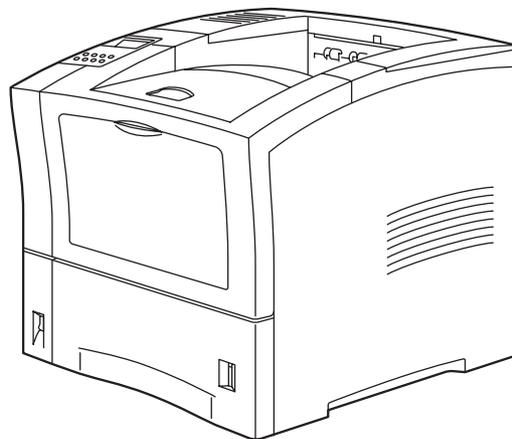


# Oki B6100 Installation Guide



### **Document Title and Part Number**

B6100 Installation Guide

P/N 59344501

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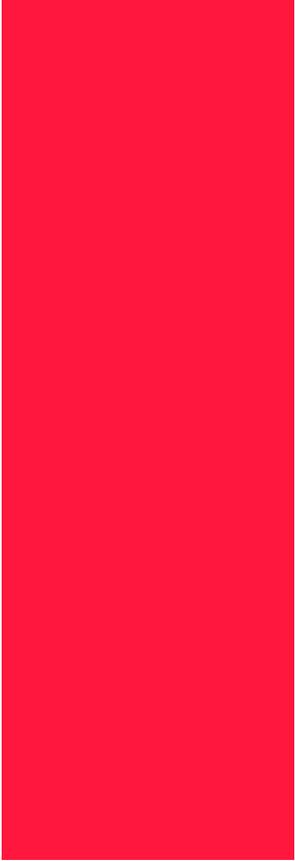
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### **Emergency First Aid Information**

Refer to the Material Safety Data information in the Warranty, Regulatory, and Safety document.





# Contents

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## **Preface I-v**

### **About the Printer I-vi**

Available Configuration I-vi  
Features I-vi

### **About this Guide I-vii**

Printer Orientation I-vii  
Conventions I-vii  
Installation Guide Contents I-vii

---

## **Chapter 1**

### **Installation Procedure 1-1**

#### **Safety Precautions 1-2**

#### **Step 1: Inspecting Package Contents 1-3**

#### **Step 2: Preparing a Location for the Printer 1-4**

#### **Step 3: Locating Parts of the Printer 1-6**

#### **Step 4: Installing the Print Cartridge 1-8**

#### **Step 5: Installing Optional Printer Accessories 1-12**

#### **Step 6: Loading the Universal Paper Tray 1-13**

#### **Step 7: Connecting the Power Cord and Turning the Printer On 1-18**

#### **Step 8: Selecting the Control Panel Language 1-19**

#### **Step 9: Printing a Test Page or Configuration Summary 1-20**

Test Page 1-20

Configuration Summary 1-21

**Step 10: Connecting the Printer to Host Computer 1-22**

**Step 11: Installing Printer Drivers 1-23**

Overview 1-23

Windows 98 and Me (Parallel) 1-24

Windows XP (Parallel) 1-26

Windows 2000 (Parallel) 1-28

Windows NT (Parallel) 1-30

Windows 98 and Me (USB) 1-32

Windows 2000 (USB) 1-34

Windows XP (USB) 1-36

Network Printer Installation 1-38

MacOS 1-39

**Step 12: Locating User Documentation 1-40**

**Step 13: Printing a Test Document 1-40**

**Step 14: Using the Printer 1-40**

**Step 15: Product Registration 1-41**

---

**Chapter 2**      **Understanding and Navigating the Control Panel Menus 2-1**

**Control Panel Features 2-3**

**Navigating the Control Panel Menus 2-6**

**Menu Structure 2-8**

---

**Chapter 3**      **Troubleshooting 3-1**

**Power On Problems 3-2**

**Warning Messages and Error Messages 3-3**

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**Appendix A**      **Customer Support and Part Numbers A-1**

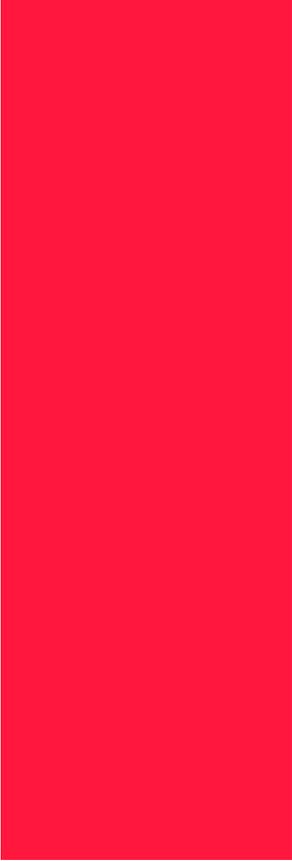
**Oki Data on the Internet A-2**

**Service and Support A-3**

**Service Centers A-4**

**Oki Data Contact Locations A-5**

**Oki Part Numbers A-6**



# Preface

## In this Chapter . . .

- “Welcome” on page vi
- “About the Printer” on page vi
- “About this Guide” on page vii

## Welcome

Thank you for selecting the **Oki B6100**. This Guide provides information and procedures to help you set up and install your printer. Please read this guide and keep it at hand for later reference.

## About the Printer

### Available Configuration

#### *Oki B6100 Printer*

The printer is available in the following configuration:

- Memory: 64MB
- Resolutions: 600 x 600 dpi, and 1200 x 1200 dpi
- Paper Input: One 550-sheet universal paper tray for A4/Letter/Legal, and one 100-sheet front tray for paper, transparencies, envelopes, and other non-standard print media
- Paper Output: One 500-sheet face-down tray
- Interfaces: IEEE 1284 Parallel, USB 2.0
- Printer Languages: PCL6e, Adobe Postscript 3

### Features

Your laser printer has the following features:

- Quality printing at a high speed  
The printer has an output of 26 pages per minute with a resolution up to 1200 dpi.
- Flexible use of paper sources and delivery methods  
The base configuration of the printer includes one 550-sheet universal paper feeder and a front tray. The paper feeder can be set to any size paper from postcard to 14 inch legal. The front tray can be set for print media from index card size to 14 inch legal, and also accommodates envelopes and labels. You may also add the following paper-handling options to the printer: additional 550-sheet Feeders, Envelope Feeder, Duplexer, Offset Catch Tray.
- Easy operation  
The easy-to-read control panel display clearly shows the status of printer operation. Control panel pushbuttons allow you to access and view printer menus, submenus, and status messages.
- Single-element toner cartridge  
The integrated toner cartridge contains both the toner and the photosensitive drum in a single housing, making replacement easy and convenient.
- Continuous printing of up to 1750 sheets  
The printer can print up to 1050 sheets unattended when the offset catch tray is installed, and can print up to 1750 sheets attended when two 550-sheet feeders are installed and used along with the front tray (100 sheets).

- Network-readiness

An Ethernet Network Interface Card is available as an option.

## About this Guide

### Printer Orientation

Throughout this guide, the four sides of the printer are referred to as front, rear, right, and left. The front of the printer is the side near the control panel, and the rear of the printer is opposite the front. The left and right sides of the printer are defined as the sides to the left and right, respectively, of a person who is facing the front of the printer.

### Conventions

The following conventions are used throughout this manual to emphasize certain procedures or information:

---

**NOTE:** A note is a tip or extra information that may be helpful in installing or using the printer.

---



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**CAUTION:** A caution message provides information that may help you avoid equipment damage, process failure, or inconvenience. Read all caution messages carefully.

---



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**WARNING!** A warning message indicates the possibility of personal injury if a specific procedure is not performed exactly as described in the guide. Pay close attention to these sections and read them fully to prevent possible injury.

---

## Installation Guide Contents

This manual contains four chapters and two appendixes:

### *Preface*

The Preface describes the features of the printer and outlines the organization of this guide.

### *Chapter 1: Installation Procedure*

Chapter 1 includes all of the steps necessary to prepare your printer for use.

### *Chapter 2: Understanding and Navigating the Control Panel*

Chapter 2 provides a brief explanation of the control panel menus and submenus, and illustrates how to navigate through those menus.

*Chapter 3: Troubleshooting*

Chapter 3 lists the error messages that may appear on the control panel display while you are setting up and installing the printer, and also explains the possible causes of such errors and the procedures for correcting them.

*Appendix A: Customer Support and Part Numbers*

Appendix A lists Oki Customer Support telephone numbers and locations. It also lists the part numbers for the printers, options, and consumables.



## Installation Procedure

### In this Chapter . . .

- “About this Chapter” on page 1-2
- “Safety Precautions” on page 1-2
- “Step 1: Inspecting Package Contents” on page 1-3
- “Step 2: Preparing a Location for the Printer” on page 1-4
- “Step 3: Locating Parts of the Printer” on page 1-6
- “Step 4: Installing the Print Cartridge” on page 1-8
- “Step 5: Installing Optional Printer Accessories” on page 1-12
- “Step 6: Loading the Universal Paper Tray” on page 1-13
- “Step 7: Connecting the Power Cord and Turning the Printer On” on page 1-18
- “Step 8: Selecting the Control Panel Language” on page 1-19
- “Step 9: Printing a Test Page or Configuration Summary” on page 1-20
- “Step 10: Connecting the Printer to Host Computer” on page 1-22
- “Step 11: Installing Printer Drivers” on page 1-23
- “Step 12: Locating User Documentation” on page 1-40
- “Step 13: Printing a Test Document” on page 1-40
- “Step 14: Using the Printer” on page 1-40
- “Step 15: Product Registration” on page 1-41

## About this Chapter

This chapter guides you through the process of setting up and installing the printer. Complete the entire installation procedure to ensure a proper installation.

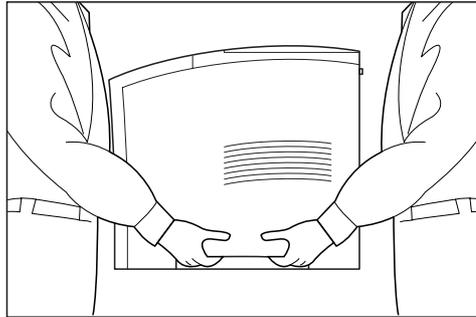
## Safety Precautions

This printer is available in either of the following power specifications: 110V and 220V. The specifications that apply to your printer depend on your machine configuration. To prevent fire or shock hazards, connect the power plug only to a properly rated power outlet.

### Handling the Printer

Follow the guidelines below when lifting or moving the printer:

- The printer is very heavy, and should always be lifted by two people. The weight of the printer without paper tray, toner cartridge, and paper is about 51 lbs (23 kg). Never attempt to lift the printer alone.



