



PHASER® 840
COLOR PRINTER
USER GUIDE



www.tek.com/Color_Printers/

Tektronix®

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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 Supplies and Accessories

Supplies	Order number	Description
ColorStix® Ink	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
Premium Paper		
A/Letter (U.S.)	016-1368-00	500 sheets
A4 (Metric Letter)	016-1369-00	500 sheets
24 lb. bond, 90 g/m ²		
Premium Transparencies		
A/Letter (U.S.)	016-1724-00	50 sheets
A4 (Metric Letter)	016-1725-00	50 sheets
Standard Transparencies		
A/Letter (U.S.)	016-1720-00	50 sheets
A4 (Metric Letter)	016-1721-00	50 sheets
Maintenance Kit	016-1727-00	Replacement maintenance roller and counter (life: 30,000 images)

Accessories	Order number	Description
Standard Paper / Transparency Trays	436-0330-00	A/Letter (U.S.)
	436-0332-00	A4 (Metric Letter)
High-Capacity Transparency/Label Trays	436-0336-00	A/Letter (U.S.)
	436-0338-00	A4 (Metric Letter)
Cleaning Kit	016-1595-00	Alcohol wipes and foam swabs
Printer CD-ROM	063-3166-00	-00 English -10 French -20 Italian -30 German -40 Spanish
Printer diskettes	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.tektronix.com/Color_Printers/supplies

Getting the Most From Your Printer

Supplies Startup Kit

Z840SS

- ColorStix® ink: 5 each CMY, plus 6 Black
- Tektronix Transparencies (50 sheets)

Option 01 for Metric

High-Capacity Paper Tray Assembly

Z840LTA

- Increased paper-printing capacity
- Increased printing versatility and convenience
- Up to two stacking trays can be used

Option 01 for Metric

Plus Feature Set

Z840FP

- High Resolution /Photo print-quality mode, 1200 x 600 dpi
- Adds automatic duplex (two-sided) print capability
- Adds SCSI card for connecting an external hard drive or a scanner
- Adds 32 Mbytes of memory (64 Mbytes total)
- Check Print functionality
- Quick Collate functionality (requires a hard drive)

Printer Station

ZCARTA

- Ergonomic surface height
- Provides storage for supplies

Scanner support

Requires Plus Features

- Use your printer as a color copier
- For a list of supported scanners, contact your local Tektronix reseller, or visit the Tektronix web site

Hard Disk Drives

ZDISK

- Required for collation
 - Extends font capacity
- External SCSI Hard Drive (Requires Plus Feature)

ZDISK3

Internal IDE Hard Drive

PhaserShare® Network Card

ZNBFE

- Easy to install
- Increases speed and/or shareability
- High-performance network connectivity

ZNBTR

Token Ring

ZNBLT

LocalTalk

PhaserLink™ Software

Requires network connection via TCP/IP

- View printer status using any web browser
- Control printer settings
- Link to online documentation via the World Wide Web
- Receive electronic mail when consumables are low or other printer maintenance is required

Additional memory

ZMB32

- Improved performance
- Up to 128 Mbytes maximum

ZMB64

32 Mbytes

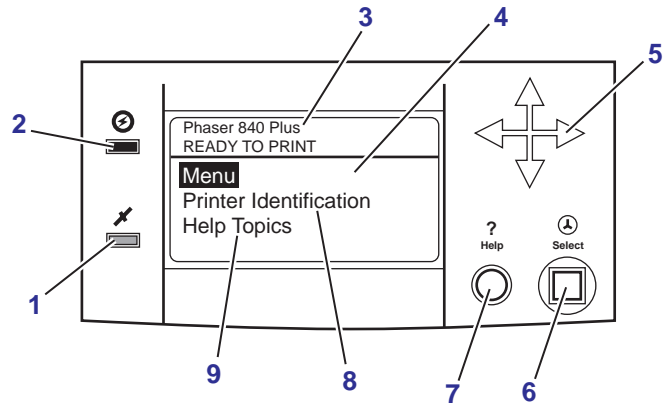
64 Mbytes

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 Printer model
- 4 Display
- 5 Navigation arrows. Use the arrows to scroll the front panel menus.
- 6 **Select** button. Selects highlighted settings.
- 7 **Help** button. Press at any time for additional information on displayed menu options or status messages.
- 8 **Printer Identification**. Accesses printer setup menus and printer descriptions
- 9 **Help Topics**. Describes common printer tasks.



