

### Troubleshooting:

If the printer fails to operate properly, try these troubleshooting suggestions. If you still cannot eliminate the problem, contact your local Radio Shack store for assistance.

#### Printer does not turn on:

- \* No power from the power outlet. Connect to a different power outlet.
- \* Power cord not securely inserted into power outlet or printer power jack. Turn off power and re-insert the power cord in the power outlet and printer power jack.
- \* Power cord is damaged. Check the cord and replace.

#### Data sent but not printed:

- \* Interface cable not securely connected. Turn off power and reconnect the interface cable to the printer and computer.
- \* Damaged interface cable. Check the interface cable and replace.
- \* The interface type is incorrect. Verify that the computer and printer are using the same interface.

#### Clearing Paper Jams:

When a paper jam occurs, PAPER JAM appears on the display. The method of clearing the jammed paper differs according to which of the three sections (paper feed, paper transport, and paper eject) it has occurred in.

If a paper jam occurs, first locate the section in which it has occurred, then remove the jammed paper as described.

#### Paper Feed Section:

1. Remove the developer block from the printer.

**WARNING:** Wrap the developer block in a black cloth to protect the drum from light.

2. Pull up the paper feed release lever and remove the jammed paper.

**Note:** At this point, toner on the paper has not been fixed. Though toner is not harmful to the human body if any toner gets on you, immediately brush away the toner. Since toner cannot be easily removed, be careful not to get it on your clothes or furniture.

#### Paper Transport Section:

1. Remove the developer unit from the printer.
2. Gently pull out the jammed paper from inside the printer.

CAUTION: The heater unit is extremely hot while the printer is operating.

Notes:

- \* The first sheet of paper might be soiled after clearing a paper jam.

Paper Eject Section:

1. Remove the developer block from the printer.
2. If the paper has jammed after passing the heater section, pull out the jammed paper from inside the printer.

CAUTION: The heater unit is extremely hot while the printer is operating.

Notes:

- \* The first sheet of paper might be soiled after clearing a paper jam.

Poor Print Quality:
---------------------

If the print is blurred, striped, or dirty, check the following points before calling for service.

Note: For specific instructions on cleaning the working parts of the laser printer refer to Faxback Doc. # 4093

Vertical Black Line(s):

- \* Light is coming in from the opening in the upper part of the operation panel. Move the printer to another place.
- \* The charger wire is stained. Clean it using the supplied charger cleaner.
- \* The bottom of the drum unit, especially the Mylar sheet, is stained. Clean it using a cloth. Do not clean or touch the drum surface.
- \* Drum unit life expired. Replace the drum unit.

Horizontal Black Line(s)/Horizontal White Line(s):

- \* The paper transport path is stained. Clean it using a soft, dry cloth.
- \* Drum unit life expired. Replace the drum unit.

Vertical White Line(s):

- \* The developer unit's magnet roller is dirty. Clean it using the supplied Mylar scraper.
- \* The transfer charger wire is stained. Clean it using a cotton swab.
- \* The laser slit is stained. Clean it using lens-cleaning paper and lens cleaner.

Uneven Print:

At a 1/16" Slant

- \* The printer is not on a level surface. Place the printer on a flat surface.

- \* The sides (silver parts) of the drum are dirty. Clean the drum using a cotton swab.
- \* Drum unit life has expired. Replace the drum unit.

At a 1/8" Slant

- \* Both sides (molded parts) of the developer roller are dirty. Clean the roller using a cotton swab.

At a 1/8-5/8" Slant

- \* Service Call.

Black or White Dots:

- \* The bottom of the drum unit (especially the Mylar sheet) is stained. Clean the bottom of the drum unit using a soft, lint-free cloth. Do not clean or touch the drum surface.
- \* The cleaning page is stained. Replace it.
- \* If black or white dots are at 3 11/16" intervals, the drum unit is damaged. Replace the drum unit.

Completely Black:

- \* The charger wire is broken. Replace the drum unit.

Completely White:

- \* The developer unit's belt is not engaging. Open the cover and reset the belt. If the belt has broken, replace the developer unit.
- \* The drum unit and the developer unit are not properly mounted. Mount them properly.
- \* The terminals of the developer unit and the drum unit are stained. Clean them using a soft, lint-free cloth.
- \* The terminals on both sides of the paper guide are stained. Clean them using a cotton swab.

Blurred:

- \* The paper is moist. Replace the paper.
- \* The transfer charger wire is stained. Clean it using a cotton swab.
- \* The laser slit is stained. Clean it using lens-cleaning paper and lens cleaner.
- \* The drum unit or the developer unit is improperly mounted. Mount them properly.
- \* The terminals of the developer unit and the drum unit are stained. Clean them using a soft, lint-free cloth.
- \* The terminals on both sides of the paper guide are stained. Clean them using a cotton swab.
- \* The printer is on a slanted surface. Place the printer on a flat surface.
- \* Drum unit life has expired. Replace the drum unit.

Stained:

- \* The bottom of the drum unit (especially the Mylar sheet) is stained. Clean the bottom of the drum unit using a soft, lint-free cloth. Do not clean or touch the drum surface.

- \* The paper transport path (especially the rollers) is stained. Clean the paper transport path using a soft, lint-free cloth.
- \* The cleaning pad is stained. Replace it.
- \* Drum unit life expired. Replace the drum unit.

(dtc-08/06/93)