

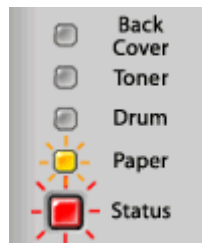
Printer Check Sheet

Printer problems can arise any time during the day causing disruption for a long period of time.

Here is a list of problems and solutions so if you are ever in doubt follow the steps below. After you have completed this check sheet and are still having problems then please contact Permjit Minhas or Stewart Overton with an Adastra V3 e-mail stating what the problem is, which treatment centre, areas which is being affected and the room number so we can investigate the matters further.

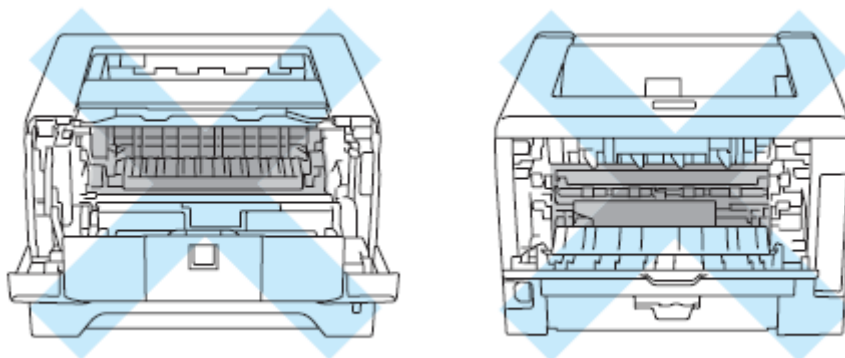
Clearing a paper jam

If a paper jam occurs inside the MP tray or paper tray, the printer will flash the **Paper** LED as shown below:



Caution

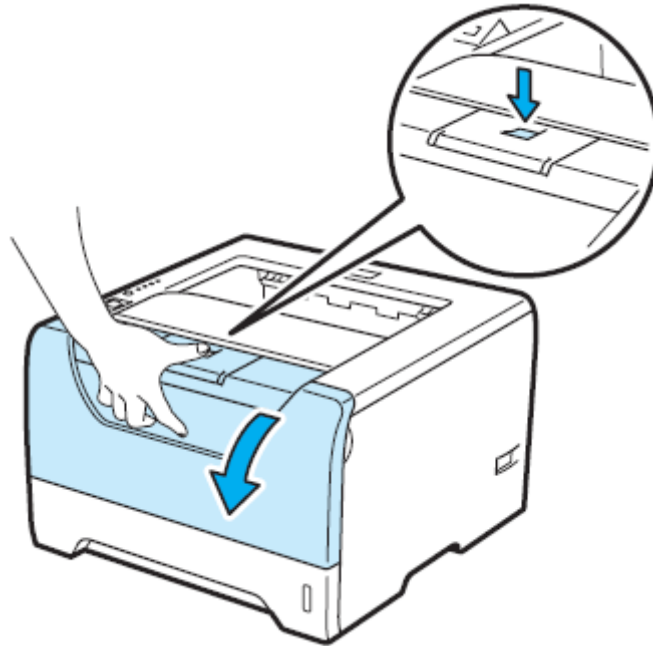
After you have just used the printer, some internal parts of the printer will be extremely hot. To prevent injury, when you open the front cover or back cover (back output tray) of the printer, DO NOT touch the shaded parts shown in the illustration. If you do this, you may get burned.



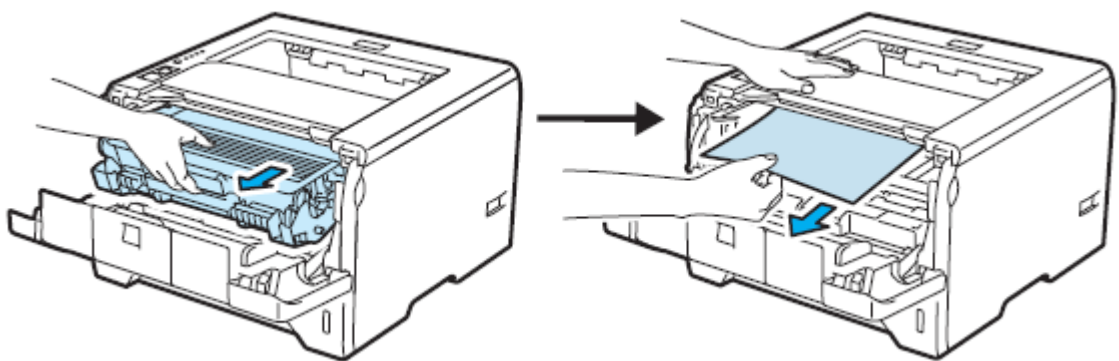
If the jammed paper is removed completely by following the steps below, you can install the paper tray, and then close the front cover. The printer will resume printing automatically. If the printer does not start printing automatically, press **Go**. If the printer still does not start printing, check that all the remaining jammed paper has been removed from the printer. Then try printing again.

