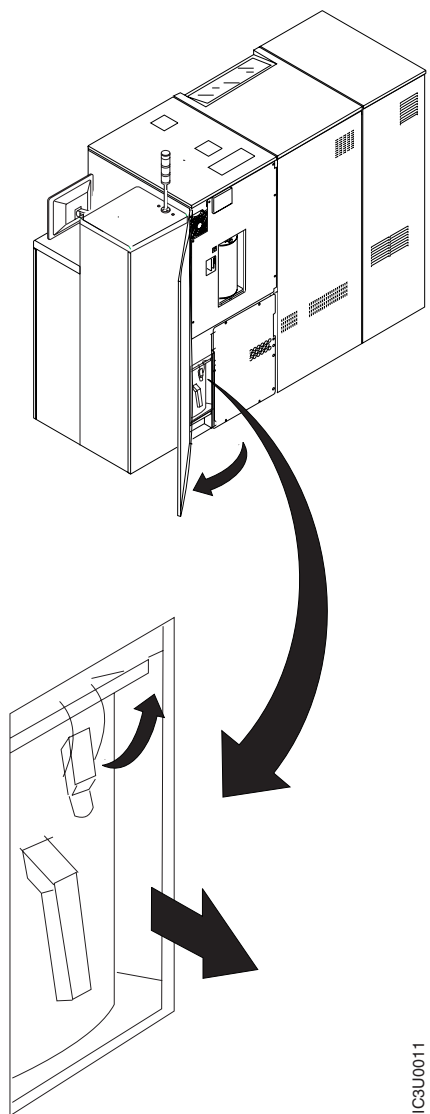
Do this procedure when you see the following message: 0787 CHECK TONER COLLECTOR or 07D7Toner Collector Bag Full or is Not Installed Correctly.

Note:

1. You must do this task immediately. You cannot delay doing this as you can for some “Out of Supplies” conditions.
2. Do *not* switch power off to the printer during this procedure.

Procedure

1. From the rear of the printer, open the cover as shown.



2. Disengage the latch and slowly remove the toner collector bag canister.
3. If you had just replaced the toner collector bag when this message appeared it may not have been installed correctly; Reinstall the toner collector bag canister firmly.
4. If you have not replaced the toner collector bag, replace it now.
5. Close the right rear cover of the printer.
6. To resume processing, select **Start** on the printer operator panel or on the Main touch panel.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

cauti0085

7. If the CHECK TONER COLLECTOR message appears again, repeat the steps above. If that does not correct the problem, call your service representative.

Related information:

"Service call procedure" on page 44

Changing the toner collector bag

Before you begin

You need the following items when you change the toner collector bag:

- Toner collector bag
- Label to seal the old toner waste collector bag
- Paper towels

About this task

Procedure:

Do this procedure when you see one of the following messages: 0785 CHANGE TONER COLLECTOR BAG.

If the message Toner Collector Bag Full or is Not Installed Correctly appears (SRC 07D7), ensure that the toner collector is installed correctly. If the toner collector was installed correctly, change the toner collector bag. (This message does not appear every time you add a toner cartridge.)

Note: You must do this task immediately. You cannot delay it as you can for some other Out of Supplies conditions. If you choose to perform this task prior to receiving the 0785 message, select the "New Toner Collector Installed" button from the Toner Fuel Gauge on the main panel to reset the waste bag counter.

Attention:

Never reuse used toner. Using it severely reduces print quality and may require repair of the printer.

Tip:

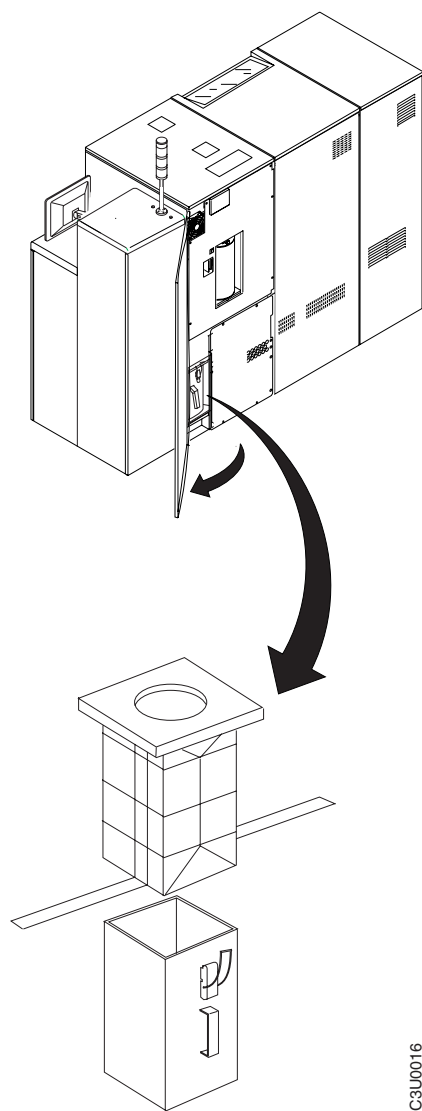
- You may want to spread papers on the floor near the toner collector to catch spills.
- If you get toner on your hands, gently brush or blow it off, and avoid touching your eyes or mouth.

Note: Do not blow toner off near the printer.

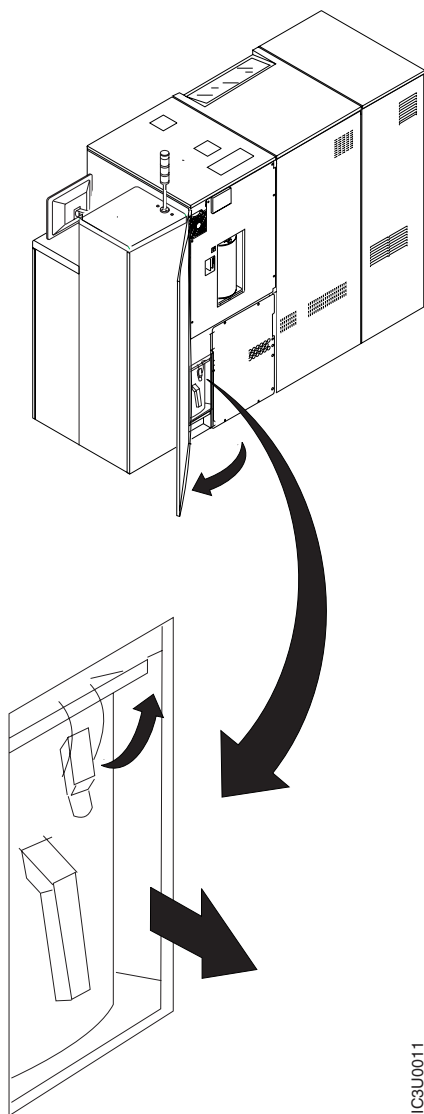
- If you get toner on your clothes, gently brush or blow it off. If that does not remove all of the toner, wash the clothes with *cold* water. Hot water may cause the toner to fuse to the cloth.
- Toner cartridges for the InfoPrint 4100 come four in box with two toner collector bags to a box, therefore you cannot change the collector bag for every toner cartridge. Wait until the 0785 Change Toner Collector or 07D7Toner Collector Bag Full or is Not Installed Correctly message occurs to change the collector bag.

Procedure

1. From the rear of the printer, open the cover as shown.



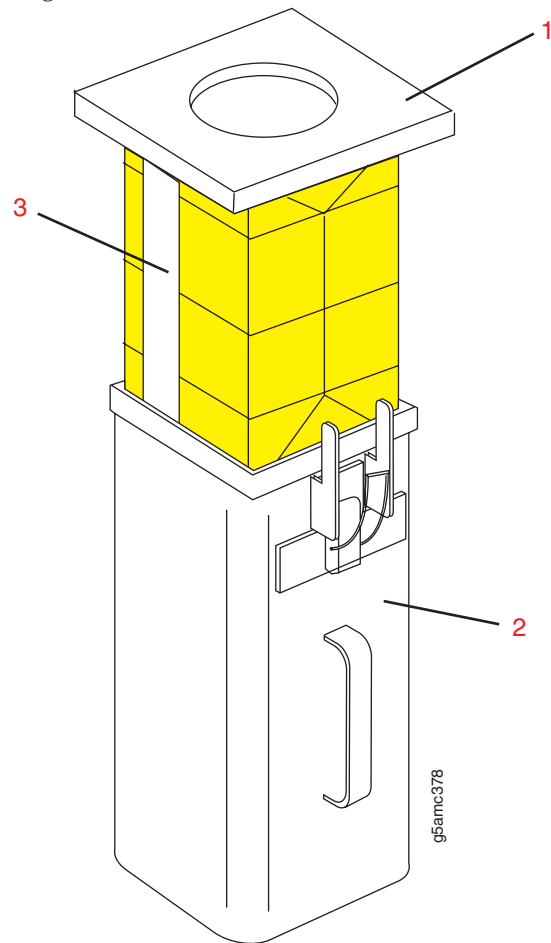
2. Lift the latch and remove the toner collector by pulling it toward you.



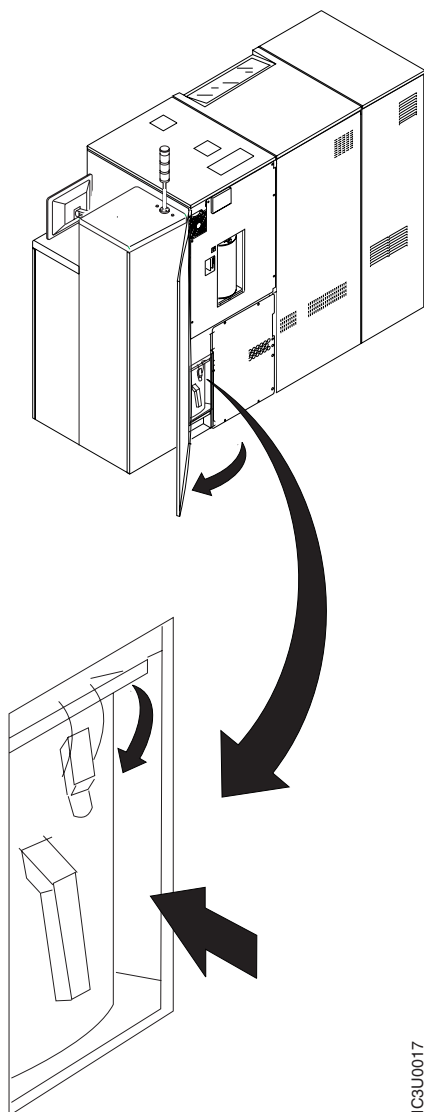
IC3U0011

3. Wipe the toner collector compartment with a cloth or paper towel to remove spilled toner.
4. Place the toner waste collector bag (1) in the toner collector housing (2). Make sure the bag is fully expanded. If your bag has cardboard strips (3), place the

bag in the Toner Collector as shown.



5. Firmly push the toner collector housing toward the printer.
6. Place the wire on the hook and pull the latch down to secure the waste toner collector bag in place.



IC3U0017

7. Close the right rear cover of the printer.
8. Select **Start** on the printer operator panel or the Main touch panel to resume processing.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

9. Discard the used toner waste collector bag. Use the adhesive label to seal the toner waste collector bag.

Changing the developer mix

Before you begin

You need the following items when you change developer mix:

- Developer mix
- An empty developer mix bottle
- Soft cloth or paper towels

About this task

Procedure:

Do this procedure when you see the following message: 0788 Change Developer Mix or 0789 Developer Drain Open.

Note: You do not have to replace developer mix the first time you see the Change Developer Mix message. To bypass the message, select **Check Reset** on the touch panel.

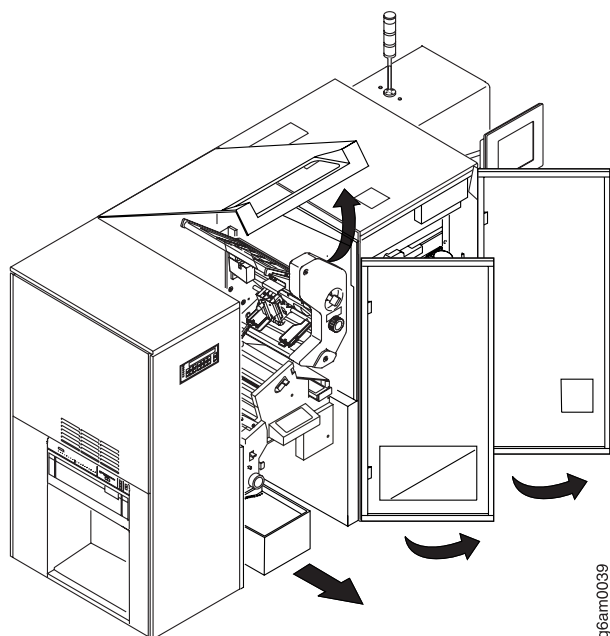
The Change Developer Mix message reappears each time end-of-forms is reached, and every 4 000 feet of forms thereafter if you are using a roll-feed preprocessing device. When 50 000 additional feet of forms have been processed since the message originally appeared, you *must* change developer mix before you can return the printer to Ready status.

Tip:

- Developer mix is slippery, and working with it can be messy. You may want to spread papers on the floor under the developer drain hose and under the developer mix inlet to catch spills.
- If you get developer mix on your hands, wipe it off as soon as possible.
- On the InfoPrint 4100, you must pour the developer mix slowly to avoid spills.

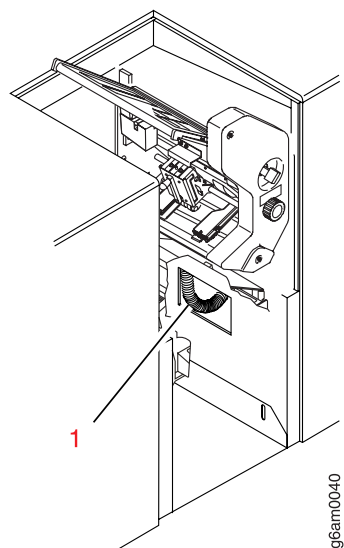
Procedure

1. Open the center front cover, the center top cover, and the right front cover as shown.



2. Clear the forms, if possible, from directly under the developer mix drain hose at the right side of the forms input area.
 - If you are using boxed fan-fold forms, slide the box of forms as far to the left (toward the forms exit area of the printer) of the forms input area as possible.
 - If you are using a preprocessing device supplying forms under the printer up into the forms input area, create enough slack in the forms supply so that you can move the forms to the far left side of the forms input area.

Spread paper towels on top of the forms on the floor of the forms input area.
3. Remove the cap from an *empty* developer mix bottle, and put the bottle in the forms input area, directly under the developer mix drain hose.
4. Pull out the developer drain hose, keeping the capped end pointing up (so that any developer mix in the hose from the last change does not spill). Remove the cap from the hose.

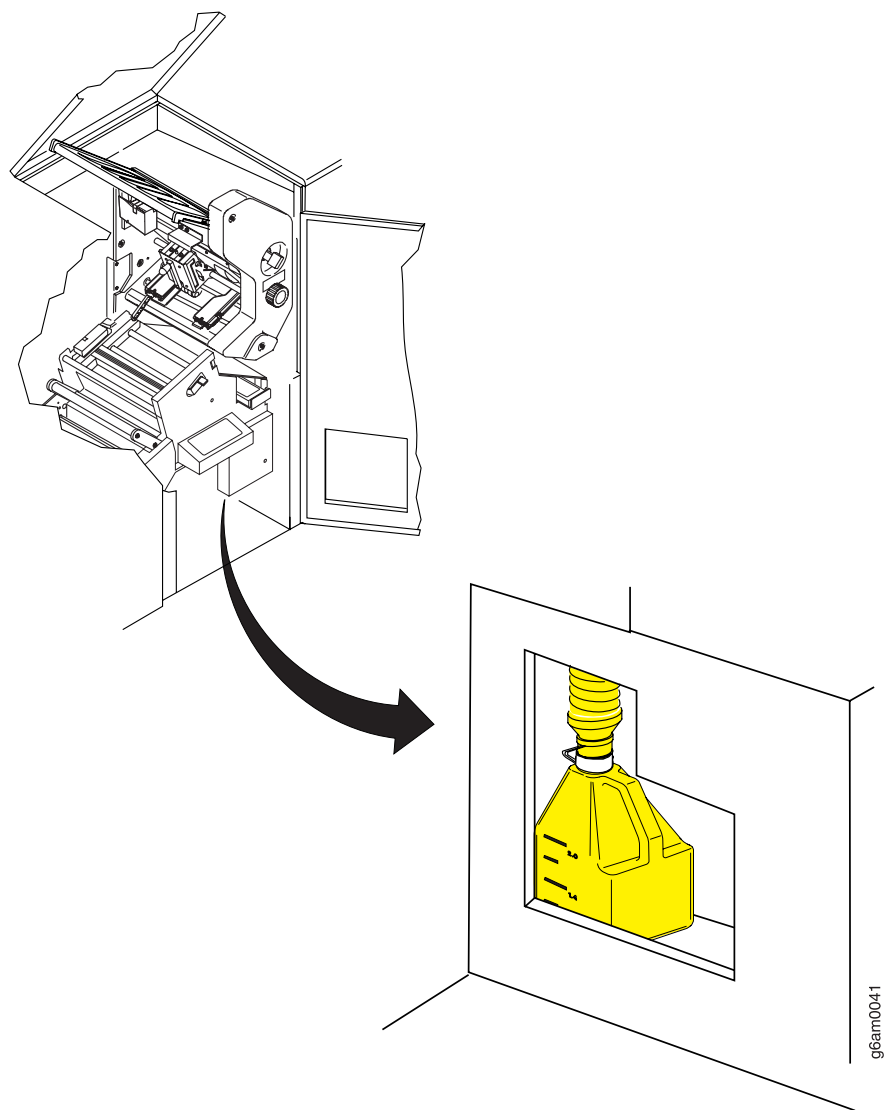


5. Carefully insert the end of the hose into the empty developer mix bottle and put the bottle on the floor.

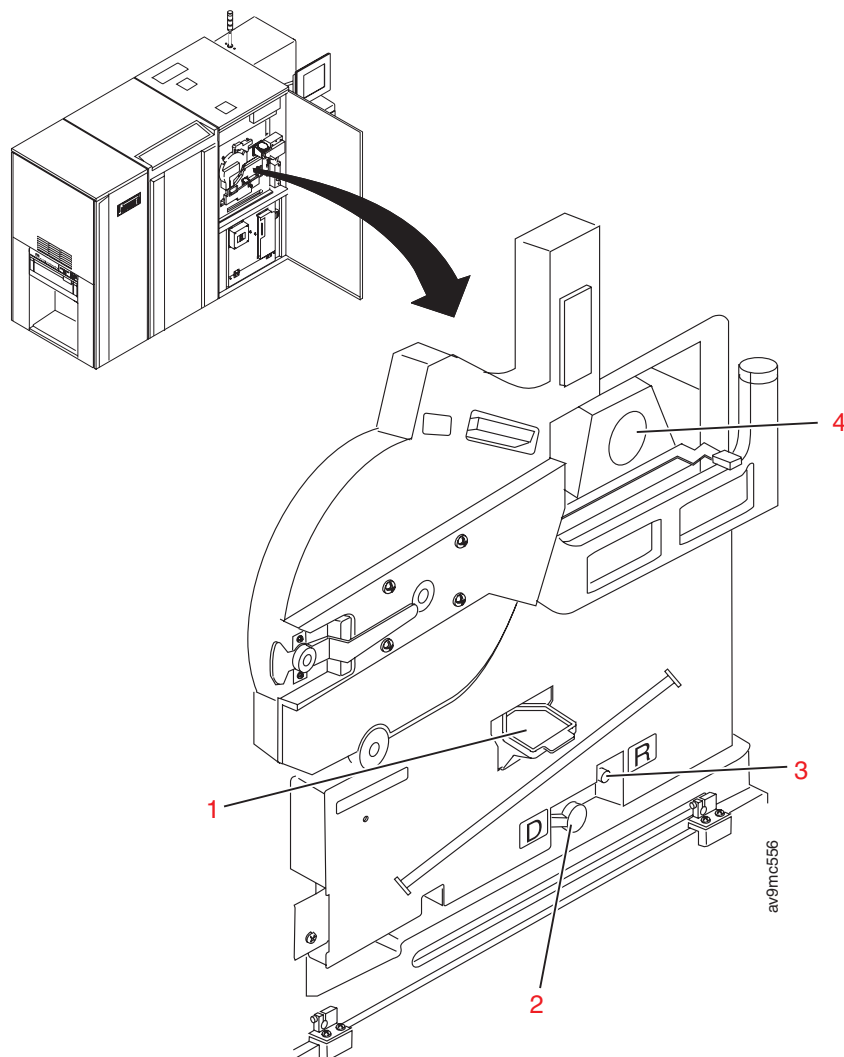
Note: The empty developer mix bottle stays in the machine at all times. Ensure that the hose is inserted securely and that no sharp bends obstruct the hose.

Important:

- a. Never open the developer drain unless the developer drain hose is inserted into an empty developer mix bottle.
- b. After you have opened and closed the developer drain, you *must* replace the developer mix. Opening the drain resets the developer mix usage timer. Resetting the timer without changing the developer mix could result in severe print quality problems caused by the developer mix being used beyond its normal life.



6. Locate the developer mix inlet (1), the developer drain lever (2), and the **Developer Run Push Button** (3) in the developer area.



7. Open the developer drain lever (**D**) by pulling out the developer drain lever and then lifting it up.

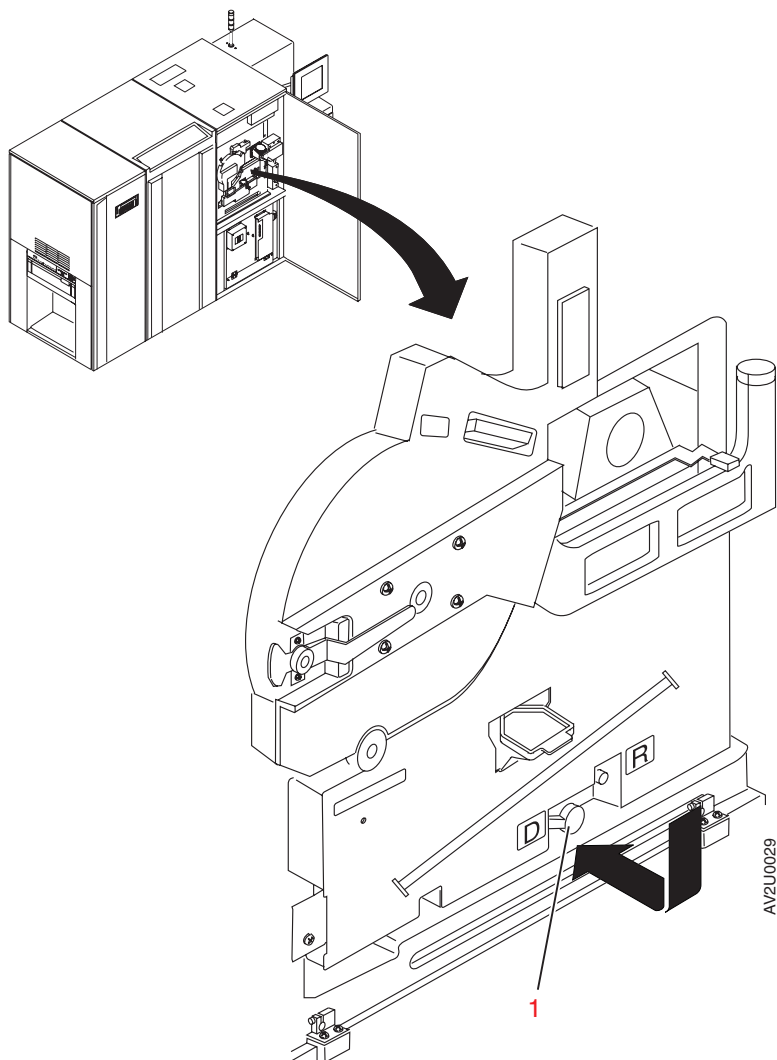
D
R4CO0110

8. The developer starts draining the developer mix immediately. Hold the drain hose so that it does not come out of the empty mix bottle. Shake the hose several times while the mix is draining to ensure that no developer mix remains in the hose.
9. If necessary, press the **Developer Run Push Button (R)** one time to ensure that all of the developer mix is drained. There should be about 1.8 liters of used developer mix in the bottle.

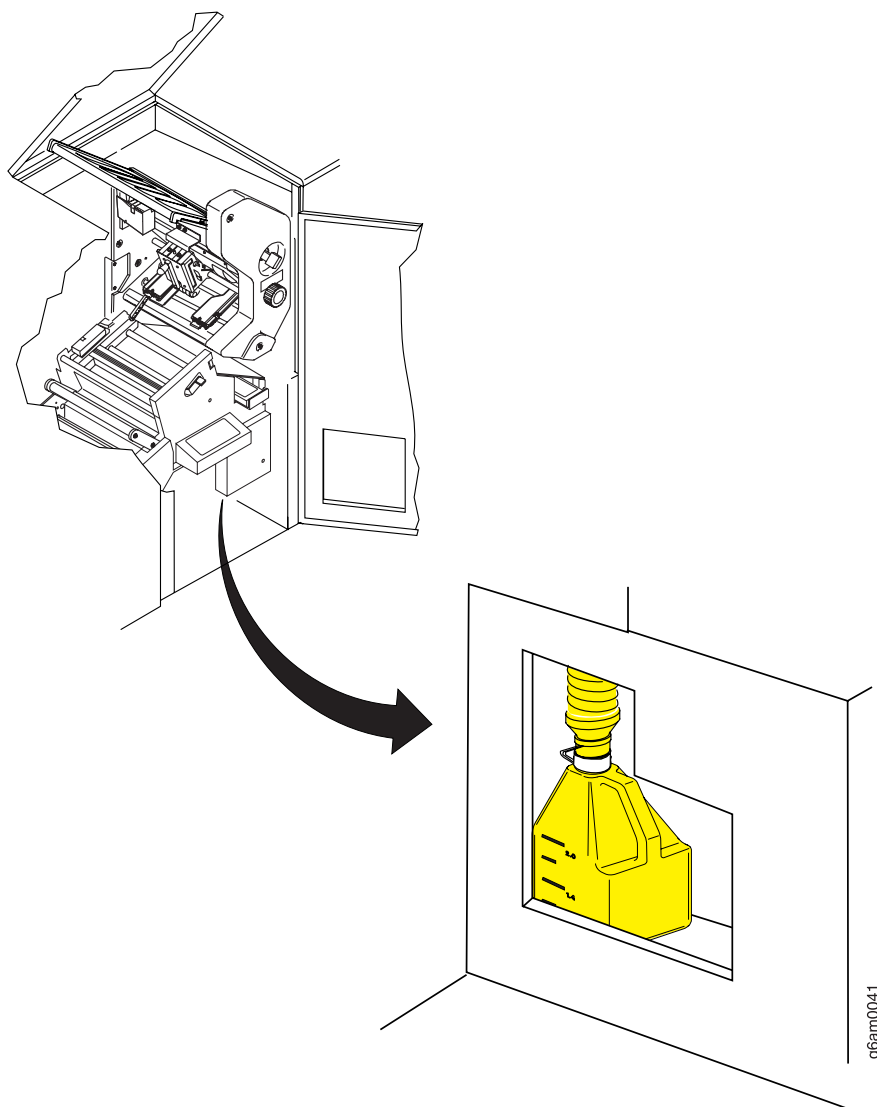
R

R4CO0111

10. When the developer stops running, close the developer drain by pushing down the developer drain lever (1) and then pushing it in.



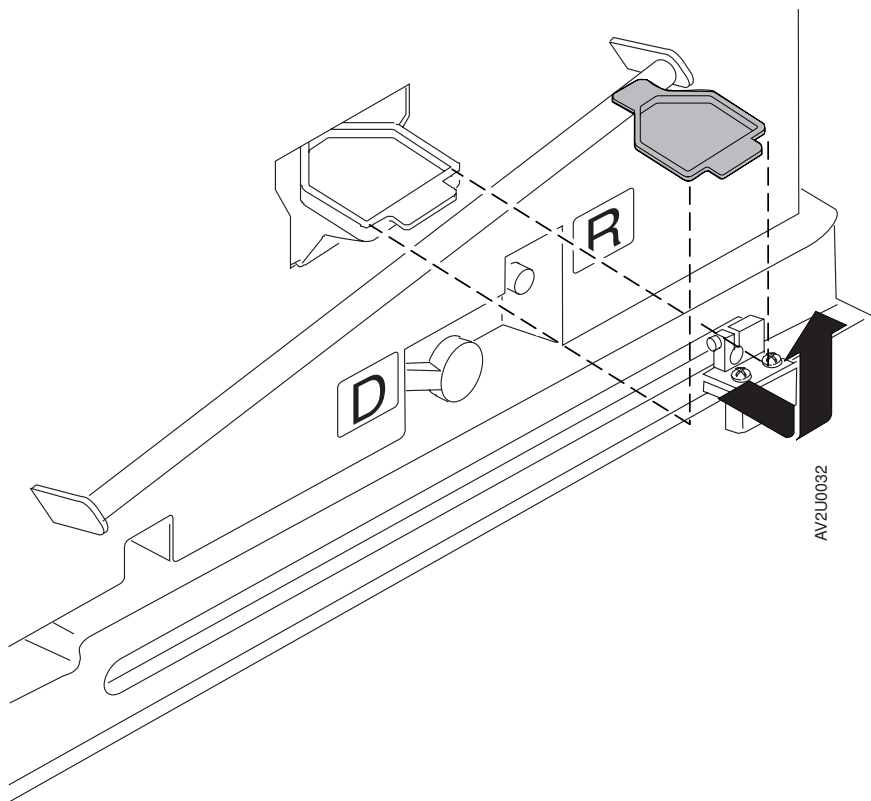
11. Once the developer mix has finished draining, ensure that no developer mix remains in the drain hose by shaking the hose vigorously while you hold the hose as vertical as possible.
12. Remove the developer drain hose from the bottle. Put the cap on the developer drain hose, and return the hose to its recessed storage area



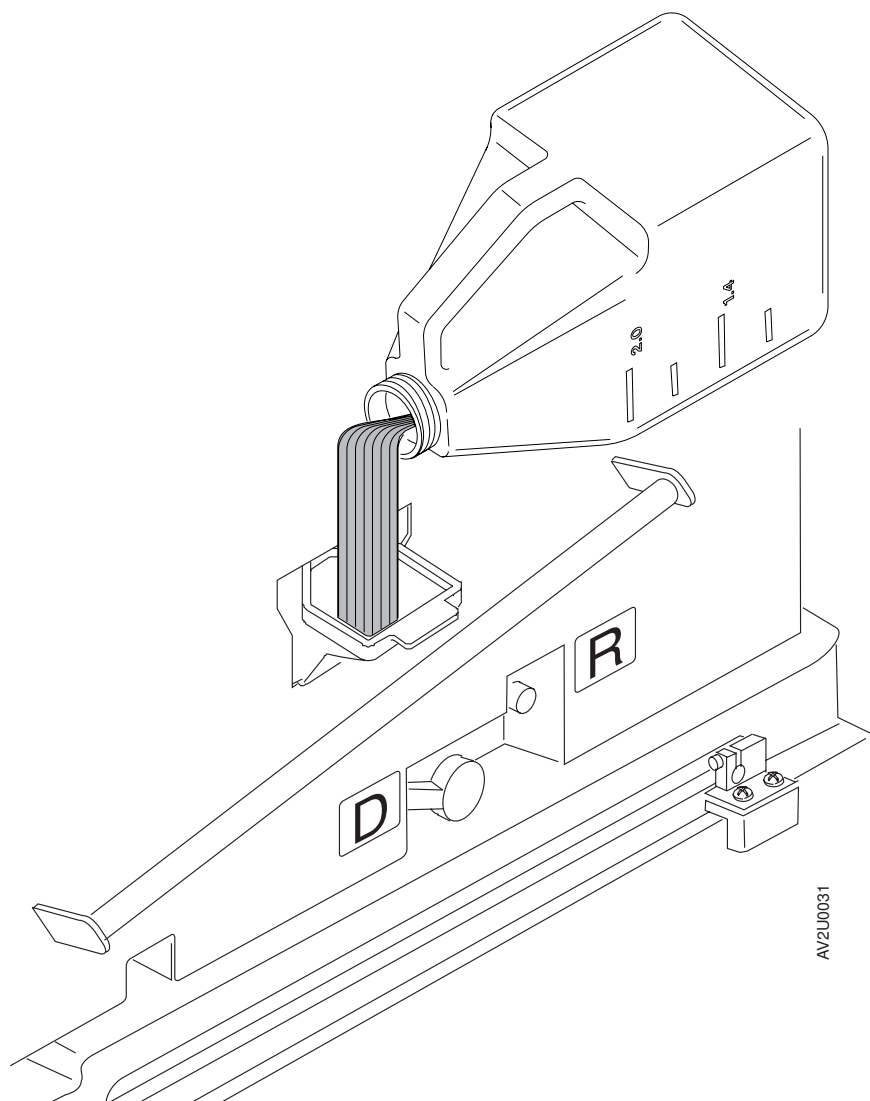
13. Put the cap on the bottle. Discard the bottle and its contents per local regulations.

Attention: To prevent print quality problems, never reuse waste developer mix. Never put anything other than developer mix into the developer inlet.

14. Remove the cap from the new developer mix bottle.
15. Remove the developer inlet cover.



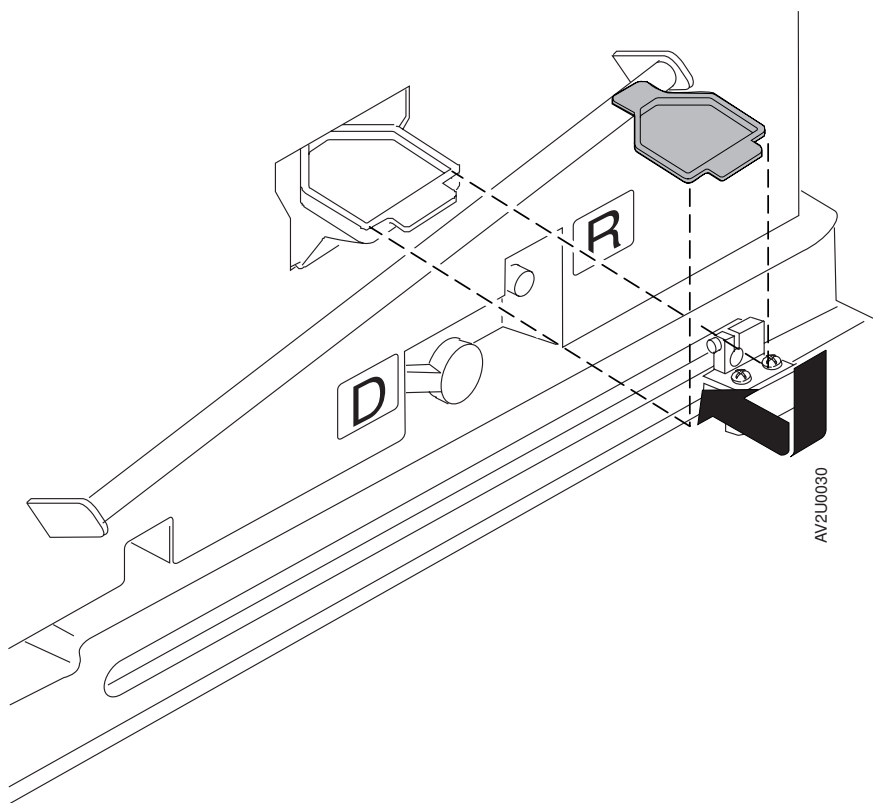
16. Clean the cover to remove any excess developer mix, and put it in a safe place.
17. Ensure that the developer drain is closed.
18. Press the **Developer Run Push Button (R)** and slowly pour the developer mix into the inlet. If the developer stops running before the new developer mix bottle is empty, press the **Developer Run Push Button (R)** again.



19. Clean the empty developer mix bottle with a cloth or paper towel to remove any excess developer mix. Save the bottle for the next time you change developer mix.

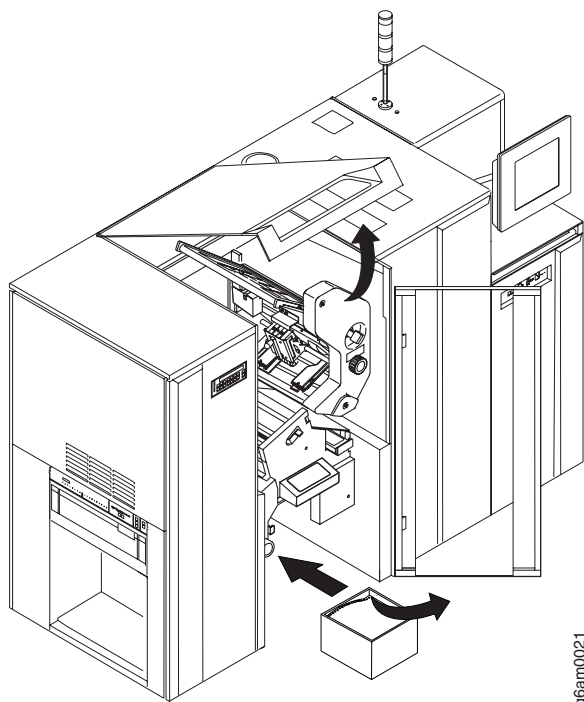
Tip: If you already have several empty developer mix bottles in storage, you may discard the extra bottle per local regulations.

20. Put the developer inlet cover back in place.



Attention: Never operate the printer when the developer inlet cover is removed.

21. Clean the developer area with a cloth or paper towel to remove any spilled developer mix.
22. Replace the forms in the forms input area.



g6am0021

23. Close the covers of the printer.
24. Select **Start** on the printer operator panel or the Main touch panel to resume processing.



CAUTION:

<85> For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Checking the fine filter

About this task

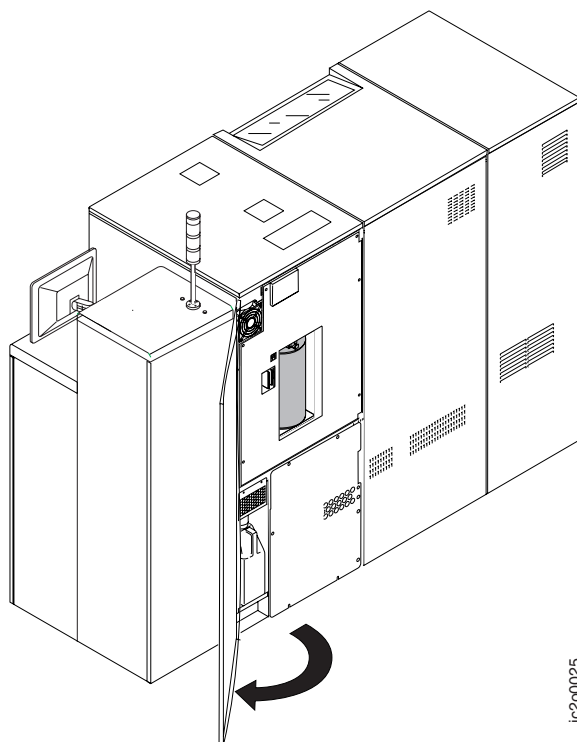
Procedure:

Do this procedure when you see the following message: 0799 CHECK FINE FILTER.

