

Printer

Artjet 20

User's Manual



The **CE** mark affixed to the product certifies that the product satisfies the basic quality requirements.



Your attention is drawn to the following actions that could compromise the characteristics of the product:

- incorrect electrical supply;
- incorrect installation; incorrect or improper use, or, in any case, not in accordance with the warnings given in the User Manual supplied with the product;
- replacement of original components or accessories with others of a type not approved by the manufacturer, or carried out by unauthorized personnel.

Use a clean, dry, lint-free cloth to clean the printer. Do NOT use alcohol, solvents or other abrasive cleaners.

Always disconnect the power cable plug from the electrical power supply.

Do not spill water or other liquids on or in the printer.

NOTE: This equipment has been tested and found to comply with the limits for a CLASS B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

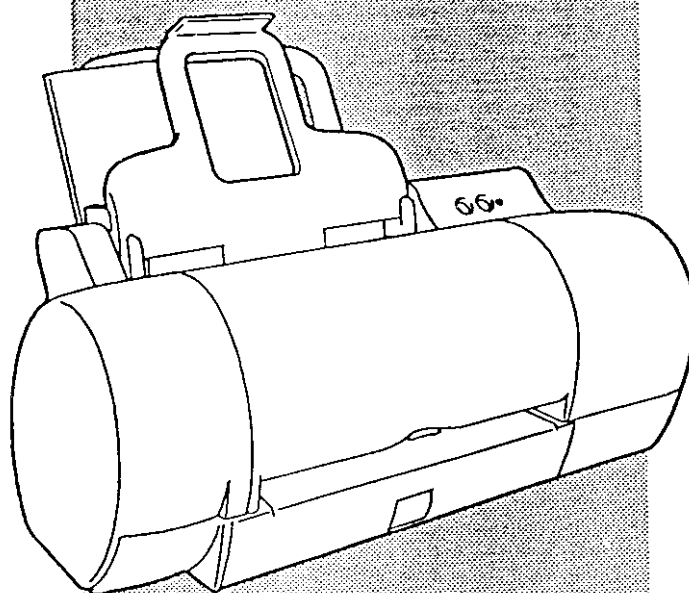
- . Reorient or relocate the receiving antenna.
 - . Increase the separation between the equipment and receiver.
 - . Connect the equipment into an outlet of a circuit different from that to which the receiver is connected.
 - . Consult the dealer or an experienced radio/TV technician for assistance.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
Connection of peripherals requires the use of grounded shielded signal cables.

This digital equipment does not exceed the CLASS B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled "Digital Apparatus", ICES-003 of the Industry Canada.

Ce dispositif numérique respecte les limites bruits radioélectriques applicables aux appareils numériques de CLASSE B prescrites dans la norme sur le matériel brouilleur : "Appareils Numériques", NMB-003 édictée par le ministère des Communications.

All trademarks and/or proprietary names indicated are the property of their respective owners

Artjet 20



This manual describes how to install your printer and prepare it for use. It also contains information on day-to-day use and care of your printer.

The initial installation procedure consists of a sequence of operations which should be performed in the order described.

You will find further information about the printer features and functions in the On-Line Help that is loaded when you install the driver contained in the diskettes supplied with the printer.

Supplies

To guarantee the correct functioning of your printer and optimum print quality, you should always use manufacturer original supplies.

Print heads

Disposable black print cartridge

B0217 G

Disposable high-quality three-colour print cartridge

B0218 R

Printing media

Description	Format	Contents
Plain paper	A4	500 sheets
Coated paper	A4	100 sheets
Glossy paper	A4	20 sheets
Photo glossy paper	A4	20 sheets
Transparency film	A4	20 sheets
T-shirt transfers	A4	5 sheets

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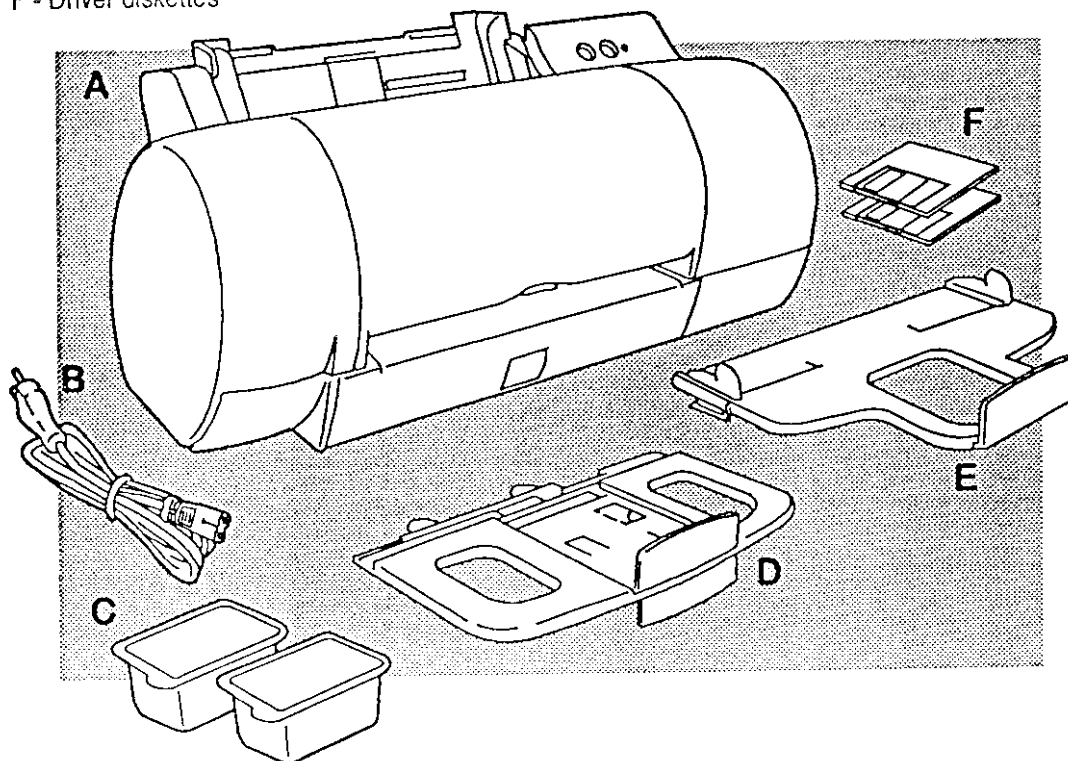
Installation Guide

Unpacking

Keep the carton and all the packing materials in case you have to repack or ship the printer.

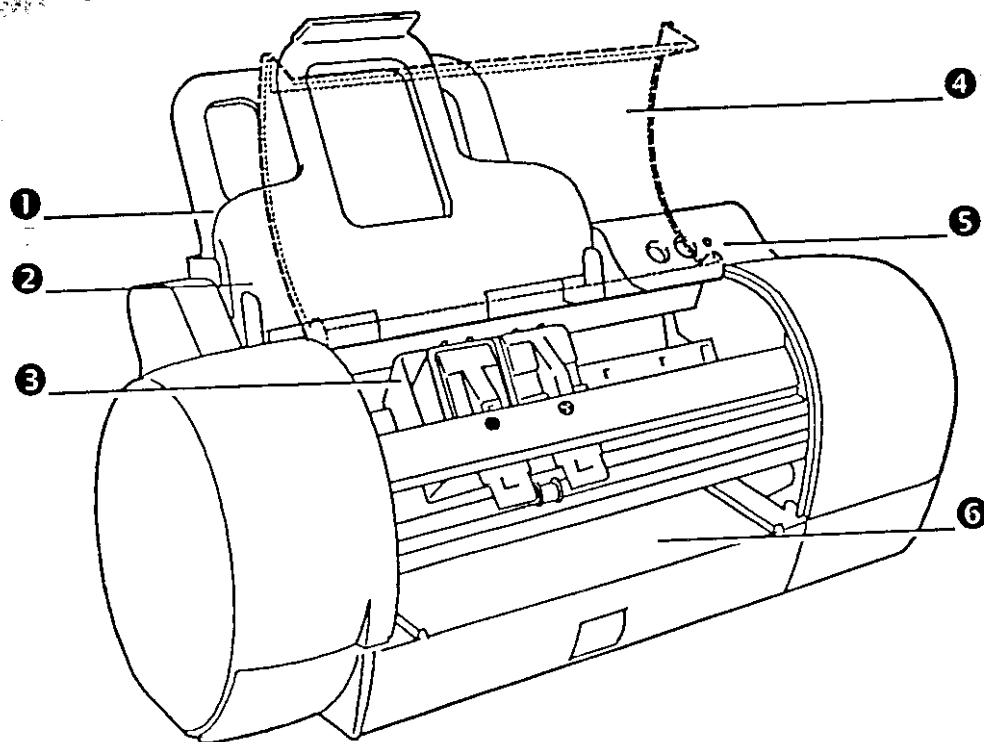
As soon as you have unpacked the printer and its accessories, check that all the parts ordered have been delivered and are undamaged. As well as this booklet, the packing carton should also contain:

- A - Printer
- B - Power cable
- C - Two ink jet print heads (colour and black)
- D - Paper tray for main automatic feeder
- E - Paper tray for second automatic feeder
- F - Driver diskettes



If anything is missing or damaged, call your local retailer immediately.
To connect the printer to your PC, you require a parallel interface cable.

Printer parts (vertical operating position)



❶ Main automatic feeder
(with paper tray already mounted)

❷ Second automatic feeder
(with paper tray* already mounted)

❸ Print head carriage
(with print heads already inserted)

❹ Cover (open)

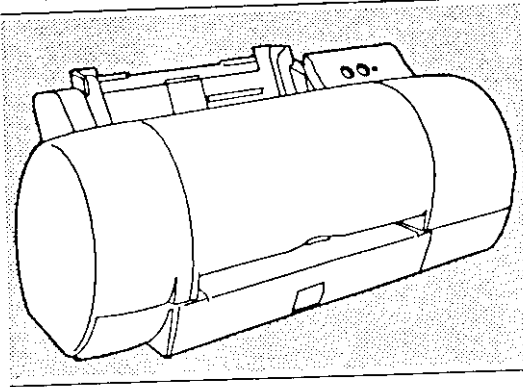
❺ Operator panel (two buttons - "POWER" and "PAPER" and a light indicator)

❻ Manual feeder

* The paper tray of the second automatic feeder doubles as an output tray for the printed documents.

Location

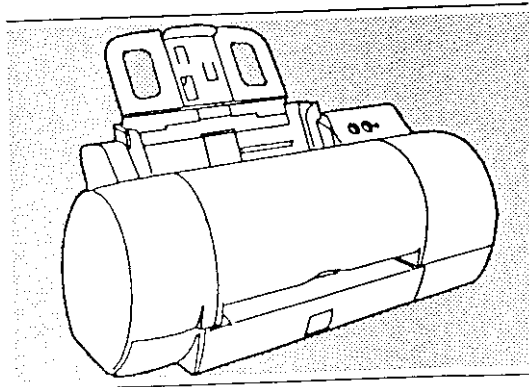
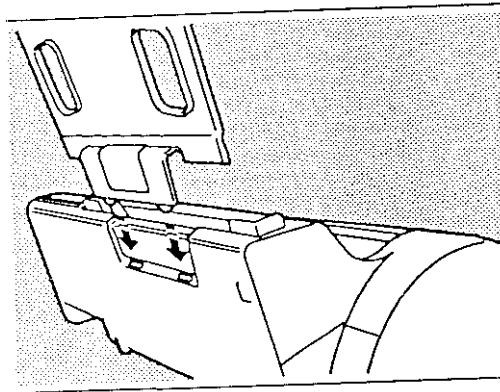
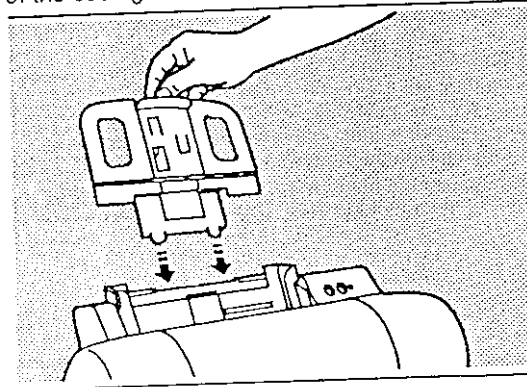
1. Place the printer, in its **vertical operating position**, on an ample, stable surface near your computer.



