Toscana-P1/Toscana-P1N/Piemonte-P1N Machine Code: J007/J010/J011

Call Center Manual

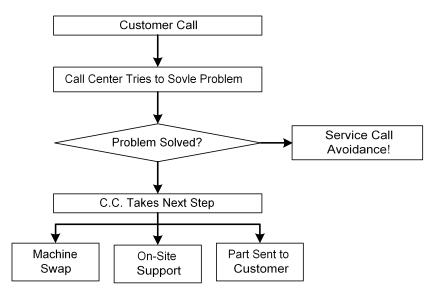
May. 26th, 2006 Subject to change

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1. Before You Begin

Call Center Support Flow



Important Notes

• This manual applies to the following machines:

Model Name	Production Name
GX3000	Toscana
GX3050	Toscana P1N
GX5050	Piemonte P1N

- The print head maintenance procedures (printing the test pattern, print head cleaning and flushing) can be done on the printer operation panel or from the RPCS printer driver.
- However, the maintenance procedures can be done only on the operation panel if the PCL printer driver is installed. The PCL printer driver is not provided with the maintenance features.

2. Troubleshooting

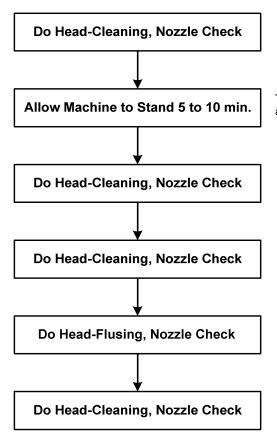
Print Head Cleaning Flow

Guide the user through these steps to confirm that there is a problem with the print head that print head cleaning cannot solve.



- The print head maintenance procedures (printing the test pattern, print head cleaning and flushing)
 can be done on the printer operation panel or from the RPCS printer driver.
- However, the maintenance procedures can be done only on the operation panel if the PCL printer driver is installed. The PCL printer driver is not provided with the maintenance features.

Print Head Cleaning Procedure



This step is required for Toscana/Piemonte only. This allows time for bubbles in the ink to disappear.

Z

Call Center Quick Reference Table

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Troubleshooting Guide

Computer freezes

No free space available on HDD

How much free space is available on the HDD? (At least 70 MB required)

If there is no free space on the HDD, delete some files to create more space on the HDD.

Instructions

- 1. If the Status Monitor is set for "Auto start up setting", disable this setting.
- 2. In the printer driver settings, enable "Spool data in EMF format".
- 3. If any resident programs are running, shut them down.
- 4. If bi-direction communication is on, switch this setting off.
- 5. Reboot the PC

Error Messages

Cover alert message does not disappear

Is the top cover and other covers closed correctly?

Instructions

- Check the status of the top cover in the Status Monitor. (Tell the customer how to use the Status Monitor, if necessary).
- 2. Make sure the rear cover is closed completely.
- 3. Make sure the duplex unit is attached and locked.
- 4. Swap and repair if this does not solve the problem.

Ink cartridge alert message does not disappear

Has the ink cartridge been removed and reinserted?

- 1. Open the right cover.
- 2. Remove and reinsert the affected ink cartridge.
- 3. Cycle the printer off/on.

4. Swap and repair if this does not solve the problem.

Printer cannot print

Are the hardware connections secure and the software application settings correct?

Instructions

- 1. Check the Status Monitor. Obey the Status Monitor instructions to solve the problem.
- 2. Check the power cord and USB connection points to confirm secure connections.
- 3. Check the printer driver settings, software application settings, and computer settings.
- 4. Swap and repair if this does not solve the problem.

Paper out

Is the paper cassette out of paper?

Instructions

- 1. Load paper in the paper cassette.
- 2. Confirm that the paper tray is set correctly.
- 3. Confirm that the side fences are at the correct positions for the paper size.

Ink cartridge set incorrectly

Has one or more ink cartridges been removed recently?

Instructions

- 1. Open the right front cover.
- 2. Remove each ink cartridge then reinsert it.
- 3. Push in each cartridge so it lock securely in place.
- 4. Cycle the printer off/on.
- 5. Swap and repair if this does not solve the problem.

Temperature out of range

Is the room temperature too high or too low?

The printer should be used where the room temperature is within the range of 10°C to 32°C (50°F to 89.6°F).

1. If the printer has just been moved from a cold location to a warm room, allow the printer at least one hour to warm up to room temperature before you try to use it.



- If humidity is higher than 54%, the high end of the temperature range will be lower. The printer will not return to standby mode until it has warmed to the room temperature.
- 2. Open the Status Monitor.
- 3. Obey the Status Monitor instructions if any are displayed.
- 4. Swap and repair if this does not solve the problem.

Exit Tray

Exit tray damaged

What is the extent of the damage to the exit tray?

Instructions

- 1. How was the exit tray damaged?
- 2. Send a new exit tray to the customer.

Image Problems

Horizontal lines

1. Have you ever printed a Nozzle Check Pattern?

The problem could be caused by a blockage in one or more of the ink nozzles on the print head.

Instruction

Printer Driver

Recommend doing the cleaning and pattern printing with the printer driver.

