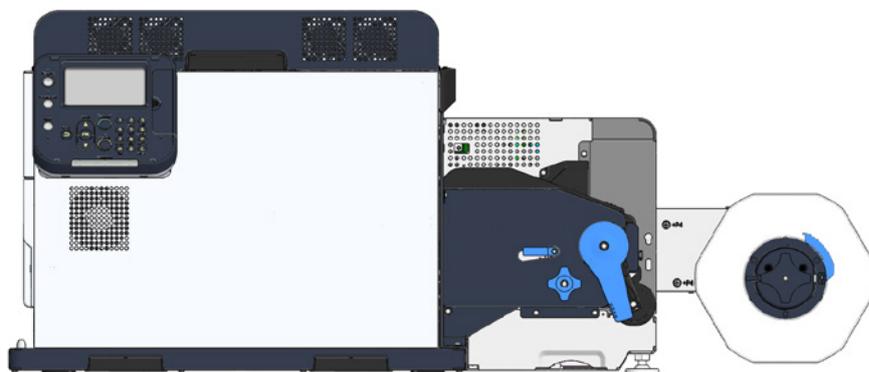


Pro1040/Pro1050

Maintenance Guide



● Manual Configuration

The following manuals are included with the product.

- Residual Risk

This manual describes the map of residual risks that require protective measures by users.

- Setup Guide

This manual describes how to connect the printer to a computer and set it up following installation.

- User's Guide

This manual describes details about product functions and operations.

- Maintenance Guide (This Manual)

This manual describes how to replace consumables, and how to clean and maintain the product.

The latest versions of the manuals can be downloaded at the website.

<https://www.oki.com/printing/>

● Reading the Manual

Symbols



Note

- These are cautions and restrictions for the correct operation of the device. Make sure to read to avoid misoperation.



Memo

- These are references and information that are useful when using the device. We recommend reading them.



Reference

- These are the reference pages. Read to learn detailed information and relevant information.

WARNING

- Mishandling due to ignoring this display may cause death or serious injury.

CAUTION

- Mishandling due to ignoring this display may cause personal injury.

Keys, Buttons, and Symbols

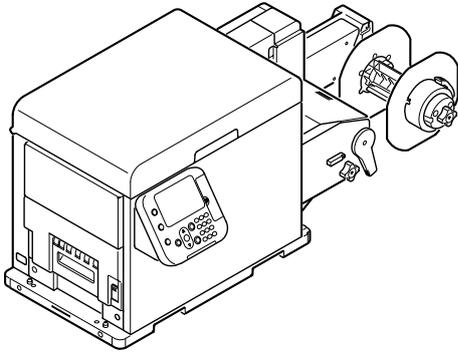
This chapter describes the following keys, buttons, and symbols.

Notation	Description
< > button/key	<ul style="list-style-type: none"> • Indicates hardware buttons and the numeric keypad on the control panel. E.g.: <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> → <OK> button </div> <div style="text-align: center;"> → <BACK> button </div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 10px;"> <div style="text-align: center;"> → <Fn> key </div> <div style="text-align: center;"> → <CLEAR> key </div> </div> <ul style="list-style-type: none"> • Indicates your PC keyboard.
[]	<ul style="list-style-type: none"> • Indicates menu names on the display screen. • Indicates menu, window, and dialog names on the computer.
" "	<ul style="list-style-type: none"> • Indicates messages and input text on the display screen. • Indicates file names and screen names on the computer. • Indicates reference titles.
>	Indicates how to get to the item you want in the menu of this printer or the computer.

Illustrations

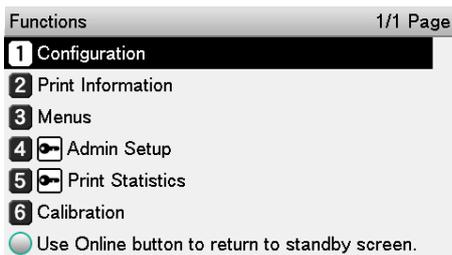
Unless otherwise specified, the printer illustrations used herein show the printer with the unwinder mounted.

Illustrations may differ from the actual product.



Screens

The images of the control panel and PC used herein are examples. The images may differ from actual products and screens.



Inscriptions

The following inscriptions are used in this manual.

- Microsoft® Windows® 10 64-bit Edition operating system → Windows 10 (64-bit version)
- Microsoft® Windows® 10 operating system → Windows 10

Unless otherwise specified, the examples in the manuals included with the printer show operation using Windows 10 and the Pro1050 printer.

Depending on the OS, model, and version you are using, descriptions in this manual may differ from what you actually encounter.

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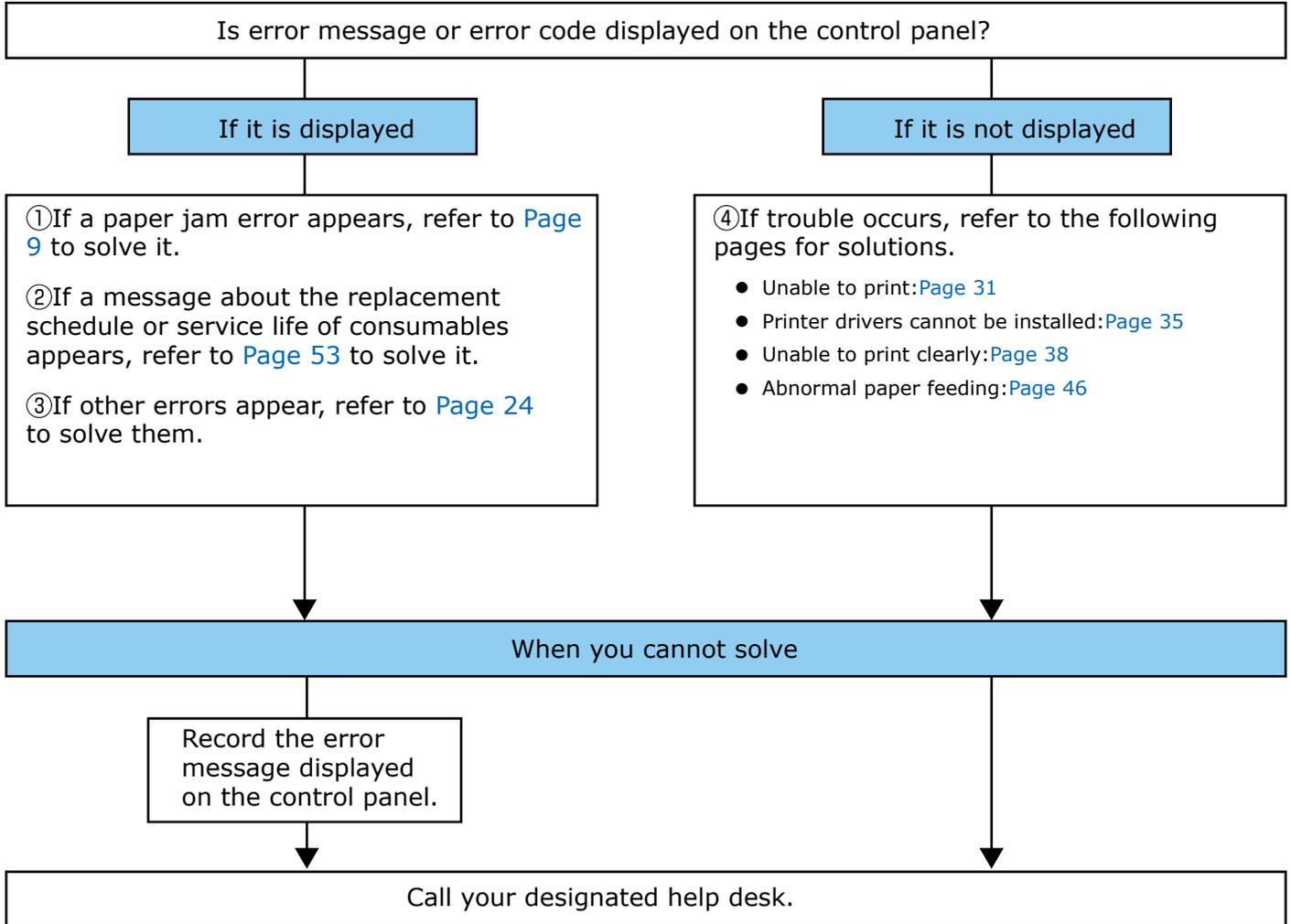
Troubleshooting

Troubleshooting Solutions Procedure	8
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● Troubleshooting Solutions Procedure

This chapter describes the procedure for solving problems that occur while using the printer.

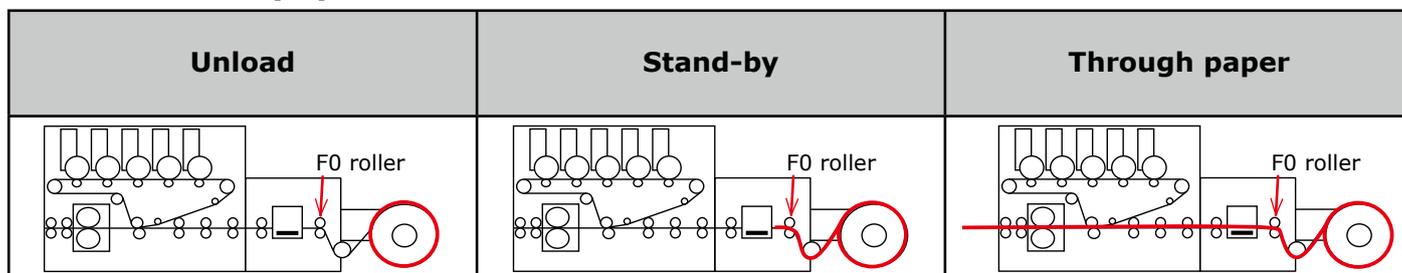
If you are unable to solve the problem with this procedure, contact the designated customer service center.



● Paper Jams

This section describes the procedure when paper is jammed inside the printer, when part of a piece of paper that is being removed is left inside the printer, or when paper is left inside the printer because an error occurred and caused printing to stop.

■ Condition of paper



Unload: Indicates that the paper is not set on the F0 roller on the unwinder.

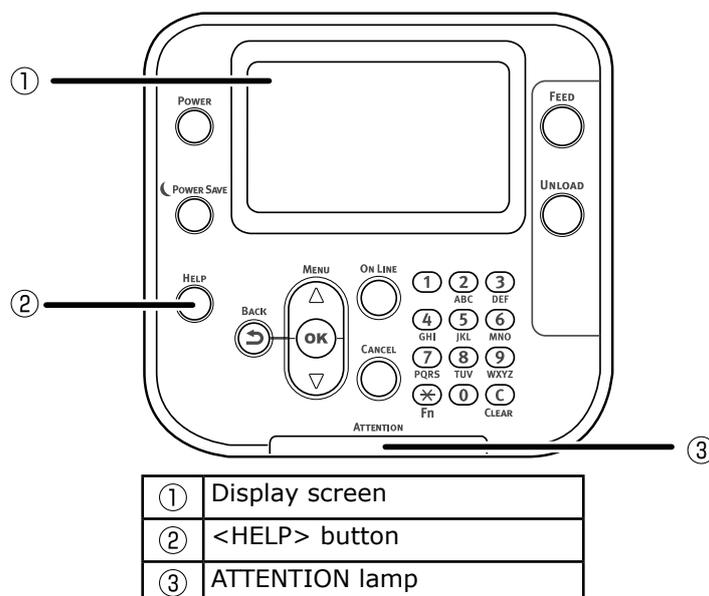
Stand-by: Indicates that paper is set on F0 roller on the unwinder.

Through paper: Indicates that paper is passing through the printer from the unwinder.

Checking Messages (if a paper jam occurs)

When paper is jammed inside the printer, or when paper is remaining inside the printer even after removing it, a message notifying paper jam will appear on the display screen of the control panel, and the ATTENTION lamp will blink. Or, when an error occurs causing printing to stop and leaves paper inside the printer, an error notification message appears on the display screen on the control panel, and the ATTENTION lamp blinks.

When "Please see HELP for details" is shown in the message, pressing the <HELP> button in the control panel will show the troubleshooting procedure, and you can easily solve the process according to the guidance. Refer to ["Operating the Help screen" \(P.11\)](#) for details.



The following table shows the messages. Check the message, and remove the jammed paper according to the procedure described in the reference.

Category	Message displayed on the display screen	Error code displayed after pressing the <HELP> button	Reference pages
Paper jam (When paper is jammed inside the printer)	Open Unwinder Cover Paper Jam Please see HELP for details	391	Page 12
	Open Top Cover Paper Jam Please see HELP for details	380 381	Page 12
	Check Fuser and Exit Unit Paper Jam Please see HELP for details	382	Page 12
	Remove Paper Printing Page Lost Please see HELP for details	389	Page 12
	Check Fuser Unit Paper Feed Jam Please see HELP for details	386	Page 12
Message does not disappear (When the message does not disappear even after removing the jammed paper)	Open Unwinder Cover Paper Remain Please see HELP for details	631	Page 12
	Open Top Cover Paper Remain Please see HELP for details	637 638	Page 12
	Check Fuser and Exit Unit Paper Remain Please see HELP for details	639	Page 12
When paper is left inside the printer because an error occurred and the printer stopped	Paper Detection Error [SENSOR_ERROR] Please see HELP for details	7381	Page 12
	Open Unwinder Cover Roll Paper End Please see HELP for details	7311	Page 12
	Change Paper in Unwinder Roll Paper End Please see HELP for details	7310	Page 12
	Check Installed Paper Mark Detection Error Please see HELP for details	7306	Page 12
	Paper Feed Error Please see HELP for details	7319 7372	Page 12
	Check Paper Roll Paper Slack Winding Error Please see HELP for details	7314	Page 12
	Check Paper Roll Paper Set Sensor Error Please see HELP for details	7315	Page 12

**Note**

- Error code 389 may appear when there is no paper left inside. If it appears when there is no paper jam, open and close the top cover to clear it. If error code 389 appears many times, or if it does not clear, contact your designated customer service center.

■ Operating the Help screen

Pressing the <HELP> button in the control panel will display the solution method. You can easily remove the paper according to the guidance.

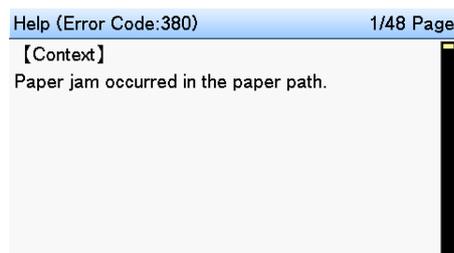
Example) When paper is jammed inside the printer

The following message will appear on the display screen, and the ATTENTION lamp will blink.



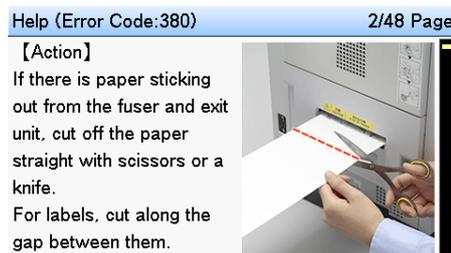
1 Press the <HELP> button.

The error code will appear and the condition of paper jam will be displayed.



2 Press the scroll button ▼.

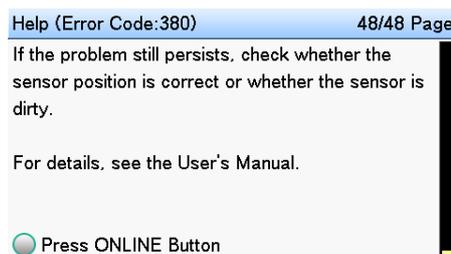
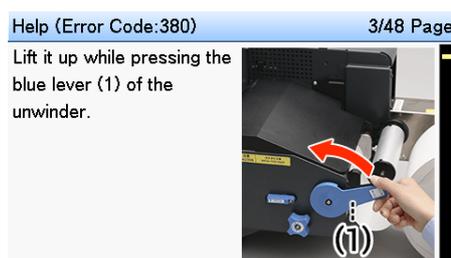
The next page will appear, and solution procedure for paper jam will be displayed.



Memo

- Press the scroll button ▲ to return to the previous page.

3 Scroll the pages of the Help screen with the scroll button ▼, and remove the paper according to the solution procedure for the paper jam displayed on the screen.



Removing the jammed paper will return the display to the Standby screen and the remaining printing will start.

Removing Jammed Paper

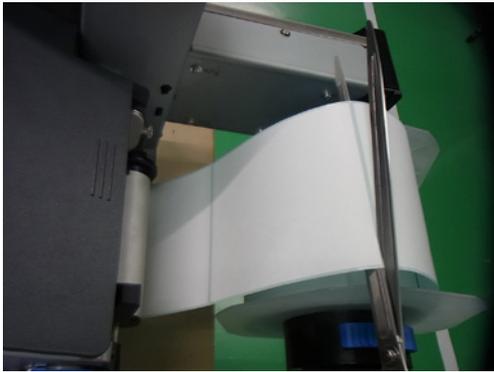
■ **Error codes: 380, 381, 382, 386, 389, 391, 631, 637, 638, 639, 7381, 7310, 7306, 7319, 7372, 7311, 7314, 7315**



Memo

- Refer to the "Setup Guide" regarding the names and functions of parts.

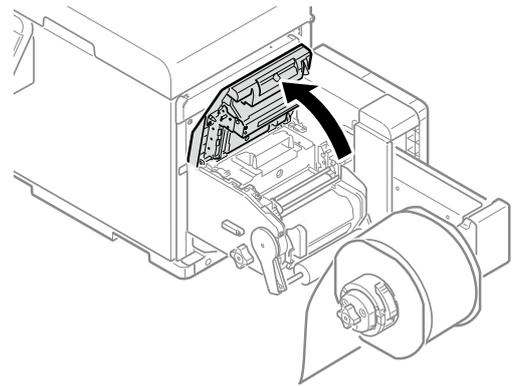
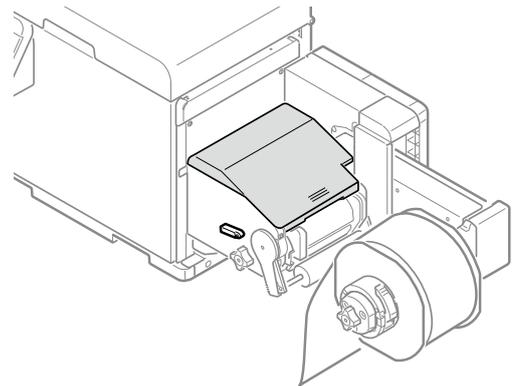
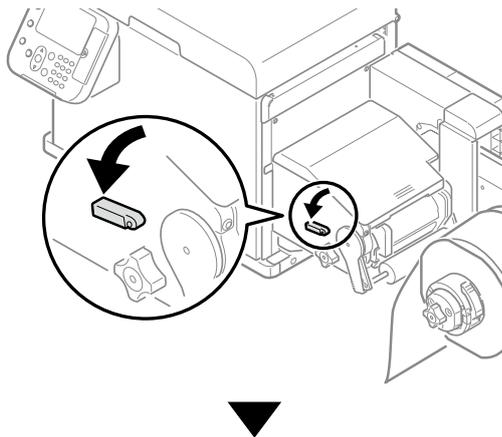
1 Use scissors to cut the jammed paper.



Note

- For labels, cut in the space between labels.
- If the paper is passing through the printer from the unwinder, cut it on the output side too.

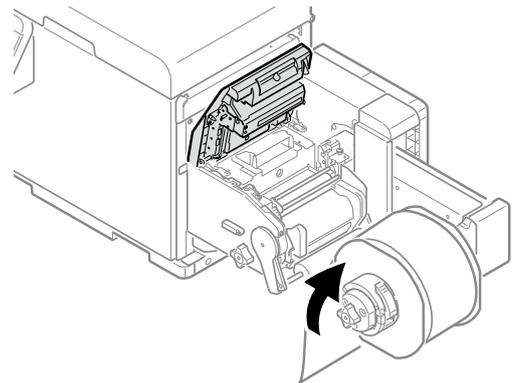
2 Lower the unwinder cover open lever to open the unwinder cover.



Note

- Securely open the unwinder cover so it does not close.

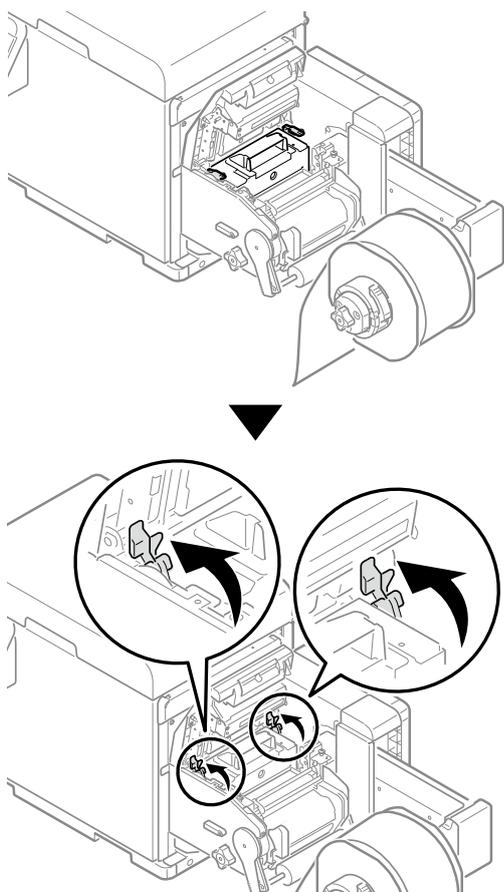
3 Turn the roll paper holder in the direction of the arrow to wind up the roll paper.



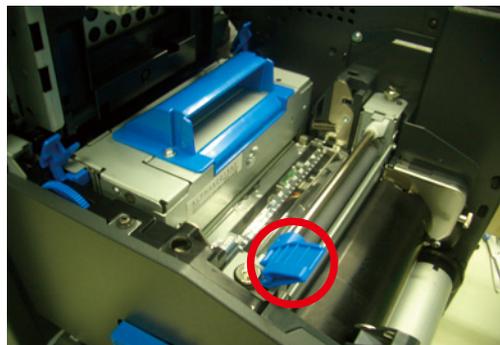
Note

- The arrow in the diagram indicates the winding direction for outside winding specifications. If you are using inside winding specifications, wind in the direction opposite to the arrow in the diagram.

- 4** Raise the cutter unit lock levers at both ends of the cutter unit.

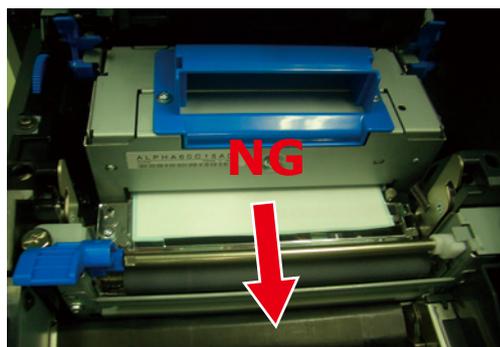


- 5** Raise the F0 roller release lever.

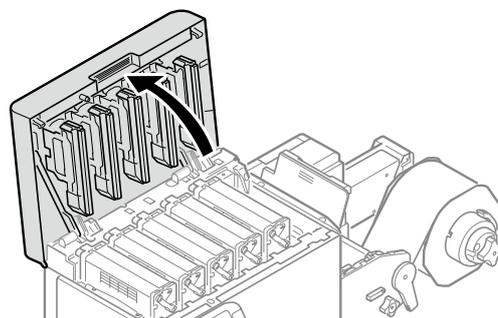


Note

- If any paper is left in the printer, do not forcefully remove it.

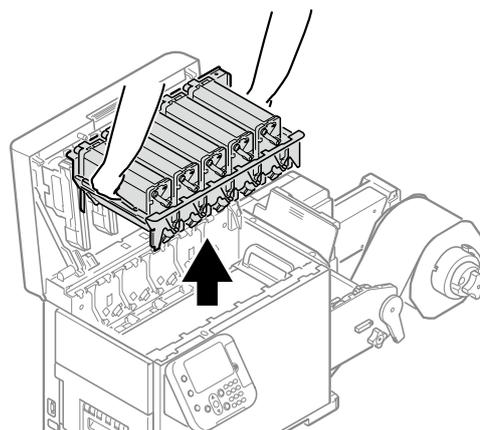


- 6** Remove wrist watch, bracelet, etc.
7 Grasp the top cover open lever and open the top cover.

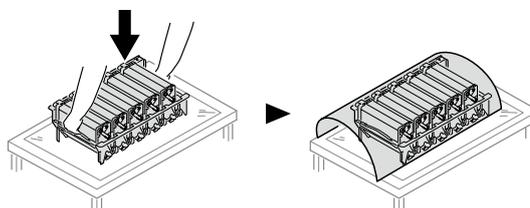


- 8** Prepare some newspaper or something to spread on a flat surface on which to place the print cartridge set, as well as some paper so it is not exposed to light.

- 9** Remove the print cartridge set.

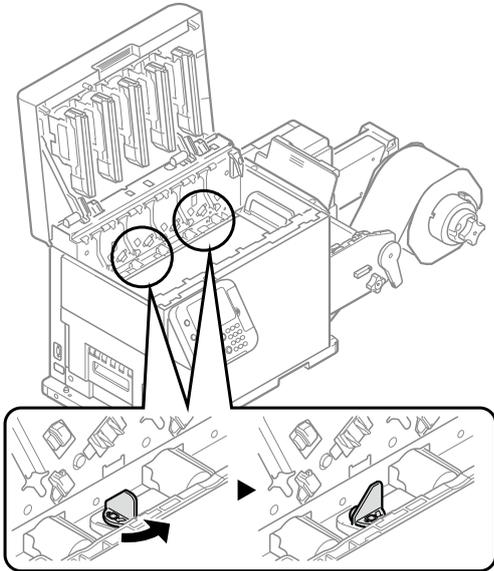
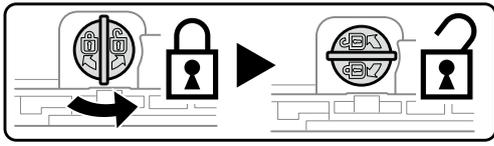


- 10** Place the removed print cartridge, and cover it with paper so it is not exposed to light.



- 11** Prepare some newspaper or something to spread on a flat surface on which to place the belt unit.

12 Turn the two belt locking keys counterclockwise to release the lock.



Note

- Be careful not to touch the nearby terminals while turning the belt locking key.

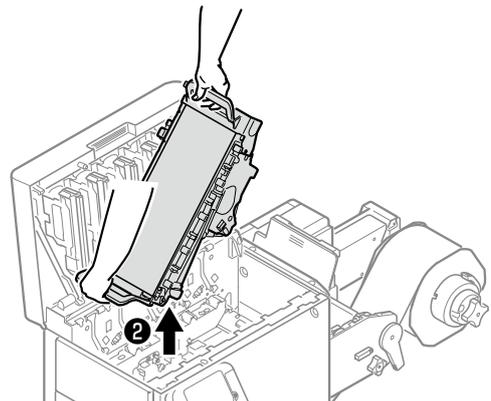
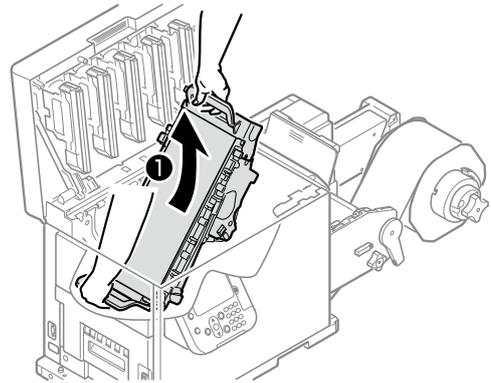
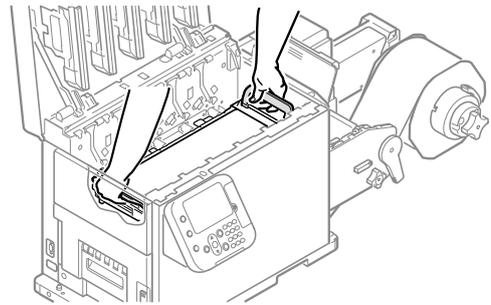
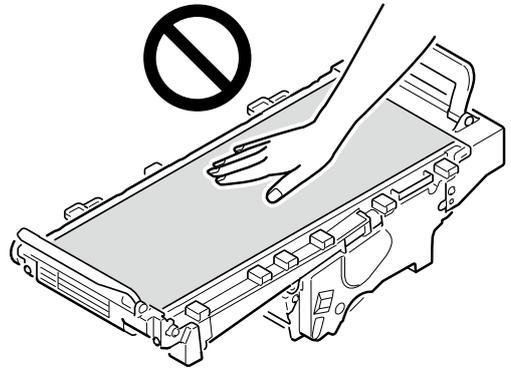


13 Hold the belt unit handles (blue) on the left and right, and remove the belt unit at an angle.



Note

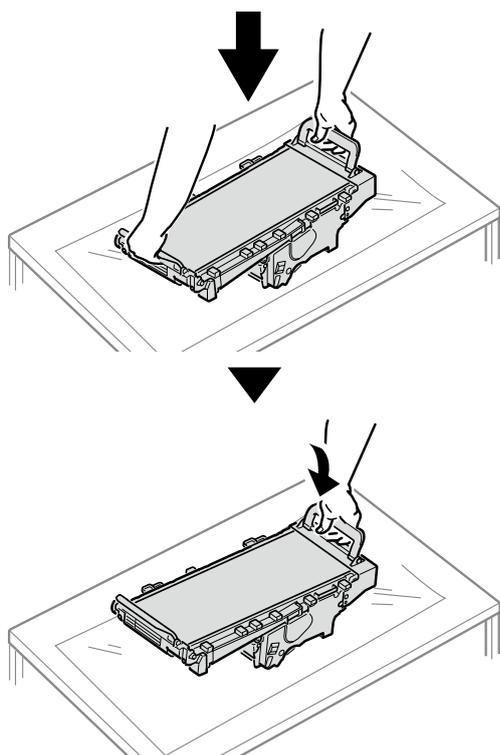
- Do not touch the belt surface or damage the belt.



Note

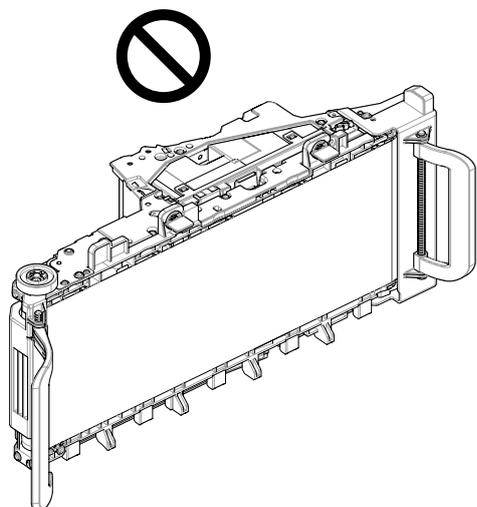
- Be careful not to spill waste toner while removing the belt unit.
- Be careful to not pinch your hands or fingers between the handle and the machine while removing the belt unit.
- When removing the belt unit, do not tilt it further than is needed to remove it.

14 Place the removed belt unit levelly.

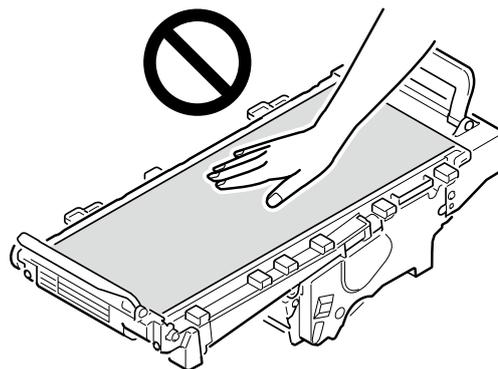


Note

- Place the belt unit on a flat surface, as shown in the diagram above. Do not stand it on its side.



- Do not touch the belt surface or damage the belt.

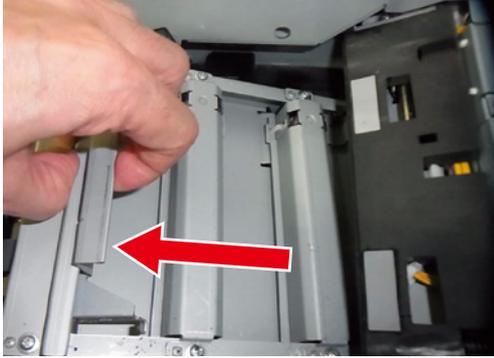


15 Pull up the paper guide release lever.

Paper guide release lever

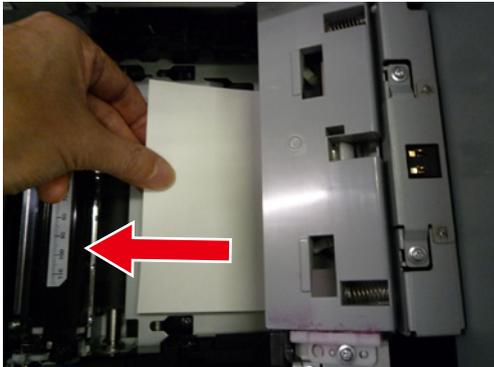


16 While the paper guide release lever is lifted, slide the paper guide in the direction of the arrow to remove it.

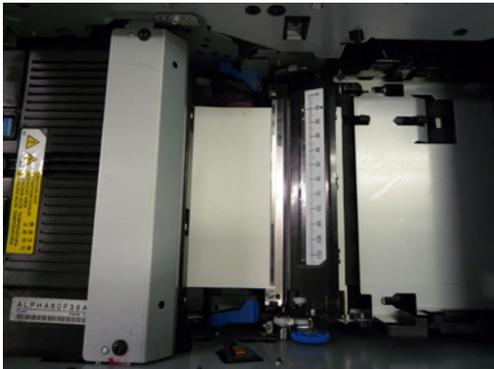


Note

- If any paper is jammed, pull it out in the direction of the arrow.

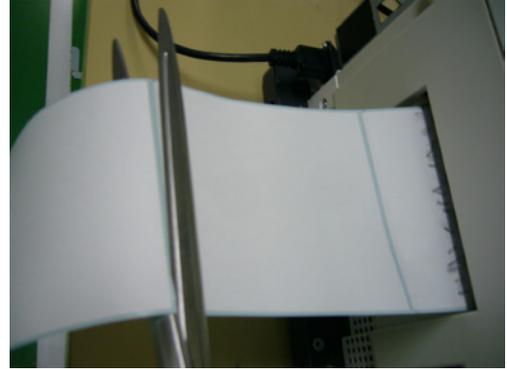


- There may be some unfused toner on the paper.



- Be careful, the fuser and exit unit is very hot immediately after printing.

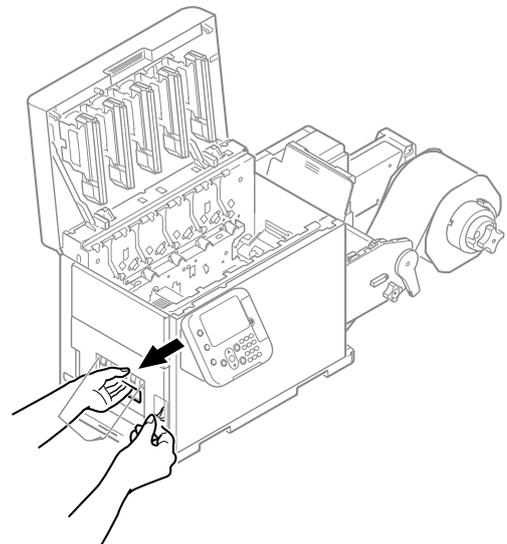
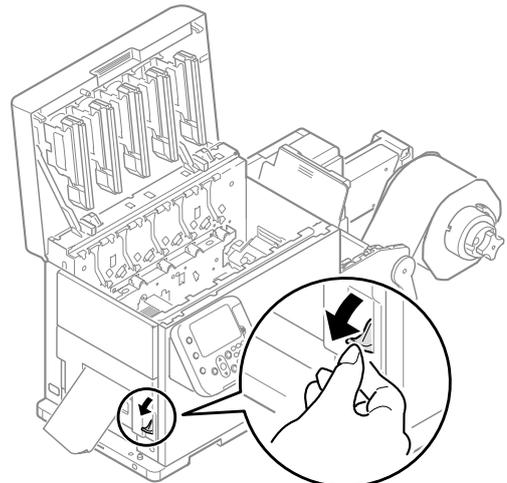
17 If paper is being output from the printer, use scissors to cut it between two labels.

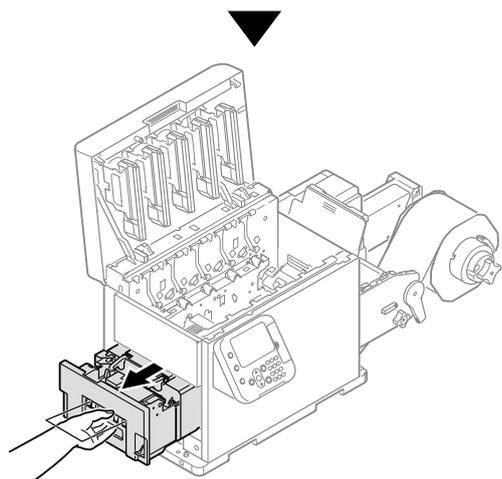


18 While pulling the fuser and exit unit locking lever towards you, pull out the fuser and exit unit.

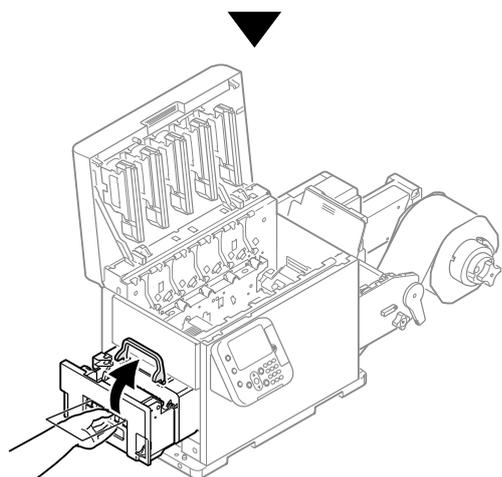
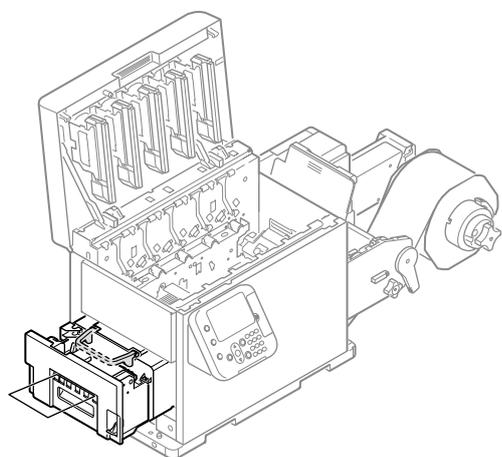
Note

- Be careful, the fuser and exit unit is very hot immediately after printing.