Note: You must do this task immediately. You cannot delay it as you can for some "Out of Supplies" conditions.

Procedure

1. From the rear of the printer, open the cover as shown.



ic200025

2. Ensure that the filter flange is aligned in the guide and that the fine filter is firmly pressed against the back of the recessed filter area.
3. Close the right rear cover of the printer.
4. To resume processing, select **Start** on the printer operator panel or on the Main touch panel.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

5. If the CHECK FINE FILTER message appears again, repeat the steps above. If that does not correct the problem, call your service representative.

Related information:

“Service call procedure” on page 44

Changing the fine filter

Before you begin

You need the following items when you change the fine filter:

- New fine filter

About this task

Procedure:

Do this procedure when you see the following message: 0791 CHANGE FINE FILTER.

Note:

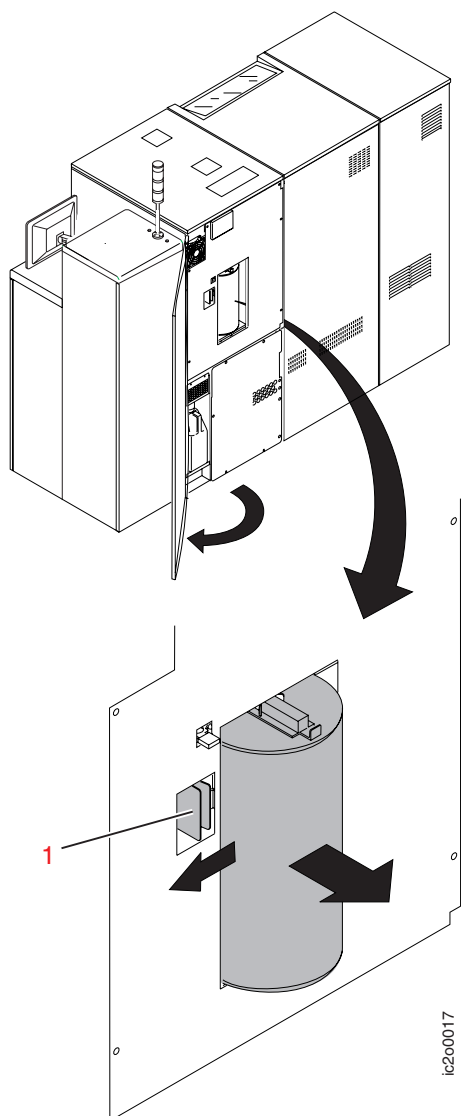
1. You do not have to replace the fine filter the first time you see the CHANGE FINE FILTER message. To bypass the message, select **Start** on the printer operator panel or the Main touch panel.

The CHANGE FINE FILTER message reappears each time end-of-forms is reached, an error condition occurs, or every 4 000 feet of forms thereafter if you are using a roll-feed preprocessing device. When certain additional feet of forms have been processed since the message originally appeared, you must change the fine filter before you can return the printer to Ready status.

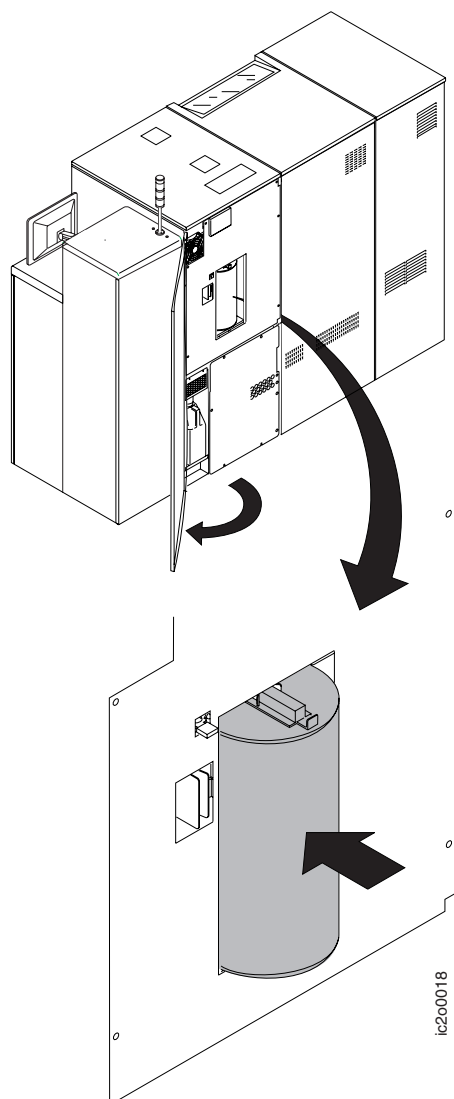
2. To clear this message, the printer power must be on while you replace the fine filter.

Procedure

1. From the rear of the printer, open the cover as shown.



2. Locate the latch **(1)** on the left side of the fine filter. Squeeze the latch together and then firmly push the latch to the left until it snaps into place.
3. Slowly pull out the old fine filter from the recessed filter area.
4. Remove the plastic bag from the new fine filter and place the fine filter on the floor.
5. Place the used fine filter into the plastic bag.
6. Discard the used fine filter.
7. Wipe the filter housing with a soft cloth to remove any debris.
8. Firmly push the new fine filter all the way to the back of the housing. The latch you pressed to the left during filter removal must snap back to the right.



9. Close the right rear cover of the printer.
10. To resume processing, select **Start** on the printer operator panel or on the Main touch panel.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

11. If the CHECK FINE FILTER message appears again, the fine filter is not pushed all the way to the back of the filter housing. Adjust the fine filter, and then select **Start** again. If that does not correct the problem, call your service representative.

Related information:

Cleaning the UFC sensor

About this task

Procedure:

Do this procedure daily.

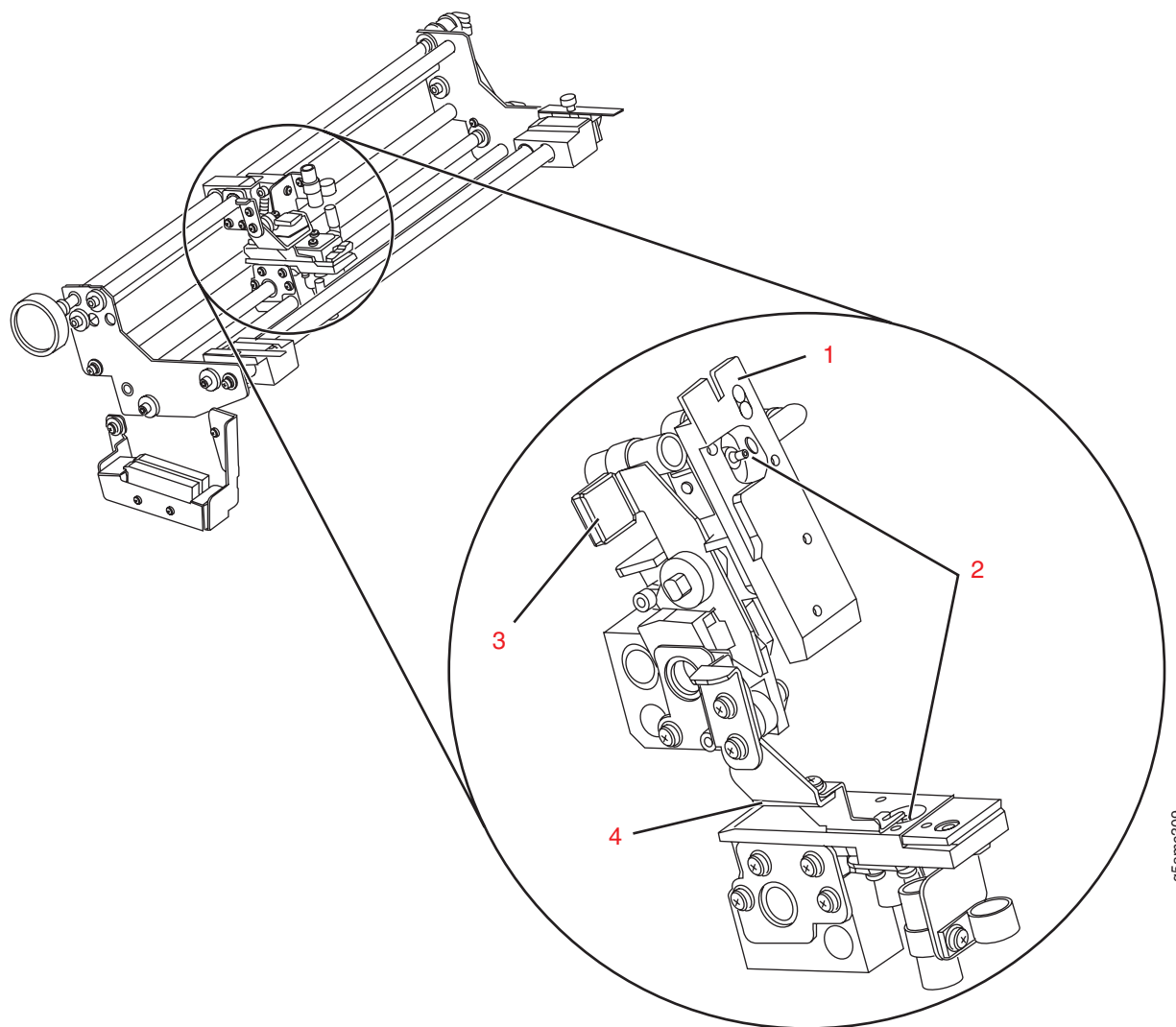
Attention: Do not use solvents to clean the UFC sensor as this will damage the fiber optics.

Tools:

- A lint free cloth moistened with water

Procedure

1. Switch off power to the printer.
2. Open the front cover.
3. Open the upper mark sensor assembly **(1)** by raising the upper mark sensor assembly lever **(3)**.
4. Wipe the sensors **(2)** with a lint free cloth moistened with water.



g5amc309

5. Close the front cover.

Cleaning the early drum jam sensor

About this task

Procedure:

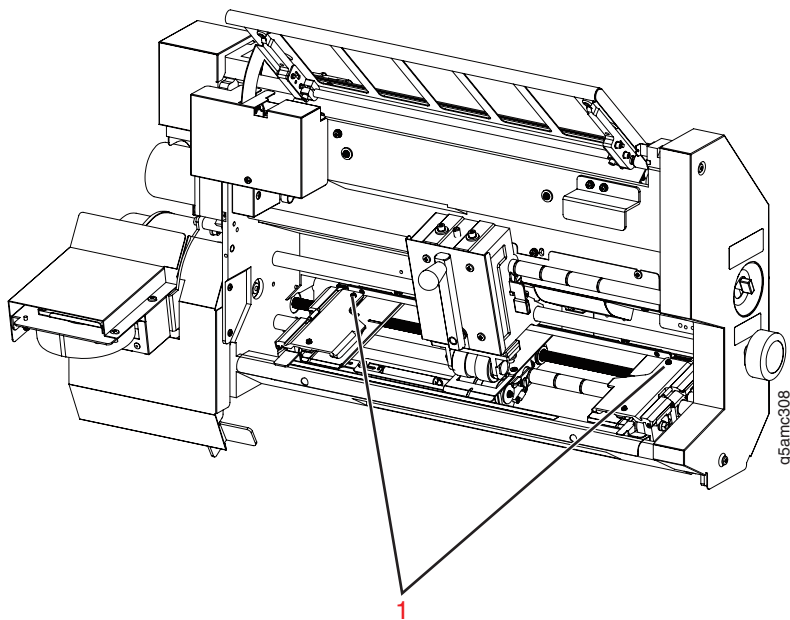
Do this procedure daily.

Tools:

- A lint free cloth

Procedure

1. Switch off power to the printer.
2. Open the front cover.
3. Wipe the early drum jam sensor 1 with a lint free cloth.



4. Close the front cover.
- 5.

Cleaning the oiler belt

About this task

Procedure:

Do this procedure at least once each week.

Tip:

- For reliable printer performance, clean the oiler belt at least once each week.
- You can accomplish this task by using either the touch panels or the operator panel of the affected printer. However, because you must access the affected printer, we recommend that you use the printer operator panel.
- You need the following items to clean the oiler belt:
 - Lightweight cardboard (scraps)
 - Cloth or paper towels



CAUTION:

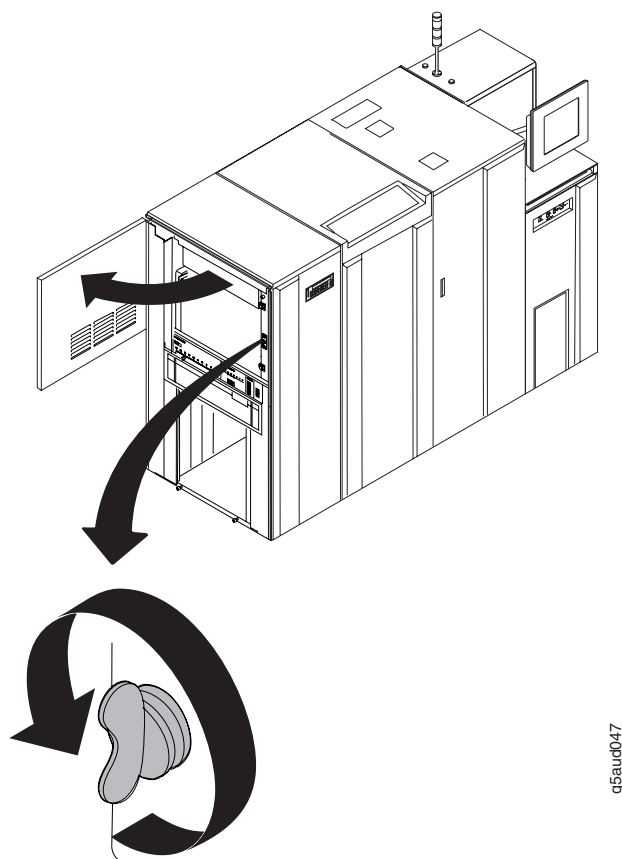
<70> The oiler belt, oiler wick roll, and their environments are *high-temperature* areas. Be very careful when working in these areas.

CAUT0100

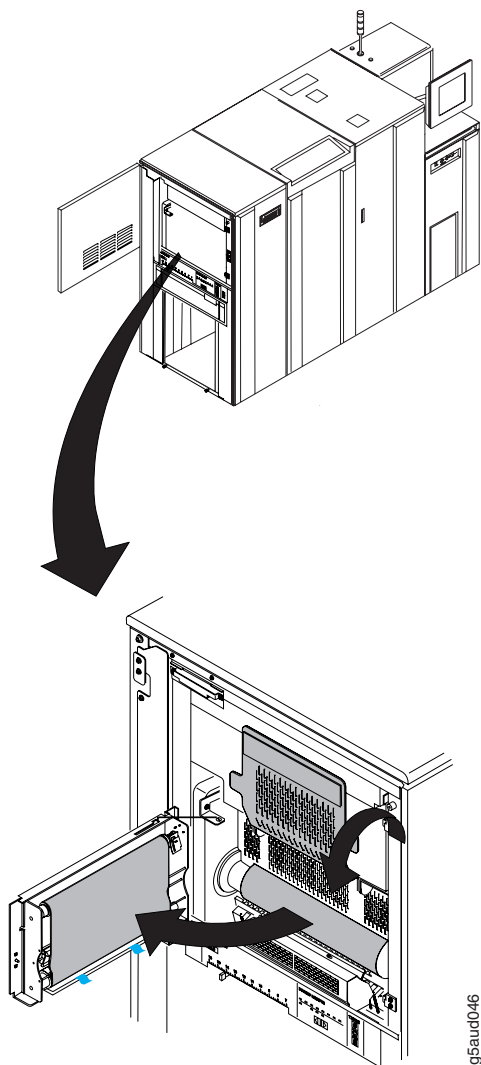
Procedure

1. Press **Stop** on the printer operator panel or the Main touch panel for the affected printer.
2. Open the end cover.

3. Turn the wing nut *counterclockwise* to release the oiler gate.



4. Open the oiler-belt gate. Ensure that the gate is securely latched in the open position.



g5aud046

5. Allow the oiler belt to cool for at least 10 minutes.
6. Lower the hot roll shield.
7. Spread papers on the floor or place a wastebasket under the oiler belt.
8. Use a piece of lightweight cardboard to scrape paper dust and paper chads from the oiler belt.
9. Raise the hot roll shield.
10. Close the oiler gate.
11. Turn the wing nut *clockwise* to latch the gate. Ensure that the gate is firmly latched.
12. Close the end cover.
13. The fuser begins a warm-up cycle. Make the printer ready by pressing **Start** on the printer operator panel or the Main touch panel of the affected printer.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

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Printing resumes when the fuser completes its warm-up cycle.

Changing the oiler belt

Before you begin

You need the following items when you change the oiler belt:

- New oiler belt
- Paper towels
- Rubber gloves

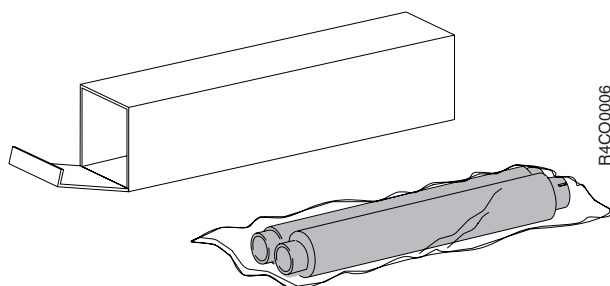


Figure 103. Oiler belt

About this task

Procedure:

Do this procedure when you see the 0793 CHANGE OILER BELT message.

Note: You do not have to replace the oiler belt the first time you see the CHANGE OILER BELT message. To bypass the message, select **Start** on the printer operator panel of the Main touch panel. The message reappears each time end-of-forms is reached, or every 4 000 feet of forms thereafter if you are using a roll-feed preprocessing device. When certain additional feet of forms have been processed since the message originally appeared, you must change the oiler belt before you can return the printer to Ready status.

**CAUTION:**

<70> The oiler belt, oiler wick roll, and their environments are *high-temperature* areas. Be very careful when working in these areas.

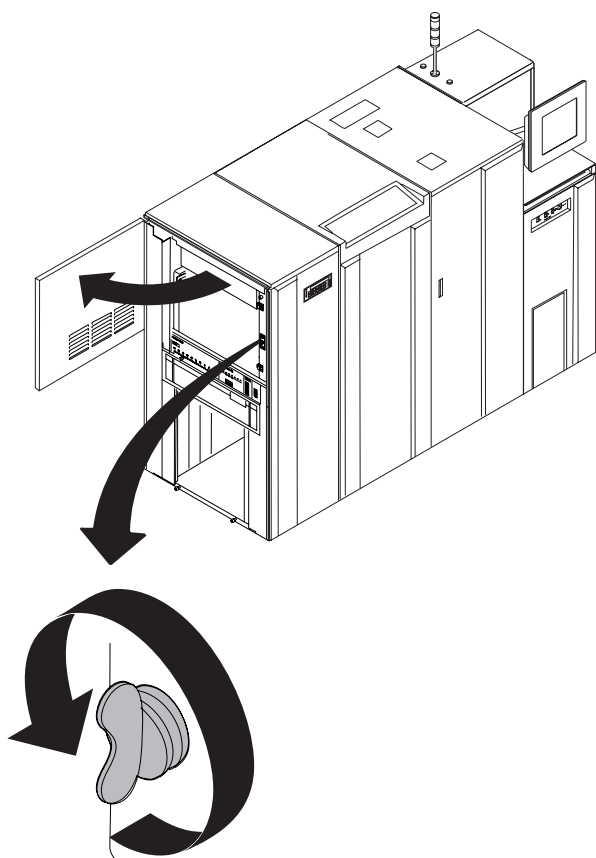
CAUT0100

Procedure

1. Open the end cover.

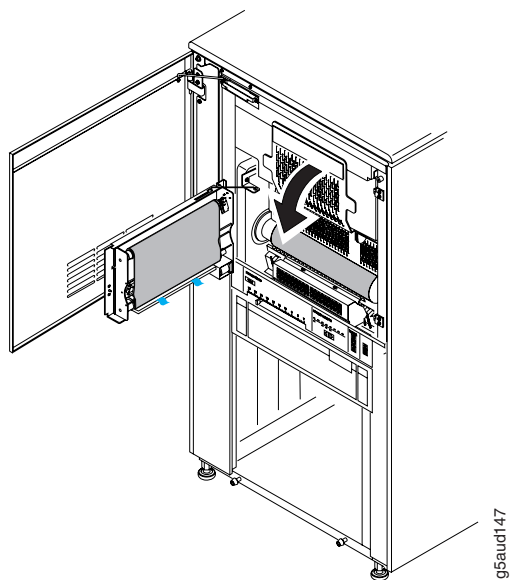
Note: When the oiler-belt gate is opened, the fuser begins to cool down immediately, and the printer operator panel message changes to OILER GATE OPEN.

2. Turn the wing nut *counterclockwise* to release the oiler-belt gate.

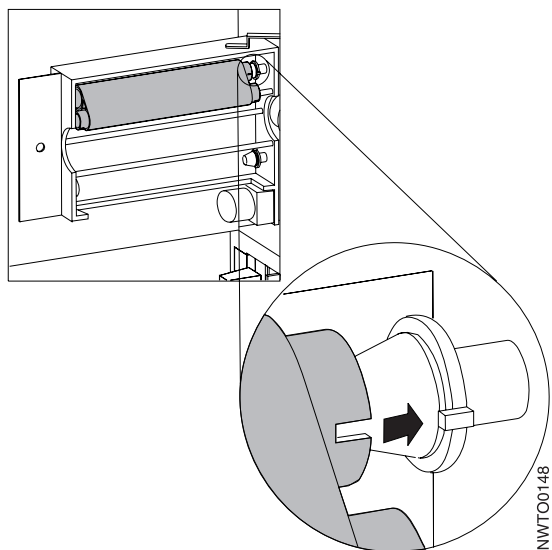


g5aud047

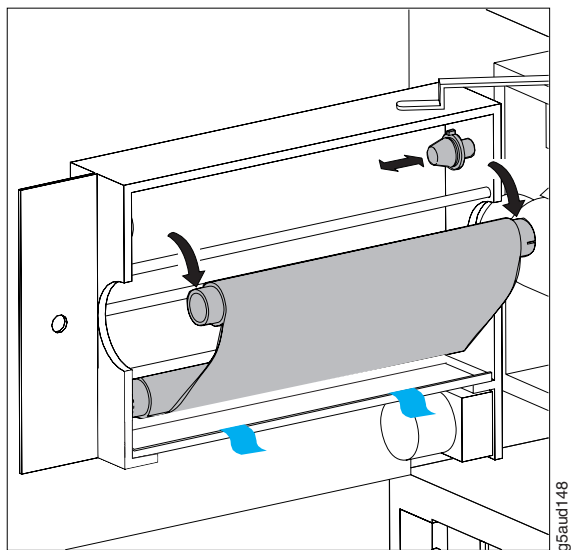
3. Place several layers of absorbent material, such as paper towels, on the floor beneath the oiler-belt gate.
4. Open the oiler-belt gate. Ensure that the gate is securely latched in the open position.
5. Allow the printer to cool for at least **30 minutes**.
6. Put on a pair of rubber gloves.
7. Remove the drip pan with the pad.



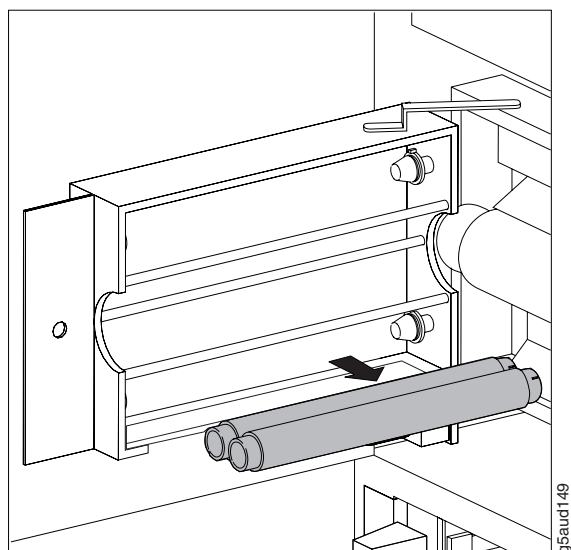
8. Grasp both ends of the upper oiler-belt roll, and move it to the right, against the spring.



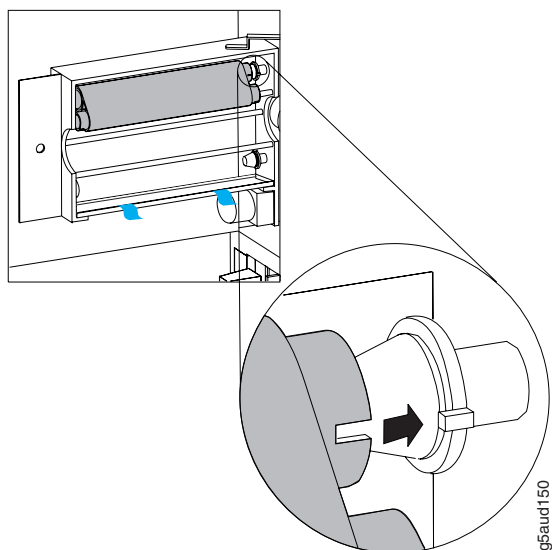
9. Pull out the upper oiler-belt roll, left end first.



10. Roll the upper roll down against the lower roll.



11. Holding both rolls, press the lower oiler-belt roll to the right, against the spring.



12. Remove the lower oiler-belt roll, left end first.
13. Place the old oiler belt on several thicknesses of absorbent material, such as paper towels.
14. Remove the new oiler belt from its carton, and save the plastic bag for the old oiler belt.

Tip: The oiler-belt roll with the most material is the *upper* roll. The notched end of the roll is the *right* side (nearest the printer).

Important: When you install the oiler-belt rolls, you must line up the notches in the rolls with the tabs on the sprocket. If you do not do this, the oiler belt does not advance correctly and causes reduced print quality.

15. With the upper (larger) roll held against the lower roll, do the following:
 - a. Place the right end of the upper roll on the sprocket, lining up the notches in the roll to the tabs on the sprocket. Press the roll to the right, against the spring.
 - b. Place the left end of the upper roll on the sprocket, and let the right spring-loaded sprocket hold the roll in place.
16. Working with the lower roll, repeat the previous step.
17. Rotate the upper oiler-belt roll to remove slack in the belt.
18. Reinstall the drip pan.
19. Raise the hot roll shield.
20. Close the oiler-belt gate.
21. Turn the wing nut *clockwise* to latch the gate. Ensure that the gate is firmly latched.
22. Close the end cover.
23. The printer operator panel message may change to WARMING UP or PLEASE STAND BY.
24. To resume processing, select **Start** on the printer operator panel or the Main touch panel.

**CAUTION:**

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

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25. Place the old oiler belt inside the plastic bag and discard it.

Checking the absorbent pad in the oil pan

About this task

Procedure:

Do this procedure weekly.

**CAUTION:**

<70>

The oiler belt, oiler wick roll, and their environments are *high-temperature* areas. Be very careful when working in these areas.

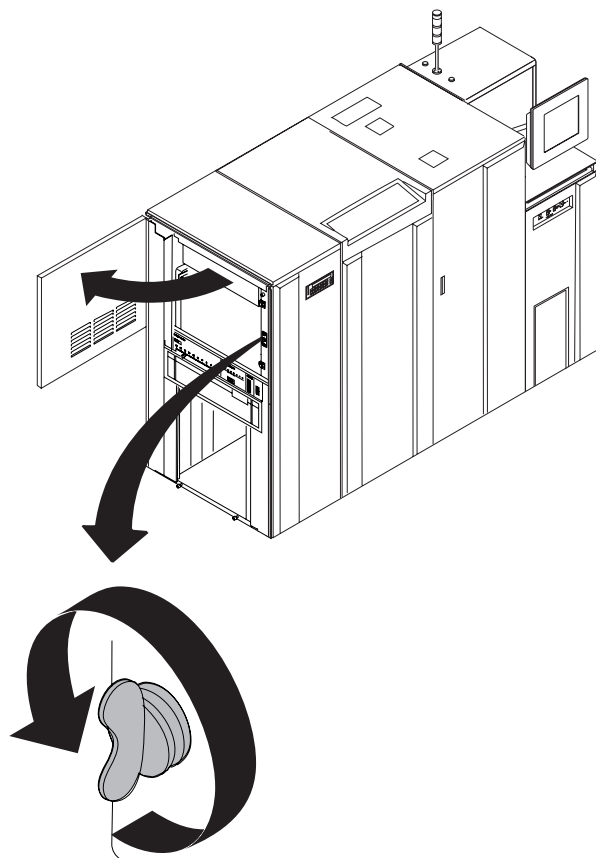
CAUT0100

Procedure

1. Open the stacker end cover.

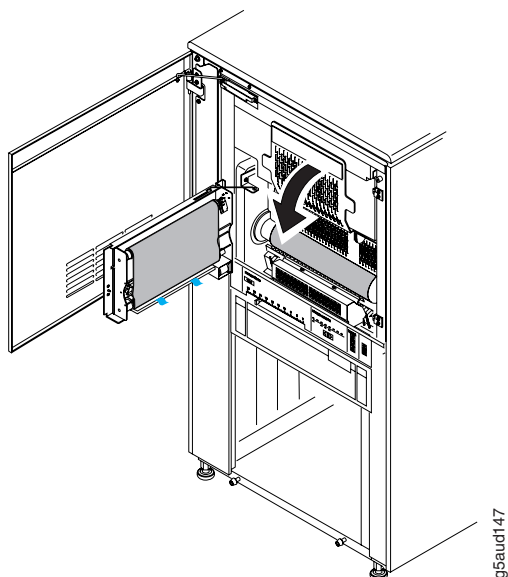
Note: When the oiler- belt gate is opened, the fuser begins to cool down immediately, and the printer operator panel message changes to OILER GATE OPEN.

2. Turn the wing nut *counterclockwise* to release the oiler-belt gate.

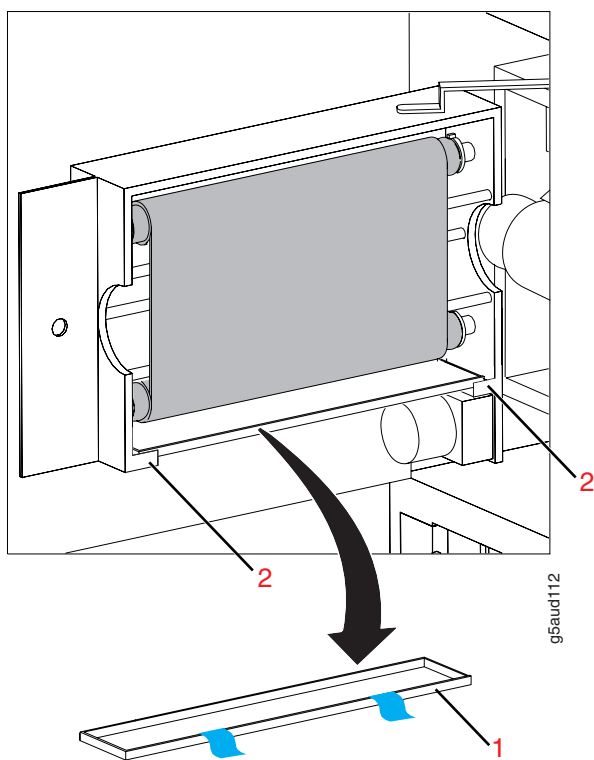


g5aud047

3. Place several layers of absorbent material, such as paper towels on the floor beneath the oiler-belt gate.
4. Open the oiler-belt gate. Ensure that the gate is securely latched in the open position.
5. Check to see if the absorbent pad is saturated with oil. If the pad is saturated, continue with the next step. If it is not saturated, go to step 16 on page 317.
6. Allow the printer to cool for at least **30 minutes**.
7. Lower the hot roll shield.

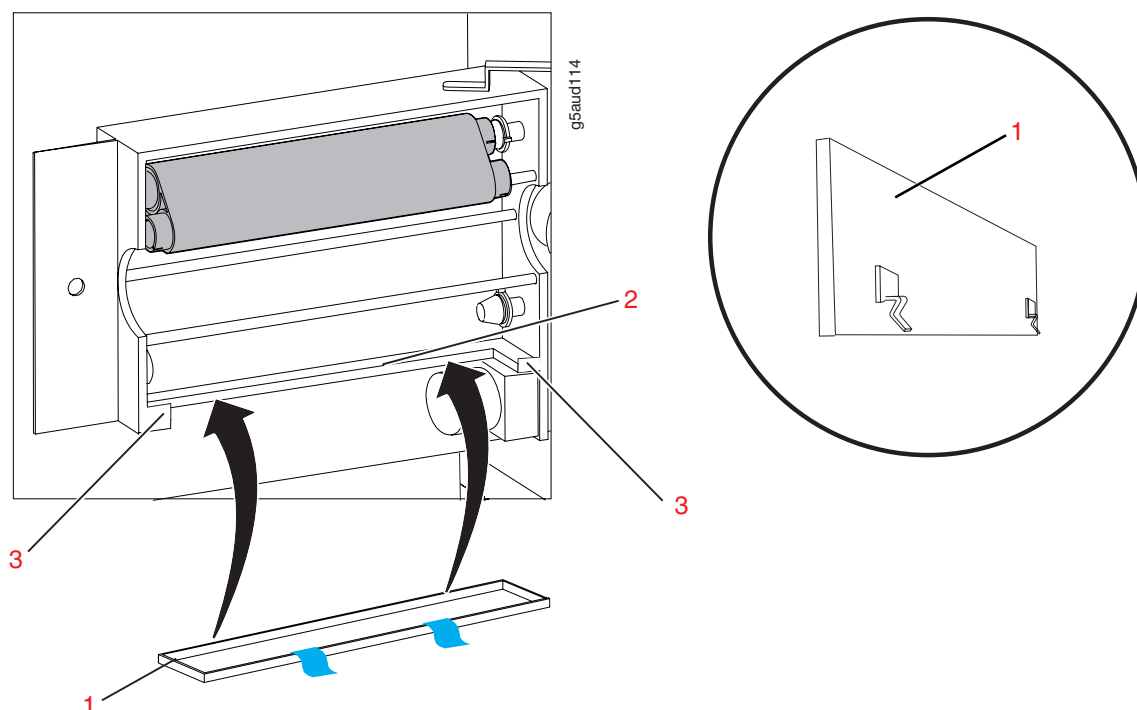


8. Remove the new absorbent pad from the plastic shipping bag.
9. Remove the oil pan from the oiler-belt frame as follows:
 - a. Lift the oil pan (1) up about 1/4 inch until it clears the tabs (2) at the lower front of the oiler-belt frame.
 - b. Slide the pan toward you to remove it.



10. Remove the saturated absorbent pad from the oil pan.
11. Remove any debris from the pan and wipe out any excess oil.

12. Place the saturated pad in the plastic shipping bag and discard the bag in an approved waste container.
13. Install the new absorbent pad in the oil pan.
14. Reinstall the oil pan into the oiler-belt frame as follows:
 - a. Insert the oil pan into the frame so that the clips at the bottom of the pan (1) catch on the lower back support rod (2).
 - b. Lower the pan into position so that it sits securely inside the tabs (3) at the lower edges of the oiler-belt frame.



15. Raise the hot roll shield.
16. Close the oiler-belt gate.
17. Turn the wing nut *clockwise* to latch the gate. Ensure that the gate is firmly latched.
18. Close the stacker end cover.
19. The printer operator panel message may change to WARMING UP or PLEASE STAND BY.
20. To resume processing, select **Start** on the printer operator panel or the Main touch panel.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

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Changing the Customer Changeable Developer (CCD)

This section describes the following procedures to remove and install the Customer Changeable Developer (CCD) in your InfoPrint 4100 printer. The procedures should be performed sequentially when changing the CCD.

- Remove the customer changeable developer.
- Install the customer changeable developer.

Removing the Customer Changeable Developer

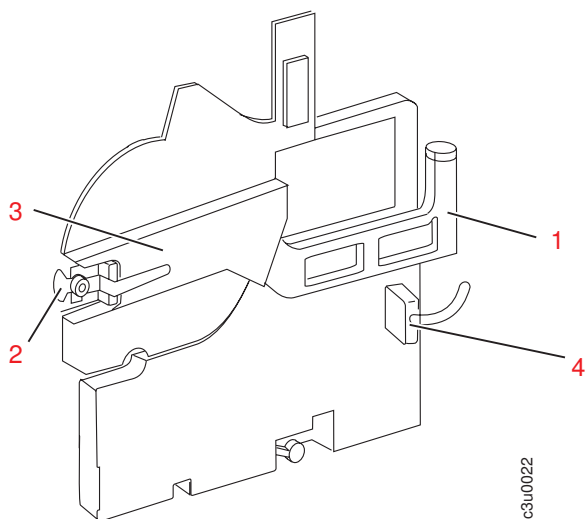
About this task

Do this procedure to remove the developer.

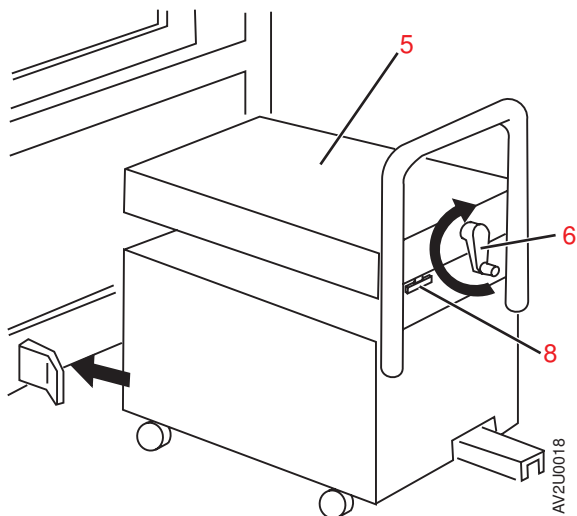
Procedure:

Procedure

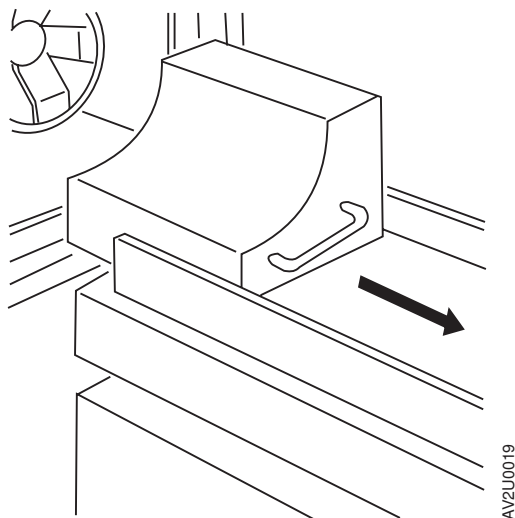
1. Open the right front cover of the printer.
2. Open the drum cover (3) by turning the handle (2) clockwise.
3. Unplug the developer communications cable (4) and tuck the connector end into the toner catch basin to ensure it is out of the way as the developer slides forward.



