PHASER® 780 COLOR LASER PRINTER

User Guide

Tektronix®

www.tek.com/Color_Printers/

Contents

Tektronix Supplies, Media, and Accessories and Options	1
Front Panel Display and Menus	4
Menu Map of Printer Settings	6
Media Types and Trays	7
Supported Page Sizes and Print Area	9
Loading Media Trays	11
Specialty Media	14
Print Settings	21
Print Quality Modes	22
TekColor Corrections	23
Consumables	24
Paper Jams	27
Troubleshooting	34
For More Information	44
Getting Help	45

Symbols

Information
Important tips to note for best printer operation.

Caution
Use caution, or damage to the printer may result.

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

Copyright © 1999 Tektronix, Inc. All rights reserved.
Tektronix®, Phaser®, and PhaserShare® are registered trademarks and PhaserMatch™ is a trademark of Tektronix, Inc.

Tektronix Supplies, Media, and Accessories and Options

Supplies

Description		Order number
Toner Cartridges	Black	016-1678-00
	Cyan	016-1679-00
	Magenta	016-1680-00
	Yellow	016-1681-00
Fuser Roll Cartridge		016-1866-01
Color Imaging Unit		016-1864-00
Imaging Unit Waste Cartridge		016-1865-00

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

www.tek.com/Color_Printers/supplies

Media

Description		Order number
Laser Paper 90 g/m^2 (24 lb.) bond 500 sheets	A/Letter	016-1368-00
	A4	016-1369-00
	B/Tabloid (11 x 17 in.)	016-1699-00
	Tabloid Plus (13 x 19 in.)	016-1709-00
	A3	016-1700-00
Transparencies 50 sheets	A/Letter	016-1701-00
	A4	016-1702-00
	Tabloid Extra (12 x 18 in.)	016-1706-00
Image Transfer Media 100 sheets	B/Tabloid (11 x 17 in.)	016-1703-00
Glossy Coated Paper 100 sheets (A/A4) 50 sheets (B/A3/Tabloid Plus)	A/Letter	016-1704-00
	A4	016-1705-00
	B/Tabloid (11 x 17 in.)	016-1718-00
	Tabloid Plus (13 x 19 in.)	016-1697-00
	A3	016-1719-00

Accessories and Options

Description		Order number
Universal Paper Tray	B5 to Tabloid Extra	436-0366-00
Transparency Tray	A/A4	436-0368-00
Lower Tray Assembly	3-tray unit: includes 2 universal trays and 1 transparency tray	436-0367-00
Printer Station	Provides storage for trays and paper; positions printer at proper height	ZCARTB
SCSI Hard Disk	Required for collation Extends font capacity Requires Plus Feature Set Includes cable	ZDISK
Printer CD-ROM	Includes: Documentation Printer drivers and utilities Web links	063-3039-00 -10 French -20 Italian -30 German -40 Spanish

Description		Order number
Printer Diskettes	Printer drivers and utilities	063-3116-00
PhaserShare® Network Cards	100BaseT Ethernet	ZNBFE
	Token Ring	ZNBTR
	LocalTalk	ZNBLT
PhaserMatch™ ICC Software	Customizes colors to accurately match press standards.	ZMATCH
Additional Memory	32 Mbytes	ZMB32
	64 Mbytes	ZMB64
	128 Mbytes	ZMB128
Scanner Support	Use your printer as a color copier. Requires Plus Feature Set	For a list of supported scanners, contact your local Tektronix reseller, or visit the Tektronix web site.
Supplies Starter Kit	Samples of a variety of paper and other media	Z780SS-00 Z780SS-01 metric

Accessories and Options, continued

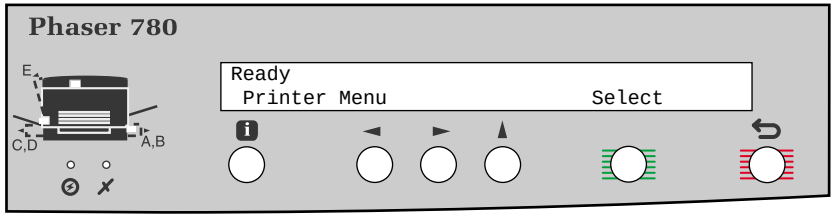
Description		Order number
Graphics Feature Set	Adds to Standard model: 1200 dpi and continuous tone printing Ability to print media larger than Tabloid 32 Mbytes RAM (for 96 Mbytes total)	Z780FNG
Plus Feature Set	Adds to Standard model: 1200 dpi and continuous tone printing Ability to print media larger than Tabloid 128 Mbytes RAM (for 192 Mbytes total) SCSI card for connecting an external hard drive or scanner Collation (requires hard drive) PhaserMatch ICC software	Z780FNP
Plus Feature Set	Adds to Graphics model: 96 Mbytes RAM (for 192 Mbytes total) SCSI card for connecting an external hard drive or scanner Collation (requires hard drive) PhaserMatch ICC software	Z780FGP

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

www.tek.com/Color_Printers/supplies

Front Panel Display and Menus

- Gain access to printer settings (media size and type, tray, print resolution, etc.).
- View the printer's operating status, for example, **`Ready, Printing.`**
- Be alerted when to replace consumables, load paper, and clear jams.
- Print diagnostic pages for troubleshooting.



3040-01

Key

- Power indicator
- Error indicator
- Information on printer ID, jams, errors
- Goes to previous menu item; decreases numerical values
- Goes to next menu item; increases numerical values
- Changes network settings; sets date and time
- Selects displayed setting (**`Select`**, **`Menu`**, **`Print`**, etc.)
- **`Exit`**; returns to the top of the menu without changing the current setting; cancels printing

Front Panel Settings and Defaults

Generally, select most print settings and set defaults from your application. Changing the front panel settings may affect the prints of other users. However, printing oversize or specialty media requires using the front panel.

The main user settings are **`TekColor Correction`**, **`Print Quality`**, and **`Printer Defaults`** (primarily **`Multi-Purpose Tray Setup: Media Size`**, **`Media Type`**). Other settings are used for troubleshooting or printer setup.

To view or change front panel settings:

1. When the front panel displays **`Ready`**, press **`Select`** then ► until you see the desired setting.
2. Press **`Menu`**, then ► to scroll through the menu choices. An asterisk (*) indicates the current default setting.
3. To change the printer default, press **`Select`** at the appropriate choice.

Note that print settings made from your computer with either the LaserWriter (Macintosh) or Windows (PC) driver (installable from the printer's CD-ROM) override front panel settings or defaults.

Using the ⓘ Button

Press ⓘ to get more information on printer status and instructions from the printer. For example, if the front panel display reads:

```
Load Media in Tray 1
 Press i for information...
```

when you press ⓘ, the following series of messages appear:

```
Remove Media Tray 1
Insert Media
Adjust Tray Guides
```

During normal operation, pressing the ⓘ button displays the printer's name, IP address, and configuration.

