



# **OKIPAGE 6w**

## **User's Manual**

**59287401**





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## **OKIPAGE 6w User's Manual**

Introduction  
Paper and Media  
Maintenance  
Problem Solving  
Service and Support  
Supplies  
Specifications  
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## Introduction

### How LED Technology Works

#### Get to Know Your OKIPAGE Printer:

- The OKIPAGE 6w: [Front View](#)
- The OKIPAGE 6w: [Rear View](#)
- The OKIPAGE 6w: [Inside View](#)



## How LED Technology Works

### LED vs Laser Technology

The light source:

- Conventional laser printers use a laser beam, which is moved across the image drum by a series of lenses and spinning mirrors.
- Okidata's LED technology uses a fixed array of light emitting diodes mounted on a flat strip that doesn't move.

### Advantages of LED technology

#### Advantage

Dramatic reduction in the size and weight of the printer.

Less wear on the mechanism.

Greater consistency in dot placement.

Crisp type resolution

Higher reliability

#### Due to

Elimination of moving parts of the light source

Fewer moving parts

Fixed LED array

Elimination of edge distortion inherent in moving optics

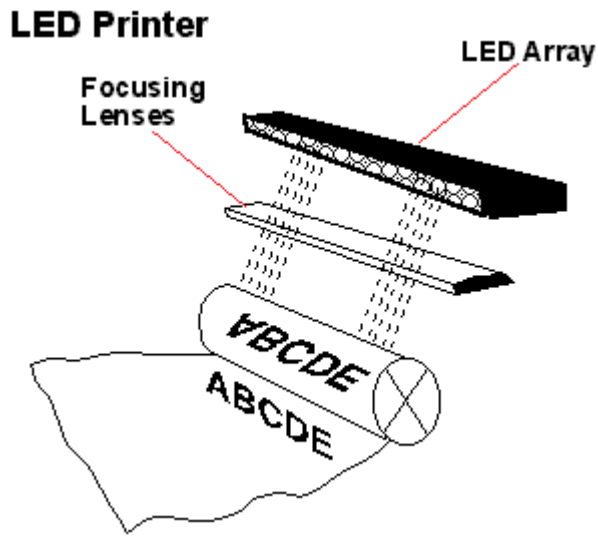
Significantly fewer parts





## The Electrophotographic Process

The electrophotographic technology used in OKI digital LED printers and plain paper facsimile machines is almost identical to that employed in most toner-based copying machines.

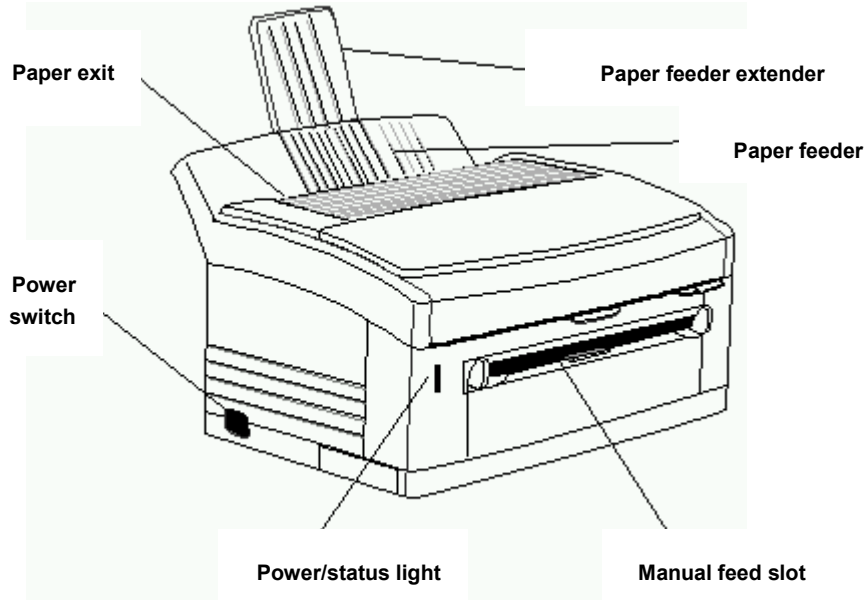


- **Charging:** The first step is depositing a uniform electrical charge over the image drum.
- **Exposure:** Next, the drum is exposed to light to create a latent image on its surface. The light source is the LED array, which uses 2,560 light emitting diodes at 300 to the inch to produce its images. The latent image retains much of the charge applied to the drum's surface during charging. The segments of the photoreceptor drum that correspond to the non-image areas have a reduced electrical charge.
- **Developing:** In the development cycle, charged toner is attracted to the latent image by static electricity, making the image visible.
- **Transfer:** The paper is brought into contact with the photoreceptor drum, transferring the toner image to the paper. The transfer process applies a charge through the paper so the toner particles adhere to the paper rather than to the drum.
- **Fusing:** heat and pressure fuses the toner to the paper to produce the final product.

Okidata's proprietary advanced LED technology, with fewer moving parts, assures built-in quality and reliability. Okidata backs every LED technology unit with a 5-year printhead limited warranty.

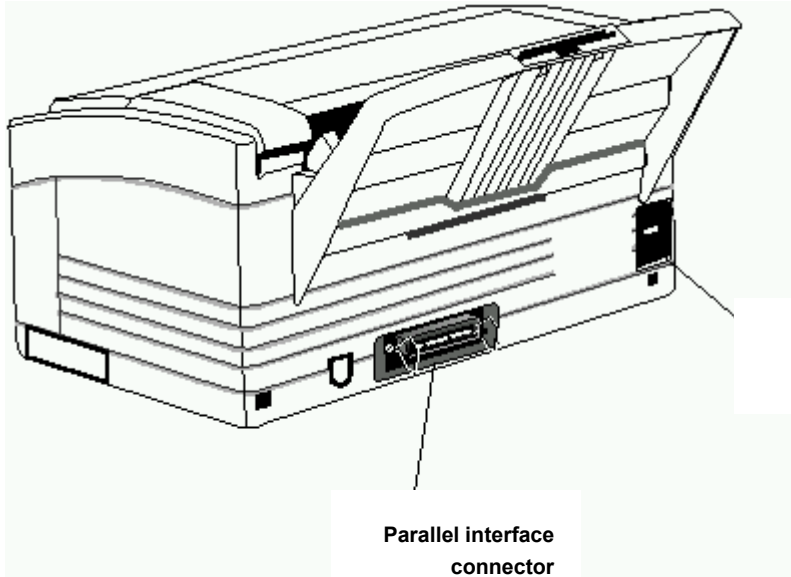


## The OKIPAGE 6w: Front View



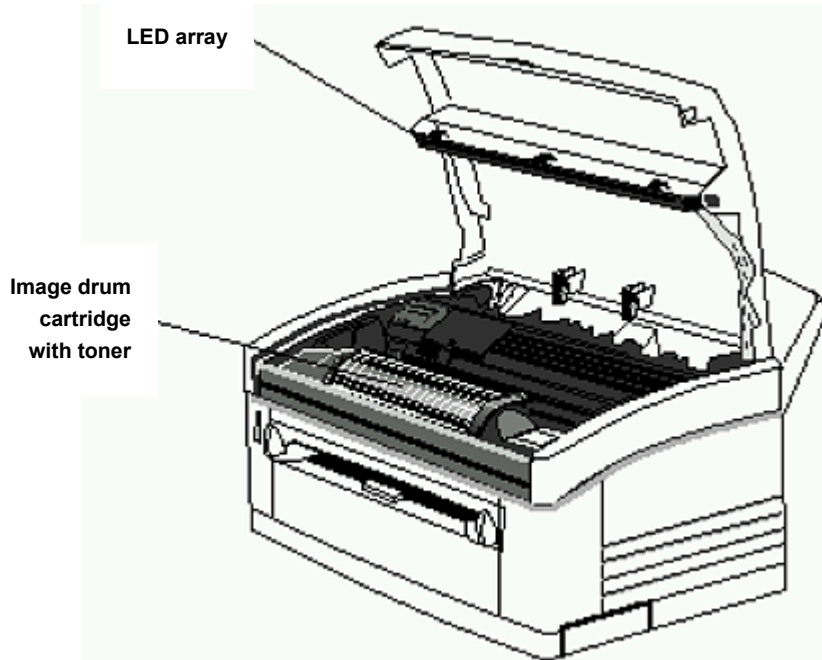


**The OKIPAGE 6w: Rear View**





## The OKIPAGE 6w: Inside View





## **Paper and Media**

Paper is the most important factor affecting print quality. If you are not getting the printing results you would like, check “Print Quality Problems” to determine if your printer needs cleaning, replacement of supplies, or repair. Then take a closer look at the paper you are using.