Print Quality Modes

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

* Approximate number of pages per minute.

† Transparencies will be printed in Standard mode.

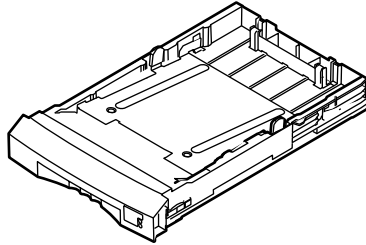
TekColor™ Color Corrections

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

All About Media

Standard Paper/Transparency Tray

Tray sizes: A/Letter A4



Paper

- 200-sheet capacity
- Bond or equivalent, 60 - 120 g/m², 16 - 32 lb.
- Cover stock up to 176 g/m², 65 lb., single-sided only

Transparencies

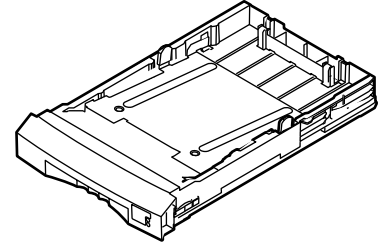
- 50-sheet capacity
- Use only Phaser 840 printer transparencies

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

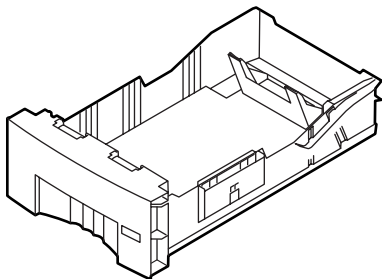
Labels

- 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/m², 16 - 32 lb.



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

Manual Feed Slot

Paper

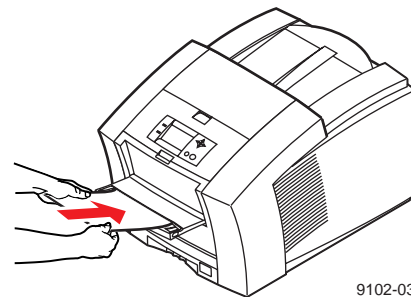
- A/Letter A4
- Bond or equivalent, 60 - 120 g/m², 16 - 32 lb.
- Cover stock up to 216 g/m², 80 lb.
Do not use for automatic duplex printing
- Card stock/Index up to 216 g/m², 110 lb.
Do not use for automatic duplex printing

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

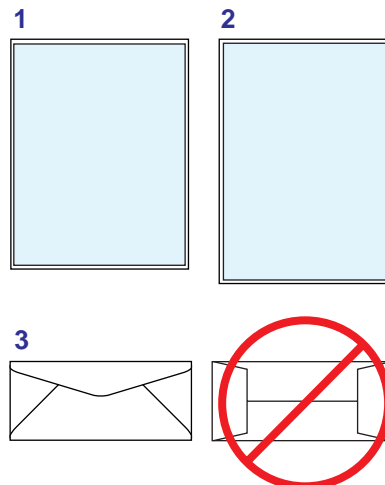
Envelopes

- #10 (U.S.)
- #6³/₄ (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
1 Letter	8.5 x 11 in.	8.112 x 10.612 in.	.2 in.	.2 in.
2 A4	210 x 297 mm	200 x 283 mm	5 mm	5 mm
3 Envelopes			Top/Sides	Bottom
■ #10 (U.S.)	4.13 x 9.5 in.	3.2 x 9.24 in.	.2 in.	.8 in.
■ #6 ³ / ₄ (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**.*

