

**C110**

# User's Guide



## Preface

Every effort has been made to ensure that the information in this document is complete, accurate, and up-to-date. The manufacturer assumes no responsibility for the results of errors beyond its control. The manufacturer also cannot guarantee that changes in software and equipment made by other manufacturers and referred to in this guide will not affect the applicability of the information in it. Mention of software products manufactured by other companies does not necessarily constitute endorsement by the manufacturer.

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The most up-to-date drivers and manuals are available from:

<http://www.okiprintingsolutions.com>

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As an Energy Star Program Participant, the manufacturer has determined that this product meets the Energy Star guidelines for energy efficiency.



This product complies with the requirements of the Council Directives 2004/108/EC (EMC), 2006/95/EC (LVD) and 1999/5/EC (R&TTE), as amended where applicable, on the approximation of the laws of the member states relating to electromagnetic compatibility, low voltage and radio & telecommunications terminal equipment.

## Emergency first aid

Take care with toner powder:



If swallowed, give small amounts of cold water and seek medical attention. DO NOT attempt to induce vomiting.

If inhaled, move the person to an open area for fresh air. Seek medical attention.

If it gets into the eyes, flush with large amounts of water for at least 15 minutes keeping eyelids open. Seek medical attention.

Spillages should be treated with cold water and soap to help reduce risk of staining skin or clothing.

## Importer to the EU/authorised representative

Oki Europe Limited (trading as Oki Printing Solutions)  
Blays House  
Wick Road  
Egham  
Surrey, TW20 0HJ  
United Kingdom

For all sales, support and general enquiries contact your local distributor.

## Environmental information



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# Contents

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Preface.....	x-1
Emergency first aid .....	x-2
Importer to the EU/authorised representative .....	x-2
Environmental information .....	x-2
<b>1 Introduction .....</b>	<b>1-1</b>
<b>Getting Acquainted with Your Printer .....</b>	<b>1-2</b>
Space Requirements.....	1-2
Printer Parts .....	1-3
Front View.....	1-3
Rear View .....	1-4
<b>About the Control Panel .....</b>	<b>1-5</b>
About the Indicators .....	1-5
About the Rotate Toner KEY.....	1-6
When replacing a toner cartridge.....	1-6
When cleaning the print head window .....	1-7
When replacing all toner cartridges at the same time .....	1-7
About the Cancel KEY .....	1-7
Continuing a Print Job after an Error Message.....	1-7
Cancelling a Print Job .....	1-8

<b>About the Printer Driver and Utility CD/DVD .....</b>	<b>1-9</b>
<b>System Requirements .....</b>	<b>1-10</b>
<b>2 Using the Printer Driver .....</b>	<b>2-1</b>
<b>Selecting Printer Driver Defaults .....</b>	<b>2-2</b>
<b>Uninstalling the Printer Driver .....</b>	<b>2-3</b>
<b>Displaying Printer Driver Settings .....</b>	<b>2-3</b>
Windows Vista .....	2-3
Windows XP/Server 2003 .....	2-3
Windows 2000 .....	2-3
<b>Printer Driver Settings .....</b>	<b>2-4</b>
Common Buttons .....	2-4
Basic Tab .....	2-5
Layout Tab .....	2-5
Overlay Tab .....	2-6
Watermark Tab .....	2-6
Quality Tab .....	2-6
Version Tab .....	2-6
<b>3 Remote Panel Utility .....</b>	<b>3-1</b>
<b>Working with the Remote Panel Utility .....</b>	<b>3-2</b>
Introduction .....	3-2
Opening the Remote Panel Utility .....	3-2
Windows Server 2008/Vista/XP/Server 2003 .....	3-2
Windows 2000 .....	3-2
Using the Remote Panel Utility .....	3-2
Panel Tab .....	3-2
User Service Tab .....	3-4
<b>Closing the Remote Panel Utility .....</b>	<b>3-4</b>
<b>4 Media Handling .....</b>	<b>4-1</b>
<b>Print Media .....</b>	<b>4-2</b>
Specifications .....	4-2
<b>Types .....</b>	<b>4-3</b>
Plain Paper (Recycled Paper) .....	4-3
Thick Stock .....	4-4
Label .....	4-5
Letterhead .....	4-6
Postcard .....	4-6
<b>Printable Area .....</b>	<b>4-7</b>
Page Margins .....	4-7
<b>Loading Media .....</b>	<b>4-8</b>
Tray 1 (Multipurpose Tray) .....	4-8
Loading Plain Paper .....	4-8
Other Media .....	4-10
Loading Label Sheets/Letterheads/Postcards/Thick Stock .....	4-10

<b>Output Tray .....</b>	<b>4-12</b>
<b>Media Storage .....</b>	<b>4-12</b>
<b>5 Replacing Consumables .....</b>	<b>5-1</b>
<b>Replacing Consumables .....</b>	<b>5-2</b>
About Toner Cartridges.....	5-2
Replacing a Toner Cartridge.....	5-4
Replacing All Toner Cartridges at the Same Time.....	5-9
Replacing the Imaging Cartridge.....	5-10
Replacing the Fuser Unit.....	5-13
<b>6 Maintenance .....</b>	<b>6-1</b>
<b>Maintaining the Printer .....</b>	<b>6-2</b>
<b>Cleaning the Printer .....</b>	<b>6-4</b>
Exterior.....	6-4
Interior.....	6-5
Cleaning the Media Feed Roller .....	6-5
Cleaning the Print Head Window .....	6-8
<b>7 Troubleshooting .....</b>	<b>7-1</b>
<b>Introduction .....</b>	<b>7-2</b>
<b>Preventing Media Misfeeds .....</b>	<b>7-3</b>
<b>Understanding the Media Path .....</b>	<b>7-4</b>
<b>Indicator Messages .....</b>	<b>7-5</b>
Status Messages.....	7-5
Warning Messages .....	7-5
Error Messages.....	7-7
Service Message.....	7-9
<b>Clearing Media Misfeeds .....</b>	<b>7-10</b>
Clearing Procedures .....	7-11
<b>Solving Problems with Media Misfeeds .....</b>	<b>7-18</b>
<b>Solving Other Problems .....</b>	<b>7-20</b>
<b>Solving Problems with Printing Quality .....</b>	<b>7-22</b>
<b>A Appendix .....</b>	<b>A-1</b>
<b>Technical Specifications .....</b>	<b>A-2</b>
Printer.....	A-2
Consumable Life Expectancy Chart.....	A-3
User-Replaceable .....	A-3
Service-Replaceable .....	A-4
<b>Index .....</b>	<b>I-1</b>
<b>Oki contact details .....</b>	<b>I-3</b>



*Introduction*

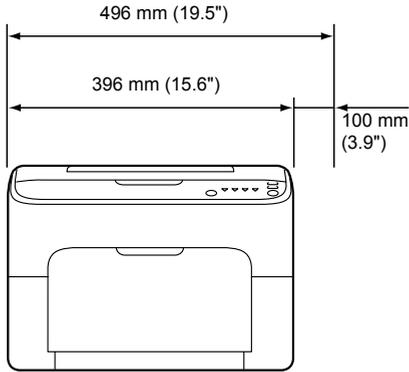
**1**



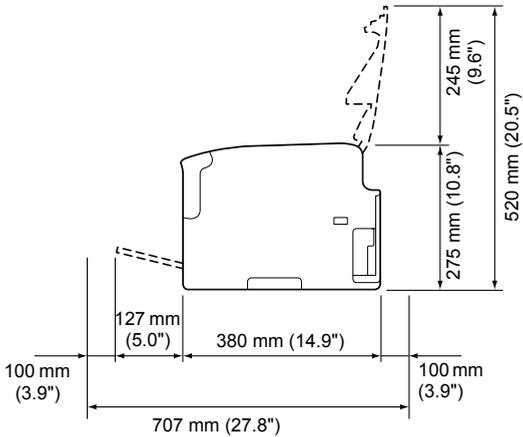
# Getting Acquainted with Your Printer

## Space Requirements

To ensure easy operation, consumable replacement and maintenance, adhere to the recommended space requirements detailed below.



Front View



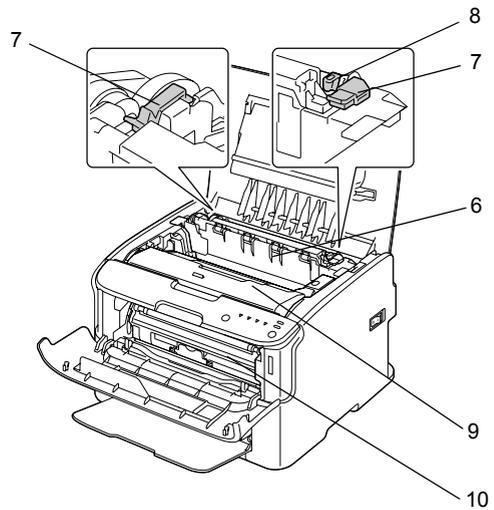
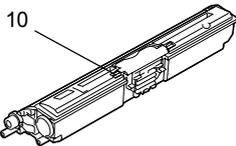
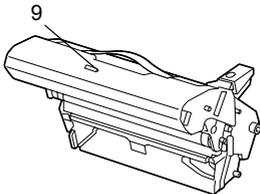
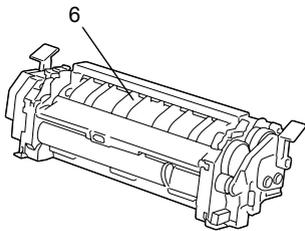
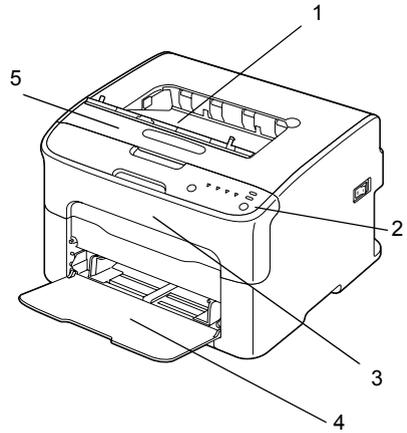
Side View

## Printer Parts

The following drawings illustrate the parts of your printer referred to throughout this guide, so please take some time to become familiar with them.

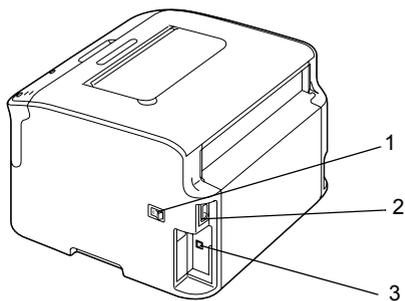
### Front View

- 1—Output tray
- 2—Control panel
- 3—Front cover
- 4—Tray 1 (Multipurpose tray)
- 5—Top cover
- 6—Fuser unit
- 7—Fuser separator levers
- 8—Fuser cover lever
- 9—Imaging cartridge
- 10—Toner cartridge



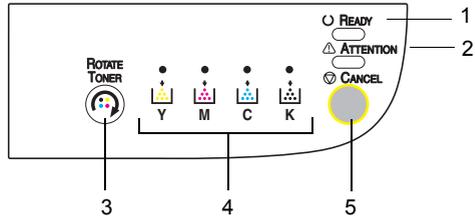
## Rear View

- 1—Power switch
- 2—Power connection
- 3—USB port



# About the Control Panel

- 1—Ready indicator
- 2—Attention indicator
- 3—Rotate Toner key
- 4—Toner indicators
- 5—Cancel key



## About the Indicators

The indicators use five types of signals:

- Off
- On
- Slow blinking—1 blink every 2 seconds
- Blinking—1 blink per second
- Rapid blinking—2 blinks per second

Each of the indicators has the following basic meaning.

- Ready indicator  
*When lit, printing can be performed.*
- Attention indicator  
*When lit or blinking, an error has occurred or there is a warning.*
- Toner indicators  
*When blinking, the toner for the corresponding color is about to run out.*  
*When lit, the toner in the corresponding color is empty.*

In addition, printer warnings and errors may be indicated by combinations of the various types of signals used by the indicators in the control panel (indicator messages).

For details on these indicator messages, refer to “Indicator Messages” on page 7-5.

The Remote Panel Utility can also be used to check the printer status. For details, refer to “Working with the Remote Panel Utility” on page 3-2.

## About the Rotate Toner KEY

The Rotate Toner key allows you to switch the printer from normal operation mode to Change Toner mode, Eject All Toner mode or Print Head Cleanup mode.

The mode that the printer enters depends on how long the Rotate Toner key is held down.

<b>Length of time that the Rotate Toner key is held down</b>	<b>Mode that the printer enters</b>	<b>Indicators on the control panel</b>
Less than 5 seconds	Change Toner mode	-
5 to 10 seconds	Print Head Cleanup mode	All indicators blink once after the key has been held down for 5 seconds.
More than 10 seconds	Eject All Toner mode	All indicators flash once after the key has been held down for 10 seconds.



*When the printer is switched to any of these operation modes, the magenta toner indicator lights up.*

The Rotate Toner key is used in the following situations.

- When replacing a toner cartridge
- When replacing all toner cartridges at the same time
- When cleaning the print head window

### When replacing a toner cartridge

Press the Rotate Toner key.

The printer enters Change Toner mode.



*For details on replacing a toner cartridge, refer to “Replacing a Toner Cartridge” on page 5-4.*



*To return to normal operation mode from Change Toner mode, press the Cancel key.*

## When cleaning the print head window

Hold down the Rotate Toner key for 5 seconds to 10 seconds.

The printer enters Print Head Cleanup mode.



*For details on cleaning the print head window, refer to “Cleaning the Print Head Window” on page 6-8.*



*To return to normal operation mode from Print Head Cleanup mode, refer to “Cleaning the Print Head Window” on page 6-8.*



*Print Head Cleanup mode is a mode that allows the user to clean the print head window more easily. The print head window is not cleaned automatically.*

## When replacing all toner cartridges at the same time

Hold down the Rotate Toner key more than 10 seconds.

The printer enters Eject All Toner mode.