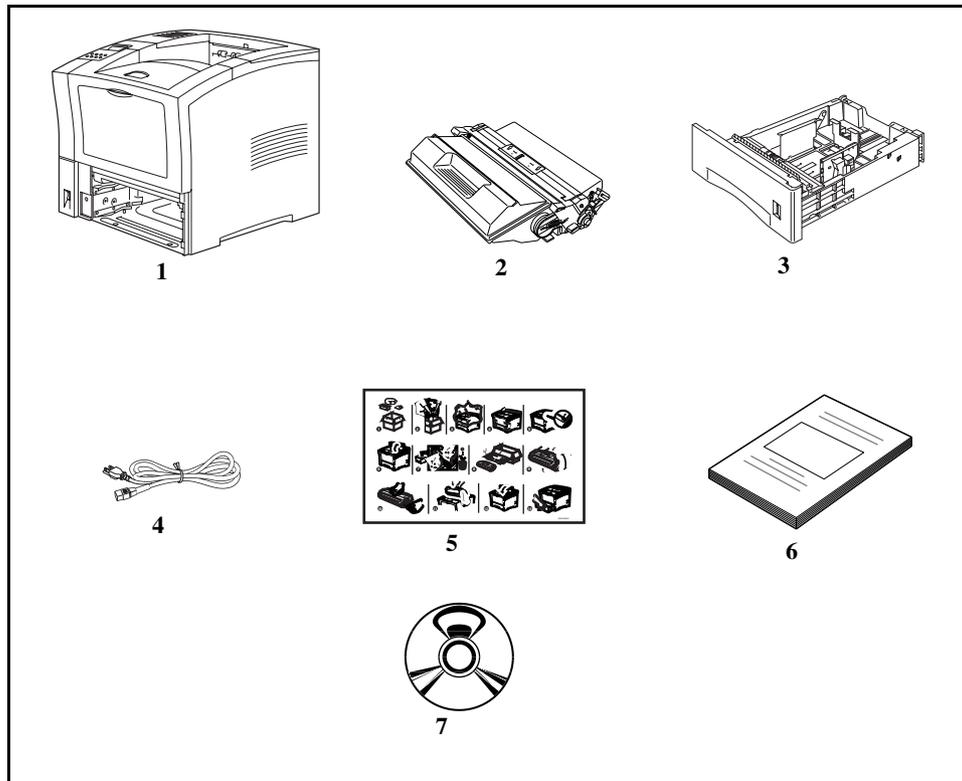
- To lift the printer, have two individuals facing each other from the front and the rear of the printer grasp the recessed areas on each side of the printer. Do not lift the printer by grasping any area other than these recessed areas.
- When lifting the printer, maintain proper lifting posture to prevent injuries.

## Step 1: Inspecting Package Contents

**NOTE:** If you have not unpacked your printer, please refer to the pictorial unpacking instructions included in the printer packaging. If you have completed the entire procedure shown on the unpacking instructions, you do not need to complete steps 4, 6, and 7 shown in this guide.

Make sure that all of the items shown below are included in the printer packaging. If any items are missing or damaged, contact your dealer.

1. Printer
2. Print Cartridge
3. 550-sheet Universal Paper Tray
4. Power Cord
5. Unpacking Instructions
6. Installation Guide
7. CD-ROM



### CD-ROM Contents

The CD-ROM contains printer drivers, software, and documentation designed to help you fully utilize the printer.

## Step 2: Preparing a Location for the Printer

### Printer Weight and Dimensions

This printer weighs approximately 51 lbs (23 kg) and should always be lifted by two people. The dimensions of the printer are listed below.

- Printer Height: 16.3 in (413 mm)
- Printer Width (left to right): 16.6 in (422 mm)
- Printer Depth (front to back): 17.3 in (439 mm)

### Space Requirements

A certain amount of space is required for proper operation of the printer and also for performing printer maintenance and replacing consumables. Use the following figures to plan for appropriate clearances when determining a location for your printer.



**CAUTION:** There is a ventilation opening on the left side of the printer. To avoid overheating and fire hazards, be sure to leave a clearance of at least 8 inches (200 mm) between this opening and the nearest wall or other surface.

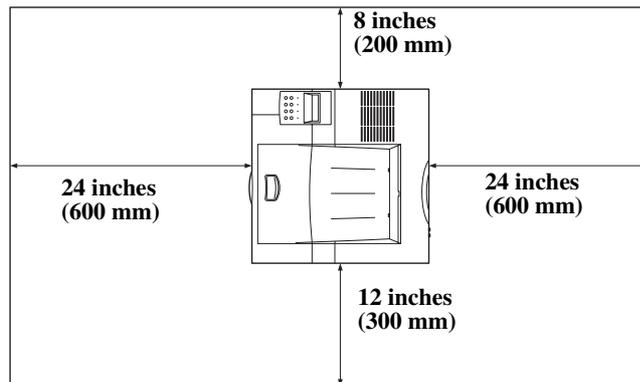


Figure 1-1: Top view of the printer.

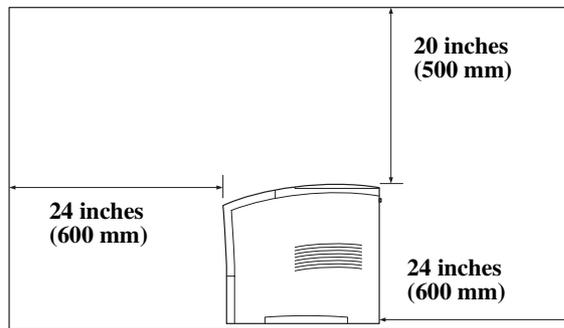
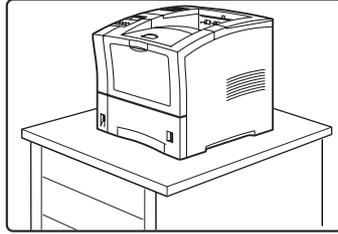


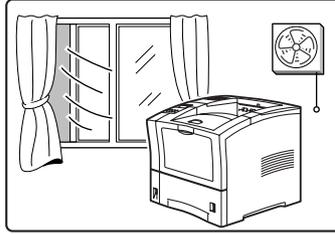
Figure 1-2: Side view of the printer.

## Environment

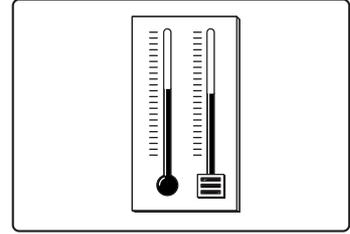
Use the following guidelines to determine the best location for the printer:



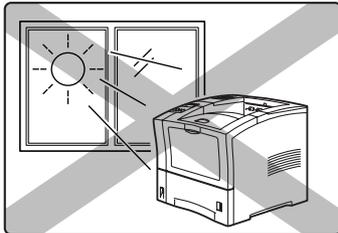
Horizontal, sturdy, and stable surface



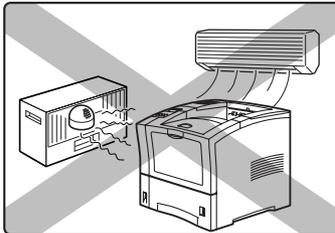
Location with good ventilation



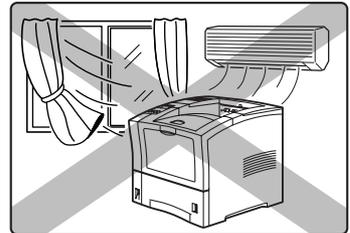
Location with stable temperature and humidity



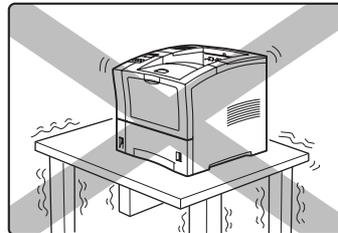
Exposed to direct sunlight



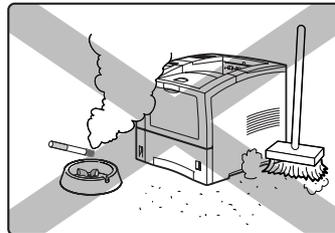
Near heating appliances



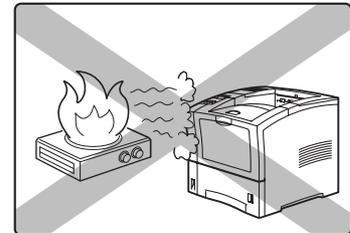
Exposed to direct air currents



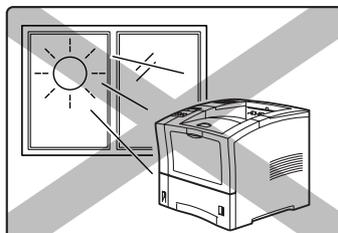
Subject to vibrations



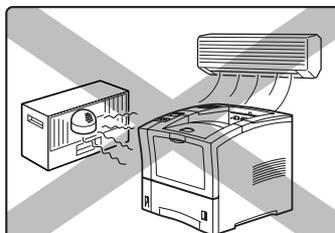
Exposed to high levels of dust and contamination



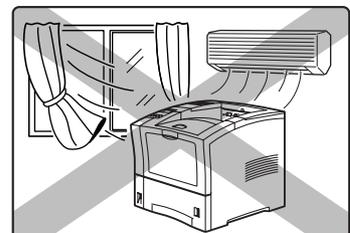
Near an open flame



Exposed to water and high humidity



Exposed to magnetic fields



Subject to extreme variations in temperature and humidity.

### Step 3: Locating Parts of the Printer

The following figures indicate the names and functions of the main parts of the printer

**Figure 1-3: Front of the Printer.**

1. Paper Exit Slot
2. Paper Output Tray
3. Control Panel

Provides access to all controls required to operate the printer.

4. Front Cover
- Provides access to the inside of the printer, allows you to replace the toner cartridge or remove jammed paper.

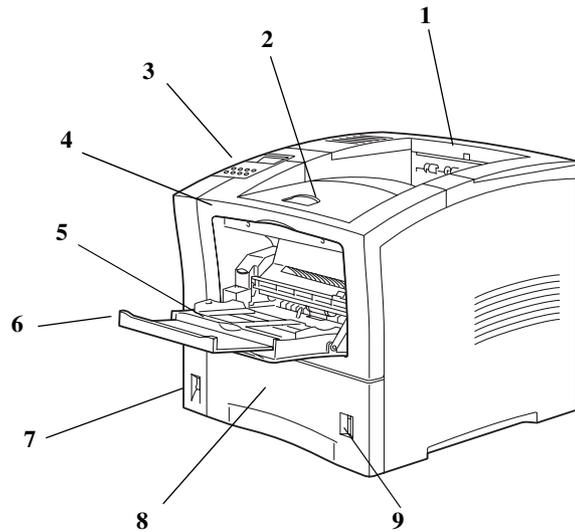
5. Front Tray
- Provides an alternate method of feeding paper to the printer.  
Accommodates various print media, including envelopes, transparencies, and labels.

6. Tray Extension
- Allows you to load large paper sizes in the front tray.

7. Power switch

8. 550-sheet Universal Paper Tray
- Holds paper from postcard size to Legal size.

9. Paper amount indicator
- Indicates the approximate remaining amount of paper.



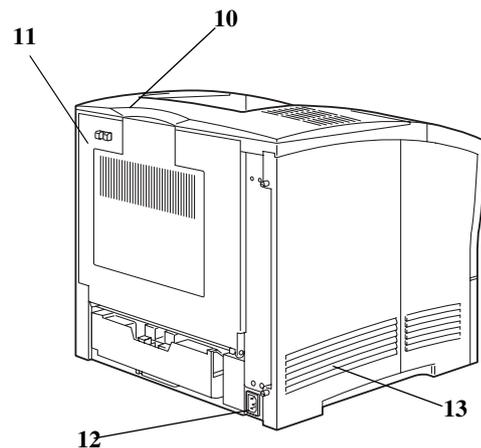
**Figure 1-4: Rear of the Printer.**

10. Top cover
- Provides access to the inside of the printer; removing it allows you to install the offset catch tray.

11. Rear cover
- Provides access to the rear of the printer; allows you to remove jammed paper or install the duplexer.

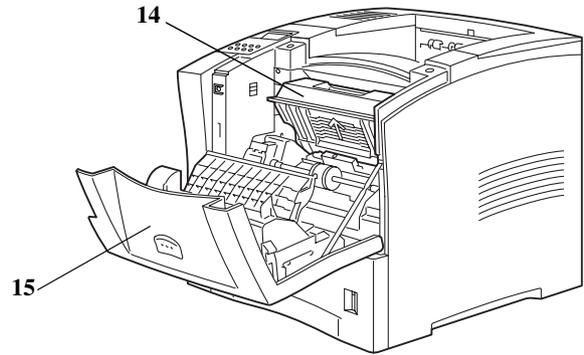
12. Power cord connector

13. Ventilation slot
- Releases hot air produced inside the printer to prevent overheating.



**Figure 1-5: Internal Parts of the Printer (Front)**

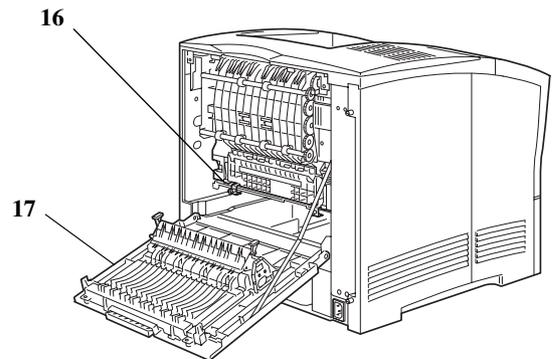
- 14. Print Cartridge**  
 Integrated cartridge contains the toner and the photo-sensitive drum.
- 15. Front Cover**  
 Provides access to the interior of the printer. Allows you to replace the print cartridge or remove jammed paper.