Menu Map of Printer Settings

Print this page of the main front panel settings, and keep it near the printer for reference. At the printer's front panel:

1 When the printer is warmed up, the front panel displays the following message:

```
Ready
 Printer Menu          Select
```

2 Press **Select**; the following message appears:

```
Printer Menu
 Help Pages            Menu
```

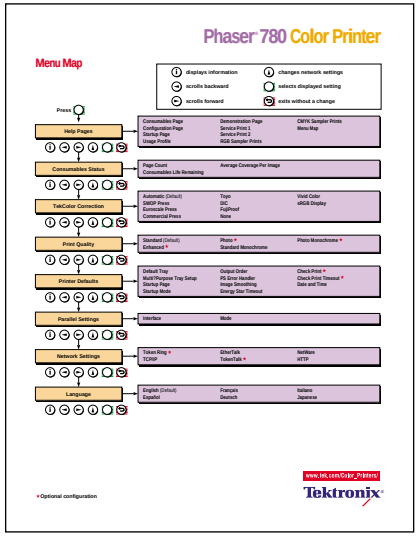
3 Press **Menu**; the following message appears:

```
Help Pages
 Consumables Page      Print
```

4 Press ◄ once to scroll to the following message:

```
Help Pages
 Menu Map              Print
```

5 Press **Print**.



3040-02

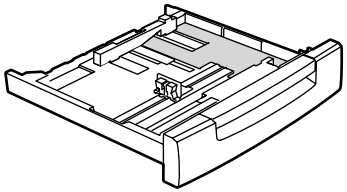
If you have a scanner attached to your printer, the printer also prints a Copier Menu.

Media Types and Trays

See page 9 for media dimensions.

Universal Paper Tray *standard*

Fits in tray slots 1 through 4 (slots 2–4 available in optional Lower Tray Assembly only).



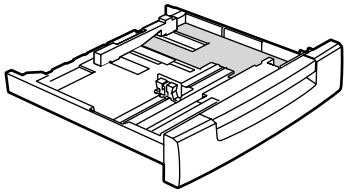
Laser Paper

- A/Letter
  Legal
  B/Tabloid
  Tabloid Extra
  A3
  A4
  A5
  B4
  B5
- 250-sheet capacity
- 75–105 g/m^2 (20–28 lb.)

Never use inkjet paper; it will cause paper jams and damage the fuser. Use Tektronix paper for best results.

Transparency Tray *optional*

Fits in tray slot 1 only.

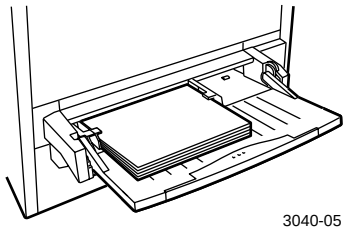


Tektronix Transparencies

- A/Letter, A4
- 100-sheet capacity

For best results, use only Tektronix transparencies.

Multi-Purpose Tray *standard*



3040-05

Laser Paper

- Sizes up to and including Tabloid Plus
- 75–120 g/m^2 (20–32 lb.)

Tektronix Transparencies

- A/Letter, A4
  Tabloid Extra

Tektronix Glossy Coated Paper

- A/Letter, A4
  A3, B/Tabloid, Tabloid Extra
- 148 g/m^2 (100 lb.)

Laser Labels

- A/Letter, A4
- Recommended Avery™ Labels
  A/Letter: 5160 and 5164
  A4: L7162 and L7165

Envelopes

- US #10
  DL, C4, C5, C6
  Choukei 3 GOU, Kakugata 2 GOU
  Hagaki (Japanese postcard)

Tektronix Image Transfer Media

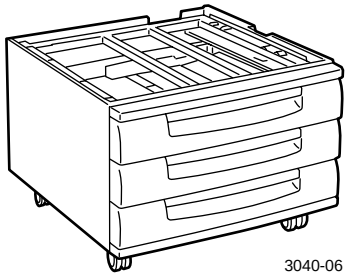
- B/Tabloid

Card Stock

- Cover stock up to 216 g/m^2 (80 lb.)
- Vellum Bristol up to 220 g/m^2 (100 lb.)
- Tag up to 203 g/m^2 (125 lb.)
- Index stock up to 199 g/m^2 (110 lb.)

Use only Tektronix Glossy Coated Paper for best results.

Lower Tray Assembly *optional*



3040-06

- Shipped with 2 universal trays and 1 transparency tray (transparency tray is inserted in tray slot 1 only)
- Holds 3 universal paper trays; capacity 250 sheets each
- Supports paper 75–105 g/m^2 (20–28 lb.)

Supported Page Sizes and Print Area

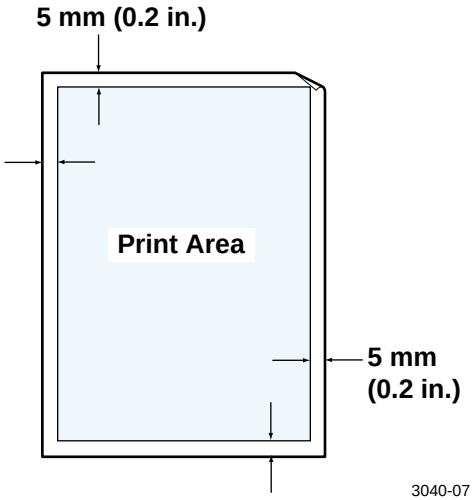
Select **Page Size** from the printer's front panel or your application's **Print** menu.

Media/Page Size	Dimension	Trays
Paper		
■ Letter (A)	8.5 x 11 in.	Universal tray
■ Legal	8.5 x 14 in.	Universal tray
■ Tabloid (B)	11 x 17 in.	Universal tray
■ Tabloid Extra (Graphics or Plus feature set)	12 x 18 in.	Universal tray
■ Tabloid Plus (Graphics or Plus feature set)	13 x 19 in. 330 x 483 mm	Multi-purpose tray
■ SRA3	320 x 450 mm	Multi-purpose tray
■ A3	297 x 420 mm	Universal tray
■ A4	210 x 297 mm	Universal tray
■ A5	148 x 210 mm	Multi-purpose tray
■ B4	257 x 364 mm	Universal tray
■ B5	182 x 257 mm	Universal tray
Labels	See page 18 for supported labels.	Multi-purpose tray

Media/Page Size	Dimension	Trays
Transparencies		
■ Letter (A)	8.5 x 11 in.	Transparency tray or multi-purpose tray
■ A4	210 x 297 mm	Transparency tray or multi-purpose tray
■ Tabloid Extra	12 x 18 in.	Multi-purpose tray
Envelopes		
■ US #10	4.13 x 9.5 in.	Multi-purpose tray
■ DL	110 x 220 mm 4.3 x 8.6 in.	Multi-purpose tray
■ Choukei 3 GOU	120 x 235 mm 4.7 x 9.2 in.	Multi-purpose tray
■ Kakugata 2 GOU	240 x 332 mm 9.4 x 13.1 in.	Multi-purpose tray
■ Hagaki (postcard)	100 x 148 mm 3.9 x 5.8 in.	Multi-purpose tray
■ C4	229 x 324 mm 9.0 x 12.8 in.	Multi-purpose tray
■ C5	162 x 229 mm 6.4 x 9.0 in.	Multi-purpose tray
■ C6	114 x 162 mm 4.5 x 6.4 in.	Multi-purpose tray

Printable Area

The maximum image area is 320 x 457 mm (12.6 x 18 in.); the guaranteed print quality area is 297 x 432 mm (11.7 x 17 in.).



On Tabloid Plus paper, the bottom margin is 25 mm (1 in.). If you are printing a full-bleed image, run a test print to check the margins and print area.

Printing Custom Media

- The minimum custom page size is 100 x 140 mm (3.9 x 5.5 in.).
- The maximum* custom page size is 330 x 457 mm (13 x 18 in.).