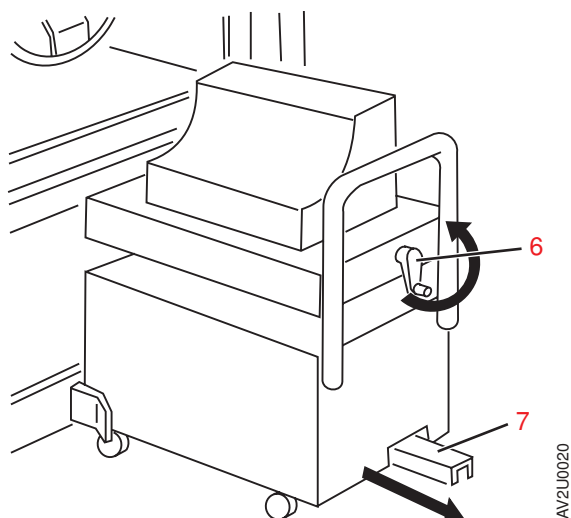
4. Pull down on the scavenger roll tab (1), so it is in the horizontal position.
5. Align the cart (5) with the printer and push it forward to engage it. Align the rails on the cart with the rails on the developer.



6. Raise the top of the cart to the height of the developer, by turning the handle **(6)** *clockwise*, until it stops.
7. Grasp the handle on the developer and pull it forward on the cart, until it locks in place. You'll hear it click when it locks in place.



8. Lower the top of the cart by turning the handle **(6)** *counterclockwise* until it stops.



9. Press the foot release pedal (7) down and pull the cart away from the printer.

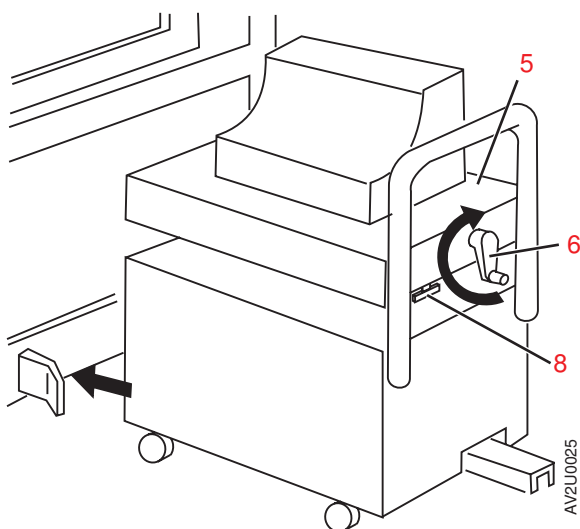
Installing the Customer Changeable Developer

About this task

Procedure:

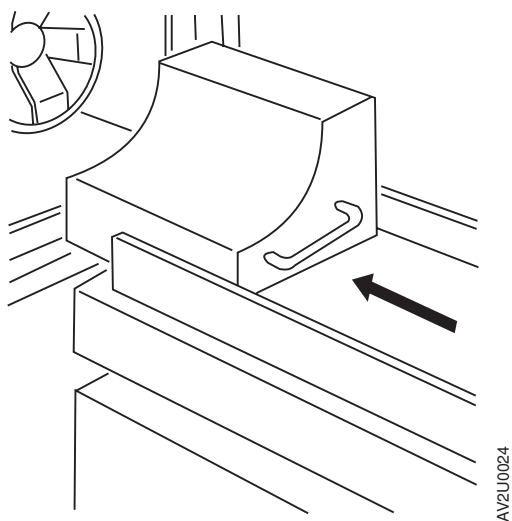
Procedure

1. Align the cart (5) with the printer and push it forward to engage it. Align the rails on the cart with the rails of the developer frame in the printer.

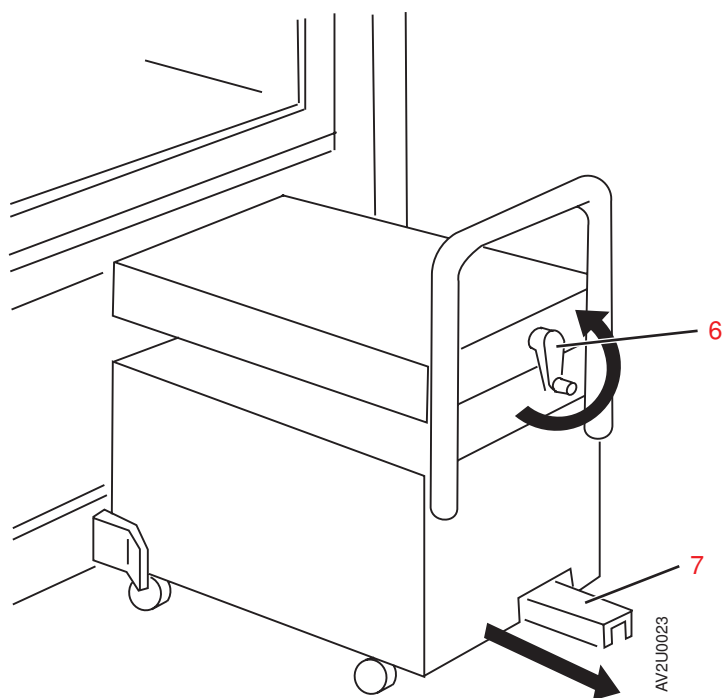


2. Raise the top of the cart by turning the handle (6) *clockwise* until it stops. The cart will now be locked to the printer frame.
3. Ensure that the scavenger roll tab is down so that the drum doesn't get scratched.
4. Pull and hold the safety latch (8) on the front of the developer cart.
5. Grasp the handle on the developer and push it forward slowly onto the developer rails in the printer, until it is all the way back in the developer

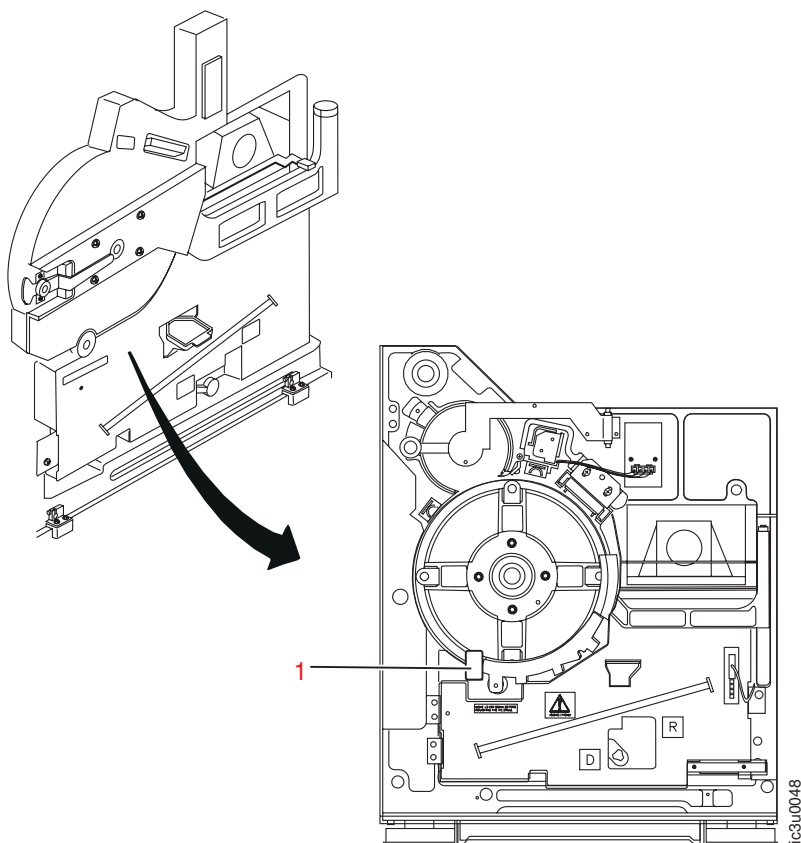
frame.



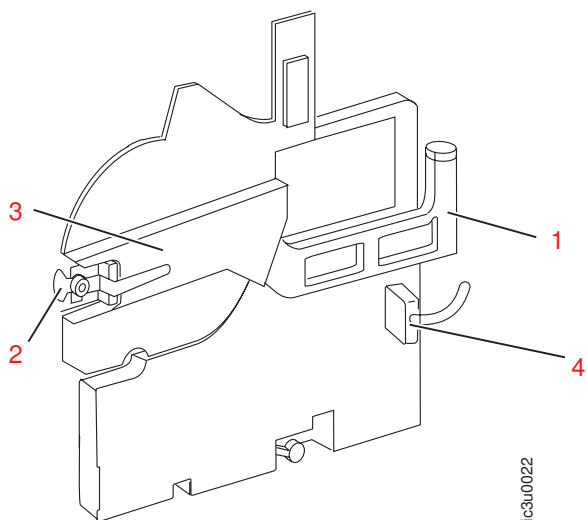
6. Lower the top of the cart by turning the handle **(6)** *counterclockwise* until it stops.



7. Press the foot release pedal **(7)** down and pull the cart away from the printer.
8. Push up on the scavenger roll tab **(1)**, so it is in the vertical position.



9. Using the blue arrows to correctly align the developer communications cable, connect the cable (4) to the connector on the front of the developer.



10. Close and latch the drum cover (3) by turning the handle (2) counterclockwise.
11. Close the right front cover of the printer.
12. Select **OK** and then **Check/Reset** on the touch panel.

Replacing the customer-replaceable corona wires

About this task

Procedure:

Do this procedure to remove and replace the corona wires. Use this procedure when your printer has customer-replaceable corona wires installed.

The following figure shows the charge corona assembly, and the location of the corona wires (2), the terminal (1), and the corona cartridges (3).

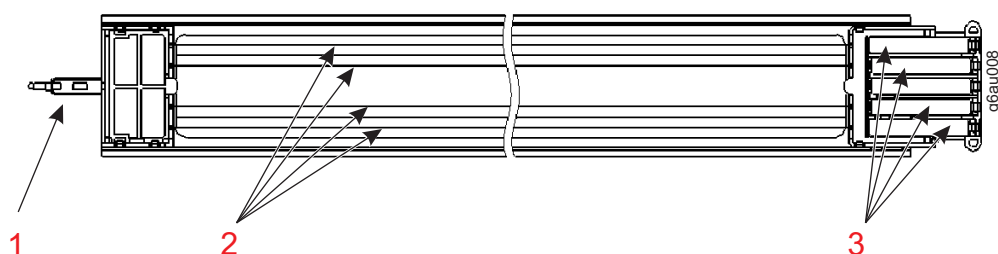


Figure 104. Charge corona assembly

The following figure shows the precharge, preclean, and transfer corona assemblies, and the location of the corona wires (2), the terminal (1), and the corona cartridges (3).

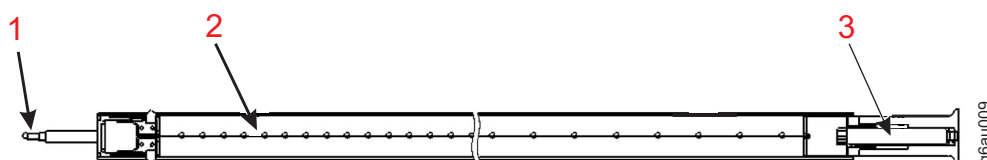


Figure 105. Precharge, preclean, and transfer corona assemblies

The following figure shows the corona cartridge (1) and the flexible latch (2) used when installing the cartridge in the corona assembly. The corona cartridge contains the corona wire, which is spring loaded inside the corona cartridge.

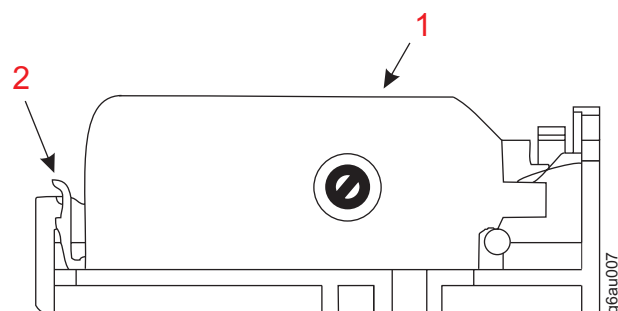


Figure 106. Corona cartridge

The following figure shows the corona cartridge (1), the corona wire (2) and the corona wire ring (4).

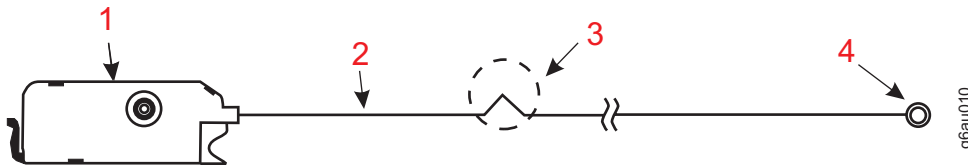


Figure 107. Corona cartridge, corona wire, and corona wire ring

Note: When installing the corona wires, make sure that the replacement wire does not bend or kink (3). Do not touch the wire.

Procedure

1. Stop all activity on the printer and disable all host attachments.
2. Open the right front cover of the printer (1).

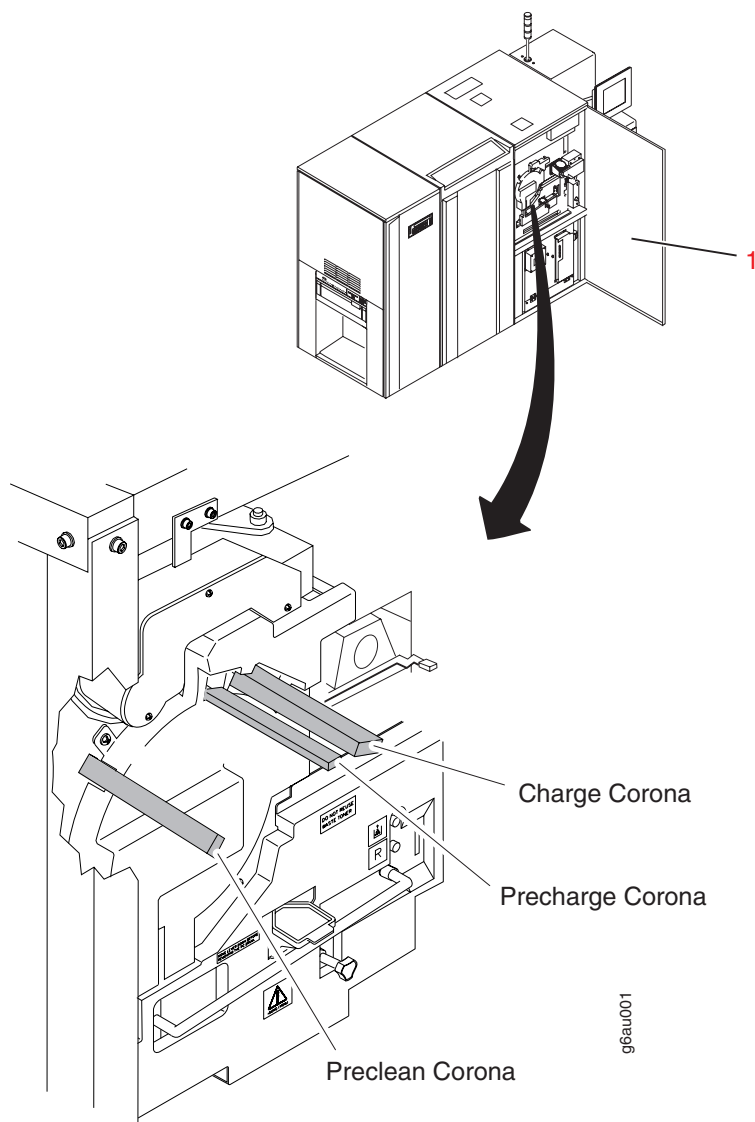
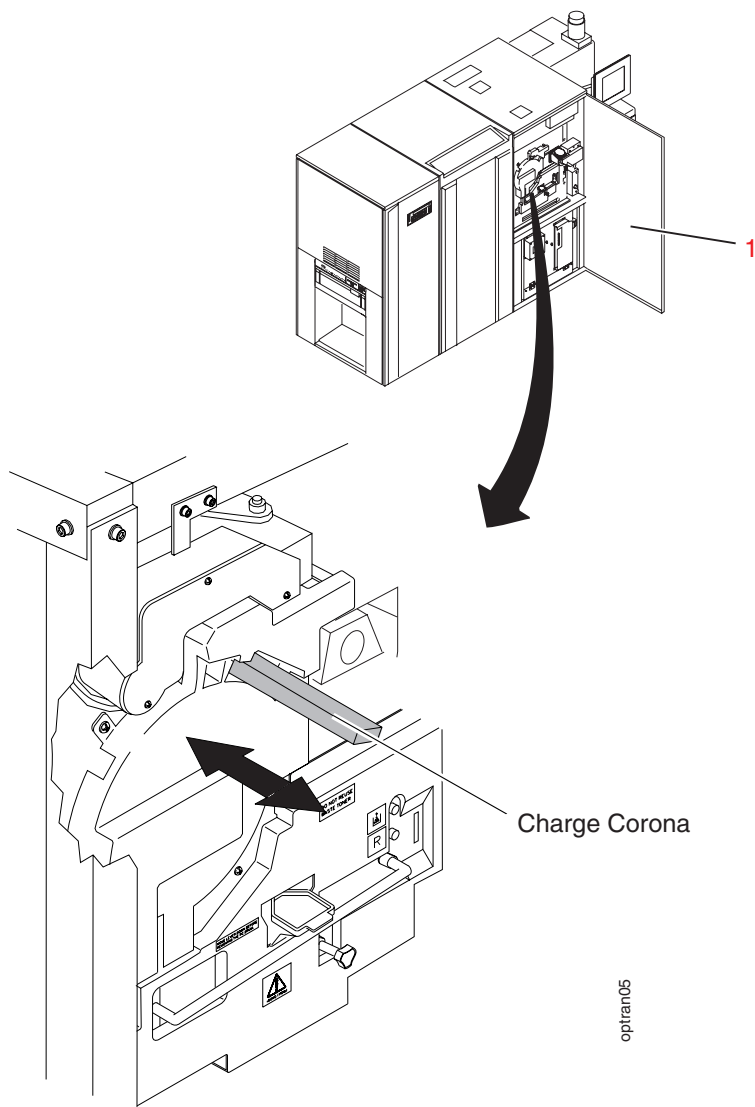
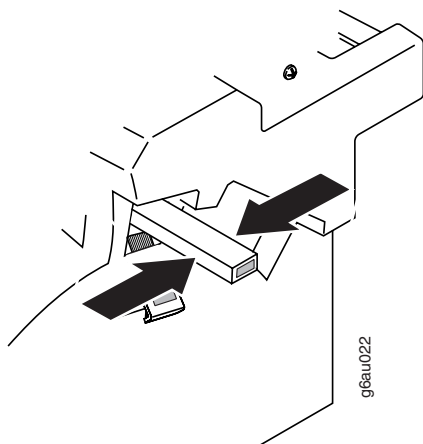


Figure 108. Preclean, precharge, and charge corona locations

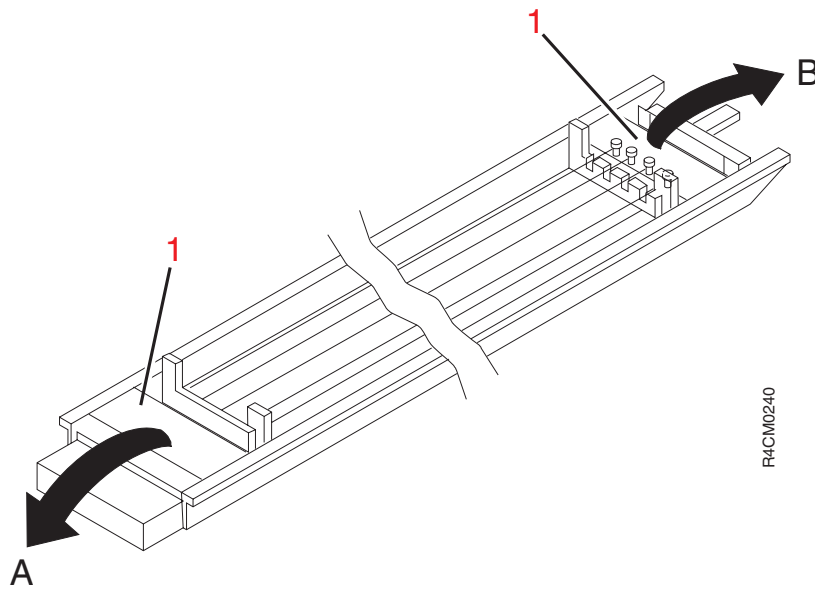
3. Do the following to remove the charge corona wires and cartridges from the corona assembly:
 - a. Pull the charge corona assembly out of the corona housing.



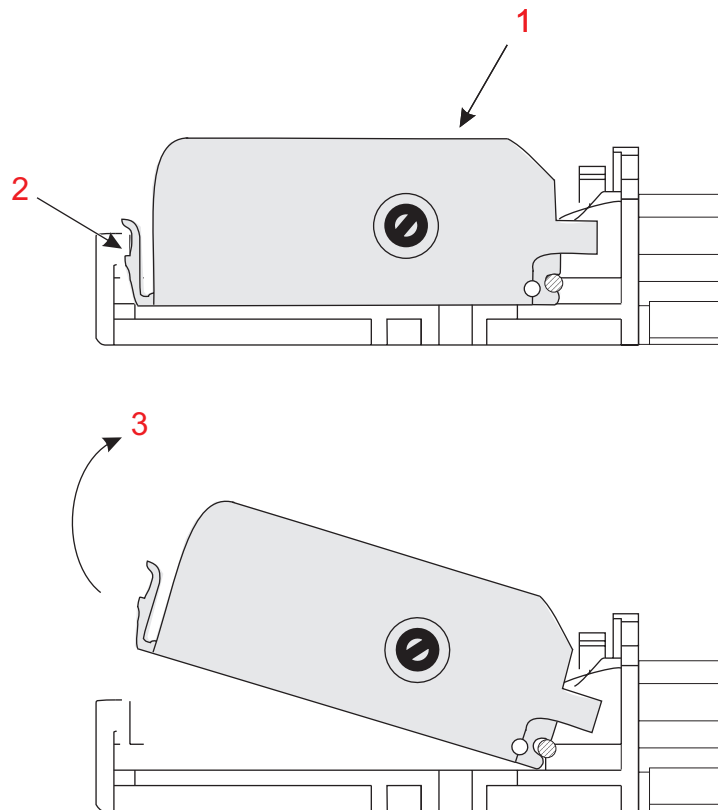
Note: Grasp the corona assembly from each side of the handle as shown below. If you grasp the assembly at the bottom, the cartridge will pop out and the wire will break.



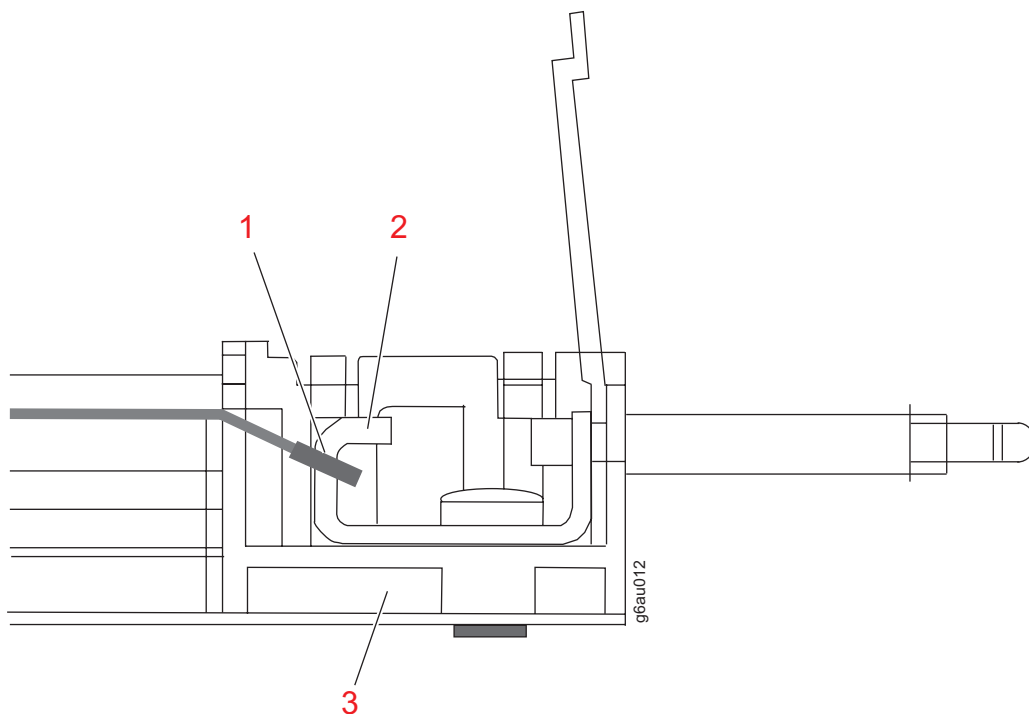
- b. Place the corona assembly on a clean, flat work surface.
- c. Open the two corona wire covers (1) by lifting them in the **A** and **B** directions.



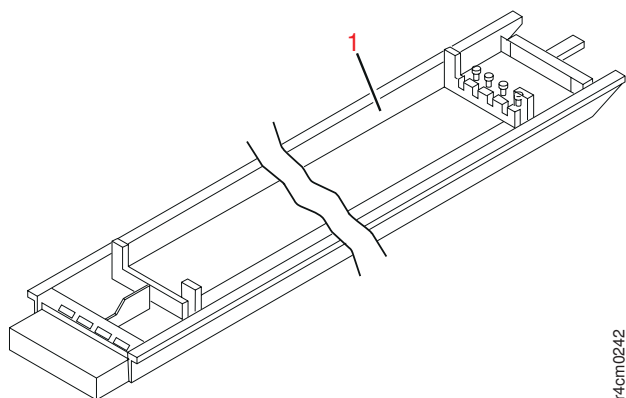
- d. Remove the corona cartridge (1) from the front wire holder on the corona assembly by pushing the latch (2) toward the cartridge while pulling the cartridge up (3).



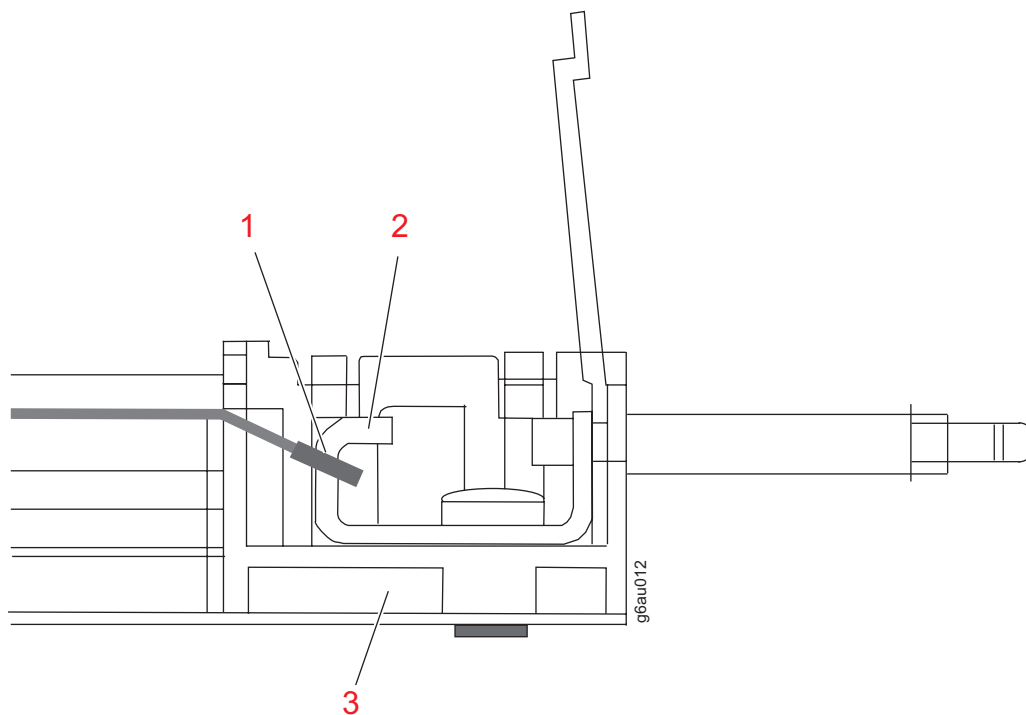
- e. Remove the corona wire ring (1) from the wire terminal (2) at the rear wire holder (3) on the corona assembly.



4. Before installing new corona wires, moisten a clean, dust-free cloth with water and remove dust and corrosion from the inner and outer surfaces of the charge corona assembly (1).



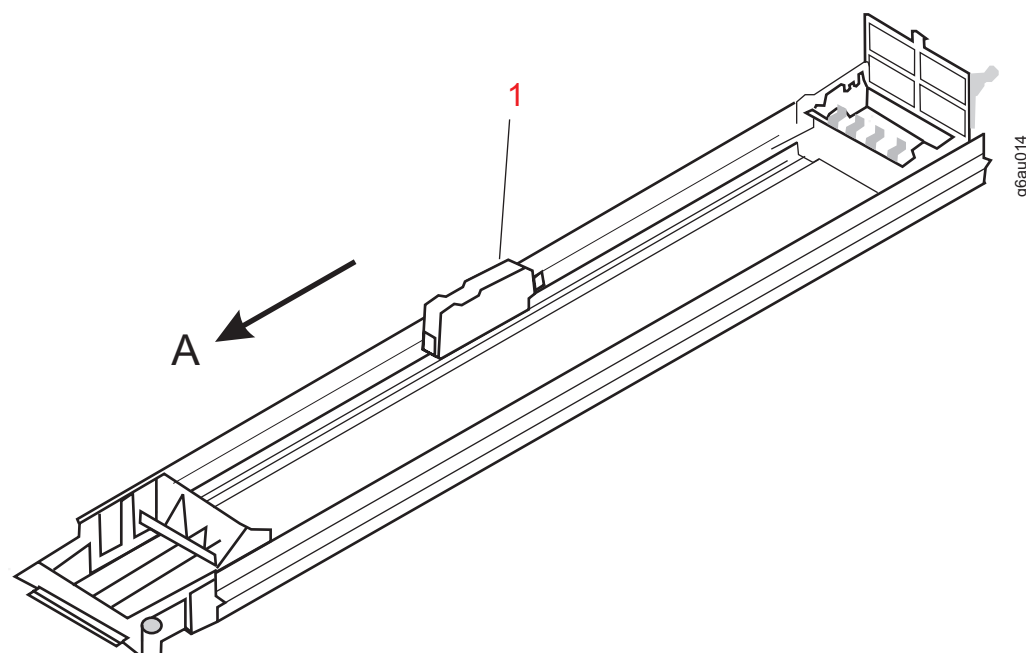
5. Do the following to replace the corona wires:
- Locate the new corona cartridge.
 - Attach the corona wire ring (1) to the wire terminal (2) at the rear wire holder (3) on the corona assembly.



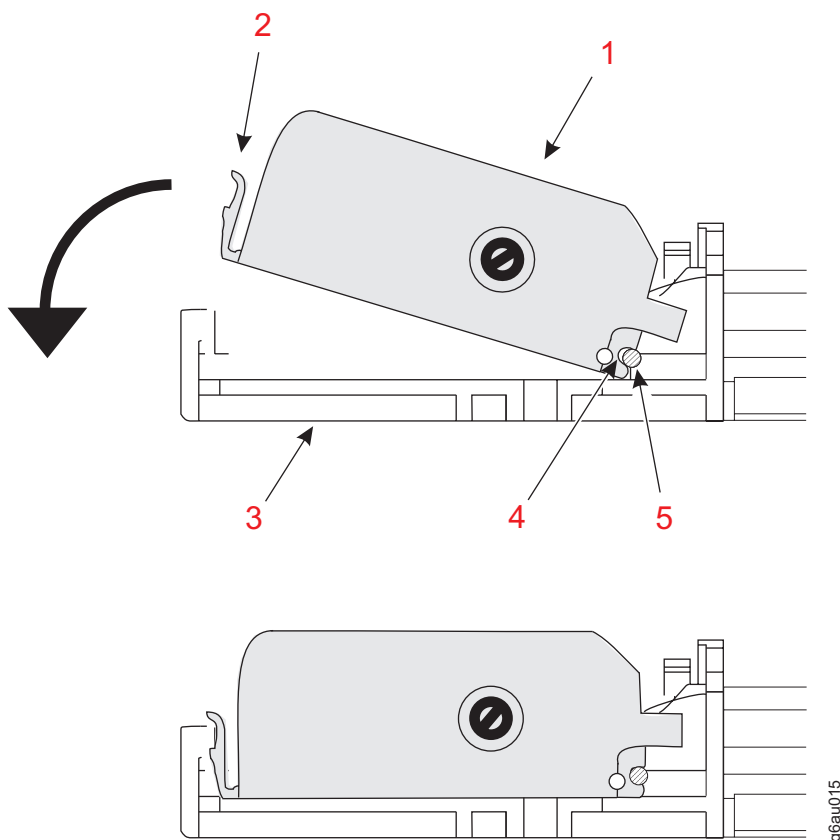
Note: When installing corona wires, make sure that the replacement wire does not bend or kink. Do not touch the wire. See Figure 107 on page 324.

- c. Gently pull the corona cartridge (1) slowly in the A direction, keeping the cartridge and wire close to the corona assembly as you pull.

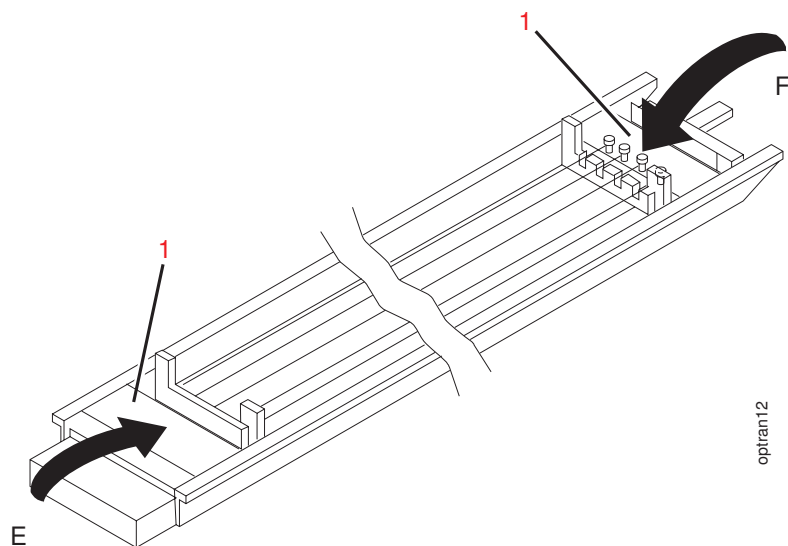
Note: Do not pull the corona wire with too much force. Do not pull the corona wire beyond the position necessary to insert the cartridge to the front wire holder. There is a small spring inside the cartridge and if too much force is used, the wire can break.



- d. Install the corona cartridge into the corresponding slot in the front wire holder on the corona assembly as follows:
- 1) Tilt the cartridge (1) to position it so that the groove (4) slides under the pin (5) on the front wire holder.
 - 2) Push the cartridge down until the flexible latch on the cartridge (2) snaps into place in the front wire holder (3).



- e. Repeat the above steps to install a corona wire and cartridge into each slot in the corona assembly.
- f. Close the two corona wire covers (1) by pushing them in the E and F directions.

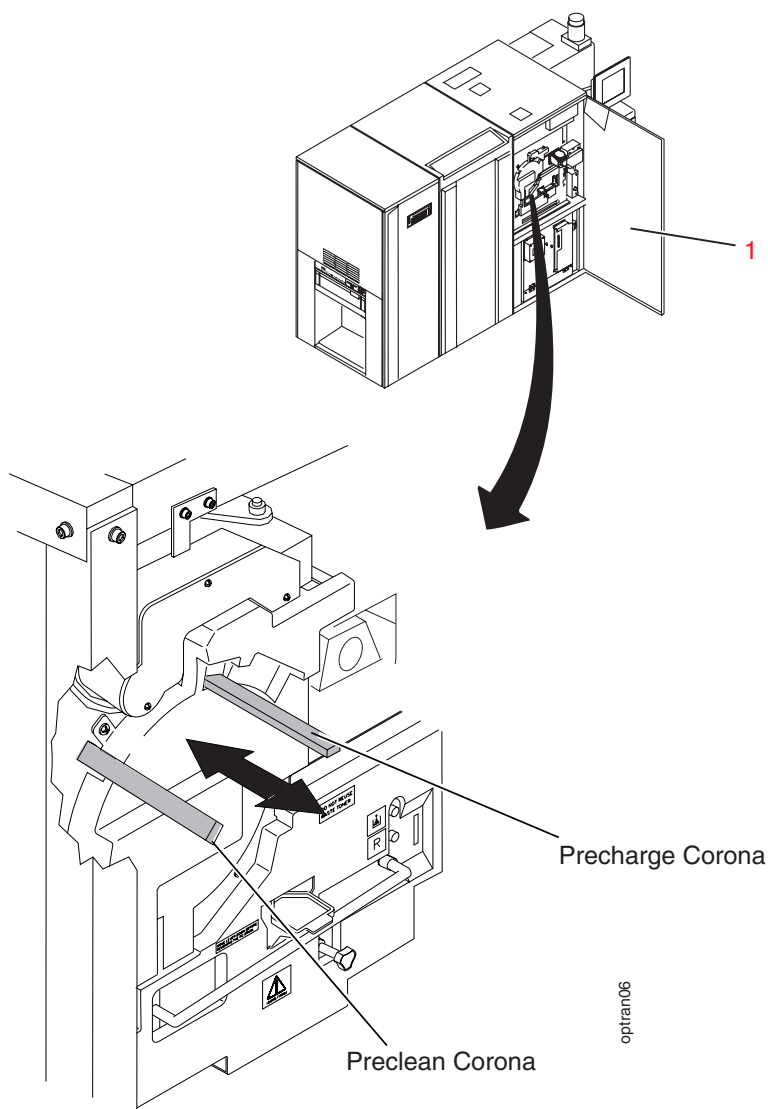


opran12

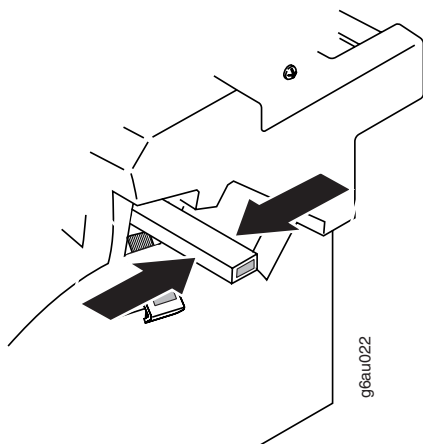
6. Gently push the corona assembly back into place inside the corona housing. Make sure that the corona assembly is pushed in completely.

Note: The labels on the end of each corona assembly correspond to the labels outside the drum. These indicate the correct location for each corona assembly. When replacing corona wires, make sure that the correct corona assembly is installed in the corresponding corona housing.