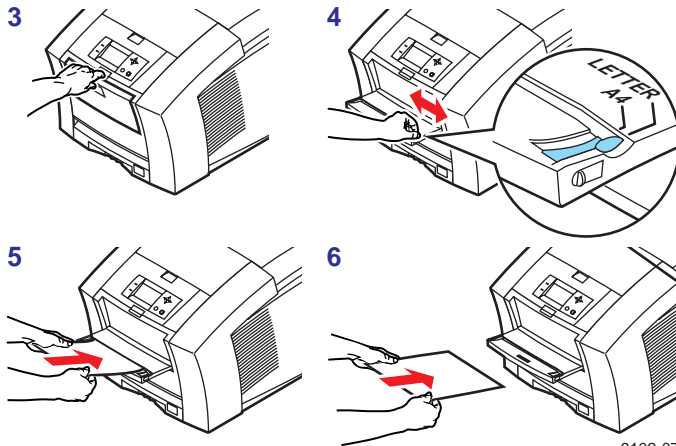
Using the Manual Feed Slot for Single-Sided Printing

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

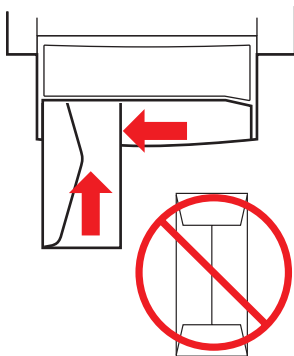
 *Make sure that duplex printing is disabled in the printer driver.*

- 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.

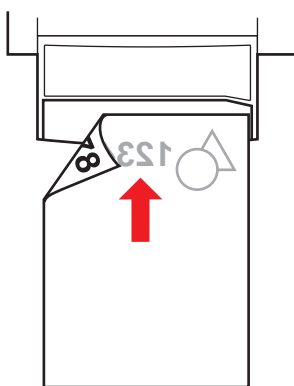
 *Refer to page 15 for instructions on loading letterhead for duplex printing.*



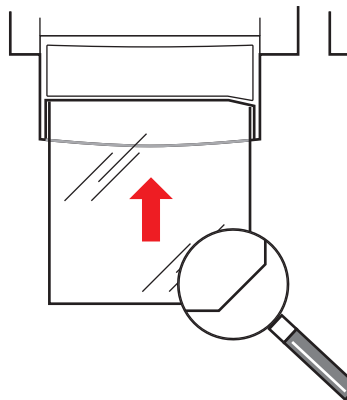
Envelopes



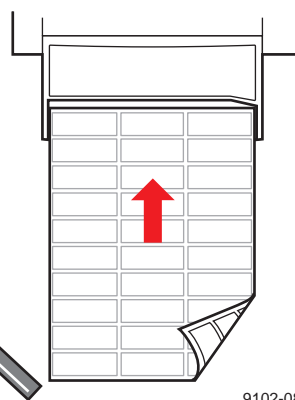
Letterhead



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.

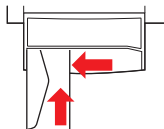
Printing on Envelopes



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.

For Macintosh users: If the envelope address prints upside-down, to correct select **Page Setup**; select **Landscape** and **Envelope size**. In **PostScript Options** select **Flip Horizontal** and **Flip Vertical**.


In Microsoft WORD, from the **Tools** menu, select **Envelope and Label**. After clicking the **Feed** button, select **Face Down**, **Clockwise Rotation**, **Left Flap**, and **Use Envelope Feeder**. In the **Envelope Page Setup** dialog, select **Landscape**, **Flip Horizontal** and **Flip Vertical**.

