Formax ColorMax8 High-Speed Digital Color Printer

Instruction Manual

Provided by
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When Image Matters.
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FORMAX®

ColorMax8
Digital Color Printer

MyBinding.com
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Hillsboro, OR 97124
Toll Free: 1-800-944-4573
Local: 503-640-5920

9/2018

OPERATOR MANUAL

SAFETY PRECAUTIONS

THIS EQUIPMENT PRESENTS NO PROBLEM WHEN USED PROPERLY. OBSERVE SAFETY RULES WHEN OPERATING THE COLORMAX8 PRINTER.

BEFORE USING PRINTER, READ THIS MANUAL CAREFULLY AND FOLLOW RECOMMENDED PROCEDURES, SAFETY WARNINGS, AND INSTRUCTIONS:

- ✓ Keep hands, hair, jewelry and clothing clear of rollers and other moving parts.
- ✓ Avoid touching moving parts or materials while machine is in use. Before clearing a jam, be sure machine mechanisms come to a stop.
- ✓ Always power-down and turn off machine before making adjustments, cleaning the machine, or performing any maintenance covered in this manual.
- ✓ Power cord supplied with machine. Plug it into a properly grounded, easily accessible wall outlet near machine. Failure to properly ground machine can result in severe personal injury and/or fire.
- ✓ Power cord and wall plug are primary means of disconnecting machine from power supply.
- ✓ **DO NOT:** use an adapter plug on line cord or wall outlet.
- ✓ **DO NOT:** remove ground pin from line cord.
- ✓ **DO NOT:** route power cord over sharp edges or trap it between furniture.
- ✓ Avoid using wall outlets that are controlled by wall switches or shared with other equipment.
- ✓ Make sure there is no strain on power cord caused by jamming it between equipment, walls or furniture.
- ✓ **DO NOT:** remove covers. Covers enclose hazardous parts that should only be accessed by a qualified service representative. Report any cover damage to your service representative.
- ✓ This machine requires periodic maintenance. Contact your authorized service representative for required service schedules.
- ✓ To prevent overheating, do not cover vent openings.
- ✓ Use this equipment only for its intended purpose.

In addition, follow any specific occupational safety and health standards for your workplace or area.

This manual is intended solely for the use and information of Formax, its designated agents, customers, and their employees. The information in this guide was obtained from several different sources that are deemed reliable by all industry standards. To the best of our knowledge, that information is accurate in all respects. However, neither Formax nor any of its agents or employees shall be responsible for any inaccuracies contained herein.

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NOTES

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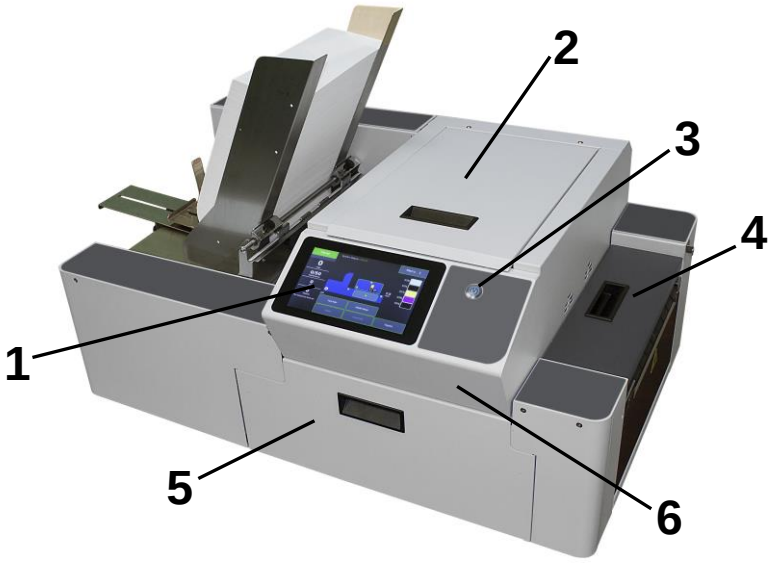
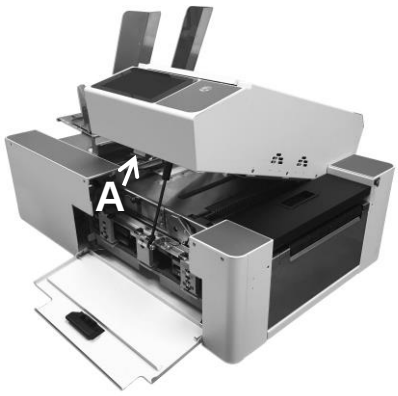
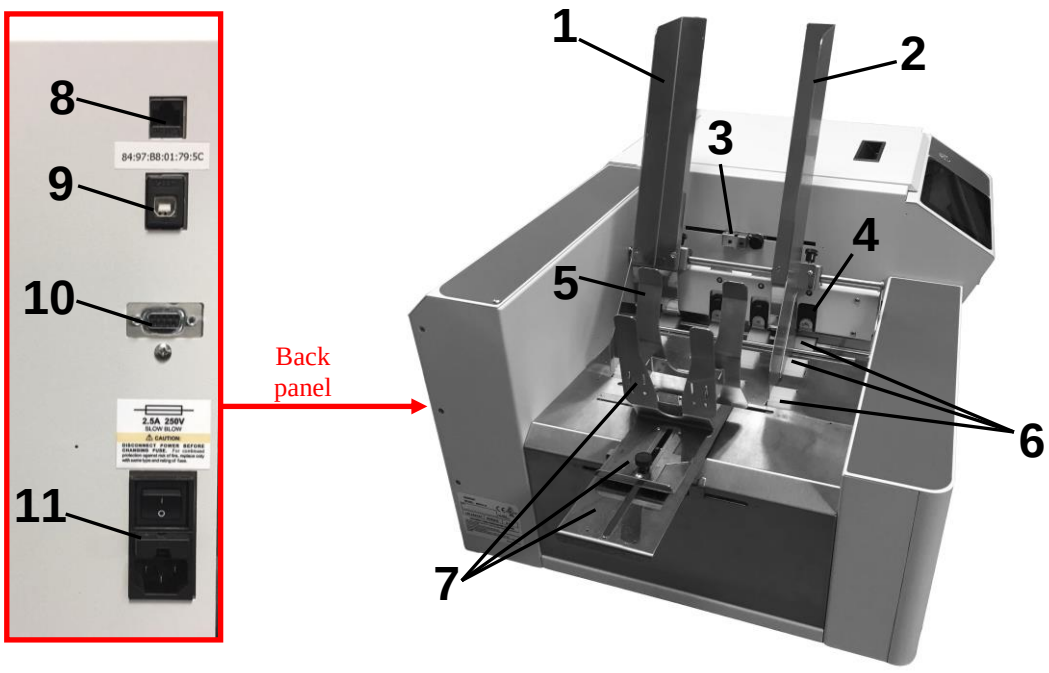
SECTION 1 – *Getting Acquainted*





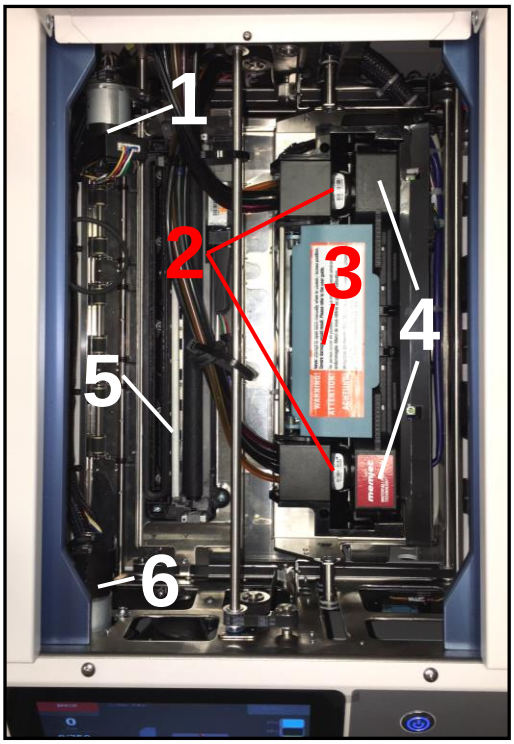
Front View

1.	**Touchscreen Display (Control Panel)** – Displays **Menu** and information about Printer status. You can set Printer features and control Printer functions from this display.
2.	**Printhead Door** – Provides access to Print Engine, Printhead and Service Station. NOTE: All doors must remain shut when printer is busy (printing, performing maintenance).
3.	**Soft-Power Button** – Used to power-up and power-down the Print Engine. NOTE: Button illuminates with blue light when Print Engine is powered-up (ON).
4.	**Exit Transport Cover** – Opens to provide access to media path and Media Transport Belts.
5.	**Ink Tank Door** – Provides access to Ink Tanks, Waste Ink Tray and Clamshell Latch. Opening Ink Tank Door disconnects Printer communication to Ink Tanks; allowing for safe Ink Tank installation/replacement. NOTE: All doors must remain shut when printer is busy (printing, performing maintenance).
6.	**Clamshell** – Upper section of Print Engine containing Printhead and Service Station. Raises up/down based on Media Thickness setting. To open Clamshell (hinged at rear) and gain access to media path/print area; open Ink Tank Door **[5]** and release (pull out on) Clamshell Latch **[A]**.



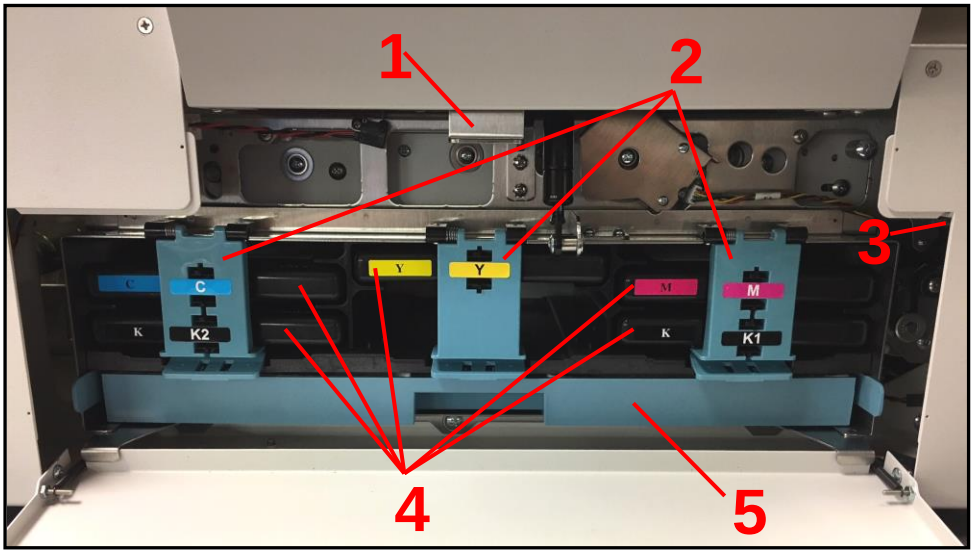
Entry End & Connections View

1.	**Media Side Guide - Inner** – Used to guide inner edge of Media.
2.	**Media Side Guide - Outer** – Used to guide outer edge of media.
3.	**Feeder/Entry Sensor Assembly** (adjustable) – Contains two sensors. Feeder Sensor is used to measure/monitor media length and control when next piece feeds. Entry Sensor detects leading edge of media as it enters Print Engine area. Adjustable position accommodates varying media widths/positions and to avoid problem areas on media surface. **IMPORTANT**: Be sure to position sensor assembly over media's path.
4.	**Sheet Separators** (four) – Separates each piece of media as it is fed.
5.	**Media Support Wedge Extensions** – Narrow and Wide Media Support Wedge Extensions are provided to accommodate a wider variety of different media widths and lengths. They attach to the Rear Media Support Guide [7].
6.	**Feed Rollers** (twelve) – Delivers media from Feeder section into Print Engine area.
7.	**Rear Media Support Guide/Sled** – Helps to force media against sheet separation area. Narrow and Wide Media Support Wedge Extensions attach to this device.
8.	**Network Port** – Ethernet cable attaches to Printer here
9.	**USB Port** – USB cable attaches to Printer here.
10.	**Interface Port** – DB-9 Interface to connect Printer with other equipment (future use)
11.	**Main Power Switch, Receptacle and Fuse**. – Plug in power cord here. Switch turns main power ON/OFF. Fuse protects Printer's electronic circuits. ***IMPORTANT!*** *Press Soft-Power Button to power-down Print Engine.* Wait until Soft-Power Button light turns off before you turn off main power switch. For best system performance, it is recommended to keep Print Engine powered-up at all times.



Print Engine View (Under Printhead Door)

1.	**Service Station Sled Motor** – Moves Service Station in and out from under Printhead Assembly for inspection, cleaning or service.
2.	**Ink Revolver Couplings** – Connect ink hoses to Printhead Cartridge. Printhead Latch extends and retracts couplings from Printhead.
3.	**Printhead Latch** – When closed connects Ink Revolver Couplings with Printhead Cartridge. When opened, retracts Ink Revolver Couplings from Printhead Cartridge and provides access to Printhead Cartridge for removal/replacement. **WARNING!** Never attempt to open Printhead Latch manually, severe damage will result. Use "**Release Printhead**" or "**System Deprime**" feature from Touchscreen.
4.	**Printhead Cartridge** – Memjet® Printhead produces an 8.77" (222.8 mm) wide full color print area.
5.	**Service Station** – Maintains the Printhead. The Printhead Assembly lifts and Service Station slides under Printhead to perform Printhead maintenance and or to cap Printhead. The Service Station slides out from under Printhead and Printhead Assembly lowers for printing and or "sled inspection". Contains 3 major components. - Wiper Roller – Cleans excess ink and debris from Printhead. - Cap – Keeps inkjet nozzles hydrated and protected when not in use. - Tray – Holds above components and initially captures waste ink; which is then pumped into Waste Ink Tray.
6.	**Printhead Assembly Lifter Motor** – Lifts and lowers Printhead Assembly. During printing, Printhead Assembly is lowered. During Printhead maintenance/cleaning or capping, Printhead Assembly lifts to allow Service Station to slide under Printhead.



Ink Tank View (Behind Ink Tank Door)

1.	**Clamshell Latch** – Used to release and open Clamshell to clear media jams, install/exchange Print Platen & Drip Tray and cleaning. Pull Latch out to release.
2.	**Ink Tank Securing Latches** – Used to hold Ink Tanks securely into slots. *NOTE*: Make sure both sides, at bottom part of latch, are engaged.
3.	**Ink Door Switch** – When Ink Tank Door is opened, Switch shuts down communication between Printer and Ink Tanks for safe removal and replacement.
4.	**Ink Tanks** – Printer has 5 Ink Tanks: Cyan (C), Yellow (Y), Magenta (M), Black (K1), Black (K2). Each Ink Tank is inserted into its appropriate color slot.
5.	**Waste Ink Tray** – Catches and absorbs waste ink produced by the system. This tray is filled with absorbent material. This tray must be replaced when it becomes saturated. Please inspect routinely. The tabs located at left and right sides of the tray secure tray to frame. Please be sure tabs “click” into frame, to secure the tray's position.

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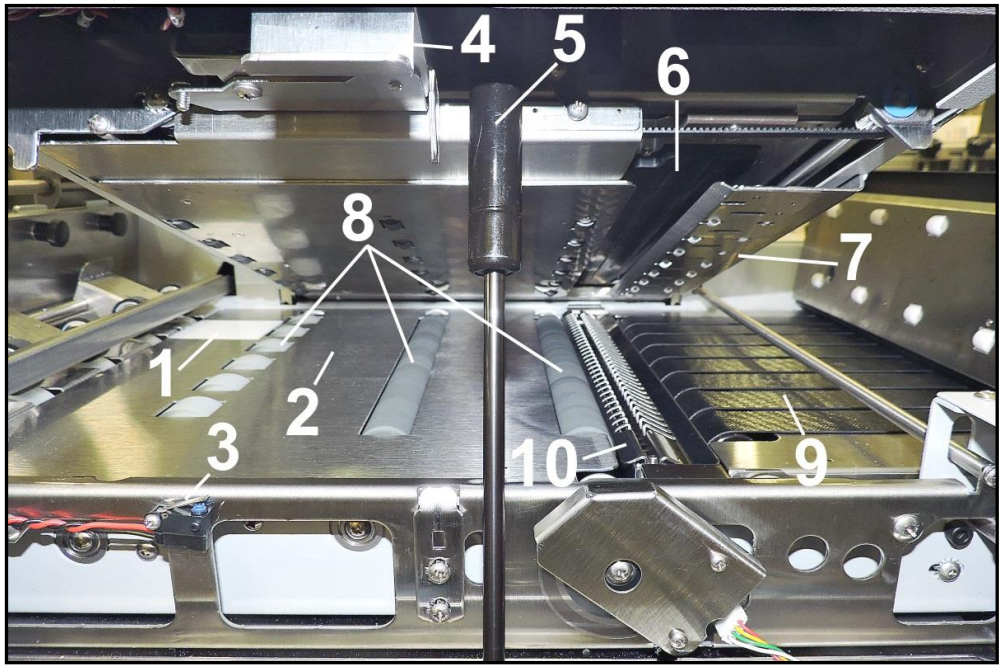

Print Area View (Under Clamshell)

1.	**Entry Sensor Reflector** – Reflects sensor beam back to Media Entry Sensor. The leading edge of the media is detected as media passes between Entry Sensor and Reflector.
2.	**Paperpath Surface** – Flat metal surface supports media for smooth transport through Print Area.
3.	**Clamshell "Open" Switch** – Signals Printer when Clamshell Latch is released and Clamshell is opened.
4.	**Clamshell Latch** – Used to release and open Clamshell to clear media jams, install/exchange Print Platen & Drip Tray and cleaning. Pull Latch out to release.
5.	**Clamshell Support** – Holds up Clamshell during maintenance and service.
6.	**Printhead Opening** – Printhead will be presented in this opening during printing and during “Inspect Sled” event.
7.	**Exit Starwheel Assembly** – Starwheels allow for media, with freshly printed image, to be transported smoothly from print area with minimal image transfer.
8.	**Media Transport Rollers** – Keep media moving through Print Area.
9.	**Media Transport Belts** – Moves printed media out of the Printer.
10.	**Print Platen & Drip Tray** – Located under Printhead. Print Platen supports media during printing process. Two different Print Platens (High and Low) are provided with printer. Drip Tray catches any excess ink during printing and purging process. **CAUTION!** Make sure this assembly has been properly installed before you power-up and start using the printer.

SECTION 2 – *Installing Printer*

Before using Printer:

- Conduct Transport Inspection. Upon delivery, inspect packaging and report any issues to the Carrier.
- Gather Tools
- Choose a location for Printer
- Unpack and verify Accessory Box contents
- Remove shipping materials – Yellow Zip-Ties, Foam Block and Shipping Tape
- Install Print Platen & Drip Tray Assembly
- Attach Media Guides to Printer
- Plug in Printer
- Install Ink Tanks
- Install Printhead
- Install Printer Software (Driver & Toolbox).
- Complete setup steps outlined within section titled “Operating Printer”.

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Transport Inspection

The printer is shipped in appropriate packaging so that, under normal shipping conditions, it reaches its destination without damage.
NOTICE: Report damage to the carrier. The carrier is liable for any damage during transport.

Transport and storage should take place under the following conditions:
- At temperatures between -25°C and +50°C (-13 °F to 122 °F).
- At a relative air humidity between 5% and 95%, non-condensing.
- At an atmospheric pressure between 70 kPa and 105 kPa.

Exposure to conditions that are not permissible may lead to damage which is not externally visible.

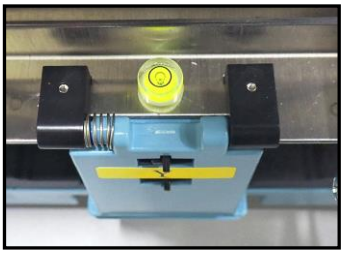
IMPORTANT Please save packaging materials for future use! It will be required if you ever need to ship printer. Before shipping; please refer to the section titled "Shipping or Transporting Printer".

Tools Needed

- ***Utility Knife*** and ***Scissors*** to open packaging.
- ***Cutting Pliers*** (Wire Cutters) to cut yellow zip-ties that secure wiper motor assembly to service station sled.
- ***Small Adjustable Wrench*** to hold nut when removing screws used to secure Rear Media Support Guide/Sled Assembly.
- ***#2 Philips Screwdriver*** to mount Guides.
- ***Protective, powder-free, Nitrile Gloves***.
  Should be worn to avoid getting ink on hands when installing Print Platen and Drip Tray Assembly, Printhead Cartridge and Ink Tanks.
- ***Distilled Water*** to clean/wet Printhead nozzles.
- ***Non-abrasive, lint free Cloths*** to clean/wet Printhead nozzles.
- ***Paper Towels*** or rags to clean up any ink drips/spills. Do NOT use to clean/wet Printhead nozzles.

Choose a Location

Place Printer on a <u>sturdy</u> <u>level</u> worktable or cabinet at least 9" from any walls.
Use the following methods to verify that the Table and Printer are level:



- A carpenter's level should be used to make sure Table is level (front to back and left to right).
- The ***Bubble Gauge,*** mounted above the Yellow Ink Tank Latch, can be used to verify that the Printer is level. Open the Ink Tank Door and release the Clamshell Latch to access this area.

Protect Printer from excessive heat, dust, and moisture.
Avoid placing it in direct sunlight.

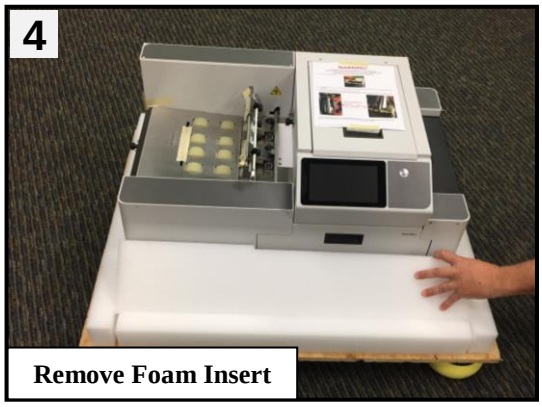
Operating Conditions

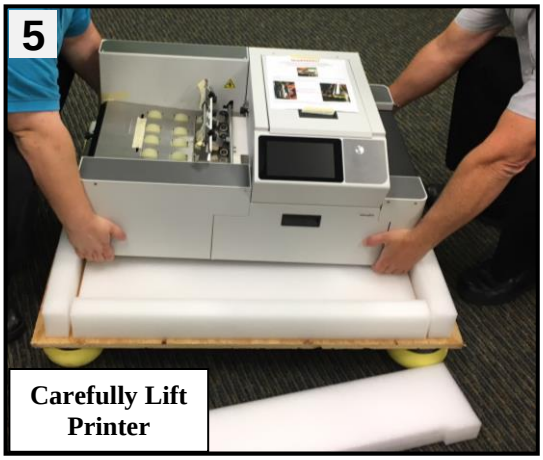
Operation should take place under the following conditions:
- At temperatures between +15°C and +35°C (59 °F to 95 °F).
- At a relative air humidity between 20% and 80%, non-condensing.
- At an atmospheric pressure between 70 kPa and 105 kPa.
- Printer and Print Engine should be protected from excessive environmental debris/dust.
- Printer must be placed on a "Sturdy/Level" surface.

Exposure to conditions that are not permissible may lead to damage which is not externally visible.
Allow printer, Printhead and ink tanks to acclimate to ambient temperature before using the printer.

Unpacking

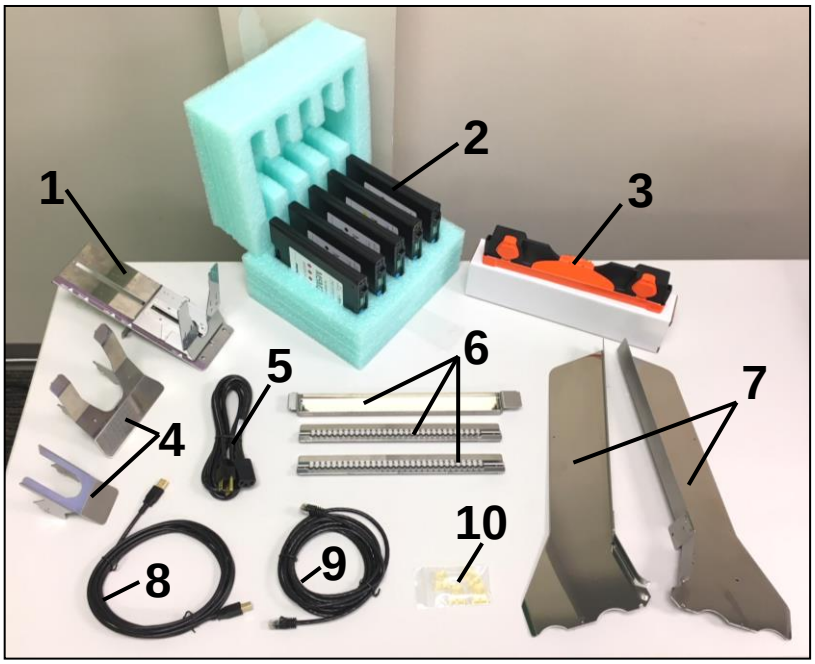
Please refer to the unpacking sequence, shown below.
NOTE: Packaging materials may vary slightly from what is shown below.
Please save packaging in a safe place, for possible future use.
Two people will be required to safely lift printer and place it onto a sturdy, level work table.
IMPORTANT: WORK TABLE SURFACE MUST BE LEVEL!





Contents of Packaging

Items included with the COLORMAX8 Printer.



1.	Rear Media Support Guide/Sled Assembly (*Thumbscrew and mounting screws attached to Printer*)
2.	Ink Tanks (five, *packed in foam molds*) – Cyan, Magenta, Yellow, Black, Black
3.	Printhead Cartridge (*shown removed from packaging*)
4.	Media Support Wedge Extensions: Narrow and Wide (*Attach to slots in Rear Media Support Guide/Sled*)
5.	AC Power Cord
6.	Print Platen & Drip Tray Assembly (*Includes High and Low Print Platens*)
7.	Media Side Guides: Inner and Outer (*Mounting screws attached to Printer*)
8.	USB Cable
9.	Ethernet Cable (Network Cable)
10.	Sheet Separators (four spare separators inside bag)
	USB Flash Drive – Contains Printer Driver, User Guide, Quick Start Guide and Installation Video. (Shipped attached to sidewall of printer, as shown.)

Removing Shipping Materials

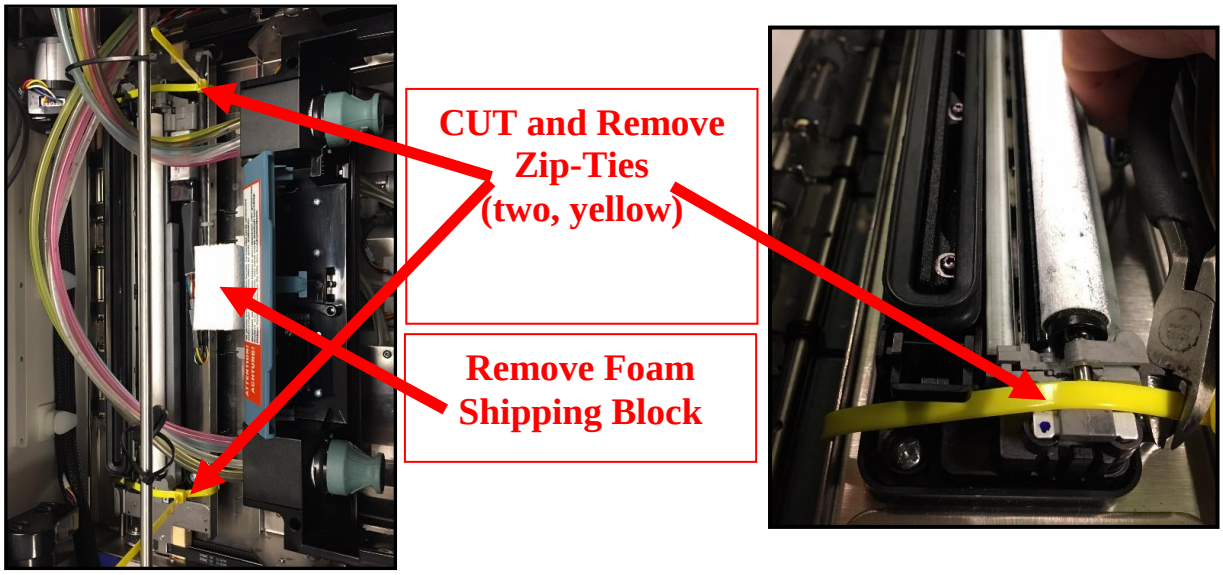
WARNING

**TO AVOID POSSIBLE DAMAGE TO PRINTER;
DO NOT PLUG-IN OR POWER-UP PRINTER
UNTIL ALL SHIPPING MATERIALS HAVE BEEN REMOVED.**

1. **Open the Printhead Door.**

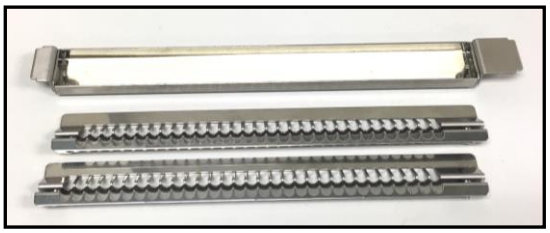
2. **Locate and Remove the Foam Shipping Block; shown below.**
   NOTE: Foam Shipping Block is used to secure Service Station Sled position during transport.

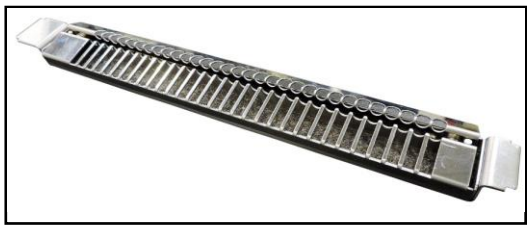
3. **Locate, Cut and Remove the two YELLOW Zip-Ties; shown below.**
   NOTE: Zip-ties are used to secure the wiper motor assembly to the service station sled during transport.
   Do NOT cut the white or black zip-ties used to control the position of the ink tubes.



4. **Be sure to remove all pieces of cut yellow zip-ties from the printer.**
5. **Gently close the Printhead Door.**
6. **Remove protective film from Touchscreen display.**
7. **Remove masking tape; used to secure USB Flash Drive and Guide mounting Screws during transport.**

Install Print Platen & Drip Tray Assembly





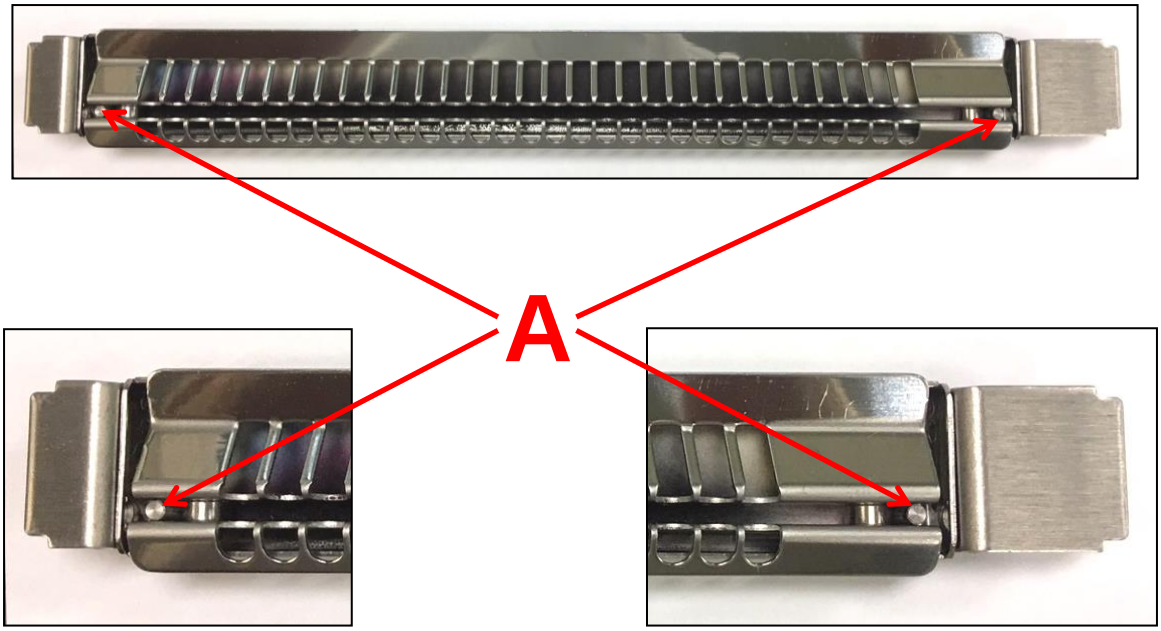
Select appropriate Platen and Install it into Drip Tray:

- **Low Platen [1]** (3 dots) is for media such as: heavy paper, envelopes, card stock, cardboard, chip-board, padded envelopes.
- **High Platen [2]** (4 dots) is for thin, flexible media, such as: sheet paper up to and including 32 lb media.

Make sure Platen is positioned onto both Alignment Pins [A], in Drip Tray, as shown below.

CAUTION

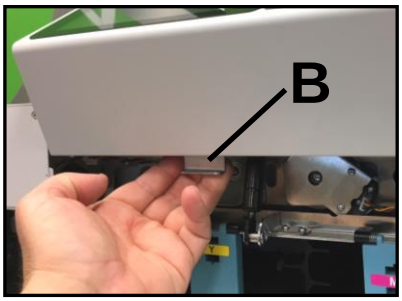
It is very important that you get Platen positioned onto both Alignment Pins [A] or damage to the system may occur when you close Clamshell and/or start using printer.



Install Print Platen & Drip Tray Assembly into Printer:

1. Open Ink Tank Door **[A]**.

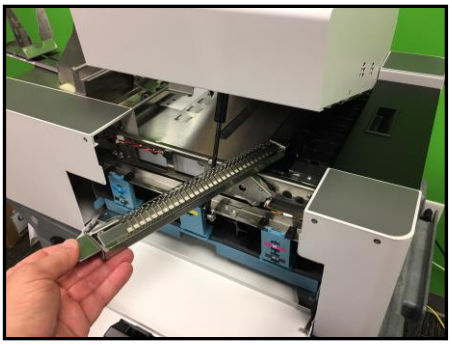
2. Release, pull out on, Clamshell Latch **[B]**, to release and raise Clamshell.