## Selecting Paper

- For best results, choose paper made for laser printers or copiers.
- Page printers and laser printers require smooth, moisture-controlled paper of the proper basis weight—click on the topics below for details.
- The wrong paper can reduce print quality and may cause damage with extended use.
- Always try before you buy. Ask for samples before you buy in bulk.
- Improper storage can affect print quality. See Storing Paper for details.

### Paper Selection Factors:

Basis Weight

Brightness

Coated Papers

Cutouts and Perforations

Letterhead and Preprinted Forms

Finishes: Smooth vs. Textured Paper

Opacity

Paper Content



## Basis Weight

### Bond Paper

For bond paper, basis weight is the weight of 1 ream (500 sheets) of 17" x 22" paper.

- **Automatic feed:** use 16-lb. to 24-lb. bond—**do not use automatic feed for bond paper over 24-lb.**
- **Manual feed:** use 16-lb. to 32-lb. bond.

### Cover stock

Other types of paper measure weigh differently. For example, 45-lb. cover stock is approximately equivalent to 32-lb. bond paper.



## Brightness

Brightness is:

- The amount of light reflected off of the page
- Measured on a scale of 1 to 100 (copier paper has a brightness of about 84)

Many catalogs list brightness values for paper, but your eye is generally the best judge. Brighter paper increases contrast with the image: text and graphics

- Look crisper
- Reproduce better

Paper that isn't as bright gives a softer effect and can be easier to read for long documents.





## Coated Papers

Coated papers can produce exceptional results.

**Important!** *Use only coated paper designed for laser printers or copiers. Coated papers not meant for laser printers or copier may blister.*

**Warning!** *Some coatings—particularly colored coatings added separately—can damage your printer with repeated use.*

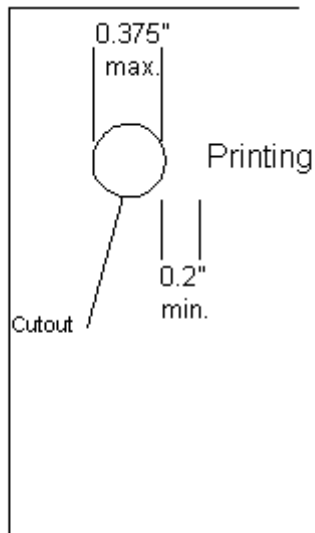


## Cutouts and Perforations

Cutouts are pages with some portion removed—including binder holes. Avoid printing on paper with cutouts: depending on their size and location, cutouts can cause paper size errors.

A few "Rules of Thumb:"

- Cutouts should be no bigger than 0.375" (9.52 mm) in diameter.
- Do not print within 0.2" (5.1 mm) of a cutout or perforation
- Cutouts and perforations should be clean and free of burrs.





## Letterhead and Preprinted Forms

**Important!** *Ink used on letterheads and preprinted forms must withstand temperatures up to 392°F (200°C) for 0.1 second!*

- When you order letterhead or preprinted forms, be sure to tell your dealer that the paper will be used in an LED page printer.
- Some inks melt during the fusing process—***this can damage your printer.***



## Finishes: Smooth vs. Textured Paper

- In general, the smoother the paper, the more precise and durable the print.
- An uneven surface makes it harder to place and fuse the toner dots to the page.
- The ream label usually tells you if the product is textured. Look for words like:
  - Laid
  - Wove
  - Linen finish.
- Many textured papers will work well in your printer. Results can vary: try before you buy in quantity.
- For better performance, look for textured papers with a *laser finish*.
- Embossed paper: to avoid problems, do not print near the embossed areas of the page.



## Opacity

- Determines how much print shows through from one side of the paper to the other.
- Is more important for multi-page documents.

Opaque paper generally lets very little light pass through it. Your eye is generally the best judge.



## Paper Content

Ideally, paper should be made from 100% wood pulp. However, most papers have some cotton or rag content.

**Note:** Paper with high cotton content, unless designed for laser printers, generally does not print well because the surface is too rough.



## Storing Paper

Do store paper:

- In a dry place.
- Lying flat (otherwise it may develop a curl and cause paper jams).
- Away from sunlight (sunlight may discolor your paper).
- Away from moisture (moisture can cause printing problems, such as blurring and areas that do not print).
- Away from excessive temperatures and rapid temperature changes.

Some "don'ts":

- Don't open the paper package until you are ready to use it.
- Don't store your paper on the floor or next to an outside wall.



## Envelopes

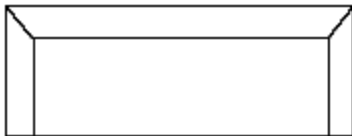
- Use the front feeder to feed envelopes manually, one at a time.
- Use rear output.
- Maximum weight = 28 lbs. (105 g/m<sup>2</sup>)

The printer accepts these envelope sizes:

- COM-9 (3.875" X 8.875")
- COM-10 (4 1/8" X 9 1/2")
- Monarch (3 7/8" X 7 1/2")
- DL (110 mm X 220 mm)
- C5 (162 mm X 229 mm)

### Envelope "Do's"

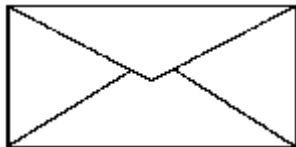
- Do use envelopes with a smooth, even surface. See [Selecting Paper](#) .
- Do use envelopes with seams down the sides and a squared-off flap that does not extend over the print area:



- Do use envelopes no heavier than 28 lb.

### Envelope "Don'ts"

- Don't use envelopes with self-sealing flaps.
- Don't use envelopes with a v-flap:



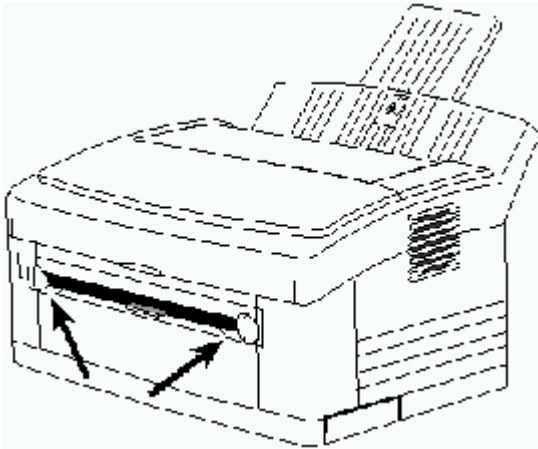
- Don't use envelopes with windows or metal clasps.



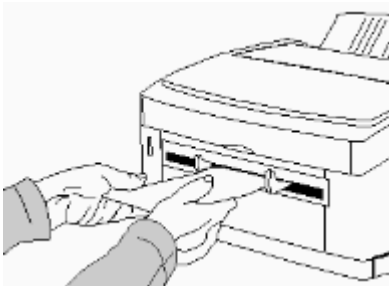


## Printing Envelopes

1. Adjust the paper guides.



2. Insert the envelope — flap down and to the left — until the printer grips it.



3. Set envelope size and landscape orientation in your software.
4. Enter the address, then print through your software.



## Transparencies and Adhesive Labels

Use the front feeder to feed transparencies and label sheets manually, one at a time.

### Choosing Transparencies and Adhesive Labels

Use transparencies and labels that are specifically made for laser printers or photocopiers.