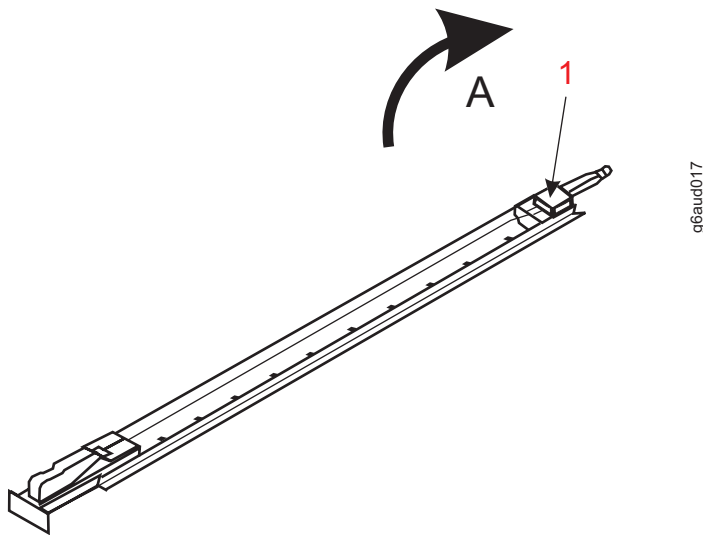
7. Do the following to remove the precharge and preclean corona wires. Do these steps for each corona assembly, one at a time.
 - a. Pull the corona assembly out of the corona housing.



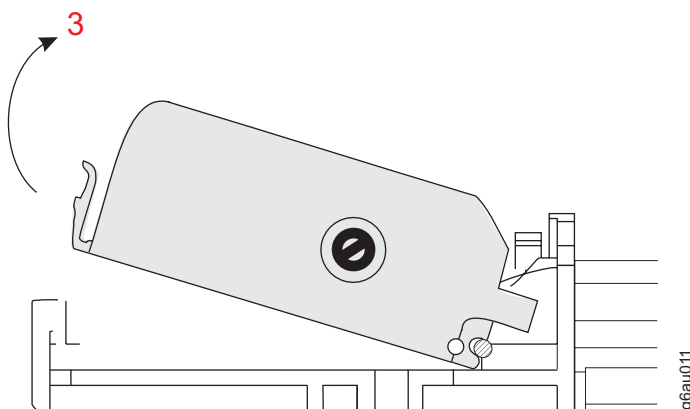
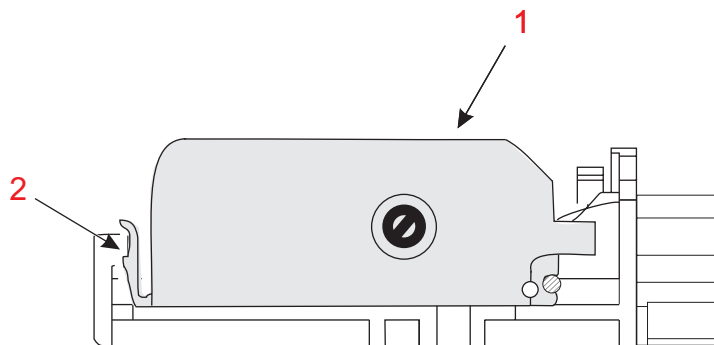
Note: Grasp the corona assembly from each side of the handle as shown below. If you grasp the assembly at the bottom, the cartridge will pop out and the wire will break.



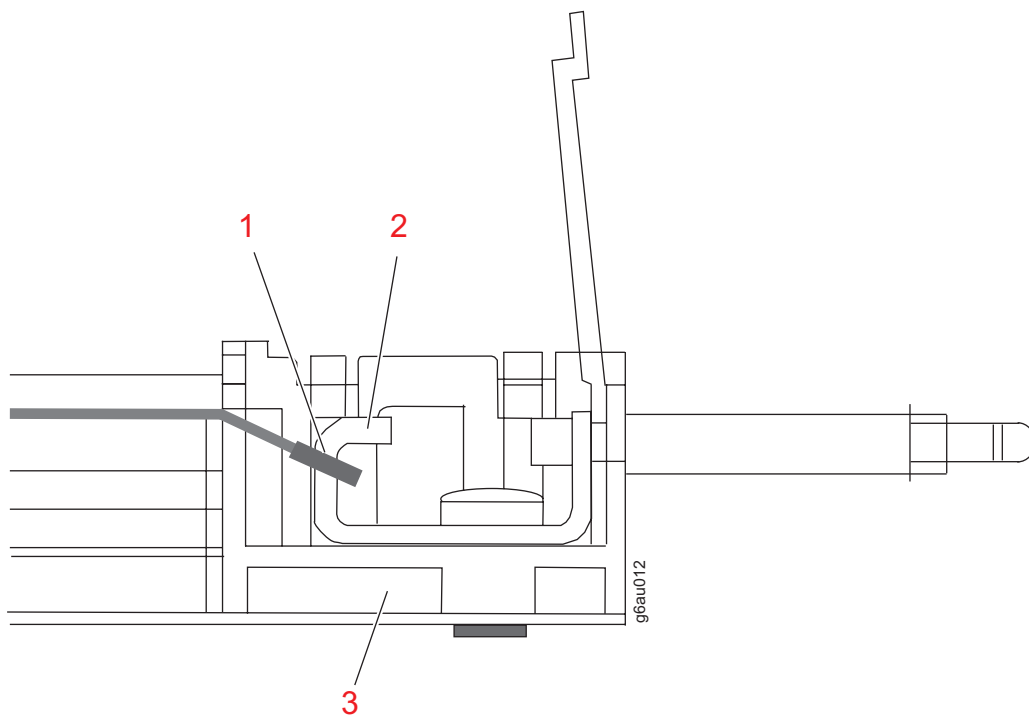
- b. Place the corona assembly on a clean, flat work surface.
- c. Open the corona wire cover (1) by lifting it in the A direction.



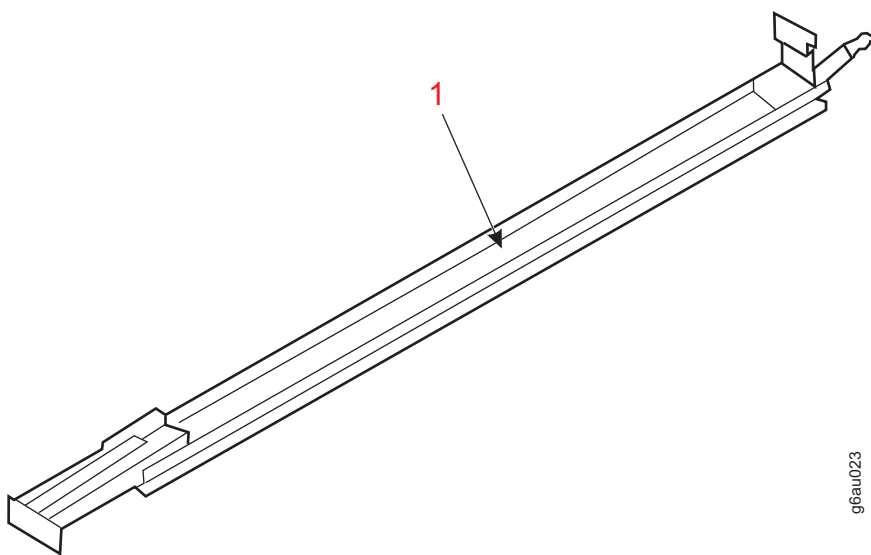
- d. Remove the corona cartridge (1) from the front wire holder on the corona assembly by pushing the latch (2) toward the cartridge while pulling the cartridge up (3).



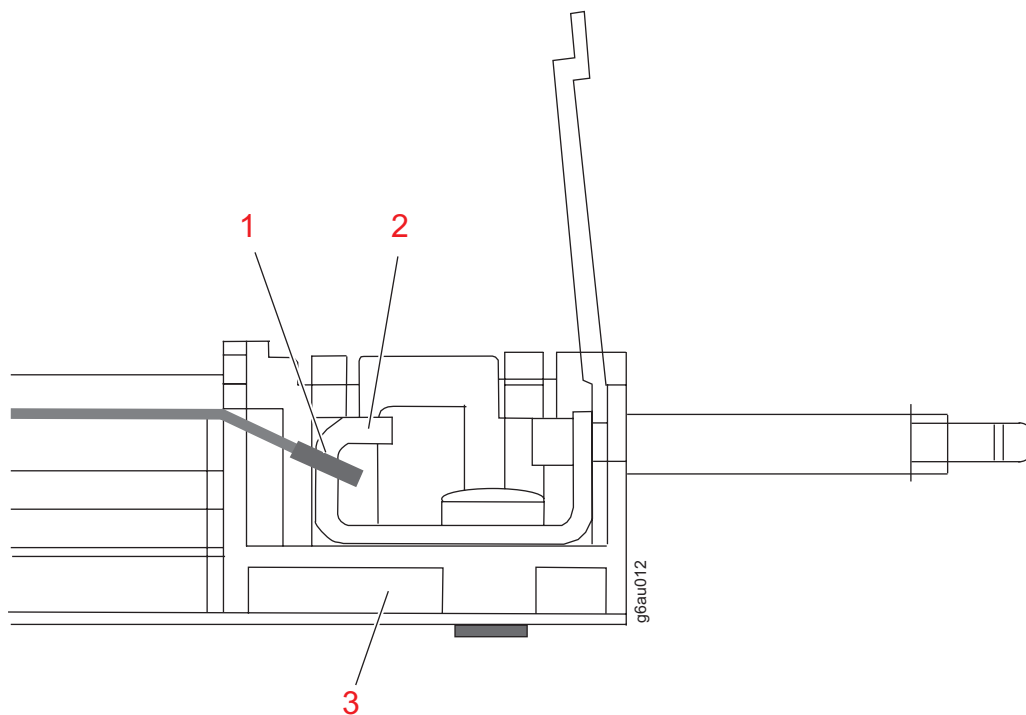
- e. Remove the corona wire ring (1) from the wire terminal (2) at the rear wire holder (3) on the corona assembly.



8. Before installing new corona wires, moisten a clean, dust-free cloth with water and remove dust and corrosion from the inner and outer surfaces of the precharge and preclean corona assemblies (1).



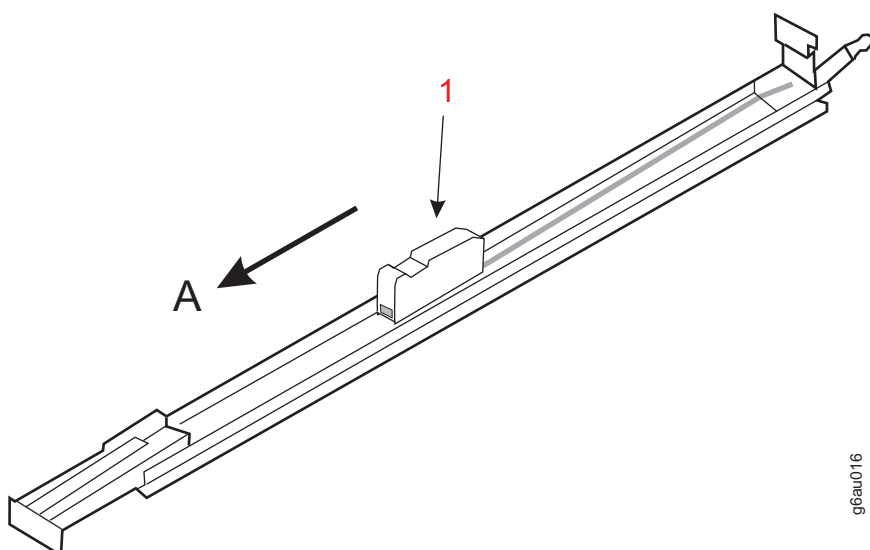
9. Do the following to replace the precharge and preclean corona wires, one at a time:
 - a. Locate the new corona cartridge.
 - b. Attach the corona wire ring (1) to the wire terminal (2) at the rear wire holder (3) on the corona assembly.



Note: When installing the corona wires, make sure that the replacement wire does not bend or kink. Do not touch the wire. See Figure 107 on page 324.

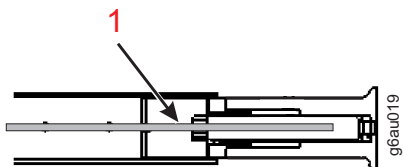
- c. Gently pull the corona cartridge (1) slowly in the **A** direction, keeping the cartridge and wire close to the corona assembly as you pull.

Note: Do not pull the corona wire with too much force. Do not pull the corona wire beyond the position necessary to insert the cartridge to the front wire holder. There is a small spring inside the cartridge and if too much force is used, the wire can break.

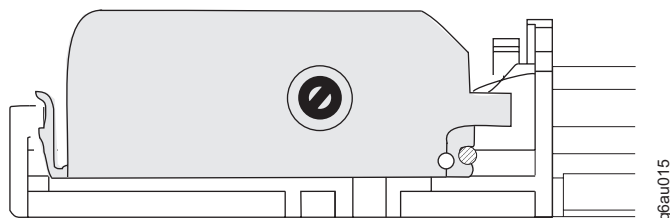
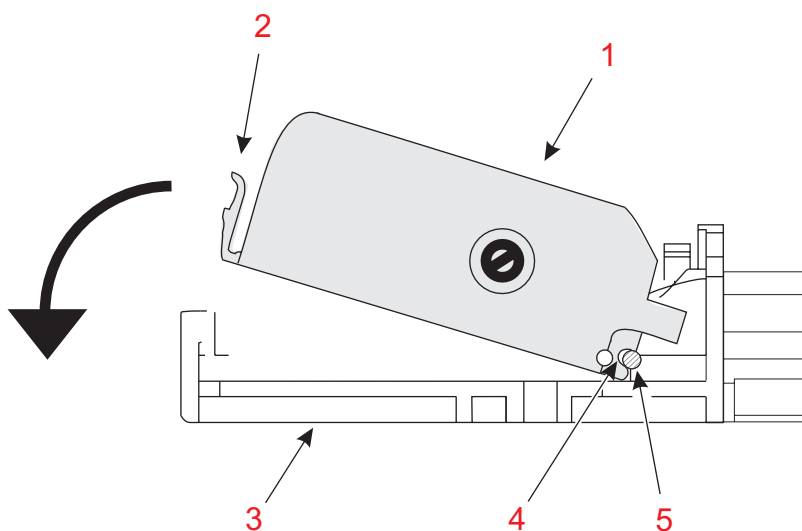


d. Install the corona cartridge into the front wire holder on the corona assembly as follows:

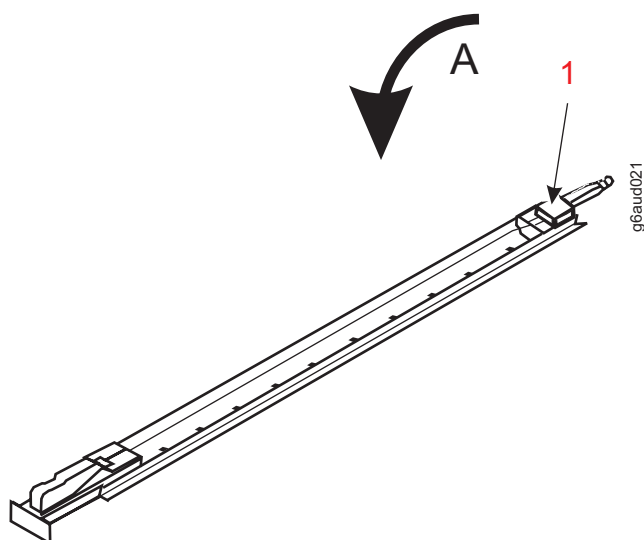
- 1) Carefully thread the wire into the slit in the mylar piece (1) at the front end of the corona assembly. The wire must pass through the slit before the cartridge can be snapped into place.



- 2) Tilt the cartridge (1) to position it so that the groove (4) slides under the pin (5) of the front wire holder.
- 3) Push the cartridge down until the flexible latch on the cartridge (2) snaps into place in the front wire holder (3).



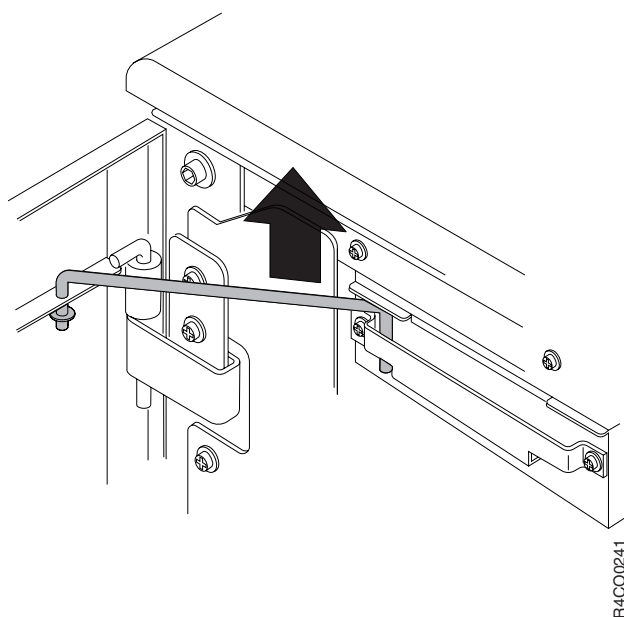
e. Close the corona wire cover (1) by pushing it in the A direction.



10. Gently push each corona assembly back into place. Make sure that the corona assembly is pushed in completely.

Note: The labels on the end of each corona assembly correspond to the labels outside the drum. These indicate the correct location for each corona assembly. When replacing corona wires, make sure that the correct corona assembly is installed in the corresponding corona housing.

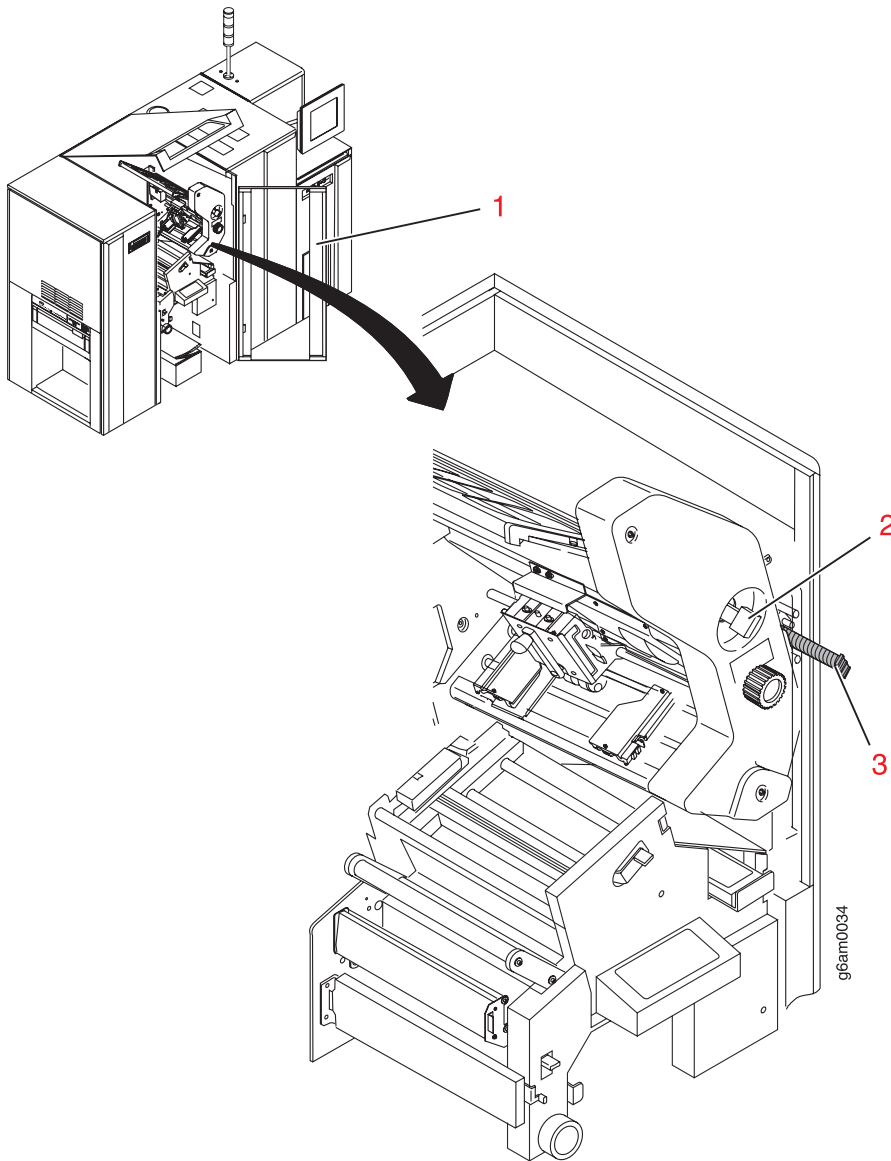
11. Close the right front cover of the printer by lifting the cover hinge bar and sliding the bar toward the printer.



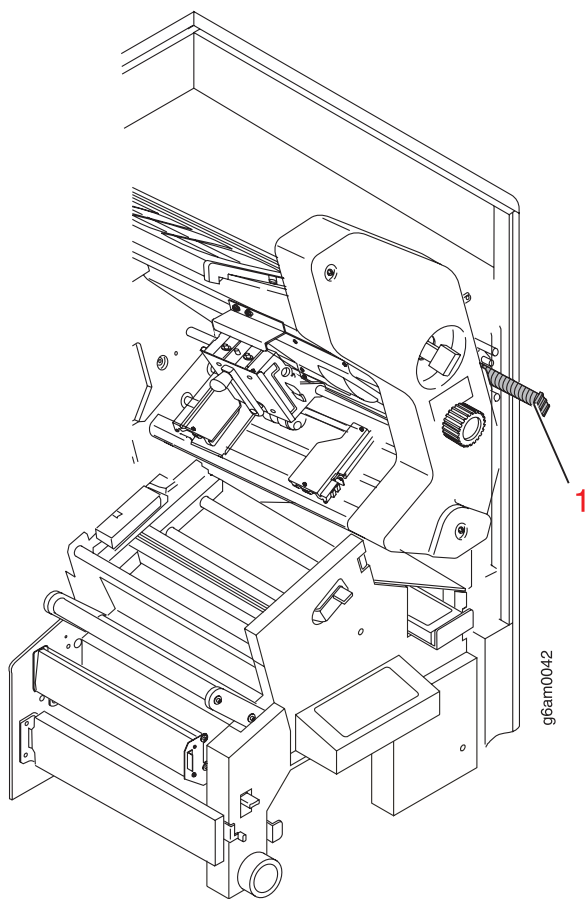
Important: The printer right front door *must* be completely closed whenever the printer is running. Light entering the printer can significantly reduce print quality.

12. Open the printer center front cover (1).

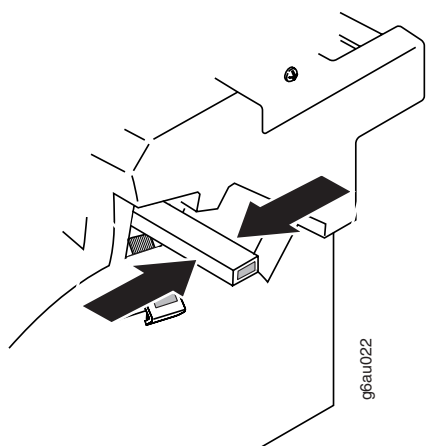
13. Open the transfer station by pushing the transfer station control lever (2) to the left.



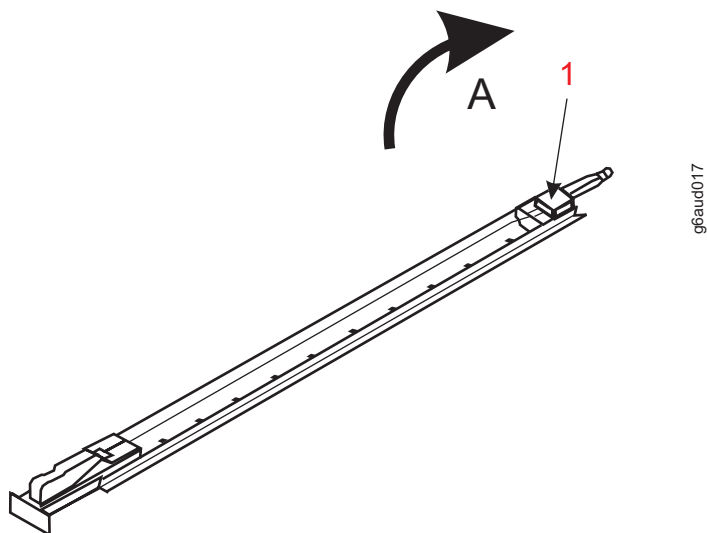
14. Do the following to remove the corona wire:
- Pull the transfer corona assembly (1) out of the corona housing.



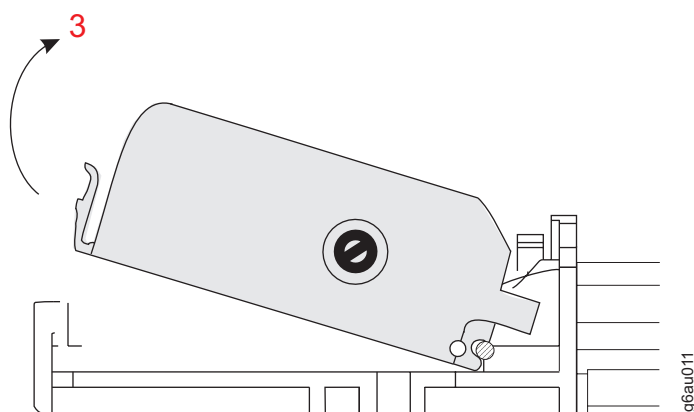
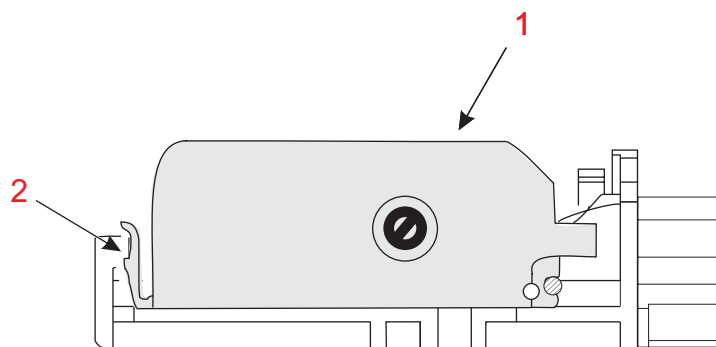
Note: Grasp the corona assembly from each side of the handle as shown below. If you grasp the assembly at the bottom, the cartridge will pop out and the wire will break.



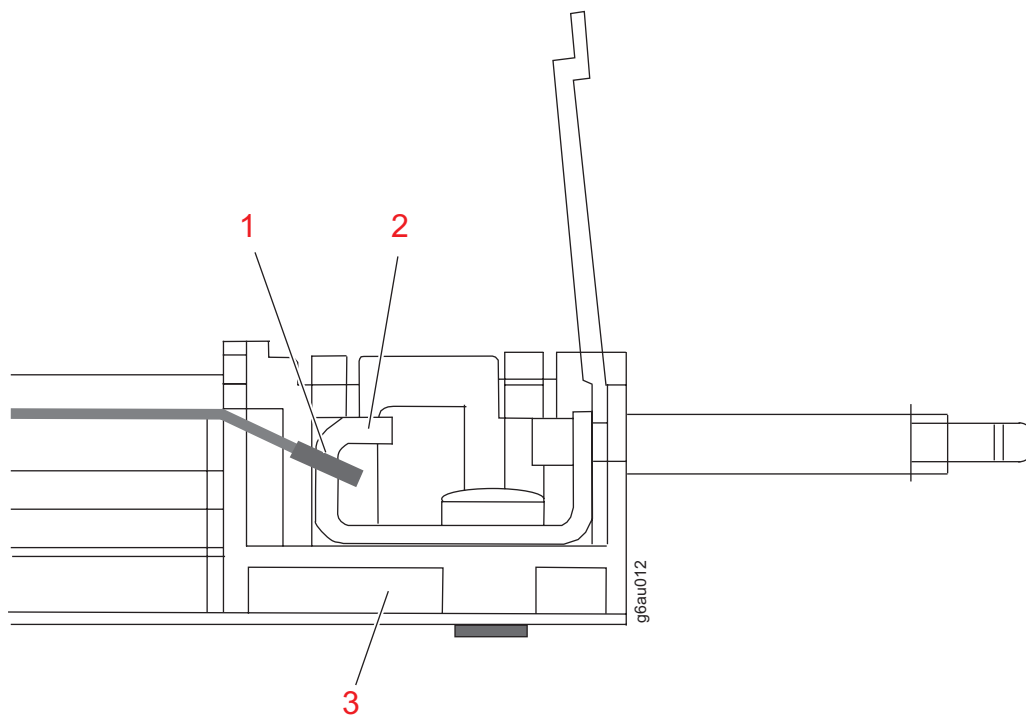
- b. Place the corona assembly on a clean, flat work surface.
- c. Open the corona wire cover (1) by lifting it in the A direction.



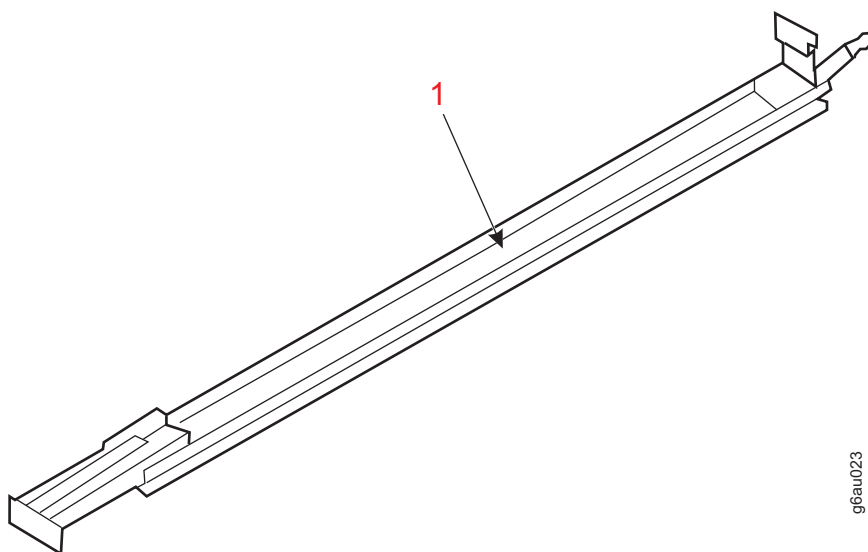
- d. Remove the corona cartridge (1) from the front wire holder on the corona assembly by pushing the latch toward the cartridge (2) while pulling the cartridge up (3).



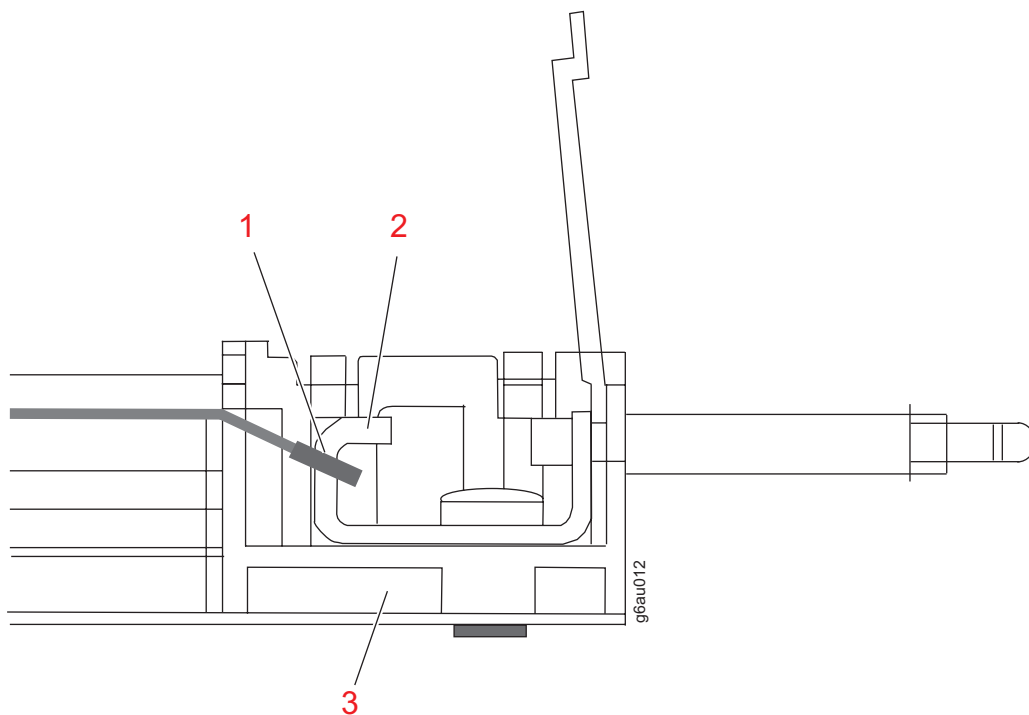
- e. Remove the corona wire ring (1) from the wire terminal (2) at the rear wire holder (3) on the corona assembly.



15. Before installing new corona wires, moisten a clean, dust-free cloth with water and remove dust and corrosion from the inner and outer surfaces of the corona assembly (1).



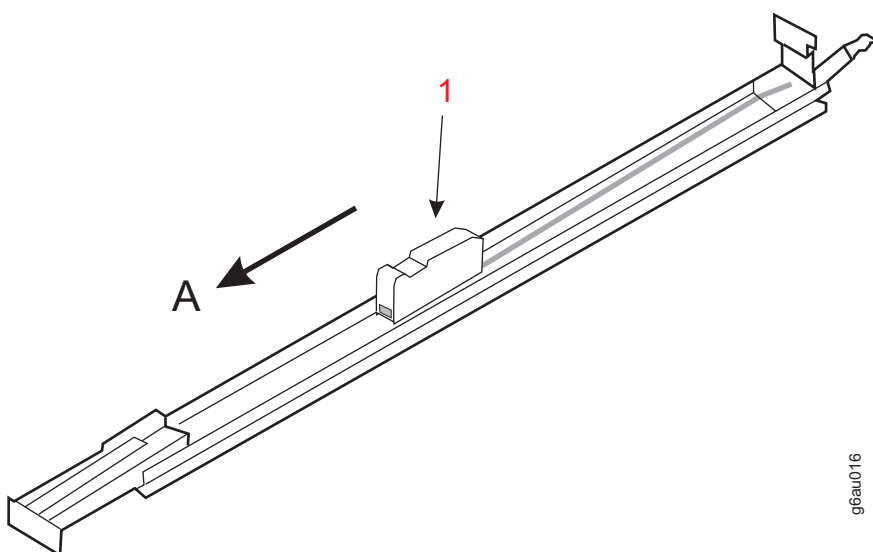
16. Do the following to replace the corona wires:
- Locate the new corona cartridge.
 - Attach the corona wire ring (1) to the wire terminal (2) at the rear wire holder (3) on the corona assembly.



Note: When installing the corona wires, make sure that the replacement wire does not bend or kink. Do not touch the wire. See Figure 107 on page 324.

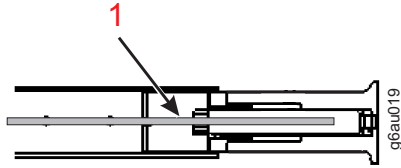
- c. Gently pull the corona cartridge (1) slowly in the **A** direction, keeping the cartridge and wire close to the corona assembly as you pull.

Note: Do not pull the corona wire with too much force. Do not pull the corona wire beyond the position necessary to insert the cartridge to the front wire holder. There is a small spring inside the cartridge and if too much force is used, the wire can break.

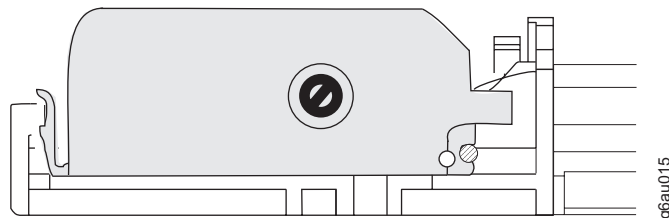
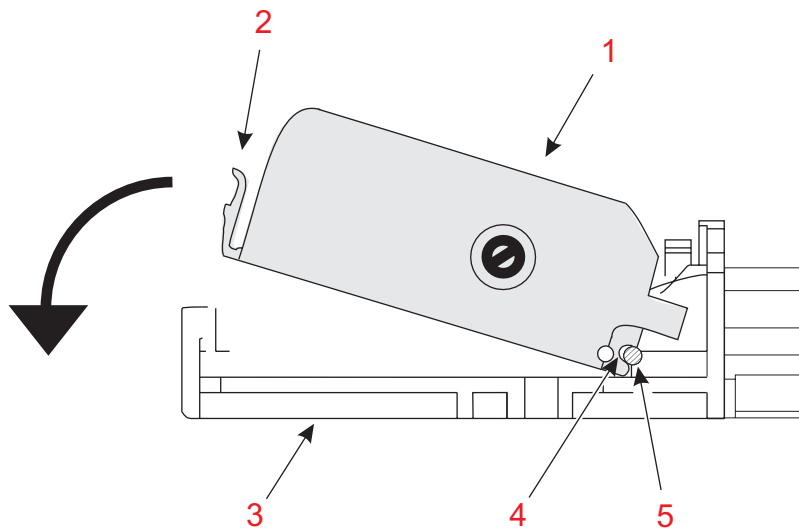


d. Install the corona cartridge into the front wire holder on the corona assembly as follows:

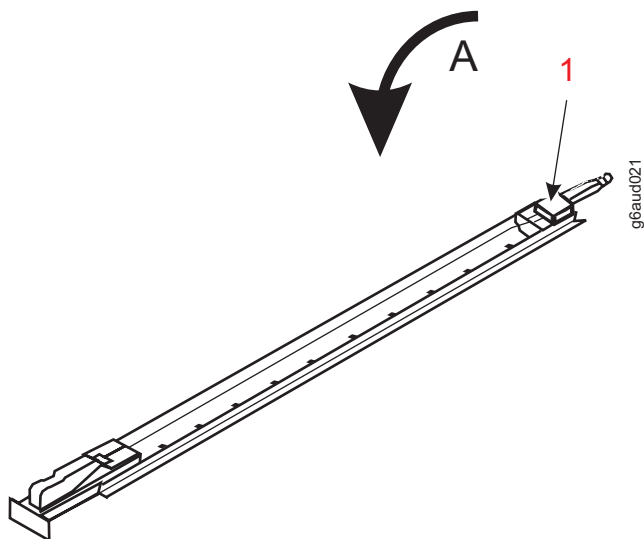
- 1) Carefully thread the wire into the slit in the mylar piece (1) at the front end of the corona assembly. The wire must pass through the slit before the cartridge can be snapped into place.



- 2) Tilt the cartridge (1) to position it so that the groove (4) slides under the pin (5) on the front wire holder.
- 3) Push the cartridge down until the flexible latch on the cartridge (2) snaps into place in the front wire holder (3).