1. Do "Head-Cleaning" up to 3 times.



- If you are using the Toscana or Piemonte, allow the printer to stand alone for about 10 minutes
 after the first cleaning.
- 2. Print a Nozzle Check Pattern between each cleaning.
- 3. Do "Head-Flushing" if three "Head-Cleaning" executions does not solve the problem..



- "Head-Flushing" uses a large amount of ink. Do not do the "Head-Flushing" until you have done
 the "Head-Cleaning" at least 3 times.
- 4. Swap and repair if this does not solve the problem.

Operation Panel

The cleaning procedure can also be done on the printer operation panel.

- 1. Make sure the envelope selector is forward.
- 2. Push [Menu] select "Maintenance" and push [#Enter].
- Select "Head-cleaning" or "Head-flushing" and push [#Enter].

Mportant !

- If you are using the Toscana or Piemonte, allow the printer to stand alone for about 10 minutes
 after the first cleaning.
- 4. Select the color or the print that is blocked or select "All Heads" to clean all the print heads and push> [#Enter].
- 5. Wait for cleaning or flushing to finish. This may require a few minutes to complete.
- 6. Push [Online] to leave the menu mode.
- Print another Nozzle Check pattern to determine if the problem has been solved. ([Menu]> "Maintenance"> [#Enter].
- 8. Repeat "Head-Cleaning" two more times.
- 9. If three "Head-Cleanings" does not solve the problem, do "Head-Flushing".
- 10. If "Head-Flushing" does not solve the problem, swap and repair the printer.

2. Have you adjusted the amount of paper feed?

The amount of paper feed can be adjusted with either the printer driver or the operation panel.

Instructions

Printer Driver

Please refer to the Operating Instructions

Operation Panel

- 1. Push [Menu], select "Maintenance", then push [#Enter].
- 2. Select "Adj. Paper Feed" and push [#Enter].
- 3. Select "Pr. Test Print" and push [#Enter]. The test pattern prints.
- 4. Examine the test print. Note the number of the best pattern. The best pattern is the pattern where the horizontal lines should be perfectly flat.
- 5. Select "Adjustment" and push [#Enter].

- 6. Enter the number of the pattern you selected in Step 4 and push [#Enter]. This completes the adjustment.
- 7. Push [Online] to leave the menu mode.
- 3. Does the problem appear to be horizontal lines or banding?

If the symptom is banding, explain the specification to the customer

Blurred images

1. What are the printer driver settings?

An inappropriate image density setting can cause blurring.

Instructions

- 1. Use the printer driver to adjust the Print Quality Setting.
- 2. In the printer driver: Printer Configuration> Adjust Color Density> Obtain Printer Optimize Value
- 3. Change the Print Quality setting.

2. Does the blurring occur in only text or in images as well?

The amount of paper feed may be out of adjustment.

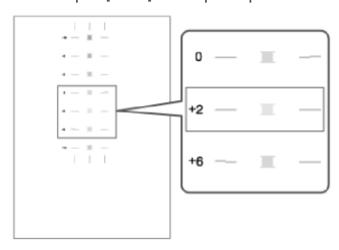
Instructions: RPCS Printer Driver

If you are using the RPCS printer driver, use the printer driver to adjust the amount of paper feed.

Instructions: PCL Printer Driver

If you are using the PCL priner driver, adjust the amount of paper feed on the operation panel.

- 1. Push [Menu], select "Maintenance", then push [#Enter].
- 2. Select "Adj. Paper Feed" and push [#Enter].
- 3. Select "Pr. Test Print" and push [#Enter]. The test pattern prints.



- Examine the test print. Note the number of the best pattern. The best pattern is the pattern where the horizontal lines should be perfectly flat.
- 2. Select "Adjustment" and push [#Enter].
- Enter the number of the pattern you selected in Step 4 and push [#Enter]. This completes the adjustment.
- 4. Push [Online] to leave the menu mode.

Text offset

Does the text or ruled vertical and horizontal lines show signs of offset?

If you see text characters with faint color outlines where the letters should be one solid color, this is evidence of text offset. If vertical or horizontal lines appear broken, this is also a sign of offset. This problem can be caused by:

- Misalignment of the print head
- Incorrect registration settings
- Incorrect gap between print head and transfer belt.

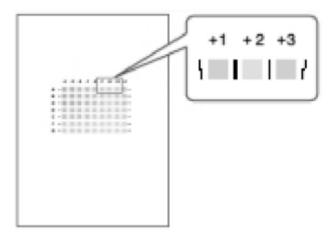
Instructions: RPCS Printer Driver

- 1. Do the print head alignment adjustment with the printer driver.
- 2. Do the registration adjustment to set the print start position.
- If these adjustments fail to correct broken vertical or horizontal lines, swap and repair the printer.

Instructions: PCL Printer Driver

To adjust the print head alignment:

- 1. Push [Menu], select "Maintenance" and push [#Enter].
- 2. Select "Head Position" and push [#Enter].
- 3. Select "Pr. Test Pattern" and push [#Enter].
- 4. Select the test pattern for print head position adjustment and push [#Enter]. The test pattern prints.

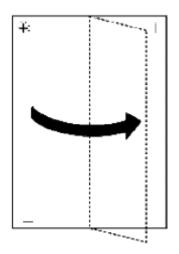


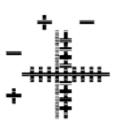
1. Select the best pattern.