Follow the steps below to clear the paper jam:

1. Open the front cover.



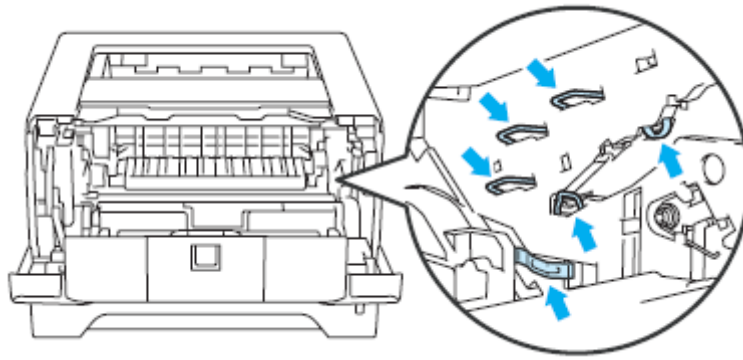
2. Slowly take out the drum unit and toner cartridge assembly. The jammed paper will be pulled out with the drum unit and toner cartridge assembly.



Caution

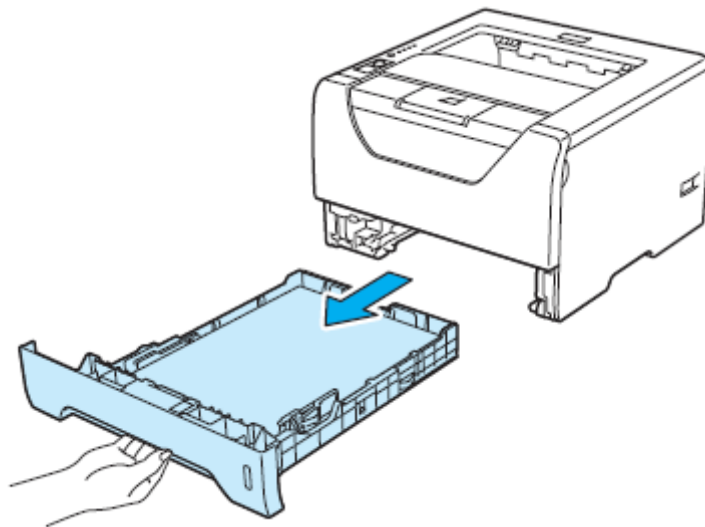
We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.

To prevent damage to the printer caused by static electricity, DO NOT touch the electrodes shown in the illustration.

