



Printer

# JP 883

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.

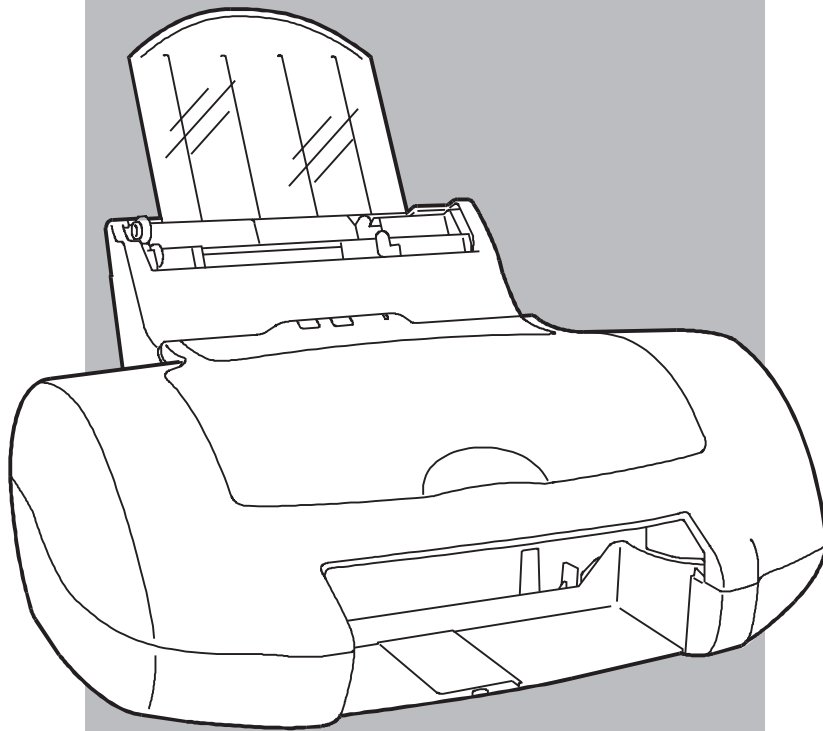
This digital equipment does not exceed the CLASS B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled "Digital Apparatus", ICES-003 of the Industry Canada.

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.

Trademarks and/or proprietary names indicated are the property of their respective owners.



# JP 883



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 on the diskettes supplied with the printer.**

## Supplies and Optional Items

The following items can be ordered from your computer dealer. They are packed individually and have their own specific instructions leaflets.

### Print heads and ink cartridges

Disposable high-quality four-colour print head)	B0205 M
Disposable monochrome (black) print head	B0046 G
Monochrome print head with replaceable ink cartridge: blister pack containing a complete monochrome ink jet print head (outer casing with cartridge inserted) and two spare cartridges	B0047 H
Blister pack containing 2 monochrome ink cartridges	B0048 J
Optional economy colour print head with replaceable colour ink cartridge: blister pack containing a complete colour ink jet print head (outer casing with cartridge inserted) and two spare cartridges	B0044 E
Blister pack containing 2 four-colour ink cartridges for optional economy colour print head	B0045 F

### Printing media

Description	Format	Contents	Code
Plain paper	A4	500 sheets	B0187 T
Coated paper	A4	100 sheets	B0093 Y
Glossy paper	A4	20 sheets	B0035 V
Photo glossy paper	A4	20 sheets	B0090 H
Transparency film	A4	20 sheets	B0036 W
T-shirt transfers	A4	5 sheets	B0094 Z

### Optional items

Serial interface kit for EIA RS 232C/V24 interface	01306 R
Print head container	B0213 C

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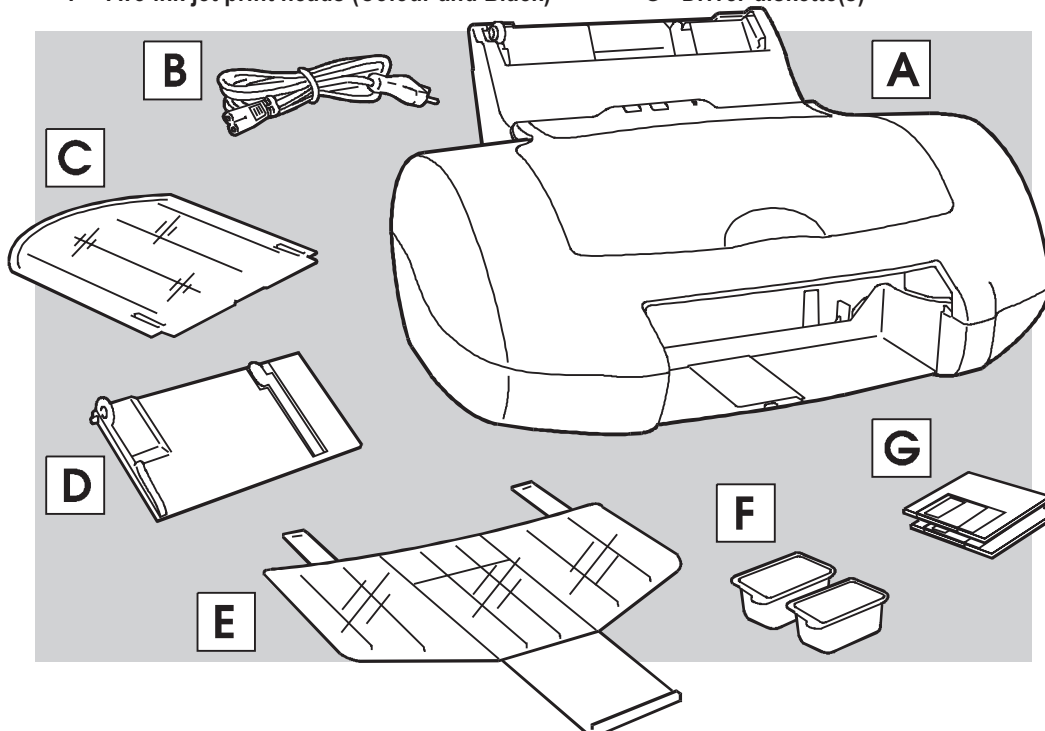
# Installation Guide

## 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 - Transparent document support
D - Manual feeder document support		E - Output tray
F - Two ink jet print heads (Colour and Black)		G - Driver diskette(s)



If anything is missing or damaged, call your local retailer immediately. The interface cable for connecting the printer to your PC is NOT supplied with the printer.

## Location

1. Place the printer 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.**

## Connecting your printer

### To the electrical power supply

Before plugging into the power supply socket, make sure the printer is on a stable surface, that its cover is closed and read the following warning carefully.

Make sure the electrical power supplies the voltage indicated on the electrical data plate on the rear of the printer.

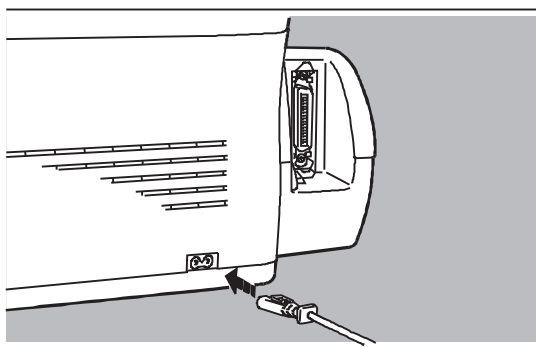
***If the electrical data plate indicates a different voltage, call your local retailer immediately. DO NOT, UNDER ANY CIRCUMSTANCES, CONNECT THE PRINTER TO THE ELECTRICAL POWER SUPPLY.***

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; if it is not, call your local retailer.