*For details on replacing all toner cartridges at the same time, refer to “Replacing All Toner Cartridges at the Same Time” on page 5-9.*



*To return to normal operation mode from Eject All Toner mode, press the Cancel key.*

## About the Cancel KEY

The Cancel key allows you to:

- Continue a print job after addressing an error message
- Cancel a print job
- Reset the printer after a toner cartridge is replaced



*For details on resetting the printer after replacing a toner cartridge, refer to “Replacing a Toner Cartridge” on page 5-4.*

## Continuing a Print Job after an Error Message

You can continue a print job after correcting the following types of errors:

- No more media in the tray
- Media other than that set in the printer driver was fed into the printer



*For details on the error messages, refer to “Indicator Messages” on page 7-5.*

If any of the errors listed above occur, press the Cancel key to continue the print job.

## **Cancelling a Print Job**

You can cancel a print job that is currently being processed.

While data is being processed or printed (the green Ready indicator is blinking), hold down the Cancel key for more than 5 seconds to cancel the print job.

Both the Ready and Attention indicators blink when the print job is cancelled.

# About the Printer Driver and Utility CD/DVD

<b>Drivers</b>	<b>Use/Benefit</b>
Windows Vista/XP/Server 2003/ Server 2008/2000	These drivers give you access to all of the printer features. For details, refer to “Displaying Printer Driver Settings” on page 2-3.
Windows Vista/XP/Server 2003/ Server 2008 for 64bit	



*For details on the installation of the drivers, refer to the Installation Guide.*

<b>Utilities</b>	<b>Use/Benefit</b>
Remote Panel Utility	From the Remote Panel Utility, the current status of this printer can be checked.  For details, refer to “Working with the Remote Panel Utility” on page 3-2.

<b>Documentation</b>	<b>Use/Benefit</b>
Installation Guide	This guide shows how to set up your printer once the printer driver has been installed to your PC from the CD.
User's Guide (this manual)	This manual provides details on general daily operations, such as using the drivers and control panel and replacing consumables.

# System Requirements

- Personal computer  
Pentium II: 400MHz or higher
- Operating System  
Microsoft Windows Vista Home Basic/Home Premium/Ultimate/Business/Enterprise, Windows Vista Home Basic/Home Premium/ Ultimate/Business/Enterprise x64 Edition, Windows XP Home Edition/Professional (Service Pack 2 or later), Windows XP Professional x64 Edition, Windows Server 2003, Windows Server 2003 x64 Edition, Windows Server 2008, Windows Server 2008 x64 Edition, Windows 2000 (Service Pack 4 or later)
- Free hard disk space  
256 MB or more
- RAM  
128 MB or more
- CD/DVD drive
- I/O interface  
USB Revision 2.0 and USB Revision 1.1 compliant port



*The USB cable is not included with the machine.*



*This printer cannot be used as a shared printer.*

*Using the Printer  
Driver*

**2**



# Selecting Printer Driver Defaults

Before you start working with your Printer, you are advised to verify and change the default printer driver settings if necessary.

- 1 Choose the driver's properties as follows:
  - (Windows Vista)  
From the **Start** menu, select **Control Panel**, and then click **Hardware and Sound** to select **Printers**. Right-click the icon for this printer, and then select **Printing Preferences**.
  - (Windows XP/Server 2003)  
From the **start** menu, select **Printers and Faxes** to display the **Printers and Faxes** directory. Right-click the icon for this printer, and select **Printing Preferences**.
  - (Windows 2000)  
From the **Start** menu, select **Settings** and then **Printers** to display the **Printers** directory. Right-click the icon for this printer, and select **Printing Preferences**.
- 2 Select the **Basic** tab. Select the default settings for your printer, such as the default media format you use.
- 3 Click **Apply**.
- 4 Click **OK** to exit from the Printing Preferences dialog box.

# Uninstalling the Printer Driver

The printer driver can be uninstalled if necessary using the Microsoft Windows uninstalling process.



*You must have administrator privileges in order to uninstall the printer driver.*



*If the User Account Control window appears when uninstalling on Windows Vista, click the Allow button or the Continue button.*

## Displaying Printer Driver Settings

### Windows Vista

- 1 From the **Start** menu, select **Control Panel**, and then click **Hardware and Sound** to select **Printers**.
- 2 Right-click the icon for this printer then select **Printing Preferences**.

### Windows XP/Server 2003

- 1 From the **Start** menu, select **Printers and Faxes** to display the **Printers and Faxes** window.
- 2 Right-click the icon for this printer and select **Printing Preferences**.

### Windows 2000

- 1 From the **Start** menu, select **Settings**, and then click **Printers** to display the **Printers** directory.
- 2 Right-click the icon for this printer and select **Printing Preferences**.

# Printer Driver Settings

## Common Buttons

The buttons described below appear on each tab.

- OK

Click to exit the Properties dialog box, saving any changes made.

- Cancel

Click to exit the Properties dialog box without saving any changes made.

- Apply

Click to save all changes without exiting the Properties dialog box.

- Help

Click to view the help.

- Easy Set

Click **Save** to save the current settings. Specify a **Name** and **Comment** to access the settings for use again later.

**Name:** Type in the name of the settings to be saved.

**Comment:** Add a simple comment to the settings to be saved.

Afterward, the saved settings can be selected from the drop-down list. To change the registered settings, click **Edit**.

Select **Default** from the drop-down list to reset the functions in all tabs to their default values.

- Printer View

Click the button to display an image of the printer in the figure area.

When this button is clicked, it changes to the **Paper View** button (when a tab other than the **Watermark** tab or **Quality** tab is selected), the **Watermark View** button (when the **Watermark** tab is selected), or the **Quality View** button (when the **Quality** tab is selected).



*This button does not appear on the **Version** tab.*

- Paper View

Click the button to display a sample of the page layout in the figure area.

When this button is clicked, it changes to the **Printer View** button.



*This button does not appear on the **Watermark**, **Quality** and **Version** tabs.*

### ■ Watermark View

Click the button to display a preview of the watermark.

When this button is clicked, it changes to the **Printer View** button.



*This button appears only when the **Watermark** tab is selected.*

### ■ Quality View

Click the button to display a sample of the settings selected in the **Quality** tab.

When this button is clicked, it changes to the **Printer View** button.



*This button appears only when the **Quality** tab is selected.*

### ■ Default

Click the button to reset the settings to their defaults.



*This button does not appear on the **Version** tab.*



*When this button is clicked, the settings in the displayed dialog box are reset to their defaults. The settings on other tabs are not changed.*

## Basic Tab

The Basic Tab allows you to

- Specify the orientation of the media
- Specify the size of the original document
- Select the output media size
- Register/edit custom paper sizes
- Zoom (expand/reduce) documents
- Specify the number of copies
- Turn on/off job collation
- Specify the paper source
- Specify the type of media
- Select the paper used for the front page

## Layout Tab

The Layout Tab allows you to

- Print several pages of a document on the same page (N-up printing)
- Print a single copy for enlargement and print several pages
- Rotate the print image 180 degrees
- Specify image shift settings



*Double-Sided printing is not available with this printer.*

## Overlay Tab



*Be sure to use overlays with print jobs with a media size and orientation that matches the overlay form.*

*In addition, if settings have been specified for “N-up” in the printer driver, the overlay form cannot be adjusted to match the specified settings.*

The Overlay Tab allows you to

- Select the form Overlay to use
- Add, edit or delete overlay files
- Print the form on all pages or only the first page

## Watermark Tab

The Watermark Tab allows you to

- Select the watermark to be used
- Add, edit or delete watermarks
- Print the watermark on the background
- Print the watermark on only the first page
- Print multiple copies of the selected watermark on a single page

## Quality Tab

The Quality Tab allows you to

- Specify whether to print in color or black and white
- Specify the color matching for printing documents
- Specify the resolution for the printout
- Select whether or not economy print is used
- Adjust the contrast (Contrast)
- Control the darkness of an image (Brightness)
- Adjust the saturation of printed image (Saturation)
- Adjust the sharpness of the printed image (Sharpness)

## Version Tab

- The Version Tab allows you to view information about the printer driver.

*Remote Panel  
Utility*

**3**



# Working with the Remote Panel Utility

## Introduction

The Remote Panel Utility shows information about the current status of the printer and allows you to specify various settings such as the time until the printer enters Energy Save mode.



*In order to use the Remote Panel Utility, install it after installing the printer driver.*

## Opening the Remote Panel Utility

Follow the procedure described below to start up the Remote Panel Utility.

### Windows Server 2008/Vista/XP/Server 2003

- 1 From the **Start, All Programs, Okidata, OKI C110 Remote Panel Utility** menu, choose the **OKI C110 Remote Panel Utility**.  
The Remote Panel Utility icon appears in the Windows notification area (right end of the taskbar).
- 2 Double-click the Remote Panel Utility icon that appears in the notification area.

### Windows 2000

- 1 From the **Start, Programs, Okidata, OKI C110 Remote Panel Utility** menu, choose the **OKI C110 Remote Panel Utility**.  
The Remote Panel Utility icon appears in the Windows notification area (right end of the taskbar).
- 2 Double-click the Remote Panel Utility icon that appears in the notification area.

## Using the Remote Panel Utility

The following functions are available from the Remote Panel Utility.

### Panel Tab

Remote Panel

- Status—Allows the current status of the printer to be checked.
- Display Configuration Page—Displays the configuration page. In addition, the contents of the configuration page can be saved as an INI file.

- Rotate Toner—Click the button to switch the printer to the selected operation mode. The following two modes are available.
  - *Change Toner:* Used when replacing a toner cartridge. Select this mode, and then click the **Rotate Toner** button to switch the printer to the Change Toner mode.

(Refer to “Replacing a Toner Cartridge” on page 5-4.)

- *Eject All Toner:* Used when replacing all toner cartridges at the same time. Select this mode, and then click the **Rotate Toner** button to switch the printer to the Eject All Toner mode.

(Refer to “Replacing All Toner Cartridges at the Same Time” on page 5-9.)

- P/H Clean Up—Click the button to switch the printer to the P/H Clean Up mode. Print Head Cleanup mode is a mode that allows the user to clean the print head window more easily. The print head window is not cleaned automatically.

(Refer to “Cleaning the Print Head Window” on page 6-8.)



*The printer can also be switched to any of these operation modes by pressing the Rotate Toner key on the printer. Refer to “About the Rotate Toner KEY” on page 1-6.*

#### Set Default

- Apply—Click to send the settings specified for "Toner Low Message", "Toner Out Stop", "Energy Save Time" and "Auto Continue" to the printer.
- Toner Low Message—Specifies whether a printer indicator blinks or a warning message appears in the status display box of the Remote Panel Utility when toner is about to run out. If **Off** is selected, neither of these notifications appear when the toner is about to run out.
- Toner Out Stop—Specifies whether or not printing stops when the toner becomes empty.
- Energy Save Time—Set time to enter Energy Save mode when no operation is performed.
- Auto Continue—If **Off** is selected, the next print job will not be performed if a paper size error occurred in the printer, unless the Cancel key is pressed to cancel the error. If **On** is selected, the next print job is sent if a paper size error occurred in the printer, the error is automatically cancelled, and the next print job is performed.

## Calibration

- Start—Performs the calibration operation.

## User Service Tab

Top Adjustment—Allows the vertical print position to be finely adjusted.

Left Adjustment—Allows the horizontal printer position to be finely adjusted.

Transfer Power—Set the 2nd Transfer voltage for the Media type.

### Service's Choice

- GDI Timeout—Specifies the amount of time until communication with the printer times out.

Flicker—Set fuser heater power.

Image Adj Param—Use when print quality is reduced in environments such as high altitudes.

Print Pattern 1, Print Pattern 2—Prints a test pattern so the print result can be checked.

A black-and-white test pattern can be printed with "Print Pattern 1", and a color test pattern can be printed with "Print Pattern 2".

Download—Downloads the current printer settings and displays them in the utility.

Upload—Sends the current utility settings to the printer.

## Closing the Remote Panel Utility

To close the Remote Panel Utility, right-click the Remote Panel Utility icon in the Windows notification area (right end of the taskbar), and then choose **Exit**.



*When the Close button in the lower-right corner of the Remote Panel Utility window is clicked, the window is closed, and the utility remains miniaturized as an icon in the notification area. (The utility is not closed.) Double-click the icon to open the Remote Panel Utility window again.*



*Wait at least 5 seconds before opening the Remote Panel Utility again after it has been closed.*

# *Media Handling* **4**



# Print Media

## Specifications

Media	Media Size	
	Inch	Millimeter
A4	8.2 x 11.7	210.0 x 297.0
B5	7.2 x 10.1	182.0 x 257.0
A5	5.9 x 8.3	148.0 x 210.0
Legal 14	8.5 x 14.0	215.9 x 355.6
Letter	8.5 x 11.0	215.9 x 279.4
Statement	5.5 x 8.5	139.7 x 215.9
Executive	7.25 x 10.5	184.2 x 266.7
Legal 13	8.5 x 13.0	215.9 x 330.2
B5 (ISO)	6.9 x 9.8	176.0 x 250.0
Legal 13.5	8.5 x 13.5	215.9 x 342.9
Custom, Minimum*	3.6 x 7.7	92.0 x 195.0
Custom, Maximum*	8.5 x 14.0	216.0 x 356.0
<b>Notes:</b> * With thick stock The minimum size is 3.6 x 7.25 inch (92.0 x 184.0 mm). The maximum size is 8.5 x 11.7 inch (216.0 x 297.0 mm).		

# Types

Before purchasing a large quantity of special media, do a trial printing with the same media and check the print quality.

Keep media on a flat, level surface in its original wrapper until it is time to load it.

## Plain Paper (Recycled Paper)

<b>Capacity</b>	<b>Tray 1</b>	Up to 200 sheets, depending on the paper weight
<b>Orientation</b>	Face up	
<b>Driver Media Type</b>	Plain Paper	
<b>Weight</b>	60 to 90 g/m <sup>2</sup> (16 to 24 lb bond)	

### Use plain paper that is

- Suitable for plain paper laser printers, such as standard or recycled office paper.