2. Make sure that there is enough space around the printer for all its parts to be accessed comfortably.
3. Make sure that there is a convenient independent electrical power supply socket to which you can connect the printer.
4. **Do NOT** leave the printer exposed to direct sunlight or heat sources, or in dusty, dirty or poorly ventilated environments.

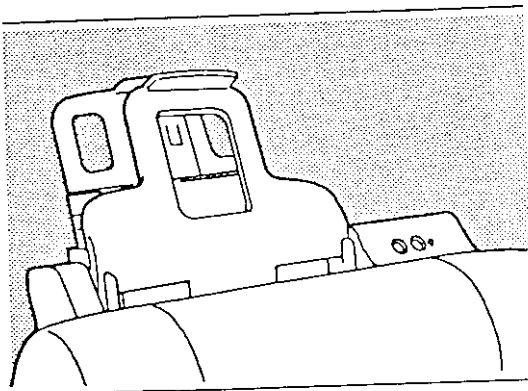
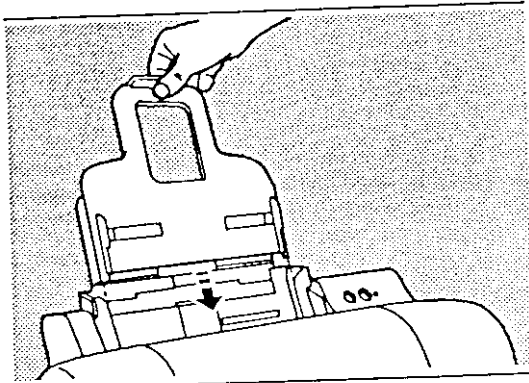
Mounting the paper tray for the main automatic feeder

Insert the paper tray in the rear of the printer so that it slides completely into the slots in the rear of the casing.

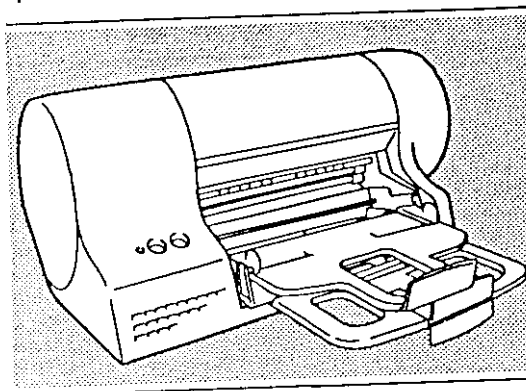


Mounting the paper tray for the second automatic feeder

Insert the paper tray in the lateral guides in the paper insertion area, in front of the main automatic feeder.



Now place your printer in its horizontal operating position.



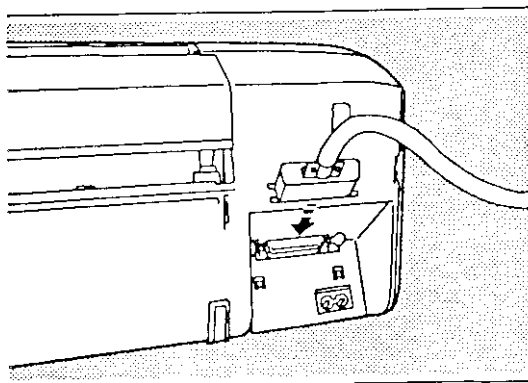
Connecting your printer

To your computer

To connect your printer to your PC you require a standard, bi-directional IEEE 1284-type interface cable. *The interface cable is NOT supplied with the printer.*

Make sure that *neither* your printer *nor* your PC are powered.

1. Plug the interface cable connector into the socket on the rear of the printer and close the spring clips on it.



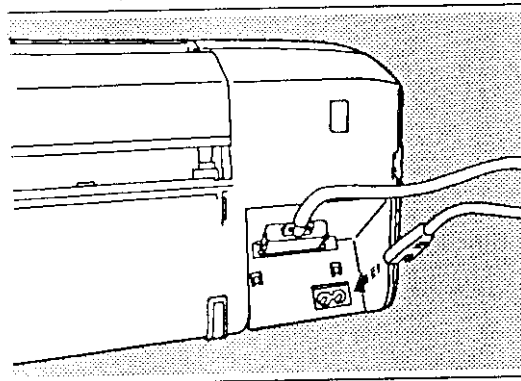
2. Connect the other end of the interface cable to the appropriate interface connector socket (port) on your computer/host system.

To the electrical power supply


Read the following warning carefully.
The manufacturer declines all responsibility for accidents to persons or damage to the printer arising from the non-observance of this warning.

Make sure that the plug on the power cable of the printer is of the type accepted by the wall socket you intend to use.
Do NOT attempt to change the plug yourself.

1. Insert the small two-pin connector of the printer power cable in the socket on the rear of the printer.



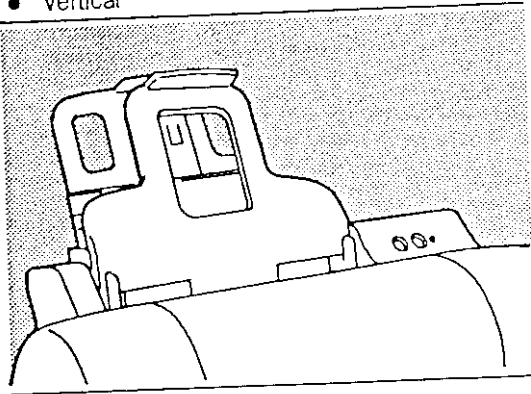
2. Plug the other end of the cable into an independent wall socket.
The socket outlet shall be near the printer and shall be easily accessible.

The  "POWER" key on the printer operator panel does NOT control the electrical power supply to the printer. To electrically disconnect the printer, you must unplug it from the wall socket.

Operating position

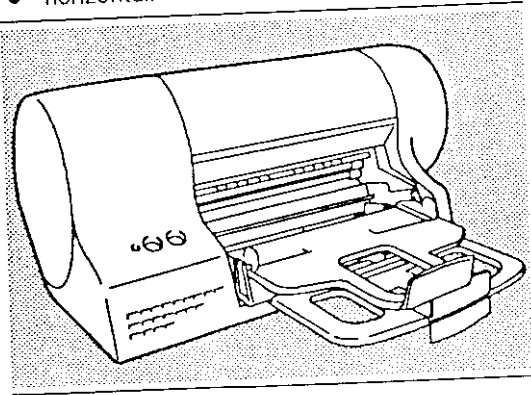
You must now decide in which position you intend to use the printer:

- vertical




or

- horizontal.



The choice of operating position does not affect the printer performance.

Switching on your printer

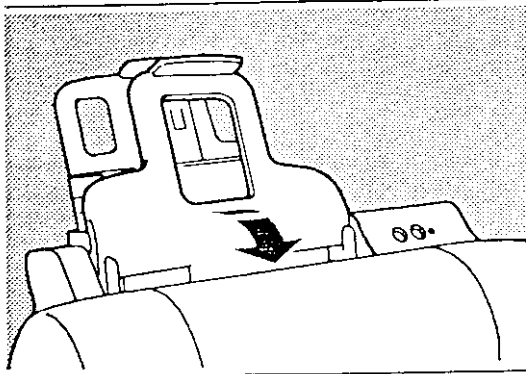
Press the  "POWER" button on the printer operator panel. The printer will take a few moments to execute an initialisation cycle, after which it will be in "standby" condition (the light indicator lit).

After approximately two minutes of inactivity, the printer will go into "sleep" mode with the print head carriage in its rest position (the light indicator remains lit). To activate the printer, just send a file from your PC to be printed or press either of the two buttons on the operator panel.

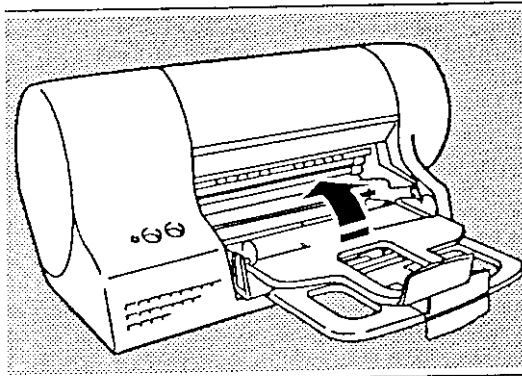
Loading paper in the main automatic feeder

In the description of the operator tasks in this section, the illustrations in the left hand column refer to the vertical position of the printer, those in the right hand column, to the horizontal printer position.

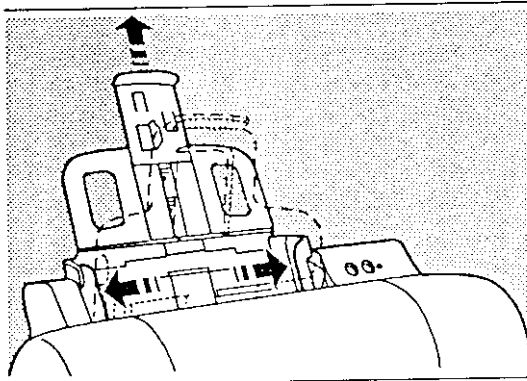
1. Pull forward the paper tray on the second automatic feeder, to simplify access to the main feeder.



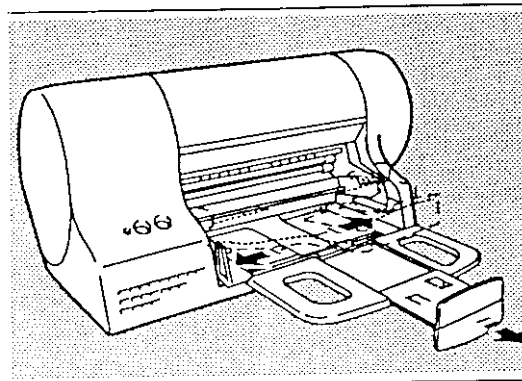
Push up the paper tray on the second automatic feeder, to simplify access to the main feeder.



2. Pull up the adjustable rear guide on the paper tray of the main feeder and make sure that the adjustable margin guides are completely open.



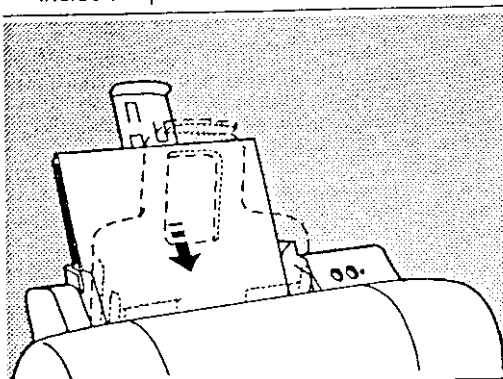
Pull out the adjustable rear guide on the paper tray of the main feeder and make sure that the adjustable margin guides are completely open.



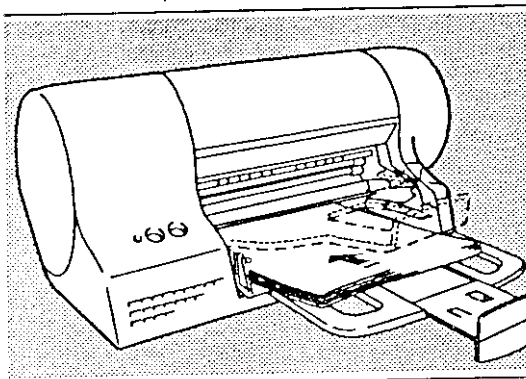
3. Fan thoroughly the paper to be loaded.

In the description of the operator tasks in this section, the illustrations in the left hand column refer to the vertical position of the printer, those in the right hand column, to the horizontal printer position.

