



PHASER® 840  
COLOR PRINTER  
User Guide



[www.tek.com/Color\\_Printers/](http://www.tek.com/Color_Printers/)

**Tektronix®**

# Contents

Tektronix Supplies and Accessories	1
Getting the Most From Your Printer	2
The Front Panel	3
Print Quality Modes	4
TekColor™ Color Corrections	4
Media Trays	5
Supported Page Sizes and Print Area	7
Using the Manual Feed Slot for single-sided printing	8
Printing on Envelopes	10
Loading Media Trays	11
Printing on Labels	12
Automatic Duplex Printing	14
Adding Ink	16
Emptying the Waste Tray	17
Replacing the Maintenance Kit	18
Media Jams	19
Troubleshooting Print Quality	24
Hints for Moving the Printer	27
Getting More Information	28
Getting Help	29

## Symbols



### Note

General information



### Caution

Use caution or damage to the printer may result.



### Hot

Hot surface on or in the printer. Use caution to avoid personal injury.

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Tektronix, Inc.

## Tektronix Supplies and Accessories

Supplies	Order number	Description
<b>ColorStix® Ink</b>	016-1604-00	3 Black sticks
	016-1605-00	5 Cyan sticks plus 2 Black sticks
	016-1606-00	5 Magenta sticks plus 2 Black sticks
	016-1607-00	5 Yellow sticks plus 2 Black sticks
	016-1582-00	2 Cyan sticks plus 1 Black stick
	016-1583-00	2 Magenta sticks plus 1 Black stick
	016-1584-00	2 Yellow sticks plus 1 Black stick
<b>Premium Paper</b>		
A/Letter (U.S.)	016-1368-00	500 sheets
A4 (Metric Letter)	016-1369-00	500 sheets
24 lb. bond, 90 g/m <sup>2</sup>		
<b>Premium Transparencies</b>		
A/Letter (U.S.)	016-1724-00	50 sheets
A4 (Metric Letter)	016-1725-00	50 sheets
<b>Standard Transparencies</b>		
A/Letter (U.S.)	016-1720-00	50 sheets
A4 (Metric Letter)	016-1721-00	50 sheets
<b>Maintenance Kit</b>	016-1727-00	Replacement maintenance roller and counter (life: 30,000 images)

Accessories	Order number	Description
<b>Standard Paper / Transparency Trays</b>	436-0330-00	A/Letter (U.S.)
	436-0332-00	A4 (Metric Letter)
<b>High-Capacity Transparency/Label Trays</b>	436-0336-00	A/Letter (U.S.)
	436-0338-00	A4 (Metric Letter)
<b>Cleaning Kit</b>	016-1595-00	Alcohol wipes and foam swabs
<b>Printer CD-ROM</b>	063-3166-00	-00 English -10 French -20 Italian -30 German -40 Spanish
<b>Printer diskettes</b>	063-2627-00	-70 Chinese, Simplified -80 Chinese, Traditional -90 Korean



To order supplies and accessories, contact your local dealer or visit the Tektronix web site:

[www.tek.com/Color\\_Printers/supplies](http://www.tek.com/Color_Printers/supplies)

## Getting the Most From Your Printer

<b>Supplies Startup Kit</b> Z840SS Option 01 for Metric	<ul style="list-style-type: none"> <li>■ ColorStix® ink: 5 each CMY, plus 6 Black</li> <li>■ Tektronix Transparencies (50 sheets)</li> </ul>
<b>High-Capacity Paper Tray Assembly</b> Z840LTA Option 01 for Metric	<ul style="list-style-type: none"> <li>■ Increased paper-printing capacity</li> <li>■ Increased printing versatility and convenience</li> <li>■ Up to two stacking trays can be used</li> </ul>
<b>Plus Feature Set</b> Z840FP	<ul style="list-style-type: none"> <li>■ High Resolution / Photo print-quality mode, 1200 x 600 dpi</li> <li>■ Adds automatic duplex (two-sided) print capability</li> <li>■ Adds SCSI card for connecting an external hard drive or a scanner</li> <li>■ Adds 32 Mbytes of memory (64 Mbytes total)</li> <li>■ Check Print functionality</li> <li>■ Quick Collate functionality (requires a hard drive)</li> </ul>
<b>Printer Station</b> ZCARTA	<ul style="list-style-type: none"> <li>■ Ergonomic surface height</li> <li>■ Provides storage for supplies</li> </ul>
<b>Scanner support</b> Requires Plus Features	<ul style="list-style-type: none"> <li>■ Use your printer as a color copier</li> <li>■ For a list of supported scanners, contact your local Tektronix reseller, or visit the Tektronix web site</li> </ul>

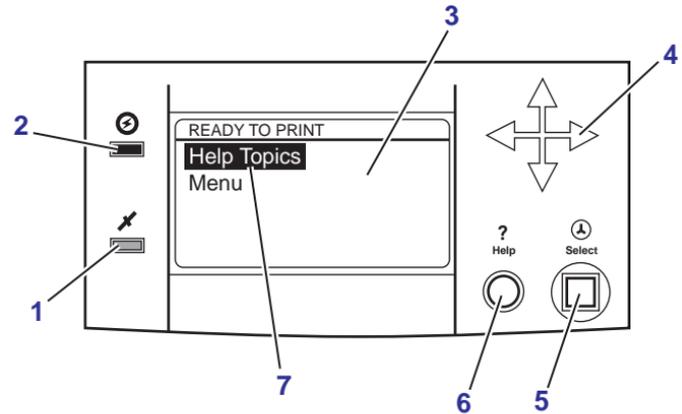
<b>Hard Disk Drives</b>	<ul style="list-style-type: none"> <li>■ Required for collation</li> <li>■ Extends font capacity</li> </ul>
ZDISK	External SCSI Hard Drive (Requires Plus Feature)
ZDISK3	Internal IDE Hard Drive
<b>PhaserShare® Network Card</b>	<ul style="list-style-type: none"> <li>■ Easy to install</li> <li>■ Increases speed and/or shareability</li> <li>■ High-performance network connectivity</li> </ul>
ZNBFE	100Base-T Ethernet
ZNBTR	Token Ring
ZNBLT	LocalTalk
<b>PhaserLink™ Software</b>	<ul style="list-style-type: none"> <li>■ View printer status using any web browser</li> <li>■ Control printer settings</li> <li>■ Link to online documentation via the World Wide Web</li> <li>■ Receive electronic mail when consumables are low or other printer maintenance is required</li> </ul>
Requires network connection via TCP/IP	
<b>Additional memory</b>	<ul style="list-style-type: none"> <li>■ Improved performance</li> <li>■ Up to 128 Mbytes maximum</li> </ul>
ZMB32	32 Mbytes
ZMB64	64 Mbytes

## The Front Panel

- Provides access to printer settings (tray, print-quality mode, network settings, etc.).
- Displays the printer's operating status (Ready to Print, Printing, etc.).
- Alerts you to replace consumables, load media, and clear jams.