### Note

---

**Do not use the media types listed below. These could cause poor print quality, media misfeeds, or damage to the printer.**

---

### DO NOT use plain paper that are

- Coated with a processed surface (such as carbon paper, and colored paper that has been treated)
- Carbon backed
- Unapproved iron-on transfer media (such as heat-sensitive paper, heat-pressure paper, and heat-press transfer paper)
- Cold-water-transfer paper
- Pressure sensitive
- Designed specifically for inkjet printers (such as superfine paper, glossy film, and postcards)
- Already been printed on by another printer, copier, or fax machine
- Dusty
- Wet (or damp)



*Keep media between 15% and 85% relative humidity. Toner does not adhere well to moist or wet paper.*

- Layered
- Adhesive
- Folded, creased, curled, embossed, warped, or wrinkled
- Perforated, three-hole punched, or torn
- Too slick, too coarse, or too textured
- Different in texture (roughness) on the front and back
- Too thin or too thick
- Stuck together with static electricity
- Composed of foil or gilt; too luminous
- Heat sensitive or cannot withstand the fusing temperature (180°C [356°F])
- Irregularly shaped (not rectangular or not cut at right angles)
- Attached with glue, tape, paper clips, staples, ribbons, hooks, or buttons
- Acidic
- Any other media that is not approved

## Thick Stock

Paper thicker than 90 g/m<sup>2</sup> (24 lb bond) is referred to as thick stock. Test all thick stock to ensure acceptable performance and to ensure that the image does not shift.

You can print continuously with thick stock. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

<b>Capacity</b>	<b>Tray 1</b>	Up to 50 thick stock sheets, depending on their thickness
<b>Orientation</b>	Face up	
<b>Driver</b>	Thick Stock 1	
<b>Media Type</b>	Thick Stock 2	
<b>Weight</b>	Thick Stock 1: 91 to 160 g/m <sup>2</sup> (25 to 42.6 lb bond) Thick Stock 2: 161 to 209 g/m <sup>2</sup> (42.7 to 55.6 lb bond)	

### DO NOT use thick stock that is

- Mixed with any other media in the trays (as this will cause printer misfeeding)

## Label

A sheet of labels consists of a face sheet (the printing surface), adhesive, and a carrier sheet:

- The face sheet must follow the plain paper specification.
- The face sheet surface must cover the entire carrier sheet, and no adhesive should come through on the surface.

You can print continuously with label sheets. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Try printing your data on a sheet of plain paper first to check placement. Check your application documentation for more information on printing labels.

<b>Capacity</b>	<b>Tray 1</b>	Up to 50 label sheets, depending on their thickness
<b>Orientation</b>	Face up	
<b>Driver Media Type</b>	Labels	

### Use label sheets that are

- Approved for laser printers

### DO NOT use label sheets that

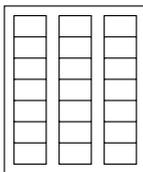
- Have labels that easily peel off or have parts of the label already removed
- Have backing sheets that have peeled away or have exposed adhesive



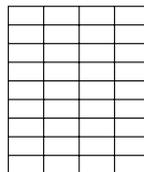
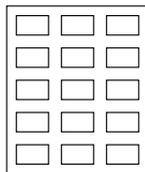
*Labels may stick to the fuser, causing them to peel off and media misfeeds to occur.*

- Are precut or perforated

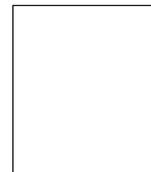
Do not use



Shiny backed paper



OK to use



Full-page labels  
(uncut)

## Letterhead

You can print continuously with letterhead. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Try printing your data on a sheet of plain paper first to check placement.

<b>Capacity</b>	<b>Tray 1</b>	Up to 50 sheets, depending on their size and thickness
<b>Orientation</b>	Face up	
<b>Driver Media Type</b>	Letterhead	

## Postcard

You can print continuously with postcard. However, this could affect the media feed, depending on the media quality and printing environment. If problems occur, stop the continuous printing and print one sheet at a time.

Try printing your data on a sheet of plain paper first to check placement.

<b>Capacity</b>	<b>Tray 1</b>	Up to 50 postcards, depending on their thickness
<b>Orientation</b>	Face up	
<b>Driver Media Type</b>	Postcard	

### Use postcards that are

- Approved for laser printers

### DO NOT use postcards that are

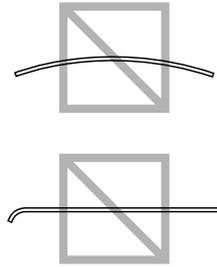
- Coated
- Designed for inkjet printers
- Precut or perforated
- Preprinted or multicolored



*If the postcard is warped, press on the warped area before putting it in Tray 1.*



- Folded or wrinkled

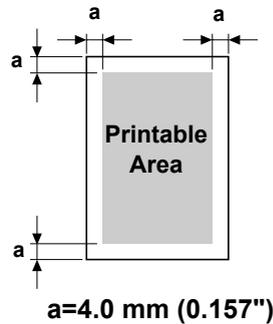


## Printable Area

The printable area on all media sizes is up to 4.0 mm (0.157") from the edges of the media.

Each media size has a specific printable area (the maximum area on which the machine can print clearly and without distortion).

This area is subject to both hardware limits (the physical media size and the margins required by the machine) and software constraints (the amount of memory available for the full-page frame buffer). The printable area for all media sizes is the page size minus 4.0 mm (0.157") from all edges of the media.



*When printing in color on legal-size media, the bottom margin is 16.0 mm (0.63").*

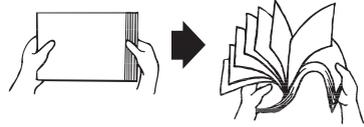
## Page Margins

Margins are set through your application. Some applications allow you to set custom page sizes and margins while others have only standard page sizes and margins from which to choose. If you choose a standard format, you may lose part of your image (due to printable area constraints). If you can custom-size your page in your application, use those sizes given for the printable area for optimum results.

# Loading Media

## How do I load media?

Take off the top and bottom sheets of a ream of paper. Holding a stack of approximately 200 sheets at a time, fan the stack to prevent static buildup before inserting it in a tray.



### Note

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**Although this printer was designed for printing on a wide range of media types, it is not intended to print exclusively on a single media type except plain paper. Continuous printing on media other than plain paper (such as, labels, or thick stock) may adversely affect print quality or reduce engine life.**

---

When refilling media, first remove any media remaining in the tray. Stack it with the new media, even the edges, then reload it.

Do not mix media of different types and sizes, as this will cause media mis-feeds.

## Tray 1 (Multipurpose Tray)

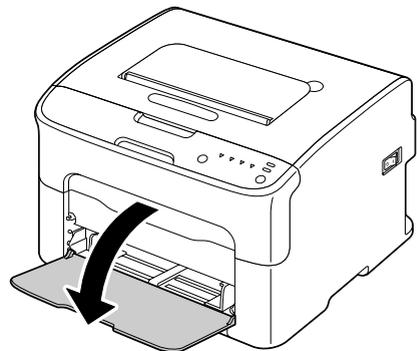
For details on the types and sizes of media that can be printed from Tray 1, refer to “Print Media” on page 4-2.

### Loading Plain Paper

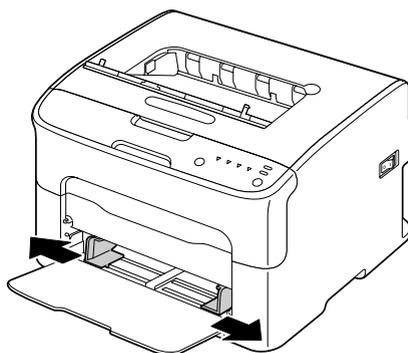
1 Open Tray 1.



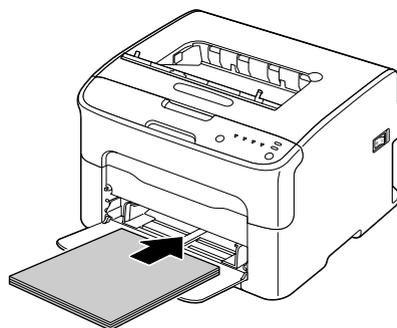
*If media has been loaded into Tray 1, remove all media from the tray.*



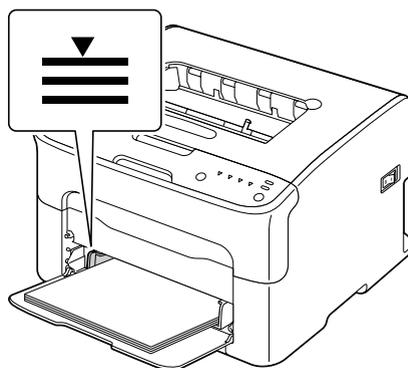
- 2 Slide the media guides to provide more space between them.



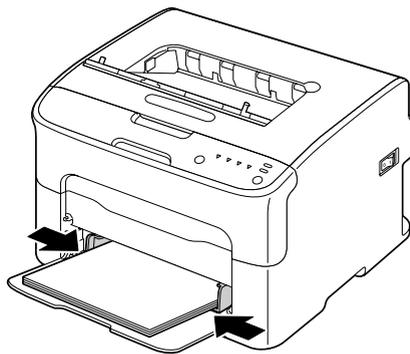
- 3 Load the paper face up in the tray.



*Do not load paper above the ▼ mark. Up to 200 sheets (80 g/m<sup>2</sup> [21 lb]) of plain paper can be loaded into the tray at one time.*



- 4 Slide the media guides against the edges of the paper.



## Other Media

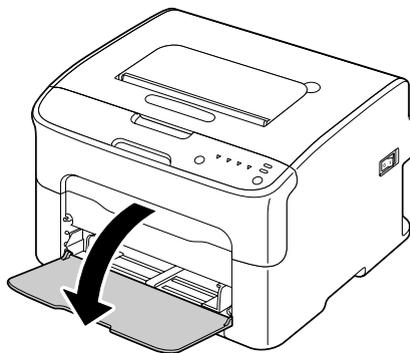
When loading media other than plain paper, set the media mode (Labels, Letterhead, Postcard, Thick Stock 1, or Thick Stock 2) in the driver for optimum print quality.

## Loading Label Sheets/Letterheads/Postcards/Thick Stock

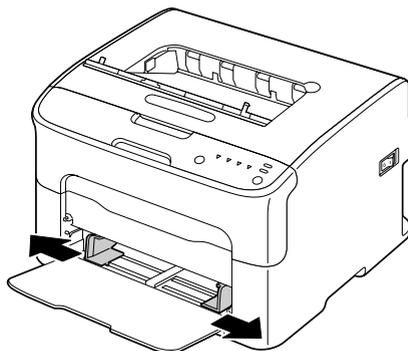
- 1 Open Tray 1.



*If media has been loaded into Tray 1, remove all media from the tray.*



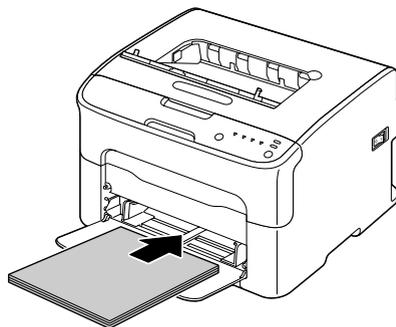
- 2** Slide the media guides to provide more space between them.



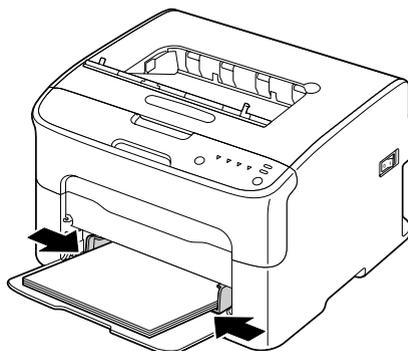
- 3** Load the media face up in the tray.



*Up to 50 sheets can be loaded into the tray at one time.*



- 4** Slide the media guides against the edges of the media.



# Output Tray

All media is fed out facing down into the output tray on top of the printer. This tray has a capacity of approximately 100 sheets (A4/Letter) of 80 g/m<sup>2</sup> (21 lb) paper.



*If the media is stacked too high in the output tray, your printer may experience media misfeeds, excessive media curl, or static buildup.*

## Media Storage

- Keep media on a flat, level surface in its original wrapper until it is time to load it.

*Media that has been stored for a long time out of its packaging may dry up too much and cause misfeeding.*

- If media has been removed from its wrapper, place it in its original packaging and store in a cool, dark place on a level surface.
- Avoid moisture, excessive humidity, direct sunlight, excessive heat (above 35°C [95°F]), and dust.
- Avoid leaning against other objects or placing it in an upright position.

Before using stored media, do a trial printing and check print quality.

***Replacing  
Consumables***

**5**



# Replacing Consumables

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## Note

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Failure to follow instructions as outlined in this manual could result in voiding your warranty.

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## About Toner Cartridges

Your printer uses four toner cartridges: black, yellow, magenta, and cyan. Handle the toner cartridges carefully to avoid spilling toner inside the printer or on yourself.



*Install only new toner cartridges in your printer. If a used toner cartridge is installed, then toner remaining amount may not be accurate.*



*The toner is nontoxic. If you get toner on your skin, wash it off with cool water and a mild soap. If you get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off.*



## CAUTION

**If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.**

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## Note

---

Use of non-OKI consumables may void your warranty if any damage is found to be caused by such consumables.

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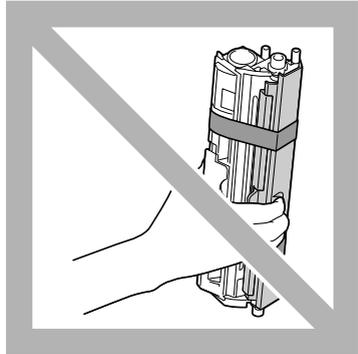
Keep toner cartridges:

- In their packaging until you're ready to install them.
- In a cool, dry location away from sunlight (due to heat).

*The maximum storage temperature is 35° C (95° F) and the maximum storage humidity is 85% (noncondensing). If the toner cartridge is moved from a cold place to a warm, humid place, condensation may occur, degrading print quality. Allow the toner to adapt to the environment for about one hour before use.*

- Level during handling and storage.

*Do not hold, stand or store cartridges on their ends or turn them upside down; the toner inside the cartridges may become caked or unequally distributed.*



- Away from salty air and corrosive gases such as aerosols.

# Replacing a Toner Cartridge

## Note

---

**Be careful not to spill toner while replacing a toner cartridge. If toner spills, immediately wipe it off with a soft, dry cloth.**

---

When the toner is empty, the toner indicator lights up. Follow the procedure described below to replace the toner cartridge.