***Do NOT attempt to change the plug yourself.***

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

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



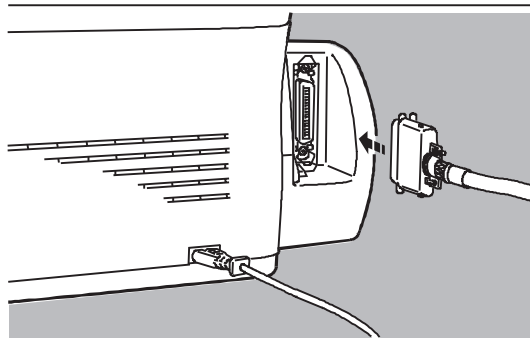
2. Plug the other end of the cable into a wall socket.  
*The socket outlet shall be installed near the equipment and shall be easily accessible.*

### 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.

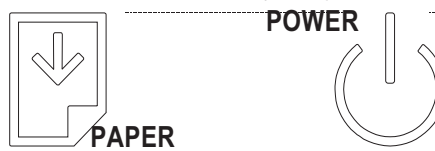
1. Plug the interface cable connector into the socket on the rear of the printer and close the spring clips on it.



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

## Switching on your printer

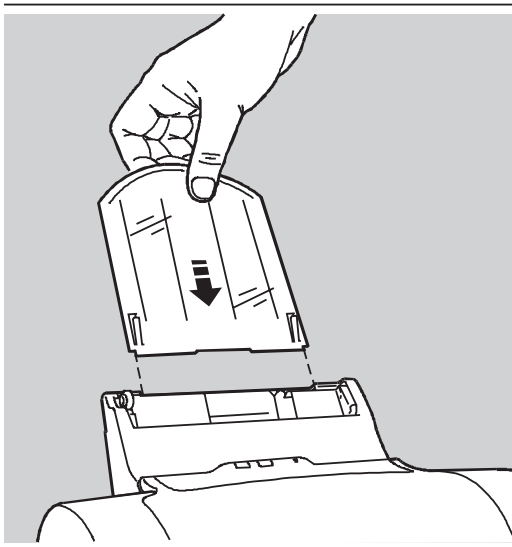
Press the "POWER" button on the printer operator panel. The printer will take a few moments to execute a series of internal checks (there will be some mechanical movement), after which it will be in STANDBY condition (the light indicator lit).



After approximately two minutes of inactivity, the printer will go into "sleep" mode with the print head carriage in its rest position at the right hand margin.

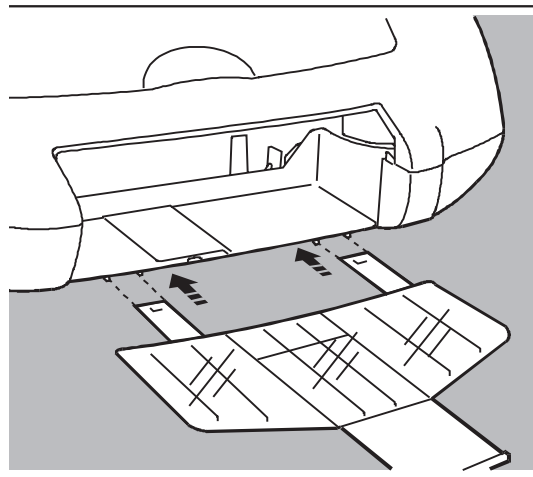
## Mounting the document support for the multiple document feeder

With the rounded part of the guide as the top edge, insert the document support in the slot on the rear of the multiple document feeder so that it slides completely into the casing.



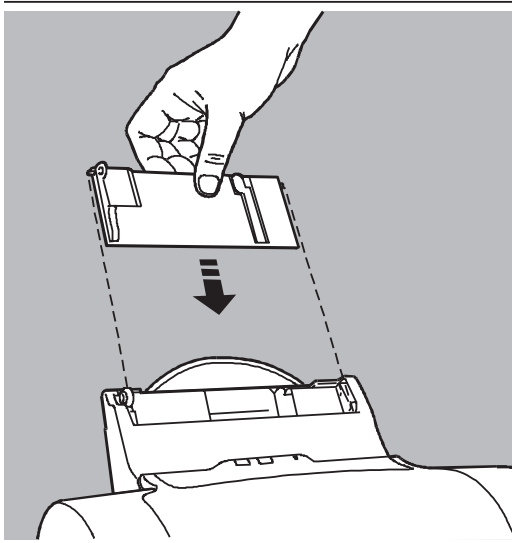
## Mounting the document output tray

With the flat end towards the printer and the lip at the opposite end facing upwards, insert the document output tray under the front of the printer, making sure the holes on the tray arms fit on to the notches on the printer base.

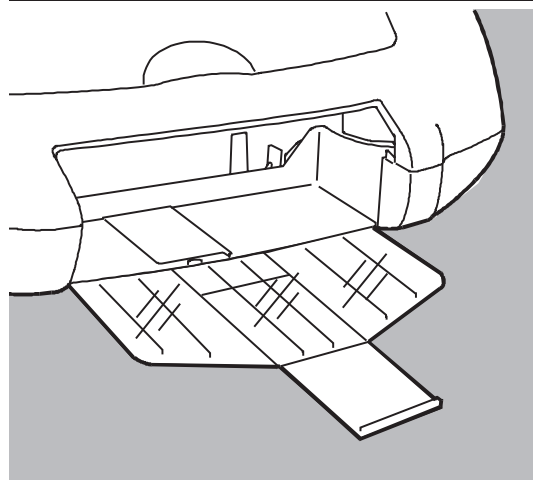


## Mounting the document support for the single document feeder

With the adjustable margin guide to the front left, insert the document support in the front of the multiple document feeder so that it sits in the grooves and forms a second document insertion channel for single documents.



The tray has an adjustable centre panel which should be extended according to the document format you are using (standard format sizes A4, Letter and Legal are marked on the panel).





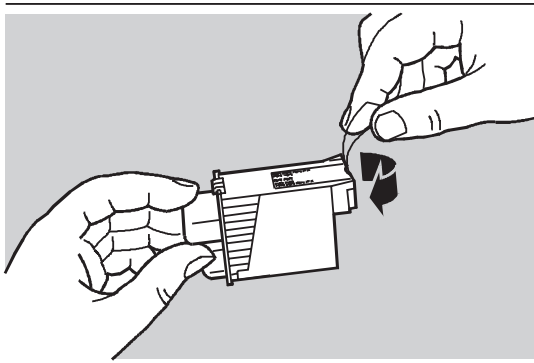
## Inserting the print heads

The print head carriage on your printer is designed to hold two types of print head: monochrome black, on the left and colour on the right. 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**).

**BOTH** print heads **MUST** be installed **BEFORE** attempting any printing operation.

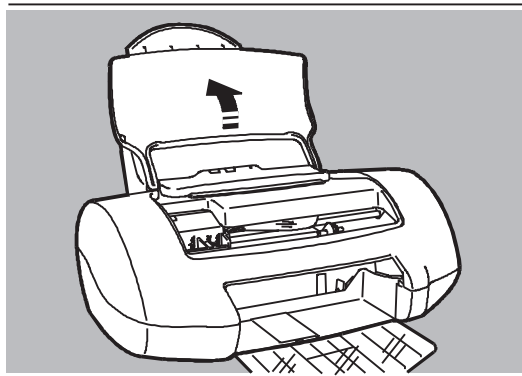
To insert the print heads, proceed as follows:

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



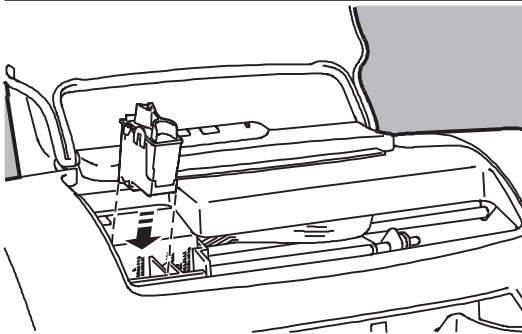
Do not touch either the electrical contacts (gold-coloured part) or the printing nozzles nor sit the print head on either of them.

4. Open the printer cover. The print head carriage will move automatically to the loading position for the **monochrome** print head (left hand chamber) and the light indicator starts flashing rapidly.