- The best pattern is the gray square with straight vertical lines on both sides.
- The pattern setting is read as a matrix value from the pattern. For example, if the best pattern is in column "+2", line "A", the entry for adjustment will be "A" then "+2"
- 2. Select "Adjustment" and push [#Enter].
- 3. Select same setting selected for "Pr. Test Pattern" (High Speed, etc.) and push [#Enter].
- 4. Select the letter of the line of the best pattern noted in Step 5 and push [#Enter].
- Select the number of the line of the best pattern noted in Step and push [#Enter]. This completes the adjustment.
- 6. Push [Online] to leave the Menu mode.

To adjust registration:

- 1. Push [Menu] select "Maintenance", and push [#Enter].
- 2. Select "Registration" and push [#Enter].
- 3. Select "Pr. Test Sheet" and push [#Enter].
- 4. Select the paper tray ("Tray 1 for example) and push [#Enter].
- 5. Select the paper type and push [#Enter]. The test pattern for Registration prints.





- 1. Fold the printed sheet in half lengthwise as shown above.
- 2. Determine the 1st adjustment for the Read Direction.
 - After folding the test print in half parallel to its long edge as shown above, the adjustment value
 in the Read Direction is the difference between the single vertical line and cross vertical line that
 you can see when the folded sheet is held up to the light.
 - If the difference is one calibration mark, for example, the adjustment is +1.0.
- 3. Fold the sheet in half widthwise.
- 4. Determine the 2nd adjustment for the Feed Direction.
 - The value read after folding the sheet widthwise, is the adjustment value for the Feed Direction.
- 5. Select "Adjustment" and push [#Enter].
- 6. Select the paper tray and push [#Enter].
- 7. Select the paper type and push [#Enter].
- 8. Enter the adjustment for the Read Direction determined in Step 7 and push [#Enter].
- 9. Enter the adjustment for the Feed Direction determined in Step 9 and push [#Enter]
- 10. Push [Online] to leave the Menu mode.

Printed surface dirty

Are you printing a document that contains large areas of coverage with the same color ink?

Several conditions can cause unsatisfactory printing results:

- Dirty transfer belt
- Incorrect setting of the envelope selector
- Blocked print head nozzles

Paper warping due to excessive ink



- Paper heavier than plain paper should be fed from the bypass tray.
- Specifically, this means paper heavier than 157 g/m2 (297.6 lb.) should always be fed from the bypass tray one sheet at a time. Lighter paper can be fed from the paper cassette (Tray 1 or Tray2).

Instructions

1. If the print job is printing over a wide area with a large amount of ink, push the envelope selector to the back (envelope) position.

Printing over a large area can cause the paper to warp and raise wrinkles that can interfere with the movement of the print head. Pushing back the envelope selector increases the size of the gap between the print head and paper.

- 2. Check the surface of the transfer belt.
- 3. If the transport port belt is dirty, feed some blank sheets through the printer. On the operation panel, push [Menu] then select "Maintenance"> "Paper Feed Test" or "De-Condensation".



- "Paper Feed Test" feeds 1 blank sheet. "De-Condensation" feeds 3 blank sheets.
- 4. Check the position of the envelope selector. The lever should be pushed back for envelopes and pulled forward for normal paper.
- 5. Clean the print head nozzles.
 - Use the printer driver to do 3 "Head-Cleanings".
 - Print a Nozzle Check Pattern between each cleaning and check the results.
 - If three "Head-Cleanings" does not solve the problem, do "Head-Flushing" once.
- 6. If these procedures do not solve the problem, swap and repair the printer.

Images too light

1. Is the printer operating with the optimum settings?

The optimum settings can be enabled with the printer driver.

Instructions

- 1. Open the printer driver.
- 2. Select "Printer Configuration"> "Adjust Color Density"> "Obtain Printer Optimize Value".
- 2. Is the print density setting in the printer driver correct?

Instructions

1. Open the printer driver.

- 2. Check the Print Density setting.
- 3. Is the "Level Color" item in the printer driver selected?
 - 1. Open the printer driver.
- 2. If "Color Level" is selected (marked with a checkmark), click this item to remove the checkmark.
- 4. Is the correct type of paper being used for the job?

Instructions

- 1. Only paper that is specifically recommended for the printer should be used.
- The types of paper recommended for the printer are listed at the end of the operating instructions manual.

Colors incorrect

1. Are you using the correct print mode for the job?

The Paper Type, Print Quality, Level Color, and other settings should be selected appropriately for the print job. For more details, refer to the Operating Instructions.

2. Have you done any color settings in the software application?

Some software applications have settings that attempt to control color.

3. Have you cleaned the print head nozzles?

Clogged print head nozzles can cause color problems.

- 1. Open the printer driver.
- 2. Check the Paper Type, Print Quality, Level Color, and other settings. Confirm that these settings are appropriate for the print job.
- 3. Open the software application.
- 4. If any color settings have been selected, switch these off.
- 5. Use the printer driver to control color settings.
- Open the printer driver and do three "Head-Cleanings".
- 7. Print a Nozzle Check Pattern between each cleaning to check the result.
- If three "Head-Cleanings" does not solve the problem, use the printer driver to do one "Head-Flushing".
- 9. Swap the printer for repair if the "Head-Flushing" does not solve the problem.