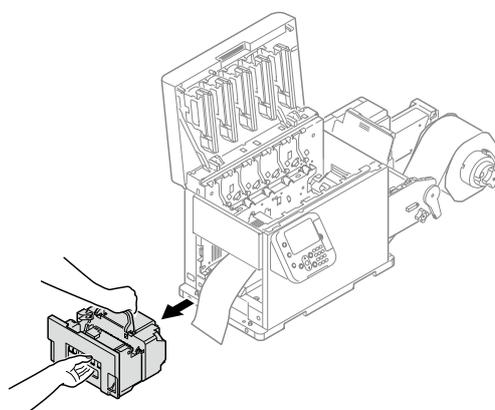
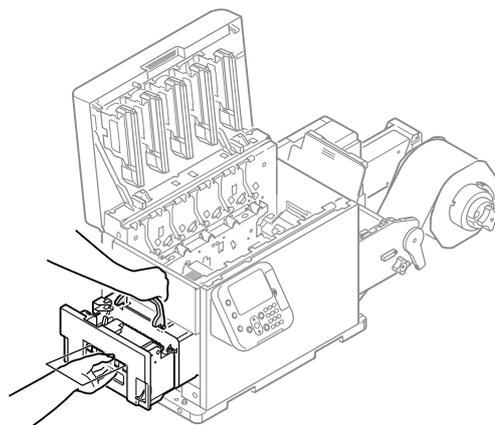




19 While supporting the fuser and exit unit with one hand, lift up the fuser and exit unit handle.



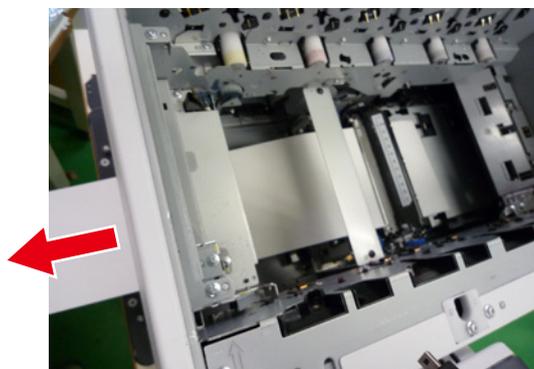
20 Hold the fuser and exit unit with both hands and remove it to a level spot.



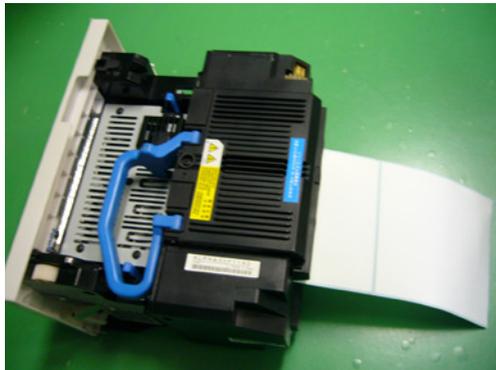
Note

- Be careful, the fuser and exit unit is very hot immediately after printing.

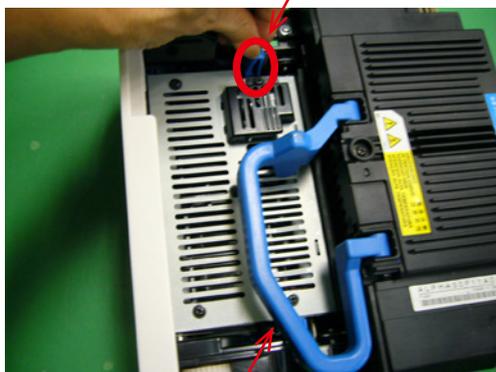
21 If there is any paper left in the machine, slowly pull the paper straight out so it does not overlap.



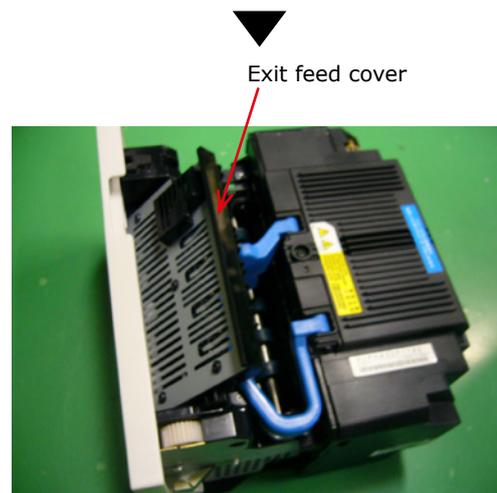
22 Lower the release lever of the fuser and exit unit, open the exit feed cover and put the fuser and exit unit handle below the exit feed cover.



▼
Release lever (blue)

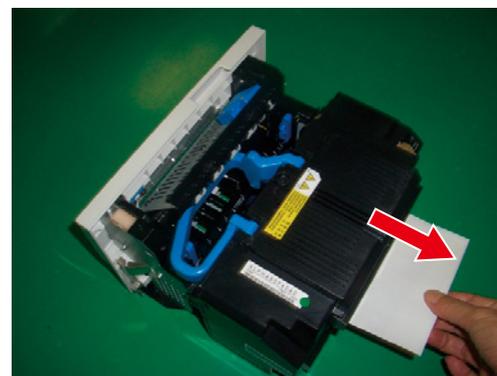


Fuser and exit unit handle (blue)



Exit feed cover

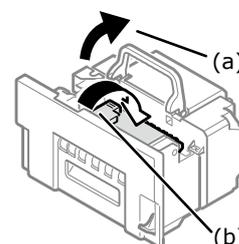
23 Slowly pull out the paper that is left in the fuser and exit unit in the direction of the arrow.



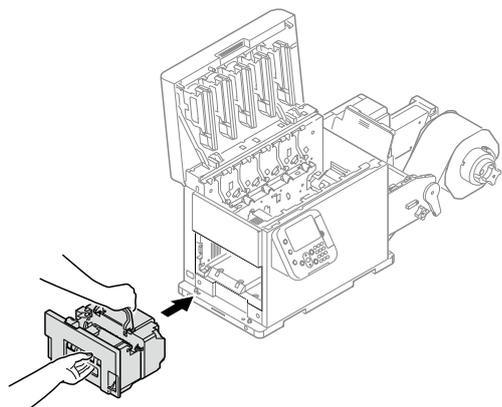
Note

- Slowly pull the paper straight out so it does not overlap.

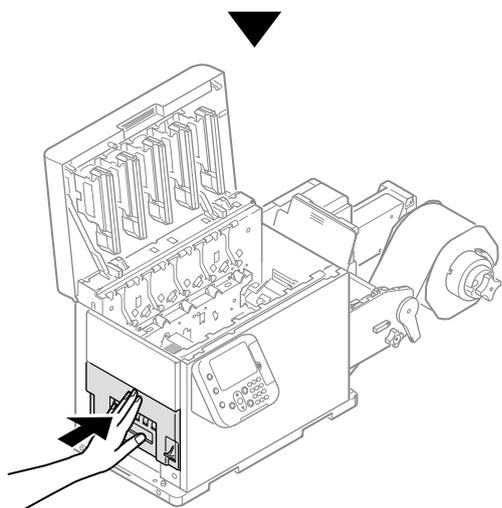
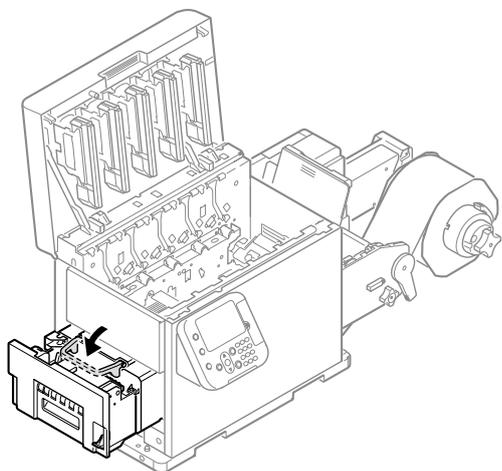
24 Raise up the fuser and exit unit handle (arrow a), and close the exit feed cover (arrow b).



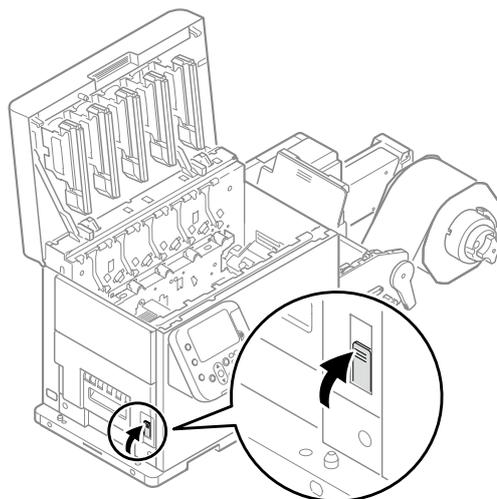
25 Lift the fuser and exit unit with both hands and put it into the printer.



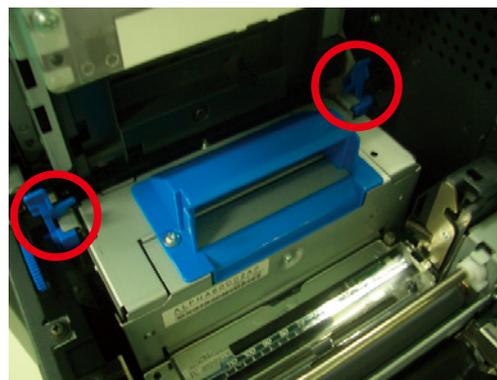
26 Push down the fuser and exit unit handle, and firmly push it inside.



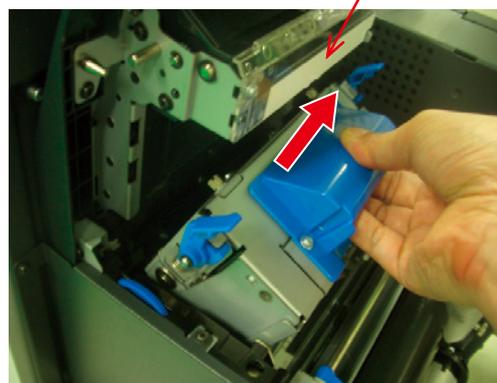
27 Lift up the fuser and exit unit locking lever.



28 Confirm that the blue levers in the unwinder are raised, and then remove the cutter unit.



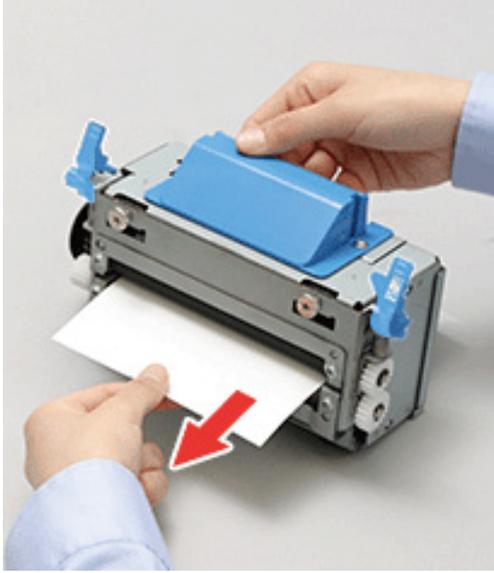
Sensor cover (upper)



Note

- Be careful that the cutter unit does not hit the sensor cover (upper) when removing it.

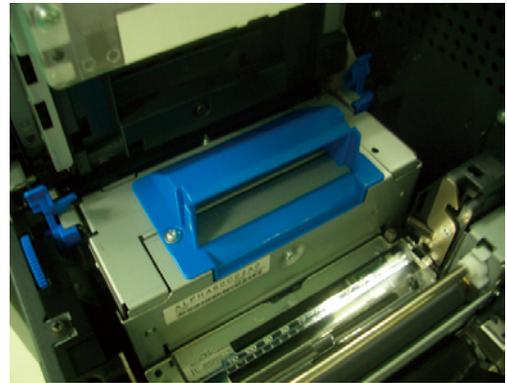
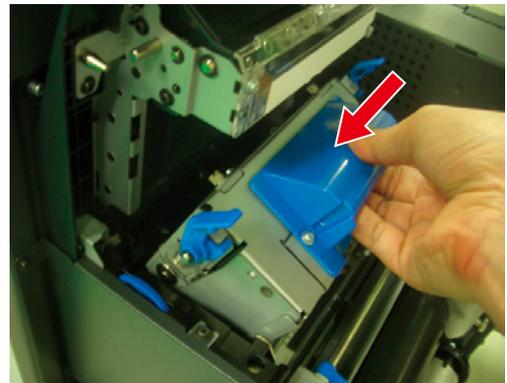
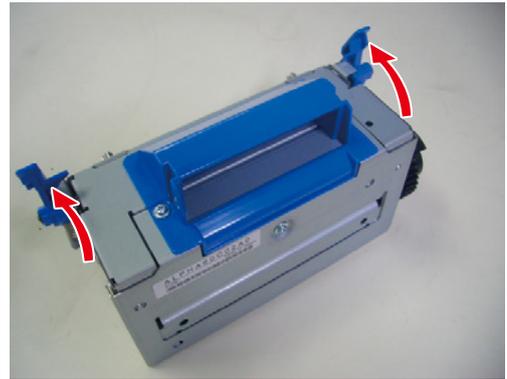
29 Check for any paper or paper dust that has accumulated in the cutter unit, and remove any that has accumulated.



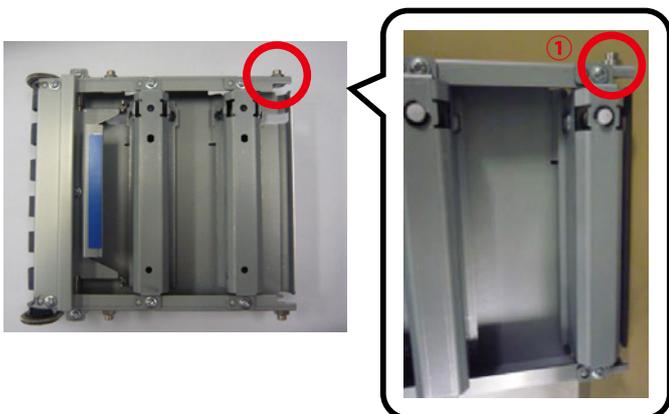
30 Remove any paper that is left in the paper feed path in the unwinder.



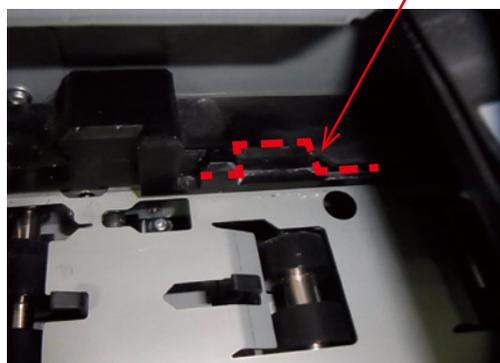
31 Raise the blue lever and install the cutter unit.



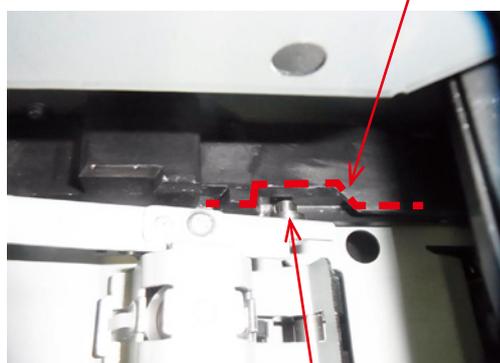
32 Align the positions of the paper guide's edge (①) and the guide notch on the printer.



Guide notch



Guide notch

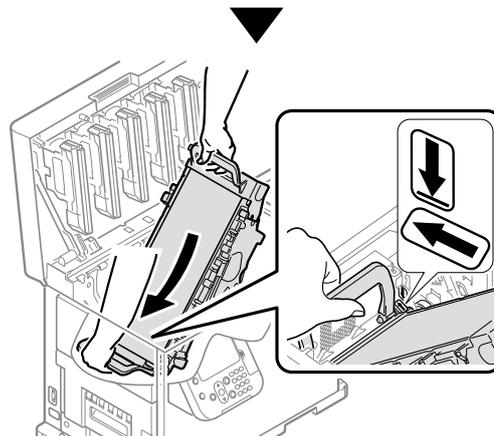
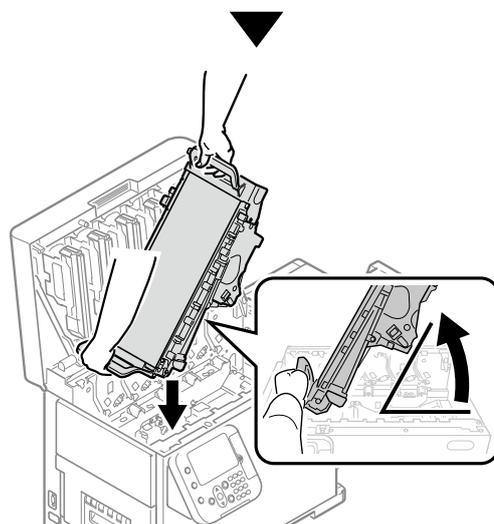
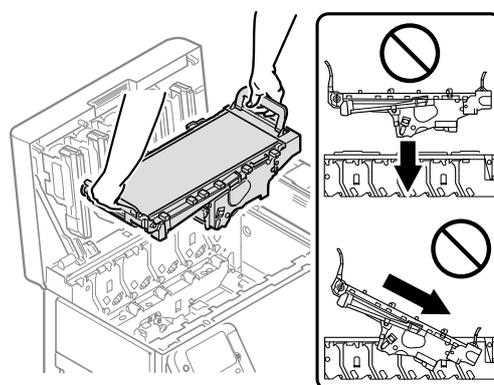


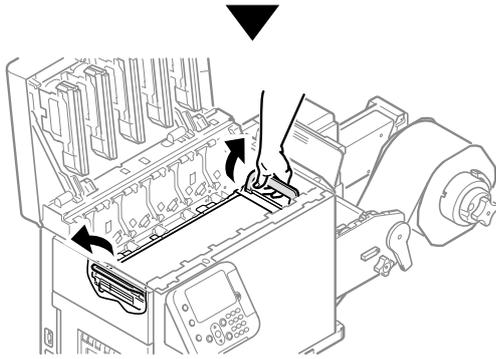
Paper guide's edge (①)

33 Firmly push the paper guide all the way in the direction of the arrow, and then push on the A position to lock it.



34 Tilt the belt unit and align the arrow labels (red) on the belt unit and printer to position it, and then open the belt unit handles (blue) on the left and right.

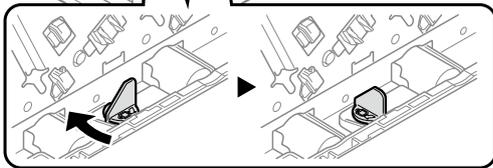
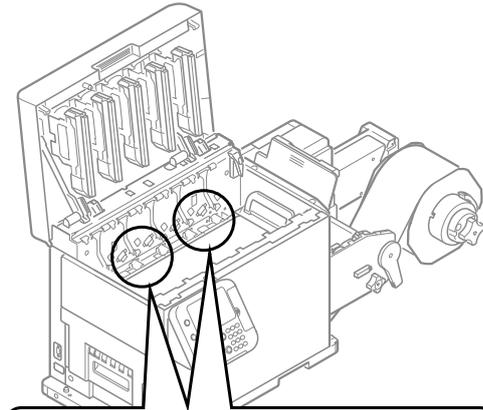
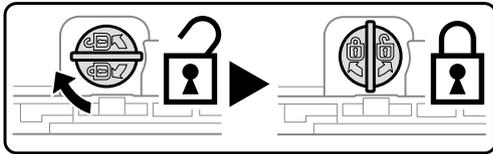




Note

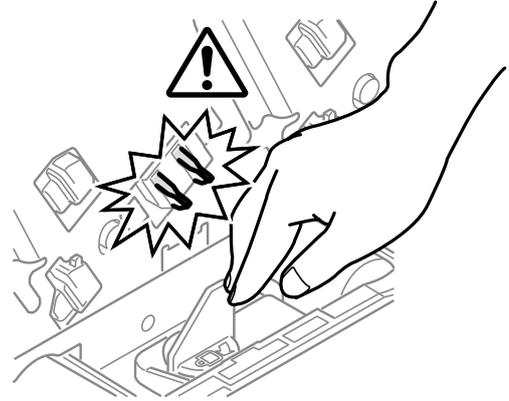
- Be careful to not pinch your hands or fingers between the handle and the machine while installing the belt unit.

35 Turn the two belt locking keys clockwise to lock it.

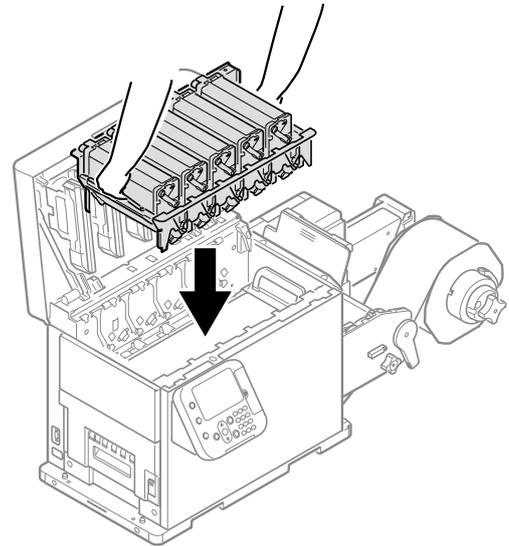


Note

- Be careful not to touch the nearby terminals while turning the belt locking key.



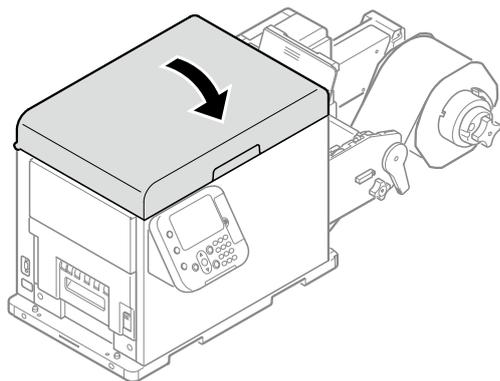
36 Put the print cartridge set back into the printer.



Note

- There is a risk of pinching your fingers or hands when repositioning the print cartridge set. Hold the handle parts of the basket for this operation.

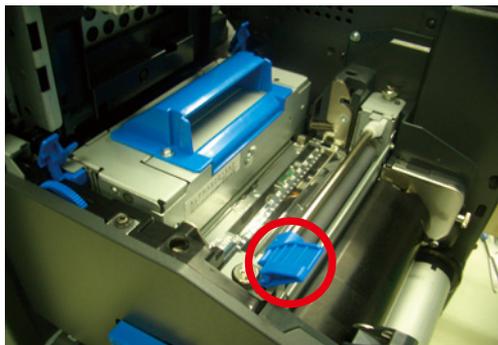
37 Close the top cover.



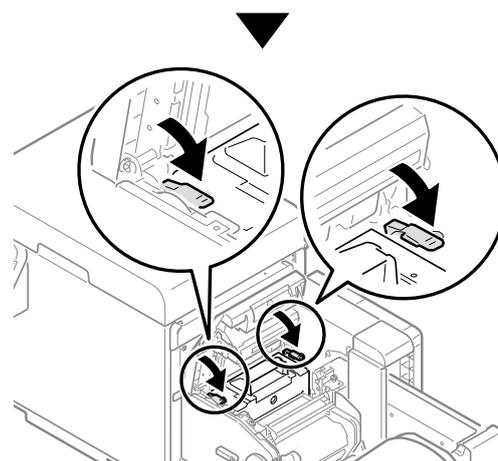
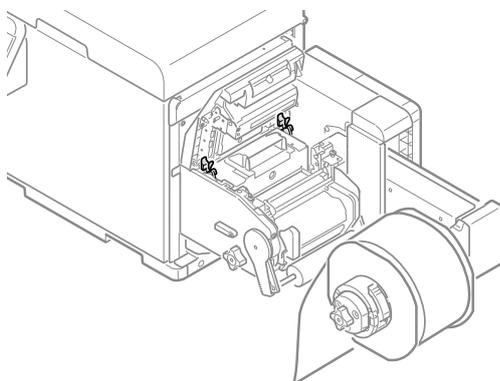
! Note

- When closing the top cover, there is a risk of pinching your fingers or hands in the top cover or the top cover's support. Press on the top of the top cover to close it.
- There is a risk of pinching your fingers or hands if you hold the LED head while closing the top cover. Press on the top of the top cover to close it.

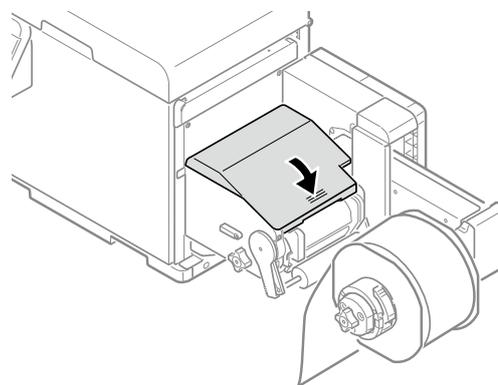
38 Lower the F0 roller release lever.



39 Lower the cutter unit lock levers at both ends of the cutter unit.



40 Close the unwinder cover.



! Note

- There is a risk of pinching your fingers or hands while closing the unwinder cover. Press on the top of the unwinder cover to close it.

■ When paper jam occurs frequently

Check the following when paper jam occurs very frequently.

- Do the paper settings match the paper you are using? ("User's Guide" > "Paper Settings")
- Are the paper feeding components dirty? ("[Cleaning the Inside of the Printer](#)" (P.79))
- Is the roll paper guide set correctly?
- Are you using paper that is compatible with the printer?
- Are there any fragments of paper remaining inside the printer?
- Is there glue on it?
- Are the sensor positions abnormal? ("User's Guide" > "Calibrating the Sensor")
- Has the sensor been calibrated for the paper you are using? ("User's Guide" > "Calibrating the Sensor")

● If Messages about Paper Are Displayed

When paper type/size set in the unwinder differs from the printer driver specification, messages, such as "Change paper", will appear, and the ATTENTION lamp will blink.

Messages related to paper and error codes, cause of errors and their resolutions, and status of the ATTENTION lamp is described below.

Besides, when "Please see HELP for details" is shown in the message, pressing the <HELP> button in the control panel will show the solution procedure, and you can easily solve the process according to the guidance. Please refer to "[Operating the Help screen](#)" (P.11) for details.

Category	Message displayed on the display screen	Error code	ATTENTION lamp	Causes and Troubleshooting
Change paper	Change paper in Unwinder Press UNLOAD or OK Button Please see HELP for details	461	Blinking	The paper settings for the unwinder are different from the print driver specifications. To cancel printing, press the <CANCEL> button. If multiple errors occur, you may not be able to cancel printing. Press the <HELP> button, and solve according to the guidance shown on the Help screen.
Empty	Install paper in Unwinder Please see HELP for details	491	Blinking	No paper is loaded. Load paper that is the size displayed. To cancel printing, press the <CANCEL> button. If multiple errors occur, you may not be able to cancel printing. Press the <HELP> button, and solve according to the guidance shown on the Help screen.
	Open Unwinder Cover Roll Paper End Please see HELP for details	7311	Blinking	Paper has run out. Open the unwinder cover, and remove the cut paper end. Press the <HELP> button, and solve according to the guidance shown on the Help screen.
Cutting paper	Job Received Press OK button to cut the paper and start printing Please see HELP for details	7320	Blinking	A job has been received that cannot be executed while paper is feeding. To continue printing, press the <OK> button. After the paper is cut and ejected, printing starts. To stop printing, press the <CANCEL> button. Press the <HELP> button, and solve according to the guidance shown on the Help screen.

● If Replace Consumables Messages Are Displayed

When the scheduled replacement of consumables approaches, or when the replacement becomes necessary, messages, such as "ABC Near End of Life" and "Install New ABC / ABC Life", will appear, and the ATTENTION lamp will start blinking.

Messages related to replacement of consumable supplies and error codes, cause of errors and their resolutions, and status of the ATTENTION lamp are described below.

Besides, when "Please see HELP for details" is shown in the message, pressing the <HELP> button in the control panel will show the solution procedure, and you can easily solve the process according to the guidance. Refer to "Operating the Help screen" (P.11) for details.



Memo

● Meanings of the symbols used in the error messages are as follows.

- [COLOR]: Either yellow, magenta, cyan, black, or white* appears.

*: White appears only for the Pro1050.

Category	Message displayed on the display screen	Error code	ATTENTION lamp	Causes and Troubleshooting	Reference pages
Print cartridges	Install New [COLOR] Print Cartridge Print Cartridge Life Please see HELP for details	4100 4101 4102 4103 4104 4140 4141 4142 4143 4144 5600 5601 5602 5603 5604 6800 6801 6802 6803 6804	Blinking	The lifespan of the print cartridge has been reached. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	Page 54
Belt Unit	Install New Belt Unit Belt Unit Life Please see HELP for details	355	Blinking	The lifespan of the belt unit and 2nd transfer roller has been reached. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	Page 57
Fuser and exit unit	Install New Fuser and Exit Unit Fuser and Exit Unit Life Please see HELP for details	354	Blinking	The lifespan of the fuser and exit unit has been reached. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	Page 70
Waste Toner Box	Install New Waste Toner Box Waste Toner Full Please see HELP for details	357	Blinking	Waste toner is full. If you re-set and use a waste toner box that is already used, there is a risk of the waste toner overflowing, so please replace it with a new waste toner box. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	Page 64

● If Other Messages Are Displayed

Other messages and error codes, cause of errors and their resolutions, and status of the ATTENTION lamp are described below.

Besides, when "Please see HELP for details" is shown in the message, pressing the <HELP> button in the control panel will show the solution procedure, and you can easily solve the process according to the guidance. Refer to "Operating the Help screen" (P.11) for details.



Memo

- Meanings of the symbols used in the error messages are as follows.
 - [COLOR]: Either yellow, magenta, cyan, black, or white* appears.
 - *: White appears only for the Pro1050.
 - [MENUCOLOR] : Y,M,C,K (Pro1040) / Y,M,C,K,W (Pro1050)
 - [COVER]: Either top cover or unwinder cover is displayed.
 - [ERRCODE]/ [CODE]: Detailed numbers of the error are displayed.
 - [SENSOR_ERROR]: Detailed information about the error is displayed.

Message displayed on the display screen	Error code	ATTENTION lamp	Causes and Troubleshooting	Reference pages
Close Cover [COVER]	310 589	Blinking	The cover shown in the message is open. Close the cover.	-
Power Off/On [ERRCODE]:Error	-	Blinking	A fatal error has occurred. Restart the printer. If 188 appears in [ERRCODE], check the condition of the unwinder's installation.	-
Service Call [ERRCODE]:Error	-			
Print Cartridge Not Installed [COLOR] Please see HELP for details	6940 6941 6942 6943 6944	Blinking	The print cartridge is not installed properly. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-
Check Print Cartridge [COLOR] Please see HELP for details	3400 3401 3402 3403 3404	Blinking	Print cartridge has not been set correctly. Install the print cartridge correctly.	-
Invalid Print Cartridge Order Set to [MENUCOLOR]	7382	Blinking	The print cartridge is not installed in the correct position. Reset in the order that is displayed in the display screen.	-
Unnecessary Print Cartridge Error The job was cancelled. Check the position of the print cartridge lift up lever. To turn off the display, press OK button Please see HELP for details	7390 7391 7392 7393 7394 7395 7396	Blinking	The Lift Up Lever of the print cartridge is not in the correct position. Printing was stopped and the print data was deleted. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	User's Guide
The job was cancelled due to a spot color order mismatch To turn off the display, press OK button Please see HELP for details	7385	Blinking	Printing was stopped and the data was deleted because the spot color settings were different from those specified in the printer driver. Press the <OK> button to delete the display on the display screen. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-

Message displayed on the display screen	Error code	ATTENTION lamp	Causes and Troubleshooting	Reference pages
The job was cancelled due to a paper width mismatch To turn off the display, press OK button Please see HELP for details	7386	Blinking	Printing was stopped and the data was deleted because the paper width settings were different from those specified in the printer driver. Press the <OK> button to delete the display on the display screen. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-
Press OK Button for Restoration Memory Overflow	420	Blinking	Cannot print. Printing data has exceeded the memory capacity of the printer. Select a lower Quality of the printer driver and print once again. Press the <OK> button to delete the display on the display screen.	User's Guide > 3. Print Function Settings > Fine Quality Printing
Resume Print from Page xxx/xxx Press OK Button Please see HELP for details	502	Blinking	Printing can be resumed. Press the <OK> button to print the rest of the pages. To cancel printing, press the <CANCEL> button.	-
Non Recommended Print Cartridge [COLOR] Please see HELP for details	6840 6841 6842 6843 6844 6900 6901 6902 6903 6904 7000 7001 7002 7003 7004 7040 7041 7042 7043 7044 7100 7101 7102 7103 7104 7200 7201 7202 7203 7204	Blinking	Print cartridge is not intended for use with this printer model. Use a print cartridge intended for use in this model.	-
Non Recommended Fuser and Exit Unit Please see HELP for details	6981 6982 6983 6984 6985 6986 6987	Blinking	Fuser and exit unit is not intended for use with this printer model. Use a fuser and exit unit intended for use in this model.	-

Message displayed on the display screen	Error code	ATTENTION lamp	Causes and Troubleshooting	Reference pages
Non Recommended Belt Unit Please see HELP for details	6881 6882 6883 6884 6885 6886	Blinking	Belt unit is not intended for use with this printer model. Use a belt unit intended for use in this printer model.	-
Receiving Data Timeout Press OK Button for Restoration Please see HELP for details	519	Blinking	A data receipt timeout occurred. Increase the length of timeout print setting.	-
Check Data Message Data Write Error<[CODE]>	-	-	Failed to write the message data to be updated. Check data.	-
Fuser and Exit Unit Not Installed Please see HELP for details	699	Blinking	The fuser and exit unit is not installed properly. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-
Check Fuser and Exit Unit Please see HELP for details	348 320	Blinking	The fuser and exit unit is not installed correctly. Install the fuser and exit unit correctly.	-
Install Fuser and Exit Unit Please see HELP for details	333	Blinking	The fuser and exit unit is disconnected. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-
Caution: Non-Genuine consumable detected Check user's Manual "Trouble Shooting" to restore machine operation	709	Blinking	This error means that a non-OKI Original consumable has been installed in the machine. The warranty is applicable when the product is used with its designated OKI Original consumables. Use caution when choosing other consumables. The entire risk as to the quality and performance of the product due to the use of non-OKI Original consumables is with you. Should the product prove defective due to non-OKI Original consumables, you assume the cost of all necessary servicing, repair or correction, as our warranty may not cover these defects. To accept these risks and to restore function: 1. Turn off your product. 2. Press and hold the <CANCEL> button and turn your product on. 3. After start up, release the <CANCEL> button. Note: this operation will be recorded for future reference.	-
A spot color printing error has occurred. Data will be erased. Check the paper and paper settings, and try to print again. To turn off the display, press OK button. Please see HELP for details	459	Blinking	Because of a print request for paper unavailable to spot color printing, the printing has been stopped, and the data was deleted. Check the paper and paper settings, and print again. Press the <OK> button to delete the display on the display screen.	-

Message displayed on the display screen	Error code	ATTENTION lamp	Causes and Troubleshooting	Reference pages
The data will be deleted due to a spot color order mismatch error. Check the print cartridge position and spot color settings, and try to print again. To turn off the display, press OK button Please see HELP for details	7380	Blinking	The position of the white print cartridge is different from that specified in the printer driver. Printing has been stopped, and the data was deleted. Check the order of the print cartridge and the Spot Color setting, then print once again. Press the <OK> button to delete the display on the display screen.	-
Check Waste Toner Box Please see HELP for details	331	Blinking	The waste toner box is not set correctly. Install the waste toner box correctly.	-
Firmware Update Error Please retry If network doesn't work, please try firmware update over USB	302	-	Firmware update failed. Follow the instructions in the message.	-
Feeder Unit Not Installed Shut down and Install Feeder Unit	7305	Blinking	The unwinder is not installed. Turn off the power, and then install the unwinder.	-
Belt Unit Not Installed Please see HELP for details	689	Blinking	The belt unit is not installed properly. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-
Check Belt Unit Please see HELP for details	330	Blinking	The belt unit is not installed correctly. Install the belt unit correctly.	-
Unnecessary Print Cartridge Error Check the position of print cartridge lift up lever Please see HELP for details	7398 7399	Blinking	The lift up lever of the print cartridge is not in the correct position. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-
Install Paper Guide Re-set the Paper Guide Please see HELP for details	7384	Blinking	The paper guide is not set correctly. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-
Open Cover Paper was pulled out	7312	Blinking	Paper was forcefully extracted while being fed. Open the cover and if there are scraps of paper, remove them, and then close the cover.	-
Check Installed Paper Edge Paper Edge Long Error Press OK Button Please see HELP for details	7308	Blinking	The mark on the leading edge of the paper cannot be detected correctly. Replace the paper, and then press the <OK> button. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-
Paper Width Error Press OK Button Please see HELP for details	7383	Blinking	The paper currently being used is different from the paper settings in the printer driver. Replace the paper, and then press the <OK> button. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-

Message displayed on the display screen	Error code	ATTENTION lamp	Causes and Troubleshooting	Reference pages
Check Installed Paper Paper Edge Error Press OK Button Please see HELP for details	7307	Blinking	The mark on the leading edge of the paper cannot be detected correctly. Replace the paper, and then press the <OK> button. Press the <HELP> button, and solve according to the guidance shown on the Help screen.	-
Paper Detection Error [SENSOR_ERROR] [SENSOR_ERROR]: Detailed information of the error will be displayed.	7381	Blinking	The paper sensor cannot correctly detect paper. Paper setting is incorrect or the sensors are not set/adjusted. Or, the sensor is dirty. There is paper left in the printer; remove it.	-
Check Cutter Unit Cutter Home Position Error Please see HELP for details	7302	Blinking	The cutter unit is not installed correctly. Install the cutter unit correctly.	-
Wait a Moment Rebooting <[CODE]> It may take some time to complete this process.	-	On	The controller unit is rebooting.	-
Shutting down Please wait. Printer will turn off automatically It may take some time to complete this process.	-	Off	The printer is shutting down.	-

● Printing Troubles

This section describes the possible troubles that may occur while operating the printer, and their solution procedure.



Memo

- If the problem is not solved using the following methods, contact your designated customer service center.
- For problems arising from the applications, contact the application development company.