4. Load the paper as a single pack into the main feeder, inserting it carefully until it stops inside the printer.



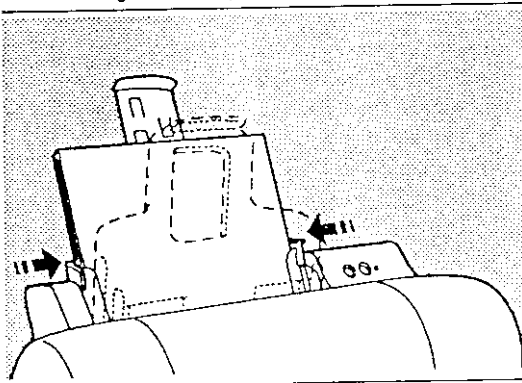
Load the paper as a single pack into the main feeder, inserting it carefully until it stops inside the printer.



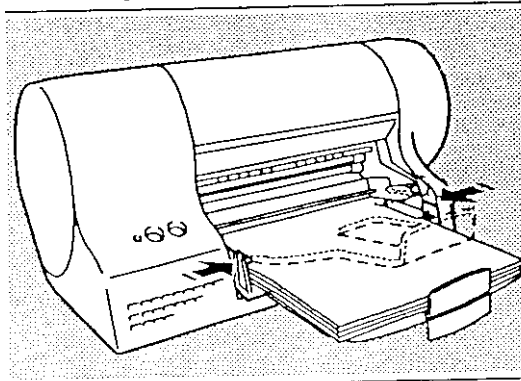
The printing surface must be facing towards the paper tray.

The printing surface must be facing downwards, towards the paper tray.

5. Close the adjustable margin guides against the edges of the paper.

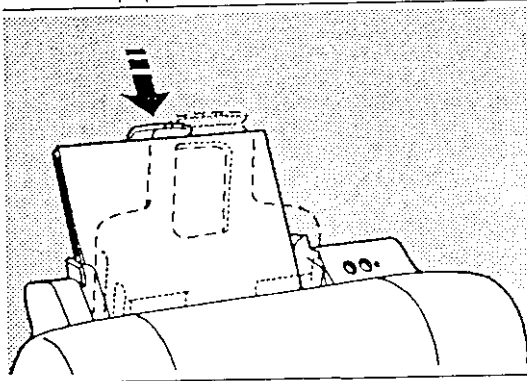


Close the adjustable margin guides against the edges of the paper.

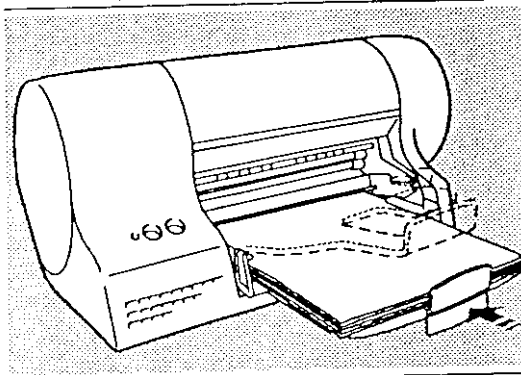


In the description of the operator tasks in this section, the illustrations in the left hand column refer to the vertical position of the printer, those in the right hand column, to the horizontal printer position.

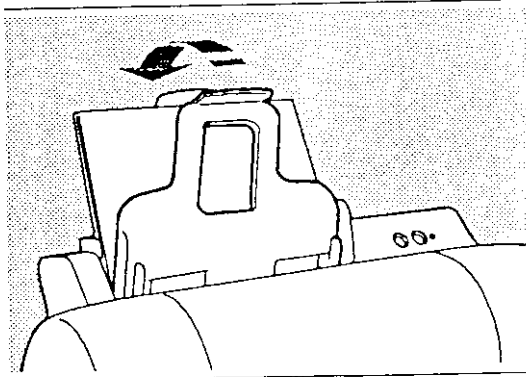
6. Close the rear guide against the trailing edge of the paper.



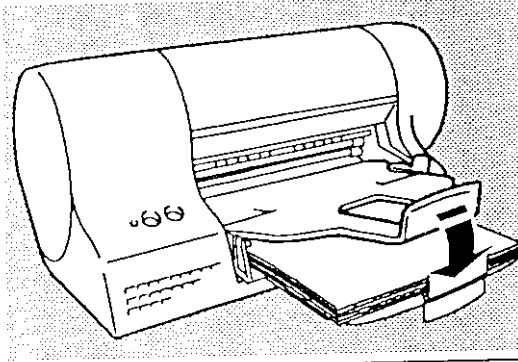
- Close the rear guide against the trailing edge of the paper.



7. Push back the paper tray on the second automatic feeder to its operating position.



- Push down the paper tray on the second automatic feeder to its operating position.



Do NOT load paper over the maximum level indicated inside the main feeder.
Do NOT add paper to that already in the main feeder; always remove any existing paper and fan it together with the paper to be loaded.
For other types and sizes of documents and envelopes, see "Product Characteristics" in this manual and the specific topic in the On-Line Guide loaded when you install your printer driver.

Installing the printer software

The diskettes supplied with your printer contain a high quality colour and monochrome **printing system** for Windows® 3.1/3.11, 95 and 98 environments.

This printing system includes :

- a **printer driver** which gives you access to all the printer features through easy-to-use property sheets,
- a **printer monitor** for easy access to Printing Status and Printer Care,
- **on-line documentation**,
- an **"uninstall" programme**, to remove the printer software, should a re-installation be necessary.

The diskettes also contain a **printer set-up utility** programme (CONFIG.EXE), for personalised printer settings under DOS if necessary (see "DOS environment").

Before installing any printer driver, we strongly recommend that you make a back-up copy of the original diskettes (according to "Terms and conditions of the user license" included with this manual) and then use this copy for the installation procedure.

Once you have installed your printer driver, you can complete the printer installation using some of the features contained in the Printer Monitor.

System requirements

- From Windows® 3.1x up to Windows® 98,
- PC 486 or better with at least 8 MBytes RAM (Pentium and 16 MBytes for Windows® 98),

The driver and documentation files that are copied to your hard disk during printer software installation will occupy approximately 4 MByte of disk space.

Software Installation procedure

The installation procedure varies, depending on the Windows® environment installed on your PC.

□ Windows® 3.1/3.11

1. Insert the printer driver diskette in drive A (usually) of your PC.
2. Activate Windows® 3.1/3.11 (if it is already running, make sure that all Windows applications are closed before starting to install the driver; if necessary, consult your Windows® user documentation).
3. Activate the **Control Panel** in the **Main** window, clicking twice with your mouse indicator on the corresponding icons.
4. Select the **Printers** icon in the same way.
5. If the **Installed Printers** box is empty, click on **Install...**
6. If the **Installed Printers** box already contains one or more driver names, click on **Add>>**, select **Install Unlisted or Updated Printer** in the **List of Printers** and then click on **Install...**
7. Check that the **Install Driver** window already indicates the drive (usually **A**) in which you have inserted the driver diskette, otherwise click on the drive name and change it, using your PC keyboard.
8. Click on **OK**.

9. The **Add Unlisted or Updated Printer** window contains the list of drivers present on the diskette. Select the driver with your printer name and click on **OK**.
10. Your driver is now installed and your printer name appears in the **List of Printers**.
11. With your printer name highlighted, click on **Set as Default Printer** button, so that your printer will active in all your Windows® applications.
12. Check you printer connection by clicking on the **Connect...** button. By default, your printer will be connected to the **LPT1** port which corresponds to the hardware connection of a parallel interface cable.
13. Click on the **Close** button in the **Printers** dialogue box.

A group window with the driver name will be created automatically. It allows immediate access to the Spool Manager, the Printer Monitor, the On-line Documentation and information files whenever these are required.

☐ Windows® 95/Windows® 98

If your printer is already switched on and connected to your PC, as soon as you switch on your PC, the automatic **"Plug & Play"** installation of your printer and driver will begin. **"Plug & Play"** is a bi-directional communication and hardware recognition procedure developed by Microsoft® for the automatic installation of peripherals under Windows®. Just follow the instructions displayed on your PC screen.

Note that some versions of Windows® 95 may give problems during Plug & Play installation. If in doubt, use the "Add Printer" procedure.

1. Switch on *first* your PC and *then* your printer.
2. When the Desktop screen appears, click **Start**, highlight **Settings**, and then click **Printers** in the sub-menu that opens.
3. Double click **Add Printer** in the **Printers** window.
4. The first of a series of **Add Printer Wizard** windows is displayed: click **Next >**.
5. Select whether you wish to use the printer in a **Local** (default) or **Network** environment; click **Next >**.
6. Click **Have Disk...** in the window now displayed.
7. Insert the driver diskette in drive **A** (or **B**) of your PC; click **OK**.
8. Click **Next >**.
9. Make sure **LPT1:....** is highlighted; click **Next >**.
10. Select whether you want the printer as the default printer for your Windows®-based programs.
11. Click **Finish**.
The installation of the driver files will start.

12. Insert the second diskette when requested and click OK.

13. At the end of the installation, you will be asked to remove the diskette and restart Windows.

In both cases, a folder with the driver name will be created automatically in the **Programs** folder. It allows easy access at any time to the Printer Monitor, the On-line Documentation, Disinstall programme and information files whenever these are required.

Inserting the print heads

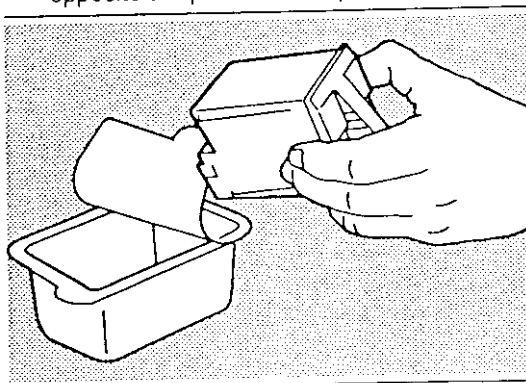
The print head carriage on your printer is designed to hold two types of print head: **black** and **colour**. The correct print head chamber is indicated on the printer casing, at the head loading position, by a single engraved dot for the black print head and a disc containing three engraved dots for the colour print head. This identification is also indicated by a corresponding label on the print head. The two print heads supplied with your printer are both disposable: once they are empty they **MUST** be replaced (see the specific section in **More about print heads**).

Install both print heads before attempting any printing operation.

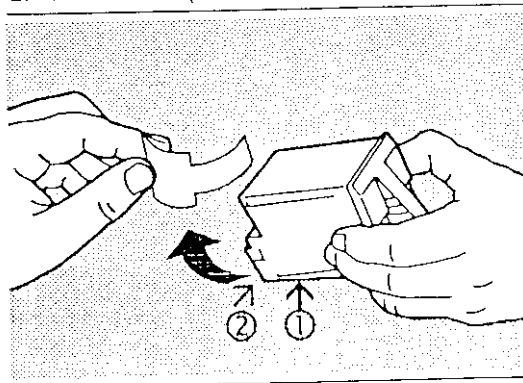
Make sure the printer is powered - the light indicator should be lit (if it is not, press the **POWER** button on the printer operator panel).

The basic operations of the print head insertion/replacement procedure are also illustrated on the inside of the printer cover.

1. Open the sealed print head container of the **black** print head and remove the print head, holding it by the thumb and finger grip (end opposite the protective film).



2. Remove the protective film.



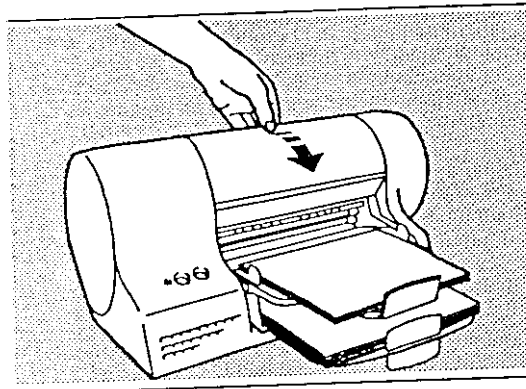
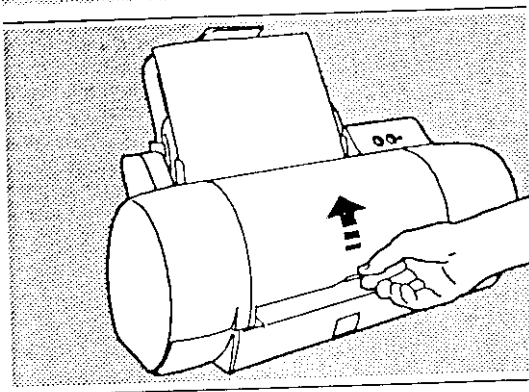
Do not touch either the electrical contacts (① - gold-coloured part) or the printing nozzles (②) nor sit the print head on either of them.