Part of image missing

What is the size of the image you are trying to print?

If the image is larger than A3, part of the image will not print.

Instructions

- 1. Determine the size of the image.
- 2. If the image is larger than A3, use the software application to reduce the size to A3 or smaller.



• The RPCS printer driver cannot handle images larger than A3.

Image skewed

What type of paper is being used?

Paper not recommended for use with the printer can slip and cause skewing.

Instructions

- 1. Make sure that the paper can be used with the printer. (Paper specifications are provided at the end of the Operating Instructions.)
- 2. Pull out the paper cassette and confirm that the fences are set correctly for the loaded paper size.
- 3. Make sure that the envelope selector lever is at the correct position (Forward for normal paper, back for envelopes.)

Image density uneven

1. Is the printer operating with the optimum settings?

The optimum settings can be enabled with the printer driver.

2. Is the Print Quality priority setting correct for the print job and paper?

Refer to the Operating Instructions for more about settings recommended for different types of paper.

3. Have you cleaned the print head nozzles?

Clogged print head nozzles can cause color problems.

- 1. Open the printer driver.
- 2. Select "Printer Configuration"> "Adjust Color Density"> "Obtain Printer Optimize Value".
- 3. Check the Print Quality setting and determine if it is appropriate for the print job.
- 4. Open the printer driver and do three "Head-Cleanings".

- 5. Print a Nozzle Check Pattern between each cleaning to check the result.
- If three "Head-Cleanings" does not solve the problem, use the printer driver to do one "Head-Flushing".
- 7. Swap the printer for repair if the "Head-Flushing" does not solve the problem.

Ink End

Ink end alert does not go off

Are the ink cartridges inserted correctly?

The printer cannot detect an ink cartridge if it is not inserted completely.

Instructions

- 1. Check the operation panel messages and the printer driver to determine if another ink cartridge needs to be replaced.
- 2. Remove each ink cartridge and insert it again.
- 3. Make sure each ink cartridge is inserted completely.
- 4. Cycle the printer off/on.
- 5. More than one cartridge may be out of ink.
- 6. If these procedures do not solve the problem, swap the printer for repair.

Ink end alert occurs too early

1. Is the ink alert for C (Cyan) ink?

Compared with other colors, Cyan runs out sooner because it is most often used.

2. Do your print jobs contain large areas of color coverage?

Print jobs with large color areas (bar graphs, pie charts, large color photos, etc.) will consume ink much faster.

3. Are the ink cartridges starter cartridges provided with the printer?

The starter cartridges provided with the printer contain must less ink than the medium and large size cartridges that must be purchased.

4. Was the printer power cord disconnected while the printer was initializing?

If the printer is interrupted during initialization, the process will start again from the beginning the next time the printer is turned on.

5. Is the LED flashing?

If the Status Monitor is not available, the flashing LED signals ink-end or an open cover.

Instructions

- 1. Have a sufficient number of ink cartridges (especially C cartridges) on hand if you are printing documents with large areas of coverage.
- 2. Never disconnect the power cord while the printer is initializing after power on.
- 3. Set the printer in a location where its power cord will not be removed accidentally.

Installation Problems

1. Are you trying to install the printer with USB?

The driver will not install if there is an "Unknown Device" in the Device Manager.

Instructions:

- 1. Open the Control Panel on the Windows Desktop.
- 2. Open the Device Manager and remove the "Unknown Device" under USB.



 During the installation do not connect the USB cable to the printer until you are instructed to do so. Connecting the USB cable too soon can cause this "Unknown Device" error and prevent Plug & Play from operating correctly.

2. Do you see a message that tells you that a new printer driver is already installed?

The installation program will halt if the version of the printer you are trying to install is older than the version already installed on the computer.

- 1. Obtain the most recent version of the printer driver from the Web Site.
- 2. Install the newer version of the printer driver.
- 3. If a new version of the print driver is not available, you can delete the printer driver installed on the PC and then install the older version of the printer driver.

Strange Noises

Has something dropped into the printer?

- 1. Switch the printer off and unplug the power cord.
- 2. Open the covers and inspect the interior of the printer.
- 3. Remove any paper scraps or foreign objects that you can see.
- 4. Switch the printer on.
- 5. If the printer emits any strange noises, smoke, or odors, switch it off immediately.

6. Swap the printer for repair.

ACAUTION

- Never attempt to disassemble the printer.
- Keep paper clips, staples, etc. away from the printer.
- If any liquid spills into the printer, switch it off immediately, then disconnect the power cord. Call for service.

Paper Jams

Paper jams and printer stops

1. Is the paper loaded correctly?

Instructions

- 1. Remove the paper tray.
- 2. Remove the paper.
- Check the positions of the fences and confirm that they are at the correct positions for the paper size.
- 4. Fan the stack to remove static cling before you reload it.
- 2. Is the duplex unit installed and locked?

Instructions

- 1. Remove the duplex unit from the back of the printer.
- 2. Reinstall the duplex unit.
- 3. Confirm that both latches on either side of the duplex unit are at the lock position.



- The duplex unit must be installed in order to operate the printer, even for single-sided printing.
- 3. Is the rear cover installed correctly?