**Important!** *Transparencies and adhesive labels and their carriers must be able to withstand a temperature of 392°F (200°C) for 0.1 second.*

**Caution!** *Labels should cover the entire carrier sheet—carrier and adhesive must not be exposed to any part of the printer.*



## **Maintenance**

Loading Paper

Toner Cartridge

Image Drum

Using A Cleaning Page

Cleaning the Image Drum Contacts

Cleaning the LED Array



## **Loading Paper**

Rear Feed

Manual Feed

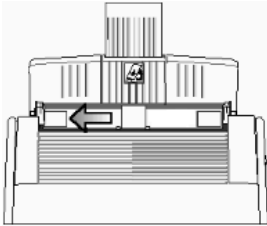


## Rear Feed

The paper feeder holds up to 100 sheets of 20-lb. paper.

To load rear-feed paper:

1. Adjust the left paper guide, then make sure the right paper guide is as far as it will go to the right.

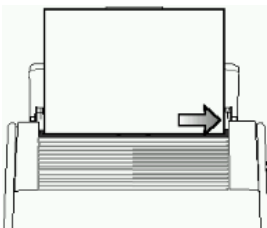


2. Insert paper gently, allowing it to drop in under its own weight: do not force it down.



**Note:** Insert letterhead stationery with the top nosed down into the feeder and facing the paper tray.

3. Adjust the right paper guide to fit against the paper.



4. Lift the paper for the feeder slightly, then let it drop back down into the feeder.





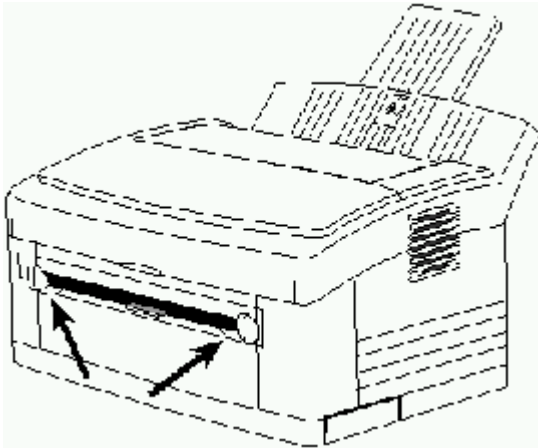
## Manual Feed

Individual sheets of print media can be manually fed from the front of the printer. This is handy for printing

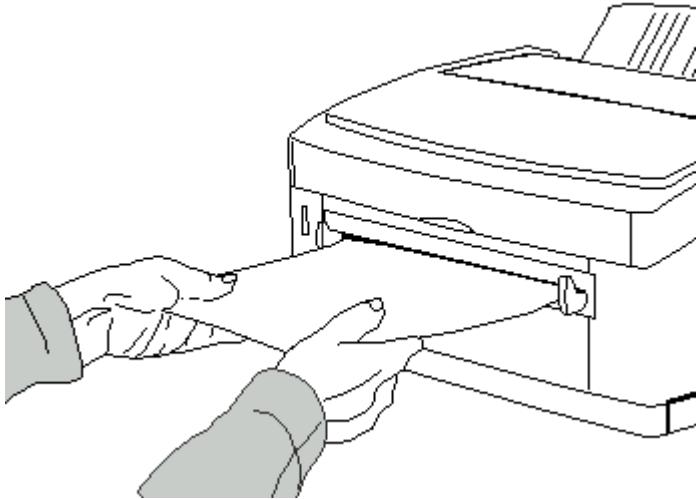
- Individual letters on letterhead stationery
- Legal and odd size paper
- Envelopes
- Transparencies and Adhesive Labels

To load manual feed paper:

1. Adjust the manual feed guides.



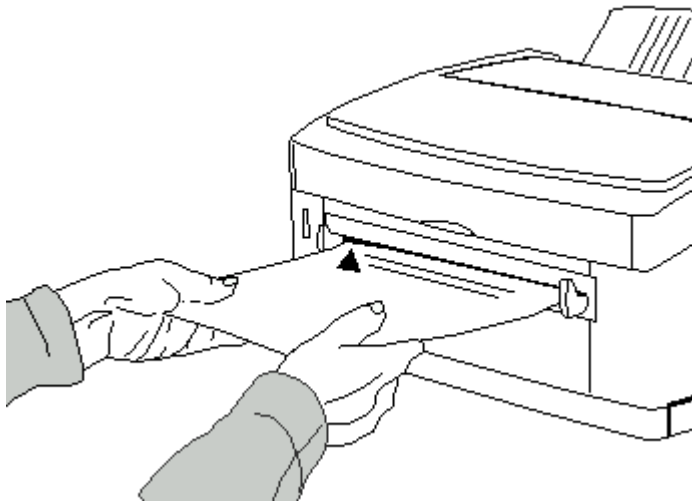
2. Insert the print media sheet:



3. Send the print job.

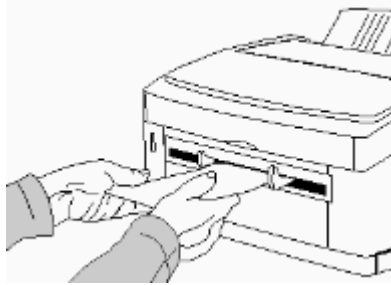
**Notes:**

Insert **letterhead stationery** *face-up*, with the *top* of the page *nosed into the printer*.



Insert **envelopes** with the *flap facing down* and to the *left*.





Insert **transparencies** with the *side to be printed facing up*.

Insert sheets of **adhesive labels** *face up*.

**Caution!** Use only full sheets—labels must cover the entire carrier sheet: no part of the carrier sheet or adhesive can be exposed to any part of the printer.



## **Toner Cartridge**

### **When to Replace the Toner Cartridge**

Toner Cartridge Life

How to Replace the Toner Cartridge



## When to Replace the Toner Cartridge

Replace the toner cartridge when you see the TONER LOW message displayed on your screen. You can continue printing until print quality deteriorates, but you should replace it as soon as possible to maintain high print quality.



## Toner Cartridge Life

- How long your toner cartridge lasts depends on the print density—the percentage of the page that prints black.
- A typical letter has 3% to 5% print density; graphics usually have higher density. Higher print density means toner is used up faster.
- At 5% print density, a toner cartridge will print an average of 1,000 pages. Remember, this is only an average: actual results may vary.
- The first toner cartridge in your new printer has to fill the drum reservoir and saturate the developing roller with toner. It normally produces fewer pages, depending on the average density of pages you print.

**Note:** We recommend that you use genuine Okidata consumable products in your OKIPAGE 6w page printer. Okidata's microfine, spherical toner gives you the best print quality.



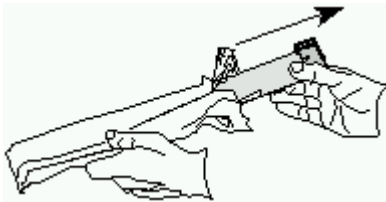
## How to Replace the Toner Cartridge

1. Open the cover and remove the used toner cartridge.

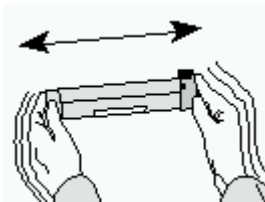
*Be careful not to get toner powder on your hands or clothes: use only **cold** water to remove any spills – hot water will "fuse" the toner making it much harder to remove.*



2. Unwrap the new cartridge.



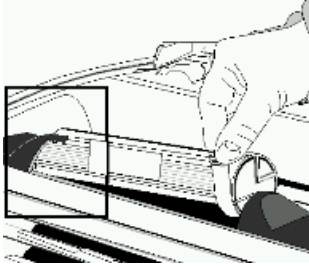
3. Shake the toner cartridge to evenly distribute the toner.



4. Peel the tape off the bottom.



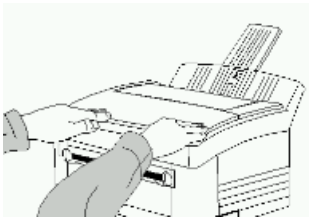
5. Insert the new toner cartridge into the image drum.



6. When the cartridge is in place, push the lock lever forward until it stops.



7. Close the printer cover firmly.





## **Image Drum**

When to Replace the Image Drum Cartridge

Image Drum Cartridge Life

How to Replace the Image Drum Cartridge



## When to Replace the Image Drum Cartridge

When the drum reaches 90% of its life, the Status Monitor displays **CHANGE DRUM**. At this point, be sure you have a new drum on hand.

Replace the old drum as soon as the print quality becomes faint or starts to deteriorate, or you see the **TONER LOW** message.