### Key

- 1 Error indicator
- 2 Power indicator
- 3 Display
- 4 Navigation arrows. Use the arrows to scroll the front panel menus.
- 5 **select** button. Selects highlighted settings.
- 6 **Help** button. Press at any time for additional information on displayed menu options or status messages.
- 7 **Help Topics**. Describes common printer tasks.



## Print Quality Modes

Print-quality modes	Maximum speed*
<b>Fast Color</b> <ul style="list-style-type: none"> <li>Fastest full-color output</li> </ul>	10 ppm Paper 5 ppm Transparency
<b>Standard</b> <ul style="list-style-type: none"> <li>General-purpose mode for full-color printing</li> <li>Best quality mode for printing transparencies</li> </ul>	6 ppm Paper 3 ppm Transparency
<b>Enhanced†</b> <ul style="list-style-type: none"> <li>Superior text resolution and very smooth light colors</li> </ul>	3 ppm Paper
<b>High Resolution/Photo†</b> <ul style="list-style-type: none"> <li>Highest-quality color prints</li> <li>Near-photographic detail</li> <li>1200 x 600 dpi</li> <li>Requires Plus Features Set</li> </ul>	2 ppm Paper

\* Approximate number of pages per minute.

† Transparencies will be printed in Standard mode.

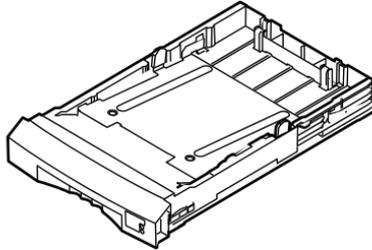
## TekColor™ Color Corrections

<b>Automatic</b>	<ul style="list-style-type: none"> <li>Automatically applies the best color correction mode to each element on the page</li> </ul>
<b>None</b>	<ul style="list-style-type: none"> <li>No color correction made to colors</li> <li>Used with the PANTONE® Color Chart for PANTONE® Color matching</li> </ul>
<b>Vivid Color</b>	<ul style="list-style-type: none"> <li>Produces the brightest possible colors and makes blues appear less purple</li> </ul>
<b>sRGB Display</b>	<ul style="list-style-type: none"> <li>Closely approximates the colors on a standard display screen</li> </ul>
<b>SWOP Press</b>	<ul style="list-style-type: none"> <li>Specification for Web Offset Publications. Used to match U.S. press standards</li> </ul>
<b>Euroscale Press</b>	<ul style="list-style-type: none"> <li>Used to match equivalent Imation Matchprint® proofs</li> </ul>
<b>Commercial Press</b>	<ul style="list-style-type: none"> <li>Used to match commercial Imation Matchprint® proofs</li> </ul>
<b>SNAP Press</b>	<ul style="list-style-type: none"> <li>Specifications for Non-Heat Advertising Printing</li> <li>Used to match standards for printing on uncoated and newsprint papers</li> </ul>
<b>DIC</b>	<ul style="list-style-type: none"> <li>Used to match Dai Nippon printing inks on coated paper</li> </ul>
<b>Toyo</b>	<ul style="list-style-type: none"> <li>Used to match commercial Toyo printing inks on coated paper</li> </ul>
<b>FujiProof</b>	<ul style="list-style-type: none"> <li>Used to match the Fuji Color Art System for commercial North American proofs</li> </ul>
<b>Monochrome</b>	<ul style="list-style-type: none"> <li>Grayscale printing</li> <li>Used to print page masters for photocopying in black-and-white</li> </ul>

## All About Media

### Standard Paper/Transparency Tray

**Tray sizes:** A/Letter A4



#### Paper

- 200-sheet capacity
- Bond or equivalent, 60 - 120 g/m<sup>2</sup>, 16 - 32 lb.
- Cover stock up to 176 g/m<sup>2</sup>, 65 lb., single-sided only

#### Transparencies

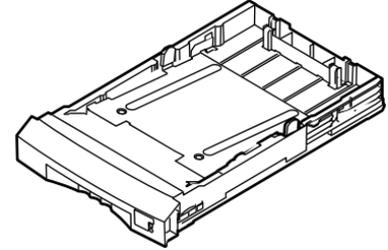
- 50-sheet capacity
- Use only Phaser 840 printer transparencies

#### Labels

- 50-sheet capacity
- Recommended Avery™ White Laser Labels, for example:  
U.S. 5160, 5960  
Metric L7162

### High-Capacity Transparency/Label Tray

**Tray sizes:** A/Letter A4



#### Transparencies

- 175-sheet capacity
- Use only Phaser 840 printer transparencies

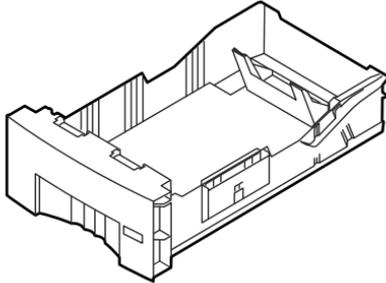
#### Labels

- 100-sheet capacity
- Recommended Avery™ White Laser Labels, for example:  
U.S. 5160, 5960  
Metric L7162

## High-Capacity Paper Tray

### Tray sizes:

A/Letter A4



### Paper only

- 500-sheet capacity
- Bond or equivalent, 60 - 120 g/m<sup>2</sup>, 16 - 32 lb.