Instructions

- 1. Remove the rear cover.
- 2. Rotate the paper feed dial a few turns.
- 3. Reinstall the rear cover.
- 4. Can you remove the paper jam?

Instructions

1. Use the Status Monitor to confirm the location of the jam.

- 2. Remove the rear cover.
- 3. Rotate the paper feed dial to feed the paper out of the paper path.
- 4. Remove the paper tray to see if any paper has feed partially out of the tray.
- 5. Inspect the paper path for paper scraps or any other foreign objects.
- 6. Reinstall the paper tray and rear cover.

5. Is the paper failing to feed from the paper tray?

Instructions

- 1. Confirm that the paper sets and locks securely.
- 2. If the cassette does not lock in place, try to determine if the paper cassette or the printer is damaged at the connection points.
- 3. If the cassette is damaged, send a replacement paper cassette to the customer.

-or-

If the printer is damaged, swap the printer for repair.

6. Are the paper jams occurring frequently?

Instructions

- Make sure the side and end fences are set and locked at the appropriate positions for the paper size.
- 2. Confirm that the paper tray is installed securely.
- 3. Make sure the rear cover is installed correctly.
- 4. Make sure that the duplex unit is installed and locked.
- 5. If these procedures do not solve the problem, swap the printer for repair.

Paper tray does not lock

Does the paper tray lock in place or is it loose?

- If the paper tray does not lock and hold its place after it is inserted in the printer, it cannot feed paper.
- 2. Send a replacement paper cassette to the customer.

Power On/Off

Cannot turn printer off

Did ink run out during printing?

Instructions

- If ink runs out in a sub-tank during a print job, it will stop printing temporarily while it pumps more ink from the ink cartridge to the sub-tank.
- The printer cannot be turned off until the ink pumps have finished pumping ink to the sub-tank.

Cannot turn printer on

Is the printer plugged in to a power source?

Instructions

If the printer is connected to the printer and plugged into a power source:

- 1. Confirm that the power source is rated for the printer.
- 2. Disconnect the printer and connect another electrical device to the same power source.
- 3. If the other device operates normally, there is no problem with the power source.
- 4. Swap the printer for repair.

Printing Problems

Printer does not respond to job start commands

Is the printer connected to a network or connected directly to a computer with a USB cable?

If the printer is connected to a network, disconnect it from the network.

- 1. Connect the printer directly to a computer with a USB cable.
- If the printer operates normally with the USB connection, then there is a problem with the network settings.

If the computer is not connected to a network:

- 1. Cycle the printer off/on.
- 2. If the printer does not operate normally, replace the USB cable.
- 3. Cycle the printer/off on.

4. If the printer does not operate normally after replacing the cable, swap the printer for repair.

Printer does not initialize

Was the power cord disconnected accidentally while the printer was initializing after power on? Instructions

- 1. Install a new set of ink cartridges.
- 2. If this does not solve the problem, swap the printer for repair.

Printing slow

Is the print job very large?

Some print jobs require more time, especially if images are very large.

Instructions

- 1. If the size of the print job is very large, change the print mode.
- 2. If the problem is not related to the size of the print data, use the printer driver to switch to the EMF format spooling.

Printer stops before the print job finishes

Is there a paper size selection in the software application that the printer cannot recognize?

The printer will stop if it detects an unsupported paper size setting in the data stream of the print job.

Does the paper have perforations near the leading edge?

Holes near the leading edge will confuse paper size detection.

Is the duplex unit set and locked?

The duplex unit must be installed and locked in place.

- 1. Open the printer driver and confirm that bi-directional printing is selected and enabled.
- 2. Check the application software and make sure that the size of the paper selected for the job is supported by the printer.
- 3. If the paper has holes or dark colors near the leading edge, rotate the paper 180 degrees, then select Rotate 180 Degrees in the printer driver.
- 4. Remove the duplex unit and reinstall it.
- 5. Make sure that the release levers on both ends of the duplex unit are at the lock position.

SC Codes



• If one of the SC codes in the table below appears, instruct the customer to cycle the printer off and on and then try to use the printer again. If the error persists, the machine will require servicing.

SC Code	
950	1. Cycle the machine off/on.
951	2. Try to use the printer again.
970	3. If the error persists, the machine requires servicing by a qualified service technician.
971	Note: SC978 means that the ink collection tank is full. Arrange to send a new ink
972	collection tank to the customer. The customer can replace the ink collection tank. This procedure is described in the last section of this manual.
973	
978	
984	
986	
988	

SC990 Ink Collection Unit Full Sensor Defective

Have you removed the ink collection tank?

This error occurs if the ink collection tank full sensor is defective or out of position.

Instructions

- 1. Cycle the printer off/on.
- 2. Remove the ink collection tank and reinstall it.
- 3. Cycle the printer off/on again.
- 4. If the problem persists, swap the printer for repair.

SC992 Ink Collection Tank Full

Is the ink collection tank full?

- Print a System Summary to read the total count for the machine then report this number to the Service Center.
- 2. Push [Menu], select "List/Test Print" then push [#Enter] to print the report.
- 3. Read the "Total Counter" then report this number to the Service Center.
 - If the count is high enough for replacement, Service Center will send a new ink collection unit.
 - If the count is too low for replacement, swap the printer for repair.