See “How to Replace the Image Drum Cartridge.”





## Image Drum Cartridge Life

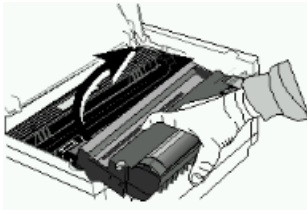
- The life of an image drum depends on a number of factors, including:
  - Temperature and humidity
  - The type of paper you use
  - The number of pages per job.
- The image drum cartridge should last about 1 year.

**Note:** *Image drum life is approximate!* You do not print the same number of pages each time, and environmental conditions and the type of paper you use may vary.

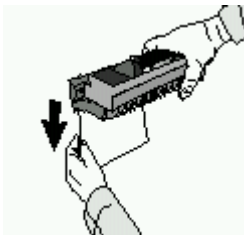


## How to Replace the Image Drum Cartridge

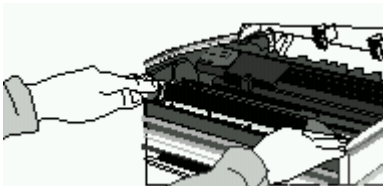
1. Open the cover and remove the used image drum cartridge.



2. Unwrap the new Image drum cartridge and remove the protective sheet.



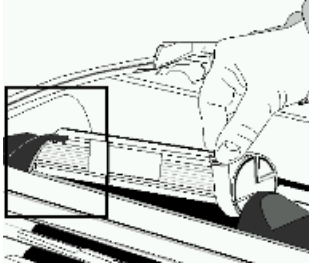
3. Insert the new image drum cartridge and press it down.



4. Remove the toner well cover and discard.



5. Install a new toner cartridge.



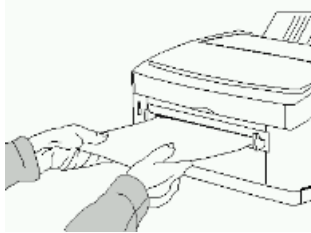
6. Reset the Drum Count:
  - Open the **Status Monitor**.
  - Click **Printer Setup** tab.
  - Click on **Printer Menu** button
  - Click the **Maintenance** tab
  - Click on the **Drum Counter Reset** button.



## Using A Cleaning Page

- Removes residual impurities from printing surfaces.
- Reduces problems such as repeating marks, blotching, and shading.

### To generate a Cleaning Page:

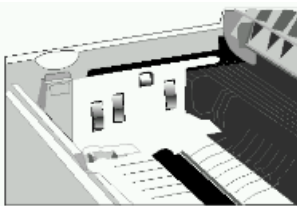


1. Insert a clean sheet of paper in the **manual feed slot**.
2. Open the **Status Monitor**.
3. Click the **Printer Setup Tab**
4. Click on the **Printer Menu** button.
3. Click the **Maintenance** tab.
4. Click **Cleaning** button.



## Cleaning the Image Drum Contacts

1. Open the printer and remove the image drum cartridge.  
***Be careful not to touch the green drum surface!***
2. Use rubbing alcohol on a clean cloth to wipe the 4 copper contacts inside the printer on the left.
3. Make sure the contacts stick out enough to make contact with the image drum.

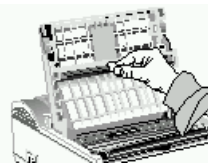




## Cleaning the LED Array

Clean the LED array:

- Whenever you install a new toner cartridge.
  - If you see faded vertical areas or light printing down a page.
1. Open the printer cover.
  2. Wipe the LED array gently with a clean, soft cloth with a small amount of rubbing alcohol on it, or use the cleaning pad that came with your toner cartridge.



3. Close the printer cover firmly.



## **Problem Solving**

Clearing Paper Jams

Paper Feeding Problem

Print Quality Problems

Hardware Problems

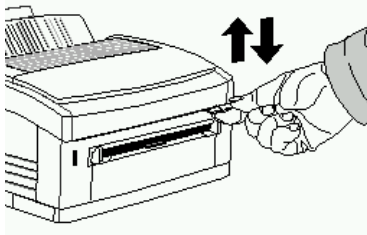
Software Problems



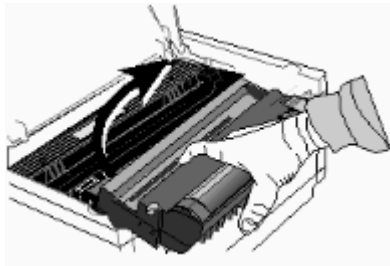
## Clearing Paper Jams

To clear a paper jam:

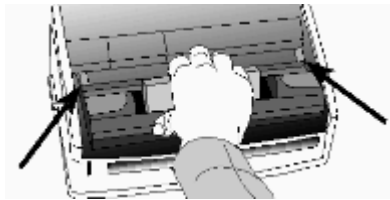
1. Open the printer cover.



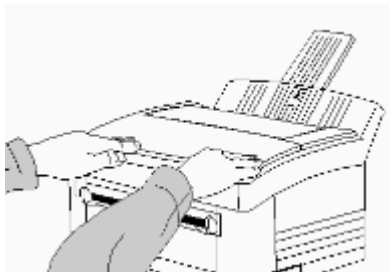
2. Lift out the image drum (be careful not to touch the shiny green drum surface!), and remove the jammed page.



2. Replace the image drum: make sure it is firmly in place.



3. Close the cover.



**Note:** If you are unable to correct the problem and the paper continues to jam, call for [service](#) .

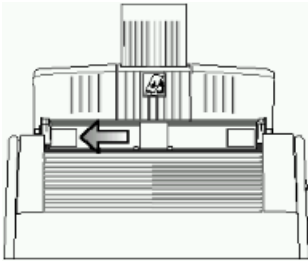




## Paper Feeding Problem

If the paper skews or does not feed straight:

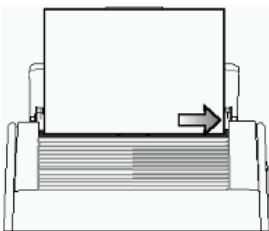
1. Adjust the left-hand paper guide.



2. Insert paper.



3. Adjust the right hand paper guide against the paper.



4. Lift the paper from the tray slightly, then place the paper back into the tray.



## Print Quality Problems



Normal Page



Blank sheets are printed.



Entire page prints faintly.



Page has gray background.



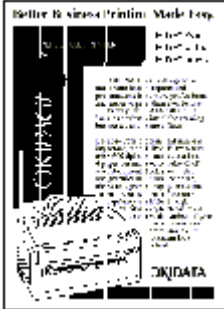
Page prints all black.



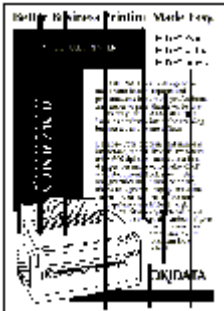
Page has repetitive marks.



An oblong area of faint print appears on each page.



Vertical white streaking or faint areas on page.



Vertical black lines appear on page.



Print is fuzzy.



Print is faded following installation.



Print is smeared or blotched.



Printed page is light or blurred.



Bold characters and dark lines are smeared.



Print is darker than usual.



Pages curl excessively.



**Blank sheets are printed.**



**Problem:** The image drum cartridge is not properly installed.

**Solution:** Replace the image drum cartridge. See [How to Replace the Image Drum Cartridge](#)

**Problem:** The toner cartridge is not installed or is empty.

**Solution:** Install a new toner cartridge. See [How to Replace the Image Drum Cartridge](#)

**Problem:** Poor connection between the printer and the image drum cartridge.

**Solution:** Clean and check image drum contacts inside printer. See [Cleaning the Image Drum Contacts](#)



## Entire page prints faintly.



**Problem:** The toner cartridge is improperly installed.

**Solution:** Reinstall toner cartridge. See [How to Replace the Toner Cartridge](#)

Make sure that

- the sealing tape is removed from the bottom of the toner cartridge
- the cartridge is seated correctly
- the lock lever is pushed all the way forward.