*You can use up to two High-Capacity Paper Tray Assemblies with your printer.*

## Manual Feed Slot

### Paper

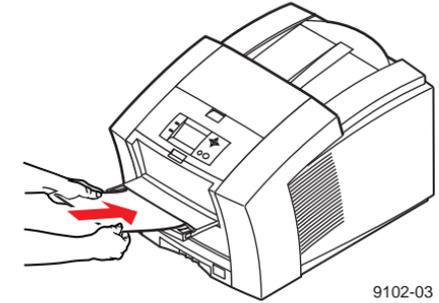
- A/Letter A4
- Bond or equivalent, 60 - 120 g/m<sup>2</sup>, 16 - 32 lb.
- Cover stock up to 216 g/m<sup>2</sup>, 80 lb.  
Do not use for automatic duplex printing
- Card stock/Index up to 216 g/m<sup>2</sup>, 110 lb.  
Do not use for automatic duplex printing

### Transparencies

- A/Letter A4
- Use only Phaser 840 printer transparencies

### Labels

- A/Letter A4
- Recommended Avery™ White Laser Labels, for example:  
U.S. 5160, 5960  
Metric L7162



9102-03

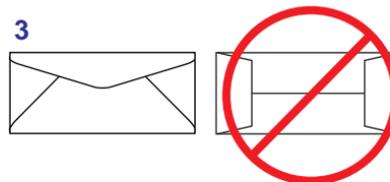
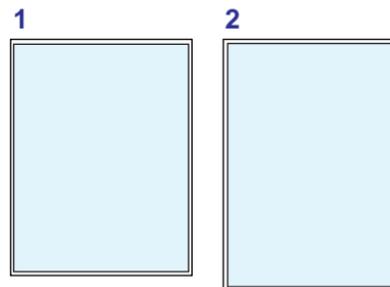
### Envelopes

- #10 (U.S.)
- #6<sup>3</sup>/<sub>4</sub> (U.S.)
- C5
- DL
- Choukei 3 Gou
- Choukei 4 Gou

## Supported page sizes and print area

In a supported driver, select **Print**. Select **Page Size**. Choose one of the following media sizes.

Media	Page size	Print area	Margins	
			Top/Bottom	Sides
<b>1 Letter</b>	8.5 x 11 in.	8.112 x 10.612 in.	.2 in.	.2 in.
<b>2 A4</b>	210 x 297 mm	200 x 283 mm	5 mm	5 mm
<b>3 Envelopes</b>			Top/Sides	Bottom
■ #10 (U.S.)	4.13 x 9.5 in.	3.2 x 9.24 in.	.2 in.	.8 in.
■ #6 <sup>3</sup> / <sub>4</sub> (U.S.)	3.65 x 6.5 in.	3.2 x 6.2 in.	.2 in.	.28 in.
■ C5	162 x 229 mm	80 x 219 mm	5 mm	77 mm
■ DL	110 x 220 mm	80 x 210 mm	5 mm	25 mm
■ Choukei 3 Gou	120 x 235 mm	80 x 225 mm	5 mm	35 mm
■ Choukei 4 Gou	90 x 205 mm	80 x 195 mm	5 mm	5 mm



9102-04



**Never use envelopes with an end flap, or with windows or metal clasps; they will damage the printer. Only use the recommended envelope sizes. Envelopes must always be placed with the **flap face-up**.**

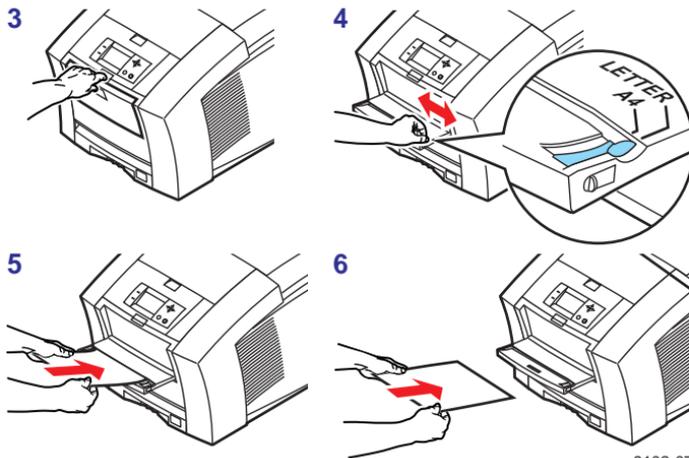
## Using the Manual Feed Slot for single-sided printing

- 1 In a supported printer driver, select **Manual Feed Paper** or **Manual Feed Transparency**.

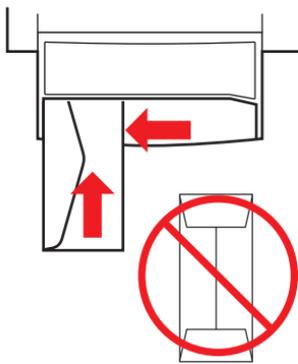
 *Make sure that duplex printing is disabled in the printer driver.*

- 2 To send the job to the printer, click **Print**.
- 3 Open the manual feed slot.
- 4 Adjust the guides for your media size (Letter or A4).
- 5 When the front panel reads **Waiting for Manual Feed**, insert one sheet of media until it stops:
  - Top of the page enters **first**.
  - Side to be printed is **face-down**.
- 6 Wait for the front panel's prompt before inserting additional sheets.

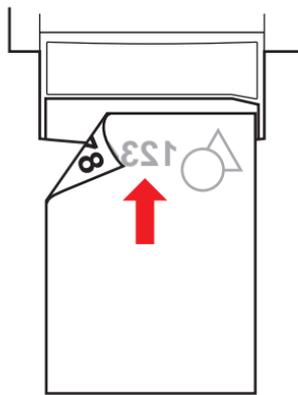
 *Refer to page 15 for instructions on loading letterhead for duplex printing.*



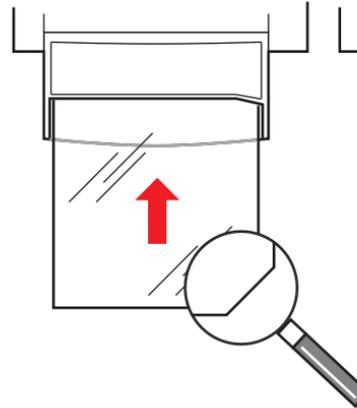
Envelopes



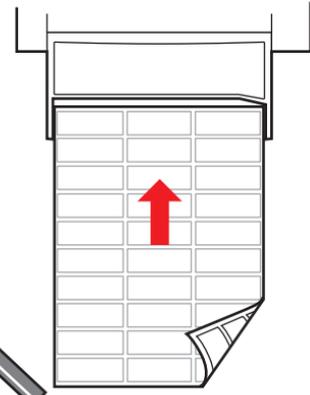
Letterhead



Tektronix Transparencies



Labels



9102-08



Never use envelopes with an end flap, or with windows or metal clasps; they will damage the printer. Only use the recommended envelope sizes. Envelopes must always be placed with the **flap face-up**.