• Never attempt to clean the ink collection tank and reuse it.

SC993 High Voltage Leak

Have you turned the printer off?

This SC code was triggered by the accumulation of condensation or ink spillage onto the transport belt.

Instructions

- 1. Open the top cover.
- 2. Visually inspect the transfer belt.

If you see condensation on the belt:

- 1. Switch off the printer and allow it to stand for at least two hours for the belt to dry.
- 2. After two hours switch the printer on and try again.

If you see ink on the belt, the belt must be cleaned by a service technician.

- 1. Open the top cover.
- 2. Visually inspect the transfer belt.

If you see condensation on the belt:

- 1. Make sure the paper tray is loaded with paper.
- 2. Push [Menu]> "Maintenance"> "De-Condensation" to feed three blank sheets of paper through the paper path to absorb some of the condensation.
- 3. Inspect the belt again.
- 4. Repeat Steps 2 and 3 until you can no longer see condensation on the belt.
- 5. Switch the printer off and allow it to stand for at least two hours to dry.
- 6. After two hours switch the printer on and try again.

If you see ink on the belt, the belt must be cleaned by a service technician.

SC994 Vertical Motor Error

Have you cycled the machine off/on?

Instructions

- 1. Cycle the machine off/on.
- 2. Remove and reinstall the duplex unit.
- 3. Make sure that the releases levers on both ends of the duple unit are at the lock position.
- 4. If these procedures do not solve the problem, swap the printer for repair.

SC999 Maintenance Stepping Motor Out of Home Position

Have you cycled the machine off/on?

- 1. Cycle the machine off/on.
- 2. If this does not solve the problem, swap the printer for repair.

3. Reference

Customer Replaceable Parts

This is a list of the parts that can be replaced by the customer. The procedures for the replacement of these parts are described in the "Parts Replacement Guide" attached to the end of this Call Center Manual.







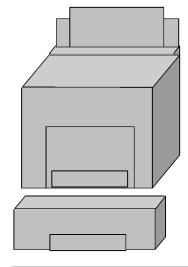
UserParts

No.	Part Name	P/N: T-G1	P/N:Pi-G1
1	Ink cartridge cover (right front door)	J0071524	J0071524
2	Paper cassette tray (Tray 1)	J0080031	J0080031
3	End Fence (Tray 1)	J0073003	J0073003
4	Exit tray	J0080494	J0080494
5	NIB cover	J0071563	J0071563
6	Ink collection tank cover	J0071562	J0071562
7	Ink collection tank	J7468010	J7468010
8	Duplex unit	J0080068	J0080068
9	Top cover		J0080172

Here are some important points to keep in mind:

- These part numbers are used at the present time (April 2006). However, numbers could change in the future.
- The "Parts Replacement Guide" for the customers is provided with the Ink Collection Tank only (Item #6 above). Therefore, the "Parts Replacement Guide" has been added for reference at the end of this document.

Machine Configuration



Multi Bypass Tray (Option) 100 sheets x1

I/F

- USB 1.1/2.0

-10/100 Base-T (Option)

Duplex Unit(Standard)

Paper Tray (Standard) 250 sheets x1

PFU - Tray 2 (Option) 500 sheets x1

Model	Printer	Duplexer	Bypass T.	PFU	NIB	PCL 5e/6
GX3000	Standard	Standard	Option	N.A.	Option	N.A.
GX3050	Standard	Standard	Option	N.A.	Standard	Standard
GX5050	Standard	Standard	Option	Option	Standard	Standard

• Standard: Provided with printer purchase.

• Option: Must be ordered/purchased separately.

• N.A.: Not available, cannot be used.

• GX3000: T-G1

• GX3050: T-G1n

• GX5050: Pi-G1n

Counter Specifications

The T-G1/Pi-G1 are equipped with counters for meter click billing. The previous models had only the paper feed counter.

		Counter Sheet	Panel 1	SP Mode	Purpose	
	BW	On	On	On		
Daniel Carreton	Color	On	On	On	T. la	
Page Counter	Level Color	Off	Off	On	To know number of pages printed.	
	Total	NA	NA	On		
	0≤a<5%	Off	Off	On		
Coverage Range Counter	5%≤a<20%	Off	Off	On	For meter click billing.	
	20%≤a	Off	Off	On		
	К	NA	NA	On		
Cartridge Re-	С	NA	NA	On	To a data material and the second	
placement	М	NA	NA	On	Too determine ink cartridge cost.	
	Y	NA	NA	On		
Inly December	BW	Off	NA	On	To determine quantity of ink used for	
Ink Droplets	Color	Off	NA	On	printing.	

On: On/Off "On" is the default.

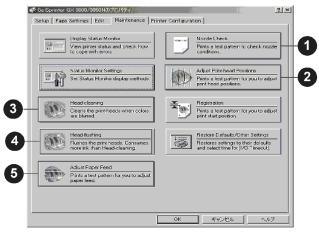
NA: "Not Available"

"SP Mode": Viewed and used by the service technician only.