- 1 Check the control panel to see which color of toner is empty. As an example, the procedure for replacing the magenta toner cartridge is described below.



*If the toner becomes empty, the toner indicator lights up and the empty toner cartridge is automatically moved so that it can be replaced.*

*If this has occurred, skip step 2 and continue with step 3.*

- 2 Use either operation described below to switch the printer to Change Toner mode.

- Press the Rotate Toner key.
- On the Panel tab of the Remote Panel Utility, select **Change Toner**, and then click the **Rotate Toner** button.



*The printer enters Change Toner mode, and the magenta toner indicator lights up.*



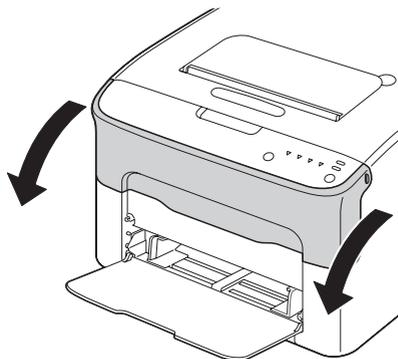
*With each additional press of the Rotate Toner key, the cyan, black, then yellow toner cartridge moves so that they can be replaced. The indicator for the toner cartridge that was moved so that it can be replaced lights up.*



*To exit Change Toner mode, press the Cancel key.*

### 3 Open the front cover.

 Before opening the front cover, open Tray 1 if it is not already open.

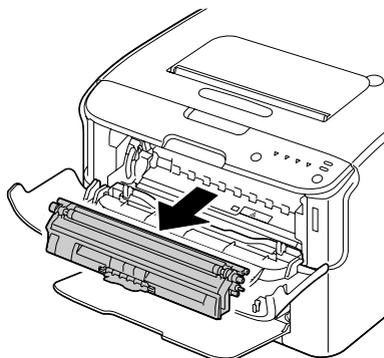
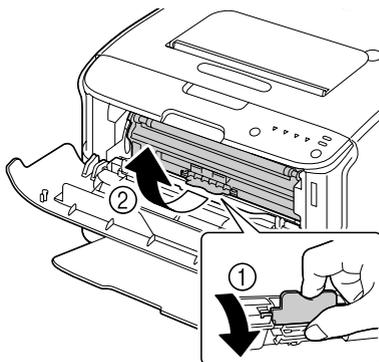


### 4 Check that the toner cartridge to be replaced has been moved to the front.

 You can identify the toner cartridge by the color of the handle.

### 5 Pull down the handle on the toner cartridge until the toner cartridge is unlocked and moves out slightly toward you. Remove the toner cartridge.

 Do not manually rotate the toner cartridge carousel. In addition, do not rotate the carousel with force, otherwise it may be damaged.

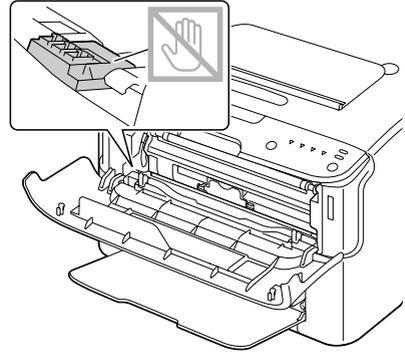


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**Note**

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Do not touch the contact indicated in the illustration.



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**Note**

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Dispose of the empty toner cartridge according to your local regulations. Do not burn the toner cartridge. For details, refer to “About Toner Cartridges” on page 5-2.

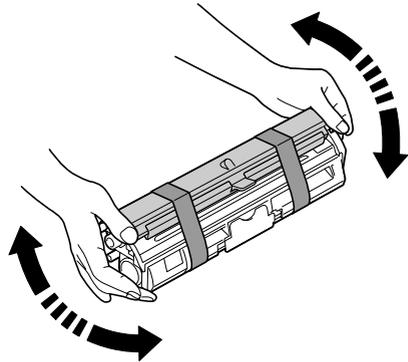
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**6** Prepare a new toner cartridge.

**7** Shake the cartridge a few times to distribute the toner.

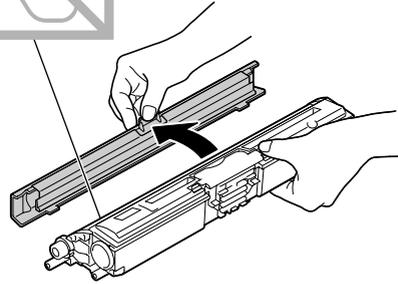


*Make sure that the toner roller cover is securely attached before shaking the toner cartridge.*



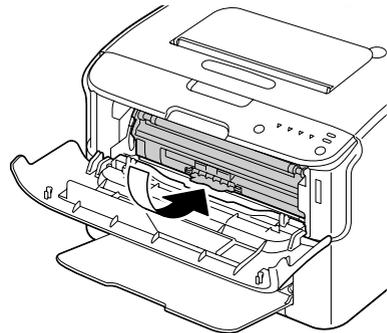
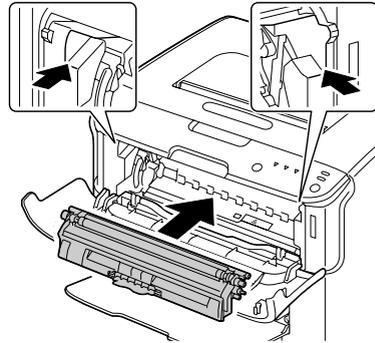
- 8** Remove the cover from the toner roller.

 *Do not touch or scratch the toner roller.*



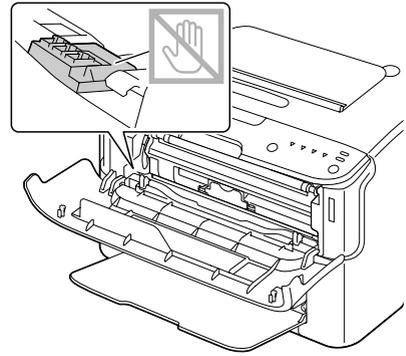
- 9** Align the shaft on each end of the toner cartridge with its holders, and then insert the cartridge.

 *Before inserting the toner cartridge, make sure that the color of the toner cartridge to be installed is the same as the label on the toner cartridge carousel.*

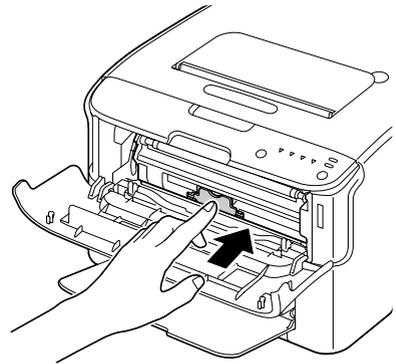


## Note

Do not touch the contact indicated in the illustration.



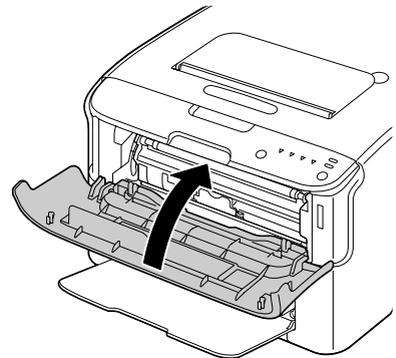
- 10 Press in the toner cartridge until it locks into place.



- 11 Close the front cover.



*To replace the toner cartridge for another color, after the front cover has been closed, check that the indicator for the toner to be replaced is lit (if necessary, press the Rotate Toner key), and then replace the toner cartridge as described in steps 3 through 11.*



- 12 Press the Cancel key to reset the printer and clear the indicator message.



*The printer must complete a calibration cycle (less than 2 minutes) after a toner cartridge has been replaced. If you open the top or front cover before the printer is reset, the calibration stops, then starts over again after the cover is closed.*

## Replacing All Toner Cartridges at the Same Time

### Note

---

**Be careful not to spill toner while replacing a toner cartridge. If toner spills, immediately wipe it off with a soft, dry cloth.**

---

By using the Eject All Toner mode, all toner cartridges can be replaced at the same time.

Follow the procedure described below to use the Eject All Toner mode.

- 1 Use either operation described below to switch the printer to Eject All Toner mode.

- Hold down the Rotate Toner key for more than 10 seconds.
- On the Panel tab of the Remote Panel Utility, select **Eject All Toner**, and then click the **Rotate Toner** button.



*The printer enters Eject All Toner mode, and the magenta toner indicator lights up.*



*To exit Eject All Toner mode, press the Cancel key.*

- 2 Perform the operations described in steps 3 through 11 of “Replacing a Toner Cartridge” on page 5-5 through 5-9 to replace the magenta toner cartridge.

- 3 Follow the same procedure to replace the cartridges for the cyan, black, then yellow toners.

- 4 Press the Cancel key to reset the printer and clear the indicator message.



*The printer must complete a calibration cycle (less than 2 minutes) after a toner cartridge has been replaced. If you open the top or front cover before the printer is reset, the calibration stops, then starts over again after the cover is closed.*

# Replacing the Imaging Cartridge

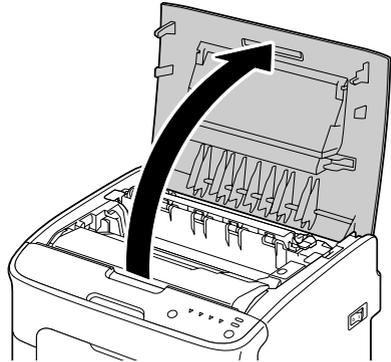
## Note

Use of non-OKI consumables may void your warranty if any damage is found to be caused by such consumables.

- 1 Open the top cover.



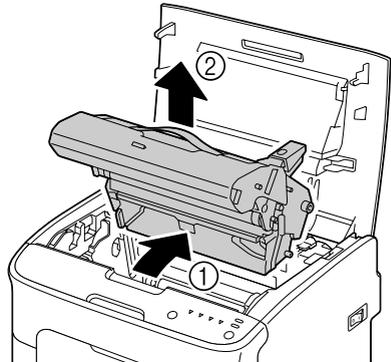
*If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.*



- 2 Grab the handle and lift it up slightly to the back, and then slowly pull the imaging cartridge out vertically.

## Note

**Dispose of the used imaging cartridge according to your local regulations. Do not burn the imaging cartridge.**

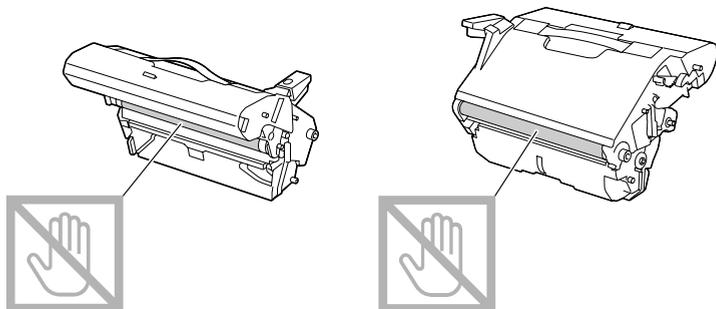


- 3 Prepare the new imaging cartridge.

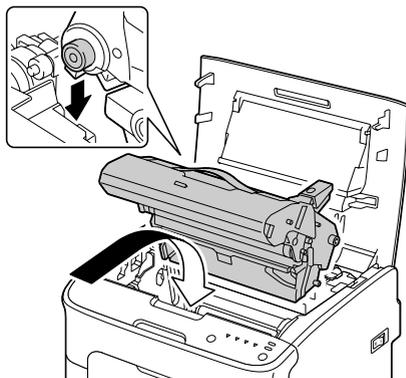
### Note

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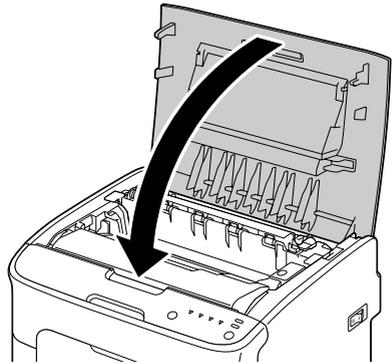
Do not touch the PC drum and the transfer belt on the imaging cartridge.



- 4 Slowly insert the new imaging cartridge vertically, and then push it slightly down toward you to finish installing the imaging cartridge.



**5** Carefully close the top cover.

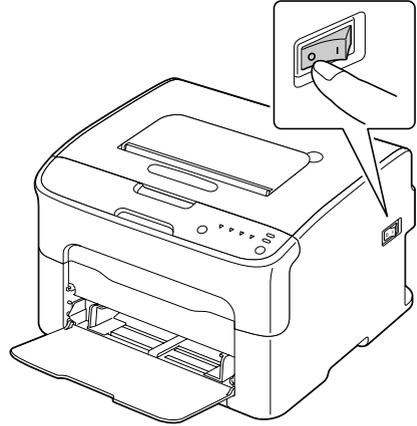


*The printer must complete a calibration cycle (less than 2 minutes) after the imaging cartridge has been replaced. If you open the top or front cover before the printer is reset, the calibration stops, then starts over again after the cover is closed.*

## Replacing the Fuser Unit

For optimum print quality and performance, use only a genuine Oki fuser unit for your specific printer type.

- 1 Turn off the machine and disconnect the power cord.



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### Note

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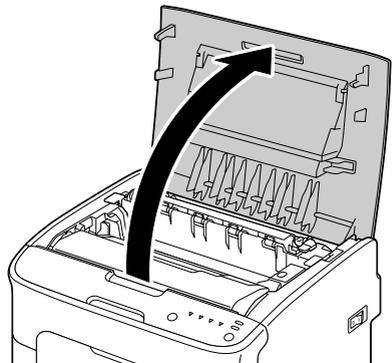
**There are extremely hot parts within the machine. Before replacing the fuser unit, wait about 20 minutes after turning off the machine, and then check that the fusing section has reached room temperature, otherwise, you may get burnt.**

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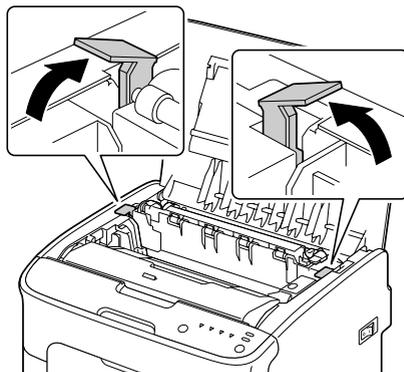
- 2 Open the top cover.