In the description of the operator tasks in this section, the illustrations in the left hand column refer to the vertical position of the printer, those in the right hand column, to the horizontal printer position.

3. Open the printer cover; the print head carriage will be in the head loading position and the light indicator will be flashing rapidly.

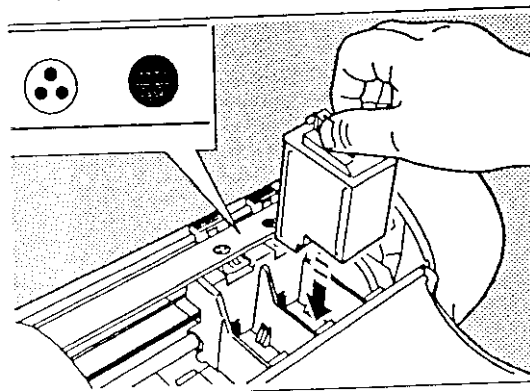
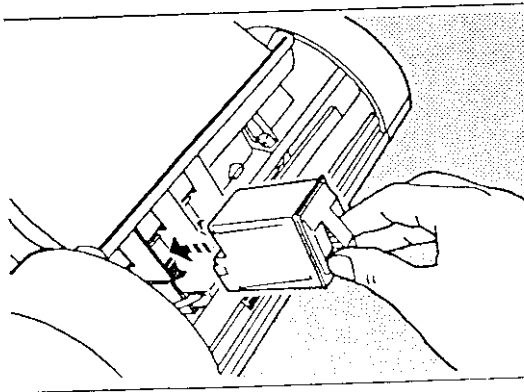
Open the printer cover; the print head carriage will be in the head loading position and the light indicator will be flashing rapidly.

If the print head carriage is NOT positioned for loading, holding down Power, press Paper and then release both buttons together.



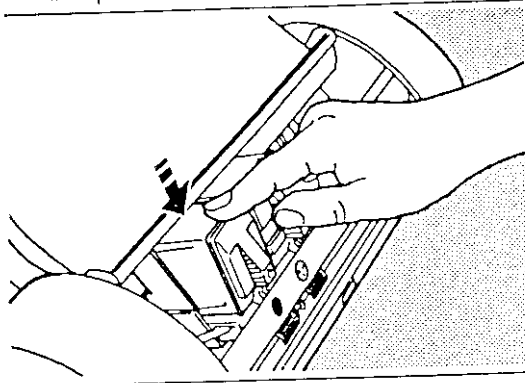
4. With the electrical contacts (gold-coloured part) towards the corresponding contacts in the housing on the print head carriage indicated by the single engraved dot on the printer casing, insert the print head in its chamber.

With the electrical contacts (gold-coloured part) towards the corresponding contacts in the housing on the print head carriage indicated by the single engraved dot on the printer casing, insert the print head in its chamber.

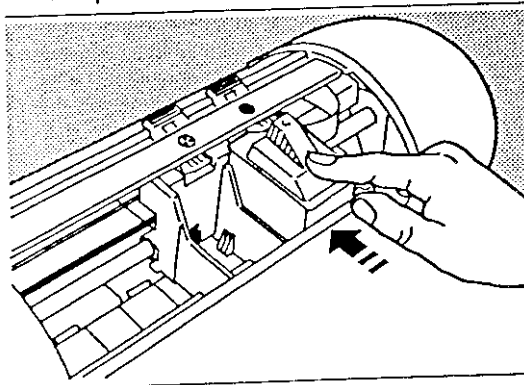


In the description of the operator tasks in this section, the illustrations in the left hand column refer to the vertical position of the printer, those in the right hand column, to the horizontal printer position.

5. To fix the print head correctly, push it down towards the green release lever, until it clicks into place.



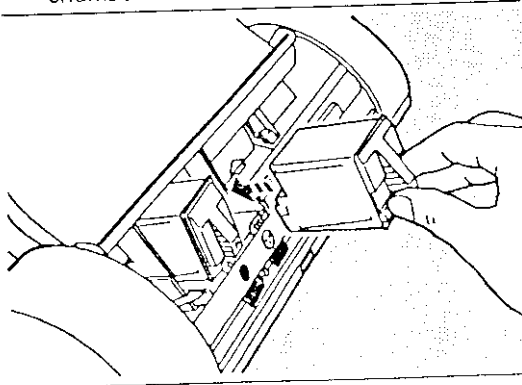
To fix the print head correctly, push it back towards the green release lever, until it clicks into place.



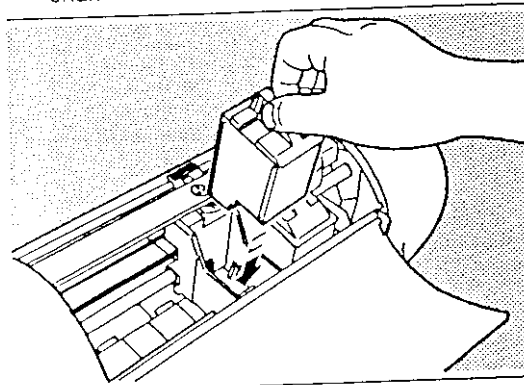
6. Now open the sealed print head container of the **colour** print head, remove the print head, holding it by the thumb and finger grip (end opposite the protective film) and remove the protective film.

Do not touch either the electrical contacts (gold-coloured part) or the printing nozzles nor sit the print head on either of them.

7. With the electrical contacts (gold-coloured part) towards the corresponding contacts in the housing on the print head carriage indicated by the three engraved dots on the printer casing, insert the print head in its chamber.

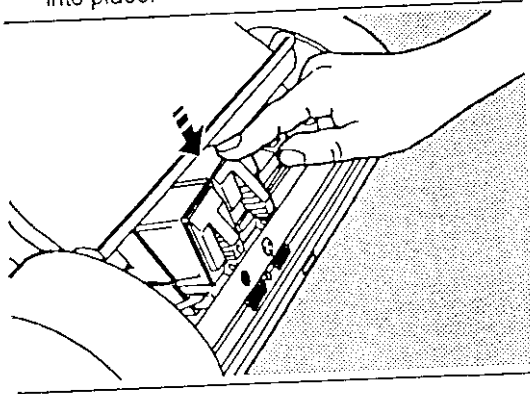


With the electrical contacts (gold-coloured part) towards the corresponding contacts in the housing on the print head carriage indicated by the three engraved dots on the printer casing, insert the print head in its chamber.

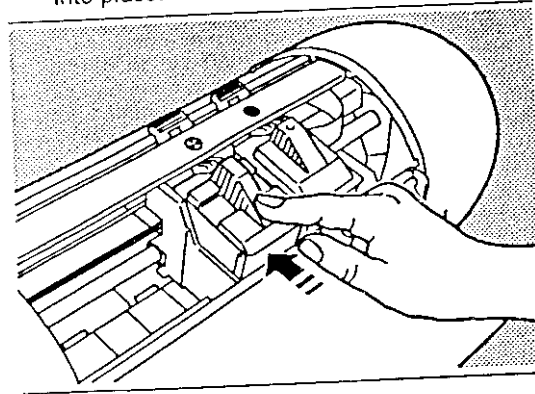


In the description of the operator tasks in this section, the illustrations in the left hand column refer to the vertical position of the printer, those in the right hand column, to the horizontal printer position.

8. To fix the print head correctly, push it down towards the green release lever, until it clicks into place.



To fix the print head correctly, push it back towards the green release lever, until it clicks into place.



9. Close the printer cover.
There will be a pause of several minutes, during which the printer runs an initialisation cycle (the indicator light flashes); the printer will then be ready (the indicator light is lit and steady).
10. Now run the print head alignment function (see *"Completion of printer installation"* in the section that follows).

See *"Replacing the print head"* and *"Print head care"* in *More about print heads* for further details on the handling, substitution and care of the print heads.

Completing printer installation using the Printer Monitor

What Is the Printer Monitor

The Printer Monitor is an on-screen aid with an extensive, user-friendly HELP feature. It contains a series of functions that are designed to help you during daily use of the printer. It can be viewed by clicking on the specific icon and allows you to:

- view the printer operating status on your PC screen during a print job. It indicates the proportion of the document printed and eventual error messages (Status),
- perform printer care functions, to maintain optimum working conditions (Printer Care and Options).

How to access the Printer Monitor

☐ Under Windows® 3.1/3.11:

You can access the Printer Monitor from your printer driver group at any time, by double-clicking its icon.

☐ Under Windows® 95/Windows® 98:

You can access the Printer Monitor in either of the following ways:

1. Click **Start**, highlight **Programs** and then the printer name in the sub-menu which opens.
2. Click the Printer Monitor icon.

OR

1. Click **Start**, highlight **Settings**, and then click **Printers** in the sub-menu which opens.
2. Click your printer name to highlight it.
3. Click your right mouse button.
4. Select the option "Run the Printer Monitor" in the menu which opens.

Completion of printer installation

1. Click on the **Options** tab and then:

(a) Select the **printer operating position** (Horizontal or Vertical).

2. Click on the **Printer Care** tab and then:

(a) Click both the "New Head" buttons, to confirm that new print heads have been inserted.

(b) Click the **Align** button, to run the test pages that confirm the **accuracy of bi-directional printing**; follow the instructions displayed (this feature requires at least two sheets of paper).

(c) Click the **Demo** button, to print the **demo page** so that you can check that the print quality is satisfactory; follow the instructions displayed. (This feature requires one sheet of paper).

Once you have completed these operations, you can reduce the Printer Monitor to its icon.

Your printer is now ready for use.

If you have had problems with any of the printer installation procedures, check that you have followed the instructions as given. If a repetition of the instructions is unsuccessful, see the appropriate topic in the Troubleshooting section that follows.

From the **Printer Care** tab, you can also run the following functions:

☐ **Change the print head (Change)**

Click this button whenever you wish to replace one or both of the print heads. The print head carriage will move the loading position, ready for print head substitution (see "More about print heads").

☐ **Clean the print heads (Clean)**

Click this button before changing the print head, if you notice a deterioration in the print quality. Follow the instructions displayed; the printer will run the "Clean" function.

☐ **Run the print test (Test)**

Click this button to run the print test. Follow the instructions displayed; the print test requires a sheet of paper and gives you a print-out of the printer's functional characteristics (firmware release, print head tests, current settings).

☐ **Access to "How Do I"**

Click this button to open the on-line help feature. This feature explains, in a series of specific topics ("How to handle...paper, print heads", etc.), how to operate your printer successfully.

☐ **Access to "Troubleshooting"**

Click this button to open the on-line troubleshooting feature. This feature explains how to solve everyday operating problems ("no paper", "paper jam", poor print quality, etc. conditions).

The **Options** tab also contains the following feature:

☐ **Activate Dry Delay Time**

Click this check box if you are printing photographs, high-density graphics or concentrated black texts. This feature introduces a pause between the printing of two successive pages, allowing the first page to dry before the next page is printed. The pause can be overridden by pressing the **Paper** key.

If you have problems with any operating procedure, or are unable to perform a specific function, always check that you have followed the instructions as given. If a repetition of the instructions is unsuccessful, see the appropriate section in "Troubleshooting" in the On-line Guide loaded with the printer driver.

Troubleshooting

Your printer is designed to require only minimum maintenance, however, everyday use will give rise to the need for a number of simple printer-care operations.

During normal printer operation, an error condition will be signalled by the rapid flashing of the light indicator and an error message on your PC screen.

If you are unable to run the operation you require, first check that you have followed correctly the instructions given in this manual or the section "How to..." in the On-Line Guide. If, after repeating the procedure, you still have a problem, consult the specific topic in Troubleshooting in the On-Line Guide.