Loading Media Trays

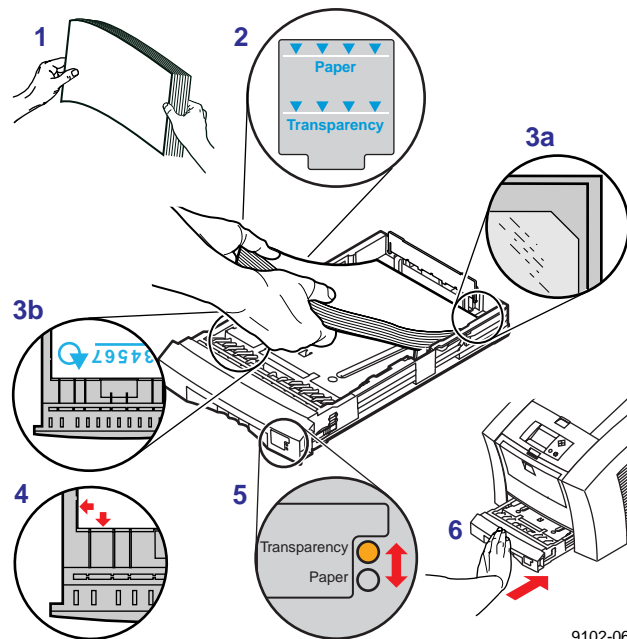
- 1 Fan the media to help separate the sheets.
- 2 Use the tray's maximum-capacity label to determine how much media to load.
- 3 Load media with the side to be printed **face-up**.
 - a Load transparencies with the notch at the back of the tray.
 - b For single-sided printing, load letterhead paper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

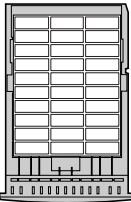
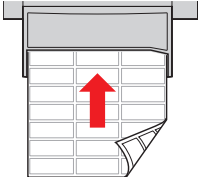
 *If you are loading labels in the Paper/Transparency tray, set the media switch to **Paper**.*

- 6 Insert the tray into the printer.



9102-06

1 Insert the label sheets into the appropriate tray:

Tray	Capacity	Paper Orientation	Indicator Setting
Paper/Transparency tray	50 sheets	Face-up	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	Face-down	—
			

Recommended Avery™ White Laser Labels, for example:

A/Letter: 5160 5960

A4: L7162



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



*Keep labels in a cool, dry place. **Never** store labels in a high-humidity environment. Labels stored under such conditions will jam in the printer.*

Store unused labels flat in their containers.

Rotate stock frequently. Long periods of storage can cause the labels to curl and will jam the printer.

- 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		

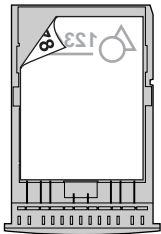
Loading pre-printed paper for double-sided printing

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:

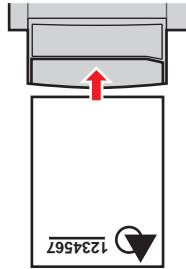
Paper tray

- 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.

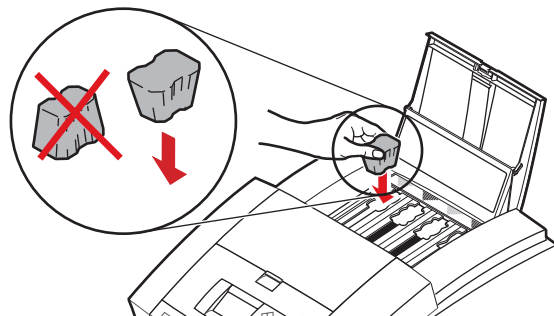
- 1 Open the top cover. A color-coded label inside the top cover corresponds to the color of each ink-loading bin.
- 2 Remove the ink stick from its packaging.
- 3 Place the appropriate color ink stick into the ink-loading bin that appears low. Do not force the ink sticks into the ink-loading bins.



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**.*

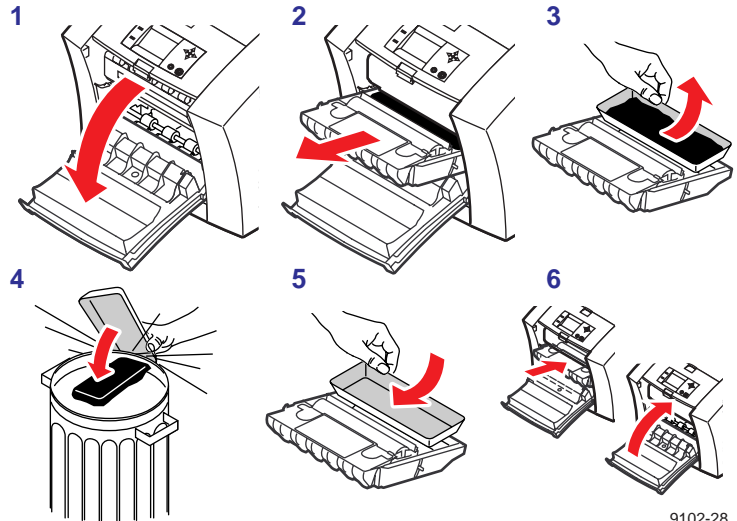
- 3 Lift the waste tray, labeled as **B**, from the maintenance drawer.

