Printer Guide

EPSON® ColorPage 8000

Printed on recycled paper with at least 10% post-consumer content.

EPSON

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Part Number: CPD-7702 1/99

FCC Compliance Statement
For United States Users

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio and television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

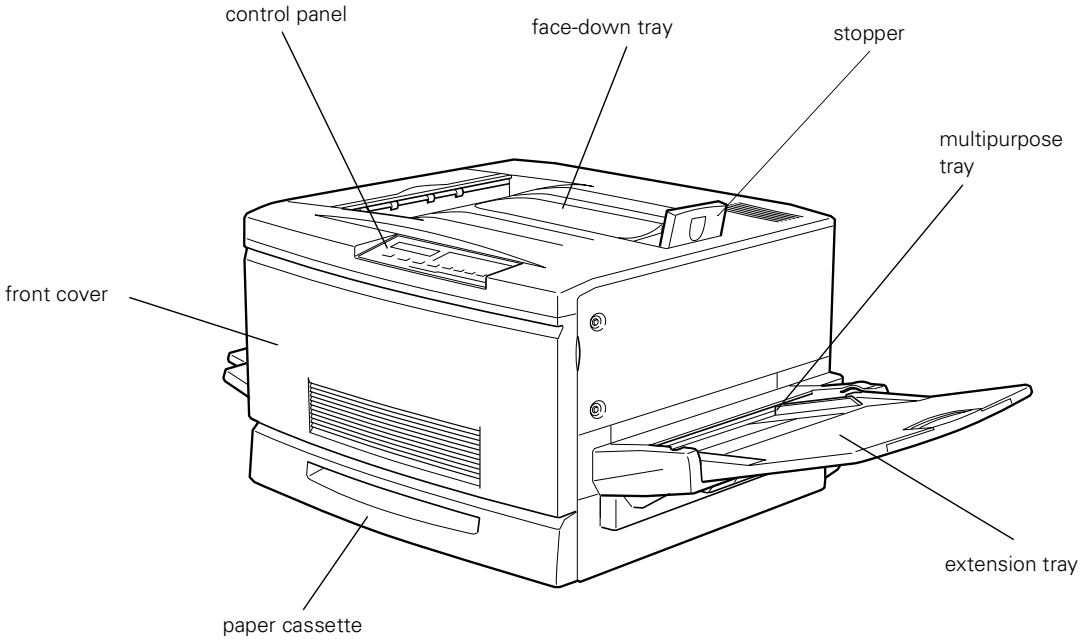
WARNING

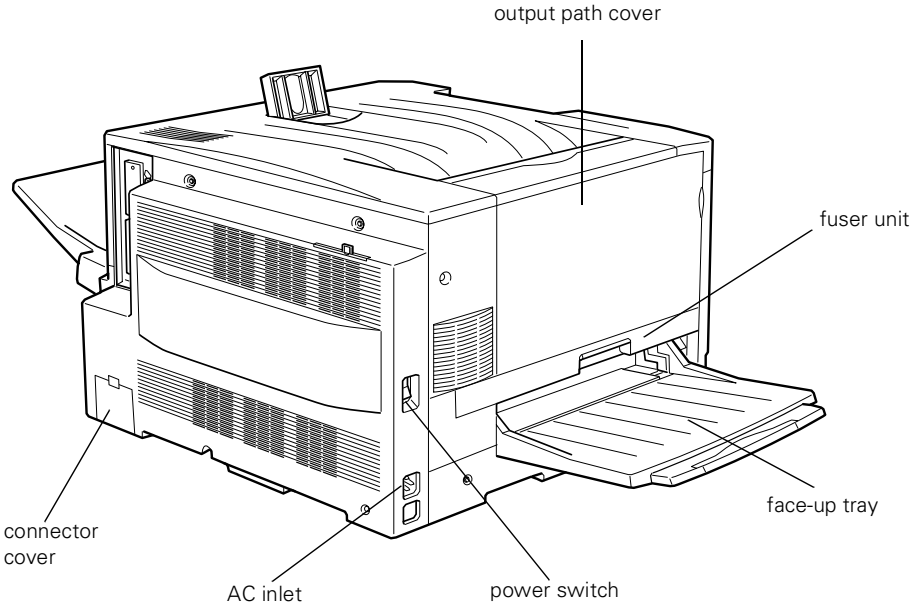
The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le materiel brouilleur du Canada.


control panel
face-down tray
stopper
multipurpose tray
front cover
extension tray
paper cassette


output path cover
fuser unit
face-up tray
connector cover
AC inlet
power switch

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Introduction

The EPSON® ColorPage 8000 printer is the ideal output device for creative workgroup concepts and comprehensives. You can print up to 200 full-bleed 11 × 17-inch comps per day at the same quality as the best color copiers, for a fraction of the price. Proprietary ASIC's (application-specific integrated circuits) ensure consistent printing in a range of temperature and humidity conditions.

The ColorPage 8000's media handling flexibility lets you print on paper from 4 × 6 inches up to 13 × 19 inches, including transparencies and card stock. With a standard 150-sheet paper tray, 250-sheet paper cassette, and optional 3-cassette paper unit, you can have 1,150 sheets of paper available for printing in five different sizes.

With the large capacity paper unit and the RIP Station 5000 PostScript® Level 3 server, the ColorPage 8000 is a complete color printing system for creative workgroups.

The high performance EFI Fiery® RIP supports a variety of network configurations and protocols, with full compatibility for Macintosh,® Microsoft® Windows® 98, Windows 95, Windows NT, and UNIX® computers. The RIP provides full multitasking for simultaneous spooling, PostScript processing, and printing. Standard base color rendering dictionaries for 3M™ MatchPrint™ III, Fuji® Color-Art, and DuPont® WaterProof are included.

How To Use Your Manuals

This guide is part of a set, which also includes the documentation listed below.

- The EPSON ColorPage 8000 *Unpacking and Setup Guide* describes how to unpack the printer and install paper trays, toner cartridges, and other parts.
- The EPSON ColorPage 8000 *Quick Reference Guide* provides a handy summary of the procedures for daily use and printer maintenance—loading paper, clearing jams, replacing toner cartridges and other consumables. Attach it to your printer for easy reference.

If you have the RIP Station 5000 your documentation set includes additional manuals for users and system administrators.

- The RIP Station 5000 *Setup Guide* describes how to unpack the RIP, install user software and printer files from the User Software CD, and set up printing. It also describes how to install printer files via the Internet.
- The RIP Station 5000 *User Guide* describes how to set printing options and print to the RIP from Windows and Mac® OS computers.
- The *User Addendum* provides updated information about installing and using the RIP Station software.
- The RIP Station 5000 *Administrator Guide* explains basic configuration and administration of the RIP for the supported platforms and network environments. It also includes guidelines for setting up UNIX, Windows NT, and NetWare® servers to provide PostScript printing services to clients.
- The RIP Station 5000 *Color Printing Guide* provides an introduction to the basics of color theory. It includes practical color printing tips and application-specific instructions.
- Release Notes provide last-minute product information and workarounds for some of the problems you may encounter.

Using This *Printer Guide*

This guide contains the following information:

Chapter 1 gives instructions for loading paper in the multipurpose tray and cassettes and for printing on special media like transparencies and envelopes.

Chapter 2 explains how to monitor the printer's status and respond to warning and error messages on the printer's control panel.

Chapter 3 describes how to configure the printer using the buttons on the control panel.

Chapter 4 gives instructions for replacing toner cartridges and other consumables and for cleaning and transporting the printer.

Chapter 5 provides troubleshooting tips and solutions for paper jams and other printing problems you may have.

Appendix A gives instructions for adding memory to the printer and installing optional interface cards.

Appendix B provides the technical details on your printer, optional paper units, toner cartridges, and other consumables.

An **Index** is included at the end of the book.

Warnings, Cautions, and Notes

You'll find this information throughout your manual:

Warnings must be followed carefully to avoid bodily injury.

Cautions must be observed to avoid damage to your equipment.

Notes contain important information about your printer.

Where To Get Help

For product information, service, or supplies, contact IKON Office Solutions at the following number:

- 800-406-2656

ENERGY STAR Compliance

As an ENERGY STAR Partner, EPSON has determined that this product meets the ENERGY STAR guidelines for energy efficiency in Standby Level 2 mode.

The EPA ENERGY STAR Office Equipment program is a voluntary partnership with the computer and office equipment industry to promote the introduction of energy-efficient personal computers, monitors, printers, fax machines, and copiers in an effort to reduce air pollution caused by power generation.

Energy-saving Tips

Here are a few tips you can use to be even more energy-wise:

- If your monitor isn't ENERGY STAR compliant, turn it off when you're not using it.
- Turn off your computer, printer, and monitor each day when you are done using them.
- Use the print preview option in your software so you can catch errors before you print something.
- Send e-mail rather than distributing memos. Not only is this faster, but you'll save paper and storage space too.

Important Safety Instructions

Before using your printer and RIP, read the following safety instructions to make sure you use the equipment safely and effectively.

- Turn off and unplug the printer (and RIP) before cleaning. Clean with a damp cloth only. Do not spill liquid on the printer (or RIP).
- Do not place the printer (or RIP) on an unstable surface or near a radiator or heating vent.
- Place the printer (and RIP) on a flat surface. They will not operate properly if they are tilted or at an angle.
- Do not block or cover the openings in the printer's (or RIP's) cabinet or insert objects through the slots.
- Use only the type of power source indicated on the label.
- Connect all equipment to properly grounded power outlets. Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- Place the printer and RIP near a wall outlet where the plugs can be easily unplugged.
- *Placez l'imprimante près d'une prise de contacte où la fiche peut être débranchée facilement.*
- Do not let the power cords become damaged or frayed.
- Except as specifically explained in the documentation, do not attempt to service the printer (or RIP) yourself. Opening or removing those covers that are marked "Do Not Remove" may expose you to dangerous voltage points or other risks. Refer all servicing in those compartments to service personnel.
- Unplug the printer (or RIP) and refer servicing to qualified service personnel under the following conditions:

  If the power cord or plug is damaged; if liquid has entered the printer (or RIP); if the equipment has been dropped or the cabinet damaged; if the printer (or RIP) does not operate normally or exhibits a distinct change in performance. Adjust only those controls that are covered by the operating instructions.

Laser Safety Information

This printer is certified as a Class 1 laser product under the U.S. Department of Health and Human Services (DHHS) Radiation Performance Standard according to the Radiation Control for Health and Safety Act of 1968. This means that the printer does not produce hazardous laser radiation.

Since radiation emitted by the laser is completely confined within protective housings and external covers, the laser beam cannot escape from the machine during any phase of user operation.

Internal Laser Radiation

Maximum radiation power: 5.0×10^{-3} W
Wave length: 785 + 10/-15 nm

This is a Class IIIb Laser Diode Assembly that has an invisible laser beam. The printer head unit is NOT A FIELD SERVICE ITEM. Therefore, the printer head unit should not be opened under any circumstances.

CDRH Regulations

The Center for Devices and Radiological Health (CDRH) of the U.S. Food and Drug Administration implemented regulations for laser products on August 2, 1976. Compliance is mandatory for products marketed in the United States. The label shown below indicates compliance with the CDRH regulations and must be attached to laser products marketed in the United States.

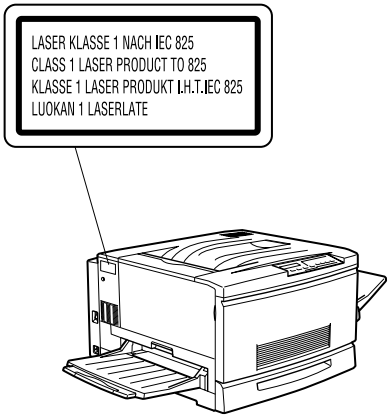
Use of controls, adjustments, or performance of procedures other than those specified in this guide may result in hazardous radiation exposure.

This laser product conforms to the applicable requirement of 21 CFR Chapter I, subchapter J.

SEIKO EPSON CORP.
Hirooka Office
80 Hirooka, Shiojiri-shi, Nagano-ken, Japan

MANUFACTURED:

Your printer is a Class 1 laser product as defined in IEC 825 specifications. The label shown below is attached in countries where required.



Ozone Safety

Ozone gas is generated by laser printers as a byproduct of the printing process; it is produced only during printing. The print engine shall not exceed 0.02 ppm ozone concentration TWA (Time-Weighted Average).

To minimize the risk of exposure to ozone, you should avoid the following conditions:

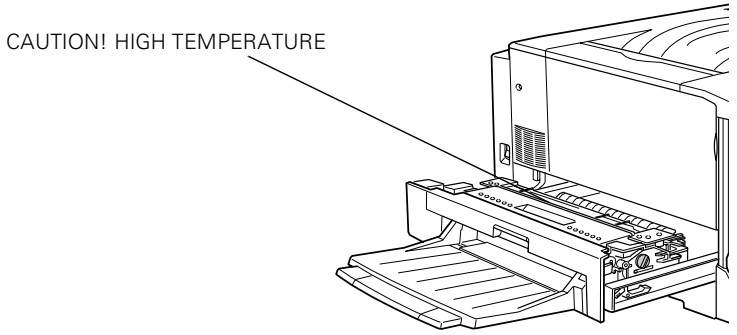
- Use of multiple laser printers in a confined area (see above)
- Operation in conditions of extremely low humidity
- Poor room ventilation
- Long, continuous printing together with any of the above

The printer should be located so that the exhaust gases and heat generated are not blown directly into the user's face and are vented directly out of the building whenever possible.

Laser Printer Precautions

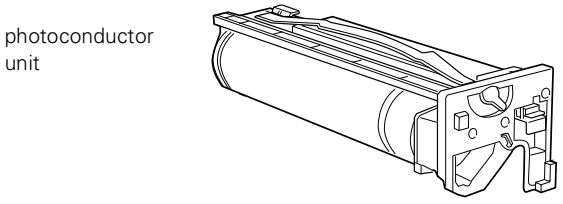
This printer uses laser technology. The following list of precautions applies whenever you use the laser printer. Even if you are familiar with other types of printers, be sure to follow these precautions carefully to ensure safe, efficient operation.

- Because the printer weighs approximately 154 lb (70 kg), you should not attempt to lift or carry it by yourself. Four people should carry it, lifting from the correct position. Refer to the instructions in the *Unpacking and Setup Guide*.
- Never force the printer's components into place. Although the printer is designed to be sturdy, rough handling can damage it.
- Avoid touching the components inside the printer unless instructed to do so in this guide.
- Be careful not to touch the fuser, which is marked CAUTION! HIGH TEMPERATURE. If the printer has been in use, the fuser can be very hot.



- When handling the toner cartridges, always set them on a clean, smooth surface.
- Do not attempt to modify or take apart the toner cartridges. They cannot be refilled.
- Try not to touch the toner and avoid all contact with your eyes.
- Do not dispose of the used toner cartridges, fuser oil roll, or waste toner collector in fire, as they can explode and cause injury. Dispose of them according to local regulations.

- Do not use a toner cartridge for at least one hour after moving it from a cool to a warm environment.
- Keep the fuser oil roll horizontal at all times. To avoid oil leakage and reduced print quality, do not tilt the roll or let it touch anything.
- When removing the photoconductor unit, avoid exposing it to room light any longer than necessary. The unit contains a light-sensitive drum, which is the green cylinder that can be seen through the openings in the unit. Exposure to light can damage the drum, causing dark or light areas to appear on the printed page and reducing the service life of the drum. If you need to keep the unit out of the printer for long periods, cover it with an opaque cloth.



- Be sure not to scratch the surface of the drum. When you remove the photoconductor unit from the printer, always set the unit on a clean, smooth surface. Also, avoid touching the drum, since oils from your skin can permanently damage its surface and may affect print quality.
- To get the best print quality, do not store the photoconductor unit in an area subject to direct sunlight, dust, salty air, or corrosive gasses (such as ammonia). Avoid locations subject to extremes or rapid changes of heat or humidity. Also, be sure to keep the consumable components out of the reach of children.
- Jammed paper can cause the printer to overheat. Do not leave jammed paper in the printer.

Chapter 1: Handling Paper

Your printer provides several paper sources and output trays to handle a variety of paper types and sizes ranging from 3.5 × 5.5 inches to 13 × 19 inches. If you have the large capacity paper unit, you can have up to 1,150 sheets of paper available for printing in five different sizes.

This chapter includes instructions for the following:

- Selecting paper and other media
- Choosing a paper path
- Loading paper in the cassette
- Loading paper in the multipurpose tray
- Printing on special media

Selecting Paper and Other Media

You can use the following types of paper and transparencies in your printer:

Paper or media	Description
Plain paper	16 to 28 lb, (60 to 105 gsm) including letterhead and recycled papers
Envelopes	Envelopes that do not include tape; window envelopes designed for laser printers only
Labels	Labels designed for laser printers; backing sheet must be completely covered by labels, with no gaps
Thick paper or card stock	28 to 58.5 lb (105 to 220 gsm)
Transparencies	EPSON color laser transparencies only

Do not use the following paper in the printer:

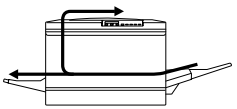
- Special paper or media for ink jet printers
- Paper that has been printed by a laser printer (including the ColorPage 8000), or by an ink jet printer or thermal transfer printer. (Duplex printing is not supported.)
- Carbon paper, carbonless copy paper, thermal-sensitive paper, pressure-sensitive paper, or acid paper
- Moist or dampened paper
- Coated paper or special-surface colored paper
- Paper too smooth or too slick, too rough, or paper that is different on the front and back
- Paper that is folded, curled, wavy, torn, or uneven
- Paper that is attracted to static electricity
- Paper with an irregular shape, or without right angle corners

Choosing a Paper Path

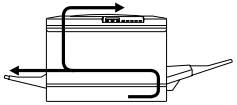
The printer includes two built-in paper sources, the multipurpose tray and the standard paper cassette. If you have the large capacity paper unit, you have three additional paper cassettes. If you have the A3W paper cassette, you can use it for A3W (12.9 × 17.8-inch) paper only.

Two output trays are available, the face-down tray for normal printing on plain paper, and the face-up tray, which provides a straight-through paper path from the multipurpose tray.

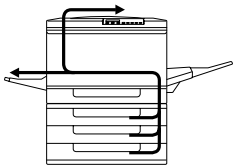
The following illustrations show the paper paths available:



multipurpose tray



standard paper cassette



paper cassettes in large capacity paper unit

The minimum margin for all paper sizes is 4 mm (.16 in). The maximum printable area is 12.6 × 17.7 inches.

The following table shows the sizes and types of media and the number of sheets you can print from the different paper sources:

Paper source capacities

Paper size	Multipurpose tray	Standard cassette(s)	A3W paper cassette
Half letter/A5 or less	150 (face-up output tray)	—	—
7 × 10 to 11 × 17 in	150	250	—
11 × 17 to 13 × 19 in	150	—	—
A3W (12.9 × 17.8 in)	150	—	250
Envelopes	20 (face-up output tray)	—	—
Transparencies, labels, card stock	75 (face-up output tray)	—	—

By default, the printer automatically selects the paper source that contains the size paper specified in your document or application. You can also select a paper source in your printer properties or print dialog box.

With the auto paper source setting, the printer searches paper sources in the following order:

- Standard cassette (LC1)
- If you have the large capacity paper unit:
  LC2
  LC3
  LC4
- Multipurpose tray

Use the paper-size labels that came with your printer to identify the paper in each tray. This helps all users to be aware of what's in the printer at a glance.

Selecting an Output Tray

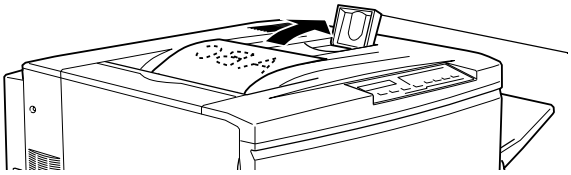
The printer normally selects the correct output tray, based on the media and paper size settings you make before you print.