If you detect serious mechanical damage to or a failure in the printer, do not attempt to repair it yourself! CALL THE TECHNICAL SUPPORT SERVICE.

General care

☐ Environment

- Keep your printer in a stabilised, ventilated environment (temperature range: 15 to 35 °C - 60 to 95 °F; relative humidity: 20% - 80%).
- Do not subject your printer to brusque changes in temperature and/or humidity.
- Do not let dust accumulate on the printer; use a slightly damp cloth to remove dust.

Do NOT use abrasive or corrosive cleaning fluids to clean the printer.

☐ Transportation

- Always make sure that the print head is in its rest position.
To ensure this, always press **POWER** to switch off your printer BEFORE switching off your PC.
- Take care not to drop your printer.
- Repack your printer in its original carton, whenever possible.

Installation

☐ Missing or damaged parts.

- Contact your retailer immediately.

☐ Printer is not powered.

No power supply (the light indicator is not lit).

- Check that the printer is connected properly to the electrical power supply socket.
- Press **POWER**.

☐ No printer reaction.

When you press **POWER**, the print head carriage does not move.

- Check that the carriage path is free of impediment.
- Try switching the printer off and then on again.
- If the light indicator flashes very rapidly, there is a failure on the mother board; press **POWER** to switch the printer off, disconnect it and call the technical support service.

☐ Demo page/Print test did not run.

- Press **POWER** to switch the printer off, wait a few seconds and then press **POWER** again. Repeat the correct key sequence (see *"Buttons - special functions"* in Printer operator panel or click the appropriate button in the Printer Care tab in the Printer Monitor).

- If the light indicator flashes rapidly:

- there is no paper in the printer; follow the instructions given in *"Loading documents in the printer"* in the Installation Guide.
- the print head is not inserted correctly; follow the instructions given in *"Inserting the print heads"* in the Installation Guide, or *"Replacing the print head"* in More about print heads.

☐ Problems with connection to host.

- Check that your interface cable is of the correct type. It must be a **standard, bi-directional IEEE 1284-type interface cable**. If you have any doubts, contact your computer dealer.
- Make sure you have fixed the interface connectors properly both to the printer and to the host.
- If your PC is an *"ECP"-type PC*, check that the printer port setting on it is **Printer Port: LPTx**. If necessary, change this setting as follows:
 - right click on the **My Computer** icon.
 - select **Properties**, then **Device Manager**.
 - double click on **Ports (COM&LPT)**.
 - select **Printer Port: LPTx**.

If **Ports (COM&LPT)** does not offer a simple LPTx port or if the selection of this port does not solve your problem, you must change the LPT mode setting in your computer BIOS to either [Standard] or [Bi-directional]. For further information on the BIOS settings, refer to your computer documentation and/or contact your computer dealer.

- Check that you have configured your application correctly (see the **On-Line Guide** loaded with your driver, and your application manual).

☐ Printer care functions in Printer Monitor not active

If, when you open the Printer Monitor, you find that the Printer Care buttons are not active:

- Check that the interface cable is of the correct type. It must be a **standard, bi-directional IEEE 1284-type interface cable**. If you have any doubts, contact your computer dealer.
- Check that the interface cable is connected correctly both to your printer and to your PC.

Disinstalling the printer driver

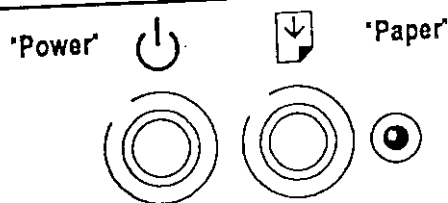
If you have problems printing that are not solved with normal printer care operations (paper and print heads inserted correctly, appropriate selections in the printer driver, etc.), it may be necessary to re-install the printer driver.

To do this, you must first disinstall the driver, by clicking on the specific icon created in the printer group when you first loaded the driver. This allows a complete and correct removal of all the files loaded from the diskettes and/or created in your PC during driver installation, permitting a correct re-installation (see *"Installing the printer software"*).

Note that after disinstalling the driver, in some cases, Plug & Play installation may no longer be possible. In this case, use **"Add Printer"**.

For other problems regarding the use of print heads, printing media, etc., refer to the specific topics in the **Troubleshooting** section of the **On-Line Guide** loaded with your printer driver.

Printer operator panel





The printer operator panel has two buttons and a light indicator. The behaviour of the buttons and light indicator will depend on the printer's status.

□ Printer states:

- standby/sleep: no data to be printed;
- printing: from the reception of data until the completion of its printing;
- error: when an error has been detected and the printer is waiting for user intervention;
- service: user-invoked mode for special functions, independent of host.

Buttons - basic functions

Function	Button	Description
Printer on/off	 Power	Toggles the printer ON/OFF condition.
Paper control	 Paper	1) If a sheet of paper is already present in the printer, causes its expulsion. 2) Loads a sheet of paper in the printer ONLY after a "paper error" signal. Once you have corrected the error condition (paper out, paper jam), press to load a document and continue your print job.

Buttons - special functions

Function	Button	Description
Print head carriage movement	Hold down Power and press Paper , then release both buttons together	Toggles the print head carriage loading/rest position. The light indicator flashes with a simple ON-OFF sequence. This operation can also be done from the Printer Monitor.
Print test	Hold down Power and press Paper twice; then release both buttons together	The light indicator flashes with a two-flash sequence. The print test is printed, after which the printer returns to standby mode. This operation can also be done from the Printer Monitor.
Clean print heads	Hold down Power and press Paper three times; then release both buttons together	The light indicator flashes with a three-flash sequence. A print head cleaning cycle is executed, after which the printer returns to standby mode. This operation can also be done from the Printer Monitor.
Demo page	Hold down Power and press Paper four times; then release both buttons together	The light indicator flashes with a four-flash sequence. The demo page is printed, after which the printer returns to standby mode. This operation can also be done from the Printer Monitor.

U3

Light indicator

The status of the light indicator indicates the different printer conditions.

Function	Button	Description
Hex dump	Hold down Power and press Paper seven times; then release both buttons together	The light indicator flashes with a seven - flash sequence. All data now transmitted to the printer will be printed in its hexadecimal format. <i>This feature can be activated ONLY from the operator panel and should be used only if requested by your technical support engineer, as it can generate long print-outs.</i>

Status	Condition
off	The printer is not powered.
lit	The printer is powered.
flashing slowly	The printer is receiving data.
flashing rapidly	An operating error has occurred: Paper out condition. <i>Solution:</i> Load paper (see "Loading paper ..." in the Installation Guide) and press PAPER. Paper jam condition. <i>Solution:</i> Remove the jammed page (see the specific topic in the on-line documentation loaded when you installed the printer driver). Print head insertion/replacement operation. You have moved the print head carriage to the head loading position (using the button sequence on the operator panel or the "Change" button in the Printer Monitor). <i>Solution:</i> Return the print head carriage immediately to its rest position, repeating the button sequence, or replace the print head (see specific section in More about print heads).

1-3

On-line Guide

Status	Condition
flashing very rapidly	<p>Failure condition. Switch off the printer and disconnect it from the electrical power supply. Make sure that the print head carriage and paper feed paths are not obstructed and then reconnect and switch on the printer.</p> <p>If the light indicator continues flashing rapidly, disconnect the printer and call the technical support service or your dealer.</p>
flashing with specific variable sequence	One of the service functions (see previous table - "Buttons - special features").

The diskettes containing the printer software also contain an **On-line Guide**. This guide contains further information on the printer features, and print head and paper handling. It is structured in two parts: **"How do I..."** and **Troubleshooting** and is fully contextual.

The information contained in the **On-line Guide** is organised in **"topics"**; e.g. **"Paper"**, **"Print heads"**, etc., and can be printed screen by screen.

To access the **On-line Guide**, click on the specific icon in the Printer group created when you loaded the printer software.

There are several ways of accessing information on the printer settings in the **"Settings"** tab (**Start, Printers**, select and **right click your printer icon**, click **Properties**):

- select the item required and then right click it
or
- select **"?"** in the top right hand corner of the tab and drag it on to the item required.
or
- click the **"HELP"** button in the lower right hand corner of the tab; in this case you access the complete section dealing with the entire **"Settings"** tab.

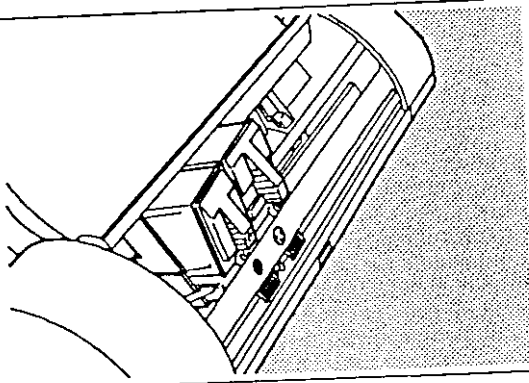
More about print heads

Replacing the print heads

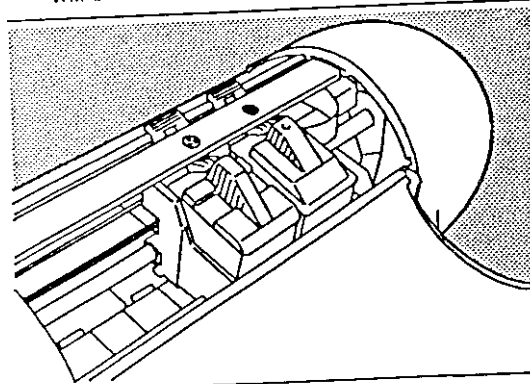
You should remove a print head from the printer **only** to replace it or to repeat its insertion in the case of faulty printing.

In the description of the operator tasks in this section, the illustrations in the left hand column refer to the vertical position of the printer, those in the right hand column, to the horizontal printer position.

1. With the printer idle (in standby),
 - open the Printer Care tab in the Printer Monitor and click on the "Change" button, or
 - press and hold **Power**, press **Paper** once and then release both buttons together.
2. Open the top cover: the print head carriage will be in the head loading position.

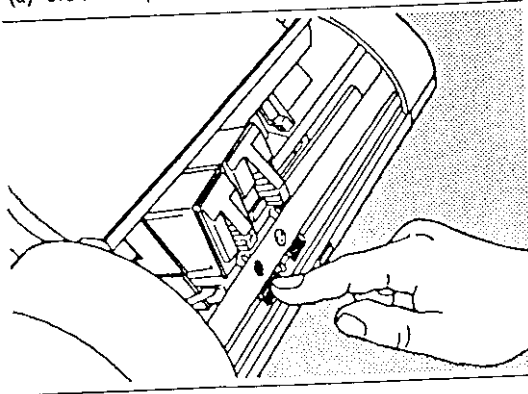


Open the top cover: the print head carriage will be in the head loading position.



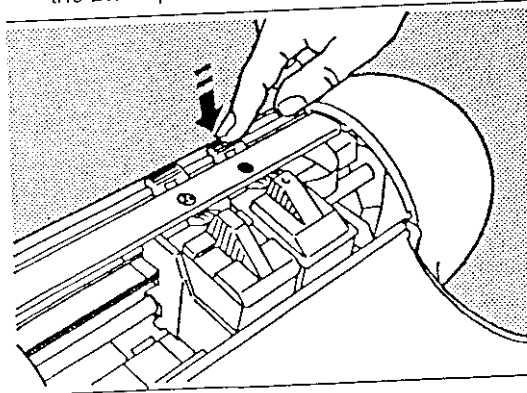
3. Press the green print head release lever to release:

(a) the **black** print head,



Press the green print head release lever to release:

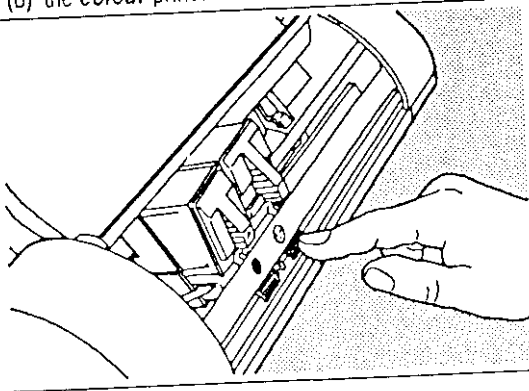
the **black** print head,



More about print heads

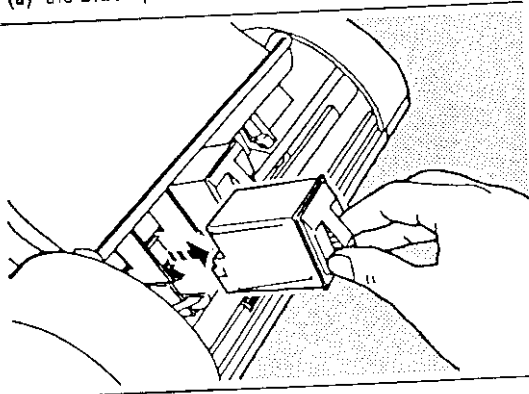
In the description of the operator tasks in this section, the illustrations in the left hand column refer to the vertical position of the printer, those in the right hand column, to the horizontal printer position.