3. Insert tabs, at each end of Drip Tray, into frame slots **[C]** as shown below.

CAUTION

It is very important that you get the Drip Tray tabs into frame slots [C] or damage to the system may occur when you close Clamshell and or start using printer.



Tip: Larger tab, on Drip Tray, faces towards operator side of printer.

4. Verify that Print Platen and Drip Tray Assembly are sitting level in the printer, as shown below.

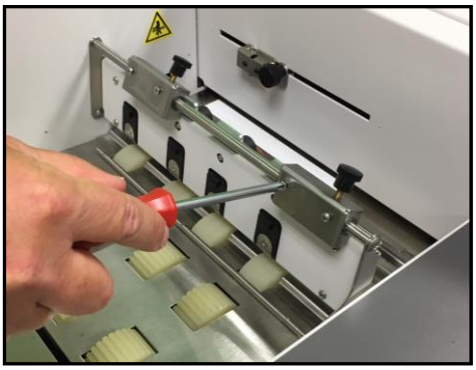
Tip: If front or back of Drip Tray is not sitting level; check to be sure both tabs are in slots **[C]**, shown above.
If front of Drip Tray will not drop into front slot **[C]**; you may have Drip Tray in backwards. Remove and rotate 180 degrees so the larger tab is at operator side of printer.

5. Carefully Close Clamshell.
6. Close Ink Tank Door.

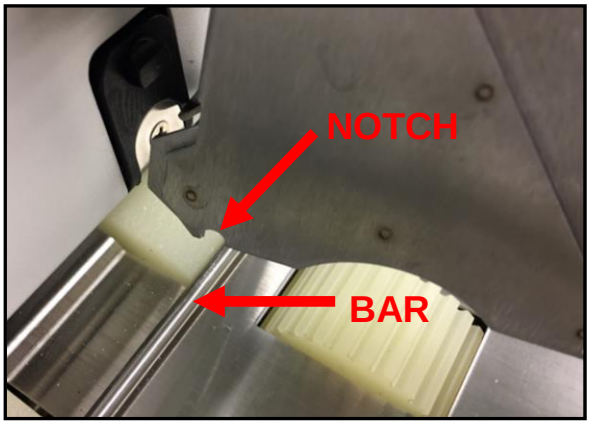
Attach Media Side Guides and Rear Media Support Guide/Sled

1. **Attach Media Side Guides (Inner and Outer)**

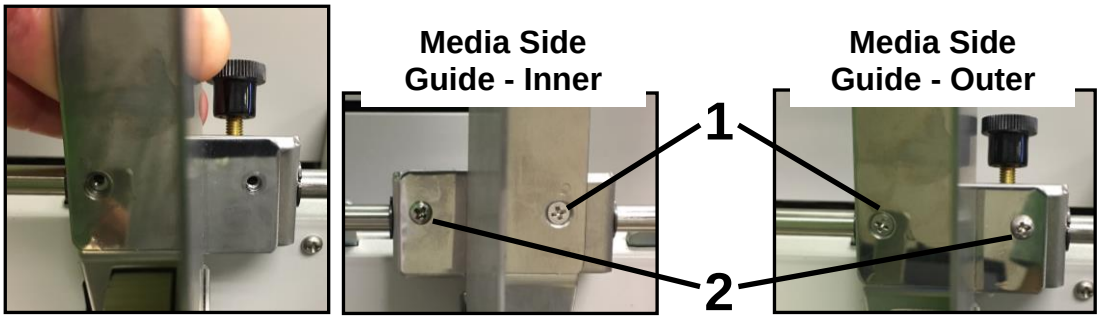
   A. Remove Screws from Mounting Blocks; as shown.
   NOTE: There is a button-head screw and a flathead screw on each block. Keep track of their locations.



   B. Position NOTCH (cut-out), located at bottom of Guide, over BAR; as shown.



   C. Align holes in Guide with holes in Mounting Block and install screws to secure Guide.
   NOTE: Screws are different. Make sure ***flathead screw*** **[1]** is installed into the inner, countersunk, hole and ***button-head screw*** **[2]** is installed into outer hole in the Guide; as shown below.

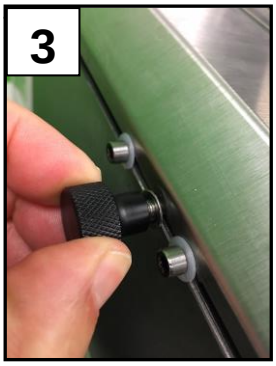


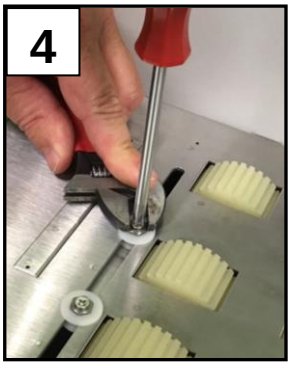
   Tip: If necessary; Guides can be aligned, so they are perpendicular with each other, by loosening button-head screw, making adjustment and securing button-head screw.

   D. Repeat for other Media Side Guide.

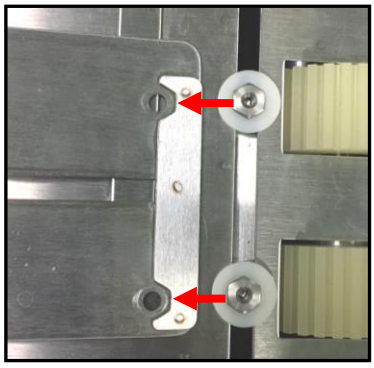
2. Attach Rear Media Support Guide/Sled Assembly.

A. Remove **Knob [3]** (thumb screw and washer) and two **Flathead Screws [4]** from Mounting Blocks; as shown below.





Tip: It may be helpful to use an Adjustable Wrench, to hold the Nut from spinning, when removing these two screws.

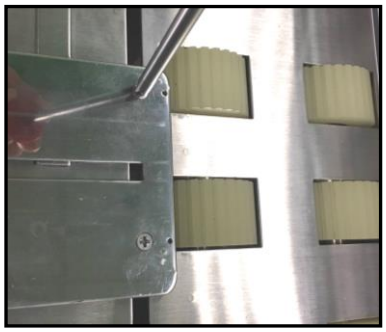


B. Align Nuts, on Mounting Block, before proceeding.
Bottom of Rear Media Support Guide/Sled Assembly has cut-outs that must fit over Nuts on Mounting Block.
NOTE: Image shown with Guide turned over so you can see cut-outs for Nuts.

Align Nuts so a flat side is facing the Feed Rollers; as shown.

C. Position Guide so outer holes in Guide fit over the two rear posts (Allen screws); as shown below. Then loosely install Knob, (thumbscrew and washer).

D. Align holes on top of Guide with holes in the Nuts on Mounting Block; as shown below.
Use the two flathead screws to secure Guide to the Nuts on Mounting Block.



Tip: If Guide is difficult to reposition (slide), after the two flathead screws are tightened; this is an indication that the Nuts are not sitting inside the cut-outs on the underside of the Guide. See step "B" above. Loosen screws and reposition Nuts so they fit into the cut-outs.

E. Tighten Knob (thumb screw) to secure position of Rear Media Support Guide/Sled Assembly.

Connect Printer

Plugging in Printer

- Plug power cord into a compatible AC outlet that supplies 100-240VAC, 50/60 Hz and provides earth ground.
- The use of a power protection device is highly recommended; to reduce damage caused by voltage sags, surges and brown-outs.
- Check to make sure Main Power Switch **[1]** is in the OFF position.
- Plug power cord into receptacle **[1],** located at rear of Printer.

CAUTION

DO NOT USE AN ADAPTER PLUGS OR EXTENSION CORDS TO CONNECT PRINTER TO WALL RECEPTACLE.

DO NOT USE OUTLETS CONTROLLED BY WALL SWITCHES.

DO NOT USE OUTLETS THAT SHARE SAME CIRCUIT WITH LARGE ELECTRICAL MACHINES OR APPLIANCES.

Connect to Computer

Printer can be connected to computer through the following ports:

- **USB Port [2]** for connecting printer to a local PC.
  If you plan to connect the printer via USB, **do not connect the USB cable at this time**. Wait until you are prompted to connect the USB cable, during the Printer Software (Driver and Toolbox) installation process.
- **Network Port [3]** for connecting printer to a network environment.
  Tip: Power-up one printer at a time, when similar printers are on the same network.

Turning Power ON and OFF

Powering Up Printer:

1. **Turn ON the Main Power Switch [1].**
2. **Press the Soft-Power Button. Button will illuminate with blue light.**
   NOTE: After Soft-Power Button is pressed; it will take about 30 seconds before information will appear in the Touchscreen Display. Clamshell section will rise fully, to recalibrate position, and then lower to the current Media Thickness setting.

Powering Down Printer:

1. **Press the Soft-Power Button.**
   NOTE: After Soft-Power Button is pressed; it may take up to 60 seconds before the printer finishes preparing the system for shut-down. The Soft-Power Button will turn OFF when finished.
2. **When the Soft-Power Button turns OFF it is Safe to turn OFF the Main Power Switch [1].**

CAUTION

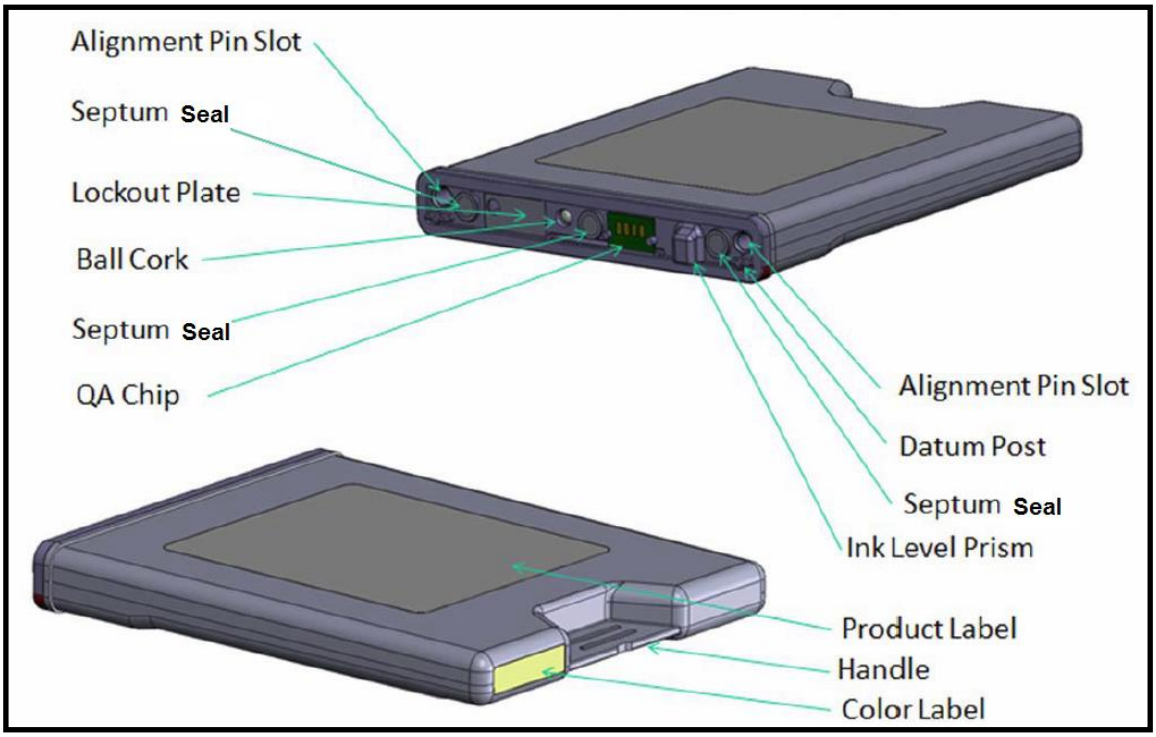
NEVER TURN OFF THE MAIN POWER SWITCH [1] BEFORE POWERING-DOWN THE PRINT ENGINE USING THE SOFT-POWER BUTTON.

Install Ink Tanks

The COLORMAX8 uses five Ink Tanks (*two Black, one Cyan, one Magenta, and one Yellow*).

The Ink Tank is a delicate, precision device. Handle with extreme care to avoid damage.

Ink Tank Anatomy



WARNING!

Ink in Ink Tanks may be harmful if swallowed. Keep new and used Ink Tanks out of reach of children. Discard empty tanks immediately.

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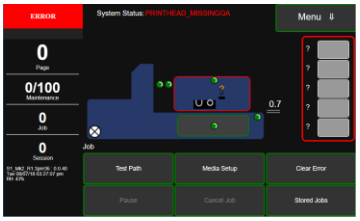
Procedure (Install Ink Tanks):

This procedure assumes that you are installing Ink Tanks into a printer that doesn't have any Ink Tanks installed. If you are replacing an empty Ink Tank, please refer to the section titled "Replace Ink Tanks".

Install the Ink Tanks as follows:

CAUTION
• **Use powder-free nitrile gloves when working with the Ink Tanks.**

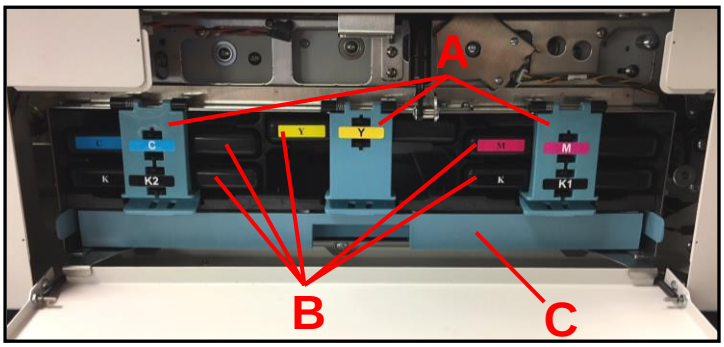
1. **Turn ON and Power-up the Printer.** Plug in Printer. Turn ON Main Power Switch. Press Soft-Power Button to power-up the Print Engine.



2. **Look at the Touchscreen Display.**
   Ink Tank status information appears at right side of the Touchscreen.
   Note that the **Ink Tank** indicator boxes are empty.
   Question marks (**?**) indicate that no Ink Tanks are detected by the Printer.

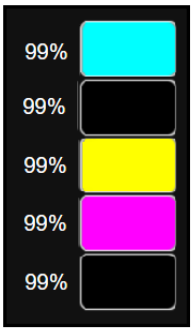
3. **Open Ink Tank Door** (*hinged at bottom*).
   Tip: When you open the Ink Tank Door, this also disconnects Printer communication with Ink Tanks to allow safe installation and replacement of Ink Tanks.

4. **Open Ink Tank Latches [A].**
   Pull up on bottom of Latch to release and swing Latch open (hinged at top).
5. **Verify Ink Waste Tray [C] is securely installed**. Latched into frame at both sides.
6. **Remove new Ink Tank(s) from packaging.**
7. **Insert Ink Tanks (*label side up*) into their appropriate color slots [B]**.



INSTALLATION TIP: Make sure Ink Tanks seat properly. Insert Ink Tank into appropriate color slot. Push Ink Tank forward firmly and then pull back about an inch. Then push Ink Tank forward firmly again. This helps to insure that Septum Needles penetrate seals on Ink Tank.

8. **Close and Lock Ink Tank Latches.** Make sure bottom of all three Latch lock securely at both sides.
9. **Close Ink Tank Door.**
   After a few seconds, Touchscreen should show all Ink Tanks (colors fill in) and their status (percentages).
   Note: New (full) Ink Tanks will show as 99%; due to limit of 2 digit display.



   Tip: If ink colors do not fill in and status still shows as "?", verify that all Doors are closed and press the Clear Error button (if present). If you continue to have a problem with the printer recognizing one or more of the Ink Tanks, please see section titled "Clean Ink Tanks Contacts".

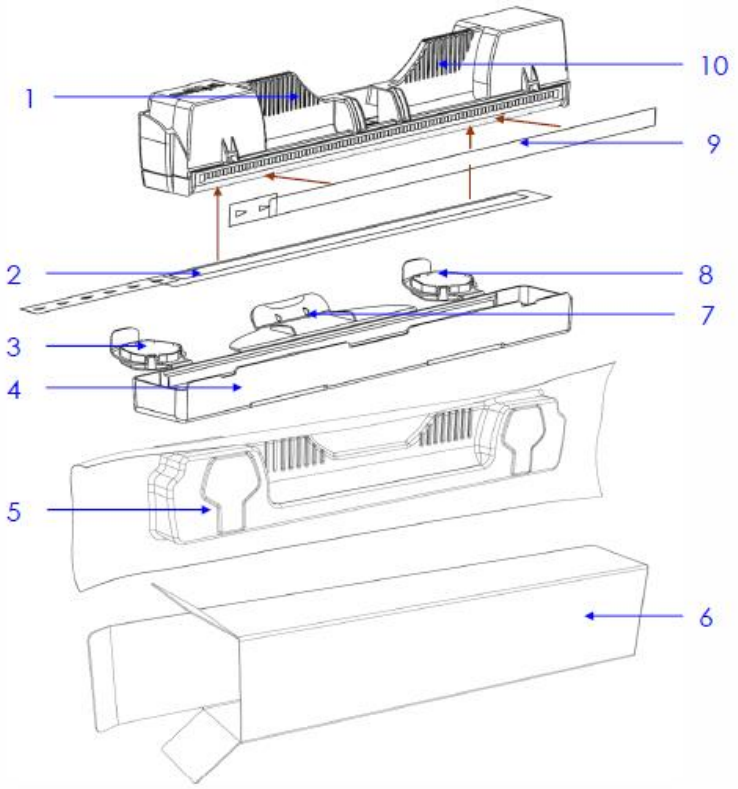
Install Printhead Cartridge

Use this procedure to install the Printhead into a printer that doesn't currently have a Printhead installed. If you are removing and or replacing a Printhead Cartridge; please refer to the section titled "Remove/Replace Printhead Cartridge"

ATTENTION

If you experienced fuzzy print quality or an abrupt failure in a particular area of nozzles on the previous Printhead, we recommend that you have the service station inspected/cleaned and the wiper roller replaced before installing a new Printhead Cartridge.
Failure to do so will increase the chance of damage to the new Printhead Cartridge.
Service station maintenance and wiper roller replacement should only be performed by a qualified/trained person. Please contact your service representative to obtain training or to have them perform this process for you.

Protective Packaging



1 & 10	**Handles**	**5**	**Foil vacuum bag**
2	**Protective strip for nozzles**	**6**	**Cardboard packing box**
3 & 8	**Protective cover flaps**	**7**	**Cover retaining clip**
4	**Protective cover**	**9**	**Protective strip for electrical contacts**

NOTE: Discard protective tape once it is removed. Do NOT reuse protective tape.
Keep all other packaging to store/dispose of old Printhead Cartridge.

WARNING!

Ink in Printhead Cartridge may be harmful if swallowed. Keep Printhead Cartridge out of reach of children. Discard empty Printhead Cartridge immediately.

CAUTION

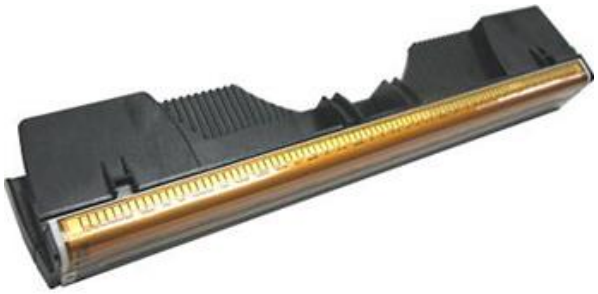
- **Use powder-free nitrile gloves when working with the Printhead.**
- **Use electrostatic discharge (ESD) protection when handling Printhead.**
- **Hold Printhead Cartridge by handles ONLY.**
- **DO NOT touch ink couplings, nozzle surface or electrical contacts.**
- **DO NOT unpack Printhead Cartridge until Printer is ready for installation. Once unwrapped, delay in installing Printhead can compromise print quality due to dehydration.**
- **DO NOT place an unwrapped Printhead onto any surface before installing. Protect Printhead from scratches, dust, fibers, dirt and other contaminants at all times.**
- **DO NOT pry or manually lift the Printhead Latch or the Latch will break. Only open the Latch using the Printhead Release or System Deprime buttons in the Touchscreen or Toolbox.**

NOTICE! **Read this procedure, in its entirety, before proceeding!**

Before you begin this process, you will need to obtain some distilled water and some lint free cloths. These items will be used to wet the Printhead nozzles.
NOTE: Do NOT use tap water or paper towels to wet or clean the Printhead nozzles. Doing so may cause damage to the Printhead Cartridge and possible contamination to the ink system.

Why is it necessary to wet the Printhead nozzles?
During the priming process a vacuum is created by the pump, to pull ink from the Ink Tanks into the Printhead and ink delivery system. If the Printhead nozzles are dry (open); air is pulled in through the Printhead nozzles causing the priming process to fail (pump is unable to create a vacuum). By wetting the Printhead nozzles this creates a temporary "water seal", which prevents air from getting pulled into the Printhead during the priming process.

The Printhead Cartridge and ink supply must be within the operating temperature range [(+15°C to +35°C) (59 °F to 95 °F)], before attempting to prime the cartridge with ink and starting to print. When stored at temperatures below the operating range it may take up to 3 hours for a cartridge in its packaging to reach operating temperature.
NOTE: Additional packaging will increase the time needed to reach operating temperature.



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The Printhead Cartridge is a delicate precision device. Handle with extreme care to avoid damage and issues that could degrade print quality. Please read through this entire procedure before attempting this process.

NOTE: This procedure assumes all Ink Tanks are installed and recognized as containing 30% or more ink.

IMPORTANT!
PRINTER MAY NOT FULLY PRIME IF INK TANK(S) ARE LESS THAN 30% FULL.

1. **Turn ON and Power-up the Printer.** Plug in Printer. Turn ON Main Power Switch. Press Soft-Power Button to power-up the Print Engine.
   You can continue to the next step once the **Touchscreen Display** appears.

2. **Open Printhead Door.**

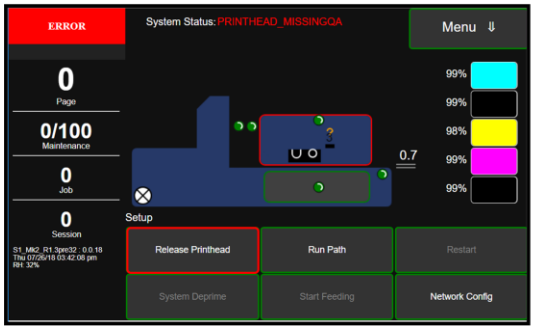
3. **Verify that the Printhead Latch [1] is released.**
   NOTE: If Printhead isn't detected (no Printhead currently installed); during the power-up process the Printhead Latch should automatically release.

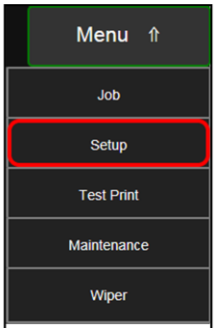
WARNING!
Do NOT force the Printhead Latch [1] open. Severe damage will result!

If the **Printhead Latch** was accidently closed after the printer powered-up; please use the following procedure to safely release the **Printhead Latch**.

Printhead Latch Release Process:

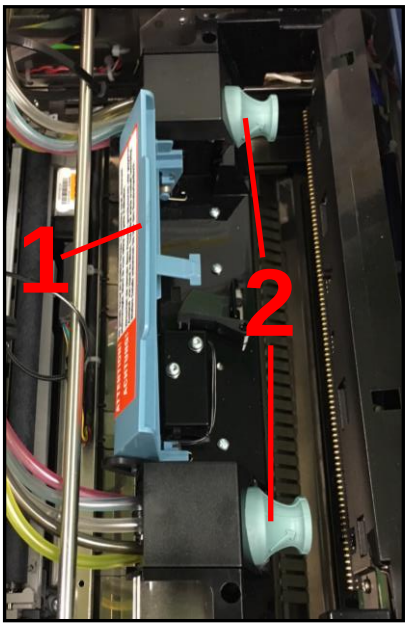
- **Close the Printhead Door** and **Ink Tank Door**.
- On the **Touchscreen**; press **Menu** then press **Setup** from drop-down list.
- Then press **Release Printhead,** from the button choices provided at the bottom of the **Touchscreen**. You should hear a "click" as the Printhead Latch is release.





Tip: If "Release Printhead" is grayed out and "System Deprime" is available; this means that the printer sees a Printhead installed and primed. In this case use "System Deprime" to deprime the system and release the Printhead Latch.

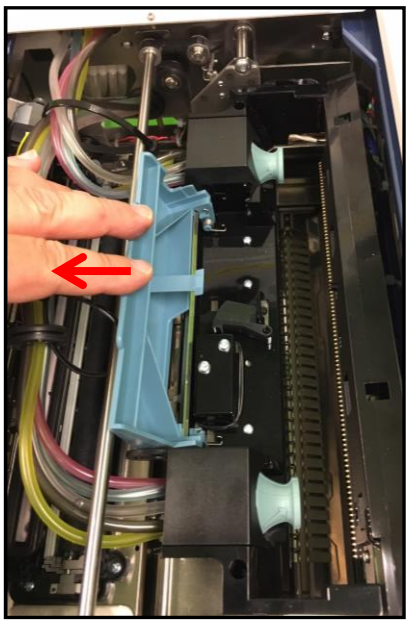
4. **Fully open the <u>released</u> Printhead Latch [1].** This will fully retract the Ink Revolver Couplings. Ink Revolver Couplings are shown with Fluidic Cap Protectors **[2]** installed, in images below.



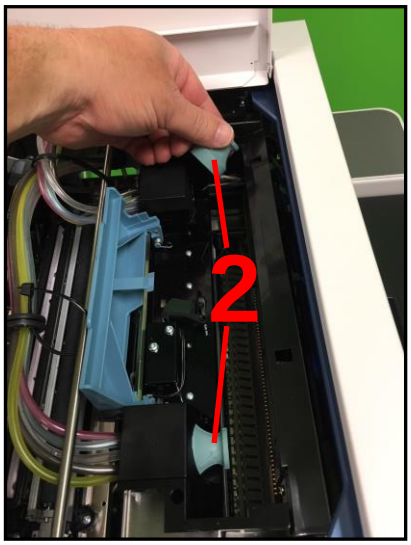
WARNING

If the Printhead Latch failed to release, don't force the latch open. <u>Severe damage will result.</u>

Release the Latch using the "Release Printhead" or "System Deprime" buttons on the Touchscreen or Toolbox.



5. **Remove Fluidic Cap Protectors [2]**, if present, on **Ink Revolver Couplings.** Save these items. They should be used to seal and protect the open ink system whenever a Printhead Cartridge is not installed.



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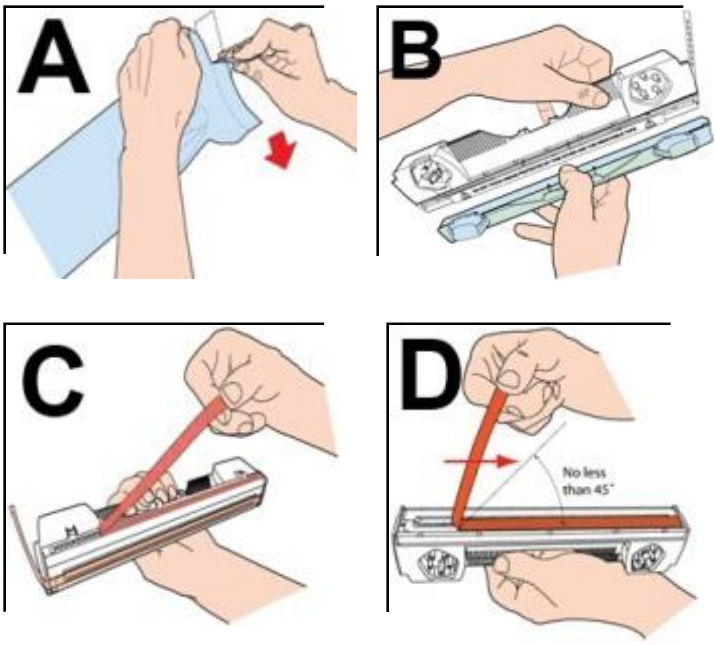
6. **Remove Printhead From Packaging.**
[A] Carefully remove Printhead Cartridge from foil packaging.
Tear foil at notch or cut the end with scissors.

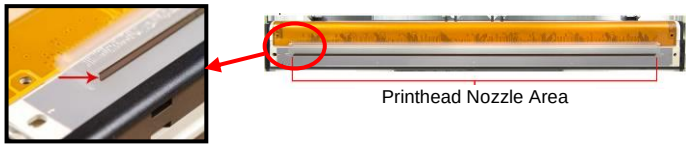
[B] Remove protective plastic cover. Hold Printhead by handle and unclip cover from Printhead.

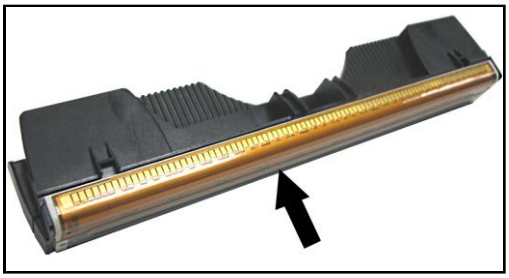
[C] Remove protective strip from Printhead Electrical Contacts.
Once removed, **DO NOT** allow removed strip to touch electrical contacts.

[D] Remove protective strip from Printhead Nozzles. Hold Printhead by the handle. Pull strip tab and slowly peel strip from Printhead at a 45° to 90° angle.
DO NOT pull strip at less than a 45° angle from Printhead surface.
DO NOT allow removed strip to touch Printhead Nozzles.

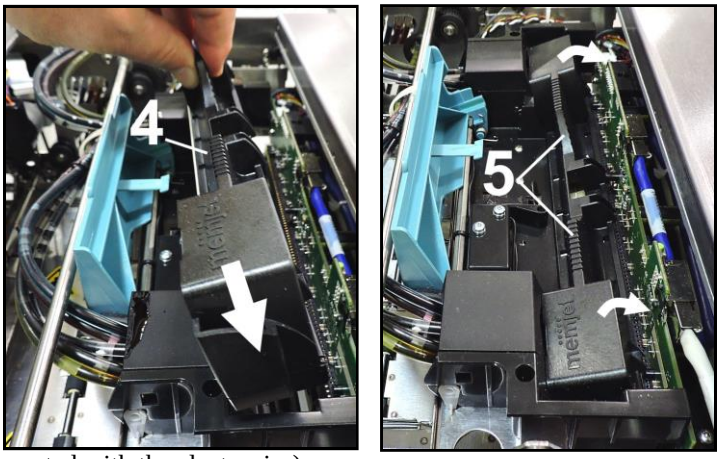


7. **Wet Printhead Surface.** (*Creates temporary water seal across inkjet nozzles to ensure that Printhead will prime correctly.*)
Using a lint free cloth, soaked but not dripping with distilled water, wet "Printhead Nozzle Area" (identified below). Wipe end to end. Take care not to wet electrical contacts.



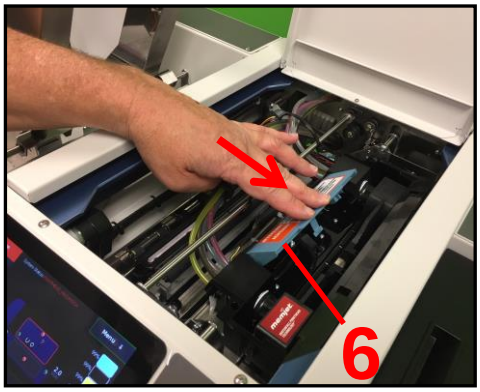


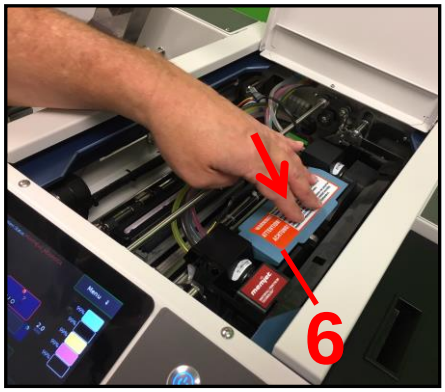
8. **Carefully insert Printhead Cartridge** into compartment at an angle **[4]**, with surface of Printhead facing down and Ink Couplings facing Ink Revolver Couplings (ink hoses). Once seated, gently tilt Cartridge forward until it snaps into an upright position **[5]**.
DO NOT FORCE Cartridge into position.



9. **Check the Touchscreen Display to verify that Printhead Cartridge was recognized.**
The **Printhead icon** will change from a question mark (?) to an outline (unprimed Printhead icon) and System Status will change from "PRINTHEAD_MISSINGQA" to "DOOROPEN_PRINTHEAD"; once the Printhead Cartridge is snapped into position (connected with the electronics).
Tip: If you don't see this change then the system isn't recognizing the Printhead Cartridge. In this case you should remove the cartridge and check/clean the cartridge contacts. See section titled "Clean Printhead".

10. **Carefully Close Printhead Latch [6]**.
Tip: There will be a little resistance when closing the Printhead Latch with a new system; since the coupling surfaces are not lubricated (no ink present). Close the Latch slowly to avoid damaging the rubber O-rings located inside the Ink Revolver Couplings.





11. **Close Printhead Door!**
Printer will run a "priming routine" that fills the ink system and Printhead with ink. During that time "System Status: Maintenance Busy" will be displayed at the top of the Touchscreen and the following progress bar messages will appear: Printhead Prime, Ink Circulate, Transfer Wiper.

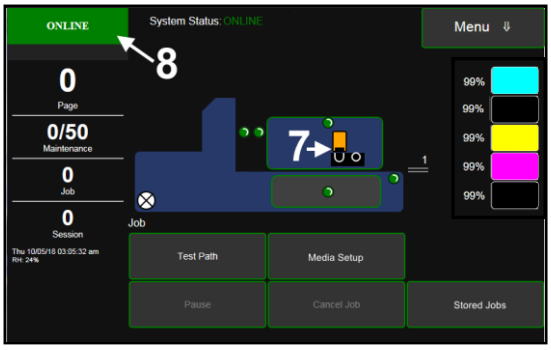
NOTE: Printer will take about 4 minutes to prime and prepare the Printhead for use.