The following table shows the sizes and types of media and the number of sheets you can print to the output trays:

Output tray capacities

Paper size	Face-up tray	Face-down tray
3.5 × 5.5 to 8.25 × 7.16 in.	150	—
8.25 × 7.16 to 8.25 × 11.75 in.	150	250
8.25 × 11.75 to 11 × 17 in.	50	250
11 × 17 to 13 × 19 in.	50	—
Envelopes	20	—
Transparencies, labels, card stock	75	—

The face-down tray, shown in the illustration below, is used for plain paper at least 8.25 × 7.16 inches. The tray holds up to 250 sheets of paper.

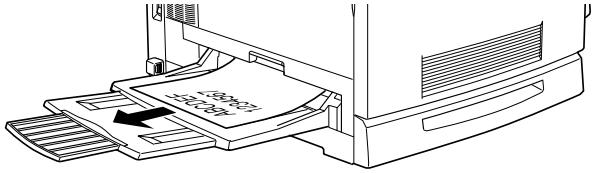


Raise the stopper when you print on large paper.

Note

If you want to have your printouts stacked in the correct order in the face-up tray, you need to print them in reverse order. You use your printer properties or print dialog box to set reverse order printing.

The face-up tray, shown below, provides a straight-through paper path. You can use it for any size paper or other media that the printer accepts, including envelopes, transparencies, and labels.

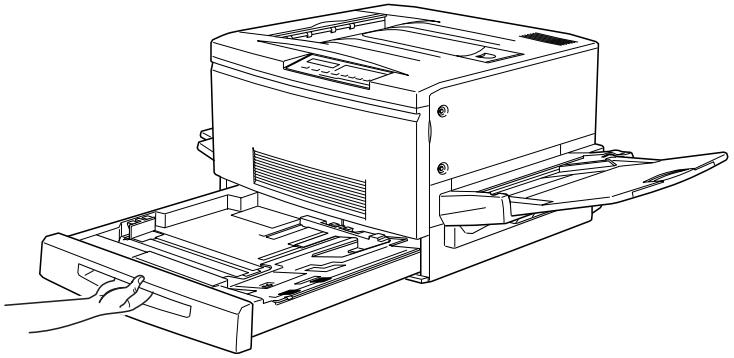


Loading Paper in the Cassette

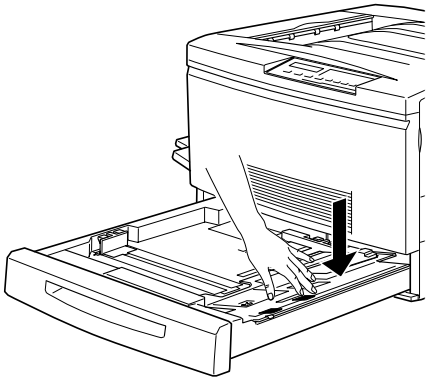
You can load up to 250 sheets of plain paper in the standard cassette or any of the cassettes in the large capacity paper unit. The size of the paper can range from 7 × 10 inches to 11 × 17 inches, and the weight from 16 to 28 lb (60 to 105 gsm).

Follow these steps:

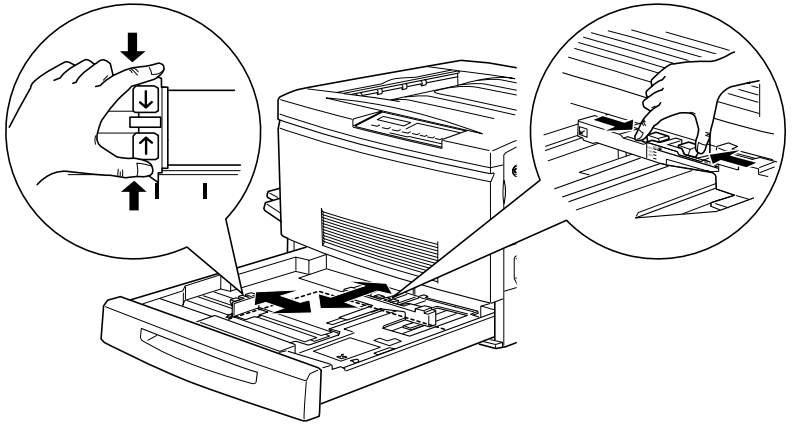
1. Pull the paper cassette all the way out.



2. Press the metal plate down until it clicks.



3. Squeeze the clips and slide the two edge guides to match the size paper you're using.

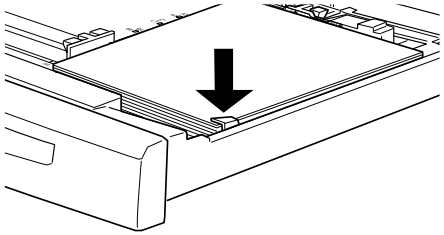


4. Fan a stack of paper to prevent the sheets from sticking together. Then tap the edge of the stack on a firm surface to make it even.

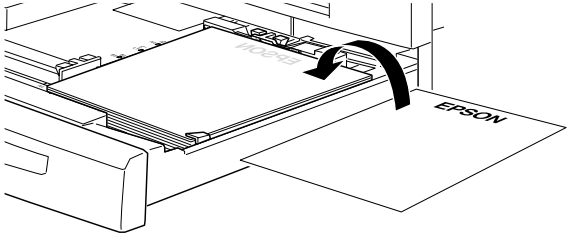
Note

Load letter-size and smaller paper short edge first. Load legal-size and larger paper long edge first.

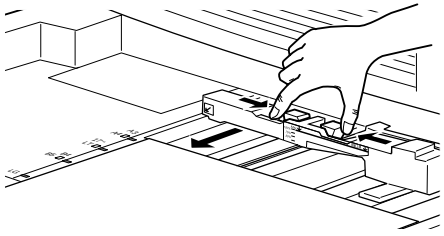
5. Insert the stack of paper, lining it up with the right side of the cassette. Make sure all the paper is under the metal retaining clip.



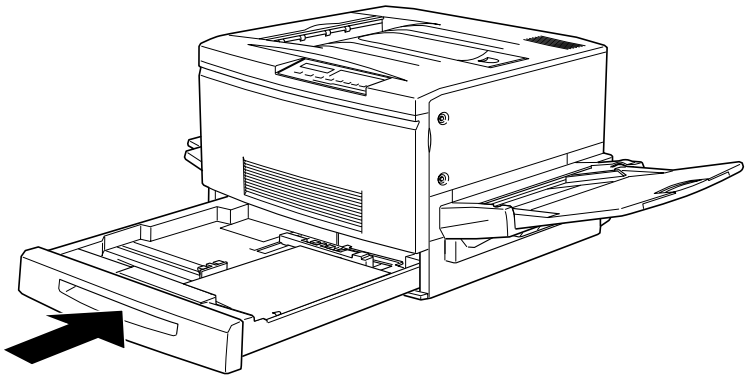
If you're using letterhead, load it face down, with the top of the page toward the back of the printer.



6. Slide the edge guides back until they just touch the edges of the stack of paper. Make sure the edge guide points to the size mark that matches the paper you're loading. This allows the printer to select the right tray for the paper size you want when you print.



7. Push the paper cassette all the way in.

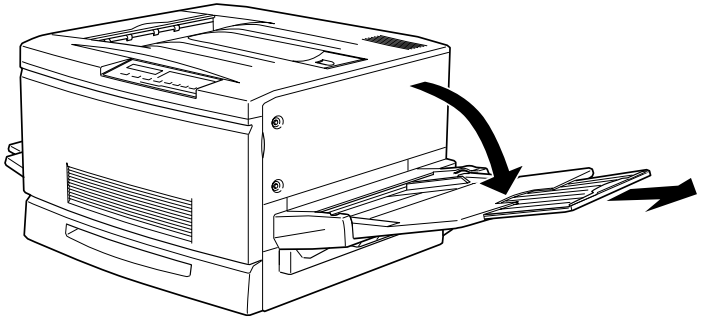


Loading Paper in the Multipurpose Tray

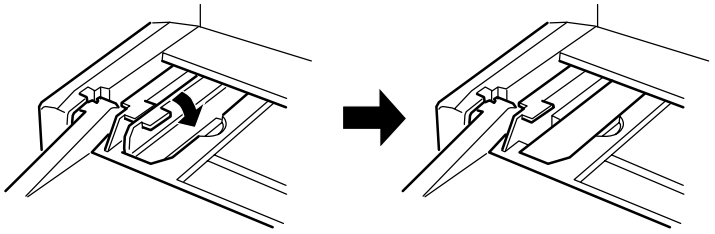
You can use the multipurpose tray for any size paper, from 3.5 × 5.5 inches to 13 × 19 inches, with a maximum of 150 sheets. You also use this tray to print envelopes, labels, card stock, and transparencies. This section explains how to load plain paper only; for instructions on loading special media, see page 1-11.

Follow these steps to load paper in the multipurpose tray:

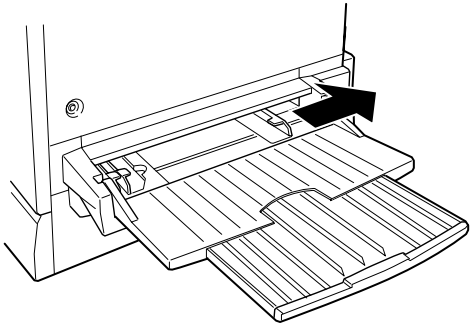
1. Adjust the tray extensions to fit the size paper you want to use.



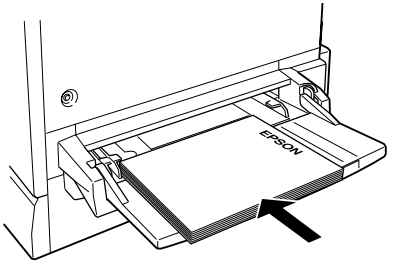
2. If you're using A3W or 13 × 19-inch paper, fold down the inside left edge guide. Otherwise, leave it up.



3. Slide the right edge guide all the way to the right.

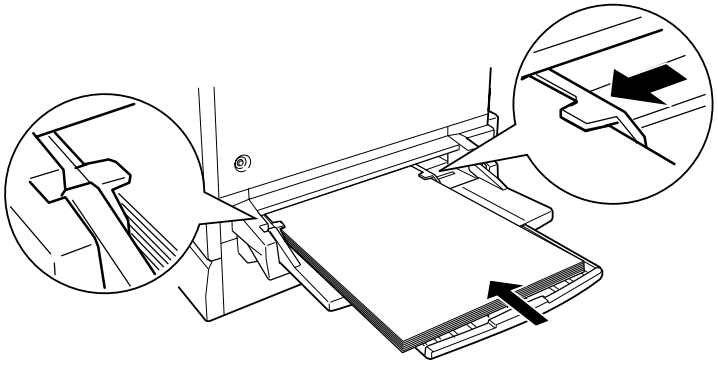


4. Load a stack of paper long edge first (letter-size and smaller). Load legal-size and larger paper short edge first. Make sure the printable surface is face up. For letterhead, the top of the page should be on the right side.



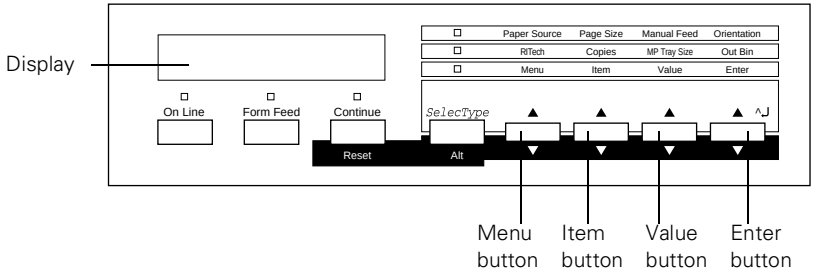
loading letter-size and smaller paper

5. Slide the right edge guide against the paper.



loading legal-size and larger paper

6. If you're using paper that's not letter size, make sure the printer is set to Auto Continue:
   - Press the Menu button on the control panel until the display shows Config Menu.
   - Press the Item button until the display shows Auto Cont = Off.
   - Press the Value button. The display shows Auto Cont = On.
   - Press the Enter button to save your setting.
   - Press the On Line button.



If you don't turn on Auto Continue (and you're using non–letter-size paper in the tray), the printer will stop and display a Paper Set message after you send your print job. You will then need to press the Continue button to print. For more information about using the control panel to configure the printer, see Chapter 3.

Printing on Special Media

Note

Whenever you print on special media, make sure the Auto Continue feature is set on the printer's control panel. See page 1-10 for instructions.

You can print on several types of special media, including EPSON color laser transparencies, envelopes, labels, and card stock. The quality of any particular brand or type of paper may be changed by the manufacturer at any time. Always test samples of paper or other media before purchasing large quantities.

When you print on special media, you need to make sure the settings are correct in your printer properties or print dialog box, as described in the following sections. For more information, see the RIP Station 5000 *User Addendum*.

Printing on EPSON Color Laser Transparencies

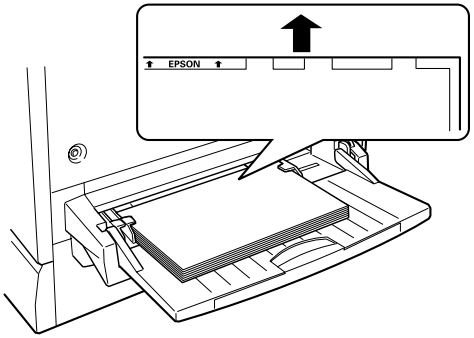
Caution

The only transparencies you can use in the ColorPage 8000 are manufactured for EPSON color laser printers. Do not use any other transparencies. Handle the sheets carefully and do not touch the printable surface (the side with the EPSON logo).

You can load up to 75 transparencies in the multipurpose tray only. Follow these steps to print on transparencies:

1. Hold transparencies by the edges to avoid damage that can be caused by fingerprints.

2. Insert the transparencies in the multipurpose tray with the logo side face up and the arrows pointing into the printer, as shown:



3. Set up the print job in your application. Before you print, make sure you select the following options in your printer properties or print dialog box:

   - Media Type: Transparency
   - Output Tray: FaceUp Tray
     When you select the Transparency setting, the face-up output tray is selected automatically for straight-through printing.

4. If you want to have a series of transparencies printed in sequence, select the following Output option (if available):

   - Reverse Order

   If you load transparencies incorrectly, the printer stops and displays the message Check OHP Sheet on the control panel. Check the paper tray and the paper path to make sure transparencies are not jammed. Then load the transparencies correctly and try printing again. See page 5-6 for more information about clearing jams.

Warning

Transparencies that have just been printed may be hot.

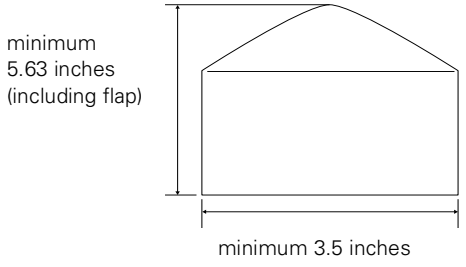
Printing on Envelopes

You can print on most envelopes, as long as they don't have tape on the flap. Always test envelopes in the printer before you purchase large quantities. Print quality may be uneven on some envelopes because of their irregular thickness.

Caution

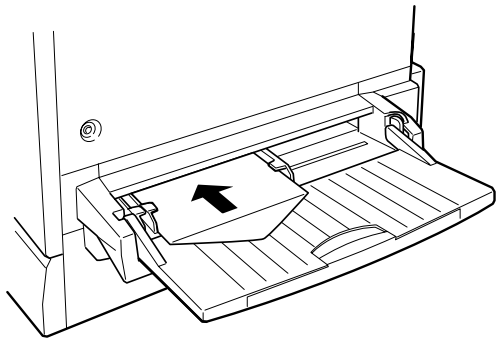
Do not use window envelopes unless they are specially designed for laser printers. The plastic on most window envelopes will melt when it comes in contact with the fuser.

The minimum size for envelopes is shown below:



You can load up to 20 envelopes in the multipurpose tray only. Follow these steps to print on envelopes:

1. Open the flaps and load envelopes in the multipurpose tray as shown:



2. Make sure the Auto Continue feature is set on the printer's control panel. See page 1-10 for instructions.

3. Set up the print job in your application. Select the following options in your printer properties, page setup, or print dialog box:

   - Paper Size:
     #10 (for a standard business envelope)
     Monarch (for a 3.875 × 7.5-inch envelope
     DL, C6, or Custom for other envelope sizes
   - Media Type: Thick
   - Orientation: Landscape, Rotated
   - Output Tray: FaceUp Tray
     When you select the Thick Media Type setting, the face-up output tray is normally selected automatically. This lets you print with a straight-through paper path.

Printing Labels

You can use labels designed for laser printers or copiers, as long as the backing sheet is completely covered by the labels, with no spaces in between. Gaps can cause the labels to peel off and damage the printer.

Before you print, test labels for leaking adhesive by pressing a piece of paper on top of the label sheet. If the paper sticks to the labels, do not use them in your printer.

You can load up to 75 label sheets in the multipurpose tray only. However, if the labels don't feed, you may have to load them one at a time or use the manual feed mode.

In the manual feed mode, you send a multi-page file to the printer as usual. After each page prints, the printer stops, and the Continue light flashes. You need to press the On Line or Continue button to feed and print each page. See page 3-2 for instructions on setting the manual feed mode. You may also be able to select this mode through your printer properties dialog box.

Follow these steps to print labels:

1. Load up to 75 label sheets in the multipurpose tray face up.

2. Set up the print job in your application. Before you print, make sure you select the following options in your printer properties or print dialog box:

   - Media Type: Thick
   - Output Tray: FaceUp Tray
     When you select the Thick Media Type setting, the face-up output tray is normally selected automatically. This lets you print with a straight-through paper path.

Printing on Card Stock

When you print on card stock or any other thick media (multipurpose tray only), make sure you select the following options in your printer properties or print dialog box:

- Media Type: Thick
- Output Tray: FaceUp Tray
  When you select the Thick Media Type setting, the face-up output tray is normally selected automatically. This lets you print with a straight-through paper path.

Printing on Non-standard Size Paper

The ColorPage 8000 lets you print on any paper size from 3.5 × 5.5 inches up to 13 × 19 inches. If the paper you want to use is not a standard size, you can select Custom or User Defined paper and then set the exact size in your printer properties or page setup dialog box.

Follow these steps to print on non-standard size paper:

1. Load the paper in the multipurpose tray long edge first (letter-size and smaller). Legal-size and larger paper must be loaded short edge first. Make sure the printable surface is face up.

2. Slide the right edge guide against the paper.

3. Make sure the Auto Continue feature is set on the printer's control panel. See page 1-10 for instructions.

4. Set up the print job in your application. Before you print, make sure you select the following options in your printer properties or page setup dialog box:

   - Paper Size: Custom
     Set the exact dimensions in the dialog box that pops up, or click Custom and then set the dimensions.

   - Output Tray: FaceUp Tray
     If your paper size falls outside the dimensions that you can print to the face-down tray (as shown on page 1-4), select the face-up output tray to print with a straight-through paper path.

Chapter 2: Monitoring the Printer

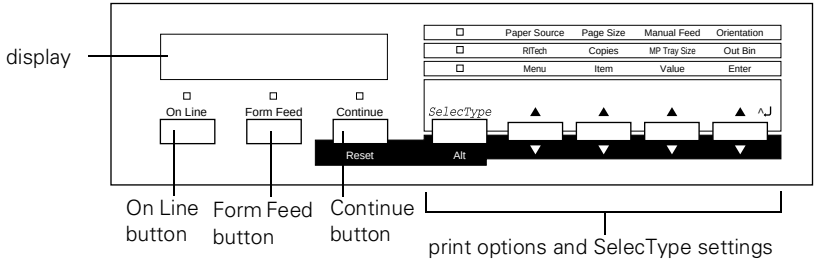
The ColorPage 8000 includes a number of utilities for monitoring the printer. The printer's control panel displays status messages, error messages, and warnings. If you have the RIP Station, you can also use software utilities to monitor the printer. See the RIP Station 5000 *User Guide* and *User Addendum* for more information.