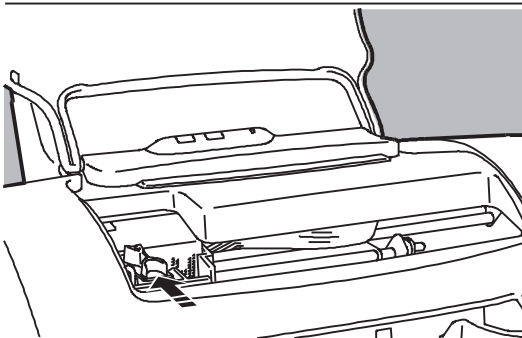


5. With the electrical contacts (gold-coloured part) towards the corresponding contacts in the housing on the print head carriage, insert the print head in its chamber.

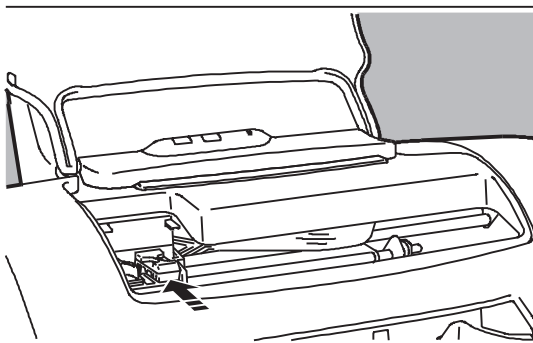
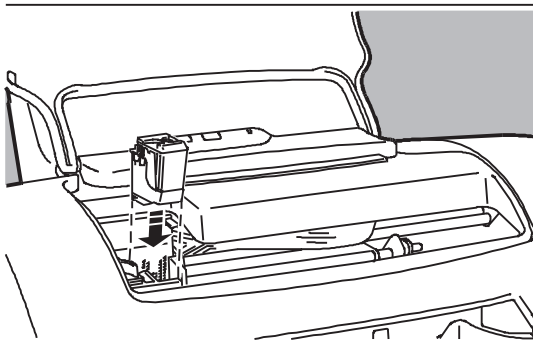
Take care not to touch the electrical contacts (gold-coloured part) in the print head chamber.



6. Push the print head towards the rear of the printer to fix it in place.



7. Press **PAPER** on the printer operator panel. The print head carriage moves to the **colour** print head loading position (right hand chamber).
8. Repeat points 2, 3, 5, 6 of this paragraph to insert the **colour** print head.

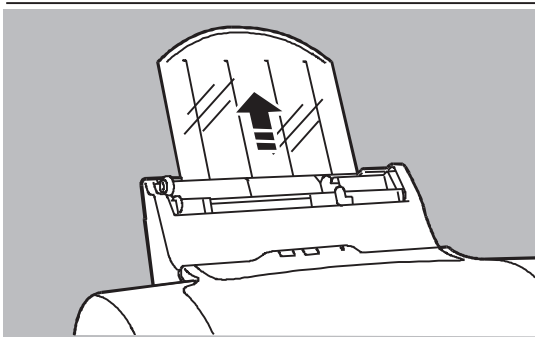


9. Before closing the printer cover, press and hold the **PAPER** button and press the **POWER** button for at least two seconds, to signal that new print heads have been inserted. The light indicator will flash three times in acknowledgment and the printer will then be in standby condition.

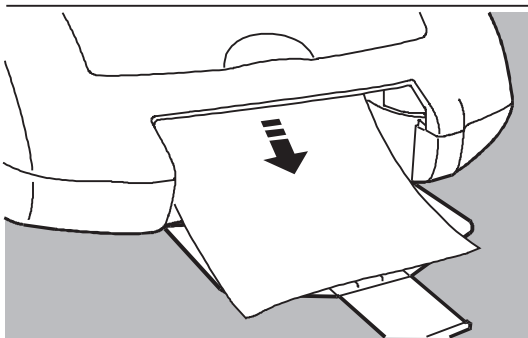
See “Replacing the print head”, “Replacing the ink cartridge” and “Print head care” in **More about print heads** for further details on the handling, substitution and care of the print heads.

## Loading documents in the printer

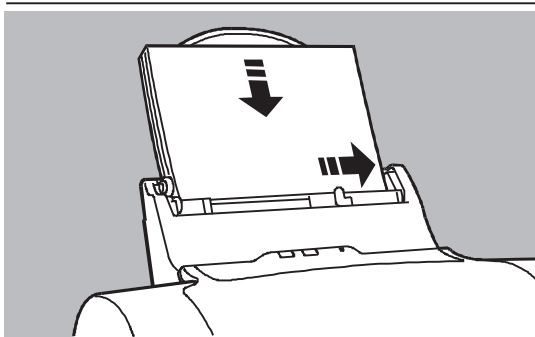
1. Pull up document support on the rear of the multiple document feeder to support the document format you are loading and make sure that the left margin guide on the multiple document feeder is at the physical left hand margin.



5. Press **PAPER** on the printer operator panel. The first document is inserted to the first print position. Press **PAPER** again, to make sure that the document feeds smoothly through and exits from the printer without crushing or skewing.



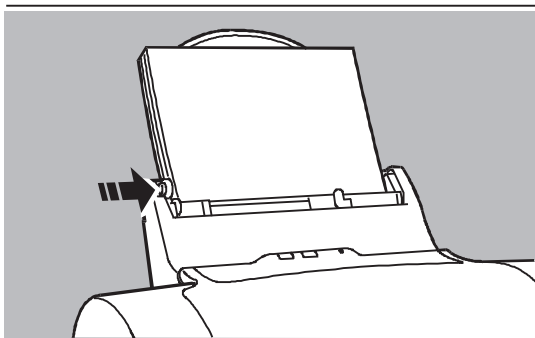
2. Fan the documents thoroughly.
3. Align the documents against the physical right margin and load them into the multiple document feeder, inserting them carefully until they stop inside the printer.



The multiple document feeder can contain up to 120 x 80 g/m<sup>2</sup> sheets of plain paper. 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.

Do NOT add paper to that already in the multiple sheet feeder; always remove any existing paper and fan it together with the paper to be loaded.

4. Position the left guide against the left edge of the paper.



## Installing the printer software

### q Before installing your printer software

The diskette(s) supplied with your printer contain a high quality colour and monochrome **printing system** for both Windows® 3.1/3.11 and Windows® 95 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 the diskettes) and then use this copy for the installation procedure. This will allow you to keep the original diskettes as masters so that, should any problem arise with the back-up copy, you can make another copy.

### q Minimum system requirements

- From Windows® 3.1 up to Windows® 95,
- PC 486 or later with at least 4 MBytes of RAM,
- 4 MByte of free disk space.

### Software installation procedure

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

#### q 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 your 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.

#### q **Windows® 95**

The Microsoft Windows® 95 operating system allows automatic installation of peripherals through the **Plug & Play** feature, a bi-directional communication and hardware recognition procedure.

1. Make sure that **both printer and PC are powered.**

***The printer must NOT be in error mode, i.e. the indicator light must not be flashing.***

2. Activate Microsoft Windows® 95. If already started, execute the "Shut down" command and restart your computer.
3. A window, indicating that a new peripheral has been detected (**New Hardware found** and the printer name) is displayed.

The same window shows the **Driver from disk provided by hardware manufacturer** option already highlighted. Click the **OK** button.

4. With the **Install from Disk** window displayed, insert the driver diskette in the drive selected, specify this drive if requested and click **OK**.
5. The **Add Printer Wizard** window is displayed.  
If there are no printer drivers already installed on your system, your printer will be installed

as the Default printer.

If other printer drivers are already installed, and you wish to install the current one as the default printer, click **Yes** and then the **Finish** button. The installation of the driver files will start.

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

You can also install the printer driver using the "Add Printer" feature in **Printers** in the **Settings** folder. In this case, your printer need not be connected to your PC.

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.

## Preparing your printer using 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**).

Once you have installed the printer software from the diskette(s) supplied, you must prepare your printer by performing a number **Printer Care** functions contained in the Printer Monitor.

## How to access the Printer Monitor

### q 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.

### q Under Windows® 95:

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

- (a) Click **Start**, highlight **Programs** and then the printer name in the sub-menu which opens.
- (b) Click the Printer Monitor icon.