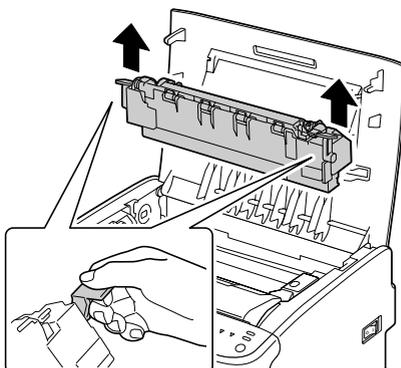
*If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.*



- 3** Push the blue handles back as far as possible.

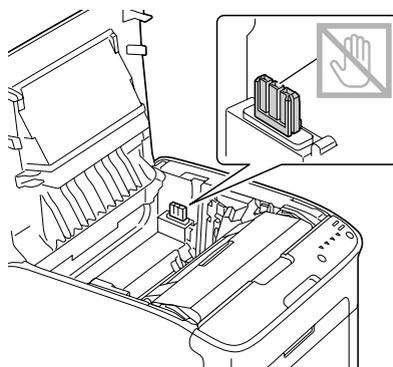


- 4** Grab the blue handles and lift the fuser unit to remove it.



### **Note**

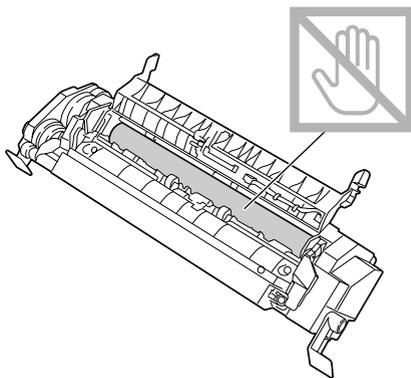
**Do not touch the matching connectors of the fuser unit and the machine.**



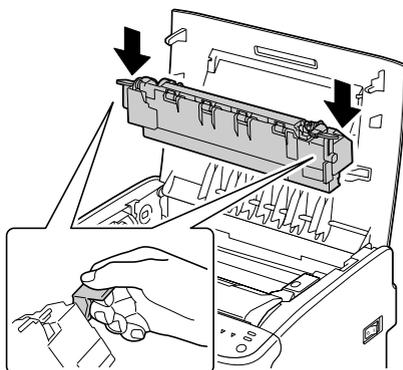
**5** Prepare a new fuser unit.



*Be careful not to touch the surface of the fuser roller.*



**6** While lifting the fuser unit with the blue handles (one on each side), vertically insert the fuser unit.

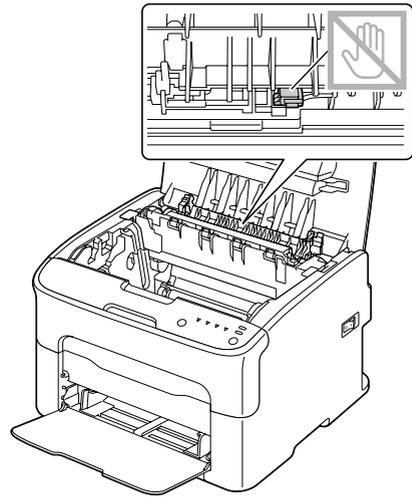


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**Note**

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Do not touch the paper exit sensor on the fuser unit.

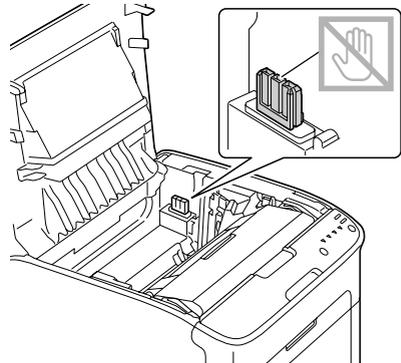


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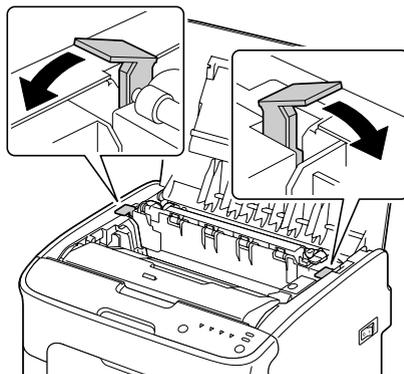
**Note**

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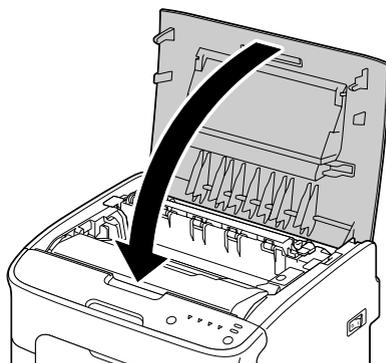
Do not touch the matching connectors of the fuser unit and the machine.



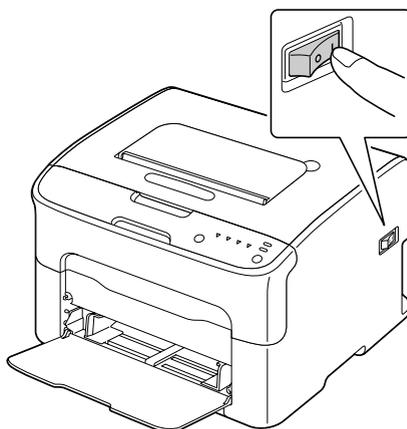
- 7** After the fuser unit is firmly installed, flip the blue handles down toward you.



- 8** Carefully close the top cover.



- 9** Reconnect the power cord, and turn on the machine.





***Maintenance***

**6**



# Maintaining the Printer



## CAUTION

**Read all caution and warning labels carefully, making sure to follow any instructions contained in them. These labels are located on the inside of the printer's covers and the interior of the printer body.**

Handle the printer with care to preserve its life. Abuse handling may cause damage and void your warranty. If dust and paper scraps remain on the inside or outside of the printer, printer performance and print quality will suffer, so the printer should be cleaned periodically. Keep the following guidelines in mind.



## WARNING!

**Turn off the printer, unplug the power cord, and disconnect all interface cables before cleaning. Do not spill water or detergent into the printer; otherwise the printer will be damaged and an electric shock may occur.**



## CAUTION

**The fuser unit is hot. When the top cover is opened, the fuser unit temperature drops gradually (one hour wait time).**



- Be careful when cleaning the inside of the printer or removing media misfeeds, as the fuser unit and other internal parts may be very hot.
- Do not place anything on top of the printer.
- Use a soft cloth to clean the printer.
- Never spray cleaning solution directly on the printer's surface; the spray could penetrate through the air vents of the printer and damage the internal circuits.
- Avoid using abrasive or corrosive solutions or solutions that contain solvents (such as alcohol and benzene) to clean the printer.
- Always test any cleaning solution (such as mild detergent) on a small inconspicuous area of your printer to check the solution's performance.
- Never use sharp or rough implements, such as wire or plastic cleaning pads.
- Always close the printer's covers gently. Never subject the printer to vibration.
- Do not cover the printer immediately after using it. Turn it off and wait until it cools down.

- Do not leave the printer's covers open for any length of time, especially in well-lit places; light may damage the imaging cartridge.
- Do not open the printer during printing.
- Do not tap media stacks on the printer.
- Do not lubricate or disassemble the printer.
- Do not tilt the printer.
- Do not touch the electrical contacts, gears, or laser devices. Doing so may damage the printer and cause the print quality to deteriorate.
- Keep media in the output tray at a minimum level. If the media is stocked too high, your printer may experience media misfeeds and excessive media curl.
- Keep the printer level to avoid toner spillage.
- When lifting the printer, grasp the areas shown in the figure.



- If you get toner on your skin, wash it off with cool water and a mild soap.



## **CAUTION**

**If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.**

- Make sure any parts removed during cleaning are replaced before you plug in the printer.

# Cleaning the Printer

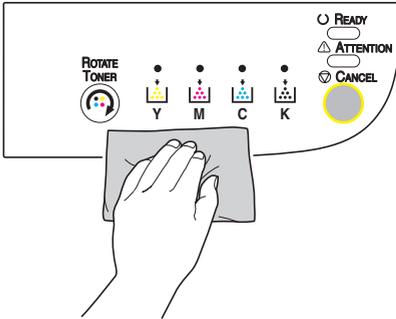


## CAUTION

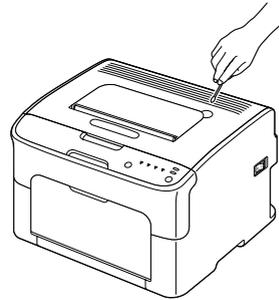
Be sure to turn off the printer and unplug the power cord before cleaning. However, be sure to turn on the printer when cleaning the print head window.

### Exterior

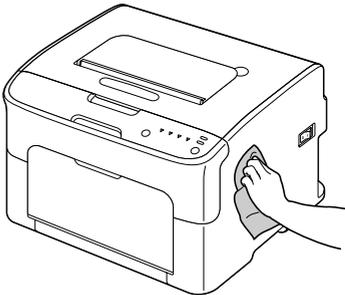
#### Control Panel



#### Ventilation Grille



#### Printer Exterior



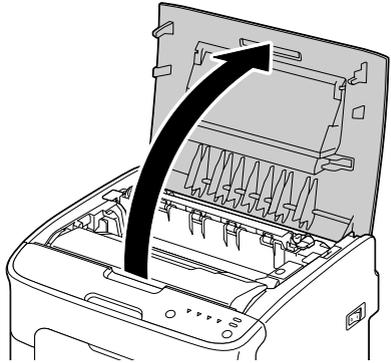
## Interior

### Cleaning the Media Feed Roller

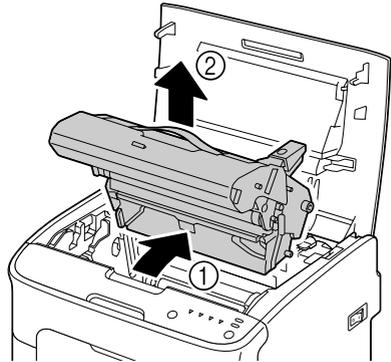
- 1 Open the top cover.



*If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.*



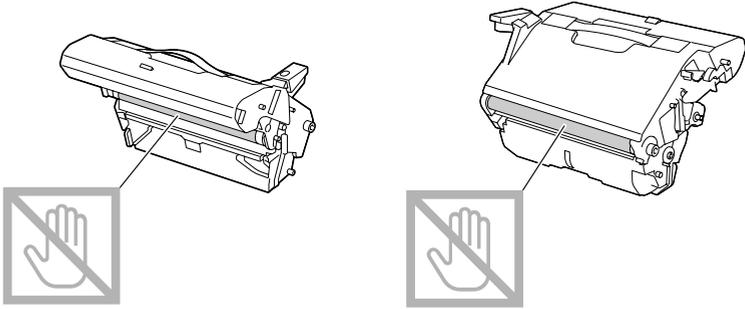
- 2 Grab the handle and lift it up slightly to the back, and then slowly pull the imaging cartridge out vertically.



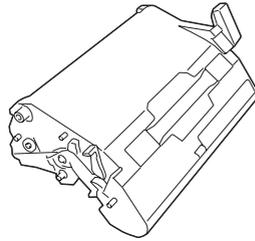
## Note

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Do not touch the PC drum on the imaging cartridge.

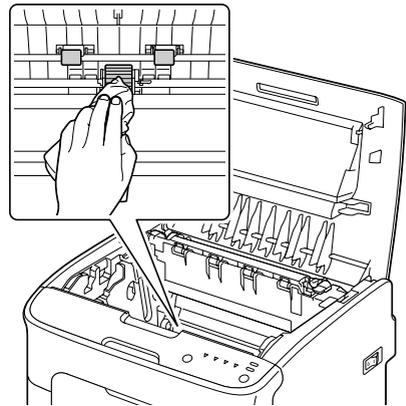


Position the removed imaging cartridge horizontally as shows in the illustration at the right. Be sure to keep the imaging cartridge horizontal and place it where it will not become dirty. Do not leave the imaging cartridge removed for more than 15 minutes, and do not place the removed imaging cartridge in a location where it would be exposed to direct light (such as sunlight).



- 
- 3** Clean the media feed rollers by wiping them with a soft, dry cloth.

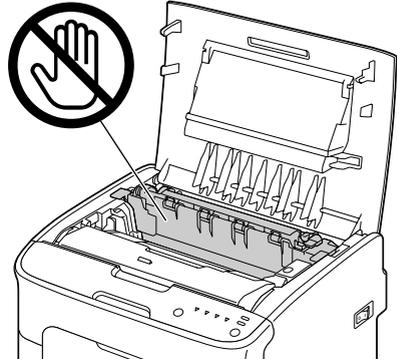
BOTTOM  
VIEW





## CAUTION

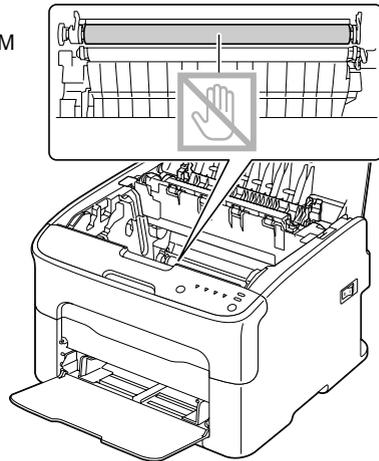
The area around the fuser unit is extremely hot. Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.



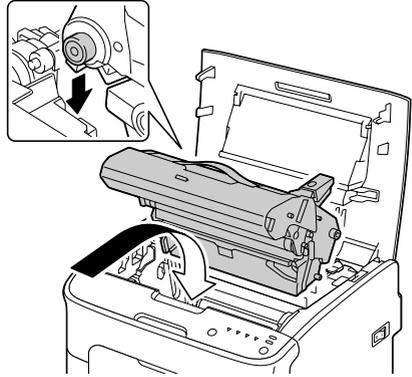
## Note

Decreased print quality may result if the surface of the transfer roller is touched. Be careful not to touch the surface of the transfer roller.