Unable to Print

Basic reasons

Cause	Solution procedure	Reference pages
Power supply of the printer is switched off.	Switch on the power supply.	Setup Guide
Power supply was switched off due to the auto power off function.	Switch on the power supply. When you do not want to use the auto power off function, disable it with [Admin Setup]>[Power Setup]>[Auto Power Off] in the control panel.	User's Guide
LAN Cable/USB Cable is disconnected.	Check that cables are correctly connected to the printer and the computer.	-
Cables are defective.	Replace with new cables.	-
Printer is offline.	Press the <ON LINE> button on the control panel.	-
Error message has appeared on the display screen of the control panel.	Refer to "If Messages about Paper Are Displayed" (P.24), "If Replace Consumables Messages Are Displayed" (P.25), "If Other Messages Are Displayed" (P.26), or press the <HELP> button on the control panel.	Page 24 Page 25 Page 26
Interface settings are disabled.	From [Admin Setup]>[Network Setup] on the control panel, enable the interface you are using.	User's Guide
There is a problem with the print function.	From [Printer Information]>[Configuration]>[Execute] on the control panel, check whether you can print the printer information or not.	User's Guide
This printer is not set as default printer.	Set it to default printer.	-
Output port of printer driver is incorrect.	Select the output port where LAN cable/USB cable is connected.	-
Printing from other interface is in progress.	Wait until the printing is complete.	-

Network Connection Problems

Cause	Solution procedure	Reference pages
Cross cable is used.	Arrange straight cable and hub, and connect correctly.	User's Guide
Compatibility problem with hub.	Select [Admin Setup]>[Network Setup]>[Hub Link Setting] from the control panel, and change the settings.	User's Guide
There is a problem with hub.	Try inserting the network cable into another port or an empty port on the same hub. If the problem is still not solved, use a different hub.	-
Network cable is defective.	Reconnect with a new or a different network cable, and check again.	-
Incorrect IP address.	<ul style="list-style-type: none"> ● Check that IP address settings of the printer, and IP address of the printer set in the computer are matching. ● If you are using OKI LPR Utility on Windows, check IP address settings in OKI LPR Utility. ● Check that IP address is not the same as other devices. ● Check that correct address is set in IP address, Subnet mask, and Gateway address. 	User's Guide
Duplicate IP address.	Set an IP address for the printer that does not duplicate any other IP address.	-

USB Connection Problems

Cause	Solution procedure	Reference pages
Cable does not meet the standards.	Use USB cable of USB 2.0 specifications.	-
USB hub is used.	Directly connect the printer to the computer.	-
Printer driver is not installed correctly.	Please re-install the printer driver.	Setup Guide
Printer is offline.	Right click the Pro1050 icon in the [Devices and Printers] folder, and then select [See what's printing]. Select the [Printer] menu in the dialog displayed, and uncheck [Use Printer Offline].	Setup Guide
Switch, buffer, extension cable, and USB hub are used.	Directly connect the printer to the computer.	-
Another printer driver operated through USB connection is installed.	From the computer, remove other printer drivers.	-

Printer Troubles



- If the problem is not solved using the following explanation, contact your designated customer service center.

Symptom	Cause	Troubleshooting	Reference pages
Nothing is displayed in the display screen panel even after switching on the power supply.	Power supply cord is disconnected.	Switch off the power supply, and firmly insert the power supply cord.	Setup Guide
	Power outage.	Check if electricity is flowing in the power socket.	-
Does not function.	Power supply cord is not inserted firmly.	Firmly insert the power supply cord.	Setup Guide
	Power supply is not switched on.	Switch on the power supply.	Setup Guide
LED lamp of the <POWER> button is blinking at high speed at about 0.3 second interval.	The printer has broken down.	 Immediately pull the power plug out of the socket, and contact the designated customer service center.	-
Printing process does not start.	Error is displayed.	Check the error code, and follow the instructions displayed on the display screen.	Page 24 Page 25 Page 26
	LAN Cable/USB Cable is not connected.	Firmly insert LAN Cable/USB Cable.	Setup Guide
	LAN Cable/USB Cable is defective.	Use another LAN Cable/USB Cable.	-
	LAN Cable/USB Cable does not meet the standards.	<ul style="list-style-type: none"> • Use a cable of USB 2.0 specifications. • Use a cable of LAN Cable 1000 BASE-T Specifications. 	-
	There may be a problem with the print function.	From [Print Information]>[Configuration]>[Execute] on the control panel, check whether you can print the printer information or not.	User's Guide
	Interface is disabled.	From [Admin Setup]>[Network Setup] on the control panel, enable the interface you are using.	User's Guide
	Printer is not selected.	Set the printer as the "Default Printer".	-
	Output port of printer driver is incorrect.	Specify the output port where LAN cable/USB cable is to be connected.	-
	The tension bar is not locked.	Lower the tension bar until it clicks. After that, open and close the unwinder cover.	-
Print data is not sent.	LAN Cable/USB Cable is damaged.	Connect a new cable.	-
	Computer had timed out.	Increase the length of timeout.	-
Abnormal sound.	Device is tilted.	Install on a stable and a flat surface.	-
Resonant sound.	While temperature inside the device has increased, printing is done on a narrow paper or a thick paper.	Device has not broken down. Use the device as it is.	-

Symptom	Cause	Troubleshooting	Reference pages
A sound is heard from the cutter unit when cutting the paper.	Glue of the labels accumulated on the cutter blades inside the cutter unit or paper dust may make the blade rubbed and make a sound.	Clean the cutter unit.	Page 93
Printing does not start immediately.	Device is warming up to return from the power saving mode.	Please wait. When you do not want to use Power Save mode, on the control panel, select [Admin Setup]>[Power Setup]>[Power Save] to disable the mode.	User's Guide
	Cleaning of print cartridge may be in progress.	Please wait.	-
	Temperature adjustment of the fuser unit is under progress.	Please wait.	-
	Processing of data from other interface is in progress.	Wait until the printing is complete.	-
	All the print data is being processed before printing starts.	Please wait.	-
Printing stops while printing.	Adjusting colors or correcting density during continuous printing.	Please wait.	-
Not enough memory.	Inadequate memory of the printer due to large printing data	Lower the print quality in the printer driver, and then print.	User's Guide > 3. Print Function Settings > Fine Quality Printing
Slow printing.	Printing process is also done at the computer side.	User a computer with fast processing speed.	-
	Complicated print data.	Select simple print data.	-
Error message "Shutting down. Please wait. Printer will turn off automatically." appears, and the power does not turn off.	The machine is shutting down.	Please wait. If the power does not turn off after waiting several minutes, press and hold the <POWER> button for more than 5 seconds to force the power to turn off.	-

Trouble with sensor calibration



- If the problem is not solved using the following explanation, contact your designated customer service center.

Symptom	Cause	Troubleshooting	Reference pages
Failure to calibrate sensor	The sensor is out of position.	Check the position of the sensor.	User's Guide
	The surface of the sensor cover is dirty.	Clean the surface of the sensor cover.	Unwinder Page 74 Printer Page 79
	Error was detected while adjusting the sensor.	Eliminate the error according to the description of the error. There may be paper remaining in the feed path, remove it.	-
	The information for the paper being used is not registered on the printer.	Correctly register, on the printer, the information for the paper being used.	User's Guide

Printer Driver Malfunctions



- If the problem is not solved using the following explanation, contact your designated customer service center.
- For problems arising from the applications, contact the application development company.

USB Connection Problems

Symptom	Solution procedure	Reference pages
Icon of the printer is not created in the [Devices and Printers] folder.	Printer driver is not installed correctly.	Setup Guide
Error message such as "Printer driver installation failed" appears.	<p>Use plug and play. Follow the procedure given below.</p> <ol style="list-style-type: none"> 1. Check that the power supply to the printer and computer are turned off. 2. Connect the USB cable. 3. Turn on the power supply of the printer. 4. Turn on the power supply of the computer. 5. Open the [Devices and Printers] screen from [Control Panel], and then click [Add a printer]. 6. Execute the setup according to the on-screen instructions. <p> Memo</p> <ul style="list-style-type: none"> • Specify the following location to directly specify the printer driver on the DVD. D:\Drivers\PCLXL (The "D:" indicates the DVD drive.) 	-

Trouble when setting up printing

Symptom	Solution procedure	Reference pages
A few seconds of waiting time occurs if you switch from another printer to the [Pro1050 PCL6], using the printer settings in an application.	These symptoms occur when there are many types of paper registered in the printer driver. If you want to reduce this waiting time, delete the paper settings that you do not need from the printer driver.	User's Guide
Printing is being done in specified batches, even though they have not been specified.	For some applications, batch copies may be specified automatically if a number of copies have been specified in the print settings on the application. To solve this, manually turn off the batch settings that were turned on automatically in the application.	User's Guide
The setting for printing multiple copies does not appear on the control panel of the printer, even though the setting for multiple copies is specified in printer settings in the printer driver or the application.	<p>When you specify to print multiple copies in the printer driver or application, some applications generate print data for all of the copies to be printed.</p> <p>When this type of data is being printed, the printer cannot recognize that you have specified multiple copies to be printed, so the indicator for printing multiple copies does not appear on the control panel. You can use the printer as it is, because all the copies that you specified will be printed.</p>	-

Symptom	Solution procedure	Reference pages
<p>Cannot print on specified paper when doing shared printing.</p>	<p>From the print screen of the printer driver on the client side, click [Preferences] (or [Properties]), and then, on the [Extend] tab, click [Advanced]. Select [Reduce Size of Spool File], and then set [Settings] to [On] to use it.</p>	<p>-</p>
<p>The final printout is not cut, even though [Cut by collation] or [To specify the number of pages per cut] is specified in the [Cut Mode] settings in the printer driver, although the setting for collate is specified in the printer settings in the printer driver or the application.</p>	<p>When you specify to collate printouts in the printer driver or application, some applications reorder the pages in collated order, and then generate print data for all of the copies to be printed.</p> <p>When this type of data is being printed, the printer cannot recognize that the printout is being collated, so the indicator for collated printing does not appear on the control panel. In addition, the final printout is not cut, even though [Cut by collation] or [To specify the number of pages per cut] is specified in the [Cut Mode] settings in the printer driver.</p> <p>Even if the application is suitable, when you want to cut collated printouts, specify the pages in [To specify the number of pages per cut] so they match the pages being collated.</p> <p>Furthermore, if you can only specify a number of pages that is a multiple of that in [To specify the number of pages per cut] because the paper is short, you need to edit the print data, such as by adding blank pages, so it has a number of pages that can coincide with the number specified in [To specify the number of pages per cut].</p>	<p>-</p>

Problems concerning restrictions of OS

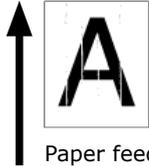
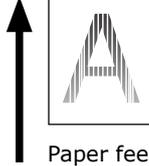
■ Limitations regarding Windows 10/Windows 8.1/Windows 8/Windows 7/ Windows Server 2016/ Windows Server 2012 R2/Windows Server 2012/ Windows Server 2008 R2/Windows Server 2008

Items	Symptom	Causes and Troubleshooting
Printer driver	The [User Account Control] dialog appears.	When starting installer or utility, the [User Account Control] dialog may appear. Click [Yes] or [Go], and run installer or utility as administrator. Clicking [No] or [Cancel] will not start installer or utility.
	Images are being printed in an incorrect layout when doing "Print Test Page".	Occurred because Windows OS is creating print information that is larger than the paper settings that are set in the printer driver. Operation is not abnormal.
Network Extension	Help does not appear.	The Help function is not supported.
	The [User Account Control] dialog appears.	When starting installer or utility, the [User Account Control] dialog may appear. Click [Yes] or [Go], and run installer or utility as administrator. Clicking [No] or [Cancel] will not start installer or utility.
	The [Program compatibility assistant] dialog appears.	When the [Program compatibility assistant] dialog appears after completion of installation (including when installation is aborted in the middle), be sure to click [This program installed correctly].
RGB color setting utility	The [User Account Control] dialog appears.	When starting installer or utility, the [User Account Control] dialog may appear. Click [Yes] or [Go], and run installer or utility as administrator. Clicking [No] or [Cancel] will not start installer or utility.
	The [Program compatibility assistant] dialog appears.	When the [Program compatibility assistant] dialog appears after completion of installation (including when installation is aborted in the middle), be sure to click [This program installed correctly].
Color swatch utility	The [User Account Control] dialog appears.	When starting installer or utility, the [User Account Control] dialog may appear. Click [Yes] or [Go], and run installer or utility as administrator. Clicking [No] or [Cancel] will not start installer or utility.
	The [Program compatibility assistant] dialog appears.	When the [Program compatibility assistant] dialog appears after completion of installation (including when installation is aborted in the middle), be sure to click [This program installed correctly].
Status monitor	The [User Account Control] dialog appears.	When starting installer or utility, the [User Account Control] dialog may appear. Click [Yes] or [Go], and run installer or utility as administrator. Clicking [No] or [Cancel] will not start installer or utility.
	The [Program compatibility assistant] dialog appears.	When the [Program compatibility assistant] dialog appears after completion of installation (including when installation is aborted in the middle), be sure to click [This program installed correctly].

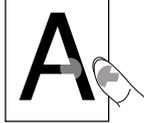
Print Quality Is Poor



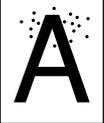
- If the problem is not solved using the following methods, contact your designated customer service center.

Symptom	Cause	Troubleshooting	Reference pages
White stripe in perpendicular direction.  Paper feed direction	LED head is unclean.	Wipe LED head with a soft tissue paper.	Page 89
	Low toner.	Replace the print cartridge.	Page 55
	Deposit of foreign substances.	Replace the print cartridge.	Page 55
	Window film on print cartridge is dirty.	Wipe window film with a soft tissue paper.	-
	Print cartridge has not been set correctly.	Please set the print cartridge correctly.	Page 55
Printing is blurred in perpendicular direction.  Paper feed direction	LED head is unclean.	Wipe LED head with a soft tissue paper.	Page 89
	Low toner.	On the control panel, set +1 to +3 in [Menus] > [Print Adjust] > [SMR Setting]. If the problem is not rectified after that, replace the print cartridge. * There is a risk of the printouts being dirty if you continue using the +1 to +3 setting in [SMR Setting].	Page 55
	The toner is clumping.	Shake the print cartridge up and down, and left and right.	Page 55
	Paper not suitable.	Check the roll paper specifications, and then use paper that is described on the roll paper specifications.	User's Guide
	The temperature and humidity controls are not suitable.	On the control panel, set +1 to +3 in [Menus] > [Print Adjust] > [SMR Setting]. * There is a risk of the printouts being dirty if you continue using the +1 to +3 setting in [SMR Setting].	User's Guide
Printing is light. 	Print cartridge has not been set correctly.	Re-install the print cartridge.	Page 55
	Low toner.	Replace the print cartridge.	Page 55
	Paper is moist.	Use paper that has been stored at appropriate temperature and humidity.	-
	Paper not suitable.	Check the roll paper specifications, and then use paper that is described on the roll paper specifications.	User's Guide
	Paper not suitable. Type and thickness setting of paper is inappropriate.	Correct [Media Weight] in [Paper settings] of the printer driver to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	User's Guide
	Recycled paper is used.	Correct [Media Weight] in [Paper settings] of the printer driver to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	User's Guide

Symptom	Cause	Troubleshooting	Reference pages
Printing is blurred in some parts. White dots appear when printing solid colors. 	The paper is too damp or too dry.	Use paper that has been stored at appropriate temperature and humidity.	User's Guide
	[Transfer Setting] is not properly set.	If white dots appear in cyan transfer, lower the setting value by selecting [Menus] > [Print Adjust] > [Transfer Setting] > [Cyan Transfer Setting] on the control panel. If white dots appear in other colors' transfer, change the transfer setting value of the corresponding color.	User's Guide
	[Media Transfer Setting Black] or [Media Transfer Setting Color] is not properly set.	On the control panel, change the value in [Menus] > [Print Adjust] > [Media Transfer Setting Black] or [Media Transfer Setting Color].	User's Guide
	There are scratches, dents or foreign matter (including glue from labels) on the belt unit.	Replace the belt unit. *Implement protection against foreign matter and do daily maintenance (cleaning).	Page 57
Stripes in perpendicular direction. 	There are dents on the print cartridge.	Replace the print cartridge.	Page 55
	Low toner.	Replace the print cartridge.	Page 55
	The transfer path or the fuser and exit unit are dirty because bits of paper or glue are on them.	Clean the transfer path and the fuser and exit unit.	Page 79 Page 90
The front or rear edge of the paper is dirty. 	The 2nd transfer roller is dirty.	Run [Menus] > [Print Adjust] > [Transfer Roller Cleaning] on the control panel. If it is not rectified even after that, replace the 2nd transfer roller. * Replacement of the 2nd transfer roller is done together with the belt unit, which is a consumable.	User's Guide
	The area around the 2nd transfer roller or the paper transfer path is dirty.	Clean the area around the roller on the 2nd transfer roller and the paper transfer path.	Page 79
Image disturbance occurs to the printed portion. 	The speed of the fuser unit is incorrect.	Feed 400 mm of media or longer one time.	-

Symptom	Cause	Troubleshooting	Reference pages
<p>Stripes or dots appear periodically in horizontal direction.</p>  <p>Paper feed direction</p>	In the case of a cycle length of about 94 mm, the print cartridge may be scratched or dirty.	Wipe it lightly with a soft tissue paper. If there are dents, replace the print cartridge.	Page 55
		Set [Smooth] in [Screen] for the print quality settings in the printer driver.	User's Guide
	In the case of cycle length of about 31 mm, there is dirt inside the print cartridge.	Replace the print cartridge.	Page 55
	In the case of cycle length of about 140 mm, there are scratches on the fuser and exit unit.	Replace the fuser and exit unit.	Page 70
	Print cartridge is exposed to light.	Return the print cartridge inside the printer, and do not use the printer for a few hours. If it does not rectify even after that, replace the print cartridge.	Page 55
	In the case of cycle length of about 63 mm, the feed roller is dirty.	Clean the feed roller.	Page 79
	In the case of cycle length of about 75 mm, 2nd transfer roller may be dirty.	Run [Menus] > [Print Adjust] > [Transfer Roller Cleaning] on the control panel. If it is not rectified even after that, replace the 2nd transfer roller. *Replacement of the 2nd transfer roller is done together with the belt unit, which is a consumable.	Page 57
	Dirt has deposited on the paper transfer path.	Print a few pages as a test. Or, clean the transfer path.	Page 79
<p>Portion of white background is lightly stained.</p> 	Paper has static electricity.	Use paper that has been stored at appropriate temperature and humidity.	User's Guide
	Thick paper is used.	Use thinner paper.	-
	Low toner.	Replace the print cartridge.	Page 55
<p>Border of characters is blurred.</p> 	LED head is unclean.	Wipe LED head with a soft tissue paper.	Page 89
	Paper not suitable.	Check the roll paper specifications, and then use paper that is described on the roll paper specifications.	User's Guide
	Paper is moist.	Replace with new paper.	-
<p>Rubbing paper removes the toner.</p> 	Type and thickness setting of paper is inappropriate.	Correct [Media Weight] in [Paper settings] of the printer driver to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	User's Guide
	Recycled paper is used.	Correct [Media Weight] in [Paper settings] of the printer driver to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	User's Guide
<p>Specks appear on glossy papers.</p> 	Type and thickness setting of paper is inappropriate.	Correct [Media Weight] in [Paper settings] of the printer driver to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	User's Guide

Symptom	Cause	Troubleshooting	Reference pages
Bold lines appear in horizontal direction. 	Type and thickness setting of paper is inappropriate.	If a line is printed from the second page with black & white print, set the [Media Weight] in [Paper settings] of the printer driver to an appropriate value. Or, change [Media Weight] to a thicker value than the present value.	User's Guide
	Occurs when the following edge of the paper leaves the F4 roller, if it is 77 mm from the following end of the paper.	Bold lines or thin lines may occur on media similar to cast coated paper (stiff media or media on yellow separators). Use recommended paper.	User's Guide
	Occurs due to the different levels of the gap between labels, if it occurs periodically at labels.	Bold lines or thin lines may occur on media similar to cast coated paper (stiff media or media on yellow separators). Use recommended paper.	User's Guide
	Occurs when paper has been loaded for a long time, at the F0 roller, if it is about 40 mm from the leading edge of the paper.	When media is pinched in F0 roller, streaks appear, stiff media becomes curled, and images may be affected. After printing, remove the paper. Also, always remove the paper if you will not use the equipment for a long time.	User's Guide
Lateral-stripe white dots appear at the solid printing portion. 	[Transfer Setting] is not properly set.	If white dots appear in cyan transfer, lower the setting value by selecting [Menus] > [Print Adjust] > [Transfer Setting] > [Cyan Transfer Setting] on the control panel. If white dots appear in other colors' transfer, lower the transfer setting value of the corresponding color.	User's Guide
	[Media Transfer Setting Black] or [Media Transfer Setting Color] is not properly set.	On the control panel, decrease the value set in [Menus] > [Print Adjust] > [Media Transfer Setting Black] or [Media Transfer Setting Color].	User's Guide
Border of the solid printing portion is lightly stained. 	Paper is too dry.	Use paper that has been stored at appropriate temperature and humidity.	User's Guide
	[Media Transfer Setting Black] or [Media Transfer Setting Color] is not properly set.	On the control panel, increase the value set in [Menus] > [Print Adjust] > [Media Transfer Setting Black] or [Media Transfer Setting Color].	User's Guide
	Occurs when there is a large amount of white toner printed under the color.	Reduce the value in [Spot color toner quantity adjustment] for the spot color function in the printer driver. In the print data, reduce the amount of white toner printed under the color.	User's Guide
The back of the paper is dirty.	The 2nd transfer roller is dirty.	Confirm that the size of the image and the length of the paper match. Clean the 2nd transfer roller.	User's Guide

Symptom	Cause	Troubleshooting	Reference pages
Does not print with color shades as you thought.	Low toner.	Replace the print cartridge.	Page 55
	Setting of [Black Finish] is not matching with the application.	In the [Black Finish] of printer driver, select [True Black (K)] or [Composite Black (CMYK)].	User's Guide
	Change color matching options.	Change to color matching option of the printer driver.	User's Guide
	No color balance.	Select [Calibration] on the control panel, and then run [Adjust Density].	User's Guide
	Misalignment of color.	Open the top cover at once, and the close it again. Select [Calibration] on the control panel, and then run [Adjust Registration].	User's Guide
Black spots or white spots appear. 	Paper not suitable.	Check the roll paper specifications, and then use paper that is described on the roll paper specifications.	User's Guide
	In the case of a cycle length of about 94 mm, the print cartridge may be scratched or dirty.	Gently wipe the dirt stuck to the brown tube in the print cartridge with a soft tissue paper. If there are dents, replace the print cartridge.	Page 55
Stains are printed. 	Paper is moist.	Replace with a new paper.	-
	Paper not suitable.	Check the roll paper specifications, and then use paper that is described on the roll paper specifications.	User's Guide
	The surface of the feed roller in the feed path is dirty.	If foreign matter is found on the surface of the feed roller in the feed path, clean the feed roller.	Page 79
The entire paper is printed black. 	The device might have broken down.	Contact your designated customer service center.	-
Nothing is printed. 	The device might have broken down.	Contact your designated customer service center.	-
White spaces occur. 	Paper is moist.	Replace with a new paper.	-
	Paper not suitable.	Check the roll paper specifications, and then use paper that is described on the roll paper specifications.	User's Guide
	Scraps of paper from the labels are stuck to the belt unit.	Replace the belt unit. *The belt unit is replaced together with the 2nd transfer roller, which is a consumable. *Implement protection against foreign matter and do daily maintenance (cleaning). Or, check the cutting position; if it has shifted, readjust the cutting position.	Page 57
	If it is near the leading edge of the roll paper, it may be the remains of the tape that has peeled off the roll paper.	Cut off the end part of the paper that has any tape left on it, and do not use that paper.	User's Guide

Symptom	Cause	Troubleshooting	Reference pages
<p>Afterimages are appearing.</p>  <p>Paper feed direction</p>	<p>The print quality setting is not appropriate.</p>	<p>Set [Smooth] in [Screen] for the print quality settings in the printer driver.</p>	<p>User's Guide</p>
<p>Distorted images occur when printing white toner.</p>	<p>The toner is misaligned.</p>	<p>There are three types of solutions. Select the solution procedure that suits the printing conditions.</p> <ol style="list-style-type: none"> 1. Lower the white density in [Color Density] on the control panel. 2. Reduce the amount of toner in [Spot color toner quantity adjustment] for the spot color function in the printer driver. 3. Set the paper thickness to a thicker setting (slows print speed). 	<p>User's Guide</p>
<p>The printout appears to be speckled.</p> 	<p>Possibly occurs if the media is exposed to high temperatures.</p>	<p>Change the paper thickness to a thinner setting. If it does not improve, change it to an even thinner setting.</p>	<p>-</p>
<p>The printout appears to have runny streaks.</p> 	<p>Possibly occurs if the media is exposed to high temperatures.</p>	<p>Change the paper thickness to a thinner setting. If it does not improve, change it to an even thinner setting.</p>	<p>-</p>
<p>Blank pages are being inserted.</p>	<p>An image that is less than 4 inches long is being printed.</p>	<p>When setting [User-defined paper] in the printer driver, if you set less than 4 inches for the following, then a blank piece of paper will be inserted after cut pages when you print.</p> <ul style="list-style-type: none"> •For continuous paper, [Paper length] •For die-cut labels, die-cut labels with black marks and continuous labels, [Label length] •For continuous paper with black marks and continuous labels with black marks, [Black mark interval] <p>This occurs because an image that is shorter than the length of the paper that can be fed is printed; so it is a limit.</p>	<p>-</p>

Symptom	Cause	Troubleshooting	Reference pages
The position that printing starts on the leading edge is misaligned.	The belt has stretched.	Adjust the registration before you start printing, and install the printer in a room that has humidity that is as stable as possible.	User's Guide
	The gap interval between labels is different between each label.	Rolls of labels that have different intervals between labels cannot be used. Use rolls of labels that have regular intervals.	Page 106
	There is a join in the roll paper.	If there is a join in the roll paper, the position that printing starts on the leading edge may be misaligned. We cannot recommend media that has joins.	User's Guide
	The paper size specified in the printer driver is different from the paper size that is loaded.	Specify the correct paper size in the printer driver.	User's Guide
	The black mark sensor position or gap sensor position is skewed.	For black marks, adjust the position of the sensor to the center of the black mark. For gaps, adjust the position of the sensor to the center of the label.	User's Guide
	(The first page is misaligned) The paper and media form that you are using have been switched.	Do fine adjustments to the print position. On the control panel, go to [Menus] > [Cutter Setup] and set [Cut Mode] to [Specified Interval], and set [Cut Interval] to [1]. Then print 5 pages of your content on the media you are actually using and use them to measure the differences in the position you want to print and the actual printed positions, and then calculate the average of these 5 measurements. Use this difference to finely adjust the print position using the print position correction (Y position).	User's Guide
	(The second and following pages are misaligned) Immediately after doing paper interval detection, replacing the roll of paper, or changing the print pattern, the print position adjustment (auto) was not done well enough.	Print 20 continuous pages of the actual print pattern you are using (on the control panel, go to [Menus] > [Cutter Setup] and set [Cut Mode] to [Specified Interval], and set [Cut Interval] to [20]) so you can compensate for the position that printing starts.	User's Guide
	The paper is too hard (if the paper wrinkles and stops inside the paper guide).	Change to soft paper.	-
Printing extends off the trailing edge of the paper.	The paper size specified in the printer driver is different from the paper size that is loaded.	Specify the correct paper size in the printer driver.	User's Guide
	The compensation value specified for the print position correction (Y position) is too large.	Specify a correction value that is within a range that the printing does not extend off the trailing edge of the paper. If the image extends off the trailing edge of the paper, clean the 2nd transfer roller.	User's Guide

Symptom	Cause	Troubleshooting	Reference pages
Pages are cut on a different page than the specified page.	Last of the paper was detected.	Replace the paper with a new roll of paper. When reprinting, paper is output from the page where the error occurred up to the cut page. So, if you want to justify the number of pages up to the cut, temporarily cancel printing and send print data starting from the page you want to reprint.	-
There is an abnormality in the print results on the [Test Page].	You are printing image data that is an inappropriate size.	The layout of the image skews in the printed results when you do the [Print Test Page] from the printer driver, depending on the type of OS that you are using. This is not a problem with the printer driver or the equipment. It is caused by the OS transmitting the images on A4 or letter size paper, which are paper sizes that the device does not support.	-
The position that printing starts on the right edge is misaligned.	The position of the paper that is being fed is misaligned.	There are three types of solutions. Select the solution procedure that suits the printing conditions. 1. Use the printer driver to do fine adjustments to the print position. 2. Use the control panel menus to compensate for the print position on the paper. 3. Re-adjust the roll paper guide adjustment knob on the unwinder.	User's Guide
Wide lateral lines appear on synthetic polypropylene media.  	Electrostatic charges may cause lateral stripes, because media made using polypropylene has high resistance to high electrostatic charges. Lateral stripes occur specifically at 43 mm or further after the leading edge of paper after it is cut.	There are two types of solutions to make lateral stripes difficult to see. Select the solution procedure that suits the printing conditions. 1. If a print cartridge (white) is down, then raise it up and print. 2. Lower the 2nd transfer roller voltage, and then print (set -1 to -3 according to the condition of the lateral stripes).	User's Guide
	Lateral stripes occur on the leading edge of the paper.	You can make the lateral stripes difficult to see by lowering the 2nd transfer roller voltage. Lower the 2nd transfer roller voltage, and then print (set -1 to -3 according to the condition of the lateral stripes).	User's Guide

Paper Feed Is Poor



- If the problem is not solved using the following methods, contact your designated customer service center.

Symptom	Cause	Troubleshooting	Reference pages
Paper jam occurs frequently.	Device is tilted.	Install on a stable and a flat surface.	-
	The paper feed path is dirty.	Clean the paper feed path.	Page 79
	Position of the roll paper guide is not aligned.	Align the roll paper guide to the position of the paper size that is set.	User's Guide
	Papers are not set correctly.	Remove the roll paper and reset.	User's Guide
	The position of the roll paper is misaligned.	Remove the roll paper and reset it, and then turn the roll paper position adjustment dial to adjust the position.	User's Guide
	The leading edge of the paper is curled. Or, the paper that is loaded does not have cuts in the gaps between the labels.	Correctly cut the leading edge of the paper and reset it.	User's Guide
	Printer driver sensor settings are not specified correctly.	Specify [Sensor settings] in [Paper settings] of the printer driver so it is the same as where the results of the sensor calibration are registered. Furthermore, if several of the same model printer are connected to a single computer and if the same paper settings are specified on the printer driver for the various printers, then in [Sensor settings] the same registration number should be specified for all the printers. Register the sensor adjustment results from each printer so they match the [Sensor settings] numbers that are in the paper settings on the printer driver as the above countermeasures.	User's Guide
	The width of the paper being used and the width of the paper guide do not match. Or, the paper width set in the printer driver and the width of the paper being used do not match.	Use paper that is as wide as the paper width that is set in the printer driver. Align the width of the paper guide to the width of the paper you are using.	-
	An appropriate paper is not set.	Match the settings of the paper on which you want to print with the settings in the printer driver. Do a sensor calibration for the paper on which you want to print.	-
There are traces of sealing tape on the roll paper that is being used.	Do not use the part of the roll paper on which there are traces of sealing tape. Feeding may not be normal because of the glue stuck to the paper.	User's Guide	

Symptom	Cause	Troubleshooting	Reference pages
Paper jam occurs frequently.	The positions of the machine and the unwinder sensors do not match.	Align the position of the sensor with the paper.	User's Guide
	Labels are missing from the roll of paper that is being used.	Load a suitable roll of paper.	User's Guide
		If the cause described on the left is correct, there may be toner on the fuser unit, so you should clean it.	Maintenance Guide
	The paper is too hard (if the paper wrinkles and stops inside the paper guide).	Change to soft paper.	-
	[Only when paper feed is started by pressing the <FEED> button] Stiff continuous labels are being used (or, die-cut labels that are longer than 600 mm).	Fold the media about 200 mm from the leading edge of the media (liner) to make a crease that forms a valley in the printed face, and then feed the paper.	-
The roll of paper is old so its color or quality has changed. There are large differences in the reflectiveness of the black marks or the transmittance of the liner.	Calibrate the sensor.	User's Guide	
Paper is not fed.	The paper settings for the printer are different from the paper settings in the printer driver.	Check the message on the display screen, and if there is no problem, press the <OK> button on the control panel.	-
	Glue has smeared on the liner.	Do not use a liner on which glue is smeared. It will not feed normally. In the worst case, it could damage the equipment.	User's Guide
Device is not restored even after removing the jammed paper.	-	Open the top cover at once, and then close it again.	-
Paper gets curled. Creases appear on the paper.	Paper contains moisture or static electricity.	Use paper that has been stored at appropriate temperature and humidity.	User's Guide
	Thin paper is used.	Correct [Media Weight] in [Paper settings] of the printer driver to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	User's Guide
Paper winds around the roller of the fuser and exit unit.	Type and thickness setting of paper is inappropriate.	Correct [Media Weight] in [Paper settings] of the printer driver to the appropriate value. Or, change [Media Weight] to a thicker value than the present value.	User's Guide
	Thin paper is used.	Use thicker paper.	-

Symptom	Cause	Troubleshooting	Reference pages
The space between labels is not cut; the labels are cut.	The position of the cut is misaligned.	Readjust the cutting position.	User's Guide
	The leading edge of the label and the black mark positions are not aligned.	Labels cannot be used if the leading edge of the label and the black mark positions do not align. Use labels whose leading edges align with the black mark.	Page 106
	The gap interval between labels is different between each label.	Rolls of labels that have different intervals between labels cannot be used. Use rolls of labels that have regular intervals.	Page 106
	The gap interval between labels is not from 3 to 10 mm.	A gap between labels from 3 to 10 mm can be used. Do not use any others.	Page 106
	The paper size specified in the printer driver is different from the paper size that is loaded.	Specify the correct paper size in the printer driver.	User's Guide
Paper has stopped feeding.	Last of the paper was detected during warm up while paper was feeding.	Replace the paper with a new roll of paper.	-
Paper is not fed, even when the <FEED> button is pressed.	Last of the paper was detected while feeding paper.	Replace the paper with a new roll of paper.	-
Paper is not unloaded, even when the <UNLOAD> button is pressed.	Last of the paper was detected while unloading paper.	Replace the paper with a new roll of paper.	-
The rear edge of the paper is skewed.	Paper is not set on the roll shaft.	Replace the paper with a new roll of paper.	-

2

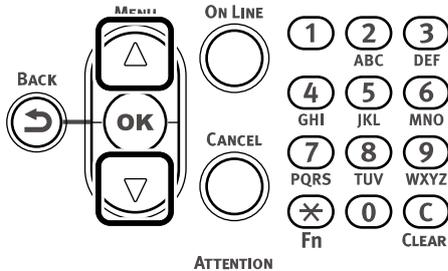
Maintenance

Checking Service Life and Remaining Amounts of Consumables	50
Replacing Consumables	51
Printer Maintenance	73

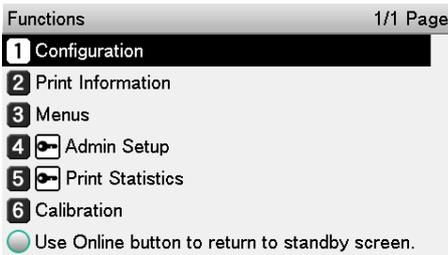
● Checking Service Life and Remaining Amounts of Consumables

You can check the service life and remaining quantities of the print cartridge, belt unit, fuser and exit unit, and waste toner box.

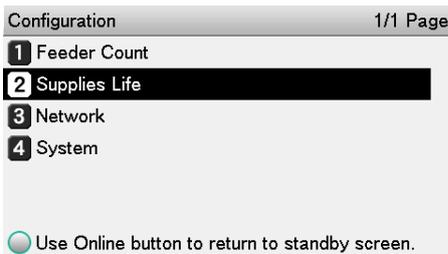
1 Press the scroll button ▲ or ▼.



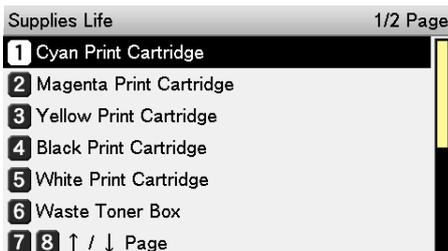
2 Select [Configuration], and press the <OK> button.



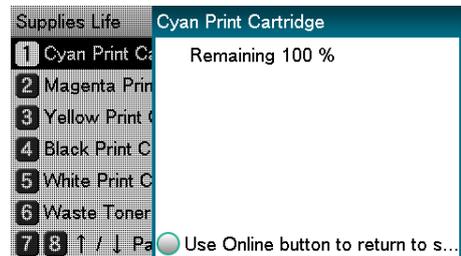
3 Select [Supplies Life], and press the <OK> button.



4 Select the consumables to check (print cartridge, belt unit, fuser and exit unit, or waste toner box).

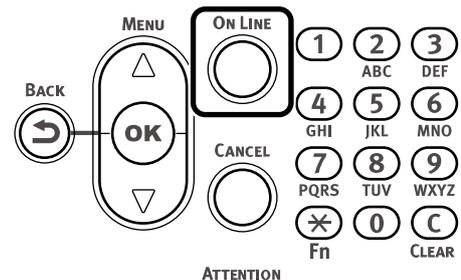


5 Press the <OK> button.



If you want to continue to check other items, press the <BACK> button to return to 4.

6 Press the <ON LINE> button to return to the standby screen.



● Replacing Consumables

This section describes the service life and replacement method of consumables.

About the Service Life of Consumables

Guidelines for replacement of consumables are as follows.

*Periodically replaced parts are parts that need a service representative.

- Print Cartridge (CMYK)

When A6 size documents with print density^{*1} of 20% are printed continuously, the printable pages is about 9,000. Printing quality will decline after 1 year has passed from opening the package. Therefore, prepare a new print cartridge.

Even if the cyan (blue), magenta (red), and yellow print cartridge life has been reached, monochrome printing using only black can be done by specifying "Mono". Refer to "Monochrome (Black and White) Printing" and "Printing Using the Specified Print Cartridge Only (Lift Up)" in the "User's Guide" regarding printing with black only.

- Belt Unit

About 150,000 printings

*: When printing three sheets of A6 size at the same time

- 2nd Transfer Roller

About 150,000 printings

*: When printing three sheets of A6 size at the same time

The 2nd transfer roller is included in the belt unit, which is a consumable.

- Fuser and Exit Unit

About 150,000 printings

*: When printing 50 sheets of A6 size at the same time

- Waste Toner Box

About 150,000 printings

*: When printing three sheets of A6 size at the same time, with a print density^{*1} of 20%

◆ The following consumables are periodically replaced parts. You cannot replace them by yourself. A service representative is needed to do the replacement work.

- Paper guide/feed unit^{*2}

It will reach its service life after printing about 1,000,000 pages (A6 size equivalent).

- Cutter unit^{*3}

It will reach its service life after cutting about 1,000,000 pages.

- F0 roller unit^{*3}

It will reach its service life after printing about 1,000,000 pages (A6 size equivalent).

- F1 roller unit^{*3}

It will reach its service life after printing about 1,000,000 pages (A6 size equivalent).

*1: Print density is the proportion of area having toner on printable area of 1 page.

*2: Consumable parts of the printer.

*3: Consumable parts of the unwinder.



Memo

- The printable pages/lifespan is for reference. The actual printable pages/lifespan might decrease depending on the print environment such as the details of the document to be printed, usage status, powering ON/OFF, and adjustment operation at the time of cover opening/closing. They may be less than half, depending on the printing conditions.
- Refer to the "Setup Guide" regarding the names and functions of parts.

☐ Only for Pro1050

● Print cartridge (White)

The print cartridge (white) is for the Pro1050 only. It cannot be used on the Pro1040.

When A6 size documents with print density^{*1} of 20% are printed continuously, the printable pages is about 4,500. Printing quality will decline after 1 year has passed from opening the package. Therefore, prepare a new print cartridge.