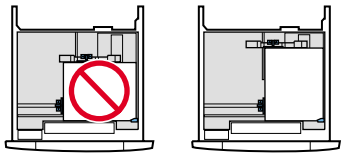
1. Set up a custom page size for the document within your application.
2. Load custom-sized media in the multi-purpose tray only. Insert the **short edge** into the printer.
3. Adjust the paper guide to fit the media.
4. At the printer's front panel:
   a. The front panel displays **`Multi-Purpose Tray Media Size`** and the current default. Press **`Select`** to continue (you select the document dimensions in your application).
   b. At the **`Multi-Purpose Tray Media Type`** prompt, press ► until the correct type is displayed. Press **`Select`**.
5. From your application, select **Output Order: Face Up**. If this selection is not available, press ► and the **`Menu/Select`** buttons at the printer to make the setting through the following menu path: **`Printer Menu: Printer Defaults: Output Order: Face Up.`**
6. From your application's **Print** menu, select **Multi-Purpose Tray**. Click **Print**.

Depending on the application, you may need to rotate or adjust the orientation of the document to print correctly.

* Dimensions may be smaller, depending on your printer configuration.

Loading Media Trays

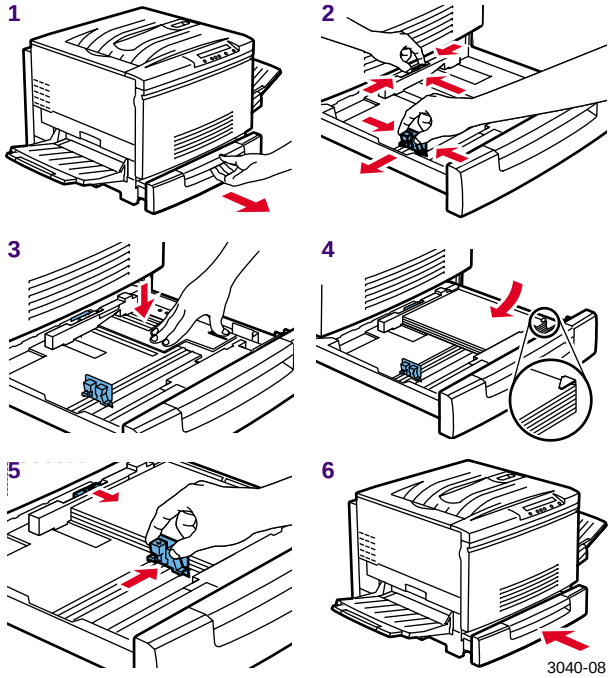
1. Pull out the paper tray.
2. Squeeze and slide back the blue paper guides.
3. Press down to snap the metal plate into place.
4. Insert the paper; set it under the metal hook at the front right of the tray.
5. Set both back and side paper guides flush against the paper.
6. Push in the paper tray.



3040-38

Letter/A4-size paper: Always load with the short edge toward the rear of the tray.

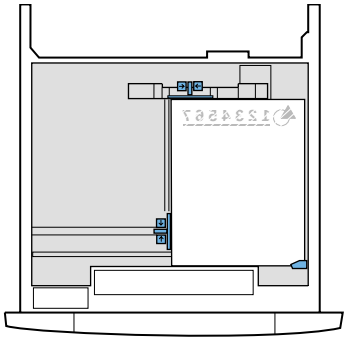
Envelopes, labels, card stock, and other specialty media must be loaded in the external multi-purpose tray at the right side of the printer. See “Specialty Media” on page 14.



3040-08

Loading the Universal Paper Tray

Letterhead
Capacity: 250 sheets

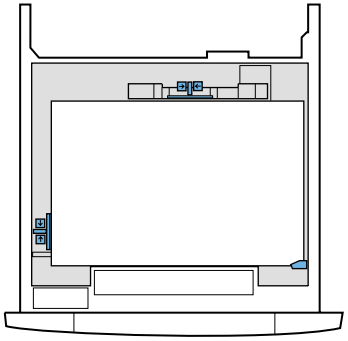


3040-43

- Load letterhead **face down.**

Never use inkjet paper; it will cause paper jams and damage the fuser. Use Tektronix paper for best results.

Large-Format Media
Capacity: 250 sheets

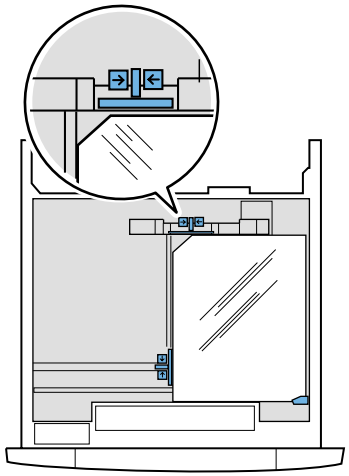


3040-09

- Make sure that you set the blue guides flush against the paper.
- To prevent paper jams, do not overload the paper tray.

Loading the Optional Transparency Tray

Tektronix Transparencies
Capacity: 100 sheets



3040-42

1. Look for the notch on the Tektronix transparencies.
2. Load A/A4 transparencies with the notch at the **left rear** of the tray.
   - The transparency tray holds only A/A4 media. Load Tabloid Extra transparencies in the multi-purpose tray. See “Transparencies” on page 15.
   - If you have the optional Lower Tray Assembly, the transparency tray must be loaded only in tray slot 1, or the slot in the printer.

Specialty Media

1 Load specialty media in the multi-purpose tray (the external tray on the right side of the printer).

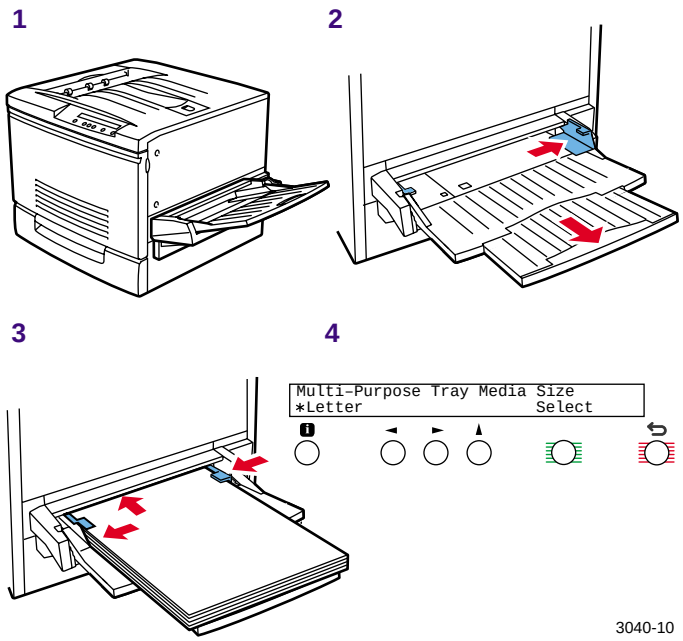
2 Set the paper guide toward the rear of the tray. Extend the tray for large-format paper.

3 Insert the media **face up.** Load large-format media short edge first; load letter/A4 media long edge first. Readjust the paper guide.

4 At the printer's front panel:

- **a** The front panel displays **`Multi-Purpose Tray Media Size`** and the current default. If the correct size is shown, press **`Select`**. Otherwise, press ► until you come to the correct size, then press **`Select`**.
- **b** At the **`Multi-Purpose Tray Media Type`** prompt, press **`Select`** if the correct type is shown. Otherwise, to make a new selection, press ► and then **`Select`**.

5 From your application's **Print** menu, select **Multi-Purpose Tray.** Click **Print.**



3040-10

Duplex printing (printing on both sides) is not recommended. Reduced image quality may result.