**Problem:** The toner cartridge is near empty. Pages get fainter as toner is used up.

**Solution:** Install a new toner cartridge. See [How to Replace the Toner Cartridge](#)

**Problem:** The printer darkness is improperly set.

**Solution:** Adjust the Printer Darkness setting:

1. Open the **Status Monitor**.
2. Click the **Printer Setup** tab
3. Click the **Printer Menu** button
4. Click on the **Darkness** scrolling menu and adjust the setting.

**Problem:** The LED array is dirty.

**Solution:** See [Cleaning the LED Array](#)

**Problem:** Poor connection between the printer and the image drum cartridge.

**Solution:** Clean and check image drum contacts inside printer. See [Cleaning the Image Drum Contacts](#)





## Page has gray background.



**Problem:** The top cover is not firmly closed.

**Solution:** Close the cover properly.

**Problem:** Static electricity, generally from dry environments, causes toner to stick to background.

**Solution:** Change papers to a smoother laser bond or use a humidifier.

**Problem:** The printer darkness is improperly set.

**Solution:** Adjust the Printer Darkness setting:

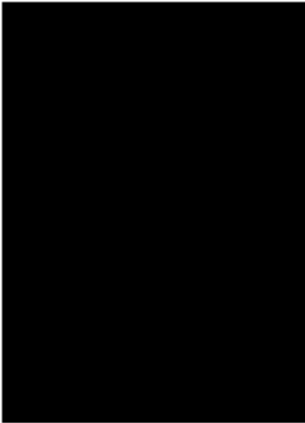
1. Open the **Status Monitor**.
2. Click the **Printer Setup** tab
3. Click the **Printer Menu** button
4. Click on the **Darkness** scrolling menu and adjust the setting.

**Problem:** Poor connection between the printer and the image drum cartridge.

**Solution:** Clean and check image drum contacts inside printer. See [Cleaning the Image Drum Contacts](#)



**Page prints all black.**



**Problem:** The image drum cartridge is not properly installed.

**Solution:** Reinstall the image drum cartridge. See [How to Replace the Image Drum Cartridge](#). Be sure it is seated correctly and locked in place.

**Problem:** Poor connection between printer and image drum cartridge.

**Solution:** Clean and check image drum contacts inside printer. See [Cleaning the Image Drum Contacts](#)

**Problem:** Hardware problem.

**Solution:** Contact your service representative. See [Service and Support](#)



## Page has repetitive marks.



**Problem:** Dirt on image drum.

**Solution:** Generate a Cleaning Page. See [Using A Cleaning Page](#)

**Problem:** Image drum cartridge is damaged. This causes repetitive marks, due to surface nicks and scratches.

**Solution:** Install a new image drum cartridge. See [How to Replace the Image Drum Cartridge](#)



An oblong area of faint print appears on each page.



**Problem:** "Dropout" caused by using paper exposed to high humidity.

**Solutions:**

- Change paper stocks.
- Check paper storage environment or use a dehumidifier. See [Storing Paper](#)

**Problem:** Toner is low.

**Solution:** Replace toner cartridge. See [How to Replace the Toner Cartridge](#)

**Problem:** Poor connection between the printer and the image drum cartridge.

**Solution:** Clean and check image drum contacts inside printer. See [Cleaning the Image Drum Contacts](#)



## Vertical white streaking or faint areas on page.



**Problem:** Toner cartridge is not installed properly.

**Solution:** How to Replace the Toner Cartridge.

**Problem:** Toner is low and does not distribute properly.

**Solution:** Remove the toner cartridge and gently shake it side to side over a trash receptacle. If this doesn't help, replace the toner cartridge. See [How to Replace the Toner Cartridge](#).

*Be careful not to get toner powder on your hands or clothes: use only **cold** water to remove any spills – hot water will "fuse" the toner making it much harder to remove.*

**Problem:** The printer darkness is improperly set.

**Solution:** Adjust the Printer Darkness setting:

1. Open the **Status Monitor**.
2. Click the **Printer Setup** tab
3. Click the **Printer Menu** button
4. Click on the **Darkness** scrolling menu and adjust the setting.

**Problem:** Image drum is worn out.

**Solution:** Check the drum and replace it if necessary. See [How to Replace the Image Drum Cartridge](#)

**Problem:** LED array is dirty.

**Solution:** Clean the LED array. See [Cleaning the LED Array](#)



**Problem:** Poor connection between the printer and the image drum cartridge.

**Solution:** Clean and check the contacts inside the printer, on the left. See [Cleaning the Image Drum Contacts](#)

**Problem:** LED array is defective.

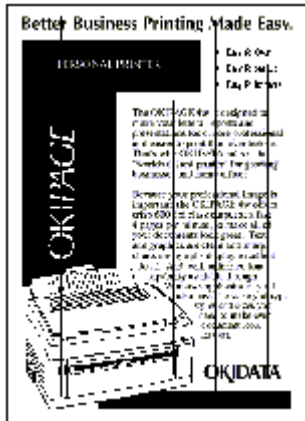
**Solution:** Contact your service representative. See [Service and Support](#).

**Problem:** Printing borders or backgrounds on a number of pages can deplete toner in those areas of the drum cartridge.

**Solution:** Print several pages of plain text to help redistribute toner.



## Vertical black lines appear on page.



**Problem:** LED array may be dirty.

**Solution:** Clean LED array. See [Cleaning the LED Array](#)

**Problem:** Poor connection between the printer and the image drum cartridge.

**Solution:** Clean and check the contacts inside the printer, on the left. See [Cleaning the Image Drum Contacts](#)

**Problem:** Toner may be low.

**Solution:** Replace the toner cartridge. See [How to Replace the Toner Cartridge](#)

**Problem:** Image drum may be damaged.

**Solution:** Replace the image drum. See [How to Replace the Image Drum Cartridge](#)

**Problem:** Hardware problem.

**Solution:** Contact your service representative. See [Service and Support](#)



## Print is faded following installation.



**Problem:** The toner cartridge is not correctly installed.

**Solution:** Reinstall toner cartridge. See [How to Replace the Toner Cartridge](#)

**Problem:** Poor connection between the printer and the image drum cartridge.

**Solution:** Clean and check the contacts inside the printer, on the left. See [Cleaning the Image Drum Contacts](#)

**Problem:** The printer darkness is improperly set.

**Solution:** Adjust the Printer Darkness setting:

1. Open the **Status Monitor**.
2. Click the **Printer Setup** tab
3. Click the **Printer Menu** button
4. Click on the **Darkness** scrolling menu and adjust the setting.





## Print is fuzzy.



**Problem:** The printer cover is not closed properly.

**Solution:** Close the cover firmly.

**Problem:** The LED array is dirty.

**Solution:** Clean LED array. See [Cleaning the LED Array](#)

**Problem:** Poor connection between the printer and the image drum cartridge.

**Solution:** Clean and check the contacts inside the printer, on the left. See [Cleaning the Image Drum Contacts](#)

**Problem:** The printer darkness is improperly set.

**Solution:** Adjust the Printer Darkness setting:

2. Open the **Status Monitor**.
3. Click the **Printer Setup** tab
4. Click the **Printer Menu** button
5. Click on the **Darkness** scrolling menu and adjust the setting.

**Problem:** Incomplete toner fusing caused by using paper exposed to high humidity.

**Solutions:**

- Change paper stocks.
- Check paper storage environment or use a dehumidifier. See [Storing Paper](#)



## Print is smeared or blotched.



- Problem:** The paper rollers are dirty—toner dropped inside the printer.
- Solution:** Generate a Cleaning Page. See [Using A Cleaning Page](#)
- Problem:** The LED array is dirty.
- Solution:** Clean the LED array. See [Cleaning the LED Array](#)
- Problem:** Poor connection between the printer and the image drum cartridge.
- Solution:** Clean and check the contacts inside the printer, on the left. See [Cleaning the Image Drum Contacts](#)
- Problem:** Incomplete toner fusing caused by using paper exposed to high humidity.
- Solution:**
- Change paper stocks.
  - Check paper storage environment or use a dehumidifier. See [Storing Paper](#)
- Problem:** Image drum problem.
- Solution:** Contact your service representative. See [Service and Support](#).