Even if the white print cartridge life has been reached, cyan (blue), magenta (red), yellow and black printing can be done. Refer to "Printing Using the Specified Print Cartridge Only" in the "User's Guide".

See "Printing using white toner only" in the "User's Guide" for spot color printing.

*1: Print density is the proportion of area having toner on printable area of 1 page.



Memo

- The printable pages/lifespan is for reference. The actual printable pages/lifespan might decrease depending on the print environment such as the details of the document to be printed, usage status, powering ON/OFF, and adjustment operation at the time of cover opening/closing. They may be less than half, depending on the printing conditions.
- When printing with white, the number of sheets printed using a spot color white printer cartridge and the waste toner box service life are less than 1/4, depending on the printing conditions.

When the Replacement Period Is Approaching

When the scheduled replacement of consumables approaches, the following message will appear and the ATTENTION lamp will blink.

Replace consumables when "Install New ..." appears in the message.

Pressing the <HELP> button on the control panel will display the replacement procedure. You can easily replace the consumables according to the guidance. Refer to ["Operating the Help screen" \(P.11\)](#) for details.

Item	Message displayed on the display screen		Reference pages
	When the replacement period approaches	When it is time for replacement	
Print cartridges	[COLOR] ^{*1} Print Cartridge Near End of Life	Install New [COLOR] ^{*1} Print Cartridge Print Cartridge Life Please see HELP for details	Page 54
Belt Unit	Belt Unit Near Life	Install New Belt Unit Belt Unit Life Please see HELP for details	Page 57
Fuser and exit unit	Fuser Unit Near End of Life	Install New Fuser and Exit Unit Fuser and Exit Unit Life Please see HELP for details	Page 70
Waste Toner Box	Waste Toner Near Full	Install New Waste Toner Box Waste Toner Full Please see HELP for details	Page 64

*1: [COLOR]: Either yellow, magenta, cyan, black, or white is displayed.
(White appears only for the Pro1050.)

Replacing Print Cartridges

WARNING

	<ul style="list-style-type: none"> Do not put toner or print cartridges in fire. The toner may spray out and cause burns.
	<ul style="list-style-type: none"> Do not store print cartridges in locations exposed to open flame. They could ignite, burn, and cause burn injuries.
	<ul style="list-style-type: none"> Do not clean spilled toner with a vacuum cleaner. If cleaning spilled toner with a vacuum cleaner, it may catch fire due to the sparks from electric contact. Toner spilled on the floor should be wiped up with a wet cloth.

CAUTION

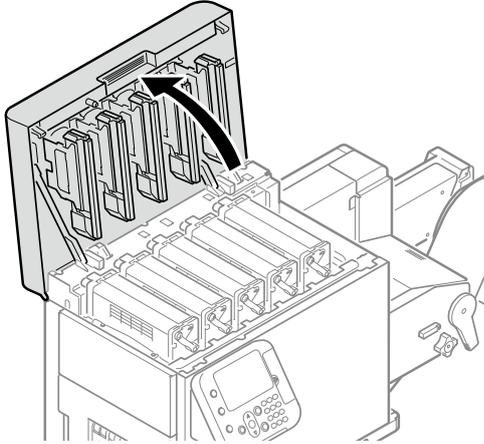
	<ul style="list-style-type: none"> Some parts inside the machine are very hot. Do not touch the areas near the "High Temperature Warning" labels. Doing so may cause burns.
	<ul style="list-style-type: none"> Keep the print cartridges away from children.
	<ul style="list-style-type: none"> If toner is ingested, follow the direction from a doctor if necessary.
	<ul style="list-style-type: none"> If toner is inhaled, gargle with plenty of water and move to a location where the air is fresh. Follow the direction from a doctor if necessary.
	<ul style="list-style-type: none"> If toner gets on your hands or skin, carefully wash it off with soapy water.
	<ul style="list-style-type: none"> If toner gets into your eyes, flush them with large amount of water. Follow the direction from a doctor if necessary.
	<ul style="list-style-type: none"> Be careful to not get toner on your clothes or hands when you are clearing paper jams or replacing the print cartridges. If toner gets on your hands or skin, carefully wash it off with soapy water. If it gets on your clothes, rinse it off with cold water. If you wash them with warm water or heat the toner, it will stain the clothes permanently.
	<ul style="list-style-type: none"> Do not disassemble or forcibly open the print cartridge. It may scatter the toner, which people may inhale or may stain clothes and hands.
	<ul style="list-style-type: none"> Store used print cartridges in a bag so that the toner does not scatter around.

	<ul style="list-style-type: none"> Toner spilled on the floor should be carefully wiped up with a wet cloth so the toner does not scatter around.
	<ul style="list-style-type: none"> Gently wipe the dirt stuck to the brown tube in the print cartridge with a soft tissue paper. Do not use alcohol or other solvents to wipe it. If alcohol or some other solvent is used to wipe it, the irregularities left from wiping it will degrade print quality.

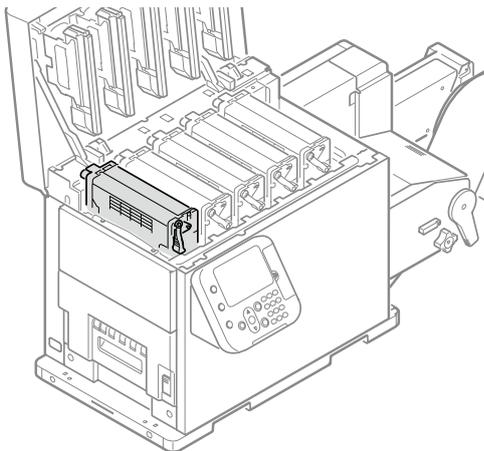
Replacing print cartridges

Example) For the yellow (Y) print cartridge

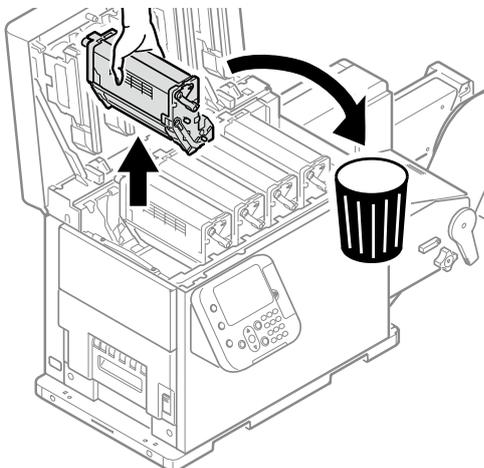
- 1 Grasp the top cover open lever and open the top cover.



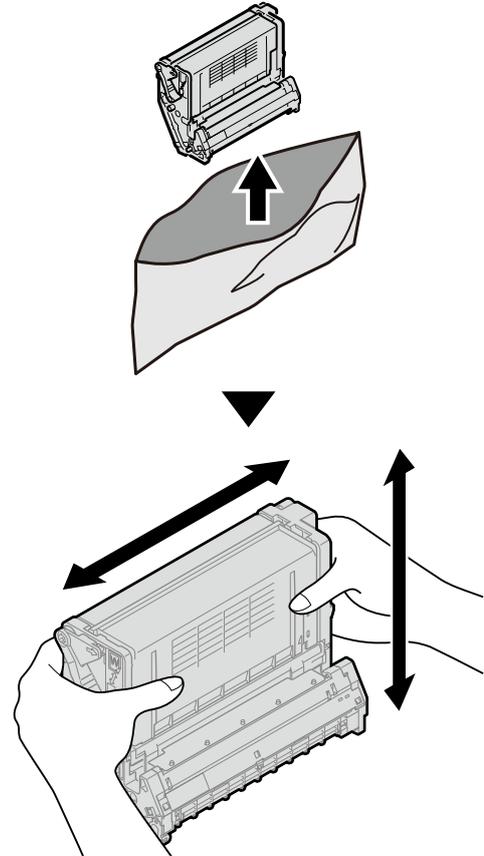
- 2 Check the position of the print cartridge to replace, by the text and color of the label.



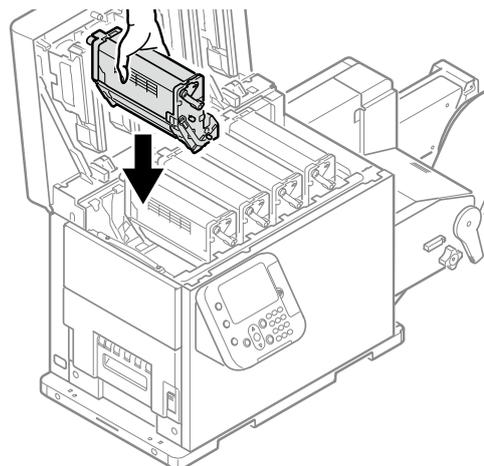
- 3 Pull out the print cartridge.



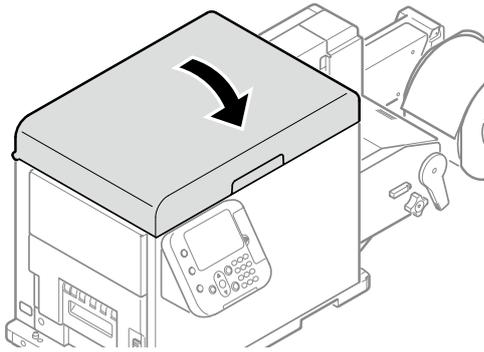
- 4 Remove the new print cartridge from the packing bag, and then shake it vertically and horizontally.



- 5 Check the position where a label with the same text and colors has been applied, and firmly and levelly push the print cartridge in as far as it will go.



6 Close the top cover.



Note

- When closing the top cover, there is a risk of pinching your fingers or hands in the top cover or the top cover's support. Press on the top of the top cover to close it.
- There is a risk of pinching your fingers or hands if you hold the LED head while closing the top cover. Press on the top of the top cover to close it.

Memo

- If the [Print Cartridge Life] message does not disappear even though you have replaced the print cartridge, the print cartridge may not be securely installed. Install it correctly.
- If Error709 appears after you replace a print cartridge, refer to [Page 28](#).

7 Please support the recycling of used print cartridges.

Memo

- If you must dispose of a used print cartridge, put it in a plastic bag and be sure to dispose of it according to the local laws and government regulations.
- Use the box and packing bag from the new print cartridge to recycle the used print cartridge.

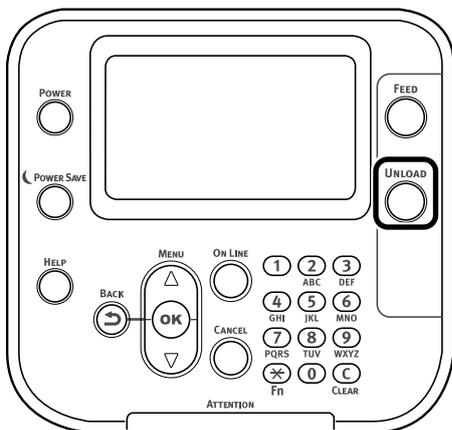
Replacing the Belt Unit and 2nd Transfer Roller

Replacing the Belt Unit and 2nd Transfer Roller

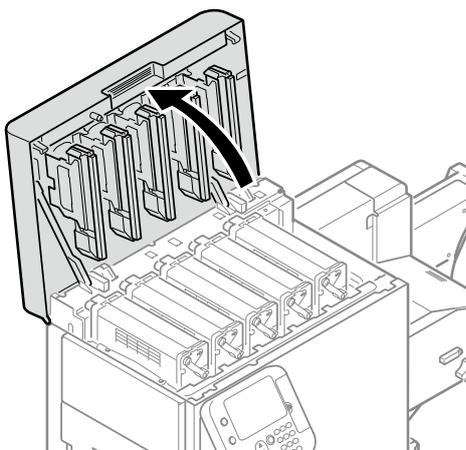
A new 2nd transfer roller is supplied with the new belt unit in the same package.

Also, a new waste toner box is mounted inside the belt unit.

- 1 Remove wrist watch, bracelet, etc.
- 2 If roll paper has been fed through the printer, press the <UNLOAD> button to cut the roll paper.
The cut paper will be fed to the supply side and the feeding side.

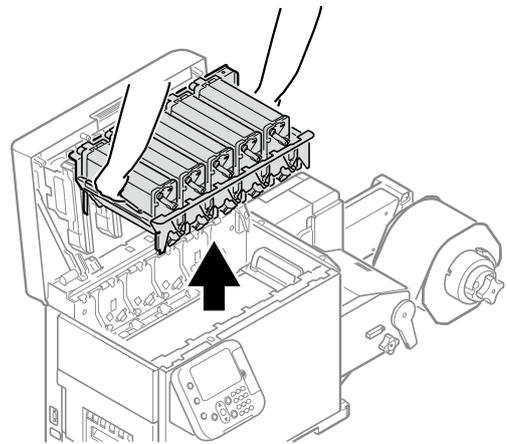


- 3 Grasp the top cover open lever and open the top cover.

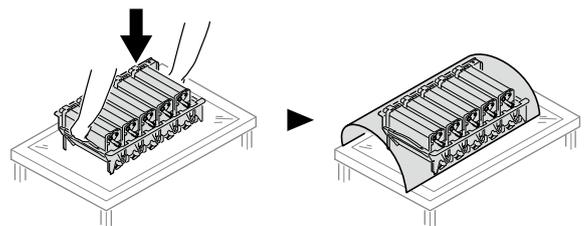


- 4 Prepare some newspaper or something to spread on a flat surface on which to place the print cartridge set, as well as some paper so it is not exposed to light.

- 5 Remove the print cartridge set.

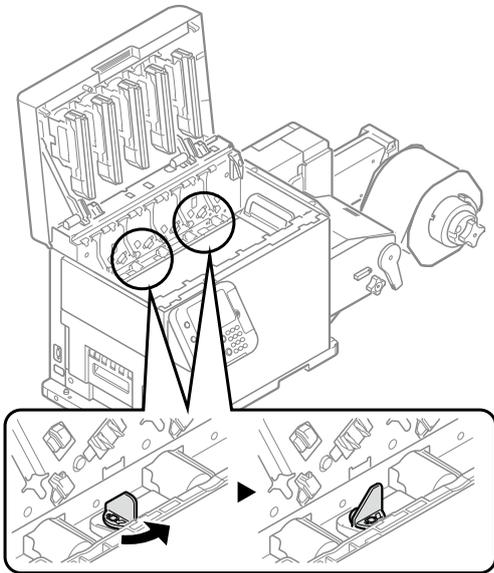
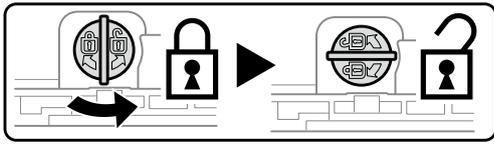


- 6 Place the removed print cartridge, and cover it with paper so it is not exposed to light.



- 7 Prepare some newspaper or something to spread on a flat surface on which to place the belt unit.

8 Turn the two belt locking keys counterclockwise to release the lock.



Note

- Be careful not to touch the nearby terminals while turning the belt locking key.

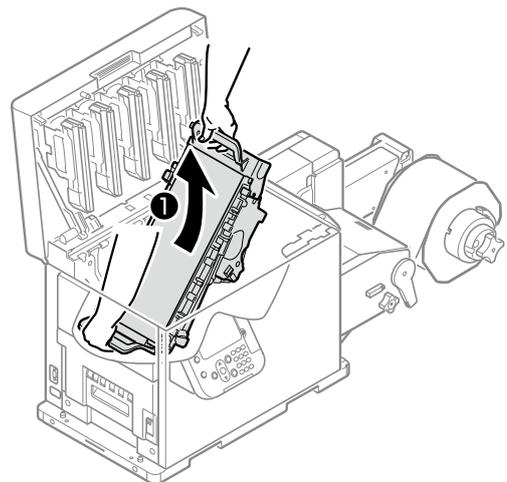
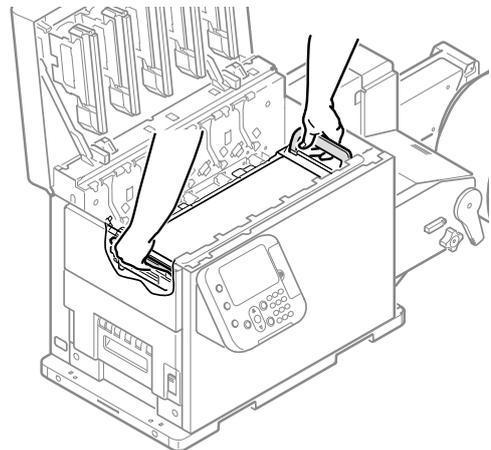
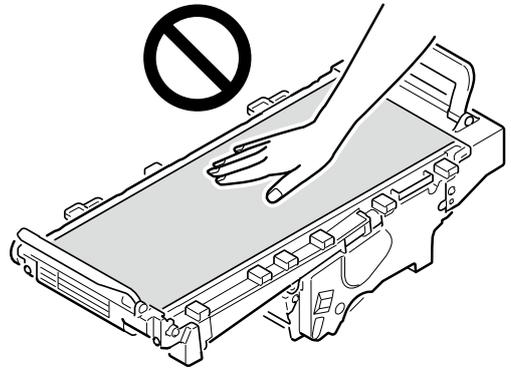


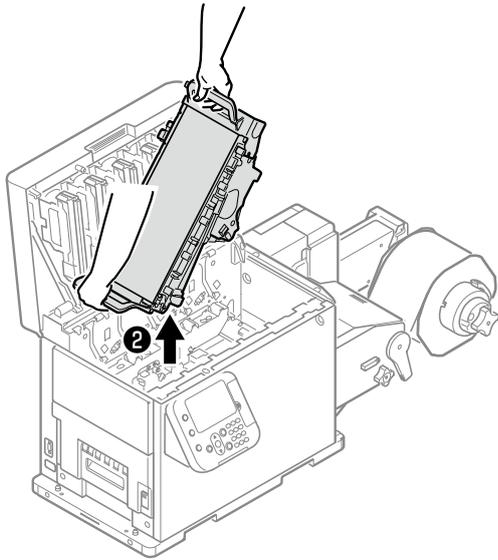
9 Hold the belt unit handles (blue) on the left and right, and remove the belt unit at an angle.



Note

- Do not touch the belt surface or damage the belt.

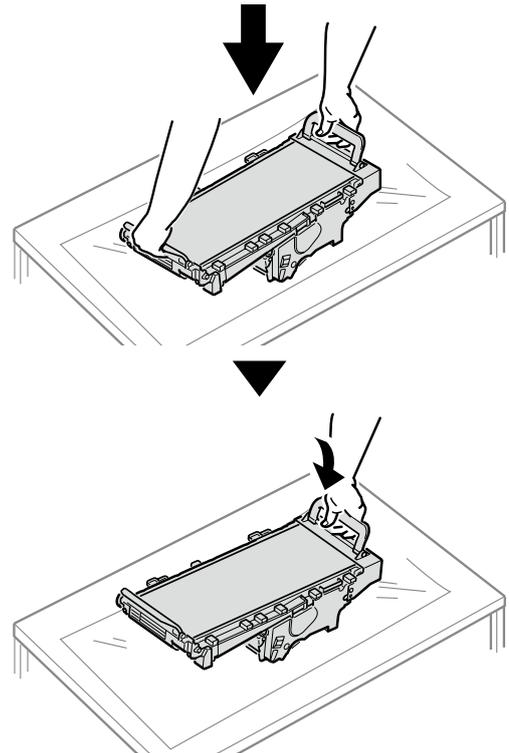




Note

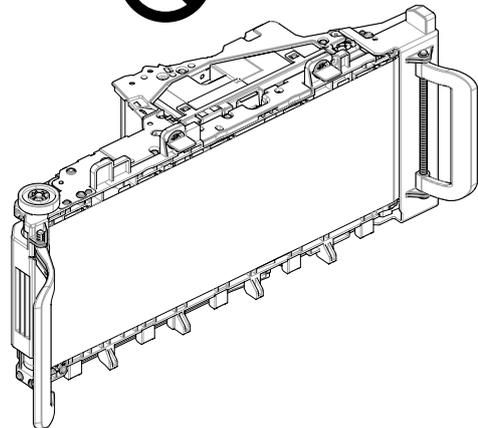
- Be careful not to spill waste toner while removing the belt unit.
- Be careful to not pinch your hands or fingers between the handle and the machine while removing the belt unit.
- When removing the belt unit, do not tilt it further than is needed to remove it.

10 Place the removed belt unit levelly.

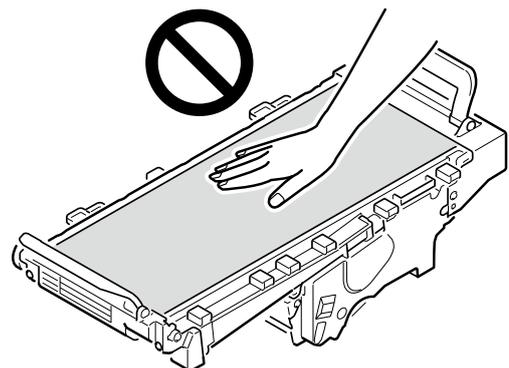


Note

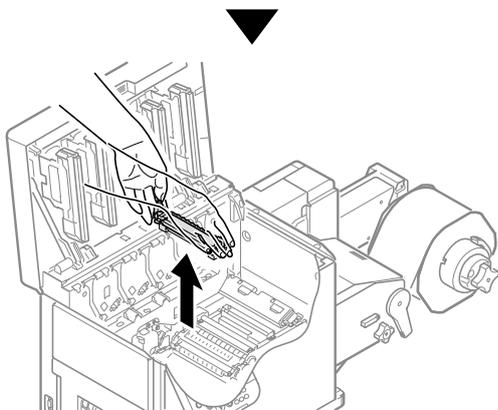
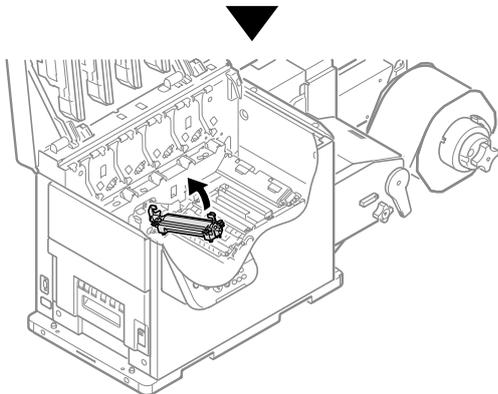
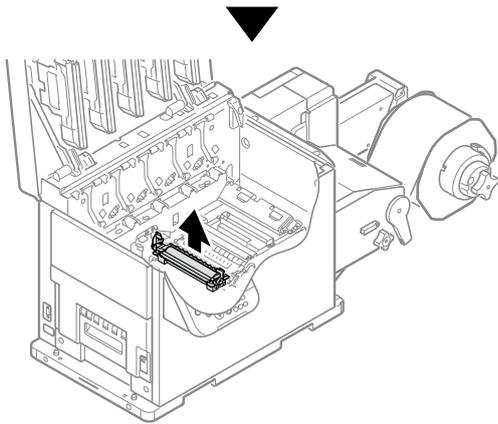
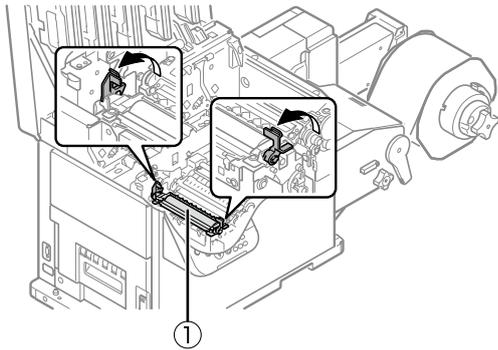
- Place the belt unit on a flat surface, as shown in the diagram above. Do not stand it on its side.



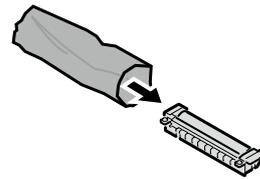
- Do not touch the belt surface or damage the belt.



11 Hold the 2nd transfer roller unit (①) knob (blue) and remove it.

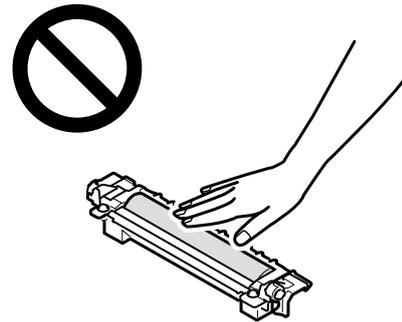


12 Remove the 2nd transfer roller from its packaging.

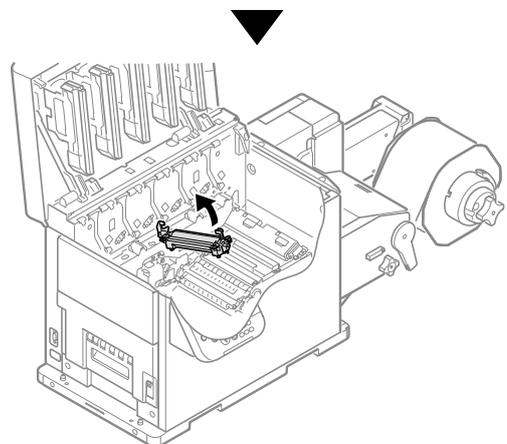
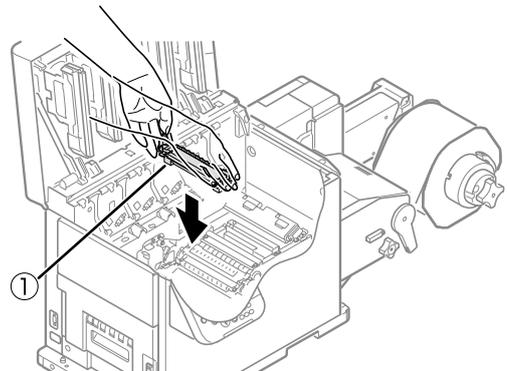


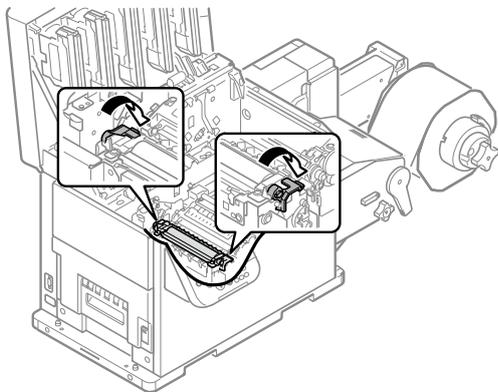
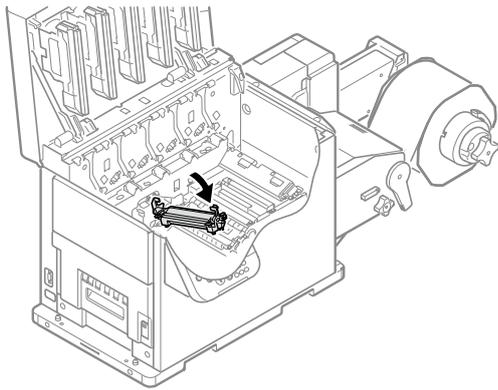
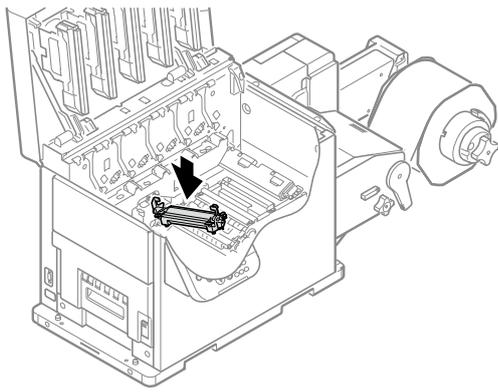
Note

- Do not touch the roller part (sponge part) of the 2nd transfer roller. Touching it damages the surface of the roller, which degrades print quality.



13 Set the new 2nd transfer roller (①) into the printer.

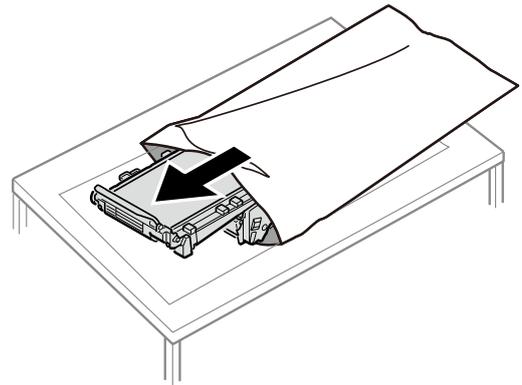




Note

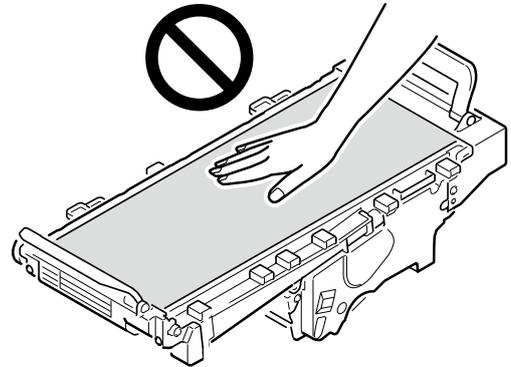
- Be careful, the fuser and exit unit is very hot immediately after printing.

14 Remove the new belt unit from its packaging.

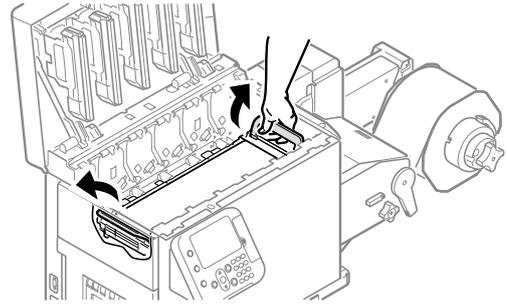
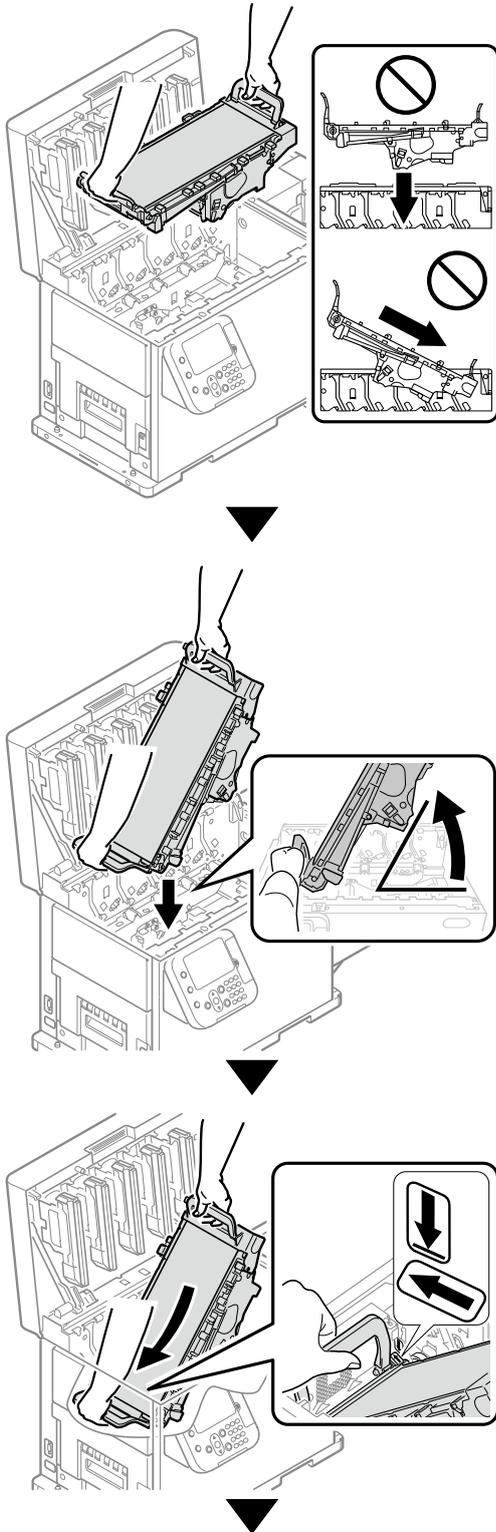


Note

- Do not touch the belt surface or damage the belt.



15 Tilt the belt unit and align the arrow labels (red) on the belt unit and printer to position it, and then open the belt unit handles (blue) on the left and right.



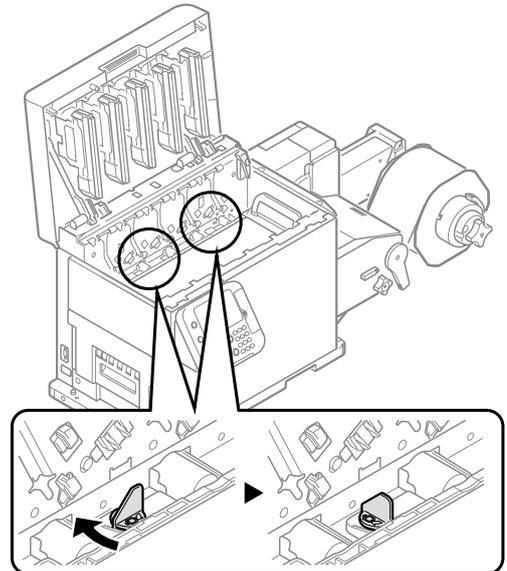
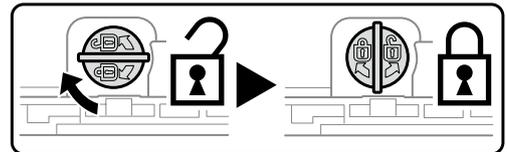
Note

- Be careful to not pinch your hands or fingers between the handle and the machine while installing the belt unit.

Memo

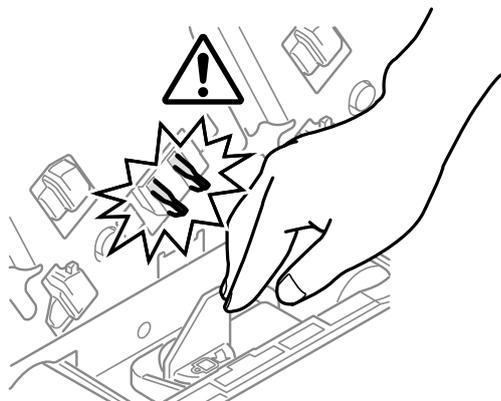
- When the belt unit is replaced, the waste toner box is also replaced at the same time.

16 Turn the two belt unit locking keys clockwise to lock it.

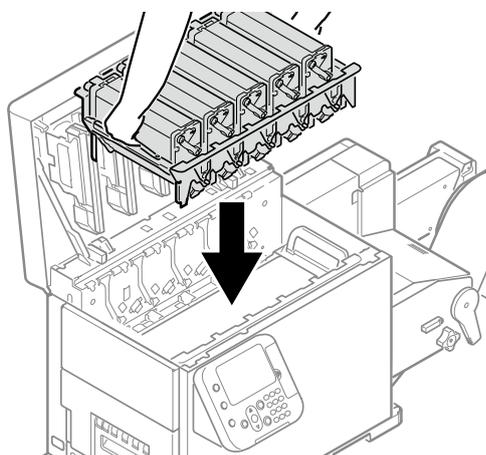


Note

- Be careful not to touch the nearby terminals while turning the belt locking key.



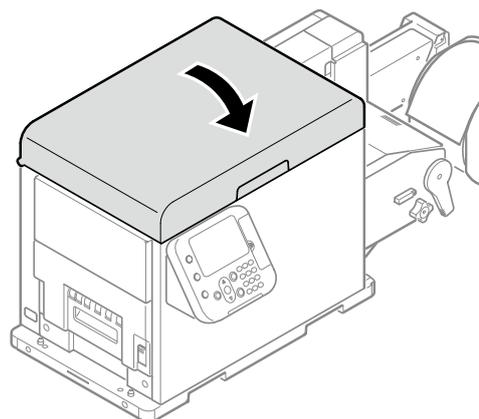
17 Put the print cartridge set back into the printer.



Note

- There is a risk of pinching your fingers or hands when repositioning the print cartridge set. Hold the handle parts of the basket for this operation.

18 Close the top cover.



Note

- When closing the top cover, there is a risk of pinching your fingers or hands in the top cover or the top cover's support. Press on the top of the top cover to close it.
- There is a risk of pinching your fingers or hands if you hold the LED head while closing the top cover. Press on the top of the top cover to close it.

19 Please support the recycling of used belt units and 2nd transfer rollers.

Note

- You cannot clean the belt unit yourself. To protect the equipment against dirt and foreign matter, do daily maintenance (cleaning) as described in "Printer Maintenance" (P.73). Also, do not use alcohol or other solvents to wipe the surfaces. If alcohol or some other solvent is used to wipe it, the irregularities left from wiping it will degrade print quality.
- Do not disassemble the belt unit and the waste toner box, and do not force them open. Doing so may cause toner to spray out, to be inhaled, or to soil your clothing and hands.

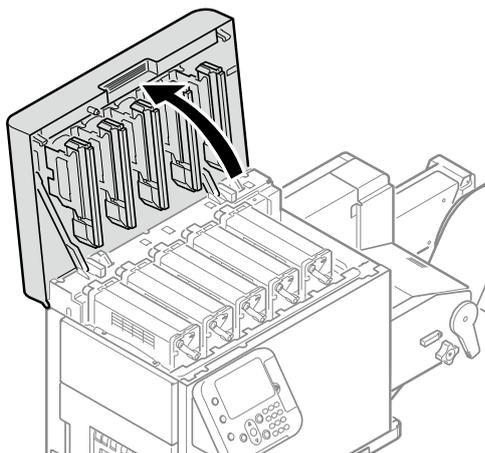
Memo

- If you must dispose of a used belt unit or 2nd transfer roller, put them in a plastic bag and be sure to dispose of them according to the local laws and government regulations.
- Use the box and packing bag from the new belt unit and 2nd transfer roller for when the used belt unit and 2nd transfer roller are recycled.

Replacing Waste Toner Boxes

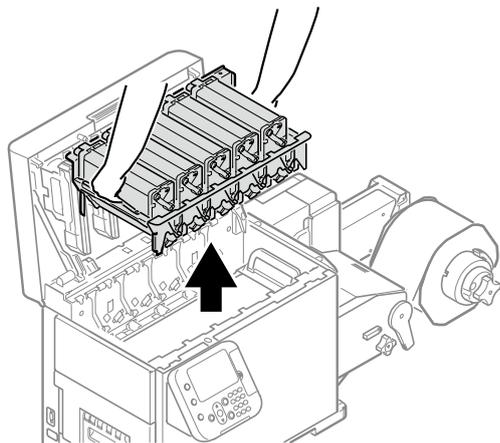
Replacing Waste Toner Boxes

- 1 Remove wrist watch, bracelet, etc.
- 2 Grasp the top cover open lever and open the top cover.

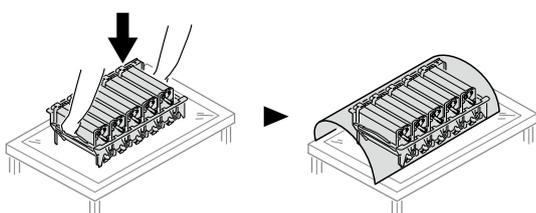


- 3 Prepare some newspaper or something to spread on a flat surface on which to place the print cartridge set, as well as some paper so it is not exposed to light.