Heavy media is not recommended for duplex printing. Make sure that the duplex printing option is turned **off** before printing on heavy media.

## Printing on Envelopes



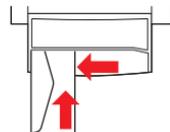
*This printer should be used for occasional envelope printing only. Do not print envelopes in high volumes.*

- 1 In your application, create a document matching the measurements of the envelope (see page 7 for dimensions).
- 2 From your application, make these selections and send the job to the printer:

- Set the orientation to **Landscape**.
- Select your envelope size.
- Select **Manual Feed Paper** as the **Paper Source**.
- If your application has a tool for creating envelopes, select the feed method that matches the illustration in Step 3.

- 3 Insert one envelope into the manual feed slot:

- Short end enters **first**.
- Side with the **flap** is **face-up**.
- **Flap end** is on the **left**.



### Guidelines for envelope printing

- Use the recommended envelope sizes (see page 7)
- No end flaps
- No windows or metal clasps
- No exposed gummed surfaces
- Single-sided printing only
- Keep unused envelopes in their original packaging to avoid dust



*Many applications include a tool for creating an envelope. Refer to your application's documentation.*

## Loading Media Trays

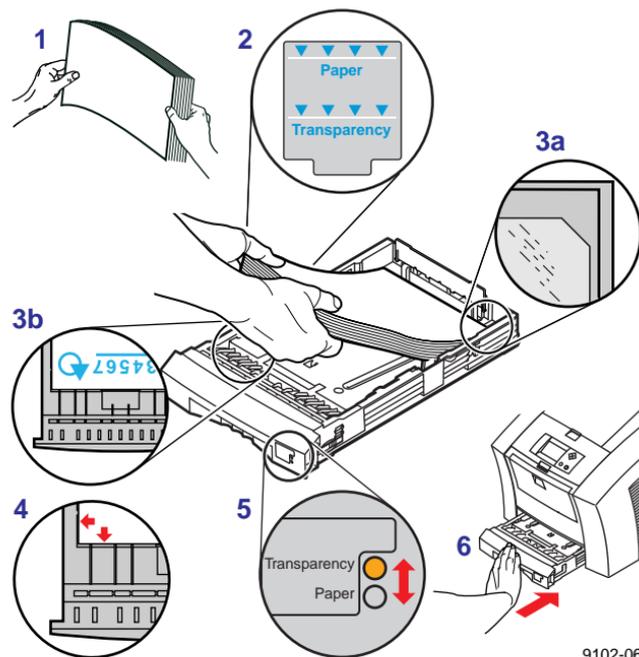
- 1 Fan the media to help separate the sheets.
- 2 Use the tray's maximum-capacity label to determine how much media to load.
- 3 Load media with the side to be printed **face-up**.
  - a Load transparencies with the notch at the back of the tray.
  - b For single-sided printing, load letterhead paper with the top of the page at the front of the tray.  
  
For double-sided printing on letterhead, refer to page 15.

- 4 Place the media snugly against the inside front wall of the tray.
- 5 Set the media switch on the side of the printer for the appropriate media.



*If you are loading labels in the Paper/Transparency tray, set the media switch to **Paper**.*

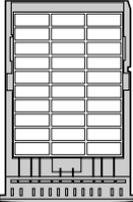
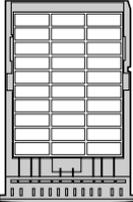
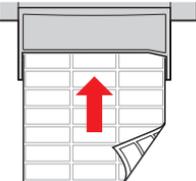
- 6 Insert the tray into the printer.



9102-06

# Printing on Labels

1 Insert the label sheets into the appropriate tray:

Tray	Capacity	Paper Orientation	Indicator Setting
Paper/Transparency tray	50 sheets	<b>Face-up</b> 	Transparency <input type="radio"/> Paper <input checked="" type="radio"/>
High-Capacity Transparency/Label tray	100 sheets		Transparency <input type="radio"/> Label <input checked="" type="radio"/>
Manual Feed slot	1 sheet	<b>Face-down</b> 	—

Recommended Avery™ White Laser Labels, for example:

**A/Letter:** 5160 5960

**A4:** L7162



*Make sure that duplex printing is **disabled** in the printer driver.*

- 2 If your application has a setting for Avery labels, use it as a template.

Otherwise, refer to the instructions included with the labels for margin settings.

- 3 In the **Print** dialog box, make these selections:
  - Select the appropriate tray.
  - ***Disable the duplex printing option.***
- 4 Send the job to the printer.

### Guidelines for printing on labels

- Use recommended labels.
- Each label is at least 25.4 x 66.7 mm (1 x 2.625 in.) in size. Smaller labels may peel off and damage printer components.
- If any of the labels on a sheet are missing, do not use that sheet; it may damage printer components.

## Automatic Duplex Printing

Automatically make double-sided prints using the media trays or the manual feed slot. In the **Print** dialog box, select the **Duplex** option and a binding preference (how the page turns):

### Macintosh Drivers

#### LaserWriter 8.5.1

- From the pull-down menu, choose **Layout**.
- Select **Print on Both Sides**.
- Select a binding preference.



#### LaserWriter 8.3.4

- Click the **Options** button.
- Select **2-Sided Printing**.
- Select **Short-Edge Binding** or **Long-Edge Binding**.