## Printed page is light or blurred.



**Problem:** Toner is low.

**Solution:** Replace the toner cartridge. See [How to Replace the Toner Cartridge](#)

**Problem:** The printer darkness is improperly set.

**Solution:** Adjust the Printer Darkness setting:

1. Open the **Status Monitor**.
2. Click the **Printer Setup** tab
3. Click the **Printer Menu** button
4. Click on the **Darkness** scrolling menu and adjust the setting.

**Problem:** Paper being used is not meant for laser printers/copiers.

**Solution:** Use smooth, high-quality paper. Check specifications in [Selecting Paper](#).

**Problem:** The LED array is dirty.

**Solution:** Clean the LED array. See [Cleaning the LED Array](#)

**Problem:** Poor connection between the printer and the image drum cartridge.

**Solution:** Clean and check the contacts inside the printer, on the left. See [Cleaning the Image Drum Contacts](#)

**Problem:** Incomplete toner fusing caused by using paper exposed to high humidity.

**Solution:**

- Change paper stocks.
- Check paper storage environment or use a dehumidifier. See [Storing Paper](#)



**Bold characters and dark lines are smeared.**



**Problem:** Toner is low.

**Solution:** Install a new toner cartridge. See [How to Replace the Toner Cartridge](#)

**Problem:** Poor connection between the printer and the image drum cartridge.

**Solution:** Clean and check the contacts inside the printer, on the left. See [Cleaning the Image Drum Contacts](#)

**Problem:** Incomplete toner fusing caused by using paper exposed to high humidity.

**Solution:**

- Change paper stocks.
- Check paper storage environment or use a dehumidifier. See [Storing Paper](#)



## Print is darker than usual.



**Problem:** The printer darkness is improperly set.

**Solution:** Adjust the Printer Darkness setting:

1. Open the **Status Monitor**.
2. Click the **Printer Setup** tab
3. Click the **Printer Menu** button
4. Click on the **Darkness** scrolling menu and adjust the setting.

**Problem:** Poor connection between the printer and the image drum cartridge.

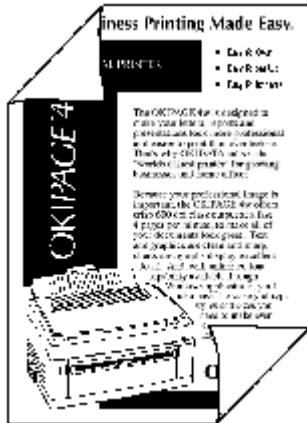
**Solution:** Clean and check the contacts inside the printer, on the left. See [Cleaning the Image Drum Contacts](#)

**Problem:** Incomplete toner fusing caused by using paper exposed to high humidity.

**Solution:** - Change paper stocks.  
- Check paper storage environment or use a dehumidifier. See [Storing Paper](#)



## Pages curl excessively.



**Problem:** Printing on the wrong side of the paper.

**Solution:** Remove the paper, turn it over and reinsert it in the paper feeder. The side to be printed must face the paper feeder: check the paper wrapper for an arrow or other indicator of the print side.

**Problem:** Moisture in the paper. Improper storage of the paper.

**Solution:** Avoid storing paper in areas exposed to excessive temperature changes and/or humidity. Check paper storage environment. See **Storing Paper**

**Problem:** Fuser temperature is too high.

**Solution:** Contact your service representative. See **Service and Support**



## **Hardware Problems**

Printer is on, but must warm up before a job is printed.

Printer indicates it is ready, but does not print

Top paper edge is dirty after installing image drum.

Printing is garbled.

Rebooting computer causes printer freeze or error.

Printer emits odors when printing.



## **Printer is on, but must warm up before a job is printed.**

**Problem:** Power Save mode is set on to conserve energy. The fuser must heat up before you can begin printing the next job.

**Solution:** To eliminate warmup delay, change the Power Save setting:

1. Open the **Status Monitor**.
2. Click the **Printer Setup** tab
3. Click the **Printer Menu** button; the **Option** tab appears
4. Under **Power Saving**, select **Off**, then click **OK**.





### **Printer indicates it is ready, but does not print**

**Problem:** Configuration error.

- Solutions:**
- Check cable connection.
  - Make sure the printer is connected to the selected port.
  - If more than one printer is available, make sure your printer has been selected



**Top paper edge is dirty after installing image drum.**

- Problem:** Loose toner may have shaken out and gotten on the underside of the image drum.
- Solution:** Remove the image drum. *Being careful not to touch the green surface*, wipe the underside of the drum with a soft cloth, then reinstall the drum. See **How to Replace the Image Drum Cartridge**



## Printing is garbled.

**Problem:** Incorrect cable configuration.

- Solution:**
- Check the cable configuration and length. See **Features** in the Specifications section.
  - Make sure the cable is not broken.
  - See also Software Problems



**Rebooting computer causes printer freeze or error.**

**Problem:** Starting the computer while the printer is on can cause a communication error.

**Solution:** Turn the printer off before restarting the computer.



**Printer emits odors when printing.**

**Problem:** Odors are given off by forms or adhesives passing through the hot fusing unit. They are not produced by the printer.

**Solution:** Make sure the forms you use can withstand heating; provide adequate ventilation. See Letterhead and Preprinted Forms and Transparencies and Adhesive Labels



## Software Problems

**Problem:** A communications problem is indicated on the Status Monitor.

- Solution:**
1. Verify that the printer is powered on.
  2. Verify that the computer's printer port supports bi-directional communications and conforms to the IEEE-1284 standard. The printer must be connected directly to this port (no switching device, external print buffer device, scanning device, etc. can be attached to this port).
  3. Check the cable attaching the computer's bi-directional port to the printer: it must conform to IEEE-1284 standards.
  4. Do not connect the printer to a network

**Note:** A **Bi-directional Cable** is available through Okidata.

**Problem:** Printing is garbled or the printer does not print.

**Solution:** Incorrect driver is installed. Install OKI drivers provided with the printer. (Also, see Hardware Problems).

**Problem:** Printer's output is below rated speed.

**Solution:** Much of the printing delay will be caused by your application. Complex graphics may take longer to prepare for printing than simple text documents.

**Problem:** Size of top margin increases with each page printed, known as "Creeping text."

**Solution:** The number of lines per page in the software is not equal to the number of lines per page of the printer. Many software packages assume 66 lines per page, but your printer's default is 60. Adjust the software accordingly, or set the Lines per Page in the printer's soft operator panel to equal the lines per page in your software.

**Problem:** DOS applications, such as WordPerfect® for DOS, do not print from the OKI DOS Print icon.

- Solution:**
1. Verify that the printer port setting in your application matches the port setting you have assigned to the OKIPAGE 6w.
  2. In Windows 95, be sure that the Port Settings options are both unchecked:
    - a. Click **Start, Settings, Printers**.
    - b. Click **OKIPAGE 6w**.
    - c. Select **Properties** from the **File** menu.
    - d. Click **Port Settings** in the **Details** tab.
    - e. Make sure both check boxes are empty, then exit back out.



**Problem:** The OKIPAGE 6w printer and its software driver have been installed, but data is not being fed to the printer.

**Solution:** If you have a driver for another printer already installed which controls the parallel port, it is interfering with the OKIPAGE 6w driver. Remove or disable the other printer driver software (contact the manufacturer of the other printer if you need instructions on removing/disabling their software).

**Problem:** "Initialization Error" appears on the Status Monitor.

**Solution:** Make sure the printer is powered on and/or that the bi-directional cable is properly connected, then click RETRY.

**Problem:** Text is printing in a very small size.

**Solution:** You have selected a system font: system fonts will not print correctly. Switch to a True Type font.

**Problem:** Printer output, such as the number of copies, does not match the settings you have made in the Status Monitor.

**Solution:** Individual settings made in your software application will override the settings in the Status Monitor. Change the settings in your software application.

**Problem:** You deleted a print job and the OKIPAGE 6w will not print any subsequent jobs.

**Solution:** Some applications will not pass the "delete/cancel" information to the OKIPAGE 6w software. To remove such incomplete jobs from the OKIPAGE 6w print queue, restart Windows.

**Problem:** The Status Monitor displays a non-correctable error (printer icon flashing between red and yellow).

**Solution:**

1. Enter "Print Manager" and delete any print jobs.
2. Close the Status Monitor.
3. Power the printer off and on.
4. Reboot Windows.