This chapter explains the lights and messages on the control panel and tells you how to respond to them. The following information is included:

- Using the control panel to monitor the printer
- Checking the printer
- Responding to control panel messages

Using the Control Panel to Monitor the Printer

The printer's control panel consists of a liquid crystal display, lights, and buttons. The display indicates the printer's status, warns you when toner and other consumables are running low, and alerts you to paper jams and other problems.



The blue-shaded section on the right side of the control panel allows you to set printing options such as paper size and number of copies. Normally you set these options through your software—in the printer properties, print, or page setup dialog box. You can also use the control panel for special settings called SelecType,™ which configure the printer and control advanced features. See Chapter 3 for instructions.

Monitoring Normal Printer Operation

Messages appear on the control panel display and lights come on or flash to indicate various phases of printer operation. The following table explains the messages and lights:

Message	Light	Explanation or response
Warming up (flashing)	On Line on	Printer is warming up.
Ready	On Line on	Printer is operating normally.
Ready	On line on, Form Feed flashing	Printer is processing print job.
Ready	On Line on, Form Feed on	Printer has data in its buffer. Press the **On Line** button to eject the page.
Reset or Reset All	On Line off, Form Feed flashing	Printer is resetting and clearing its buffer.
Reset to Save	On Line off	Press the **On Line** button to print and save new settings.
Regulating Printer	On Line on Form Feed flashing	Printer is performing internal adjustment.
Standby Level 1 or 2	On Line on	Printer is in first or second level of power-saving mode.
Warning message (see page 2-10 for list)	On Line off, Form Feed flashing Continue flashing	Check the message and press the **Continue** button to print.
Error message (see page 2-7 for list)	On Line off, Form Feed flashing	Check the error message, correct the error to continue printing.
Service Req *<error number>*	All lights on	Turn off the printer, wait 10 seconds, and turn it back on. If the message remains, turn off the printer and contact IKON as described in the Introduction.

Saving Power in Standby Modes

The printer has two power-saving modes, Standby Level 1 and Standby Level 2. In both modes, the printer saves power by lowering the fuser temperature.

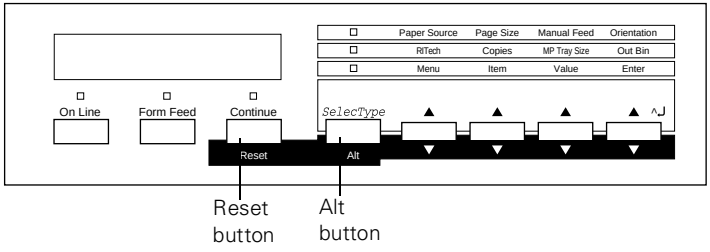
The printer enters Standby Level 1 when it is idle for 30 minutes. It takes approximately one minute to warm up when you send a print job. The printer enters Standby Level 2 when it is idle for 60 minutes. It takes approximately five minutes to warm up when you send a print job.

You can disable the power-saving modes if necessary. See page 3-9 for instructions.

Resetting the Printer

If you decide to cancel a print job after the printer has started processing it, you can reset the printer. You may also need to reset after certain errors occur (see the list on page 2-7). Resetting stops the printer and clears the current print job.

- To reset the printer, hold down the Alt and Reset buttons until Reset appears on the display.
- To clear all jobs from the printer's memory and cancel all printer settings, hold down the Alt and Reset buttons until Reset All appears on the display. This has the same effect as turning off the printer and then turning it back on.



Checking the Printer

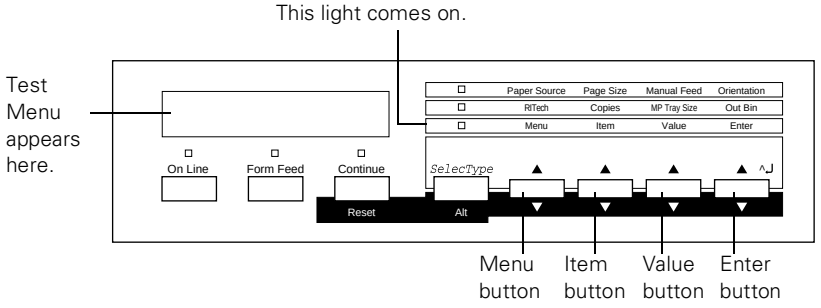
You can use the control panel to print test pages, check toner levels, and get a count of total pages printed. You access these features through a series of SelecType menus. For more information about the SelecType menus, see page 3-4.

Printing Test Pages

Two types of test pages are available, the Status Sheet and the Color Test Page. Both of these pages allow you to test the printer without sending a print job (and without connecting the printer to the RIP). The Status Sheet shows the current default settings and hardware configuration of the printer. The Color Test Page gives you a sample color printout. You can also print font samples for various emulations (see page 3-12 for information about the font samples).

Follow these steps to print test pages:

1. Press the Menu button. The light next to Menu comes on, and the display shows Test Menu.

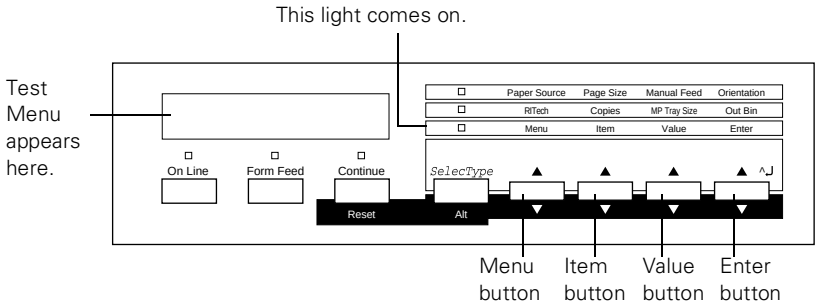


2. Press the Item button. The display shows Status Sheet.
   - To print the Status Sheet, press the Enter button. Status Sheet flashes on the display while the sheet is printed.
   - To print the Color Test Page, press the Item button again. The display shows Color Test Page. Press the Enter button to print the page.

Checking Toner Levels

You can check the level for each of the four toner cartridges. Follow these steps:

1. Press the Menu button. The light next to Menu comes on, and the display shows Test Menu.



2. Continue pressing the Menu button until the display shows Setup Menu.

   (To move backward through the menus, press and hold the Alt button while you press the Menu button.)

3. Press the Item button until the display shows Y Toner = E****F (yellow toner level).

   The number of asterisks indicates the amount of toner left:
   E****F (full)
   E*** F (3/4 full)
   E** F (1/2 full)
   E* F (1/4 full)
   E F (empty)

4. Press the Item button repeatedly to display the level of magenta (M), cyan (C), and black (K) toner.

5. Press the On Line button to return to normal printer operation.

Checking the Number of Pages Printed

Follow these steps to get a count of total pages printed.

1. Follow steps 1 to 3 on the previous page.
2. Continue pressing the Item button to display the total page count.
3. Press the On Line button to return to normal printer operation.

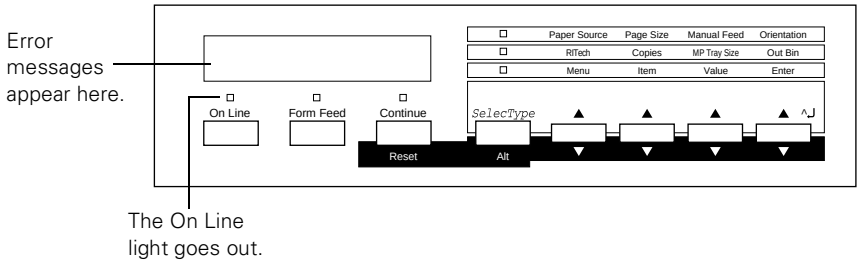
Responding to Error and Warning Messages

Several types of messages appear on the control panel display: error messages, warning messages, and status messages.

- Error messages indicate paper jams, empty toner cartridges, or other problems that must be corrected before you can continue printing. When one of these messages appears, the On Line light goes off.
- Warning messages let you know that your software settings may be incorrect (you have a mismatch between software and hardware settings), or that maintenance will be needed soon. When one of these messages appears, the On Line light goes off, and the Continue light may flash. Most of the time you can press the Continue button to clear the message (and print).
- Status messages, which are listed on page 2-2, let you know when the printer is ready, warming up, in standby mode, or performing internal adjustments. When these messages appear, the On Line light is on, and you can send print jobs as usual.

Error Messages

When your toner runs out or a problem occurs, an error message appears on the control panel display and the On Line light goes out. You need to correct the problem before you can continue printing.



The following table lists the messages alphabetically, and includes an explanation and instructions for correcting the problem. Page numbers show where you can find additional information or instructions.

If the Continue light is flashing, the message is a warning, and you can press the Continue button to print. Warning messages are listed on page 2-11.

Error messages

Message	Explanation	Response	See
Check OHP Sheet	Transparencies are loaded incorrectly, or non-EPSON transparencies are in the printer. To avoid damage, the printer stops.	Clear any jammed sheets from the multipurpose tray or paper path.	page 5-6
Exit Cover Open	The output path cover on the left side of the printer is open.	Close the cover.	
Exiting Paper Jam	Paper is jammed in the output area.	Clear the output path cover.	page 5-12
Feed Jam	Paper is jammed in one of the feed areas.	Check the following and clear jammed paper if necessary: standard cassette, multipurpose tray, paper path, large capacity paper unit.	 page 5-4 page 5-6 page 5-13
Feeder Cover Open	The feeder cover on the right side of the large capacity paper unit is open.	Close the feeder cover.	
Front Cover Open	The printer's front cover is open.	Close the front cover.	

Error messages (continued)

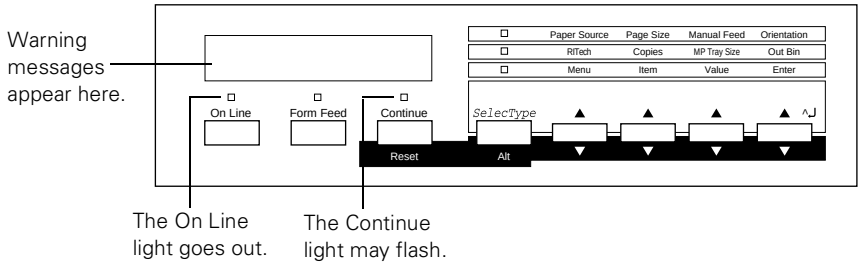
Message	Explanation	Response	See
Fuser Unit Open	The fuser unit on the left side of the printer is pulled out.	Push in the fuser unit.	
Illegal Aux I/F Card	The printer can't communicate with the installed optional interface card.	Turn off the printer and remove the card. Then try reinstalling the card.	
Illegal DIMM A	The printer can't read the installed optional DIMM (memory module).	Turn off the printer and remove the memory module.	page A-2
Insert *<paper source>*	The specified cassette is pulled out.	Push in the paper cassette.	
Insert Oil Roll	The fuser oil roll is not installed.	Install the fuser oil roll.	page 4-6
Insert Photocondctr	The photoconductor unit is not installed, or is installed incorrectly.	Turn off the printer, then install or reinstall the photoconductor unit.	page 4-10
Insert Waste T Box	The waste toner collector is not installed or is installed incorrectly.	Install or reinstall the waste toner collector.	page 4-15
Irregular Density	Print density is too high. To avoid damage, the printer stops and paper jams.	Clear any jammed paper from the multipurpose tray or paper path. Try printing with different settings to lower print density.	page 5-6
Manual Feed *<paper source>* *<paper size>*	Printer is waiting for paper to be inserted or for the Continue button to be pressed.	Make sure paper is loaded, and then press the Continue button to print the page.	page 1-8
Mem Overflow	The printer doesn't have enough memory available for the current print job.	Press the Continue button to clear the error message. If the message remains, reset the printer by holding down the Alt and Reset buttons until Reset appears on the display. If you see the same message when you try printing again, you will need to reduce the number or size of graphics or fonts, lower the resolution, or add memory to your printer.	 page A-2
Paper Jam	Paper is jammed near or inside the fuser unit.	Clear jammed paper from the fuser unit area.	page 5-9
Paper Out *<paper source>* *<paper size>*	There is no paper in the specified paper source.	Load the specified paper in the paper source.	page 1-5 page 1-8

Error messages (continued)

Message	Explanation	Response	See
Paper Unit Open	The multipurpose tray is pulled out.	Push in the multipurpose tray.	
Photoconductr Trouble	The photoconductor unit has a problem.	Turn off the printer and replace the photoconductor unit.	page 4-10
Replace Oil Roll	The fuser oil roll is empty.	Replace the fuser oil roll.	page 4-6
Replace Photoconductr	The photoconductor unit has reached the end of its service life.	Replace the photoconductor unit.	page 4-10
Replace Waste T Box	The waste toner collector is full.	Replace the waste toner collector.	page 4-15
Service req e *<error number>*	A controller error or a print engine error has been detected.	Write down the error number and turn off the printer. Wait at least 10 seconds and then turn it back on. If this error still appears, turn off the printer, unplug the power cord, and contact IKON.	page 4
***<CMYK>* Toner Crtg Out**	The indicated toner cartridge is missing.	Install the indicated toner cartridge.	page 4-2
***<CMYK>* Toner Out**	The indicated toner cartridge is empty.	Replace the toner cartridge.	page 4-2
Turn Paper	Paper is loaded incorrectly.	Turn the paper 90 degrees.	page 1-7
Write Error DIMM A	An internal error has occurred in the printer.	Reset the printer by holding down the **Alt** and **Reset** buttons until **Reset** appears on the display. If the error is not cleared, contact IKON.	page 4
Wrong Photoconductor	The wrong photoconductor unit has been installed.	Turn off the printer and replace the photoconductor unit.	page 4-10

Warning Messages

When the printer detects a mismatch between software and hardware settings, or when a toner cartridge or other part will need replacing soon, a warning message appears on the display. The On Line light goes out and the Continue light may flash.



In most cases, you can simply press the Continue button to clear the message and continue printing. However, you should check the warning message and verify your settings. If the message shows that a part is almost empty or near the end of its service life, you should replace it as soon as possible.

The following table lists the messages alphabetically, and includes an explanation and instructions for responding. Page numbers show where you can find additional information or instructions.

Warning messages

Message	Explanation	Response	See
Check Paper Size	The paper size setting is different from the size loaded in the printer. (Software and hardware settings don't match.	Make sure the paper size is correct, then press the **Continue** button to clear the message.	page 1-5 page 1-8
Format Error DIMM A	An unformatted or unreadable DIMM (memory module) has been inserted.	Press the **Continue** button to print. Try reformatting the memory module. If the message still appears, you need to turn off the printer and remove or replace the DIMM.	page A-2
Image Optimum	The printer doesn't have enough memory to print the page at the specified resolution. The printer automatically reduces the resolution so it can continue.	If the printout is not acceptable, try limiting the number or size of graphics or fonts on the page. Try turning the printer off and then on. Turn off the **Image Optimum** setting in the SelecType Config menu. You may need to install additional memory in the printer if this problem continues.	 page 3-8 page A-2
Maintenance Req ***<error number>***	An internal printer part will need to be replaced soon.	Press the **Continue** button to print. Make sure you note the error number and contact IKON. When the part reaches the end of its life, you will see an error message and the printer will stop.	page 4
Need Memory	The printer doesn't have enough memory available for the current print job.	Press the **Continue** button to clear the message. If you see the same message when you try printing again, you will need to reduce the number or size of graphics or fonts, lower the resolution, or add memory to your printer.	 page A-2
Oil Roll Near Empty	Fuser oil is running low.	Press the **Continue** button to print. Replace the fuser oil roll as soon as possible.	page 4-6

Warning messages (continued)

Message	Explanation	Response	See
Paper Set ***<paper source>*** ***<paper size>***	The paper in the specified paper source doesn't match the paper size setting. (Hardware and software settings don't match.)	Make sure the paper is the size you want, then press the **Continue** button to print. You can disable size checking through the printer's control panel.	page 3-8
Print Overrun	The required time to process the print data exceeds the print engine speed because the current page is too complex.	Press the **Continue** button to print. If this message appears again, turn on **Page Protect** in the SelecType Config Menu. If you see the same message when you try printing the same page again, you may need to reduce the number or size of graphics or fonts, lower the resolution, or add memory to your printer.	page 3-8 page A-2
<CMYK> **Toner Low**	The specified toner cartridge is almost empty.	Press the **Continue** button to print. Replace the toner cartridge as soon as possible.	page 4-2
Warning Photocondctr	The photoconductor unit is nearing the end of its life.	Press the **Continue** button to print. Replace the photoconductor unit as soon as possible.	page 4-10
Waste T Box Nearfull	The waste toner collector is almost full.	Press the **Continue** button to print. Replace the waste toner collector as soon as possible.	page 4-15

Chapter 3: Configuring the Printer

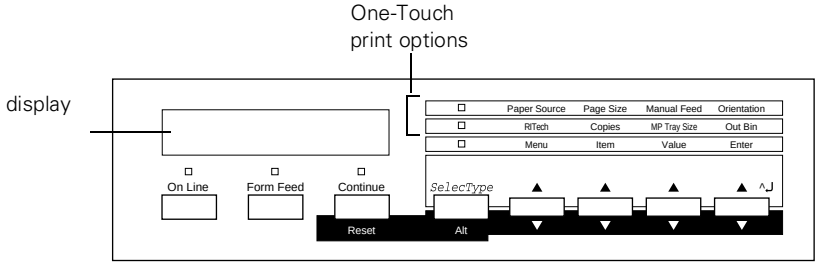
You can use the printer's control panel to configure the printer for default settings, individual print jobs, or for special usage such as changing emulation modes. Because these settings can significantly affect the way your printer works for all users on the network, you should check with your administrator before changing them.

This chapter includes instructions for the following:

- Using the control panel to configure the printer
- Setting print options from the control panel
- Using SelecType menus
- Setting configuration options
- Setting print options with SelecType
- Setting and configuring printer emulations

Using the Control Panel to Configure the Printer

You use the printer's control panel for several purposes. You should check the display for warning and error mesages. See Chapter 2 for information about using these messages to monitor the printer.



You use the buttons on the right side of the control panel to set print options and configure advanced printer features. The buttons work in two different modes, One-Touch and SelecType:

- In One-Touch mode, you can set the eight options listed in the top two rows on the blue section of the control panel
- In SelecType mode, you can access a series of menus to configure the printer and set other advanced options

Setting Print Options From the Control Panel

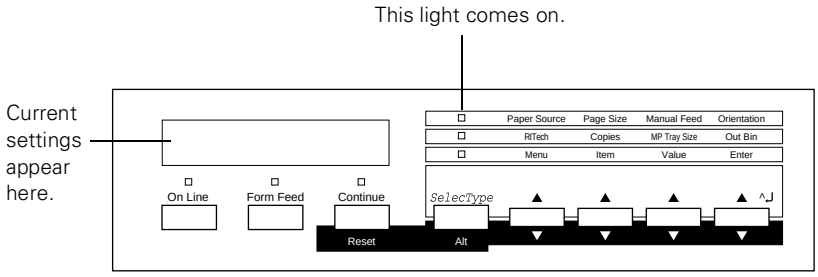
All print option settings on the control panel can be overridden by software settings.

The buttons on the right side of the control panel allow you to set printing options such as paper size and number of copies. Normally you set these options through your software—in the printer properties, page setup, or print dialog box. You only need to use the control panel for special print jobs.