 *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

Action

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

Replace Maintenance Kit

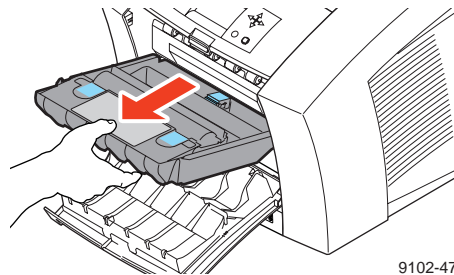
Replace the maintenance kit to continue printing.



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.

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

Order number 016-1727-00



9102-47

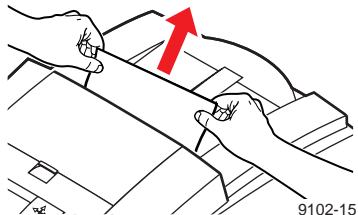


The printer may be hot. Do not reach into the printer while the maintenance drawer is removed.

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



9102-15

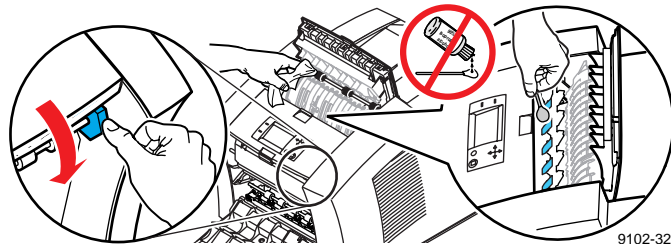
Solution

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.



9102-32

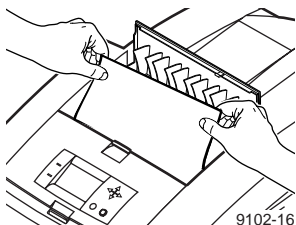


Use isopropyl alcohol that is at least 90% pure; alcohol that has additives can damage the printer.



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

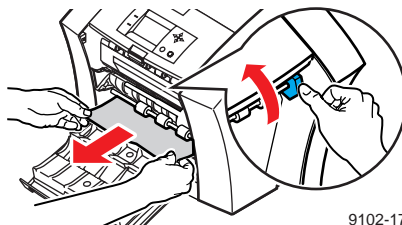


9102-16

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



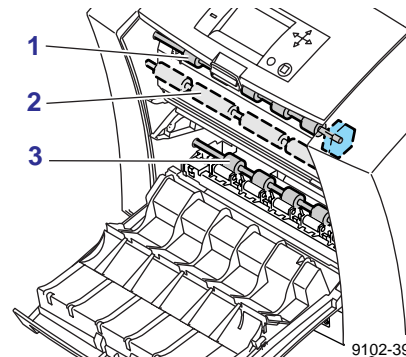
9102-17

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

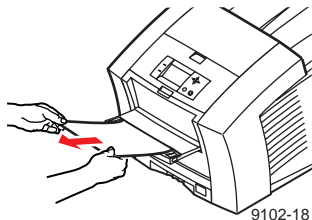


Use isopropyl alcohol that is at least 90% pure; alcohol that has additives can damage the printer.