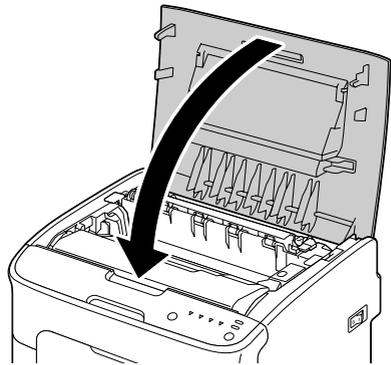
BOTTOM  
VIEW



- 4 Slowly insert the imaging cartridge vertically, and then push it slightly down toward you to finish reinstalling the imaging cartridge.



- 5 Carefully close the top cover.



## Cleaning the Print Head Window

- 1 Use either operation described below to switch the printer to Print Head Cleanup mode.

- Hold down the Rotate Toner key for 5 to 10 seconds.
- On the Panel tab of the Remote Panel Utility, click the **P/H Clean Up** button.



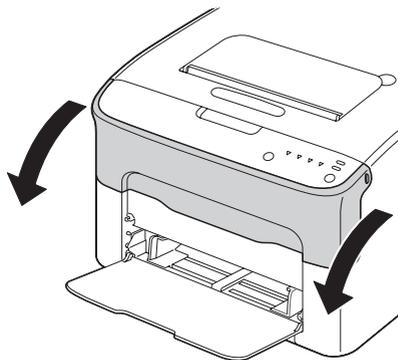
*The printer enters Print Head Cleanup mode, and the magenta toner indicator lights up.*



*It is not possible to exit Print Head Cleanup mode before the operation is finished (even if the Cancel key is pressed).  
If the printer has incorrectly been switched to Print Head Cleanup mode, perform steps 2 through 4, then steps 10 through 14 (skipping steps 5 through 9) to exit Print Head Cleanup mode.*

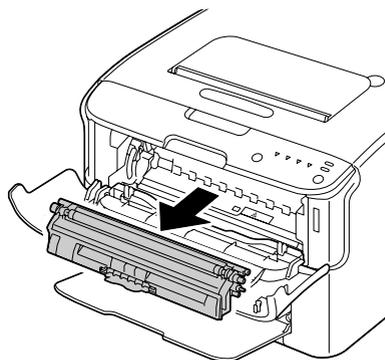
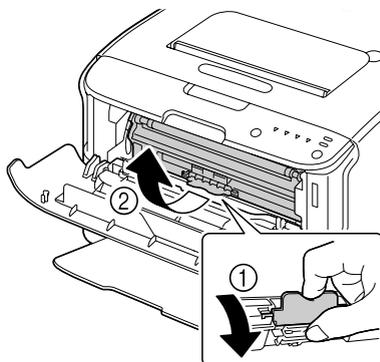
## 2 Open the front cover.

 Before opening the front cover, open Tray 1 if it is not already open.



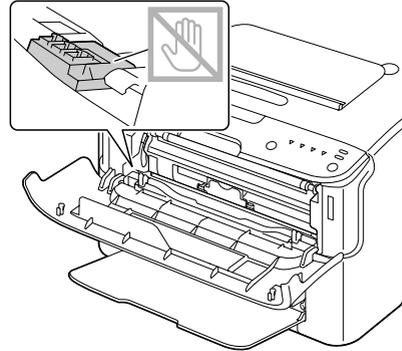
## 3 The magenta toner cartridge has been moved to the position from where it can be replaced. Pull down the handle on the toner cartridge until the toner cartridge is unlocked and moves out slightly toward you. Remove the toner cartridge.

 When the magenta toner cartridge is removed, a gap is created within the printer so that the print head window can easily be cleaned.



## Note

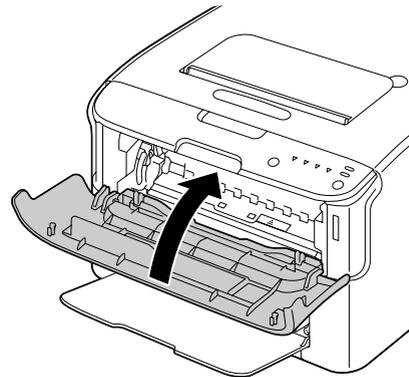
Do not touch the contact indicated in the illustration.



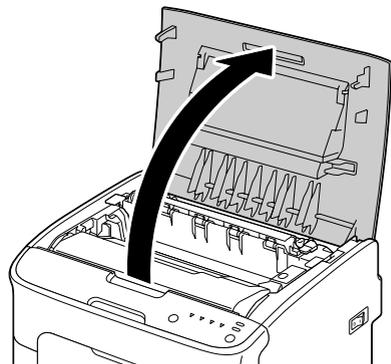
**4** Close the front cover.



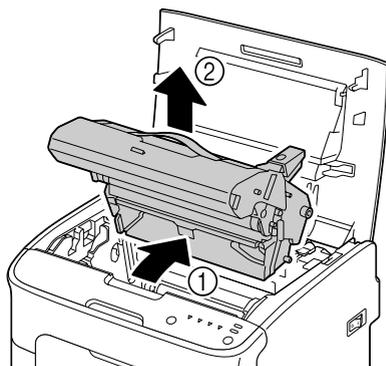
*The toner cartridge rotate within the printer.*



**5** After the toner cartridges have finished rotating and all indicators on the control panel begin blinking, open the top cover.



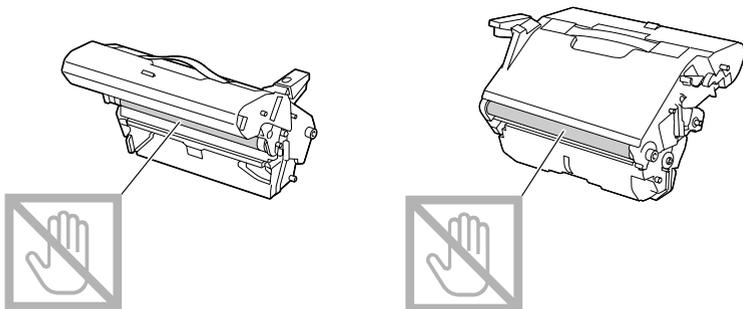
- 6 Grab the handle and lift it up slightly to the back, and then slowly pull the imaging cartridge out vertically.



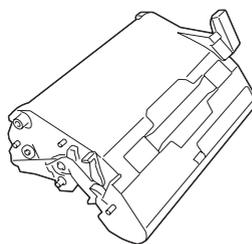
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### Note

Do not touch the PC drum on the imaging cartridge.

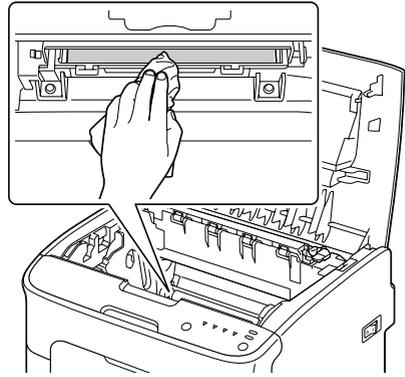


Position the removed imaging cartridge horizontally as shows in the illustration at the right. Be sure to keep the imaging cartridge horizontal and place it where it will not become dirty. Do not leave the imaging cartridge removed for more than 15 minutes, and do not place the removed imaging cartridge in a location where it would be exposed to direct light (such as sunlight).



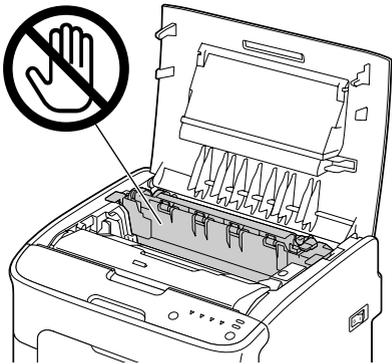
- 7 Clean the print head window by wiping it with a soft, dry cloth.

BOTTOM  
VIEW



## CAUTION

The area around the fuser unit is extremely hot. Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.

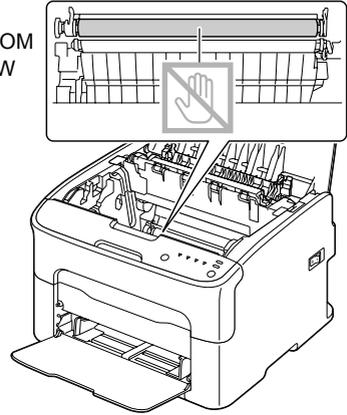


## Note

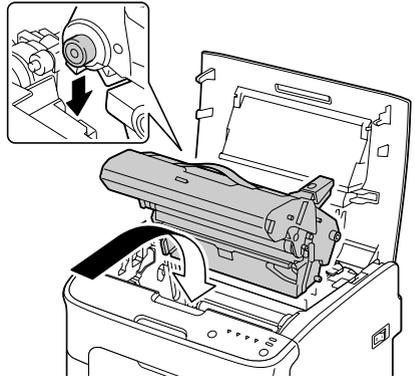
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Decreased print quality may result if the surface of the transfer roller is touched. Be careful not to touch the surface of the transfer roller.

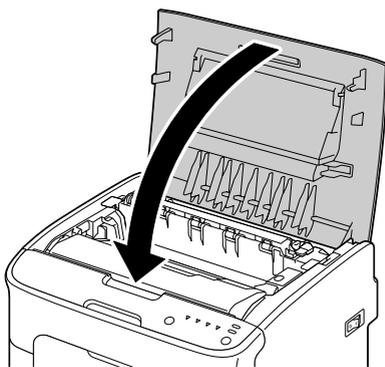
BOTTOM  
VIEW



- 
- 8 Slowly insert the imaging cartridge vertically, and then push it slightly down toward you to finish reinstalling the imaging cartridge.



9 Close the top cover.



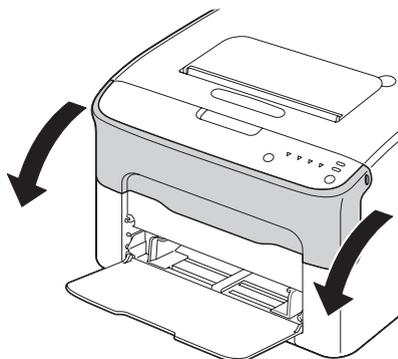
10 Press the Cancel key.



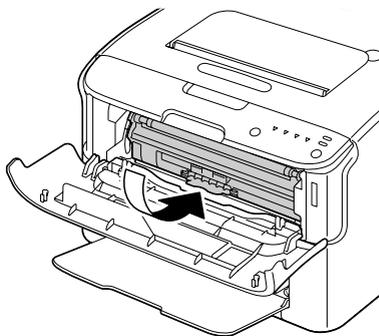
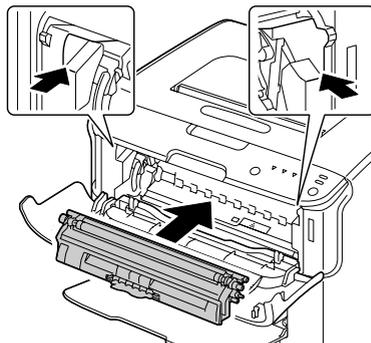
The blinking of all indicators stop, and the magenta toner indicator lights up.

The toner cartridges rotate within the printer.

11 After the toner cartridges have finished rotating, open the front cover.



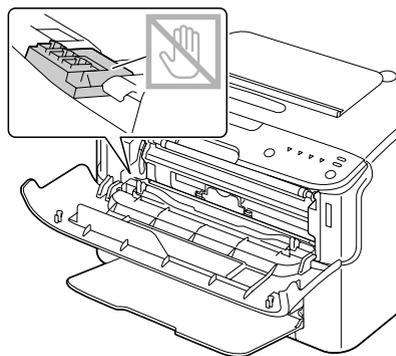
- 12 Align the shaft on each end of the toner cartridge with its holders, and then insert the cartridge.



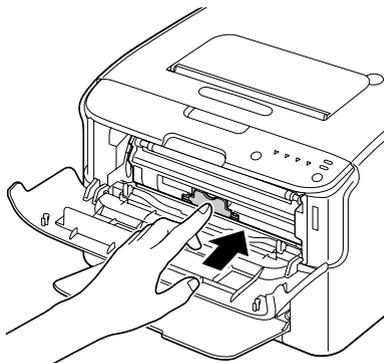
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### Note

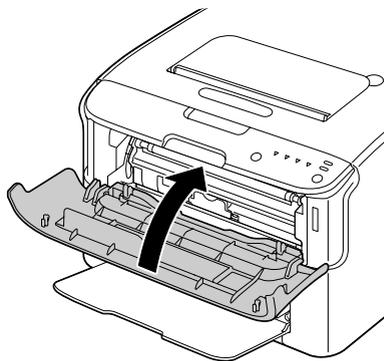
Do not touch the contact indicated in the illustration.



- 13** Press in the magenta toner cartridge until it locks into place.



- 14** Close the front cover.



***Troubleshooting***

**7**



# Introduction

This chapter provides information to aid you in resolving printer problems you may encounter, or at least guide you to the proper sources for help.

Preventing Media Misfeeds	page 7-3
Understanding the Media Path	page 7-4
Indicator Messages	page 7-5
Clearing Media Misfeeds	page 7-10
Solving Problems with Media Misfeeds	page 7-18
Solving Other Problems	page 7-20
Solving Problems with Printing Quality	page 7-22

# Preventing Media Misfeeds

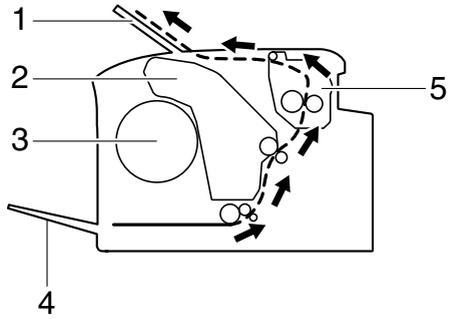
<b>Make sure that...</b>
Media matches the printer specifications.
Media is flat, especially on the leading edge.
The printer is on a hard, flat, level surface.
You store media in a dry location away from moisture and humidity.
You always adjust the media guides in Tray 1 <i>after</i> inserting the media ( <i>a guide that is not properly adjusted can cause poor print quality, media misfeeds, and printer damage</i> ).
You load the media printing-side up in the tray ( <i>many manufacturers place an arrow on the end of the wrapper to indicate the printing side</i> ).