### PC Drivers

#### Windows 95 /

#### Windows 98

- Click the **Properties** button.
- Click the **Paper** tab.
- Click **More Options** button and select your binding preference.

#### Windows NT4

- Click the **Properties** button.
- Click the **Advanced** tab.
- Under **Paper/Output**, select your option for **Print on Both Sides**.

### Binding preference

	Landscape	Portrait
Long edge		
Short edge		

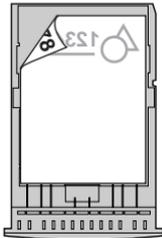
## Loading pre-printed paper for double-sided printing

To load pre-printed paper such as letterhead, follow these *additional* steps.

- 1 Load the paper in the media tray or the manual feed slot:

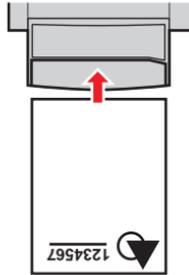
### Paper tray

- Letterhead side is **face-down**.
- Place the **top** of the page **at the back** of the tray.



### Manual feed slot

- Letterhead side is **face-up**.
- Top of the page enters the printer **last**.



*When the printer operates in automatic duplex mode, the paper partially exits before printing the second side. To avoid paper jams, do not touch the paper before it completely exits the printer.*

- 2 In the **Print** dialog box, select the tray by location:

- **Upper**
- **Middle**
- **Lower**
- **Manual Feed Paper**

## Adding Ink



*Use only Phaser 840 printer ColorStix® ink; other Phaser ColorStix ink will not fit this printer and will damage it if used. Keep ink in its packaging until you are ready to use it.*

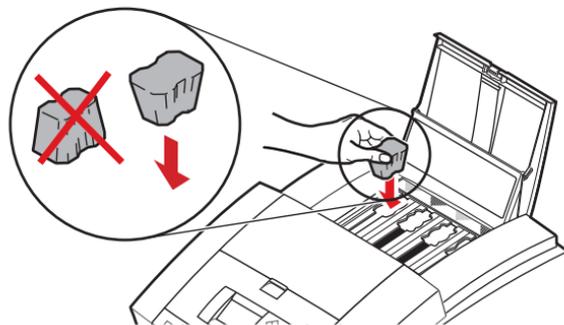
- 1 Open the top cover. A color-coded label inside the top cover corresponds to the color of each ink-loading bin.
- 2 Remove the ink stick from its packaging.
- 3 Place the appropriate color ink stick into the ink-loading bin that appears low. Do not force the ink sticks into the ink-loading bins.



*Each ink stick is uniquely shaped to fit into the correct ink-loading bin. Insert the ink stick's narrow end first.*

- 4 Close the top cover.

The front panel may read **Melting Ink** until the printer is ready for printing.



9102-53



*To avoid ink jams, never insert broken ink sticks into the ink-loading bins.*

## Emptying the Waste Tray

- 1 Open the front cover.
- 2 Grasp the maintenance drawer, labeled as **A**, and pull it out of the printer.

 *The maintenance drawer may be locked while the ink cools after the front panel troubleshooting routine, **Eliminate Light Stripes**.*

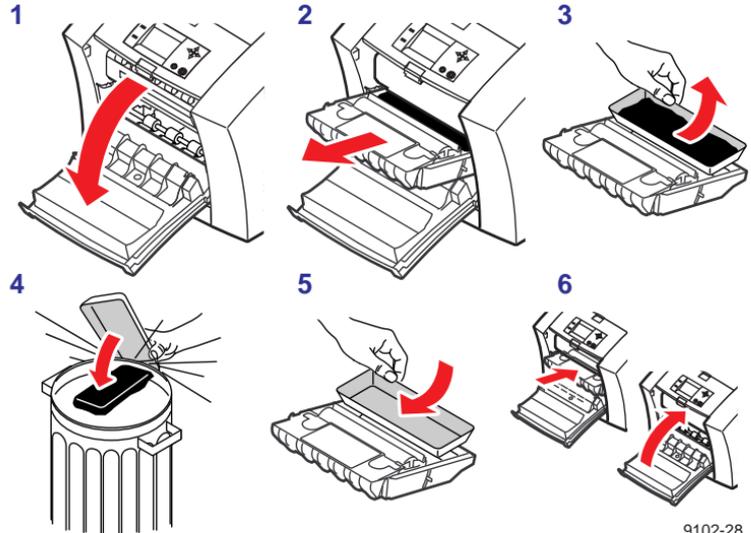
- 3 Lift the waste tray, labeled as **B**, from the maintenance drawer.

 *The waste tray may be hot; handle it carefully.*

- 4 Empty the waste tray. Ink is non-toxic and can be discarded as normal office waste.
- 5 Replace the waste tray in the maintenance drawer.
- 6 Reinsert the maintenance drawer into the printer and close the front cover.



*The printer may be hot. Do not reach into the printer while the maintenance drawer is removed.*



9102-28

## Replacing the Maintenance Kit

The maintenance kit is a consumable that consists of the maintenance roller and counter. The kit is located in the maintenance drawer, labeled as **A**, behind the printer's front cover.

The front panel displays these messages:

### Front panel message

**Maintenance Kit is low**

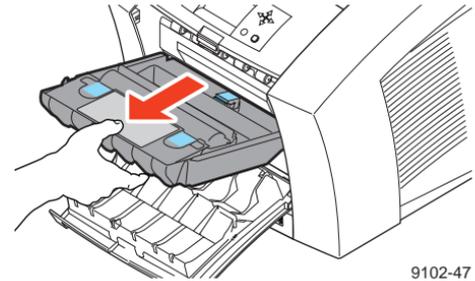
**Replace Maintenance Kit**

### Action

Order a replacement maintenance kit; replace the maintenance kit soon.

Replace the maintenance kit to continue printing.

Order number 016-1727-00



9102-47



*The maintenance kit that ships with a new printer has a life of 10,000 prints. Replacement maintenance kits have a life of 30,000 prints.*



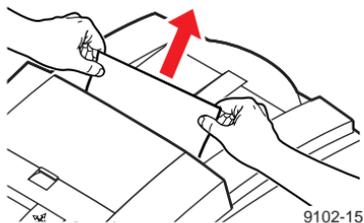
*The printer may be hot. Do not reach into the printer while the maintenance drawer is removed.*

Detailed, illustrated instructions are included with each new maintenance kit.