**CAUTION:** The fuser becomes very hot while the printer is operating. If you need to remove the print cartridge to remove a paper jam, turn the power off and wait at least 10 minutes before removing the print cartridge and touching the fuser.

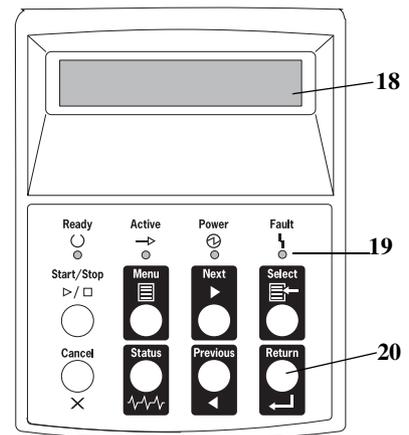
**Figure 1-6: Internal Parts of the Printer (Rear).**

- 16. Fuser**  
 Fixes toner onto the paper.
- 17. Rear Cover**  
 Provides access to the interior of the printer. Allows you to install the optional duplexer or remove jammed paper.



**Figure 1-7: Control Panel.**

- 18. LCD Display**  
 Shows error messages and other status messages; also displays menus, submenus, and settings.
- 19. LED Indicators**  
 Show printer status.
- 20. Pushbuttons**  
 Allow you to navigate through menus, place a printer offline, or cancel a print job.

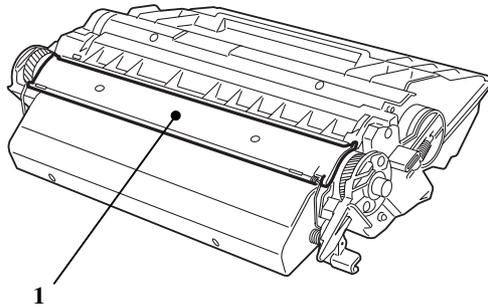


## Step 4: Installing the Print Cartridge

### General Information

The print cartridge contains the dry ink as well as the xerographic drum and associated components that create the xerographic image on a sheet of paper. The print cartridge will eventually run out of ink through normal use. When the toner is low, printed images will be uneven or very light. Use the following guidelines when using or storing a print cartridge:

- An unopened and correctly stored print cartridge has a shelf life of approximately two years.
- Do not open the box containing the print cartridge until you are ready to install the cartridge into the printer.
- Store the print cartridge box horizontally—not on end.
- Keep the cartridge out of the reach of children. Store it in an area where the temperature remains between 32°F and 95°F (0°C and 35°C) and the humidity remains between 15% and 85%. If you bring a cold print cartridge into a warm room, wait a least an hour for the temperature to stabilize before opening the cartridge box.
- Do not disassemble the print cartridge.
- Toner is a safe material. If you get any on your hands, DO NOT wash them in hot water. Use only COLD water to wash off toner. Hot water sets the toner and makes it difficult to remove.
- A shutter (1) protects the photosensitive drum from ambient light. Do not open the drum shutter by hand.



**CAUTION:** Do not expose the new print cartridge to strong light for more than a few minutes before installing it into the printer.



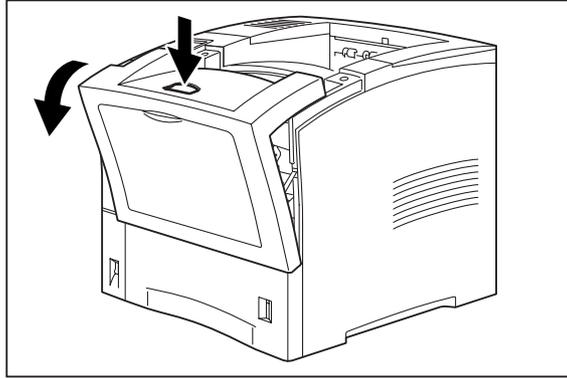
**WARNING!** Do not dispose of used print cartridges in an incinerator or in an open fire.

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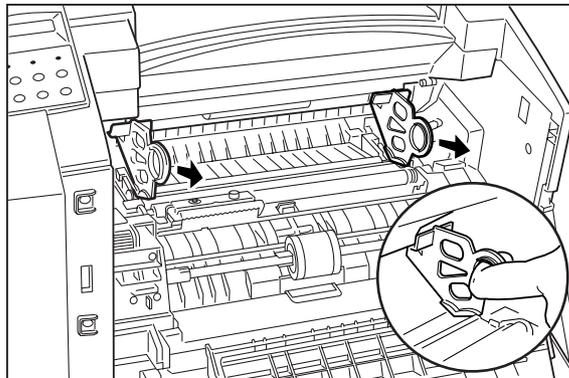
## Installation Procedure

Use the following procedure to replace the print cartridge:

1. Press the button on the top of the printer to open the front cover, and pull the cover all the way open.

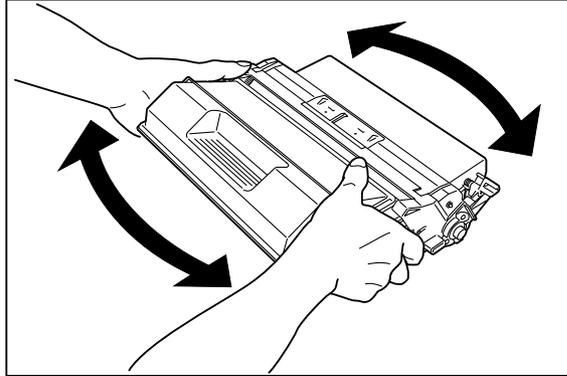


2. Remove the orange plastic shipping spacers from the inside of the printer.

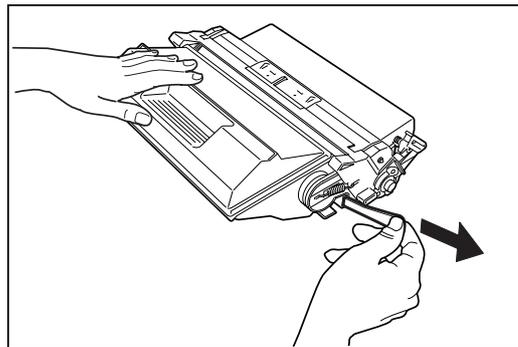


3. Remove the new print cartridge from its packaging and remove the protective paper sheet from the drum shutter.

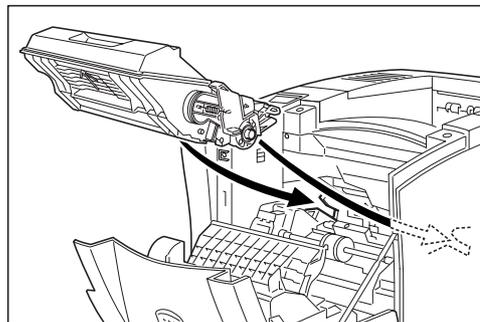
4. Rock the print cartridge back and forth. Then, shake it horizontally to ensure that the toner is evenly distributed.



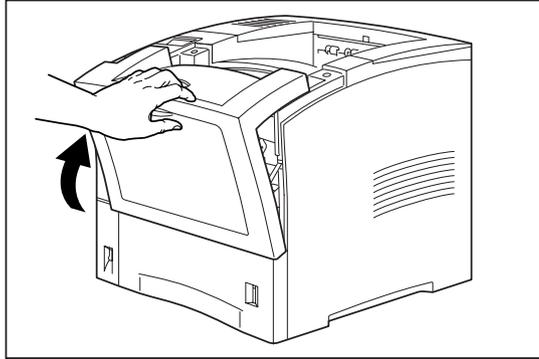
5. On level surface, firmly hold down the print cartridge. Pull the plastic sealing tape straight out (horizontally) from the cartridge.



6. Slide the pegs on the print cartridge into the channels on the inside of the printer, and push the print cartridge into the printer.



7. Close the front cover. Verify that it securely locks into place..



## Step 5: Installing Optional Printer Accessories

The following figure shows all of the available accessories as installed on the printer.

---

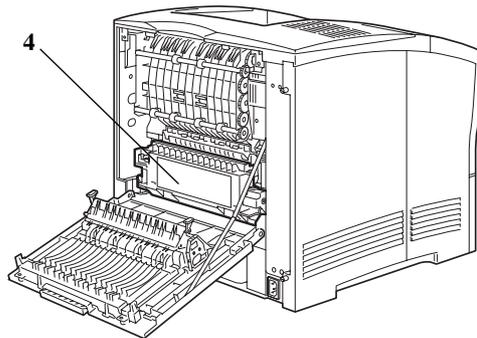
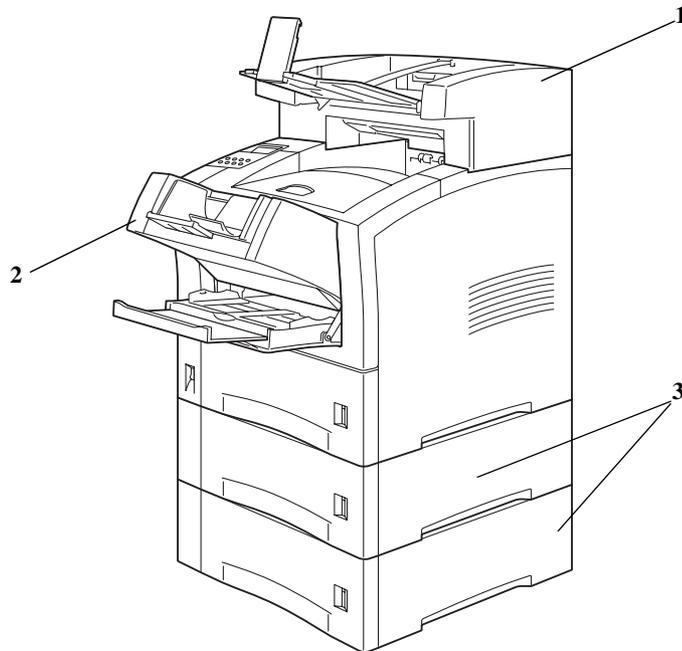
**NOTE:** The printer automatically recognizes an option after the option is installed. The printer driver does not. You must enable (activate) the option in the printer driver after the option is installed. The steps you will follow vary according to both your operating system and your installed printer driver. Here are the general steps you will follow.

- Select the driver you want to work with.
- Locate the printer properties section within the printer driver.
- Use the pulldown window to select the option.
- Activate the option.