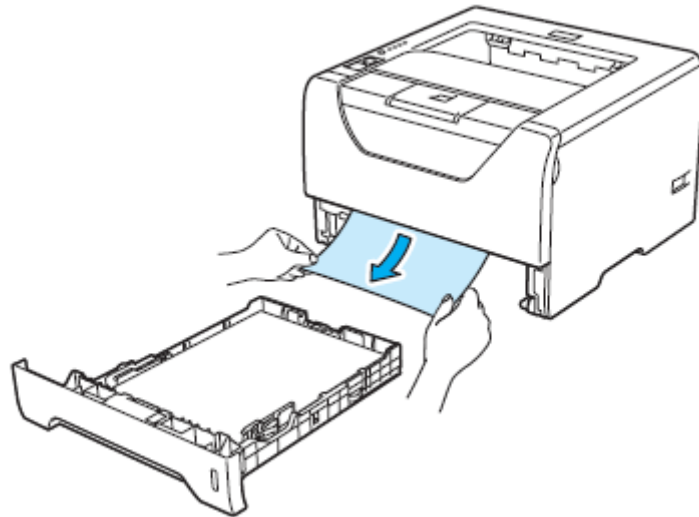


3. Close the front cover.

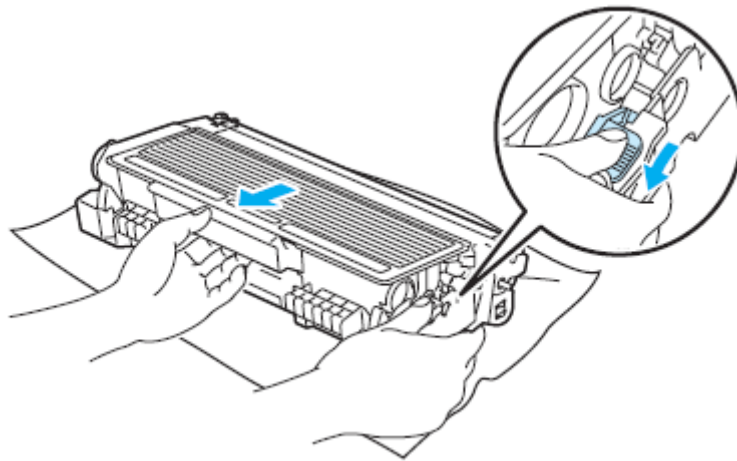
4. Pull the paper tray completely out of the printer.



5. Pull the jammed paper down and out of the printer.

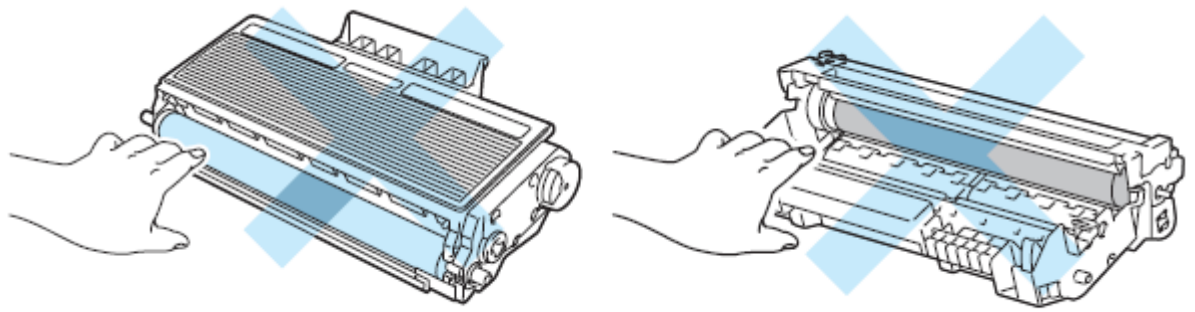


6. Push down the blue lock lever and take the toner cartridge out of the drum unit. Clear the jammed paper if there is any inside the drum unit.

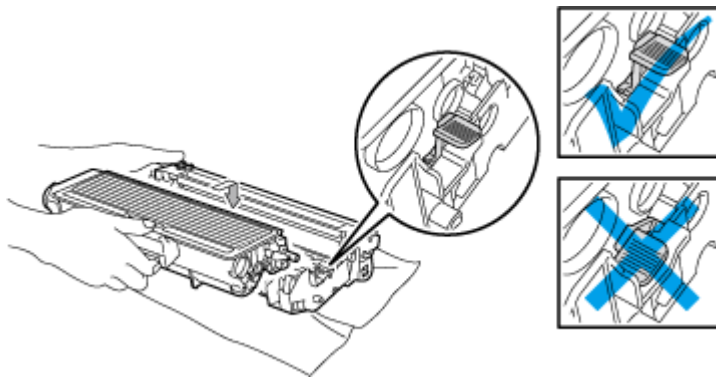


Caution

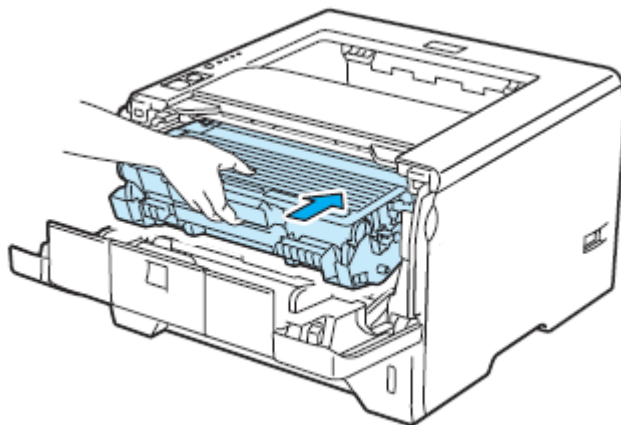
Handle the toner cartridge carefully. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.