## Removing and Preventing Media Jams

The front panel message indicates the jam location and information on how to clear the jam. To prevent jams, use the recommended media (see page 5) and occasionally clean the printer's rollers.

### Media Jam – Open exit cover to clear



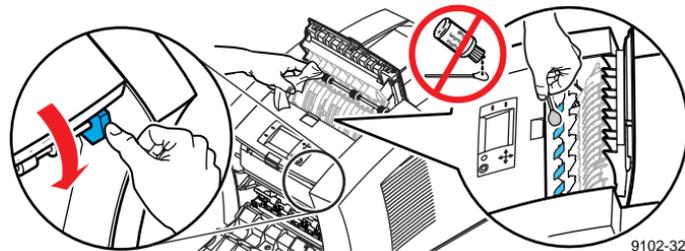
### Solution

If the media has partially exited the printer at the exit slot, follow these steps. Otherwise, refer to the solution on page 20.

- 1 Using both hands, remove the jammed media.
- 2 Remove the entire sheet of paper; any pieces of paper left in the printer may cause more jams.

### Prevention: Clean the exit rollers

- Use a pre-soaked alcohol cloth to clean the exit rollers. Use the blue thumbwheel to turn the rollers.
- Use a **dry** swab to wipe oil and ink from the blue exit fingers.

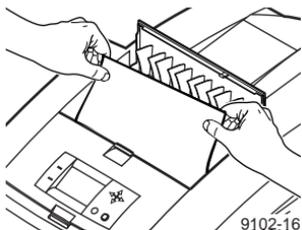


*Use isopropyl alcohol that is at least 90% pure; alcohol that has additives can damage the printer.*



*For complete cleaning instructions, refer to the online topic "Cleaning the printer" on the printer's CD-ROM or web site.*

### Media Jam – Open exit cover to clear

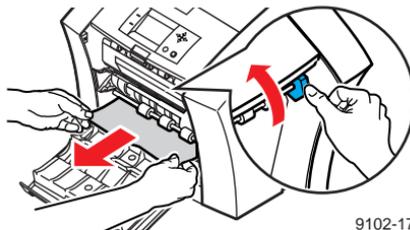


9102-16

#### Solution

- 1 Open the exit cover.
- 2 Using both hands, remove the jammed media.
- 3 Remove the entire sheet of paper; any pieces of paper left in the printer may cause more jams.

### Media Jam – Open front cover to clear



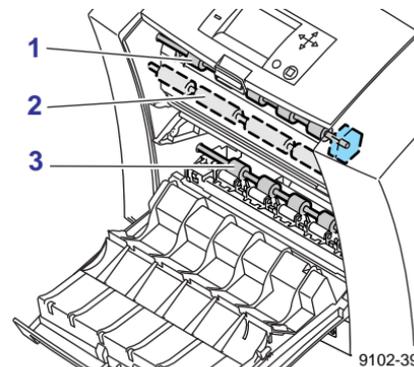
9102-17

#### Solution

- 1 Open the front cover.
- 2 Using both hands, remove the jammed media.
- 3 If there is any resistance to removing the jammed media, turn the blue thumbwheel to help feed the paper.
- 4 Remove the entire sheet of paper; any pieces of paper left in the printer may cause more jams.

### Prevention: Clean the feed rollers

- Use a pre-soaked alcohol cloth to clean rollers in rows **1**, **2**, and **3**.
- Use the blue thumbwheel to turn the rollers in rows **1** and **3**.



9102-39

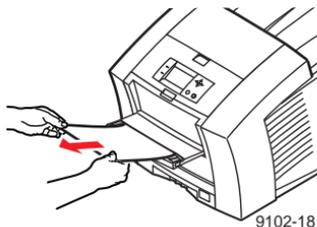


*Use isopropyl alcohol that is at least 90% pure; alcohol that has additives can damage the printer.*



*For complete cleaning instructions, refer to the online topic "Cleaning the printer" on the printer's CD-ROM or web site.*

## Media Jam – Retry manual feed

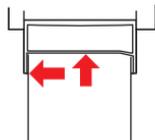


### Solution

- 1 Using both hands, remove the jammed media.
- 2 When prompted by the display message, reinsert the sheet of paper using both hands.

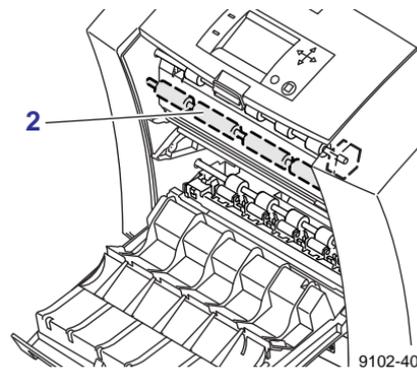


*Make sure that you insert the media properly, so that it enters the printer straight and evenly.*



## Prevention: Clean the feed rollers

- Use a pre-soaked alcohol cloth to clean the rollers in row 2.

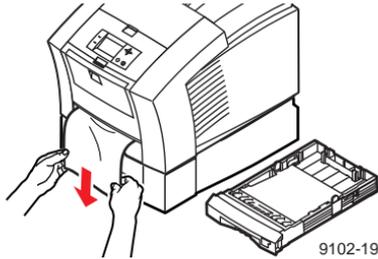


*Use isopropyl alcohol that is at least 90% pure; alcohol that has additives can damage the printer.*



*For complete cleaning instructions, refer to the online topic “Cleaning the printer” on the printer’s CD-ROM or web site.*

## Media Jam – Remove media (or upper) tray to clear



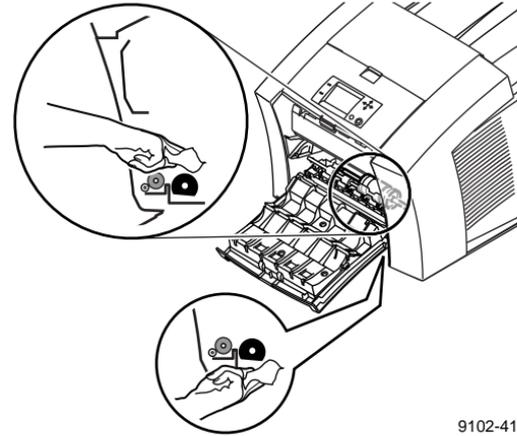
9102-19

### Solution

- 1 Remove the media tray (if your printer has more than one tray, pull out the **upper** tray).
- 2 Using both hands, remove the jammed media.