---

**Figure 1-8: Optional Accessories.**

- 1. Offset Catch Tray**  
Holds and separates large print jobs by off-setting.
- 2. Envelope Feeder**  
Holds a maximum of 75 envelopes or 100 postcards.
- 3. 550-Sheet Feeder**  
Holds a 550-sheet paper tray and provides extra paper capacity. The printer can accommodate two additional 550-sheet feeders.
- 4. Duplexer**  
Enables two-sided printing.



## Step 6: Loading the Universal Paper Tray

The 550-sheet universal paper tray that sits inside the printer can accommodate paper sizes from postcard to legal. The 550-sheet universal paper tray has two width guides that are located on the sides of the tray, and one length guide that is located near the center of the tray. These guides allow you to adjust the size of the area that holds paper.

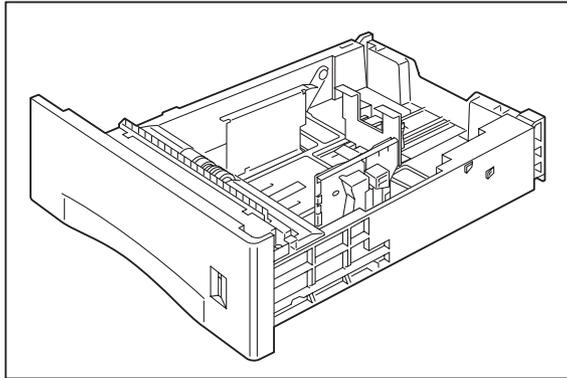
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**NOTE:** The following procedure shows you how to load paper into the main paper tray. To load paper into the optional 550 sheet paper feeder, simply complete the procedure using the 550 sheet paper tray and feeder rather than the main paper tray.

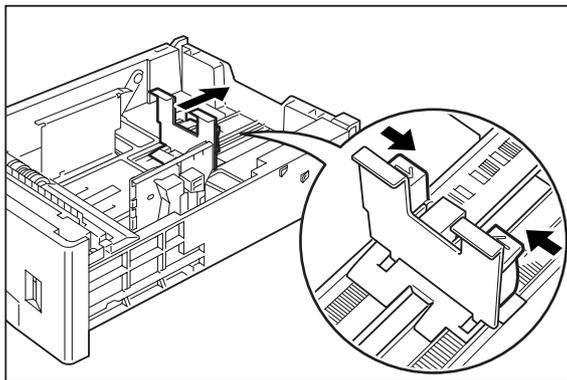
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Use the following procedure to load paper into the 550 sheet universal paper tray:

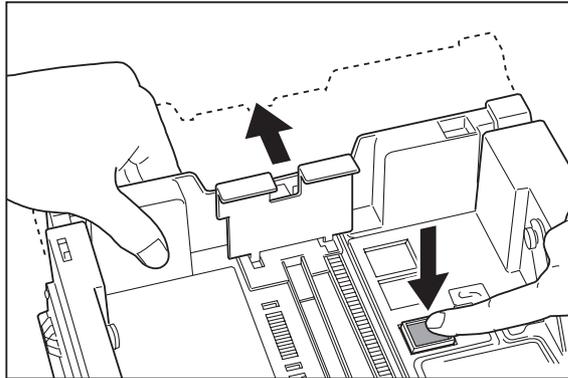
1. Place the paper tray on a level surface.



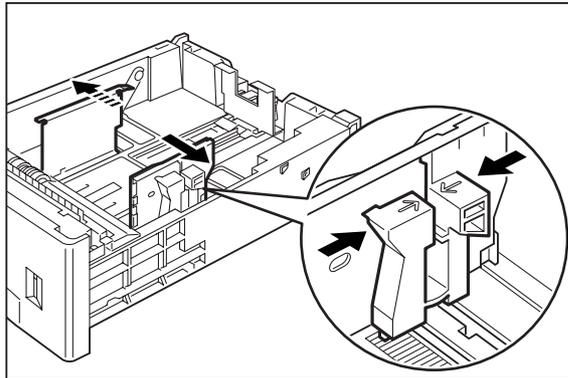
2. Squeeze the locking mechanism on the rear length guide, lift it up, and slide it all the way to the rear of the tray.



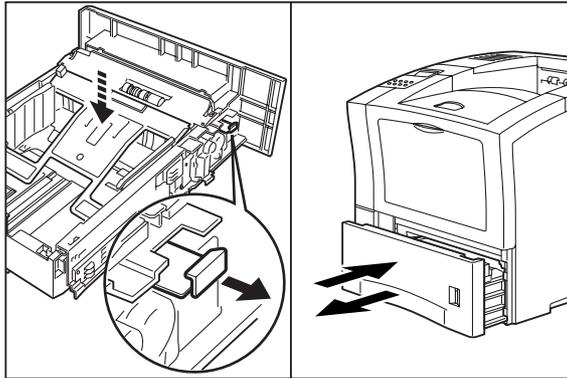
3. If the paper you are using is longer than A4 (11.7 inches/ 297 cm), press the square green button on the bottom of the paper tray to release the rear of the tray, and pull the tray out to extend it. This is known as the extended position.



4. Squeeze the right-side width guide, lift it up, and slide the guides to the sides of the tray.



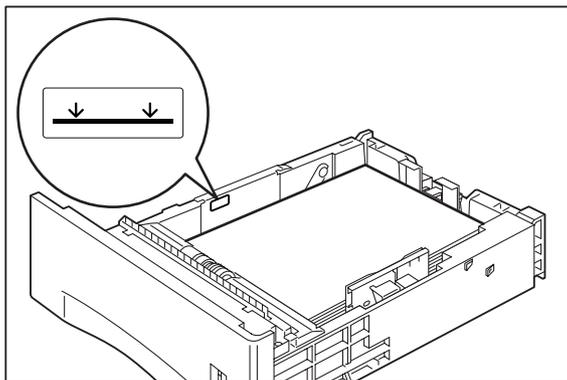
5. Verify that the paper tray plate has dropped down into the base of the paper tray. If the tray is locked in the up position, pull the lever near the front of the tray to release the plate, or push the paper tray completely into the printer and then remove it.



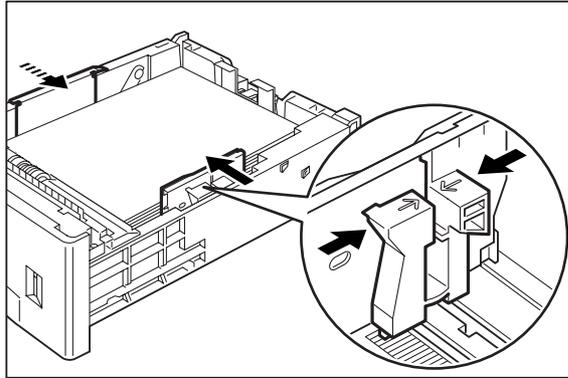
**CAUTION:** Do not overload the tray. Verify that the paper stack is beneath the retaining clips on both sides of the tray. Fan paper before placing it in the tray, and place paper in the tray with the print side down.

**NOTE:** To avoid paper jams and other paper transportation problems, make sure the length and width guides are adjusted to match the paper size and are locked firmly into place.

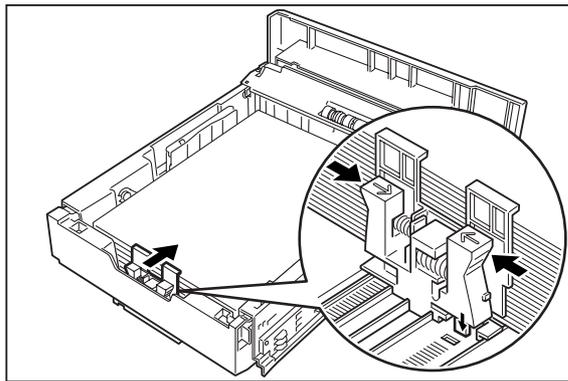
6. Align the edges of the paper and place the paper in the center of the paper tray with the print side down. Verify that you place the paper at the center of the paper tray.



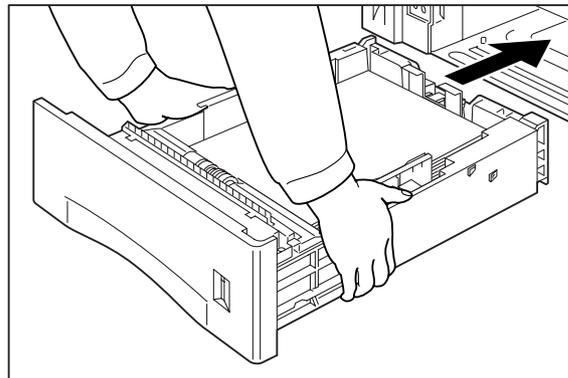
7. Squeeze the right width guide, lift it up, and adjust the guides to match the paper width.



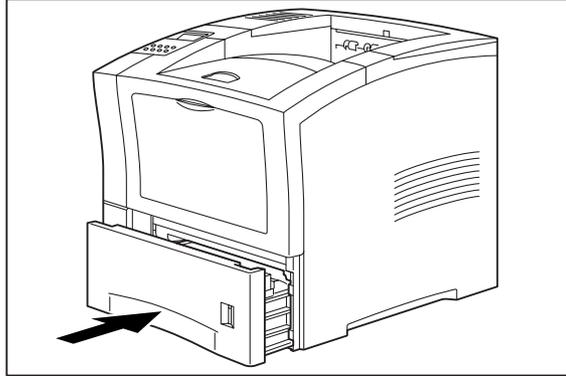
8. Squeeze the length guide, lift it up, and adjust the guide to match the paper length. Verify that the length guide is firmly seated into the gradations on the base of the paper tray.



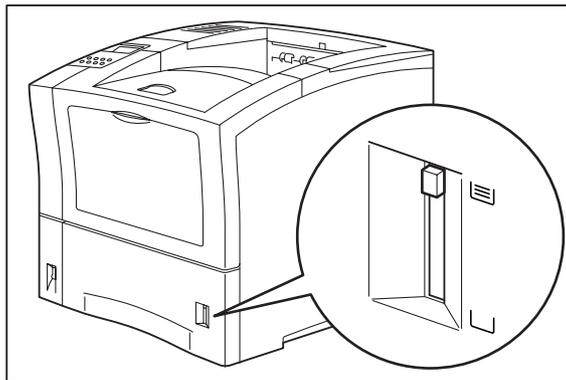
9. Grasp the paper tray with both hands and insert it into the paper tray well on the printer.



10. Push the paper tray completely into the printer. Verify that the tray is properly seated.



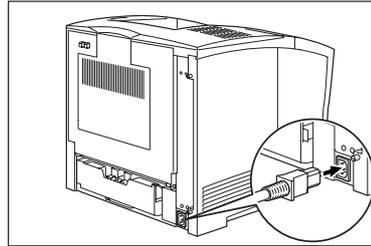
11. Use the paper level indicator on the front right of the printer to determine when the paper supply is low.



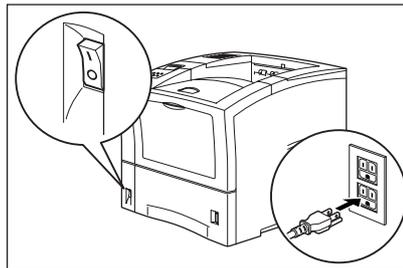
## Step 7: Connecting the Power Cord and Turning the Printer On

Use the following procedure to connect the power cord and turn the printer on.