(b) the **colour** print head.

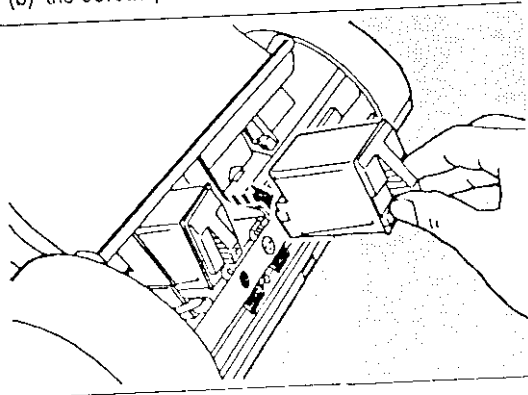


4. Pulling upwards by the thumb and finger grip, remove:

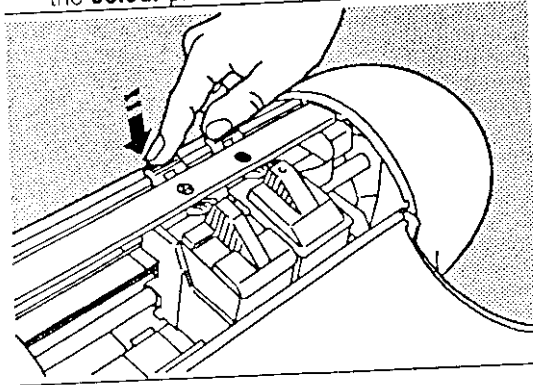
(a) the **black** print head,



(b) the **colour** print head.

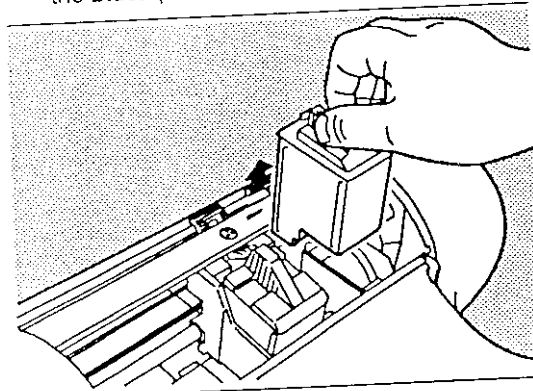


the **colour** print head.

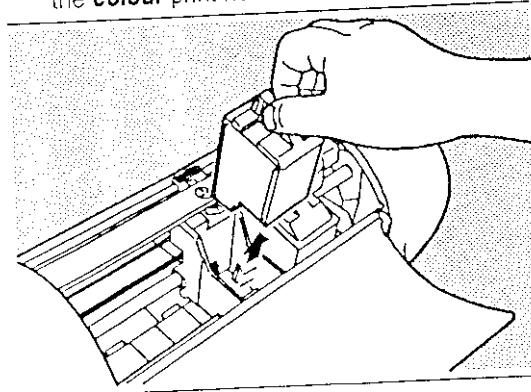


Pulling upwards by the thumb and finger grip, remove:

the **black** print head,



the **colour** print head.



Print head care and precautions

5. Insert a new print head of the **SAME** type (black/colour; see *"Inserting the print heads"* in the **Installation Guide**).
6. Close the printer cover.
7. Click on the appropriate "New head" button in the **Printer Care** tab in the Printer Monitor.
8. Run the **"Align"** function from the **Printer Care** tab in the Printer Monitor.

☐ Driver settings

If the quality of printing is not optimum, do the "Clean" operation (see "Printer Monitor").

If you have problems inserting the print head:

- Make sure the print head carriage is in the print head loading position.
- Check that the print head/chamber is clean and free of foreign bodies.
- NEVER force the print head into the chamber; always remove it completely and repeat the entire insertion operation.

- Always keep the print heads sealed in their containers until they are to be used.
- Remember to remove the protective tape before inserting the print head in the printer.
- Take care not to get ink on your clothes; the ink in the print head stains.
- Do NOT attempt to refill the print head with ink, as this damages the print head and the printer.
- DO NOT shake the print head; it is not a fountain pen. If it does not print, do the cleaning operations described in *"Cleaning the print head"*.
- If you think that the number of pages printed with the current print head is fewer than usual, try cleaning it. If the "end of ink" condition persists, the print head is empty and requires replacing.

Always make sure that the print head carriage is in its rest position BEFORE switching off your computer. Switching off your printer before your computer will guarantee this. When the printer is powered, the print head carriage will automatically return to its rest position and go into standby mode after approximately two minutes of inactivity.

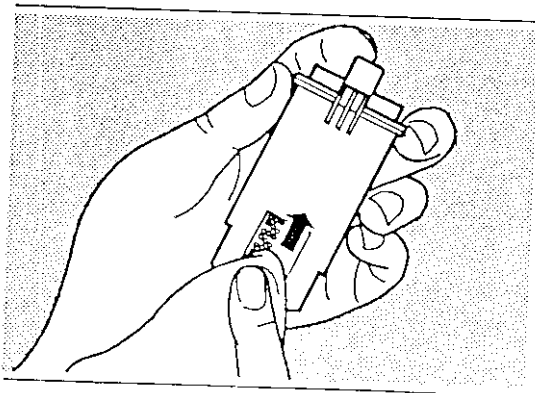
Cleaning the print heads

The print heads are cleaned automatically at regular intervals while the printer is powered. This operation clears the print head nozzles, guaranteeing the ink flow. If you have a problem with the printing quality that is not solved by this automatic nozzle clearing operation, you can do the same operation, using the "CLEAN" function in the Printer Care tab in Printer Monitor (see the specific paragraph in "Completing printer installation using the Printer Monitor").

If you have a problem with the printing quality that is not solved by the "CLEAN" feature, run a Print Test and then proceed as follows:

1. Clean the electrical contacts.

- Press the "Change" button in the Printer Care tab in the Printer Monitor.
- Open the printer cover; release and remove the print head that is causing the problem
- Clean the electrical contacts (gold part) on the print head and in the housing on the print head carriage with a slightly damp lint-free cloth, taking care not to touch the print head nozzles.

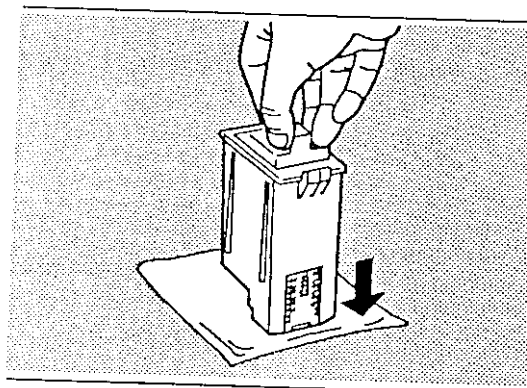


- Re-insert the print head in the printer and close the printer cover
- Repeat the print test.

2. Clean the print nozzles.

This operation **MUST NOT** be repeated systematically, as it will damage the print head. It should **ONLY** be attempted as a last resort, before changing the **ENTIRE** print head.

- Dampen a tissue handkerchief with distilled water; squeeze it slightly to remove any excess water.
- Press the "Change" button in the Printer Care tab in the Printer Monitor.
- Open the printer cover; release and remove the print head that is causing the problem.
- Holding the print head with the nozzles facing downwards, blot it against the handkerchief, pressing lightly.



- Repeat the blotting operation a few times on different areas of the handkerchief, to clean the nozzles.
- Reinsert the print head in the printer and close the printer cover
- Print the "demo" page to check the quality of printing (see the specific item in "Completing printer installation using the Printer Monitor").

More about paper and special printing media

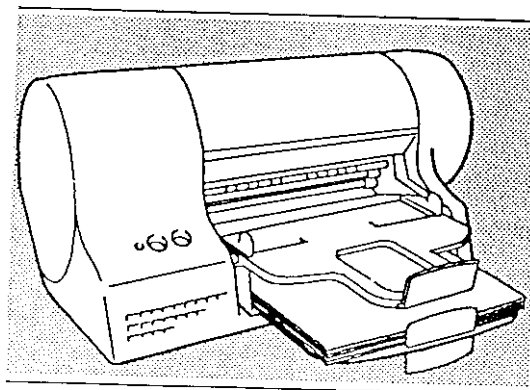
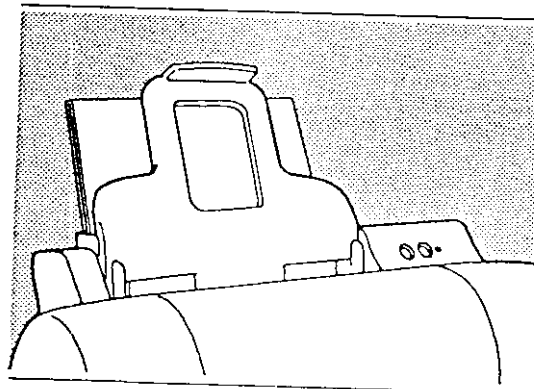
Loading paper

In the description of the operator tasks in this section, the illustrations in the left hand column refer to the vertical position of the printer, those in the right hand column, to the horizontal printer position.

You can insert up to 150 sheets of any plain paper format in the main automatic feeder, up to 10 sheets at a time in the second automatic feeder or one sheet at a time through the manual feeder. A sheet of paper in the manual feeder have priority over those in the automatic feeders, and those in the second automatic feeder have priority over those in the main automatic feeder.

When loading paper in the main automatic feeder, do NOT exceed the maximum level indicated on the inside of the feeder. For other printing media and special formats, see "Printing media". When inserting paper for printing, make sure that the printing surface is facing towards the paper tray if you are using the main and/or second automatic feeders, and facing upwards/towards you if you are using the manual feeder.

- **Standard size** (A4, Letter, Legal, Executive and ALL user-defined formats) pages in the **main feeder**.

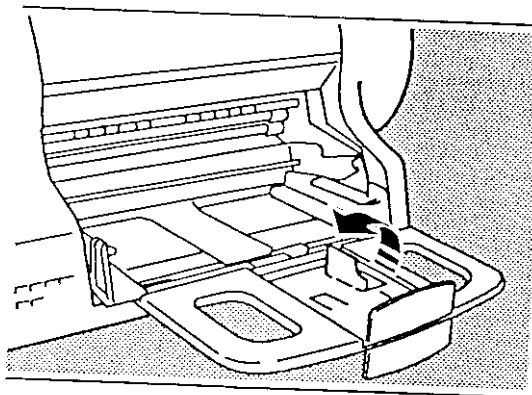
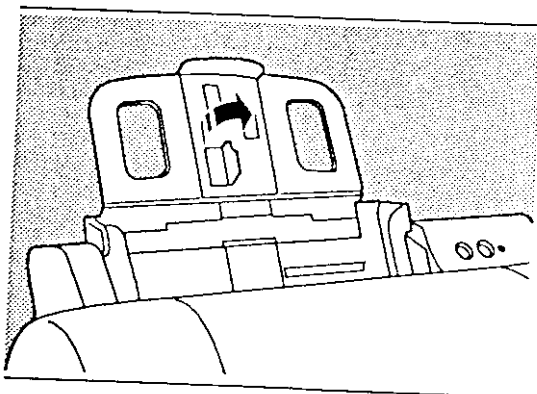


The paper loading procedure for these formats is described in "Loading paper in the main automatic feeder" in the **Installation Guide**.