Transparencies

1 Look for the notch on Tektronix transparencies (A/A4, Tabloid Extra). Load transparencies as follows:

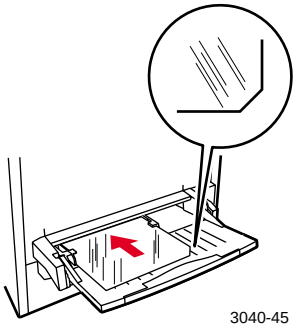
- **Multi-purpose tray:** with the notch **opposite** the leading edge, toward the **rear** of the printer
- **Optional transparency tray (A/A4 only):** with the notch at the **left rear** of the tray

2 If using the multi-purpose tray:

a The front panel displays **`Multi-Purpose Tray`** **`Media Size`** and the current default. Press ► until the correct size is displayed. Press **`Select`**.

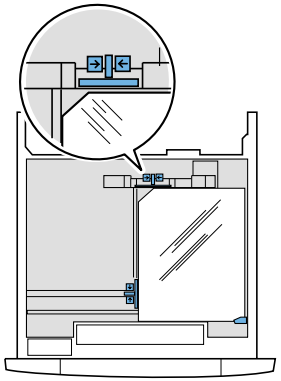
b When the **`Media Type`** prompt appears, press ► until **`Transparency`** is displayed. Press **`Select.`**

3 From your application's **Print** menu, select **Multi-Purpose Tray** or **Transparency,** depending on which tray you are using. Click **Print**.



3040-45

Capacity: A/A4 50 sheets
Tabloid Extra: 1 sheet



3040-42

Capacity: A/A4 100 sheets
(Transparency tray only)

For best results, use only Tektronix transparencies.

To avoid jamming the printer, feed oversize transparencies one sheet at a time in the multi-purpose tray only.

Letterhead

1 Load letterhead as follows:

- **Multi-purpose tray: face up,** with the long edge inserted into the printer
- **Universal paper tray: face down**, with the short edge toward the rear of the tray

2 If using the multi-purpose tray:

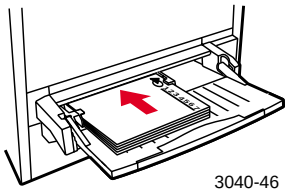
a The front panel displays **`Multi-Purpose Tray`** **`Media Size`** and the current default. Press ► until the correct size is displayed. Press **`Select`**.

b When the **`Media Type`** prompt appears, press ► until **`Paper`** is displayed. Press **`Select`**.

3 From your application's **Print** menu, select **Multi-Purpose Tray** or **Tray 1*,** depending on which tray you are using. Click **Print**.

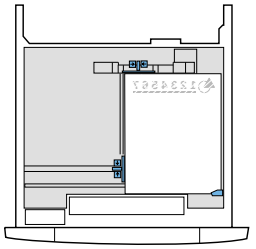
* If you have the optional Lower Tray Assembly, letterhead may also be loaded in tray slots 2 – 4. Select the appropriate tray from your application's **Print** menu.

Never use inkjet paper; it will cause paper jams and damage the fuser. Use Tektronix laser paper for best results.



3040-46

Capacity: 150 sheets



3040-43

Capacity: 250 sheets

Envelopes

1 Set up envelopes according to the templates or procedures in your application.

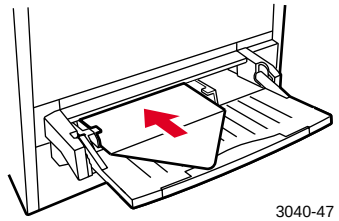
2 Insert envelopes in the multi-purpose tray with the **long edge** inserted into the printer and the side to be printed **face up. The flap must be open.**

3 At the printer's front panel:

   a The front panel displays **`Multi-Purpose Tray`** **`Media Size`** and the current default. Press ► until the correct envelope size is displayed. Press **`Select`**.

   b When the **`Media Type`** prompt appears, press ► until **`Envelope`** is displayed. Press **`Select`**.

4 From your application's **Print** menu, select **Multi-Purpose Tray**. Click **Print.**



3040-47

Capacity: 30 envelopes

Do not use the printer for high-capacity production envelope printing. Envelopes may wrinkle depending on their weight and stiffness. Keep unused envelopes in their original packaging until printed.

Never use self-sealing envelopes or envelopes with windows or metal clasps; they will damage the printer.

Labels

Recommended Avery™ labels:

A/Letter:	5160	**A4:**	L7162
	5164		L7165

1 Set up labels using the templates or procedures in your application or the instructions included with the labels. If your application has a setting for Avery labels, use it as a template.

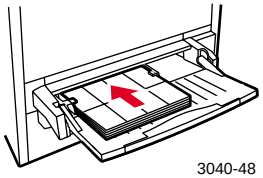
2 Load label sheets in the multi-purpose tray only. Insert them **face up**, long edge first.

3 At the printer's front panel:

   a The front panel displays **`Multi-Purpose Tray`** **`Media Size`** and the current default. Press ► until the correct label-sheet size (Letter or A4) is displayed. Press **`Select`**.

   b When the **`Media Type`** prompt appears, press ► until **`Label`** is displayed. Press **`Select`**.

4 In the **Print** menu, select **Multi-Purpose Tray**. Click **Print**.



3040-48

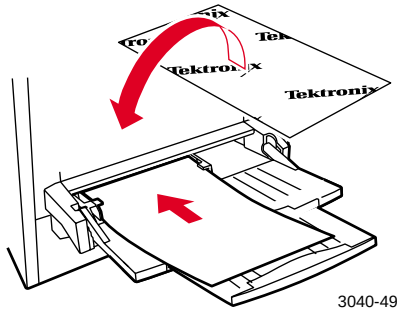
Capacity: 50 sheets

Use the recommended Avery labels. Use labels 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.

Tektronix Image Transfer Media

1. Make sure that your document size is set up as Tabloid (11 x 17 in.).
2. Load the image transfer sheet into the multi-purpose tray with the short edge inserted into the printer. Load with the **blank side up. Insert only one sheet at a time.**
3. Adjust the paper guide.
4. At the printer's front panel:
   a. Wait until the **`Multi-Purpose Tray Media Size`** message is displayed. Press ► until **`Tabloid`** is displayed. Press **`Select`** to continue.
   b. When the **`Multi-Purpose Tray Media Type`** prompt appears, press ► until **`Fabric Transfer`** is displayed. Press **`Select`**.
5. From your application's **Print** menu, select **Multi-Purpose Tray**. Click **Print**.
6. To transfer the image, follow the instructions provided with the Tektronix media.



Capacity: 1 sheet

Feed image transfer media one sheet at a time to prevent jamming.

Other media

Laser paper

- You can load regular plain paper in the multi-purpose tray.
- The capacity is **150** sheets. Do not overload the tray.
- When prompted by the printer's front panel, select the **`Media Size`**. Then select **`Paper`** as the **`Media Type`**.
- From your application's **Print** menu, select **Multi-Purpose Tray**.

Tektronix Glossy Coated Paper

- Load coated paper only in the external multi-purpose tray.
- Load **face up.**
- Load up to **75** sheets. Do not overload the tray.
- When prompted by the printer's front panel, select the **`Media Size`**. Then select **`Coated Paper`** as the **`Media Type`**.
- From your application's **Print** menu, select **Multi-Purpose Tray**.

Use only Tektronix Glossy Coated Paper for best results.

Card and index stock

- Load card stock (cover, Vellum Bristol, tag, and index) only in the external multi-purpose tray.
- Load **face up.**
- Load up to **30** sheets. Do not overload the tray.
- When prompted by the printer's front panel, select the **`Media Size`**. Then select **`Card Stock`** as the **`Media Type`**.
- From your application's **Print** menu, select **Multi-Purpose Tray**.

Print Settings

1 Set up your document according to the procedures for your application. See “Supported Page Sizes and Print Area” on page 9.