IMPORTANT

All Doors must be shut before the Printhead priming process will begin.

Do NOT open any of the Doors when the printer is working (priming, performing maintenance, printing); or the process will be interrupted.

12. **Watch the Touchscreen Display to identify when Printhead is finished priming.**
The **Printhead icon [7]** will turn from an outline (Printhead *unprimed*) to a solid orange color (Printhead *primed*) and **ONLINE [8]** will be displayed in the upper left corner of the Touchscreen.



Troubleshooting Tips:
If the Printhead icon continues to display as an outline (Printhead *unprimed*) or a question mark (?) try the following procedures:
Printhead icon [7] shows an outline (*Printhead unprimed*): Press **Menu** and select "**Maintenance**" in the drop-down list. Then press **"Circulate Ink"**. If issue persists, try removing and reinstalling the Printhead Cartridge. See "Remove/Replace Printhead Cartridge". If this does not clear up the issue, call for technical support.
Printhead icon [7] displays a question mark (*Printhead not recognized*): try removing the Printhead

Cartridge; see "Remove/Replace Printhead Cartridge". Clean contacts and then reinstall Printhead Cartridge. If this does not clear up the issue, call for technical support.

13. **Open the Printhead Door and verify that <u>ALL</u> Ink Tubes are filled with ink.**
    Be sure to check Ink Tubes at both ends (input and output sides) of the Printhead Cartridge.

WARNING
Attempting to use (print with) Printer that has empty Ink Tubes or a lot of air in the Ink Tubes can cause permanent damage to the Printhead Cartridge (Printhead nozzles).

GOOD: All Ink Tubes filled at both ends (input and output) of Printhead Cartridge. OK to use Printer.
Tip: It is normal to see a few air bubbles in Ink Tubes at the output (non-operator) side of the Printhead Cartridge. However you should not see air bubbles in Ink Tubes at the input (operator) side.

BAD: Empty Ink Tube(s) or a lot of air/air bubbles at either end (input/output side) of Printhead Cartridge. Close all Doors and use the "Circulate Ink" feature to attempt to fill the Ink Tubes.
If issue continues try removing and reinstalling the Printhead Cartridge; see "Remove/Replace Printhead Cartridge". If issue continues; do NOT use Printer. Call for technical support.

BAD – Do NOT use Printer
(Empty Tubes or lots of air in tubes)

GOOD – OK to use Printer
(All Tubes filled with Ink)

14. **Close the Printhead Door.**

Tip: The wiper roller is automatically conditioned during the Printhead Priming process.

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Install Printer Software (Driver & Toolbox)

Minimum System Requirements

For Printer software to operate properly, check that computer system meets **minimum requirements:**

- **Operating System:** Windows 8/8.1, Windows 10 (*Desktop Mode only*). Windows XP, Windows Vista, Windows 7. Supports 32 and 64 bit systems. (*You must have administrative privileges on system*.)
  NOTE: Windows 8, 8.1 and Windows 10 will only work in desktop mode. No Windows 8 or 10 metro apps will be supported (*applications that work ONLY in Windows 8 or 10 environments*).
- **Microprocessor:** Pentium II, 2 GHz minimum (*Pentium Dual Core, 2.5 GHz or better, is optimal*)
- **System memory:** 2 GB minimum; or as recommended for your operating system.
- **Free hard-disk space:** At least 10 GB.
- **Web Browser:** Firefox recommended; Chrome, Safari, and Opera also supported.
- **USB port (2.0/3.0):** (*Ports will be identified as "USB" or "Enhanced" in Device Manager*)
- Microsoft .Net Framework version 3.5 (*for 32 bit systems*) or Microsoft .Net Framework version 4 (*for 64 bit systems*) must be installed. **NOTE:** Even if a higher .NET Framework version is installed; version 3.5 or 4 must also be installed, or Toolbox will not open.

IMPORTANT: Before installing Printer software (*Toolbox and Driver*), **temporarily disable all antivirus programs and firewalls**. In addition, you must be logged onto system with full administrative privileges (*admin rights*). **NOTE:** If you plan to connect printer via USB, **do not plug in USB cable until prompted**.

Connecting Printer via USB

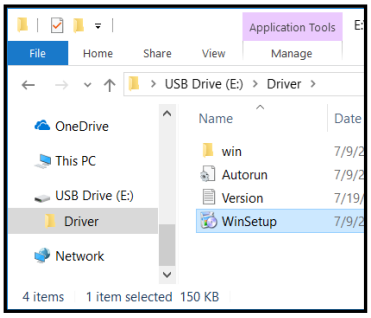
Use this procedure for installing the Print Driver for a USB connection. If you plan to connect the printer using a Network connection please see section titled "Connecting Printer via Network (Ethernet Connection)".

1. **Disconnect USB cable, if already plugged in.**

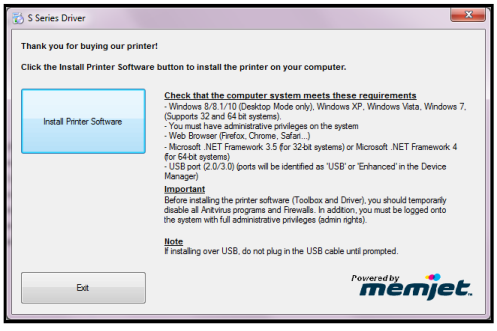
2. **Turn ON and Power-up the Printer.** Plug in Printer. Turn ON Main Power Switch. Press Soft-Power Button to Power-up the Print Engine.

3. Connect **USB Flash Drive,** supplied with Printer, to USB port on your computer.

4. Browse the **USB Flash Drive**. Locate folder labeled "**Driver**". Open "**Driver**" folder, locate and run **WinSetup.exe**.
   Tip: For best results; Right-click and "run as administrator".



5. **Install Printer Software.** Make sure computer system meets **minimum requirements** and you followed other instructions listed on screen.
   Click **"Install Printer Software"**.



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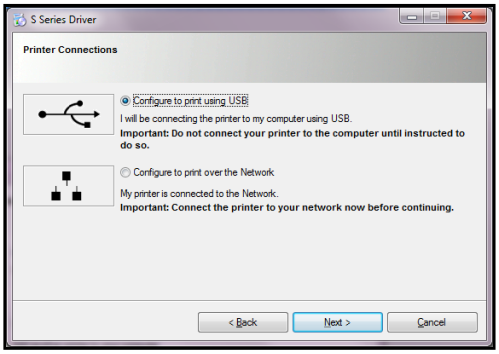
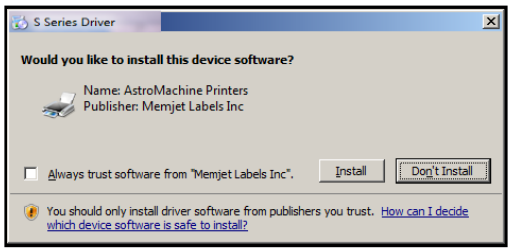
6. **License Agreement.**
Check "I accept…" then click **"Next>"**.

7. **Printer Connections.** Click **"Configure to print using USB"**. Then click **"Next>"**.

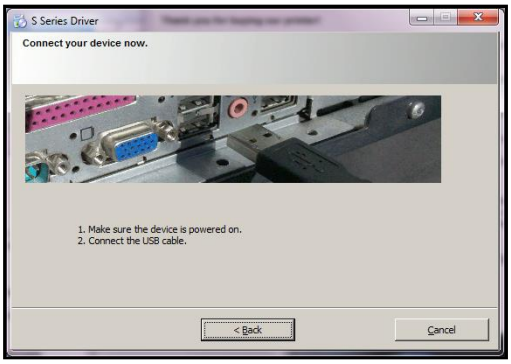


8. **Installing Printer Software.**
Software download begins.

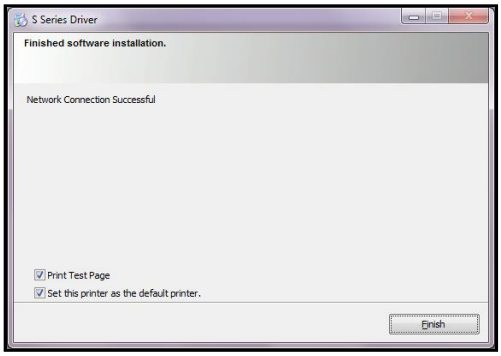
9. **Would You Like to Install This Device Software?**
Click **"Install"**.



10. **Connect your Device Now** window appears**.**
Connect USB cable between printer and computer.
Don't click on either button.
After a period of time; system will automatically recognize device connection and continue driver install.

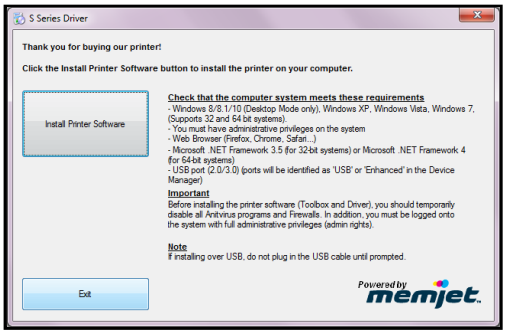


11. **Finished software installation.** Do not check **Print Test Page** as Printer is not set up yet. If desired; you can check "Set this printer as the default printer" at this time.
Click **"Finish"**.



12. **Install Printer Software.**
Click **"Exit"** to close installer.

13. Restart computer to complete installation.



Tip: To help distinguish between multiple S Series Drivers on your system; open the **"Printers and Faxes"** (*Devices and Printers, Printers and Scanners*) folder and rename the Printers.
For example: You could rename a network-configured printer **"S Series Printer (Network)"** and a USB-configured printer **"S Series Printer (USB)"**.

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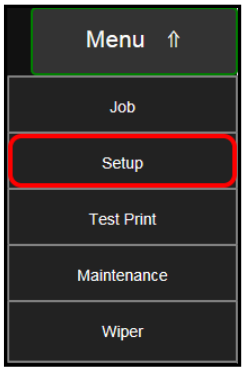
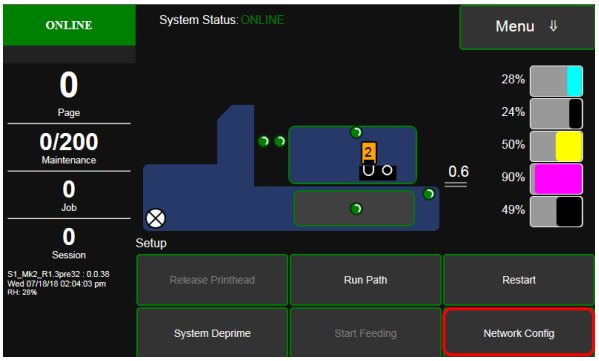
Connecting Printer via Network (Ethernet Connection)

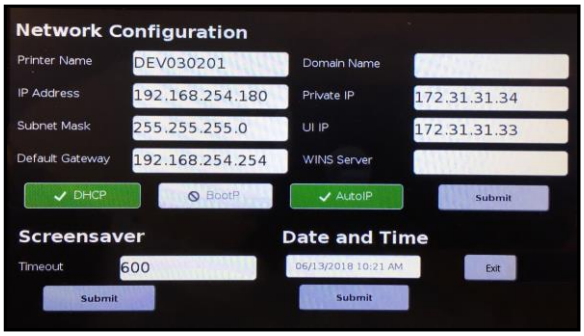
Use this procedure to install the Print Driver for a Network connection. If you plan to connect printer via USB, please see section titled "Connecting Printer via USB".
NOTE: Copy the 12-digit Hardware ID number listed on the Printer(s), on the label just below Ethernet port, so you can identify Printer(s) in a later step.

1. **Check that the printer is turned OFF.** If not, power-down by pressing the Soft-Power button. Wait until the blue light, on the Soft-Power button, goes out. Then it is safe to turn off the Main Power Switch.
2. **Connect Ethernet Cable** between an active network and the Printer's Ethernet port.
3. **Turn ON and Power-up the Printer.** Plug in Printer. Turn ON Main Power Switch. Press Soft-Power Button to Power-up the Print Engine.
4. From the printer's Touchscreen; press "**Menu**" then press "**Setup**" from the drop-down list.



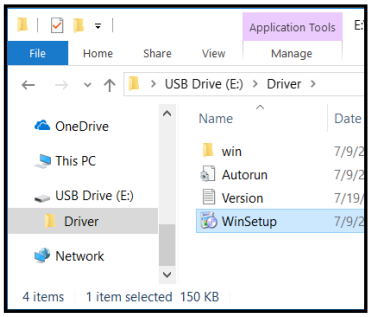


5. Select "**Network Config**" from the choices provided at the bottom of the screen.
6. The "**Network Configuration**" screen will be open.
Tip: By default the printer is shipped with DHCP and Auto IP enabled. If your network uses these features it will automatically assign an IP address to the printer during printer power-up. However we strongly recommend that you turn off DHCP and Auto IP and use a "static" IP address. Using a "static" IP address eliminates the possibility that the IP address may be reassigned when the printer's power is cycled; causing loss of communication.

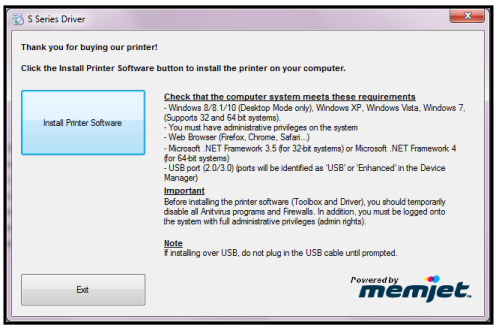


Ask your IT support person to select/fill-in the necessary information (*or you can get it from them*) then press "**Submit"**.

7. **Make a note of the IP Address entered/displayed**.
Press "**Exit**" to close the Network Configuration screen.
8. Connect **USB Flash Drive,** supplied with Printer, to USB port on your computer.
9. Browse the **USB Flash Drive**. Locate folder labeled "**Driver**". Open "**Driver**" folder, locate and run **WinSetup.exe**.
Tip: For best results; Right-click and "run as administrator".

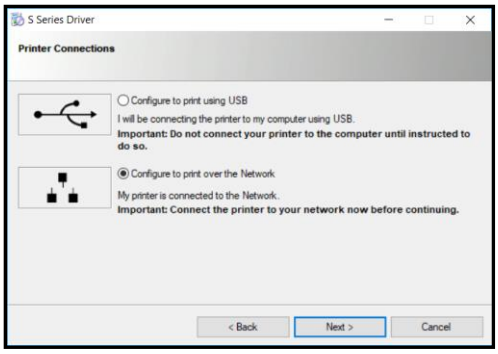


10. **Install Printer Software.** Make sure computer system meets **minimum requirements** and you followed other instructions listed on screen.
Click **"Install Printer Software"**.

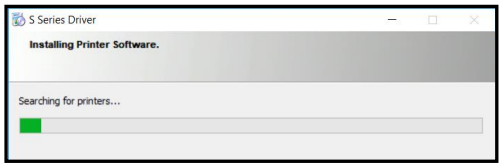


11. **License Agreement.**
Check "I accept…" then click **"Next>"**.

12. **Printer Connections.** Click **"Configure to print using over the Network"**. Then click **"Next>"**.

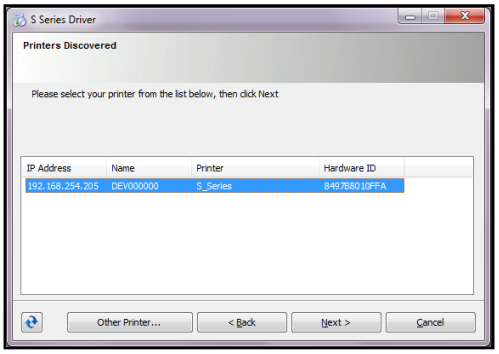


Installing Printer Software.
Searching for printers… will briefly appear.



13. **Printers Discovered** window will appear if one or more S-Series Printer is found on the Network. If more than one printer is shown; your Printer can be identified by its **"Hardware ID"** or the IP address that was used / entered in an earlier step.
Select the desired Printer and click **"Next>"**. Follow the remaining steps.

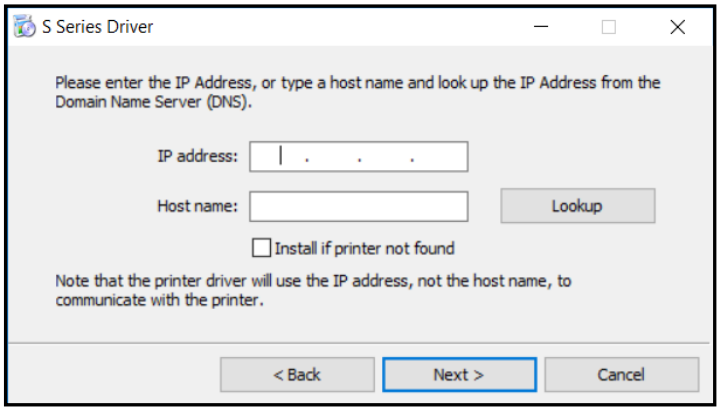
Tip: If your printer is not shown in this window; Click on "Other Printer…" button and proceed to next step.



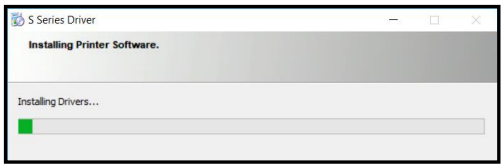
14. If an S Series Printer is not found or the "Other Printer" button, from previous step, was pressed; the window shown here will appear.

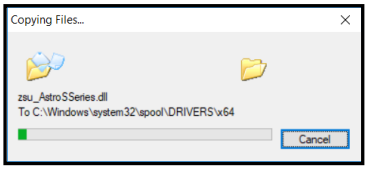
Enter the Printer's current "IP address" then click "**Next"**.

Tip: You don't need to enter a "Host name" or use the "Lookup" button; since the driver does not use the host name to communicate with the printer.

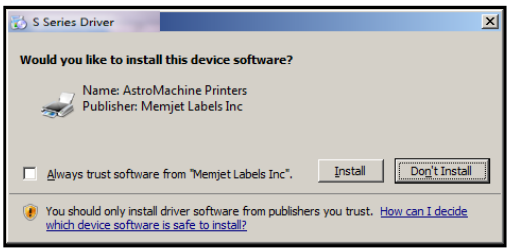


15. Installing Printer Software.
Software download begins.

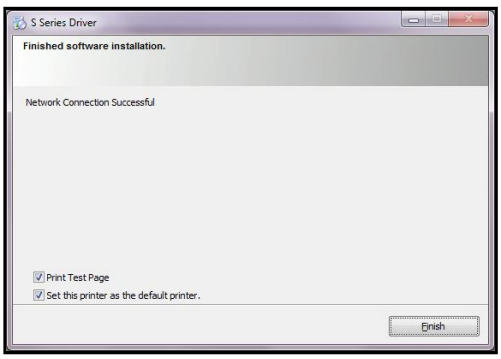




16. Would You Like to Install This Device Software?
Click **"Install"**.

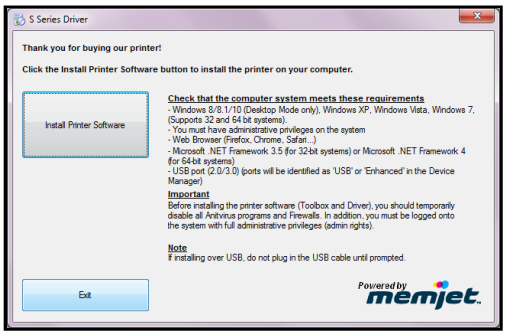


17. Finished software installation. Do not check **Print Test Page** as Printer is not set up yet. You can check "Set this printer as the default printer" at this time.
Click **"Finish"**.



18. Install Printer Software window.
Click **"Exit"** to close the installer.

Tip: To help distinguish between multiple S Series Drivers on your system; open the **"Printers and Faxes"** (*Devices and Printers, Printers and Scanners*) folder and rename the Printers. For example: You could rename a network-configured printer **"S Series Driver (Network)"** and a USB-configured printer **"S Series Driver (USB)"**.



SECTION 3 – *Operating Printer*

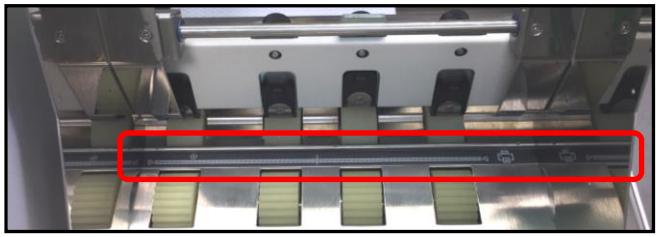
WARNING
Before you start using the printer, please be sure you have properly installed the Print Platen and Drip Tray Assembly.

Media Feed Setup

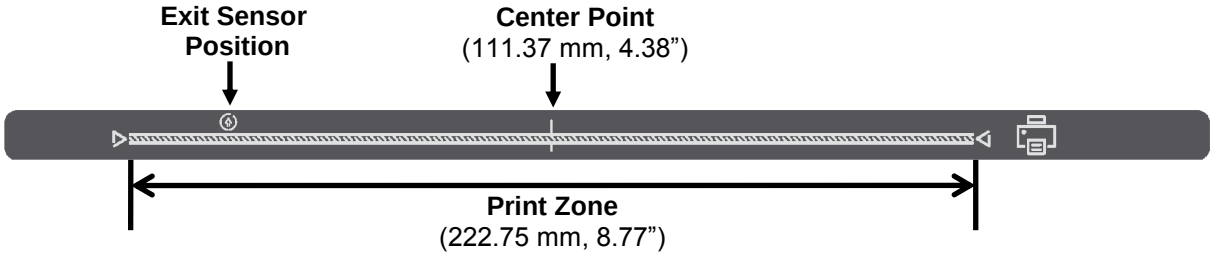
Printer is equipped with four Sheet Separators, two Side Guides, and a Rear Media Support Guide with two different sized Wedge Extensions. When properly adjusted these items will separate and guide the media so that only one piece of media is fed into the Print Engine at a time.

Print Zone Reference Tool

A Print Zone Reference Tool is attached to the Feed Table on the printer; near the sheet separation area.
It is provided as an aid for positioning the Media Side Guides so the Media passes under the desired area of the printhead (print zone) and as a reference for identifying if the media will pass over the Exit Sensor or not.



NOTE: The Print Zone Reference Tool identifies the approximate locations of the items identified on the Tool (decal). Some variation can be expected due to assembly tolerances.



Print Zone: Shows approximate position of print area (222.75 mm, 8.77") within print engine.

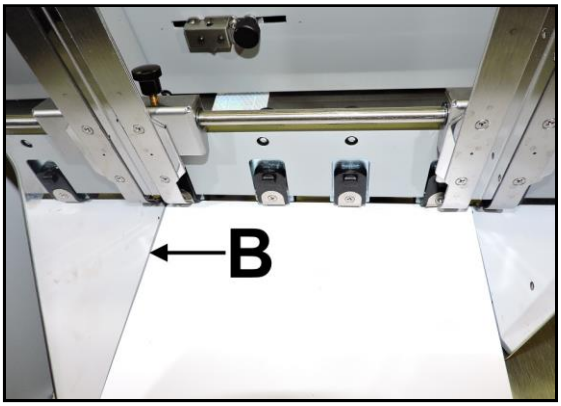
Exit Sensor Position: Shows approximate position of Exit Sensor.
If your Media doesn't fully cover the Exit Sensor symbol; you must select "Ignore Exit Sensor" in the Touchscreen (Job Menu, Media Thickness).
NOTE: Exit Sensor is located under the Exit Transport Cover, on the table top, between Media Transport Belts.

Center Point: Shows approximate center point of the Print Zone (Printhead).
This Center Point identifier is useful when primarily using media that measures up to 4.38". In this case you can position the media so it passes under the left side of the print zone. When the print quality in this area of the Printhead becomes unacceptable (reaches nozzle end of life); you can move media so it passes under the right half of the print zone, set Left Adjustment in the Driver to ~111 mm and select "Ignore Exit Sensor" in the Touchscreen. By doing this you can take advantage of the unused section of the Printhead; thereby extending Printhead life.
Tip: Don't forget to move the position of the Feeder/Entry Sensor Assembly so it is located over the media's path.

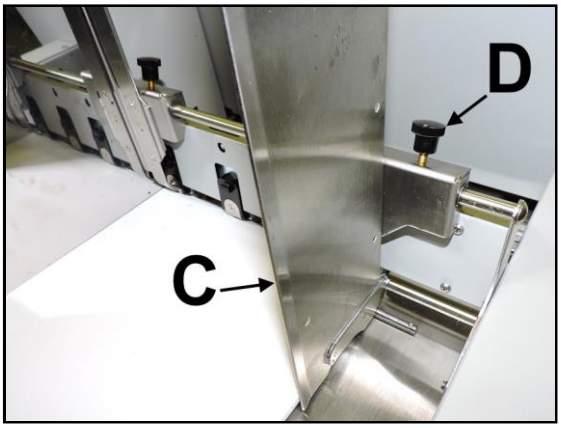
Position Media Side Guides (Inner and Outer)

1. **Position Media Side Guide – Inner [B]** to the desired position and secure it using the locking knob. Then lay a single piece of media into the hoper so it is positioned against Media Side Guide – Inner [B].

   Tip: You may need to move the Media Side Guide – Outer [C] to provide room for the media to fit between the Guides.

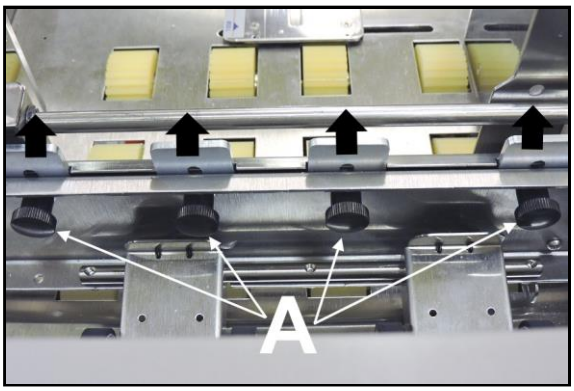


2. **Position Media Side Guide – Outer [C**] so that it is about 1/32" from the other side of media. Tighten locking knob **[D]** to secure Side Guide.



Adjust Sheet Separators

1. Loosen the locking screws, located behind Sheet Separators **[A],** and raise Separators; then tighten the locking screws to hold the Separators in the "Up" position.



2. Place one piece of Media (thickest area of media) under the Separators.
   Loosen Separator locking screw and allow Separator to settle onto media. Then tighten locking screw.
   Repeat for each Separator that has media below it.

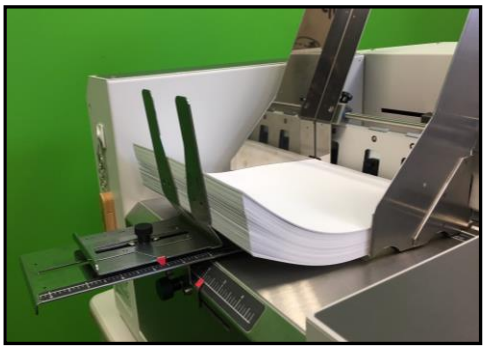
CAUTION
To avoid damage to feed rollers and separators; make sure any unused separators are raised and locked at their "Up" position.

Attach Media Support Wedge Extension

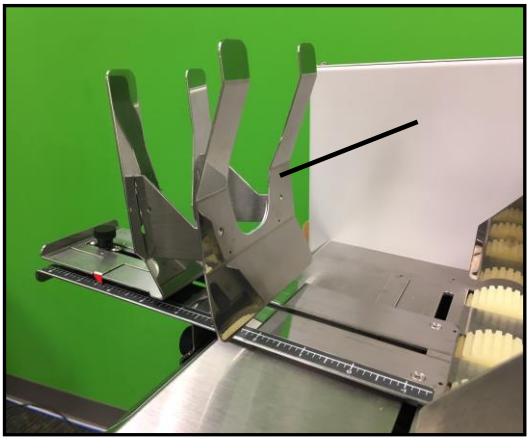
Attach the appropriate Media Support Wedge Extension, if needed, to the Rear Media Support Guide/Sled; as shown below.

No Media Support Wedge Extension
– For media that is 6” to 17” in length.

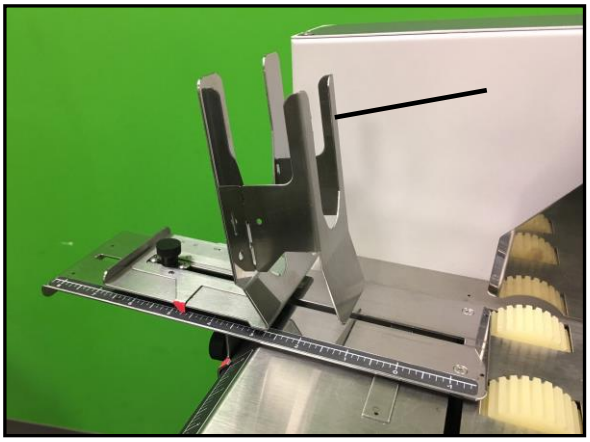
Examples:
Letter sized (8.5”x11”) media feeding Short Edge First (SEF)
#9, #10 envelopes feeding SEF
9”x12” envelop feeding SEF
10”x13” envelope feeding SEF



Wide Media Support Wedge Extension [A]
– For media that is 6” to 10.5” in width and 4” to 13” in length.
– For feeding #9, #10 envelopes Long Edge First (LEF)

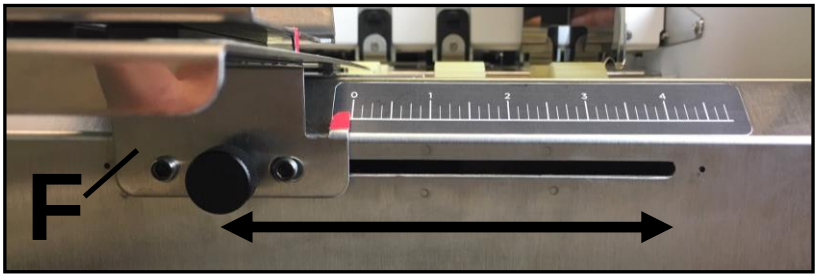


Narrow Media Support Wedge Extension [B]
– For media that is 3.25” to 6” in width and 4.5” to 13.5” in length.



Adjust Rear Media Support Guide/Sled Assembly

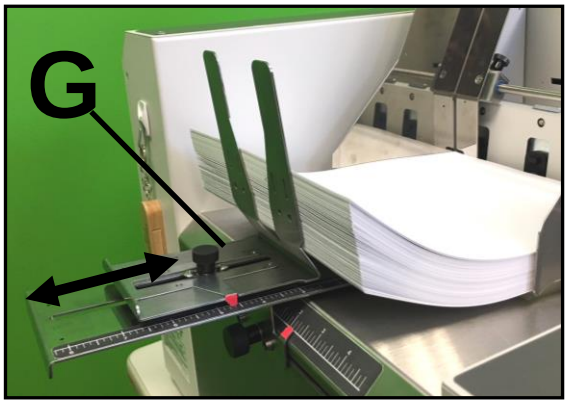
1. **Adjust Rear Media Support Guide [F]**. Loosen the locking knob and slide Guide right or left, to center Guide on the width of your media. Then secure locking knob.



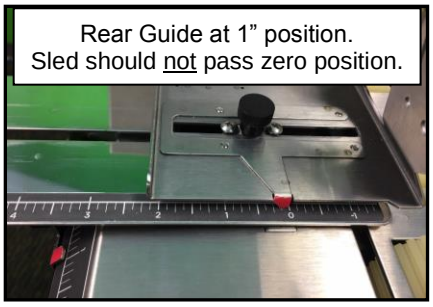
2. **Adjust Rear Media Support Sled [G].** Loosen locking knob and move Sled to desired position, to raise/support trailing edge of media. Then secure locking knob.

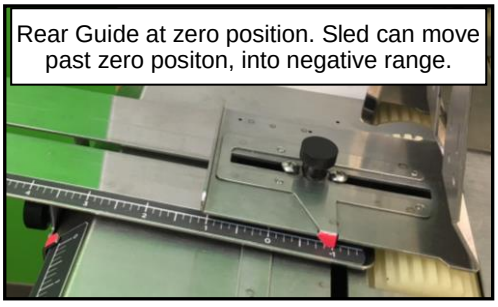
Examples:
Sheet Paper - Raise media ~ 1.25" above Feed Table
#10 Envelopes – Raise media ~ 0.5" above Feed Table.

NOTE: Raising the media too high above the Feed Table will cause loss of contact between media and feed rollers; which can cause hesitation in feed. The Rear Media Support Sled should be positioned so the media stack is being held against the separation area while still providing proper media to feed roller contact.



Guide/Sled Positioning Scales & Sled Safety Stop
Positioning scales are provided for your convenience. Once proper Guide/Sled positions are determined, for a particular media/job, make a note of their positions. This will make Guide/Sled positioning easier to duplicate when the same media/job is run at a later time.
NOTE: Scale values are in inches, but they do NOT correspond to a particular media width or length. Values are for reference purposes only. Right-side (flat side) of the pointer is reference side.



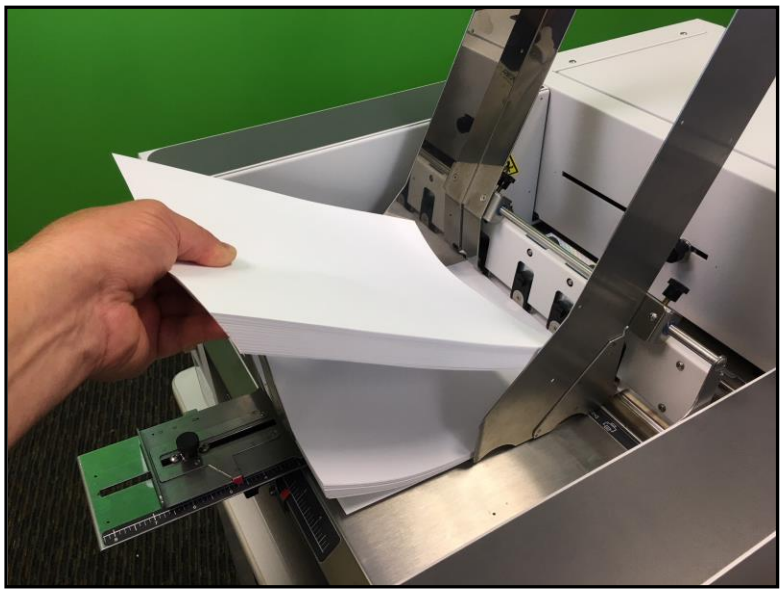


A “**Safety Stop**” is provided to help prevent the Sled from moving past its zero position when the Rear Media Support Guide is not at its zero position. Only when the Rear Guide is at its zero position, should the Sled be moved past its zero position (into negative range).