- Put the toner cartridge back into the drum unit until you hear it lock into place. If you put the cartridge in properly, the blue lock lever will lift automatically.



- Open the front cover. Put the drum unit and toner cartridge assembly back in the printer.



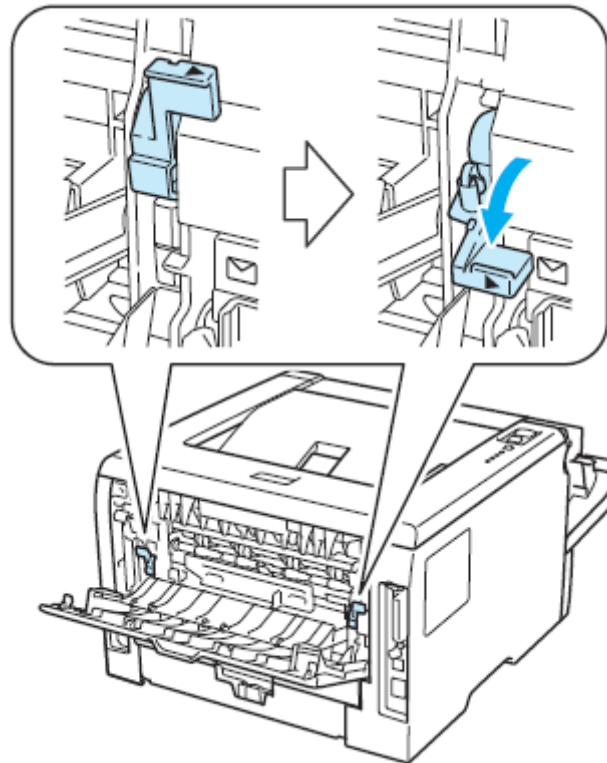
- Put the paper tray firmly back in the printer.

- Close the front cover.

- Make sure that the **Paper** LED is off and then, the **Status** LED lights green.

Clearing paper jam from behind the printer

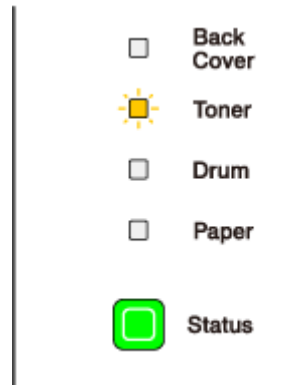
1. Pull down the two grey levers, one of the left hand side and one on the right hand side, toward you as shown in the illustration below:



2. Open the MP tray and lower it gently.
3. Gently lower the back and clear any paper jam which you can see
4. Secure all fixture and press GO

Changing toner

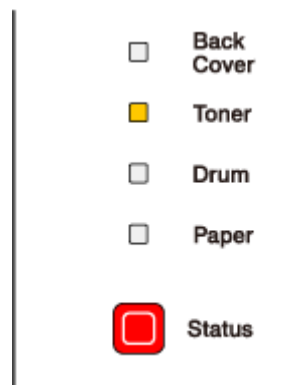
The Toner LED will turn on for 2 seconds and off for 3 seconds and repeats this pattern.



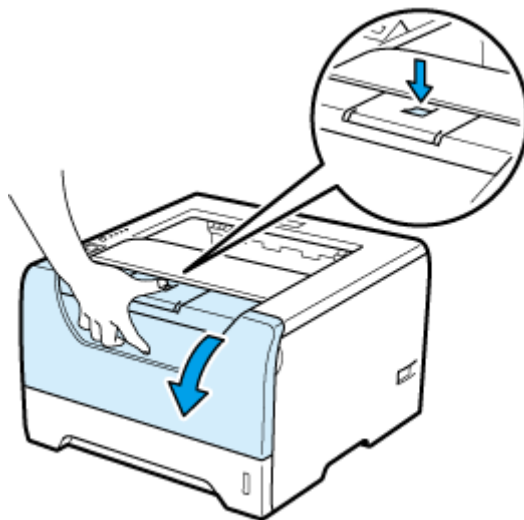
If the LED shows this message, the toner cartridge is near the end of its life. Buy a new toner cartridge and have it ready before you get a Replace Toner message.