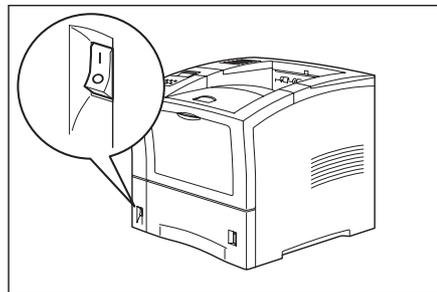
1. Insert the power cord into the AC connector on the rear of the printer.



2. Verify that the power switch of the printer is in the [O] (off) position. Then, insert the plug of the power cord into the AC outlet.



3. Turn the printer on by pressing [ I ] on the power switch on the left front of the printer.



The status message “**Loading**” appears on the display. This message indicates that the printer is warming up and is not ready to print. After about 65 seconds, the status message changes to “**Ready**”, indicating that the printer is ready to print.



---

**NOTE:** If an error message appears on the display after you turn the printer on, refer to [Chapter 3](#).

---

## Step 8: Selecting the Control Panel Language

English is the default language for all control panel error and status messages; however, these messages are also available in French, German, Italian, and Spanish. Use the following procedure to change the display language:

---

**NOTE:** Please see [Chapter 2, “Understanding and Navigating the Control Panel Menus”](#) on page 2-1 for a brief overview of the control panel and its menus and submenus.

---

1. Press the **MENU** button on the control panel.
2. Press the **NEXT** button until the text “**System Menu**” is shown on the second line of the display.
3. Press the **SELECT** button to enter the system menu.
4. Press the **NEXT** button until the text “**Display Language**” is shown on the second line of the display.
5. Press the **SELECT** button to enter the display language submenu. The default language “**English**” is shown on the second line of the display.
6. Choose a language:  
To change the control panel display language to French, press the **NEXT** button until the text “**Francais**” is shown on the second line of the display.  
To change the control panel display language to German, press the **NEXT** button until the text “**Deutsch**” is shown on the second line of the display.  
To change the control panel display language to Italian, press the **NEXT** button until the text “**Italiano**” is shown on the second line of the display.  
To change the control panel display language to Spanish, press the **NEXT** button until the text “**Espanol**” is shown on the second line of the display.
7. Press the **SELECT** button to select the language you identified in Step 6.
8. Press the **RETURN** button to exit the display language submenu.

## Step 9: Printing a Test Page or Configuration Summary

### Test Page

Printing a test page verifies that the printer is operating correctly. Use the following procedure to print a test page.

1. Press the **MENU** button on the control panel.
2. Press the **NEXT** button until the text “**Functions**” is shown on the second line of the display.
3. Press the **SELECT** button to enter the functions submenu.
4. Press the **NEXT** button until the text “**Print Test**” is shown on the second line of the display.
5. Press the **SELECT** button to enter the print test submenu.
6. Press the **NEXT** button to toggle between “**Single**” and “**Continuous**”. If you choose **Single**, the printer will print a single test page. If you choose **Continuous**, the printer will continue printing pages until you press the **START/STOP** button.
7. Press the **SELECT** button to print the test page(s).

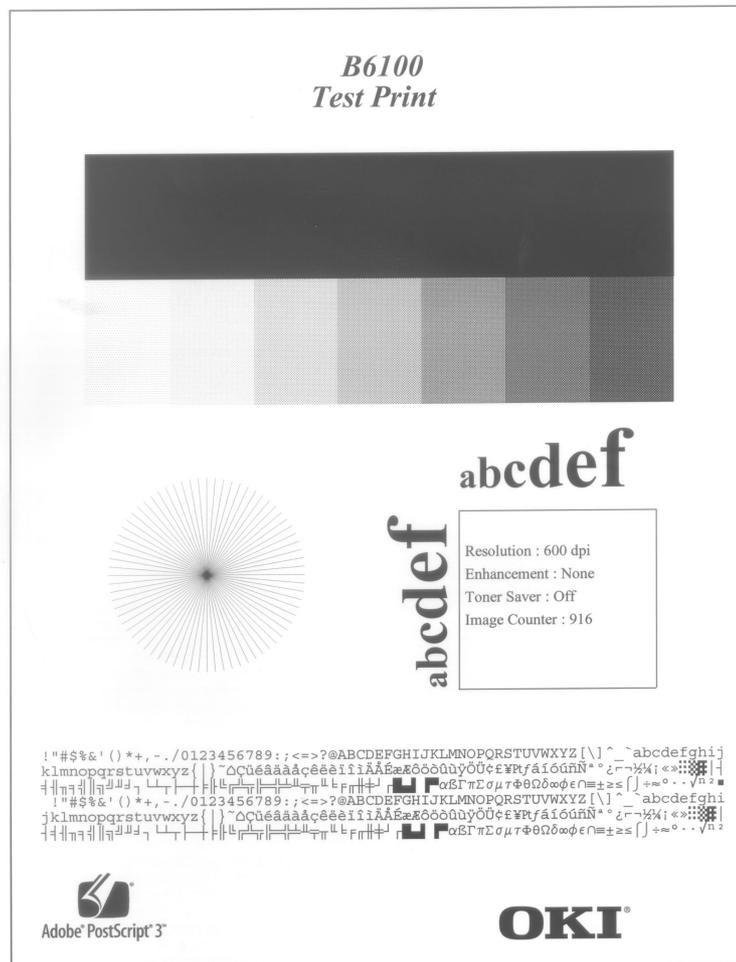


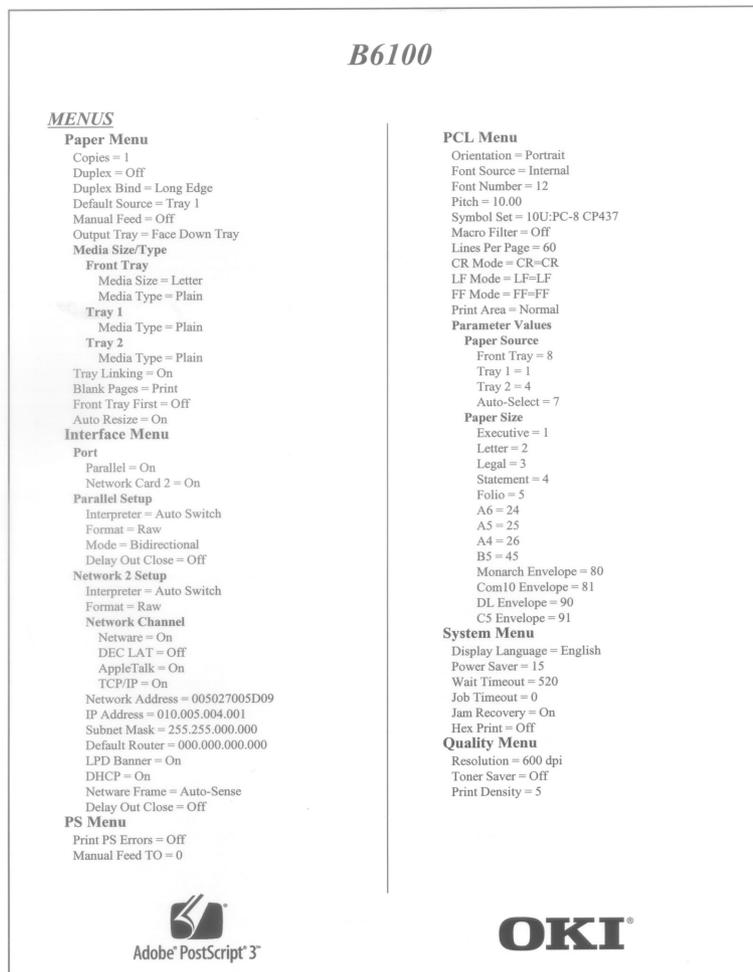
Figure 1-9: Test Page.

## Configuration Summary

A configuration summary lists the current printer settings. Use the following procedure to print a configuration summary.

1. Press the **MENU** button on the control panel.
2. Press the **NEXT** button until the text “**Functions**” is shown on the second line of the display.
3. Press the **SELECT** button to enter the functions submenu.
4. Press the **NEXT** button until the text “**Print Summary**” is shown on the second line of the display.
5. Press the **SELECT** button to print the configuration summary page(s).

**NOTE:** The content of the configuration summary for your printer is dependent upon the optional printer accessories that are installed. The summary shown below is for a printer with several optional printer accessories installed—your configuration summary may not contain all of the information included below.



**Figure 1-10: Configuration Summary.**

## Step 10: Connecting the Printer to Host Computer

You must connect the printer to your computer using an IEEE 1284 parallel cable or a USB cable. These cables are user-supplied. The printer does not include either of these cables. The default configuration of your printer has the USB port turned off.

If you would like to use the USB port instead of the parallel port, use the following procedure to turn the USB port on.

1. Press the **MENU** button on the control panel.
2. Press the **NEXT** button until the text “**Interface Menu**” is shown on the second line of the display.
3. Press the **SELECT** button to enter the interface menu.
4. Press the **NEXT** button until the text “**Port**” is shown on the second line of the display.
5. Press the **SELECT** button to enter the port submenu.
6. Press the **NEXT** button until the text “**USB**” is shown on the second line of the display.
7. Press the **SELECT** button to enter the USB submenu.
8. Press the **NEXT** button until the text “**On**” is shown on the second line of the display.
9. Press the **SELECT** button to change the USB setting to **On**.
10. Press the **START/STOP** button to exit the menu system.

---

**NOTE:** For more information about USB settings, please refer to the **User Guide** included on the CD-ROM.

---

## **Step 11: Installing Printer Drivers**

### **Overview**

The installation procedure(s) you will use for your printer vary according to:

- Operating System
- Usage of the USB port
- Network connection

### Windows 98 and Me (Parallel)

1. Unpack your printer and complete the hardware setup procedures.
2. Turn on your computer.
3. Turn on the printer. Verify that paper is installed.
4. Insert the CD-ROM provided with your printer.
5. Click **Start** → **Settings** → **Printers** → **Add Printer**.
6. The "**Add Printer Wizard**" appears.
7. Click **Next**.
8. Select "Local Printer."
9. Click **Next**.
10. Click **Have Disk**.
11. "**Install from Disk**" appears. Click **Browse**.
12. "**Open**" appears. Browse to your CD-ROM drive
13. Click on your CD-ROM drive.
14. Double-click on the **Drivers** folder.
15. Browse to and click on the **Win9xMe** folder.
16. Click **OK**.
17. In the left window, select **Win9x.inf**.
18. Click **OK**.
19. The next screen confirms the filename and path of your selection.
20. Click **OK**.
21. You are prompted to select your driver.  
Select **OKI B6100** for PostScript.  
Select **OKI B6100 (PCL)** for PCL.
22. Click **Next**.

### Windows 98 and Me (Parallel)

23. Files are copied.
24. Select the desired printer port from the list.
25. Click **Next**.
26. You are prompted to select or add a name for this printer.  
Your Windows-based programs will use the printer named in this step as a default printer.
27. Click **Next**.
28. You are prompted to print (yes) or not print (no) a test page.  
If you print a test page, verify that paper is installed.
29. To exit, click **Finish**.
30. On-line documents are provided on the CD-ROM.