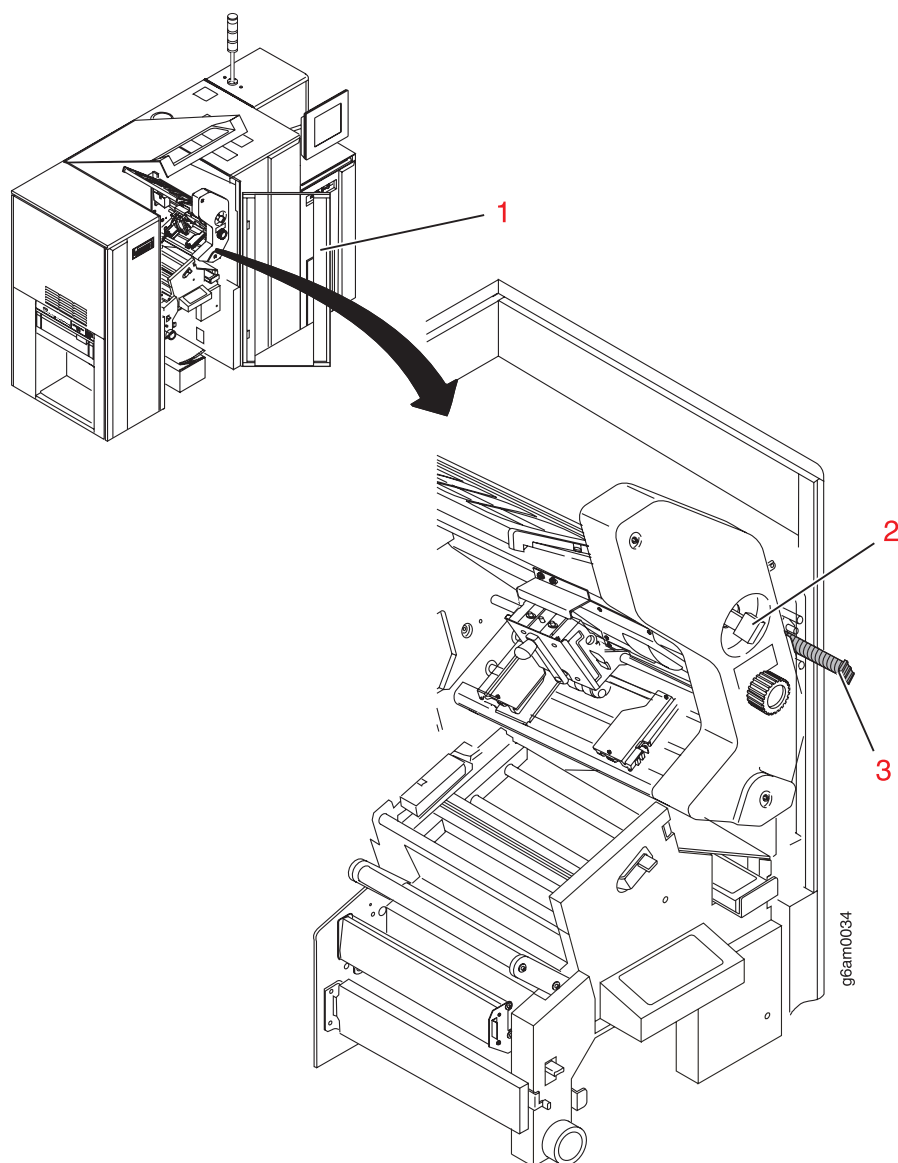
e. Close the corona wire cover (1) by pushing it in the A direction.



17. Gently push the transfer corona assembly (3) back into place. Make sure that the corona assembly is pushed in completely.

Note: The labels on the end of each corona assembly correspond to the labels outside the drum. These indicate the correct location for each corona assembly. When replacing corona wires, make sure that the correct corona assembly is installed in the corresponding corona housing.

18. Close the transfer station by gently pushing the transfer station toward the photoconductive drum and latch it in place, using the transfer station control lever (2).
19. Close the printer center front cover (1).



20. Power on the printer.

Adding supplies

The printers normally display Out of Supplies messages when an internal usage counter reaches a fixed threshold. You can defer taking action on most Out of Supplies messages for some amount of additional usage. During that additional usage time, the Out of Supplies message reappears each time an error condition is detected or an end-of-forms is detected. When you use a roll-feed preprocessing device, the printer checks the level of the supplies every 4 000 feet after an initial deferred Out of Supplies message was presented and displays an Out of Supplies message at that time, if no end-of-forms or error condition is detected.

“Appendix A. Obtaining Supplies” in the *Planning and Configuration Guide* provides part numbers and details about ordering supplies.

Chapter 8. Help topics for the InfoPrint 4100 operator console

This section contains the help topics, which are provided for most of the major task panels on the operator console.

The major task panels, which you access using the tabs at the top of the Main touch panel, are as follows:

- **Frequent Tasks**
- **Forms**
- **Maintenance**
- **Printer Definition**

Additional tabs on the left side of the Main panel provide access to the detailed task panels and windows, which allow you to perform operations on the printer. More detailed information about these task panels is provided in the help topics.

Using the help system

About this task

The help system displays operator and administration topics that help you learn about the InfoPrint POWER Controller operator console, how to get started using it, and the different tasks an operator and administrator can do on the printer. To display a topic, select it from the contents in the left pane.

With the help system, users can view, browse, and search online information. The navigation view on the left side of the Help window displays the titles of the topics in a table of contents or navigation tree structure. Select the topic titles in the navigation tree to display the topic content in the pane on the right hand side. Use the **Back** and **Forward** buttons to navigate within the history of the viewed topics. To return to the table of contents after running a search, click the **Contents** tab at the bottom of the view.

When you follow a link within a topic in the pane on the right, the navigation tree does not automatically change to display and highlight the new topic. To see where the new topic fits in the navigation tree and synchronize the two views, click the **Refresh** button or the **Show in Table of Contents** button. The topic title for the currently displayed topic is highlighted in the navigation tree.

- Get help about using the printer console by selecting the **Table of Contents**, the **Index**, and the **Search** tabs in the left navigation pane.
- To see the help topics in the Table of Contents, scroll the list of topics in the left navigation pane and select a topic to display it in the right pane. Double click a folder to display the topics it contains.
- Help is provided for most of the printer console panels that you will view or use. To read the "Overview" and "How to" information, select the **Help** button on the panel you are viewing.
- When you have a question about what to type or select for a field, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds.
- Some of the printer console panels appear only when you are logged on as an administrator or service representative. These panels are marked as follows:



Administrator panel



Service panel

Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Main touch panel

The operator console displays on a flat-panel display that has a built-in touch-sensitive interface. The operator console is located above the control unit on Printer 2.

The Main touch panel on the operator console shows a graphic of the printing system with any pre/postprocessors attached to the system, status and message areas that give information about the printing system, tabs for viewing additional information and selecting other tasks, and buttons for operating the system. The touch-sensitive interface allows you to touch a button, tab, or graphic on the touch panel, or to use the mouse or the keyboard.

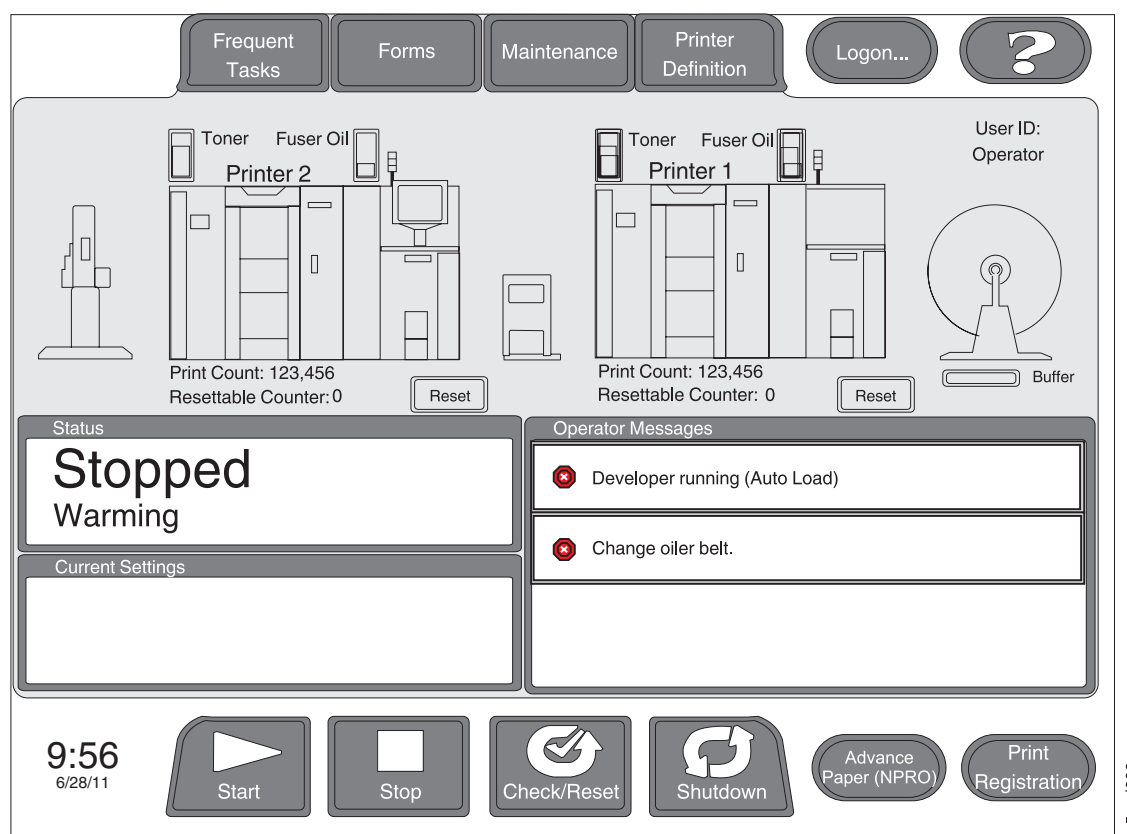


Figure 109. Main touch panel on the operator console

Touching any of the components in the graphic displays a window that gives information about that component. For example, touching the printer graphic

displays a window that shows detailed status for the printer. Touching a gauge displays a window that allows you to specify that you've added a consumable or a supply, such as toner or fuser oil. In addition, if either printer is in an error state or has a warning message posted, the graphic for that printer will change color.

When you have a question about what to type or select for a particular field, touch the field to select it and select **F1** on the keyboard (or press and hold the left mouse button for two seconds). This displays a small Help window that describes the selected field and allowable entries.

Help is provided for most of the touch panels and windows that you will view or use on the operator console. To display the general help system, select the **?** at the top of the Main touch panel. When a task panel or window is displayed, select the **Help** button at the bottom of the panel or window. This displays a Help window inside a help system browser. The Help window contains information about how to use the panel and may contain links to more detailed instructions and procedures. See "Using the help system" on page 347 for more information.

Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

The following notation is used to indicate the order in which tabs or buttons are selected to navigate to the desired panel or window: **Tab name** → **Tab name**. For example, selecting **Forms** → **Align Forms** displays the Align Forms panel. Selecting **Forms** a second time displays the Main touch panel.

Figure 110 on page 350 shows the locations of the tabs, buttons, Status area, Current Settings area, and Operator Messages area.

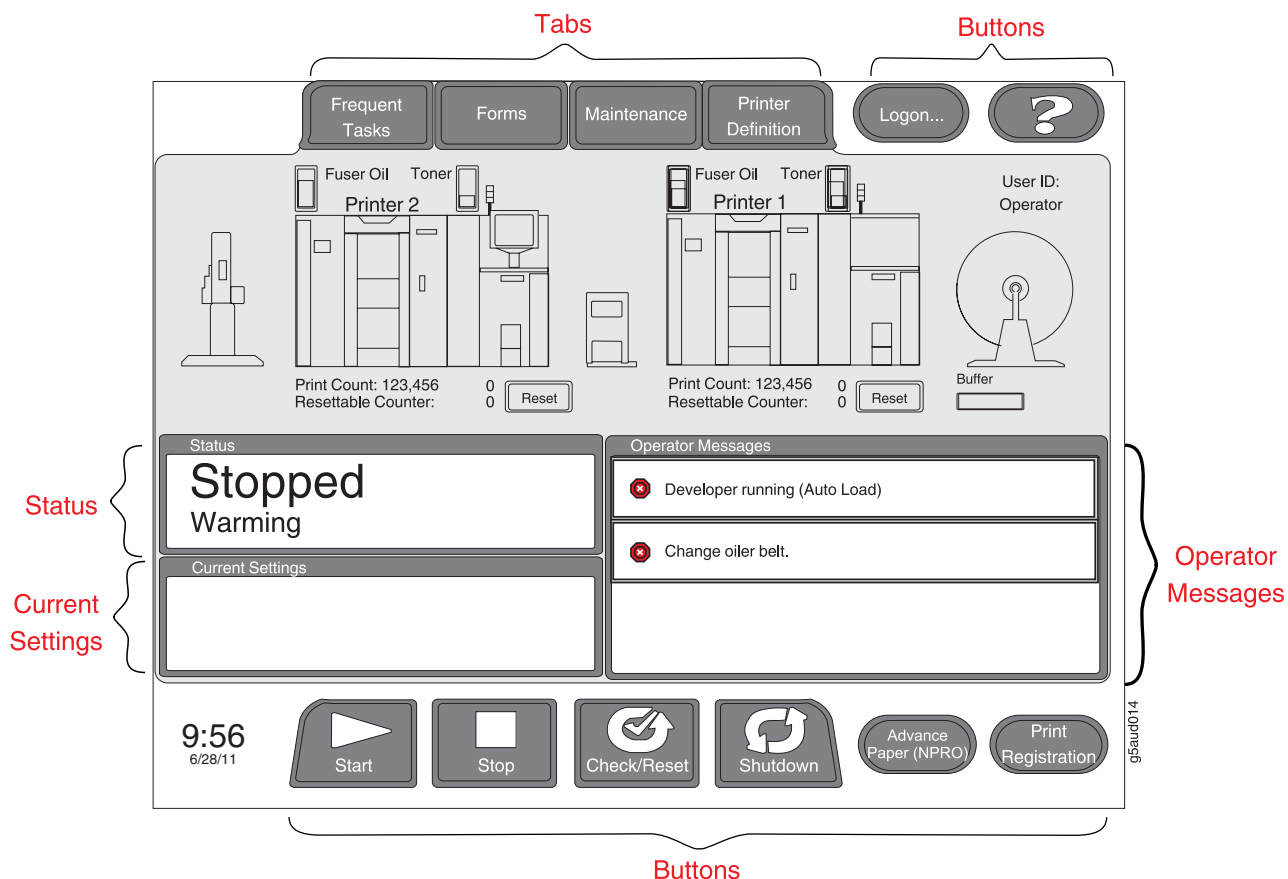


Figure 110. Location of tabs, buttons, and areas on the Main touch panel

Note: Some of the printer console panels appear only for user IDs that have Administrator authority level. Administrator panels are indicated with the following notation in the Help topics:



Administrator panel

Graphics and gauges

Select a graphic or gauge on the Main touch panel to display more detailed information about the selected object. You can touch the touch-sensitive screen or use the mouse to select the graphic or gauge. The following graphics and gauges can be selected:

- Each *printer* graphic displays a settings detail window that shows detailed status about the printer engine, such as the machine serial number and status of consumables, like hot roll and developer mix. The printer graphic will be red if the engine is in an error state and yellow if it has a warning message posted.
- The *postprocessor* graphic displays the status of any attached postprocessing device.
- The *roll feed* graphic displays the settings of the form that is currently loaded.

- The **Buffer** indicator displays the number of pages that are buffered in the printer waiting to be printed. Select the **Buffer** button to display the Clear IPDS Buffers panel.
- The **Fuser Oil** and **Toner** gauges display *estimates* of the amount of fuser oil and toner that remains in the printer. You can specify how much oil or toner you have added using the resulting window.
- The **Print Count** indicator displays the number of feet of paper that has passed through the printer.
- The **Resettable counter** indicator displays the number of feet printed since it was last reset. The **Reset** button resets this counter.

Tabs

The following tabs are provided on the Main touch panel:

- **Frequent Tasks**
- **Forms**
- **Maintenance**
- **Printer Definition**

Select a tab at the top of any console panel to display additional tabs on the left side. These tabs control access to additional functions. Select a tab on the left side to navigate to the desired panel. Some panels provide buttons that display a secondary window in front of the console panel; these windows also provide additional functions. To return to the Main touch panel, select the tab at the top of the console a second time.

Buttons

The following buttons are provided on the Main touch panel:

- **Logon** displays the Logon window where you can change your authority level or user ID. You can also create new users and create and view notes from the Logon window.
- **?** displays the online help system in its own help window.
- **Reset** resets the resettable counter to zero (it does not affect the print count value).
- **Start** readies the printer for printing from the host.
- **Stop** makes the printer Not Ready.
- **Check Reset** resets the Check condition.
- **Shutdown** prepares the system for shutdown and restart.
- Two custom buttons that you can set using the Manage User window. By default, the first custom button displays the Advance Paper (NPRO) panel and the second custom button displays the print Registration panel.

Status

The messages that appear in the Status area display the overall status of both printer engines (Receiving, Not Ready, or Ready) and the status of attached pre- and postprocessors.

Current Settings area

The Current Settings area displays the name of the loaded Snapshot, the form size, the print data protocols enabled (if any), and the printer resolution.

Operator messages

The Operator Messages area displays icons representing errors, warnings, and informational messages along with text. The messages could refer to jams, toner replacement, forms replacement, and so on.

Note: If your forms are not aligned, a message will inform you that forms alignment is required. Select the message to display the Align Forms panel.

A clock at the bottom left of the panel shows the time and date. The printer administrator can set the time and date using the Printer - Date/Time panel (**Printer Definition** → **Printer** → **Time/Date**). The printer administrator can set the date format for a particular locale by selecting the language on the Printer - Basic panel (**Printer Definition** → **Printer** → **Basic**).

Related information:

“Manage Users window” on page 353

Logon window

Use the Logon window to log onto the printer using either the general Operator, Administrator, or Service user ID or your unique user ID (if one is defined).

The Logon window initially lists the base access authority levels for Operator, Administrator, and Service. Using this window, printer administrators can change passwords, manage users, and create and view notes to other user IDs on the system network. Operators can change passwords and use the note functions.

Select the **Logon** button to display this window.

All users can select **Change Password...** to enter a new password or change an existing password for the current user.

Note:

1. Passwords are not required; a user ID can be created with or without a password.
2. To change a password for a user ID, you must be logged on with that user ID and the user ID cannot be the default login user ID.
3. A user ID that has a password cannot be made the default login user ID.

Administrators can select **Manage Users...** to display the Manage Users window.

All users can use the notes functions. Select **Create Notes...** to display the Notes window, which allows you to type a note and send it to the specified user ID. The note displays immediately when that user ID logs in. Select **View Notes...** to view notes, reply to notes, or delete notes.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select

the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Manage Users window

Use the Manage Users window to create and delete user IDs and assign base access authority levels for selected user IDs. You can create multiple user IDs and set unique properties for each. Administrators can select the functions they want to make available to each user ID. For example, you might want to create a user ID for an experienced operator and one for a less experienced operator.

Note: This window lists only user IDs that are at or below the access authority level of the user ID that is currently logged on.

Select the **Manage Users...** button on the Logon window to display the Manage Users window.

For each selected user ID, a printer administrator can do the following:

- Define a new user ID and password.
- Delete the selected user IDs.
- Specify the base console access allowed for the selected user ID.
- Specify that the user ID is the default login user ID.
- Set the console display language.
- Set either of the two custom buttons that display on the Main touch panel.
- Reset the password.
- Select the functions to make available to the selected user ID (using the **User Functions...** button).

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Frequent Tasks panels

The **Frequent Tasks** tab provides the following task panels for doing tasks that are done often:

- Snapshots
- Manage Protocols
- Cancel Current Job
- Clear IPDS Buffers

- Pre/Postprocessors
- Remote Terminals - only available if a remote terminal has been configured
- Activity Log - requires the Productivity Tracking Feature (Feature Code 4565)

Snapshot panel

Use the Snapshot panel to:

- Display a list of Snapshots loaded on your printer.
- Show the detailed settings for a selected Snapshot.
- Select and load a different Snapshot.
- Change values in a Snapshot.
- Create and save a new Snapshot.
- Delete a Snapshot.
- Show a summary of all the Snapshots on your printer.

A Snapshot is used to save or "take a picture" of all the printer settings and form settings that may affect how a print job is printed. Rather than entering configuration settings for each print job, use Snapshots to quickly load the settings you want to use for your normal print jobs. See Chapter 4, "Working with Snapshots," on page 61 for a list of form and printer settings that are saved in snapshots.

Select **Frequent Tasks** → **Snapshots** to display this panel.

The **Snapshot Loaded** field shows the name of the Snapshot that is currently loaded and being used to print.

Note: The name of the Snapshot that is currently loaded is also displayed in the Current Settings area on the Main touch panel.

The **Saved Snapshots** area lists the Snapshots you saved on the printer and the nine default Snapshots that are loaded on your printer. The four InfoPrint-named default Snapshots cannot be deleted. Select a Snapshot name to see a summary of the properties in the **Summary** window.

Select the **Show Details...** button to see a more detailed list of settings for the selected Snapshot.

Select the magnifying glass to see a summary of all Snapshots on your printer. From this window you can sort the Snapshots by field and search for specific Snapshots or Snapshot settings.

Select the wrench to open the Edit Snapshot window. From this window you can change values for one or more Snapshot settings and you can save your changed settings. See the *Planning and Configuration Guide* for more information about changing values in Snapshots.

Select **Save current settings as...** to save your current settings to a new Snapshot.

Select **Load** to load a previously saved Snapshot, which sets all the associated configuration values.

Note: The printer must be stopped before this function can be performed.

Note: Use the **Load Configuration** option (**Maintenance** → **Backup and Recovery**) to load Snapshots from USB flash memory devices. You can use this function to copy Snapshots from one printer control unit to another.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Manage Protocols panel

Use the Manage Protocols panel to check the status of network protocols and to enable or disable them. Only the protocols that have been installed appear on this panel. Protocols are installed using the Network - Attachments panel (**Printer Definition** → **Network** → **Attachments**).

Select **Frequent Tasks** → **Manage Protocols** to display this panel.

The status of each protocol is displayed in the list box following the protocol type. The status shown includes **Enabled**, **Enabling**, **Disabled**, and **Disabling**.

To change the state of a protocol, first select the desired protocol and then select **Enable** to enable it or **Disable** to disable it.

You can disable a protocol at any time. If the protocol is processing an IPDS job, processing of the job is terminated and the protocol status changes to **Disabled**. For non-IPDS protocols, such as FTP, the status changes first to **Disabling** and then to **Disabled** when the protocol is finished processing the current job.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

“Enabling and disabling protocols” on page 52

Cancel Current Job panel

Use the Cancel Current Job panel to cancel the print job that is currently printing. This stops printing and erases the current job from memory. The printer must be stopped before you cancel a job.

Select **Frequent Tasks** → **Cancel Current Job** to display this panel.

While this is an operator level function, it is not set as an operator function by default. It may be restored by a higher level logon. Use the **User Functions...** button on the Manage Users window to add Cancel Current Job to the list of functions available to operators.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

“Canceling a job” on page 53

Clear IPDS Buffers panel

Use the Clear IPDS Buffers panel to clear IPDS print data that was sent from the host but has not yet printed. Clearing the printer buffers erases fonts and other resources that have been downloaded from the host and captured by the printer. On a host that provides proper error recovery, the print data that was in the printer buffers is resent to the printer once the printer is made Ready. In this case, no part of the print job is lost.

Note: The printer must be stopped before this function can be performed.

Select **Frequent Tasks** → **Clear IPDS Buffers** to display this panel.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Pre/Postprocessors panel

Use the Pre/Postprocessors panel to enable and disable pre- and postprocessors.

This panel list the pre- and postprocessors that are defined for the printer and shows their current status (either enabled or disabled).

Note: The printer must be stopped before changes can be made.

Pre- and postprocessors are defined using the Pre/Postprocessing panel (**Printer Definition** → **Pre/Postprocessing** → **Pre/Postprocessing**). See the *Planning and Configuration Guide* for more information about configuring the printer and pre and postprocessors.

Select **Frequent Tasks** → **Pre/Postprocessors** to display this panel.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Related information:

“Enabling and disabling pre/postprocessors” on page 53

Remote Terminals panel

Use the Remote Terminals panel to launch a remote terminal connection to the host. This panel is available when one of the remote terminal protocols have been configured or when Feature Code 4560 (InfoPrint Manager) has been installed and enabled.

To configure a remote terminal protocol select **Printer Definition** → **Network** → **Remote Access** and select one of the following protocols:

- **Telnet 3270 Terminal**
- **Telnet 5250 Terminal**
- **InfoPrint ProcessDirector**

The InfoPrint Manager remote terminal protocol is only available on the Remote Terminals panel after Feature Code 4560 has been installed by your service representative and Infoprint® Manager has been enabled by your system administrator.

After a remote terminal protocol has been made available, select one of the buttons on this panel to launch the associated remote terminal session.

Selecting **Telnet 3270 Terminal** launches a TN3270 session.

Selecting **Telnet 5250 Terminal** launches a TN5250 session.

Selecting **InfoPrint ProcessDirector** launches a Web-based interface that lets you manage the printing process. Refer to InfoPrint ProcessDirector documentation at <http://www.infoprint.com> for more information.

Selecting **InfoPrint Manager** launches the InfoPrint Manager for AIX Operations GUI on the operator console. You can use the printer console panels and the Operations GUI at the same time by toggling between them using the **Alt+Tab** keys. You should use the keyboard rather than the touch panel when selecting actions in the Operations GUI. To close the Operations GUI, select the button in the upper left-hand corner of the GUI window and then select from the drop-down list. Closing the GUI on the printer console also closes the program on the AIX server.

For more information about InfoPrint ProcessDirector or InfoPrint Manager see software documentation at <http://www.infoprint.com>.

Select **Frequent Tasks** → **Remote terminals** to display this panel.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a

separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Related tasks

“Enabling Feature Codes and RPQs” on page 435

“Enabling the IPDS TCP protocol for the IPM feature” on page 424

“Using the InfoPrint Manager Operations feature” on page 424

Related reference

“Remote Access - Telnet 3270 panel” on page 388

“Remote Access - Telnet 5250 panel” on page 388

“Remote Access - IPPD panel” on page 389

“InfoPrint Manager Operations for AIX feature (FC 4560) on the InfoPrint Controller Operator Console” on page 423

Activity Entry window (with Feature Code 4565)

Use the Activity Entry window to select an activity you want to log and provide a description of the circumstances relating to the activity you are logging. Printer administrators use the Productivity Tracking Feature to configure printer activities and submit the list of activities to the printer console. Operators can log activities to record printer down time and can also send their comments to defined users.

Note: This panel is available when the Productivity Tracking Feature (FC 4565) is installed and enabled on your printer. InfoPrint Productivity Suite (5639-AA8) is required for the Productivity Tracking Feature. See your system administrator for more information about enabling and disabling installed features.

Select **Frequent Tasks** → **Activity Log** to display the Frequent Tasks - Activity Log panel. Select the **Activity Log Entry...** button to display the Activity Log Entry window.

The **Activity Category** list shows the activities that were configured using the Productivity Tracking Feature. To record an activity in the activity log, select an activity from the list and select **OK**.

Use the **Message** field to enter a more detailed description of the activity you selected. Any text that you enter in this field, is automatically recorded in the activity log when you select **OK**. To send the message text to a specific user, select one or more users from the **Note Destination** list and select **OK**.

Note: The **Note Destination** list shows User IDs that are currently defined in the Manage Users window (**Logon** → **Manage Users**).

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a

separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Forms panels

The **Forms** tab provides the following task panels for working with forms:

- Form Settings
- Special Marks
- Align Forms
- Print Registration
- Advance Paper (NPRO)
- Front Facing

Form Settings panel

Use the Form Settings panel to define the attributes of the form that is loaded in the printer.

Select **Forms** → **Form Settings** to display this panel.

You can set the following attributes on this panel:

- Size of the form (length and width)
- Form Bar Code ID for a bar code you are creating
- Type of paper (tractored or tractorless)
- Oversize paper (specify **Yes** to print on the carrier strips)
- Paper weight
- Name of the form you are creating
- Host Setup ID for the form
- Enhanced Commercial Print

If you are printing on tractorless forms, select **Marks...** to specify whether to print registration marks on the form or to use preprinted registration marks.

The following values specified on this panel are saved in Snapshots:

- Length
- Width
- Unit of measure for length and width
- IPDS Form Name
- IPDS Host Setup ID
- Form Bar Code
- Form type
- Oversize paper
- Paper weight

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a

separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

“Loading forms” on page 69

Chapter 4, “Working with Snapshots,” on page 61

Marks window

Use the Marks window to specify whether to print registration marks or use preprinted registration marks on tractorless forms.

Select **Forms** → **Form Settings** to display the Form Settings panel. Set **Tractorless** to **Yes** and select **Marks...** to display this window.

You can select to print printer registration marks on Printer 1 or Printer 2. You can also specify that Printer 1 or Printer 2 will use preprinted registration marks (the forms being used contain preprinted registration marks).

Note: The printer must be stopped before changes can be made.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

“Loading forms” on page 69

Special Marks panel

Use the Special Marks panel to define and enable special marks. Special marks are marks that are printed on the form for verification purposes, alignment, or postprocessing. The special marks that you can select to print are:

- Side verify marks
- Registration marks for tractorless printing
- Registration marks for top of form
- Registration mark for UP3I synchronization
- User-defined registration marks

Select **Forms** → **Special Marks** to display this panel.

To add a special mark, select the **Add...** button on this panel.

To edit a special mark, select the mark from the list and select **Edit...** to display the Edit window for the selected mark. You use the Edit window enable special marks on selected printers and to make adjustments to the size and placement of each mark.

To delete a special mark, select the mark from the list and select **Delete....** You cannot delete the default special mark.

Note: The printer must be stopped before changes can be made.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Special Marks - Edit window

Use the Edit window to make the adjustments to the size and placement of special marks. See "Special marks" on page 196 for more detailed information about using special marks.

Note:

1. The printer must be stopped before changes can be made.
2. Special marks are not saved in Snapshots. However, you can restore selected printer configuration settings from a previously created recovery USB flash memory device using the **Load Configuration** function (**Maintenance** → **Backup and Recovery**).

Select **Forms** → **Special Marks** to display the Special Marks window. Select the mark from the list on the Special Marks panel and select **Edit...** to display the Edit window for the selected mark.

Side Verify Marks:

Figure 111 shows the adjustments you can make to the size and placement of side verify marks. Side verify marks can be specified for Printer 1 or both printers.

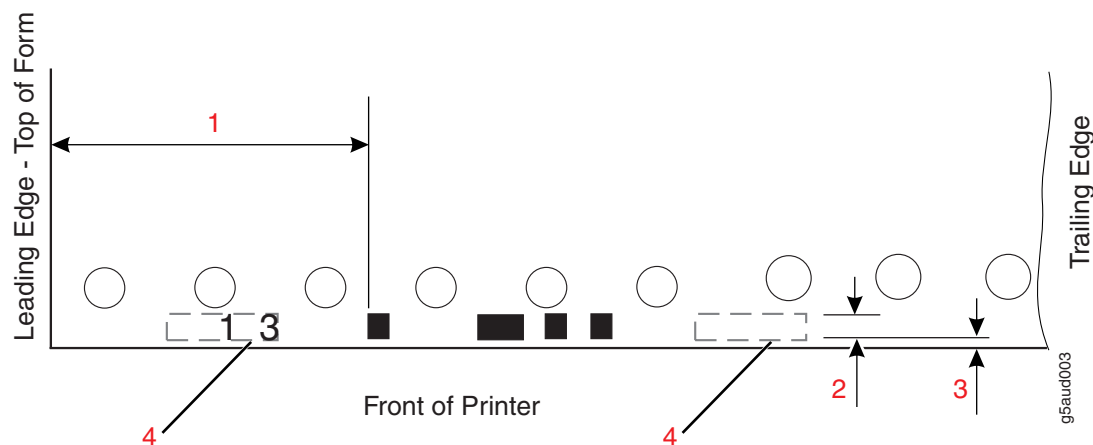


Figure 111. Size and placement of side verify marks

1. **Mark Distance From the Top of Form** specifies the placement of the mark in the vertical direction, relative to the top of the form (the distance from the top edge of the form to the top edge of the mark).
2. **Mark Width** specifies the width of the mark. The default width is 0.13 inches. (This field is available to service personnel only.)
3. **Offset** specifies the placement of the mark in the horizontal direction, relative to the front (outside) edge of the form. The default position is 0.01 inches from the front edge of the form.
4. **Page Number Location** specifies the location of the side-verify page number (before or after the side verify mark). This prints the same number on the front and back side of the page for use in page verification. The page number can be specified for either or both printers.

Note: Side verify marks are placed relative to the physical edge of the form to allow printing the mark in the tractor strips on tractorized forms. The marks are printed in the same location on tractorless forms.

Registration Marks:

Figure 112 shows the adjustments you can make to the size and placement of special registration marks. Registration marks can be printed on Printer 1, Printer 2, both printers, or not printed.

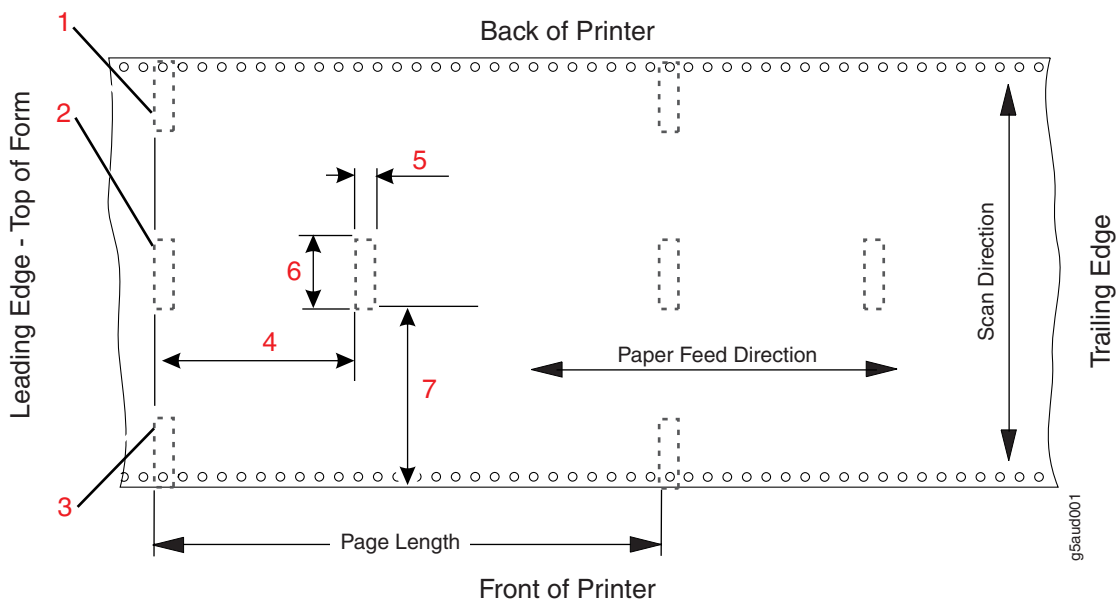


Figure 112. Size and placement of registration marks

1. **Alignment** value set to **Towards Back of Printer** positions the mark at the back edge of the form (the back edge of the mark is aligned with the back edge of the form). Use the **Offset** field to adjust the alignment from this starting position.
2. **Alignment** value set to **Centered** positions the mark in the center of the form (the center of the mark is aligned with the center of the form). Use the **Offset** field to adjust the alignment from this starting position.

3. **Alignment** value set to **Towards Front of Printer** positions the mark at the front edge of the form (the front edge of the mark is aligned with the front edge of the form). Use the **Offset** field to adjust the alignment from this starting position.
4. **Mark Distance From the Top of Form** specifies the placement of the mark in the vertical direction, relative to the top of the form (the distance from the top edge of the form to the top edge of the mark).
5. **Mark Height** specifies the height of the mark in the Paper Feed Direction.
6. **Mark Width** specifies the width of the mark across the Paper Feed Direction.
7. **Offset** specifies the placement of the mark across the Paper Feed Direction, relative to the alignment starting position specified in **Alignment**.

Note: When printing on tractorless forms, the registration mark must be positioned so that it can be read by the toner mark/side verify sensor. For this reason, the range of values you can specify for **Offset** will restrict the placement of the mark so that it can be read by the sensor.

Note: Registration marks are placed relative to the physical edge of the form to allow printing the mark in the tractor strips on tractored forms. The marks are printed in the same location on tractorless forms.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Related information:

“Special marks” on page 196

Align Forms panel

Use the Align Forms panel to correctly align the forms. Before you align forms, make sure that your forms are correctly loaded through both printers.

Select **Forms** → **Align Forms** to display this panel.

Select **Printer 1 Aligned** to begin the Align Forms process. Select **Align Printer 2** to align Printer 2 with Printer 1 (prints an alignment page on Printer 1 and advances the page to Printer 2).

Use the paper advance (feed page) keys to eject one page in the selected printer or to eject the number of pages specified in the variable length NPRO field.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a

separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

- “Aligning tractored forms” on page 155
- “Aligning forms in both printers” on page 156
- “Aligning forms with no forms in Printer 2” on page 158
- “Aligning forms when forms are broken between printers” on page 160
- “Aligning tractorless forms” on page 163
- “Checking forms alignment” on page 188

Print Registration panel

Use the Print Registration panel to adjust the position of the text and graphics on the form. You do this task when you load forms that require a precise registration that is not satisfied by the factory-set default registration.

Select **Forms** → **Print Registration** to display this panel.

Set the print data offset values in the Paper Feed Direction or across the Paper Feed Direction by selecting the arrows or typing the offset values. Select **Print** to perform a test print with the adjusted values. Use the arrows or type in a value to adjust the placement of data on the paper. Select **Advanced...** to specify unique offset values.

The following values specified on this panel are saved in Snapshots:

- Paper Feed Direction for Printer 2
- Paper Feed Direction for Printer 1
- Across Paper Feed direction for Printer 2
- Across Paper Feed direction for Printer 1

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

Chapter 4, “Working with Snapshots,” on page 61

Advance Paper (NPRO) panel

Use the Advance Paper (NPRO) panel to move the paper through the printer. From this panel, you can advance the paper from the transfer station to the forms exit area or an output device, and you can specify the number of pages to eject when performing a variable length non-process runout (NPRO). You might use this panel to advance a paper splice from the paper entry point all the way through the printer, for example.

Select **Forms** → **Advance Paper (NPRO)** to display this panel.

Select **Advance to End** to run forms through the printer to the forms exit area. For duplex jobs, side 2 of the current job completes printing but no new pages are printed.

Use the paper advance (feed page) keys to eject one page in the selected printer or to eject the number of pages specified in the variable length NPRO field.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Front Facing panel

Use the Front Facing panel to advance the paper to the next front-facing or back-facing page. This panel is available only when the **Eject to Front Facing** option is enabled on the Printer - Basic panel (**Printer Definition** → **Printer** → **Basic**).

Select **Forms** → **Front Facing** to display this panel.

Select **Next is Front** if the next page is a front-facing page. Select **Next is Back** if the next page is a back-facing page.

Note: The printer must be stopped before changes can be made.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

“Checking for front-facing pages” on page 186

Maintenance panels

The **Maintenance** tab provides the following task panels for doing maintenance tasks:

- Print Samples
- Touch Panel
- Backup and Recovery
- Traces
- Diagnostics (Service Only)
 - Adapter
 - Mechanism
 - Pre/Postprocessors
 - Print Quality Mode

- Logs (Service only)
 - Preventative Maintenance
 - Error Log

Print Samples panel

Use the Print Samples panel to print a variety of print samples to use for checking overall print quality. Besides Diagnostic print samples, you can print Configuration prints and Internal test masters from this panel.