If you still experience a "non-correctable" error, call 1-800-Okidata (1-800-654-3282)



## **Service and Support**

*Note:* This information is valid for the United States and Canada.

Okidata provides these sources for service and support:

Okidata on the Internet

**Your Local Dealer**

**The Customer Support Center**

**Faxable Facts**

**Limited Warranty**

**Overnight Exchange—United States & Canada only**

**Regional Service**





## Okidata on the Internet

Visit the Okidata World Wide Web site at <http://www.okidata.com>

Your link to the Okidata family of products and services:

- Product information
- Dealer information
- Customer support
- Learn more about Okidata and other OKI companies
- Download printer drivers direct
- And more!



## Your Local Dealer

Okidata's Authorized Service Dealers provide warranty and out-of-warranty repairs. Consult the store where you purchased your printer, or call

**1-800-OKIDATA** (1-800-654-3282)

for the location of your nearest Authorized Okidata Service Dealer.

- Prices and minimum charges may vary.
- *Proof of purchase is required for warranty work.* Be sure to keep your purchase documents!



## The Customer Support Center

For Customer Support call **1-800-OKIDATA** (1-800-654-3282).

### The Okidata Information System Automated Attendant

Recorded information is available 24 hours a day, 7 days a week. Call for immediate help with:

- Basic operating procedures
- Sales and service referrals (dealer locations)
- Parts and consumable referrals
- Product information

### Customer Support Representatives

- Support and representatives are available 24 hours a day, 7 days a week.
- Call from a telephone close to your printer, so you can refer to it during the conversation.
- Customer Support Representatives are trained on all current OKI products. They can answer your questions about:
  - Installation of your OKI printer
  - Determination of printer issues that require service
  - Availability and installation of printer drivers
  - Consumer relations
  - *CSRs are not trained to provide assistance with the use of commercial software packages. Please check your software user's manual for times and availability of support.*



## Faxable Facts

Get information by fax through Okidata's Faxable Facts, an online document retrieval system accessible by calling 1-800-654-6651.

Get instant information on:

- Product data brochures
- User tips
- Product part numbers and pricing (USA and Canada)
- Accessories, options, and consumables part numbers and pricing (USA and Canada)



## Limited Warranty

### United States and Canada

Okidata, division of Oki America, Inc. (Okidata) warrants this printer to be free from defect in material and workmanship and will remedy any such defect according to the terms of this *Limited Warranty*.

Okidata will repair (or at its option, replace) at no charge, any defective component(s) of the Printer for one (1) year from the date of purchase except for the printhead (LED imaging array), which is warranted for a period of five (5) years from date of purchase. This *Limited Warranty* extends to the original purchaser only. This *Limited Warranty* does not extend to consumable items.

To make a request or claim for service under this *Limited Warranty*, the original purchaser has the option to implement the overnight exchange procedure (U.S. and Canada only; see Overnight Exchange). Or the purchaser can return the Okidata product, shipping prepaid, in the original shipping container or equivalent, to Okidata or an authorized Okidata service center and assume the risk of loss or damage in transit. A written receipt for the product, showing the date of purchase, dealer's name, and both the model and serial numbers of the OKI printer must accompany any request or claim for work to be performed under this *Limited Warranty*.

This *Limited Warranty* shall not apply if the product has been damaged due to abuse, misuse, misapplication, accident, or as a result of service or modification by any other than an authorized Okidata service center.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE ON THE FACE HEREOF AND DESCRIBED ABOVE. NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY PARTICULAR PURPOSE, SHALL EXTEND BEYOND THE RESPECTIVE WARRANTY PERIOD DESCRIBED ABOVE. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Okidata SHALL NOT BE RESPONSIBLE OR LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSS ARISING FROM THE USE OF THIS PRODUCT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

Additional information on obtaining service under this *Limited Warranty* is available by contacting the OKI dealer from whom the product was purchased, by contacting Okidata directly at 1-800-OKIDATA (U.S. and Canada, English only) or 1-609-222-5276 (Spanish only), or by contacting one of the service depots listed under **Regional Service**.

This *Limited Warranty* applies to this OKI printer. However, the procedure for obtaining service may vary outside the continental United States. Contact your OKI dealer for such warranty service information.

*This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.*



## Limited Warranty

### Latin America

Oki Data warrants this printer (hereinafter Product) to be free in defect in material and workmanship and will remedy any such defect according to the terms of this Limited Warranty. This Limited Warranty does not extend to consumable items, including but not limited to ribbons, toner cartridges, fuses, etc.

Oki Data will repair (or at its option replace) at no charge, any defective component(s) of the printer for one (1) year from the date of purchase except for the printhead (LED imaging array), which is warranted for a period of five (5) years from date of purchase.. This Limited Warranty extends to the original purchaser only.

To make a request or claim for service under this Limited Warranty the original purchaser must return the Oki Data Product to Oki Data or an authorized Oki Data service center within the country purchased. The purchaser returning the product for repair must pay for all transportation charges to the repair center. A written receipt for the Product, showing the date of purchase, dealer's name, and both the model and serial numbers of the Oki Data Product must accompany any request or claim for work to be performed under this Limited Warranty.

This shall not apply if the Product has been damaged due to abuse, misuse, misapplication, accident, or as a result of service or modification by any other than an authorized Oki Data service center.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE ON THE FACE HEREOF AND DESCRIBED ABOVE. NO WARRANTIES EXPRESS OR APPLIED, INCLUDING, BUT NOT LIMITED TO, ANY PARTICULAR PURPOSE, SHALL EXTEND BEYOND THE RESPECTIVE WARRANTY PERIOD ABOVE OF ONE (1) YEAR.



## Overnight Exchange—United States & Canada only

If you choose to use our Overnight Exchange service, call 1-800-OKIDATA (1-800-654-3282): our trained personnel will try to solve your problem over the phone. If they determine that your printer hardware is defective, an exchange printer will be shipped to you via air express. Have your credit card available as our representative will be asking for this information. You will receive the exchange printer the next business day—or no later than the second business day.

Return the original printer to Okidata by using the same packaging materials you received with the exchange printer. The printer to be returned must be made available for pickup by Okidata's representative within 2 business days of your receipt of the exchange printer: failure to do so may result in your being charged the full price of the exchange unit. Before you ship the printer, remove the image drum and toner cartridge to prevent damage to the printer during shipment: failure to do so may result in a fee for cleaning/repairs which will be charged to your account.

When Overnight Exchange is used, the returned machine becomes the property of Okidata. Exchange machines may be new or repaired, at the option of Okidata: the exchange machine becomes the property of the customer when the returned machine has been picked up by Okidata's designated carrier. The exchange printer will be warranted for thirty (30) days or the remaining warranty period of the returned printer, whichever is longer.

Overnight Exchange of the printer for a printhead failure is limited to one year from date of purchase. For the remaining printhead warranty period, replacement will be at an authorized service center or authorized third party service organization. Call 1-800-OKIDATA (1-800-654-3282) for authorized service locations.



## Regional Service

For warranty and out-of-warranty repairs on all OKI products.

- *First call 1-800-OKIDATA (800-654-3282)—U.S. and Canada only—to obtain a return authorization number before shipping your printer to a service depot.*
- Follow the repacking instructions on the original box. **If you do not have the original box, make sure you mention this to the representative when calling for return authorization.**
- For out-of-warranty repairs, allow up to 30 days for round trip shipping and repair.