Printer Driver Screens

RPCS Driver

RPCS Driver: Maintenance Sheet



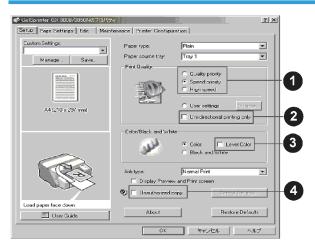
J011E201

No.	Button Function	
0	Nozzle Check Check the condition of the print head nozzles.	
2	Adjust Printhead Position	
3	Head-Cleaning Cleans print head nozzles by flushing them lightly with ink.	
4	4 Head-Flushing Cleans print head nozzles by flushing heavily with ink.	
6	Adjust Paper Feed Allows adjustment of line feed to minimize banding.	

2

3

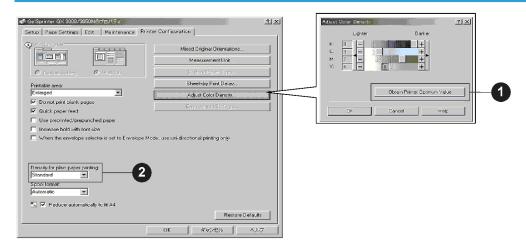
RPCS Driver: Setup Sheet



J011E202

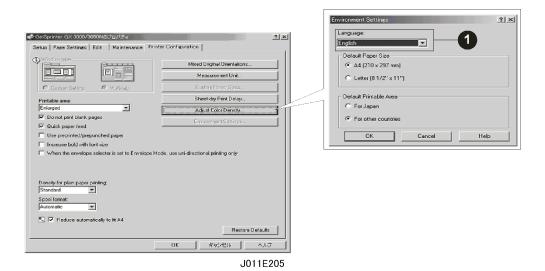
No.	Button	Function
0	Print Quality	Determines the quality of the print. The higher the quality, the slower the printing speed. The lower the quality, the faster the printer speed. "High Speed" on the T-G1 uses simulated B/W.
2	Unidirectional printing on- ly	Improves color balance (not available on previous model).
3	Level Color	Saves ink for image printing.
4	Unauthorized Copy	Not available on previous model.

RPCS Driver: Adjust Color Density Dialog Box



No.	Button	Function
0	Obtain Printer Optimum Value	Optimizes color brightness
2	Density for plain paper printing	Adjusts print density (not available on previous model).

RPCS Driver: Environmental Settings Dialog Box



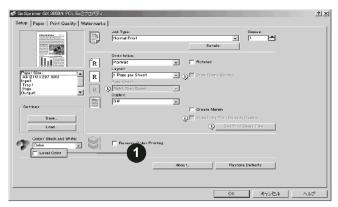
No.	Button	Function
0	Language	Allows selection of language for printer driver screens and messages. (Not available on previous model.)

PCL Driver

PCL Driver: Maintenance Sheet

With the PCL driver:

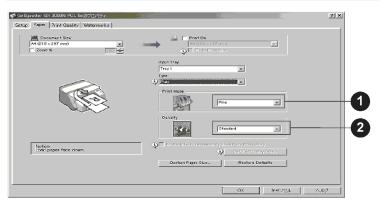
- Maintenance cannot be done from the printer driver.
- Maintenance must be done on the operation panel.



J011E207

No.	Button	Function	
0	Level Color	Conserves ink during image printing.	

PCL Driver: Paper Sheet



J011E208

No.	Button	Function
0	Print Quality	Determines the quality of the print. The higher the quality, the slower the printing speed. The lower the quality, the faster the printer speed. "High Speed" on the T-G1 uses simulated B/W.
2	Image density with plain paper printing	Image density can be adjusted. (Not available on previous model.)

4. User Replacement Guide

User Replacement Procedures

Safety

This is the Parts Replacement Guide for the J007/J010/J011.

Development No.	Model Name
J007	GX3000
J010	GX3050
J011	GX5050

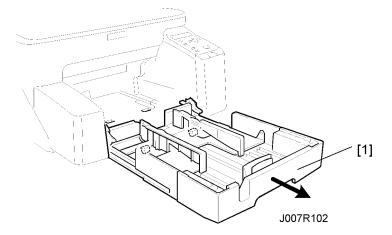
For Your Safety

- To avoid the danger of electrical shock from high voltage points inside the printer, never remove any cover or other part unless this guide instructs you to do so.
- To avoid personal injury from electrical shock, never touch the power plug with wet hands.
- If anything falls into the printer, such as a metal fastener, water, or any other type of liquid, switch the
 printer off immediately, unplug the power cord from the power source, then call for service. To avoid
 the dual hazards of fire and electrical shock, never attempt to use the printer after something has fallen
 into it.
- Before you do any procedure described in this guide, switch the printer off and disconnect its power cord from the power source so you can work safely. You should also disconnect all other cables, such as the USB cable.
- If you need to move the printer, hold it in the middle of both sides by the grips provided on the bottom and lift slowly to avoid strain. Lifting the printer carelessly could cause you to drop it and cause personal injury.
- When you disconnect the power plug, grip the cord by the plug, not the power cord. Pulling on the
 power cord could cause it to stretch. This could also damage the insulation on the cord and lead to
 a fire or electrical shock.
- If ink accidentally gets in the eyes, flush them immediately with cold water and seek medical assistance immediately if symptoms develop.
- If ink accidentally contacts the skin, wash the affected area immediately with soap and water.