Select **Maintenance** → **Print Samples** to display this panel.

Select the type of print sample from the Source list, and select the print sample from the Print Samples list. Then select **Print** to print the selected print sample. You can print Diagnostic print samples, Internal print samples (special test masters for analysis), and various Configuration prints (Printer Configuration, Snapshot Details List, Network Configuration, Error Logs, and IPDS Font List).

For Diagnostic print samples, you can select the number of copies to print and the resolution. Diagnostic prints are special pages that you can print only when the printer is Not Ready (stopped).

For Internal and Configuration prints, you can select the number of copies to print. These print samples are sent to a print job and you can request to print them at any time, but they will only print when the printer is not processing another job.

Additional print sample selections are available on this panel for service personnel.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Touch Panel panel

Use the Touch Panel panel to calibrate the touch panel and disable the touch-sensitive screen capability of the monitor for cleaning.

Select **Maintenance** → **Touch Panel** to display this panel.

Select **Clean Screen** to disengage the screen for 30 seconds for cleaning.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

“Adjusting the touch panel” on page 55

“On-screen-display (OSD) controls” on page 38

Backup and Recovery panel

Use the Backup and Recovery panel to create backup information on a USB flash memory device. The backup can be used to restore printer settings in the event of a hard drive failure. You can also selectively load configuration data from the backup USB flash memory device.

Select **Maintenance** → **Backup and Recovery** to display this panel.

Select **Create Backup...** to copy printer configuration data to a USB flash memory device. Select **Load Configuration** to selectively load individual configuration items from the backup source rather than doing a full restore.

Note: The printer must be stopped before this function can be performed.

Additional options to restore from backup and update microcode are available on this panel for service personnel.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Related information:

“Traces” on page 246

Traces panel

Use the Traces panel to save internal traces or to capture an incoming print job as an aid in resolving problems. This panel is normally used by Service and Support personnel.

Select **Maintenance** → **Traces** to display this panel.

Select **Save Traces...** to save traces and select the destination for the trace data. This displays a window for selecting the save-to destination, which can be either a USB flash memory device, as an attachment to an e-mail, or archived to the hard drive:

- Select **USB Device** to save the traces to a USB flash memory device.

Note: This option requires that a USB flash memory device be installed in the USB port at the back of your keyboard.

- Select **E-mail** to send the traces as an attachment to an e-mail.

Note: For this option, e-mail must be configured and enabled using the Remote Access - E-mail panel (**Printer Definition** → **Network** → **Remote Access** → **E-mail**).

- Select **Archive** to save traces to the hard drive.

Select **Start Job Capture...** to initialize job capture and start saving job data.

Additional options to access trace archives and configure control unit traces are available on this panel for service personnel.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

“Traces” on page 246

Trace Archive window

Use the Trace Archive window to select archived traces to be e-mailed or copied to a USB flash memory device. Select the archived trace from the Traces in Archive list and select **Mail** to e-mail the trace or **USB** to copy it to a USB flash memory device.

Select **Maintenance** → **Traces** → **Trace Archive** to display this panel.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Configure Control Unit Trace window (Service only)

Use the Configure Control Unit Trace window to run additional traces when troubleshooting. Select the subsystem and then select the additional events that you want to trace.

Select **Maintenance** → **Traces** → **Configure Control Unit Trace...** to display this panel.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window..

Diagnostic panels

The **Diagnostics** tab provides the following task panels for diagnostic testing:

- Adapter (Service)

- Mechanism (Service)
- Pre/Postprocessors (Service)
- Print Quality Mode (Service)
- Adjusting the Universal Forms Control (UFC) sensor (Administrator)

Diagnostics - Adapter panel (Service only)

Service uses the Diagnostics - Adapter panel to run tests on selected network adapters. Instructions are displayed about how to execute the selected test. Adapters must be disabled before running diagnostic tests from this panel.

Select **Service** → **Diagnostics** → **Adapter** to display this panel.

Select an adapter in the list to display more information about what the test will do in the right side of the panel. Select **Run** to initiate the diagnostic test.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Service panel

Diagnostics - Mechanism panel (Service only)

Service uses the Diagnostics - Mechanism panel to run diagnostic tests on the selected printer. Instructions are displayed about how to execute the selected test. A Restart may be required after the test.

Select **Maintenance** → **Diagnostics** → **Mechanism** to display this panel.

Select either Printer 1 or Printer 2. Select a printer mechanism in the list to display more information about what the test will do in the right side of the panel. Select **Run** to initiate the diagnostic test.

Note: The printer must be stopped before this function can be performed.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Service panel

Diagnostics - Pre/Postprocessors panel (Service only)

Service uses the Diagnostics - Pre/Postprocessors panel to run diagnostic tests to identify problems on attached pre- and postprocessors. Instructions are displayed about how to execute the selected test. A Restart may be required after the test.

Select **Maintenance** → **Diagnostics** → **Pre/Postprocessors** to display this panel.

Select either Printer 1 or Printer 2 and a port. Select a pre- or postprocessor in the list to display more information about what the test will do in the right side of the panel. Select **Run** to initiate the diagnostic test.

Note: The printer must be stopped before this function can be performed.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Service panel

Diagnostics - Print Quality Mode panel (Service only)

Service uses the Diagnostics - Print Quality Mode panel when installing and adjusting the printer. It allows the printhead resolution to be set for diagnostic prints.

Select **Maintenance** → **Diagnostics** → **Print Quality Mode** to display this panel.

Select **Enter Print Quality Mode** to allow the current resolution to be set for print quality testing. Once in Print Quality mode, you can set **Current Resolution** on the Print Samples panel, and use the Alternate test master (or any other test master) from the Diagnostic test master sources to print in the correct resolution for print quality analysis.

Note: The printer must be stopped before this function can be performed.

Note: While in Print Quality mode, the printer cannot be made ready for printing jobs.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Service panel

Diagnostics - Testing and adjusting the Universal Forms Control (UFC) sensor

Service and administrators use the Diagnostics - Adjusting the universal forms control module to run diagnostic tests to identify problems with the Universal Forms Control (UFC) sensor. Instructions are displayed about how to execute the selected test.

Select **Maintenance** → **Adjustments & Diagnostics** → **Adjust Mark Sensor** to display this panel.

Note: The printer must be stopped before this function can be performed.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Related tasks

“Adjusting the Universal Forms Control (UFC) sensor in look down mode” on page 199

Follow these steps to set the UFC sensor to read registration or side verify marks from above the forms. This function is only available in Administrator or Service mode.

“Adjusting the Universal Forms Control (UFC) sensor in look up mode” on page 203

Follow these steps to set the UFC sensor to read registration or side verify marks from below the forms (same side printing only). This function is only available in Administrator or Service mode.

“Selecting the Universal Forms Control (UFC) sensors” on page 198

Use these instructions to select which UFC sensor you want to adjust. Choosing the lower mark sensor reads the front of the forms; choosing the upper mark sensor reads the back of the forms. This function is only available in Administrator or Service mode.

Initializing the Universal Forms Control (UFC) sensor function

The initial setting of the Universal Forms Control (UFC) sensor function is done during installation by the customer support specialist and is not changed by powering off the printer. This function is only available in Administrator or Service mode.

Related information:

Logs panel (Service only)

The **Logs** tab provides the following task panels for service personnel:

- Preventative Maintenance (Service only)
- Error Log (Service only)

Preventative Maintenance panel (Service only)

The Preventative Maintenance panel contains a list of items that Service maintains.

Select **Maintenance** → **Logs** → **Preventative Maintenance** to display this panel.

Select the maintenance item from the list and select **Completed** to indicate that the selected item has been taken care of. Select **Edit** to change the interval, interval warning, and preventative maintenance units.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Service panel

Error Log panel (Service only)

The Error Log displays detailed and summary views of errors that have occurred. Service personnel can view the history of the errors and toggle between a summary view and a detailed view.

Select **Maintenance** → **Logs** → **Error Log** to display this panel.

You can sort the detailed view by date or by SRC number. You can sort the summary view by frequency or by SCR number. Select **To USB** to save either view to a USB Flash Memory Key. Check **Events** to display events, such as powering off or restarting the printer. Select the check mark to see error details.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Service panel

Printer Definition panels

The **Printer Definition** tab provides the following task panels for setting or changing printer definitions:

- Print Quality
- Printer
 - Basic
 - Setup
 - Date/Time
 - Service (Service only)
 - Resource Utilization (Service only)
 - Version
- PDL (Printer Definition Language)
 - IPDS
- Network
 - Attachments
 - Remote Access
 - Restricted Access
 - Status
- Pre/Postprocessing
 - Pre/Postprocessing
 - Postprocessing Options
 - UP3I
- Features

Print Quality panel

Use the Print Quality panel to make adjustments to enhance print quality.

Select **Printer Definition** → **Print Quality** to display this panel.

Use this panel to specify the following print quality settings:

- Contrast
- Boldness
- Preheat Temperature
- Fuser Temperature
- Oil Rate
- Oil Belt

Select **Recommended Settings** to display a list of recommended settings for paper weights.

Select **Advanced...** to display an advanced option window. Using this window, you can select to use the backup idler roll.

Note: The printer must be stopped before this function can be performed.

Additional options to adjust beam offset values and adjust print quality are available on this panel for service personnel:

- Select **Beam Adj...** to display the Beam Adjustments window. Using this window, you can set beam offset values for Printer 1 and Printer 2.
- Select **PQE Adj...** to display the Print Quality Enhancement window. Using this window, you can change **Boldness** and **Stroke Width** values for each beam and vector. You can also select **Vector Contents** to adjust the vector values. You can modify the sixteenth byte on the horizontal and vertical vectors. The **Print Test** option allows you to print test pages that show the changes you have made. If you select **Alternate Master**, you can specify the number of test pages you want to print with the currently displayed PQE values. If you select **Boldness Extremes**, the printer prints three test pages, one with a **Boldness** value of 100, one with a **Boldness** value of 0, and a blank page with the values that are currently displayed in this window. You can select **PQE PWM Tables** to display a table of resultant values which are produced using the currently displayed vector values.

Note: Selecting **All** in the **Beam** field changes all the values for each beam to match those currently displayed, taking the place of any changes you have already made for other beams.

- Select **Advanced...** to display an advanced option window. Using this window, you can set the preheat offset values.

Note: The printer must be stopped before this function can be performed.

The following values specified on this panel are saved in Snapshots:

- Contrast
- Boldness
- Preheat Temperature
- Fuser Temperature
- Oil Rate
- Oil Belt
- Use Backup Idler Roll
- Preheat Offset

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

Chapter 4, "Working with Snapshots," on page 61

Beam Adjustments window (Service only)

Use the Beam Adjustments window to adjust the start position of each beam of a multiple beam printhead, using Beam 1 as the reference beam. Beam 1 cannot be adjusted. The default value for Beam 1 is set to 8.0. You can change the values of the other beams to align their beam start positions with Beam 1.

Select **Printer Definition** → **Print Quality** → **Beam Adj...** to display this panel.

Select a beam number to indicate which beam(s) the changes will affect. Use the Alternate test sample to determine the offset value to use in order to align the beam start position with Beam 1. Do this by adding the offset value on the sample that shows the best alignment for each beam to the start position of Beam 1 to determine the offset value to enter for each beam offset. For example, look at the Alternate test sample. If the registration for Beam 2 on Printer 1 was aligned correctly with Beam 1 at the value of -1, you would enter a value of 7 for Beam 2 Offset for Printer 1, which was using the default starting position of 8.0 for Beam 1. You would then continue to enter values for the other beams based on the alternate test master.

Note: The printer must be stopped before this function can be performed.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Service panel

Print Quality Enhancement window (Service only)

Use the Print Quality Enhancement window to make adjustments to enhance print quality. You can change **Boldness** and **Stroke Width** values for each beam and vector.

Note: Selecting **All** in the **Beam** field changes all the values for each beam to match those currently displayed, taking the place of any changes you have already made for other beams.

Select **Printer Definition** → **Print Quality** → **PQE Adj...** to display this panel.

Select **Vector Contents** to adjust the vector values. You can modify the sixteenth byte on the horizontal and vertical vectors.

Select **OK** to save changes you have made. A confirmation window displays. Select **OK** to keep the changes and return to the Print Quality panel or select **Cancel** to return to the Print Quality Enhancement window.

Note: The printer must be stopped before this function can be performed.

The **Print Test** option allows you to print test pages that show the changes you have made. If you select **Alternate Master**, you can specify the number of test pages you want to print with the currently displayed PQE values. If you select **Boldness Extremes**, the printer prints three test pages, one with a **Boldness** value of 100, one with a **Boldness** value of 0, and a blank page with the values that are currently displayed on the panel.

Select **Current Resolution** to change the print head resolution. The printer must be in Print Quality mode to change the resolution. Select **Maintenance** → **Diagnostics** → **Print Quality Mode** and select **Enter Print Quality Mode** to put the printer in Print Quality mode.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Service panel

Printer panels

The **Printer** tab provides the following task panels for defining printer configuration:

- Printer - Basic
- Printer - Setup
- Printer - Date/Time
- Printer - Service (Service only)
- Printer - Resource Utilization (Service only)
- Printer - Version

Printer - Basic panel

Use the Printer - Basic panel to configure basic printer functions.

Select **Printer Definition** → **Printer** → **Basic** to display this panel.

Use this panel to specify the following basic printer settings:

- Printer Mode
- Printer Speed
- Front Sheet Sequence
- Eject to Front Facing
- Auto NPRO at EOF
- Language

Note: The printer must be stopped before changes can be made.

An additional option to select the keyboard language is available on this panel for service personnel.

The following values specified on this panel are saved in Snapshots:

- Printer Speed
- Front Sheet Sequence
- Eject to Front Facing

- Auto NPRO at EOF

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

Chapter 4, “Working with Snapshots,” on page 61

Printer - Setup panel

Use the Printer - Setup panel to set up or configure printer functions. See the *Planning and Configuration Guide* for more information about configuring the printer.

Select **Printer** → **Setup** to display this panel.

Use this panel to specify the following printer-setup settings:

- Snapshot Mode (Service only)
- Jam Recovery Point Distance
- Printer 1 to Printer 2 Distance
- NPRO Length
- Fuser Sleep Timeout
- Clear Memory for Security
- Audible Alarm
- Auto Align
- Printer Name
- Engine 1 Name
- Engine 2 Name
- Contact
- Printer Location
- Support Address Name
- Support Address URL

Select **Advanced...** to display advanced settings for stopping on toner low conditions, opening clear IPDS buffer alerts, and disable side 2 verify warning (only available when side 2 verify is disabled).

Note: The printer must be stopped before changes can be made.

The following values specified on this panel are saved in Snapshots:

- Jam Recovery Point Distance

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key

to close the Help window.



Administrator panel

Related information:

Chapter 4, “Working with Snapshots,” on page 61

Printer - Date/Time panel

Use the Printer - Date/Time panel to set the date and time of the printer controller. It can be set manually to a time that you specify, or it can be configured to obtain the time from a network time server when the controller is booted up. The time is only obtained from a network time server when the controller is booted. For a network time server, you may configure the printer to obtain the time from any available time server, or from a specific time server. If **DHCP Plug-and-Play** is enabled, and the DHCP server is configured to provide time server and time zone information, that information will be used. When a specific time server is configured, you must also specify a time protocol (Time or SMTP). This information can be obtained from your network administrator or the person who controls the time server.

Note: Manually setting the date/time is an engineer level only function and can only be performed by someone with access to the password of the day.

Select **Printer Definition** → **Printer** → **Date/Time** to display this panel.

The printer must be stopped before changes can be made to this panel. If **DHCP Plug-and-Play** is enabled (**Printer Definition** → **Network** → **Attachments** → **Ethernet Adapter** → **Edit...**), the **Time Server Name** and **Time Server Type** fields are not settable. These values are obtained from the DHCP server.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Printer - Service panel (Service only)

Use the Printer - Service panel to configure the service functions of the printer. See the *Planning and Configuration Guide* for more information about configuring the printer.

Select **Printer Definition** → **Printer** → **Service** to display this panel.

Use this panel to specify the following service settings:

- Machine Serial
- Print Count
- Backup Idler Roll Installed
- Scan Factory Adjustment - 600 pel
- Scan Factory Adjustment - 480 pel
- Process Factory Adjustment - 600 pel
- Process Factory Adjustment - 480 pel
- Side 2 Verify Factory Adjustment

Note: The printer must be stopped before changes can be made.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Service panel

Printer - Resource Utilization panel (Service only)

Use the Printer - Resource Utilization panel to configure the functions of the printer in order to utilize available resources. See the *Planning and Configuration Guide* for more information about configuring the printer.

Select **Printer Definition** → **Printer** → **Resource Utilization** to display this panel.

Use this panel to specify the following service settings:

- IPDS Font Usage
- IPDS Page Segment Usage
- IPDS Overlay Usage
- IPDS Input Buffer Size
- Output Buffer Size

Note: The printer must be stopped before changes can be made.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Service panel

Printer - Version panel

Use the Printer - Version panel to display information about the printers and the version of control unit microcode.

Select **Printer Definition** → **Printer** → **Version** to display this panel.

Use this panel to display the following settings:

- Printer Type and Model
- Machine Serial
- Code Level
- EC Level
- Operating System level
- Firmware Level (Service Only)
- Installed Memory (MB)
- Number of Logical Processors (Service only)
- ROM level (Service only)

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Printer Definition Language (PDL) panels

This tab provides the PDL - IPDS task panel for defining the printer definition language settings for the printer.

PDL - IPDS panel

Use the PDL - IPDS panel to configure the printer definition language (PDL) settings for the printer.

Select **Printer Definition** → **PDL** → **IPDS** to display this panel.

Use this panel to specify the following PDL settings:

- Cut Sheet Emulation
- IPDS Printhead Resolution
- IPDS Resolution
- Reprint Pages after Jams
- Logical Page Increment
- 3130 Bar Code Emulation
- Simulate Color with Gray
- Single-byte Font Smoothing
- Double-byte Font Smoothing
- Suppress Off Page Errors (if Off-Page Error Suppression (RPQ 8B4289) is installed and enabled)
- Scale GOCA Lines

Note: The printer must be stopped before changes can be made.

The following values specified on this panel are saved in Snapshots:

- Cut Sheet Emulation
- Reprint Pages After Jams
- IPDS Resolution
- IPDS Printhead Resolution

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.

Related information:

Chapter 4, “Working with Snapshots,” on page 61

Network panels

The **Network** tab provides the following task panels for configuring the network:

- Network
 - Attachments
 - Remote Access
 - Restricted Access
 - Status

Network - Attachments panel

Use the Network - Attachments panel to do a logical install of adapters and define or change configuration values for adapters. You also use this panel to install and set configuration values for protocols after the appropriate adapter is installed. In addition, you can use this panel to uninstall, and enable or disable a selected adapter or protocol.

The panel lists the network adapters that are both physically and logically installed on the printer. It also lists the available protocols for the network adapters.

Adapter cards allow the printer to receive data from a host or network. The printer comes with a built-in LAN Ethernet adapter card and additional cards can be ordered and physically installed. Typical adapters that you might physically install are ESCON[®], FICON[®], or Ethernet.

Note: Adapter cards must be physically installed by your service representative. An administrator or service representative can logically install a LAN adapter.

After the LAN adapter is physically installed, you must do a logical install of the adapter, including the built-in Ethernet adapter. Once the LAN adapter is both physically and logically installed, that adapter type will display on this panel.

Note: Channel adapters do not require a logical install as they will automatically display on this panel after the adapter card is physically installed. Once physically installed, the channel protocol will appear in the "Channels" section. You can then logically install or uninstall the protocol.

A protocol is a method that the printer uses to receive data, such as IPDS TCP. When an adapter is logically installed, the protocols for the adapter are available for installation and can be installed using this panel. Initially, none of the protocols for an adapter are installed after the adapter is logically installed.

Select **Printer Definition** → **Network** → **Attachments** to display this panel.

To install an ethernet adapter, select the adapter from the list and select **Install** to display a configuration window. This window allows you to set configuration values for the selected adapter.

To install a protocol, select the protocol from the list and select **Install** to display a configuration window. This window allows you to set configuration values for the protocol.

Select **Edit...** to modify the configuration values for the selected adapter or protocol. Select **Uninstall...** to uninstall the selected LAN adapter or protocol. A protocol must be disabled before it can be uninstalled. In general, for the IPDS protocols, (channel and IPDS-TCP), changes to values take effect the next time the protocol is enabled. For non-IPDS protocols, changes to values take effect at the next job boundary.

Note: Channel adapters cannot be logically uninstalled.

Select **Enable** or **Disable** to enable or disable the selected adapter or protocol.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Network - Adapters window

Use the Network - Adapters window to change configuration values for ethernet adapters.

The following applies to the configuration settings for an ethernet adapter:

Primary

Multiple LAN Adapters may be logically installed. Only one LAN adapter may be marked as primary adapter. The following fields only apply to the adapter that is marked as primary, and therefore only appear on the adapter panel that is marked as primary:

- DHCP Plug-and-Play
- Internet Name of Local Host
- IP Address of Primary DNS Server
- IP Address of Secondary DNS Server

Media Speed

For proper operation, the Media Speed setting of the adapter must match the Media Speed setting of the switch port that is connected to the printer. For example, if the printer is set to 100 Full Duplex, then the switch port must also be set to 100 Full Duplex. If the printer is set to Auto Negotiation, then the switch port must also be set to Auto Negotiation. Contact your network administrator for more information about switch port settings.

DHCP Time Out

Some switches perform a Spanning Tree loop check whenever a link is established on a switch port. The check may take several seconds, or even minutes. During this time, the switch does not pass network packets from the printer. This can result in the inability to obtain information from a DHCP server. If this occurs, you may be able to avoid the problem by increasing the DHCP Time out value.

If **DHCP Addressing** is **On**, the following values are obtained from the DHCP server and therefore cannot be set on the printer console panels:

- IP Address
- Subnet Mask
- Default Gateway
- Domain Name of Local Host

If **DHCP Plug-and-Play** is **Enabled** (primary only), the following values are requested from the DHCP server and therefore cannot be set on the printer console panels:

- IP Address of Primary DNS Server
- IP Address of Secondary DNS Server
- SMTP Mail Server Address (**Printer Definition** → **Network** → **Remote Access** → **E-mail** → **Edit**)
- Specific time server IP Address (**Printer Definition** → **Printer** → **Date/Time** → **Time Source** → **Specific Network Server** → **Time Server Name**)
- Specific time server type (**Printer Definition** → **Printer** → **Date/Time** → **Time Source** → **Specific Network Server** → **Time Server Type**)

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Network - Remote Access panel

Use the Network - Remote Access panel to configure remote access parameters for the following:

- SNMP (Simple Network Management Protocol)
- E-mail
- PRSCD (Printer Reported Service and Configuration Data)
- Online Access (Web Pages)
- TN5250
- TN3270
- IPPD

Select **Printer Definition** → **Network** → **Remote Access** to display this panel.

Select an access method from the list and select **Edit...** to display the Edit window for the selected access method protocol.

Note: The printer must be stopped before changes can be made.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Remote Access - SNMP panel:

Use the Remote Access - SNMP panel to configure SNMP (Simple Network Management Protocol) in the printer. SNMP allows remote stations to (1) report on printer status, (2) receive notification of printer error conditions, and (3) control certain printer actions. To take advantage of the fast cancel function of InfoPrint Manager, enable SNMP and enable the Write function. To notify an SNMP trap host of printer interventions, enter the IP address of the trap host system in the trap table.

To display this panel, select **Printer Definition** → **Network** → **Remote Access** and then select **SNMP** from the list of remote access protocols and select the **Edit...** button.

Use this panel to specify the following SNMP settings:

- SNMP Agent Installed
- Allow to Configure Printer
- SNMP Trap Host
- SNMP Community Name

Note: The printer must be stopped before changes can be made.

See the *Planning and Configuration Guide* for more information about configuring remote access for SNMP.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Remote Access - Online Access panel:

Use the Remote Access - Online Access panel to configure Online Access in the printer. The Online Access (Web Pages) provide remote access from within your enterprise to your printer from your Web browser.

To display this panel, select **Printer Definition** → **Network** → **Remote Access** and then select **Online Access (Web Pages)** from the list of remote access protocols and select the **Edit...** button.

Use this panel to specify the following Online Access settings:

- Enable or Disable Online Access (Web Pages)
- Show the Online Access log
- Clear the Online Access log

Note: The printer must be stopped before changes can be made.

See the *Planning and Configuration Guide* for more information about configuring remote access for Online Access.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Remote Access - E-mail panel:

Use the Remote Access - E-mail panel to configure e-mail parameters. The printer uses outgoing e-mail to automatically send notification of certain printer conditions and for sending an internal trace (as an e-mail attachment) to a support person for problem analysis.

To display this panel, select **Printer Definition** → **Network** → **Remote Access** and then select **E-mail** from the list of remote access protocols and select the **Edit...** button.

Note: Before you can use e-mail, you must specify your mail server and primary and secondary DNS servers. You can get these addresses from your network administrator. Specify the addresses as follows:

- Specify the address of the mail server on your network in the **SMTP Mail Server Hostname or IP Address** field on this panel. SMTP (Simple Mail Transfer Protocol) is a standard internet method for handling e-mail. The SMTP server must be configured to allow e-mail functions to work.
- Specify the address of the primary and secondary DNS servers using the Network Adapters panel (**Printer Definition** → **Network** → **Attachments**).

You configure e-mail notification for printer conditions by enabling the notification function (set **E-mail Enabled** to **YES**), and specifying an e-mail User ID for each of the printer conditions listed on this panel (**Printer Supplies E-mail Address**, **Printer Problems E-mail Address**, and **Printer Service E-mail Address**). You can specify multiple e-mail user IDs separated by a space. When configured, an e-mail message is automatically sent by the printer when a supplies, printer intervention, or service condition is detected. For these options, you can select **Test** to send a test message to confirm that the printer is configured correctly.

When the printer detects an internal failure, a file containing internal traces is created and should be used for problem analysis. The file may be sent to a support person (specify their e-mail address in **Default Trace E-mail Address**.)

If you have problems sending e-mails, check the SMTP log. Select **Show SMTP Log** to show the log or **Clear SMTP Log** to clear the log.

Note: The printer must be stopped before changes can be made.

See the *Planning and Configuration Guide* for more information about configuring remote access for e-mail.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Remote Access - PRSCD panel:

Use the Remote Access - PRSCD panel to configure the automatic FTP transfer of the Printer Reported Service and Configuration Data (PRSCD) in the printer and to view the PRSCD log file. The PRSCD function provides service personnel with access to hardware configuration information and recent printer error conditions. When the PRSCD automatic FTP transfer function is enabled, a file called the

PRSCD log is automatically transmitted by the printer to an PRSCD server once every twenty-four hours. The log may also be viewed at the operator console or sent by e-mail to a specified user.

Note: An Ethernet adapter must be installed and the adapter must be connected to a Local Area Network (LAN) for this function to work.

To display this panel, select **Printer Definition** → **Network** → **Remote Access** and then select **PRSCD** from the list of remote access protocols and select the **Edit...** button.

When the PRSCD automatic FTP transfer function is enabled, the PRSCD log file is automatically updated and sent to an PRSCD server using the FTP protocol. When the PRSCD function is disabled, the PRSCD log file is not sent to the PRSCD server once every twenty-four hours.

Do the following to enable the PRSCD automatic FTP transfer function:

- Make sure that the Ethernet adapter is installed (**Printer Definition** → **Network** → **Attachments**).
- On the Remote Access - PRSCD panel, set **PRSCD Automatic FTP Transfer Enabled** to **Yes**.

To view the log, select the **Show PRSCD Log** button. If you select to view the log and **PRSCD Automatic FTP Transfer** is enabled, the PRSCD log file is automatically sent to the PRSCD server using the FTP protocol.

Do the following to send the log by e-mail:

- Make sure that the Ethernet adapter is installed (**Printer Definition** → **Network** → **Adapters**).
- Make sure that E-mail is enabled on the E-mail notification window (**Printer Definition** → **Network** → **E-mail** → **Edit**).
- Make sure that the SNMP mail server address for your network is set on the E-mail notification window (**Printer Definition** → **Network** → **E-mail** → **Edit**).
- In the **PRSCD E-mail Address** field on the Remote Access - PRSCD panel, type the e-mail address where you want to send the PRSCD log and select the **Send PRSCD E-mail** button to send the log file.

If you select to send the log by e-mail and **PRSCD Automatic FTP Transfer** is enabled, the PRSCD log file is automatically sent to the PRSCD server using the FTP protocol.

See the *Planning and Configuration Guide* for more information about configuring remote access for PRSCD.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Remote Access - Telnet 5250 panel:

Use the Remote Access - Telnet 5250 panel to configure Telnet 5250 (TN5250) in the printer. TN5250 allows the printer console to directly access the host server and control jobs that will be sent to the printer.

To display this panel, select **Printer Definition** → **Network** → **Remote Access** and then select **Telnet 5250** from the list of remote access protocols and select the **Edit...** button.

Use this panel to specify the following TN5250 settings:

- Enable
- Disable
- Set the name or IP address of the host.

Once this protocol has been enabled with the host information, a new **Remote Terminals** button will appear on the **Frequent Tasks** tab. Pressing this button the remote terminal application will be launched.

Note: The printer must be stopped before changes can be made.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Remote Access - Telnet 3270 panel:

Use the Remote Access - Telnet 3270 panel to configure Telnet 3270 (TN3270) in the printer. TN3270 allows the printer console to directly access the host server and control jobs that will be sent to the printer.

To display this panel, select **Printer Definition** → **Network** → **Remote Access** and then select **Telnet 3270** from the list of remote access protocols and select the **Edit...** button.

Use this panel to specify the following TN3270 settings:

- Enable
- Disable
- Set the name or IP address of the host.

Once this protocol has been enabled with the host information, a new **Remote Terminals** button will appear on the **Frequent Tasks** tab. Pressing this button the remote terminal application will be launched.

Note: The printer must be stopped before changes can be made.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Remote Access - IPPD panel:

Use the Remote Access - IPPD panel to configure IPPD in the printer. IPPD allows the printer console to directly access the host server and control jobs that will be sent to the printer.

To display this panel, select **Printer Definition** → **Network** → **Remote Access** and then select **IPPD** from the list of remote access protocols and select the **Edit...** button.

Use this panel to specify the following IPPD settings:

- Enable
- Disable
- Set the URL to the IPPD web page.

Once this protocol has been enabled with the host information, a new **Remote Terminals** button will appear on the **Frequent Tasks** tab. Pressing this button the remote terminal application will be launched.

Note: The printer must be stopped before changes can be made.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Network - Restricted Access panel

Use the Network - Restricted Access panel to restrict various remote printer operations to specific IP addresses. The printer operations you can restrict include print job submission, Productivity Tracking Feature (pT) usage, and SNMP operations where remote users initiate communication with the printer.

Select **Printer Definition** → **Network** → **Restricted Access** to display this panel.

To restrict access, select **Restrict** next to a function and then select **Edit Range** to display the Edit Range window. You can specify up to five ranges. For each range you specify, select **Active**, and type a starting address and an ending address for the range.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Network - Status panel

Use the Network - Status panel to display status of your LAN adapters and remote access methods.

Select **Printer Definition** → **Network** → **Status** to display this panel.

Select **LAN Status...** to display the real-time status of the LAN adapter. Select **Remote Access Status...** to display the status of any remote access methods you have defined, such as SNMP, or E-mail. Refer to the *Planning and Configuration Guide* for more information about troubleshooting LAN connectivity and LAN communication problems.



Administrator panel

Pre/Postprocessors panels

The **Pre/Postprocessors** tab provides the following task panels for defining pre- and postprocessors for your printer:

- Pre/Postprocessing
- Postprocessing Options
- UP3I

Pre/Postprocessing panel

Use the Pre/Postprocessing panel to define new pre- and postprocessors, edit the configuration settings, and delete pre- and postprocessors. See the *Planning and Configuration Guide* for more information about configuring the printer and pre- and postprocessors.

Select **Printer Definition** → **Pre/Postprocessing** → **Pre/Postprocessing** to display this panel.

This panel lists the pre- and postprocessors that are defined for the printer and shows their current status (either Enabled, Disabled, Enabling, or Disabling). Details for the selected device are shown on the right side of the panel.

Select **New...** to define new pre- and postprocessing devices. Select **Edit...** to change the settings for the selected device. Select **Delete...** to delete the selected device. Select **Enable** to enable the selected device, or select **Disable** to disable it.

Pre- and postprocessors can also be enabled using the Pre/Postprocessors panel (**Frequent Tasks** → **Pre/Postprocessors**).

Note: The printer must be stopped before changes can be made.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Postprocessing Options panel

Use the Postprocessing panel to configure options for postprocessors. See the *Planning and Configuration Guide* for more information about configuring postprocessors.

Select **Printer Definition** → **Postprocessing Options** → **Postprocessing Options** to display this panel.

Use this panel to specify the following postprocessing settings:

- Use Internal Stacker (InfoPrint 4100 Models with Feature Code 4770 installed)
- Offsetter Enabled
- BTS Enabled
- Offset on Mark Forms

Note: The printer must be stopped before changes can be made.

The following values specified on this panel are saved in Snapshots:

- Use Internal Stacker when installed on InfoPrint 4100 Models .
- Offsetter Enabled
- BTS Enabled
- Offset on mark Forms

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to

toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Related information:

“Enabling and disabling pre/postprocessors” on page 53
Chapter 4, “Working with Snapshots,” on page 61

UP3i Devices panel

Use the UP3i Devices panel to configure UP3i postprocessors. See the *Planning and Configuration Guide* for more information about configuring the printer and pre and postprocessors.

Select **Printer Definition** → **Pre/Postprocessing** → **UP3i Devices** to display this panel.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds.



Administrator panel

Related information:

“Enabling and disabling pre/postprocessors” on page 53

Features panel

Use the Features panel to work with your special features. For more information on features, see the *Planning and Configuration Guide*.

Select **Printer Definition** → **Features** to display this panel.

Select **Install...** to display a list of available Feature Codes and RPQs. Select **Enable** to **Enable** the selected feature or **Disable** to disable it. Select **Uninstall** to uninstall the feature.

Additional options to install and uninstall RPQs and Feature Codes are available on this panel for service personnel.

Note: The printer must be stopped before this function can be performed.

Note: To see help information for the fields on this panel, select the field and press **F1** on the keyboard or press and hold the left mouse button for two seconds. A help popup window displays detailed information about the selected field. Select the **Help** button to display a help topic for the panel. The help topic displays in a separate Help window inside a Help System viewer. Select the **Alt+Tab** key to toggle between the Help window and the operator console. Select the **Alt+F4** key to close the Help window.



Administrator panel

Chapter 9. Accessing the printer from a remote location

This section describes how to access the InfoPrint 4100 from a remote location.

Using the web access feature you can interact with these menus:

- Printer
- Management
- Maintenance

InfoPrint 4100 Online Access Web Pages

The InfoPrint 4100 Online Access Web Pages provide remote access from within your enterprise to your printer from your Web browser.

To use the Online Access Web Pages, you must specify the printer IP address in the **Address** field of your Web browser (either Internet Explorer or Firefox Web browsers are supported). The IP address you specify in your Web browser must match the IP address specified on the printer console. Your network administrator or service representative specified the printer IP address using printer console functions (**Printer Definition** → **Network** → **Attachments** → **Edit** → **IP Address**). The format of the URL is `http://xxx.xxx.xxx.xxx`.

The following menus are provided on the Online Access Web Pages:

- Printer
- Management
- Maintenance

The Printer menu provides detailed information about your printer status, printer configuration, and network configuration. The following pages are available from the Printer menu:

- Status
- Details
- Network

The Management menu provides functions to manage your printer. It provides detailed information about the Snapshots saved in your printer and provides an editing function so you can change values in selected editable Snapshots. The following pages are available from the Management menu:

- Snapshots
- Snapshots Editor

The Maintenance menu provides log information for users and service representatives. The following pages are available from the Maintenance menu:

- Preventive Maintenance (Service only)
- Error Logs (Service only)
- Login History
- Traces (Service only)
- Update Microcode (Service only)

If applicable to the Web Page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

Select **Preferences** in the tool bar at the top of the Web Page to change your password. Changing your password on the Web Pages also changes your password on the printer console.

To display the general help system, select the **Help** button in the tool bar at the top of the Web Page. Select the ? at the top of the current Web Page to display the help topic for the Web Page you are currently viewing. Help topics are displayed inside a separate help system browser.

Select **About** to see version and copyright information. Select the www.infoprint.com link to display the main Web Page for the InfoPrint Solutions Company. From that page you can select **Support and maintenance** and then **Manuals and publications** to view printer publications, which are available in all languages. Additional links are provided to display the InfoPrint Publications Center for downloading PDFs and the InfoPrint Information Center, which provides viewing and searching capability for printer publications (in English only).

To close the Web Pages, select **Logout**.

Login page

Use the Login page to log onto the Online Access web pages. Select a user ID from the drop-down list. Enter your password and select **Log in** to display the Online Access main page.

The **User ID** drop-down lists shows all user IDs that can log in to the web pages. Your printer administrator must create user IDs using printer console functions (**Logon** → **Manage Users** → **Online Access Authority**). One user ID is provided and you can create as many additional user IDs as you desire using printer console functions.

Check the **Remember me** checkbox to skip the Login page in the future. Use the **Logout** button if you want to log in as a different user.

The Logon window on the printer console lists the base access authority levels for Operator, Administrator, and Service. Your printer administrator must also specify the **Online Access Authority** levels for each user ID you want to use the web pages. Only user IDs having online access authority are displayed in this list.

You can change your password using the printer console Logon window or the **Change your password** link from the Preferences page (select **Preferences** from the tool bar). For user IDs with both printer and online access authority, the printer password is used for both the printer console and the web pages. Changing your password on the web pages also changes your password on the printer console.

Preferences page

The Preferences page displays the access level and console access level for the current user.

Select **Change your password** to access the Change Password page.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related reference

“InfoPrint 4100 Online Access Web Pages” on page 395

Change Password page

The Change Password page allows you to change your password.

Enter your current password and the new password twice then select **Change Password**.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related reference

“InfoPrint 4100 Online Access Web Pages” on page 395

Status page

The Status page shows a graphic of the printing system and lists the status of the printer, the current printer settings, the forms settings for the current print job, the status of any attached pre- and postprocessors, active operator messages, and the print quality settings.

Printer Graphic

If your system consists of a single printer engine, a graphic showing one printer will be displayed. If your system consists of two printer engines in Duplex mode, a graphic showing two printers will be displayed. If your system consists of two printer engines in Dual Simplex mode, a left navigation pane will list both printer engines and you can select which printer you want to display.

Note: The left navigation pane only displays for systems in Dual Simplex mode.



Figure 113. Two printer engines in Duplex mode

Status

Displays the primary status of both printer engines (Receiving, Ready, or Not Ready) and any related secondary status information, such as Warming Up. The background color of the status area indicates the following:

- Gray - the printer is ready
- Red - an error condition
- Yellow - a warning condition

Current Settings

Displays the following settings:

- Name of the printing system
- User ID of the printer operator
- Number of pages printed
- Name of the Snapshot being used
- Printer resolution
- Print data protocols enabled (if any)
- Name of the host

Note: If no printer name was specified using the printer console, the **Printer Name** field will display the internet name of the local host.