Replace Toner message

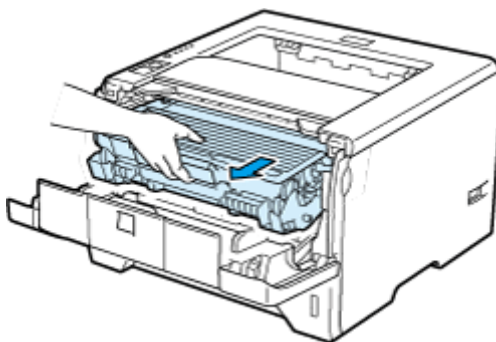
The printer will stop printing until you replace the toner cartridge with a new one.



- 1 Make sure that the printer is turned on. Open the front cover.



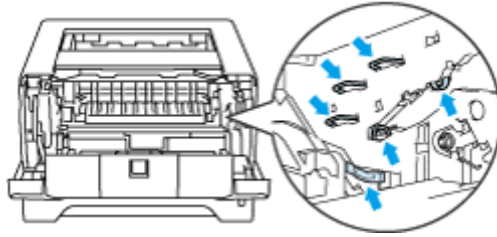
- 2 Take out the drum unit and toner cartridge assembly.



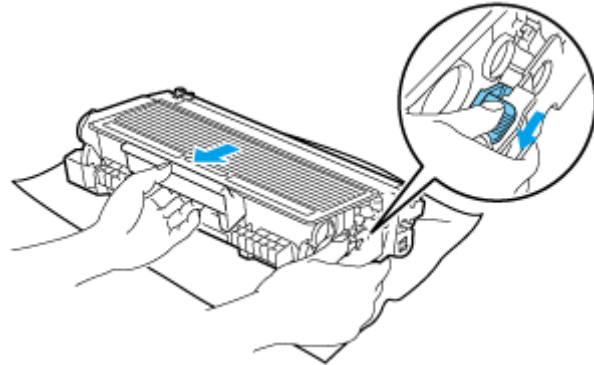
IMPORTANT

We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.

To prevent damage to the printer caused by static electricity, DO NOT touch the electrodes shown in the illustration.

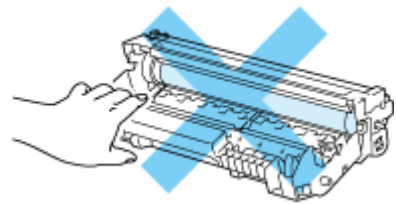
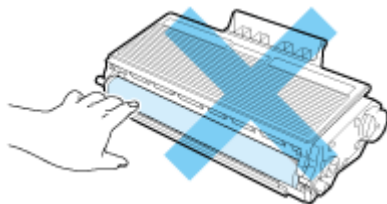


3. Push down the blue lock lever and take the toner cartridge out of the drum unit.

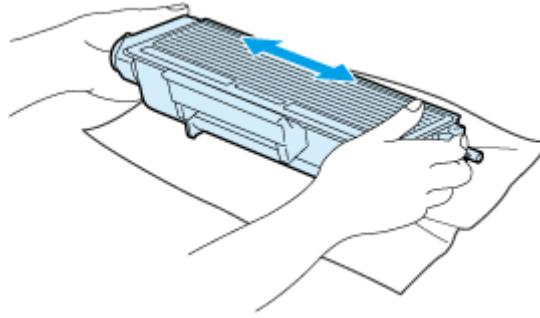


Be careful not to inhale toner.

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



4. Unpack the new toner cartridge. Gently shake it from side to side several times to distribute the toner evenly inside the cartridge.