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

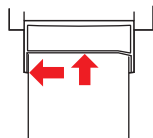


Solution

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

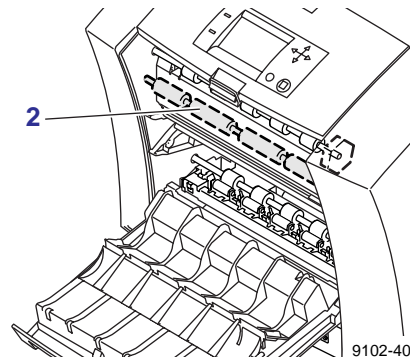


Make sure that you insert the media properly, so that it enters the printer straight and evenly.



Prevention: Clean the feed rollers

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

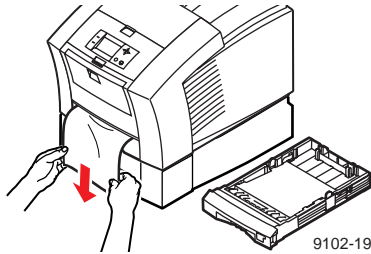


Use isopropyl alcohol that is at least 90% pure; alcohol that has additives can damage the printer.



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

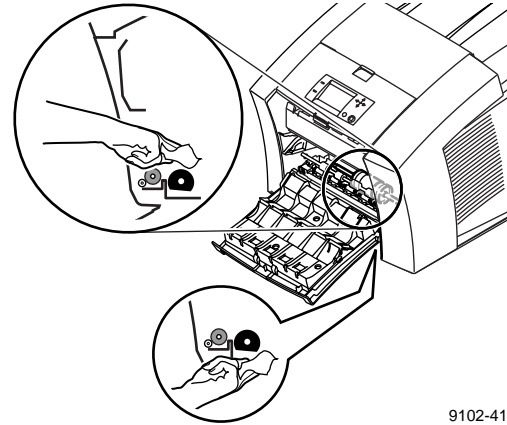


Solution

- 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.



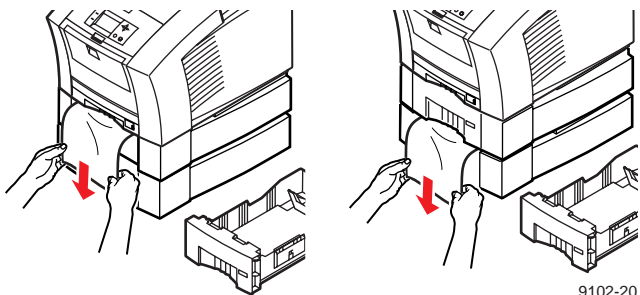
Use isopropyl alcohol that is at least 90% pure; alcohol that has additives can damage the printer.



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

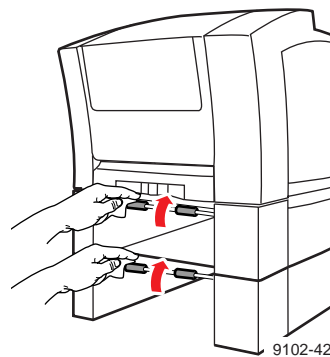


Solution

- 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.

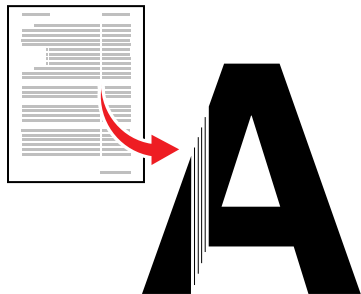
Solution

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

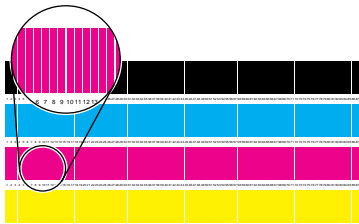
Instructions

- 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. If light stripes persist after three consecutive clean cycles, turn off the printer for four hours to allow the ink to cool and solidify. Then turn on the printer and repeat the clean cycles, if necessary. For more details, refer to the online topic, "Light Stripes on Prints," on the printer's CD-ROM or web site.

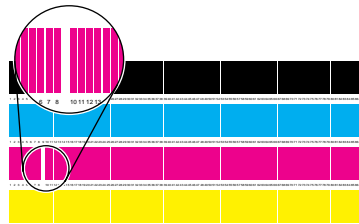
These illustrations show a correct Test Page and an example of a Test Page with a missing color bar.