Form Settings

Displays the following settings for the form currently being printed:

- Size of the form (length and width)
- Name of the form
- Host Setup ID for the form
- Bar Code ID if the form prints with a bar code
- Type of paper (tractored or tractorless)
- Oversize paper
- Paper weight

Form settings are defined using the Form Settings panel on the printer console.

Pre/Postprocessor Status

Displays the status of any attached pre- and postprocessors and the values for the following postprocessor settings:

- Offsetter Enabled
- BTS Enabled
- Offset on Mark Forms
- Internal Stacker Enabled

The service representative configures any attached preprocessors and postprocessors when they are installed and sets the state of each device to Enabled or Disabled. Pre- and postprocessors are enabled or disabled using the Pre/Postprocessor panel on the printer console.

Operator Messages

Displays all active operator messages. Message text is preceded by a colored icon that represent errors, warnings, and informational messages.

Note: If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

Print Quality

Displays the following settings for print quality:

- Contrast
- Boldness
- Preheat Temperature
- Fuser Temperature
- Oil Rate
- Oil Belt
- User Backup Idler Roll
- Preheat Offset

Print quality settings are defined using the Print Quality panel on the printer console.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related reference

“InfoPrint 4100 Online Access Web Pages” on page 395

“Form Settings panel” on page 359

“Pre/Postprocessors panel” on page 356

“Print Quality panel” on page 373

Details page

The Details page displays the current settings, form settings, and printer configuration settings.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related reference

“InfoPrint 4100 Online Access Web Pages” on page 395

Network page

The Network page displays the settings for network attachments, remote access, and restricted access.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related reference

“InfoPrint 4100 Online Access Web Pages” on page 395

Snapshot page

The Snapshot page displays details about Snapshots saved in the printer. When this page is first displayed, it shows details about the Snapshot that is currently loaded in the printer. To select a different Snapshot, select a Snapshot from the **Saved Snapshots** list.

The detailed information shown for each selected Snapshot is as follows:

- Name - the name of the Snapshot.
- Form Settings - these settings are defined using the Form Settings panel on the printer console.

- **Printer Definitions** - these settings are defined using the **Printer - Basic**, **Printer - Setup**, **PDL - IPDS**, and **Postprocessing** panels on the printer console.
- **Print Quality** - these settings are defined using the **Print Quality** panel on the printer console.
- **Print Registration** - these settings are defined using the **Print Registration** panel on the printer console.

Snapshots are used to save or "take a picture" of all the printer settings and form settings that may affect how a print job is printed. Rather than entering configuration settings for each print job, Snapshots are used to quickly load the settings you want to use for your normal print jobs.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related reference

"InfoPrint 4100 Online Access Web Pages" on page 395

Snapshots Editor page

The Snapshots Editor page allows you to edit values in a Snapshot. Scroll to the right to see all values. Click the column heading to sort by column.

To edit a Snapshot, select the Snapshot and scroll to the right to find the value you want to change. Click the cell that contains the value you want to change. The selected cell will turn red. Select the **Edit** button and type a new value in the Edit window. The new value will replace the value in the selected cell when you select **OK**.

Users with Operator access authority can view all values in any Snapshot but cannot change values. Users with Administrator access authority can view and change values in any saved Snapshot, except the default InfoPrint-provided Snapshots. Users with Service access authority can view and change values in any saved Snapshot, including the default InfoPrint-provided Snapshots.

Note: Values for **Date Used**, **Date Created**, and **Date Edited** are read-only and cannot be modified.

Users with Administrative access authority can view and change values in multiple Snapshots. Refer to the *Planning and Configuration Guide* for more information.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related reference

“InfoPrint 4100 Online Access Web Pages” on page 395

Preventive Maintenance Log page

The Preventive Maintenance (PM) Log page is a cumulative indicator of printer usage (rolls, brushes, and so on) with projections for when PM is due. Service personnel can view this page to help determine when preventive maintenance procedures should be performed and also to record when preventive maintenance is completed. You can select to view usage information about either Printer 1 or Printer 2.

Printer usage or parts usage is measured by the number of feet of forms that are passed through the printer. When you replace a part or perform scheduled maintenance, you can reset the counters individually to record the usage.

You should schedule various maintenance procedures according to total usage and the estimated life of the parts. As the counters approach preselected usage levels or the end-of-life estimates for parts, a reminder of preventive maintenance due appears in this log.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related reference

“InfoPrint 4100 Online Access Web Pages” on page 395

Error Log page (Service only)

The Error Log page displays the details about errors that have occurred on the printer. Click the column heading to sort by column.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related reference

“InfoPrint 4100 Online Access Web Pages” on page 395

Login History page

The Login History page displays the history of user IDs that have accessed the web pages. Click the column heading to sort by column.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related reference

“InfoPrint 4100 Online Access Web Pages” on page 395

Traces page

The Traces page displays a list of traces saved on the printer. Service personnel can download trace files to their workstation and can e-mail them to support teams for analysis.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related information:

“InfoPrint 4100 Online Access Web Pages” on page 395

Microcode Update page (Service only)

The Microcode Update page is used by service personnel to load microcode update files to the printer

Select the **Browse...** button to display the Choose file window. Select the microcode update file and select **Open**. Select the **Send file** button to send the file to the printer. A message will indicate when the file has been successfully received. The microcode update must be installed using printer console functions.

Note:

If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

To display the general help system, select the **Help** button in the tool bar at the top of the web page. Select the ? at the top of the current web page to display the help topic for the web page you are currently viewing. Help topics are displayed inside a separate help system browser.

Related information:

“InfoPrint 4100 Online Access Web Pages” on page 395

Version page

The Version page displays version information for the printer and controller.

Using Help

- To display a help topic for a page, select the ? at the top of the current web page. Help topics are displayed inside a separate help system browser.
- To display the general help system, select the **Help** button in the tool bar at the top of the web page.
- If applicable to the web page you are viewing, you may be able to use the browser **Search**, **Find**, and **Print** functions.

Related information:

“InfoPrint 4100 Online Access Web Pages” on page 395

Appendix. Features

This section describes the following Feature Codes and RPQs. Some Feature Codes and RPQs may not be available, depending on your printer model.

- Move Mark Forms feature (RPQ 8B3964)
- Side 2 Verify Disable feature (RPQ 8B4282)
- Dual Toner Mark/Side Verify Sensor feature (FC 4570)
- Signature Page feature (FC 4553 or 4554)
- Forms Size Check feature (RPQ 8B4027)
- 8.0" Forms Width Support (RPQ 8B5045)
- Productivity Tracking Feature (FC 4565)
- MICR feature (FC 4481) for InfoPrint Models TS2, TS3, TD3/4, and TD5/6
- Internal Stacker feature (FC 4770) and Stacker Basket Extension feature (FC 4775) for InfoPrint Models
- Forms Identification (Bar Code) feature (FC 4464)
- Universal Printer Pre- and Postprocessing Interface (UP3I) feature (FC 4740)
- InfoPrint Manager Operations for AIX feature (FC 4560)
- Commercial Print Support (FC 4940)

Using the Move Mark Forms feature (RPQ 8B3964)

Before you begin

Feature Code 8B3964 must be installed and enabled to use this feature. Your service representative must install all special features.

About this task

Do this procedure to enable the Move Mark Forms feature.

When this feature is enabled, jobs that use mark forms will print with a new, more visible, mark forms pattern on the header and trailer pages. The new pattern is longer and is printed on the edges of the page (**1**) rather than in the center.

Mantenimiento Periféricos Informáticos SL C/Canteras,15 - 22860 Paracuellos de Jarama (Madrid) tel: 917 481 604 web:<https://mpi.com.es/>

Results

A restart occurs automatically. Do not attempt any other task until the restart completes.

Using the Side 2 Verify Disable feature (RPQ 8B4282)

Before you begin

RPQ 8B4282 must be installed and enabled to use this feature. Your service representative must install all special features.

About this task

Do this procedure to enable or disable the Side 2 Verify Disable feature.

When this feature is installed and enabled, you can select to disable side verify marks. See “Using side verify marks” on page 210 for more information.

The Side 2 Verify Disable feature allows the side verify function to be disabled. The side verify function automatically checks to make sure that the duplex printing system is properly aligned and the printing on both sides of the forms is synchronized. If the verification system detects that the data to be printed on side 2 does not synchronize with the data printed on side 1, or if it detects the printing alignment from side 1 to side 2 is off by more than 4.2 mm (1/6th inch), it stops the printer and displays an error on the touch panel.

Important: When you disable the side 2 verify function, the printer will not automatically check that the front and back sides of duplex jobs are printed correctly. Without the side 2 verify function, the operator must assume responsibility for inspecting the front and back sides to ensure that the job is printed correctly. Do not disable side 2 verify unless the operator is willing to assume this responsibility.

Procedure:

Procedure

1. Select **Printer Definition** → **Features** to display the Features panel.
2. Select **8B4282**.
3. Select **Enable** or **Disable**.
4. Select **Close**.

Results

A restart occurs automatically. Do not attempt any other task until the restart completes. After the printer restarts, use the Printer - Basic panel (**Printer Definition** → **Printer** → **Basic**) and select **Disable** for the **Side Verify** option to disable the side verify function.

Using the Dual Toner Mark/Side Verify Sensor (FC 4570/9570)

The Dual Toner Mark/Side Verify Sensor feature (Feature Code 4570/9570) must be installed and enabled to use this feature. Your service representative must install all special features.

This feature provides a Dual Toner Mark/Side Verify sensor that is required when using preprinted forms that have the Top of Form registration marks printed on the opposite side from the side normally used by InfoPrint 4100 printers. This sensor is also used when printing on the same side of a page in both printers.

This section describes the following procedures to configure the printer to use the Dual Toner Mark/Side Verify sensor:

- Using the Dual Toner Mark/Side Verify Sensor in Duplex mode
- Using the Dual Toner Mark/Side Verify Sensor for same side printing

Refer to the *Forms Design Reference* for information about the location of the registration marks when using the Dual Toner Mark/Side Verify sensor.

Using the Dual Toner Mark/Side Verify sensor in Duplex mode

About this task

Do this procedure to configure the printer to use the Dual Toner Mark/Side Verify sensor when printing on preprinted forms in tractorless mode. This sensor reads preprinted Top of Form registration marks on either side of the paper. This function will be useful when printing on preprinted forms, which may have registration marks printed on either the front or back side of the paper. The printer must be configured to look for marks on only one side of the form. When this sensor is used to read Top of Form registration marks, it must be installed in Printer 1.

The Dual Toner Mark/Side Verify sensor is also used when printing on the same side of a page in both printers. See “Using the Dual Toner Mark/Side Verify sensor for same side printing” on page 409 for more information.

Note: Before you can perform this procedure, the Dual Toner Mark/Side Verify Sensor feature (Feature Code 4570/9570) must be installed and enabled by your service personnel.

Procedure:

Procedure

1. Ensure that the printer is set to print in Duplex mode:
 - a. Select **Printer** → **Basic** to display the Printer - Basic panel.
 - b. In the **Printer Mode** field, select **Duplex**.
 - c. Select **OK** to save your changes.
2. Select **Forms** → **Forms Settings** to display the Forms Settings panel.
3. In the **Tractorless** field, select **Yes**.
4. Select **Marks** to display the Print Registration Marks window.
5. Do either of the following for **Printer 1** in the Preprinted Registration Marks area:
 - Select **Yes: Front** to activate the lower sensor. The lower sensor reads preprinted registration marks on the front side of the paper, which is being printed in Printer 1.
 - Select **Yes: Back** to activate the upper sensor. The upper sensor reads preprinted registration marks on the back side of the paper, which is the side not being printed in Printer 1.
6. Select **Close** to close the Print Registration Marks window.

7. Select **OK** to save your changes.

Using the Dual Toner Mark/Side Verify sensor for same side printing

About this task

Do this procedure to configure the printer to use the Dual Toner Mark/Side Verify sensor when printing data on the same side of the page in both printers. The side 1/side 2 verification function verifies that data is printed in the correct page sequence by both printers. When this sensor is used for same side printing, it must be installed in Printer 2.

The Dual Toner Mark/Side Verify sensor is also used to read Top of Form registration marks when printing in Duplex mode. See “Using the Dual Toner Mark/Side Verify sensor in Duplex mode” on page 408 for more information.

Note: Before you can perform this procedure, the Dual Toner Mark/Side Verify Sensor feature (Feature Code 4570/9570) must be installed and enabled by your service personnel.

Procedure:

Procedure

1. Ensure that the printer is set to print in Duplex mode:
 - a. Select **Printer** → **Basic** to display the Printer - Basic panel.
 - b. In the **Printer Mode** field, select **Duplex**.
 - c. Select **OK** to save your changes.
2. Select **Printer Definition** → **Printer** → **Basic** to display the Printer - Basic panel.
3. Select **Side 2 Verify**.

Note: This field is displayed only if the Side 2 Verify Disable feature (RPQ 8B4282) is installed. Your service representative must install this feature.

4. Select **Same Side Printing**.
5. Select either **Yes for duplex data** or **Yes for color**.
6. Select **OK** to save your changes.

Related information:

“Using side verify marks” on page 210

Using the Signature Page feature (FC 4553)

Before you begin

Feature Code 4553 must be installed and enabled to use this feature. Your service representative must install all special features.

When using this feature, the **Printer 1 to Printer 2 Distance** value (**Printer Definition** → **Printer** → **Setup**) must be increased by 54 inches.

This feature requires that the Duplex Performance Configuration feature (IPDS Performance SF4 Upgrade FC 4264) be installed on the InfoPrint 4100 Models HD4 or HD6.

About this task

Do this procedure to use the Signature Page feature, which allows you to use forms up to 54 inches long. This longer form size requires a receptacle (a tub) to hold the forms when they exit Printer 1. If a forms jam occurs in Printer 1, it stops printing immediately. However, Printer 2 continues to advance the forms to the top of the next page, using the forms that have collected in the tub.

The tub should be placed in the print path between the forms exit area of Printer 1 and the Buffer/Flipper Unit. Ensure that the tub is in place before you begin the threading procedure. Once the tub is in the correct position, you can lower the foot pads to prevent the tub from accidentally moving. (For dual Simplex printing, the tub must be moved out of the print path. Raise the foot pads to move the tub.)

After you thread Printer 1, thread the forms over the top roller on the tub and between the tub and the side roller. Leave enough slack in the forms in the tub. Thread the Buffer/Flipper Unit as you would normally thread it.

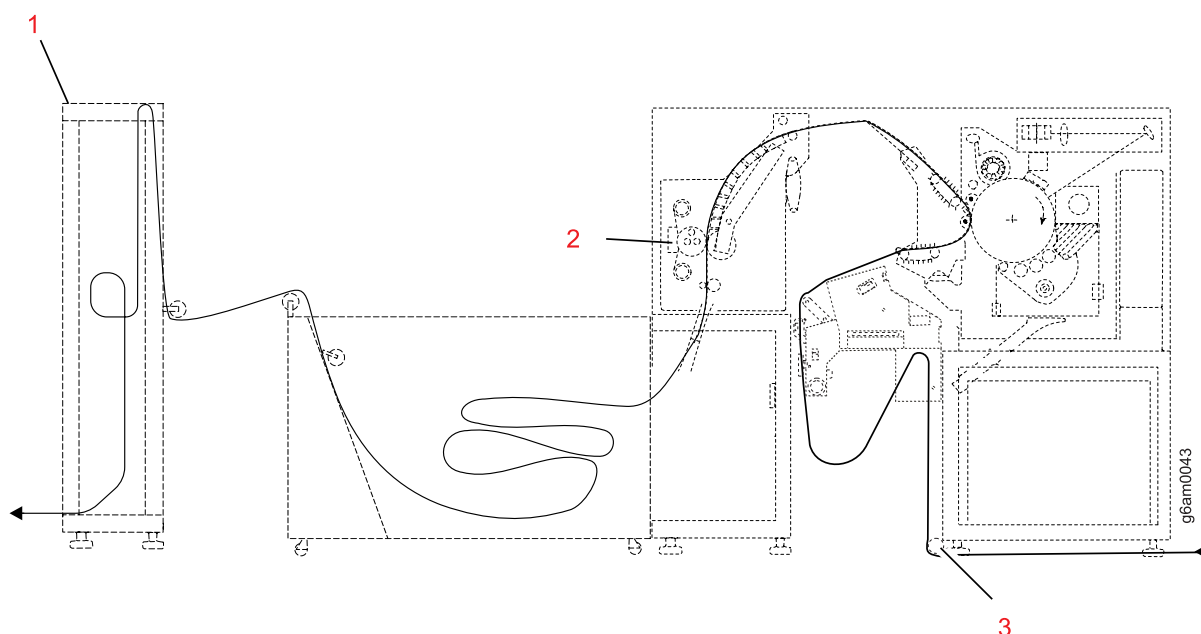


Figure 115. Paper path using the Signature Page feature

1. Flipper
2. Fuser
3. Input forms area

When you are using signature page forms and printing has stopped, whether because of a jam or a need for new supplies such as toner or forms, the print job restarts at the defined recovery point when you press **Start**.

Procedure:

Procedure

1. Select **Printer Definition** → **Printer** → **Setup** to display the Printer - Setup panel.
2. Add 54 to the value the **Printer 1 to Printer 2 Distance** field and type that new value in the field.

3. Select **OK**.

Using the Forms Size Check feature (RPQ 8B4027)

Before you begin

RPQ 8B4027 must be installed and enabled to use this feature. Your service representative must install all special features.

About this task

Do this procedure to enable or disable the Forms Size Check feature.

When this feature is enabled, errors are not generated if the form that is physically loaded in the printer does not match the form selected in the loaded Snapshot or Forms Settings panel. You might want to enable this feature when you are running proof pages of a particular form and you don't want to reload that form in the printer.

Note: Be aware that printing images that are larger than the physical form that is loaded can result in contamination of the drum and print quality problems.

Procedure:

Procedure

1. Select **Printer Definition** → **Features** to display the Features panel.
2. Select **8B4027**.
3. Select **Enable** or **Disable**.
4. Select **Close**.

Results

A restart occurs automatically. Do not attempt any other task until the restart completes.

8.0" Forms Width Support feature (RPQ 8B5045)

Before you begin

RPQ 8B5045 must be installed and enabled to use this feature. Your service representative must install all special features.

About this task

Do this procedure to enable or disable the Forms Width Support feature.

With this feature, hardware changes are made to the engine to allow the tractors to be moved as close as 8.0 inches apart so that 8-inch forms may be printed. When this feature is installed, the printer can run in tractorless mode only.

Procedure:

Procedure

1. Select **Printer Definition** → **Features** to display the Features panel.
2. Select **8B5045**.
3. Select **Enable** or **Disable**.
4. Select **Close**.

Productivity Tracking Feature (FC 4565)

Before you begin

Feature Code 4565 must be installed and enabled to use this feature. Your service representative must install all special features. Your system administrator can enable them using the Features panel (**Printer Definition** → **Features**).

About this task

Do this procedure to enable or disable the Productivity Tracking feature.

The Productivity Tracking Feature, part of the InfoPrint Productivity Suite, allows users to display and print performance information for printers. It consists of two components: the Productivity Tracking monitor and the Productivity Tracking spreadsheet. The Productivity Tracking monitor provides the capability to extract information from specified printers. The Productivity Tracking spreadsheet, a Microsoft® Excel-based front end, allows users to display and print the retrieved information.

The types of information Productivity Tracking Feature retrieves include:

- Status changes
- Job information
- Interventions
- Configuration changes

The types of information Productivity Tracking Feature displays include:

- Percentage of time printing
- Percentage of time printing details
- Estimated number of toner adds
- Total error frequency and type of error
- Feet printed
- Feet printed per job ID

Procedure:

Procedure

1. Select **Printer Definition** → **Features** to display the Features panel.
2. Select **4565**.
3. Select **Enable** or **Disable**.
4. Select **Close**.

Results

Once this feature is installed and enabled, the **Activity Entry** button will display on the Frequent Tasks panel.

Using the MICR feature (FC 4481 and 9471) for InfoPrint Models TS2, TS3, TD3/4, and TD5/6

Before you begin

MICR hardware Feature Codes 4481 and 9471 and MICR feature software must be installed on the printer. Your service representative must install all special feature. FC 9471 is the factory installed MICR feature.

About this task

Do this procedure to use MICR toner in your printer. When this feature is enabled, you can select the printer you want to print using MICR toner.

Supported MICR configurations are as follows:

- Models TS2 and TS3 in Simplex mode
- Models TD3/4 and TD5/6 in Duplex mode with MICR CCD in Printer 1 only
- Models TD3/4 and TD5/6 in Dual Simplex mode with MICR CCD in either or both printers

Note: The stacker cannot be used when printing with MICR toner and a postprocessing device must be used instead. This allows for better cooling. Printing with MICR toner causes the paper to run hotter than with non-MICR toners.

See the *Planning and Configuration Guide* for more information about printing MICR documents, MICR fonts, MICR format requirements, MICR quality control, and MICR quality and format verification.

Procedure:

Procedure

1. Your service representative must enable software to use the MICR hardware feature.
2. Insert the MICR configured customer changeable developer into the correct engine. See “Changing the Customer Changeable Developer (CCD)” on page 318 for instructions on changing the customer changeable developer (CCD).
3. Select **Printer Definition** → **Printer** → **Setup** to display the Printer - Setup panel.
4. In the **MICR Installed** field, select the printer where the MICR toner is installed:
 - When running in Duplex mode, select either **Printer 1** or **None**.
 - When running in Dual Simplex mode, select **Printer 1** or **None** for Printer 1 or select **Printer 2** or **None** for Printer 2.
 - When running in Simplex mode, select **Yes** or **No**.
5. Select **OK** to complete the installation and enable the MICR feature.

Note: To stop using MICR toner, select either **None** (Duplex mode or Dual Simplex mode) or **NO** (Simplex mode).

Using the Stacker Basket Extension (FC 4775) feature

Before you begin

The Internal Stacker feature (Feature Code 4770/4771) must be installed and enabled to use the Stacker Basket Extension feature (FC 4775). Your service representative must install all special features.

The Internal Stacker feature provides an internal stacker which can be used to stack perforated forms. The stacker supports a maximum page length of 14 inches and a minimum of 7 inches.

Note: The internal stacker and the stacker basket extension (FC 4775) are supported on all InfoPrint 4100 simplex and dual simplex models *except* HS3 and HD5/6.

The Stacker Basket Extension feature (FC 4775) provides an extension to the internal stacker. The extension allows the stacking of forms between 14 and 17 inches.

Note: When the internal stacker is enabled on simplex printers, the printer speed must be set to **Low**. Select **Low** for the **Printer Speed** option on the Printer - Basic panel (**Printer Definition** → **Printer** → **Basic**).

About this task

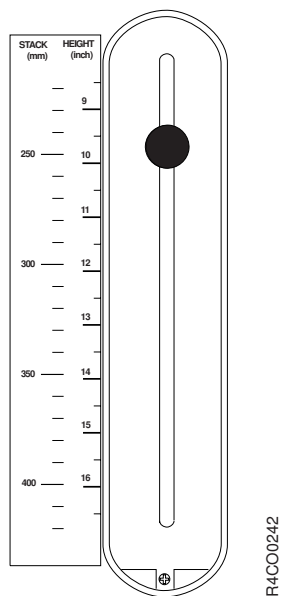
Perform this procedure to use the 17-inch Stacker Basket Extension feature.

When this feature is enabled, you can use the stacker basket to catch 17-inch forms when printing in Simplex mode.

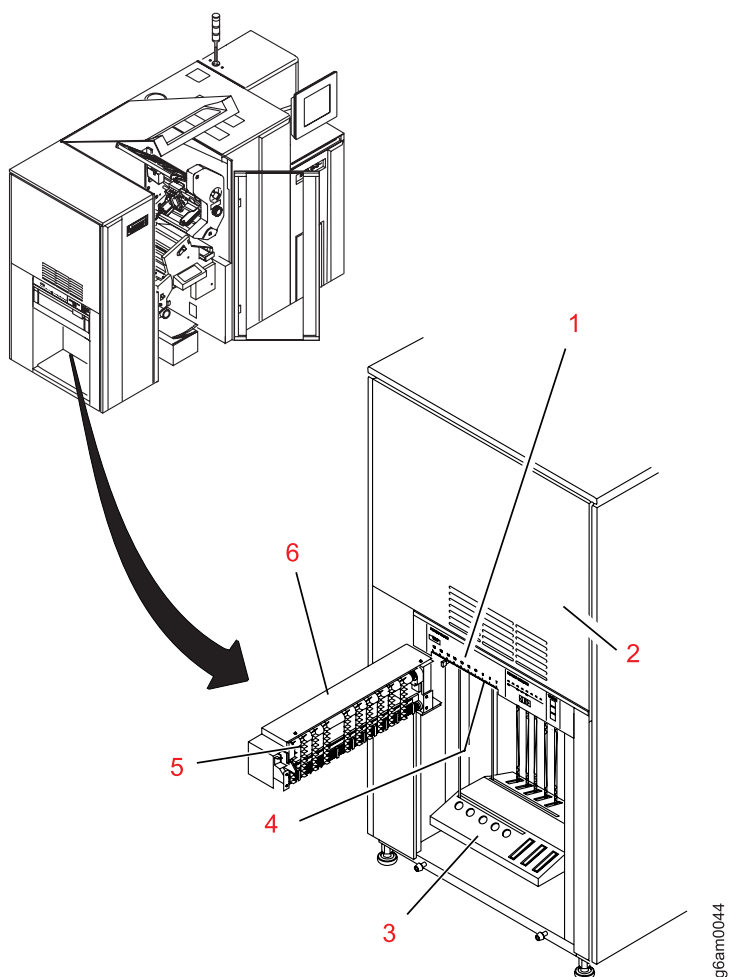
Procedure:

Procedure

1. Raise the **Stack Height** knob to the highest position.

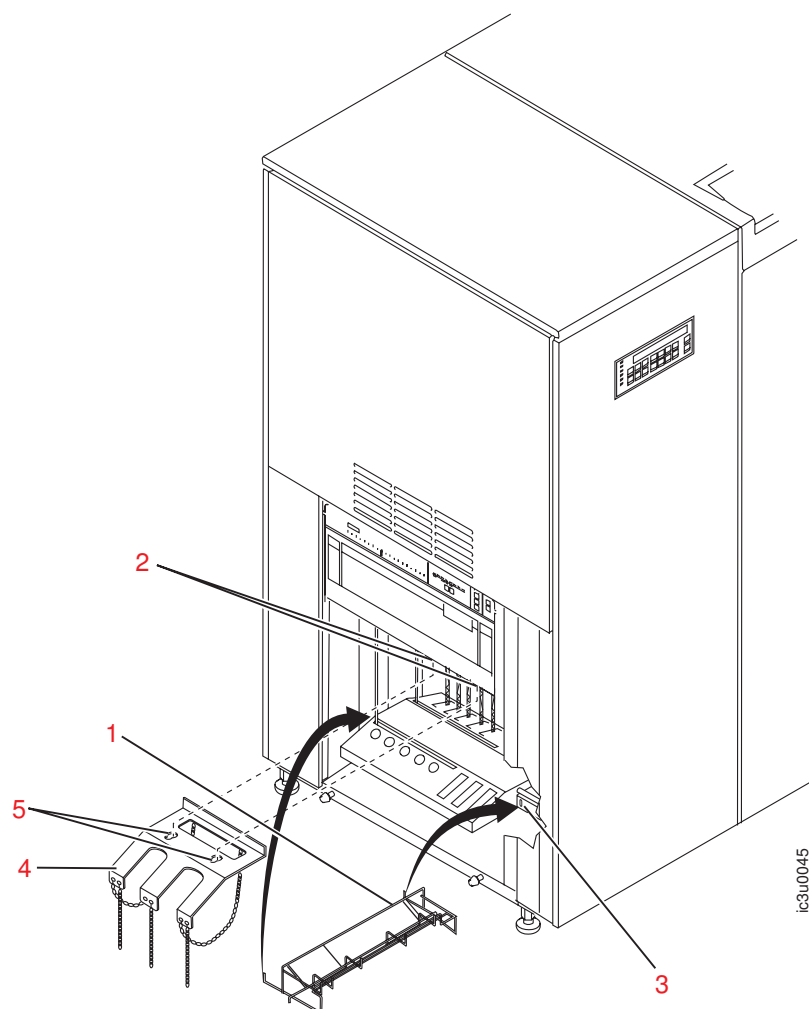


2. Set the forms length to 17 inches.
3. Lower the stacker table (3) to the lowest position.

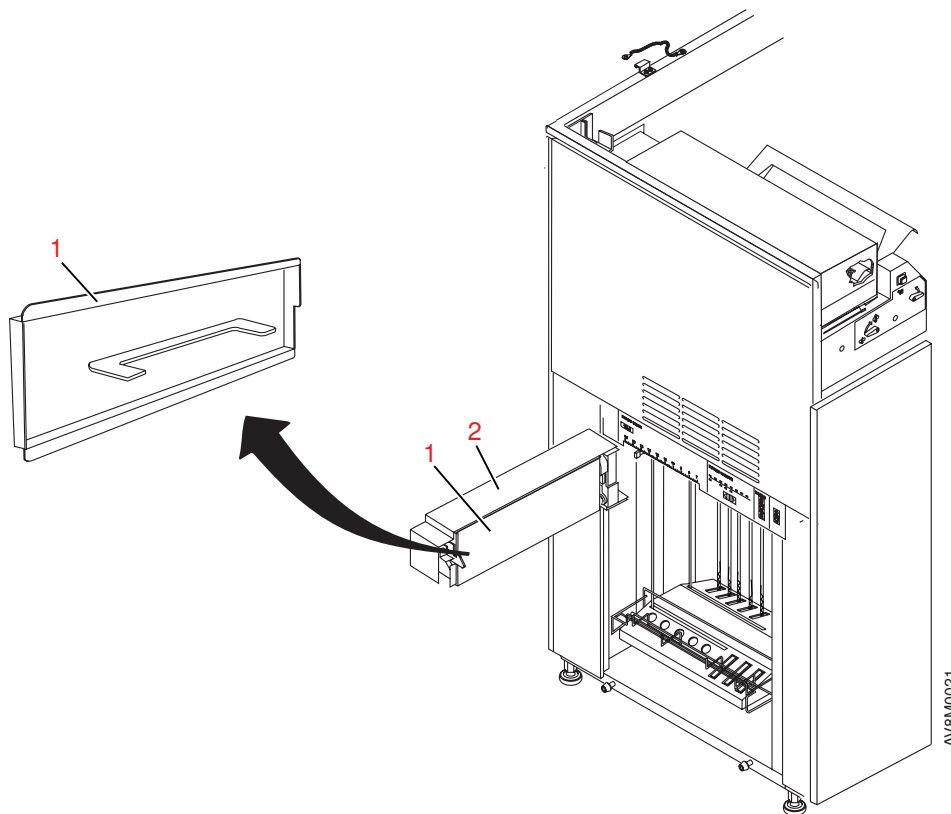


4. Open the stacker gate (6).

5. Install the upper paper guard (4). It acts as a paper weight, compacting the output from the printer.
 - a. Loosen the thumb screws (2) inside the stacker unit.
 - b. Line up the holes (5) in the guard with the knobs and place the guard on the printer.
 - c. Tighten the thumb screws to be sure that the paper guard is aligned squarely in the unit.



6. Install the basket (1) on the base of the stacker tray.
 - a. Line up the hooks (3) with the slots at the base of the stacker tray bar.
 - b. Insert the basket at a 45° angle, placing the hooks through the slots in the bar.
 - c. Lay the basket down. The weight of the basket holds it in place.
7. Install the stacker basket cover (1) in the stacker gate (2) by snapping it into place.



Forms Identification (Bar Code) feature (FC 4464)

Feature Code 4464 must be installed and enabled to use this feature. Your service representative must install all special features.

The Forms Identification (Bar Code) feature, also known as Form Bar Code, verifies that the form with the preprinted bar code you are loading matches the description of the form you select on the Form Settings panel. If the bar code on the leading edge of the form does not match the bar code specified in the Snapshot, an error message appears on the touch panel.

A sensor in Printer 1 checks the bar code as the form is loaded. If you are using bar code forms in both printers in Dual Simplex mode, Printer 2 also has a sensor to verify the bar code.

The **Form Bar Code** field on the Form Settings panel can be used for the decimal equivalent of the hexadecimal form bar code. By doing this, forms with preprinted bar codes can still be used for printing if it becomes necessary to temporarily stop using the Form Bar Code feature. However, we recommend that you disable the Form Bar Code feature **only** as a temporary solution to a problem. For more information, see “Disabling Form Bar Code checking” on page 421.

Because you can define over 65,000 bar codes, it is important that the bar code you define matches the hexadecimal code for the preprinted bar code *exactly*. Use the Form Settings panel to add form bar codes to existing Snapshots or define a form bar code for a new Snapshot.

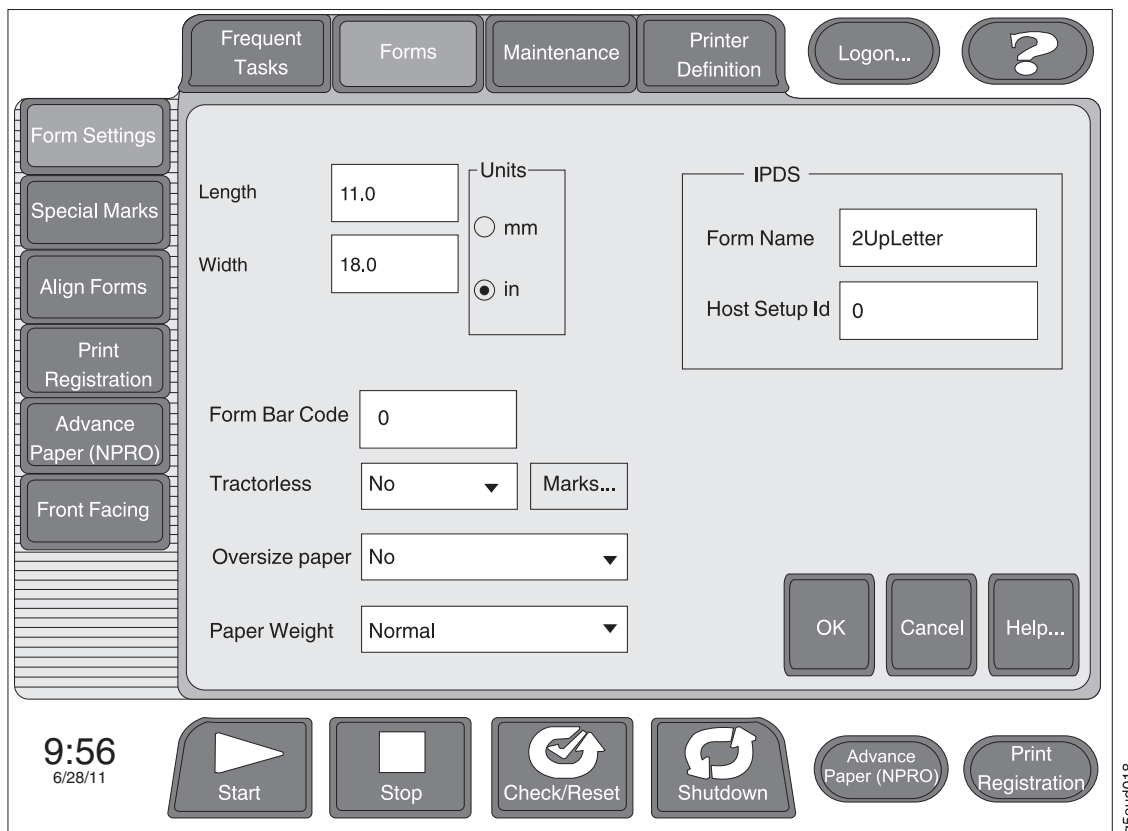


Figure 116. Form Settings panel

This section describes the following procedures for using the Forms ID feature.

- Adding or changing a form bar code in an existing Snapshot.
- Defining a form bar code for a new Snapshot.
- Using preprinted bar code forms.
- Cleaning the forms bar code sensor.
- Disabling form bar code checking.
- Resolving problems with form bar codes.

See the *Planning and Configuration Guide* for more information about bar code structure, hexadecimal values, and bar code size and placement.

Adding or changing a form bar code for an existing Snapshot

About this task

Do this procedure to add or change a form bar code for an existing Snapshot.

Procedure:

Procedure

1. Ensure that the printer is in Not Ready status.
2. Load the Snapshot you want to change using the Snapshots panel (**Frequent Tasks** → **Snapshots**).
3. Select the Form Settings panel (**Forms** → **Form Settings**).

4. Enter the new value in the **Form Bar Code** field. If you change the value to 0000, bar code checking will no longer be done for this form when it is loaded in the future.
5. Select **OK** to accept the new value.

Defining a form bar code for a new Snapshot

Before you begin

About this task

Do this procedure to define a form bar code for a new Snapshot.

Procedure:

Procedure

1. Select the Form Settings panel (**Forms** → **Form Settings**).
2. Enter a four-character hexadecimal value from 0000 to FFFF in the **Form Bar Code** field. This hexadecimal number must match the binary code for the preprinted bar code.
This value must match the value of the bar code printed on the form you are defining. If you enter 0000, you are “turning off” (disabling) bar code checking. The printer will not look for a bar code when the form is being loaded.
3. Make sure that all printer settings are set the way you want them to be saved.
4. Select the Snapshots panel (**Frequent Tasks** → **Snapshots**).
5. Select **Save current settings as...** and enter a name for the new Snapshot.
6. Select **OK**.
7. Select **Close** to return to the Main panel.

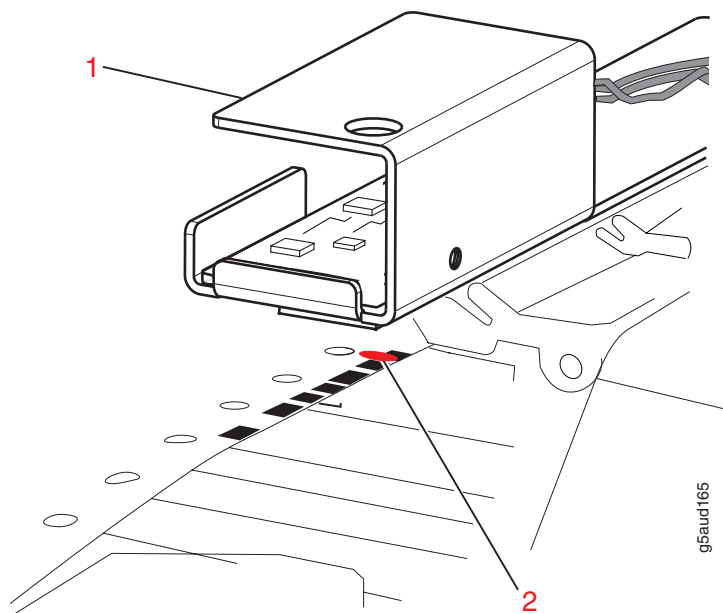
Loading preprinted bar code forms

About this task

When you load forms for simplex or duplex printing, whether the forms are fan-fold (boxed) forms or continuous roll forms, the edge with the preprinted bar code must be facing up and toward the front of the printer, that is, the edge closest to you as you load the forms.