## Okidata Service Centers

### United States

Okidata  
2020 Bishops Gate Blvd.  
Mt. Laurel, NJ 08054  
Phone: 800-654-3282 (U.S.)  
609-222-5276 (Latin America)  
Fax: 609-222-5247 (U.S.)  
Fax: 609-222-5260 (Latin America)

### Canada

Okidata  
2735 Matheson Blvd. East, Unit 1  
Mississauga, Ontario  
Canada L4W 4M8  
Phone: 800-654-3282  
Fax: 905-238-4427

### Mexico

Oki Data de Mexico, S.A. de C.V.  
Av. Insurgentes 1700 – 7 Piso  
Col. Florida 01030  
Phone: (525) 661-6860  
Fax: (525) 661-5861

### Argentina

Megatech  
Lavalle 1524  
1048 Buenos Aires, Argentina  
Phone/Fax:(541) 371-4123  
[Touch-Tone required]

### Brazil

Oki Data do Brasil, Ltda.  
Av. Leonardo da Vinci, 1178/1182  
Jabaquara  
Sao Paulo, Brazil  
Phone: 55-11-5011-1518  
Fax: 55-11-5012-0267

### Chile

Teknos Comunicaciones  
Santa Elena 2222  
Santiago, Chile  
Phone: 56 (2) 555-5530  
Fax: 56 (2) 550-2399

### Colombia

Impact  
Calle 93 Bis No 19-50  
Ofic 103-105  
Bogota, Colombia  
Phone: 571-616-1385  
Fax: 571-616-1386

### Peru

Teknos Comunicaciones  
Los Sauces 325  
San Isidro, Lima 27, Peru  
Phone: 511-222-1818  
Fax: 511-221-5404

### Venezuela

Intercal Servicios C.A.  
RIF: J-30406985-5  
3a Transveral de Los Ruices Norte  
Edificio Canada, PB, Local Calle  
Caracas, Venezuela  
Phone/Fax: 582-232-2290





## **Supplies**

**Ordering Supplies**

**Using OKI Supplies**

**Toner Cartridge Ordering Information**

**Image Drum Ordering Information**

**Bi-directional Cable Ordering Information**



## Ordering Supplies

- See your Authorized Okidata Dealer to buy genuine OKI supplies and spare parts.
- For the Authorized Dealer nearest you, call **1-800-OKIDATA** (1-800-654-3282) —*U.S. and Canada only*. Have your zip code ready for our Customer Support Representatives.
- Order toll-free by phone at **1-800-OKIDATA** (1-800-654-3282) —*U.S. and Canada only*—using VISA, MasterCard, or American Express.



## Using OKI Supplies

We recommend that you use genuine OKI consumable products in your page printer. Okidata's microfine, spherical toner gives you the best print quality.



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## Toner Cartridge Ordering Information

**Note:** We recommend that you use genuine OKI consumable products in your printer.

**Part Number:** 52111701  
**Life:** Up to 1500 pages  
**Price:** \$28.50 suggested U.S. list price  
(Price subject to change without notice)

*This OKI toner cartridge is subject to a 90-day warranty.*

**See Ordering Supplies**



## Image Drum Ordering Information

**Part Number:** 40709901  
**Life:** 1 year  
**Price:** \$125.00 suggested U.S. list price  
(Price subject to change without notice)

**See Ordering Supplies**



## Bi-directional Cable Ordering Information

The printer software requires a bi-directional parallel printer cable in order to work properly. Okidata has tested and approved the following cable for use with the printer:

**Part Number:** 70000803

**Price:** \$17.00 suggested U.S. list price  
(Price subject to change without notice).

**See Ordering Supplies**



## **Specifications**

**Imaging and Performance**

**Features**

**Consumables**

**Paper Handling**

**Print Area**

**Environmental**

**Power**

**Physical Characteristics**

**Agency Approvals**



## Imaging and Performance

<b>Imaging Method</b>	Light Emitting Diode
<b>Fusing Method</b>	Heat/Fusion
<b>Development</b>	Single-component non-magnetic dry development
<b>Resolution</b>	300 dots per inch (dpi)
<b>Engine Speed</b>	6 pages per minute
<b>Warm-up Time</b>	40 seconds
<b>Monthly Duty Cycle</b>	800 pages/month
<b>Mean Time Between Failures</b>	5,700 power-on hours at 2.3% duty
<b>Mean Pages Between Failures</b>	24,000 sheets
<b>Mean Time To Repair</b>	20 minutes or less





## Features

### Emulation

Windows-based GDI Printer

### Parallel Interface

Bi-directional, IBM -Centronics CEN 36, IEEE 1284

Click for technical details on:

[Parallel Interface Cable Requirements](#)

[Parallel Interface Pin Assignments](#)

### Drivers

*Software:* Status Monitor; Operator Panel; Printer Setup

*Printer:* Windows 3.x, Windows 95/98, Windows NT 4.0



## **Parallel Interface Cable Requirements**

- Cable *must* be shielded with twisted pair conductors, and must be UL and CSA approved
- Maximum length: 6 feet (1.8 meters)
- Printer connector: 36-pin receptacle
- Cable plug: 36 pin, IEEE 1284 parallel cable



## Parallel Interface Pin Assignments

Pin No.	Signal	Direction	Function
1	n-Data Strobe	to printer	Parallel data sampling strobe
2 to 9	Data Bits 1 to 8	to printer	Parallel input data
10	n-Acknowledge	from printer	Completion of data input or end of functioning
11	Busy	from printer	During print processing or during alarm
12	Paper End	from printer	End of paper
13	Select	from printer	Select state (on-line)
14	n-Auto Feed	to printer	Request to change mode
15	—	—	(not used)
16	0V	—	Signal ground
17	Chassis Ground	—	Chassis ground
18	+5V	from printer	50 mA max.
19 to 30	0V Signal Ground	—	Signal ground
31	n-Input Prime	to printer	Initializing signal
32	n-Fault	from printer	Alarm or end of paper
33	—	—	Signal ground
34	—	—	(not used)
35	—	—	High level (3.3kohm)
36	n-Select In	to printer	Request to change mode



## Consumables

### Toner Cartridge (Type 6)

*Part Number:* 52111701

*Life:* 1.5K page life at 5% print density: internal recycling system  
reduces toner waste

### Image Drum (Type 6)

*Part Number:* 40709901

*Life:* Up to 10,000 sheets for continuous printing. Up to 8,000 sheets  
with 3 pages per job.



## Paper Handling

### Paper Input

<i>Auto Feed:</i>	100 sheets 20-lb. paper
<i>Manual:</i>	Single sheet, Universal manual feed

### Paper Output

<i>Exit Bin:</i>	30 sheets face up, 20 lb. paper
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### Paper Weight

<i>Auto Feed:</i>	16 - 28 lb.
<i>Manual Feeder:</i>	16 - 32 lb.

### Paper Sizes

<i>Auto Feed:</i>	Letter, Executive, A4, A5, B5, A6, Legal 13, Legal 14, User Defined
<i>Manual Feed:</i>	Letter, Executive, A4, A5, B5, A6, Legal 14, Legal 13, COM-9, User Defined
<i>Envelopes:</i>	COM-10, Monarch, DL, C5



## Print Area

**Minimum Margin—** *Top, Bottom, Left, and Right:*

0.17-inch

4.3 mm

50 dots at 600 dpi



## Environmental

### Noise Level

<i>Operating</i>	48 dBa
<i>Standby:</i>	38 dBa
<i>Power Save Mode:</i>	background

### Temperature

<i>Operating:</i>	50 to 89.6°F (10 to 32°C)
<i>Power off:</i>	32 to 109.4°F (0 to 43°C)
<i>Storage:</i>	14 to 109.4°F (-10 to 43°C)

### Humidity

<i>Operating:</i>	20% to 80%
<i>Power off:</i>	10% to 90%
<i>Storage:</i>	10% to 90%



## Power

### AC

120 V, +6%, -15%

230/240 V, +/-10%

### Frequency

50/60 HZ +/-2%

### Power Consumption

<i>Power Save Mode</i>	5 watts or less
<i>Idle</i>	30 watts or less
<i>Typical operation</i>	100 watts or less
<i>100% Duty</i>	450 watts maximum

### Power Cord

120 V 70 inches (1.8mm) detachable, US type

230/240 V 70 inches (1.8mm) detachable, German type

### Ready indicator

1 amber LED

### Power Conservation

EPA Energy Star compliant





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## Physical Characteristics

<b>Width</b>	12.8"
<b>Depth</b>	8.0"
<b>Height</b>	6.7"
<b>Weight</b>	8.4 lbs. with consumables



## Agency Approvals

### 120 V

FCC Class B  
UL 1950 B3  
CSA 950 D3  
OSHA  
AMES  
EPA Energy Star

### 240V

FCC Class A  
VDE 0805  
BS 7002  
OSHA  
AMES  
EPA Energy Star



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