2 Load the paper or other media on which you want to print in the correct tray. See “Loading Media Trays” on page 11 and “Specialty Media” on page 14.

3 When printing from the multi-purpose tray, select the **`Media Size`** and then the **`Media Type`** when prompted by the printer’s front panel. See “Specialty Media” on page 14.

4 From your application, make the appropriate print settings, including:

- **Page Size** See “Supported Page Sizes and Print Area” on page 9.
- **Color Correction** See “TekColor™ Color Corrections” on page 23.
- **Print Quality** (resolution/monochrome vs. color) See “Print Quality Modes” on page 22.
- **Source/Paper Source** Make the correct tray selection. See “Media Types and Trays” on page 7.

The location of settings varies depending on the application and the print driver you use. For Macintosh users, most features are found in either the Page Setup, Document Setup, or Print menus. For Windows users, print features are located in the tabs, properties, and options of the Page Setup and Print dialog boxes.

Print Quality Modes

Set the print speed and resolution (dots per inch) through one of these selections (print speeds are for A/A4 paper only; print speed may be affected by type and size of media, coverage, size of the source file, and amount of printer memory):

Mode	Resolution	Speed
Standard Monochrome For quick black-and-white printing	■ 1200 x 600 dots per inch	■ 16 pages per minute
Photo Monochrome* For high-resolution black-and-white printing	■ 600 x 600 dots per inch; with continuous tone	■ 16 pages per minute
Standard For the quickest color prints; best for transparencies	■ 600 x 600 dots per inch	■ 4 pages per minute
Enhanced* For high-resolution color printing	■ 1200 x 600 dots per inch	■ 4 pages per minute
Photo* For high-resolution color printing with smoothest color transitions	■ 600 x 600 dots per inch; with continuous tone	■ 4 pages per minute

* Requires Graphics or Plus Feature Set.

TekColor™ Color Corrections

Select the color correction for your printing needs:

Automatic	■ For general office printing. ■ Optimizes the color for different types of elements on each page — text, photos, and graphics.
Vivid Color	■ For transparencies and presentation graphics — bar and pie charts, spread sheets, organization charts. ■ Produces bright, saturated overheads.
SWOP Press **SNAP Press** **Euroscale Press** **Commercial Press** **DIC** **Toyo** **FujiProof**	■ For creating compositions and proofs. ■ Colors simulate printing press standards.
sRGB Display	■ Printed colors simulate those displayed on a computer monitor.
Use Printer Setting	■ Uses the printer's current color default.
None	■ Turns off all color corrections.

PhaserMatch™ ICC software

- Color management to customize colors to accurately match your press.
- Custom profile editing for maximum flexibility.
- Create your own profile database.
- Compatible with any press ICC profile.
- Requires Plus Feature Set; may be ordered separately.

Visit our color web site for information on enhancing the use of color in all your documents.

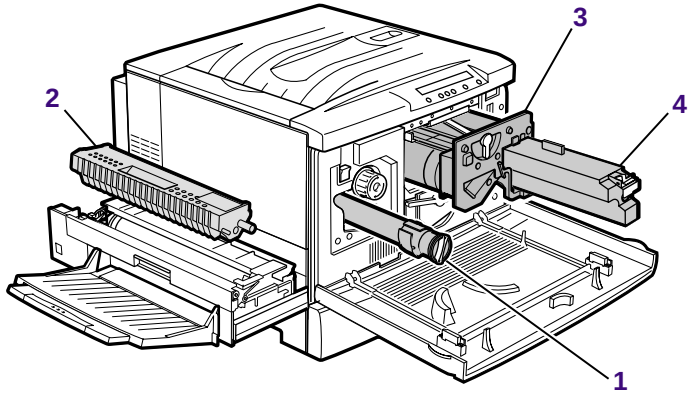
www.colorconnection.tektronix.com

Consumables

These are the replaceable components for the printer:

1. Toner cartridges (cyan, yellow, magenta, black)
2. Fuser roll cartridge
3. Imaging unit
4. Waste cartridge

Detailed, illustrated replacement instructions are shipped with each component.



3040-12

Consumables Life

- The life of consumables depends on how and where the printer is used, the amount of color or toner coverage, the size and complexity of prints, and the type and quality of media used.
- The Consumables Page provides information on consumables usage and remaining life. To print this page, see page 34 for instructions.
- “Consumables Status” is available at the printer’s front panel as follows:

  1 At **`Printer Menu`**, press **`Select`**.

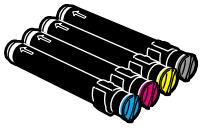
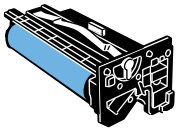
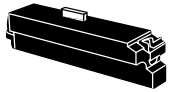
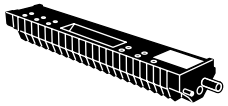
  2 Press ► until **`Consumables Status`** appears. Press **`Menu`**.

  3 Press ► to access menus for **`Consumable Life Remaining`** and **`Average Coverage per Image`** (for toners).

- To get more information on consumable usage, see “Using the Help Pages” on page 34.

Always have replacements for consumables on hand for continuous printing.

Consumables

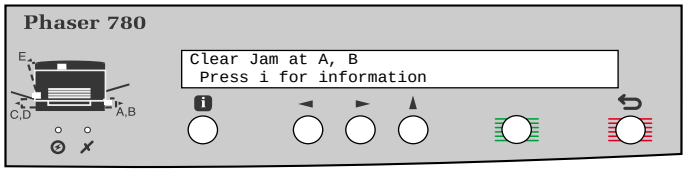
Component	Average Yield
Toner Cartridges 	4,500 pages (black) 5,900 pages (cyan, magenta, yellow)
Imaging Unit 	50,000 images (monochrome) 12,500 pages (full color)
Waste Cartridge 	20,000 pages
Fuser Roll Cartridge/ Hi-Duty Fuser Roll Cartridge 	20,000 pages *If you print more than 500 prints per day, order the Hi-Duty Fuser Roll Cartridge. See page 1 for ordering information.*

Average yields are based on 5% coverage per toner, or 20% total, applied to the printable area of letter/A4 laser paper. Doubling the coverage, to 10% per toner, reduces the average yield by 50%; doubling to 20% coverage reduces that yield by 50% and so on.

Paper Jams

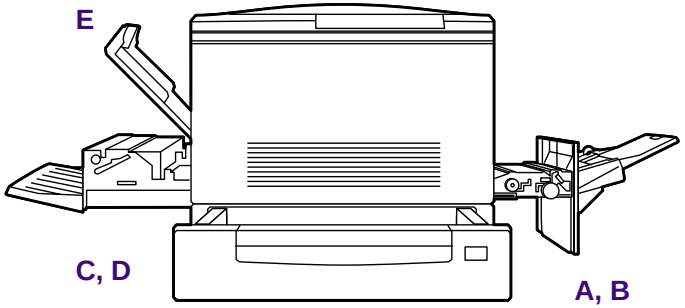
When a jam occurs

The front panel reports **`Clear Jam at <Location>`**, and the location of the jam lights up on the printer icon.



3040-17

Press **i** for information. Locate the indicated area on the printer to look for the jammed paper.



3040-18

To reduce the frequency of media jams, use Tektronix media. Make sure that media is loaded properly in the trays and that the blue paper guides are set flush against the media.