OR:

- (a) Click **Start**, highlight **Settings**, and then click **Printers** in the sub-menu which opens.
- (b) Click your printer name to highlight it.
- (c) Click your right mouse button.
- (d) Select the option "**Run the Printer Monitor**" in the menu which opens.

With the Printer Monitor displayed on your PC screen, click the **Printer Care** tab:

1. Click on both the "New Print Head" check boxes **ONLY if you did NOT press POWER and PAPER when you inserted the print heads**.
2. Click the **Align** button, to check the **accuracy of bidirectional printing**; follow the instructions displayed.
3. Click the **Demo** button, to print the **demo page**; follow the instructions displayed.

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

The **Printer Care** tab also has two other functions:

### q Cleaning the print head (Clean)

If you notice a deterioration in the print quality, before changing the print head or replacing the ink cartridge, run the "**Clean**" function.

1. Click the printer monitor icon, then the **Printer Care** tab, (if necessary).
2. Click the **Clean** button, then follow the instructions displayed.

### q Running the print test (Test)

The print test gives you a print-out of the printer's functional characteristics (firmware release, print head tests, current settings).

1. Click the printer monitor icon, then the **Printer Care** tab, (if necessary).
2. Click the **Test** button, then follow the instructions displayed.

**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.**

**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 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 the positioning of the print head carriage to indicate whether the error is due a paper or print head malfunction.

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

### q 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.

### q 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

### q Missing or damaged parts.

- Contact your retailer immediately.

### q 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**.

### q No printer reaction.

When you press **POWER**, the print head carriage and the output tray spoilers do not move.

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

#### q **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 (see specific item in **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/ink cartridge is not inserted correctly or needs replacing; follow the instructions given in “*Inserting the print heads*” in the **Installation Guide**, or “*Replacing the print head*” and/or “*Replacing the ink cartridge*” in **More about print heads**.

#### q **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 setting, 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).

#### q **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 (document 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*”).

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.

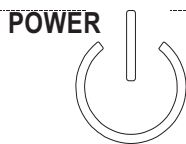


## Printer operator panel

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

### q 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 load/eject	Paper	Loads/ejects a document in/from the printer.  If a document is already present in the printer, causes its expulsion.  If there is no document in the printer, causes one to be loaded to the first print position.  The printer is in printing status, forces the completion of the current page and expels the document.

### Buttons - special functions

#### q with printer cover closed

Function	Button(s)	Description
Demo page	Power held and Paper pressed three times; then released together	The light indicator starts flashing in a three-flash sequence. The demo page is printed, after which the printer returns to standby mode.
Print test	Power held and Paper pressed once; then released together	The light indicator starts flashing in a single on-off sequence. The print test is printed, after which the printer returns to standby mode.
Clean print heads	Power held and Paper pressed twice; then released together	The light indicator starts flashing with a two-flash sequence. A print head cleaning cycle is executed, after which the printer returns to standby mode.
Hex dump	Power held and Paper pressed five times; then released together	The light indicator starts flashing with a five-flash sequence. All subsequent data transmitted to the printer will be printed in its hexadecimal format. This feature should be used only under technical guidance, as it can generate extremely long print-outs.

## Buttons - special functions

### q with printer cover open

The print head carriage will be positioned to indicate the type of error on the template embossed on the printer casing (see “*Embossed templates*”).

Function	Button(s)	Description
Print head carriage movement	Paper	Toggles the mono-chrome/colour print head loading position.
New print head/ink cartridge	Paper held and Power pressed for at least two seconds, then released together	Signals that a NEW print head and/or ink cartridge has been inserted. The light indicator flashes three times in acknowledgment

## Light indicator

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

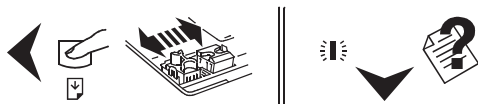
Status	Condition
off	The printer is not powered.
lit	The printer is powered.
flashing slowly	The printer is receiving data.
flashing rapidly	An error or failure condition has occurred in the printer.  <b>Paper out condition.</b> <i>Solution:</i> Load a document and press <b>PAPER</b> (see “ <i>Loading documents in the printer</i> ” in the <b>Installation Guide</b> ).  <b>Paper jam condition.</b> <i>Solution:</i> Remove the jammed document (see the specific section in <b>More about paper and special printing media</b> ).  <b>End of ink condition.</b> <i>Solution:</i> Replace the ink cartridge or change the entire print head (see the specific items in <b>More about print heads</b> ).  <b>Failure condition.</b> 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. If the light indicator continues flashing rapidly, disconnect the printer and call the technical support service or your dealer.

## Embossed templates

Your printer has two embossed instruction templates: one on the printer casing under the cover, the other on the inside of the cover.

### q on the printer casing:

- how to move from one print head loading position to the other (see “Buttons - special functions” in **Printer operator panel**);
- the print head carriage position if a “paper out/jam” condition occurs (see specific items in **Troubleshooting** in the **On-line Guide**).



## On-line Guide

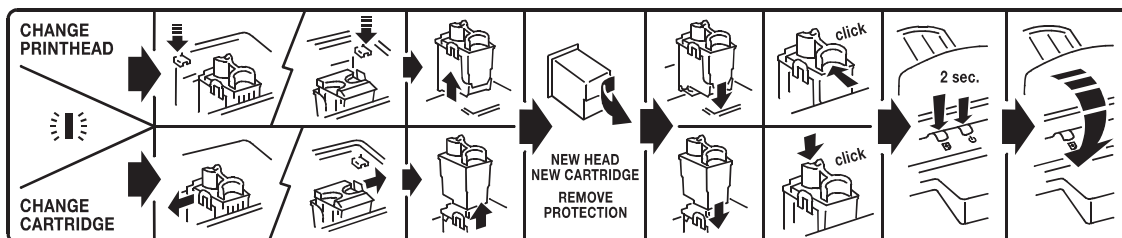
The diskettes containing the printer software also contain an **On-line Guide**. This guide contains further information on the printer features, and print head and paper handling. It is structured in two parts: “**How do I...**” and **Troubleshooting**.

The information contained in the **On-line Guide** is organised in “**topics**”; e.g. “*Paper*”, “*Print Head*”, etc., and can be printed screen by screen or by topic.

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

### q on the inside of the cover:

- the operating procedure for changing the print heads and/or ink cartridges (see the specific sections in **More about print heads**).



## More about print heads

### Replacing the print heads

#### q Removing a print head

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

##### 1. Open the top cover:

###### (a) *print head with replaceable cartridge only:*

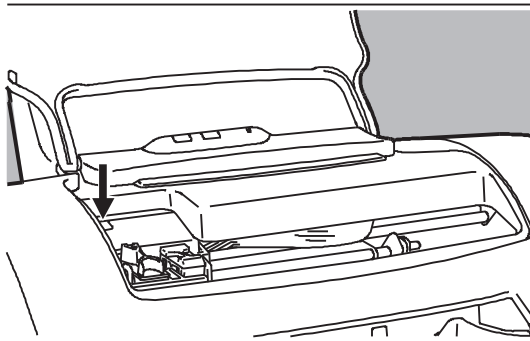
If an "end of ink" condition has been signalled by the printer (printing stopped, light indicator on the printer operator panel flashing rapidly and an error message on your PC screen), the print head carriage moves automatically to the loading position of the print head that caused the error signal when you open the printer cover.

###### (b) *all types of print head:*

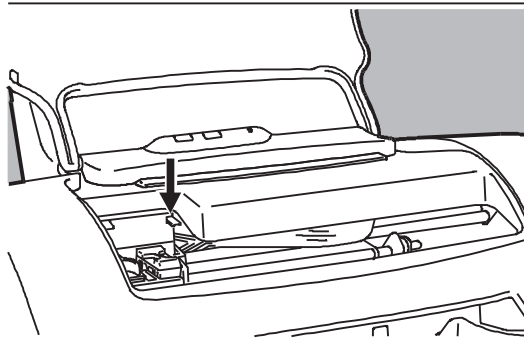
If you detect deteriorated print quality that has not been signalled by the printer, when you open the printer cover, the print head carriage will move to the monochrome print head loading position. If you wish to change the colour print head, you must press the **PAPER** button to move the print head carriage to the correct loading position.