CAUTION
To avoid damage to feed rollers; make sure the Rear Media Support Sled does not make contact with the feed rollers. A safety stop plate, on the table top, is provided to help prevent this from occurring. However if you loosen the locking knob too much you may be able to accidently pass the Sled over this safety stop.

Load Media into Feeder Section (Hopper)

Place a stack of media into the hopper.
Make sure that the stack is fanned so the bottom piece is closer to the separators then the top pieces.



Tip: When loading an empty hopper. Place one piece of media so it is directly against the tips of the separators. Then place the fanned stack of media on top of this single piece. This will help to reduce the chance of double-feeding (overlapping media) issues when you start feeding.

Finding the Sweet Spot

The amount of media that can be stacked into the Feeder Section is determined by the weight and size of the material.
- The feeder section may not feed larger and heavier media when the stack is high.
- The feeder section may not feed lighter media when the stack is low.

To keep the printer feeding consistently (without miss-feeds or hesitations), you may need to reduce or increase the amount of media in the stack for a given media size/weight.

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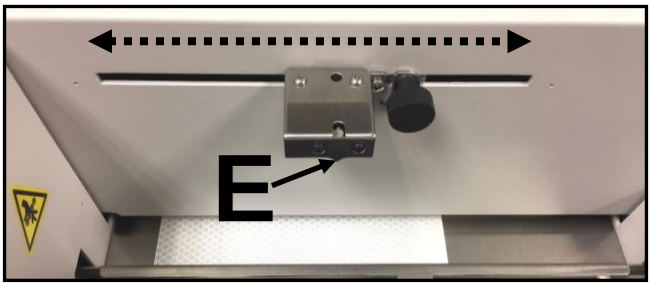
Position Feeder/Entry Sensor Assembly

Printer is equipped with a repositionable assembly that contains the Feeder Sensor and Entry Sensor.
Feeder Sensor is used to measure/monitor media length and to control when the next piece of media is fed.
Entry Sensor detects the leading edge of the media as it enters into the Print Engine area.
This sensor assembly must be manually positioned over the path of media being fed.

1. **To reposition Feeder/Entry Sensor.**
   Loosen the locking knob and slide Sensor Assembly to align with location where media will be fed into Print Engine. Pointer **[E]** on sensor assembly; depicts sensor beam location.



   TIP: Position sensor assembly to avoid holes in media and or areas on surface of media that may cause sensing issues. For example: When running "window envelopes" try to position Media Entry Sensor so the "window" does not travel under sensor beams. External light sources may cause a problem with media sensing. To identify a problem caused by external light sources; try covering the area above the Feeder/Entry Sensor assembly to block external light from hitting reflector.

NOTICE: If this sensor assembly isn't positioned properly (media not passing under sensor beams) the printer will likely feed a single piece. Then stop, with media inside Print Engine area, and display "Paperpath_Feed_Timeout". If this issue occurs you will need to: Press "Menu" and select "Setup". From the "Setup" menu select "Run Path". This should clear all media from the paper transport section. Once media is clear from this area press "Stop Path". Reposition the Feeder/Entry Sensor Assembly so it aligns with the location where media will be fed under the sensors. Then press "Menu" and select "Job". From the "Job" menu press "Resume", to resume the job.

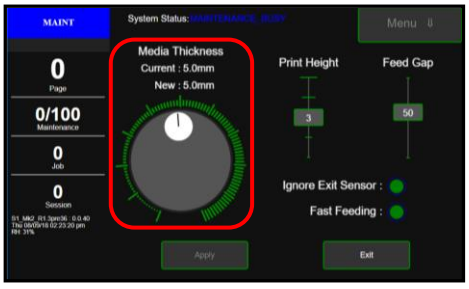
Adjust Media Thickness

Before you will be able to successfully run media through the printer; you will need to adjust the Clamshell height to accommodate the thickness of your media.

A reference line, for assisting with the media thickness adjustment process, is provided on the clamshell frame; as shown here.

Procedure:

1. Place a single piece of your media onto the operator side frame and push it lightly up-against the media thickness reference line decal.
   NOTE: If using multi-page or puffy media; compress the media (press down lightly on the surface of the media) to reveal the compressed thickness of the media.



2. Using Media Thickness control, from the printer's Touchscreen, adjust to a value that places the bottom of the white reference line even with the top surface of your compressed media; as shown in image above.
   Please see "Media Thickness" found in the section titled "Touchscreen Menu Choices and Features" for details on accessing and using this feature.

   NOTE: This procedure is meant to provide an approximate Media Thickness adjustment that will allow the media to successfully pass through the printer. However some experimentation (fine-adjustment, usually less than 0.5mm up/down) may be necessary to optimize media feeding.

Verify "Ignore Exit Sensor" Selection

Printer is equipped with an Exit Sensor that is used to help detect Media feeding issues.

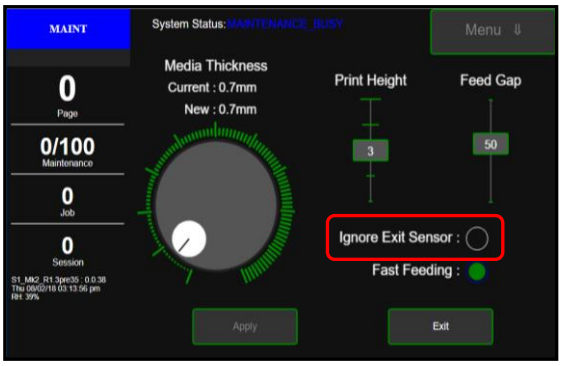
The Exit Sensor is a reflective sensor; that looks up at the underside of the media. It is located under the Exit Transport Cover, on the table-top, between Media Transport Belts.

Please see section titled "Print Zone Reference Tool" to help identify the position of the Exit Sensor, in relationship to where the Media is being fed.

From the printer's Touchscreen; select the appropriate choice for your application.
Please see section titled "Touchscreen Menu Choices and Features" for details on accessing "Media Setup" menu.

If the Media and media feed position meets all of the following points; "Ignore Exit Sensor" should not be selected:

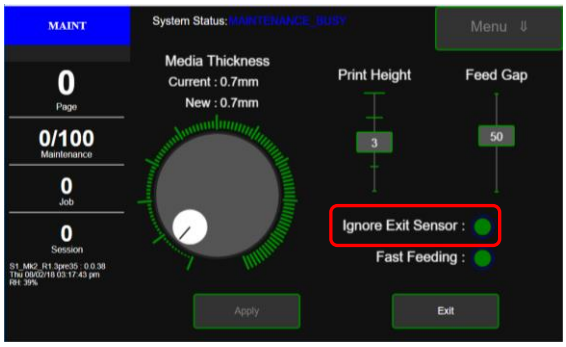
- Media is positioned so the entire length of the Media is passing over Exit Sensor.
- Underside of the Media is white or light in color (reflective to Exit Sensor).
- Media doesn't have any holes, cutouts or dark colors that pass over Exit Sensor.
- Exit Sensor is clean (functioning properly).



Ignore Exit Sensor not selected

In the following cases it will be necessary to select "Ignore Exit Sensor".

- Media is positioned so it does not pass over Exit Sensor.
- Entire length of Media does not pass over Exit Sensor. Feeding Media that is not square or not rectangular in shape.
- Underside of Media has dark colors that pass over Exit Sensor.
- Media has hole or cutout that passes over Exit Sensor.
- Exit Sensor is dirty (not functioning properly)



Ignore Exit Sensor selected

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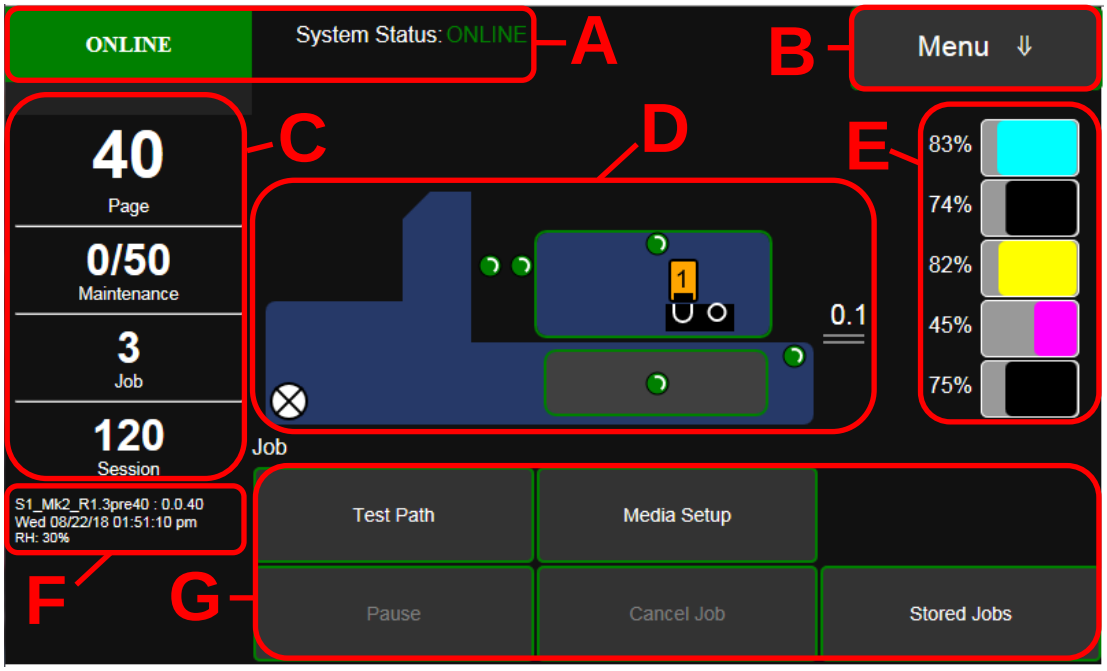
Using Printer Touchscreen Display

The **Printer's Touchscreen** can be used to check Printer status, monitor ink usage, configure network settings, print test prints, reprint stored jobs, to set media thickness and run maintenance tasks.
NOTE: These functions and more can also be operated remotely from a computer using the **Printer Toolbox**. See **"Using the Printer Toolbox"** following this section.

NOTICE: By default; the **Printer Touchscreen** will go into a "***screen saver mode***" (screen goes blank) if the printer is idle for more than 10 minutes. Tap the screen to wake it up and display the Touchscreen controls.

[A] System Status Indicator
[B] Menu Button – Tap to display a drop-down list of Menu selections
[C] Job & Maintenance Status
[D] Printer Status Icon
[E] Ink Tank Status
[F] Firmware, Date, Time, Relative Humidity Information
[G] Menu Feature Buttons – buttons (features) for currently selected Menu are displayed here



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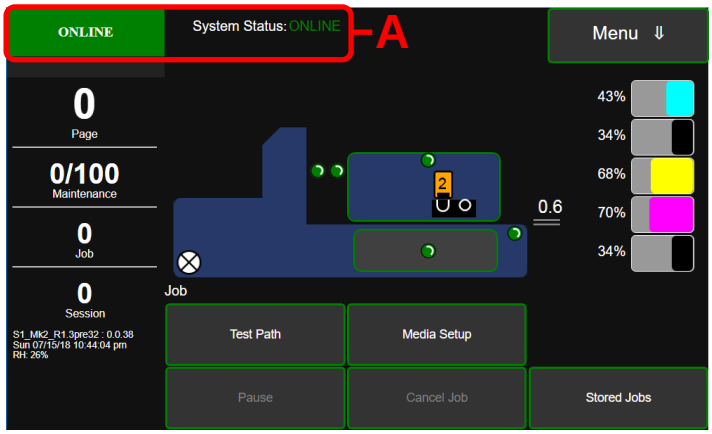
System Status Indicator

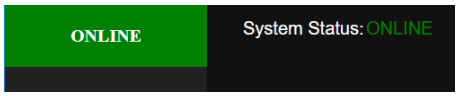
The upper left corner of Touchscreen [A] will show the System Status and status messages.

The color of the box provides a quick reference for the user to identify if the printer needs assistance or not.



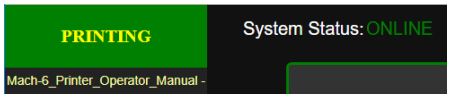
Here are some common System Status Indicators and messages:

ONLINE



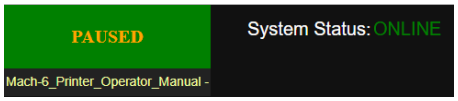
Green box indicates OK condition. Printer is ready. No operator assistance needed.

PRINTING



When PRINTING the area directly below the green box will show the name of the job being processed / printed.

PAUSED

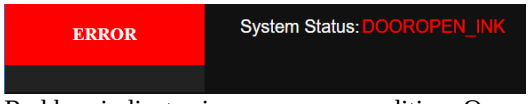


When job is PAUSED the area directly below the green box will show the name of the current job.
Tip: Press “Resume” button to resume the job.

MAINTENANCE

Blue box indicates printer is busy performing some type of maintenance or adjustment.

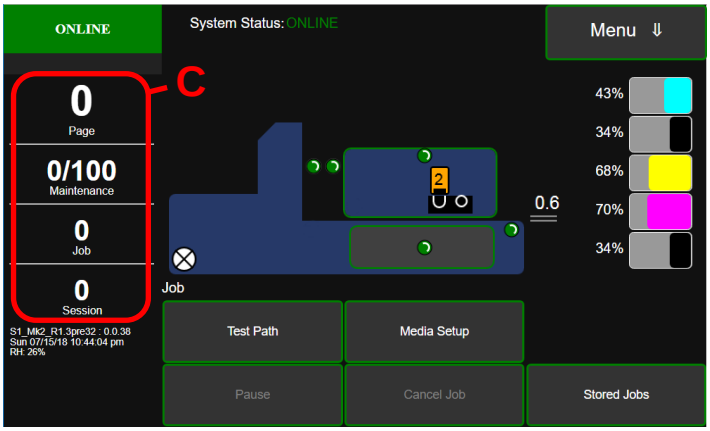
ERROR



Red box indicates issue or error condition. Operator assistance required.
Tip: Use the “Clear Error” button to clear an Error. After clearing the Error; the printer may go into the PAUSED state. Press “Resume” button to resume the job.

Job & Maintenance Status

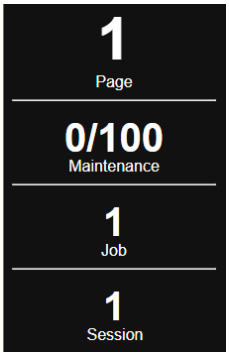
This left-middle section of the Touchscreen [**C**] displays Job & Maintenance Status

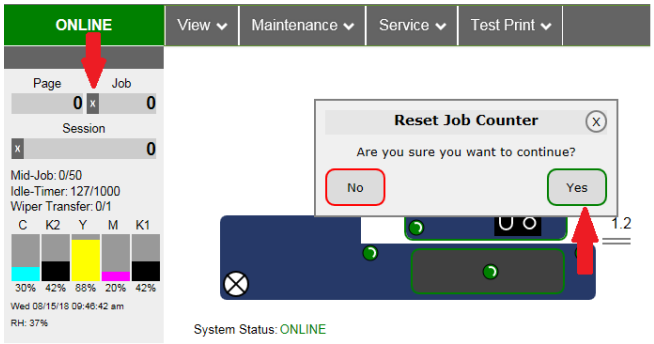


Page - shows the page count for a given job.

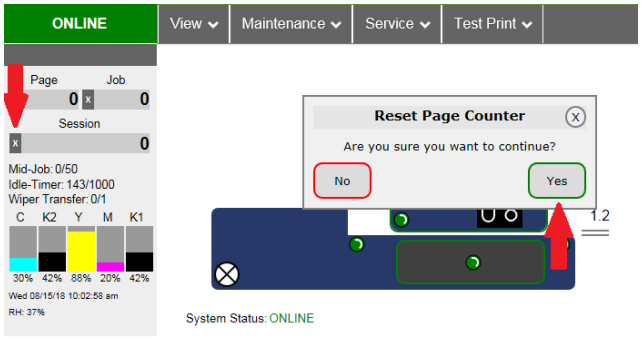
Maintenance - counts down pages until the next automatic Printhead maintenance (Mid Job Service) is performed by the Service Station.
NOTE: Mid Job Service value can be adjusted from the Printer Toolbox (View, User Interface).

Job - shows number of jobs printed (*resettable*), Reset job counter from the Toolbox (View, User Interface) and clicking on the "X" under the job counter then click "yes".





Session - shows the total number of pages printed by the Printer (*resettable*) over the length of a Session (*shift, day, week, etc*). Reset Session counter from the Toolbox (View, User Interface) and clicking on the "X" under the Session counter then click "yes".



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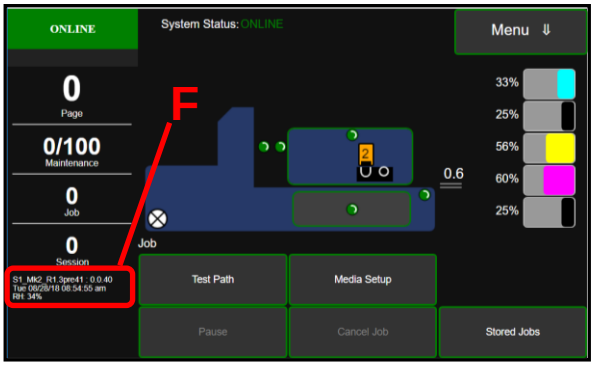
Firmware, Date, Time, Relative Humidity Information

Small Text located at bottom left side of Touchscreen **[F]**.

- **Firmware** shows current firmware version installed in printer.
  Example: S1_Mk2_R1.3pre41: 0.0.40 = Firmware version R1.3pre41 and RPI (UI) file version 0.0.40
- **Date and Time** shows current date and time.
  Example: Tue 08/28/18 08:54:55 am = August 28, 2018 at 8:55 and 55 seconds AM
  Values can be adjusted under "Network Config" (Menu, Setup, Network Config).
- **Relative Humidity (RH)** shows current relative humidity detected.
  Example: RH 34%



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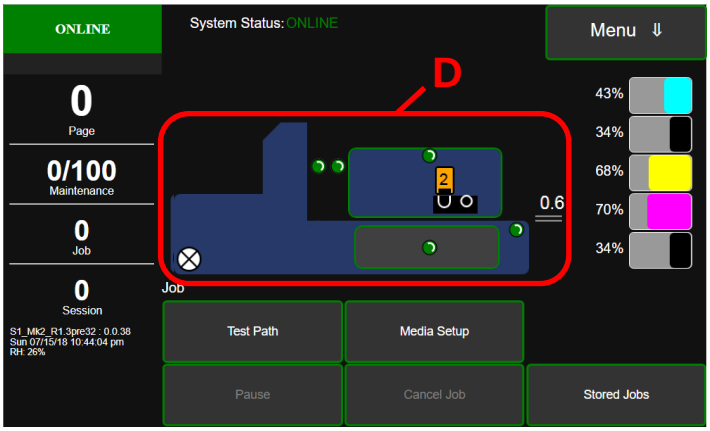
Printer Status Icon

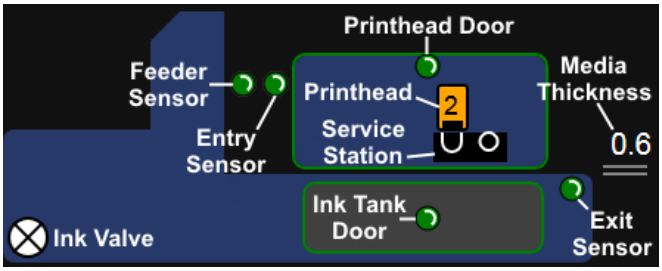
This middle section of the Touchscreen [**D**] displays a Printer Icon. Within this Printer Icon you will find additional icons and symbols that represent the current status for the following components:
Ink Valve, Media Sensors, Door Switches, Service Station, Printhead Thickness, Media Thickness and Head Height settings.

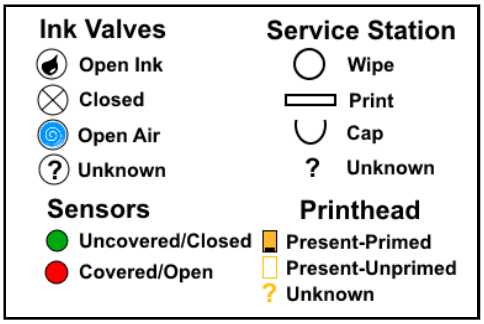
These icons and symbols can also be used to help identify current Media Thickness/Head Height settings as well as the location of a problem; such where a sensor is blocked by paper or if a Door is open.

Tip: Tap on a status icon (sensor, valve, Printhead, etc.) to display a description or more details about that item.



- **Ink Valve:** Shows current status of Ink Valve (open ink, closed, open air, unknown).
- **Sensors & Door Switches:** Shows status sensors (***Feeder Sensor, Entry Sensor, Exit Sensor***) and status of door switches (***Printhead Door, Ink Tank Door***)
  red = blocked/closed
  green = unblocked/open
- **Service Station:** Shows current Service Station position (wipe, print, cap and unknown).
- **Printhead:** Shows current Printhead status (primed, unprimed, unknown/missing).
  The number inside the Printhead icon shows the current Print Height (printhead height) setting.
  Range = 1 (lowest) to 5 (highest).
- **Media Thickness:** Displays the current Media Thickness setting. Range = 0.1 mm (lowest) to 10 mm (highest)





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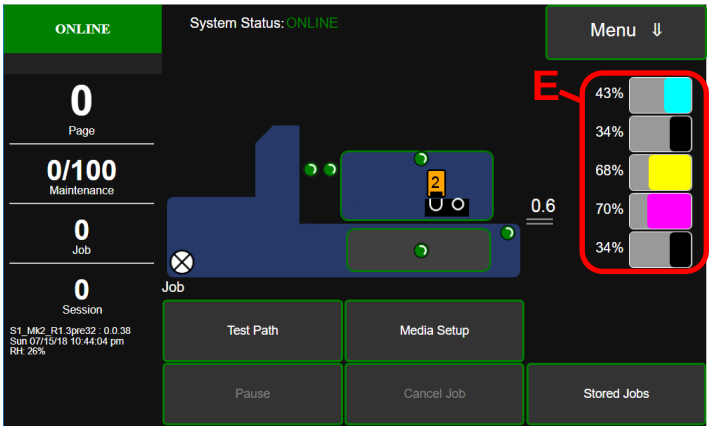
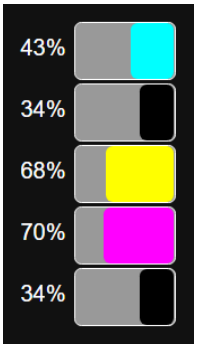
Ink Tank Status

This right side of the Touchscreen [**E**] displays the Ink Tank Status.

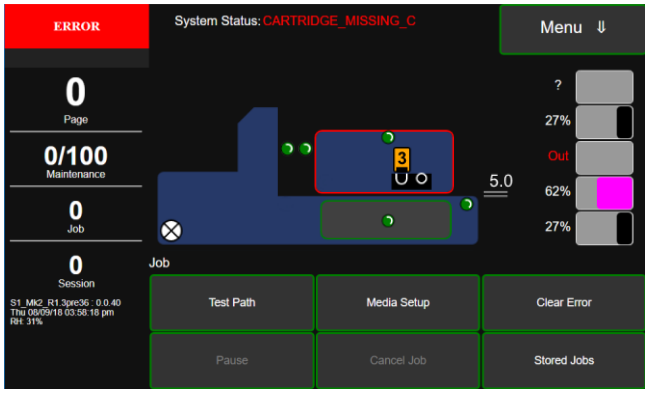


Ink Levels: The system will display the calculated value (percentage) of available ink for each Tank.
NOTE: When the value of any Ink Tank reaches 10% the numbers will turn RED. When the value reaches 0% the printer will stop printing until the Ink Tank is replaced.
See section titled "Replace Ink Tanks", within "Maintenance" section, for instructions.



Tip: Keep in mind that this is an estimated value. It is not 100% accurate. It would be wise to keep spare Ink Tanks on-hand; to avoid down-time due to unanticipated "out of ink" conditions.

Additional Ink Status display conditions:



- "**?**" indicates that the Ink Tank is missing or not recognized (poor/dirty connection). Install Tank and verify that Ink Tank Latch is securly fastened. Try removing and cleaning QA chip contacts on Tank.
- **"Out"** indicates that the visitble ink sensor does not see any ink in the Tank.
  This is not the same as a "0%" conditon. "0%" means the system calculated that 250ml of ink was drawn from the Tank.

  NOTE: The visible ink sensor is used as a fail-safe for the ink system. It prevents the system from pulling air into the system; which would cause printing issues and possible printhead nozzle damage. It is possible for Tank to previously read 10-20% and then suddenly show "Out". It is also possible for the system to toggle in and out of the "Out" condition (sensor sees ink, sensor doesn't see ink).

  Tip: Verify that the printer is level. An unlevel printer may give a premature "Out" condition.

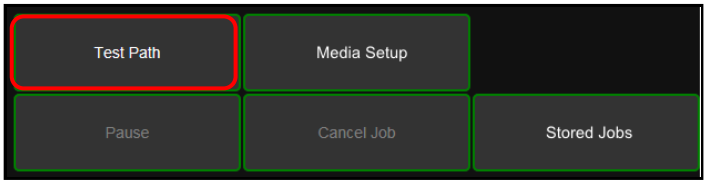
Touchscreen Menu Choices and Features

When you touch the "**Menu Button**" [**B**] a drop-down list of Menu choices appear with the following selections: **Job, Setup**, **Test Print**, **Maintenance**, **Wiper** and **System Test.**
Touch one of these Menu selections to display the corresponding Menu Feature Buttons [**G**].

Job Menu

Job Menu Buttons provide quick access to common functions needed when printing a Job; such as:

Test Path, Media Setup, Pause, Cancel Job, Stored Jobs

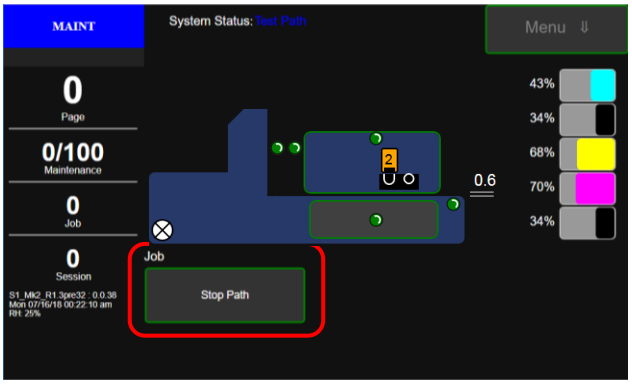


Test Path: Tap to run media through the Printer, without printing, to check the media feed set-up.
CAUTION! Before using this feature you need to make sure the printer has been properly setup to separate and feed the media you are using.

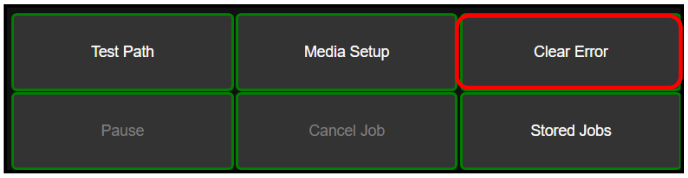
After pressing "**Test Path**" button the printer transport will start and media, if present, will be fed from the feeder section into the print area and though the system.

A "**Stop Path**" button will be displayed at this time.

Tap "**Stop Path**" to stop feeding and transport process.

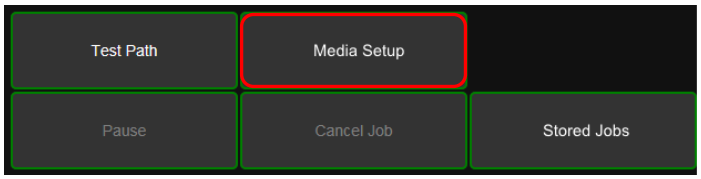


If a paper feed error occurs a "**Clear Error**" button will appear. Remove media from the paper path and press Clear Error button.
Tip: You can use the "**Run Path**" feature (Menu, Setup and Run Path) to clear media from the printer; while in an error state. Do not use this feature if there is a physical jam. Physical jams must be removed manually. See "Removing Jammed Media" for instructions.



Media Setup – Tap to open the "Media Setup" Menu.

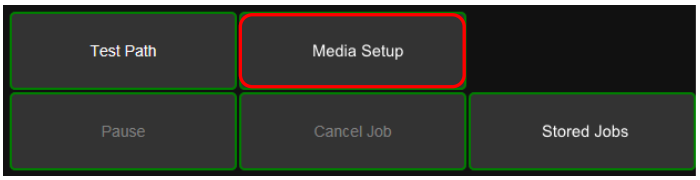
In this menu you can set **Media Thickness** and **Print Height**. Select **Ignore Exit Sensor,** Select **Fast Feeding** and **Feed Gap** options.



Media Thickness - Moves the Clamshell up/down (0.1mm to 10mm) to accommodate media thickness. See section titled "Adjust Media Thickness", within the "Operating Printer" section, for aid in making an appropriate media thickness selection.

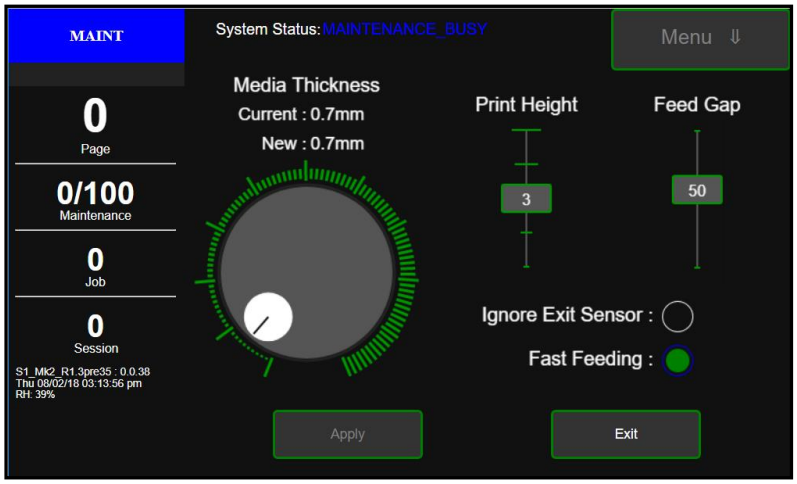
To adjust and set the Media Thickness:

1. Tap the **Media Setup button** to open the **Media Setup** screen.



2. Under **Media Thickness** you will find the **Current** media thickess setting and the **Dial** used to adjust the media thickness.

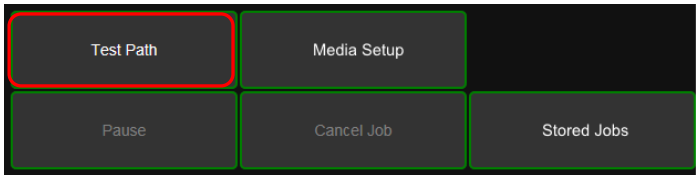
3. To move the **Dial**, press and drag the **Selector** (small white circle) around the circular scale to obtain the desired (**New**) Media Thickness value. Selected value will be shown next to **New.**
NOTE: After making any changes to items on this screen, the **Apply** button will turn RED and the **Exit** button will change to a **Cancel** button; giving you the ability to cancel any changes you have made and close the screen.



4. If **New** value is correct; tap the **Apply** button (currently RED) to confirm the change. The Clamshell will move up or down to the **New** thickness setting. During this time the **Selector** and **New** value will also turn RED. Once the Clamshell reaches the **New** thickness setting the **Selector** will turn WHITE again and the **Apply** button will turn GREEN again. In addition, the **Current** and **New** values will now match.

5. Press the **Exit** button to exit the Media Setup screen.

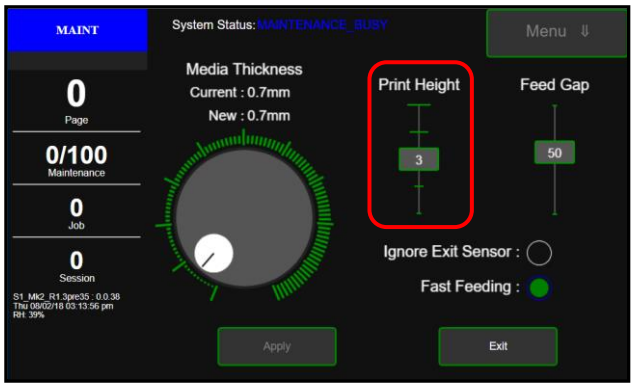
6. You can test for proper setup using the "**Test Path**" button.
Adjust as necessary.



Print Height - Use to raise/lower the Printhead (in small increments) independently from the current Media Thickness setting.
This feature can be useful for helping to avoid media to Printhead surface contact; which can cause "scuff marks" on the media. This feature may also be useful for improving Image Sharpness.

Range: 1 (lowest) to 5 (highest)

NOTE: When using this feature there is a trade-off between image sharpness and reducing head to media contact. You may need to experiment to find an acceptable selection for your particular job/media.

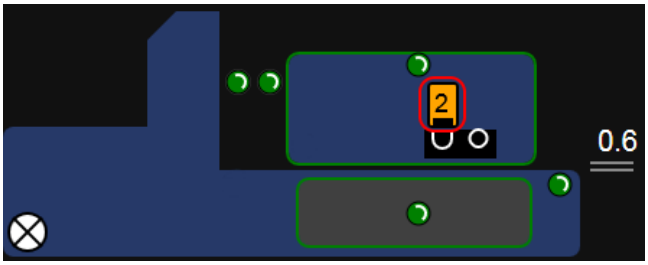


To adjust and set the Print Height:

1. Press and drag the **Selector** (small green box) up or down the scale to the desired value.
   - Set the Print Height to a higher value to help reduce media to Printhead contact (scuff marks).
   - Set the Print Height to a lower value to help improve image sharpness.
   NOTE: After making any changes to items on this screen, the **Apply** button will turn RED and the **Exit** button will change to a **Cancel** button; giving you the ability to cancel any changes you have made and close the screen.
2. Press the **Apply** button to save the new value.
3. Press the **Exit** button to exit the Media Setup screen.