Front Panel Message: Clear Jam at A, B

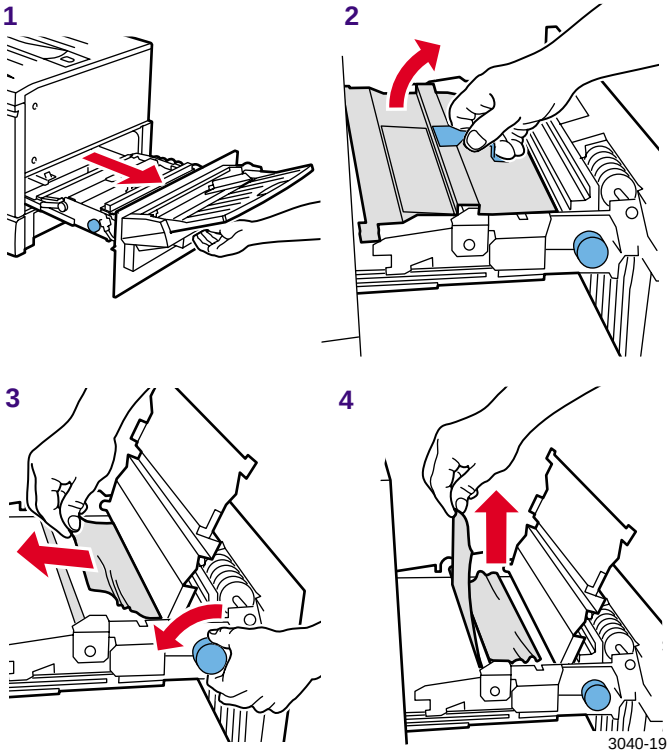
Solution 1: Jam at A

1 Grasp the handle under the multi-purpose tray, on the bottom right side of the printer. Open the drawer.

2 Lift the metal plate by the blue handle.

3 Turn the knob to the left to release the media.

4 Gently remove the jammed media.



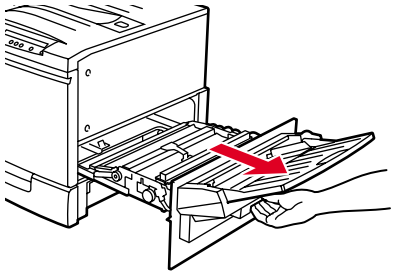
Front Panel Message: Clear Jam at A, B

Solution 2: Jam at B

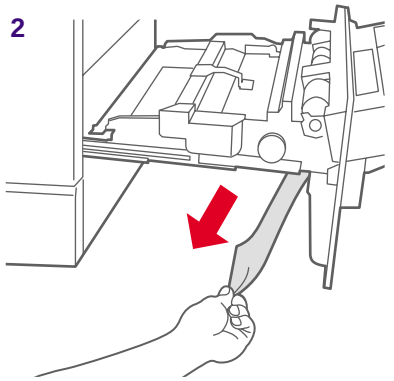
1 Grasp the handle under the multi-purpose tray, on the bottom right side of the printer. Open the drawer.

2 Gently pull the jammed media from under the drawer.

1



2

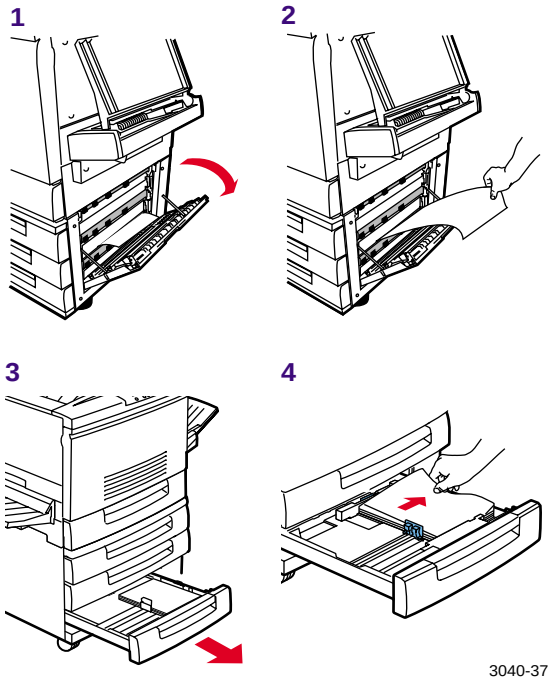


3040-20

Front Panel Message: Clear Jam at A, B

Solution 3: Jam in door of the optional Lower Tray Assembly

1. Open the right cover of the Lower Tray Assembly.
2. Gently remove the jammed paper and close the cover.
3. Pull out the paper tray from which the jam occurred.
4. Remove any misfed paper. Make sure that the paper is loaded correctly and that the paper guides are set flush against the paper.
5. Push in the paper tray.



Front Panel Message: Clear Jam at C, D

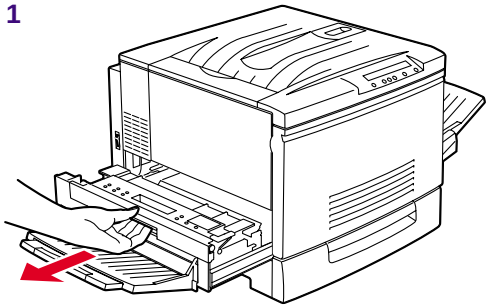
Solution 1: Jam at C

1 Open the fuser unit on the bottom left side of the printer.

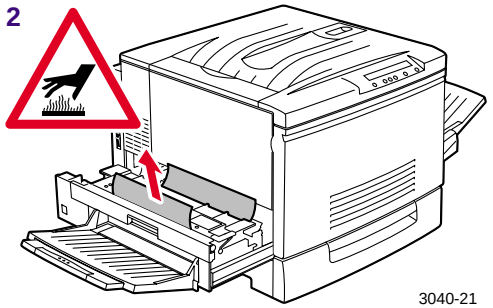
2 Gently pull the jammed paper from under the fuser roll cartridge.

Caution! The fuser area may be hot! To avoid personal injury, do not touch it.

1



2



3040-21

Front Panel Message: Clear Jam at C, D

Solution 2: Jam at D

1 Open the fuser unit on the bottom left side of the printer.

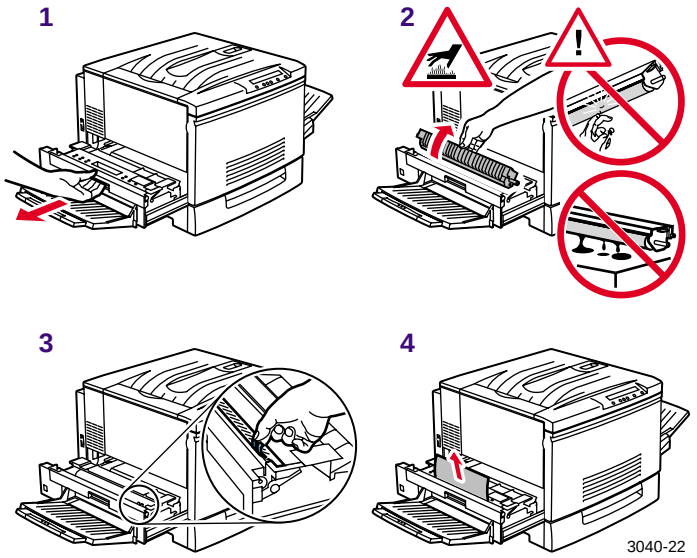
Caution! The fuser area may be hot! To avoid personal injury, do not touch it.

2 Grasp the fuser roll cartridge by the blue handle and lift it out.

To avoid stains, do not touch the white roller or get it on your clothing; do not set the fuser roll cartridge on an uncovered surface.