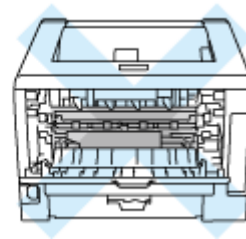
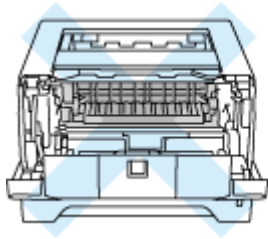


IMPORTANT

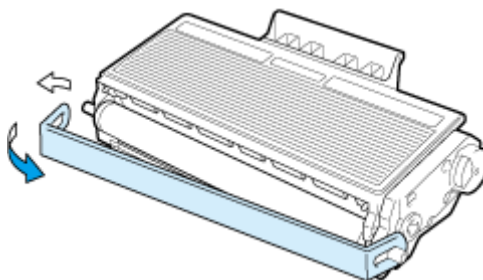
Wait to unpack the toner cartridge until immediately before you put it in the printer. If toner cartridges are left unpacked for a long time the toner life will be shortened.

CAUTION

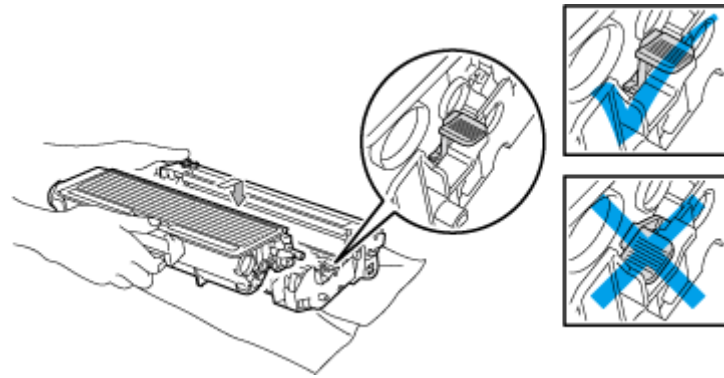
Put the toner cartridge in the drum unit immediately after you have removed the protective cover. To prevent any degradation to the print quality, **DO NOT** touch the shaded parts shown in the illustrations.



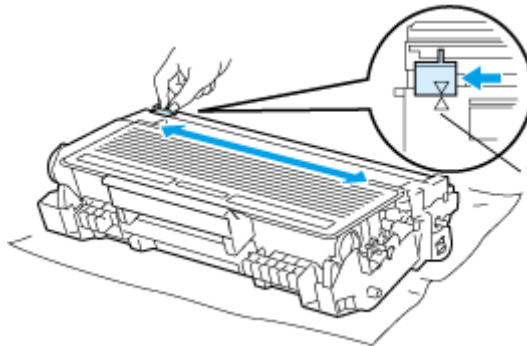
5. Pull off the protective cover.



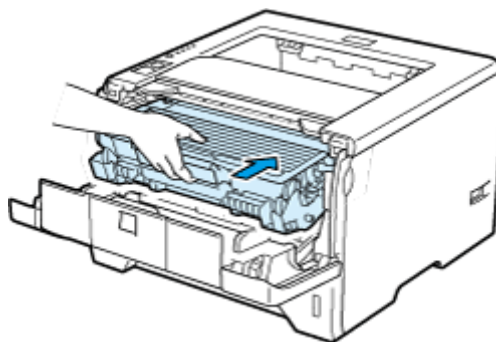
6. Put the new toner cartridge firmly into the drum unit until you hear it lock into place. If you put it in properly, the lock lever will lift automatically.



7. Clean the primary corona wire inside the drum unit by gently sliding the blue tab from right to left and left to right several times.



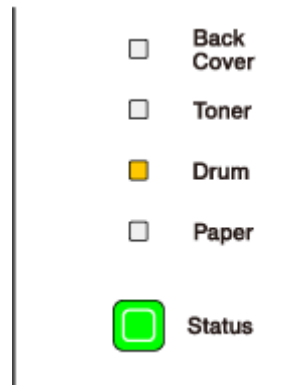
8. Put the drum unit and toner cartridge assembly back in the printer. Close the front cover.



Changing the drum

Replace Drum message

If Drum LED lights, it means the drum unit should be replaced. Please replace it to a drum unit.