- 4 Remove the print cartridge set.

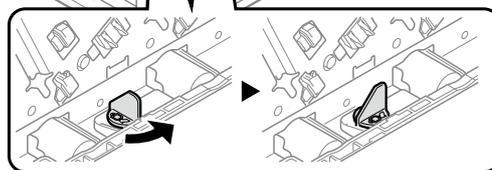
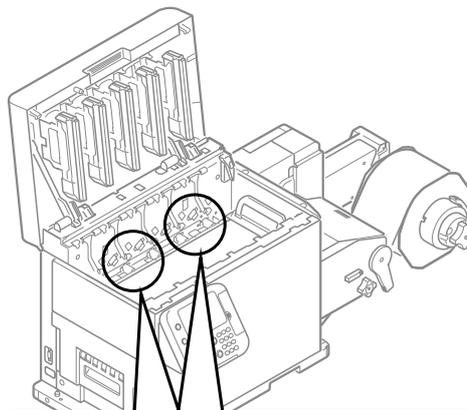
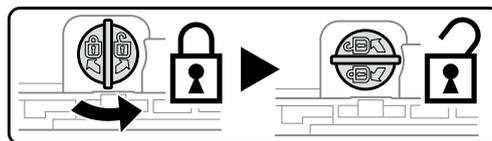


- 5 Place the removed print cartridge, and cover it with paper so it is not exposed to light.



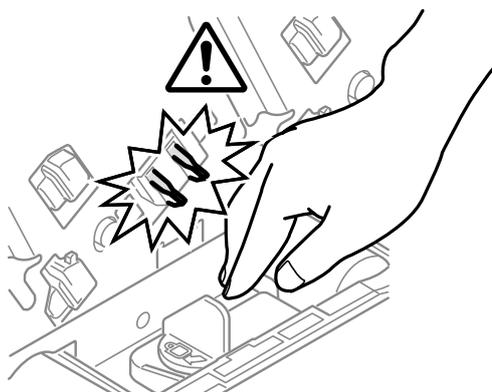
- 6 Prepare some newspaper or something to spread on a flat surface on which to place the belt unit.

- 7 Turn the two belt unit locking keys counterclockwise to release the lock.



Note

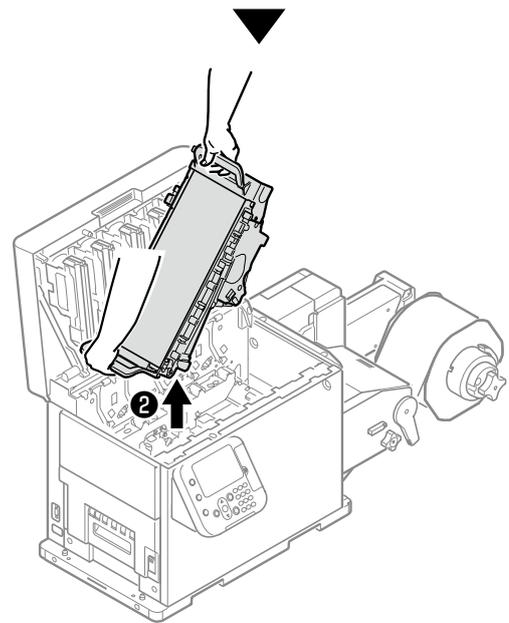
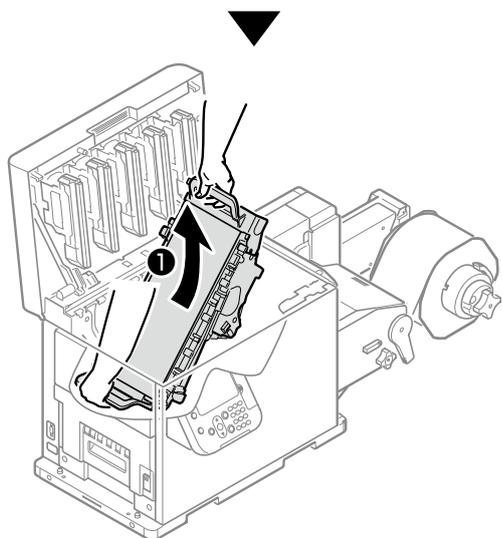
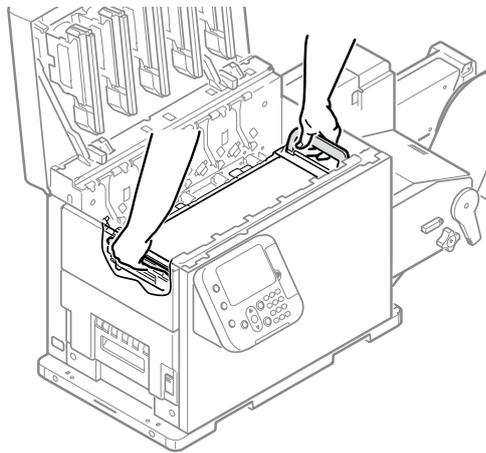
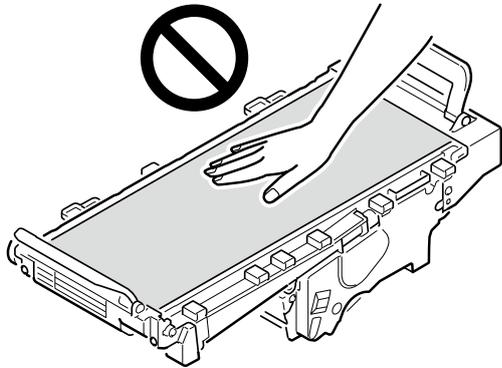
- Be careful not to touch the nearby terminals while turning the belt locking key.



8 Hold the belt unit handles (blue) on the left and right, and remove the belt unit at an angle.

Note

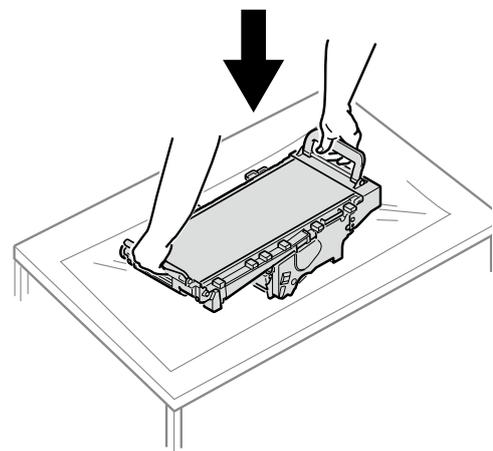
- Do not touch the belt surface or damage the belt.

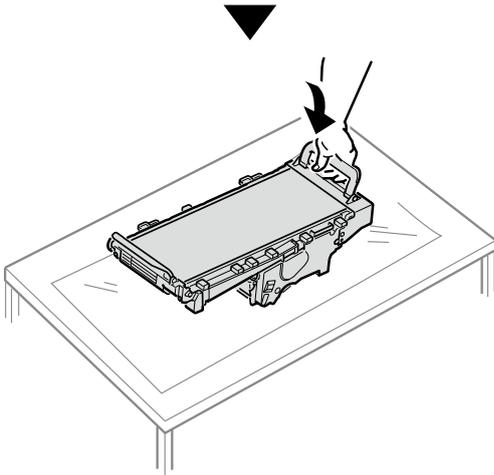


Note

- Be careful not to spill waste toner while removing the belt unit.
- Be careful to not pinch your hands or fingers between the handle and the machine while removing the belt unit.
- When removing the belt unit, do not tilt it further than is needed to remove it.

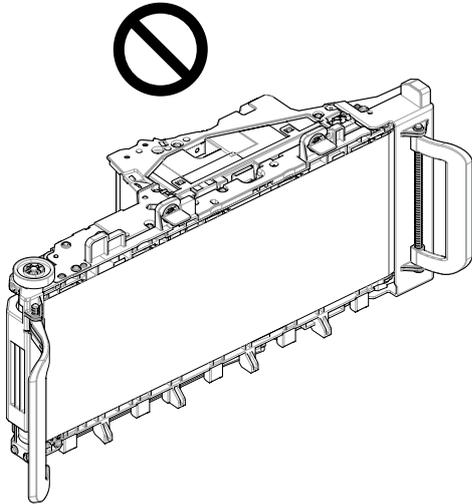
9 Place the removed belt unit levelly.



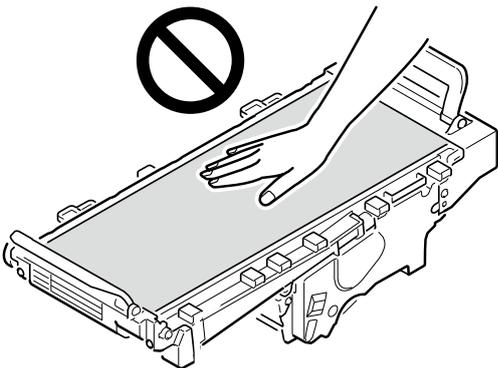


Note

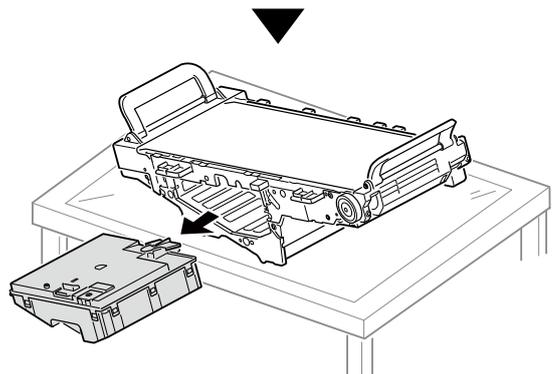
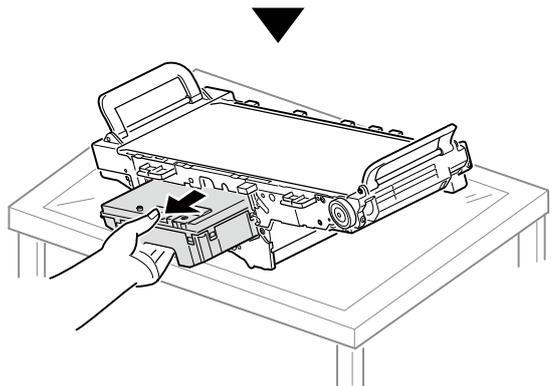
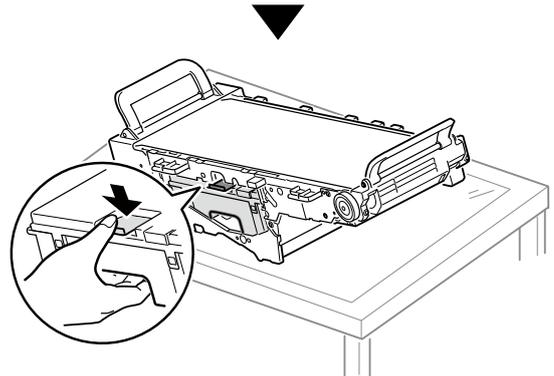
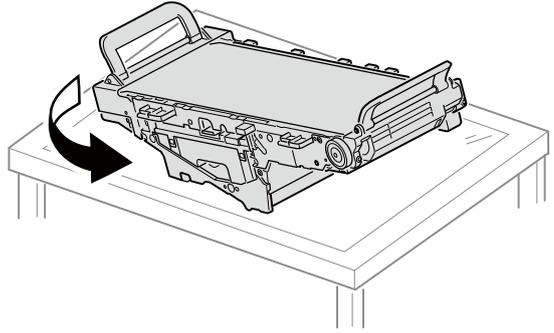
- Place the belt unit on a flat surface, as shown in the diagram above. Do not stand it on its side.

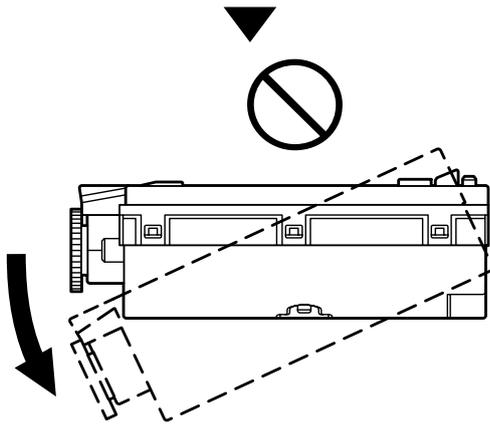


- Do not touch the belt surface or damage the belt.



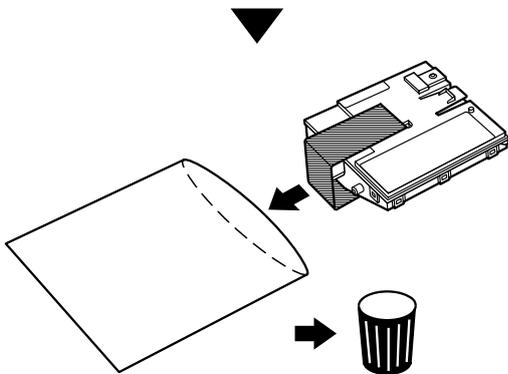
10 Remove the waste toner box from the back of the belt unit.



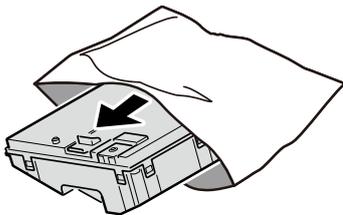


Note

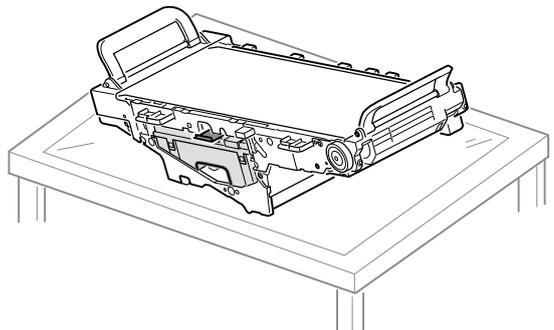
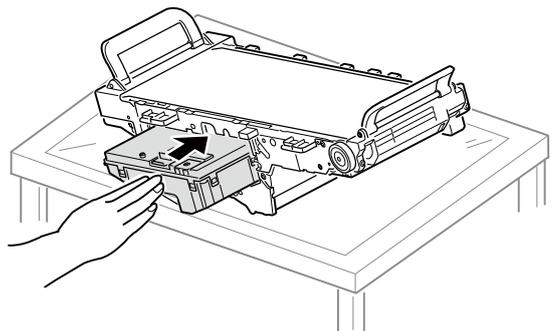
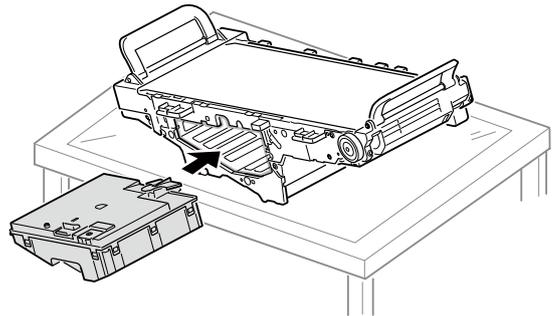
- Do not tilt the waste toner box. Waste toner could leak out and stain your clothes or hands.



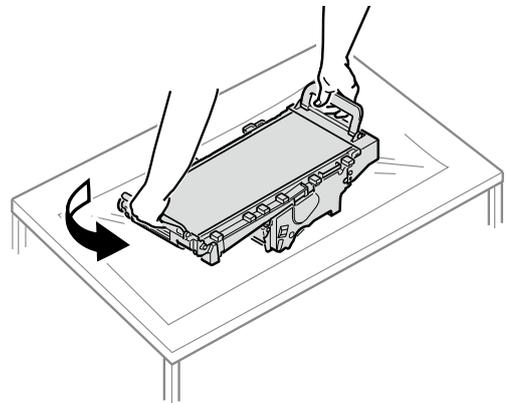
11 Remove the new waste toner box from its packaging.



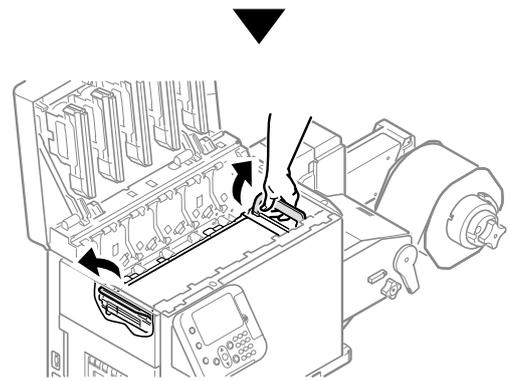
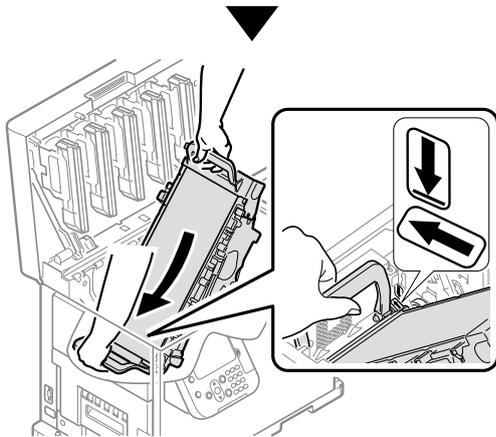
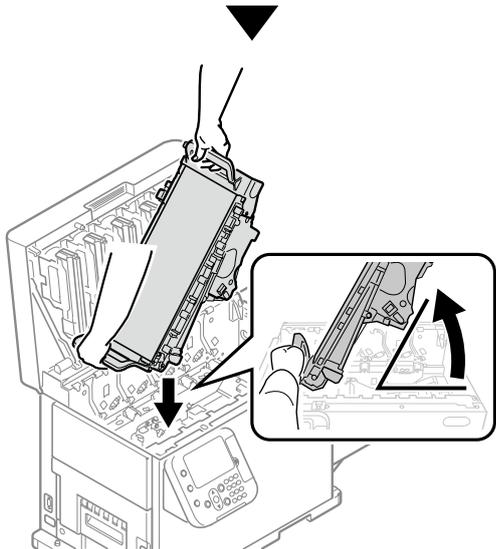
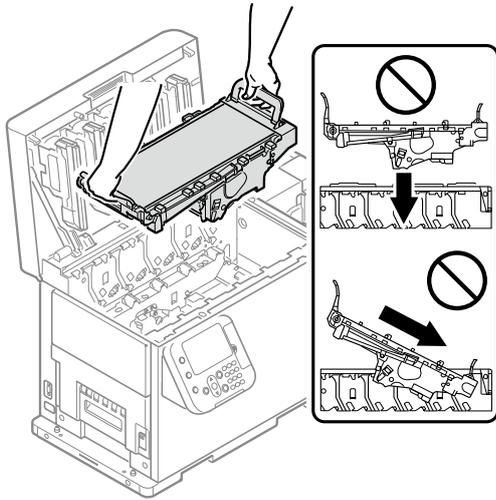
12 Insert the new waste toner box into the belt unit, and firmly push it inside.



13 When facing the belt unit, hold the handles (blue) on its left and right sides.



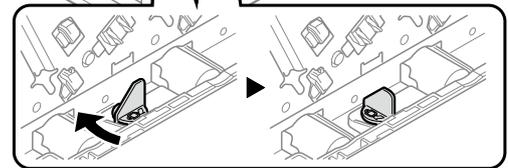
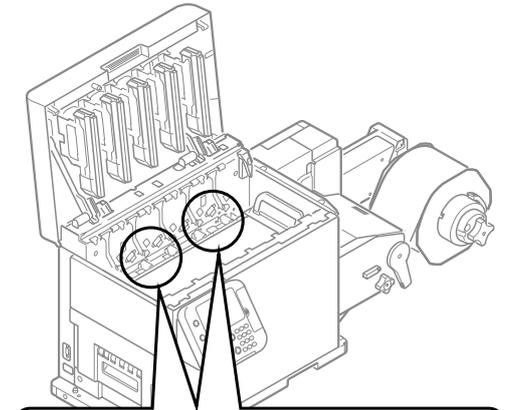
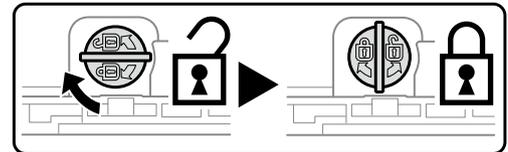
14 Tilt the belt unit and align the arrow labels (red) on the belt unit and printer to position it, and then open the belt unit handles (blue) on the left and right.



Note

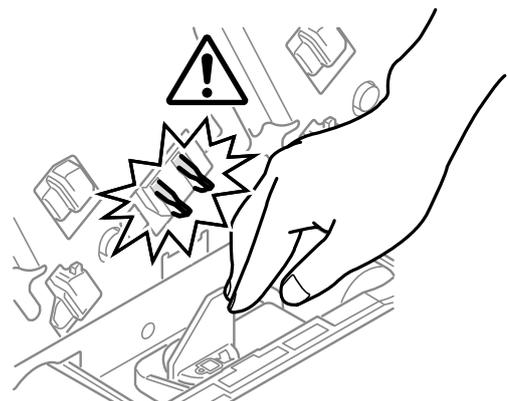
- Be careful to not pinch your hands or fingers between the handle and the machine while installing the belt unit.

15 Turn the two belt unit locking keys clockwise to lock it.

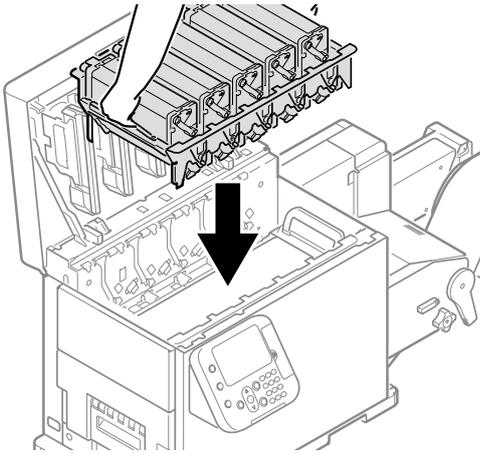


Note

- Be careful not to touch the nearby terminals while turning the belt locking key.

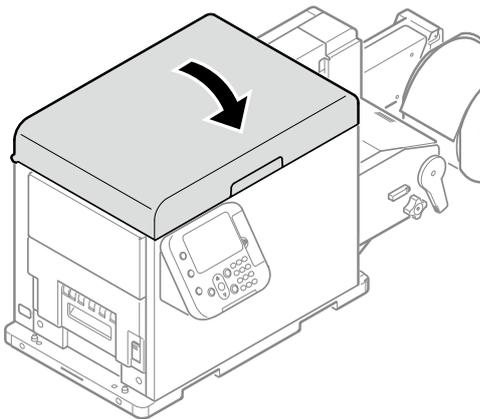


- 16** Put the print cartridge set back into the printer.

**Note**

- There is a risk of pinching your fingers or hands when repositioning the print cartridge set. Hold the handle parts of the basket for this operation.

- 17** Close the top cover.

**Note**

- When closing the top cover, there is a risk of pinching your fingers or hands in the top cover or the top cover's support. Press on the top of the top cover to close it.
- There is a risk of pinching your fingers or hands if you hold the LED head while closing the top cover. Press on the top of the top cover to close it.

- 18** Please support recycling of the used waste toner boxes.

**Note**

- Do not disassemble the waste toner box, and do not force it open. Doing so may cause toner to spray out, to be inhaled, or to soil your clothing and hands.

**Memo**

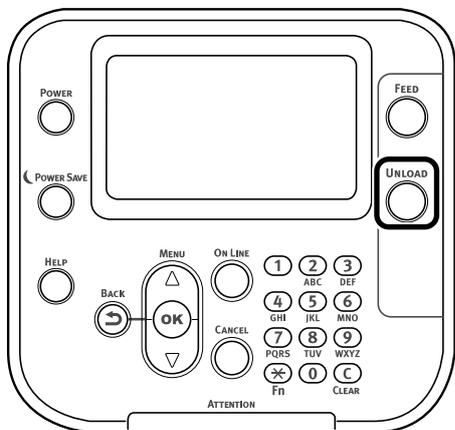
- When disposing of the used waste toner box in unavoidable circumstances, put it in a plastic bag, and ensure to dispose according to the instructions provided by the local municipality.
- Use the box and packing bag from the new waste toner box for when the used waste toner box is recycled.

Replacing the Fuser and Exit Unit

Replacing the Fuser and Exit Unit

	CAUTION There is a risk of burns.	
<p>Work carefully because the fuser and exit unit is very hot. Be sure to hold the fuser and exit unit handle when you lift it. When it is hot, wait until it cools down before starting the work.</p>		

- 1 If roll paper has been fed through the printer, press the <UNLOAD> button to cut the roll paper. The cut paper will be fed to the supply side and the feeding side.

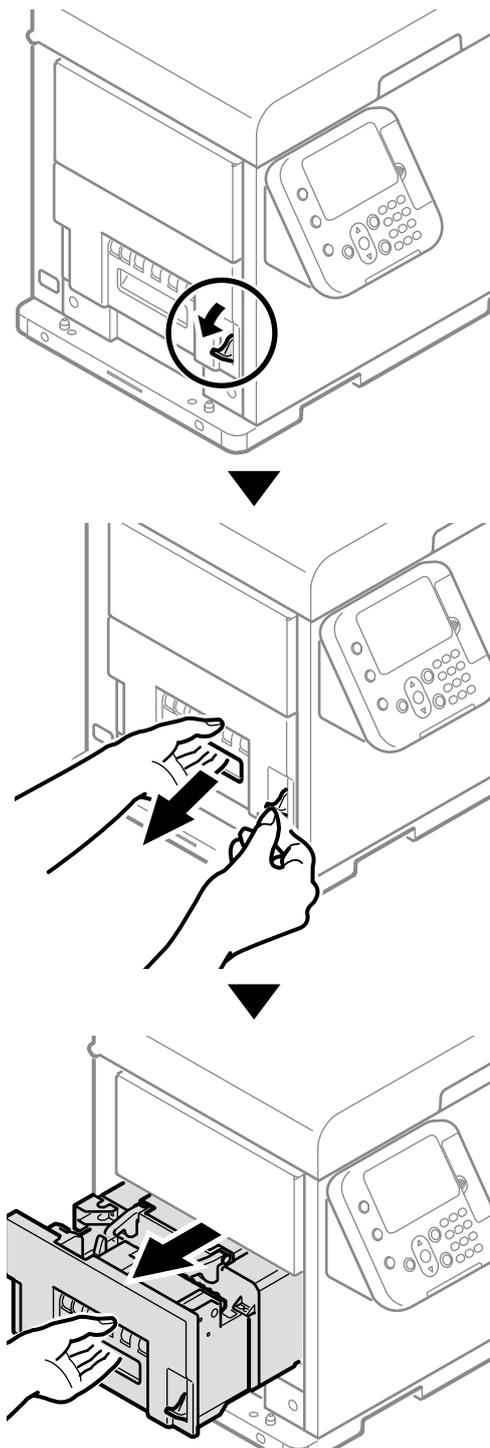


- 2 While pulling the fuser and exit unit locking lever towards you, pull out the fuser and exit unit.

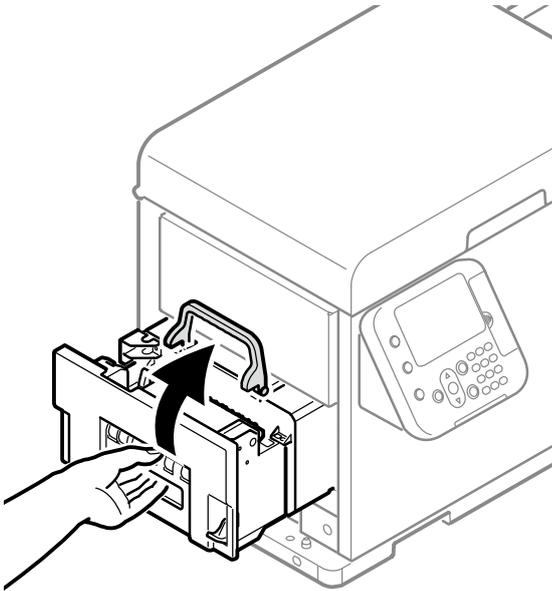


Note

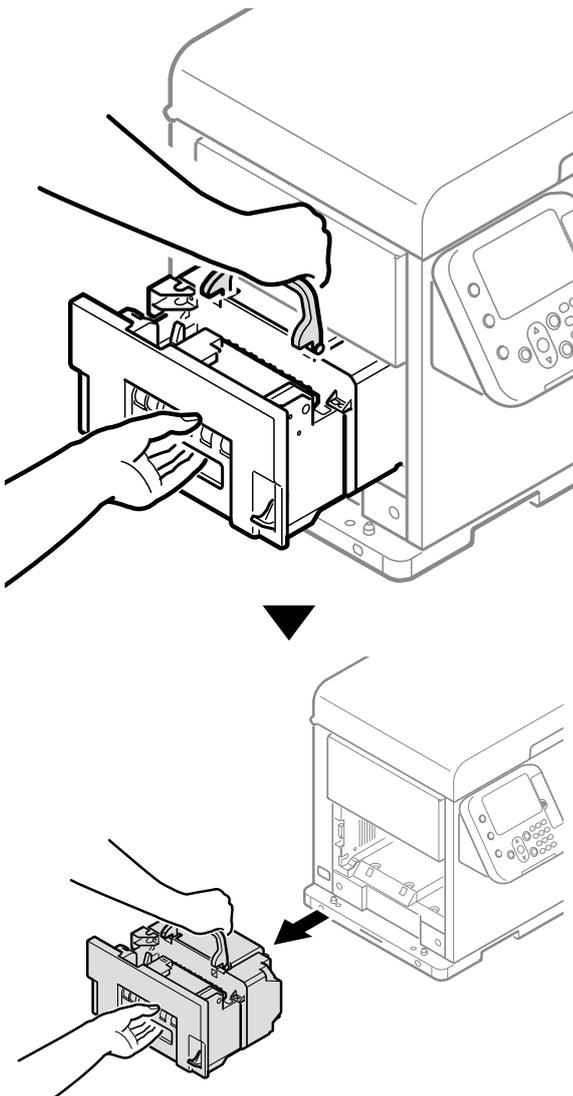
- Be careful, the fuser and exit unit is very hot immediately after printing.



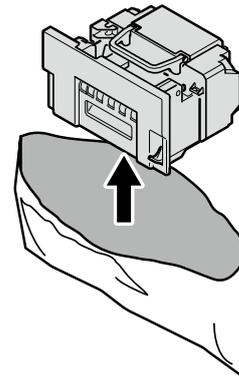
- 3** While supporting the fuser and exit unit with one hand, lift up the fuser and exit unit handle.



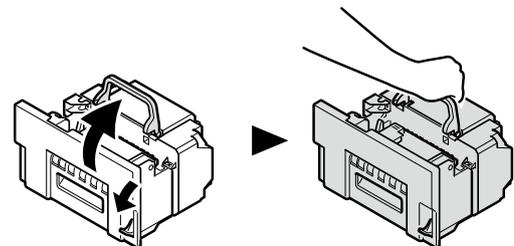
- 4** Hold the fuser and exit unit with both hands to remove it.



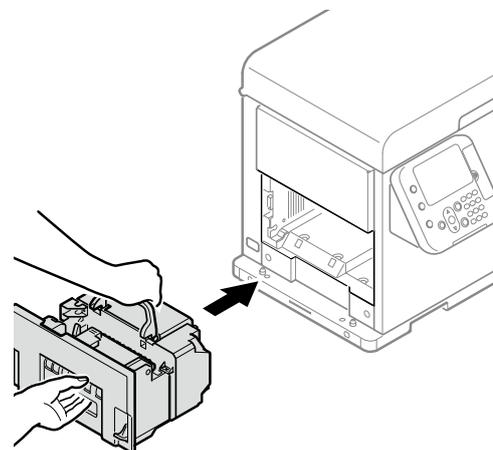
- 5** Remove the new fuser and exit unit from its packaging.



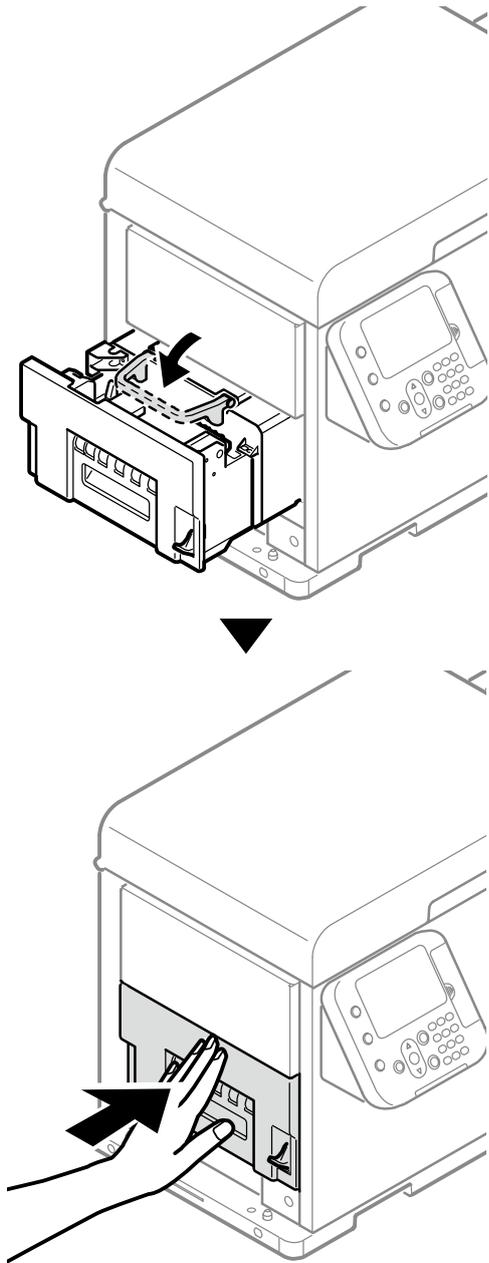
- 6** Pull the fuser and exit unit locking lever on the new fuser and exit unit towards yourself, and lift the fuser and exit unit handle.



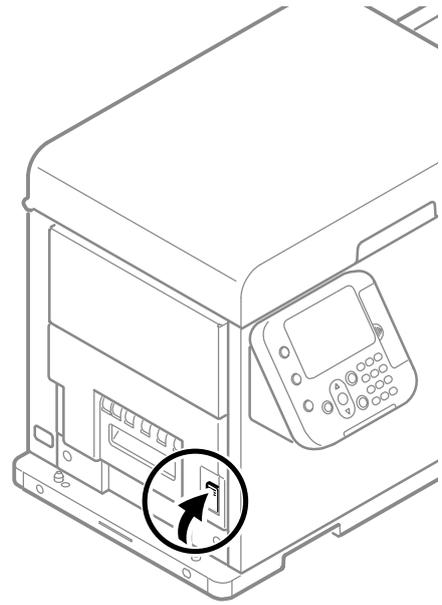
- 7** Lift the new fuser and exit unit with both hands and put it into the printer.



- 8** Push down the fuser and exit unit locking handle, and firmly push it inside.



- 9** Lift up the fuser and exit unit locking lever.



- 10** Please support recycling of the used fuser and exit units.

Note

- Do not disassemble the fuser output unit, and do not force it open.

Memo

- If you must dispose of the used fuser and exit unit, put it in a plastic bag and be sure to dispose of it according to the local laws and government regulations.
- Use the box and packing bag from the new fuser and exit unit for when the used fuser and exit unit are recycled.

● Printer Maintenance

This section describes how to clean the various parts of the printer.

Things to Prepare

Prepare the following things for cleaning the various parts of the printer.

- Wiper
- Cleaning fluid (anhydrous)
- Water or neutral cleanser
- Cleaning sticks
- Gloves
- Spanner
- Mirror
- Lights
- Soft tissue paper

Cleaning Schedule

Check the condition of the equipment at the start and end of operations, and clean it as needed. Cleaning guidelines are noted below.

		Cleaning schedule	
		Everyday	When dirt is noticeable
Unwinder	Surface	—	○
	Flange	○	○
	Side-Guide-8Inch	○	○
	Tension Bar	○	○
	Guide-Side-Roller-F	○	○
	Unwinder Paper Guide	○	○
	Sheet Guide	○	○
	Roll Paper Guide	○	○
	F0 Roller Unit	○	○
	Sensor Cover(Upper)	○	○
	Sensor Cover(Lower)	○	○
	F1 Roller Unit	—	○
	Cutter Unit	○	○
Printer	Surface	—	○
	Paper Guide	○	○
	Feed Unit	○	○
	Sensor Cover(Lower)	○	○
	Sensor Cover(Upper)	○	○
	Exit Unit	—	○
	LED Heads	—	○
	Fuser Unit	—	○*

* :  Note

- Clean the feed path (including rollers) and fuser unit when changing the width of the roll paper. Streaks may appear when printing, particularly after changing the paper width from narrow to wide, because of the traces (paper dust etc.) left along the width of the paper. When you change the width of the roll paper, check the conditions of the fuser unit and feed path and clean them, and then restart printing.
- Wear gloves to clean if you are using cleaning fluid.
- Refer to the "Setup Guide" regarding the names and functions of parts.

Cleaning the Unwinder

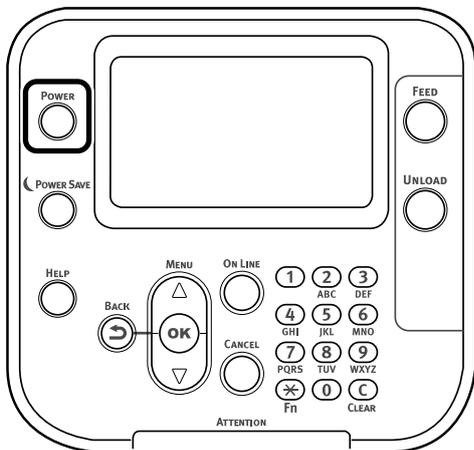
This section describes how to clean the various parts of the unwinder.

Cleaning the Surfaces of the Unwinder

Note

- Do not use Benzene or thinner as it may damage plastic parts and coating.
- Only use water or neutral washing agent.
- It is not necessary to oil the unwinder. Do not oil it.

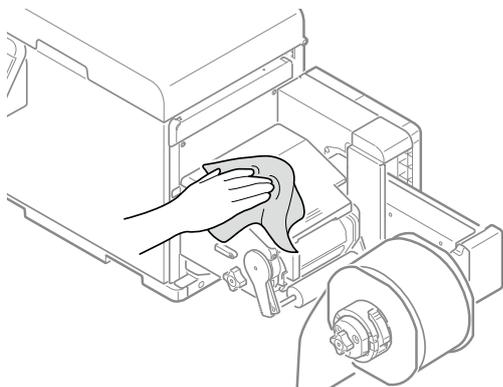
- 1 Press and hold the <POWER> button for approximately 1 second to switch off the power supply.



Wait a moment, and the LED lamp on the <POWER> button will turn OFF.