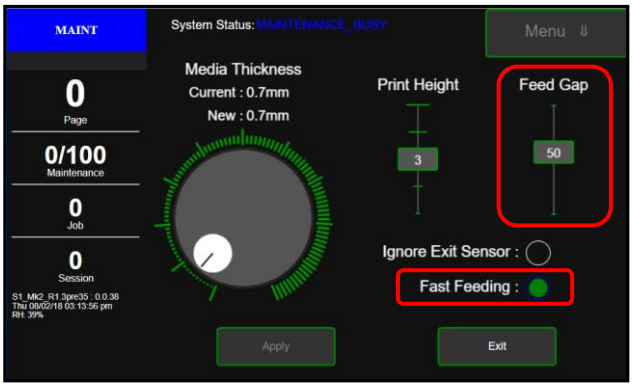
The current Print Height value will also be displayed within the Printhead Icon; as shown here.

Tip: Media to Printhead contact and image sharpness can also be affected by the Media Thickness setting. Before changing the Print Height value, please be sure the Media Thickness setting is correct. Please see "Media Thickness" found in the section titled "Job Menu" for details.



Fast Feeding & Feed Gap: These features can be used to increase the throughput of media that measures 6" or less in length.

When **Fast Feeding** is activated (turned on, green) the **Feed Gap,** distance (mm) between pieces, can be changed using the Feed Gap feature.
- A smaller value will reduce the gap between pieces thereby increasing throughput (increasing pieces per hour).
WARNING: If you set the Feed Gap too small you may encounter feeding and printing issues, such as feeding blanks and image shifting. If this occurs raise the value or turn off Fast Feeding.
- A larger value will increase the gap between pieces; which may be necessary in order to reduce feeding/printing issues.

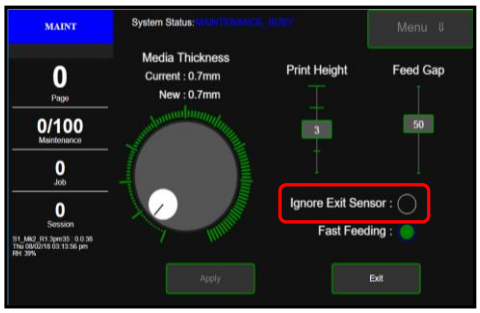


IMPROTANT: The **Fast Feeding** feature should be disabled (turned off, black) when using media that measures over 6" in length. If this rule is not followed feeding and printing issues (such as feeding blanks and image shifting) may occur.

Ignore Exit Sensor: Printer is equipped with an Exit Sensor that is used to help detect Media feeding issues. In certain conditions the Ignore Exit Sensor feature must be enabled (selected) or disabled (un-selected).

- **Disable** (circle turns black) the **Ignore Exit Sensor** option if the Media and media feed position, meet all of the following points:

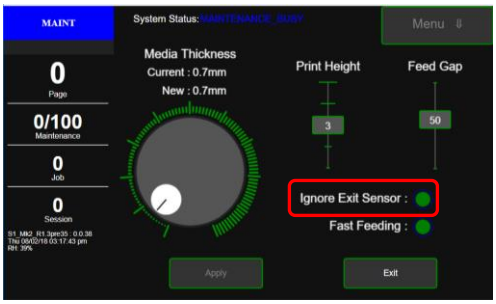
  - Media is positioned so the entire length of the Media is passing over Exit Sensor.
  - Underside of the Media is white or light in color (reflective to Exit Sensor).
  - Media doesn't have any holes, cutouts or dark colors that pass over Exit Sensor.
  - Exit Sensor is clean (functioning properly).



Ignore Exit Sensor feature Disabled

- **Enable** (circle turns green) the **Ignore Exit Sensor** option in the following cases:

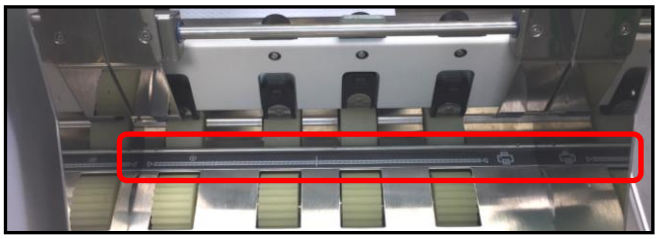
  - Media is positioned so it does not pass over Exit Sensor.
  - Entire length of Media does not pass over Exit Sensor. Feeding Media that is not square or not rectangular in shape.
  - Underside of Media has dark colors that pass over Exit Sensor.
  - Media has hole or cutout that passes over Exit Sensor.
  - Exit Sensor is dirty (not functioning properly)



Ignore Exit Sensor feature Enabled

Use the **Exit Sensor Position** symbol, on the "**Print Zone Reference Tool**", to identify the position of the Exit Sensor in relationship to where the media (Media Side Guides) are being positioned.

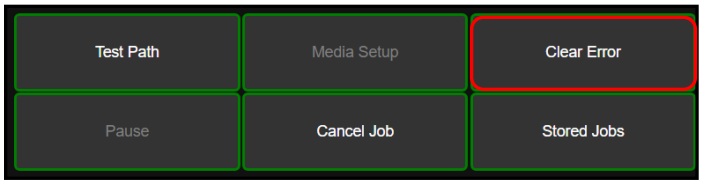
Print Zone Reference Tool is attached to the Feed Table on the printer; near the sheet separation area.



If your Media doesn't fully cover the Exit Sensor Position symbol; you must enable "Ignore Exit Sensor" feature.

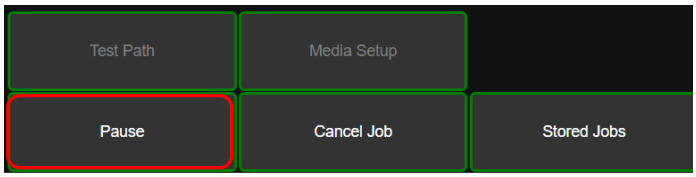
See section titled "Print Zone Reference Tool" for more details on using this tool.

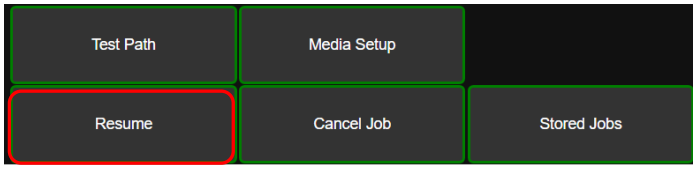
Clear Error: Tap "Clear Error" to clear the current error condition.
NOTE: Button will appear when an Error is detected and will disappear when Error is cleared.
In some cases you will not be able to clear the error until you have fixed the condition. For example; if media is covering any of the Media Sensors; you won't be able to clear the Error until you remove the media from the feed path.



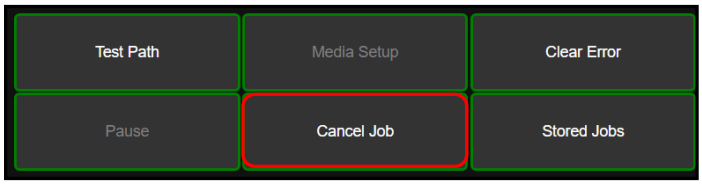
Pause/Resume:
Tap "Pause" to pause printing. Button label will change from "Pause" to "Resume".
Tap "Resume" to resume printing. Button label will change from "Resume" to "Pause".

Tip: After you clear an Error during printing; you will need to press "Resume" to continue printing the job.

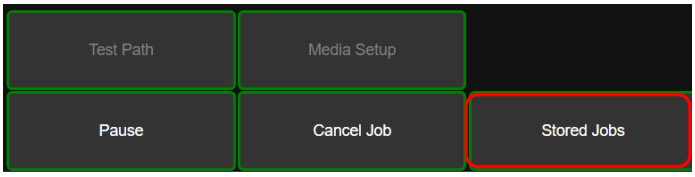




Cancel Job: Cancels the current job from the printer and printing queue. When this button is pressed you will be presented with the "Are you sure you want to continue?" prompt. Press "Yes" to verify your desire to cancel the job. Press "No" if you decide you don't want to cancel the job.



Stored Jobs: Opens the Printer's **Job Library** to access print jobs saved in the Printer's memory. You can also make changes to the job specifications and delete jobs as needed. **See "Using Stored Jobs" below. NOTE: If no jobs are saved on the Printer, this button will be inactive.**



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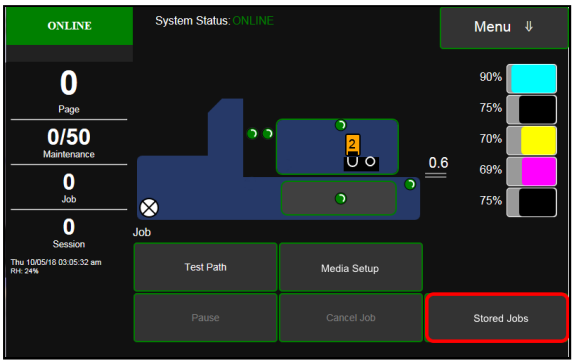
Stored Jobs

Print jobs are saved to the Printer's **Job Library** by selecting the **Printer Capture** option under **Job Management** on the **General Tab** of the **Printer Driver**.

You can access jobs saved in the Printer's **Job Library** using the **Stored Jobs** button on the **Job Menu.**
NOTE: If no jobs are saved on the Printer, this button will be inactive.



Using Stored Jobs (Print Job Library)
To view the Printer's **Job Library**, press **Stored Jobs** on the **Jobs** Touchscreen. The **Jobs Library** opens.

Use the **View** button **[A]** to change the Library view from Icon to List.

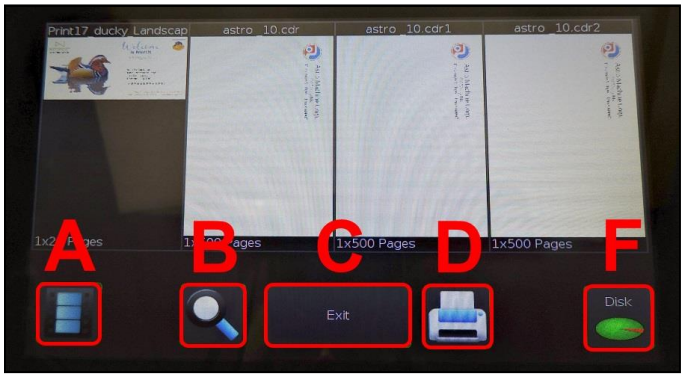
Use the **Search** icon **[B]** to search for a particular print job.

The **Exit** button **[C]** returns you to the **Jobs** (*Status*) screen.

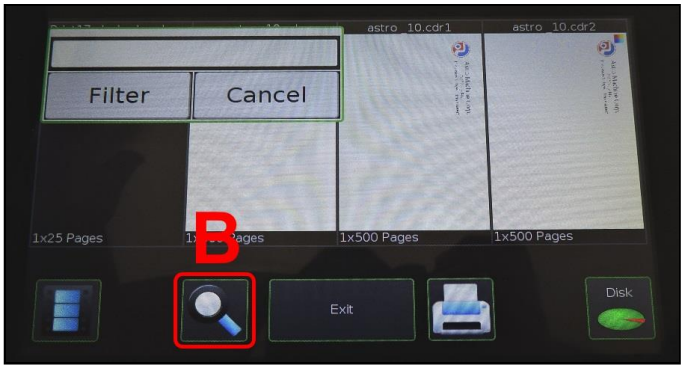
The **Printer** icon **[D]** prints the selected job.

The **Trashcan** icon **[E]** (*List view only*) deletes selected job(s) (*checked in the **Delete** column in the Jobs List*) from the Library.

The **Disk** icon **[F]** displays the available space left in the Printer's Job Library memory.



List View



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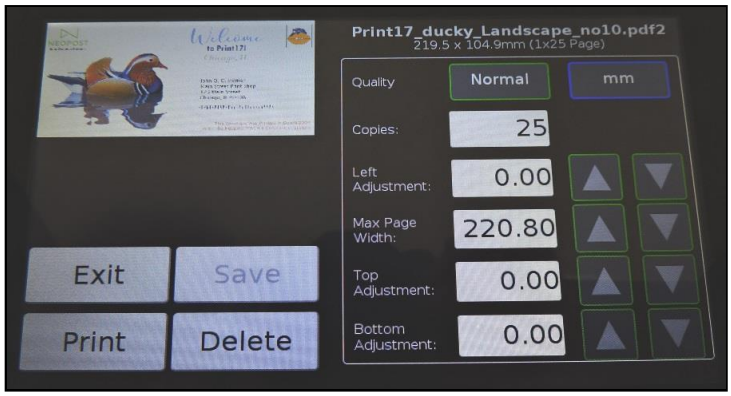
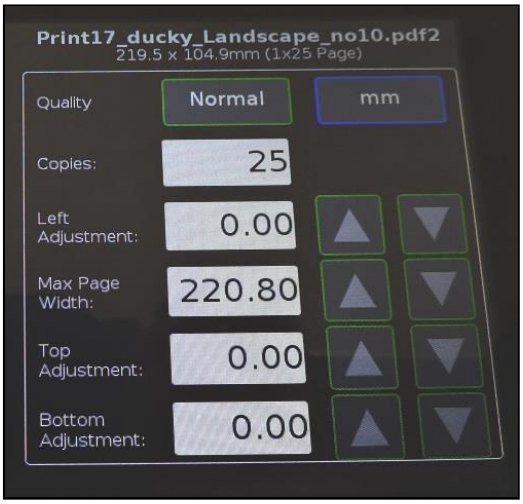
Select a job by tapping the job icon or the list name. The **Job Print Options** screen opens.



The (4) **Control** buttons let you **Exit**, **Print**, **Save** or **Delete** the print job. The **Save** button saves any changes you make to the job specifications in the **Print Options** on the right side of the screen. If you do not tap **Save**, the print job reverts to its original settings when you **Exit**.

The **Print Options** allow you to change or adjust print specifications for the print job. Scroll down the screen to access all options.



Quality – Tap the button to select **Normal** or **Best**. **Normal** is 1600 x 800 dpi. **Best** setting is 1600 x 1600 dpi.

MM or inches – Tap the button to change measurements to millimeters or inches.

Copies – Enter the number of copies to be printed.

Left Adjustment – Moves the image area away (*-3mm left to +200mm right*) from the left edge of the media. (*Up or down arrows move in 0.1mm increments*)

Max. Page Width – Sets the width of the actual print area. (*Up or Down arrows move in 0.1mm increments*) This shuts off nozzles in the non-printing area (*not used for printing*) and saves ink. **NOTE: Can be no larger than maximum print width for Printer (8.77"/222.8 mm)**

Top Adjustment moves image up or down (*-5mm up to +200mm down*) from top left corner of media used. (*0.1mm increments*)

Bottom Adjustment – In operation, Printhead spits a small amount of ink in gap between pieces to keep nozzles refreshed. For irregular-shaped pieces (*like an envelope flap*) the Sensor may "read" lower end as the edge and spray on the tip of the flap instead of actual gap between pieces. This feature allows you to manually set gap (*in 0.1mm increments*) to account for extra length needed to reach actual gap.

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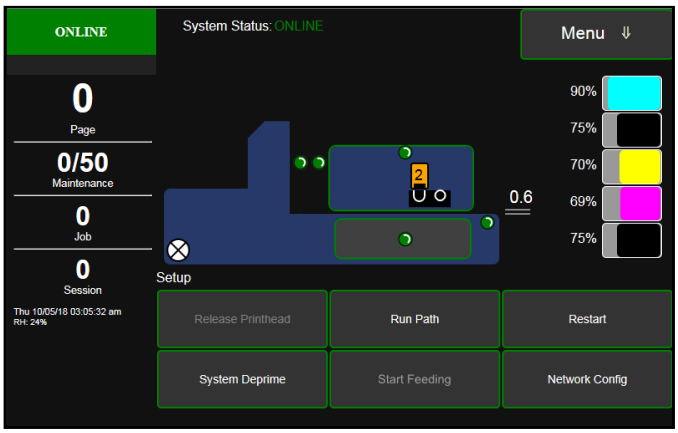
Setup Menu

Tap the **Menu button**, then **Setup** button to open the **Setup** screen.



Release Printhead – Pumps ink back into Ink Tanks and opens Printhead Latch to remove or install Printhead Cartridge. **NOTE: Button is only active if the system is de-primed first.**

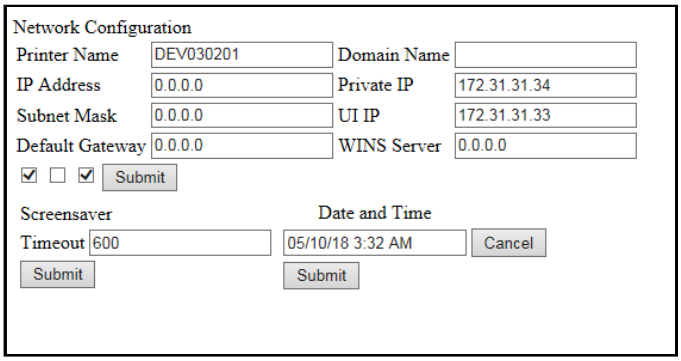
System Deprime – Pumps ink back into Ink Tanks prior to replacing the Printhead Cartridge or transporting the Printer.

Run Path – Test media path for obstructions. Press to test the media path.

Start Feeding button - Test feed media. Press to start feeding media.

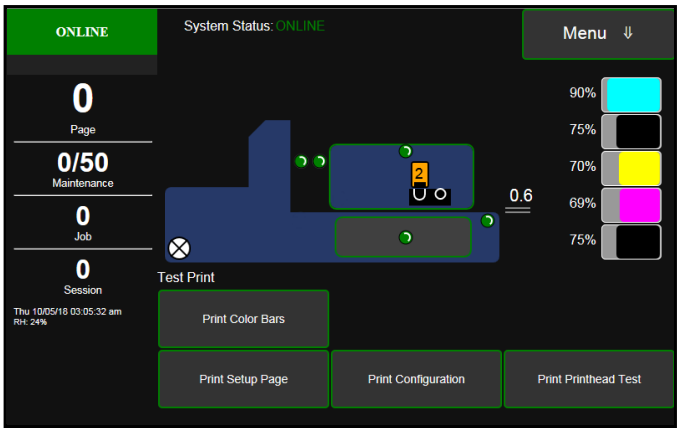
Restart – Restarts the Printer without having to perform the startup routine (*purging ink tanks, priming, etc*.)

Network Config button - Click to view, enter or change settings to connect the Printer to your network. See "Connecting Printer via Network (Ethernet Connection)" for more details.
You can also set the **Printer Date and Time**. (*See also **System Settings** in **Using Printer Toolbox***.)



Test Print Menu

Tapping **Menu**, then **Test Print** opens the **Test Print** screen options for printing different reports.



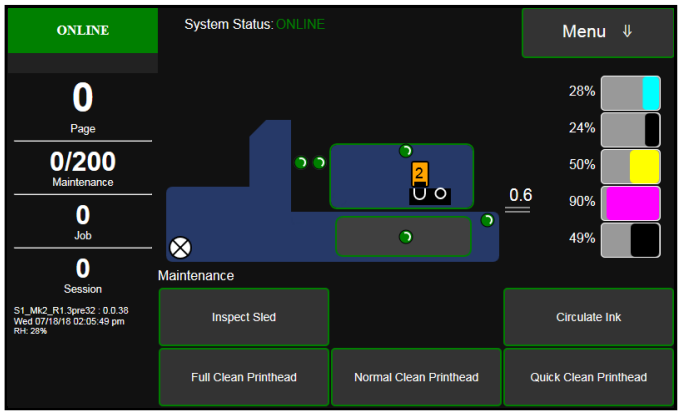
Print Color Bars – Prints a series of 7 color bars (*per Printhead*) to indicate how well the Printhead is mixing colors and printing.

Print Setup page – Prints a printing pattern used for positioning image on the page.

Print Configuration – Prints current Printer configuration including Firmware Version, Network Connection, Printer Serial Number and more for Printer.

Print Printhead Test – Prints color bands, text and patterns to check condition of the Printhead's inkjet nozzles.
NOTE: Uses less ink than Print Color Bars.

Maintenance Screen



Tapping **Menu**, then **Maintenance** opens the **Maintenance** screen. These buttons operate functions for Printer and Printhead maintenance.

Inspect Sled – Moves Service Station out for inspection, cleaning or service. Printhead is also presented in Printhead Opening for inspection and manual cleaning.
Tip: Open Printhead Door to stop countdown timer.

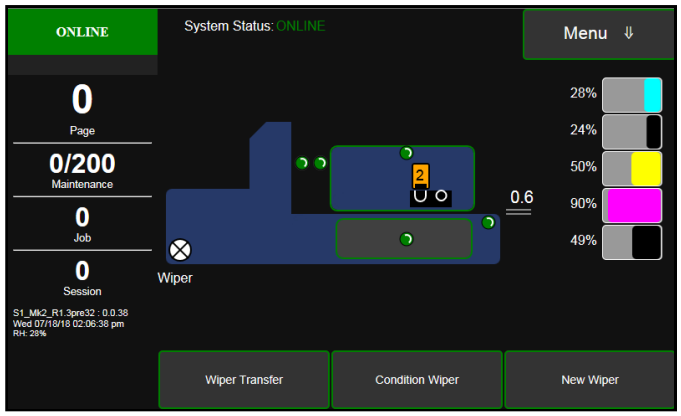
Circulate Ink – Purges air from ink lines and primes system after replacing the Ink Tanks or the Printhead Cartridge.

Full Clean Printhead – Runs the Printhead Priming routine to thoroughly flush and clean the Printhead.

Normal Clean Printhead – Runs cleaning and wiping routine twice for a thorough flushing and cleaning.

Quick Clean Printhead – Circulates ink; wipes and cleans Printhead Cartridge.

Wiper Screen



Tapping **Menu**, then **Wiper** opens the **Wiper** options screen. Selections are **Wiper Transfer**, **Condition Wiper** and **New Wiper**.

Wiper Transfer – Manually initiates a Wiper Transfer instead of waiting for a Transfer to automatically occur during normal operating cycles. Squeegees excess ink off of the Service Station Wiper Roller.

Condition Wiper – Saturates (with ink), conditions and cleans the Wiper Roller to remove dried residue if the Printer is left inactive for long periods of time.

New Wiper – Use this feature only when installing a NEW (dry, white) wiper roller; without installing a New Printhead.

Tip: We recommend installing a new Wiper Roller whenever the Printhead is replaced; that way you don't run the risk of having an old (used) wiper roller possibly causing damage to a new Printhead. If you plan to install a New Wiper Roller and a New Printhead; do them both at the same time using the System Deprime feature. The new Wiper Roller is automatically conditioned during the Printhead Priming process.

Use Nitrile, powder-free, gloves for this process.

1. Touch **New Wiper** button. Printer will move the Service Station to the Inspect Sled position, providing access to the Service Station components.
2. Open the **Printhead Door.**
   Tip: If you don't open the Printhead Door within 30 seconds, this process is automatically canceled to help reduce Printhead dehydration.
3. **Locate and Remove the current Wiper Roller from the Wiper Motor Assembly.**
   Grasp the wiper roller towards the operator side of the wiper roller.
   Push the wiper roller to the left to release it from the Wiper Motor Assembly at the operator side. Then pull the roller towards the operator side to release it from the gears at the non-operator side of the

Wiper Motor Assembly.

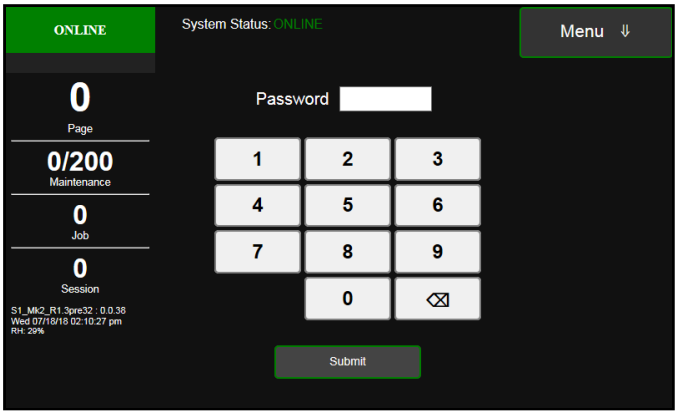
4. Install the New Wiper Roller
   NOTE: IF the new wiper roller has a plastic cover; you must remove the plastic cover before installing the wiper roller.
   Insert the gear-end of the wiper roller into the opening at the non-operator side of the Wiper Motor Assembly so it engages with the drive gears.
   Grasp the new wiper roller near the operator side. Lock the wiper roller into place, onto the Wiper Motor Assembly, by pushing down and to the right.
5. Verify that the wiper roller is properly installed as shown below.
6. Close the **Printhead Door**.
   The printer will run the "Printhead Prime" routine which will also condition the wiper roller.
7. When Touchscreen shows **Online**; the process is finished.

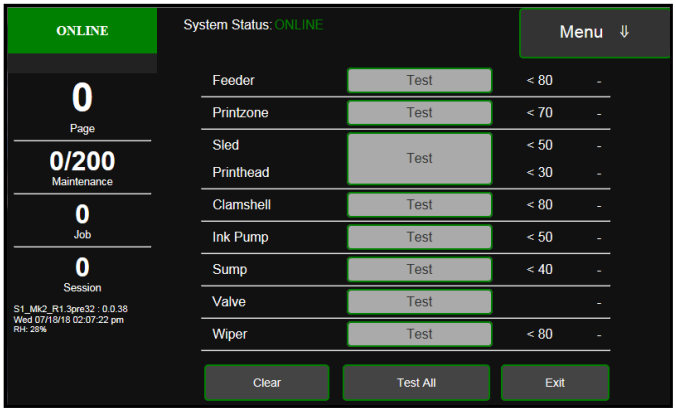
System Test

NOTE: These tests should only be performed by authorized service personnel.

System Test allows testing individual or all Printer systems listed to check that they are operating within specifications. It also allows service people to check the Printer after servicing or replacing parts, particularly belts.

Tap **Menu**, then **System Test** to open the **Password** screen. Enter the password and tap **"Submit"** to open the **System Test** screen.
NOTE: Prior to running the System Test make sure no media is loaded in the Printer and there are no obstructions in the media path.





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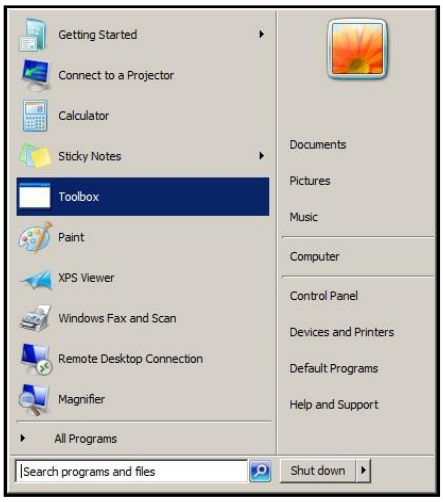
Using Printer Toolbox

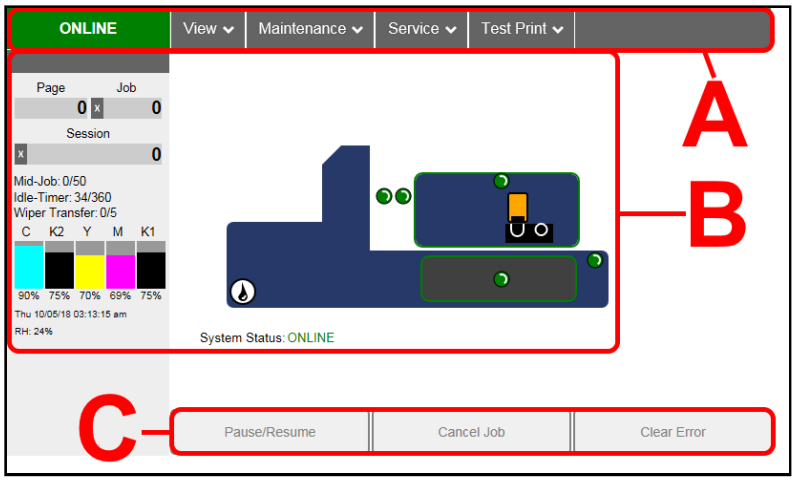
Once Printer Driver is installed, you can access the **Printer Toolbox** remotely from a computer. You can check Printer status, monitor ink usage, perform diagnostic checks, print reports and run maintenance tasks on Printer from your computer. The **Toolbox** also has a more extensive list of functions not available on the **Touchscreen** and a password protected access to a range of options for qualified service personnel. For **Touchscreen** functions, see **"Using Printer Touchscreen"** preceding this section. **The Toolbox works with both a conventional and Touchscreen computer screens.**

To open Toolbox (*on a computer*):

Open **Start Menu**; then click on **Toolbox**:
NOTE: Conventional Screen: Use your cursor. **Touchscreen:** Tap buttons or selections or use your cursor.

[A] System Status Indicator and Drop-Down Menu Options (*at top of screen*).
[B] Check Printer Status (*across middle of screen*).
[C] Three often-used control buttons (*at bottom of screen*).



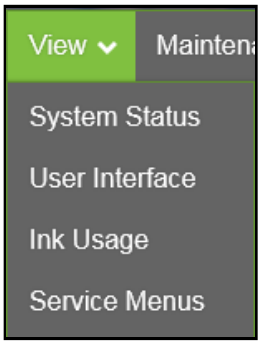


Drop-Down Menu Options

There are four **Drop-Down Menus**: **View, Maintenance, Service** and **Test Print**. The drop-down menus are available on every Toolbox screen allowing you to toggle between menus and select different Printer features and functions.

View Drop-Down

The **View** drop-down gives you four choices:
System Status, User Interface, Ink Usage and **Service Menus.**



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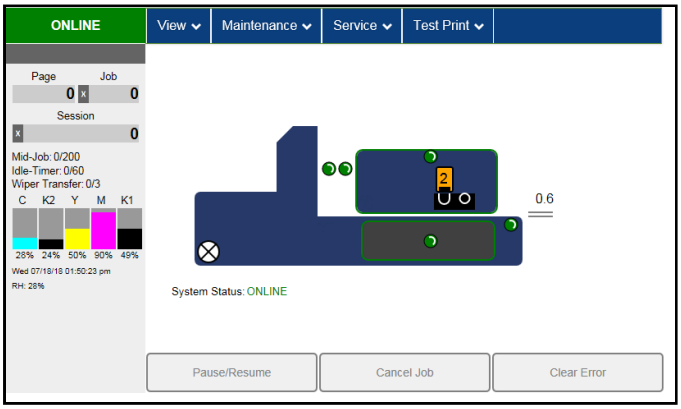
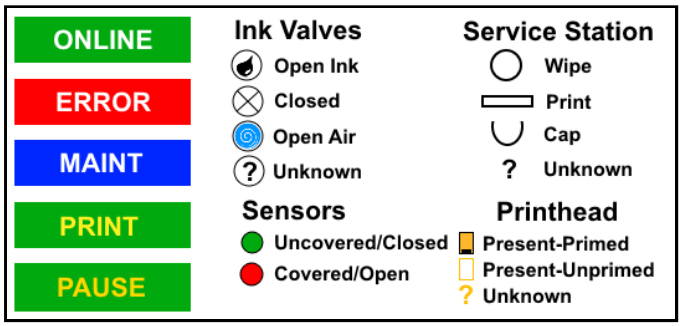
System Status

This screen opens when you access the Toolbox. It provides information about the Printer.





Status Indicator shows Printer activity as **ONLINE**, **ERROR**, **MAINTENANCE**, **PRINTING** or **PAUSED**. The gray box (*below Status Indicator*) shows the name of the job being processed.

Page shows the page count for a given job.

Job shows number of jobs printed (*resettable*), **Session** shows the total number of pages printed by the Printers (*resettable*) over the length of a Session (*shift, day, week, etc*).

Mid-Job counts down pages until the next automatic Printhead maintenance will be performed by the Service Station. Count can be adjusted on the **User Interface** screen, **Mid-Job Servicing**. In this example, service is performed every 50 pages.

Idle Timer shows in minutes how often maintenance will run when Printer is not running. Minutes are settable on the **User Interface** screen, **Idle Timeout (min)**. **Example:** 34 = idle minutes elapsed. 360 = Preset amount of minutes Printer has to be idle before automatic maintenance is performed.)

Wiper Transfer shows how often a Wiper Transfer (*cleaning excess ink from the Service Station roller*) will be performed in relation to when Wipe Printhead or Printhead Cleaning is performed. This is settable on the **User Interface** screen, **Wipe Transfer Frequency**. Can be set from 0 (*every time a Wipe Printhead is performed*) to a set number such as 2 (*after every second Wipe Printhead is performed*.)

Ink Levels displays percentage of ink remaining in each of the Ink Tanks.

Date and Time shows current date and time. These can be configured and set by opening the **Service** dropdown screen, **System Settings**, **Date and Time**.

Relative Humidity (RH) displays the current ambient humidity detected.

Printer Messages may appear under **RH (Relative Humidity).**

Printer Icon: Shows status of Media Sensors located in the media feed path of the Printer. Also shows status of Ink Valves, Service Station, and Printhead. These can alert the operator to the type and location of a problem. (*See icon key above*.) Rolling over any of the status icons with your cursor pops up a description of that icon.

System Status displays current status of the Printer and/or an error message.

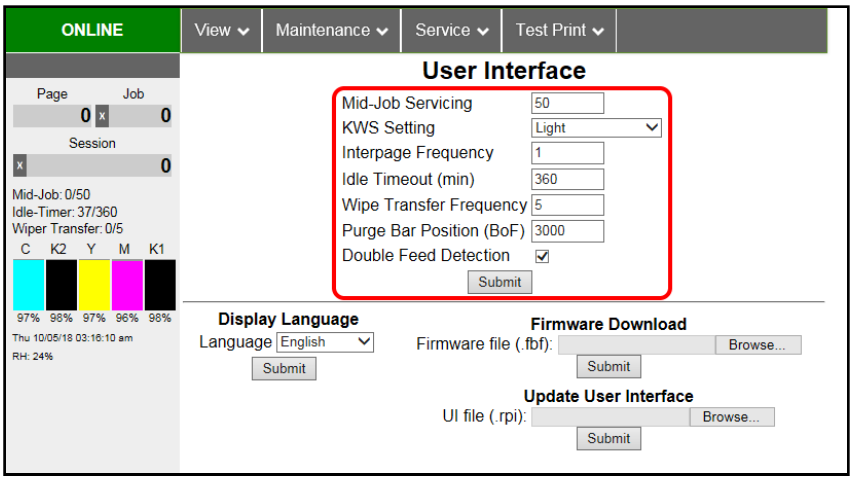
CONTROL BUTTONS (*located along bottom of screen*): Provide quick access to often-used functions.