---

**NOTE:** Oki Data drivers may be revised. Updated drivers are available from Oki Data's web site, [my.okidata.com](http://my.okidata.com)

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## Windows XP (Parallel)

1. Unpack your printer and complete the hardware setup procedures.
2. Turn on your computer.
3. Turn on the printer. Verify that paper is installed.
4. Insert the CD-ROM provided with your printer.
5. Click **Start** → **Control Panel**.
6. Double click **Printers and Faxes**.
7. Click **Add a Printer** in Printer Tasks.
8. The "**Add Printer Wizard**" appears.
9. Click **Next**.
10. Select "Local Printer."  
Verify that "**Automatically detect and install my Plug and Play Printer**" is *NOT* selected.
11. Click **Next**.
12. "**Select a Printer Port**" appears.
13. Select "**Use the following port**." Then, select the desired port.
14. Click **Next**.
15. Click **Have Disk**.
16. "**Install from Disk**" appears. Click **Browse**.
17. "**Locate File**" appears. Browse to your CD-ROM drive
18. Click on your CD-ROM drive.
19. Click on the **Drivers** folder.
20. Browse to and click on the **WinXP** folder.
21. Select **WinXP.inf**.
22. Click **Open**.
23. Confirm your selection. Click **OK**.
24. You are prompted to select your driver.  
Select **OKI B6100** for PostScript.  
Select **OKI B6100 (PCL)** for PCL 5e.  
Select **OKI B6100 (PCL6)** for PCL XL.
25. Click **Next**.

## Windows XP (Parallel)

26. Files are copied.
27. Select the desired printer port from the list.
28. Click **Next**.
29. You are prompted to select or add a name for this printer.  
Your Windows-based programs will use the printer named in this step as a default printer.
30. Click **Next**.
31. You are prompted to print (yes) or not print (no) a test page.  
If you print a test page, verify that paper is installed.
32. Click **Next**.
33. To exit, click **Finish**.
34. You may see a warning message next. If you do, select **Continue Anyway**.
35. Files are copied.
36. Click **Finish**.
37. On-line documents are provided on the CD-ROM.

---

**NOTE:** Oki Data drivers may be revised. Updated drivers are available from Oki Data's web site, [my.okidata.com](http://my.okidata.com)

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### Windows 2000 (Parallel)

1. Unpack your printer and complete the hardware setup procedures.
2. Turn on your computer.
3. Turn on the printer. Verify that paper is installed.
4. Insert the CD-ROM provided with your printer.
5. Click **Start** → **Settings** → **Printers** → **Add Printer**.
6. The "**Add Printer Wizard**" appears.
7. Click **Next**.
8. Select "**Local Printer**."  
Verify that "**Automatically detect and install my Plug and Play Printer**" is *NOT* selected.
9. Click **Next**.
10. The "**Select Printer Port**" window appears. Scroll to and select your printer port.
11. Click **Next**.
12. Click **Have Disk**.
13. Click **Browse**.
14. The "Locate File" screen appears. Browse to and click on your CD-ROM drive.
15. Double-click the **Drivers** folder.
16. Double-click the **WIN2000** folder.
17. Double-click the **Win2000.inf**.
18. "**Install from disk**" screen appears. Click **OK**.  
Select **OKI B6100** for PostScript.  
Select **OKI B6100 (PCL)** for PCL 5e.
19. Click **Next**.

## Windows 2000 (Parallel)

20. Files are copied.
21. Select the desired printer port from the list.
22. Click **Next**.
23. You are prompted to select or add a name for this printer.  
Your Windows-based programs will use the printer named in this step as a default printer.
24. Click **Next**.
25. You are prompted to print (yes) or not print (no) a test page.  
If you print a test page, verify that paper is installed.
26. Click **Next**.
27. You may see a warning message next. If you do, select **Yes**.
28. Files are copied.
29. To exit, click **Finish**.
30. On-line documents are provided on the CD-ROM.

---

**NOTE:** Oki Data drivers may be revised. Updated drivers are available from Oki Data's web site, [my.okidata.com](http://my.okidata.com)

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### Windows NT (Parallel)

1. Unpack your printer and complete the hardware setup procedures.
2. Turn on your computer.
3. Turn on the printer. Verify that paper is installed.
4. Insert the CD-ROM provided with your printer.
5. Click **Start** → **Settings** → **Printers** → **Add Printer**.
6. The "**Add Printer Wizard**" appears.
7. Click **My Computer**.
8. Click **Next**.
9. Select the port.
10. Click **Next**.
11. Click **Have Disk**.
12. Click **Browse**.
13. Click **My Computer**.
14. Click your CD-ROM drive
15. Click **Drivers** folder.
16. Browse to and select the **WinNT40** folder.
17. Click **OK**.
18. In the left window, select **WinNT40.inf**.
19. Click **Open**.
20. The next screen confirms the filename and path of your selection.
21. Click **OK**.
22. You are prompted to select your driver.  
Select **OKI B6100** for PostScript.  
Select **OKI B6100 (PCL)** for PCL.
23. Click **Next**.

## Windows NT (Parallel)

24. Files are copied.
25. Select the desired printer port from the list.
26. Click **Next**.
27. You are prompted to select or add a name for this printer.  
Your Windows-based programs will use the printer named in this step as a default printer.
28. Click **Next**.
29. You are prompted to print (yes) or not print (no) a test page.  
If you print a test page, verify that paper is installed.
30. To exit, click **Finish**.
31. On-line documents are provided on the CD-ROM.

---

**NOTE:** Oki Data drivers may be revised. Updated drivers are available from Oki Data's web site, [my.okidata.com](http://my.okidata.com)

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## Windows 98 and Me (USB)

*Before you use your USB port in Windows 98 or Windows Me, you must complete four steps:*

*Step 1: Setup the Hardware*

*Step 2: Connect to the USB Port.*

*Step 3: Install the USB port driver*

*Step 4: Install the printer driver(s)*

### Step 1: Setup the Hardware

1. Unpack your printer and complete the hardware setup procedures.

### Step 2: Connect to the USB Port

*If you want to use the USB port, you must purchase a USB cable separately.*

2. Verify that the printer is turned off. Your computer may be left turned on.
3. Connect the flat end of the cable to the computer.
4. Connect the square end of the cable to the printer.
5. Turn on the printer. Verify that paper is installed.
6. The computer indicates that it has detected new hardware.

### Step 3: Install the USB Port Driver

7. Insert the CD-ROM provided with your printer.
8. The **New Hardware Found** appears.
9. The **Add New Hardware Wizard** appears.

You should see B6100.

10. Click **Next**.
11. Select "**Search for the best driver for your device.**" Click **Next**.
12. Select your CD-ROM drive.
13. Select **Specify the location**.
14. Click **Browse**.
15. Click on your CD-ROM drive.
16. Select **[CD-ROM drive]:\USBPrint.inf**.
17. Click **Next**.
18. Files are copied and installed. Windows announces that the installation is finished.
19. Click **Finish**.

## Windows 98 and Me (USB)

### Step 4: Install the Printer Driver(s)

20. The printer is detected. The "Add New Hardware Wizard" appears.
21. Click **Next**.
22. Select "Search for the best driver . . ." Click **Next**.
23. Select **Specify a location**.
24. Click **Browse**. You should see a directory of drives available on your system.  
Double-click on the **CD-ROM** icon.  
Double-click on the **Drivers** icon.  
Double-click on the **Win9xMe** icon.  
Double-click on the appropriate **Language** icon
25. Click **OK**.
26. The next screen confirms your selection.
27. Click **Next**.
28. Windows finds the driver. Click **Next**.
29. You are prompted to select or add a name for this printer.  
Your Windows-based programs will use the printer named in this step as a default printer.
30. Click **Next**.
31. You are prompted to print (yes) or not print (no) a test page.  
If you print a test page, verify that paper is installed.
32. Click **Finish**.
33. You may be prompted to insert your Windows CD here. If you are, follow the instructions.
34. The files are copied. Click **Finish**.
35. On-line documents are provided on the CD-ROM.

---

**NOTE:** Oki Data drivers may be revised. Updated drivers are available from Oki Data's web site, [my.okidata.com](http://my.okidata.com).

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## Windows 2000 (USB)

*Before you use your USB port in Windows 2000, you must complete three steps:*

*Step 1: Setup the Hardware*

*Step 2: Connect to the USB Port.*

*Step 3: Install the printer driver(s)*

### Step 1: Setup the Hardware

1. Unpack your printer and complete the hardware setup procedures.

### Step 2: Connect to the USB Port

*If you want to use the USB port, you must purchase a USB cable separately.*

2. Verify that the printer is turned off. Your computer may be left turned on.
3. Connect the flat end of the cable to the computer.
4. Connect the square end of the cable to the printer.
5. Turn on the printer.
6. The computer indicates that it has detected new hardware.

### Step 3: Install the Printer Driver(s)

7. Insert the CD-ROM provided with your printer.
8. The printer is detected. The **Found New Hardware Wizard** appears.
9. Click **Next**.
10. Select **Search for a suitable driver. . .** Click **Next**.
11. Unselect **Floppy Disk Drives**.
12. Select **CD-ROM drives**.
13. Select **Specify a location**. Click **Next**.
14. Browse to your CD-ROM drive.
15. Click **Drivers**.
16. Click **Win2000** folder.
17. Select **Win2000.inf**.
18. Click **Open**.
19. Click **Ok**.
20. Windows searches for the files.
21. Verify that the displayed information is what you meant to select.
22. Click **Next**.

### Windows 2000 (USB)

23. You may see a warning message next. If you do, select **Yes**.
24. Files are copied.
25. To exit, click **Finish**.
26. On-line documents are provided on the CD-ROM.

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**NOTE:** Oki Data drivers may be revised. Updated drivers are available from Oki Data's web site, [my.okidata.com](http://my.okidata.com).

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## Windows XP (USB)

*Before you use your USB port in Windows XP, you must complete three steps:*

*Step 1: Setup the Hardware*

*Step 2: Connect to the USB Port.*

*Step 3: Install the printer driver(s)*

### Step 1: Setup the Hardware

1. Unpack your printer and complete the hardware setup procedures.

### Step 2: Connect to the USB Port

*If you want to use the USB port, you must purchase a USB cable separately.*

2. Verify that the printer is turned off. Your computer may be left turned on.
3. Connect the flat end of the cable to the computer.
4. Connect the square end of the cable to the printer.
5. Turn on the printer.
6. The computer indicates that it has detected new hardware.

### Step 3: Install the Printer Driver(s)

7. Insert the CD-ROM provided with your printer.
8. The printer is detected. The **Found New Hardware Wizard** appears.
9. Select **Install from a list or specific location (Advanced)**.
10. Click **Next**.
11. Select **Search for the best driver in these locations**.
12. Select **Include this location in the search**. Click **Browse**.
13. Scroll to and select your CD-ROM drive.
14. Click **Drivers**.
15. Click **WinXP**.
16. Click **OK**.
17. Confirm your selection.
18. Click **Next**.
19. Windows searches for and locates the hardware.
20. Select your desired driver from the list.  
Verify that you select a driver with **winxp** in the name.

## Windows XP (USB)

21. Click **Next**.
22. You may see a warning message next. If you do, select **Continue Anyway**.
23. Click **Finish**.
24. On-line documents are provided on the CD-ROM.

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**NOTE:** Oki Data drivers may be revised. Updated drivers are available from Oki Data's web site, [my.okidata.com](http://my.okidata.com).

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## Network Printer Installation

*Installing a printer on a network is best handled by someone familiar with networks (such as a Network Administrator)!*

*You MUST install your printer as a Local Printer before you perform any network installation.*

*For details, see the Configuration Guide: NIC Option for OKI® B6100 Printer.*

*The Configuration Guide is an online document on the CD-ROM shipped with the printer. It is also a hardcopy document shipped with the NIC Card.*

---

**NOTE:** When you connect your printer to a network with a DHCP server, the IP address is automatically assigned.

---

There are four parts to the installation

1. Physical Setup

Take the printer out of the box, set it up, and verify it operates.

2. Local Printer Installation

Install your printer as a local printer.

3. Network Installation

Install your printer as a network printer.

The network configuration is covered in the Configuration Guide: NIC Option for OKI® B6100 Printer.

The Configuration Guide is an online document on the CD-ROM shipped with the printer. It is also a hardcopy document shipped with the NIC Card.