Important:

Ensure that the forms are threaded below the forms bar code sensor(1) so that the sensor's light is centered on the bar code mark (2).



Cleaning the forms bar code sensor

About this task

Do this procedure to clean the forms bar code sensor. You should clean the forms bar code sensor every day.

Procedure:

Procedure

1. Lift the tractor cover to expose the forms bar code sensor.
2. Use a cotton swab moistened with tap water to clean the sensor. The moist swab will clear dust from the surface and discharge any static charge that might have built up on the surface. If a cotton swab is not available, you can rub a lint-free cloth gently across the lens.

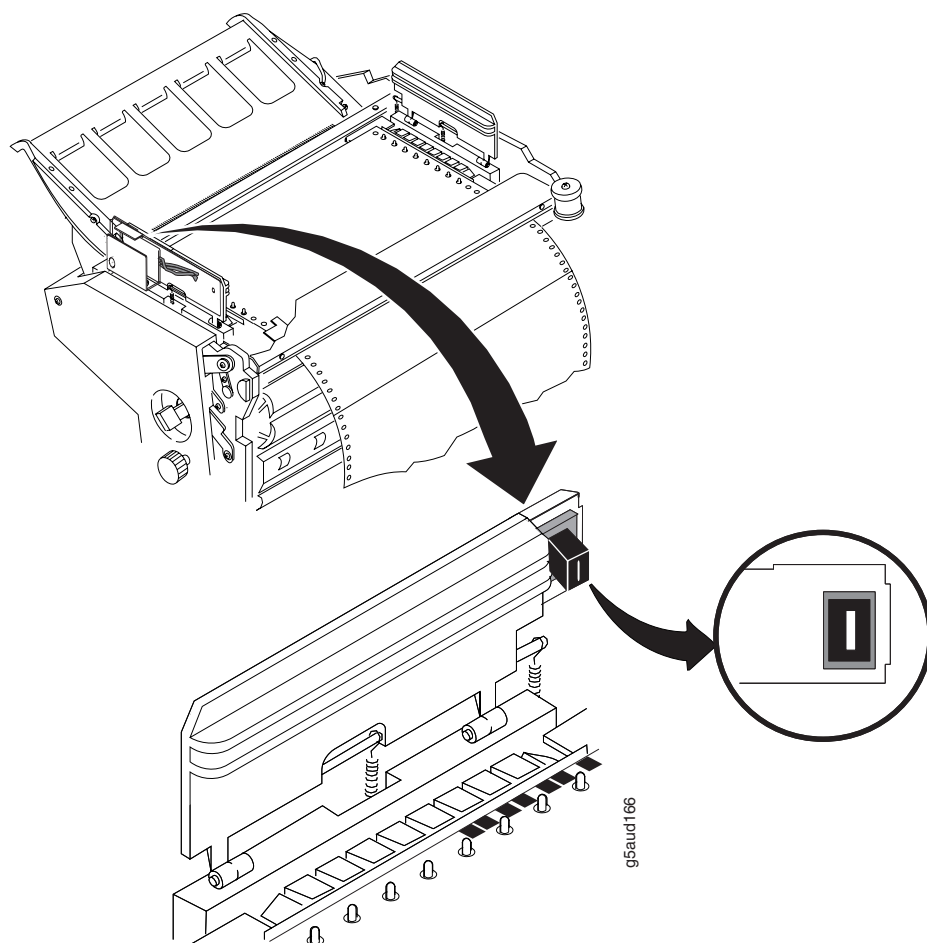


Figure 117. Cleaning the forms bar code sensor

Note: Do not blow across the sensor because that might force dust inside and damage the sensor.

Disabling Form Bar Code checking

About this task

If for some reason, the correct form is loaded but the preprinted bar code is damaged, printed incorrectly, or is not readable, or if the bar code sensor is not working, you can bypass the printer-generated errors by disabling form bar code checking.

Do this procedure to disable form bar code checking.

Procedure:

Procedure

1. Ensure that the printer is in Not Ready status.
2. Ensure that you have the correct Snapshot loaded.
3. Select the Form Settings panel (**Forms** → **Form Settings**).
4. Change the current value in the **Form Bar Code** field to 0000.
5. Select **OK** to accept the new value.

Results

A restart occurs automatically. Do not attempt any other task until the restart completes.

Problem resolution when using preprinted bar code forms

About this task

In addition to the usual error messages that can appear when you load forms, the following three messages are directly related to preprinted bar code forms:

D72E Form bar code sensor not ready

D72F Form bar code mismatch

D730 Form bar code not found

Table 19. Form Bar Code Error Messages

Error Message	Cause	Action
D72E Form bar code sensor not ready	<ul style="list-style-type: none">Form barcode is not enabled.Form bar code sensor is not installed.	<ul style="list-style-type: none">Follow the instructions in the error message.Load a form that does not have a preprinted bar code or call your service representative.
D72F Form bar code mismatch	The preprinted bar code does not match the defined bar code.	<ul style="list-style-type: none">Verify that you loaded the correct form.Follow the instructions in the error message.
D730 Form bar code not found	<ul style="list-style-type: none">The bar code sensor was not able to read the bar code on the edge of the forms.The form did not have a preprinted bar code.	<ul style="list-style-type: none">Follow the instructions in the error message.Verify that you loaded the correct form.

Using the Universal Printer Pre- and Postprocessing Interface (UP3I) (FC 4740)

Before you begin

To use the UP3I feature, hardware Feature Code 4740 must be installed on your printer. Your service representative must install all special features.

About this task

See the *Planning and Configuration Guide* for more information about using the UP3I feature.

Do this procedure to use the UP3I feature in your printer. When the UP3I feature is installed, you can check the status of UP3I devices and enable or disable UP3I devices from the printer console.

Procedure:

Procedure

1. To display the UP3I devices currently enabled on the UP3I network:

- a. Select **Printer Definition** → **Pre/Postprocessing** → **UP3I Devices** to display the Pre/Postprocessing - UP3I Devices panel. This displays a list of the UP3I devices that are currently communicating on the UP3I network. Select a device from the list to display the status and current settings on the right side of the panel.
 - b. Select **Edit UP3I Devices...** to display the device settings window. This window lets you change the device name and specify the distance (in inches) between the UP3I device and the printer.
 - c. Select **OK** to close the window.
2. To enable or disable UP3I devices:
 - a. Select **Printer Definition** → **Pre/Postprocessing** → **Pre/Postprocessing** to display the Pre/Postprocessing - Pre/Postprocessing panel.
 - b. Select the UP3I device from the list and select **Enable** to enable the device or **Disable** to disable the device.
3. To define new paper sequences for installed UP3I devices:
 - a. Select **Printer Definition** → **Pre/Postprocessing** → **Pre/Postprocessing** to display the Pre/Postprocessing - Pre/Postprocessing panel.
 - b. Select **New...** to display a window that you can use to define a new paper sequence name. Type the name of the paper sequence in the **New Device Name** field. Select **UP3I Sequence** for **New Device Type**. Select from the list of UP3I devices to define those devices to this paper sequence.
 - c. Select the **Next** to display the device settings window for the paper sequence. Use this window to select the auto detection mode and select the devices to include in the paper sequence.
 - d. Select **OK** to close the window.
4. To modify existing paper sequences defined for installed UP3I devices:
 - a. Select **Printer Definition** → **Pre/Postprocessing** → **Pre/Postprocessing** to display the Pre/Postprocessing - Pre/Postprocessing panel.
 - b. Select the UP3I device and select **Edit...** to display the settings for the selected device. Use this window to change the auto detection settings and modify the selected UP3I devices in the paper sequence.
 - c. Select **OK** to close the window.

InfoPrint Manager Operations for AIX feature (FC 4560) on the InfoPrint Controller Operator Console

Feature Code 4560 must be installed and enabled to use this feature. Your service representative must install all special features. Your system administrator can enable them using the Features panel (**Printer Definition** → **Features**).

The InfoPrint Manager Operations for AIX on the InfoPrint POWER Controller Operator Console feature allows you to display the InfoPrint Manager Operations graphical user interface (GUI) from the InfoPrint 4100 operator console. With this feature installed, you can log into the InfoPrint Manager for AIX server and use the job management functions provided in the Operations GUI.

The following requirements must be met before you can use this feature:

- Feature Code 4560 must be installed and enabled by your service representative.
- A physical TCP/IP LAN connection from the printer console to the InfoPrint Manager AIX server must be installed.

- The InfoPrint Manager AIX server must be configured to support this feature. Specifically, the `/etc/hosts` file must be updated to include the printer's IP address. See the *InfoPrint Manager: Update Guide for U483536 and UR54088* for more information.
- The printer protocol definition information must be set correctly for the protocol being used by InfoPrint Manager to submit jobs. Your printer administrator should verify that the printer definition settings are correct.
- The TCP/IP LAN protocol must be enabled from the printer console.

This section describes the following procedures:

- Enabling the TCP/IP protocol.
- Using the InfoPrint Manager Operations GUI from the printer console.

For more information about installing this feature on your printer, contact your service representative. See the InfoPrint Manager documentation at www.infoprint.com for more information about the InfoPrint Manager program product.

Enabling the IPDS TCP protocol for the IPM feature

Before you begin

Once the TCP/IP LAN connection is installed and the InfoPrint Manager AIX server is configured to support this feature, the IPDS TCP protocol must be enabled.

About this task

Do this procedure to enable the IPDS TCP protocol.

Procedure:

Procedure

1. Select **Frequent Tasks** → **Manage Protocols** to display the Manage Protocols panel.
2. Select the IPDS TCP protocol from the list of currently installed protocols.
3. Select **Enable**.
4. Select **Close** to return to the Main touch panel.

Note: If the printer LAN protocol is disabled or the physical TCP/IP LAN connection is disrupted, the connection to the InfoPrint Manager AIX server will be lost and you will need to restart the Operations GUI from the printer console.

Using the InfoPrint Manager Operations feature

Before you begin

Once this feature is installed and enabled, the **InfoPrint Manager** button will display on the Frequent Tasks panel and you can start the Operations GUI.

About this task

Do this procedure to start the InfoPrint Manager Operations feature from the Main touch panel.

Procedure:

Procedure

1. Select **Frequent Tasks** → **Remote terminals** to display the Remote Terminals panel.
2. Select **InfoPrint Manager**.
3. At the top of the Main touch panel, select the **Logon** button to display the Logon window.
4. In the Logon window, enter the following to log onto the AIX server where InfoPrint Manager is installed:
 - **User ID on Remote Host** - enter a valid AIX userid for the InfoPrint Manager AIX server.
 - **Password on Remote Host** - enter your password for the InfoPrint Manager AIX server.
 - **IP Address of IPM Host** - enter the IP address (in dotted decimal format) of the InfoPrint Manager AIX server.
5. Select **OK** to display the Operations GUI. The Operations GUI displays on the printer console, overlaying the operator console. You can use the printer console panels and the GUI at the same time by toggling between them using the **Alt-Tab** keys. You should use the keyboard rather than the touch panel when selecting actions in the GUI.

To close the Operations GUI, select the - button in the upper left-hand corner of the GUI window and then select **Close** from the drop-down list. Closing the GUI on the printer console also closes the program on the AIX server.

Using the Commercial Print Support (FC 4940/4941)

Note: Feature Code 4940/4941 and Enhanced Commercial Print will never be on the same printer.

This feature provides hardware and printer adjustments to support a heavy paper commonly used in the direct mail industry for unenveloped mailing pieces. The paper is typically referred to as nine point coated stock. The paper is nine thousandths of an inch thick and coated with a matte or glossy finish. Thinner coated stocks may also be used, such as eight point or seven point.

This support is not based on weight, or any single property of the paper. The coating, smoothness, and content of the paper are all key to the solution. It does not provide universal support for any equivalent weight paper. Holes or labels and cards attached to the form which may prevent its ability to feed properly. Printing on preprinted or varnished areas will have degraded fuse quality, depending on the screen density of the ink.

This paper is supported in Simplex operation on InfoPrint 4100 Models HS2, HS3, HD3, HD4, HD5, or HD6 or in duplex operation on HD3/4 or HD5/6 systems. For InfoPrint Models HS2 and HD3/4, both the high and low speed settings are supported. For InfoPrint Models HS3 and HD5/6, only low speed settings are supported. Floor configurations must be either L or inline. Tractorless mode is not supported.

The paper characteristics supported are:

- Basis Weight = 152 pound text, offset, or book = 61 pound bond/225 gsm maximum

- Finished Weight (with ink and varnish) = 157 pound text, offset, or book = 63 pound bond/233 gsm maximum
- Caliper = 0.0092 inches, maximum
- Porosity = 80 through the Gurley measurement system using mercury
- Smoothness = 2.5 Parker print surface rating
- Description = Coated freesheet (free of groundwood), matte or gloss finish

This feature is available on InfoPrint Models HS2, HS3, HD3/4, and HD5/6. It provides hardware that increases the ability for toner to fuse on this type of paper stock. A PTFE mat is provided for InfoPrint Models HD4 and HD6. The mat prevents toner from sticking to the pre-heat platen. The PTFE mat and wear strip are installed only in Printer 2 in a duplex system. A starter set of mats and wear strips is supplied. Additional mats and wear strips are available as a supply item.

The PTFE mat helps prevent a build up of toner, ink, and other substances on the preheat platen. Included with this feature is a wear strip that can improve the life of the PTFE mat. In some applications, the PTFE wear strip may cause fusing problems. If this is a problem, you can remove the wear strip.

The customer must provide any additional pre- and postprocessing equipment needed to handle commercial print forms. This may include urge units, walkovers, and other paper path modifications. An urge unit is required when printing in duplex mode with heavyweight forms when using this feature. It is also the customer's responsibility to order additional PTFE mats and wear strips as a supply item.

Installing and removing the PTFE Mat and PTFE wear strips

Do these tasks when the PTFE mat shows obvious signs of wear or damage, or you start getting offset on prints.

This section describes the following procedures:

- Installing the PTFE mat and wear strip.
- Removing the PTFE mat and wear strip assembly.

You need the following items when you install or change the PTFE mat and PTFE wear strip on the InfoPrint 4100:

- PTFE mat - one package (four PTFE mats per package)
- PTFE wear strip for all models - one package (4 PTFE wear strips per package)
- Mat lifter tool
- Cellophane tape

Refer to the "Supplies Work Sheet" in Appendix A. Obtaining Supplies of the *Planning and Configuration Guide* for the part numbers for these supplies.

Installing the PTFE mat and wear strip Before you begin

Printer 1 and Printer 2 must be powered off before you start this task.

About this task

Do this procedure to install the preheat platen PTFE mat and wear strip.

Procedure:

Procedure

1. Shut down and power off the system.
2. Remove all forms from Printer 2.
3. Open the center and top covers of the printer.
4. Open the back cover, the stacker gate and stacker door, and the oiler gate to allow the air flow to help cool down the preheat platen.

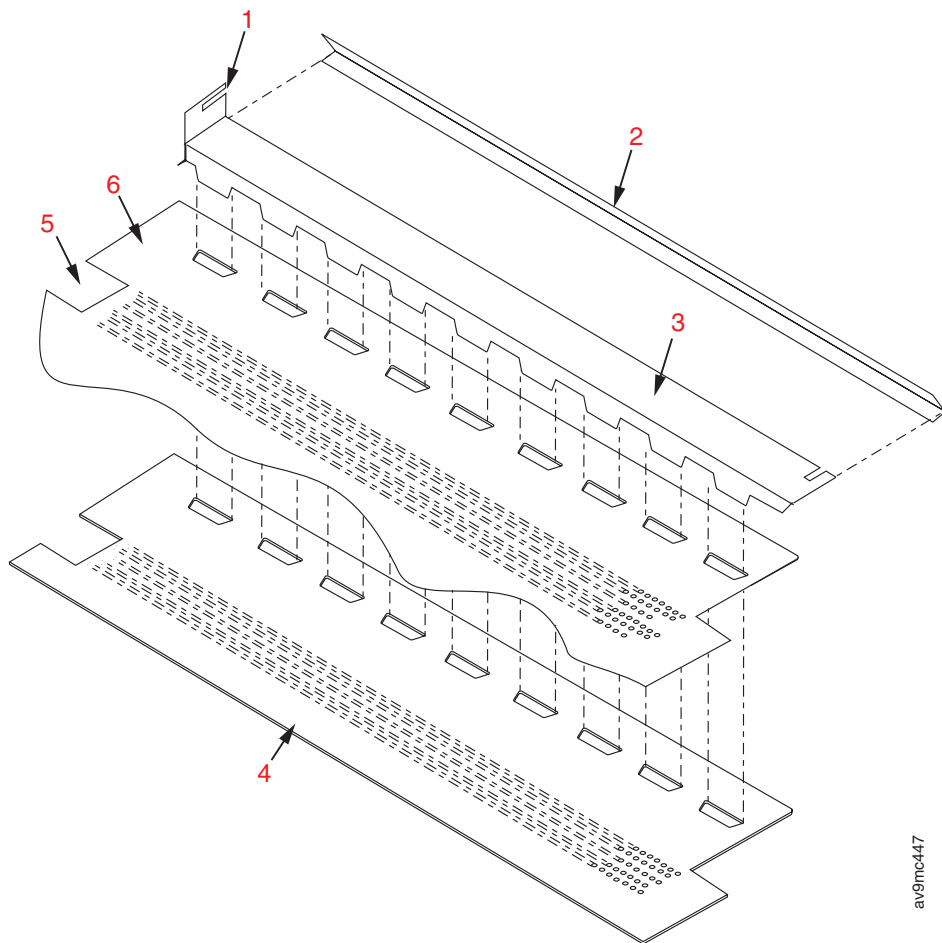


CAUTION:

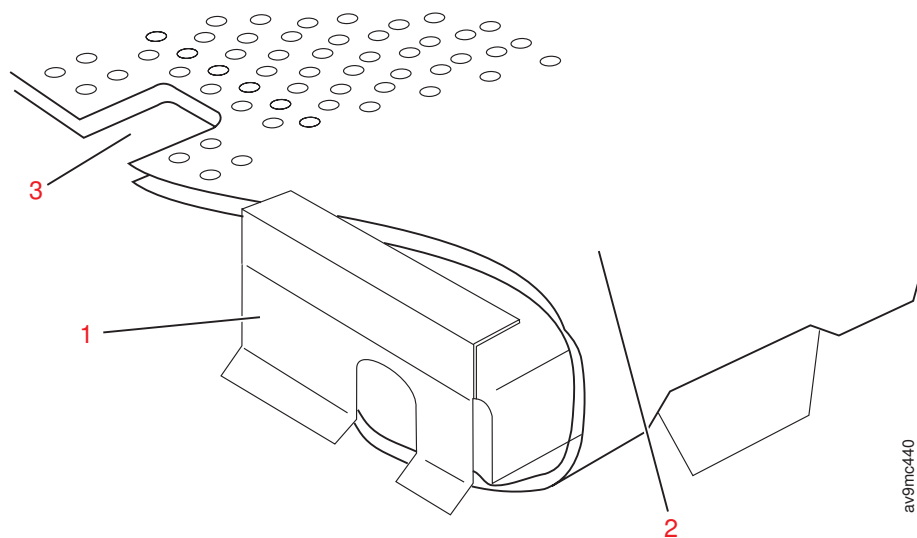
<73> Do not wear jewelry (rings, watches, or bracelets) when working in this area.

CAUT0103

5. Attach the PTFE mat and wear strip to the clip as follows:
 - a. Lay the wear strip (4) and mat (6) on a flat surface with the sensor cutouts (5) as shown. Lay the clip (3) on top of the mat and wear strip so that the lip (1) faces up.
 - b. Insert the clip through the slots in the mat and wear strip as shown. To make the installation easier, use cellophane tape (2) to attach the mat and wear strip to the clip.



- c. With the clip inserted into the mat and the wear strip, and the mat and strip taped in place on the clip, roll the mat and wear strip (2) up and over the top of the clip (1) so that the sensor cutout (3) will face the front of the printer when you install the assembly on the shutter vacuum plate.

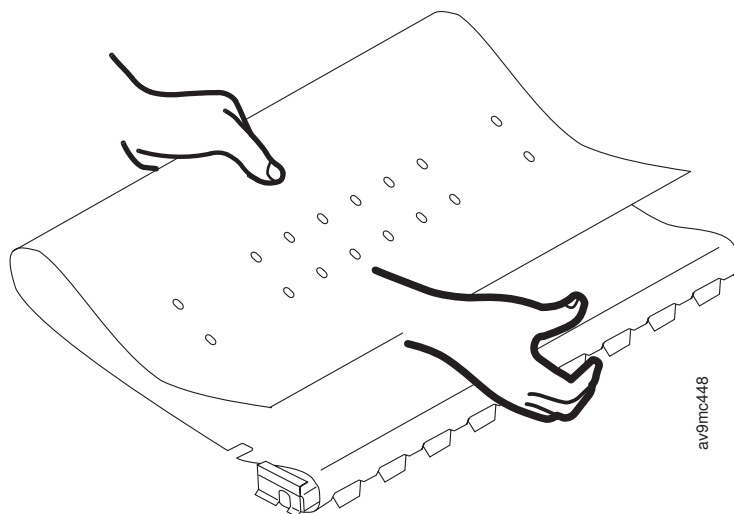


**CAUTION:**

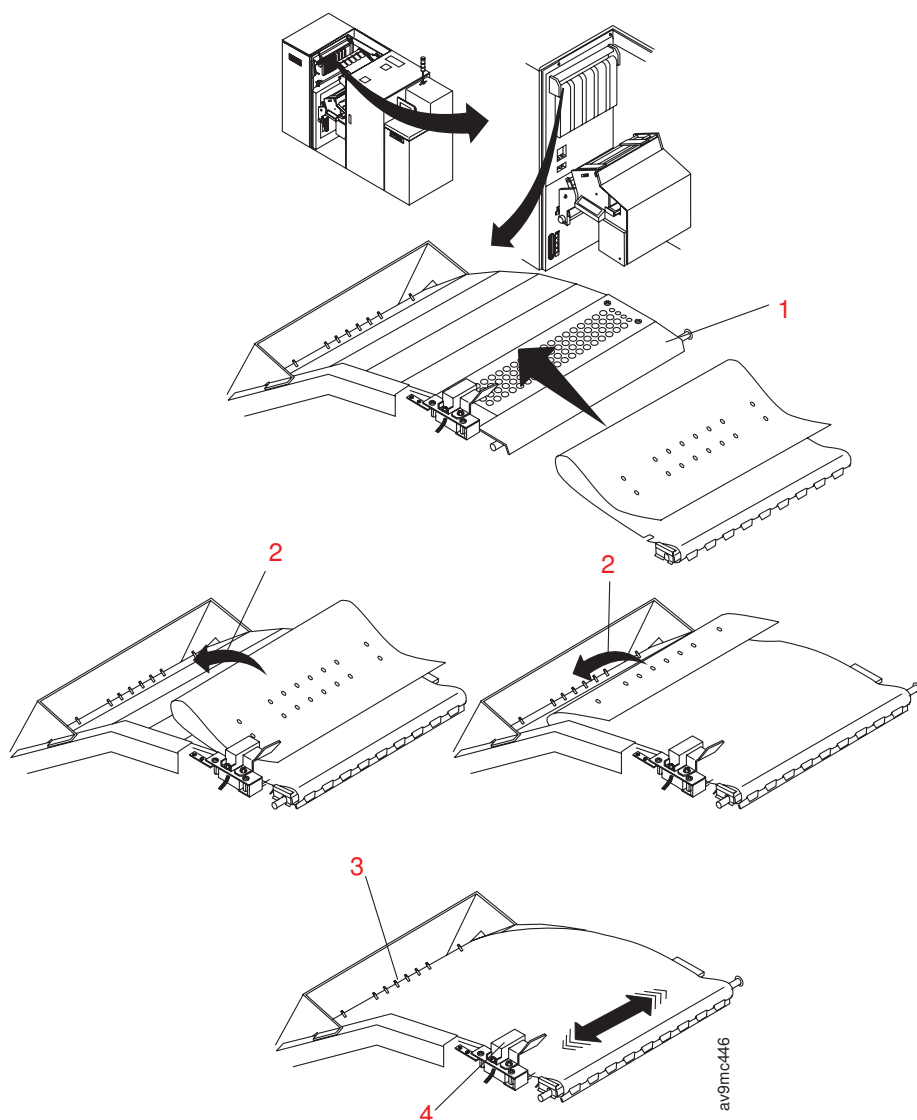
<2-24> Sharp edges exist in this area.

hcsf0224

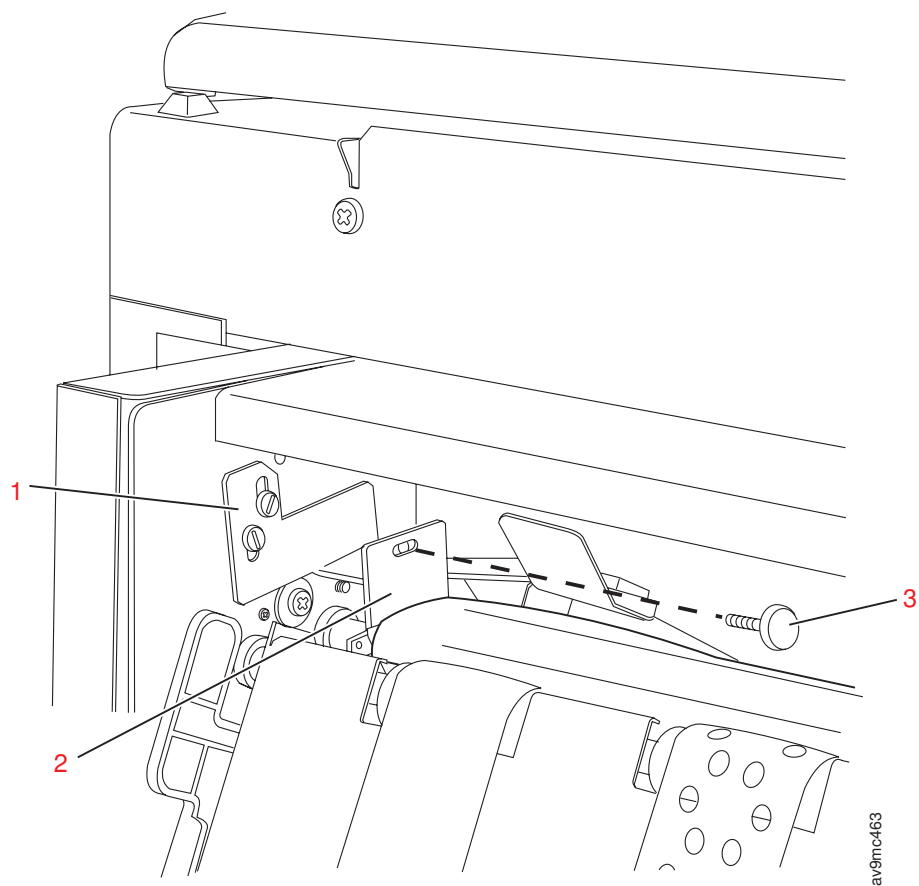
6. Install the entire assembly onto the preheat platen through the preheat platen entry area:
 - a. Bring the bottom edge of the mat up to the clip and loosely hold the mat in your left hand and the clip in your right hand.



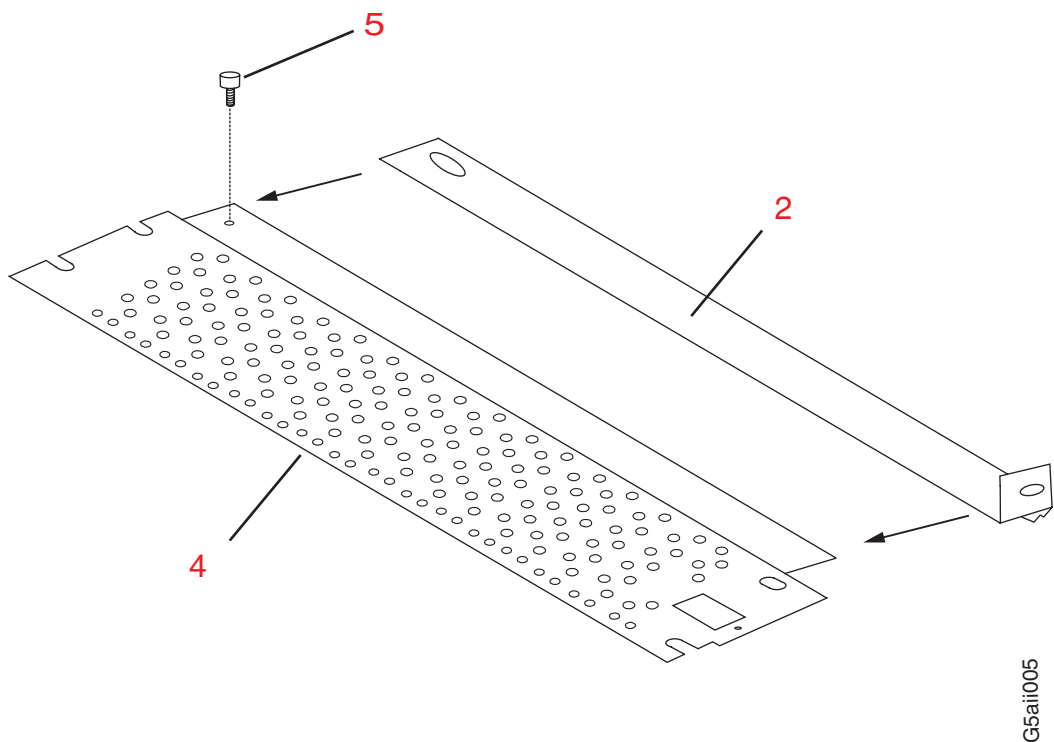
- b. Position the assembly so that the clip is lined up with the shutter vacuum plate (1), from the front to the back of the printer.



- c. While holding the clip in your right hand, release the mat from your left hand, and let it unroll onto the preheat platen (2). Ensure that the mat and wear strip lay flat on the preheat platen and that the holes are aligned, front to back, with the holes in the shutter vacuum plate.
- d. If your clip does not install using the M4 thumbscrew, press the clip firmly down onto the top right edge of the vacuum plate along the complete length of the vacuum plate (front to back of the printer). The ends of the clip will fit over the shaft that is below the vacuum plate.
- e. Using your right hand, gently slide the mat from side to side until you can feel that the holes on the lower part of the mat are securely engaged with the pins protruding from the preheat platen (3). Ensure that the cutout on the mat is positioned correctly around the skew sensor (4) and that the mat is aligned correctly with the red line at the entry point of the preheat platen (to the right of the skew sensor).
- f. If your clip installs using the M4 thumbscrew, attach the clip (2) to the bracket (1) using the M4 thumbscrew (3).



- g. If your clip installs using the M4 thumbscrew, attach the clip (2) to the vacuum plate (4) using the M4 thumbscrew (5).



7. Power on the system.
8. Reload the forms. See “Working with Forms” for loading instructions.
9. Set the **Printer Speed** (**Printer Definition** → **Printer** → **Basic**).
10. Adjust the temperature and check the fusing quality as follows:
 - a. Close the center and top covers, the back door, the stacker gate and stacker door, and the oiler gate.
 - b. For forms over 42 pounds, increase the preheat temperature setting to 100 (**Printer Definition** → **Print Quality**). For heavy weight paper less than 42 pounds, set the preheat temperature to 70.

Note: Wait at least three minutes after increasing the temperature before running test prints.

- c. Run some test prints to ensure proper fusing.
 - d. If good fusing cannot be obtained, remove the wear strip, run test prints again, and check the fuse grade again.
11. Select **Start** on the printer operator panel or on the Main touch panel for the affected printer.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Removing the PTFE mat and wear strip assembly Before you begin

Printer 1 and Printer 2 must be powered off before you start this task.

About this task

Do this task when the PTFE mat or wear strip show obvious signs of wear or damage, or you start getting offset on prints, or when the mat assembly is not needed for the type of form you are running.

Procedure:

Procedure

1. Shut down and power off the system.
2. Remove all forms from Printer 2.
3. Open the center and top covers of the printer.
4. Open the back cover, the stacker gate and stacker door, and the oiler gate to allow the air flow to help cool down the preheat platen.



CAUTION:
<60> High-temperature. Let parts cool at least 30 minutes in this area before handling.

CAUT0116

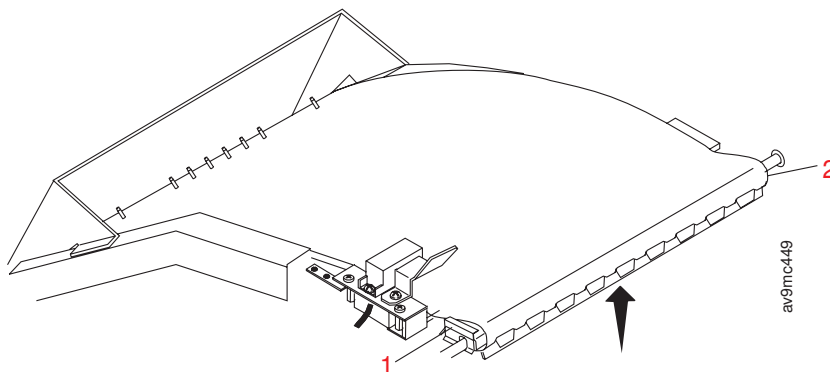
5. To remove the assembly:



CAUTION:
<2-24> Sharp edges exist in this area.

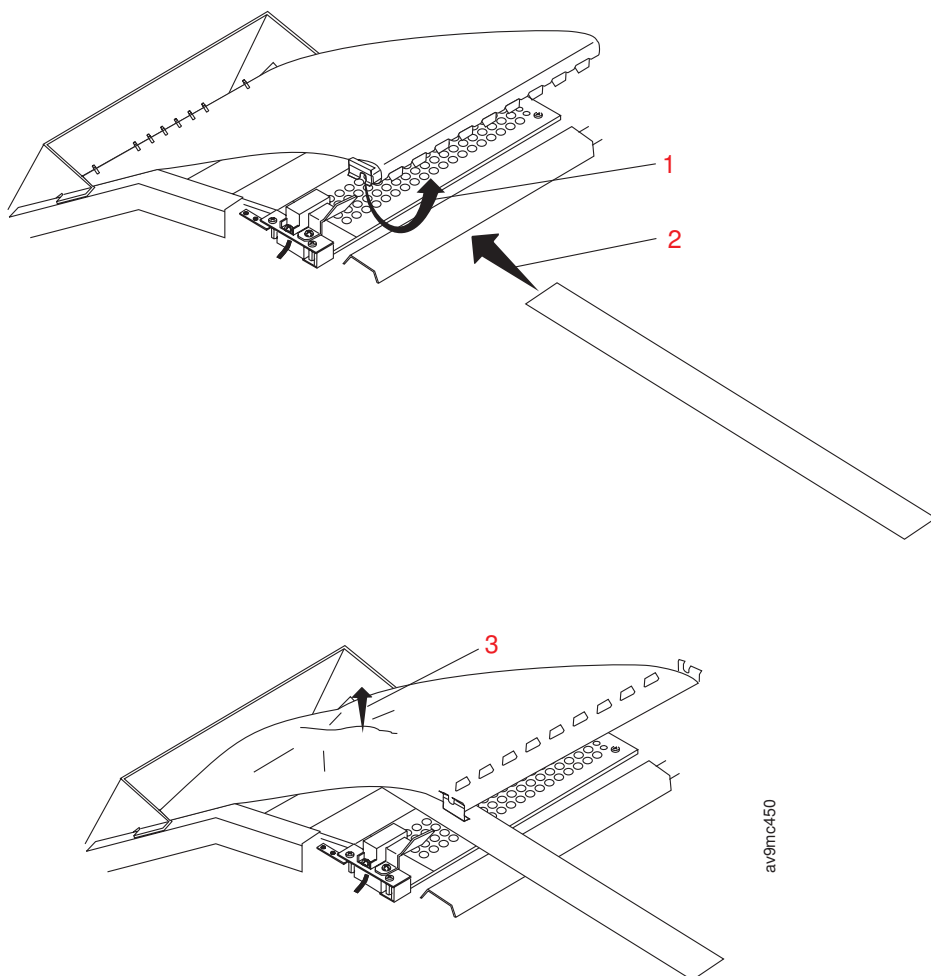
hcsf0224

- a. Using both hands, grasp the lip (1) on the left end of the clip with your left hand and grasp the right end of the clip (2) with your right hand. Gently lift the clip from the shaft below the vacuum plate.



- b. Rotate the clip out of the way (1) and slide the mat lifter tool under the mat (2). Carefully lift the mat off the pins (3) and remove the entire

assembly from the preheat platen entry area.



6. Power on the system.
7. Reload the forms. See “Working with Forms” for loading instructions.
8. Close the center and top covers, the back door, the stacker gate and stacker door, and the oiler gate.
9. Set the preheat temperature back to the default value (**Printer Definition** → **Print Quality**).
10. Select **Start** on the printer operator panel or on the Main touch panel for the affected printer.



CAUTION:

<85>

For printers with microcode levels, version 11.6.128 and higher, both printers and attached pre and postprocessing equipment can be started from the main panel of the printer console and the printer operator panels. Visually assure that no other personnel are working on the system before starting the system.

caut0085

Enabling Feature Codes and RPQs

Before you begin

Your service representative must install Feature Codes and RPQs. Your system administrator can enable or disable some features using the Features panel (**Printer Definition** → **Features**).

About this task

The Features panel lists the Feature Codes and RPQs that are currently installed on the printer. Your system administrator uses this panel to select the features to be enabled, disabled, or uninstalled.

Do this procedure to enable a Feature Code or RPQ.

Procedure:

Procedure

1. Select **Printer Definition** → **Features** to display the Features panel.
2. Select the Feature Code or RPQ.
3. Select **Enable**.
4. Select **Close**.

Results

A restart may be required depending on the feature. Do not attempt any other task until the restart completes.

Disabling Feature Codes and RPQs

Before you begin

Your service representative must install Feature Codes and RPQs. Your system administrator can disable them using the Features panel (**Printer Definition** → **Features**).

About this task

The Features panel lists the Feature Codes and RPQs that are currently installed on the printer. Your system administrator uses this panel to select the features to be enabled, disabled, or uninstalled.

Do this procedure to disable a Feature Code or RPQ.

Procedure:

Procedure

1. Select **Printer Definition** → **Features** to display the Features panel.
2. Select the Feature Code or RPQ.
3. Select **Disable**.
4. Select **Close**.

Results

A restart occurs automatically. Do not attempt any other task until the restart completes.

Uninstalling Feature Codes and RPQs

Before you begin

Your service representative must install Feature Codes and RPQs. Your system administrator can uninstall them using the Features panel (**Printer Definition** → **Features**).

About this task

The Features panel lists the Feature Codes and RPQs that are currently installed on the printer. Your system administrator uses this panel to select the features to be enabled, disabled, or uninstalled.

Do this procedure to uninstall a Feature Code or RPQ.

Procedure:

Procedure

1. Select **Printer Definition** → **Features** to display the Features panel.
2. Select the Feature Code or RPQ.
3. Select **Uninstall**.
4. Select **Close**.

Results

A restart occurs automatically. Do not attempt any other task until the restart completes.

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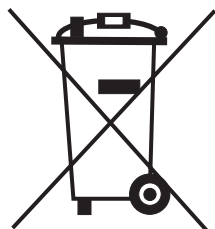
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