## Prevention: Clean the upper pick roller

- 1 Remove the media tray for easy access to the roller.
- 2 Open the front cover and remove the maintenance drawer (A).
- 3 Use a pre-soaked alcohol cloth to clean the pick roller.



9102-41



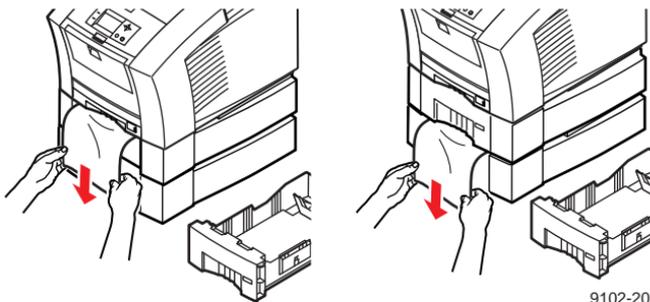
*Use isopropyl alcohol that is at least 90% pure; alcohol that has additives can damage the printer.*



*For complete cleaning instructions, refer to the online topic "Cleaning the printer" on the printer's CD-ROM or web site.*

**Media Jam – Remove middle tray to clear**

**Media Jam – Remove lower tray to clear**

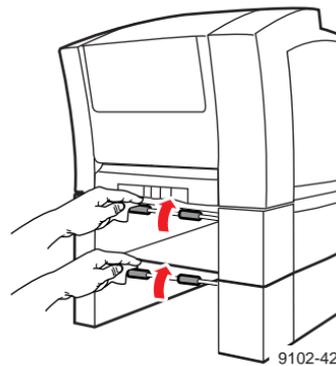


### **Solution**

- 1 Remove the media tray named in the front panel display.
- 2 Using both hands, carefully remove the jammed media.

### **Prevention: Clean the feed rollers**

- Remove all media trays for easy access to the feed rollers.
- Use a pre-soaked alcohol cloth to clean the lower trays' feed rollers.



*Use isopropyl alcohol that is at least 90% pure; alcohol that has additives can damage the printer.*



*For complete cleaning instructions, refer to the online topic "Cleaning the printer" on the printer's CD-ROM or web site.*

## Print Quality Problems

Light stripes or missing colors.

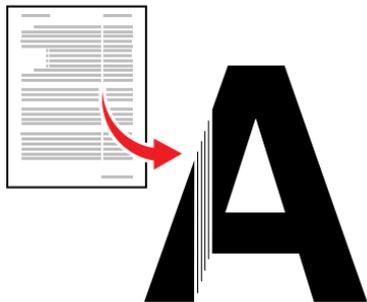
## Solution

Clean the printhead with the printer's front panel troubleshooting routine.

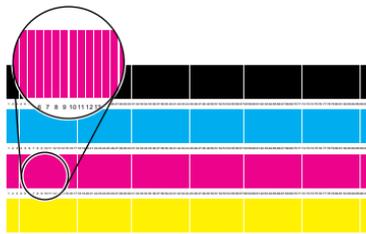
## Instructions

- 1 On the front panel, scroll to **Menu**. Press **Select**.
- 2 Scroll to **Troubleshooting**; press **Select**.
- 3 Scroll to **Print Test Page**; press **Select**. If print looks like example **B** in the illustration, go on to Step 4.
- 4 Scroll to **Eliminate Light Stripes**; press **Select**.
- 5 Confirm that the problem is corrected: from the **Troubleshooting** menu, select **Print Test Page**.
- 6 Repeat Step 4 as necessary. For more details, refer to the online topic, "Light Stripes on Prints," on the printer's CD-ROM or web site.

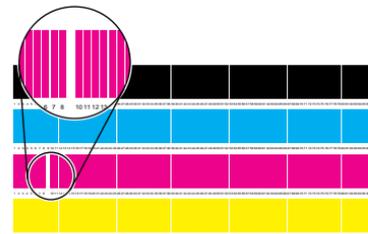
These illustrations show a correct Test Page and an example of a Test Page with a missing color bar.



A. Correct test page



B. Missing color bar



## Print Quality Problems

## Solution

## Instructions

Oil (drum fluid) on a print.

Clean the printer's internal paper path with the front panel troubleshooting routine.

- 1 Load the upper tray with sheets of clean, high-grade paper, preferably heavy paper (120 g/m<sup>2</sup>, 32 lb.). This cleaning routine uses 10 sheets of paper.
- 2 On the front panel, scroll to **Menu**. Press **Select**.
- 3 Scroll to **Troubleshooting**; press **Select**.
- 4 Scroll to **Remove Ink Smears**; press **Select**.
- 5 If the problem persists, additional cleaning may be necessary. Refer to the topics on the printer's CD-ROM or visit the Tektronix web site at [www.tek.com](http://www.tek.com).

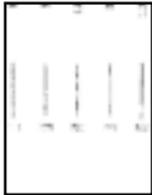


or

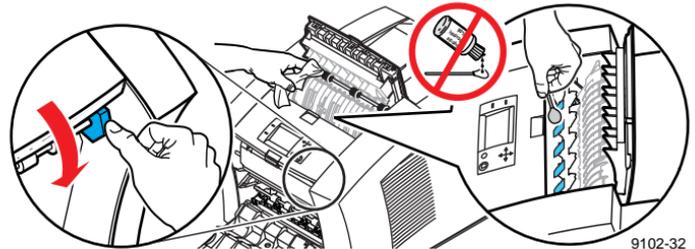
Ink smears on the front, back or edges of a page.

Clean the printer's paper-exit path.

- Use a pre-soaked alcohol cloth to clean the exit rollers. Use the blue thumbwheel to turn the rollers.
- Use a **dry** swab to wipe oil and ink from the blue exit fingers.



Ink streaks or marks on the top edge, front or back of a page.