##### 2. Press down the green print head release lever to release the print head:

###### (a) on the left for the monochrome print head.



###### (b) on the right for the colour print head.



##### 3. Remove the entire print head, pulling it upwards by its thumb and finger grip.

##### 4. Insert a new print head of the **SAME** type (black/colour, see "*Inserting the print head*" in the **Installation Guide**).

##### 5. Before closing the printer cover, press and hold the **PAPER** button and press the **POWER** button for at least two seconds to signal that a new print head has been inserted; the light indicator will flash three times in acknowledgment.

#### q Driver settings

Before starting to print, check carefully that the settings in your driver correspond to the type of print head inserted. If the settings and print head do not correspond, when you attempt to print, your PC screen will show a warning.

## Replacing the ink cartridge

Your printer can also operate with a type of print head that has a replaceable ink cartridge. This type of print head consists of an outer casing, with the electrical contacts and print nozzles, and a removable cartridge that contains the ink. You can replace the ink cartridge several times before having to change the entire print head.

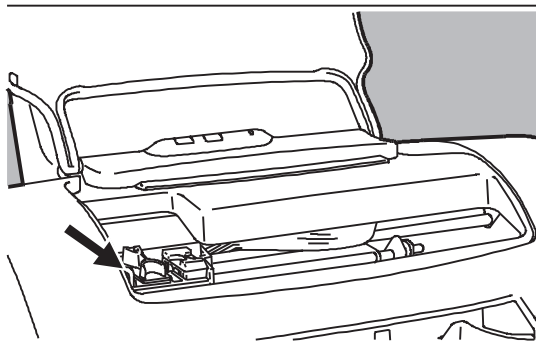
When the ink cartridge in the print head runs out of ink, an “end of ink” condition will be signalled by a warning on your PC screen, the rapid flashing of the light indicator on the printer operator panel and the interruption of the printing operation.

Do not attempt to perform a print head clearing operation (CLEAN) if an empty ink cartridge has been signalled.

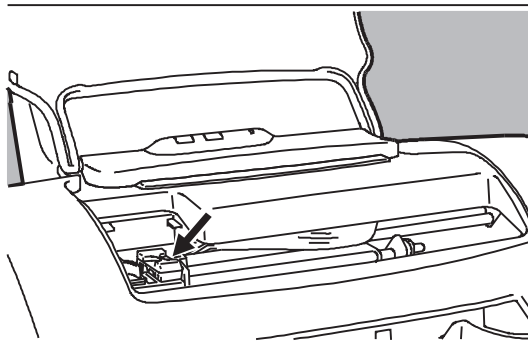
To substitute an empty ink cartridge:

1. Open the printer cover.  
The print head carriage will move to the loading position of the print head that has caused the error signal.
2. Release **ONLY** the ink cartridge from the print head casing, pulling gently outwards the lip on the print head casing.

(a) to the left for the monochrome print head.

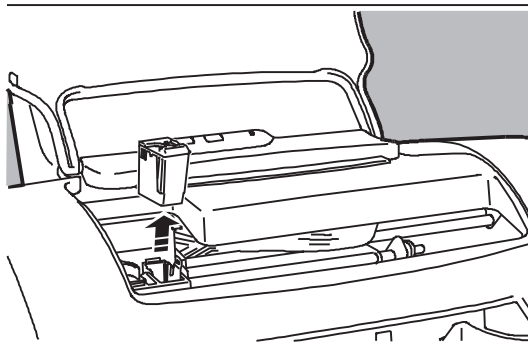
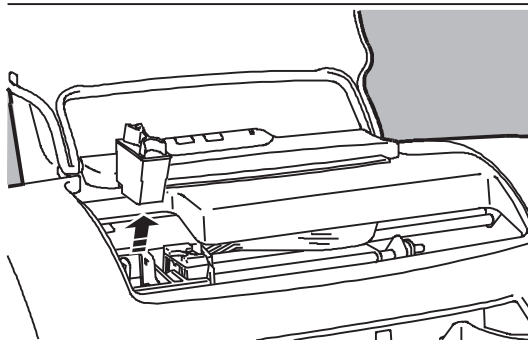


(b) to the right for the colour print head.

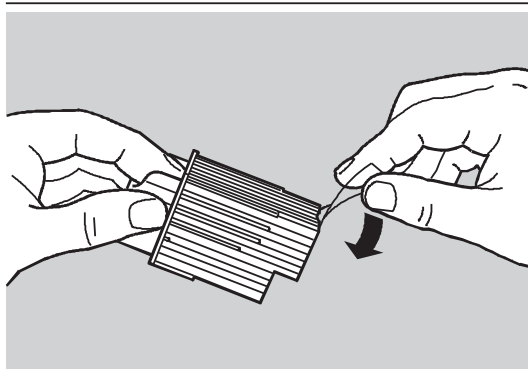


Do **not** release or remove the print head casing from the print head carriage.

3. Remove the cartridge from the print head casing, pulling it upwards.



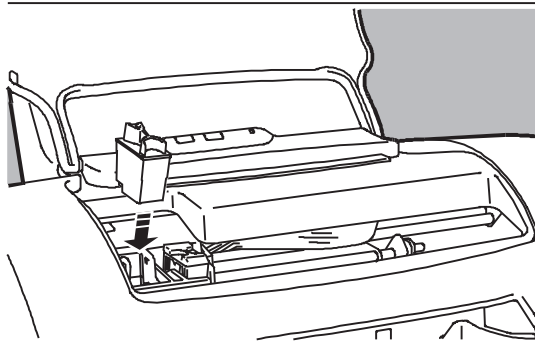
4. Open the sealed ink cartridge container and, grasping the thumb and finger grip, remove the new ink cartridge from it.
5. Remove the protective tape/capsule from the new ink cartridge.



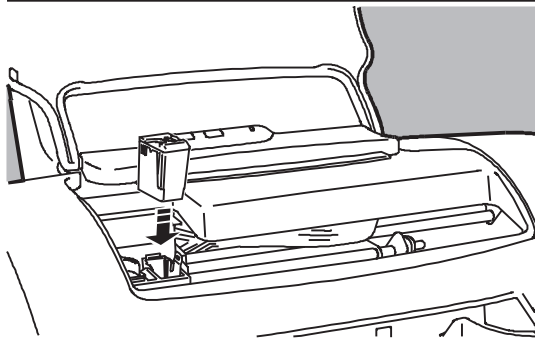
Do NOT touch the ink pad area on the cartridge.

6. Insert the new cartridge in the print head casing **immediately**, pressing it until it clicks into place.

(a) monochrome cartridge in the left casing,



(b) colour cartridge in the right casing.



7. Before closing the printer cover, press and hold **PAPER** and press **POWER** for at least two seconds to signal that a new ink cartridge has been inserted. The light indicator will flash three times in acknowledgment.

Remove the ink cartridge **ONLY** to replace it. Do **NOT** remove and then reinsert it.

If the new ink cartridge is not inserted correctly, the light indicator on the operator panel will continue to flash. You must repeat completely the replacement operation.

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

After you have replaced several ink cartridges in the same print head, you must replace the entire print head.

If you have problems inserting the print head or ink cartridge:

- 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 or the ink cartridge into the print head; always remove it completely and repeat the entire insertion operation.

## Print head care and precautions

- Always keep the print heads and ink cartridges sealed until they are to be used.
- Remove the ink cartridge from the print head ONLY to replace it. Do NOT remove and then reinsert it.
- Remember to remove the protective tape before inserting the print head/ink cartridge in the printer. Take care not to get ink on your clothes; the ink in the head/cartridge stains.
- Do NOT attempt to refill the print head/ink cartridge 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/ink cartridge is fewer than usual, try cleaning it. If the “end of ink” condition persists, the print head/ink cartridge is empty and requires replacing.