3 Lift up the cover by the blue hook.

4 Gently remove the paper.

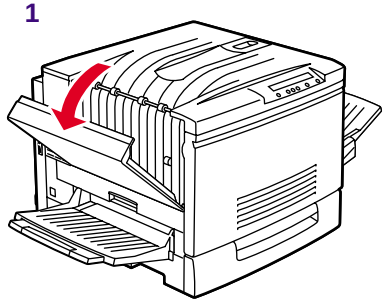


Front Panel Message: Clear Jam at E

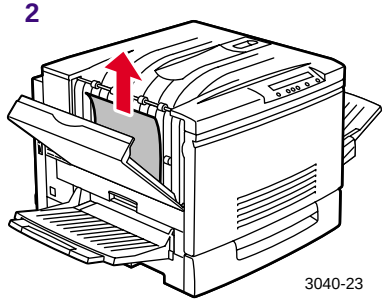
1 Open the cover on the top left of the printer.

2 Remove the paper and close the cover.

1



2



3040-23

Using the Help Pages

The printer provides internal reports that you can print to help you determine the printer's configuration, diagnose print-quality problems, and monitor use of the printer. To aid in troubleshooting, print the following pages:

- **Consumables Page**
- **Usage Profile**
- **Configuration Page**
- **Service Print 1** (see "Troubleshooting Print Quality Problems" on page 40)

Additional Help Pages:

- Startup Page
- Demonstration Page
- Service Prints: 2–4, CMYK Calibration Pages, Fuser Cleaning Pages
- RGB Sample Prints
- CMYK Sampler Prints
- Menu Map (see page 6)

To print the Help Pages

1. At the printer's front panel, press **Select**.
2. Press **Menu**; you'll see the following message:

```
Printer Menu
 Help Pages    Menu
```

3. Press **Menu**; the following message appears:

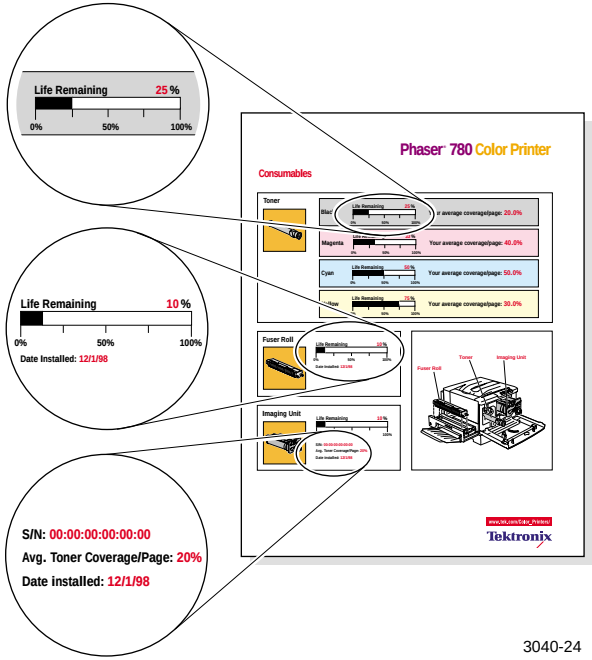
```
Help Pages
 Consumables Page    Print
```

4. Press **Print** to print the Consumables Page. Press ► to scroll to the other Help Pages.

Consumables Page

Print this page for estimates of the following:

- **% Life Remaining** gauges for toner cartridges, the fuser roll cartridge, and the imaging unit
- **Average coverage per page** for each toner
- **Average toner coverage total per page** for the imaging unit
- **Date installed**



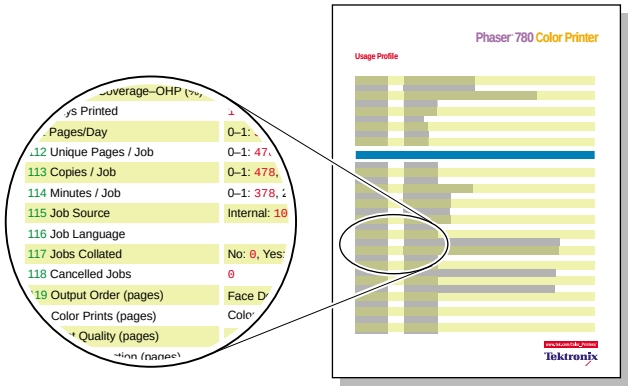
3040-24

Usage Profile

Provides in-depth information on printer usage:

- Consumables used
- Tray and media selections
- Printer interventions
- Analysis of usage rates

For detailed information on the Usage Profile report, refer to the printer's CD-ROM or web site.



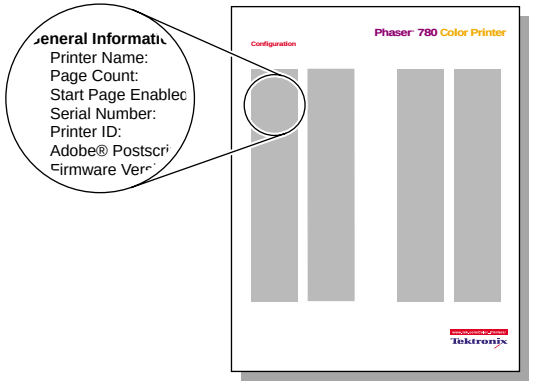
3040-25

Configuration Page

Print this page to determine the following:

- Printer name, ID, serial number
- Feature set
- Amount of memory
- Network configuration
- Current printer settings

Print this page before contacting Tektronix customer support, your reseller, or other technical assistance.



3040-40

Troubleshooting with PhaserLink™ Software

PhaserLink software is a printer management tool supplied with your printer. This software uses Internet technology to provide the following:

- Print job status
- Printer usage
- Routine troubleshooting
- Configuration of printer settings

For detailed information on PhaserLink, refer to the printer's CD-ROM or web site, or enter this address in your web browser:

www.tek.com/Color_Printers/products/phaserlink.html

General Troubleshooting

Problem	Probable cause	Solution
Prints curl.	On some paper types, prints with uneven coverage may curl where coverage is heaviest.	When making prints with heavy coverage, select **Face Down** as the **Output Order** at the printer's front panel or from your application's **Print** menu.
Oversize media does not feed from the universal paper trays or the multi-purpose tray.	Too much media is loaded in the tray.	Decrease the amount of media loaded in the multi-purpose tray. See "Specialty Media" on page 14 for the tray capacity for different types of media.
Toner residue is found in the printer.	Toner cartridges are being removed and reinstalled in the printer before they are empty.	Remove toner cartridges only when they are empty and you have been prompted by the front panel to replace them.
Media frequently wraps around the fuser.	Incorrect media is being used.	■ Use laser paper only; do not use inkjet paper. ■ Use only Tektronix Glossy Coated Paper. ■ Make sure that transparencies are loaded with the notch in the correct position. See "Loading the Optional Transparency Tray" on page 13 and "Transparencies" on page 15.
	The fuser roll cartridge is used up.	Replace the fuser roll cartridge.
Colors printed are not accurate.	An incorrect color correction is being used.	■ Select a different color correction. See page 23 for more information. ■ Open and close the front door of the printer. This action causes the printer to autocalibrate the colors.

