

Notes For Users



This supplement explains how to deal with problems.

For more detailed information about troubleshooting, see *User Guide*.

Print Results Are Not Satisfactory

If there is a problem with the quality of the printing such as dirty or faint and patchy prints, first check the condition of the printer. Check the following:

◆ Does the envelope selector setting match?

- Set the envelope selector according to the type of paper. For envelopes, set the lever to the rear position  ; for everything else, set the lever to the forward position  . See "Printing on Various Paper Types", *User Guide*.

◆ Has the printer not been used for a long time?

- The ink may be dry or the nozzles of the print-heads may be clogged. Print the nozzle check test pattern and clean the print-heads as necessary. See "Nozzle Check" and "Clean Print-heads (Normal)", *User Guide*.

◆ Has the nozzle check test pattern been printed?

- Print the nozzle check test pattern and check whether the print-heads are clogged. Clean the print-heads as necessary. See "Nozzle Check" and "Clean Print-heads (Normal)", *User Guide*.

◆ Have the print-heads been aligned?

- If the image is fuzzy or lines are doubled, align the print-heads. If the problem persists, print the nozzle check test pattern and clean the print-heads as necessary. See "Adjust Print-head Positions", "Nozzle Check", and "Clean Print-heads (Normal)", *User Guide*.

◆ Is there a problem with the printer's location?

- Make sure that the printer is level. Place the printer in a location where it will not be subject to shaking or excessive force.

Paper Does Not Feed Smoothly

◆ **Paper guides are not adjusted properly.**

- The paper guides of the paper tray do not match the paper loaded. Adjust the paper guides and load the paper again. See "Loading Paper", *User Guide*.

◆ **Paper is not loaded properly.**

- The paper is not loaded properly. Load the paper correctly. See "Loading Paper", *User Guide*.

◆ **Paper is curled.**

- Remove the loaded paper and check if it is curled. If it is, straighten the curl.

◆ **Paper that is not compatible is loaded.**

- Remove the loaded paper and replace it with compatible paper. See "Non-compatible Paper", *User Guide*.

Paper Jam

When a paper jam error appears in the Printer Status monitor, remove the paper from the location indicated.

See "Paper Jam", *User Guide*.

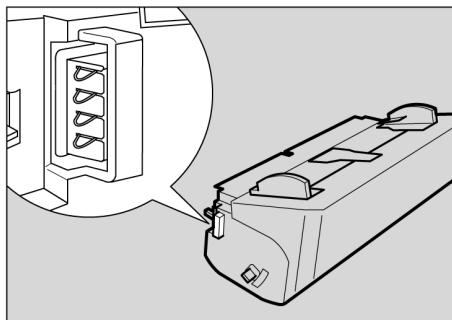
Printer Error

An error has occurred in the printer. Turn the power off once, and then turn it back on.

- If the printer is relocated from a cold area to a warm area or the printer is placed in a room where the temperature varies greatly, condensation may form inside the printer causing errors. If this happens, an error might not clear if the power is turned off and then on. Wait until the printer acclimates and the condensation disappears. This should take about one hour. See "Printer Error", *User Guide*.

Attention !

When handling, take care not to touch or knock the duplex unit's metal contacts (shown in the illustration).



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