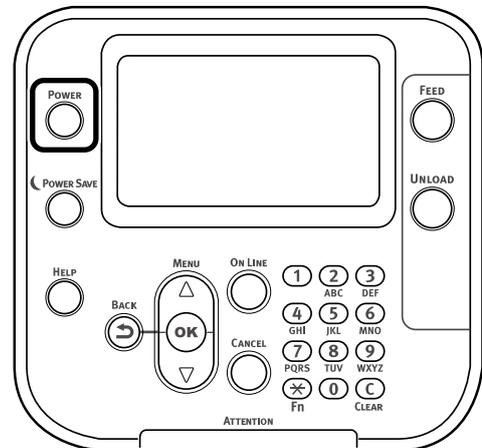
- 2 Take water or neutral washing agent on one piece of cotton cloth, and wipe with thoroughly squeezed cloth.

Furthermore, wipe off with another dry cotton cloth.



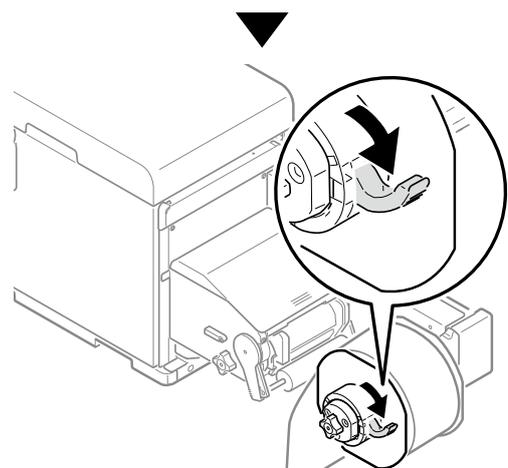
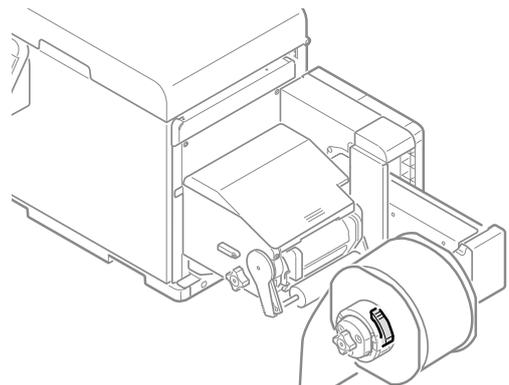
Clean the Inside of the Unwinder

- 1 Press and hold the <POWER> button for approximately 1 second to switch off the power supply.

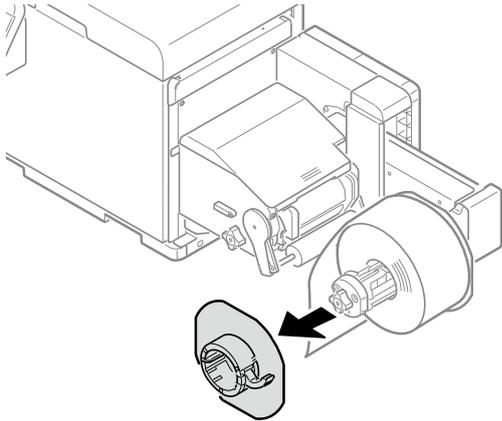


Wait a moment, and the LED lamp on the <POWER> button will turn OFF.

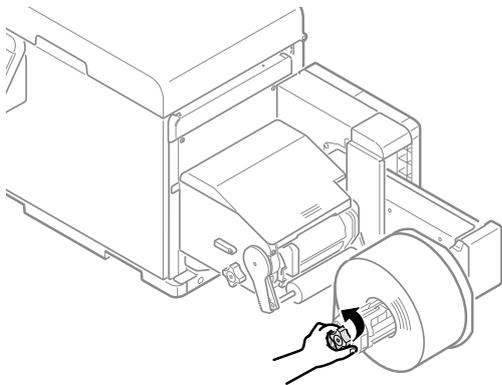
- 2 Open the flange locking lever.



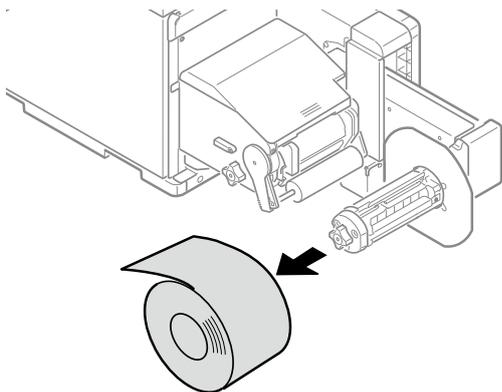
3 Remove the flange.



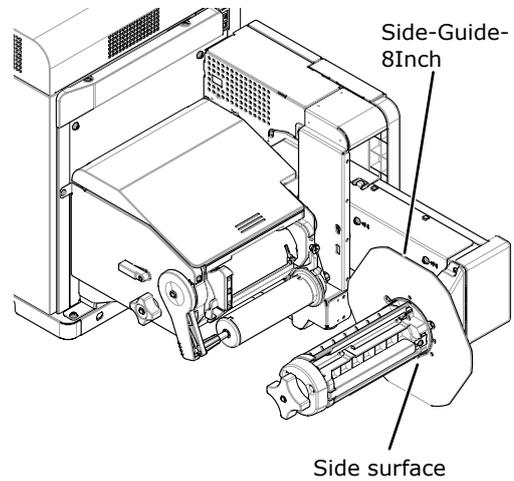
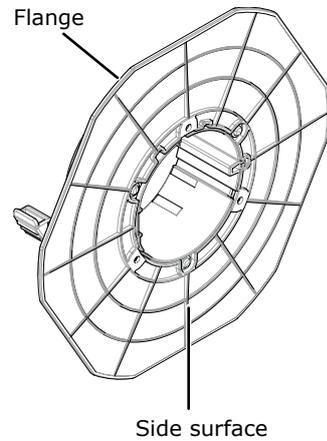
4 Turn the roll paper holder knob in the direction of the arrow to narrow the shaft of the roll paper holder.



5 Remove the roll paper.



6 Use Wiper moistened with cleaning fluid (anhydrous) to wipe any dirt off the sides of the flange and Side-Guide-8Inch.



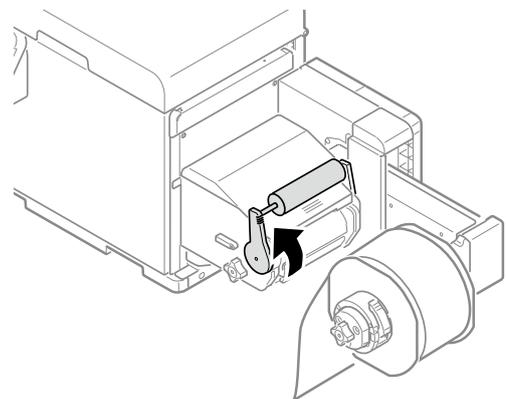
7 Mount the roll paper.



Reference

- Refer to the "User's Guide" regarding how to mount the roll paper.

8 Press up on the tension bar open lever until it clicks.

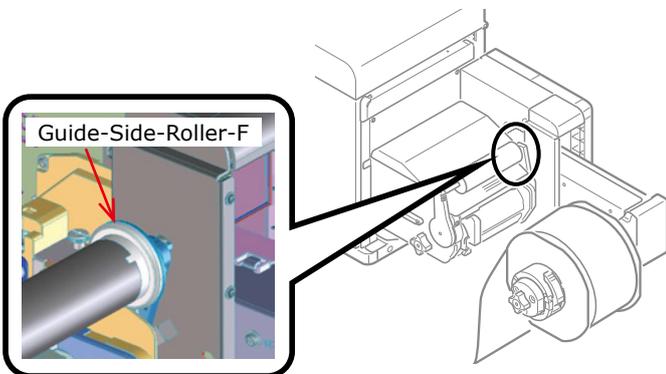


9 While restraining the tension bar with one hand, use Wiper moistened with cleaning fluid (anhydrous) to wipe, in one direction, the dirt off the tension bar (①).



Use the hand that is restraining the tension bar to rotate it (②) as you finish cleaning each side, until the entire tension bar is clean.

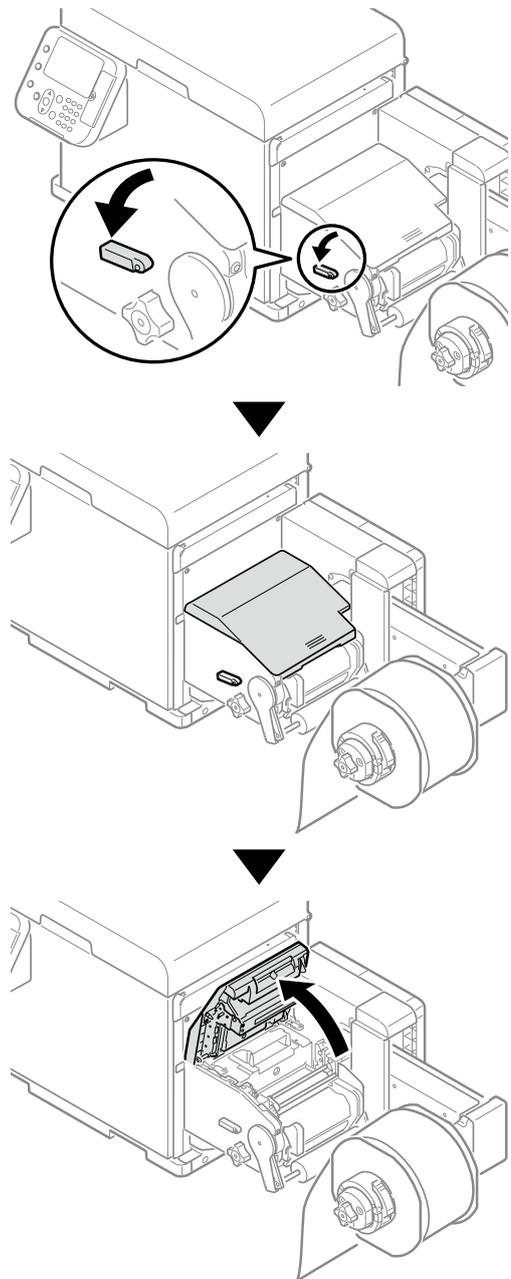
10 While rotating the guide-side-roller-F, use Wiper moistened with cleaning fluid (anhydrous) to wipe any dirt off the sides and corners of the guide-side-roller-F.



11 Press down on the tension bar open lever until it clicks.



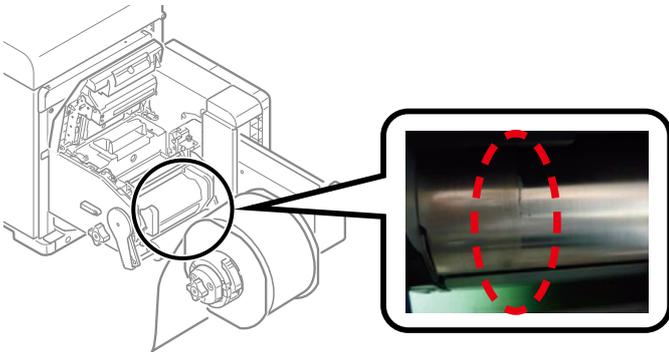
12 Lower the unwinder cover open lever to open the unwinder cover.



Note

- Securely open the unwinder cover so it does not close while cleaning.

13 If there are scraps of paper or glue from the labels on the sheet guide, use Wiper moistened with cleaning fluid (anhydrous) to wipe it off.

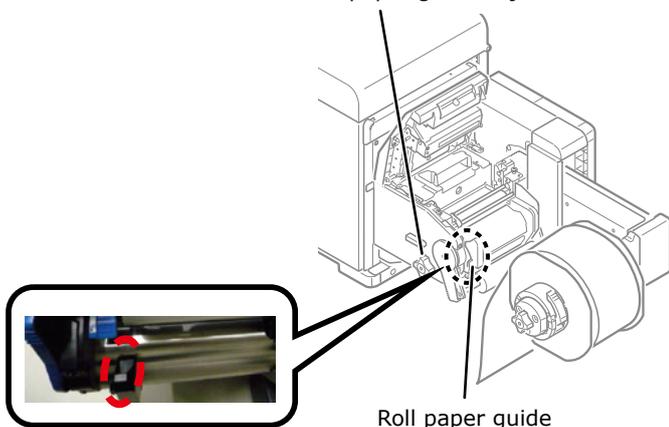


14 Use Wiper moistened with cleaning fluid (anhydrous) to wipe, in one direction, the dirt off the sheet guide.



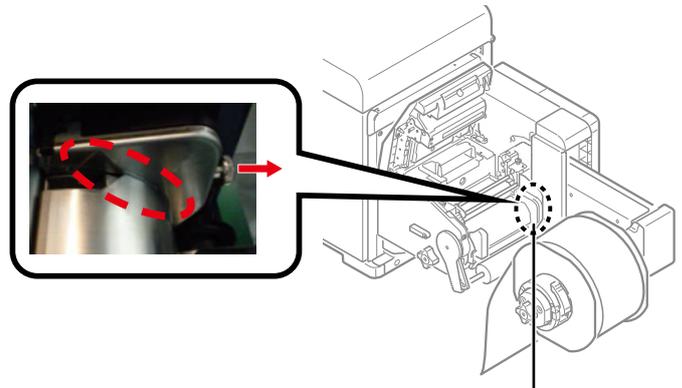
15 Move the roll paper guide to confirm that there is no glue or paper scraps on it. If there are scraps of paper or glue from the labels on it, use Wiper moistened with cleaning fluid (anhydrous) to wipe it off.

Roll paper guide adjustment knob



Roll paper guide

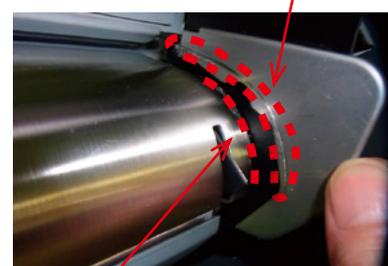
16 If there are scraps of paper or glue from labels on the ends of the sheet guide, undo the screw and remove the unwinder paper guide.



Unwinder paper guide

17 Use Wiper moistened with cleaning fluid (anhydrous) to wipe the dirt off the sides of the unwinder paper guide and ends of the sheet guide.

Side of the unwinder paper guide



End of the sheet guide

18 Install the unwinder paper guide and tighten the screw by hand securely.



19 Turn the screws in two locations on the F0 roller unit to loosen them.



20 Remove the F0 roller unit.



21 As you rotate the gears with one hand, use Wiper moistened with cleaning fluid (anhydrous) to clean the top and bottom rollers on the F0 roller unit by wiping in just one direction.



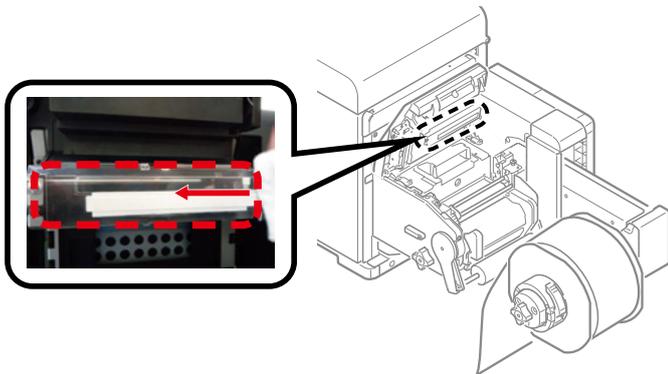
 **Memo**

- Lower the set lever on the rollers to rotate the top and bottom roller at the same time.

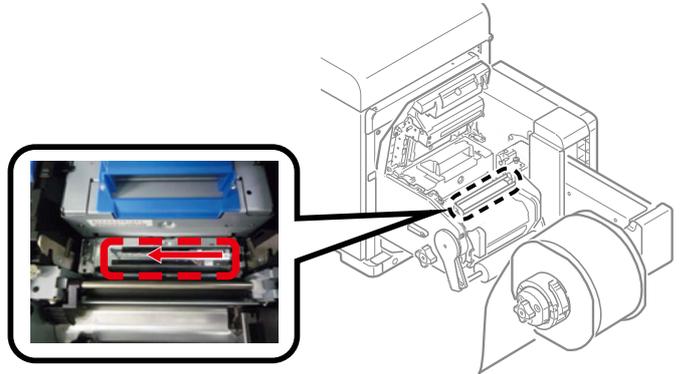
22 Install the F0 roller unit, and fasten the two screws.



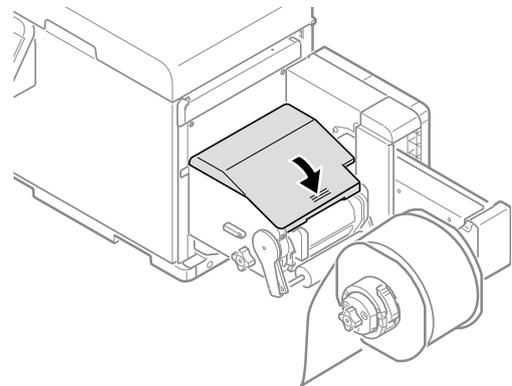
23 Use Wiper moistened with cleaning fluid (anhydrous) to wipe, in one direction, the dirt off the sensor cover (upper).



24 Use Wiper moistened with cleaning fluid (anhydrous) to wipe, in one direction, the dirt off the sensor cover (lower).



25 Close the unwinder cover.



 **Note**

- There is a risk of pinching your fingers or hands while closing the unwinder cover. Press on the top of the unwinder cover to close it.

 **Reference**

- Refer to "Cleaning the Cutter Unit" (P.93) regarding how to clean the cutter unit.

Cleaning the Printer

This section describes how to clean the various parts of the printer.

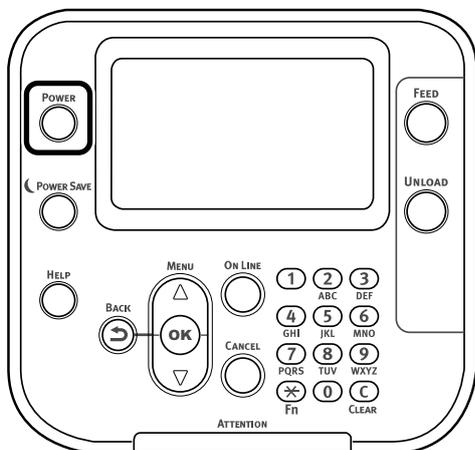
Cleaning Device Surfaces



Note

- Do not use Benzene or thinner as it may damage plastic parts and coating.
- Only use water or neutral washing agent.
- It is not necessary to oil the device. Do not oil it.

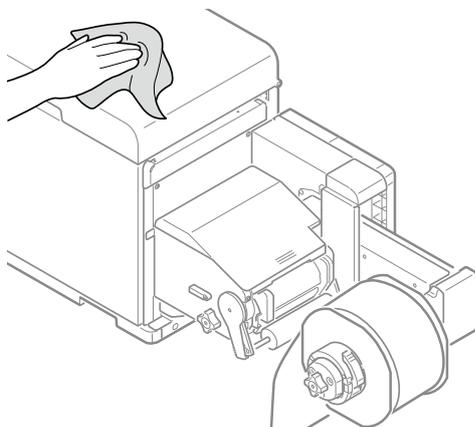
- 1 Press and hold the <POWER> button for approximately 1 second to switch off the power supply.



Wait a moment, and the LED lamp on the <POWER> button will turn OFF.

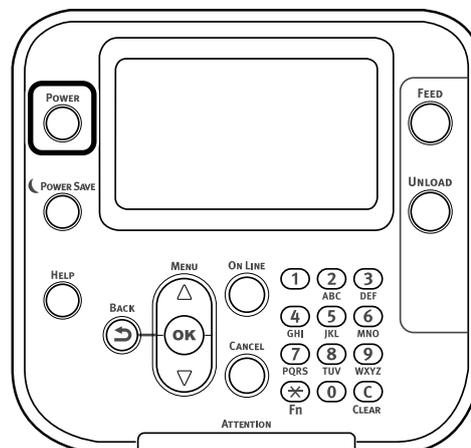
- 2 Take water or neutral washing agent on one piece of cotton cloth, and wipe with thoroughly squeezed cloth.

Furthermore, wipe off with another dry cotton cloth.



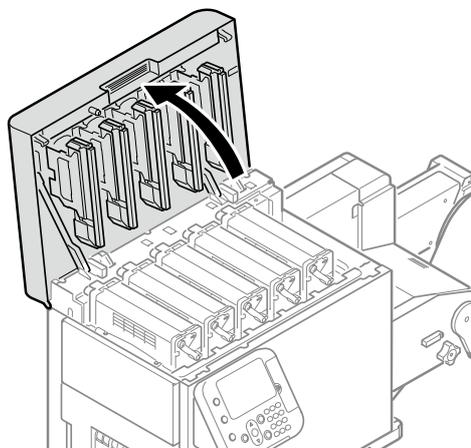
Cleaning the Inside of the Printer

- 1 Remove wrist watch, bracelet, etc.
- 2 Press and hold the <POWER> button for approximately 1 second to switch off the power supply.



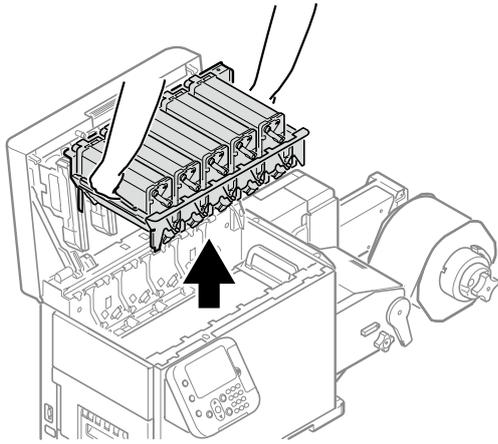
Wait a moment, and the LED lamp on the <POWER> button will turn OFF.

- 3 Grasp the top cover open lever and open the top cover.

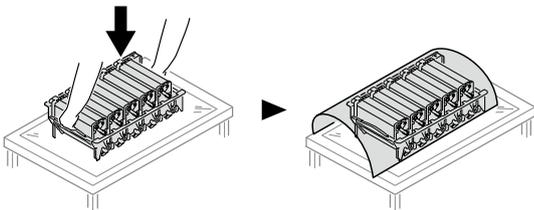


- 4 Prepare some newspaper or something to spread on a flat surface on which to place the print cartridge set, as well as some paper so it is not exposed to light.

5 Remove the print cartridge set.

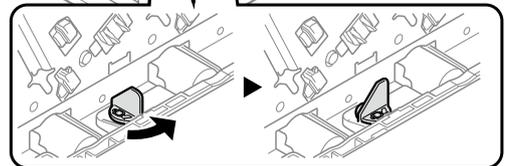
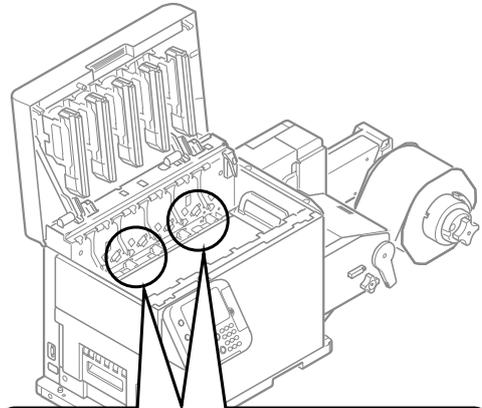
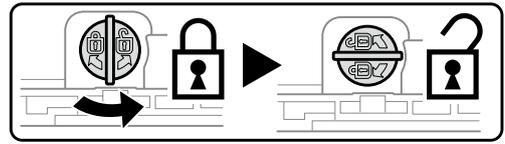


6 Place the removed print cartridge, and cover it with paper so it is not exposed to light.



7 Prepare some newspaper or something to spread on a flat surface on which to place the belt unit.

8 Turn the two belt locking keys counterclockwise to release the lock.



Note

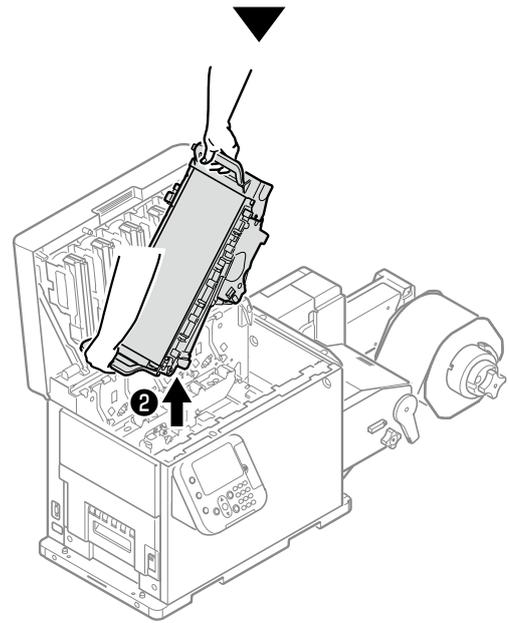
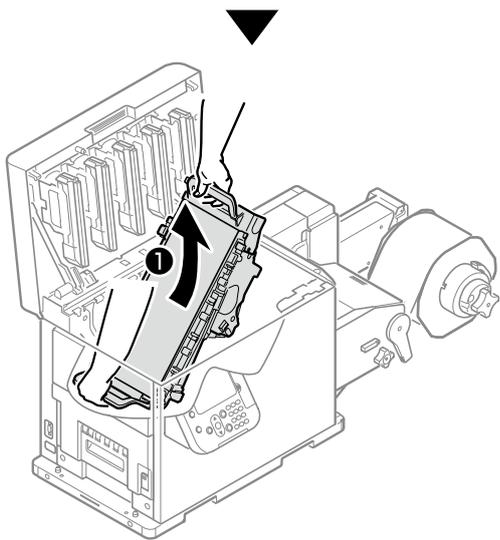
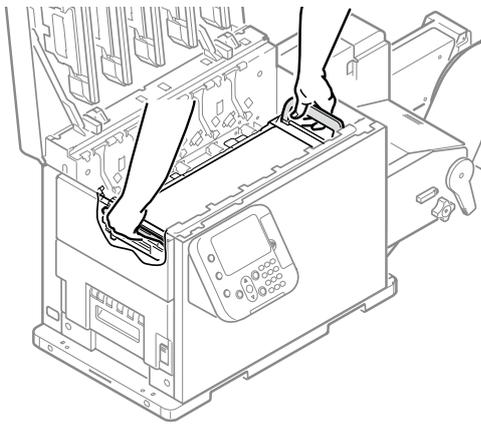
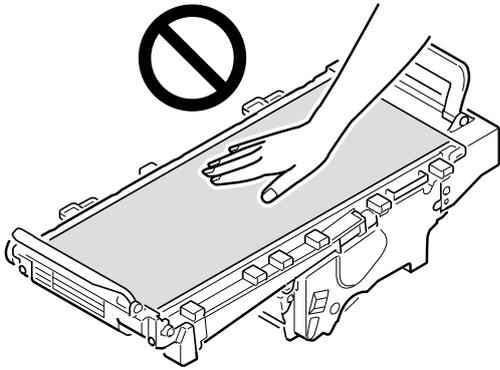
- Be careful not to touch the nearby terminals while turning the belt locking key.



9 Hold the belt unit handles (blue) on the left and right, and remove the belt unit at an angle.

Note

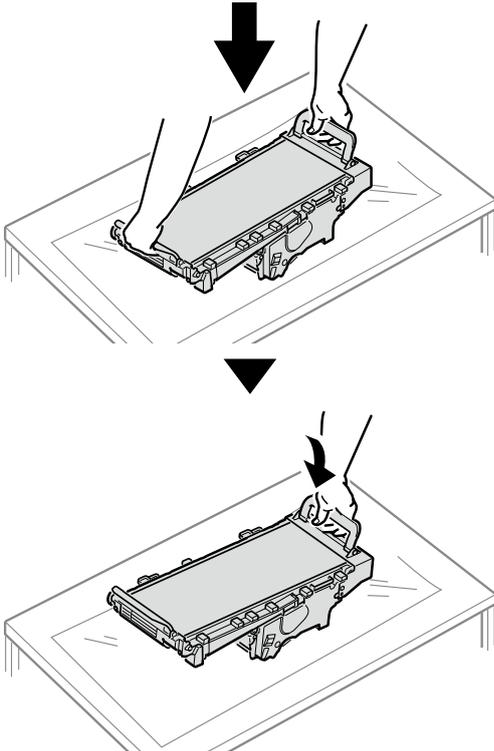
- Do not touch the belt surface or damage the belt.



Note

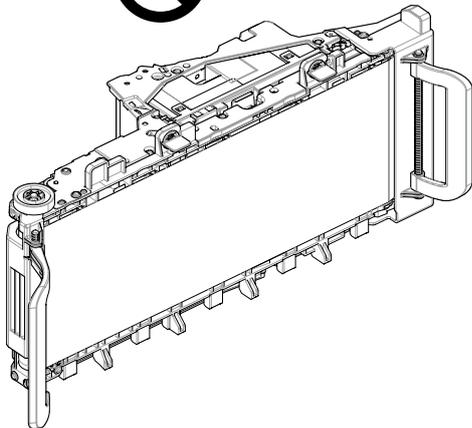
- Be careful not to spill waste toner while removing the belt unit.
- Be careful to not pinch your hands or fingers between the handle and the machine while removing the belt unit.
- When removing the belt unit, do not tilt it further than is needed to remove it.

10 Place the removed belt unit levelly.

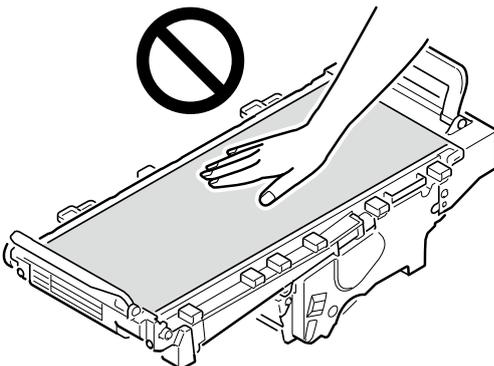


Note

- Place the belt unit on a flat surface, as shown in the diagram above. Do not stand it on its side.

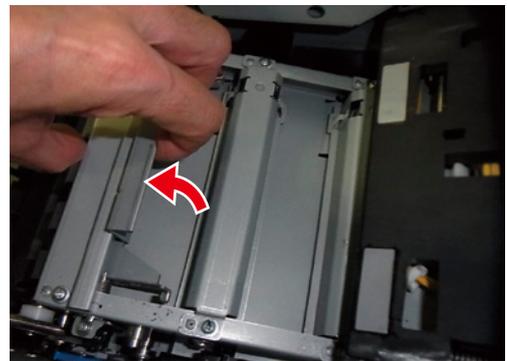


- Do not touch the belt surface or damage the belt.



11 Pull up the paper guide release lever.

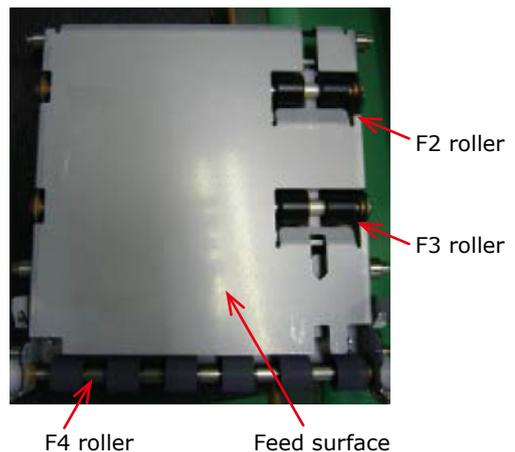
Paper guide release lever



12 While the paper guide release lever is lifted, slide the paper guide in the direction of the arrow to remove it.



13 Turn the paper guide over.



14 Use Wiper moistened with cleaning fluid (anhydrous) to wipe the dirt off the F4 roller, F3 roller, F2 roller, and feed surface of the paper guide.



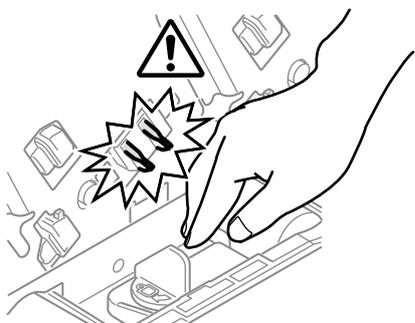
Note

- Do not touch the rollers (sponge areas) on the 2nd transfer roller.
- Do not allow Wiper or cleaning sticks moistened with cleaning fluid (anhydrous) to touch the rollers (sponge areas) on the 2nd transfer roller.



Don't Touch!
No Cleaning fluid (anhydrous)!

- Cleaning the rollers (sponge areas) on the 2nd transfer roller is prohibited. Touching or cleaning them could damage the surfaces of the rollers and affect print quality.
- When you clean the rollers on the 2nd transfer roller, perform the 2nd transfer roller cleaning from the menu screen on the control panel, as described in the "User's Guide".
- If the area around the 2nd transfer roller is dirty, clean it carefully without touching the rollers.
- Be careful not to touch the terminals on the side of the equipment.

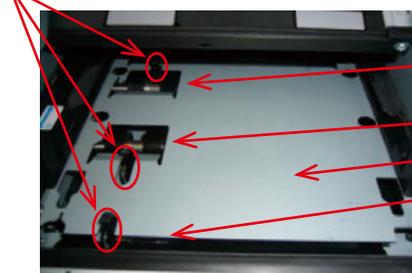


15 If the rollers and feed surface of the paper guide are dirty, gently wipe them clean with Wiper or cleaning sticks moistened with cleaning fluid (anhydrous).

Note

- Do not apply force to the sensor lever.
- Rotate the rollers slowly.

Sensor lever

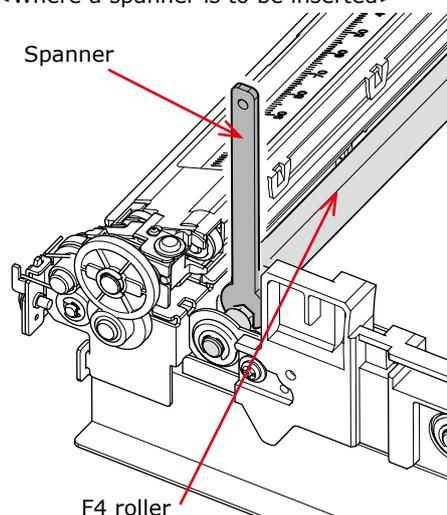


F2 roller
F3 roller
Feed surface
F4 roller



Memo

- While rotating the F4 roller with one hand or with spanner, hold Wiper against the F3 roller and F2 roller to wipe off any dirt on them.
- The F2 roller and the F3 roller are positioned in difficult to see locations. Use a mirror to check the insides before you clean them. Also, use a light to brightly illuminate the relevant areas; after checking their conditions, clean them.
<Where a spanner is to be inserted>



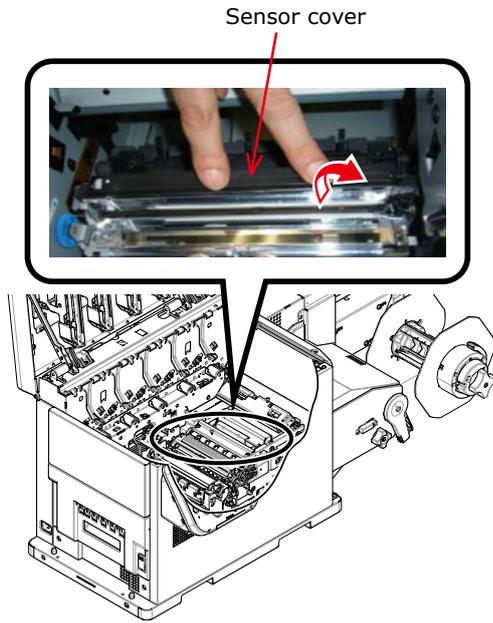
16

Open the sensor cover.



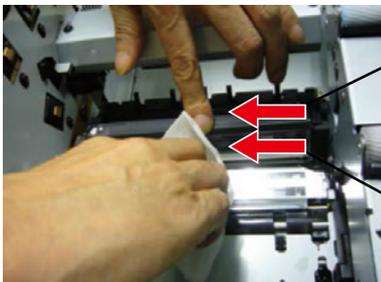
Note

- Do not apply excessive force to the sensor cover.



17

Use Wiper moistened with cleaning fluid (anhydrous) to wipe, in one direction, the dirt off the sensor cover (lower and upper).



Sensor Cover (Upper)

Sensor Cover (Lower)

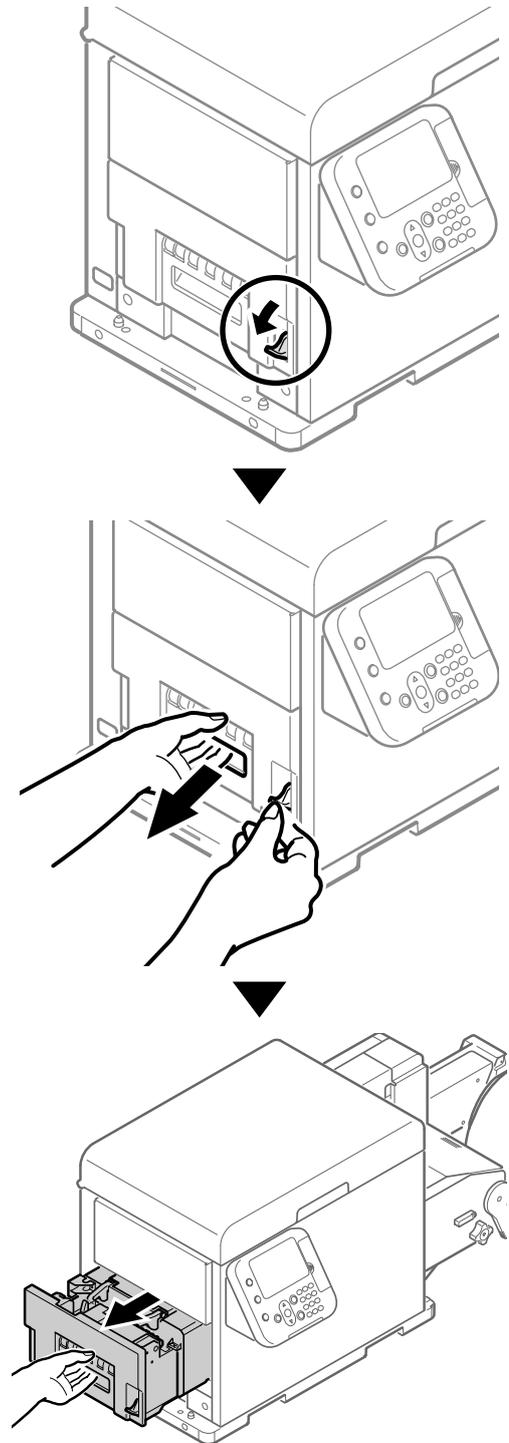
18

While pulling the fuser and exit unit locking lever towards you, pull out the fuser and exit unit.