Follow these steps to set print options from the control panel:

1. Press the SelecType button.

   The top light on the blue section comes on. The display shows your current selections for Paper Source, Page Size, Manual Feed, and Orientation.



2. Press the SelecType button again to access the settings for RITech, Copies, MP Tray Size, and Out Bin.

   The light next to RITech comes on, and the display shows your current selections for the second row of settings.

3. Press the button under the setting you want to change. For example, to change the Paper Source setting, press the button under the Paper Source label. The display changes to show the new setting.

4. Continue pressing the button to cycle through the options.

   (To move backward through the options, press and hold the Alt button while you press the setting button.)

The following tables shows the options available for each setting. The default option is shown in boldface.

First row of One-Touch settings

Setting	Options	Description
Paper Source	**Auto,** MP, LC1, LC2, LC3, LC4	Selects the multipurpose tray, standard cassette (LC1), or one of the three cassettes on the large-capacity paper unit (LC2, LC3, LC4). Auto lets the printer choose the source automatically, based on the selected page size.
Page Size	A4, A3, A5, B4, B5, **LT**, B, HLT, LGL,GLT, GLG, EXE, F4, MON, C10, DL, C6, IB5, CTM, A3W	See page B-2 for page size dimensions.
Manual Feed	On, **Off**	When you select Manual Feed, the printer waits for you to press the **On Line** or **Continue** button before printing each page.
Orientation	**Port**, Land	Selects portrait or landscape.

Second row of One-Touch settings

Setting	Options	Description
RITech	On, **Off**	RITech produces smoother lines, text, and graphics (for black printing only).
Copies	**1** to 999	Sets the number of copies to print.
MP Tray Size	A4, A3, A5, B4, B5, **LT**, B, HLT, LGL,GLT, GLG, EXE, F4, MON, C10, DL, C6, IB5, CTM, A3W	Sets the size for paper in the multipurpose tray. See page B-2 for page size dimensions.
Out Bin	**FD**, FU	Selects the face-down or face-up output tray.

5. When you have selected the setting you want, press **On Line** to save it and return the printer to normal operation. The **On Line** light comes back on.

Using the SelecType Menus

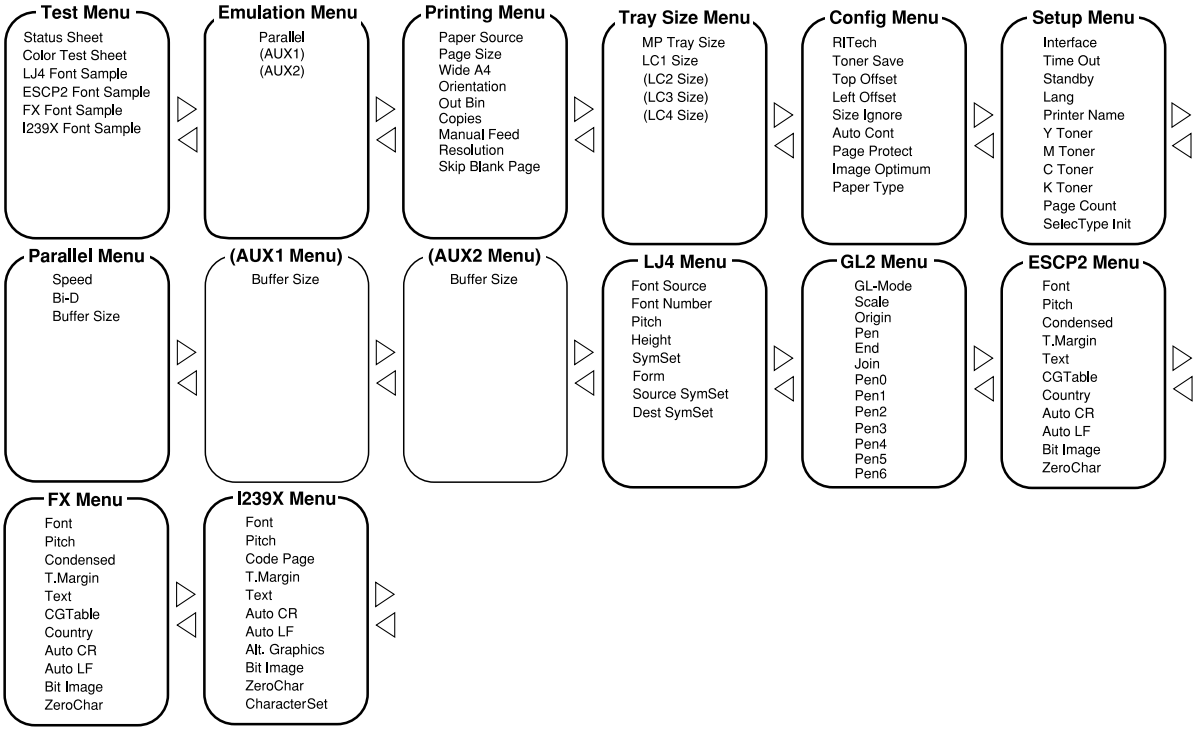
You use the SelecType menus to configure and check the printer, set default print options, and access advanced features. The following table lists the menus, their functions, and where to find additional information:

SelecType menus

Menu	Description	For more information
Test	Print test pages and font samples	page 2-4 and page 3-12
Emulation	Set alternate emulation modes for the printer (for example, LaserJet 4)	page 3-12
Printing	Set default print options (mostly the same as the one-touch settings, which are normally set through software)	page 3-10
Tray Size	Set or check the size of the paper loaded in each tray	page 3-12
Config	Configure options such as saving toner and allocating printer memory	page 3-8
Setup	Configure options such as power saving mode and check the printer's toner level and page count	page 3-9
Parallel	Configure the speed, direction, and buffer size for the printer's parallel interface	page 3-10
AUX1, AUX2	Configure the buffer for an optional auxiliary interface	page 3-5
LJ4, GL2, ESCP2, FX, I239X	Configure print options for the printer's five alternate emulation modes	page 3-13 to page 3-16

SelecType Menu Map

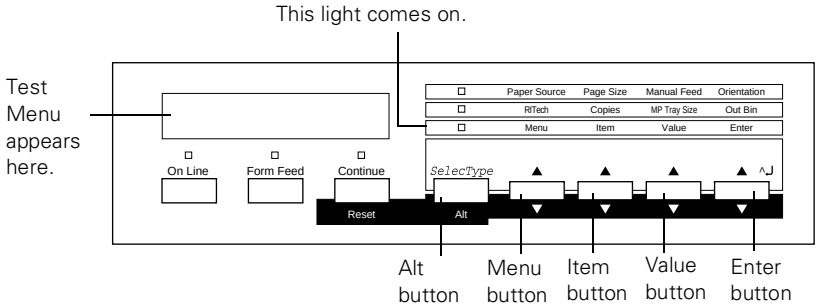
The following "menu map" shows the SelecType menus in order, along with the settings available for each one. The AUX1 and AUX2 menus and settings are available only if you have auxiliary interfaces installed in your printer.



Setting SelecType Options

You use the five buttons on the right side of the control panel to access the SelecType menus and set the options. Follow these steps:

1. Press the Menu button. The light next to Menu comes on, and the display shows Test Menu.



2. Continue pressing the Menu button until the menu you want to use appears on the display. (To move backward through the menus, press and hold the Alt button while you press the Menu button.)

3. Press the Item button. The first item on the menu appears on the display, along with its current value. For example, RITech = Off appears on the display for the Config menu.

4. Continue pressing the Item button until the setting you want to check or change appears on the display. (To move backward through the menu items, press and hold the Alt button while you press the Item button.)

5. Press the Value button to display the choices available for the item. Some items toggle between On and Off, while others have a number of values you can choose. The default value has an asterisk next to it.

6. When the value you want appears on the display, press the Enter button to select it.

7. Press the On Line button to exit the SelecType mode and return to normal printer operation. (You can press On Line without pressing Enter to cancel out of SelecType without saving.)

Setting Configuration Options

You can use three of the SelecType menus—Config, Setup, and Parallel—to configure important features of the printer's operation.

Because the configuration options can significantly affect the way your printer works for all users on the network, you should check with your network administrator before changing them.

Configuration options include the following:

- Continuing to print when certain errors occur
- Disabling the printer's paper-size checking feature
- Allocating printer memory
- Disabling the power-saving feature
- Setting transmission speed and buffer size

Follow these steps to set configuration options:

1. Press the menu button until the display shows Config Menu, Setup Menu, or Parallel Menu.
2. Press the Item button. The display shows RITech = Off (Config Menu), Interface = Auto (Setup Menu), or Speed = Fast (Parallel Menu)
3. Press the Value button to change the setting, or press the Item button to access the next setting. See the tables below for information about the settings and options.
4. Set the value you want for the option you want to change, and then press the Enter button.
5. Press the On Line button to exit the SelecType mode and return to normal printer operation.

The following tables show the options available for each setting. The default option is shown in boldface.

Config menu settings

Setting	Options	Description
RITech	**Off**, On	RITech produces smoother lines, text, and graphics (for black printing only).
Toner Save	**Off**, On	Toner Save mode reduces print density to save toner.
Top Offset	-5.0 to 6.0 mm in 0.5 mm steps	Adjusts the vertical position of the printed image on the page. To avoid damaging the printer, make sure the printed image does not extend over the top edge of the paper.
Left Offset	-5.0 to 6.0 mm in 0.5 mm steps	Adjusts the horizontal position of the printed image on the page. To avoid damaging the printer, make sure the printed image does not extend over the left edge of the paper.
Size Ignore	**Off**, On	Lets the printer continue printing when the page size of a document or image doesn't match the size of the paper specified.
Auto Cont	**Off**, On	Lets the printer continue printing when one of the following error messages appears: **Paper Set, Print Overrun,** and **Mem Overflow**. When **Auto Cont** is off and you see one of these messages, you must press the **Continue** button to print.
Page Protect	**Auto**, On	Allocates additional printer memory to printing, rather than receiving data. Turn **Page Protect** on if you get **Print Overrun** error messages. Complex jobs will take longer to print, but will print without errors. If you get **Print Overrun** errors even with **Page Protect**, you may need to add memory to your printer.
Image Optimum	**Auto**, Off, On	Allows you to print complex documents (that would normally exceed the printer's memory limit) by reducing the resolution. The **On** setting reduces the resolution more than the **Auto** setting.
Paper Type	**Normal**, Thick, Trnsprnc	Selects the printer's default paper type. **Thick** is for envelopes or card stock; **Trnsprnc** is for EPSON color laser transparencies.

Changing the Page Protect setting reconfigures the printer's memory, which erases any downloaded fonts.

Setup menu settings

Setting	Options	Description
Interface	**Auto**, Parallel, AUX1 AUX2	Selects the interface from which the printer will receive data.
Time Out	0, 5 to 300 in 1-second steps	Sets the amount of time the printer waits to receive data before terminating an incomplete print job.
Standby	**Enable**, Disable	Enables or disables the power-saving feature. See page 2-3 for more information.
Lang	English, Français, Deutsch, ITALIANO, ESPAÑOL, SVENSKA, Dansk, Nederl., SUOMI, Português	Selects the language for information displayed on the control panel and printed on test pages.
Printer Name	**Off**, On	Displays the printer name instead of **Ready** when the printer is standing by.
Y Toner	E****F	Displays the amount of toner left: E****F = full E*** F = 3/4 full; E** F = 1/2 full; E* F = 1/4 full; E F = empty
M Toner	E****F	
C Toner	E****F	
K Toner	E****F	
Page Count	0 to 99,999 999	Displays total number of pages printed.
SelecType Init	(No options)	Returns all SelecType settings to factory defaults.

Parallel menu settings

Setting	Options	Description
Speed	**Fast**, Normal	Sets the transfer speed between the RIP (or print server) and the printer. If you experience problems with the fast speed, set it to **Normal**.
Bi-D	**Nibble**, ECP, Off	Configures or disables bidirectional communication between the printer and the RIP.
Buffer Size	**Normal**, Maximum, Minimum	Determines the amount of memory to be used for receiving and printing data from the RIP. **Maximum** allocates more memory to receiving data. **Minimum** allocates more memory to printing.

Setting Print Options With SelecType

You can use two of the SelecType menus, Printing and Tray Size, to set default print options. Normally you set these options through the printer properties, print, or page setup dialog box in your software. However, you can also use the One-Touch mode, described on page 3-2, and the SelectType menus, as described below.

Follow these steps to set print options through SelecType:

1. Press the menu button until the display shows **Printing Menu** or **Tray Size Menu**.

2. Press the **Item** button. The display shows **Paper Source = Auto** (Printing Menu) or **MP Tray Size = MP** (Tray Size Menu).

3. Press the **Value** button to change the setting, or press the **Item** button to access the next setting. See the tables below for information about the settings and options.

   With the Tray Size menu, you can change the size for the multipurpose tray, but not for the cassette(s). The tray size setting for the cassettes is always based on the position of the edge guides in the cassettes themselves. You can use the menu only to check the setting.

4. Set the value you want for the option you want to change, and then press the Enter button.

5. Press the On Line button to exit the SelecType mode and return to normal printer operation.

Printing menu settings

Software settings for these items always override the SelecType settings.

Setting	Options	Description
Paper Source	**Auto,** MP, LC1, LC2, LC3, LC4	Selects the multipurpose tray, standard cassette (LC1), or one of the three cassettes on the large-capacity paper unit (LC2, LC3, LC4). Auto lets the printer choose the source automatically, based on the selected page size.
Page Size	A4, A3, A5, B4, B5, **LT**, B, HLT, LGL,GLT, GLG, EXE, F4, MON, C10, DL, C6, IB5, CTM, A3W	See page B-2 for page size dimensions.
Wide A4	**Off**, On	Expands the printable area on A4 paper.
Orientation	**Port**, Land	Selects portrait or landscape.
Out Bin	**FD**, FU	Selects the face-down or face-up output tray.
Copies	**1** to 999	Sets the number of copies to print.
Manual Feed	**Off,** On	When you select Manual Feed, the printer waits for you to press the **On Line** or **Continue** button before printing each page.
Resolution	**600**, 300	Switches between 600 and 300 dpi.
Skip blank page	**Off**, On	Specifies whether the printer outputs sheets of paper when a print job contains blank pages.

Tray Size menu settings

Setting	Options	Description
MP Tray Size	A4, A3, A5, B4, B5, **LT**, B, HLT, LGL, GLT, GLG, EXE, F4, MON, C10, DL, C6, IB5, CTM, A3W	Sets the size for paper in the multipurpose tray. See page B-2 for page size dimensions.
LC1 Size	LC 2, 3, and 4 items only appear if you have the large capacity unit.	The tray size setting for the cassettes is always based on the position of the edge guides in the cassettes themselves. You can use the menu only to check the setting.
LC2 Size		
LC3 Size		
LC4 Size		

Setting and Configuring Printer Emulations

The Emulation menu lets you select any of five alternate emulations for your printer (in addition to PostScript and the native ESC/Page Color language):

- LJ4: HP® LaserJet 4 (PCL5e)
- ESCP2: EPSON 24-pin dot-matrix printer
- FX™: EPSON 9-pin dot-matrix printer
- I239X: IBM® Proprinter®
- GL2: GL/2® plotter

The default Auto setting lets the printer switch to the correct emulation automatically based on incoming data.

You can use the Test menu to print font samples for the various emulations, in addition to printing the two test pages described in Chapter 2. Five additional menus are available so you can set printing options for the five alternate emulations.

The following tables show the options available for each emulation. The default option is shown in boldface.

Setting LJ4 Emulation Options

The LJ4 menu lets you make font and symbol settings when you use the printer in LJ4 emulation mode. Normally you can make these settings through your software. You only need to use these settings if you are using software that can't control fonts.

LJ4 menu settings

Setting	Options	Description
Font Source	**Resident**, DIMM, Download	Selects the source of fonts used for printing; **DIMM** selects fonts in memory.
Font Number	From **0** upwards (maximum value = 65535)	Selects the font for the print job. You can print a font sample sheet (Test Menu) to determine the font numbers.
Pitch	0.44 to 99.99 cpi in steps of 0.01 cpi; default is **10.00**	Selects the pitch (the horizontal spacing) of the font used in the print job, if the font is scalable and is fixed-pitch. The font pitch is expressed in cpi (characters per inch).
Height	4.00 to 999.75 pt in steps of 0.25 pt	Selects the height of the font used in the print job, if the font is a proportional scalable font. The height is expressed in points.
SymSet	32 symbol sets plus 19 international variations of the Roman 8 set	Selects the symbol set of the font used in the print job.
Form	5 to 128; default is **60**	Sets the number of lines for the selected paper size and orientation. This causes a line spacing (VMI) change, which is stored in the printer. Any later changes in the **Page Size** or **Orientation** settings cause changes to this Form value, based on the VMI settings stored here.
Source SymSet	0 to 3199	You can only make these settings if an optional font ROM has been installed.
Dest SymSet	0 to 3199	

Font pitch and height depend on the font selected. Available symbol sets also depend on the fonts installed.

Setting GL2 Emulation Options

The GL2 emulation allows you to use your printer with plotter applications. Within this emulation, you can choose between two modes, LJ4GL2 and GLlike.

GL2 menu settings

Setting	Options	Description
GL-Mode	**LJ4GL2**, GLlike	Selects the HP LaserJet4 emulation of GL/2 or EPSON GL/2.
Scale	**Off**, A0, A1, A2, A3	Selects whether the output is scaled, and whether the scale factor is based on the output paper size of the application.
Origin	**Corner,** Center	Sets whether the origin of the plotter-unit coordinate system is at the lower-left or the center of the page.
Pen	**Pen0**, Pen1, Pen2, Pen3 Pen4, Pen5, Pen6	Selects the logical "pen."
End	**Butt**, Square, Triangular, Round	Sets the line-ending style.
Join	**Mitered**, Miteredbeveled, Triangular, Round, Beveled, None	Sets the way lines are joined.
Pen0	0.05 to 5.00 mm in steps of 0.05 mm; default is **0.35 mm**	Sets the line width for each "pen."
Pen1		
Pen2		
Pen3		
Pen4		
Pen5		
Pen6		

Setting ESCP2 and FX Emulation Options

These emulations allow you to use your printer with applications designed for dot-matrix printer output. The same menu items are available for both emulation modes, except as noted otherwise.

ESCP2 and FX menu settings

Setting	Options	Description
Font	**Courier**, Prestige, Roman, Sans serif, Roman T, Orator S, Sans H, Script, OCR A, OCR B	Selects the font for printing.
Pitch	**10**, 12, 15, Prop. (cpi)	Sets the horizontal spacing for the selected font.
Condensed	**Off**, On	Selects condensed printing.
T. Margin	0.40 to 1.50 inch in 0.05 inch steps; default is **0.5**	Sets the distance from the top of the page to the baseline of the first line.
Text	From 1 upwards (maximum of 111 lines); default is **62**	Sets the page length by the number of lines.
CGTable	Default is **PcUSA**;	Selects the graphics or italics character table; availability of character generator tables depends on the font set installed.
Country	**USA**, France, Germany, UK, Denmark, Sweden, Italy, Spain1, Japan, Norway, Denmark2, Spain2, LatinAmeric, Korea, Legal	Selects an international symbol set.
Auto CR	**On**, Off	Selects whether the printer automatically performs a carriage-return then line-feed operation when the print position exceeds the right margin.

If you change the **Orientation, Page Size**, or **T. Margin** settings, the **Text** setting returns to the default.

Most software applications handle the Auto CR function automatically.

ESCP2 and FX menu settings (continued)

Setting	Options	Description
Auto LF	**Off,** On	Selects whether the printer automatically adds a line-feed after every carriage return. Set to **On** if text lines overprint each other.
Bit Image	**Dark**, Light, BarCode	Sets the density for printing bit-mapped images. The **BarCode** setting converts bit-mapped images to barcodes.
ZeroChar	**0**, Slashed zero	Selects the character to print for the number zero.