Pause/Resume: Tap to temporarily stop printing. Tap again to resume printing.

Cancel Job: Cancels a paused job from the printing queue. **Cancel** is unavailable unless the **Pause** button has been pressed first. **NOTE: Cancelled jobs must be reloaded before printing can resume.**

Clear Error. Click the button to clear error messages after you have resolved a Printer problem (*i.e., after clearing a paper jam*).

User Interface



SET-UP SETTINGS:
Adjust automated service and cleaning intervals, adjust feeder speed for a job, manually set gap between pieces and adjust Printer for pre-printed media.

Mid-Job Servicing – Sets frequency of automatic maintenance cycles run during a job after a set amount of pages are run. In this example, maintenance will run after every 50 pages printed.

KWS Setting – (*Keep Wet Spitting*) Keeps the Printhead hydrated while running a job.
Select from 4 settings:
None, **Light**, **Medium** (*default*), and **Heavy** to determine how much ink will "spit" from Printhead Nozzles. Set in conjunction with **"Mid-Job servicing"** which determines frequency of the Printer stopping for self-servicing during a job.

Interpage Frequency – Set how often the Printhead spits between pages to keep Printhead hydrated.
For longer media, a setting of **1** is normal (*between every page*); for short media, a setting of **4** might be preferable (*spit after every fourth page*).

Idle Timeout (min) – Set how often you would like automatic Printhead maintenance to run; in cases where the Printer is not being used for long periods of time.

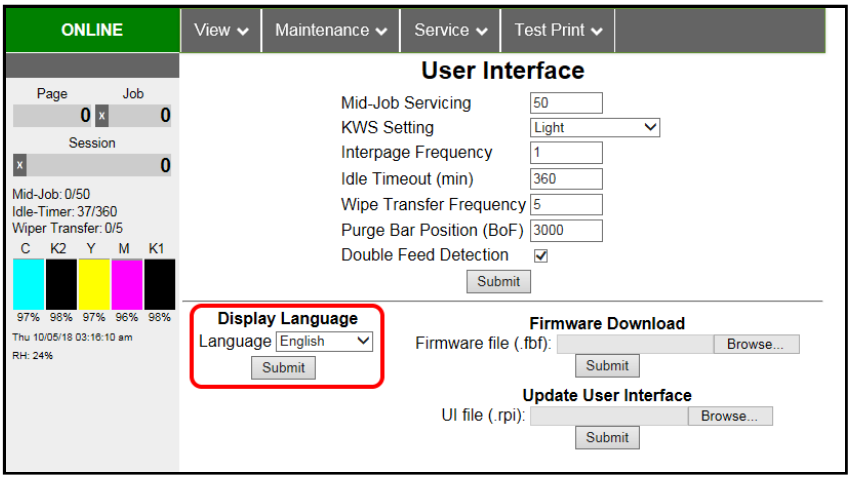
Wipe Transfer Frequency – Set how often a Wiper Transfer (*cleaning excess ink from the Service Station roller*) will be performed in relation to when Wipe Printhead or Printhead Cleaning is performed.
This can be set from 0 (*every time a **Wipe Printhead** is performed*) or a set number such as 2 (*after every second **Wipe Printhead** is performed*.)

Purge Bar Position (BoF) – In operation, Printhead spits a small amount of ink in gap between pieces to keep nozzles refreshed. For irregular-shaped pieces (*like an envelope flap*) a Sensor may "read" lower end as the edge and spray on the tip of flap instead of actual gap between pieces. This feature allows you to manually set gap (*1 micron increments, 1000 =1mm*) to account for extra length needed to reach actual gap.

Double Feed Protection – When checked (*default*), stops feeding media when a double feed condition (*change in media length, due to media overlap*) is detected.

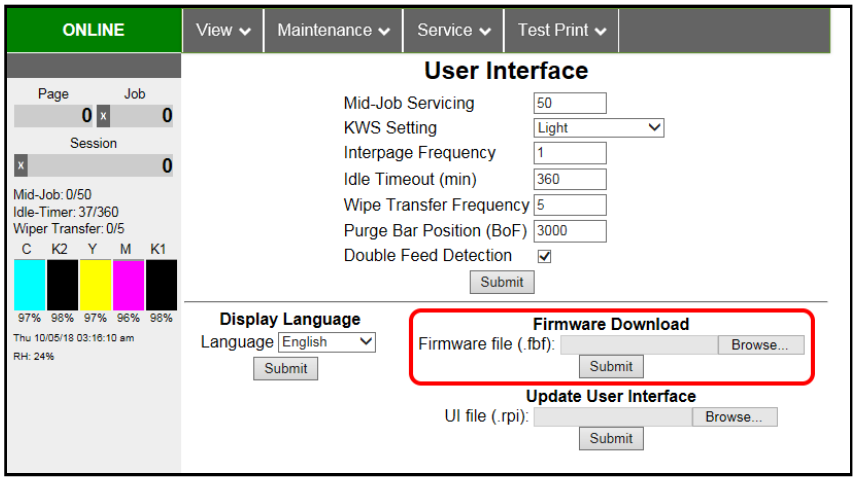
Click **"Submit"** to apply settings.

DISPLAY LANGUAGE: Selects language EWS (*Toolbox*) will display. Click **"Submit"** after selecting language.



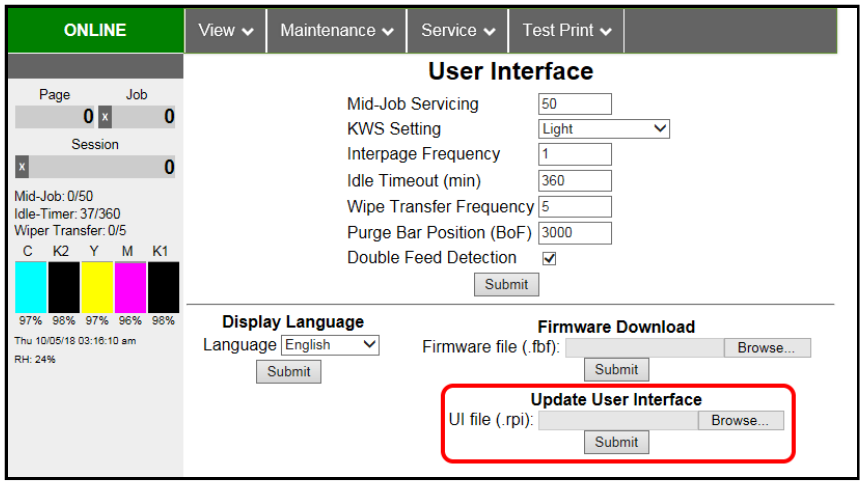
FIRMWARE DOWNLOAD:
This feature is used to update the firmware in the Printer.

WARNING: This procedure should only be performed by qualified service personnel. If this process is not performed properly, Printer could be rendered inoperable.



UPDATE USER INTERFACE:
This feature is used to update the User Interface UI (.rpi) software for the Printer Touchscreen.
NOTE: Updating this file does not require shutting down or rebooting the Printer.

WARNING: This procedure should only be performed by qualified service personnel. If this process is not performed properly, Printer could be rendered inoperable.



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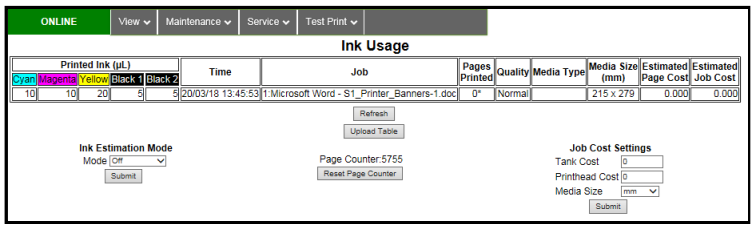
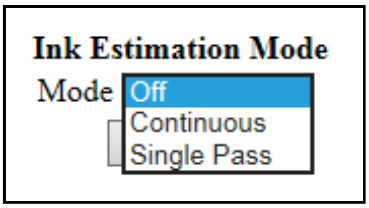
Ink Usage



Displays the amount of ink used along with other information for each job sent to the Printer. Also tracks estimated **Page** and **Job Costs** if information is entered in **Job Cost Settings**.

INK ESTIMATION MODE – Lets you predetermine how much "ink" a given job may use prior to printing a job. This is useful for determining per piece costs. Job is sent to Printer and loads, but does not print. Once a job is loaded, click **"Refresh"** to show amount of ink (*by color*) that job will use.



Upload Table – Creates and opens a linkable tabular data file using programs such as Microsoft Excel. (*Microsoft Excel is the default.*)

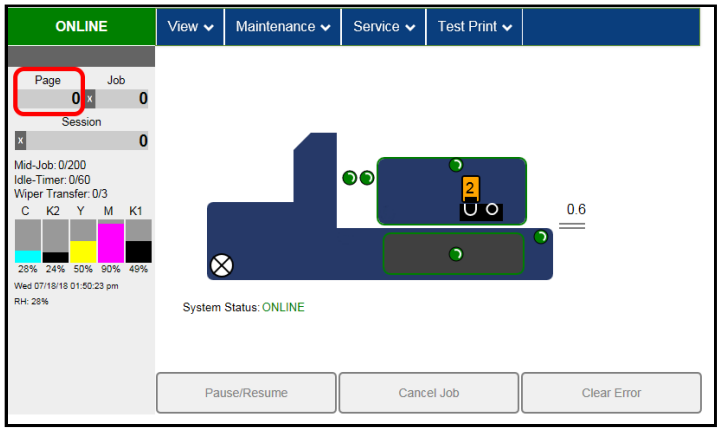
Mode selection:

Off – Feature is disabled.

Continuous – Ink Estimation Mode continues running (*Printer will not print*), until feature is turned **"OFF"**.

Single Pass – Ink Estimation Mode runs once and then turns off. Printer will then be ready to print.

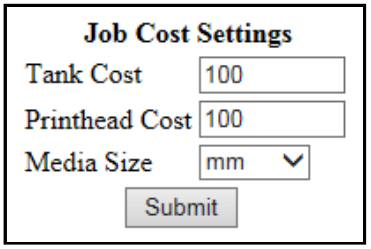
Click **"Submit"** to activate the **Mode** setting selected.



NOTE: Estimating process takes as long as job would take to print (*i.e., if job would take 1 hour to print, estimate will take 1 hour to display. Track progress on the Counter located in the System Status window.*)

Reset Page Counter – Tap or click this button to reset the Printer page count to 0. (**Pages** shown on the Printer, Toolbox and Touchscreen)

JOB COST SETTINGS – Enter your ink cost and Printhead cost and media size preference (*inches or mm*).
Set a minimum of at least 100 pieces to ensure a large enough sample size. Click **"Submit"**. In **Ink Estimation Mode**, this feature estimates per page cost and job cost without printing job. With **Ink Estimation Mode** disabled, Printer still tracks estimated per page cost and estimated job cost as job is being printed. Once costs are entered, they will remain until changed again, even if Printer is turned OFF.



NOTE: This is only an estimate and does not include other factors such as Printer maintenance routines, (*Printhead wiping and cleaning, power up/down, etc*.) that may affect overall result.

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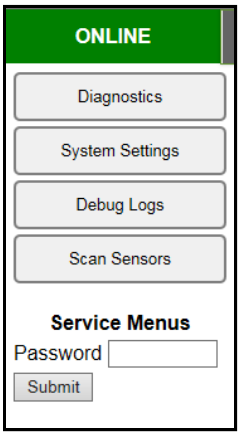
Service Menus



Clicking **Service Menus** opens the **Service Menus** (*Diagnostics*) screen and service menu buttons.

Diagnostics button: Click to check the status of the Printer. (*See **Diagnostics** below*)

System Settings button: Click to view, enter or change settings to connect Printer to your network. (*See **Network Settings***.) Also configure and set the Printer's **Date and Time**. And set the level of detail desired for **Debug Logs**.

Debug Logs. Click to display a list of available Debug Logs that can be opened or uploaded. Then select the Log or Logs to be uploaded.

Scan Sensors button: Provides status and a log of sensor activity on sensors located throughout the Printer. (*See **Scan Sensors***)

Service Menus, Password: Entering the **Service Menu password** provides access to more advanced Printer control and maintenance menus. For authorized service personnel only.

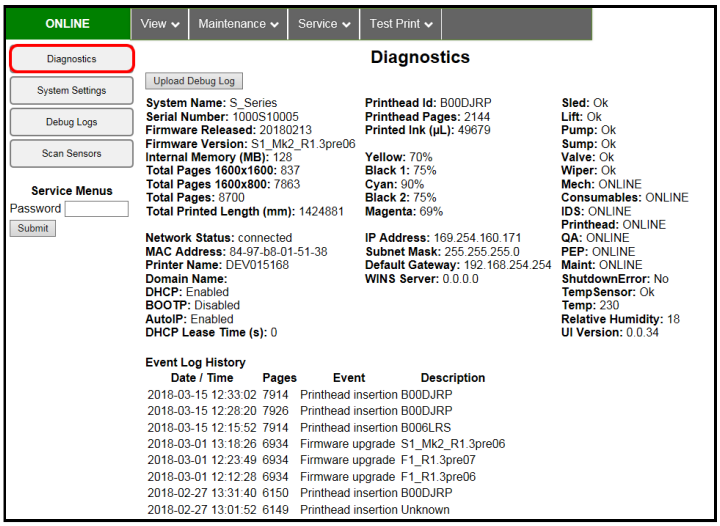
Diagnostics

This is the screen that opens when you select **"Service Menus"**. From this screen you can see current status of the Printer.

Other features:

Upload Debug Log – Upload and save a log of the Printer status to send to a technician to help diagnose a problem. Clicking this button creates a snapshot log showing everything going on with the Printer since powering up. (*See Sample Log below right.*)

NOTE: If a problem arises, try to recreate the problem then press the **Upload Debug Log** button without performing any other actions. This may make it easier for the technician to determine the problem. If this is not possible, include any actions you may have taken after the problem began.

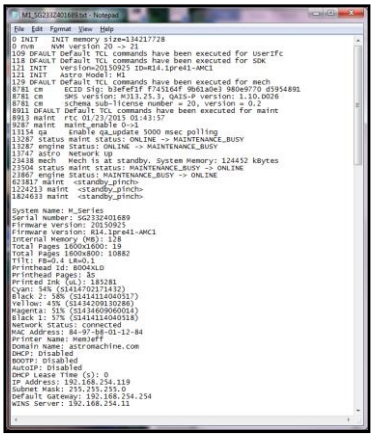


Other information provided in the Diagnostics window:

Event Log – Displays significant events occurring on the Printer (*such as firmware updates, errors, power off, etc.*) Useful for troubleshooting Printer problems

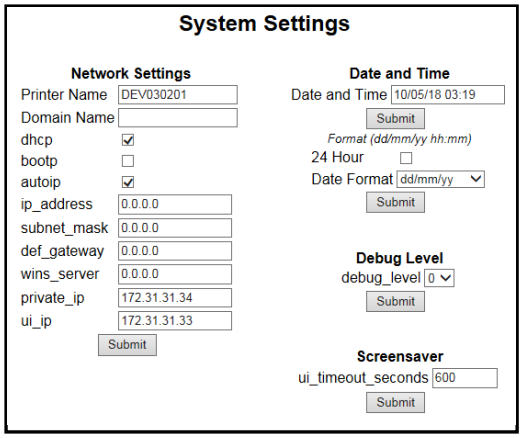
NVM Settings – Displays Printer's current NVM (*Non-Volatile Memory*) settings (*Once settings are saved, they remain even when Printer is turned off, until they are manually changed.*)

VARS Settings – Displays Printer's current VARs - (*Variable*) settings (*Settings that are set for a particular job that automatically revert to the default settings when the Printer is turned off or rebooted.*)



System Settings

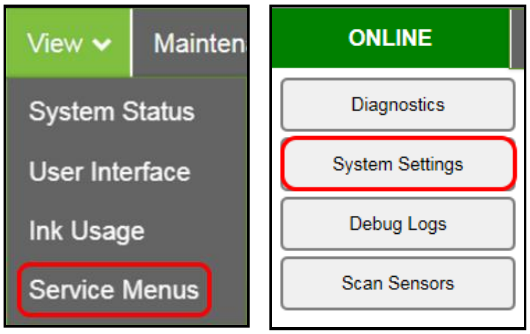
Set up a network connection for the Printer. You can also configure and set the Printer **Date and Time**, set the **Debug Log Level** and **Screensaver** sleep timeout.



Network Settings – Permits you to view, enter or change settings to connect the Printer to your network.

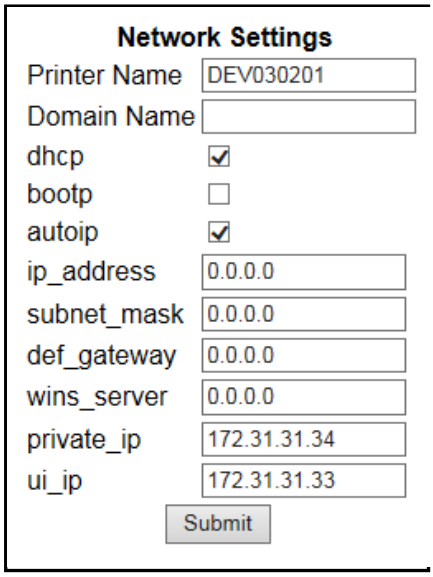
Network Connection Set Up:

1. Printer is still connected to computer via USB cable. **To connect the Printer to a network:** From the **Toolbox,** select **"View"** drop-down menu, click **"Service Menus"**, then click **"System Settings"**.



2. **"System Settings"** screen opens. Use **Network Settings** to enter correct settings for your network.

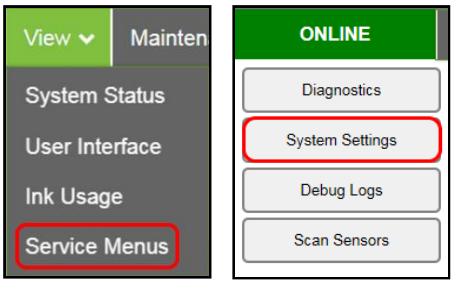
   NOTE: If manually changing the **ip_address**, make sure the **"dhcp" and "autoip" boxes are unchecked**. (*Default is checked*.) Enter changes in the appropriate boxes. Click **"Submit"**.

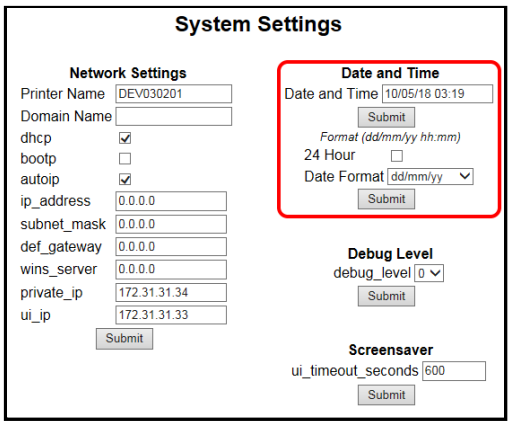


3. Connect Ethernet cable to Network Port on Rear Panel of Printer.

Date and Time – Enter or change the way the date and time will appear in the Printer Status section of the Toolbox screens. **To enter or change Date and Time:**

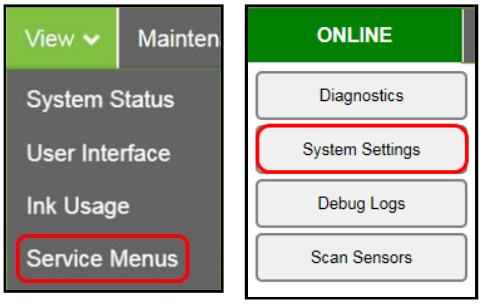
1. **From the Toolbox,** select **"View"** drop-down menu, click **"Service Menus"** then click **"System Settings"**.
2. **"System Settings"** page opens. Use **Date and Time options** to enter, edit and format the Date and Time for the Printer.
3. Click **"Submit"**.

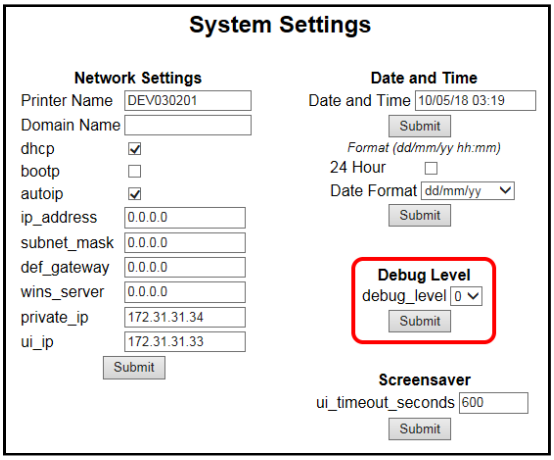




Debug Level – Set the detail level of the Debug Logs.
To change the Debug Level:

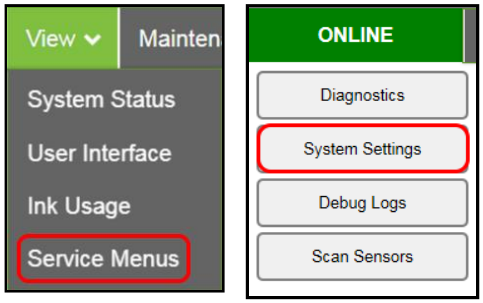
1. **From the Toolbox,** select **"View"** drop-down menu, click **"Service Menus"**, and then click **"System Settings"**.
2. **"System Settings"** page opens. Go to **Debug Level** options and select 0, 1, or 2 to set the desired detail level for the Printer. (0 = least detailed, 2 = most detailed).
   NOTE: Because of the amount of data collected and stored, we don't recommend setting the **Debug Level** above 0 (zero) unless asked to do so by a service technician.
3. Click **"Submit"**.

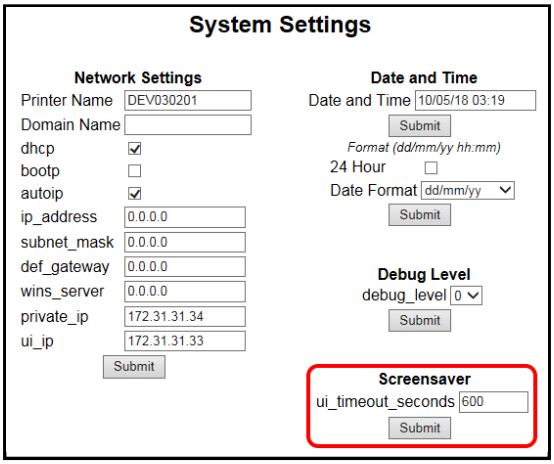




Screensaver – Set the amount of time the Touchscreen will remain on before automatically going to Sleep Mode.

1. **From the Toolbox,** select **"View"** drop-down menu, click **"Service Menus"**, and then click **"System Settings"**.
2. **"System Settings"** page opens. Go to **Screensaver**. Enter the number of seconds the Touchscreen will remain idle before going to Sleep Mode.
3. Click **"Submit"**.





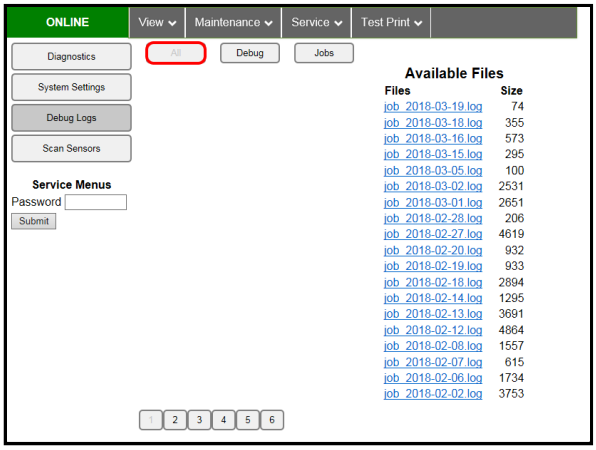
Debug Logs

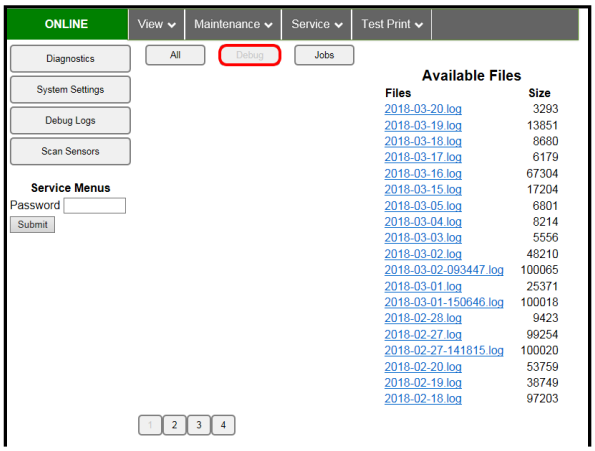
Access, print or send activity logs for the Printer and for jobs run on the Printer. These files are valuable for diagnosing and servicing problems.

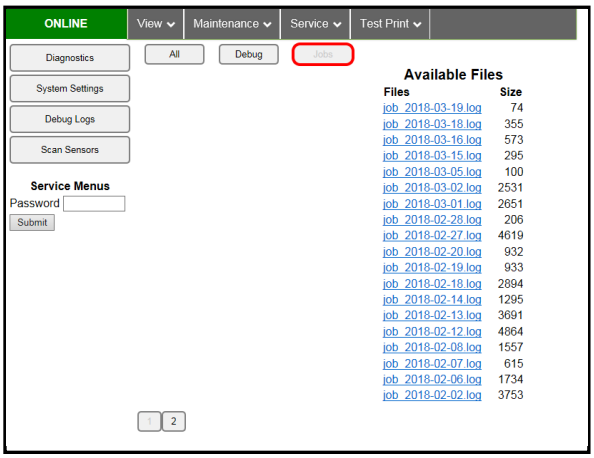
All – Shows all log files available.

Debug – Shows only **Debug** log files.

Jobs – Shows only **Jobs** printed log files.

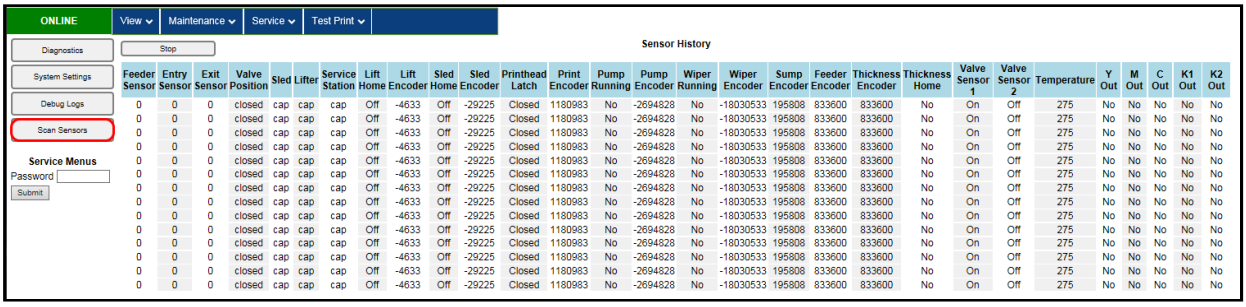






Scan Sensors

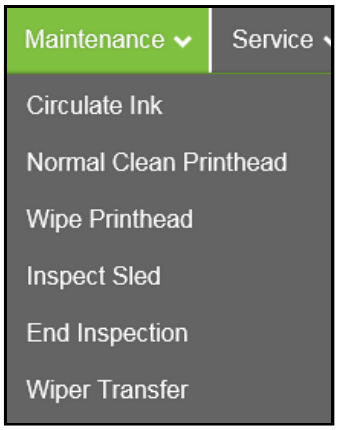
Provide status updates and an activity log on the Sensors located throughout the Printer. (*See chart at below*) Click **"Stop"** button to stop scanning or click out of **"Scan Sensors"**.



Feeder Sensor	Entry Sensor	Exit Sensor	Valve Position	Sled	Lifter	Service Station	Lift Home	Lift Encoder	Sled Home	Sled Encoder	Printhead Latch	Print Encoder	Pump Running	Pump Encoder	Wiper Running	Wiper Encoder	Sump Encoder	Feeder Encoder	Thickness Encoder	Thickness Home	Valve Sensor 1	Valve Sensor 2	Temperature	Y Out	M Out	C Out	K1 Out	K2 Out
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No
0	0	0	closed	cap	cap	cap	Off	-4633	Off	-29225	Closed	1180983	No	-2694828	No	-18030533	195808	833600	833600	No	On	Off	275	No	No	No	No	No

Maintenance Drop-Down

Perform maintenance tasks on the Printer/Printhead.
The printer automatically performs maintenance tasks to keep the printhead and ink system performing properly. The following features can be used, as needed, to provide supplemental maintenance.
CAUTION: Over-use of these features can negatively affect print quality and printer performance.



Circulate Ink –Pumps ink through the ink system and Printhead.
Use to help fill ink lines and purge air-bubbles from ink lines and Printhead.

Normal Clean Printhead – Circulates ink, purges nozzles, wipes and cleans the surface of the Printhead. Use to help clear inkjet nozzles and improve print quality.

Wipe Printhead – Wipes and cleans excess ink from Printhead Surface. No ink is ejected in this process.

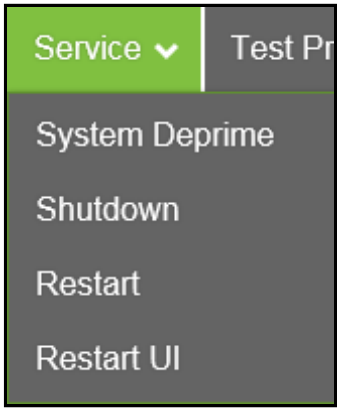
Inspect Sled – Moves Service Station to an accessible position, out from under the Printhead, to allow for inspection, cleaning or service. Printhead is also presented in Printhead Opening for inspection and manual cleaning using a lint free cloth dampened with DI water.

End Inspection – Gives printer back control over Service Station; so printer can perform Printhead maintenance and capping.

Wiper Transfer –In this process the wiper roller is rotated to transfers any debris and excess ink from the Wiper Roller to the Squeegee Roller within the Service Station. This process is also used to maintain proper Wiper Roller moisture content. If Wiper Roller gets too dry; it cannot remove the ink and debris from the Printhead surface. If Wipe Roller gets too wet; it may leave debris and ink behind, when attempting to clean the Printhead surface.

Service Drop-Down

The following features can be found under the Service drop-down list.



System Deprime – Pumps ink from Printhead and ink system, back into Ink Tanks. Use this feature before replacing the Printhead Cartridge or transporting the Printer.

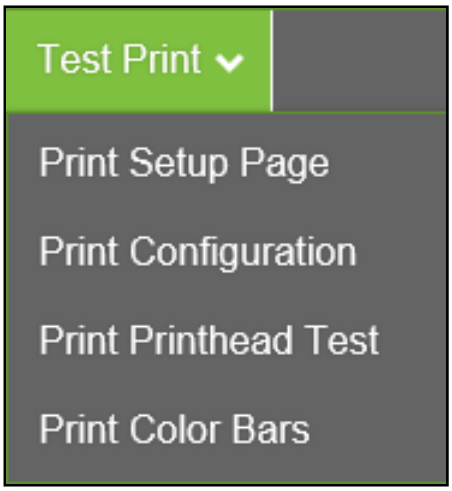
Shutdown – Powers-down the Print Engine and Touchscreen.
Same as using Soft-Power Button
When this feature is selected, the printer will perform head maintenance and then cap the Printhead before powering-down the Print Engine.
NOTE: For best system performance, it is recommended to keep Print Engine powered-up (*Soft-Power light illuminated*) at all times.

Restart – Shuts-down and restarts the Print Engine and Touchscreen without perform head maintenance and capping before shut-down occurs. Printer will still go through normal startup process at power-up.
This feature is useful when a printer re-boot is needed. It takes less time than using the Shutdown feature.

Restart UI – Shuts-down and restarts the Printer's Touchscreen Display without perform any Print Engine maintenance or Print Engine startup routines. This feature is useful if the Touchscreen becomes unresponsive.

Test Print Drop-Down

Print various reports and Printer tests.
Each printout displays information about the Printer.



Print Setup – Prints a printing pattern used for positioning an image on the page.

Print Configuration – Prints current Printer configuration including Firmware Version, Network Connection, Printer Serial Number and more.

Prints Printhead Test – Prints color bands, text and patterns to check condition of Printhead's inkjet nozzles.

Print Color Bars – Prints a series of 7 color bars, showing mixed ink colors.

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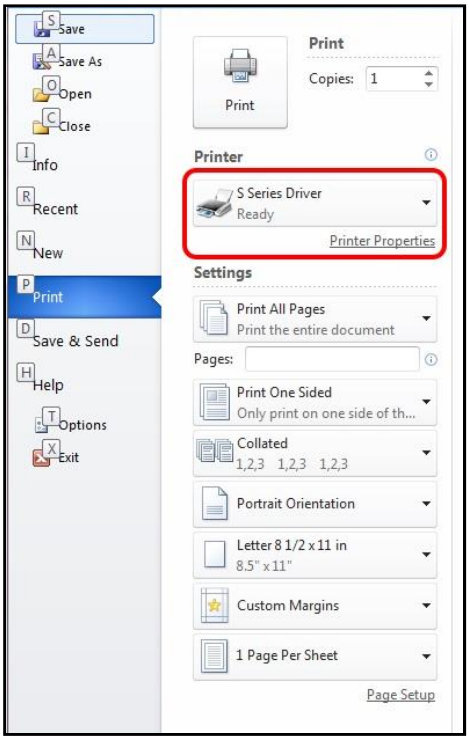
Printer Driver Properties

Printer Driver works the same as any other Printer Driver for Windows. It does have some enhancements to help maximize the Printer's ability to print variable addressed pieces quickly and efficiently.