4. Product Registration

## MacOS

1. Unpack your printer and complete the hardware setup procedures.
2. Turn on your computer.
3. Turn on the printer. Verify that paper is installed.
4. Insert the CD-ROM provided with your printer.
5. Double-click the CD icon.
6. Double-click the **Installer** icon. The installer window appears.
7. Click **Continue** and follow the onscreen instructions.
8. When the installation is complete, click **Quit**.

## **Step 12: Locating User Documentation**

To locate other documentation that will assist you in operating and maintaining your printer, go to the MANUALS folder on the CD-ROM. You can open and read these manuals directly from the CD-ROM, save the manuals to the hard drive of your computer, or print the manuals. The MANUALS folder includes the following documents in Adobe PDF format:

- User Guide
- Other documents for printer options

Refer to the INDEX.TXT file included in the MANUALS folder for more information about the documentation.

## **Step 13: Printing a Test Document**

After completing the installation procedure, verify that the printer is working correctly by printing a document from an application. If the printer is not functioning correctly or if an error message is displayed on the control panel, see [Chapter 3, Troubleshooting](#).

## **Step 14: Using the Printer**

Once you have completed the installation procedures, please refer to the User Guide included on the CD-ROM for detailed information about using the printer.

## Step 15: Product Registration

**my.okidata.com**

### Your Personal Solutions Center

Register your printer and create your own personalized support center with my.okidata.com.

*My.okidata.com* is a powerful area of our web site designed to help you get the most from your OKI printer. It represents our commitment to providing you with solutions, finding out the latest updates about your OKI products, and getting the details on OKI programs and services that can help your bottom line.

You can also

- Choose to receive product updates via e-mail.
- Have private access to our solutions section.
- Check out the What's New section to see what's changed since your last visit.
- Get your own Solutions Specialist that you can contact directly via e-mail when you need assistance.

*My.okidata.com* offers you support, solutions and more, all personalized for you and your specific OKI printer.

Start using *my.okidata.com* today!

### Registering Your Printer

You can register your printer by:

- visiting our website at <http://www.okidata.com>.  
Click on Product Registration.
- using the OKI Menu Installer.
  - a. Insert the CD-ROM provided with your printer.
  - b. Run the Install.exe on the CD-ROM.
  - c. You move through a series of screens and prompts (License Agreement, Language Selection, Printer Model).
  - d. The main Menu Install screen appears. Click on [my.okidata.com](http://my.okidata.com).
- filling out the enclosed registration form and mailing it in  
or  
faxing it in.

## Service and Support

If you need further assistance or have questions

- See our web site:  
<http://my.okidata.com>
- In the U.S. and Canada, call:  
1-800-OKI-DATA (1-800-654-3282)  
24 hours a day, 7 days a week.
- In Latin America, call:  
Oki Data de Mexico, S.A. de C.V., (525) 263-8780  
Oki Data do Brasil, Ltda., 5511-3444-3501



## Chapter 2

# Understanding and Navigating the Control Panel Menus

### In this Chapter . . .

- “About this Chapter” on page 2-2
- “Control Panel Features” on page 2-3
- “Navigating the Control Panel Menus” on page 2-6
- “Menu Structure” on page 2-8

## About this Chapter

This chapter explains the control panel and its functions, and also demonstrates how to navigate throughout the various menus and submenus that allow you to view and change the printer settings.

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**NOTE:** Settings in your software application will override any settings in your printer driver.  
Your printer driver settings will override any settings from the printer menu or printer front panel.

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## Control Panel Features

The control panel is located on the front of the printer. It contains the display, indicators, and pushbuttons that allow you to view and change the printer settings.

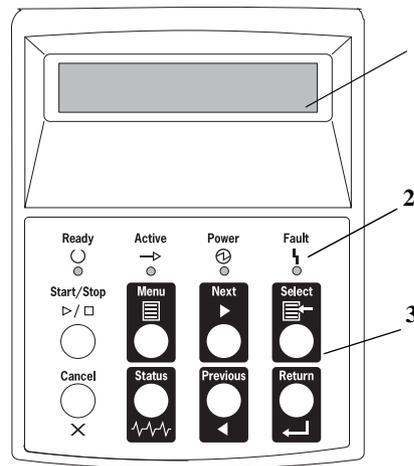
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**NOTE:** Settings in your software application will override any settings in your printer driver.  
 Your printer driver settings will override any settings from the printer menu or printer front panel.

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The figure below shows the control panel features.

- 1 LCD Display
- 2 LED Indicators
- 3 Push Buttons



**Figure 3-1: Control Panel.**

### LCD Display

The LCD display shows status and error messages that inform you of the current status of the printer, and also displays menus, submenus, and printer settings when you are in the menu system. The display contains two lines of text, each with a maximum of sixteen characters.

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**NOTE:** Settings in your software application will override any settings in your printer driver.  
 Your printer driver settings will override any settings from the printer menu or printer front panel.

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### LED Indicators

The LED indicators also indicate printer status. The four indicators can each be on, off, or blinking, indicating different phases of printer operation. The table below explains the LED indicators.

LED	Color	When Off	When On	When Blinking
Ready ○	Green	Printer is NOT READY	Printer is READY	N/A
Active →	Green	Printer is IDLE	Printer is ACTIVE (processing a job)	Printer is WAITING (a partial job has been printed, and the printer is waiting for additional job data)
Power ⏻	Green	POWER is off	POWER is on	Power Saver Mode ON
Fault ⚡	Yellow	Printer is not in error mode	There is an error that requires user intervention, such as a paper jam, a service call required, etc.	N/A

## Pushbuttons

The control panel pushbuttons allow you to access and navigate menus, and also assist you in recovering from printer errors. The table below explains the functions of the eight pushbuttons.

Pushbutton	Function
<p>Start/Stop  </p>	<p>START/STOP—Push this button to start or stop the printer, or to exit the menu system.</p>
<p>Menu  </p>	<p>MENU—Push this button to enter the menu system.</p>
<p>Next  </p>	<p>NEXT—Push this button to move to the next menu, submenu, or setting within the same level of the menu structure.</p>
<p>Select  </p>	<p>SELECT—Push this button to select the menu or submenu that is shown on the second line of the display or to choose and save the setting shown on the second line of the display.</p>
<p>Cancel  </p>	<p>CANCEL—Push this button to cancel an action.</p>
<p>Status  </p>	<p>STATUS—Push this button to enter the Status Menu and view the current status of printer.</p>
<p>Previous  </p>	<p>PREVIOUS—Push this button to return to the previous menu, submenu, or option within the same level of the menu structure.</p>
<p>Return  </p>	<p>RETURN—Push this button to move up one level in the menu structure to the menu shown on the first line of the display.</p>

## Navigating the Control Panel Menus

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**NOTE:** Settings in your software application will override any settings in your printer driver.  
Your printer driver settings will override any settings from the printer menu or printer front panel.

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When you press the **MENU** button on the control panel, you enter the printer's menu system. At that point, the first line of the display contains the text "**Menu**", indicating that you are in the menu system. The second line of the display lists the active menu, which you can change by pressing the **NEXT** or **PREVIOUS** button.



Menu  
Paper Menu

If you press the **NEXT** button repeatedly, the second line of the display cycles through the main menus in the following order:

- Paper Menu
- Interface Menu
- PS Menu
- PCL Menu
- System Menu
- Quality Menu
- Functions

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**NOTE:** Additional menus and submenus may appear in the printer menu system when other options are installed.

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The following figure shows the sequence of pushbuttons and display messages that would allow you to change the number of copies printed. This example illustrates the basic relationship between menus and submenus and demonstrates how the **NEXT**, **PREVIOUS**, **SELECT**, and **RETURN** buttons help you to navigate through the menus.

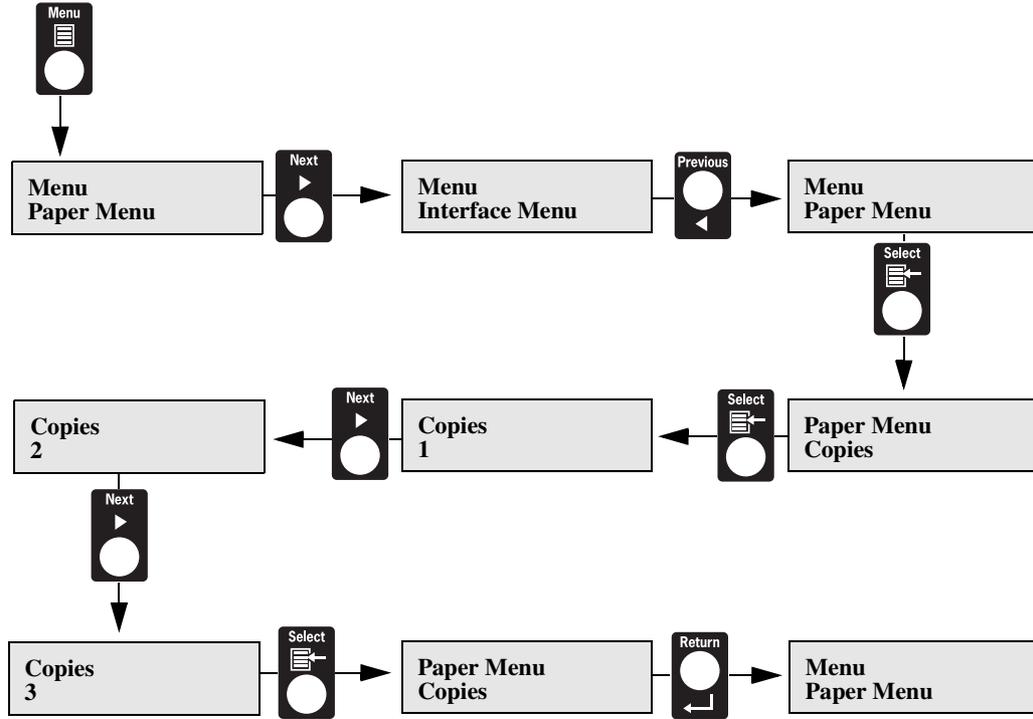


Figure 1-2: Navigating the Paper Menu.

1. Press the **MENU** button on the control panel.
2. Press the **NEXT** button until the text “**Paper Menu**” is shown on the second line of the display.
3. Press the **SELECT** button to enter the paper menu.
4. Press the **NEXT** button until the text “**Copies**” is shown on the second line of the display.
5. Press the **SELECT** button to enter the copies submenu.
6. Press the **NEXT** or **PREVIOUS** button to increase or decrease the number of copies printed.
7. Press the **SELECT** button to save this setting.
8. Press the **START/STOP** button to exit the menu system.

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**NOTE:** Settings in your software application will override any settings in your printer driver.  
 Your printer driver settings will override any settings from the printer menu or printer front panel.

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## Menu Structure

**NOTE:** Settings in your software application will override any settings in your printer driver.  
Your printer driver settings will override any settings from the printer menu or printer front panel.

The following figure shows the structure of the control panel main menus and submenus. For more specific information about using and navigating the printer menu system, see the User Guide provided on the CD-ROM.



**Figure 1-3: Printer Menu Structure.**

**NOTE:** Additional menus and submenus may appear in the printer menu system when other options are installed.



# Chapter 3

## Troubleshooting

### In this Chapter . . .

- “Power On Problems” on page 3-2
- “Warning Messages and Error Messages” on page 3-3

## About this Chapter

This chapter provides procedures to identify and solve problems that may occur while you are setting up and installing the printer.

## Power On Problems

If you have problems turning on the printer, check the possible causes listed in the table below. If the printer will not start after checking these items, turn the printer off, disconnect the power cord from the AC outlet, and contact your dealer or an authorized service provider.