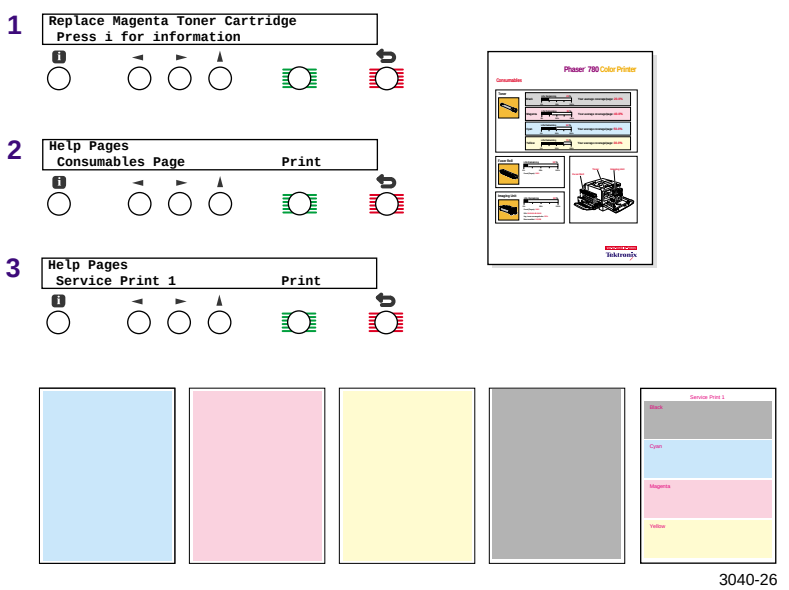
Troubleshooting Print Quality Problems

If you notice a problem with the quality of your prints, the probable solution is replacing one of the consumables. Keep in mind these general guidelines:

- If the symptom appears in a single color: **Replace the toner cartridge.**
- If the symptom appears in all colors: **Replace the imaging unit or the fuser roll cartridge.**

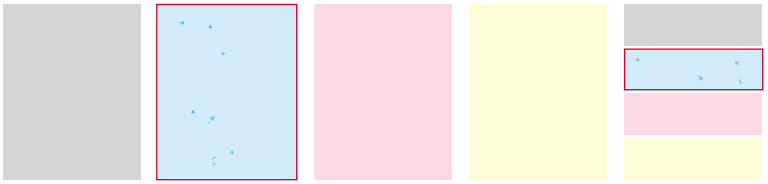
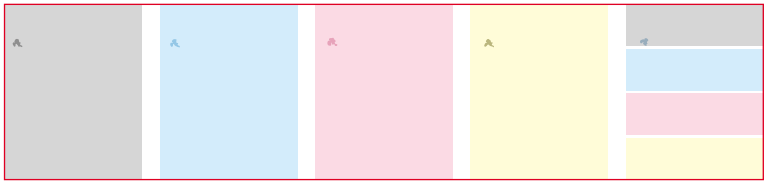
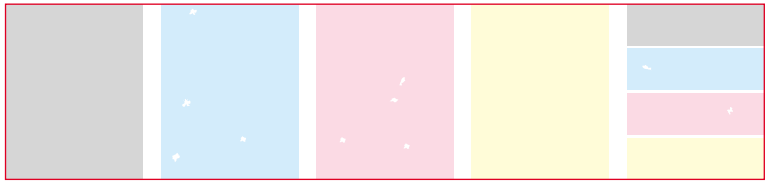
To diagnose the problem:

1. Check the front panel for a message on replacing a consumable.
2. From the front panel **`Help Pages`** menu, print the **`Consumables Page`** to determine if consumables are running out, which can affect print quality.
3. From the front panel **`Help Pages`** menu, print **`Service Print 1`**. Examine the prints for symptoms, referring to the examples that follow.

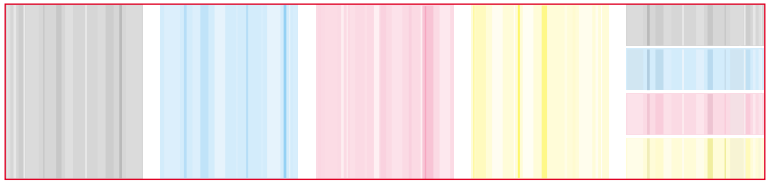


3040-26

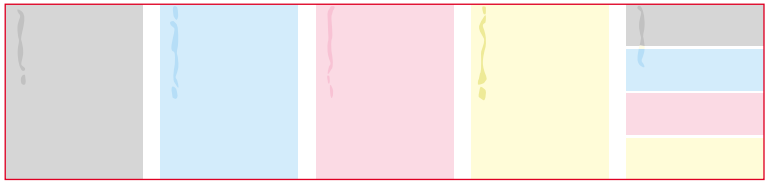
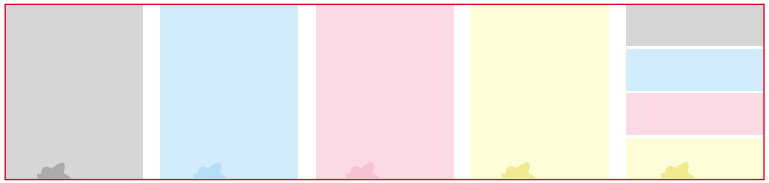
Print Quality Symptoms

Symptom	Service Print 1	Solutions
One color has dark toner spots.		■ Run 20 prints. ■ Replace the toner cartridge. Make sure that you shake the new toner cartridge vigorously seven or eight times. ■ Print the Cyan and Magenta Calibration Pages from the **`Help Pages Service Prints`** menu. Then reprint your file.
On A/A4 paper, a spot appears in roughly the same position. On oversize paper, the spot appears in the same position or repeats at 264 mm (10.4 in.) intervals.		■ Replace the imaging unit.
Small random white spots appear on one or more pages.		■ Print the Cyan and Magenta Calibration Pages from the **`Help Pages Service Prints`** menu. Then reprint your file. ■ Load a fresh ream of paper.

Print Quality Symptoms, continued

Symptom	Service Print 1	Solutions
Prints have light vertical bands.		■ Replace the imaging unit.
A single dark vertical line appears in the same location on all pages.		■ Replace the imaging unit.
A single white horizontal line appears in all prints.		■ Replace the imaging unit.

Print Quality Symptoms, continued

Symptom	Service Print 1	Solutions
Oil streaks appear, especially after the printer has been idle.		■ Make another print.
Edges of prints are wrinkled, with an area of ragged discoloration.		■ Reseat the fuser roll cartridge. ■ Make sure that the paper guides are flush against the media in the trays. See “Loading Media Trays” on page 11. ■ Make another print.

For More Information

Find detailed printer information in any of these locations.

Printer CD-ROM

- *Advanced Features and Troubleshooting Manual*
- *PhaserShare Networking Manual*
- Multimedia clips on using your printer
- Consumables instructions
- *Setup Guide*
- Material Safety Data Sheets (MSDSs)
- Printer drivers
- Direct link to Tektronix web site

Tektronix Web Site

- Product and supplies information
- Printer drivers to download
- List of local resellers
- Online documentation

www.tek.com/Color_Printers/

TekSMART™ Knowledge Base

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

www2.tek.com/merlin/tko

Online Color Resource

Link to the world of Tektronix color for

- Color education
- Printing ideas
- Personalized email subscription
- **colorize.com**

www.colorconnection.tektronix.com

Getting Help

Online Services

World Wide Web:	**www.tek.com/Color_Printers/**
TekSMART™ Knowledge Base:	**www2.tek.com/merlin/tko**
Technical support:	**www.tek.com/Color_Printers/support/colcare.html**
Current software:	**www.tek.com/Color_Printers/support/software.html**
Anonymous ftp server:	**ftp.tek.com/Color_Printers/**
Subscribe to email update notices:	**www.tek.com/Color_Printers/support/subscribe.html**

Supplies

Information on local Tektronix resellers:

www.tek.com/Color_Printers/contacts

U. S.
1-800-835-6100

Canada
1-800-661-5625

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

Customer Support Centers

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

Denmark
(44) 533 444

Eastern Europe and the Middle East
+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