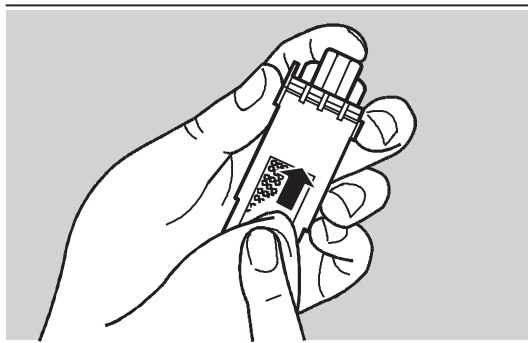
Always make sure that the print head is in its rest position BEFORE switching off your computer. Switching off your printer before your computer will guarantee this. When the printer is powered, the print head carriage will automatically return to its rest position and go into standby mode after approximately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

### q Cleaning the print head (Clean)

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 “*Preparing the printer using the printer monitor*”).

If you have a problem with the printing quality that is not solved by the nozzle clearing operation described above, try cleaning the print head, as follows:

1. Open the printer cover.
2. Position, release and remove the print head that is causing the problem.
3. 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.

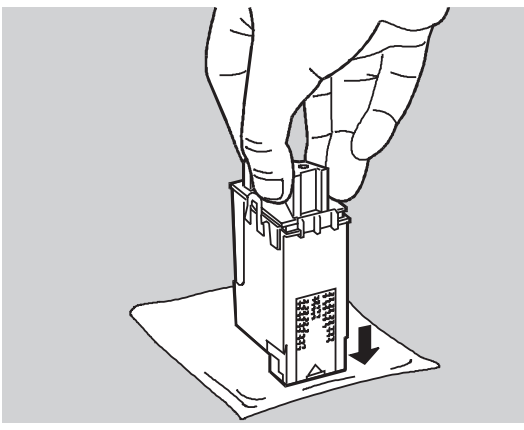


4. Re-insert the print head in the printer and close the cover.

If there is still no improvement in the print quality, try cleaning the print head 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.

1. Dampen a tissue handkerchief with distilled water; squeeze it slightly to remove any excess water.
2. Open the printer cover.
3. Position, release and remove the print head.
4. Holding the print head with the nozzles facing downwards, blot it against the handkerchief, pressing lightly.



5. Repeat the blotting operation a few times on different areas of the handkerchief, to clean the nozzles.
6. Reinsert the print head in the printer and close the printer cover.
7. Print the “demo” page to check the quality of printing (see the specific paragraph in “*Preparing the printer using the printer monitor*”).

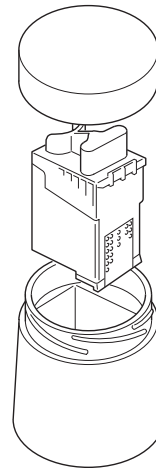
## Print head container

Instead of the standard colour print head, you can use an optional economy colour printer head with replaceable cartridge, available from your dealer. This optional print head has the same function and duration as the standard colour print head, but has a slightly inferior output. If you do not intend to print photographs or high quality colour output, you may find this optional print head more economic to use.

If you decide to buy and use the optional colour print head, you **MUST also** acquire and use a print head container (see “Supplies and options”) to store the standard colour print head that you have removed from the printer. Place the standard colour print head, **IMMEDIATELY, AS IT IS**, in the storage container, closing the lid securely to prevent the ink drying and blocking the print nozzles.

**DO NOT PLACE TAPE, PAPER, OR ANY OTHER MATERIAL OF THE PRINT HEAD NOZZLES.**

You can then insert the optional colour print head in the printer, following the print head insertion procedure described in the **Installation Guide**.





## More about paper and special printing media

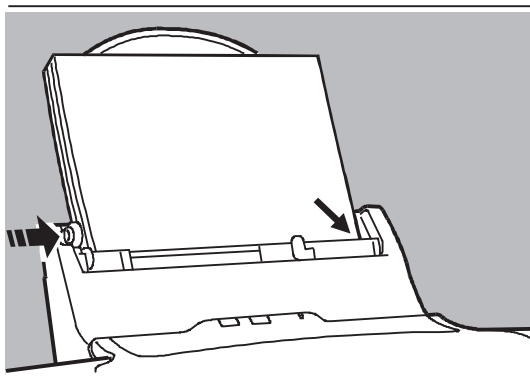
### Loading documents

You can insert all document formats either in packs through the multiple document feeder or one at a time through the single document feeder. The document in the single document feeder will have priority over the documents in the multiple document feeder. All documents can be fed either automatically or manually (using the **PAPER** button), depending on the setting in **Paper Source** in the printer driver.

When inserting the documents for printing, make sure that the printing surface is facing the correct way (see the instructions on the paper packaging or container).

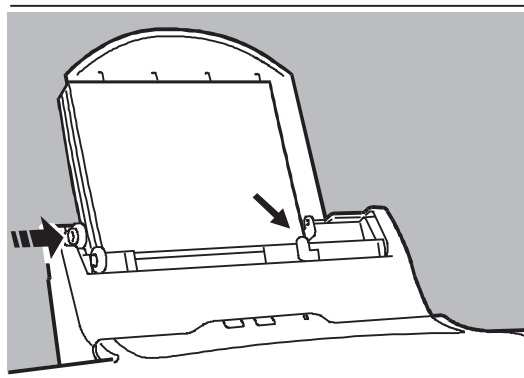
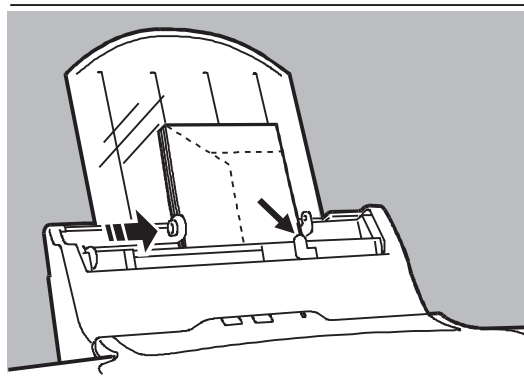
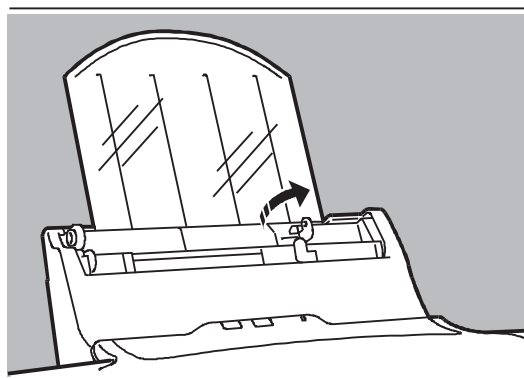
The printer can handle the following document combinations:

- Only **standard size** (A4, Letter, Legal, Executive and ALL user-defined formats) pages in the **multiple document feeder**.

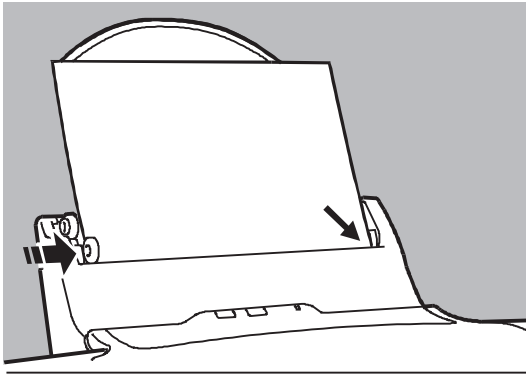


- Only **envelopes or narrow documents** (less than 6.5 in/165 mm wide) in the **multiple document feeder**.

In this case, you must first open and use the intermediate right hand margin guide on the multiple document feeder.