Description	Possible Cause	Action
<b>There is no power.</b>	The power switch is not set to [ I ] (on).	Check the power switch.
	The power cord is not properly plugged into an AC outlet or into the AC connector on the rear of the printer.	Set the power switch to [ O ] (off). Then, connect the power cord firmly to the AC connector and to the AC outlet.
	Voltage of the AC power is not correct.	Verify that the AC outlet is rated for the voltage of your printer.
	The fuse on the power cord is not functioning. (UK only)	Verify that the fuse on the power cord is intact. (UK only)
	The AC wall outlet is not functioning.	Verify that voltage is present at the AC wall outlet by connecting another electrical device to the outlet. If power does not flow to the other device, check the AC wall outlet circuit breakers for a tripped breaker.
	There is interference from other electrical devices on the same circuit.	Unplug all electrical devices from the AC wall outlet circuit, and then reconnect only the printer. Turn printer power on.
	Thermal sensors may have shut down the printer.	Turn the printer off. Wait 20 minutes. Then, turn the printer back on.
<b>Power is frequently interrupted.</b>	The printer is malfunctioning.	Turn the printer off. Disconnect the power cord from the AC outlet. Contact your dealer or an authorized service provider.

## Warning Messages and Error Messages

The control panel display shows both warning message and error messages.

Warning messages use only the second line of the display and indicate conditions that do not prevent the printer from operating. For example, if Tray 1 is out of paper but the printer is currently drawing paper from Tray 2, a warning message will appear on the second line of the display indicating that Tray 1 is out of paper—but the printer will continue to operate, drawing paper from Tray 2.

Error messages use both lines of the display and indicate conditions that prevent the printer from operating. The first line of an error message contains the error code and type of error, while the second line of the display contains information about the action required to recover from the error.

When the control panel displays a warning or error message, refer to the following tables and complete the actions recommended for the specific message that is shown.

### Warning Messages

The following table lists warning messages, possible causes, and the actions required to correct each cause.

Warning Message Line 2 of display	Possible Cause	Action
Paper Out Tray 1	There is no paper in Tray 1.	Add paper to the tray.
Paper Out Tray 2	There is no paper in Tray 2.	Add paper to the tray.
Paper Out Tray 3	There is no paper in Tray 3.	Add paper to the tray.
Output Tray Full	The output tray is full.	Remove paper from the tray.
Offset Tray Full	The offset output tray is full.	Remove paper from the tray.
Toner Low	The toner is low.	Replace the print cartridge soon.
Maintenance Req	Maintenance is required.	Call service.

## Error Messages

The table below lists error messages, the possible causes of each error, and the actions required to recover from each error.

Error Message Line 1	Error Message Line 2	Possible Cause	Action
<b>E2 JAM MISFEED E3 JAM FUSER E4 EXIT JAM E6 JAM OFF. TRAY E7 JAM DUPLEX</b>	Remove Paper	There is a paper jam inside the printer.	Remove the jammed paper from the indicated location. See the online <b>User Guide</b> (on the CD-ROM) for information about removing paper jams.
<b>E5 COVER OPEN</b>	Close Top Cover	The top cover is open.	Close the top or rear cover.
<b>E5 COVER OPEN</b>	Close Rear Cover	The rear cover is open.	Close the offset tray cover.
<b>J3 TONER CART.</b>	Install/Reset	The print cartridge is not installed, or an incorrect cartridge is installed.	Install the correct print cartridge according to the specifications.
<b>TRAY 1 MISSING</b>	Insert Tray	Tray 1 is not in the printer.	Insert the tray.
<b>TRAY 2 MISSING</b>	Insert Tray	Tray 2 is not in the optional feeder.	Insert the tray.
<b>TRAY 3 MISSING</b>	Insert Tray	Tray 3 is not in the optional feeder.	Insert the tray.
<b>LOAD PAPER TRAY1</b>	Paper Size/Paper Type	Tray 1 is empty.	Load paper into the tray.
<b>LOAD PAPER TRAY2</b>	Paper Size/Paper Type	Tray 2 is empty.	Load paper into the tray.
<b>LOAD PAPER TRAY3</b>	Paper Size/Paper Type	Tray 3 is empty.	Load paper into the tray.
<b>LOAD PAPER FRONT</b>	Paper Size/Paper Type	The front tray is empty.	Load paper into the tray.
<b>PAPER SIZE ERROR</b>	Paper Size/Press Start	The paper size is not supported by the printer.	Check paper size specifications and load paper that meets specifications.
<b>OUTPUT TRAY FULL</b>	Remove Paper	The output tray is full.	Remove paper from the tray.
<b>OFFSET TRAY FULL</b>	Remove Paper	The offset output tray is full.	Remove paper from the tray.

**6** | Oki B6100 Installation Guide  
**Warning Messages and Error Messages**

<b>Error Message Line 1</b>	<b>Error Message Line 2</b>	<b>Possible Cause</b>	<b>Action</b>
<b>U2 ROS FAILURE</b>	Call Service	The ROS has failed.	Turn the printer off, then turn it on. If the problem recurs, contact an authorized service provider.
<b>U4 FUSER FAILURE</b>	Call Service	The fuser has failed.	
<b>ENV UNIT FAILURE</b>	Chk Feeder	The envelope unit was removed or has failed.	
<b>OFFSET TRAY FAIL</b>	Call Service	The offset tray was removed or has failed.	
<b>OPTION TRAY FAIL</b>	Call Service	One of the optional trays has failed.	
<b>DUPLEX FAILURE</b>	Call Service	The duplexer was removed or has failed.	
<b>MAIN MOTOR FAIL</b>	Call Service	The main motor has failed.	
<b>ENGINE NV FAIL</b>	Call Service	The engine has failed.	
<b>FAN FAILURE</b>	Call Service	The fan has failed.	
<b>MAINTENANCE REQ</b>	Press Start	The printer needs maintenance.	Press the START button.



## Customer Support and Part Numbers

### In this Chapter . . .

- “About this Chapter” on page A-2
- “Oki Data on the Internet” on page A-2
- “Service and Support” on page A-3
- “Service Centers” on page A-4
- “Oki Data Contact Locations” on page A-5
- “Oki Part Numbers” on page A-6

## About this Chapter

This chapter discusses sources of help, information and technical support.

## Oki Data on the Internet

### [www.okidata.com](http://www.okidata.com)

*Your Gateway to OKI Products and Services*

[www.okidata.com](http://www.okidata.com) is Oki Data's web site. It provides general information about all of the OKI products and services available to you.

You can use our web site to

- get Web-based support for all OKI products: 24 hours a day, 7 days a week—no waiting!
- download the printer drivers you need.
- read about other customers and how they use OKI products to improve their productivity and enhance their documentation.
- use the Dealer Locator to find a dealer location close to you.
- find out about Oki Data's special promotional offers and breaking news.
- and more . . .

### [my.okidata.com](http://my.okidata.com)

*Your Personal Solutions Center*

[my.okidata.com](http://my.okidata.com) is a powerful area of Oki Data's web site designed to help you personalize the information and service you get from Oki Data.

When you register for [my.okidata.com](http://my.okidata.com), you

- personalize the web-based support for the OKI products you own: 24 hours a day, 7 days a week—no waiting!
- automatically register your product.
- access on-line versions of your product documentation (manuals) and support information.
- control your contact, profile, and preference information.
- receive automatic notification of new printer drivers, key updates, and support information.
- track your e-mail support history.
- and more . . .

## Service and Support

### United States and Canada

Oki Data is firmly committed to the satisfaction of our customers. If you have a problem that your customer documentation cannot solve, contact the listed sources for service or support.

#### *Sales and Service Dealers: United States and Canada*

Consult the store location where you purchased your machine, or contact Oki Data for the location of the nearest Authorized Oki Data Service Dealer.

- Prices and minimum charges may vary.
- Proof of purchase is required for warranty work. Be sure to retain your purchase documents.

### Telephone Support: United States and Canada

#### *Oki Data Customer Information System*

##### *Automated Attendant*

1-800-654-3282 (1-800-OKI-DATA)

Toll Free in the U.S. and Canada

For quick answers to commonly-asked questions, the Automated Attendant is available 24 hours a day, 7 days a week. The system can provide immediate assistance with:

- Basic operating procedures
- Sales and service referrals
- Parts and consumable referrals
- Product information

#### *Customer Support Professionals*

1-800-654-3282 (1-800-OKI-DATA)

Toll Free in the U.S. and Canada

Customer Support Professionals are available 24 hours a day, 7 days a week. Please be sure that you are calling from a telephone close to your machine so you can describe your problem accurately.

Our Customer Support Professionals are trained on all current OKI products. They can answer your questions regarding:

- Locations of sales and service dealers
- Installation of your machine
- Usage/normal maintenance of your machine
- Error message interpretation/solutions
- Parts and supplies identification
- Consumer relations

## Service Centers

### Authorized Service Providers

Oki Data has over 2,000 local Authorized Service Providers in North and South America.

For the most comprehensive, up-to-date listing of Oki Data authorized Service Centers:

- Consult our web site at [www.okidata.com](http://www.okidata.com)
- In the U.S. and Canada, call 1-800-654-3282 (1-800-OKI-DATA)
- In Latin America, contact the Latin America Service Coordinator at Oki Data's Corporate Headquarters at 856-222-5276 (Spanish only).

## Oki Data Contact Locations

### United States

Oki Data Americas, Inc.  
2020 Bishops Gate Blvd.  
Mt. Laurel, NJ 08054  
USA  
Phone: 1-800-654-3282 (USA and Canada only)  
Fax: 1-856-222-5247

### Canada

Oki Data Americas, Inc.  
2735 Matheson Blvd. East, Unit 1  
Mississauga, Ontario L4W 4M8  
Canada  
Phone: 1-800-654-3282 (USA and Canada only)  
Fax: 1-905-238-4421

### Mexico

Oki Data de Mexico, S.A. de C.V.  
Mariano Escobedo No. 748-8 Piso  
Col. Anzures, e.p. 11590  
Mexico, DF  
Phone: 52-55-5263-8780  
Fax: 52-55-5263-8785

### Brazil

Oki Data do Brasil, Ltda.  
Rua Alexandre Dumas, 2220 - 80 andar  
Chacara Santo Antonio  
04717-004 São Paulo, SP Brazil  
Phone: (5511) 3444-3500  
Fax: (5511) 3444-3501  
Support Center: 0800-11-55-77  
e-mail: okidata@okidata.com.br

## Oki Part Numbers

The following tables list Oki part numbers for the Oki B6100 printer, options, and consumables.

### Printers

Oki Part Number	Description
62419101	110V B6100 Laser Printer (North America)
62419102	220V B6100 Laser Printer (Europe)

### Consumables

Oki Part Number	Description
52113701	B6100 Print Cartridge

### Options

Oki Part Number	Description
70045201	OkiLAN 61E Network Interface Option Kit
70045301	B6100 550-Sheet Feeder w/Universal Paper Tray Option Kit
70045401	B6100 Envelope Feeder Option Kit
70045501	B6100 Duplex Option Kit
70045601	Hard Disk Drive Option Kit
70045701	B6100 500 Sheet Offset Catch Tray Option Kit
70045801	256MB RAM Memory Option Kit
70045901	RS-232C/422 Serial Option Kit

**NOTE:** The printer automatically recognizes an option after the option is installed. The printer driver does not. You must enable (activate) the option in the printer driver after the option is installed. The steps you will follow vary according to both your operating system and your installed printer driver. Here are the general steps you will follow.

- Select the driver you want to work with.
- Locate the printer properties section within the printer driver.
- Use the pulldown window to select the option.
- Activate the option.