Setting I239X Emulation Options

This emulation allows you to use your printer with IBM 2390/2391 Plus commands.

I239X menu settings

Setting	Options	Description
Font	**Courier**, Prestige, Gothic, Orator, Script, Presentor, Sans serif	Selects the font for printing.
Pitch	**10**, 12, 15, 17, 20, 24, Prop. (all fixed pitches are in cpi)	Sets the horizontal spacing for the selected font.
Code Page	**437**, 850, 860, 863, 865	Sets the number of the character table.
T. Margin	0.30 to 1.50 inch in 0.05 inch steps; default is **0.5**	Sets the distance from the top of the page to the baseline of the first line.
Text	From 1 to 111 lines; default is **62**	Sets the page length by the number of lines.
Auto CR	Off, **On**	Selects whether the printer automatically performs a carriage-return then line-feed operation when the print position exceeds the right margin.

If you change the **Orientation, Page Size**, or **T. Margin** settings, the **Text** setting returns to the default.

Most software applications handle the Auto CR function automatically.

I239X menu settings (continued)

Setting	Options	Description
Auto LF	**Off**, On	Selects whether the printer automatically adds a line-feed after every carriage return. Set to **On** if text lines overprint each other.
Alt. Graphic	**Off**, On	Selects the alternate graphics option.
Bit Image	**Dark**, Light	Sets the density for printing bit-mapped images.
ZeroChar	**0**, Slashed zero	Selects the character to print for the number zero.
CharacterSet	**1**, 2	Selects character table 1 or 2.

Chapter 4: Maintaining and Transporting the Printer

Your EPSON ColorPage 8000 includes several consumable parts that need to be replaced periodically. The control panel displays a message to alert you when a toner cartridge or other part is nearly used up. This is the best time to perform the replacement procedure. If you wait until the component is completely used up, the printer will display an error message and stop working until you replace the component.

This chapter covers the following procedures:

- Replacing parts safely
- Replacing a toner cartridge
- Replacing the fuser oil roll
- Replacing the photoconductor unit
- Replacing the waste toner collector
- Cleaning the paper path rollers
- Cleaning the printer
- Transporting the printer

Follow local regulations when you dispose of used consumable parts. Do not expose them to fire, as they can explode and cause injury.

Replacing Parts Safely

Make sure you follow these precautions when you perform the replacement procedures described in this chapter:

- Clear enough space around the printer so that you can work with the cover open or the fuser unit pulled out.
- Do not remove consumable parts from the printer unless they need to be replaced.
- Do not install partially used consumable parts in the printer.

Be sure to check the control panel display after you replace a consumable part. You may see a message indicating that one of the other parts needs replacing. The messages appear one at a time, even if several consumable parts run out at the same time.

Replacing a Toner Cartridge

When you see one of the following messages on the printer's control panel, it's time to replace the indicated toner cartridge:

Message	Response	Part number
Y Toner Low Y Toner Out	Replace the yellow toner cartridge.	S050016
M Toner Low M Toner Out	Replace the magenta toner cartridge.	S050017
C Toner Low C Toner Out	Replace the cyan toner cartridge.	S050018
K Toner Low K Toner Out	Replace the black toner cartridge.	S050019

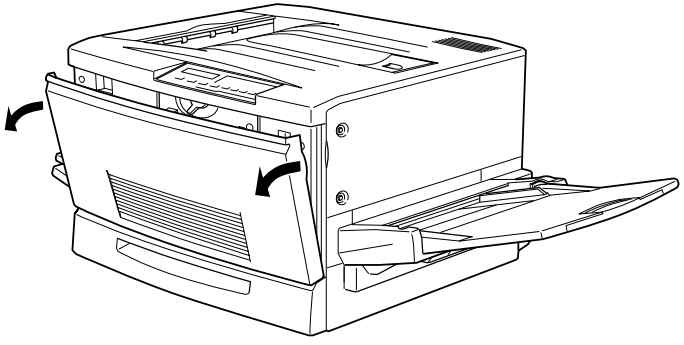
When you see the Toner Low message, you can press Continue to print. However, you will only be able to print for a short time before the Toner Out message will appear, and the printer will stop until you replace the cartridge.

Removing the Used Cartridge

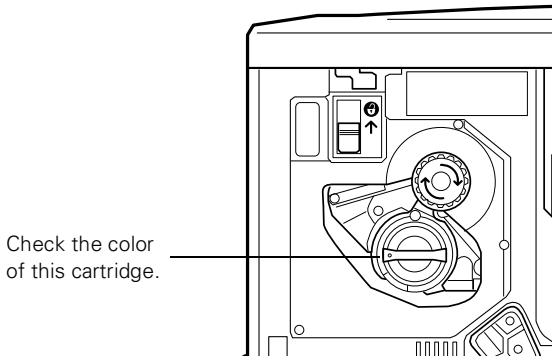
Follow these steps:

1. Check the control panel display to make sure you know which cartridge needs replacing.

2. Open the front cover.

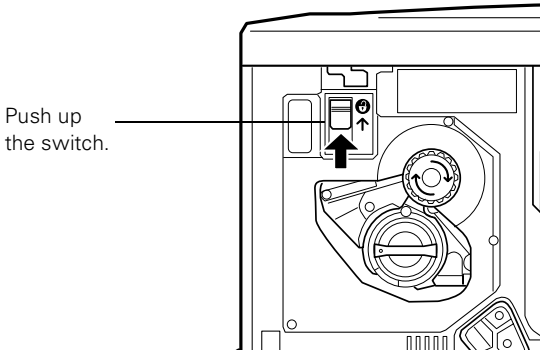


3. Note the color of the cartridge that appears in the installation window.



- If the cartridge is the one you need to replace, go to step 6.
- If the cartridge is a different color, go to step 4.

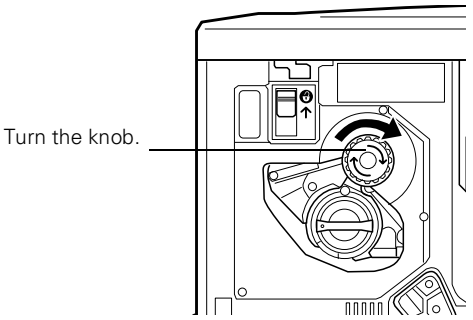
4. Push up the switch located above the cartridge, then release it.



Note

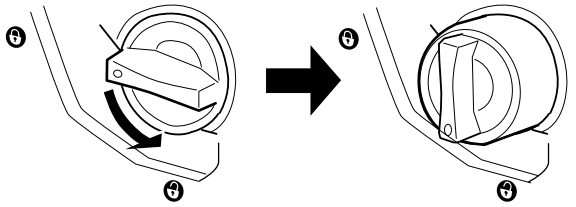
If the knob won't turn, don't force it. Push up the switch and try turning it again.

5. Turn the knob in the direction of the arrow until it stops. The switch drops down automatically and the next cartridge appears in the installation window.



Repeat this step until the cartridge that you want to replace appears.

6. Turn the cartridge counterclockwise 90 degrees. When you turn it, the the cartridge extends slightly.

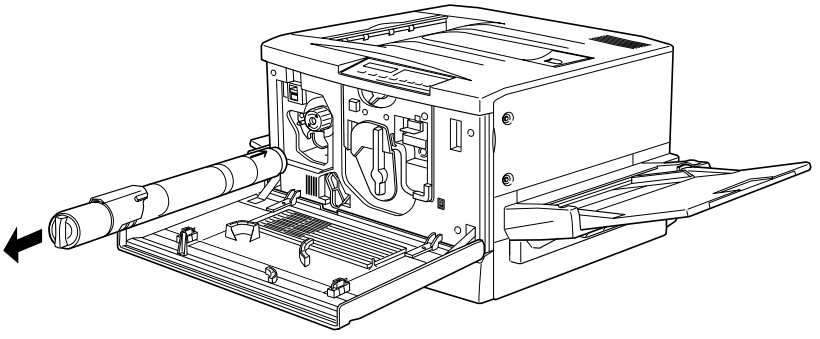


Warning

Try not to touch the toner, and avoid all contact with your eyes. If toner gets on your skin or clothes, wash it off immediately with soap and cold water. If toner gets in your eyes, flush them immediately with cold water. Keep toner cartridges out of the reach of children.

Follow local regulations when you dispose of used toner cartridges. Do not expose them to fire, as they can explode and cause injury.

7. Pull the cartridge out of the slot and discard it.

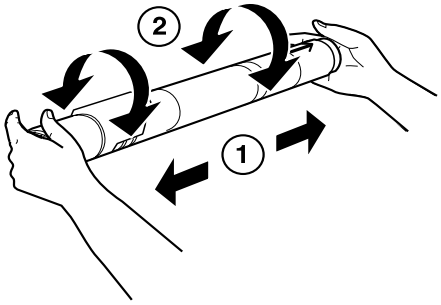


8. Follow the steps in the next section to install the new toner cartridge.

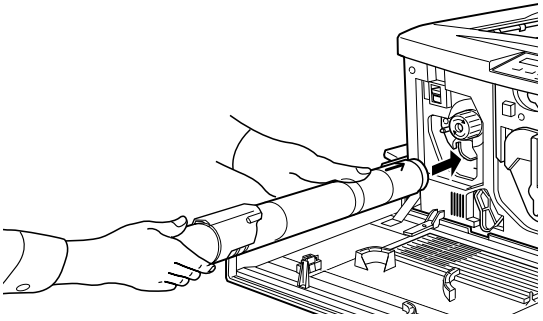
Installing the New Cartridge

Once you have removed the empty cartridge, you're ready to install the new one. Follow these steps:

1. Take the cartridge out of its package. Gently shake it back and forth and from front to back to distribute the toner evenly.



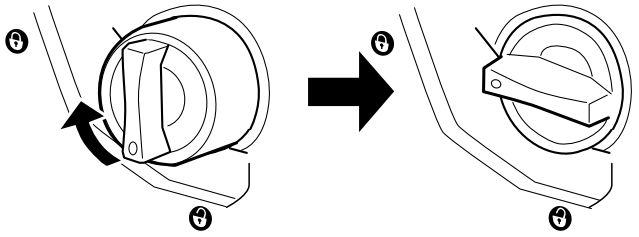
2. Hold the cartridge with the arrow facing up and insert it as far as possible into the cartridge slot.



Caution

Make sure you turn the cartridge all the way, as shown in the illustration. Otherwise, toner may leak.

3. Turn the cartridge clockwise 90 degrees, pushing it the rest of the way into the slot.



4. If you need to replace another cartridge, repeat the procedure, starting with step 3 on page 4-3.

5. Close the front cover.

Be sure to check the control panel display after you replace a cartridge. You may see a message indicating that one of the other parts needs replacing. The messages appear one at a time, even if several consumable parts run out at the same time.

Replacing the Fuser Oil Roll

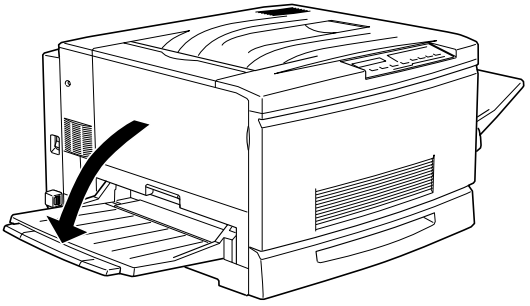
When you see one of the following messages on the control panel display, it's time to replace the fuser oil roll:

- Oil Roll Near Empty
- Replace Oil Roll

When you see the Oil Roll Near Empty message, you can press Continue to print. Make sure you have a replacement oil roll (part number S052002). You will only be able to print for a short time before the Replace Oil Roll message will appear, and the printer will stop.

Follow these steps to replace the fuser oil roll:

1. Pull down the face-up tray on the left side of the printer.

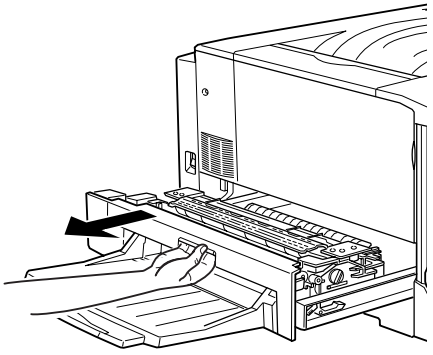


Warning

Be careful not to touch the fuser or the area around the fuser, which are marked CAUTION! HIGH TEMPERATURE. If the printer has been in use, the fuser can be very hot.

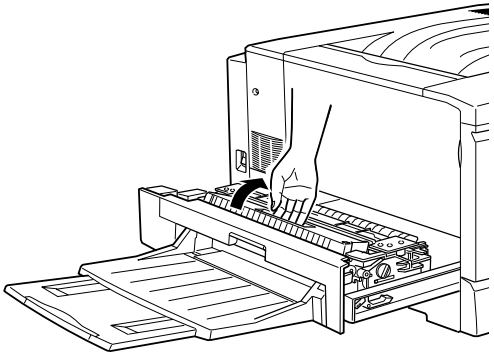
If oil gets on your skin or clothes, wash it off immediately.

2. Grab the handle of the fuser unit and pull it all the way out.



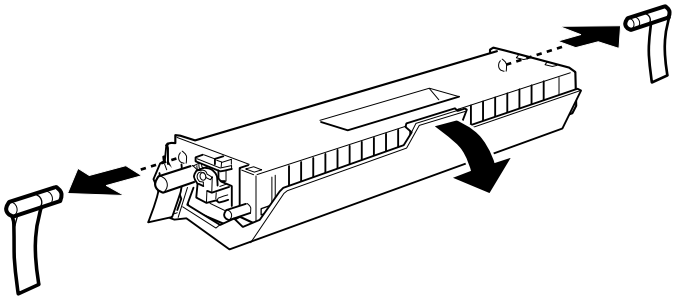
Follow local regulations when you dispose of used fuser oil rolls. Do not expose them to fire, as they can explode and cause injury.

3. Grab the roll as shown and lift it out of the printer.

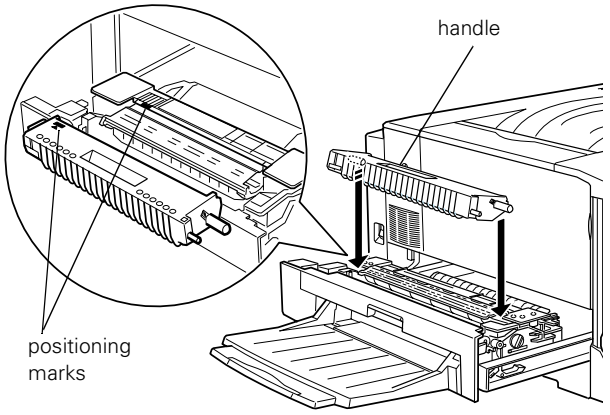


To avoid reduced print quality, do not touch the white roll surface. Keep the roll horizontal. Do not tilt it or lean it against anything.

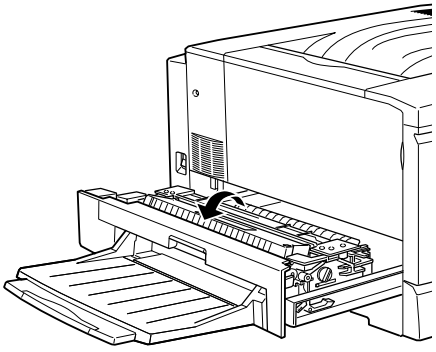
4. Take a new fuser oil roll from the box and remove the cover and two shipping pins as shown below:



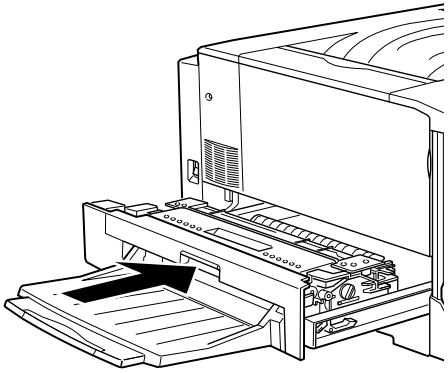
5. Hold the roll handle and insert it into the fuser unit, matching the green marks on the roll and unit.



6. Push the roll down firmly until it clicks into place.



7. Slide the fuser unit back into the printer.



Replacing the Photoconductor Unit

When you see one of the following messages on the control panel display, you should replace the photoconductor unit:

- Warning Photoconductr
- Photoconductr Trouble
- Wrong Photoconductr
- Replace Photoconductr

When you see the Warning Photoconductr message, you can press Continue to print. Make sure you have a replacement photoconductor (part number S051061). You will only be able to print for a short time before the Replace Photoconductr message will appear, and the printer will stop.

Since the waste toner collector is part of the photoconductor unit, it is replaced at the same time. Occasionally, the waste toner collector may need to be replaced separately. See page 4-15 for instructions.

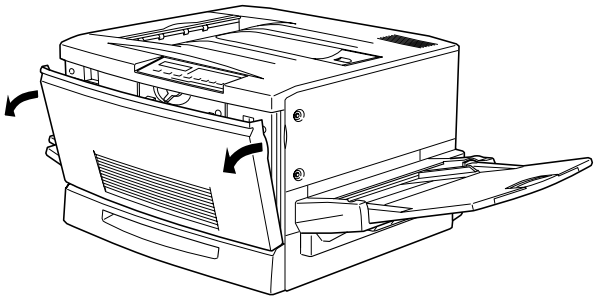
To get the best print quality, do not store the photoconductor unit in an area subject to direct sunlight, dust, salty air, or corrosive gasses (such as ammonia). Avoid locations subject to extremes or rapid changes in heat or humidity.

Keep the photoconductor unit out of the reach of children.

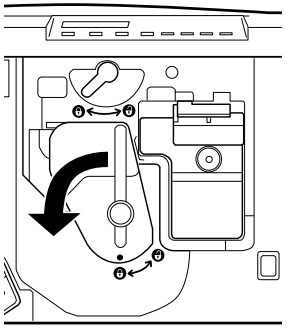
Removing the Used Photoconductor Unit

Follow these steps:

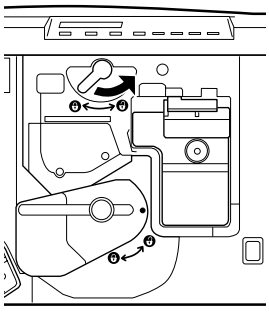
1. Turn off the printer.
2. Open the front cover.



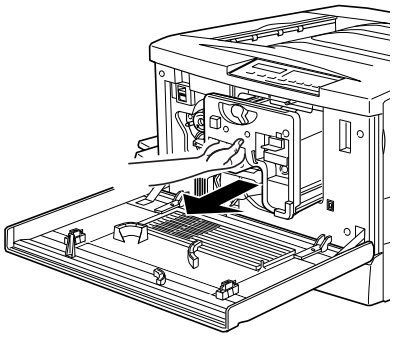
3. Turn the large lever counterclockwise 90 degrees.



4. Turn the small lever to the right.

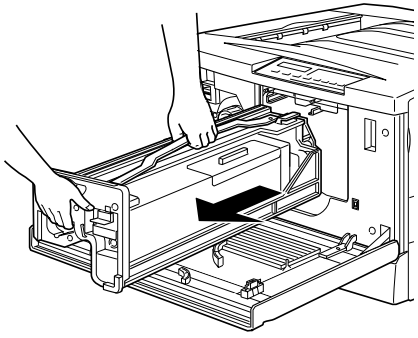


5. Pull the photoconductor unit about 12 inches out of the printer.



Follow local regulations when you dispose of the used photoconductor unit. Do not expose it to fire, as it can explode and cause injury.