<b>Avoid...</b>
Media that is folded, wrinkled, or excessively curled.
Double feeding ( <i>remove the media and fan the sheets—they may be sticking together</i> ).
Loading more than one type/size/weight of media in a tray at the same time.
Overfilling the trays.
Allowing the output tray to overfill ( <i>the output tray has a 100-sheet capacity—misfeeding may occur if you allow media to accumulate more than 100 sheets at one time</i> ).

# Understanding the Media Path

Understanding the printer's media path will help you locate media misfeeds.

- 1 Output tray
- 2 Imaging cartridge
- 3 Toner cartridge carousel
- 4 Tray 1
- 5 Fuser unit



# Indicator Messages

The indicators on the control panel provide information about your printer and help you locate each problem.

## Status Messages

Status messages indicate the current condition of the printer. The printer status also can be checked on the Remote Panel Utility. (Refer to “Working with the Remote Panel Utility” on page 3-2.)

Ready indicator (green)	Attention indicator (orange)	Condition	Action
Off	Off	Power off	None
Slow blinking	Off	Energy save mode	None
On	Off	Ready to print	None
Blinking	Off	Processing data	None
		Printing	
On	On	Initializing (power on)	None
		Canceling a print job	

## Warning Messages

These messages indicate that a warning condition has occurred on the printer.

Ready indicator (green)	Attention indicator (orange)	Toner indicator (orange)	Condition	Action
On	Off	Slow blinking	Toner near empty	Prepare the new toner cartridge.
On	Off	Blinking	An unapproved toner cartridge is installed.	Install a genuine Oki toner cartridge.
On	Off	Rapid blinking	The installed toner cartridge is of an unapproved type.	Install a genuine Oki toner cartridge. See page 5-2.

Ready indicator (green)	Attention indicator (orange)	Toner indicator (orange)	Condition	Action
Blinking	Off	On	Toner out  <i>This message appears when the <b>Toner Out Stop</b> in the Remote Panel Utility is set to <b>Off</b>.</i>	Replace the toner cartridge.  <i>Printing can continue, however, the printing results are not guaranteed.</i>
On	Slow blinking	*	Imaging cartridge near end	Prepare the new imaging cartridge.
		*	Toner cartridge memory error	Re-install the specified toner cartridge.
		*	Video interface error	Turn off the printer. After a few seconds, turn on the printer.
		*	Process caution	Open and close the printer's covers.  If the error is not corrected, turn off the printer. After a few seconds, turn on the printer.
Off	Slow blinking	*	Imaging cartridge end	Replace the imaging cartridge.

\* Differs depending on the toner status.

## Error Messages

These messages indicate errors which you must correct before a print job can continue or the printer status return to "Ready".

Ready indicator (green)	Attention indicator (orange)	Toner indicator (orange)	Condition	Action
Off	Rapid blinking	On	Toner out  <i>This message appears when the <b>Toner Out Stop</b> in the Remote Panel Utility is set to <b>On</b>.</i>	Replace the toner cartridge.  <i>If <b>Toner Out Stop</b> in the Remote Panel Utility is set to <b>Off</b>, printing can continue. However, the printing results are not guaranteed.</i>
Off	On	On	The toner cartridge is not installed.	Install the all toner cartridges.
			Toner empty	Replace the toner cartridge.
Slow blinking	Slow blinking	*	Media empty	Load media into Tray 1.
Slow blinking alternately		*	Media size error The size of paper being printed on is different from the size of paper specified in the printer driver.	Press the Cancel key to cancel the error. To print on paper of the size specified in the printer driver, load paper of the correct size into Tray 1, and then try performing the print job again.

<b>Ready indicator (green)</b>	<b>Attention indicator (orange)</b>	<b>Toner indicator (orange)</b>	<b>Condition</b>	<b>Action</b>
Off	Slow blinking	*	Memory full	Press the Cancel key.  If the error is not corrected, turn off the printer. After a few seconds, turn on the printer.
Off	Blinking	*	Front cover or top cover is open.	Close the front cover and top cover.
		*	The imaging cartridge is not installed.	Install the imaging cartridge.
Off	Rapid blinking	*	Media jam	Clear the jam, close the covers, and then continue with the print job.
Off	Rapid blinking	All blinking	Process error	Open and close the printer's covers.  If the error is not corrected, turn off the printer. After a few seconds, turn on the printer.
Off	On	All blinking	Imaging cartridge end	Replace the imaging cartridge.

\* Differs depending on the toner status.

## Service Message

This message indicates a more serious fault that can only be corrected by a customer service engineer.

<b>Ready indicator (green)</b>	<b>Attention indicator (orange)</b>	<b>Toner indicator (orange)</b>	<b>Condition</b>	<b>Action</b>
Rapid blinking	Rapid blinking	All blinking	Fatal error	Turn off the printer. After a few seconds, turn on the printer.  If the problem persists, contact your vendor or authorized service provider.

# Clearing Media Misfeeds

To avoid damage, always remove misfed media gently, without tearing it. Any pieces of media left in the printer, whether large or small, can obstruct the media path and cause further misfeeds. Do not reload media that has misfed.

## Note

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**The image is not fixed on the media before the fusing process. If you touch the printed surface, the toner may stick to your hands, so be careful not to touch the print face when removing the misfed media. Make sure not to spill any toner inside the printer.**

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## CAUTION

**Unfused toner can mess your hands, clothes, or anything else it gets on.**

**If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off. If toner gets on your skin, wash it off with cool water and a mild soap.**

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## CAUTION

**If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.**

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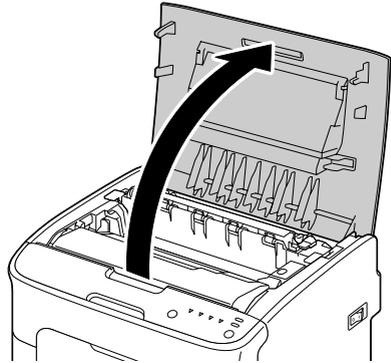
If, after clearing the media misfeed, the misfeed message in the control panel persists, open and close the printer's covers. This should clear the misfeed message.

## Clearing Procedures

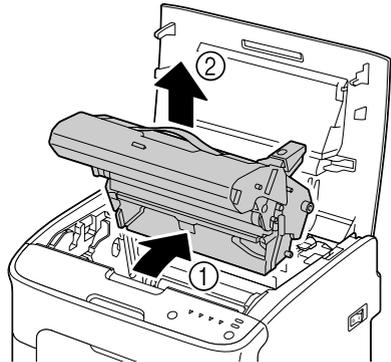
- 1 Open the top cover.



*If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.*



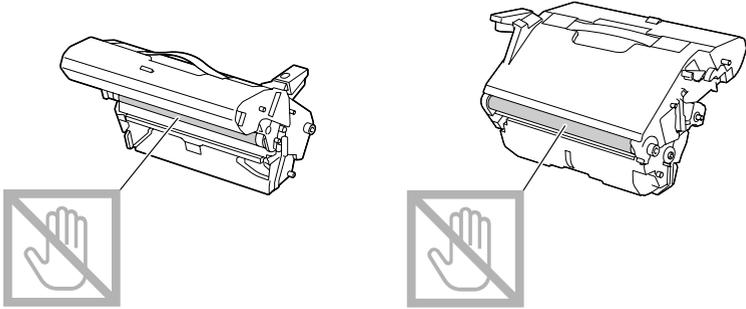
- 2 Grab the handle and lift it up slightly to the back, and then slowly pull the imaging cartridge out vertically.



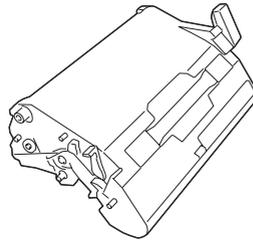
## **Note**

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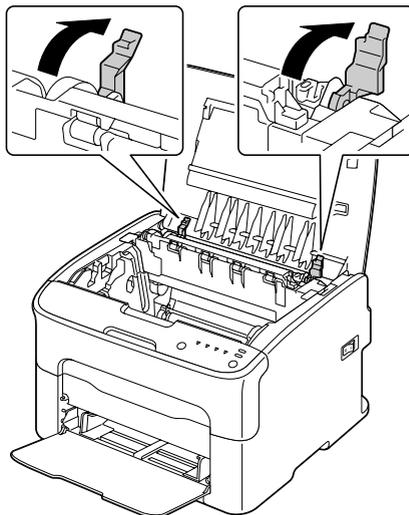
**Do not touch the PC drum on the imaging cartridge.**



**Position the removed imaging cartridge horizontally as shows in the illustration at the right. Be sure to keep the imaging cartridge horizontal and place it where it will not become dirty. Do not leave the imaging cartridge removed for more than 15 minutes, and do not place the removed imaging cartridge in a location where it would be exposed to direct light (such as sunlight).**

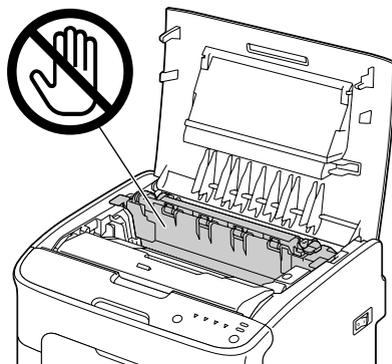


- 3 Push the fuser separator levers back as far as possible.

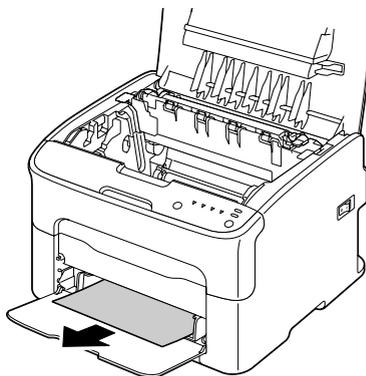
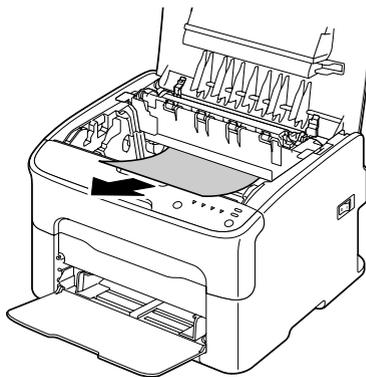


## CAUTION

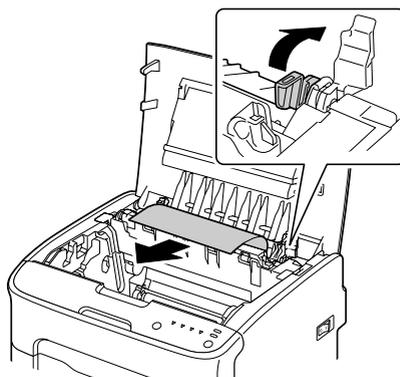
The area around the fuser unit is extremely hot. Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.



#### 4 Remove any misfed media.



*Raise the fuser unit cover and remove the media.*

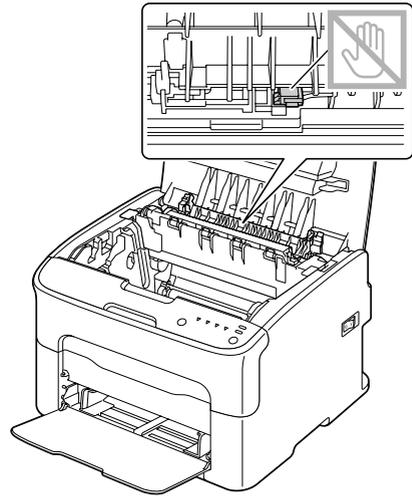


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**Note**

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Do not touch the paper exit sensor on the fuser unit.



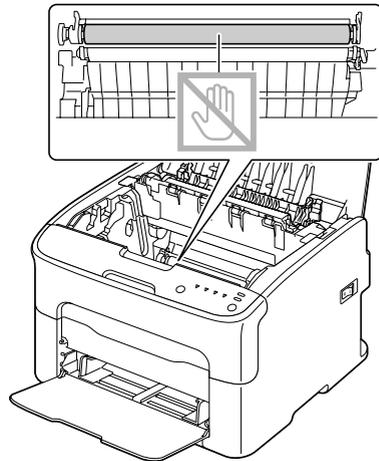
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**Note**

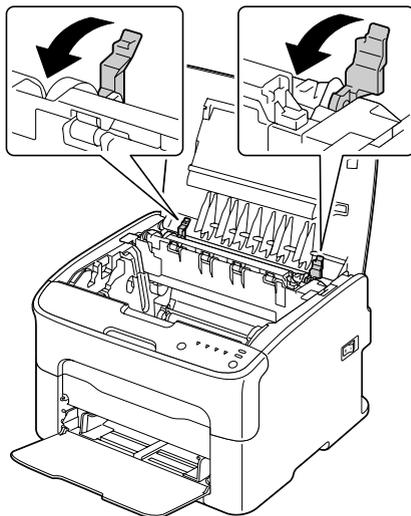
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Decreased print quality may result if the surface of the transfer roller is touched. Be careful not to touch the surface of the transfer roller.

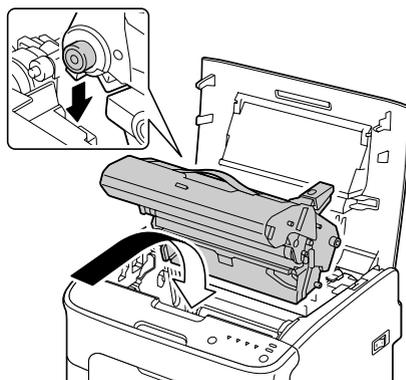
BOTTOM  
VIEW



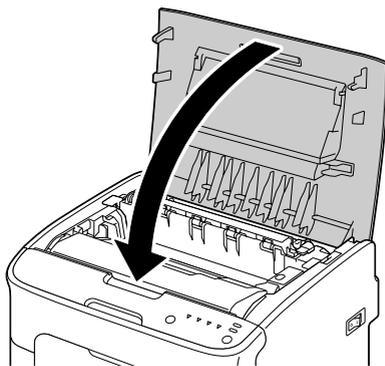
- 5 Return the fuser separator levers to their original positions.



