

EQ-9800 Troubleshooting

Q: The printers color is off. Is there something I can do to calibrate the printer?

A: Please reference Chapter 10 for information on calibrating your printer.

Q: How often should I calibrate the printer?

A: Every time you replace a consumable item (such as a drum, toner, or fuser), the printer should be recalibrated. However, there is no harm in calibrating daily, and you may incorporate it into a lab's routine maintenance schedule similar to what you may already do for your minilab printer.

Q: Can I calibrate without a densitometer?

A: Yes, there are manual methods for printing out several pages and choosing settings to apply on the printer. The process does take longer though and is very subjective. Lucidiom recommends that a densitometer be used for the best calibration of the printer.

Q: What are the alcohol wipe and black bag for that came with the new toner?

A: Use the alcohol wipe to clean all four LED heads each time you replace toner. The LED heads are long, metal strips on the underside of the printer cover. As you lift the cover, you will notice a black plastic frame that moves over the LED strip. To clean, open the cover almost all the way, so the LED heads are exposed, and then use the wipe to go up and down each strip 2-3 times. If you don't replace toner very often, these heads should be cleaned at least once a week. The black bag may be used for disposing of old toner cartridges.

Q: What do I do when pages stick together, or when I get paper jams?

A: The screen on the printer will flash to indicate where the paper is stuck. Open the indicated drawer or panel, and remove any paper then close it back up. Tips: Make sure to keep the printer in an area where humidity is at a minimum. Also, you should fan the pages on all four sides prior to putting the media into the tray.

Q: What is a configuration page, and how do I print one?

A: The configuration page shows all of the printer settings. It can also tell you when the printer was last calibrated, what type of setup the printer thinks it has as far as media types and sizes in the trays, what network settings are configured, and other useful information for general support and troubleshooting purposes. Support will ask for this page to be printed out when problems occur to help narrow down what may be causing the issue. To print one, put Letter or A4 paper in Tray 1, in the long edge feed orientation. Next, use the arrow keys to select "Print Pages" on the menu screen and then select Configuration. The printer will then produce 3-5 pages of configuration settings which may be scanned or faxed to support.