Replacing the drum unit

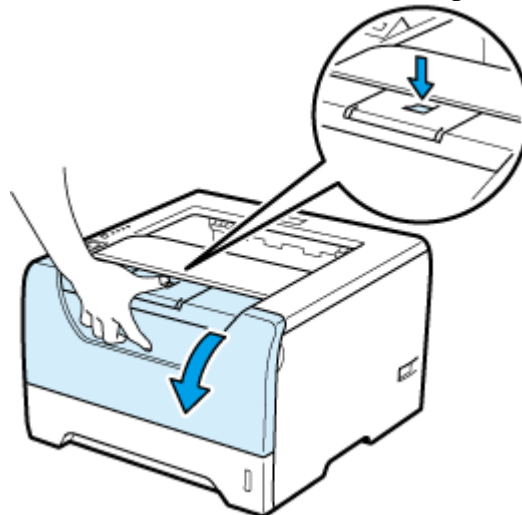
IMPORTANT

While removing the drum unit, handle it carefully because it may contain toner.

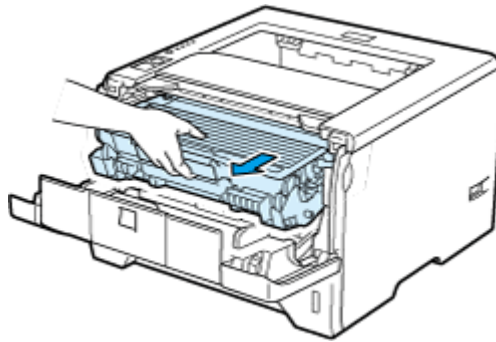
Every time you replace the drum unit, clean the inside of the printer.

When you replace the drum unit with a new one, you need to reset the drum counter by completing the following steps:

1. Press the front cover release button and then open the front cover.



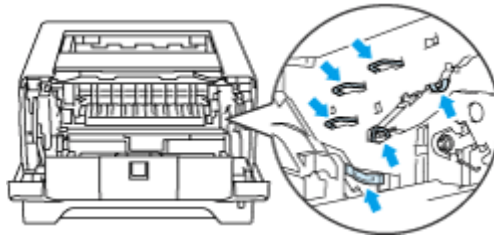
2. Take out the drum unit and toner cartridge assembly.



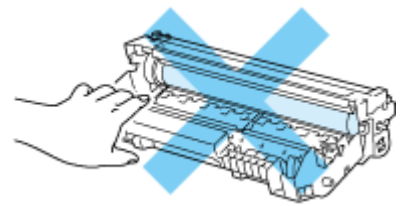
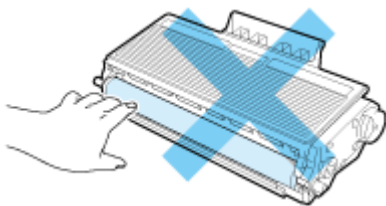
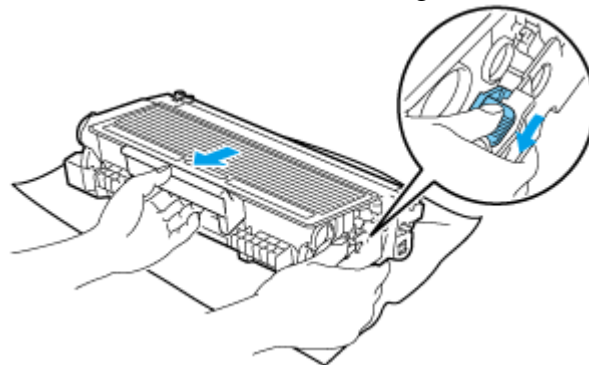
IMPORTANT

We recommend that you put the drum unit and toner cartridge assembly on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.

To prevent damage to the printer caused by static electricity, DO NOT touch the electrodes shown in the illustration.



Push down the blue lock lever and take the toner cartridge out of the drum unit.

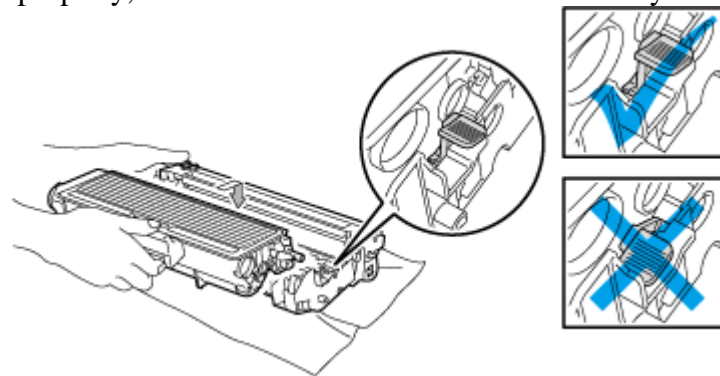


Unpack the new drum unit.