6. Grab the handle at the top of the photoconductor and gently pull it all the way out.



7. Follow the steps in the next section to install the new photoconductor.

Caution

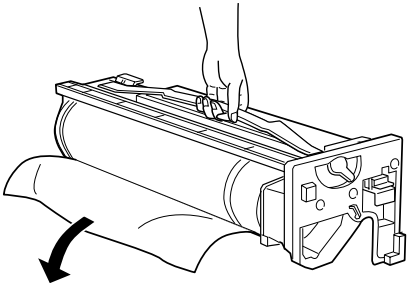
Be careful not to scratch or touch the surface of the drum. Oils from your skin can damage it and affect print quality.

When replacing the photoconductor unit, avoid exposing it to room light any longer than necessary.

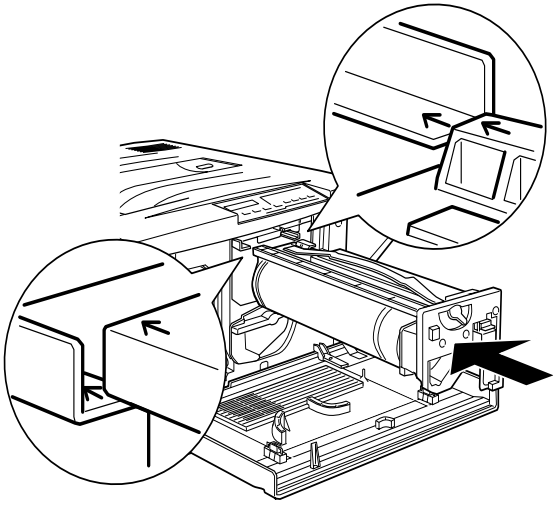
Installing the New Photoconductor Unit

Once you have removed the empty photoconductor unit, you're ready to install the new one. Follow these steps:

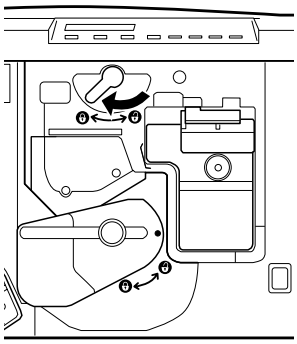
1. Take a new photoconductor unit out of its package. Hold the handle and remove the protective sheet as shown below:



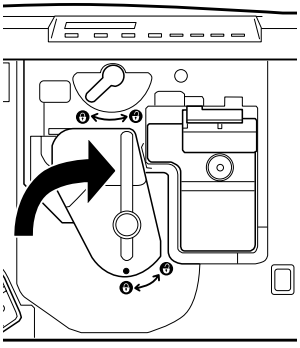
2. Position the unit over the guide rails inside the printer. Then carefully slide it all the way in.



3. Turn the small lever on the photoconductor unit to the left.



4. Turn the large lever clockwise 90 degrees.



5. Close the front cover of the printer.
6. Turn the printer back on to continue printing.

Caution

Do not reuse toner found in the waste toner collector.

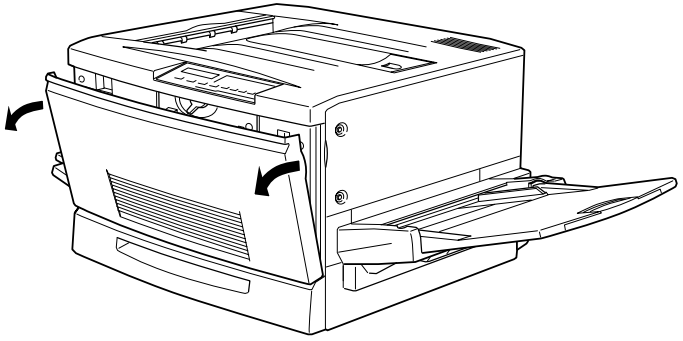
Replacing the Waste Toner Collector

The waste toner collector is replaced whenever you replace the photoconductor unit. If you see one of the following messages on the control panel display, you should also replace the collector (even if the photoconductor doesn't need replacing):

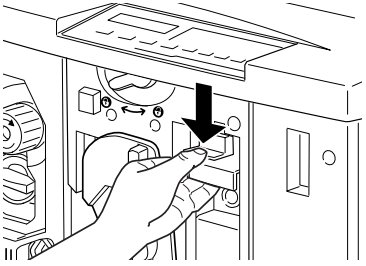
- Waste T Box Nearfull
- Replace Waste T Box

When you see the Waste T Box Nearfull message, you can press Continue to print. Make sure you have a replacement waste toner collector (part number S050020). You will only be able to print for a short time before the Replace Waste T Box message will appear, and the printer will stop. Follow these steps to replace the waste toner collector:

1. Open the front cover.

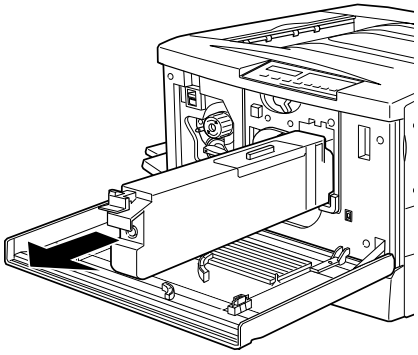


2. Squeeze the handle and tab of the waste toner collector to release the lock.



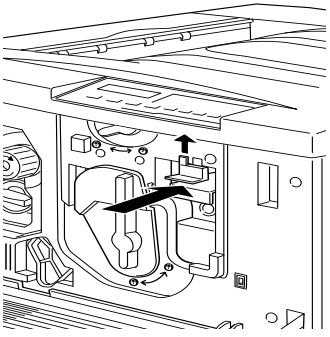
Keep the waste toner collector out of the reach of children. Follow local regulations when you dispose of the used collector. Do not expose it to fire, as it can explode and cause injury.

3. Pull out the collector.



4. Take out a new collector out of its package.

5. Hold the handle of the collector and insert it all the way into the slot until the tab clicks.

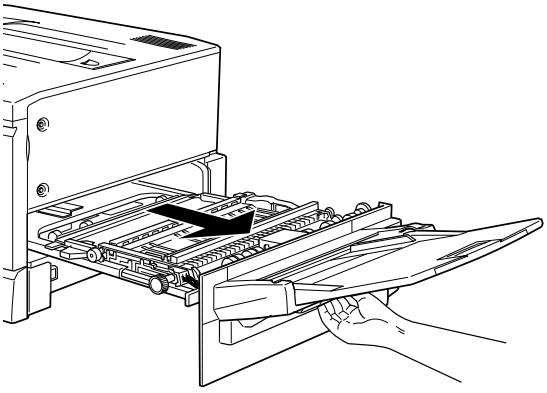


6. Close the front cover of the printer.

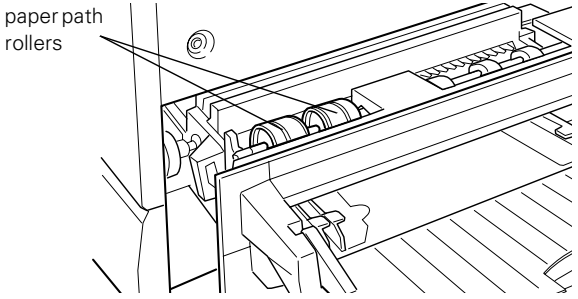
Cleaning the Paper Path Rollers

If paper is not feeding properly, and changing the paper doesn't help, the paper path rollers may be dirty. Follow these steps to clean the paper path rollers:

1. Turn off the printer.
2. Pull out the multipurpose tray on the right side of the printer.



3. Locate the two gray rollers on the left side.



Caution

Be careful not to get water on the printer mechanism or any electronic components.

4. Wipe the upper side of the rollers gently with a clean dampened cloth.
5. Push in the paper tray.

Never use alcohol or thinner to clean the printer cover; these chemicals can damage the components and the case.

Cleaning the Printer

If the outer case is dirty or dusty, you can clean it using a soft, clean cloth dampened with a mild detergent. Make sure you turn off the printer before cleaning it. Be careful not to get water on the printer mechanism or any electronic components.

Transporting the Printer

When you need to move the printer a short distance, first turn it off and remove the following parts:

- Power cord
- Interface cable
- Paper in the multipurpose tray and the paper cassette(s)
- Multipurpose tray
- Face-up output tray

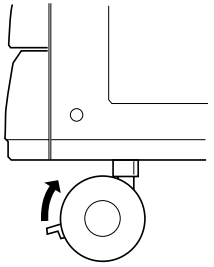
If you need to move your printer a long distance, make sure you remove the following additional parts:

- Toner cartridges
- Photoconductor unit
- Fuser oil roll

Moving the Printer With the Paper Unit

If you have the large capacity paper unit, follow these steps:

1. Unlock the four casters at the bottom of the paper unit, as shown:



Caution

Do not slide the printer on angled or uneven surfaces.

2. Carefully roll the printer to its new location.

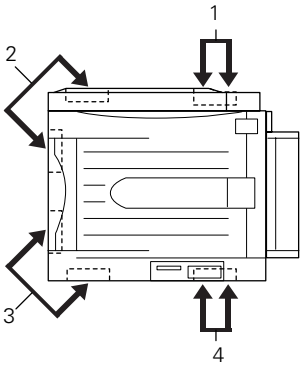
Moving the Printer Without the Paper Unit

If you don't have the large capacity paper unit, follow these steps:

1. Make sure you have four people lift the printer, holding it at the four points shown below:

Warning

The printer weighs approximately 154 lb. Always have four people carry it by the "handle" areas shown in the illustration. Never hold the printer by the multipurpose tray.



2. Keep the printer level while you move it.

Chapter 5: Clearing Paper Jams and Other Problems

As you use your printer, you may occasionally experience a paper jam or other problem. The first thing you should do is diagnose the problem following the guidelines in this chapter. Then try the recommended solutions in the order they are presented until the problem is fixed.

If none of the suggestions in this chapter resolve your problem, contact IKON as described under "Where To Get Help" in the Introduction.

This chapter provides instructions for the following:

- Diagnosing problems
- Clearing paper jams
- Solving operational problems
- Solving printout problems

Diagnosing Problems

Your EPSON ColorPage 8000 includes a number of ways to help you diagnose problems:

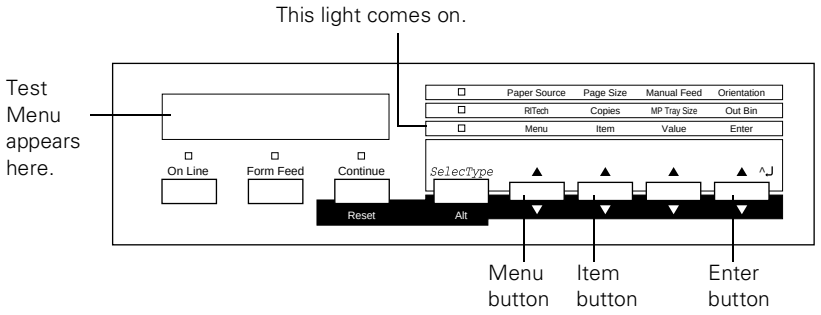
- To identify the most common problems, check the messages and lights on the printer's control panel. See Chapter 2 for information about the control panel indicators and messages.
- If you have the RIP Station 5000, check for error messages on the RIP control panel and in the Fiery Spooler or Web Spooler utilities. See the RIP Station 5000 *User Guide* and *User Addendum* for more information. (The RIP Station 5000 *User Guide* also includes troubleshooting guidelines.)
- To determine whether the problem is caused by the printer itself, disconnect the printer from the RIP or network and print a test page. See the following section for instructions.

Printing Test Pages

Two types of test pages are available, the Status Sheet and the Color Test Sheet. The Status Sheet shows the current default settings and hardware configuration of the printer. The Color Test Sheet gives you a sample color printout.

Follow these steps to print test pages:

1. Press the Menu button. The light next to Menu comes on, and the display shows Test Menu.



2. Press the Item button. The display shows Status Sheet.
   - To print the Status Sheet, press the Enter button. Status Sheet flashes on the display while the sheet is printed.
   - To print the Color Test Page, press the Item button again. The display shows Color Test Page. Press the Enter button to print the page.

If the test page prints correctly, the problem may involve the RIP, the network, the interface cable, or your software.

Clearing Paper Jams

When a paper jam occurs, the printer stops and displays a message on the control panel. Any one of five messages can be displayed, indicating various types of jams in different areas of the printer. The following table defines the error messages and tells you where to check for jammed paper.

Paper jam messages

Message	Explanation	Response	See
Feed Jam	Paper is jammed in one of the feed areas.	Check the following areas and clear jammed paper if necessary: standard cassette, multipurpose tray, paper path, large capacity paper unit.	page 5-4, page 5-6, page 5-13
Paper Jam	Paper is jammed near or inside the fuser unit.	Clear the fuser unit area.	page 5-9
Exiting Paper Jam	Paper is jammed in the output area.	Clear the output path cover.	page 5-12
Check OHP Sheet	Transparencies are loaded incorrectly, or non-EPSON transparencies are in the printer.	Clear the multipurpose tray or paper path.	page 5-6
Irregular Density	Print density is too high. To avoid damage, the printer stops printing.	Clear the multipurpose tray or paper path.	page 5-6

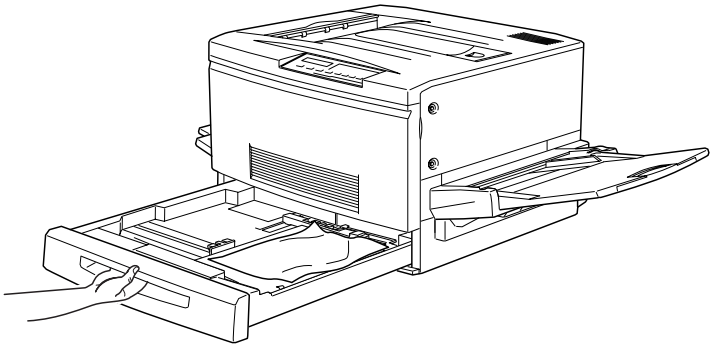
Note the following precautions when you clear paper jams:

- Don't remove jammed paper by force. Torn paper can be difficult to remove and might cause other paper jams. Pull it gently to avoid tearing.
- If jammed paper is torn and remains in the printer, or if paper is jammed in a place not mentioned in this chapter, contact IKON as described under "Where To Get Help" in the Introduction.

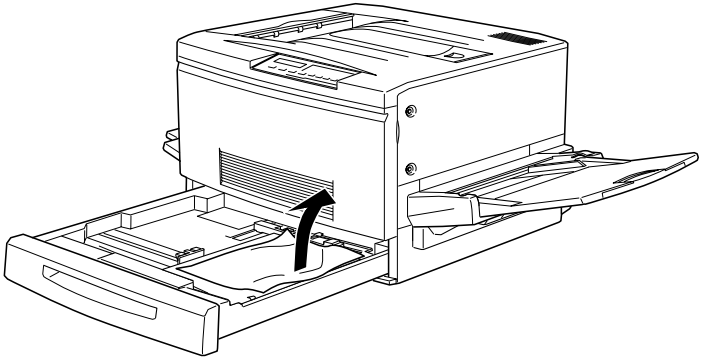
Clearing the Paper Cassette and Paper Path (Feed Jam)

Follow the instructions in this section when you're printing on paper in the cassette and you see a Feed Jam message on the control panel. If you have the large capacity paper unit, use the same procedure to clear paper jammed in one of the cassettes. Follow these steps:

1. Pull the paper cassette out slowly until it stops. Be careful not to tear the jammed paper.

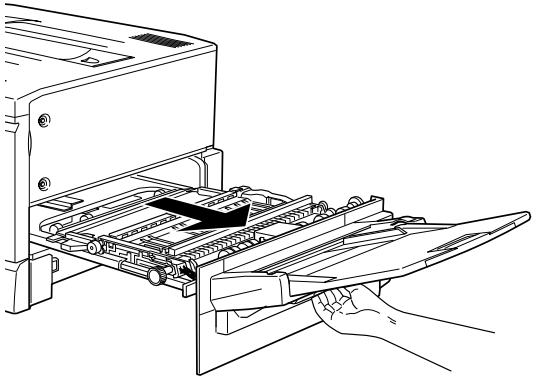


2. Remove any jammed or crumpled paper. If the paper is torn, check to make sure you remove all pieces.

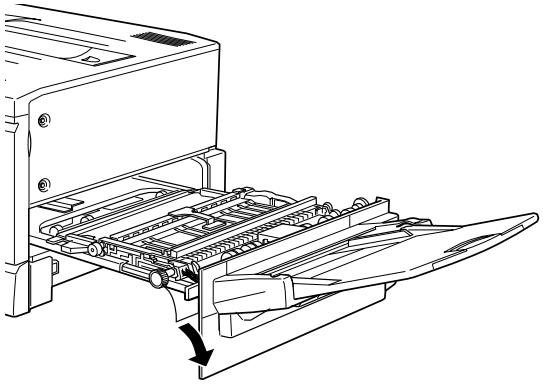


3. Replace the paper in the cassette and close it.

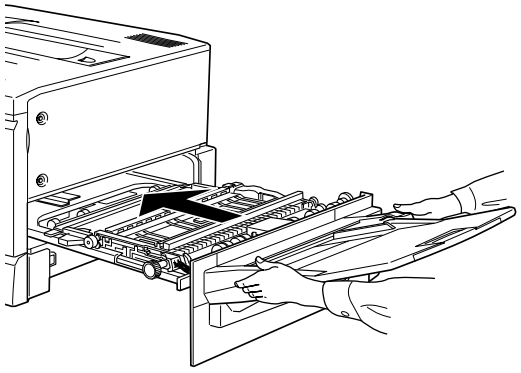
4. Pull the multipurpose tray out slowly until it stops. Be careful not to tear any jammed paper.



5. Pull out the jammed paper from the bottom.



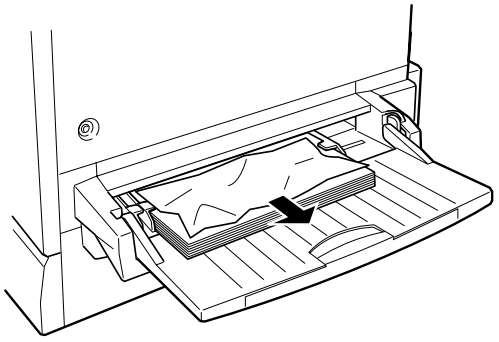
6. Push in the tray firmly.



Clearing the Multipurpose Tray and Paper Path (Feed Jam)

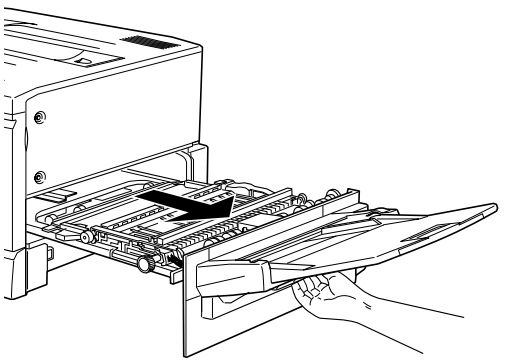
Follow these steps when you're printing on paper or other materials in the multipurpose tray and you see one of the following messages on the printer's control panel: Feed Jam, Check OHP Sheet, or Irregular Density.

1. If you see jammed paper in the multipurpose tray, pull the paper out gently.

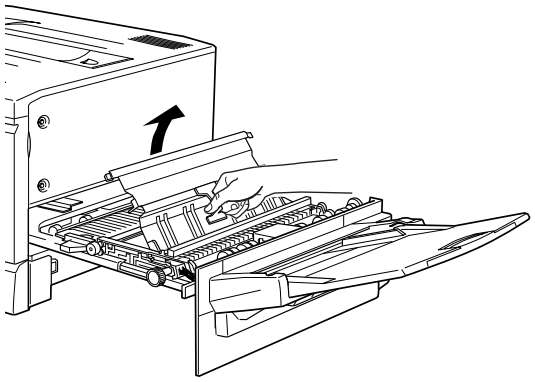


   If you don't see the jammed paper, follow the next steps to check the paper path.