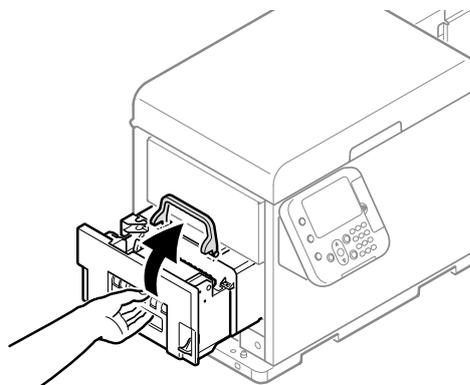
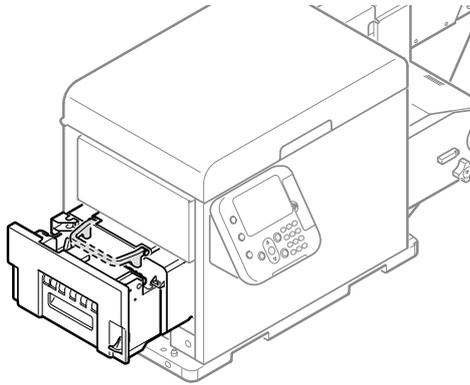


Note

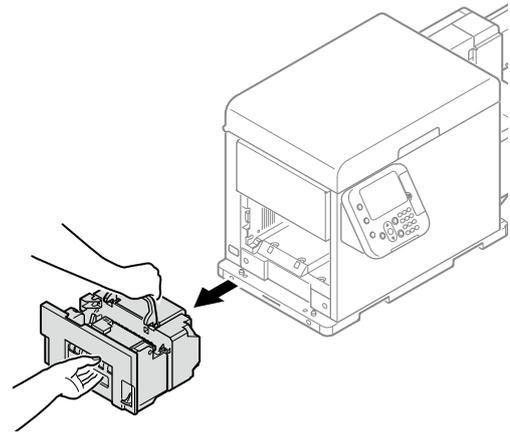
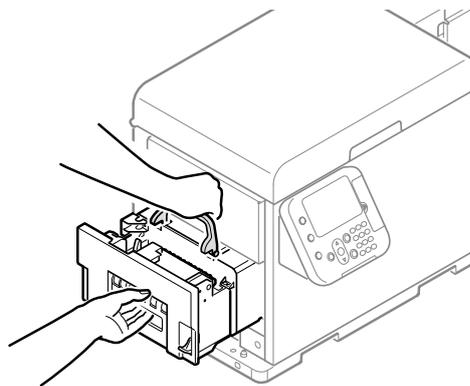
- Be careful, the fuser and exit unit is very hot immediately after printing.



19 While supporting the fuser and exit unit with one hand, lift up the fuser and exit unit handle.



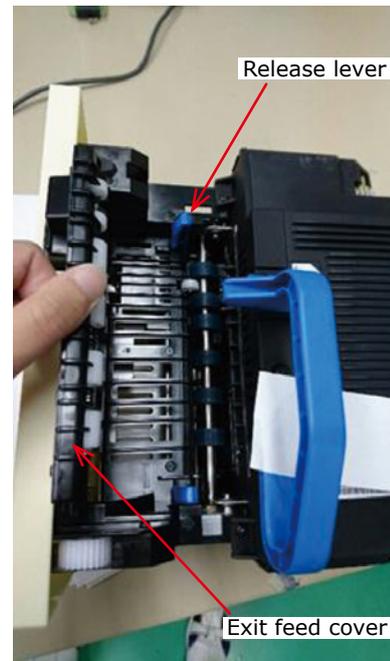
20 Hold the fuser and exit unit with both hands and remove it to a level spot.



Note

- Be careful, the fuser and exit unit is very hot immediately after printing.

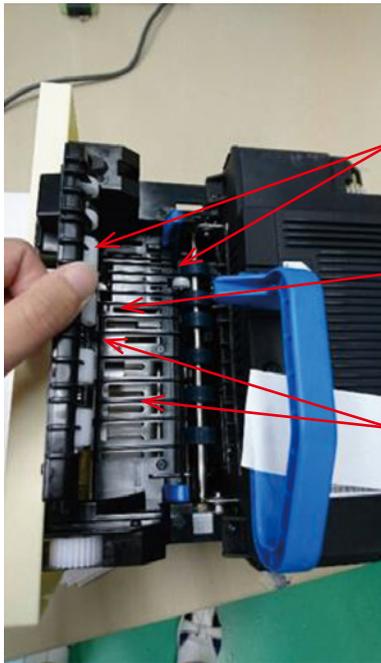
21 Lower the release lever and open the exit feed cover.



Memo

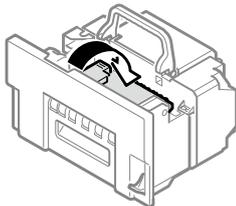
- If you take your hand off the exit feed cover, the exit feed cover will close.
- Do not remove your hand from the exit feed cover while you are cleaning.
- The inlet of the fuser unit may be stained by toner during use. However, this does not particularly affect printing.

22 Use Wiper moistened with cleaning fluid (anhydrous) to wipe the dirt off exit 1 roller/exit 2 roller/paper feed surface.

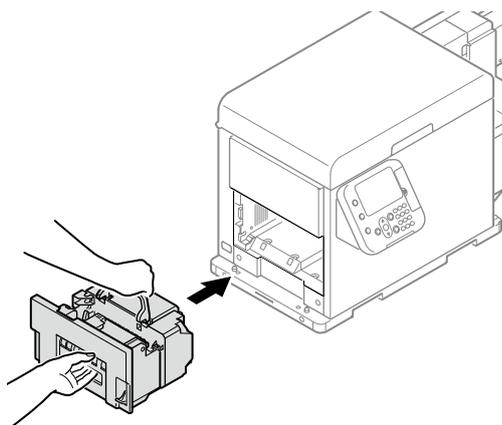


- Exit 1 roller
* Roller on fuser side of fuser and exit unit
- Exit 2 roller
* Roller on outside of fuser and exit unit
- Feed surface
* Vertical plastic part between exit 1 roller and exit 2 roller

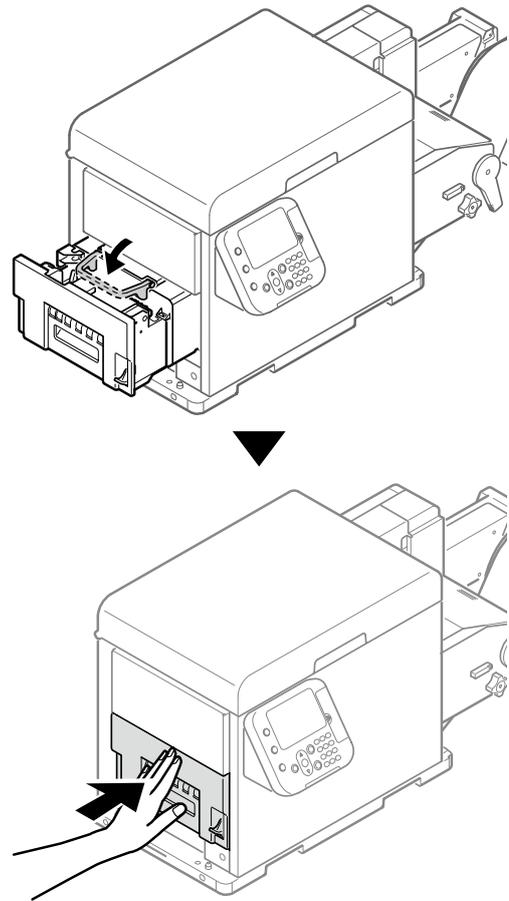
23 Close the exit feed cover.



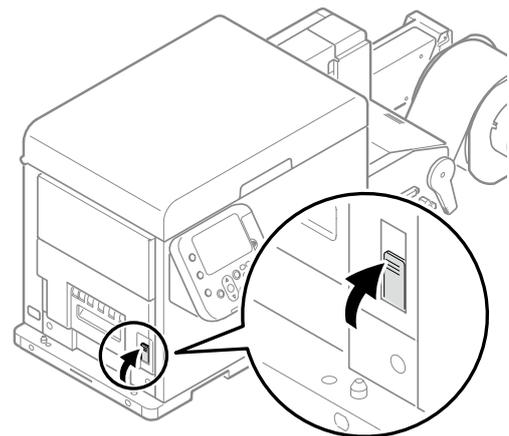
24 Lift the fuser and exit unit with both hands and put it into the printer.



25 Push down the fuser and exit unit handle, and firmly push it inside.



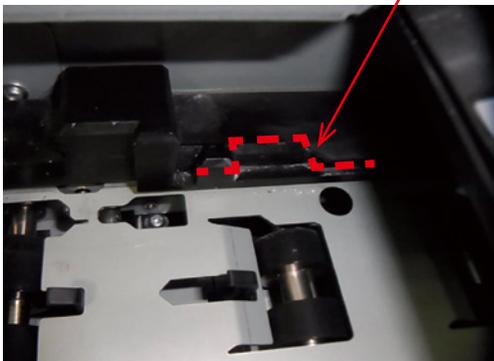
26 Lift up the fuser and exit unit locking lever.



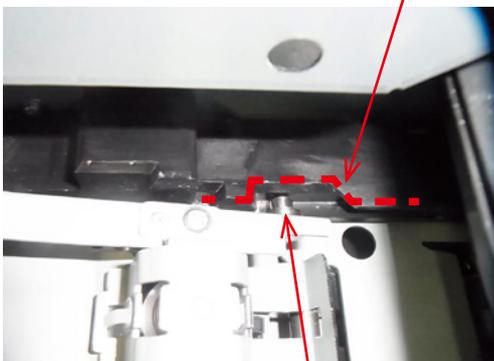
27 Align the positions of the paper guide's edge (①) and the guide notch on the printer.



Guide notch

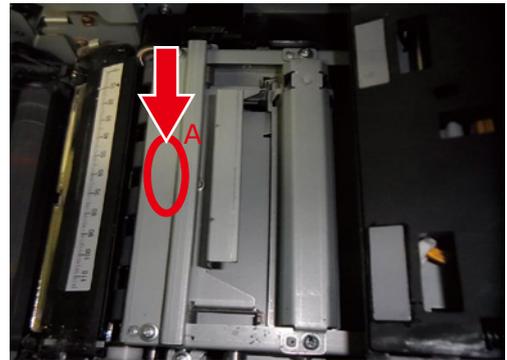


Guide notch

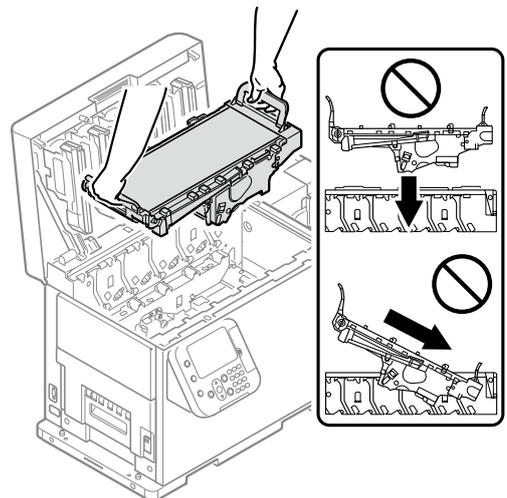


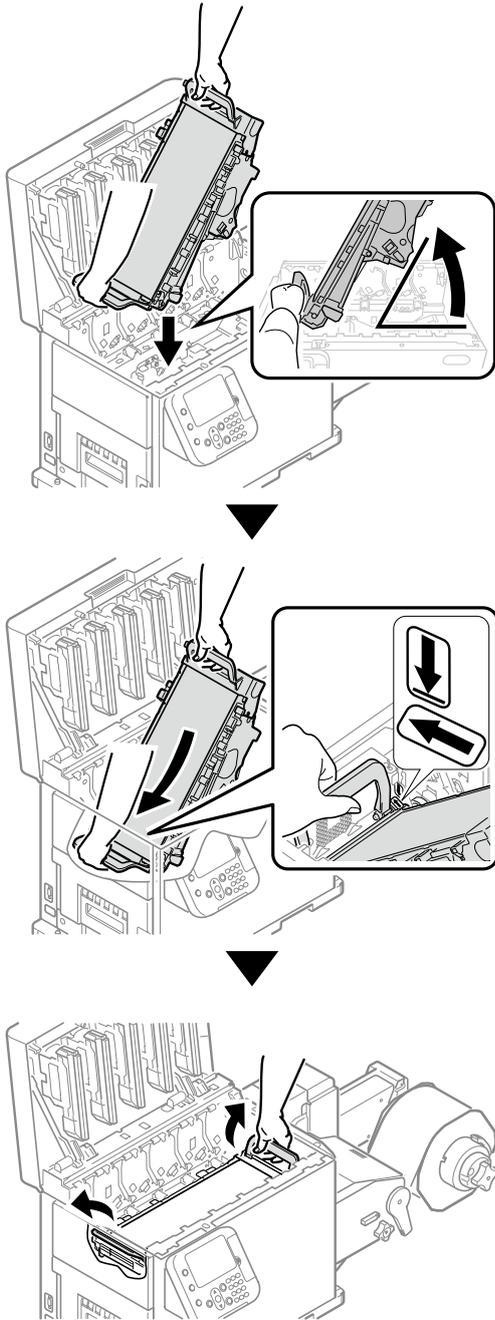
Paper guide's edge (①)

28 Firmly push the paper guide all the way in the direction of the arrow, and then push on the A position to lock it.



29 Tilt the belt unit and align the arrow labels (red) on the belt unit and printer to position it, and then open the belt unit handles (blue) on the left and right.

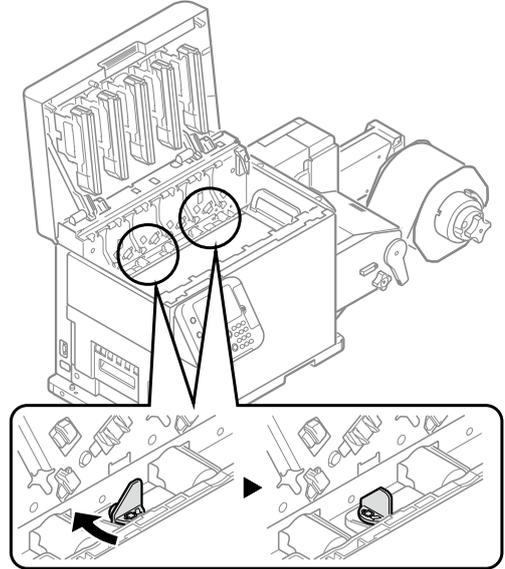
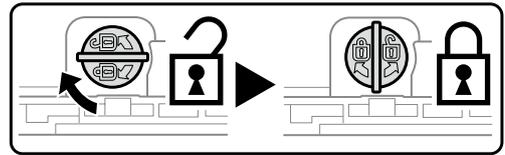




Note

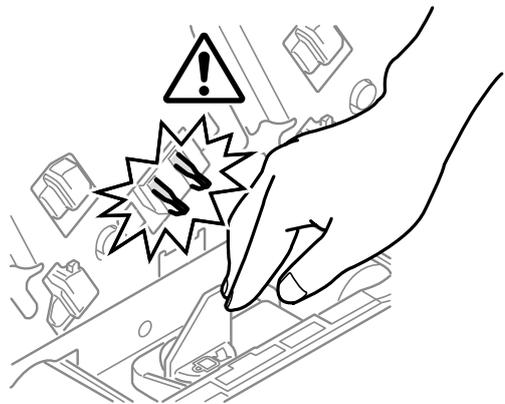
- Be careful to not pinch your hands or fingers between the handle and the machine while installing the belt unit.

30 Turn the two belt locking keys clockwise to lock it.

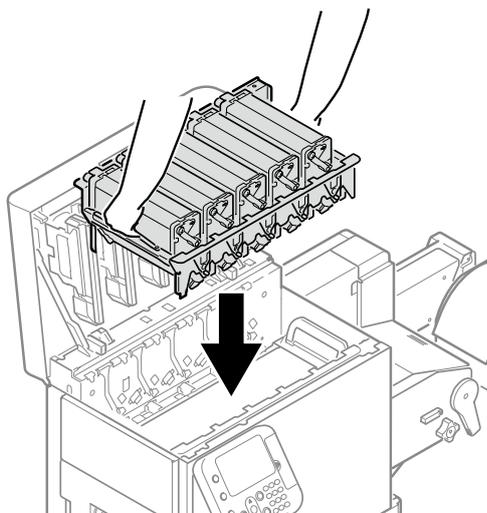


Note

- Be careful not to touch the nearby terminals while turning the belt locking key.



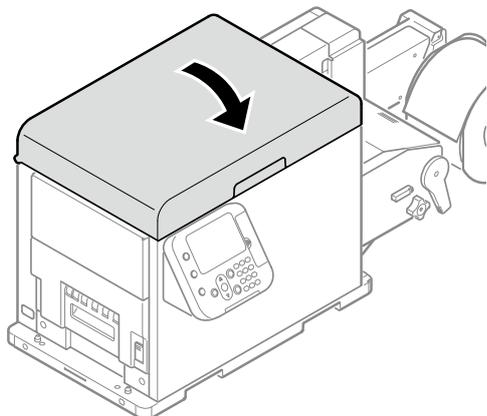
- 31** Put the print cartridge set back into the printer.



Note

- There is a risk of pinching your fingers or hands when repositioning the print cartridge set. Hold the handle parts of the basket for this operation.

- 32** Close the top cover.



Note

- When closing the top cover, there is a risk of pinching your fingers or hands in the top cover or the top cover's support. Press on the top of the top cover to close it.
- There is a risk of pinching your fingers or hands if you hold the LED head while closing the top cover. Press on the top of the top cover to close it.

Cleaning LED Heads

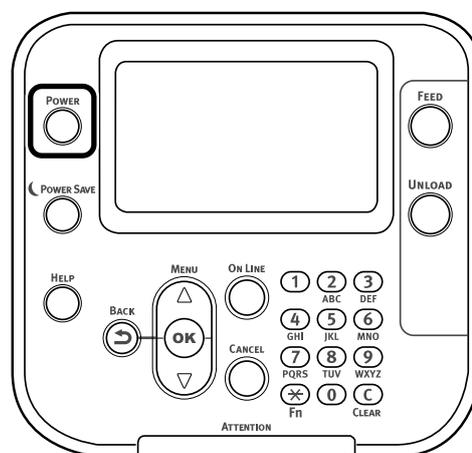
Clean the LED heads if the print results are blurry, white stripes appear, or if text is bleeding.

Clean the LED heads if the printed results show lengthwise white lines or if there is bleeding around text. If the LED heads are dirty, it could cause a paper jam.

Note

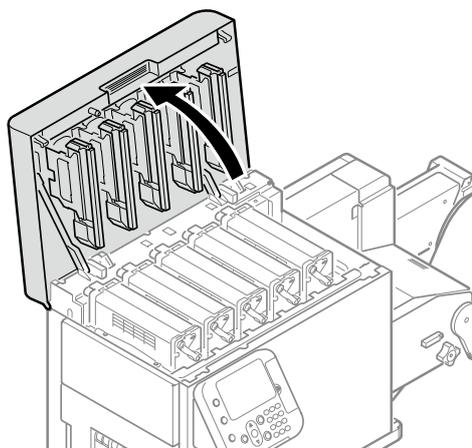
- Do not use methyl alcohol or thinner. Doing so could damage the LED heads.

- 1** Press and hold the <POWER> button for approximately 1 second to switch off the power supply.

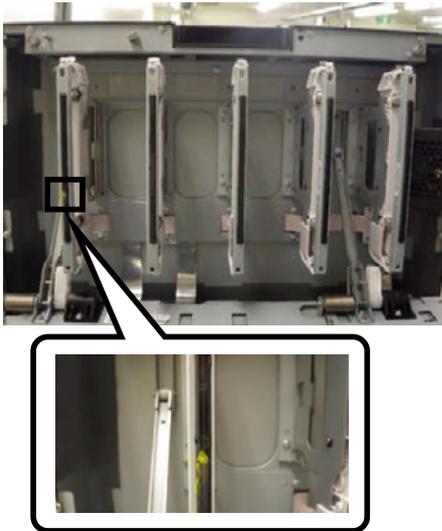


Wait a moment, and the LED lamp on the <POWER> button will turn OFF.

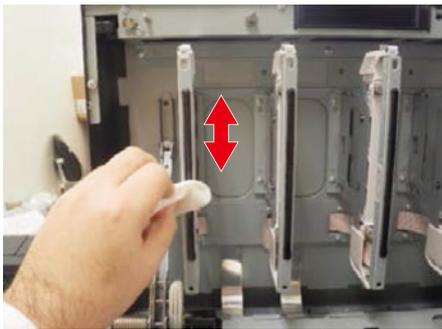
- 2** Grasp the top cover open lever and open the top cover.



3 Check if the LED heads are dirty because toner or something is on them.



4 Lightly wipe the lenses of the LED heads with soft tissue paper or Wiper.



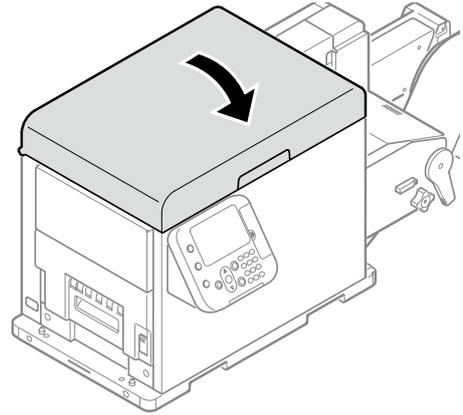
Note

- Do not use methyl alcohol or thinner. Doing so could damage the LED heads.

5 Confirm that the dirt has been removed from the LED heads.



6 Close the top cover.



Note

- When closing the top cover, there is a risk of pinching your fingers or hands in the top cover or the top cover's support. Press on the top of the top cover to close it.
- There is a risk of pinching your fingers or hands if you hold the LED head while closing the top cover. Press on the top of the top cover to close it.

Cleaning the Fuser Unit

This section describes how to clean the various parts of the fuser unit.

This procedure is for cleaning the inside of the fuser unit.

Streaks may appear when printing, particularly after changing the paper width from narrow to wide, because of the traces (paper dust etc.) left along the width of the paper.

When you change the width of the roll paper, check the conditions of the fuser unit and clean it, and then restart printing.

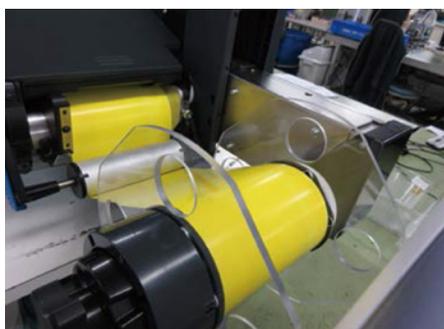
Memo

- Cleaning requires special cleaning paper. Contact your retailer.

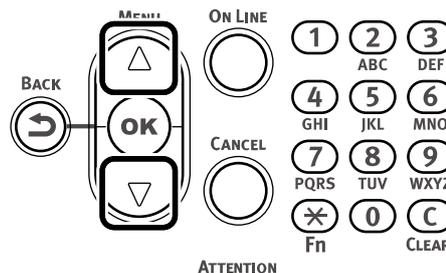
1 Prepare some cleaning paper.



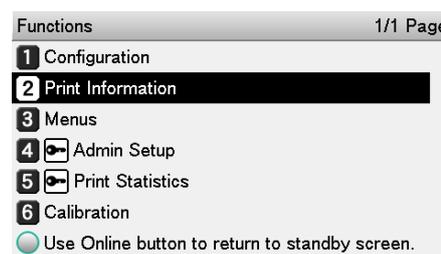
2 Load the cleaning paper onto the printer.



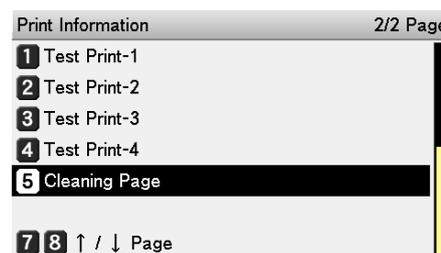
3 Press the scroll button ▲ or ▼.



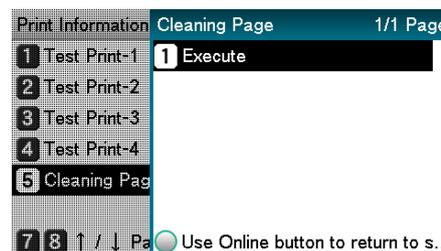
4 Select [Print Information], and press the <OK> button.



5 Select [Cleaning Page], and press the <OK> button.



6 Select [Execute], and press the <OK> button. The printing for cleaning starts.



You cannot reuse cleaning paper.

Dispose of the cleaning paper that you print.

After cleaning is finished, remove the cleaning paper, load new paper, and start printing.

Cleaning the Cutter Unit

Do not dismantle any parts other than those specified in this procedure. Malfunctions could occur.

Daily maintenance

You should do daily maintenance to keep the machine in good condition as you use it.

Check the condition of the machine when you start and stop using it, and clean it if needed.

Refer to "Printer Maintenance" (P.73) for the procedure and specific places to clean.

Clean the cutter's blades

Glue on the labels gradually accumulates on the cutter's blades while cutting roll paper. This causes problems with cutting and feeding.

Glue is more likely to accumulate on the cutter's blades when using continuous label paper (because the part being cut has glue on it). Clean the cutter's blades periodically to prevent cutting and feeding problems from occurring.

There is no specified frequency for cleaning, it depends on the type of roll paper being used (liner/glue materials). If cutting or feeding problems occur, clean the cutter's blades.



Note

- Always turn off the power to the printer and remove the power cord from the electric outlet before you start work.
- Use the specified tools for cleaning work.
- Do not touch the blades of the cutter with your bare hands. There is a risk of injury.
- Do not use any solvents other than cleaning fluid (anhydrous).
- After cleaning, wipe the machine dry.
- Wear gloves to clean if you are using cleaning fluid (anhydrous).
- Refer to the "Setup Guide" regarding the names and functions of parts.

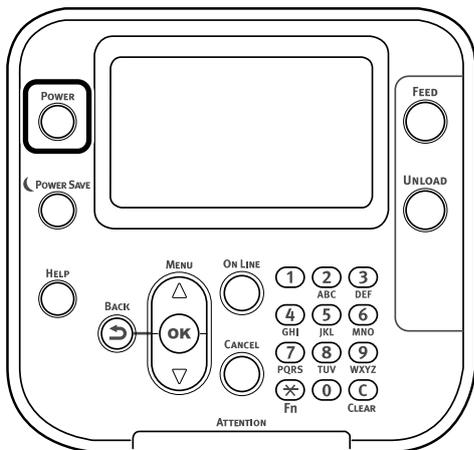
What to prepare

Prepare the following things to clean the cutter's blades.

Name	How to use	Photo
Cleaning sticks	Use to clean the blades of the cutter.	
Cleaning fluid (anhydrous)	Use as a cleanser when cleaning the blades of the cutter. Also, use as a cleanser when cleaning the surface of the rollers.	
Tweezers	Use to remove scraps of paper inside the cutter unit and to remove hardened bits of glue that are stuck to the blades.	
Wiper	Use to clean the surface of the rollers.	

The cleaning sticks should be the recommended products. Contact your retailer to purchase the recommended products.

- 1 Turn off the power to the printer.
 - (1) Press and hold the <POWER> button for approximately 1 second.

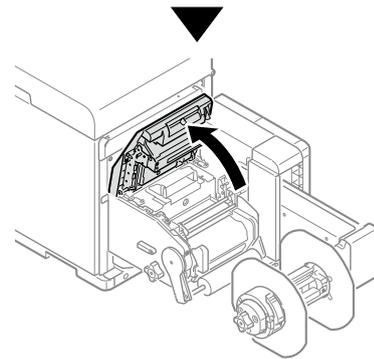
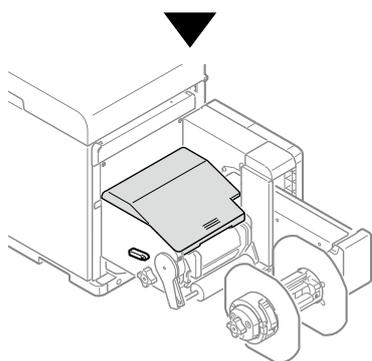
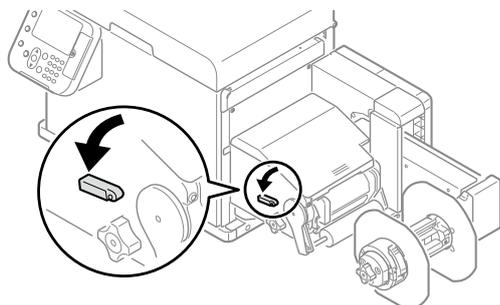


“Shutting down. Please wait. Printer will turn off automatically.” appears on the control panel and the LED lamp on the <POWER> button flashes at one second intervals.

Wait a moment, and the machine’s power automatically turns off and the LED lamp on the <POWER> button turns off.

- 2 Remove the paper that is loaded in the unwinder.

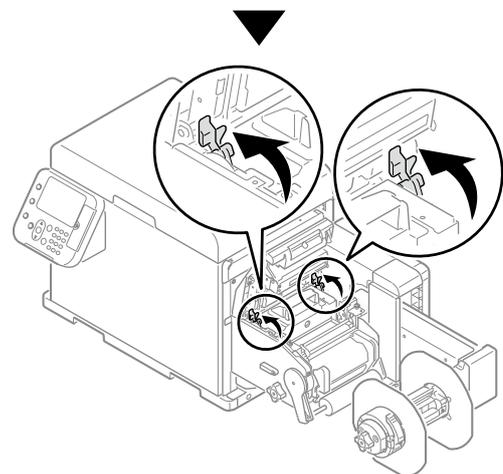
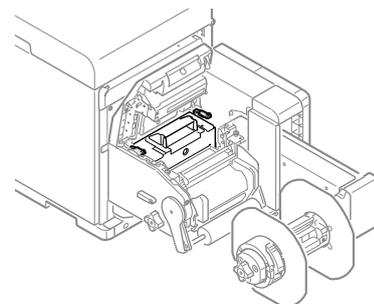
- 3 Remove the cutter unit.
 - (1) Lower the unwinder cover open lever to open the unwinder cover.



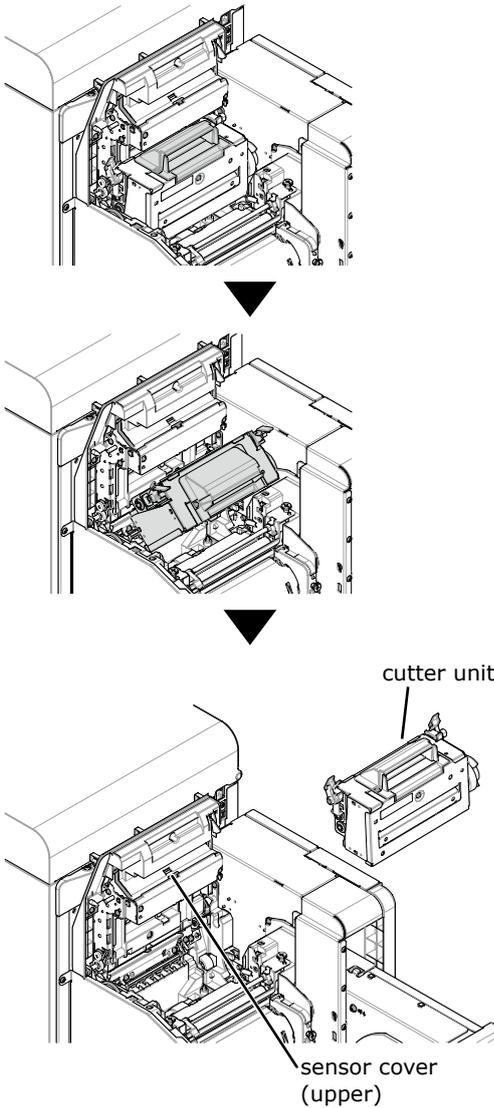
Note

- Securely open the unwinder cover so it does not close.

- (2) Raise the cutter unit lock levers at both ends of the cutter unit. (The levers on both sides are connected, so you can raise them by using one lever.)



(3) Hold the handle of the cutter to remove the cutter unit.



Note

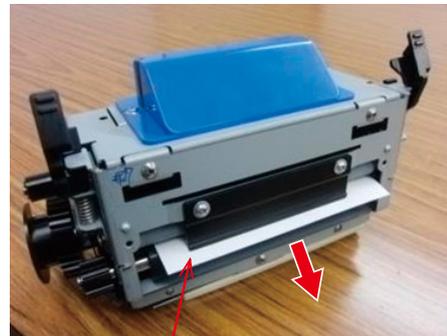
- Be careful that the cutter unit does not hit the sensor cover (upper) when removing it.

4 Remove any paper left in the cutter unit.

If there is paper left inside the cutter unit after you have removed it, remove that paper.



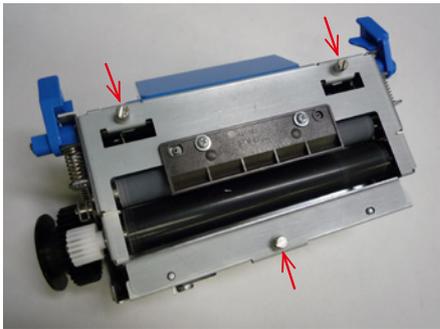
Left over paper



Left over paper

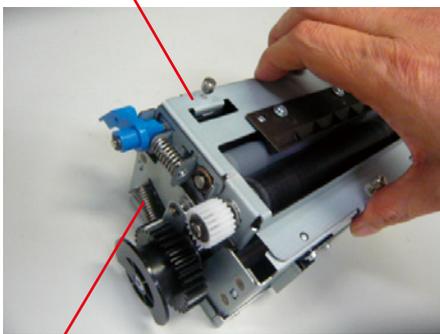
5 Disassemble the cutter unit.

(1) Remove the 3 screws.



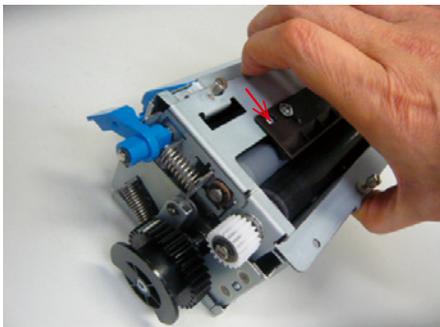
(2) Remove the F1 roller unit.

F1 roller unit

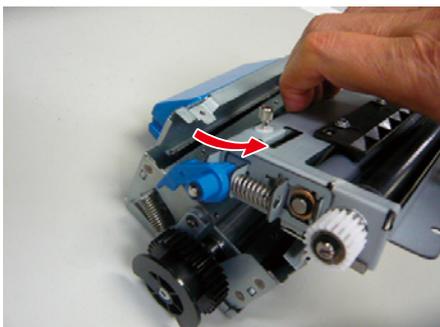


Cutter part

Hold the F1 roller unit.



Slide the F1 roller unit in the direction of the arrow.



Slide the F1 roller unit at an angle (arrow direction) and remove it.



Note

- There are blades inside the cutter unit for cutting roll paper. Do not touch the blades of the cutter with your hands. There is a risk of injury.

6 Remove any paper left inside the cutter unit.

If there is paper left inside the cutter unit after you have disassembled it, use the tweezers to remove that paper.



Left over paper

Tweezers

7 Clean the blades of the cutter.

(1) If there is glue stuck to the inside of the cutter unit, use the tweezers to remove as much as possible.



Tweezers

Glue stuck inside cutter

(2) Clean the glue off the cutter blades.

There are two types of cutter blades; the spiral blade (rotating blade) and the straight blade (fixed blade).



Straight blade (fixed blade)

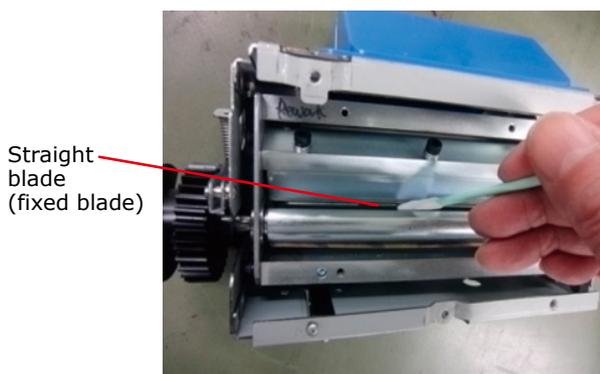
Spiral blade (rotating blade)

**Note**

- There are blades inside the cutter unit for cutting roll paper. Do not touch the blades of the cutter with your hands. There is a risk of injury.

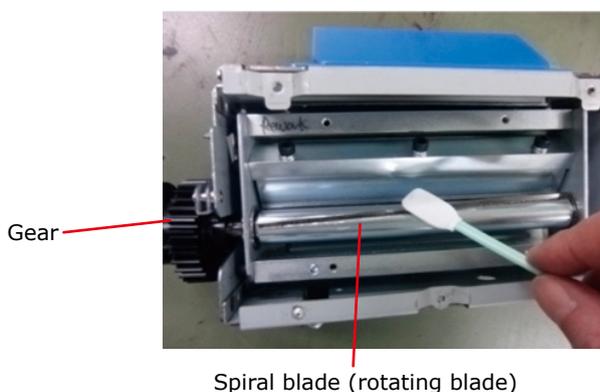
■ Cleaning the fixed blade

Apply cleaning fluid (anhydrous) to a cleaning stick and press it against the straight blade (fixed blade) to remove glue stuck to the blade.



■ Cleaning the rotating blade

Apply cleaning fluid (anhydrous) to a cleaning stick, and then press it against the spiral blade and move it right and left to remove any glue stuck on the blade while you manually turn the gears so the spiral blade faces towards the front.

**Note**

- Confirm that there is no glue stuck to the blade of the cutter. If there is any glue remaining, clean the blades of the cutter again in the same way.
- Confirm that there are no scraps or threads from the cloth left inside the blades of the cutter or the cutter unit. If there are any left, wipe the machine again.
- After cleaning, wipe the machine dry.
- There are blades inside the cutter unit for cutting roll paper. Do not touch the blades of the cutter with your hands. There is a risk of injury.
- It is recommended to use cleaning sticks for cleaning. Contact your retailer to purchase cleaning sticks.

8

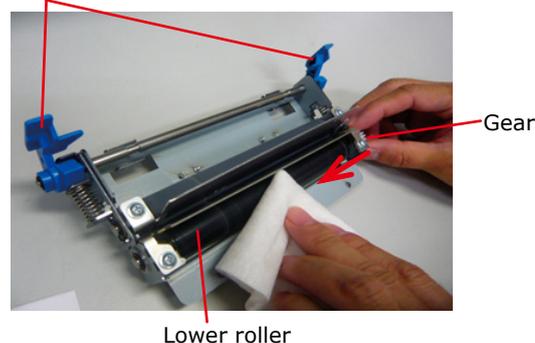
Clean the F1 roller unit.

The F1 roller unit feeds paper through the cutter unit. When cleaning the cutter blades, check the surfaces of the top and bottom rollers of the F1 roller unit and clean them if there is any glue, paper dust, or scraps of paper on the surfaces of the top and bottom rollers. Rotate the gears with one hand and use your other hand to clean with Wiper moistened with cleaning fluid (anhydrous).

When wiping, wipe in one direction, and never wipe back and forth.