- 6 Slowly insert the imaging cartridge vertically, and then push it slightly down toward you to finish reinstalling the imaging cartridge.



7 Carefully close the top cover.



# Solving Problems with Media Misfeeds



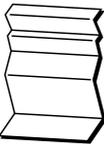
*Frequent misfeeds in any area indicate that area should be checked, repaired, or cleaned. Repeated misfeeds may also happen if you're using unsupported print media.*

Symptom	Cause	Solution
Several sheets go through the printer together.	The front edges of the media are not even.	Remove the media and even up the front edges, then reload it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
Media mis-feed message stays on.	Some media remains misfed in the printer.	Recheck the media path and make sure that you have removed all of the misfed media.
Media is misfeeding.	The media is not correctly positioned in the tray.	Remove the misfed media and reposition the media properly in the tray.
	The number of sheets in the tray exceeds the maximum allowed.	Remove the excess media and reload the correct number of sheets in the tray.
	The media guides are not correctly adjusted to the media size.	Adjust the media guides in the Tray 1 to match the size of the media.
	Warped or wrinkled media is loaded in the tray.	Remove the media, smooth it out, and reload it. If it still misfeeds, do not use that media.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	The recommended label sheet is facing the wrong way in Tray 1.	Load the label sheets according to the manufacturer's instructions.

<b>Symptom</b>	<b>Cause</b>	<b>Solution</b>
Media is misfeeding.	Unsupported media (wrong size, thickness, type, etc.) is being used.	See "Print Media" on page 4-2
	The media feed roller is dirty.	Clean the media feed roller. For more details, refer to "Interior" on page 6-5.

# Solving Other Problems

Symptom	Cause	Solution
Printer power is not on.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	Something is wrong with the outlet connected to the printer.	Plug another electrical appliance into the outlet and see whether it operates properly.
	The power switch is not correctly turned on (I position).	Turn the power switch off (O position), then turn it back to the on (I position).
	The printer is connected to an outlet with a voltage or frequency that does not match the printer specifications.	Use a power source with the specifications listed in appendix A, "Technical Specifications."
Printing takes too much time.	The printer is set to a slow printing mode (for example, thick stock).	It takes more time to print with special media. When using regular paper, make sure that the media type is set properly in the driver.
	The printer is set to power saving mode.	It takes time for printing to start in power saving mode.
	The job is very complex.	Wait. No action needed.
	A toner cartridge for a different region or an unapproved toner cartridge is installed.	Install a genuine Oki toner cartridge approved for your specific printer.
Blank pages are printed.	One or more of the toner cartridges are defective or empty.	Check the toner cartridges. The image will not print correctly or not at all, if the cartridges are empty.
	The wrong media is being used.	Check that the media type set in the driver matches the media loaded in the printer.

<b>Symptom</b>	<b>Cause</b>	<b>Solution</b>
Not all pages print.	The Cancel key was pressed.	Make sure no one pressed the Cancel key while your job was printing.
	The tray is empty.	Check that the trays are loaded with media, in place, and secure.
	A document is printed with an overlay file which has been created by an unsuitable printer driver.	Print the overlay file using a suitable printer driver.
Printer resets or turns off frequently.	The power cord is not correctly plugged into the outlet.	Turn off the printer, confirm that the power cord is correctly plugged into the outlet, and then turn on the printer.
	A system error occurred.	Contact Technical Support with the error information.
With N-up on multiple prints, the output is incorrect.	Both the driver and the application have been set for collation.	For N-up on multiple prints, choose Collate only in the driver's Basic Tab. Do not set collation in the application.
You hear unusual noises.	The printer is not level.	Put the printer on a flat, hard, level surface.
	There is a foreign object stuck inside the printer.	Turn off the printer and remove the object. If you cannot remove it, contact Technical Support.
Media is wrinkled. 	The media is moist from humidity or having water spilled on it.	Remove the moist media and replace it with new, dry media.
	The media feed roller or fuser unit is defective.	Check them for damage. If necessary, contact Technical Support with the error information.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	See "Print Media" on page 4-2

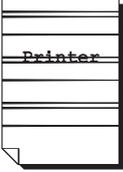
# Solving Problems with Printing Quality

Symptom	Cause	Solution
<p>Nothing is printed, or there are blank spots on the printed page.</p> 	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check if any is damaged.
	The imaging cartridge may be defective.	Remove the imaging cartridge and check for damage. If it is damaged, replace it.
	The media is moist from humidity.	Adjust the humidity for media storage. Remove the moist media and replace it with new, dry media.
	The media set in the printer driver mismatches the media loaded in the printer.	Load the correct media in the printer.
	The power source does not match the printer specifications.	Use a power source with the proper specifications.
	Several sheets are being fed at the same time.	Remove the media from the tray and check for static electricity. Fan plain paper or other media, and replace it in the tray.
	Media is not set properly in the tray.	Remove the media, tap it to straighten it out, return it to the tray, and realign the media guides.
<p>Entire sheet is printed in black or color.</p> 	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The imaging cartridge may be defective.	Remove the imaging cartridge and check for damage. If it is damaged, replace it.

Symptom	Cause	Solution
Image is too light; there is low image density. 	The print head window is dirty.	Clean the print head window.
	The media is moist from humidity.	Remove the moist media and replace with new, dry media.
	There is not much toner left in the cartridge.	Replace the toner cartridge.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	Media type is set incorrectly.	When printing labels, postcards, thick stock, or letterheads, specify the appropriate media type in the printer driver.
Image is too dark. 	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The imaging cartridge may be defective.	Remove the imaging cartridge and check for damage. If it is damaged, replace it.
Image is blurred; background is lightly stained; there is insufficient gloss of the printed image. 	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The imaging cartridge may be defective.	Remove the imaging cartridge and check for damage. If it is damaged, replace it.

Symptom	Cause	Solution
<p>The print or color density is uneven.</p> 	One or more of the toner cartridges may be defective or low.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The imaging cartridge is defective.	Remove the imaging cartridge and check for damage. If it is damaged, replace it.
	The printer is not level.	Place the printer on a flat, hard, level surface.
<p>Irregular print or mottled image appears.</p> 	The media is moist from humidity.	Adjust the humidity in the media storage area. Remove the moist media and replace it with new, dry media.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	See "Print Media" on page 4-2
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The imaging cartridge is defective.	Remove the imaging cartridge and check for damage. If it is damaged, replace it.
<p>There is insufficient fusing or the image comes off when rubbed.</p> 	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	See "Print Media" on page 4-2
	Media type is set incorrectly.	When printing labels, postcards, thick stock, or letterheads, specify the appropriate media type in the printer driver.

Symptom	Cause	Solution
<p>There are toner smudges or residual images.</p> 	<p>One or more of the toner cartridges are defective or installed incorrectly.</p>	<p>Remove the toner cartridges and check for damage. If it is damaged, replace it.</p>
<p>There are toner smudges on the back side of the page (whether or not it has been duplexed).</p> 	<p>The media path is dirty with toner.</p>	<p>Print several blank sheets and the excess toner should disappear.</p>
	<p>One or more of the toner cartridges are defective.</p>	<p>Remove the toner cartridges and check for damage. If it is damaged, replace it.</p>
	<p>The imaging cartridge is defective.</p>	<p>Remove the imaging cartridge and check for damage. If it is damaged, replace it.</p>
<p>Abnormal areas (white, black, or color) appear in a regular pattern.</p> 	<p>The print head window is dirty.</p>	<p>Clean the print head window.</p>
	<p>A toner cartridge may be defective.</p>	<p>Remove the toner cartridges with the color causing the abnormal image. Replace it with a new toner cartridge.</p>
	<p>The imaging cartridge is defective.</p>	<p>Remove the imaging cartridge and check for damage. If it is damaged, replace it.</p>

Symptom	Cause	Solution
Image defects. 	The print head window is dirty.	Clean the print head window.
	A toner cartridge may be leaking.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	A toner cartridge may be defective.	Remove the toner cartridge with the color causing the abnormal image. Replace it with a new toner cartridge.
	The imaging cartridge is defective.	Remove the imaging cartridge and check for damage. If it is damaged, replace it.
Lateral lines or bands appear on image. 	The printer is not level.	Place the printer on a flat, hard, level surface.
	The media path is dirty with toner.	Print several sheets and the excess toner should disappear.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The imaging cartridge is defective.	Remove the imaging cartridge and check for damage. If it is damaged, replace it.
Colors look drastically wrong.	One or more of the toner cartridges are defective.	Remove the toner cartridges and verify that the toner is distributed evenly on each cartridge roller, and reinstall the toner cartridges.
Colors are not registering properly; colors are mixed or have page-to-page variation.	The imaging cartridge is not correctly seated.	Remove the imaging cartridge and reinstall it.
	One or more of the toner cartridges may be defective.	Remove the toner cartridges and check for damage. If it is damaged, replace it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.

Symptom	Cause	Solution
<p>The color has a poor reproduction or has poor color density.</p> 	<p>The imaging cartridge is defective.</p>	<p>Remove the imaging cartridge and check for damage. If it is damaged, replace it.</p>

If the problem is not resolved, even after all of the above have been performed, contact Technical Support with the error information.



*Appendix* **A**



# Technical Specifications

## Printer

Type	Desktop full color laser beam printer
Printing system	Dual laser diode with polygon mirror
Developing system	Mono component development system
Fusing system	Heat roller system
Resolution	1200 dpi × 600 dpi or 600 dpi × 600 dpi
First print	Monochrome: 11 seconds for A4, Letter (plain paper) Full color: 20 seconds for A4, Letter (plain paper)
Print speed	Monochrome: 19 pages per minute for A4, Letter (plain paper) Full color: 5 pages per minute for A4, Letter (plain paper)
Warm-up time	35 seconds or less (time to return to Ready mode from Energy save mode)
Media sizes	Paper width: 92 to 216 mm (3.6 to 8.5") Paper length: Plain paper: 195 to 356 mm (7.7 to 14.0") Thick stock 1/2: 184 to 297 mm (7.25 to 11.7")
Paper/Media	Plain paper (60 to 90 g/m <sup>2</sup> ) Letterhead Labels Thick stock 1 (91 to 163 g/m <sup>2</sup> ) Thick stock 2 (164 to 209 g/m <sup>2</sup> ) Postcard
Input capacity	Plain paper: 200 sheets Labels/Letterhead/Postcard/Thick Stock: 50 sheets
Output capacity	Output tray: 100 sheets (A4, Letter)
Operating temperature	10 to 35°C (50 to 95°F)
Operating humidity	15 to 85%
Power supply	120 V, 50 to 60 Hz 220 to 240 V, 50 to 60 Hz

Power consumption	120 V: 970 W or less 220 to 240 V: 1020 W or less Energy Saver Mode: 14 W or less
Amperage	120 V: 8.2 A or less 220 to 240 V: 4.4 A or less
Acoustic Noise	Printing: 51 dB or less Standby: 29 dB or less
External dimensions	Height: 275 mm (10.8") Width: 396 mm (15.6") Depth: 380 mm (14.9")
Weight	11.2 kg (without consumables) 14.4 kg (with consumables)
Interface	USB 2.0 compliant
Standard memory	16 MB

## Consumable Life Expectancy Chart

### User-Replaceable

Item	Average Life Expectancy
Toner cartridge	<b>Starter Cartridge</b> = 500 pages (Y, M, C, K) <b>Replacement Cartridge</b> = Standard-capacity: 1,500 pages (Y, M, C) High-capacity: 2,500 pages (Y, M, C, K)
Imaging cartridge	<b>Monochrome:</b> 42,500 pages (Continuous) 10,000 pages (1 page per job) <b>Full color:</b> 11,250 pages (Continuous) 7,500 pages (1 page per job)



*The values shown for the toner cartridge and imaging cartridge indicate the number of pages for simplex printing using A4/Letter-size media with 5% coverage.*

*The actual life may differ (be shorter) depending on the printing conditions (coverage, paper size, etc.), differences in the printing method, such as continuous printing or intermittent printing (when print jobs of one page are often printed), or the type of paper used, for example, thick paper. In addition, the life will be affected by the temperature and humidity of the operating environment.*

# Service-Replaceable

Item	Average Life Expectancy
Transfer roller	50,000 pages

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# Index

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## B

**Basic tab** .....2-5

## C

### Consumables

Fuser unit .....5-13

Imaging cartridge .....5-10

Toner cartridge .....5-2

**Control panel** ..... 1-5

## I

### Indicator Messages

Error messages .....7-7

Service messages .....7-9

Status message .....7-5

Warning Messages .....7-5

## L

**Labels** ..... 4-5

**Layout tab** ..... 2-5

**Letterhead** ..... 4-6

**Loading media** ..... 4-8

## M

**Maintenance** ..... 6-2

### Media

Clearing misfeeds ..... 7-10

Loading ..... 4-8

Path ..... 7-4

Preventing misfeeds ..... 7-3

**Media path** ..... 7-4

### Media type

Labels ..... 4-5

Letterhead ..... 4-6

Plain paper ..... 4-3

Postcard ..... 4-6

Thick stock .....	4-4
<b>Misfeed problems</b> .....	7-18
Clearing .....	7-10
Media path .....	7-4
Preventing .....	7-3

## O

<b>Output tray</b> .....	4-12
<b>Overlay tab</b> .....	2-6

## P

<b>Page margins</b> .....	4-7
<b>Plain paper</b> .....	4-3
<b>Postcard</b> .....	4-6
<b>Preventing media misfeeds</b> .....	7-3
<b>Print quality</b> .....	7-22
<b>Printable Area</b> .....	4-7
<b>Printer</b>	
Parts .....	1-3
<b>Printer driver</b>	
Displaying .....	2-3
Setting .....	2-4

Uninstalling .....	2-3
--------------------	-----

## Q

<b>Quality tab</b> .....	2-6
--------------------------	-----

## R

<b>Remote Panel Utility</b>	
Closing .....	3-4
Opening .....	3-2
Using .....	3-2

## T

<b>Thick stock</b> .....	4-4
<b>Troubleshooting</b> .....	7-1

## V

<b>Version tab</b> .....	2-6
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## W

<b>Watermark tab</b> .....	2-6
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