9102-32

**Print Quality Problems**

**Solution**

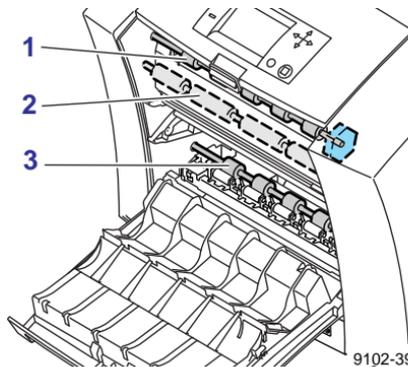
**Instructions**



Ink smears on the bottom edge of a page.

Clean the paper-feed rollers.

- 1** Open the front cover and remove the maintenance drawer.
- 2** Use a pre-soaked alcohol cloth to clean rollers in rows **1**, **2**, and **3**. Use the blue thumbwheel to turn the rollers in rows **1** and **3**.



9102-39

## Hints for Moving the Printer

### All moves

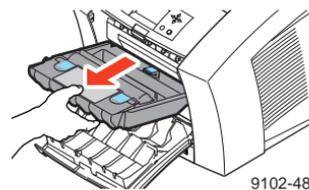
Follow these guidelines when moving the printer within the office and preparing it for shipment:

- 1 The printer **must** be cool before moving it; otherwise, ink spills may damage the printer. Use this method:
  - Turn off the printer. Before the front panel goes blank (**you have only 4 seconds**), select **Shut Down For Moving Printer**.
  - The printer takes about 15 minutes to cool; during that time, the front panel reports its progress. When the cool-down is complete, the front panel goes blank. It is now safe to move the printer.
- 2 Removing the upper media tray provides a place for your hands when lifting the printer.
- 3 Always move the printer separately from its High-Capacity Paper Tray Assembly.



### Preparing the printer for shipment

- Always repack the printer properly to ensure its safe shipment; refer to the online instructions, "Repacking the Printer," on the printer's CD-ROM or web site.
- Always remove the maintenance drawer (A) before shipment to avoid damage to the printer. Place the drawer in a plastic bag for storage.



*Parts of the printer may be hot; to avoid personal injury, allow the printer to cool and use caution when handling it.*

## Getting More Information

Your printer CD-ROM contains an entire web site that you can easily view and search with a standard web browser — even if you don't have Internet access. If you do have access to the World Wide Web, the CD-ROM home page also provides direct links to the other web-based resources listed here.

### Printer CD-ROM

- Advanced Features and Troubleshooting
- Consumables instructions
- Setup Guide
- Video help
- Networking manuals
- Cleaning instructions
- Repacking instructions
- Printer drivers
- Material Safety Data Sheets (MSDS)



### Tektronix Web Site

- Product and supplies information
- Downloading printer drivers
- Finding your local dealer
- Online documentation

[www.tek.com/Color\\_Printers/](http://www.tek.com/Color_Printers/)



### TekSMART™ Knowledge Base

- Application issues
- Networking issues
- Printer errors
- Print quality issues
- Troubleshooting
- Latest tips from technical support

[www2.tek.com/merlin/tko](http://www2.tek.com/merlin/tko)



### Online Color Resources

- Step-by-step lessons
- Using clip art
- Articles and product reviews
- Tips and techniques
- Templates and tools
- Questions and answers

[www.colorize.com](http://www.colorize.com)



# Getting Help

## Online Services

- World Wide Web:** [www.tek.com/Color\\_Printers/](http://www.tek.com/Color_Printers/)  
**TekSMART™**  
**Knowledge Base:** [www2.tek.com/merlin/tko](http://www2.tek.com/merlin/tko)  
**Technical support:** [www.tek.com/Color\\_Printers/support/colcare.html](http://www.tek.com/Color_Printers/support/colcare.html)  
**Current software:** [www.tek.com/Color\\_Printers/support/software.html](http://www.tek.com/Color_Printers/support/software.html)  
**Anonymous ftp server:** [ftp.tek.com/Color\\_Printers](ftp.tek.com/Color_Printers)  
**Subscribe to email update notices:** [www.tek.com/Color\\_Printers/support/subscribe.html](http://www.tek.com/Color_Printers/support/subscribe.html)

## Supplies

Information on local Tektronix dealers:

[www.tek.com/Color\\_Printers/contacts](http://www.tek.com/Color_Printers/contacts)

**U. S.**  
1-800-835-6100

**Canada**  
1-800-661-5625

**Outside U.S. and Canada**  
Contact your local Tektronix office for a list of local resellers

## Customer Support Centers

- |   |   |  |
|---|---|--|
| <b>Australia</b><br>1-800-811-177                           | <b>France</b><br>01 69 86 8137                | <b>New Zealand</b><br>+61 2 9888 0100      |
| <b>Austria</b><br>0660 5804                                 | <b>Germany</b><br>0180 525 3535               | <b>Norway</b><br>(22) 723 801              |
| <b>Belgium</b><br>02 720 9602                               | <b>Hong Kong</b><br>2585-6655                 | <b>Singapore (ASEAN)</b><br>1-800-356-5565 |
| <b>Brazil</b><br>0800 16 0220                               | <b>India (South Asia)</b><br>(91) 80-227-5577 | <b>Spain</b><br>902 239 272                |
| <b>Canada</b><br>1-800-835-6100                             | <b>Italy</b><br>02 45 287 000                 | <b>Sweden</b><br>(08) 299 071              |
| <b>China</b><br>10-6235-1230                                | <b>Japan</b><br>81 3 3448 4872                | <b>Switzerland</b><br>155 9493             |
| <b>Denmark</b><br>(44) 533 444                              | <b>Korea</b><br>2-528-5299                    | <b>Taiwan</b><br>(02) 2757-1571            |
| <b>Eastern Europe and the Middle East</b><br>+44 1908 68187 | <b>Luxembourg</b><br>400 847                  | <b>Thailand</b><br>2-645-4407              |
| <b>Finland</b><br>0203 206 30                               | <b>Netherlands</b><br>(040) 267 0440          | <b>U.K.</b><br>(01) 908 681 707            |
|   |   | <b>U.S.</b><br>1-800-835-6100              |