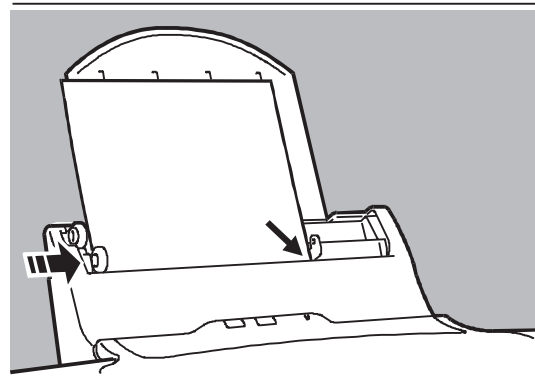
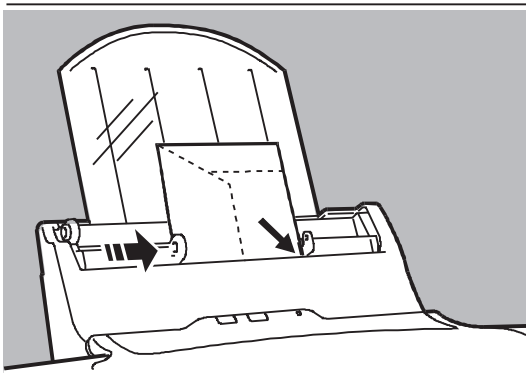
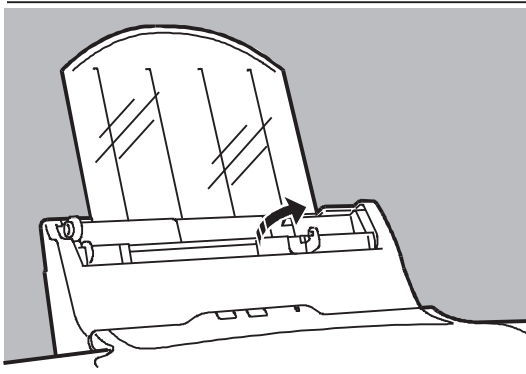


- Only a **standard size page** in the **single document feeder**.

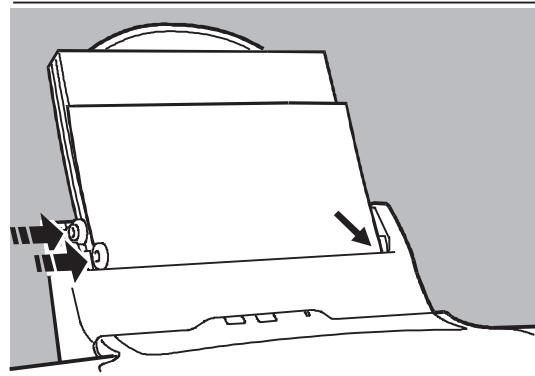


- Only an **envelope or a narrow document** in the **single document feeder**.

In this case, you must first open and use the intermediate right hand margin guide on the single document feeder.

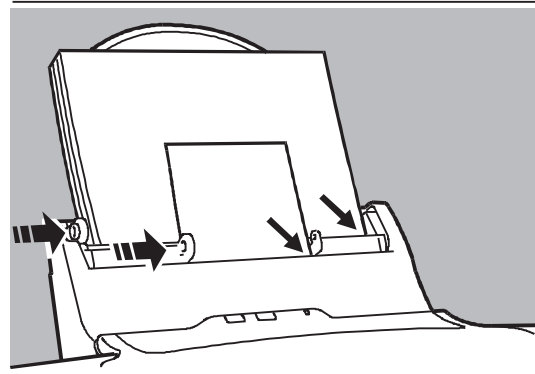


- **Standard size pages** in the **multiple document feeder**, with **single standard page** in the **single document feeder**.



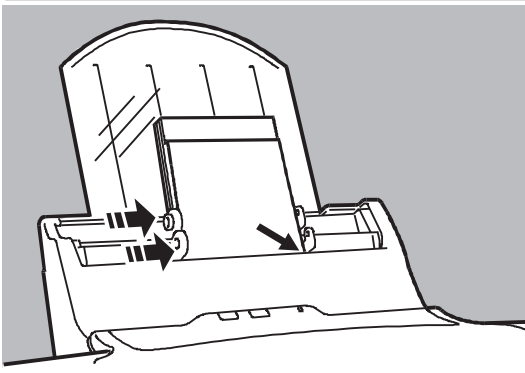
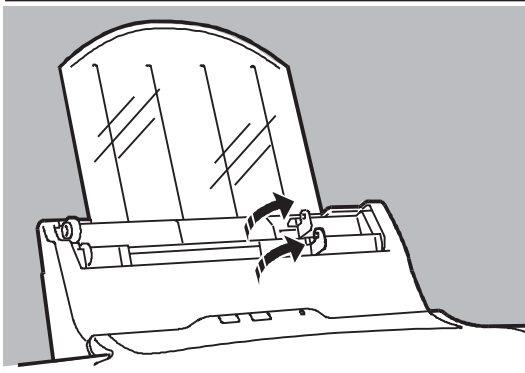
- **Standard size pages** in the **multiple document feeder**, with **single envelope or narrow document** in the **single document feeder**.

In this case, you must first open and use the intermediate right hand margin guide only on the single document feeder.



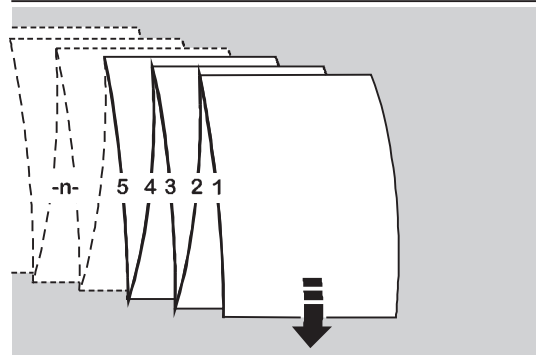
- **Envelopes or narrow documents** in the multiple document feeder, with **single envelope or narrow document** in the single document feeder.

In this case, you must first open and use the intermediate right hand margin guide on both the multiple document feeder AND the single document feeder.



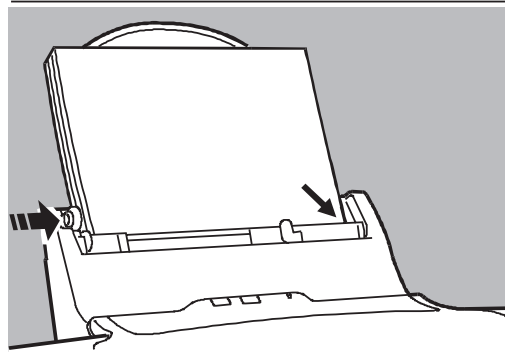
If you load envelopes or narrow documents in the multiple document feeder, you **CANNOT** then insert a wider format using the single document feeder.

- **Banners:**



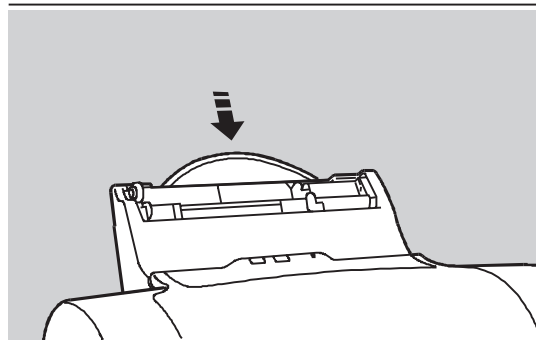
- (a) from the **multiple sheet feeder:**

- Place the banner as a single pack in the multiple sheet feeder, aligning it against the fixed right hand margin. The leading edge must be facing down towards the paper feed channel.
- Position the adjustable left hand guide against the left edge of the banner, making sure that it is not held too tightly nor has too much play.

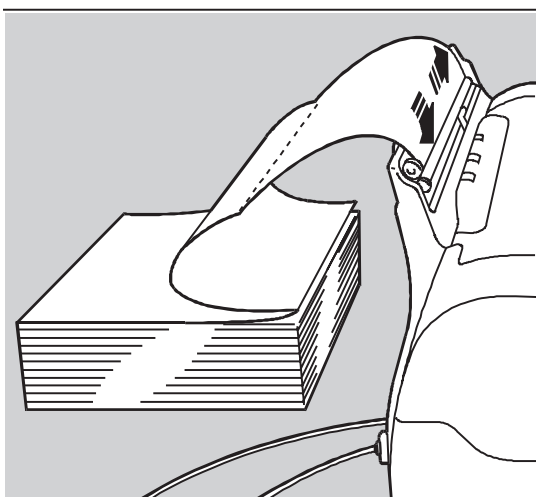


- (b) from **behind the printer:**

- Push down the transparent document support until it is completely lowered (or remove it from the printer, pulling it upwards).