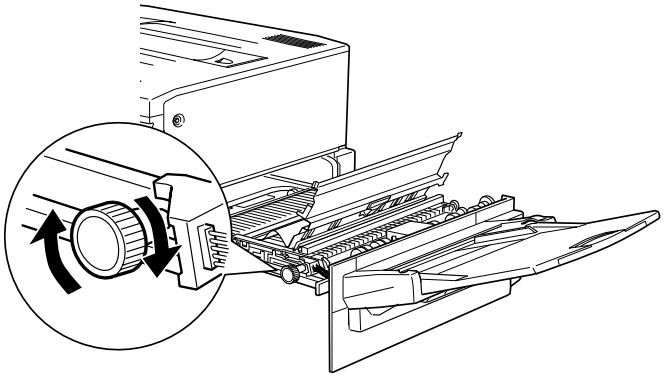
2. Pull the multipurpose tray out until it stops. Be careful not to tear the jammed paper.



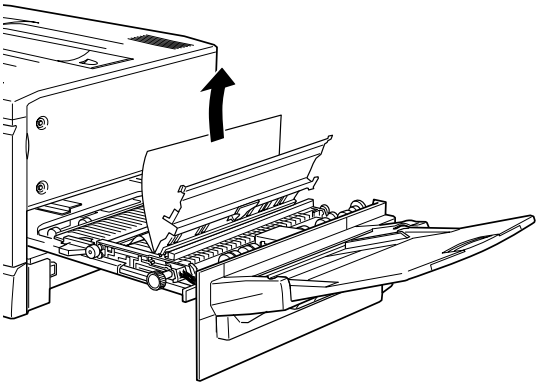
3. Open the paper path cover by lifting up the handle.



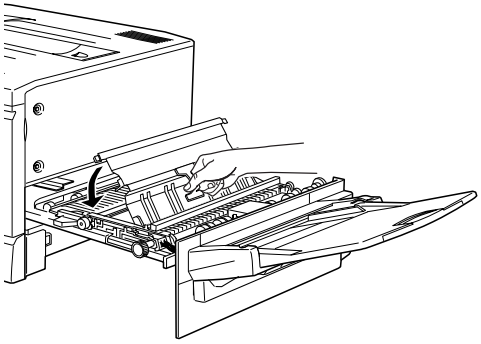
4. Turn the knob clockwise, as shown below. The jammed paper should come out.



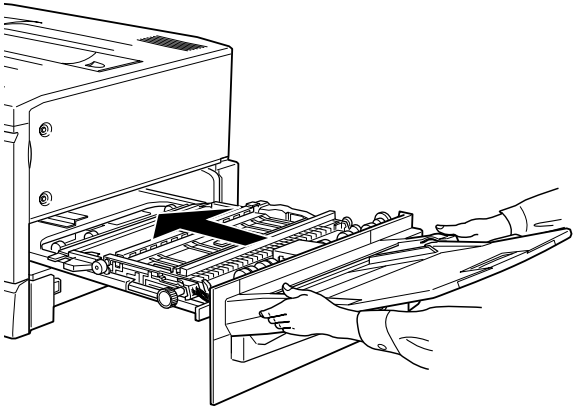
5. After the jammed paper is ejected halfway, pull the paper out as shown below.



6. Close the paper path cover.



7. Push in the tray firmly.



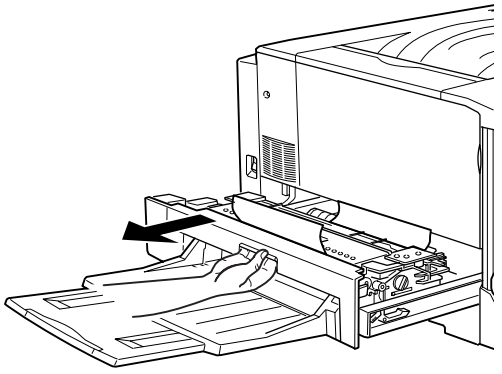
Clearing the Fuser Unit (Paper Jam)

When you see the Paper Jam message on the printer's control panel, follow these instructions to clear paper from the fuser unit:

Note

If you see paper jammed in the path to the face-up output tray, don't try to pull it out of the tray. Follow the instructions in this section to clear the fuser unit.

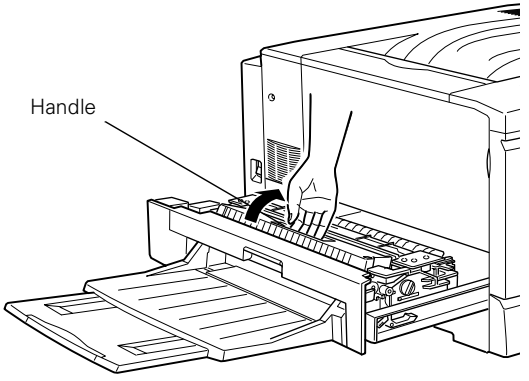
1. Pull the fuser unit out gently until it stops. Be careful not to tear the jammed paper.



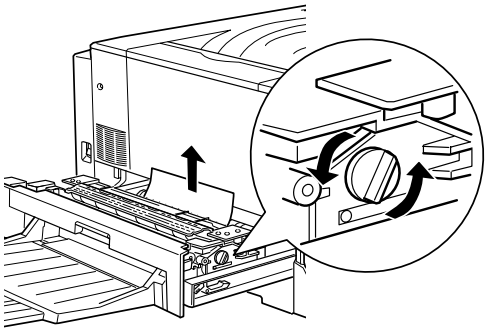
Warning

Do not touch the fuser; it may be very hot. Replace the fuser oil roll as soon as you clear the jammed paper. To avoid oil leakage and reduced print quality, make sure you keep the roll horizontal and do not let it touch anything.

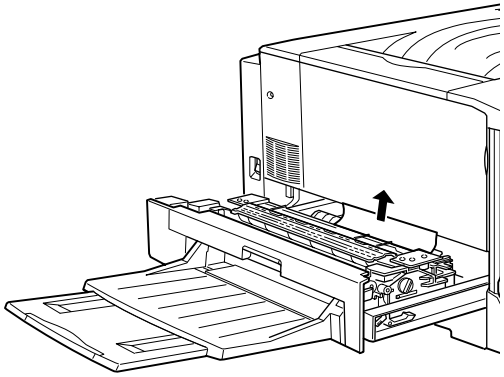
2. Grab the handle of the fuser oil roll and remove it.



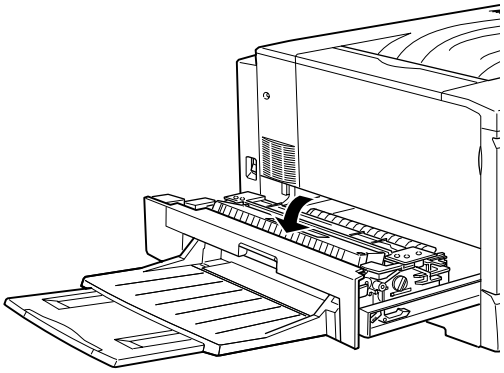
3. Turn the knob on the fuser unit to eject the jammed paper as shown below.



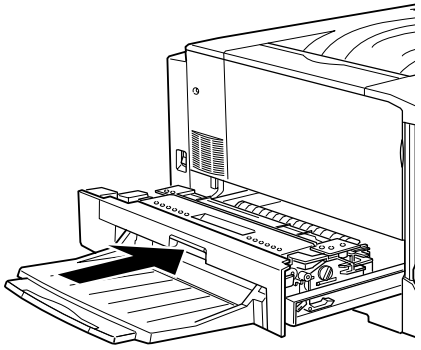
4. Pull out the paper.



5. Reattach the fuser oil roll.



6. Push in the fuser unit firmly.



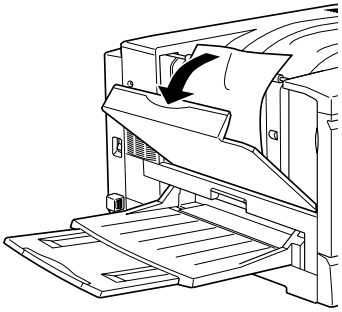
Note

If you see paper jammed in the path to the face-down output tray, don't try to pull it out of the tray. Follow the instructions in this section to clear the output path cover.

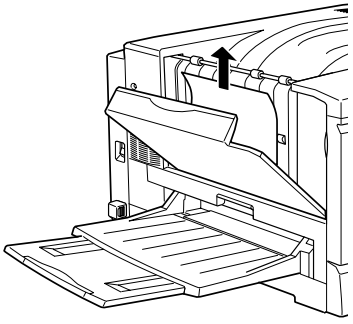
Clearing the Output Path Cover (Exiting Paper Jam)

When you see the Exiting Paper Jam message on the printer's control panel, follow these steps to clear paper from the output path cover:

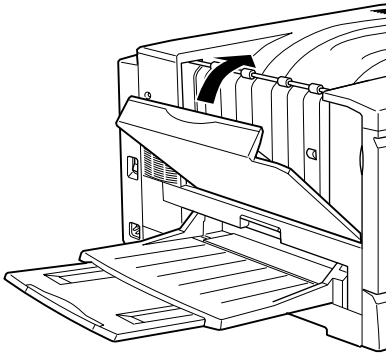
1. Open the output path cover on the left side of the printer.



2. Carefully lift or pull the jammed paper out of the printer.



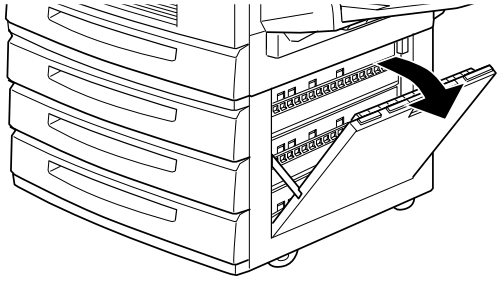
3. Close the output path cover.



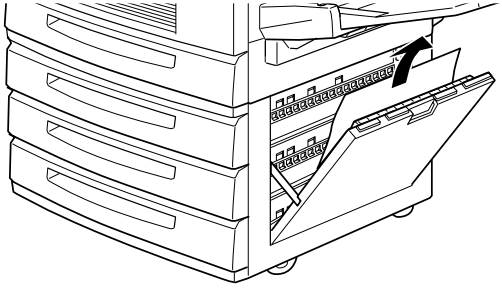
Clearing the Large Capacity Paper Unit

If you see a Feed Jam message on the printer's control panel and you have already checked the paper cassettes, follow these steps to clear jammed paper from the large capacity paper unit:

1. Open the feeder cover on the right side of the paper unit.



2. Pull the jammed paper out gently. Be careful not to tear the paper.



3. Close the feeder cover.

Solving Operational Problems

If the printer won't print, try the suggestions in this section. If you're using the RIP, check the RIP Station 5000 *User Guide* for additional troubleshooting suggestions.

Operational problems

Problem	Possible cause	Solution
The **On Line** light doesn't come on when you turn on the printer.	The power cord is not connected securely.	Turn off the printer and make sure the power cord connections are secure. Then turn the printer back on.
	The outlet is controlled by an outside switch or automatic timer.	Make sure the switch is turned on and the outlet is working.
The **On Line** light is off and the printer doesn't print.	The printer is off line.	Press the **On Line** button.
The **On Line** light is on, but nothing prints.	The printer is not securely connected to the RIP or to your network.	Check the connections. See the RIP Station 5000 *Setup Guide* for instructions.
	An error has occurred.	Check the message on the control panel display. See Chapter 2 for more information about control panel messages.
	Your PPD and/or printer driver software are not set up correctly.	Make sure your software is installed correctly and the RIP or printer is selected. See the RIP Station 5000 *Setup Guide* for instructions.
	Your printer doesn't have enough memory to handle the volume of data in your document.	Try reducing the image resolution of your document, or install more memory in the printer.

Operational problems (continued)

Problem	Possible cause	Solution
Paper doesn't feed from the right paper source.	The **Paper Source** setting in your printer properties or page setup dialog box is wrong.	Make sure you select the right **Paper Source**. See the RIP Station 5000 *User Addendum* for instructions.
	The cassette or multipurpose tray is empty.	Load paper.
	Too much paper is loaded in the cassette or tray.	Check that paper is not overloaded. Maximum capacities are 150 sheets in the tray, 250 in cassette(s).
	The large capacity paper unit is not installed correctly.	Check the paper unit. See the ColorPage 8000 *Unpacking and Setup Guide* for instructions.
	The paper path rollers are dirty.	Follow the instructions on page 4-17 to clean the paper path rollers.
Printing high-resolution images is too slow.	The resolution of the image is higher than necessary.	Generally speaking, image resolution of 200 to 300 dpi is sufficient for printing at 600 dpi.

Solving Printout Problems

If your printout is incorrect or its quality is too low, check the paper you're using. Many printout problems can be solved by using higher-quality paper or a new batch of paper. If this doesn't help, try the suggestions below:

Printout problems

Problem	Possible cause	Solution
The font you selected in your application won't print.	The selected font is not installed or is not supported by the emulation mode you're using.	Make sure you have installed the correct font.
Some or all of your printout is garbled or printed as asterisks.	The interface cable is not plugged in securely.	Make sure the interface cable is plugged in securely. See the RIP Station 5000 *Setup Guide* for information.
	You are using the wrong printer driver or PPD.	Make sure the RIP is selected before printing. See the RIP Station 5000 *User Guide* for instructions.
	The printer emulation setting is incorrect.	Specify the emulation mode with the printer's control panel, or leave it set to **Auto**. If the printer still doesn't print correctly, contact IKON as described in the Introduction.
The position of your image on the page is not correct.	Page size, paper size, and/or margins are set incorrectly in your application or in your printer properties or page setup dialog box.	Make sure you are using the correct page size, paper size, and margin settings.
Graphics don't print correctly.	The printer emulation setting is incorrect.	Specify the emulation mode with the printer's control panel, or leave it set to **Auto**. If the printer still doesn't print correctly, contact IKON as described in the Introduction.
	Your printer needs more memory.	You may need to reduce the number or size of graphics or fonts, lower the resolution, or add memory to your printer.

Printout problems (continued)

Problem	Possible cause	Solution
The background is dark or dirty, or black or white bands appear on the printout.	The paper path is dusty or dirty.	Clean the paper path rollers, following the instructions on page 4-17. Clean the paper path itself with a soft, dry cloth.
		Clean internal components by printing three pages with only one character per page.
	The paper you're using is too rough.	Use high quality copier paper for best results. See Chapter 1 for more information about selecting paper.
	The photoconductor unit has a problem.	Replace the photoconductor unit, following the instructions on page 4-11.
Print quality is uneven.	Your paper is damp.	Replace the paper. Make sure you store paper in a clean and dry environment.
	The photoconductor unit has a problem.	Replace the photoconductor unit, following the instructions on page 4-11.
Toner smudges appear on your printout.	Your paper is damp.	Replace the paper. Make sure you store paper in a clean and dry environment.
	The paper you're using is too rough.	Use high quality copier paper for best results. See Chapter 1 for more information about selecting paper.
	The paper path is dusty or dirty.	Clean internal components by printing three pages with only one character per page.
	The photoconductor unit has a problem.	Replace the photoconductor unit, following the instructions on page 4-11.
Areas of the printed image are missing.	Your paper is damp.	Replace the paper. Make sure you store paper in a clean and dry environment.
	The paper you're using is too rough.	Use high quality copier paper for best results. See Chapter 1 for more information about selecting paper.

Printout problems (continued)

Problem	Possible cause	Solution
Completely blank pages are printed	The printer loaded more than one sheet at a time.	Remove the paper stack and fan it. Tap it on a flat surface to even the edges. Then reload the paper.
	Your software application or cable has a problem.	Try printing a status sheet following the instructions on page 5-2. If the status sheet prints, the problem is in your software or cable. If not, turn off the printer and contact IKON as described in the Introduction.
	The photoconductor unit has a problem.	Replace the photoconductor unit, following the instructions on page 4-11.
The printed image is light or faint.	Your paper is damp.	Replace the paper. The higher the moisture content in the paper, the lighter the printed output. Make sure you store paper in a clean and dry environment.
	Toner Save mode is on.	Turn off the **Toner Save** mode on the control panel or in your printer properties or print dialog box.
	The photoconductor unit has a problem.	Replace the photoconductor unit, following the instructions on page 4-11.
The non-printed side of the page is dirty.	Toner has spilled in the paper feed path.	Clean internal printer components by printing three pages with only one character per page.
An image looks good on the monitor, but not on the printout.	Image resolution or print resolution is too low.	Re-scan or edit the image to increase resolution. Or, try reducing the size of the image. Make sure one of the high resolution settings is selected in your printer properties or print dialog box.
	The **Screen** setting is incorrect for the image.	Select **Increase Definition** to print finely detailed patterns. Select **Increase Gradation** to print smooth color gradations.
Photo printouts appear grainy.	Image resolution is too low for the print resolution.	Re-scan the image at 200 to 300 dpi for 600 dpi printing.
	The image is enlarged.	Make sure you scan the image at the size you want to print.

Appendix A: Installing Options

You can upgrade your printer by installing additional memory or optional interfaces. This chapter provides instructions for the following:

- Installing memory modules
- Installing an interface card

Installing Memory Modules

Additional memory will allow you to print more complex pages with more fonts and larger graphics. Two slots are available in the printer for installing dual in-line memory modules, or DIMMs.

DIMMs are available from many vendors. They must meet the following requirements to work in your printer:

Memory module requirements

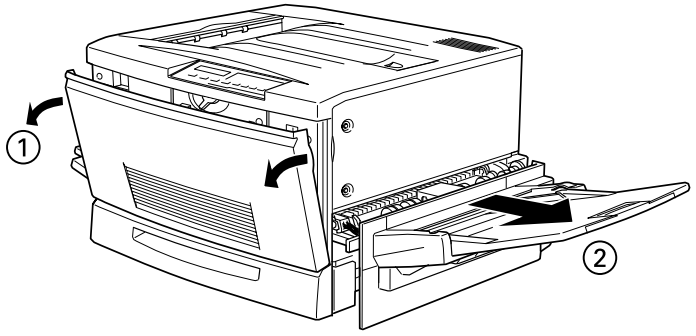
DRAM	Synchronous Dynamic RAM Double In-line Memory Module (SD RAM DIMM)
Capacity	32MB, 64MB, or 128MB
Type	168-pin type, 64 bit, with SPD
Access speed	66.66 MHz or higher (15 ns or less)
Height	Less than 40 mm

Normally the memory you install is added to the printer's internal memory (at least 128MB). However, the printer can only use a maximum of 256MB. Even if you install two 128MB modules, only 256MB will be available.

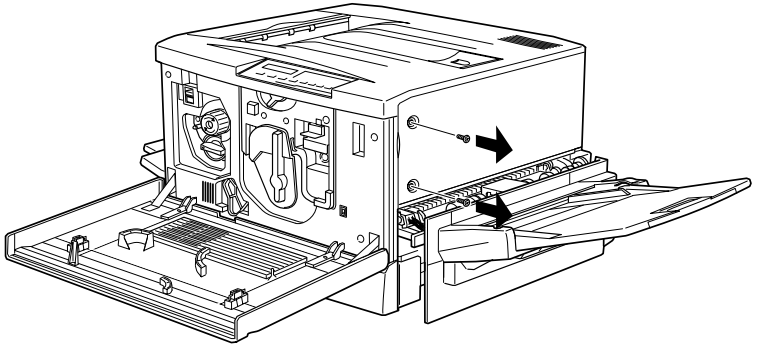
Before you install memory modules, make sure you discharge any static electricity by touching a grounded piece of metal. Otherwise, you could damage static-sensitive components in the printer.