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; see the front panel troubleshooting routine.

- 1 Load the upper tray with sheets of clean, high-grade paper, preferably heavy paper (120 g/m², 32 lb.). This cleaning routine uses several 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.tektronix.com.



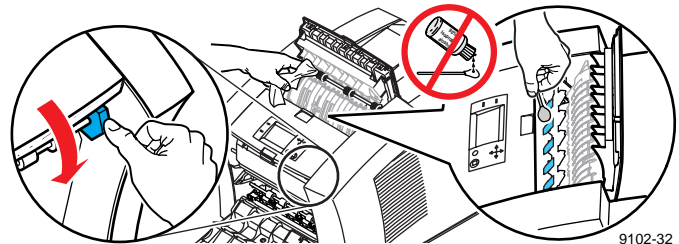
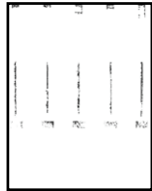
or

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

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

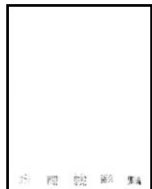


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Print Quality Problems

Solution

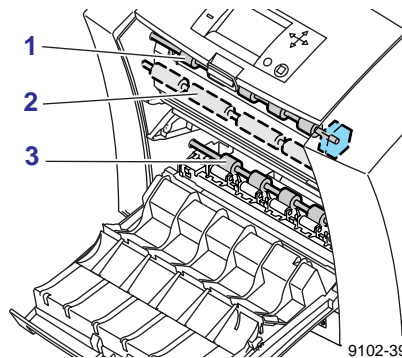
Instructions



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.

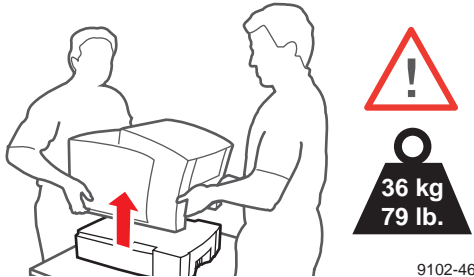


Hints for Moving the Printer

All moves

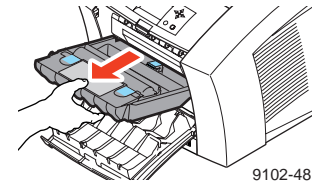
Follow these guidelines when moving the printer within the office and preparing it for shipment:

- 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.tektronix.com/
Color_Printers/](http://www.tektronix.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



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



Getting Help

Online Services

World Wide Web: www.tektronix.com/Color_Printers/

TekSMART™

Knowledge Base: www2.tek.com/merlin/tko

Technical support: www.tektronix.com/Color_Printers/support/colcare.html

Current software: www.tektronix.com/Color_Printers/support/software.html

Anonymous ftp server: [ftp.tek.com/Color_Printers](ftp://ftp.tek.com/Color_Printers)

Subscribe to email update notices:

www.tektronix.com/Color_Printers/support/subscribe.html

Supplies

Information on local Tektronix dealers:

www.tektronix.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

Australia
1-800-811-177

Austria
0660 5804

Belgium
02 720 9602

Brazil
0800 16 0220

Canada
1-800-835-6100

China
10-6235-1230

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(44) 533 444

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+44 1908 68187

Finland
0203 206 30

France
01 69 86 8137

Germany
0180 525 3535

Hong Kong
2585-6655

India (South Asia)
(91) 80-227-5577

Italy
02 45 287 000

Japan
81 3 3448 4872

Korea
2-528-5299

Luxembourg
400 847

Netherlands
(040) 267 0440

New Zealand
+61 2 9888 0100

Norway
(22) 723 801

Singapore (ASEAN)
1-800-356-5565

Spain
902 239 272

Sweden
(08) 299 071

Switzerland
155 9493

Taiwan
(02) 2757-1571

Thailand
2-645-4407

U.K.
(01) 908 681 707

U.S.
1-800-835-6100

070-9102-00

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