IMPORTANT

Wait to unpack a drum unit until immediately before you put it in the printer. Exposure to direct sunlight or room light may damage the drum unit.

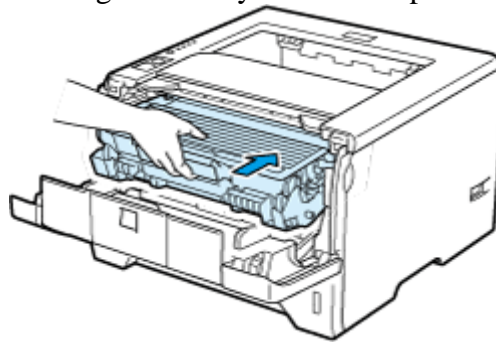
Put the toner cartridge firmly into the new drum unit until you hear it lock into place. If you put the cartridge in properly, the blue lock lever will lift automatically.



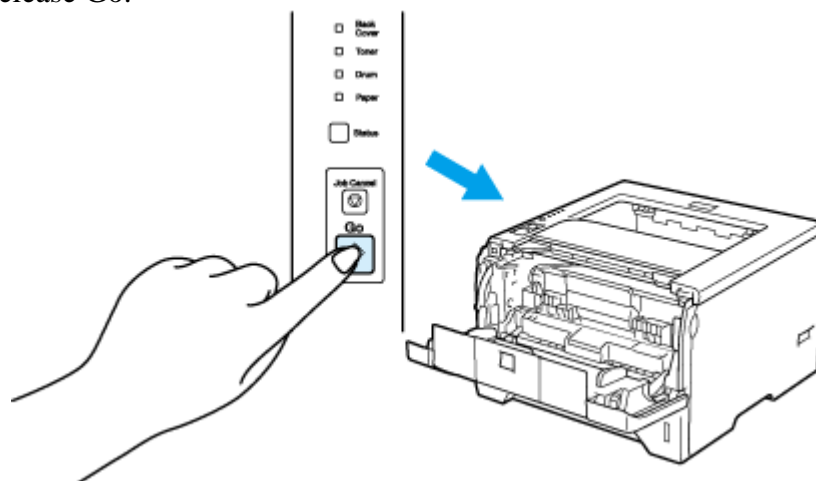
Note

Make sure that you put in the toner cartridge properly, or it may separate from the drum unit.

Put the drum unit and toner cartridge assembly back in the printer.



Press and hold down the Go for about 4 seconds until all the LEDs light up. Once all four LEDs are lit, release Go.



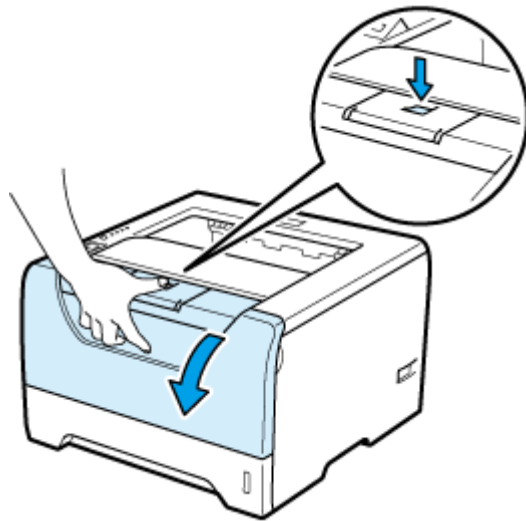
Close the front cover.

Make sure that the Drum LED is now off.

Changing Drum and Toner but light still showing

If the toner light or drum light keeps showing when they have been changed the drum and toner counter will be needed to be reset.

Drop the front part of the printer down and the GO light will turn red.



Hold the GO button till all lights are orange then let go

This will reset the counter.

Print Server

Some printers within the treatment centres have print servers attached to them like the one below in the picture, If printing fail and you seen that the printer is connected to a print server then insure that the network cable and power cable is connected into the box and that there are lights on the front of the print server. Also check to see if the cables at the back are attached to the printer.