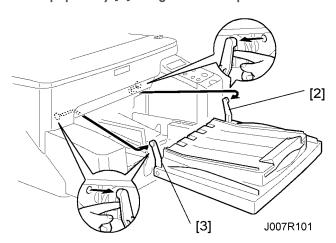
Paper Tray (Tray 1) and Output Tray

ACAUTION

• First, always switch the printer off and disconnect the power cord from the power source. Then disconnect all other cables (USB, etc.)



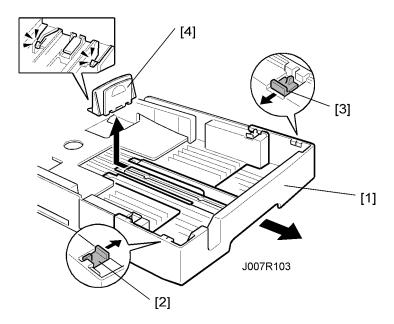
1. Pull the paper tray [1] straight out of the printer.



2. Press in both arms [2] and [3] of the output tray to release them then pull the output tray out of the printer.

End Fence (Length Adjuster - Tray 1)



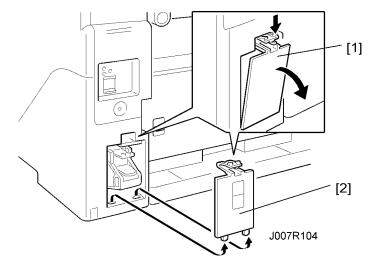


- 1. Raise the output tray.
- 2. Pull out the paper tray [1] until it stops.
- 3. Remove all the paper from the paper tray.
- 4. On both sides of the tray, pull out the lock pawls [2] and [3] to the unlock position then pull out the extension tray so you can see the end fence.
- 5. Pinch the leaf of the end fence [4] to remove it.
- 6. Attach the new end fence.
- 7. Load the paper tray with paper.
- 8. Pinch the leaf of the end fence to release it, move it to the bottom of the stack and release it so the bottom fence locks.
- 9. Reset the locks [2] and [3] of the extension tray for the size of the paper.
- 10. Push the paper tray into the printer.
- 11. Lower the output tray.

Ink Collection Tank Cover

ACAUTION

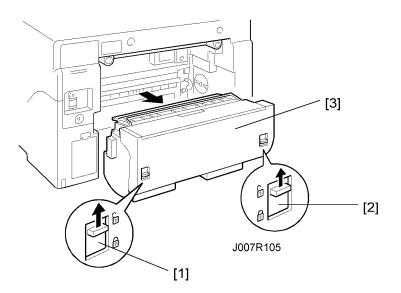
• First, always switch the printer off and disconnect the power cord from the power source. Then disconnect all other cables (USB, etc.)



- 1. At the right rear corner, push down tab [1].
- 2. Disconnect the cover hooks from the printer body and remove the cover [2].

Duplex Unit

ACAUTION



- 1. Raise the left and right release tabs [1] and [2] to unlock the duplex unit..
- 2. Pull the Duplex Unit [3] straight out of the printer.

Reinstallation

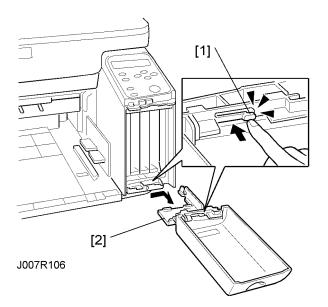
• Always press down and lock the left and right release tabs after you set the Duplex Unit in the machine.



• The duplex unit must be installed for the printer to operate correctly for both single-side printing and double-side printing.

Right Front Door (Ink Cartridge Cover)

ACAUTION



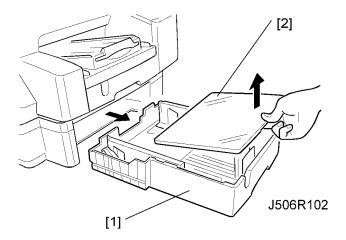
- 1. Open the right front door
- 2. Gently pull out the tab [1] to release it.
- 3. Push the cover [2] slightly to the right and detach it.
- 4. Pull the cover away from the printer.

Reinstallation

- 1. Insert the tab into the cutouts.
- 2. Push the door to the left.
- 3. Push down tab so it is flat. Confirm that the tab is flat.

PFU (Paper Feed Unit – Optional Tray 2)

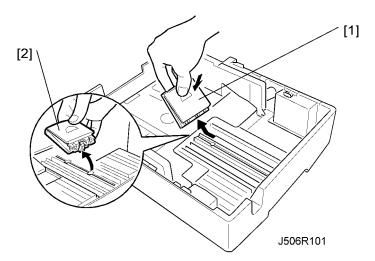
ACAUTION



- 1. Pull the tray [1] out of the printer.
- 2. Remove the top cover [2] to load paper.

PFU End Fence

ACAUTION



- 1. Pull the paper tray out of the printer and remove the paper tray cover (see previous section).
- 2. Pinch the top of the end fence [1] so it moves easily in its groove.
- 3. While pinching the top of the end fence, slide the end fence away from you then lower it slightly as shown to detach it.



- If the end fence does not lower easily, slide it in the groove until you find a location where it will lower
- 4. To set a new end fence, find a wide spot in the groove where the projection on the bottom of the end fence will fit into the groove.