Follow these steps to install memory modules:

1. Make sure the printer is turned off.
2. Open the printer cover and pull out the paper tray at least 4 inches.



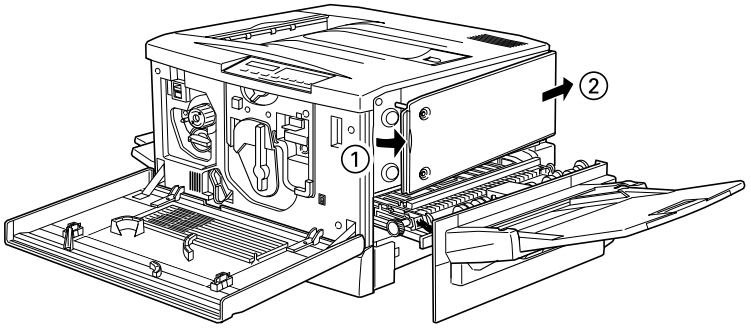
3. Remove the screws on the right panel cover.



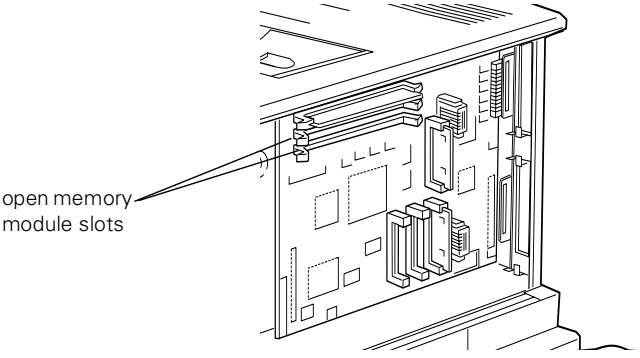
Warning

Be careful when working inside the printer as some pieces are sharp and may cause injury.

4. Open the front of the cover until the pin comes out of the hole. Then remove the cover by sliding it back.



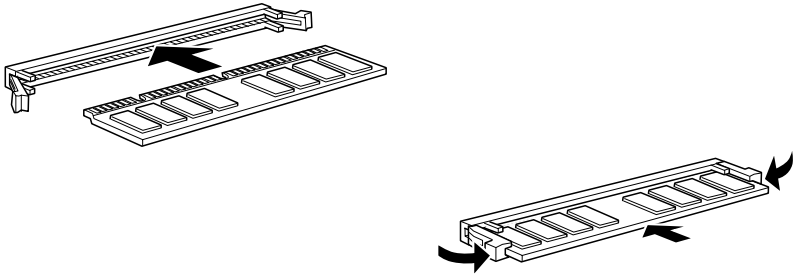
5. Locate the two available memory module slots. Make sure the clips at the sides of the slots are open.



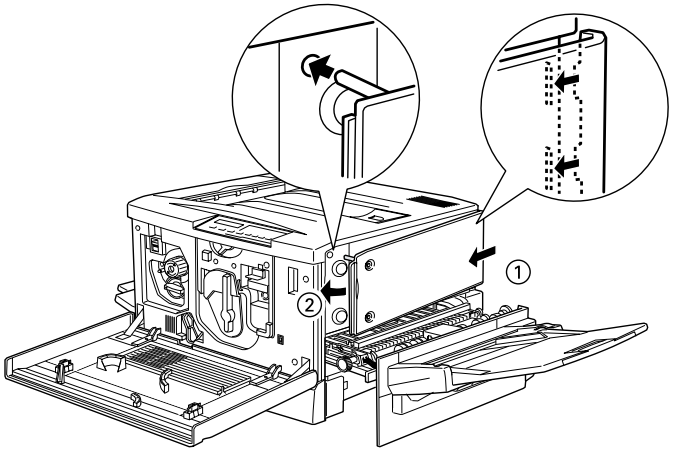
Caution

Make sure you insert the contact side of the module into the slot as shown. Do not apply force.

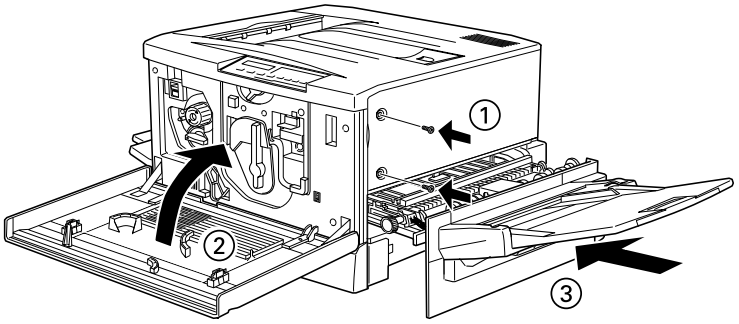
6. Insert the module into either slot, with the gold contact side of the module leading into the slot. Then snap the clips against the module.



7. To replace the panel cover, first insert the tabs in the slots at the right. Then close the left side of the cover, inserting the pin in the hole as shown.



8. Secure the panel cover with the screws that you removed. Then close the front cover and the paper tray.



9. Print a Status Sheet to make sure the printer recognizes the memory you added. On the printer's control panel, press the Enter button twice. Then check the memory displayed in the Hardware Configuations section on the Status Sheet.

Installing an Interface Card

If you have the RIP, you connect it to the printer using the built-in parallel interface. Your printer has two available slots for installing additional interfaces.

Following are the cards that you can install in your ColorPage 8000 printer:

Interface cards

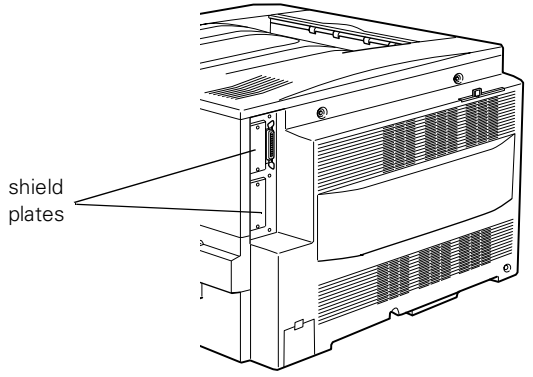
Model number	Name
C823571/C823622/C823632	Ethernet Interface Card
C823071	32KB Serial Interface Card
C823101	32KB Parallel Interface Card
C823141	Coax Interface Card
C823151	Twinax Interface Card
C823121	LocalTalk® Interface Card
C823131	GPIB Interface Card

Before you install a card, make sure you discharge any static electricity by touching a grounded piece of metal. Otherwise, you could damage static-sensitive components in the printer.

Follow these steps to install an interface card:

1. Make sure the printer is turned off.
2. Set any switches or jumpers on the card, as necessary. See the interface card's manual for details.

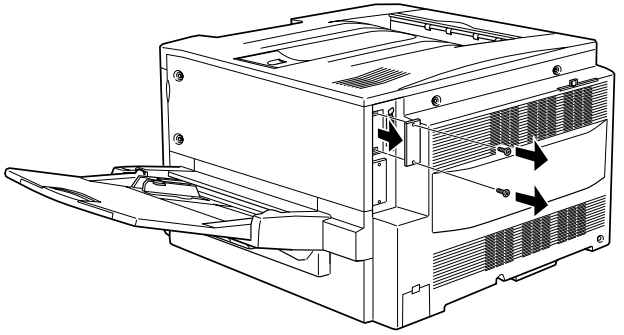
3. Locate the shield plate(s) covering the interface compartment(s) at the back of the printer, labeled AUX-1 and AUX-2.



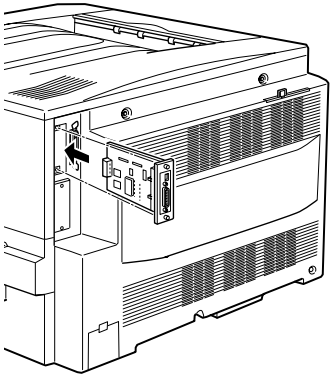
Note

Store the shield plate in a safe place; you will need to reattach it if you remove the interface card later.

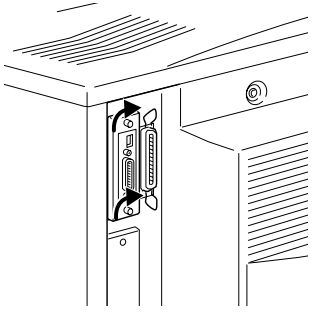
4. Remove the screws from the shield plate. Then remove the plate.



5. Slide the card along the slots on both sides of the interface compartment. Push the card in firmly to make sure the connector at the back of the card is fully inserted into the printer's internal socket.



6. Tighten the screws on the card.



Appendix B: Specifications

Printing

Printing method	Laser beam scanning and dry electrophotographic process
Resolution	600 dpi × 600 dpi
Continuous printing speed (with letter/A4)	
Color printing	4 pages per minute or more
Black only printing	16 pages per minute or more
First print (with letter/A4)	
Color printing	To face-up tray: less than 42.6 seconds To face-down tray: less than 47.6 seconds
Black only printing	To face-up tray: less than 20 seconds To face-down tray: less than 24.9 seconds
Warm-up time	About 300 seconds at normal temperature
Paper feed	Automatic or manual feed
Paper feed alignment	Left alignment for all sizes
Input paper supply	
Multipurpose tray	Up to 150 sheets for plain paper Up to 20 sheets for envelopes Up to 75 sheets for labels, thick paper, and transparencies
Paper cassette(s)	Up to 250 sheets
Paper output	
Face-down tray	For plain paper only, up to 250 sheets
Face-up tray	For all paper types Up to 150 sheets (less than letter-size paper) Up to 50 sheets (letter-size or more paper)
RAM	At least 128MB, expandable up to 256MB

Internal emulations	HP LaserJet 4 (LJ4 mode) HP-GL/2 (GL2 mode) ESC/P2 24-pin printer (ESCP2 mode) ESC/P 9-pin printer (FX mode) IBM Proprinter (I239Xmode)
Resident fonts	49 scalable fonts, and seven bitmap fonts 32 symbol sets plus 19 international variations of the Roman-8 set

Paper

Type	Weight	Size*	Paper source
Plain paper	16 to 28 lb, 60 to 105 gsm	A3 (297 × 420 mm) A4 (210 × 297 mm) B4 (257 × 364 mm) B5 (182 × 257 mm) Letter (8.5 × 11 inches) Legal (8.5 × 14 inches) Executive (7.25 × 10.5 inches) Ledger (B) (11× 17 inches)	Multipurpose tray or cassette
		International B5 (176 × 250 mm) A5 (148 × 210 mm) Half-Letter (5.5 × 8.5 inches) Government Letter (8.5 × 10.5 inches) Government Legal (8.5 × 13 inches) F4 (210 × 330 mm) Custom (3.5 × 5.5 inches to 13 × 19 inches)	Multipurpose tray
		A3W (12.9 × 17.8 inches, 328 mm × 453 mm)	A3W lower cassette
Envelopes	16 to 28 lb, 60 to 105 gsm	Monarch (3.875 × 7.5 inches) Commercial 10 (4.125 × 9.5 inches) DL (110 × 220 mm) C6 (114 × 162 mm)	Multipurpose tray
Labels	28 to 58.5 lb, 105 to 220 gsm	3.5 × 5.5 inches to 13 × 19 inches	Multipurpose tray
Thick paper	28 to 58.5 lb, 105 to 220 gsm	3.5 × 5.5 inches to 13 × 19 inches	Multipurpose tray
EPSON color laser transparencies		A4 (210 mm × 297 mm) Letter (8.5 × 11 inches)	Multipurpose tray

* The minimum margin for all paper sizes is .16 inch (4 mm). The maximum printable area is 12.6 × 17.7 inches.

Environmental

	Operation	Storage
Temperature	50 to 90 °F (10 to 32 °C)	32 to 95 °F (0 to 35 °C)
Humidity	15 to 80% RH (20 to 80% RH with network card)	15 to 80% RH
Altitude	2,500 meters (8200 feet) maximum	

Mechanical

Height	19.3 inches (490 mm)
Width	28.7 inches (728 mm) 53.8 inches (1367.4 mm) with all trays expanded
Depth	25.2 inches (641 mm)
Weight	Approx. 154 lb (70 kg), excluding options
Durability	5 years or 180,000 sheets, whichever comes first

Electrical

	110/120 V model	220/240 V model
Voltage	110/120 V ± 10%	220/240 V ± 10%
Rated frequency	50 Hz to 60 Hz ± 3 Hz	50 Hz to 60 Hz ± 3 Hz
Rated current	Less than 10 A	Less than 5 A
Power consumption	Less than1100 W	Less than 1100 W
Power consumption in Level 2 standby mode	Less than 20 W	Less than 20 W

Parallel Interface

The parallel (IEEE 1284-I compliant) interface connector pin assignments are shown in the table below. The column heading “Direction” refers to the direction of signal flow as viewed from the printer.

		IEEE 1284-B connector		
Pin No.	**Direction**	**Compatibility**	**Nibble**	**ECP**
1	IN	nStrobe	HostClk	
2	IN/OUT	DATA1		
3	IN/OUT	DATA2		
4	IN/OUT	DATA3		
5	IN/OUT	DATA4		
6	IN/OUT	DATA5		
7	IN/OUT	DATA6		
8	IN/OUT	DATA7		
9	IN/OUT	DATA8		
10	OUT	nACK	PtrClk	PeriphClk
11	OUT	Busy	PrtBusy	PeriphAck
12	OUT	PError	AckDataReq	nAckReverse
13	OUT	Select	Xflag	
14	IN	nAutoFd	HostBusy	HostAck
15		NC		
16		GND		
17		CG		
18		PeripheralLogic High		
19 - 30		GND		
31	IN	nInit		nReverse Request
32	OUT	nFault	nDataAvail	nPeriphRequest
33		GND		
34		NC		
35		+5V		
36	IN	nSelectIn	IEEE1284 Active	

These instructions only apply if you connect a computer directly to the printer's parallel interface. If you experience any problems using ECP mode, try using a different mode.

Using the ECP Mode in Windows 95/98

To use the ECP mode with a Parallel (IEEE 1284 level I compliant) connector for faster printing, your computer must support the ECP mode.

To use the ECP mode, follow these steps:

1. Make the ECP mode settings in the BIOS setting program that comes with your computer (for details of the settings and how to use the program, consult your computer's documentation).
2. Click the Start button, point to Settings, and then click Control Panel.
3. Right-click the System icon, and click Open in the menu that appears.
4. Select the Device Manager tab.
5. Select the ECP Printer Port under Ports (COM & LPT), then click the Properties button.
6. Select the Resources tab.
7. Make the appropriate settings in the Resource settings dialog box. The settings depend on your computer system. For details, consult your computer's documentation.
8. Click OK to save the settings.

Options and Consumables

Paper Sources

	Large capacity paper unit (C813021)	A3W lower paper cassette (C813021)
Paper size	A3, A4, Letter, Legal, B4, B5, Executive, and Ledger (B)	A3W (12.9 × 17.8 inches) (328 × 453 mm)
Paper weight	16 to 28 lb (60 to 105 gsm)	16 to 28 lb (60 to 105 gsm)
Paper feed	Three paper cassettes mounted Automatic feed delivery system Cassette capacity up to 250 sheets (for each cassette)	Automatic feed delivery system Cassette capacity up to 250 sheets
Paper types	Plain paper	Plain paper
Dimensions and weight:		
Height	14.9 inches (378 mm)	4.3 inches (108 mm)
Width	22.0 inches (560 mm)	22.0 inches (560 mm)
Depth	21.9 inches (556 mm)	21.5 inches (547 mm)
Weight	53.4 lb (24.2 kg), including all cassettes	5.9 lb (2.7 kg)
Power supply	DC 5 V supplied by the printer	

Consumables

	Approximate life	Storage temperature	Storage humidity
Toner cartridges	Black: Up to 4500 images* Yellow, Magenta, Cyan: Up to 6000 images*	32 to 95 °F (0 to 35 °C)	15 to 80% RH
Photoconductor unit	20,000 pages*		
Fuser oil roll	20,000 pages**		
Waste toner collector	20,000 pages*		

* Continuous printing on letter-size paper, 5% print ratio. Consumable life varies depending on the type of printing you do.

** Average usage: 120 pages or more per day.

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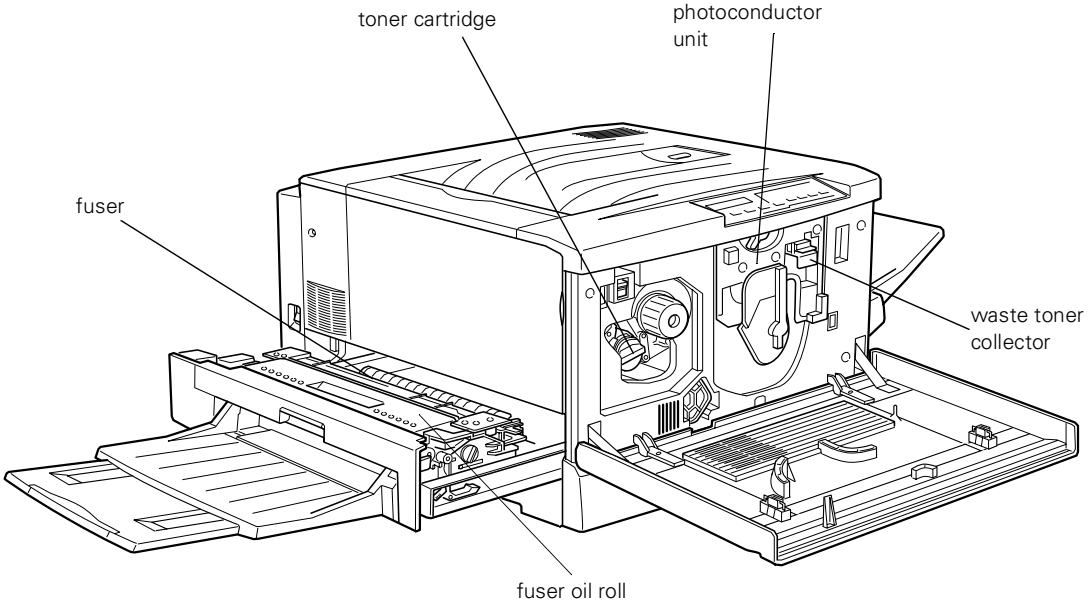
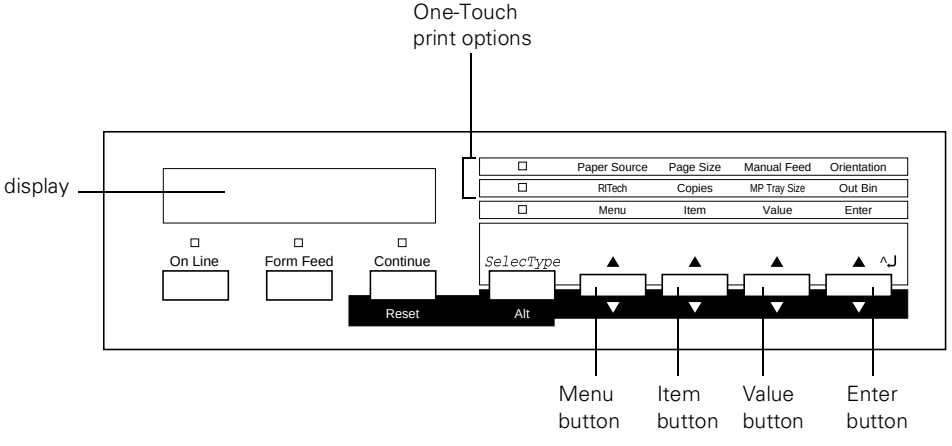

toner cartridge
photoconductor unit
fuser
waste toner collector
fuser oil roll


One-Touch print options
display
Paper Source
Page Size
Manual Feed
Orientation
RITech
Copies
MP Tray Size
Out Bin
Menu
Item
Value
Enter
On Line
Form Feed
Continue
SelecType
Reset
Alt
Menu button
Item button
Value button
Enter button