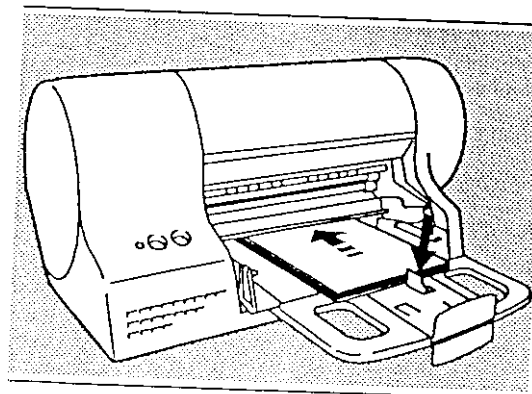
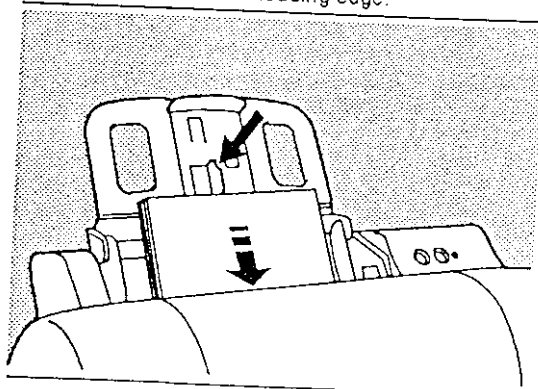
The paper loading procedure for the following paper formats is described in "How to... Handle paper" in the **On-Line Documentation** loaded when you installed your printer driver.

- **Envelopes or narrow formats** (less than 6.5 in/165 mm wide) in the **main feeder**:

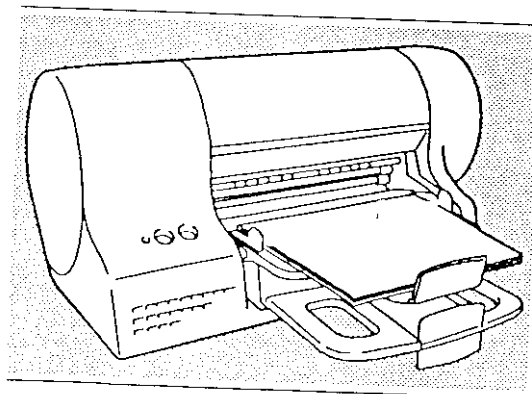
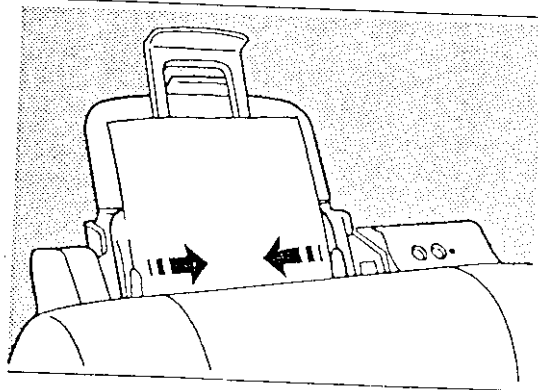
(a) Open the rear guide for small formats on the paper tray.



(b) Insert the envelopes/paper in the feeder, with the shorter side as the leading edge.



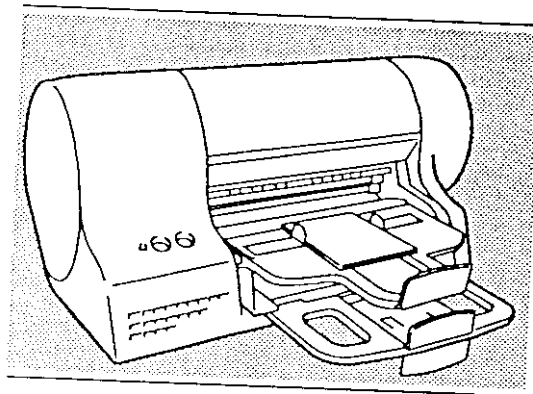
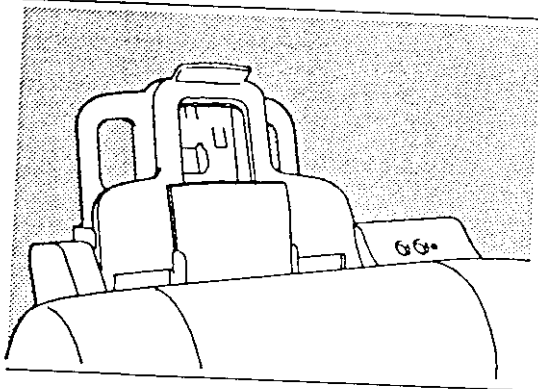
- **Standard size pages** in the **second feeder**.



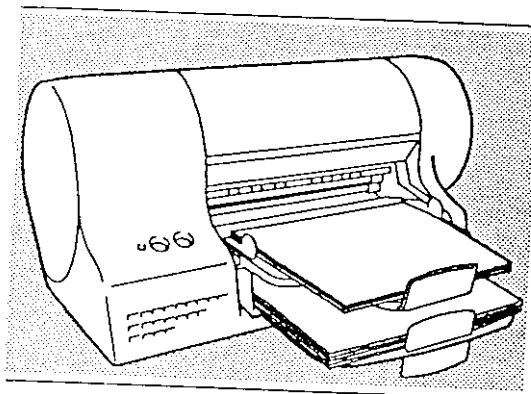
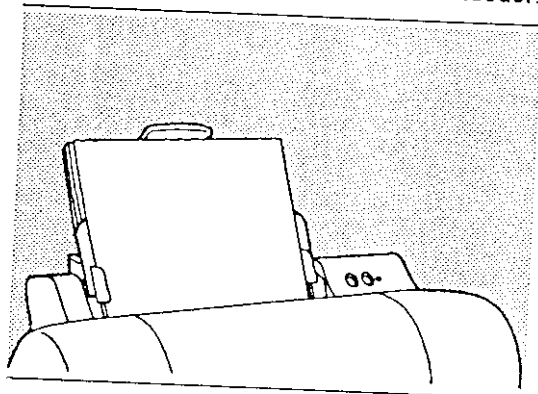
More about paper and special printing media

The paper loading procedure for the following paper formats is described in **"How to... Handle paper"** in the **On-Line Documentation** loaded when you installed your printer driver.

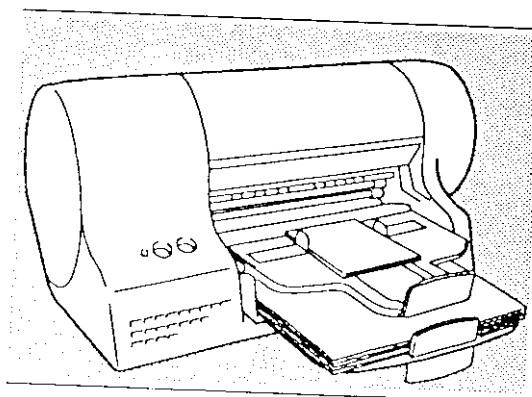
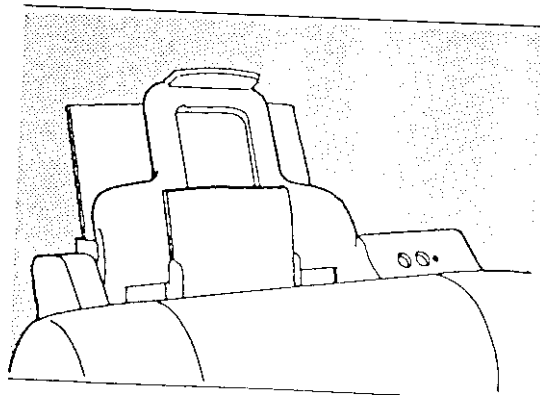
- **Envelopes or narrow formats** in the **second feeder**.



- **Standard size pages** in the **main feeder** and **standard size pages** in the **second feeder**.

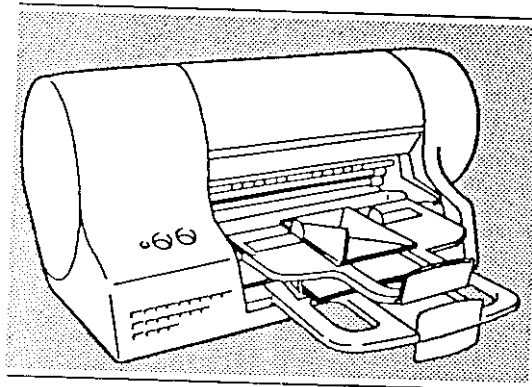
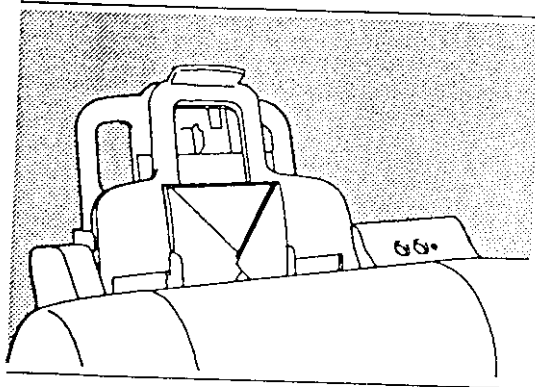


- **Standard size pages** in the **main feeder**, and **envelopes or narrow formats** in the **second feeder**.

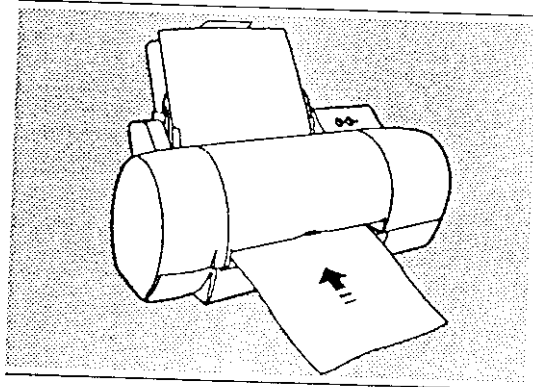


The paper loading procedure for the following paper formats is described in "How to... Handle paper" in the **On-Line Documentation** loaded when you installed your printer driver.

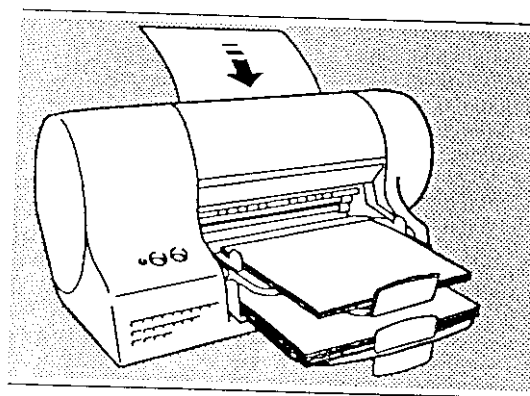
- **Envelopes or narrow formats** in the **main feeder** and **envelopes or narrow formats** in the **second feeder**.



- **Manual single sheet feeder**



The sheet of paper should be aligned against the right hand guide with the printing surface facing upwards when the printer is vertical.



The sheet of paper should be aligned against the left hand guide with the printing surface facing towards you when the printer is horizontal.

Printing media

Precautions

- Sub-standard paper can affect the quality of printing.
- Make sure the paper feeds smoothly, and that it is not held too tightly nor has too much play.
- The sheet of paper/envelope must not be curled, crumpled or torn, otherwise it may jam or even not be inserted. Always use paper in perfect condition and within the specifications defined.
- Printing on both sides of the paper may increase the risk of misfeeds or paper jams and may cause smudging.
- If you remove the paper from or add paper to the main feeder, you **MUST** repeat the entire paper loading operation.
- When using user-defined/non-standard size formats, remember to select the appropriate paper type in your printer driver (see the **On-Line Documentation** loaded with your printer driver).
- For all types of special printing media, always read the instructions included with the media pack.