Windows 8, 8.1, and 10: Once job is set up, click **File**, then **Print**. Window at right opens. Make sure **S Series Driver** is the selected Printer. Clicking **Printer Properties** opens **"General" Tab** window.



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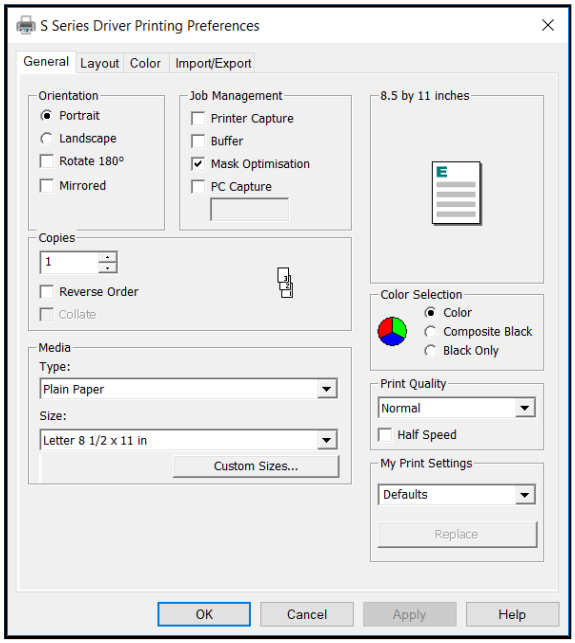
General Tab

General tab lets you select:



- **Orientation:** ***Portrait*** (*default*), ***Landscape***, ***Rotate 180***° and ***Mirrored***.
  Tip: Instead of changing this setting from "Portrait" to "Landscape"; experiment with the drop-down list of Media "Size" selections (i.e. "6 x 9 in – Portrait" or "6 x 9 in – Landscape") to match the printed image orientation to the actual orientation of how the media is being fed into the printer.

- **Job Management:**
  ***Printer Capture* –** When selected, the printer captures and stores the print job it is currently printing. Once the job has completed; it will be available in the Touchscreen Menu under Job, Stored Jobs. This feature should only be selected for jobs you want to store and repeat at the printer.
  Tip: Use this feature for jobs that you routinely reprint; such as printing your company logo onto envelopes. Use this feature when printing copies of a single record. In this case the job can be sent to the printer as a single piece and then the operator can print the desired number of copies at the printer. If more pieces are needed, at the end of the run, then the operator can simply select this job and select additional copies to be printed. No need to resend job from PC.
  ***Buffer* -** If checked the entire print job will be spooled before it is sent to the printer. This will increase the time it takes for printing to start, but it may help to reduce chance of printer pausing to wait for data.
  ***Mask Optimization* -** (*checked is default*) optimizes images for printing in most applications.
  NOTE: Some applications (*like Flex Mail*) may display image boundaries when printed; un-checking **Mask Optimization** box eliminates these lines. (*Remember to check box when changing applications*.)
  PC Capture – When selected, saves a Print File (*.prn) on the PC (C:\Windows\Temp) for possible troubleshooting purposes at a later time. (*Unchecked is default*.)
  NOTE: Use the box below the selection to name the file; otherwise the Printer assigns the current date and a numerical name.

- **Copies:** Enter the number of copies to be printed. **NOTE: Default setting (*Reverse Order unchecked*)** prints job starting with first page. Printing starts as soon as first page loads.
  ***Reverse Order* -** allows job to start printing from last page. Since entire job has to load into Printer before printing starts, large jobs may take longer to load.
  ***Collate* -** When printing multiple copies of multi-page documents, checking the box allows all pages of the document to be printed in proper order before printing the next copy.

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- **Media**: Choose a type of media or different size media than document was originally designed for.
  Type **-** Chart at right lists media profiles associated with type of media chosen.
  Sizes **-** 21 sizes are available. Document is automatically resized to fit new media.
- ***Custom Size*** **-** lets you create and save a **Custom Size** to suit your needs. **NOTE: Do not exceed maximum paper size for Printer.**
- **Color Selection:** Set Printing for ***Color***, ***Composite Black*** (*uses all colors to print Black*), or ***Black Only*** (*uses only Black ink*).
- **Print Quality:**
  Normal (default) - 1600 x 800 dpi.
  Best - 1600 x 1600 dpi. For use when high quality images are required.
  Half Speed - Checking the "Half Speed" box slows media transport speed; to achieve higher dot accuracy and provide more dry-time before media exits printer. This feature is not available when using Best print quality.
- **My Print Settings:** Use to Save and Access your saved custom print settings for various jobs.

MEDIA PROFILE	MEDIA TYPE
Plain Paper	Plain Paper Bright White Paper
Matte Coated Paper	Presentation Paper Postcards Matte Brochure Matte Labels Matte Other Inkjet Paper Matte
Premium Glossy Paper	Premium Photo Paper Glossy
Glossy Paper	Photo Paper Semi-gloss Photo Paper Glossy Labels Glossy Postcards Glossy Brochure Glossy
Premium Matte Coated Paper	Premium Inkjet Paper Premium Photo Paper Matte

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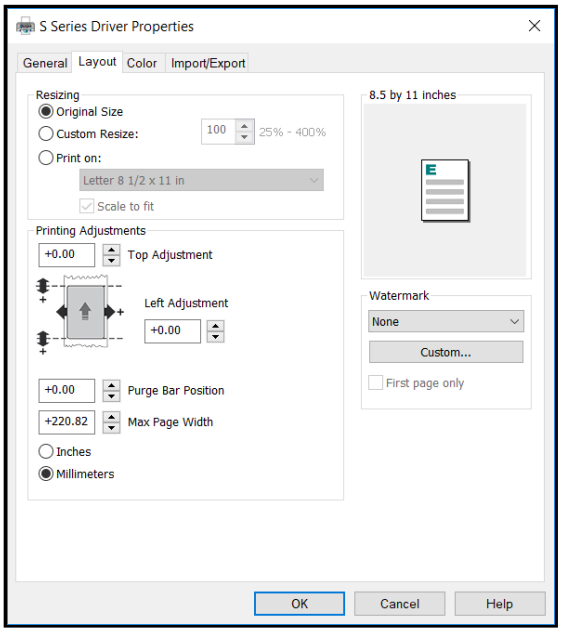
Layout Tab

Layout allows you change how document prints without changing original document.



- **Resizing:**
  Original Size – No change to size.
  Custom Resize **-** Resizes original as a % of normal size. Printer prints document in size you selected regardless of paper size selected.

  Print on **-** Specify particular size of paper to print on regardless of size of original document. Checking **"*Scale to Fit*"** automatically resizes document to fit on new page size.

- **Printing Adjustments:** Make minor positioning changes to print area, in relation to media,(if needed). Values can be shown in ***Inches*** or ***Millimeters***. Please see "Using Layout Tab Printing Adjustments" on next page for details.

- **Watermark:** A watermark appears as lightly printed "text", such as the word "DRAFT" that is added to and printed with the original job being sent / printed.
  Select "***None***" (default); if you don't want a "watermark" to be printed. All other choices will print the selected "watermark".
  Custom **-** button lets you create a new watermark or edit an existing watermark, including font selection, color, size and printing angle.
  First page only – Unchecked (default) prints selected water mark on all pages. Selecting (checking) prints watermark on first page, but not subsequent pages.

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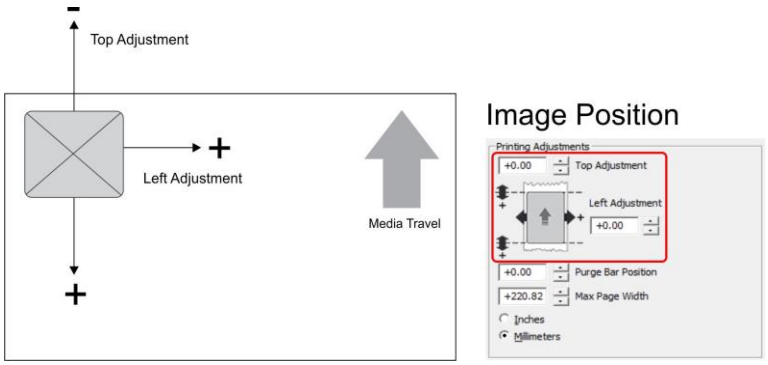
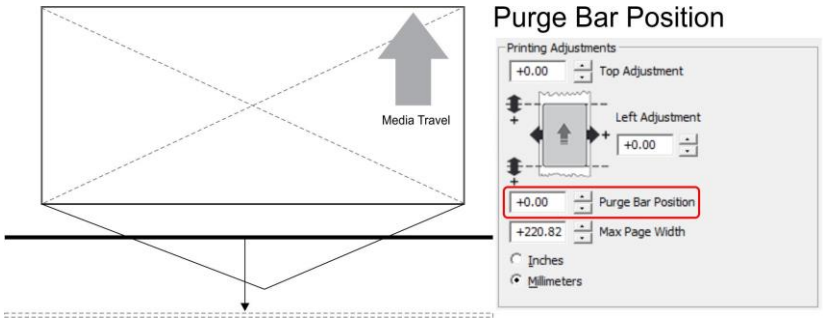
Using Layout Tab Printing Adjustments



Top Adjustment moves image vertically (*4.98mm up to +200.02mm down*) from top (leading edge) of media. (*0.1mm increments*)

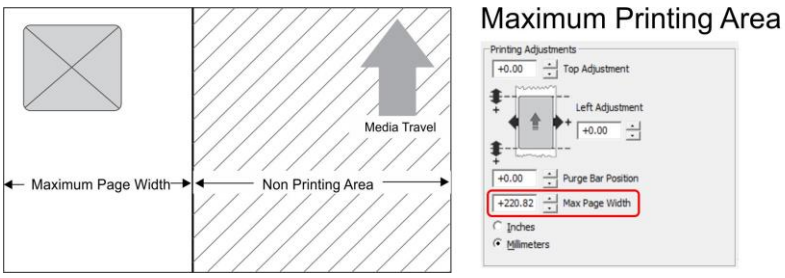
Left Adjustment moves image horizontally (*+200.02mm right*).



Purge Bar Position* – In operation, Printhead spits a small amount of ink into gap between pieces to keep nozzles refreshed (hydrated). For irregular-shaped pieces (*like the open envelope flap, shown above*) sensor may "read" bottom of form early; causing purge bar to be sprayed (printed) onto flap. This feature allows you to adjust the purge bar position (*in 0.1mm increments*) to account for extra distance needed to reach actual gap between pieces.

Tip: To determine Purge Bar Position value; measure the distance from the purge bar (*black line printed on flap*) to the trailing edge of the media (*end of flap*) and add 3mm.

* See also **"Purge Bar Position"** in **Printer Toolbox** section.

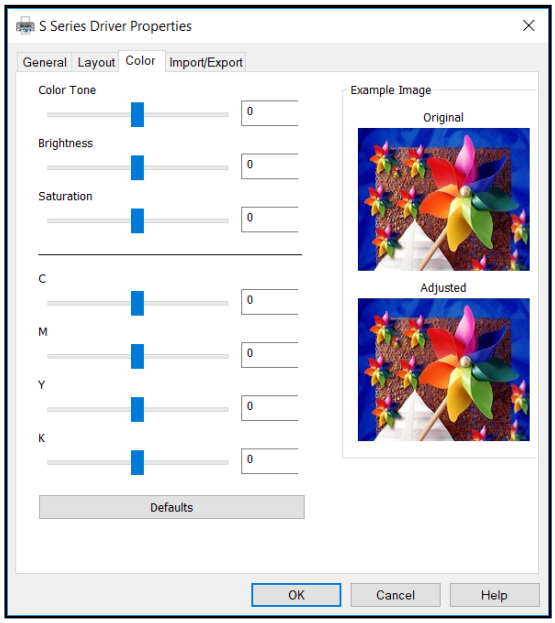


Max Page Width – Sets width of actual print area. (+0.50mm to 222.75mm in *0.1mm increments*). Can be used to cut-off unwanted data or data that may be printed off right side of media.

NOTE: Setting a value lower than 222.75mm reduces the maximum print width of the printhead.

Color Tab

Color is used to adjust the color output of the Printer. Use the sliders to adjust **Color Tone, Brightness** and **Saturation.** The **C, M, Y, K** sliders adjust individual colors. Use **Defaults** to reset to **0** settings.

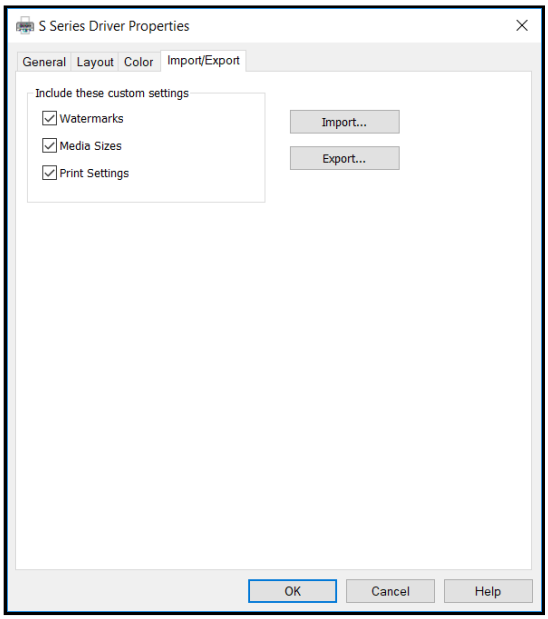


Import/Export Tab

Import/Export is used to preserve any custom Media Sizes, Watermarks and/or Print Settings you may have developed and saved for various jobs. This is useful if you need to remove and reload the Printer Driver on the current computer or load the Printer Driver onto a new computer.

- **Export –** Saves custom Printer Driver settings to a holding file.
- **Import –** Use to select the holding file that contains your custom Printer Driver settings.

The Import/Export tab is also used to import custom media size packages or watermarks from your dealer if they are available.



IMPORTANT!

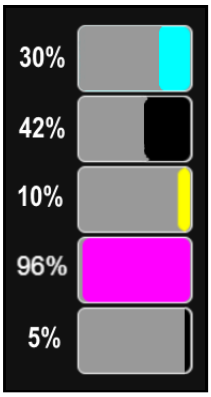
BEFORE REMOVING or UPDATING PRINTER DRIVER, REMEMBER TO FIRST EXPORT ANY CUSTOM MEDIA SIZES, WATERMARKS OR PRINT SETTINGS YOU HAVE ADDED TO AN OUTSIDE HOLDING FILE. THIS PREVENTS THE LOSS OF YOUR CUSTOM SETTINGS.

SECTION 4 – *Maintenance*

General, periodic maintenance is needed to keep Printer in good working order. This section covers how to care for Ink Tanks, Printhead Cartridge, Service Station, and clear paper jams.

Replace Ink Tanks

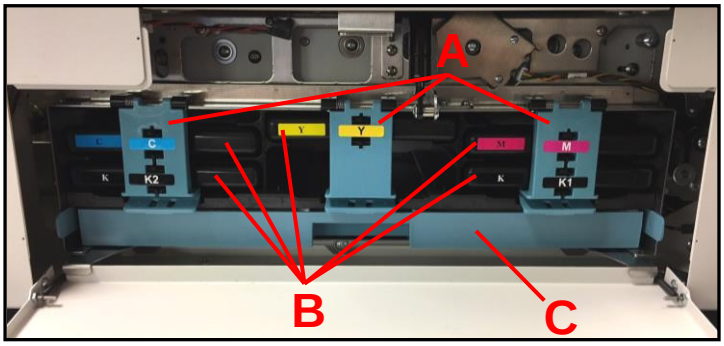
Replace Ink Tanks when ink runs out.



1. **Look at the Touchscreen Display.** Ink Tank Status information appears left side of the Touchscreen. Note that some or all of ink boxes may be low or empty.

2. **Open Ink Tank Door** (*hinged at bottom*). (*Disconnects Printer communication with Ink Tanks and allows safe installation and replacement*.)

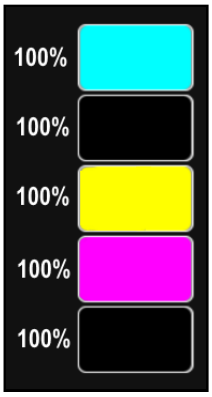
3. **Open Ink Tank Latches [A]** Pull up on bottom of Latch to release and swing Latch open (hinged at top).



4. **Remove empty Ink Tank(s) [B]** from Printer.
   Tip: This would be a good time to inspect the Ink Waste Tray **[C]**. Verify that it is not full and that it is securely installed. Latched into frame at both sides.

5. **Remove new Ink Tank(s) from packaging.**

6. **Insert Ink Tanks (*label side up*) into their appropriate color slots [B]**
   INSTALLATION TIP:
   Make sure Ink Tanks seat properly. Insert Ink Tank into appropriate color slot. Push Ink Tank forward firmly and then pull back about an inch. Then push Ink Tank forward firmly again. This helps to insure that Septum Needles penetrate seals on Ink Tank.



7. **Close and Lock Ink Tank Latches [A]**. Make sure bottom of Latch is securely locked at both sides.

8. **Close the Ink Tank Door.** Ink Tank colors should appear, as shown here. If ink colors do not fill in after a few seconds, open the Ink Tank Door, remove and reinstall Ink Tank(s).

   NOTE: If Ink Tank is installed, but Ink Tank indicator still does not refresh, see "Clean Ink Tank Contacts" below.

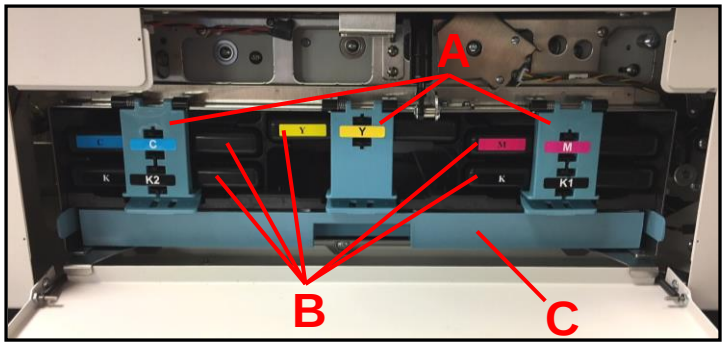
Clean Ink Tank Contacts

After reinstalling or replacing Ink Tanks the Ink Level indicators on the Touchscreen may not refresh. This may be due to a dirty Ink Tank Level Prism and/or QA Chip contacts on that Ink Tank(s).

Clean contacts as follows:

1. **Remove Ink Tank(s).** Open Ink Tank Door. Release Ink Tank Latch(s) **[A]**. Remove Ink Tank(s) **[B]** that did not refresh.

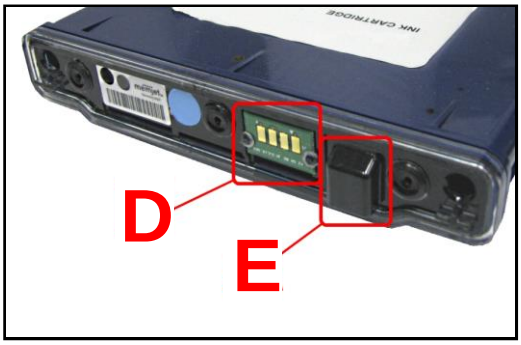
   Tip: This would be a good time to inspect the Ink Waste Tray **[C]**. Make sure it is not full and that it is securly installed. Tabs locked into frame at both sides.



2. Clean Ink Level Prism **[D]** and QA Chip contacts **[E]** with a clean, dry, lint-free cloth. **NOTE: Dampen cloth with distilled water to wipe Prism, but DO NOT get QA Chip contacts wet.**

3. Reinstall Ink Tank(s) (*labels up*), close and Lock Ink Tank Latch(s) **[A]**. Make sure the bottom of the Latch is locked at both sides.

4. Close Ink Tank Door.



Storage

New Ink Tanks should be stored in original packaging and kept away from heat.

Opened Ink Tanks should remain in Printer.

Nominal Ink expiration date: 24 months following date of manufacture (*ink fill date*).

Disposal

Safely dispose of Ink and Ink Tanks in accordance with local/national regulations.

Clean up spills with soap and water. Abrasive soap is effective in cleaning ink off your hands.

WARNING!

Ink in Ink Tanks may be harmful if swallowed. Keep new and used Ink Tanks out of reach of children. Discard empty Ink Tanks immediately.

Clean Printhead

Cleaning

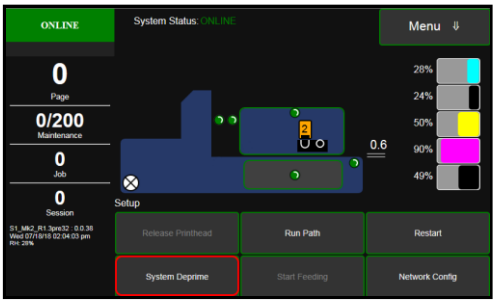
The Printhead is cleaned automatically each time Printer is turned on or when the **"Quick Clean Printhead"** routine is performed. This can be found under **"Service" Tab**, **"Normal Clean Printhead"** in **Printer Driver** or **"Maintenance"** drop-down menu on **Touchscreen**. If running automated Cleaning Levels doesn't help improve print quality, Printhead Cartridge can be cleaned manually.

1. **Open Printhead Door.** From the Touchscreen, tap **"Setup"** in the **Menu** drop-down then tap **"System Deprime"**. The Printer pumps any ink in system back into Tanks. Then the Printhead Latch pops open.

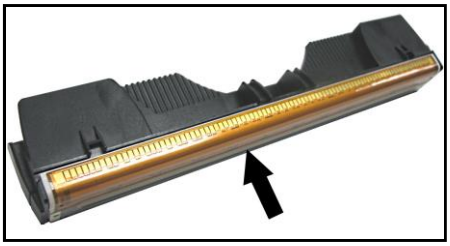
CAUTION

DO NOT PRY OR MANUALLY LIFT PRINTHEAD LATCH OR LATCH MAY BREAK. ONLY OPEN LATCH USING THE RELEASE PRINTHEAD BUTTON ON THE TOUCHSCREEN OR IN THE PRINTER TOOLBOX.

2. Make sure Printhead Latch is fully opened to retract ink lines. Remove used Printhead Cartridge by tilting it toward ink lines, then carefully lifting it out of Printhead Compartment.



3. Moisten Printhead nozzles using distilled water and a damp, lint-free cloth, wiping end to end. (*Gray strip located below orange strip*.) **Take care not to damage copper contacts, metal plate, or gold Printhead surface.**



4. Reinstall Printhead, close Printhead Latch and close Printhead Door**.**

Generally, when ink supply is adequate and print quality remains poor, or when automated cleaning processes or manually cleaning Printhead does not help image quality, replace Printhead. It is recommended to replace the wiper roller when replacing the Printhead.

CAUTION

- **Use electrostatic discharge (ESD) protection when handling.**
- **Hold Printhead Cartridge by handles ONLY.**
- **DO NOT touch ink couplings, nozzle surface or electrical contacts.**
- **DO NOT unpack Printhead Cartridge until Printer is ready for installation. Once unwrapped, delay in installing Printhead can compromise print quality due to dehydration.**
- **DO NOT place an unwrapped Printhead on any surface before installing. Protect Printhead from scratches, dust, fibers, dirt and other contaminants at all times.**

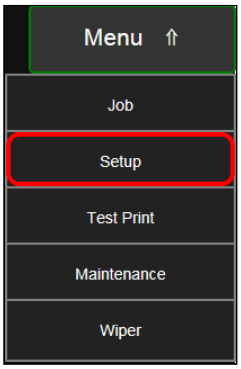
Remove/Replace Printhead Cartridge

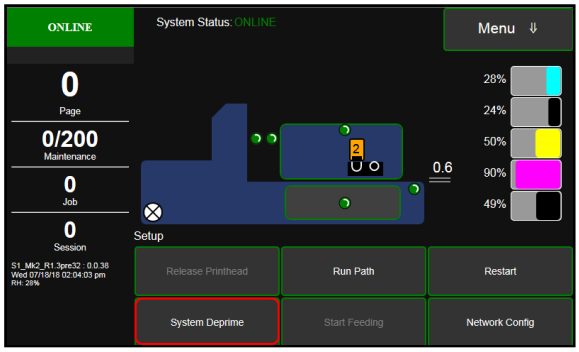
Use this procedure to remove and or replace a Printhead that is currently installed in the Printer. If the printer does not have a Printhead installed at this time; please refer to the section titled “Install Printhead Cartridge”.
Printhead Cartridge is a delicate precision device. Handle with extreme care to avoid damage and issues that could degrade print quality.

CAUTION

- **Use electrostatic discharge (ESD) protection when handling.**
- **Hold Printhead Cartridge by handles ONLY.**
- **DO NOT touch ink couplings, nozzle surface or electrical contacts.**
- **DO NOT unpack Printhead Cartridge until Printer is ready for installation. Once unwrapped, delay in installing Printhead can compromise print quality due to dehydration.**
- **DO NOT place an unwrapped Printhead on any surface before installing. Protect Printhead from scratches, dust, fibers, dirt and other contaminants at all times.**

1. **Deprime System.**
   On the **Touchscreen**; press **Menu** then Press **Setup** from dropdown list.
   Then press **System Deprime** from the choices provided at the bottom of the Touchscreen.
   The Printer pumps any ink in Printhead and Ink System back into Ink Tanks. Then Printhead Latch **[1]** will release so it can be opened.
   This process may take a few minutes.





2. Open the **Printhead Door.**

3. **Fully Open** released **Printhead Latch.** This will fully retract the Ink Revolver Couplings.
   WARNING! If the Printhead latch failed to release do not force the latch open. Severe damage will result.

4. **Carefully remove Printhead.**
   Rock the Printhead back to detach it from the electrical contacts.
   Then lift the Printhead up, at a slight angle, to remove it.

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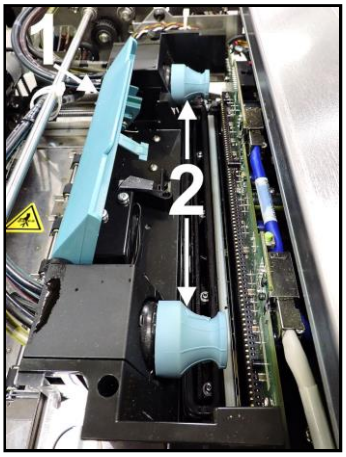
5. Once the old Printhead Cartridge has been removed; please refer to the section titled “Installing Printhead Cartridge”; to reinstall a Printhead or install a new Printhead Cartridge.

If you plan to discard the current Printhead; place the Printhead into the old protective packaging and discard according to local code.

If you plan to reuse the current Printhead; place the Printhead into its protective packaging and then into a resalable plastic bag along with a cloth dampened with distilled water.
Reinstall the Ink Revolver Caps **[2]** to protect the ink system.



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Printhead Storage and Shelf Life

Properly stored, unopened, Printhead Cartridges have a shelf life of up to 1 year.

Storage Temperature Range:	**Long Term:** 14° F to 86° F (-10° C to 30° C) **Short Term:** -11° F to 140° F (-25° C to 60° C) **NOTE:** Cumulative storage duration above 86° F (30° C) must not exceed 72 hours.
Humidity Range:	5% to 95% Relative Humidity, non-condensing
Atmospheric Pressure Range:	70 kPa to 106 kPa
Electrostatic Discharge:	8 kV air discharges or 4 kV contact discharges* ***When tested in accordance with IEC 61000-4-2**

If you find it necessary to remove the Printhead from the printer, for a few hours/days, it must be properly protected and sealed; to help reduce damage, nozzle dehydration and clogging.

- Follow the "Replacing the Printhead Cartridge" procedure to remove the Printhead Cartridge.
- Install the protective cover on the Printhead. Be careful to avoid ink spills (drips) and stains during this process.
- Store Printhead Cartridge in a sealed plastic bag, along with a cloth that has been dampened with distilled water.
- Reinstall the "Cap Protectors" onto the Ink Revolver Couplings.
- The Printhead should be re-installed as soon as possible. Please see the section titled "Install Printhead Cartridge".
  CAUTION: Make sure the cartridges electrical contacts are dry before re-installing Printhead.

Printhead Service Life

Manufacturer's estimated rating: ~125,000 linear inches of continuous printing.
For example; if printing a #10 envelope (9.5"W x 4.13"H), feeding long-edge first, at best print quality, with 100% ink coverage (each nozzle firing at 1600 dpi down length of media); the printer is depositing 4.13 liner inches of print per piece. At this rate, you can expect a yield of approximately 30,000 envelopes before head replacement may be needed.
If printing a typical logo (1" high) you can expect a yield of approximately 125,000 envelopes before head replacement may be needed.
NOTICE: **Individual results will vary.**
The estimations, provided above, are NOT an expression of Warranty. This information is being provided for informational purposes only. The decision on when a Printhead is no longer producing acceptable output varies greatly from customer to customer; since this decision is based upon the customer's expectations (what they consider as acceptable output).
Printhead degradation will depend on the make-up of the images printed, the operating environment, servicing, media characteristics (*including cleanliness*) and other factors. The Printhead has a total of 70,400 nozzles (14,080 per color channel, 5 color channels). Since every print job is different, most do not use the entire width of the Printhead nor do they require that every nozzle be fired. Therefore some nozzles do not fire as often as others. The most frequently used nozzles will begin to fail (nozzle "end-of-life") before nozzles that are used less often. Noticing the effects of failing nozzles depends partly on the relative position of those nozzles to each other.

Printhead Disposal

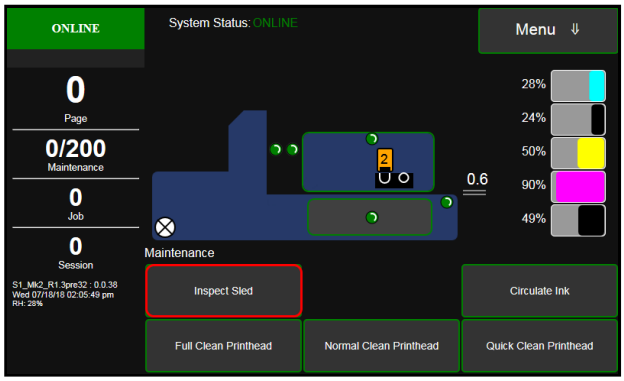
The Printhead Cartridge should be disposed of in a safe manner in accordance with local/national regulation. To help avoid ink spills; place the Printhead Cartridge back into its original packaging, before disposal. Clean up spills with soap and water. Abrasive soap is effective in cleaning ink off your hands.

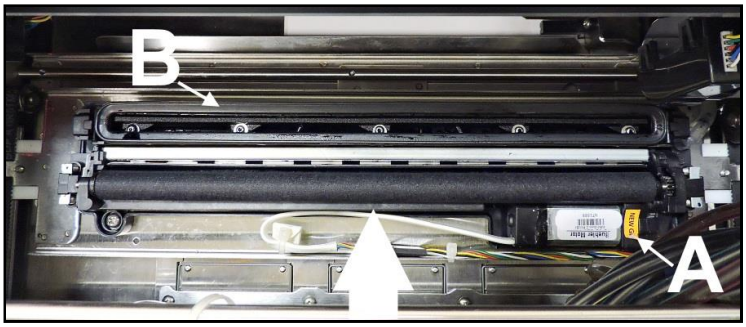
Inspect the Service Station

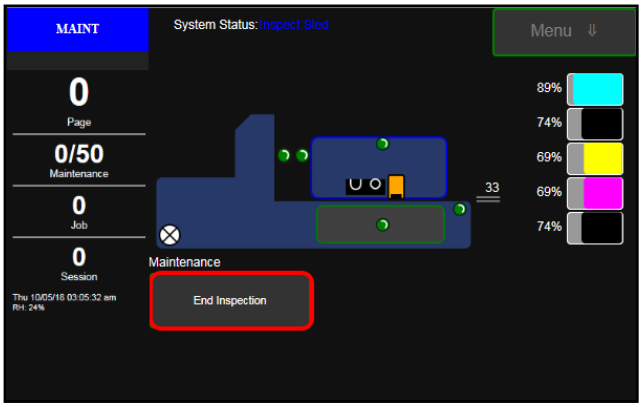
The Service Station (*located directly under the Printhead Assembly*) cleans Printhead Cartridge of excess ink and debris, keeps Printhead hydrated and protected when not in use, and captures and removes ink used to keep nozzles clear. It moves out of the way of the Printhead during printing. It is designed to provide a long service life.

To access the Service Station for inspection and cleaning:

1. Using the **Touchscreen**, select **"Menu"** then tap **"Maintenance"** from the drop-down menu. Tap **"Inspect Sled"**. The Service Station **[A]** moves out from under the Printhead Assembly.
2. Open the Printhead Door.
3. Visually inspect the Service Station for cleaning or service.
   Use a dry, lint-free cloth to soak up any excess ink from the Cap Station **[B]**.
4. Tap **"End Inspection"** on the Touchscreen to move the Service Station back under the Printhead Assembly.
5. Close the Printhead Door.







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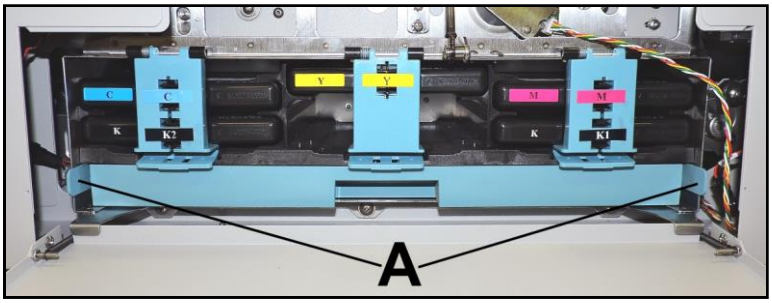
Inspect/Replace Waste Ink Tray

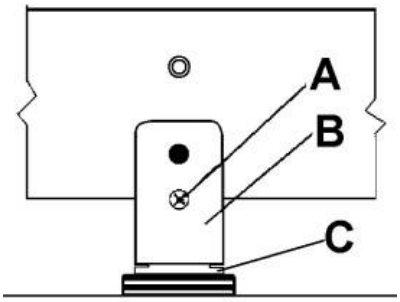
Waste Ink Tray catches and absorbs the waste ink produced by the system. This tray is filled with absorbent material. This tray must be replaced when it becomes saturated. Please inspect routinely.
The tabs located at the left and right sides of the tray secure the tray to the frame.
When re-installing the Waste Ink Tray; please be sure the tabs "click" into the frame, to secure the tray's position.
Replacing the Waste Ink Tray:

1. Open Ink Tank Door.
2. Pull on tabs to slide Waste Ink Tray **[A]** out of Printer.
3. Replace with a new Ink Waste Tray.