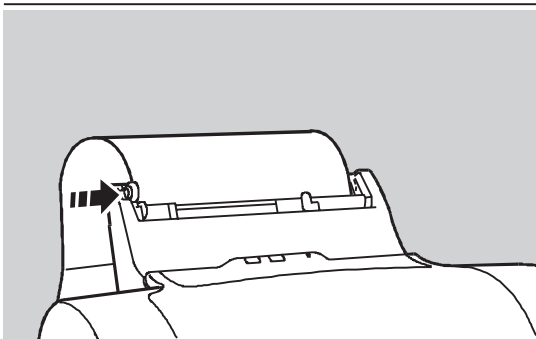


- Place the banner pack on the table behind the printer, with the leading edge of the paper towards the printer.
- Insert the leading edge of the first page in the multiple sheet feeder, aligning against the fixed right hand margin and feeding it in until it



stops.

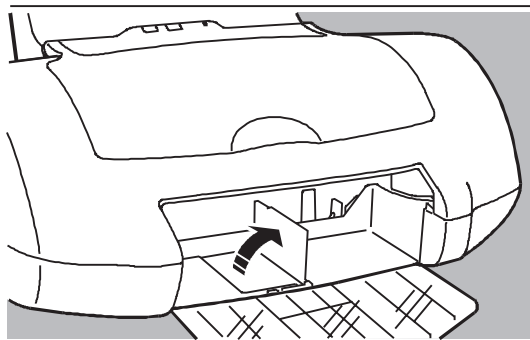
- Position the adjustable left hand guide against



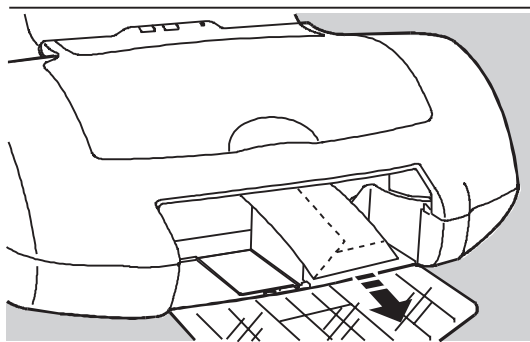
the left edge of the paper, making sure it is not held too tightly nor has too much play.

### Output support for envelopes, narrow documents and photographs

If you are printing on envelopes, narrow documents, or photographs, you should open the output support in the document exit area, rotating it upwards.



This support guarantees a level printing plane for the entire document.



## Document types

### 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 document/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 multiple document feeder, you **MUST** repeat the entire paper loading operation.
- When using user-defined/non-standard size documents, 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 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. 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.

### q Envelopes

Envelopes can be inserted either in packs of up to 25 in the multiple document feeder or one at a time through the single document feeder.

You **MUST** use the intermediate right hand margin guide regardless of which feeder you use.

The envelopes must be inserted with their short side as the leading edge, the printing side face up and the sealing flap underneath. Remember to select a landscape font for printing (in Windows® environment, you will require a TrueType font).

### q Special printing media

For optimum printing quality, you should always use printing media specifically indicated for ink jet printers, see **Supplies and Accessories** for recommended media types.

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

- **Coated paper**  
This type of paper has a very smooth finish on the side to be used for printing.
- **Glossy paper**  
This type of paper has a glossy coating, and is similar to that used in the photographic industry.
- **Photographic paper**  
This type of paper has a sophisticated glossy coating, and gives a professional finish to your print job.
- **Transparencies**  
Always use those specifically indicated for ink jet printers; they are designed to absorb the ink correctly.
- **T-shirt transfers**  
Always use those specifically indicated for ink jet printers; they are designed to absorb the ink correctly.

## q Note cards

Note cards can be inserted either in packs of up to 10 in the multiple document feeder or one at a time through the single document feeder. You **MUST** use the intermediate right hand margin guide regardless of which feeder you use.

## q Banners

Banners, up to 1.5 metres long, can be handled automatically, providing that the application software you are using with your PC is also able to handle them.

## 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.

The diskettes supplied with your printer contain a **printer set-up utility** programme (CONFIG.EXE), which allows you to personalise the printer settings.

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

Parameter (Identifier)	Value(s) (Qualifier)
PaperFormat	A4, A5, Letter, Legal, Executive, 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)
WidthType	Off (nominal character size) HalfWidth HalfHeight HalfWidthHeight)
TypeStyle	1 - 99 (internal fonts) 1 (Courier Upright Port. 10cpi 12pt) 24 (Courier Upright Land. 10cpi 12pt)



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 850 26 - CP 857 Turkey 27 - CP 866 Cyrillic 28 - CP 210 Greece 29 - CP 851 Greece 30 - CP 862 Hebrew
Orientation	Portrait Landscape
Baudrate*	1200, 2400, 9600, 19200, 38400 baud
Parity*	None Even Odd
HandShaking*	Hard (DTR - within 500 character of the input buffer capacity) Soft (Xon / X off + DTR - within 500 character of the input buffer capacity)

\* Parameters significant only if the optional serial interface is present and connected.

# Product Characteristics

## Printing Technique

Non-impact, bubble ink jet, with water-resistant ink

## Print Heads

Monochrome disposable  
Four-colour disposable,  
Monochrome, with replaceable Ink Cartridge,  
Optional economic colour, with Ink Cartridge.

## 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 6 pages per minute (ppm)

## Paper Handling

Automatic or manual through multiple or single document channel

## Multiple Sheet Feeder Capacity

Plain paper : up to 120 sheets (80 g/m<sup>2</sup> paper)  
Envelopes : up to 25 envelopes (80 g/m<sup>2</sup> paper)  
Note cards : up to 10 pieces (110 g/m<sup>2</sup> paper)  
Photographic paper : up to 5 sheets  
Special printing media : up to 40 sheets (90 g/m<sup>2</sup> 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/m<sup>2</sup>  
Envelopes: 75 to 100 g/m<sup>2</sup>  
Note cards: 100 to 200 g/m<sup>2</sup>  
Special printing media: 90 to 135 g/m<sup>2</sup>

## Paper Size

Single sheets: A4, A5, Letter, Legal, Executive  
Envelopes: COM-10, DL, C5, C6, B6  
Note cards: 4 x 6 in, 5 x 8 in, A6  
Banner: up to 1.5 metres handled automatically

## Graphic Resolution

Up to 1200 dpi

## Resident Emulation

PCL III +

## RAM

1 Mbyte

## Interface

Parallel (Centronics)

## Product Certification

*For USA and Canada*

Safety regulations:  
USA: UL 1950/478  
Canada: C/UI

Electromagnetic compatibility:  
FCC part 15 Class B Certified

*For EEC:*

Safety regulations:  
"CE" mark  
NEMKO EN 60950 + A1, A2, A3

Electromagnetic compatibility:  
"CE" mark  
EN 55022 Class B  
EN 50082-1  
EN 60555-2

## Operating Environment

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

## Sound level

49 dB in LQ printing mode

## Electrical Characteristics

- 110 - 120 V, +/- 10%; 50 - 60 Hz  
- 220 - 240 V, +/- 10%; 50 - 60 Hz





## 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 Abicom International  
PC Abicom Portugal  
CP 857 Turkey  
CP 866 Cyrillic  
CP 210 Greece  
CP 851 Greece  
CP 862 Hebrew

## Resident Font

- Courier:  
orientation: Portrait and Landscape  
pitch: 5, 8.33, 10, 16.67, 20, 33.34 cpi  
size: 6, 12 points  
style: Upright (Italic 5, 10, 20 cpi)

## Physical Characteristics

Height	9.84 in (250 mm)
Width	18.11 in (460 mm)
Depth	10.55 in (368 mm)
Weight	11.4 lbs (5.2 kg)



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- **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.**

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  - (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.
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**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>



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