Remember that heavily printed pages tend to curl and thus not stack correctly. They also tend to stain the rear of the page stacked over them, as they require longer to dry. You can either select the specific option in the Printer Monitor ("Activate Dry Delay Time") or remove these pages as soon as they are expelled from the printer and leave them to dry singly before handling them.

See "Printer Characteristics" for the formats and dimensions of plain paper/special printing media you can use in your printer.

□ Envelopes

You can insert 80 g/m² envelopes either in packs of up to 25 in the main feeder or 3 at a time through the second feeder. You **MUST** use the intermediate rear guide if you use the main feeder. The envelopes must be inserted with their short side as the leading edge, the printing side face down and the sealing flap to the right (printer vertical) or to the left (printer horizontal). Remember to select a landscape font for printing (in Windows® environment, you will require a TrueType font).

□ Special printing media

For all types of special media, always read the instructions included with the media pack.

For optimum printing quality, you should always use the printing media specifically indicated by the manufacturer for your printer (see **Supplies** for recommended media types). Use of non-recommended printing media may result in incorrect paper feed, making it necessary to feed the documents individually, after selecting manual feeder in the printer driver.

• Coated paper

This type of paper has a very smooth finish on the side to be used for printing. You can insert it either in packs of up to 50 sheets in the main feeder or 10 at a time in the second feeder.

• Glossy paper

This type of paper has a glossy coating, and is similar to that used in the photographic industry. You can insert it either in packs of up to 25 in the main feeder or 5 at a time in the second feeder.

• Photographic paper

This type of paper has a sophisticated glossy coating, and gives a professional finish to your print job. You can insert it either in packs of up to 25 in the main feeder or 5 at a time in the second feeder.

- **Transparencies**

Always use those specifically indicated for ink jet printers; they are designed to absorb the ink correctly. You can insert them either in packs of up to 50 in the main feeder or 5 at a time in the second feeder.

- **T-shirt transfers**

Always use those specifically indicated for ink jet printers; they are designed to absorb the ink correctly. You can insert them 5 at a time either in the main or second feeder.

- **Note cards**

Your printer can handle two types of note cards: plain paper and photographic paper. You can insert plain paper cards either in packs of up to 50 in the main feeder and 5 at a time in the second feeder. You can insert photographic paper cards in packs of up to 25 in the main feeder and 5 at a time in the second feeder. You **MUST** use the intermediate rear guide if you use the main feeder.

Driver settings

Always make sure that you have selected in your printer driver the **Paper Source**, **Paper Type** and **Paper Format** features that correspond to the feeder and the type of printing media you intend to use. In particular, the colour calibration in the driver is set specifically for each of the different types of media handled, so an incorrect setting will result in unsatisfactory quality print-out.

You access the driver settings by clicking on **Start**, highlighting **Settings**, clicking **Printers** and then right clicking your printer icon and then **Properties**.

DOS environment

Although optimised for operation in a Windows® environment, your printer will also operate in DOS, recognising PCL III + command codes. This means that you can print from any DOS application that supports this command code set.

The diskettes supplied with your printer contain a **printer set-up utility** programme (CONFIG.EXE), which allows you to personalise the printer settings, if your application driver does not already contain the settings you require.

The programmable features available through CONFIG.EXE are the following:

Parameter (Identifier)	Value(s) (Qualifier)
PaperFormat	A4, A5, US Letter, US Legal, US Executive, A6, Card 1, Card 2 C5, C6, B6, COM #10, DL
PerSkip	Off (no bottom margin - BOF) ON (BOF - 12.7 mm)
TextScale	Off On
Bimdensity	75, 150, 300 (dots per inch)
Terminator	Normal (CR=CR;LF=LF;FF=FF) AutoLF (CR=CR+LF;LF=LF;FF=FF) AutoCR (CR=CR+LF;LF=LF;FF=CR+FF) AutoCRLF (CR=CR+LF;LF=LF+CR;FF=CR+FF)
Quality	LQ (Letter Quality) NLQ (Near Letter Quality) DRAFT (Draft)
TypeStyle	1 (Courier Upright Port. 10cpi 12pt)

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Parameter (Identifier)	Value(s) (Qualifier)
Charset	1 - CP 437 International 2 - PC 8 Denmark/Norway 3 - CP 850 Multilingual 4 - ECMA-94 Latin 1 5 - Roman 8 6 - Legal 7 - ISO 2 - IRV 8 - ISO 4 - United Kingdom 9 - ISO 6 - ASCII 10 - ISO 10 - Sweden 11 - ISO 11 - Sweden Names 12 - ISO 14 - JIS ASCII 13 - ISO 15 - Italy 14 - ISO 16 - Portugal 15 - ISO 17 - Spain 16 - ISO 21 - Germany 17 - ISO 60 - Norway 1 18 - ISO 61 - Norway 2 19 - ISO 69 - France 20 - CP 860 Portugal 21 - UNIX International 22 - CP 863 French Canadian 23 - PC Abicomp International 24 - PC Abicomp Portugal 25 - CP 852 26 - CP 857 Turkey 27 - CP 866 Cyrillic 28 - CP 210 Greece 29 - CP 851 Greece 30 - CP 862 Hebrew
Orientation	Portrait Landscape

How to change the printer settings in DOS environment

With your printer connected and switched on, insert the disk containing the **'config.exe'** programme in your PC disk drive and, from the DOS prompt, type **'a:\config.exe'**.

Follow the instructions displayed on your PC screen.

Product Characteristics

Printing Technique

Bubble ink jet, with water-resistant ink

Print heads

Black disposable

Three-colour disposable

Throughput

N.B.: this value may vary depending on the print mode, the software application and/or the type of computer used.

Windows® environment:

up to 8 pages per minute (monochrome black)

Paper Handling

Automatic or manual through main and second automatic feeders

Manual through single sheet manual feeder

Main Feeder Capacity

Plain paper : up to 150 sheets (80 g/m² paper)

Envelopes : up to 25 envelopes (80 g/m² paper)

Second Feeder Capacity

Plain paper : up to 10 sheets (80 g/m² paper)

Envelopes : up to 3 envelopes (80 g/m² paper)

Output Tray Capacity

60 printed sheets (80 g/m² paper)

Paper Type

Plain office paper

Transparencies

High resolution glossy/coated papers

Envelopes

Note cards

T-Shirt transfers

Paper Weight

Single sheets: 60 to 135 g/m²

Envelopes: 75 to 100 g/m²

Note cards: 100 to 200 g/m²

Special printing media: up to 200 g/m²

Transparencies: 90 - 125 µm

Paper Size

Single sheets: A4, A5, US Letter, US Legal, US Executive, A6, B5

Envelopes: COM-10, DL, C6, C5, B6, Folio, Statement, B5 Envelope, Monarch

Note cards: 4 x 6 in, 5 x 8 in, A6

User-defined: min. 4 x 5.8 in; max. 8.5 x 14 in

Graphic Resolution

Up to 1200 x 1200 dpi

Resident Emulation

PCL III + (and an extended graphic command set)

Printer Memory

2 Mbyte incorporated RAM

0.5 MByte input buffer

Interface

Parallel (Centronics)

Product Certification

For USA and Canada

Safety regulations:

UL 1950/478

Electromagnetic compatibility:

FCC part 15 Class B Certified

For EEC:

Safety regulations:

"CE" marking

GS TÜV

Electromagnetic compatibility:

"CE" marking

EN 55022 Class B

EN 50082-1

EN 61000-3-2

EN 61000-3-3

Character Sets

CP 437 International
Roman 8
PC 8 Denmark/Norway
CP 850 Multilingual
ECMA-94 Latin 1
ISO 4 - United Kingdom
ISO 21 - Germany
ISO 69 - France
ISO 15 - Italy
ISO 60 - Norway 1
ISO 61 - Norway 2
ISO 11 - Sweden Names
ISO 10 - Sweden
ISO 17 - Spain
ISO 6 - ASCII
ISO 2 - IRV
ISO 16 - Portugal
ISO 14 - JIS ASCII
Legal
CP 860 Portugal
UNIX International
CP 863 French Canadian
PC Abicomp International
PC Abicomp Portugal
CP 852
CP 857 Turkey
CP 866 Cyrillic
CP 210 Greece
CP 851 Greece
CP 862 Hebrew

Resident Font

- Courier:
orientation: Portrait and Landscape
pitch: 5, 10, 20 cpi
size: 6, 12 points
style: Upright (Italic 5, 10, 20 cpi)

Recommended Operating Environment

Temperature: 60 to 95 °F - 15 to 35 °C
Relative Humidity: 20% - 80%

Sound level

< 47 dB in high quality printing mode

Electrical Characteristics

Power supply voltage: from 110 to 240 VAC,
+/- 10%; 50 - 60 Hz

Power absorbed:

printer off - max. 1 watt

printer in standby - max. 2 watt

typical printer operation - 20 watt

Physical Characteristics

Height	6.69 in (170 mm)
Width	17.16 in (436 mm)
Depth	8.26 in (210 mm)
Weight	13.2 lbs (6 kg)

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TERMS AND CONDITIONS OF GUARANTEE

This product is guaranteed against material and manufacturing defects for the period of guarantee. The guarantee period varies from country to country and shall be communicated to you by the retailer from whom you purchased the product. Furthermore, Olivetti Lexikon offers equivalent or improved guarantee conditions with respect to those established by law in the countries in which the product is sold. If you require further information, please contact your Olivetti Lexikon sales organisation representative or local authorised dealers (an up-to-date list of addresses is available at the Internet address given at the end of this document).

- The guarantee is valid commencing from the date of purchase, as proven by invoice or fiscal receipt.
- The guarantee covers only the repair or replacement free of charge of any component parts found to have manufacturing defects.

LIMITS TO GUARANTEE

1. The guarantee does not cover parts or accessories that, for the normal functioning of the product, require periodic replacement (i.e. print heads, ink cartridges, toner, etc.).
2. The guarantee does not cover products and single component parts found to be defective or damaged due to:
 - (a) Incorrect power supply, incorrect or improper installation or use in contrast with the indications given in the user's manual supplied with the product, lack of care during use and/or storage of the product.
 - (b) Tampering with or unauthorised substitution of original component parts or accessories with parts or accessories not approved by the manufacturer or carried out by unauthorised personnel, use of non-original accessories or those regenerated by third parties.
 - (c) Accidents or damage that cannot be attributed to Olivetti Lexikon, including, but not limited to, natural

events (floods, earthquakes, fire, etc.), negligence and willful damage.

- (d) Accidents or damage that occurred during transport to or from the purchaser (in this case, the carrier is liable), or due to incorrect or inadequate packaging by the purchaser.
3. The guarantee does not cover parts in glass or light bulbs.
 4. Should the product require repair during the period of guarantee, the purchaser must deliver the product, complete with a copy of the purchase invoice or fiscal receipt to the authorised repair centre. Transport of the product to the repair centre is paid for and at the risk of the purchaser.

The product will be returned to the purchaser as requested by him or according to the procedure established by the repair centre, with the cost of return charged to the purchaser.

To prevent damage during transport, not covered by the guarantee, the product should be repacked in its original packaging.
 5. Repair(s) carried out during the guarantee period do not modify the duration or expiry date of the same.
 6. The guarantee does not cover modifications for adaptation to local power supply voltage or safety requirements. Modifications of this type can affect the correct functioning of the product and will invalidate the guarantee.
 7. In those parts where this guarantee does not conform to local legislation, it shall be considered modified to conform to such legislation.
 8. Up to the limits established by local legislation, this guarantee indicates the only solutions to the purchaser recognised by Olivetti Lexikon through the authorised service network.
 9. This guarantee does not in any way limit the purchaser's rights as recognised by local legislation nor those concerning the contract of sale between the purchaser and the dealer.

An up-to-date list of Olivetti Lexikon addresses for guarantee and technical problems on HW and drivers is available at the following Internet address:

<http://www.olivettilexikon.com/world/index.html>