Replace Sheet Separators

Sheet Separators ensure separation of pieces as they are being fed. If experiencing double sheet feeding and cannot adjust Separators to prevent it, replace Separators.
Replacing Sheet Separators is not difficult:



1. Turn Printer OFF and unplug it from power source.
2. Release Separator by loosening Locking Knob and moving Media Side Guides to maximum opened position.
3. Lower Separators so they touch Feed Roller.
4. Remove screw **[A]** and Separator Cover **[B]**. Remove Separator **[C]** by prying it out of Holder.
5. Install a new Separator and reinstall Separator Support and screw. **DO NOT** over tighten screw to prevent distorting or damaging Separator.

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Jams in Printer

If a jam occurs, **STOP the Printer.** Some possible causes for jamming are:

1. Feeding more than one piece of media (*double-feeding*).
2. Damaged media, such as dog-eared (*turned down corners*).
3. Media that is not stiff enough may not be usable. Media that meets Postal stiffness requirements for automated feeding is acceptable in Printer.
4. Envelopes caught under flap of another envelope or stick to one another.

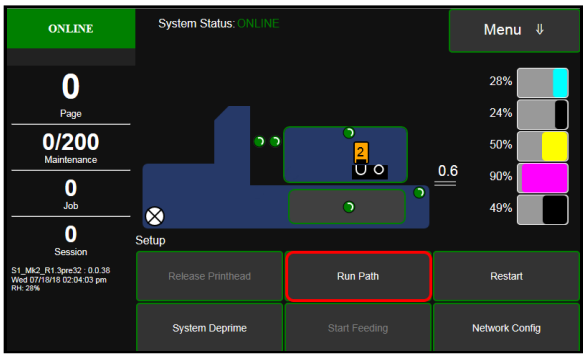
Remove Jammed Media

Clearing a jam depends on where jam occurred.

Feed Section:
Loosen Sheet Separators and remove jammed media.
Readjust Sheet Separators to media.

Print Area:

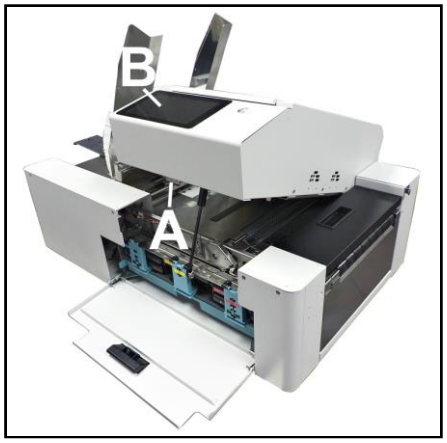
If you are sure nothing is obstructing the paper path:



- Open **Touchscreen "Setup" screen**. Press **"Run Path"**; this will clear the media from the paperpath without feeding more media. Press "**Stop Path**".
- Press "**Menu**", "**Job**" then **"Clear Error"**.
- Press **"Resume"** to continue printing.

If you are not sure if the paper path is obstructed:

- Open the Ink Tank Door.
- Pull the Clamshell Latch **[A]** toward you to release and swing open the Clamshell **[B]**.
- Clear jam, the carefully lower/latch the Clamshell.
- Close the Ink Tank Door.
- Press "**Menu**", "**Job**" then **"Clear Error"**.
- Press **"Resume"** to continue printing.



Misfeeds

Misfeeds can be corrected by readjusting or replacing the Sheet Separators. See **"Replacing Sheet Separators"** on previous page.

Cleaning

WARNING!

PRINTER IS A PRECISION MACHINE. CLEAN REGULARLY TO INSURE MANY YEARS OF SERVICE. BEFORE PERFORMING ANY MAINTENANCE, DISCONNECT MACHINE FROM ITS POWER SOURCE!

DO NOT REMOVE SIDE COVERS! HIGH VOLTAGES PRESENT.

Clean Printer regularly to remove accumulated paper dust and ink. Depending on types of media run, paper dust may accumulate inside Printer and on Transport.

1. Turn Printer OFF and unplug it from power receptacle. Then open or remove Covers.
2. **Interior:** Use a vacuum with a soft brush attachment or a can of compressed air to help loosen dust particles. **NOTE: Be careful around Drip Tray and capping station** in Print Engine area as accumulated ink may splash onto other parts of Printer. Take care not to damage PC Boards or electrical wiring.
3. **Exterior:** Wipe clean with a lint-free cloth using any standard nonabrasive household cleaner that does not contain plastic-harming solvents.

CAUTION

NEVER SPRAY OR POUR CLEANERS DIRECTLY ON OR INTO PRINTER. EXCESS LIQUID COULD HARM ELECTRONIC PARTS. DAMPEN A LINT-FREE CLOTH WITH THE CLEANER AND APPLY IT TO PARTS TO BE CLEANED.

Feed Rollers and Forwarding Rollers

Feed, Forwarding and Transport Rollers can become glazed with paper lint and ink from media. Clean regularly with a mild abrasive household cleaner on a damp lint-free cloth.

NOTE: Avoid using solvents on Rubber Rollers.

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Print Engine

Areas in Print Engine can become glazed with a buildup of dust, paper lint and accumulated ink and have to be cleaned regularly. Open Printhead Door. Use a vacuum to pick up any loose debris.

NOTE: Be careful around Drip Tray and Capping Station in Print Engine area as accumulated ink may splash onto other parts of Printer. Take care not to damage PC Boards or electrical wiring.

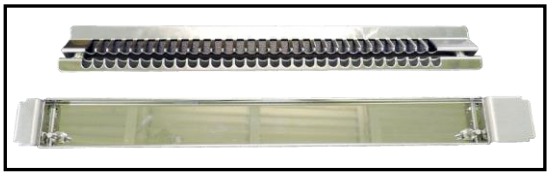
CAUTION

USE ONLY DISTILLED WATER TO CLEAN PRINT ENGINE COMPONENTS. AVOID CONTAMINATING PRINTHEAD WITH CLEANERS, LUBRICANTS OR OTHER CHEMICALS.

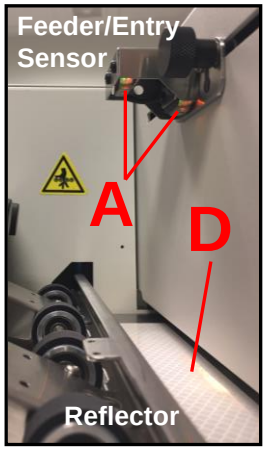
[A] Media Sensors: Paper lint and dust may build up on Media Sensors. Use a can of compressed air or a damp (*not wet*) foam or lint-free cotton swab to gently swab Sensors. Take care not to drip water into Circuit Boards. Use a clean, dry swab to dab surfaces dry.

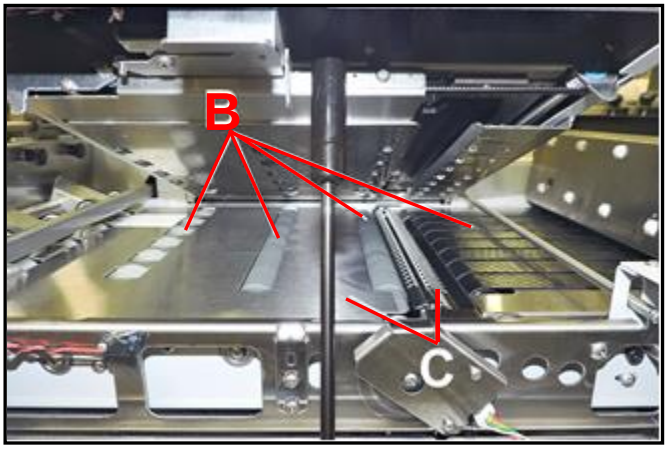
[B]. Rubber Rollers and Transport Belts. Clean as needed using distilled water with a damp, lint-free cloth. **NOTE:** Be careful not to splash or drip ink on other parts of Printer.

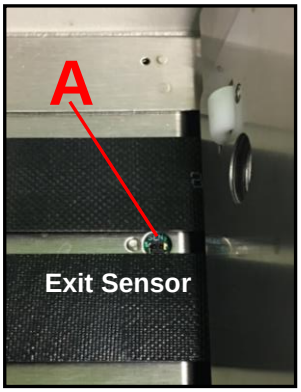
[C] Printing Surfaces, Print Platen & Drip Tray. Wipe using distilled water and a damp, lint-free cloth pat dry with a lint-free cloth. **Print Platen & Drip Tray:** Carefully remove Print Platen & Drip Tray Cover and Print Platen & Drip Tray.
DO NOT: Tip the Tray or ink may spill. Wipe off excess ink then clean using distilled water and a damp, lint-free cloth.



[D] Reflector: Paper lint and dust may build up on Reflector. Use a damp (*not wet*) cloth to gently clean the reflector surface.







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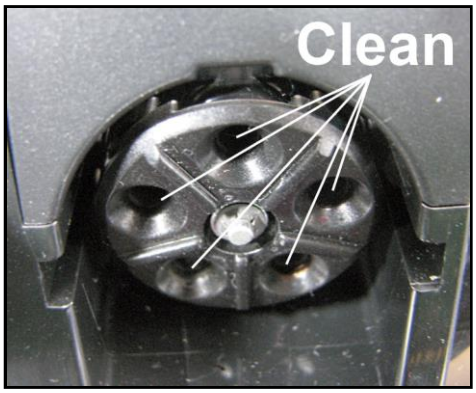
Cleaning Ink Revolver Couplings

1. **First Deprime system and remove Printhead Cartridge.**
2. Moisten a foam swab in distilled water.
3. Insert the swab into one of the ink channels and rotate swab to clean chamber.
4. Use a new swab for each of remaining ink channels until all 10 openings are clean. (*5 on each side.*)



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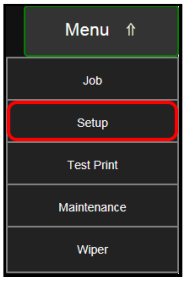
Shipping or Transporting Printer

If you have to ship or transport Printer for any reason, unit will need to be prepared. Once Printer is prepared, carefully package Printer, Printhead Cartridge, Service Station and Ink Tanks in original packaging.

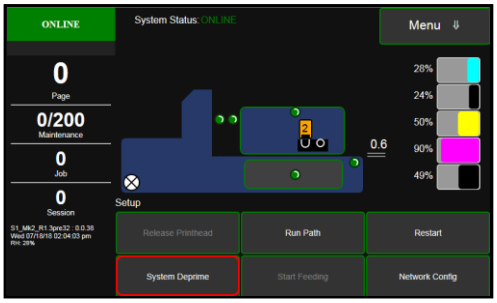
Remove Printhead Cartridge



1. **Open Printhead Door.** From the Touchscreen, tap **"Setup"** in the **Menu** drop-down then tap **"System Deprime"**. The Printer pumps any ink in system back into Tanks. Then the Printhead Latch pops open.

CAUTION

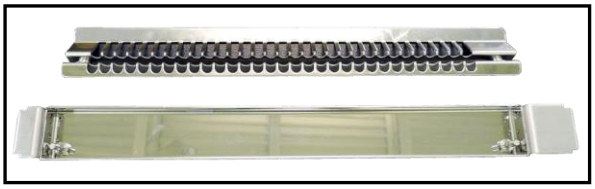
DO NOT PRY OR MANUALLY LIFT PRINTHEAD LATCH OR LATCH MAY BREAK. ONLY OPEN LATCH USING THE RELEASE PRINTHEAD BUTTON ON THE TOUCHSCREEN OR IN THE PRINTER TOOLBOX.



2. Make sure Printhead Latch is fully opened to retract ink lines. Remove used Printhead Cartridge by tilting it toward ink lines, then carefully lifting it out of Printhead Compartment.
3. Pack Printhead Cartridge area with absorbent towels to catch any ink drips or spills. Carefully pack Cartridge using original packaging.

Empty and Clean Print Platen & Drip Tray

1. **Open Clamshell.**
2. Carefully lift the two tabs out of the slots in the Print Engine Frame and remove Print Platen & Drip Tray Assembly **[A]**. **DO NOT: Tip the Drip Tray or ink may spill.** Empty the Tray if necessary and wipe off excess ink. Clean using distilled water and a damp, lint-free cloth.
3. Wrap **Print Platen & Drip Tray** in paper towels and store in re-sealable plastic bag then place in accessories box for shipping. If moving just a short distance **Print Platen & Drip Tray** may be placed back into the printer.



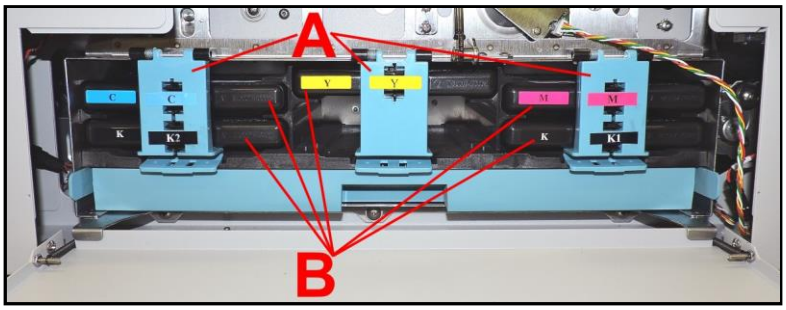
TURN PRINTER POWER OFF.

CAUTION

WHENEVER POWERING DOWN UNIT, ALWAYS:

1. **PRESS SOFT-POWER BUTTON.**
2. **WAIT FOR PRINTER TO STOP PROCESSING. TOUCHSCREEN AND SOFT-POWER LIGHT WILL GO OUT.**
3. **THEN TURN OFF MAIN POWER SWITCH ON REAR PANEL.**

Remove Ink Tanks



1. Deprime system. Open Front Cover (*hinged at bottom*). Open the Ink Tank Latches **[A]** and pull Ink Tank(s) **[B]** out of Printer.

2. Carefully package Ink Tanks in original packaging. **IMPORTANT:** Make sure ink seals on Ink Tanks face up to prevent leakage.

3. Pack Ink Tank bays with absorbent towels to catch any ink drips or spills.

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PRINTER MAINTENANCE SCHEDULE

General, periodic maintenance is needed to keep the Printer in good working order. Many tasks can be performed by operators with basic supplies, no special tools needed. Other tasks should only be performed by trained service personnel. **NOTE:** High volume usage may require more frequent maintenance.

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COMPONENTS/TASKS	MAINTENANCE TYPE				
	DAILY	BI-WEEKLY	MONTHLY	YEARLY	AS NEEDED
PERFORMED BY OPERATOR					
Printhead (Manual Wiping)					WIPE
Ink Revolver Couplings and Connections: Inspection/Cleaning					EVERY PRINTHEAD REMOVAL
Residue and Debris Removal	CLEAN	CLEAN	CLEAN	CLEAN	CLEAN
Optical Sensors (Media Path)		CLEAN	CLEAN	CLEAN	
Wiper Roller		INSPECT	INSPECT	INSPECT	REPLACE
Capping Station		INSPECT	INSPECT	INSPECT	CLEAN
Wiper Motor Module			INSPECT	INSPECT	CLEAN
Rollers (Feeder & Media Path)		INSPECT	INSPECT	INSPECT	CLEAN
Ink Tank Latches/Ink Bay				INSPECT	
Waste Ink Tray			INSPECT	INSPECT	REPLACE
PERFORMED BY SERVICE TECHNICIAN					
Lubrication				APPLY	APPLY
Pen Driver PCA Contacts: Cleaning				INSPECT	CLEAN
Moving Parts/Motor				TEST	REPLACE
Service Station Sled Assembly				CLEAN	REPLACE
Wiper Motor Module:				CLEAN	REPLACE
Ink Tubing, Couplings, Components				INSPECT	REPLACE
Printhead Lift Motor Belts, Service Station Motor Belts, Feed Motor Belt, Paper Path Motor Belt, Media Thickness Adjustment Belts				INSPECT	REPLACE

WARNING!

ALWAYS POWER DOWN PRINTER BEFORE CONNECTING OR DISCONNECTING ANY WIRING HARNESSES OR CABLE CONNECTIONS TO AVOID SERIOUS SHOCK OR INJURY.

CAUTION

- **ALWAYS USE APPROPRIATE PERSONAL PROTECTION EQUIPMENT (PPE).**
- **USE ELECTROSTATIC DISCHARGE (ESD) PROTECTION WHEN MAINTAINING EQUIPMENT.**
- **DISPOSE OF ALL MAINTENANCE WASTE IN ACCORDANCE WITH LOCAL REGULATIONS.**

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SECTION 5 – *Troubleshooting Guide*

Troubleshooting Guides are provided to assist in solving any problems that might occur with Printer. We tried to make them as complete as possible. The best advice we can offer is to make sure that system is set up properly, plugged in, and has an adequate supply of ink before attempting to troubleshoot any problem.

Memjet® Printhead

CONDITION	PROBLEM	SOLUTION
Missing parts of letters or text.	Air and bubbles blocking Nozzles.	Clean Printhead using recirculation, priming or cycles of de-priming and priming found on the **Printer Touchscreen** or in **Printer Toolbox**. Rehydrate Printhead using distilled water and a wet, clean, lint-free cloth. Air bubbles often disappear with Printer use.
Print shows regularly missing or misdirected nozzles or ink color mixing.	Debris on Printhead.	Perform startup routine. Clean Printhead using a Cleaning Level on the **Printer Touchscreen** or in **Printer Toolbox**. Wipe Printhead manually with distilled water and a wet, clean, lint-free cloth. Replace Printhead.
Ink mixing – Mixed or muddy colors.	**Causes:** Ink flooding, air in Printhead or a dirty Printhead.	Clean Printhead using a Cleaning Level on the **Printer Touchscreen** or in **Printer Toolbox**. Wipe Printhead manually with distilled water and a wet, clean, lint-free cloth.
No print or crisp blocks of missing drops.	Electrical failure or poor electrical connection.	Reseat Printhead. Replace Printhead.
System will not re-prime ink after replacing Printhead Cartridge	Printhead nozzles dry. Ink Tanks may be 1/3 full or less.	Wipe Printhead manually with distilled water and a wet, clean, lint-free cloth. Replace Ink Tanks.

WARNING!

DO NOT REMOVE SIDE COVERS OF PRINTER!
HIGH VOLTAGES PRESENT BEHIND COVERS!

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Printer

CONDITION	PROBLEM	SOLUTION
Ink Tank installed, no Ink Level indication in Toolbox	Ink Tank contacts dirty, preventing Printer/Ink Tank communication.	Remove Ink Tank(s). Clean prism and QA Chip contacts; see **Maintenance**, *Cleaning Ink Tank Contacts*.
Extra lines; losing data	Database problem.	Check data in database program.
Improper output (*address information out of order, miss-feeding, etc.*)	Wrong interface settings. Static electricity. Dirty Media Sensor.	Check software or database on PC. Close software, then turn Printer OFF and ON. Clean Media Sensor.
Media jams	Double feeding. Media is curled or bent. Media is too thin.	Adjust Sheet Separators. Uncurl media. Check that media meets thickness specs. Check adjust Media Thickness. Try using low (3 dot) Print Platen.
No communication	Improper cabling / connector. Unit not receiving power.	Use proper USB cable (*see User Guide)* Check AC Power Cord connections, Main Power Switch, and Soft-Power Button. If still not powering-up; unplug and check fuse.
Print too light or missing character dots	Clogged or dirty Printhead. Running out of ink.	Check Printhead. Check Ink Tanks.
Blurry/wavy images	Image is not sharp.	Reduce Media Thickness and or Head Height values to bring Printhead closer to media. Clean Printhead using a Cleaning Level on the **Printer Touchscreen** or in **Printer Toolbox**. Clean Printhead manually using distilled water and a wet, clean, lint-free cloth. Printhead height too high, lower Printhead.
Feeding problems and or image distortions	Double sheets. Misfeeds. Media hesitating or skewing.	Adjust Sheet Separators. Check adjust Media Thickness. Try using low (3 dot) Print Platen.
Job is sent to print but does not print.	Printer not turned ON. Printer not connected to computer. Media Sensor is covered in Print Engine.	Check that Printer is ON. Connect printer cable to computer and resend job. Open Print Engine and remove media.

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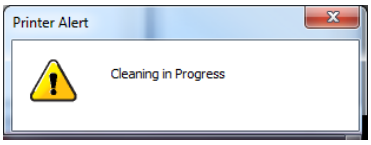
Errors and Warnings

Printer Alert Window Messages

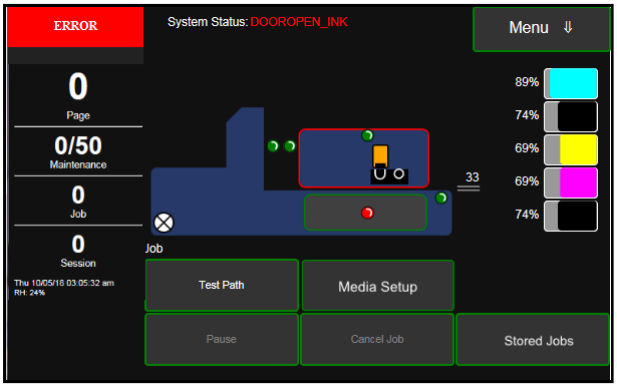
Messages sent from Driver and displayed on PC screen in a small popup window.

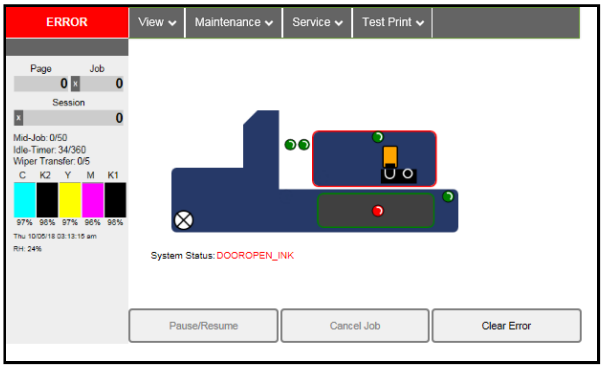


MESSAGE	SOLUTION
Cleaning in Progress	Wait until message disappears. Printer will start printing your job once cleaning process is complete.
Incompatible Printhead	Remove and reinsert your Printhead Cartridge. Replace Printhead. Printhead Cartridges must be purchased from authorized supplier for this printer model.
Incorrect … Ink Tank	Replace Ink Tank. Ink Tanks must be purchased from authorized supplier for this printer model.
…. Ink Low Example: Black Ink Low	Reorder Ink.
…. Out of Ink Example: Cyan Ink Out	Replace empty Ink Tank.
Load Paper	Out of Paper. Load media into Printer and press **PAUSE/RESUME** button to resume printing.
Mechanical Jam	Check for and remove obstruction, then press **PAUSE/RESUME** button to resume printing. Check/Clean Sensors. If problem persists, contact technical support.
Missing Printhead	Remove Printhead Cartridge. Check/clean electrical contacts. Reinsert Printhead. Replace Printhead. If problem persists, contact technical support.
Multiple Inks Low	Reorder Ink.
Multiple Ink Tanks Out	Replace empty Ink Tanks.
Multiple Ink Tanks are missing	Insert missing Ink Tanks. Clean electrical contacts and reseat Ink Tanks.
Multiple Unauthorized Ink Tanks	Remove and reinsert Ink Tank. Replace Ink Tank. Ink Tanks must be purchased from authorized supplier for this printer model.
Paper Jam	Remove jammed media. Check for proper feed setup then press **PAUSE/RESUME** button to resume printing. Check/Clean Sensors. If problem persists, contact technical support.
Printhead Latch Open	Ensure that Printhead Cartridge is inserted properly, then close Printhead Latch so that it locks.
Print Zone Assembly (Clamshell) Open	Check to be sure Clamshell is completely closed and latched.
The … Ink Tank is missing	Insert missing Ink Tank. Clean electrical contacts and reseat Ink Tank.
Unauthorized … Ink Tank Installed	Replace Ink Tank. Ink Tanks must be purchased from authorized supplier for this printer model.
Unauthorized Printhead	Replace Printhead Cartridge. Printhead Cartridges must be purchased from authorized supplier for this printer model.

Toolbox System Status Messages

Use the **Touchscreen** or **Toolbox** screen to quickly determine and locate a problem in the Printer. **Status Indicator** shows **ERROR** shows in red box. **Printer Graphic Icon** highlights Printer and system affected.
The **System Status** information on the right displays the basic problem (*in **red***). **Ink Levels** displays ink status.
Control Buttons (*at screen bottom*) let you perform often used tasks without leaving the screen.

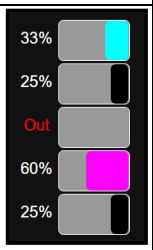
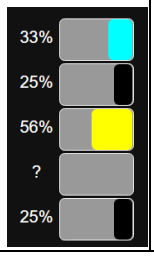




Listed below are some of the messages that may appear in **System Status**.

SYSTEM STATUS	SOURCE	SOLUTION
System Status: **PAPERPATH_FEED_TIMEOUT**	Out of Paper Hesitation in media feed. Media not passing under Feeder/Entry Sensors.	Load media into Printer and press the **Pause/Resume** button to resume printing. If media is present; check/adjust the Guides and Separators. Reposition media or Feeder/Entry Sensor Assembly, so paper passes under sensors.
System Status: **PAPERPATH_PAPERJAM**	Paper/Media jam detected. Printer has detected that one (*or more*) Media Sensors are blocked (*interrupted*).	Carefully remove jammed media from Printer and close Print Engine. System Status message in **red** should go away. Touchscreen and Toolbox **Paperpath Sensor indicators** should change from red to green. **After jam is cleared, you can:** Check/adjust sheet separation. Press **Pause/Resume** to resume printing. Press **Cancel Job** to cancel job, then manually clear job from computer's print queue.
System Status: **PAPERPATH_PAGE_SEQUENCE**	Change in media length detected. Overlapping pieces.	Remove media from the Printer transport. Check/adjust sheet separation. Press **Pause/Resume** to resume printing.
System Status: **MAINTENANCE_BUSY**	Using "Job" menus "Media Setup" feature. Machine is performing a maintenance procedure.	Exit out of the "Media Setup" feature. No action required. Wait for printer to finish.

Toolbox System Status Messages (*Continued*)

SYSTEM STATUS	SOURCE	SOLUTION
System Status: **DOOROPEN_PRINTHEAD**	Indicates that Printhead Door is open. Switch damaged or disconnected.	Verify that Printhead Door is closed. Make sure that Printhead Door switch (*located at the back center of the door*) is activated when the Printhead Door is open and closed. Use **Scan Sensors** in the Printer **Toolbox** to check that the Printhead Door switch is functioning.
System Status: **DOOROPEN_INK**	Indicates that Ink Tank Door is open. Switch damaged or disconnected.	Verify that Ink Tank Door is closed. Make sure that Ink Tank Door switch (*located at the upper right corner of the door*) is activated when the Ink Tank Door is open and closed. Use **Scan Sensors** in the Printer **Toolbox** to check that the Ink Tank Door switch is functioning.
System Status: **DATA_PATH_UNDERRUN**	Media is not moving from Entry Sensor to Exit Sensor within a specified time. Possible issue with format or orientation of job being sent. Dirty Encoder Wheel.	Check/clean Media Transport Rollers. Check/clean Sensors and Reflector. Try changing orientation setting in software/driver or setting a different media size. If problem persists contact technical support. They should check/clean Encoder Wheel.
System Status: **INK_LOW_X**	One or more Ink Tanks are low on ink. X = Color. MULT = more than one Tank color.	Ink Tank replacement will be necessary soon. Reorder Ink.
System Status: **INK_OUT_YELLOW** **NOTE**: Tank condition may be displayed as “Out” or “0%” 	One or more Ink Tanks are out of ink. X = Color. MULT = more than one Tank color. ”Out” = no ink in Tank reported by ink sensor. “0%” = calculated that 250ml of ink was drawn from Tank.	Open the Ink Tank Door. Replace empty Ink Tank(s). Verify that Ink Tanks are seated firmly and latches are fully closed. Close the Ink Tank Door and press “Clear Error”. The ink levels should fill in. **Tip**: A premature visible ink “Out” condition can occur if the printer is not on a sturdy, level surface.
System Status: **CARTRIDGE_MISSING_MULT** **or** **CARTRIDGE_MISSING_X** 	Ink Tank is missing or not recognized (*obtained from an unauthorized reseller*). X = color (C M Y K1 K2) MULT = more than one Tank color.	Insert missing Ink Tank or pop Ink Tank in and out to improve connection. Check/clean Ink Tank contacts. Press **Pause/Resume** button to refresh ink levels and continue printing.

Toolbox System Status Messages (*Continued*)

SYSTEM STATUS	SOURCE	SOLUTION
System Status: **MECH_FAIL_PERMANENT** **ERROR** on **System Status** screen. Check the **Printer Graphic** to determine what component has a problem or failed: **Service Station**, **Ink Valve** or **Printhead**, (usually indicated with a steady **"?"**)	Mechanical error One of Printer's mechanical components was not properly registered at expected position. Mechanical failure or Sensor failure.	Visually inspect component stated as a "Reason" for failure. Using **Scan Sensors** page in the Printer **Toolbox**, perform toggle test on Sensor responsible for registration of failed mechanical component position. Try rebooting (resetting) printer. If problem persists call for Service.
System Status: [Crit 63 03-phead offline cancelpage restart]	Dirty/damaged Printhead contacts at Printhead or board.	Try rebooting (resetting) printer. Try replacing Printhead. If problem persists call for Service.
System Status: **ONLINE** **ERROR** on **System Status** screen. **Printer Graphic** shows Printer Service Station as **"?"**.	Service Station position sensors are damaged or malfunctioning.	Check Service Station position. Check for mechanical jam. Try rebooting (resetting) printer. If problem persists call for Service.
System Status: **MECH_CANCELPAGE**	Job was cancelled by user pressing Cancel Job button.	Wait until print job has cleared from Printer. Then manually clear job from computer's print queue. Then send new print job.
System Status: **PRINTHEAD_MISSINGQA** **Printer Graphic shows Printer Printhead as "?".**	Printhead missing or Printhead not making proper connections.	Install Printhead. Remove, clean contacts and reinstall Printhead. Replace Printhead. Refer to appropriate sections in this manual for removing and installing Printhead Cartridge Try rebooting (resetting) printer. If problem persists call for Service.
System Status: **PRINTHEAD_UNPRIMED**	Printhead unprimed. Printhead Latch is open and or Door open. Printhead priming process has failed.	After installing Printhead you must close Printhead Latch and close all Doors to start priming process. Remove Printhead Cartridge, wet print nozzles using distilled water and reinstall Printhead Cartridge. Refer to appropriate sections in this manual for removing and installing Printhead Cartridge. If you continue to have trouble priming Printhead; check for kinked or pinched color tubes. Try rebooting (resetting) printer. If problem persists call for Service.

Toolbox System Status Messages (*Continued*)

SYSTEM STATUS	SOURCE	SOLUTION
System Status: WIPER OVERTEMP	Wiper Motor is overheated due to performing a Wiper Transfer (*removing excess ink off Service Station Wiper*) too often or for multiple or extended periods. Printer will continue maintenance after Wiper Motor cools down. Message will disappear once the temperature returns to operating range.	**Wait for Wiper Motor to cool down,** Printer will automatically resume operation. **TIP:** To reduce this issue; set **Mid-Job Servicing** interval to a higher number of pages. Keep in mind that if you set the value too high you may experience print quality issues; caused by clogged or dehydrated nozzles.
System Status: WIPER ERROR	Wiper Roller is not turning. This can be due to: 1. Wiper Motor cable is broken or disconnected. 2. Wiper Motor Module failure.	1. Check cable and connections. 2. Replace Wiper Motor Module. If problem persists call for Service.

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Appendix A – Printer Specifications

PRINT RESOLUTION	**Best:** 1600 x 1600 DPI **Normal:** 1600 x 800 DPI
SPEED (color or mono)	Up to 3,600 letter size pages per hour Up to 8,000 #10 envelopes per hour
MEDIA SIZE	**Minimum:** 3" W x 4" L (76 mm x 102 mm) **Maximum:** 10.5" W x 17" L (267 mm x 432 mm) - up to 14" L (356 mm) for rigid (stiff) material
PRINT AREA	8.77" x 40" (222.8 mm x 1016 mm), including bleed area
MEDIA THICKNESS	**Minimum:** 0.004" (0.102 mm) **Maximum:** 0.393" (10 mm)
FEEDER CAPACITY	Up to 500 single sheets or 750 #10 envelopes
SOFTWARE	Windows ™ Printer Drivers for Windows ™, 7, 8, 8.1, 10. RIP available
DIAGNOSTICS	Viewable on 7" Touchscreen Display and S-Series Toolbox
DATA STORAGE	Up to 60 GB of onboard Printer storage for Job Library
INK	Water-based ink. 5 individual 250 ml ink tanks (CMYKK)
INK MONITOR	Viewable on 7" Touchscreen Display and S-Series Toolbox
PRINT CARTRIDGE	Memjet® Replaceable Printhead
INTERFACE	USB 2.0 and Ethernet
ELECTRICAL	100-240 VAC, 50/60 Hz, 2.5 A
DIMENSIONS	22" W x 37.25" L x 21.75" H (55.9 cm x 94.6 cm x 55.3 cm) (Media Side Guides and Rear Support attached)
WEIGHT	109 lbs. (49.4 kg)

All Specifications Subject To Change without Notice

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Appendix B – Supplies and Optional Hardware

The following supply items and optional hardware are available from your Formax Dealer:

SUPPLIES	
Printhead Cartridge	CJ-20
Black Ink Tank (printer requires 2)	CJ-24
Cyan Ink Tank	CJ-21
Magenta Ink Tank	CJ-23
Yellow Ink Tank	CJ-22
Ink Tank Set (CMYKK)	CJ-25
OPTIONAL HARDWARE	
Conveyor /Stacker with Drop Tray	CJ-10
1,000-watt Infrared Inkjet Dryer	CJ-15
Cabinet, adjustable height, 68” L x 24” D x 24-26” H	CJ-16

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