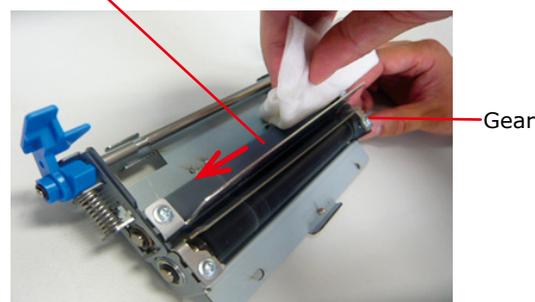
Lower the levers on both sides to rotate both the top and bottom rollers at the same time.

Levers



Cleaning the lower roller

Upper roller



Cleaning the upper roller

9 Assemble the cleaned cutter unit.

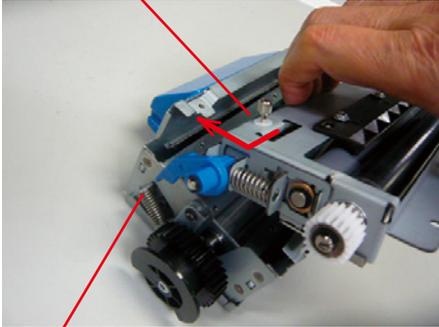


Note

- There are blades inside the cutter unit for cutting roll paper. Do not touch the blades of the cutter with your hands. There is a risk of injury.

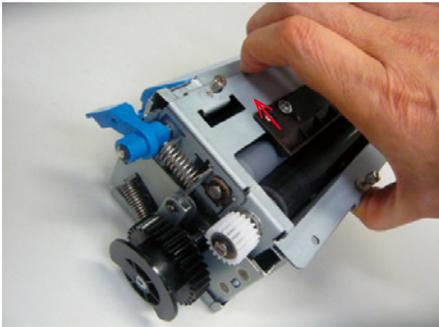
(1) Assemble the F1 roller unit.

F1 roller unit

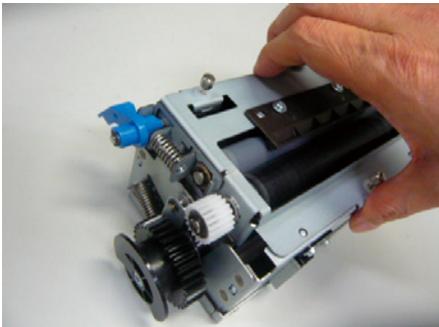


Cutter part

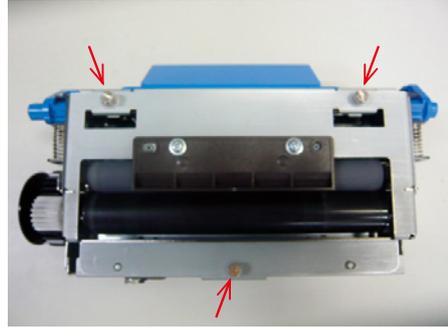
Hold the F1 roller unit and insert it at an angle (arrow direction).



Slide the F1 roller unit in the direction of the arrow.

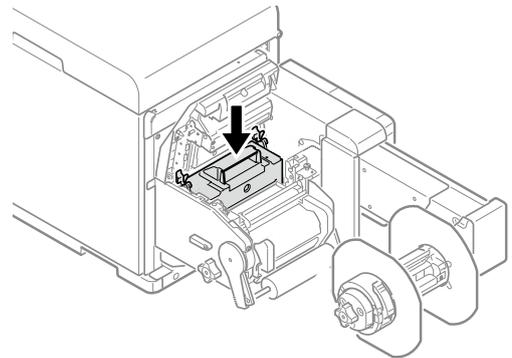
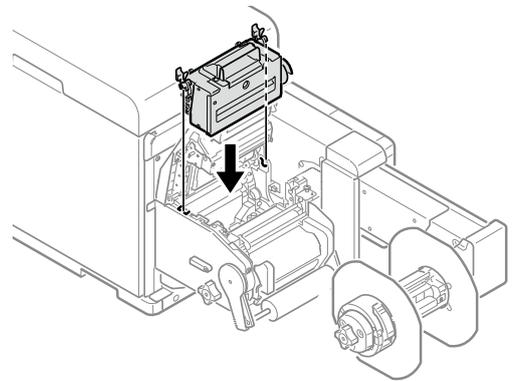


(2) Tighten the 3 screws by hand.

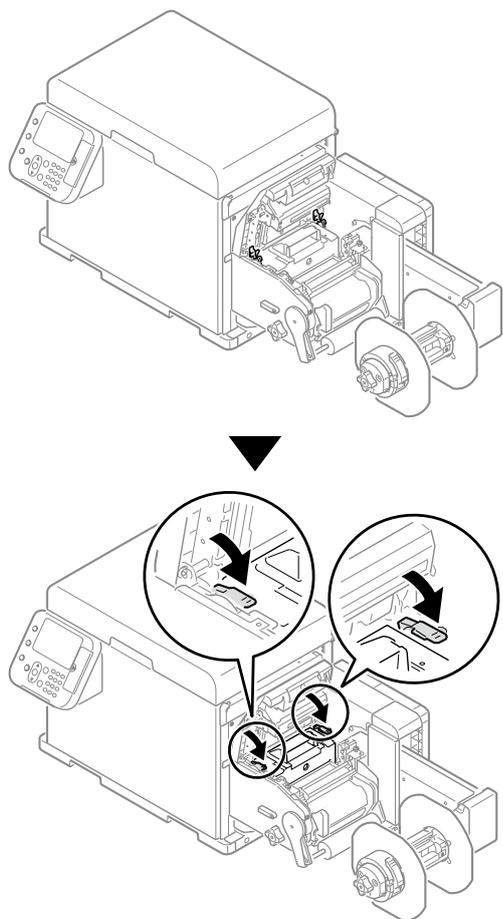


10 Put the cutter unit into the unwinder.

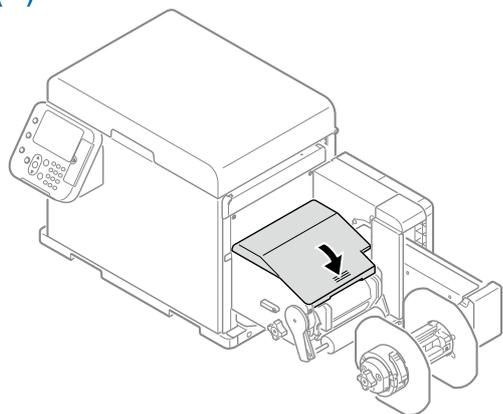
- ### (1)
- Align the positions of the cutter unit lock levers on both ends of the cutter unit with the notches in the unwinder.



- (2) Lower the cutter unit lock levers at both ends of the cutter unit.



- (3) Close the unwinder cover.



The procedure to clean the cutter's blades is complete.



Appendix

Specifications 102

● Specifications

Major Specifications

Model Number	Pro1040: N36200A, N36200B Pro1050: N36201A, N36201B
RAM (standard/maximum)	2GB/2GB
Weight	Pro1040: Approx. 61 kg (including unwinder) Pro1050: Approx. 62 kg (including unwinder)
Power	N36200A, N36201A : 110 - 127 VAC (Range 99 - 140 VAC), 50/60 Hz \pm 2% N36200B, N36201B : 220 - 240 VAC (Range 198 - 264 VAC), 50/60 Hz \pm 2%
Power consumption	When operating: Maximum 1200 W/Average 710 W
	In standby: Average 27 W
	In power conservation modes Power save mode: 25 W or less Auto power off: 1 W or less
Operating environment	Temperature: 10 to 30 °C, humidity: 20 to 70% RH Maximum wet-bulb temperature is 25 °C (to assure high-quality full color printing, temperature should be 17 to 27 °C, and humidity at 50 to 70% RH)
Network connections	1000BASE-T/100BASE-TX/10BASE-T (Network Factory Defaults: 100BASE-TX/10BASE-T)
Local connections	USB 2.0 interface (suitable for Hi-Speed USB)
Supported operating systems	Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Server 2016/ Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/ Windows Server 2008 Refer to the operating environment for details.

Printing method	Pro1040: Full-color dry-type electrophotographic method using 4 consecutive digital LED heads Pro1050: Full-color dry-type electrophotographic method using 5 consecutive digital LED heads	
Printable width	Paper width	Roll paper: 25.4 mm (1 inch) - 130 mm (5.1 inches), including liner
	Printable width	Roll paper: 21.16 mm (0.83 inches) - 125.76 mm (4.95 inches)
	Reference position	Right edge facing feed direction
Resolution	Print resolution	1200 \times 1200 dpi (2-tone)/600 \times 600 dpi (2-tone)
	LED dot-pitch	1200dpi
Print colors	Yellow, magenta, cyan, black, and white ^{*1}	
Print languages	PCL5c, PCL6(PCLXL), PostScript	
Print speed	Color	Pro1040 (CMYK) roll paper: 6 ips Pro1050 (CMYK+W) roll paper: 6 ips
Media Type	Standard Media, die-cut label paper	
Feed capacity	Roll diameter: 203.2 mm (8 inches) Core size: 3 inches	
Assured print range	2.12 mm from edge of paper. 2.12 mm from edge of label for label paper	
Print accuracy	\pm 0.5 mm accuracy at leading edge print start point (2σ N \geq 20 When using recommended media and recommended operating conditions ^{*4}) \pm 0.5 mm accuracy at right edge print start point (When using recommended media and recommended operating conditions ^{*5}) Image stretching: Less than 0.5% of length of paper (When using recommended media and recommended operating conditions ^{*5})	
Warmup time	Approx. (within) 50 seconds after turning power on (at room temperature of 25 °C and rated voltage) ^{*2}	

Consumables and maintenance parts		Consumables: Print cartridge, belt unit (3-piece set of belt, waste toner box, and 2nd transfer roller), waste toner box, fuser and exit unit Maintenance products: Cutter unit, F0 roller unit, paper guide, feed unit
Operating sound (noise level)	When operating	57 dBA (Reference value)
	In standby	≤ 37 dBA (Reference value)
	Power save mode	Background level (Reference value)
Service life of equipment		5 years or 6,000,000 printings ^{*3}
Storage environment		Temperature: -10 to 43 °C Relative humidity: 10 to 90%

*1: Pro1050 only.

*2: Not including correction operations.

*3: Equipment service life varies depending on your operating environment. In addition, to maintain the device's service life of 6,000,000 sheets (A6 size equivalent), you may need to have parts replaced with designated parts (paid) by maintenance engineers.

*4: [Recommended media] Die-cut labels on high-quality paper (55PW8K Blue/4 x 6 inch/produced by Lintec)

When using black mark sensor: Black mark and liner are the same width

When using gap sensor: No black marks

[Black mark and gap sensor position] 53 mm

[Adjustments before printing]: According to User's Guide

[Points to measure] The first approximately 20 sheets that are printed are outside specifications (test printing).

When using black marks

Measure from the leading edge of the black mark to the position that printing starts at the point that the paper is detected by the black mark sensor.

When using a gap sensor

Measure from the leading edge of the label to the position that printing starts at the point that the paper is detected by the gap sensor.

*5: [Recommended media] Die-cut labels on high-quality paper (55PW8K Blue/4 x 6 inch/produced by Lintec)

Network Interface Specifications

- <Basic specifications>

Network protocol

- TCP/IP protocols
- EtherTalk protocols

- <Connectors>

1000BASE-T/100 BASE-TX/10 BASE-T (automatic switching, simultaneous usage not possible)



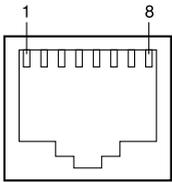
Note

- 1000BASE-T is disabled in the default factory settings.
To use 1000BASE-T, do the following settings on the control panel.
[Admin Setup] > Input password > [Network Setup] > [Gigabit Network] > Set [Enable].

- <Cables>

Unshielded twisted pair cable with RJ-45 connector (category 5e or better)

- <Connector pin layout>



- <Interface signals>

Pin no.	Signal name	Function
1	TRD+(0)	Sending and receiving data 0 (+)
2	TRD-(0)	Sending and receiving data 0 (-)
3	TRD+(1)	Sending and receiving data 1 (+)
4	TRD+(2)	Sending and receiving data 2 (+)
5	TRD-(2)	Sending and receiving data 2 (-)
6	TRD-(1)	Sending and receiving data 1 (-)
7	TRD+(3)	Sending and receiving data 3 (+)
8	TRD-(3)	Sending and receiving data 3 (-)

USB Interface Specifications

- <Basic specifications>

USB (Hi-Speed USB compatible)

- <Connectors>

B receptacle (female) upstream port

- <Cables>

USB 2.0 specification cable at 5 m or less (2 m or less recommended)

(Use shielded cables.)

- <Transmission modes>

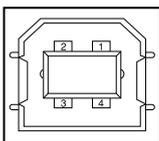
Full speed (maximum 12 Mbps $\pm 0.25\%$)

High speed (maximum 480 Mbps $\pm 0.05\%$)

- <Power control>

Self-powered device

- <Connector pin layout>

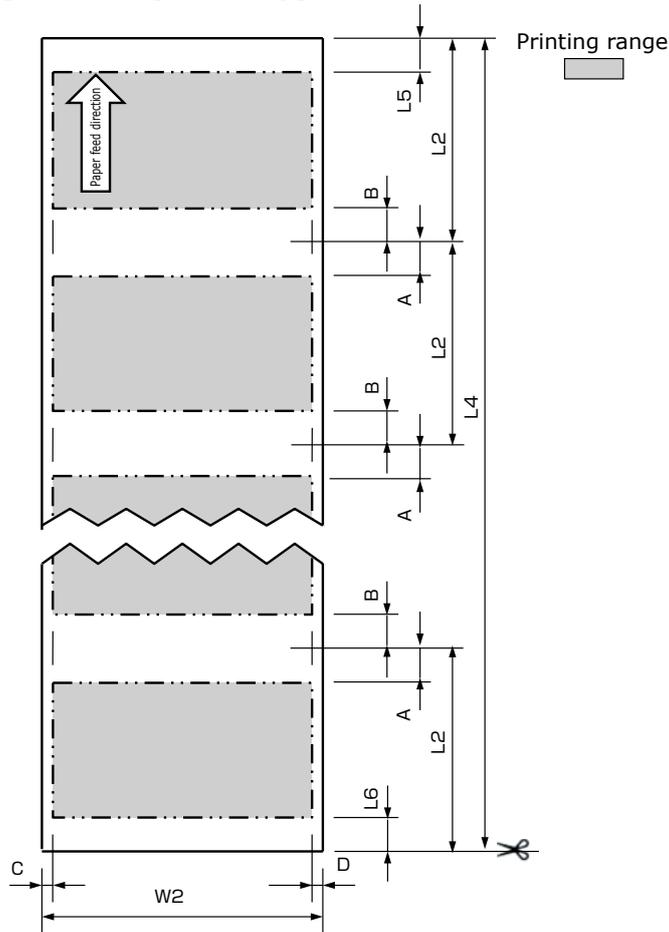


- <Interface signals>

	Signal name	Function
1	Vbus	Power (+5 V)
2	D-	For data transfer
3	D+	For data transfer
4	GND	Signal ground
Shell	Shield	Frame ground

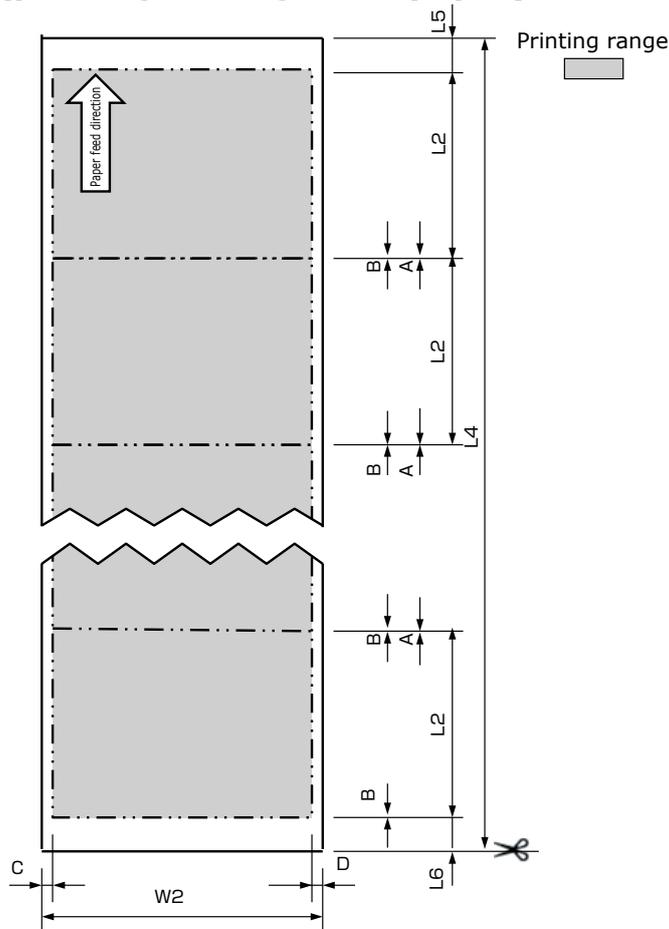
Roll Paper Specifications

■ Continuous paper (normal printing)



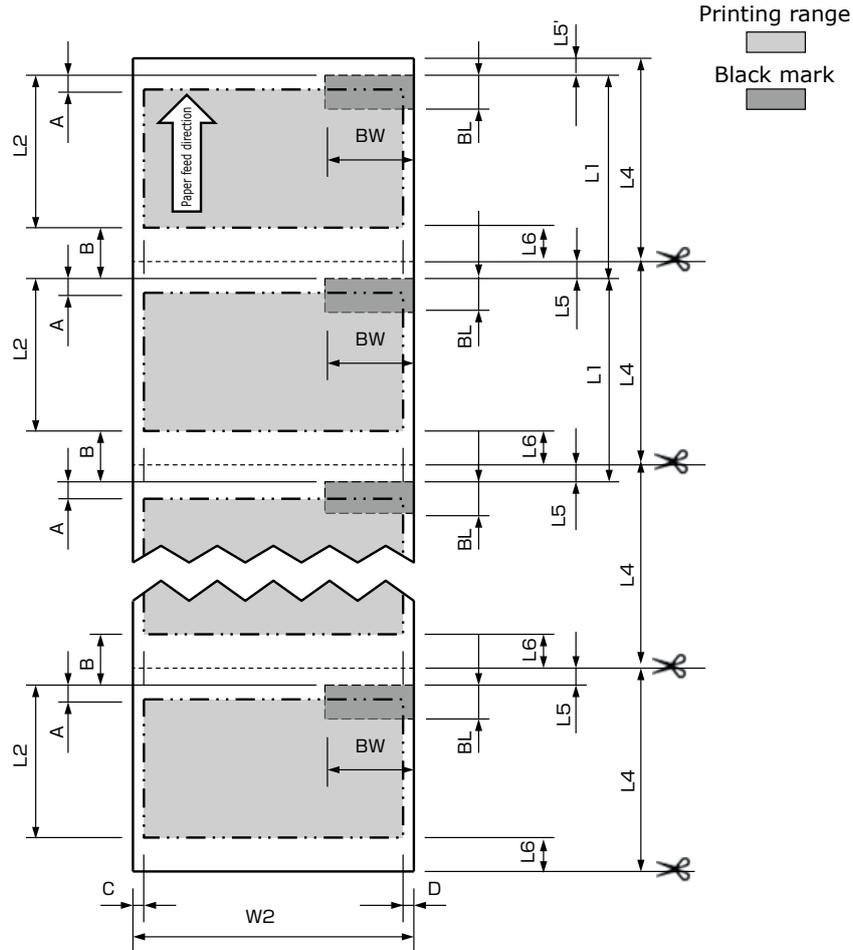
Winding direction		Outside winding: Printable surface faces out. Inside winding: Printable surface faces in
Paper weight		0.07 to 0.25 mm (0.003 to 0.0098 inches)
Roll core		Inner diameter: 76.2 mm (3 inches)
Outer diameter		203.2 mm (8 inches) or less
Other	W2 : Paper width	25.4 to 130 mm (1 to 5.12 inches)
	L2 : Paper length	12.7 to 1320.8 mm (0.5 to 52 inches)
	L4 : Cut size when in cut mode	101.6 mm (4 inches) or more However, if the length of one label is less than 101.6 mm (4 inches), then the shortest length is 101.6 mm (4 inches) as multiple sheets are cut
	L5 : Upper edge cutting margin	2.12 mm (0.0835 inches)
	L6 : Lower edge cutting margin	2.12 mm (0.0835 inches)
	A : Top margin	2.12 mm (0.0835 inches) or more
	B : Bottom margin	2.12 mm (0.0835 inches) or more
	C : Left margin	2.12 mm (0.0835 inches) or more
D : Right margin	2.12 mm (0.0835 inches) or more	

■ Continuous paper (printing on large size paper)



Winding direction		Outside winding: Printable surface faces out. Inside winding: Printable surface faces in
Paper weight		0.07 to 0.25 mm (0.003 to 0.0098 inches)
Core		Inner diameter: 76.2 mm (3 inches)
Outer diameter		203.2 mm (8 inches) or less
Other	W2 : Paper width	25.4 to 130 mm (1 to 5.12 inches)
	L2 : Paper length	12.7 to 1320.8 mm (0.5 to 52 inches)
	L4 : Cut size when in cut mode	101.6 mm (4 inches) or more However, if the length of one label is less than 101.6 mm (4 inches), then the shortest length is 101.6 mm (4 inches) as multiple sheets are cut
	L5 : Upper edge cutting margin	2.12 mm (0.0835 inches)
	L6 : Lower edge cutting margin	1.5 mm (0.0591 inches)
	A : Top margin	0 mm (0 inches)
	B : Bottom margin	0 mm (0 inches)
	C : Left margin	2.12 mm (0.0835 inches) or more
D : Right margin	2.12 mm (0.0835 inches) or more	

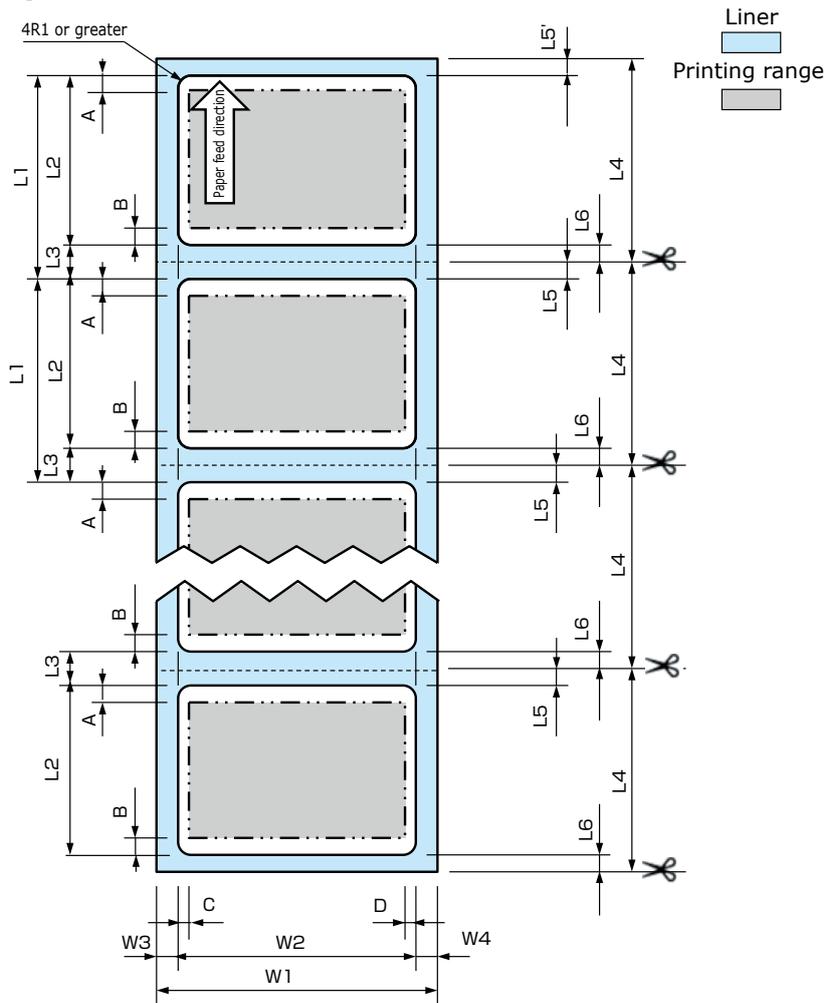
■ Continuous paper (with black marks)



Winding direction		Outside winding: Printable surface faces out. Inside winding: Printable surface faces in
Paper weight		0.07 to 0.25 mm (0.003 to 0.0098 inches)
Core		Inner diameter: 76.2 mm (3 inches)
Outer diameter		203.2 mm (8 inches) or less
Other	W2 : Paper width	25.4 to 130 mm (1 to 5.12 inches)
	L1 : Black mark interval	15.9 to 1324.0 mm (0.626 to 52.126 inches) * The black marks contain carbon.
	L2 : Paper length	12.7 to 1320.8 mm (0.5 to 52 inches)
	L4 : Cut size when in cut mode	101.6 mm (4 inches) or more However, if the length of one label is less than 101.6 mm (4 inches), then the shortest length is 101.6 mm (4 inches) as multiple sheets are cut
	L5 : Upper edge cutting margin	1.7 mm (0.067 inches)
	L5' : Position of leading edge of paper	1.2 to 4.0 mm (0.0472 to 0.1575 inches) Length of leading margin when paper is loaded
	L6 : Lower edge cutting margin	1.5 mm (0.059 inches)
	BW : Black mark width	More than 5 mm (0.197 inches) from edge of paper (*1); maximum is width of paper W2 from edge of paper
	BL : Black mark length	3 mm (0.12 inches)
	A : Top margin	2.12 mm (0.0835 inches)
	B : Bottom margin	3.2 mm (0.126 inches) * In practice, it is the length of the gap
	C : Left margin	2.12 mm (0.0835 inches) or more
D : Right margin	2.12 mm (0.0835 inches) or more	

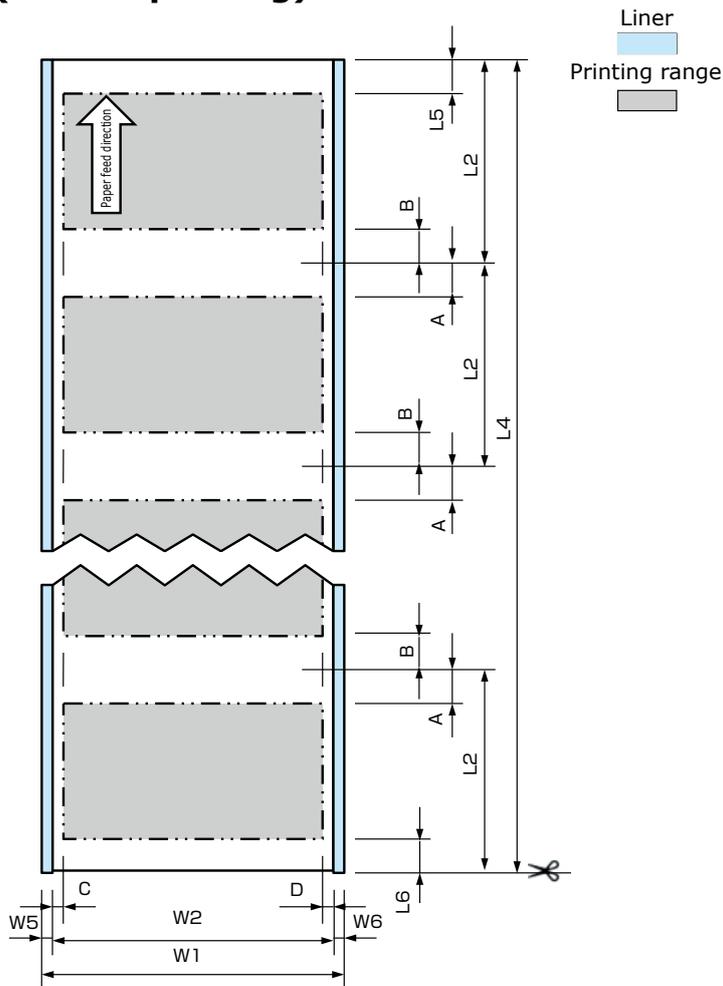
(*1) If an accurate position to start printing on the leading edge is needed, use a black mark in the center of the paper's width.

■ Die-cut label paper



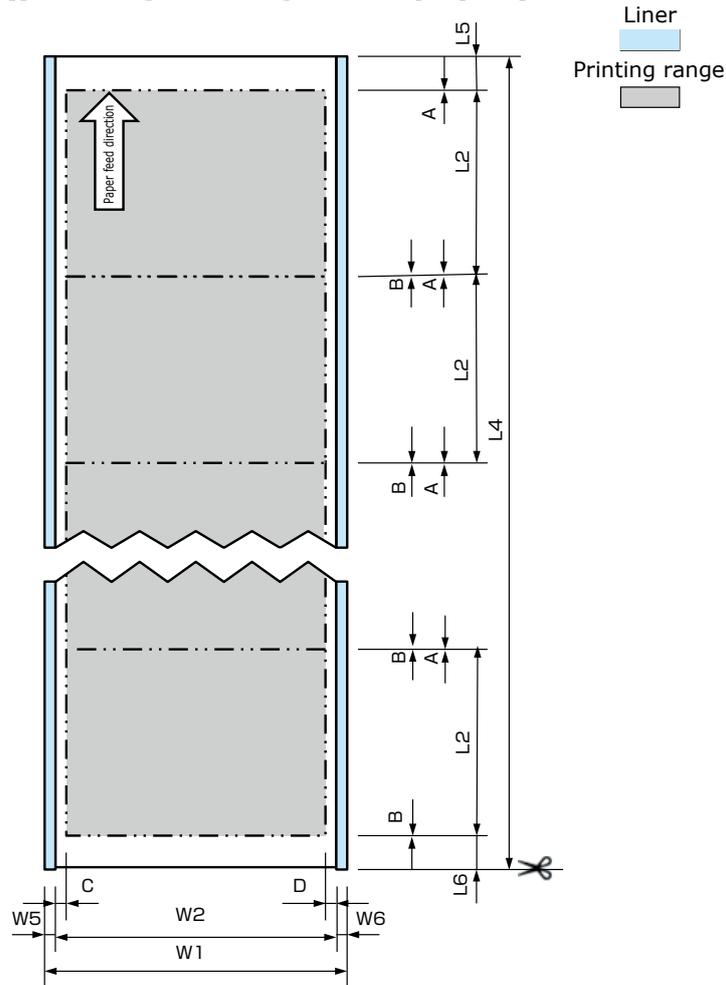
Winding direction		Outside winding: Printable surface faces out. Inside winding: Printable surface faces in
Paper weight		0.07 to 0.25 mm (0.003 to 0.0098 inches)
Core		Inner diameter: 76.2 mm (3 inches)
Outer diameter		203.2 mm (8 inches) or less
Other	W1 : Liner width	29.4 to 130 mm (1.1575 to 5.12 inches)
	W2 : Label width	25.4 to 126 mm (1 to 4.9606 inches)
	W3 : Right liner width	2 to 25.4 mm (0.0787 to 1 inch)
	W4 : Left liner width	2 to 25.4 mm (0.0787 to 1 inch)
	L1 : Label pitch	15.7 to 1330.8 mm (0.618 to 52.3937 inches)
	L2 : Label length	12.7 to 1320.8 mm (0.5 to 52 inches)
	L3 : Gap between labels	3 to 10 mm (0.12 to 0.3937 inches)
	L4 : Cut size when in cut mode	101.6 mm (4 inches) or more However, if the length of one label is less than 101.6 mm (4 inches), then the shortest length is 101.6 mm (4 inches) as multiple sheets are cut
	L5 : Upper edge cutting margin	1.7 mm (0.067 inches)
	L5' : Position of leading edge of paper	1.2 to 6.5 mm (0.0472 to 0.2559 inches) Length of leading liner when paper is loaded
	L6 : Lower edge cutting margin	1.3 to 8.3 mm (0.051 to 0.3268 inches)
	A : Top margin	2.12 mm (0.0835 inches) or more
	B : Bottom margin	2.12 mm (0.0835 inches) or more
	C : Left margin	2.12 mm (0.0835 inches) or more
D : Right margin	2.12 mm (0.0835 inches) or more	

■ Full sheet labels (normal printing)



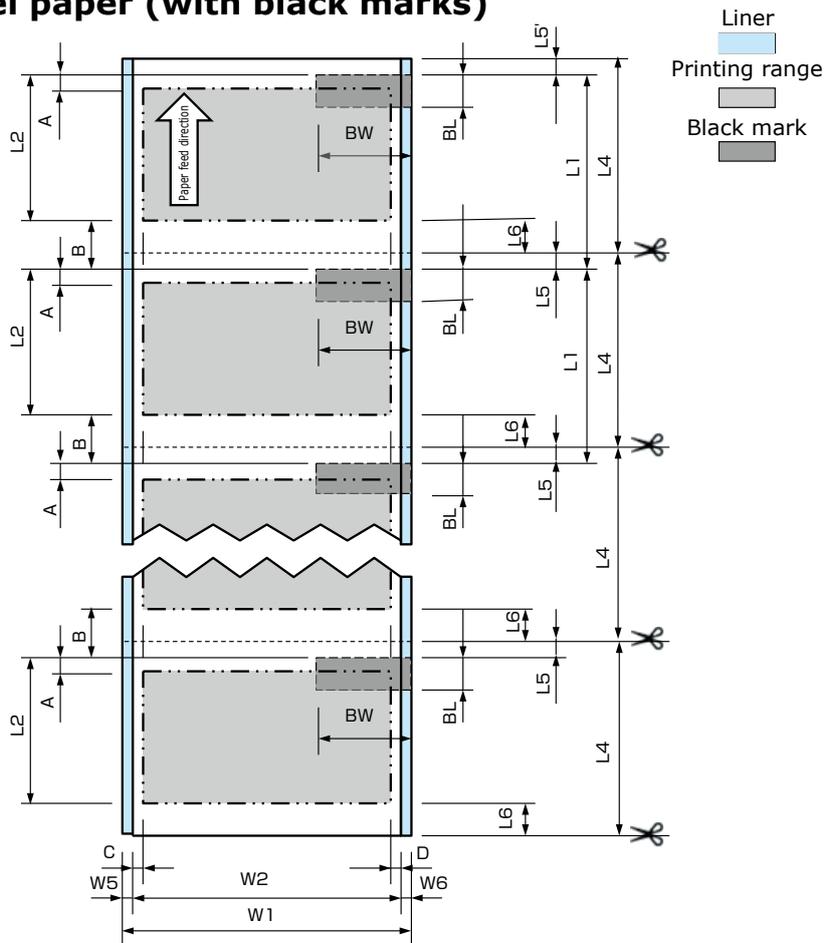
Winding direction	Outside winding: Printable surface faces out. Inside winding: Printable surface faces in	
Paper weight	0.07 to 0.25 mm (0.003 to 0.0098 inches)	
Core	Inner diameter: 76.2 mm (3 inches)	
Outer diameter	203.2 mm (8 inches) or less	
Other	W1 : Liner width	29.4 to 130 mm (1.1575 to 5.12 inches)
	W2 : Label width	25.4 to 126 mm (1 to 4.9606 inches)
	W5 : Left liner area (dry edge)	2 to 25.4 mm (0.0787 to 1 inch)
	W6 : Right liner area (dry edge)	2 to 25.4 mm (0.0787 to 1 inch)
	L2 : Paper length	12.7 to 1320.8 mm (0.5 to 52 inches)
	L4 : Cut size when in cut mode	101.6 mm (4 inches) or more However, if the length of one label is less than 101.6 mm (4 inches), then the shortest length is 101.6 mm (4 inches) as multiple sheets are cut
	L5 : Upper edge cutting margin	2.12 mm (0.0835 inches)
	L6 : Lower edge cutting margin	2.12 mm (0.0835 inches) or more
	A : Top margin	2.12 mm (0.0835 inches) or more
	B : Bottom margin	2.12 mm (0.0835 inches) or more
	C : Left margin	2.12 mm (0.0835 inches) or more
	D : Right margin	2.12 mm (0.0835 inches) or more

■ Full-sheet labels (printing on large size paper)



Winding direction	Outside winding: Printable surface faces out. Inside winding: Printable surface faces in	
Paper weight	0.07 to 0.25 mm (0.003 to 0.0098 inches)	
Core	Inner diameter: 76.2 mm (3 inches)	
Outer diameter	203.2 mm (8 inches) or less	
Other	W1 : Liner width	29.4 to 130 mm (1.1575 to 5.12 inches)
	W2 : Label width	25.4 to 126 mm (1 to 4.9606 inches)
	W5 : Left liner area (dry edge)	2 to 25.4 mm (0.0787 to 1 inch)
	W6 : Right liner area (dry edge)	2 to 25.4 mm (0.0787 to 1 inch)
	L2 : Paper length	12.7 to 1320.8 mm (0.5 to 52 inches)
	L4 : Cut size when in cut mode	101.6 mm (4 inches) or more However, if the length of one label is less than 101.6 mm (4 inches), then the shortest length is 101.6 mm (4 inches) as multiple sheets are cut
	L5 : Upper edge cutting margin	2.12 mm (0.0835 inches)
	L6 : Lower edge cutting margin	1.5 mm (0.0591 inches)
	A : Top margin	0 mm (0 inches)
	B : Bottom margin	0 mm (0 inches)
	C : Left margin	2.12 mm (0.0835 inches) or more
	D : Right margin	2.12 mm (0.0835 inches) or more

■ Full-sheet label paper (with black marks)



Winding direction		Outside winding: Printable surface faces out. Inside winding: Printable surface faces in
Paper weight		0.07 to 0.25 mm (0.003 to 0.0098 inches)
Core		Inner diameter: 76.2 mm (3 inches)
Outer diameter		203.2 mm (8 inches) or less
Other	W1 : Liner width	29.4 to 130 mm (1.1575 to 5.12 inches)
	W2 : Label width	25.4 to 126 mm (1 to 4.9606 inches)
	W5 : Left liner area (dry edge)	2 to 25.4 mm (0.0787 to 1 inch)
	W6 : Right liner area (dry edge)	2 to 25.4 mm (0.0787 to 1 inch)
	L1 : Black mark interval	15.9 to 1324.0 mm (0.626 to 52.126 inches) * The black marks contain carbon.
	L2 : Paper length	12.7 to 1320.8 mm (0.5 to 52 inches)
	L4 : Cut size when in cut mode	101.6 mm (4 inches) or more However, if the length of one label is less than 101.6 mm (4 inches), then the shortest length is 101.6 mm (4 inches) as multiple sheets are cut
	L5 : Upper edge cutting margin	1.7 mm (0.067 inches)
	L5' : Position of leading edge of paper	1.2 to 4.0 mm (0.0472 to 0.1575 inches) Length of leading margin when paper is loaded
	L6 : Lower edge cutting margin	1.5 mm (0.059 inches)
	BW : Black mark width	More than 5 mm (0.197 inches) from edge of paper (*1); maximum is width of paper W1 from edge of paper
	BL : Black mark length	3 mm (0.12 inches)
	A : Top margin	2.12 mm (0.0835 inches) or more
	B : Bottom margin	3.2 mm (0.126 inches) * In practice, it is the length of the gap
C : Left margin	2.12 mm (0.0835 inches) or more	
D : Right margin	2.12 mm (0.0835 inches) or more	

(*1) If an accurate position to start printing on the leading edge is needed, use a black mark in the center of the paper's width.



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